

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:40 PM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: corneb2

CAR ID: CA5599397I
Page 1

SC: ONE CONTRACT

NAME: [REDACTED]
STREET: [REDACTED]
CITY: ALEXANDRIA
ST/ZIP: VA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E43M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 60000
IN SVC DATE: 03 / 01 / 04
VCAN: Y
PAID: 25
SUSP: 0
DENY: 0
RTL DLR: 70016 COMPETITION INFINITI
SVC DLR: 70016 COMPETITION INFINITI
RESP DLR: 70016 COMPETITION INFINITI
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: Y (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED X MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: BT 11 OPEN DATE: 01 / 24 / 07 XFER/RSPNSBLTY: 72 02 S
CONTACT (S): FOLLOWUP DATE: 01 / 25 / 07 INF-NET (Y/N): 0
SEVERITY: 3 CLOSE DATE: 02 / 26 / 07 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 138000 ENGINE ASSEMBLY
AG ENGINE MECHANICAL YX POOR OR IMPROPER OPERATION
OA VEHICLE CONCERNS 153000 GEN. FUEL DELIVERY/INTAKE COMPONENT
AI FUEL/INTAKE SYSTEM YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZJA008N 01/24/2007

PREVIOUS FILES FOUND.

4987366

5235128

5412963

5451237

>>>INF0732275. REC'D CCF FROM BBB. C SEEKS BUYBACK OR REPLACEMENT. CCF STATES
OIL CONSUMPTION, GAS GAUGE GIVING FALSE READINGS. DOCS TO ARBS-JM
@01/24-ZJA008N

ARBS CLOSING FILE - LACK OF C RESPONSE.

@02/26-ZJM254N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: RP4B	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:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY: AL	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZJA008N	
HISTORY:	UPDATE BY: ZJM254N	
SVC CALL#:	UPDATE DATE: 02 / 26 / 07	
CLOSE: Y (Y/N)	CLOSE DATE: 02 / 26 / 07	MICROFILM: N
RESP CAA: MATTISON, JUDY	OLM: COPENHAVER J	DOM: CANTY GENE
PHONE: 6157257339	OWNER FIRST:	LANGUAGE: E ENGLISH

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CA5599397

SERVICE CONTRACTS SUMMARY

DATE: 1/30/2012
TIME: 04:07:40 PM
MODEL YEAR: 2003.0
MAKE:
MODEL LINE: M45

NAME: [REDACTED]

VIN:
IN SCV DATE: 5/10/2005

SEO NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
1	FECO07209339	71248 VA	5/10/2005	5/10/2010	91,737	10/23/2007	

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CONTRACT: FE007209339		CONTRACT:	
OWNER NAME: [REDACTED]		OWNER NAME:	
PLAN TYPE: E		PLAN TYPE:	
PLAN TERM: O		PLAN TERM:	
DEDUCTABLE: \$ 100		DEDUCTABLE:	
EFFECTIVE: 05/10/05		EFFECTIVE:	
EXPIRES: 05/10/10 MILES: 91,737		EXPIRES:	MILES:
CANCEL: 10/23/07 MILES: 67,000		CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION: 10/30/2007		TRANSACTION:	
PRINTED: 08/04/06		PRINTED:	
DEALER NO: 71248 STATE: VA		DEALER NO:	STATE:
DEALER NAME: PASSPORT INFINITI/ALEXAND		DEALER NAME:	

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SC: MULTI CONTRACT

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

VIN: JNKAY41E63M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 32300
IN SVC DATE: 11 / 08 / 03
VCAN: Y RTL DLR: 71105 INFINITI SOUTH BAY
PAID: 17 SVC DLR: 71105 INFINITI SOUTH BAY
SUSP: 0 RESP DLR: 71105 INFINITI SOUTH BAY
DENY: 1 REGION: 92 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 PREOWNED X MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: JUST PURCHASED
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 02 / 02 / 07 XFER/RSPNSBLTY: 92 02 S
CONTACT (S): FOLLOWUP DATE: 02 / 09 / 07 INF-NET (Y/N): 1
SEVERITY: 3 CLOSE DATE: 02 / 08 / 07 INF-NET DATE: 02 / 06 / 07

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 179000 CONSOLE/DISPLAY (ELECTRICAL)
AT INSTRUMENTATION WA PREMATURE WEAR/FAILURE

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C. A. R. COMMENTS

FILE OPENED-ZMS041N 02/02/2007

NO PREVIOUS FILE.

RCAS VERIFIED OWNER INFORMATION.

C CALLING THAT HE IS HAVING PROBLEMS WITH VEHICLE. C STATES THAT THE SECOND DAY C PURCHASED EVERYTHING SHUT DOWN. C STATES GAS GAUGE WAS NOT FUNCTIONING. C STATES WHEN HE PURCHASED VEHICLE HE WAS PROMISED THEY WOULD DO CERTAIN THINGS AND DEALER IS NOW NOT DOING IT. C STATES HIS SALESMAN IS NO LONGER THERE. RCAS ASKED C IF HE GOT IN WRITING AND C STATES NO. C STATES THE GAUGE IS ON BACK ORDER. C WAS PROMISED THE HEADLIGHT WOULD BE CHANGED OUT AND C STATES HE CAME BACK THE NEXT DAY AND DEALER ADVISED THEY JUST CLEANED THEM AND DID NOT CHANGE THEM. C STATE WHY HE IS CALLING IS THAT THIS IS A CERTIFIED PRE-OWNED VEHICLE AND IT HAS BROKEN DOWN TWICE. C STATES SUPPOSE THIS VEHICLE IS CERTIFIED-PREOWNED VEHICLE. C WANTS THE VEHICLE REVIEWED AGAIN. C DOES NOT HAVE FAITH IN THIS VEHICLE. RCAS NOTES THAT EPP IS NOT SHOWING DUE TO C JUST PURCHASED @02/02-ZMS041N

VEHICLE ON JANUARY 19. C WANTS HELP TO GET THE DEALER TO DO THE ALL THE THINGS DEALER PROMISED HIM AT TIME OF SALE. @02/02-ZMS041N

RCAS ADVISED WILL FORWARD TO WEST REGION FOR REVIEW. @02/02-ZMS041N

<<<RCAS CK TRANSFERRING FILE TO RCAS JH FOR FURTHER HANDLING>>> @02/02-ZCK657N

RCAS-JH CONTACTED SM-JOHN AT DLR. COMBO METER ON B/O. RCAS-JH CONTACTED PARTS-CHRIS. COMBO METER HAS NOT BEEN ORDERED BUT A DOME LIGHT IS ON ORDER.

RCAS-JH CONTACTED SM-JOHN. SM-JOHN ADVISED PART IS ON ORDER P/N 24810-CR902 @02/05-ZJH560N

RCAS-JH LEFT VMX FOR USED VEH MGR-JAMES AT 3:54PM CST. @02/05-ZJH560N

RCAS-JH CONTACTED IHPR-ANDY. @02/05-ZJH560N

IHPR-ANDY TO CALL RCAS-JH BACK AFTER CONTACTING MODEL ELECTRONICS FOR ETA ON PART. @02/05-ZJH560N

RCAS-JH CONTACTED USED VEH MGR-JAMES. DLR TO CHECK ON STATUS OF CERTIFIED PRE-OWNED VEH AS IT IS NOT IN THE SYSTEM. MGR-JAMES STATES THAT C SPOKE WITH C LAST NIGHT AT GREAT LENGTH.

RCAS-JH CONTACTED GM-TONY AT DLR. GM-TONY ADVISES THAT MGR-JAMES SPOKE WITH SLSMGR THAT NO LONGER WORKS AT DLR AND IT WAS ADVISED THAT HEADLIGHTS WOULD BE CLEANED AND NOT REPLACED. DLR DID OFFER C TO SPLIT COST. C STATED NO. C THEN STATED THAT C DID NOT THINK THAT IT WAS A BIG DEAL BUT C WAS GOING TO TELL NNA TO GET DLR TO BUY C NEW HEADLIGHTS. @02/06-ZJH560N

RCAS-JH CONTACTED C. C STATES THAT SA ADVISED THAT PART ARRIVED YESTERDAY. C DISCUSSED ISSUE REGARDING HEADLIGHTS BUT KNOWS THAT DLR IS NOT GOING TO DO ANYTHING ABOUT IT BUT DLR MAY OFFER ACCESSORY. @02/06-ZJH560N

CALL ENDED. @02/06-ZJH560N

RCAS-JH NOTES THAT ESC AND CERTIFIED WARRANTY ARE NOW IN SYSTEM. RCAS-JH CLOSING FILE. @02/08-ZJH560N

C CALLED IN STATING THAT VEH IS BACK AT DLR WITH 3 WARNING LIGHTS ON VEH AND VEH HAD TO BE TOWED TO THE DLR. C STATES THAT C WANTS ANOTHER M45 THAT DLR HAS ON LOT BUT C WILL HAVE TO PAY MORE FOR IT BECAUSE OF THE SALES TAX. C WOULD LIKE INFINITI TO ASSIST C WITH THIS ISSUE. RCAS ADVISED THAT IF C WANTS OUT OF THE VEH C NEEDS TO TAKE CONCERN UP WITH THE DLR AS NNA DOES NOT GET INVOLVED WITH SALES AS THAT IS DONE ON THE DLR LEVEL. RCAS CAN ASSIST IN GETTING VEH REPAIRED FOR C BUT IT SEEMS AS THOUGH DLR IS DILIGENTLY WORKING TO RESOLVE CONCERN. C STATES THAT C DOES NOT FEEL THAT THE CERTIFICATION WAS DONE CORRECTLY. RCAS ADVISED C THAT DLR CAN ONLY INSPECT VEH AS TO WHAT CAN BE SEEN. RCAS ADVISED THAT DLR WOULD NOT BE ABLE TO SEE IF FUEL GAUGE WAS WORKING CORRECTLY UNLESS THE VEH IS DRIVEN AND VEH WILL RUN OUT OF FUEL. RCAS ADVISED

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C REGARDLESS OF CERTIFICATION ALL OF THESE CONCERNS ARE FALLING UNDER FACTORY WARRANTY. C STATES THAT THIS IS A FACTORY DEFECT AND FACTORY WILL HONOR THE WARRANTY BUT IF C WANTS OUT OF VEH C WOULD NEED TO TAKE IT UP WITH DLR. C INQUIRED AS TO AUTOLINE. RCAS ADVISED C THAT AUTOLINE AGAIN CAN ONLY ASSIST WITH THE DEFECTS OF THE VEH AND GETTING THE VEH REPAIRED BUT AUTOLINE CANNOT MAKE DLR TRADE VEH OUT. C UNDERSTOOD AND CALL ENDED. @03/09-ZJH560N-COMMENT

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

		CONTACT(S):		
SATISFIED: Y		ACTION CODE: NT3C		ROOT CAUSE: LCMV
CALLBACK: (Y/N)	#: 0	DATE: 00 / 00 / 00		USERID:
REOPEN: CALLBACK	#: 0	DATE: 00 / 00 / 00		USERID:
NEW INFO	#: 1	DATE: 02 / 08 / 07		USERID: ZJH560N
OTHER	#: 0	DATE: 00 / 00 / 00		USERID:
COMMENTS ONLY:	#: 1	DATE: 03 / 09 / 07		USERID: ZJH560N
IIR-DATE: 00 / 00 / 00		TRANS DATE: 00 / 00 / 00		CHECK REQUESTED: NO
3RD PRY:		PART#:		CHECK ISSUED: NO
BYBACK ST:		OPENED BY: ZMS041N		
HISTORY:		UPDATE BY: ZJH560N		
SVC CALL#:		UPDATE DATE: 03 / 09 / 07		
CLOSE: Y (Y/N)		CLOSE DATE: 02 / 08 / 07		MICROFILM: N
RESP CAA:		OLM: COPENHAVER J		DOM: BURKE GREG
PHONE: 0000000000		OWNER FIRST:		LANGUAGE: E ENGLISH

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CA5608821

SERVICE CONTRACTS SUMMARY

DATE: 1/30/2012
TIME: 04:07:40 PM
MODEL YEAR: 2003.0
MAKE:
MODEL LINE: M45

NAME: [REDACTED] VIN:
IN SCV DATE: 1/19/2007

SEO	DEALER	EFFECTIVE	EXPIRE	EXPIRE	CANCEL	TRANSFER
NO	CONTRACT NO	NUMBER ST	DATE	DATE	DATE	DATE

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

CA5608821

SERVICE CONTRACTS SUMMARY

DATE: 1/30/2012
TIME: 04:07:40 PM
MODEL YEAR: 2003.0
MAKE:
MODEL LINE: M45

NAME: [REDACTED] VIN:
IN SCV DATE: 1/19/2007

SEQ	DEALER	EFFECTIVE	EXPIRE	EXPIRE	CANCEL	TRANSFER
NO	CONTRACT NO	NUMBER ST	DATE	DATE	DATE	DATE
2	FENX07367300	71105 CA	1/19/2007	11/8/2010	100.000	4/5/2007
3	PEDJ08225695	71105 CA	1/19/2007	11/8/2009	100.000	

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CURRENT SERVICE CONTRACT		PRIOR SERVICE CONTRACT	
CONTRACT: FENX07367300		CONTRACT:	
OWNER NAME: [REDACTED]		OWNER NAME:	
PLAN TYPE: E		PLAN TYPE:	
PLAN TERM: X		PLAN TERM:	
DEDUCTABLE: \$		DEDUCTABLE:	
EFFECTIVE: 01/19/07		EFFECTIVE:	
EXPIRES: 11/08/10 MILES: 100,000		EXPIRES: MILES:	
CANCEL: 04/05/07 MILES: 33,150		CANCEL: MILES:	
TRANSFER:		TRANSFER:	
TRANSACTION: 4/6/2007		TRANSACTION:	
PRINTED: 02/09/07		PRINTED:	
DEALER NO: 71105 STATE: CA		DEALER NO: STATE:	
DEALER NAME: INFINITI SOUTH BAY		DEALER NAME:	

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CURRENT SERVICE CONTRACT		PRIOR SERVICE CONTRACT	
CONTRACT: PEDJ08225695		CONTRACT:	
OWNER NAME: [REDACTED]		OWNER NAME:	
PLAN TYPE: E		PLAN TYPE:	
PLAN TERM: J		PLAN TERM:	
DEDUCTABLE: \$ 50		DEDUCTABLE:	
EFFECTIVE: 01/19/07		EFFECTIVE:	
EXPIRES: 11/08/09 MILES: 100,000		EXPIRES: MILES:	
CANCEL: MILES:		CANCEL: MILES:	
TRANSFER:		TRANSFER:	
TRANSACTION: 2/7/2007		TRANSACTION:	
PRINTED: 02/09/07		PRINTED:	
DEALER NO: 71105 STATE: CA		DEALER NO: STATE:	
DEALER NAME: INFINITI SOUTH BAY		DEALER NAME:	

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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E93M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 32000
CITY: DEERFIELD BEACH IN SVC DATE: 10 / 31 / 03
ST/ZIP: FL [REDACTED] VCAN: N RTL DLR: 73051 SAWGRASS INFINITI
DAY PH: [REDACTED] PAID: 3 SVC DLR: 70512 INFINITI OF COCONUT CREEK
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 70512 INFINITI OF COCONUT CREEK
DLR PH: [REDACTED] DENY: 0 REGION: 72 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 PREOWNED MILES # NISSAN/INFINITI VEHICLES: 30
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 02 / 06 / 07 XFER/RSPNSBLTY: 72 11 S
CONTACT (S): FOLLOWUP DATE: 02 / 20 / 07 INF-NET (Y/N): 1
SEVERITY: 3 CLOSE DATE: 02 / 20 / 07 INF-NET DATE: 02 / 09 / 07

CONCERN AND CATEGORY SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YP PARTS AVAILABILITY (BACKORDER)

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C. A. R. COMMENTS

FILE OPENED-ZMS041N 02/06/2007

NO PREVIOUS FILE.

RCAS VERIFIED OWNER INFORMATION.

C STATES PART HAS BEEN ON BACK ORDER. C STATES IT IS THE FUEL GAUGE CLUSTER.
C STATES THE DEALER HAS HAD THE VEHICLE FOR 1 MONTH. C WANTS HIS VEHICLE
REPAIRED AND ALSO IS ASKING TO HAVE HIS LEASE EXTENDED FOR ONE MONTH AT
NO CHARGE. C STATES HE WANTS TO ENJOY HIS VEHICLE ONE MORE MONTH BEFORE
IT GOES OUT OF LEASE. C WANTS INFINITI TO EXTEND AT NO CHARGE DUE TO ALL
THE INCONVENIENCE. @02/06-ZMS041N

RCAS ASKED C IF HE HAD A LOANER WHILE WAITING FOR PART. C STATES YES BUT
THE SAME QUALITY AS HI M. @02/06-ZMS041N

RCAS WILL FORWARD TO EAST REGION FOR REVIEW. C STATES THE LEASE IS UP
AND HIS VEHICLE HAS BEEN AT THE DEALER ALL THIS TIME. @02/06-ZMS041N
@02/06-ZMS041N

<<<RCAS CK TRANSFERRING FILE TO RCAS KT FOR FURTHER HANDLING>>> @02/06-ZCK657N
RCAS RECEIVED CALL FROM C, 1:22PM CST.

C STATES THE LEASE ON THE VEH IS UP, AND C TECHNICALLY HAS NOT DRIVEN THE VEH
FOR THE PAST MONTH. RCAS INFORMED C THAT RCAS-KT IS NOT AVAILABLE AND ASKED TO
TAKE A MESSAGE. C REQUESTED AN IFS RSS. RCAS PROVIDED IFS PHONE# AND SENT
UPDATE TO RCAS-KT. @02/07-ZJH935N

-
RCAS-KT NOTES OUT OF THE OFFICE JAN31-FEB 6TH @02/08-ZKT674N

-
RCAS-KT CONTACTED THE DLR AND LEFT A MESSAGE FOR MIKE CRAWLEY @02/08-ZKT674N
RCAS-KT CONTACTED THE C DAY# @02/08-ZKT674N

C STATED THAT THE VEHICLE WAS SUPPOSE TO BE TURNED IN ON FEBURARY FIRST.
RCAS-KT ASKED WHEN THE VEH WAS TAKEN TO THE DLR.
C STATED THE VEH WAS TAKEN TO THE DLR THE LAST WEEK IN DEC FOR 5 OR 6 DAYS.
C STATED THAT THE ISSUE IS WITH THE FUEL GAUGE. C STATED THAT THE ISSUE
WAS NOT FIXED AND THE VEH HAD TO GO BACK. @02/08-ZKT674N

C STATED THAT THE C WAS GIVEN ANOTHER 5 DAYS BEFORE BEING CHARGED FOR
NOT TURNING IN THE VEHICLE.
C STATED WITH THE BUSINESS THE C HAS LEASED OVER 30 VEHS.
C STATED SHOULD BE SIGNIFICANLTY COMPENSATED FOR THE INCONVIENCE.
RCAS-KT STATED IS WAITING ON A CALL FROM THE DLR AND WILL FOLLOW UP WITH THE
C AFTER THAT.
C UNDERSTOOD.
C STATED IS CONCERNED ABOUT BEING CHARGED FOR TURNING IN THE VEHICLE LATE.
@02/08-ZKT674N

-
RCAS-KT CONTACTED THE DLR AND REQUESTED SM-MIKE WHO WAS NOT AVAILABLE.
RCAS-KT WAS TOLD THAT SA CHRISTEN WAS OUT TO LUNCH. @02/12-ZKT674N
RCAS-KT CONTACTED DLR AND AND SPOKE WITH SW MIKE BIRCH AND RCAS-KT /16-ZKT674N
WAS TOLD THE VEHICILE WAS PICKED UP ON 2/15

RCAS-KT CONTACTED DAY # @02/16-ZKT674N
RCAS-KT LEFT A MESSAGE

RCAS-KT TRIED EVE#
RCAS-KT WAS TOLD THE C NO LONGER HAS THAT CELL # @02/16-ZKT674N
@02/16-ZKT674N

-
RCAS-KT RECEIVED A CALL FROM SM MIKE CRAWLY @02/16-ZKT674N
SM-MIKE STATED THE VEHICLE WAS PICKED UP ON FRIDAY.
SM-MIKE STATED THE FRONT AND REAR BUMPERS WERE PAINTED AS A COURTESY

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SO THE C WAS NOT CHARGED DAMAGE FOR THAT SAVING THE C ABOUT 1500.00
SM-MIKE STATED THE THE LEASE COULD NOT BE EXTENDED. @02/16-ZKT674N
@02/16-ZKT674N @02/16-ZKT674N

-
RCAS-KT CONTACTED C DAY#
C STATED IS REQUESTING A CREDIT FOR 1 MONTH LEASE PAYMENT BECAUSE THE
VEHICLE WAS AT THE DLR SO LONG. @02/19-ZKT674N
RCAS-KT STATED WOULD SUBMIT C'S REQUEST FOR REVIEW.
RCAS-KT ASKED THE C TO SEND A LETTER OF REQUEST, PROOF OF OWNERSHIP, AND
A COPY OF THE LEASE C AGREED. @02/19-ZKT674N
FILE CLOSED PENDING DOCUMENTS @02/20-ZKT674N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE
DEALER SERVICE MANAGER, PLEASE CONTACT CUSTOMER AND REVIEW FOR POSSIBLE
ASSISTANCE.
PLEASE CONTACT RCAS-KARA 615-725-7739.

DEALER ACTION:

DEALER PAINTED FRONT AND REAR BUMPERS 2-16-07 @02/20-70512

CONTACT(S):

SATISFIED: Y ACTION CODE: DP1B ROOT CAUSE: SDAV
CALLBACK: (Y/N) #: 0 DATE: 00 / 00 / 00 USERID:
REOPEN: CALLBACK #: 0 DATE: 00 / 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: ZMS041N
HISTORY: UPDATE BY: ZKT674N
SVC CALL#: UPDATE DATE: 04 / 17 / 09
CLOSE: Y (Y/N) CLOSE DATE: 02 / 20 / 07 MICROFILM: N
RESP CAA: CAOM: MOORE DENNIS CAOM: MOORE DENNIS
PHONE: 0000457264 OWNER FIRST: LANGUAGE: E ENGLISH

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NISSAN MOTOR CORPORATION IN U.S.A
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REQUESTED BY: corneb2

CAR ID: CA5620532I
Page 14

SC: NONE

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

VIN: JNKAY41E23M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 105000
IN SVC DATE: 03 / 12 / 03
RTL DLR: 71238 GLENDALE INFINITI
SVC DLR: 70317 METRO INFINITI
RESP DLR: 70317 METRO INFINITI
REGION: 92 DIST: SL/SV/PT: 01 01 31
VCAN: N
PAID: 12
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 PREOWNED MILES # NISSAN/INFINITI VEHICLES: 3
VEHICLE MAINTAINED BY: INDEPENDENT
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 02 / 15 / 07 XFER/RSPNSBLTY: 92 01 S
CONTACT (S): FOLLOWUP DATE: 02 / 16 / 07 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 02 / 16 / 07 INF-NET DATE: 02 / 16 / 07

CONCERN AND CATEGORY		SUBCATEGORY AND SYMPTOM	
OA	VEHICLE CONCERNS	180000	FUEL GAUGE
AT	INSTRUMENTATION	YI	OOW GOODWILL ASSISTANCE REQUEST
OA	VEHICLE CONCERNS	180000	FUEL GAUGE
AT	INSTRUMENTATION	ZB	BROKEN/CRACKED

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:41 PM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: corneb2

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CA5620532I

C. A. R. COMMENTS

FILE OPENED-ZJH560N 02/15/2007

1 PREVIOUS UNRELATED FILE FOUND: 4069996 @02/15-ZJH560N

RCAS-JH VERIFIED C'S NAME, ADDRESS, PHONE, VIN, MILEAGE, SVC DLR

RCAS-JH CHECKED FOR RECALLS/CAMPAIGNS/UPDATES; FOUND NONE @02/15-ZJH560N

RCAS-JH RECEIVED INBOUND CALL FROM C. C REQUESTING FINANCIAL ASSISTANCE

FOR A GAS GAUGE AND SENDING UNIT. C HAS SEEN FORUMS WHERE THIS IS A KNOWN
ISSUE WITH THE VEH AND C STATES THAT INFINITI SHOULD PAY FOR THIS. C STATES
DLR ADVISED THAT BECAUSE OF MILEAGE INFINITI CANNOT PAY FOR THE REPAIR.

C STATES THAT THE VEH RAN OUT OF GAS AND THAT IS WHY VEH SHUT OFF ON THE LA
FREEWAY. RCAS ADVISED C THAT THE INTERNET IS A PLETHRA OF INFORMATION AND
THERE ARE GOING TO BE ISSUES WITH A VEH OUTSIDE OF THE WARRANTY AS A VEH IS
MECHANICAL AND PARTS WILL FAIL. RCAS ADVISED C DUE TO THE MILEAGE OF THE VEH
IT IS NOT LIKELY THAT INFINITI WILL BE IN THE POSITION TO ASSIST C BUT RCAS
WILL REVIEW ISSUE WITH DLR AS WELL AS REGIONAL STAFF TO SEE IF ANY ASSISTANCE
IS AVAILABLE. RCAS ADVISED C THAT RCAS WILL CONTACT C BACK IN 24-48 HOURS
WITH ANY FURTHER INFORMATION AND RCAS PROVIDED FILE # AND CALL ENDED.

C STATED THAT C HAS OWNED AN 2001 I30 AND IS LEASING A 2004 G35 CURRENTLY.

C STATED THIS WILL DRASTICALLY AFFECT HIS CHOICE TO CHOOSE ANOTHER INFINITI
VEH. @02/15-ZJH560N

RCAS-JH REVIEWED VROI. 60K SERVICE AT GLENDALE INFINITI, VEH HAS NOT BEEN TO
A DLR SINCE 12/05 AT 72639 MILES. C HAS DONE A FEW OTHER SERVICES AT DLR BUT
REGULARLY AND NOT AT METRO INFINITI. @02/15-ZJH560N

RCAS-JH LEFT VMX FOR SD-SERGIO AT 6:09PM CST. @02/15-ZJH560N

RCAS-JH REVIEWED WITH SD-SERGIO. RCAS TO CONTACT DPSM. @02/15-ZJH560N

RCAS-JH RECEIVED CALL FROM DPSM-MR. DPSM-MR WILL APPROVE PARTS IF C PAYS FOR
LABOR. @02/15-ZJH560N

RCAS-JH LEFT VMX AT DAY PHONE AT 10:05AM CST WITH FILE #, NAME, AND EXT.

C'S WIFE HUNG UP ON RCAS AT EVENING #. @02/16-ZJH560N

RCAS-JH RECEIVED CALL FROM C. RCAS ADVISED THAT DUE TO MILEAGE OF THE VEH
INFINITI WOULD NOT COVER THE COST OF THE ENTIRE REPAIR BUT INFINITI WOULD BE
WILLING TO PAY FOR PARTS IF C PAID FOR LABOR. C THANKED RCAS FOR ASSISTANCE
RCAS ADVISED C THAT SD-SERGIO IS AWARE OF SITUATION. C UNDERSTOOD AND CALL
ENDED. FILE CLOSED. @02/16-ZJH560N

RCAS-JH RECEIVED INBOUND CALL FROM DPSM-MR REQUESTING FILE # FOR STP.

RCAS-JH PROVIDED AND CALL ENDED.

FILE REMAINS CLOSED. @03/05-ZJH560N-COMMENT

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

DEALER SERVICE MANAGER, PLEASE CONTACT CUSTOMER AND REVIEW FOR POSSIBLE
ASSISTANCE.

PLEASE ADVISE.

DEALER ACTION:

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TIME: 04:07:41 PM

NISSAN MOTOR CORPORATION IN U.S.A
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REQUESTED BY: corneb2

CAR ID:
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CONTACT(S):

SATISFIED: Y	ACTION CODE: NT1C	ROOT CAUSE: SSCP
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: 03 / 05 / 07	USERID: ZJH560N
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZJH560N	
HISTORY:	UPDATE BY: ZJH560N	
SVC CALL#:	UPDATE DATE: 03 / 05 / 07	
CLOSE: Y (Y/N)	CLOSE DATE: 02 / 16 / 07	MICROFILM: N
RESP CAA:	OLM: COPENHAVER J	DOM: WOERNER BOB
PHONE: 0000000000	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:41 PM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: corneb2

CAR ID: CA5634748I
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SC: NONE

NAME:	[REDACTED]	VIN:	JNKAY41E73M	[REDACTED]	Y
STREET:	[REDACTED]	YR/MDL:	2003.0	M45	MILEAGE: 53151
CITY:	ARLETA	IN SVC DATE:	04 / 27 / 03		
ST/ZIP:	CA [REDACTED]	VCAN:	N	RTL DLR:	70101 MILLER INFINITI, INC.
DAY PH:	[REDACTED]	PAID:	7	SVC DLR:	70101 MILLER INFINITI, INC.
EVE PH:	[REDACTED]	SUSP:	1	RESP DLR:	70101 MILLER INFINITI, INC.
DLR PH:	[REDACTED]	DENY:	0	REGION:	92 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:	0
VEHICLE MAINTAINED BY:					
OUTSIDE WARRANTY BY (B) MONTHS:		MILES:		(PT) MONTHS:	MILES:

ORIG CODE: DT 11	OPEN DATE: 02 / 28 / 07	XFER/RSPNSBLTY:	92 01 P
CONTACT (S):	FOLLOWUP DATE: 03 / 01 / 07	INF-NET (Y/N):	0
SEVERITY: 3	CLOSE DATE: 02 / 28 / 07	INF-NET DATE:	00 / 00 / 00

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS	180000 FUEL GAUGE
AT INSTRUMENTATION	YP PARTS AVAILABILITY (BACKORDER)

CONFIDENTIAL

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NISSAN MOTOR CORPORATION IN U.S.A
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C. A. R. COMMENTS

FILE OPENED-ZJH560N 02/28/2007

NO PREVIOUS FILES FOUND

@02/28-ZJH560N

*****DLR INFIELD FILE*****

RCAS-JH RECEIVED CALL FROM SD-DAVE. DPSM-MR RECOMMENDED SD CALL CA TO OPEN
INFIELD. GAS GAUGE WAS NOT READING FULL AND INSTRUMENT CLUSTER IS ON B/O WITH
NO ETA. NO STP WILL BE ISSUED.

RCAS-JH PROVIDED FILE # AND CALL ENDED.

FILE CLOSED.

@02/28-ZJH560N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: DT8E	ROOT CAUSE: PDAV
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 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: ZJH560N	
HISTORY:	UPDATE BY: ZJH560N	
SVC CALL#:	UPDATE DATE: 02 / 28 / 07	
CLOSE: Y (Y/N)	CLOSE DATE: 02 / 28 / 07	MICROFILM: N
RESP CAA:	OLM: COPENHAVER J	DOM: WOERNER BOB
PHONE: 0000000000	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
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NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: corneb2

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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E53M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 0
CITY: SANTA MONICA IN SVC DATE: 10 / 12 / 03
ST/ZIP: CA [REDACTED] VCAN: N RTL DLR: 70101 MILLER INFINITI, INC.
DAY PH: [REDACTED] PAID: 23 SVC DLR: 70101 MILLER INFINITI, INC.
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 70101 MILLER INFINITI, INC.
DLR PH: [REDACTED] DENY: 1 REGION: 92 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: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: IT 11 OPEN DATE: 03 / 01 / 07 XFER/RSPNSBLTY: 92 31 P
CONTACT (S): FOLLOWUP DATE: 03 / 02 / 07 INF-NET (Y/N): 0
SEVERITY: 3 CLOSE DATE: 03 / 01 / 07 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YP PARTS AVAILABILITY (BACKORDER)

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NISSAN MOTOR CORPORATION IN U.S.A
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CA5635449I

C. A. R. COMMENTS

FILE OPENED-ZJH560N 03/01/2007

1 PREVIOUS UNRELATED FILE FOUND: 5011599

*****IN FIELD FILE*****

RCAS-JH RECEIVED CALL FROM DPSM-NS REQUESTING TO OPEN CA FILE FOR STP FOR INSTRUMENT CLUSTER ON B/O DUE TO FUEL GAUGE NOT WORKING.

RCAS-JH EMAILED DPSM-NS FILE #.

FILE CLOSED.

@03/01-ZJH560N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: DT1I	ROOT CAUSE: PDAV
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:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZJH560N	
HISTORY:	UPDATE BY: ZJH560N	
SVC CALL#:	UPDATE DATE: 03 / 01 / 07	
CLOSE: Y (Y/N)	CLOSE DATE: 03 / 01 / 07	MICROFILM: N
RESP CAA:	OLM: COPENHAVER J	DOM: WOERNER BOB
PHONE:	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

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NISSAN MOTOR CORPORATION IN U.S.A
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REQUESTED BY: corneb2

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SC: ONE CONTRACT

NAME: [REDACTED]
STREET: [REDACTED]
CITY: ALEXANDRIA
ST/ZIP: VA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E43M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 60000
IN SVC DATE: 03 / 01 / 04
VCAN: Y
PAID: 25
SUSP: 0
DENY: 0
RTL DLR: 70016 COMPETITION INFINITI
SVC DLR: 70016 COMPETITION INFINITI
RESP DLR: 70016 COMPETITION INFINITI
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 PREOWNED X MILES 21737 # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: BT 11 OPEN DATE: 03 / 02 / 07 XFER/RSPNSBLTY: 72 02 S
CONTACT (S): FOLLOWUP DATE: 03 / 06 / 07 INF-NET (Y/N): 0
SEVERITY: 3 CLOSE DATE: 04 / 05 / 07 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 138000 ENGINE ASSEMBLY
AG ENGINE MECHANICAL YX POOR OR IMPROPER OPERATION
OA VEHICLE CONCERNS 153000 GEN. FUEL DELIVERY/INTAKE COMPONENT
AI FUEL/INTAKE SYSTEM YX POOR OR IMPROPER OPERATION

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NISSAN MOTOR CORPORATION IN U.S.A
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C. A. R. COMMENTS

FILE OPENED-ZJA008N 03/02/2007

PREVIOUS FILES.

5599397
4987366
5188080
5235128
5412963
5451237

>>>INF0732275. REC'D MRF FROM BBB. C SEEKS BUYBACK OR REPLACEMENT. CCF STATES OIL CONSUMPTION, GAS GAUGE GIVING FALSE READINGS. DOCS TO ARBS-JM.

@03/02-ZJA008N

DRT-CF: INFINITI OF CHANTILLY-LEFT DETAILED VOICEMAIL FOR SM-GARY SILVER FOR RO'S. COMPETITION INFINITI-LAURA WILL FAX RO'S. PASSPORT INFINITI-SA-MATTHEW WILL FAX RO'S. WINNER INFINITI-LEFT DETAILED VOICEMAIL FOR SM FOR RO'S.

TRONALLI INFINITI-ANGELA WILL FAX RO'S.

@03/05-ZCF841N

DRT-CF: RE-REQUESTED RO'S FROM WINNER INFINITI.

@03/07-ZCF841N

-
ARBS JM EMAILED BBB-EDDIE AND ADVISED THAT VEH HAS OVER 60K MILES AND SHOULD NOT BE ELIGIBLE FOR BBB HANDLING.

@03/09-ZJM254N

-
ARBS RECIEVED AN EMAIL FROM BBB-EDDIE STATING THAT THE CASE HAS BEEN CLOSED.

@03/12-ZJM254N

>>>INF0732275. REC'D INELIGIBLE FROM BBB. DOCS TO ARBS-JM

@03/12-ZJA008N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: RP9I	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:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY: AL	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZJA008N	
HISTORY:	UPDATE BY: ZJM254N	
SVC CALL#:	UPDATE DATE: 04 / 05 / 07	
CLOSE: Y (Y/N)	CLOSE DATE: 04 / 05 / 07	MICROFILM: N
RESP CAA: MATTISON, JUDY	OLM: COPENHAVER J	DOM: CANTY GENE
PHONE: 6157257339	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
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NISSAN MOTOR CORPORATION IN U.S.A
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----- CONSUMER AFFAIRS -----

CA5637103

SERVICE CONTRACTS SUMMARY

DATE: 1/30/2012
TIME: 04:07:41 PM
MODEL YEAR: 2003.0
MAKE:
MODEL LINE: M45

NAME: [REDACTED]

VIN:

IN SCV DATE: 5/10/2005

SEO NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
8	FECO07209339	71248 VA	5/10/2005	5/10/2010	91,737	10/23/2007	

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CONTRACT: FE007209339		CONTRACT:	
OWNER NAME: [REDACTED]		OWNER NAME:	
PLAN TYPE: E		PLAN TYPE:	
PLAN TERM: O		PLAN TERM:	
DEDUCTABLE: \$ 100		DEDUCTABLE:	
EFFECTIVE: 05/10/05		EFFECTIVE:	
EXPIRES: 05/10/10 MILES: 91,737		EXPIRES:	MILES:
CANCEL: 10/23/07 MILES: 67,000		CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION: 10/30/2007		TRANSACTION:	
PRINTED: 08/04/06		PRINTED:	
DEALER NO: 71248 STATE: VA		DEALER NO:	STATE:
DEALER NAME: PASSPORT INFINITI/ALEXAND		DEALER NAME:	

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NISSAN MOTOR CORPORATION IN U.S.A
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REQUESTED BY: corneb2

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SC: MULTI CONTRACT

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

VIN: JNKAY41E63M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 32777
IN SVC DATE: 11 / 08 / 03
VCAN: Y RTL DLR: 71105 INFINITI SOUTH BAY
PAID: 17 SVC DLR: 71105 INFINITI SOUTH BAY
SUSP: 0 RESP DLR: 71105 INFINITI SOUTH BAY
DENY: 1 REGION: 92 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 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 / 15 / 07 XFER/RSPNSBLTY: 92 02 S
CONTACT (S): FOLLOWUP DATE: 03 / 16 / 07 INF-NET (Y/N): 0
SEVERITY: 3 CLOSE DATE: 04 / 09 / 07 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY		SUBCATEGORY AND SYMPTOM	
OA	VEHICLE CONCERNS	134000	GEN. ENGINE ELECTRIC COMPONENT(S)
AF	ENGINE ELECTRICAL	VO	CHECK ENGINE LIGHT ON
OA	VEHICLE CONCERNS	224500	AUTOMATIC TRANSMISSION
BG	POWERTRAIN	YX	POOR OR IMPROPER OPERATION

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CA5651822I

C. A. R. COMMENTS

FILE OPENED-ZJA008N 03/15/2007
PREVIOUS FILE 5608821 FOUND.
NO OPEN RECALLS FOUND.

>>>INF0737094. REC'D MRF FROM BBB. C SEEKS REPAIR OR REPLACEMENT. CCF STATES CHECK ENGINE LIGHT ON, VEH WILL NOT GO OVER 2.5K RPMS. DOCS TO ARBS-SY.
@03/15-ZJA008N

-
DRT-BG: CALLED AND LM FOR JOHN BOLTER THE SM AT INFINITI OF SOUTH BAY FOR SERVICE DOCS AND SERVICE DOCS FROM THERESA THE SC AT I OF MONTCLAIR.

@03/16-ZBG064N

-
RCAS-MB RECEIVED INBOUND CALL FROM C AND C STATES THAT C WOULD APPRECIATE IT IF SOMEONE FROM INFINITI WOULD CALL INFINITI OF MONTCLAIR AND HAVE THE DLR THOROUGHLY GO OVER THE VEH SO THE CURRENT ISSUE WILL NOT ARISE IN THE FUTURE. RCAS AGREED.

@03/16-ZMB210N

C THANKS. RCAS THANKS. C ENDS CALL.

@03/16-ZMB210N

((ARBS SY EMAILED BBB AL:

@03/16-ZSY310N

INFINITI WILL OFFER TO SEND A TECHNICAL SPECIALIST TO INSPECT THE CUSTOMER'S VEHICLE. IF THE TECHNICAL SPECIALIST VERIFIES WARRANTABLE NONCONFORMITIES, INFINITI WILL REPAIR THE VEHICLE UNDER THE TERMS AND CONDITIONS OF THE NEW VEHICLE LIMITED WARRANTY. IF REPAIRS ARE MADE, INFINITI WILL PROVIDE THE CUSTOMER RENTAL LESS FUEL AND INSURANCE.

@03/16-ZSY310N

((ARBS SY RECD CALL FROM SM-JOE. SM STATED VEH IS AT DLR AND THE VEH APPEARS TO HAVE BEEN IN AN ACCIDENT. ARBS SY ADVISED SM TO GET DTS INVOLVED AND TAKE PICTURES OF THE ISSUES AND DOCUMENT ALL THE ISSUES THAT ARE NOT WARRANTABLE.

@03/16-ZSY310N

((ARBS SY FAXED MRF TO BBB THIS DATE.

@03/19-ZSY310N

((ARBS SY RECD EMAIL FROM BBB AL:

@03/19-ZSY310N

I SPOKE WITH CONSUMER WHO INFORMED THE VEH BROKE DOWN ON HIM LAST WEEK AND WAS TOWED INTO ANOTHER INFINITI DEALERSHIP. HE WAS CALLED BY DEALER TO INFORM THAT HE NEEDED TO TAKE VEH BACK TO THE ORIGINAL SELLING DEALER, INFINITI SOUTH BAY AS THERE ARE A LOT OF PROBLEMS WITH THE VEH AND THEY DO NOT WANT TO TOUCH IT. CUST WAS INFORMED BY DEALER THAT THE VEH SHOULD NOT HAVE BEEN SOLD TO BEGIN WITH AS THERE ARE MANY ELECTRICAL PROBLEMS. VEH WAS PURCHASED USED, CERTIFIED PRE-OWNED. VEH IS CURRENTLY AT INFINITI OF MONTCLAIR. DEALER INFORMED CUST THAT VEH WAS CHECKED OUT BY A TECH FROM MANUF. CUST STATES THE PROBLEM HAS BEEN THE WARNING LIGHTS COMING ON AND ENGINE CANNOT BE ACCELERATED. VEH HAS BEEN TOWED IN 3 TIMES FOR THIS CONCERN. THERE HAVE ALSO BEEN REPAIRS MADE FOR THE GAS GAUGE READING INCORRECTLY. PROBLEMS BEGAN FROM THE START, HE HAD TO TAKE THE VEH BACK IN FOR REPAIRS TO THE BRAKES AS THE STEERING WHEEL WOULD SHAKE WHEN BRAKES WERE APPLIED. CUST INFORMED VEH HAS NOT BEEN INVOLVED IN AN ACCIDENT THE TIME HE HAS OWNED IT AND THERE IS NO AFTERMARKET ITEMS INSTALLED. HE IS ASKING FOR THE VEH TO BE REPAIRED, REPLACE OR REPURCHASED. PLEASE ADVISE ON INFINITI'S POSITION/OFFER AT THIS TIME

@03/19-ZSY310N

@03/19-ZSY310N

((ARBS SY CONTACTED SM-JOE. SM STATED DTS AS WAS AT DLR TODAY AND REVIEWED VEH

@03/19-ZSY310N

((ARBS SY CONTACTED DTS AS AND REVIEWED CASE.

@03/19-ZSY310N

@03/19-ZSY310N

((ARBS SY NOTES PER VROI VEH WAS PREVIOUSLY TOWED TO DLR FROM COLLISION CENTER.

@03/19-ZSY310N

((ARBS SY NOTES C PURCHASED VEH ON 1/19/07

@03/19-ZSY310N

-

CONFIDENTIAL

DATE: 1/30/2012
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DRT-BG: REQ'D ALL COLLISION DOCS FROM BRAVO COLLISION CENTER ON THE REPAIRS
DONE ON OR NEAR 4/10/06 FROM SHARON OR SHERREL. @03/20-ZBG064N

-
-
-
-
-
@03/20-ZSY310N

((ARBS SY RECD EMAIL FROM BBB AL: @03/20-ZSY310N
I JUST SPOKE WITH CONSUMER AGAIN. AT THIS TIME HE HAS ACCEPTED THE OFFER FOR
THE DTS INSPECTION/REPAIRS. HOWEVER HE HAS REQUESTED FOR CLAIM TO REMAIN OPEN,
HE UNDERSTANDS THAT I WOULD PROCEED TO SCHEDULE FOR A HEARING AND IF
SETTLEMENT CANNOT BE COMPLETED PRIOR TO THE HEARING DATE WE WOULD PROCEED WITH
THE HEARING BUT IF THE SETTLEMENT IS COMPLETED AND HE IS SATISFIED THE HEARING
WILL BE CANCELLED. POSSIBLE HEARING DATES ARE APRIL 16, 17, 18 OR 19 IN CULVER
CITY. TIME IS OPEN. @03/20-ZSY310N

((ARBS SY SUBMITTED DTS INSPECTION AND BBB HEARING REQUEST THIS DATE TO ORM
BL & DTS AS. @03/20-ZSY310N

((ARBS SY NOTES HEARING HAS BEEN SCHEDULED FOR 4/16/07H @ 10AM IN CULVERCITY
@03/21-ZSY310N

((ARBS SY CONTACTED C. C STATED C PURCHASED VEH ON 1/19/07 AND VEH BROKE DOWN
ON 1/20/07 AND VEH WAS TAKEN TO MONTCLAIR ON 1/21 AND GOT VEH BACK ON 1/26. C
STATED MONTCLAIR INFINITI ADVISED C OF VEH PREVIOUSLY BEING TOWED FROM A
COLLISION CENTER. C ASKED ARBS SY WHY WOULD VEH BE CERTIFIED IF VEH MIGHT HAVE
BEEN IN AN ACCIDENT. ARBS SY ADVISED C THAT INFINITI IS TAKING THE CASE VERY
SERIOUSLY AND INFINITI IS INVESTIGATING THE ISSUE. ARBS SY ADVISED C THAT IF
THE ISSUE IS A MANUFACTURERING ISSUE INFINITI WILL TAKE RESPONSIBILITY, BUT IF
ISSUE IS AN INFINITI SOUTH BAY SALES ISSUE INFINITI REGIONAL MANAGEMENT WILL
SPEAK TO DLR IN REGARDS TO C'S VEH. ARBS SY ADVISED C OF DTS INSPECTION DATE
OF 3/28. C STATED VEH WAS TOWED FROM MONTCLAIR TO INFINITI SOUTH BAY TODAY. C
STATED C WAS WORKING WITH SA-STEVE SEARS. ARBS SY ADVISED C THAT ARBS SY WILL
CALL C BACK AFTER INSPECTION HAS BEEN PERFORMED. @03/21-ZSY310N

((ARBS SY PROVIDED REGION WITH UPDATE @03/21-ZSY310N

>>>INF0737094. REC'D MRF REMINDER FROM BBB. DOCS TO ARBS-SY. @03/23-ZJA008N

>>>INF0737094. REC'D ATA/NOH FROM BBB. HEARING SET FOR 4/16/7 10A PT IN
PERSON. DOCS TO ARBS-SY. @03/23-ZJA008N

RCAS-JG RECEIVED CALL FROM DTS-JS. DTS STATES C CONTACTED AND ADVISED THE
VEHICLE IS STILL HAVING PROBLEMS. @03/26-ZJG614N

DTS STATES SENT A FLATBED TRUCK WITH A LOAN VEHICLE OUT TO CUSTOMER AND
THE LOAN VEHICLE WAS DROPPED OFF AND C'S VEHICLE WAS PICKED UP AND TAKEN
BACK TO DLR. DTS STATES DEALER HAS OFFERED TO PERFORM A 60K SERVICE FREE OF
CHARGE TO CUSTOMER FOR THEIR TROUBLE. DTS HAS ADVISED CUSTOMER THAT DTS WOULD
LIKE TO DIAGNOSE VEHICLE SOME MORE, THEN AFTER REPAIR IS MADE THAT DTS WOULD
LIKE TO DRIVE VEHICLE FOR 2-5 DAYS IN ORDER TO VERIFY REPAIR.

DTS STATES VEHICLE WAS SUBSTANTIALLY DAMAGED IN THE REAR, WITH OVER \$12,000
WORTH OF DAMAGE. @03/26-ZJG614N

DTS STATES ARBS-SY MAY WANT TO FOLLOW UP WITH CUSTOMER, EVEN THOUGH DTS IS
TAKING CARE OF SETTING INSPECTION UP. @03/26-ZJG614N

((ARBS SY RECD DOCS FROM ORM BL IN REGARDS TO TRANSFER OF OWNERSHIP OF VEH.
@04/09-ZSY310N

((ARBS SY FORWARDED DOCS TO BBB AL. @04/09-ZSY310N

((ARBS SY CLOSING FILE AS C NO LONGER OWNS VEH. @04/09-ZSY310N

>>>INF0737094. REC'D ADD'L DOCS FROM BBB. DOCS TO ARBS-SY.

@04/10-ZJA008N-COMMENT

SPECIAL REMARKS:

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DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: RP4A	ROOT CAUSE: LDMV
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: 04 / 10 / 07	USERID: ZJA008N
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY: AL	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZJA008N	
HISTORY:	UPDATE BY: ZSY310N	
SVC CALL#:	UPDATE DATE: 04 / 10 / 07	
CLOSE: Y (Y/N)	CLOSE DATE: 04 / 09 / 07	MICROFILM: N
RESP CAA: YARY, SCOTT	OLM: COPENHAVER J	DOM: BURKE GREG
PHONE: 3107718444	OWNER FIRST:	LANGUAGE: E ENGLISH

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

CA5651822

SERVICE CONTRACTS SUMMARY

DATE: 1/30/2012
TIME: 04:07:41 PM
MODEL YEAR: 2003.0
MAKE:
MODEL LINE: M45

NAME: [REDACTED] VIN:
IN SCV DATE: 1/19/2007

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

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

CA5651822

SERVICE CONTRACTS SUMMARY

DATE: 1/30/2012
TIME: 04:07:41 PM
MODEL YEAR: 2003.0
MAKE:
MODEL LINE: M45

NAME: [REDACTED] VIN:
IN SCV DATE: 1/19/2007

SEQ	DEALER	EFFECTIVE	EXPIRE	EXPIRE	CANCEL	TRANSFER
NO	CONTRACT NO	NUMBER ST	DATE	DATE	MILEAGE	DATE
9	FENX07367300	71105 CA	1/19/2007	11/8/2010	100.000	4/5/2007
10	PEDJ08225695	71105 CA	1/19/2007	11/8/2009	100.000	

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CURRENT SERVICE CONTRACT	PRIOR SERVICE CONTRACT
CONTRACT: FENX07367300	CONTRACT:
OWNER NAME: [REDACTED]	OWNER NAME:
PLAN TYPE: E	PLAN TYPE:
PLAN TERM: X	PLAN TERM:
DEDUCTABLE: \$	DEDUCTABLE:
EFFECTIVE: 01/19/07	EFFECTIVE:
EXPIRES: 11/08/10 MILES: 100,000	EXPIRES: MILES:
CANCEL: 04/05/07 MILES: 33,150	CANCEL: MILES:
TRANSFER:	TRANSFER:
TRANSACTION: 4/6/2007	TRANSACTION:
PRINTED: 02/09/07	PRINTED:
DEALER NO: 71105 STATE: CA	DEALER NO: STATE:
DEALER NAME: INFINITI SOUTH BAY	DEALER NAME:

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CURRENT SERVICE CONTRACT		PRIOR SERVICE CONTRACT	
CONTRACT: PEDJ08225695		CONTRACT:	
OWNER NAME: [REDACTED]		OWNER NAME:	
PLAN TYPE: E		PLAN TYPE:	
PLAN TERM: J		PLAN TERM:	
DEDUCTABLE: \$ 50		DEDUCTABLE:	
EFFECTIVE: 01/19/07		EFFECTIVE:	
EXPIRES: 11/08/09 MILES: 100,000		EXPIRES: MILES:	
CANCEL: MILES:		CANCEL: MILES:	
TRANSFER:		TRANSFER:	
TRANSACTION: 2/7/2007		TRANSACTION:	
PRINTED: 02/09/07		PRINTED:	
DEALER NO: 71105 STATE: CA		DEALER NO: STATE:	
DEALER NAME: INFINITI SOUTH BAY		DEALER NAME:	

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DATE: 1/30/2012
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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E43M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 0
CITY: BRANDON IN SVC DATE: 09 / 30 / 03
ST/ZIP: MS [REDACTED] VCAN: N RTL DLR: 70044 ROSWELL INF OF N. ATLANTA
DAY PH: [REDACTED] PAID: 8 SVC DLR: 70203 HERRIN-GEAR INFINITI, INC
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 70203 HERRIN-GEAR INFINITI, INC
DLR PH: [REDACTED] DENY: 0 REGION: 72 DIST: SL/SV/PT: 15 15 45

LETTER RECEIVED 04 / 10 / 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 PREOWNED MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: PL 11 OPEN DATE: 03 / 29 / 07 XFER/RSPNSBLTY: 72 15 S
CONTACT (S): FOLLOWUP DATE: 03 / 30 / 07 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 04 / 10 / 07 INF-NET DATE: 03 / 30 / 07

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 153000 GEN. FUEL DELIVERY/INTAKE COMPONENT
AI FUEL/INTAKE SYSTEM YE MULTIPLE REPAIR ATTEMPTS

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C. A. R. COMMENTS

HAD TO BE ORDERED. A WORKING PERSON CAN NOT GET TO THE DEALERSHIP TO DROP OFF THIS CAR WAS CREATED FROM A CRITICAL COMMENT ON A TOTAL OWNERSHIP SURVEY NO OTHER C.A.R. EXISTS FOR THIS VIN

I CAN'T GET THERE TILL 5:20 SO MY HUSBAND HAD TO TAKE THE CAR IN. MY GAS GAUGE STILL DOES NOT WORK THEY COULDN'T FIND ANYTHING WRONG WITH IT I RAN OUT OF GAS ON INTERSTATE LAST SUN JUST WAITING FOR MY HUSBAND TO COME BACK IN TOWN SO HE CAN TAKE IT BACK IN FOR ME. CAR WAS A DAY LATE GETTING IT DONE BECAUSE A PART A CAR & PICK UP A LOANER. MAKE YOUR PICK UP & DROP OFF HOURS LONGER.

<<RCAS-JC CLOSING FILE: DLRSHPC ISSUE.>>

@04/10-ZJC207N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE 03/30/07

THIS C.A.R. WAS CREATED AS A RESULT OF A TOS SURVEY CONTACT.

PLEASE CONTACT THE CONSUMER WITHIN 24 HOURS FOR REVIEW OF CONCERN.

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT1A	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:
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: ZJC207N	
SVC CALL#:	UPDATE DATE: 04 / 17 / 09	
CLOSE: Y (Y/N)	CLOSE DATE: 04 / 10 / 07	MICROFILM: N
RESP CAA: CALLOWAY, BOBBY	OLM: COPENHAVER J	DOM:
PHONE: 0000457276	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E73M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 67000
CITY: COLUMBUS IN SVC DATE: 12 / 31 / 02
ST/ZIP: IN [REDACTED] VCAN: N RTL DLR: 70059 DREYER&REINBOLD INFINITI
DAY PH: [REDACTED] PAID: 1 SVC DLR: 70478 DREYER&REINBOLD INFINITI
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 70478 DREYER&REINBOLD INFINITI
DLR PH: [REDACTED] 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 PREOWNED X MILES 58000 # NISSAN/INFINITI VEHICLES: 4
VEHICLE MAINTAINED BY: 70478
OUTSIDE WARRANTY BY (B) MONTHS: 3 MILES: 7000 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 04 / 16 / 07 XFER/RSPNSBLTY: 72 22 S
CONTACT (S): FOLLOWUP DATE: 04 / 19 / 07 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 04 / 18 / 07 INF-NET DATE: 04 / 19 / 07

CONCERN AND CATEGORY		SUBCATEGORY AND SYMPTOM	
OA	VEHICLE CONCERNS	180000	FUEL GAUGE
AT	INSTRUMENTATION	WA	PREMATURE WEAR/FAILURE
OA	VEHICLE CONCERNS	180000	FUEL GAUGE
AT	INSTRUMENTATION	YI	OOW GOODWILL ASSISTANCE REQUEST
OA	VEHICLE CONCERNS	180000	FUEL GAUGE
AT	INSTRUMENTATION	YX	POOR OR IMPROPER OPERATION
OA	VEHICLE CONCERNS	180000	FUEL GAUGE
AT	INSTRUMENTATION	ZB	BROKEN/CRACKED

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C. A. R. COMMENTS

FILE OPENED-ZMB210N 04/16/2007

RCAS FOUND NO PREVIOUS FILES.

@04/16-ZMB210N

RCAS-MB VERIFIED C NAME, ADDRESS, DAY/EVE PHONE #, MILEAGE, DLR, VIN

RCAS-MB CHECKED FOR OPEN RECALLS, SERVICE CAMPAIGNS, AND UPGRADES - FOUND NONE

RCAS RECEIVED INBOUND CALL FROM C AND C STATES THAT THE FUEL GUAGE IS READING

THAT THE FUEL TANK IS FULL ALL THE TIME. C STATES THAT THE GUAGE DOES NOT

MOVE. C STATES THAT C HAS READ ONLINE THAT OTHER PEOPLE HAVE HAD THIS

PROBLEM. C ASKS IF ASSISTANCE CAN BE PROVIDED?

RCAS ASKS IF THE VEH HAS BEEN TO THE DLR?

C STATES NO.

RCAS STATES THAT THE VEH WILL HAVE TO BE DIAGNOSED BEFORE ASSISTANCE CAN BE

PROVIDED. RCAS STATES THAT THE C CAN MAKE AN APPT. AND CA WILL FOLLOW-UP

WITH THE DLR.

C STATES THAT C HAS OWNED A 2002 QX4, MAXIMA, AND QUEST.

RCAS THANKS. C THANKS. C ENDS CALL.

@04/16-ZMB210N

<<<RCAS CK TRANSFERRING FILE TO RCAS JC FOR FURTHER HANDLING>>> @04/16-ZCK657N

RCAS-JC LEFT MESSAGE FOR C AT 9:49AM CST ADVISING THAT RCAS CANNOT ASSIST

WITHOUT C FIRST MAKING AN APPOINTMENT. RCAS PROVIDED NUMBER AND FILE NUMBR FOR

C TO CONTACT ONCE AN APPOINTMENT IS MADE. RCAS ADVISED C THAT RCAS WILL BE MORE

THAN HAPPY TO REVIEW AT THAT TIME.

@04/17-ZJC207N

**RCAS-JC CLOSING FILE PENDING C CALL BACK.

@04/17-ZJC207N

--

RCAS-CK RECEIVED INBOUND CALL. C STATEST THAT C IS ON C'S WAY TO DLR AND WANTS

TO KNOW WHAT TO DO? RCAS STATED THAT THE DLR SHOULD BE ABLE TO REPAIR C'S

VEH IF IT'S NOT WORKING PROPERLY.

@04/17-ZCK657N-COMMENT

--

RCAS-JC RECIEVED INBOUND CALL FROM C. C STATED C WENT TO DLR AND DLR WAS

SUPPOSED TO GO TO INFINITI ON C'S BEHALF TO SEE IF ASSISTANCE IS AVAILABLE.

RCAS ADVISED C THAT RCAS WILL REVIEW WITH DLR AND GET BACK WITH C. C UNDERSTOD

@04/18-ZJC207N

NOTE: RCAS REVIEWED CPIA AND NOTICED GRT APPROVAL.

@04/18-ZJC207N

RCAS-JC REVIEWED FILE WITH SM-JAMES. SM-JK PUT RCAS ON HOLD TO CHECK WITH C'S

SERVICE ADVISOR. SM-JK STATED THE GRT WAS ACCEPTED AND SA HAS BEEN TRYING TO

GET AHOLD OF C. RCAS ADVISED SM-JK THAT RCAS WILL CONTINUE TO DO THE SAME.

@04/18-ZJC207N

RCAS-JC LEFT MESSAGE FOR C AT 3:41 INDICATING THE REPAIR WOULD BE COVERED FOR

C. RCAS ADVISED C TO FOLLOW UP WITH DLR ON WHEN VEH WILL BE READY.

@04/18-ZJC207N

**FILE CLOSED.

@04/18-ZJC207N

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: NT1B	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 / 18 / 07	USERID: ZJC207N
OTHER #: 0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 1	DATE: 04 / 17 / 07	USERID: ZCK657N
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZMB210N	
HISTORY:	UPDATE BY: ZJC207N	
SVC CALL#:	UPDATE DATE: 04 / 17 / 09	
CLOSE: Y (Y/N)	CLOSE DATE: 04 / 18 / 07	MICROFILM: N
RESP CAA:	OLM: COPENHAVER J	DOM:
PHONE: 0000000000	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: HUMBLE
ST/ZIP: TX [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E73M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 46757
IN SVC DATE: 12 / 20 / 02
VCAN: N RTL DLR: 71077 SEWELL INFINITI
PAID: 15 SVC DLR: 71077 SEWELL INFINITI
SUSP: 0 RESP DLR: 71077 SEWELL INFINITI
DENY: 1 REGION: 92 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 PREOWNED X MILES 35000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: FIRESTONE
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 07 / 24 / 07 XFER/RSPNSBLTY: 92 12 S
CONTACT (S): FOLLOWUP DATE: 07 / 25 / 07 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 07 / 24 / 07 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 153000 GEN. FUEL DELIVERY/INTAKE COMPONENT
AI FUEL/INTAKE SYSTEM VF NON-WARRANTY ITEM GOODWILL ASSISTANCE I
OA VEHICLE CONCERNS 153000 GEN. FUEL DELIVERY/INTAKE COMPONENT
AI FUEL/INTAKE SYSTEM YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZJB998N 07/24/2007
NO PREVIOUS FILES
RCAS-JB VERIFIED C'S NAME, ADDRESS, VIN NUMBER, MILEAGE, DAY AND EVE PHONE,
AND RESPONSIBLE DLR
C STATES THE GAS GAUGE WAS NOT WORKING ANYMORE, AND C TOOK THE VEH TO NORTH
HOUSTON INF. C STATES THIS REPAIR WAS NOT FIXED UNDER WARRANTY. C STATES THE
DLR DID NOT HAVE ANY RECOLLECTION OF THE REPAIR BEING DONE TO THE VEH BEFORE.
C STATES THE ENTIRE INSTRUMENT CLUSTER WAS FAULTY. C IS WANTING TO KNOW WHY
THESE VEHS ARE CURRENTLY HAVING THIS PROBLEM. C STATES THAT C'S FRIEND WORKS
FOR SERVICE DEPT OF INF, AND WAS INFORMED OF THE ACTUAL PROBLEMS. C STATES
THIS IS SUPPOSED TO BE A TOP OF THE LINE VEH, AND NEVER HEARD OF THIS REPAIR
BEING NEEDED. RCAS INFORMED C THAT C WAS INFORMED C NEEDED THE REPAIR ALMOST
A MONTH AGO WHICH IS A DECIDING FACTOR IN THE GOODWIL PROCESS. RCAS ALSO
INFORMED C THAT THE VEH'S SERVCIE RECORDS HAVE NOT BEEN UPDATED YET TO MOVE
FORWARD WITH THIS FILE. C STATES READ ON INTERNET THIS IS A CURRENT PROBLEM
WITH INF VEH'S. C STATES WANTS INF TO ASSIST WITH THIS REPAIR, AND RCAS
INFORMED C TO CONTACT DLR AND SPEAK WITH S/M FOR FURTHER ASSISTANCE.
RCAS ALSO INFORMED C THAT THIS VEH BEING PRE-OWNED ALSO IS A DECIDING FACTOR.
RCAS CLOSING FILE @07/24-ZJB998N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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: #: 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: ZJB998N
HISTORY: UPDATE BY: ZJB998N
SVC CALL#: UPDATE DATE: 04 / 17 / 09
CLOSE: Y (Y/N) CLOSE DATE: 07 / 24 / 07 MICROFILM: N
RESP CAA: BRADLEY, DEMETRIUS OLM: COPENHAVER J DOM:
PHONE: 0000000000 OWNER FIRST: LANGUAGE: E ENGLISH

CONFIDENTIAL

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: WEST LONG BRANCH
ST/ZIP: NJ [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E13M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 0
IN SVC DATE: 08 / 14 / 03
VCAN: N RTL DLR: 70414 BENNETT INF OF ALLENTOWN
PAID: 9 SVC DLR: 72083 INFINITI OF PEORIA
SUSP: 0 RESP DLR: 72083 INFINITI OF PEORIA
DENY: 0 REGION: 72 DIST: SL/SV/PT: 14 14 44

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

ORIG CODE: DT 11 OPEN DATE: 10 / 03 / 07 XFER/RSPNSBLTY: 92 14 S
CONTACT (S): FOLLOWUP DATE: 10 / 04 / 07 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 10 / 03 / 07 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 153000 GEN. FUEL DELIVERY/INTAKE COMPONENT
AI FUEL/INTAKE SYSTEM YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZWJ020N 10/03/2007

*****INFIELD FILE.

RCAS-WC RECEIVED INBOUND CALL FROM GEORGE WITH
SM STATED C BOUGHT VEH IN SEPT.
VEH NEEDED A FLOAT IN FUEL TANK.

DLR REPLACED FLOAT.

DLR STATED C CALLED COUPLE DAYS LATER

DLR STATED DLR RECHECKED VEH AND FOUND ISSUE WAS FUEL GAUGE IN DASH.

DLR STATED PART WAS SHORTED OUT.

DLR STATED REPAIR PERFORMED UNDER GOODWILL.

DLR STATED A FAMILY MEMBER BROUGHT VEH IN AND WAS PRETTY UPSET.

DLR STATED DLR WAS CALLING TO OPEN INFIELD.

@10/03-ZWJ020N

RCAS-WC CLOSING FILE.

@10/03-ZWJ020N

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:
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: ZWJ020N	
SVC CALL#:	UPDATE DATE: 04 / 17 / 09	
CLOSE: Y (Y/N)	CLOSE DATE: 10 / 03 / 07	MICROFILM: N
RESP CAA: JONES, WANDA	OLM: COPENHAVER J	DOM:
PHONE: 6157257769	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E43M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 66000
CITY: SALINAS IN SVC DATE: 12 / 30 / 02
ST/ZIP: CA [REDACTED] VCAN: N RTL DLR: 71321 INFINITI OF MONTEREY
DAY PH: [REDACTED] PAID: 2 SVC DLR: 70096 FRONTIER INFINITI
EVE PH: [REDACTED] SUSP: 1 RESP DLR: 70096 FRONTIER INFINITI
DLR PH: [REDACTED] DENY: 0 REGION: 92 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 PREOWNED MILES # NISSAN/INFINITI VEHICLES: 3
VEHICLE MAINTAINED BY: 70096
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 10 / 16 / 07 XFER/RSPNSBLTY: 92 03 S
CONTACT (S): FOLLOWUP DATE: 10 / 17 / 07 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 10 / 19 / 07 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 132500 ENGINE CONTROL MODULE (ECU)
AF ENGINE ELECTRICAL YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZMM877N 10/16/2007

PREVIOUS FILES: 5438082

RCAS VERIFIED OWNER'S INFO.

C STATES THAT BACK IN AUGUST 2006 INFINITI MONTEREY CLOSED BUT STILL C WAS SERVICING VEH AT THE NISSAN DLR OWNED BY SAME OWNER.

C STATES THAT VEH HAD TO BE TOWED TO FRONTIER INFINITI AND VEH WAS FOUND TO HAVE NO OIL. C STATES THAT NISSAN DLR FORGOT TO PUT OIL IN VEH.

C STATES THAT ISSUE WAS RESOLVED AND C CONTINUED TO SERVICE VEH AT NISSAN DLR.

C STATES LATER VEH QUIT AGAIN AND AAA TOWED VEH TO NISSAN DLR. C STATES THAT NISSAN DLR REASSURED C THAT DLR COULD HANDLE THE REPAIR AND DLR REPLACED THE FUEL SENDING UNIT. C STATES WHEN VEH WAS RELEASED, C STARTED NOTICING THAT GAS GAUGE WAS NOT INDICATING THE CORRECT AMOUNT SO C TOOK VEH IN AGAIN.

C STATES THAT DLR HAD THE VEH FOR 3 WEEKS AND DIAGNOSED THAT ECU WAS BAD AND ADVISED THAT ECU WAS STILL COVERED UNDER WARRANTY. C STATES THAT INFINITI DLR

DIAGNOSED THAT THE UNIT BOARD WAS THE PROBLEM AND NOT THE ECU. @10/16-ZMM877N

C STATES THAT C DOESN'T WANT TO SPEND MORE MONEY TO EXPERIMENT. @10/16-ZMM877N

RCAS CALLED SM JIM.

SM STATES THAT DLR HAS BEEN IN CONTACT WITH TECHLINE FI0854971.

SM STATES THAT TECHLINE ADVISED DLR TO REPLACE INSTRUMENT CLUSTER FIRST AND THAT ECU MAY POTENTIALLY BE A PROBLEM BUT THIS WOULDN'T BE KNOW IF CLUSTER IS NOT REPLACED.

SM STATES THAT THIS IS THE REPAIR THAT IS NEEDED.

@10/18-ZMM877N

RCAS CALLED C AT EVE PHONE AND LEFT VMX.

@10/18-ZMM877N

RCAS CALLED C AT DAY PHONE.

C STATES THAT C UNDERSTANDS THAT THE CLUSTER NEEDS TO BE REPLACED BUT C DOESNT UNDERSTAND WHY NISSAN DLR REPLACED THE FUEL SENDING UNIT.

RCAS ADVISED C THAT NISSAN DLR IS INDEPENDENTLY OWNED AND C SHOULD REFER TO THAT SM OR GENERAL MANAGER OF THE NISSAN DLR FOR THAT CONCERN.

C UNDERSTOOD BUT STATES THAT C FEELS LIKE SOMETHING SHOULD BE DONE ABOUT IT.

RCAS ADVISED C THAT RCAS CAN ONLY HELP WITH INF DLR AND AT THIS TIME THE CLUSTER NEEDS TO BE REPLACED AND THAT'S THE REPAIR THAT ITS NEEDED.

C STATES THAT C WILL CALL THE NISSAN DLR.

RCAS ASKED C IF FURTHER ASSISTANCE WAS NEEDED.

C STATED NO AND ENDED CALL.

@10/19-ZMM877N

*****EMAIL FILE LOGGED*****

PREVIOUS RELATED FILES FOUND:

PREVIOUS UNRELATED FILES FOUND:

CRR-RC RECEIVED EMAIL ON 10/26/07 FROM C DATED 10/19/07:

ADDRESSED TO: INFINITICONSUMERAFFAIRS@NISSAN-USA.COM

METHOD OF CONTACT: EMAIL

EMAIL ADDRESS: [REDACTED]

@10/26-ZRC151N-COMMENT

CRR-RC CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES, FOUND: NONE.

CRR-RC VERIFIED C'S NAME, ADDRESS, DAY/EVENING PHONE NUMBER.

CRR-RC UNABLE TO VERIFY C'S MILEAGE, VIN, AND RESPONSIBLE DLR.

CRR-RC RECEIVED EMAIL (ID # 792745) CREATED 10/26/07. @10/26-ZRC151N-COMMENT

EMAIL READS;

C STATES"THERE WAS NOT ENOUGH SPACE ON THE FORM FOR ME TO FORMULATE AND ASK MY QUESTION. AS SUCH I WILL CONTINUE HERE.

I PREVIOUSLY WROTE:

MY CAR (2003 M45) RAN OUT OF GAS EVEN THOUGH THE GAGE ON THE DASHBOARD INDICATED 1/2 TANK. MY CAR WAS TOWED TO THE LOCAL NISSAN DEALERSHIP AS THE NEAREST INFINITI DEALERSHIP IS 100 MILES AWAY. THE NISSAN DEALERSHIP SAID THAT THEIR COMPUTERS CAN HANDLE THE DIAGNOSTIC AND THAT THEIR TECHS

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CAN HANDLE THE WORK. THEY REPLACED THE FUEL SENDING UNIT AND THIS DID NOT FIX THE ISSUE OF THE GAS

...GAUGE READING THE FUEL LEVEL PROPERLY. THE NISSAN DEALERSHIP ATTEMPTED FURTHER DIAGNOSTICS AND TWO WEEKS LATER THEY CAME UP WITH THE CONCLUSION THAT THE ECU NEEDS TO BE REPLACED AND THAT SUCH WORK CAN ONLY BE HANDLED BY A INFINITI DEALERSHIP. AFTER TAKING THE CAR TO THE CLOSEST DEALERSHIP THEY STATED THAT I HAVE TO HAVE THE INSTRUMENT CLUSTER REPLACED FIRST BEFORE THEY
@10/26-ZRC151N-COMMENT

CAN DETERMINE THAT THE ECU IS FUNCTIONING PROPERLY OR NOT. I CAN ONLY CONCLUDE THAT NISSAN DID NOT FOLLOW THE PROPER FLOW OR PROTOCOL AND THAT IF THEY HAD THIS PROBLEM WOULD NOT HAVE BALLOONED.

AND IN NOT FOLLOWING THE PROPER FLOW CHART FOR DIAGNOSING THIS PROBLEM AS SUCH THEY HAVE CAUSED ME AN UNNECESSARY EXPENSE OF \$450 FOR WHICH HAD NOTHING TO DO WITH THE ORIGINAL ISSUE. IN ADDITION NOW I HAVE TO PAY FOR THE INSTRUMENT CLUSTER AT \$550 TO FIND OUT IF THE ECU IS FUNCTIONING PROPERLY OR NOT.

MY PRESENT CAR IS MY THIRD INFINITY IN A ROW. I HAVE BEEN VERY LOYAL TO INFINITI BUT IF THIS ISSUE CAN NOT BE PROPERLY RESOLVED I WILL JUMP SHIP, TRADE MY CAR IN ON LEXUS OR BMW.

I AM NOT WILLING TO PAY \$1,000 TO HELP IN GETTING TO THE ROOT OF THE PROBLEM. INFINITI NEEDS TO EXERCISE SOME GOODWILL IN THIS SITUATION AND MAKE IT RIGHT. I HAVE BEEN IN CONTACT WITH AN INFINITI CUSTOMER CARE REPRESENTATIVE BUT THIS
@10/26-ZRC151N-COMMENT

HAS NOT RESULTED IN SOLVING THIS MATTER AND BRINGING THIS TO THE PROPER CONCLU THE REFERENCE NUMBER ON MY CASE IS: 5901021. @10/26-ZRC151N-COMMENT

CRR-RC RESPONSE:

DEAR SHAWN QUINN,

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

A PREVIOUS FILE WAS FOUND, NO. 5884897, THAT DOCUMENTS A SIMILAR CONCERN. OUR SYSTEM SHOWS THAT YOU HAVE ALREADY RECEIVED ASSISTANCE REGARDING THIS CONCERN, HOWEVER IF YOU ARE WRITING IN ABOUT A NEW ISSUE THAT YOU HAVE NOT RECEIVED ASSISTANCE FOR WE WOULD BE MORE THAN HAPPY TO ASSIST YOU ACCORDINGLY.

IF YOU STILL REQUIRE ASSISTANCE PLEASE EITHER EMAIL US AGAIN

OR CALL CONSUMER AFFAIRS AT 1-800-662-6200.

@10/26-ZRC151N-COMMENT

SINCERELY,

@10/26-ZRC151N-COMMENT

CRR-RC RECLOSING FILE AS ISSUE HAS ALREADY BEEN ADDRESSED.

@10/26-ZRC151N-COMMENT

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NT3B	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: #: 1	DATE: 10 / 26 / 07	USERID: ZRC151N
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZMM877N	
HISTORY:	UPDATE BY: ZMM877N	
SVC CALL#:	UPDATE DATE: 10 / 26 / 07	
CLOSE: Y (Y/N)	CLOSE DATE: 10 / 19 / 07	MICROFILM: N
RESP CAA:	OLM: COPENHAVER J	DOM: CORNELL KURT
PHONE: 0000457374	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: ONE CONTRACT

NAME: [REDACTED]
STREET: [REDACTED]
CITY: JUPITOR
ST/ZIP: FL [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN: Y
PAID: 25
SUSP: 0
DENY: 3

VIN: JNKAY41E23M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 67000
IN SVC DATE: 12 / 30 / 03
RTL DLR: 73051 SAWGRASS INFINITI
SVC DLR: 71050 INFINITI OF PALM BEACHES
RESP DLR: 71050 INFINITI OF PALM BEACHES
REGION: 72 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 PREOWNED MILES # NISSAN/INFINITI VEHICLES: 6
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 11 / 05 / 07 XFER/RSPNSBLTY: 72 11 S
CONTACT (S): FOLLOWUP DATE: 11 / 06 / 07 INF-NET (Y/N): 1
SEVERITY: 3 CLOSE DATE: 11 / 16 / 07 INF-NET DATE: 11 / 07 / 07

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 159000 GEN. AC/HEATING COMPONENT
AJ HEATER/AIR CONDITIONING YE MULTIPLE REPAIR ATTEMPTS

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C. A. R. COMMENTS

FILE OPENED-ZSS886N 11/05/2007
NO PREVIOUS FILES FOUND_____5837534 __4714599
RCAS-SS VERIFIED C'S NAME, ADDRESS, VIN #, MILES, DAY AND EVE #'S, AND DLR
RCAS-SS CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES - FOUND NONE
C STATED THAT THE VEH HAS BEEN TO THE MORE THAN 6 TIMES AND OVER 4 MONTHS FOR
THE WHOLE YEAR DUE TO THE AIR BAG LIGHT...
C STATED HUSBAND IS IN THE CAR BUSINESS AND OWNS A DLR ALSO - AND INF DLR
INSISTED ON CHANGING THE WIRE HARNESS AND HUSBAND ADVISED THAT THE WIRE HARNES
S WOULD NOT CHANGE ANYTHING...
C STATED THEY HAVE SPOKE WITH SM-JEFF AND MOST RECENTLY DLR HAD VEH FOR OCTOBE
R ~ FOR 4 WEEKS... @11/05-ZSS886N
~~C STATED THAT C WOULD LIKE TO TRADE VEH AND IS NOT ABLE TO WITH THE WARNING
LIGHT ON...C STATED THAT C IS VERY DISAPPOINTED WITH DLR
RCAS-SS ADVISED C RCAS WILL CONTACT C WITHIN 24-48 HOURS.
RCAS-SS GAVE C NAME, EXTENSION, AND FILE #, C THANK FOR ASSISTANCE
~ @11/05-ZSS886N
~~RCAS-SS CONTACT SM-JEFF TO VERIFY THE CONCERN WITH C VEH~ LEFT A MESSAGE ON
VMX...
~~PER VROI ~ VEH AT DLR - 70049~LOKEY ~ 01/29/07 FUEL GAUGE... DLR REPLACED
CLUSTER PANEL..... VEH AT DLR ~ LOKEY
~~VEH AT DLR ~ LOKEY 02/28/07 AIR BAG LIGHT ~~ DLR ~ DTC B1134 D/SIDE AIRBAG
OPEN STORED AT SEALF DIAG. RPL D/SIDE AIRBAG RETEST OK....
~VEH AT DLR ~ LOKEY ~ 07/06/07 VEH SRS LIGHT FLASHING ~~ DLR REPLACED DRIVERS
SEAT AIR BAG TESTED OK ~ COMPLETED
~~VEH AT DLR ~ INF OF PALM BEACHES ~ 09/12/07 ~ AIRBAG LIGH ON ~ DLR - CONSULT
TEST, B1134 STORED, OPEN CIRCUIT ~ REPLACE DIAGNOSIS UNIT... @11/05-ZSS886N
~~VEH AT DLR ~ INF OF PALM BEACHES ~ 11/01/07 ~ VEH AIRBAG LIGHT ON ~ DLR
REPLACED BDY #2 WIRE HARNESS / CONSULT 11 TESTS VERIFIED LH SIDE IMPACT AIRBAG
FAILURE / (B1134 OPEN) OTHER DEALER ON WEST COAST INSTALLED 3 LH SIDE IMPACT.
AIR BAGS ~ THIS BEING A RE-OCCURRING PROBLEM. ~~TECH LINE CALLED~~ TECH ~ TED @
57698 ~ WHO AGREED TO INSTALL A LH BODY WIRE HARNESS TO REMEDY...INSTALLED NEW
WIRE HARNESS AND AGAIN TESTED WITH CONSULT 11. ALL AIRBAG SYSTEMS ARE FUNCTION
AS DESIGNED..TECH LINE INNcident #856346 MILEAGE OUT-67,696 @11/05-ZSS886N
**RCAS-AG RECEIVED INBOUND CALL.
C STATED C WOULD LIKE AN UPDATE ON FILE. C STATED C WANTS TO SALE VEH AND
HAS SOMEONE WHO WANTS TO PURCHASE VEH BUT CANNOT SINCE VEH HAS CURRENT ISSUE.
C STATED C MENTIONED THIS INFORMATION TO AN EMPLOYEE AT DLRSHp AND THE
EMPLOYEE RESPONDED BY "DON'T WORRY WE'LL JUST PULL A WIRE OFF TO HAVE
AIRBAG GAUGE TURNED OFF, AND THE NEW OWNER WOULD HAVE TO DEAL WITH ISSUE."
C STATED CANNOT BELIEVE EMPLOYEES SUGGESTION. C STATED WOULD NOT FEEL
RIGHT DOING SUCH THING AND THIS WOULD ALSO BE A LIABILITY ISSUE FOR
INFINITI AS A CORPORATION. C STATED C WANTED TO HAVE EMPLOYEES STATEMENT
DOCUMENTED ON C FILE. >> RCAS-AG ADVISED C THAT C COMPLAINT HAD BEEN ADDED
TO FILE AS WELL. RCAS-AG INQUIRED IF C WANTED RCAS-SS VMX.
C STATED YES. >> RCAS-AG XFER CALL TO VMX. @11/05-ZAG039N
C CALLING FOR RCAS SS. C STATES THE DEALER HAS HAD HER VEHICLE FOR SAME
ISSUE FOR A HALF A YEAR AND C CANNOT SELL HER VEHICLE. C STATES SHE WILL
GET AN ATTORNEY TO RESOLVE HER ISSUE. RCAS WILL SEND EMAIL. @11/06-ZMS041N
~~RCAS--SS CONTACT SM AND LEFT A MESSAGE ON VMX... @11/06-ZSS886N
RCAS-SS CONTACT DPSM AND INFORMED OF C ISSUE - ADVISED TO SPEAK WITH JEFF EARL
OR BOB WATSON... @11/06-ZSS886N
~~RCAS-SS LEFT MESSAGE WITH SM-JEFF E. @11/06-ZSS886N
~~RCAS-SS CONTACT C AND LEFT A MESSAGE ON VMX... @11/06-ZSS886N

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~RCAS-SS CONTACT SM AND LEFT A MESSAGE ON VMX... @11/08-ZSS886N
~~RCAS-SS VIEW VROI AND PER WO 55209-01 DLR REPLACED AIRBAG MODULE ~ CODE #
B1049 B1054 AND BATTERY ~ CODE 5RQ30EC...
~~RCAS-SS CONTACT C TO CONFIRM REPAIR COMPLETED - C HUNG UP ON RCAS 3 TIMES...
~~RCAS-SS LEFT A MESSAGE ON C VMX...
~~RCAS-SS CLOSING FILE PENDING C CALL BACK... @11/16-ZSS886N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE
DEALER SERVICE MANAGER, PLEASE CONTACT CUSTOMER AND REVIEW FOR POSSIBLE
ASSISTANCE.
C STATES VEH BEEN TO DLR 6 TIMES & 4 MONTHS OF THE YEAR PERTAINING TO THE AIR
BAG LIGHT AND ISSUE NOT RESOLVED ~ PER C SA ADVISED TO HAVE THE FUSE REMOVED

DEALER ACTION:

SATISFIED: Y		ACTION CODE: NT1A		CONTACT(S):	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:	
IIR-DATE:	00 / 00 / 00	TRANS DATE:	00 / 00 / 00	CHECK REQUESTED:	NO
3RD PRY:		PART#:		CHECK ISSUED:	NO
BYBACK ST:		OPENED BY:	ZSS886N		
HISTORY:		UPDATE BY:	ZSS886N		
SVC CALL#:		UPDATE DATE:	04 / 17 / 09		
CLOSE:	Y (Y/N)	CLOSE DATE:	11 / 16 / 07	MICROFILM:	N
RESP CAA:	SLAY, SHERMAN	CAOM:	RCAA	CAOM:	RCAA
PHONE:	0000000000	OWNER FIRST:		LANGUAGE:	E ENGLISH

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

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SERVICE CONTRACTS SUMMARY

DATE: 1/30/2012
TIME: 04:07:41 PM
MODEL YEAR: 2003.0
MAKE:
MODEL LINE: M45

NAME: [REDACTED] VIN:
IN SCV DATE: 12/31/2003

SEO NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
16	FENP87028934	73051 FL	12/31/2003	12/31/2009	82,189		12/8/2007

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CA5924503I

CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CONTRACT: FENP87028934		CONTRACT:	
OWNER NAME: [REDACTED]		OWNER NAME:	
PLAN TYPE: E		PLAN TYPE:	
PLAN TERM: P		PLAN TERM:	
DEDUCTABLE: \$		DEDUCTABLE:	
EFFECTIVE: 12/31/03		EFFECTIVE:	
EXPIRES: 12/31/09 MILES: 82,189		EXPIRES:	MILES:
CANCEL: MILES:		CANCEL:	MILES:
TRANSFER: 12/8/2007		TRANSFER:	
TRANSACTION: 1/6/2004		TRANSACTION:	
PRINTED: 03/21/09		PRINTED:	
DEALER NO: 73051 STATE: FL		DEALER NO:	STATE:
DEALER NAME: SAWGRASS INFINITI		DEALER NAME:	

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SC: ONE CONTRACT

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

VIN: JNKAY41E93M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 51000
IN SVC DATE: 09 / 16 / 03
VCAN: Y
PAID: 12
SUSP: 0
DENY: 0
RTL DLR: 70006 HARTE INFINITI, INC.
SVC DLR: 70006 HARTE INFINITI, INC.
RESP DLR: 70006 HARTE INFINITI, INC.
REGION: 72 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 PREOWNED X MILES 31000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 70006
OUTSIDE WARRANTY BY (B) MONTHS: 2 MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 11 / 07 / 07 XFER/RSPNSBLTY: 72 01 S
CONTACT (S): FOLLOWUP DATE: 11 / 30 / 07 INF-NET (Y/N): 2
SEVERITY: 3 CLOSE DATE: 11 / 27 / 07 INF-NET DATE: 11 / 26 / 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-ZDW294N 11/07/2007
PREVIOUS FILES 5661917, 5688361 @11/07-ZDW294N
RCAS-DW CONFIRMED C NAME, ADDRESS, DAY/EVE#, VIN/MILEAGE # AND SVC DLR,
RCAS-DW CHECKED FOR RECALLS/CAMPAIGNS/UPGRADES AND FOUND: NONE.
RCAS ADVISED C
RCAS-DW RECEIVED CALL AT 8:22 AM CST FROM C STATING: @11/07-ZDW294N
C WOULD LIKE TO KNOW WHY AT 3000 THE DLRSHIP WOULD BE ABLE TO TEST THE VEH
FOR OIL CONSUMPTION AND NOT TEST THE VEH AT 4000.
C STATED THAT IN 3000 MILES THE VEH WOULD NOT BE READY FOR AN OIL CHANGE.
RCAS ADVISED C:
THE PROCEDURES ARE FOR THE VEH TO BE TESTED EVERY 1000 MILES.
THE OIL CONSUMPTION TESTING IS IN SECTIONS OF THREE TEST. @11/07-ZDW294N
APOLOGIZED THAT C IS HAVING AN ISSUE WITH OIL CONSUMPTION.
ON 03/28/07 THE DLRSHIP STATED WAS LOW ON OIL AND DUE FOR LOF NOISE ON COLD
STARTS GOES AWAY IN A FEW SECOUNDS FROM VAVLE TRAIN. CMPLT LOF FOR OIL.
C STATED C UNDERSTANDS. @11/07-ZDW294N
RCAS-DW ADVISED C THAT INFINITI WOULD INVESTIGATE C CONCERNS AND WILL DISCUSS
C CONCERNS WITH THE DLRSHIP AND ONCE MORE INFORMTATION IS GATHERED RCAS OR THE
DLRSHIP WOULD CONTACT C BACK WITH IN 24 TO 48 BUSINESS HOURS.
IF FOR ANY REASON C HAS NOT HEARD FROM EITHER THE DLR SHP OR RCAS AFTER THAT
TIME PLEASE FEEL FREE TO CONTACT INFINITI BACK AT 1/800/662/6200 FOR AN
UPDATE.
RCAS ADVISED C OF C WARRANTY EXPIRATION INFORMATION.
C UNDERSTOOD AND THANKED RCAS FOR ASSISTING C WITH THIS INFORMATION.
RCAS-DW ADVISED C OF C FILE#, RCAS-DW NAME AND EXT.
RCAS-DW ADVISED C THAT INFINITI APPRECIATES C BUSINESS.
RCAS-DW ALSO THANKED C FOR TAKING THE TIME TO CONTACT INFINITI TODAY AND TO
ALLOW INFINITI TO ASSIST C WITH C CONCERNS.
RCAS-DW INQUIRED IF FURTHER ASSISTANCE IS NEEDED.
C STATES NO, THANKED RCAS AND C ENDED THE CALL. @11/07-ZDW294N
RCAS-DW DATA-NETTED THE SM FOR MORE INFORMATION. @11/07-ZDW294N
C CALLING FOR RCAS DW. C STATES WOULD LIKE A CALL BACK. @11/15-ZMS041N

-
RCAS ES RECEIVED CALL FROM C STATING THAT C HAS NOT HEARD BACK FROM RCAS
REGARDING CASE. C STATED SPOKE WITH RCAS DW WHO ADVISED C WILL BE FORWARDING
FILE TO RCAS. RCAS ES ADVISED C THAT RCAS DW IS RCAS HANDLING CASE AND IN
PROCESS OF WORKING WITH SM AT DLR. C STATED HAS NOT RECEIVED CALL BACK AND
WOULD LIKE TO ESCALATE. RCAS ES ADVISED C WILL HAVE RCAS DW CALL C BACK WITH
AN UPDATE ON FILE. C UNDERSTOOD, AND STATED IF DOES NOT GET CALL BACK WILL
CALL BACK TOMORROW AND ASK FOR SUPERVISOR. RCAS ES UNDERSTOOD.
RCAS ES EMAILED RCAS DW. @11/15-ZES078N

-
RCAS MM RECEIVED CALL FROM C STATING THAT C HASN'T HEARD FROM INF AND C WANTS
TO ESCALATE. C STATES THAT C WANTS TO KNOW EXCATLY WHAT THE NEXT STEP IS.
RCAS MM ADVISED C OF THE SUPERVISOR CALLBACK PROCEDURE IN 8 BIZ HOURS.
C UNDERSTOOD AND STATES THAT C WILL BRING VEH TO 3000 MILE INSPECTION ON 11/19
C STATES THAT C WANTS TO KNOW WHY TECHLINE IS TAKING SO LONG TO DIAGNOSE VEH.
C STATES THAT VEH STARTED WITH OIL CONSUMPTION ISSUES IN 2006 AND SINCE THEN
DLRSHIP HAS BEEN WORKING WITH TECHLINE TO TRY TO REPAIR VEH.
C STATES C IS VERY FRUSTRATED WITH PROCESS AND NEEDS A SOLUTION.
C THANKED AND ENDED CALL. @11/16-ZMM877N
*RSS-LV FOLLOWED UP WITH THE CUST; CUST STATED HIS VEH HAS BEEN TAKEN TO THE
DLR TODAY; CUST STATED THE DLR SHOULD BE ABLE TO TELL HIM TODAY THAT HIS

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VEH IS OR IS NOT BURNING EXCESSIVE OIL.

-CUST STATED HE IS WORRIED ABOUT WHAT WILL HAPPEN OUTSIDE OF WARRANTY AS CUST FEELS THE PAST OIL CONSUMPTION TESTS HAVE BEEN PERFORMED INCONSISTENTLY.

-RSS ADVISED THE CUST THAT RSS WILL UPDATE RCAS-DW ACCORDINGLY TO MAKE SURE FLUID COMMUNICATION IS KEPT WITH THE DLR.

-CUST UNDERSTOOD AND THANKED RSS.

@11/19-ZLV358N

-UPDATE TO RCAS-DW.

@11/19-ZLV358N

RCAS DATA-NETTED THE SM FOR UPDATE.

@11/21-ZDW294N

RCAS REVEIUED VROI AND FOUND:

WORK ORDER: 11518-02 W.O.DATE: 10/27/06

ODOMETER: 42243

CUSTOMER FIRST NAME: [REDACTED]

LAST NAME: [REDACTED]

DEALER: 70006 HARTE INFINITI, INC.

SERV CNSLT: GALLICCHIO

REMARK: BODY SHOP NOTICED ENGINE IS KNOCKING WHILE IN FOR SERVICE.

ENGINE KNOCKS WHILE DRIVING AND IDLING.

WORK ORDER: 16502-01 W.O.DATE: 03/28/07

ODOMETER: 44674

CUSTOMER FIRST NAME: DANIEL

LAST NAME: DELLAVECCHIA

@11/21-ZDW294N

DEALER: 70006 HARTE INFINITI, INC.

SERV CNSLT: VEGA

REMARK: C/S VEHICLE IS LOSING/BURNING OIL . PLEASE CHECK & ADVISE.

[REDACTED] VEHICLE WILL BE TOWED IN:

TECHNICIAN: MALONEY

REMARK: WAS LOW ON OIL AND DUE FOR LOF NOISE ON COLD STARTS GOES

AWAY IN A FEW SECOUNDS FROM VAVLE TRAIN.CMPLT LOF FOR OIL

REMARK: C/S FUEL GAUGE AT ABOUT 1/2 TANK WILL NOT READ CORRECTLY.

TECHNICIAN: MALONEY

REMARK: FOUND FUEL GAUGE METER TO BE FAULTY.

REPLACED METER. RECHECKED . OK NOW.

REMARK: CONSUMPTION TEST REC THT/INJ PCV'S 45K REAR DIFF SERV P/S

LINE CODE: FW CUST AUTH SERV: Y LOAN CAR REQST: N AVAIL:

TOTAL LINE AMT: 265.60

@11/21-ZDW294N

WORK ORDER: 17436-01 W.O.DATE: 04/24/07

ODOMETER: 45248

CUSTOMER FIRST NAME: DANIEL

LAST NAME: DELLAVECCHIA

DEALER: 70006 HARTE INFINITI, INC.

SERV CNSLT: VEGA

REMARK: C/S WHEN STARTING VEHICLE(WAS SITTING FOR A FEW DAYS)RUNNING

ROUGH & PINGING LOUD.BEING TOWED IN! [REDACTED]

TECHNICIAN: MALONEY

REMARK: HEARD SLIGHT PINGING & CALLED TECHLINE . REFERENCED BACK

TO HISTORY & PER TECHLINE CAR SHOULD BE RAN FOR MORE TIME.

REMARK: C/S VEHICLE IS LOSING OR BURNING OIL STILL. PLEASE CHECK &

ADVISE.

LINE CODE: IG CUST AUTH SERV: Y LOAN CAR REQST: N AVAIL:

REMARK: REPLAC3ED VAVLE COVER AND PCV HOSE PER TECH LINE

@11/21-ZDW294N

OIL LEVEL TO FULL LINE AT THIS TIME

TECHNICIAN: MALONEY

ID: 30 SSN: 044582402

LINE CODE: FW CUST AUTH SERV: Y

LOAN CAR REQST: N AVAIL:

COMPNT GROUP: TOTAL LINE AMT: 567.36

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WORK ORDER: 21647-01 W.O.DATE: 08/11/07

ODOMETER: 48502

CUSTOMER FIRST NAME: [REDACTED]

LAST NAME: [REDACTED]

DEALER: 70006 HARTE INFINITI, INC.

SERV CNSLT: TERRY

REMARK: C/S VEHICLE IS USING OIL OIL, OIL IS JUST TOUCHING DIP STICK
NOW AND ID DUE FOR OIL CHANGE.

TECHNICIAN: MALONEY

REMARK: WAS DOWN 1.25 QT'S 3,250 MILES ACCEPTABLE RANGE @11/21-ZDW294N

CMPLT LOF RECHECK 3,000 MILES

REMARK: CMPLT FILLED TO H SECURED DIP STICK

LINE CODE: IG CUST AUTH SERV: Y LOAN CAR REQST: Y AVAIL: Y

TOTAL LINE AMT: 42.50 @11/21-ZDW294N

RCAS CALLED THE DLRSHIP AT 9:05 AM CST ON [REDACTED]. SA LARRY RETRIEVED CALL AND ADVISED RCAS THAT SM IS OFF TODAY BUT WOULD PLACE RCAS ON HOLD TO RESEARCH THIS INFORMATION. SA RETRIEVED CALL AND STATED THAT THE SM IS NOT IN UNTIL MONDAY AND INQUIRED IF SA COULD ASSIST. RCAS INQUIRED ABOUT C ISSUE. SA STATED THERE IS AN OPEN R/O AND THAT RCAS WOULD NEED TO SPEAK WITH THE SW TO INQUIRE MORE INFORMATION ON THIS C. SA INQUIRED IF RCAS COULD HOLD. RCAS ADVISED THAT THIS IS FINE. SA PLACED RCAS ON HOLD. SW TOM RETREIVED THE CALL AND STATED THAT THE VEH IS AT THE DLRSHIP AND THE TECH THAT IS WORKING ON THE VEH WILL NOT BE IN UNTIL MONDAY. SW STATED THAT THE C IS IN A LOANER. RCAS INQUIRED HAS THE ISSUE BEEN ESTABLISHED AS AN OIL CONSUMPTION ISSUE AND WILL THE ENGINE NEED TO BE REPLACED. SW STATED THAT THE ISSUE HAS NOT BEEN ESTABLISHED YET AND THE TECH AND THE SM WOULD BE BACK ON MONDAY THEREFORE RCAS WOULD NEED TO CALL BOTH BACK THEN. RCAS THANKED BOTH THE SA AND SW FOR THIS INFORMATION AND BID BOTH GOOD DAY. BOTH BID RCAS GOOD DAY AND ENDED THE CALL. @11/23-ZDW294N
RCAS DATA-NETTED THE SM TO CALL AND UPDATE ON MONDAY. @11/23-ZDW294N
RCAS IS CLOSING FILE PENDING C CALLBACK. @11/27-ZDW294N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE
DEALER SERVICE MANAGER, PLEASE CONTACT CUSTOMER AND REVIEW FOR POSSIBLE ASSISTANCE.
SERVICE MANAGER PLEASE REVIEW FILE AND CONTACT INFINITI WITH AN UPDATE. THANKS
FOLLOW-UP IS DUE ON OR BEFORE
DEALER SERVICE MANAGER, PLEASE CONTACT CUSTOMER AND REVIEW FOR POSSIBLE ASSISTANCE.
SERVICE MANAGER PLEASE CONTACT INFINITI WITH AND UPDATE ON THIS CUST. THANKS

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 #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 0	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: ZDW294N	
HISTORY:	UPDATE BY: ZDW294N	
SVC CALL#:	UPDATE DATE: 11 / 27 / 07	
CLOSE: Y (Y/N)	CLOSE DATE: 11 / 27 / 07	MICROFILM: N
RESP CAA: WILLIAMS, DOROTHY	OLM: COPENHAVER J	DOM: HUSSEY MARTY
PHONE: 6157257910	OWNER FIRST:	LANGUAGE: E ENGLISH

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

CA5928088

SERVICE CONTRACTS SUMMARY

DATE: 1/30/2012
TIME: 04:07:41 PM
MODEL YEAR: 2003.0
MAKE:
MODEL LINE: M45

NAME: [REDACTED] VIN:
IN SCV DATE: 11/14/2005

SEO NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
17	FENN07183207	70006 CT	11/14/2005	11/14/2010	90,819		

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CONTRACT: FENN07183207		CONTRACT:	
OWNER NAME: [REDACTED]		OWNER NAME:	
PLAN TYPE: E		PLAN TYPE:	
PLAN TERM: N		PLAN TERM:	
DEDUCTABLE: \$		DEDUCTABLE:	
EFFECTIVE: 11/14/05		EFFECTIVE:	
EXPIRES: 11/14/10 MILES: 90,819		EXPIRES:	MILES:
CANCEL: MILES:		CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION: 11/18/2005		TRANSACTION:	
PRINTED: 01/31/09		PRINTED:	
DEALER NO: 70006 STATE: CT		DEALER NO:	STATE:
DEALER NAME: HARTE INFINITI, INC.		DEALER NAME:	

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: ALPHARETTA
ST/ZIP: GA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E13M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 67000
IN SVC DATE: 04 / 30 / 04
VCAN: N RTL DLR: 70045 TRONCALLI INFINITI, INC.
PAID: 12 SVC DLR: 70045 TRONCALLI INFINITI, INC.
SUSP: 0 RESP DLR: 70045 TRONCALLI INFINITI, INC.
DENY: 0 REGION: 72 DIST: SL/SV/PT: 14 14 44

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 12 / 11 / 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 X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 70045 *TRONCALLI INFINITI
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 7000 (PT) MONTHS: MILES:

ORIG CODE: CE 11 OPEN DATE: 12 / 12 / 07 XFER/RSPNSBLTY: 72 14 S
CONTACT (S): FOLLOWUP DATE: 01 / 25 / 08 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 01 / 23 / 08 INF-NET DATE: 12 / 25 / 07

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YI OOW GOODWILL ASSISTANCE REQUEST

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C. A. R. COMMENTS

FILE OPENED-ZWL695N 12/12/2007
 *****EMAIL FILE LOGGED***** @12/12-ZWL695N
 PREVIOUS RELATED FILES FOUND: 0
 PREVIOUS UNRELATED FILES FOUND: 0
 EMAIL ADDRESSED TO: NNACONSUMERAFFAIRS@NISSAN-USA.COM
 METHOD OF CONTACT: EMAIL ID NO.: 864400
 > EMAIL ADDRESS: ***** [REDACTED] *****
 DATE RECEIVED: 12/08/07 DATE CREATED: 12/12/07
 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: "MY '03 M45 HAS A FAULTY GAS GUAGE. IT WILL READ HALF
 FULL WHEN ACTUALLY EMPTY, I FOUND OUT THE HARD WAY. IT ALSO WILL VARY
 AS MUCH AS A HALF TANK IN A FIVE MUNUTE PERIOD. I AM AWARE THAT THIS IS A
 COMMON PROBLEM ON THE '03 M45 NOW. CAN YOU WORK WITH MY DEALER TO
 COVER THE COST OF THE FUEL GAUGE CLUSTER REPLACEMENT? "
 *****CRR-WL'S RESPONSE TO C:
 DEAR CLEMIE LEE, THANK YOU FOR CONTACTING INFINITI AND ALLOWING US THE
 OPPORTUNITY TO BE OF ASSISTANCE. I AM VERY SORRY TO HEAR ABOUT YOUR
 RECENT EXPERIENCE. I WOULD BE MORE THAN HAPPY TO DOCUMENT YOUR
 CONCERN AND FOLLOW UP ON YOUR ISSUE. PLEASE SEND ME ANOTHER EMAIL
 PROVIDING THE FOLLOWING INFORMATION: DAY AND EVENING PHONE NUMBERS.
 ALLOW 3 TO 5 BUSINESS DAYS TO RECEIVE MY RESPONSE TO YOUR CONCERNS, OR
 CONTACT OUR INFINITI CONSUMER AFFAIRS AND REFERENCE FILE NUMBER #
 5969450. IF YOU HAVE ANY FURTHER QUESTIONS OR COMMENTS, PLEASE FEEL FREE
 TO EMAIL ME. CRR-WL CLOSING FILE PENDING C CALLBACK. @12/12-ZWL695N
 @12/12-ZWL695N
 ***** @12/21-ZLF686N-COMMENT
 *****EMAIL FILE LOGGED*****
 PREVIOUS RELATED FILES FOUND: NONE
 PREVIOUS UNRELATED FILES FOUND: NONE
 CRR-LF RECEIVED EMAIL ON 12/21/07 FROM C DATED 12/12/07:
 ADDRESSED TO: NNACA@NISSANUSA.COM
 METHOD OF CONTACT: EMAIL
 EMAIL ADDRESS: [REDACTED]
 CRR-LF CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES, FOUND: NONE
 CRR-LF VERIFIED C'S NAME, DAY/EVE PHONE
 CRR-LF UNABLE TO VERIFY ADDRESS, VIN, MILEAEG, RESPONSIBLE DLR
 CRR-LF RECEIVED EMAIL 866147 CREATED: 12/21/07
 EMAIL READS;
 C STATES @12/21-ZLF686N-COMMENT
 THANKS FOR THE PROMPT AND PROFESSIONAL RESPONSE, IT MAKES
 ME WANT TO BUY ANOTHER INFINITI (ONCE I PAY THIS ONE OFF).
 MY DAY AND EVENING PHONE NUMBER IS [REDACTED], THIS IS MY
 PERSONAL CELL PHONE AND I KEEP IT WITH ME AT ALL TIMES. MY WORK
 CELL PHONE NUMBER IS [REDACTED].
 THANKS ONCE AGAIN, @12/21-ZLF686N-COMMENT
 CRR-LF RESPONSE; @12/21-ZLF686N-COMMENT
 DEAR [REDACTED],
 THANK FOR YOUR EMAIL TO INFINITI DIVISION
 AND ALLOWING US THE OPPORTUNITY TO BE OF ASSISTANCE.
 I HAVE CREATED A FILE, NO. 5969450, DOCUMENTING
 YOUR CONCERNS. I HAVE SENT THE FILE TO A SPECIALIST

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ASSIGNED TO YOUR REGION. THE SPECIALIST WILL BE REVIEWING
YOUR CONCERN IN ORDER TO ESTABLISH A POSSIBLE [RESOLUTION@12/21-ZLF686N-COMMENT](#)
IF FOR ANY REASON YOU HAVE NOT HEARD FROM YOUR SERVICE MANAGER OR
A SPECIALIST BY THE END OF THE NEXT BUSINESS DAY, PLEASE FEEL FREE
TO CALL CONSUMER AFFAIRS AT 1-800-662-6200 AND REFERENCE
YOUR FILE NUMBER.

@12/21-ZLF686N-COMMENT

CRR-LF SENDING EMAIL TO C

@12/21-ZLF686N-COMMENT

CRR-LF FORWARDING FILE TO RCAS

@12/21-ZLF686N-COMMENT

@12/24-ZPA000N

RCAS-PA CONTACTED C AT 9:55PM ON 12/24/07 AND SPOKE WITH C.

RCAS-PA INTRODUCED RCAS AS THE AGENT WORKING ON C'S CASE.

C THANKED FOR THE COURTESY PHONE CALL.

RCAS-PA SET A CALL BACK DATE OF 12/28/07.

C UNDERSTOOD AND THANKED. C ENDED CALL.

@12/24-ZPA000N

@01/02-ZPA000N

RCAS-PA CONTACTED DLR AT 3:15PM ON 01/11/08 AND SPOKE WITH SM-SCOTT BRUCE AT
70044 ROSWELL INF OF N. ATLANTA.

SM STATED THAT C HAS NEVER BEEN TO THIS DLR AND SM CAN'T HELP.

RCAS-PA APOLOGIZED AND ENDED CALL.

@01/11-ZPA000N

RCAS-PA CONTACTED DLR 70045 *TRONCALLI INFINITI, INC AT 3:55PM ON 01/11/08 AND
SPOKE WITH SM-RICKI MILLS.

@01/11-ZPA000N

RCAS-PA INQUIRED ABOUT THIS C'S ISSUES.

SM STATED SM NEEDED TIME TO LOOK OVER THIS C'S CONCERN AND WOULD CALL BACK.

RCAS-PA PROVIDED SM WITH CONTACT INFO.

SM THANKED AND ENDED CALL.

@01/11-ZPA000N

@01/11-ZPA000N

RCAS-JL LEFT VMX FOR SM-RICKI MILLS AT 71045_NALLEY INFINITI-DECATUR AT 2:27PM
EST 01/16/08.

@01/16-ZJL437N

RCAS-JL CONTACTED C AT DAY NUMBER AT 2:28PM EST 01/16/08.

RCAS-JL INFORMED C THAT THE SM-RICKI MILLS IS LOOKING INTO THIS AND RCA-JL HAS
LEFT A DETAILED VMX FOR THE SM.

RCAS-JL INFORMED C RCAS-JL WILL CALLBACK WITH ANY UPDATES, C UNDERSTOOD.

RCAS-PA CONTACTED DLR AT 3:55PM ON 01/18/08 AND LEFT A VMX WITH NAME, PHONE
NUMBER AND FILE NUMBER.

@01/18-ZPA000N

*****EMAIL FILE LOGGED*****

PREVIOUS RELATED FILES FOUND: NONE.

PREVIOUS UNRELATED FILES FOUND: NONE.

EMAIL ADDRESSED TO: NNACONSUMERAFFAIRS@NISSAN-USA.COM

METHOD OF CONTACT: EMAIL ID NO.: 905115

EMAIL ADDRESS:

DATE RECEIVED: 01/21/08 DATE CREATED: 01/14/08

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

C DID NOT PROVIDE RESPONSIBLE DLR.

@01/21-ZRC151N

CRR-RC CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES - FOUND NONE.

C'S EMAIL READS:

C STATES "RCAS-PA,

I HAVE NOT HEARD FROM ANYONE SINCE YOU CALLED ME OVER THREE WEEKS AGO. CAN
YOU GIVE ME A CALL TOMORROW WITH AN UPDATE, OR A NAME OF SOMEONE LOCALLY THAT
SHOULD WORK WITH? MY CASE NUMBER IS: 5969540.

@01/21-ZRC151N

[REDACTED]
[REDACTED] (CELL)"

CRR-RC RESPONSE: DEAR CLEMIE LEE,

THANK YOU FOR YOUR RECENT E-MAIL TO INFINITI, A DIVISION OF NISSAN

CONFIDENTIAL

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CA5969450I

NORTH AMERICA, INC. WE APOLOGIZE FOR ANY DELAY IN RESPONSE.
WE NOTE FILE # 5969450 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 INFINITI CONSUMER AFFAIRS AT 1-800-662-6200 WHILE
REFERRING TO THE ABOVE MENTIONED FILE NUMBER.

SINCERELY,

CRR-RC SENDING INTERNAL MEMO TO RCAS-PA ADVISING RCAS-PA OF UPDATE
INFORMATION.

@01/21-ZRC151N

CRR-RC EXITING FILE.

@01/21-ZRC151N

RCAS-PA RECEIVED A EMAIL FROM CRR-RC REQUESTING THAT C BE CONTACTED.

RCAS-PA WILL BE CONTACTING DLR AGAIN.

@01/22-ZPA000N

RCAS-PA CONTACTED DLR AT 11:05AM ON 01/22/08 AND LEFT A VMX FOR SM-RICKI MILLS
WITH NAME, PHONE NUMBER AND FILE NUMBER ALONG WITH C'S NAME AND CONCERN.

RCAS-PA RECEIVED A VMX FROM SM-RICKI MILLS TO CALL SM BACK AT CELL NUMBER:
[REDACTED] AT 4:05PM AT 01/22/08.

RCAS-PA CONTACTED DLR AND SPOKE WITH SM ABOUT THIS C CONCERN.

SM STATED THAT C CAME IN ABOUT A WEEK AGO FOR A VOLUNTARY CAMPAIGN, AND NEVER
SPOKE OF THIS ISSUE.

@01/22-ZPA000N

SM STATED SM WOULD BE MORE THAN HAPPY TO ASSIST C WITH CONCERNS AND SM STATED
SM WILL RUN GRT TO SEE HOW INFINITI MAY BE ABLE TO ASSIST C FINANCIALLY.

RCAS-PA THANKED SM AND INFORMED SM THAT RCAS WOULD BE CONTACTING C TO INFORM
OF THIS CONCLUSION.

SM THANKED AND ENDE CALL.

@01/22-ZPA000N

RCAS-PA CONTACTED C AT 4:55PM ON 01/22/08 ON BOTH DAYTIME AND EVENING NUMBERS
AND LEFT VMX WITH NAME, PHONE NUMBER AND FILE NUMBER.

@01/22-ZPA000N

@01/22-ZPA000N

RCAS-PA RECEIVED A VMX FROM C ON 01/22/08 AT 7:35PM, WHERE C CONFIRMS THAT THE
MESSAGE WAS RECEIVED, AND C STATES C WILL BE GOING TO VISIST THE DLR AND WILL
BE SPEAKING WITH SM-RICKI MILLS.

C STATED C IS VERY THANKFUL AND SATISFIED WITH THE FOLLOW UP.

C STATED C WILL NOT BE NEEDING FURTHER ASSISTANCE AT THIS POINT.

RCAS-PA CLOSING FILE, C SATISFIED.

@01/23-ZPA000N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

DEALER SERVICE MANAGER, PLEASE CONTACT CUSTOMER AND REVIEW FOR POSSIBLE
ASSISTANCE.

PLEASE CONTACT PAULA AT 1-866-799-1690 EXT 1457 FOR ANY FURTHER INFORMATION.

PLEASE UPDATE DEALER COMMENTS.

DEALER ACTION:

I DON'T HAVE ANY HISTORY OF THIS VEHICLE EVER BEING IN MY SERVICE DEPARTMENT.

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IT WOULD BE HARD FOR ME TO COMMENT ANY FURTHER UNTIL IT WAS DIAGNOSED. BRUCE
SCOTT (770)625-8560 @01/03-70044

CONTACT(S):

SATISFIED: Y	ACTION CODE: NE8G	ROOT CAUSE: SCLT
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 2	DATE: 01 / 23 / 08	USERID: ZPA000N
OTHER #: 0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 1	DATE: 12 / 21 / 07	USERID: ZLF686N
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: ZPA000N	
SVC CALL#:	UPDATE DATE: 04 / 17 / 09	
CLOSE: Y (Y/N)	CLOSE DATE: 01 / 23 / 08	MICROFILM: N
RESP CAA:	OLM: COPENHAVER J	DOM:
PHONE: 0000458181	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E43M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 44900
CITY: DOWNINGTOWN IN SVC DATE: 04 / 16 / 03
ST/ZIP: PA [REDACTED] VCAN: N RTL DLR: 70012 KINGS INFINITI, INC.
DAY PH: [REDACTED] PAID: 10 SVC DLR: 70508 INFINITI OF WEST CHESTER
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 70508 INFINITI OF WEST CHESTER
DLR PH: [REDACTED] DENY: 0 REGION: 72 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 PREOWNED X MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: INFINITI OF WESTCHESTER
OUTSIDE WARRANTY BY (B) MONTHS: 9 MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 12 / 17 / 07 XFER/RSPNSBLTY: 72 04 S
CONTACT (S): FOLLOWUP DATE: 12 / 19 / 07 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 12 / 26 / 07 INF-NET DATE: 12 / 19 / 07

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS	151500 FUEL INJECTOR
AI FUEL/INTAKE SYSTEM	VF NON-WARRANTY ITEM GOODWILL ASSISTANCE I
OF NNA., INC. ISSUES	176500 INFINITI MODEL NO LONGER MADE
AR PRODUCT INQUIRIES (INF)	VJ GENERAL WARRANTY COVERAGE INQUIRY

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C. A. R. COMMENTS

FILE OPENED-ZSP458N 12/17/2007

PREVIOUS FILES: NONE @12/17-ZSP458N

RCAS-SP VERIFIED C'S NAME, DAY/EVE NUMBER, ADDRESS, MILEAGE, VIN AND RESPONSIBLE DLR. @12/17-ZSP458N

RCAS-SP UNABLE TO CHECK FOR OPEN RECALLS/CAMPAIGNS AS C DID NOT HAVE VIN NUMBER AVAILABLE. @12/17-ZSP458N

C STATES THAT C PURCHASED VEH AND NOW NEEDS REPAIR.

C STATES THAT C WILL CALL BACK WITH VIN NUMBER. @12/17-ZSP458N

C STATES THAT C WAS INFORMED THAT REPAIR WILL COST AROUND \$700.00.

C STATES THAT FUEL INJECTORS NEED TO BE REPLACED.

C STATES C THINKS IS CLOSE TO WARRANTY. @12/17-ZSP458N

C STATES C WILL CALL BACK WITH MORE INFORMATION. @12/17-ZSP458N

RCAS-SP SENDING FILE FOR DISTRIBUTION. @12/17-ZSP458N

RCAS-SP FORWARDING FILE. @12/17-ZSP458N

RCAS-SP PROVIDED C WITH FILE NUMBER. @12/17-ZSP458N

C THANKED AND ENDED CALL. @12/17-ZSP458N

*** @12/17-ZMH999N

RCAS-MH RECEIVED INBOUND CALL FROM C. C CALLED TO UPDATE VIN. @12/17-ZMH999N

RCAS-MH UPDATED WARRANTY INFO. @12/17-ZMH999N

C STATED C HAS BROUGHT VEH TO DLR FOR MULTIPLE ISSUES. @12/17-ZMH999N

RCAS-MH CHECKED RECALL/UPGRADE/CAMPAIGN, FOUND NONE. @12/17-ZMH999N

C STATED C HAS ISSUE WITH FUEL GAUGE READING HALF FULL AND C HAS NO FUEL. THE COST OF REPAIR IS ABOUT \$800. IT IS AN INCONVENIENCE TO ORDER PART AND THEN BE OUT OF VEHICLE. C STATED C WOULD LIKE TO BE CONSIDERED FOR SPECIAL FINANCIAL ASSISTANCE. @12/17-ZMH999N

RCAS-MH APOLOGIZED TO C FOR THE INCONVENIENCE AND THANKED C FOR CALLING CA. C STATED C IS NO LOOKING FOR A HANDOUT, C IS JUST OUTSIDE WARRANTY AND WOULD LIKE ASSISTANCE. @12/17-ZMH999N

RCAS-MH ADVISED C THAT C'S SATISFACTION WITH VEH IS INFINITI'S PRIMARY CONCERN. @12/17-ZMH999N

RCAS-MH OFFERED FURTHER ASSISTANCE. C SATISFIED.

RCAS-MH GAVE NAME, EXTENSION AND FILE NUMBER.

RCAS-MH SENDING EMAIL TO RCAS-RM TO ASSIGN TO RCAS. @12/17-ZMH999N

RCAS-EJ CALLED DLR 70508 ON 12-18-07 AT 9:41AM EST. @12/18-ZEJ656N

RCAS-EJ SPOKE WITH SM-ROB ANDERSON REGARDING THE REPAIR. SM-ROB TOLD RCAS-EJ THAT DLR WILL COVER THE PART COST AND THE C WILL COVER THE LABOUR. SM-ROB TOLD RCAS-EJ THAT THE DLR IS WILLING TO ASSIST C WITH THE ABOVE FOR THE REPAIR OF THE VEH.

RCAS-EJ CALLED C ON DAY/EVENING PHONE AND LEFT VMX ON 12-18-07 AT 9:49AM WITH CASE NUMBER, NAME AND EXTENSION NUMBER. @12/18-ZEJ656N

PENDING CALL FROM C. @12/18-ZEJ656N

RCAS-EJ CALLED C ON DAY/EVENING PHONE AND LEFT VMX ON 12-20-07 AT 11:26AM EST. RCAS-EJ CALLED C DAY/EVENING PHONE AT 8:56AM ON 12-21-07 AND LEFT VMX. RCAS-EJ CALLED DLR 70508 AND SPOKE WITH SM-ROB AND TOLD RCAS-EJ THAT C HAS NOT CONTACTED DLR.

RCAS-EJ THANKED SM-ROB FOR ASSISTANCE. @12/21-ZEJ656N

RCAS-EJ RECEIVED CALL FROM C ON 12-24-07 REGARDING THE PREVIOUS VMX AND APOLOGIZED FOR THE DELAY IN RESPONSE AS C WAS OUT OF TOWN.

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PENDING CALL TO DLR AND TO C. @12/26-ZEJ656N
RCAS-EJ CALLED C ON DAY/EVENING PHONE ON 12-26-07 AT 11:49AM AND SPOKE WITH
C REGARDING THE CONVERSATION WITH DLR.
C STATES THAT C HAS ALREADY SOPKEN WITH DLR REGARDING THE REPAIR.
C THANKED RCAS-EJ FOR ASSISTANCE.
RCAS-EJ ASKED C IF THERE IS ANY OTHER QUESTIONS OR CONCERNS.
C SATISFIED. @12/26-ZEJ656N
C THANKED RCAS-EJ FOR ASSISTANCE.
RCAS-EJ GAVE NAME, EXTENSION NUMBER AND FILE NUMBER.
RCAS-EJ CLOSING FILE AS THERE IS NO FURTHER FOLLOW-UP. @12/26-ZEJ656N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE
DEALER SERVICE MANAGER, PLEASE CONTACT CUSTOMER AND REVIEW FOR POSSIBLE
ASSISTANCE.
PLEASE CONTACT EVELYN AT EXTENSION 1606 FOR FURTHER INFORMATION.
DLR PLEASE UPDATE COMMENTS.

DEALER ACTION:

CONTACT(S):
SATISFIED: Y ACTION CODE: NT2B 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:

IIR-DATE: 00 / 00 / 00 TRANS DATE: 00 / 00 / 00 CHECK REQUESTED: NO
3RD PRY: PART#: CHECK ISSUED: NO
BYBACK ST: OPENED BY: ZSP458N
HISTORY: UPDATE BY: ZEJ656N
SVC CALL#: UPDATE DATE: 12 / 26 / 07
CLOSE: Y (Y/N) CLOSE DATE: 12 / 26 / 07 MICROFILM: N
RESP CAA: JIMENEZ, EVELYN OLM: COPENHAVER J DOM: FRASHER PAT
PHONE: 0000041606 OWNER FIRST: LANGUAGE: E ENGLISH

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SC: NONE

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

VIN: JNKAY41E03M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 41114
IN SVC DATE: 01 / 06 / 04
VCAN: N RTL DLR: 73114 HOEHN INFINITI
PAID: 9 SVC DLR: 72115 KEARNY MESA INFINITI
SUSP: 0 RESP DLR: 72115 KEARNY MESA INFINITI
DENY: 0 REGION: 92 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 PREOWNED MILES # NISSAN/INFINITI VEHICLES: 2
VEHICLE MAINTAINED BY: 72115 KEARNY MESA INFIN
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 01 / 09 / 08 XFER/RSPNSBLTY: 92 02 S
CONTACT (S): FOLLOWUP DATE: 01 / 10 / 08 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 01 / 26 / 08 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY		SUBCATEGORY AND SYMPTOM	
OA	VEHICLE CONCERNS	180000	FUEL GAUGE
AT	INSTRUMENTATION	YI	OOW GOODWILL ASSISTANCE REQUEST
OA	VEHICLE CONCERNS	180000	FUEL GAUGE
AT	INSTRUMENTATION	YX	POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZVP566N 01/09/2008
NO PREVIOUS RELATED FILES FOUND @01/09-ZVP566N
>>RCAS-VP VERIFIED NAME, ADDRESS, VIN, DAY & EVE PHONE AND RESPONSIBLE DLR.
>>RCAS-VP CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE
>>RCAS-VP VERIFIED PREVIOUS NISSAN/INFINITI VEH: Q45
>>RCAS-VP RECEIVED CALL FROM C INQUIRING ABOUT WARRANTY COVERAGE. C STATES THAT WORK IS BEING DONE ON THE VEH AT THIS TIME AND THE VEH IS AT THE DLRSHIP FOR A GAS GAUGE. C WAS INFORMED THAT THE VEH IS OUT OF WARRANTY.
>>RCAS-VP NOTES THAT THE VEH IS OUT OF WARRANTY BY 3 DAYS AND CONTACTED THE DLRSHIP AND SPOKE WITH SA-ALESIO MAVORRETE AND INQUIRED IF DLRSHIP COULD RUN GRT FOR APPROVAL AS VEH IS JUST OUT OF WARRANTY. SA AGREED AND TOOK DOWN INFORMATION AND STATED THAT RCAS-VP WOULD GET A CALLBACK. @01/09-ZVP566N
>>RCAS-VP LEAVING FILE OPEN. @01/09-ZVP566N
>>RCAS-VP WAITING TO HEAR FROM THE DLRSHIP. @01/09-ZVP566N
----- @01/26-ZVP566N
>>RCAS-VP SPOKE TO THE MRS. OVERSKEI REGARDING THE ISSE. C STATES THAT THE VEH WAS TAKEN CARE OF AND THAT THE DLRSHIP HAD DONE A VERY GOOD JOB. C STATES THAT C DID NOT PAY AND WANTED TO THANK RCAS-VP FOR THE ASSISTANCE.
@01/26-ZVP566N
>>RCAS-VP THANKED C FOR CALLING INF CA ON THE ISSUE AND WAS HAPPY FOR THE C'S CONCERN BEING HANDLED; C THANKED AGAIN AND ENDED THE CALL. @01/26-ZVP566N
>>RCAS-VP CLOSING FILE. @01/26-ZVP566N

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:

IIR-DATE: 00 / 00 / 00 TRANS DATE: 00 / 00 / 00 CHECK REQUESTED: NO
3RD PRY: PART#: CHECK ISSUED: NO
BYBACK ST: OPENED BY: ZVP566N
HISTORY: UPDATE BY: ZVP566N
SVC CALL#: UPDATE DATE: 01 / 26 / 08
CLOSE: Y (Y/N) CLOSE DATE: 01 / 26 / 08 MICROFILM: N
RESP CAA: PARMAR, VIMAL OLM: COPENHAVER J DOM: BURKE GREG
PHONE: 0000041437 OWNER FIRST: LANGUAGE: E ENGLISH

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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E03M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 42300
CITY: AGOURA HILLS IN SVC DATE: 11 / 04 / 02
ST/ZIP: CA [REDACTED] VCAN: N RTL DLR: 70317 METRO INFINITI
DAY PH: [REDACTED] PAID: 1 SVC DLR: 72100 INFINITI OF THOUSAND OAKS
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 72100 INFINITI OF THOUSAND OAKS
DLR PH: [REDACTED] DENY: 0 REGION: 92 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 PREOWNED X MILES 21000 # NISSAN/INFINITI VEHICLES: 2
VEHICLE MAINTAINED BY: INFINITI OF THOUSAND OA
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 01 / 22 / 08 XFER/RSPNSBLTY: 92 01 S
CONTACT (S): FOLLOWUP DATE: 01 / 23 / 08 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 01 / 24 / 08 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 153000 GEN. FUEL DELIVERY/INTAKE COMPONENT
AI FUEL/INTAKE SYSTEM YI OOW GOODWILL ASSISTANCE REQUEST

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C. A. R. COMMENTS

FILE OPENED-ZSP458N 01/22/2008

PREVIOUS FILES FOUND: NONE @01/22-ZSP458N

RCAS-SP VERIFIED C'S NAME, ADDRESS, DAY/EVE NUMBER, MILEAGE, VIN AND THE RESPONSIBLE DLR. @01/22-ZSP458N

RCAS-SP CHECKED FOR OPEN RECALLS/CAMPAIGNS.

RCAS-SP FOUND NONE. @01/22-ZSP458N

RCAS-SP RECEIVED CALL FROM C.

C STATES C HAS HAD MULTIPLE ISSUES WITH VEH.

C STATES THAT FIRST C HAD TO HAVE MULTIPLE REPAIRS ON TRUNK, THEN IT MOVED IN TO THE STEERING COLUMN, THEN WITH THE GAS GAUGE SENDING UNIT, AND THEN THE POWER STEERING STARTING MAKING NOISE AND NOW THE BELTS NEED TO BE REPLACED.

C STATES C JUST WANTED TO BE VOICE COMPLAINT. @01/22-ZSP458N

C STATES THAT PROBLEMS STARTED AT 29,000 AND STILL CONTINUE. @01/22-ZSP458N

C STATES THAT C HAD A Q45. @01/22-ZSP458N

RCAS-SP INQUIRED IF C HAS PAID FOR ANY OF THE REPAIRS ON VEH. @01/22-ZSP458N

C STATES THAT TRUNK WAS COVERED UNDER WARRANTY BUT EVERYTHING ELSE HAS EITHER NOT BEEN DONE OR C IS WAITING TO DO REPAIRS FOR COST REASONS. @01/22-ZSP458N

C STATES THAT C DID HAVE REPAIR TO POWERSTEERING.

RCAS-SP ADVISED THAT RCAS-SP WOULD LOOK INTO THIS FOR C AND TRY TO FIND OUT IF ANYTHING CAN BE DONE. @01/22-ZSP458N

C THANKED RCAS-SP. @01/22-ZSP458N

@01/22-ZSP458N

RCAS-SP CONTACTED DLR ON 01/23/08 @ 12:38 PM EST. @01/23-ZSP458N

RCAS-SP REQUESTED TO SPEAK WITH SERVICE DEPT. @01/23-ZSP458N

RCAS-SP SPOKE WITH SA @01/23-ZSP458N

RCAS-SP TRANSFERRED SM-KEN @01/23-ZSP458N

SM STATES THAT BELTS ARE WORN AND THAT IS A WEAR AND TEAR ISSUE. @01/23-ZSP458N

SM STATES THAT STEERING COLUMN AND OTHER REPAIRS ARE NOT GOING TO BE ABLE TO BE COVERED. @01/23-ZSP458N

SM STATES THAT C'S LAST VIST MOST OF WORK DONE WAS ROUTINE MAINTAINCE. @01/23-ZSP458N

@01/23-ZSP458N

SM STATES THAT C HAS BEEN GIVEN QUOTES FOR REPAIRS. @01/23-ZSP458N

SM STATES THAT C CAN COME IN AND HAVE STEERING COLUMN GREASED TO SEE IF THAT HELPS. @01/23-ZSP458N

RCAS-SP THANKED SM AND ENDED CALL. @01/23-ZSP458N

RCAS-SP NOTES THAT IF C DOES CALL TO INFORM C THAT NOTHING CAN BE DONE FOR C AT THIS TIME ASIDE FROM WORKING WITH DLRSHIP TO HAVE REPAIRS DONE AT C'S COST. @01/23-ZSP458N

@01/23-ZSP458N

RCAS CONTACTED C AND ADVISED OF BELTS BEING A WEAR AND TEAR ISSUE. RCAS ALSO ADVISED OF STEERING WHEEL ISSUE. C UNDERSTOOD. RCAS WILL CLOSE FILE. @01/24-ZMS041N

@01/24-ZMS041N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

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CONTACT(S):

SATISFIED: Y	ACTION CODE: RT3A	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:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZSP458N	
HISTORY:	UPDATE BY: ZMS041N	
SVC CALL#:	UPDATE DATE: 01 / 24 / 08	
CLOSE: Y (Y/N)	CLOSE DATE: 01 / 24 / 08	MICROFILM: N
RESP CAA: PATERSON, SARAH	OLM: COPENHAVER J	DOM: WOERNER BOB
PHONE: 0000041419	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

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REQUESTED BY: corneb2

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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E24M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2004.0 M45 MILEAGE: 0
CITY: EWING IN SVC DATE: 08 / 21 / 04
ST/ZIP: NJ [REDACTED] VCAN: N RTL DLR: 71213 FLEMINGTON INFINITI
DAY PH: [REDACTED] PAID: 13 SVC DLR: 71213 FLEMINGTON INFINITI
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 71213 FLEMINGTON INFINITI
DLR PH: [REDACTED] DENY: 0 REGION: 72 DIST: SL/SV/PT: 03 03 33

LETTER RECEIVED 01 / 28 / 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 PREOWNED MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: PL 11 OPEN DATE: 01 / 28 / 08 XFER/RSPNSBLTY: 72 03 S
CONTACT (S): FOLLOWUP DATE: 02 / 01 / 08 INF-NET (Y/N): 1
SEVERITY: 3 CLOSE DATE: 01 / 31 / 08 INF-NET DATE: 01 / 29 / 08

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OD INFINITI DEALER ISSUES 167500 OWNER FIRST SURVEY (INFINITI)
AO DEALER SALES DEPT. (INF) ZR GENERAL INQUIRY

CONFIDENTIAL

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NISSAN MOTOR CORPORATION IN U.S.A
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C. A. R. COMMENTS

@01/30-ZRM417N

THIS CAR WAS CREATED FROM A CRITICAL COMMENT ON A TOTAL OWNERSHIP SURVEY
NO OTHER C.A.R. EXISTS FOR THIS VIN

FUEL TANK GAUGE FAILED TO REGISTER PROPERLY! FOLLOW UP REVIEW. @01/30-ZML999N
***** @01/30-ZRM417N

RCAS-RM CONTACTED C ON DAYPHONE 1-30-08 1:47PM EST/LEFT VMX. @01/30-ZRM417N
RCAS-RM CLOSING FILE. @01/30-ZRM417N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE 01/29/08
THIS C.A.R. WAS CREATED AS A RESULT OF A TOS SURVEY CONTACT.
PLEASE CONTACT THE CONSUMER WITHIN 24 HOURS FOR REVIEW OF CONCERN.

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: 01 / 31 / 08	USERID: ZSD591N
OTHER #: 0	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: ORCBATC	
HISTORY:	UPDATE BY: ZSD591N	
SVC CALL#:	UPDATE DATE: 01 / 31 / 08	
CLOSE: Y (Y/N)	CLOSE DATE: 01 / 31 / 08	MICROFILM: N
RESP CAA: MINHAS, RABIA	OLM: COPENHAVER J	DOM: BISHOP DAVE
PHONE: 0000041655	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

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NISSAN MOTOR CORPORATION IN U.S.A
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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E23M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 53941
CITY: DARDENNE PRAIRIE IN SVC DATE: 08 / 23 / 03
ST/ZIP: MO [REDACTED] VCAN: N RTL DLR: 71068 PLAZA INFINITI
DAY PH: [REDACTED] PAID: 2 SVC DLR: 70069 BOMMARITO INFINITI
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 70069 BOMMARITO INFINITI
DLR PH: [REDACTED] DENY: 0 REGION: 92 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 PREOWNED X MILES 33000 # NISSAN/INFINITI VEHICLES: 2
VEHICLE MAINTAINED BY: 70069 BOMMARITO INFINITI
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 02 / 14 / 08 XFER/RSPNSBLTY: 92 11 S
CONTACT (S): FOLLOWUP DATE: 02 / 22 / 08 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 02 / 20 / 08 INF-NET DATE: 02 / 18 / 08

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 179000 CONSOLE/DISPLAY (ELECTRICAL)
AT INSTRUMENTATION YI OOW GOODWILL ASSISTANCE REQUEST
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-ZJW576N 02/14/2008
PREVIOUS FILES FOUND: NONE.
RCAS-JW VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE
NUMBER AND RESP DLR.
RCAS-JW CHECKED FOR OPEN RECALLS: NONE.
RCAS-JW ADVISED C THERE ARE NO OPEN RECALLS ON VEH.
PREVIOUS NISSAN VEHS: 99 ALT.
RCAS-JW RECEIVED INBOUND CALL FROM C. @02/14-ZJW576N
C STATES THE VEH IS AT THE DLRSHIP AND DLR ADVISED THE SEAT IS LOOSE AND
SQUEAKS AND THAT C WOULD REQUIRE AN ADJUSTMENT TRACK THAT WOULD COST C \$950.00
AND THE FUEL GAUGE IS REGISTERING IMPROPERLY AND THE SERVICE ENGINE LIGHT
CAME ON AND DLR ADVISED IT WAS A COMBO METER THAT IS CAUSING THE CONCERN.
C STATES THAT PART IS GOING TO COST \$360.00.
C IS UNAWARE IF THIS WILL COVER LABOUR CHARGES.
C STATES AS FAR AS C KNOWS THE VEH HAS BEEN PROPERLY MAINTAINED.@02/14-ZJW576N
C STATES C IS SATISFIED WITH THE DLR AND IS CONSIDERING PURCHASING ANOTHER
INFINITI FOR C'S WIFE. @02/14-ZJW576N
RCAS-JW PLACED C ON HOLD AND CONTACTED DLR ON 02/14/08 AT 2:26 PM EST AND
SPOKE TO SM-JOHN SHAUTZ. @02/14-ZJW576N
SM ADVISED THAT SM WOULD RUN GRT ON THE CLUSTER BUT NOT ON THE SEAT.
SM ADVISED THE SEAT IS DUE TO WEAR AND TEAR. @02/14-ZJW576N
SM ADVISED SM WILL CONTACT RCAS-JW WITH AN UPDATE. @02/14-ZJW576N
RCAS-JW UNDERSTOOD. @02/14-ZJW576N
RCAS-JW ADVISED THAT THE SEAT IS A NORMAL WEAR AND TEAR ITEM AND THAT THE
DLR WILL LOOK INTO OBTAINING SPECIAL FINANCIAL ASSISTANCE FOR THE CLUSTER.
C UNDERSTOOD.
RCAS-JW ADVISED THAT RCAS-JW WILL FORWARD FILE TO RESP RCAS.
C UNDERSTOOD.
RCAS-JW ADVISED THAT RCAS WILL CONTACT C BY END OF NEXT BUSINESS DAY.
RCAS-JW PROVIDED NAME, FILE NUMBER AND EXTENSION. @02/14-ZJW576N
RCAS-JW OFFERED FURTHER ASSISTANCE. C DECLINED. @02/14-ZJW576N
RCAS-JW SENT INTERNAL MESSAGE TO RCAS-RM FOR FILE DISTRIBUTION. @02/14-ZJW576N
RCAS-SP CONTACTED DLRSHIP ON 02/15/08 @ 9:12 AM EST.
RCAS-SP REQUESTED TO SPEAK WITH SM. @02/15-ZSP458N
SM STATES THAT THE GRT WAS APPROVED FOR THE CLUSTER AND PART SHOULD BE IN
TODAY.
SM STATES THAT C'S VEH IS IN THE SHOP. @02/15-ZSP458N
SM STATES THAT IF PART COMES IN TODAY SM WILL HAVE REPAIR COMPLETED AND THEN
CONTACT C TO PICK UP VEH.
SM STATES THAT IF PART DOES NOT COME IN TODAY SM WILL CONTACT C AND HAVE C
PICK UP VEH AND RETURN ONCE PART IS IN.
SM STATES THAT IF C WANTS SEAT REPAIRED LATER, SM WILL POSSIBLY WORK OUT A
DEAL ON THE LABOR WITH C. @02/15-ZSP458N
RCAS-SP THANKED SM AND ENDED CALL. @02/15-ZSP458N
RCAS-SP CONTACTED C ON 02/15/08 @ 9:18 AM EST. @02/15-ZSP458N
RCAS-SP INFORMED C THAT IF REPAIR FOR THE CLUSTER IS BEING COVERED UNDER
GOODWILL, SM STATES THAT C'S SEAT IS NOT COVERED UNDER ANY WARRANTY.
SM STATES THAT SM WILL WORK OUT A DEAL WITH C FOR LABOR AT A LATER DATE IF C
WANTS TO.
C UNDERSTOOD.
C ENDED CALL.
RCAS-SP CONTACTED DLRSHIP ON 02/20/08 AND INFORMED BY SM THAT REPAIR WAS
COMPLETED ON 02/18/08. @02/20-ZSP458N

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@02/20-ZSP458N
RCAS-SP CLOSING FILE.

@02/20-ZSP458N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT1B	ROOT CAUSE: SSCP	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: 02 / 20 / 08	USERID: ZSP458N	
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: ZJW576N		
HISTORY:	UPDATE BY: ZSP458N		
SVC CALL#:	UPDATE DATE: 04 / 17 / 09		
CLOSE: Y (Y/N)	CLOSE DATE: 02 / 20 / 08	MICROFILM: N	
RESP CAA: PATERSON, SARAH	CAOM: CLUBB MIKE	CAOM: CLUBB MIKE	
PHONE: 0000041419	OWNER FIRST:	LANGUAGE: E ENGLISH	

CONFIDENTIAL

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REQUESTED BY: corneb2

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: LAUREL
ST/ZIP: MD [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E33M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 51000
IN SVC DATE: 05 / 17 / 03
VCAN: N RTL DLR: 70014 NORTH SHORE INFINITI, INC
PAID: SVC DLR: 70226 JIM COLEMAN INFINITI
SUSP: RESP DLR: 70226 JIM COLEMAN INFINITI
DENY: REGION: 72 DIST: SL/SV/PT: 23 23 48

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED X MILES 47700 # NISSAN/INFINITI VEHICLES: 2
VEHICLE MAINTAINED BY: 70226 JIM COLEMAN INFIN
OUTSIDE WARRANTY BY (B) MONTHS: 9 MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 02 / 18 / 08 XFER/RSPNSBLTY: 72 23 S
CONTACT (S): FOLLOWUP DATE: 02 / 19 / 08 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 02 / 18 / 08 INF-NET DATE: 02 / 19 / 08

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 153000 GEN. FUEL DELIVERY/INTAKE COMPONENT
AI FUEL/INTAKE SYSTEM YI OOW GOODWILL ASSISTANCE REQUEST

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C. A. R. COMMENTS

FILE OPENED-ZJL437N 02/18/2008
PREVIOUS RELATED FILES FOUND: NONE. @02/18-ZJL437N
PREVIOUS UNRELATED FILES FOUND: 5872555, 5981565.
RCAS-JL VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY & EVE PHONE, AND RESPONSIBLE DLR.
RCAS-JL CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE.
RCAS-JL INFORMED C ABOUT NO RECALLS/CAMPAIGNS/UPGRADES.
PREVIOUS NISSAN/INFINITI VEHICLES: 1996 I30.
RCAS-JL RECEIVED A CALL FROM C.
C STATED C IS REQUESTING OOW FINANCIAL ASSISTANCE ON THE FUEL GAUGE SENDER.
C STATED C IS REQUIRED TO PAY \$305.
RCAS-JL INFORMED C THE FILE WILL BE FORWARDED TO A RCAS AGENT THAT WILL CONTACT C BY THE END OF THE NEXT BUSINESS DAY.
RCAS-JL OFFERED ADDITIONAL ASSISTANCE, C DENIED.
C THANKED RCAS-JL FOR ASSISTANCE, C SATISFIED. @02/18-ZJL437N
RCAS-JL GAVE C NAME, EXTENSION AND FILE NUMBER.

RCAS-JL SENT AN EMAIL TO RCAS-EJ TO INFORM OF NEW ASSIGNED [FILE.@02/18-ZJL437N](#)
RCAS-JL RECEIVED A CALL FROM C.
C STATED C RECEIVED A CALL FROM THE DLR STATING C'S CLAIM IS DENIED.
RCAS-JL CONFIRMED ON CPIA THAT GRT IS NOT RECOMMENDED.
RCAS-JL INFORMED C THAT INF. DOES NEED TO COMPLY TO THAT DECISION BECAUSE C'S VEH IS OOW.
RCAS-JL INFORMED C THAT RCAS-EJ CAN CONTACT THE SM FOR ANY KIND OF DISCOUNTS.
C STATED THAT IS NOT NECESSARY.
RCAS-JL CLOSING FILE. @02/18-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:

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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 #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 1	DATE: 02 / 18 / 08	USERID: ZJL437N
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: ZJL437N	
HISTORY:	UPDATE BY: ZJL437N	
SVC CALL#:	UPDATE DATE: 04 / 17 / 09	
CLOSE: Y (Y/N)	CLOSE DATE: 02 / 18 / 08	MICROFILM: N
RESP CAA:	OLM: COPENHAVER J	DOM:
PHONE: 0000000000	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

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NISSAN MOTOR CORPORATION IN U.S.A
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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: SIMPSONVILLE
ST/ZIP: SC [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E43M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 63239
IN SVC DATE: 01 / 24 / 03
VCAN: N RTL DLR: 70209 INFINITI AUTO OF NORWOOD
PAID: 22 SVC DLR: 71423 BRADSHAW INFINITI
SUSP: 0 RESP DLR: 71423 BRADSHAW INFINITI
DENY: 0 REGION: 72 DIST: SL/SV/PT: 14 14 44

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED X MILES 58000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 71423 BRADSHAW INFINITI
OUTSIDE WARRANTY BY (B) MONTHS: 13 MILES: 3239 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 02 / 19 / 08 XFER/RSPNSBLTY: 72 14 S
CONTACT (S): FOLLOWUP DATE: 02 / 22 / 08 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 02 / 21 / 08 INF-NET DATE: 02 / 20 / 08

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YE MULTIPLE REPAIR ATTEMPTS
OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YI OOW GOODWILL ASSISTANCE REQUEST

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C. A. R. COMMENTS

FILE OPENED-ZML999N 02/19/2008

NO PREVIOUS FILES FOUND.

RCAS-ML VERIFIED C'S NAME, ADDRESS, DAY/EVENING PHONE NUMBERS, VIN, MILEAGE,
AND RESPONSIBLE DLR. @02/19-ZML999N

RCAS-ML CHECKED FOR RECALLS/CAMPAIGNS: NONE FOUND. @02/19-ZML999N

RCAS-ML RECEIVED CALL FROM C. @02/19-ZML999N

C STATED C PURCHASED VEH PRE-OWNED IN 2007. C STATED C HAS HAD NOTHING BUT
PROBLEMS WITH VEH. C STATED C THOUGHT VEH WAS SOLD CERTIFIED. @02/19-ZML999N

C STATED C NEEDS AN INSTRUMENT CLUSTER PANEL. @02/19-ZML999N

C STATED C HAD SOME REPAIRS DONE TO GAS TANK. @02/19-ZML999N

C STATED C ALSO HAD TO PAY \$941 FOR A HEAD GASKET. @02/19-ZML999N

C STATED C WOULD LIKE TO BE REIMBURSED FOR THE \$941 AS C FEELS THAT C SHOULD
NOT HAVE HAD TO PAY FOR SUCH COSTLY REPAIRS ONLY A FEW MONTHS AFTER PURCHASING
VEH IF VEH WAS CERTIFIED. @02/19-ZML999N

RCAS-ML ASKED C IF C HAS A COPY OF THE CERTIFICATION. @02/19-ZML999N

C STATED C WAS NOT SURE. @02/19-ZML999N

RCAS-ML ENCOURAGED C TO CONTACT DLR AND SEE IF DLR COULD PROVIDE C WITH A
COPY OF THE CERTIFICATION CHECKLIST. @02/19-ZML999N

RCAS-ML ADVISED WOULD LOOK INTO C'S SITUATION AND CONTACT C BY THE END OF
BUSINESS ON 2/20/08. @02/19-ZML999N

C UNDERSTOOD. @02/19-ZML999N

C THANKED RCAS-ML AND ENDED CALL. @02/19-ZML999N

*** @02/19-ZML999N

RCAS-ML CONTACTED SM-TOM SNYDER AT 2:45 PM EST 2/19/08. @02/19-ZML999N

SM STATED SM ALREADY GOODWILLED A FUEL GAUGE REPAIR FOR C. @02/19-ZML999N

SM STATED C HAD TO PAY FOR THE EXHAUST TUBE REPAIR (\$941) AND C DID
AUTHORIZE REPAIR. @02/19-ZML999N

SM STATED AT THIS POINT C NEEDS AN INSTRUMENT CLUSTER PANEL FOR C'S VEH.

SM STATED SM DOES NOT FEEL THIS IS A GOODWILL SITUATION AS C IS NOT THE FIRST
OWNER OF THE VEH, AND DOES NOT HAVE A SERVICE HISTORY WITH THE DLR.

RCAS-ML RECEIVED VMX FROM PRE-OWNED SALES MANAGER STATING THAT VEH WAS NOT
CERTIFIED. @02/20-ZML999N

*** @02/20-ZML999N

RCAS-ML LEFT VMX ON C'S ONLY NUMBER AT 10:49 AM EST 2/20/08. @02/20-ZML999N

*** @02/20-ZML999N

RCAS-ML NOTING: INFINITI IS NOT IN A POSITION TO ASSIST C. C IS A PREVIOUS
RECIPIENT OF GOODWILL. @02/20-ZML999N

*** @02/21-ZML999N

RCAS-ML LEFT VMX ON C'S ONLY NUMBER AT 10:29 AM EST 2/21/08. @02/21-ZML999N

--- @02/21-ZJL437N

RCAS-JL CONTACTED C AT DAY NUMBER AT 2:23PM EST 02/21/08.

RCAS-JL INFORMED C RCAS-JL IS CALLING C ON RCAS-ML'S BEHALF.

RCAS-JL INFORMED C THAT THE CASE HAS BEEN REVIEWED BY THE DLR AND INF. AND
INF. IS NOT IN THE POSITION TO ASSIST WITH THE REPAIRS. @02/21-ZJL437N

RCAS-JL INFORMED C THAT UNLESS THE BILL OF SALE INDICATES THERE IS A PRE-OWNED
CERTIFIED WARRANTY, THE REPAIRS ARE A C PAY SITUATION.

RCAS-JL INFORMED C THAT THIS IS A DLR/C ISSUE.

RCAS-JL INFORMED C THE DLR ALREADY COVERED THE FUEL GAUGE UNDER GOODWILL.

C STATED C FELT C WAS MISLED BY THE DLR ABOUT THE HEAD GASKET REPAIR.

C STATED THE DLR CONTACTED AND INFORMED C THE REPAIR WAS 849, BUT DID NOT
STATED IT WAS EIGHT HUNDRED AND FORTY NINE.

RCAS-JL INFORMED C THAT C NEEDS TO CLAIM THAT THROUGH THE DLR IF C FELT C
WAS MISLED.

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RCAS-JL INFORMED C TO CALLBACK IF C HAS FURTHER CONCERNS, C UNDERSTOOD.

*****8

@02/21-ZML999N

RCAS-ML CLOSING FILE.

@02/21-ZML999N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE
DEALER SERVICE MANAGER, PLEASE CONTACT CUSTOMER AND REVIEW FOR POSSIBLE
ASSISTANCE.
REGIONAL SPECIALIST MELISSA LLOYD 1-866-799-1690 X 1531.

DEALER ACTION:

CONTACT(S):

SATISFIED: N	ACTION CODE: NT3C	ROOT CAUSE: LDDC	SDDC
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:	
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 / 17 / 09		
CLOSE: Y (Y/N)	CLOSE DATE: 02 / 21 / 08	MICROFILM: N	
RESP CAA: LLOYD, MELISSA	OLM: COPENHAVER J	DOM:	
PHONE: 0000041531	OWNER FIRST:	LANGUAGE: E ENGLISH	

CONFIDENTIAL

DATE: 1/30/2012
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NISSAN MOTOR CORPORATION IN U.S.A
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REQUESTED BY: corneb2

CAR ID: CA6052799I
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SC: NONE

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

VIN: JNKAY41E53M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 55000
IN SVC DATE: 01 / 30 / 04
VCAN: N RTL DLR: 70216 INFINITI OF DAYTON
PAID: 6 SVC DLR: 70310 SUBURBAN INFINITI, INC.
SUSP: 1 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 PREOWNED X MILES 50000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 70310 SUBURBAN INFINITI
OUTSIDE WARRANTY BY (B) MONTHS: 1 MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 02 / 21 / 08 XFER/RSPNSBLTY: 72 22 S
CONTACT (S): FOLLOWUP DATE: 02 / 25 / 08 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 02 / 25 / 08 INF-NET DATE: 02 / 22 / 08

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 151000 FUEL FILLER TUBE
AI FUEL/INTAKE SYSTEM VF NON-WARRANTY ITEM GOODWILL ASSISTANCE I

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C. A. R. COMMENTS

FILE OPENED-ZEJ656N 02/21/2008
NO PREVIOUS FILES FOUND. @02/21-ZEJ656N
RCAS-EJ VERIFIED C'S NAME, ADDRESS, VIN NUMBER, DAY AND EVENING
PHONE NUMBER AND RESPONSIBLE DLR.
RCAS-EJ CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES IN
ZCA1 - FOUND NONE
RCAS-EJ ADVISED C THERE ARE NO OPEN RECALLS/CAMPAIGNS.
PREVIOUS NISSAN/INFINITI VEH: NONE
RCAS-EJ RECEIVED CALL FROM C. C STATES WOULD LIKE TO BE ASSISTED WITH THE
WARRANTABLE REPAIR OF THE FUEL GAUGE OF THE VEH. C STATES THAT BASIC
WARRANTY HAS RUNOUT ON 01-30-08 AND IS JUST UNDER THE MILEAGE PARAMETERS.
C STATES HAS AN APPOINTMENT WITH 70310 SUBURBAN INFINITI FOR THIS.
C STATES IS LOOKING FOR GOODWILL ASSISTANCE IN THE REPAIR.
RCAS-EJ ADVISED TO THAT A REGIONAL SPECIALIST WILL BE IN TOUCH WITH C
BEFORE THE END OF BUSINESS TOMORROW . @02/21-ZEJ656N
RCAS-EJ ASKED C IF THERE IS ANY OTHER QUESTIONS OR CONCERNS.
C SATISFIED.
C THANKED RCAS-EJ FOR ASSISTANCE.
RCAS-EJ GAVE NAME, EXTENSION NUMBER AND FILE NUMBER.
LEAVING FILE OPEN FOR FOLLOW-UP. @02/21-ZEJ656N

RCAS-TG TRANSFERRED FILE INTO RCAS-TG NAME AND DATANETTED FILE. @02/21-ZTG999N
**** @02/21-ZTG999N
RCAS-TG CALLED C ON DAY/EVE NUMBER AT 10:08AM EST ON 02/22/08. @02/22-ZTG999N
C STATED WAS DRIVING HOME IN A SNOW STORM AND FUEL GUAGE STATED C HAD 3/4 OF
A TANK LEFT, BUT C RAN OUT OF GAS. C STATED DROPPED VEH OFF AT DLR THIS
MORNING. C STATED SPOKE TO SM-MATT GRAY AND SM WAS VERY HELPFUL. C STATED
IS SHOPPING FOR A VEH FOR C'S WIFE AND WANTS TO BUY ANOTHER INFINITI.
RCAS-TG UNDERSTOOD AND STATED WILL CONTACT DLR FOR C AND WILL CALL C BACK BY
02/25/08 WITH UPDATE. @02/22-ZTG999N
C THANKED RCAS-TG FOR THE ASSISTANCE. @02/22-ZTG999N
**** @02/22-ZTG999N
RCAS-TG LEFT VMX FOR SM-LJ PARKER AT 10:13AM EST ON 02/22/08. @02/22-ZTG999N
**** @02/22-ZTG999N
RCAS-TG RECEIVED VMX FROM SM STATING WILL RUN GRT FOR C'S VEH ISSUE.
@02/22-ZTG999N
**** @02/22-ZTG999N
RCAS-TG CALLED DLR AT 10:53AM EST ON 02/25/08 AND SPOKE TO SM. @02/25-ZTG999N
SM STATED GRT WAS RECOMMENDED CAND SM'S SA HAS BEEN TALKING TO C. SM STATED
DLR HAS TO ORDER PARTS AND THEN WILL REPAIR C'S VEH.
RCAS-TG UNDERSTOOD AND THANKED SM FOR ASSISTANCE. @02/25-ZTG999N
**** @02/25-ZTG999N
RCAS-TG CALLED C ON DAY/EVE NUMBER AT 4:03 PM EST ON 02/25/08.
RCAS-TG STATED THAT GOODWILL WAS RECOMMENDED AND THE DLR JUST HAS TO WAIT ON
A PART TO ARRIVE AND WILL CONTACT C WHEN IT ARRIVES AND WILL REPAIR C'S VEH.
@02/25-ZTG999N
C STATED DLR CALLED C THIS MORNING.
RCAS-TG OFFERED ANY FURTHER ASSISTANCE.
C DECLINED AND THANKED RCAS-TG FOR THE ASSISTANCE. @02/25-ZTG999N
RCAS-TG CLOSED FILE AS NO FURTHER ASSISTANCE IS REQUIRED. @02/25-ZTG999N
@02/25-ZTG999N @02/25-ZTG999N

SPECIAL REMARKS:

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DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE
DEALER SERVICE MANAGER, PLEASE CONTACT CUSTOMER AND REVIEW FOR POSSIBLE
ASSISTANCE.
C SEEKING ASSISTANCE FOR WARRANTABLE REPAIR OF THE FUEL GAUGE OF THE VEH
C STATED GOODWILL IS BEING REVIEWED

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:
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: ZTG999N	
SVC CALL#:	UPDATE DATE: 04 / 17 / 09	
CLOSE: Y (Y/N)	CLOSE DATE: 02 / 25 / 08	MICROFILM: N
RESP CAA: GRANT, TAHALIA	OLM: COPENHAVER J	DOM:
PHONE: 0000041415	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E23M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 55619
CITY: OCEAN SPRING IN SVC DATE: 09 / 09 / 03
ST/ZIP: MS [REDACTED] VCAN: N RTL DLR: 70493 INFINITI OF GWINNETT
DAY PH: [REDACTED] PAID: 13 SVC DLR: 70493 INFINITI OF GWINNETT
EVE PH: [REDACTED] SUSP: 1 RESP DLR: 70493 INFINITI OF GWINNETT
DLR PH: [REDACTED] DENY: 0 REGION: 72 DIST: SL/SV/PT: 14 14 44

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED X MILES 54000 # NISSAN/INFINITI VEHICLES: 2
VEHICLE MAINTAINED BY: NOT YET
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 03 / 20 / 08 XFER/RSPNSBLTY: 72 14 S
CONTACT (S): FOLLOWUP DATE: 03 / 21 / 08 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 03 / 20 / 08 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZJP888N 03/20/2008
PREVIOUS RELATED FILES FOUND: NONE. @03/20-ZJP888N
RCAS-JP VERIFIED C'S NAME, ADDRESS, VIN, DAY & EVENING PHONE, MILEAGE &
RESPONSIBLE DLR.
RCAS-JP CHECKED FOR OPEN RECALLS, FOUND: NONE.
RCAS-JP ADVISED C OF NO OPEN RECALLS.
PREVIOUS INFINITI VEHS: 1997 QX4.
RCAS-JP RECEIVED CALL FROM C. C STATES THAT C IS HAVING A PROBLEM WITH C'S
FUEL GUAGE, NOT SHOWING CORRECT AMOUNT OF FUEL. C STATES SOMETIMES IT STATES
EMPTY WHEN IT IS FULL, SOMETIMES IT STATES HALF FULL WHEN IT IS EMPTY. RCAS-JP
ASKED WHETHER C HAS BROUGHT VEH TO DLR. C STATES NO, C WANTED TO KNOW IF C IS
STILL UNDER WARRANTY OR NOT. RCAS-JP ADVISED THAT C'S BASIC WARRANTY HAS
EXPIRED ON 09/09/07. C UNDERSTOOD. RCAS-JP OFFERED ADDITIONAL ASSISTANCE, NAME
EXTENSION, FILE NUMBER, C DECLINED. RCAS-JP CLOSING FILE. @03/20-ZJP888N
@03/20-ZJP888N

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:

IIR-DATE: 00 / 00 / 00 TRANS DATE: 00 / 00 / 00 CHECK REQUESTED: NO
3RD PRY: PART#: CHECK ISSUED: NO
BYBACK ST: OPENED BY: ZJP888N
HISTORY: UPDATE BY: ZJP888N
SVC CALL#: UPDATE DATE: 04 / 17 / 09
CLOSE: Y (Y/N) CLOSE DATE: 03 / 20 / 08 MICROFILM: N
RESP CAA: OLM: COPENHAVER J DOM:
PHONE: 0000458181 OWNER FIRST: LANGUAGE: E ENGLISH

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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E93M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 62000
CITY: TORRANCE IN SVC DATE: 09 / 30 / 03
ST/ZIP: CA [REDACTED] VCAN: N RTL DLR: 70082 INFINITI OF SCOTTSDALE
DAY PH: [REDACTED] PAID: SVC DLR: 71105 INFINITI SOUTH BAY
EVE PH: [REDACTED] SUSP: RESP DLR: 71105 INFINITI SOUTH BAY
DLR PH: [REDACTED] DENY: REGION: 92 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 PREOWNED X MILES 46000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 03 / 21 / 08 XFER/RSPNSBLTY: 92 04 S
CONTACT (S): FOLLOWUP DATE: 03 / 24 / 08 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 03 / 21 / 08 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YI OOW GOODWILL ASSISTANCE REQUEST

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C. A. R. COMMENTS

FILE OPENED-ZSP458N 03/21/2008
PREVIOUS FILES FOUND: NONE @03/21-ZSP458N
RCAS-SP VERIFIED C'S NAME, ADDRESS, DAY/EVE NUMBER, VIN, MILEAGE AND THE
RESPONSIBLE DLR. @03/21-ZSP458N
RCAS-SP CHECKED FOR OPEN RECALLS/CAMPAIGNS.
RCAS-SP FOUND NONE.
RCAS-SP RECEIVED CALL FROM C.
C STATED THAT C IS HAVING TROUBLE WITH GAS GAUGE AND WANTED TO KNOW IF THIS
IS A REPAIR IS SOMETHING THAT IS COMMON OR IF THIS IS SOMETHING THAT IS UNDER
A RECALL.
RCAS-SP ADVISED THAT THIS IS NOT A RECALL.
RCAS-SP INQUIRED AS TO WHERE C'S VEH IS.
RCAS-SP C STATED THAT C HAS VEH.
RCAS-SP INQUIRED AS TO IF VEH HAS BEEN DIAGNOSED.
C STATED NO. @03/21-ZSP458N
RCAS-SP ADVISED C TO GO HAVE VEH DIAGNOSED AND IF DLRSHIP IS UNABLE TO ASSIST
C CAN CONTACT CONSUMER AFFAIRS BACK.
C AGREED.
RCAS-SP PROVIDED FILE NUMBER.
C THANKED RCAS-SP. @03/21-ZSP458N
C ENDED CALL. @03/21-ZSP458N
RCAS-SP CLOSING FILE PENDING C NEEDING ASSISTANCE. @03/21-ZSP458N

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 #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 0	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: ZSP458N	
HISTORY:	UPDATE BY: ZSP458N	
SVC CALL#:	UPDATE DATE: 03 / 21 / 08	
CLOSE: Y (Y/N)	CLOSE DATE: 03 / 21 / 08	MICROFILM: N
RESP CAA: PATERSON, SARAH	OLM: COPENHAVER J	DOM: BURKE GREG
PHONE: 0000041419	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E83M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 63200
CITY: GRAND PRAIRIE IN SVC DATE: 11 / 07 / 03
ST/ZIP: TX [REDACTED] VCAN: N RTL DLR: 70052 WARREN HENRY INFINITI
DAY PH: [REDACTED] PAID: 20 SVC DLR: 70078 GRUBBS INFINITI, LTD.
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 70078 GRUBBS INFINITI, LTD.
DLR PH: [REDACTED] DENY: 1 REGION: 72 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 PREOWNED X MILES 53800 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 70078 GRUBBS INFINITI,
OUTSIDE WARRANTY BY (B) MONTHS: 5 MILES: 3200 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 03 / 28 / 08 XFER/RSPNSBLTY: 92 12 S
CONTACT (S): FOLLOWUP DATE: 04 / 07 / 08 INF-NET (Y/N): 1
SEVERITY: 3 CLOSE DATE: 04 / 07 / 08 INF-NET DATE: 04 / 03 / 08

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 100000 CASSETTE PLAYER
AA AUDIO/VIDEO/NAVI VF NON-WARRANTY ITEM GOODWILL ASSISTANCE I
OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION WT UNABLE DIAGNOSE/DUPLICATE
OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YE MULTIPLE REPAIR ATTEMPTS
OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YI OOW GOODWILL ASSISTANCE REQUEST

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C. A. R. COMMENTS

FILE OPENED-ZML999N 03/28/2008

NO PREVIOUS FILES FOUND. @03/28-ZML999N
 RCAS-ML VERIFIED C'S NAME, ADDRESS, DAY/EVENING PHONE NUMBERS, VIN, MILEAGE,
 AND RESPONSIBLE DLR. @03/28-ZML999N
 RCAS-ML CHECKED FOR RECALLS/CAMPAIGNS: NONE FOUND. @03/28-ZML999N
 RCAS-ML RECEIVED CALL FROM C. @03/28-ZML999N
 C STATED C WOULD LIKE TO KNOW IF C HAS ANY RECALLS ON C'S VEH. @03/28-ZML999N
 C STATED C IS HAVING AN ISSUE WITH THE FUEL GAUGE. @03/28-ZML999N
 C STATED C HAS BEEN ONLINE AND NOTICED THAT MANY OTHER OWNERS HAVE NOTED THE
 SAME CONCERN. @03/28-ZML999N
 RCAS-ML ADVISED C TO HAVE VEH TO INFINITI DLR FOR ASSISTANCE. @03/28-ZML999N
 RCAS-ML ADVISED C THAT UNTIL VEH IS DIAGNOSED RCAS COULD NOT SPECULATE.
 C UNDERSTOOD. @03/28-ZML999N
 RCAS-ML OFFERED NAME, FILE AND PHONE NUMBER TO C.
 C STATED C DID NOT HAVE A PEN. @03/28-ZML999N
 RCAS-ML ADVISED C THAT IF C NEEDS TO CALL BACK, AGENT WILL BE ABLE TO LOCATE
 C'S FILE BY NAME OR VIN NUMBER. @03/28-ZML999N
 C UNDERSTOOD. @03/28-ZML999N
 C THANKED RCAS-ML AND ENDED CALL. @03/28-ZML999N
 RCAS-ML CLOSING FILES. @03/28-ZML999N

>>RCAS-VP RECEIVED A CALL FROM THE C. C STATED THAT C'S VEH IS AT THE DLRSH
 NOW AND C IS HAVING ISSUES WITH THE GAS GAUGE NOT READING CORRECTLY. C STATED
 THAT C HAS DONE FURTHER REASEARCH AND FEELS THAT BECAUSE THERE ARE MANY OTHER
 ISSUES ON THE SAME PROBLEM THAT INF CA SHOULD LOOK AT THE ISSUE A LITTLE MORE
 SERIOUSLY. C STATED THAT THE VEH WAS JUST IN FOR A FUEL PUMP WHICH COST THE
 C QUITE A LOT OF MONEY AND NOW THE GUAGE IF REPAIRED AS C PAY THEN THE COST
 WOULD BE AROUND \$650.00. C INQUIRED IF THERE WAS ANY WAY INF CA COULD ASSIST
 WITH THE ISSUE. @04/01-ZVP566N

>>RCAS-VP INFORMED THE C THAT THE ISSUE WOULD BE LOOKED AT BUT THE
 APPROPRIATE DEPARTMENTS WOULD HAVE TO BE CONTACTED FOR FURTHER REVIEW; C WAS
 REMINDED THAT THE VEH IS OUT OF WARRANTY AND C'S ISSUE DID OCCUR OUTSIDE OF
 WARRANTY PARAMETERS; C UNDERSTOOD BUT FELT THAT THE BRAND SHOULD BE MORE
 RELIABLE AND C IS ALREADY HAVING TWO MAJOR ISSUES; RCAS-VP APOLOGIZED FOR
 THE INCONVENIENCE AND INFORMED THE C THAT PRIOR TO THE C PURCHASING THE VEH
 THERE WAS AN OWNER AND THE HISTORY OF HOW THE C TREATED THE C IS NOT KNOWN;
 C UNDERSTOOD AND STATED THAT C WOULD JUST PICK UP THE VEH AND TURN IN THE
 LOANER AND WAIT TO HEAR ON WHAT THE RESOLUTION WOULD BE; RCAS-VP
 AGREED AND UNDERSTOOD. C ENDED THE CALL. @04/01-ZVP566N

RCAS-TG RECEIVED INBOUND CALL FROM C.
 C ASKED FOR UPDATE. C STATED WAS GOING TO PICK UP VEH BUT WANTED TO KNOW IF
 THAT WOULD COMPLICATE THE ISSUE. C STATED VEH WAS NOT REPAIRED.
 RCAS-TG STATED THAT IF INFINITI IS GOING TO ASSIST C WILL JUST HAVE TO RETURN
 VEH TO DLR. RCAS-TG STATED THIS DEPENDS ON WHAT IS CONVIENIENT FOR C.
 @04/02-ZTG999N
 C UNDERSTOOD.
 RCAS-TG STATED RCAS-VP IS RESEACHING ASSISTANCE FOR C.
 C THANKED RCAS-TG AND ENDED CALL. @04/02-ZTG999N

>>RCAS-VP LEFT A VMX FOR THE SM ON THIS DATE REQUESTING A CALLBACK.
 >>RCAS-VP LEFT A VMX FOR SM @ 4:48PM EST. @04/02-ZVP566N

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>>RCAS-VP LEFT A VMX FOR THE SM ON THIS DATE REQUESTING A CALLBACK; VMX LEFT @ 11:49AM EST. @04/03-ZVP566N

>>RCAS-VP TRIED TO LEAVE A VMX FOR THE SM BUT CALL COULD NOT GET THROUGH AND CALL WAS DISCONNECTED ON 3RD ATTEMPT.

>>RCAS-VP CONTACTED DPSM-SW REGARDING THE ISSUE AND INFORMED THE DPSM OF THE @04/04-ZVP566N

SITUATION AND INFORMED THE DPSM THAT RCAS JUST NEEDS FURTHER INFORMATION ON THIS ISSUE AS THE VEH IS AT THE DLRSHP BUT RCAS-VP IS NOT HAVING ANY LUCK CONTACTING THE SM OR THE SERVICE DEPARTMENT OF THE DLRSHP. DPSM STATED THAT DPSM WOULD LOOK INTO THE ISSUE AND CALL RCAS-VP BACK; RCAS UNDERSTOOD AND THANKED FOR THE ASSISTANCE. @04/04-ZVP566N

>>RCAS-VP RECEIVED A DETAILED VMX FROM DPSM-SW. DPSM STATED THAT THE VEH'S INITIAL FUEL PUMP REPAIR WAS DONE AT AN INDEPENDENT FACILITY AND AFTER THE VEH WAS PICKED UP FROM THE INDIPENDENT WERE THERE ISSUES WITH THE VEH NOT READING GAS CORRECTLY. DPSM STATED THAT THE FLOAT ON THE FUEL PUMP WHICH IS THE PART THAT READS THE AMOUNT OF FUEL IN THE VEH WAS WORKING CORRECTLY SO AN INSTRUMENT CLUSTER WAS ORDERERED AND SWAPPED OUT AND AT THIS TIME THE ISSUE HAS BEEN RESOLVED. DPSM STATED THAT THE INITIAL SERVICE CONSULTANT THAT WAS WORKING ON THE ISSUE IS NO LONGER WITH THE DLRSHP AND SC-BRAD OGUL WILL @04/04-ZVP566N

TAKE OVER AND WILL CONTACT THE C REGARDING THE ISSUE. @04/04-ZVP566N

>>RCAS-VP LEFT A VMX FOR SC-BRAD OGUL FOR FURTHER DETAILS ON WHETHER THE ISSUE WAS COVERED OR IF THE REPAIR IS C PAY; VMX LEFT ON THIS DATE @ 4:20PM EST. @04/04-ZVP566N

>>RCAS-VP RECEIVED A VMX FROM THE SC-BRAD OGUL; SC STATED THE ISSUE WOULD BE TAKEN CARE OF UNDER GOODWILL. @04/07-ZVP566N

>>RCAS-VP SPOKE TO THE C AND THE C VERIFIED THAT THE VEH HAD BEEN PICKED UP AND THE VEH IS NOW REUNNING AS VEH SHOULD; C IS VERY SATISFIED. C STATED THAT THE VEH WAS GOODWILLED AND C APPRECIATED ALL THE ASSISTANCE.

>>RCAS-VP THANKED THE C FOR CALLING BEFORE CALL WAS ENDED.

>>RCAS-VP HAS CLOSED THE FILE. @04/07-ZVP566N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

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: 04 / 01 / 08	USERID: ZVP566N
OTHER #: 0	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: ZVP566N	
SVC CALL#:	UPDATE DATE: 04 / 17 / 09	
CLOSE: Y (Y/N)	CLOSE DATE: 04 / 07 / 08	MICROFILM: N
RESP CAA: PARMAR, VIMAL	OLM: COPENHAVER J	DOM:
PHONE: 0000041437	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:41 PM

NISSAN MOTOR CORPORATION IN U.S.A
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REQUESTED BY: corneb2

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: JACKSON
ST/ZIP: MS [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E73M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 0
IN SVC DATE: 09 / 15 / 03
VCAN: N RTL DLR: 70203 HERRIN-GEAR INFINITI, INC
PAID: 8 SVC DLR: 70203 HERRIN-GEAR INFINITI, INC
SUSP: 0 RESP DLR: 70203 HERRIN-GEAR INFINITI, INC
DENY: 0 REGION: 72 DIST: SL/SV/PT: 15 15 45

LETTER RECEIVED 03 / 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 PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: UNKNOWN.
OUTSIDE WARRANTY BY (B) MONTHS: 5 MILES: (PT) MONTHS: MILES:

ORIG CODE: CL 11 OPEN DATE: 03 / 31 / 08 XFER/RSPNSBLTY: 72 15 S
CONTACT (S): FOLLOWUP DATE: 04 / 11 / 08 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 04 / 11 / 08 INF-NET DATE: 04 / 04 / 08

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

CONFIDENTIAL

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C. A. R. COMMENTS

FILE OPENED-ZJG904N 03/31/2008

*****LETTER FILE LOGGED*****

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES FOUND: 5701573

MAIL ADDRESSED TO NNA CONSUMER AFFAIRS

METHOD OF CONTACT: LETTER

DATE RECEIVED: 03/04/08

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

CRR-JG UPDATED THE OWNER DATA BASE (NAME, ADDRESS, DAY PHONE NUMBER)

CRR-JG CHECKED FOR OPEN RECALLS, CAMPAIGNS, OR UPGRADES FOUND:NONE

C STATES " C NOTICED THE FUEL GAUGE WAS NOT READING CORRECTLY

SO C TOOK THE VEH TO THE DLR. THE DLR INFORMED C THAT C WAS

OOW. DLR ADVISED C THE VEH WOULD NEED AN INSTRUMENT CLUSTER.

C PUT OFF THE REPAIR. THE ENGINE LIGHT CAME ON AND C HAD AN @03/31-ZJG904N

INFINITI TECHNICIAN FIX THE VEH WITH AN AFTER MARKET PART. THIS

DID NOT FIX THE PROBLEM SO C TOOK THE VEH BACK TO INFINITI THEY

PUT A GENUINE INFINITI PART IN THE VEH FOR \$481.87. C TOOK VEH HOME

AND ENGINE LIGHT CAME ON. C WENT BACK TO INFINITI AND THEY PUT A

IN INSTRUMENT CLUSTER ON FOR \$549.94. C WOULD LIKE TO KNOW IF

THESE 2 PARTS WORK TOGETHER OR IF C WAS SCAMMED? C WOULD LIKE

FOR THIS TO BE COVERED OOW. @03/31-ZJG904N

CRR-JG TRANSFERRING FILE AND C'S DOCUMENTS TO RCAS @03/31-ZJG904N

RCAS-JL LEFT A VMX ON DAY AND EVE NUMBER AT 4:20PM EST 04/01/08 ADVISING C TO
CONTACT RCAS-SP AT EXTENSION 1419. @04/01-ZJL437N

@04/01-ZJL437N

RCAS-SP CONTACTED C ON DAY/EVE NUMBER ON 04/03/08 @ 9:26 AM EST.

RCAS-SP SPOKE WITH C. @04/03-ZSP458N

RCAS-SP INFORMED C THAT RCAS-SP WOULD LOOK INTO C'S SITUATION FOR PART
PRICING.

RCAS-SP INQUIRED IF C WAS LOOKING FOR ANYTHING FROM INFINITI.

C STATED THAT PART FAILED AFTER WARRANTY EXPIRED AND WANTED TO KNOW IF C
COULD RECEIVED ANY REIMBURSEMENT FOR REPAIR.

RCAS-SP ADVISED THAT RCAS-SP WOULD LOOK INTO C'S REQUEST.

C THANKED RCAS-SP.

C ENDED CALL.

RCAS-SP CONTACTED RESPONSIBLE DLR ON 04/03/08 @ 9:29 AM EST. @04/03-ZSP458N

RCAS-SP LEFT VMX WITH NAME, NUMBER AND EXT FOR SM-ROBBIE KING.

RCAS-SP EXITING FILE. @04/03-ZSP458N

***** @04/03-ZSP458N

RCAS-SP RECEIVED CALL FROM SM-ROBBIE KING.

SM STATED THAT C WAS INFORMED OF BOTH PARTS NEED AT FIRST VISIT AND DECLINED.

C THEN HAD TO HAVE THE VEH REPAIRED AT INFINITI PROPERLY. @04/03-ZSP458N

SM STATED THAT C WAS NOT SCAMMED AND C WAS INFORMED THAT BOTH PARTS WERE

NEEDED FOR REPAIR TO BE COMPLETED. @04/03-ZSP458N

SM STATED THAT REPAIR WOULD NOT BE COVERED UNDER WARRANTY.

RCAS-SP THANKED SM AND ENDED CALL.

RCAS-SP NOTES THAT REPAIR WAS COMPLETED PROPERLY AND C WAS OUT OF WARRANTY.

RCAS-SP NOTES C WILL NOT BE REIMBURSED. @04/03-ZSP458N

RCAS-SP EXITING FILE. @04/03-ZSP458N

***** @04/03-ZSP458N

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RCAS-SP CONTACTED C ON DAY/EVE NUMBER ON 04/07/08 @ 9:31 AM EST.
RCAS-SP LEFT VMX WITH NAME, NUMBER, AND EXT. @04/07-ZSP458N
***** @04/08-ZSP458N
RCAS-SP CONTACTED C ON DAY/EVE NUMBER ON 04/09/08 @ 2:40 PM EST. @04/09-ZSP458N
RCAS-SP LEFT VMX WITH NAME, NUMBER AND EXT FOR RETURN CALL. @04/09-ZSP458N
***** @04/11-ZSP458N
RCAS-SP CONTACTED C ON DAY/EVE NUMBERO N 04/11/08 @ 9:40 AM EST. @04/11-ZSP458N
RCAS-SP SPOKE WITH C. @04/11-ZSP458N
RCAS-SP ADVISED C THAT BOTH PARTS WERE NEEDED FOR THE REPAIR AND THAT C WOULD
NOT BE REIMBURSED FOR THE REPAIR. @04/11-ZSP458N
C STATED THAT C HAS A PEICE OF JUNK VEH.
C STATED THAT C WANTED TO SPEAK ABOUT THE REMAINDER OF C'S LETTER.
RCAS-SP INQUIRED AS TO WHICH PART.
C STATED NEVERMIND AND HUNG UP PHONE.
RCAS-SP CLOSING FILE. @04/11-ZSP458N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

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:

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: ZSP458N
SVC CALL#: UPDATE DATE: 04 / 17 / 09
CLOSE: Y (Y/N) CLOSE DATE: 04 / 11 / 08 MICROFILM: N
RESP CAA: PATERSON, SARAH OLM: COPENHAVER J DOM:
PHONE: 0000041419 OWNER FIRST: LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E23M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 40000
CITY: FORT MYERS IN SVC DATE: 01 / 14 / 03
ST/ZIP: FL [REDACTED] VCAN: N RTL DLR: 70016 COMPETITION INFINITI
DAY PH: [REDACTED] PAID: 8 SVC DLR: 70517 INFINITI OF CHANTILLY
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 70517 INFINITI OF CHANTILLY
DLR PH: [REDACTED] DENY: 0 REGION: 72 DIST: SL/SV/PT: 23 23 48

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED X MILES 23000 # NISSAN/INFINITI VEHICLES: 2
VEHICLE MAINTAINED BY: 70517 INFINITI OF CHANT
OUTSIDE WARRANTY BY (B) MONTHS: 15 MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 04 / 15 / 08 XFER/RSPNSBLTY: 72 23 S
CONTACT (S): FOLLOWUP DATE: 05 / 07 / 08 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 05 / 06 / 08 INF-NET DATE: 04 / 25 / 08

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YI OOW GOODWILL ASSISTANCE REQUEST

CONFIDENTIAL

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C. A. R. COMMENTS

FILE OPENED-ZSP458N 04/15/2008

PREVIOUS FILES FOUND: NONE @04/15-ZSP458N

RCAS-SP VERIFIED C'S NAME, ADDRESS, DAY/EVE NUMBER, VIN, MILEAGE AND THE RESPONSIBLE DLR. @04/15-ZSP458N

C'S VA ADDRESS IS: 44475 CHAMBERLAIN TERRACE #205, ASHBORN VA, 20147.

RCAS-SP CHECKED FOR OPEN RECALLS/CAMPIAGNS.

RCAS-SP FOUND NONE.

C STATED THAT C IS HAVING TROUBLE WITH C'S FUEL GAUGE.

C STATED THAT C'S VEH WILL SHOW A 1/4 TANK AND AFTER DRIVING C'S VEH WILL GO UP TO 3/4 TANK.

C STATED THAT C SETS TRIP METER AND THAT IS THE ONLY REASON C KNOWS HOW MUCH FUEL C HAS IN VEH. @04/15-ZSP458N

C STATED THAT C HAS A SECOND M AND HAD TO DO THE SAME REPAIR WHICH WAS COVERED UNDER C'S EPP.

C STATED THAT C'S OTHER VIN IS: JNKAY41EX3M002249. @04/15-ZSP458N

RCAS-SP ADVISED C THAT C'S VEH WOULD NEED TO GO TO THE INFINITI DLRSHp BEFORE CONSUMER AFFAIRS IS ABLE TO ASSIST.

C STATED THAT C IS LOOKING FOR INFINITI TO PAY FOR REPAIR TO VEH AS C HAS HAD THE SAME ISSUE WITH BOTH OF C'S VEHS.

RCAS-SP ADVISED ONCE VEH HAS BEEN DIAGNOSED THAT C CAN CALL BACK IF NEEDED QUOTE C'S FILE NUMBER AND SPEAK WITH ANY AGENT.

RCAS-SP ADVISED THAT IF NEEDED FILE WILL BE SENT TO A REGIONAL SPECIALIST THAT WILL ASSIST C. @04/15-ZSP458N

C THANKED RCAS-SP.

RCAS-SP PROVIDED NAME, EXT AND FILE NUMBER.

RCAS-SP CLOSING FILE PENDING CONTACT FROM C. @04/15-ZSP458N

RCAS-SP RECEIVED CALL FROM C.

C STATED THAT C DID VISIT THE INFINITI DLRSHp AND C'S INSTRUMENT CLUSTER IS FAULTY. @04/22-ZSP458N

C STATED THAT RO NUMBER 28141 AND SA IS STEVE NUSHIN. @04/22-ZSP458N

C STATED THAT C WOULD LIKE INFINITI TO PAY FOR REPAIR AS C HAD THE SAME PROBLEM WITH C'S OTHER VEH AND C PAID FOR REPAIR ON C'S OTHER VEH.

RCAS-SP ADVISED THAT C WOULD BE CONTACTED BY END OF BUSINESS DAY 04/23/08.

C THANKED.

RCAS-SP SENT EMAIL TO RCAS-EJ WITH FILE INFORMATION. @04/22-ZSP458N

RCAS-SP EXITING FILE. @04/22-ZSP458N

*** @04/24-ZML999N

RCAS-ML DATANET FILE. @04/24-ZML999N

RCAS-ML CONTACTED DLR AT 11:15 AM EST 4/24/08. @04/24-ZML999N

RCAS-ML SPOKE WITH SA-STEVE NUSHIN. @04/24-ZML999N

SA ADVISED C OWNS TWO VEHICLES AND DOES SERVICE REGULARLY AT DLR.

RCAS-ML WAS TRANSFERRED THROUGH TO SM-JACK WYNN VOICEMAIL. @04/24-ZML999N

RCAS-ML LEFT DETAILED MESSAGE AND RCAS-EJ'S PHONE NUMBER. @04/24-ZML999N

*** @04/24-ZML999N

RCAS-ML SPOKE WITH C AT 3:46 PM EST 4/24/08 AND ADVISED C THAT RCAS-ML AND RCAS-EJ ARE LOOKING INTO FINANCIAL ASSISTANCE FOR C AND WILL BE IN CONTACT BY END OF DAY 4/25/08. @04/24-ZML999N

C THANKED RCAS-ML AND ENDED CALL. @04/24-ZML999N

RCAS-SP RECEIVED CALL FROM C ON 04/28/08 @ 4:10 PM EST.

RCAS-SP REVIEWED FILE.

RCAS-SP SPOKE WITH RCAS-EJ REGARDING C'S FILE. @04/28-ZSP458N

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RCAS-EJ STATED WILL CONTACT C BACK BY END OF THE WEEK. @04/28-ZSP458N
RCAS-SP ADVISED THAT RCAS-EJ HAS BEEN LOOKING INTO C'S CONCERN AND WILL
CONTACT C BACK BY END OF BUSINESS DAY 04/30/08.
C THANKED.

RCAS-SP EXITING FILE. @04/28-ZSP458N
***** @05/01-ZEJ656N

RCAS-EJ CALLED DLR ON 05-01-08 AT 2:30PM AND LEFT VMX FOR SM-JACK WYNNE AND
@05/01-ZEJ656N
SA-STEVE NUSHIN TO CALLBACK. @05/01-ZEJ656N

RCAS-EJ CALLED C ON DAY/EVENING PHONE ON 05-01-08 AT 2:32PM AND LEFT DETAILED
VMX FOR C TO CONTACT RCAS-EJ AT 866-799-1690 EXT 1606. @05/01-ZEJ656N
RCAS-EJ REVIEWED VROI: @05/01-ZEJ656N
WORK ORDER: 28222-01 W.O.DATE: 04/30/08 @05/01-ZEJ656N
WORK ORDER: 28141-01 W.O.DATE: 04/22/08
REMARK: C/S THE FUEL GAUGE IS INACCURATE .
REMARK: INSTRUMENT CLUSTER IS FAULTY
ESTIMATE GIVEN.

PENDING CONTACT FROM C AND DLR. @05/01-ZEJ656N
*** @05/05-ZNP099N

RS-NP EMAILED RCAS-EJ ON 05/05 TO MAKE CONTACT WITH C. @05/05-ZNP099N
***** @05/05-ZEJ656N

RCAS-EJ CALLED DLR ON 05-05-08 AT 1:41PM AND LEFT VMX FOR SM-JACK WYNNE TO
CALL RCAS-EJ BACK WITH INFO. @05/05-ZEJ656N
RCAS-EJ CALLED C ON DAY/EVENING PHONE ON 05-05-08 AT 1:50PM AND LEFT VMX FOR
C TO CONTACT RCAS-EJ AT [REDACTED] EXTENSION 1606. @05/05-ZEJ656N

RCAS-EJ SENT UPDATE REQUEST TO DPSM-TC ON 05-06-08 AT 2:15PM. @05/06-ZEJ656N
RCSA-EJ RECEIVED EMAIL FROM DPSM-TC ON 05-06-08 AT 2:29PM ADVISING THAT THE
REQUEST FOR FINANCIAL ASSISTANCE OR GOODWILL IS DENIED DUE TO VEH BEING OUT OF
WARRANTY FOR 15 MONTHS AND BECAUSE THE VEH WAS PURCHASED PRE OWNED AND THERE
IS NO INFORMATION ON SERVICES DONE AT DLRSH. P.

RCAS-EJ CALLED C ON DAY/EVENING PHONE ON 05-06-08 AT 2:31PM AND LEFT DETAILED
VMX FOR C TO CALLBACK. @05/06-ZEJ656N
RCAS-EJ CALLED C ON DAY/EVENING PHONE ON 05-06-08 AT 3:05PM AND SPOKE WITH
C REGARDING THE DECISION OF THE REGION REGARDING THE DENIAL OF THE GOODWILL
AT THIS POINT.
RCAS-EJ ASKED C IF THERE IS ANY OTHER QUESTIONS OR CONCERNS.
C SATISFIED.
C THANKED RCAS-EJ FOR ASSISTANCE.
RCAS-EJ CLOSING FILE AS THERE IS NO FURTHER FOLLOW-UP REQUIRED BY C.
@05/06-ZEJ656N @05/06-ZEJ656N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE
DEALER SERVICE MANAGER, PLEASE CONTACT CUSTOMER AND REVIEW FOR POSSIBLE
ASSISTANCE.
REGIONAL SPECIALIST EVELYN JIMENEZ 1-866-799-1690 X 1606.

DEALER ACTION:

CONFIDENTIAL

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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 #: 1	DATE: 04 / 22 / 08	USERID: ZSP458N
OTHER #: 0	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: ZSP458N	
HISTORY:	UPDATE BY: ZEJ656N	
SVC CALL#:	UPDATE DATE: 04 / 17 / 09	
CLOSE: Y (Y/N)	CLOSE DATE: 05 / 06 / 08	MICROFILM: N
RESP CAA: JIMENEZ, EVELYN	OLM: COPENHAVER J	DOM:
PHONE: 0000041606	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: EASTING
ST/ZIP: MD [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E83M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 69499
IN SVC DATE: 11 / 04 / 02
VCAN: N RTL DLR: 70052 WARREN HENRY INFINITI
PAID: 3 SVC DLR: 70523 SHEEHY INFINITI/ANNAPOLIS
SUSP: 0 RESP DLR: 70523 SHEEHY INFINITI/ANNAPOLIS
DENY: 0 REGION: 72 DIST: SL/SV/PT: 23 23 48

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED X MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: INDEPENDENT FACILITY
OUTSIDE WARRANTY BY (B) MONTHS: 18 MILES: 9499 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 05 / 01 / 08 XFER/RSPNSBLTY: 72 23 S
CONTACT (S): FOLLOWUP DATE: 05 / 02 / 08 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 05 / 01 / 08 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 153000 GEN. FUEL DELIVERY/INTAKE COMPONENT
AI FUEL/INTAKE SYSTEM YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZVP566N 05/01/2008

NO PREVIOUS FILES FOUND.

@05/01-ZVP566N

>>RCAS-VP VERIFIED NAME, ADDRESS, VIN, DAY & EVE PHONE AND RESPONSIBLE DLR.

>>RCAS-VP CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE.

>>RCAS-VP VERIFIED PREVIOUS NISSAN/INFINITI VEH: NONE.

>>RCAS-VP RECEIVED CALL FROM C. C STATED THAT C RAN OUT OF GAS AND TOOK THE VEH TO AN INDEPENDENT FACILITY TO HAVE THE FUEL SENDING UNIT REPLACED; C STATED THAT THE GAS GAUGE WAS READING INCORRECTLY.

@05/01-ZVP566N

C STATED THAT AFTER THE REPAIR AT THE INDEPENDENT, THE VEH IS STILL NOT READING CORRECTLY AND INQUIRE IF THERE WERE ANY RECALLS ON THE VEH.

>>RCAS-VP INFORMED THE C THAT THERE ARE NO RECALLS ON C'S VEH AND SUGGESTED THAT C TAKE THE VEH TO THE CLOSEST INFINITI DLRSHIP TO HAVE THE ISSUE LOOKED AT AND ADDRESSED; C UNDERSTOOD AND WAS PROVIDED A FILE NUMBER.

>>RCAS-VP THANKED THE C FOR CALLING BEFORE THE C ENDED THE CALL.

>>RCAS-VP HAS CLOSED THE FILE.

@05/01-ZVP566N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT8G	ROOT CAUSE: SCLT
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 0	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: ZVP566N	
HISTORY:	UPDATE BY: ZVP566N	
SVC CALL#:	UPDATE DATE: 04 / 17 / 09	
CLOSE: Y (Y/N)	CLOSE DATE: 05 / 01 / 08	MICROFILM: N
RESP CAA: PARMAR, VIMAL	OLM: COPENHAVER J	DOM:
PHONE: 0000041437	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
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REQUESTED BY: corneb2

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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E83M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 74100
CITY: MEBANE IN SVC DATE: 06 / 18 / 03
ST/ZIP: NC [REDACTED] VCAN: N RTL DLR: 70309 HARPER INFINITI, INC.
DAY PH: [REDACTED] PAID: SVC DLR: 71041 MODERN INFINITI, LLC
EVE PH: [REDACTED] SUSP: RESP DLR: 71041 MODERN INFINITI, LLC
DLR PH: [REDACTED] DENY: 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 PREOWNED X MILES 41000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: INDEPENDENT FACILITY
OUTSIDE WARRANTY BY (B) MONTHS: 11 MILES: 14100 (PT) MONTHS: MILES: 4100

ORIG CODE: CT 11 OPEN DATE: 05 / 07 / 08 XFER/RSPNSBLTY: 72 13 S
CONTACT (S): FOLLOWUP DATE: 05 / 08 / 08 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 05 / 07 / 08 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OF NNA., INC. ISSUES 177000 M45
AR PRODUCT INQUIRIES (INF) VG PROVIDED RECALL INFORMATION
OF NNA., INC. ISSUES 177000 M45
AR PRODUCT INQUIRIES (INF) ZR GENERAL INQUIRY

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C. A. R. COMMENTS

FILE OPENED-ZJL437N 05/07/2008
PREVIOUS RELATED FILES FOUND: NONE. @05/07-ZJL437N
PREVIOUS UNRELATED FILES FOUND: NONE.
RCAS-JL VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY & EVE PHONE, AND RESPONSIBLE DLR.
RCAS-JL CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE.
RCAS-JL INFORMED C THAT THERE ARE NO OPEN RECALLS.
PREVIOUS NISSAN/INFINITI VEHICLES: NONE.
RCAS-JL RECEIVED A CALL FROM C.
C STATED C IS HAVING AN ISSUE WITH THE FUEL TANK READER.
C STATED THE TANK WILL READ 1/2 TANK BUT THE VEH WOULD ONLY HAVE 1/4 TANK.
C STATED C IS CALLING FOR ANY RECALLS ON THIS BECAUSE C READ ON THE INTERNET THAT THIS HAS OCCURED A LOT ON C'S YEAR MODEL VEH.
RCAS-JL INFORMED C THAT RECALLS ARE VIN SPECIFIC DEPENDING ON THE MANUFACTURE DATE. @05/07-ZJL437N
RCAS-JL INFORMED C THERE MAY BE TSBS AVAILABLE TO HELP THE DLR ADDRESS THIS ISSUE THEREFORE IT IS RECOMMENDED THAT C VISIT ANY INFINITI FOR A DIAGNOSIS.
RCAS-JL INFORMED C SINCE C IS OOW, C WILL BE RESPONSIBLE FOR DIAGNOSTIC AND REPAIR FEES, C UNDERSTOOD.
RCAS-JL OFFERED ADDITIONAL ASSISTANCE, C DENIED.
C THANKED RCAS-JL FOR ASSISTANCE, C SATISFIED.
RCAS-JL GAVE C NAME, EXTENSION AND FILE NUMBER.
RCAS-JL CLOSING FILE. @05/07-ZJL437N
@05/07-ZJL437N

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:
IIR-DATE: 00 / 00 / 00 TRANS DATE: 00 / 00 / 00 CHECK REQUESTED: NO
3RD PRY: PART#: CHECK ISSUED: NO
BYBACK ST: OPENED BY: ZJL437N
HISTORY: UPDATE BY: ZJL437N
SVC CALL#: UPDATE DATE: 04 / 17 / 09
CLOSE: Y (Y/N) CLOSE DATE: 05 / 07 / 08 MICROFILM: N
RESP CAA: OLM: COPENHAVER J DOM:
PHONE: 0000000000 OWNER FIRST: LANGUAGE: E ENGLISH

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: TAMPA
ST/ZIP: FL [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E93M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 54000
IN SVC DATE: 10 / 05 / 02
VCAN: N RTL DLR: 70207 FIELDS INFINITI
PAID: 7 SVC DLR: 70049 LOKEY MOTOR COMPANY
SUSP: 0 RESP DLR: 70049 LOKEY MOTOR COMPANY
DENY: 0 REGION: 72 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 PREOWNED MILES # NISSAN/INFINITI VEHICLES: 5
VEHICLE MAINTAINED BY: 70049 LOKEY MOTOR COMPA
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 05 / 16 / 08 XFER/RSPNSBLTY: 72 12 S
CONTACT (S): FOLLOWUP DATE: 06 / 04 / 08 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 05 / 30 / 08 INF-NET DATE: 05 / 28 / 08

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OF NNA., INC. ISSUES 177000 M45
AR PRODUCT INQUIRIES (INF) VG PROVIDED RECALL INFORMATION

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C. A. R. COMMENTS

FILE OPENED-ZJW576N 05/16/2008
PREVIOUS FILES FOUND: 5340040. @05/16-ZJW576N
RCAS-JW VERIFIED C'S NAME, ADDRESS, VIN NUMBER, MILEAGE, DAY AND EVENING
PHONE NUMBERS, AND RESP DLR.
RCAS-JW CHECKED FOR OPEN RECALLS/CAMPAIGN/UPGRADES FOUND: NONE.
RCAS-JW INFORMED C THERE WERE NO OPEN RECALLS.
PREVIOUS NISSAN/INFINITI VEH: 87 MAX, 96 MAX, 01 MAX, 97 Q45.
RCAS-JW RECEIVED INBOUND CALL FROM C. @05/16-ZJW576N
C STATED C FEELS THE VEH SHOULD BE UNDER A RECALL AS THE VEH STALLED
ON THE FREEWAY AT NO WARNING. C STATED C IS HAVING PROBLEMS WITH THE
FUEL GAUGE AND THE STEREO. C STATED C HAD RECEIVED SERVICE LIGHTS FOR THE
LAST MONTH AND THE VEH IS SLUGGISH AND IS NOT ACCELERATING PROPERLY.
RCAS-JW ADVISED C THAT RECALLS ARE VIN SPECIFIC AND THAT THE BEST OPTION IS
TO WORK WITH THE DLR TO HAVE VEH DIAGNOSED.
C UNDERSTOOD. @05/16-ZJW576N
RCAS-JW ASSURED THAT THE VEH IS NOT AFFECTED BY THE RECALL AND THAT THE
CONCERN HAS BEEN DOCUMENTED.
RCAS-JW APOLOGIZED FOR ANY INCONVENIENCE THIS HAS CAUSED C AND ADVISED THAT
THE BEST OPTION IS TO WORK WITH THE VEH TO HAVE THE VEH DIAGNOSED.
C UNDERSTOOD. @05/16-ZJW576N
RCAS-JW OFFERED FURTHER ASSISTANCE, C DECLINED.
RCAS-JW GAVE C NAME, EXTENSION, AND FILE NUMBER.
RCAS-JW CLOSING FILE, AS C REQUIRES NO FURTHER ASSISTANCE. @05/16-ZJW576N
***** @05/23-ZEJ656N
RCAS-EJ RECEIVED CALL FROM C REQUESTING FURTHER ASSISTANCE WITH THE REPAIR OF
THE VEH.
RCAS-EJ REOPENING THE FILE AS FOLLOW UP IS REQUIRED AS VEH IS NOT REPAIRED.
C STATED THAT C IS STUCK IN THE FREEWAY.
C STATED THAT C JUST PICKED UP THE VEH ON MONDAY FROM LOCKEY INF AND NOW
THE VEH WONT START. @05/23-ZEJ656N
C STATED THAT C IS REQUESTING TO BE TRANSFERRED TO RA AND ALSO WILL BE
REQUESTING INF TO FOLLOW UP AS C IS ALSO REQUESTING ASSISTANCE WITH THE
REPAIR OF THE VEH.
RCAS-EJ ADVISED C THAT THE FILE WILL BE FORWARDED TO THE REGIONAL SPECIALIST
IN THE AREA.
RCAS-EJ ADVISED TO THAT A REGIONAL SPECIALIST WILL BE IN TOUCH WITH C
BEFORE THE END OF BUSINESS ON 05-27-08.
C UNDERSTOOD.
RCAS-EJ GAVE NAME, EXTENSION NUMBER AND FILE NUMBER.
RCAS-EJ TRANSFERRED CALL TO RA FOR TOWING.
RCAS-EJ TRANSFERING FILE TO RESP REGION SPECIALIST AND
LEAVING FILE OPEN FOR FOLLOW-UP. @05/23-ZEJ656N
**** @05/27-ZJW576N
RCAS-JW UNABLE TO FOLLOW UP WITH C AS FOLLOW UP
REMOVED ON 05/27/08 AT 10:15 AM EST. @05/27-ZJW576N
RCAS-EJ RECEIVED CALL FROM C REQUESTING FURTHER ASSISTANCE WITH THE REPAIR OF
THE VEH.
C STATED THAT THE VEH WAS TAKEN TO LOCKEY INF AS IT WAS TOWED IN LAST WEEK.
C STATED THAT LOCKEY INF FOUND THE CONCERN WITH THE VEH AS BEING AN ELECTRICAL
CONCERN AND THE TOTAL REPAIR COST WILL BE \$560.00.
C STATED THAT DLR ALSO TOLD C THAT THE VEH WAS OUT OF GAS AND THAT WAS THE
OTHER CONCERN WITH THE VEH.
C STATED THAT THE DLR TOLD C THAT THERE WAS A GAS GAUGE CONCERN.

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C STATED THAT THE PART THAT THE VEH NEEDS WILL BE RESETTING THE PROGRAMMING OF THE VEH.

C STATED THAT C WAS NOT HAPPY WITH SA-DOUGLAS TURBIN AT LOCKEY INF AND C ADVISED SM OF THE CONCERN.

C STATED THAT C HAS BEEN A 25 YEARS INF LOYAL AND C CANNOT WORK WITH THE DLR AS C HAS LOST CONFIDENCE AS THE FIRST TIME THE DLR COULD NOT FIND ANY CONCERNS. @05/28-ZEJ656N

C STATED THAT THE SECOND TIME NOW THE DLR FOUND AN ELECTRICAL CONCERN AND THE GAS GAUGE CONCERN.

C STATED WOULD LIKE FURTHER ASSISTANCE WITH THE REPAIR OF THE VEH AS C DOES HAVE ANY CONFIDENCE IN THE DLRSHp.

C STATED THAT C WOULD LIKE TO TAKE THIS FURTHER UP TO A MANAGER OR SUPERVISOR AS C IS VERY UPSET THAT C IS NOT GETTING THE ASSISTANCE C REQUIRES.

RCAS-EJ ADVISED C THAT THE REGIONAL SPECILAIST HANDLING THE CASE IS AWAY TODAY.

RCAS-EJ ADVISED C THAT RCAS-EJ IS ABLE TO CONTACT THE DLR ON BEHALF OF C TO FIND OUT THE REPAIRS NEEDED AND FURTHER INFORMATION.

C AGREED.

RCAS-EJ PLACED C ON HOLD TO CONTACT LOCKEY INF.

RCAS-EJ CALLED LOCKEY INF AND LEFT DETAILED VMX FOR SM-JOHN OLIVA TO CONTACT RCAS-EJ.

RCAS-EJ ADVISED C THAT A VMX WAS LEFT FOR SM REGARDING THE REPAIR OF THE VEH. @05/28-ZEJ656N

RCAS-EJ ADVISED C THAT RCAS-EJ WILL BE IN CONTACT WITH C AS MORE INFORMATION IS AVAILABLE FROM THE DLR.

C UNDERSTOOD.

C ENDED CALL.

PENDING CONTACT WITH DLR. @05/28-ZEJ656N

RCAS-EJ CALLED DLR ON 05-28-08 AT 2:11PM AND LEFT DETAILED VMX FOR SM. @05/28-ZEJ656N

***** @05/30-ZEJ656N

RCAS-EJ CALLED DLR ON 05-30-08 AT 8:42AM AND LEFT DETAILED VMX FOR SM-JOHN OLIVA.

RCAS-EJ RECEIVED INBOUND CALL FROM SM-JOHN OLIVA ON 05-30-08 AT 8:46AM AND SPOKE WITH SM REGARDING THE REPAIR OF THE VEH.

SM STATED THAT THE VEH WAS REPAIRED UNDER GOODWILL AND THE VEH WAS PICKED UP AFTER HOURS.

SM STATED THAT THE RECEPTIONIST TOLD SM THAT C REFUSED TO SIGN THE PAPERWORK AND TOOK THE DLRSHp PAPERWORK WHICH WAS SUPPOSED TO BE USED FOR THE GOODWILL REPAIR.

SM STATED THAT SM WAS VERY MUCH INVOLVED WITH THE REPAIR OF THE VEH AND THE C.

SM STATED THAT THE VEH WAS RUNNING WITHOUT GAS AND THE THE GAS GAUGE WAS REPAIRED UNDER GOODWILL.

SM STATED THAT SM HAS TRIED TO CONTACT C THIS MORNING TO TRY TO EXPLAIN THE TOTAL REPAIR AND THAT THE VEH HAD 7 GALLONS ADDED TO THE FUEL.

RCAS-EJ THANKED SM FOR ASSISTANCE AND TIME.

RCAS-EJ CALLED C ON DAY PHONE ON 05-30-08 AT 9:00AM AND LEFT A MESSAGE WITH C'S WIFE. @05/30-ZEJ656N

***** @05/30-ZJW576N

RCAS-JW CONTACTED C ON DAYTIME NUMBER ON 05/30/08 AT 2:08 PM EST.

C STATED THE VEH IS RUNNING GOOD AND HAS DRIVEN THE VEH AND IS HAPPY WITH THE VEH BUT NOT WITH THE SERVICE. C STATED THAT C FEELS THE DLR TOOK FUEL OUT OF THE VEH AND THAT C KEEPS TRACK OF THE MILEAGE AND THE FUEL AS C IS

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PAID FOR MILEAGE AND FUEL IN C'S EMPLOYMENT. @05/30-ZJW576N
C STATED THAT C FUELED THE VEH AND DROVE THE VEH ABOUT 20 MILES AND THAT C
HAD SCHEDULED AN APPT AND CALLED THE DLR TO SEE IF THE DLR COULD BRING THE
VEH IN OWNER AND THAT C DROVE ABOUT 14 MILES TO THE DLR. C STATED THAT THE
VEH WAS DROPPED OFF AT ABOUT 19 GALLONS. C STATED THAT THE VEH WAS AT THE
DLR ON FRIDAY AND THAT C WAS CUTTING OUT ON THE HIGHWAY AND THE GAS GAUGE
STOPPED WORKING. SA ADVISED THAT C REQUIRED 60000 MILES AND THAT C PAID \$1062.
C STATED THAT THE C PUT ON 203 MILES ON THE VEH AND THAT THE DLR DID THE
SERVICE AND THAT NOTHING WAS MENTIONED ABOUT THE GAS GAUGE. @05/30-ZJW576N
SA ADVISED THAT THE GAS TANK WAS FULL AND THAT THE GAS TANK NEEDS TO BE
ALMOST EMPTY. C STATED C DROVE 203 MILES SINCE TAKING THE VEH TO THE DLR AND
THAT C HAD THE VEH TOWED TO THE DLR AND THAT C FEELS THAT EITHER THE DLR
LIED ABOUT THE AMOUNT OF GAS IN THE VEH OR THAT C FEELS THE DLR TOOK THE FUEL
OUT OF THE VEH.
RCAS-JW APOLOGIZED FOR C'S INCONVENIENCE. @05/30-ZJW576N
RCAS-JW ADVISED THAT THE SM WOULD LIKE TO DISCUSS WITH C.
C STATED DLR HAD TWO OPPURTUNITIES AND THAT C FEELS C WILL NOT DO
BUSINESS WITH DLR. C STATED C WAS POORLY TREATED. @05/30-ZJW576N
C STATED THAT C IS LOOKING INTO OTHER MODEL VEHS AS C IS NOT SATISFIED AND
C STATED IT'S NOT INFINITI CA OR THE VEH AND THAT THE CONCERN IS WITH THE
STAFFING AT THE DLR. @05/30-ZJW576N
RCAS-JW APOLOGIZED FOR ANY INCONVENIENCE THAT C RECEIVED. @05/30-ZJW576N
RCAS-JW ADVISED THAT RCAS-JW WILL BE FILING A COMPLAINT FOR C AND ADVISED C
OF OTHER DLRS IN C'S AREA IF C IS WILLING TO GIVE INFINITI ANOTHER CHANCE.
C STATED INFINITI HAS A GREAT NAME AND THAT C IS SATISFIED WITH THE VEH.
RCAS-JW UNDERSTOOD AND APOLOGIZED. @05/30-ZJW576N
C UNDERSTOOD. @05/30-ZJW576N
RCAS-JW OFFERED FURTHER ASSISTANCE.
C DECLINED. @05/30-ZJW576N
RCAS-JW CLOSING FILE AS C REQUIRES NO FURTHER ASSISTANCE. @05/30-ZJW576N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

VMX LEFT FOR EVELYN @ 10:26AM ON 5-28-08 BY J.OLIVA FROM LOKEY INFINITI.
@05/28-70049

C CAME BACK TO DLR THIS MORNING TO RETRIEVE ITEMS HE LEFT IN LOANER CAR. AT TH
AT TIME SM J.OLIVA ASKED C WHY HE WOULDN'T SIGN REPAIR ORDER FINAL INVOICE.
C CLAIMED HE DID NOT AGREE WITH STATEMENTS MADE ON THE INVOICE COPY, AND
WOULD NOT SIGN BECAUSE OF THAT. SM EXPLAINED THAT SIGNING INVOICE IS NOT
AN ADMISSION OF ANY GUILT OR FAULT ON C'S PART, BUT RATHER AN ACKNOWLEDGEMENT
OF SERVICES PERFORMED FOR THE PURPOSES OF DOCUMENTING GOODWILL WORK PERFORMED.
C STATED THAT HE STILL REFUSES TO SIGN PAPERWORK. SM HAD TO REPRINT ORIGINAL
RO SINCE CUSTOMER TOOK THE ORIGINALS. C STATED HE WOULD FAX IN WHAT HE TOOK
BUT IT WAS REPRINTED SO FILING COULD BE DONE. @05/30-70049

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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 / 23 / 08	USERID: ZEJ656N
OTHER #: 0	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: ZJW576N	
HISTORY:	UPDATE BY: ZJW576N	
SVC CALL#:	UPDATE DATE: 04 / 17 / 09	
CLOSE: Y (Y/N)	CLOSE DATE: 05 / 30 / 08	MICROFILM: N
RESP CAA: WIERTEL, JENNIFER	OLM: COPENHAVER J	DOM:
PHONE: 0000041618	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E83M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 50000
CITY: ROCKFORD IN SVC DATE: 10 / 28 / 03
ST/ZIP: MI [REDACTED] VCAN: N RTL DLR: 70310 SUBURBAN INFINITI, INC.
DAY PH: [REDACTED] PAID: 13 SVC DLR: 70434 PFEIFFER INFINITI, INC.
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 70434 PFEIFFER INFINITI, INC.
DLR PH: [REDACTED] 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 PREOWNED X MILES 25000 # NISSAN/INFINITI VEHICLES: 3
VEHICLE MAINTAINED BY: 70434 PFEIFFER INFINITI
OUTSIDE WARRANTY BY (B) MONTHS: 7 MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 05 / 27 / 08 XFER/RSPNSBLTY: 72 22 S
CONTACT (S): FOLLOWUP DATE: 06 / 09 / 08 INF-NET (Y/N): 1
SEVERITY: 3 CLOSE DATE: 06 / 09 / 08 INF-NET DATE: 05 / 28 / 08

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 152000 FUEL PUMP
AI FUEL/INTAKE SYSTEM YE MULTIPLE REPAIR ATTEMPTS
OA VEHICLE CONCERNS 152000 FUEL PUMP
AI FUEL/INTAKE SYSTEM YI OOW GOODWILL ASSISTANCE REQUEST
OA VEHICLE CONCERNS 153000 GEN. FUEL DELIVERY/INTAKE COMPONENT
AI FUEL/INTAKE SYSTEM YE MULTIPLE REPAIR ATTEMPTS
OA VEHICLE CONCERNS 153000 GEN. FUEL DELIVERY/INTAKE COMPONENT
AI FUEL/INTAKE SYSTEM YI OOW GOODWILL ASSISTANCE REQUEST

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C. A. R. COMMENTS

FILE OPENED-ZJW576N 05/27/2008
PREVIOUS FILES FOUND: 5387306. @05/27-ZJW576N
RCAS-JW VERIFIED C'S NAME, ADDRESS, VIN NUMBER, MILEAGE, DAY AND EVENING
PHONE NUMBERS, AND RESP DLR
RCAS-JW CHECKED FOR OPEN RECALLS/CAMPAIGN/UPGRADES FOUND: NONE.
RCAS-JW INFORMED C THERE WERE NO OPEN RECALLS.
PREVIOUS NISSAN/INFINITI VEH: 02 MAX, 90SEN.
RCAS-JW RECEIVED INBOUND CALL FROM C. @05/27-ZJW576N
C STATED THAT C TOOK THE VEH TO THE DLR ABOUT SEPT 2007 FOR THE FIRST TIME FOR
THE FUEL SYSTEM CONCERNS. C STATED THE VEH WILL JUST SHUT OFF AND RUN OUT OF
FUEL. C STATED THAT THE VEH ONCE FILLED WILL RUN AGAIN AND THE FUEL GAUGE
WILL SHOW AS LOW AS A THIRD, QUARTER OR A HALF. C STATED THAT THE DLR HAS
NOT BEEN ABLE TO FIND THE CONCERN. C STATED THE FIRST TIME RAN OUT OF FUEL IN
DLR'S DIRVEWAY. C STATED THE DLR DIAGNOSED THE VEH THE SECOND TIME AND CAN'T
DIAGNOSE THE CONCERN, C STATED THAT THE THIRD TIME THE DLR REPAIRED THE FUEL
PUMP AND THAT THE FOURTH VISIT WAS ON 05/27/08 AND THAT THE DLR ADVISED THAT
THE DLR TESTED THE VEH AND THE VEH IS FINE. @05/27-ZJW576N
C STATED NO WEATHER CONDITION AFFECTS CONCERN. @05/27-ZJW576N
C STATED THE DLR SUGGESTED THAT C REPLACE THE UNIFIED METER AND THAT THE COST
WOULD BE \$500 AND THAT C WOULD HAVE TO PAY \$100 DEDUCTIBLE TO HAVE REPAIR.
C STATED THAT C DOESN'T FEEL THAT C SHOULD NOT HAVE TO PAY FOR THE REPAIR AS
THIS IS GUESSWORK.
C STATED THAT THE DLR SHOULD BE COVERING THE REPAIR AS C HAS BROUGHT THE
CONCERN TO DLR ATTENTION PRIOR TO WARRANTY EXPIRING. @05/27-ZJW576N
RCAS-JW ADVISED THAT RCAS-JW WILL SEND THE FILE TO RCAS FOR FURTHER
ASSISTANCE AND TO SEE IF INFINITI IS ABLE TO COVER ANY COSTS FOR C.
C UNDERSTOOD.
RCAS-JW ADVISED THAT INFINITI'S OBLIGATION IS TO HONOR THE MAUFACTURER'S
WARRANTY.
C UNDERSTOOD AND ADVISED C FEELS THIS CONCERN SHOULD BE COVERED UNDER WARRANTY
AS C BROUGHT THIS TO DLR ATTENTION PRIOR TO WARRANTY EXPIRING AND THAT THE
DLR WAS UNABLE TO REPAIR.
RCAS-JW UNDERSTOOD.
RCAS-JW ADVISED THAT RCAS WILL CONTACT C BY THE END OF THE NEXT BUSINESS
DAY.
C UNDERSTOOD. @05/27-ZJW576N
RCAS-JW OFFERED FURTHER ASSISTANCE, C DECLINED.
RCAS-JW GAVE C NAME, EXTENSION, AND FILE NUMBER. @05/27-ZJW576N
RCAS-JW SENT INTERNAL MESSAGE TO RCAS-JL ON 05/27/08 AT 5:04 PM EST.
@05/27-ZJW576N
** @05/28-ZMH999N
RCAS-MH REVIEWED IN VROI: WORK ORDER: 43048-03 W.O.DATE: 04/16/08
ODOMETER: 50076
REMARK: CUST. STATES WHEN AT 1/3 FUEL GAUGE, CAR RAN OUT OF GAS, WI
LL BOUNTCE FROM 1/3-1/4-1/2, BACK TO 1/3 @05/28-ZMH999N
REMARK: IMPROPER READING FROM FUEL LEVEL SENSOR. DIAGNOSED AND
REPLACED SENSOR. @05/28-ZMH999N
** @05/28-ZMH999N
RCAS-MH CALLED DLR 70434 AT 9:08AM EST, 5/28/08. RCAS-MH SPOKE TO SM-TIM
URBANSKI. RCAS-MH INQUIRED ABOUT C'S CONCERNS. SM STATED SM RAN GRT FOR C
AND IT WAS APPROVED, HOWEVER C WOULD HAVE TO PAY \$50 TOWARDS REPAIR. RCAS
UNDERSTOOD AND THANKED SM FOR INFORMATION. GRT WAS APPROVED FOR C TO PAY \$100
BUT AFTER C WAS UNHAPPY, DLR OFFERED AT \$50. RCAS-MH ADVISED SM THAT RCAS WILL

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CA6165028I

CONTACT C.

RCAS-MH CALLED C ON DAY NUMBER AT 9:23AM EST, 5/28/08. RCAS-MH SPOKE TO C. RCAS-MH EXPLAINED TO C THAT RCAS SPOKE TO SM AND C'S REPAIR HAS BEEN REVIEWED FOR FINANCIAL ASSISTANCE AND C WAS APPROVED FOR REPAIR TO BE COVERED HOWEVER C WOULD BE RESPONSIBLE FOR \$50. C STATED C FEELS THAT SINCE THIS BEGAN UNDER WARRANTY C SHOULD NOT BE CHARGED ANYTHING. RCAS-MH EXPLAINED TO C THAT C IS OUT OF WARRANTY AND THIS IS THE ASSISTANCE BEING OFFERED TO C OUT SIDE OF THE OBLIGATIONS OF A MANUFACTURER. C STATED WHAT IF C HAD KNOCKING IN ENGINE DURING WARRANTY AND THEN DLR DETERMINED WHAT SHOULD BE REPAIRED OUTSIDE OF WARRANTY. RCAS-MH EXPLAINED THAT FILE WOULD BE REVIEWED FOR FINANCIAL ASSISTANCE OUT SIDE OF WARRANTY AND THAT WOULD OFFERED. C STATED THAT IS NOT HOW A COMPANY SHOULD WORK AND \$50 IS NOT THAT BIG OF A DEAL. RCAS-MH EXPLAINED AGAIN ABOUT C'S OFFER. C STATED C WILL MAKE A DECISION IN THE NEXT COUPLE WEEKS AS C IS NOT HAPPY WITH THIS DECISION.

@05/28-ZMH999N

**RCAS-MH UPDATED WARRANTY PARAMETERS AND CATEGORIZATION TO REFLECT CORRECT REQUEST - FINANCIAL.

@05/28-ZMH999N

RCAS-MH CALLED SM-TIM URBANSKI AND ADVISED SM THAT RCAS SPOKE TO C AND IS STILL NOT PLEASED WITH OFFER. RCAS-MH ADVISED SM THAT C WILL BE CONTACTING DLR WITH DECISION, WITHIN A COUPLE WEEKS. SM THANKED RCAS FOR UPDATE AND ENDED CALL.

@05/28-ZMH999N

RCAS-MH CLOSED FILE.

@06/09-ZMH999N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

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 #: 1	DATE: 06 / 09 / 08	USERID: ZMH999N
OTHER #: 0	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: ZJW576N	
HISTORY:	UPDATE BY: ZMH999N	
SVC CALL#:	UPDATE DATE: 04 / 17 / 09	
CLOSE: Y (Y/N)	CLOSE DATE: 06 / 09 / 08	MICROFILM: N
RESP CAA:	OLM: COPENHAVER J	DOM:
PHONE: 000000000	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: GARLAND
ST/ZIP: TX [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E03M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 67000
IN SVC DATE: 10 / 18 / 03
RTL DLR: 70501 CLEAR LAKE INFINITI
SVC DLR: 70477 CREST INFINITI
RESP DLR: 70477 CREST INFINITI
REGION: 92 DIST: SL/SV/PT: 12 12 42

VCAN: N
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 PREOWNED X MILES 42000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 70477 CREST INFINITI
OUTSIDE WARRANTY BY (B) MONTHS: 8 MILES: 7000 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 06 / 16 / 08 XFER/RSPNSBLTY: 92 12 S
CONTACT (S): FOLLOWUP DATE: 06 / 30 / 08 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 06 / 26 / 08 INF-NET DATE: 06 / 27 / 08

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 182000 OIL PRESSURE GAUGE/CHIME/BUZZER
AT INSTRUMENTATION YI OOW GOODWILL ASSISTANCE REQUEST

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C. A. R. COMMENTS

FILE OPENED-ZNP099N 06/16/2008
PREVIOUS UNRELATED/RELATED FILES FOUND: NONE
RCAS-RM VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY & EVE PHONE,
AND RESPONSIBLE DLR.
RCAS-RM CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:_NONE
RCAS-RM INFORMED C OF NO OPEN RECALL.
PREVIOUS INFINITI VEHICLES:_J30 AND G20 - PREOWNED
RCAS-RM RECEIVED CALL FROM:_C
C STATED C WANTED TO KNOW IF C HAS ANY RECALLS FOR THE GUAGE.
RCAS-RM INFORMED C, C HAS NO OPEN RECALLS. @06/16-ZNP099N
RCAS-RM ASKED FOR ADDITIONAL ASSISTANCE, C DENIED.
C THANKED RCAS-RM FOR ASSISTANCE, C SATISFIED.
RCAS-RM GAVE C NAME, EXTENSION, AND FILE NUMBER.
RCAS-RM CLOSING FILE. @06/16-ZNP099N
***** @06/23-ZSP310N
RCAS-SJP RECEIVED INBOUND CALL FROM C. @06/23-ZSP310N
C STATED THAT C WOULD LIKE TO KNOW IF ANY CAMPAIGN OR RECALL EXISTS FOR FUEL
GUAGE. @06/23-ZSP310N
RCAS-SJP ADVISED NO OPEN RECALLS. @06/23-ZSP310N
C STATED THAT C'S VEH WAS BROUGHT TO 70477 CREST INFINITI TODAY FOR DIAGNOSTIC
REGARDING FUEL GAUGE. @06/23-ZSP310N
C STATED THAT C HAS HAD AN ON GOING PROBLEM WITH IN PROPER OPERATION.
C STATED WOULD LIKE NNA TO COVER THE COST OF REPAIR THAT WILL BE NEEDED.
RCAS-SJP ASSURED C'S CONCERN IS DOCUMENTED. @06/23-ZSP310N
RCAS-SJP ADVISED THAT RACS-SJP CANNOT FORWARD FILE TO A SPECIALIST FOR
FINANCIAL ASSISTANCE REVIEW UNTIL DIAGNOSTIC COMPLETE. @06/23-ZSP310N
C UNDERSTOOD. @06/23-ZSP310N
RACS-SJP PROVIDED NAME, FILE NUMBER AND EXTENSION. @06/23-ZSP310N
RCAS-SJP LEAVING FILE CLOSED PENDING C CALL BACK. @06/23-ZSP310N
***** @06/23-ZSP310N
RCAS-SJP RECEIVED VMX FROM C ON 06/25/08 AT 12:04PM EST, C STATED THAT C'S
VEH IS CURRENTLY AT 70477 CREST INFINITI AND HAS BEEN [DIAGNOSED.](#)@06/25-ZSP310N
***** @06/25-ZSP310N
RCAS-SJP CALLED C'S DAYTIME PHONE ON 06/25/08 AT 12:05PM EST, SPOKE WITH C.
C STATED THAT VEH IS AT DLR 70477 CREST INFINITI AND SA ASSISTING C IS DANIEL
ADAMS. @06/25-ZSP310N
C STATED VEH HAS BEEN DIAGNOSED AND FUEL GAUGE NEEDS TO BE REPLACED.
C STATED WOULD LIKE INFINITI TO COVER THE COST OF THE REPAIR. @06/25-ZSP310N
RACS-SJP ADVISED WILL FORWARD FILE TO SPECIALIST IN C'S AREA FOR FURTHER
REVIEW. @06/25-ZSP310N
C UNDERSTOOD. @06/25-ZSP310N
RCAS-SJP SENDING EMAIL TO RACS-JL FOR DISTRIBUTION, EXITING FILE.06/25-ZSP310N
@06/25-ZSP310N
** @06/25-ZMH999N
RCAS-MH UPDATED OOW PARAMETERS. @06/25-ZMH999N
** @06/26-ZMH999N
RCAS-MH REVIEWED VROI - C HAS NEVER BEEN TO DLRSHIP. @06/26-ZMH999N
** @06/26-ZMH999N
RCAS-MH CALLED SM-ARIK FLORCZAK AT 9:31AM EST, 6/26/08. RCAS-MH ADVISED SM
OF C'S CONCERNS AND INQUIRED ABOUT ASSISTANCE. SM STATED AS C IS SECOND
OWNER, C HAS NEVER BEEN TO DLR FOR ANYTHING, THERE IS NO ASSISTANCE AVAILABLE.
@06/26-ZMH999N
** @06/26-ZMH999N

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RCAS-MH CALLED C ON DAY NUMBER AT 9:33AM EST, 6/26/08. LEFT VMX REQUESTING
CALLBACK. @06/26-ZMH999N

RCAS-MH CALLED C ON EVE NUMBER AT 9:34AM EST, 6/26/08. LEFT VMX REQUESTING
CALLBACK. @06/26-ZMH999N

C IS OUT OF WARRANTY AND THERE IS NO ASSISTANCE AVAILABLE FROM INFINITI FOR
C'S FUEL GAUGE CONCERNS. NO ASSISTANCE FROM DLR AS PER SM CONVERSATION.

RCAS-JW RECEIVED INBOUND CALL FROM C ON 06/26/08 AT 12:07 PM EST AND VERIFIED
C'S NAME, ADDRESS AND DAYTIME PHONE NUMBER. @06/26-ZJW576N

RCAS-JW ADVISED THAT RCAS-MH HAD LOOKED INTO THE CONCERN TO GET C FINANCIAL
ASSISTANCE AND THAT THE FUEL GAUGE IS NOT GOING TO BE COVERED BY INFINITI.
C WAS NOT SATISFIED THAT C HAS RESEARCHED MATTER ON THE INTERNET AND THAT
C SHOULD HAVE THE CONCERN COVERED. @06/26-ZJW576N

RCAS-JW ADVISED THAT AFTER THE WARRANTY PARAMETERS THAT THE CASE IS LOOKED AT
ON A CASE BY CASE BASIS.

C STATED THAT C KNOWS THAT THIS IS A KNOWN ISSUE WITH THE VEH.

RCAS-JW APOLOGIZED THAT C IS NOT SATISFIED WITH THE DECISION AND ADVISED THAT
THE CASE IS LOOKED AT OUTSIDE OF THE WARRANTY ON A CASE BY CASE BASIS.

C STATED THAT C HAS RESEARCH THAT INFINITI HAS COVERED REPAIRS FOR OTHER C'S.

RCAS-JW UNDERSTOOD AND ADVISED THAT INFINITI IS NOT OBLIGATED TO PROVIDE
FINANCIAL ASSISTANCE ONCE THE C IS OUT OF WARRANTY AND THAT INFINITI IS
CONTINUING TO MAKE SOUND BUSINESS DECISIONS.

C REQUESTED TO SPEAK TO SOMEONE ELSE AT INFINITI.

RCAS-JW ADVISED THAT THE DECISION THAT INFINITI IS NOT IN THE POSITION TO
OFFER FINANCIAL ASSISTANCE TO C IN THE MATTER WOULD BE INFINITI'S FINAL
DECISION AND WILL NOT BE OVERTURNED.

C UNDERSTOOD AND WAS NOT SATISFIED THAT C WAS NOT GOING TO BE PROVIDED
FINANCIAL ASSISTANCE.

RCAS-JW UNDERSTOOD AND ADVISED C THAT C'S CONCERNS ARE DOCUMENTED.

C STATED THE DLR IS GOING TO OFFER C ASSISTANCE UNDER GOODWILL.

RCAS-JW RECOMMENDED C TO WORK WITH THE DLR IF DLR IS OFFERING C GOODWILL.

C UNDERSTOOD. RCAS-JW OFFERED FURTHER ASSISTANCE. C DECLINED. @06/26-ZJW576N

RCAS-JW PROVIDED NAME AND EXTENSION.

RCAS-JW SENT INTERNAL MESSAGE TO RCAS-MH ON 06/26/08 AT 12:22 PM EST TO CLOSE
FILE. @06/26-ZJW576N

** @06/26-ZMH999N

RCAS-MH CLOSED FILE, DECISION DELIVERED. @06/26-ZMH999N

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: NT3B	ROOT CAUSE: SNFA	UDOI
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: 06 / 25 / 08	USERID: ZSP310N	
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: ZNP099N		
HISTORY:	UPDATE BY: ZMH999N		
SVC CALL#:	UPDATE DATE: 04 / 17 / 09		
CLOSE: Y (Y/N)	CLOSE DATE: 06 / 26 / 08	MICROFILM: N	
RESP CAA:	OLM: COPENHAVER J	DOM:	
PHONE: 0000000000	OWNER FIRST:	LANGUAGE: E ENGLISH	

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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E43M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 68069
CITY: ALEXANDRIA IN SVC DATE: 05 / 24 / 03
ST/ZIP: VA [REDACTED] VCAN: N RTL DLR: 70073 CROWN INFINITI
DAY PH: [REDACTED] PAID: 5 SVC DLR: 71248 PASSPORT INFINITI/ALEXAND
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 71248 PASSPORT INFINITI/ALEXAND
DLR PH: [REDACTED] DENY: 0 REGION: 72 DIST: SL/SV/PT: 23 23 48

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED X MILES 33000 # NISSAN/INFINITI VEHICLES: 2
VEHICLE MAINTAINED BY: INDEPENDENT FACILITY
OUTSIDE WARRANTY BY (B) MONTHS: 13 MILES: 8069 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 06 / 23 / 08 XFER/RSPNSBLTY: 72 23 S
CONTACT (S): FOLLOWUP DATE: 06 / 24 / 08 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 06 / 23 / 08 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 153000 GEN. FUEL DELIVERY/INTAKE COMPONENT
AI FUEL/INTAKE SYSTEM YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZJL437N 06/23/2008
PREVIOUS RELATED FILES FOUND: NONE. @06/23-ZJL437N
PREVIOUS UNRELATED FILES FOUND: NONE.
RCAS-JL VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY & EVE PHONE, AND RESPONSIBLE DLR.
RCAS-JL CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE.
RCAS-JL INFORMED C THAT THERE ARE NO OPEN RECALLS.
PREVIOUS NISSAN/INFINITI VEHICLES: 2007 NISSAN ALTIMA.
RCAS-JL RECEIVED A CALL FROM C.
C STATED THE FUEL GAUGE TENDS TO GO OUT ON THE VEHICLE AND DOES NOT READ ACCURATELY.
C STATED C READ ON THE INTERNET THAT THERE ARE AT LEAST OVER 100 CUSTOMERS WITH THIS COMPLAINT AND WANTS TO KNOW WHY THERE IS NOT A RECALL.
RCAS-JL INFORMED C RCAS-JL CAN DOCUMENT C'S COMPLAINT AND IF THERE IS A FUTURE RECALL OR SVC CAMPAIGN, C WILL BE NOTIFIED BY MAIL. @06/23-ZJL437N
RCAS-JL ADVISED C TO HAVE AN INFINITI DLR DIAGNOSE VEH IF THERE ARE ISSUES WITH THE FUEL GAUGE.
RCAS-JL OFFERED ADDITIONAL ASSISTANCE, C DENIED.
C THANKED RCAS-JL FOR ASSISTANCE, C SATISFIED.
RCAS-JL GAVE C NAME, EXTENSION AND FILE NUMBER.
RCAS-JL CLOSING FILE. @06/23-ZJL437N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y ACTION CODE: NT8G 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:

IIR-DATE: 00 / 00 / 00 TRANS DATE: 00 / 00 / 00 CHECK REQUESTED: NO
3RD PRY: PART#: CHECK ISSUED: NO
BYBACK ST: OPENED BY: ZJL437N
HISTORY: UPDATE BY: ZJL437N
SVC CALL#: UPDATE DATE: 04 / 17 / 09
CLOSE: Y (Y/N) CLOSE DATE: 06 / 23 / 08 MICROFILM: N
RESP CAA: OLM: COPENHAVER J DOM:
PHONE: 0000000000 OWNER FIRST: LANGUAGE: E ENGLISH

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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E73M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 85000
CITY: MOUNT HOLLY IN SVC DATE: 11 / 21 / 02
ST/ZIP: NC [REDACTED] VCAN: N RTL DLR: 70045 TRONCALLI INFINITI, INC.
DAY PH: [REDACTED] PAID: 3 SVC DLR: 71042 INFINITI OF CHARLOTTE
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 71042 INFINITI OF CHARLOTTE
DLR PH: [REDACTED] 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 PREOWNED X MILES 40000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: NISSAN DLRSHIP.
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 06 / 26 / 08 XFER/RSPNSBLTY: 72 13 S
CONTACT (S): FOLLOWUP DATE: 06 / 27 / 08 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 06 / 26 / 08 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION VF NON-WARRANTY ITEM GOODWILL ASSISTANCE I

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C. A. R. COMMENTS

FILE OPENED-ZEJ656N 06/26/2008
NO PREVIOUS FILES FOUND. @06/26-ZEJ656N
RCAS-EJ VERIFIED C'S NAME, ADDRESS, VIN NUMBER, DAY AND EVENING
PHONE NUMBER AND RESPONSIBLE DLR.
RCAS-EJ CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES IN
ZCA1 - FOUND NONE @06/26-ZEJ656N
RCAS-EJ ADVISED C THERE ARE NO OPEN RECALLS/CAMPAIGNS.
PREVIOUS NISSAN/INFINITI VEH: NONE
RCAS-EJ RECEIVED CALL FROM C. C STATES WOULD LIKE ASSISTANCE WITH THE REPAIR
OF THE GAS GAUGE ON THE VEH. @06/26-ZEJ656N
C STATED THAT C HAS NOT TAKEN THE VEH TO ANY INFINITI DLRSHIP AS C TAKES THE
VEH FOR ANY REPAIR TO THE NISSAN DLRSHIP NEAR C'S HOUSE.
C STATED THAT C WOULD LIKE ASSISTANCE.
RCAS-EJ ADVISED C THAT THE CONCERN HAS TO BE DIAGNOSED BY AN INFINITI DLRSHIP.
C UNDERSTOOD. @06/26-ZEJ656N
RCAS-EJ ASKED C IF THERE IS ANY OTHER QUESTIONS OR CONCERNS.
C SATISFIED.
C THANKED RCAS-EJ FOR ASSISTANCE.
RCAS-EJ GAVE NAME, EXTENSION NUMBER AND FILE NUMBER.
RCAS-EJ CLOSING FILE AS THERE IS NO FURTHER FOLLOW-UP REQUIRED BY C.
@06/26-ZEJ656N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y ACTION CODE: NT8G ROOT CAUSE: S CCP
CALLBACK: (Y/N) #: 0 DATE: 00 / 00 / 00 USERID:
REOPEN: CALLBACK #: 0 DATE: 00 / 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: ZEJ656N
SVC CALL#: UPDATE DATE: 04 / 17 / 09
CLOSE: Y (Y/N) CLOSE DATE: 06 / 26 / 08 MICROFILM: N
RESP CAA: JIMENEZ, EVELYN OLM: COPENHAVER J DOM:
PHONE: 0000041606 OWNER FIRST: LANGUAGE: E ENGLISH

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NISSAN MOTOR CORPORATION IN U.S.A
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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: NORFOLK
ST/ZIP: VA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E73M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 58000
IN SVC DATE: 09 / 16 / 03
VCAN: N RTL DLR: 70046 ATLANTIC INFINITI, INC.
PAID: 9 SVC DLR: 70046 ATLANTIC INFINITI, INC.
SUSP: 1 RESP DLR: 70046 ATLANTIC INFINITI, INC.
DENY: 0 REGION: 72 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 PREOWNED X MILES 51932 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 06 / 26 / 08 XFER/RSPNSBLTY: 72 12 S
CONTACT (S): FOLLOWUP DATE: 06 / 27 / 08 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 06 / 26 / 08 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YI OOW GOODWILL ASSISTANCE REQUEST

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C. A. R. COMMENTS

FILE OPENED-ZSP458N 06/26/2008
PREVIOUS FILES FOUND: NONE
RCAS-SP VERIFIED C'S NAME, ADDRESS, DAY/EVE NUMBER, VIN, MILEAGE AND THE RESPONSIBLE DLR.
RCAS-SP CHECKED FOR OPEN RECALLS/CAMPIAGNS.
RCAS-SP FOUND NONE.
RCAS-SP RECEIVED CALL FROM C.
C STATED THAT C IS HAVING TROUBLE WITH GAS GAUGE.
C STATED THAT VEH HAS NOT BEEN TO DLRSHIP.
RCAS-SP ADVISED THAT VEH WOULD NEED TO DIAGNOSED BEFORE ANYTHING WILL BE DONE ON THE PART OF CONSUMER AFFAIRS.
C UNDERSTOOD.
C THANKED.
RCAS-SP CLOSING FILE.

@06/26-ZSP458N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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:

IIR-DATE: 00 / 00 / 00 TRANS DATE: 00 / 00 / 00 CHECK REQUESTED: NO
3RD PRY: PART#: CHECK ISSUED: NO
BYBACK ST: OPENED BY: ZSP458N
HISTORY: UPDATE BY: ZSP458N
SVC CALL#: UPDATE DATE: 04 / 17 / 09
CLOSE: Y (Y/N) CLOSE DATE: 06 / 26 / 08 MICROFILM: N
RESP CAA: PATERSON, SARAH OLM: COPENHAVER J DOM:
PHONE: 0000041419 OWNER FIRST: LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:41 PM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: corneb2

CAR ID: CA6204658I
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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: BURLINGTON
ST/ZIP: WI [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E23M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 81000
IN SVC DATE: 04 / 28 / 03
VCAN: N RTL DLR: 70025 DOUGLAS MOTORS CORP.
PAID: 13 SVC DLR: 71065 INTERNATIONAL INFINITI
SUSP: 0 RESP DLR: 71065 INTERNATIONAL INFINITI
DENY: 0 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 PREOWNED X MILES 71650 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: SELF MAINTAINED
OUTSIDE WARRANTY BY (B) MONTHS: 26 MILES: 21000 (PT) MONTHS: MILES: 11000

ORIG CODE: CT 11 OPEN DATE: 07 / 01 / 08 XFER/RSPNSBLTY: 72 21 S
CONTACT (S): FOLLOWUP DATE: 07 / 02 / 08 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 07 / 01 / 08 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 153000 GEN. FUEL DELIVERY/INTAKE COMPONENT
AI FUEL/INTAKE SYSTEM YX POOR OR IMPROPER OPERATION
OA VEHICLE CONCERNS 159000 GEN. AC/HEATING COMPONENT
AJ HEATER/AIR CONDITIONING YX POOR OR IMPROPER OPERATION

CONFIDENTIAL

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C. A. R. COMMENTS

FILE OPENED-ZJW576N 07/01/2008
PREVIOUS FILES FOUND: NONE.
RCAS-JW VERIFIED C'S NAME, ADDRESS, VIN NUMBER, MILEAGE, DAY AND EVENING
PHONE NUMBERS, AND RESP DLR.
RCAS-JW CHECKED FOR OPEN RECALLS/CAMPAIGN/UPGRADES FOUND: NONE.
RCAS-JW INFORMED C THERE WERE NO OPEN RECALLS.
PREVIOUS NISSAN/INFINITI VEH: NONE.
RCAS-JW RECEIVED INBOUND CALL FROM C. @07/01-ZJW576N
C STATED THAT THE VEH WAS PURCHASED 02/29/08 FROM EBAY AND THAT C FILLED THE
FUEL AND THE CHECK ENGINE LIGHT CAME ON. C STATED C HAS RESEARCHED THE INFO
ON THE INTERNET FORUMS AND THAT C IS INQUIRING IF THE VEH HAS ANY RECALLS.
C INQUIRED THE WARRANTY FOR THE VEH. @07/01-ZJW576N
RCAS-JW ADVISED THAT THE BASIC WARRANTY IS VALID UNTIL 04/28/07 OR 60000 MILES
WHICHEVER COMES FIRST AND POWERTRAIN WARRANTY IS VALID UNTIL 04/28/09 OR
70000 MILES, WHICHEVER COMES FIRST. @07/01-ZJW576N
C STATED THAT THE OTHER CONCERN WAS THE AMBIENT TEMPERATURE WAS READING
MINUS 22 DEGREES AND THE AIR CONDITIONER WOULD NOT TURN ON. @07/01-ZJW576N
C STATED C HAD CONCERN REPAIRED AT INDEPENDANT FACILITY. @07/01-ZJW576N
C STATED THAT C'S CONCERN THAT THE C JUST PURCHASED THE VEH AND THAT C'S
INSPECTION WAS FAILED TO REGISTER VEH AND THAT ACCORDING TO THE FORUMS
THAT THE FUEL SENDER OR FUEL GAUGE AND THAT C DOES NOT HAVE THE MONEY TO
HAVE THE VEH REPAIRED ON MULTIPLE TIMES AND THAT C CANNOT GET C'S BOYFRIEND
TO FIX THE VEH. @07/01-ZJW576N
C INQUIRED IF THE DLR WOULD REPLACE ONE OR BOTH COMPONENTS.
RCAS-JW RECOMMENDED C TO TAKE THE VEH TO THE INFINITI DLR TO HAVE DIAGNOSED
AND THAT C COULD INQUIRE WHICH REPAIRS WOULD BE REQUIRED.
C UNDERSTOOD. @07/01-ZJW576N
RCAS-JW OFFERED FURTHER ASSISTANCE, C DECLINED.
RCAS-JW GAVE C NAME, EXTENSION, AND FILE NUMBER. @07/01-ZJW576N
RCAS-JW OFFERED TO TRANSFER C TO DLR AND PROVIDED NUMBER. @07/01-ZJW576N
C ACCEPTED. @07/01-ZJW576N
RCAS-JW CLOSING FILE, AS C REQUIRES NO FURTHER ASSISTANCE. @07/01-ZJW576N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NT8C	ROOT CAUSE: SCLT
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 0	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: ZJW576N	
HISTORY:	UPDATE BY: ZJW576N	
SVC CALL#:	UPDATE DATE: 04 / 17 / 09	
CLOSE: Y (Y/N)	CLOSE DATE: 07 / 01 / 08	MICROFILM: N
RESP CAA: WIERTEL, JENNIFER	OLM: COPENHAVER J	DOM:
PHONE: 0000041618	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

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NISSAN MOTOR CORPORATION IN U.S.A
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REQUESTED BY: corneb2

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: NORFOLK
ST/ZIP: VA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E33M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 0
IN SVC DATE: 12 / 02 / 03
VCAN: N RTL DLR: 71015 LEGACY INFINITI, LTD.
PAID: 7 SVC DLR: 70224 CHARLES BARKER INFINITI
SUSP: 0 RESP DLR: 70224 CHARLES BARKER INFINITI
DENY: 0 REGION: 72 DIST: SL/SV/PT: 23 23 48

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED X MILES 43100 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 07 / 02 / 08 XFER/RSPNSBLTY: 72 23 S
CONTACT (S): FOLLOWUP DATE: 07 / 03 / 08 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 07 / 02 / 08 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YX POOR OR IMPROPER OPERATION

CONFIDENTIAL

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REQUESTED BY: corneb2

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C. A. R. COMMENTS

FILE OPENED-ZSP310N 07/02/2008
PREVIOUS FILES FOUND: NONE @07/02-ZSP310N
RCAS-SJP VERIFIED NAME, ADDRESS, DAY & EVENING
PHONE, VIN, MILEAGE & RESPONSIBLE DLR.
RCAS-SJP CHECKED FOR OPEN RECALLS, FOUND: NONE.
PREVIOUS INFINITI/NISSAN VEHS: NONE.
RCAS-SJP RECEIVED INBOUND CALL FROM: C. @07/02-ZSP310N
C STATED THAT C IS HAVING ISSUES WITH THE GAS GAUGE ON C'S VEH. @07/02-ZSP310N
C STATED THAT GUAGE READ HALF FULL AND VEH RAN OUT OF GAS AND HAD TO BE TOWED.
RCAS-SJP INQUIRED IF C HAS HAD ANY FORMAL DIAGNOSTIC, C STATED NO.
RCAS-SJP ADVISED THAT C'S CONCERN WITH GAS GAUGE IS DOCUMENTED. @07/02-ZSP310N
RCAS-SJP ADVISED FOR C TO BRING VEH TO AN AUTHORIZED INFINITI DLR FOR A
FORMAL DIAGNOSTIC. @07/02-ZSP310N
C UNDERSTOOD. @07/02-ZSP310N
RCAS-SJP PROVIDED NAME, FILE NUMBER AND EXTENSION. @07/02-ZSP310N
RCAS-SJP CLOSING FILE. @07/02-ZSP310N

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:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REOUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZSP310N	
HISTORY:	UPDATE BY: ZSP310N	
SVC CALL#:	UPDATE DATE: 04 / 17 / 09	
CLOSE: Y (Y/N)	CLOSE DATE: 07 / 02 / 08	MICROFILM: N
RESP CAA: POTTS, SAMANTHA	OLM: COPENHAVER J	DOM:
PHONE: 0000000000	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
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NISSAN MOTOR CORPORATION IN U.S.A
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REQUESTED BY: corneb2

CAR ID: CA6218330I
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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: PHILADELPHIA
ST/ZIP: PA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41EX3M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 53000
IN SVC DATE: 09 / 12 / 03
VCAN: N RTL DLR: 70008 AUTOPLACE INFINITI, INC.
PAID: 7 SVC DLR: 72029 INFINITI OF ARDMORE
SUSP: 1 RESP DLR: 72029 INFINITI OF ARDMORE
DENY: 0 REGION: 72 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 PREOWNED X MILES 42000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 72029 INFINITI OF ARDMO
OUTSIDE WARRANTY BY (B) MONTHS: 10 MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 07 / 14 / 08 XFER/RSPNSBLTY: 72 04 S
CONTACT (S): FOLLOWUP DATE: 07 / 17 / 08 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 07 / 17 / 08 INF-NET DATE: 07 / 18 / 08

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YI OOW GOODWILL ASSISTANCE REQUEST

CONFIDENTIAL

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NISSAN MOTOR CORPORATION IN U.S.A
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CA6218330I

C. A. R. COMMENTS

FILE OPENED-ZTG999N 07/14/2008
PREVIOUS RELATED FILES FOUND: NONE
PREVIOUS UNRELATED FILES FOUND: NONE
STATED RCAS-TG VERIFIED C'S: NAME, ADDRESS, DAY&EVE PHONE, MILEAGE,
RESPONSIBLE DLR AND VIN
RCAS-TG CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES, FOUND:NONE @07/14-ZTG999N
RCAS-TG ADVISED C OF NO OPEN RECALLS.
RCAS-TG RECEIVED A CALL FROM C.
C STATED CLUSTER DOES NOT SHOW THE REAL FUEL AMOUNT. C STATED FUEL GAUGE STAYS
ON FULL AND SOMETIMES MOVES. IT NEVER SHOWS THE CORRECT AMOUNT FUEL IN THE
VEH. C STATED HAS HEARD ABOUT THIS ISSUE AND WANTED TO KNOW WHAT INFINITI IS
DOING ABOUT THIS CONCERN. @07/14-ZTG999N
RCAS-TG STATED WILL TRANSFER FILE TO REGIONAL SPECIALIST AND C WILL
BE CONTACTED BY END OF THE NEXT BUSINESS DAY.
RCAS-TG GAVE C NAME, PHONE NUMBER, EXT AND FILE NUMBER. @07/14-ZTG999N
FILE TO BE TRANSFERRED FILE TO APROPRIATE RCAS AGENT FOR HANDLING.
RCAS-TG FORWARDING FILE TO RCAS-JL FOR DISTRIBUTION. @07/14-ZTG999N

RCAS-JL LEFT A VMX FOR C ON DAY AND EVE NUMBER AT 4:35PM EST 07/15/08.

RCAS-JL CONTACTED C AT DAY NUMBER AT 9:35AM EST 07/17/08.
C STATED C HAS BEEN NOTICING THAT ALL 2003 MODELS ARE HAVING THIS FUEL GAUGE
ISSUE.
RCAS-JL INFORMED C THERE ARE NO RECALLS FOR C'S VEH. @07/17-ZJL437N
RCAS-JL INFORMED C WHEN C'S VEH WAS DIAGNOSED BY INFINITI OF ARDMORE ON
10/27/07, THE DASH FUEL GAUGE WAS QUOTED FOR ABOUT \$494.46.
RCAS-JL INFORMED C THAT C'S BASIC WARRANTY EXPIRED BY 10 MONTHS THEREFORE
THIS WILL BE A C PAY SITUATION.
C STATED C CANNOT BELIEVE THIS ANSWER.
RCAS-JL CLOSING FILE. @07/17-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:

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 #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 0	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: ZTG999N	
HISTORY:	UPDATE BY: ZJL437N	
SVC CALL#:	UPDATE DATE: 07 / 17 / 08	
CLOSE: Y (Y/N)	CLOSE DATE: 07 / 17 / 08	MICROFILM: N
RESP CAA: JIMENEZ, EVELYN	OLM: COPENHAVER J	DOM: FRASHER PAT
PHONE: 0000041606	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
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NISSAN MOTOR CORPORATION IN U.S.A
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REQUESTED BY: corneb2

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SC: MULTI CONTRACT

NAME: [REDACTED] VIN: JNKAY41EX3M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 104292
CITY: TRENTON IN SVC DATE: 01 / 04 / 03
ST/ZIP: NJ [REDACTED] VCAN: Y RTL DLR: 70024 RAY CATENA INFINITI, INC.
DAY PH: [REDACTED] PAID: 11 SVC DLR: 71213 FLEMINGTON INFINITI
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 71213 FLEMINGTON INFINITI
DLR PH: [REDACTED] DENY: 0 REGION: 72 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 PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: NISSAN DLR
OUTSIDE WARRANTY BY (B) MONTHS: 18 MILES: 44292 (PT) MONTHS: MILES: 34292

ORIG CODE: CT 11 OPEN DATE: 07 / 17 / 08 XFER/RSPNSBLTY: 72 03 S
CONTACT (S): FOLLOWUP DATE: 08 / 04 / 08 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 07 / 28 / 08 INF-NET DATE: 07 / 23 / 08

CHECK PAYABLE TO: CHIKIA ROBINSON
ADDRESS 600 ARTISAN ST APT 27
CITY: TRENTON NJ 086185530
VIN: JNKAY41EX3M001571 MODEL LINE/YEAR: M45 2003.0

G/L VALUE CODE: 72GDWIL ACCOUNT: [REDACTED]
G/L DESCRIPTION: INFINITI EAST GOODWILL
CHECK AMOUNT: \$ 437.36

CHK REQUEST DATE: 07/25/08 REQUESTED BY: LUONG JEN ZJL437N
CHECK APPROVED: 07/28/08 APPROVED BY: NGO HUY IHN904R
CHECK ISSUE DATE: 07/29/08 CHECK NUMBER: 123396

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

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS	180000 FUEL GAUGE
AT INSTRUMENTATION	YI OOW GOODWILL ASSISTANCE REQUEST

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C. A. R. COMMENTS

FILE OPENED-ZML999N 07/17/2008

PREVIOUS RELATED FILE: NISSAN FILE 6218978. @07/17-ZML999N

RCAS-ML INPUTTING INFORMATION FROM NISSAN FILE 6218978. @07/17-ZML999N

CRR-TP RECEIVED CALL FROM C.

C STATED OWNS INFINITI M45 AND TOOK TO NISSAN DLR FOR SERVICE AND WHEN C CALLED FOR APPOINTMENT WAS ASSURED THAT THIS DLR COULD DO THE REPAIR WORK ON THIS VEHICLE.

CRR-TP NOTES VIN JNKAY41EX3M [REDACTED]

CRR-TP CREATED FILE AND OBTAINED C NAME, ADDRESS AND CONTACT TELEPHONE NUMBER AND VERIFIED RESPONSIBLE DLR.

PREVIOUS NISSAN/INFINITI VEHICLES: NONE.

CRR-TP RECEIVED CALL FROM: C.

C STATED:REPAIR DONE ON VEHICLE COSTING 437.00 DUE TO FUEL NEEDLE MOVING UP AND DOWN AND SERVICE ENGINE LIGHT ON.

C STATED:DLR TOLD C THAT CONNECTOR DAMAGED TO SENDING UNIT AND REPLACE RING COSTING 15.00 AND THE REST WAS LABOUR.

C STATED DLR HAD REPLACED THIS RING ONLY 2 MONTH BEFORE.

C STATED CHECK ENGINE LIGHT CAME BACK ON AND NOW DLR SAYS THE CLUSTER NEEDS TO BE REPLACED.

C STATED WOULD LIKE NNA TO REFUND 437.00 FOR FIRST REPAIR WHICH WAS NOT NECESSARY AND SPOKE TO GM OF DLR AND WAS TOLD THAT THE BEST DLR COULD DO IS TO REPLACE CLUSTER FOR 385.00 AND NOT CHARGE LABOUR.

C STATED WILL NOT BE HAVING VEHICLE REPAIR DONE THERE AND WILL BE TAKING VEHICLE TO INFINITI DLR.

C THANKED CRR-TP FOR ASSISTANCE, C SATISFIED.

CRR-TP GAVE C NAME, FILE NUMBER AND EXTENSION.

CRR-TP OFFERED ADDITIONAL ASSISTANCE, C DECLINED.

@07/15-ZTP257N

CRR-TP TRANSFERRING FILE TO RCAS FOR REVIEW.

***RCAS-SH DATA NETTED THE FILE ON 07/15/08 AT 4:27 PM EST. @07/17-ZML999N

***RCAS-SH SPOKE TO RS-CH ON 07/16/08 ABOUT C'S FILE

C HAS AN INFINITI VEH, C IS TAKING THE VEH TO A NISSAN DLR

RS-CH STATES INFINITI WILL OPEN A FILE FOR C AND INFINITI WILL CONTACT C BY THE END OF THE NEXT BUSSINES DAY

RCAS-SH CALLED C DAY NUMBER ON 07/16/08 AT 1:50 PM EST. SPOKE TO C

RCAS-SH ADVISED C, THE RCAS FROM INFINITI WILL CONTACT C BY THE END OF THE NEXT BUSSINES DAY

C AGREED AND ENDED CALL

RCAS-ML SENDING FILE TO RCAS-JL FOR REVIEW. @07/17-ZML999N

RCAS-JL COULD NOT CONTACT C BECAUSE FOLLOW UP WAS CANCELLED AT 4PM EST

07/18/08. @07/18-ZJL437N

RCAS-JL COULD NOT CONTACT C BECAUSE FOLLOW UP WAS CANCELLED AT 4:21PM EST

07/21/08. @07/21-ZJL437N

RCAS-JL CONTACTED C AT DAY NUMBER AT 11:23AM EST 07/22/08.

C STATED C WENT TO 3181 HALDEMAN NISSAN, INC LAST WEEK BECAUSE THE FUEL GAUGE WAS NOT READING CORRECTLY.

C STATED THE DLR REPLACED A WIRE IN THE TRUNK AND CHARGED FOR \$434 FOR THE REPAIR.

C STATED AFTER THE REPAIR WAS COMPLETE THE ISSUE WAS STILL PRESENT.

C STATED DLR THEN INFORMED C THAT IT IS THE FUEL CLUSTER.

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C STATED C WENT TO 71213 FLEMINGTON INFINITI AND GOT THAT REPLACED AND EVERYTHING IS WORKING FINE.

C STATED THE INFINITI DLR HAD TO REPLACE THE GAS LEVERAGE WHICH WAS BENT BY THE NISSAN DLR AS WELL.

C STATED C IS SEEKING TO BE REIMBURSED \$434 C SPENT AT THE NISSAN DLR FOR UNNECESSARY REPAIRS.

C STATED C SPOKE TO THE GM-GEORGE (DOES NOT KNOW LAST NAME) AND THE DLR DECLINED TO REIMBURSE C.

RCAS-JL ADVISED C TO FAX THE NISSAN RO AND INFINITI RO, RECEIPT AND PROOF OF OWNERSHIP TO RCAS-JL AT 615.967.2194 SO THAT RCAS-JL CAN REVIEW IT WITH THE DLR AND REGION.

RCAS-JL INFORMED C RCAS-JL WILL CONTACT C BY THE END OF BUSINESS DAY 07/25/08 WITH ANY UPDATES, C UNDERSTOOD. @07/22-ZJL437N

RCAS-JL EMAILED ORM-HN AT 9:51AM EST 07/25/08.

RCAS-JL RECEIVED AN EMAIL FROM ORM-HN AT 10:35AM EST 07/25/08.

ORM STATED GO AHEAD AND REIMBURSE C \$437.36 UNDER GOODWILL THIS ONE TIME IN THE INTEREST OF C SATISFACTION.

ORM STATED ADVICE C THAT AL REPAIRS NEED TO BE DONE AT AN INFINITI DLR BECAUSE OF TRAINING, TOOLS AND PARTS.

ORM STATED INFINITI AND NISSAN VEHS ARE DIFFERENT. @07/25-ZJL437N

RCAS-JL CONTACTED C AT DAY NUMBER AT 11:35PM EST 07/25/08.

RCAS-JL INFORMED C THAT INFINITI IS GOING TO REIMBURSE C \$437.36 FOR THE REPAIR AT 3181_HALDEMAN NISSAN.

RCAS-JL INFORMED C THIS IS A ONE TIME GOODWILL GESTURE.

RCAS-JL INFORMED C THAT ALL WARRANTY REPAIRS NEED TO BE COMPLETED AT AN INFINITI DLR BECAUSE OF TRAINING, TOOLS AND PARTS.

RCAS-JL INFORMED C THAT INFINITI AND NISSAN VEHS ARE DIFFERENT.

C STATED C UNDERSTANDS AND THANKED INFINITI FOR THE REIMBURSEMENT.

RCAS-JL INFORMED C THAT RCAS-JL WILL CONTACT C BY THE END OF BUSINESS DAY 07/28/08 WITH THE CHECK UPDATE, C UNDERSTOOD.

RCAS-JL SUBMITTED A CHECK REQUEST FOR \$437.36 AND EMAILED ORM-HN AT 1PM EST 07/25/08. @07/25-ZJL437N

RCAS-JL CONTACTED C AT DAY NUMBER AT 9AM EST 07/28/08. @07/28-ZJL437N

RCAS-JL CONTACTED C AT DAY NUMBER AT 9AM EST 07/28/08.

RCAS-JL INFORMED C THAT THE CHECK FOR \$437.92 HAS BEEN APPROVED AND C WILL

RECEIVE IT IN THE MAIL WITHIN 7-10 BUSINESS DAYS. @07/28-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:

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:41 PM

NISSAN MOTOR CORPORATION IN U.S.A
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REQUESTED BY: corneb2

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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 #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 0	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: YES
3RD PRY:	PART#:	CHECK ISSUED: YES
BYBACK ST:	OPENED BY: ZML999N	
HISTORY:	UPDATE BY: ZJL437N	
SVC CALL#:	UPDATE DATE: 07 / 30 / 08	
CLOSE: Y (Y/N)	CLOSE DATE: 07 / 28 / 08	MICROFILM: N
RESP CAA:	OLM: COPENHAVER J	DOM: BISHOP DAVE
PHONE: 0000456270	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
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----- CONSUMER AFFAIRS -----

CA6222674

SERVICE CONTRACTS SUMMARY

DATE: 1/30/2012
TIME: 04:07:41 PM
MODEL YEAR: 2003.0
MAKE:
MODEL LINE: M45

NAME: [REDACTED] VIN: JNKAY41EX3M [REDACTED]
IN SCV DATE: 5/31/2006

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

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

CA6222674

SERVICE CONTRACTS SUMMARY

DATE: 1/30/2012
TIME: 04:07:41 PM
MODEL YEAR: 2003.0
MAKE:
MODEL LINE: M45

NAME: [REDACTED] VIN: JNKAY41EX3M001571
IN SCV DATE: 5/31/2006

SEQ	DEALER	EFFECTIVE	EXPIRE	EXPIRE	CANCEL	TRANSFER
NO	CONTRACT NO	NUMBER ST	DATE	DATE	MILEAGE	DATE
43	FECJ07296704	71213 NJ	5/31/2006	5/31/2009	95,950	5/31/2006
44	FECJ97296704	71213 NJ	5/31/2006	5/31/2009	95,950	7/10/2007

CONFIDENTIAL

DATE: 1/30/2012
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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CURRENT SERVICE CONTRACT				PRIOR SERVICE CONTRACT			
CONTRACT:	FECJ07296704			CONTRACT:			
OWNER NAME:	[REDACTED]			OWNER NAME:			
PLAN TYPE:	E			PLAN TYPE:			
PLAN TERM:	J			PLAN TERM:			
DEDUCTABLE:	\$ 100			DEDUCTABLE:			
EFFECTIVE:	05/31/06			EFFECTIVE:			
EXPIRES:	05/31/09	MILES:	95,950	EXPIRES:		MILES:	
CANCEL:	05/31/06	MILES:	59,950	CANCEL:		MILES:	
TRANSFER:				TRANSFER:			
TRANSACTION:	6/5/2006			TRANSACTION:			
PRINTED:	06/02/06			PRINTED:			
DEALER NO:	71213	STATE:	NJ	DEALER NO:		STATE:	
DEALER NAME:	FLEMINGTON INFINITI			DEALER NAME:			

CONFIDENTIAL

DATE: 1/30/2012
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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CURRENT SERVICE CONTRACT	PRIOR SERVICE CONTRACT
CONTRACT: FECJ97296704	CONTRACT:
OWNER NAME: [REDACTED]	OWNER NAME:
PLAN TYPE: E	PLAN TYPE:
PLAN TERM: J	PLAN TERM:
DEDUCTABLE: \$ 100	DEDUCTABLE:
EFFECTIVE: 05/31/06	EFFECTIVE:
EXPIRES: 05/31/09 MILES: 95,950	EXPIRES: MILES:
CANCEL: 07/10/07 MILES: 76,825	CANCEL: MILES:
TRANSFER:	TRANSFER:
TRANSACTION: 10/2/2007	TRANSACTION:
PRINTED: 06/09/06	PRINTED:
DEALER NO: 71213 STATE: NJ	DEALER NO: STATE:
DEALER NAME: FLEMINGTON INFINITI	DEALER NAME:

CONFIDENTIAL

DATE: 1/30/2012
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NISSAN MOTOR CORPORATION IN U.S.A
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REQUESTED BY: corneb2

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: MIAMI
ST/ZIP: FL [REDACTED]
DAY PH: [REDACTED] 93
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E13M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 55000
IN SVC DATE: 09 / 09 / 03
VCAN: N RTL DLR: 70053 SOUTH MOTORS INFINITI
PAID: SVC DLR: 70052 WARREN HENRY INFINITI
SUSP: RESP DLR: 70052 WARREN HENRY INFINITI
DENY: REGION: 72 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 PREOWNED X MILES 53000 # NISSAN/INFINITI VEHICLES: 2
VEHICLE MAINTAINED BY: INDEPENDENT FACILITY
OUTSIDE WARRANTY BY (B) MONTHS: 10 MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 07 / 18 / 08 XFER/RSPNSBLTY: 72 11 S
CONTACT (S): FOLLOWUP DATE: 07 / 21 / 08 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 07 / 18 / 08 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 179000 CONSOLE/DISPLAY (ELECTRICAL)
AT INSTRUMENTATION YI OOW GOODWILL ASSISTANCE REQUEST
OA VEHICLE CONCERNS 179000 CONSOLE/DISPLAY (ELECTRICAL)
AT INSTRUMENTATION YX POOR OR IMPROPER OPERATION

CONFIDENTIAL

DATE: 1/30/2012
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REQUESTED BY: corneb2

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CA6223480I

C. A. R. COMMENTS

FILE OPENED-ZJL437N 07/18/2008
PREVIOUS RELATED FILES FOUND: NONE.
PREVIOUS UNRELATED FILES FOUND: NONE.
RCAS-JL VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE AND DAY AND EVE PHONE NUMBERS RESPONSIBLE DLR.
RCAS-JL CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE.
RCAS-JL INFORMED C THAT THERE ARE NO RECALLS.
PREVIOUS NISSAN/INFINITI VEHS: 2005 G35.
RCAS-JL RECEIVED A CALL FROM C.
C STATED THE FUEL GAUGE DOES NOT READ PROPERLY.
C STATED C WENT TO 70052 WARREN HENRY INFINITI 02/06/08 (ODOMETER: 52283):
REMARK: CUSTOMER STATES FUEL LEVEL IS NOT READING PROPERLY
REMARK: NEED CLUSTER
CUSTOMER DECLINED.
C STATED C READ ON THE INTERNET THAT THERE ARE AT LEAST 300 PEOPLE WHO HAVE THE SAME ISSUE.
C STATED C WANTS TO KNOW WHAT INFINITI CAN DO FOR C.
RCAS-JL INFORMED C THAT C IS OUT OF BASIC WARRANTY BY 10 MONTHS.
RCAS-JL INFORMED C THERE ARE NO RECALLS FOR THIS ISSUE FOR C'S VIN.
RCAS-JL OFFERED TO CONTACT THE DLR TO ASK FOR A DISCOUNT, C AGREED.

RCAS-JL PLACED C ON HOLD AND CONTACTED SA-JONATHAN (DID NOT GIVE LAST NAME) AT 70052 WARREN HENRY INFINITI AT 9:30AM EST 07/18/08.
SA STATED SM IS NOT AVAILABLE AND TO CALLBACK IN 10 MINUTES.

RCAS-JL INFORMED C THAT THE SM IS NOT AVAILABLE SO RCAS-JL NEEDS TO CALL THE SM IN ABOUT 10 MINUTES.
RCAS-JL INFORMED C RCAS-JL WILL REVIEW THIS WITH THE SM AND CALL C BY THE END OF BUSINESS DAY TODAY, C UNDERSTOOD.
RCAS-JL OFFERED ADDITIONAL ASSISTANCE, C DENIED. @07/18-ZJL437N
C THANKED RCAS-JL FOR THE ASSISTANCE, C SATISFIED.
RCAS-JL GAVE C NAME, EXTENSION AND FILE NUMBER @07/18-ZJL437N

RCAS-JL CONTACTED SM-MIKE WINTER AT 12:20PM EST 07/18/08. @07/18-ZJL437N
SM STATED DLR CAN OFFER C 10% DISCOUNT AT LEAST.
SM STATED WILL REVIEW THIS WITH THE SA AND WORK WITH C ON A PRICE.
RCAS-JL GAVE SM C'S PHONE NUMBER.
SM STATED C CAN CONTACT THE DLR TO DISCUSS.

RCAS-JL CONTACTED C AT DAY NUMBER AT 1:05PM EST 07/18/08.
RCAS-JL INFORMED C AFTER REVIEWING C'S FILE WITH THE DLR, THE SM-MIKE WINTER IS ABLE TO OFFER C A 10% DISCOUNT AT LEAST.
RCAS-JL ADVISED C TO CONTACT THE DLR TO WORK OUT A PRICE, C UNDERSTOOD.
RCAS-JL CLOSING FILE. @07/18-ZJL437N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONFIDENTIAL

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REQUESTED BY: corneb2

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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 #: 0	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: ZJL437N	
HISTORY:	UPDATE BY: ZJL437N	
SVC CALL#:	UPDATE DATE: 04 / 17 / 09	
CLOSE: Y (Y/N)	CLOSE DATE: 07 / 18 / 08	MICROFILM: N
RESP CAA:	CAOM: RCAA	CAOM: RCAA
PHONE: 0000457264	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: RIVERVIEW
ST/ZIP: FL [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E33M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 0
IN SVC DATE: 08 / 05 / 03
VCAN: N RTL DLR: 70049 LOKEY MOTOR COMPANY
PAID: 14 SVC DLR: 70048 INFINITI OF TAMPA
SUSP: 0 RESP DLR: 70048 INFINITI OF TAMPA
DENY: 0 REGION: 72 DIST: SL/SV/PT: 12 12 42

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 07 / 21 / 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 PREOWNED MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CE 11 OPEN DATE: 07 / 22 / 08 XFER/RSPNSBLTY: 72 12 S
CONTACT (S): FOLLOWUP DATE: 07 / 23 / 08 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 07 / 22 / 08 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS 152500 FUEL TANK
AI FUEL/INTAKE SYSTEM ZB BROKEN/CRACKED

CONFIDENTIAL

DATE: 1/30/2012
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C. A. R. COMMENTS

FILE OPENED-ZJG904N 07/22/2008

*****EMAIL FILE LOGGED*****

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES FOUND: NONE

EMAIL ADDRESSED TO: NNACONSUMERAFFAIRS@NISSAN-USA.COM

METHOD OF CONTACT: EMAIL ID NO.: 1109518

EMAIL ADDRESS: [REDACTED]

DATE RECEIVED: 07/21/08 DATE CREATED: 07/22/08

CRR-JG VERIFIED C'S NAME , ADDRESS,PHONE NUMBER, MILEAGE,VIN, RESPONSIBLE DLR

CRR-JG UPDATED THE OWNER DATA BASE (NAME, ADDRESS, DAY PHONE NUMBER)

CRR-JG CHECKED FOR OPEN RECALLS, CAMPAIGNS, OR UPGRADES:NONE @07/22-ZJG904N

C'S EMAIL READS:

"HI, I AM WRITING REGARDING A PROBLEM WITH MY FUEL GAUGE. I HAVE REVIEWED A FEW WEBSITES ON 2003 M45S AND ALL POINT TO THE GAUGE CLUSTER. AS THIS APPEARS TO BE "THE PROBLEM" BEING REPORTED ON @07/22-ZJG904N THE WEB AS WELL AS TO YOUR DEPT. I AM ASKING FOR YOUR ASSISTANCE FO REPAIR. I HAVE OWNED 4 INFINITI CARS AND LOVE THEM! I LOOK FORWARD TO YOUR ASSISTANCE AND HAVE A BLESSED EVENING.RESPECTFULL," @07/22-ZJG904N

CRR-JG'S RESPONSE TO C : DEAR MS. VELMA GLOVER:THANK YOU FOR CONTACTING INFINITI AND ALLOWING US THE OPPORTUNITY TO BE OF ASSISTANCE. WE ARE SORRY TO HEAR ABOUT THE EXPERIENCE YOU ARE HAVING WITH YOUR INFINITI VEHICLE AND APOLOGIZE FOR ANY INCONVENIENCE THIS MAY HAVE CAUSED YOU. PLEASE CONTACT YOUR LOCAL INFINITI DEALER AND SCHEDULE AN APPOINTMENT, AS THE DEALER IS IN THE BEST POSITION TO DIAGNOSE AND REPAIR YOUR VEHICLE. YOUR INFINITI DEALER WILL BE MORE THAN WILLING TO ASSIST.FILE # 6227354 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 @07/22-ZJG904N CONTACT US AT 1-800-662-6200. YOUR SATISFACTION WITH YOUR VEHICLE AND YOUR INFINITI DEALER IS VERY IMPORTANT TO US. THANK YOU FOR ALLOWING US TO BE OF ASSISTANCE.

CRR-JG CLOSING FILE AS NO FOLLOW UP NEEDED @07/22-ZJG904N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONFIDENTIAL

DATE: 1/30/2012
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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 #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 0	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: ZJG904N	
HISTORY:	UPDATE BY: ZJG904N	
SVC CALL#:	UPDATE DATE: 04 / 17 / 09	
CLOSE: Y (Y/N)	CLOSE DATE: 07 / 22 / 08	MICROFILM: N
RESP CAA:	OLM: COPENHAVER J	DOM:
PHONE: 0000000000	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
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NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: corneb2

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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E93M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 42000
CITY: TAMPA IN SVC DATE: 01 / 18 / 04
ST/ZIP: FL [REDACTED] VCAN: N RTL DLR: 70512 INFINITI OF COCONUT CREEK
DAY PH: [REDACTED] PAID: 12 SVC DLR: 70048 INFINITI OF TAMPA
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 70048 INFINITI OF TAMPA
DLR PH: [REDACTED] DENY: 0 REGION: 72 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 PREOWNED X MILES 41486 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: INDEPENDENT FACILITY
OUTSIDE WARRANTY BY (B) MONTHS: 6 MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 07 / 28 / 08 XFER/RSPNSBLTY: 72 12 S
CONTACT (S): FOLLOWUP DATE: 07 / 31 / 08 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 07 / 30 / 08 INF-NET DATE: 07 / 30 / 08

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YI OOW GOODWILL ASSISTANCE REQUEST

CONFIDENTIAL

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NISSAN MOTOR CORPORATION IN U.S.A
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REQUESTED BY: corneb2

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C. A. R. COMMENTS

FILE OPENED-ZML999N 07/28/2008
NO PREVIOUS FILES FOUND. @07/28-ZML999N
RCAS-ML VERIFIED C'S NAME, ADDRESS, DAY/EVENING PHONE NUMBERS, VIN, MILEAGE,
AND RESPONSIBLE DLR. @07/28-ZML999N
RCAS-ML CHECKED FOR RECALLS/CAMPAIGNS: NONE FOUND. @07/28-ZML999N
RCAS-ML RECEIVED CALL FROM C. @07/28-ZML999N
C STATED C PURCHASED VEH ON 7/14/08. @07/28-ZML999N
C STATED C'S VEH BROKE DOWN AND NOW C NEEDS AN INSTRUMENT CLUSTER AT A COST OF
\$480 DUE TO FAULTY FUEL GAUGE. @07/28-ZML999N
C STATED DLR IS WILLING TO PAY FOR HALF. @07/28-ZML999N
C STATED C LOOKED ON THE INTERNET AND SAW THAT ISSUE IS A COMMON ISSUE WITH
VEH. @07/28-ZML999N
C STATED C WOULD LIKE INFINITI TO PAY REMAINING HALF OF COSTS. @07/28-ZML999N
RCAS-ML PLACED C ON HOLD AND CONTACTED DLR. @07/28-ZML999N
RCAS-ML UNABLE TO REACH SM-TOM SWEDBURG. @07/28-ZML999N
RCAS-ML CHECKED CPIA AND SAW NO GRT RUN. @07/28-ZML999N
RCAS-ML UNSURE OF 50% DISCOUNT FROM DLR.
*** @07/28-ZML999N
RCAS-ML ADVISED C THAT RCAS UNABLE TO REACH APPROPRIATE PARTIES FOR DECISION
AND RCAS WILL NEED TO SEND FILE TO RCAS AGENT FOR REVIEW. @07/28-ZML999N
RCAS-ML ADVISED C THAT RCAS WOULD BE IN TOUCH WITH C BY END OF DAY 7/28/08.
RCAS-ML PROVIDED C WITH RECALL INFORMATION. @07/28-ZML999N
RCAS-ML PROVIDED C WITH RCAS NAME, FILE, AND PHONE NUMBER. @07/28-ZML999N
RCAS-ML OFFERED ADDITIONAL ASSISTANCE. @07/28-ZML999N
C DECLINED. @07/28-ZML999N
C THANKED RCAS-ML AND ENDED CALL. @07/28-ZML999N
RCAS-ML DATANETTING FILE TO DLR. @07/28-ZML999N
RCAS-ML SENDING FILE TO RCAS-SP FOR ASSISTANCE. @07/28-ZML999N
***** @07/28-ZML999N
RCAS-ML RECEIVED CALL FROM C. @07/29-ZML999N
C STATED C WOULD LIKE AN UPDATE ON C'S FILE. @07/29-ZML999N
RCAS-ML ADVISED C THAT RCAS-SP WOULD BE CONTACTING C BY END OF DAY 7/30/08.
C UNDERSTOOD. @07/29-ZML999N
*****8
RCAS-SP DATANETTED FILE.
RCAS-SP CONTACTED RESPONSIBLE DLR ON 07/29/08 AT 1:34 PM EST.
RCAS-SP REQUESTED TO SPEAK WITH SM-TOM SWEDBURG.
RCAS-SP LEFT VMX WITH NAME, NUMBER AND EXT. @07/29-ZSP458N
RCAS-SP EXITING FILE.
***** @07/29-ZSP458N
RCAS-SP CONTACTED C ON DAY NUMBER ON 07/29/08 AT 1:38 PM EST.
RCAS-SP NOTES THAT C'S DAY & EVE NUMBER ARE THE SAME. @07/29-ZSP458N
RCAS-SP LEFT VMX WITH NAME, NUMBER AND EXT FOR RETURN CALL.
RCAS-SP SET FOLLOW UP FOR 07/31/08.
RCAS-SP EXITING FILE. @07/29-ZSP458N
RCAS-SP RECEIVED CALL FROM C ON 07/29/08 AT 3:31 PM EST.
RCAS-SP ADVISED THAT RCAS-SP IS WAITING TO HEAR BACK FROM THE DLRSH. @07/29-ZSP458N
C UNDERSTOOD. @07/29-ZSP458N
C THANKED. @07/29-ZSP458N
RCAS-SP EXITING FILE. @07/29-ZSP458N

RCAS-SP CONTACTED SM-TOM SWEDBURG ON 07/29/08 AT 5:26 AM EST.
SM STATED THAT C ALREADY AUTHORIZED THE REPAIR.

CONFIDENTIAL

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SM STATED THAT C WAS GIVEN A BREAK ON THE LABOR AND THAT VEH IS A COMPANY VEH AND IT IS NOT ACTUALLY REGISTERED TO C. @07/29-ZSP458N
 RCAS-SP UNDERSTOOD.
 SM STATED THAT GRT WAS NOT RUN.
 RCAS-SP CHECKED IN CPIA TO CONFIRM. @07/29-ZSP458N
 SM STATED THAT C IS OUT OF WARRANTY AND DLRSHIP IS NOT WILLING TO ASSIST ANY FURTHER. @07/29-ZSP458N
 RCAS-SP UNDERSTOOD.
 RCAS-SP EXITING FILE. @07/29-ZSP458N
 ***** @07/29-ZSP458N
 RCAS-SP RECEIVED CALL FROM C.
 C STATED THAT C IS GOING TO DLRSHIP TO PICK UP VEH TODAY. @07/30-ZSP458N
 RCAS-SP ADVISED C THAT INFINITI IS ALREADY COVERING THE COST OF THE LABOR AND THAT C IS NOT RESOPNSIBLE FOR THE PART.
 C UNDERSTOOD. @07/30-ZSP458N
 RCAS-SP CLOSING FILE. @07/30-ZSP458N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT8G	ROOT CAUSE: SCLT
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 0	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: ZSP458N	
SVC CALL#:	UPDATE DATE: 04 / 17 / 09	
CLOSE: Y (Y/N)	CLOSE DATE: 07 / 30 / 08	MICROFILM: N
RESP CAA: WIERTEL, JENNIFER	OLM: COPENHAVER J	DOM:
PHONE: 0000041618	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:41 PM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: corneb2

CAR ID: CA6273231I
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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: [REDACTED]

VIN: JNKAY41E63M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 59700
IN SVC DATE: 03 / 19 / 03
VCAN: Y RTL DLR: 71050 INFINITI OF PALM BEACHES
PAID: 2 SVC DLR: 70046 ATLANTIC INFINITI, INC.
SUSP: 0 RESP DLR: 70046 ATLANTIC INFINITI, INC.
DENY: 0 REGION: 72 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 PREOWNED X MILES 16000 # NISSAN/INFINITI VEHICLES: 2
VEHICLE MAINTAINED BY: 70046 ATLANTIC INFINITI
OUTSIDE WARRANTY BY (B) MONTHS: 18 MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 09 / 03 / 08 XFER/RSPNSBLTY: 72 12 S
CONTACT (S): FOLLOWUP DATE: 09 / 03 / 08 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 09 / 03 / 08 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YX POOR OR IMPROPER OPERATION

CONFIDENTIAL

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NISSAN MOTOR CORPORATION IN U.S.A
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C. A. R. COMMENTS

FILE OPENED-ZKN032N 09/03/2008
PREVIOUS RELATED FILES FOUND: NONE.
PREVIOUS UNRELATED FILES FOUND: 5343897
RCAS-KN VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE AND DAY AND EVE PHONE NUMBERS RESPONSIBLE DLR.
RCAS-KN CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE.
RCAS-KN INFORMED C THAT THERE ARE NO RECALLS.
PREVIOUS NISSAN/INFINITI VEHS: 200 M45
RCAS-KN RECEIVED A CALL FROM C. @09/03-ZKN032N
C STATES THAT C'S GAS GAUGE IS READING WRONG. C STATES THAT C STARTED NOTICING THE ISSUE A MONTH AGO. C STATES THAT C TOOK VEH TO DLR LAST WEEK. C STATES THAT THE DLR ORDERED A PART FOR THE GAS GAUGE AND THE VEH IS NOW REPAIRED. C STATES THAT C PAID FOR THE REPAIR. C STATES THAT C HAD THE EXACT SAME ISSUE ON C'S PREVIOUS VEH AND THE DLR PROVIDED GOODWILL. RCAS-KN ASKED C WHAT INFINITI COULD DO FOR C. C STATES THAT C WOULD LIKE THE ISSUE TO BE KNOWN. C STATES THAT C HAS ALREADY PAID FOR THE REPAIR AND HOPES THAT NO ONE ELSE WILL HAVE THE SAME PROBLEM. RCAS-KN APOLOGIZED TO C FOR C'S EXPERIENCE AND ASSURED C THAT ALL CONCERNS HAVE BEEN DOCUMENTED. C STATES C UNDERSTANDS AND THANK YOU. @09/03-ZKN032N
RCAS-KN OFFERED ADDITIONAL ASSISTANCE, C DENIED.
C THANKED RCAS-KN FOR THE ASSISTANCE, C SATISFIED.
RCAS-KN GAVE C NAME, EXTENSION AND FILE NUMBER. RCAS-KN CLOSING FILE.
***** @09/03-ZKN032N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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:

IIR-DATE: 00 / 00 / 00 TRANS DATE: 00 / 00 / 00 CHECK REQUESTED: NO
3RD PRY: PART#: CHECK ISSUED: NO
BYBACK ST: OPENED BY: ZKN032N
HISTORY: UPDATE BY: ZKN032N
SVC CALL#: UPDATE DATE: 04 / 17 / 09
CLOSE: Y (Y/N) CLOSE DATE: 09 / 03 / 08 MICROFILM: N
RESP CAA: NOVACOVSKI, KIM OLM: COPENHAVER J DOM:
PHONE: 0000041610 OWNER FIRST: LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:41 PM

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REQUESTED BY: corneb2

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

CA6273231

SERVICE CONTRACTS SUMMARY

DATE: 1/30/2012
TIME: 04:07:41 PM
MODEL YEAR: 2003.0
MAKE:
MODEL LINE: M45

NAME: [REDACTED]

VIN:
IN SCV DATE: 9/29/2006

SEO NO	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
48	FENL87064605	70046	FL	9/29/2006	9/29/2010	60,209	3/1/2007	

CONFIDENTIAL

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CONTRACT: FENL87064605		CONTRACT:	
OWNER NAME: [REDACTED]		OWNER NAME:	
PLAN TYPE: E		PLAN TYPE:	
PLAN TERM: L		PLAN TERM:	
DEDUCTABLE: \$		DEDUCTABLE:	
EFFECTIVE: 09/29/06		EFFECTIVE:	
EXPIRES: 09/29/10 MILES: 60,209		EXPIRES:	MILES:
CANCEL: 03/01/07 MILES: 18,584		CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION: 3/15/2007		TRANSACTION:	
PRINTED: 10/13/06		PRINTED:	
DEALER NO: 70046 STATE: FL		DEALER NO:	STATE:
DEALER NAME: ATLANTIC INFINITI, INC.		DEALER NAME:	

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:41 PM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: corneb2

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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E43M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 59900
CITY: VANCOUVER IN SVC DATE: 05 / 17 / 03
ST/ZIP: WA [REDACTED] VCAN: N RTL DLR: 71085 TIM DAHLE INFINITI
DAY PH: [REDACTED] PAID: 8 SVC DLR: 70089 BEAVERTON INFINITI
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 70089 BEAVERTON INFINITI
DLR PH: [REDACTED] DENY: 0 REGION: 92 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 PREOWNED X MILES 59000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 70089 BEAVERTON INFINIT
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 09 / 04 / 08 XFER/RSPNSBLTY: 92 04 S
CONTACT (S): FOLLOWUP DATE: 09 / 10 / 08 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 09 / 09 / 08 INF-NET DATE: 09 / 08 / 08

CONCERN AND CATEGORY		SUBCATEGORY AND SYMPTOM	
OA	VEHICLE CONCERNS	153000	GEN. FUEL DELIVERY/INTAKE COMPONENT
AI	FUEL/INTAKE SYSTEM	YI	OOW GOODWILL ASSISTANCE REQUEST
OA	VEHICLE CONCERNS	153000	GEN. FUEL DELIVERY/INTAKE COMPONENT
AI	FUEL/INTAKE SYSTEM	YX	POOR OR IMPROPER OPERATION

CONFIDENTIAL

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NISSAN MOTOR CORPORATION IN U.S.A
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REQUESTED BY: corneb2

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CA6274530I

C. A. R. COMMENTS

FILE OPENED-ZSP310N 09/04/2008
PREVIOUS FILES FOUND: NONE @09/04-ZSP310N
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
RCAS-SJP ADVISED VEH HAS NO OPEN RECALLS. @09/04-ZSP310N
C STATED THAT C IS HAVING AN ISSUE WITH C'S GAS GAUGE. @09/04-ZSP310N
C STATED THAT C'S VEH RAN OUT OF GAS WHEN GAUGE WAS READING 1/2 FULL.
C STATED THAT C WAS TOO BUSY TO BRING VEH TO DLR AT THAT TIME. @09/04-ZSP310N
C STATED THAT C DID SOME RESEARCH ONLINE AND FOUND THIS TO BE A COMMON ISSUE
WITH C'S VEH MODEL AND YEAR. @09/04-ZSP310N
C STATED WOULD LIKE INFINITI TO COVER ANY COST TO REPAIR ISSUE. @09/04-ZSP310N
RCAS-SJP ADVISED THAT C WOULD NEED TO BRING VEH TO AN INFINITI DLR FOR A
FORMAL DIAGNOSTIC BEFORE RCAS CAN SUBMIT ANY KIND OF FINANCIAL REQUEST.
C UNDERSTOOD. @09/04-ZSP310N
RACS-SJP PROVIDED NAME, FILE NUMBER AND EXTENSION. @09/04-ZSP310N
RCAS-SJP CLOSING FILE. @09/04-ZSP310N
***** @09/04-ZSP310N
RCAS-SJP RECEIVED INBOUND CALL FROM DLR 70089 BEAVERTON INFINITI ON 09/04/08,
SA-TONY. @09/04-ZSP310N
SA-TONY ADVISED VEH HAS BEEN DIAGNOSED AND THAT C NEEDS A UNIFIED METER, TOTAL
COST WILL BE \$750. @09/04-ZSP310N
RCAS-SJP ADVISED WILL CONTACT C TOMORROW AND LOOK INTO FINANCIAL ASSISTANCE.
RACS-SJP THANKED SA-TONY FOR ASSISTANCE. @09/04-ZSP310N
***** @09/05-ZSP310N
RCAS-SJP CALLED C'S DAYTIME PHONE ON ON 09/05/08 AT 5:07PM EST, RECEIVED BUSY
SIGNAL. @09/05-ZSP310N
RCAS-SJP CALLED DLR 70089 BEAVERTON INFINITI ON 09/05/08 AT 5:08PM, SPOKE WITH
SM-DAVE MATHESON. @09/05-ZSP310N
SM-DM ADVISED THAT C'S VEH WAS JUST PURCHASED PRE-OWNED, PREVIOUS OWNER HAS
POOR HISTORY. @09/05-ZSP310N
SM-DM DOES NOT RECOMMEND ANY GOODWILL FOR THIS C. @09/05-ZSP310N
RCAS-SJP THANKED FOR ASSISTANCE. @09/05-ZSP310N
RCAS-SJP CALLED C'S DAYTIME PHONE ON 09/08/08 AT 7:12PM EST, LEFT VMX.
***** @09/09-ZSP310N
RCAS-SJP CALLED C'S DAYTIME PHONE ON 09/09/08 AT 2:21PM EST, SPOKE WITH C.
RCAS-SJP ADVISED THAT INFINITI IS NOT IN A POSITION TO ASSIST WITH C'S
FINANCIAL REQUEST. @09/09-ZSP310N
C UNDERSTOOD. @09/09-ZSP310N
RCAS-SJP CLOSING FILE. @09/09-ZSP310N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

CONFIDENTIAL

DATE: 1/30/2012
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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: 00 / 00 / 00	USERID:
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 2	DATE: 09 / 09 / 08	USERID: ZSP310N
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: ZSP310N	
SVC CALL#:	UPDATE DATE: 04 / 17 / 09	
CLOSE: Y (Y/N)	CLOSE DATE: 09 / 09 / 08	MICROFILM: N
RESP CAA: POTTS, SAMANTHA	OLM: COPENHAVER J	DOM: BRETZMAN GARY
PHONE: 0000000000	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:41 PM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: corneb2

CAR ID: CA6282448I
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SC: ONE CONTRACT

NAME: [REDACTED] VIN: JNKAY41E23M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 57031
CITY: OVERLAND PARK IN SVC DATE: 07 / 29 / 03
ST/ZIP: KS [REDACTED] VCAN: Y RTL DLR: 70216 INFINITI OF DAYTON
DAY PH: [REDACTED] PAID: 13 SVC DLR: 71067 MAJOR INFINITI, INC.
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 71067 MAJOR INFINITI, INC.
DLR PH: [REDACTED] DENY: 0 REGION: 72 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 PREOWNED X MILES 38000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 71067 MAJOR INFINITI, I.
OUTSIDE WARRANTY BY (B) MONTHS: 13 MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 09 / 11 / 08 XFER/RSPNSBLTY: 92 11 S
CONTACT (S): FOLLOWUP DATE: 09 / 18 / 08 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 09 / 18 / 08 INF-NET DATE: 09 / 12 / 08

CONCERN AND CATEGORY SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YI OOW GOODWILL ASSISTANCE REQUEST

CONFIDENTIAL

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NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: corneb2

CAR ID:
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C. A. R. COMMENTS

FILE OPENED-ZKN032N 09/11/2008
PREVIOUS RELATED FILES FOUND: NONE.
PREVIOUS UNRELATED FILES FOUND: NONE.
RCAS-KN VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE AND DAY AND EVE PHONE NUMBERS RESPONSIBLE DLR.
RCAS-KN CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE.@09/11-ZKN032N
RCAS-KN INFORMED C THAT THERE ARE NO RECALLS.
PREVIOUS NISSAN/INFINITI VEHS: NONE
RCAS-KN RECEIVED A CALL FROM C. @09/11-ZKN032N
C STATES THAT C HAS HAD VEH FOR A YEAR AND HALF. C STATES THAT THERE HAS BEEN MANY ISSUES WITH THE VEH. C STATES THAT C HAS BEEN TO DLR A COUPLE TIMES FOR SUNROOF. C STATES THAT C RAN OUT OF GAS AND THOUGHT VEH HAD BROKEN DOWN. C STATES THAT C WAS ADVISED BY DLR THAT C'S FUEL SENDING UNIT HAS GONE OUT AND HAS CAUSED THE METER BOARD TO BE REPLACED. C STATES THAT C WAS ADVISED THAT THE METER BOARD IS NOT COVERED UNDER WARRANTY. C STATES THAT THE DLRSHIP HAS HAD THE VEH FOR 5 DAYS AND WAS PROVIDED WITH A LOANER. C STATES THAT C HAS READ ONLINE THAT THIS IS A KNOWN ISSUE. RCAS-KN ADVISED C THAT C'S REQUEST WILL BE REVIEWED BUT NOT GUARANTEED AND IS DETERMINED ON A CASE BY CASE BASIS. C STATES C UNDERSTANDS AND THANK YOU. RCAS-KN ADVISED C THAT RCAS-KN WILL FOLLOW UP WITH C ON 09/16/08. RCAS-KN PROVIDED FILE NUMBER, NAME, AND EXTENSION NUMBER. @09/11-ZKN032N
***** @09/11-ZKN032N
RCAS-KN CONTACTED SM-JERRY HOSTETTER AT DLR 71067 AT 9:51AM EST ON 09/15/08. SM STATES THAT C HAD THE FUEL SENDING UNIT REPLACED UNDER C'S IEPP AND C DOES REQUIRE A METER BOARD BUT THE PART IS NOT COVERED AND C'S WARRANTY HAS EXPIRED AS OF 07/29/07. SM STATES THAT THE FUEL SENDING UNIT DID NOT CAUSE THE METER BOARD TO GO OUT. SM STATES THAT C HAS ONLY BEEN TO DLR FOR WARRANTY WORK AND NO MAINTENANCE SINCE C PURCHASED THE VEH PREOWNED AT 35,000 MILES. @09/15-ZKN032N
***** @09/15-ZKN032N
RCAS-KN CONTACTED C AT DAY/EVENING NUMBER AT 3:32PM EST ON 09/16/08 AND LEFT VMX. @09/16-ZKN032N
***** @09/16-ZKN032N
RCAS-KN CONTACTED C AT DAY/EVENING NUMBER AT 10:02AM EST ON 09/18/08. RCAS-KN ADVISED C THAT INFINITI IS NOT IN A POSITION TO ASSIST C WITH THE REPAIR. C STATES THAT C UNDERSTANDS BUT IS DISATISFIED WITH THE DECISION AND ENDED CALL. RCAS-KN CLOSING FILE, NO FURTHER ASSISTANCE REQUIRED. @09/18-ZKN032N
***** @09/18-ZKN032N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

CONFIDENTIAL

DATE: 1/30/2012
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NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: corneb2

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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 #: 0	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: ZKN032N	
HISTORY:	UPDATE BY: ZKN032N	
SVC CALL#:	UPDATE DATE: 04 / 17 / 09	
CLOSE: Y (Y/N)	CLOSE DATE: 09 / 18 / 08	MICROFILM: N
RESP CAA: NOVACOVSKI, KIM	CAOM: CLUBB MIKE	CAOM: CLUBB MIKE
PHONE: 0000041610	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:41 PM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: corneb2

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

CA6282448

SERVICE CONTRACTS SUMMARY

DATE: 1/30/2012
TIME: 04:07:41 PM
MODEL YEAR: 2003.0
MAKE:
MODEL LINE: M45

NAME: [REDACTED]

VIN:
IN SCV DATE: 2/17/2007

SEO NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
50	PEDJ08229331	71067 MO	2/17/2007	7/29/2009	100,000		

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:41 PM

NISSAN MOTOR CORPORATION IN U.S.A
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REQUESTED BY: corneb2

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CURRENT SERVICE CONTRACT		PRIOR SERVICE CONTRACT	
CONTRACT: PEDJ08229331		CONTRACT:	
OWNER NAME: [REDACTED]		OWNER NAME:	
PLAN TYPE: E		PLAN TYPE:	
PLAN TERM: J		PLAN TERM:	
DEDUCTABLE: \$ 50		DEDUCTABLE:	
EFFECTIVE: 02/17/07		EFFECTIVE:	
EXPIRES: 07/29/09 MILES: 100,000		EXPIRES: MILES:	
CANCEL: MILES:		CANCEL: MILES:	
TRANSFER:		TRANSFER:	
TRANSACTION: 2/23/2007		TRANSACTION:	
PRINTED: 02/24/07		PRINTED:	
DEALER NO: 71067 STATE: MO		DEALER NO: STATE:	
DEALER NAME: MAJOR INFINITI, INC.		DEALER NAME:	

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:41 PM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: corneb2

CAR ID: CA6285019I
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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: KNOXVILLE
ST/ZIP: TN [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E53M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 90512
IN SVC DATE: 12 / 06 / 03
VCAN: N RTL DLR: 70309 HARPER INFINITI, INC.
PAID: 5 SVC DLR: 70309 HARPER INFINITI, INC.
SUSP: 1 RESP DLR: 70309 HARPER INFINITI, INC.
DENY: 0 REGION: 72 DIST: SL/SV/PT: 15 15 45

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED X MILES 87000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 70309 HARPER INFINITI
OUTSIDE WARRANTY BY (B) MONTHS: 9 MILES: 30512 (PT) MONTHS: MILES: 20512

ORIG CODE: CT 11 OPEN DATE: 09 / 15 / 08 XFER/RSPNSBLTY: 72 15 S
CONTACT (S): FOLLOWUP DATE: 09 / 15 / 08 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 09 / 15 / 08 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YX POOR OR IMPROPER OPERATION

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:41 PM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: corneb2

CAR ID:
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CA6285019I

C. A. R. COMMENTS

FILE OPENED-ZTG999N 09/15/2008
PREVIOUS RELATED FILES FOUND: NONE
PREVIOUS UNRELATED FILES FOUND: NONE
RCAS-TG VERIFIED C'S: NAME, ADDRESS, DAY&EVE PHONE, MILEAGE,
RESPONSIBLE DLR AND VIN
RCAS-TG CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES, FOUND:NONE @09/15-ZTG999N
RCAS-TG ADVISED C OF NO OPEN RECALLS.
RCAS-TG RECEIVED A CALL FROM C.
C STATED TOOK VEH INTO 70309 HARPER INFINITI FOR FUEL GAUGE DOES NOT SHOW
CORRECT AMOUNT OF GAS IN THE VEH. C STATED WANTED TO KNOW IF THERE WERE ANY
RECALLS ON TH VEH.
RCAS-TG STATED THERE ARE NO RECALLS ON THE VEH. @09/15-ZTG999N
C THANKED RCAS-TG FOR INFO.
RCAS-TG OFFERED C FURTHER ASSISTANCE, C DECLINED.
RCAS-TG THANKED C FOR CONTACTING INFINITI CONSUMER AFFAIRS. @09/15-ZTG999N
RCAS-TG GAVE C NAME, PHONE NUMBER, EXT AND FILE NUMBER.
RCAS-TG CLOSED FILE AS NO FURTHER ASSISTANCE IS REQUIRED. @09/15-ZTG999N
@09/15-ZTG999N

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:

IIR-DATE: 00 / 00 / 00 TRANS DATE: 00 / 00 / 00 CHECK REQUESTED: NO
3RD PRY: PART#: CHECK ISSUED: NO
BYBACK ST: OPENED BY: ZTG999N
HISTORY: UPDATE BY: ZTG999N
SVC CALL#: UPDATE DATE: 04 / 17 / 09
CLOSE: Y (Y/N) CLOSE DATE: 09 / 15 / 08 MICROFILM: N
RESP CAA: GRANT, TAHALIA OLM: COPENHAVER J DOM:
PHONE: 0000041415 OWNER FIRST: LANGUAGE: E ENGLISH

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: DORAVILLE
ST/ZIP: GA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E63M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 0
IN SVC DATE: 01 / 25 / 03
VCAN: N RTL DLR: 72233 PREBUL INF OF CHATTANOOGA
PAID: 7 SVC DLR: 70493 INFINITI OF GWINNETT
SUSP: 0 RESP DLR: 70493 INFINITI OF GWINNETT
DENY: 0 REGION: 72 DIST: SL/SV/PT: 14 14 44

LETTER RECEIVED 09 / 17 / 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 PREOWNED MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: PL 11 OPEN DATE: 09 / 17 / 08 XFER/RSPNSBLTY: 72 14 S
CONTACT (S): FOLLOWUP DATE: 09 / 24 / 08 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 09 / 24 / 08 INF-NET DATE: 09 / 18 / 08

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OD INFINITI DEALER ISSUES 170500 SERVICE SURVEY (INFINITI)
AP INFINITI DEALER SERVICE ZR GENERAL INQUIRY

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CA6289442I

C. A. R. COMMENTS

*** @09/24-ZML999N
THIS CAR WAS CREATED FROM A CRITICAL COMMENT ON A TOTAL OWNERSHIP SURVEY
NO OTHER C.A.R. EXISTS FOR THIS VIN
HARVEY HOLLANDER IS EXCELLENT - EFFICIENT. A PART (FUEL GAUGE) WAS FAULTY
BUT OUT OF WARRANTEE - I DISCUSSED MY CONCERN WITH HARVEY AND HE ELEVATED THE
ISSUE TO THE MANUFACTURER WHICH - WAS THE RIGHT THING. IT ALL WORKED OUT -
THANKS!

*** @09/24-ZML999N
RCAS-ML LEFT VMX FOR C ON ONLY NUMBER AT 3:21 PM EST 9/24/08. @09/24-ZML999N
RCAS-ML CLOSING FILE. @09/24-ZML999N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE 09/18/08
THIS C.A.R. WAS CREATED AS A RESULT OF A TOS SURVEY CONTACT.
PLEASE CONTACT THE CONSUMER WITHIN 24 HOURS FOR REVIEW OF CONCERN.

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT4B	ROOT CAUSE: SCLT
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 0	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: ORCBATC	
HISTORY:	UPDATE BY: ZML999N	
SVC CALL#:	UPDATE DATE: 04 / 17 / 09	
CLOSE: Y (Y/N)	CLOSE DATE: 09 / 24 / 08	MICROFILM: N
RESP CAA: LLOYD, MELISSA	OLM: COPENHAVER J	DOM:
PHONE: 0000041531	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: [REDACTED]

VIN: JNKAY41EX4M [REDACTED] Y
YR/MDL: 2004.0 M45 MILEAGE: 63000
IN SVC DATE: 07 / 27 / 04
VCAN: Y RTL DLR: 71060 FIELDS INF OF LAKE COUNTY
PAID: 19 SVC DLR: 72063 INFINITI GOLDCOAST
SUSP: 0 RESP DLR: 72063 INFINITI GOLDCOAST
DENY: 0 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 PREOWNED X MILES 55891 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 72063 INFINITI GOLDCOAST
OUTSIDE WARRANTY BY (B) MONTHS: 2 MILES: 3000 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 09 / 18 / 08 XFER/RSPNSBLTY: 72 21 S
CONTACT (S): FOLLOWUP DATE: 09 / 18 / 08 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 09 / 18 / 08 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YE MULTIPLE REPAIR ATTEMPTS

CONFIDENTIAL

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C. A. R. COMMENTS

FILE OPENED-ZTG999N 09/18/2008
PREVIOUS RELATED FILES FOUND: NONE
PREVIOUS UNRELATED FILES FOUND: 6106409
RCAS-TG VERIFIED C'S: NAME, ADDRESS, DAY&EVE PHONE, MILEAGE,
RESPONSIBLE DLR AND VIN
RCAS-TG CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES, FOUND:NONE @09/18-ZTG999N
RCAS-TG ADVISED C OF NO OPEN RECALLS.
RCAS-TG RECEIVED A CALL FROM C.
C STATED GAS GAUGE DOES NOT ACCURATELY READ HOW MUCH GAS IS IN THE TANK. C
STATED HAD VEH REPAIRED 3 MONTHS AGO AT INFINITI GOLDCOAST AND THE DLR CHANGED
ENTIRE INSTRUMENT CLUSTER. C ASKED IF C HAS TO PAY DEDUCTIBLE AGAIN.
RCAS-TG STATED THE DEDUCTIBLE IS PER INCIDENT AND C WILL HAV ETO BRING VEH
BACK INTO DLR TO FIND OUT WHAT THE ISSUE IS AT THIS TIME. @09/18-ZTG999N
C STATED HAS NEVER HAD QUALITY SVC AT INFINITI GOLDCOAST AND WENT TO
FIELDS INFINITI AND HAD EXTREMELY BETTER SVC. @09/18-ZTG999N
RCAS-TG STATED WILL NOTE C'S CONCERN. RCAS-TG STATED IF C DOES NOT MIND PAYING
DEDUCTIBLE PERHAPS GOING TO FIELDS INFINITI WOULD BE BETTER AS C FINDS FIELDS
INFINITI'S SVC MORE SATISFACTORY.
C UNDERSTOOD AND STATED HAS CALLED INFINITI GOLDCOAST AND LEFT 2 MESSAGES BUT
HAS NOT BEEN CONTACTED BACK. @09/18-ZTG999N
RCAS-TG STATED C WILL HAVE TO WAIT FOR CALL BACK FOR DLR. @09/18-ZTG999N
C UNDERSTOOD. @09/18-ZTG999N
RCAS-TG OFFERED C FURTHER ASSISTANCE, C DECLINED.
RCAS-TG THANKED C FOR CONTACTING INFINITI CONSUMER AFFAIRS.
RCAS-TG GAVE C NAME, PHONE NUMBER, EXT AND FILE NUMBER.
RCAS-TG CLOSED FILE AS NO FURTHER ASSISTANCE IS REQUIRED. @09/18-ZTG999N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y ACTION CODE: NT8F 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:

IIR-DATE: 00 / 00 / 00 TRANS DATE: 00 / 00 / 00 CHECK REQUESTED: NO
3RD PRY: PART#: CHECK ISSUED: NO
BYBACK ST: OPENED BY: ZTG999N
HISTORY: UPDATE BY: ZTG999N
SVC CALL#: UPDATE DATE: 04 / 17 / 09
CLOSE: Y (Y/N) CLOSE DATE: 09 / 18 / 08 MICROFILM: N
RESP CAA: GRANT, TAHALIA OLM: COPENHAVER J DOM:
PHONE: 0000041415 OWNER FIRST: LANGUAGE: E ENGLISH

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

CA6289734

SERVICE CONTRACTS SUMMARY

DATE: 1/30/2012
TIME: 04:07:41 PM
MODEL YEAR: 2004.0
MAKE:
MODEL LINE: M45

NAME: [REDACTED]

VIN:

IN SCV DATE: 3/1/2008

SEO NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
53	FECI07367897	72063 IL	3/1/2008	3/1/2010	79,891		

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CONTRACT: FECI07367897		CONTRACT:	
OWNER NAME: [REDACTED]		OWNER NAME:	
PLAN TYPE: E		PLAN TYPE:	
PLAN TERM: I		PLAN TERM:	
DEDUCTABLE: \$ 100		DEDUCTABLE:	
EFFECTIVE: 03/01/08		EFFECTIVE:	
EXPIRES: 03/01/10 MILES: 79,891		EXPIRES:	MILES:
CANCEL: MILES:		CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION: 3/18/2008		TRANSACTION:	
PRINTED: 04/05/08		PRINTED:	
DEALER NO: 72063 STATE: IL		DEALER NO:	STATE:
DEALER NAME: INFINITI GOLDCOAST		DEALER NAME:	

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REQUESTED BY: corneb2

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: DOUGLASVILLE
ST/ZIP: GA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E33M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 68000
IN SVC DATE: 12 / 08 / 03
VCAN: N RTL DLR: 71042 INFINITI OF CHARLOTTE
PAID: 1 SVC DLR: 70498 INFINITI OF SOUTH ATLANTA
SUSP: 0 RESP DLR: 70498 INFINITI OF SOUTH ATLANTA
DENY: 0 REGION: 72 DIST: SL/SV/PT: 14 14 44

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED X MILES 32000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: INDEPENDENT
OUTSIDE WARRANTY BY (B) MONTHS: 9 MILES: 8000 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 09 / 19 / 08 XFER/RSPNSBLTY: 72 14 S
CONTACT (S): FOLLOWUP DATE: 09 / 19 / 08 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 09 / 19 / 08 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZTG999N 09/19/2008
PREVIOUS RELATED FILES FOUND: NONE
PREVIOUS UNRELATED FILES FOUND: 6027297
RCAS-TG VERIFIED C'S: NAME, ADDRESS, DAY&EVE PHONE, MILEAGE,
RESPONSIBLE DLR AND VIN
RCAS-TG CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES, FOUND:NONE @09/19-ZTG999N
RCAS-TG ADVISED C OF NO OPEN RECALLS.
RCAS-TG UPDATED OWNER INFO.
RCAS-TG RECEIVED A CALL FROM C.
C STATED WANTED TO KNOW IF THERE ARE RECALL ON THE VEH AS C IS HAVING ISSUES
WITH FUEL GAUGE. C STATED GAUGE SHOWS TANK IS FULL BUT IN NOT FULL. C STATED
HAS SEEN ISSUE WITH OTHER VEHS. @09/19-ZTG999N
RCAS-TG STATED C WILL HAVE TO HAVE VEH DIAGNOSED BY AND INFINITI DLRSHIP
TO FIND OUT ISSUE WITH VEH.
C STATED HAD VEH DIAGNOSED ALREADY AT C'S MECHANIC. @09/19-ZTG999N
RCAS-TG STATED CANNOT TAKE DIAGNOSIS OF INDEPENDENT FACILITIES.
C ASKED IF THERE WILL BE A CHARGE. @09/19-ZTG999N
RCAS-TG STATED YES THERE WILL BE A DLR DIGANOSIS FEE AS VEH IS OOW.
C UNDERSTOOD. @09/19-ZTG999N
RCAS-TG STATED IF C REQUIRES ASSISTANCE FROM INFINITI C WILL HAVE TO HAVE
VEH DIAGNOSIED. @09/19-ZTG999N
RCAS-TG OFFERED C FURTHER ASSISTANCE, C DECLINED.
RCAS-TG THANKED C FOR CONTACTING INFINITI CONSUMER AFFAIRS.
RCAS-TG GAVE C NAME, PHONE NUMBER, EXT AND FILE NUMBER.
RCAS-TG CLOSED FILE AS NO FURTHER ASSISTANCE IS REQUIRED. @09/19-ZTG999N

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:

IIR-DATE: 00 / 00 / 00 TRANS DATE: 00 / 00 / 00 CHECK REQUESTED: NO
3RD PRY: PART#: CHECK ISSUED: NO
BYBACK ST: OPENED BY: ZTG999N
HISTORY: UPDATE BY: ZTG999N
SVC CALL#: UPDATE DATE: 04 / 17 / 09
CLOSE: Y (Y/N) CLOSE DATE: 09 / 19 / 08 MICROFILM: N
RESP CAA: GRANT, TAHALIA OLM: COPENHAVER J DOM:
PHONE: 0000041415 OWNER FIRST: LANGUAGE: E ENGLISH

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SC: NONE

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

VIN: JNKAY41E33M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 50300
IN SVC DATE: 01 / 04 / 04
VCAN: N RTL DLR: 72100 INFINITI OF THOUSAND OAKS
PAID: 17 SVC DLR: 72100 INFINITI OF THOUSAND OAKS
SUSP: 0 RESP DLR: 72100 INFINITI OF THOUSAND OAKS
DENY: 0 REGION: 92 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: 3
VEHICLE MAINTAINED BY: 72100 INFINITI OF THOUS.
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 09 / 23 / 08 XFER/RSPNSBLTY: 92 01 S
CONTACT (S): FOLLOWUP DATE: 09 / 25 / 08 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 09 / 25 / 08 INF-NET DATE: 09 / 24 / 08

CONCERN AND CATEGORY SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YI OOW GOODWILL ASSISTANCE REQUEST

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C. A. R. COMMENTS

FILE OPENED-ZJB007N 09/23/2008

PREVIOUS FILES FOUND: 5477330, 6027261, 6137604, 6227693, 5007869.

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

RCAS-JB CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE.@09/23-ZJB007N

RCAS-JB INFORMED C THAT THERE ARE NO RECALLS.

PREVIOUS NISSAN/INFINITI VEHS:

RCAS-JB RECEIVED A CALL FROM C'S WIFE JOAN (REFERRED TO AS C). @09/23-ZJB007N C STATED THAT C'S VEH DIED ON A HILL. C STATED THAT C TOWED THE BY AAA TO THOUSAND OAKS. C STATED THAT C PAID FOR A DIAGNOSIS FROM THOUSAND OAKS AND WAS ADVISED THAT C NEEDS FUEL PUMP. C STATED THAT THE DLR WAS CHARGING C \$1000 FOR THE REPAIR, THUS, C TOOK THE VEH TO AN INDEPENDENT TO HAVE THE FUEL PUMP REPAIRED. C STATED THAT C WAS STILL EXPERIENCING A PROBLEM WITH C'S FUEL GAUGE AFTER THE FUEL PUMP WAS REPLACED BY THE INDEPENDENT. C STATED THAT C HAS BEEN AWAY FOR SEVERAL WEEKS AND HAS NOT BEEN ABLE TO CONTACT CA. C STATED THAT C TOOK THE VEH TO MILLER INFINITI WHO ADVISED C THAT THE FUEL PUMP HAS A FLOATER WHICH DOES SEND A MESSAGE TO THE FUEL GAUGE. C STATED THAT C DOES NOT BELIEVE THAT THE WAS AN ISSUE WITH C'S FUEL GAUGE AND FUEL PUMP AT THE SAME TIME. C STATED THAT C WANTS INFINITI TO PROVIDE ASSISTANCE WITH C'S FUEL GAUGE. RCAS ADVISED C THAT IN TAKING THE VEH TO AN INDEPENDENT, C MAY NOT HAVE RECEIVED THE BEST POSSIBLE SERVICE FOR C'S VEH. RCAS ADVISED C THAT THE DLR DIAGNOSED C'S VEH BASED ON THE CODES FOUND IN THE SYSTEM. RCAS ADVISED C THAT IF THE DLR FOUND CODES FOR THE FUEL PUMP, THAT IS WHAT THE DLR WOULD REPAIR. C STATED C BELIVES THE DLR DIAGNOSED C'S VEH INCORRECTLY. RCAS ADVISED C THAT THE DLRS DIAGNOSE VEHS BASED ON CODES FOUND IN THE SYSTEM. RCAS ADVISED C THAT RCAS WILL CONTACT SM-NICOLE GARNER TO FIND OUT MORE INFO. C UNDERSTOOD. RCAS CALLED SM-NICOLE GARNER AT THOUSAND OAKS INFINITI. SM ADVISED RCAS THAT THE DLR HAS PROVIDED GOODWILL ON C'S VEH IN THE PAST AND SM OFFERS NO FURTHER GOODWILL. SM STATED THAT THE DLR DIAGNOSED C'S VEH, HOWEVER, C TOOK THE VEH TO AN INDEPENDENT FOR THE REPAIRS. SM STATED THAT SM CANNOT TAKE@09/23-ZJB007N RESPONSIBILITY FOR REPAIRS THAT ARE NOT MADE AT SM'S DLR. RCAS UNDERSTOOD. RCAS SPOKE WITH C. RCAS ADVISED C OF CONVERSATION WITH SM. C STATED THAT C IS GOING TO SUE NNA AND CONTACT THE BBB. RCAS ADVISED C THAT INFINITI IS NOT IN A POSITION TO ASSIST C. C ENDED CALL. RCAS UNABLE TO PROVIDE C WITH NAME, FILE NUMBER AND EXTENTION. @09/23-ZJB007N

RCAS-JB RECEIVED INBOUND CALL FROM C @09/25-ZJB007N
C STATED THAT MILLER INFINITI FOUND THERE IS A ELECTRIAL PROBLEM WITH C'S VEH. C STATED C WOULD LIKE THAT DOCUMENTED. RCAS ADVISED C THAT RCAS DOCUMENTED THE FILE. C UNDERSTOOD. RCAS CLOSING FILE. @09/25-ZJB007N

***** @10/13-ZSP310N-COMMENT

RCAS-SJP RECEIVED INBOUND CALL FROM C. @10/13-ZSP310N-COMMENT
C STATED THAT C HAS CONTACTED BBB AND NHTSA. @10/13-ZSP310N-COMMENT
C STATED THAT C THINKS DLR 72100 INFINITI OF THOUSAND OAKS MIS-DIAGNOSED VEH AND ADVISED C THAT FUEL PUNP NEEDED TO BE REPLACED BECAUSE C BROUGHT VEH TO INDEPENDANT FOR REPAIR AND FOUND THE FUEL GAUGE TO BE FAULTY AFTER REPAIR
C STATED THAT C THEN BROUGHT VEH TO DLR: 70101 MILLER INFINITI FOR REPAIR.
C STATED WHEN C LEFT DLR THE AIRBAG LIGHT CAME ON. @10/13-ZSP310N-COMMENT
C STATED THAT C HAS HAD NOTHING BUT PROBLEM WITH VEH SINCE DAY 1 OF PURCHASE.
C STATED THAT C CANT BELIEVE THAT AIRBAG ISSUE WAS NOT ADDRESS WHEN VEH WAS AT DLR.

C STATED IS CALLING TO HAVE ALL THIS DOCUMENTED AND WILL BE BACK IN CONTACT WITH BBB. @10/13-ZSP310N-COMMENT

RCAS-SJP ASSURED FILE IS UPDATED OFFERED FURTHER ASSISTANCE, C DECLINED.

CONFIDENTIAL

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REQUESTED BY: corneb2

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RCAS-SJP LEAVING FILE CLOSED.

@10/13-ZSP310N-COMMENT

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: 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 / 25 / 08	USERID: ZJB007N
OTHER #: 0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 1	DATE: 10 / 13 / 08	USERID: ZSP310N
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZJB007N	
HISTORY:	UPDATE BY: ZJB007N	
SVC CALL#:	UPDATE DATE: 10 / 13 / 08	
CLOSE: Y (Y/N)	CLOSE DATE: 09 / 25 / 08	MICROFILM: N
RESP CAA: BRATHWAITE, JOHATHAN	OLM: COPENHAVER J	DOM: WOERNER BOB
PHONE: 0000047158	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: ONE CONTRACT

NAME: [REDACTED]
STREET: [REDACTED]
CITY: SPRING
ST/ZIP: TX [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN: Y
PAID:
SUSP:
DENY:

VIN: JNKAY41E73M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 99000
IN SVC DATE: 03 / 26 / 03
RTL DLR: 71105 INFINITI SOUTH BAY
SVC DLR: 70501 CLEAR LAKE INFINITI
RESP DLR: 70501 CLEAR LAKE INFINITI
REGION: 92 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 PREOWNED X MILES 25000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 70501 CLEAR LAKE INFINITI
OUTSIDE WARRANTY BY (B) MONTHS: 18 MILES: 39000 (PT) MONTHS: MILES: 29000

ORIG CODE: CT 11 OPEN DATE: 09 / 24 / 08 XFER/RSPNSBLTY: 92 13 S
CONTACT (S): FOLLOWUP DATE: 10 / 03 / 08 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 10 / 06 / 08 INF-NET DATE: 09 / 25 / 08

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 153000 GEN. FUEL DELIVERY/INTAKE COMPONENT
AI FUEL/INTAKE SYSTEM YI OOW GOODWILL ASSISTANCE REQUEST
OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YI OOW GOODWILL ASSISTANCE REQUEST

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C. A. R. COMMENTS

FILE OPENED-ZSH001N 09/24/2008
PREVIOUS RELATED FILES FOUND: NONE. @09/24-ZSH001N
PREVIOUS UNRELATED FILES FOUND: NONE.
RCAS-SH VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE AND DAY AND EVENING PHONE NUMBERS, AND RESPONSIBLE DLR.
RCAS-SH CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:
RCAS-SH INFORMED C THAT THERE ARE NO RECALLS.
PREVIOUS NISSAN/INFINITI VEHS:
RCAS-SH RECEIVED A CALL FROM C. @09/24-ZSH001N
C STATES C TOOK THE VEH TO THE DLR, C STATES THE DLR TOLD C, THE VEH NEED A NEW FUEL GAGE, C STATES C ALWAYS THOUGH THE VSC EXPIRED AT 100,000 MILES, C STATES THE DLR SAYS THE REPAIR WILL BE AROUND \$500, C STATES C WANTS FROM INFINITI TO COVER THE COST OF THE REPAIR, C STATES THE DLR ADVISED C TO CALL INFINITI CA, C STATES C TOOK THE VEH TO THE DLR BECAUSE C THOUGH THE VSC WAS A 100,000 MILES VSC, C STATES C DOES NOT WANT TO PAY FOR THE REPAIR, C STATES C ALWAYS THOUGH THE VEH WAS COVER UNTIL 100,000 MILES, C STATES IF C DOES NOT GET ANY ASSISTANCE, C WILL NOT BUY ANOTHER INFINITI AGAIN
RCAS-SH ADVISED C, INFINITI MAIN PRIORITY IS MAKE SURE THE DLR HONORS THE WARRANTIES ON THE VEH, RCAS-SH ADVISED C, RCAS-SH CANNOT ASURE C, INFINITI WILL PROVIDE C WITH FINANCIAL ASSISTANCE, RCAS-SH ADVISED C INFINITI WILL LOOK INTO THE POSIBILITY OF FINANCIAL ASSISTANCE
C UNDERSTOOD
RCAS-SH INFORMED C THAT C'S FILE WILL BE TRANSFERRED TO A RCAS WHO WILL CONTACT C BY THE END OF THE NEXT BUSINESS DAY.
RCAS-SH OFFERED ADDITIONAL ASSISTANCE, C DENIED.
C THANKED RCAS-SH FOR THE ASSISTANCE, C SATISFIED.
RCAS-SH GAVE C NAME, EXTENSION AND FILE NUMBER @09/24-ZSH001N
***RCAS-SH SENT AN EMAIL TO RCAS-EJ FOR DISTRIBUTION ON 09/24/08 AT 3:16 PM EST. @09/24-ZSH001N
*** @09/24-ZTG999N
RCAS-TG TRANSFERRED FILE INTO RCAS-TG NAME AND DATANETTED FILE. @09/24-ZTG999N
*** @09/25-ZTG999N
RCAS-TG CALLED C ON DAY NUMBER AT 5:04PM EST ON 09/25/08. LEFT VMX.
RCAS-TG CALLED C ON EVENING NUMBER AT 5:08PM EST ON 09/25/08. LEFT VMX.
*** @09/25-ZTG999N
RCAS-TG RECEIVED VMX FROM C AT 6:05PM EST ON 09/25/08.
C STATED RETURNING RCAS-TG CALL AND CONFIRMED EVENING (CELL) NUMBER AND OFFICE NUMBER AT 281-449-8668. @09/26-ZTG999N
*** @09/26-ZTG999N
RCAS-TG CHECKED CPIA AND NOTED NO GRT HAS BEEN RAN. @09/26-ZTG999N
RCAS-TG CHECKED VROI AND NOTED VEH LAST AT DLR AT 62,903 MILES ON 07/17/07. @09/26-ZTG999N
*** @09/26-ZTG999N
RCAS-TG CALLED 70501 CLEAR LAKE INFINITI AT 12:30PM EST ON 09/26/08 AND LEFT VMX FOR SM-SAM ALHALABY.
*** @09/26-ZTG999N
RCAS-TG CALLED 70501 CLEAR LAKE INFINITI AT 11:14AM EST ON 09/30/08 AND LEFT SM-SAM ALHALABY VMX. @09/30-ZTG999N
*** @09/30-ZTG999N
RCAS-TG CALLED C ON DAY NUMBER AT 11:17AM EST ON 09/30/08. LEFT VMX.
RCAS-TG CALLED C ON OFFICE NUMBER AT [REDACTED] AT 11:18AM EST ON 09/30/08.
RCAS-TG INQUIRED IF C HAS BROUGHT VEH INTO DLR FOR DIAGNOSIS.
C STATED YES AND THE DLR DID NOT ASSIST C. @09/30-ZTG999N
RCAS-TG STATED HAS LEFT SM VMX TO CONTACT RCAS-TG BACK TO INQUIRE IF

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ADDITIONAL ASSISTANCE CAN BE PROVIDED FOR C.
C UNDERSTOOD. C STATED THOUGHT THE WARRANTY C BOUGHT WAS FOR 100,000 MILE
WARRANTY. C STATED FUEL GAGE WENT OUT 10,000 TO 15,000 MILES AGO. C STATED
C JUST KEPT DRIVING VEH AS C WAS UNABLE TO GET VEH INTO THE DLRSHIP. C
INTENDED TO HAVE VEH REPAIRED UNDER WARRANTY. C TOOK VEH INTO DLR 09/23/08.
RCAS-TG UNDERSTOOD AND STATED WILL CONTACT C ON 10/03/08. @09/30-ZTG999N
*** @09/30-ZTG999N

@09/30-ZTG999N
RCAS-TG CALLED 70501 CLEAR LAKE INFINITI AT 12:36PM EST ON 10/03/08 AND LEFT
SM-SAM ALHALABY VMX.

RCAS-TG CHECKED VROI AND NOTED: @10/03-ZTG999N
ODOMETER: 99726 WORK ORDER: 48310-08 W.O.DATE: 09/26/08
DEALER: 70501 CLEAR LAKE INFINITI
REMARK: C/S FUEL GAUGE IS INOP SHOWS FULL ALL THE TIME & CUST HAS USES
ABOUT 11 GALLONS

REMARK: CUST TO RETURN @10/03-ZTG999N
REMARK: RECOM FUEL SENDING UNIT, POWER STEERING PUMP, 90K, HARNESS REPAIR TO RACK
*** @10/03-ZTG999N

RCAS-TG CALLED 70501 CLEAR LAKE INFINITI AT 3:17PM EST ON 10/03/08 AND LEFT
SM-SAM ALHALABY MESSAGE.
*** @10/03-ZTG999N

RCAS-TG CALLED 70501 CLEAR LAKE INFINITI AT 1:02PM EST ON 10/06/08 AND SPOKE
TO SM-SAM ALHALABY. @10/06-ZTG999N

SM-SA STATED REPAIR COULD BE THE DASH CLUSTER OR THE FUEL SENDING UNIT. C
ALSO HAS A NOISY STEERING PUMP. C HAS NOT BEEN AT THE DLR IN OVER A YEAR.
IF C BROUGHT VEH INTO DLR AT ALL DURING WARRANTY PERIOD C WOULD HAVE KNOWN
IF WARRANTY WAS ENDING AND IF THERE WAS AN ISSUE THAT WOULD HAVE BEEN
COVERED UNDER C'S IEPP. C WAITED TOO LONG AND DOES NOT QUALIFY TO BE OFFERED
GOODWILL. @10/06-ZTG999N

RCAS-TG UNDERSTOOD AND AGREED WITH SM-SA. RCAS-TG THANKED SM-SA FOR ASSISTANCE
*** @10/06-ZTG999N

RCAS-TG CALLED C ON DAY NUMBER AT 1:08PM EST ON 10/06/08. LEFT VMX.
RCAS-TG CALLED C ON EVENING NUMBER AT 1:10PM EST ON 10/06/08. LEFT VMX.
RCAS-TG CALLED C ON OFFICE NUMBER AT [REDACTED] AT 1:11PM EST ON 10/06/08.
RCAS-TG STATED INFINITI IS NOT ABLE TO ASSIST C IN THE COST OF REPAIRS.
C STATED WILL NEVER BUY ANOTHER INFINITI AGAIN. @10/06-ZTG999N

RCAS-TG APOLOGIZED AND STATED THAT C IS OOW AND DID NOT BRING THE VEH INTO
THE DLR BEFORE WARRANTY EXPIRED.

C STATED THOUGHT WARRANTY WAS UNTIL 100,000 MILES.
RCAS-TG UNDERSTOOD THE MISUNDERSTANDING BUT STATED INFINITI WILL NOT MAKE AN
OOW REPAIR FOR C.

C UNDERSTOOD AND ENDED CALL. @10/06-ZTG999N
RCAS-TG OFFERED C FURTHER ASSISTANCE, C DECLINED.

RCAS-TG DATANET FILE AND CATEGORIZED FILE. @10/06-ZTG999N
RCAS-TG CLOSED FILE AS NO FURTHER ASSISTANCE IS REQUIRED. @10/06-ZTG999N
@10/06-ZTG999N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

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VEH NEEDS NEW FUEL GAGE AND C REQUESTS ASSISTANCE IN THE COST OF REPAIR.

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	#: 0	DATE: 00 / 00 / 00		USERID:	
OTHER	#: 0	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: ZSH001N			
HISTORY:		UPDATE BY: ZTG999N			
SVC CALL#:		UPDATE DATE: 04 / 17 / 09			
CLOSE: Y (Y/N)		CLOSE DATE: 10 / 06 / 08		MICROFILM: N	
RESP CAA: GRANT, TAHALIA		OLM: COPENHAVER J		DOM:	
PHONE: 0000041415		OWNER FIRST:		LANGUAGE: E ENGLISH	

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

CA6296479

SERVICE CONTRACTS SUMMARY

DATE: 1/30/2012
TIME: 04:07:41 PM
MODEL YEAR: 2003.0
MAKE:
MODEL LINE: M45

NAME: [REDACTED]

VIN:

IN SCV DATE: 5/15/2006

SEO NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
56	FEDO07194455	70501 TX	5/15/2006	5/15/2011	95,325		

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CONTRACT: FEDO07194455		CONTRACT:	
OWNER NAME: [REDACTED]		OWNER NAME:	
PLAN TYPE: E		PLAN TYPE:	
PLAN TERM: O		PLAN TERM:	
DEDUCTABLE: \$ 50		DEDUCTABLE:	
EFFECTIVE: 05/15/06		EFFECTIVE:	
EXPIRES: 05/15/11 MILES: 95,325		EXPIRES:	MILES:
CANCEL: MILES:		CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION: 6/6/2006		TRANSACTION:	
PRINTED: 06/09/06		PRINTED:	
DEALER NO: 70501 STATE: TX		DEALER NO:	STATE:
DEALER NAME: CLEAR LAKE INFINITI		DEALER NAME:	

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: MIAMI
ST/ZIP: FL [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E93M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 78000
IN SVC DATE: 03 / 31 / 03
RTL DLR: 72051 SCOTT INFINITI
SVC DLR: 70052 WARREN HENRY INFINITI
RESP DLR: 70052 WARREN HENRY INFINITI
REGION: 72 DIST: SL/SV/PT: 11 11 41

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 PREOWNED X MILES 77000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 70052 WARREN HENRY INFI.
OUTSIDE WARRANTY BY (B) MONTHS: 19 MILES: 18000 (PT) MONTHS: MILES: 8000

ORIG CODE: CT 11 OPEN DATE: 10 / 13 / 08 XFER/RSPNSBLTY: 72 11 S
CONTACT (S): FOLLOWUP DATE: 10 / 13 / 08 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 10 / 13 / 08 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 153000 GEN. FUEL DELIVERY/INTAKE COMPONENT
AI FUEL/INTAKE SYSTEM YI OOW GOODWILL ASSISTANCE REQUEST
OA VEHICLE CONCERNS 153000 GEN. FUEL DELIVERY/INTAKE COMPONENT
AI FUEL/INTAKE SYSTEM YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZJL437N 10/13/2008
PREVIOUS RELATED FILES FOUND: NONE.
PREVIOUS UNRELATED FILES FOUND: NONE.
RCAS-JL VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE AND DAY AND EVENING PHONE NUMBERS, AND RESPONSIBLE DLR.
RCAS-JL CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE.
RCAS-JL INFORMED C THAT THERE ARE NO RECALLS.
PREVIOUS NISSAN/INFINITI VEHS: NONE.
RCAS-JL RECEIVED A CALL FROM C.
C STATED C WANTS TO KNOW ABOUT ANY RECALLS.
RCAS-JL INFORMED C THAT RECALLS ARE VIN SPECIFIC AND THERE ARE NO RECALLS THAT AFFECT THIS VEH.
C STATED THE FUEL GAUGE DOES NOT WORK PROPERLY AND C READ ONLINE THAT THERE HAVE BEEN MANY COMPLAINTS ABOUT THIS. @10/13-ZJL437N
RCAS-JL INFORMED C THAT C IS OUT OF BASIC WARRANTY BY 19 MONTHS OR 18,000 MILES WHICHEVER OCCURED FIRST.
RCAS-JL INFORMED C THAT C CAN GET THE VEH INSPECTED BY AN INFINITI DLR AND ASK FOR A DISCOUNTED PRICE.
RCAS-JL OFFERED ADDITIONAL ASSISTANCE, C DENIED.
C THANKED RCAS-JL FOR THE ASSISTANCE, C SATISFIED.
RCAS-JL GAVE C NAME, EXTENSION AND FILE NUMBER. RCAS-JL CLOSING FILE.
@10/13-ZJL437N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y ACTION CODE: NT8G ROOT CAUSE: SNFA 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:

IIR-DATE: 00 / 00 / 00 TRANS DATE: 00 / 00 / 00 CHECK REQUESTED: NO
3RD PRY: PART#: CHECK ISSUED: NO
BYBACK ST: OPENED BY: ZJL437N
HISTORY: UPDATE BY: ZJL437N
SVC CALL#: UPDATE DATE: 04 / 17 / 09
CLOSE: Y (Y/N) CLOSE DATE: 10 / 13 / 08 MICROFILM: N
RESP CAA: CAOM: RCAA CAOM: RCAA
PHONE: 0000457264 OWNER FIRST: LANGUAGE: E ENGLISH

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: WEST ALLIS
ST/ZIP: WI [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E43M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 62518
IN SVC DATE: 07 / 30 / 03
VCAN: N RTL DLR: 70231 INFINITI OF CINCINNATI
PAID: SVC DLR: 71065 INTERNATIONAL INFINITI
SUSP: RESP DLR: 71065 INTERNATIONAL INFINITI
DENY: REGION: 72 DIST: SL/SV/PT: 21 21 46

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 10 / 16 / 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 PREOWNED X MILES 58000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 71065 INTERNATIONAL INF
OUTSIDE WARRANTY BY (B) MONTHS: 4 MILES: 2518 (PT) MONTHS: MILES:

ORIG CODE: CE 11 OPEN DATE: 10 / 16 / 08 XFER/RSPNSBLTY: 72 21 S
CONTACT (S): FOLLOWUP DATE: 10 / 29 / 08 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 10 / 27 / 08 INF-NET DATE: 10 / 24 / 08

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YI OOW GOODWILL ASSISTANCE REQUEST

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C. A. R. COMMENTS

FILE OPENED-ZJG904N 10/16/2008

*****EMAIL FILE LOGGED*****

PREVIOUS RELATED FILES FOUND:NONE

PREVIOUS UNRELATED FILES FOUND: NONE

EMAIL ADDRESSED TO: NNACONSUMERAFFAIRS@NISSAN-USA.COM

METHOD OF CONTACT: EMAIL ID NO.: 1178291

EMAIL ADDRESS: [REDACTED]

DATE RECEIVED: 10/16/08 CREATED: 10/16/08

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:

"WE HAVE A 2003 INFINITI M45 THAT HAS A FAULTY FUEL GAUGE.

REPAIRS WERE JUST MADE AND I HAVE NOTICE THERE ARE HUNDREDS OF
BLOG THREADS THAT REGARD THIS PROBLEM AS A KNOWN AND

@10/16-ZJG904N

COMMON. I WOULD LIKE TO HAVE SOMEONE CONTACT ME AND LET ME
KNOW IF NISSAN WILL DO ANYTHING AS TO THE COST OF THE REPAIR
AND WHY IT IS NOT A RECALL BY NISSAN"

@10/16-ZJG904N

CRR-JG'S RESPONSE TO C : DEAR MR. GREG KAMINSKI,

THANK YOU FOR CONTACTING INFINITI REGARDING YOUR CONCERN
WITH YOUR YEAR MODEL. 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 VEHICLE IDENTIFICATION

NUMBER (VIN) FOR YOUR VEHICLETHE CURRENT MILEAGE ON YOUR
VEHICLETHE AUTHORIZED INFINITI DEALER YOU ARE WORKING WITH (IF
ANY)YOU MAY SEND THIS INFORMATION TO US IN WRITING OR YOU ARE
WELCOME TO CALL US AT 1 800 662 6200 (OPTION 7).FILE # 6319101 HAS
BEEN CREATED TO DOCUMENT YOUR INQUIRY. PLEASE REFERENCE THIS

@10/16-ZJG904N

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!

CRR-JG CLOSING FILE PENDING C PROVIDES MORE INFORMATION

@10/16-ZJG904N

@10/20-ZAB420N

RCAS-AB RECEIVED A CALL FROM C ON 10/20/08

@10/20-ZAB420N

C STATED THE GAS CLUSTER WENT OUT. C STATED HAD REPAIRS PERFORMED AT THE
INFINITI DLR,C STATED WANTS INFINITI TO REIMBURSE THE REPAIRS. RCAS-AB
INFORMED C THAT RCAS-AB WILL SEND FILE TO RESPONSIBLE AGENT AND C WILL
RECEIVE A CALL NEXT BUSINESS DAY.

@10/20-ZAB420N

@10/23-ZML221N

RCAS-SL CALLED DLR71065 AND LEFT VMX FOR SM JASON KEMP AT 10:03AM EST ON
10/23/08.

@10/23-ZML221N

RCAS FOUND IN VROI:

@10/23-ZML221N

VIN: JNK AY41E43 M [REDACTED]

WORK ORDER: 24764-03

W.O.DATE: 10/15/08

ODOMETER: 62518

CUSTOMER FIRST NAME: [REDACTED]

DEALER: 71065 INTERNATIONAL INFINITI

DEALER CITY: WAUKESHA

SERV CNSLT: KNITTER

REMARK: CLIENT STATES GAS GAUGE READS FULL WHEN EMPTY

TECHNICIAN: WONTLAND

ID: WONT05 SSN: 396985304

REMARK: DIAGNOSIS AND REPLACE FAILED INSTRUMENT GAUGE CLUSTER

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***** @10/23-ZML221N
RCAS NOTE C DID PURCHASE VEH PREOWNED AND HAS NOT DONE ANY SERVICING WITH DLR.

***** @10/23-ZML221N
RCAS CALLED C ON DAYTIME NUMBER AND SPOKE TO C AT 10:07AM EST ON 10/23/08.

RCAS VERIFIED WITH C THAT C PURCHASED VEH PREOWNED AT 58000MI, THAT C HAD PAID FOR REPAIRS AT INTERNATION DLR. RCAS ADVISE C THERE ARE NO OPEN RECALLS AND CAMPAIGN, AND THAT C IS OUTSIDE THE WARRANTY FOR THIS REPAIR. C RESPONDED BY REFERRING TO ONLINE SITE THAT THIS WAS A COMMON ISSUE AND SHOULD OF BEEN RECALL. RCAS ADVISE C AT THIS POINT IN TIME SINCE C IS OOW WARRANTY WILL BE REVIEW ON A CASE BY CASE BASIS. RCAS SET FOLLOW UP WITH C FOR 10/27/08. C WAS SATISFIED.

***** @10/23-ZML221N
RCAS RECEIVED VMX FROM SM JASON KEMP AT 2:40PM EST ON 10/23/08. @10/23-ZML221N

SM PROVIDED CONTACT NUMBER FOR RCAS TO CALLBACK. @10/23-ZML221N
***** @10/23-ZML221N

RCAS CALLED DLR AND SPOKE TO SM JASON KEMPT AT 3:56PM EST ON 10/23/08. RCAS EXPLAINED C JUST PURCHASED THE VEHICLE AND IS DESCRIBING THAT THIS IS A COMMON CONCERN WITH THIS MODEL. RCAS ACKNOWLEDGED DID NOT FIND ANY OPEN RECALLS/CAMPAIGNS. RCAS INQUIRE IF GRT WOULD BE LOOK INTO CONSIDERING THIS SITUATION. SM ADVISE NO, C DID NOT BUY VEH HERE, WILL NOT BE LOOKING INTO GRT. RCAS THANKED SM AND ENDED CALL** @10/23-ZML221N

***** @10/23-ZML221N
@10/23-ZML221N

RCAS CALLED C ON 414 327 2100 AND LEFT VMX AT 9:52AM EST ON 10/27/08. RCAS LEFT VMX STATING A DECISION HAS BEEN MADE AND FOR C TO CALLBACK.L221N

***** @10/27-ZML221N
RCAS RECEIVED CALL FROM C AT 10:38AM EST ON 10/27/08. @10/27-ZML221N

RCAS ADVISE INFINITI DID REVIEW C'S REQUEST FOR THE POSSIBILITY OF SPECIAL FINANCIAL ASSISTANCE AND THAT DECISON CAME BACK DECLINED. @10/27-ZML221N

RCAS SUGGESTED IF C SHOULD HAVE ANY FURTHER ISSUES TO CONTACT CONSUMER AFFAIRS C HUNG UP ON RCAS. @10/27-ZML221N

RCAS CLOSING FILE AS C NEEDS NO FURTHER ASSISTANCE. @10/27-ZML221N
RCAS UPDATED TREADACT. @10/27-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:

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:41 PM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: corneb2

CAR ID: CA6319101I
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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: 10 / 20 / 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:
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: ZML221N	
SVC CALL#:	UPDATE DATE: 04 / 17 / 09	
CLOSE: Y (Y/N)	CLOSE DATE: 10 / 27 / 08	MICROFILM: N
RESP CAA:	OLM: COPENHAVER J	DOM:
PHONE: 0000457276	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:41 PM

NISSAN MOTOR CORPORATION IN U.S.A
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REQUESTED BY: corneb2

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: BATAVIA
ST/ZIP: NY [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E03M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 45000
IN SVC DATE: 10 / 27 / 03
RTL DLR: 70017 INFINITI OF MASSAPEOUA
SVC DLR: 72009 DORSCHER INFINITI
RESP DLR: 72009 DORSCHER INFINITI
REGION: 72 DIST: SL/SV/PT: 04 04 34
VCAN: N
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 PREOWNED X MILES 34000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 72009 DORSCHER/INDEPEND
OUTSIDE WARRANTY BY (B) MONTHS: 12 MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 10 / 21 / 08 XFER/RSPNSBLTY: 72 04 S
CONTACT (S): FOLLOWUP DATE: 10 / 29 / 08 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 10 / 29 / 08 INF-NET DATE: 10 / 23 / 08

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YE MULTIPLE REPAIR ATTEMPTS

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:41 PM

NISSAN MOTOR CORPORATION IN U.S.A
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REQUESTED BY: corneb2

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CA6324052I

C. A. R. COMMENTS

FILE OPENED-ZML999N 10/21/2008
NO PREVIOUS FILES FOUND. @10/21-ZML999N
RCAS-ML VERIFIED C'S NAME, ADDRESS, DAY/EVENING PHONE NUMBERS, VIN, MILEAGE,
AND RESPONSIBLE DLR. @10/21-ZML999N
RCAS-ML CHECKED FOR RECALLS/CAMPAIGNS: NONE FOUND. @10/21-ZML999N
RCAS-ML RECIEVED CALL FROM C. @10/21-ZML999N
C STATED C HAS AN ONGOING ISSUE WITH C'S VEH. @10/21-ZML999N
C STATED C HAS GONE TO DLR 6 TIMES FOR SAME ISSUE. @10/21-ZML999N
C STATED C IS CONCERNED THAT DLR IS UNABLE TO REPAIR VEHICLE.
C STATED FUEL GAUGE IS REGISTERING 1/4 TANK OFF. @10/21-ZML999N
C STATED C'S WIFE WILL NOT DRIVE VEH AS IS CONCERNED THAT VEH WILL RUN OUT OF
FUEL. @10/21-ZML999N
RCAS-ML PLACED C ON HOLD AND CONTACTED DLR. @10/21-ZML999N
RCAS-ML LEFT DETAILED VMX FOR SM-TOM PIAZZA. @10/21-ZML999N
RCAS-ML ADVISED C THAT RCAS HAD LEFT DETAILED MESSAGE FOR SM AND THAT RCAS
WOULD SEND FILE TO RCAS FOR REVIEW AND ASSISTANCE. @10/21-ZML999N
RCAS-ML ADVISED C THAT C WOULD BE CONTACTED BY END OF DAY 10/22/08.
RCAS-ML PROVIDED C WITH RCAS NAME, FILE, AND PHONE NUMBER. @10/21-ZML999N
RCAS-ML PROVIDED C WITH RECALL INFORMATION. @10/21-ZML999N
RCAS-ML OFFERED ADDITIONAL ASSISTANCE. @10/21-ZML999N
C DECLINED. @10/21-ZML999N
C THANKED RCAS-ML AND ENDED CALL. @10/21-ZML999N
RCAS-ML SENDING FILE TO RCAS-EJ FOR ASSISTANCE. @10/21-ZML999N

RCAS-EJ RECEIVED FILE FROM FILE DISTRIBUTION. @10/22-ZEJ656N
RCAS-EJ CALLED DLRSHIP ON 10-22-08 AT 8:58AM EST AND SPOKE WITH SA-TOM CIAZZA
AS THE SM-MIKE BRIENZI IS NOT AVAILABLE.
SA STATED THAT THE DLRSHIP IS DILIGENTLY WORKING ON THE CONCERNS AND AT THIS
TIME THE CONCERNS HAVE NOT BEEN DUPLICATED.
SA STATED THAT TECHLINE IS INVOLVED AND HAVE TO UPDATES YET. @10/22-ZEJ656N
SA STATED THAT THE DLRSHIP GM AND SLS MANAGER ARE INVOLVED.
SA STATED THAT TECHLINE WILL BE AGAIN CONTACTED TODAY FOR FURTHER ASSISTANCE.
RCAS-EJ THANKED SA FOR ASSISTANCE.

RCAS-EJ CALLED C ON DAY/EVENING PHONE ON 10-22-08 AT 8:50AM EST AND
SPOKE WITH C .
RCAS-EJ ADVISED C THAT THE REGION, DLRSHIP AND TECHLINE ARE INVOLVED AND
ASSURED C THAT RCAS WILL BE IN CONTACT WITH C BY 10-24-08 WITH MORE INFORMATIO
N.
C UNDERSTOOD.
C ENDED AND DISCONNECTED CALL.
***** @10/22-ZEJ656N
RCAS-EJ CALLED DLRSHIP ON 10-24-08 AT 11:45AM EST AND SPOKE WITH SA-TOM CIAZZA.
SA ADVISED THAT THE UNIFIED METER WAS THE CONCERN AND THAT THE PART IS AT THE
DLRSHIP. @10/24-ZEJ656N
SA STATED THAT THE VEH SHOULD BE READY FOR TODAY BY DEFINETELY FOR MONDAY 10-2
7-08. @10/24-ZEJ656N
RCAS-EJ THANKED SA FOR ASSISTANCE. @10/24-ZEJ656N
***** @10/24-ZEJ656N
RCS-EJ CALLED ON C DAY/EVENING PHONE ON 10-24-08 AT 11:49AM EST AND ADVISED
C THAT THE DLRSHIP IS STILL WORKING WITH THE VEH AND C SHOULD RECEIVE A CALL
FROM THE DLRSHIP ON MONDAY.
C THANKED RCAS-EJ FOR FOLLOW UP AND ASSISTANCE.

CONFIDENTIAL

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RCSA-EJ ADVISED C THAT RCAS WILL BE IN CONTACT WITH C BY 10-27-08 BEFORE
5PM EST. @10/24-ZEJ656N

C UNDERTOOD.
C DISCONNECTED CALL. @10/24-ZEJ656N

RCAS-EJ CALLED DLRSHF ON 10-27-08 AT 12:53PM EST AND SPOKE WITH SA-KEN
AS SA TOM CIAZZA IS OUT FOR LUNCH. @10/27-ZEJ656N
SA DISCONNECTED CALL. @10/27-ZEJ656N

RCAS-EJ CALLED DLRSHF ON 10-27-08 AT 12:54PM EST AND SPOKE WITH SA-KEN
SA STATED THAT THERE IS NO INFORMATION ON THE VEH AND SA WILL SEND MESSAGE TO
SA-TOM TO GET BACK TO RCAS-EJ AFTER LUNCH.
RCAS-EJ THANKED SA FOR ASSISTANCE. @10/27-ZEJ656N

RCAS-EJ CALLED DLRSHF ON 10-27-08 AT 2:00PM EST AND SPOKE WITH SA-TOM CIAZZA
SA STATED THAT THE CONTROL METER WAS REPLACED UNDER GOODWILL AND NO OTHER
CONCERNS WERE FOUND.
RCAS-EJ THANKED SA FOR ASSISTANCE. @10/27-ZEJ656N

RCAS-EJ CALLED C ON DAY/EVENING PHONE ON 10-27-08 AT 2:06PM EST AND LEFT
DETAILED VMX FOR C TO RETURN CALL AT 866-799-1690 EXT 1606 @10/27-ZEJ656N
***** @10/29-ZEJ656N

RCAS-EJ CALLED C ON DAY/EVENING PHONE ON 10-29-08 AT 9:22AM EST AND SPOKE WITH
MRS.BRUGGMAN REGARDING THE COMPLETED REPAIR OF THE VEH. MRS. BRUGGMAN STATED
THAT THE REPAIR WAS COMPLETED.
RCAS-EJ ADVISED C THAT RCAS-EJ HAS DOCUMENTED ALL C'S CONCERNS.
RCAS-EJ ASKED C IF THERE IS ANY OTHER QUESTIONS OR CONCERNS.
C SATISFIED.
C THANKED RCAS-EJ FOR ASSISTANCE.
RCAS-EJ PROVIDED NAME, EXTENSION NUMBER AND FILE NUMBER.
RCAS-EJ CLOSING FILE AS THERE IS NO FURTHER FOLLOW-UP REQUIRED BY C.
@10/29-ZEJ656N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE
DEALER SERVICE MANAGER, PLEASE CONTACT CUSTOMER AND REVIEW FOR POSSIBLE
ASSISTANCE.
PLEASE CONTACT EVELYN AT 1866-799-1690 EXT.1606 FOR FURTHER
INFORMATION PLEASE UPDATE DLR COMMENTS

DEALER ACTION:

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:41 PM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: corneb2

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NT1B	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 #: 0	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: ZEJ656N	
SVC CALL#:	UPDATE DATE: 10 / 29 / 08	
CLOSE: Y (Y/N)	CLOSE DATE: 10 / 29 / 08	MICROFILM: N
RESP CAA: JIMENEZ, EVELYN	OLM: COPENHAVER J	DOM: FRASHER PAT
PHONE: 0000041606	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:41 PM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: corneb2

CAR ID: CA6325470I
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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E83M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 64000
CITY: CORPUS CRISTI IN SVC DATE: 03 / 31 / 03
ST/ZIP: TX [REDACTED] VCAN: N RTL DLR: 71047 ORLANDO INFINITI
DAY PH: [REDACTED] PAID: 15 SVC DLR: 70236 GUNN INFINITI, LTD.
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 70236 GUNN INFINITI, LTD.
DLR PH: [REDACTED] 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 PREOWNED X MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: INDEPENDENT
OUTSIDE WARRANTY BY (B) MONTHS: 19 MILES: 4000 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 10 / 22 / 08 XFER/RSPNSBLTY: 92 13 S
CONTACT (S): FOLLOWUP DATE: 10 / 22 / 08 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 10 / 22 / 08 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS 153000 GEN. FUEL DELIVERY/INTAKE COMPONENT
AI FUEL/INTAKE SYSTEM WZ WARRANTY COVERAGE INQUIRY

CONFIDENTIAL

DATE: 1/30/2012
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NISSAN MOTOR CORPORATION IN U.S.A
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REQUESTED BY: corneb2

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C. A. R. COMMENTS

FILE OPENED-ZTG999N 10/22/2008
PREVIOUS RELATED FILES FOUND: NONE @10/22-ZTG999N
PREVIOUS UNRELATED FILES FOUND: NONE
RCAS-TG VERIFIED C'S: NAME, ADDRESS, DAY&EVE PHONE, MILEAGE,
RESPONSIBLE DLR AND VIN
RCAS-TG CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES, FOUND:NONE @10/22-ZTG999N
RCAS-TG ADVISED C OF NO OPEN RECALLS.
RCAS-TG RECEIVED A CALL FROM C.
C STATED WANTED TO KNOW REMAINING WARRANTY ON THE VEH. @10/22-ZTG999N
RCAS-TG STATED BASIC WARRANTY HAS EXPIRED BUT C HAS POWERTRAIN WARRANTY
REMAINING UNTIL 03/31/09 OR 70,000 MILES.
C STATED FUEL LEVEL INDICATOR UNIT HAS FAILED A WANTED TO KNOW IF THE PART WAS
PART OF THE POWERTRAIN WARRANTY. @10/22-ZTG999N
RCAS-TG STATED WILL HAVE TO CONTACT A DLR AND ASKED TO PLACE C ON HOLD.
C STATED WILL HOLD.
RCAS-TG CALLED 70236 GUNN INFINITI AND SPOKE TO SA-CHRIS REYES.
RCAS-TG STATED C HAS FUEL LEVEL INDICATOR UNIT FAILURE AND WANTED TO KNOW IF
IT WAS COVERED UNDER POWERTRAIN.
SA-CR STATED FUEL SENDING UNIT AND FUEL GAUGE ARE COVERED UNDER BASIC WARRANTY
RCAS-TG THANKED SA-CR FOR INFO.
RCAS-TG THANKED C FOR HOLDING AND STATED FUEL SENDING UNIT IS NOT COVERED
UNDER POWERTRAIN WARRANTY.
C ASKED FOR PRICING FOR PARTS AND LABOR.
RCAS-TG CALLED DLR AND CONFERENCED CALL AND DLR PROVIDED C WITH PRICING INFO.
RCAS-TG OFFERED C FURTHER ASSISTANCE, C DECLINED.
RCAS-TG THANKED C FOR CONTACTING INFINITI CONSUMER AFFAIRS.
RCAS-TG CLOSED FILE AS NO FURTHER ASSISTANCE IS REQUIRED. @10/22-ZTG999N
@10/22-ZTG999N @10/22-ZTG999N
@10/22-ZTG999N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONFIDENTIAL

DATE: 1/30/2012
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REQUESTED BY: corneb2

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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 #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 0	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: ZTG999N	
HISTORY:	UPDATE BY: ZTG999N	
SVC CALL#:	UPDATE DATE: 04 / 17 / 09	
CLOSE: Y (Y/N)	CLOSE DATE: 10 / 22 / 08	MICROFILM: N
RESP CAA: GRANT, TAHALIA	OLM: COPENHAVER J	DOM:
PHONE: 0000041415	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:41 PM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: corneb2

CAR ID: CA6332212I
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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E24M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2004.0 M45 MILEAGE: 0
CITY: CAPE CORAL IN SVC DATE: 11 / 26 / 04
ST/ZIP: FL [REDACTED] VCAN: N RTL DLR: 70247 TAYLOR INFINITI
DAY PH: [REDACTED] PAID: 3 SVC DLR: 73033 DEVOE INFINITI
EVE PH: [REDACTED] 8 SUSP: 0 RESP DLR: 73033 DEVOE INFINITI
DLR PH: [REDACTED] DENY: 0 REGION: 72 DIST: SL/SV/PT: 11 11 41

LETTER RECEIVED 10 / 29 / 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 PREOWNED X MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: PL 11 OPEN DATE: 10 / 29 / 08 XFER/RSPNSBLTY: 72 11 S
CONTACT (S): FOLLOWUP DATE: 11 / 03 / 08 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 11 / 03 / 08 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OD INFINITI DEALER ISSUES 170500 SERVICE SURVEY (INFINITI)
AP INFINITI DEALER SERVICE ZR GENERAL INQUIRY

CONFIDENTIAL

DATE: 1/30/2012
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NISSAN MOTOR CORPORATION IN U.S.A
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CA6332212I

C. A. R. COMMENTS

IT TO ANOTHER SERVICE STATION TO BE PUT BACK TOGETHER. I WILL NEVER RETURN TO THIS CAR WAS CREATED FROM A CRITICAL COMMENT ON A TOTAL OWNERSHIP SURVEY NO OTHER C.A.R. EXISTS FOR THIS VIN

CUSTOMER HAS REQUESTED THAT SURVEY COMMENTS NOT BE FORWARDED TO DEALER: 73033 SERVICE CONSULTANT WAS NICE. HAD A GAS GAUGE ATTEMPTED TO BE REPAIRED I CHOSE NOT TO REPAIR BECAUSE OF COST, BUT THEY DID NOT PUT BACK TOGETHER AS FOUND, BECAUSE OF THAT CAR SMELLED LIKE GAS INSIDE FOR OVER 2 WEEKS. I HAD TO TAKE DEVOE AGAIN. ORIGINALLY WHEN I CAME IN I TOLD THEM ABOUT AN AIRBAG LIGHT ON THEY DID NOTHING TO DIAGNOSE JUST RESET SENSOR/LIGHT. I TRADED IN MY INFINITI, I DID NOT BUY ANOTHER BECAUSE DEVOE WAS MY CLOSEST DEALER AND THERE ARE NO DEALERS IN FT MYERS / CAPE CORAL AREA. DEVOE IS NOT EASY TO DEAL WITH ON THE PURCHASE END. OFFERED THE LOWEST TRADE IN VALUE ON MY VEHICLE OUT OF 4 DEALERSHIPS I VISITED. Q3B DIDN'T REALLY FIX PROBLEM. Q3E NOT OPEN SUNDAYS. Q3F OVER 1 DAY TO NOT FIX ANYTHING. Q3H LEFT CONSIDERABLE GAS SMELL IN CAR.

@11/03-ZSP458N

RCAS-SP CONTACTED C ON DAY NUMBER ON 11/03/08 AT 8:29 AM EST.
RCAS-SP LEFT VMX WITH NAME, NUMBER AND EXT.
RCAS-SP CONTACTED C ON EVE NUMBER ON 11/03/08 AT 8:29 AM EST.
RCAS-SP LEFT VMX WITH NAME, NUMBER AND EXT.
RCAS-SP CLOSING FILE.

@11/03-ZSP458N

@11/03-ZSP458N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT8G	ROOT CAUSE: SCLT
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 0	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: ORCBATC	
HISTORY:	UPDATE BY: ZSP458N	
SVC CALL#:	UPDATE DATE: 04 / 17 / 09	
CLOSE: Y (Y/N)	CLOSE DATE: 11 / 03 / 08	MICROFILM: N
RESP CAA: PATERSON, SARAH	CAOM: RCAA	CAOM: RCAA
PHONE: 0000041419	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:41 PM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: corneb2

CAR ID: CA6334627I
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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E33M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 59500
CITY: APOPKA IN SVC DATE: 09 / 13 / 03
ST/ZIP: FL [REDACTED] VCAN: N RTL DLR: 70089 BEAVERTON INFINITI
DAY PH: [REDACTED] PAID: 13 SVC DLR: 71047 ORLANDO INFINITI
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 71047 ORLANDO INFINITI
DLR PH: [REDACTED] DENY: 1 REGION: 92 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 PREOWNED X MILES 39000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 71047 ORLANDO INFINITI
OUTSIDE WARRANTY BY (B) MONTHS: 14 MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 11 / 03 / 08 XFER/RSPNSBLTY: 72 12 S
CONTACT (S): FOLLOWUP DATE: 11 / 03 / 08 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 11 / 03 / 08 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 153000 GEN. FUEL DELIVERY/INTAKE COMPONENT
AI FUEL/INTAKE SYSTEM YI OOW GOODWILL ASSISTANCE REQUEST
OA VEHICLE CONCERNS 153000 GEN. FUEL DELIVERY/INTAKE COMPONENT
AI FUEL/INTAKE SYSTEM YX POOR OR IMPROPER OPERATION

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CA6334627I

C. A. R. COMMENTS

FILE OPENED-ZJL437N 11/03/2008
PREVIOUS RELATED FILES FOUND: NONE.
PREVIOUS UNRELATED FILES FOUND: NONE.
RCAS-JL VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE AND DAY AND EVENING PHONE NUMBERS, AND RESPONSIBLE DLR.
RCAS-JL CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE.
RCAS-JL INFORMED C THAT THERE ARE NO RECALLS.
PREVIOUS NISSAN/INFINITI VEHS: NONE.
RCAS-JL RECEIVED A CALL FROM C.
C STATED C'S FUEL GAUGE IS NOT READING PROPERLY AND C HAS READ ON THE INTERNET THAT INFINITI HAS TAKEN CARE OF THIS ISSUE FOR THOSE CS.
RCAS-JL INFORMED C THAT THERE ARE NO RECALLS ON THIS VEH AND RECALLS ARE VIN SPECIFIC.
RCAS-JL INFORMED C THAT C IS OUT OF BASIC WARRANTY BY 14 MONTHS.
RCAS-JL INFORMED C THAT THE VEH MUST BE DIAGNOSED BY AN INFINITI DLR TO HAVE SPECIAL FINANCIAL ASSISTANCE REVIEWED ON A CASE BY CASE BASIS.
RCAS-JL ADVISED C TO CALLBACK ONCE THE VEH IS DIAGNOSED, C UNDERSTOOD.
RCAS-JL OFFERED ADDITIONAL ASSISTANCE, C DENIED.
C THANKED RCAS-JL FOR THE ASSISTANCE, C SATISFIED.
RCAS-JL GAVE C NAME, EXTENSION AND FILE NUMBER. RCAS-JL CLOSING FILE.
@11/03-ZJL437N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y ACTION CODE: NT8G ROOT CAUSE: SCLT 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:

IIR-DATE: 00 / 00 / 00 TRANS DATE: 00 / 00 / 00 CHECK REQUESTED: NO
3RD PRY: PART#: CHECK ISSUED: NO
BYBACK ST: OPENED BY: ZJL437N
HISTORY: UPDATE BY: ZJL437N
SVC CALL#: UPDATE DATE: 04 / 17 / 09
CLOSE: Y (Y/N) CLOSE DATE: 11 / 03 / 08 MICROFILM: N
RESP CAA: OLM: COPENHAVER J DOM:
PHONE: 0000000000 OWNER FIRST: LANGUAGE: E ENGLISH

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SC: NONE

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

VIN: JNKAY41EX3M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 62600
IN SVC DATE: 12 / 28 / 03
VCAN: N RTL DLR: 71115 DISCOVER INFINITI
PAID: 13 SVC DLR: 73114 HOEHN INFINITI
SUSP: 0 RESP DLR: 73114 HOEHN INFINITI
DENY: 0 REGION: 92 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 PREOWNED X MILES 30000 # NISSAN/INFINITI VEHICLES: 3
VEHICLE MAINTAINED BY: 73114 HOEHN INFINITI
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 11 / 18 / 08 XFER/RSPNSBLTY: 92 02 S
CONTACT (S): FOLLOWUP DATE: 12 / 01 / 08 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 12 / 01 / 08 INF-NET DATE: 11 / 19 / 08

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 138500 ENGINE EXHAUST MANIFOLD
AG ENGINE MECHANICAL YX POOR OR IMPROPER OPERATION
OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YI OOW GOODWILL ASSISTANCE REQUEST
OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZSP310N 11/18/2008
PREVIOUS FILES FOUND: NONE @11/18-ZSP310N
RCAS-SJP VERIFIED NAME, ADDRESS, DAY & EVENING
PHONE, VIN, MILEAGE & RESPONSIBLE DLR.
RCAS-SJP CHECKED FOR OPEN RECALLS, FOUND: NONE.
PREVIOUS NISSAN/ INFINITI VEH: G35 2001, FX 2003.
RCAS-SJP RECEIVED INBOUND CALL FROM: C
RCAS-SJP ADVISED VEH HAS NO OPEN RECALLS. @11/18-ZSP310N
C STATED THAT C'S FUEL GAUGE IS INOPERABLE. @11/18-ZSP310N
C STATED THAT FUEL GAUGE HAS NOT BEEN WORKING FOR THE PAST MONTH AND A HALF.
C STATED THAT C IS BRINGING VEH TO DLR 73114 HOEHN INFINITI TOMORROW FOR
DIAGNOSTICS. @11/18-ZSP310N
C STATED THAT THE ENGINE HAS BEEN MAKING A RATTLE NOISE FOR THE PAST YEAR.
C STATED THAT THE DLR ENDED UP REPLACING THE EXHAUST MANIFOLD, BUT THAT DID
NOT CORRECT THE ISSUE. @11/18-ZSP310N
C STATED THAT THE DRIVERS SEAT MOTOR IS ALSO NOT WORKING FOR THE PAST 2 MONTHS
RCAS-SJP ADVISED RCAS WILL WORK ON C'S BEHALF FOR A RESOLUTION. @11/18-ZSP310N
RCAS-SJP ADVISED WILL CONFIRM DIAGNOSTICS WITH DLR AND FOLLOW UP 11/21/08.
C AGREED. @11/18-ZSP310N
RCAS-SJP PROVIDED NAME, FILE NUMBER AND EXTENSION. @11/18-ZSP310N
RCAS-SJP LEAVING FILE OPEN PENDING FURTHER REVIEW. @11/18-ZSP310N
***** @11/20-ZSP310N
RCAS-SJP CALLED DLR 73114 HOEHN INFINITI ON 11/20/08 AT 12:21PM EST, LEFT VMX
FOR SM-DESHA ESPERSON. @11/20-ZSP310N
***** @11/21-ZSP310N
RCAS-SJP CALLED C'S DAYTIME PHONE ON 11/21/08 AT 1:54PM EST, SPOKE WITH C.
C STATED THAT C WASN'T ABLE TO GET VEH TO DLR INTIL LATE YESTERDAY.
C STATED THAT C JUST RECEIVED A CALL FROM DLR 73114 HOEHN INFINITI AND WAS
ADVISED THAT DIAGNOSTICS ARE CURRENTLY BEING PERFORMED. @11/21-ZSP310N
RCAS-SJP ADVISED THAT RCAS WILL CONTINUE TO GET IN TOUCH WITH DLR TO VERIFY
DIAGNOSTICS AND REPAIR. @11/21-ZSP310N
C AGREED. @11/21-ZSP310N
RCAS-SJP ADVISED WILL FOLLOW UP WITH C BY 11/25/08. @11/21-ZSP310N
C UNDERSTOOD. @11/21-ZSP310N
RCAS-SJP LEAVING FILE OPEN PENDING FURTHER REVIEW. @11/21-ZSP310N
***** @11/21-ZSP310N
RCAS-SJP RECEIVED INBOUND CALL FROM DLR 73114 HOEHN INFINITI, SM-DESHA ESPERON
SM-DE ADVISED THAT DLR ASKED C TO VISIT DLR ON MONDAY TO TEST DRIVE BECAUSE
DLR WAS UNABLE TO HEAR AN ENGINE KNOCK, BUT A SLIGHT PINGING. @11/21-ZSP310N
RCAS-SJP ADVISED WILL FOLLOW UP LATE MONDAY TO GET RESULTS OF DIAGNOSTICS.
SM-DE UNDERSTOOD. @11/21-ZSP310N
RCAS-SJP THANKED FOR ASSISTANCE. @11/21-ZSP310N
***** @11/25-ZSP310N
RCAS-SJP CALLED C'S DAYTIME PHONE ON_11/25/08 AT 4:50PM EST, SPOKE WITH C.
C STATED THAT C WAS ABLE TO DUPLICATE ISSUE WITH SA YESTERDAY AND THE DLR
IS WORKING ON FURTHER DIAGNOSTICS. @11/25-ZSP310N
C STATED THAT THE DLR HAS BEEN REALLY GREAT AND C IS EXPECTING AN UPDATE
LATER TODAY. @11/25-ZSP310N
RCAS-SJP ADVISED WILL FOLLOW UP ON 12/01/08. @11/25-ZSP310N
***** @11/28-ZSP310N
RACS-SJP CALLED DLR 73114 HOEHN INFINITI ON 11/28/08 AT 12:00PM EST, SM-DE
NO AVAILABLE. @11/28-ZSP310N
***** @12/01-ZSP310N

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RCAS-SJP CALLED DLR 73114 HOEHN INFINITI ON 12/01/08 AT 1:09PM EST, SM-DESHA
ESPERON IS CURRENTLY NOT AVAILABE, RECEPTIONIST ADVISED WILL HAVE SM RETURN
RCAS-SJP'S CALL. @12/01-ZSP310N

RCAS-PA RECEIVED A CALL FROM SM-DASHA ESPRAN ASKING FOR RCAS-SJP.
RCAS-PA INFORMED SM THAT RCAS-SJP WAS NOT AVAILABLE, HOWEVER, RCAS-PA WAS
ADVISED ABOUT THIS FILE, AND IF THERE WERE ANY UPDATES. @12/01-ZPA000N
SM STATED VEH WAS PICKED UP ON 11/26/08 AND GOODWILL WAS APPROVED ON THE FUEL
GAUGE AND THE OTHER PART WAS APPROVED BY WARRANTY.
SM STATED C DID NOT WANT TO PAY FOR ANYTHING, AND C GOT WHAT C WANTED.
RCAS-PA THANKED AND ENDED CALL.

RCAS-PA EMAILING RCAS-SJP WITH UPDATES.
--- @12/01-ZPA000N
***** @12/01-ZSP310N
RCAS-SJP CALLED C'S DAYTIME PHONE ON 12/01/08 AT 1:26PM EST, SPOKE WITH C.
C STATED THAT DLR TOOK CARE OF C AND C IS NOT SATISFIED. @12/01-ZSP310N
RCAS-SJP OFFERED FURTHER ASSISTANCE, C DECLINED. @12/01-ZSP310N
RCAS-SJP CLOSING FILE. @12/01-ZSP310N

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: 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:

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: ZSP310N
SVC CALL#: UPDATE DATE: 12 / 01 / 08
CLOSE: Y (Y/N) CLOSE DATE: 12 / 01 / 08 MICROFILM: N
RESP CAA: POTTS, SAMANTHA OLM: COPENHAVER J DOM: BURKE GREG
PHONE: 0000000000 OWNER FIRST: LANGUAGE: E ENGLISH

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: CANTON
ST/ZIP: GA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E83M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 80000
IN SVC DATE: 10 / 07 / 02
VCAN: N RTL DLR: 71077 SEWELL INFINITI
PAID: 5 SVC DLR: 71304 NALLEY INFINITI-MARIETTA
SUSP: 0 RESP DLR: 71304 NALLEY INFINITI-MARIETTA
DENY: 0 REGION: 92 DIST: SL/SV/PT: 14 14 44

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED X MILES 40000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 71304 NALLEY INFINITI M
OUTSIDE WARRANTY BY (B) MONTHS: 26 MILES: 20000 (PT) MONTHS: 2 MILES: 10000

ORIG CODE: CT 11 OPEN DATE: 12 / 08 / 08 XFER/RSPNSBLTY: 72 14 S
CONTACT (S): FOLLOWUP DATE: 12 / 24 / 08 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 12 / 24 / 08 INF-NET DATE: 12 / 10 / 08

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YI OOW GOODWILL ASSISTANCE REQUEST

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C. A. R. COMMENTS

FILE OPENED-ZTP669N 12/08/2008
PREVIOUS RELATED FILES FOUND: NONE
PREVIOUS UNRELATED FILES FOUND : 5370027
4812024
RCAS-TP VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER AND RESPONSIBLE DLR.
RCAS-TP UPDATED OWNER DATABASE.
RCAS-TP CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:NONE
RCAS-TP ADVISED C OF NO OPEN RECALLS ON VEHICLE.
PREVIOUS NISSAN/INFINITI VEHICLES:NONE
RCAS-TP RECEIVED INBOUND CALL FROM C.
C STATES C WOULD LIKE TO KNOW ABOUT THE OPEN CAMPAIGN ON C'S FUEL CLUSTERS.
RCAS ADVISED C THAT CURRENTLY THERE ARE NO OPEN RECALLS OR CAMPAIGNS ON C'S VEH. C STATES C HAS BEEN ON THE INTERNET AND C'S VEH IS CURRENTLY EXPERIENCING THE SAME ISSUES DESCRIBED IN THE CAMPAIGN. RCAS ADVISED C THAT C'S VEH WAS NOT EFFECTED BY THE RECALL. RCAS ADVISED C THAT RECALLS ARE VIN SPECIFIC AND C'S VEH WAS MADE AT A DIFFERENT PLANT THAN THOSE EFFECTED BY THE RECALL. C INSISTS THAT C'S VEH IS CURRENTLY EFFECTED AND WANTS TO KNOW WHAT INFINITI PLANS TO DO ABOUT OUTFITTING C'S VEH WITH DEFECTIVE PRODUCT. @12/08-ZTP669N
C STATES C WANTS C'S FUEL CLUSTERS COVERED UNDER THE RECALL. @12/08-ZTP669N
RCAS-TP ADVISED C THAT ALL THE INFORMATION HAS BEEN DOCUMENTED IN THE FILE.
RCAS-TP ADVISED C THAT FILE WILL BE TRANSFERED TO A REGIONAL SPECIALIST.
RCAS-TP ADVISED C THAT C WOULD BE CONTACTED BY THE END OF NEXT BUSINESS DAY.
RCAS-TP OFFERED FURTHER ASSISTANCE. C SATISFIED.
RCAS-TP GAVE NAME, EXTENSION AND FILE NUMBER.
RCAS-TP TRANSFERING FILE TO RCAS AGENT. @12/08-ZTP669N
*** @12/09-ZML999N
RCAS-ML CONTACTED DLR AT 10:15 AM EST 12/9/08 AND SPOKE WITH SA-ROBBIE AS SM-DAVID LASS IN A MEETING. @12/09-ZML999N
SA STATED VEH HAS NOT BEEN AT DLR SINCE 7/07. @12/09-ZML999N
RCAS-ML LEFT VMX FOR C ON DAY AND EVENING PHONE NUMBERS AT 10:23 AM EST 12/9/08. @12/09-ZML999N
*** @12/11-ZML999N
RCAS-ML LOOKED AT ALL RECALLS FOR C'S MODEL AND NO RECALLS FOR M VEHICLES FOR C'S MODEL YEAR. @12/11-ZML999N
*** @12/11-ZML999N
RCAS-ML CONTACTED C ON EVENING NUMBER AT 1:30 PM EST 12/11/08. @12/11-ZML999N
RCAS-ML ADVISED C THAT RCAS DID NOT SEE ANY HISTORY OF ANY CAMPAIGN OR RECALL ON C'S VEH. @12/11-ZML999N
C STATED DLR TOLD C THAT THERE WAS A CAMPAIGN BUT THAT THE DLR WAS NOT PERFORMING THE CAMPAIGN ANYMORE. @12/11-ZML999N
C STATED C WOULD LIKE INFINITI TO COVER THE COST OF THE PANEL. @12/11-ZML999N
RCAS-ML ASKED C WHEN VEH WAS AT DLR LAST. @12/11-ZML999N
C STATED C LIVES 100 MILES FROM DLR AND HAS NOT BEEN TO DLR IN A WHILE.
RCAS-ML ADVISED C THAT IN ORDER FOR RCAS TO LOOK INTO FINANCIAL ASSISTANCE, C WOULD NEED TO BRING VEH INTO DLR TO HAVE VEH DIAGNOSED.
C ASKED FOR RCAS TO ARRANGE THE APPOINTMENT. @12/11-ZML999N
RCAS-ML CONFERENCE CALLED C TO DLR AND C SCHEDULED AN APPOINTMENT FOR 10:30 AM EST 12/15/08. @12/11-ZML999N
RCAS-ML TO FOLLOW UP WITH C ON 12/15/08. @12/11-ZML999N
*** @12/15-ZML999N
RCAS-ML CALLED DLR AT 10:52 AM EST 12/15/08. @12/15-ZML999N
RCAS-ML SPOKE WITH SM-DAVID LASS. @12/15-ZML999N

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SM STATED C RESCHEDULED APPOINTMENT FOR 12/17/08 AT 10:30 AM EST.
RCAS-ML ASKED SM TO RUN GRT WHEN VEH IS IN FOR REPAIRS. @12/15-ZML999N
SM AGREED. @12/15-ZML999N
RCAS-ML THANKED SM AND ENDED CALL. @12/15-ZML999N
*** @12/15-ZML999N
RCAS-ML LEFT VMX FOR C ON DAY AND EVENING PHONE NUMBERS AT 10:56 AM EST
12/15/08. @12/15-ZML999N
RCAS-ML SPOKE WITH SM-DAVID LASS AT 3:20 PM EST 12/17/08. @12/17-ZML999N
SM STATED GRT WAS RUN AND IS COVERING THE INSTRUMENT CLUSTER. @12/17-ZML999N
SM STATED C SHOULD NEED TO REPLACE THE FUEL TANK AS WELL AS NORMALLY THE TWO
REPAIRS GO HAND IN HAND. @12/17-ZML999N
SM STATED C STATED THAT C HAD THE FUEL TANK REPLACED RECENTLY WITH AN INFINITI
PART. @12/17-ZML999N
SM STATED SM TOLD C THAT INFINITI WILL NOT ASSIST WITH FURTHER ASSISTANCE IF
C'S FUEL TANK NEEDS REPLACEMENT. @12/17-ZML999N
*** @12/17-ZML999N
RCAS-ML SPOKE WITH C ON DAY NUMBER AT 3:22 PM EST 12/17/08. @12/17-ZML999N
C THANKED RCAS-ML FOR THE ASSISTANCE. @12/17-ZML999N
RCAS-ML ADVISED C WOULD FOLLOW UP WITH C ON 12/19/08. @12/17-ZML999N
@12/17-ZML999N
*** @12/19-ZML999N
RCAS-ML CALLED C'S DAY NUMBER AT 10:02 AM EST 12/19/08. @12/19-ZML999N
C STATED DLR IS WAITING ON PART. @12/19-ZML999N
RCAS-ML ADVISED WOULD FOLLOW UP WITH DLR AND WITH C. @12/19-ZML999N
RCAS-ML ADVISED C THAT RCAS WOULD CALL C ON 12/22/08. @12/19-ZML999N
*** @12/19-ZML999N
RCAS-ML SPOKE WITH SM-DAVID LASS AT 10:20 AM EST 12/19/08. @12/19-ZML999N
SM STATED PART ARRIVED ON 12/19/08. @12/19-ZML999N
SM STATED WILL TRY TO HAVE REPAIRS COMPLETED ON 12/19/08 AND SA WILL ADVISE
THE C. @12/19-ZML999N
*** @12/22-ZML999N
RCAS-ML LEFT VMX FOR C ON BOTH DAY AND EVENING PHONE NUMBERS AT 8:59 AM EST
12/22/08. @12/22-ZML999N
*** @12/24-ZML999N
RCAS-ML SPOKE WITH C ON DAY NUMBER AT 8:15 AM EST 12/24/08. @12/24-ZML999N
C STATED C HAD TO DRIVE VEH FOR ABOUT 100 MILES BEFORE FUEL GAUGE DROPPED BUT
ALL APPEARS TO BE FUNCTIONING PROPERLY. @12/24-ZML999N
C THANKED RCAS-ML AND ENDED CALL. @12/24-ZML999N
RCAS-ML CLOSING FILE. @12/24-ZML999N

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: 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:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZTP669N	
HISTORY:	UPDATE BY: ZML999N	
SVC CALL#:	UPDATE DATE: 04 / 17 / 09	
CLOSE: Y (Y/N)	CLOSE DATE: 12 / 24 / 08	MICROFILM: N
RESP CAA: LLOYD, MELISSA	OLM: COPENHAVER J	DOM:
PHONE: 0000041531	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: TAMPA
ST/ZIP: FL [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E94M [REDACTED] Y
YR/MDL: 2004.0 M45 MILEAGE: 59725
IN SVC DATE: 07 / 29 / 04
VCAN: N RTL DLR: 70512 INFINITI OF COCONUT CREEK
PAID: 4 SVC DLR: 70048 INFINITI OF TAMPA
SUSP: 1 RESP DLR: 70048 INFINITI OF TAMPA
DENY: 0 REGION: 72 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 PREOWNED X MILES 42000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 70048 INFINITI OF TAMPA
OUTSIDE WARRANTY BY (B) MONTHS: 6 MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 01 / 22 / 09 XFER/RSPNSBLTY: 72 12 S
CONTACT (S): FOLLOWUP DATE: 01 / 22 / 09 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 01 / 22 / 09 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 153000 GEN. FUEL DELIVERY/INTAKE COMPONENT
AI FUEL/INTAKE SYSTEM YI OOW GOODWILL ASSISTANCE REQUEST
OA VEHICLE CONCERNS 153000 GEN. FUEL DELIVERY/INTAKE COMPONENT
AI FUEL/INTAKE SYSTEM YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZJL437N 01/22/2009
PREVIOUS RELATED FILES FOUND: NONE. @01/22-ZJL437N
PREVIOUS UNRELATED FILES FOUND: 5714414, 6073981, 6086786.
RCAS-JL VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE AND DAY AND EVENING PHONE
NUMBERS, AND RESPONSIBLE DLR.
RCAS-JL CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE.
RCAS-JL INFORMED C THAT THERE ARE NO RECALLS.
PREVIOUS NISSAN/INFINITI VEHS: NONE.
RCAS-JL RECEIVED A CALL FROM C.
C STATED C'S FUEL GAUGE IS NOT WORKING PROPERLY AND C IS OUT OF BASIC WARRANTY
BY 6 MONTHS.
C STATED C CALLED 70048 INFINITI OF TAMPA FOR ASSISTANCE AND THE DLR FLAT OUT
SAID "NO".
C STATED HOW CAN THE DLR EXPECT C TO COMPLETE THE 60,000 MILE SVC WHEN NO
ASSISTANCE WILL BE GIVEN TO C. @01/22-ZJL437N
C STATED C WANTS TO KNOW IF INFINITI WOULD BE ABLE TO ASSIST WITH THIS REPAIR.
RCAS-JL ADVISED C TO HAVE THE VEH DIAGNOSED BY AN INFINITI DLR AND THEN CALL
BACK TO HAVE THE FILE REVIEWED BY RCAS ON A CASE BY CASE BASIS.
RCAS-JL OFFERED ADDITIONAL ASSISTANCE, C DENIED.
C THANKED RCAS-JL FOR THE ASSISTANCE, C SATISFIED.
RCAS-JL GAVE C NAME, EXTENSION AND FILE NUMBER. RCAS-JL CLOSING FILE.
@01/22-ZJL437N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y ACTION CODE: NT8G 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:

IIR-DATE: 00 / 00 / 00 TRANS DATE: 00 / 00 / 00 CHECK REQUESTED: NO
3RD PRY: PART#: CHECK ISSUED: NO
BYBACK ST: OPENED BY: ZJL437N
HISTORY: UPDATE BY: ZJL437N
SVC CALL#: UPDATE DATE: 04 / 17 / 09
CLOSE: Y (Y/N) CLOSE DATE: 01 / 22 / 09 MICROFILM: N
RESP CAA: OLM: COPENHAVER J DOM:
PHONE: 0000000000 OWNER FIRST: LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:42 PM

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: BARTLETT
ST/ZIP: TN [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E73M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 52500
IN SVC DATE: 08 / 19 / 03
RTL DLR: 70234 INFINITI OF NASHVILLE
SVC DLR: 70072 INFINITI OF MEMPHIS, INC.
RESP DLR: 70072 INFINITI OF MEMPHIS, INC.
REGION: 72 DIST: SL/SV/PT: 15 15 45

VCAN: N
PAID: 9
SUSP: 0
DENY: 0

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 01 / 30 / 09
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY 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: UNKNOWN
OUTSIDE WARRANTY BY (B) MONTHS: 18 MILES: (PT) MONTHS: MILES:

ORIG CODE: CE 11 OPEN DATE: 02 / 02 / 09 XFER/RSPNSBLTY: 72 15 S
CONTACT (S): FOLLOWUP DATE: 02 / 25 / 09 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 02 / 24 / 09 INF-NET DATE: 02 / 23 / 09

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YI OOW GOODWILL ASSISTANCE REQUEST
OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YX POOR OR IMPROPER OPERATION

CONFIDENTIAL

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C. A. R. COMMENTS

FILE OPENED-ZTM124N 02/02/2009

*****EMAIL FILE LOGGED*****

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES FOUND: NONE

EMAIL ADDRESSED TO: NNACONSUMERAFFAIRS@NISSAN-USA.COM

METHOD OF CONTACT: EMAIL ID NO.: 1246275

EMAIL ADDRESS: [REDACTED]

DATE RECEIVED: 01/30/09 DATE CREATED: 02/02/09

CRR-TM VERIFIED C'S NAME, ADDRESS, DAY AND EVENING PHONE NUMBER.

C DID NOT PROVIDE MILEAGE, VIN AND RESPONSIBLE DLR.

CRR-TM CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

CRR-TM UNABLE TO CHECK AS C DID NOT PROVIDE THE VIN.

C'S EMAIL READS:

C STATES "I LEFT THE ATTACHED SITE WITH THE FORUM POSTED OFF MY EMAIL. I AM HAVING TO RESET MY TROUBLE CODE ON A REGULAR BASIS NOW!!!! PLEASE SEE THAT MANY CUSTOMERS HAVE HAD THIS SAME PROBLEM AND THEN HOW MANY NEVER POST ON THIS SITE?? [HTTP://FORUMS.NICOCLUB.COM/ZEROTHREAD?ID=316682&PAGE=2](http://forums.nicoclub.com/zerthread?id=316682&page=2) SOME DEALERSHIPS DID TRY TO MAINTAIN GOOD CUSTOMER RELATIONSHIPS!! WHAT DO YOU SAY???"

CRR-TM FOUND PREVIOUS EMAIL ATTACHED, DATED 01/21/09:

C STATES "I AM ATTACHING A FORUM ON INFINITI WEBSITE WITH OWNERS HAVING SAME PROBLEM WITH THERE FUEL GAUGE. THIS IS DANGEROUS AND A IRRITANT. WISH TO KNOW IF YOU ARE WILLING TO TAKE CARE OF THIS AS IT IS A COMMON PROBLEM WITH THIS VEHICLE BUT NO RECALL."

CRR-TM'S RESPONSE TO C:

"FEBRUARY 2, 2009 FILE #6406638 DEAR LARRY STRICKLAND: THANK YOU FOR CONTACTING INFINITI AND ALLOWING US THE OPPORTUNITY TO BE OF ASSISTANCE. WE ARE SORRY TO HEAR ABOUT THE EXPERIENCE YOU ARE HAVING WITH YOUR INFINITI VEHICLE AND APOLOGIZE FOR ANY INCONVENIENCE THIS MAY HAVE CAUSED YOU. PLEASE CONTACT YOUR LOCAL INFINITI DEALER AND SCHEDULE AN APPOINTMENT, AS THE DEALER IS IN THE BEST POSITION TO DIAGNOSE AND REPAIR YOUR VEHICLE. YOUR INFINITI DEALER WILL BE MORE THAN WILLING TO ASSIST. ONCE THE VEHICLE HAS BEEN DIAGNOSED BY AN AUTHORIZED INFINITI DEALERSHIP, PLEASE SEND US THE FOLLOWING ADDITIONAL INFORMATION: THE VEHICLE IDENTIFICATION NUMBER (VIN) FOR YOUR VEHICLE THE CURRENT MILEAGE ON YOUR VEHICLE THE AUTHORIZED INFINITI DEALER YOU ARE WORKING WITH A BRIEF DESCRIPTION OF YOUR REQUEST YOU MAY SEND THIS INFORMATION TO US IN WRITING OR YOU ARE WELCOME TO CALL US AT 1 800 662 6200 (OPTION 7). FILE #6406638 HAS BEEN CREATED TO DOCUMENT YOUR CONCERN. PLEASE REFERENCE THIS FILE NUMBER WHEN YOU WRITE OR CALL. IF YOU HAVE ANY FURTHER QUESTIONS, COMMENTS OR ARE UNSATISFIED WITH YOUR DEALER EXPERIENCE, PLEASE FEEL FREE TO CONTACT US. YOUR SATISFACTION WITH YOUR VEHICLE AND YOUR INFINITI DEALER IS VERY IMPORTANT TO US. THANK YOU FOR ALLOWING US TO BE OF ASSISTANCE."

CRR-TM CLOSING FILE PENDING C CONTACT.

@02/02-ZTM124N

*****EMAIL FILE LOGGED*****

@02/12-ZCS694N

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES FOUND: NONE

EMAIL ADDRESSED TO: NNACONSUMERAFFAIRS@NISSAN-USA.COM

METHOD OF CONTACT: EMAIL ID NO: 1247706

EMAIL ADDRESS: 1021OFFICE@DKTIRE.COM

DATE RECEIVED: 02/02/09 DATE CREATED: 02/02/09

CRR-CS VERIFIED C'S NAME, ADDRESS, AND DAY PHONE NUMBER, RESPONSIBLE DLR, VIN

C DID NOT PROVIDE MILEAGE

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CRR-CS UPDATED THE OWNER DATA BASE (NAME, ADDRESS, DAY PHONE NUMBER)
CRR-CS CHECKED FOR OPEN RECALLS, CAMPAIGNS, OR UPGRADES : NONE
C'S EMAIL READS: THE VEHICLE IDENTIFICATION NUMBER (VIN) FOR YOUR
VEHICLE JNKAY41E73M [REDACTED]; THE CURRENT MILEAGE ON YOUR VE
52,500

THE AUTHORIZED INFINITI DEALER YOU ARE WORKING WITH
INFINITI OF MEMPHIS @02/12-ZCS694N

A BRIEF DESCRIPTION OF YOUR REQUEST CODE
P0462 FUEL LEVEL SENSOR INSTRUMENT CLUSTER
REPLACE/REPAIR---THIS IS DANGEROUS HOWEVER HAVE NO TSB'S
RECALLS. SEE THE FORMER WEBSITE FOR NISSAN/INFINITI OWNERS
WITH THE SAME PROBLEM. @02/12-ZCS694N

CRR-CS'S RESPONSE TO C: DEAR MR LARRY STRICKLAND,
FILE NUMBER 6406638 @02/12-ZCS694N

THANK YOU FOR TAKING THE TIME TO CONTACT NISSAN AND SHARE YOUR VALUABLE
INSIGHT WITH US. THESE COMMENTS WILL BE REVIEWED BY THE APPROPRIATE
DEPARTMENT. FILE NUMBER # 6406638 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. @02/12-ZCS694N

CRR-CS CLOSING FILE @02/12-ZCS694N

*****EMAIL FILE LOGGED*****
PREVIOUS RELATED FILES FOUND: NONE @02/20-ZAG555N

PREVIOUS UNRELATED FILES FOUND:NONE
EMAIL ADDRESSED TO: NNACONSUMERAFFAIRS@NISSAN-USA.COM

METHOD OF CONTACT: EMAIL ID NO.: 1260129
EMAIL ADDRESS: [REDACTED]
DATE RECEIVED: 02/20/09 DATE CREATED: 02/20/09

CRR-AG VERIFIED C'S NAME.
CRR-AG DID NOT CHECK FOR OPEN RECALLS/ CAMPAIGNS/UPGRADES
BECAUSE CUSTOMER DID NOT PROVIDE THE VIN.
CRR-AG FOUND VIN IN FILE AND FOUND NO RECALL.
C'S EMAIL READS:

C STATES "IT HAS BEEN 9 DAYS SINCE INFINITI CHECKED MY VEHICLE---I HAVE HEARD
NOTHING FROM THEM NOR YOU!! THERE WORK ORDERED STATED THEY WERE ADVISING
INFINITI AND AWAITING YOUR REPLY FOR WARRANTY ASSISTANCE.PLEASE ADVISE ME
OF YOUR DECISION ASAP."

CRR-AG FORWARDS THE FILE TO RCAS AND SEND INTERNAL MESSAGE TO RCAS.
RCAS-ML DATANET FILE TO DLR. @02/23-ZML999N

*** @02/23-ZML999N
RCAS-ML CALLED DLR AT 11:23 AM EST 2/23/09. @02/23-ZML999N

RCAS-ML SPOKE WITH SM-PAUL POPE.
SM STATED C NEEDS AN INSTRUMENT CLUSTER. @02/23-ZML999N

SM STATED C NEVER COMPLAINED ABOUT CONCERNS WHILE VEH WAS UNDER WARRANTY.
SM STATED C IS NOT A CUSTOMER OF THE DLR. @02/23-ZML999N

SM STATED SM NOT INCLINED TO ASSIST THE CUSTOMER. @02/23-ZML999N

*** @02/23-ZML999N
RCAS-ML LEFT VMX FOR C ON ONLY NUMBER AT 5:27 PM EST 2/23/09. @02/23-ZML999N

***** @02/24-ZKN032N
RCAS-KN RECEIVED INBOUND CALL FROM C ON 02/24/09. @02/24-ZKN032N

RCAS-KN VERIFIED C'S NAME, ADDRESS, DAY/EVENING NUMBER. @02/24-ZKN032N
C STATED THAT C IS LOOKING FOR AN UPDATE ON C'S REQUEST. @02/24-ZKN032N

RCAS-KN ADVISED C THAT C'S REQUEST HAS BEEN DECLINED DUE TO C BEING OOW.
C STATED C UNDERSTANDS AND THANKED RCAS-KN. @02/24-ZKN032N

RCAS-KN OFFERED FURTHER ASSISTANCE: C DECLINED. @02/24-ZKN032N
RCAS-KN OFFERED C NAME AND EXTENSION: C DECLINED. @02/24-ZKN032N

RCAS-KN CLOSING FILE, NO FURTHER ASSISTANCE REQUIRED. @02/24-ZKN032N

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:42 PM

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@02/24-ZKN032N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE
DEALER SERVICE MANAGER, PLEASE CONTACT CUSTOMER AND REVIEW FOR POSSIBLE
ASSISTANCE.
RCAS MELISSA LLOYD 1-866-799-1690 X 1531

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NE3B	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 / 20 / 09	USERID: ZAG555N
OTHER #: 0	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: ZTM124N	
HISTORY:	UPDATE BY: ZKN032N	
SVC CALL#:	UPDATE DATE: 04 / 17 / 09	
CLOSE: Y (Y/N)	CLOSE DATE: 02 / 24 / 09	MICROFILM: N
RESP CAA: LLOYD, MELISSA	OLM: COPENHAVER J	DOM:
PHONE: 0000041531	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
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SC: NONE

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

VIN: JNKAY41E04M [REDACTED] Y
YR/MDL: 2004.0 M45 MILEAGE: 18000
IN SVC DATE: 07 / 30 / 04
VCAN: N RTL DLR: 70211 HOLMAN INFINITI
PAID: 1 SVC DLR: 72035 INFINITI OF TYSONS CORNER
SUSP: 0 RESP DLR: 72035 INFINITI OF TYSONS CORNER
DENY: 0 REGION: 72 DIST: SL/SV/PT: 23 23 48

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY 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: 70211 HOLMAN INFINITI
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 02 / 11 / 09 XFER/RSPNSBLTY: 72 23 S
CONTACT (S): FOLLOWUP DATE: 02 / 11 / 09 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 02 / 11 / 09 INF-NET DATE: 02 / 12 / 09

CONCERN AND CATEGORY SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS 153000 GEN. FUEL DELIVERY/INTAKE COMPONENT
AI FUEL/INTAKE SYSTEM YI OOW GOODWILL ASSISTANCE REQUEST

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C. A. R. COMMENTS

FILE OPENED-ZEJ656N 02/11/2009

PREVIOUS FILES FOUND.

@02/11-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

@02/11-ZEJ656N

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

PREVIOUS NISSAN/INFINITI VEH:

RCAS-EJ RECEIVED CALL FROM C. C STATES WOULD LIKE ASSISTANCE WITH THE REPAIR
OF THE FUEL GAUGE AND CLUSTER.

@02/11-ZEJ656N

RCAS-EJ ADVISED C THAT THE HISTORY SHOWS THAT THE VEH HAS NOT BEEN AT THE
DLRSHP SINCE 11-24-08 AND THE REPAIR WAS NOT PERFORMED.

C STATED THAT THE C WANTED TO KNOW THE CONCERNS AND COULD NOT HAVE THE
REPAIRS DONE AS THE C WENT OUT OF THE COUNTRY AND JUST RECENTLY RETURNED.

@02/11-ZEJ656N

C STATED THAT THE SA-DAVID JACOBS ADVISED C TO CONTACT INFINITI CA FOR
FURTHER ASSISTANCE.

@02/11-ZEJ656N

RCSA-EJ APOLOGIZED FOR THE INCOVENIENCE AND ADVISED C TO HAVE THE VEH
AGAIN BROUGHT BACK TO THE DLRSHP AND HAVE THE VEH INSPECTED.

C UNDERSTOOD.

C STATED THAT C UNDERSTANDS THAT THE VEH IS OOW AND WOULD LIKE TO HAVE AT
LEAST PARTIAL ASSISTANCE.

RCAS-EJ ADVISED C TO CONTACT THE DLRSHP AND IF C REQUIRES FURTHER ASSISTANCE
TO CONTACT INFINITI CA.

C UNDERSTOOD.

RCAS-EJ ADVISED C THAT RCAS-EJ HAS DOCUMENTED ALL C'S CONCERNS.

RCAS-EJ ASKED C IF THERE IS ANY OTHER QUESTIONS OR CONCERNS.

C SATISFIED.

C THANKED RCAS-EJ FOR ASSISTANCE.

@02/11-ZEJ656N

RCAS-EJ PROVIDED NAME, EXTENSION NUMBER AND FILE NUMBER.

REVIEWED AND UPDATE TREAD ACT.

RCAS-EJ CLOSING FILE AS THERE IS NO FURTHER FOLLOW-UP REQUIRED BY C.

@02/11-ZEJ656N

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: 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:
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: ZEJ656N	
SVC CALL#:	UPDATE DATE: 04 / 17 / 09	
CLOSE: Y (Y/N)	CLOSE DATE: 02 / 11 / 09	MICROFILM: N
RESP CAA: JIMENEZ, EVELYN	OLM: COPENHAVER J	DOM:
PHONE: 0000041606	OWNER FIRST:	LANGUAGE: E ENGLISH

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DATE: 1/30/2012
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NISSAN MOTOR CORPORATION IN U.S.A
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REQUESTED BY: corneb2

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SC: ONE CONTRACT

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

VIN: JNKAY41E53M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 80000
IN SVC DATE: 11 / 15 / 03
VCAN: Y
PAID: 11
SUSP: 0
DENY: 0
RTL DLR: 70492 INFINITI OF MISSION VIEJO
SVC DLR: 70492 INFINITI OF MISSION VIEJO
RESP DLR: 70492 INFINITI OF MISSION VIEJO
REGION: 92 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 PREOWNED X MILES 28000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 70492 INFINITI OF MISSION VIEJO
OUTSIDE WARRANTY BY (B) MONTHS: 15 MILES: 20000 (PT) MONTHS: MILES: 10000

ORIG CODE: CT 11 OPEN DATE: 02 / 20 / 09 XFER/RSPNSBLTY: 92 02 S
CONTACT (S): FOLLOWUP DATE: 02 / 20 / 09 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 02 / 20 / 09 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OB EXTENDED SERVICE CONTRACT 162000 INFINITI CERTIFIED PRE-OWNED PLAN
AL INFINITI (EPP) ZE COMPONENT COVERAGE INQUIRY
OB EXTENDED SERVICE CONTRACT 162000 INFINITI CERTIFIED PRE-OWNED PLAN
AL INFINITI (EPP) ZK DUPLICATE STATEMENT REQUEST
OB EXTENDED SERVICE CONTRACT 162000 INFINITI CERTIFIED PRE-OWNED PLAN
AL INFINITI (EPP) ZR GENERAL INQUIRY

CONFIDENTIAL

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REQUESTED BY: corneb2

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C. A. R. COMMENTS

FILE OPENED-ZJL437N 02/20/2009
PREVIOUS RELATED FILES FOUND: 6395403. @02/20-ZJL437N
PREVIOUS UNRELATED FILES FOUND: NONE.
RCAS-JL VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE AND DAY AND EVENING PHONE NUMBERS, AND RESPONSIBLE DLR.
RCAS-JL CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:
RCAS-JL INFORMED C THAT THERE ARE NO RECALLS.
PREVIOUS NISSAN/INFINITI VEHS: NONE.
RCAS-JL RECEIVED A CALL FROM C.
C STATED RCAS-SP REQUESTED THE AGREEMENT TO BE MAILED TO C ABOUT 1 MONTH AGO BUT C HAS NOT RECEIVE IT.
RCAS-JL CHECKED VES1 AND SAW THAT THERE WERE NO NOTES MADE FOR THIS REQUEST.
RCAS-JL INFORMED C RCAS-JL WILL RESUBMIT THE REQUEST AND C SHOULD RECEIVE IT WITHIN 30 DAYS. RCAS-JL SUBMITTED THE REPRINT REQUEST IN VES1.
RCAS-JL INFORMED C THAT C CAN VISIT ANY INFINITI DLR TO LOOK AT A BROCHURE TO VERIFY WHAT IS COVERED.
C STATED C WANTS TO KNOW IF THE FUEL GAUGE ISSUE IS COVERED.
RCAS-JL INFORMED C THAT INFINITI CA RELIES ON THE INFINITI TECHNICIAN'S DIAGNOSIS AND VERIFY PART COVERAGE.
C STATED C WOULD LIKE INFINITI'S ASSISTANCE ON THIS REPAIR.
RCAS-JL INFORMED C TO HAVE THE VEH DIAGNOSED AND IF THE DLR STATES IT IS NOT COVERED AND C WOULD LIKE INFINITI'S ASSISTANCE, C CAN CALLBACK TO HAVE THE FILE REVIEWED ON A CASE BY CASE BASIS, C UNDERSTOOD.
RCAS-JL OFFERED ADDITIONAL ASSISTANCE, C DENIED.
C THANKED RCAS-JL FOR THE ASSISTANCE, C SATISFIED.
RCAS-JL GAVE C NAME, EXTENSION AND FILE NUMBER. RCAS-JL CLOSING FILE.
@02/20-ZJL437N @02/20-ZJL437N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y ACTION CODE: NT8D 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:

IIR-DATE: 00 / 00 / 00 TRANS DATE: 00 / 00 / 00 CHECK REQUESTED: NO
3RD PRY: PART#: CHECK ISSUED: NO
BYBACK ST: OPENED BY: ZJL437N
HISTORY: UPDATE BY: ZJL437N
SVC CALL#: UPDATE DATE: 02 / 20 / 09
CLOSE: Y (Y/N) CLOSE DATE: 02 / 20 / 09 MICROFILM: N
RESP CAA: OLM: COPENHAVER J DOM: BURKE GREG
PHONE: 0000000000 OWNER FIRST: LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:42 PM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: corneb2

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CA6423529I

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DATE: 1/30/2012
TIME: 04:07:42 PM

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

CA6423529

SERVICE CONTRACTS SUMMARY

DATE: 1/30/2012
TIME: 04:07:42 PM
MODEL YEAR: 2003.0
MAKE:
MODEL LINE: M45

NAME: [REDACTED]

VIN:
IN SCV DATE: 8/16/2006

SEO NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
68	PEDJ08205531	70492 CA	8/16/2006	11/15/2009	100,000		

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CONTRACT: PEDJ08205531		CONTRACT:	
OWNER NAME: [REDACTED]		OWNER NAME:	
PLAN TYPE: E		PLAN TYPE:	
PLAN TERM: J		PLAN TERM:	
DEDUCTABLE: \$ 50		DEDUCTABLE:	
EFFECTIVE: 08/16/06		EFFECTIVE:	
EXPIRES: 11/15/09 MILES: 100,000		EXPIRES:	MILES:
CANCEL: MILES:		CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION: 9/14/2006		TRANSACTION:	
PRINTED: 02/21/09		PRINTED:	
DEALER NO: 70492 STATE: CA		DEALER NO:	STATE:
DEALER NAME: INFINITI OF MISSION VIEJO		DEALER NAME:	

CONFIDENTIAL

DATE: 1/30/2012
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NISSAN MOTOR CORPORATION IN U.S.A
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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E83M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 90000
CITY: BRYN MAWR IN SVC DATE: 10 / 18 / 03
ST/ZIP: PA [REDACTED] VCAN: N RTL DLR: 71213 FLEMINGTON INFINITI
DAY PH: [REDACTED] PAID: 9 SVC DLR: 72029 INFINITI OF ARDMORE
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 72029 INFINITI OF ARDMORE
DLR PH: [REDACTED] DENY: 0 REGION: 72 DIST: SL/SV/PT: 04 04 34

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 72029 INFINITI OF ARDMO
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 30000 (PT) MONTHS: MILES: 20000

ORIG CODE: CT 11 OPEN DATE: 03 / 09 / 09 XFER/RSPNSBLTY: 72 04 S
CONTACT (S): FOLLOWUP DATE: 03 / 10 / 09 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 03 / 10 / 09 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS 153000 GEN. FUEL DELIVERY/INTAKE COMPONENT
AI FUEL/INTAKE SYSTEM YI OOW GOODWILL ASSISTANCE REQUEST

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C. A. R. COMMENTS

FILE OPENED-ZSP458N 03/09/2009

PREVIOUS FILES FOUND: NONE.

@03/09-ZSP458N

RCAS-SP VERIFIED C'S NAME, ADDRESS, DAY/EVE NUMBER,VIN, MILEAGE AND THE RESPONSIBLE DLR.

RCAS-SP CHECKED FOR OPEN RECALLS/CAMPAIGNS.

RCAS-SP FOUND NONE.

RCAS-SP ADVISED C.

RCAS-SP RECIEVED CALL FROM C.

@03/09-ZSP458N

C STATED THAT C IS HAVING AN ISSUE WITH THE FUEL GAUGE.

C STATED THAT C HAS FOUND MULTIPLE REPORTS ON THE INTERNET REGARDING THIS.

RCAS-SP UNDERSTOOD.

RCAS-SP INQUIRED IF C HAD BEEN TO THE DLRSHIP.

C STATED NO.

RCAS-SP ADVISED C THAT C WOULD NEED TO VISIT THE INFIINITI DLRSHIP FIRST FOR A FORMAL DIAGNOSIS AND COST OF REPAIR.

@03/09-ZSP458N

C STATED THAT C HAS BEEN HAVING THIS CONCERN FOR THE LAST 3000 MILES.

RCAS-SP UNDERSTOOD.

@03/09-ZSP458N

RCAS-SP PROVIDED C WITH NAME AND FILE NUMBER.

RCAS-SP OFFERED ASSISTANCE.

C DECLINED.

RCAS-SP EXITING FILE.

@03/09-ZSP458N

RCAS-SP RECEIVED CALL FROM SA-CHARLES CURRAN.

SA ADVISED THAT C DOES NEED THE FUEL GAUGE REPLACED AT A COST OF \$224 FOR PART \$25 FOR REPROGRAM AND \$167 FOR LABOR.

@03/10-ZSP458N

RCAS-SP UNDERSTOOD.

SA ADVISED THAT C HAD BEEN A GOOD SERVICING C BUT MORE RECENTLY HAS BEEN GOING ELSEWHERE.

RCAS-SP UNDERSTOOD.

@03/10-ZSP458N

SA ADVISED THAT SA WILL RUN GRT TO HAVE INFINITI COVER THE PART AND REPROGRAM AND THAT C COVER THE LABOR.

RCAS-SP UNDERSTOOD AND THANKED.

@03/10-ZSP458N

SA ADVISED THAT THE GRT APPROVED THE REQUEST AND SA WOULD RELAY THE DECISION TO C.

RCAS-SP UNDERSTOOD AND THANKED.

RCAS-SP OFFERED ADDITIONAL ASSISTANCE.

@03/10-ZSP458N

@03/10-ZSP458N

RCAS-SP CLOSING FILE.

@03/10-ZSP458N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

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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 #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 1	DATE: 03 / 10 / 09	USERID: ZSP458N
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: ZSP458N	
HISTORY:	UPDATE BY: ZSP458N	
SVC CALL#:	UPDATE DATE: 03 / 10 / 09	
CLOSE: Y (Y/N)	CLOSE DATE: 03 / 10 / 09	MICROFILM: N
RESP CAA: PATERSON, SARAH	OLM: COPENHAVER J	DOM: FRASHER PAT
PHONE: 0000041419	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
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NISSAN MOTOR CORPORATION IN U.S.A
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REQUESTED BY: corneb2

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SC: ONE CONTRACT

NAME: [REDACTED] VIN: JNKAY41E13M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 45000
CITY: CLEMENTON IN SVC DATE: 07 / 28 / 03
ST/ZIP: NJ [REDACTED] VCAN: Y RTL DLR: 71015 LEGACY INFINITI, LTD.
DAY PH: [REDACTED] PAID: 7 SVC DLR: 70211 HOLMAN INFINITI
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 70211 HOLMAN INFINITI
DLR PH: [REDACTED] DENY: 0 REGION: 72 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 PREOWNED X MILES 23510 # NISSAN/INFINITI VEHICLES: 2
VEHICLE MAINTAINED BY: 70211 HOLMAN INFINITI
OUTSIDE WARRANTY BY (B) MONTHS: 20 MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 03 / 09 / 09 XFER/RSPNSBLTY: 72 04 S
CONTACT (S): FOLLOWUP DATE: 03 / 16 / 09 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 03 / 16 / 09 INF-NET DATE: 03 / 10 / 09

CONCERN AND CATEGORY		SUBCATEGORY AND SYMPTOM	
OA	VEHICLE CONCERNS	134000	GEN. ENGINE ELECTRIC COMPONENT(S)
AF	ENGINE ELECTRICAL	YE	MULTIPLE REPAIR ATTEMPTS
OA	VEHICLE CONCERNS	134000	GEN. ENGINE ELECTRIC COMPONENT(S)
AF	ENGINE ELECTRICAL	YX	POOR OR IMPROPER OPERATION

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DATE: 1/30/2012
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REQUESTED BY: corneb2

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C. A. R. COMMENTS

FILE OPENED-ZML221N 03/09/2009
PREVIOUS FILES FOUND:UNRELATED 5948831,6356690
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: I35
RCAS-ML RECEIVED CALL FROM C @03/09-ZML221N
C STATED VEH STOPPED RUNNING IN THE MIDDLE OF HIGHWAY ON 3/07/09, TOWED TO DLR
C STATED THIS IS THE THIRD TIME THIS ISSUE HAPPENED TO C'S VEHICLE.
C STATED VEH WILL NOT ACCELERATE AND STOPPED RUNNING IN THE MIDDLE OF THE
HIGHWAY. @03/09-ZML221N
C STATED C WAS GOING A NORMAL SPEED AND VEH STARTED TO JERK THAN SLOWED DOWN
5 TO 10MPH AND CANNOT ACCELERATE. @03/09-ZML221N
C STATED C HAD BEEN TO DLRSHR FOR THIS CONCERN BEFORE AND ISSUE IS NOT GETTING
REPAIRED. @03/09-ZML221N
C STATED C DOES NOT FEEL SAFE WITH VEHICLE AND MAY PLAN TO GET RID OF VEHICLE.
RCAS OFFERED TO HAVE A REGIONAL SPECIALIST WORK THE DLRSHR AND C TO REPAIR
ISSUE WITH THE VEHICLE. @03/09-ZML221N
RCAS SUGGESTED C SPEAK TO SLS DEPARTMENT. @03/09-ZML221N
RCAS ADVISED A SPECIALIST WILL GIVE C A FOLLOW UP CALL BY END OF BUSINESS
TOMMORROW. RCAS PROVIDED FILE NAME AND EXTENSION. RCAS OFFERED FURTHER
ASSISTANCE, C DECLINED. @03/09-ZML221N
RCAS SENT EMAIL TO RCAS-EJ FOR NEW FILE HANDLING ON THIS DATE.
@03/09-ZML221N @03/09-ZML221N
@03/09-ZML221N @03/09-ZML221N
***** @03/09-ZEJ656N
RCAS-EJ RECEIVED FILE FROM FILE DISTRIBUTION.
RCAS-EJ REVIEWED FILE.
RCAS-EJ DATANETTED FILE. @03/09-ZEJ656N
RCAS-EJ REVIEWED FILE AND REPAIR HISTORY IN VROI:
**WORK ORDER: 52633-01 W.O.DATE: 11/23/07
ODOMETER: 30236
CUSTOMER STATES ALL THE WARNING LIGHTS CAME ON AND THE CAR
DOES NOT RUN 6096809513 *****TOW IN*****
FOUND CAR OUT OF GAS NEEDS NEW UNIFIDE UNIT ORDRED PART
WILL CALL WHEN IN TOTAL \$566.79 MINUS \$ 90.00 CHECK OUT @03/09-ZEJ656N
**WORK ORDER: 53533-01 W.O.DATE: 12/13/07
ODOMETER: 30961
INSTALL SOP UNIFIDE MEATER
INTERNAL FUEL GAUGE FAILURE
REPLACED UNIFIED METER ASSEMBLY
**WORK ORDER: 60871-01 W.O.DATE: 05/15/08
ODOMETER: 34526
CAR WONT START HOOD WONT OPEN C/R ENTERPRISE CAR @03/09-ZEJ656N
FOUND LOOSE WIRE AT FUSE BAX REPAIRED WIRE ALL POWER BACK ON
COMPLETED
**WORK ORDER: 60871-02 W.O.DATE: 05/15/08
ODOMETER: 34526
FRONT HOOD WONT OPEN C/R HAS A FACTORY CONTRACT
WITH \$100 DEDUCTABLE
REMOVED GRILL FOUND LATCH STUCK REPAIRED LATCH ALL OK
**WORK ORDER: 64236-02 W.O.DATE: 07/29/08

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ODOMETER: 38166
CUST STATES GET PRICE ON GASKET PAN SEAT--LEAKING
NEEDS TO BE RESEALED-- \$189.73 @03/09-ZEJ656N
**WORK ORDER: 69586-06 W.O.DATE: 11/28/08

ODOMETER: 42082
CUST STATES RESEAL OIL PAN AS PER LAST TO \$189.73 PLUS TAX
IMPROPER SEALING @03/09-ZEJ656N
RESEALED OIL PAN @03/09-ZEJ656N
**WORK ORDER: 69787-01 W.O.DATE: 12/04/08

ODOMETER: 42141
CUST STATES SES LIGHT IS ON -- VEHICLE TOWED IN
INTERNAL FAILURE OF ECM; WILL NOT PROPERLY IDLE
REPLACED ECM AND RELEARNED IDLE

RCAS-EJ ENT EMAIL TO SM-DAVID ZANE ON 03-09-09 AT 11:36AM EST REQUESTING
FURTHER INFORMATION ON THE STATUS OF THE REPAIR. @03/09-ZEJ656N

RCAS-EJ RECEIVED EMAIL FROM SM-DAVID ZANE ON 03-10-09 AT 1:39PM EST ADVISING
THAT THE VEH IS STILL BEING WORKED ON AND THERE IS NO FURTHER UPDATES AS OF
TODAY. @03/10-ZEJ656N

RCAS-EJ CALLED C ON DAY PHONE ON 03-10-09 AT 4:58PM EST AND LEFT VMX FOR C
@03/10-ZEJ656N
REQUESTING A CALLBACK. @03/10-ZEJ656N

RCAS-EJ CALLED C ON EVENING PHONE ON 03-10-09 AT 9:17AM EST AND LEFT VMX FOR N
REQUESTING A CALLBACK. @03/10-ZEJ656
*** @03/10-ZEJ6566

RCAS-EJ CALLED C ON DAY PHONE ON 03-11-09 AT 9:15AM EST AND LEFT VMX FOR C
REQUESTING A CALLBACK.
RCAS-EJ CALLED C ON EVENING PHONE ON 03-11-09 AT 9:17AM EST AND LEFT VMX FOR
REQUESTING A CALLBACK. @03/12-ZEJ6566
***** @03/12-ZEJ6566

RCAS-EJ RECEIVED EMAIL FROM SM-DAVID ZANE ON 03-12-09 AT 11:59AM EST ADVISINGG
THAT THE TIRES NEEDS TO BE REPLACED AND C IS NOT HAPPY THAT THE TIRE ARE
NOT WARRANTABLE.
END OF EMAIL. @03/12-ZEJ6566
@03/12-ZEJ656N @03/16-ZEJ656N

RCAS-KN RECEIVED INBOUND CALL FROM C ON 03/12/09. @03/12-ZKN032N
RCAS-KN VERIFIED C'S NAME, ADDRESS, DAY/EVENING NUMBER. @03/12-ZKN032N
C STATED THAT C WOULD LIKE TO KNOW WHAT WARRANTY C HAS ON VEH. @03/12-ZKN032N
RCAS-KN ADVISED C OF THE FOLLOWING WARRANTY INFORMATION: @03/12-ZKN032N

@03/12-ZKN032N
WARRANTY DESCRIPTION EXP. DATE EXP. MILES
BASIC WARRANTY 07/28/07 60,000 @03/12-ZEJ656N
POWERTRAIN 07/28/09 70,000 @03/12-ZKN032N
IEPP - EXPIRES: 05/31/11 MILES: 71,510 @03/12-ZKN032N
C STATED C UNDERSTANDS AND THANKED RCAS-KN. @03/12-ZKN032N
RCAS-KN OFFERED FURTHER ASSISTANCE: C DECLINED. @03/12-ZKN032N
RCAS-KN PROVIDED C NAME AND EXTENSION. @03/12-ZKN032N
***** @03/16-ZEJ656N

RCAS-EJ CALLED C ON DAY/EVENING PHONE ON 03-16-09 AT 8:56AM EST AND LEFT
VMX FOR C REQUESTING A CALLBACK. @03/16-ZEJ656N
RCAS-EJ CALLED C ON EVENING PHONE ON 03-16-09 AT 8:56AM EST AND LEFT VMX FOR
REQUESTING A CALLBACK. @03/16-ZEJ6566
@03/16-ZEJ656N
RCAS-EJ CLOSING FILE AS C HAS NOT RETURNED CALLS. @03/16-ZEJ656N

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REVIEWED AND UPDATE TREAD ACT.

@03/16-ZEJ656N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE
DEALER SERVICE MANAGER, PLEASE CONTACT CUSTOMER AND REVIEW FOR POSSIBLE
ASSISTANCE.
PLEASE CONTACT EVELYN AT 1866-799-1690 EXT.1606 FOR FURTHER
INFORMATION PLEASE UPDATE DLR COMMENTS

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT4C	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:
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: ZEJ656N	
SVC CALL#:	UPDATE DATE: 03 / 16 / 09	
CLOSE: Y (Y/N)	CLOSE DATE: 03 / 16 / 09	MICROFILM: N
RESP CAA: JIMENEZ, EVELYN	OLM: COPENHAVER J	DOM: FRASHER PAT
PHONE: 0000041606	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:42 PM

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REQUESTED BY: corneb2

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

CA6436820

SERVICE CONTRACTS SUMMARY

DATE: 1/30/2012
TIME: 04:07:42 PM
MODEL YEAR: 2003.0
MAKE:
MODEL LINE: M45

NAME: [REDACTED]

VIN:
IN SCV DATE: 5/31/2007

SEO NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
70	FECL07335539	70211 NJ	5/31/2007	5/31/2011	71,510		

CONFIDENTIAL

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CURRENT SERVICE CONTRACT				PRIOR SERVICE CONTRACT			
CONTRACT:	FECL07335539			CONTRACT:			
OWNER NAME:	[REDACTED]			OWNER NAME:			
PLAN TYPE:	E			PLAN TYPE:			
PLAN TERM:	L			PLAN TERM:			
DEDUCTABLE:	\$ 100			DEDUCTABLE:			
EFFECTIVE:	05/31/07			EFFECTIVE:			
EXPIRES:	05/31/11	MILES:	71,510	EXPIRES:		MILES:	
CANCEL:		MILES:		CANCEL:		MILES:	
TRANSFER:				TRANSFER:			
TRANSACTION:	6/6/2007			TRANSACTION:			
PRINTED:	06/08/07			PRINTED:			
DEALER NO:	70211	STATE:	NJ	DEALER NO:		STATE:	
DEALER NAME:	HOLMAN INFINITI			DEALER NAME:			

CONFIDENTIAL

DATE: 1/30/2012
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NISSAN MOTOR CORPORATION IN U.S.A
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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E33M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 47712
CITY: LOS ANGELES IN SVC DATE: 10 / 22 / 03
ST/ZIP: CA [REDACTED] VCAN: N RTL DLR: 70112 INFINITI TUSTIN
DAY PH: [REDACTED] PAID: 1 SVC DLR: 71238 GLENDALE INFINITI
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 71238 GLENDALE INFINITI
DLR PH: [REDACTED] DENY: 1 REGION: 92 DIST: SL/SV/PT: 01 01 31

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 03 / 16 / 09
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY 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: 71238 GLENDALE INFINITI
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CE 11 OPEN DATE: 03 / 17 / 09 XFER/RSPNSBLTY: 92 01 S
CONTACT (S): FOLLOWUP DATE: 04 / 01 / 09 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 04 / 01 / 09 INF-NET DATE: 03 / 31 / 09

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 153000 GEN. FUEL DELIVERY/INTAKE COMPONENT
AI FUEL/INTAKE SYSTEM WT UNABLE DIAGNOSE/DUPLICATE

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C. A. R. COMMENTS

FILE OPENED-ZDC161N 03/17/2009

*****E-MAIL FILE LOGGED*****

PREVIOUS RELATED FILE(S) FOUND:_NONE

PREVIOUS UNRELATED FILE(S) FOUND:_5259031

E-MAIL ADDRESSED TO: NNACONSUMERAFFAIRS@NISSAN-USA.COM

METHOD OF CONTACT: E-MAIL ID NO:_1275514

E-MAIL ADDRESS: [REDACTED]

DATE RECEIVED: 03/16/09 DATE CREATED:_03/17/09

CRR-DC VERIFIED C'S NAME, ADDRESS, DAY/EVENING NUMBER AND RESPONSIBLE DLR.

C DID NOT PROVIDE VIN AND MILEAGE.

CRR-DC LOCATED C'S NAME IN OWNER'S DATA BASE.

CRR-DC CHECKED FOR OPEN RECALLS, CAMPAIGNS OR UPGRADES FOUND: NONE

C'S E-MAIL READS:

C'S E-MAIL STATES,

"FOR THE LAST YEAR WE HAVE BEEN HAVING PROBLEMS WITH OUR 2003 INFINITI M45. THE GAS GAUGE INDICATE WE HAVE FUEL SEVERAL TIMES WE HAVE RUN OUT OF GASOLINE. THE INTERNET INDICATES THAT SEVERAL CUSTOMERS HAVE THE SAME PROBLEM. OUR INFINITI NOW HAS APPROXIMATELY 48000 MILES. THE FUEL SENSOR WAS REPLACED RECENTLY. CAN YOU HELP US? GLENDALE INFINITI HAS SERVICED OUR VEHICLE."

CRR-DC'S RESPONSE TO C. @03/17-ZDC161N

DEAR JOSE SUAREZ, @03/17-ZDC161N

THANK YOU FOR TAKING THE TIME TO CONTACT INFINITI. YOUR CORRESPONDENCE HAS BEEN RECEIVED. DUE TO THE CURRENT VEHICLE ISSUES YOU ARE ENCOUNTERING, YOUR FILE WILL BE FORWARDED TO A REGIONAL SPECIALIST WHO WILL REVIEW YOUR CASE FILE IN CONTACT WITH YOU WITHIN THE NEXT BUSINESS DAY._FILE#6444331 HAS BEEN CREATED TO DOCUMENT YOUR CONCERN. PLEASE FEEL FREE TO CONTACT US DIRECTLY AT 1-800-662-6200 (OPTION#7) WITH ANY QUESTIONS OR COMMENTS.

CRR-DC FORWARDING FILE TO RCAS DEPARTMENT.

CRR-DC SENDING AN INTERNAL MSG TO RCAS-JL.

CRR-DC EXITING FILE. @03/17-ZDC161N

RCAS-JB CALLED C ON DAY PHONE 03/18/09 AT 5:51PM EST. RCAS NOTES VMX NOT AVAILABLE. RCAS UNABLE TO LEAVE VMX. @03/18-ZJB007N

*****EMAIL FILE LOGGED*****

PREVIOUS RELATED FILES FOUND:NONE

PREVIOUS UNRELATED FILES FOUND:5259031

EMAIL ADDRESSED TO: NNACONSUMERAFFAIRS@NISSAN-USA.COM

METHOD OF CONTACT: EMAIL ID NO.:1277842

EMAIL ADDRESS: [REDACTED]

DATE RECEIVED:03/18/09 DATE CREATED:03/20/09

CRR-PA VERIFIED C'S NAME,ADDRESS, RESPONSIBLE DLR, VIN, AND DAY PHONE.

C DID NOT PROVIDE MILEAGE.

CRR-PA CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:NONE @03/20-ZPA624N

C EMAIL READS @03/20-ZPA624N

C STATES WHAT CAN WE EXPECT WHEN YOU REPLY AND WHEN WILL YOU REPLY?

CRR-PA NOT RESPONDING AS ISSUE HAS ALREADY BEEN ADDRESSED @03/20-ZPA624N

CRR-PA EXITING FILE AS NO FURTHER FOLLOW UP REQUIRED @03/20-ZPA624N

CRR-PA SENDING AN INTERNAL MESSAGE TO RCAS AGENT

CRR-PA SENT MESSAGE

CRR-PA EXITING FILE @03/20-ZPA624N

RCAS-JB CALLED C ON DAY PHONE 03/26/09 AT 6:30PM EST. RCAS SPOKE WITH UNKNOWN FEMALE WHO ADVISED RCAS THAT RCAS HAS THE WRONG NUMBER. RCAS UNDERSTOOD.

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RCAS PROCESSED POSTCARD REQUEST. RCAS CLOSING FILE PENDING FURTHER CONTACT.
@03/23-ZJB007N
CRR-AG COLLECTED POST CARD FROM RCAS-TL.
CRR-AG SENT POSTCARD TO C.
CRR-AG EXITING FILE AND PENDING C'S RESPONSE. @03/24-ZAG555N-COMMENT

RCAS-TP RECIEVED INBOUND CALL FROM C 03/27/09 @03/27-ZTP669N-COMMENT
RCAS-TP VERFIED NAME AND ADDRESS.
RCAS-TP CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE
RCAS-TP ADVISED C OF OPEN RECALLS ON VEHICLE.
RCAS-TP REOPENING C'S FILE ON C'S REQUEST.
C STATES C HAS BEEN SENDING IN LETTERS BUT HAS NOT RECIEVED ANY RESPONSES IN
REGARD TO C'S CURRENT ISSUE. C STATES C IS STILL HAVING ISSUES WITH C'S GAS
GAUGE READING INCORRECTLY. C STATES C HAS RAN INTO ISSUES WITH C'S VEH
STALLING ON C'S BECAUSE THE VEH WOULD BE OUT OF GAS AND C WAS COMPLETELY
UNAWARE OF IT. C STATE C JUST WANTS C'S VEH FIXED AS C IS WORRIED ABOUT THE
SAFETY OF C'S FAMILY. @03/27-ZTP669N-COMMENT
RCAS-TP ADVISED C THAT ALL THE INFORMATION HAS BEEN DOCUMENTED IN THE FILE.
RCAS-TP ADVISED C THAT FILE WILL BE TRANSFERED TO A REGIONAL SPECIALIST.
RCAS-TP ADVISED C THAT C WOULD BE CONTACTED BY THE END OF NEXT BUSINESS DAY.
RCAS-TP OFFERED FURTHER ASSISTANCE. C SATISFIED.
RCAS-TP GAVE NAME, EXTENSION AND FILE NUMBER. @03/27-ZTP669N-COMMENT
RCAS-TP TRANFERRING FILE TO RCAS. @03/27-ZTP669N-COMMENT
***** @03/30-ZSP310N

RCAS-SJP RECEIVED INBOUND CALL FROM C. @03/30-ZSP310N
C STATED THAT C UNDERSTANDS THAT C WILL NOT RECEIVE A CALL BACK FROM C'S RCAS
UNITL END OF BUSINESS TODAY, BUT C WANTED TO VERIFY THAT RCAS HAD THE CORRECT
PHONE NUMBERS. @03/30-ZSP310N
RCAS-SJP UPDATED PHONE NUMBERS. @03/30-ZSP310N
RCAS-SJP OFFERED FURTHER ASSISTANCEM C DECLINED. @03/30-ZSP310N
RCAS-SJP EXITING FILE. @03/30-ZSP310N

RCAS-JB CALLED C ON DAY PHONE 03/30/09 AT 6:43PM EST. RCAS ADVISED C THAT RCAS
IS CURRENTLY RESEARCHING THE CONCERN. RCAS ADVISED C THAT SINCE THE DLR IS
UNABLE TO DUPLICATE THE CONCERN, RCAS IS GOING TO CONTACT TECHLINE TO SEE
WHAT CAN BE DONE. RCAS ADVISED C THAT RCAS WILL FOLLOW UP WITH C 04/01/09.
C UNDERSTOOD. @03/30-ZJB007N
RCAS-JB CALLED SM-MANNY ARGUELLO 04/01/09 AT 1:08PM EST. RCAS SPOKE WITH SM.
SM STATED THAT THE DLR HAS NOT BEEN ABLE TO DUPLICATE ANYTHING. RCAS ADVISED
C THAT RCAS IS GOING TO ASK C TO BRING THE VEH BACK TO THE DLR. RCAS ASKED
SM TO CONTACT TECHLINE TO RESEARCH IF THE IS ANYTHING RELATED TO THIS CONCERN.
SM UNDERSTOOD. @04/01-ZJB007N

RCAS-JB CALLED ORM-RL 04/01/09 AT 1:15PM EST. RCAS ASKED ORM IF ORM IS AWARE
OF ANY CONCERN REGARDING THE FUEL SYSTEM ON THE 2003 M45. ORM ASKED WHAT IS
HAPPENING TO C'S VEH. RCAS ADVISED ORM THAT C STATED THAT THE WHEN C FILLS
UP C'S TANK, THE FUEL RUNS OUT WITHOUT WARNING. ORM ASKED IF C IS ABLE TO
FILL THE TANK COMPLETELY. RCAS STATED YES. ORM STATED THE ONLY FUEL CONCERN
ORM IS ABLE TO FIND IS REGARDING A 2006 M AND IS NOT RELATED TO WHAT C IS
REFERRING TO. ORM ADVISED RCAS THAT C WILL NEED TO BRING THE VEH TO THE DLR
FOR FURTHER DIAGNOSIS. RCAS UNDERSTOOD. @04/01-ZJB007N
***** @04/01-ZJB007N

RCAS-JB CALLED C ON DAY PHONE 04/01/09 AT 1:42PM EST. RCAS SPOKE WITH C.
RCAS ADVISED C THAT RCAS WAS NOT ABLE TO FIND A CONCERN RELATED TO WHAT C
IS REFERRING TO IN THE SYSTEM. RCAS ADVISED C THAT THE DLR WOULD NEED TO
DUPLICATE THE CONCERN IN ORDER FOR A REPAIR TO BE MADE. C STATED C LOOKED

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ONLINE AND SAW THAT ALL THE DLR HAS TO REPLACE IS THE CLUSTER. RCAS ADVISED C THAT THE DLR IS NOT ABLE TO THROW PARTS AT A VEH IN HOPES OF THE VEH BEING REPAIRED. RCAS ADVISED C THAT THE DLR WOULD NEED TO HAVE EVIDENCE THAT THERE IS AN ISSUE WITH A SPECIFIC COMPONENT. C UNDERSTOOD. C ASKED IF THE DLR IS ABLE TO DUPLICATE SOMETHING, WILL RCAS PROVIDE PARTIAL ASSISTANCE WITH THE REPAIRS. RCAS ADVISED C THAT CASES ARE VIEWED ON A CASE BY CASE BASIS. RCAS ADVISED C THAT IF THE DLR IS ABLE TO DUPLICATE SOMETHING, C SHOULD CALL RCAS BACK AND RCAS WILL LOOK INTO ASSISTANCE FOR C. C UNDERSTOOD. RCAS OFFERED FURTHER ASSISTANCE, C DECLINED. RCAS CLOSING FILE PENDING FURTHER CONTACT.

@04/01-ZJB007N

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: NT6A	ROOT CAUSE: SCSV
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 03 / 27 / 09	USERID:
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 2	DATE: 03 / 27 / 09	USERID: ZTP669N
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: ZJB007N	
SVC CALL#:	UPDATE DATE: 04 / 01 / 09	
CLOSE: Y (Y/N)	CLOSE DATE: 04 / 01 / 09	MICROFILM: N
RESP CAA: BRATHWAITE, JOHATHAN	OLM: COPENHAVER J	DOM: WOERNER BOB
PHONE: 0000047158	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E74M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2004.0 M45 MILEAGE: 75000
CITY: COLUMBUS IN SVC DATE: 01 / 19 / 05
ST/ZIP: IN 47201 VCAN: N RTL DLR: 70216 INFINITI OF DAYTON
DAY PH: [REDACTED] PAID: 17 SVC DLR: 70478 DREYER&REINBOLD INFINITI
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 70478 DREYER&REINBOLD INFINITI
DLR PH: [REDACTED] 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 PREOWNED X MILES 53541 # NISSAN/INFINITI VEHICLES: 8
VEHICLE MAINTAINED BY: 70478 DREYER&REINBOLD I.
OUTSIDE WARRANTY BY (B) MONTHS: 3 MILES: 15000 (PT) MONTHS: MILES: 5000

ORIG CODE: CT 11 OPEN DATE: 04 / 13 / 09 XFER/RSPNSBLTY: 72 22 S
CONTACT (S): FOLLOWUP DATE: 04 / 27 / 09 INF-NET (Y/N): 2
SEVERITY: 3 CLOSE DATE: 04 / 27 / 09 INF-NET DATE: 04 / 21 / 09

CHECK PAYABLE TO: [REDACTED]
ADDRESS [REDACTED]
CITY: COLUMBUS IN [REDACTED]
VIN: JNKAY41E74M [REDACTED] MODEL LINE/YEAR: M45 2004.0

G/L VALUE CODE: 72GDWIL ACCOUNT: [REDACTED]
G/L DESCRIPTION: INFINITI EAST GOODWILL
CHECK AMOUNT: \$ 861.77

CHK REQUEST DATE: 04/24/09 REQUESTED BY: GRANT TAH ZTG999N
CHECK APPROVED: 04/27/09 APPROVED BY: MECHL RON IRM987R
CHECK ISSUE DATE: 04/28/09 CHECK NUMBER: 188755

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

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS	180000 FUEL GAUGE
AT INSTRUMENTATION	YI OOW GOODWILL ASSISTANCE REQUEST
OA VEHICLE CONCERNS	180000 FUEL GAUGE
AT INSTRUMENTATION	YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZEJ656N 04/13/2009
PREVIOUS FILES FOUND: 5567600
6162857
6246784
5421833
5422344

@04/13-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

@04/13-ZEJ656N

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

PREVIOUS NISSAN/INFINITI VEH: MAX 2000, 2002 I30, QX4 2004, M35 2005.

RCAS-EJ RECEIVED CALL FROM C. C STATES THAT C USED TO WORK FOR NISSAN AND NOW
THE FUEL CLUSTER/ GAUGE DOES NOT READ PROPERLY.

@04/13-ZEJ656N

C STATED THAT TWO YEARS AGO THE DLRSHR REPLACED THE FUEL CLUSTER.

C STATED THAT NOW THE GAUGE IS NOT READING PROPERLY AGAIN.

C STATED THAT GAS GAUGE NOT READING PROPERLY.

RCAS-EJ ADVISED THAT INFINITI'S PRIMARY OBLIGATION IS TO HONOR THE
MANUFACTURER WARRANTY AND THAT FINANCIAL ASSISTANCE OUTSIDE OF THE WARRANTY
PARAMETERS ARE LOOKED AT ON A CASE BY CASE BASIS.

C STATED THAT C IS A MECHANIC AND KNOWS WHAT IS WRONG.

C STATED THAT THE VEH HAS NOT BEEN DIAGNOSED OR INSPECTED BY AN INFINITI
DLRSHR.

RCAS-EJ ADVISED C TO HAVE THE VEH DIAGNOSED AND INSPECTED TO VERIFY THE
CONCERN IN ORDER FOR INFINITI TO FURTHER REVIEW AND POSSIBLE ASSIST WITH THE
REPAIR.

C UNDERSTOOD.

RCAS-EJ ASKED C IF THERE IS ANY OTHER QUESTIONS OR CONCERNS.

C SATISFIED.

@04/13-ZEJ656N

C THANKED RCAS-EJ FOR ASSISTANCE.

RCAS-EJ PROVIDED NAME, EXTENSION NUMBER AND FILE NUMBER.

REVIEWED AND UPDATE TREAD ACT.

RCAS-EJ CLOSING FILE AS THERE IS NO FURTHER FOLLOW-UP REQUIRED BY C.

RCAS-TP RECEIVED CALL FROM C.

RCAS-TP VERIFIED NAME AND ADDRESS.

RCAS-TP CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE

RCAS-TP ADVISED C OF OPEN RECALLS ON VEHICLE.

RCAS-TP REOPENING C'S FILE ON C'S REQUEST.

C STATES C HAS BEEN HAVING AN ON GOING ISSUE WITH C'S FUEL GAUGE.

C STATES C'S VEH IS STILL CURRENTLY AT THE DLRSHR AND C WOULD LIKE TO KNOW IF
INFINITI COULD ASSIST WITH THE COST OF THE REPAIR FOR THE INSTRUMENT CLUSTER

C STATES C IS LOYAL INFINITI CUSTOMER WHO EVEN USE TO WORK FOR NISSAN, SO

C BELIEVES THAT INFINITI SHOULD BE WILLING TO ASSIST C.

@04/14-ZTP669N

RCAS-TP ADVISED C THAT ALL THE INFORMATION HAS BEEN DOCUMENTED IN THE FILE.

RCAS-TP ADVISED C THAT FILE WILL BE TRANSFERED TO A REGIONAL SPECIALIST.

RCAS-TP ADVISED C THAT C WOULD BE CONTACTED BY THE END OF NEXT BUSINESS DAY.

RCAS-TP OFFERED FURTHER ASSISTANCE. C SATISFIED.

RCAS-TP GAVE NAME, EXTENSION AND FILE NUMBER.

RCAS-TP TRANSFERING FILE TO RCAS AGENT.

@04/14-ZTP669N

@04/15-ZML221N

RCAS-ML CALLED C ON DAYTIME NUMBER AND SPOKE TO C AT 1:31PM EST ON 4/15/09.

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C STATED A NEW INSTRUMENT CLUSTER COST \$700 FOR REPLACEMENT.
C STATED THE SAME ISSUE HAPPENED ON C'S PREVIOUS M45 VEH AND REQUESTED
INFINITI COVER THIS REPAIR. @04/15-ZML221N
RCAS THANKED C AND WILL CALL C BACK BY LATEST ON 4/17/09. @04/15-ZML221N
@04/16-ZML221N
RCAS-ML DATANETTED CONCERN TO DLR ON 4/17/09. @04/17-ZML221N
RCAS-ML ATTEMPTED TO CALL DLR70478 SERVICE DEPARTMENT HAD BEEN HUNG UP ONCE
@04/17-ZML221N
AT 11:40AM, SECOND AT 11:44 AM ON 4/17/09. @04/17-ZML221N
RCAS CHECK CPIA AND FOUND GRT HAD BEEN DECLINED FOR REPAIRS IN AMOUNT OF
\$ 822.00 ON 4/14/09. @04/17-ZML221N
@04/17-ZML221N
**** @04/17-ZML221N
RCAS CALLED C ON DAYTIME AND SPOKE TO C AT 4:56PM EST ON 4/17/09.
RCAS ADVISED WILL NEED MORE TIME TO REVIEW REPAIRS AS C IS A MULTIPLE OWNER
RCAS WILL SPEAK TO REGIONAL STAFF AND GIVE C A CALLBACK ON TUESDAY.
C INQUIRED WHAT TO TELL DLR AS DLR TOLD C VEH WILL BE READY BY TUESDAY. RCAS
ADVISED C TO TELL DLR C IS WAITING ON REGIONAL REVIEW. @04/17-ZML221N
C THANKED RCAS ENDED CALL. @04/17-ZML221N
**** @04/17-ZML221N
RCAS-EJ RECEIVED CALL FROM C ON 04-20-09 AT 9:12AM EST REQUESTING TO SPEAK
WITH RESPONSIBLE AGENT. @04/20-ZEJ656N
RCAS-EJ VERIFIED NAME, ADDRESS AND CONTACT NUMBER.
RCAS-EJ ADVISED C THAT RCAS-ML IS NOT AVAILABLE AND OFFERED FURTHER ASSISTANCE
C STATED THAT C WANTED TO KNOW THE OUTCOME OF THE FILE.
RCAS-EJ ADVISED C THAT THE NOTES IN THE FILE ARE ADVISING THAT THE REGION
WILL BE IN CONTACT WITH RCAS-ML BY 04-21-09.
RCAS-EJ ADVISED C THAT RCAS WILL BE SENDING AN INTERNAL MESSAGE.
C UNDERSTOOD AND THANKED RCAS FOR ASSISTANCE. @04/20-ZEJ656N

RCAS-EJ SENT EMAIL TO RCAS-TG ON 04-20-09. @04/20-ZEJ656N
**** @04/20-ZTG999N
RCAS-TG TRANSFERRED FILE INTO RCAS-TG NAME, DATANETTED AND CATEGORIZED FILE.
**** @04/20-ZTG999N
RCAS-TG REVIEWED CPIA:
DEALER NO.: 70478 VIN: JNKAY41E74M 401542 MILEAGE: 76813
W.O. NO.: 14014 W.O. LINE: 02 PFP/PO/CAMPAIGN: 24810CR910
ORIG. REQST: 04/14/09 COST OF REPAIR 822.00
PART NUMBER: 24810 CR910_____ DESC.: METER ASSY-COMBINED, INSTRUMENT
GOODWILL IS NOT RECOMMENDED @04/20-ZTG999N
**** @04/20-ZTG999N
RCAS-TG CALLED FOM-DF AT 2:14PM EST ON 04/20/09. LEFT VMX. @04/20-ZTG999N
***** @04/21-ZTG999N
RCAS-SJP RECEIVED INBOUND CALL FROM C REQUESTING UPDATE. @04/21-ZTG999N
RCAS-SJP ADVISED THAT RCAS-TG IS WORKING ON C'S BEHALF AND IS CURRENTLY
WAITING FOR REGIONAL FEEDBACK. @04/21-ZSP310N
RCAS-SJP ADVISED WILL MAKE RCAS-TG AWARE OF C'S CALL AND WILL HAVE RCAS
FOLLOW UP NO LATER THAN 04/23/09. @04/21-ZSP310N
C UNDERSTOOD, THANKED FOR ASSISTANCE. @04/21-ZSP310N
RACS-SJP SENDING EMAIL TO RCAS-TG ADVISING OF C'S CALL, EXITING FILE.
@04/21-ZSP310N
**** @04/22-ZTG999N
RCAS-TG CALLED 70478 DREYER&REINBOLD INFINITI AT 12:36PM EST ON 04/22/09 AND
LEFT SM - JAMES KIZER VMX. @04/22-ZTG999N
**** @04/22-ZTG999N
RCAS-TG RECEIVED VMX FROM SM - JAMES KIZER AT 1:20PM EST ON 04/22/09.

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SM STATED GRT DECLINED THE REPAIR AND SO VEH WAS REPAIRED, PICKED UP AND C HAS PAID FOR REPAIRS. @04/22-ZTG999N

**** @04/22-ZTG999N

RCAS-TG CALLED C ON DAY/EVENING NUMBER AT 12:32PM EST ON 04/23/09. LEFT VMX.

RCAS-TG GAVE C NAME, PHONE NUMBER, EXT AND FILE NUMBER. @04/23-ZTG999N

**** @04/23-ZTG999N

RCAS-TG RECIEVED INBOUND CALL FROM C AT 4:07PM EST ON 04/23/09.

C STATED HAD TO PAY FOR REPAIRS AS C NEEDED VEH AND WANTED TO KNOW IF C CAN BE REIMB FOR REPAIRS.

RCAS-TG STATED CAN LOOK INTO C'S REQUEST. RCAS-TG ASKED C TO FAX RCAS-TG RO AND PROOF OF PAYMENT AND RCAS-TG WILL REQUEST REIMB FOR C AND WILL CALL C BACK ON 04/28/09. RCAS-TG GAVE C FAX NUMBER. @04/23-ZTG999N

C AGREED AND THANKED RCAS-TG. @04/23-ZTG999N

**** @04/23-ZTG999N

RCAS-TG WAITING C FAXES. @04/23-ZTG999N

**** @04/23-ZTG999N

RCAS-ML RECEIVED CALL FROM C AT 10:12AM EST ON 4/24/09, REQUESTING TO SPEAK TO RCAS-TG. RCAS VERIFIED ADDRESS AND PHONE NUMBERS. RCAS OFFERED TO ASSIST C. C INQUIRED IF FAXES WERE RECEIVED AS C HAD SENT FAXES YESTERDAY AT 4PM.

RCAS VERBALLY CHECK WITH RCAS-TG. RCAS-TG CHECK AND ADVISED FAXES HAVE NOT BEEN RECEIVED. RCAS VERIFIED FAX NUMBER 615-967-2381. C STATED C WILL REFAX INFORMATION WITH A FAX COVER AGAIN. RCAS ADVISED WILL LET RCAS-TG KNOW C CALLED. RCAS OFFERED FURTHER ASSISTANCE, C DECLINED. @04/24-ZML221N

RCAS VERBALLY LET RCAS-TG KNOW C CALLED AND WILL RESEND FAX ON 4/24/09.

@04/24-ZML221N

RCAS-TG RECEIVED C'S FAXES AT 11:01AM EST ON 04/24/09. @04/24-ZTG999N

RCAS-TG RECEIVED LETTER FROM C REQUESTING REIMB.

C STATED C PREVIOUS INFINITI/NISSAN VEHS: 2000 MAX, 2000 I30, 2002 I30, 2002 PTH, 2003 QX4, 2004 QUEST, 2003 M45 AND 2004 M45. C ALSO STATED LOOKING INTO PURCHASING G37 CONVERTIBLE. @04/24-ZTG999N

C INCLUDED RO AND PROOF OF PAYMENT. @04/24-ZTG999N

***** @04/24-ZTG999N

RCAS-TG EMAILED FOM-DF REQUESTING REIMB AND ATTACHED C'S DOCS AT 11:19AM

EST ON 04/24/09. @04/24-ZTG999N

**** @04/24-ZTG999N

RCAS-TG RECIEVED REPLY EMAIL FROM FOM-DF AT 12:14PM EST ON 04/24/09.

FOM-DF STATED WILL SUPPORT REIMB FOR C'S REPAIRS. @04/24-ZTG999N

**** @04/24-ZTG999N

THE FOLLOWING ARE THE DETAILS OF THE REIMBURSEMENT:

NAME OF THE DLRSH: 70478 DREYER&REINBOLD INFINITI

INVOICE NUMBER: 14014

INVOICE DATE: 04/21/09

MILEAGE: 76,813

PART NAME/NUMBER: 24810-CR910 - METER ASSEMBLY COMBINED

PART AMOUNT: \$579.89

LABOR AMOUNT: \$225.50

SHOP SUPPLIES: \$15.79

SUBTOTAL: \$821.18

TAX AMOUNT: \$40.59

TOTAL AMOUNT:\$861.77 @04/24-ZTG999N

RCAS-TG SENT ORM-RM EMAIL AT 12:38PM EST ON 04/24/09 REQUESTING CHECK APPROVAL

**** @04/24-ZTG999N

RCAS-TG CALLED C ON DAY/EVENING NUMBER AT 2:06PM EST ON 04/27/09.

RCAS-TG STATED REIMB CHECK FOR \$861.77 WAS APPROVED AND C SHOULD RECEIVE

CHECK WITHIN THE NEXT 1-2 WEEKS. @04/27-ZTG999N

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C THANKED RCAS-TG FOR ASSISTANCE AND STATED IS VERY PLEASED WITH INFINITI.
RCAS-TG OFFERED C FURTHER ASSISTANCE, C DECLINED.
RCAS-TG CLOSED FILE AS NO FURTHER ASSISTANCE IS REQUIRED. @04/27-ZTG999N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

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

INFINITI COULD ASSIST WITH THE COST OF THE REPAIR FOR THE INSTRUMENT CLUSTER
C STATES C IS LOYAL INFINITI CUSTOMER WHO EVEN USE TO WORK FOR NISSAN,

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: 04 / 14 / 09	USERID:
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 0	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: YES
3RD PRY:	PART#:	CHECK ISSUED: YES
BYBACK ST:	OPENED BY: ZEJ656N	
HISTORY:	UPDATE BY: ZTG999N	
SVC CALL#:	UPDATE DATE: 04 / 29 / 09	
CLOSE: Y (Y/N)	CLOSE DATE: 04 / 27 / 09	MICROFILM: N
RESP CAA: GRANT, TAHALIA	OLM: COPENHAVER J	DOM:
PHONE: 0000041415	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: ONE CONTRACT

NAME: [REDACTED]
STREET: [REDACTED]
CITY: FANHOMISA
ST/ZIP: WA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E23M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 47200
IN SVC DATE: 10 / 11 / 03
VCAN: Y RTL DLR: 71107 CERRITOS INFINITI
PAID: 15 SVC DLR: 71088 INFINITI OF KIRKLAND
SUSP: 0 RESP DLR: 71088 INFINITI OF KIRKLAND
DENY: 0 REGION: 92 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 PREOWNED X MILES 45000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: _NOT YET
OUTSIDE WARRANTY BY (B) MONTHS: 17 MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 04 / 13 / 09 XFER/RSPNSBLTY: 92 04 S
CONTACT (S): FOLLOWUP DATE: 04 / 13 / 09 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 04 / 13 / 09 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 153000 GEN. FUEL DELIVERY/INTAKE COMPONENT
AI FUEL/INTAKE SYSTEM YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZML221N 04/13/2009
PREVIOUS FILES FOUND: NONE
RCAS-ML VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE
NUMBER AND RESPONSIBLE DLR__UPDATED ADDRESS.
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 @04/13-ZML221N
C STATED FUEL GAGE SHOWING HALF OF TANK AND VEH RAN OUT OF GAS. @04/13-ZML221N
C STATED C FOUND ONLINE THAT THERE IS A CAMPAIGN FOR FUEL GAGE MALFUNCTION.
C INQUIRED IF TO KNOW IF THERE IS A FUEL GAGE RECALL ON VEHICLE. RCAS CHECK
AND ADVISED THERE ARE NO OPEN RECALLS ON VEHICLE, THAT C IS OOW AND REPAIRS
NEEDED FOR 4YRS/60,000MILES WARRANTY WOULD BE REVIEWED ON A CASE BY CASE BASIS
RCAS ADVISED FOR C TO CALLBACK IF C REQUIRES ANY FURTHER ASSISTANCE ONCE VEH
BEEN DIAGNOSE. RCAS OFFERED FURTHER ASSISTANCE, C DECLINED. RCAS PROVIDED FILE
@04/13-ZML221N
NAME AND EXTENSION. RCAS CLOSING FILE PENDING C CALLBACK. @04/13-ZML221N
@04/13-ZML221N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: N ACTION CODE: NT3F 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:

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 / 13 / 09 MICROFILM: N
RESP CAA: MONTANEZ, MIGUEL OLM: COPENHAVER J DOM: BRETZMAN GARY
PHONE: 0000458180 OWNER FIRST: LANGUAGE: E ENGLISH

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

CA6467302

SERVICE CONTRACTS SUMMARY

DATE: 1/30/2012
TIME: 04:07:42 PM
MODEL YEAR: 2003.0
MAKE:
MODEL LINE: M45

NAME: [REDACTED]

VIN:

IN SCV DATE: 4/16/2009

SEO NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
73	FENK60224772	71088 WA	4/16/2009	4/16/2012	95,837		

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CURRENT SERVICE CONTRACT		PRIOR SERVICE CONTRACT	
CONTRACT:	FENK60224772	CONTRACT:	
OWNER NAME:	[REDACTED]	OWNER NAME:	
PLAN TYPE:	E	PLAN TYPE:	
PLAN TERM:	K	PLAN TERM:	
DEDUCTABLE:	\$	DEDUCTABLE:	
EFFECTIVE:	04/16/09	EFFECTIVE:	
EXPIRES:	04/16/12	EXPIRES:	
MILES:	95,837	MILES:	
CANCEL:		CANCEL:	
MILES:		MILES:	
TRANSFER:		TRANSFER:	
TRANSACTION:	4/17/2009	TRANSACTION:	
PRINTED:	04/18/09	PRINTED:	
DEALER NO:	71088	DEALER NO:	
STATE:	WA	STATE:	
DEALER NAME:	INFINITI OF KIRKLAND	DEALER NAME:	

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: OKLAHOMA CITY
ST/ZIP: OK [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E53M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 68000
IN SVC DATE: 09 / 17 / 03
VCAN: N RTL DLR: 70075 BOB MOORE INFINITI, INC.
PAID: 10 SVC DLR: 70075 BOB MOORE INFINITI, INC.
SUSP: 0 RESP DLR: 70075 BOB MOORE INFINITI, INC.
DENY: 0 REGION: 92 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 PREOWNED X MILES 48000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 700075 BOB MOORE INFINITI
OUTSIDE WARRANTY BY (B) MONTHS: 19 MILES: 8000 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 04 / 20 / 09 XFER/RSPNSBLTY: 92 12 S
CONTACT (S): FOLLOWUP DATE: 05 / 07 / 09 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 05 / 07 / 09 INF-NET DATE: 04 / 21 / 09

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YI OOW GOODWILL ASSISTANCE REQUEST

CONFIDENTIAL

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C. A. R. COMMENTS

FILE OPENED-ZML999N 04/20/2009
PREVIOUS RELATED FILES FOUND: NONE @04/20-ZML999N
PREVIOUS UNRELATED FILES FOUND: NONE
PREVIOUS VEHICLES: NONE
RCAS-ML VERIFIED C'S NAME, ADDRESS, DAY/EVENING PHONE NUMBERS,
VIN, MILEAGE, AND RESPONSIBLE DLR.
RCAS-ML CHECKED FOR RECALLS/CAMPAIGNS: NONE FOUND. @04/20-ZML999N
RCAS-ML RECEIVED INBOUND CALL FROM C. @04/20-ZML999N
C STATED C'S VEH IS AT DLR FOR REPAIRS. @04/20-ZML999N
C STATED DLR GAVE C AN ESTIMATE OF \$400 FOR THE FUEL GAUGE.
C STATED C WOULD LIKE INFINITI'S ASSISTANCE WITH THE COST OF THE REPAIRS.
RCAS-ML ADVISED C THAT RCAS COULD SEND C'S FILE TO REVIEW. @04/20-ZML999N
RCAS-ML ADVISED C THAT THE RCAS AGENT WOULD BE IN CONTACT WITH C BY END OF DAY
4/21/09. @04/20-ZML999N
RCAS-ML PROVIDED C WITH RECALL INFORMATION. @04/20-ZML999N
RCAS-ML PROVIDED C WITH RCAS NAME, FILE, AND PHONE NUMBER. @04/20-ZML999N
RCAS-ML OFFERED ADDITIONAL ASSISTANCE, C DECLINED. @04/20-ZML999N
C THANKED RCAS-ML AND ENDED CALL. @04/20-ZML999N
RCAS-ML SENDING FILE TO RCAS-KN FOR REVIEW. @04/20-ZML999N
***** @04/20-ZKN032N
RCAS-KN DATANETTED FILE ON 04/20/09. @04/20-ZKN032N
***** @04/20-ZKN032N
RCAS-KN CONTACTED SM-LONNIE ELMORE AT DLR 70075 AT 12:21PM EST ON 04/21/09.
SM STATED THAT C NEEDS A NEW FUEL GAUGE. @04/21-ZKN032N
SM STATED THAT C WAS QUOTED \$438.50. @04/21-ZKN032N
RCAS-KN ASKED C TO HAVE GRT RAN. @04/21-ZKN032N
SM STATED THAT GRT WOULD BE RAN AND WILL CONTACT RCAS-KN BACK. @04/21-ZKN032N
RCAS-KN THANKED SM. @04/21-ZKN032N
***** @04/21-ZKN032N
RCAS-KN REVIEWED GRT AND VERIFIED GRT WAS RAN AND APPROVED. @04/21-ZKN032N
RCAS-KN CONTACTED SM-LONNIE ELMORE AT DLR 70075 AT 4:46PM EST ON 04/21/09.
SM STATED THAT GRT WAS RAN AND APPROVED. @04/21-ZKN032N
SM STATED THAT PARTS WERE ORDERED AND DLR CONTACTED C. @04/21-ZKN032N
RCAS-KN THANKED SM. @04/21-ZKN032N
***** @04/21-ZKN032N
RCAS-KN CONTACTED C AT DAY NUMBER AT 4:47PM EST ON 04/21/09 AND LEFT VMX.
***** @04/21-ZKN032N
RCAS-SJP RECEIVED INBOUND CALL FROM C REQUESTING UPDATE. @04/21-ZSP310N
RCAS-SJP ADVISED THAT INFINITI WILL COVER THE COST OF THE REPAIR.
C THANKED FOR ASSISTANCE, ADVISED WILL BRING VEH TO DLR THIS THURSDAY 04/23/09
FOR REPAIRS. @04/21-ZSP310N
RCAS-SJP ADVISED WILL HAVE RCAS-KN FOLLOW UP WITH C BY 04/27/09 TO CONFIRM
REPAIRS. @04/21-ZSP310N
C AGREED. @04/21-ZSP310N
RCAS-SJP SENDING EMAIL TO RCAS-KN TO ADVISE OF UPDATE. @04/21-ZSP310N
RCAS-KN CONTACTED C AT DAY NUMBER AT 4:28PM EST ON 04/27/09 AND LEFT VMX.
***** @04/27-ZKN032N
RCAS-KN CONTACTED C AT DAY NUMBER AT 4:58PM EST ON 04/29/09 AND LEFT VMX.
***** @04/29-ZKN032N
RCAS-KN RECEIVED VMX FROM C ON 04/30/09 REQUESTING A CALLBACK. @04/30-ZKN032N
***** @04/30-ZKN032N
RCAS-KN CONTACTED C AT DAY NUMBER AT 1:08PM EST ON 04/30/09 AND LEFT VMX.
***** @04/30-ZKN032N

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RCAS-MW ASSISTING RCAS-KN WITH FOLLOW UP ON 05/01/09.

* @05/01-ZMW999N
RCAS-MW CONTACTED C AT DAY/EVENING NUMBER ON 05/01/09 AT 4:02PM EST, LEFT
VMX.

* @05/01-ZMW999N
RCAS-KN CONTACTED C AT DAY NUMBER AT 4:31PM EST ON 05/05/09 AND LEFT VMX.

***** @05/05-ZKN032N

RCAS-KN CONTACTED C AT DAY NUMBER AT 2:19PM EST ON 05/07/09 AND LEFT VMX.

RCAS-KN CLOSING FILE, PENDING C CALLBACK. @05/07-ZKN032N

***** @05/07-ZKN032N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE
DEALER SERVICE MANAGER, PLEASE CONTACT CUSTOMER AND REVIEW FOR POSSIBLE
ASSISTANCE.
PLEASE CONTACT KIM AT 1 866 799 1690 EXT 1610 OR EMAIL
KIMBERLY.NOVACOVSKI@NISSAN-USA.COM TO DISCUSS FILE

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:
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: ZKN032N		
SVC CALL#:		UPDATE DATE: 05 / 07 / 09		
CLOSE: Y (Y/N)		CLOSE DATE: 05 / 07 / 09		MICROFILM: N
RESP CAA: NOVACOVSKI, KIM		OLM: COPENHAVER J		DOM:
PHONE: 0000041610		OWNER FIRST:		LANGUAGE: E ENGLISH

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: SAINT LOUIS
ST/ZIP: MO [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E63M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 85000
IN SVC DATE: 01 / 14 / 04
VCAN: N RTL DLR: 70308 INFINITI OF ORLAND PARK
PAID: 18 SVC DLR: 71068 PLAZA INFINITI
SUSP: 0 RESP DLR: 71068 PLAZA INFINITI
DENY: 0 REGION: 72 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 PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: PLAZA INFINITI
OUTSIDE WARRANTY BY (B) MONTHS: 15 MILES: 25000 (PT) MONTHS: MILES: 15000

ORIG CODE: CT 11 OPEN DATE: 04 / 28 / 09 XFER/RSPNSBLTY: 72 21 S
CONTACT (S): FOLLOWUP DATE: 05 / 08 / 09 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 05 / 08 / 09 INF-NET DATE: 04 / 30 / 09

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 182500 SPEEDOMETER
AT INSTRUMENTATION YI OOW GOODWILL ASSISTANCE REQUEST

CONFIDENTIAL

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C. A. R. COMMENTS

FILE OPENED-ZSP458N 04/28/2009
PREVIOUS FILES FOUND: NONE.
RCAS-SP VERIFIED C'S NAME, ADDRESS, DAY/EVE NUMBER, VIN, MILEAGE AND THE RESPONSIBLE DLR.
RCAS-SP CHECKED FOR OPEN RECALLS/CAMPAIGNS.
RCAS-SP FOUND NONE.
RCAS-SP ADVISED C.
RCAS-SP RECIEVED CALL FROM C.
C STATED THAT THE INSTRUMENT CLUSTER NEEDS TO BE REPLACED ON C'S VEH.
C STATED THAT C KNOWS THAT C IS OUT OF WARRANTY HOWEVER C WAS HOPING TO GET SOME ASSISTANCE.
RCAS-SP UNDERSTOOD.
C STATED THAT C WAS AT THE INFINITI DLRSHP THIS WEEK.
RCAS-SP UNDERSTOOD.
RCAS-SP INQUIRED HOW MUCH THE REPAIR WOULD BE. @04/28-ZSP458N
C STATED AROUND \$709.
RCAS-SP UNDERSTOOD.
RCAS-SP ADVISED THAT RCAS-SP WOULD HAVE THE FILE REVIEWED.
C THANKED.
RCAS-SP OFFERED ADDITIONAL ASSISTANCE.
C DECLINED.
RCAS-SP DID NOT OFFERE FILE NUMBER, NAME OR EXTENSION AS C WAS DRIVING.
--
RCAS-SP SENT EMAIL TO RCAS-KN TO ADVISE.
--
RCAS-SP EXITING FILE. @04/28-ZSP458N
--
RCAS-KN CONTACTED C AT DAY NUMBER AT 4:45PM EST ON 04/29/09 AND LEFT VMX. @04/29-ZKN032N
***** @04/29-ZKN032N
RCAS-KN RECEIVED VMX FROM C ON 04/30/09 REQUESTING A CALLBACK. @04/30-ZKN032N
RCAS-KN CONTACTED SM-MATT PRUNTY AT DLR 71068 AT 1:15PM EST ON 04/30/09.
SM STATED THAT THERE IS AN ISSUE WITH C'S FUEL GAUGE AND C REQUIRES A UNIFIED METER. @04/30-ZKN032N
SM STATED THAT C IS NOT A SERVICING DLR. @04/30-ZKN032N
RCAS-KN ASKED SM TO RUN GRT. @04/30-ZKN032N
SM STATED THAT GRT WILL BE RAN. @04/30-ZKN032N
RCAS-KN THANKED SM. @04/30-ZKN032N
***** @04/30-ZKN032N
RCAS-KN RECEIVED VMX FROM SM-MATT PRUNTY ON 04/30/09 STATING THAT GRT WAS RAN AND APPROVED. @04/30-ZKN032N
***** @04/30-ZKN032N
RCAS-KN REVIEWED CPIA ON 04/30/09 AND VERIFIED THAT GRT WAS RAN AND APPROVED. @04/30-ZKN032N
***** @04/30-ZKN032N
RCAS-KN CONTACTED SM-MATT PRUNTY AT DLR 71068 AT 12:41PM EST ON 04/30/09 AND LEFT VMX. @04/30-ZKN032N
RCAS-KN CONTACTED C AT DAY NUMBER AT 12:42PM EST ON 04/30/09. @04/30-ZKN032N
RCAS-KN ADVISED C THAT INFINITI HAS APPROVED REPAIR. @04/30-ZKN032N
RCAS-KN ADVISED C THAT C JUST NEEDS TO MAKE AN APPOINTMENT FOR REPAIR.
RCAS-KN ADVISED C THAT RCAS-KN WILL FOLLOW UP WITH C ON 05/08/09.
C STATED C UNDERSTANDS AND THANKED RCAS-KN. @04/30-ZKN032N
***** @04/30-ZKN032N
RCAS-KN CONTACTED SM-MATT PRUNTY AT DLR 71068 AT 4:06PM EST ON 05/06/09.
SM STATED THAT THAT VEH IS COMPLETE AND SHOULD BE PICKED UP TODAY.

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RCAS-KN THANKED SM. *****	@05/06-ZKN032N @05/06-ZKN032N
RCAS-KN CONTACTED C AT DAY NUMBER AT 11:15AM EST ON 05/07/09 AND LEFT VMX. *****	@05/07-ZKN032N
RCAS-KN RECEIVED VMX FROM C ON 05/07/09 REQUESTING A CALLBACK. *****	@05/07-ZKN032N @05/07-ZKN032N
RCAS-KN CONTACTED C AT DAY NUMBER AT 1:32PM EST ON 05/08/09. C STATED THAT VEH HAS BEEN REPAIRED AND C HAS VEH BACK. C STATED THAT THERE ARE NO FURTHER ISSUES AT THIS TIME. C THANKED RCAS-KN FOR ASSISTANCE. RCAS-KN OFFERED FURTHER ASSISTANCE: C DECLINED. RCAS-KN CLOSING FILE, NO FURTHER ASSISTANCE REQUIRED. *****	@05/08-ZKN032N @05/08-ZKN032N @05/08-ZKN032N @05/08-ZKN032N @05/08-ZKN032N @05/08-ZKN032N @05/08-ZKN032N @05/08-ZKN032N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE
DEALER SERVICE MANAGER, PLEASE CONTACT CUSTOMER AND REVIEW FOR POSSIBLE ASSISTANCE.
PLEASE CONTACT KIM AT 1 866 799 1690 EXT 1610 OR EMAIL
KIMBERLY.NOVACOVSKI@NISSAN-USA.COM TO DISCUSS FILE

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:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZSP458N	
HISTORY:	UPDATE BY: ZKN032N	
SVC CALL#:	UPDATE DATE: 05 / 08 / 09	
CLOSE: Y (Y/N)	CLOSE DATE: 05 / 08 / 09	MICROFILM: N
RESP CAA: NOVACOVSKI, KIM	CAOM: -- OPEN --	CAOM: -- OPEN --
PHONE: 0000041610	OWNER FIRST:	LANGUAGE: E ENGLISH

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REQUESTED BY: corneb2

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SC: NONE

NAME: [REDACTED] VIN: JNKAY41EX3M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 94000
CITY: NAPERVILLE IN SVC DATE: 12 / 14 / 02
ST/ZIP: IL [REDACTED] VCAN: N RTL DLR: 70062 INFINITI OF LISLE, INC.
DAY PH: [REDACTED] PAID: 8 SVC DLR: 70062 INFINITI OF LISLE, INC.
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 70062 INFINITI OF LISLE, INC.
DLR PH: [REDACTED] DENY: 1 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 PREOWNED X MILES 40000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: INDEPENDENT FACILITY
OUTSIDE WARRANTY BY (B) MONTHS: 29 MILES: 34000 (PT) MONTHS: 5 MILES: 24000

ORIG CODE: CT 11 OPEN DATE: 05 / 13 / 09 XFER/RSPNSBLTY: 72 21 S
CONTACT (S): FOLLOWUP DATE: 05 / 18 / 09 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 05 / 18 / 09 INF-NET DATE: 05 / 15 / 09

CONCERN AND CATEGORY		SUBCATEGORY AND SYMPTOM	
OA	VEHICLE CONCERNS	180000	FUEL GAUGE
AT	INSTRUMENTATION	YI	OOW GOODWILL ASSISTANCE REQUEST
OA	VEHICLE CONCERNS	182500	SPEEDOMETER
AT	INSTRUMENTATION	YI	OOW GOODWILL ASSISTANCE REQUEST

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C. A. R. COMMENTS

FILE OPENED-ZEL999N 05/13/2009
PREVIOUS RELATED FILES FOUND: NONE. @05/13-ZEL999N
PREVIOUS UNRELATED FILES FOUND: NONE.
RCAS-EL VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE AND DAY AND EVENING PHONE NUMBERS, AND RESPONSIBLE DLR.
RCAS-EL CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:_NONE.
RCAS-EL INFORMED C THAT THERE ARE NO RECALLS.
PREVIOUS NISSAN/INFINITI VEHS:_NONE.
RCAS-EL RECEIVED A CALL FROM C. C STATED THAT THE FUEL GAUGE DOES NOT WORK AND IT IS THROWING OFF THE SENSORS AND C CANNOT PASS THE EMISSIONS TEST UNTILL THE VEH IS REPAIRED. C STATED THE VEH IS AT THE DLR NOW AND C HAS BEEN ADVISED THAT THE VEH NEEDS A UNIFIED METER WHICH IS \$308.19, A FUEL SENDING UNIT WHICH IS \$196.28, THE SPEDOMETER NEEDS TO BE CALIBRATED WHICH IS \$20.33 AND THE LABOUR IS \$420. C STATED C IS ASKING FOR PARTIAL FINANCIAL ASSISTANCE WITH THE REPAIR. C STATED THAT C HAS READ ONLINE ABOUT OTHER C'S WITH THE SAME ISSUE AS @05/13-ZEL999N
C. @05/13-ZEL999N
RCAS-EL INFORMED C THAT C'S FILE WILL BE TRANSFERRED TO A RCAS WHO WILL CONTACT C BY THE END OF THE NEXT BUSINESS DAY.
RCAS-EL INFORMED C THAT C'S FILE WILL BE TRANSFERRED TO A RCAS WHO WILL CONTACT C BY THE END OF THE NEXT BUSINESS DAY.
RCAS-EL TRANSFERRED FILE TO RCAS-ML AND SENT EMAIL TO RCAS-ML AND RCAS-TG TO ADVISE. @05/13-ZEL999N
***** @05/14-ZTG999N
RCAS-TG ASSISTING RCAS-ML ON 05/14/09. @05/14-ZTG999N
RCAS-TG DATANET FILE AND CATEGORIZED FILE. @05/14-ZTG999N
***** @05/14-ZTG999N
RCAS-TG CALLED C ON DAY/EVENING NUMBER AT 2:47PM EST ON 05/14/09.
C STATED BELONGS TO A WEBSITE GROUP AND EVERYONE ON THE FORUM THAT HAVE THE SAME VEH AS C HAVE THE SAME ISSUE. C STATED ISSUE IS A BAD GAUGE IN THE CLUSTER IN THE DASH. C STATED VEH IS CURRENTLY AT DLR NOW. @05/14-ZTG999N
C STATED WOULD LIKE FOR INFINITI TO COVER PART COST. C STATED THE DLR HAS BEEN GREAT BUT WOULD LIKE VEH FIXED AS THIS IS A COMMON ISSUE. @05/14-ZTG999N
RCAS-TG UNDERSTOOD AND STATED WILL LOOK INTO C'S REQUEST FOR ASSISTANCE AND WILL CONTACT C ON 05/19/09. @05/14-ZTG999N
C AGREED. @05/14-ZTG999N
RCAS-TG GAVE C NAME, PHONE NUMBER, EXT AND FILE NUMBER AND RCAS-ML EXT. @05/14-ZTG999N
***** @05/14-ZTG999N
RCAS-TG CALLED 70062 INFINITI OF LISLE AT 4:07PM EST ON 05/14/09.
RCAS-TG SPOKE TO ASM-DRU PANAGASSER. @05/14-ZTG999N
ASM-DRU PANAGASSER STATED C NEEDS A SPEEDOMETER CLUSTER. C HAS BEEN TO DLR TWICE SINCE OWNING VEH AND NOT FOR ANY MAJOR MILE SVC. ASM STATED DOES NOT SUPPORT GOODWILL FO C. @05/14-ZTG999N
***** @05/14-ZTG999N
RCAS-TG CALLED FOM-NW AT 4:35PM EST ON 05/14/09. LEFT VMX. @05/14-ZTG999N
***** @05/15-ZTG999N
RCAS-TG ASSISTING RCAS-ML ON 05/15/09.
RCAS-TG CALLED FOM-NW AT 3:27PM EST ON 05/15/09. @05/15-ZTG999N
RCAS-TG STATED C VEH IN NEED OF SPEEDOMETER CLUSTER AND C REQUESTING FINANCIAL ASSISTANCE.
FOM-NW STATED C'S VEH IS OOW AND C DOES NOT HAVE A GOOD SVC HISTORY.
FOM-NW STATED NO SPECIAL FINANCIAL ASSISTANCE WILL BE PROVIDED TO C.
RCAS-TG UNDERSTOOD AND AGREED AND STATED WILL INFORM C. @05/15-ZTG999N

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***** @05/15-ZTG999N
RCAS-TG CALLED C ON DAY/EVENING NUMBER AT 3:52PM EST ON 05/15/09.
RCAS-TG STATED AFTER REVIEW OF C'S CASE INFINITI IS NOT IN A POSITION TO
ASSIST C. @05/15-ZTG999N

C STATED THIS SHOULD BE A RECALL.
RCAS-TG STATED IN THE EVENT THIS BECAUSE A RECALL C WILL BE NOTIFIED.
C STATED HAS NAME OF OTHER PEOPLEW THAT RECEIVED ASSISTANCE. @05/15-ZTG999N

RCAS-TG STATED EACH REQUEST IS REVIEWED CASE BY CASE AND INFINITI IS NOT
IN A POSITION TO ASSIST C.

C STATED WILL TAKE INFINITI TO COURT AND WILL NEVER BUY ANOTHER INFINITI VEH.
C ENDED CALL. @05/15-ZTG999N

RCAS-TG CLOSED FILE AS NO FURTHER ASSISTANCE IS REQUIRED. @05/15-ZTG999N
***** @05/15-ZTG999N

RCAS-JB RECEIVED INBOUND CALL FROM C. RCAS VERIFIED NAME AND ADDRESS.
C STATED C WOULD LIKE ASSISTANCE WITH THE REPAIRS. RCAS ADVISED C THAT RCAS-TG
ADVISED C OF INFINITI'S POSITION AT THIS TIME. RCAS APOLOGIZED THAT
INFINITI COULD NOT BE MORE OF ASSISTANCE TO C. RCAS ADVISED C THAT RCAS-TG
SPOKE WITH ALL PROPER PARTIES. C REQUESTED TO SPEAK WITH RCAS-TG'S
SUPERVISOR. RCAS ADVISED C WILL RECEIVE A CALL BEFORE THE END OF THE NEXT
BUSINESS DAY. C UNDERSTOOD. @05/15-ZJB007N

RCAS-JB SENT EMAIL TO RS-NP 05/15/09. @05/15-ZJB007N
*** @05/18-ZNP099N

RS-NP CONTACTED C ON DAY/EVE PHONE AT 3:30PM EST ON 05/18. C ASKED WHY OTHER
INFINITI OWNERS HAD GOTTEN PART COVERED AND C COULD NOT. RS ADVISED THAT ALL
REQUESTS ARE REVIEWED ON CASE BY CASE BASIS, DEPENDING ON LENGTH OF TIME
OUTSIDE WARRANTY... C CUT RS OFF AND STATED C HAD THIS ISSUE INTERMITTENTLY
WHILE C WAS IN WARRANTY. RS ASKED IF C VISITED DLRHSP. C STATED NO. RS
ADVISED WITHOUT A RO, THIS CANNOT BE TAKEN INTO CONSIDERATION. C STATED C
IS NEVER GOING TO BUY ANOTHER INFINITI AGAIN, THAT THE CUSTOMER SERVICE C HAS
GOTTEN IS RIDICULOUS AND HUNG UP ON RS. @05/18-ZNP099N

RCAS-ML RECEIVED EMAIL FROM RS-NP TO CLOSE FILE ON 5/18/09. RCAS CLOSING FILE
AS C NEEDS NO FURTHER ASSISTANCE. RCAS UPDATED TREADACT. @05/18-ZML221N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE
DEALER SERVICE MANAGER, PLEASE CONTACT CUSTOMER AND REVIEW FOR POSSIBLE
ASSISTANCE.
VEH NEEDS A UNIFIED METER, A FUEL SENDING UNIT, SPEDOMETER NEEDS TO BE
CALIBRATED. C REQUESTING SOME ASSISTANCE.

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: 05 / 15 / 09	USERID: ZJB007N
OTHER #: 0	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: ZEL999N	
HISTORY:	UPDATE BY: ZML221N	
SVC CALL#:	UPDATE DATE: 05 / 18 / 09	
CLOSE: Y (Y/N)	CLOSE DATE: 05 / 18 / 09	MICROFILM: N
RESP CAA:	OLM: COPENHAVER J	DOM:
PHONE: 0000457276	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E43M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 70500
CITY: VIENNA IN SVC DATE: 10 / 12 / 02
ST/ZIP: VA [REDACTED] VCAN: N RTL DLR: 71245 COAST INFINITI
DAY PH: [REDACTED] PAID: 3 SVC DLR: 72035 INFINITI OF TYSONS CORNER
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 72035 INFINITI OF TYSONS CORNER
DLR PH: [REDACTED] DENY: 0 REGION: 72 DIST: SL/SV/PT: 23 23 48

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 05 / 13 / 09
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED X MILES 20000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: INDEPENDENT
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 10500 (PT) MONTHS: MILES: 500

ORIG CODE: CE 11 OPEN DATE: 05 / 14 / 09 XFER/RSPNSBLTY: 72 23 S
CONTACT (S): FOLLOWUP DATE: 05 / 15 / 09 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 05 / 15 / 09 INF-NET DATE: 05 / 18 / 09

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 152000 FUEL PUMP
AI FUEL/INTAKE SYSTEM YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZDC161N 05/14/2009

*****E-MAIL FILE LOGGED*****

PREVIOUS RELATED FILE(S) FOUND:_NONE

PREVIOUS UNRELATED FILE(S) FOUND:_4553758

E-MAIL ADDRESSED TO: NNACONSUMERAFFAIRS@NISSAN-USA.COM

METHOD OF CONTACT: E-MAIL ID NO:_1318346

E-MAIL ADDRESS: [REDACTED]

DATE RECEIVED: 05/13/09 DATE CREATED:_05/14/09

CRR-DC VERIFIED C'S NAME, ADDRESS, DAY/EVENING NUMBER, VIN AND MILEAGE.

C DID NOT PROVIDE RESPONSIBLE DLR.

CRR-DC CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE

C'S E-MAIL READS:

C'S E-MAIL STATES,

"HAVE A PROBLEM WITH MY FUEL GAUGE. FROM WHAT I'VE READ, IT'S A COMMON PROBLEM. I'VE ALREADY SPEND ALMOST \$400 TO REPLACE THE FUEL SENDING UNIT AT MY LOCAL INFINITI DEALER. THAT REPAIR DID NOT FIX THE PROBLEM. NOW THAT WANT AN ADDITIONAL \$500 TO REPLACE THE INSTRUMENT CLUSTER. FROM WHAT I'VE READ, THIS IS A COMMON PROBLEM WITH INFINITIS. PLEASE HELP."

CRR-DC'S RESPONSE TO C. @05/14-ZDC161N

DEAR ROB MCGUIRE, @05/14-ZDC161N

THANK YOU FOR TAKING THE TIME TO CONTACT INFINITI AND ALLOWING US THE OPPORTUNITY TO READ AND RESPOND TO YOUR INQUIRY._YOUR CORRESPONDENCE HAS BEEN RECEIVED AND YOUR FILE WILL BE FORWARDED TO A REGIONAL SPECIALIST WHO WILL REVIEW YOUR CASE AND BE IN CONTACT WITH YOU WITHIN THE NEXT BUSINESS DAY.

FILE#6493972 HAS BEEN CREATED TO DOCUMENT YOUR CONCERN. PLEASE FEEL FREE TO CONTACT US DIRECTLY AT 1-800-662-6200 (OPTION#7) WITH ANY QUESTIONS OR COMMENT CRR-DC FORWARDING FILE TO RCAS DEPT.

CRR-DC SENDING AN INTERNAL MSG TO RCAS-JL.

CRR-DC EXITING FILE. @05/14-ZDC161N

@05/14-ZDC161N

RCAS-SP REVIEWED FILE.

RCAS-SP DATANETTED FILE.

RCAS-SP REVIEWED TREAD. @05/15-ZSP458N

--

RCAS-SP REVIEWED VROI AND FOUND THAT C SERVICES WITH INFINITI OF TYSONS CORNER

-- @05/15-ZSP458N

RCAS-SP SENT EMAIL TO RCAS-EJ TO NOTIFY OF FILE.

***** @05/15-ZSP458N

RCAS-EJ RECEIVED FILE FROM FILE DISTRIBUTION @05/15-ZEJ656N

RCAS-EJ REVIEWED FILE._____.

RCAS-EJ DATANETTED FILE.

RCAS-EJ VERIFIED NAME, ADDRESS AND CONTACT NUMBER.

RCAS-EJ CALLED C ON DAY/EVENING PHONE ON 05-15-09 AT 9:14AM EST AND SPOKE WITH C REGARDING THE CONCERNS WITH THE REPAIRS.

C STATED THAT THE FUEL GAUGE SENDING WAS REPLACED AND NOW THE CLUSTER NEEDS TO BE REPLACED. @05/15-ZEJ656N

RCAS-EJ CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES IN

ZCA1 - FOUND NONE @05/15-ZEJ656N

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

C STATED THAT C DOES NOT FEEL CONFIDENT ON THE SERVICE OR KNOWLEDGE OF THE DLRSHIP AND FEELS HESITANT WITH THE DIAGNOSIS.

C STATED THAT THE DLRSHIP HAS BEEN VERY RUDE, THE DLRSHIP IS DIRTY AND THE SERVICE EXPERIENCE WAS NOT PROFESSIONAL.

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RCAS-EJ APOLOGIZED FOR THE INCONVENIENCE AND THANKED C FOR COMMENTS.
RCAS-EJ ADVISED C THAT RCAS-EJ HAS DOCUMENTED ALL C'S CONCERNS. @05/15-ZEJ656N
RCAS-EJ ASKED C IF THERE IS ANY OTHER QUESTIONS OR CONCERNS.
C SATISFIED.
C THANKED RCAS-EJ FOR ASSISTANCE.
RCAS-EJ PROVIDED NAME, EXTENSION NUMBER AND FILE NUMBER.
REVIEWED AND UPDATE TREAD ACT. @05/15-ZEJ656N
RCAS-EJ CLOSING FILE AS THERE IS NO FURTHER FOLLOW-UP REQUIRED BY C.
@05/15-ZEJ656N

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: NT8G	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:
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: ZEJ656N	
SVC CALL#:	UPDATE DATE: 05 / 15 / 09	
CLOSE: Y (Y/N)	CLOSE DATE: 05 / 15 / 09	MICROFILM: N
RESP CAA: JIMENEZ, EVELYN	OLM: COPENHAVER J	DOM:
PHONE: 0000041606	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E93M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 64000
CITY: W BLOOMFIELD IN SVC DATE: 01 / 05 / 04
ST/ZIP: MI [REDACTED] VCAN: N RTL DLR: 70310 SUBURBAN INFINITI, INC.
DAY PH: [REDACTED] PAID: 11 SVC DLR: 70310 SUBURBAN INFINITI, INC.
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 70310 SUBURBAN INFINITI, INC.
DLR PH: [REDACTED] 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 PREOWNED MILES # NISSAN/INFINITI VEHICLES: 3
VEHICLE MAINTAINED BY: 70310 SUBURBAN INFINITI
OUTSIDE WARRANTY BY (B) MONTHS: 16 MILES: 4000 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 05 / 14 / 09 XFER/RSPNSBLTY: 72 22 S
CONTACT (S): FOLLOWUP DATE: 05 / 27 / 09 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 05 / 27 / 09 INF-NET DATE: 05 / 15 / 09

CONCERN AND CATEGORY		SUBCATEGORY AND SYMPTOM	
OA	VEHICLE CONCERNS	134000	GEN. ENGINE ELECTRIC COMPONENT(S)
AF	ENGINE ELECTRICAL	YE	MULTIPLE REPAIR ATTEMPTS
OA	VEHICLE CONCERNS	134000	GEN. ENGINE ELECTRIC COMPONENT(S)
AF	ENGINE ELECTRICAL	ZT	HARD START/NO START/STALL
OA	VEHICLE CONCERNS	152000	FUEL PUMP
AI	FUEL/INTAKE SYSTEM	YE	MULTIPLE REPAIR ATTEMPTS
OA	VEHICLE CONCERNS	153000	GEN. FUEL DELIVERY/INTAKE COMPONENT
AI	FUEL/INTAKE SYSTEM	YE	MULTIPLE REPAIR ATTEMPTS

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C. A. R. COMMENTS

FILE OPENED-ZPA000N 05/14/2009
PREVIOUS FILES FOUND RELATED: 6462394;5205267;5285331;4769968
RCAS-PA VERIFIED C'S NAME, ADDRESS, VIN, MILAGE, DAY AND EVENING PHONE,
AND RESPONSIBLE DLR.
RCAS-PA CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE.
RCAS-PA INFORMED OF RECALL INFO.
PREVIOUS NISSAN/INFINITI VEHICLES: '92 Q45; '00 Q45;
RCAS-PA RECEIVED A CALL FROM C. @05/14-ZPA000N
C STATED C KNOWS THIS DLR, WHICH IS UNFORTUNETLY THE ONLY DLR IN THE AREA, IS
STAFFED BY A BUNCH OF CROOKS.
C STATED IT'S UNFORTUNATE BECAUSE IT'S THE ONLY DLR IN THE AREA.
RCAS UNDERSTOOD AND APOLOGIZED.
C STATED VEH WAS INVOLVED IN AN ACCIDENT WHICH HAD DAMAGES OF UP TO \$16,000.
C STATED THIS WAS BACK IN DECEMBER ;08 AND AFTER REPAIRS WERE COMPLETED THERE
WERE MANY WARNING LIGHTS COMING ON IN THE DASH. @05/14-ZPA000N
C STATED C WAS AT THE DLR, WHILE FALLING TERRIBLY ILL (C WAS SEPTIC) AND C WAS
GETTING THE RUN AROUND FROM THE DLR. @05/14-ZPA000N
C STATED VEH WAS HAVING ISSUES WITH A COLD START.
C STATED THEN C BEGAN HAVING ISSUES WITH THE FUEL GAUGE, BUT THE DLR NEVER
REALLY KNEW WHAT TO DO.
C STATED THE PROBLEM TURNED OUT TO BE THE FUEL PUMP PRESSURE, AND THEN THE
FUEL SENDING UNIT, AND THEN THE FUEL FILTER.
C STATED THE DLR RAN SOME PART BY THE IEPP THAT VEH HAS.
C STATED THE DLR WAS RUNNING UP LARGE, LARGE BILLS JUST TO TAKE IN EXTRA
MONEY. @05/14-ZPA000N
C STATED VEH IS NOT ACCELERATING PROPERLY, AND C HAS BEEN LEFT STRANDED IN THE
MIDDLE OF NOWHERE, WITH A CRITICALLY ILL INDIVIDUAL, ALMOST READY TO DIE, AND
VEH BREAKSDOWN.
C STATED C NEEDS A RELIABLE VEH, AND WANTS A REGIONAL SUPERVISOR TO COME TO
THIS DLR TO INSPECT THE WORK BEING COMPLETED AT THIS DLR, AND HELP THE DLR OUT
BECAUSE THERE ARE VERY INCOMPETENT INDIVIDUALS STAFFED AT THIS DLR.
RCAS UNDERSTOOD AND APOLOGIZED FOR THE SITUATION. @05/14-ZPA000N
C STATED WANTS VEH REPAIRED ONCE AND FOR ALL, AND WOULD LIKE AN INFINITI
REPRESENTATIVE FROM CORPORATE TO ASSIST.
RCAS UNDERSTOOD, AND STATED WOULD HAVE THIS FILE TRANSFERRED TO A REGIONAL
SPECIALIST THAT WILL GET INTO CONTACTS WITH ALL THE PROPER PARTIES.
C UNDERSTOOD. @05/14-ZPA000N
RCAS-PA OFFERED C NAME, EXTENSION AND FILE NUMBER.
C THANKED RCAS-PA FOR ASSITANCE, C SATISFIED.
RCAS-PA SENT AN EMAIL TO RCAS-TG FOR FURTHER ASSISTANCE.
--- @05/14-ZPA000N
RCAS-TG TRANSFERRED FILE INTO RCAS-TG NAME, DATANETTED AND CATEGORIZED FILE.
***** @05/14-ZTG999N
RCAS-TG CALLED 70310 SUBURBAN INFINITI AT 2:23PM EST ON 05/15/09 AND LEFT
SM-LJ PARKER VMX. @05/15-ZTG999N
***** @05/15-ZTG999N
RCAS-TG CALLED 70310 SUBURBAN INFINITI AT 4:29PM EST ON 05/15/09 AND SPOKE TO
SM-LJ PARKER. @05/15-ZTG999N
RCAS-TG ASKED SM ABOUT C VEH CONCERNS. @05/15-ZTG999N
SM STATED VEH WAS IN AN ACCIDENT AND EVERYTHING SEEMS TO BE RELATED TO THE
ACCIDENT. SM STATED C CALLED SM ON 05/04/09 STATING C HAS MORE VEH ISSUES.
SM STATED TOLD C TO BRING VEH IN BUT C DID NOT WANT TO MAKE APPT AT THAT TIME.
SM STATED C HAS NOT BEEN INTO DLR AFTER CALL UNTIL THIS DAY. @05/15-ZTG999N

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SM STATED C'S VEH ISSUES ARE UNKNOWN AT THIS TIME AS VEH HAS NOT BEEN BACK TO DLRSHIP.

SM STATED IN JANUARY VEH IN FOR SES AND VEH RIDING ROUGH, INSURANCE PAID FOR FOR REPAIRS. THE VEH WAS SUBLETTERED TO DLR FROM BODYSHOP. REPAIRS WERE RADIATOR COOLANT TIP SENSOR AND OXYGEN SENSOR WERE REPLACED.

VEH BACK IN APRIL FOR FUEL GAGE FLUCTUATION, INSURANCE AUTHORIZED REPAIRS FUEL GAGE SENDING UNIT REPLACED. @05/15-ZTG999N

ANOTHER ISSUE DURING THE SAME VISIT WAS ONCE VEH SHUTS OFF THE VEH SPUTTERS THE DLR REPLACED FUEL PUMP ASSEMBLY. @05/15-ZTG999N

RCAS-TG UNDERSTOOD AND THANKED SM FOR UPDATE AND STATED WILL CONTACT C. ***** @05/15-ZTG999N

RCAS-TG CALLED C ON DAY/EVENING NUMBER AT 6:21PM EST ON 05/15/09.

C STATED THE DLR HAS BEEN REPAIRING THE SAME THIS FOR 6 MONTHS AND RIPPING OFF C, NISSAN AND C'S INSURANCE.

C STATED HAS BEEN STRANDED IN VEH 6 TIMES. C STATED HAS A CRITICALLY ILL CHILD AND THE DLR IS COMPLETELY INCOMPETENT. C STATED THE DLR DOES NOT RETURN PARTS. C STATED IS THINKING ABOUT CONTACTING THE STATE ATTORNEY.

RCAS-TG STATED WOULD LIKE TO ASSIST C IN GETTING THE VEH FIXED BUT IN ORDER TO DO SO THE VEH WOULD NEED TO RETURN TO AN INFINITI DLRSHIP. @05/15-ZTG999N

C STATED WOULD LIKE AN INFINITI REP TO COME OUT AND MONITOR THE DLR DOING C'S VEH REPAIRS.

RCAS-TG STATED DTS GO OUT TO DLRSHIPS IF THERE IS AN ISSUE OF LIABILITY OR AFTER THE DLR HAS CONTACTED INFINITI TECHNICAL ASSISTANCE IS STILL UNABLE TO REPAIR VEH. @05/15-ZTG999N

C STATED WILL NEVER BUY ANOTHER INFINITI VEH AGAIN, NOT BECAUSE C DOES NOT LIKE THE VEH BUT THIS IS THE ONLY DLR NEAR C. C STATED 4 OTHER INDIVIDUALS WILL NOT BUY AN INFINITI. @05/15-ZTG999N

RCAS-TG STATED WAS SORRY TO HEAR THAT AND INFINITI WOULD LIKE ASSIST C AND WILL DO SO ONCE VEH IS RETURNED TO DLR. RCAS-TG ASKED C TO CONTACT RCAS-TG ONCE C HAS APPT BOOKED AND RCAS-TG WILL FOLLOW UP WITH DLR TO CONTACT TECHLINE. @05/15-ZTG999N

RCAS-TG GAVE C NAME, PHONE NUMBER, EXT AND FILE NUMBER. ***** @05/15-ZTG999N

RCAS-TG CALLED C ON DAY/EVENING NUMBER AT 10:17AM EST ON 05/22/09. LEFT VMX, RCAS-TG INQUIRED IF C DECIDED TO BRING VEH BACK TO INFINITI DLR AND WHEN APPT DATE IS. RCAS-TG GAVE C NAME, PHONE NUMBER, EXT AND FILE NUMBER. ***** @05/22-ZTG999N

RCAS-TG RECEIVED INBOUND CALL FROM SM-LJ PARKER AT 3:44PM EST ON 05/22/09 FROM 70310 SUBURBAN INFINITI.

RCAS-TG INQUIRED IF C HAD BOOKED APPT.

SM STATED C'S VEH IS CURRENTLY AT THE DLRSHIP. VEH NEEDS AN INSTRUMENT CLUSTER AND REPAIR WAS COVERED UNDER C'S THIRD PARTY EXTENDED WARRANTY. SM STATED DLR WILL PAY FOR DEDUCTIBLE FOR C. @05/22-ZTG999N

RCAS-TG UNDERSTOOD AND THANKED SM FOR ASSISTANCE AND GREAT C SVC. ***** @05/22-ZTG999N

RCAS-TG CALLED C ON DAY/EVENING NUMBER AT 3:51PM EST ON 05/22/09. LEFT VMX. ***** @05/27-ZTG999N

RCAS-TG CALLED C ON DAY/EVENING NUMBER AT 1:19PM EST ON 05/27/09 @05/27-ZTG999N

RCAS-TG STATED SPOKE TO SM AND WAS INFORMED REPAIR WAS COVERED UNDER C'S THIRD PARTY EXTENDED WARRANTY. SM STATED DLR WILL PAY FOR DEDUCTIBLE FOR C. C STATED THE DLR IS VIOLATING FEDERAL STATE LAW BY NOT RETURNING PARTS. C STATED WILL NEVER BUY ANOTHER INFINITI VEH FROM THIS DLR EVER AGAIN. C STATED THE VEH WAS IMPROPERLY SVC BY THE DLR AND C WAS STRANDED IN THE ROAD SEVERAL TIMES. C STATED WAS RIPPED OFF AND CHEATED. C STATED THE DLR IS GENERATING BAD BUSINESS FOR EVERYONE ON THE AREA. C STATED THE DLR IS REPLACING MANY PARTS AND REFUSING TO SUPPLY THE PARTS TO C. C STATED THE

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DLR IS INCOMPETENT. @05/27-ZTG999N
RCAS-TG APOLOGIZED FOR INCONVENIENCE AND POOR SVC EXPERIENCES.
C STATED RCAS-TG HAS DONE NOTHING TO HELP C AND ENDED CALL. @05/27-ZTG999N
RCAS-TG CLOSED FILE AS NO FURTHER ASSISTANCE IS REQUIRED. @05/27-ZTG999N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE
DEALER SERVICE MANAGER, PLEASE CONTACT CUSTOMER AND REVIEW FOR POSSIBLE
ASSISTANCE.
C HAVING MANY ISSUE WITH VEH AND VEH LEFT C STRANDED. C WANTS REGIONAL TECH
STAFF TO INSPECT VEH.

DEALER ACTION:

		CONTACT(S):			
SATISFIED: Y		ACTION CODE: NT3G		ROOT CAUSE: SCNT	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	#: 0	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: ZPA000N			
HISTORY:		UPDATE BY: ZTG999N			
SVC CALL#:		UPDATE DATE: 05 / 27 / 09			
CLOSE: Y (Y/N)		CLOSE DATE: 05 / 27 / 09		MICROFILM: N	
RESP CAA: GRANT, TAHALIA		OLM: COPENHAVER J		DOM:	
PHONE: 0000041415		OWNER FIRST:		LANGUAGE: E ENGLISH	

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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E93M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 97544
CITY: WILLINGBORO IN SVC DATE: 07 / 21 / 03
ST/ZIP: NJ [REDACTED] VCAN: N RTL DLR: 70231 INFINITI OF CINCINNATI
DAY PH: [REDACTED] PAID: SVC DLR: 70211 HOLMAN INFINITI
EVE PH: [REDACTED] SUSP: RESP DLR: 70211 HOLMAN INFINITI
DLR PH: [REDACTED] DENY: REGION: 72 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 PREOWNED X MILES 42000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: INDEPENDENT FACILITY
OUTSIDE WARRANTY BY (B) MONTHS: 22 MILES: 37544 (PT) MONTHS: MILES: 27544

ORIG CODE: CT 11 OPEN DATE: 05 / 21 / 09 XFER/RSPNSBLTY: 72 04 S
CONTACT (S): FOLLOWUP DATE: 05 / 21 / 09 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 05 / 21 / 09 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 153000 GEN. FUEL DELIVERY/INTAKE COMPONENT
AI FUEL/INTAKE SYSTEM YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZJL437N 05/21/2009
PREVIOUS RELATED FILES FOUND: NONE. @05/21-ZJL437N
PREVIOUS UNRELATED FILES FOUND: NONE.
RCAS-JL VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE AND DAY AND EVENING PHONE
NUMBERS, AND RESPONSIBLE DLR.
RCAS-JL CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE.
RCAS-JL INFORMED C THAT THERE ARE NO RECALLS.
PREVIOUS NISSAN/INFINITI VEHS: NONE.
RCAS-JL RECEIVED A CALL FROM C.
C STATED C HAS A FUEL GAUGE SENSOR ISSUE AND C UNDERSTANDS THAT THIS IS A
COMMON ISSUE.
C STATED C READ ONLINE THAT INFINITI HAS PAID FOR THIS SO C WANTS TO KNOW IF
C CAN GET IT COVERED.
RCAS-JL ADVISED C THAT THERE ARE NO RECALLS OR SVC CAMPAIGNS FOR C'S VEH.
RCAS-JL ADVISED C TO CONTACT AN INFINITI FOR A DIAGNOSIS AND QUOTE IF C IS
HAVING THIS ISSUE, C UNDERSTOOD.
C STATED C DOES NOT NEED RCAS-JL'S NAME, EXTENSION OR THE FILE NUMBER.
RCAS-JL OFFERED ADDITIONAL ASSISTANCE, C DENIED.
RCAS-JL CLOSING FILE. @05/21-ZJL437N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y ACTION CODE: NT8F ROOT CAUSE: UDOI 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: ZJL437N
HISTORY: UPDATE BY: ZJL437N
SVC CALL#: UPDATE DATE: 05 / 21 / 09
CLOSE: Y (Y/N) CLOSE DATE: 05 / 21 / 09 MICROFILM: N
RESP CAA: OLM: COPENHAVER J DOM: FRASHER PAT
PHONE: 0000000000 OWNER FIRST: LANGUAGE: E ENGLISH

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SC: NONE

NAME: [REDACTED] VIN: JNKAY41EX3M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 68000
CITY: BEYONNE IN SVC DATE: 06 / 27 / 03
ST/ZIP: NJ [REDACTED] VCAN: N RTL DLR: 70025 DOUGLAS MOTORS CORP.
DAY PH: [REDACTED] PAID: 2 SVC DLR: 70025 DOUGLAS MOTORS CORP.
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 70025 DOUGLAS MOTORS CORP.
DLR PH: [REDACTED] DENY: 0 REGION: 72 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 PREOWNED X MILES 45000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: INDEPENDENT FACILITY
OUTSIDE WARRANTY BY (B) MONTHS: 24 MILES: 8000 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 06 / 18 / 09 XFER/RSPNSBLTY: 72 03 S
CONTACT (S): FOLLOWUP DATE: 06 / 18 / 09 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 06 / 18 / 09 INF-NET DATE: 06 / 19 / 09

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YI OOW GOODWILL ASSISTANCE REQUEST

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C. A. R. COMMENTS

FILE OPENED-ZKN032N 06/18/2009

CUSTOMER EMAIL ADDRESS: [REDACTED]

PREVIOUS RELATED FILES FOUND: NONE.

PREVIOUS UNRELATED FILES FOUND: NONE.

RCAS-KN VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE AND DAY AND EVE PHONE NUMBERS RESPONSIBLE DLR.

RCAS-KN CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE @06/18-ZKN032N

RCAS-KN INFORMED C THAT THERE ARE NO RECALLS.

PREVIOUS NISSAN/INFINITI VEHS: NONE

RCAS-KN RECEIVED A CALL FROM C. @06/18-ZKN032N

C STATED THAT C IS HAVING AN ISSUE WITH C'S FUEL GAUGE. @06/18-ZKN032N

C STATED THAT THE FUEL GAUGE IS READING INCORRECTLY. @06/18-ZKN032N

C STATED THAT C HAS SEEN ONLINE THAT THIS IS A COMMON ISSUE. @06/18-ZKN032N

C STATED THAT THE DLR ADVISED C THAT C WOULD NEED TO REPLACE THE GAUGE.

C STATED SINCE THIS IS A KNOWN ISSUE C WOULD LIKE TO KNOW IF INFINITI WOULD BE ABLE TO ASSIST WITH REPAIR. @06/18-ZKN032N

C STATED VEH IS CURRENTLY AT DLR. @06/18-ZKN032N

RCAS-KN ADVISED C THAT C'S REQUEST WILL BE REVIEWED BUT NOT GUARRANTEED AS C IS OOW AND IS REVIEWED ON A CASE BY CASE BASIS. @06/18-ZKN032N

RCAS-KN INFORMED C THAT C'S FILE WILL BE TRANSFERRED TO A RCAS WHO WILL CONTACT C BY THE END OF THE NEXT BUSINESS DAY. @06/18-ZKN032N

C STATED C UNDERSTANDS AND THANKED RCAS-KN. @06/18-ZKN032N

RCAS-KN OFFERED ADDITIONAL ASSISTANCE, C DENIED.

C THANKED RCAS-KN FOR THE ASSISTANCE, C SATISFIED.

RCAS-KN GAVE C NAME, EXTENSION AND FILE NUMBER. @06/18-ZKN032N

***** @06/18-ZKN032N

RCAS-KN EMAILED FILE TO RCAS-JL FOR REVIEW ON 06/18/09. @06/18-ZKN032N

***** @06/18-ZKN032N

RCAS-JL RECEIVED A CALL FROM SM-GARY DARLING FROM 70025_DOUGLAS MOTORS CORP. AT 10:56AM EST 06/18/09. @06/18-ZJL437N

RCAS-JL REVIEWED THE FILE WITH C.

SM STATED THERE ONLY SVC HISTORY WITH INFINITI WAS ON 06/27/03 (12 MILES) FOR A BATTERY REPLACEMENT PRIOR TO THE SALE OF THE VEH.

RCAS-JL CONFIRMED THE INFORMATION ON VROI.

SM STATED SM DOES NOT KNOW WHERE THE PRE-OWNED VEH WAS SOLD.

SM STATED SM IS UNAWARE OF ANY KNOWN ISSUES WITH THE FUEL GAUGE AND THERE ARE NO RECALLS/SVC CAMPAIGNS FOR THIS VEH.

SM STATED THERE IS NOTHING THE DLR CAN DO, RCAS-JL AGREED.

SM STATED C ONLY AUTHORIZED THE DIAGNOSTIC.

SM STATED THE REPAIR IS APPROX \$445, SM IS NOT SURE OF THE EXACT COST.

RCAS-JL THANKED SM FOR THE ASSISTANCE.

--- @06/18-ZJL437N

RCAS-JL CONTACTED C AT DAY NUMBER AT 12:51PM EST 06/18/09. @06/18-ZJL437N

RCAS-JL REVIEWED THE FILE WITH C. @06/18-ZJL437N

RCAS-JL INFORMED C THAT THERE ARE NO RECALLS OR SVC CAMPAIGNS FOR THE VEH.

RCAS-JL INFORMED C BECAUSE C IS OUT OF BASIC WARRANTY BY 24 MONTHS OR 8000 MILES WHICHEVER OCCURED FIRST, INFINITI WILL NOT BE IN THE POSITION TO ASSIST WITH THE REPAIRS.

C STATED THIS IS A KNOWN ISSUE ACCORDING TO SOME WEBSITES ONLINE.

RCAS-JL INFORMED C INFINITI DOES NOT RELY ON EXTERNAL SOURCES.

RCAS-JL INFORMED C RCAS-JL CAN FILE A COMPLAINT FOR C AND IF THERE IS A SVC CAMPAIGN OR RECALL, C WILL BE NOTIFIED, C UNDERSTOOD.

C THANKED RCAS-JL FOR THE FOLLOW UP CALL.

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RCAS-JL GAVE C NAME AND EXTENSION.

@06/18-ZJL437N-COMMENT

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: 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: 06 / 18 / 09	USERID: ZJL437N
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZKN032N	
HISTORY:	UPDATE BY: ZJL437N	
SVC CALL#:	UPDATE DATE: 06 / 18 / 09	
CLOSE: Y (Y/N)	CLOSE DATE: 06 / 18 / 09	MICROFILM: N
RESP CAA:	OLM: COPENHAVER J	DOM: BISHOP DAVE
PHONE: 0000456270	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: GLEN ELLYN
ST/ZIP: IL [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E64M [REDACTED] Y
YR/MDL: 2004.0 M45 MILEAGE: 68000
IN SVC DATE: 01 / 20 / 05
VCAN: N RTL DLR: 70062 INFINITI OF LISLE, INC.
PAID: 3 SVC DLR: 70062 INFINITI OF LISLE, INC.
SUSP: 1 RESP DLR: 70062 INFINITI OF LISLE, INC.
DENY: 0 REGION: 72 DIST: SL/SV/PT: 21 21 46

LETTER RECEIVED 07 / 09 / 09 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY 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: 3
VEHICLE MAINTAINED BY: 70062 INFINITI OF LISLE
OUTSIDE WARRANTY BY (B) MONTHS: 6 MILES: (PT) MONTHS: MILES:

ORIG CODE: CL 11 OPEN DATE: 07 / 09 / 09 XFER/RSPNSBLTY: 72 21 S
CONTACT (S): FOLLOWUP DATE: 07 / 22 / 09 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 07 / 21 / 09 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY		SUBCATEGORY AND SYMPTOM	
OA	VEHICLE CONCERNS	180000	FUEL GAUGE
AT	INSTRUMENTATION	YI	OOW GOODWILL ASSISTANCE REQUEST
OA	VEHICLE CONCERNS	182500	SPEEDOMETER
AT	INSTRUMENTATION	YI	OOW GOODWILL ASSISTANCE REQUEST

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C. A. R. COMMENTS

FILE OPENED-ZJL437N 07/09/2009

***** SURVEY FILE *****

PREVIOUS RELATED FILES FOUND: 6486703.

PREVIOUS UNRELATED FILES FOUND: 6056175.

RCAS-JL RECEIVED SURVEY FROM C ON 07/09/09.

--- @07/09-ZJL437N

RCAS-JL NOTES THAT C IS OUT OF BASIC WARRANTY BY 4 MONTHS OR 8000 MILES

WHICHEVER OCCURED FIRST. @07/09-ZJL437N

RCAS-JL NOTES GRT WAS RECOMMENDED BUT THE ASM DID NOT WANT TO ASSIST AND THE

FOM SUPPORTED THE ASM'S DECISION.

--- @07/09-ZJL437N

RCAS-JL SENT THE SURVEY CHECKLIST TO TL-LM AT 10AM EST 07/09/09 FOR ASSISTANCE

--- @07/13-ZJL437N

RCAS-JL NOTES RCAS-JL IS STILL WAITING FOR APPROVAL ON 07/15/09.

--- @07/15-ZJL437N

RCAS-JL RECEIVED A MESSAGE FROM TL-LM AT 11AM EST 07/16/09.

TL STATED TO REVIEW THE FILE WITH ORM.

RCAS-JL REVIEWD THE FILE WITH RS-NP AT 3PM EST 07/16/09.

RS STATED RS WILL REVIEW THE FILE WITH ORM.

--- @07/16-ZJL437N

RS-NP CONTACTED ORM-RM ON 7/16 AND LEFT VMX REQUESTING CALL BACK TO DISCUSS

FILE. @07/16-ZNP099N

--- @07/20-ZJL437N

RS-NP CONTACTED ORM-RM ON 7/21 AT APPROXIMATELY 11AM TO DISCUSS FILE. ORM

ADVISED ORM CAN GO EITHER WAY ON DECISION AND ASKED RS'S DECISION. RS

ADVISED THAT C IS NOT A GOOD SERVICING C, HOWEVER FILE NOTES C HAS OWNED 3

INFINITI/NNA VEH AND IF THIS CAN BE CONFIRMED, RS BELIEVES C SHOULD BE

COVERED FOR REPAIR. ORM AGREED.

RS-NP ADVISED RCAS-JL TO CONFIRM # OF VEH OWNED BY C. @07/21-ZNP099N

RCAS-JL NOTES THAT C ONLY OWNS 1 INFINITI VEH - CONFIRMED IN THE PREVIOUS

RELATED FILE# 6486703.

RCAS-JL NOTES RCAS-JL MADE A TYPO AND DOCUMENTED THAT C OWNS 3 NISSANS/

INFINITIS.

RCAS-JL REVIEWED THE FILE WITH RS-NP AT 1PM EST 07/21/09.

RCAS-JL INFORMED RS THAT C OWNS 1 INFINITI.

RS STATED IF THAT IS THE CASE, TO DECLINE C.

RCAS-JL CONTACTED C AT DAY NUMBER AT 1PM EST 07/21/09. @07/21-ZJL437N

RCAS-JL THANKED C FOR SUBMITTING THE SURVEY.

RCAS-JL REVIEWED THE FILE WITH C.

RCAS-JL INFORMED C THAT THE PREVIOUS FILE WAS REVIEWED AND THE RCAS AGENT

DID EVERYTHING POSSIBLE TO ASSIST C.

RCAS-JL INFORMED C THAT INFINITI WILL NOT BE IN THE POSITION TO ASSIST C WITH

THE SPEEDOMETER CLUST TO FIX C'S FUEL GAUGE CONCERN.

C STATED C WANTS TO KNOW WHY.

C STATED THIS IS A MANUFACTURER'S DEFECT AND C WAS ONLY OUT OF BASIC WARRANTY
BY 4000 MILES.

RCAS-JL INFORMED C INFINITI REVIEWED C'S FILE AND C IS OUT OF BASIC WARRANTY

BY 4 MONTHS OR 4,000 MILES WHICHEVER OCCURED FIRST.

C STATED C WANTS TO KNOW WHAT INFINITI REVIEWED.

RCAS-JL INFORMED C INFINITI TAKES INTO CONSIDERATION THE COST OF THE REPAIR,

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VEH MILEAGE, VEH YEAR AND SVC HISTORY.

C STATED THIS IS A COMMON ISSUE AND IT SHOULD BE A RECALL BUT BECAUSE IT IS NOT SAFETY RELATED, THAT IS WHY INFINITI IS NOT ISSUING A RECALL.
RCAS-JL INFORMED C THERE ARE NO RECALLS OR SVC CAMPAIGNS FOR THE VEH.
RCAS-JL INFORMED C INFINITI HAS HONORED THE TERMS OF THE BASIC WARRANTY FOR 4 YEARS OR 60,000 MILES WHICHEVER OCCURS FIRST FROM THE ORIGINAL IN SVC DATE.
RCAS-JL INFORMED C IT WILL BE C'S RESPONSIBILITY TO PAY FOR THE REPAIR.
C STATED C WANTS TO KNOW WHY RCAS-JL CALLED THEN.
C STATED RCAS-JL REPEATED THE SAME INFORMATION THE PREVIOUS AGENT DID.
RCAS-JL INFORMED C RCAS-JL CALL TO ACKNOWLEDGE C'S SURVEY AND TO INFORM C THE PREVIOUS RCAS AGENT DID EVERYTHING POSSIBLE TO ASSIST C.
C STATED C WILL NOT BUY ANOTHER INFINITI.
C STATED C WILL BUY A LEXUS.
RCAS-JL NOTES C RELEASED THE CALL AT THIS POINT.

RCAS-JL CLOSING FILE AS C'S SPECIAL FINANCIAL ASSISTANCE FOR THE SPEEDOMETER CLUSTER WAS DECLINED.

@07/21-ZJL437N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT3B	ROOT CAUSE: SNFA	SCIN
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:	
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO	
3RD PRY:	PART#:	CHECK ISSUED: NO	
BYBACK ST:	OPENED BY: ZJL437N		
HISTORY:	UPDATE BY: ZJL437N		
SVC CALL#:	UPDATE DATE: 07 / 21 / 09		
CLOSE: Y (Y/N)	CLOSE DATE: 07 / 21 / 09	MICROFILM: N	
RESP CAA:	OLM: COPENHAVER J	DOM:	
PHONE: 0000457276	OWNER FIRST:	LANGUAGE: E ENGLISH	

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: BOTHELL
ST/ZIP: WA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E23M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 43000
IN SVC DATE: 06 / 17 / 04
VCAN: N RTL DLR: 71495 INFINITI SANTA BARBARA
PAID: 3 SVC DLR: 71088 INFINITI OF KIRKLAND
SUSP: 0 RESP DLR: 71088 INFINITI OF KIRKLAND
DENY: 0 REGION: 92 DIST: SL/SV/PT: 04 04 34

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 07 / 20 / 09
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY 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: UNKNOWN
OUTSIDE WARRANTY BY (B) MONTHS: 14 MILES: (PT) MONTHS: MILES:

ORIG CODE: CE 11 OPEN DATE: 07 / 21 / 09 XFER/RSPNSBLTY: 92 01 S
CONTACT (S): FOLLOWUP DATE: 08 / 04 / 09 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 08 / 04 / 09 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:42 PM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: corneb2

CAR ID:
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CA6551253I

C. A. R. COMMENTS

FILE OPENED-ZCS694N 07/21/2009

*****EMAIL FILE LOGGED*****

@07/21-ZCS694N

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES FOUND: NONE

EMAIL ADDRESSED TO: NNACONSUMERAFFAIRS@NISSAN-USA.COM

METHOD OF CONTACT: EMAIL ID NO.: 1368392

EMAIL ADDRESS: [REDACTED]

DATE RECEIVED: 07/20/09 DATE CREATED: 07/21/09

CRR-CS VERIFIED C'S NAME, ADDRESS

C DID NOT PROVIDE MILEAGE, RESPONSIBLE DLR, DAY & EVENING PHONE NUMBER, VIN
CRR-CS CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: C DID NOT GIVE VIN

C'S EMAIL READS: I HAVE A 2003 M45 WITH 43,000 MILES. THE FUEL GAUGE HAS
BEEN MALFUNCTIONING. AFTER DIAGNOSTIC TESTS, THE "CLUSTER" THAT

RUNS THE FUEL GAUGES HAS MALFUNCTIONED. THIS SEEMS TO BE A PROBLEM

WITH 2003 M45'S. OUR LOCAL DEALER RELACED 6 CLUSTERS IN 2008 AND HAS

ALREADY RELACED 2 IN 2009 IN 2003 M45'S. THE 2003 M45 IS NOT A VERY

COMMON CAR. WILL THERE BE A RECALL FOR THIS PROBLEM?

@07/21-ZCS694N

CRR-CS'S RESPONSE TO C: DEAR MS LISA ADAIR,

FILE NUMBER 6551253

@07/21-ZCS694N

THANK YOU FOR CONTACTING INFINITI REGARDING YOUR 2003 INFINITI M45. 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

THE AUTHORIZED INFINITI DEALER YOU ARE WORKING WITH (IF ANY)

A BRIEF DESCRIPTION OF YOUR REQUEST

YOU MAY SEND THIS INFORMATION TO US IN WRITING OR YOU ARE WELCOME TO CALL
US AT 1 800 662 6200 (OPTION 7). FILE #6551253 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 ASSIST YOU WITH YOUR
REQUEST. THANK YOU AGAIN FOR CONTACTING US AND ALLOWING US THE OPPORTUNITY
TO BE OF ASSISTANCE.

@07/21-ZCS694N

CRR-CS CLOSING FILE PENDING C'S RESPONSE

@07/21-ZCS694N

@08/04-ZTG999N-COMMENT

RCAS-TG RECEIVED INBOUND CALL FROM C AT 3:58PM EST ON 08/04/09.

RCAS-TG CONFIRMED C NAME, ADDRESS, DAY/EVENING NUMBERS AND MILEAGE.

OPEN P9218 M45/Q45 SAB CONCTR ITB09-023

RCAS-TG INFORMED C OF OPEN RECALL AND STATED C CAN TAKE VEH

INTO ANY INFINITI DLR FOR SVC.

@08/04-ZTG999N-COMMENT

RCAS-TG RECEIVED A CALL FROM C.

C STATED HAVING ISSUE WITH FUEL GAGE AND WANTED TO KNOW IF THIS WAS A
POTENTIAL RECALL.

RCAS-TG STATED IS UNCERTAIN OF PENDING OR POTENTIAL RECALLS. RCAS-TG STATED
CAN LET C KNOW NOW THERE IS ONLY THE ONE CAMPAIGN ON THE VEH.

@08/04-ZTG999N-COMMENT

C UNDERSTOOD AND ASKED IF THERE WAS ONYTHNIG ELSE INFINITI CAN DO.

RCAS-TG STATED INFINITI CAN LOOK INTO SPECIAL FINANCIAL ASSISTANCE FOR C

BUT WOULD NEED A DIAGNOSIS FROM INFINITI DLRSHIP FIRST. @08/04-ZTG999N-COMMENT

C UNDERSTOOD.

@08/04-ZTG999N-COMMENT

RCAS-TG OFFERED C FURTHER ASSISTANCE, C DECLINED.

RCAS-TG THANKED C FOR CONTACTING INFINITI CONSUMER AFFAIRS.

RCAS-TG GAVE C NAME, PHONE NUMBER, EXT AND FILE NUMBER.

RCAS-TG CLOSED FILE AS NO FURTHER ASSISTANCE IS REQUIRED.

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@08/04-ZTG999N-COMMENT

@08/04-ZTG999N-COMMENT

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NE8G	ROOT CAUSE: SCIN
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 1	DATE: 08 / 04 / 09	USERID: ZTG999N
OTHER #: 0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 1	DATE: 08 / 04 / 09	USERID: ZTG999N
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: ZTG999N	
SVC CALL#:	UPDATE DATE: 08 / 04 / 09	
CLOSE: Y (Y/N)	CLOSE DATE: 08 / 04 / 09	MICROFILM: N
RESP CAA:	OLM: COPENHAVER J	DOM: BRETZMAN GARY
PHONE: 0000000000	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: RACINE
ST/ZIP: WI [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E73M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 53740
IN SVC DATE: 06 / 06 / 03
VCAN: N RTL DLR: 70221 PEPE INFINITI, INC.
PAID: 0 SVC DLR: 71065 INTERNATIONAL INFINITI
SUSP: 0 RESP DLR: 71065 INTERNATIONAL INFINITI
DENY: 0 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 PREOWNED X MILES 43000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: INDEPENDENT
OUTSIDE WARRANTY BY (B) MONTHS: 25 MILES: (PT) MONTHS: 1 MILES:

ORIG CODE: CT 11 OPEN DATE: 07 / 22 / 09 XFER/RSPNSBLTY: 72 21 S
CONTACT (S): FOLLOWUP DATE: 07 / 22 / 09 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 07 / 22 / 09 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YI OOW GOODWILL ASSISTANCE REQUEST

CONFIDENTIAL

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C. A. R. COMMENTS

FILE OPENED-ZML999N 07/22/2009
EMAIL ADDRESS: NONE FOUND @07/22-ZML999N
PREVIOUS RELATED FILES FOUND: NONE
PREVIOUS UNRELATED FILES FOUND: NONE
PREVIOUS VEHICLES: NONE
RCAS-ML VERIFIED C'S NAME, ADDRESS, DAY/EVENING PHONE NUMBERS,
VIN, MILEAGE, AND RESPONSIBLE DLR.
RCAS-ML CHECKED FOR RECALLS/CAMPAIGNS: @07/22-ZML999N
OPEN P9218 M45/Q45 SAB CONCTR ITB90-023 06/15/09 00/00/00 00/00/00
RCAS-ML RECEIVED INBOUND CALL FROM C. @07/22-ZML999N
C STATED C RECEIVED RECALL NOTICE FOR C'S VEH.
C STATED C ALSO HAS AN ISSUE WITH C'S FUEL GAUGE.
C STATED C RAN OUT OF FUEL ON HIGHWAY. @07/22-ZML999N
C STATED DLR TOLD C THAT C'S VEH IS OOW AND C WOULD BE RESPONSIBLE FOR
DIAGNOSTIC FEES. @07/22-ZML999N
C STATED C WOULD LIKE REPAIRS COVERED.
RCAS-ML ADVISED C THAT INFINITI CAN LOOK INTO COVERING COST OF REPAIRS
HOWEVER C WOULD NEED TO HAVE VEH DIAGNOSED AT INFINITI FIRST.
C STATED C WON'T HAVE A VEH.
RCAS-ML ADVISED C THAT THE DLR SHOULD BE ABLE TO PROVIDE C WITH A LOANER VEH.
RCAS-ML ADVISED C THAT C SHOULD MAKE AN APPOINTMENT WITH DLR. @07/22-ZML999N
C UNDERSTOOD.
RCAS-ML ADVISED C THAT THE DLR COULD PERFORM THE RECALL AS WELL.
RCAS-ML ADVISED C TO CALL BACK IF C REQUIRES FURTHER ASSISTANCE. @07/22-ZML999N
RCAS-ML PROVIDED C WITH RCAS NAME, FILE, AND PHONE NUMBER.
RCAS-ML PROVIDED RECALL INFORMATION.
RCAS-ML OFFERED ADDITIONAL ASSISTANCE.
C DECLINED.
RCAS-ML WARM TRANSFERRED C TO DLR TO SCHEDULE APPOINTMENT.
RCAS-ML CLOSING FILE. @07/22-ZML999N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NT3M	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:
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: 07 / 22 / 09	
CLOSE: Y (Y/N)	CLOSE DATE: 07 / 22 / 09	MICROFILM: N
RESP CAA: LLOYD, MELISSA	OLM: COPENHAVER J	DOM:
PHONE: 0000041531	OWNER FIRST:	LANGUAGE: E ENGLISH

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NISSAN MOTOR CORPORATION IN U.S.A
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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: MILWAUKEE
ST/ZIP: WI [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E44M [REDACTED] Y
YR/MDL: 2004.0 M45 MILEAGE: 66500
IN SVC DATE: 06 / 18 / 04
VCAN: N RTL DLR: 71065 INTERNATIONAL INFINITI
PAID: 16 SVC DLR: 70525 INFINITI NORTH SHORE
SUSP: 0 RESP DLR: 70525 INFINITI NORTH SHORE
DENY: 1 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 PREOWNED X MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 70525 INFINITI NORTH S
OUTSIDE WARRANTY BY (B) MONTHS: 13 MILES: 6500 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 07 / 22 / 09 XFER/RSPNSBLTY: 72 21 S
CONTACT (S): FOLLOWUP DATE: 07 / 22 / 09 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 07 / 22 / 09 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZTG999N 07/22/2009

EMAIL ADDRESS:

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES FOUND: NONE

STATED RCAS-TG VERIFIED C'S: NAME, ADDRESS, DAY&EVE PHONE, MILEAGE,
RESPONSIBLE DLR AND VIN

RCAS-TG UNABLE TO VERIFY:

C PREVIOUS INFINITI/NISSAN VEHS:

RCAS-TG CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES, FOUND: @07/22-ZTG999N

OPEN P9218 M45/Q45 SAB CONCTR ITB90-023

RCAS-TG INFORMED C OF OPEN RECALL AND STATED C CAN TAKE VEH
INTO ANY INFINITI DLR FOR SVC. @07/22-ZTG999N

RCAS-TG UPDATED OWNER INFO.

RCAS-TG RECEIVED A CALL FROM C.

C STATED NEEDLE GOES TO A FULL TANK ONCE GAS IS PUT IN VEH. C STATED
ONLY GOES TO HALF A TANK AND THEN THE EMPTY LIGHT COME ON. HE NEEDLE WILL
NOT GO PST HALF A TANK. C STATED DLR TOLD C THIS IS A COMMON PROBLEM.

C STATED VEH WAS IN AN ACCIDENT AND NEVER HAD ANY ISSUES BEFORE ACCIDENT.

C STATED IS FIGHTING WITH INSURANCE COMPANY TO GET REPAIRS COVERED BUT
INSURANCE COMPANY WILL NOT BECAUSE DLR IS STATING THIS IS A COMMON PROBLEM.

RCAS-TG STATED ANY COMMON PROBLEMS INFINITI ACKNOWLEDGES ARE RELEASED IN THE
FOR OF A RECALL OR CAMPAIGN. RCAS-TG STATED THIS ISSUE IS NOT A RECALL OR

CAMPAIGN. @07/22-ZTG999N

C UNDERSTOOD. @07/22-ZTG999N

RCAS-TG STATED HAS DOCUMENTED C'S CONCERNS. @07/22-ZTG999N

C THANKED RCAS-TG. @07/22-ZTG999N

RCAS-TG OFFERED C FURTHER ASSISTANCE, C DECLINED.

RCAS-TG THANKED C FOR CONTACTING INFINITI CONSUMER AFFAIRS.

RCAS-TG GAVE C NAME, PHONE NUMBER, EXT AND FILE NUMBER.

RCAS-TG CLOSED FILE AS NO FURTHER ASSISTANCE IS REQUIRED. @07/22-ZTG999N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NT8F	ROOT CAUSE: SCIN
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:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZTG999N	
HISTORY:	UPDATE BY: ZTG999N	
SVC CALL#:	UPDATE DATE: 07 / 22 / 09	
CLOSE: Y (Y/N)	CLOSE DATE: 07 / 22 / 09	MICROFILM: N
RESP CAA: GRANT, TAHALIA	OLM: COPENHAVER J	DOM:
PHONE: 0000041415	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E93M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 52000
CITY: LOUISVILLE IN SVC DATE: 03 / 31 / 03
ST/ZIP: KY [REDACTED] VCAN: N RTL DLR: 70217 SAM SWOPE INFINITI
DAY PH: [REDACTED] PAID: 3 SVC DLR: 70217 SAM SWOPE INFINITI
EVE PH: [REDACTED] SUSP: 1 RESP DLR: 70217 SAM SWOPE INFINITI
DLR PH: [REDACTED] DENY: 1 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 PREOWNED MILES # NISSAN/INFINITI VEHICLES: 2
VEHICLE MAINTAINED BY: 70217 SAM SWOPE INFINITI
OUTSIDE WARRANTY BY (B) MONTHS: 40 MILES: (PT) MONTHS: 16 MILES:

ORIG CODE: CT 11 OPEN DATE: 07 / 24 / 09 XFER/RSPNSBLTY: 72 22 S
CONTACT (S): FOLLOWUP DATE: 08 / 21 / 09 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 08 / 21 / 09 INF-NET DATE: 08 / 14 / 09

CONCERN AND CATEGORY SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YI OOW GOODWILL ASSISTANCE REQUEST

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C. A. R. COMMENTS

FILE OPENED-ZML999N 07/24/2009

EMAIL ADDRESS: T [REDACTED]

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES FOUND: NONE

PREVIOUS VEHICLES: __G35 (YEAR NOT PROVIDED)

RCAS-ML VERIFIED C'S NAME, ADDRESS, DAY/EVENING PHONE NUMBERS, VIN, MILEAGE, AND RESPONSIBLE DLR.

RCAS-ML CHECKED FOR RECALLS/CAMPAIGNS: @07/24-ZML999N

OPEN P9218 M45/Q45 SAB CONCTR ITB90-023 06/15/09 00/00/00 00/00/00

RCAS-ML RECEIVED INBOUND CALL FROM C. @07/24-ZML999N

C STATED C HAS AN ISSUE WITH C'S FUEL GAUGE NOT WORKING. @07/24-ZML999N

C STATED C WOULD LIKE INFINITI TO COVER THE COST OF THE5REPAIRS. @07/24-ZML999N

RCAS-ML ASKED C IF C HAD TAKEN VEH TO DLR TO HAVE VEH DIAGNOSED.

C STATED C HAD NOT.

RCAS-ML ADVISED C THAT INFINITI CAN REVIEW C'S FILE FOR ASSISTANCE AFTER C HAS HAD THE DLR DIAGNOSE C'S VEH.

RCAS-ML ADVISED C OF THE OPEN CAMPAIGN ON C'S VEH.

C STATED C WILL TAKE VEH TO DLR TO HAVE CAMPAIGN COMPLETED AND HAVE VEH DIAGNOSED.

RCAS-ML ADVISED C TO CONTACT CA BACK AFTER VEH DIAGNOSED.

RCAS-ML PROVIDED C WITH RCAS NAME, FILE, AND PHONE NUMBER.

RCAS-ML OFFERED ADDITIONAL ASSISTANCE.

C DECLINED.

C THANKED RCAS-ML AND ENDED CALL. @07/24-ZML999N

RCAS-ML CLOSING FILE. @07/24-ZML999N

*** @08/03-ZML999N-COMMENT

RCAS-ML RECEIVED INBOUND CALL FROM C. @08/03-ZML999N-COMMENT

RCAS-ML VERIFIED C'S NAME.

RCAS-ML DID NOT VERIFY C'S INFORMATION AS RCAS PREVIOUSLY DEALT WITH C.

C STATED C CALLED DLR AND DLR ORDERED CAMPAIGN PARTS FOR C.

C STATED PARTS WILL NOT ARRIVE UNTIL AT LEAST 8/5/09 AND C IS TO CALL DLR TO SET UP APPOINTMENT. C STATED C WILL CALL BACK ONCE VEH HAS BEEN DIAGNOSED.

C THANKED RCAS-ML AND ENDED CALL.

RCAS-ML LEAVING FILE CLOSED PENDING CUSTOMER CALL BACK. @08/03-ZML999N-COMMENT

RCAS-JB RECEIVED INBOUND CALL FROM C. RCAS VERIFIED NAME AND ADDRESS. C STATED THAT C TOOK C'S VEH TO THE INFINITI DLR TO HAVE THE ISSUE DIAGNOSED. C STATED THAT C PAID \$121 TO HAVE THE VEH DIAGNOSED AND THE DLR IS TELLING C THAT THE ISSUE IS A SHORT IN THE SYSTEM AND THAT IS WHY THE FUEL GAUGE FAILED. C STATED THE REPAIRS WILL COST \$600. RCAS UNDERSTOOD. @08/11-ZJB007N

RCAS-JB INFORMED C THAT C'S FILE WILL BE TRANSFERRED TO RCAS WHO WILL CONTACT C BY THE END OF THE NEXT BUSINESS DAY.

RCAS-JB OFFERED ADDITIONAL ASSISTANCE, C DECLINED.

RCAS-JB GAVE C NAME, EXTENSION AND FILE NUMBER. @08/11-ZJB007N

RCAS-JB GAVE C NAME, EXTENSION AND FILE NUMBER.

RCAS THANKED C FOR CALLING. @08/11-ZJB007N

RCAS-JB SENT EMAIL TO RCAS-TG @08/11-ZJB007N

*** @08/12-ZML221N

RCAS-ML RECEIVED CALL FROM C AT 3:52PM EST ON 8/12/09. @08/12-ZML221N

VERIFIED ADDRESS AND PHONE NUMBERS. @08/12-ZML221N

C STATED THAT C WENT ON A WEBSITE AND FOUND SOME OTHER PEOPLE WERE HAVING AN ISSUE WITH GAS GAGE, THAT ISSUE SHOULD BE RECALL BECAUSE MANY PEOPLE ARE

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EXPERIENCING THIS CONCERN. ZML221N
C STATED THAT DLR TOLD C THERE IS A SHORT IN THE SYSTEM AND IT WILL COST UP TO \$800 FOR REPAIR WITH DIAGNOSTIC FEE. C UNDERSTANDS C IS OOW. RCAS ADVISE C THAT THERE IS NOT A RECALL ON THIS VEH PERTAINING TO THIS VEH.-ZML221N
RCAS INQUIRE IF C WAS REQUESTING OOW FINANCIAL REQUEST. C CONFIRMED. C STATED THAT A SPECIALIST HAS NOT CALLED C BACK YET. RCAS ADVISE A SPECIALIST WILL CALL C TODAY. RCAS PROVIDED C FILE NAME AND EXT. @08/12-ZML221N
***** @08/12-ZTG999N
RCAS-TG TRANSFERRED FILE INTO RCAS-TG NAME AND DATANETTED FILE. @08/12-ZTG999N
***** @08/12-ZTG999N
RCAS-TG CALLED C ON DAY/EVENING NUMBER AT 6:01PM EST ON 08/12/09.
C STATED ISSUE IS FUEL GAGE STAYS FULL ALL THE TIME. C STATED VEH IS AT 70217 SAM SWOPE INFINITI CURRENTLY. @08/12-ZTG999N
RCAS-TG STATED WILL LOOK INTO C'S REQUEST FOR ASSISTANCE. @08/12-ZTG999N
C THANKED RCAS-TG. @08/12-ZTG999N
RCAS-TG GAVE C NAME, PHONE NUMBER, EXT AND FILE NUMBER. @08/12-ZTG999N
C STATED SA IS JESSICA. @08/12-ZTG999N
RCAS-TG UNDERSTOOD AND STATED WILL CONTACT C ON 08/14/09.
***** @08/12-ZTG999N
***** @08/12-ZTG999N
RCAS-TG REVEIUED CPIA FOR GRT - NO GRT RAN. @08/12-ZTG999N
RCAS-TG REVIEWED VROI AND NOTED VEH LAST AT DLR ON 11/18/08. @08/12-ZTG999N
***** @08/12-ZTG999N
RCAS-TG RECEIVED INBOUND CALL FROM JESSICA FROM 70217 SAM SWOPE INFINITI AT 11:54AM EST ON 08/13/09. SA STATED C IS IN DLR LOAN VEH AND WANTED TO UPDATE. @08/13-ZTG999N
RCAS-TG STATED WILL NEED TO SPEAK TO SM - STEVE BAER AND INQUIRE IF DLR WOULD CONSIDER GRT.
SA STATED VEH NEEDS CLUSTER ASSEMBLY AT C RATE \$600.
SA STATED CAN RUN GRT FOR C NOW AND STATED C IS A GOOD SVC C AT THE DLRSHIP.
RCAS-TG INQUIRED WHAT REPAIRS VEH NEEDS AND COST.
SA STATED VEH NEEDS CLUSTER ASSEMBLY AT C RATE \$600. SA STATED WILL RUN GRT AND WILL CONTACT RCAS-TG BACK WITH RESULTS. @08/13-ZTG999N
RCAS-TG THANKED SA AND ENDED CALL. @08/13-ZTG999N
***** @08/13-ZTG999N
RCAS-TG REVIEWED CPIA FOR GRT:
DEALER NO.: 70217 VIN: JNKAY41E93M 000587 MILEAGE: 53048
W.O. NO.: 71949 W.O. LINE: 05 PFP/PO/CAMPAIGN: 24810CR902
ORIG. REQST: 08/13/09 COST OF REPAIR 249.31 @08/14-ZTG999N
GOODWILL IS RECOMMENDED @08/14-ZTG999N
PART NUMBER: 24810 CR902 DESC.: METER ASSY-COMBINED, INSTRUMENT
***** @08/14-ZTG999N
RCAS-TG CALLED 70217 SAM SWOPE INFINITI AT 11:38AM EST ON 08/14/09.
RCAS-TG REQUESTED TO SPEAK TO SM - STEVE BAER OR SA-JESSICA.
RCAS-TG SPOKE TO SA-JESSICA BRACAMONTE. @08/14-ZTG999N
SA STATED DLR ORDERED PART AND C WILL STAY IN LOAN VEH. PART IS IN AND WILL NEED TO BE CALIBRATED AND CAN TAKE ABOUT 1 WEEK. SA STATED GRT APPROVED REPAIR
RCAS-TG UNDERSTOOD AND STATED WILL FOLLOW UP WITH C AND DLR AFTER REPAIRS.
SA AGREED. @08/14-ZTG999N
***** @08/14-ZTG999N
RCAS-TG CALLED C ON DAY/EVENING NUMBER AT 11:42AM EST ON 08/14/09. LEFT VMX.
RCAS-TG GAVE C NAME, PHONE NUMBER, EXT AND FILE NUMBER. @08/14-ZTG999N
***** @08/18-ZTG999N
RCAS-TG CALLED C ON DAY/EVENING NUMBER AT 10:49AM EST ON 08/18/09.
RCAS-TG STATED WANTED TO BE SURE C WAS AWARE INFINITI WAS ASSSITING WITH FUEL GAGE REPLACEMENT AND THAT PART WAS SENT OUT TO BE CALIBRATED.

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C STATED UNDERSTOOD AND THANKED RCAS-TG FOR FOLLOWING UP. @08/18-ZTG999N
 RCAS-TG STATED WILL FOLLOW UP WITH C ON 08/21/09.
 C AGREED AND THANKED RCAS-TG. @08/18-ZTG999N
 ***** @08/18-ZTG999N
 RCAS-TG CALLED 70217 SAM SWOPE INFINITI AT 10:19AM EST ON 08/21/09 AND SPOKE
 TO SM - STEVE BAER. RCAS-TG INQUIRED IF PART CAME IN.
 SM STATED PART CAME IN, VEH WAS REPAIRED AND RETURNED TO C ON 08/19/09.
 RCAS-TG UNDESTOOD AND THANKED SM FOR ASSISTANCE. @08/21-ZTG999N
 ***** @08/21-ZTG999N
 RCAS-TG CALLED C ON DAY/EVENING NUMBER AT @08/21-ZTG999N
 X @08/21-ZTG999N
 C STATED ON C'S GCP C DOES NOT LIKE THAT TIRE CANNOT BE ROTATED. C STATED
 VEH TIRES WEAR EARLY AND NEED TO MAKE SURE THE TIRES ARE ALIGNED.
 C STATED WILL PROBABLY TRADE THE 2003 SOON AND WILL THINK OF INFINITI SINCE
 INFINITI AND THE DLR WERE SO GOOD TO C AND TOOK CARE OF C'S CONCERN.
 RCAS-TG STATED IS GLAD TO ASSIST C AND IS HAPPY C IS SATISFIED.
 C THANKED RCAS-TG AGAIN
 RCAS-TG OFFERED C FURTHER ASSISTANCE, C DECLINED.
 RCAS-TG CLOSED FILE AS NO FURTHER ASSISTANCE IS REQUIRED. @08/21-ZTG999N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE
 DEALER SERVICE MANAGER, PLEASE CONTACT CUSTOMER AND REVIEW FOR POSSIBLE
 ASSISTANCE.
 C STATED C HAS AN ISSUE WITH C'S FUEL GAUGE NOT WORKING
 C REQUESTING ASSISTANCE FROM INFINITI

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: 08 / 11 / 09	USERID: ZJB007N
OTHER #: 0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 1	DATE: 08 / 03 / 09	USERID: ZML999N
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: ZTG999N	
SVC CALL#:	UPDATE DATE: 08 / 21 / 09	
CLOSE: Y (Y/N)	CLOSE DATE: 08 / 21 / 09	MICROFILM: N
RESP CAA: GRANT, TAHALIA	OLM: COPENHAVER J	DOM:
PHONE: 0000041415	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: ENOLA
ST/ZIP: PA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E23M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 66300
IN SVC DATE: 11 / 30 / 02
VCAN: N RTL DLR: 71055 INFINITI OF BEDFORD
PAID: 3 SVC DLR: 70508 INFINITI OF WEST CHESTER
SUSP: 0 RESP DLR: 70508 INFINITI OF WEST CHESTER
DENY: 0 REGION: 72 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 PREOWNED X MILES 43400 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: INDEPENDENT
OUTSIDE WARRANTY BY (B) MONTHS: 33 MILES: 6300 (PT) MONTHS: 9 MILES:

ORIG CODE: CT 11 OPEN DATE: 08 / 03 / 09 XFER/RSPNSBLTY: 72 22 S
CONTACT (S): FOLLOWUP DATE: 09 / 10 / 09 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 09 / 10 / 09 INF-NET DATE: 08 / 20 / 09

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 153000 GEN. FUEL DELIVERY/INTAKE COMPONENT
AI FUEL/INTAKE SYSTEM YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZEJ656N 08/03/2009

EMAIL: [REDACTED] @08/03-ZEJ656N

PREVIOUS FILES UNRELATED/RELATED FOUND:6232849

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 1 OPEN

OPEN P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 00/00/00 00/00/00

RCAS-EJ ADVISED C OF THE OPEN RECALLS/CAMPAIGNS.

PREVIOUS NISSAN/INFINITI VEH: 1995 NISSAN 350ZX.

RCAS-EJ RECEIVED CALL FROM C. C STATES WOULD LIKE TO KNOW THE WORK ORDER FROM
LAST YEAR WHEN C CALLED FOR THE CONCERN C HAD WITH THE FUEL GAUGE.

C STATED THAT C KNOWS IS S COMMON CONCERN AND C WANTS THE WEST CHESTER
INFINITI TO REPLACE THIS.

@08/03-ZEJ656N

RCAS-EJ ADVISED C THAT THERE ARE NO RECALLS ON THE CONCERN ONLY ON THE
SIDE AIRBAG.

C UNDERSTOOD.

@08/03-ZEJ656N

RCAS-EJ ASKED C IF THERE IS ANY OTHER QUESTIONS OR CONCERNS.

C SATISFIED.

C THANKED RCAS-EJ FOR ASSISTANCE.

RCAS-EJ PROVIDED NAME, EXTENSION NUMBER AND C REFUSED TO HAVE FILE NUMBER.

REVIEWED AND UPDATE TREAD ACT.

RCAS-EJ CLOSING FILE AS THERE IS NO FURTHER FOLLOW-UP REQUIRED BY C.

@08/03-ZEJ656N

RCAS-EJ RECEIVED INBOUND CALL FROM C ON 08-19-09 AT 9:54AM EST.

RCAS-EJ VERIFIED NAME, ADDRESS AND CONTACT NUMBER.

C STATED THE LABOUR CHARGES THAT C WOULD NOT PAY FOR THIS REPAIR AS C
FEELS THAT THE CONCERN WITH THE FUEL GAUGE SHOULD NOT OF HAPPENED SO SOON.

C STATED THAT THE DLRSHP HAD PERFORMED THE COOLANT FLUSH AND REPLACED AND SOME
LIGHTS ON CONSOLE REPLACED.

RCAS-EJ RE OPENING FILE.

C STATED THAT THE TOTAL CHARGES WILL BE ABOUT \$250.00 AND C WOULD BE VERY
HAPPY IF THIS REPAIR COULD BE COMPLETELY COVERED.

@08/19-ZEJ656N

RCAS-EJ ADVISED C THAT RCAS WILL SEND REQUEST FOR ASSISTANCE TO REGION AND
GATHER MORE INFORMATION FROM DLRSHP.

RCAS-EJ ADVISED C THAT RCAS WILL CONTACT C BEFORE THE END OF THE DAY TODAY.
C UNDERSTOOD.

C STATED THAT THE APPOINTMENT IS FOR 10:30AM EST.

RCAS-EJ ADVISED C THAT RCAS CANNOT PROMISE TO HAVE A RESOLUTION THEN BUT CAN
START WORKING ON CASE.

@08/19-ZEJ656N

RCAS-EJ PROVIDED NAME, EXTENSION NUMBER AND FILE NUMBER.

RCAS-EJ SENT EMAIL TO SM-ROB ANDERSON ON 08-19-09 AT 10:00AM EST REQUESTING

@08/19-ZEJ656N

FURTHER ASSISTANCE.

@08/19-ZEJ656N

RCAS-EJ RECEIVED EMAIL FROM SM-ROB ANDERSON ON 08-19-09 AT 10:19AM EST

ADVISING THAT THE VEH IS OOW BY (B) MONTHS: 33 MILES: 6300__ (PT) MONTHS: 9.

RCAS-EJ REVIEWED REPAIR HISTORY AND CPIA AND FOUND:

@08/19-ZEJ656N

GOODWILL IS RECOMMENDED

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DEALER NO.: 70508 VIN: JNKAY41E23M [REDACTED] MILEAGE: 66365 GRT: 40
W.O. NO.: 58188 W.O. LINE: 2 PFP/PO/CAMPAIGN: 24810CR902
CUSTOMER LAST NAME FIRST NAME MID ZIP CD AFTER MKT
ON FILE: UNKNOWN CONTRACT
DLR CST: OLEJNICZAK T 17025 N
DLR CNT: CC CNT: ORIG. REQST: 08/06/09 LAST CHANGED: 08/06/09
DAYS IN REPAIR 1 COST OF REPAIR 227.43 FG RENTAL AMT
FG NON RENTAL 227.43
DEALER INTERNAL @08/19-ZEJ656N

RCAS-EJ SENT EMAIL TO FOM-AP ON 08-19-09 REQUESTING ASSISTANCE TO COVER THE LABOUR.

RCAS-EJ RECEIVED EMAIL FROM SM-ROB ANDERSON ON 08-19-09 AT 2:03PM EST ADVISING THAT THE REPAIRS WILL BE COVERED UNDER GOODWILL.
END OF EMAIL.

RCAS-EJ CALLED C ON DAY/EVENING PHONE ON 08-19-09 AT 4:50PM EST AND SPOKE WITH C REGARDING THE REPAIRS.

C STATED THAT THE REPAIRS ARE NOW COMPLETED AS NOW THE DLRSHIP IS GOING TO REPLACE THE FUEL SENDING UNIT AND NOT THE CLUSTER.
C STATED THAT NEEDS TO ARRANGE APPOINTMENT WITH DLRSHIP TO HAVE THIS REPLACED.

@08/19-ZEJ656N

RCAS-EJ ADVISED C THAT RCAS WILL CONTACT C BY 08-26-09 WITH FOLLOW UP.
C UNDERSTOOD AND THANKED RCAS FOR ASSISTANCE.

RCAS-EJ SENT EMAIL TO SM-ROB ANDERSON ON 08-20-09 REQUESTING MORE INFORMATION ON REPAIRS.

RCAS-EJ RECEIVED INBOUND CALL FROM FOM-AP AND SM-ROB ANDERSON ON 08-21-09 AT 11:11 AM.

FOM STATED THAT THERE ARE FURTHER DIAGNOSTIC TESTS THAT NEED TO BE PERFORMED ON THE VEH AND DLSRHP WILL NEED TO PAY FOR THE FEE.
FOM STATED THAT ONCE THE DIGNOSTICS HAVE BEEN COMPLETED THEN FOM WILL REVISIT THE REQUEST FOR ASSISTANCE.

RCAS-TJ THANKED FOM AND SM FOR INFORMATION.

RCAS-EJ CALLED C ON DAY PHONE ON 08-21-09 AT 11:15PM EST AND SPOKE WITH C.
RCAS-EJ ADVISED C THAT DLRSHIP AND REGIONAL PERSONNEL IS REQUESTING FOR AN APPROVAL FOR DIAGNOSTICS ON THE VEH TO CONFIRM THE CONCERNS WITH THE VEH.
RCSA-EJ ADVISED C THAT ONCE THE DIAGNOSTICS ARE COMPLETED AND THERE IS A CLEAR UNDERSTANDING OF THE CONCERNS THEN THE INFINITI WILL REVISIT THE REQUEST FOR ASSISTANCE.

C AGREED AND THANKED RCAS FOR FOLLOW UP.
C STATED THAT C THINKS IS A GREAT IDEA AND WILL CONTACT DLRSHIP TO ARRANGE FOR APPOINTMENT.

RCAS-EJ ADVISED C THAT RCAS WILL CONTACT C BY 08-26-09.
C UNDERSTOOD AND THANKED RCAS AGAIN.

RCAS-EJ SENT EMAIL TO FOM-AP AND SM-ROB ANDERSON ADVISING OF THE INFORMATION PROVIDED BY C.

RCAS-EJ SENT EMAIL TO SM-ROB ANDERSON ON 08-25-09 REQUESTING UPDATE ON REPAIRS @08/25-ZEJ656N

RCAS-EJ CALLED C ON DAY/EVENING PHONE ON 08-26-09 AT 5:21PM EST AND SPOKE WITH

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C.

C STATED THAT C HAS BEEN EXTREMELY BUSY AND HAS NOT YET HAVE THE CHANCE TO SET UP AN APPOINTMENT.

RCAS-EJ ADVISED C THAT RCAS WILL FOLLOW UP WITH C BY 09-04-09. @08/26-ZEJ656N

RCAS-EJ CALLED C ON DAY/EVENING PHONE ON 09-04-09 AT 2:00PM EST AND LEFT VMX FOR C REQUESTING A CALLBACK. @09/04-ZEJ656N
@09/04-ZEJ656N

RCAS-EJ CALLED C ON DAY/EVENING PHONE ON 09-09-09 AT 1:45PM EST AND LEFT VMX FOR C REQUESTING A CALLBACK. @09/09-ZEJ656N
@09/10-ZEJ656N

RCAS-EJ CALLED C ON DAY/EVENING PHONE ON 09-10-09 AT 9:00AM EST AND LEFT VMX FOR C REQUESTING A CALLBACK.
REVIEWED AND UPDATE TREAD ACT.

RCAS-EJ CLOSING FILE AS WAS NOT ABLE TO CONTACT C. @09/10-ZEJ656N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE
DEALER SERVICE MANAGER, PLEASE CONTACT CUSTOMER AND REVIEW FOR POSSIBLE ASSISTANCE.
PLEASE CONTACT EVELYN AT 1866-799-1690 EXT.1606 FOR FURTHER INFORMATION PLEASE UPDATE DLR COMMENTS

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT4C	ROOT CAUSE: SCIN	SNFA
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:	
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:	
NEW INFO #: 2	DATE: 09 / 10 / 09	USERID: ZEJ656N	
OTHER #: 0	DATE: 00 / 00 / 00	USERID:	
COMMENTS ONLY: #: 1	DATE: 08 / 19 / 09	USERID: ZEJ656N	
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: ZEJ656N		
SVC CALL#:	UPDATE DATE: 09 / 10 / 09		
CLOSE: Y (Y/N)	CLOSE DATE: 09 / 10 / 09	MICROFILM: N	
RESP CAA: JIMENEZ, EVELYN	OLM: COPENHAVER J	DOM: FRASHER PAT	
PHONE: 0000041606	OWNER FIRST:	LANGUAGE: E ENGLISH	

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: NASHVILLE
ST/ZIP: TN [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E03M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 86660
IN SVC DATE: 08 / 16 / 03
RTL DLR: 70493 INFINITI OF GWINNETT
SVC DLR: 70234 INFINITI OF NASHVILLE
RESP DLR: 70234 INFINITI OF NASHVILLE
REGION: 72 DIST: SL/SV/PT: 15 15 45

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 PREOWNED X MILES 55000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 70234 INFINITI OF NASHV
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 08 / 11 / 09 XFER/RSPNSBLTY: 72 15 S
CONTACT (S): FOLLOWUP DATE: 08 / 24 / 09 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 08 / 24 / 09 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YI OOW GOODWILL ASSISTANCE REQUEST

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C. A. R. COMMENTS

FILE OPENED-ZJB007N 08/11/2009

[REDACTED]

PREVIOUS FILES FOUND:

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

RCAS-JB CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @08/11-ZJB007N

OPEN P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 00/00/00 00/00/00

RCAS ADVISED C OF OPEN RECALL.

PREVIOUS NISSAN/INFINITI VEHS: NONE.

RCAS-JB RECEIVED A CALL FROM C.

C STATED THAT C RECEIVED A NOTICE REGARDING THE SIDE AIRBAG RECALL. C STATED THAT C ALSO HAS AN ISSUE WITH C'S FUEL GAUGE AND C CHECKED ONLINE AND SAW THAT THE ISSUE IS COMMON. C ASKED IF WHILE THE DLR IS DOING THE REPAIRS FOR THE SIDE AIRBAG, WOULD THE DLR ALSO BE ABLE TO LOOK AT THE ISSUE WITH C'S FUEL GAUGE. RCAS ADVISED C THAT WOULD NEED TO BE DISCUSSED WITH THE DLR.

RCAS ADVISED C THAT INFINITI CAN REVIEW THE POSSIBILITY OF ASSISTANCE AFTER THE VEH HAS BEEN DIAGNOSED. C UNDERSTOOD. RCAS ADVISED C THAT IF C DOES DECIDE TO HAVE THE VEH DIAGNOSED BY THE DLR, C CAN CALL BACK TO REQUEST ASSISTANCE. C UNDERSTOOD. @08/11-ZJB007N

RCAS-JB OFFERED ADDITIONAL ASSISTANCE, C DECLINED.

RCAS-JB GAVE C NAME, EXTENSION AND FILE NUMBER.

RCAS THANKED C FOR CALLING. RCAS CLOSING FILE. @08/11-ZJB007N

*** @08/21-ZML999N-COMMENT

RCAS-ML RECEIVED INBOUND CALL FROM SM-RANDY SWEENEY AT 1:25 PM EST 8/21/09. SM STATED DLR DIAGNOSED VEH AND DETERMINED THAT THE VEH NEEDS AN INSTRUMENT CLUSTER AND THE COST IS \$545.93 FOR PARTS AND LABOR. SM STATED C IS NOT A GOODWILL CANDIDATE. SM STATED THE VEH HAS NOT GONE TO AN INFINITI DLR SINCE 2005. RCAS-ML ADVISED SM THAT IF C IS REQUESTING ASSISTANCE, TO CONTACT INFINITI CA. SM THANKED RCAS-ML AND ENDED CALL. RCAS-ML LEAVING FILE CLOSED. @08/24-ZJB007N

RCAS-JB RECEIVED INBOUND CALL FROM C. RCAS VERIFIED NAME AND ADDRESS. C ASKED IF INFINITI WOULD BE ABLE TO ASSIST C WITH THE REPAIRS TO THE INSTRUMENT CLUSTER. RCAS ADVISED C THAT C'S CONCERN WAS REVIEWED BY THE RCAS AND THE DLR. RCAS ADVISED C THAT INFINITI REVIEWS CONCERNS BASED ON MILEAGE, YEAR OF THE VEH, SERVICE HISTORY AND OTHER FACTORS. RCAS ADVISED C THAT AT THIS TIME, INFINITI IS NOT IN A POSITION TO ASSIST C WITH THE REPAIRS AS C'S VEH IS 26,000 MILE OOW. C STATED THAT THE CONCERN IS COMMON AND FEELS INFINITI SHOULD ASSIST C WITH THE REPAIRS. C STATED THAT C KNOWS SOMEONE AT HEAD OFFICE AND WILL SPEAK WITH THAT PERSON REGARDING C'S CONCERN. C THANKED RCAS FOR ASSISTANCE. RCAS OFFERED FURTHER ASSISTANCE, C DECLINED. RCAS CLOSING FILE. @08/24-ZJB007N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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: 08 / 24 / 09	USERID: ZJB007N
OTHER #: 0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 1	DATE: 08 / 21 / 09	USERID: ZML999N
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZJB007N	
HISTORY:	UPDATE BY: ZJB007N	
SVC CALL#:	UPDATE DATE: 08 / 24 / 09	
CLOSE: Y (Y/N)	CLOSE DATE: 08 / 24 / 09	MICROFILM: N
RESP CAA: BRATHWAITE, JOHATHAN	OLM: COPENHAVER J	DOM:
PHONE: 0000047158	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E43M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 76359
CITY: LOS ANGELES IN SVC DATE: 12 / 08 / 03
ST/ZIP: CA [REDACTED] VCAN: N RTL DLR: 71105 INFINITI SOUTH BAY
DAY PH: [REDACTED] PAID: 4 SVC DLR: 71105 INFINITI SOUTH BAY
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 71105 INFINITI SOUTH BAY
DLR PH: [REDACTED] DENY: 0 REGION: 92 DIST: SL/SV/PT: 02 02 32

LETTER RECEIVED 08 / 18 / 09 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED X MILES # NISSAN/INFINITI VEHICLES: 2
VEHICLE MAINTAINED BY: UNKNOWN
OUTSIDE WARRANTY BY (B) MONTHS: 20 MILES: (PT) MONTHS: MILES:

ORIG CODE: CL 11 OPEN DATE: 08 / 20 / 09 XFER/RSPNSBLTY: 92 02 S
CONTACT (S): FOLLOWUP DATE: 09 / 01 / 09 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 09 / 01 / 09 INF-NET DATE: 08 / 27 / 09

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 103500 STEREO/CD/RADIO
AA AUDIO/VIDEO/NAVI YX POOR OR IMPROPER OPERATION
OA VEHICLE CONCERNS 109000 PANEL (HOOD/TRUNK/ROOF)
AB BODY ZB BROKEN/CRACKED
OA VEHICLE CONCERNS 153000 GEN. FUEL DELIVERY/INTAKE COMPONENT
AI FUEL/INTAKE SYSTEM YX POOR OR IMPROPER OPERATION
OA VEHICLE CONCERNS 196000 LAMP (CENTER/VANITY/GLOVE BOX/SIDE)
AV INTERIOR ELECTRICAL YX POOR OR IMPROPER OPERATION
OA VEHICLE CONCERNS 236500 FRONT SEAT BELT
BK RESTRAINT SYSTEM YX POOR OR IMPROPER OPERATION
OA VEHICLE CONCERNS 302000 TPMSC BOX (IPOD)VIEW
AD BRAKES YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZTL158N 08/20/2009

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

C LETTER WAS RECEIVED ON 08/18/09

DATED 08/15/09 LETTER WAS REC'D VIA REGULAR MAIL

MT TL IS FORWARDING FILE AND LETTER TO CORRESPONDENCE TEAM FOR FURTHER REVIEW
AND ASSISTANCE

@08/20-ZTL158N

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

@08/25-ZTM124N

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES FOUND: NONE

LETTER FROM C WAS RECEIVED BY CA VIA POSTAL MAIL ON 08/18/09, TO INFINITI,
NOT DATED.

CRR-TM VERIFIED C'S NAME, ADDRESS, RESPONSIBLE DLR, VIN, DAY AND EVENING
PHONE. C DID NOT PROVIDE MILEAGE.

CRR-TM UPDATED OWNER'S INFORMATION (ADDRESS, PHONE NUMBER)

CRR-TM CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

CLSD P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 00/00/00 08/20/09 71105

C STATES THE SEAT MOUNTED AIR BAG HAS MALFUNCTIONED TWICE. IN 2006, NOT
EVEN A YEAR AFTER C PURCHASED THE VEH, THE AIR BAG LIGHT CAME ON.

FORTUNATELY C WAS UNDER WARRANTY AND IT WAS FIXED FREE OF CHARGE. IN
2008 THE LIGHT CAME ON AGAIN. THAT YEAR C'S WARRANTY EXPIRED AND C COULD
NOT AFFORD TO GET ANOTHER ONE. ALSO BACK IN 2006 C WAS DRIVING AND THE
VEH STOPPED. C DIDN'T KNOW WHY BECAUSE THE C'S LIGHTS CAME ON AND C HAD
PLENTY OF GAS BECAUSE THE GAUGE READ HALF A TANK. HOWEVER, C FOUND OUT
THE GAUGE WAS IMPROPERLY SHOWING HOW MUCH GAS C HAD AND C RAN OUT OF
GAS SEVERAL TIMES. C TOOK IT TO THE DLRSHP AND THE GAS SYSTEM/UNIT WAS
REPLACED SUPPOSEDLY. THEN IN 2009 C WAS DRIVING AND THE GAUGE READS A
FULL TANK BUT REALLY IT WAS BONE DRY. C RAN OUT OF GAS SEVERAL TIMES.

SINCE C'S WARRANTY EXPIRED, C DID NOT HAVE THE MONEY TO HAVE IT WORKED
ON. C DOES NOT FEEL LIKE C SHOULD HAVE TO SINCE IT WAS SUPPOSEDLY FIXED 3
YEARS AGO. THE SPRINGS IN THE TRUNK ARE NOT WORKING SO THE TRUNK DOES
NOT OPEN AT ALL UNLESS C DOES IT MANUALLY. THE TRUNK WAS LIKE THIS WHEN
C BOUGHT IT. C NOTICED THE GUY SELLING THE VEH OPENED THE TRUNK FOR C TO
SHOW C THE ESCAPE LATCH IN CASE C GETS LOCKED INSIDE. AFTER NOT BEING
ABLE TO OPEN C'S TRUNK WITH THE REMOTE, C SEES WHY THE GUY SELLING C THE
VEH OPENED THE TRUNK SO QUICKLY FOR C. THE CD PLAYER HAS STOPPED
WORKING COMPLETELY. A CD WILL PLAY FOR ABOUT 10 SECONDS AND THEN STOP.
C WAS TOLD THAT THE INFINITI DLRSHP IN TORRANCE DOES NOT DIAGNOSE THE CD
PLAYER. C WOULD HAVE TO PAY \$600 FOR A NEW ONE/INSTALLATION. THE DRIVER
SIDE SEATBELT HAS NOT RETRACTED PROPERLY SINCE C BOUGHT THE VEH. C WAS
TOLD THIS WAS WEAR AND TEAR, BUT IT WAS LIKE THIS WHEN C BOUGHT THE VEH.
C ALSO ASKED FOR IT TO BE FIXED AND C PAID FOR THE SERVICE ONLY FOR IT TO
STILL NOT WORK PROPERLY. THE TIRE PRESSURE LIGHT COMES ON OFTEN FOR NO
REASON. C DOES NOT KNOW IF THIS IS A GOOD THING OR A BAD THING BUT THAT
LIGHT COMES ON OFTEN WHEN THERE IS PLENTY OF AIR IN THE TIRES. IT WILL SAY
THAT IT'S NOT READING PROPERLY. C HAS BROUGHT THIS UP TO THE DLRSHP AND
WAS TOLD IT WOULD BE LOOKED AT BUT STILL THE SAME THING HAS HAPPENED.
THE INTERIOR LIGHTS DO NOT WORK AT ALL EVEN AFTER REPLACING WITH NEW
BULBS. EVEN AFTER C GETS AN OIL CHANGE FROM INFINITI, IT SAYS C'S INTERIOR
LIGHTS ARE WORKING FINE ON THE CHECKLIST C RECEIVES. C IS UNABLE TO MOVE
C'S MIRRORS AT ALL. C HAS TO CARRY A FLASHLIGHT IN C'S VEH IF C NEEDS THE
LIGHTS ON AT NIGHT. ALSO IF C IS DRIVING SOMEONE AND THAT PERSON WANTS TO
LOOK FOR SOMETHING, C EITHER TURNS ON C'S FLASHLIGHT OR USES THE LIGHT
FROM THE GPS. C ATTACHED RECALL NOTICE. C IS HAPPY THAT C WILL FINALLY GET

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CA6582032I

THE SEAT MOUNTED AIR BAG FIXED. HOWEVER C IS SURE THAT THE LIGHT WILL COME ON AGAIN IN A FEW YEARS AND C WILL HAVE TO GO THROUGH ALL OF THIS AGAIN. C THOUGHT C WAS UPGRADING TO A BETTER VEH AND BETTER SERVICE WHEN C TRADED IN C'S 01 ALT BUT C WAS WRONG. C FEELS LIKE C WAS GIVEN A LEMON. C FEELS THAT ALL OF THE THINGS WRONG WITH C'S VEH SHOULD BE FIXED FOR FREE.

CRR-TM TRANSFERRING FILE TO RCAS.

CRR-TM SENT INTERNAL MESSAGE TO RCAS-SP TO INFORM.

@08/25-ZTM124N

**

@08/26-ZCR000N

RCAS-CR CALLED DAY/EVE NUMBER AT 6:15 PM EST ON 08/26/09 AND LEFT A VMX WITH NAME,NUMBER AND EXTENSION.

@08/26-ZCR000N

**

@08/26-ZCR000N

RCAS-CR CALLED DAY/EVE NUMBER AT 1:22 PM EST ON 08/28/09 AND LEFT A VMX WITH NAME,NUMBER AND EXTENSION

**

@08/28-ZCR000N

RCAS-CR CALLED DAY/EVE NUMBER AT 5:08PM EST ON 09/01/09 AND LEFT A VMX WITH NAME,NUMBER AND EXTENSION

@09/01-ZCR000N

**

@09/01-ZCR000N

RCAS-CR CLOSING FILE PENDING C'S CALLBACK.

@09/01-ZCR000N

**

@09/01-ZCR000N

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: 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:
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: ZCR000N	
SVC CALL#:	UPDATE DATE: 09 / 01 / 09	
CLOSE: Y (Y/N)	CLOSE DATE: 09 / 01 / 09	MICROFILM: N
RESP CAA: ROTSTEIN, CARLY	OLM: COPENHAVER J	DOM: BURKE GREG
PHONE: 0000041453	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E94M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2004.0 M45 MILEAGE: 86000
CITY: SAN RAMON IN SVC DATE: 09 / 21 / 04
ST/ZIP: CA [REDACTED] VCAN: N RTL DLR: 71116 INFINITI OF PLEASANTON
DAY PH: [REDACTED] PAID: 24 SVC DLR: 71116 INFINITI OF PLEASANTON
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 71116 INFINITI OF PLEASANTON
DLR PH: [REDACTED] DENY: 0 REGION: 92 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 PREOWNED MILES # NISSAN/INFINITI VEHICLES: 3
VEHICLE MAINTAINED BY: _ 71116 INFINITI OF PLE.
OUTSIDE WARRANTY BY (B) MONTHS: 59 MILES: 26000 (PT) MONTHS: 11 MILES: 16000

ORIG CODE: CT 11 OPEN DATE: 08 / 24 / 09 XFER/RSPNSBLTY: 92 03 S
CONTACT (S): FOLLOWUP DATE: 08 / 27 / 09 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 08 / 27 / 09 INF-NET DATE: 08 / 26 / 09

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

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C. A. R. COMMENTS

FILE OPENED-ZML221N 08/24/2009

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES FOUND: NONE

RCAS-ML VERIFIED C'S: NAME, ADDRESS, DAY&EVE PHONE, MILEAGE,
RESPONSIBLE DLR AND VIN

RCAS-ML CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES, FOUND:1 OPEN

RCAS-ML ADVISED C OF 1 OPEN RECALLS OPEN P9218 M45/Q45 SAB CONCTR ITB09-023

PREVIOUS NISSAN/INFINITI VEHS: I30 AND M45

RCAS-ML RECEIVED A CALL FROM C. @08/24-ZML221N

C STATED SINCE C PURCHASE VEH IN 2002, C HAS HAD NOTHING BUT ISSSUE REGARDING
GAS GAGE, MANIFOLD AND ETC, NOW SEAT HAS FAILED AGAIN SINCE LAST REPAIR IN
2007, THIS TIME C NEEDS TO REPLACE THE WHOLE ASSEMBLY FOR \$1200.

C COMPLAINED THAT C ONLY NEEDS A PLASTIC PIECE OF WHEEL TO HOLD SEAT IN PLACE.
C STATED THAT IT IS A NYLON STRIPPED PIECE WITH TEETH ON IT AND IT SHOULD NOT
COST \$1290.

C WAS TOLD BY THE SA MIKE THE WHOLE ASSEMBLY WOULD NEED TO BE
REPLACE. C STATED THAT C WENT INTO DLR THIS PAST SATURDAY TO ORDER PART BUT
WHEN SA ADVISE C ABOVE REPAIRS AMMOUNT, C QUICKLY ASKED FOR CA NUMBER TO CALL
TO FILE A COMPLAINT. @08/24-ZML221N

RCAS ADVISE C IS OOW AND ANY FINANCIAL ASSISTANCE IS REVIEW ON A CASE BY
CASE BASIS. RCAS PLACED C ON HOLD AND VERIFY THAT C HAS HAD A SEAT REPAIR BACK
IN 2007. RCAS INQUIRE WHAT C WAS REQUESTING. C STATED THAT SA OFFERED TO LOOK
INTO THIS MATTER BUT NEVER CALL C BACK. @08/24-ZML221N

C IS REQUESTING INFINITI COVER THIS REPAIR OOW. @08/24-ZML221N

RCAS-ML ADVISED A REGIONAL SPECIALIST WILL REVIEW C'S CONCERNS AND GIVE C
A CALL BACK BY END OF BUSINESS DAY.

RCAS OFFERED FURTHER ASSISTANCE, C DECLINED.

RCAS PROVIDED FILE NAME AND EXT. C THANKED RCAS AND ENDED C CALL.

RCAS SENT EMAIL TO RCAS-ED ON 8/24/09, NOTIFYING NEW FILE.08/24-ZML221N

RCAS-CR ASSISTING RCAS-ED. @08/24-ZML221N

RCAS-CR CALLED DAY/EVE NUMBER AT 6:16 PM EST ON 08/25/09 AND SPOKE WITH C.

RCAS-CR INFORMED C THAT RCAS-ED IS OUT OF THE OFFICE. RCAS-CR INFORMED C THAT

RCAS-ED WILL BE LOOKING INTO C'S REQUEST FURTHER FOR C. RCAS-CR INFORMED C

THAT RCAS-ED WILL CONTACT C BACK ON 08/27/09. C THANKED RCAS-CR AND ENDED THE

CALL. @08/25-ZCR000N

** @08/25-ZCR000N

RCAS-ED SETTING FOLLOW UP FOR 08/26/09 FOR DLR CONTACT. @08/26-ZED501N

RCAS-ED RECEIVED INBOUND CALL FROM SM-STEVE MORGAN ON 08/26/09.

SM-SM STATES THAT VEH DID HAVE ISSUES WITH GAS GAUGE AND MANIFOLD, AND SEAT
DID BREAK ONE TIME BEFORE.

SM-SM STATES THAT A NYLON GEAR HAS STRIPPED, AND PART IS NOT AVAILABLE
SEPARATELY. SM-SM STATES THAT ENTIRE ASSEMBLY MUST BE REPLACED. SM-SM STATES

THAT SEAT WAS REPLACED UNDER WARRANTY IN 2007. SM-SM STATES THAT SM-SM ASKED
C TO BRING VEH IN, AND POSSIBLY DLR CAN FIND A GEAR TO PUT IN VEH. SM-SM

STATES THAT SM-SM ADVISED FOM-TD THAT SM-SM WILL ATTEMPT TO REPLACE GEAR,
AND THEN IF THAT DOES NOT WORK, THEN SM-SM WILL CALL FOM-TD TO DISCUSS

POSSIBLE GOOD WILL. SM-SM STATES THAT C IS COMING IN TO DLRSHIP ON 08/26/09
TO TRY TO REPLACE PIECE.

RCAS-ED PROVIDED DIRECT NUMBER AND ASKED SM-SM TO CALL AND ADVISE IF PIECE IS
ABLE TO BE REPLACED OR NOT. SM-SM AGREED.

SM-SM STATES C IS A VERY GOOD CUSTOMER AT THE DLRSHIP. SM-SM VERIFIED THAT C

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HAS OWNED A PREVIOUS INFINITI VEH.

@08/26-ZED501N

RCAS-ED RECEIVED VMX FROM SM-STEVE MORGAN AT 3:24 PM EST ON 08/26/09. SM-SM STATES THAT SM-SM FOUND A REPLACEMENT SEAT TRACK FROM ANOTHER MODEL WITH THE SAME GEAR. SM-SM STATES PART HAS BEEN SWAPPED OUT AND C IS HAPPY.

*** @08/27-ZED501N

RCAS-ED CONTACTED C ON DAY/EVE NUMBER AT 3:28 PM EST ON 08/27/09 AND SPOKE WITH C. C VERIFIED THAT VEH HAS BEEN REPAIRED TO C'S SATISFACTION. RCAS-ED OFFERED FURTHER ASSISTANCE, C DECLINED.

C STATES DLR WAS VERY HELPFUL. RCAS-ED ADVISED C THAT RCAS-ED WILL BE SURE TO PASS C'S COMPLIMENT ALONG TO DLR.

RCAS-ED ADVISED C TO FEEL FREE TO CALL BACK IF C REQUIRES ANY ASSISTANCE IN THE FUTURE. C AGREED AND THANKED RCAS-ED.

*** @08/27-ZED501N

RCAS-ED CLOSING FILE AS C REQUIRES NO FURTHER ASSISTANCE. @08/27-ZED501N

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: NT1F	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 #: 0	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: ZED501N		
SVC CALL#:	UPDATE DATE: 08 / 27 / 09		
CLOSE: Y (Y/N)	CLOSE DATE: 08 / 27 / 09	MICROFILM: N	
RESP CAA: DRIEDGER, ERIN	OLM: COPENHAVER J	DOM: CORNELL KURT	
PHONE: 0000047155	OWNER FIRST:	LANGUAGE: E ENGLISH	

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SC: ONE CONTRACT

NAME:	[REDACTED]	VIN:	JNKAY41E13M [REDACTED]	Y
STREET:	[REDACTED]	YR/MDL:	2003.0	M45 MILEAGE: 92000
CITY:	CONCORD	IN SVC DATE:	12 / 29 / 02	
ST/ZIP:	NC [REDACTED]	VCAN:	Y	RTL DLR: 70016 COMPETITION INFINITI
DAY PH:	[REDACTED]	PAID:	20	SVC DLR: 71042 INFINITI OF CHARLOTTE
EVE PH:	[REDACTED]	SUSP:	0	RESP DLR: 71042 INFINITI OF CHARLOTTE
DLR PH:	[REDACTED]	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 X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
 VEHICLE MAINTAINED BY: UNKNOWN
 OUTSIDE WARRANTY BY (B) MONTHS: 33 MILES: 32000 (PT) MONTHS: 9 MILES: 22000

ORIG CODE: CT 11	OPEN DATE: 09 / 18 / 09	XFER/RSPNSBLTY: 72 13 S
CONTACT (S):	FOLLOWUP DATE: 09 / 18 / 09	INF-NET (Y/N): 0
SEVERITY: 9	CLOSE DATE: 09 / 18 / 09	INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	115000	POWER WINDOW
AC	BODY ELECTRICAL	YX	POOR OR IMPROPER OPERATION
OA	VEHICLE CONCERNS	180000	FUEL GAUGE
AT	INSTRUMENTATION	YX	POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZER229N 09/18/2009

NO EMAIL

@09/18-ZER229N

PREVIOUS RELATED FILES FOUND: NONE.

PREVIOUS UNRELATED FILES FOUND: 5877107 6131084_6608988 5390165

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

RCAS-ER CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

OPEN P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 00/00/00 00/00/00 ZCAN02

RCAS-ER ADVISED C OF RECALL STATUS.

PREVIOUS INFINITI/NISSAN VEH:

RCAS-ER RECEIVED INBOUND CALL FROM C.

C STATES THAT C WOULD LIKE TO KNOW IF WINDOW MOTOR AND GAS GAUGE ARE COVERED UNDER C'S IEPP.

RCAS-ER ADVISED C THAT RCAS-ER WAS NOT IN THE POSITION TO ADVISE OF WARRANTY COVERAGE AND REFERRED C TO DLR FOR DIAGNOSIS.

@09/18-ZER229N

C UNDERSTANDS.

RCAS-ER OFFERED TO GIVE C INFORMATION OF DLR.

C STATES THAT C ALREADY HAS DLR INFO.

C STATES TAHT C IS WAITING TO HEAR BACK FROM DLR.

C INQUIRED ABOUT DIAGNOSTIC FEES.

RCAS-ER ADVISED C THAT DIAGNOSTICS ARE C RESPONSIBILITY, IF REPAIR IS COVERED BY IEPP, THEN DIAGNOSTIC FEES WOULD BE WAIVED.

C UNDERSTANDS.

RCAS-ER OFFERED FURTHER ASSISTANCE, C DECLINED.

C THANKED RCAS-ER AND ENDED CALL.

RCAS-ER CLOSING FILE.

@09/18-ZER229N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT8D	ROOT CAUSE: SCIN
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:

IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZER229N	
HISTORY:	UPDATE BY: ZER229N	
SVC CALL#:	UPDATE DATE: 09 / 18 / 09	
CLOSE: Y (Y/N)	CLOSE DATE: 09 / 18 / 09	MICROFILM: N
RESP CAA: REID, EMA LEA	OLM: COPENHAVER J	DOM:
PHONE: 0000041547	OWNER FIRST:	LANGUAGE: E ENGLISH

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

CA6608988

SERVICE CONTRACTS SUMMARY

DATE: 1/30/2012
TIME: 04:07:42 PM
MODEL YEAR: 2003.0
MAKE:
MODEL LINE: M45

NAME: [REDACTED]

VIN:
IN SCV DATE: 6/24/2006

SEO NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
90	FECO07350353	70522 NC	6/24/2006	6/24/2011	98,547		

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CONTRACT: FE007350353		CONTRACT:	
OWNER NAME: [REDACTED]		OWNER NAME:	
PLAN TYPE: E		PLAN TYPE:	
PLAN TERM: O		PLAN TERM:	
DEDUCTABLE: \$ 100		DEDUCTABLE:	
EFFECTIVE: 06/24/06		EFFECTIVE:	
EXPIRES: 06/24/11 MILES: 98,547		EXPIRES:	MILES:
CANCEL: MILES:		CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION: 6/26/2006		TRANSACTION:	
PRINTED: 06/30/06		PRINTED:	
DEALER NO: 70522 STATE: NC		DEALER NO:	STATE:
DEALER NAME: LAKE NORMAN INFINITI		DEALER NAME:	

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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E33M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 52952
CITY: LOS ANGELES IN SVC DATE: 10 / 22 / 03
ST/ZIP: CA [REDACTED] VCAN: N RTL DLR: 70112 INFINITI TUSTIN
DAY PH: [REDACTED] PAID: 1 SVC DLR: 71238 GLENDALE INFINITI
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 71238 GLENDALE INFINITI
DLR PH: [REDACTED] DENY: 1 REGION: 92 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: 1
VEHICLE MAINTAINED BY: 71238 GLENDALE INFINITI
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 10 / 07 / 09 XFER/RSPNSBLTY: 92 01 S
CONTACT (S): FOLLOWUP DATE: 10 / 07 / 09 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 10 / 07 / 09 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YI OOW GOODWILL ASSISTANCE REQUEST

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C. A. R. COMMENTS

FILE OPENED-ZJB007N 10/07/2009

PREVIOUS FILES FOUND: 6444331,5259031

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

RCAS-JB CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @10/07-ZJB007N
OPEN P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 00/00/00 00/00/00

PREVIOUS NISSAN/INFINITI VEHS: NONE.

RCAS-JB RECEIVED VMX FROM C 10/06/09 ADVISING RCAS THAT THE ISSUE HAS RETURNED AND C NEEDS REPAIRS ON C'S VEH. C STATED C WOULD LIKE ASSISTANCE WITH THE REPAIRS TO THE FUEL GAUGE. @10/07-ZJB007N

RCAS-JB CALLED SM-MANNY ARGUELLO 10/07/09 AT 12:43PM EST. LEFT VMX.

RCAS-JB CALLED SM-MANNY ARGUELLO 10/07/09 AT 1:43PM EST. RCAS SPOKE WITH SM. SM STATED THAT C NEEDS TO CIRCUIT BOARD FOR THE INSTRUMENT CLUSTER. SM STATED THE PART IS \$387 PLUS \$118 LABOR. SM STATED THAT SM WILL COVER THE REPAIRS UNDER GOODWILL. RCAS UNDERSTOOD. @10/07-ZJB007N

RCAS-JB CALLED C ON DAY PHONE 10/07/09 AT 1:44PM EST. RCAS SPOKE WITH C. RCAS ADVISED C THAT RCAS SPOKE WITH THE DLR AND INFINITI IS GOING TO GOING TO COVER THE COST OF THE REPAIRS. RCAS ADVISED C THAT THE PART NEEDS TO BE CALIBRATED, THEREFORE, THE DLR IS GOING TO ORDER THE PART AND C CAN PICK UP C'S VEH UNTIL THE PART COMES IN. C UNDERSTOOD. C THANKED RCAS FOR ASSISTANCE. RCAS CLOSING FILE. @10/07-ZJB007N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZJB007N	
HISTORY:	UPDATE BY: ZJB007N	
SVC CALL#:	UPDATE DATE: 10 / 07 / 09	
CLOSE: Y (Y/N)	CLOSE DATE: 10 / 07 / 09	MICROFILM: N
RESP CAA: BRATHWAITE, JOHATHAN	OLM: COPENHAVER J	DOM: WOERNER BOB
PHONE: 0000047158	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:42 PM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: corneb2

CAR ID: CA6659267I
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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E24M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2004.0 M45 MILEAGE: 123000
CITY: CHINO HILLS IN SVC DATE: 10 / 09 / 04
ST/ZIP: CA [REDACTED] VCAN: N RTL DLR: 70317 METRO INFINITI
DAY PH: [REDACTED] PAID: 2 SVC DLR: 71110 INFINITI OF MONTCLAIR
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 71110 INFINITI OF MONTCLAIR
DLR PH: [REDACTED] DENY: 0 REGION: 92 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: 1
VEHICLE MAINTAINED BY: 71110 INFINITI OF MONTC
OUTSIDE WARRANTY BY (B) MONTHS: 13 MILES: 63000 (PT) MONTHS: MILES: 53000

ORIG CODE: CT 11 OPEN DATE: 11 / 17 / 09 XFER/RSPNSBLTY: 92 01 S
CONTACT (S): FOLLOWUP DATE: 11 / 17 / 09 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 11 / 17 / 09 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 153000 GEN. FUEL DELIVERY/INTAKE COMPONENT
AI FUEL/INTAKE SYSTEM YX POOR OR IMPROPER OPERATION
OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YX POOR OR IMPROPER OPERATION

CONFIDENTIAL

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NISSAN MOTOR CORPORATION IN U.S.A
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REQUESTED BY: corneb2

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CA6659267I

C. A. R. COMMENTS

FILE OPENED-ZED501N 11/17/2009
NO EMAIL @11/17-ZED501N
PREVIOUS RELATED FILES FOUND: NONE.
PREVIOUS UNRELATED FILES FOUND: 5452501
RCAS-ED VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER
AND RESPONSIBLE DLR.
RCAS-ED CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @11/17-ZED501N
OPEN P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 07/20/09 00/00/00
RCAS-ED ADVISED C OF RECALL STATUS.
PREVIOUS INFINITI/NISSAN VEH: NONE.
RCAS-ED RECEIVED INBOUND CALL FROM C
C STATES THAT ABOUT 3000 MILES AGO, FUEL GAUGE STARTED MALFUNCTIONING.
C STATES THAT GAUGE SHOWS A HIGHER LEVEL THAN WHAT IS IN TANK.
C ASKS IF THERE ARE ANY RECALLS. @11/17-ZED501N
RCAS-ED ADVISED C THAT THE ONLY OPEN SVC CAMPAIGN ON THE VEH IS FOR THE SIDE
AIRBAG CONNECTORS, AND THERE ARE NO RECALLS ON THIS VEH FOR FUEL SYSTEM.
C UNDERSTOOD.
C STATES THAT A HAS BEEN READING ONLINE THAT THERE IS AN ISSUE WITH THIS
MODEL OF VEH. @11/17-ZED501N
C STATES THAT THIS SOUNDS LIKE A DEFECT.
RCAS-ED ADVISED C THAT DEFECTS ARE COVERED WITHIN THE WARRANTY PARAMETERS, BUT
VEH IS OUTSIDE OF BOTH BASIC AND POWERTRAIN WARRANTIES.
C STATES C IS THINKING OF GETTING A LAWYER, AND WOULD LIKE TO KNOW WHO C'S
LAWYER SHOULD CONTACT. @11/17-ZED501N
RCAS-ED ADVISED C THAT LETTER OF REPRESENTATION CAN BE SENT TO:
NISSAN NORTH AMERICA, INC.
P.O. BOX 685003
FRANKLIN, TN 37068-5003 @11/17-ZED501N
C UNDERSTOOD.
RCAS-ED GAVE NAME, EXTENSION AND FILE NUMBER. @11/17-ZED501N
RCAS-ED OFFERED FURTHER ASSISTANCE, C DECLINED.
RCAS-ED CLOSING FILE AS C NEEDS NO FURTHER ASSISTANCE. @11/17-ZED501N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NT8E	ROOT CAUSE: SCIN
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 / 17 / 09	USERID: ZED501N
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: ZED501N	
HISTORY:	UPDATE BY: ZED501N	
SVC CALL#:	UPDATE DATE: 11 / 17 / 09	
CLOSE: Y (Y/N)	CLOSE DATE: 11 / 17 / 09	MICROFILM: N
RESP CAA: DRIEDGER, ERIN	OLM: COPENHAVER J	DOM: WOERNER BOB
PHONE: 0000047155	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
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NISSAN MOTOR CORPORATION IN U.S.A
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REQUESTED BY: corneb2

CAR ID: CA6675122I
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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: DOVER
ST/ZIP: NH [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E53M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 80000
IN SVC DATE: 07 / 25 / 03
RTL DLR: 70079 WEST HOUSTON INFINITI,LTD
SVC DLR: 70503 INFINITI OF NASHUA
RESP DLR: 70503 INFINITI OF NASHUA
REGION: 92 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 PREOWNED X MILES 60000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 20000 (PT) MONTHS: MILES: 10000

ORIG CODE: CT 11 OPEN DATE: 12 / 08 / 09 XFER/RSPNSBLTY: 72 01 S
CONTACT (S): FOLLOWUP DATE: 12 / 08 / 09 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 12 / 08 / 09 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YI OOW GOODWILL ASSISTANCE REQUEST

CONFIDENTIAL

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NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: corneb2

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CA6675122I

C. A. R. COMMENTS

FILE OPENED-ZER229N 12/08/2009

[REDACTED] @12/08-ZER229N
 PREVIOUS RELATED/UNRELATED FILES FOUND: NONE
 RCAS-ER VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER AND RESPONSIBLE DLR.
 RCAS-ER CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:
 OPEN P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 07/20/09 00/00/00
 RCAS-ER ADVISED C OF RECALL STATUS.
 PREVIOUS INFINITI/NISSAN VEH: 97, 99 MAX
 RCAS-ER RECEIVED INBOUND CALL FROM C. @12/08-ZER229N
 C STATES THAT C'S GAS GAUGE DOES NOT WORK PROPERLY. @12/08-ZER229N
 C STATES THAT C HAS LOOKED ONLINE ON FORUMS AND THAT C THINKS THIS IS AN ONGOIG ISSUE. C STATES THAT C WOULD LIKE INFINITI TO ASSIST WITH THE COST OF REPAIRS.
 RCAS-ER INQUIRED IF C HAD TAKEN THE VEH TO THE INFINITI DLR FOR DIAGNOSIS YET?
 @12/08-ZER229N
 C STATES THAT C HAS NOT GONE TO DLR.
 RCAS-ER ADVISED C THAT IN ORDER FOR RCAS TO LOOK INTO THE POSSIBILTY OF FINANCIAL ASSISTANCE C WOULD NEED TO HAVE THE VEH DIAGNOSED BY THE DLR.
 RCAS-ER ADVISED C THAT ONCE DIAGNOSED, C CAN THEN CALL CA FOR CONSIDERATION OF FINANCIAL ASSISTANCE.
 C UNDERSTANDS.
 RCAS-ER OFFERED FURTHER ASSISTANCE, C DECLINED.
 RCAS-ER GAVE NAME, EXTENSION AND FILE NUMBER.
 RCAS-ER CLOSING FILE. @12/08-ZER229N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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: #:	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: ZER229N	
HISTORY:	UPDATE BY: ZER229N	
SVC CALL#:	UPDATE DATE: 12 / 08 / 09	
CLOSE: Y (Y/N)	CLOSE DATE: 12 / 08 / 09	MICROFILM: N
RESP CAA: REID, EMA LEA	OLM: COPENHAVER J	DOM: HUSSEY MARTY
PHONE: 0000041547	OWNER FIRST:	LANGUAGE: E ENGLISH

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NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: corneb2

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: LAUREL
ST/ZIP: MI [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41EX3M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 0
IN SVC DATE: 08 / 15 / 03
VCAN: N RTL DLR: 70203 HERRIN-GEAR INFINITI, INC
PAID: 4 SVC DLR: 70203 HERRIN-GEAR INFINITI, INC
SUSP: 1 RESP DLR: 70203 HERRIN-GEAR INFINITI, INC
DENY: 0 REGION: 72 DIST: SL/SV/PT: 15 15 45

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

ORIG CODE: CT 11 OPEN DATE: 12 / 11 / 09 XFER/RSPNSBLTY: 72 15 S
CONTACT (S): FOLLOWUP DATE: 12 / 11 / 09 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 12 / 11 / 09 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 153000 GEN. FUEL DELIVERY/INTAKE COMPONENT
AI FUEL/INTAKE SYSTEM YX POOR OR IMPROPER OPERATION

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NISSAN MOTOR CORPORATION IN U.S.A
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REQUESTED BY: corneb2

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CA6678917I

C. A. R. COMMENTS

FILE OPENED-ZCS694N 12/11/2009
NO EMAIL @12/11-ZCS694N
PREVIOUS RELATED FILES FOUND: NONE
PREVIOUS UNRELATED FILES FOUND: NONE
RCAS-CS VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER AND RESPONSIBLE DLR.
RCAS-CS CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE
CLSD P9218 M45/Q45 SAB CONCTR ITB09-023
RCAS-CS ADVISED C OF RECALL STATUS.
PREVIOUS INFINITI/NISSAN VEH: NONE
RCAS-CS RECEIVED INBOUND CALL FROM C
C STATES THAT C WOULD LIKE TO KNOW IF THERE ARE ANY RECALLS ON C'S VEHICLE.
RCAS-CS INFORMED C THAT THERE ARE NO OPEN RECALLS ON C'S VEHICLE. RCAS-CS INFORMED C ABOUT CLSD P9218 M45/Q45 SAB CONCTR ITB09-023. C UNDERSTOOD.
C STATES THAT C IS HAVING ISSUES WITH THE TIRE PRESSURE LIGHT SYSTEM AND THE FUEL GAUGE. RCAS-CS INFORMED C THAT INFINITI WOULD BE ABLE TO LOOK INTO ASSISTANCE FOR C HOWEVER VEHICLE MUST BE DIAGNOSED FIRST. C STATES THAT IT WAS DIAGNOSED LAST YEAR. RCAS INFORMED C THAT THERE MUST BE A RECENT DIAGNOSES WITHIN THE 30 DAYS. C UNDERSTOOD. RCAS-CS OFFERED C NAME, EXTENSION AND FILE NUMBER, C DECLINED. RCAS-CS CLOSING FILE. @12/11-ZCS694N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):
SATISFIED: Y ACTION CODE: NT8G ROOT CAUSE: 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: ZCS694N
HISTORY: UPDATE BY: ZCS694N
SVC CALL#: UPDATE DATE: 12 / 11 / 09
CLOSE: Y (Y/N) CLOSE DATE: 12 / 11 / 09 MICROFILM: N
RESP CAA: OLM: COPENHAVER J DOM:
PHONE: 0000457276 OWNER FIRST: LANGUAGE: E ENGLISH

CONFIDENTIAL

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NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: corneb2

CAR ID: CA6680928I
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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E03M [REDACTED] A
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 41000
CITY: HONOLULU IN SVC DATE: 06 / 03 / 03
ST/ZIP: HI [REDACTED] VCAN: N RTL DLR: 7H703 INFINITI MOTOR SALES, INC
DAY PH: [REDACTED] PAID: 2 SVC DLR: 70519 INFINITI OF HONOLULU
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 70519 INFINITI OF HONOLULU
DLR PH: [REDACTED] DENY: 0 REGION: 92 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 PREOWNED X MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 12 / 14 / 09 XFER/RSPNSBLTY: 92 02 S
CONTACT (S): FOLLOWUP DATE: 12 / 14 / 09 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 12 / 14 / 09 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY		SUBCATEGORY AND SYMPTOM	
OA	VEHICLE CONCERNS	153000	GEN. FUEL DELIVERY/INTAKE COMPONENT
AI	FUEL/INTAKE SYSTEM	YI	OOW GOODWILL ASSISTANCE REQUEST
OA	VEHICLE CONCERNS	153000	GEN. FUEL DELIVERY/INTAKE COMPONENT
AI	FUEL/INTAKE SYSTEM	YX	POOR OR IMPROPER OPERATION

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NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
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CA6680928I

C. A. R. COMMENTS

FILE OPENED-ZED501N 12/14/2009
NO EMAIL
PREVIOUS RELATED FILES FOUND: NONE.
PREVIOUS UNRELATED FILES FOUND: NONE.
RCAS-ED VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER
RCAS-ED CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @12/14-ZED501N
OPEN P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 07/20/09 00/00/00
RCAS-ED ADVISED C OF RECALL STATUS.
RCAS-ED RECEIVED INBOUND CALL FROM C.
C STATES C WANTS TO KNOW IF THERE ARE ANY OPEN RECALLS ON VEH. @12/14-ZED501N
RCAS-ED ADVISED C THAT THERE IS AN OPEN SVC CAMPAIGN ON SIDE AIR BAG
CONNECTOR, AND C CAN TAKE VEH TO ANY INFINITI DLRSHIP TO HAVE RECALL PERFORMED
AT NO CHARGE.
C STATES THAT FUEL GAUGE HAS ALSO BEEN ACTING UP, AND C HAS RUN OUT OF GAS DUE
TO FUEL GAUGE BEING INACCURATE. C ASKS IF THAT WOULD BE COVERED.@12/14-ZED501N
RCAS-ED ADVISED C THAT VEH IS OUTSIDE OF BOTH BASIC AND POWERTRAIN WARRANTIES.
RCAS-ED ADVISED C THAT RCAS CAN LOOK INTO THE POSSIBILITY OF ASSISTANCE, BUT
FIRST VEH WOULD NEED TO BE DIAGNOSED AT AN INFINITI DLRSHIP. C UNDERSTOOD.
RCAS-ED GAVE NAME, EXTENSION AND FILE NUMBER.
RCAS-ED OFFERED FURTHER ASSISTANCE, C DECLINED.
RCAS-ED CLOSING FILE PENDING CUSTOMER CALLBACK WITH DIAGNOSIS. @12/14-ZED501N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y ACTION CODE: NT8F ROOT CAUSE: SCIN 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:

IIR-DATE: 00 / 00 / 00 TRANS DATE: 00 / 00 / 00 CHECK REQUESTED: NO
3RD PRY: PART#: CHECK ISSUED: NO
BYBACK ST: OPENED BY: ZED501N
HISTORY: UPDATE BY: ZED501N
SVC CALL#: UPDATE DATE: 04 / 21 / 11
CLOSE: Y (Y/N) CLOSE DATE: 12 / 14 / 09 MICROFILM: N
RESP CAA: DRIEDGER, ERIN OLM: COPENHAVER J DOM: BURKE GREG
PHONE: 0000047155 OWNER FIRST: LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
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NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: corneb2

CAR ID: CA6690278I
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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E53M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 67256
CITY: POTOMAC IN SVC DATE: 11 / 30 / 03
ST/ZIP: MD [REDACTED] VCAN: N RTL DLR: 70226 JIM COLEMAN INFINITI
DAY PH: [REDACTED] PAID: SVC DLR: 70226 JIM COLEMAN INFINITI
EVE PH: [REDACTED] SUSP: RESP DLR: 70226 JIM COLEMAN INFINITI
DLR PH: [REDACTED] DENY: REGION: 72 DIST: SL/SV/PT: 23 23 48

LETTER RECEIVED 12 / 28 / 09 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 70226 JIM COLEMAN INFI.
OUTSIDE WARRANTY BY (B) MONTHS: 26 MILES: (PT) MONTHS: 2 MILES:

ORIG CODE: CL 11 OPEN DATE: 12 / 29 / 09 XFER/RSPNSBLTY: 72 23 S
CONTACT (S): FOLLOWUP DATE: 01 / 15 / 10 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 01 / 15 / 10 INF-NET DATE: 01 / 01 / 10

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION ZO FINANCIAL ASSISTANCE REQUEST (CAMPAIGN,

CONFIDENTIAL

DATE: 1/30/2012
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NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: corneb2

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CA6690278I

C. A. R. COMMENTS

FILE OPENED-ZNE601N 12/29/2009

NO EMAIL

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

C LETTER WAS RECEIVED ON 12/28/09

DATED 12/23/09 LETTER WAS REC'D VIA REGULAR MAIL

MT EN IS FORWARDING FILE AND LETTER TO CORRESPONDENCE TEAM FOR FURTHER REVIEW

AND ASSISTANCE

@12/29-ZNE601N

NO EMAIL

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

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES FOUND: NONE

LETTER FROM C WAS RECEIVED BY CA VIA POSTAL MAIL ON 12/28/09

TO NNA, 09/23/09

CRR-JG VERIFIED C'S NAME, ADDRESS, PHONE NUMBER, RESPONSIBLE DLR, VIN, MILEAGE

CRR-JG UPDATED THE OWNER DATA BASE (NAME, ADDRESS, DAY PHONE NUMBER)

CRR-JG CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES

@01/04-ZJG904N

CLSD P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 07/20/09 09/15/09 70226

C STATES C'S GAS GAUGE IS NOT WORKING PROPERLY AND THIS IS

COMMON IN M45 VEHICLES. THIS IS A SIGNIFICANT SAFETY ISSUE, IN

ADDITION TO BEING A DEFECT. IN OTHER SITUATIONS , INFINITI ISSUES A

RECALL AND OFFERS TO FIX THE PROBLEM FOR FREE. C REQUESTS THAT

INFINITI TREATS THIS SITUATION THE SAME, AND WOULD LIKE THE

PROBLEM FIXED FREE OF CHARGE. WHEN C ASKED FOR AN ESTIMATE C

WAS TOLD \$600. C DISCUSSED THIS AGAIN WITH THE DLR AND NOW THE

ESTIMATE IS \$1200. THERE IS NO REASON THAT THIS REPAIR SHOULD

HAVE DOUBLED IN COST SINCE THE FIRST ESTIMATE GIVEN. C'S ANGER IS IN NO WAY

DIRECTED AT THE SERVICE REP AT THE DLR, HOWEVER C IS

CONCERNED THAT INFINITI HAS KNOWN ABOUT THIS PROBLEM AND HAD

DONE NOTHING TO WARN CUSTOMERS ABOUT THIS OR TO PROVIDE

ASSISTANCE FOR REPAIRS. THIS EXPERIENCE WILL BE IN C'S MIND [WHEN@01/04-ZJG904N](#)

C PURCHASES NEXT VEH.

@01/04-ZJG904N

CRR-JG TRANSFERRING FILE TO RCAS

@01/04-ZJG904N

@01/04-ZEJ656N

RCAS-EJ RECEIVED FILE FROM FILE DISTRIBUTION.

RCAS-EJ REVIEWED FILE.

RCAS-EJ DATANETTED FILE.

RCAS-EJ UPDATED TREAD ACT AND WARRANTY INFORMATION.

@01/04-ZEJ656N

RCAS-EJ CALLED C ON DAY/EVENING PHONE ON 01-05-10 AT 10:39AM EST AND LEFT VMX

FOR C REQUESTING A CALLBACK.

@01/05-ZEJ656N

@01/07-ZEJ656N

RCAS-EJ CALLED C ON DAY/EVENING PHONE ON 01-07-10 AT 2:01PM EST AND LEFT VMX

FOR C REQUESTING A CALLBACK.

@01/07-ZEJ656N

@01/11-ZEJ656N

RCAS-EJ CALLED C ON DAY/EVENING PHONE ON 01-11-10 AT 12:37PM EST AND SPOKE

WITH C ABOUT THE LETTER C SENT.

RCAS-EJ ADVISED C THAT THERE IS NO RECALLS ON THE VEH REGARDING THE GAS GAUGE.

C STATED THAT C WANTS INFINITI TO HAVE THE GAS GAUGE AS A RECALL AS THIS IS

A CONCERN THAT IS ALL OVER THE INTERNET.

C STATED THAT C ALSO HAS A PROBLEM WITH THE FACT THAT THE DLR HAS HIKED UP

THE PRICE FOR A REPLACEMENT PART AND C WANTS INFINITI TO TELL C WHY THIS IS.

C STATED THAT C WANTS THE GAS GAUGE REPLACED UNDER A RECALL.

RCAS-EJ APOLOGIZED AND ADVISED C THAT RCAS CAN HAVE THE INFORMATION

DOCUMENTED AND IF THERE ARE FUTURE RECALLS THEN C WILL BE NOTIFIED.

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:42 PM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: corneb2

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CA6690278I

C STATED THAT C WANTS TO SPEAK WITH SUPERVISOR.
RCAS-EJ ADVISED C THAT RCAS WILL HAVE SUPERVISOR RETURN CALL BEFORE 5PM EST
ON 01-12-10.

C UNDERSTOOD AND DISCONNECTED CALL.

***** @01/11-ZEJ656N
RCAS-EJ SENT SUPERVISOR CALLBACK TO SR RCAS-TG ON 01-11-10. @01/11-ZEJ656N
***** @01/12-PSB001D

RS-SB CONTACTED DEALER FOR CLARIFICATION ON REPAIRS, SPOKE TO SA AARON
LAST TO THE DEALER 9/9/09 FOR FUEL GUAUGE, REPAIRS WERE DECLINED AT THAT
TIME. NO CONTACT WITH C SINCE. @01/12-PSB001D

RS-SB CONTACTED C ON DAY/EVE PHONE; LEFT MSG FOR CALLBACK ADVISING C
IF NO CONTACT, RS-SB WILL FOLLOW UP NO LATER THAN EOD 1/13 @01/12-PSB001D

RS-SB CONTACTED C ON DAY/EVE PHONE; LEFT MSG FOR CALLBACK ADVISING C
IF NO CONTACT, RS-SB WILL FOLLOW UP NO LATER THAN EOD 1/15 @01/14-PSB001D

RS-SB CONTACTED C ON DAY/EVE PHONE; LEFT MSG ADVISING THIS HAS
BEEN THE 3RD ATTEMPT TO CONTACT C, C ADVISED TO CONTACT 800-662-6200
IF THERE ARE ADDITIONAL CONCERNS HOWEVER RS-SB WILL NO LONGER FOLLOW
UP AS 3 ATTEMPTS HAVE BEEN MADE. NO FURTER ACTION REQUIRED. @01/15-PSB001D
***** @01/15-ZEJ656N

RCAS-EJS RECEIVED EMAIL FROM RS-SB ON 01-15-10 ADVISING TO CLOSE FILE AS
C HAS NOT RETURNED ANY CALLS.

REVIEWED AND UPDATE TREAD ACT.

CUSTOMER REQUEST: TO KNOW IF GAS GAUGE IS A RECALL.

- STEPS YOU TOOK ON THE CUSTOMER'S BEHALF:VERIFIED INFORMATION IN ASIST.
- FINDINGS FROM THESE STEPS: NO RECALLS FOUND, C REQUESTED SUPERVISOR.
- OUTCOME: C DID NOT RETURN CALLS.

RCAS-EJ CLOSING FILE AS THERE IS NO FURTHER FOLLOW-UP REQUIRED BY C.

@01/15-ZEJ656N @01/15-ZEJ656N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

CONFIDENTIAL

DATE: 1/30/2012
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CONTACT(S):

SATISFIED: Y	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:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZNE601N	
HISTORY:	UPDATE BY: ZEJ656N	
SVC CALL#:	UPDATE DATE: 01 / 15 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 01 / 15 / 10	MICROFILM: N
RESP CAA: JIMENEZ, EVELYN	OLM: COPENHAVER J	DOM:
PHONE: 0000041606	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:42 PM

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SC: ONE CONTRACT

NAME:	[REDACTED]	VIN:	JNKAY41E13M [REDACTED]	Y
STREET:	[REDACTED]	YR/MDL:	2003.0	M45 MILEAGE: 90000
CITY:	ROSEVILLE	IN SVC DATE:	02 / 16 / 03	
ST/ZIP:	CA [REDACTED]	VCAN:	Y	RTL DLR: 73103 INF OF BEVERLY HILLS LLC
DAY PH:	[REDACTED]	PAID:	1	SVC DLR: 70090 SACRAMENTO INFINITI, INC.
EVE PH:	[REDACTED]	SUSP:	0	RESP DLR: 70090 SACRAMENTO INFINITI, INC.
DLR PH:	[REDACTED]	DENY:	0	REGION: 92 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	PREOWNED	X	MILES	35000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY:	N/A				
OUTSIDE WARRANTY BY (B) MONTHS:	35	MILES:	60000 (PT)	MONTHS:	11 MILES: 70000

ORIG CODE: CT	11	OPEN DATE:	01 / 12 / 10	XFER/RSPNSBLTY:	92 01 S
CONTACT (S):		FOLLOWUP DATE:	01 / 12 / 10	INF-NET (Y/N):	0
SEVERITY: 9		CLOSE DATE:	01 / 12 / 10	INF-NET DATE:	00 / 00 / 00

CONCERN AND CATEGORY		SUBCATEGORY AND SYMPTOM	
OF	NNA., INC. ISSUES	177000	M45
AR	PRODUCT INQUIRIES (INF)	VG	PROVIDED RECALL INFORMATION

CONFIDENTIAL

DATE: 1/30/2012
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C. A. R. COMMENTS

FILE OPENED-ZEL999N 01/12/2010
RCAS-EL ASKED FOR EMAIL ADDRESS: @01/12-ZEL999N
PREVIOUS RELATED FILES FOUND: NONE.
PREVIOUS UNRELATED FILES FOUND: NONE.
RCAS-EL VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE AND DAY AND EVENING PHONE NUMBERS, AND RESPONSIBLE DLR.
RCAS-EL CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:_NONE.
PREVIOUS NISSAN/INFINITI VEHS:_N/A.
RCAS-EL RECEIVED A CALL FROM C. C STATED THAT C WOULD LIKE TO KNOW IF THERE ARE ANY RECALLS FOR THE FUEL GAUGE. RCAS ADVISED C THAT THE VEH HAS NO OPEN RECALLS OR CAMPAIGNS. C STATED THAT THE FUEL GAUGE IS READING INCORRECTLY AND C HAS READ ONLINE ABOUT OTHER C'S WITH THE SAME CONCERNS. RCAS ADVISED C THAT RCAS IS NOT AWARE OF ANY COMMON CONCERNS. C ASKED IF INFINITI IS DOING ANYTHING TO ASSIST CUSTOMERS WITH THE REPAIR. RCAS ASKED C IF THE INFINITI DLR HAS INSPECTED THE VEH YET. C STATED NO. RCAS ADVISED C TO TAKE THE VEH TO AN @01/12-ZEL999N INFINITI DLR TO BE INSPECTED AND C IS WELCOME TO CA BACK IF C WISHES. RCAS ADVISED C THAT FINANCIAL ASSISTANCE IS LOOKED AT ON A CASE BY CASE BASIS AND RCAS CANNOT GUARANTEE ASSISTANCE. C UNDERSTOOD. @01/12-ZEL999N
RCAS-EL OFFERED ADDITIONAL ASSISTANCE, C DECLINED.
C THANKED RCAS-EL FOR THE ASSISTANCE, C SATISFIED.
RCAS-EL GAVE C NAME, EXTENSION AND FILE NUMBER.
RCAS-EL CLOSING THE FILE. @01/12-ZEL999N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):
SATISFIED: Y ACTION CODE: NT8G ROOT CAUSE: SCIN 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:

IIR-DATE: 00 / 00 / 00 TRANS DATE: 00 / 00 / 00 CHECK REQUESTED: NO
3RD PRY: PART#: CHECK ISSUED: NO
BYBACK ST: OPENED BY: ZEL999N
HISTORY: UPDATE BY: ZEL999N
SVC CALL#: UPDATE DATE: 01 / 12 / 10
CLOSE: Y (Y/N) CLOSE DATE: 01 / 12 / 10 MICROFILM: N
RESP CAA: LANCASTER, EMMA OLM: COPENHAVER J DOM: CORNELL KURT
PHONE: 0000047107 OWNER FIRST: LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
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----- CONSUMER AFFAIRS -----

CA6701779

SERVICE CONTRACTS SUMMARY

DATE: 1/30/2012
TIME: 04:07:42 PM
MODEL YEAR: 2003.0
MAKE:
MODEL LINE: M45

NAME: [REDACTED]

VIN:
IN SCV DATE: 2/4/2007

SEO NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
97	FECJ07284472	70090 CA	2/4/2007	2/4/2010	74,279		

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CURRENT SERVICE CONTRACT	PRIOR SERVICE CONTRACT
CONTRACT: FECJ07284472	CONTRACT:
OWNER NAME: [REDACTED]	OWNER NAME:
PLAN TYPE: E	PLAN TYPE:
PLAN TERM: J	PLAN TERM:
DEDUCTABLE: \$ 100	DEDUCTABLE:
EFFECTIVE: 02/04/07	EFFECTIVE:
EXPIRES: 02/04/10 MILES: 74,279	EXPIRES: MILES:
CANCEL: MILES:	CANCEL: MILES:
TRANSFER:	TRANSFER:
TRANSACTION: 2/9/2007	TRANSACTION:
PRINTED: 02/09/07	PRINTED:
DEALER NO: 70090 STATE: CA	DEALER NO: STATE:
DEALER NAME: SACRAMENTO INFINITI, INC.	DEALER NAME:

CONFIDENTIAL

DATE: 1/30/2012
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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: LANSING
ST/ZIP: IL [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E83M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 123047
IN SVC DATE: 08 / 26 / 03
VCAN: N RTL DLR: 70310 SUBURBAN INFINITI, INC.
PAID: 5 SVC DLR: 70308 INFINITI OF ORLAND PARK
SUSP: 0 RESP DLR: 70308 INFINITI OF ORLAND PARK
DENY: 0 REGION: 72 DIST: SL/SV/PT: 21 21 46

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 01 / 04 / 10
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY 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: INFINITI OF ORLAND PARK
OUTSIDE WARRANTY BY (B) MONTHS: 29 MILES: 63047 (PT) MONTHS: 5 MILES: 53047

ORIG CODE: CE 11 OPEN DATE: 01 / 14 / 10 XFER/RSPNSBLTY: 72 21 S
CONTACT (S): FOLLOWUP DATE: 01 / 25 / 10 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 01 / 21 / 10 INF-NET DATE: 01 / 18 / 10

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YI OOW GOODWILL ASSISTANCE REQUEST

CONFIDENTIAL

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C. A. R. COMMENTS

FILE OPENED-ZVF778N 01/14/2010

[REDACTED]

@01/14-ZVF778N

*****EMAIL FILE LOGGED*****

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES FOUND: 6354797

EMAIL ADDRESSED TO: NNACONSUMERAFFAIRS@NISSAN-USA.COM

METHOD OF CONTACT: EMAIL ID NO.: 2001331874

DATE RECEIVED: 01/04/10 DATE CREATED: 01/14/10

CRR-VF VERIFIED C'S NAME, ADDRESS, VIN, DAY/EVENING PHONE, RESPONSIBLE DLR.

C DID NOT PROVIDE MILEAGE.

@01/14-ZVF778N

CRR-VF UPDATED OWNER'S INFORMATION (CITY)

@01/14-ZVF778N

CRR-VF CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

@01/14-ZVF778N

OPEN P9218 M45/Q45 SAB CONCTR ITB09-023

@01/14-ZVF778N

C'S EMAIL READS:

C STATES

@01/14-ZVF778N

I HAVE ON 2003 M45 AND I'M EXPERIENCING A VERY ANNOYING ISSUE WITH THE GAS GAUGE NOT READING CORRECTLY. I TOOK IN TO MY LOCAL DEALER INFINITI OF ORLAND PARK AND THEY GAVE ME A CODE P0462. UPON RESEARCHING THIS ISSUE I HAVE DETERMINED THIS IS A VERY COMMON PROBLEM WITH THIS YEAR MAKE AND MODEL VEHICLE. I HAVE INCLUDED A LINK FOR YOU

[HTTP://FORUMS.NICOCLUB.COM/ZEROTHRD?id=316682&PAGE=1](http://forums.nicoclub.com/zerthread?id=316682&page=1)

@01/14-ZVF778N

CRR-VF'S RESPONSE TO C:

@01/14-ZVF778N

FILE # 6703559

DEAR MR. CHARLES HARRIS;

THANK YOU FOR CONTACTING INFINITI YOUR CONCERN WITH YOUR 2003 M45. WE APOLOGIZE FOR ANY INCONVENIENCE THIS SITUATION MAY HAVE CAUSED YOU. IN REGARDS TO YOUR INQUIRY, WE HAVE FORWARDED YOUR FILE TO A REGIONAL SPECIALIST FOR INDIVIDUAL HANDLING. YOU WILL BE CONTACTED BY THE END OF NEXT BUSINESS DAY. FILE # 6703559 HAS BEEN CREATED TO DOCUMENT THIS CONCERN. PLEASE FEEL FREE TO CONTACT US AT 1-800-662-6200 (INFINITI CONSUMER AFFAIRS) WITH ANY FURTHER QUESTIONS OR COMMENTS. THANK YOU FOR GIVING US THE OPPORTUNITY TO BE OF SERVICE.

@01/14-ZVF778N

CRR-VF FORWARDING FILE TO RCAS FOR ASSISTANCE WITH GAS GUAGE.

@01/14-ZVF778N

**

@01/15-ZML221N

RCAS-ML REVIEW FLE AND DATANETTED CONCERN TO DLR ON 1/15/10.

@01/15-ZML221N

RCAS CALLED C ON DAYTIME NUMBER AND LEFT VMX AT 9:38AM EST ON 1/15/10, REQUESTING CALLBACK.

@01/15-ZML221N

RCAS-ER ASSISTING WITH FILE.

RCAS-ER CONTACTED DAY/EVE NUMBER AT 4:02 PM EST ON 01/19/10 AND SPOKE TO C.

C STATES THAT C WAS AT THE DLR ABOUT A WEEK AGO.

@01/19-ZER229N

RCAS-ER INQUIRED IF DLR DIAGNOSED VEH? C STATES YES.

RACS-ER ADVISED C OF OPEN CAMPAIGN.

RACS-ER ADVISED C THAT RCAS-ML WOULD FOLLOW UP 1/21/10.

@01/19-ZER229N

RCAS-SP REVIEWED FILE.

RCAS-SP UPDATED OOW INFO.

@01/21-ZSP458N

RCAS-ER CONTACTED DLR AT 5:18 PM EST ON 01/21/10 AND SPOKE TO SERVICE MANAGER SCOTT. SM STATES THAT C'S LAST VISIT TO THE DLR WAS 10/25/07. SM STATES THAT C HAD AN APPT ON 01/11/10 AND DID NOT MAKE APPT. SM STATES THAT CONSIDERING MILEAGE AND SERVICE HISTORY, C IS NOT A GOOD CANDIDATE FOR FINANCIAL ASSISTANCE.

CONFIDENTIAL

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--- @01/21-ZER229N
RCAS-ER CONTACTED DAY/EVE NUMBER AT 5:21 PM EST ON 01/21/10 AND LEFT VMX.
--- @01/21-ZER229N
RCAS-ER RECIEVED INBOUND CALL FROM C.
RCAS-ER ADVISED C THAT AT THIS TIME, INFINITI IS NOT IN A POSITION TO OFFER
ASSISTANCE WITH THE COST OF REPAIRS.
C UNDERSTANDS. @01/21-ZER229N
C THANKED RCAS-ER AND ENDED CALL.
RCAS-ER CLOSING FILE. @01/21-ZER229N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

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:

IIR-DATE: 00 / 00 / 00 TRANS DATE: 00 / 00 / 00 CHECK REQUESTED: NO
3RD PRY: PART#: CHECK ISSUED: NO
BYBACK ST: OPENED BY: ZVF778N
HISTORY: UPDATE BY: ZER229N
SVC CALL#: UPDATE DATE: 01 / 21 / 10
CLOSE: Y (Y/N) CLOSE DATE: 01 / 21 / 10 MICROFILM: N
RESP CAA: OLM: COPENHAVER J DOM:
PHONE: 0000457276 OWNER FIRST: LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
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REQUESTED BY: corneb2

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SC: ONE CONTRACT

NAME: [REDACTED] VIN: JNKAY41E83M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 75000
CITY: TAKOMA PARK IN SVC DATE: 07 / 28 / 03
ST/ZIP: MD [REDACTED] VCAN: Y RTL DLR: 70024 RAY CATENA INFINITI, INC.
DAY PH: [REDACTED] PAID: 13 SVC DLR: 70226 JIM COLEMAN INFINITI
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 70226 JIM COLEMAN INFINITI
DLR PH: [REDACTED] DENY: 0 REGION: 72 DIST: SL/SV/PT: 23 23 48

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED X MILES 60000 # NISSAN/INFINITI VEHICLES: 3
VEHICLE MAINTAINED BY: INDEPENDENT
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 01 / 14 / 10 XFER/RSPNSBLTY: 72 23 S
CONTACT (S): FOLLOWUP DATE: 01 / 14 / 10 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 01 / 14 / 10 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YI OOW GOODWILL ASSISTANCE REQUEST

CONFIDENTIAL

DATE: 1/30/2012
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C. A. R. COMMENTS

FILE OPENED-ZJB007N 01/14/2010

[REDACTED]
[REDACTED]

5752076,5395460,5396901

RCAS-JB VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE AND DAY AND EVENING PHONE NUMBERS.

RCAS-JB CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

OPEN P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 07/20/09 00/00/00

PREVIOUS NISSAN/INFINITI VEHS: I30, Q45

RCAS-JB RECEIVED A CALL FROM C.

@01/14-ZJB007N

C STATED THAT C'S FUEL GAUGE IS NOT WORKING CORRECTLY. C STATED THAT C TOOK THE VEH TO C'S MECHANIC AND WAS ADVISED THIS CONCERN IS COMMON. C STATED C WOULD LIKE INFINITI TO ASSIST C WITH THE REPAIRS. RCAS ADVISED C THAT IN ORDER FOR INFINITI TO LOOK INTO THE POSSIBILITY OF ASSISTANCE, C'S VEH WOULD NEED TO BE DIAGNOSED BY THE INFINITI DLR FIRST. RCAS ADVISED C THAT C DOES HAVE AN OPEN SERVICE CAMPAIGN, THEREFORE, C WOULD NEED TO TAKE THE VEH TO THE DLR TO HAVE THE CAMPAIGN RESOLVED. C UNDERSTOOD. RCAS ADVISED C THAT ONCE C HAD THE CONCERN WITH C'S FUEL GAUGE DIAGNOSED, C COULD CALL BACK FOR ASSISTANCE, C UNDERSTOOD.

@01/14-ZJB007N

RCAS-JB OFFERED ADDITIONAL ASSISTANCE, C DECLINED.

RCAS-JB GAVE C NAME, EXTENSION AND FILE NUMBER.

RCAS THANKED C FOR CALLING. RCAS CLOSING FILE.

@01/14-ZJB007N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZJB007N	
HISTORY:	UPDATE BY: ZJB007N	
SVC CALL#:	UPDATE DATE: 01 / 14 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 01 / 14 / 10	MICROFILM: N
RESP CAA: BRATHWAITE, JOHATHAN	OLM: COPENHAVER J	DOM:
PHONE: 0000047158	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
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----- CONSUMER AFFAIRS -----

CA6704346

SERVICE CONTRACTS SUMMARY

DATE: 1/30/2012
TIME: 04:07:42 PM
MODEL YEAR: 2003.0
MAKE:
MODEL LINE: M45

NAME: [REDACTED] VIN:
IN SCV DATE: 11/17/2006

SEO NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
99	FENI07208365	71481 MD	11/17/2006	11/17/2008	67,608		

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CURRENT SERVICE CONTRACT	PRIOR SERVICE CONTRACT
CONTRACT: FENI07208365	CONTRACT:
OWNER NAME: [REDACTED]	OWNER NAME:
PLAN TYPE: E	PLAN TYPE:
PLAN TERM: I	PLAN TERM:
DEDUCTABLE: \$	DEDUCTABLE:
EFFECTIVE: 11/17/06	EFFECTIVE:
EXPIRES: 11/17/08 MILES: 67,608	EXPIRES: MILES:
CANCEL: MILES:	CANCEL: MILES:
TRANSFER:	TRANSFER:
TRANSACTION: 12/6/2006	TRANSACTION:
PRINTED: 12/08/06	PRINTED:
DEALER NO: 71481 STATE: MD	DEALER NO: STATE:
DEALER NAME: JBA INFINITI/ELLCOTT CTY	DEALER NAME:

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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E93M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 55000
CITY: ALBUQUERQUE IN SVC DATE: 03 / 25 / 04
ST/ZIP: NM [REDACTED] VCAN: N RTL DLR: 70224 CHARLES BARKER INFINITI
DAY PH: [REDACTED] PAID: 3 SVC DLR: 71241 GARCIA INFINITI
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 71241 GARCIA INFINITI
DLR PH: [REDACTED] DENY: 0 REGION: 72 DIST: SL/SV/PT: 14 14 44

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED X MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: _71241 GARCIA INFINITI
OUTSIDE WARRANTY BY (B) MONTHS: 22 MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 01 / 14 / 10 XFER/RSPNSBLTY: 92 14 S
CONTACT (S): FOLLOWUP DATE: 01 / 20 / 10 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 01 / 20 / 10 INF-NET DATE: 01 / 18 / 10

CONCERN AND CATEGORY		SUBCATEGORY AND SYMPTOM	
OA	VEHICLE CONCERNS	153000	GEN. FUEL DELIVERY/INTAKE COMPONENT
AI	FUEL/INTAKE SYSTEM	YI	OOW GOODWILL ASSISTANCE REQUEST
OA	VEHICLE CONCERNS	153000	GEN. FUEL DELIVERY/INTAKE COMPONENT
AI	FUEL/INTAKE SYSTEM	YX	POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZML221N 01/14/2010

NO EMAIL.

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES FOUND: NONE

RCAS-ML VERIFIED C'S: NAME, ADDRESS, DAY&EVE PHONE, MILEAGE,
RESPONSIBLE DLR AND VIN

PREVIOUS NISSAN/INFINITI VEHS: NONE

RCAS-ML RECEIVED A CALL FROM C.

@01/14-ZML221N

C STATED THAT FUEL GAGE WAS READING INCORRECTLY FOR SOME TIME, AND RESET IT DURING TO MILEAGE USED, C TOOK VEH INTO GARCIA INFINITI, DLR REPLACED THE FUEL SENDING UNIT BACK IN 10/07/09 AND C PAID \$400 FOR REPAIRS, AFTER LESS THAN 20 MILES C RAN OUT OF GAS AND VEH STOPPED IN MIDDLE OF ROAD C HAD TO PUSH VEH TO GAS STATION TO FILL UP, AND CALLED DLR NEXT MORNING TO ADVISE OF ISSUE, ABOUT 20 DAYS LATER C WENT IN TO CHECK OIL CONSUMPTION TEST THAT WAS WHEN SM OFFER TO PUT IN INSTRUMENTAL PANEL WITHOUT LABOR CHARGE AND ADVISED C WILL BE RESPONSIBLE FOR \$600

C ARGUED THAT DLR TOLD C IT WAS A FUEL SENDING UNIT AND DLR DID NOT FIX IT CORRECTLY, AND FUEL SHOULD NOT REGISTER TO BE OVER 1/4 OF FUEL READING. C STATED THAT C IS REQUESTING INFINITI COVER THE INSTRUMENTAL PANEL AT NO CHARGE DUE TO DLRSHM MISTAKE IN NOT RESOLVING ISSUE THE FIRST TIME.

C STATED THAT VEH FAILED CONSUMPTION TEST AND DLR IS GETTING APPROVAL TO REPLACE ENGINE.

@01/14-ZML221N

C STATED THAT DLR DID NOT FIX CONCERN THE FIRST TIME AND CAUSE C TO RUN OUT OF FUEL, IN A BAD AREA OF TOWN, ALSO CHARGE C \$400 FOR THIS REPAIR.

C IS REQUESTING INFINITI ASSIST C UNDER GOODWIL PROGRAM TO COVER INSTRUMENTAL PANEL OOW. RCAS APOLOGIZED FOR C'S EXPERIENCE WILL FORWARD FILE TO SPECIALIST FOR FURTHER REVIEW AND CASE WILL BE REVIEW ON A CASE BY CASE BASIS. RCAS OFFERED FURTHER ASSISTANCE, C DECLINED. RCAS PROVIDED FILE NAME AND EXT. C THANKED RCAS AND ENDED CALL.

@01/14-ZML221N

RCAS-ML SENT EMAIL TO RCAS-ED ON 1/14/10, NOTIFYING NEW FILE.

@01/14-ZML221N

RCAS-ED IN RECEIPT OF FILE.

RCAS-ED DATANETTED FILE.

@01/15-ZED501N

RCAS-ED CONTACTED DLRSHM AT 2:39 PM EST ON 01/15/10 AND LEFT VMX FOR SM-MARK MELLONE, REQUESTING A CALLBACK WITH REGARDS TO THIS FILE.

@01/15-ZED501N

RCAS-ED CONTACTED C ON DAY NUMBER AT 6:48 PM EST ON 01/15/10 AND SPOKE WITH C. RCAS-ED ADVISED C THAT RCAS-ED IS LOOKING INTO THIS FOR C, AND WILL FOLLOW UP WITH C ON 01/20/10. C AGREED AND THANKED RCAS-ED.

@01/15-ZED501N

RCAS-ED SETTING FOLLOW UP FOR 01/18/10 FOR DLR CONTACT.

@01/15-ZED501N

RCAS-ED CONTACTED DLRSHM AT 4:25 PM EST ON 01/18/10 AND LEFT VMX FOR SM-MARK MELLONE, REQUESTING A CALLBACK WITH REGARDS TO THIS FILE.

@01/18-ZED501N

RCAS-ED SETTING FOLLOW UP FOR 01/19/10 FOR DLR CONTACT.

@01/18-ZED501N

RCAS-ED RECEIVED VMX FROM SM-MARK MELLONE AT 5:30 PM EST ON 01/18/10, REQUESTING A CALLBACK WITH REGARDS TO THIS FILE.

@01/19-ZED501N

RCAS-ED CONTACTED DLRSHM AT 1:18 PM EST ON 01/19/10 AND SPOKE WITH SM-MARK MELLONE. SM-MM STATES THAT SM-MM SPOKE WITH ORM-RL WITH REGARDS TO THIS FILE. SM-MM STATES THAT C BOUGHT VEH PRE-OWNED RECENTLY. SM-MM STATES THAT C WAS

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TOLD THAT WHEN THE GAUGE STOPS WORKING, USUALLY THE PRIMARY FAILED PART IS THE FUEL SENDING UNIT, AND SOMETIMES JUST THE SENDING UNIT CAN BE REPLACED, BUT IN SOME CASES, THE INSTRUMENT CLUSTER ALSO NEEDS REPLACEMENT. SM-MM STATES THAT THE SENDING UNIT WAS DEFINITELY BAD, BUT THERE IS NO WAY TO TEST THE CLUSTER OTHER THAN TO REPLACE THE SENDING UNIT AND FIND OUT IF ISSUE IS FIXED. @01/19-ZED501N

SM-MM STATES THAT SM-MM DID OFFER C FREE LABOR ON THE CLUSTER REPLACEMENT. SM-MM STATES THAT VEH ALSO HAS AN OIL CONSUMPTION ISSUE, WHICH IS WHAT SM-MM SPOKE TO ORM-RL ABOUT. @01/19-ZED501N

SM-MM NOT RECOMMENDING ASSISTANCE. @01/19-ZED501N

SM-MM STATES THAT C DOES NOT SVC VEH AT DLRSH. @01/19-ZED501N

SM-MM STATES THAT C WAS ADVISED TO FILL VEH WITH GAS TO FIND OUT IF GAUGE WAS WORKING PROPERLY.

*** @01/19-ZED501N

RCAS-ED CONTACTED C ON DAY NUMBER AT 2:42 PM EST ON 01/20/10 AND LEFT A VMX. RCAS-ED CONTACTED C ON EVE NUMBER AT 2:43 PM EST ON 01/20/10 AND SPOKE WITH C. RCAS-ED ADVISED C THAT RCAS-ED HAS REVIEWED REQUEST FOR ASSISTANCE WITH FUEL GAUGE, AND AT THIS POINT, INFINITI IS NOT IN A POSITION TO ASSIST WITH REPAIRS, AS VEH IS OOW BY ALMOST 2 YEARS. C UNDERSTOOD. RCAS-ED OFFERED FURTHER ASSISTANCE, C DECLINED.

*** @01/20-ZED501N

RCAS-ED CLOSING FILE. @01/20-ZED501N

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: 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:
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: ZED501N	
SVC CALL#:	UPDATE DATE: 01 / 20 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 01 / 20 / 10	MICROFILM: N
RESP CAA: DRIEDGER, ERIN	OLM: COPENHAVER J	DOM:
PHONE: 0000047155	OWNER FIRST:	LANGUAGE: E ENGLISH

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DATE: 1/30/2012
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SC: NONE

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

VIN: JNKAY41E33M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 30000
IN SVC DATE: 08 / 29 / 03
VCAN: N RTL DLR: 71319 ADVANTAGE INFINITI OF S.M
PAID: 16 SVC DLR: 70101 MILLER INFINITI, INC.
SUSP: 0 RESP DLR: 70101 MILLER INFINITI, INC.
DENY: 0 REGION: 92 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:
OUTSIDE WARRANTY BY (B) MONTHS: 29 MILES: (PT) MONTHS: 5 MILES:

ORIG CODE: CT 11 OPEN DATE: 01 / 15 / 10 XFER/RSPNSBLTY: 92 01 S
CONTACT (S): FOLLOWUP DATE: 01 / 21 / 10 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 01 / 21 / 10 INF-NET DATE: 01 / 19 / 10

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 153000 GEN. FUEL DELIVERY/INTAKE COMPONENT
AI FUEL/INTAKE SYSTEM YE MULTIPLE REPAIR ATTEMPTS
OA VEHICLE CONCERNS 153000 GEN. FUEL DELIVERY/INTAKE COMPONENT
AI FUEL/INTAKE SYSTEM YI OOW GOODWILL ASSISTANCE REQUEST
OA VEHICLE CONCERNS 153000 GEN. FUEL DELIVERY/INTAKE COMPONENT
AI FUEL/INTAKE SYSTEM YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZED501N 01/15/2010
NO EMAIL @01/15-ZED501N
PREVIOUS RELATED FILES FOUND: NONE.
PREVIOUS UNRELATED FILES FOUND: NONE.
RCAS-ED VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER AND RESPONSIBLE DLR.
RCAS-ED CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @01/15-ZED501N
OPEN P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 07/20/09 00/00/00
RCAS-ED ADVISED C OF RECALL STATUS.
PREVIOUS INFINITI/NISSAN VEH: MAX (YEAR NOT SPECIFIED)
RCAS-ED RECEIVED INBOUND CALL FROM C.
C STATES THAT THERE IS A FUEL GAUGE PROBLEM THAT HAS BEEN GOING ON SINCE VEH WAS STILL IN WARRANTY.
C STATES THAT A FEW REPAIRS WERE DONE.
C STATES THAT FUEL GAUGE GETS STUCK. @01/15-ZED501N
C STATES THAT DLR IS REFUSING TO REPAIR VEH, AS VEH IS OOW. @01/15-ZED501N
C STATES THAT C JUST GOT VEH BACK FROM DLR. @01/15-ZED501N
RCAS-ED ADVISED C THAT RCAS-ED WILL TRANSFER FILE TO THE APPROPRIATE REGIONAL SPECIALIST, AND C WILL RECEIVE A CALLBACK BY THE END OF THE NEXT BUSINESS DAY. C UNDERSTOOD. @01/15-ZED501N
RCAS-ED GAVE NAME, EXTENSION AND FILE NUMBER.
RCAS-ED OFFERED FURTHER ASSISTANCE, C DECLINED. @01/15-ZED501N
*** @01/15-ZED501N
RCAS-ED NOTES NO GRT WAS RUN FOR THIS VIN.
RCAS-ED TRANSFERRING FILE TO RCAS FOR FURTHER HANDLING AND SENT INTERNAL MSG TO RCAS-JB TO ADVISE.
RCAS-ED EXITING FILE. @01/15-ZED501N

RCAS-JB SENT EMAIL TO SM-JACK ELLIOTT 01/18/10.
**** @01/18-ZJB007N
RCAS-JB CALLED C ON DAY PHONE 01/18/10 AT 1:20PM EST. RCAS SPOKE WITH C. C ADVISED RCAS THAT RCAS IS RESEARCHING THE CONCERN AND WILL FOLLOW UP 01/21/10. C UNDERSTOOD. @01/18-ZJB007N

RCAS-JB RECEIVED EMAIL FROM SM-JACK ELLIOTT ADVISING RCAS THAT C THAT HAD FUEL GAUGE CONCERNS 4 YEARS AGO. SM STATED THAT C HAS BEEN RUDE TO SM'S ADVISORS AND HAS NO SERVICE HISTORY ON C'S VEH. SM STATED THAT SM DOES NOT FEEL GOODWILL IS APPROPRIATE. SM STATED THAT C WILL NOT GIVE THE DLR THE DLR'S LOANER VEH BACK AND WOULD LIKE RCAS' ASSISTANCE IN GETTING THE LOANER BACK. @01/18-ZJB007N

RCAS-JB CALLED FOM-DB 01/19/10 AT 7:00PM EST. RCAS SPOKE WITH FOM. RCAS ADVISED FOM OF C'S CONCERN. FOM ADVISED RCAS THAT FOM WOULD LIKE TO KNOW WHAT THE VEH NEEDS SPECIFICALLY. FOM STATED THAT FOM WILL SPEAK WITH SM-JACK ELLIOTT AND FOLLOWING WITH RCAS. RCAS UNDERSTOOD. @01/19-ZJB007N
RCAS-ED RECEIVED CALL FROM C ON 01/20/10. @01/20-ZED501N
C STATES C IS WAITING TO HEAR FROM RCAS. RCAS TRANSFERRED C TO RCAS-JB.

RCAS-JB RECEIVED TRANSFER. RCAS ADVISED C THAT RCAS IS CURRENTLY RESEARCHING C'S CONCERN. C STATED THAT C HAS HAD ISSUES WITH THIS CONCERN SEVERAL TIMES IN THE PAST. RCAS ADVISED C THAT THE ONLY TIME THAT THE VEH HAS BEEN TO THE DLR PREVIOUS TO THIS TIME FOR THIS CONCERN WAS BACK IN 2006. RCAS ADVISED C THAT THERE IS NO RECORD BEFORE THEN. RCAS ADVISED C THAT RCAS WILL FOLLOW UP

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01/21/10 WITH AN ANSWER. C UNDERSTOOD.

@01/20-ZJB007N

RCAS-JB RECEIVED EMAIL FROM FOM-DB 01/21/10 ADVISING SM TO COMPLETE THE
REPAIRS TO C'S VEH UNDER GOODWILL.

@01/21-ZJB007N

RCAS-JB CALLED C ON DAY PHONE 01/21/10 AT 3:03PM EST. RCAS SPOKE WITH C.
RCAS ADVISED C THAT INFINITI IS COMPLETING THE REPAIRS UNDER GOODWILL C
UNDERSTOOD. C THANKED RCAS FOR ASSISTANCE. RCAS CLOSING FILE. @01/21-ZJB007N

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: NT1B	ROOT CAUSE: SNFA	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 #: 0	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: ZED501N		
HISTORY:	UPDATE BY: ZJB007N		
SVC CALL#:	UPDATE DATE: 01 / 21 / 10		
CLOSE: Y (Y/N)	CLOSE DATE: 01 / 21 / 10	MICROFILM: N	
RESP CAA: BRATHWAITE, JOHATHAN	OLM: COPENHAVER J	DOM: WOERNER BOB	
PHONE: 0000047158	OWNER FIRST:	LANGUAGE: E ENGLISH	

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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E33M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 48700
CITY: ALBUQUEROUE IN SVC DATE: 05 / 31 / 03
ST/ZIP: NM [REDACTED] VCAN: N RTL DLR: 70078 GRUBBS INFINITI, LTD.
DAY PH: [REDACTED] PAID: SVC DLR: 71241 GARCIA INFINITI
EVE PH: [REDACTED] SUSP: RESP DLR: 71241 GARCIA INFINITI
DLR PH: [REDACTED] DENY: REGION: 92 DIST: SL/SV/PT: 14 14 44

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED X MILES 48600 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 71241 GARCIA INFINITI
OUTSIDE WARRANTY BY (B) MONTHS: 32 MILES: (PT) MONTHS: 8 MILES:

ORIG CODE: CT 11 OPEN DATE: 01 / 18 / 10 XFER/RSPNSBLTY: 92 14 S
CONTACT (S): FOLLOWUP DATE: 01 / 19 / 10 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 01 / 19 / 10 INF-NET DATE: 01 / 19 / 10

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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C. A. R. COMMENTS

FILE OPENED-ZTG999N 01/18/2010

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES: NONE

RCAS-TG VERIFIED C'S: NAME, ADDRESS, DAY&EVE PHONE, MILEAGE,
RESPONSIBLE DLR AND VIN

C PREVIOUS INFINITI/NISSAN VEHs: NONE

RCAS-TG CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES, FOUND:NONE @01/18-ZTG999N

RCAS-TG ADVISED C OF NO OPEN RECALLS.

RCAS-TG UPDATED OWNER INFO.

RCAS-TG RECEIVED A CALL FROM C.

C STATED HAD VEH TO DLR LATE LAST WEEK (1/13 TO 1/15). C STATED FUEL TANK
ALWAYS READS FULL. C STATED DLR STATED VEH NEEDS FUEL SENSOR AND INSTRUMENT
CLUSTER. C REQUESTED OOW ASSISTANCE.C STATED HEARD THIS IS A COMMON ISSUE WITH
THIS VEH AND WOULD LIKE INFINITI TO ASSIST C AS OTHERS HAVE BEEN ASSISTED.

RCAS-TG STATED WILL TRANSFER FILE TO REGIONAL SPECIALIST AND C WILL
BE CONTACTED BY END OF THE NEXT BUSINESS DAY.

RCAS-TG GAVE C NAME, PHONE NUMBER, EXT AND FILE NUMBER.

FILE TO BE TRANSFERRED FILE TO APROPRIATE RCAS AGENT FOR HANDLING.

RCAS-TG FORWARDING FILE TO RCAS-ED AT 12:20PM EST ON 1/18/10. @01/18-ZTG999N
**** @01/18-ZTG999N

RCAS-ED IN RECEIPT OF FILE.

RCAS-ED DATANETTED FILE AT 5:14 PM EST ON 01/18/10. @01/18-ZED501N

RCAS-ED CONTACTED DLRSHp AT 1:18 PM EST ON 01/19/10 AND SPOKE WITH SM-MARK
MELLONE. SM-MM STATES THAT SM-MM SPOKE WITH ORM-RL WITH REGARDS TO THIS FILE.
SM-MM STATES THAT C BROUGHT SEVERAL USED VEHs TO DLRHSP FOR PRE-PURCHASE
INSPECTIONS. SM-MM STATES THAT C WAS TRYING TO AVOID BUYING A VEH FROM A
DLRSHp. SM-MM STATES THAT SM-MM RAN A DIAGNOSTIC ON VEH, INCLUDING A COMPUTER
TEST. SM-MM STATES THAT SM-MM RAN CARFAX REPORT AT NO ADDITIONAL CHARGE, AND
GAVE C A COMPLETE VEH SVC HISTORY, INCLUDING ESTIMATES ON COST TO REPAIR
GAS GAUGE. SM-MM STATES THAT PREVIOUS OWNER KNEW THAT GAS GAUGE WAS BAD.
SM-MM STATES THAT SM-MM PROVIDED COPY OF VEH HISTORY AND ALL INFO TO C. SM-MM
STATES THAT C CAME IN WITH PREVIOUS OWNER, AND THEN BOUGHT VEH FROM PREVIOUS
OWNER. @01/19-ZED501N

SM-MM STATES THAT SM-MM IS NOT RECOMMENDING ASSISTANCE, AS C HAS NEVER BOUGHT
ANYTHING FROM INFINITI, AND C KNEW VEH HAD ISSUES WHEN C BOUGHT THE VEH.
*** @01/19-ZED501N

RCAS-ED CONTACTED C ON DAY NUMBER AT 1:33 PM EST ON 01/19/10 AND SPOKE WITH C.
RCAS-ED ADVISED C THAT RCAS-ED HAS REVIEWED THIS CONCERN WITH DLRSHp, AND HAS
BEEN ADVISED THAT C AND PREVIOUS OWNER OF VEH WERE ADVISED OF NECESSARY
REPAIRS BEFORE C BOUGHT VEH. C STATES THAT IS CORRECT. RCAS-ED ADVISED C THAT
SINCE C BOUGHT VEH PRE-OWNED AND C WAS ALREADY AWARE OF NEEDED REPAIRS WHEN
C BOUGHT VEH, INFINITI IS NOT IN A POSITION TO ASSIST WITH THIS REPAIR.
C UNDERSTOOD. @01/19-ZED501N

RCAS-ED OFFERED FURTHER ASSISTANCE, C DECLINED.

RCAS-ED ADVISED C TO FEEL FREE TO CALL BACK IF C REQUIRES ASSISTANCE IN THE
FUTURE. C AGREED.

*** @01/19-ZED501N
RCAS-ED UPDATED TREAD CODES.

RCAS-ED CLOSING FILE. @01/19-ZED501N

SPECIAL REMARKS:

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:42 PM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: corneb2

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CA6706060I

DEALER INSTRUCTIONS:

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

DEALER ACTION:

HAS ANYONE LOOKED AT THE SERVICE HISTORY OF THIS VEHICLE? MR. CHANDROSS
PURCHASED THIS VEHICLE KNOWING ABOUT THE FUEL GAGE WHICH IS WHY THE PREVIOUS
OWNER SOLD IT SO CHEAP. SINCE WHEN DO WE RECONDITION USED VEHICLES FOR PRIVATE
PARTIES. PLEASE REVIEW SERVICE HISTORIES BEFORE ASKING FOR ASSISTANCE AS WE
ARE WASTING TIME AND MONEY. MARK MELLONE... @01/19-71241

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:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZTG999N	
HISTORY:	UPDATE BY: ZED501N	
SVC CALL#:	UPDATE DATE: 01 / 19 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 01 / 19 / 10	MICROFILM: N
RESP CAA: DRIEDGER, ERIN	OLM: COPENHAVER J	DOM:
PHONE: 0000047155	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E84M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2004.0 M45 MILEAGE: 42240
CITY: CALIFORNIA IN SVC DATE: 11 / 23 / 04
ST/ZIP: MD [REDACTED] VCAN: N RTL DLR: 70224 CHARLES BARKER INFINITI
DAY PH: [REDACTED] PAID: 8 SVC DLR: 70523 SHEEHY INFINITI/ANNAPOLIS
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 70523 SHEEHY INFINITI/ANNAPOLIS
DLR PH: [REDACTED] DENY: 0 REGION: 72 DIST: SL/SV/PT: 23 23 48

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 01 / 22 / 10
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY 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 FACILITY
OUTSIDE WARRANTY BY (B) MONTHS: 16 MILES: (PT) MONTHS: MILES:

ORIG CODE: CE 11 OPEN DATE: 01 / 29 / 10 XFER/RSPNSBLTY: 72 23 S
CONTACT (S): FOLLOWUP DATE: 03 / 04 / 10 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 03 / 04 / 10 INF-NET DATE: 03 / 05 / 10

CONCERN AND CATEGORY		SUBCATEGORY AND SYMPTOM	
OA	VEHICLE CONCERNS	179000	CONSOLE/DISPLAY (ELECTRICAL)
AT	INSTRUMENTATION	YI	OOW GOODWILL ASSISTANCE REQUEST
OA	VEHICLE CONCERNS	179000	CONSOLE/DISPLAY (ELECTRICAL)
AT	INSTRUMENTATION	YX	POOR OR IMPROPER OPERATION

CONFIDENTIAL

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C. A. R. COMMENTS

FILE OPENED-ZLR000N 01/29/2010

*****EMAIL FILE LOGGED*****

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES FOUND: NONE

EMAIL ADDRESSED TO: NNACONSUMERAFFAIRS@NISSAN-USA.COM

METHOD OF CONTACT: EMAIL ID NO.: 2001410878

DATE RECEIVED: 1/22/10 CREATED: 1/29/10

CRR-LR VERIFIED C'S NAME, ADDRESS AND PHONE NUMBER

C DID NOT PROVIDE MILEAGE, VIN AND RESPONSIBLE DLR

CRR-LR UNABLE TO LOCATE C IN OWNER DATABASE

CRR-LR UNABLE TO CHECK FOR RECALLS BECAUSE C DID NOT PROVIDE THE VIN.

C'S EMAIL READS:

"ARE THERE ANY PLANS TO DO A RECALL ON THE GAUGE CLUSTER TO CORRECT THE FUEL GAUGE ISSUES ON THE 03 AND 04 M-45S? I KNOW THIS IS A PRETTY COMMAN PROBLEM AND SOME DEALERSHIPS ARE FIXING THEM, OUT OF WARRENTY, AT NO COST AND SOME ARE NOT. I CURRENTLY HAVE THE THIS PROBLEM AS WELL. WHAT DO I NEED TO DO TO HAVE MINE FIXED AT NO COST AS WELL?"

CRR-LR'S RESPONSE TO C:

@01/29-ZLR000N

THANK YOU FOR CONTACTING INFINITI REGARDING YOUR CONCERN WITH YOUR M35. 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 VEHICLE IDENTIFICATION NUMBER (VIN) FOR YOUR VEHICLE

THE CURRENT MILEAGE ON YOUR VEHICLE

THE AUTHORIZED INFINITI DEALER YOU ARE WORKING WITH (IF ANY)

A BRIEF DESCRIPTION OF YOUR REQUEST

YOU MAY SEND THIS INFORMATION TO US IN WRITING OR YOU ARE WELCOME TO CALL US AT 1 800 662 6200 (OPTION 7).

@01/29-ZLR000N

FILE #6716872 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 ASSIST YOU WITH YOUR REQUEST.

WE LOOK FORWARD TO HEARING FROM YOU SOON. YOUR SATISFACTION IS IMPORTANT TO US!

CRR-LR CLOSING FILE

@01/29-ZLR000N

@02/17-ZVG588N

*****EMAIL FILE LOGGED*****

PREVIOUS RELATED FILES FOUND:6716872

PREVIOUS UNRELATED FILES FOUND: NONE

EMAIL ADDRESSED TO: NNACONSUMERAFFAIRS@NISSAN-USA.COM

METHOD OF CONTACT: EMAIL ID NO.:2001452085

DATE RECEIVED: 02/16/10 DATE CREATED: 02/17/10

@02/17-ZVG588N

CRR-VG VERIFIED C'S NAME, ADDRESS, RESPONSIBLE DLR, VIN, DAY PHONE, MILEAGE

C DID NOT PROVIDE EVENING PHONE

CRR-VG UPDATED THE OWNER DATA BASE (VIN, MILEAGE)

CRR-VG CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:1

OPEN P9218 M45/Q45 SAB CONCTR ITB09-023

C STATES "VIN: JNKAY41E84M 400593

@02/17-ZVG588N

MILEAGE: 42240

@02/17-ZVG588N

REQUEST: AFTER RESEARCH I BELIEVE MY FUEL GAUGE CLUSTER IS BAD.

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AFTER LOOKING AT THE FORUM ON THE NICO CLUB WEBSITE
[HTTP://\[REDACTED\]/ZEROTHREAD?ID=316682](http://[REDACTED]/ZEROTHREAD?ID=316682), I HAVE REALIZED
THIS IS AN ISSUE MANY PEOPLE ARE HAVING. SOME ARE ABLE TO HAVE
THE REPAIR DONE FOR FREE OUTSIDE OF THEIR WARRANTY AND SOME
ARE NOT. I AM REQUESTING THAT MINE BE FIXED FREE OF CHARGE AS
WELL. IT SEEMS LIKE THIS SHOULD BE A RECALL ITEM BUT FOR SOME
REASON IT IS NOT. AFTER READING THE THREAD INFINITI MAY BE LOSING
MANY CUSTOMERS IF THIS ISSUE ISN'T ADDRESSED. I HAVE NOT YET
CONTACTED A DEALER. ONE PERSON SUGGESTED WE GO THROUGH YOU
GUYS FIRST. I WOULD APPRECIATE ANY ASSISTANCE YOU COULD
PROVIDE IN THIS MATTER. THANK YOU.

TROY KING"

@02/17-ZVG588N

CRR-VG RESPONSE: DEAR TROY KING,
FILE#6716872

@02/17-ZVG588N

VIN#JNKAY41E84M [REDACTED]

THANK YOU FOR CONTACTING INFINITI AND ALLOWING US THE
OPPORTUNITY TO BE OF ASSISTANCE.

PLEASE CONTACT YOUR LOCAL INFINITI DEALER AND SCHEDULE AN
APPOINTMENT, AS THE DEALER IS IN THE BEST POSITION TO DIAGNOSE
AND REPAIR YOUR VEHICLE. YOUR INFINITI DEALER WILL BE MORE THAN
WILLING TO ASSIST.

A REVIEW OF OUR RECORDS INDICATES THAT THE VEHICLE WITH THE
VEHICLE SERIAL NUMBER LISTED ABOVE IS INVOLVED IN THE ONE AS
FOLLOWS:

@02/17-ZVG588N

OPEN P9218 M45/Q45 SAB CONCTR ITB09-023

@02/17-ZVG588N

PLEASE CONTACT YOUR INFINITI DEALERSHIP TO HAVE THE NECESSARY
REPAIRS PERFORMED ON YOUR VEHICLE. THESE REPAIRS ARE FREE OF
CHARGE TO YOU.

IF YOU HAVE ANY FURTHER QUESTIONS OR CONCERNS, PLEASE CALL US
DIRECTLY AT 1-800-662-6200.

CRR-VG CLOSING FILE AS NO FURTHER FOLLOW UP REQUIRED.

@02/17-ZVG588N

@02/17-ZVG588N

@02/17-ZVG588N

RCAS-EL RECEIVED CALL FROM C ON 03/03/10 AND C STATED THAT C DID GO TO THE
DLR FOR A DIAGNOSIS AND THE FUEL GAUGE INSTRUMENT CLUSTER NEEDS TO BE REPLACED
AND THE DLR ADVISED C THAT THE DLR COULD KNOCK THE PRICE DOWN TO \$700. C
STATED THAT CRR-VG ADVISED C THAT THE REPAIR WOULD BE COMPLETED FREE OF

@03/03-ZEL999N

CHARGE. RCAS ADVISED C THAT CRR-VG ADVISED C THAT THE OPEN SERVICE CAMPAIGN
WOULD BE COMPLETED AT NO COST. C UNDERSTOOD. C STATED THAT C HAS READ ONLINE
THAT OTHER C'S ARE HAVING THE SAME CONCERN. C STATED THAT C WOULD LIKE
INFINITI TO PAY FOR THE WHOLE REPAIR.

@03/03-ZEL999N

RCAS-EL ADVISED C THAT RCAS WILL TRANSFER THE FILE TO A REGIONAL SPECIALIST
WHO WILL CONTACT C BEFORE THE END OF THE FOLLOWING DAY.

@03/03-ZEL999N

RCAS-EL OFFERED ADDITIONAL ASSISTANCE, C DECLINED.

C THANKED RCAS-EL FOR THE ASSISTANCE, C SATISFIED.

RCAS-EL GAVE C NAME, EXTENSION AND FILE NUMBER.

RCAS-EL TRANSFERRED THE FILE TO RCAS-GZ AND SENT EMAIL TO ADVISE.

@03/03-ZEL999N

RCAS-GZ CHECKED CPIA AND FOUND THAT GRT WAS NOT RUN.

@03/03-ZGZ999N

RCAS-GZ SENT AN INTERNAL MESSAGE TO SERVICE MANAGER DENNIS SORIANO ON 3/3/10
AT 2PM EST AKSING IF SM CAN RECOMMEND ANY GOODWILL AS WELL AS TO PROVIDE SOME
DETAILS ABOUT C'S REPAIR.

@03/03-ZGZ999N

CONFIDENTIAL

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RCAS-GZ CALLED SERVICE MANAGER DENNIS SORIANO ON 3/4/10 AT 3:00PM EST AND SM STSTED C HAS NO SERVICING HISTORY AT 70523 SHEEHY INFINITI/ANNAPOLIS AND SM DOES NOT RECOMMEND ANY GOODWILL. SM STATED SM TOLD C THAT SM WAS WILLING TO WORK WITH C TO DISCOUNT THE REPAIR TO \$700.00. SM STATED C DID NOT ACCEPT THE OFFER. SM STATED C WAS ALSO VERY AGRESSIVE AND BELIGERENT TOWARDS THE DLR STAFF.SM STATED C'S INSTRUMENT CLUSTER HAS AN INTERNAL FAILURE AND THIS WAS C'S FIRST VISIT AT THE DLR. @03/04-ZGZ999N

RCAS-GZ CALLED FOM-RW ON 3/4/10 AT 3:10PM EST AND FOM STATED FOM WILL SUPPORT THE SERVICE MANAGER AND NOT APPROVE ANY FURTHER GOODWILL SINCE C HAS NO DLR SERVICING CUSTOMER WITH 70523 SHEEHY INFINITI/ANNAPOLIS AND BASED ON THE SM'S CLAIM OF THE CUSTOMER BEING BELIGERENT TO THE DLR STAFF. @03/04-ZGZ999N
RCAS-GZ AND FOM AGREE TO REVIEW IF THERE IS ANY NEW INFORMATION PROVIDED BY C.

@03/04-ZGZ999N

***RCAS-GZ CALLED C AT DAY/EVENING NUMBER AT 3:30 PM EST ON 3/04/10 AND C STATED C READ ABOUT MANY OTHER CUSTOMERS WHO HAD THEIR DLRS HELP WITH REPAIRS WHILE OTHERS DID NOT. C STATED C WANTED TO CHECK WITH INFINITI TO SEE IF C CAN GET HELP WITH THIS. RCAS-GZ ACKNOWLEDGED C'S CONCERN AND APOLOGIZED TO C FOR HAVING TO NEED THIS REPAIR. RCAS-GZ ASSURED C THAT RCAS-GZ REVIEWED C'S CONCERN WITH INFINITI AND THE DLRSHIP AND SPECIAL FINANCIAL ASSISTANCE IS NOT AN OPTION. C UNDERSTOOD. RCAS-GZ APPRECIATED C CALLING INFINITI. @03/04-ZGZ999N
PREVIOUS NISSAN/INFINITI VEHS: NONE.

RCAS-GZ OFFERED FURTHER ASSISTANCE, C DECLINED.

RCAS-GZ GAVE NAME, EXTENSION AND FILE NUMBER. _____

@03/04-ZGZ999N

RCAS-GZ CLOSING FILE.

@03/04-ZGZ999N

RCAS-GZ REVIEWED PREVIOUS FILES:

@03/04-ZGZ999N

UNRELATED: 5438412, 5938667, UNRELATED (SAME AS 5938667), 6359872

@03/04-ZGZ999N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

DEALER SERVICE MANAGER, PLEASE CONTACT CUSTOMER AND REVIEW FOR POSSIBLE ASSISTANCE.

PLEASE ADVISE WHAT C'S VEH NEEDS AND IF C IS A GOOD CANDIDATE FOR GOODWILL.

PLEASE CALL GREG AT 1-866-799-1690 EXT.1437. THANK YOU

DEALER ACTION:

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:42 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 #: 2	DATE: 03 / 03 / 10	USERID: ZEL999N
OTHER #: 0	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: ZLR000N	
HISTORY:	UPDATE BY: ZGZ999N	
SVC CALL#:	UPDATE DATE: 03 / 04 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 03 / 04 / 10	MICROFILM: N
RESP CAA: ZLOCH, GREGORY	OLM: COPENHAVER J	DOM:
PHONE: 0000041659	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
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NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: corneb2

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: EDMOND
ST/ZIP: OK [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E93M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 98250
IN SVC DATE: 07 / 18 / 03
VCAN: N RTL DLR: 72233 PREBUL INF OF CHATTANOOGA
PAID: SVC DLR: 70075 BOB MOORE INFINITI, INC.
SUSP: RESP DLR: 70075 BOB MOORE INFINITI, INC.
DENY: REGION: 72 DIST: SL/SV/PT: 12 12 42

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 02 / 08 / 10
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED X MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 70075 BOB MOORE INFINITI
OUTSIDE WARRANTY BY (B) MONTHS: 31 MILES: 38250 (PT) MONTHS: 7 MILES: 28250

ORIG CODE: CE 11 OPEN DATE: 02 / 11 / 10 XFER/RSPNSBLTY: 92 12 S
CONTACT (S): FOLLOWUP DATE: 02 / 23 / 10 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 02 / 23 / 10 INF-NET DATE: 02 / 18 / 10

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YI OOW GOODWILL ASSISTANCE REQUEST

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C. A. R. COMMENTS

FILE OPENED-ZVG588N 02/11/2010

[REDACTED]
[REDACTED] *****

PREVIOUS RELATED FILES FOUND: NONE
PREVIOUS UNRELATED FILES FOUND: NONE
EMAIL ADDRESSED TO: NNACONSUMERAFFAIRS@NISSAN-USA.COM
METHOD OF CONTACT: EMAIL ID NO.:2001440812
DATE RECEIVED: 02/08/10 DATE CREATED: 02/11/10
CRR-VG VERIFIED C'S NAME, ADDRESS, RESPONSIBLE DLR, VIN, AND DAY PHONE
C DID NOT PROVIDE EVENING PHONE
CRR-VG UPDATED THE OWNER DATA BASE (NAME, ADDRESS, DAY PHONE NUMBER)
CRR-VG CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:1
OPEN P9218 M45/Q45 SAB CONCTR ITB09-023
C STATES "MY FUEL GAUGE STOPPED WORKING. THE LOCAL DEALER QUOTED \$500
TO FIX. AFTER SEARCHING ONLINE, THIS PARTICULAR PROBLEM WITH
THE INSTRUMENT CLUSTER IS VERY COMMON. MANY OTHER M45
OWNERS HAVE HAD THEIR CARS FIXED FOR THE DIAGNOSITC CHARGE OF
\$110, OR FREE. I UNDERSTAND MY CAR HAS NO WARRANTY, AND AM NOT
ASKING FOR A FREEBIE, BUT SINCE THIS IS A COMMON PROB, CAN THIS BE
FIXED FOR A REDUCED CHARGE?"
CRR-VG RESPONSE: DEAR BRANDON HODGES,
FILE #6727596
VIN #JNKAY41E93M 006129
THANK YOU FOR CONTACTING INFINITI REGARDING YOUR CONCERN
WITH YOUR VEHICLE. WE APOLOGIZE FOR ANY INCONVENIENCE THIS
SITUATION MAY HAVE CAUSED YOU.
IN REGARDS TO YOUR INQUIRY, WE HAVE FORWARDED YOUR FILE TO A
REGIONAL SPECIALIST FOR INDIVIDUAL HANDLING. YOU WILL BE
CONTACTED BY THE END OF NEXT BUSINESS DAY.
ALSO, A REVIEW OF OUR RECORDS INDICATES THAT THE VEHICLE WITH
THE VEHICLE SERIAL NUMBER LISTED ABOVE IS INVOLVED IN THE ONE
RECALL AS FOLLOWS:
OPEN P9218 M45/Q45 SAB CONCTR ITB09-023
PLEASE CONTACT YOUR INFINITI DEALERSHIP FOR AN APPOINTMENT TO
HAVE THE NECESSARY REPAIRS PERFORMED ON YOUR VEHICLE. THESE
REPAIRS ARE FREE OF CHARGE TO YOU.
FILE #6727596 HAS BEEN CREATED TO DOCUMENT THIS CONCERN. PLEASE
FEEL FREE TO CONTACT US AT 1-800-662-6200 (INFINITI CONSUMER
AFFAIRS) WITH ANY FURTHER QUESTIONS OR COMMENTS. THANK YOU
FOR GIVING US THE OPPORTUNITY TO BE OF SERVICE.
CRR-VG FORWARDING FILE TO RCAS FOR FURTHER REVIEW.
CRR-VG SENDING INTERNAL MESSAGE TO RCAS.
CRR-VG EXITING FILE.

***** @02/11-ZVG588N
RCAS-JB CALLED C ON DAY PHONE 02/12/10 AT 3:28PM EST. RCAS SPOKE WITH C. RCAS
ADVISED C THAT RCAS-KN IS CURRENTLY RESEARCHING C'S CONCERN AND WILL FOLLOW UP
02/17/10. C UNDERSTOOD. @02/12-ZJB007N
***** @02/17-ZKN032N
RCAS-KN CONTACTED SM-LONNIE ELMORE AT DLR 70075 AT 4:37PM EST ON 02/17/10.
SM STATED THAT THERE IS NO HISTORY OF VEH BEING AT DLR. @02/17-ZKN032N
RCAS-KN THANKED SM. @02/17-ZKN032N
***** @02/17-ZKN032N
RCAS-KN CONTACTED C AT DAY NUMBER AT 4:44PM EST ON 02/17/10 AND LEFT VMX.

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***** @02/17-ZKN032N
 RCAS-KN CONTACTED C AT DAY NUMBER AT 3:46PM EST ON 02/19/10 AND LEFT VMX.
 ***** @02/19-ZKN032N
 RCAS-KN CONTACTED C AT DAY NUMBER AT 2:14PM EST ON 02/23/10. @02/23-ZKN032N
 C STATED THAT C HAS NOT BEEN INTO THE DLR REGARDING THE CONCERN. @02/23-ZKN032N
 C STATED THAT C HAD SEEN ONLINE THAT THERE IS A CONCERN WITH THE GAS GAUGE NOT
 GOING TO FULL AND STAYING AT HALFWAY. @02/23-ZKN032N
 C STATED THAT C WOULD LIKE TO KNOW IF THERE ARE ANY RECALLS FOR THIS CONCERN.
 RCAS-KN PROVIDED C THE FOLLOWING RECALL INFORMATION: @02/23-ZKN032N
 OPEN P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 07/20/09 00/00/00
 C STATED THAT C WOULD LIKE INFINITI TO ASSIST WITH THE REPAIR. @02/23-ZKN032N
 RCAS-KN ADVISED C THAT THE FIRST STEP WILL BE TO HAVE THE VEH INSPECTED AND
 ONCE THAT IS COMPLETE C CAN CALL CA BACK AND C'S REQUEST WILL BE REVIEWED.
 C STATED C UNDERSTANDS AND THANKED RCAS-KN. @02/23-ZKN032N
 RCAS-KN CLOSING FILE, NO FURTHER ASSISTANCE REQUIRED. @02/23-ZKN032N
 ***** @02/23-ZKN032N

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: 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 #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 0	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: ZVG588N	
HISTORY:	UPDATE BY: ZKN032N	
SVC CALL#:	UPDATE DATE: 02 / 23 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 02 / 23 / 10	MICROFILM: N
RESP CAA: NOVACOVSKI, KIM	OLM: COPENHAVER J	DOM:
PHONE: 0000041610	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:42 PM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: corneb2

CAR ID: CA6730056I
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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E74M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2004.0 M45 MILEAGE: 45200
CITY: NORTHBOROUGH IN SVC DATE: 04 / 29 / 04
ST/ZIP: MA [REDACTED] VCAN: N RTL DLR: 70503 INFINITI OF NASHUA
DAY PH: [REDACTED] PAID: 8 SVC DLR: 70534 HERB CHAMBERS INFINITI
EVE PH: [REDACTED] 381 SUSP: 0 RESP DLR: 70534 HERB CHAMBERS INFINITI
DLR PH: [REDACTED] DENY: 0 REGION: 72 DIST: SL/SV/PT: 01 01 31

LETTER RECEIVED 02 / 15 / 10 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY 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: 6
VEHICLE MAINTAINED BY: 70534 HERB CHAMBERS INF
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CL 11 OPEN DATE: 02 / 15 / 10 XFER/RSPNSBLTY: 72 01 S
CONTACT (S): FOLLOWUP DATE: 04 / 07 / 10 INF-NET (Y/N): 0
SEVERITY: 3 CLOSE DATE: 04 / 07 / 10 INF-NET DATE: 00 / 00 / 00

CHECK PAYABLE TO: [REDACTED]
ADDRESS [REDACTED]
CITY: NORTHBORO MA [REDACTED]
VIN: JNKAY41E74M [REDACTED] MODEL LINE/YEAR: M45 2004.0

G/L VALUE CODE: 72GDWIL ACCOUNT: [REDACTED]
G/L DESCRIPTION: INFINITI EAST GOODW.
CHECK AMOUNT: \$ 120

CHK REQUEST DATE: 04/06/10 REQUESTED BY: LANCA EMM ZEL999N
CHECK APPROVED: 04/06/10 APPROVED BY: MARTI PET ZPM381N
CHECK ISSUE DATE: 04/07/10 CHECK NUMBER: 250603

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

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS	110000 SIDE MIRROR(S)
AB BODY	YX POOR OR IMPROPER OPERATION
OA VEHICLE CONCERNS	180000 FUEL GAUGE
AT INSTRUMENTATION	YX POOR OR IMPROPER OPERATION
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-ZBW926N 02/15/2010

@02/15-ZBW926N

RECEIVED CL REGARDING DEFECTIVE 2004 INFINITI M45 FUEL GAUGE. EMAIL ADDRESS FOR CUSTOMER [REDACTED]. GAVE C/A 7 DAYS TO CONTACT CLIENT TO SEE HOW ISSUE CAN BE RESOLVED. TS.

@02/15-ZBW926N

*****LETTER FILE LOGGED*****

PREVIOUS RELATED FILE(S) FOUND: _NONE

PREVIOUS UNRELATED FILE(S) FOUND: _NONE

LETTER FROM C WAS RECEIVED BY CA VIA POSTAL MAIL ON: 02/15/10
TO NISSAN CONSUMER AFFAIRS DATED: _02/09/10

CRR-DC VERIFIED C'S NAME, ADDRESS, DAY/EVENING NUMBER, VIN AND MILEAGE.
C DID NOT PROVIDE RESPONSIBLE DLR.

CRR-DC CHECKED FOR OPEN RECALLS, CAMPAIGNS, UPGRADES FOUND: @02/16-ZDC161N

CLSD P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 07/20/09 09/24/09 70534

CRR-DC RECEIVED A LETTER FROM C STATING,

C IS WRITING TO NNA WITH HOPES THAT NN WILL RESOVLE AN ISSUE THAT C HAS BEEN HAVING WITH C'S 04 INFINITI M45 FOR THE PAST SIX MONTHS. THE FUEL GAUGE HAS BEEN PEROFRMING ERRATICLALY. C'S ONLINE RESEARCH INDICATES THAT THIS IS A PREVALENT DEFECT INT EH 03 AND 04' M45'S AND REQUIRES REPLACEMENT OF THE DASHBOARD CONSOLE. C WOULD LIKE INFINITI FULLY COVER THE COST OF THE REPAIR. C IS THE ORIGNAL OWNER OF THE VEH HAS TAKEN IMMACULATE CVARE OF IT FROM THE BEGINNING, BOTH MECHANICALLY AND COSMETICALLY. C HAS FIXED OR LEARNED TO LIVE WITH A NUMBER OF OTHER ELECTRICAL GREMLINS WITH C'S VEH INCLUDING:

- RANDOM OCCURENCES OF THE ALARM GOING OFF (REPLACED THE HOOD LATCH)
- PASSENGER SIDE MIRROR NO LONGER TILTS DOWN
- MEMORY SETTINGS FOR POWER SEATS NO LONGER WORK

HOWEVER WITH THE FEUL GAUGE ISSUE, C CAN NOT LIVE WITH THE PROBLEM. THE GAUGE VARIES BY PLUS/MINUS A QUARTER OF A TANK. C WILL LEAVE FOR WORK WITH A 1/2 TANK REGISTERING, DRIVE 10 MILES AND FIND S THAT C HAS 3/4 OF A TANK. ON THE WAY HOME IT MIGHT DIP DOWN TO 1/4 OF A TANK. C HAS BEEN A LONG TIME NISSAN INFINITI OWNER, DATING BACK TO 1989. C HAS PURCHASED SIX OF INFINITI/NISSAN PRODUCTS (FIVE NEW) AND AHS SPENT A TOTAL OF \$149,000 FOR THESE VEHs. C HAS NEVER ASKED FOR AN AUT OF WRTY REPAIR TO BE COVERED PREVIOUSLY. A YEAR AGO C'S HOUSEHOLD'S 4 DRIVERS WERE ALL OWNER'S OF NISSAN/INFINITI VEHs. DURING THE PAST YEAR BOTH C'S WIFE AND DAUGHTER PRUCHASED 2 DIFFERENT MAKES, PARTIALLY DUE TO THE GREMLINS THAT C HAS HAD WITH C'S INFINITI. THE PUBLIC INTERNET BOARDS HAS DISCUSSIONS OF A NUMBER OF OWNERS OF M45'S WITH THIS ISSUE. IF INFINITI IS NOT AWARE OF THESE, C WOULD REVIEW THE NICO FORUMS. PLEASE NOTE THAT C IS NOT REQUESTING GENERAL RECALL, C WOULD JUST LIKE TO SEE C'S M45 FIXED. C IS ANTICIPATING A POSITIVE RESPONSE TO RE-CONFIRM C'S FAITH IN INFINITI PRODUCTS.

@02/16-ZDC161N

CRR-DC PLACED AN OUTBOUND CALL TO C @12:29PM EST VIA DAY NUMBER: 508-467-1573.

CRR-DC LEFT A VXM MSG STATING THAT C'S LETTER HAS BEEN RECEIVED AND STATED THAT IN ORDER FOR INFINITI TO ASSIT, C NEEDS TO PROVIDE THE NAME OF SVC INFINITI DLR.

CRR-DC LEFT A VXM MSG PROVIDING C WITH CRR-DC NAME, CONTACT NUMBER AND C'S CASE FILE.

@02/16-ZDC161N

CRR-DC PLACED AN OUTBOUND CALL TO C @12:31PM EST VIA EVENING NUMBER: 508-393-8381.

@02/16-ZDC161N

CRR-DC LEFT A VXM MSG STATING THAT C'S LETTER HAS BEEN RECEIVED AND STATED THAT IN ORDER FOR INFINITI TO ASSIT, C NEEDS TO PROVIDE THE NAME OF SVC INFINITI DLR.

@02/16-ZDC161N

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CRR-DC EXITING FILE.

RCAS-JB RECEIVED A CALL FROM C. RCAS VERFIED NAME AND ADDRESS.
C STATED THAT C WOULD LIKE ASSISTANCE WITH THE REPAIRS. RCAS ASKED IF C HAS
HAD THE VEH FORMALLY DIAGNOSED BY THE INFINITI DLR YET. C STATED NO. RCAS
ADVISED C THAT IN ORDER FOR INFINITI TO REVIEW THE POSSIBILITY OF ASSISTANCE,
C WOULD NEED TO HAVE THE VEH DIAGNOSED BY THE INFINITI DLR FIRST. C UNDERSTOOD
RCAS ADVISED C THAT ONCE THE VEH HAS BEEN DIAGNOSED, INFINITI COULD REVIEW
THE POSSIBILITY OF ASSISTANCE. C UNDERSTOOD. @02/16-ZJB007N
RCAS ADVISED C TO CALL BACK WHEN THE VEH HAS BEEN DIAGNOSED. C UNDERSTOOD.
RCAS CLOSING FILE PENDING FURTHER CONTACT. @02/16-ZJB007N

RCAS-SP RECEIVED CALL FROM C ON 02/26/10 AT 3:30 PM EST. @02/26-ZSP458N
RCAS-SP VERIFIED C'S NAME, ADDRESS, DAY/EVE NUMBER AND MILEAGE.
C STATED THAT C WENT TO THE DLRHSP AND HAD THE VEH DIAGNOSED. C STATED THAT
C WAS ADVISED THAT THE REPAIRS WILL COST: \$470 + 1 HR LABOR FOR THE MIRROR AND
THE FUEL GAUGE AND SEND UNIT WILL BE \$440 P+S.
RCAS-SP UNDERSTOOD. RCAS-SP ADVISED THAT RCAS-SP WILL HAVE CONTACTED BEFORE
THE END OF THE BUSINESS DAY 03/01/10. C UNDERSTOOD. RCAS-SP PROVIDED C WITH
NAME AND EXT. RCAS-SP ADVISED THAT THE FILE NUMBER WILL REMAIN THE SAME.
RCAS-SP UNDERSTOOD.
RCAS-SP OFFERED ADDITIONAL ASSISTANCE. @02/26-ZSP458N
C DECLINED.
RCAS-SP THANKED C FOR CALLING.
RCAS-SP ENDED CALL.

RCAS-SP SENT EMAIL TO RCAS-EL REGARDING FILE @02/26-ZSP458N

RCAS-EL RECEIVED EMAIL FROM RCAS-SP ON 02/26/10 AND RCAS WAS ADVISED OF THE
NEW FILE. @03/01-ZEL999N
RCAS-EL DATANETTED THE FILE TO THE DLR ON 03/01/10. @03/01-ZEL999N
RCAS-EL CHECKED CPIA AND THE GRT WAS NOT RUN. @03/01-ZEL999N
RCAS-EL CHECKED VROI AND THERE IS SOME SERVICE HISTORY AT INFINITI OF NASHUA.
RCAS-EL CALLED SM-TERRY MCCORMACK AT 12:06PM EST ON 03/01/10 AND SM STATED
THAT THE FUEL SENDING UNTI NEEDS TO BE REPLACED. SM STATED HAS ONLY BEEN TO
HERB CHAMBERS INFINITI TWICE. RCAS ADVISED THE SM THAT C IS CLAIMING TO BE A
LOYAL INFINITI OWNER AND RCAS DID SEE DOME SERVICE HISTORY AT ANOTHER DLR.
@03/01-ZEL999N
SM STATED WILL RUN THE GRT AND RCAS CAN CALL THE SM ON 03/02/10.@03/01-ZEL999N

***** @03/01-ZEL999N
RCAS-EL CALLED C ON DAY NUMBER AT 12:14PM EST ON 03/01/10 AND LEFT VMX WITH
NAME, NUMBER AND EXT. RCAS-EL CALLED C ON EVE NUMBER AT 12:16PM EST ON
03/01/10 AND LEFT VMX WITH NAME, NUMBER AND EXT. @03/01-ZEL999N
***** @03/02-ZEL999N
RCAS-EL NOTING THAT GRT HAS NOT BEEN RUN. @03/02-ZEL999N
**** @03/02-ZEL999N

RCAS-EL CALLED SM-TERRY MCCORMACK AT 2:19PM EST ON 03/02/10 AND LEFT VMX
ASKING THE SM TO RUN THE GRT. @03/02-ZEL999N
***** @03/02-ZEL999N
RCAS-EL RECEIVED VMX FROM C ON 03/02/10. @03/02-ZEL999N
RCAS-EL CALLED C ON DAY NUMBER AT 2:24PM EST ON 03/02/10 AND ADVISED C THAT
RCAS IS LOOKING INTO C'S CONCERNS AND RCAS WILL FOLLOW UP WITH C ON 03/03/10.
@03/02-ZEL999N
RCAS-EL CALLED SM-TERRY MCCORMACK_AT 4:07PM EST ON 03/03/10 AND THE SM STATED
THAT THE GRT SYSTEM IS CHANGING AND THE SM NEEDS TO DISCUSS WITH FOM-GC ON
03/03/10 TO SEE HOW MUCH GOODWILL CAN BE LOOKED INTO. @03/03-ZEL999N

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***** @03/03-ZEL999N
RCAS-EL CALLED C ON DAY NUMBER AT 4:09PM EST ON 03/03/10 AND LWEFT VMX
ADVISING C THAT RCAS IS STILL RESEARCHING C'S REQUEST AND RCAS WILL FOLLOW UP
ON 03/05/10. RCAS-EL CALLED C ON EVE NUMBER AT 4:11PM EST ON 03/03/10 AND
LEFT VMX THAT RCAS IS STILL RESEARCHING C'S REQUEST AND RCAS WILL FOLLOW UP
WITH C ON 03/05/10. @03/03-ZEL999N

***** @03/04-ZEL999N
RCAS-EL CALLED SM-TERRY MCCORMICK AT 2:00PM EST ON 03/04/10 AND SM STATED
DOES NOT HAVE ANY UPDATES YET, BUT WILL CALL RCAS BACK ON 03/04/10.

@03/04-ZEL999N
***** @03/05-ZEL999N
RCAS-EL RECEIVED VMX FROM SM-TERRY MCCORMICK ON 03/05/10 AND THE SM ADVISED
RCAS THAT THE REPAIR IS GOING TO BE COVERED AT NO COST TO C AND THE SM HAS
ORDERED THE PART. SM STATED THAT C CAN CALL THE SM DIRECTLY TO SCHEDULE AN
APPOINTMENT. @03/05-ZEL999N

***** @03/05-ZEL999N
RCAS-EL CALLED C ON DAY NUMBER AT 11:20AM EST ON 03/05/10 AND LEFT VMX WITH
NAME, NUMBER AND EXT. RCAS CALLED C ON EVE NUMBER AT 11:21AM EST ON 03/05/10
AND LEFT VMX WITH NAME, NUMBER AND EXT. @03/05-ZEL999N

***** @03/09-ZEL999N
RCAS-EL CALLED C ON DAY NUMBER AT 10:52AM EST ON 03/09/10 AND LEFT_VMX WITH
NAME, NUMBER AND EXT. RCAS-EL CALLED C ON EVE NUMBER AT 10:55AM EST ON
03/09/10 AND ADVISED C THAT INFINITI IS GOING TO COVER THE REPAIR AT NO COST
TO C. RCAS ADVISED C THAT SM-TERRY MCCORMICK ORDERED THE PART AND C CAN CALL
THE SM DIRECTLY TO SCHEDULE AN APPOINTMENT. RCAS ADVISED C THAT RCAS WILL
FOLLOW UP WITH C ON 03/12/10 TO ENSURE THAT THE VEH WAS REPAIRED. C AGREED

@03/09-ZEL999N
AND THANKED RCAS FOR ASSISTANCE. @03/09-ZEL999N
***** @03/12-ZEL999N
RCAS-EL CALLED C ON DAY NUMBER AT 11:10AM EST ON 03/12/10 AND LEFT VMX WITH
NAME, NUMBER AND EXT. RCAS-EL CALLED C ON EVE NUMBER AT 11:12AM EST ON
03/12/10 AND LEFT VMX WITH NAME, NUMBER AND EXT. @03/12-ZEL999N

***** @03/16-ZEL999N
RCAS-EL CALLED C ON DAY NUMBER AT 11:06AM EST ON 03/16/10 AND INQUIRED IF THE
VEH WAS REPAIRED. C STATED THAT THE VEH WAS COMPLETED AND C PICKED UP THE VEH.
C STATED THAT C IS GOING TO FILL UP THE VEH WITH GAS AND TEST IT OVER THE NEXT
FEW DAYS. RCAS ADVISED C THAT C IS WELCOME TO CALL RCAS BACK IF C NEEDS
FURTHUR ASSISTANCE. C AGREED. C THANKED RCAS. RCAS OFFERED FURTHUR ASSISTANCE
AND C DECLINED. @03/16-ZEL999N

RCAS-EL CLOSING THE FILE. @03/16-ZEL999N
***** @03/18-ZAH287N-COMMENT

RCAS-AH RECEIVED CALL FROM C AT 1:06 PM EST ON 03/18/10
C REQUESTED TO BE TRANSFERED TO RCAS-EL
RCAS-AH TRANSFERED AND SENDING EMAIL TO TO RCAS-EL @03/18-ZAH287N-COMMENT
***** @03/19-ZEL999N

RCAS-EL RECEIVED VMX FROM C ON 03/18/10 AT 1:06PM EST AND C STATED THAT THE
ISSUE IS WORSE THAN BEFORE. @03/19-ZEL999N
***** @03/19-ZEL999N

RCAS-EL RECEIVED EMAIL FROM RCAS-AH ON 03/18/10 AND RCAS ADVISED THAT C CALLED
TO SPEAK TO RCAS. @03/19-ZEL999N
***** @03/19-ZEL999N

RCAS-EL CALLED SM-TERRY MCCORMICK AT 2:06PM EST ON 03/19/10 AND LEFT VMX
ADVISING THE SM THAT C LEFT RCAS A VMX STATING THAT THE ISSUE IS STILL PRESENT
@03/19-ZEL999N

RCAS-EL CALLED C ON DAY NUMBER AT 2:13PM EST ON 03/19/10 AND C STATED THAT THE
VEH IS STILL HAVING THE SAME CONCERN. C STATED THAT C HAS NOT CONTACTED THE

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@03/19-ZEL999N

DLR YET. RCAS ADVISED THE SM THAT RCAS HAS LEFT THE SM A VMX TO ADVISE THAT THE ISSUE IS STILL PRESENT. RCAS ADVISED C TO CALL THE DLR AND SCHEDULE AN APPOINTMENT BECAUSE THE VEH WILL NEED TO GO BACK TO THE DLR. C AGREED. RCAS ADVISED C THAT RCAS WILL FOLLOW UP WITH C ON 03/23/10.

***** @03/19-ZEL999N

RCAS-EL CALLED C ON DAY NUMBER AT 10:49AM EST ON 03/23/10 AND INQUIRED IF SCHEDULED AN APPOINTMENT YET. C STATED YES, IT IS ON 03/25/10. RCAS ADVISED C THAT RCAS WILL FOLLOW UP WITH C ON 03/26/10.

***** @03/23-ZEL999N

RCAS-EL CALLED SM-TERRY MCCORMICK AT 10:52AM EST ON 03/26/10 AND SM STATED THAT THE DLR DETERMINED THAT THE INSTRUMENT CLUSTER NEEDED TO BE REPLACED AND IT WILL BE COVERED UNDER GOODWILL ASSISTANCE. SM STATED THAT THE PART HAS ARRIVED AND THE DLR IS GOING TO CALL THE C AND ASK THAT C RETURN THE VEH DURING THE WEEK OF 03/29/10.

***** @03/26-ZEL999N

RCAS-EL CALLED C ON DAY/EVE NUMBER AT 10:55AM EST ON 03/26/10 AND ADVISED C THAT THE INSTRUMENT CLUSTER HAS ARRIVED AT THE DLR AND THE DLR IS GOING TO BE CALLING C TO SCHEDULE AN APPOINTMENT. RCAS ADVISED C THAT THE REPAIR IS GOING TO BE COVERED. C STATED THAT C WAS ADVISED C THAT C HAS TO PAY AN HOUR OF LABOR. RCAS ADVISED C THAT RCAS WAS NOT AWARE OF THAT. RCAS ADVISED C THAT IF C DOES GET CHARGED FOR AN HOUR OF LABOR, RCAS CAN REIMBURSE C. C AGREED AND THANKED RCAS. RCAS ADVISED C THAT RCAS WILL FOLLOW UP WITH C ON 03/30/10 TO FIND OUT WHEN C'S APPOINTMENT IS.

***** @03/26-ZEL999N

RCAS-EL CALLED C ON DAY NUMBER AT 11:07AM EST ON 03/30/10 AND LEFT VMX WITH NAME, NUMBER AND EXT. RCAS CALLED C ON EVE NUMBER AT 11:08AM EST ON 03/30/10 AND LEFT VMX WITH NAME, NUMBER AND EXT.

***** @03/30-ZEL999N

RCAS-EL RECEIVED VMX FROM C ON 03/31/10 AT 10:53AM EST ON 03/31/10 AND C

STATED THAT C PICKED UP THE VEH ON 03/30/10 AND THE INSTRUMENT CLUSTER WAS REPLACED AND THE VEH IS REPAIRED. C STATED THAT C WAS CHARGED \$120 FOR THE LABOR.

***** @03/31-ZEL999N

RCAS-EL CALLED C ON DAY NUMBER AT 10:56AM EST ON 04/01/10 AND LEFT VMX WITH FAX NUMBER FOR C TO FAX INVOICE WITH THE LABOR CHARGE. RCAS-EL CALLED C ON EVE NUMBER AT 10:58AM EST ON 04/01/10 AND LEFT VMX WITH FAX NUMBER.

***** @04/01-ZEL999N

RCAS-EL RECEIVED FAX FROM C ON 04/01/10.

***** @04/06-ZEL999N

RCAS-EL IS USING CAGWL TO REIMBURSE C FOR \$120.00 LABOR CHARGE TO INSTALL INSTRUMENT CLUSTER THAT WAS COVERED UNDER GOODWILL ASSISTANCE.

***** @04/06-ZEL999N

RCAS-EL NOTING CONFIRMED THAT C PAID FOR LABOR CHARGE WITH DLR ON 04/05/10.

***** @04/06-ZEL999N

THE FOLLOWING ARE THE DETAILS OF THE REIMBURSEMENT.
NAME OF DLRSHIP: HERB CHAMBERS INFINITI.
INVOICE NUMBER: 05509.
INVOICE DATE: 03/29/10.
MILEAGE: 46170.
PART NAME/NUMBER: LABOR FOR INSTRUMENT CLUSTER REPAIR THAT WAS COVERED.
LABOR AMOUNT: 120.00.
TOTAL AMOUNT: 120.00.
RCAS-EL ENTERED THE AMOUNT IN THE SYSTEM AND SUBMITTED CHECK REQUEST TO
RCAS-TG ON 04/06/10.

@04/06-ZEL999N

@04/06-ZEL999N

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***** @04/06-ZEL999N
RCAS-EL CALLED C ON DAY NUMBER AT 8:55AM EST ON 04/06/10 AND LEFT VMX ADVISING
C THAT RCAS HAS SUBMITTED THE CHECK REQUEST AND RCAS WILL FOLLOW UP WITH C BY
04/08/10. RCAS-EL CALLED C ON EVE NUMBER AT 8:57AM EST ON 04/06/10 AND LEFT
@04/06-ZEL999N
VMX ADVISING C THAT RCAS HAS SUBMITTED THE CHECK REQUEST AND RCAS WILL FOLLOW
UP WITH C BY 04/08/10. @04/06-ZEL999N
** @04/06-ZTG999N

RCAS-TG REVIEWED CHECK REQUEST AT 10:18AM EST ON 4/6/10.
RCAS-TG APPROVED CHECK REQUEST AND RETURNED TO RCAS-EL TO SUBMIT.
@04/06-ZTG999N

RCAS-EL SUBMITTED CHECK REQUEST TO NNA ATS MAIL DOCS ON 04/06/10.
@04/06-ZEL999N

RCAS-EL CALLED C ON DAY NUMBER AT 10:43AM EST ON 04/07/10 AND LEFT VMX
ADVISING C THAT THE CHECK WAS APPROVED FOR \$120.00 AND C CAN EXPECT TO RECEIVE
THE CHECK IN 2-4 WEEKS. RCAS-EL CALLED C ON EVE NUMBER AT 10:45AM EST ON
04/07/10 AND LEFT VMX ADVISING C THAT THE CHECK WAS APPROVED AND C CAN EXPECT
TO RECEIVE THE CHECK IN THE MAIL IN 2-4 WEEKS. @04/07-ZEL999N
RCAS-EL CLOSING THE FILE. @04/07-ZEL999N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT1B	ROOT CAUSE: SNFA	CAGWL
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:	
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:	
NEW INFO #: 1	DATE: 03 / 19 / 10	USERID: ZEL999N	
OTHER #: 1	DATE: 02 / 26 / 10	USERID: ZSP458N	
COMMENTS ONLY: #: 1	DATE: 03 / 18 / 10	USERID: ZAH287N	
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: YES	
3RD PRY:	PART#:	CHECK ISSUED: YES	
BYBACK ST:	OPENED BY: ZBW926N		
HISTORY:	UPDATE BY: ZEL999N		
SVC CALL#:	UPDATE DATE: 04 / 08 / 10		
CLOSE: Y (Y/N)	CLOSE DATE: 04 / 07 / 10	MICROFILM: N	
RESP CAA: LANCASTER, EMMA	OLM: COPENHAVER J	DOM: HUSSEY MARTY	
PHONE: 0000047107	OWNER FIRST:	LANGUAGE: E ENGLISH	

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SC: MULTI CONTRACT

NAME: [REDACTED]
STREET: [REDACTED]
CITY: ATLANTA
ST/ZIP: GA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E63M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 160000
IN SVC DATE: 09 / 23 / 03
VCAN: Y
PAID: 10
SUSP: 0
DENY: 0
RTL DLR: 71041 MODERN INFINITI, LLC
SVC DLR: 71041 MODERN INFINITI, LLC
RESP DLR: 71041 MODERN INFINITI, LLC
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 PREOWNED X MILES 40000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 02 / 15 / 10 XFER/RSPNSBLTY: 72 13 S
CONTACT (S): FOLLOWUP DATE: 02 / 15 / 10 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 02 / 15 / 10 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 153000 GEN. FUEL DELIVERY/INTAKE COMPONENT
AI FUEL/INTAKE SYSTEM YX POOR OR IMPROPER OPERATION

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FILE OPENED-ZJB007N 02/15/2010

NO EMAIL

PREVIOUS FILES FOUND: 5567297,5776396

RCAS-JB VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE AND DAY AND EVENING PHONE NUMBERS.

RCAS-JB CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @02/15-ZJB007N

OPEN P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 07/20/09 00/00/00

RCAS-JB RECEIVED A CALL FROM C.

C STATED THAT C WAS HAVING SOME ISSUES WITH C'S FUEL GAUGE WHILE UNDER THE WARRANTY. C STATED THAT C WAS SPEAKING WITH A FELLOW M45 OWNER. C STATED THAT THE OTHER OWNER GOT C'S FUEL GAUGE COVERED UNDER HIS IEPP, BUT WHEN C BROUGHT C'S VEH TO THE DLR BACK IN 2007, THE DLR ADVISED C THAT THE PART WAS NOT COVERED. RCAS ADVISED C THAT RCAS CHECKED THE HISTORY. RCAS ADVISED C THAT C WAS AT THE DLR IN JANUARY AND DID NOT MENTION THE CONCERN WITH THE FUEL GAUGE. RCAS ADVISED C THAT WHEN C BROUGHT THE VEH BACK IN MAY, C HAD ALREADY CANCELLED C'S IEPP IN MARCH. RCAS ADVISED C THAT THE REPAIRS WERE NOT COVERED BECAUSE C DID NOT HAVE AN IEPP AND THE VEH WAS OOW. C UNDERSTOOD. C THANKED RCAS FOR INFO.

RCAS-JB GAVE C NAME, EXTENSION AND FILE NUMBER.

RCAS THANKED C FOR CALLING. RCAS CLOSING FILE. @02/15-ZJB007N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT8G	ROOT CAUSE: 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: ZJB007N	
HISTORY:	UPDATE BY: ZJB007N	
SVC CALL#:	UPDATE DATE: 02 / 15 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 02 / 15 / 10	MICROFILM: N
RESP CAA: BRATHWAITE, JOHATHAN	OLM: COPENHAVER J	DOM:
PHONE: 0000047158	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

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TIME: 04:07:42 PM

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

CA6730721

SERVICE CONTRACTS SUMMARY

DATE: 1/30/2012
TIME: 04:07:42 PM
MODEL YEAR: 2003.0
MAKE:
MODEL LINE: M45

NAME: [REDACTED] VIN:
IN SCV DATE: 12/31/2006

SEO	DEALER	EFFECTIVE	EXPIRE	EXPIRE	CANCEL	TRANSFER
NO	CONTRACT NO	NUMBER ST	DATE	DATE	DATE	DATE

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

CA6730721

SERVICE CONTRACTS SUMMARY

DATE: 1/30/2012
TIME: 04:07:42 PM
MODEL YEAR: 2003.0
MAKE:
MODEL LINE: M45

NAME: [REDACTED] VIN:
IN SCV DATE: 12/31/2006

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

106	FECJ07362039	71304 GA	12/31/2006	12/31/2009	86,720	12/31/2006
107	FECJ97362039	71304 GA	12/31/2006	12/31/2009	86,720	3/2/2007

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CURRENT SERVICE CONTRACT	PRIOR SERVICE CONTRACT
CONTRACT: FECJ07362039	CONTRACT:
OWNER NAME: [REDACTED]	OWNER NAME:
PLAN TYPE: E	PLAN TYPE:
PLAN TERM: J	PLAN TERM:
DEDUCTABLE: \$ 100	DEDUCTABLE:
EFFECTIVE: 12/31/06	EFFECTIVE:
EXPIRES: 12/31/09 MILES: 86,720	EXPIRES: MILES:
CANCEL: 12/31/06 MILES: 50,720	CANCEL: MILES:
TRANSFER:	TRANSFER:
TRANSACTION: 6/14/2007	TRANSACTION:
PRINTED: 01/12/07	PRINTED:
DEALER NO: 71304 STATE: GA	DEALER NO: STATE:
DEALER NAME: NALLEY INFINITI-MARIETTA	DEALER NAME:

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CURRENT SERVICE CONTRACT	PRIOR SERVICE CONTRACT
CONTRACT: FECJ97362039	CONTRACT:
OWNER NAME: [REDACTED]	OWNER NAME:
PLAN TYPE: E	PLAN TYPE:
PLAN TERM: J	PLAN TERM:
DEDUCTABLE: \$ 100	DEDUCTABLE:
EFFECTIVE: 12/31/06	EFFECTIVE:
EXPIRES: 12/31/09 MILES: 86,720	EXPIRES: MILES:
CANCEL: 03/02/07 MILES: 54,320	CANCEL: MILES:
TRANSFER:	TRANSFER:
TRANSACTION: 12/18/2007	TRANSACTION:
PRINTED: 06/15/07	PRINTED:
DEALER NO: 71304 STATE: GA	DEALER NO: STATE:
DEALER NAME: NALLEY INFINITI-MARIETTA	DEALER NAME:

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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E43M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 80000
CITY: DOWNINGTOWN IN SVC DATE: 04 / 16 / 03
ST/ZIP: PA [REDACTED] VCAN: N RTL DLR: 70012 KINGS INFINITI, INC.
DAY PH: [REDACTED] PAID: 10 SVC DLR: 70508 INFINITI OF WEST CHESTER
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 70508 INFINITI OF WEST CHESTER
DLR PH: [REDACTED] DENY: 0 REGION: 72 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 PREOWNED X MILES 30000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: 35 MILES: 20000 (PT) MONTHS: 11 MILES: 10000

ORIG CODE: CT 11 OPEN DATE: 03 / 01 / 10 XFER/RSPNSBLTY: 72 04 S
CONTACT (S): FOLLOWUP DATE: 03 / 01 / 10 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 03 / 01 / 10 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY		SUBCATEGORY AND SYMPTOM	
OA	VEHICLE CONCERNS	180000	FUEL GAUGE
AT	INSTRUMENTATION	YI	OOW GOODWILL ASSISTANCE REQUEST
OA	VEHICLE CONCERNS	180000	FUEL GAUGE
AT	INSTRUMENTATION	YX	POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZML999N 03/01/2010
PREVIOUS RELATED FILES FOUND: 5975145
PREVIOUS UNRELATED FILES FOUND: NONE
RCAS-ML VERIFIED C'S NAME, ADDRESS, DAY/EVENING PHONE NUMBERS,
VIN, MILEAGE, AND RESPONSIBLE DLR.
RCAS-ML CHECKED FOR RECALLS/CAMPAIGNS: @03/01-ZML999N
CLSD P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 07/20/09 10/09/09 70508
RCAS-ML RECEIVED INBOUND CALL FROM C. @03/01-ZML999N
C STATED C HAS A QUESTION.
C STATED C'S FUEL GAUGE HAS BEEN ACTING UP.
C STATED C'S CHECK ENGINE LIGHT IS STUCK ON AND NOW THE VEH WILL NOT PASS
INSPECTION IF C DOES NOT HAVE REPAIRS COMPLETED.
C STATED C HAD PREVIOUSLY CALLED INFINITI CA FOR ASSISTANCE AND WAS TOLD THAT
INFINITI WOULD ASSIST C.
RCAS-ML ASKED IF C HAS HAD THE VEH TO THE INFINITI DLR RECENTLY.
C STATED NO.
RCAS-ML ASKED C TO TAKE THE VEH TO THE DLR AND CALL INFINITI CA IF C REQUIRES
FURTHER ASSISTANCE.
RCAS-ML BEGAN TO GIVE C C'S FILE NUMBER AND CALL WAS DISCONNECTED.
RCAS-ML CLOSING FILE PENDING CUSTOMER CALL BACK. @03/01-ZML999N
@03/01-ZML999N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y ACTION CODE: NT3M 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:

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: 03 / 01 / 10
CLOSE: Y (Y/N) CLOSE DATE: 03 / 01 / 10 MICROFILM: N
RESP CAA: LLOYD, MELISSA OLM: COPENHAVER J DOM: FRASHER PAT
PHONE: 0000041531 OWNER FIRST: LANGUAGE: E ENGLISH

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: GALVESTON
ST/ZIP: TX [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E23M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 37000
IN SVC DATE: 03 / 19 / 04
VCAN: N RTL DLR: 70488 NORTH HOUSTON INFINITI
PAID: 2 SVC DLR: 70501 CLEAR LAKE INFINITI
SUSP: 0 RESP DLR: 70501 CLEAR LAKE INFINITI
DENY: 0 REGION: 92 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 PREOWNED MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: 24 MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 03 / 03 / 10 XFER/RSPNSBLTY: 92 13 S
CONTACT (S): FOLLOWUP DATE: 03 / 10 / 10 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 03 / 10 / 10 INF-NET DATE: 03 / 05 / 10

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 195500 GEN. INTERIOR ELECTRIC COMPONENT
AV INTERIOR ELECTRICAL YI OOW GOODWILL ASSISTANCE REQUEST

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C. A. R. COMMENTS

FILE OPENED-ZEJ656N 03/03/2010

PREVIOUS FILES UNRELATED/RELATED FOUND:

RCAS-EJ VERIFIED C'S NAME, ADDRESS, VIN NUMBER,
DATE TIME AND ALTERNATE PHONE NUMBER.

RCAS-EJ UPDATED TREAD ACT AND WARRANTY INFORMATION.

RCAS-EJ CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES IN
ZCA1 - FOUND 1 CLOSED

CLSD P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 07/20/09 11/17/09 70501

RCAS-EJ RECEIVED CALL FROM C. C STATES THAT C IS LOOKING FOR REIMBURSEMENT ON
THE DASHBOARD BOARD CPU UNIT AS THE FUEL GAUGE WAS FAILING. @03/03-ZEJ656N

C STATED THAT THE REPAIR WAS PERFORMED ON NOVEMBER 9TH 2009.

C STATED THAT C IS LOOKING FOR PARTS REIMBURSEMENT AND SPLIT THE LABOR
COSTS ON THE REPAIR.

C STATED THAT C UNDERSTANDS THAT THERE IS NO RECALL REGARDING THE FUEL GAUGE
BUT C FEELS THAT THIS REPAIR SHOULD HAVE BEEN COVERED UNDER THE RECALL.

C STATED THAT C IS A RETIRED LAWYER AND HAS A BUNCH OF TIME ON C'S HANDS.

C STATED THAT C WANTS INFINITI TO ASSIST AS C WILL NOT GO AWAY.

C STATED THAT C DOES NOT WANT TO GO THE LEGAL ROUTE AND WANTS INFINITI TO
COMPENSATE C FOR THE REPAIRS THAT SHOULD HAVE BEEN TAKEN CARE OF AS A
RECALL.

C STATED THAT IF INFINITI DOES NOT ASSIST THEN C WILL TAKE THE MATTER TO
NHTSA AND LEGAL.

RCAS-EJ ADVISED C THAT THERE ARE NO RECALLS ON THE VEH AND CANNOT REIMBURSE
THE REPAIRS WHICH ARE NOT UNDER A RECALL. @03/03-ZEJ656N

C STATED THAT C WOULD LIKE TO SPEAK WITH A SUPERVISOR AS C WILL NOT GO AWAY.

RCAS-EJ ADVISED C THAT RCAS CAN INSTEAD HAVE THE CASE REVIEWED FOR
REIMBURSEMENT BY A REGIONAL SPECIALIST. @03/03-ZEJ656N

RCAS-EJ ADVISED THAT INFINITI'S PRIMARY OBLIGATION
IS TO HONOR THE MANUFACTURER WARRANTY AND THAT FINANCIAL ASSISTANCE OUTSIDE OF
THE WARRANTY PARAMETERS ARE LOOKED AT ON A CASE BY CASE BASIS AND RCAS-EJ WILL
BE FORWARDING THE CASE TO A
REGIONAL SPECIALIST FOR FURTHER REVIEW.

C UNDERSTOOD.

RCAS OFFERED FURTHER ASSISTANCE.

C DECLINED.

RCAS-EJ ADVISED C THAT C'S SATISFACTION IS IMPORTANT TO INFINITI.

RCAS-EJ PROVIDED NAME, EXTENSION NUMBER AND FILE NUMBER.

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. @03/03-ZEJ656N

***** @03/04-ZKN032N

RCAS-KN CONTACTED SM-SAM ALHALBY AT DLR 70501 AT 10:20AM EST ON 03/04/10.

SM STATED THAT IN NOVEMBER 2009 C REPLACED FUEL SENDING UNIT AND GAUGE.

SM STATED THAT C PAID \$1341.64 FOR THE ENTIRE REPAIR. @03/04-ZKN032N

SM STATED THAT C HAS DECLINED MAJOR SERVICES AND HAS DONE MINIMAL MINOR
SERVICES. @03/04-ZKN032N

SM STATED THAT THE TAX RATE IN TX IS 8.25% PARTS ONLY. @03/04-ZKN032N

RCAS-KN THANKED SM. @03/04-ZKN032N

***** @03/04-ZKN032N

RCAS-KN CONTACTED C AT DAY NUMBER AT 4:11PM EST ON 03/04/10. @03/04-ZKN032N

C STATED THAT C IS REQUESTING FOR REIMBURSEMENT FOR REPAIR COMPLETED IN

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NOVEMBER. @03/04-ZKN032N
C STATED THAT DUE TO THE RECENT RECALL THAT WAS RELEASED C FEELS THAT C SHOULD
BE REIMBURSED. @03/04-ZKN032N
RCAS-KN ADVISED C THAT C'S REQUEST WILL BE REVIEWED HOWEVER THE RECALL C IS
REFERRING TO EFFECTS 2008-2010 QX56'S AND NO OTHER VEHS SO REIMBURSEMENT WILL
NOT BE CONSIDERED UNDER THE RECALL. @03/04-ZKN032N
C STATED C UNDERSTANDS BUT ASKED THAT INFINITI NOT MAKE C MAKE INFINITI PUT
OTHER VEHS IN THE RECALL. @03/04-ZKN032N
RCAS-KN ADVISED C THAT RCAS-KN UNDERSTANDS C'S CONCERN HOWEVER C'S REQUEST
WILL BE REVIEWED. @03/04-ZKN032N
RCAS-KN ASKED C TO FAX OVER RO TO 615 967 2569. @03/04-ZKN032N
RCAS-KN ADVISED C THAT RCAS-KN WILL FOLLOW UP WITH C ON 03/10/10.
C THANKED RCAS-KN. @03/04-ZKN032N
***** @03/04-ZKN032N
RCAS-KN CONTACTED SM-SAM ALHALBY AT DLR 70501 AT 10:23AM EST ON 03/06/10 AND
LEFT VMX. @03/06-ZKN032N
***** @03/06-ZKN032N
RCAS-KN CONTACTED SM-SAM ALHALBY AT DLR 70501 AT 11:11AM EST ON 03/09/10 AND
LEFT VMX. @03/09-ZKN032N
***** @03/09-ZKN032N
RCAS-KN CONTACTED SM-SAM ALHALBY AT DLR 70501 AT 11:09AM EST ON 03/10/10 AND
LEFT VMX. @03/10-ZKN032N
***** @03/10-ZKN032N
RCAS-KN RECEIVED INBOUND CALL FROM SM-SAM ALHALBY AT DLR 70501 ON 03/10/10.
RCAS-KN REQUESTED THAT RO BE FAXED TO 615 967 2569. @03/10-ZKN032N
SM STATED THAT RO WILL BE FAXED. @03/10-ZKN032N
RCAS-KN THANKED SM. @03/10-ZKN032N
***** @03/10-ZKN032N
RCAS-KN EMAILED C'S REQUEST TO FOM-JB AND ORM-RL ON 03/10/10. @03/10-ZKN032N
***** @03/10-ZKN032N
RCAS-KN RECEIVED EMAIL FROM ORM-RL ON 03/10/10. @03/10-ZKN032N
ORM STATED THAT INFINITI WILL NOT REIMBURSE C FOR REPAIR. @03/10-ZKN032N
***** @03/10-ZKN032N
RCAS-KN CONTACTED C AT DAY NUMBER AT 4:03PM EST ON 03/10/10. @03/10-ZKN032N
RCAS-KN ADVISED C THAT C'S REQUEST HAS BEEN REVIEWED AND DUE TO C HAVING BEEN
OOW AND THE VEH NOT BEING PART OF THE RECALL INFINITI IS NOT IN THE POSITION
TO REIMBURSE C FOR THE REPAIR. @03/10-ZKN032N
C STATED C UNDERSTANDS AND THANKED RCAS-KN. @03/10-ZKN032N
RCAS-KN APOLOGIZED THAT INFINITI IS UNABLE TO ASSIST C IN THIS CASE HOWEVER
INFINITI WOULD ENCOURAGE C TO CALL BACK FOR ANY OTHER CONCERNS AND ASSURED C
THAT INFINITI HAS DONE EVERYTHING POSSIBLE TO ASSIST AND APPRCIATE C'S CONTACT
RCAS-KN CLOSING FILE, NO FURTHER ASSISTANCE REQUIRED. @03/10-ZKN032N
***** @03/10-ZKN032N

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: 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:
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: ZKN032N	
SVC CALL#:	UPDATE DATE: 03 / 10 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 03 / 10 / 10	MICROFILM: N
RESP CAA: NOVACOVSKI, KIM	OLM: COPENHAVER J	DOM:
PHONE: 0000041610	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E24M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2004.0 M45 MILEAGE: 129600
CITY: CHINO HILLS IN SVC DATE: 10 / 09 / 04
ST/ZIP: CA [REDACTED] VCAN: N RTL DLR: 70317 METRO INFINITI
DAY PH: [REDACTED] PAID: 2 SVC DLR: 70317 METRO INFINITI
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 70317 METRO INFINITI
DLR PH: [REDACTED] DENY: 0 REGION: 92 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: 1
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 03 / 03 / 10 XFER/RSPNSBLTY: 92 01 S
CONTACT (S): FOLLOWUP DATE: 03 / 05 / 10 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 03 / 08 / 10 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 153000 GEN. FUEL DELIVERY/INTAKE COMPONENT
AI FUEL/INTAKE SYSTEM YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZEL999N 03/03/2010

NO EMAIL.

PREVIOUS RELATED FILES FOUND: 6659267

PREVIOUS UNRELATED FILES FOUND: 5452501

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

RCAS-EL CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: _NONE.

PREVIOUS NISSAN/INFINITI VEHS: _N/A.

RCAS-EL RECEIVED A CALL FROM C. C STATED THAT C HEARD ABOUT THE RECALL FOR THE FUEL GAUGE AND C WOULD LIKE SOME MORE INFORMATION ABOUT IT. RCAS ADVISED C THAT THE VEH HAS NO OPEN RECALLS AND AS OF RIGHT NOW THE RECALL IS ONLY GOING TO AFFECT QX56 VEHS. C STATED THAT C'S VEH SHOULD BE INCLUDED. C STATED THAT C WANTED TO SPEAK TO THE SPOKEPERSON FOR INFINITI THAT WAS SPEAKING TO THE MEDIA ABOUT THE RECALL. RCAS ADVISED C THAT RCAS IS NOT ABLE TO CONNECT C TO THAT PERSON. C STATED THAT C WOULD LIKE TO SPEAK TO A SUPERVISOR. RCAS

@03/03-ZEL999N

ADVISED C THAT THE SUPERVISOR WILL FOLLOW UP WITH C BY THE END OF 03/04/10.

RCAS-EL OFFERED ADDITIONAL ASSISTANCE, C DECLINED.

C THANKED RCAS-EL FOR THE ASSISTANCE, C SATISFIED.

RCAS-EL GAVE C NAME, EXTENSION AND FILE NUMBER.

RCAS-EL SENT ESCALATION TO SR RCAS-TG ON 03/03/10.

@03/03-ZEL999N

RS-SB CONTACTED C ON DAY/EVE PHONE

C STATES THERE IS A CONCERN WITH THE VEHICLE THAT STARTED ABOUT A YEAR AGO, C STATES THE GAS GAUGE READS MORE THAN WHAT IS ACTUALLY IN THE TANK. C STATES THE VEHICLE WAS TAKEN TO THE DEALER ABOUT THIS CONCERN AND WAS ADVISED THERE WAS NOTHING THAT COULD BE DONE FOR THIS CONCERN.

C WAS ONLINE AND NOTES THAT THERE ARE A NUMBER OF COMPLAINTS ABOUT THE SAME CONCERN. C FEELS THIS IS THE SAME AS THE RECALL THAT HAS BEEN RELEASED.

RS-SB APOLOGIZED FOR THE EXPERIENCE AND ADVISED C THE VEHICLE IS NOT INCLUDED IN THE RECALL DISCUSSED. RS-SB ADVISED C THAT, INFINITI IS NOT IN A POSITION TO PROVIDE ASSISTANCE ON THIS REPAIR AS THE VEHICLE WARRANTY EXPIRED 16 MONTHS AGO AND IS 69600 MILES OOW.

RS-SB ALSO ADVISED C THAT C NOTES THE CONCERNS ONLY BECAME APPARENT A YEAR AGO AT 100K MILES.

RS-SB ADVISED C THAT THE M45 HAS NOT BEEN IDENTIFIED IN THIS RECALL.

C STATES THEY ARE NOT HAPPY WITH THE DECISION AND WANTS FURTHER ESCALATION.

RS-SB ADVISED C SOMEONE WILL CONTACT THEM WITHIN 48 BUSINESS HOURS.

SENDING FILE TO RCAS-TG FOR ESCALATION. EXITING FILE

@03/04-PSB001D

@03/04-ZTG999N

SR RCAS-TG SENDING EXEC ESCALATION TO SREXEC-NA AT 5:35PM EST ON 3/4/10.

@03/04-ZTG999N

*****EXEC RM RECEIVED EMAIL FOR EXEC ESCALATION*****

EXEC RM TAKING OVER FILE.

@03/05-ZRM764N

***EXEC RM CALLED C AT 4:47PM CST. EXEC RM ADVISED C THAT EXEC RM WAS CALLING PER C'S REQUEST. C STATED C HAD COMPLAINED BEFORE ABOUT THE FUEL GAUGE NOT

READING PROPERLY IN THE PAST. C STATED C FOUND IT FUNNY THAT THERE IS A RECALL OUT FOR THE SAME COMPLAINT. C STATED C IS A CAR GUY. C STATED C STILL

HAS THE FIRST VEHICLE C EVER PURCHASED WHEN C WAS 17, AND C IS NOT IN C'S 60'S. C STATED C ALSO HAS THE VEHICLE HE PURCHASED IN 1979 NEW AND ALL ARE

BEAUTIFUL. EXEC RM STATED EXEC THINKS THAT IS GREAT THAT C STILL HAS PREVIOUS VEHICLES. C STATED C'S CURRENT VEHICLE, 2004 M45, HAS WELL OVER 120K AND HAS

TRULY BEEN A GREAT CAR. C STATED C HAS HAD NO ISSUES EXCEPT FOR THE FUEL GUAGE. EXEC RM INQUIRED IF C VISITED C'S INFINITI DLR REGARDING THE COMPLAINT.

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C STATED YES, C HAS MENTIONED THE COMPLAINT BUT THE DLR DIDN'T AGREE. C STATED THE VEHICLE IS REALLY A GREAT VEHICLE THOUGH. EXEC STATED EXEC IS HAPPY TO KNOW THE VEHICLE HAS BEEN GOOD FOR C. EXEC STATED C HAS GOTTEN MANY MILES OUT OF THE VEHICLE AND CAN EXPECT SOME ISSUES TO ARISE AFTER A CERTAIN POINT. EXEC STATED EXEC RM WAN'T TO BE SATISFIED. EXEC STATED C'S VEHICLE IS NOT EVEN A MODEL LISTED IN THE RECALL AND THE RECALLS ARE VIN SPECIFIC. EXEC RM STATED NNA IS VERY PROACTIVE AND ALWAYS WANTS CUSTOMERS TO BE AWARE OF AN ISSUE WHEN NNA HAS CONFIRMED THERE IS ISSUE TO BE CONCERNED ABOUT. EXEC STATED AT THIS TIME, NO RECALLS HAVE BEEN ISSUED FOR C'S VEHICLE RELATED TO THIS CURRENT FUEL GUAGE RECALL. EXEC STATED SHOULD ONE BE RELEASED, C WOULD DEFINATELY BE CONTACTED. EXEC STATED EXEC WOULD BE HAPPY TO PROVIDE C WITH A SC THAT WOULD COVER THE COST OF A DIAGNOSIS AT THE DLR TO HAVE C'S FUEL GAUGE INSPECTED. C STATED C CAN AFFORD THE INSPECTION AS WELL AS ANY REPAIR THAT WOULD BE NEEDED. C STATED C OWNS C'S OWN COMPANY, AND IS A MILLIONAIRE SO MONEY IS NOT AN OBJECT. C STATED C JUST WANTED TO LET NNA KNOW THAT NNA SHOULD CONSIDER BROADENING THERE LOOK ON THIS COMPLAINT. EXEC RM STATED EXEC UNDERSTANDS. EXEC STATED NNA KEEPS A LOG OF ALL COMPLAINTS ON ALL VEHICLES WHICH ASSIST NNA IN DOING PROPER REPAIRS AS WELL AS GIVING WARNING SIGNS THAT THERE MAY BE AN ISSUE ON SOMETHING. EXEC STATED EXEC WOULD STILL LIKE TO OFFER THE SC TO C JUST AS A COURTESY, NOT QUESTIONING IF C CAN AFFORD THE REPAIR. C STATED C IS VERY THANKFUL FOR THE OFFER BUT STATED THE SC IS NOT NECESSARY. EXEC RM THANKED C AND STATED IF C CHANGES C'S MIND TO CALL EXEC BACK AND EXEC WILL HONOR THE OFFER. C AGREED AND THANKED EXEC RM FOR CALLING.

@03/05-ZRM764N

CLOSING FILE.

@03/08-ZRM764N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y ACTION CODE: NT3F ROOT CAUSE: SCCS
CALLBACK: (Y/N) #: 0 DATE: 00 / 00 / 00 USERID:
REOPEN: CALLBACK #: 0 DATE: 00 / 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: ZEL999N
HISTORY: E UPDATE BY: ZRM764N
SVC CALL#: UPDATE DATE: 03 / 08 / 10
CLOSE: Y (Y/N) CLOSE DATE: 03 / 08 / 10 MICROFILM: N
RESP CAA: MARTIN, REBECCA OLM: COPENHAVER J DOM: WOERNER BOB
PHONE: 0000000000 OWNER FIRST: LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:42 PM

NISSAN MOTOR CORPORATION IN U.S.A
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REQUESTED BY: corneb2

CAR ID: CA6745787I
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SC: ONE CONTRACT

NAME: [REDACTED]
STREET: [REDACTED]
CITY: GREENACRES
ST/ZIP: FL [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E03M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 100000
IN SVC DATE: 12 / 24 / 03
VCAN: Y
PAID: 7
SUSP: 0
DENY: 1
RTL DLR: 70048 INFINITI OF TAMPA
SVC DLR: 70048 INFINITI OF TAMPA
RESP DLR: 70048 INFINITI OF TAMPA
REGION: 72 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 PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: 27 MILES: 40000 (PT) MONTHS: 3 MILES: 30000

ORIG CODE: CT 11 OPEN DATE: 03 / 04 / 10 XFER/RSPNSBLTY: 11 00 S
CONTACT (S): FOLLOWUP DATE: 03 / 04 / 10 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 03 / 04 / 10 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OF NNA., INC. ISSUES 177000 M45
AR PRODUCT INQUIRIES (INF) VG PROVIDED RECALL INFORMATION

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C. A. R. COMMENTS

FILE OPENED-ZML999N 03/04/2010

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES FOUND: NONE

PREVIOUS VEHICLES:

RCAS-ML VERIFIED C'S NAME, ADDRESS, DAY/EVENING PHONE NUMBERS,
VIN, MILEAGE, AND RESPONSIBLE DLR.

RCAS-ML CHECKED FOR RECALLS/CAMPAIGNS:

@03/04-ZML999N

OPEN P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 07/20/09 00/00/00

RCAS-ML RECEIVED INBOUND CALL FROM C.

C STATED C WOULD LIKE TO KNOW IF C'S VEH HAS ANY RECALLS.

C STATED C HAD AN INSTANCE IN 2006 WHERE THE VEH RAN OUT OF FUEL ON THE
HIGHWAY. C STATED C HAD TO HAVE A FUEL SENSOR REPLACED.

C STATED LAST WEEK C HAD THE SAME CONCERN.

C STATED C PUT FUEL IN THE VEH AND THE ISSUE WAS RESOLVED.

C STATED C DID NOT TAKE THE VEH TO THE DLR BECAUSE THE VEH IS OOW.

C STATED C DID NOT WANT TO PAY THE DIAGNOSTIC FEE.

C STATED C IS SURE THAT THE RECALL APPLIES TO C'S VEH.

RCAS-ML ADVISED C THAT C HAS ONE OPEN CAMPAIGN. RCAS-ML ADVISED C THAT

C CAN MAKE AN APPOINTMENT TO HAVE CAMPAIGN PERFORMED.

RCAS-ML CHECKED VROI AND FOUND THAT C'S FUEL GAUGE WAS REPLACED IN THE PAST.

RCAS-ML ADVISED C THAT THE RECALL ON THE QX56 IS A DIFFERENT REPAIR THAN
THE REPAIRS C PREVIOUSLY HAD PERFORMED ON C'S VEH.

C STATED C IS JUST CONCERNED THAT THE ISSUE IS THE SAME.

RCAS-ML SUGGESTED THAT C HAVE THE VEH DIAGNOSED AS RCAS IS NOT IN A POSITION
TO DETERMINE THE CAUSE OF C'S CURRENT VEH ISSUES.

C ASKED HOW RECALLS ARE DETERMINED. RCAS-ML ADVISED C THAT INFINITI IS
ABLE TO TRACE AFFECTED PARTS TO VEHS WHERE PARTS WERE INSTALLED.

RCAS-ML ADVISED C THAT RCAS IS UNAWARE OF HOW INFINITI DECIDES TO ISSUE A
RECALL. C UNDERSTOOD.

C THANKED RCAS-ML AND ENDED CALL.

@03/04-ZML999N

RCAS-ML CLOSING FILE.

@03/04-ZML999N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NT8F	ROOT CAUSE: SCIN
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:
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: 03 / 04 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 03 / 04 / 10	MICROFILM: N
RESP CAA: LLOYD, MELISSA	OLM: COPENHAVER J	DOM:
PHONE: 0000041531	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

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

CA6745787

SERVICE CONTRACTS SUMMARY

DATE: 1/30/2012
TIME: 04:07:42 PM
MODEL YEAR: 2003.0
MAKE:
MODEL LINE: M45

NAME: [REDACTED] VIN:
IN SCV DATE: 3/6/2006

SEO NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
111	FECN87058990	71050 FL	3/6/2006	3/6/2011	94,163		

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CURRENT SERVICE CONTRACT	PRIOR SERVICE CONTRACT
CONTRACT: FECN87058990	CONTRACT:
OWNER NAME: [REDACTED]	OWNER NAME:
PLAN TYPE: E	PLAN TYPE:
PLAN TERM: N	PLAN TERM:
DEDUCTABLE: \$ 100	DEDUCTABLE:
EFFECTIVE: 03/06/06	EFFECTIVE:
EXPIRES: 03/06/11 MILES: 94,163	EXPIRES: MILES:
CANCEL: MILES:	CANCEL: MILES:
TRANSFER:	TRANSFER:
TRANSACTION: 3/20/2006	TRANSACTION:
PRINTED: 03/25/06	PRINTED:
DEALER NO: 71050 STATE: FL	DEALER NO: STATE:
DEALER NAME: INFINITI OF PALM BEACHES	DEALER NAME:

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SC: NONE

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

VIN: JNKAY41E23M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 73000
IN SVC DATE: 11 / 14 / 03
VCAN: N RTL DLR: 70112 INFINITI TUSTIN
PAID: 12 SVC DLR: 70504 PARKWAY INFINITI
SUSP: 0 RESP DLR: 70504 PARKWAY INFINITI
DENY: 0 REGION: 92 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 PREOWNED X MILES 40000 # NISSAN/INFINITI VEHICLES: 3
VEHICLE MAINTAINED BY: NISSAN OF BAKERSFIELD
OUTSIDE WARRANTY BY (B) MONTHS: 28 MILES: 3000 (PT) MONTHS: 4 MILES:

ORIG CODE: CT 11 OPEN DATE: 03 / 04 / 10 XFER/RSPNSBLTY: 92 01 S
CONTACT (S): FOLLOWUP DATE: 03 / 15 / 10 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 03 / 15 / 10 INF-NET DATE: 03 / 09 / 10

CONCERN AND CATEGORY		SUBCATEGORY AND SYMPTOM	
OA	VEHICLE CONCERNS	180000	FUEL GAUGE
AT	INSTRUMENTATION	YI	OOW GOODWILL ASSISTANCE REQUEST
OA	VEHICLE CONCERNS	180000	FUEL GAUGE
AT	INSTRUMENTATION	YX	POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZJB007N 03/04/2010

NO EMAIL

PREVIOUS FILES FOUND: 6700999

RCAS-JB VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE AND DAY AND EVENING PHONE NUMBERS.

RCAS-JB CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @03/04-ZJB007N

OPEN P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 07/20/09 00/00/00

PREVIOUS VEHS: 96 Q45, 01 Q45

RCAS-JB RECEIVED A CALL FROM C.

C STATED THAT C CAME ACROSS A RECALL REGARDING THE FUEL GAUGE PROBLEM INFINITI IS HAVING. RCAS ADVISED C THAT C'S VEH IS NOT AFFECTED BY THAT PARTICULAR RECALL. RCAS ADVISED C THAT C DOES HAVE A SERVICE CAMPAIGN FOR THE SIDE AIRBAG CONNECTOR. C STATED THAT MANY C'S ARE HAVING ISSUES WITH THE FUEL GAUGE ON OTHER MODELS. RCAS ASKED IF C HAS HAD C'S VEH DIAGNOSED BY AN INFINITI DLR. C STATED NO. RCAS ADVISED C THAT INFINITI COULD REVIEW THE POSSIBILITY OF ASSISTANCE WHEN C'S VEH HAS BEEN DIAGNOSED BY THE INFINITI DLR. C STATED C WILL GO TO FRESNO INFINITI TO HAVE THE VEH DIAGNOSED. RCAS ADVISED C THAT AFTER THE VEH HAS BEEN DIAGNOSED, C COULD CALL INFINITI BACK TO REQUEST ASSISTANCE. C UNDERSTOOD. @03/04-ZJB007N

RCAS-JB GAVE C NAME, EXTENSION AND FILE NUMBER.

RCAS THANKED C FOR CALLING. RCAS CLOSING FILE. @03/04-ZJB007N

RCAS-NS RECEIVED CALL FROM C ON 3/8/10.

C STATES C BROUGHT VEH TO DLR FOR A DIAGNOSES AS PER RCAS-JB.

C STATES VEHS NEEDS METER ASSEMBLY AND COMBINATION ASSEMBLY. C STATES C IS SEEKING ASSISTANCE FROM INFINTI.

RCAS-NS ADVISED C THAT FILE WILL BE FORWARDED TO RCAS AND C WOULD BE CONTACTED BEFORE THE END OF THE NEXT BUSINESS DAY. C UNDERSTANDS.

RCAS-NS OFFERED FURTHER ASSISTANCE, C DECLINED. @03/08-ZNS909N

RCAS-NS GAVE NAME, EXTENSION AND FILE NUMBER.

RCAS-NS TRANSFERRING FILE TO RCAS FOR FURTHER HANDLING AND SENT INTERNAL MSG TO RCAS-ER TO ADVISE.

RCAS-NS EXITING FILE. @03/08-ZNS909N

RCAS-ER CONTACTED DLR AT 12:37 PM EST ON 03/08/10 AND SPOKE TO SERVICE MANAGER GERALD WHEELER. @03/08-ZER229N

SM STATES THAT C LIVES ABOUT ONE HOUR AWAY.

SM STATES THAT C CAME IN AND DOES NEED TO HAVE THEUNIFIED METER/CLUSTER ASSY.

SM STATES THAT REPAIR COST IS APPROX 370.00

SM STATES THAT C HAS BEEN MAINTAINING THE VEH AT NISSAN OF BAKERSFIELD.

SM STATES THAT SM WOULD CONSIDER C A GOOD CANDIDATE FOR FINANCIAL ASSISTANCE.

NISSAN OF BAKERSFIELD PHONE: 661 835 8600 NUMBER: 3810

--- @03/08-ZER229N

RCAS-ER SENT EMAIL TO FOM-DB ON 03/08/10.

-- @03/08-ZER229N

@03/08-ZER229N

***** @03/09-ZEJ656N

RCAS-EJ RECEIVED INBOUND CALL FROM C ON 03-09-10 AT 1:28PM REQUESTING UPDATE ON CASE.

RCAS-EJ VERIFIED NAME AND CONTACT INFORMATION. @03/09-ZEJ656N

RCAS-EJ REVIEWED THE FILE AND PLACED C ON HOLD. @03/09-ZEJ656N

RCAS-EJ RETURNED TO C'S CALL AND TRANSFERRED CALL TO RCAS-ER. @03/09-ZEJ656N

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 RCAS-ER RECIEVED INBOUND CALL FROM C.
 RCAS-ER ADVISED C THAT RCAS-ER WAS LOOKING INTO C'S CONCERN.
 RCAS-ER ADVISED C THAT RCAS-ER WOULD FOLLOW UP WITH C LATER TODAY WITH
 RESOLUTION.
 --- @03/09-ZER229N
 RCAS-ER SENT EMAIL TO FOM-MH ON 03/09/10 FOR FURTHER REVIEW. @03/09-ZER229N
 --- @03/09-ZER229N
 RCAS-ER CONTACTED DAY/EVE NUMBER AT 7:04 PM EST ON 03/09/10 AND SPOKE TO C.
 RCAS-ER ADVISED C THAT THERE IS NO DECISION ON FILE AS OF YET AND THAT RCAS-ER
 WOULD FOLLOW UP WITH C TOMORROW.
 C THANKED RCAS-ER AND ENDED CALL.
 --- @03/09-ZER229N
 RCAS-ER RECIEVED INTERNAL MESSAGE FROM FOM-DB ON 03/10/10 ADVISING THAT THE
 VEH WOULD BE REPAIRED UNDER GOODWILL.
 --- @03/10-ZER229N
 RCAS-ER CONTACTED DAY/EVE NUMBER AT 12:13 PM EST ON 03/10/10 AND LEFT VMX.

 RCAS-ER CONTACTED DLR AT 12:15 PM EST ON 03/10/10 AND SPOKE TO SM GERALD.
 SM STATES THAT THE DLR WILL ORDER PART TODAY, IT SHOULD COME IN ON 03/12/10
 AND THE VEH SHOULD BE RETURNED TO C THAT DAY IF PART COMES IN AS EXPECTED.
 RCAS-ER THANKED SM AND ENDED CALL. @03/10-ZER229N
 -- @03/10-ZER229N
 RCAS-ER RECIEVED INBOUND CALL FROM C.
 RCAS-ER ADVISED C THAT REPAIR HAS BEEN APPROVED.
 RCAS-ER ADVISED C THAT DLR ANTICIPATES VEH BEING REPAIRED AND RETURNED ON
 03/12/10.
 C INQUIRED ABOUT DIAGNOSTIC FEE.
 RCAS-ER ADVISED C THAT RCAS WAS NOT AWARE THAT C HAD PAID FEE ALREADY, THAT IF
 DLR DOES NOT REIMBURSE THE FEE THAT RCAS-ER WOULD REIMB C.
 C UNDERSTANDS.
 RCAS-ER AND C AGREED ON FOLLOW UP FOR 03/15/10.
 C THANKED RCAS-ER AND ENDED CALL.
 --- @03/10-ZER229N
 RCAS-ER CONTACTED DAY/EVE NUMBER AT 5:58 PM EST ON 03/15/10 AND SPOKE TO C.
 C STATES THAT THE VEH HAS BEEN REPAIRED BUT WAS IN AN ACCIDENT ON THE LOT.
 C STATES THAT THE DLR IS WORKING WITH THE INSURANCE COMPANY FOR THE DRIVER AT
 FAULT AND THAT C WILL BE GETTING C'S VEH BACK LATER THIS WEEK.
 RCAS-ER INQUIRED IF C WOULD LIKE RCAS TO FOLLOW UP WITH C AFTER C GETS
 VEH BACK? C DECLINED. C THANKED RCAS-ER FOR ASSISTANCE AND ENDED CALL.
 --- @03/15-ZER229N
 RCAS-ER CLOSING FILE. @03/15-ZER229N

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: 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: 03 / 08 / 10	USERID: ZNS909N
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: ZJB007N	
HISTORY:	UPDATE BY: ZER229N	
SVC CALL#:	UPDATE DATE: 03 / 15 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 03 / 15 / 10	MICROFILM: N
RESP CAA: REID, EMA LEA	OLM: COPENHAVER J	DOM: WOERNER BOB
PHONE: 0000041547	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

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SC: NONE

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

VIN: JNKAY41E94M [REDACTED] Y
YR/MDL: 2004.0 M45 MILEAGE: 48000
IN SVC DATE: 07 / 22 / 04
VCAN: N RTL DLR: 72005 INFINITI OF WARWICK
PAID: SVC DLR: 72005 INFINITI OF WARWICK
SUSP: RESP DLR: 72005 INFINITI OF WARWICK
DENY: REGION: 72 DIST: SL/SV/PT: 01 01 31

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 03 / 04 / 10
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED X MILES 32000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: UNKNOWN
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CE 11 OPEN DATE: 03 / 04 / 10 XFER/RSPNSBLTY: 72 01 S
CONTACT (S): FOLLOWUP DATE: 03 / 04 / 10 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 03 / 04 / 10 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZVK000N 03/04/2010

[REDACTED]

*****EMAIL FILE LOGGED*****

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES FOUND: NONE

EMAIL ADDRESSED TO: NNACONSUMERAFFAIRS@NISSAN-USA.COM

METHOD OF CONTACT: EMAIL

DATE RECEIVED: 03/04/10

DATE CREATED: 03/04/10

CRR-VK VERIFIED C'S NAME, DAY/EVENING PHONE.

C DID NOT PROVIDE VIN, MILEAGE, ADDRESS, RESPONSIBLE DLR.

CRR-VK DID NOT CHECK FOR OPEN RECALLS/ CAMPAIGNS/UPGRADES

BECAUSE CUSTOMER DID NOT PROVIDE THE VIN.

C'S EMAIL READS:

C STATES "I AM WRITING TO YOU ON BEHALF OF MY SISTER, WHO OWNS A 2004 M45 INFINITI. I DROVE HER CAR RECENTLY, TO GIVE IT A TEST RIDE...AS I AM LOOKING PURCHASE A NEW CAR VERY SOON MYSELF, AND LOVED THE RIDE AND THE 'FEEL OF THE CAR'. I AM VERY INTERESTED IN PURCHASING AND INFINITI MYSELF. I NOTICED THAT HER GAS GAUGE READ DIFFERENTLY EACH TIME I STARTED OR SWITCHED OFF THE CAR. WHEN I BEGAN THE RIDE THE GAUGE READ AT HALF, HOWEVER THIRTY MINUTES LATER IT READ FULL...AND I DID NOT ADD ANY GAS. I ASKED HER ABOUT THIS PROBLEM AND SHE MENTIONED THAT IT HAD BEEN 'NOT WORKING' FOR QUITE SOME TIME. SHE MENTIONED THAT HER GAS GAUGE WOULD COST OVER A THOUSAND DOLLARS TO REPAIR IT SO SHE HAS NOT BOTHERED. SHE ACTUALLY, MATHEMATICALLY, CALCULATES HER MILEAGE TO ESTABLISH HOW MUCH GAS SHE HAS LEFT. I AM A BIG FAN OF CNN AND NOTICED THE RECALL ON YOUR VEHICLES FOR THIS EXACT PROBLEM. I SUGGESTED THAT MY SISTER CONTACT THE INFINITI DEALER TO SEE IF SHE CAN GET HER GAS GAUGE REPAIRED. THEY SAID HER MODEL WAS NOT PART OF THE RECALL AND THEY WOULD NOT REPAIR IT. MY QUESTION TO YOU IS WHY IS THIS SO? WHY WOULD THEY NOT JUST REPAIR THIS PROBLEM EVEN THOUGH HER EXACT MODEL IS NOT PART OF THE RECALL? @03/04-ZVK000N OBVIOUSLY THERE MAY BE OTHER INFINITI MODELS, THAT MAY BE EXPERIENCING THIS PROBLEM, SO I AM WONDERING IF YOU CAN LEND ANY INFORMATION TO ME ON THIS ISSUE. IN MY PURSUIT OF A NEW VEHICLE MYSELF, INFINITI IS IN THE TOP THREE SO I AM VERY INTERESTED TO SEE HOW THIS PROBLEM OF MY SISTER'S IS HANDLED BY YOU. THANK YOU FOR YOUR HELP.

[REDACTED]

MEDIA CONSULTANT

CITADEL BROADCASTING

[REDACTED] (CELL)"

@03/04-ZVK000N

CRR-VK CONTACTED C ON DAY/EVENING NUMBER AND LEFT A VMX REQUESTING A CALL BACK

CRR-VK PROVIDED C WITH THE NAME, AS WELL AS FILE, CONTACT AND EXTENSION

NUMBERS.

@03/04-ZVK000N

CRR-VK LEAVING FILE OPEN AND UPDATING FOLLOW UP DATE.

@03/04-ZVK000N

@03/04-ZVK000N

CRR-VK RECEIVED A CALL FROM MS. GINA SUZA, OWNER OF VEH. C STATES C HAS BEEN

HAVING AN ONGOING ISSUE WITH THE VEH AND WOULD LIKE TO HAVE THE ISSUE

ADDRESSED. CRR-VK INQUIRED IF C HAS THE VIN NUMBER SO CRR-VK COULD CHECK IF

THE VEH IS INCLUDED IN THE RECALL. C STATES C DOES NOT HAVE THE INFORMATION

AT THIS TIME AND REQUESTED CRR-VK TO CONTACT C BETWEEN 4:30-5:00 PM ON

03/04/10. CRR-VK AGREED. C THANKED CRR-VK FOR THE FOLLOW UP CALL AND

DISCONNECTED.

@03/04-ZVK000N

CRR-VK CONTACTED C ON DAY NUMBER AT 4:50 PM AND SPOKE TO C. CRR-VK CONFIRMED

THE VIN NUMBER.

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CA6746573I

CRR-VK CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @03/04-ZVK000N
OPEN P9218 M45/Q45 SAB CONCTR ITB09-023
CRR-VK ADVISED C OF THE RECALL STATUS.
CRR-VK ADVISED C TO CONTACT A LOCAL INFINITI DLRSHIP FOR AN APPOINTMENT TO HAVE THE VEH REPAIRED. C UNDERSTOOD AND INQUIRED ABOUT THE FUEL GAUGE RECALL.
CRR-VK ADVISED THAT RECALLS ARE VIN SPECIFIC AND C'S VEH DOES NOT FALL UNDER THIS RECALL. HOWEVER IF C IS REQUESTING FURTHER ASSISTANCE THE VEH WOULD HAVE TO BE DIAGNOSED BY AN AUTHORIZED INFINITI DLRSHIP FIRST. CRR-VK ADVISED C TO CONTACT NNA BACK ONCE THE DIAGNOSIS HAS BEEN OBTAINED. C UNDERSTOOD.
CRR-VK AGAIN PROVIDED C WITH THE NAME AND FILE NUMBER AS WELL AS THE CONTACT NUMBER FOR INFINITI. C THANKED CRR-VK FOR THE INFORMATION AND THE FOLLOW UP CALL. C ENDED THE CALL BY HANGING UP. CRR-VK CLOSING FILE PENDING FURTHER CONTACT FROM C. @03/04-ZVK000N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):
SATISFIED: Y ACTION CODE: NE8F ROOT CAUSE: SCIN P9218
CALLBACK: (Y/N) #: 0 DATE: 00 / 00 / 00 USERID:
REOPEN: CALLBACK #: 0 DATE: 00 / 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: ZVK000N
HISTORY: UPDATE BY: ZVK000N
SVC CALL#: UPDATE DATE: 03 / 04 / 10
CLOSE: Y (Y/N) CLOSE DATE: 03 / 04 / 10 MICROFILM: N
RESP CAA: KONONCHUK, VLADA OLM: COPENHAVER J DOM: HUSSEY MARTY
PHONE: 0000000000 OWNER FIRST: LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E53M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 59504
CITY: HOUSTON IN SVC DATE: 07 / 21 / 03
ST/ZIP: TX [REDACTED] VCAN: N RTL DLR: 70488 NORTH HOUSTON INFINITI
DAY PH: [REDACTED] PAID: 3 SVC DLR: 70235 SOUTHWEST INFINITI
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 70235 SOUTHWEST INFINITI
DLR PH: [REDACTED] DENY: 0 REGION: 92 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 PREOWNED X MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 03 / 08 / 10 XFER/RSPNSBLTY: 11 00 S
CONTACT (S): FOLLOWUP DATE: 03 / 08 / 10 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 03 / 08 / 10 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY SUBCATEGORY AND SYMPTOM
OF NNA., INC. ISSUES 177000 M45
AR PRODUCT INQUIRIES (INF) VG PROVIDED RECALL INFORMATION

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C. A. R. COMMENTS

FILE OPENED-ZNS909N 03/08/2010
PREVIOUS FILES: 6258034, 6554813
RCAS-NS VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER AND RESPONSIBLE DLR.
RCAS-NS CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:
OPEN P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 07/20/09 00/00/00 NS909
RCAS-NS ADVISED C OF RECALL STATUS.
PREVIOUS INFINITI/NISSAN VEH: NONE
RCAS-NS WELCOMED C TO INFINITI FAMILY
RCAS-NS RECEIVED INBOUND CALL FROM C. @03/08-ZNS909N
C STATES C IS HAVING AN ISSUE WITH FUEL GAUGE NOT REGISTERING PROPERLY AND C WOULD LIKE TO KNOW IF VEH IS INVOLVED WITH NEW RECALL. C STATES THIS ISSUE WAS OCCURING WHEN C PURCHASED VEH. @03/08-ZNS909N
RCAS ADVISED C THAT RECALL FOR FUEL GAUGE DOES NOT PERTAIN TO C'S VEH AND APOLOGIZED ABOUT INCONVENIENCE. RCAS ADVISED C THAT RECALLS ARE VIN SPECIFIC. C UNDERSTOOD AND THANKED FOR ASSISTANCE. @03/08-ZNS909N
RCAS-NS OFFERED FURTHER ASSISTANCE, C DECLINED.
RCAS-NS GAVE NAME, EXTENSION AND FILE NUMBER.
RCAS-NS CLOSING FILE AS NO FURTHER ASSISTANCE IS NEEDED. @03/08-ZNS909N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y ACTION CODE: NT8F ROOT CAUSE: 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: ZNS909N
HISTORY: UPDATE BY: ZNS909N
SVC CALL#: UPDATE DATE: 03 / 08 / 10
CLOSE: Y (Y/N) CLOSE DATE: 03 / 08 / 10 MICROFILM: N
RESP CAA: SOUVANASANNE, NALIE OLM: COPENHAVER J DOM:
PHONE: 0000041433 OWNER FIRST: LANGUAGE: E ENGLISH

CONFIDENTIAL

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: BOYNTON BEACH
ST/ZIP: FL [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E43M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 52000
IN SVC DATE: 09 / 05 / 03
VCAN: N RTL DLR: 71050 INFINITI OF PALM BEACHES
PAID: 9 SVC DLR: 71050 INFINITI OF PALM BEACHES
SUSP: 0 RESP DLR: 71050 INFINITI OF PALM BEACHES
DENY: 0 REGION: 72 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 PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: N/A
OUTSIDE WARRANTY BY (B) MONTHS: 30 MILES: (PT) MONTHS: 6 MILES:

ORIG CODE: CT 11 OPEN DATE: 03 / 08 / 10 XFER/RSPNSBLTY: 72 11 S
CONTACT (S): FOLLOWUP DATE: 03 / 08 / 10 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 03 / 08 / 10 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OF NNA., INC. ISSUES 177000 M45
AR PRODUCT INQUIRIES (INF) VG PROVIDED RECALL INFORMATION

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C. A. R. COMMENTS

FILE OPENED-ZEL999N 03/08/2010
PREVIOUS RELATED FILES FOUND: NONE. @03/08-ZEL999N
PREVIOUS UNRELATED FILES FOUND: NONE.
RCAS-EL VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE AND DAY AND EVENING PHONE
NUMBERS, AND RESPONSIBLE DLR.
RCAS-EL CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @03/08-ZEL999N
OPEN P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 07/20/09 00/00/00
RCAS-EL ADVISED C OF THE SERVICE CAMPAIGN. @03/08-ZEL999N
PREVIOUS NISSAN/INFINITI VEHS:_N/A.
RCAS-EL RECEIVED A CALL FROM C. C STATED THAT C WOULD LIKE TO KNOW IF THERE IS
A RECALL FOR THE FUEL GAUGE. C STATED THAT THE PART IS DEFECTIVE AND C SAW ON
THE NEWS THAT NISSAN CAME OUT WITH A RECALL. RCAS ADVISED C THAT THERE IS NO
RECALL FOR THE FUEL GAUGE FOR THE M. RCAS ADVISED C THAT IF THERE IS A RECALL
FOR THE PART IN THE FUTURE, C WOULD BE NOTIFIED. C STATED THAT C WENT TO
INFINTI AND C WAS QUOTED \$400 AND C WENT TO AN INDEPENDENT AND THE DLR QUOTED
@03/08-ZEL999N
C A LOT LESS. C STATED THAT C IS GOING TO ASK THE DLR TO LOWER THE PRICE.
C STATED C DOES NOT NEED RCAS-EL'S NAME, EXTENSION OR THE FILE NUMBER.
C THANKED RCAS AND ENDED THE CALL @03/08-ZEL999N
RCAS-EL CLOSING THE FILE. @03/08-ZEL999N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):
SATISFIED: Y ACTION CODE: NT8F ROOT CAUSE: 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: ZEL999N
HISTORY: UPDATE BY: ZEL999N
SVC CALL#: UPDATE DATE: 03 / 08 / 10
CLOSE: Y (Y/N) CLOSE DATE: 03 / 08 / 10 MICROFILM: N
RESP CAA: LANCASTER, EMMA CAOM: RCAA CAOM: RCAA
PHONE: 0000047107 OWNER FIRST: LANGUAGE: E ENGLISH

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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E73M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 110000
CITY: STONE MOUNTAIN IN SVC DATE: 12 / 16 / 03
ST/ZIP: GA [REDACTED] VCAN: N RTL DLR: 71245 COAST INFINITI
DAY PH: [REDACTED] PAID: 18 SVC DLR: 71045 NALLEY INFINITI-DECATUR
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 71045 NALLEY INFINITI-DECATUR
DLR PH: [REDACTED] DENY: 1 REGION: 72 DIST: SL/SV/PT: 14 14 44

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED X MILES 50000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 71045 NALLEY INFINITI-D
OUTSIDE WARRANTY BY (B) MONTHS: 15 MILES: 51000 (PT) MONTHS: MILES: 41000

ORIG CODE: CT 11 OPEN DATE: 03 / 08 / 10 XFER/RSPNSBLTY: 72 14 S
CONTACT (S): FOLLOWUP DATE: 03 / 11 / 10 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 03 / 11 / 10 INF-NET DATE: 03 / 09 / 10

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 137000 CRANKSHAFT/CAMSHAFT
AG ENGINE MECHANICAL VF NON-WARRANTY ITEM GOODWILL ASSISTANCE I

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C. A. R. COMMENTS

FILE OPENED-ZML999N 03/08/2010

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES FOUND: NONE

PREVIOUS VEHICLES: NONE

RCAS-ML VERIFIED C'S NAME, ADDRESS, DAY/EVENING PHONE NUMBERS,
VIN, MILEAGE, AND RESPONSIBLE DLR.

RCAS-ML CHECKED FOR RECALLS/CAMPAIGNS: @03/08-ZML999N

CLSD P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 07/20/09 03/04/10 71045

RCAS-ML RECEIVED INBOUND CALL FROM C.

C STATED C HAS CALLED BEFORE WITH REGARD TO RECALLS. @03/08-ZML999N

C STATED C FEELS THE ENGINE SENSOR RECALL SHOULD APPLY TO C'S VEH.

RCAS-ML ADVISED C THAT RCAS IS ONLY ABLE TO ADVISE C OF RECALLS SHOWING UNDER
C'S VIN.

RCAS-ML ADVISED C THAT RCAS ONLY SEES SIDE AIRBAG RECALL AND RECALL HAS
BEEN COMPLETED. @03/08-ZML999N

C STATED C'S VEH IS EXPERIENCING ALL THE SAME SYMPTOMS OF ENGINE SENSOR RECALL
VEH STALLING, CHECK ENGINE LIGHT COMING ON. C STATED C'S VEH IS CURRENTLY
AT THE INFINITI DLR. C STATED THE DLR INITIALLY REPLACED C'S INSTRUMENT
CLUSTED BUT THE ISSUE WAS NOT RESOLVED AND THE CLUSTER DID NOT HAVE AN ISSUE.
C ASKED HOW C'S VEH CAN BE INCLUDED IN THE RECALL.

RCAS-ML ADVISED C THAT RCAS IS UNABLE TO INCLUDE C'S VEH IN A RECALL.

RCAS-ML ADVISED C THAT INFINITI CAN REVIEW AND SEE IF INFINITI CAN COVER
COST OF REPAIRS AS A GESTURE. C UNDERSTOOD.

RCAS-ML ADVISED C THAT C WILL BE CONTACTED BEFORE END OF DAY 3/9/10.

RCAS-ML ASKED IF C IS IN A LOANER VEH.

C STATED YES.

RCAS-ML PROVIDED C WITH RCAS NAME, FILE, AND PHONE NUMBER.

RCAS-ML OFFERED ADDITIONAL ASSISTANCE, C DECLINED.

C THANKED RCAS-ML AND ENDED CALL.

RCAS-ML SENDING FILE TO RCAS-NS FOR REVIEW. @03/08-ZML999N

RCAS-NS IN REVIEW OF FILE.

RCAS-NS DATANETED FILE TO DLR ON 3/8/10. @03/08-ZNS909N

RCAS-NS CALLED DLR 71045 AT 3:04 PM EST, 3/8/10 AND LEFT VMX FOR SM-RICKY
MILLS REQUESTING A CALL BACK. @03/08-ZNS909N

RCAS-NS RECEIVED VMX FROM SM-RICKY MILLS ON 3/9/10.

RCAS-NS CALLED DLR 71045 AT 10:31 AM EST, 3/9/10 AND LEFT VMX FOR SM-RICKY
MILLS REQUESTING A CALL BACK. @03/09-ZNS909N

RCAS-NS CALLED C ON DAY/EVE PHONE AT 10:39 AM EST, 3/9/10 AND LEFT VMX FOR C
ADVISING C THAT C'S CONCERNS ARE IN REVIEW, RCAS WILL FOLLOW UP ON 3/11/10
AND PROVIDING CONTACT INFO. @03/09-ZNS909N

RCAS-NS CALLED DLR 71045 AT 10:12 AM EST, 3/10/10 AND LEFT VMX FOR SM-RICKY
MILLS REQUESTING A CALL BACK. @03/10-ZNS909N

RCAS-NS RECEIVED VMX FROM C ON 3/10/10 AT 10:53 AM EST, STATING THAT VEH IS
AT DLR AND IS REPAIRED, C IS REQUESTING FURTHER GUIDANCE.

*** @03/10-ZNS909N

RCAS-NS CALLED DLR 71045 AT 12:27 PM EST, 3/10/10 AND LEFT VMX FOR ASM-JEFF
CHRISTIAN REQUESTING A CALL BACK. @03/10-ZNS909N

RCAS-NS CALLED C ON DAY/EVE PHONE AT 12:33 PM EST, 3/10/10 AND SPOKE TO C.

RCAS ADVISED C THAT RCAS IS WORKING ON C'S CONCERN AND IS TRYING TO GET A

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RESOLUTION ASAP. RCAS APOLOGIZED ABOUT INCONVENIENCE AND ADVISED C THAT RCAS WILL TRY HAVING AN UPDATE FOR C TOMORROW, 3/11/10.

C UNDERSTOOD AND THANKED FOR ASSISTANCE.

@03/10-ZNS909N

RCAS-NS RECEIVED VMX FROM ASM-JEFF CHRISTIAN AT 1:23 PM EST, 3/10/10 ADVISING RCAS TO CALL ASM BACK ON [REDACTED].

@03/10-ZNS909N

RCAS-NS CALLED ASM BACK ON [REDACTED] AT 2:19 PM EST, 3/10/10 AND LEFT VMX REQUESTING A CALL BACK.

@03/10-ZNS909N

RCAS-NS RECEIVED VMX FROM ASM-JEFF CHRISTIAN AT 3:13 PM EST, 3/10/10.

RCAS-NS CALLED ASM BACK ON [REDACTED] AT 4:02 PM EST, 3/10/10 AND SPOKE TO ASM-JEFF CHRISTIAN. ASM STATES VEH IS CURRENTLY AT DLR, FUEL GAUGE WAS NOT WORKING PROPERLY AND PARKING LIGHTS ARE ON. ASM STATES DLR REPLACED INSTRUMENT PANEL HOWEVER FUEL GAUGE WAS STILL NOT WORKING SO DLR IS GOING TO REPLACE FUEL SENDING UNIT. ASM STATES STARTER IS ALSO BAD AND NEEDS TO BE REPLACED. ASM STATES C FOUND A RECALL ON-LINE STATING THAT CAM SENSORS WERE DEFECTIVE AND NEED TO BE REPLACED. ASM STATES C BELIEVES THIS RECALL IS ON C'S VEH AND INSISTS FOR DLR TO REPLACE CAM SENSORS HOWEVER THERE WAS NO FAILURE FOUND. ASM STATES C WAS LAST AT DLR IN MARCH '08, THIS IS NOT A REGULAR SERVICING C. RCAS UNDERSTOOD AND THANKED FOR ASSISTANCE.

@03/10-ZNS909N

RCAS-NS CALLED C ON DAY/EVE PHONE AT 12:36 PM EST, 3/11/10 AND SPOKE TO C.

RCAS ADVISED C THAT DLR WAS UNABLE TO FIND ANY FAILURES WITH THE SENSORS.

RCAS ADVISED C THAT INFINITI IS UNABLE TO OFFER ASSISTANCE TOWARDS A REPAIR IF THERE IS NO FAILURE FOUND AND APOLOGIZED ABOUT INCONVENIENCE.

C STATES C'S VEH IS HAVING SAME SYMPTONS AS RECALL.

RCAS ADVISED C THAT RECALLS ARE VIN SPECIFIC, INFINITI DETERMINES WHAT VEHs ARE INCLUDED IN RECALL BY REVIEWING ASPECTS LIKE WHERE VEH WAS MANUFACTURED AND WHEN.

@03/11-ZNS909N

C UNDERSTOOD AND THANKED FOR ASSISTANCE.

RCAS-NS INQUIRED IF RCAS WAS ABLE TO ADDRESS ALL C'S CONCERNS. C STATED YES.

RCAS-NS GAVE NAME, EXTENSION AND FILE NUMBER.

RCAS-NS THANKED C FOR BUSINESS AND CALLING INFINITI.

RCAS-NS CLOSING FILE AS NO FURTHER ASSISTANCE IS NEEDED.

@03/11-ZNS909N

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: 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 #: 0	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: ZNS909N	
SVC CALL#:	UPDATE DATE: 03 / 11 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 03 / 11 / 10	MICROFILM: N
RESP CAA: SOUVANASANNE, NALIE	OLM: COPENHAVER J	DOM:
PHONE: 0000041433	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: ONE CONTRACT

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

VIN: JNKAY41E63M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 71000
IN SVC DATE: 02 / 29 / 04
VCAN: Y RTL DLR: 71042 INFINITI OF CHARLOTTE
PAID: 9 SVC DLR: 71042 INFINITI OF CHARLOTTE
SUSP: 0 RESP DLR: 71042 INFINITI OF CHARLOTTE
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 PREOWNED X MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: 25 MILES: 11000 (PT) MONTHS: 1 MILES: 1000

ORIG CODE: CT 11 OPEN DATE: 03 / 09 / 10 XFER/RSPNSBLTY: 72 13 S
CONTACT (S): FOLLOWUP DATE: 03 / 09 / 10 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 03 / 09 / 10 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OF NNA., INC. ISSUES 177000 M45
AR PRODUCT INQUIRIES (INF) VG PROVIDED RECALL INFORMATION

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C. A. R. COMMENTS

FILE OPENED-ZED501N 03/09/2010
PREVIOUS RELATED FILES FOUND: NONE.
PREVIOUS UNRELATED FILES FOUND: NONE.
RCAS-ED VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER
RCAS-ED CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @03/09-ZED501N
OPEN P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 07/20/09 00/00/00
RCAS-ED ADVISED C OF RECALL STATUS.
RCAS-ED RECEIVED INBOUND CALL FROM C.
C STATES THAT APPROX 1 YEAR AGO, FUEL GAUGE STOPPED WORKING.
C STATES THAT REPAIR WAS VERY EXPENSIVE, SO C DID NOT GET REPAIRS DONE.
C STATES THAT C WANTS TO KNOW IF THERE IS A RECALL.
RCAS-ED ADVISED C THERE IS NO RECALL ON THIS VEH FOR THIS ISSUE. C UNDERSTOOD.
RCAS-ED GAVE NAME, EXTENSION AND FILE NUMBER.
RCAS-ED OFFERED FURTHER ASSISTANCE, C DECLINED.
RCAS-ED ADVISED C THAT C WILL BE RECEIVING A SURVEY WITH REGARDS TO C'S
CALL
TO CA, AND RCAS-ED HOPES THAT C'S CONCERNS HAVE BEEN RESOLVED.
RCAS-ED THANKED C FOR C'S BUSINESS. @03/09-ZED501N
RCAS-ED CLOSING FILE AS C NEEDS NO FURTHER ASSISTANCE. @03/09-ZED501N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y ACTION CODE: NT8F ROOT CAUSE: 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: ZED501N
HISTORY: UPDATE BY: ZED501N
SVC CALL#: UPDATE DATE: 03 / 09 / 10
CLOSE: Y (Y/N) CLOSE DATE: 03 / 09 / 10 MICROFILM: N
RESP CAA: DRIEDGER, ERIN OLM: COPENHAVER J DOM:
PHONE: 0000047155 OWNER FIRST: LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:43 PM

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REQUESTED BY: corneb2

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

CA6750679

SERVICE CONTRACTS SUMMARY

DATE: 1/30/2012
TIME: 04:07:43 PM
MODEL YEAR: 2003.0
MAKE:
MODEL LINE: M45

NAME: [REDACTED]

VIN:

IN SCV DATE: 6/19/2004

SEO NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
117	FENO07200019	71042 NC	6/19/2004	6/19/2009	74,510		

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:43 PM

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CONTRACT: FENO07200019		CONTRACT:	
OWNER NAME: [REDACTED]		OWNER NAME:	
PLAN TYPE: E		PLAN TYPE:	
PLAN TERM: O		PLAN TERM:	
DEDUCTABLE: \$		DEDUCTABLE:	
EFFECTIVE: 06/19/04		EFFECTIVE:	
EXPIRES: 06/19/09 MILES: 74,510		EXPIRES:	MILES:
CANCEL: MILES:		CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION: 6/24/2004		TRANSACTION:	
PRINTED: 06/26/04		PRINTED:	
DEALER NO: 71042 STATE: NC		DEALER NO:	STATE:
DEALER NAME: INFINITI OF CHARLOTTE		DEALER NAME:	

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:43 PM

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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E24M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2004.0 M45 MILEAGE: 105214
CITY: CHARLOTTE IN SVC DATE: 06 / 11 / 04
ST/ZIP: NC [REDACTED] VCAN: N RTL DLR: 71042 INFINITI OF CHARLOTTE
DAY PH: [REDACTED] PAID: SVC DLR: 70522 LAKE NORMAN INFINITI
EVE PH: [REDACTED] SUSP: RESP DLR: 70522 LAKE NORMAN INFINITI
DLR PH: [REDACTED] DENY: 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 PREOWNED X MILES 80000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: 21 MILES: 45214 (PT) MONTHS: MILES: 35214

ORIG CODE: DT 11 OPEN DATE: 03 / 09 / 10 XFER/RSPNSBLTY: 72 13 S
CONTACT (S): FOLLOWUP DATE: 03 / 11 / 10 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 03 / 11 / 10 INF-NET DATE: 03 / 11 / 10

CONCERN AND CATEGORY SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YI OOW GOODWILL ASSISTANCE REQUEST

CONFIDENTIAL

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TIME: 04:07:43 PM

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C. A. R. COMMENTS

FILE OPENED-ZED501N 03/09/2010

***** DLR INFIELD FILE *****

PREVIOUS RELATED FILES FOUND: NONE.

PREVIOUS UNRELATED FILES FOUND: NONE.

RCAS-ED VERIFIED C'S NAME, VIN, MILEAGE, AND RESPONSIBLE DLR.

RCAS-ED CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @03/09-ZED501N

CLSD P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 07/20/09 08/18/09 70522

RCAS-ED RECEIVED INBOUND CALL FROM SA-GREG FIELDS.

SA STATES THAT FUEL SENDER UNIT IS FINE, BUT GAUGE IS INTERMITTENTLY STICKING.

SA STATES THAT DURING THE RESISTANCE TESTS, THE TECH GOT PART TO FAIL 1/3 TIMES.

SA STATES THAT C IS STATING THAT C RESEARCHED ONLINE, AND SOME OTHER PEOPLE WERE ASSISTED FOR THIS CONCERN.

SA STATES THAT THERE IS NO BULLETIN ON THIS CONCERN. @03/09-ZED501N

SA STATES THAT SA IS NOT RECOMMENDING ASSISTANCE DUE TO HIGH MILEAGE.

SA STATES THAT SA WANTS INFO DOCUMENTED, IN CASE C CALLS IN. @03/09-ZED501N

RCAS-ED ASSURED SA THAT INFO HAS BEEN DOCUMENTED. @03/09-ZED501N

RCAS-ED PROVIDED NAME, EXTENSION, AND FILE NUMBER.

RCAS-ED OFFERED FURTHER ASSISTANCE, SA DECLINED.

RCAS-ED CLOSING FILE. @03/09-ZED501N

***** @03/10-ZEL999N

RCAS-EL RECEIVED CALL FROM C ON 03/10/10 AND C STATED THAT WHEN C PURCHASED THE VEH PRE-OWNED FROM THE DLR, THE DLR ADVISED C THAT THERE WAS NOTHING WRONG WITH THE VEH. C STATED THAT THE FUEL GAUGE IS DEFECTIVE. C STATED THAT C FOUND ONLINE THAT A LOT OF OTHER C'S HAVE HAD THE SAME CONCERN AND INFINITI HAS ASSISTED. RCAS ASKED C HOW MUCH THE REPAIR IS GOING TO BE. C STATED THAT C DOES NOT KNOW AND THE VEH IS AT THE DLR RIGHT NOW. RCAS ADVISED C THAT INFINITI WILL MOST LIKELY NOT BE IN A POSITION TO ASSIST WITH THE REPAIR. C STATED THAT INFINITI HAS ASSISTED OTHER C'S WITH THE REPAIR. RCAS ADVISED C THAT FINANCIAL ASSISTANCE IS LOOKED AT ON A CASE BY CASE BASIS. RCAS ADVISED C @03/10-ZEL999N

THAT THE VEH HAS 105000 MILES AND THE VEH WAS PURCHASED PRE-OWNED AFTER THE WARRANTY HAD EXPIRED. C STATED THAT THE DLR LIED TO C AND ADVISED C THAT NOTHING WAS WRONG WITH THE VEH. RCAS ADVISED C THAT C MAY SPEAK TO THE DLR IF C FEELS LIKE THE DLR LIED TO C. C STATED THAT C HAS DONE SO AND THE DLR WILL NOT ASSIST C. @03/10-ZEL999N

RCAS-EL ADVISED C THAT RCAS WILL TRANSFER THE FILE TO A REGIONAL SPECIALIST WHO WILL CONTACT C BEFORE THE END OF THE FOLLOWING DAY. @03/10-ZEL999N

RCAS-EL OFFERED ADDITIONAL ASSISTANCE, C DECLINED.

C THANKED RCAS-EL FOR THE ASSISTANCE, C SATISFIED.

RCAS-EL GAVE C NAME, EXTENSION AND FILE NUMBER. @03/10-ZEL999N

RCAS-EL TRANSFERRED THE FILE TO RCAS-NS ON 03/10/10 AND SENT EMAIL TO ADVISE. @03/10-ZEL999N

RCAS-NS IN REVIEW OF FILE. @03/10-ZNS909N

RCAS-NS DATANETED FILE TO DLR ON 3/10/10. @03/10-ZNS909N

RCAS-NS CALLED C ON DAY/EVE PHONE AT 12:20 PM EST, 3/11/10 AND SPOKE TO C.

RCAS CONFIRMED C'S CONCERNS. C STATES C HAS ALREADY SPENT A LOT OF MONEY ON VEH AND CHECKED ON-LINE FOR THIS CONCERN. C STATES C WANTS INFINITI TO ASSIST WITH REPAIRS.

RCAS ADVISED C THAT AFTER FURTHER REVIEW, INFINITI IS NOT IN THE POSITION TO ASSIST WITH REPAIRS DUE TO HOW FAR VEH IS OOW. RCAS ADVISED C THAT EACH REQUEST IS REVIEWED ON A CASE BY CASE BASIS AND APOLOGIZED ABOUT INCONVENIENCE

CONFIDENTIAL

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C STATES C HAS BEEN DEALING WITH THIS FOR 6 MONTHS AND WANTS INFINITI TO MAKE DLR ACCOUNTABLE FOR THIS ISSUE. C STATES C FELT DLR LIED TO C. RCAS ASSURED C THAT ALL C'S CONCERNS HAVE BEEN DOCUMENTED AND WILL BE REVIEWED BY APPROPRIATE DEPTS. RCAS ADVISED C THAT DLRS ARE INDEPENDENTLY OWNED AND OPERATED, INFINITI IS UNABLE TO INFORCE DLR TO TAKE ANY ACTION. C STATES C WANTS TO SPEAK WITH SOMEONE WHO CAN MAKE DLR ACCOUNTABLE. RCAS ADVISED C THAT INFINITI'S OBLIGATION IS TO HONOR WARRANTY AND REVIEW REQUESTS ON A CASE BY CASE BASIS, RCAS REFERRED C TO GM FOR POSSIBLE ASSISTANCE IF C FEELS DLR WAS NOT PROPERLY ASSISTING C. C STATES C IS NOT SATISFIED AND WILL BE TAKING THIS TO A HIGHER LEVEL. RCAS APOLOGIZED THAT DECISION WAS NOT MORE FAVORABLE. RCAS THANKED FOR C'S TIME, CALL THEN ENDED. RCAS-NS CLOSING FILE AS NO FURTHER ASSISTANCE IS NEEDED.

@03/11-ZNS909N

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: NT3A 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 / 10 / 10 USERID: ZEL999N
OTHER #: 0 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: ZED501N
HISTORY: UPDATE BY: ZNS909N
SVC CALL#: UPDATE DATE: 03 / 11 / 10
CLOSE: Y (Y/N) CLOSE DATE: 03 / 11 / 10 MICROFILM: N
RESP CAA: SOUVANASANNE, NALIE OLM: COPENHAVER J DOM:
PHONE: 0000041433 OWNER FIRST: LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
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SC: ONE CONTRACT

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

VIN: JNKAY41E83M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 131000
IN SVC DATE: 09 / 26 / 03
VCAN: Y RTL DLR: 71107 CERRITOS INFINITI
PAID: 16 SVC DLR: 70499 RIVERSIDE INFINITI
SUSP: 0 RESP DLR: 70499 RIVERSIDE INFINITI
DENY: 0 REGION: 92 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 PREOWNED X MILES 22000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 70499 RIVERSIDE INFINITI
OUTSIDE WARRANTY BY (B) MONTHS: 30 MILES: 71000 (PT) MONTHS: 6 MILES: 61000

ORIG CODE: CT 11 OPEN DATE: 03 / 11 / 10 XFER/RSPNSBLTY: 92 02 S
CONTACT (S): FOLLOWUP DATE: 03 / 23 / 10 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 03 / 19 / 10 INF-NET DATE: 03 / 15 / 10

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 153000 GEN. FUEL DELIVERY/INTAKE COMPONENT
AI FUEL/INTAKE SYSTEM YI OOW GOODWILL ASSISTANCE REQUEST

CONFIDENTIAL

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C. A. R. COMMENTS

FILE OPENED-ZAH287N 03/11/2010

PREVIOUS RELATED/UNRELATED FILES FOUND: NONE.

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

RCAS-AH CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @03/11-ZAH287N

CLSD P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 07/20/09 02/18/10 70499

RCAS-AH ADVISED C OF RECALL STATUS.

RCAS-AH RECEIVED INBOUND CALL FROM C.

C STATES SAW THERE WAS A RECALL ON THE FUEL GAUGE. @03/11-ZAH287N

C ADVISED HAD THE SAME REPAIR ON 07/06/09 C PAID \$550

C ADVISED HAD ANOTHER REPAIR DONE ON 07/15/10 C \$224

C ADVISED BOTH REPAIRS WERE RELATED TO THE FUEL GAUGE NOT READING

C ADVISED WOULD ALSO LIKE TO BE REIMBURSED FOR THE TOW FOR \$63

RCAS-AH ADVISED THIS VEH IS NOT INCLUDED IN THE RECALL

C ADVISED SOMETHING NEEDS TO BE DONE ABOUT THIS THIS IS THE SAME ISSUE

C ADVISED WOULD LIKE TAKE THIS FURTHER AND WOULD LIKETO BE REIMBURSED FOR THIS

RCAS-AH ADVISED C THAT FILE WILL BE FORWARDED TO REGIONAL SPECIALIST

AND C WOULD BE CONTACTED BEFORE THE END OF THE NEXT BUSINESS DAY.

C UNDERSTANDS.

RCAS-AH OFFERED FURTHER ASSISTANCE, C DECLINED.

RCAS-AH GAVE NAME, EXTENSION AND FILE NUMBER.

RCAS-AH TRANSFERRING FILE TO RCAS FOR FURTHER HANDLING AND SENT INTERNAL

MSG TO RCAS-CR TO ADVISE.

RCAS-AH EXITING FILE. @03/11-ZAH287N

*** @03/12-ZCR000N

RCAS-CR CALLED SM-JOE ROELL AT 3:36 PM EST AND LEFT A VMX. @03/12-ZCR000N

RCAS-CR FOUND THE FOLLOWING IN VROI: @03/12-ZCR000N

WORK ORDER: 68147-01 W.O.DATE: 07/06/09 ODOMETER: 121351

REMARK: TOW IN-CAR STOPPED WHILE ON FREEWAY

REMARK: FOUND OUT OF GAS & GAUGE ERRATIC DUE TO FAILURE IN METER -

ASSEMBLY / REPLACED METER/GAUGE ASSEMBLY NOW OK. @03/12-ZCR000N

WORK ORDER: 68360-01 W.O.DATE: 07/15/09 ODOMETER: 121424 @03/12-ZCR000N

REMARK: CUST STATES FUEL GAUGE INFO NOT ACCURATE SINCE REPLACED

METER ASSEMBLY / ALSO NEEDLE GOES BEYOND FULL MARK.

REMARK: FUEL LEVEL SENDING UNIT OUT OF SPECS/REPLACED FUEL LEVEL -

SENDING UNIT, FILLED TANK, TEST DROVE & DISTANCE TO EMPTY -

** @03/12-ZCR000N

RCAS-CR SENT AN EMAIL TO FOM-TF AND ORM-RL FOR ASSISTANCE. @03/12-ZCR000N

** @03/12-ZCR000N

RCAS-CR CALLED DAY/EVE NUMBER AT 3:53 PM EST ON 03/12/10 AND SPOKE WITH C.

RCAS-CR INFORMED C THAT RCAS-CR IS CURRENTLY LOOKING INTO C'S REQUEST FOR

REIMBURSEMENT FOR THE REPAIRS C HAD DONE. RCAS-CR INFORMED C THAT RCAS-CR WILL

CONTACT C ON 03/17/10. C THANKED RCAS-CR AND ENDED THE CALL. @03/12-ZCR000N

** @03/12-ZCR000N

RCAS-CR RECEIVED AN EMAIL FROM ORM-RL ADVISING THAT THERE ARE NO RECALLS ON

THE VEH. ORM STATED THAT DUE TO THE AGE AND MILEAGE OF THE VEH INFINITI

ISN'T IN A POSITION TO ASSIST WITH THE REPAIRS. @03/15-ZCR000N

*** @03/15-ZCR000N

RCAS-CR CALLED DAY/EVE NUMBER AT 1:15 PM EST ON 03/17/10 AND LEFT A VMX.

*** @03/17-ZCR000N

RCAS-CR CALLED DAY/EVE NUMBER AT 11:57 AM EST ON 03/19/10 AND LEFT A VMX.

*** @03/19-ZCR000N

RCAS-CR RECEIVED A VMX FROM C REQUESTING A CALL BACK AT 2:36 PM. @03/19-ZCR000N

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RCAS-CR RECEIVED A VMX FROM C REQUESTING A CALL BACK AT 12:02 PM.
@03/19-ZCR000N

RCAS-CR CALLED DAY/EVE NUMBER AT 12:05 PM EST AND LEFT A VMX. @03/19-ZCR000N
** @03/19-ZCR000N

RCAS-CR RECEIVED A CALL FROM C. RCAS-CR INFORMED C THAT RCAS-CR DID LOOK INTO
C'S REQUEST FOR ASSISTANCE WITH THE REPAIRS. RCAS-CR INFORMED C THAT INFINITI
ISN'T IN A POSITION TO ASSIST WITH THE REPAIRS. C STATED THAT C WOULD LIKE TO
PURSUE THIS FURTHER. C STATED THAT C WOULD LIKE AN ADDRESS. RCAS-CR INFORMED
C OF THE ADDRESS. C THANKED RCAS-CR AND ENDED THE CALL. @03/19-ZCR000N
RCAS-CR CLOSING FILE. @03/19-ZCR000N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

SATISFIED: Y		ACTION CODE: NT3B		CONTACT(S):	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:	
IIR-DATE:	00 / 00 / 00	TRANS DATE:	00 / 00 / 00	CHECK REQUESTED:	NO
3RD PRY:		PART#:		CHECK ISSUED:	NO
BYBACK ST:		OPENED BY:	ZAH287N		
HISTORY:		UPDATE BY:	ZCR000N		
SVC CALL#:		UPDATE DATE:	03 / 19 / 10		
CLOSE:	Y (Y/N)	CLOSE DATE:	03 / 19 / 10	MICROFILM:	N
RESP CAA:	ROTSTEIN, CARLY	OLM:	COPENHAVER J	DOM:	BURKE GREG
PHONE:	0000041453	OWNER FIRST:		LANGUAGE:	E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:43 PM

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

CA6753697

SERVICE CONTRACTS SUMMARY

DATE: 1/30/2012
TIME: 04:07:43 PM
MODEL YEAR: 2003.0
MAKE:
MODEL LINE: M45

NAME: [REDACTED]

VIN:

IN SCV DATE: 6/14/2006

SEO NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
119	FECL07308589	70499 CA	6/14/2006	6/14/2010	94,393		

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:43 PM

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CONTRACT: FECL07308589		CONTRACT:	
OWNER NAME: [REDACTED]		OWNER NAME:	
PLAN TYPE: E		PLAN TYPE:	
PLAN TERM: L		PLAN TERM:	
DEDUCTABLE: \$ 100		DEDUCTABLE:	
EFFECTIVE: 06/14/06		EFFECTIVE:	
EXPIRES: 06/14/10 MILES: 94,393		EXPIRES:	MILES:
CANCEL: MILES:		CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION: 6/28/2006		TRANSACTION:	
PRINTED: 06/30/06		PRINTED:	
DEALER NO: 70499 STATE: CA		DEALER NO:	STATE:
DEALER NAME: RIVERSIDE INFINITI		DEALER NAME:	

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DATE: 1/30/2012
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SC: NONE

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

VIN: JNKAY41EX3M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 0
IN SVC DATE: 09 / 27 / 03
VCAN: N RTL DLR: 70062 INFINITI OF LISLE, INC.
PAID: 2 SVC DLR: 70112 INFINITI TUSTIN
SUSP: 0 RESP DLR: 70112 INFINITI TUSTIN
DENY: 0 REGION: 72 DIST: SL/SV/PT: 02 02 32

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 03 / 04 / 10
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CE 11 OPEN DATE: 03 / 15 / 10 XFER/RSPNSBLTY: 92 02 S
CONTACT (S): FOLLOWUP DATE: 03 / 18 / 10 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 03 / 17 / 10 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OF NNA., INC. ISSUES 177000 M45
AR PRODUCT INQUIRIES (INF) VG PROVIDED RECALL INFORMATION

CONFIDENTIAL

DATE: 1/30/2012
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C. A. R. COMMENTS

FILE OPENED-ZDB338N 03/15/2010

*****EMAIL FILE LOGGED*****

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES FOUND: NONE

EMAIL ADDRESSED TO: INFINITICONSUMERAFFAIRS@NISSAN-USA.COM

METHOD OF CONTACT: EMAIL ID NO.: 2001332

DATE RECEIVED: 01/05/10 DATE CREATED: 03/15/10

CRR-DB VERIFIED C'S NAME, ADDRESS, VIN, DAY AND EVENING PHONE NUMBER.

C DID NOT PROVIDE MILEAGE AND RESPONSIBLE DLR.

CRR-DB UPDATED OWNER'S INFORMATION (NAME, ADDRESS, PHONE NUMBER)

CRR-DB CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @03/15-ZDB338N

OPEN P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 07/20/09 00/00/00

C'S EMAIL READS:

C STATES " @03/15-ZDB338N

'
"I HAVE AN 03 M45, JNKAY41EX3M [REDACTED] AS YOU @03/15-ZDB338N

ARE WELL AWARE, THE GAS GAGE IS USELESS AND I
WROTE YOU BEFORE BUT GOT NO RESPONSE. NOW I

SEE YOU HAVE ISSUED A RECALL FOR THAT EXACT @03/15-ZDB338N
ISSUE..... WILL THIS MANUFACTURER'S DEFECT BE

FIXED PROPERLY BY INFINITI..... PLEASE
RESPOND..... GARRY NEWBROUGH" @03/15-ZDB338N

CRR-DB CONTACTS C BACK AT DAYTIME PHONE NUMBER AT 12:07 PM EST ON 3/15/10

@03/15-ZDB338N

\----

RCAS-SP RECEIVED CALL FROM C.

RCAS-SP ADVISED THAT C'S VEH HAS THE SIDE AIRBAG RECALL ON IT AND AT THIS
TIME THE FUEL GAUGE IS NOT ON C'S VEH.

C UNDERSTOOD. @03/15-ZSP458N

RCAS-SP THANKED.
RCAS-SP NOTES THAT C ENDED CALL. @03/15-ZSP458N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NT8F	ROOT CAUSE: SCIN
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 1	DATE: 03 / 17 / 10	USERID: ZDB338N
OTHER #: 0	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: ZDB338N	
HISTORY:	UPDATE BY: ZDB338N	
SVC CALL#:	UPDATE DATE: 03 / 17 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 03 / 17 / 10	MICROFILM: N
RESP CAA:	OLM: COPENHAVER J	DOM: BURKE GREG
PHONE: 0000000000	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

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SC: NONE

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

VIN: JNKAY41E84M [REDACTED] Y
YR/MDL: 2004.0 M45 MILEAGE: 60000
IN SVC DATE: 09 / 18 / 04
VCAN: N RTL DLR: 70021 LYNNE INFINITI
PAID: 1 SVC DLR: 71021 FETTE INFINITI, L.L.C.
SUSP: 1 RESP DLR: 71021 FETTE INFINITI, L.L.C.
DENY: 0 REGION: 72 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 PREOWNED MILES # NISSAN/INFINITI VEHICLES: 2
VEHICLE MAINTAINED BY: UNKNOWN
OUTSIDE WARRANTY BY (B) MONTHS: 18 MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 03 / 15 / 10 XFER/RSPNSBLTY: 72 03 S
CONTACT (S): FOLLOWUP DATE: 03 / 22 / 10 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 03 / 22 / 10 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YI OOW GOODWILL ASSISTANCE REQUEST
OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZGZ999N 03/15/2010
PREVIOUS UNRELATED FILES FOUND: 5366816
RCAS-GZ VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER AND RESPONSIBLE DLR.
RCAS-GZ CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:
OPEN P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 07/20/09 00/00/00 Z999N
RCAS-GZ ADVISED C OF RECALL STATUS AND TO HAVE THE CAMPAIGN PERFORMED AT AN AUTHORIZED INFINTI DLRSHIP. C UNDERSTOOD.
PREVIOUS INFINITI/NISSAN VEH:MAX 98
RCAS-GZ RECEIVED INBOUND CALL FROM C. @03/15-ZGZ999N
C STATED C SENT AN EMAIL ONE WEEK AGO AND C WANTED TO FIND OUT IF THAT EMAIL WAS RECEIVED OR NOT YET. RCAS-GZ ADVISED C THAT THERE IS NO DOCUMENTATION SHOWING THAT C'S EMAIL HAS BEEN RECEIVED. C STATED C WOULD RECIEVE A RESPONSE AND IT MIGHT JUST TAKE SOME MORE TIME BEFORE C'S EMAIL IS PROCESSED AND UPDATED IN THE SYSTEM. C UNDERSTOOD. C STATED C CAN JUST TELL RCAS-GZ C'S CONCERN.
C STATED C HAS READ ABOUT OTHER VEHS LIKE C'S THAT HAVE THE SAME PROBLEM AND C WAS ASKING TO HAVE INFINITI HELP WITH THIS REPAIR SINCE C READ THAT INFINITI HAS HELPED OTHER CUSTOMERS. RCAS-GZ ACKNOWLEDGED C'S CONCERNS AND ADVISED C THAT C'S VEH IS OUT OF BASIC WARRANTY AND THERE IS NO RECALL OR SERVICE CAMPAIGN TO COVER THIS KIND OF CONCERN. C UNDERSTOOD. C STATED C INCLUDED IN THE EMAIL 5 OTHER LINKS THAT INDICATE WHERE C TALKED TO OTHER VEH OWNERS ABOUT THIS SAME PROBLEM.
C STATED C SERVICES AT A LOCAL MIDAS SHOP NEAR C'S HOUSE. C ASKED FOR INFINITI TO HELP C WITH THIS REPAIR SINCE C DOES NOT HAVE ANY LOCAL DLRSHIP WITH ANY HISTORY WITH C.
RCAS-GZ ADVISED C TO HAVE THE VEH DIAGNOSED AND RCAS-GZ HELPED C LOCATE AN INFINITI DLRSHIP.
RCAS-GZ ADVISED C THAT IF THERE ARE ANY FURTHER CONCERNS AFTER 71021 FETTE INFINITI HAS DIAGNOSED C'S VEH, THEN C CAN CALL BACK IF THERE WERE ANY FURTHER CONCERNS AT THAT TIME. C UNDERSTOOD. RCAS-GZ ADVISED C THAT IF NECESSARY, INFINITI CONSUMER AFFAIRS COULD LOOK INTO THE POSSIBILITY OF SPECIAL FINANCIAL ASSISTANCE ONCE A DLR DIAGNOSIS IS AVAILABLE TO BE REVIEWED. C UNDERSTOOD.
RCAS-GZ OFFERED FURTHER ASSISTANCE, C DECLINED.
RCAS-GZ GAVE NAME, EXTENSION AND FILE NUMBER.
RCAS-GZ CLOSING FILE. @03/15-ZGZ999N
RCAS-GZ UPDATED TREAD ACT CODES. @03/15-ZGZ999N
*****E-MAIL FILE LOGGED***** @03/15-ZGZ999N
PREVIOUS RELATED FILE(S) FOUND:_NONE
PREVIOUS UNRELATED FILE(S) FOUND:_5366816
EMAIL ADDRESSED TO: NNACONSUMERAFFAIRS@NISSAN-USA.COM
METHOD OF CONTACT: EMAIL ID NO:_2001465199
DATE RECEIVED: 03/09/10 DATE CREATED:_03/22/10
CRR-DC VERIFIED C'S NAME, DAY/EVENING NUMBER AND VIN. @03/22-ZDC161N
C DID NOT PROVIDE ADDRESS, MILEAGE AND RESPONSIBLE DLR.
CRR-DC LOCATED C'S NAME IN OWNER'S DATA BASE.
CRR-DC CHECKED FOR OPEN RECALLS, CAMPAIGNS OR UPGRADES FOUND: @03/22-ZDC161N
OPEN P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 07/20/09 00/00/00
C'S EMAIL READS,
"GOOD AFTERNOON, I AM WRITING REGARDING A VERY SERIOUS PROBLEM WITH MY 2004 INFINITI M45. WITHIN THE LAST 2 YEARS I HAVE PURCHASED MY CAR WITH I PREVIOUSLY LEASED FROM LYNNES INFINITI OF BLOOMFIELD, NJ. I REALLY

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LOVED BOTH THIS CAR AND THE NISSAN MAXIMA BEFORE THIS UNTIL RECENTLY. I RAN OUT OF GAS 2 TIMES OVER THE LAST 6 MONTHS EVEN THOUGH MY GAS GAUGE HAD OVER HALF A TANK OF GAS. AFTER BEING TOWED HOME FOR A SECOND TIME MY MECHANIC ALERTED ME THAT THE FUEL PUMP MAY BE THE PROBLEM AND SHOULD BE REPLACED. I WAS CO OPERATING WITH THE MECHANIC AS I COULDN'T DRIVE MY VEHICLE AND UPON CALLING INFINITI'S ROADSIDE ASSISTANCE WAS TOO PRICEY TO USE AFTER SPENDING 2000 DOLLARS IN @03/22-ZDC161N TOWING FEES, REPAIRS, AND PROBLEMS. FINALLY, I THOUGHT THIS PROBLEM WAS IN THE PAST ONLY TO RUN OUT OF GAS ON MY LUNCH BREAK WHEN WE GAUGE SHOWED OVER 3/4'S FULL. I THEN HAD TO WALK A MILE TO GET GAS AND FILL THE TANK WITH ENOUGH TO GET HOME. AFTER GETTING HOME THIS TIME I FIGURED IT WAS TIME TO START CALLING SOME PEOPLE BEFORE GETTING A HUGE PRICE QUOTE FROM A DEALERSHIP. I FOUND THROUGH THE INTERNET AND OTHER M45 OWNERS THAT THIS IS A KNOWN ISSUE ON M45 2003-2004 MODELS. I WAS HOPING TO BUY ANOTHER INFINITI AS WELL AS A NISAN XTERRA THIS YEAR. I THEN FOUND A NEW YORK TIMES ARTICLES SHOWING A RECALL FOR MANY NEW NISSAN CARS WITH A GAS GAUGE PROBLEM. I AM VERY FRUSTRATED AND SPOKE TO ANOTHER M45 OWNER THAT RECOMMENDED WRITING YOU BEFORE I CALL ANY DEALERSHIP OR HAVE ANY REPAIRS (MY DEALERSHIP LYNNES INFINITI NO LONGER EXISTS). THE OTHER OWNER SAID THAT INFINITI CONSUMER AFFAIRS DID COVER THE COST OF HIS REPAIRS AND THAT YOU WILL DO YOUR @03/22-ZDC161N BEST TO ACCOMMODATE THIS PROBLEM. I HOPE YOU CAN HELP ME STAY WITH NISSAN/INFINITI BY HELPING ME WITH THIS HEADACHE. I HAVE ATTACHED THE WEBSITE LINKS ON THE BOTTOM OF THIS EMAIL THAT SHOW THE GAUGE IS A CONSTANT AND RECALLABLE PROBLEM THAT SHOULD BE ACCOMMODATED FOR BY INFINITI. I LOOK FORWARD TO A SPEEDY RESPONSE AND THANK YOU FOR ALL YOUR TIME AND EFFORTS IN ADVANCE FOR THIS LIFELONG NISSAN/INFINITI OWNER. " CRR-DC NOT RESPONDING TO C'S EMAIL AS C'S EMAIL IS OUT DATED AND C HAD CALLED INTO INFINITI ON 03/15/10, SPOKEN TO RCAS-ZL WHO HAD ADVISED FOR C TO HAVE VEH PROPERLY DIAGNOSED BY AN AUTHORIZED INFINITI DLR. CRR-DC CLOSING FILE.

@03/22-ZDC161N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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 #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 1	DATE: 03 / 22 / 10	USERID: ZDC161N
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: ZGZ999N	
HISTORY:	UPDATE BY: ZDC161N	
SVC CALL#:	UPDATE DATE: 03 / 22 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 03 / 22 / 10	MICROFILM: N
RESP CAA: ZLOCH, GREGORY	OLM: COPENHAVER J	DOM: BISHOP DAVE
PHONE: 0000041659	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: CINCINNATI
ST/ZIP: OH [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41EX3M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 58337
IN SVC DATE: 03 / 31 / 04
VCAN: N RTL DLR: 70231 INFINITI OF CINCINNATI
PAID: 23 SVC DLR: 70231 INFINITI OF CINCINNATI
SUSP: 0 RESP DLR: 70231 INFINITI OF CINCINNATI
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 PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: 24 MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 03 / 15 / 10 XFER/RSPNSBLTY: 72 22 S
CONTACT (S): FOLLOWUP DATE: 04 / 05 / 10 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 03 / 31 / 10 INF-NET DATE: 03 / 17 / 10

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YI OOW GOODWILL ASSISTANCE REQUEST

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C. A. R. COMMENTS

FILE OPENED-ZCR000N 03/15/2010

PREVIOUS RELATED FILES FOUND: NONE.

PREVIOUS UNRELATED FILES FOUND: NONE.

RCAS-CR VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE AND DAY AND EVENING PHONE NUMBERS

RCAS-CR CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @03/15-ZCR000N

CLSD P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 07/20/09 09/30/09 70231

RCAS-CR RECEIVED A CALL FROM C. @03/15-ZCR000N

C STATED THAT C HAS A CONCERN WITH THE GAS GUAGE NOT WORKING. C STATED THAT C WAS ADVISED THAT THE REPAIR WOULD BE \$600. C STATED THAT THIS IS TOO MUCH FOR THIS REPAIR. C STATED THAT C WOULD LIKE ASSISTANCE WITH THE REPAIR.

RCAS-CR INFORMED C THAT C'S FILE WILL BE TRANSFERRED TO A RCAS WHO WILL CONTACT C BY THE END OF THE NEXT BUSINESS DAY.

RCAS-CR OFFERED ADDITIONAL ASSISTANCE, C DENIED.

C THANKED RCAS-CR FOR THE ASSISTANCE, C SATISFIED.

@03/15-ZCR000N

RCAS-CR GAVE C NAME, EXTENSION AND FILE NUMBER.

@03/15-ZCR000N

@03/15-ZCR000N

RCAS-CR SENT AN EMAIL TO RCAS-TG TO ADVISE OF FILE.

@03/15-ZCR000N

**

@03/15-ZCR000N

RCAS-TG TRANSFERRED FILE INTO RCAS-TG NAME AND DATANETTED FILE AND CHECK

TREAD ACT.

@03/16-ZTG999N

@03/16-ZTG999N

RCAS-TG CALLED 70231 INFINITI OF CINCINNATI AT 10:46AM EST ON 3/16/10 AND SPOKE TO SM - TOM SMITH. RCAS-TG INQUIRED ABOUT GAS GUAGE.

SM STATED C IS A GOOD SERVICING C OF THE DLR AND SM STATED WILL LOOK INTO ASSISTANCE FOR C.

@03/16-ZTG999N

RCAS-TG UNDERSTOOD AND STATED WILL FOLLOW UP WITH DLR ON 3/18/10.

RCAS-TG AGREED.

@03/16-ZTG999N

@03/16-ZTG999N

RCAS-TG CALLED C ON DAY/EVENING NUMBER AT 11:39AM EST ON 3/16/10. LEFT VMX.

RCAS-TG GAVE C NAME, PHONE NUMBER, EXT AND FILE NUMBER.

@03/16-ZTG999N

@03/16-ZTG999N

RCAS-TG TRANSFERRED FILE INTO RCAS-EL'S RESPONSIBILITY FOR FURTHER HANDLING.

@03/17-ZTG999N

RCAS-EL CALLED SM-TOM SMITH AT 2:16PM EST ON 03/18/10 AND SM STATED THAT THE FUEL GAUGE IS GOING TO BE COVERED AND THE SM WILL BE CALLING C IN ABOUT AN HOUR TO ADVISE.

@03/18-ZEL999N

@03/18-ZEL999N

RCAS-EL CALLED C ON DAY/EVE NUMBER AT 4:05PM EST ON 03/18/10 AND LEFT VMX WITH NAME, NUMBER AND EXT.

@03/18-ZEL999N

@03/22-ZEL999N

RCAS-EL RECEIVED VMX FROM C ON 03/19/10 AT 1:16PM AND C STATED THAT THE DLR HAS ADVISED C THAT THE REPAIR WILL BE COVERED AND C THANKED INFINITI FOR ASSISTANCE.

@03/22-ZEL999N

@03/22-ZEL999N

RCAS-EL CALLED C ON DAY/EVE NUMBER AT 2:46PM EST ON 03/22/10 AND C STATED THAT THE DLR HAS ORDERED THE PART AND IS EXPECTING IT TO ARRIVE MID WEEK. C STATED THAT C REALLY APPRECIATES INFINITI'S ASSISTANCE. C STATED THAT THE SM IS REALLY GOOD TO C AND C LOVES THE DLR. RCAS ADVISED C THAT RCAS WILL FOLLOW UP WITH C ON 03/26/10 TO CONFIRM REPAIRS. C STATED C CAN ALSO CALL RCAS TO ADVISE RCAS WHEN C'S APPOINTMENT IS. C THANKED RCAS AND THE CALL WAS ENDED.

@03/22-ZEL999N

RCAS-EL RECEIVED VMX FROM C ON 03/25/10 AT 11:47AM EST ON C STATED THAT C HAS

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AN APPOINTMENT ON 03/30/10 AND IF RCAS WANTS TO FOLLOW UP WITH C AFTER THAT,
RCAS CAN. @03/25-ZEL999N
***** @03/31-ZEL999N
RCAS-EL CALLED C ON DAY/EVE NUMBER AT 9:02AM EST ON 03/31/10 AND LEFT VMX WITH
NAME, NUMBER AND EXT. @03/31-ZEL999N
***** @03/31-ZEL999N
RCAS-EL RECEIVED VMX FROM C ON 03/31/10 AT 9.19AM EST AND C STATED THAT THE
@03/31-ZEL999N
FUEL GAUGE WAS REPLACED AND THE DLR DID A GREAT JOB. C STATED THAT THE DLR
ORDER A PART FOR A DOOR SENSOR. C STATED THAT THE DLR REPLACED A BATTERY IN
THE KEY AND CHECKED ON SOME OTHER THINGS. C STATED THAT EVERYTHING IS FINE AND
C THANKED RCAS FOR ASSISTANCE. @03/31-ZEL999N
RCAS-EL CLOSING THE FILE. @03/31-ZEL999N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE
DEALER SERVICE MANAGER, PLEASE CONTACT CUSTOMER AND REVIEW FOR POSSIBLE
ASSISTANCE.
C STATED THAT C HAS A CONCERN WITH THE GAS GUAGE NOT WORKING. C STATED THAT C
WAS ADVISED THAT THE REPAIR WOULD BE \$600. C STATED THAT THIS IS TOO MUCH

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:

IIR-DATE: 00 / 00 / 00 TRANS DATE: 00 / 00 / 00 CHECK REOUESTED: NO
3RD PRY: PART#: CHECK ISSUED: NO
BYBACK ST: OPENED BY: ZCR000N
HISTORY: UPDATE BY: ZEL999N
SVC CALL#: UPDATE DATE: 03 / 31 / 10
CLOSE: Y (Y/N) CLOSE DATE: 03 / 31 / 10 MICROFILM: N
RESP CAA: LANCASTER, EMMA OLM: COPENHAVER J DOM:
PHONE: 0000047107 OWNER FIRST: LANGUAGE: E ENGLISH

CONFIDENTIAL

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SC: ONE CONTRACT

NAME: [REDACTED]
STREET: [REDACTED]
CITY: MIAMI
ST/ZIP: FL [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN: Y
PAID: 23
SUSP: 0
DENY: 2

VIN: JNKAY41E03M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 60000
IN SVC DATE: 10 / 22 / 02
RTL DLR: 70052 WARREN HENRY INFINITI
SVC DLR: 70052 WARREN HENRY INFINITI
RESP DLR: 70052 WARREN HENRY INFINITI
REGION: 72 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 PREOWNED MILES # NISSAN/INFINITI VEHICLES: 5
VEHICLE MAINTAINED BY: 70052 WARREN HENRY INFI.
OUTSIDE WARRANTY BY (B) MONTHS: 41 MILES: (PT) MONTHS: 17 MILES:

ORIG CODE: CT 11 OPEN DATE: 03 / 19 / 10 XFER/RSPNSBLTY: 11 00 S
CONTACT (S): FOLLOWUP DATE: 03 / 19 / 10 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 03 / 19 / 10 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS
AT INSTRUMENTATION

180000 FUEL GAUGE
YE MULTIPLE REPAIR ATTEMPTS

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C. A. R. COMMENTS

FILE OPENED-ZGZ999N 03/19/2010

CA5906269

@03/19-ZGZ999N

PREVIOUS RELATED/UNRELATED FILES FOUND: NONE

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

RCAS-GZ CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

OPEN P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 07/20/09 00/00/00

RCAS-GZ ADVISED C OF RECALL STATUS.

PREVIOUS INFINITI/NISSAN VEH: 03 M45, 3 X Q45 (IN THE 90'S)

RCAS-GZ RECEIVED INBOUND CALL FROM C'S SON, IVAN.

@03/19-ZGZ999N

C STATED C HAS HAD THE FUEL GAUGE REPLACED ON THIS VEH PREVIOUSLY AND IT WAS COVERED. C STATED THE GAUGE WAS REPLACED TWICE AND C WAS TRYING TO BRING C'S VEH IN BUT C COULD NOT GET AN APPOINTMENT. C STATED C USED TO GET GOOD SERVICE BUT WHEN THE STAFF CHANGED, THE SERVICE IS BAD AND C IS BEING RECOMMENDED TO GO TO ANOTHER DLR IN FT. LAUDERDALE.

@03/19-ZGZ999N

RCAS-GZ APOLOGIZED TO C FOR THE BAD SERVICE EXPERIENCE. RCAS-GZ ASSURED C THAT C'S COMPLAINT HAS BEEN DOCUMENTED. RCAS-GZ OFFERED TO GET C IN CONTACT WITH THE DLR TO SEE IF C CAN GET AN APPOINTMENT AS C NEEDS. C AGREED. C STATED AN APPOINTMENT FOR THIS SATURDAY IS PREFERRED.

@03/19-ZGZ999N

RCAS-GZ OFFERED FURTHER ASSISTANCE, C DECLINED.

RCAS-GZ GAVE NAME, EXTENSION AND FILE NUMBER.

RCAS-GZ CONFERENCED C WITH VANESSA AT THE DLR TO SCHEDULE C FOR SATURDAY

BETWEEN 8 AND 9AM. C STATED C WAS SATISFIED.

@03/19-ZGZ999N

RCAS-GZ IS CLOSING THE FILE AS NO FURTHER ACTION IS REQUIRED.

@03/19-ZGZ999N

@03/19-ZGZ999N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y ACTION CODE: NT8G ROOT CAUSE: SCNT SCMV
CALLBACK: (Y/N) #: 0 DATE: 00 / 00 / 00 USERID:
REOPEN: CALLBACK #: 0 DATE: 00 / 00 / 00 USERID:
NEW INFO #: 0 DATE: 00 / 00 / 00 USERID:
OTHER #: 1 DATE: 03 / 19 / 10 USERID: ZGZ999N
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: ZGZ999N
HISTORY: UPDATE BY: ZGZ999N
SVC CALL#: UPDATE DATE: 03 / 19 / 10
CLOSE: Y (Y/N) CLOSE DATE: 03 / 19 / 10 MICROFILM: N
RESP CAA: ZLOCH, GREGORY CAOM: BAUMGARTNER MAR CAOM: BAUMGARTNER MAR
PHONE: 0000041659 OWNER FIRST: LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:43 PM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: corneb2

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CA6761183I

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

CA6761183

SERVICE CONTRACTS SUMMARY

DATE: 1/30/2012
TIME: 04:07:43 PM
MODEL YEAR: 2003.0
MAKE:
MODEL LINE: M45

NAME: [REDACTED]

VIN:

IN SCV DATE: 1/24/2006

SEO NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
123	FENL87064057	70052 FL	1/24/2006	1/24/2010	66,234		

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CURRENT SERVICE CONTRACT	PRIOR SERVICE CONTRACT
CONTRACT: FENL87064057	CONTRACT:
OWNER NAME: [REDACTED]	OWNER NAME:
PLAN TYPE: E	PLAN TYPE:
PLAN TERM: L	PLAN TERM:
DEDUCTABLE: \$	DEDUCTABLE:
EFFECTIVE: 01/24/06	EFFECTIVE:
EXPIRES: 01/24/10 MILES: 66,234	EXPIRES: MILES:
CANCEL: MILES:	CANCEL: MILES:
TRANSFER:	TRANSFER:
TRANSACTION: 1/24/2006	TRANSACTION:
PRINTED: 01/28/06	PRINTED:
DEALER NO: 70052 STATE: FL	DEALER NO: STATE:
DEALER NAME: WARREN HENRY INFINITI	DEALER NAME:

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DATE: 1/30/2012
TIME: 04:07:43 PM

NISSAN MOTOR CORPORATION IN U.S.A
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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E43M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 73500
CITY: MIAMI IN SVC DATE: 10 / 14 / 03
ST/ZIP: FL [REDACTED] VCAN: N RTL DLR: 70053 SOUTH MOTORS INFINITI
DAY PH: [REDACTED] PAID: 1 SVC DLR: 70052 WARREN HENRY INFINITI
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 70052 WARREN HENRY INFINITI
DLR PH: [REDACTED] DENY: 0 REGION: 72 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 PREOWNED X MILES 19000 # NISSAN/INFINITI VEHICLES: 5
VEHICLE MAINTAINED BY: 70052 WARREN HENRY INFI.
OUTSIDE WARRANTY BY (B) MONTHS: 29 MILES: 13500 (PT) MONTHS: 5 MILES: 3500

ORIG CODE: CT 11 OPEN DATE: 03 / 19 / 10 XFER/RSPNSBLTY: 11 00 S
CONTACT (S): FOLLOWUP DATE: 03 / 19 / 10 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 03 / 19 / 10 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY		SUBCATEGORY AND SYMPTOM	
OA	VEHICLE CONCERNS	180000	FUEL GAUGE
AT	INSTRUMENTATION	YI	OOW GOODWILL ASSISTANCE REQUEST
OA	VEHICLE CONCERNS	180000	FUEL GAUGE
AT	INSTRUMENTATION	YX	POOR OR IMPROPER OPERATION

CONFIDENTIAL

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NISSAN MOTOR CORPORATION IN U.S.A
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REQUESTED BY: corneb2

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CA6761197I

C. A. R. COMMENTS

FILE OPENED-ZGZ999N 03/19/2010
PREVIOUS RELATED/UNRELATED FILES FOUND: NONE
RCAS-GZ VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER AND RESPONSIBLE DLR.
RCAS-GZ CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:
CLSD P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 07/20/09 11/10/09 70052N
RCAS-GZ ADVISED C OF RECALL STATUS.
PREVIOUS INFINITI/NISSAN VEH: 03 M45, 3 X Q45 (IN THE 90'S)
RCAS-GZ RECEIVED INBOUND CALL FROM C. @03/19-ZGZ999N
C STATED C HAS A PROBLEM WITH THE FUEL GAUGE. C STATED C HAS GONE TO THE DLR SOME TIME AGO AND C WAS GIVEN A QUOTE OF \$1500 TO FIX. C STATED C IS NOT SURE WHEN THAT WAS.
<<RCAS-GZ CHECKED VROI>>
RCAS-GZ ADVISED C THAT C'S LAST DOCUMENTED VISIT TO AN INFINITI DLR WAS IN NOV/2009 AND WHEN CHECKING BACK AS FAR AS JULY/2007, THERE IS NOT DOCUMENTED DIAGNOSIS FOR THIS CONCERN. C UNDERSTOOD.
C STATED INFINITI HAS A PROBLEM WITH THIS VEH SINCE C HAS HAD MULTIPLE REPAIRS WITH C'S OTHER VEH AND NOW THIS VEH HAS A FUEL GAUGE CONCERN.
C STATED C WANTS INFINITI TO HELP WITH AT LEAST THE COST OF PARTS, IF NOT ALL OF THE REPAIR.
RCAS-GZ ACKNOWLEDGED C'S CONCERNS AND ADVISED C TO CALL BACK ONCE C HAD A NEW DIAGNOSIS FOR FURTHER REVIEW. C AGREED. @03/19-ZGZ999N
RCAS-GZ OFFERED FURTHER ASSISTANCE, C DECLINED.
RCAS-GZ GAVE NAME, EXTENSION AND FILE NUMBER.
RCAS-GZ CLOSING FILE. @03/19-ZGZ999N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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:
IIR-DATE: 00 / 00 / 00 TRANS DATE: 00 / 00 / 00 CHECK REQUESTED: NO
3RD PRY: PART#: CHECK ISSUED: NO
BYBACK ST: OPENED BY: ZGZ999N
HISTORY: UPDATE BY: ZGZ999N
SVC CALL#: UPDATE DATE: 03 / 19 / 10
CLOSE: Y (Y/N) CLOSE DATE: 03 / 19 / 10 MICROFILM: N
RESP CAA: ZLOCH, GREGORY CAOM: BAUMGARTNER MAR CAOM: BAUMGARTNER MAR
PHONE: 0000041659 OWNER FIRST: LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
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REQUESTED BY: corneb2

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: MABLETON
ST/ZIP: GA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E43M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 70000
IN SVC DATE: 01 / 24 / 03
VCAN: N RTL DLR: 70498 INFINITI OF SOUTH ATLANTA
PAID: SVC DLR: 70498 INFINITI OF SOUTH ATLANTA
SUSP: RESP DLR: 70498 INFINITI OF SOUTH ATLANTA
DENY: REGION: 72 DIST: SL/SV/PT: 14 14 44

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 03 / 09 / 10
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY 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: 70498 INFINITI OF SOUTH
OUTSIDE WARRANTY BY (B) MONTHS: 38 MILES: 10000 (PT) MONTHS: 14 MILES:

ORIG CODE: CE 11 OPEN DATE: 03 / 22 / 10 XFER/RSPNSBLTY: 72 14 S
CONTACT (S): FOLLOWUP DATE: 03 / 24 / 10 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 03 / 24 / 10 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YI OOW GOODWILL ASSISTANCE REQUEST
OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YX POOR OR IMPROPER OPERATION

CONFIDENTIAL

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CUSTOMER ASSISTANCE REQUEST
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CA6762034I

C. A. R. COMMENTS

FILE OPENED-ZVF778N 03/22/2010

*****EMAIL FILE LOGGED*****

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES FOUND: NONE

EMAIL ADDRESSED TO: INFINITICONSUMERAFFAIRS@NISSAN-USA.COM

METHOD OF CONTACT: EMAIL ID NO.: 2001465219

DATE RECEIVED: 03/09/10 DATE CREATED: 03/22/10

CRR-VF VERIFIED C'S NAME, ADDRESS, EVENING PHONE.

C DID NOT PROVIDE MILEAGE, DAY PHONE, E-MAIL ADDRESS, VIN. @03/22-ZVF778N

CRR-VF LOCATED C IN OWNER'S DATABASE. @03/22-ZVF778N

CRR-VF CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @03/22-ZVF778N

CLSD P9218 M45/Q45 SAB CONCTR ITB09-023 @03/22-ZVF778N

C'S EMAIL READS: @03/22-ZVF778N

C STATES @03/22-ZVF778N

"I HAVE A 2003 INFINITI M45. THE CAR CUT OFF ON THE EXPRESSWAY WITH THE GAS GAUGE SHOWING 1/4 FULL. IT WAS TOTALLY EMPTY OF GAS. I HAVE HAD THE SAME EXPERIENCE 2 OTHER TIMES SO I HAVE TO FILL IT UP AFTER IT GOES BELOW 1/2 FULL. I CONTACTED MY DEALER BUT THEY TOLD ME MY CAR WAS NOT UNDER THE RECALL. WHY IS IT NOT COVERED? I AM HAVING THE SAME FAULTY GAS GAUGE READING AS THE OTHER INFINITI CARS."

@03/22-ZVF778N

CRR-VF CONTACTED C BY PHONE AS NO E-MAIL PROVIDED.

@03/22-ZVF778N

CRR-VF CONTACTED C ON DAY PHONE AT 10:39 AM EST.

@03/22-ZVF778N

CRR-VF RECEIVED MESSAGE THAT MAILBOX IS FULL.

@03/22-ZVF778N

CRR-VF UNABLE TO LEAVE VMX.

@03/22-ZVF778N

CRR-VF CONTACTED C ON EVE PHONE AT 10:41 AM EST.

@03/22-ZVF778N

CRR-VF LEFT VMX.

@03/22-ZVF778N

CRR-VF SETTING FOLLOW UP FOR 03/24

@03/22-ZVF778N

@03/23-ZAH287N

RCAS-AH RECEIVED DCALL FROM C AT 2:07 PM EST ON 03/23/10

C ADVISED IS TRYING TO GET IN CONTACT WITH CRR-VF

@03/23-ZAH287N

RCAS-AH ADVISED CRR IS DUE TO CALL C 03/24/10

RCAS-AH ADVISED WILL SEND EMAIL TO ADVISE

@03/23-ZAH287N

C AGREED

@03/23-ZAH287N

**RCAS-MC RECEIVED A CALL FROM C ON 3/24/10. C STATED THAT C WANTED TO REACH CRR-VF. C STATED THAT APPARENTLY THERE IS NO EXTENSION.

RCAS-MC CHECKED AND FOUND NO EXTENSION.

@03/24-ZMC854N

RCAS-MC INQUIRED IF RCAS-MC COULD ASSIST C.

C STATED THAT C WANTED THE SITUATION TO BE REVIEWED. C STATED THAT C WOULD PREFER TO BE CALLED "RUSTY".

RCAS-MC AGREED AND ADVISED C THAT GOODWILL CAN BE LOOKED INTO FOR C BUT FIRST AN INSPECTION WILL HAVE TO BE DONE AT AN INFINITI DLR. C AGREED AND INQUIRED IF THERE IS A CHARGE. RCAS-MC STATED THAT SOME DLRS CHARGE, NOT ALL. RCAS-MC STATED THAT ONCE INSPECTED C CAN CALLBACK AND THE FILE CAN BE TRANSFERRED TO THE RCAS AGENT FOR C'S AREA. C THANKED RCAS-MC.

RCAS-MC PROVIDED FILE#, NAME, EXTENSION.

@03/24-ZMC854N

RCAS-MC CLOSING FILE.

@03/24-ZMC854N

@03/24-ZMC854N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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DEALER ACTION:

		CONTACT(S):			
SATISFIED: Y		ACTION CODE: NT8G		ROOT CAUSE: SCIN	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:	
IIR-DATE: 00 / 00 / 00		TRANS DATE: 00 / 00 / 00		CHECK REQUESTED: NO	
3RD PRY:		PART#:		CHECK ISSUED: NO	
BYBACK ST:		OPENED BY: ZVF778N			
HISTORY:		UPDATE BY: ZMC854N			
SVC CALL#:		UPDATE DATE: 03 / 24 / 10			
CLOSE: Y (Y/N)		CLOSE DATE: 03 / 24 / 10		MICROFILM: N	
RESP CAA: FIORELLO, VANESSA		OLM: COPENHAVER J		DOM:	
PHONE: 0000000000		OWNER FIRST:		LANGUAGE: E ENGLISH	

CONFIDENTIAL

DATE: 1/30/2012
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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: UNION
ST/ZIP: SC [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E94M [REDACTED] Y
YR/MDL: 2004.0 M45 MILEAGE: 130000
IN SVC DATE: 12 / 27 / 04
VCAN: N RTL DLR: 70309 HARPER INFINITI, INC.
PAID: SVC DLR: 71423 BRADSHAW INFINITI
SUSP: RESP DLR: 71423 BRADSHAW INFINITI
DENY: REGION: 72 DIST: SL/SV/PT: 14 14 44

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 03 / 10 / 10
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY 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: UNKNOWN
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 70000 (PT) MONTHS: MILES: 60000

ORIG CODE: CE 11 OPEN DATE: 03 / 22 / 10 XFER/RSPNSBLTY: 72 15 S
CONTACT (S): FOLLOWUP DATE: 03 / 22 / 10 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 03 / 22 / 10 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YX POOR OR IMPROPER OPERATION

CONFIDENTIAL

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CA6762810I

C. A. R. COMMENTS

FILE OPENED-ZDC161N 03/22/2010

*****E-MAIL FILE LOGGED*****

PREVIOUS RELATED FILE(S) FOUND:_NONE

PREVIOUS UNRELATED FILE(S) FOUND:_5402792

EMAIL ADDRESSED TO: NNACONSUMERAFFAIRS@NISSAN-USA.COM

METHOD OF CONTACT: E-MAIL ID NO:_2001466490

DATE RECEIVED: 03/10/10 DATE CREATED:_03/22/10

CRR-DC VERIFIED C'S NAME, ADDRESS AND MILEAGE.

C DID NOT PROVIDE DAY/EVENING NUMBER, VIN AND RESPONSIBLE DLR.

CRR-DC LOCATED C'S NAME IN OWNER'S DATA BASE.

CRR-DC CHECKED FOR OPEN RECALLS, CAMPAIGNS OR UPGRADES FOUND: @03/22-ZDC161N

OPEN P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 07/20/09 00/00/00

C'S EMAIL READS,

"I RECENTLY HEARD OF AN INFINITI RECALL REGARDING DEFECTIVE FUEL GAUGES.

MY M45 HAS BEEN READING INCORRECTLY FOR ABOUT 6 MONTHS. IS MY MODEL

INCLUDED IN THE RECALL? IF NOT, DOES IT USE A COMMON PART OF THE

VEHICLES THAT WERE INCLUDED? MY CAR NOW HAD 130K MILES AND HAS BEEN

FANTASTIC EXCEPT FOR THIS ONE SMALL PROBLEM. THANKS!"

@03/22-ZDC161N

CRR-DC'S RESPONSE TO C.

@03/22-ZDC161N

FILE #6762810N

VIN #JNKAY41E94M [REDACTED]

DEAR: ROBERT LOVE,

A REVIEW OF OUR RECORDS INDICATES THAT THE VEHICLE WITH THE VEHICLE SERIAL NUMBER LISTED ABOVE IS INVOLVED IN ONE

OPEN RECALL AS FOLLOWS:

OPEN P9218 M45/Q45 SAB CONCTR ITB09-023

PLEASE CONTACT YOUR INFINITI DEALERSHIP FOR AN

APPOINTMENT TO HAVE THE RECALL REPAIRS PERFORMED ON

YOUR VEHICLE. THESE REPAIRS ARE FREE OF CHARGE TO YOU.

YOUR VEHICLE IS NOT INVOLVED IN THE FUEL GAUGE INACCURACY

@03/22-ZDC161N

RECALL CAMPAIGN. INFINITI RECOMMENDS CONTACTING YOUR

SERVICING INFINITI DEALER WITH YOUR CURRENT VEHICLE

CONCERNS. THANK YOU FOR GIVING US THE OPPORTUNITY TO BE

OF SERVICE.

CRR-DC CLOSING FILE.

@03/22-ZDC161N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NE8F	ROOT CAUSE: P9218
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:
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: ZDC161N	
SVC CALL#:	UPDATE DATE: 03 / 22 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 03 / 22 / 10	MICROFILM: N
RESP CAA: CASSANOVA, DORALISA	OLM: COPENHAVER J	DOM:
PHONE: 0000000000	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
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SC: NONE

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

VIN: JNKAY41E33M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 34000
IN SVC DATE: 08 / 29 / 03
VCAN: N RTL DLR: 71319 ADVANTAGE INFINITI OF S.M
PAID: 16 SVC DLR: 70101 MILLER INFINITI, INC.
SUSP: 0 RESP DLR: 70101 MILLER INFINITI, INC.
DENY: 0 REGION: 92 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: 1/12/2010 WHERE: 70101 MILLER INFINITI, INC.
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 2
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: 31 MILES: (PT) MONTHS: 7 MILES:

ORIG CODE: CT 11 OPEN DATE: 03 / 24 / 10 XFER/RSPNSBLTY: 92 01 S
CONTACT (S): FOLLOWUP DATE: 05 / 17 / 10 INF-NET (Y/N): 1
SEVERITY: 3 CLOSE DATE: 05 / 17 / 10 INF-NET DATE: 05 / 06 / 10

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YE MULTIPLE REPAIR ATTEMPTS
OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YX POOR OR IMPROPER OPERATION

CONFIDENTIAL

DATE: 1/30/2012
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C. A. R. COMMENTS

FILE OPENED-ZGZ999N 03/24/2010

@03/24-ZGZ999N

PREVIOUS RELATED FILES FOUND: 6705576

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

RCAS-GZ CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

CLSD P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 07/20/09 03/03/10 70101N

RCAS-GZ ADVISED C OF RECALL STATUS.

PREVIOUS INFINITI/NISSAN VEH:MAX 95

RCAS-GZ RECEIVED INBOUND CALL FROM C.

@03/24-ZGZ999N

C STATED THE VEH HAS TO KEEP GOING BACK TO THE DLR FOR THE FUEL GAUGE.

C STATED THE LAST TIME C WAS AT THE DLR, ON JAN/2010 C GOT THE VEH BACK ON 2/20/10.

@03/24-ZGZ999N

C STATED NOW THE FUEL GAUGE IS NOT WORKING AGAIN. C STATED C HAS NO TIME TO GO TO THE DLRSHIP TO GET THE VEH FIXED. C STATED C KNOWS THE VEH CANNOT BE FIXED. RCAS-GZ ACKNOWLEDGED C'S CONCERNS AND ADVISED C THAT INFINITI CAN HELP THE DLR FIX C'S VEH AS NEEDED BUT SINCE C'S LAST VISIT TO THE DLR WAS 2 MONTHS AGO, C WOULD HAVE TO GET A CURRENT DIAGNOSIS TO FIND OUT WHAT C'S VEH NEEDS AND IF C HAS ANY FURTHER CONCERNS WHEN C RETURNS TO THE DLR C CAN CALL CONSUMER AFFAIRS BACK SO THE DLR CAN BE CONTACTED. C AGREED.

RCAS-GZ OFFERED FURTHER ASSISTANCE, C DECLINED.

@03/24-ZGZ999N

RCAS-GZ GAVE NAME, EXTENSION AND FILE NUMBER.

RCAS-GZ CLOSING FILE.

@03/24-ZGZ999N

RCAS-GZ UPDATED TREAD ACT CODES.

@03/24-ZGZ999N

RCAS-ER RECIEVED INBOUND CALL FROM C.

C STATES THAT C PURCHASED THE VEH CASH, WITHOUT A TEST DRIVE.

C STATES THAT C WENT TO MILLER INFINITI IN VAN NUYS AND THE DLR HAD THE VEH FOR SIX WEEKS.

C STATES THAT C'S SON WANTS TO TALK TO THE FACTORY TO SEE WHAT CAN BE DONE.

C STATES THAT C WANTS TO GET ANOTHER VEH.

RCAS-ER ADVISED C THAT IF C WANTS THE VEH TO BE SOLD, THE DLR WOULD NEED TO BE CONSULTED.

@03/25-ZER229N

RCAS-ER ADVISED C THAT RCAS-ER CAN HAVE SOMEONE FROM THE DLR CALL C TO ARRANGE DISCUSSION OF PURCHASE OF NEW VEH.

C AGREED.

C STATES THAT C WOULD LIKE A COMPARABLE VEH.

RACS-ER ADVISED C THAT RCAS-ER WOULD REQUEST CALL BACK FOR C FROM DLR.

C UNDERSTANDS.

C STATES THAT C WANTS SOMEONE FROM THE DLR TO CALL WHEN THE VEH WAS READY.

RCAS-ER ADVISED C THAT THE DLR WOULD ADVISE.

C THANKED RCAS-ER AND ENDED CALL.

RCAS-ER EXITING FIEL.

@03/25-ZER229N

RCAS-ER RECIEVED EMAIL FROM SM JACK ELLIOTT ADVISING THAT VEH HAS BEEN AT THE DLR SINCE 03/25/10 AND DLR IS UNABLE TO DUPLICATE AND CONFIRM REPAIRS.

SM STATES THAT C HAS NOT RETURNED LOANER AFTER BEING CALLED.

SM REQUESTS THAT RCAS CALL C AND ASK FOR LOANER TO BE RETURNED.

RCAS-ER CONTACTED DAYTIME NUMBER AT 12:20 PM EST ON 04/07/10 AND LEFT VMX.

RCAS-ER CONTACTED EVENING NUMBER AT 12:21 PM EST ON 04/07/10 AND LEFT VMX.-

RCAS-ER RECIEVED EMAIL FROM SM JACK ELLIOTT ON 04/07/10 ADVISING THAT C HAS

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CONTACTED DLR AND NO FURTHER RCAS INVOLVEMENT IS NEEDED.
RCAS-ER RECLOSING FILE.

--- @04/07-ZER229N

RCAS-ER RECIEVED INBOUND CALL FROM C.
C STATES THAT THE VEH IS CURRENTLY AT THE DLR.
C STATES THAT DLR REFERRED C TO CALL CA.

C STATES THAT THE DLR HAS NOT REPAIRED VEH. @05/03-ZER229N

C STATES THAT C HAS LOST CONFIDENCE IN THE VEH AND DOES NOT WANT TO PICK IT UP.

RCAS-ER ADVISED C THAT RCAS-ER WOULD WORK WITH THE DLR TO CONFIRM REPAIRS.
RCAS-ER ADVISED C THAT RCAS-ER WOULD FOLLOW UP WIHT C ON 05/05/10.

C THANKED RCAS-ER. SIMILAR VEHS. @05/03-ZER229N

--- @05/03-ZER229N

RCAS-ER SENT EMAIL TO SM JACK ELLIOTT ON 05/04/10.

--- @05/04-ZER229N

RCAS-ER RECIEVED EMAIL FROM SM JACK ELLIOTT ON 05/05/10. SM ADVISES THAT VEH HAS BEEN MADE PRIORITY. SM STATES THAT DLR FOUND A LOOSE CONNECTION BEHIND THE CLUSTER AND WILL KNOW LATER ON TODAY IF VEH IS REPAIRED.

--- @05/05-ZER229N

RCAS-ER CONTACTED DAYTIME NUMBER AT 2:09 PM EST ON 05/05/10 AND WAS ADVISED THAT C WAS OUT OF THE OFFICE. RCAS DID NOT LEAVE VMX. @05/05-ZER229N

RCAS-ER CONTACTED EVENING NUMBER AT 2:10 PM EST ON 05/05/10 AND LINE RANG TWO MINUTES WITH NO ANSWER, NO VMX.

--- @05/05-ZER229N

RCAS-ER SENT EMAIL TO SM JACK ELLIOTT ON 05/06/10.

--- @05/06-ZER229N

RCAS-ER RECIEVED EMAIL FROM SM JACK ELLIOTT ON 05/06/10 SM STATES THAT THE VEH HAS BEEN REPAIRED AND C HAS BEEN CALLED. SM STATES THAT THE GAUGE CLUSTER WAS SHORTING INTERMITTENTLY. DLR HAD A PART IN STOCK AND REPLACED IT AND VEH IS NOW DONE. @05/07-ZER229N

--- @05/07-ZER229N

RCAS-ER CONTACTED DAYTIME NUMBER AT 4:23 PM EST ON 05/07/10 AND LEFT VMX.

RCAS-ER CONTACTED EVENING NUMBER AT 4:24 PM EST ON 05/07/10 AND WAS ADIVSED THAT C WAS NOT AVAILABLE AND THEN CALL WAS DISCONNECTED.

--- @05/07-ZER229N

RCAS-ER CONTACTED DAYTIME NUMBER AT 1:32 PM EST ON 05/11/10 AND LEFT MSG.

RCAS-ER CONTACTED EVENING NUMBER AT 1:32 PM EST ON 05/11/10 AND LEFT VMX.

--- @05/11-ZER229N

RCAS-ER SENT EMAIL TO ASM TYRONE REDDICK ON 05/13/10 INQUIRING IF THE VEH HAD BEEN PICKED UP.

--- @05/13-ZER229N

RCAS-ER RECIEVED EMAIL FROM SA REYNALDO SILVA ADVISING THAT VEH WAS DELIVERED TO C THIS MORNING.

--- @05/13-ZER229N

RCAS-ER CONTACTED DAYTIME NUMBER AT 2:40 PM EST ON 05/13/10 AND LEFT MSG.

RCAS-ER CONTACTED EVENING NUMBER AT 2:41 PM EST ON 05/13/10 AND LEFT MSG.

--- @05/13-ZER229N

RCAS-ER CONTACTED DAYTIME NUMBER AT 2:40 PM EST ON 05/13/10 AND LEFT MSG.

RCAS-ER CONTACTED EVENING NUMBER AT 2:41 PM EST ON 05/13/10 AND LEFT VMX.

--- @05/13-ZER229N

RCAS-ER CLOSING FILE PENDING CALL BACK. @05/17-ZER229N

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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: NT4B		ROOT CAUSE: SCSV	SCMV
CALLBACK: (Y/N)	#: 0	DATE: 00 / 00 / 00		USERID:	
REOPEN: CALLBACK	#: 0	DATE: 05 / 03 / 10		USERID:	
NEW INFO	#: 0	DATE: 00 / 00 / 00		USERID:	
OTHER	#: 1	DATE: 04 / 07 / 10		USERID: ZER229N	
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: ZGZ999N			
HISTORY:		UPDATE BY: ZER229N			
SVC CALL#:		UPDATE DATE: 05 / 17 / 10			
CLOSE: Y (Y/N)		CLOSE DATE: 05 / 17 / 10		MICROFILM: N	
RESP CAA: REID, EMA LEA		OLM: COPENHAVER J		DOM: WOERNER BOB	
PHONE: 0000041547		OWNER FIRST:		LANGUAGE: E ENGLISH	

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: PEWAUKEE
ST/ZIP: WI [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E33M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 0
IN SVC DATE: 11 / 23 / 02
VCAN: N RTL DLR: 71065 INTERNATIONAL INFINITI
PAID: SVC DLR: 71065 INTERNATIONAL INFINITI
SUSP: RESP DLR: 71065 INTERNATIONAL INFINITI
DENY: REGION: 72 DIST: SL/SV/PT: 21 21 46

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 03 / 14 / 10
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: UNKNOWN
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CE 11 OPEN DATE: 03 / 25 / 10 XFER/RSPNSBLTY: 72 21 S
CONTACT (S): FOLLOWUP DATE: 03 / 25 / 10 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 03 / 25 / 10 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZVK000N 03/25/2010

*****EMAIL FILE LOGGED*****

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES FOUND: NONE

EMAIL ADDRESSED TO: NNACONSUMERAFFAIRS@NISSAN-USA.COM

METHOD OF CONTACT: EMAIL ID NO.: 2001467964

DATE RECEIVED: 03/14/10 DATE CREATED: 03/25/10

CRR-VK VERIFIED C'S NAME, ADDRESS, VIN, RESPONSIBLE DLR, EVENING PHONE.

C DID NOT PROVIDE MILEAGE, DAY PHONE.

CRR-VK CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

CLSD P9218 M45/Q45 SAB CONCTR ITB09-023

C'S EMAIL READS:

C STATES "NOTE - FUEL-GAUGE RECALL. RECALL DOES NOT INCLUDE 2003 INFINITI M45. PLEASE INSPECT INVOICE #13011 DATED 17OCT08 FROM INTERNATIONAL INFINITI AND INVOICE #17001 DATED 06OCT09 FOR FUEL GAUGE PROBLEMS. THIS IS THE SAME PROBLEM WE HAD AND SHOULD BE NOTED IN FUEL-GAUGE RECALL. ALSO ARE THERE ANY RECALLS ON ELECTRICAL PROBLEMS ELSEWHERE ON THIS AUTO OR ARE OPEN CIRCUITS COMMON."

CRR-VK RESPONSE: MARCH 25, 2010 FILE # 6766505 VIN # JNKAY41E33M002030 DEAR LAWRENCE IDING; THANK YOU FOR TAKING THE TIME TO CONTACT INFINITI AND ALLOWING US THE OPPORTUNITY TO BE OF ASSISTANCE. WE APOLOGIZE FOR THE DELAY IN THE RESPONSE. IN REGARDS TO YOUR INQUIRY, PLEASE BE ADVISED THAT ALL RECALL AND SERVICE CAMPAIGN INFORMATION IS VEHICLE IDENTIFICATION NUMBER SPECIFIC, DEPENDING ON THE MANUFACTURING DATE AND THE PLANT WHERE THE VEHICLE WAS ASSEMBLED. THEREFORE NOT ALL MODELS ARE SUBJECT TO THE SAME RECALLS. A REVIEW OF OUR RECORDS INDICATES THAT THE VEHICLE WITH THE SERIAL NUMBER LISTED ABOVE IS NOT CURRENTLY INVOLVED IN ANY OPEN RECALLS OR SERVICE CAMPAIGNS. FILE # 6766505 HAS BEEN CREATED TO DOCUMENT YOUR INQUIRY. PLEASE FEEL FREE TO CONTACT OUR CONSUMER AFFAIRS DEPARTMENT AT 1-800-662-6200 WITH ANY ADDITIONAL QUESTIONS AND/OR COMMENTS. 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.

@03/25-ZVK000N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NE8F	ROOT CAUSE: SCIN
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:
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: 03 / 25 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 03 / 25 / 10	MICROFILM: N
RESP CAA: KONONCHUK, VLADA	OLM: COPENHAVER J	DOM:
PHONE: 0000000000	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: PARKLAND
ST/ZIP: FL [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E73M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 60000
IN SVC DATE: 10 / 30 / 03
VCAN: N RTL DLR: 70512 INFINITI OF COCONUT CREEK
PAID: SVC DLR: 70512 INFINITI OF COCONUT CREEK
SUSP: RESP DLR: 70512 INFINITI OF COCONUT CREEK
DENY: REGION: 72 DIST: SL/SV/PT: 11 11 41

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 03 / 17 / 10
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY 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: 70512 INFINITI OF COCON
OUTSIDE WARRANTY BY (B) MONTHS: 30 MILES: (PT) MONTHS: 6 MILES:

ORIG CODE: CE 11 OPEN DATE: 03 / 26 / 10 XFER/RSPNSBLTY: 72 11 S
CONTACT (S): FOLLOWUP DATE: 04 / 01 / 10 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 04 / 01 / 10 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 153000 GEN. FUEL DELIVERY/INTAKE COMPONENT
AI FUEL/INTAKE SYSTEM YI OOW GOODWILL ASSISTANCE REQUEST
OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZDC161N 03/26/2010

*****E-MAIL FILE LOGGED*****

PREVIOUS RELATED FILE(S) FOUND:_NONE

PREVIOUS UNRELATED FILE(S) FOUND:_NONE

EMAIL ADDRESSED TO: NNACONSUMERAFFAIRS@NISSAN-USA.COM

METHOD OF CONTACT: E-MAIL ID NO:_2001470184

DATE RECEIVED: 03/17/10 DATE CREATED:_03/26/10

CRR-DC VERIFIED C'S NAME, ADDRESS AND DAY/EVENING NUMBER.

C DID NOT PROVIDE VIN, MILEAGE AND RESPONSIBLE DLR.

CRR-DC LOCATED C'S NAME IN OWNER'S DATA BASE.

CRR-DC CHECKED FOR OPEN RECALLS, CAMPAIGNS OR UPGRADES FOUND: @03/26-ZDC161N

CLSD P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 07/20/09 07/28/09 70512

C'S EMAIL READS,

"I HAVE A 2003 M-45 THAT WE PURCHASED NEW FROM INFINITI OF COCONUT CREEK, FL. FOR THE LAST 12 TO 18 MONTHS, THE FUEL GAUGE HAS NOT WORKED PROPERLY. I WAS TOLD THAT IT IS PROBABLY THE SENSOR AND THAT IT IS A RATHER EXPENSIVE REPAIR. I UNDERSTAND THAT SOME INFINITI MODELS ARE BEING RECALLED FOR THIS ISSUE. PLEASE ADVISE REGARDING MY VEHICLE."

CRR-DC NOTE AN UNKNOWN AGENT SENT AN EMAIL RESPONSE TO C STATING, "THANK YOU. WE WILL RESPOND TO YOUR QUESTION AS SOON AS POSSIBLE. THE DETAILS OF YOUR MESSAGE ARE BELOW. PLEASE PRINT THIS EMAIL FOR YOUR RECORDS."

C'S SECOND EMAIL INQUIRY STATES,

"BELOW IS THE ORIGINAL REPLY FROM YOU REGARDING MY QUESTION. AS YOU CAN SEE, IT WAS SENT 2 WEEKS AGO AND I HAVE NOT RECEIVED AN ANSWER. I WOULD LIKE TO KNOW WHEN THE FAULTY SENSOR ON MY M-45 WILL BE ADDRESSED AS IT SEEMS SEVERAL THOUSAND VEHICLES HAVE BEEN RECALLED FOR THE SAME PROBLEM AND I ASSUME MY AUTOMOBILE WILL BE ADDRESSED AS WELL. PLEASE CONTACT ME WITH THE INFORMATION SO THAT I CAN ARRANGE TO HAVE THIS PROBLEM FIXED."

@03/26-ZDC161N

CRR-DC PLACED AN OUTBOUND CALL TO C @1:55PM EST VIA DAY/EVENING NUMBER:

954-346-7233.

@03/26-ZDC161N

CRR-DC LEFT A VXM MSG STATING THAT C'S EMAIL HAS BEEN RECEIVED AND THERE ARE NO OPEN RECALLS TO C'S VEH INVOLVING THE FUEL GAUGE.

CRR-DC ADVISED FOR C TO CONTACT SVC INFINITI DLR FOR TECHNICAL ASSISTANCE AND REPAIRS.

CRR-DC PROVIDED C WITH CRR-DC'S NAME, CONTACT NUMBER AND CASE FILE.

CRR-DC SENDING AN EMAIL RESPONSE TO C.

FILE#6768379

VIN#JNKAY41E73M [REDACTED]

@03/26-ZDC161N

DEAR MARK COLE,

@03/26-ZDC161N

THANK YOU FOR CONTACTING INFINITI AND ALLOWING US THE OPPORTUNITY TO ASSIST YOU. A REVIEW OF OUR RECORDS INDICATES THAT THE ABOVE-REFERENCED VEHICLE IS NOT CURRENTLY INVOLVED IN ANY RECALLS OR SERVICE CAMPAIGNS.

@03/26-ZDC161N

YOUR VEHICLE DOES NOT HAVE THE FUEL GAUGE INACCURACY RECALL CAMPAIGN. INFINITI TECHNICAL BULLETINS ARE WRITTEN FOR INFINITI DEALERSHIPS. IN GENERAL, THESE BULLETINS DESCRIBE CONDITIONS THAT MAY EXIST IN SOME, NOT ALL OF THE VEHICLES DEFINED IN THE 2003 INFINITI M45 VEHICLES. THEREFORE, IF A CONDITION IS DESCRIBED, YOU SHOULD NOT ASSUME THAT THE BULLETIN NECESSARILY APPLIES TO YOUR VEHICLE OR THAT YOUR VEHICLE WILL HAVE THAT CONDITION. WE RECOMMEND YOU CONTACT YOUR NEAREST INFINITI DEALERSHIP'S SERVICE DEPARTMENT TO FURTHER DISCUSS THE SERVICE BULLETIN AND IF

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IT APPLIES TO YOUR VEHICLE'S SITUATION. IF YOU HAVE ANY FURTHER QUESTIONS OR CONCERNS, PLEASE CALL US DIRECTLY AT 1-800-662-6200 (OPTION#7).

CRR-DC CLOSING FILE.

*****EMAIL FILE LOGGED*****

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES FOUND: NONE

@03/31-ZAB561N

EMAIL ADDRESSED TO: NNACONSUMERAFFAIRS@NISSAN-USA.COM

METHOD OF CONTACT: EMAIL ID NO.:2001476104

DATE RECEIVED:03/27/10 DATE CREATED:03/31/10

CRR-AB VERIFIED C'S NAME, ADDRESS, VIN, RESPONSIBLE DLR, DAY/EVENING PHONE.

C DID NOT PROVIDE MILEAGE,

CRR-AB CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE OPEN.

C'S EMAIL READS:

"THANK YOU FOR RESPONDING TO MY INQUIRY. I DID NOT SEE A TECHNICAL BULLETIN REGARDING MY M-45. MY FUEL GAUGE HAS NOT WORKED PROPERLY FOR A WHILE AND I SAW THE NEWS REPORTS WHERE THOUSANDS OF INFINITI MODELS WERE BEING RECALLED FOR THE SAME PROBLEM. OBVIOUSLY THIS IS A PROBLEM RELATING TO A DEFECTIVE PART WITH INFINITI AUTOMOBILES AND I ASSUME THAT MY MODEL WOULD BE ADDRESSED ALONG WITH THE MANY OTHERS THAT HAVE THIS ISSUE. IT IS CLEAR THAT THIS IS NOT A NORMAL WEAR ISSUE AND SHOULD BE THE RESPONSIBILITY OF THE MANUFACTURER TO CORRECT TO AVOID ANY HAZARDS OR FURTHER DAMAGE. I HAVE CHECKED WITH THE DEALER AND IT IS A COSTLY REPAIR. I HAVE HAD SEVERAL AUTOMOBILES IN MY LIFE AND HAVE NEVER HAD TO CHANGE THE FUEL GAUGE SENSOR REGARDLESS OF THE AGE OF THE VEHICLE. I WOULD EXPECT THAT YOUR COMPANY WOULD STAND BEHIND YOUR PRODUCT AND CORRECT THIS APPARENT DEFECTIVE PART IN MY AUTOMOBILE. THANK YOU,"

CRR-AB'S RESPONSE :

"THANK YOU FOR YOUR RECENT CORRESPONDENCE TO INFINITI 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 YEAR MAKE MODEL. INFINITI 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 # 6768379 HAS BEEN CREATED TO DOCUMENT YOUR CONCERN. YOUR COMMENTS ARE APPRECIATED, AS THEY WILL HELP US IMPROVE OUR LEVEL OF SERVICE. YOUR 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 REQUESTS OR CONCERNS, PLEASE FEEL FREE TO CONTACT OUR CONSUMER AFFAIRS DEPARTMENT AT 1-800-662-6200 (OPTION 6).THANK YOU FOR ALLOWING ME TO BE OF ASSISTANCE."

CRR-AB CLOSING FILE.

@03/31-ZAB561N

RCAS-ED RECEIVED CALL FROM C ON 04/01/10.

C STATES THAT FOR THE PAST YEAR, THE FUEL GAUGE HAS NOT BEEN WORKING PROPERLY. C STATES THAT C WENT IN TO DLRSHIP WHEN ISSUE FIRST STARTED, AND DLR TOLD C THAT THE ISSUE IS MOST LIKELY WITH THE FUEL SENDER, BUT DLR WOULD NEED TO DIAGNOSE VEH FIRST.

C STATES THAT DLR WILL CHARGE C FOR DIAGNOSTIC, AND THEN IF THAT IS THE ISSUE, THEN DIAGNOSTIC CHARGE WOULD BE DEDUCTED FROM COST OF REPAIRS, WHICH WOULD BE APPROX \$600.

@04/01-ZED501N

C STATES THAT C HEARD ON THE RADIO THAT THERE IS A RECALL FOR SOME OTHER MODELS FOR THIS SAME CONCERN.

@04/01-ZED501N

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C STATES THAT THIS IS THE SAME ISSUE, AND WANTS TO KNOW IF THERE WILL BE A RECALL FOR THIS ISSUE, AS C DOES NOT WANT TO SPEND THIS AMOUNT FOR REPAIRS. RCAS-ED ADVISED C THAT AT THIS POINT, THERE IS NO RECALL ON THE VEH. RCAS-ED ADVISED C THAT RCAS-ED WOULD NOT BE ABLE TO ADVISE C OF FUTURE RECALLS RCAS-ED ADVISED C THAT RCAS CAN LOOK INTO THE POSSIBILITY OF ASSISTANCE, BUT FIRST VEH WOULD NEED TO BE DIAGNOSED AT AN INFINITI DLRSH. C UNDERSTOOD. RCAS-ED PROVIDED NAME AND EXTENSION. RCAS-ED DID NOT PROVIDE FILE NUMBER, AS C ALREADY HAS FILE NUMBER. RCAS-ED OFFERED FURTHER ASSISTANCE, C DECLINED. RCAS-ED ADVISED C THAT C WILL BE RECEIVING A SURVEY WITH REGARDS TO C'S CALL TO CA, AND RCAS-ED HOPES THAT C'S CONCERNS HAVE BEEN RESOLVED. @04/01-ZED501N RCAS-ED THANKED C FOR C'S BUSINESS. RCAS-ED UPDATED MILEAGE. RCAS-ED CLOSING FILE PENDING CUSTOMER CALLBACK WITH DIAGNOSIS. @04/01-ZED501N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

		CONTACT(S):			
SATISFIED: Y		ACTION CODE: NT8G		ROOT CAUSE: SNFA	SCIN
CALLBACK: (Y/N)	#: 0	DATE: 00 / 00 / 00		USERID:	
REOPEN: CALLBACK	#: 0	DATE: 03 / 31 / 10		USERID:	
NEW INFO	#: 0	DATE: 00 / 00 / 00		USERID:	
OTHER	#: 1	DATE: 04 / 01 / 10		USERID: ZED501N	
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: ZDC161N			
HISTORY:		UPDATE BY: ZED501N			
SVC CALL#:		UPDATE DATE: 04 / 01 / 10			
CLOSE: Y (Y/N)		CLOSE DATE: 04 / 01 / 10		MICROFILM: N	
RESP CAA: CASSANOVA, DORALISA		CAOM: RCAA		CAOM: RCAA	
PHONE: 0000000000		OWNER FIRST:		LANGUAGE: E ENGLISH	

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: CHICAGO
ST/ZIP: IL [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E03M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 79300
IN SVC DATE: 08 / 27 / 03
VCAN: N RTL DLR: 71060 FIELDS INF OF LAKE COUNTY
PAID: 10 SVC DLR: 70062 INFINITI OF LISLE, INC.
SUSP: 0 RESP DLR: 70062 INFINITI OF LISLE, INC.
DENY: 0 REGION: 72 DIST: SL/SV/PT: 21 21 46

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 03 / 29 / 10
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY 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: CE 11 OPEN DATE: 03 / 29 / 10 XFER/RSPNSBLTY: 11 00 S
CONTACT (S): FOLLOWUP DATE: 03 / 29 / 10 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 03 / 29 / 10 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZJP000N 03/29/2010

*****EMAIL FILE LOGGED*****

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES FOUND: 6738748

EMAIL ADDRESSED TO: INFINITICONSUMERAFFAIRS@NISSAN-USA.COM

METHOD OF CONTACT: EMAIL ID NO.: 2001471971

DATE RECEIVED: 03/22/10 DATE CREATED: 03/29/10

CRR-JP VERIFIED C'S NAME, ADDRESS, VIN, RESPONSIBLE DLR, DAY/EVENING PHONE.

CRR-JP CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: SYSTEM UPDATING

C'S EMAIL READS:

"I HAVE BEEN ON MANY INFINITI FORUMS ONLINE AND I HAVE FOUND OUT THAT THE SAME PROBLEM I AM HAVING WITH MY FUEL GAUGE NOT WORKING, APPARENTLY IS A COMMON PROBLEM WITH 03 INFINITI M45 MODELS. IS THERE ANYTHING YOU GUYS CAN DO TO HELP ME OUT? I WAS RECENTLY LAID OFF FROM WORK ALONG WITH 6,100 OTHER EMPLOYEES BY HSBC CREDIT CENTERS AND HAVE NO WAY OF PAYING FOR THE REPAIRS.

PLEASE HELP."

@03/29-ZJP000N

CRR-JP NOT RESPONDING AS C DID NOT PROVIDE EMAIL.

@03/29-ZJP000N

CRR-JP MADE AN OUTBOUND CALL TO C.

@03/29-ZJP000N

CRR-JP ADVISED C TO HAVE THE VEH DIAGNOSED BY AN INFINITI DLR.

@03/29-ZJP000N

C UNDERSTANDS.

@03/29-ZJP000N

CRR-JP GAVE C NAME, FILE NUMBER AND EXTENSION.

@03/29-ZJP000N

CRR-JP CLOSING FILE PENDING CALLBACK.

@03/29-ZJP000N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NE8G	ROOT CAUSE: 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: ZJP000N	
HISTORY:	UPDATE BY: ZJP000N	
SVC CALL#:	UPDATE DATE: 03 / 29 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 03 / 29 / 10	MICROFILM: N
RESP CAA:	OLM: COPENHAVER J	DOM:
PHONE:	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: CAMDEN WYOMING
ST/ZIP: DE [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN: N
PAID: 5
SUSP: 0
DENY: 1

VIN: JNKAY41E73M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 75000
IN SVC DATE: 10 / 21 / 03
RTL DLR: 70220 WINNER INFINITI, INC.
SVC DLR: 71220 PORTER INFINITI
RESP DLR: 71220 PORTER INFINITI
REGION: 72 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: 3
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: 29 MILES: 15000 (PT) MONTHS: 6 MILES: 5000

ORIG CODE: CT 11 OPEN DATE: 03 / 31 / 10 XFER/RSPNSBLTY: 72 04 S
CONTACT (S): FOLLOWUP DATE: 04 / 09 / 10 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 04 / 09 / 10 INF-NET DATE: 04 / 01 / 10

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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C. A. R. COMMENTS

FILE OPENED-ZNS909N 03/31/2010

NO PREVIOUS FILES FOUND.

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

RCAS-NS CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

CLSD P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 07/20/09 09/17/09 71220N

RCAS-NS ADVISED C OF RECALL STATUS.

PREVIOUS INFINITI/NISSAN VEH: G20, I30

RCAS-NS WELCOMED C TO INFINITI FAMILY

RCAS-NS RECEIVED INBOUND CALL FROM C'S WIFE, MRS.PETERS. @03/31-ZNS909N

C STATES C HAS BROUGHT VEH TO DLR 3X FOR AN AIRBAG LIGHT CONCERN AND NOW VEH IS HAVING AN ISSUE WITH FUEL GAUGE. C STATES VEH RAN OUT OF GAS ON HIGHWAY AND WAS A HORRIFIC EXPERIENCE. C STATES VEH IS NOT SAFE. C STATES C WANTS INFINITI TO ASSIST WITH REPAIRING AIRBAG CONCERN AND TO COVER FUEL GAUGE REPLACEMENT.

C STATES THIS IS C'S 3RD INFINITI VEH AND LOVES THE BRAND. @03/31-ZNS909N

RCAS-NS ADVISED C THAT FILE WILL BE FORWARDED TO RCAS

AND C WOULD BE CONTACTED BEFORE THE END OF THE NEXT BUSINESS DAY.

C UNDERSTANDS.

RCAS-NS OFFERED FURTHER ASSISTANCE, C DECLINED.

RCAS-NS GAVE NAME, EXTENSION AND FILE NUMBER.

RCAS-NS TRANSFERRING FILE TO RCAS FOR FURTHER HANDLING AND SENT INTERNAL MSG TO RCAS-EJ TO ADVISE.

RCAS-NS EXITING FILE. @03/31-ZNS909N

***** @03/31-ZEJ656N

RCAS-EJ RECEIVED FILE FROM FILE DISTRIBUTION.

RCAS-EJ REVIEWED FILE.

RCAS-EJ DATANETTED FILE.

RCAS-EJ UPDATED TREAD ACT AND WARRANTY INFORMATION. @03/31-ZEJ656N

RCAS-EJ SENT EMAIL TO SM-MATTHEW PLETCHER ON 03-31-10 REQUESTING INFORMATION ON THE REPAIRS AND COST. @03/31-ZEJ656N

***** @04/01-ZEJ656N

RCAS-EJ CALLED C ON DAY/EVENING PHONE ON 04-01-10 AT 9:43AM EST AND LEFT VMX FOR C ADVISING THAT RCAS IS LOOKING INTO THE REQUEST AND RCAS WILL BE FOLLOWING UP WITH CY BY 04-07-10. @04/01-ZEJ656N

RCAS-EJ RECEIVED EMAIL FROM ASSISTANT SM-JOHN DIVINCENZO ON 04-05-10 ADVISING THAT THE AIRBAG CONCERNS HAVE BEEN COVERED UNDER FACTORY WARRANTY AND WILL BE RUNNING GRT TO POSSIBLY COVER THE INSTRUMENT CLUSTER.
END OF EMAIL.

RCAS-EJ RECEIVED EMAIL FROM FROM ASSISTANT SM-JOHN DIVINCENZO ON 04-06-10 ADVISING THAT GRT WAS RAN AND WAS DECLINED.
END OF EMAIL.

@04/06-ZEJ656N

RCAS-EJ RECEIVED EMAIL FROM ASSISTANT SM-JOHN DIVINCENZO ON 04-06-10 ADVISING THAT THE SM IS OUT FOR A WHILE AND FOM-AP WILL BE REVIEWING THE CASE LATER ON TODAY. @04/07-ZEJ656N

RCAS-EJ CALLED C ON DAY/EVENING PHONE ON 04-07-10 AT 3:41PM EST AND LEFT VMX FOR C ADVISING THAT RCAS IS LOOKING INTO THE REQUEST AND RCAS WILL BE FOLLOWING UP WITH CY BY 04-09-10. @04/07-ZEJ656N

RCAS-EJ RECEIVED EMAIL FROM FOM-AP ON 04-08-10 ADVISING THAT THE CASE WAS

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@04/01-ZEJ656N

REVIEWED FOR ASSISTANCE AND FOM WILL BE IN NO POSITION TO ASSIST WITH THE REPAIRS AS THE VEH IS OOW AND C DOES NOT SERVICE THE VEH AT DLR. OUTSIDE WARRANTY BY (B) MONTHS: 29 MILES: 15000_ (PT) MONTHS: 6_ MILES: 5000
END EMAIL.

RCAS-EJ CALLED C ON DAY/EVENING PHONE ON 04-09-10 AT 9:16AM EST AND SPOKE WITH C REGARDING THE CASE.

RCAS-EJ ADVISED C THAT THE CASE WAS THOROUGHLY REVIEWED AND INFINITI WILL NOT BE IN A POSITION TO ASSIST WITH THE REPAIRS AS THE VEH IS OOW BY (B) MONTHS: 29 MILES: 15000_ (PT) MONTHS: 6_ MILES: 5000

C UNDERSTOOD AND DISCONNECTED CALL.

@04/09-ZEJ656N

REVIEWED AND UPDATE TREAD ACT.

RCAS-EJ CLOSING FILE AS THERE IS NO FURTHER FOLLOW-UP REQUIRED BY C. CUSTOMER REQUEST: INSTRUMENT CLUSTER REPLACEMENT.

- STEPS YOU TOOK ON THE CUSTOMER'S BEHALF: DEALER FOLLOW UP, REGIONAL INV
- FINDINGS FROM THESE STEPS: GRT WAS RAN AND FOM DECLINED GOODWILL ASSISTANCE AS THE VEH IS OOW BY B) MONTHS: 29 MILES: 15000_ (PT) MONTHS: 6_ MILES: 5000.

@04/09-ZEJ656N

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: N	ACTION CODE: NT3B	ROOT CAUSE: SNFA	SCIR
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:	
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO	
3RD PRY:	PART#:	CHECK ISSUED: NO	
BYBACK ST:	OPENED BY: ZNS909N		
HISTORY:	UPDATE BY: ZEJ656N		
SVC CALL#:	UPDATE DATE: 04 / 09 / 10		
CLOSE: Y (Y/N)	CLOSE DATE: 04 / 09 / 10	MICROFILM: N	
RESP CAA: JIMENEZ, EVELYN	OLM: COPENHAVER J	DOM: FRASHER PAT	
PHONE: 0000041606	OWNER FIRST:	LANGUAGE: E ENGLISH	

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SC: NONE

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

VIN: JNKAY41E93M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 111528
IN SVC DATE: 04 / 19 / 03
VCAN: N RTL DLR: 71116 INFINITI OF PLEASANTON
PAID: 7 SVC DLR: 71116 INFINITI OF PLEASANTON
SUSP: 0 RESP DLR: 71116 INFINITI OF PLEASANTON
DENY: 0 REGION: 92 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 PREOWNED X MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: 36 MILES: 51528 (PT) MONTHS: 12 MILES: 41528

ORIG CODE: CT 11 OPEN DATE: 04 / 01 / 10 XFER/RSPNSBLTY: 92 03 S
CONTACT (S): FOLLOWUP DATE: 04 / 01 / 10 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 04 / 01 / 10 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OF NNA., INC. ISSUES 177000 M45
AR PRODUCT INQUIRIES (INF) VG PROVIDED RECALL INFORMATION

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C. A. R. COMMENTS

FILE OPENED-ZNS909N 04/01/2010
PREVIOUS FILES FOUND: 6569109 @04/01-ZNS909N
RCAS-NS VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER
AND RESPONSIBLE DLR.
RCAS-NS CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:
CLSD P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 07/20/09 08/14/09 70219N
RCAS-NS ADVISED C OF RECALL STATUS.
PREVIOUS INFINITI/NISSAN VEH:
RCAS-NS RECEIVED INBOUND CALL FROM C. @04/01-ZNS909N
C STATES C IS HAVING AN ISSUE WITH FUEL GAUGE NOT READING ACCURATELY.
C STATES C WANTED TO CHECK FOR ANY RECALLS AS C SAW ON-LINE THAT OTHER VEHS
HAD THIS CONCERN.
RCAS ADVISED C THAT RECALLS ARE VIN SPECIFIC, THERE ARE NO OPEN RECALLS ON VEH
RCAS ADVISED C THAT IF C IS SEEKING FINANCIAL ASSISTANCE FROM INFINITI, VEH
WILL NEED TO BE DIAGNOSED BY DLR FIRST. RCAS ADVISED C THAT C CAN CALL BACK
ONCE THIS HAS BEEN COMPLETED.
C UNDERSTOOD AND THANKED FOR ASSISTANCE.
RCAS-NS OFFERED FURTHER ASSISTANCE, C DECLINED.
RCAS-NS GAVE NAME, EXTENSION AND FILE NUMBER.
RCAS-NS THANKED C FOR BUSINESS AND CALLING INFINITI.
RCAS-NS CLOSING FILE AS NO FURTHER ASSISTANCE IS NEEDED. @04/01-ZNS909N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y ACTION CODE: NT8F ROOT CAUSE: 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: ZNS909N
HISTORY: UPDATE BY: ZNS909N
SVC CALL#: UPDATE DATE: 04 / 01 / 10
CLOSE: Y (Y/N) CLOSE DATE: 04 / 01 / 10 MICROFILM: N
RESP CAA: SOUVANASANNE, NALIE OLM: COPENHAVER J DOM: CORNELL KURT
PHONE: 0000041433 OWNER FIRST: LANGUAGE: E ENGLISH

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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E13M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 82900
CITY: RACINE IN SVC DATE: 07 / 30 / 03
ST/ZIP: WI [REDACTED] VCAN: N RTL DLR: 71015 LEGACY INFINITI, LTD.
DAY PH: [REDACTED] PAID: 34 SVC DLR: 71060 FIELDS INF OF LAKE COUNTY
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 71060 FIELDS INF OF LAKE COUNTY
DLR PH: [REDACTED] DENY: 0 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 PREOWNED X MILES 34900 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 71060 FIELDS INF/INDEPE
OUTSIDE WARRANTY BY (B) MONTHS: 33 MILES: 22900 (PT) MONTHS: 9 MILES: 12900

ORIG CODE: CT 11 OPEN DATE: 04 / 12 / 10 XFER/RSPNSBLTY: 72 21 S
CONTACT (S): FOLLOWUP DATE: 04 / 19 / 10 INF-NET (Y/N): 1
SEVERITY: 1 CLOSE DATE: 04 / 16 / 10 INF-NET DATE: 04 / 14 / 10

CONCERN AND CATEGORY		SUBCATEGORY AND SYMPTOM	
OA	VEHICLE CONCERNS	180000	FUEL GAUGE
AT	INSTRUMENTATION	YI	OOW GOODWILL ASSISTANCE REQUEST
OA	VEHICLE CONCERNS	180000	FUEL GAUGE
AT	INSTRUMENTATION	YX	POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZMC854N 04/12/2010

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES: NONE

RCAS-MC VERIFIED C'S: NAME, ADDRESS, DAY&EVE PHONE, MILEAGE,
RESPONSIBLE DLR AND VIN#

C PREVIOUS INFINITI/NISSAN VEHS: NONE

RCAS-MC CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES, FOUND: NONE

@04/12-ZMC854N

**RCAS-MC RECEIVED A CALL FROM C INQUIRING ON ASSISTANCE WITH C'S FUEL GAUGE

C STATED THAT THE FUEL GAUGE WILL NOT READ BELOW HALF TANK.

@04/12-ZMC854N

C STATED THAT C READ ON THE INTERNET THAT THE ISSUE IS SOMEWHAT COMMON.

C STATED THAT THE WAY TO RESOLVE THE CONCERN IS TO REPLACE THE FUEL GAUGE.

C STATED THAT C WOULD LIKE INFINITI TO COVER THE COST OF THE REPAIRS.

RCAS-MC STATED THAT C'S REQUEST CAN BE LOOKED INTO. C STATED THAT C IS AT

THE DLR NOW AND THE VEH HAS BEEN INSPECTED. RCAS-MC STATED THAT THE ISSUE

WILL HAVE TO BE REVIEWED FIRST BY A REGIONAL SPECIALIST WHO WILL CONTACT THE

DLR AND THE REGION AND CONTACT C AGAIN BY END OF BUSINESS HOURS TOMORROW.

C THANKED RCAS-MC. RCAS-MC PROVIDED FILE#, NAME, EXTENSION.

C ENDED THE CALL.

RCAS-MC SENT MESSAGE TO RESPONSIBLE AGENT, ADVISING OF FILE.

@04/12-ZMC854N

RCAS-AH DATANET FILE

@04/13-ZAH287N

RCAS-CALLED DLR AT 4:56 PM EST ON 04/13/10 LEFT VMX FOR SM-CHRIS@04/13-ZAH287N

RCAS-AH CALLED DAY/EVE NUMBER AT 5:18 PM EST ON 04/13/10 SPOKE TO C.

RCAS-AH ADVISED CASE STILL IN REVIEW AND WILL FOLLOW UP 04/15/10@04/13-ZAH287N

@04/13-ZAH287N

RCAS-AH RECIEVED VMX FROM SM-CHRIS AT 6:00 PM EST ON 04/13/10

RCAS-AH CALLED DLR AT 12:47 PM EST ON 04/14/10 SPOKE TO SM-CHRIS DZIEKANSKI87N

SM ADVISED VEH IS 7 YEARS OUT

@04/14-ZAH287N

SM ADVISED C HAS VERY LITTLE SERVICE WORK AT THE DLR.

@04/14-ZAH287N

SM ADVISED VEH WAS LAST IN OCT 5TH FOR AN OIL CHANGE

SM ADVISED THE DLR HAD RECOMMENDED OTHER ITEMS LIKE TIRES HOWEVER C DECLINED

SM ADVISED C STILL HAD THE TIRES ON WHEN C CAME IN

@04/14-ZAH287N

SM ADVISED PRIOR VEH WAS IS JANUARY 2009 C WAS ADVISED VEH NEEDS AN INSTRUMENT

CLUSTER AND C DECLIND REPAIR.

@04/14-ZAH287N

SM ADVISED THAT IS THE SAME REPAIR NEEDED NOW THAT C IS ASKING FOR ASSISTANCE

WITH

SM ADVISED C HAD GOOD WILL PROVIDED AT OTHER DLRS IN THE PAST

SM ADVISED C HAD STATED C WANTED TO SELL THE VEH SO C WANTED TO GET IT FIXED

SM ADVISED C DID NOT MENTION PURCHASING ANOTHER INFINITI

@04/14-ZAH287N

RCAS-AH SENDIGN EMAIL TO FOM-DF AT 1:04 PM EST ON 04/14/10

@04/14-ZAH287N

RCAS-AH RECIEVED EMAIL FROM FOM-DF AT 1:31 PM EST ON 04/14/10

EMAIL DECLINES ASSISTANCE.

@04/14-ZAH287N

@04/15-ZAH287N

RCAS-AH CALLED DAY/EVE NUMBER AT 12:11 PM EST ON 04/15/10 SPOKE TO C.

RCAS-AH ADVISED C THAT INFINITI HAS DECLINED ASSISTANCE FOR THIS REPAIR AS

VEH IS TOO FAR OOW AT THIS TIME FOR INFINITI TO ASSIST WITH REPAIR

C ADVISED ALOT OF OWNERS OF THIS TYPE OF VEH HAS THIS PROBLEM

C ADVISED IF THIS VEH WAS IN EXSISTANCE FOR A LONGER TIME THERE WOULD BE MORE

COMPLAINTS ABOUT THIS.

@04/15-ZAH287N

RCAS-AH ADVISED C INFINITI HAS DECLINED THIS REQUEST

@04/15-ZAH287N

C REQ

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UNESTED SUPERVISOR

RCAS-AH ADVISED WILL HAVE ONE FOLLOW UP BY END OF NEXT BUSINESS DAY

RCAS-AH SENDING ESCALATION REQUEST TO RCAS-TG

@04/15-ZAH287N

@04/15-ZAH287N

RS-SB CONTACTED C DAY/EVE PHONE; LEFT MSG FOR CALLBACK ADVISING C,
IF NO CONTACT, RS-SB WILL FOLLOW UP NO LATER THAN EOD 4/19.

EXITING FILE

@04/16-PSB001D

RS-SB RECEIVED VM FROM C FOR CALLBACK

RS-SB CONTACTED C ON DAY PHONE

C STATES THEY ARE A MEMBER OF INFINITI CLUB AND HAVE SEEN A
NUMBER OF LIKE CONCERNS ONLINE. C BELIEVES THERE SHOULD HAVE
BEEN A RECALL ON THE VEHICLE BECAUSE THERE ARE A LOT OF OTHERS
WITH THE SAME TYPE OF VEHICLE AND CONCERN. C STATES C IS AWARE
THAT SOMEONE WITHIN THE CLUB WAS PROVIDED ASSISTANCE. RS-SB
APOLOGIZED TO C FOR THE EXPERIENCE AND CONCERN. RS-SB SUPPORTS
PREVIOUS RCAS/FOM DECISION; INFINITI IS NOT IN A POSITION TO
PROVIDE ASSISTANCE ON THE REPAIR. C ASKED WHY RS-SB CALLED C,
RS-SB ADVISED C THAT RS-SB CALLED AT C'S REQUEST. C STATES RS-SB
IS ONLY PROVIDING THE SAME INFORMATION, RS-SB ADVISED C THAT
RS-SB'S JOB IS TO REVIEW THE FILE AND ENSURE THE FILE WAS
HANDLED CORRECTLY AND TO ANSWER ANY FURTHER QUESTIONS C MAY
HAVE. C STATES THIS SHOULD BE TAKEN CARE OF, RS-SB SUPPORTED
DECISION AGAIN. C STATES THERE IS NO REASON TO CONTINUE UNLESS
RS-SB CHANGES THE DECISION. RS-SB ADVISED C THAT THIS IS THE
FINAL DECISION FROM INFINITI. C ENDED CALL. NO FUTURE ACTION
REQUIRED.

@04/16-PSB001D

@04/16-PSB001D

RCAS-AH CLOSING FILE

@04/16-ZAH287N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

DEALER SERVICE MANAGER, PLEASE CONTACT CUSTOMER AND REVIEW FOR POSSIBLE
ASSISTANCE.

DEALER ACTION:

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:43 PM

NISSAN MOTOR CORPORATION IN U.S.A
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REQUESTED BY: corneb2

CAR ID: CA6782121I
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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 #: 0	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: ZMC854N	
HISTORY:	UPDATE BY: ZAH287N	
SVC CALL#:	UPDATE DATE: 04 / 16 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 04 / 16 / 10	MICROFILM: N
RESP CAA:	OLM: COPENHAVER J	DOM:
PHONE: 0000457276	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
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SC: ONE CONTRACT

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

VIN: JNKAY41E13M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 93000
IN SVC DATE: 02 / 16 / 03
VCAN: Y RTL DLR: 73103 INF OF BEVERLY HILLS LLC
PAID: 1 SVC DLR: 70090 SACRAMENTO INFINITI, INC.
SUSP: 0 RESP DLR: 70090 SACRAMENTO INFINITI, INC.
DENY: 0 REGION: 92 DIST: SL/SV/PT: 03 03 33

LETTER RECEIVED 02 / 10 / 10 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED X MILES 35000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: INDEPENDENT FACILITY
OUTSIDE WARRANTY BY (B) MONTHS: 38 MILES: 33000 (PT) MONTHS: 14 MILES: 23000

ORIG CODE: SL 11 OPEN DATE: 04 / 12 / 10 XFER/RSPNSBLTY: 92 01 S
CONTACT (S): FOLLOWUP DATE: 04 / 15 / 10 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 04 / 15 / 10 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZGZ999N 04/12/2010

***** SURVEY FILE *****

SURVEY RECEIVED 02/10/10 IN REFERENCE TO FILE 6701779.

C REQUEST : TO HAVE THE SURVEYS STOPPED.C STATED INFINITI DOES NOT CARE AND C WILL CONTACT THE NHTSA AND C HAS ALREADY POSTED C'S COMPLAINTS TO MANY AUTOMOTIVE WEB SITES.

RCAS-GZ NOTES PREVIOUS RELATED FILE ENDED WITH THE VEH TO BE DIAGNOSED BEFORE CALLING BACK FOR C'S REQUEST FOR GOODWILL TO BE REVIEWED.

***** @04/12-ZGZ999N

***RCAS-GZ CALLED C AT DAY/EVENING NUMBER AT 5:48 PM EST ON 4/12/10 AND LEFT A VMX WITH NAME, EXT AND FILE NUMBER ASKING C TO CALL RCAS-GZ BACK

***** @04/12-ZGZ999N

RCAS-GZ CHECKED VROI AND FOUND THAT C HAS NOT BEEN TO ANY INFINITI DLR WITH A DOCUMENTED DIAGNOSIS OF ANY FUEL GAUGE RELATED CONCERNS, WITH THE LAST DLR VISIT ON RECORD BEING ON 11/18/09.

***** @04/13-ZGZ999N

***** @04/13-ZGZ999N

RCAS-GZ CALLED 70090 SACRAMENTO INFINITI, INC ON 4/14/10 AT 11:10AM EST AND RICK IN SERVICE STATED THE SERVICE MANAGER ROBERT ROGERS IS IN A MEETING. RCAS-GZ ASKED THAT SM CALL BACK IN ON 1-800-662-6200 TO REACH RCAS-GZ TO DISCUSS C'S CONCERN.

***** @04/14-ZGZ999N

***** @04/14-ZGZ999N

RCAS-GZ RECEIVED A WARM TRANSFER OF SERVICE MANAGER ROBERT ROGERS ON 4/14/10 AND SM STATED SM'S LAST VISIT ON FILE IS FROM NOV/2008 AND HAS NOT HAD A FUEL GAUGE CONCERN DOCUMENTED YET. SM STATED C HAS ALSO DECLINED RECOMMENDED SERVICES AND C DOES NOT APPEAR TO BE A GOOD CANDIDATE FOR GOODWILL SINCE C SEEMS TO BE SERVICING ELSEWHERE AND BOUGHT THE VEH PREOWNED.

***** @04/14-ZGZ999N

***RCAS-GZ CALLED C AT DAY/EVENING NUMBER AT 10:35 AM EST ON 4/15/10 AND C STATED C STILL HAS A FUEL GAUGE AND DISTANCE TO EMPTY CONCERNS.

RCAS-GZ CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @04/15-ZGZ999N

CLSD P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 07/20/09 11/18/09 70090

C STATED THE DLR TOLD C THAT THE DLR WILL CHARGE C \$100.00 TO CHECK THE VEH.

RCAS-GZ ADVISED C THAT SINCE INFINITI DLRS ARE INDEPENDENTLY OWNED AND OPERATED BUSINESSES, THEY MAY CHARGE FOR DIAGNOSIS SINCE C'S VEH IS OUT OF WARRANTIES. C UNDERSTOOD. C STATED C KNOWS THAT C IS OUT OF WARRANTY.

PREVIOUS NISSAN/INFINITI VEHS: NONE.

C CONFIRMED THAT C MAINTAINS THE VEH INDEPENDENTLY TO SAVE MONEY.

C STATED C DOES NOT THINK IT IS RIGHT THAT THE DLRS ARE CHARGING TO DIAGNOSE SOMETHING THAT IS A KNOWN DEFECT. C STATED THIS ISSUE SHOULD JUST BE COVERED.

RCAS-GZ ADVISED C THAT AS A GESTURE OF GOODWILL, RCAS-GZ WILL OFFER TO REIMBURSE C FOR THE DIAGNOSTIC FEE IF C'S REPAIR IS STILL NOT COVERED, AFTER C'S DLR DIAGNOSIS IS REVIEWED. C UNDERSTOOD. RCAS-GZ ADVISED C THAT THE DIAG FEE IS NOT COVERED BY INFINITI UNLESS THERE IS A WARRANTABLE REPAIR THAT IS FOUND BY THE DLR. C UNDERSTOOD. RCAS-GZ ADVISED C THAT WITH THIS OFFER,

RCAS-GZ HOPES THAT C CAN HAVE C'S VEH PROPERLY DIAGNOSED AT AN INFINITI DLR FOR FURTHER REVIEW OF THE POSSIBILITY OF SPECIAL FINANCIAL ASSISTANCE ON A CASE BY CASE BASIS. C UNDERSTOOD. RCAS-GZ ADVISED C THAT AT THE VERY LEAST, THEN C WILL HAVE HAD A PROPER DIAGNOSIS AND REVIEW AND C WILL HAVE NOT HAD TO PAY TO HAVE THIS DIAGNOSED. C UNDERSTOOD. C STATED C WILL TAKE SOME TIME TO THINK ABOUT THIS AND C WILL CALL BACK ONCE C HAS MADE UP C'S MIND.

RCAS-GZ OFFERED FURTHER ASSISTANCE, C DECLINED.

RCAS-GZ GAVE NAME, EXTENSION AND FILE NUMBER.

RCAS-GZ CLOSING FILE PENDING C CALLBACK. @04/15-ZGZ999N

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RCAS-GZ VERIFIED TREAD ACT CODES.

@04/15-ZGZ999N

@04/15-ZGZ999N-COMMENT

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT4D	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: 04 / 15 / 10	USERID: ZGZ999N
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZGZ999N	
HISTORY:	UPDATE BY: ZGZ999N	
SVC CALL#:	UPDATE DATE: 04 / 15 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 04 / 15 / 10	MICROFILM: N
RESP CAA: ZLOCH, GREGORY	OLM: COPENHAVER J	DOM: CORNELL KURT
PHONE: 0000041659	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
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----- CONSUMER AFFAIRS -----

CA6783176

SERVICE CONTRACTS SUMMARY

DATE: 1/30/2012
TIME: 04:07:43 PM
MODEL YEAR: 2003.0
MAKE:
MODEL LINE: M45

NAME: [REDACTED]

VIN:
IN SCV DATE: 2/4/2007

SEO NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
134	FECJ07284472	70090 CA	2/4/2007	2/4/2010	74,279		

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CONTRACT: FECJ07284472		CONTRACT:	
OWNER NAME: [REDACTED]		OWNER NAME:	
PLAN TYPE: E		PLAN TYPE:	
PLAN TERM: J		PLAN TERM:	
DEDUCTABLE: \$ 100		DEDUCTABLE:	
EFFECTIVE: 02/04/07		EFFECTIVE:	
EXPIRES: 02/04/10 MILES: 74,279		EXPIRES:	MILES:
CANCEL: MILES:		CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION: 2/9/2007		TRANSACTION:	
PRINTED: 02/09/07		PRINTED:	
DEALER NO: 70090 STATE: CA		DEALER NO:	STATE:
DEALER NAME: SACRAMENTO INFINITI, INC.		DEALER NAME:	

CONFIDENTIAL

DATE: 1/30/2012
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REQUESTED BY: corneb2

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: WOODSTOCK
ST/ZIP: GA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E13M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 40280
IN SVC DATE: 09 / 11 / 03
VCAN: N RTL DLR: 71042 INFINITI OF CHARLOTTE
PAID: 2 SVC DLR: 71042 INFINITI OF CHARLOTTE
SUSP: 0 RESP DLR: 71042 INFINITI OF CHARLOTTE
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 PREOWNED X MILES 16200 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: 29 MILES: (PT) MONTHS: 5 MILES:

ORIG CODE: CT 11 OPEN DATE: 04 / 13 / 10 XFER/RSPNSBLTY: 72 13 S
CONTACT (S): FOLLOWUP DATE: 04 / 13 / 10 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 04 / 13 / 10 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 153000 GEN. FUEL DELIVERY/INTAKE COMPONENT
AI FUEL/INTAKE SYSTEM YI OOW GOODWILL ASSISTANCE REQUEST

CONFIDENTIAL

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C. A. R. COMMENTS

FILE OPENED-ZAH287N 04/13/2010
PREVIOUS RELATED/UNRELATED FILES FOUND: NONE.
RCAS-AH VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER AND RESPONSIBLE DLR.
RCAS-AH CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @04/13-ZAH287N
CLSD P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 07/20/09 07/31/09 71304
RCAS-AH ADVISED C OF RECALL STATUS.
PREVIOUS INFINITI/NISSAN VEH: NONE
RCAS-AH RECEIVED INBOUND CALL FROM C.
C STATES HAD RAN OUT OF GAS A WHILE AGO
C ADVISED HAD BEEN TO THE DLR FOR A RECALL IN JULY 2009 AND THE DLR HAD ADVISE THE FUEL GAUGE NEEDS TO BE REPALCED
C ADVISED HAS SEEN THEIR IS A RECALL ON THIS PART
RCAS-AH ADVISED C THIS VEH IS NOT INCLUDED IN THIS RECALL
C ADVISED IT SHOULD BE @04/13-ZAH287N
RCAS-AH CHECKED VROI AND FOUND LAST TIME VEH WAS AT THE DLR WAS IN JULY 2009
C DID HAVE A 30K SERVICE DONE AND OTHER MAINT WORK HOWEVER NO NOTES ABOUT THE FUEL GAUGE
RCAS-AH ADVISED CAN REVIEW FOR SPECIAL FINACNIAL ASSISTNACE
C ADVISED IS NOT LOOK FOR THAT C ADVISED IS LOOKING THAT THIS BE INCLUDED IN THE RECALL
RCAS-AH ADVISED C THAT RCAS CAN LOOK INTO THE POSSIBILITY OF ASSISTANCE, BUT FIRST VEH WOULD NEED TO BE DIAGNOSED AT AN INFINITI DLRSH. C UNDERSTOOD.
RCAS-AH OFFERED FURTHER ASSISTANCE, C DECLINED.
RCAS-AH GAVE NAME, EXTENSION AND FILE NUMBER.
RCAS-AH CLOSING FILE @04/13-ZAH287N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S) :

SATISFIED: Y ACTION CODE: NT8G ROOT CAUSE: 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: ZAH287N
HISTORY: UPDATE BY: ZAH287N
SVC CALL#: UPDATE DATE: 04 / 13 / 10
CLOSE: Y (Y/N) CLOSE DATE: 04 / 13 / 10 MICROFILM: N
RESP CAA: OLM: COPENHAVER J DOM:
PHONE: 0000000000 OWNER FIRST: LANGUAGE: E ENGLISH

CONFIDENTIAL

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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E53M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 100706
CITY: OREGON CITY IN SVC DATE: 04 / 29 / 03
ST/ZIP: OR [REDACTED] VCAN: N RTL DLR: 71319 ADVANTAGE INFINITI OF S.M
DAY PH: [REDACTED] PAID: 16 SVC DLR: 70089 BEAVERTON INFINITI
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 70089 BEAVERTON INFINITI
DLR PH: [REDACTED] DENY: 0 REGION: 92 DIST: SL/SV/PT: 04 04 34

LETTER RECEIVED 02 / 08 / 10 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED X MILES 90000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: 36 MILES: 40706 (PT) MONTHS: 12 MILES: 30706

ORIG CODE: SL 11 OPEN DATE: 04 / 13 / 10 XFER/RSPNSBLTY: 92 04 S
CONTACT (S): FOLLOWUP DATE: 05 / 13 / 10 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 05 / 13 / 10 INF-NET DATE: 05 / 14 / 10

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 153000 GEN. FUEL DELIVERY/INTAKE COMPONENT
AI FUEL/INTAKE SYSTEM YI OOW GOODWILL ASSISTANCE REQUEST

CONFIDENTIAL

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C. A. R. COMMENTS

FILE OPENED-ZNS909N 04/13/2010

*****SURVEY FILE*****

SURVEY RECEIVED ON 2/8/10 IN REFERENCE OF FILE 6701077.

C REQUEST: C CALLED CHECKING FOR ANY RECALLS ON VEH, INFO WAS PROVIDED BY RCAS-EJ, FILE CLOSED ON 1/11/10, C SENT IN SURVEY STATING THAT THERE WAS AN ELECTRICAL ISSUE HOWEVER DLR WANTED TO CHARGE C DIAGNOSTIC FEE. @04/13-ZNS909N

RCAS-NS CALLED C ON DAY/EVE PHONE AT 2:34 PM EST, 4/15/10 AND LEFT VMX FOR C ADVISING C THAT SURVEY HAS BEEN RECEIVED, IF C REQUIRES ANY FURTHER ASSISTANCE TO CONTACT INFINITI BACK AND PROVIDED CONTACT NUMBER. @04/15-ZNS909N

RCAS-NS RECEIVED VMX FROM C ON 4/15/10 AT 3:58 PM EST RETURNING RCAS CALL.
@04/15-ZNS909N

RCAS-SP CONTACTED C ON DAY NUMBER ON 04/16/10 AT 11:08 AM EST. @04/16-ZSP458N
RCAS-SP LEFT VMX WITH NAME, NUMBER AND EXT.
----- @04/16-ZSP458N

RCAS-NS CALLED C ON DAY/EVE PHONE AT 3:04 PM EST, 4/19/10 AND LEFT VMX FOR C PROVIDING CONTACT INFO AND REQUESTED A CALL BACK. @04/19-ZNS909N

RCAS-ER RECIEVED INBOUND CALL FROM C.
C STATES THAT CURRENTLY C'S FUEL GAUGE IS NOT WORKING. @04/19-ZER229N
C STATES THAT THIS HAPPENED RIGHT AFTER THE VEH WAS AT THE DLR FOR A RECALL.
C STATES THAT C WANTS ASSISTANCE WITH REPAIRS.

RCAS-ER ADVISED C THAT C WOULD NEED TO HAVE DLR DIAGNOSE VEH AND THEN RCAS CAN INVESTIGATE C'S REQUEST FOR ASSISTANCE.

RCAS-ER ADVISED C THAT ASSISTANCE IS NOT GUARANTEED, BUT THAT RCAS CAN LOOK INTO REQUEST AFTER VEH HAS BEEN DIAGNOSED. THIS WOULD BE AT C'S EXPENSE.
C UNDERSTANDS.

RCAS-ER ADVISED C THAT C CAN CALL CA AFTER HAVING VEH INSPECTED AND FILE WOULD BE TRANSFERRED TO RCAS-ER FOR REVIEW.
C UNDERSTANDS.

RCAS-ER OFFERED FURTHER ASSISTANCE, C DECLINED.

RCAS-ER GAVE NAME, EXTENSION AND FILE NUMBER.

RCAS-ER CLOSING FILE PENDING C CALL BACK WITH DLR DIAGNOSIS.

--- @04/19-ZER229N
RCAS-NS NOTING THAT RCAS RECEIVED VMX FROM C ON 4/19/10 AT 4:40 PM EST, RCAS NOT CALLING C BACK AS C WAS ALREADY ADVISED OF WHAT STEPS WERE NEEDED IN ORDER FOR INFINITI TO LOOK INTO POSSIBLE ASSISTANCE. @04/20-ZNS909N-COMMENT

RCAS-ED RECEIVED CALL FROM C ON 05/11/10.

C STATES THAT C TOOK VEH IN TO DLRSHIP TODAY. @05/11-ZED501N-COMMENT
C STATES VEH IS AT DLRSHIP NOW. @05/11-ZED501N-COMMENT
C STATES THAT DLR IS STILL DIAGNOSING VEH. @05/11-ZED501N-COMMENT

C STATES THAT C IS REQUESTING ASSISTANCE WITH REPAIRS FOR FUEL GAUGE.

C STATES THAT C KNOWS THAT RCAS-ER IS THE AGENT FOR THIS AREA.

RCAS-ED ADVISED C THAT RCAS-ER WILL LOOK INTO THIS MATTER FOR C, AND WILL FOLLOW UP WITH C BY THE END OF THE DAY ON 05/12/10. @05/11-ZED501N-COMMENT

C STATES THAT VEH HAS BEEN SHUTTING DOWN IN THE LAST 2 WEEKS, AND C WAS ADVISED BY INDEPENDENT THAT VEH NEEDS CAM SENSOR. @05/11-ZED501N

C STATES THAT THERE WAS A RECALL IN THE PAST FOR THIS ISSUE.

RCAS-ED ADVISED C THERE IS NO RECALL FOR CAM SENSOR ON THIS VEH.

RCAS-ED ADVISED C THAT RCAS-ER CAN LOOK INTO THE POSSIBILITY OF ASSISTANCE

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:43 PM

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FOR BOTH REPAIRS. C UNDERSTOOD.
RCAS-ED VERIFIED THAT C'S CONTACT INFO HAS NOT CHANGED.

*** @05/11-ZED501N

RCAS-ED TRANSFERRING FILE TO RCAS FOR FURTHER HANDLING AND SENT INTERNAL
MSG TO RCAS-ER TO ADVISE.

RCAS-ED EXITING FILE. @05/11-ZED501N

--- @05/12-ZER229N

RCAS-ER CONTACTED DAY/EVE NUMBER AT 2:44 PM EST 05/12/10 AND LEFT VMX.

--- @05/12-ZER229N

RCAS-ER SENT EMAIL TO SM DAVE MATTHIESEN ON 05/13/10.

--- @05/13-ZER229N

RCAS-ER RECIEVED EMAIL FROM SM DAVE MATTHIESEN. SM STATES THAT VEH IS OVER
100000 MILES AND DOES NOT SERVICE AT THE DLR. SM STATES THAT SM DOES NOT FEEL
THAT C IS A GOOD CANDIDATE FOR FINANCIAL ASSISTANCE.

--- @05/13-ZER229N

RCAS-ER CONTACTED DAY/EVE NUMBER AT 2:37 PM EST ON 05/13/10 AND SPOKE TO C.
RCAS-ER ADVISED C THAT AT THIS TIME, INFINITI IS NOT IN A POSITION TO ASSIST C
WITH THE COST OF REPAIRS. C STATES THAT OTHER VEHS HAVE THE SAME PROBLEMS AND
ARE INVOLVED IN THIS SORT OF RECALL. RCAS-ER ADVISED C THAT HISTORY WAS
REVIEWED AGAINST C'S HISTORY. RCAS-ER ADVISED C THAT AT THIS TIME, FILE
WAS REVIEWED AND THAT INFINITI IS NOT IN A POSITION TO OFFERED FURTHER
ASSISTANCE WITH REPAIRS AT THIS TIME.

--- @05/13-ZER229N

C STATES THAT C PAID FOR DIAGNOSTIC FOR NOTHING. RCAS-ER ADVISED C THAT
INFINITI COULD NOT GIVE CONSIDERATION FOR REPAIRS WITHOUT DIAGNOSTIC. C
UNDERSTANDS. C THANKED RCAS-ER AND ENDED CALL.

---- @05/13-ZER229N

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: 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: 05 / 13 / 10	USERID: ZER229N
COMMENTS ONLY: #: 2	DATE: 05 / 11 / 10	USERID: ZED501N
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZNS909N	
HISTORY:	UPDATE BY: ZER229N	
SVC CALL#:	UPDATE DATE: 05 / 13 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 05 / 13 / 10	MICROFILM: N
RESP CAA: REID, EMA LEA	OLM: COPENHAVER J	DOM: BRETZMAN GARY
PHONE: 0000041547	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:43 PM

NISSAN MOTOR CORPORATION IN U.S.A
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REQUESTED BY: corneb2

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SC: NONE

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

VIN: JNKAY41E33M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 96000
IN SVC DATE: 11 / 11 / 03
VCAN: N RTL DLR: 71319 ADVANTAGE INFINITI OF S.M
PAID: 9 SVC DLR: 72100 INFINITI OF THOUSAND OAKS
SUSP: 1 RESP DLR: 72100 INFINITI OF THOUSAND OAKS
DENY: 0 REGION: 92 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: 1
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: 29 MILES: 36000 (PT) MONTHS: 5 MILES: 26000

ORIG CODE: CT 11 OPEN DATE: 04 / 27 / 10 XFER/RSPNSBLTY: 92 01 S
CONTACT (S): FOLLOWUP DATE: 04 / 30 / 10 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 04 / 30 / 10 INF-NET DATE: 04 / 29 / 10

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YI OOW GOODWILL ASSISTANCE REQUEST

CONFIDENTIAL

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CA6796840I

C. A. R. COMMENTS

FILE OPENED-ZCR000N 04/27/2010

PREVIOUS RELATED FILES FOUND: NONE.

PREVIOUS UNRELATED FILES FOUND: NONE.

RCAS-CR VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE AND DAY AND EVENING PHONE NUMBERS

RCAS-CR CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @04/27-ZCR000N
OPEN P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 07/20/09 00/00/00

RCAS-CR RECEIVED A CALL FROM C. @04/27-ZCR000N

C STATED THAT C'S VEH DIED ON THE HIGHWAY. C STATED THAT C HAS A CODE READER A AND FOUND THAT THE CONCERN IS WITH THE CAM SENSOR. C STATED THAT C FOUND A RECALL FOR THIS. C STATED THAT C WOULD LIKE TO KNOW IF THIS IS A RECALL FOR CS VEH. RCAS-CR INFORMED C THAT THERE ARE NO OPEN RECALLS ON THIS CONCERN.

C STATED THAT C ALSO HAS A CONCERN WITH THE FUEL GUAGE NOT GOING PAST HALF A TANK. C STATED THAT THE CHECK ENGINE LIGHT KEEPS GOING ON. C STATED THAT THE GUAGE CLUSTER NEEDS TO BE REPALCED. C STATED THAT C WAS QUOTED \$600 TO HAVE THE VEH REPAIRED. C STATED THAT C READ THAT THIS IS A WIDESPREAD ISSUE. C STATED THAT C WOULD LIKE ASSISTANCE WITH THIS REPAIR. C STATED THAT C IS LOOKING TO SEEL THE VEH AND BUY A NEW INFINITI. @04/27-ZCR000N

RCAS-CR INFORMED C THAT C'S FILE WILL BE TRANSFERRED TO A RCAS WHO WILL CONTACT C BY THE END OF THE NEXT BUSINESS DAY. @04/27-ZCR000N

RCAS-CR OFFERED ADDITIONAL ASSISTANCE, C DENIED.
C THANKED RCAS-CR FOR THE ASSISTANCE, C SATISFIED.

RCAS-CR GAVE C NAME, EXTENSION AND FILE NUMBER. @04/27-ZCR000N

** @04/27-ZCR000N

RCAS-CR SENT AN EMAIL TO RCAS-ER TO ADVISE OF FILE. @04/27-ZCR000N

** @04/27-ZCR000N

RCAS-ER SENT EMAIL TO SM NICOLE GARNER ON 04/28/10 @04/28-ZER229N

RCAS-ER RECIEVED EMAIL FROM SM NICOLE GARNER ON 04/28/10 ADVISING THAT C DOES NOT SERVICE VEH AT DLR AND HAS NOT HAD VEH DIAGNOSED. SM STATES THAT C IS NOT A GOOD CANDIDATE FOR FINANCIAL ASSISTANCE.

--- @04/28-ZER229N

RCAS-ER CONTACTED DAY/EVE NUMBER AT 12:40 PM EST ON 04/28/10 AND SPOKE TO C. RCAS-ER ADVISED C THAT AT THIS TIME, INFINITI IS NOT IN A POSITION TO OFFER ASSISTANCE WITH REPAIRS TO THE VEH. C STATES THAT C FEELS THAT ASSISTANCE SHOULD BE PROVIDED. C STATES THAT C FEELS THAT THE REPAIRS THAT ARE NEEDED TO THE SENSOR AND THE FUEL GAUGE WILL EFFECT C BEING ABLE TO SELL THE VEH. C STATES THAT C FEELS THAT ASSISTANCE SHOULD BE PROVIDED BECAUSE C HAS LOOKED ONLINE AND NOTES THAT THESE ARE ONGOING ISSUES AND KNOWS THAT OTHER C'S HAVE HAD REPAIRS COMPLETED BY INFINITI. C STATES THAT THIS IS A COMMON ISSUE AND C FEELS THAT SOME SORT OF ASSISTANCE SHOULD BE PROVIDED. C STATES THAT C FEELS THAT SOME ASSISTANCE WITH PARTS OR LABOR SHOULD BE PROVIDED.

RCAS-ER ADVISED C THAT AT THIS TIME, C'S REQUEST HAS BEEN REVIEWED AND THE RESPONSIBILITY FOR REPAIRS BELONG TO C.

C STATES THAT C WOULD LIKE FILE REVIEWED BY SUPERVISOR. @04/28-ZER229N

RCAS-ER ADVISED C THAT RCAS-ER WOULD FORWARD FILE TO SUPERVISOR FOR FURTHER REVIEW AND C WOULD RECIEVE CALL BACK BEFORE END OF NEXT BUSINESS DAY.

C UNDERSTANDS.

C THANKED RCAS-ER AND ENDED CALL.

--- @04/28-ZER229N

RCAS-ER ESCALATED FILE ON 04/28/10.

--- @04/28-ZER229N

RCAS-ER SENT EMAIL TO ORM-RL, FOM-DB ON 04/28/10.

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--- @04/28-ZER229N
RCAS-ER RECIEVED EMAIL FROM FOM-DB ON 04/29/10. FOM STATES THAT FOM WILL NOT APPROVE REPAIRS ON VEH. FOM STATES THAT RECALL CAN BE CLOSED FREE OF CHARGE AT THE INFINITI DLR.

--- @04/29-ZER229N
RS-SB CONTACTED C ON DAY/EVE PHONE; LEFT MSG FOR CALLBACK ADVISING C, IF NO CONTACT, RS-SB WILL FOLLOW UP NO LATER THAN EOD 4/30. @04/29-PSB001D
RS-SB CONTACTED C ON DAY PHONE
C STATES THERE ARE NUMBER OF ISSUES WITH THE VEHICLE. C STATES THERE IS A CONCERN WITH SPEEDOMETER CLUSTER. C STATES THE VEHICLE SHUT OFF WHILE DRIVING AND NOTED THE VEHICLE RAN OUT OF GAS, C WAS ADVISED THAT C HAD TO REPLACE THE ENTIRE CLUSTER. C DID NOT HAVE THE REPAIR DONE AT THAT TIME. C WENT ONLINE AND FOUND THIS TO BE A WIDESPREAD CONCERN. C THINKS THERE SHOULD BE A RECALL ON THIS AS ITS A SAFETY CONCERN. RS-SB APOLOGIZED FOR THE EXPERIENCE HOWEVER RS-SB SUPPORTED PREVIOUS RCAS/FOM DECISION, INFINITI IS NOT IN A POSITION TO PROVIDE ASSISTANCE FOR THIS REPAIR. C ASKED IF PARTIAL ASSISTANCE CAN BE REVIEWED. RS-SB ADVISED C THAT INFINITI HAS REVIEWED THE ISSUE AND THIS IS INFINITIS FINAL DECISION. NO FURTHER ACTION REQUIRED. @04/30-PSB001D

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: 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:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZCR000N	
HISTORY:	UPDATE BY: ZER229N	
SVC CALL#:	UPDATE DATE: 04 / 30 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 04 / 30 / 10	MICROFILM: N
RESP CAA: REID, EMA LEA	OLM: COPENHAVER J	DOM: WOERNER BOB
PHONE: 0000041547	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: ARLINGTON
ST/ZIP: TX [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E63M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 77000
IN SVC DATE: 10 / 10 / 03
VCAN: N RTL DLR: 70012 KINGS INFINITI, INC.
PAID: SVC DLR: 70012 KINGS INFINITI, INC.
SUSP: RESP DLR: 70012 KINGS INFINITI, INC.
DENY: 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 PREOWNED X MILES 21000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: INDEPENDENT FACILITY
OUTSIDE WARRANTY BY (B) MONTHS: 30 MILES: 17000 (PT) MONTHS: 6 MILES: 7000

ORIG CODE: CT 11 OPEN DATE: 04 / 29 / 10 XFER/RSPNSBLTY: 72 02 S
CONTACT (S): FOLLOWUP DATE: 04 / 29 / 10 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 04 / 29 / 10 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 153000 GEN. FUEL DELIVERY/INTAKE COMPONENT
AI FUEL/INTAKE SYSTEM YI OOW GOODWILL ASSISTANCE REQUEST
OA VEHICLE CONCERNS 153000 GEN. FUEL DELIVERY/INTAKE COMPONENT
AI FUEL/INTAKE SYSTEM YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZKN032N 04/29/2010
PREVIOUS RELATED FILES FOUND: NONE
PREVIOUS UNRELATED FILES FOUND: NONE.
RCAS-KN VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE AND DAY AND EVE PHONE NUMBERS
RCAS-KN RECEIVED A CALL FROM C. @04/29-ZKN032N
C STATED THAT C IS HAVING AN ISSUE WITH C'S FUEL GAUGE. @04/29-ZKN032N
C STATED THAT C'S GAS GAUGE WENT OUT ABOUT A YEAR AGO AND C WAS WILLING TO
LIVE WITH IT. @04/29-ZKN032N
C STATED THAT ABOUT A MONTH AGO C'S CHECK ENGINE LIGHT CAME ON SO C BROUGHT
VEH INTO INDEPENDENT FOR CODE CHECK. @04/29-ZKN032N
C STATED THAT THE INDEPENDENT ADVISED C THAT THE CONCERN IS DUE TO THE FUEL
GAUGE. @04/29-ZKN032N
C STATED THAT C HAS SEEN ONLINE THAT INFINITI HAS COVERED THE COST OF THESE
REPAIRS AND WOULD LIKE INFINITIS ASSISTANCE WITH THIS REPAIR. @04/29-ZKN032N
C STATED THAT C CANNOT PASS INSPECTION WITH THE LIGHT ON. @04/29-ZKN032N
RCAS-KN ASKED C IF C HAS HAD VEH DIAGNOSED AT AN INFINITI DLR.
C STATED C HAS NOT.
RCAS-KN ADVISED C THAT INFINITI WOULD LIKE TO LOOK INTO C'S REQUEST HOWEVER
THE FIRST STEP WOULD BE TO HAVE VEH LOOKED AT INFINITI DLR.
C STATED C UNDERSTANDS AND THANKED RCAS-KN. @04/29-ZKN032N
RCAS-KN OFFERED ADDITIONAL ASSISTANCE, C DENIED.
C THANKED RCAS-KN FOR THE ASSISTANCE, C SATISFIED.
RCAS-KN GAVE C NAME, EXTENSION AND FILE NUMBER.
RCAS-KN CLOSING FILE. @04/29-ZKN032N
***** @04/29-ZKN032N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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:

IIR-DATE: 00 / 00 / 00 TRANS DATE: 00 / 00 / 00 CHECK REQUESTED: NO
3RD PRY: PART#: CHECK ISSUED: NO
BYBACK ST: OPENED BY: ZKN032N
HISTORY: UPDATE BY: ZKN032N
SVC CALL#: UPDATE DATE: 04 / 29 / 10
CLOSE: Y (Y/N) CLOSE DATE: 04 / 29 / 10 MICROFILM: N
RESP CAA: NOVACOVSKI, KIM OLM: COPENHAVER J DOM: CANTY GENE
PHONE: 0000041610 OWNER FIRST: LANGUAGE: E ENGLISH

CONFIDENTIAL

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: GRAINDBELTS
ST/ZIP: MD [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E13M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 17600
IN SVC DATE: 05 / 31 / 03
RTL DLR: 71023 SALERNO*DUANE INFINITI
SVC DLR: 70523 SHEEHY INFINITI/ANNAPOLIS
RESP DLR: 70523 SHEEHY INFINITI/ANNAPOLIS
REGION: 72 DIST: SL/SV/PT: 23 23 48

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

ORIG CODE: CT 11 OPEN DATE: 05 / 05 / 10 XFER/RSPNSBLTY: 72 23 S
CONTACT (S): FOLLOWUP DATE: 05 / 05 / 10 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 05 / 05 / 10 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 153000 GEN. FUEL DELIVERY/INTAKE COMPONENT
AI FUEL/INTAKE SYSTEM YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZEJ656N 05/05/2010
PREVIOUS FILES UNRELATED/RELATED FOUND:NONE
RCAS-EJ VERIFIED C'S NAME, ADDRESS, VIN NUMBER, MILEAGE
DAY TIME AND ALTERNATE PHONE NUMBER.
RCAS-EJ UPDATED TREAD ACT AND WARRANTY INFORMATION.
RCAS-EJ CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES IN
ZCA1 - FOUND NONE @05/05-ZEJ656N
RCAS-EJ ADVISED C THERE ARE NO OPEN RECALLS/CAMPAIGNS.
RCAS-EJ RECEIVED CALL FROM C. C STATES THAT C HAS A CONCERN WITH THE
FUEL GAUGE.
C STATED THAT THE REPAIR WAS DONE YEARS AGO AND WOULD LIKE TO KNOW IF THERE IS
A RECALL ABOUT THIS.
RCAS-EJ VERIFIED RECALL INFORMATION AND ADVISED OF NO RECALL INFORMATION.
C STATED THAT THE CONCERN HAS NOT BEEN DIAGNOSED BY DLR.
RCAS-EJ ADVISED C IF FINANCIAL ASSISTANCE IS REQUIRED THEN A DIAGNOSTIC WILL
NEED TO BE CONDUCTED AND INFINITI CAN THEN REVIEW FOR ASSISTANCE.
C UNDERSTOOD. @05/05-ZEJ656N
RCAS-EJ PROVIDED NAME, EXTENSION NUMBER AND FILE NUMBER.
RCAS-EJ THANKED C FOR CALLING INFINITI.
REVIEWED AND UPDATE TREAD ACT.
RCAS-EJ CLOSING FILE AS THERE IS NO FURTHER FOLLOW-UP REQUIRED BY C.
@05/05-ZEJ656N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y ACTION CODE: NT8F ROOT CAUSE: SCIN 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:

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: ZEJ656N
SVC CALL#: UPDATE DATE: 05 / 05 / 10
CLOSE: Y (Y/N) CLOSE DATE: 05 / 05 / 10 MICROFILM: N
RESP CAA: JIMENEZ, EVELYN OLM: COPENHAVER J DOM:
PHONE: 0000041606 OWNER FIRST: LANGUAGE: E ENGLISH

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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E23M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 47000
CITY: TAMPA IN SVC DATE: 01 / 17 / 04
ST/ZIP: FL [REDACTED] VCAN: N RTL DLR: 73033 DEVOE INFINITI
DAY PH: [REDACTED] PAID: 7 SVC DLR: 70048 INFINITI OF TAMPA
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 70048 INFINITI OF TAMPA
DLR PH: [REDACTED] DENY: 0 REGION: 72 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 PREOWNED MILES # NISSAN/INFINITI VEHICLES: 3
VEHICLE MAINTAINED BY: INDEPENDENT / 70048
OUTSIDE WARRANTY BY (B) MONTHS: 28 MILES: (PT) MONTHS: 4 MILES:

ORIG CODE: CT 11 OPEN DATE: 05 / 07 / 10 XFER/RSPNSBLTY: 72 12 S
CONTACT (S): FOLLOWUP DATE: 05 / 17 / 10 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 05 / 17 / 10 INF-NET DATE: 05 / 11 / 10

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 179000 CONSOLE/DISPLAY (ELECTRICAL)
AT INSTRUMENTATION YI OOW GOODWILL ASSISTANCE REQUEST
OA VEHICLE CONCERNS 179000 CONSOLE/DISPLAY (ELECTRICAL)
AT INSTRUMENTATION YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZED501N 05/07/2010

PREVIOUS RELATED FILES FOUND: NONE.

PREVIOUS UNRELATED FILES FOUND: NONE.

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

RCAS-ED CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @05/07-ZED501N

CLSD P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 07/20/09 08/31/09 70048

PREVIOUS INFINITI/NISSAN VEH: 08 ARMADA, G20 (YEAR NOT SPECIFIED)

RCAS-ED RECEIVED INBOUND CALL FROM C.

C STATES THAT THE FUEL GAUGE WAS BROKEN AND IS STICKING, AND DLR TOLD C THAT CLUSTER FAILED, AND REPAIR WILL COST \$560.

C STATES THAT C LOOKED ONLINE, AND HAS SEEN THAT THIS IS A WIDESPREAD ISSUE.

C STATES C IS REQUESTING ASSISTANCE WITH REPAIRS. @05/07-ZED501N

RCAS-ED ADVISED C THAT RCAS-ED WILL TRANSFER FILE TO THE APPROPRIATE REGIONAL SPECIALIST, AND C WILL RECEIVE A CALLBACK BY THE END OF THE NEXT BUSINESS DAY. C UNDERSTOOD. @05/07-ZED501N

RCAS-ED GAVE NAME, EXTENSION AND FILE NUMBER.

RCAS-ED OFFERED FURTHER ASSISTANCE, C DECLINED. @05/07-ZED501N

*** @05/07-ZED501N

RCAS-ED TRANSFERRING FILE TO RCAS FOR FURTHER HANDLING AND SENT INTERNAL MSG TO RCAS-SP TO ADVISE.

RCAS-ED EXITING FILE. @05/07-ZED501N

RCAS-AH DATANET FILE @05/10-ZAH287N

RCAS-AH CALLED DLR AT 12:48 PM EST ON 05/10/10 SPOKE TO SA-STEVE GORSKI

SA ADVISED C ALSO NEEDS TIRES AND AN ALIGNMENT @05/10-ZAH287N

SA ADVISED C DECLINED ALL OF THESE @05/10-ZAH287N

SA ADVISED C HAS SOME SERVICE HISTORY IN THE LAST YEAR

SA ADVISED HAD POL CHANGE FUEL INJECTION SERVICE AND DRIVE BELTS@05/10-ZAH287N

RCAS-AH SENDING EMAI LTO FOM-TH AT 12:51 PM EST ON 05/10/10 @05/10-ZAH287N

RCAS-AH CALLED DAY/EVE NUMBER AT 4:48 PM EST ON 05/10/10 LEFT VMX FOR C ADVISING WILL FOLLOW UP AGAIN NO LATER THEN 05/13/10 @05/10-ZAH287N

RCAS-AH RECIEVED EMAI LFROM FOM-TH AT 11:39 AM EST ON 05/13/10

EMAIL ADVISED C HAD DECLINED TO HAVE TIRES/BRAKES/ALIGNMENT SERVICE DONE

C NEEDS THEM- C IS JUST GOING TO OTHER VENDORS . TELL THE C IF C HAS THESE

SERVICES DONE THEN NNA WILL GOODWILL THIS REPAIR @05/13-ZAH287N

RCAS-AH CALLED DAY/EVE NUMBER AT 2:06 PM EST ON 05/13/10 LEFT VMX FOR C

@05/13-ZAH287N

***** @05/13-ZEJ656N

RCAS-EJ RECEIVED INBOUND CALL FROM C ON 05-13-10 AT 4:00PME ST REQUESTING TO SPEAK WITH RCAS-AH. @05/13-ZEJ656N

RCAS-EJ TRANSFERRED CALL TO EXTENSION 1607. @05/13-ZEJ656N

RCAS-AH RECEIVED CALL FROM C AT 4:00 PM EST ON 05/13/10 @05/13-ZAH287N

RCAS-AH ADVISED NNA WOULD BE WILLING TO DO REPAIR IF C HAS THE RECOMMENDED SERVICES DONE TIRES/BRAKES/ALLIGNMENT.

C ADVISED WILL SPEAK WITH DLR TO DETERMINE COST OF THIS AND WILL FOLLOW UP WITH RCAS

RCAS-AH AGREED. @05/13-ZAH287N

**RCAS-MC RECEIVED A CALL FROM C. C STATED THAT C ALREADY GOT THE PRICING TOGETHER. C STATED THAT C AGREES TO DO THE MAINTENANCE. C STATED THAT THE

DLR ASKED FOR A REFERENCE #. RCAS-MC ADVISED C TO PROVIDE THE DLR THE FILE#.

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RCAS-MC STATED THAT C SHOULD SPEAK TO THE FILE# AND IF THERE ARE ANY ISSUES THE DLR CAN CALL INFINITI CA. C THANKED RCAS-MC AND ENDED THE CALL.

@05/17-ZMC854N

RCAS-SP NOTES THAT C IS WORKING THE DLRSHIP AND DEALER WAS TO BE PROVIDED WITH FILE NUMBER. RCAS-SP CLOSING FILE PENDING CONTACT FROM C.

@05/17-ZSP458N

*RCAS-MC RECEIVED A CALL FROM SA-BRIAN ELLIS AT 11:18AM EST ON 5/18/10. SA-BRIAN INQUIRED IF C WAS COVERED FOR THE INSTRUMENT CLUSTER AS LONG AS C HAD THE BRAKES, TIRES AND ALIGNMENT DONE AT THE DLR.

RCAS-MC STATED THAT WAS CORRECT. SA-BRIAN INQUIRED HOW MUCH WAS THE AMOUNT C WAS TOLD THE COVERAGE WAS FOR. RCAS-MC PROVIDED TOTAL AMOUNT AS \$560.

SA-BRIAN THANKED RCAS-MC AND AGREED TO HANDLE THE REPAIRS. SA-BRIAN ENDED

CALL. RCAS-MC LEAVING FILE CLOSED.

@05/18-ZMC854N-COMMENT

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: 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: 05 / 18 / 10	USERID: ZMC854N
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZED501N	
HISTORY:	UPDATE BY: ZSP458N	
SVC CALL#:	UPDATE DATE: 05 / 18 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 05 / 17 / 10	MICROFILM: N
RESP CAA: PATERSON, SARAH	OLM: COPENHAVER J	DOM:
PHONE: 0000041419	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:43 PM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: corneb2

CAR ID: CA6812197I
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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E23M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 58000
CITY: PASADENA IN SVC DATE: 01 / 11 / 03
ST/ZIP: CA [REDACTED] VCAN: N RTL DLR: 70317 METRO INFINITI
DAY PH: [REDACTED] PAID: 18 SVC DLR: 70317 METRO INFINITI
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 70317 METRO INFINITI
DLR PH: [REDACTED] DENY: 0 REGION: 92 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: 1
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 05 / 12 / 10 XFER/RSPNSBLTY: 92 01 S
CONTACT (S): FOLLOWUP DATE: 07 / 01 / 10 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 09 / 09 / 10 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 227000 GEN. POWERTRAIN COMPONENT
BG POWERTRAIN YX POOR OR IMPROPER OPERATION

CONFIDENTIAL

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C. A. R. COMMENTS

FILE OPENED-ZED501N 05/12/2010
PREVIOUS RELATED FILES FOUND: NONE.
PREVIOUS UNRELATED FILES FOUND: NONE.
RCAS-ED VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER
RCAS-ED CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @05/12-ZED501N
CLSD P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 07/20/09 02/23/10 70317
RCAS-ED RECEIVED INBOUND CALL FROM C.
C STATES THAT C WAS TRYING TO PARK VEH LAST NIGHT, AND THE VEH
ACCELERATED UNINTENTIONALLY, BUT C WAS ABLE TO STOP VEH WITH BRAKES.
RCAS-ED ADVISED C THAT RCAS-ED WILL GET SOMEONE ON THE LINE TO GET MORE INFO
FROM C. @05/12-ZED501N
RCAS-ED ATTEMPTED TO TRANSFER C TO INCIDENT HOTLINE, BUT LINE WAS NOT
ANSWERED.
RCAS-ED ADVISED C THAT SOMEONE WILL CALL C BACK TO GET MORE INFO ABOUT WHAT
HAPPENED. C AGREED AND THANKED RCAS-ED. @05/12-ZED501N
RCAS-ED SENT INTERNAL MSG TO CRR-JP AND CRR-MG, REQUESTING THAT C BE CALLED
FOR INCIDENT PROBE.
RCAS-ED EXITING FILE. @05/12-ZED501N

CRR-NM RECEIVED MSG FROM CRR-MG THAT PROBE NEEDS TO BE COMPLETED.
CRR-NM WILL HAVE AGENT CONTACT C BY END OF BUSINESS DAY ON 05/13/10.
***** @05/14-ZJP000N
CRR-JP REACHED C.
CRR-JP REVIEWED CONCERNS WITH C.
CRR-JP GAVE C NAME, FILE NUMBER, EXTENSION, AND NNA MAILING ADDRESS.
CRR-JP ADVISED C TO INCLUDE FILE NUMBER AT THE TOP
LEFT HAND CORNER OF EACH PAGE SENT IN. @05/14-ZJP000N
P-1) VEHICLE IDENTIFICATION NUMBER: C STATES JJNKAY41E23M 004495.,
P-2) VEHICLE LICENSE PLATE NUMBER: C STATES 5AW B284.
P-3) STATE IN WHICH VEHICLE IS REGISTERED: C STATES CA.
P-4) CURRENT MILEAGE, IF DIFFERENT FROM MILEAGE AT TIME OF INCIDENT
(IF NOT AVAILABLE, USE MILEAGE FROM MOST RECENT REPAIR ORDER.)
C STATES 59000 MILES.
P-5) MILEAGE ON VEHICLE AT TIME OF INCIDENT: C STATES 59000 MILES.
P-6) DETAILED DESCRIPTION OF THE INCIDENT:
C STATES C WAS PULLING INTO A PARKING SPACE LAST TUESDAY AND THE VEH JUST
TOOK OFF AND C HIT THE BRAKES AND IT STOPPED.
P-9) DRIVER'S NAME, ADDRESS, DAY AND EVENING TELEPHONE NUMBERS, DATE OF BIRTH:
C STATES AUDRY WALKER 266 S MADISON AVE ,PASADENA,CA 91101,
626 584 0228, 10/10/27.
P-10) OWNER'S NAME, ADDRESS, DAY AND EVENING TELEPHONE NUMBERS, DATE OF BIRTH:
C STATES AUDRY WALKER 266 S MADISON AVE ,PASADENA,CA 91101,
626 584 0228, 10/10/27.
P-11) WAS VEHICLE PURCHASED NEW OR USED?
C STATES NEW.
CRR-JP REQUESTED COPY OF PURCHASE AGREEMENT.
C STATES THAT THE DLR WOULD HAVE THAT. @05/14-ZJP000N
P-12) DATE AND TIME OF INCIDENT:
C STATES 05/11/10 AT 7:00 PM.
P-13) DETAILED DESCRIPTION OF LOCATION OF INCIDENT:
C STATES 79 IN VERMONT LOS ANGELES, CA.
P-14) DETAILED DESCRIPTION OF WEATHER (VISIBILITY) AT TIME OF INCIDENT.
C STATES IT WAS NICE.

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P-15) ESTIMATED SPEED OF VEHICLE AT TIME OF INCIDENT:
C STATES 5-10 MPH.

P-16) HAS THE VEHICLE BEEN REPAIRED SINCE THE INCIDENT OCCURRED?@05/14-ZJP000N
C STATES NO. @05/14-ZJP000N

P-17) CURRENT LOCATION OF VEHICLE, INCLUDING COMPANY NAME (IF APPLICABLE), CONTACT NAME, ADDRESS AND TELEPHONE NUMBER.
C STATES C'S POSSESSION.

P-18) WAS A POLICE REPORT AND/OR FIRE REPORT FILED?
C STATES NO @05/14-ZJP000N

P-19) PLEASE PROVIDE THE NAME, ADDRESS, PHONE NUMBERS, HEIGHT, AND WEIGHT OF EACH OCCUPANT IN THE OWNER'S VEHICLE.
A. DRIVER'S NAME: [REDACTED], PASADENA, CA [REDACTED]
[REDACTED]
5'9 FT 160 POUNDS. @05/14-ZJP000N

P-20) DID ANY OF THE VEHICLE OCCUPANTS WITNESS PART OR ALL OF THE INCIDENT?
A. DRIVER:C STATES YES. @05/14-ZJP000N

P-21) WHICH VEHICLE OCCUPANTS WERE USING A SEATBELT?
A. DRIVER: C STATES YES. @05/14-ZJP000N

P-22) WAS ANYONE INJURED? (IF C STATES NO: CONTINUE TO 23)
C STATES NO. @05/14-ZJP000N

P-23) DID ANYONE ELSE (NOT IN THE OWNER'S VEHICLE) WITNESS PART OR ALL OF THE INCIDENT?
C STATES:YES BUT C DOES NOT HAVE CONTACT INFO. @05/14-ZJP000N

P-24) HAS THE VEHICLE OWNER CONTACTED THEIR INSURANCE COMPANY?
C STATES: NO. @05/14-ZJP000N

P-25) WERE ANY OTHER VEHICLES INVOLVED IN THE INCIDENT? (IF NO, CONTINUE TO NE
C STATES NO. @05/14-ZJP000N

P-26) WAS ANY PROPERTY DAMAGED (OTHER THAN THE OWNER'S VEHICLE)?
C STATES NO. @05/14-ZJP000N

CRR-JP THANKED C FOR REVIEWING QUESTIONS WITH CRR-JP. @05/14-ZJP000N
CRR-JP ADVISED C THAT ONCE THE REQUESTED DOCS ARE RECEIVED C WOULD BE CONTACTED WITHIN 3 BUSINESS DAYS. @05/14-ZJP000N
CRR-JP PRINTING FILE FOR SUBMISSION TO AQA-NM. @05/14-ZJP000N
@05/14-ZNM859N @05/14-ZNM859N

CRR-NM IN RECEIPT OF FILE.
CRR-NM IN REVIEW OF FILE. @05/14-ZNM859N
CRR-NM NOTING THAT THERE IS NO MISSING INFORMATION.
CRR-NM NOTING THAT THERE WAS NO POLICE AND/OR FIRE REPORT FILED.
CRR-NM NOTING THAT THERE WAS NO INSURANCE CLAIM MADE.
CRR-NM FORWARDING FILE TO DRT AT 2:40 PM. @05/14-ZNM859N
**ARBS-HA FORWARDING IIR TO ARBS-DT FOR FURTHER HANDLING. @05/17-ZHA071N
**ARBS-DT RECEIVED AND WILL REVIEW. @05/17-ZDT877N
**ARBS-DT SUBMITTED EMAIL TO PL-TB AND PL-LO FOR DIRECTION WITH FILE.
@05/17-ZDT877N
**ARBS-DT RECEIVED EMAIL FROM PL-LO REQUESTING FURTHER DETAIL OF INCIDENT.
@05/17-ZDT877N
**ARBS-DT ATTEMPTED TO CONTACT C AND RECEIVED VMX. ARBS-DT LEFT MESSAGE PROVIDING DIRECT LINE AND REQUESTING CALLBACK. @05/17-ZDT877N
**ARBS-DT CONTACTED C FOR A BETTER EXPLANATION OF INCIDENT. C STATED AFTER 50K SERVICE ISSUES OCCURED. C STATED GAS GAUGE SOMETIMES READS LOW WHEN TANK IS FULL AND ALSO MENTIONED INTERMITTENT ACCELERATION ISSUE. C STATED AT TIMES, VEHICLE WILL HESITATE WHEN PULLING OUT OR ACCELERATING AND THE BRAKE LIGHT WILL BE PRESENT ON DASH, EVEN THOUGH NO FORCE IS BEING APPLIED TO BRAKES. C STATED THEN THE VEHICLE WILL JUST ACCELERATE TO NORMAL ON ITS OWN.
@05/17-ZDT877N

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**ARBS-DT SUBMITTED NEW INFORMATION TO PL-LO. @05/17-ZDT877N
 **ARBS-DT EMAILED PL-LO FOR UPDATE. @06/03-ZDT877N
 **ARBS-DT REC'D EMAIL FROM PL-LO INFORMING TSM WOULD BE CONTACTED TO PERFORM INSPECTION. @06/04-ZDT877N
 **ARBS-DT REC'D EMAIL FROM TSM-TP REQUESTING CALLBACK. ARBS-DT CONTACTED TSM. TSM-TP STATED VEHICLE INSPECTION COULD TAKE PLACE ON 07/07. ARBS-DT TO REVIEW WITH C. @06/24-ZDT877N
 **ARBS-DT ATTEMPTED TO CONTACT C AND REC'D VMX. ARBS-DT LEFT VMX PROVIDING POTENTIAL INSPECTION DATE AND REQUESTING CALLBACK @06/24-ZDT877N
 @06/24-ZDT877N
 **ARBS-DT REC'D INBOUND CALL FROM C STATING 07/07 WAS ACCEPTABLE. C STATED VEHICLE WOULD BE DROPPED OFF FOR INSPECTION THE NIGHT BEFORE. ARBS-DT CONTACTED DLR AND SPOKE WITH SM-SERGIO. SERGIO STATED APPOINTMENT HAD BEEN SET FOR THE 7TH. TSM-TP INFORMED. @06/24-ZDT877N
 **ARBS-DT REC'D EMAIL THAT IIR DISC WAS REC'D BUT DID NOT CONTAIN IIR. RESULTS PENDING. @08/30-ZDT877N
 **ARBS-DT RECEIVED EMAIL FROM PL-TB INFORMING THAT NO ISSUES RELATED TO THE THROTTLE OR BRAKE SYSTEM WERE FOUND DURING INSPECTION. PL-LO RECOMMENDED UA LETTER BE MAILED TO C. ARBS-DT MAILED LETTER AND CLOSED FILE. @09/09-ZDT877N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NP9Z	ROOT CAUSE: UNACC
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:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY: CA	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZED501N	
HISTORY:	UPDATE BY: ZDT877N	
SVC CALL#:	UPDATE DATE: 09 / 09 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 09 / 09 / 10	MICROFILM: N
RESP CAA: TACKETT, DEREK	OLM: COPENHAVER J	DOM: WOERNER BOB
PHONE: 0000000000	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

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NISSAN MOTOR CORPORATION IN U.S.A
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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E73M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 47000
CITY: CAMARILLO IN SVC DATE: 02 / 08 / 04
ST/ZIP: CA [REDACTED] VCAN: N RTL DLR: 72418 TEAM INFINITI
DAY PH: [REDACTED] PAID: 8 SVC DLR: 72418 TEAM INFINITI
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 72418 TEAM INFINITI
DLR PH: [REDACTED] DENY: 0 REGION: 92 DIST: SL/SV/PT: 01 01 31

LETTER RECEIVED 05 / 17 / 10 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED X MILES 20000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: 27 MILES: (PT) MONTHS: 3 MILES:

ORIG CODE: CL 11 OPEN DATE: 05 / 17 / 10 XFER/RSPNSBLTY: 92 01 S
CONTACT (S): FOLLOWUP DATE: 05 / 21 / 10 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 05 / 21 / 10 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY SUBCATEGORY AND SYMPTOM
OF NNA., INC. ISSUES 177000 M45
AR PRODUCT INQUIRIES (INF) ZR GENERAL INQUIRY

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C. A. R. COMMENTS

FILE OPENED-ZNE601N 05/17/2010

NO EMAIL

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

C LETTER WAS RECEIVED ON 05/17/10

DATED 05/03/10 LETTER WAS REC'D VIA REGULAR MAIL

MT EN IS FORWARDING FILE AND LETTER TO CORRESPONDENCE TEAM FOR FURTHER REVIEW
AND ASSISTANCE @05/17-ZNE601N

RCAS-ER IN REVIEW OF LETTER. LETTER STATES:

C IS WRITING IN REGARDS TO C'S VEH, C WOULD LIKE INFINITI TO KNOW ABOUT THE
PROBLEMS THAT C HAS HAD WITH IT. C STATES THAT C FEELS THAT IT HAS HAD MORE
PROBLEMS THAN A HIGH END VEH SHOULD HAVE. VEH HAS 47000 MILES. IN 2007 C HAD
TO REPLACE THE ENGINE DUE TO IT USING EXCESS OIL. IN 2008 THE #5 FUEL INJECTOR
WAS REPLACED, IN 2008 THE FUEL GAUGE HAD A PROBLEM. C STATES THAT C HAD A
RECALL FOR THE WIRING HARNESS AND THAT NOW THE PART THAT READS C'S TIRE
INFLATION IS NOT WORKING. @05/19-ZER229N

C STATES THAT C WOULD LIKE TO KNOW IF THIS IS NORMAL FOR THIS AUTO.
--- @05/19-ZER229N

RCAS-ER CONTACTED DAY/EVE NUMBER AT 4:58 PM EST ON 05/19/10 AND LEFT VMX.
--- @05/19-ZER229N

RCAS-ER CONTACTED DAY/EVE NUMBER AT 12:33 PM EST ON 05/21/10 AND SPOKE TO C.

RCAS-ER ADVISED C THAT LETTER HAS BEEN RECIEVED AND COMMENTS DOCUMENTED.

RCAS-ER ADVISED C THAT RCAS COULD NOT ADVISE WHAT REPAIRS WOULD BE CONSIDERED
NORMAL.

C UNDERSTANDS.

C STATES THAT C JUST WANTED CONCERNS DOCUMENTED.

C THANKED RCAS-ER AND ENDED CALL.

RCAS-ER CLOSING FILE. @05/21-ZER229N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT8G	ROOT CAUSE: 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: ZNE601N	
HISTORY:	UPDATE BY: ZER229N	
SVC CALL#:	UPDATE DATE: 05 / 21 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 05 / 21 / 10	MICROFILM: N
RESP CAA: REID, EMA LEA	OLM: COPENHAVER J	DOM: WOERNER BOB
PHONE: 0000041547	OWNER FIRST:	LANGUAGE: E ENGLISH

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REQUESTED BY: corneb2

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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E53M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 65000
CITY: HAMILTON IN SVC DATE: 03 / 15 / 03
ST/ZIP: OH [REDACTED] VCAN: N RTL DLR: 70231 INFINITI OF CINCINNATI
DAY PH: [REDACTED] PAID: 7 SVC DLR: 70231 INFINITI OF CINCINNATI
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 70231 INFINITI OF CINCINNATI
DLR PH: [REDACTED] 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 PREOWNED X MILES 60000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: 35 MILES: 5000 (PT) MONTHS: 11 MILES:

ORIG CODE: CT 11 OPEN DATE: 05 / 18 / 10 XFER/RSPNSBLTY: 72 22 S
CONTACT (S): FOLLOWUP DATE: 05 / 18 / 10 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 05 / 18 / 10 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YI OOW GOODWILL ASSISTANCE REQUEST

CONFIDENTIAL

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C. A. R. COMMENTS

FILE OPENED-ZER229N 05/18/2010
PREVIOUS RELATED/UNRELATED FILES FOUND: NONE
RCAS-ER VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER AND RESPONSIBLE DLR.
RCAS-ER CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:
OPEN P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 07/20/09 00/00/00
RCAS-ER ADVISED C OF RECALL STATUS.
PREVIOUS INFINITI/NISSAN VEH: NONE
RCAS-ER RECEIVED INBOUND CALL FROM C. @05/18-ZER229N
C STATES THAT C IS HAVING AN ISSUE WITH C'S GAS GAUGE. @05/18-ZER229N
C STATES THAT C HAS READ ONLINE THAT THIS IS AN ONGOING ISSUE. @05/18-ZER229N
C STATES THAT C WOULD LIKE ASSISTANCE WITH REPAIR.
RCAS-ER ADVISED C THAT VEH WOULD NEED TO BE DIAGNOSED BY DLR BEFORE REQUEST FOR ASSISTANCE CAN BE REVIEWED. C UNDERSTANDS. RCAS-ER REFERRED C TO CALL BACK AFTER VEH HAS BEEN DIAGNOSED. @05/18-ZER229N
RCAS-ER GAVE NAME, EXTENSION AND FILE NUMBER.
RCAS-ER OFFERED TO TRANSFER C TO DLR, C DECLINED.
RCAS-ER OFFERED FURTHER ASSISTANCE, C DECLINED.
RCAS-ER GAVE NAME, EXTENSION AND FILE NUMBER.
RCAS-ER CLOSING FILE. @05/18-ZER229N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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:

IIR-DATE: 00 / 00 / 00 TRANS DATE: 00 / 00 / 00 CHECK REQUESTED: NO
3RD PRY: PART#: CHECK ISSUED: NO
BYBACK ST: OPENED BY: ZER229N
HISTORY: UPDATE BY: ZER229N
SVC CALL#: UPDATE DATE: 05 / 18 / 10
CLOSE: Y (Y/N) CLOSE DATE: 05 / 18 / 10 MICROFILM: N
RESP CAA: REID, EMA LEA OLM: COPENHAVER J DOM:
PHONE: 0000041547 OWNER FIRST: LANGUAGE: E ENGLISH

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NISSAN MOTOR CORPORATION IN U.S.A
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REQUESTED BY: corneb2

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: GAINESVILLE
ST/ZIP: GA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E23M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 90000
IN SVC DATE: 04 / 24 / 04
VCAN: N RTL DLR: 70493 INFINITI OF GWINNETT
PAID: 20 SVC DLR: 70493 INFINITI OF GWINNETT
SUSP: 0 RESP DLR: 70493 INFINITI OF GWINNETT
DENY: 0 REGION: 72 DIST: SL/SV/PT: 14 14 44

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: 26 MILES: 30000 (PT) MONTHS: 2 MILES: 70000

ORIG CODE: CT 11 OPEN DATE: 06 / 01 / 10 XFER/RSPNSBLTY: 72 14 S
CONTACT (S): FOLLOWUP DATE: 06 / 01 / 10 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 06 / 01 / 10 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 153000 GEN. FUEL DELIVERY/INTAKE COMPONENT
AI FUEL/INTAKE SYSTEM YI OOW GOODWILL ASSISTANCE REQUEST

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C. A. R. COMMENTS

FILE OPENED-ZEL999N 06/01/2010

*****DLR INFIELD*****
RCAS-EL RECEIVED CALL FROM SM-HERB HOFFMAN ON 06/01/10 AND THE SM STATED THAT THE VEH NEEDS A NEW FUEL GAUGE CLUSTER AND THE REPAIR WILL COST APPROX. \$1000. SM STATED IS NOT RECOMMENDING FINANCIAL ASSISTANCE BECAUSE THE VEH HAS NOT BEEN TO THE DLR FOR THREE YEARS. SM STATED THAT C HAS BEEN MAINTAINING AT A NISSAN DLR. SM STATED THAT C IS UPSET AND WILL BE CALLING CA. SM STATED THAT C WANTS THE VEH REPAIRED SO C CAN SELL THE VEH. RCAS ADVISED THE SM THAT RCAS HAS DOCUMENTED THE INFO THAT THE SM PROVIDED AND GAVE THE FILE NUMBER. SM THANKED RCAS AND THE CALL WAS ENDED.
RCAS-EL CLOSING THE FILE.

@06/01-ZEL999N
@06/01-ZEL999N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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:

IIR-DATE: 00 / 00 / 00 TRANS DATE: 00 / 00 / 00 CHECK REQUESTED: NO
3RD PRY: PART#: CHECK ISSUED: NO
BYBACK ST: OPENED BY: ZEL999N
HISTORY: UPDATE BY: ZEL999N
SVC CALL#: UPDATE DATE: 06 / 01 / 10
CLOSE: Y (Y/N) CLOSE DATE: 06 / 01 / 10 MICROFILM: N
RESP CAA: LANCASTER, EMMA OLM: COPENHAVER J DOM:
PHONE: 0000047107 OWNER FIRST: LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E14M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2004.0 M45 MILEAGE: 60000
CITY: EDGEWATER IN SVC DATE: 04 / 20 / 04
ST/ZIP: MD [REDACTED] VCAN: N RTL DLR: 70226 JIM COLEMAN INFINITI
DAY PH: [REDACTED] PAID: SVC DLR: 70523 SHEEHY INFINITI/ANNAPOLIS
EVE PH: [REDACTED] SUSP: RESP DLR: 70523 SHEEHY INFINITI/ANNAPOLIS
DLR PH: [REDACTED] DENY: REGION: 72 DIST: SL/SV/PT: 23 23 48

LETTER RECEIVED 06 / 01 / 10 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY 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: 3
VEHICLE MAINTAINED BY: INDEPENDENT FACILITIES
OUTSIDE WARRANTY BY (B) MONTHS: 26 MILES: (PT) MONTHS: 2 MILES:

ORIG CODE: CL 11 OPEN DATE: 06 / 01 / 10 XFER/RSPNSBLTY: 72 23 S
CONTACT (S): FOLLOWUP DATE: 06 / 11 / 10 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 06 / 11 / 10 INF-NET DATE: 06 / 03 / 10

CHECK PAYABLE TO: [REDACTED]
ADDRESS [REDACTED]
CITY: EDGEWATER MD [REDACTED]
VIN: JNKAY41E14M [REDACTED] MODEL LINE/YEAR: M45 2004.0

G/L VALUE CODE: 72GDWIL ACCOUNT: 0 [REDACTED]
G/L DESCRIPTION: INFINITI EAST GOODW.
CHECK AMOUNT: \$ 815.62

CHK REQUEST DATE: 06/09/10 REQUESTED BY: ZLOCH GRE ZGZ999N
CHECK APPROVED: 06/10/10 APPROVED BY: MECHL RON IRM987R
CHECK ISSUE DATE: 06/11/10 CHECK NUMBER: 261573

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

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS	180000 FUEL GAUGE
AT INSTRUMENTATION	YI OOW GOODWILL ASSISTANCE REQUEST

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C. A. R. COMMENTS

FILE OPENED-ZTS770N 06/01/2010

NO EMAIL

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

C LETTER WAS RECEIVED ON 06/01/10

DATED 05/27/10 LETTER WAS REC'D VIA REGULAR MAIL

MT TS IS FORWARDING FILE AND LETTER TO CORRESPONDENCE TEAM FOR FURTHER REVIEW
AND ASSISTANCE @06/01-ZTS770N

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

PREVIOUS RELATED FILES FOUND:NONE

PREVIOUS UNRELATED FILES FOUND:NONE

LETTER FROM C WAS RECEIVED BY CA VIA POSTAL MAIL ON 06/01/10.

TO INFINITI CONSUMER AFFAIRS DATED: 05/26/10

CRR-MG VERIFIED C'S NAME, ADDRESS, VIN, RESPONSIBLE DLR, DAY/EVENING PHONE.

C DID NOT PROVIDE MILEAGE. @06/01-ZMG453N

CRR-MG CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @06/01-ZMG453N

CLSD P9218 M45/Q45 SAB CONCTR ITB09-023

C STATES

VEH IS A GOOD VEH. MANY MONTHS AGO THE GAS GAUGE DIED AND THE REPAIR

WAS EXPENSIVE. C BECAME AWARE OF THE SAME FAULT IN OTHER VEH. C WOULD

LIKE TO KNOW WHY C'S VIN IS NO IN THE RECALL. C STATES THAT C'S VEH PROBLEM

IS EXACTLY WHAT OTHER VEHS WERE RECALLED FOR. @06/01-ZMG453N

CRR-MG RESPONSE

CRR-MG FORWARDING FILE AND ATTACHED LETTER TO RCAS FOR ASSISTANCE.

@06/01-ZMG453N

@06/02-ZGZ999N

***RCAS-GZ CALLED C AT DAY NUMBER AT 1:15 PM EST ON 6/02/10 AND C STATED C
HAD TO PAY FOR THE REPAIR OF THE FUEL GAUGE. C STATED C FINDS THE AMOUNT THAT
C PAID FOR THIS REPAIR IS VERY EXPENSIVE AND C FELT THAT SINCE C'S VEH HAD
THE SAME PROBLEM AS THE RECALL FOR THE FUEL GAUGE, C ASKED INFINITI TO
REIMBURSE C FOR THE REPAIR.

@06/02-ZGZ999N

RCAS-GZ CHECKED FOR OPEN RECALLS/CAMPAIGNS AND FOUND: @06/02-ZGZ999N

CLSD P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 07/20/09 05/29/10 70523

RCAS-GZ ADVISED C OF RECALL STATUS.

PREVIOUS INFINITI/NISSAN VEH: MAX, SUPRA (YRS UNKNOWN)

RCAS-GZ COULD NOT VERIFY THESE VEHS IN ZCA1 WITH THE CUSTOMER ON THE PHONE.

RCAS-GZ APOLOGIZED TO C FOR ANY INCONVENIENCES AND ADVISED C THAT RECALLS

ARE VIN SPECIFIC AND C'S VEH WAS NOT INCLUDED IN A RELATED RECALL SO THAT

STILL DOES NOT EXCLUDE THE POSSIBILITY THAT C'S VEH MAY HAVE THE SAME SYMPTOMS

C UNDERSTOOD. RCAS-GZ ADVISED C THAT SINCE C'S REPAIR OCURRED OUTSIDE OF THE

BASIC WARRANTY, RCAS-GZ CAN LOOK INTO THE POSSIBILITY OF SPECIAL FINANCIAL

ASSISTANCE. C UNDERSTOOD.

RCAS-GZ SET A CALLBACK DATE OF 6/9/10. C AGREED. (SINCE THE FOM IS OUT OF THE
OFFICE UNTIL 6/7/10)

@06/02-ZGZ999N

RCAS-GZ RECEIVED C'S FAXES ON 6/1/10 AT 4:22PM EST FROM RCAS-SP WITH C'S
RO# 27581.

@06/02-ZGZ999N

RCAS-GZ CALLED SERVICE MANAGER DENNIS SORIANO ON 6/4/10 AT 10:30AM EST AND SM
STATED C IS NOT A GOOD SERVICING CUSTOMER AND MOST OF C'S DLR SERVICE HISTORY
IS AT 70226 JIM COLEMAN INFINITI, BUT SM WOULD NOT RECOMMEND GOODWILL.

@06/04-ZGZ999N

RCAS-GZ SENT AN INTERNAL MESSAGE TO SERVICE MANAGER OSCAR NARANJO ON 6/4/10
AT 11AM EST ASKING SM TO CONFIRM IF C IS A GOOD SERVICING CUSTOMER TO

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CONSIDER GOODWILL.

@06/04-ZGZ999N

RCAS-GZ RECEIVED AN INTERNAL MESSAGE FROM SERVICE MANAGER OSCAR NARANJO FROM 70226 JIM COLEMAN INFINITI ON 6/4/10 AT 11:50AM EST AND SM STATED SM WOULD NOT RECOMMEND GOODWILL FOR C.

@06/04-ZGZ999N

RCAS-GZ CHECKED ASIST AND FOUND THAT THERE IS NO FUEL RELATED CAMPAIGNS AT ALL LISTED FOR THIS TYPE OF VEH.(BASED ON VIN)

@06/07-ZGZ999N

RCAS-GZ SENT AN INTERNAL MESSAGE TO FOM-RW ON 6/7/10 AT 4:13PM EST ASKING FOM FOR FURTHER GOODWILL CONSIDERATION.

@06/07-ZGZ999N

RCAS-GZ RECEIVED AN INTERNAL MESSAGE FROM FOM-RW ON 6/9/10 AT 9:29AM EST AND FOM STATED FOM WILL APPROVE C'S REIMBURSEMENT SINCE C IS LOYAL TO THE BRAND. FOM ADVISED TO GET THE APPROVAL FROM ORM-RM TO APPROVE THE CHECK.

@06/09-ZGZ999N

***RCAS-GZ CALLED C AT DAY NUMBER AT 10:50 AM EST ON 6/09/10 AND RCAS-GZ ADVISED C THAT C'S REPAIR IS NOT RELATED TO ANY RECALL SINCE C'S VEH WAS NOT INCLUDED IN ANY OTHER POSSIBLY RELATED RECALL. C UNDERSTOOD. RCAS-GZ ADVISED C HOWEVER, THAT INFINTI DOES APPRECIATE AND RECOGNIZE C'S LOYALTY TO THE BRAND AND IN APPRECIATION OF THAT, INFINITI CAN REIMBURSE C FOR THIS REPAIR IN THE AMOUNT OF \$815.62. C UDNERSTOOD. C STATED C APPRECIATE'S INFINITI'S APPROVAL OF THIS AND C WILL ALWAYS THINK HIGHLY OF INFINITI NOW. RCAS-GZ APPRECIATED C'S FEELINGS AND ADVISED C THAT THE CHECK REQUEST WILL BE FORWARDED FOR PROCESSING AND RCAS-GZ SET A CALLBACK DATE OF 6/11/10. C AGREED. RCAS-GZ CONFIRMED THE CORRECT SPELLING OF C'S NAME AND ADDRESS AS CORRECT ON FILE.

@06/09-ZGZ999N

@06/09-ZGZ999N

FOLLOWING ARE THE DETAILS OF THE REIMBURSEMENT:

NAME OF THE DLRSHP: 70523 SHEEHY INFINITI/ANNAPOLIS

INVOICE NUMBER: 27581 DATE: 11/6/08

MILEAGE: 52,146

PART NAME/NUMBER: METER ASSY-COMBINED P/N: 24810-CR911

PART AMOUNT: \$657.91

LABOR AMOUNT: \$109.00

SHOP SUPPLIES: \$8.72

SUBTOTAL: \$775.63

@06/09-ZGZ999N

TAX AMOUNT: \$39.99

TOTAL AMOUNT: \$815.62

RCAS-GZ SUBMITTING THE CHECK REQUEST.

@06/09-ZGZ999N

RCAS-GZ CALLED 70523 SHEEHY INFINITI/ANNAPOLIS ON 6//10 AT 3:55PM EST AND SPOKE TO JONATHAN IN SERVICE, WHO CONFIRMED THAT C PAID THIS REPAIR IN FULL.

@06/09-ZGZ999N

RCAS-GZ SENT AN INTERNAL MESSAGE TO ORM-RM ON 6/9/10 AT 4PM EST ADVISING THAT THE CHECK IS READY TO BE APPROVED.

@06/09-ZGZ999N

***RCAS-GZ CALLED C AT DAY NUMBER AT 1:18 PM EST ON 6/11/10 AND RCAS-GZ ADVISED C THAT C'S CHECK HAS BEEN PROCESSED AND C CAN EXPECT TO RECEIVE IT IN THE NEXT 2 TO 4 WEEKS AND IT WILL BE COMING BY REGULAR MAIL. C UNDERSTOOD.

RCAS-GZ APPRECIATED C'S TIME AND BUSINESS.

@06/11-ZGZ999N

RCAS-GZ OFFERED C FURTHER ASSISTANCE AND C DECLINED.

RCAS-GZ IS CLOSING THE FILE AS NO FURTHER ACTION IS REQUIRED.

@06/11-ZGZ999N

RCAS-GZ UPDATED TREAD ACT CODES.

@06/11-ZGZ999N

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SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE
DEALER SERVICE MANAGER, PLEASE CONTACT CUSTOMER AND REVIEW FOR POSSIBLE
ASSISTANCE.
PLEASE ADVISE IF C IS A GOOD CANDIDATE FOR GOODWILL.
PLEASE CALL GREG AT 1-866-799-1690 EXT.1437. THANK YOU

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 #:	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: YES
3RD PRY:	PART#:	CHECK ISSUED: YES
BYBACK ST:	OPENED BY: ZTS770N	
HISTORY:	UPDATE BY: ZGZ999N	
SVC CALL#:	UPDATE DATE: 06 / 11 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 06 / 11 / 10	MICROFILM: N
RESP CAA: ZLOCH, GREGORY	OLM: COPENHAVER J	DOM:
PHONE: 0000041659	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: NOLENSVILLE
ST/ZIP: TN [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E33M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 178000
IN SVC DATE: 12 / 31 / 02
VCAN: N RTL DLR: 70072 INFINITI OF MEMPHIS, INC.
PAID: SVC DLR: 71234 ALEXANDER INF / COOL SPGS
SUSP: RESP DLR: 71234 ALEXANDER INF / COOL SPGS
DENY: REGION: 72 DIST: SL/SV/PT: 15 15 45

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED X MILES 90000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: 44 MILES: 118000 (PT) MONTHS: 20 MILES: 108000

ORIG CODE: CT 11 OPEN DATE: 06 / 01 / 10 XFER/RSPNSBLTY: 72 15 S
CONTACT (S): FOLLOWUP DATE: 06 / 09 / 10 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 06 / 09 / 10 INF-NET DATE: 06 / 01 / 10

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 102500 NAVI/GPS SYSTEM
AA AUDIO/VIDEO/NAVI YE MULTIPLE REPAIR ATTEMPTS
OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YE MULTIPLE REPAIR ATTEMPTS

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C. A. R. COMMENTS

FILE OPENED-ZML999N 06/01/2010

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES FOUND: NONE

PREVIOUS VEHICLES:

RCAS-ML VERIFIED C'S NAME, ADDRESS, DAY/EVENING PHONE NUMBERS,
VIN, MILEAGE, AND RESPONSIBLE DLR.

RCAS-ML CHECKED FOR RECALLS/CAMPAIGNS: @06/01-ZML999N

CLSD P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 07/20/09 10/27/09 71234

RCAS-ML RECEIVED INBOUND CALL FROM C.

C STATED C IS HAVING A CONCERN WITH THE INSTRUMENT CLUSTER ON C'S VEH.

C STATED THE FUEL GAUGE IS READING INACCURATELY.

C STATED THE DLR ALSO REPLACED C'S NAVIGATION UNIT AS THE DLR FELT THAT
THE NAVIGATION UNIT WAS AFFECTING THE CLUSTER.

C STATED NOW THE SAME 2 PARTS HAVE FAILED AGAIN AND THE DLR IS RECOMMENDING
REPLACEMENT. C STATED C DOES NOT UNDERSTAND AND CAN NOT AFFORD TO HAVE SAME
PARTS REPLACED EVERY 2 YEARS. C STATED DLR TOLD C TO CALL INFINITI CA FOR
ASSISTANCE. C STATED C IS WORKING WITH SA-GERALD.

RCAS-ML VERIFIED C'S NAVI AND SPEEDOMETER WERE REPLACED IN JANUARY 2008.

C STATED C WOULD LIKE INFINITI'S ASSISTANCE IN HAVING CONCERN RESOLVED.

RCAS-ML ADVISED C THAT RCAS WOULD FOLLOW UP WITH DLR AND SEE HOW RCAS CAN

ASSIST C. RCAS-ML ASKED IF VEH IS CURRENTLY AT DLR. C STATED YES, AND

C IS IN A LOANER VEH. RCAS-ML ADVISED C THAT RCAS WOULD FOLLOW UP WITH

C NO LATER THAN 6/2/10. C ASKED FOR A COPY OF THE WORK THAT WAS DONE

PREVIOUSLY. RCAS-ML ADVISED C THAT RCAS WOULD ASK DLR TO MAKE A COPY FOR C.

C THANKED RCAS-ML AND ENDED CALL.

RCAS-ML DATANET FILE TO DLR. @06/01-ZML999N

*** @06/01-ZML999N

RCAS-ML SPOKE WITH SM-RANDY SWEENEY AT 12:22 PM EST 6/1/10. @06/01-ZML999N

SM STATED C'S INSTRUMENT CLUSTER HAS FAILED AGAIN BUT FOR A DIFFERENT

REASON. SM STATED C HAS NEVER DONE ANY C PAY WORK AT THE DLR AND NEVER WILL.

SM STATED C IS NOT A GOODWILL CANDIDATE AND SM WOULD NOT ENDORSE ANY

GOODWILL. RCAS-ML UNDERSTOOD, THANKED SM AND ENDED CALL. @06/01-ZML999N

*** @06/01-ZML999N

RCAS-SP RECEIVED CALL FROM C ON 06/02/10 AT 10:19 AM EST.

RCAS-SP ADVISED THAT RCAS-ML IS NOT IN YET TODAY AND THAT THERE IS NO

DECISION ON FILE.

C UNDERSTOOD.

RCAS-SP THANKED C FOR CALLING.

RCAS-SP ENDED CALL.

---- @06/02-ZSP458N

RCAS-ML SPOKE WITH FOM-JL AT 12:35 PM EST 6/2/10.

FOM ADVISED INFINITI IS NOT IN A POSITION TO ASSIST C WITH THE COST OF THE

NEEDED REPAIRS AS C'S VEH IS WELL OOW.

RCAS-ML THANKED FOM AND ENDED CALL.

*** @06/02-ZML999N

RCAS-ML SPOKE WITH C ON DAY NUMBER AT 12:30 PM EST 6/2/10. @06/02-ZML999N

RCAS-ML ADVISED C THAT INFINITI IS NOT IN A POSITION TO ASSIST C WITH THE

COST OF C'S NEEDED REPAIRS. C ASKED WHY NOT. RCAS-ML ADVISED C THAT C'S VEH

IS WELL OOW. C ASKED FOR TERMS OF WARRANTY. RCAS-ML ADVISED C OF

BASIC WARRANTY: 4 YRS OR 60000 MILES WHICHEVER COMES FIRST AND

POWERTRAIN: 6 YRS OR 70000 MILES WHICHEVER COMES FIRST.

C STATED THE ISSUE IS THE SAME AS PREVIOUS REPAIRS. RCAS ADVISED C THAT THE

DLR ADVISED THAT THE PART HAS FAILED DUE TO A DIFFERENT REASON. C STATED C

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DOES NOT UNDERSTAND. RCAS-ML ADVISED C THAT THE DLR IS IN THE BEST POSITION TO PROVIDE CLARIFICATION AS RCAS DOES NOT HAVE DETAILS. C UNDERSTOOD. C ASKED ABOUT RECALLS FOR ENGINE SENSORS. RCAS-ML ADVISED C OF PREVIOUS RECALL ON VEH AND THAT THE RECALL WAS PERFORMED. C STATED C NEVER GOT A COPY OF THE WORK. RCAS-ML ADVISED C THAT THE DLR SHOULD PROVIDE AN R/O TO THE C AFTER EVERY VISIT AND IF C IS MISSING ANY R/OS TO ASK DLR FOR COPIES. C UNDERSTOOD. C THANKED RCAS-ML AND ENDED CALL. RCAS-ML CLOSING FILE.

@06/02-ZML999N

@06/02-ZGZ999N

RCAS-GZ RECEIVED AN INBOUND CALL FORM C ON 6/2/10 AT 3:45PM EST AND C STATED C JUST CALLED THE DLR AND C WAS TOLD THAT THE DLR GAVE RCAS-ML THE WRONG INFORMATION. C STATED C WANTED TO TALK TO RCAS-ML TO MAKE SURE THAT RCAS-ML HAD THE CORRECT INFORMATION. RCAS-GZ APPRECIATED C'S CALLBACK AND ADVISED C THAT RCAS-GZ WILL ADVISE RCAS-ML. C STATED THE DLR WAS TO CALL RCAS-ML WITH THE NEW UPDATES. RCAS-GZ VERIFIED THAT C'S TEL NUMBER IS THE SAME ON FILE. RCAS-GZ SET A CALLBACK DATE OF 6/4/10.

RCAS-GZ TRANSFERRED C TO RCAS-ML'S EXTENSION.
RCAS-GZ SENT AN INTERNAL MESSAGE TO RCAS-ML TO ADVISE.

@06/02-ZGZ999N

RCAS-ML CALLED SM-RANDY SWEENEY AT 12:06 PM EST 6/3/10, LEFT VMX FOR SM.

@06/03-ZML999N

RCAS-ML SPOKE WITH SM-RANDY SWEENEY AT 1:38 PM EST 6/3/10.

SM STATED WORDING IN PREVIOUS R/O INDICATED THAT THE SPEEDOMETER HAD FAILED AND WAS THE REASON THE PART WAS REPLACED. SM STATED THE INSTRUMENT CLUSTER NEEDS TO BE REPLACED NOW DUE TO THE FUEL GAUGE FAILING. SM STATED SM DID SPEAK WITH THE FOM-JL AND FOM AND SM AGREED THAT INFINITI IS NOT IN A POSITION TO ASSIST C WITH THE COST OF THE REPAIRS. RCAS-ML THANKED SM AND ENDED CALL.

@06/03-ZML999N

@06/03-ZML999N

RCAS-ML CALLED C'S ONLY NUMBER AT 1:53 PM EST 6/3/10, LEFT VMX FOR C.

@06/03-ZML999N

RCAS-ML CALLED C'S ONLY NUMBER AT 11:05 AM EST 6/7/10, LEFT VMX FOR C.

RCAS-ML CALLED C'S ONLY NUMBER AT 9:08 AM EST 6/9/10, LEFT VMX FOR C.

RCAS-ML CLOSING FILE DUE TO LACK OF CUSTOMER RESPONSE.

@06/09-ZML999N

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: 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: 06 / 02 / 10	USERID: ZGZ999N
OTHER #: 0	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: 06 / 09 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 06 / 09 / 10	MICROFILM: N
RESP CAA: LLOYD, MELISSA	OLM: COPENHAVER J	DOM:
PHONE: 0000041531	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: GAINESVILLE
ST/ZIP: GA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E23M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 89969
IN SVC DATE: 04 / 24 / 04
VCAN: N RTL DLR: 70493 INFINITI OF GWINNETT
PAID: 20 SVC DLR: 70493 INFINITI OF GWINNETT
SUSP: 0 RESP DLR: 70493 INFINITI OF GWINNETT
DENY: 0 REGION: 72 DIST: SL/SV/PT: 14 14 44

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED X MILES 3000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: INDEPENDENT FACILITY
OUTSIDE WARRANTY BY (B) MONTHS: 26 MILES: 29969 (PT) MONTHS: 2 MILES: 19969

ORIG CODE: CT 11 OPEN DATE: 06 / 01 / 10 XFER/RSPNSBLTY: 72 14 S
CONTACT (S): FOLLOWUP DATE: 06 / 02 / 10 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 06 / 02 / 10 INF-NET DATE: 06 / 01 / 10

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 153000 GEN. FUEL DELIVERY/INTAKE COMPONENT
AI FUEL/INTAKE SYSTEM YI OOW GOODWILL ASSISTANCE REQUEST

CONFIDENTIAL

DATE: 1/30/2012
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CA6828506I

C. A. R. COMMENTS

FILE OPENED-ZSP458N 06/01/2010

NO PREVIOUS FILES FOUND

@06/01-ZSP458N

RCAS-SP VERIFIED C'S NAME, ADDRESS, DAY/EVE NUMBER, VIN, MILEAGE AND THE RESPONSIBLE DLR.

RCAS-SP CHECKED FOR OPEN RECALLS/CAMPAIGNS.

RCAS-SP FOUND 1

OPEN P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 07/20/09 00/00/00

RCAS-SP ADVISED C.

RCAS-SP RECEIVED CALL FROM C.

C STATED THAT C WAS TOLD BY THE DLRSHIP TO CALL CONSUMER AFFAIRS FOR ASSISTANCE BECAUSE C'S FUEL GAUGE WENT OUT AND IT WAS A COMMON PROBLEM. C STATED THAT C PAID FOR THIS. C STATED THAT NOW THE INSTRUMENT PANEL NEEDS TO BE REPLACED AND THAT C DOES NOT FEEL C SHOULD BE RESPONSIBLE AS C'S VEH COST C \$50000

RCAS-SP UNDERSTOOD.

RCAS-SP ADVISED THAT RCAS WILL HAVE THIS REVIEWED AND C WILL RECEIVE A CALL BACK BY THE END OF DAY 06/02/10

C UNDERSTOOD.

RCAS-SP THANKED C FOR TIME.

RCAS ENDED CALL.

@06/01-ZSP458N

RCAS-NS IN REVIEW OF FILE.

RCAS DATANETED FILE TO DLR ON 6/1/10.

@06/01-ZNS909N

RCAS-NS CALLED DLR 70493 AT 2:58 PM EST, 6/2/10 AND SPOKE TO SM-HERB HOFFMAN. SM STATES FUEL GAUGE NEEDS TO BE REPLACED AND VEH HAS NOT BEEN BACK SINCE VEH WAS OOW 3 YEARS AGO. SM STATES VEH WAS INITIALLY BROUGHT TO NNA DLR FOR DIAGNOSES. SM STATES THIS IS NOT A GOOD CANDIDATE FOR GOODWILL.

RCAS UNDERSTOOD AND THANKED FOR ASSISTANCE.

@06/02-ZNS909N

RCAS-NS CALLED FOM-BS AT 4:58 PM EST, 6/2/10.

@06/02-ZNS909N

RCAS ADVISED FOM OF C'S CONCERNS AND INQUIRED IF GOODWILL ASSISTANCE WOULD BE RECOMMENDED.

FOM STATES DUE TO HOW FAR VEH IS OOW AND WITH NO SERVICING HISTORY FOR THE LAST 3 YEARS, FOM WILL DECLINE GOODWILL ASSISTANCE.

RCAS UNDERSTOOD AND THANKED FOR ASSISTANCE.

@06/02-ZNS909N

RCAS-NS CALLED C ON DAY/EVE PHONE AT 5:01 PM EST, 6/2/10 AND SPOKE TO C.

RCAS CONFIRMED C'S CONCERNS AND ADVISED C THAT REQUEST WAS REVIEWED BY INFINITI AND FURTHER ASSISTANCE CAN NOT BE PROVIDED FOR REPAIRS.

C UNDERSTOOD AND STATED THAT INFINITI MAY HAVE SAVED A COUPLE BUCKS BUT HAS LOST A LOT MORE. C STATES THIS IS C'S LAST INFINITI AND WILL DO C'S BEST TO CONVINCEN C'S FRIENDS TO GO ELSEWHERE.

RCAS APOLOGIZED ABOUT SITUATION AND THANKED FOR TIME, CALL ENDED.

RCAS CLOSING FILE AS NO FURTHER ASSISTANCE IS NEEDED.

@06/02-ZNS909N

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: NT3B	ROOT CAUSE: DR800	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:	
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO	
3RD PRY:	PART#:	CHECK ISSUED: NO	
BYBACK ST:	OPENED BY: ZSP458N		
HISTORY:	UPDATE BY: ZNS909N		
SVC CALL#:	UPDATE DATE: 06 / 02 / 10		
CLOSE: Y (Y/N)	CLOSE DATE: 06 / 02 / 10	MICROFILM: N	
RESP CAA: SOUVANASANNE, NALIE	OLM: COPENHAVER J	DOM:	
PHONE: 0000041433	OWNER FIRST:	LANGUAGE: E ENGLISH	

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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E43M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 70000
CITY: PLANO IN SVC DATE: 01 / 22 / 04
ST/ZIP: TX [REDACTED] VCAN: N RTL DLR: 70231 INFINITI OF CINCINNATI
DAY PH: [REDACTED] PAID: 4 SVC DLR: 70477 CREST INFINITI
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 70477 CREST INFINITI
DLR PH: [REDACTED] DENY: 0 REGION: 72 DIST: SL/SV/PT: 12 12 42

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 06 / 03 / 10
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED X MILES 30000 # NISSAN/INFINITI VEHICLES: 2
VEHICLE MAINTAINED BY: 70477 CREST INFINITI
OUTSIDE WARRANTY BY (B) MONTHS: 29 MILES: 10000 (PT) MONTHS: 5 MILES:

ORIG CODE: CE 11 OPEN DATE: 06 / 04 / 10 XFER/RSPNSBLTY: 92 12 S
CONTACT (S): FOLLOWUP DATE: 06 / 29 / 10 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 06 / 25 / 10 INF-NET DATE: 06 / 11 / 10

CHECK PAYABLE TO: [REDACTED]
ADDRESS [REDACTED]
CITY: PLANO TX [REDACTED]
VIN: JNKAY41E43M [REDACTED] MODEL LINE/YEAR: M45 2003.0

G/L VALUE CODE: 92GDWIL ACCOUNT: [REDACTED]
G/L DESCRIPTION: INFINITI WEST GOODW.
CHECK AMOUNT: \$ 751.19

CHK REQUEST DATE: 06/24/10 REQUESTED BY: ROTST CAR ZCR000N
CHECK APPROVED: 06/24/10 APPROVED BY: AZIMI NIC ZNA510N
CHECK ISSUE DATE: 06/25/10 CHECK NUMBER: 263926

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

CONCERN AND CATEGORY SUBCATEGORY AND SYMPTOM

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OA	VEHICLE CONCERNS	137000	CRANKSHAFT/CAMSHAFT
AG	ENGINE MECHANICAL	VF	NON-WARRANTY ITEM GOODWILL ASSISTANCE I
OA	VEHICLE CONCERNS	137000	CRANKSHAFT/CAMSHAFT
AG	ENGINE MECHANICAL	YX	POOR OR IMPROPER OPERATION
OA	VEHICLE CONCERNS	153000	GEN. FUEL DELIVERY/INTAKE COMPONENT
AI	FUEL/INTAKE SYSTEM	YI	OOW GOODWILL ASSISTANCE REQUEST
OA	VEHICLE CONCERNS	153000	GEN. FUEL DELIVERY/INTAKE COMPONENT
AI	FUEL/INTAKE SYSTEM	YX	POOR OR IMPROPER OPERATION
OA	VEHICLE CONCERNS	179000	CONSOLE/DISPLAY (ELECTRICAL)
AT	INSTRUMENTATION	YI	OOW GOODWILL ASSISTANCE REQUEST
OA	VEHICLE CONCERNS	179000	CONSOLE/DISPLAY (ELECTRICAL)
AT	INSTRUMENTATION	YX	POOR OR IMPROPER OPERATION
OA	VEHICLE CONCERNS	198000	SENSOR/SOLENOID/VALVE/SWITCH
AV	INTERIOR ELECTRICAL	YI	OOW GOODWILL ASSISTANCE REQUEST
OA	VEHICLE CONCERNS	198000	SENSOR/SOLENOID/VALVE/SWITCH
AV	INTERIOR ELECTRICAL	YX	POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZGK999N 06/04/2010

*****E-MAIL FILE LOGGED*****

PREVIOUS RELATED FILE(S) FOUND: 6505264.

PREVIOUS UNRELATED FILE(S) FOUND: 5283269,5339494,5396087.

EMAIL ADDRESSED TO: NNACONSUMERAFFAIRS@NISSAN-USA.COM

METHOD OF CONTACT: E-MAIL ID NO: 2001638076

DATE RECEIVED: 06/03/10 DATE CREATED: 06/04/10

CRR-GK VERIFIED C'S NAME, ADDRESS, DAY/EVENING NUMBER, VIN, EMAIL

C DID NOT PROVIDE CURRENT MILEAGE ____AND RESPONSIBLE DLR.

CRR-GK UPDATED OWNER'S DATABASE (E-MAIL)

CRR-GK CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE

OPEN P9218 M45/Q45 SAB CONCTR ITB09-023

C'S EMAIL READS,

@06/04-ZGK999N

"DEAR SIR/MADAM:

I STILL HAVE NOT HEARD BACK REGARDING THE DEFECTIVE INSTRUMENT CLUSTER ON MY M45. I RAN OUT OF GAS ON THE HIGHWAY TWICE NOW BECAUSE MY FUEL GUAGE IS NOT ACCURATE. COULD YOU PLEASE LET ME KNOW IF INFINITI WILL COVER THE COSTS OF REPLACING THE INSTRUMENT CLUSTER OR AT LEAST PARTIALLY REIMBURSE ME FOR HAVING THE WORK DONE. I DON'T FEEL I SHOULD HAVE TO PAY THE FULL COSTS TO REPLACE THIS DEFECTIVE PART EVEN IF I AM OUT OF WARRANTY. I LOOK FORWARD TO YOUR RESPONSE."

CRR-GK RESPONSE TO C:

@06/04-ZGK999N

JUNE 4, 20109N

@06/04-ZGK999N

FILE #6832459

DEAR JARED KRIEGER:

THANK YOU FOR CONTACTING INFINITI AND ALLOWING US THE OPPORTUNITY TO BE OF ASSISTANCE. WE ARE SORRY TO HEAR ABOUT THE EXPERIENCE YOU ARE HAVING WITH YOUR 2003 M45 AND APOLOGIZE FOR ANY INCONVENIENCE THIS MAY HAVE CAUSED YOU.

IN ORDER TO LOOK INTO POSSIBLE FINANCIAL ASSISTANCE, A RECENT @06/04-ZGK999N DIAGNOSIS BY AN AUTHORIZED INFINITI IS REQUIRED. PLEASE CONTACT YOUR LOCAL INFINITI DEALER AND SCHEDULE AN APPOINTMENT, AS THE DEALER IS IN THE BEST POSITION TO DIAGNOSE AND REPAIR YOUR VEHICLE. YOUR INFINITI DEALER WILL BE MORE THAN WILLING TO ASSIST.

ALSO PLEASE BE ADVISED A REVIEW OF OUR RECORDS INDICATES THAT THE VEHICLE WITH THE VEHICLE SERIAL NUMBER LISTED ABOVE IS INVOLVED IN THE SERVICE CAMPAIGN AS FOLLOWS:

OPEN P9218 M45/Q45 SAB CONCTR ITB09-023

FILE # 6832459 HAS BEEN CREATED TO DOCUMENT YOUR CONCERN. ONCE THE VEHICLE HAS BEEN DIAGNOSED, PLEASE CONTACT US AT 1-800-622-6200 (OPTION 6) AND REFERENCE YOUR FILE NUMBER. YOUR SATISFACTION WITH YOUR VEHICLE AND YOUR INFINITI DEALER IS VERY IMPORTANT TO US. THANK YOU FOR ALLOWING US TO BE OF ASSISTANCE.

INFINITI

CRR-GK CLOSING FILE AS NO FURTHER FOLLOW-UP REQUIRED.

@06/04-ZGK999N

@06/09-ZIR568N

*****EMAIL FILE LOGGED*****

PREVIOUS RELATED FILES FOUND: 6505264

PREVIOUS UNRELATED FILES FOUND: NONE

EMAIL ADDRESSED TO: INFINITI CONSUMER AFFAIRS

METHOD OF CONTACT: EMAIL ID NO.: 2001640982

DATE RECEIVED: 6/8/10 DATE CREATED: 6/9/10

CRR-IC VERIFIED C'S NAME, ADDRESS, VIN, DAY AND EVENING PHONE NUMBER AS WELL

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AS THE MILEAGE AND RESPONSIBLE DLR.

CRR-IC CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

OPEN P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 07/20/09 00/00/00

C'S EMAIL STATES:

@06/09-ZDC161N

I TRIED CALLING THE 800 NUMBER PROVIDED BELOW BUT WAS UNABLE TO GET THROUGH. I HAVE TAKEN MY CAR TO AN AUTHORIZED INFINITI DEALERSHIP AND HAD IT DIAGNOSED AS INSTRUCTED. THE SERVICE CONSULTANT INFORMED ME THAT BOTH THE FUEL SENSOR SENDING UNIT AND THE INSTRUMENT CLUSTER WERE DEFECTIVE AND WILL NEED TO BE REPLACED. THE INFINITI DEALERSHIP IS CREST INFINITI IN PLANO, TEXAS. THE SERVICE CONSULTANT IS TODD BAUMGARTNER. HE MAY BE REACHED AT [REDACTED]. HE HAS ESTIMATED THAT TO REPLACE THE DEFECTIVE COMPONENTS WILL COST AROUND \$1100 PLUS TAX. ALSO, MY CAR RECENTLY QUIT ON ME WHILE ON MY WAY TO WORK. I HAD IT TOWED TO THE NEAREST REPAIR SHOP AND WAS TOLD THAT THE CRANK POSITION SENSOR AND CAMSHAFT POSITION SENSOR CIRCUIT WAS BAD AND NEEDED TO BE REPLACED. I SPENT \$450 FOR THESE REPAIRS ONLY TO LATER LEARN THAT THIS WAS A RECALL ISSUE FOR THE 2003 M45. I MENTION THIS ONLY BECAUSE I HOPE THAT INFINITI WILL TAKE THIS INTO CONSIDERATION WHEN CONSIDERING FINANCIAL ASSISTANCE. I LOVE MY@06/09-ZIR568N INFINITI M45 AND PLAN ON BUYING ANOTHER M IN A YEAR OR TWO. OTHER THAN THESE FEW ISSUES WITH THE SENSORS AND INSTRUMENTATION I AM VERY HAPPY WITH MY CAR BUT I DO NOT FEEL I SHOULD HAVE TO PAY THE \$1500 FOR THE DEFECTIVE SENSORS AND INSTRUMENT PANEL. ANY FINANCIAL ASSISTANCE YOU CAN PROVIDE WILL BE GREATLY APPRECIATED. I LOOK FORWARD TO A LONG AND HAPPY RELATIONSHIP WITH INFINITI.

CRR-IC RESPONSE TO C:

@06/09-ZIR568N

JUNE 9, 2010

@06/09-ZIR568N

FILE # 6832459I

VIN # JNKAY41E43M [REDACTED]

DEAR: JARED KRIEGER,

A REVIEW OF OUR RECORDS INDICATES THAT THE VEHICLE WITH THE VEHICLE SERIAL NUMBER LISTED ABOVE IS INVOLVED IN THE AS FOLLOWS:

OPEN P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 07/20/09 00/00/00

PLEASE CONTACT YOUR DEALERSHIP FOR AN APPOINTMENT TO HAVE THE REPAIRS PERFORMED ON YOUR VEHICLE. THESE REPAIRS ARE FREE OF CHARGE TO YOU.

IN REGARDS TO YOUR INQUIRY, WE HAVE FORWARDED YOUR FILE TO A REGIONAL SPECIALIST FOR INDIVIDUAL HANDLING. YOU WILL BE CONTACTED BY THE END OF THE NEXT BUSINESS DAY.

THANK YOU FOR GIVING US THE OPPORTUNITY TO BE OF SERVICE.

@06/09-ZIR568N

CRR-IC EMAILING RCAS TO ADVISE OF REOPENED FILE.

@06/09-ZIR568N

*****E-MAIL FILE LOGGED*****

PREVIOUS RELATED FILE(S) FOUND: 6505264

@06/09-ZIR568N

PREVIOUS UNRELATED FILE(S) FOUND:_5283269,5339494,5396087

@06/09-ZIR568N

EMAIL ADDRESSED TO: NNACONSUMERAFFAIRS@NISSAN-USA.COM

METHOD OF CONTACT: E-MAIL ID NO:_2001640998

DATE RECEIVED: 06/08/10 DATE CREATED: 06/09/10

CRR-DC VERIFIED C'S NAME, ADDRESS, DAY/EVENING NUMBER AND RESPONSIBLE DLR. C DID NOT PROVIDE VIN AND MILEAGE.

CRR-DC LOCATED C'S NAME IN OWNER'S DATA BASE.

CRR-DC CHECKED FOR OPEN RECALLS, CAMPAIGNS OR UPGRADES FOUND: @06/09-ZDC161N

OPEN P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 07/20/09 00/00/00

CRR-DC RECEIVED A DUPLICATE EMAIL FROM C.

CRR-DC NOT RESPONDING TO C'S EMAIL AS FILE HAS BEEN FORWARDED TO RCAS DEPT.

CRR-DC EXITING FILE.

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@06/09-ZDC161N

RCAS-AH RECEIVED CALL FROM DLR AT 10:55 AM EST ON 06/10/10

SM ASKED FOR STATUS ON FILE

RCAS-AH ADVISED FILE WAS TRANSFERED TO A SPECIALIST FOR OOW ASSISTANCE

SM AGREED

@06/10-ZAH287N

@06/10-ZKN032N

RCAS-KN ASSISTING RCAS-CR.

@06/10-ZKN032N

RCAS-KN CONTACTED SM-JOHN YERBY AT DLR 70477 AT 11:21AM EST ON 06/10/10 AND

LEFT VMX.

@06/10-ZKN032N

@06/10-ZKN032N

RCAS-KN CONTACTED C AT DAY NUMBER AT 11:23AM EST ON 06/10/10.

@06/10-ZKN032N

C STATED THAT C IS LOOKING FOR ASSISTANCE WITH THE FUEL SENDING UNIT AND THE INSTRUMENT CLUSTER.

@06/10-ZKN032N

C STATED THAT C RECEIVED A CALL FROM THE DLR ADVISING THAT THE REPAIR IS COMPLETE.

@06/10-ZKN032N

RCAS-KN ADVISED C THAT INFINITI WILL REVIEW C'S REQUEST AND WILL FOLLOW UP WITH C ON 06/14/10.

C STATED C UNDERSTANDS AND THANKED RCAS-KN.

@06/10-ZKN032N

@06/10-ZKN032N

RCAS-EL CALLED SM-JOHN YERBY AT 3:24PM EST ON 06/11/10 AND LEFT VMX ASKING THE SM TO CALL RCAS-CR ON 06/14/10.

@06/11-ZEL999N

@06/11-ZEL999N

RCAS-EL CALLED C ON DAY/EVE NUMBER AT 3:27PM EST ON 06/11/10 AND ADVISED C THAT C'S REQUEST IS STILL BEING LOOKED INTO AND RCAS-CR WILL FOLLOW UP WITH C ON 06/15/10.

@06/11-ZEL999N

@06/15-ZCR000N

RCAS-CR CALLED SM-JOHN YERBY AT 12:53 PM EST ON 06/15/10. SM STATED THAT THIS IS THE FIRST TIME AT THE DLR. SM STATED THAT THE DLR WILL OFFER GOODWILL ON THE DLRS END.

@06/15-ZCR000N

**

@06/15-ZCR000N

RCAS-CR CHECKED IN VROI AND FOUND THAT C IS THE THIRD OWNER AND THERE IS NO HISTORY OF C DOING ANY WORK AT AN INFINITI DLR.

@06/15-ZCR000

@06/15-ZCR000N

RCAS-CR SENT AN EMAIL TO FOM-SW AND ORM-RL FOR ASSISTANCE.

@06/15-ZCR000N

**

@06/15-ZCR000N

RCAS-CR CALLED DAY/EVE NUMBER AT 4:42 PM EST ON 06/15/10 AND SPOKE WITH C.

RCAS-CR INFORMED C THAT RCAS-CR IS CURRENTLY LOOKING INTO C'S REQUEST FOR ASSISTANCE WITH THE REPAIRS TO THE INSTRUMENT CLUSTER AND THE FUEL GUAGE.

RCAS-CR APOLOGIZED FOR THE DELAY AND ASSURED C THAT C'S REQUEST IS BEING

LOOKED INTO. RCAS-CR INFORMED C THAT RCAS-CR WILL FOLLOW UP WITH C ON 06/17/10 C THANKED RCAS-CR FOR CALLING AND ENDED THE CALL.

@06/15-ZCR000N

RCAS-CR SPOKE WITH ORM-RL AT 4:16 PM EST ON 06/17/10. ORM STATED THAT

INFINITI ISN'T IN A POSITION TO ASSIT WITH THE REPAIRS.

@06/17-ZCR000N

@06/17-ZCR000N

RCAS-CR CALLED DAY/EVE NUMBER AT 4:47 PM EST ON 06/17/10 AND SPOKE WITH C.00N

RCAS-CR INFORMED C THAT RCAS-CR DID LOOK INTO C'S REQUEST FOR ASSISTANCE

WITH THE REPAIRS TO THE INSTRUMENT CLUSTER AND FUELS SENDER. RCAS-CR INFORMED

C THAT INFINITI ISN'T IN A POSITION TO ASSIST WITH THE REPAIRS. C STATED THAT

C RECEIVED AN EMAIL STATING THAT INFINITI WOULD PAY FOR THE REPAIRS. RCAS-CR

INFORMED C THAT THE EMAIL THAT WAS SENT TO C ADVISES THAT THERE IS A RECALL

AND THAT THE RECALL WILL BE PERFORMED FREE OF CHARGE. C STATED THAT THIS IS

NOT HOW C READ IT AND WILL TAKE THE LETTER TO A LAWYER. C ENDED THE CALL.

@06/17-ZCR000N

RCAS-CR SENT AND EMAIL TO SR EXEC-NA FOR FURTHER ASSISTANCE.

@06/17-ZCR000N

**

@06/17-ZCR000N

RCAS-CR RECEIVED AN EMAIL FROM DRT MGR-BG ADVISING THAT P9218 IS NOT A RECALL

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IT IS A VOLUNTARY SERVICE CAMPAIGN FOR SEAT MOUNTED SIDE AIR BAG HARNESS, IT HAS NOTHING TO DO WITH THE INSTRUMENT CLUSTER OR THE FUEL SENDING UNIT. DRT MGR-BG ADVISED THAT INFINITI SHOULD PROVIDE C WITH A REIMBURSEMENT FOR THE REPAIRS.

@06/21-ZCR000N

** @06/21-ZCR000N

RCAS-CR RECEIVED AN INTERNAL MEEASAGE FROM SR EXEC-MGR ADVISING RCAS-CR TO CONTACT C AND OFFER TO PROVIDE C WITH A REIMBURSEMENT.

@06/21-ZCR000N

*** @06/21-ZCR000N

RCAS-CR CALLED DAY/EVE NUMBER AT 1:44 PM EST ON 06/21/10 AND LEFT A VMX.

@06/21-ZCR000N

RCAS-CR CALLED DLR AT 11:59 AM EST ON 06/22/10 AND SPOKE WITH SA-ROB. RCAS-CR ASKED THAT THE SA PROVIDE RCAS-CR WITH A COPY OF C'S RECENT RO.

RCAS-CR PROVIDED THE SA WITH FAX NUMBER. @06/22-ZCR000N

** @06/22-ZCR000N

RCAS-CR CALLED DAY/EVE NUMBER AT 12:37 PM EST ON 06/22/10 AND SPOKE WITH C. RCAS-CR INFORMED C THAT RCAS-CR HAS RE REVIEWED C'S CASE WITH INFINITI MANAGERS AND BECAUSE OF THE WORDING IN THE EMAIL WAS MISLEADING, INFINITI WOULD LIKE TO PROVIDE C WITH A REIMBURSEMENT FOR THE REPAIRS. RCAS-CR INFORMED C THAT RCAS-CR HAS CALLED THE DLR TO OBTAIN A COPY OF THE RO SO THAT RCAS-CR CAN SUBMIT THE REIMBURSEMENT FOR C. C THANKED RCAS-CR. RCAS-CR INFORMED C THAT RCAS-CR WILL FOLLOW UP WITH C ONCE THE CHECK IS APPROVED.

C THANKED RCAS-CR AND ENDED THE CALL. @06/22-ZCR000N

**** @06/22-ZCR000N

RCAS-CR RECEIVED A CALL FROM SA-ROB. SA STATED THAT THE DLR IS HAVING TROUBLE FAXING THE RO'S TO RCAS-CR. RCAS-CR INFORMED THE SA THAT THE SA CAN EMAIL THE RO'S. RCAS-CR PROVIDED THE SA WITH RCAS-CR'S EMAIL ADDRESS. RCAS-CR ASKED THE SA ABOUT THE TAX RATE. SA STATED THAT THE TAX IS 8.25% ON PARTS. SA CONFIRMED THAT THE REPAIRS WERE PAID FOR.

@06/24-ZCR000N

*** @06/24-ZCR000N

RCAS-CR RECEIVED C'S RO FROM THE DLR. @06/24-ZCR000N

FOLLOWING ARE THE DETAILS OF THE REIMBURSEMENT:

NAME OF THE DLRSH: CREST INFINITI

INVOICE NUMBER: 67667

MILEAGE: 73773

PART NAME/NUMBER: METER ASSY, SPEDOMETER CALIBRATION

PART AMOUNT: \$267.80, \$40.00

LABOR AMOUNT: \$272.00, \$136.00

SHOP SUPPLIES: \$10.00

SUBTOTAL: \$725.80

TAX AMOUNT: \$25.39

TOTAL AMOUNT: \$751.19 @06/24-ZCR000N

*** @06/24-ZCR000N

RCAS-CR SUBMITTING CHECK REQUEST TO NNA ATS MAIL DOCS. @06/24-ZCR000N

** @06/24-ZCR000N

RCAS-CR CALLED DAY/EVE NUMBER AT 5:58 PM EST ON 06/24/10 AND SPOKE WITH C. RCAS-CR INFORMED C THAT RCAS-CR HAS SUBMITTED THE REIMBURSEMENT FOR THE REPAIRS C HAD DONE. RCAS-CR INFORMED C THAT THE CHECK HAS BEEN PROCESSED. RCAS-CR INFORMED C THAT C SHOULD BE RECEIVEING THE CHECK WITHIN 2-4 WEEKS.

C STATED THAT C'S ADDRESS HAS BEEN UPDATED. @06/24-ZCR000N

C STATED THAT C'S NEW ADDRESS IS: @06/24-ZCR000N

10200 INDEPENDENCE PRKWAY UNIT 1207 @06/24-ZCR000N

PLANO, TX 75024 @06/24-ZCR000N

RCAS-CR INFORMED C THAT THE INFORMATION HAS BEEN UPDATED. RCAS-CR OFFERED C FURTHER ASSISTANCE, C DECLINED. C THANKED RCAS-CR AND ENDED THE CALL.

**** @06/24-ZCR000N

RCAS-CR SENT VOID AND REISSUE TO NNA ATS MAIL DOCS TO HAVE THE ADDRESS UPDATED

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*** @06/24-ZCR000N
 RCAS-CR RECEIVED AN EMAIL FROM STS-MS ADVISING THAT A PULL CHECK WOULD NEED TO BE SENT AS THE ADDRESS IS THE ONLY INFORMATION THAT HAS BEEN CHANGED.
 @06/25-ZCR000N
 RCAS-CR SENT PULL CHECK TO NNA ATS MAIL DOCS. @06/25-ZCR000N
 ** @06/25-ZCR000N
 RCAS-CR RECEIVED AN EMAIL FROM ATS-MS ADVISING THAT THE CHECK PULL HAS BEEN COMPLETED AND THE CHECK HAS BEEN SENT TO THE NEW ADDRESS. @06/25-ZCR000N
 RCAS-CR CLOSING FILE. @06/25-ZCR000N

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: NT2A	ROOT CAUSE: CAGWL
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 / 09 / 10	USERID: ZIR568N
COMMENTS ONLY: #: 0	DATE: 00 / 00 / 00	USERID:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: YES
3RD PRY:	PART#:	CHECK ISSUED: YES
BYBACK ST:	OPENED BY: ZGK999N	
HISTORY:	UPDATE BY: ZCR000N	
SVC CALL#:	UPDATE DATE: 06 / 26 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 06 / 25 / 10	MICROFILM: N
RESP CAA: ROTSTEIN, CARLY	OLM: COPENHAVER J	DOM:
PHONE: 0000041453	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: ONE CONTRACT

NAME: [REDACTED]
STREET: [REDACTED]
CITY: PORTSMOUTH
ST/ZIP: VA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E34M [REDACTED] Y
YR/MDL: 2004.0 M45 MILEAGE: 91000
IN SVC DATE: 05 / 03 / 04
VCAN: Y
PAID: 15
SUSP: 0
DENY: 0
RTL DLR: 70224 CHARLES BARKER INFINITI
SVC DLR: 70224 CHARLES BARKER INFINITI
RESP DLR: 70224 CHARLES BARKER INFINITI
REGION: 72 DIST: SL/SV/PT: 23 23 48

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: 25 MILES: 31000 (PT) MONTHS: 1 MILES: 21000

ORIG CODE: CT 11 OPEN DATE: 06 / 04 / 10 XFER/RSPNSBLTY: 72 23 S
CONTACT (S): FOLLOWUP DATE: 06 / 04 / 10 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 06 / 04 / 10 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 196500 POWER SEAT (SEAT/SWITCH/CONTROLLER)
AV INTERIOR ELECTRICAL WZ WARRANTY COVERAGE INQUIRY

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C. A. R. COMMENTS

FILE OPENED-ZSP458N 06/04/2010

NO PREVIOUS FILES FOUND

@06/04-ZSP458N

RCAS-SP VERIFIED C'S NAME, ADDRESS, DAY/EVE NUMBER, VIN, MILEAGE AND THE RESPONSIBLE DLR.

RCAS-SP CHECKED FOR OPEN RECALLS/CAMPAIGNS.

RCAS-SP FOUND NONE.

RCAS-SP DID NOT ADVISE C.

RCAS-SP RECEIVED CALL FROM C.

C STATED THAT C'S BROKE DOWN AND C WAS TAKEN TO CHARLES BARKER INFINITI FOR THIS AND IT WAS DETERMINED THAT THE FUEL GAUGE FAILED. C STATED THAT THIS WAS COVERED UNDER THE IEPP. C STATED THAT C'S SEAT TRACK HAS FAILED AS WELL AND IS BEING TOLD THAT THIS IS NOT COVERED UNDER THE IEPP.

RCAS-SP UNDERSTOOD.

RCAS-SP RECEIVED PART NUMBER 87450-CS061. RCAS-SP THANKED.

RCAS-SP PLACED C ON HOLD AND CONTACTED THE WARRANTY DEPARTMENT. @06/04-ZSP458N

RCAS-SP SPOKE WITH WARRANTY REP.

RCAS-SP PROVIDED VIN AND PART NUMBER AS WELL AS POLICY NUMBER.

--- @06/04-ZSP458N

RCAS-SP WAS ADVISED THAT THE PART IS COVERED BY THE ELITE PLAN IS GOES UNDER PNC 87653 OR 87654. RCAS-SP WAS PROVIDED CALL NUMBER J01551104. RCAS-SP THANKED AND ENDED CALL.

--
RCAS-SP ADVISED C THAT THE PART IS COVERED UNDER C'S WARRANTY AND RCAS IS GOING TO CALL THE DLR SHIP TO ADVISE. C THANKED. RCAS-SP PLACED C ON HOLD.

RCAS-SP NOTES WELL RCAS WAS ON THE CALL C DISCONNECTED LINE.

--- @06/04-ZSP458N

RCAS-SP SPOKE WITH SM-SHARON HATTER. RCAS ADVISED SM THAT RCAS WAS ABLE TO GET THE PNC NUMBERS TO COVER THE REPAIR FOR THE SEAT TRACK UNDER. SM THANKED.

RCAS-SP PROVIDED TO SM.

RCAS-SP CLOSING FILE.

@06/04-ZSP458N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NT8F	ROOT CAUSE: SCIN
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:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZSP458N	
HISTORY:	UPDATE BY: ZSP458N	
SVC CALL#:	UPDATE DATE: 06 / 04 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 06 / 04 / 10	MICROFILM: N
RESP CAA: PATERSON, SARAH	OLM: COPENHAVER J	DOM:
PHONE: 0000041419	OWNER FIRST:	LANGUAGE: E ENGLISH

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

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SERVICE CONTRACTS SUMMARY

DATE: 1/30/2012
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MODEL YEAR: 2004.0
MAKE:
MODEL LINE: M45

NAME: [REDACTED]

VIN:

IN SCV DATE: 5/3/2004

SEO NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
149	FENQ07221534	70224 VA	5/3/2004	5/3/2011	100,009		

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CURRENT SERVICE CONTRACT		PRIOR SERVICE CONTRACT	
CONTRACT: FENQ07221534		CONTRACT:	
OWNER NAME: [REDACTED]		OWNER NAME:	
PLAN TYPE: E		PLAN TYPE:	
PLAN TERM: Q		PLAN TERM:	
DEDUCTABLE: \$		DEDUCTABLE:	
EFFECTIVE: 05/03/04		EFFECTIVE:	
EXPIRES: 05/03/11	MILES: 100,009	EXPIRES:	MILES:
CANCEL:	MILES:	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION: 5/17/2004		TRANSACTION:	
PRINTED: 05/21/04		PRINTED:	
DEALER NO: 70224	STATE: VA	DEALER NO:	STATE:
DEALER NAME: CHARLES BARKER INFINITI		DEALER NAME:	

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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E73M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 136382
CITY: ELKRIDGE IN SVC DATE: 05 / 21 / 03
ST/ZIP: MD [REDACTED] VCAN: N RTL DLR: 71055 INFINITI OF BEDFORD
DAY PH: [REDACTED] PAID: 3 SVC DLR: 71481 JBA INFINITI/ELLICOTT CTY
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 71481 JBA INFINITI/ELLICOTT CTY
DLR PH: [REDACTED] DENY: 0 REGION: 72 DIST: SL/SV/PT: 23 23 48

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED X MILES 48700 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: INDEPENDENT/ 70523 SHEE
OUTSIDE WARRANTY BY (B) MONTHS: 37 MILES: 76382 (PT) MONTHS: 13 MILES: 66382

ORIG CODE: CT 11 OPEN DATE: 06 / 07 / 10 XFER/RSPNSBLTY: 72 23 S
CONTACT (S): FOLLOWUP DATE: 06 / 16 / 10 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 06 / 16 / 10 INF-NET DATE: 06 / 15 / 10

CONCERN AND CATEGORY		SUBCATEGORY AND SYMPTOM	
OA	VEHICLE CONCERNS	179000	CONSOLE/DISPLAY (ELECTRICAL)
AT	INSTRUMENTATION	YE	MULTIPLE REPAIR ATTEMPTS
OA	VEHICLE CONCERNS	179000	CONSOLE/DISPLAY (ELECTRICAL)
AT	INSTRUMENTATION	YI	OOW GOODWILL ASSISTANCE REQUEST
OA	VEHICLE CONCERNS	179000	CONSOLE/DISPLAY (ELECTRICAL)
AT	INSTRUMENTATION	YX	POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZRT104N 06/07/2010

PREVIOUS RELATED FILES FOUND: NONE

@06/07-ZRT104N

PREVIOUS UNRELATED FILES FOUND: 5564271,4965577

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

RCAS-RT CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE

RCAS-RT ADVISED C OF ANY OPEN RECALLS.

RCAS-RT RECEIVED INBOUND CALL FROM C.

C STATES THAT C IS CALLING BECAUSE C HAS A CONCERN WITH THE VEHICLE NOT READING GAS PROPERLY AND THAT C HAS PREVIOUSLY HAD A RECALL COMPLETED ON THIS SAME CONCERN.

@06/07-ZRT104N

C STATES THAT C IS NOW HAVING THE SAME CONCERN AND THE VEHICLE IS STALLING ON C AND C WOULD LIKE SOME ASSISTANCE WITH THIS AS IT IS THE SAME CONCERN AS THE PREVIOUS RECALL.

RCAS-RT ASKED IF C HAS HAD A DIAGNOSTIC COMPLETED, C STATES NO. @06/07-ZRT104N

RCAS-RT ADVISED THAT C NEEDS TO HAVE THE VEHICLE DIAGNOSED BEFORE INFINITI CAN LOOK INTO ASSISTANCE, C UNDERSTANDS

RCAS-RT ADVISED OF FILE NUMBER ONLY AS C WAS DRIVING

RCAS-RT ADVISED FOR C TO CALL BACK ONCE DIAGNOSIS IS COMPLETE

RCAS-RT OFFERED FURTHER ASSISTANCE, C DECLINED

RCAS-RT CLOSING FILE PENDING CALLBACK

@06/07-ZRT104N

**RCAS-MC RECEIVED AN INCOMING CALL FROM C ON 6/11/10.

C STATED THAT C WENT TO JBA INFINITI AND HAS BEEN INSPECTED. C STATED THAT C WAS TOLD C'S INSTRUMENT CLUSTER NEEDS REPLACEMENT AND WAS QUOTED \$740.

C STATED THAT IS THE SAME PART THAT WAS REPLACED BEFORE HAS FAILED AGAIN.

RCAS-MC CHECKED HISTORY IN VROI AND FOUND THE WORK WAS DONE BEFORE.

RCAS-MC STATED THAT CONSIDERING THAT WAS 3 YEARS 5 MONTHS 3 DAYS AND 80000+

MILES AGO, RCAS-MC IS NOT SURE IF C CAN BE ASSISTED. RCAS-MC STATED THAT

RCAS-MC WILL PROCESS C'S REQUEST FOR ASSISTANCE WITH THE REPAIRS.

RCAS-MC STATED THAT THE SITUATION HAS TO BE REVIEWED. @06/11-ZMC854N-COMMENT

VIN: JNK AY41E73 [REDACTED] WORK ORDER: 11562-01 W.O.DATE: 01/08/07

ODOMETER: 54424

CUSTOMER FIRST NAME: [REDACTED]

DAY PHONE: [REDACTED]

LAST NAME: [REDACTED]

EVENING PHONE: [REDACTED]

DEALER: 70523 SHEEHY INFINITI/ANNAPOLIS

DEALER CITY: ANNAPOLIS

SERV CNSLT: KNIPP

ID: KNIP02 SSN: 217138992

REMARK: CLIENT REPORTS VEHICLE STALLED ON HIGHWAY FUEL GAUGE INOP

INSTALL SO CLUSTER

TECHNICIAN: DENARO

ID: DOMD

SSN: [REDACTED]

REMARK: INTERNAL FAILURE

REPLACED GUAGE CLUSTER

P A NUMBER:

LINE CODE: FW CUST AUTH SERV: Y

LOAN CAR REQST: N AVAIL:

--

@06/11-ZMC854N-COMMENT

RCAS-MC STATED WILL TRANSFER FILE TO REGIONAL SPECIALIST AND C WILL BE CONTACTED BY END OF THE NEXT BUSINESS DAY.

RCAS-MC GAVE C NAME, FILE NUMBER AND EXTENSION.

FILE TO BE TRANSFERRED FILE TO APROPRIATE RCAS AGENT FOR HANDLING.

RCAS-MC SENT MESSAGE ADVISING RESPONSIBLE AGENT OF FILE.

C STATED THAT C WILL ADVISE THE DLR C IS WAITING ON INFINITI AND SEE IF THE DLR WILL ALLOW C TO STAY IN THE LOANER. RCAS-MC STATED THAT IS UP TO C

RCAS-MC STATED THAT C WILL BE CALLED ON 6/14/10. C THANKED RCAS-MC AND

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ENDED THE CALL.

@06/11-ZMC854N-COMMENT

@06/11-ZMC854N-COMMENT

@06/14-ZGZ999N

RCAS-GZ CALLED SERVICE MANAGER BARBARA DIAZ ON 6/14/10 AT 10:20AM EST AND SM STATED C'S VEH IS STILL AT THE DLR. SM STATED C DOES NOT HAVE MUCH HISTORY TO RECOMMEND GOODWILL ON SINCE MOST OF C'S SERVICES ARE DONE AT 70523 SHEEHY INFINITI. SM STATED SM DOES NOT KNOW MUCH ABOUT C BUT SM IS WILLING TO WORK OUT GOODWILL WITH THE FOM AS APPROPRIATE.

@06/14-ZGZ999N

RCAS-GZ SENT AN INTERNAL MESSAGE TO SERVICE MANAGER DENNIS SORIANO ON 6/14/10 AT 10:35AM EST ASKING SM TO ADVISE OF C'S SERVICING HISTORY IS ENOUGH TO RECOMMEND GOODWILL?

@06/14-ZGZ999N

@06/14-ZGZ999N

***RCAS-GZ CALLED C AT DAY NUMBER AT 1:40 PM EST ON 6/14/10 AND LEFT A VMX WITH NAME, EXT AND FILE NUMBER ADVISING C THAT C'S CONCERN IS BEING REVIEWED.

***RCAS-GZ CALLED C AT EVENING NUMBER AT 1:42 PM EST ON 6/14/10 AND RCAS-GZ ADVISED C THAT C'S REQUEST FOR ASSISTANCE IS STILL BEING REVIEWED. C

UNDERSTOOD. C ASKED IF C'S VEH HAD A RECALL ON THIS PART SINCE C DID NOT PAY FOR THIS REPAIR LAST TIME. RCAS-GZ ADVISED C THAT C'S VEH DID NOT HAVE A RECALL FOR THIS PART AND C'S LAST REPAIR WAS COVERED UNDER WARRANTY. C

UNDERSTOOD. C STATED C IS STILL IN THE DLR'S LOANER VEH. RCAS-GZ SET A CALL BACK DATE OF 6/16/10. C AGREED.

@06/14-ZGZ999N

@06/14-ZGZ999N

RCAS-GZ SENT AN INTERNAL MESSAGE TO SERVICE MANAGER DENNIS SORIANO ON 6/15/10 AT 8:25AM EST ASKING SM TO ADVISE OF C'S SERVICING HISTORY IS ENOUGH TO RECOMMEND GOODWILL?

@06/15-ZGZ999N

RCAS-GZ CALLED 70523 SHEEHY INFINITI ON 6/16/10 AT 10:40AM EST AND SPOKE TO SERVICE MANAGER DENNIS SORIANO. SM STATED C IS A GOOD CUSTOMER. SM STATED SINCE C'S VEH IS OVER 100,000 MILES, SM WOULD REQUIRE FOM-RW'S APPROVAL BUT SM STATED SM WOULD RECOMMEND THE GOODWILL FOR C.

@06/16-ZGZ999N

RCAS-GZ SENT AN INTERNAL MESSAGE TO FOM-RW ON 6/16/10 AT 10:55AM EST FOR FURTHER GOODWILL REVIEW.

@06/16-ZGZ999N

RCAS-GZ RECEIVED AN INTERNAL MESSAGE FROM FOM-RW ON 6/16/10 AT 11:33AM EST AND FOM STATED FOM WILL APPROVE A 50% SPLIT WITH C SINCE C HAD 82,000 MILES PUT ON THE VEH SINCE THE UNIT WAS LAST REPLACED AS WELL.

@06/16-ZGZ999N

RCAS-GZ CALLED 71481 JBA INFINITI/ELLCOTT CTY ON 6/16/10 AT 4:12PM EST AND RCAS-GZ ADVISED SM-BARBARA DIAZ THAT THE FOM-RW APPROVED C'S REPAIR FOR 50% GOODWILL AND C PAYS HALF. SM UNDERSTOOD.

@06/16-ZGZ999N

***RCAS-GZ CALLED C AT DAY NUMBER AT 4:15 PM EST ON 6/16/10 AND LEFT A VMX WITH NAME, EXT AND FILE NUMBER ASKING C TO CALL RCAS-GZ BACK.

***RCAS-GZ CALLED C AT EVENING NUMBER AT 4:16 PM EST ON 6/16/10 AND RCAS-GZ ADVISED C THAT AFTER C'S REQUEST WAS REVIEWED, FOR ASSISTANCE AND INFINITI HAS APPROVED TO COVER C'S REPAIR FOR HALF OF THE AMOUNT. C UNDERSTOOD.

RCAS-GZ ADVISED C THAT C WILL HAVE TO JUST ADVISE THE DLR THAT C CAN APPROVE THE REPAIR FOR C'S PORTION. C AGREED. C STATED C WILL HAVE TO WAIT

APPROXIMATELY 2 WEEKS BEFORE C CAN GO BACK. RCAS-GZ ADVISED C THAT C CAN CALL RCAS-GZ BACK IF THERE IS ANY CONCERN. C UNDERSTOOD.

RCAS-GZ OFFERED FURTHER ASSISTANCE, C DECLINED.

RCAS-GZ GAVE NAME, EXTENSION AND FILE NUMBER.

RCAS-GZ CLOSING FILE.

RCAS-GZ UPDATED TREAD ACT CODES.

@06/16-ZGZ999N

@06/16-ZGZ999N

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@06/16-ZGZ999N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE
DEALER SERVICE MANAGER, PLEASE CONTACT CUSTOMER AND REVIEW FOR POSSIBLE
ASSISTANCE.
PLEASE ADVISE WHAT C'S VEH NEEDS AND IF C IS A GOOD CANDIDATE FOR GOODWILL.
PLEASE CALL GREG AT 1-866-799-1690 EXT.1437. THANK YOU

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: 06 / 11 / 10	USERID: ZMC854N
OTHER #: 0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 1	DATE: 06 / 11 / 10	USERID: ZMC854N
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZRT104N	
HISTORY:	UPDATE BY: ZGZ999N	
SVC CALL#:	UPDATE DATE: 06 / 16 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 06 / 16 / 10	MICROFILM: N
RESP CAA: ZLOCH, GREGORY	OLM: COPENHAVER J	DOM:
PHONE: 0000041659	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: ONE CONTRACT

NAME: [REDACTED]
STREET: [REDACTED]
CITY: LAS VEGAS
ST/ZIP: NV [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E33M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 94000
IN SVC DATE: 10 / 18 / 02
VCAN: Y
PAID: 14
SUSP: 0
DENY: 0
RTL DLR: 72029 INFINITI OF ARDMORE
SVC DLR: 70215 TOWBIN INFINITI
RESP DLR: 70215 TOWBIN INFINITI
REGION: 72 DIST: SL/SV/PT: 14 14 44

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED X MILES 42000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 34000 (PT) MONTHS: MILES: 24000

ORIG CODE: CT 11 OPEN DATE: 06 / 17 / 10 XFER/RSPNSBLTY: 92 14 S
CONTACT (S): FOLLOWUP DATE: 06 / 24 / 10 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 06 / 22 / 10 INF-NET DATE: 06 / 23 / 10

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 152000 FUEL PUMP
AI FUEL/INTAKE SYSTEM YI OOW GOODWILL ASSISTANCE REQUEST

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C. A. R. COMMENTS

FILE OPENED-ZSP458N 06/17/2010
 NO PREVIOUS FILES FOUND @06/17-ZSP458N
 RCAS-SP VERIFIED C'S NAME, ADDRESS, DAY/EVE NUMBER, VIN, MILEAGE AND THE RESPONSIBLE DLR.
 RCAS-SP CHECKED FOR OPEN RECALLS/CAMPAIGNS.
 RCAS-SP FOUND ONE.
 OPEN P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 07/20/09 00/00/00
 RCAS-SP DID ADVISE C.
 RCAS-SP RECEIVED CALL FROM C.
 C STATED THAT C WANTED TO DOCUMENT C'S COMPLAINT ABOUT C'S FUEL GAUGE. C STATE THAT THE GUAGE WAS READING AT A HALF A TANK AND IT WAS EMPTY.
 RCAS-SP UNDERSTOOD.
 C STATED THAT C WAS QUOTED \$550 FOR THE TOTAL COST. RCAS-SP ADVISED THAT RCAS WILL BE ABLE TO OFFER C A SERVICE CREDIT FOR \$200 THAT C CAN USE TOWARDS THE COST OF ANY REPAIR OR SERVICE. C UNDERSTOOD. RCAS ADVISED C OF HTE FOLLOWING TERMS AND CONDITIONS. @06/17-ZSP458N
 zVALID AT ANY AUTHORIZED INFINITI DEALERSHIP.
 APPROVED FOR ANY SERVICE (VALID ONLY IF GENUINE INFINITI PARTS ARE USED), OR FOR THE PURCHASE OF ANY GENUINE INFINITI PARTS OR ACCESSORIES.
 zTHIS OFFER IS VALID UNTIL THE EXPIRATION DATE, SIX MONTHS FROM THE DATE THAT THE SERVICE CREDIT IS OFFERED TO THE CUSTOMER.
 zNO REMAINING CREDIT MAY BE CARRIED OVER - ENTIRE CREDIT MUST BE USED ALL AT ONE TIME, OR REMAINING BALANCE IS WAIVED.
 zTHE CUSTOMER MUST PRESENT THEIR CLAIM NUMBER TO THE DEALERSHIP PRIOR

 C AGREED. RCAS THANKED C FOR TIME AND ADVISED THAT THE CREDIT WILL BE PROCESSED IN A FEW DAYS. C THANKED.
 RCAS SET FOLLOW UP FOR 06/24/10.
 C AGREED. RCAS-SP PROVIDED NAME, FILE NUMBER AND EXT. @06/18-ZSP458N

 RCAS-SP SUBMITTED SERVICE CREDIT REQUEST TO NNA SERVICE CREDIT MAIL BOX ON 06/18/10 AT 7:40 AM EST. @06/18-ZSP458N

 *DRTS-KC REVIEWED FILE, PROCESSED SERVICE CREDIT IN THE AMT OF \$200 PER RCAS REQUEST. @06/22-ZKC249N

 RCAS-SP DATANETTED SERVICE CREIDT TO INFINITI DLRSHP.

 RCAS-SP CONTACTED C ON DAY NUMBER ON 06/22/10 AT 1:01 PM EST. @06/22-ZSP458N
 RCAS-SP LEFT VMX WIHT NAME, NUMBER AND EXT.
 RCAS-SP ADVISED THAT CREDIT HAS BEEN PROCESSED. @06/22-ZSP458N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE
 DEALER SERVICE MANAGER, PLEASE CONTACT CUSTOMER AND REVIEW FOR POSSIBLE ASSISTANCE.
 *DRTS-KC REVIEWED FILE, PROCESSED SERVICE CREDIT IN THE AMT OF \$200 PER RCAS REQUEST. @06/22-ZKC249N

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DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT2M	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:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZSP458N	
HISTORY:	UPDATE BY: ZSP458N	
SVC CALL#:	UPDATE DATE: 06 / 22 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 06 / 22 / 10	MICROFILM: N
RESP CAA: PATERSON, SARAH	OLM: COPENHAVER J	DOM:
PHONE: 0000041419	OWNER FIRST:	LANGUAGE: E ENGLISH

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

CA6846105

SERVICE CONTRACTS SUMMARY

DATE: 1/30/2012
TIME: 04:07:43 PM
MODEL YEAR: 2003.0
MAKE:
MODEL LINE: M45

NAME: [REDACTED]

VIN:
IN SCV DATE: 10/18/2002

SEO NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
151	FEDN07122980	72029 PA	10/18/2002	10/18/2007	60,090		

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CONTRACT: FEDN07122980		CONTRACT:	
OWNER NAME: [REDACTED]		OWNER NAME:	
PLAN TYPE: E		PLAN TYPE:	
PLAN TERM: N		PLAN TERM:	
DEDUCTABLE: \$ 50		DEDUCTABLE:	
EFFECTIVE: 10/18/02		EFFECTIVE:	
EXPIRES: 10/18/07 MILES: 60,090		EXPIRES:	MILES:
CANCEL: MILES:		CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION: 10/22/2002		TRANSACTION:	
PRINTED: 10/26/02		PRINTED:	
DEALER NO: 72029 STATE: PA		DEALER NO:	STATE:
DEALER NAME: INFINITI OF ARDMORE		DEALER NAME:	

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: SAINT AUGUSTINE
ST/ZIP: FL [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E73M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 75000
IN SVC DATE: 06 / 27 / 03
VCAN: N RTL DLR: 70046 ATLANTIC INFINITI, INC.
PAID: SVC DLR: 70046 ATLANTIC INFINITI, INC.
SUSP: RESP DLR: 70046 ATLANTIC INFINITI, INC.
DENY: REGION: 72 DIST: SL/SV/PT: 12 12 42

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 06 / 18 / 10
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY 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: 70044 ROSWELL INF OF N.
OUTSIDE WARRANTY BY (B) MONTHS: 37 MILES: 15000 (PT) MONTHS: 13 MILES: 5000

ORIG CODE: CE 11 OPEN DATE: 06 / 21 / 10 XFER/RSPNSBLTY: 72 12 S
CONTACT (S): FOLLOWUP DATE: 07 / 26 / 10 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 07 / 26 / 10 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 195500 GEN. INTERIOR ELECTRIC COMPONENT
AV INTERIOR ELECTRICAL YI OOW GOODWILL ASSISTANCE REQUEST

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C. A. R. COMMENTS

FILE OPENED-ZVK000N 06/21/2010

*****EMAIL FILE LOGGED*****

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES FOUND: NONE

EMAIL ADDRESSED TO: NNACONSUMERAFFAIRS@NISSAN-USA.COM

METHOD OF CONTACT: EMAIL ID NO.: 2001682131

DATE RECEIVED: 06/18/10 DATE CREATED: 06/21/10

CRR-VK VERIFIED NAME, ADDRESS, VIN, RESPONSIBLE DLR, DAY/EVENING PHONE AND MILEAGE.

CRR-VK CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

CLSD P9218 M45/Q45 SAB CONCTR ITB09-023

C'S EMAIL READS:

C STATES "I HAVE A 2003 M45 THAT I LOVED UNTIL 6 MONTHS AGO. THE PAST 6 MONTHS I HAVE SPENT ALMOST \$5,000 ON THE CAR AND IT SHOULD NOT BE FAILING THAT MUCH. I HAVE A BROKEN GAS GAUGE-ALONG WITH LOTS OF OTHER OWNERS, BUTTONS FALLING OFF THE SEAT BELTS, THROTTLE ACTUATOR FAILED WHICH CAUSED NO ACCLERATION-VERY DANGEROUS-AND THE HINGES ON THE TRUCK WOULD NOT KEEP IT OPEN. WHY SO MANY FAILURES AND WHY WON'T."

CRR-VK RESPONSE: JUNE 21, 2010 FILE # 6848195 DEAR JUDY RIGGLE; THANK YOU FOR CONTACTING NISSAN INFINITI REGARDING YOUR CONCERN WITH YOUR 2003 INFINITI M45. WE APOLOGIZE FOR ANY INCONVENIENCE THIS SITUATION MAY HAVE CAUSED YOU. IN REGARDS TO YOUR INQUIRY, WE HAVE FORWARDED YOUR FILE TO A REGIONAL SPECIALIST FOR INDIVIDUAL HANDLING. YOU WILL BE CONTACTED BY THE END OF THE NEXT BUSINESS DAY. FILE # 6848195 HAS BEEN CREATED TO DOCUMENT THIS CONCERN. PLEASE FEEL FREE TO CONTACT US AT 1-800-662-6200

(OPTION 6) WITH ANY FURTHER QUESTIONS OR COMMENTS. THANK YOU FOR GIVING US THE OPPORTUNITY TO BE OF SERVICE.

CRR-VK TRANSFERRING TO RCAS. @06/21-ZVK000N

RCAS-SP REVIEWED FILE. @06/22-ZSP458N

RCAS-SP DATANETTED FILE.

RCAS-SP REVIEWED TREAD.

----\
@06/22-ZSP458N

RCAS-SP CONTACTED C ON DAY NUMBER ON 06/22/10 AT 9:45 AM EST.

RCAS-SP LEFT VMX WITH NAME, NUMBER AND EXT.

@06/22-ZSP458N

RCAS-SP CONTACTED C ON DAY NUMBER ON 06/24/10 AT 9:37 AM EST.

RCAS-SP LEFT VMX WITH NAME, NUMBER AND EXT.

@06/24-ZSP458N

RCAS-SP CONTACTED C ON DAY NUMBER ON 06/28/10 AT 8:15 AM EST.

RCAS-SP LEFT VMX WITH NAME, NUMBER AND EXT.

RCAS-SP CLOSING FILE.

@06/28-ZSP458N

RCAS-KN RECEIVED INBOUND CALL FROM C ON 07/21/10.

@07/21-ZKN032N

C STATED THAT C HAD SENT AN EMAIL PREVIOUSLY AND NEVER RECEIVED A RESPONSE.

RCAS-KN APOOGIZED AND ADVISED C THAT THERE WERE 3 MESSAGES LEFT FOR C.

RCAS-KN ASKED C HOW INFINITI CAN ASSIST C AT THIS TIME. @07/21-ZKN032N

C STATED THAT C NEEDS THE GAS GAUGE REPAIRED AND WOULD LIKE INFINITIS

ASSISTANCE WITH THE REPAIR. @07/21-ZKN032N

RCAS-KN ASKED C IF THE CONCERN HAS BEEN INSPECTED BY AN INFINITI DLR AS THE

SERVICE HISTORY DOES NOT SHOW ANY CONCERNS WITH THE GAS GAUGE. @07/21-ZKN032N

C STATED C HAS SPOKEN WITH THE DLR BUT THE CONCERN WAS NOT DOCUMENTED.

RCAS-KN ADVISED C THAT INFINITI CAN REVIEW C'S REQUEST HOWEVER THE FIRST STEP

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IS TO HAVE THE CONCERN INSPECTED BY THE INFINITI DLR. @07/21-ZKN032N
C STATED C UNDERSTANDS AND WILL HAVE THE VEH INSPECTED AND WILL CALL INFINITI
BACK. @07/21-ZKN032N

RCAS-KN OFFERED ADDITIONAL ASSISTANCE, C DENIED.
C THANKED RCAS-KN FOR THE ASSISTANCE, C SATISFIED.
RCAS-KN GAVE C NAME, EXTENSION AND FILE NUMBER.
RCAS-KN CLOSING FILE. @07/21-ZKN032N
----- @07/21-ZKN032N

*****EMAIL FILE LOGGED*****

PREVIOUS RELATED FILES FOUND: NONE
PREVIOUS UNRELATED FILES FOUND:
EMAIL ADDRESSED TO NNACONSUMERAFFAIRS@NISSAN_USA.COM
METHOD OF CONTACT: EMAIL ID NO.: 2001708058
DATE RECEIVED: 07/21/10 DATE CREATED: 07/23/10
CRR-BH VERIFIED C'S NAME, ADDRESS, VIN, DAY AND EVENING PHONE NUMBER.
CRR-BH CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:
CLSD P9218 M45/Q45 SAB CONCTR ITB09-023
C'S EMAIL READS:

C STATES "I NEED HELP REGARDING MY VEHICLE
I HAVE NOT RECEIVED ANY COMMUNICATION FROM YOUR REGIONAL SPECIALIST.
IT HAS BEEN A MONTH SINCE I GOT YOUR ORIGINAL RESPONSE. WHEN CAN I
EXPECT TO HEAR FROM SOMEONE?" @07/23-ZBH707N-COMMENT

CRR-BH WILL NOT RESPOND AS FILE IS BEING HANDLED BY RCAS-KN
CRR-BH WILL SEND INTERNAL MESSAGE TO RCAS-KN RE: UPDATE OF FILE. AND
EXIT FILE
***** @07/23-ZBH707N-COMMENT

RCAS-SP CONTACTED RESPONSIBLE DLR ON 07/26/10 AT 11:03 AM EST.
RCAS-SP SPOKE WITH SA-AMANDA. @07/26-ZSP458N
RCAS-SP WAS ADVISED THAT THE LAST TIME THE VEH WAS AT AN INFINITI DLRSH
WAS 05/10 AND THAT WAS AT THE DLRSH IN ROSEWELL GA.
RCAS-SP UNDERSTOOD.
RCAS-SP THANKED AND ENDED CALL.

----- @07/26-ZSP458N
RCAS-SP CLOSING FILE AS C STILL HAS NOT BEEN TO DLRSH AND EMAIL WAS SENT
ON SAME DAY AS C'S CALL.
RCAS-SP CLOSING FILE.
---- @07/26-ZSP458N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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 #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 2	DATE: 07 / 23 / 10	USERID: ZBH707N
COMMENTS ONLY: #: 1	DATE: 07 / 23 / 10	USERID: ZBH707N
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: ZSP458N	
SVC CALL#:	UPDATE DATE: 07 / 26 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 07 / 26 / 10	MICROFILM: N
RESP CAA: PATERSON, SARAH	OLM: COPENHAVER J	DOM:
PHONE: 0000041419	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: WASHINGTON
ST/ZIP: DC [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E93M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 125000
IN SVC DATE: 11 / 26 / 03
VCAN: N RTL DLR: 71213 FLEMINGTON INFINITI
PAID: 7 SVC DLR: 71248 PASSPORT INFINITI/ALEXAND
SUSP: 0 RESP DLR: 71248 PASSPORT INFINITI/ALEXAND
DENY: 2 REGION: 72 DIST: SL/SV/PT: 23 23 48

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED X MILES 40000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: INDEPENDENT/ 71248 PASS
OUTSIDE WARRANTY BY (B) MONTHS: 32 MILES: 65000 (PT) MONTHS: 8 MILES: 55000

ORIG CODE: CT 11 OPEN DATE: 06 / 22 / 10 XFER/RSPNSBLTY: 72 23 S
CONTACT (S): FOLLOWUP DATE: 07 / 14 / 10 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 07 / 12 / 10 INF-NET DATE: 07 / 02 / 10

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 179000 CONSOLE/DISPLAY (ELECTRICAL)
AT INSTRUMENTATION YI OOW GOODWILL ASSISTANCE REQUEST
OA VEHICLE CONCERNS 179000 CONSOLE/DISPLAY (ELECTRICAL)
AT INSTRUMENTATION YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZSP458N 06/22/2010
NO PREVIOUS FILES FOUND @06/22-ZSP458N
RCAS-SP VERIFIED C'S NAME, ADDRESS, DAY/EVE NUMBER, VIN, MILEAGE AND THE RESPONSIBLE DLR.
RCAS-SP CHECKED FOR OPEN RECALLS/CAMPAIGNS.
RCAS-SP FOUND ONE
OPEN P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 07/20/09 00/00/00
RCAS-SP ADVISED C.
RCAS-SP RECEIVED CALL FROM C.
C STATED THAT C IS HAVING AN ISSUE WITH THE FUEL SENDING UNIT.
RCAS-SP UNDERSTOOD.
C STATED THAT C WAS TOLD TO CALL CONSUMER AFFAIRS FOR ASSISTANCE. RCAS-SP UNDERSTOOD.
RCAS INQUIRED WHEN THE VEH WAS LAST DIAGNOSED. C STATED A YEAR AGO.
RCAS-SP ADVISED THAT C WILL NEED TO HAVE THE VEH DIAGNOSED AND @06/22-ZSP458N INFINITI WILL LOOK INTO THE CONCERN FOR C.
RCAS-SP ADVISED THAT C CAN CALL BACK ONCE THE VEH IS DIAGNOSED.
C UNDERSTOOD.
RCAS-SP PROVIDED NAME, FILE NUMBER AND EXT.
RCAS WARM TRANSFERRED C TO THE DLRHSP SET SET APPOINTMENT.
RCAS-SP NOTES C'S APPOINTMENT IS JULY 1ST @ 8 AM EST.
RCAS-SP CLOSING FILE.

----- @06/22-ZSP458N
**RCAS-MC RECEIVED A CALL FROM C ON 7/1/10 AT 9:55AM EST. @07/01-ZMC854N
C STATED THAT C HAD THE VEH INSPECTED AT THE DLR AND C WAS TOLD C NEEDS A COMBINATION METER. C STATED THAT C WAS QUOTED \$745.00. C STATED THAT C SPOKE TO SA-KEVIN DROST. C STATED THAT C WANTED SOME ASSISTANCE.
C STATED THAT C CHECKED THE INTERNET AND FOUND 20 OTHERS WITH THE CONCERN.
RCAS-MC EXPLAINED THE CONCERN WILL HAVE TO BE LOOKED INTO FOR C.
RCAS-MC STATED THAT THERE IS NO GAURANTEE AS C IS OOW AND THERE IS NO RECALL.
RCAS-MC STATED WILL TRANSFER FILE TO REGIONAL SPECIALIST AND C WILL BE CONTACTED BY END OF THE DAY ON 7/6/10(TUESDAY) AFTER THE HOLIDAY WEEKEND.
C ALREADY HAD FILE#.
FILE TO BE TRANSFERRED FILE TO APROPRIATE RCAS AGENT FOR HANDLING.
RCAS-MC SENT MESSAGE ADVISING RESPONSIBLE AGENT OF FILE.
C STATED THAT IS FINE AND C WILL WAIT. C THANKED RCAS-MC AND ENDED THE CALL.
@07/01-ZMC854N

RCAS-GZ SENT AN INTERNAL MESSAGE TO SERVICE MANAGER LARRY DOSIK ON 7/3/10 AT 2:10PM EST ASKING SM TO ADVISE ON C'S REPAIR AND IF SM WOULD RECOMMEND ANY GOODWILL.
***** @07/03-ZGZ999N

RCAS-GZ RECEIVED AN INTERNAL MESSAGE FROM SERVICVE MANAGER LARRY DOSIK ON 7/5/10 AT 7:45AM EST AND SM STATED C HAS NO DLR SERVICING HISTORY SINCE C'S LAST VISIT IN 2008 WHICH WAS FOR A GOODWILL RADIO. SM STATED SM DOES NOT FEEL THAT C IS A GOOD CANDIDATE FOR GOODWILL.
***** @07/06-ZGZ999N

RCAS-GZ NOTES RCAS-GZ IS TRYING TO VERIFY IF C HAD ANY PREVIOUS NISSAN/ INFINITI VEHS AS THIS HAS NOT BEEN DOCUMENTED YET.
***** @07/06-ZGZ999N

***RCAS-GZ CALLED C AT DAY NUMBER AT 10:41 AM EST ON 7/06/10 AND LEFT A VMX WITH NAME, EXT AND FILE NUMBER ASKING C TO CALL RCAS-GZ BACK. @07/06-ZGZ999N
***RCAS-GZ CALLED C AT EVENING NUMBER AT 10:42 AM EST ON 7/06/10 AND C STATED

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C IS ASKING INFINITI TO HELP AND COVER THIS REPAIR FOR C SINCE C HAS READ ONLINE ABOUT MANY OTHER VEHS HAVING THIS SAME REPAIR AND INFINITI SHOULD BE RECALLING THIS. @07/06-ZGZ999N

RCAS-GZ ADVISED C THAT SINCE THE VEH IS OUT OF WARRANTY, RCAS-GZ IS LOOKING INTO THE POSSIBILITY OF SPECIAL FINANCIAL ASSISTANCE. C UNDERSTOOD. PREVIOUS NISSAN/INFINITI VEHS: NONE.

RCAS-GZ SET A CALLBACK DATE OF 6/8/10. C AGREED. C STATED C IS STILL DRIVING THE VEH AND C TOOK THE VEH IN BECAUSE THE FUEL GAUGE WAS NOT SHOWING THE RIGHT FUEL LEVEL.

***** @07/06-ZGZ999N
RCAS-GZ SENT AN INTERNAL MESSAGE TO FOM-RW ON 7/6/10 AT 3:50PM EST FOR FURTHER GOODWILL CONSIDERATION.

***** @07/06-ZGZ999N
RCAS-GZ RECEIVED AN INTERNAL MESSAGE FROM FOM-RW ON 7/6/10 AT 4:14PM EST AND FOM STATED FOM DECLINES GOODWILL IN AGREEMENT WITH THE DLR'S POSITION.

***** @07/07-ZGZ999N
***RCAS-GZ CALLED C AT DAY NUMBER AT 1:59 PM EST ON 7/08/10 AND LEFT A VMX WITH NAME, EXT AND FILE NUMBER ASKING C TO CALL RCAS-GZ BACK. @07/08-ZGZ999N

***RCAS-GZ CALLED C AT EVENING NUMBER AT 2:00 PM EST ON 7/08/10 AND LEFT A VMX WITH NAME, EXT AND FILE NUMBER ASKING C TO CALL RCAS-GZ BACK. @07/08-ZGZ999N

***** @07/08-ZGZ999N
RCAS-GZ RECEIVED A VMX FROM C ON 7/8/10 AT 2:04PM EST ASKING TO BE CALLED BACK. @07/09-ZGZ999N

***** @07/09-ZGZ999N
***RCAS-GZ CALLED C AT DAY NUMBER AT 10:50 AM EST ON 7/12/10 AND LEFT A VMX WITH NAME, EXT AND FILE NUMBER ASKING C TO CALL RCAS-GZ BACK.

***RCAS-GZ CALLED C AT EVENING NUMBER AT 10:52 AM EST ON 7/12/10 AND LEFT A VMX WITH NAME, EXT AND FILE NUMBER ASKING C TO CALL RCAS-GZ BACK. @07/12-ZGZ999N

***** @07/12-ZGZ999N
RCAS-EJ RECEIVED INBOUND CALL FROM C ON 07-12-10 AT 3:12PM EST REQUESTING TO SPEAK WITH RCAS-GZ. RCAS-EJ VERIFIED NAME AND CONTACT INFORMATION. RCAS-EJ TRANSFERRED CALL TO EXTENSION 1437. @07/12-ZEJ656N

***** @07/12-ZEJ656N
RCAS-GZ RECEIVED A TRANSFER OF C'S CALL AND RCAS-GZ ADVISED C THAT AFTER FURTHER REVIEW, C'S REQUEST FOR SPECIAL FINANCIAL ASSISTANCE HAS BEEN DECLINED C UNDERSTOOD. RCAS-GZ ADVISED C THAT SPECIAL FINANCIAL ASSISTANCE IS NOT AN OPTION IN THIS CASE. C UNDERSTOOD. RCAS-GZ ADVISED C TO DISCUSS THE TERMS OF PAYMENT OF THIS REPAIR WITH THE DLR DIRECTLY. C UNDERSTOOD. C THANKED RCAS-GZ FOR LOOKING INTO THIS.

RCAS-GZ OFFERED FURTHER ASSISTANCE, C DECLINED. RCAS-GZ CLOSING FILE. @07/12-ZGZ999N

RCAS-GZ UPDATED TREAD ACT CODES. @07/12-ZGZ999N

***** @07/12-ZGZ999N
RCAS-GZ RECEIVED A VMX FROM C ON 7/12/10 AT 10:54AM EST AND C WAS ASKING FOR A CALLBACK. RCAS-GZ NOTES RCAS-GZ SPOKE TO C AFTER THIS VMX WAS RECEIVED.

***** @07/12-ZGZ999N-COMMENT
RCAS-GZ RECEIVED A VMX FROM C ON 7/12/10 AT 10:54AM EST AND C WAS ASKING FOR A CALLBACK. RCAS-GZ NOTES RCAS-GZ SPOKE TO C AFTER THIS VMX WAS RECEIVED.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

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ASSISTANCE.

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 / 01 / 10	USERID: ZMC854N
OTHER #: 0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 1	DATE: 07 / 12 / 10	USERID: ZGZ999N
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZSP458N	
HISTORY:	UPDATE BY: ZGZ999N	
SVC CALL#:	UPDATE DATE: 07 / 12 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 07 / 12 / 10	MICROFILM: N
RESP CAA: ZLOCH, GREGORY	OLM: COPENHAVER J	DOM:
PHONE: 0000041659	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E33M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 34395
CITY: BEVERLY HILLS IN SVC DATE: 08 / 29 / 03
ST/ZIP: CA [REDACTED] VCAN: N RTL DLR: 71319 ADVANTAGE INFINITI OF S.M
DAY PH: [REDACTED] PAID: 16 SVC DLR: 70101 MILLER INFINITI, INC.
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 70101 MILLER INFINITI, INC.
DLR PH: [REDACTED] DENY: 0 REGION: 92 DIST: SL/SV/PT: 01 01 31

LETTER RECEIVED 07 / 01 / 10 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: AL 11 OPEN DATE: 07 / 01 / 10 XFER/RSPNSBLTY: 92 01 S
CONTACT (S): FOLLOWUP DATE: 09 / 08 / 10 INF-NET (Y/N): 0
SEVERITY: 3 CLOSE DATE: 09 / 13 / 10 INF-NET DATE: 00 / 00 / 00

CHECK PAYABLE TO: [REDACTED]
ADDRESS [REDACTED]
CITY: LOS ANGELES CA [REDACTED]
VIN: JNKAY41E33M [REDACTED] MODEL LINE/YEAR: M45 2003.0

G/L VALUE CODE: DRTSETTLI ACCOUNT: [REDACTED]
G/L DESCRIPTION: DRT SETTLEMENT CHEC
CHECK AMOUNT: \$ 5500

CHK REQUEST DATE: 09/07/10 REQUESTED BY: MENEER MAR ZMM038N
CHECK APPROVED: 09/07/10 APPROVED BY: GLENN BOB ZBG056N
CHECK ISSUE DATE: 09/08/10 CHECK NUMBER: 275303

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

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS	100500 CD CHANGER
AA AUDIO/VIDEO/NAVI	YX POOR OR IMPROPER OPERATION
OA VEHICLE CONCERNS	103500 STEREO/CD/RADIO
AA AUDIO/VIDEO/NAVI	YX POOR OR IMPROPER OPERATION
OA VEHICLE CONCERNS	134000 GEN. ENGINE ELECTRIC COMPONENT(S)
AF ENGINE ELECTRICAL	YX POOR OR IMPROPER OPERATION
OA VEHICLE CONCERNS	153000 GEN. FUEL DELIVERY/INTAKE COMPONENT
AI FUEL/INTAKE SYSTEM	YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-VCA449N 07/01/2010

DRTS-CA

@07/01-VCA449N

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

NO PREVIOUS FILES

ATTY LETTER WAS RECEIVED ON 07/01/10 ADDRESSED TO NNA
DATED 06/28/10 LETTER WAS REC'D VIA REG MAIL.

@07/01-VCA449N

@07/01-VCA449N

RCAS-ED RECEIVED CALL FROM ATTORNEY'S OFFICE ON 07/07/10, INQUIRING IF LETTER
WAS RECEIVED.

RCAS-ED ADVISED THAT LETTER WAS RECEIVED.

CALL WAS ENDED.

RCAS-ED EXITING FILE.

@07/07-ZED501N

@07/20-ZMM038N

ARBS-MM NOTES IS MISSING ROS AND RHR. ARBS SENT EMAIL TO DRTS-NS TO ADVISE.

@07/20-ZMM038N

DRTS-NS NOTES ATTY LETTER WAS NOT PROPERLY UPLOADED AND ASSIGNED TO DRTS-NS
IN SP, RECD NOTICE FROM ARBS-MM TO DOCUMENT ATTY LETTER.

-

@07/21-ZNS931N

DRTS-NS RECD REQUEST TO DOCUMENT ATTY LETTER 07/20/10

-

@07/21-ZNS931N

DRTS-NS NOTES ATTY LETTER RECD FROM THE LAW OFFICES OF ARASH KHORSANDI ON
07/01/10 DATED 06/28/10 ADDRESSED TO:NNA.

@07/21-ZNS931N

OFFICE HAS BEEN RETAINED BY C IN REFERENCE TO MATTERS REGARDING VEH.

PURSUANT TO APPLICABLE STATE LAWS.

@07/21-ZNS931N

ALLEDGED DEFECTS AND NONCONFORMITIES ARE SUBJECT AND LIMITED TO:

RADIO AMPLIFIER, ENGINE LIGHT, TRUNK LID, SEAT MEMORY AND REMOTE CONTROL.

CD GAS GAUGE, AIRBAG LIGHT.

@07/21-ZNS931N

VEH HAS BEEN SUBJECT TO EXCESSIVE REPAIR ATTEMPTS.

@07/21-ZNS931N

PLEASE RESOLVE MATTER PROMPTLY AND RESPOND VIA EMAIL : [REDACTED]

DOCS TO ARBS-MM

-

@07/21-ZNS931N

DRTS-NS IN REVIEW OF FILE.

-

@07/21-ZNS931N

DRTS-NS NOTES DLR ADVANTAGE INFINITI IS NO LONGER ACTIVE, UNABLE TO RETREIVE
ROS.

-

@07/21-ZNS931N

DRTS-NS TO COLLECT ROS FROM INFINITI SANTA MONICA AND MILLER INFINITI.

-

@07/21-ZNS931N

DRTS-NS FORWARDING FILE TO DRTS-TC FOR FURTHER HANDLING.

-

@07/21-ZNS931N

DRTS-TC NOTED DLR 70319 INFINITI OF SANTA MONICA IS NOW INACTIVE.

NAME: INFINITI OF SANTA MONICA PHONE: 310 394 1888 NUMBER: 70319 INFINITI

ADDR: 900 SANTA MONICA BLVD STATUS: INACTIVE SALE PT: I0319 SL SR PT

CITY: SANTA MONICA CA ZIP: 90401 REG: 92 AREA: B DIST: 01 01 31

DRTS-TC REQUESTED RO'S FROM DLR 70101 MILLER INFINITI AND SENT EMAIL TO

SM-JACK ELLIOTT REQUESTING SAM.

DRTS-TC WAITING ON RO'S FROM DLR 70101.

@07/21-ZTC154N

DRTS-TC RCV'D RO'S FROM DLR 70101.

DOCS TO ARBS-MM.

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*** @07/21-ZTC154N
DRTS-TC COMPLETED RHR. @07/21-ZTC154N
DOCS TO ARBS-MM.
DRTS-TC EXITING FILE.
**** @07/21-ZTC154N

ARBS-MM IN REVIEW OF CASE AND REPAIR HISTORY. @07/22-ZMM038N
ARBS NOTES 3 PREVIOUS RELATED FILES. ARBS NOTES FOM-DB WAS PREVIOUSLY
INVOLVED WITH C'S CASE.
ARBS NOTES ATTY IS DEMANDING NNA REPURCHASE VEH DUE TO MULTIPLE REPAIRS FOR
INOPERATIVE GAS GAUGE ON C'S VEH.
ARBS NOTES THE FOLLOWING REPAIR HISTORY FOR THE GAS GAUGE:
--5/30/06. C STATES GAS GAUGE NOT READING. DLR FOUND RESISTANTS IN GAUGE
CLUSTER. DLR ORDERED REPLACEMENT CLUSTER.
--8/4/06. SOP FOR THE GAS GAUGE ARRIVED. DLR REPLACED COMBO METER.
--1/12/10. C STATES GAS GAUGE IS NOT READING RIGHT. C WAS OUT OF WARRANTY. C
CONTACTED CONSUMER AFFAIRS FOR ASSISTANCE. FOM-DB APPROVED GOODWILL. DLR
REPLACED FUEL SENDING UNIT AND METER GAUGE UNDER GOODWILL.
--3/25/10. C STATES GAS GAUGE READING ERRATIC EVERY TIME YOU RESTART THE
ENGINE. GAUGE READS INACCURATE. DLR REPLACED FAULTY FUEL SENDING UNIT UNDER
PARTS WARRANTY.
--4/28/10. C STATES FUEL GAUGE STILL READING INACCURATE AFTER DRIVING FOR
SHORT DISTANCES, GOES FULL THEN EMPTY. FOUND INTERNAL FAILURE IN METER ASSY.
DLR REPLACED METER ASSY UNDER PARTS WARRANTY. @07/22-ZMM038N

ARBS-MM NOTES C HAS HAD 4 REPAIRS FOR GAS GAUGE NOT READING CORRECTLY AND 5
TOTAL DLR VISITS. ARBS-MM NOTES 1ST REPAIR WAS DONE UNDER WARRANTY, BUT THE
LAST 3 REPAIRS WERE NOT COVERED UNDER THE MANUFACTURER WARRANTY. THE LAST 3
REPAIRS WERE DONE UNDER GOODWILL AND PARTS WARRANTY.
ARBS ALSO NOTES THERE IS ALMOST A 4 YEAR DIFFERENCE IN TIME BETWEEN C'S FIRST
REPAIR AND C'S SECOND REPAIR FOR THE GAS GAUGE CONCERN.
ARBS NOTES VEH IS 7 YEARS OLD AND OUTSIDE OF THE MANUFACTURER BASIC AND
POWERTRAIN WARRANTY AT THIS TIME. @07/22-ZMM038N

ARBS-MM SENT RESPONSE TO ATTY STATING NNA HAS CAREFULLY REVIEWED THE C'S CASE
AND REPAIR HISTORY AND AT THIS TIME NNA IS NOT IN THE POSITION TO OFFER A
REPURCHASE OF THIS VEH. ARBS-MM OFFERED A DTS INSPECTION AND \$3,500 INCLUSIVE
OF ATTY FEES TO SETTLE CASE. @07/23-ZMM038N

ARBS-MM RECEIVED RESPONSE FROM ATTY ASKING IF NNA WILL CONSIDER A REPLACEMENT
OR \$15K CASH SETTLEMENT. @08/03-ZMM038N

ARBS-MM SENT RESPONSE TO ATTY STATING NNA IS NOT IN THE POSITION TO OFFER A
REPURCHASE OR REPLACEMENT OF THIS VEH. NNA DOES NOT FEEL THAT THIS VEH HAS
BEEN SUBSTANTIALLY IMPAIRED OR BEEN SUBJECT TO EXCESSIVE REPAIR ATTEMPTS
GIVEN THE AGE OF THIS VEH. ARBS OFFERED \$4,500.00 INCLUSIVE OF ATTY FEES TO
SETTLE. @08/03-ZMM038N

ARBS-MM RECEIVED RESPONSE FROM ATTY ASKING FOR CALLBACK. @08/12-ZMM038N
ARBS-MM CONTACTED ATTY, LEFT VMX. @08/12-ZMM038N
ARBS-MM RECEIVED VMX, FROM ATTY. @08/16-ZMM038N
ARBS-MM CONTACTED ATTY, LEFT VMX. ARBS ADVISED ATTY THAT HE CAN ALSO EMAIL ME
HIS RESPONSE TO OUR COUNTER-OFFER. @08/16-ZMM038N

ARBS-MM RECEIVED CALL FROM ATTY TO DISCUSS CASE FURTHER.
ATTY ASKED IF NNA WILL SETTLE CASE FOR \$9000.00. ARBS ADVISED NNA'S BEST OFFER

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IS \$5,500.00 INCLUSIVE OF ATTY FEES. @08/16-ZMM038N
ATTY STATES WILL DISCUSS OFFER WITH CLIENT AND FOLLOW UP WITH ARBS.
@08/16-ZMM038N

ARBS-MM RECEIVED EMAIL FROM ATTY STATING C HAS AGREED TO ACCEPT THE \$5,500.00
CASH SETTLEMENT IN ADDITION TO THE DTS INSPECTION. @08/31-ZMM038N

ARBS-MM SENT RELEASE TO ATTY. @08/31-ZMM038N

ARBS-MM RECEIVED SIGNED RELEASE FROM ATTY. @09/07-ZMM038N
ARBS SUBMITTING CHECK REQUEST IN THE AMOUNT OF \$5,500.00 PAYABLE TO C AND ATTY
PER SETTLEMENT. @09/07-ZMM038N

ARBS-MM RECEIVED FED EX DELIVERY CONFIRMATION (793889321960)
ARBS-MM CLOSING FILE. @09/13-ZMM038N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NL9D	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 #: 0	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: YES
3RD PRY: AT	PART#:	CHECK ISSUED: YES
BYBACK ST:	OPENED BY: VCA449N	
HISTORY:	UPDATE BY: ZMM038N	
SVC CALL#:	UPDATE DATE: 09 / 13 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 09 / 13 / 10	MICROFILM: N
RESP CAA: MENESE, MARSHA	OLM: COPENHAVER J	DOM: WOERNER BOB
PHONE: 6157257348	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: ONE CONTRACT

NAME: [REDACTED]
STREET: [REDACTED]
CITY: RICHMOND
ST/ZIP: VA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E23M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 75000
IN SVC DATE: 06 / 28 / 03
VCAN: Y RTL DLR: 70044 ROSWELL INF OF N. ATLANTA
PAID: 3 SVC DLR: 70225 PEARSON INFINITI
SUSP: 0 RESP DLR: 70225 PEARSON INFINITI
DENY: 0 REGION: 72 DIST: SL/SV/PT: 23 23 48

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED X MILES 23000 # NISSAN/INFINITI VEHICLES: 2
VEHICLE MAINTAINED BY: 70225 PEARSON INFINITI
OUTSIDE WARRANTY BY (B) MONTHS: 35 MILES: 15000 (PT) MONTHS: 13 MILES: 5000

ORIG CODE: CT 11 OPEN DATE: 07 / 06 / 10 XFER/RSPNSBLTY: 72 23 S
CONTACT (S): FOLLOWUP DATE: 07 / 29 / 10 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 07 / 29 / 10 INF-NET DATE: 07 / 08 / 10

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 153000 GEN. FUEL DELIVERY/INTAKE COMPONENT
AI FUEL/INTAKE SYSTEM YI OOW GOODWILL ASSISTANCE REQUEST
OA VEHICLE CONCERNS 153000 GEN. FUEL DELIVERY/INTAKE COMPONENT
AI FUEL/INTAKE SYSTEM YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZNS909N 07/06/2010

PREVIOUS RELATED/UNRELATED FILES FOUND: NONE

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

RCAS-NS CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

OPEN P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 07/20/09 00/00/00

RCAS-NS ADVISED C OF RECALL STATUS.

PREVIOUS INFINITI/NISSAN VEH: SENTRA

RCAS-NS RECEIVED INBOUND CALL FROM C. @07/06-ZNS909N

C STATES C IS HAVING A CONCERN WITH FUEL GAUGE AND C KNOWS THAT THIS WAS A RECALL FOR THIS CONCERN ON OTHER VEHS. C STATES C HAS OWNED MANY DIFFERENT VEH AND HAS NEVER HAD A CONCERN FOR FUEL SENDING UNIT NEEDING TO BE REPLACED. C STATES C KNOWS THIS IS NOT A COMMON ISSUE AND WOULD LIKE FINANCIAL ASSISTANCE TO HAVE REPAIR COVERED. C STATES VEH IS AT DLR NOW.

RCAS-NS ADVISED C THAT FILE WILL BE FORWARDED TO RCAS @07/06-ZNS909N

AND C WOULD BE CONTACTED BEFORE THE END OF THE NEXT BUSINESS DAY.

C UNDERSTANDS.

RCAS-NS OFFERED FURTHER ASSISTANCE, C DECLINED.

RCAS-NS GAVE NAME, EXTENSION AND FILE NUMBER.

RCAS-NS TRANSFERRING FILE TO RCAS FOR FURTHER HANDLING AND SENT INTERNAL MSG TO RCAS-GZ TO ADVISE.

RCAS-NS EXITING FILE. @07/06-ZNS909N

RCAS-GZ SENT AN INTERNAL MESSAGE TO SERVICE MANAGER JEB CROOKS ON 7/7/10 AT 10:05AM EST ASKING SM TO ADVISE ON C'S REPAIR AND IF SM RECOMMENDS ANY GOODWILL.

***** @07/07-ZGZ999N

***RCAS-GZ CALLED C AT DAY NUMBER AT 2:17 PM EST ON 7/07/10 AND LEFT A VMX WITH NAME, EXT AND FILE NUMBER ADVISING THAT C'S CONCERN IS BEING REVIEWED.

***RCAS-GZ CALLED C AT EVENING NUMBER AT 2:18 PM EST ON 7/07/10 AND LEFT A VMX WITH NAME, EXT AND FILE NUMBER ADVISING C THAT C'S CONCERN IS BEING REVIEWED.

***** @07/07-ZGZ999N

RCAS-GZ RECEIVED AN INTERNAL MESSAGE FROM SERVICE MANAGER JEB CROOKS ON 7/7/10 AT 1:06PM EST AND SM STATED C HAS HAD SOME BASIC SERVICE DONE WITH 70225 PEARSON INFINITI. SM STATED C HAS NOT HAD ANY PREMIUM SERVICE DONE YET. SM STATED WITH THAT PLUS C DID NOT BUY THE VEH FROM 70225 PEARSON INFINITI, SM WOULD NOT RECOMMEND GOODWILL.

***** @07/08-ZGZ999N

RCAS-GZ CHECKED VROI AND FOUND THAT C HAD DIAGNOSIS ON 7/6/10 AT 75,059 MILES AND C WAS DIAGNOSED AS NEEDING THE FUEL LEVEL SENDING UNIT FAILING INTERNALLY FOR CODE P0462 AND C WAS GIVEN AN ESTIMATE OF PARTS AND LABOR, \$415.00.

***** @07/08-ZGZ999N

RCAS-GZ IS REQUESTING A GOODWILL SERVICE CREDIT IN THE AMOUNT OF \$300, THE MAXIMUM AVAILABLE IN RECOGNITION OF C'S PREVIOUS VEH OWNERSHIP AND SOME DLR SERVICING.

RCAS-GZ SENT AN INTERNAL MESSAGE TO EXEC-NA AND TL-TG ON 7/8/10 AT 8:38AM EST REQUESTING APPROVAL FOR THE SERVICE CREDIT AS PER SOP 7.14.E.

***** @07/08-ZGZ999N

RCAS-GZ RECEIVED AN INTERNAL MESSAGE FROM EXEC-NA ON 7/8/10 AT 9:06AM EST AND EXEC STATED TO TALK TO THE DLR AND ADVISE OF THE REASONS RCAS-GZ IS RECOMMENDING GOODWILL TO SEE IF THE DLR IS WILLING TO GO WITH WARRANTY RATES RATHER THAN C PAY RATES. EXEC STATED THIS WAY, THE SERVICE CREDIT MAY COVER

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THE ENTIRE REPAIR SINCE GOODWILL SHOULD BE CONSIDERED FOR THE FULL AMOUNT, IF ANY.

***** @07/09-ZGZ999N

RCAS-GZ SENT AN INTERNAL MESSAGE TO SERVICE MANAGER JEB CROOKS ON 7/9/10 AT 8:12AM EST ASKING TO CONSIDER GOODWILL BY CHARGING WARRANTY RATE PRICING FOR POSSIBLE COVERAGE BY A SERVICE CREDIT.

***** @07/09-ZGZ999N

***RCAS-GZ CALLED C AT DAY NUMBER AT 4:20 PM EST ON 7/09/10 AND LEFT A VMX WITH NAME, EXT AND FILE NUMBER ADVISING THAT C'S CONCERN IS BEING REVIEWED.

***RCAS-GZ CALLED C AT EVENING NUMBER AT 4:21 PM EST ON 7/09/10 AND RCAS-GZ ADVISED C THAT RCAS-GZ IS STILL REVIEWING C'S REQUEST FOR OUT OF WARRANTY ASSISTANCE FOR C'S REPAIR. C UNDERSTOOD. @07/09-ZGZ999N

RCAS-GZ SET A CALLBACK DATE OF 7/13/10. C AGREED.

***** @07/09-ZGZ999N

RCAS-GZ RECEIVED A VMX FROM C ON 7/9/10 AT 3:21PM EST ASKING FOR A CALLBACK. RCAS-GZ NOTES RCAS-GZ CALLED C AFTER THIS VMX WAS LEFT ADVISING C OF THE UPDATE.

***** @07/09-ZGZ999N

RCAS-GZ SENT AN INTERNAL MESSAGE TO SERVICE MANAGER JEB CROOKS ON 7/12/10 AT 1:42PM EST ASKING TO CONSIDER GOODWILL BY CHARGING WARRANTY RATE PRICING FOR POSSIBLE COVERAGE BY A SERVICE CREDIT.

***** @07/12-ZGZ999N

RCAS-GZ CALLED SERVICE MANAGER JEB CROOKS ON 7/13/10 AT 11 AM EST AND RCAS-GZ ADVISED SM OF THE PLAN TO REQUEST THE DLR TO CHARGE C AT WARRANTY RATES SINCE C IS A PREVIOUS VEH OWNER WITH SOME DLR SERVICING. SM UNDERSTOOD AND STATED SM IS WILLING TO DO THAT.SM STATED SM WILL HAVE TO LOOKUP THE WARRANTY PRICING FOR THIS REPAIR AND THEN ADVISE RCAS-GZ. SM STATED SM DOES NOT KNOW IF SM CAN BRING THE REPAIR ALL THE WAY TO \$300.00.

***** @07/13-ZGZ999N

***RCAS-GZ CALLED C AT DAY NUMBER AT 1:11 PM EST ON 7/13/10 AND LEFT A VMX WITH NAME, EXT AND FILE NUMBER ADVISING THAT C'S CONCERN IS BEING REVIEWED.

***RCAS-GZ CALLED C AT EVENING NUMBER AT 1:13 PM EST ON 7/13/10 AND RCAS-GZ ADVISED C THAT RCAS-GZ IS STILL REVIEWING C'S REQUEST FOR OUT OF WARRANTY ASSISTANCE FOR C'S REPAIR. C UNDERSTOOD.

RCAS-GZ SET A CALLBACK DATE OF 7/16/10. C AGREED. @07/13-ZGZ999N

***** @07/13-ZGZ999N

@07/13-ZGZ999N

RCAS-GZ CALLED SERVICE MANAGER JEB CROOKS ON 7/15/10 AT 3:15PM EST AND SM STATED SM DID NOT PRICE C'S REPAIR YET. @07/15-ZGZ999N

SM ASKED C'S ADVISOR TO CALCULATE THE WARRANTY PRICE FOR THE REPAIR. SM STATED SM WILL ADVISE RCAS-GZ AS SOON AS SM HAS THE PRICE.

***** @07/15-ZGZ999N

***RCAS-GZ CALLED C AT DAY NUMBER AT 10:37 AM EST ON 7/16/10 AND LEFT A VMX WITH NAME, EXT AND FILE NUMBER ADVISING THAT C'S CONCERN IS BEING REVIEWED.

RCAS-GZ CALLED C AT EVENING NUMBER AT 10:38 AM EST ON 7/16/10 AND LEFT A VMX WITH NAME, EXT AND FILE NUMBER ADVISING THAT C'S CONCERN IS BEING REVIEWED.

RCAS-GZ SET A CALLBACK DATE OF 7/20/10. @07/16-ZGZ999N

***** @07/16-ZGZ999N

RCAS-GZ CALLED SERVICE MANAGER JEB CROOKS ON 7/20/10 AT 5:40PM EST AND SM STATED THAT RCAS-GZ SHOULD TALK TO C'S ADVISOR MIKE, WHO WAS WORKING ON PRICING THIS REPAIR. SM TRANSFERRED RCAS-GZ TO SA.

SA STATED THE PARTS DEPARTMENT IS CLOSED NOW AND THE SD THOUGHT THAT SA WAS WORKING WITH THIS CUSTOMER, WHEN THERE WAS ANOTHER ADVISOR INVOLVED WITH C.

SA STATED SD ASKED TO BE CALLED BACK TOMORROW MORNING SO THE SD CAN DEFINITELY GET THIS REPAIR PRICED OUT. SA STATED C'S REPAIR MAY COME IN UNDER \$300 AT WARRANTY RATES.

@07/20-ZGZ999N

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***RCAS-GZ CALLED C AT DAY NUMBER AT 5:48 PM EST ON 7/20/10 AND LEFT A VMX WITH NAME, EXT AND FILE NUMBER ADVISING THAT C'S CONCERN IS BEING REVIEWED. RCAS-GZ CALLED C AT EVENING NUMBER AT 5:49 PM EST ON 7/20/10 AND LEFT A VMX WITH NAME, EXT AND FILE NUMBER ADVISING THAT C'S CONCERN IS BEING REVIEWED. RCAS-GZ SET A CALLBACK DATE OF 7/22/10. @07/20-ZGZ999N
***** @07/20-ZGZ999N

@07/20-ZGZ999N
RCAS-GZ CALLED FOR SERVICE DIRECTOR JEB CROOKS ON 7/21/10 AT 1:15PM EST AND SINCE SD IS NOT IN THE DLR, RCAS-GZ SPOKE TO BRIAN, C'S ADVISOR. BRIAN STATED BRIAN DISCUSSED THE REPAIR WITH THE SERVICE DIRECTOR AND BRIAN STATED C'S REPAIR CAN BE DONE TO BE COVERED UNDER THE \$300 SERVICE CREDIT. RCAS-GZ APPRECIATED BRIAN'S HELP AND ADVISED BRIAN THAT RCAS-GZ WILL PROCEED WITH THE SERVICE CREDIT PROCESSING AND THE DLR CAN CALL INTO CONSUMER AFFAIRS TO GET PAID UNDER THE SERVICE CREDIT. BRIAN UNDERSTOOD. @07/21-ZGZ999N

RCAS-GZ SENT AN INTERNAL MESSAGE TO EXEC-NA ON 7/21/10 AT 1:28PM EST ADVISING THAT THE PRICE HAS BEEN CONFIRMED TO BE \$300 FOR THE PURPOSES OF ISSUING A SERVICE CREDIT TO COVER THIS REPAIR. @07/21-ZGZ999N

RCAS-GZ RECEIVED AN INTERNAL MESSAGE FROM EXEC-NA ON 7/21/10 AT 1:48PM EST AND EXEC ADVISED RCAS-GZ THAT THE SERVICE CREDIT REQUEST IS APPROVED. @07/21-ZGZ999N

RCAS-GZ RECEIVED A VMX FROM C ON 7/21/10 AT 10:07AM EST AND C WAS ASKING TO HAVE RCAS-GZ DO AN INTERNET SEARCH OF OTHER VEHS WITH C'S SAME CONCERN. @07/21-ZGZ999N

@07/22-ZGZ999N
***RCAS-GZ CALLED C AT DAY NUMBER AT 1:20 PM EST ON 7/22/10 AND LEFT A VMX WITH NAME, EXT AND FILE NUMBER ASKING C TO CALL RCAS-GZ BACK. ***RCAS-GZ CALLED C AT EVENING NUMBER AT 1:22 PM EST ON 7/22/10 AND RCAS-GZ ADVISED C THAT AFTER C'S CONCERN HAS BEEN REVIEWED, INFINITI IS ABLE TO HELP C WITH THE COST OF THE REPAIR BY OFFERING A ONE TIME GOODWILL GESTURE TO COVER THIS REPAIR BY WAY OF A SERVICE CREDIT, IN COOPERATION WITH 70225 PEARSON INFINITI. C UNDERSTOOD. RCAS-GZ ADVISED C THAT THIS IS BEING OFFERED IN APPRECIATION OF C'S PAST LOYALTY AND SUPPORT OF THE DLR WITH C'S SERVICING. C UNDERSTOOD. RCAS-GZ ADVISED C THAT C'S CONCERN HAS NO COVERAGE FROM INFINITI UNDER ANY WARRANTIES OR ANY KNOWN ISSUES LIKE RECALLS, ETC ON C'S VEH. C UNDERSTOOD.

RCAS-GZ ADVISED C THAT THERE ARE TERMS AND CONDITIONS WITH THE SERVICE CREDIT AS FOLLOWS:

SERVICE CREDIT TERMS AND CONDITIONS
-VALID AT ANY AUTHORIZED [NISSAN / INFINITI] DEALERSHIP. APPROVED FOR ANY SERVICE (VALID ONLY IF GENUINE [NISSAN / INFINITI] PARTS ARE USED), OR FOR THE PURCHASE OF ANY GENUINE [NISSAN / INFINITI] PARTS OR ACCESSORIES. THIS OFFER IS VALID UNTIL THE EXPIRATION DATE, SIX MONTHS FROM THE DATE THAT THE SERVICE CREDIT IS OFFERED TO THE CUSTOMER. NO REMAINING CREDIT MAY BE CARRIED OVER - ENTIRE CREDIT MUST BE USED ALL AT ONE TIME, OR REMAINING BALANCE IS WAIVED. THE CUSTOMER MUST PRESENT THEIR CLAIM NUMBER TO THE DEALERSHIP PRIOR TO THE REQUESTED SERVICE. IF THE CUSTOMER DOES NOT KNOW THEIR CLAIM NUMBER, THE DEALER WILL GIVE THE CUSTOMER'S NAME AND VIN TO CONSUMER AFFAIRS WHEN CALLING TO VERIFY THE SERVICE CREDIT. DEALER MAY REFUSE TO HONOR THE SERVICE CREDIT IF THE SERVICE CREDIT IS NOT MENTIONED PRIOR TO SERVICE. THE SERVICE CREDIT HAS NO CASH VALUE AND MAY NOT BE SOLD OR TRADED. THE SERVICE CREDIT APPLIES ONLY TO THE VIN NUMBER FOR WHICH IT IS ISSUED. C UNDERSTOOD AND AGREED TO ALL THE TERMS. @07/22-ZGZ999N

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RCAS-GZ SET A CALLBACK DATE OF 7/26/10 TO ADVISE C OF THE SERVICE CREDIT BEING FINALIZED. C AGREED. RCAS-GZ ADVISED C TO AT LEAST WAIT UNTIL C HEARS BACK FROM RCAS-GZ SO THE SERVICE CREDIT WILL BE IN PLACE WHEN C CALLS THE DLR TO SCHEDULE THE REPAIR. C AGREED.

***** @07/22-ZGZ999N

RCAS-GZ SENT THE SERVICE CREDIT REQUEST TO NNA CA SERVICE CREDITS ON 7/23/10 AT 11:43AM EST FOR FURTHER PROCESSING.

***** @07/23-ZGZ999N

***RCAS-GZ CALLED C AT DAY NUMBER AT 6:13 PM EST ON 7/26/10 AND LEFT A VMX WITH NAME, EXT AND FILE NUMBER ADVISING C THAT C'S SERVICE CREDIT REQUEST IS STILL BEING PROCESSED.

@07/26-ZGZ999N

***RCAS-GZ CALLED C AT EVENING NUMBER AT 6:15 PM EST ON 7/26/10 AND LEFT A VMX WITH NAME, EXT AND FILE NUMBER ADVISING THAT C'S SERVICE CREDIT IS STILL BEING PROCESSED.

***** @07/26-ZGZ999N

**DRTS-KC REVIEWED FILE, PROCESSED SERVICE CREDIT IN THE AMT OF \$300 PER RCAS REQUEST AND CA PLANNER APPROVAL

@07/26-ZKC249N

RCAS-GZ SENT AN INTERNAL MESSAGE TO SERVICE MANAGER JEB CROOKS ON 7/28/10 AT 3:40PM EST ADVISING OF THE APPROVED SERVICE CREDIT.

RCAS-GZ CALLED FOR SERVICE MANAGER JEB CROOKS ON 7/28/10 AT 4:25PM EST AND SINCE SM IS OUT OF THE DLR THIS WEEK, RCAS-GZ ADVISED SA MIKE THAT C'S SERVICE CREDIT HAS BEEN APPROVED AND C'S GOODWILL IS READY TO BE REDEEMED BY THE DLR WHEN C HAS C'S REPAIR COMPLETED. SA STATED SA WILL NOTIFY C'S ADVISOR, BRIAN.

***** @07/28-ZGZ999N

***RCAS-GZ CALLED C AT DAY NUMBER AT 4:33 PM EST ON 7/28/10 AND LEFT A VMX WITH NAME, EXT AND FILE NUMBER ADVISING C THAT C'S SERVICE CREDIT IS READY AND C CAN SCHEDULE C'S REPAIR WITH THE DLR SINCE TH DLR HAS BEEN NOTIFIED.

@07/28-ZGZ999N

***RCAS-GZ CALLED C AT EVENING NUMBER AT 4:30 PM EST ON 7/28/10 AND RCAS-GZ ADVISED C THAT THE SERVICE CREDIT IS READY AND THE DLR HAS BEEN NOTIFIED. C UNDERSTOOD. C STATED C CALLED THE DLR ALREADY TO SCHEDULE THIS REPAIR AND STATED THE DLR STATED C MAY BE ABLE TO GET IN SOMETIME NEXT WEEK. C STATED C WILL STILL HAVE TO CALL THE DLR TO WORK OUT AN APPOINTMENT.

RCAS-GZ APPRECIATED C'S PATIENCE AND C'S BUSINESS AND ADVISED C THAT RCAS-GZ WILL THEN ADVISE C TO CALL RCAS-GZ BACK ONCE C HAS THE REPAIR COMPLETED TO ADVISE OF C'S SATISFACTION OR IF THERE ARE ANY CONCERNS TO BE ADDRESSED. C AGREED.

@07/28-ZGZ999N

RCAS-GZ OFFERED FURTHER ASSISTANCE, C DECLINED.

RCAS-GZ GAVE NAME, EXTENSION AND FILE NUMBER.

RCAS-GZ CLOSING FILE PENDING C CALLBACK.

@07/28-ZGZ999N

***** @07/28-ZGZ999N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

DEALER SERVICE MANAGER, PLEASE CONTACT CUSTOMER AND REVIEW FOR POSSIBLE ASSISTANCE.

PLEASE ADVISE WHAT C'S VEH NEEDS AND IF C IS A GOOD CANDIDATE FOR GOODWILL.

PLEASE CALL GREG AT 1-866-799-1690 EXT.1437. THANK YOU

DEALER ACTION:

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NT2M	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:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZNS909N	
HISTORY:	UPDATE BY: ZGZ999N	
SVC CALL#:	UPDATE DATE: 07 / 29 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 07 / 29 / 10	MICROFILM: N
RESP CAA: ZLOCH, GREGORY	OLM: COPENHAVER J	DOM:
PHONE: 0000041659	OWNER FIRST:	LANGUAGE: E ENGLISH

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

CA6861262

SERVICE CONTRACTS SUMMARY

DATE: 1/30/2012
TIME: 04:07:44 PM
MODEL YEAR: 2003.0
MAKE:
MODEL LINE: M45

NAME: [REDACTED] VIN:
IN SCV DATE: 5/31/2008

SEO NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
155	FECO07280470	70522 NC	5/31/2008	5/31/2013	92,356	10/13/2008	

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CURRENT SERVICE CONTRACT	PRIOR SERVICE CONTRACT
CONTRACT: FE007280470	CONTRACT:
OWNER NAME: [REDACTED]	OWNER NAME:
PLAN TYPE: E	PLAN TYPE:
PLAN TERM: O	PLAN TERM:
DEDUCTABLE: \$ 100	DEDUCTABLE:
EFFECTIVE: 05/31/08	EFFECTIVE:
EXPIRES: 05/31/13 MILES: 92,356	EXPIRES: MILES:
CANCEL: 10/13/08 MILES: 27,981	CANCEL: MILES:
TRANSFER:	TRANSFER:
TRANSACTION: 10/22/2008	TRANSACTION:
PRINTED: 06/07/08	PRINTED:
DEALER NO: 70522 STATE: NC	DEALER NO: STATE:
DEALER NAME: LAKE NORMAN INFINITI	DEALER NAME:

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: HOUSTON
ST/ZIP: TX [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E04M [REDACTED] Y
YR/MDL: 2004.0 M45 MILEAGE: 43000
IN SVC DATE: 08 / 30 / 04
VCAN: N RTL DLR: 70017 INFINITI OF MASSAPEOUA
PAID: SVC DLR: 70235 SOUTHWEST INFINITI
SUSP: RESP DLR: 70235 SOUTHWEST INFINITI
DENY: 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 PREOWNED X MILES 28000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: INDEPENDENT FACILITY
OUTSIDE WARRANTY BY (B) MONTHS: 23 MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 07 / 06 / 10 XFER/RSPNSBLTY: 92 13 S
CONTACT (S): FOLLOWUP DATE: 07 / 12 / 10 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 07 / 12 / 10 INF-NET DATE: 07 / 08 / 10

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 179000 CONSOLE/DISPLAY (ELECTRICAL)
AT INSTRUMENTATION YI OOW GOODWILL ASSISTANCE REQUEST

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C. A. R. COMMENTS

FILE OPENED-ZER229N 07/06/2010
PREVIOUS RELATED/UNRELATED FILES FOUND: NONE
RCAS-ER VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER AND RESPONSIBLE DLR.
RCAS-ER CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:
NONE
RCAS-ER RECEIVED INBOUND CALL FROM C. @07/06-ZER229N
C STATES THAT C HAD A REPAIR TO A CLUSTER OF SENSORS.
C STATES THAT C HAS CHECKED THE INTERNET AND IS AWARE THAT THIS IS A KNOWN ISSUE.
C STATES THAT THE CHECK ENGINE LIGHT IS ON, AND THE VEH WAS TAKEN TO THE DLR.
C STATES THAT C WAS TOLD THAT THIS IS RELATED TO A CLUSTER OF SENSORS FOR THE FUEL GAUGE.
C STATES THAT C WAS TOLD THAT THE ODOMETER CLUSTER NEEDS TO BE CALIBRATED.
C STATES THAT C IS CALLING BECAUSE C LOOKED ONLINE AND THERE SEEMS TO BE A NUMBER OF NHTSA COMPLAINTS RELATED TO THE SENSORS AND FUEL GAUGE.
C STATES THAT C'S VEH IS NOT AT AN INFINITI DLR.
C STATES THAT VEH HAS BEEN DIAGNOSED BY SOUTHWEST INFINITI, ABOUT A WEEK AGO.
RCAS-ER INQUIRED WHAT C IS REQUESTING FROM INFINITI.
C STATES THAT THIS SEEMS TO BE AN ONGOING ISSUE WITH VEHS. @07/06-ZER229N
C STATES THAT C WOULD LIKE ASSISTANCE WITH REPAIR COSTS. @07/06-ZER229N
RCAS-ER ADVISED C THAT FILE WOULD BE FORWARDED TO REGIONAL SPECIALIST AND C WOULD BE CONTACTED BEFORE THE END OF THE NEXT BUSINESS DAY.
C UNDERSTANDS.
RCAS-ER OFFERED FURTHER ASSISTANCE, C DECLINED.
RCAS-ER GAVE NAME, EXTENSION AND FILE NUMBER.
RCAS-ER TRANSFERRING FILE TO RCAS FOR FURTHER HANDLING AND SENT INTERNAL MSG TO RCAS-KN TO ADVISE.
RCAS-ER EXITING FILE. @07/06-ZER229N
----- @07/07-ZKN032N
RCAS-KN CONTACTED SM-MARK NIKLAUS AT DLR 70235 AT 5:18PM EST ON 07/07/10 AND LEFT VMX. @07/07-ZKN032N
----- @07/07-ZKN032N
RCAS-KN CONTACTED C AT DAY NUMBER AT 5:20PM EST ON 07/07/10 AND LEFT VMX ADVISING C'S REQUEST IS BEING REVEIWED AND RCAS-KN WILL FOLLOW UP WITH C ON 07/09/10. @07/07-ZKN032N
RCAS-KN CONTACTED C AT EVENING NUMBER AT 5:21PM EST ON 07/07/10 AND LEFT VMX ADVISING C'S REQUEST IS BEING REVEIWED AND RCAS-KN WILL FOLLOW UP WITH C ON 07/09/10. @07/07-ZKN032N
----- @07/07-ZKN032N
RCAS-KN RECEIVED VMX FROM C ON 07/07/10 AT 5:34PM EST REQUESTING A CALLBACK AT 713 546 5168 OR 832 233 4125. @07/08-ZKN032N
----- @07/08-ZKN032N
RCAS-KN CONTACTED C AT DAY NUMBER AT 3:04PM EST ON 07/08/10. @07/08-ZKN032N
C STATED THAT C HAS TAKEN VEH INTO THE DLR MANY TIMES FOR DIFFERENT SENSORS AND IS SITLL HAVING CONCERNS. @07/08-ZKN032N
C STATED THAT NOW C NEEDS TO REPLACE THE INSTRUMENT CLUSTER. @07/08-ZKN032N
C STATED THAT C IS HOPING THAT INFINITI WILL ASSIST WITH THE REPAIR AS THIS IS A KNOWN CONCERN. @07/08-ZKN032N
C STATED THAT THE PART HAS BEEN ORDERED BUT IS CURRENTLY ON B/O. @07/08-ZKN032N
RCAS-KN ADVISED C THAT REQUEST IS CURRENTLY BEING REVIEWED AND RCAS-KN WILL FOLLOW UP WITH C ON 07/12/10. @07/08-ZKN032N
C THANKED RCAS-KN. @07/08-ZKN032N

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----- @07/08-ZKN032N
 RCAS-KN EMAILED SM-MARK NIKLAUS AT DLR 70235 ON 07/09/10 REQUESTING
 INFORMATION. @07/09-ZKN032N
 ----- @07/09-ZKN032N
 RCAS-KN RECEIVED EMAIL FROM SM-MARK NIKLAUS AT DLR 70235 ON 07/10/10.
 SM STATED THAT C NEEDS THE INSTRUMENT CLUSTER REPLACED AND THE COST IS \$725.62
 SM STATED THAT THERE IS NO SENSOR IN THE DASH AND THERE IS AN INDICATOR LIGHT
 THAT COMES ON IN THE DASH WHEN A SENSOR IN THE VEH FAILS. @07/12-ZKN032N
 ----- @07/12-ZKN032N
 RCAS-KN EMAILED SM-MARK NIKLAUS AT DLR 70235 ON 07/12/10 REQUESTING TO FIND
 OUT IF THIS REPAIR IS RELATED TO PREVIOUS REPAIRS AS WELL AS IF C IS A GOOD
 CANDIDATE FOR GOODWILL. @07/12-ZKN032N
 ----- @07/12-ZKN032N
 RCAS-KN RECEIVED EMAIL FROM SM-MARK NIKLAUS AT DLR 70235 ON 07/12/10.
 SM STATED THAT NO PREVIOUS WORK WAS DONE THAT REQUIRES WORKING WITH THE
 CLUSTER IN THE DASH OF THE VEH. @07/12-ZKN032N
 SM STATED THAT THE ONLY ASSOCIATION THE INSTRUMENT CLUSTER HAS WITH THE
 WARRANTY WORK C HAS HAD DONE IS THE LIGHT IN THE CLUSTER THAT TURNS ON WHEN
 THERE IS A PROBLEM. @07/12-ZKN032N
 SM STATED THAT C HAS DONE A BRAKE JOB, ALIGNMENT OUT OF ALL OF THE RO'S IN C'S
 HISTORY WITH DLR. @07/12-ZKN032N
 ----- @07/12-ZKN032N
 RCAS-KN EMAILED FOM-JB C'S REQUEST ON 07/12/10. @07/12-ZKN032N
 ----- @07/12-ZKN032N
 RCAS-KN RECEIVED EMAIL FROM FOM-JB ON 07/12/10. @07/12-ZKN032N
 FOM STATED THAT FOM DECLINES ASSISTANCE. @07/12-ZKN032N
 ----- @07/12-ZKN032N
 RCAS-KN CONTACTED C AT DAY NUMBER AT 12:38PM EST ON 07/12/10. @07/12-ZKN032N
 RCAS-KN ADVISED C THAT INFINITI IS NOT IN THE POSITION TO ASSIST WITH THIS
 REPAIR DUE TO C BEING OOW. @07/12-ZKN032N
 C STATED C UNDERSTANDS AND IS NOT SATISFIED WITH INFINITIS DECISION.
 C STATED THAT C WILL CONTACT THE NHTSA AND SMALL CLAIMS COURT. @07/12-ZKN032N
 RCAS-KN OFFERED FURTHER ASSISTANCE: C DECLINED. @07/12-ZKN032N
 RCAS-KN CLOSING FILE, NO FURTHER ASSISTANCE REQUIRED. @07/12-ZKN032N
 ----- @07/12-ZKN032N
 RCAS-KN RECEIVED VMX FROM C ON 07/08/10 AT 3:01PM EST REQUESTING A CALLBACK.
 ----- @07/12-ZKN032N-COMMENT
 RCAS-KN NOTES THAT C HAS BEEN CONTACTED TWICE SINCE VMX WAS LEFT.
 RCAS-KN LEAVING FILE CLOSED. @07/12-ZKN032N-COMMENT
 ----- @07/12-ZKN032N-COMMENT

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: 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: 07 / 12 / 10	USERID: ZKN032N
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZER229N	
HISTORY:	UPDATE BY: ZKN032N	
SVC CALL#:	UPDATE DATE: 07 / 12 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 07 / 12 / 10	MICROFILM: N
RESP CAA: NOVACOVSKI, KIM	OLM: COPENHAVER J	DOM:
PHONE: 0000041610	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: BESTHESDA
ST/ZIP: MD [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E23M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 68000
IN SVC DATE: 01 / 23 / 04
VCAN: N RTL DLR: 70017 INFINITI OF MASSAPEOUA
PAID: 14 SVC DLR: 70226 JIM COLEMAN INFINITI
SUSP: 0 RESP DLR: 70226 JIM COLEMAN INFINITI
DENY: 0 REGION: 72 DIST: SL/SV/PT: 23 23 48

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED X MILES 32000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: INDEPENDENT FACILITY
OUTSIDE WARRANTY BY (B) MONTHS: 30 MILES: 8000 (PT) MONTHS: 6 MILES:

ORIG CODE: CT 11 OPEN DATE: 07 / 08 / 10 XFER/RSPNSBLTY: 72 02 S
CONTACT (S): FOLLOWUP DATE: 07 / 08 / 10 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 07 / 08 / 10 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YI OOW GOODWILL ASSISTANCE REQUEST

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C. A. R. COMMENTS

FILE OPENED-ZNS909N 07/08/2010
PREVIOUS RELATED/UNRELATED FILES FOUND: NONE
RCAS-NS VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER AND RESPONSIBLE DLR.
RCAS-NS CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:
OPEN P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 07/20/09 00/00/00 S909N
RCAS-NS ADVISED C OF RECALL STATUS.
PREVIOUS INFINITI/NISSAN VEH:
RCAS-NS RECEIVED INBOUND CALL FROM C. @07/08-ZNS909N
C STATES C IS HAVING IS AN ISSUE WITH FUEL GAUGE AND C SAW ON-LINE THAT INFINITI WAS OFFERING ASSISTANCE TO HAVE THIS REPAIRED.
RCAS INQUIRED WITH C ON IF VEH HAS BEEN DIAGNOSED BY DLR.
C STATES NO.
RCAS ADVISED C THAT BEFORE INFINITI IS ABLE TO LOOK INTO POSSIBLE ASSISTANCE, VEH NEEDS TO BE DIAGNOSED BY DLR FIRST. RCAS ADVISED C THAT WITH VEH BEING OOW, C WILL BE RESPONSIBLE FOR DIAGNOSTIC FEE. RCAS ADVISED C THAT C CAN CALL BACK AFTER DIAGNOSES IF FURTHER ASSISTANCE IS NEEDED.
C UNDERSTOOD AND THANKED FOR ASSISTANCE.
RCAS-NS OFFERED FURTHER ASSISTANCE, C DECLINED.
RCAS-NS GAVE NAME, EXTENSION AND FILE NUMBER.
RCAS-NS THANKED C FOR BUSINESS AND CALLING INFINITI.
RCAS-NS CLOSING FILE AS NO FURTHER ASSISTANCE IS NEEDED. @07/08-ZNS909N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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:

IIR-DATE: 00 / 00 / 00 TRANS DATE: 00 / 00 / 00 CHECK REQUESTED: NO
3RD PRY: PART#: CHECK ISSUED: NO
BYBACK ST: OPENED BY: ZNS909N
HISTORY: UPDATE BY: ZNS909N
SVC CALL#: UPDATE DATE: 07 / 08 / 10
CLOSE: Y (Y/N) CLOSE DATE: 07 / 08 / 10 MICROFILM: N
RESP CAA: SOUVANASANNE, NALIE OLM: COPENHAVER J DOM:
PHONE: 0000041433 OWNER FIRST: LANGUAGE: E ENGLISH

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: CAMDEN WYOMING
ST/ZIP: DE [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E73M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 75000
IN SVC DATE: 10 / 21 / 03
VCAN: N RTL DLR: 70220 WINNER INFINITI, INC.
PAID: 5 SVC DLR: 71220 PORTER INFINITI
SUSP: 0 RESP DLR: 71220 PORTER INFINITI
DENY: 1 REGION: 72 DIST: SL/SV/PT: 04 04 34

LETTER RECEIVED 07 / 22 / 10 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: 34 MILES: 15000 (PT) MONTHS: 10 MILES: 5000

ORIG CODE: PL 11 OPEN DATE: 07 / 27 / 10 XFER/RSPNSBLTY: 72 04 S
CONTACT (S): FOLLOWUP DATE: 08 / 19 / 10 INF-NET (Y/N): 0
SEVERITY: 3 CLOSE DATE: 08 / 19 / 10 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 153000 GEN. FUEL DELIVERY/INTAKE COMPONENT
AI FUEL/INTAKE SYSTEM YX POOR OR IMPROPER OPERATION

CONFIDENTIAL

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C. A. R. COMMENTS

FILE OPENED-ZRT104N 07/27/2010

-----SURVEY FILE-----

SURVEY RECEIVED 07/22/10 IN REFERENCE TO FILE 6772738

C REQUESTS: @07/27-ZRT104N

C STATES THAT C HAS THREE INFINITI VEHICLES, M45, I30 AND G20. C STATES THAT RECENTLY C BROUGHT THE VEHICLE IN TO THE DLR 2-3 TIMES FOR AIRBAG CONCERNS, WHICH WAS GETTING OLD BECAUSE C IS AN HOUR AWAY FROM THE DLR, C STATES THAT THE DLR IS ALWAYS VERY NICE AND PROFESSIONAL. C STATES THE DAY BEFORE C WAS SCHEDULED TO BRING THE VEHICLE IN C RAN OUT OF GAS, C STATES THAT THE GAGE WAS MARKED AS HALF FULL, C STATES THAT C MENTIONED THIS TO THE DLR AND IT WAS NOT A COVERED ITEM AND THAT C NEEDED TO CALL INFINITI. C STATES THAT C DID NOT JUST RUN OUT OF GAS ON A SINGLE STREET BUT ON A 4 LANE STREET 2 HOURS AWAY FROM HOME. C STATES THE VEH LOST POWER AND C WAS SCARED. C STATES THAT C FOUND OUT THAT THIS IS A KNOWN PROBLEM WITH INFINITI, C STATES THAT AGENT WAS RUDE WITH C AND TOLD C IT WOULD COST \$500-600 TO FIX. C STATES WHEN AGENT DID FOLLOW UP THAT AGENT SPOKE WITH C'S HUSBAND AND C FEELS THAT AGENT SHOULD HAVE CONTACTED C DIRECTLY. C STATES THAT IT HAS BEEN SOMETIME NOW AND THE GAS GAGE IS STILL A CONCERN. @07/27-ZRT104N

RCAS-RT REVIEWING PREVIOUS FILE, NOTING: @07/30-ZRT104N

- CUSTOMER CONTACTED INFINITI WITH AN AIRBAG CONCERN @07/30-ZRT104N
- CUSTOMER ALSO HAD FUEL SENDING UNIT CONCERN @07/30-ZRT104N
- CUSTOMER WAS ASSISTED WITH AIRBAG CONCERN @07/30-ZRT104N
- CUSTOMER WAS DECLINED ANY FURTHER ASSISTANCE WITH INSTRUMENT CLUSTER @07/30-ZRT104N

RCAS-RT CHANGING FOLLOW UP DATE FOR 08/04/10 @07/30-ZRT104N

RCAS-ML SENT INTERNAL MESSAGE TO PSM-JN AT 2:27 PM EST 8/4/10. @08/04-ZML999N

*** @08/04-ZML999N

RCAS-ML RECEIVED INTERNAL MESSAGE FROM PSM-JN AT 4:59 PM EST 8/4/10 ADVISING THAT INFINITI IS NOT IN A POSITION TO ASSIST C WITH THE COST OF REPAIRS.

*** @08/05-ZML999N

RCAS-ML CALLED C'S ONLY NUMBER AT 9:24 AM EST 8/5/10, LEFT VMX FOR C.

*** @08/05-ZML999N

RCAS-ED RECEIVED CALL FROM ROSEMARY PETERS, WHO WILL BE REFERRED TO AS C, ON 08/05/10. @08/05-ZED501N

RCAS-ED VERIFIED FILE NUMBER. @08/05-ZED501N

RCAS-ED VERIFIED CONTACT INFO HAS NOT CHANGED. @08/05-ZED501N

RCAS-ED ADVISED C THAT SURVEY WAS RECEIVED.

RCAS-ED ADVISED C THAT CONCERN WITH FUEL GAUGE HAS BEEN REVIEWED AGAIN, AND INFINITI IS NOT IN A POSITION TO ASSIST WITH REPAIRS. @08/05-ZED501N

C STATES THAT THIS IS NOT ACCEPTABLE.

C STATES C KNOWS THAT DLR IS MARKING PRICE UP 100%, SO THIS REPAIR WOULD ONLY COST INFINITI \$250.

C STATES THAT C IS NOT A HAPPY CUSTOMER, AND A HAPPY CUSTOMER IS A REPEAT CUSTOMER.

C STATES THIS IS A SERIOUS ISSUE, AND C SAW ONLINE THAT THIS IS A PROBLEM WITH MANY VEHS.

C STATES THAT C CANNOT BELIEVE THAT INFINITI WOULD IGNORE A KNOWN FACT ON THE INTERNET.

C STATES C WANTS TO SPEAK TO SOMEONE HIGHER.

RCAS-ED ADVISED C THAT RCAS-ED WILL HAVE A SUPERVISOR CALL C BACK BY THE END OF THE NEXT BUSINESS DAY.

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C ENDED CALL.

*** @08/05-ZED501N

RCAS-ED SENDING ESCALATION.

RCAS-ED EXITING FILE. @08/05-ZED501N

- @08/06-ZJV999N

RS-JV CALLED C ON DAY PHONE AT 3:35 PM EST. ON 8/6/10.

RS-JV LEFT VMX FOR C WITH DIRECT LINE AND FILE NUMBER REQUESTING A CALL BACK. @08/06-ZJV999N

- @08/06-ZJV999N

RS-SB CONTACTED C ON DAY/EVE PHONE; LEFT VM FOR CALLBACK ADVISING C IF NO

CONTACT RS-SB WILL FOLLOW UP NO LATER THAN EOD 8/10. EXITING FILE

@08/09-PSB001D

RS-TG CALLED C ON DAY/EVENING NUMBER AT 3:12PM EST ON 8/10/10. @08/10-ZTG999N

RS-TG LEFT MESSAGE WITH YOUNG LADY.

RS-TG PROVIDED RS-TG'S NAME AND PHONE NUMBER @08/10-ZTG999N

**** @08/10-ZTG999N

RCAS-ER RECIEVED INBOUND CALL FROM C, ROSEMARY PETERS.

C REQUESTED TO SPEAK TO RS-SB.

RCAS-ER CHECKED AND ADVISED THAT RS'S ARE NOT AVAILABLE BUT THAT C WOULD

RECIEVE A CALL BACK BEFORE THE END OF BUSINESS DAY.

C UNDERSTANDS.

RCAS-ER CONFIRMED CONTACT INFORMATION.

C THANKED AND ENDED CALL. @08/11-ZER229N

--- @08/11-ZER229N

RS-TG CALLED C ON DAY/EVENING NUMBER AT 2:10PM EST ON 8/11/10. LEFT VMX.

RS-TG GAVE C NAME, PHONE NUMBER AND FILE NUMBER. @08/11-ZTG999N

**** @08/11-ZTG999N

RS-TG CALLED C ON DAY/EVENING NUMBER AT 9:24AM EST ON 8/12/10. LEFT VMX

RS-TG GAVE C NAME, PHONE NUMBER AND FILE NUMBER. @08/12-ZTG999N

**** @08/12-ZTG999N

RS-TG CALLED C ON DAY/EVENING NUMBER AT 12:09PM EST ON 8/13/10. LEFT MESSAGE

RS-TG GAVE C NAME, PHONE NUMBER AND FILE NUMBER. @08/13-ZTG999N

*** @08/13-ZTG999N

RS-TG RECEIVED VMX FROM ROSE PETERS AT 4:07PM EST ON 8/13/10

C REQUESTED CALL BACK. @08/13-ZTG999N

*** @08/13-ZTG999N

RS-TG CALLED C ON DAY/EVENING NUMBER AT 4:46PM EST ON 8/13/10. LEFT VMX.

RS-TG STATED RECEIVED C'S VMX AND IS RETURNING C'S CALL. @08/13-ZTG999N

*** @08/16-ZTG999N

RS-TG CALLED C ON DAY/EVENING NUMBER AT 10:42AM EST ON 8/16/10. LEFT VMX.

RS-TG GAVE C NAME, PHONE NUMBER AND FILE NUMBER. @08/16-ZTG999N

**** @08/16-ZTG999N

RS-JL NOTES RS-TG IS OUT OF THE OFFICE TODAY.

RS REVIEWED ESCALATION AND CHANGED THE FOLLOW UP DATE TO 08/18/10 AS

RS-TG LEFT A VMX FOR C ON 08/16/10 ALREADY.

--- @08/17-ZJL437N

RCAS-RT NOTING AFTER DISCUSSION WITH RS-TG, RCAS-RT CLOSING FILE PENDING

CUSTOMER CALLBACK @08/19-ZRT104N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NT4B	ROOT CAUSE: SCFA
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:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZRT104N	
HISTORY:	UPDATE BY: ZRT104N	
SVC CALL#:	UPDATE DATE: 08 / 19 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 08 / 19 / 10	MICROFILM: N
RESP CAA: TUCKER, REBECCA	OLM: COPENHAVER J	DOM: FRASHER PAT
PHONE: 0000000000	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: NONE

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

VIN: JNKAY41E73M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 0
IN SVC DATE: 09 / 05 / 03
VCAN: N RTL DLR: 70001 KELLY INFINITI
PAID: 4 SVC DLR: 70001 KELLY INFINITI
SUSP: 0 RESP DLR: 70001 KELLY INFINITI
DENY: 0 REGION: 72 DIST: SL/SV/PT: 01 01 31

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 07 / 26 / 10
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: UNKNOWN
OUTSIDE WARRANTY BY (B) MONTHS: 34 MILES: (PT) MONTHS: 10 MILES:

ORIG CODE: CE 11 OPEN DATE: 07 / 29 / 10 XFER/RSPNSBLTY: 72 01 S
CONTACT (S): FOLLOWUP DATE: 07 / 29 / 10 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 07 / 29 / 10 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YI OOW GOODWILL ASSISTANCE REQUEST
OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZGK999N 07/29/2010

*****E-MAIL FILE LOGGED*****

PREVIOUS RELATED FILE(S) FOUND: NONE

PREVIOUS UNRELATED FILE(S) FOUND: NONE

EMAIL ADDRESSED TO: NNACONSUMERAFFAIRS@NISSAN-USA.COM

METHOD OF CONTACT: E-MAIL ID NO: 2001712268

DATE RECEIVED: 07/26/10 DATE CREATED: 07/29/10

CRR-GK VERIFIED C'S NAME, ADDRESS, VIN & EMAIL.

C DID NOT PROVIDE MILEAGE, DAY/EVENING NUMBER AND RESPONSIBLE DLR.

CRR-GK UPDATED OWNER'S DATABASE (E-MAIL, ADDRESS)

CRR-GK CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: 1

OPEN P9218 M45/Q45 SAB CONCTR ITB09-023

C'S EMAIL READS,

@07/29-ZGK999N

"HI, I HAVE A PROBLEM WITH MY 2003 M45 GAUGE CLUSTER. MY CAR READS AT 1/4 TANK WHEN IT IS ON EMPTY. I HAVE READ ONLINE A LOT OF PEOPLE HAVE THIS ISSUE WITH 2003/2004 M45. [SHOULDN'T] THERE BE A RECALL? I DON'T BELIEVE I SHOULD BE RESPONSIBLE FOR PAYING FOR THIS WHEN IT HAS HAPPENED TO SO MANY CUSTOMERS. MY VIN# IS JNKAY41E73M [REDACTED]"

CRR-GK RESPONSE TO C:

@07/29-ZGK999N

JULY 29, 2010N

FILE # 6884953

DEAR [REDACTED]

THANK YOU FOR CONTACTING INFINITI AND ALLOWING US THE OPPORTUNITY TO BE OF ASSISTANCE. WE ARE SORRY TO HEAR ABOUT THE EXPERIENCE YOU ARE HAVING WITH YOUR 2003 M45 AND APOLOGIZE FOR ANY INCONVENIENCE THIS MAY HAVE CAUSED YOU.

IN ORDER TO LOOK INTO POSSIBLE FINANCIAL ASSISTANCE, A RECENT DIAGNOSIS BY AN AUTHORIZED INFINITI IS REQUIRED. PLEASE CONTACT YOUR LOCAL INFINITI DEALER AND SCHEDULE AN APPOINTMENT, AS THE DEALER IS IN THE BEST POSITION TO DIAGNOSE AND REPAIR YOUR VEHICLE. YOUR INFINITI DEALER WILL BE MORE THAN WILLING TO ASSIST.

FILE # 6884953 HAS BEEN CREATED TO DOCUMENT YOUR CONCERN. ONCE THE VEHICLE HAS BEEN DIAGNOSED, PLEASE CONTACT US AT 1-800-622-6200 (OPTION 6) AND REFERENCE YOUR FILE NUMBER. YOUR SATISFACTION WITH YOUR VEHICLE AND YOUR INFINITI DEALER IS VERY IMPORTANT TO US. THANK YOU FOR ALLOWING US TO BE OF ASSISTANCE.

ALSO PLEASE BE ADVISED A REVIEW OF OUR RECORDS INDICATES THAT THE VEHICLE WITH THE VEHICLE SERIAL NUMBER LISTED ABOVE IS INVOLVED IN THE RECALL AS FOLLOWS:

OPEN PB080 QX56 CONDENSER FAN ITB08-034

PLEASE CONTACT YOUR INFINITI DEALERSHIP FOR AN APPOINTMENT TO HAVE THE RECALL REPAIRS PERFORMED ON YOUR VEHICLE. THESE REPAIRS ARE FREE OF CHARGE TO YOU.

THANK YOU FOR GIVING US THE OPPORTUNITY TO BE OF SERVICE.

INFINITI

@07/29-ZGK999N

CRR-GK CLOSING FILE AS NO FURTHER FOLLOW-UP REQUIRED

@07/29-ZGK999N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NE8F	ROOT CAUSE: SCIN
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:
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: ZGK999N	
SVC CALL#:	UPDATE DATE: 07 / 29 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 07 / 29 / 10	MICROFILM: N
RESP CAA: KNIGHT, GINGER	OLM: COPENHAVER J	DOM: HUSSEY MARTY
PHONE: 0000051454	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: MADISON
ST/ZIP: MS [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E63M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 133000
IN SVC DATE: 11 / 04 / 03
VCAN: N RTL DLR: 790D NISSAN NORTH AMERICA INF
PAID: 4 SVC DLR: 70203 HERRIN-GEAR INFINITI, INC
SUSP: 0 RESP DLR: 70203 HERRIN-GEAR INFINITI, INC
DENY: 0 REGION: 11 DIST: SL/SV/PT: 15 15 45

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY 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: 5
VEHICLE MAINTAINED BY: 70203 HERRIN-GEAR INFIN
OUTSIDE WARRANTY BY (B) MONTHS: 32 MILES: 73000 (PT) MONTHS: 8 MILES: 63000

ORIG CODE: CT 11 OPEN DATE: 07 / 29 / 10 XFER/RSPNSBLTY: 72 15 S
CONTACT (S): FOLLOWUP DATE: 08 / 10 / 10 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 08 / 10 / 10 INF-NET DATE: 07 / 30 / 10

CONCERN AND CATEGORY		SUBCATEGORY AND SYMPTOM	
OA	VEHICLE CONCERNS	180000	FUEL GAUGE
AT	INSTRUMENTATION	YE	MULTIPLE REPAIR ATTEMPTS
OA	VEHICLE CONCERNS	180000	FUEL GAUGE
AT	INSTRUMENTATION	YI	OOW GOODWILL ASSISTANCE REQUEST

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C. A. R. COMMENTS

FILE OPENED-ZNS909N 07/29/2010
PREVIOUS FILES FOUND: 5620178
RCAS-NS VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER AND RESPONSIBLE DLR.
RCAS-NS CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:
CLSD P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 07/20/09 08/24/09 70203N
PREVIOUS INFINITI/NISSAN VEH: '89 MAX, '06 MAX, '05 ALT, TITAN
RCAS-NS RECEIVED INBOUND CALL FROM C. @07/29-ZNS909N
C STATES FUEL GAUGE WAS REPLACED IN 2008 AND NOW IT'S FAILING AGAIN.
C STATES IT'S NOT REGISTERING PROPERLY. C STATES C HAS BEEN A LOYAL NNA C AND WOULD LIKE FINANCIAL ASSISTANCE.
RCAS-NS ADVISED C THAT FILE WILL BE FORWARDED TO RCAS AND C WOULD BE CONTACTED BEFORE THE END OF THE NEXT BUSINESS DAY.
C UNDERSTANDS.
RCAS-NS OFFERED FURTHER ASSISTANCE, C DECLINED. @07/29-ZNS909N
RCAS-NS GAVE NAME, EXTENSION AND FILE NUMBER.
RCAS-NS TRANSFERRING FILE TO RCAS FOR FURTHER HANDLING AND SENT INTERNAL MSG TO RCAS-ML TO ADVISE.
RCAS-NS EXITING FILE. @07/29-ZNS909N
***** @07/30-ZEJ656N
RCAS-EJ HANDLING FILE IN RCAS-MLS ABSENCE.
RCAS-EJ ASSISTING RCAS-ML WITH FILE ON 07-30-10.
RCAS-EJ REVIEWED FILE. @07/30-ZEJ656N
RCAS-EJ CALLED C ON DAY PHONE ON 07-30-10 AT 4:17PME ST AND SPOKE WITH C.
RCAS-EJ ADVISED C THAT THE CASE IS UNDER REVIEW AND WILL BE CONTACTING C BY 08-04-10.
C UNDERSTOOD. @07/30-ZEJ656N

RCAS-ML SPOKE WITH SM-ROBBIE KING AT 10:58 AM EST 8/4/10.
SM STATED C'S VEH HAS 133,000 MILES. SM STATED THE APPROXIMATE COST OF REPAIRS WOULD BE \$700. SM STATED SM DOES NOT RECOMMEND GOODWILL.
RCAS-ML THANKED SM AND ENDED CALL.

RCAS-ML LEFT VMX FOR FOM-JL AT 10:58 AM EST 8/4/10. @08/04-ZML999N
*** @08/04-ZML999N
RCAS-ML CALLED FOM-JL AT 4:00 PM EST 8/4/10, LEFT VMX FOR FOM. @08/04-ZML999N
*** @08/04-ZML999N
RCAS-ML SPOKE WITH C ON DAY NUMBER AT 4:03 PM EST 8/4/10.
RCAS-ML ADVISED C THAT RCAS IS STILL WORKING ON C'S REQUEST AND WOULD FOLLOW UP WITH C ON 8/5/10.
C UNDERSTOOD, THANKED RCAS-ML AND ENDED CALL. @08/04-ZML999N

RCAS-ML SPOKE WITH FOM-JL AT 9:05 AM EST 8/5/10.
FOM AND RCAS REVIEWED C'S HISTORY. RCAS-ML AND FOM AGREED TO OFFER C A \$200 SERVICE CREDIT. @08/05-ZML999N
RCAS-ML CALLED C'S ONLY NUMBER AT 10:37 AM EST 8/5/10 AND SPOKE WITH C.
RCAS-ML ADVISED C THAT RCAS WOULD LIKE TO OFFER C A \$200 SERVICE CREDIT.
RCAS-ML ADVISED C OF THE TERMS AND CONDITIONS ON THE CREDIT:
-VALID AT ANY AUTHORIZED INFINITI DEALERSHIP.
APPROVED FOR ANY SERVICE (VALID ONLY IF GENUINE INFINITI PARTS ARE USED), OR FOR THE PURCHASE OF ANY GENUINE INFINITI PARTS OR ACCESSORIES.
-THIS OFFER IS VALID UNTIL THE EXPIRATION DATE, SIX MONTHS FROM THE DATE THAT THE SERVICE CREDIT IS OFFERED TO THE CUSTOMER.

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-NO REMAINING CREDIT MAY BE CARRIED OVER - ENTIRE CREDIT MUST BE USED ALL AT ONE TIME, OR REMAINING BALANCE IS WAIVED.

-THE CUSTOMER MUST PRESENT THEIR CLAIM NUMBER TO THE DEALERSHIP PRIOR TO REDEMPTION.

C ACCEPTED OFFER. RCAS-ML ADVISED C THAT RCAS WOULD HAVE CREDIT ISSUED. RCAS-ML ADVISED C THAT RCAS WOULD CONTACT THE DLR TO ADVISE. C UNDERSTOOD. C STATED C WILL CONTACT THE DLR TO AUTHORIZE THE REPAIRS. RCAS-ML OFFERED ADDITIONAL ASSISTANCE, C DECLINED. C THANKED RCAS-ML AND ENDED CALL.

RCAS-ML SPOKE WITH SM-ROBBIE KING AT 10:40 AM EST 8/5/10. RCAS-ML ADVISED THE SM OF THE SERVICE CREDIT. SM STATED SM WILL WAIT FOR C'S CALL TO AUTHORIZE REPAIRS. RCAS-ML THANKED SM AND ENDED CALL.

*** @08/05-ZML999N
RCAS-ML SUBMITTED SERVICE CREDIT TO NNA CA SERVICE CREDITS AT 10:53 AM EST 8/5/10. @08/05-ZML999N
*** @08/06-ZML999N
**DRTS-KC REVIEWED FILE, PROCESSED SERVICE CREDIT IN THE AMT OF \$200 PER RCAS REQUEST @08/08-ZKC249N
RCAS-ML CLOSING FILE AS NO FURTHER ASSISTANCE IS REQUIRED. @08/10-ZML999N

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: NT2M 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:

IIR-DATE: 00 / 00 / 00 TRANS DATE: 00 / 00 / 00 CHECK REQUESTED: NO
3RD PRY: PART#: CHECK ISSUED: NO
BYBACK ST: OPENED BY: ZNS909N
HISTORY: UPDATE BY: ZML999N
SVC CALL#: UPDATE DATE: 08 / 10 / 10
CLOSE: Y (Y/N) CLOSE DATE: 08 / 10 / 10 MICROFILM: N
RESP CAA: LLOYD, MELISSA OLM: COPENHAVER J DOM:
PHONE: 0000041531 OWNER FIRST: LANGUAGE: E ENGLISH

CONFIDENTIAL

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: WAVERLY
ST/ZIP: NE [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E93M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 41469
IN SVC DATE: 11 / 21 / 03
VCAN: N RTL DLR: 70214 CIRCLE INFINITI, INC.
PAID: 5 SVC DLR: 71313 INFINITI OF OMAHA
SUSP: 0 RESP DLR: 71313 INFINITI OF OMAHA
DENY: 0 REGION: 72 DIST: SL/SV/PT: 11 11 41

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 07 / 27 / 10
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY 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 5469 # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY: INDEPENDENT
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CE 11 OPEN DATE: 07 / 30 / 10 XFER/RSPNSBLTY: 92 11 S
CONTACT (S): FOLLOWUP DATE: 08 / 10 / 10 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 08 / 10 / 10 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YX POOR OR IMPROPER OPERATION

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:44 PM

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CA6886415I

C. A. R. COMMENTS

FILE OPENED-ZVG588N 07/30/2010

*****EMAIL FILE LOGGED*****

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES FOUND: NONE

EMAIL ADDRESSED TO: NNACONSUMERAFFAIRS@NISSAN-USA.COM

METHOD OF CONTACT: EMAIL ID NO.: 2001714141

DATE RECEIVED: 07/27/10 DATE CREATED: 07/30/10

CRR-VG VERIFIED C'S NAME, ADDRESS

C DID NOT PROVIDE VIN, MILEAGE, RESPONSIBLE DLR, DAY/EVENING PHONE.

CRR-VG DID NOT CHECK FOR OPEN RECALLS/ CAMPAIGNS/UPGRADES

BECAUSE CUSTOMER DID NOT PROVIDE THE VIN.

C'S EMAIL READS:

C STATES " I RECENTLY PURCHASED THIS VEHICLE AND IT LEFT MY WIFE AND KIDS STRANDED ON THE INTERSTATE DUE TO RUNNING OUT OF GAS WHEN IT SAID IT HAD A HALF OF TANK. RESEARCHING THIS ISSUE I HAVE [FOUND@07/30-ZVG588N](#) THAT MAJORITY OF OWNERS HAVE HAD THIS PROBLEM AND THAT MANY OF THE INSTRUMENT CLUSTERS HAVE BEEN REPLACED COMPLIMENTS OF INFINITI SINCE THIS IS A KNOWN PROBLEM. IS THIS A RECALL [ITEM?"@07/30-ZVG588N](#)
CRR-VG RESPONSE:DEAR MARVIN RUBENKING, @07/30-ZVG588N
THANK YOU FOR CONTACTING INFINITI REGARDING YOUR INFINITI VEHICLE.

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 VEHICLE IDENTIFICATION NUMBER (VIN) FOR YOUR VEHICLE TO CHECK FOR RECALLS
- THE CURRENT MILEAGE ON YOUR VEHICLE
- THE AUTHORIZED INFINITI DEALER YOU ARE WORKING WITH (IF ANY)

@07/30-ZVG588N

YOU MAY SEND THIS INFORMATION TO US IN WRITING OR YOU ARE WELCOME TO CALL US AT 1 800 662 6200 (OPTION 6).

@07/30-ZVG588N

FILE #6886415 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 ASSIST YOU WITH YOUR REQUEST.

WE LOOK FORWARD TO HEARING FROM YOU SOON. YOUR SATISFACTION IS IMPORTANT TO US!

CRR-VG CLOSING FILE PENDING CUSTOMERS RESPONSE
@07/30-ZVG588N-COMMENT

@07/30-ZVG588N

@08/06-ZIR568N-COMMENT

*****EMAIL FILE LOGGED*****

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES FOUND: NONE

EMAIL ADDRESSED TO: INFINITICONSUMERAFFAIRS@NISSAN-USA.COM

METHOD OF CONTACT: EMAIL ID NO.: 2001723310

DATE RECEIVED: 8/5/10 DATE CREATED: 8/6/10

CRR-IC VERIFIED C'S DAY PHONE THE VIN AND MILEAGE.

C DID NOT PROVIDE FURTHER INFO IN THE EMAIL.

CRR-IC UPDATED OWNER'S INFORMATION.

CRR-IC CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE.

C'S EMAIL READS:

@08/06-ZIR568N-COMMENT

"PHONE: [REDACTED]

VIN: JNKAY41E93M [REDACTED]

@08/06-ZIR568N-COMMENT

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MILEAGE: 41,469

"I AM NOT CURRENTLY WORKING WITH ANY INFINITI DEALER." @08/06-ZIR568N-COMMENT
CRR-IC RESPONSE TO C: @08/06-ZIR568N-COMMENT
CRR-IC LEFT A VMX WITH C THAT THE VEH HAS TO BE DIAGNOSED AT AN INFINITI DLR.
CRR-IC ALSO SENT THE FOLLOWING EMAIL RESPONSE. @08/06-ZIR568N-COMMENT
AUGUST 6, 2010

FILE #6886415

DEAR MARVIN RUBENKING:

THANK YOU FOR CONTACTING INFINTI 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. @08/06-ZIR568N-COMMENT

PLEASE CONTACT YOUR LOCAL INFINITI DEALER AND SCHEDULE AN APPOINTMENT,N-COMMENT
AS THE DEALER IS IN THE BEST POSITION TO DIAGNOSE AND REPAIR YOUR
VEHICLE. YOUR INFINITI DEALER WILL BE MORE THAN WILLING TO ASSIST.

FILE #6886415 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 INFINITI DEALER IS VERY
IMPORTANT TO US. THANK YOU FOR ALLOWING US TO BE OF ASSISTANCE.

CRR-IC CLOSING FILE. @08/06-ZIR568N-COMMENT

@08/06-ZIR568N-COMMENT @08/06-ZIR568N-COMMENT

*****EMAIL FILE LOGGED*****

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES FOUND: NONE

EMAIL ADDRESSED TO: INFINITICONSUMERAFFAIRS@NISSAN-USA.COM

METHOD OF CONTACT: EMAIL ID NO.: 2001725700

DATE RECEIVED: 8/9/10 DATE CREATED: 8/10/10

CRR-IC VERIFIED C'S NAME, IN CURRANT EMAIL NO OTHER INFORMATION WAS PROVIDED.

CRR-IC CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE.

C'S EMAIL READS: @08/10-ZIR568N-COMMENT

"SO I HAVE TO PAY A DEALER TO DIAGNOSE A PROBLEM WHEN I ALREADY NOW WHAT THE
SOLUTION IS? SO ONCE THEY HAVE DETERMINED THE SAME THING THAT I ALREADY KNOW,
THEN WHAT?

THANKS, @08/10-ZIR568N-COMMENT

MARVIN RUBENKING

CRR-IC RESPONSE TO C: @08/10-ZIR568N-COMMENT

AUGUST 10, 2010

FILE# 6886415

DEAR MARVIN RUBENKING,

THANK YOU FOR CONTACTING INFINITI.

IN ORDER FOR INFINITI TO ASSIST IN ANYWAY THE VEHICLE MUST BE DIAGNOSED
AT A INFINITI DEALER; THEN AND ONLY THEN; CAN INFINITI MOVE FORWARD, AS
AN INFINITI REPRESENTATIVE CAN ONLY CONTACT INFINITI DEALERSHIPS
REGARDING VEHICLE CONCERNS. @08/10-ZIR568N-COMMENT

AS WELL, INFINITI CAN ONLY HOLD ACCOUNTABLE INFINITI DEALERSHIPS FOR THERE
WORK AND HAVE NO AUTHORITY OVER INDEPENDENT SHOPS OR A SELF
DIAGNOSIS, REGARDING VEHICLE CONCERNS.

WE MAY BE ABLE TO OFFER FINANCIAL ASSISTANCE WITH REPAIRS, BUT CAN ONLY
MOVE FORWARD WITH THE REQUEST IF THE WORK IS PREFORMED AT A INFINITI
DEALERSHIP.

WE HOPE THIS HELPS FURTHER EXPLAIN WHY AN OFFICIAL INFINITI DIAGNOSIS
NEEDS TO BE PREFORMED.

FILE # 6886415 HAS BEEN CREATED TO DOCUMENT YOUR COMMENTS. IF YOU
HAVE ANY ADDITIONAL CONCERNS OR COMMENTS, PLEASE FEEL FREE TO SEND US
ANOTHER E-MAIL OR CONTACT OUR CONSUMER AFFAIRS DEPARTMENT DIRECTLY AT

CONFIDENTIAL

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1-800-662-6200 (OPTION 6).

THANK YOU FOR TAKING THE TIME TO WRITE.

@08/10-ZIR568N-COMMENT

CRR-IC AWAITING C'S DIAGNOSTIC.

@08/10-ZIR568N-COMMENT

@08/10-ZIR568N-COMMENT

@08/10-ZIR568N-COMMENT

@08/17-ZVG588N-COMMENT

CRR-VG RECEIVED EMAIL FROM C WITH ID#2001730868

C STATES"THANK YOU FOR THE CLARIFICATION. A COUPLE MORE QUESTIONS TO FURTHER CLARIFY.

THE VOICE MAIL I RECEIVED STATED AN INFINITI OR NISSAN DEALER. I STOPPED BY MY LOCAL NISSAN DEALER AND THEY WERE NOT SURE IF THEY QUALIFIED.

PLEASE ADVISE IF SID DILLON NISSAN IN LINCOLN, NE MEETS YOUR CRITERIA. THEY ARE MY CLOSEST AND MOST CONVENIENT OPTION. OTHERWISE MY NEXT CLOSEST INFINITI DEALER IS IN OMAHA AND IS NOT THAT CONVENIENT FOR ME TO GET TO."

CRR-VG MADE OUTBOUND CALL AND WAS NOT ABLE TO SPEAK WITH C.

CRR-VG SENDING EMAIL RESPONSE:

DEAR MARVIN RUBENKING,

THANK YOU FOR CONTACTING INFINITI AND ALLOWING US THE OPPORTUNITY TO BE OF ASSISTANCE.

AT THIS TIME WE WOULD LIKE TO INFORM YOU, THAT INFINITI VEHICLES CAN ONLY BE SERVICED AT AUTHORIZED INFINITI DEALERSHIPS. NISSAN DEALERSHIPS ARE NOT EQUIPPED WITH THE NECESSARY TOOLS TO PERFORM WARRANTY WORK ON INFINITI VEHICLES. PLEASE REFER TO OUR WEB SITE AT WWW.INFINITI.COM TO FIND YOUR LOCAL INFINITI DEALER.

FILE NUMBER #6886415 HAS BEEN CREATED TO DOCUMENT THIS CONCERN. IF YOU HAVE ANY FURTHER COMMENTS OR CONCERNS, PLEASE FEEL FREE TO CONTACT OUR CONSUMER AFFAIRS DEPARTMENT AT 1-800-662-6200 (OPTION 6) AND REFERENCE YOUR FILE NUMBER. CRR-VG CLOSING FILE AS NO FURTHER FOLLOW UP REQUIRED.

@08/17-ZVG588N-COMMENT

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NE8G	ROOT CAUSE: SCIN
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: 08 / 10 / 10	USERID: ZIR568N
COMMENTS ONLY: #: 5	DATE: 08 / 17 / 10	USERID: ZVG588N
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: ZIR568N	
SVC CALL#:	UPDATE DATE: 08 / 17 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 08 / 10 / 10	MICROFILM: N
RESP CAA: COLELLA, IRENE	CAOM: -- OPEN --	CAOM: -- OPEN --
PHONE: 0000051410	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

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SC: ONE CONTRACT

NAME: [REDACTED]
STREET: [REDACTED]
CITY: HOUSTON
ST/ZIP: TX [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN: Y
PAID: 9
SUSP: 0
DENY: 0

VIN: JNKAY41E33M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 123000
IN SVC DATE: 09 / 30 / 03
RTL DLR: 70025 DOUGLAS MOTORS CORP.
SVC DLR: 70079 WEST HOUSTON INFINITI,LTD
RESP DLR: 70079 WEST HOUSTON INFINITI,LTD
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 PREOWNED X MILES 30000 # NISSAN/INFINITI VEHICLES: 2
VEHICLE MAINTAINED BY: INDEPENDENT FACILITY
OUTSIDE WARRANTY BY (B) MONTHS: 35 MILES: 63000 (PT) MONTHS: 11 MILES: 53000

ORIG CODE: CT 11 OPEN DATE: 08 / 21 / 10 XFER/RSPNSBLTY: 92 13 S
CONTACT (S): FOLLOWUP DATE: 08 / 24 / 10 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 08 / 24 / 10 INF-NET DATE: 08 / 23 / 10

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YI OOW GOODWILL ASSISTANCE REQUEST
OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YX POOR OR IMPROPER OPERATION

CONFIDENTIAL

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C. A. R. COMMENTS

FILE OPENED-ZED501N 08/21/2010
PREVIOUS RELATED FILES FOUND: NONE.
PREVIOUS UNRELATED FILES FOUND: NONE.
RCAS-ED VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER AND RESPONSIBLE DLR.
RCAS-ED CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @08/21-ZED501N
OPEN P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 07/20/09 00/00/00
RCAS-ED ADVISED C OF RECALL STATUS.
RCAS-ED RECEIVED INBOUND CALL FROM C.
C STATES THAT THERE HAS BEEN AN ONGOING ISSUE WITH VEH. @08/21-ZED501N
C STATES THAT GAS GAUGE IS SHOWING THAT FUEL TANK IS FULL WHEN TANK IS NOT FULL.
C STATES THAT C RAN OUT OF GAS ON A BRIDGE.
C STATES THAT DLR TOLD C THAT ISSUE IS AN INSTRUMENT CLUSTER. @08/21-ZED501N
C STATES THAT PART IS \$310, AND LABOR IS APPROX \$100 PER HOUR. @08/21-ZED501N
C STATES C PAID \$120 FOR DIAGNOSTIC. @08/21-ZED501N
C STATES THAT C HAS HEARD THIS IS A COMMON ISSUE. @08/21-ZED501N
C STATES THAT DLR HAS ORDERED PART, AND C HAS APPT FOR 08/25/10 FOR REPAIRS.
C STATES THAT C IS REQUESTING ASSISTANCE WITH REPAIRS. @08/21-ZED501N
PREVIOUS NISSAN VEH: 1997 ALT @08/21-ZED501N
RCAS-ED ADVISED C THAT RCAS-ED WILL TRANSFER THE FILE TO THE APPROPRIATE REGIONAL SPECIALIST, AND C WILL RECEIVE A CALLBACK BY THE END OF THE NEXT BUSINESS DAY. C UNDERSTOOD. @08/21-ZED501N
RCAS-ED GAVE NAME, EXTENSION AND FILE NUMBER. @08/21-ZED501N
RCAS-ED OFFERED FURTHER ASSISTANCE, C DECLINED. @08/21-ZED501N
*** @08/21-ZED501N
RCAS-ED TRANSFERRING FILE TO RCAS FOR FURTHER HANDLING AND SENT INTERNAL MSG TO RCAS-KN TO ADVISE.
RCAS-ED EXITING FILE. @08/21-ZED501N
*** @08/21-ZED501N
RCAS-KN EMAILED SM-TERRY LANDRY AT DLR 70079 ON 08/23/10 REQUESTING INFORMATION. @08/23-ZKN032N
----- @08/23-ZKN032N
RCAS-EJ RECEIVED INBOUND CALL FROM C ON 08-23-10 AT 4:14PM EST REQUESTING TO MAKE A CORRECTION TO THE INFORMATION PREVIOUSLY GIVEN.
RCAS-EJ VERIFIED THAT THE INFORMATION HAS NOT CHANGED SINCE C LAST CALL.
C STATED THAT THE C'S HUSBAND DID NOT PAY FOR THE DIAGNOSTICS.
C STATED THAT THE C WANTS TO MAKE THE INFORMATION. @08/23-ZEJ656N
RCAS-EJ OFFERED FURTHER ASSISTANCE.
C DECLINED.
RCAS-EJ PROVIDED NAME AND EXTENSION.
RCAS-EJ EXITING FILE. @08/23-ZEJ656N
----- @08/23-ZKN032N
RCAS-KN CONTACTED C AT DAY NUMBER AT 5:32PM EST ON 08/23/10 AND LEFT VMX.
RCAS-KN CONTACTED C AT EVENING NUMBER AT 5:33PM EST ON 08/23/10 AND LEFT VMX.
----- @08/23-ZKN032N
RCAS-NS RECEIVED CALL FROM C ON 8/23/10.
C STATES C WOULD LIKE AN UPDATE ON FILE.
RCAS REVIEWED FILE AND INQUIRED ON IF C PAID FOR DIAGNOSES.
C STATES DLR DID NOT CHARGE C FOR DIAGNOSES. C STATES C IS REQUESTING ASSISTANCE TO HAVE REPAIRS COVERED.
RCAS UNDERSTOOD AND ADVISED C THAT C'S REQUEST IS IN REVIEW, RCAS-KN WILL FOLLOW UP ON 8/25/10 WITH AN UPDATE.

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C UNDERSTOOD AND THANKED FOR ASSISTANCE.
RCAS OFFERED FURTHER ASSISTANCE, C DECLINED.
RCAS EXITING FILE.

@08/23-ZNS909N

@08/24-ZKN032N

RCAS-KN CONTACTED SM-TERRY LANDRY AT DLR 70079 AT 1:57PM EST ON 08/24/10.

SM STATED THAT C MAY NEED EITHER THE INSTRUMENT CLUSTER OR FUEL SENDING UNIT
OR BOTH.

@08/24-ZKN032N

SM STATED THAT C HAS RESEARCHED ONLINE AND READ THAT THE INSTRUMENT CLUSTER
WILL CORRECT THE CONCERN AND CHOSE THAT REPAIR.

@08/24-ZKN032N

SM STATED THAT C IS NOT A GOOD CANDIDATE FOR GOODWILL AS C HAS NOT BEEN TO THE
DLR SINCE 09/07 AT 51,000 MILES.

@08/24-ZKN032N

RCAS-KN THANKED SM.

@08/24-ZKN032N

@08/24-ZKN032N

RCAS-KN CONTACTED C AT DAY NUMBER AT 2:09PM EST ON 08/24/10 AND LEFT VMX.

RCAS-KN CONTACTED C AT EVENING NUMBER AT 2:11PM EST ON 08/24/10.

@08/24-ZKN032N

RCAS-KN ADVISED C THAT C'S REQUEST HAS BEEN REVIEWED AND INFINITI IS NOT IN
THE POSITION TO ASSIST WITH THE REPAIR.

@08/24-ZKN032N

C STATED C UNDERSTANDS AND THANKED RCAS-KN.

@08/24-ZKN032N

RCAS-KN OFFERED FURTHER ASSISTANCE: C DECLINED.

@08/24-ZKN032N

RCAS-KN CLOSING FILE, NO FURTHER ASSISTANCE REQUIRED.

@08/24-ZKN032N

@08/24-ZKN032N

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: 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:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZED501N	
HISTORY:	UPDATE BY: ZKN032N	
SVC CALL#:	UPDATE DATE: 08 / 24 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 08 / 24 / 10	MICROFILM: N
RESP CAA: NOVACOVSKI, KIM	OLM: COPENHAVER J	DOM:
PHONE: 0000041610	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:44 PM

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

CA6909227

SERVICE CONTRACTS SUMMARY

DATE: 1/30/2012
TIME: 04:07:44 PM
MODEL YEAR: 2003.0
MAKE:
MODEL LINE: M45

NAME: [REDACTED]

VIN:
IN SCV DATE: 3/23/2007

SEO NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
162	QRDT01496469	15033 NC	3/23/2007	3/23/2011	87,530		

CONFIDENTIAL

DATE: 1/30/2012
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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CONTRACT: QRDT01496469		CONTRACT:	
OWNER NAME: [REDACTED]		OWNER NAME:	
PLAN TYPE: R		PLAN TYPE:	
PLAN TERM: T		PLAN TERM:	
DEDUCTABLE: \$ 50		DEDUCTABLE:	
EFFECTIVE: 03/23/07		EFFECTIVE:	
EXPIRES: 03/23/11 MILES: 87,530		EXPIRES:	MILES:
CANCEL: MILES:		CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION: 3/23/2007		TRANSACTION:	
PRINTED: 03/24/07		PRINTED:	
DEALER NO: 15033 STATE: NC		DEALER NO:	STATE:
DEALER NAME: SIMMONS NISSAN, INC.		DEALER NAME:	

CONFIDENTIAL

DATE: 1/30/2012
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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E64M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2004.0 M45 MILEAGE: 117500
CITY: TAMPA IN SVC DATE: 07 / 31 / 04
ST/ZIP: FL [REDACTED] VCAN: N RTL DLR: 70048 INFINITI OF TAMPA
DAY PH: [REDACTED] PAID: 26 SVC DLR: 70048 INFINITI OF TAMPA
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 70048 INFINITI OF TAMPA
DLR PH: [REDACTED] DENY: 0 REGION: 72 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 PREOWNED MILES # NISSAN/INFINITI VEHICLES: 2
VEHICLE MAINTAINED BY: 70048 INFINITI OF TAMPA
OUTSIDE WARRANTY BY (B) MONTHS: 26 MILES: 57500 (PT) MONTHS: 2 MILES: 47500

ORIG CODE: CT 11 OPEN DATE: 09 / 07 / 10 XFER/RSPNSBLTY: 72 12 S
CONTACT (S): FOLLOWUP DATE: 09 / 08 / 10 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 09 / 08 / 10 INF-NET DATE: 09 / 09 / 10

CONCERN AND CATEGORY SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS 153000 GEN. FUEL DELIVERY/INTAKE COMPONENT
AI FUEL/INTAKE SYSTEM YI OOW GOODWILL ASSISTANCE REQUEST

CONFIDENTIAL

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CA6923670I

C. A. R. COMMENTS

FILE OPENED-ZER229N 09/07/2010

PREVIOUS RELATED/UNRELATED FILES FOUND: NONE

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

RCAS-ER CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

NONE

PREVIOUS INFINITI/NISSAN VEH: 94 Q45

RCAS-ER RECEIVED INBOUND CALL FROM C.

C STATES THAT C'S 04 M45 HAS AN ISSUE WITH THE FUEL GAUGE.

C STATES THAT C USUALLY REFILLS AT ABOUT 1/2 A TANK OF GAS, SO NEVER REALIZED THAT THERE WAS A FUEL GAUGE ISSUE.

C STATES THAT C HAS LOOKED ONLINE AND FEELS THAT THIS IS AN ONGOING DEFECT WIT INFINITI. @09/07-ZER229N

C STATES THAT C HAS NEVER HAD A GAS GAUGE ISSUE BEFORE.

C STATES THAT C HAD A 94 Q45, WHICH WAS REPLACED BY C'S M45.

C STATES THAT C WAS TOLD THAT THE REPAIR WOULD BE EXPENSIVE.

C STATES THAT C DRIVES ON HIGHWAYS, AND THERE IS NO SHOULDER TO DRIVE OFF OF IF C'S VEH BREAKS DOWN OR RUNS OUT OF FUEL.

C STATES THAT C RAN OUT OF FUEL AND HAD TO PULL OFF.

C STATES THAT C WOULD LIKE ASSISTANCE WITH REPAIR.

RCAS-ER PLACED C ON HOLD.

RCAS-ER CALLED DLR.

RCAS-ER SPOKE TO SM ELLIS ADAMS.

SM STATES THAT C HAS BEEN SERVICING WITH OTHER DEALERS.

SM STATES TAHT AT 117000 MILES, SM DOES NOT FEEL THAT GOODWILL SHOULD BE PROVIDED, HOWEVER SM WILL OFFER C A 10% DISCOUNT OFF OF PARTS AND LABOR.

RCAS-ER RETURNED TO C'S CALL.

RCAS-ER ADVISED C THAT FILE WOULD BE FORWARDED TO REGIONAL SPECIALIST AND C WOULD BE CONTACTED BEFORE THE END OF THE NEXT BUSINESS DAY.

C UNDERSTANDS.

RCAS-ER OFFERED FURTHER ASSISTANCE, C DECLINED.

RCAS-ER GAVE NAME, EXTENSION AND FILE NUMBER.

RCAS-ER TRANSFERRING FILE TO RCAS FOR FURTHER HANDLING AND SENT INTERNAL MSG TO RCAS-SP TO ADVISE.

RCAS-ER EXITING FILE. @09/07-ZER229N

@09/07-ZER229N

RCAS-SP REVIEWED FILE. @09/08-ZSP458N

RCAS-SP DATANETTED FILE.

RCAS-SP REVIEWED TREAD.

----- @09/08-ZSP458N

RCAS-SP CONTACTED FOM-TH ON 09/08/10 AT 9:48 AM EST. RCAS-SP WAS ADVISED THAT FOM WILL STAND BEHIND THE DECISION OF THE DEALER. FOM ADVISED TO OFFER THE 10% DISCOUNT.

RCAS-SP UNDERSTOOD AND THANKED. @09/08-ZSP458N

RCAS-SP CONTACTED C ON DAY NUMBER ON 09/08/10 AT 9:52 AM EST.

RCAS-SP SPOKE WITH C. @09/08-ZSP458N

RCAS-SP ADVISED THAT AFTER REVIEW INFINITI WILL NOT BE IN A POSITION TO ASSIST BEYOND A 10% DISCOUNT.

C UNDERSTOOD. RCAS-SP THANKED C FOR TIME AND ADVISED TO SPEAK WITH ELLIS WHEN C WAS READY TO GO FORWARD WITH THE REPAIRS. C THANKED. RCAS-SP ENDED CALL

----- @09/08-ZSP458N

RCAS-SP CLOSING FILE.

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@09/08-ZSP458N

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: 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:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZER229N	
HISTORY:	UPDATE BY: ZSP458N	
SVC CALL#:	UPDATE DATE: 09 / 08 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 09 / 08 / 10	MICROFILM: N
RESP CAA: PATERSON, SARAH	OLM: COPENHAVER J	DOM:
PHONE: 0000041419	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E54M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2004.0 M45 MILEAGE: 70000
CITY: DOWNEY IN SVC DATE: 12 / 24 / 04
ST/ZIP: CA [REDACTED] VCAN: N RTL DLR: 71107 CERRITOS INFINITI
DAY PH: [REDACTED] PAID: 6 SVC DLR: 71107 CERRITOS INFINITI
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 71107 CERRITOS INFINITI
DLR PH: [REDACTED] DENY: 0 REGION: 92 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 PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: 21 MILES: 10000 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 09 / 07 / 10 XFER/RSPNSBLTY: 92 02 S
CONTACT (S): FOLLOWUP DATE: 09 / 10 / 10 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 09 / 10 / 10 INF-NET DATE: 09 / 09 / 10

CONCERN AND CATEGORY		SUBCATEGORY AND SYMPTOM	
OA	VEHICLE CONCERNS	102500	NAVI/GPS SYSTEM
AA	AUDIO/VIDEO/NAVI	YX	POOR OR IMPROPER OPERATION
OA	VEHICLE CONCERNS	180000	FUEL GAUGE
AT	INSTRUMENTATION	YI	OOW GOODWILL ASSISTANCE REQUEST
OA	VEHICLE CONCERNS	180000	FUEL GAUGE
AT	INSTRUMENTATION	YX	POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZED501N 09/07/2010

PREVIOUS RELATED FILES FOUND: NONE.

PREVIOUS UNRELATED FILES FOUND: 5669397

5885952

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

RCAS-ED CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @09/07-ZED501N

OPEN P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 07/20/09 00/00/00

RCAS-ED ADVISED C OF RECALL STATUS.

RCAS-ED RECEIVED INBOUND CALL FROM C.

C STATES THAT VEH IS AT DLRSHIP NOW.

C STATES THAT C'S GAS GAUGE IS NOT WORKING PROPERLY.

C STATES THAT ABOUT A MONTH AGO, GAUGE SAID THAT VEH HAD HALF A TANK OF GAS, AND VEH RAN OUT OF GAS.

C STATES THAT NAVI DOES NOT WORK PROPERLY, AND SOMETIMES SHOWS THAT VEH IS IN THE MIDDLE OF THE OCEAN. @09/07-ZED501N

C STATES THAT C IS REQUESTING ASSISTANCE FROM INFINITI WITH THE COST OF REPAIRS.

C STATES THAT THIS IS AN EXPENSIVE VEH, AND ISSUES SHOULD NOT HAPPEN WITHIN 6 YEARS OF BUYING VEH.

C STATES THAT DLR IS PROGRAMMING A KEY FOR C. @09/07-ZED501N

C STATES THAT DLR IS DIAGNOSING VEH FOR GAS GAUGE, BUT NOT NAVI.@09/07-ZED501N

RCAS-ED ADVISED C THAT INFINITI WILL ONLY BE ABLE TO LOOK INTO ASSISTANCE FOR GAS GAUGE, AS NAVI IS NOT BEING DIAGNOSED. C UNDERSTOOD. @09/07-ZED501N

RCAS-ED ADVISED C THAT RCAS-ED WILL TRANSFER THE FILE TO THE APPROPRIATE REGIONAL SPECIALIST, AND C WILL RECEIVE A CALLBACK BY THE END OF THE NEXT BUSINESS DAY. C UNDERSTOOD.

RCAS-ED GAVE NAME, EXTENSION AND FILE NUMBER.

RCAS-ED OFFERED FURTHER ASSISTANCE, C DECLINED. @09/07-ZED501N

**** @09/08-ZCR000N

RCAS-CR CALLED SM-PHIL TUCKER AT 3:17 PM EST ON 09/08/10. SM STATED THAT THE VEH HAS NOT BEEN TO THE DLR SINCE 2007 AT 31,000 MILES. SM STATED THAT THE VEH NEEDS AN INSTRUMENT CLUSTER AND A FUEL SENDER UNTI. @09/08-ZCR000N

*** @09/08-ZCR000N

RCAS-CR CALLED DAY NUMBER AT 3:22 PMEST ON 09/08/10 AND SPOKE WITH C.

RCAS-CR INFORMED C THAT RCAS-CR WILL BE LOOKING INTO C'S REQUEST FOR ASSISTANCE WITH THE REPAIRS TO THE FUEL SENDER. RCAS-CR INFORMED C THAT RCAS-CR WILL FOLLOW UP WITH C ON 09/10/10 FOR FURTHER ASSISTANCE.

C THANKED RCAS-CR AND ENDED THE CALL. @09/08-ZCR000N

*** @09/08-ZCR000N

RCAS-CR SENT AN EMAIL TO FOM-TF AND ORM-RL FOR ASSISTANCE. @09/08-ZCR000N

*** @09/08-ZCR000N

RCAS-KN EMAILED FOM-TF ON 09/10/10 REQUESTING AN UPDATE. @09/10-ZKN032N

----- @09/10-ZKN032N

RCAS-KN NOTES THAT RCAS-CR RECEIVED EMAIL FROM FOM-TF ON 09/10/10.

FOM STATED FOM DECLINES ASSISTANCE. @09/10-ZKN032N

----- @09/10-ZKN032N

RCAS-KN ASSISTING RCAS-CR. @09/10-ZKN032N

----- @09/10-ZKN032N

RCAS-KN CONTACTED C AT DAY NUMBER AT 3:15PM EST ON 09/10/10. @09/10-ZKN032N

RCAS-KN ADVISED C THAT INFINITI HAS REVIEWED C'S REQUEST AND INFINITI IS NOT IN THE POSITION TO ASSIST WITH THIS REPAIR. @09/10-ZKN032N

C STATED C UNDERSTANDS AND THANKED RCAS-KN. @09/10-ZKN032N

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RCAS-KN CLOSING FILE, NO FURTHER ASSISTANCE REQUIRED.

@09/10-ZKN032N
@09/10-ZKN032N

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: 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:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZED501N	
HISTORY:	UPDATE BY: ZKN032N	
SVC CALL#:	UPDATE DATE: 09 / 10 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 09 / 10 / 10	MICROFILM: N
RESP CAA: ROTSTEIN, CARLY	OLM: COPENHAVER J	DOM: BURKE GREG
PHONE: 0000041453	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: NONE

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

VIN: JNKAY41E43M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 0
IN SVC DATE: 10 / 16 / 03
VCAN: N RTL DLR: 70046 ATLANTIC INFINITI, INC.
PAID: SVC DLR: 70006 HARTE INFINITI, INC.
SUSP: RESP DLR: 70006 HARTE INFINITI, INC.
DENY: REGION: 72 DIST: SL/SV/PT: 01 01 31

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 09 / 08 / 10
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED X MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: UNKNOWN
OUTSIDE WARRANTY BY (B) MONTHS: 36 MILES: (PT) MONTHS: 12 MILES:

ORIG CODE: CE 11 OPEN DATE: 09 / 13 / 10 XFER/RSPNSBLTY: 72 01 S
CONTACT (S): FOLLOWUP DATE: 10 / 07 / 10 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 10 / 07 / 10 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZBH707N 09/13/2010

*****EMAIL FILE LOGGED*****

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES FOUND: NONE

EMAIL ADDRESSED TO NNACONSUMERAFFAIRS@NISSAN_USA.COM

METHOD OF CONTACT: EMAIL ID NO.: 2001767316

DATE RECEIVED: 09/08/10 DATE CREATED: 09/13/10

CRR-BH VERIFIED C'S NAME, ADDRESS, DAY PHONE NUMBER.

C DID NOT PROVIDE MILEAGE, VIN, EVE PHONE NUMBER AND RESPONSIBLE DLR.

CRR-BH UPDATED OWNER'S INFORMATION (NAME, ADDRESS, PHONE NUMBER)

CRR-BH UNABLE TO CHECK AS C DID NOT PROVIDE THE VIN.

C'S EMAIL READS:

C STATES "I HAVE A 03 M45 AND MY FUEL GAUGE READS HALF WHEN EMPTY. IT SEEMS LIKE ALOT OF PEOPLE ARE HAVING THIS SAME ISSUE. IS THERE A RECALL?"

CRR-BH RESPONDS:

@09/13-ZBH707N

FILE # 6929415

DEAR [REDACTED],

THANK YOU FOR CONTACTING INFINITI. REGARDING YOUR 2003 M45.

SO THAT WE MAY EXPEDITE YOUR INQUIRY AND PROVIDE YOU THE BEST SERVICE, PLEASE SEND US THE FOLLOWING ADDITIONAL INFORMATION:

YOUR EVENING PHONE NUMBERS

THE VEHICLE IDENTIFICATION NUMBER (VIN) FOR YOUR VEHICLE

THE CURRENT MILEAGE ON YOUR VEHICLE

THE AUTHORIZED INFINITI DEALER YOU ARE WORKING WITH (IF ANY)

YOU MAY SEND THIS INFORMATION TO US IN WRITING OR YOU ARE WELCOME TO CALL US AT 1 800 662 6200 (OPTION 6).

IN REGARDS TO YOUR INQUIRY, PLEASE BE ADVISED THAT ALL RECALL AND SERVICE CAMPAIGN INFORMATION IS VEHICLE IDENTIFICATION NUMBER SPECIFIC, DEPENDING ON THE MANUFACTURING DATE AND THE PLANT WHERE THE VEHICLE WAS ASSEMBLED. THEREFORE NOT ALL MODELS ARE SUBJECT TO THE SAME @09/13-ZBH707N RECALLS.

FILE # 6929415 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 ASSIST YOU WITH YOUR REQUEST.

WE LOOK FORWARD TO HEARING FROM YOU SOON. YOUR SATISFACTION IS IMPORTANT TO US!

CRR-BH WILL CLOSE FILE PEDING RECEIPT OF REQUESTED INFO.

@09/13-ZBH707N

*****E-MAIL FILE LOGGED*****

PREVIOUS RELATED FILE(S) FOUND: 6762434

PREVIOUS UNRELATED FILE(S) FOUND:_NONE

EMAIL ADDRESSED TO: INFINITICONSUMERAFFAIRS@NISSAN-USA.COM

METHOD OF CONTACT: E-MAIL ID NO: 2001796495

@10/07-ZDC161N

DATE RECEIVED: 10/06/10 DATE CREATED:_10/07/10

@10/07-ZDC161N

CRR-DC VERIFIED C'S NAME, ADDRESS AND DAY/EVENING NUMBER.

C DID NOT PROVIDE VIN, MILEAGE AND RESPONSIBLE DLR.

CRR-DC CHECKED FOR OPEN RECALLS, CAMPAIGNS OR UPGRADES FOUND:

OPEN P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 07/20/09 00/00/00

C'S EMAIL READS,

"I HAVE A 03 M45 AND MY FUEL GAUGE READS HALF WHEN EMPTY. IT SEEMS LIKE ALOT OF PEOPLE ARE HAVING THIS SAME ISSUE. IS THERE A RECALL? "

CRR-DC NOTE AN AUTOMATED RESPONSE WAS SENT TO C WHICH READS,

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"THANK YOU. WE WILL RESPOND TO YOUR QUESTION AS SOON AS POSSIBLE. THE
DETAILS OF YOUR MESSAGE ARE BELOW. PLEASE PRINT THIS EMAIL FOR YOUR
RECORDS."

CRR-DC PLACED AN OUTBOUND CALL TO C @5:36PM EST VIA DAY/EVENING NUMBER:
[REDACTED] @10/07-ZDC161N

CRR-DC LEFT A VXM MSG STATING THAT C'S EMAIL HAS BEEN RECEIVED.
CRR-DC STATED THAT THERE IS AN OPEN RECALL TO C'S VEH AND THAT CRR-DC WILL BE
SENDING C RECALL INFORMATION.

CRR-DC PROVIDED C WITH CRR-DC'S NAME, EXT#1427, INFINITI'S CONTACT NUMBER AND
C'S CASE FILE.

CRR-DC SENDING AN EMAIL RESPONSE TO C. @10/07-ZDC161N

OCTOBER 7, 2010

FILE # 6929415

VIN # JNKAY41E43M [REDACTED]

DEAR LUIS SANTIAGO: A REVIEW OF OUR RECORDS INDICATES
THAT THE VEHICLE WITH THE VEHICLE SERIAL NUMBER LISTED
ABOVE IS INVOLVED IN THE RECALL AS FOLLOWS:

OPEN P9218 M45/Q45 SAB CONCTR ITB09-023

SOME MODEL YEAR 2003-2005 Q45 AND 2003-2004 M45

VEHICLES MAY DEVELOP INCREASED ELECTRICAL RESISTANCE IN
THE CONNECTOR FOR THE SEAT-MOUNTED SIDE AIR BAG DUE TO

MOVEMENT OF THE CONNECTOR. IF THIS OCCURS, THE SEAT-
MOUNTED AIR BAG MAY DEACTIVATE AND THE RED AIR BAG @10/07-ZDC161N

WARNING LAMP WILL ILLUMINATE ON THE DASH TO WARN THE
DRIVER. TO REMEDY THIS POTENTIAL CONDITION, INFINITI IS

CONDUCTING THIS VOLUNTARY SERVICE CAMPAIGN TO PROVIDE
ADDITIONAL STABILITY FOR THE SEAT-MOUNTED SIDE AIR BAG

CONNECTOR AT NO CHARGE FOR PARTS OR LABOR. PLEASE CONTACT
YOUR INFINITI DEALERSHIP FOR AN APPOINTMENT TO HAVE THE

RECALL REPAIRS PERFORMED ON YOUR VEHICLE. THE RECALL
REPAIRS ARE FREE OF CHARGE TO YOU. HOWEVER WITH REGARDS

TO THE FUEL GAUGE, YOUR VIN IS NOT INDICATING A RECALL.
THANK YOU FOR GIVING US THE OPPORTUNITY TO BE OF SERVICE.

CRR-DC CLOSING FILE.

***** @10/07-ZDC161N

@10/07-ZDC161N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NE8F	ROOT CAUSE: P9218
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 / 07 / 10	USERID: ZDC161N
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: ZBH707N	
HISTORY:	UPDATE BY: ZDC161N	
SVC CALL#:	UPDATE DATE: 10 / 07 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 10 / 07 / 10	MICROFILM: N
RESP CAA: HARNUM, BEVERLY	OLM: COPENHAVER J	DOM: HUSSEY MARTY
PHONE: 0000000000	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: NONE

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

VIN: JNKAY41E54M [REDACTED] Y
YR/MDL: 2004.0 M45 MILEAGE: 64000
IN SVC DATE: 11 / 28 / 04
VCAN: N RTL DLR: 71107 CERRITOS INFINITI
PAID: SVC DLR: 71107 CERRITOS INFINITI
SUSP: RESP DLR: 71107 CERRITOS INFINITI
DENY: REGION: 92 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 PREOWNED MILES # NISSAN/INFINITI VEHICLES: 3
VEHICLE MAINTAINED BY: _INDEPENDENT
OUTSIDE WARRANTY BY (B) MONTHS: 22 MILES: 4000 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 09 / 15 / 10 XFER/RSPNSBLTY: 92 02 S
CONTACT (S): FOLLOWUP DATE: 09 / 20 / 10 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 09 / 20 / 10 INF-NET DATE: 09 / 17 / 10

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YI OOW GOODWILL ASSISTANCE REQUEST

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C. A. R. COMMENTS

FILE OPENED-ZER229N 09/15/2010

@09/15-ZER229N

PREVIOUS RELATED/UNRELATED FILES FOUND: NONE

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

RCAS-ER CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

NONE

PREVIOUS INFINITI/NISSAN VEH: I30, G.

RCAS-ER RECEIVED INBOUND CALL FROM C.

C STATES THAT A FEW MONTHS THE DLR REPLACED THE GAS TANK SENSOR.

C STATES THAT C DIDN'T DRIVE THE VEH FOR A FEW MONTHS.

C STATES THAT C STARTED DRIVING THE VEH AGAIN AND RAN OUT OF GAS BECAUSE THE GAS GAUGE DOESN'T WORK.

C STATES THAT C WAS TOLD THAT A DASH CLUSTER HAS BEEN SHORTING OUT.

C STATES THAT THE DLR TOLD C THAT THE DLR MADE A MISTAKE ON THE LAST REPAIR BUT THAT IT WOULD NOT BE REFUNDED.

C STATES THAT C WAS TOLD THIS BY SA MARCI.

C STATES THAT C WOULD LIKE ASSISTANCE WITH THE REPAIRS NEEDED NOW AS THE DLR DIAGNOSED THE VEH WRONG PREVIOUSLY.

C STATES THAT THE VEH IS AT THE DLR AT THIS TIME.

RCAS-ER ADVISED C THAT FILE WOULD BE FORWARDED TO REGIONAL SPECIALIST

AND C WOULD BE CONTACTED BEFORE THE END OF THE NEXT BUSINESS DAY.

C UNDERSTANDS.

RCAS-ER OFFERED FURTHER ASSISTANCE, C DECLINED.

RCAS-ER GAVE NAME, EXTENSION AND FILE NUMBER.

RCAS-ER TRANSFERRING FILE TO RCAS FOR FURTHER HANDLING AND SENT INTERNAL

MSG TO RCAS-CR TO ADVISE.

@09/15-ZER229N

@09/16-ZCR000N

RCAS-CR CALLED SM-PHIL TUCKER AT 12: PM EST ON 09/16/10 AND WAS ADVISED THAT THE CLUSTER NEEDS TO BE REPLACED. SM STATED THAT THE C PAY PRICE IS \$671.

SM STATED THAT THE LAST TIME C WAS AT THE DLR WAS IN 2005. SM STATED THAT THE SM WILL OFFER TO COVER THE LABOR IS C PAYS FOR THE COST OF THE PART.

@09/16-ZCR000N

RCAS-CR SENT AN EMAIL TO FOM-TF AND ORM-RL FOR ASSISTANCE.

@09/16-ZCR000N

**

@09/16-ZCR000N

RCAS-CR CALLED DAY/EVE NUMBER AT 12:38 PM EST ON 09/16/10 AND SPOKE WITH C.

RCAS-CR INFORMED C THAT RCAS-CR WILL BE LOOKING INTO C'S REQUEST FOR

ASSISTANCE WITH THE REPAIRS TO THE CLUSTER. RCAS-CR INFORMED C THAT RCAS-CR

WILL FOLLOW UP WITH C ON 09/20/10 FOR FURTHER ASSISTANCE. C STATED THAT C

WOULD LIKE IT NOTED THAT C HAS HAD TWO PREVIOUS INFINITI'S AND WILL NOT BUY

ANOTHER IF THE RIGHT THING IS NOT DONE. C THANKED RCAS-CR FOR FOLLOWING UP

AND ENDED THE CALL.

@09/16-ZCR000N

@09/16-ZCR000N

RCAS-CR RECEIVED AN EMAIL FROM FOM-TF ADVISING THAT THE FOM WILL DROP THE

REPAIR COST TO \$475.

@09/17-ZCR000N

@09/20-ZKN032N

RCAS-KN CONTACTED C AT DAY NUMBER AT 2:10PM EST ON 09/20/10.

@09/20-ZKN032N

RCAS-KN ADVISED C THAT C'S REQUEST HAS BEEN REVIEWED AND THE DLR HAS STATED

THAT THE DLR WILL COVER THE LABOR AND THE PRICE WILL BE SET AT \$475 FOR C.

C STATED C UNDERSTANDS AND ASKED ABOUT REIMBURSEMENT FOR PREVIOUS REPAIR.

RCAS-KN ADVISED C THAT INFINITI IS NOT IN THE POSITION TO REIMBURSE FOR THE

PREVIOUS REPAIR.

@09/20-ZKN032N

C STATED C UNDERSTANDS AND WILL NEVER PURCHASE ANOTHER INFINITI FROM THIS DLR.

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RCAS-KN OFFERED TO FOLLOW UP WITH C AFTER REPAIR, C DECLINED AND STATED WILL
CALLBACK IF FURTHER ASSISTANCE IS NEEDED. @09/20-ZKN032N
RCAS-KN CLOSING FILE. @09/20-ZKN032N
----- @09/20-ZKN032N

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: NT1F	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:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZER229N	
HISTORY:	UPDATE BY: ZKN032N	
SVC CALL#:	UPDATE DATE: 09 / 20 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 09 / 20 / 10	MICROFILM: N
RESP CAA: ROTSTEIN, CARLY	OLM: COPENHAVER J	DOM: BURKE GREG
PHONE: 0000041453	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: NONE

NAME: [REDACTED] VIN: JNKAY41EX3M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 73000
CITY: HARTFORD IN SVC DATE: 08 / 31 / 03
ST/ZIP: CT [REDACTED] VCAN: N RTL DLR: 72005 INFINITI OF WARWICK
DAY PH: [REDACTED] PAID: 8 SVC DLR: 70006 HARTE INFINITI, INC.
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 70006 HARTE INFINITI, INC.
DLR PH: [REDACTED] DENY: 0 REGION: 72 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 PREOWNED X MILES 30000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: INDEPENDENT FACILITY
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 09 / 21 / 10 XFER/RSPNSBLTY: 72 01 S
CONTACT (S): FOLLOWUP DATE: 09 / 23 / 10 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 09 / 23 / 10 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 153000 GEN. FUEL DELIVERY/INTAKE COMPONENT
AI FUEL/INTAKE SYSTEM YI OOW GOODWILL ASSISTANCE REQUEST

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C. A. R. COMMENTS

FILE OPENED-ZEL999N 09/21/2010

PREVIOUS RELATED FILES FOUND: NONE.

@09/21-ZEL999N

PREVIOUS UNRELATED FILES FOUND: NONE.

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

RCAS-EL CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: _NONE.

PREVIOUS NISSAN/INFINITI VEHS: _N/A.

RCAS-EL RECEIVED CALL FROM C. C STATED THAT THE VEH RAN OUT OF FUEL ON THE HIGHWAY. C STATED THAT C SPEND \$700 AT THE DLR TO HAVE THE FUEL GAUGE REPLACED C STATED THAT DID NOT REPAIR THE VEH AND THE DLR IS ADVISING C THAT THE FUEL CLUSTERS NEED TO BE REPLACED AT A COST OF \$675. C STATED THAT C NEEDS TO HAVE THE VEH REPAIRED SO THE VEH CAN PASS THE EMISSIONS TEST. C STATED THAT C IS ASKING THAT INFINITI COVER THE REPAIR. RCAS ADVISED C THAT RCAS IS THE REGIONAL SPECIALIST FOR THE AREA AND RCAS WILL LOOK INTO THE POSSIBILITY OF FINANCIAL ASSISTANCE AND FOLLOW UP WITH C ON 09/23/10.

@09/21-ZEL999N

RCAS-EL CALLED SM-DENNIS PISCO AT 10:56AM EST ON 09/22/10 AND LEFT VMX WITH NAME, NUMBER AND EXT.

@09/22-ZEL999N

@09/23-ZEL999N

RCAS-EL CALLED SM-DENNIS PISCO AT 2:09PM EST ON 09/23/10 AND THE SM STATED THAT THE SM IS AT ANOTHER_STORE AND WILL CALL RCAS BACK.

@09/23-ZEL999N

RCAS-EL RECEIVED CALL FROM SM-DENNIS PISCO ON 09/23/10 AND THE SM STATED THAT C OWES THE DLR \$2600 FOR DAMAGE THAT C DID TO THE DLRS LOANER VEH. DLR RECOMMENDED THAT THE FUEL CLUSTER BE REPLACED IN MARCH AND C DECLINED. SM STATED THAT IT WAS THE SAME VISIT AS WHEN THE FUEL SENDER WAS REPLACED. SM STATED THERE IS NO SERVICE HISTORY.

@09/23-ZEL999N

@09/23-ZEL999N

RCAS-EL RECEIVED VMX FROM C ON 09/23/10 AT 4:23PM EST. AND RCAS ADVISED C THAT INFINITI IS NOT IN THE POSITION TO ASSIST C WITH THE REPAIR. RCAS APOLOGIZED TO C. C ASKED IF INFINITI IS WILLING TO OFFER ANY ASSISTANCE. RCAS

@09/23-ZEL999N

ADVISED C THAT INFINITI IS NOT IN THE POSITION TO OFFER ANY ASSISTANCE. C THANKED RCAS FOR LOOKING INTO THE REQUEST.

@09/23-ZEL999N

RCAS-EL CLOSING THE FILE.

@09/23-ZEL999N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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 #: 0	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: ZEL999N	
HISTORY:	UPDATE BY: ZEL999N	
SVC CALL#:	UPDATE DATE: 09 / 23 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 09 / 23 / 10	MICROFILM: N
RESP CAA: LANCASTER, EMMA	OLM: COPENHAVER J	DOM: HUSSEY MARTY
PHONE: 0000047107	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E43M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 69554
CITY: VANCOUVER IN SVC DATE: 09 / 22 / 03
ST/ZIP: WA [REDACTED] VCAN: N RTL DLR: 71085 TIM DAHLE INFINITI
DAY PH: [REDACTED] PAID: SVC DLR: 70089 BEAVERTON INFINITI
EVE PH: [REDACTED] SUSP: RESP DLR: 70089 BEAVERTON INFINITI
DLR PH: [REDACTED] DENY: REGION: 92 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 PREOWNED X MILES 67000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: INDEPENDENT FACILITY
OUTSIDE WARRANTY BY (B) MONTHS: 36 MILES: 9554 (PT) MONTHS: 12 MILES:

ORIG CODE: CT 11 OPEN DATE: 09 / 22 / 10 XFER/RSPNSBLTY: 92 04 S
CONTACT (S): FOLLOWUP DATE: 09 / 22 / 10 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 09 / 22 / 10 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 138000 ENGINE ASSEMBLY
AG ENGINE MECHANICAL YI OOW GOODWILL ASSISTANCE REQUEST

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C. A. R. COMMENTS

FILE OPENED-ZEL999N 09/22/2010
PREVIOUS RELATED FILES FOUND: NONE. @09/22-ZEL999N
PREVIOUS UNRELATED FILES FOUND: NONE.
RCAS-EL VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE AND DAY AND EVENING PHONE
NUMBERS, AND RESPONSIBLE DLR.
RCAS-EL CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:_NONE.
PREVIOUS NISSAN/INFINITI VEHS:_N/A.
RCAS-EL RECEIVED CALL FROM C. C STATED THAT THERE IS A NOISE COMING FROM THE
ENGINE ON A COLD START AND C THINKS THAT IT A VALVE TRAIN ISSUE._C STATED
THAT C IS ASKING IF INFINITI CAN COVER THE COST OF THE REPAIR. RCAS ASKED C IF
THE VEH HAS BEEN DIAGNOSED AT AN INFINITI DLR YET. C STATED NO, THE DLR WANTS
TO CHARGE C A DIAGNOSTIC FEE AND C DOES NOT WANT TO PAY IT. RCAS ADVISED C
THAT FINANCIAL ASSISTANCE CANNOT BE LOOKED INTO UNTILL THE VEH IS DIAGNOSED AT
AN INFINITI DLR. C STATED THAT C IS ALSO HAVING AN ISSUE WITH THE FUEL GAUGE
READING INCORRECTLY. C ASKED IF THERE ARE ANY RECALLS ON THE VEH. RCAS ADVISED
@09/22-ZEL999N
C THAT THE VEH HAS NO OPEN RECALLS. C ASKED WHAT ARE THE CHANCES OF INFINITI
ASSISTING C. RCAS ADVISED C THAT FINANCIAL ASSISTANCE IS LOOKED AT ON A CASE
BY CASE BASIC AND VARIOUS THINGS ARE LOOKED AT. C UNDERSTOOD. @09/22-ZEL999N
RCAS-EL OFFERED ADDITIONAL ASSISTANCE, C DECLINED.
C THANKED RCAS-EL FOR THE ASSISTANCE, C SATISFIED.
RCAS-EL GAVE C NAME, EXTENSION AND FILE NUMBER.
RCAS-EL CLOSING THE FILE. @09/22-ZEL999N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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:

IIR-DATE: 00 / 00 / 00 TRANS DATE: 00 / 00 / 00 CHECK REQUESTED: NO
3RD PRY: PART#: CHECK ISSUED: NO
BYBACK ST: OPENED BY: ZEL999N
HISTORY: UPDATE BY: ZEL999N
SVC CALL#: UPDATE DATE: 09 / 22 / 10
CLOSE: Y (Y/N) CLOSE DATE: 09 / 22 / 10 MICROFILM: N
RESP CAA: LANCASTER, EMMA OLM: COPENHAVER J DOM: BRETZMAN GARY
PHONE: 0000047107 OWNER FIRST: LANGUAGE: E ENGLISH

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: LAWRENCEVILLE
ST/ZIP: GA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E34M [REDACTED] Y
YR/MDL: 2004.0 M45 MILEAGE: 70000
IN SVC DATE: 08 / 19 / 04
RTL DLR: 70498 INFINITI OF SOUTH ATLANTA
SVC DLR: 70493 INFINITI OF GWINNETT
RESP DLR: 70493 INFINITI OF GWINNETT
REGION: 72 DIST: SL/SV/PT: 14 14 44
VCAN: N
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 PREOWNED X MILES 30000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 70493 INFINITI OF GWINN
OUTSIDE WARRANTY BY (B) MONTHS: 25 MILES: 10000 (PT) MONTHS: 1 MILES:

ORIG CODE: CT 11 OPEN DATE: 10 / 04 / 10 XFER/RSPNSBLTY: 72 14 S
CONTACT (S): FOLLOWUP DATE: 10 / 14 / 10 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 10 / 14 / 10 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION WT UNABLE DIAGNOSE/DUPLICATE
OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YI OOW GOODWILL ASSISTANCE REQUEST

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C. A. R. COMMENTS

FILE OPENED-ZSP458N 10/04/2010
PREVIOUS FILES FOUND: 6905920 (RELATED) @10/04-ZSP458N
RCAS-SP VERIFIED C'S NAME, ADDRESS, DAY/EVE NUMBER, VIN, MILEAGE AND THE RESPONSIBLE DLR.
RCAS-SP CHECKED FOR OPEN RECALLS/CAMPAIGNS.
RCAS-SP FOUND NONE.
RCAS-SP DID NOT ADVISE C.
RCAS-SP RECIEVED CALL FROM C.
C STATED THAT C'S VEH IS CURRENTLY AT THE DEALER AND IS BEING DIAGNOSED.
RCAS-SP UNDERSTOOD.
C STATED THAT C DID TAKE A LONG TIME TO HAVE THE VEH DIAGNOSED BUT IT IS THERE NOW AND C IS BEING TOLD THAT C WILL NEED TO PAY FOR THE REPAIRS AS IT IS OUT OF WARRANTY. C STATED THAT C IS WAITING TO HEAR BACK FROM THE DEALER ON THE SPECIFIC REPAIRS NEEDED.
RCAS-SP UNDERSTOOD. @10/04-ZSP458N
RCAS-SP THANKED C FOR CALLING AND ADVISED THAT C WILL BE FOLLOWED UP WITH ON 10/05/10 BY THE REGIONAL SPECIALIST.
C AGREED. RCAS-SP PROVIDED C WITH NAME, AND FILE NUMBER.
RCAS-SP PROVIDED EMAIL ADDRESS PER C'S REQUEST.
RCAS THANKED C FOR CALLING.
RCAS-SP ENDED CALL
RCAS-SP SENT EMAIL TO RCAS-NS REGARDING FILE.

----- @10/04-ZSP458N
RCAS NOTES THAT C'S CONCERN IS WITH THE FUEL GUAGE
----- @10/04-ZSP458N
RCAS-NS SENT INTERNAL MSG TO SM-HERB HOFFMAN ON 10/5/10. @10/05-ZNS909N

RCAS-NS CALLED C ON DAY PHONE AT 2:17 PM EST, 10/3/10 AND SPOKE TO C.
C STATES VEH IS CURRENTLY AT DLR AND IS CURRENTLY BEING DIAGNOSED. C STATES SM BELIEVES IT MAY BE CLUSTER OR FUEL SENDING UNIT. C STATES DLR NEEDS TO PIN POINT CONCERN AND WILL CONTACT C BACK WITH AN UPDATE.
RCAS UNDERSTOOD AND ADVISED C THAT RCAS WILL CONTACT DLR AS WELL AND FOLLOW UP ON 10/7/10.
C AGREED. @10/05-ZNS909N

*****EMAIL FILE LOGGED*****
PREVIOUS RELATED FILES FOUND: 6905920
PREVIOUS UNRELATED FILES FOUND: NONE
EMAIL ADDRESSED TO: NNACONSUMERAFFAIRS@NISSAN-USA.COM
METHOD OF CONTACT: EMAIL ID NO.: 2001794110
DATE RECEIVED: 10/04/10 DATE CREATED: 10/06/10
VIN ON FILE, CRR-VK VERIFIED NAME, RESPONSIBLE DLR.
C DID NOT PROVIDE MILEAGE, ADDRESS, DAY/EVENING PHONE.
CRR-VK CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:
CLSD P9218 M45/Q45 SAB CONCTR ITB09-023

C'S EMAIL READS: @10/06-ZVK000N
C STATES "HERB,
I HAVE A 2004 M45 THAT IS CURRENTLY AT YOUR LOCATION DUE TO A FAULTY FUEL GAUGE. I'VE INCLUDED BRYCE ON THIS THREAD AS I HAVE BEEN WORKING WITH HIM AND HE MAY BE ABLE TO SHED MORE LIGHT ON THIS MATTER. I'VE ALSO INCLUDED HARVEY IN THE EVENT HE HAS/HAD THIS ISSUE WITH HIS M45.

SUMMARY
AFTER RESEARCHING MY PROBLEM I DISCOVERED THAT THIS APPEARS TO BE COMMON SO I CONTACTED INFINITI CONSUMER AFFAIRS (ICA). I WAS TOLD THAT

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THE VEHICLE HAD TO BE DIAGNOSED BY A DEALER BEFORE THEY COULD ADDRESS THE CASE. I THEN REACHED OUT TO HARVEY TO SCHEDULE AN APPOINTMENT BUT ULTIMATELY ENDED UP SPEAKING WITH BRYCE AS HARVEY WAS ON VACATION AT THAT TIME. THE FIRST TIME I BROUGHT THE CAR IN I HAD JUST SPOKEN WITH ICA AND MY TANK JUST HAPPENED TO BE ABOUT FULL SO YOUR TEAM WAS UNABLE TO DIAGNOSE THE PROBLEM AND I WAS ASKED TO DRIVE SOME FUEL OUT AND BRING IT BACK. WEEKS PASTED AS I REALIZED HOW HARD IT WAS FOR ME TO RUN THE FUEL OUT AND AT THE SAME TIME BE CLOSE TO YOUR LOCATION AND COORDINATE A LOANER. LAST WEEK I DECIDED ENOUGH WAS ENOUGH AND I MADE A FOLLOW-UP APPOINTMENT FOR THIS PAST MONDAY (THIS WAS THE ONLY WAY I COULD SECURE A LOANER). ALL WEEK I DROVE TRYING TO MAKE SURE THAT I WOULD HAVE ABOUT , TANK OF FUEL IN THE CAR COME MONDAY, AND EVEN HAD TO DRIVE AROUND AIMLESSLY SUNDAY NIGHT TO PULL THIS OFF. WHEN I FILL UP I RESET THE TRIP COUNTER SO I KNOW THAT ONCE IT HITS 300 MILES I NEED TO FILL UP AGAIN. I PULLED IN MONDAY WITH THE COUNTER ON 290 AND BRYCE WITNESSED THAT THE FUEL GAUGE READ JUST UNDER + TANK. WHILE THERE THE CAR RAN OUT OF FUEL AND BRYCE CALLED TO GET APPROVAL TO FILL IT UP. I APPROVED, BUT WARNED THAT ONCE FULL WE'D PROBABLY BE BACK TO THE SAME POINT OF BEING UNABLE TO DIAGNOSE. BRYCE CALLED EARLIER TODAY TO INFORM ME THAT THIS WAS AGAIN THE CASE AND ASKED COULD I PICKUP THE CAR.

MY REQUEST

I WOULD LIKE TO:

@10/06-ZVK000N

=KNOW GIVEN THE SYMPTOMS AND REFERENCES FROM THE TWO LINKS BELOW, WHAT ALL COULD THIS BE? FROM THE LINKS IT APPEARS THAT IT IS EITHER THE GAUGE CLUSTER AND/OR THE FUEL SENDING UNIT. HOW MANY OTHER PARTS COULD WE BE TALKING ABOUT?

=LEAVE THE CAR THERE UNTIL I CAN SPEAK WITH ICA?

=KNOW IF YOU HAVE A BETTER WAY OF GETTING SOMEONE ON THE PHONE FROM ICA AS OPPOSED TO ME CALLING THE TOLL-FREE NUMBER AND WAITING FOR 24 HOURS FOR SOMEONE TO CALL ME BACK?

REFERENCES

NHSTA.GOV SITE - [HTTP://WWW-ODI.NHTSA.DOT.GOV/COMPLAINTS/RESULTS.CFM](http://www-odi.nhtsa.dot.gov/complaints/results.cfm)
NICO BLOG SITE - [HTTP://FORUMS.NICOCLUB.COM/M45-FUEL-GAUGE-PROBLEM-POST-HERE-IF-YOU-HAVE-HAD-IT-T316682.HTML](http://forums.nicoclub.com/m45-fuel-gauge-problem-post-here-if-you-have-had-it-t316682.html)

ANY INSIGHT YOU CAN PROVIDE HERE WOULD BE GREATLY APPRECIATED."

CRR-VK NOT RESPONDING TO C AS THE ISSUE IS BEING ADDRESSED BY RCAS.

@10/06-ZVK000N

RCAS-NS RECEIVED INTERNAL MSG FROM SM-HERB HOFFMAN ON 10/5/10 STATING THAT THERE WAS NO CODES OR FAILURES PRESENTING ITSELF AT THIS TIME, VEH COULD NEED INSTRUMENT CLUSTER AND/OR FUEL GAUGE.

RCAS-NS SENT INTERNAL MSG TO SM-HERB HOFFMAN ON 10/7/10 INQUIRED IF ANY REPAIR HAS BEEN PERFORMED YET.

@10/07-ZNS909N

RCAS-ML CONTACTED SM-HERB HOFFMAN AT 3:44 PM EST 10/7/10.

SM STATED C'S CONCERNS HAVE NOT YET BEEN DUPLICATED, THEREFORE DLR IS NOT ABLE TO MAKE A DETERMINATION OF FAILED PARTS. RCAS-ML THANKED SM AND ENDED CALL.

@10/07-ZML999N

**

@10/07-ZJC818N

RCAS-JC CONTACTED C ON DAY NUMBER ON 10/7/10 AT 4:41PM EST AND ADVSIED C THAT RCAS-NS IS LOOKING INTO C'S CONCERN AND WILL BE FOLLOWING UP WITH C ON 10/12/10, C AGREED AND THANKED RCAS FOR THE FOLLOW-UP.

@10/07-ZJC818N

RCAS-NS SENT INTERNAL MSG TO SM-HERB HOFFMAN ON 10/12/10 FOR ANY UPDATES.

@10/12-ZNS909N

RCAS-NS CALLED C ON DAY PHONE AT 4:53 PM EST, 10/12/10 AND LEFT VMX FOR C

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PROVIDING CONTACT INFO, SETTING FOLLOW UP FOR 10/14/10.
RCAS-NS CALLED C ON EVE PHONE AT 4:54 PM EST, 10/12/10 AND LEFT VMX FOR C
PROVIDING CONTACT INFO, SETTING FOLLOW UP FOR 10/14/10. @10/12-ZNS909N

RCAS-NS RECEIVED INTERNAL MSG FROM SM-HERB HOFFMAN ON 10/12/10 STATING THAT
DLR IS STILL UNABLE TO DUPLICATE CONCERN, THERE WERE NO CODES FOUND. SM STATES
ANY REPAIR WOULD BE BASED ON C'S DESCRIPTION AND COMMENTS OF OPERATION, MAYBE
RCAS CAN OFFER A SVC CREDIT FOR C IF C DOES DECIDE TO HAVE REPAIRS COMPLETED,
BUT REPAIRS WOULD BE UPON C'S REQUEST. @10/12-ZNS909N
*** @10/13-ZCR000N

RCAS-CR RECEIVED A CALL FROM C. RCAS-CR CONFIRMED C'S INFORMATION.
C STATED THAT C WOULD LIKE TO SPEAK WITH RCAS-NS. RCAS-CR INFORMED C THAT
RCAS-NS IS NOT AVAILABLE. RCAS-CR INFORMED C THAT RCAS-CR WILL ADVISE
RCAS-NS OF C'S CALL. C THANKED RCAS-CR AND ENDED THE CALL. @10/13-ZCR000N
***+ @10/13-ZCR000N

RCAS-ED RECEIVED CALL FROM C ON 10/14/10.
RCAS-ED VERIFIED FILE NUMBER AND NAME.
RCAS-ED VERIFIED CONTACT INFO HAS NOT CHANGED. @10/14-ZED501N
RCAS-ED TRANSFERRED C TO RCAS-NS.
RCAS-ED EXITING FILE. @10/14-ZED501N
**

RCAS-NS RECEIVED CALL FROM C ON 10/14/10. @10/14-ZNS909N
C STATES C HAS BEEN ON-LINE AND C HAS FOUND THAT THIS ISSUE IS USUALLY CAUSED
BY EITHER FUEL GAUGE OR FUEL SENDING UNIT. C STATES C WOULD LIKE ASSISTANCE TO
HAVE THIS REPLACED.
RCAS ADVISED C THAT INFINITI RELIES ON DLRS TO DIAGNOSE AND REPAIR VEHS. RCAS
ADVISED C THAT INFINITI IS NOT ABLE TO LOOK INTO POSSIBLE OOW ASSISTANCE UNTIL
DLR HAS BEEN ABLE TO DUPLICATE CONCERN. RCAS ADVISED C THAT IF C WANTS PARTS
REPLACED, IT WOULD BE AT C'S EXPENSE AT THIS TIME.
C UNDERSTOOD.
RCAS APOLOGIZED ABOUT INCONVENIENCE AND ADVISED C TO CALL BACK IF C IS SEEKING
ASSISTANCE ONCE ISSUE HAS BEEN DUPLICATED.
C AGREED.
RCAS OFFERED FURTHER ASSISTANCE, C DECLINED.
RCAS CLOSING FILE AS NO FURTHER ASSISTANCE IS NEEDED. @10/14-ZNS909N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NT8G	ROOT CAUSE: SNFA	SCSV
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:	
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED:	NO
3RD PRY:	PART#:	CHECK ISSUED:	NO
BYBACK ST:	OPENED BY: ZSP458N		
HISTORY:	UPDATE BY: ZNS909N		
SVC CALL#:	UPDATE DATE: 10 / 14 / 10		
CLOSE: Y (Y/N)	CLOSE DATE: 10 / 14 / 10	MICROFILM: N	
RESP CAA: SOUVANASANNE, NALIE	OLM: COPENHAVER J	DOM:	
PHONE: 0000041433	OWNER FIRST:	LANGUAGE: E ENGLISH	

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: WAVERLY
ST/ZIP: NE [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E93M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 41469
IN SVC DATE: 11 / 21 / 03
VCAN: N RTL DLR: 70214 CIRCLE INFINITI, INC.
PAID: 5 SVC DLR: 71313 INFINITI OF OMAHA
SUSP: 0 RESP DLR: 71313 INFINITI OF OMAHA
DENY: 0 REGION: 72 DIST: SL/SV/PT: 11 11 41

LETTER RECEIVED 00 / 00 / 00 EXEC: 10 / 06 / 10 EMAIL: 10 / 06 / 10
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY 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 5469 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: EE 11 OPEN DATE: 10 / 06 / 10 XFER/RSPNSBLTY: 92 11 S
CONTACT (S): FOLLOWUP DATE: 10 / 19 / 10 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 10 / 20 / 10 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 153000 GEN. FUEL DELIVERY/INTAKE COMPONENT
AI FUEL/INTAKE SYSTEM YI OOW GOODWILL ASSISTANCE REQUEST

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C. A. R. COMMENTS

FILE OPENED-ZAG039N 10/06/2010

*****EXEC FILE*****

ONE PREVIOUS FILE FOUND: 6886415

EXEC AG RECEIVED FILE FROM EXECTL LR FOR FURTHER FILE HANDLING.

C SENT AN EMAIL TO SRMGRCOMM KB STATING THE FOLLOWING:

WHY DOESN'T NISSAN RECALL ALL OF THE VEH'S WITH GAS GAUGE INACCURACIES?

MY 03 M45 HAS THE SAME PROBLEM WITH THE INSTRUMENT CLUSTER AND THE GAS GAUGE NOT GOING BELOW 1/2 TANK. APPARENTLY ALMOST EVERY M45 IN 03-04 HAS THE SAME ISSUE... AT LEAST TELL ME WHAT THE ISSUE IS SO I CAN REPAIR IT.

- @10/06-ZAG039N

EXEC AG PLACED OUTBOUND CALL ON 10/6/10 AT 4:45 P.M. CST,

EXEC LEFT A VMX FOR C REQUESTING A CALL BACK.

EXEC PROVIDED NAME AND DIRECT CONTACT NUMBER.

- @10/06-ZAG039N

***** @10/14-ZSJ745N

*****EMAIL FILE LOGGED*****

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES FOUND: 6886415

EMAIL ADDRESSED TO: INFINITICONSUMERAFFAIRS@NISSAN-USA.COM

METHOD OF CONTACT: EMAIL ID NO.: 2001801063

DATE RECEIVED: 10/13/10 DATE CREATED: 10/14/10

CRR-SJ VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE AND EMAIL.

C DID NOT PROVIDE DAY/EVENING NUMBER AND RESP DLR.

CRR-SJ CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

CLSD P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 07/20/09 09/21/09 70207

C'S EMAIL READS:

C STATES @10/14-ZSJ745N

"CAN YOU PLEASE TELL ME IF MY CAR HAS HAD THE RECALL WORK PERFORMED FROM THE ENGINE RECALL IN 2003? THE ID#'S THAT I SEE ARE 03V455000 OR 46293.

MY INFORMATION IS BELOW.

2003 INFINITE M45

PHONE: [REDACTED]

VIN: JNKAY41E93M [REDACTED]

MILEAGE: 41,469

THANK YOU,

[REDACTED] @10/14-ZSJ745N

CRR-SJ NOT RESPONDING TO C AS FILE IS IN EXEC DEPTS. @10/14-ZSJ745N

CRR-SJ SENDING INTERNAL MESSAGE TO EXEC-AG TO REQUEST FOLLOW-UP ON FILE. @10/14-ZSJ745N

CRR-SJ EXITING FILE. @10/14-ZSJ745N

-

EXEC AG PLACED OUTBOUND CALL ON 10/15/10 AT 5:05 P.M. CST,

EXEC LEFT A VMX FOR C REQUESTING A CALL BACK.

EXEC PROVIDED NAME AND DIRECT CONTACT NUMBER.

- @10/15-ZAG039N

EXEC AG PLACED OUTBOUND CALL ON 10/20/10 AT 1:32 P.M. CST,

EXEC LEFT A VMX FOR C REQUESTING A CALL BACK.

EXEC PROVIDED NAME AND DIRECT CONTACT NUMBER.

- @10/20-ZAG039N

EXEC AG CLOSING FILE, PENDING C CALL BACK.

- @10/20-ZAG039N

SPECIAL REMARKS:

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DEALER INSTRUCTIONS:

DEALER ACTION:

		CONTACT(S):		
SATISFIED: N		ACTION CODE: NE4B		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:
IIR-DATE: 00 / 00 / 00		TRANS DATE: 00 / 00 / 00		CHECK REQUESTED: NO
3RD PRY:		PART#:		CHECK ISSUED: NO
BYBACK ST:		OPENED BY: ZAG039N		
HISTORY:		UPDATE BY: ZAG039N		
SVC CALL#:		UPDATE DATE: 10 / 20 / 10		
CLOSE: Y (Y/N)		CLOSE DATE: 10 / 20 / 10		MICROFILM: N
RESP CAA:		CAOM: -- OPEN --		CAOM: -- OPEN --
PHONE: 0000458180		OWNER FIRST:		LANGUAGE: E ENGLISH

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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E04M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2004.0 M45 MILEAGE: 74000
CITY: MIAMI BEACH IN SVC DATE: 09 / 17 / 04
ST/ZIP: FL [REDACTED] VCAN: N RTL DLR: 70052 WARREN HENRY INFINITI
DAY PH: [REDACTED] PAID: 5 SVC DLR: 70052 WARREN HENRY INFINITI
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 70052 WARREN HENRY INFINITI
DLR PH: [REDACTED] DENY: 0 REGION: 72 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 PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: WARREN HENRY INFINITI
OUTSIDE WARRANTY BY (B) MONTHS: 26 MILES: 14000 (PT) MONTHS: 2 MILES: 4000

ORIG CODE: CT 11 OPEN DATE: 11 / 02 / 10 XFER/RSPNSBLTY: 72 11 S
CONTACT (S): FOLLOWUP DATE: 11 / 18 / 10 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 11 / 18 / 10 INF-NET DATE: 11 / 04 / 10

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OD INFINITI DEALER ISSUES 170000 SERVICE PERSONNEL (INFINITI)
AP INFINITI DEALER SERVICE YZ POOR TREATMENT
OD INFINITI DEALER ISSUES 170000 SERVICE PERSONNEL (INFINITI)
AP INFINITI DEALER SERVICE ZH CRITICISM

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C. A. R. COMMENTS

FILE OPENED-ZTM853N 11/02/2010

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES FOUND:NONE

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

RCAS-TM CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

OPEN P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 07/20/09 00/00/00

RCAS-TM ADVISED C NO OPEN RECALLS

RCAS RECEIVED CALL FROM C

@11/02-ZTM853N

C STATES THE C IS NOT HAPPY WITH THE DLR. C STATES THAT IN C'S CASE THAT THE DLR KEEPS CALLING C ADVISING THAT THERE IS FURTHER REPAIRS NEEDED. C STATES THAT C WAS TOLD THE VEH NEEDED THE FOLLOWING ITEMS

1 FUEL PUMP C APPROVED THAT REPAIR

2 FUEL GUAGE DLR WILL NOT REPAIR THE VEH UNLESS C APPROVES THE REPAIR.

C STATES THAT C HAS SPOKE WITH DIANA AND JOHN AT THE DLR.

@11/02-ZTM853N

C STATES THAT DLR KEEPS CALLING AND UPING THE PRICE AND ADDING REPAIRS

C STATES THAT C NEEDS THE VEH BACK.

RCAS-TM ADVISED C THAT RCAS WILL TRANSFER THE FILE TO THE APPROPRIATE -ZTM853N REGIONAL SPECIALIST, AND C WILL RECEIVE A CALLBACK BY THE END OF THE NEXT BUSINESS DAY. C UNDERSTOOD.

RCAS PROVIDED FILE NUMBER NAME AND EXTENSION

@11/02-ZTM853N

RCAS-SP REVIEWED FILE.

RCAS-SP DATANETTED FILE.

RCAS-SP REVIEWED TREAD.

RCAS-SP UPDATED OOW INFO.

@11/03-ZSP458N

RCAS-SP SENT EMAIL TO SM-RICHARD LLANES ON 11/03/10 AT 10:45 AM EST.

RCAS-SP REQUESTED ASSISTANCE.

@11/03-ZSP458N

RCAS-SP CONTACTED RESPONSIBLE DLR ON 11/03/10 AT 12:01 PM EST.

RCAS-SP LEFT VMX WITH NAME, NUMBER AND EXT.

@11/03-ZSP458N

@11/03-ZSP458N

RCAS-SP RECIEVED CALL FROM SM-RICHARD LLANES ON 11/03/10 AT 1:27 PM EST.

SM ADVISED THAT C DID NOT WANT TO PAY FOR DIAGNOSTIC. SM ADVISED THAT SM

GOODWILL THE FUEL SENDING UNIT FOR C ALREADY. RCAS-SP UNDERSTOOD.

SM ADVISED THAT SM CANNOT CONTINUE TO GOODWILL PARTS.

@11/03-ZSP458N

RCAS-SP UNDERSTOOD.

RCAS-SP THANKED AND ENDED CALL.

@11/03-ZSP458N

@11/03-ZSP458N

RCAS-SP RECIEVED CALL FROM C ON 11/04/10 AT 11:13 AM EST.

@11/04-ZSP458N

RCAS-SP SPOKE WITH C.

@11/04-ZSP458N

C STATED THAT C DID APPROVE THE DIAG TIME AND THE FUEL PUMP WAS ORDERED.

C STATED THAT THE FUEL PUMP WAS BEING REPLACED AND THATS WHEN THE FUEL

SENSOR WAS FOUND TO BE FAILED. C STATED THAT C RECIEVED THE CALL ADVISING THAT

THE SENSOR NEEDS TO BE DONE. C STATED THAT THE DEALER ALSO DID NOT DO THE

RECALL. C STATED THAT C NOW HAS BEEN TOLD THAT THE FUEL GUAGE NOW ALSO NEEDS

TO BE REPLACED.

@11/04-ZSP458N

C STATED THAT THE C HAD AGREED TO REPLACE THE FUEL PUMP AT \$1085.11. C STATED

THAT ALL THE EXTRA COSTS ARE COMING UP AFTER. RCAS-SP UNDERSTOOD.

C STATED THAT C HAS DECLINED THE SEAT MOTOR TO BE REPLACED.

RCAS-SP UNDERSTOOD.

@11/04-ZSP458N

C STATED THAT C HAD TO HAVE REPAIRS TO THE SEAT AND THE FUEL GUAGE PREVIOUSLY.

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RCAS UNDERSTOOD.

RCAS-SP REVIEWED VROI AND FOUND THE FOLLOWING:

WORK ORDER: 54743-01 W.O.DATE: 09/14/06 ODOMETER: 24865

REMARK: CUSTOMER STATES CAR WILL NOT START

REMARK: FUEL GAUGE SHORTED OUT, CAUSING WRONG INFORMATION.

REPLACED UNIFIED INSTRUMENT CLUSTER ASSEMBLY.

----- @11/04-ZSP458N

RCAS-SP NOTES THAT C HAS NOT BEEN TO THE DEALER SINCE 2007 FOR ANY SERVICE OR REPAIRS.

----- @11/04-ZSP458N

RCAS-SP ADVISED THAT RCAS WILL SPEAK WITH WITH C ON 11/05/10. C UNDERSTOOD.

RCAS-SP OFFERED ADDITIONAL ASSISTANCE.

C DECLINED.

RCAS-SP ENDED CALL.

----- @11/04-ZSP458N

***** @11/04-ZEJ656N

RCAS-EJ RECEIVED INBOUND CALL FROM C ON 11-04-10 AT 11:48AM EST REQUESTING TO SPEAK WITH RCAS-SP.

RCAS-EJ VERIFIED THAT THE INFORMATION HAS NOT CHANGED. @11/04-ZEJ656N

RCAS-EJ VERIFIED THAT RCAS-SP IS NOT AVAILABLE AND OFFERED FURTHER ASSISTANCE.

C STATED THAT THE DLR JUST CALLED C AFTER HAVING THE VEH FOR TWO WEEKS AND

C WAS ADVISED THAT THE RECALL ITEM WILL NOT BE ABLE TO BE PERFORMED AS THE

SEAT NEEDS TO BE REPAIR/REPLACED IN ORDER FOR THE DLR TO PERFORM THE

RECALL. @11/04-ZEJ656N

RCAS ADVISED C THAT RCAS WILL FORWARD THE INFORMATION. @11/04-ZEJ656N

C THANKED AND DISCONNECTED CALL. @11/04-ZEJ656N

**** @11/04-ZEJ656N

RCAS-EJ SENT EMAIL TO RCAS-SP ADVISING OF THE CALL. @11/04-ZEJ656N

***** @11/04-ZEL999N

RCAS-EL RECEIVED CALL FROM C ON RCAS-SP. RCAS ADVISED C THAT RCAS-SP IS NOT

AVAILABLE. C STATED THAT C JUST WANTED TO ADD SOME MORE THAT C THOUGHT MIGHT

BE HELPFUL TO RCAS. C ASKED RCAS TO ADVISE RCAS-SP THAT C IS REAUESTING A

CALLBACK ON 11/04/10. RCAS ADVISED C THAT RCAS WILL UPDATE THE FILE THAT C IS

REQUESTING A CALLBACK ON 11/04/10, BUT THE FOLLOW UP IS SET FOR 11/05/10. C

UNDERSTOOD. @11/04-ZEL999N

RCAS-SP RECIEVED CALL FROM FOM-JJ ON 11/05/10 AT 4:50 PM EST. @11/05-ZSP458N

FOM ADVISED THAT RCAS SHOULD EMAIL SM AND FIND OUT IF THE VEH WAS MISDIAGNOSED

OR IF THE PARTS HAD FAILED AND IT WAS NOT KNOWN UNTIL AFTER THE FIRST PART

WAS REPLACED. @11/05-ZSP458N

RCAS-SP UNDERSTOOD.

RCAS-SP THANKED AND ENDED CALL.

----- @11/05-ZSP458N

RCAS-SP SENT EMAIL TO SM-RICHARD LLANES ON 11/05/10 AT 5:19 PM EST.

RCAS-SP REQUESTED INFORMATION FROM SM THAT FOM REQUESTED.

----- @11/05-ZSP458N

RCAS-SP CONTACTED C ON DAY NUMBER ON 11/05/10 AT 5:26 PM EST.

RCAS-SP LEFT VMX WITH NAME, NUMBER AND EXT. @11/05-ZSP458N

----- @11/09-ZSP458N

RCAS-SP CONTACTED SM-RICHARD LLANES ON 11/09/10 AT 2:38 PM EST.

RCAS-SP LEFT VMX WITH NAEM, NUMBER AND EXT.

----- @11/09-ZSP458N

RCAS-EL RECEIVED CALL FROM C ON 11/09/10 AND C STATED THAT C HAS NOT BEEN

CONTACTED BY ANYONE. RCAS ADVISED C THAT RCAS-SP LEFT C A VMX ON 11/05/10.

C STATED THAT C DID NOT RECEIVE IT. RCAS CONFIRMED THAT THE PHONE NUMBER IS

CORRECT. RCAS ADVISED C THAT RCAS WILL BE RECEIVING A CALL FROM RCAS-SP ON

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11/09/10. C THANKED RCAS AND THE CALL WAS ENDED. @11/09-ZEL999N
----- @11/09-ZSP458N
RCAS-SP CONTACTED C ON DAY NUMBER ON 11/09/10 AT 4:49 PM EST. @11/09-ZSP458N
RCAS-SP NOTES THAT VERZION CUSTOMER WAS NOT AVAILABLE, AND RCAS UNABLE TO
LEAVE A VMX.
----- @11/09-ZSP458N
RCAS-NS RECEIVED CALL FROM C ON 11/10/10.
RCAS CONFIRMED C'S CONTACT INFO.
C STATES C IS STILL WAITING FOR A CALL BACK.
RCAS ADVISED C THAT RCAS-SP ATTEMPTED TO CALL YESTERDAY HOWEVER REACHED A
VERIZON RECORDING STATING THAT C WAS NOT AVAILABLE. @11/10-ZNS909N
RCAS ADVISED C THAT RCAS-SP IS NOT AVAILABLE HOWEVER WILL BE CONTACTING C
BACK BY THE END OF BUSINESS DAY.
C UNDERSTOOD AND PROVIDED AN ALTERNATE NUMBER, 305 372 2233. @11/10-ZNS909N
RCAS UPDATED DAY PHONE.
C THANKED FOR ASSISTANCE, CALL ENDED.
RCAS EXITING FILE.
----- @11/10-ZNS909N
RCAS-SP RECIEVED CALL FROM SM-RICAHRD LLANES ON 11/10/10 AT 1:15 PM EST.
SM ADVISED THAT THE FIRST PART THAT NEEDED TO BE REPLACED WAS THE FUEL PUMP
AS THE PUMP CONTROLS THE SENDING UNIT AND THE FUEL GAUAGE. SM ADVISED THAT
THERE WAS NO WAY TO TELL THAT THE OTHER PARTS HAD FAILED UNTIL AFTER THE
PUMP WAS REPLACED. SM ADVISED THAT THE DEALER TOOK CARE OF THE REPAIRS FOR THE
SENDING UNIT BUT THE DIAG FEES HAVE NOT BEEN CHARGED ONLY THE REPAIR TO THE
FUEL PUMP SO FAR. SM ADVISED THAT C HAS NOT BEEN IN FOR A COUPLE YEARS AND
SM WILL NOT PROVIDED ANY FURTHER GOODWILL. @11/10-ZSP458N
RCAS-SP UNDERSTOOD. @11/10-ZSP458N
RCAS-SP THANKED AND ENDED CALL.
----- @11/10-ZSP458N
RCAS-SP CONTACTED FOM-JJ ON 11/10/10 AT 1:34 PM EST.
RCAS-SP LEFT VMX WITH NAME, NUMBER AND EXT
----- @11/10-ZSP458N
RCAS-SP CONTACTED FOM-JJ ON 11/10/10 AT 3:48 PM EST. RCAS-SP SPOKE WITH
FOM. FOM ADVISED THAT FOM WILL OFFER A \$300 CREDIT OR C CAN TAKE A PURCHASE
INCENTIVE FOR \$750 TOWARDS A NEW VEH PURCHASE WITH WARREN HENRY.
RCAS-SP UNDERSTOOD.
RCAS-SP THANKED AND ENDED CALL.
----- @11/10-ZSP458N
RCAS-SP CONTACTED C ON DAY NUMBER ON 11/10/10 AT 4:09 PM EST.
RCAS-SP LEFT VMX WITH NAME, NUMBER AND EXT. @11/10-ZSP458N
RCAS-SP CONTACTED C ON EVE NUMBER ON 11/10/10 AT 4:10 PM EST. @11/10-ZSP458N
RCAS-SP LEFT VMX WITH NAME, NUMBER AND EXT. --
----- @11/10-ZSP458N
RCAS-TM RECEIVED CALL FROM C.
RCAS CONFIRMED CONTACT INFO HAS NOT CHANGED.
C REQUESTED FAX NUMBER FOR RCAS-SP
RCAS PROVIDED FAX NUMBER OF [REDACTED]
RCAS OFFERED FURTHER ASSISTANCE
C DECLINED AND ENDED THE CALL
***** @11/12-ZTM853N
RCAS-SP CONTACTED C ON DAY NUMBER ON 11/12/10 AT 3:56 PM EST. @11/12-ZSP458N
RCAS-SP LEFT VMX WITH NAME, NUMBER AND EXT.
RCAS-SP CONTACTED C ON EVE NUMBER ON 11/12/10 AT 3:58 PM EST. @11/12-ZSP458N
RCAS-SP LEFT VMX WITH NAME, NUMBER AND EXT.
----- @11/12-ZSP458N
RCAS-SP CONTACTED C ON DAY NUMBER ON 11/16/10 AT 10:34 AM EST. @11/16-ZSP458N

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RCAS-SP NOTES THAT LINE RANG AND WENT TO SILENCE. RCAS-SP DISCONNECTED CALL
AFTERLINE WAS SILENT FOR 15 SECONDS @11/16-ZSP458N

RCAS-SP CONTACTED C ON EVE NUMBER ON 11/17/10 AT 10:34 AM EST.
RCAS-SP LEFT VMX WITH NAME, NUMBER AND EXT.

----- @11/16-ZSP458N

RCAS-SP RECEIVED CALL FROM SM-RICHARD LLANES ON 11/17/10 AT 11:51 AM EST.
RCAS-SP WAS ADVISED THAT C'S VEH DID HAVE THE RECALL COMPLETED AND THE
SEAT TRACK WAS ADJUSTED. RCAS-SP WAS ADVISED THAT C PAID \$313 FOR THE PARTS
FOR THE FUEL GAUGE AND SM COVERED THE LABOR. SM ADVISED THAT C ACCEPTED THE
OFFERS.

RCAS-SP UNDERSTOOD.
RCAS-SP THANKED AND ENDED CALL.

----- @11/18-ZSP458N

RCAS-SP CONTACTED C ON DAY NUMBER ON 11/18/10 AT 1:16 PM EST.
RCAS-SP LEFT VMX WITH NAME, NUMBER AND EXT.

RCAS-SP CONTACTED C ON EVE NUMBER ON 11/18/10 AT 1:17 PM EST.
RCAS-SP LEFT VMX WITH NAME, NUMBER AND EXT.

----- @11/18-ZSP458N

RCAS-SP CLOSING FILE AS C AND DEALER HAVE AGREED ON REPAIR COSTS AND INFINITI
IS NOT PARTICIPATING IN REPAIRS.

----- @11/18-ZSP458N

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: 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:
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: ZSP458N	
SVC CALL#:	UPDATE DATE: 11 / 18 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 11 / 18 / 10	MICROFILM: N
RESP CAA: PATERSON, SARAH	CAOM: RCAA	CAOM: RCAA
PHONE: 0000041419	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:44 PM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: corneb2

CAR ID: CA6976997I
Page 572

SC: NONE

NAME: [REDACTED] VIN: JNKAY41EX3M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 53000
CITY: DURHAM IN SVC DATE: 08 / 26 / 03
ST/ZIP: NC [REDACTED] VCAN: N RTL DLR: 70025 DOUGLAS MOTORS CORP.
DAY PH: [REDACTED] PAID: 6 SVC DLR: 72040 CROSSROADS INFINITI, INC.
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 72040 CROSSROADS INFINITI, INC.
DLR PH: [REDACTED] DENY: 1 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 PREOWNED X MILES 52000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 72040 CROSSROADS INFINITI
OUTSIDE WARRANTY BY (B) MONTHS: 39 MILES: (PT) MONTHS: 15 MILES:

ORIG CODE: CT 11 OPEN DATE: 11 / 03 / 10 XFER/RSPNSBLTY: 72 13 S
CONTACT (S): FOLLOWUP DATE: 11 / 03 / 10 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 11 / 03 / 10 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YI OOW GOODWILL ASSISTANCE REQUEST

CONFIDENTIAL

DATE: 1/30/2012
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NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: corneb2

CAR ID:
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CA6976997I

C. A. R. COMMENTS

FILE OPENED-ZNS909N 11/03/2010
PREVIOUS RELATED/UNRELATED FILES FOUND: NONE
RCAS-NS VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER AND RESPONSIBLE DLR.
RCAS-NS CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:
CLSD P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 07/20/09 07/13/10 72040N
PREVIOUS INFINITI/NISSAN VEH: NONE
RCAS-NS RECEIVED INBOUND CALL FROM C. @11/03-ZNS909N
C STATES C JUST PURCHASED VEH 2 MONTHS AGO AND PURCHASED A THIRD PARTY EXTENDED WARRANTY. C STATES THERE IS AN ISSUE WITH FUEL GAUGE AND WILL NEED TO BE REPLACED. C STATES THIRD PARTY EXTENDED WARRRANTY COMPANY DECLINED REPAIRS AND C IS HOPING THAT INFINITI IS ABLE TO OFFER ASSISTANCE. @11/03-ZNS909N
RCAS ADVISED C THAT RCAS IS THE RCAS FOR THIS AREA AND OFFERED TO CALL DLR TO GET FURTHER INFO. C AGREED.
RCAS CALLED DLR AT 2:24 PM EST, 11/3/10 AND SPOKE TO SM-MARK FLAHERTY. SM STATES INSTRUMENT CLUSTER NEEDS TO BE REPLACED, THIS IS C'S FIRST VISIT AND IS FAR OOW. SM STATES SM DOES NOT SEE ANY REASON FOR GOODWILL ASSISTANCE. RCAS UNDERSTOOD AND THANKED FOR ASSISTANCE.
RCAS THANKED C FOR HOLDING AND APOLOGIZED ABOUT THE WAIT. @11/03-ZNS909N
RCAS ADVISED C THAT RCAS CONFIRMED WITH DLR ON C'S CONCERNS AND UNFORTUNATELY INFINITI IS NOT IN A POSITION TO OFFER ASSISTANCE DUE TO HOW FAR VEH IS OOW. C STATES C WOULD LIKE TO KNOW IF INFINITI CAN MATCH C'S THIRD PARTY EXTENDED WARRANTY PRICE FOR AN IEPP. @11/03-ZNS909N
RCAS ADVISED C THAT INFINITI CA DOES NOT SELL IEPPS AND REFERRED C TO FINANCE DEPT AT DLR. RCAS ADVISED C THAT THERE IS A TIMEFRAME IN ORDER TO PURCHASE IEPP AND DLR WILL BE ABLE TO ADVISE C IF C IS ELIGIBLE. C UNDERSTOOD AND THANKED FOR ASSISTANCE.
RCAS-NS OFFERED FURTHER ASSISTANCE, C DECLINED.
RCAS-NS GAVE NAME, EXTENSION AND FILE NUMBER.
RCAS-NS THANKED C FOR BUSINESS AND CALLING INFINITI. @11/03-ZNS909N
RCAS-NS CLOSING FILE AS NO FURTHER ASSISTANCE IS NEEDED. @11/03-ZNS909N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONFIDENTIAL

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NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: corneb2

CAR ID: CA6976997I
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CONTACT(S):

SATISFIED: Y	ACTION CODE: NT3B	ROOT CAUSE: SCIN	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:	
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED:	NO
3RD PRY:	PART#:	CHECK ISSUED:	NO
BYBACK ST:	OPENED BY: ZNS909N		
HISTORY:	UPDATE BY: ZNS909N		
SVC CALL#:	UPDATE DATE: 11 / 03 / 10		
CLOSE: Y (Y/N)	CLOSE DATE: 11 / 03 / 10	MICROFILM: N	
RESP CAA: SOUVANASANNE, NALIE	OLM: COPENHAVER J	DOM:	
PHONE: 0000041433	OWNER FIRST:	LANGUAGE: E ENGLISH	

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:44 PM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: corneb2

CAR ID: CA6981868I
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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E73M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 70000
CITY: CAMDEN WYOMING IN SVC DATE: 10 / 21 / 03
ST/ZIP: DE [REDACTED] VCAN: N RTL DLR: 70220 WINNER INFINITI, INC.
DAY PH: [REDACTED] PAID: 5 SVC DLR: 71220 PORTER INFINITI
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 71220 PORTER INFINITI
DLR PH: [REDACTED] DENY: 1 REGION: 72 DIST: SL/SV/PT: 04 04 34

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

ORIG CODE: CT 11 OPEN DATE: 11 / 09 / 10 XFER/RSPNSBLTY: 72 04 S
CONTACT (S): FOLLOWUP DATE: 11 / 09 / 10 INF-NET (Y/N): 0
SEVERITY: 3 CLOSE DATE: 11 / 09 / 10 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 153000 GEN. FUEL DELIVERY/INTAKE COMPONENT
AI FUEL/INTAKE SYSTEM YX POOR OR IMPROPER OPERATION
OA VEHICLE CONCERNS 263000 RIGHT FRONT AIRBAG
BK RESTRAINT SYSTEM YX POOR OR IMPROPER OPERATION

CONFIDENTIAL

DATE: 1/30/2012
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NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: corneb2

CAR ID:
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CA6981868I

C. A. R. COMMENTS

FILE OPENED-ZEJ656N 11/09/2010

PREVIOUS FILES FOUND: 6772738_RELATED
6881789_RELATED.

RCAS-EJ VERIFIED C'S NAME, ADDRESS, VIN NUMBER, MILEAGE
DAY TIME AND ALTERNATE PHONE NUMBER.

RCAS-EJ ASKED FOR EMAIL, C DECLINED PROVIDING EMAIL.

RCAS-EJ UPDATED TREAD ACT AND WARRANTY INFORMATION.

RCAS-EJ CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES IN
ZCA1 - FOUND NONE

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

RCAS-EJ RECEIVED CALL FROM C. C STATES THAT C HAS HAD THIS ON GOING CONCERN
WITH THE SIDE AIRBAG CONNECTOR AND THE FUEL GAUGE.

C STATED THAT C WAS CONTACTED IN THE SUMMER DUE TO A SURVEY AND C WANTS
TO KNOW HOW IS INFINITI GOING TO ASSIST WITH THE ON GOING CONCERNS.

C STATED THAT THIS IS THE FOURTH TIME THAT C HAS HAD CONCERNS WITH THE LIGHT
ON THE PASSANGER AIRBAG THAT KEEPS COMING ON AND THE FUEL GAUGE IS NOT
READING PROPERLY.

C STATED THAT C FEELS THAT THE DLR IS NOT INSTALLING NEW PARTS ON THE VEH.
C STATED THAT C WANTS COMPENSATION FOR HAVING TO DEAL WITH THESE CONCERNS
FOR A LONG TIME.

C STATED THAT THE VEH HAS NOT BEEN BACK AT THE DLR SINCE JULY 2010.

RCAS ADVISED C THAT C WILL NEED TO BRING THE VEH BACK TO THE DLR IF C IS
REQUESTING FURTHER ASSISTANCE WITH THE REPAIR OF THE VEH.

RCAS-EJ ADVISED C THAT ALSO INFINITI WILL NOT BE ABLE TO PROVIDE ANY
COMPENSATION AS THE VEH IS OOW SINCE 2007. @11/09-ZEJ656N

C STATED THAT C DOES NOT WANT TO SPEAK WITH RCAS AND WANTS TO SPEAK WITH
SOMEONE THAT WILL UNDERSTAND WHAT C IS REQUESTING.

RCAS ADVISED C THAT IN ORDER FOR INFINITI TO REVIEW THE CASE FOR POSSIBLE
ASSISTANCE THEN C WILL NEED TO HAVE THE VEH DIAGNOSED.

C STATED THAT C IS DONE WITH RCAS AND ASKED FOR RCAS FULL NAME. @11/09-ZEJ656N
RCAS PROVIDED RCAS FULL NAME AND EXTENSION.

RCAS-EJ PROVIDED NAME, EXTENSION NUMBER AND FILE NUMBER.

RCAS-EJ NOTING THAT THE PREVIOUS FILES:

FILE# 6772738:

REVIEWED FOR ASSISTANCE AND FOM WILL BE IN NO POSITION TO ASSIST WITH THE
REPAIRS AS THE VEH IS OOW AND C DOES NOT SERVICE THE VEH AT DLR.

OUTSIDE WARRANTY BY (B) MONTHS: 29 MILES: 15000_ (PT) MONTHS: 6_ MILES: 5000
END EMAIL.

FILE# 6881789

RCAS-ML RECEIVED INTERNAL MESSAGE FROM PSM-JN AT 4:59 PM EST 8/4/10 ADVISING
THAT INFINITI IS NOT IN A POSITION TO ASSIST C WITH THE COST OF REPAIRS

RCAS NOTING THIS C HAS BEEN DECLINED FOR REPAIRS. @11/09-ZEJ656N

RCAS-EI CLOSING FILE. @11/09-ZEJ656N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONFIDENTIAL

DATE: 1/30/2012
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NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: corneb2

CAR ID: CA6981868I
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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 #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 0	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: ZEJ656N	
SVC CALL#:	UPDATE DATE: 11 / 09 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 11 / 09 / 10	MICROFILM: N
RESP CAA: JIMENEZ, EVELYN	OLM: COPENHAVER J	DOM: FRASHER PAT
PHONE: 0000041606	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
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NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: corneb2

CAR ID: CA6984978I
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SC: ONE CONTRACT

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

VIN: JNKAY41E33M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 100000
IN SVC DATE: 01 / 08 / 04
VCAN: Y RTL DLR: 70017 INFINITI OF MASSAPEQUA
PAID: SVC DLR: 70017 INFINITI OF MASSAPEQUA
SUSP: RESP DLR: 70017 INFINITI OF MASSAPEQUA
DENY: 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 PREOWNED X MILES 24000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: 34 MILES: 40000 (PT) MONTHS: 10 MILES: 30000

ORIG CODE: CT 11 OPEN DATE: 11 / 12 / 10 XFER/RSPNSBLTY: 72 02 S
CONTACT (S): FOLLOWUP DATE: 11 / 23 / 10 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 11 / 23 / 10 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YX POOR OR IMPROPER OPERATION

CONFIDENTIAL

DATE: 1/30/2012
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NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: corneb2

CAR ID:
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CA6984978I

C. A. R. COMMENTS

FILE OPENED-ZNS909N 11/12/2010

PREVIOUS RELATED/UNRELATED FILES FOUND: NONE

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

RCAS-NS CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

CLSD P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 07/20/09 07/30/09 70024N

PREVIOUS INFINITI/NISSAN VEH:

RCAS-NS RECEIVED INBOUND CALL FROM C.

C STATES C IS HAVING AN ISSUE WITH FUEL GAUGE AND WOULD LIKE TO KNOW IF THERE ARE ANY RECALLS ON VEH FOR THIS CONCERN.

RCAS ADVISED C THAT THERE ARE NO OPEN RECALLS FOR THIS CONCERN HOWEVER RCAS DOCUMENTED C'S CONCERNS AND WILL BE REVIEWED. RCAS ADVISED C THAT IF THERE ARE ANY RECALLS ISSUED ON VEH, C WILL BE NOTIFIED.

C UNDERSTOOD AND THANKED FOR ASSISTANCE.

RCAS-NS OFFERED FURTHER ASSISTANCE, C DECLINED.

@11/12-ZNS909N

RCAS-NS GAVE NAME, EXTENSION AND FILE NUMBER.

RCAS-NS THANKED C FOR BUSINESS AND CALLING INFINITI.

RCAS-NS CLOSING FILE AS NO FURTHER ASSISTANCE IS NEEDED.

@11/12-ZNS909N

@11/16-ZSP458N-COMMENT

RCAS-SP RECIEVED CALL FROM C. RCAS-SP VERIFIED C'S INFORMATION.

RCAS-SP ADVISED THAT C'S VEH DOES NOT HAVE ANY RECALLS HOWEVER C'S INFORMATION IS CORRECT AND IF ANY RECALLS COME OUT C WILL BE NOTIFIED IN THE MAIL.

C UNDERSTOOD. RCAS-SP ADVISED THAT RCAS HAS DOCUMENTED THE COMPLAINT FOR C ABOUT THE FUEL GUAGE. C THANKED.

RCAS-SP ENDED CALL.

@11/16-ZSP458N-COMMENT

RCAS-GZ RECEIVED AN INBOUND CALL FROM C ON 11/23/10 AND C ASKED TO SEE IF THERE WAS A RECALL ON A FUEL SENDER ISSUE. C STATED C'S CONTACT INFORMATION HAS NOT CHANGED.

RCAS-GZ CHECKED FOR RECALLS/CAMPAIGNS AND FOUND:

@11/23-ZGZ999N

CLSD P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 07/20/09 07/30/09 70024

RCAS-GZ ADVISED C OF THE RECALL STATUS. C STATED C IS HAVING A CONCERN WITH THE INCORRECT FUEL LEVEL BEING DISPLAYED AND C IS NOW FINDING THA C MAY HAVE AN ISSUE WITH THE INSTRUMENT CLUSTER. RCAS-GZ OFFERED TO CONNECT C TO AN INFINITI DLR TO SETUP A SERVICE APPOINTMENT. C STATED C WILL HANDLE THE REPAIR ON C'S OWN. C STATED C JUST WANTED TO ADVISE INFINITI DIRECTLY OF C'S COMPLAINT. RCAS-GZ APPRECIATED C'S CALL AND ASSURED C THAT C'S CONCERN HAS BEEN UPDATED ON THIS CALL AND ON C'S PREVIOUS DOCUMENTED CALLS AS WELL. C UNDERSTOOD.

@11/23-ZGZ999N

RCAS-GZ OFFERED FURTHER ASSISTANCE, C DECLINED.

RCAS-GZ GAVE NAME, EXTENSION AND FILE NUMBER.

RCAS-GZ CLOSING FILE.

@11/23-ZGZ999N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONFIDENTIAL

DATE: 1/30/2012
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NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: corneb2

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NT8F	ROOT CAUSE: SCIN
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 1	DATE: 11 / 23 / 10	USERID: ZGZ999N
OTHER #: 0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 1	DATE: 11 / 16 / 10	USERID: ZSP458N
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZNS909N	
HISTORY:	UPDATE BY: ZGZ999N	
SVC CALL#:	UPDATE DATE: 11 / 23 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 11 / 23 / 10	MICROFILM: N
RESP CAA: SOUVANASANNE, NALIE	OLM: COPENHAVER J	DOM: CANTY GENE
PHONE: 0000041433	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
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NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: corneb2

CAR ID: CA6984978I
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----- CONSUMER AFFAIRS -----

CA6984978

SERVICE CONTRACTS SUMMARY

DATE: 1/30/2012
TIME: 04:07:44 PM
MODEL YEAR: 2003.0
MAKE:
MODEL LINE: M45

NAME: [REDACTED] VIN:
IN SCV DATE: 8/22/2007

SEO NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
174	QSDN09384171	2215 NJ	8/22/2007	8/22/2010	59,804		

CONFIDENTIAL

DATE: 1/30/2012
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NISSAN MOTOR CORPORATION IN U.S.A
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REQUESTED BY: corneb2

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CURRENT SERVICE CONTRACT		PRIOR SERVICE CONTRACT	
CONTRACT:	QSDN09384171	CONTRACT:	
OWNER NAME:	[REDACTED]	OWNER NAME:	
PLAN TYPE:	S	PLAN TYPE:	
PLAN TERM:	N	PLAN TERM:	
DEDUCTABLE:	\$ 50	DEDUCTABLE:	
EFFECTIVE:	08/22/07	EFFECTIVE:	
EXPIRES:	08/22/10	EXPIRES:	
MILES:	59,804	MILES:	
CANCEL:		CANCEL:	
MILES:		MILES:	
TRANSFER:		TRANSFER:	
TRANSACTION:	9/10/2007	TRANSACTION:	
PRINTED:		PRINTED:	
DEALER NO:	2215	DEALER NO:	
STATE:	NJ	STATE:	
DEALER NAME:	LYNNES NISSAN WEST, INC.	DEALER NAME:	

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:44 PM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: corneb2

CAR ID: CA6992174I
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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E83M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 93500
CITY: LAS VEGAS IN SVC DATE: 09 / 30 / 03
ST/ZIP: NV [REDACTED] VCAN: N RTL DLR: 71248 PASSPORT INFINITI/ALEXAND
DAY PH: [REDACTED] PAID: 14 SVC DLR: 70215 TOWBIN INFINITI
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 70215 TOWBIN INFINITI
DLR PH: [REDACTED] DENY: 0 REGION: 72 DIST: SL/SV/PT: 14 14 44

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY 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: 70215 TOWBIN INFINITI
OUTSIDE WARRANTY BY (B) MONTHS: 38 MILES: 32000 (PT) MONTHS: 14 MILES: 22000

ORIG CODE: CT 11 OPEN DATE: 11 / 20 / 10 XFER/RSPNSBLTY: 92 14 S
CONTACT (S): FOLLOWUP DATE: 01 / 24 / 11 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 01 / 20 / 11 INF-NET DATE: 11 / 24 / 10

CONCERN AND CATEGORY		SUBCATEGORY AND SYMPTOM	
OA	VEHICLE CONCERNS	107000	LATCH (TAILGATE/HOOD/TRUNK)
AB	BODY	YI	OOW GOODWILL ASSISTANCE REQUEST
OA	VEHICLE CONCERNS	180000	FUEL GAUGE
AT	INSTRUMENTATION	YI	OOW GOODWILL ASSISTANCE REQUEST
OA	VEHICLE CONCERNS	180000	FUEL GAUGE
AT	INSTRUMENTATION	YX	POOR OR IMPROPER OPERATION

CONFIDENTIAL

DATE: 1/30/2012
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NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: corneb2

CAR ID:
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CA6992174I

C. A. R. COMMENTS

FILE OPENED-ZMC854N 11/20/2010

PREVIOUS RELATED FILES FOUND: NONE
PREVIOUS UNRELATED FILES: 6576566, 5902095
RCAS-MC VERIFIED C'S: NAME, ADDRESS, DAY&EVE PHONE, MILEAGE,
RESPONSIBLE DLR AND VIN#
C PREVIOUS INFINITI/NISSAN VEHS: 82 DATSUN 310
RCAS-MC CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES, FOUND: NONE

RCAS-MC RECEIVED A CALL FROM C ON 11/20/10. C STATED THAT C IS HAVING ISSUES WITH THE FUEL GAUGE. C STATED THAT C CAN HAVE A QUARTER TANK OF ACTUAL FUEL BUT THE GAS GAUGE READS HALF A TANK. C STATED THAT THE VEH HAS RUN OUT OF FUEL BEFORE AND STILL READ HALF A TANK. C STATED THAT THE CONCERN HAD BEEN ACTUING UP BEFORE AND WAS REPAIRED IN THE PAST. C STATED THAT NOW THE CONCERN IS BACK WITH THE FUEL GAUGE. C STATED THAT C DOES ALL MAINTENANCE WORK WITH TOWBIN INFINITI. C STATED THAT C IS REQUESTING ASSISTANCE WITH THE COST OF THE REPAIRS. C STATED THAT C WAS AT THE DLR ON 11/19/10 AND WAS ADVISED THE REPAIR WOULD BE ABOUT \$600. C STATED THAT C WOULD LIKE TO KNOW WHAT CAN BE DONE FOR C.

@11/20-ZMC854N

RCAS-MC STATED THAT FILE WILL BE TRANSFERRED TO A REGIONAL SPECIALIST AND C WILL BE CONTACTED BY END OF THE NEXT BUSINESS DAY.

RCAS-MC PROVIDED NAME, FILE NUMBER AND EXTENSION.

RCAS-MC TRANSFERRED FILE TO APROPRIATE RCAS AGENT FOR HANDLING.

RCAS-MC SENT MESSAGE ADVISING RESPONSIBLE AGENT OF FILE.

@11/20-ZMC854N

RCAS-ED IN RECEIPT OF FILE.

RCAS-ED DATANETTED FILE.

RCAS-ED CORRECTED OOW PARAMETERS AND MAINTAINING DLRSHIP ON [FILE.@11/23-ZED501N](#)

@11/23-ZED501N

RCAS-ED CONTACTED DLRSHIP AT 1:06 PM EST ON 11/23/10 AND LEFT VMX FOR SM-MIKE FOTIE, REQUESTING A CALLBACK WITH REGARDS TO THIS FILE.

@11/23-ZED501N

@11/23-ZED501N

RCAS-ED RECEIVED VMX FROM SM-MIKE FOTIE AT 1:28 PM EST ON 11/23/10.

@11/23-ZED501N

RCAS-ED CONTACTED DLRSHIP AT 2:17 PM EST ON 11/23/10 AND SPOKE WITH SM-MIKE FOTIE. SM STATES THAT SAME PART WAS GOODWILLED TO C IN 2007.

RCAS-ED ADVISED SM THAT RCAS-ED WOULD LIKE TO CONSULT WITH FOM-DW DUE TO MULTIPLE ISSUES WITH THE SAME PART.

@11/23-ZED501N

RCAS-ED INQUIRED ON COST OF REPAIRS.

@11/23-ZED501N

SM STATES THAT APPROX COST IS \$500-600 FOR PARTS AND LABOR FOR FUEL GAUGE ASSEMBLY.

@11/23-ZED501N

@11/23-ZED501N

RCAS-ED SENT INTERNAL MSG TO FOM-DW AND ORM-RL AT 2:28 PM EST ON 11/23/10, REQUESTING INPUT ON THIS CASE.

@11/23-ZED501N

RCAS-ED CONTACTED C ON DAY NUMBER AT 4:49 PM EST ON 11/23/10 AND SPOKE WITH C. C STATES THAT C IS REQUESTING ASSISTANCE WITH REPAIR AS IT IS NOT NORMAL FOR THIS PART TO BREAK DOWN.

@11/23-ZED501N

RCAS-ED ADVISED C THAT RCAS-ED IS LOOKING INTO THIS MATTER FOR C, AND WILL FOLLOW UP WITH C BY 11/27/10. C AGREED.

@11/23-ZED501N

RCAS-ED SENT INTERNAL MSG TO FOM-DW AND ORM-RL AT 10:49 AM EST ON 11/26/10, INQUIRING IF THERE ARE ANY UPDATES ON THIS CASE.

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*** @11/26-ZED501N
RCAS-ED CONTACTED C ON DAY NUMBER AT 12:04 PM EST ON 11/27/10 AND LEFT A VMX.
RCAS-ED CONTACTED C ON EVE NUMBER AT 12:05 PM EST ON 11/27/10 AND SPOKE WITH C
RCAS-ED ADVISED C THAT RCAS-ED IS CONSULTING WITH RGN, AND WILL FOLLOW UP WITH
C BY 12/01/10. C AGREED.

*** @11/27-ZED501N
RCAS-SP RECIEVED CALL FROM C ON 11/29/10. C STATED THAT C WAS LOOKING FOR
RCAS-ED. RCAS-SP ADVISED THAT RCAS-ED IS NOT IN AND C WILL BE CONTACTED
BEFORE THE END OF DAY 12/01. RCAS-SP OFFERED ADDITIONAL ASSISTANCE.
C DECLINED.
RCAS-SP EXITING FILE.

----- @11/29-ZSP458N
RCAS-ED RECEIVED INTERNAL MSG FROM FOM-DW ON 11/29/10, ADVISING THAT GOODWILL
WILL BE OFFERED, AS C HAS BEEN A CONSISTENT CUSTOMER FOR SEVERAL YEARS.

*** @11/30-ZED501N
RCAS-CR RECEIVED A CALL FROM C. C STATED THAT C IS CALLING TO FOLLOW UP ON
C'S FILE. RCAS-CR INFORMED C THAT RCAS-ED IS AVAILABLE AND TRANSFERED C TO
RCAS-ED.

*** @12/01-ZCR000N
@12/01-ZCR000N
RCAS-ED MADE OUTBOUND CALL TO DLRSHP AT 12:10 PM EST ON 12/01/10 AND
LEFT VMX FOR SM-MIKE FOTIE, ADVISING THAT FOM HAS ADVISED THAT REPAIRS
WILL BE COVERED.

*** @12/01-ZED501N
@12/01-ZED501N
@12/01-ZED501N
RCAS-ED RECEIVED CALL FROM C ON 12/01/10.
RCAS-ED ADVISED C THAT, AS C IS A LOYAL CUSTOMER OF INFINITI, INFINITI WILL
COVER THE COST OF REPAIRS.

@12/01-ZED501N
C UNDERSTOOD AND THANKED RCAS-ED.
RCAS-ED ADVISED C TO CALL DLR LATER IN THE DAY TO SET UP APPT. C AGREED.
RCAS-ED ADVISED C THAT RCAS-ED WILL FOLLOW UP WITH C ON 12/08/10 TO VERIFY
WHETHER VEH IS REPAIRED. C AGREED.

*** @12/01-ZED501N
RCAS-ED CONTACTED DLRSHP AT 4:53 PM EST ON 12/07/10 AND WAS ADVISED THAT
SM-MIKE FOTIE IS NOT AT DLRSHP TODAY.
RCAS-ED SPOKE WITH SA-JORDAN.

@12/07-ZED501N
@12/07-ZED501N
RCAS-ED INQUIRED IF C HAS HAD REPAIRS OR HAS APPT SET FOR REPAIRS.
CALL WAS TRANSFERRED TO SA-DARRYL.
SA STATES THAT SM-MIKE FOTIE HAS BEEN OUT SICK SINCE 12/03/10.

@12/07-ZED501N
SA STATES THAT C CALLED AND ADVISED THAT REPAIR WAS BEING COVERED, BUT SA
DID NOT HAVE VERIFICATION AND WAS WAITING FOR SM TO ADVISE.
RCAS-ED VERIFIED THAT FOM-DW HAS APPROVED GOODWILL.
SA STATES THAT SA WILL CALL C RIGHT NOW TO SCHEDULE APPT.
RCAS-ED THANKED SA.

*** @12/07-ZED501N
RCAS-ED CONTACTED C ON DAY NUMBER AT 11:39 AM EST ON 12/08/10 AND SPOKE WITH C
C STATES THAT C IS GOING ON 12/13/10 TO GET VEH REPAIRED.
RCAS-ED ADVISED C THAT RCAS-ED WILL FOLLOW UP WITH C ON 12/15/10 TO VERIFY
THAT C IS SATISFIED WITH REPAIRS. C AGREED.

*** @12/08-ZED501N
RCAS-KN ASSISTING RCAS-ED.
----- @12/15-ZKN032N
@12/15-ZKN032N

RCAS-KN CONTACTED C AT DAY NUMBER AT 4:33PM EST ON 12/15/10 AND LEFT VMX.
RCAS-KN CONTACTED C AT EVENING NUMBER AT 4:34PM EST ON 12/15/10 AND LEFT VMX.
----- @12/15-ZKN032N

RCAS-ED CONTACTED C ON DAY NUMBER AT 1:29 PM EST ON 12/17/10 AND LEFT A VMX.
RCAS-ED CONTACTED C ON EVE NUMBER AT 1:30 PM EST ON 12/17/10 AND LEFT A VMX.

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FILE SUMMARY FOLLOWS:

C CONTACTED CA TO REQUEST OOW ASSISTANCE WITH FUEL GAUGE. @12/17-ZED501N
FOM APPROVED GOODWILL.

C HAD APPT 12/13/10 FOR REPAIRS.

RCAS TO CONTACT C TO VERIFY REPAIRS.

FILE SUMMARY ENDS.

RCAS-JC RECEIVED INBOUND CALL FROM C ON 12/17/10 AT 7:14PM EST AND CONFIRMED
CONTACT INFORMATION, C IS PICKING THE VEH UP ON 12/17/10 AND WOULD LIKE CALL
BACK NEXT WEEK TO CONFIRM REPAIRS, RCAS AGREED THAT FOLLOW-UP HAS BEEN SET FOR
12/21/10, C THANKED RCAS @12/17-ZJC818N

RCAS-EL RECEIVED CALL FROM C ON 12/20/10 AND C ASKED TO SPEAK TO RCAS-ED. RCAS
ADVISED C THAT RCAS-ED IS ON VACATION. C STATED THAT THE VEH IS REPAIRED.
C STATED THAT C IS HAVING ANOTHER ISSUE THAT C IS ASKING FOR INFINITI TO
COVER. C STATED THAT THE TRUNK STRUTS NEED TO BE REPLACED. C STATED THAT C WAS
COMPLAINING OF THE ISSUE FOR THE PAST FOUR YEARS AND THE VEH WAS NOT REPAIRED.
RCAS ADVISED C THAT GENERALLY, GOODWILL ASSISTANCE IS ONLY COVERED ONCE. C
STATED THAT THE ISSUE WAS HAPPENING BEFORE THE WARRANTY EXPIRED AND C IS
ASKING THAT INFINITI COVER THE REPAIR. RCAS ADVISED C THAT IT WILL BE LOOKED
INTO, BUT INFINITI WILL MOST LIKELY NOT BE IN A POSITION TO ASSIST C AS
INFINITI JUST DID. RCAS ADVISED C THAT C WILL BE CONTACTED ON 12/21/10.

@12/20-ZEL999N

**RCAS-MC CALLED SM-MIKE FOTIE AT 1:31PM EST ON 12/21/10. RCAS-MC REVIEWED
THE SITUATION AND THE FACT THAT C IS REQUESTING ASSISTANCE WITH THE TRUNK
STRUTS. SM-MIKE ADVISED THAT THERE WERE 3 COMPLAINTS OF THE CONCERN, THE
FIRST BACK IN 2006. RCAS-MC CONFIRMED INFO IN VROI. SM-MIKE ADVISED THAT C
WILL BE PROVIDED ASSISTANCE FOR THE LAST TIME. RCAS-MC AGREED AND STATED THAT
C WILL BE INFORMED THAT THIS IS THE LAST TIME FOR C TO BE ASSISTED.

SM STATED THAT AS FOR THE FUEL GAUGE THAT REPAIR IS ALREADY COMPLETED.

SM-MIKE STATED THAT THE PARTS FOR THE TRUNK WILL BE ORDERED AND C WILL BE
CONTACTED. RCAS-MC THANKED SM-MIKE AND ENDED THE CALL. @12/21-ZMC854N

@12/21-ZMC854N

**RCAS-MC CALLED C AT 3:33PM EST ON 12/21/10. RCAS-MC EXPLAINED TO C THAT C
IS BEING APPROVED FOR THE TRUNK STRUTS AS WELL. C STATED THAT IS VERY
PLEASING TO C. C STATED THAT THE FUEL GAUGE IS FINE NOW. C STATED THAT C
APPRECIATED THE ASSISTANCE AND DID NOT WANT TO ASK. RCAS-MC ADVISED C THAT
THE REPAIRS ARE A ONE TIME THING AND C SHOULD NOT EXPECT CONTUINUED OOW
ASSISTANCE. C STATED THAT C DID NOT EXPECT FURTHER GOODWILL. C THANKED
RCAS-MC AND STATED THAT C IS CONFIDENT IN THE DLR'S ABILITY AND REQUIRED NO
OTHER ASSISTANCE. RCAS-MC ADVISED C TO CALL RCAS-MC IF THERE ARE ANY OTHER
CONCERNS. C THANKED RCAS-MC AND ENDED THE CALL.

RCAS-MC CLOSING FILE. @12/21-ZMC854N

RCAS-ED RECEIVED VMX FROM SA-PEGGY ONG AT 4:46 PM EST ON 01/19/11.

SA STATES THAT DLR NEEDS AUTHORIZATION FOR STRUT REPAIR.

SA_REQUESTS CALLBACK ON 702-252-8800 EXT. 128.

@01/19-ZED501N

RCAS-ED CONTACTED DLRSHP AT 11:53 AM EST ON 01/20/11 AND LEFT VMX FOR SM-MIKE
FOTIE, REQUESTING A CALLBACK WITH REGARDS TO THIS FILE.

@01/20-ZED501N

RCAS-ED RECEIVED VMX FROM SM-MIKE FOTIE AT 1:05 PM EST ON 01/20/11.

@01/20-ZED501N

RCAS-ED CONTACTED DLRSHP AT 2:43 PM EST ON 01/20/11 AND SPOKE WITH SM-MIKE

FOTIE.

@01/20-ZED501N

SM STATES THAT SM WILL CONTACT FOM-DW.

@01/20-ZED501N

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RCAS-ED CLOSING FILE.

@01/20-ZED501N

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: 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: 01 / 19 / 11	USERID: ZED501N
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: ZMC854N	
HISTORY:	UPDATE BY: ZED501N	
SVC CALL#:	UPDATE DATE: 01 / 20 / 11	
CLOSE: Y (Y/N)	CLOSE DATE: 01 / 20 / 11	MICROFILM: N
RESP CAA: DRIEDGER, ERIN	OLM: COPENHAVER J	DOM:
PHONE: 0000047155	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E13M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 83500
CITY: MURFREESBORO IN SVC DATE: 07 / 10 / 03
ST/ZIP: TN [REDACTED] VCAN: N RTL DLR: 70031 COCHRAN INFINITI, INC.
DAY PH: [REDACTED] PAID: 5 SVC DLR: 71234 ALEXANDER INF / COOL SPGS
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 71234 ALEXANDER INF / COOL SPGS
DLR PH: [REDACTED] DENY: 0 REGION: 72 DIST: SL/SV/PT: 15 15 45

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED X MILES 82500 # NISSAN/INFINITI VEHICLES: 2
VEHICLE MAINTAINED BY: INDEPENDENT
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 11 / 26 / 10 XFER/RSPNSBLTY: 72 15 S
CONTACT (S): FOLLOWUP DATE: 11 / 26 / 10 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 11 / 26 / 10 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY		SUBCATEGORY AND SYMPTOM	
OA	VEHICLE CONCERNS	180000	FUEL GAUGE
AT	INSTRUMENTATION	YI	OOW GOODWILL ASSISTANCE REQUEST
OA	VEHICLE CONCERNS	180000	FUEL GAUGE
AT	INSTRUMENTATION	YX	POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZMC854N 11/26/2010

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES: NONE

RCAS-MC VERIFIED C'S: NAME, ADDRESS, DAY&EVE PHONE, MILEAGE,
RESPONSIBLE DLR AND VIN#

C PREVIOUS INFINITI/NISSAN VEHS: 200? ALTIMA LEASED

RCAS-MC CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES, FOUND: 1

OPEN P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 07/20/09 00/00/00

RCAS-MC INFORMED C OF OPEN RECALL AND STATED C CAN TAKE VEH INTO ANY
INFINITI DLR FOR RECALLS TO BE PERFORMED.

@11/26-ZMC854N

C STATED THAT C HAS A CONCERN WITH C'S FUEL GAUGE NOT READING. C STATED THAT
C JUST PURCHASED THE VEH ABOUT 1 MONTH AGO. C STATED THAT C HAD THE VEH
INSPECTED FOR THE CONCERN WITH THE FUEL GAUGE AT AN INDEPENDENT. C STATED
THAT THE INDEPENDENT DROVE 1 HOUR TO THE CLOSEST DLR TO GET THE FUEL GAUGE
AND C PAID \$300 FOR THE REPAIR. C STATED THAT THE GAUGE STILL DOES NOT WORK.
C STATED THAT C WANTED TO KNOW IF INFINITI WAS DOING ANYTHING ABOUT THE
CONCERN AS C FOUND SEVERAL PEOPLE WITH THE SAME CONCERN ONLINE. RCAS-MC
CHECKED AND ADVISED THAT THE ONLY RECALL IS ON THE SAB CONNECTOR. RCAS-MC
STATED THAT THERE IS NO BULLETIN ON C'S CONCERN. C STATED THAT C WANTED TO
AT LEAST HAVE THE GAUGE WARRANTIED. RCAS-MC STATED THAT ALL REPLACEMENT PARTS
FROM AN INFINITI DLR HAVE A 12 MONTH, 12000 MILE WARRANTY. RCAS-MC STATED
THAT C CAN HAVE THE PART WARRANTIED THROUGH THE DLR. C STATED THAT IS WHAT
C WILL DO. C STATED THAT C WILL EVEN HAVE THE DLR INSPECT THE VEH IF C GOES
TO THE DLR. RCAS-MC STATED THAT IS UNDERSTANDABLE, BUT NO ASSISTANCE IS
GAURANTEED. C STATED THAT C HAD SEEN OTHERS THAT WERE ASSISTED ONLINE.
RCAS-MC STATED THAT REGARDLESS A LOT HAS TO DO WITH C'S HISTORY WITH INFINITI
AND HOW FAR C IS OOW. C STATED THAT C UNDERSTOOD. RCAS-MC STATED THAT IF C
STILL DESIDED TO CONTINUE C CAN CALLBACK ONCE INSPECTED WITH THE FILE#.
RCAS-MC PROVIDED FILE#, NAME, EXT. C ENDED CALL.
RCAS-MC CLOSING FILE.

@11/26-ZMC854N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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 #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 0	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: ZMC854N	
HISTORY:	UPDATE BY: ZMC854N	
SVC CALL#:	UPDATE DATE: 11 / 26 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 11 / 26 / 10	MICROFILM: N
RESP CAA: CARBERRY, MICAINE	OLM: COPENHAVER J	DOM:
PHONE: 0000041000	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: ATLANTA
ST/ZIP: GA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E04M [REDACTED] Y
YR/MDL: 2004.0 M45 MILEAGE: 74000
IN SVC DATE: 08 / 31 / 04
RTL DLR: 71042 INFINITI OF CHARLOTTE
SVC DLR: 70044 ROSWELL INF OF N. ATLANTA
RESP DLR: 70044 ROSWELL INF OF N. ATLANTA
REGION: 72 DIST: SL/SV/PT: 14 14 44
VCAN: N
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 PREOWNED X MILES 28000 # NISSAN/INFINITI VEHICLES: 2
VEHICLE MAINTAINED BY: INDEPENDENT FACILITY
OUTSIDE WARRANTY BY (B) MONTHS: 27 MILES: 14000 (PT) MONTHS: 3 MILES: 4000

ORIG CODE: CT 11 OPEN DATE: 11 / 29 / 10 XFER/RSPNSBLTY: 72 14 S
CONTACT (S): FOLLOWUP DATE: 12 / 06 / 10 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 12 / 06 / 10 INF-NET DATE: 11 / 30 / 10

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 153000 GEN. FUEL DELIVERY/INTAKE COMPONENT
AI FUEL/INTAKE SYSTEM YI OOW GOODWILL ASSISTANCE REQUEST

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FILE OPENED-ZKN032N 11/29/2010
PREVIOUS RELATED FILES FOUND: NONE
PREVIOUS UNRELATED FILES FOUND: NONE.
RCAS-KN VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE AND DAY AND EVE PHONE NUMBERS RESPONSIBLE DLR.
PREVIOUS NISSAN/INFINITI VEHS: 1990 Q45
RCAS-KN RECEIVED A CALL FROM C. @11/29-ZKN032N
C STATED THAT C BROUGHT THE VEH INTO THE DLR FOR THE AIRBAG RECALL HOWEVER C IS HAVING OTHER ISSUES WITH THE VEH. @11/29-ZKN032N
C STATED THAT 2 YRS AGO C HAD TO REPLACE THE BATTERY AND THEN AGAIN 9 MTHS AFTER THAT. @11/29-ZKN032N
C STATED THAT THE DLR HAS STATED THAT THE FUEL GAUGE NEEDS TO BE REPLACED AND C WOULD LIKE INFINITI TO ASSIST WITH THIS REPAIR. @11/29-ZKN032N
RCAS-KN INFORMED C THAT C'S FILE WILL BE TRANSFERRED TO A RCAS WHO WILL CONTACT C BY THE END OF THE NEXT BUSINESS DAY. @11/29-ZKN032N
C STATED C UNDERSTANDS AND THANKED RCAS-KN. @11/29-ZKN032N
RCAS-KN OFFERED ADDITIONAL ASSISTANCE, C DENIED.
C THANKED RCAS-KN FOR THE ASSISTANCE, C SATISFIED.
RCAS-KN GAVE C NAME, EXTENSION AND FILE NUMBER. @11/29-ZKN032N
----- @11/29-ZKN032N
RCAS-KN EMAILED FILE TO RCAS-NS FOR REVIEW ON 11/29/10. @11/29-ZKN032N
----- @11/29-ZKN032N
RCAS-NS IN REVIEW OF DLR NOTES:
VEHICLE IS HERE AT DEALER FOR CAMPAIGN REPAIR.CUSTOMER HAS NOT AUTH DIAGNOSIS OF FUEL GAUGE ISSUE. @11/29-70044

RCAS-NS CALLED C ON DAY/EVE PHONE AT 6:46 PM EST, 11/30/10 AND LEFT VMX FOR C PROVIDED CONTACT INFO, SETTING FOLLOW UP FOR 12/2/10. @11/30-ZNS909N

RCAS-NS RECEIVED VMX FROM C ON 12/2/10 AT 2:59 PM EST REQUESTING A CALL BACK. @12/02-ZNS909N
RCAS-NS CALLED C ON DAY/EVE PHONE AT 4:33 PM EST, 12/2/10 AND LEFT VMX FOR C PROVIDED CONTACT INFO AND ADVISED C TO TRY CALLING RCAS AT MAIN LINE, 1 800 662 6200 OPTION 6, SETTING FOLLOW UP FOR 12/6/10. @12/02-ZNS909N
***** @12/03-ZEL999N
RCAS-EL RECEIVED CALL FROM C ON 12/03/10 AND C ASKED TO SPEAK TO RCAS-NS. RCAS ADVISED C THAT RCAS-NS IS NOT AVAILABLE. RCAS ADVISED C THAT THE VEH NEEDS TO BE DIAGNOSED AT THE DLR. C STATED IT HAS BEEN AND IT IS THERE RIGHT NOW. C STATED THAT THE DLR QUOTED C \$969 FOR THE FUEL SENDING UNIT. RCAS ADVISED C THAT RCAS-NS WILL LOOK INTO THE REQUEST FURTHUR AND FOLLOW UP WITH C ON 12/06/10. C STATED THAT C WOULD LIKE AN ANSWER ON 12/03/10 WITHIN THE NEXT COUPLE OF HOURS. RCAS ADVISED C THAT RCAS WILL ADVISE RCAS-NS. @12/03-ZEL999N
RCAS-EL VERBALLY ADVISED RCAS-NS THAT C IS REQUESTING AN ANSWER ON 12/03/10. @12/03-ZEL999N
*** @12/03-ZNS909N
RCAS-NS CALLED DLR 70044 AT 4:09 PM EST, 12/3/10 AND SPOKE TO SM-BRUCE SCOTT. SM STATES C PRE-PAID \$555 FOR FUEL SENDING UNIT AND WILL BE CONTACTED ONCE PART ARRIVES TO HAVE REPAIRS COMPLETED. SM STATES C HAS ONLY BEEN TO DLR 3X IN 30,000 MILES AND IS NOT A GOOD SERVICING C. SM STATES THIS IS NOT A GOODWILL CANDIDATE. @12/03-ZNS909N
RCAS UNDERSTOOD AND THANKED FOR ASSISTANCE. @12/03-ZNS909N

RCAS-NS SENT INTERNAL MSG TO FOM-JL ON 12/3/10. @12/03-ZNS909N

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RCAS-ER NOTES RCAS-NS RECIEVED EMAIL FROM FOM-JL ON 12/06/10 ADVISING THAT
NO ASSISTANCE WOULD BE PROVIDED.

@12/06-ZER229N

RCAS-ER CONTACTED DAY/EVE NUMBER AT 5:28 PM EST ON 12/06/10 AND SPOKE TO C.
RCAS-ER ADVISED C THAT AT THIS TIME, INFINITI IS NOT IN A POSITION TO OFFER
ASSISTANCE WITH THE COST OF REPAIRS.

@12/06-ZER229N

C STATES THAT C'S VEH CAN'T PASS EPA TESTS RIGHT NOW. RCAS-ER APOLOGIZED AND
ADVISED THAT REPARIS WILL BE C PAY. C THANKED AND ENDED CALL.
RCAS-ER CLOSING FILE.

@12/06-ZER229N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

VEHICLE IS HERE AT DEALER FOR CAMPAIGN REPAIR.CUSTOMER HAS NOT AUTH DIAGNOSIS
OF FUEL GAUGE ISSUE.

@11/29-70044

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:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZKN032N	
HISTORY:	UPDATE BY: ZER229N	
SVC CALL#:	UPDATE DATE: 12 / 06 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 12 / 06 / 10	MICROFILM: N
RESP CAA: SOUVANASANNE, NALIE	OLM: COPENHAVER J	DOM:
PHONE: 0000041433	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:44 PM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: corneb2

CAR ID: CA7021681I
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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E13M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 91863
CITY: BLUFFTON IN SVC DATE: 11 / 15 / 02
ST/ZIP: SC [REDACTED] VCAN: N RTL DLR: 70073 CROWN INFINITI
DAY PH: [REDACTED] PAID: 7 SVC DLR: 70500 INFINITI OF HILTON HEAD
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 70500 INFINITI OF HILTON HEAD
DLR PH: [REDACTED] DENY: 0 REGION: 72 DIST: SL/SV/PT: 13 13 43

LETTER RECEIVED 12 / 09 / 10 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: 49 MILES: 31863 (PT) MONTHS: 25 MILES: 21863

ORIG CODE: PL 11 OPEN DATE: 12 / 09 / 10 XFER/RSPNSBLTY: 72 13 S
CONTACT (S): FOLLOWUP DATE: 12 / 14 / 10 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 12 / 14 / 10 INF-NET DATE: 12 / 10 / 10

CONCERN AND CATEGORY		SUBCATEGORY AND SYMPTOM	
OA	VEHICLE CONCERNS	153000	GEN. FUEL DELIVERY/INTAKE COMPONENT
AI	FUEL/INTAKE SYSTEM	YE	MULTIPLE REPAIR ATTEMPTS
OA	VEHICLE CONCERNS	153000	GEN. FUEL DELIVERY/INTAKE COMPONENT
AI	FUEL/INTAKE SYSTEM	YX	POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

unction failures not seen before.

THIS CAR WAS CREATED FROM A CRITICAL COMMENT ON A CUSTOMER SATISFACTION SURVEY
NO OTHER C.A.R. EXISTS FOR THIS VIN

Took car in for fuel gauge repair. Received vehicle back in less functional condition. Had to reschedule appointment to bring vehicle back to correct. Service to replaced instrument cluster to fix faulty fuel readings. Fuel gauge still did not work correctly and experienced additional instrument cluster f

RCAS-NS CHECKED SVC COMM FOR RELATED REPAIRS:

WORK ORDER: 31148-06 W.O.DATE: 11/08/09

DEALER: 70500 KEY INFINITI, LLC @12/14-ZNS909N

REMARK: CUSTOMER STATES THAT THE GAS GAUGE ISNT READING ACURATELY.

ONE TIME 1/2 TANK NEXT TIME 3/4 TANK

REMARK: REC. COMBINATION METER ASSEMBLY. MAY ALSO NEED FUEL SENDER UNIT.

@12/14-ZNS909N

COST TO REPLACE COMBINATION METER WOULD BE 433.58 PLUS TX
COST TO REPLACE FUEL LEVEL SENDING UNIT IF NEEDED WOULD BE 377.72 PLUS TX

WORK ORDER: 34966-06 W.O.DATE: 08/07/10

DEALER: 70500 KEY INFINITI, LLC

REMARK: CUSTOMER STATES THAT THE THE FUEL GAUGE ISNT READING RIGHT.

DOESNT USUALLY READ BELOW 1/2 TANK OF FUEL

REMARK: SEE HISTORY FOR PREVIOUS DIAG.

WORK ORDER: 36444-10 W.O.DATE: 11/17/10

DEALER: 70500 KEY INFINITI, LLC

REMARK: CUSTOMER STATES THAT THE FUEL GAUGE WONT GO BELOW 1/2 TANK OF FUEL-THIS WAS INSPECTED BEFORE-SEE HISTORY

REMARK: FOUND THE FUEL GAUGE TO BE GOING BAD

REPLACED INSTRUMENT CLUSTER WHICH INCLUDES THE FUEL GAUGE@12/14-ZNS909N

WORK ORDER: 36545-02 W.O.DATE: 11/23/10 @12/14-ZNS909N

DEALER: 70500 KEY INFINITI, LLC

REMARK: CUSTOMER STATES FUEL LEVEL IS FLUCTUATING STILL, WAS IN FOR SAME ISSUE, FIXED ISSUE, HAVING SAME PROBLEM,TRIP WONT RESE

REMARK: TRIPOMETER RESET SWITCH NOT FUNCTIONING(WONT RESET)ALSO FUEL GAUGE NEEDLE WILL NOT RETURN TO E WHEN IGN OFF.R&R CLUSTER

RCAS-NS CALLED C ON DAY/EVE PHONE AT 1:28 PM EST, 12/14/10 AND LEFT VMX FOR C ADVISED C THAT SURVEY HAS BEEN RECEIVED AND THANKED FOR FEED BACK IF C REQUIRES ANY FURTHER ASSISTANCE TO CALL BACK.

RCAS CLOSING FILE PENDING C'S CALL BACK. @12/14-ZNS909N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE 12/10/10
THIS C.A.R. WAS CREATED AS A RESULT OF A TOS SURVEY CONTACT.
PLEASE CONTACT THE CONSUMER WITHIN 24 HOURS FOR REVIEW OF CONCERN.

DEALER ACTION:

CONFIDENTIAL

DATE: 1/30/2012
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NISSAN MOTOR CORPORATION IN U.S.A
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CONTACT(S):

SATISFIED: Y	ACTION CODE: NE4B	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 #: 0	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: ORCBATC	
HISTORY:	UPDATE BY: ZNS909N	
SVC CALL#:	UPDATE DATE: 12 / 14 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 12 / 14 / 10	MICROFILM: N
RESP CAA: SOUVANASANNE, NALIE	OLM: COPENHAVER J	DOM:
PHONE: 0000041433	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
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NISSAN MOTOR CORPORATION IN U.S.A
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REQUESTED BY: corneb2

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: LAWRENCEVILLE
ST/ZIP: GA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED] 0

VIN: JNKAY41E34M [REDACTED] Y
YR/MDL: 2004.0 M45 MILEAGE: 72000
IN SVC DATE: 08 / 19 / 04
VCAN: N RTL DLR: 70498 INFINITI OF SOUTH ATLANTA
PAID: 4 SVC DLR: 70044 ROSWELL INF OF N. ATLANTA
SUSP: 0 RESP DLR: 70044 ROSWELL INF OF N. ATLANTA
DENY: 0 REGION: 72 DIST: SL/SV/PT: 14 14 44

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED X MILES 30000 # NISSAN/INFINITI VEHICLES: 2
VEHICLE MAINTAINED BY: INDEPENDENT FACILITY
OUTSIDE WARRANTY BY (B) MONTHS: 28 MILES: 12000 (PT) MONTHS: 4 MILES: 2000

ORIG CODE: CT 11 OPEN DATE: 12 / 10 / 10 XFER/RSPNSBLTY: 72 14 S
CONTACT (S): FOLLOWUP DATE: 01 / 05 / 11 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 01 / 05 / 11 INF-NET DATE: 12 / 14 / 10

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YI OOW GOODWILL ASSISTANCE REQUEST

CONFIDENTIAL

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C. A. R. COMMENTS

FILE OPENED-ZCR000N 12/10/2010

PREVIOUS RELATED FILES FOUND: 6905920,6948235

PREVIOUS UNRELATED FILES FOUND: NONE.

RCAS-CR VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE AND DAY AND EVENING PHONE NUMBERS

RCAS-CR CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @12/10-ZCR000N

CLSD P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 07/20/09 10/24/09 70493

RCAS-CR RECEIVED A CALL FROM C. @12/10-ZCR000N

C STATED THAT C HAS A CONCERN WITH THE FUEL GUAGE. C STATED THAT C HAS HAD TO TAKE THE VEH INTO 2 DIFFERENT DLRS TO HAVE THE VEH DIAGNOSED AND BOTH DLRS WERE NOT ABLE TO DO SO. C STATED THAT THE VEH IS CURENTLY AT ROSWELL INFINITI AND THE DLR HAS ADVISED THAT THE GUAGE CLUSTER NEEDS TO BE REPLACED. C STATED THAT C WOULD LIKE ASSISTANCE FROM INFINITI WITH THE REPAIRS.

RCAS-CR INFORMED C THAT C'S FILE WILL BE TRANSFERRED TO A RCAS WHO WILL CONTACT C BY THE END OF THE NEXT BUSINESS DAY. @12/10-ZCR000N

RCAS-CR OFFERED ADDITIONAL ASSISTANCE, C DENIED.

C THANKED RCAS-CR FOR THE ASSISTANCE, C SATISFIED.

RCAS-CR GAVE C NAME, EXTENSION AND FILE NUMBER. @12/10-ZCR000N

*** @12/10-ZCR000N

RCAS-CR SENT AN EMAIL TO RCAS-NS TO ADVISE OF FILE. @12/10-ZCR000N

*** @12/10-ZCR000N

RCAS-NS CALLED C ON DAY PHONE AT 3:21 PM EST, 12/13/10 AND SPOKE TO C.

RCAS CONFIRMED C'S CONCERNS. C STATES C SPOKE TO SA-JASON AND ADVISED C THAT REPAIRS WOULD COST \$975. C STATES C WOULD LIKE ASSISTANCE TO HAVE GAUGE CLUSTER REPLACED.

RCAS ADVISED C THAT RCAS WILL LOOK INTO C'S CONCERNS AND FOLLOW UP ON 12/15/10 C AGREED AND THANKED FOR ASSISTANCE. @12/13-ZNS909N

RCAS NOTING RCAS IS WAITING FOR DEALER NOTES TO BE UPDATED. @12/13-ZNS909N

*** @12/14-ZNS909N

RCAS-NS CALLED DLR 70044 AT 4:40 PM EST, 12/14/10 AND LEFT VMX FOR SM-BRUCE SCOTT REQUESTING A CALL BACK. @12/14-ZNS909N

RCAS-NS NOTING PREVIOUS VEHS: 2003 MAXIMA @12/15-ZNS909N

RCAS NOTING DLR NOTES:

CUSTOMER AUTH REPAIRS.REPAIRS WERE COMPLETED & VEHICLE PICKED UP 12/13/2010.

@12/14-70044 @12/15-ZNS909N

RCAS-NS CALLED C ON DAY PHONE AT 3:07 PM EST, 12/15/10 AND LEFT VMX FOR C PROVIDED CONTACT INFO, SETTING FOLLOW UP FOR 12/17/10.

RCAS-NS CALLED C ON EVE PHONE AT 3:08 PM EST, 12/15/10 AND LEFT VMX FOR C PROVIDED CONTACT INFO, SETTING FOLLOW UP FOR 12/17/10. @12/15-ZNS909N

RCAS-NS CHECKED VROI FOR RELATED SVC INFO: @12/15-ZNS909N

WORK ORDER: 30052-01 W.O.DATE: 08/24/10 @12/15-ZNS909N

ODOMETER: 66983

REMARK: CUSTOMER STATES FUEL GUAGE READING IMPROPERLY

REMARK: NO DTC'S DETECTED AND FUEL GAUGE APPEARS TO BE READING

CORRECT.INDICATES ALMOST FULL WITH 65 MILES ON TRIP ODO.@12/15-ZNS909N

MAY HAVE INTERMITTENT FAILURE OF GAUGE CLUSTER ASSY AND/OR

FUEL LEVEL SENDING UNIT @12/15-ZNS909N

WORK ORDER: 31931-01 W.O.DATE: 10/15/10

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:44 PM

NISSAN MOTOR CORPORATION IN U.S.A
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REQUESTED BY: corneb2

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ODOMETER: 68623

REMARK: CUSTOMER STATES FUEL GAUGE READING IMPROPERLY, USUALLY GETS
300 MILES TO TANK-AT 290 MILES NOW BUT GAUGE READS 1/4 NOW

REMARK: UPON INSPECTION FOUND GAUGE WORKING PROPERLY
POSSIBLE GAUGE CLUSTER OR SENDER STARTING TO FAIL.

WORK ORDER: 78058-01 W.O.DATE: 12/13/10

ODOMETER: 72131 @12/15-ZNS909N

DEALER: 70044 ROSWELL INF OF N. ATLANTA

REMARK: CUSTOMER STATES THE FUEL GUAGE IS READING INCORRECTLY WHEN
1/2 TANK OR LESS, SHOWS MORE FUEL THAN IS REALLY THERE

REMARK: INTERNAL SHORT IN UNIFIED METER ASSEMBLY
REPLACED UNIFIED METER AND PRINTED CIRCUIT TO CORRECT

TOTAL LINE AMT: 978.44 @12/15-ZNS909N

RCAS-NS SENT INTERNAL MSG TO FOM-JL ON 12/15/10. @12/15-ZNS909N

RCAS-NS RECEIVED INTERNAL MSG FROM FOM-JL ON 12/16/10 DECLINING GOODWILL
ASSISTANCE. @12/16-ZNS909N

RCAS-GZ ASSISTING RCAS-NS.

RCAS-GZ SENT AN INTERNAL MESSAGE TO FOM-JL ON 12/17/10 AT 1:15PM EST ASKING
FOM TO ADVISE ON THE REASON FOR THE DECLINE OF C'S GOODWILL REQUEST.

***** @12/17-ZGZ999N

RCAS-GZ NOTE SRCAS-GZ WOULD HAVE REQUIRED FURTHER CLARIFICATION ON C'S DENIAL
OF GOODWILL BY THE FOM.

RCAS-GZ NOTES FOM-JL IS OUT OF THE OFFICE UNTIL 12/20/10. @12/17-ZGZ999N

***** @12/17-ZGZ999N

***RCAS-GZ CALLED C AT DAY NUMBER AT 4:30 PM EST ON 12/17/10 AND RCAS-GZ
ADVISED C THAT RCAS-NS IS STILL REVIEWING C'S CONCERN AND C WILL BE CALLED
BACK BY 12/21/10. C AGREED.

RCAS-GZ APPRECIATED C'S PATIENCE.

***** @12/17-ZGZ999N

RCAS-NS RECEIVED INTERNAL MSG FROM FOM-JL ON 12/21/10 STATING THAT VEH IS FAR
OOW, PURCHASED PREOWNED AND LITTLE SERVICING HISTORY, NOT A GOOD CANDIDATE FOR
GOODWILL ASSISTANCE. @12/21-ZNS909N

RCAS-NS CALLED C ON DAY PHONE AT 12:13 PM EST, 12/21/10 AND LEFT VMX FOR C
PROVIDED CONTACT INFO, SETTING FOLLOW UP FOR 12/23/10.

RCAS-NS CALLED C ON EVE PHONE AT 12:13 PM EST, 12/21/10 AND LEFT VMX FOR C
PROVIDED CONTACT INFO, SETTING FOLLOW UP FOR 12/23/10. @12/21-ZNS909N

RCAS-NS RECEIVED VMX FROM C ON 12/22/10 AT 3:45 PM EST RETURNING RCAS CALL.
@12/23-ZNS909N

RCAS-NS CALLED C ON DAY PHONE AT 3:03 PM EST, 12/23/10 AND LEFT VMX FOR C
PROVIDED CONTACT INFO, SETTING FOLLOW UP FOR 12/29/10.

RCAS-NS CALLED C ON EVE PHONE AT 3:04 PM EST, 12/23/10 AND LEFT VMX FOR C
PROVIDED CONTACT INFO, SETTING FOLLOW UP FOR 12/29/10. @12/23-ZNS909N

RCAS-NS CALLED C ON DAY PHONE AT 12:32 PM EST, 12/29/10 AND LEFT VMX FOR C
PROVIDED CONTACT INFO, SETTING FOLLOW UP FOR 1/3/11.

RCAS-NS CALLED C ON EVE PHONE AT 12:33 PM EST, 12/29/10 AND LEFT VMX FOR C
ROVIDED CONTACT INFO, SETTING FOLLOW UP FOR 1/3/11. @12/29-ZNS909N

RCAS-NS RECEIVED VMX FROM C ON 1/3/11 AT 9:39 AM EST RETURNING RCAS CALL.
@01/03-ZNS909N

RCAS-NS CALLED C ON DAY PHONE AT 3:01 PM EST, 1/3/11 AND LEFT VMX FOR C
PROVIDED CONTACT INFO, SETTING FOLLOW UP FOR 1/5/11.

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RCAS-NS CALLED C ON EVE PHONE AT 3:02 PM EST, 1/3/11 AND LEFT VMX FOR C
PROVIDED CONTACT INFO, SETTING FOLLOW UP FOR 1/5/11. @01/03-ZNS909N

RCAS-TM RECEIVED CALL FROM C
RCAS CONFIRMED THAT C'S CONTACT INFO HAS NOT CHANGED. @01/04-ZTM853N
C STATES THAT C IS LOOKING FOR AN UPDATE. @01/04-ZTM853N
RCAS ADVISED C THAT RCAS WILL BE CALLING ABCK TO C 01/05/11 @01/04-ZTM853N
C STATES THAT THE DAY NUMBER IS THE BEST. @01/04-ZTM853N

----- @01/05-ZKN032N
RCAS-KN RECEIVED INBOUND CALL FROM C ON 01/05/11. @01/05-ZKN032N
RCAS-KN CONFIRMED C CONTACT INFORMATION. @01/05-ZKN032N
C STATED C WOULD LIKE TO SPEAK WITH RCAS-NS. @01/05-ZKN032N
RCAS-KN TRANSFERRED C TO RCAS-NS. @01/05-ZKN032N

----- @01/05-ZKN032N
RCAS-NS RECEIVED CALL FROM C ON 1/5/11. @01/05-ZNS909N
RCAS ADVISED C THAT AFTER FURTHER REVIEW, INFINITI IS NOT IN A POSITION TO
OFFER REIMBURSEMENT AND APOLOGIZED ABOUT INCONVENIENCE.
C INQUIRED IF IT WAS DUE TO VEH BEING OOW.
RCAS ADVISED C THAT VEH IS FAR OOW HOWEVER INFINITI STILL REVIEWED C'S REQUEST
C INQUIRED IF INFINITI HAS FOUND AN INCREASE IN VOLUMN ON THIS ITEM.
RCAS ADVISED C THAT IF THIS BECOMES A RECALL IN THE FUTURE, C WILL BE NOTIFIED
AND INFINITI CAN REVIEW REIMBURSEMENT AGAIN AT THAT TIME.
C UNDERSTOOD AND THANKED FOR ASSISTANCE.
RCAS OFFERED FURTHER ASSISTANCE, C DECLINED.
RCAS CLOSING FILE AS NO FURTHER ASSISTANCE IS NEEDED. @01/05-ZNS909N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

CUSTOMER AUTH REPAIRS.REPAIRS WERE COMPLETED & VEHICLE PICKED UP 12/13/2010.
@12/14-70044

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:44 PM

NISSAN MOTOR CORPORATION IN U.S.A
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REQUESTED BY: corneb2

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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 #: 0	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: ZCR000N	
HISTORY:	UPDATE BY: ZNS909N	
SVC CALL#:	UPDATE DATE: 01 / 05 / 11	
CLOSE: Y (Y/N)	CLOSE DATE: 01 / 05 / 11	MICROFILM: N
RESP CAA: SOUVANASANNE, NALIE	OLM: COPENHAVER J	DOM:
PHONE: 0000041433	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:44 PM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: corneb2

CAR ID: CA7034638I
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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: FRANKLIN
ST/ZIP: TN [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E23M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 48778
IN SVC DATE: 11 / 13 / 03
VCAN: N RTL DLR: 70234 INFINITI OF NASHVILLE
PAID: SVC DLR: 71234 ALEXANDER INF / COOL SPGS
SUSP: RESP DLR: 71234 ALEXANDER INF / COOL SPGS
DENY: REGION: 72 DIST: SL/SV/PT: 15 15 45

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY 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 FACILITY
OUTSIDE WARRANTY BY (B) MONTHS: 37 MILES: (PT) MONTHS: 13 MILES:

ORIG CODE: CT 11 OPEN DATE: 12 / 22 / 10 XFER/RSPNSBLTY: 72 15 S
CONTACT (S): FOLLOWUP DATE: 01 / 05 / 11 INF-NET (Y/N): 1
SEVERITY: 1 CLOSE DATE: 01 / 05 / 11 INF-NET DATE: 12 / 27 / 10

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 153000 GEN. FUEL DELIVERY/INTAKE COMPONENT
AI FUEL/INTAKE SYSTEM YI OOW GOODWILL ASSISTANCE REQUEST

CONFIDENTIAL

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NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: corneb2

CAR ID:
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CA7034638I

C. A. R. COMMENTS

FILE OPENED-ZKN032N 12/22/2010
PREVIOUS RELATED FILES FOUND: NONE
PREVIOUS UNRELATED FILES FOUND: NONE
RCAS-KN VERIFIED C-S NAME, ADDRESS, VIN, MILEAGE AND DAY AND EVE PHONE NUMBERS
EMAIL ADDRESS AND RESPONSIBLE DLR.
PREVIOUS NISSAN/INFINITI VEHS: I30
RCAS-KN RECEIVED A CALL FROM C. @12/22-ZKN032N
C STATED THAT C'S FUEL GAUGE DOES NOT REGISTER CORRECTLY AND HAD CONTACTED THE
DLR AND WAS ADVISED THAT IT WOULD COST APPROXIMATELY \$2000 TO REPAIR THE VEH.
C STATED C HAS SEEN ONLINE THAT THIS IS A KNOWN ISSUE AND TO CONTACT CA FOR
ASSISTANCE. @12/22-ZKN032N
C STATED C WOULD LIKE INFINITI TO COVER THE COST OF THE REPAIR. @12/22-ZKN032N
RCAS-KN ASKED C IF C HAS HAD VEH DIAGNOSED AT AN INFINITI DLR.
C STATED C HAS NOT.
RCAS-KN ADVISED C THAT INFINITI WOULD LIKE TO LOOK INTO C'S REQUEST HOWEVER
THE FIRST STEP WOULD BE TO HAVE VEH LOOKED AT INFINITI DLR.
C STATED C UNDERSTANDS AND THANKED RCAS-KN. @12/22-ZKN032N
RCAS-KN OFFERED ADDITIONAL ASSISTANCE, C DENIED.
C THANKED RCAS-KN FOR THE ASSISTANCE, C SATISFIED.
RCAS-KN GAVE C NAME, EXTENSION AND FILE NUMBER.
RCAS-KN CLOSING FILE. @12/22-ZKN032N
----- @12/22-ZKN032N
RCAS-GZ RECEIVED AN INBOUND CALL FROM SERVICE ADVISOR, GARY PHONGSAVAN.
SA STATED C'S VEH WAS BROUGHT IN FOR A CONCERN OF THE FUEL GAUGE NOT READING
PROPERLY AND WITH AN SES LIGHT ON.
SA STATED THE LIGHT IS RELATED TO THE FAILURE. SA STATED THE VEH NEEDS A
FUEL LEVEL SENDING UNIT. SA STATED C HAS NO DLR SERVICING HISTORY AT
71234 ALEXANDER INF / COOL SPGS. SA STATED C HAS ONLY BEEN ON ONE OTHER TIME
AT 8,000 MILES AND THEN ONCE FOR THE RECALL. @12/27-ZGZ999N
SA STATED SA CANNOT RECOMMEND ANY GOODWILL. SA STATED THE REPAIR WILL COST
\$562.84. @12/27-ZGZ999N
SA STATED THE DLR CANNOT PROVIDE ANY GOODWILL AND C TOLD SA THAT C HAD CALLED
CA ABOUT HAVING THIS COVERED.
RCAS-GZ ADVISED SA THAT THIS WILL HAVE TO NOW BE REVIEWED BY CA WITH THE FOM.
SA UNDERSTOOD. SA STATED C HAS A DIAGNOSTIC FEE NOW THAT C WILL HAVE TO PAY
AND SA STATED SA MAY HAVE C LEAVE WITH THE VEH FOR NOW. RCAS-GZ AGREED AND
ADVISED SA TO DO WHAT SA HAS TO SINCE THERE IS NO ANSWER YET ON THIS REQUEST
FOR ASSISTANCE. @12/27-ZGZ999N
SA VERIFIED C'S TEL NUMBER AS CORRECT ON FILE.
RCAS-GZ ADVISED SA TO ADVISE C THAT INFINITI CA WILL CALL C BACK BY THE END OF
THE END OF THE NEXT BUSINESS DAY. SA AGREED. @12/27-ZGZ999N
RCAS-GZ SENT AN INTERNAL MESSAGE TO RCAS-EJ TO ADVISE. @12/27-ZGZ999N
***** @12/27-ZGZ999N
RCAS-EJ RECEIVED FILE FROM FILE DISTRIBUTION.
RCAS-EJ REVIEWED FILE. @12/27-ZEJ656N
RCAS-EJ DATANETTED FILE. @12/27-ZEJ656N
RCAS-EJ SENT EMAIL TO SM-MICHAEL BRINDLEY ON 12-27-10 REQUESTING FEEDBACK ON
REQUEST FOR GOODWILL ASSISTANCE. @12/27-ZEJ656N
***** @12/28-ZEJ656N
RCAS-EJ CALLED C ON DAY PHONE ON 12-28-10 AT 9:33AM EST AND LEFT VMX FOR C
REQUESTING A CALLBACK.
RCAS-EJ CALLED C ON EVENING PHONE ON 12-28-10 AT 9:34AM EST AND LEFT VMX FOR
C REQUESTING A CALLBACK.

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:44 PM

NISSAN MOTOR CORPORATION IN U.S.A
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REQUESTED BY: corneb2

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CA7034638I

RCAS-EJ REVIEWED REPAIR HISTORY IN VROI:
WORK ORDER: 69487-01 W.O.DATE: 09/06/04
ODOMETER: 8972

CUST STATES THERE IS A POPPING NOISE COMING FROM THE REAR
SUSPENSION/CUST DECLINED 15K

NOISE COMING FROM THE TRUNK. TRUNK IS IN A BIND DUE TO @12/28-ZEJ656N
PRESSURE ON HINGES AND LATCH-DUE TO IMPACT.
WILL NEED TO GO TO A BODY SHOP.

**WORK ORDER: 30371-01 W.O.DATE: 08/06/09
ODOMETER: 40906

COMPLETE ITB.
QUALITY INSP. CUST STATES THEIR AIR BAG LIGHT IS ON
REPLACE DRIVERS SEAT AIRBAG MODULE.

**WORK ORDER: 47551-01 W.O.DATE: 12/27/10
ODOMETER: 48778

6/32" OF TREAD OR MORE
MULTI POINT INSPECTION
ESTIMATED REPAIR. C/A TO CONTACT CUSTOMER
C/S SERVICE ENGINE LIGHT IS ON. FUEL GAUGE IS READING INACCU
RATELY.

ESTIMATED REPAIR. C/A TO CONTACT CUSTOMER. @12/28-ZEJ656N

RCAS-ER RECIEVED INBOUND CALL FROM C.
RCAS-ER CONFIRMED CONTACT INFORMATION.
C REQUESTED UPDATE ON FILE.
RCAS-ER ADVISED C THAT RCAS-EJ IS LOOKING INTO C'S REQUEST FOR ASSISTANCE
AND WOULD FOLLOW UP WITH C NO LATER THAN 12/30/10. @12/29-ZER229N

C THANKED AND ENDED CALL. @12/29-ZER229N

RCAS-SP ASSISTING ON FILE.
RCAS-SP CONTACTED C ON DAY NUMBER ON 12/30/10 AT 4:22 PM EST.
RCAS-SP LEFT VMX WITH NAME, NUMBER AND EXT. @12/30-ZSP458N

RCAS-SP CONTACTED C ON EVE NUMBER ON 12/30/10 AT 4:22 PM EST.
RCAS-SP LEFT VMX WITH NAME, NUMBER AND EXT.

---- @12/30-ZSP458N
RCAS-NS RECEIVED CALL FROM C ON 12/30/10. @12/30-ZNS909N

RCAS CONFIRMED C'S CONTACT INFO.
C STATES C WOULD LIKE TO SPEAK WITH RCAS-SP.
RCAS REVIEWED FILE AND ADVISED C THAT RCAS-EJ IS HANDLING C'S FILE HOWEVER IS
STILL IN REVIEW OF C'S CONCERNS AND WILL FOLLOW UP ON 1/4/11 WITH AN UPDATE.
C UNDERSTOOD AND THANKED FOR ASSISTANCE.
RCAS EXITING FILE. @12/30-ZNS909N

RCAS-EJ SENT EMAIL TO SM-MICHAEL BRINDLEY ON 01-03-11 REQUESTING FEEDBACK ON
REQUEST FOR GOODWILL ASSISTANCE. @01/03-ZEJ656N

RCAS-EJ RECEIVED EMAIL FROM SM-MICHEAL BRINDLEY ON 01-03-10 ADVISING THAT
THE C HAS NOT HAD A GOOD SERVICE HISTORY ON THE VEH AT ANY INFINITI DLR AND
SM DOES NOT RECOMMEND C FOR GOODWILL.
END OF EMAIL.

***** @01/03-ZEJ656N
RCAS-EJ REVIEWED THE REPAIR HISTORY IN VROI: @01/03-ZEJ656N

**WORK ORDER: 69487-01 W.O.DATE: 09/06/04
ODOMETER: 8972
CUST STATES THERE IS A POPPING NOISE COMING FROM THE REAR

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SUSPENSION/CUST DECLINED 15K
NOISE COMING FROM THE TRUNK.TRUNK IS IN A BIND DUE TO
PRESSURE ON HINGES AND LATCH-DUE TO IMPACT.
WILL NEED TO GO TO A BODY SHOP.

**WORK ORDER: 30371-01 W.O.DATE: 08/06/09

ODOMETER: 40906

COMPLETE ITB.

QUALITY INSP.

CUST STATES THEIR AIR BAG LIGHT IS ON

REPLACE DRIVERS SEAT AIRBAG MODULE.

@01/03-ZEJ656N

**WORK ORDER: 47551-02 W.O.DATE: 12/27/10

@01/03-ZEJ656N

MULTI POINT INSPECTION

ESTIMATED REPAIR. C/A TO CONTACT CUSTOMER

C/S SERVICE ENGINE LIGHT IS ON. FUEL GAUGE IS READING INACCU
RATELY.

ESTIMATED REPAIR. C/A TO CONTACT CUSTOMER.

XC/S SERVICE ENGINE LIGHT IS ON. FUEL GAUGE IS READING INACCU

@01/03-ZEJ656N

RCAS-EJ CALLED C ON DAY PHONE ON 01-03-11 AT 3:40PM EST AND SPOKE WITH C.

RCAS-EJ ADVISED C THAT RCAS HAS REVIEWED THE REPAIR HISTORY AND ALSO VERIFIED
THAT THERE ARE NO RECALLS ON THE FUEL GAUGE.

RCAS ADVISED C THAT RCAS CAN OFFER C A \$250 SERVICE CREDIT FOR C TO USE.

RCAS-EJ INFORMED C ABOUT THE TERMS AND CONDITIONS:

- VALID AT ANY AUTHORIZED INFINITI DEALERSHIP.

APPROVED FOR ANY SERVICE (VALID ONLY IF GENUINE INFINITI PARTS ARE USED),
OR FOR THE PURCHASE OF ANY GENUINE INFINITI PARTS OR ACCESSORIES.

- THIS OFFER IS VALID UNTIL THE EXPIRATION DATE, SIX MONTHS FROM THE DATE
THAT THE SERVICE CREDIT IS OFFERED TO THE CUSTOMER.

-NO REMAINING CREDIT MAY BE CARRIED OVER - ENTIRE CREDIT MUST BE USED
ALL AT ONE TIME, OR REMAINING BALANCE IS WAIVED.

-THE CUSTOMER MUST PRESENT THEIR CLAIM NUMBER TO THE DEALERSHIP PRIOR

C UNDERSTOOD AND THANKED RCAS-EJ FOR THE ASSISTANCE.

@01/03-ZEJ656N

RCAS-EJ ADVISED C THAT RCAS WILL CONTACT C WHEN THE SERVICE CREDIT IS
APROVED.

C UNDERSTOOD.

@01/03-ZEJ656N

@01/03-ZEJ656N

RCAS-EJ SENT SERVICE CREDIT REQUEST TO NNA CA SERVICE CREDIT.

@01/03-ZEJ656N

**GWC-KC REVIEWED FILE, PROCESSED S/C IN THE AMT OF \$250 PER RCAS REQUEST.

@01/04-ZKC249N

@01/05-ZEJ656N

RCAS-EJ CALLED C ON DAY PHONE ON 01-05-11 AT 2:06PM EST AND SPOKE WITHC

RCAS-EJ ADVISED C THAT THE SERVICE CREDIT HAS BEEN PROCESSED
AND IS AT DLR FOR C TO USE.

RCAS-EJ ADVISED C THAT A COPY HAS ALSO BEEN SENT TO THE SERVICE
MANAGER OF THE DLRSHP.

RCAS-EJ ADVISED C TO PROVIDE THE REFERENCE NUMBER 7034638 AS THIS IS
THE CERTIFICATE NUMBER.

C UNDERSTOOD AND THANKED RCAS FOR FOLLOW UP AND ASSISTANCE.

RCAS-EJ ASKED C IF THERE IS ANY OTHER QUESTIONS OR CONCERNS.

C SATISFIED.

C THANKED RCAS-EJ FOR ASSISTANCE.

REVIEWED AND UPDATE TREAD ACT.

CUSTOMER REQUEST: FUEL GAUGE REPAIR.

- STEPS YOU TOOK ON THE CUSTOMER'S BEHALF: RCAS OFFERED C A SERVICE CREDIT
OF \$250.00 OUT OF CUSTOMER SATISFACTION AS THE VEH IS OOW.

-FINDINGS FROM THESE STEPS: CAGWIL THE SERVICE CREDIT.

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-OUTCOME: C HAPPY WITH SERVICE CREDIT.
-RCAS-EJ CLOSING FILE AS THERE IS NO FURTHER FOLLOW-UP REQUIRED BY C.
@01/05-ZEJ656N @01/05-ZEJ656N
@01/05-ZEJ656N

RACS-TM RECEIVED CALL FROM SERVICE ADVISR GARY FROM ALEXANDER INFINITI.
SA INQUIRED AS TO WHAT C WAS PROVIDED APPROVAL FOR.
RCAS ADVISED SA THAT RCAS-EJ PROVIDED C A \$250 SERVICE CREDIT FOR THE
REPAIRS. SATHANKED RCAS AND ENDED THE CALL.
**** @01/11-ZTM853N-COMMENT
@01/11-ZTM853N-COMMENT

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

SATISFIED: Y		ACTION CODE: NT2M		CONTACT(S):		ROOT CAUSE: SNFA	CAGWL
CALLBACK:	(Y/N) #: 0	DATE:	00 / 00 / 00	USERID:			
REOPEN:	CALLBACK #: 0	DATE:	00 / 00 / 00	USERID:			
	NEW INFO #: 1	DATE:	12 / 27 / 10	USERID:	ZGZ999N		
	OTHER #: 0	DATE:	00 / 00 / 00	USERID:			
COMMENTS ONLY:	#: 1	DATE:	01 / 11 / 11	USERID:	ZTM853N		
IIR-DATE:	00 / 00 / 00	TRANS DATE:	00 / 00 / 00	CHECK REQUESTED:	NO		
3RD PRY:		PART#:		CHECK ISSUED:	NO		
BYBACK ST:		OPENED BY:	ZKN032N				
HISTORY:		UPDATE BY:	ZEJ656N				
SVC CALL#:		UPDATE DATE:	01 / 11 / 11				
CLOSE:	Y (Y/N)	CLOSE DATE:	01 / 05 / 11	MICROFILM:	N		
RESP CAA:	JIMENEZ, EVELYN	OLM:	COPENHAVER J	DOM:			
PHONE:	0000041606	OWNER FIRST:		LANGUAGE:	E ENGLISH		

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: AFFTON
ST/ZIP: MO [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E83M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 52400
IN SVC DATE: 12 / 16 / 03
VCAN: N RTL DLR: 71068 PLAZA INFINITI
PAID: SVC DLR: 71068 PLAZA INFINITI
SUSP: RESP DLR: 71068 PLAZA INFINITI
DENY: REGION: 92 DIST: SL/SV/PT: 11 11 41

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 12 / 21 / 10
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY 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: 71068 PLAZA INFINITI
OUTSIDE WARRANTY BY (B) MONTHS: 36 MILES: (PT) MONTHS: 12 MILES:

ORIG CODE: CE 11 OPEN DATE: 12 / 28 / 10 XFER/RSPNSBLTY: 92 11 S
CONTACT (S): FOLLOWUP DATE: 12 / 28 / 10 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 12 / 28 / 10 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YI OOW GOODWILL ASSISTANCE REQUEST

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C. A. R. COMMENTS

FILE OPENED-ZDC161N 12/28/2010

*****E-MAIL FILE LOGGED*****

PREVIOUS RELATED FILE(S) FOUND:_6950990, 6990325

PREVIOUS UNRELATED FILE(S) FOUND:_NONE

EMAIL ADDRESSED TO: INFINITICONSUMERAFFAIRS@NISSAN-USA.COM

METHOD OF CONTACT: EMAIL ID NO:_2001854300

DATE RECEIVED: 12/21/10 DATE CREATED:_12/28/10

CRR-DC VERIFIED C'S NAME, ADDRESS, EMAIL, DAY/EVENING NUMBER, VIN, MILEAGE AND RESPONSIBLE DLR.

CRR-DC CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @12/28-ZDC161N

CLSD P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 07/20/09 09/26/09 71068

C'S SECOND EMAIL READS,

"THANK YOU FOR YOUR REPLY. I TOOK MY M45 IN FOR SERVICE ON NOVEMBER 8 AT PLAZA MOTORS IN ST. LOUIS. THEY HAVE PERFORMED ALL MAINTENANCE WORK ON THIS CAR FOR THE PAST SEVEN YEARS. IN RESPONSE TO MY CONCERN ABOUT THE FUEL MONITORING SYSTEM, THEY PROPOSED THEY PERFORM A DIAGNOSIS AT A COST OF \$129.95. I TOLD THEM I WOULD AGAIN CONTACT YOUR OFFICE AND DETERMINE IF INFINITI WOULD PAY FOR THIS DIAGNOSIS AND FOR ANY NECESSARY REPAIR THAT MAY BE REQUIRED."

C'S THIRD EMAIL READS,

"HAVEN'T HAD A RESPONSE TO MY E-MAIL OF NOVEMBER 10, 2010. SHOULD I CONSIDER THIS A DISMISSAL OF MY INQUIRY?"

@12/28-ZDC161N

CRR-DC REVIEWED WBSC HOST TO CONFIRM WRTY EXTENSION.

@12/28-ZDC161N

CRR-DC UNABLE TO CONFIRM WRTY EXTENSION.

CRR-DC PLACED AN OUTBOUND CALL TO C @12:12PM EST VIA DAY/EVENING NUMBER:

314-843-0333.

@12/28-ZDC161N

CRR-DC SPOKE DIRECTLY TO C.

CRR-DC INQUIRED IF C HAD REPAIRS PERFORMED.

@12/28-ZDC161N

C STATED NO AND THAT C HAD SPOKEN TO SOMEONE WITHIN THE SVC DEPT OF INFINITI DLR, HOWEVER WAS TOLD IT WOULD COST \$129.95 FOR A DIAGNOSIS.

@12/28-ZDC161N

C INQUIRED IF INFINITI CAN WAIVE THE FEE TO HAVE VEH DIAGNOSED.

CRR-DC EXPLAINED THAT INFINITI WOULD LIKE TO OFFER ASSISTANCE, HOWEVER C'S VEH IS OUTSIDE OF B AND PT WRTY AND IN ORDER FOR INFINITI TO OFFER ASSISTANCE THE VEH IS TO BE DIAGNOSED.

CRR-DC STATED IF THE DIAGNOSIS CONFIRMS A DEFECT WITH THE FUEL GAUGE, THEN INFINITI CAN LOOK FURTHER INTO C'S REQUEST.

C UNDERSTOOD AND THANKED CRR-DC FOR COURTESY CALL.

CRR-DC SENDING AN EMAIL RESPONSE TO C WHICH READS,
DECEMBER 28, 2010

@12/28-ZDC161N

FILE # 7038968

DEAR RICHARD GOODMAN: THANK YOU FOR CONTACTING INFINITI AND ALLOWING US THE OPPORTUNITY TO BE OF ASSISTANCE. WE ARE SORRY TO HEAR ABOUT THE EXPERIENCE YOU ARE HAVING WITH YOUR 2003 INFINITI M45 AND APOLOGIZE FOR ANY INCONVENIENCE THIS MAY HAVE CAUSED YOU. IN ORDER TO

@12/28-ZDC161N

LOOK INTO POSSIBLE FINANCIAL ASSISTANCE, A RECENT DIAGNOSIS BY AN AUTHORIZED INFINITI IS REQUIRED. PLEASE CONTACT YOUR LOCAL INFINITI DEALER AND SCHEDULE AN APPOINTMENT, AS THE DEALER IS IN THE BEST POSITION TO DIAGNOSE AND REPAIR YOUR VEHICLE. YOUR INFINITI DEALER WILL BE MORE THAN WILLING TO ASSIST. FILE # 7038968 HAS BEEN CREATED TO DOCUMENT YOUR CONCERN. ONCE THE VEHICLE HAS BEEN DIAGNOSED, PLEASE CONTACT US AT 1-800-622-6200 (OPTION 6) AND

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REFERENCE YOUR FILE NUMBER. YOUR SATISFACTION WITH YOUR
VEHICLE AND YOUR INFINITI DEALER IS VERY IMPORTANT TO US.
THANK YOU FOR ALLOWING US TO BE OF ASSISTANCE.
CRR-DC CLOSING FILE.

@12/28-ZDC161N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NE8F	ROOT CAUSE: SCFA
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 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: ZDC161N	
HISTORY:	UPDATE BY: ZDC161N	
SVC CALL#:	UPDATE DATE: 12 / 28 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 12 / 28 / 10	MICROFILM: N
RESP CAA: CASSANOVA, DORALISA	CAOM: -- OPEN --	CAOM: -- OPEN --
PHONE: 0000000000	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: RICHMOND HILL
ST/ZIP: GA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E13M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 0
IN SVC DATE: 12 / 08 / 02
VCAN: N RTL DLR: 71035 ROSENTHAL INFINITI
PAID: SVC DLR: 70500 INFINITI OF HILTON HEAD
SUSP: RESP DLR: 70500 INFINITI OF HILTON HEAD
DENY: REGION: 72 DIST: SL/SV/PT: 13 13 43

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 12 / 21 / 10
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED X MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: UNKNOWN
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CE 11 OPEN DATE: 12 / 28 / 10 XFER/RSPNSBLTY: 72 13 S
CONTACT (S): FOLLOWUP DATE: 12 / 28 / 10 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 12 / 28 / 10 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OF NNA., INC. ISSUES 177000 M45
AR PRODUCT INQUIRIES (INF) VG PROVIDED RECALL INFORMATION

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C. A. R. COMMENTS

FILE OPENED-ZVG588N 12/28/2010

*****EMAIL FILE LOGGED*****

PREVIOUS RELATED FILES FOUND:NONE

PREVIOUS UNRELATED FILES FOUND: NONE

EMAIL ADDRESSED TO: NNACONSUMERAFFAIRS@NISSAN-USA.COM

METHOD OF CONTACT: EMAIL ID NO.: 2001854692

DATE RECEIVED: 12/21/10 DATE CREATED: 12/28/10

CRR-VG VERIFIED C'S NAME, ADDRESS, VIN, AND DAY PHONE

C DID NOT PROVIDE MILEAGE,EVENING PHONE,RESPONSIBLE DLR,EMAIL

CRR-VG UPDATED THE OWNER DATA BASE (NAME, ADDRESS, DAY PHONE,EMAIL)

CRR-VG CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE

C-S EMAIL READS:

C STATES "TO WHOM IT MAY CONCERN. I HAVE A QUESTION. IS THERE OR WAS

THERE EVER A RECALL FOR THE 2003 M45 CONCERNING THE INACCURATE

FUEL GAUGE READING? IF NOT, WHY? AND WHAT'S THE FIX, AND COST @12/28-ZVG588N

BECAUSE FROM WHAT I HAVE READ IT COULD BE ONE OF TWO THINGS.

GAUGE CLUSTER OR SENDING UNIT. I JUST PURCHASED ONE FROM MY

SON-IN-LAW AND IT HAS AN INACCURATE GAUGE. SO I WENT ONLINE AND

FOUND THAT THIS IS A KNOWN [PROBLEM]

VIN : JNKAY41E13M [REDACTED] "

@12/28-ZVG588N

CRR-VG RESPONSE: DECEMBER 28, 2010

@12/28-ZVG588N

FILE # 7039469

DEAR [REDACTED] :

@12/28-ZVG588N

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

IN REGARDS TO YOUR INQUIRY, PLEASE BE ADVISED THAT ALL RECALL AND SERVICE CAMPAIGN INFORMATION IS VEHICLE IDENTIFICATION NUMBER SPECIFIC, DEPENDING ON THE MANUFACTURING DATE AND THE PLANT WHERE THE VEHICLE WAS ASSEMBLED. THEREFORE NOT ALL MODELS ARE SUBJECT TO THE SAME RECALLS.

@12/28-ZVG588N

A REVIEW OF OUR RECORDS INDICATES THAT THE ABOVE-REFERENCED VEHICLE IS NOT CURRENTLY INVOLVED IN ANY RECALLS OR SERVICE CAMPAIGNS

IF YOU ARE STILL EXPERIENCING THIS ISSUE PLEASE CONTACT YOUR LOCAL NISSAN DEALER AND SCHEDULE AN APPOINTMENT, AS THE DEALER IS IN THE BEST POSITION TO DIAGNOSE AND REPAIR YOUR VEHICLE. YOUR NISSAN DEALER WILL BE MORE THAN WILLING TO ASSIST.

CRR-VG CLOSING FILE AS NO FURTHER FOLLOW UP REQUIRED.

@12/28-ZVG588N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NE8G	ROOT CAUSE: SCIN
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:
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: 12 / 28 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 12 / 28 / 10	MICROFILM: N
RESP CAA: GONZALEZ, VIVIAN	OLM: COPENHAVER J	DOM:
PHONE: 0000000000	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: ONE CONTRACT

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

VCAN: Y
PAID:
SUSP:
DENY:

VIN: JNKAY41E63M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 86168
IN SVC DATE: 10 / 04 / 02
RTL DLR: 73111 COSTA MESA INFINITI
SVC DLR: 71107 CERRITOS INFINITI
RESP DLR: 71107 CERRITOS INFINITI
REGION: 92 DIST: SL/SV/PT: 02 02 32

LETTER RECEIVED 01 / 03 / 11 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY 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: 71107 CERRITOS INFINITI
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CL 11 OPEN DATE: 01 / 03 / 11 XFER/RSPNSBLTY: 92 02 S
CONTACT (S): FOLLOWUP DATE: 01 / 17 / 11 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 01 / 14 / 11 INF-NET DATE: 01 / 11 / 11

CHECK PAYABLE TO: [REDACTED]
ADDRESS [REDACTED]
CITY: HUNTINGTON BEACH CA [REDACTED]
VIN: JNKAY41E63M [REDACTED] MODEL LINE/YEAR: M45 2003.0

G/L VALUE CODE: 92GDWIL ACCOUNT: [REDACTED]
G/L DESCRIPTION: INFINITI WEST GOODWILL
CHECK AMOUNT: \$ 1121.85

CHK REQUEST DATE: 01/13/11 REQUESTED BY: ROTST CAR ZCR000N
CHECK APPROVED: 01/14/11 APPROVED BY: LIVIN ROB VRL030N
CHECK ISSUE DATE: 01/15/11 CHECK NUMBER: 304728

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

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS	136500 STARTER
AF ENGINE ELECTRICAL	YI OOW GOODWILL ASSISTANCE REQUEST
OA VEHICLE CONCERNS	136500 STARTER
AF ENGINE ELECTRICAL	ZT HARD START/NO START/STALL
OA VEHICLE CONCERNS	154000 THROTTLE
AI FUEL/INTAKE SYSTEM	YI OOW GOODWILL ASSISTANCE REQUEST
OA VEHICLE CONCERNS	154000 THROTTLE
AI FUEL/INTAKE SYSTEM	YX POOR OR IMPROPER OPERATION
OA VEHICLE CONCERNS	180000 FUEL GAUGE
AT INSTRUMENTATION	YI OOW GOODWILL ASSISTANCE REQUEST
OA VEHICLE CONCERNS	180000 FUEL GAUGE
AT INSTRUMENTATION	YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZSF308N 01/03/2011

NO EMAIL

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

C LETTER WAS RECEIVED ON 01/03/11

DATED 12/29/10 LETTER WAS REC'D VIA REGULAR MAIL

MT SF IS FORWARDING FILE AND LETTER TO CORRESPONDENCE TEAM FOR FURTHER REVIEW
AND ASSISTANCE. @01/03-ZSF308N

PREVIOUS RELATED FILES FOUND:NONE

PREVIOUS UNRELATED FILES FOUND:NONE

LETTER FROM C WAS RECEIVED BY CA VIA POSTAL MAIL ON 01/01/11 TO INFINITI
DATED 12/29/10.

CRR-PA VERIFIED C'S NAME, ADDRESS, RESPONSIBLE DLR, VIN, PHONE AND MILEAGE

CRR-PA CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:NONE @01/07-ZPA624N

CLSD P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 07/20/09 10/06/09 71107

C STATES THAT THE C HAS BEEN A MEMBER OF THE INFINITI FAMILY FOR MORE THAN
15 YEAR

C STATES THAT THE C'S LAST AQUISITON WAS A 2003 M45 INFINITI

C STATES THAT THE C'S VEHICLE IS USED TO TRANSPORT THE C TO AND FROM WORK
KEPT IN MINT CONDITION AND MAINTAINED METICULOUSLY ACCORDING TO INFINITIS
SCHEDULE

C STATES SURPRISINGLY, IN ADDITION TO THE EXPECTED COST OF MAINTENACE C
STATES THAT THE C HAS INCURED EXCESSIVE EXPENSES FOR VARIOUS MALFUNCTIONS
C STATES THAT THE C IS ENCLOSING VARIOUS PAID INVOICES FOR INFINITIS
REVIEW

C STATES THAT THE C EXPECTATIONS FROM A REPUTABLE COMPANY LIKE INFINITI
HAS FALLEN SHORT AND THE C IS PERPLEXED AS TO THE DISCREPENY BETWEEN
THE HIGH STANDARD ADVERTISED AND THE ACTUAL PERFORMANCE OF THE VEHICLE
C STATES THAT THE C HAS HAD PROBLEMS WITH THE STARTER, SPONTANEOUSLY
BROKEN WINDSHIELD, INTERNAL FAILURE IN THROTTLE BODY ASSEMBLY, FUEL GAUGE
SENSOR AMONG OTHER MALFUNCTIONS

C STATES THAT ALL CASES REQUIRED REPLACEMENT AT A HIGH COST

**

CRR-PA FORWARDING FILE TO RCAS FOR POSSIBLE ASSSITANCE

CRR-PA SENDING AN INTERNAL MESSAGE TO RCAS ALONG WITH THE LETTER AND
DOCUMENTS RECEIVED FROM THE C

CRR-PA SENT MESSAGE AND DOCUMENTS

CRR-PA EXITING FILE

@01/07-ZPA624N

@01/10-ZCR000N

RCAS-CR SENT LETTER AND ATTACHED RO'S TO FOM-TF AND ORM-RL FOR ASSISTANCE.

@01/10-ZCR000N

RCAS-CR CALLED DAY NUMBER AT 4:38 PM EST ON 01/10/11 AND LEFT A MESSAGE WITH
C'S SECRETARY.

@01/10-ZCR000N

@01/10-ZTM853N

.

@01/10-ZTM853N

RCAS-TM RECEIVED CALL FROM C'S SECRETARY

RCAS CONFIRMED THAT C'S CONTACT INFO HAS NOT CHANGED.

C STATES THAT C IS LOOKING FOR AN UPDATE.

RCAS ADVISED C THAT RCAS IS LOOKING INTO CONCERNS AND WILL CALL BACK TO

C NO LATER THANK 01/13/11.

@01/10-ZTM853N

RCAS-SP REVIEWED RCAS-CR EMAIL ON 01/12/11 AT 1:00 PM EST.

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RCAS-SP NOTEST THAT THE FOLLOWING RESPONSE WAS PROVIDED BY ORM-RL.
ORM AS ADVISED THAT BECAUSE C IS A LOYAL CUSTOMER INFINITI WILL REIMBURSE C
THE COST OF REPLACING C'S FUEL GUAGE/CLUSTER AND C'S THROTTLE. ORM ADVISED
THAT INFINITI WILL NOT ASSIST WITH THE REPLACEMENT OF C'S STARTER MOTOR OR
WINDSHIELD. ORM REQUESTED 2 CHECKS BE CREATED TO REIMBURSE THE CUSTOMER.
ORM ADVISED THAT THE FIRST CHECK IS FOR \$1121.85 AND THE OTHER IS FOR \$1011.65
----- @01/12-ZSP458N

FOLLOWING ARE THE DETAILS OF THE REIMBURSEMENT:

NAME OF THE DLRSH: CERRITOS INFINITI

INVOICE NUMBER: 55278

MILEAGE: 74,183

PART NAME/NUMBER: CHAMBER ASSY, GASKET-THROTTLE CHAMBER

PART AMOUNT: \$741.78, \$7.06

LABOR AMOUNT: \$300.00

TAX AMOUNT: \$73.01

TOTAL AMOUNT: \$1121.85

@01/13-ZCR000N

@01/13-ZCR000N

RCAS-CR SUBMITTING REIMBURSEMENT TO ORM-RL.

@01/13-ZCR000N

--

@01/13-ZCR000N

RCAS-CR CALLED DAY NUMBER AT 4:37 PM EST ON 01/13/11 AND WAS ADVISED BY C'S
SECRETARY THAT C WILL NOT BE IN UNTIL 01/17/11.

@01/13-ZCR000N

--

@01/13-ZCR000N

RCAS-CR CALLED EVE NUMBER AT 4:39 PM EST ON 01/13/11 AND SPOKE WITH C.
RCAS-CR INFORMED C THAT RCAS-CR DID RECEIVE C'S LETTER AND INFINITI WOULD LIKE
TO PROVIDE C WITH A REIMBURSEMENT FOR THE FUEL GUAGE REPLACEMENT AND THE
CLUSTER REPLACEMENT. C STATED THAT C APPRECIATES THIS AND THIS IS WHY C WILL
REMAIN AN INFINITI C. RCAS-CR INFORMED C THAT INFINITI APPRECIATES C'S
BUSINESS. RCAS-CR INFORMED C THAT RCAS-CR WILL FOLLOW UP WITH C ONCE THE
CHECK HAS BEEN PROCESSED. C THANKED RCAS-CR AND ENDED THE CALL.

@01/13-ZCR000N

--

@01/13-ZCR000N

RCAS-CR CALLED EVE NUMBER AT 5:16 PM EST ON 01/14/11 AND LEFT A VMX
ADVISING THAT THE REIMBURSEMENT FOR THE WORK C HAD DONE TO THE THROTTLE
CHAMBER HAS BEEN PROCESSED AND C WILL BE RECEIVING THE CHECK VIA REGULAR MAIL.
RCAS-CR LEFT MAIN INFINITI NUMBER FOR CALLBACK.

@01/14-ZCR000N

--

@01/14-ZCR000N

RCAS-CR CLOSING FILE AS CHECK HAS BEEN PROCESSED.

@01/14-ZCR000N

--

@01/14-ZCR000N

TOKYO LOG SV110114

EXEC-PH RECEIVED LETTER FROM C SENT FROM NML.

EXEC-PH NOTES THAT THE SAME LETTER WAS RECEIVED BY CA. RCAS DETERMINED WITH
ORM THAT C IS LOYAL C AND REIMBURSEMENT CHECK WAS SENT. EXEC NOTES THAT C'S
CONCERN HAS BEEN RESOLVED AND NO FURTHER ACTION IS NEEDED AT THIS POINT.

-

@01/24-ZPH999N-COMMENT

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: 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 #: 0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 1	DATE: 01 / 24 / 11	USERID: ZPH999N
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: YES
3RD PRY:	PART#:	CHECK ISSUED: YES
BYBACK ST:	OPENED BY: ZSF308N	
HISTORY:	UPDATE BY: ZCR000N	
SVC CALL#:	UPDATE DATE: 01 / 24 / 11	
CLOSE: Y (Y/N)	CLOSE DATE: 01 / 14 / 11	MICROFILM: N
RESP CAA: ROTSTEIN, CARLY	OLM: COPENHAVER J	DOM: BURKE GREG
PHONE: 0000041453	OWNER FIRST:	LANGUAGE: E ENGLISH

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

CA7044659

SERVICE CONTRACTS SUMMARY

DATE: 1/30/2012
TIME: 04:07:44 PM
MODEL YEAR: 2003.0
MAKE:
MODEL LINE: M45

NAME: [REDACTED] VIN: JNKAY41E63M [REDACTED]
IN SCV DATE: 8/14/2006

SEO NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
183	FECI07298616	73111 CA	8/14/2006	8/14/2008	64,111		

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CURRENT SERVICE CONTRACT		PRIOR SERVICE CONTRACT	
CONTRACT: FECI07298616		CONTRACT:	
OWNER NAME: [REDACTED]		OWNER NAME:	
PLAN TYPE: E		PLAN TYPE:	
PLAN TERM: I		PLAN TERM:	
DEDUCTABLE: \$ 100		DEDUCTABLE:	
EFFECTIVE: 08/14/06		EFFECTIVE:	
EXPIRES: 08/14/08 MILES: 64,111		EXPIRES: MILES:	
CANCEL: MILES:		CANCEL: MILES:	
TRANSFER:		TRANSFER:	
TRANSACTION: 8/29/2006		TRANSACTION:	
PRINTED: 09/01/06		PRINTED:	
DEALER NO: 73111 STATE: CA		DEALER NO: STATE:	
DEALER NAME: COSTA MESA INFINITI		DEALER NAME:	

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SC: NONE

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

VIN: JNKAY41E54M [REDACTED] Y
YR/MDL: 2004.0 M45 MILEAGE: 72000
IN SVC DATE: 12 / 24 / 04
VCAN: N RTL DLR: 71107 CERRITOS INFINITI
PAID: 6 SVC DLR: 71107 CERRITOS INFINITI
SUSP: 0 RESP DLR: 71107 CERRITOS INFINITI
DENY: 0 REGION: 92 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 PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: INDEPENDENT FACILITY
OUTSIDE WARRANTY BY (B) MONTHS: 10 MILES: 12000 (PT) MONTHS: MILES: 2000

ORIG CODE: CT 11 OPEN DATE: 01 / 03 / 11 XFER/RSPNSBLTY: 92 02 S
CONTACT (S): FOLLOWUP DATE: 01 / 06 / 11 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 01 / 06 / 11 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 153000 GEN. FUEL DELIVERY/INTAKE COMPONENT
AI FUEL/INTAKE SYSTEM YI OOW GOODWILL ASSISTANCE REQUEST

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C. A. R. COMMENTS

FILE OPENED-ZEL999N 01/03/2011
PREVIOUS RELATED FILES FOUND: 6924047 @01/03-ZEL999N
PREVIOUS UNRELATED FILES FOUND: 5669397, 5885952,
RCAS-EL VERIFIED C-S NAME, ADDRESS, VIN, MILEAGE AND DAY AND EVENING PHONE
NUMBERS, AND RESPONSIBLE DLR.
RCAS-EL ASKED FOR C-S EMAIL ADDRESS.
RCAS-EL CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @01/03-ZEL999N
OPEN P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 07/20/09 00/00/00
PREVIOUS NISSAN/INFINITI VEHS:_NONE.
RCAS-EL RECEIVED CALL FROM C. C STATED THAT C WAS DRIVING ON THE FREEWAY AND
THE VEH DIED WHILE C WAS DRIVING. C STATED THAT THE FUEL GAUGE SHOWED THAT THE
VEH HAD FUEL WHEN IT DID NOT. C STATED THAT THE DLR ADVISED C THAT THE FUEL
GAUGE IS FAULTY. C STATED THAT C HAS LOOKED IT UP ONLINE AND SAW THAT IT IS A
COMMON ISSUE. C STATED THAT THE ISSUE HAS BEEN GOING ON FOR MONTHS. C STATED
THAT C WANTS INFINITI TO REPLACE THE PART WITH A PART THAT WORKS PROPERLY.
@01/03-ZEL999N
RCAS REVIEWED THE PREVIOUS RELATED FILE AND ADVISED C THAT INFINITI REVIEWED
C'S REQUEST IN SEPT,2010 AND INFINITI IS NOT IN THE POSITION TO ASSIST C. C
STATED THAT IT IS A SAFETY CONCERN AND LOTS OF OTHER PEOPLE ARE HAVING THE
SAME ISSUE SO INFINITI SHOULD ASSIST C. RCAS ADVISED C THAT THE DLR REPLACE
THE PART, BUT C IS RESPONSIBLE FOR THE COST OF THE REPAIR. C STATED THAT C
WANTS TO SPEAK TO HEAD OFFICE. RCAS ADVISED C THAT C IS SPEAKING TO INFINITI
CA. C STATED THAT C WANTS TO SPEAK TO A SUPERVISOR. @01/03-ZEL999N
RCAS-EL ADVISED C THAT A SUPERVISOR WILL FOLLOW UP WITH C BY THE END OF
01/04/11. @01/03-ZEL999N
C THANKED RCAS-EL FOR THE ASSISTANCE, C SATISFIED.
RCAS-EL GAVE C NAME, EXTENSION AND FILE NUMBER.
RCAS-EL SENT ESCALATION TO RS-TG ON 01/03/11. @01/03-ZEL999N
*** @01/04-ZTG999N
RS-TG IN REVIEW OF FILE ON 1/4/11. @01/04-ZTG999N
RS-TG REVIEWED PREVIOUS FILE 6924047: @01/04-ZTG999N
RS-TG NOTED FOM DECLINED ASSISTANCE.
RS-TG NOTES DLR INPUT: @01/04-ZTG999N
RCAS-CR CALLED SM-PHIL TUCKER AT 3:17 PM EST ON 09/08/10. SM STATED THAT THE
VEH HAS NOT BEEN TO THE DLR SINCE 2007 AT 31,000 MILES. SM STATED THAT THE
VEH NEEDS AN INSTRUMENT CLUSTER AND A FUEL SENDER UNTI. @09/08-ZCR000N
*** @01/04-ZTG999N
RS-TG REVIEWED VROI: @01/04-ZTG999N
VIN: JNK AY41E54 M [REDACTED] WORK ORDER: 69739-03 W.O.DATE: 09/28/10
ODOMETER: 35102 DEALER: 71107 CERRITOS INFINITI DEALER CITY: CER
CUSTOMER FIRST NAME: DAY PHONE: ([REDACTED])
LAST NAME: [REDACTED] EVENING PHONE: [REDACTED]
REMARK: CUSTOMER STATES GAS GAUGE IS NOT WORKING
SHOWS HALF WHEN EMPTY
REMARK: FOUND FUEL SENDING UNIT AND CLUSTER HAS INTERNAL FAILURE
943.83 @01/04-ZTG999N
*** @01/04-ZTG999N
@01/04-ZTG999N
-- @01/04-ZCR000N
RCAS-CR SENT AN EMAIL TO FOM-TF AND ORM-RL FOR FURTHER ASSISTANCE.
-- @01/04-ZCR000N
RS-TG CALLED C ON DAY NUMBER AT 4:18PM EST ON 1/4/11. @01/04-ZTG999N
NUMBER DISCONNECTED OR OUT OF SVC. @01/04-ZTG999N

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RS-TG CALLED C ON EVENING NUMBER AT 4:19PM EST ON 1/4/11.
VMX NOT SET UP. CALL ENDED.

@01/04-ZTG999N
@01/04-ZTG999N

RS-TG CALLED C ON DAY NUMBER AT 1:05PM EST ON 1/5/11.
NUMBER DISCONNECTED OR OUT OF SVC.

@01/05-ZTG999N

RS-TG CALLED C ON EVENING NUMBER AT 1:06PM EST ON 1/5/11.
VMX NOT SET UP. CALL ENDED.

@01/05-ZTG999N
@01/06-ZTG999N

RS-TG CALLED C ON DAY NUMBER AT 11:23AM EST ON 1/6/11.
NUMBER DISCONNECTED OR OUT OF SVC.

RS-TG CALLED C ON EVENING NUMBER AT 11:23AM EST ON 1/6/11.
VMX NOT SET UP. CALL ENDED.

@01/06-ZTG999N

@01/06-ZTG999N

@01/06-ZCR000N

RCAS-CR SENDING POSTCARD.

@01/06-ZCR000N

RCAS-CR CLOSING FILE PENDING C'S CALLBACK.

@01/06-ZCR000N

--

@01/06-ZCR000N

CRR-PA COLLECTED POST CARD FROM RCAS-TL

CRR-PA SENT POSTCARD TO C

CRR-PA EXITING FILE

@01/17-ZPA624N-COMMENT

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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: #: 1	DATE: 01 / 17 / 11	USERID: ZPA624N

IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZEL999N	
HISTORY:	UPDATE BY: ZCR000N	
SVC CALL#:	UPDATE DATE: 01 / 17 / 11	
CLOSE: Y (Y/N)	CLOSE DATE: 01 / 06 / 11	MICROFILM: N
RESP CAA: ROTSTEIN, CARLY	OLM: COPENHAVER J	DOM: BURKE GREG
PHONE: 0000041453	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: WALDORF
ST/ZIP: MD [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E53M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 114000
IN SVC DATE: 01 / 31 / 03
VCAN: N RTL DLR: 72029 INFINITI OF ARDMORE
PAID: 5 SVC DLR: 71248 PASSPORT INFINITI/ALEXAND
SUSP: 0 RESP DLR: 71248 PASSPORT INFINITI/ALEXAND
DENY: 0 REGION: 72 DIST: SL/SV/PT: 23 23 48

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED X MILES 25000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: INDEPENDENT FACILITY
OUTSIDE WARRANTY BY (B) MONTHS: 48 MILES: 54000 (PT) MONTHS: 24 MILES: 44000

ORIG CODE: CT 11 OPEN DATE: 01 / 10 / 11 XFER/RSPNSBLTY: 72 04 S
CONTACT (S): FOLLOWUP DATE: 01 / 10 / 11 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 01 / 10 / 11 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YI OOW GOODWILL ASSISTANCE REQUEST

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C. A. R. COMMENTS

FILE OPENED-ZKN032N 01/10/2011
PREVIOUS RELATED FILES FOUND: NONE
PREVIOUS UNRELATED FILES FOUND: NONE
RCAS-KN VERIFIED C-S NAME, ADDRESS, VIN, MILEAGE AND DAY AND EVE PHONE NUMBERS
EMAIL ADDRESS AND RESPONSIBLE DLR.
PREVIOUS NISSAN/INFINITI VEHS: NONE
RCAS-KN RECEIVED A CALL FROM C. @01/10-ZKN032N
C STATED THAT C IS HAVING AN ISSUE WITH THE GAS GAUGE FLUCTUATING.
C STATED THAT C HAD THE SAME ISSUE IN 2007 AND THE DLR REPLACED THE
INSTRUMENT CLUSTER. @01/10-ZKN032N
C STATED THAT C CALLED THE DLR AND THE DLR ADVISED C TO CONTACT CA FOR
ASSISTANCE AS THE DLR IS UNABLE TO ASSIST C. @01/10-ZKN032N
C STATED THAT C DOES NOT FEEL THAT C SHOULD HAVE TO PAY FOR THE REPAIR.
RCAS-KN ASKED C IF C HAS HAD VEH DIAGNOSED AT AN INFINITI DLR.
C STATED C HAS NOT. @01/10-ZKN032N
RCAS-KN ADVISED C THAT INFINITI WOULD LIKE TO LOOK INTO C'S REQUEST HOWEVER
THE FIRST STEP WOULD BE TO HAVE VEH LOOKED AT INFINITI DLR.
C STATED C UNDERSTANDS AND THANKED RCAS-KN. @01/10-ZKN032N
RCAS-KN OFFERED ADDITIONAL ASSISTANCE, C DENIED.
C THANKED RCAS-KN FOR THE ASSISTANCE, C SATISFIED.
RCAS-KN GAVE C NAME, EXTENSION AND FILE NUMBER.
RCAS-KN CLOSING FILE. @01/10-ZKN032N
----- @01/10-ZKN032N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):
SATISFIED: Y ACTION CODE: NT8G 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:

IIR-DATE: 00 / 00 / 00 TRANS DATE: 00 / 00 / 00 CHECK REQUESTED: NO
3RD PRY: PART#: CHECK ISSUED: NO
BYBACK ST: OPENED BY: ZKN032N
HISTORY: UPDATE BY: ZKN032N
SVC CALL#: UPDATE DATE: 01 / 10 / 11
CLOSE: Y (Y/N) CLOSE DATE: 01 / 10 / 11 MICROFILM: N
RESP CAA: NOVACOVSKI, KIM OLM: COPENHAVER J DOM:
PHONE: 0000041610 OWNER FIRST: LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:44 PM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: corneb2

CAR ID: CA7053872I
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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E53M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 77000
CITY: ALBUQUEROUE IN SVC DATE: 06 / 26 / 03
ST/ZIP: NM [REDACTED] VCAN: N RTL DLR: 70499 RIVERSIDE INFINITI
DAY PH: [REDACTED] PAID: 5 SVC DLR: 70499 RIVERSIDE INFINITI
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 70499 RIVERSIDE INFINITI
DLR PH: [REDACTED] DENY: 0 REGION: 92 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 PREOWNED X MILES 57000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: 43 MILES: 17000 (PT) MONTHS: 19 MILES: 7000

ORIG CODE: CT 11 OPEN DATE: 01 / 11 / 11 XFER/RSPNSBLTY: 92 02 S
CONTACT (S): FOLLOWUP DATE: 01 / 11 / 11 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 01 / 11 / 11 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OF NNA., INC. ISSUES 177000 M45
AR PRODUCT INQUIRIES (INF) VG PROVIDED RECALL INFORMATION

CONFIDENTIAL

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CA7053872I

C. A. R. COMMENTS

FILE OPENED-ZEL999N 01/11/2011
PREVIOUS RELATED FILES FOUND: NONE. @01/11-ZEL999N
PREVIOUS UNRELATED FILES FOUND: NONE.
RCAS-EL VERIFIED C-S NAME, ADDRESS, VIN, MILEAGE AND DAY AND EVENING PHONE
NUMBERS, AND RESPONSIBLE DLR.
RCAS-EL ASKED FOR C-S EMAIL ADDRESS.
RCAS-EL CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @01/11-ZEL999N
OPEN P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 07/20/09 00/00/00
PREVIOUS NISSAN/INFINITI VEHS:_N/A.
RCAS-EL RECEIVED CALL FROM C. C STATED THAT C WOULD LIKE TO KNOW IF THERE IS A
RECALL FOR THE FUEL GAUGE. C STATED THAT C HAS BEEN READING ONLINE AND A LOT
OF OTHER PEOPLE ARE HAVING THE SAME CONCERN. RCAS ADVISED C THAT THERE IS NO
FUEL GAUGE RECALL FOR THE VEH AND RCAS IS ONLY AWARE OF A FUEL GAUGE RECALL
FOR THE QX56. RCAS ADVISED C OF THE OPEN SERVICE CAMPAIGN FOR THE SAB
CONNECTOR. @01/11-ZEL999N
RCAS-EL OFFERED ADDITIONAL ASSISTANCE, C DECLINED.
C THANKED RCAS-EL FOR THE ASSISTANCE, C SATISFIED.
RCAS-EL GAVE C NAME, EXTENSION AND FILE NUMBER.
RCAS-EL CLOSING THE FILE. @01/11-ZEL999N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y ACTION CODE: NT8G ROOT CAUSE: 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: ZEL999N
HISTORY: UPDATE BY: ZEL999N
SVC CALL#: UPDATE DATE: 01 / 11 / 11
CLOSE: Y (Y/N) CLOSE DATE: 01 / 11 / 11 MICROFILM: N
RESP CAA: LANCASTER, EMMA OLM: COPENHAVER J DOM: BURKE GREG
PHONE: 0000047107 OWNER FIRST: LANGUAGE: E ENGLISH

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: SPARTANBURG
ST/ZIP: SC [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E13M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 103000
IN SVC DATE: 12 / 27 / 02
VCAN: N RTL DLR: 71423 BRADSHAW INFINITI
PAID: SVC DLR: 71423 BRADSHAW INFINITI
SUSP: RESP DLR: 71423 BRADSHAW INFINITI
DENY: REGION: 72 DIST: SL/SV/PT: 14 14 44

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 01 / 05 / 11
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: UNKNOWN
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CE 11 OPEN DATE: 01 / 12 / 11 XFER/RSPNSBLTY: 72 14 S
CONTACT (S): FOLLOWUP DATE: 01 / 12 / 11 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 01 / 12 / 11 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YI OOW GOODWILL ASSISTANCE REQUEST
OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZLR000N 01/12/2011

*****EMAIL FILE LOGGED*****

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES FOUND: NONE

EMAIL ADDRESSED TO: INFINITICONSUMERAFFAIRS@NISSAN-USA.COM

METHOD OF CONTACT: EMAIL ID NO.: 2001860064

DATE RECEIVED: 1/05/11 CREATED: 1/12/11

CRR-LR VERIFIED C'S NAME, ADDRESS, EMAIL, VIN, MILEAGE AND RESPONSIBLE DLR
C DID NOT PROVIDE PHONE NUMBER

CRR-LR UPDATED THE OWNER DATA BASE (NAME, ADDRESS, PHONE NUMBER AND EMAIL)

CRR-LR CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NO OPEN RECALLS

CLSD P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 07/20/09 08/23/10 71423

C'S EMAIL READS:

"HELLO,

MY 2003 INFINITI M45 FUEL GAUGE QUIT WORKING A WHILE AGO AND IT @01/12-ZLR000N
WAS DISCOVERED WHEN THE VEHICLE RAN OUT OF GAS AND STILL
INDICATED THAT IT HAD OVER A HALF TANK OF GAS. I WOULD LIKE TO
TALK TO SOMEONE ABOUT HAVING IT FIXED AS IT IS OBVIOUSLY A
RECURRING PROBLEM AND SAFETY ISSUE.

[HTTP://FORUMS.NICOCLUB.COM/M45-FUEL-GAUGE-PROBLEM-POST-HERE-IF-YOU-HAVE-HAD-IT-T316682.HTML](http://forums.nicoclub.com/m45-fuel-gauge-problem-post-here-if-you-have-had-it-t316682.html)

THANKS - [REDACTED]

CRR-LR'S RESPONSE TO C:

@01/12-ZLR000N

JANUARY 12, 2011

FILE # 7055310

DEAR [REDACTED]

THANK YOU FOR CONTACTING INFINITI AND ALLOWING US THE
OPPORTUNITY TO BE OF ASSISTANCE. WE ARE SORRY TO HEAR ABOUT
THE EXPERIENCE YOU ARE HAVING WITH YOUR 2003 M45 AND APOLOGIZE
FOR ANY INCONVENIENCE THIS MAY HAVE CAUSED YOU.

@01/12-ZLR000N

IN ORDER TO LOOK INTO FURTHER ASSISTANCE, A RECENT DIAGNOSIS BY
AN AUTHORIZED INFINITI IS REQUIRED. PLEASE CONTACT YOUR LOCAL
INFINITI DEALER AND SCHEDULE AN APPOINTMENT, AS THE DEALER IS IN
THE BEST POSITION TO DIAGNOSE AND REPAIR YOUR VEHICLE. YOUR
INFINITI DEALER WILL BE MORE THAN WILLING TO ASSIST.

FILE # 7055310 HAS BEEN CREATED TO DOCUMENT YOUR CONCERN. ONCE
THE VEHICLE HAS BEEN DIAGNOSED, PLEASE CONTACT US AT 1-800-622-
6200 (OPTION 6) AND REFERENCE YOUR FILE NUMBER. YOUR
SATISFACTION WITH YOUR VEHICLE AND YOUR INFINITI DEALER IS VERY
IMPORTANT TO US. THANK YOU FOR ALLOWING US TO BE OF ASSISTANCE.

CRR-LR CLOSING FILE

@01/12-ZLR000N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NE8F	ROOT CAUSE: SCIN
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:
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: ZLR000N	
SVC CALL#:	UPDATE DATE: 01 / 12 / 11	
CLOSE: Y (Y/N)	CLOSE DATE: 01 / 12 / 11	MICROFILM: N
RESP CAA: ROSE, LISA	OLM: COPENHAVER J	DOM:
PHONE: 0000000000	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: ELKHART
ST/ZIP: IN [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E63M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 68410
IN SVC DATE: 10 / 13 / 03
VCAN: N RTL DLR: 71119 MOTOR WERKS INFINITI, INC
PAID: SVC DLR: 71119 MOTOR WERKS INFINITI, INC
SUSP: RESP DLR: 71119 MOTOR WERKS INFINITI, INC
DENY: 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 PREOWNED X MILES 67900 # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: 39 MILES: 8410 (PT) MONTHS: 15 MILES:

ORIG CODE: CT 11 OPEN DATE: 01 / 19 / 11 XFER/RSPNSBLTY: 72 21 S
CONTACT (S): FOLLOWUP DATE: 01 / 19 / 11 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 01 / 19 / 11 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OF NNA., INC. ISSUES 177000 M45
AR PRODUCT INQUIRIES (INF) VG PROVIDED RECALL INFORMATION
OF NNA., INC. ISSUES 177000 M45
AR PRODUCT INQUIRIES (INF) VJ GENERAL WARRANTY COVERAGE INQUIRY

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C. A. R. COMMENTS

FILE OPENED-ZKN032N 01/19/2011
PREVIOUS RELATED FILES FOUND: NONE
PREVIOUS UNRELATED FILES FOUND: NONE
RCAS-KN VERIFIED C-S NAME, ADDRESS, VIN, MILEAGE AND DAY AND EVE PHONE NUMBERS
EMAIL ADDRESS AND RESPONSIBLE DLR.
RCAS-KN RECEIVED A CALL FROM C. @01/19-ZKN032N
C STATED THAT C IS HAVING AN ISSUE WITH C'S GAS GAUGE AND WOULD LIKE TO KNOW
IF THERE ARE ANY OPEN RECALLS OR WARRANTY EXTENSIONS ON THE VEH.@01/19-ZKN032N
RCAS-KN REVIEWED VEH DATABASE AND ADVISED C THAT THERE ARE NO OPEN RECALLS OR
WARRANTY EXTENSIONS ON THE VEH. @01/19-ZKN032N
C STATED C UNDERSTANDS AND THANKED RCAS-KN. @01/19-ZKN032N
RCAS-KN OFFERED ADDITIONAL ASSISTANCE, C DENIED.
C THANKED RCAS-KN FOR THE ASSISTANCE, C SATISFIED.
RCAS-KN GAVE C NAME, EXTENSION AND FILE NUMBER.
RCAS-KN CLOSING FILE. @01/19-ZKN032N
----- @01/19-ZKN032N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y ACTION CODE: NT8E ROOT CAUSE: 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: ZKN032N
HISTORY: UPDATE BY: ZKN032N
SVC CALL#: UPDATE DATE: 01 / 19 / 11
CLOSE: Y (Y/N) CLOSE DATE: 01 / 19 / 11 MICROFILM: N
RESP CAA: NOVACOVSKI, KIM OLM: COPENHAVER J DOM:
PHONE: 0000041610 OWNER FIRST: LANGUAGE: E ENGLISH

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NISSAN MOTOR CORPORATION IN U.S.A
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SC: ONE CONTRACT

NAME: [REDACTED] VIN: JNKAY41E34M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2004.0 M45 MILEAGE: 102000
CITY: MARINO VALLEY IN SVC DATE: 08 / 31 / 04
ST/ZIP: CA [REDACTED] VCAN: Y RTL DLR: 70492 INFINITI OF MISSION VIEJO
DAY PH: [REDACTED] 0 PAID: 13 SVC DLR: 70499 RIVERSIDE INFINITI
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 70499 RIVERSIDE INFINITI
DLR PH: [REDACTED] DENY: 0 REGION: 92 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 PREOWNED X MILES 38000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 70499 RIVERSIDE INFINITI
OUTSIDE WARRANTY BY (B) MONTHS: 29 MILES: 42000 (PT) MONTHS: 5 MILES: 32000

ORIG CODE: CT 11 OPEN DATE: 01 / 20 / 11 XFER/RSPNSBLTY: 92 02 S
CONTACT (S): FOLLOWUP DATE: 02 / 03 / 11 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 02 / 03 / 11 INF-NET DATE: 01 / 24 / 11

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 146000 EXHAUST MANIFOLD (MANIFOLD/GASKET/STUD;
AH EXHAUST SYSTEM YE MULTIPLE REPAIR ATTEMPTS
OA VEHICLE CONCERNS 146000 EXHAUST MANIFOLD (MANIFOLD/GASKET/STUD;
AH EXHAUST SYSTEM YI OOW GOODWILL ASSISTANCE REQUEST
OA VEHICLE CONCERNS 146000 EXHAUST MANIFOLD (MANIFOLD/GASKET/STUD;
AH EXHAUST SYSTEM ZB BROKEN/CRACKED
OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZED501N 01/20/2011
PREVIOUS RELATED FILES FOUND: NONE. @01/20-ZED501N
PREVIOUS UNRELATED FILES FOUND: NONE.
RCAS-ED VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER AND RESPONSIBLE DLR.
RCAS-ED ASKED FOR EMAIL, UPDATED EMAIL ADDRESS.
RCAS-ED CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @01/20-ZED501N
CLSD P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 07/20/09 11/04/09 70499
RCAS-ED RECEIVED INBOUND CALL FROM C.
C STATES C TOOK VEH IN TO DLRSHP AND WAS TOLD THAT VEH NEEDS AN EXHAUST MANIFOLD, WHICH IS ALMOST \$2600.
C STATES THAT THIS IS THE 3RD TIME THIS HAS HAD TO BE REPLACED, BUT PART IS NO LONGER UNDER WARRANTY.
C STATES THAT C IS REQUESTING ASSISTANCE WITH REPAIRS. @01/20-ZED501N
* @01/20-ZED501N
RCAS-ED NOTES THE FOLLOWING REPAIRS: @01/20-ZED501N
VIN: JNK AY41E34 M [REDACTED] WORK ORDER: 56693-03 W.O.DATE: 07/01/08
ODOMETER: 50193
CUSTOMER FIRST NAME: [REDACTED] DAY PHONE: [REDACTED]
LAST NAME: [REDACTED] EVENING PHONE: [REDACTED]
DEALER: 70499 RIVERSIDE INFINITI DEALER CITY: RIVERSIDE
REMARK: OWNER STATES ON COLD START, ENGINE SOUNDS LIKE IT HAS AN EXHAUST LEAK - CHECK AND ADVISE
REMARK: INSPECT FOR EXHAUST LEAK, FOUND LEFT SIDE EXHAUST MANIFOLD CRACKED. REPLACED LEFT SIDE EXHAUST MANIFOLD & GASKET.
LINE CODE: FW CUST AUTH SERV: Y LOAN CAR REQST: N AVAIL:
* @01/20-ZED501N
VIN: JNK AY41E34 M [REDACTED] WORK ORDER: 63722-03 W.O.DATE: 02/05/09
ODOMETER: 64293
REMARK: OWNER REPORTS EXHAUST LEAK @01/20-ZED501N
REMARK: CRACKED
REPLACED LFT SIDE ENGINE EXHAUST MANIFOLD
LINE CODE: FW CUST AUTH SERV: Y LOAN CAR REQST: Y AVAIL: Y
* @01/20-ZED501N
VIN: JNK AY41E34 M [REDACTED] WORK ORDER: 83811-06 W.O.DATE: 01/13/11
ODOMETER: 102500
REMARK: REC REPL EXHAUST MANIFOLDS (LEAKING)
* @01/20-ZED501N
RCAS-ED ADVISED C THAT RCAS-ED WILL TRANSFER THE FILE TO THE APPROPRIATE REGIONAL SPECIALIST, AND C WILL RECEIVE A CALLBACK BY THE END OF THE NEXT BUSINESS DAY. C UNDERSTOOD. @01/20-ZED501N
C ASKS IF THERE ARE ANY RECALLS ON VEH, BECAUSE GAS GAUGE IS NOT WORKING.
RCAS-ED ADVISED C THAT THE ONLY RECALL RCAS-ED IS SHOWING ON VEH WAS FOR SIDE AIR BAG CONNECTORS, WHICH WAS PERFORMED IN 2009. @01/20-ZED501N
C UNDERSTOOD. @01/20-ZED501N
RCAS-ED GAVE NAME, EXTENSION AND FILE NUMBER.
RCAS-ED OFFERED FURTHER ASSISTANCE, C DECLINED.
*** @01/20-ZED501N
RCAS-ED TRANSFERRING FILE TO RCAS FOR FURTHER HANDLING AND SENT INTERNAL MSG TO RCAS-CR TO ADVISE.
RCAS-ED EXITING FILE.
*** @01/20-ZED501N
RCAS-CR CALLED SM-JOE ROELL AT 3:24 PM EST ON 01/21/11. SM STATED THAT THE DLR

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HAS FOUND THAT BOTH THE LEFT AND RIGHT EXHAUST MANIFOLDS NEED TO BE REPLACED.
-- @01/21-ZCR000N

RCAS-CR SENT AN EMAIL TO FOM-TF AND ORM-RL FOR ASSISTANCE. @01/21-ZCR000N
--- @01/21-ZCR000N

RCAS-CR CALLED DAY/EVE NUMBER AT 4:37 PM EST ON 01/21/11 AND SPOKE WITH C.
RCAS-CR INFORMED C THAT RCAS-CR WILL BE LOOKING INTO C'S REQUEST FOR OOW
ASSISTANCE. RCAS-CR INFORMED C THAT RCAS-CR WILL FOLLOW UP WITH C ON 01/25/11"
FOR FURTHER ASSISTANCE. C THANKED RCAS-CR AND ENDED THE CALL. @01/21-ZCR000N
--- @01/21-ZCR000N

RCAS-CR CALLED DAY/EVE NUMBER AT 4:58 PM EST ON 01/25/11 AND LEFT A VMX.
--- @01/25-ZCR000N

RCAS-TM RECEIVED CALL FROM C
RCAS CONFIRMED THAT C'S CONTACT INFO HAS NOT CHANGED. @01/26-ZTM853N

C STATES THAT C IS LOOKING FOR AN UPDATE. RCAS ADVISED C THAT IN C'S CASE
THAT RCAS-CR WILL CALL BACK TO C 01/28/11. C THANKE RCAS AND ENDED THE CALL
**** @01/26-ZTM853N

RCAS-CR NOTING THAT NO EMAIL HAS BEEN RECEIVED FROM FOM-TF. @01/27-ZCR000N
--- @01/27-ZCR000N

RCAS-RT RECEIVED INBOUND CALL FROM C ON 01/27/11 @01/27-ZRT104N
C ASKED TO SPEAK WITH RCAS-CR, RCAS-RT ADVISED THAT RCAS-CR IS NOT AVAILABLE
RCAS-RT ADVISED THAT RCAS-CR WILL BE CONTACTING C TOMORROW, C UNDERSTOOD
C THANKED RCAS-RT AND ENDED CALL @01/27-ZRT104N
--- @01/28-ZCR000N

RCAS-CR RECEIVED AN EMAIL FROM FOM-TF ADVISING THAT INFINITI WILL COVER THE
COST OF THE PARTS. FOM STATED THAT C'S PORTION OF THE REPAIRS IS \$547.20 PLUS
TAX. @01/28-ZCR000N
-- @01/28-ZCR000N

RCAS-CR CALLED DAY/EVE NUMBER AT 3:24 PM EST ON 01/28/11 AND SPOKE WITH C,
RCAS-CR INFORMED C THAT INFINITI WOULD LIKE TO OFFER TO COVER C FOR THE COST
OF THE PARTS AND C'S PORTION OF THE REPAIR IS \$547.20. C STATED THAT C WILL
ACCEPT THE OFFER. C STATED THAT C FEELS THAT THERE IS AN ISSUE WITH THE
EXHAUST AS THIS IS A DEFECT. RCAS-CR INFORMED C THAT AS THE VEH IS OOW,
INFINITI IS OFFERING ASSISTANCE AS A GOODWILL GESTURE. C THANKED RCAS-CR.
RCAS-CR INFORMED C THAT RCAS-CR WILL FOLLOW UP WITH C ON 02/03/11.
C THANKED RCAS-CR AND ENDED THE CALL. @01/28-ZCR000N
---- @01/28-ZCR000N

RCAS-TM CALLED C ON DAY/EVENING NUMBER 02/03/11 12:34 PM EST AND SPOKE WITH 3N
C. RCAS ADVISED C THAT IN C'S CASE THAT RCAS IS CALLING IN REFERNCE TO TEH VEH
REPAIRS. C STATES THE VEH HAS BEEN REPAIRED. RCAS OFFERED FURTHER
ASSISTANCE C DECLINED.
**** @02/03-ZTM853N
RCAS CLOSING FILE @02/03-ZTM853N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:44 PM

NISSAN MOTOR CORPORATION IN U.S.A
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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 #: 0	DATE: 00 / 00 / 00	USERID:	
OTHER #: 0	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: ZED501N		
HISTORY:	UPDATE BY: ZTM853N		
SVC CALL#:	UPDATE DATE: 02 / 03 / 11		
CLOSE: Y (Y/N)	CLOSE DATE: 02 / 03 / 11	MICROFILM: N	
RESP CAA: ROTSTEIN, CARLY	OLM: COPENHAVER J	DOM: BURKE GREG	
PHONE: 0000041453	OWNER FIRST:	LANGUAGE: E ENGLISH	

CONFIDENTIAL

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

CA7064910

SERVICE CONTRACTS SUMMARY

DATE: 1/30/2012
TIME: 04:07:44 PM
MODEL YEAR: 2004.0
MAKE:
MODEL LINE: M45

NAME: [REDACTED]

VIN:
IN SCV DATE: 4/30/2008

SEO NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
189	FECJ07376691	70499 CA	4/30/2008	4/30/2011	82,937		

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CURRENT SERVICE CONTRACT		PRIOR SERVICE CONTRACT	
CONTRACT: FECJ07376691		CONTRACT:	
OWNER NAME: [REDACTED]		OWNER NAME:	
PLAN TYPE: E		PLAN TYPE:	
PLAN TERM: J		PLAN TERM:	
DEDUCTABLE: \$ 100		DEDUCTABLE:	
EFFECTIVE: 04/30/08		EFFECTIVE:	
EXPIRES: 04/30/11	MILES: 82,937	EXPIRES:	MILES:
CANCEL:	MILES:	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION: 5/9/2008		TRANSACTION:	
PRINTED: 05/10/08		PRINTED:	
DEALER NO: 70499	STATE: CA	DEALER NO:	STATE:
DEALER NAME: RIVERSIDE INFINITI		DEALER NAME:	

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: ATLANTA
ST/ZIP: GA [REDACTED]
DAY PH: [REDACTED]
EVE PH:
DLR PH: 516 773 1000

VIN: JNKAY41E93M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 0
IN SVC DATE: 01 / 21 / 03
VCAN: N RTL DLR: 70014 NORTH SHORE INFINITI, INC
PAID: SVC DLR: 70014 NORTH SHORE INFINITI, INC
SUSP: RESP DLR: 70014 NORTH SHORE INFINITI, INC
DENY: 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 PREOWNED X MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 02 / 03 / 11 XFER/RSPNSBLTY: 72 02 S
CONTACT (S): FOLLOWUP DATE: 02 / 03 / 11 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 02 / 03 / 11 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OF NNA., INC. ISSUES 177000 M45
AR PRODUCT INQUIRIES (INF) VG PROVIDED RECALL INFORMATION

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C. A. R. COMMENTS

FILE OPENED-ZER229N 02/03/2011
PREVIOUS RELATED/UNRELATED FILES FOUND: NONE @02/03-ZER229N
RCAS-ER VERIFIED C'S NAME, ADDRESS, VIN, DAY/EVE PHONE NUMBER,
EMAIL
RCAS-ER CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:
OPEN P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 07/20/09 00/00/0
RCAS-ER ADVISED C OF RECALL STATUS.
PREVIOUS INFINITI/NISSAN VEH: NONE
RCAS-ER RECEIVED INBOUND CALL FROM C.
C STATES THAT C WOULD LIKE TO KNOW IF THERE ARE ANY RECALLS ON THE VEH.
RCAS-ER ADVISED C THAT THERE WAS ONE OPEN RECALL.
C INQUIRED IF THERE WAS A RECALL ON THE FUEL GAUGE.
RCAS-ER ADVISED C OF NO OTHER RECALLS AT THIS TIME.
C DISCONNECTED CALL.
RCAS CLOSING FILE. @02/03-ZER229N
@02/03-ZER229N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y ACTION CODE: NT8G ROOT CAUSE: 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 REOUESTED: NO
3RD PRY: PART#: CHECK ISSUED: NO
BYBACK ST: OPENED BY: ZER229N
HISTORY: UPDATE BY: ZER229N
SVC CALL#: UPDATE DATE: 02 / 03 / 11
CLOSE: Y (Y/N) CLOSE DATE: 02 / 03 / 11 MICROFILM: N
RESP CAA: REID, EMA LEA OLM: COPENHAVER J DOM: CANTY GENE
PHONE: 0000041547 OWNER FIRST: LANGUAGE: E ENGLISH

CONFIDENTIAL

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NISSAN MOTOR CORPORATION IN U.S.A
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REQUESTED BY: corneb2

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: WEST PALM BEACH
ST/ZIP: FL [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E14M [REDACTED] Y
YR/MDL: 2004.0 M45 MILEAGE: 135000
IN SVC DATE: 08 / 05 / 04
VCAN: N RTL DLR: 71047 ORLANDO INFINITI
PAID: 3 SVC DLR: 71050 INFINITI OF PALM BEACHES
SUSP: 0 RESP DLR: 71050 INFINITI OF PALM BEACHES
DENY: 0 REGION: 72 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 PREOWNED X MILES 132000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: 30 MILES: 75000 (PT) MONTHS: 6 MILES: 65000

ORIG CODE: CT 11 OPEN DATE: 02 / 04 / 11 XFER/RSPNSBLTY: 72 11 S
CONTACT (S): FOLLOWUP DATE: 02 / 04 / 11 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 02 / 04 / 11 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZGZ999N 02/04/2011

@02/04-ZGZ999N

RCAS-GZ ASKED C FOR EMAIL ADDRESS.

PREVIOUS UNRELATED FILES FOUND: 4730517

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

RCAS-GZ CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

CLSD P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 07/20/09 08/27/09 70512

RCAS-GZ ADVISED C OF THE RECALL STATUS.

PREVIOUS INFINITI/NISSAN VEH:

RCAS-GZ RECEIVED INBOUND CALL FROM C.

@02/04-ZGZ999N

C STATED C'S FUEL GAUGE IS READING INCORRECTLY, LIKE IT IS SHOWING THAT THE TANK IS HALF FULL BUT THE VEH HAS LESS GAS. C STATED C HAD THE VEH DIAGNOSED AT AN INDEPENDENT FACILITY FOR THE CHECK ENGINE LIGHT ON AND THE VEH HAD A CODE FOR THE VOLTAGE TO THE FUEL GAUGE.

@02/04-ZGZ999N

C STATED C BOUGHT THE VEH ABOUT 6 MONTHS AGO. C STATED C READ ONLINE THAT THERE WERE MANY COMPLAINTS ABOUT THIS ISSUE AND C WANTED TO CONFIRM IF C HAD A RECALL BEFORE C TOOK THE VEH TO AN INFINITI DLR.

RCAS-GZ ASSURED C THERE IS NO RELATED RECALL ON C'S VEH FOR THIS KIND OF ISSUE. C UNDERSTOOD. RCAS-GZ ADVISED C THAT AN INFINITI DLR DIAGNOSIS CAN CONFIRM WHAT C'S VEH WILL NEED AND IF THERE IS ANY POSSIBLE COVERAGE, BUT BASED ON AGE AND MILEAGE OF THE VEH, THE BASIC AND POWERTRAIN WARRANTIES HAVE EXPIRED. C UNDERSTOOD.

@02/04-ZGZ999N

RCAS-GZ APPRECIATED C'S BUSINESS.

RCAS-GZ OFFERED FURTHER ASSISTANCE, C DECLINED.

RCAS-GZ GAVE NAME, EXTENSION AND FILE NUMBER.

RCAS-GZ CLOSING FILE.

@02/04-ZGZ999N

RCAS-GZ UPDATED TREAD ACT CODES.

@02/04-ZGZ999N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NT8G	ROOT CAUSE: SCIN
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:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZGZ999N	
HISTORY:	UPDATE BY: ZGZ999N	
SVC CALL#:	UPDATE DATE: 02 / 04 / 11	
CLOSE: Y (Y/N)	CLOSE DATE: 02 / 04 / 11	MICROFILM: N
RESP CAA: ZLOCH, GREGORY	CAOM: RCAA	CAOM: RCAA
PHONE: 0000041659	OWNER FIRST:	LANGUAGE: E ENGLISH

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REQUESTED BY: corneb2

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: KINGWOOD
ST/ZIP: TX [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E03M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 45000
IN SVC DATE: 09 / 03 / 03
VCAN: N RTL DLR: 70492 INFINITI OF MISSION VIEJO
PAID: SVC DLR: 71488 SEWELL INFINITI/N HOUSTON
SUSP: RESP DLR: 71488 SEWELL INFINITI/N HOUSTON
DENY: REGION: 92 DIST: SL/SV/PT: 13 13 43

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 02 / 03 / 11
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED X MILES 29000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: INDEPENDENT FACILITY
OUTSIDE WARRANTY BY (B) MONTHS: 41 MILES: (PT) MONTHS: 17 MILES:

ORIG CODE: CE 11 OPEN DATE: 02 / 07 / 11 XFER/RSPNSBLTY: 92 13 S
CONTACT (S): FOLLOWUP DATE: 02 / 11 / 11 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 02 / 11 / 11 INF-NET DATE: 02 / 09 / 11

CONCERN AND CATEGORY		SUBCATEGORY AND SYMPTOM	
OA	VEHICLE CONCERNS	180000	FUEL GAUGE
AT	INSTRUMENTATION	YI	OOW GOODWILL ASSISTANCE REQUEST
OA	VEHICLE CONCERNS	180000	FUEL GAUGE
AT	INSTRUMENTATION	YX	POOR OR IMPROPER OPERATION
OA	VEHICLE CONCERNS	180500	HARNES
AT	INSTRUMENTATION	YI	OOW GOODWILL ASSISTANCE REQUEST
OA	VEHICLE CONCERNS	180500	HARNES
AT	INSTRUMENTATION	YX	POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZNM859N 02/07/2011

*****EMAIL FILE LOGGED*****

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES FOUND: NONE

EMAIL ADDRESSED TO: NNACONSUMERAFFAIRS@NISSAN-USA.COM

METHOD OF CONTACT: EMAIL

ID NO.: 2001874365

DATE RECEIVED: 02/03/11

DATE CREATED: 02/07/11

CRR-NM VERIFIED C'S NAME, ADDRESS, VIN, DAY PHONE, RESPONSIBLE DLR, MILEAGE AND EMAIL.C DID NOT PROVIDE EVENING PHONE NUMBER.

CRR-NM UPDATED OWNER-S INFORMATION (PHONE NUMBER)

CRR-NM CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:NONE.

C'S EMAIL READS:

@02/07-ZNM859N

C STATES"

@02/07-ZNM859N

BOUGHT CAR TWO YEARS AGO WITH 29K MILES, RUNS PERFECT UNTILL WIFE WAS DRIVING DOWN MAJOR ROAD WITH OUR 9 YEAR OLD SON IN THE BACK SEAT AND THE CAR SUDDENLY JERKED AND STOPPED IN TRAFFIC. HAD THE CAR TOWED TO DEALERSHIP AND WAS TOLD THAT THIS WAS RARE AND WOULD COST 800 TO REPLACE NOT JUST THE GUAGE BUT THE WHOLE HARNESS. PLEASE HELP ME UNDERSTAND HOW A CAR DRIVEN LESS THAN 4K A YEAR BREAKS DOWN."

CRR-NM'S RESPONSE TO C"

@02/07-ZNM859N

FEBRUARY 7, 2011

@02/07-ZNM859N

FILE # 7081461

DEAR TOM HARRINGTON:

THANK YOU FOR CONTACTING INFINITI, REGARDING YOUR CONCERN WITH YOUR 2003 M45. WE APOLOGIZE FOR ANY INCONVENIENCE THIS SITUATION MAY HAVE CAUSED YOU.

IN REGARDS TO YOUR CONCERN WITH THE GAUGE AND HARNESS, WE HAVE FORWARDED YOUR FILE TO A REGIONAL SPECIALIST FOR INDIVIDUAL HANDLING. YOU WILL BE CONTACTED BY THE END OF NEXT BUSINESS DAY.

FILE # 7081461 HAS BEEN CREATED TO DOCUMENT THIS CONCERN. PLEASE FEEL FREE TO CONTACT US AT 1-800-662-6200 (OPTION 6) WITH ANY FURTHER QUESTIONS OR COMMENTS. THANK YOU FOR GIVING US THE OPPORTUNITY TO BE OF SERVICE.

CRR-NM TRANSFERRING FILE TO RCAS FOR FURTHER REVIEW.

@02/07-ZNM859N

@02/07-ZBH707N

CRR-BH RECEIVED DUPLICATE EMAIL ID 2001874366

CRR-BH EXITING FILE.

@02/07-ZBH707N

@02/08-ZKN032N

RCAS-KN CONTACTED SM-COBY MCDUGAL AT DLR 71488 AT 4:51PM EST ON 02/08/11 AND LEFT VMX.

@02/08-ZKN032N

@02/08-ZKN032N

RCAS-KN CONTACTED C AT DAY NUMBER AT 4:56PM EST ON 02/08/11.

@02/08-ZKN032N

C STATED THAT C IS HAVING AN ISSUE WITH THE GAS GAUGE SHOWING HALF FULL WHEN ON EMPTY.

@02/08-ZKN032N

C STATED THAT C BROUGHT THE VEH INTO THE DLR IN MAY 2010 AND WAS ADVISED THAT THE ISSUE WAS THE HARNESS AND THE REPAIR WOULD BE \$800.

@02/08-ZKN032N

C STATED THAT C CHOSE NOT TO DO THE REPAIR AT THAT TIME.

@02/08-ZKN032N

C STATED THAT THE ISSUE IS STILL PRESENT AND IS HAVING FURTHER CONCERNS AND WOULD LIKE INFINITI TO ASSIST WITH THE REPAIR.

@02/08-ZKN032N

RCAS-KN APOLOGIZED TO C FOR THE CONCERN AND ADVISED C THAT INFINITI WOULD LIKE TO REVIEW C'S REQUEST HOWEVER A MORE RECENT DIAGNOSIS IS NEEDED.

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C STATED C UNDERSTANDS AND STATED THAT C WILL BRING THE VEH INTO THE DLR
TOMORROW. @02/08-ZKN032N

RCAS-KN ADVISED C THAT RCAS-KN WILL FOLLOW UP WITH C ON 02/11/11.
C THANKED RCAS-KN. @02/08-ZKN032N

----- @02/08-ZKN032N

RCAS-KN CONTACTED SM-COBY MCDUGAL AT DLR 71488 AT 11:43AM EST ON 02/09/11
SM STATED THAT C HAS AN APPOINTMENT TODAY. @02/09-ZKN032N

SM STATED THAT THE VEH IS CURRENTLY BEING INSPECTED AND NO DIAGNOSIS DONE YET.
RCAS-KN THANKED SM. @02/09-ZKN032N

----- @02/09-ZKN032N

RCAS-KN CONTACTED SM-COBY MCDUGAL AT DLR 71488 AT 10:10AM EST ON 02/09/11.
SM STATED THAT THE VEH CAME IN WITH THE CHECK ENGINE LIGHT ON. @02/10-ZKN032N

SM STATED THAT C NEEDS TO REPLACE THE FUEL LEVEL SENDING UNIT AND COMBO UNIT.
SM STATED THAT THE COST FOR BOTH IS \$1140. @02/10-ZKN032N

SM STATED THAT THE ONLY SERVICING HISTORY IS THE 30K SERVICE. @02/10-ZKN032N

SM STATED THAT SM WOULD RECOMMEND MAYBE PARTIAL ASSISTANCE BUT NOT FULL.
RCAS-KN THANKED SM. @02/10-ZKN032N

----- @02/10-ZKN032N

RCAS-KN EMAILED C'S REQUEST TO FOM-JB ON 02/10/11. @02/10-ZKN032N

----- @02/10-ZKN032N

RCAS-EL RECEIVED CALL FROM SA-KYLE ON 02/10/11 AND THE SA STATED IS CALLING TO
DISCUSS THE FILE. RCAS TRANSFERRED THE SA TO RCAS-KN. @02/10-ZEL999N

----- @02/11-ZKN032N

RCAS-KN RECEIVED TRANSFER CALL FROM RCAS-EL ON 02/10/11. @02/11-ZKN032N

SA ASKED IF THERE IS ANY UPDATE ON C'S FILE. @02/11-ZKN032N

RCAS-KN ADVISED C THAT RCAS-KN IS AWAITING RESPONSE FROM FOM-JB. @02/11-ZKN032N

SA STATED SA UNDERSTANDS AND ASKED THAT RCAS-KN CONTACT SA ONCE AVAILABLE.
----- @02/11-ZKN032N

RCAS-KN RECEIVED EMAIL FROM FOM-JB ON 02/11/11. @02/11-ZKN032N

FOM STATED THAT C IS 3 YRS OOW AND C HAS DECLINED TO GET THE VEH REPAIRED
SINCE MIDDLE OF LAST YEAR, ALONG WITH DECLINING CP REPAIRS NEEDED ON THE VHE.
FOM STATED FOM DECLINES ASSISTANCE. @02/11-ZKN032N

----- @02/11-ZKN032N

RCAS-KN CONTACTED SA-KYLE AT DLR 71488 AT 11:51AM EST ON 02/11/11 AND LEFT VMX
----- @02/11-ZKN032N

RCAS-KN CONTACTED SM-COBY MCDUGAL AT DLR 71488 AT 11:53AM EST ON 02/11/11.
RCAS-KN ADVISED SM THAT FOM-JB HAS DECLINED REPAIRS. @02/11-ZKN032N

SM THANKED RCAS-KN. @02/11-ZKN032N

----- @02/11-ZKN032N

RCAS-KN CONTACTED C AT DAY NUMBER AT 11:54AM EST ON 02/11/11. @02/11-ZKN032N

RCAS-KN ADVISED C THAT INFINITI HAS REVIEWED C'S REQUEST AND INFINITI IS NOT
IN THE POSITION TO ASSIST WITH THIS REPAIR. @02/11-ZKN032N

C STATED C UNDERSTANDS AND THANKED RCAS-KN FOR REVIEWING THE REQUEST.
C STATED C IS AWARE THAT INFINITI IS CURRENTLY LOOKING INTO THIS AS A RECALL.
RCAS-KN ADVISED C THAT IF A RECALL IS EVER ISSUED FOR THIS CONCERN C MAY BE
ELIGIBLE FOR REIMBURSEMENT IF C'S VEH IS INCLUDED. @02/11-ZKN032N

C STATED C UNDERSTANDS. @02/11-ZKN032N

RCAS-KN OFFERED FURTHER ASSISTANCE: C DECLINED. @02/11-ZKN032N

RCAS-KN CLOSING FILE, NO FURTHER ASSISTANCE REQUIRED. @02/11-ZKN032N

----- @02/11-ZKN032N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP ISDUE ON OR BEFORE

CONFIDENTIAL

DATE: 1/30/2012
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DEALER SERVICE MANAGER, PLEASE CONTACT CUSTOMER AND REVIEW FOR POSSIBLE ASSISTANCE.

DEALER ACTION:

CONTACT(S):

SATISFIED: N	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 #: 0	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: ZNM859N	
HISTORY:	UPDATE BY: ZKN032N	
SVC CALL#:	UPDATE DATE: 02 / 11 / 11	
CLOSE: Y (Y/N)	CLOSE DATE: 02 / 11 / 11	MICROFILM: N
RESP CAA: NOVACOVSKI, KIM	OLM: COPENHAVER J	DOM:
PHONE: 0000041610	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:44 PM

NISSAN MOTOR CORPORATION IN U.S.A
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REQUESTED BY: corneb2

CAR ID: CA7112731I
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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E93M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 125000
CITY: WAREHAM IN SVC DATE: 03 / 17 / 03
ST/ZIP: MA [REDACTED] VCAN: N RTL DLR: 70001 KELLY INFINITI
DAY PH: [REDACTED] PAID: 8 SVC DLR: 70001 KELLY INFINITI
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 70001 KELLY INFINITI
DLR PH: [REDACTED] DENY: 0 REGION: 72 DIST: SL/SV/PT: 01 01 31

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 03 / 06 / 11
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: 48 MILES: (PT) MONTHS: 34 MILES:

ORIG CODE: CE 11 OPEN DATE: 03 / 07 / 11 XFER/RSPNSBLTY: 72 01 S
CONTACT (S): FOLLOWUP DATE: 04 / 05 / 11 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 04 / 05 / 11 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 134000 GEN. ENGINE ELECTRIC COMPONENT(S)
AF ENGINE ELECTRICAL ZT HARD START/NO START/STALL
OA VEHICLE CONCERNS 153000 GEN. FUEL DELIVERY/INTAKE COMPONENT
AI FUEL/INTAKE SYSTEM YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZSJ745N 03/07/2011

*****EMAIL FILE LOGGED*****

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES FOUND: NONE

EMAIL ADDRESSED TO: INFINITICONSUMERAFFAIRS@NISSAN-USA.COM

METHOD OF CONTACT: EMAIL, ID NO.: 2001890817

DATE RECEIVED: 03/06/11, DATE CREATED: 03/07/11

CRR-SJ VERIFIED C'S NAME, ADDRESS, VIN, DAY/EVENING NUMBER AND EMAIL.

C DID NOT PROVIDE MILEAGE AND RESP DLR.

CRR-SJ UPDATED OWNER-S INFO (ADDRESS AND EMAIL).

CRR-SJ CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

OPEN P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 06/01/10 00/00/00

C-S EMAIL READS:

C STATES

@03/07-ZSJ745N

"SUBJECT: I HAVE A QUESTION ABOUT VEHICLE RECALLS

@03/07-ZSJ745N

COMMENTS : I LOVE MY CAR BUT HOWEVER LATELY , THE CAR IS JUST SHUTTING OFF AND THE GAS FUEL GAGE IS GOING FROM FULL TO EMPTY AND SHUTTING OFF :(THE ENGINE LIGHT TURNED ON AND HASN'T GONE OFF ALONG WITH THE AIRBAG LIGHT THAT WAS RECALLED SOMETIME AGO THAT I HAD FIXED AND IS BACK ON SO IN THE LAST WEEK I 'VE BEEN REALLY NERVOUS TO DRIVE AND I'VE READ ALOT OF REVIEWS ONLINE WITH PEOPLE HAVING THE SAME (ISSUE)"

@03/07-ZSJ745N

CRR-SJ RESPONSE TO C.

@03/07-ZSJ745N

MARCH 7, 2011

FILE # 7112731

VIN #JNKAY41E93M [REDACTED]

2003 M45

DEAR [REDACTED]:

A REVIEW OF OUR RECORDS INDICATES THAT THE VEHICLE WITH THE VEHICLE SERIAL NUMBER LISTED ABOVE IS INVOLVED IN THE OPEN CAMPAIGN AS FOLLOWS:

@03/07-ZSJ745N

OPEN P9218 M45/Q45 SAB CONCTR ITB09-023

PLEASE CONTACT YOUR INFINITI DEALERSHIP FOR AN APPOINTMENT TO HAVE THE CAMPAIGN REPAIRS PERFORMED ON YOUR VEHICLE. THESE REPAIRS ARE FREE OF CHARGE TO YOU.

IN REGARDS TO THE CONCERNS WITH THE FUEL SYSTEM; PLEASE BE ADVISED THAT INFINITI RELIES ON OUR DEALERSHIPS TO PROVIDE TECHNICAL SUPPORT. PLEASE CONTACT YOUR LOCAL INFINITI FOR A DIAGNOSIS AS THEY ARE IN THE BEST POSITION TO BE OF ASSISTANCE.

THANK YOU FOR GIVING US THE OPPORTUNITY TO BE OF SERVICE.

SINCERELY,

INFINITI

@03/07-ZSJ745N

CRR-SJ CLOSING FILE AS C NEEDS NO FURTHER ASSISTANCE AT THIS TIME.

@03/07-ZSJ745N

@03/07-ZSJ745N-COMMENT

CRR-SJ RECEIVED DUPLICATE EMAIL DATED 3/6/11 EMAIL ID: 2001890818.

CRR-SJ NOT RESPONDING.

@03/07-ZSJ745N-COMMENT

RCAS-ER RECIEVED INBOUND CALL FROM C.

C STATES THAT C HAS LOOKED ONLINE AND SEEN THAT THERE ARE PEOPLE HAVING THE SAME CONCERN AS C WITH THE FUEL TANK.

@04/05-ZER229N-COMMENT

RCAS-ER INQUIRED IF C HAS HAD VEH DIAGNOSED BY INFINITI. C STATES NO. C STATES THAT INFINITI HAS ISSUES WITH THE IGNITION AND THE FUEL TANK AND THAT C FEELS THAT THESE ARE SAFETY ISSUES. C STATES THAT C WANTS TO SPEAK TO SOMEONE

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HIGHER. RCAS-ER ADVISED C THAT IN ORDER FOR FILE TO BE REVIEWED FURTHER, C WOULD NEED TO HAVE RECENT DIAGNOSIS ON VEH. C STATES THAT RCAS IS FRUSTRATING C AND THAT C WILL HANG UP AND CALL BACK TO SPEAK TO SOMEONE WHO DOESN'T FRUSTRATE RCAS.

C ENDED CALL.
RCAS-ER CLOSING FILE.

--- @04/05-ZER229N-COMMENT

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NE8F	ROOT CAUSE: SCIN	P9218
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:	
REOPEN: CALLBACK #: 0	DATE: 04 / 05 / 11	USERID:	
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:	
OTHER #: 0	DATE: 00 / 00 / 00	USERID:	
COMMENTS ONLY: #: 2	DATE: 04 / 05 / 11	USERID: ZER229N	
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: ZER229N		
SVC CALL#:	UPDATE DATE: 04 / 05 / 11		
CLOSE: Y (Y/N)	CLOSE DATE: 04 / 05 / 11	MICROFILM: N	
RESP CAA: JEZEQUEL, SHAUNA	OLM: COPENHAVER J	DOM: HUSSEY MARTY	
PHONE: 0000000000	OWNER FIRST:	LANGUAGE: E ENGLISH	

CONFIDENTIAL

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REQUESTED BY: corneb2

CAR ID: CA7120387I
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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: MASSAPEQUA
ST/ZIP: NY [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN: N
PAID: 6
SUSP: 0
DENY: 0

VIN: JNKAY41E33M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 50000
IN SVC DATE: 03 / 31 / 03
RTL DLR: 70017 INFINITI OF MASSAPEQUA
SVC DLR: 70017 INFINITI OF MASSAPEQUA
RESP DLR: 70017 INFINITI OF MASSAPEQUA
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 X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 2
VEHICLE MAINTAINED BY: INDEPENDENT FACILITY
OUTSIDE WARRANTY BY (B) MONTHS: 48 MILES: (PT) MONTHS: 24 MILES:

ORIG CODE: CT 11 OPEN DATE: 03 / 16 / 11 XFER/RSPNSBLTY: 72 02 S
CONTACT (S): FOLLOWUP DATE: 03 / 16 / 11 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 03 / 16 / 11 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 183000 TACHOMETER
AT INSTRUMENTATION YI OOW GOODWILL ASSISTANCE REQUEST

CONFIDENTIAL

DATE: 1/30/2012
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CAR ID:
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C. A. R. COMMENTS

FILE OPENED-ZJC818N 03/16/2011

PREVIOUS FILES FOUND:

6231743

5040490

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

RCAS-JC CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

OPEN P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 06/01/10 00/00/00 C818N
RCAS-JC ADVISED C OF RECALL STATUS.

PREVIOUS INFINITI/NISSAN VEH: 2003 Q45

RCAS-JC RECEIVED INBOUND CALL FROM C.

C STATES:

C IS HAVING AN ISSUE WITH THE M45, C IS HAVING ISSUES WITH THE GAS GAUGE
C HAS HAD THE MECHNIC CHECK THE VEH, WHO REPLACED THE GAS GAUGE. THIS DID NOT RESOLVE THE ISSUE. C AND THE MECHANIC DID SOME MORE INVESTIGATING AND WAS ADVSIED THAT THE VEH NEEDS AND INSTRUMENT CLUSTER, THIS COST IS ABOUT 2000 DOLLARS, C DIDNT THINK C WANTED TO HAVE THIS COMPLETED. RCAS WAS ADVISED NOW THE CHECK ENGINE LIGHT IS ON AND C NEEDS TO HAVE THE STATE INSPECTION AND CANT PASS INSPECTION WITHOUT THE CHECK ENGINE LIGHT GOING OFF. RCAS UNDERSTOOD RCAS ADVSIED C THAT THE VEH NEEDS TO BE DIAGNOSED BEFORE ANY ASSISTANCE CAN BE LOOKED INTO, C UNDERSTOOD AND THANKED RCAS. @03/16-ZJC818N
C UNDERSTOOD AND THANKED FOR ASSISTANCE.

RCAS-JC OFFERED FURTHER ASSISTANCE, C DECLINED.

RCAS-JC GAVE NAME, EXTENSION AND FILE NUMBER.

RCAS-JC THANKED C FOR BUSINESS AND CALLING INFINITI.

RCAS-JC CLOSING FILE AS NO FURTHER ASSISTANCE IS NEEDED. @03/16-ZJC818N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S) :

SATISFIED: Y ACTION CODE: NT8G ROOT CAUSE: 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: ZJC818N
HISTORY: UPDATE BY: ZJC818N
SVC CALL#: UPDATE DATE: 03 / 16 / 11
CLOSE: Y (Y/N) CLOSE DATE: 03 / 16 / 11 MICROFILM: N
RESP CAA: CALLAGHAN, JAMIE OLM: COPENHAVER J DOM: CANTY GENE
PHONE: 0000041451 OWNER FIRST: LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E33M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 82376
CITY: BRENTWOOD IN SVC DATE: 05 / 19 / 03
ST/ZIP: CA [REDACTED] VCAN: N RTL DLR: 72418 TEAM INFINITI
DAY PH: [REDACTED] PAID: SVC DLR: 71116 INFINITI OF PLEASANTON
EVE PH: [REDACTED] SUSP: RESP DLR: 71116 INFINITI OF PLEASANTON
DLR PH: [REDACTED] DENY: REGION: 92 DIST: SL/SV/PT: 03 03 33

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 03 / 16 / 11
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED X MILES 41000 # NISSAN/INFINITI VEHICLES: 4
VEHICLE MAINTAINED BY: 71116 / SELF MAINTAINED
OUTSIDE WARRANTY BY (B) MONTHS: 46 MILES: 22376 (PT) MONTHS: 22 MILES: 12376

ORIG CODE: CE 11 OPEN DATE: 03 / 17 / 11 XFER/RSPNSBLTY: 92 03 S
CONTACT (S): FOLLOWUP DATE: 04 / 06 / 11 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 04 / 05 / 11 INF-NET DATE: 04 / 01 / 11

CONCERN AND CATEGORY		SUBCATEGORY AND SYMPTOM	
OA	VEHICLE CONCERNS	180000	FUEL GAUGE
AT	INSTRUMENTATION	YI	OOW GOODWILL ASSISTANCE REQUEST
OA	VEHICLE CONCERNS	180000	FUEL GAUGE
AT	INSTRUMENTATION	YX	POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZLR000N 03/17/2011

*****EMAIL FILE LOGGED*****

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES FOUND: 7121402

EMAIL ADDRESSED TO: INFINITICONSUMERAFFAIRS@NISSAN-USA.COM

METHOD OF CONTACT: EMAIL ID NO.: 2001895501

DATE RECEIVED: 3/16/11 CREATED: 3/17/11

CRR-LR VERIFIED C'S NAME, ADDRESS, PHONE NUMBER, VIN, EMAIL, MILEAGE AND RESPONSIBLE DLR

C DID NOT PROVIDE

CRR-LR CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NO OPEN RECA;;S

CLSD P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 07/20/09 08/17/09 71116

C'S EMAIL READS: @03/17-ZLR000N

"I'M NOT SURE WHERE MY TEXT WENT AFTER CORRECTING A NAME ENTRY ISSUE. I HAVE A PROBLEM WITH MY FUEL [GAUGE] ON MY INFINITI. I THOUGHT IT WAS JUST A WORN PART. AFTER LOOKING INTO IT THERE SEEMS TO BE AN ISSUE WITH THE [GAUGE] CLUSTER THAT APPEARS TO BE ON THE 2003'S ONLY AND WITH FREQUENCY. MANY WERE REPLACED UNDER AN EXTENDED WARRANTY SITUATION. I'M EXPECTING SOME DIALOG WITH INFINITI. TKS"

CRR-LR'S RESPONSE TO C: @03/17-ZLR000N

MARCH 17, 2011

FILE # 7121549

DEAR [REDACTED]:

THANK YOU FOR CONTACTING INFINITI AND ALLOWING US THE OPPORTUNITY TO BE OF ASSISTANCE. WE ARE SORRY TO HEAR ABOUT THE EXPERIENCE YOU ARE HAVING WITH YOUR 2003 M45 AND APOLOGIZE FOR ANY INCONVENIENCE THIS MAY HAVE CAUSED YOU.

IN ORDER TO LOOK INTO POSSIBLE FINANCIAL ASSISTANCE, A RECENT DIAGNOSIS BY AN AUTHORIZED INFINITI IS REQUIRED. PLEASE CONTACT YOUR LOCAL INFINITI DEALER AND SCHEDULE AN APPOINTMENT, AS THE DEALER IS IN THE BEST POSITION TO DIAGNOSE AND REPAIR YOUR VEHICLE. YOUR INFINITI DEALER WILL BE MORE THAN WILLING TO ASSIST.

FILE # 7121549 HAS BEEN CREATED TO DOCUMENT YOUR CONCERN. ONCE THE VEHICLE HAS BEEN DIAGNOSED, PLEASE CONTACT US AT 1-800-622-6200 (OPTION 6) AND REFERENCE YOUR FILE NUMBER. YOUR SATISFACTION WITH YOUR VEHICLE AND YOUR INFINITI DEALER IS VERY IMPORTANT TO US. THANK YOU FOR ALLOWING US TO BE OF ASSISTANCE.

CRR-LR CLOSING FILE @03/17-ZLR000N

*****EMAIL FILE LOGGED*****

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES FOUND: 7121402

EMAIL ADDRESSED TO: NNACONSUMERAFFAIRS@NISSAN_USA.COM

METHOD OF CONTACT: EMAIL ID NO.: 2001899036 @03/24-ZBH707N-COMMENT

DATE RECEIVED: 03/23/11 DATE CREATED: 03/24/11

CRR-BH VERIFIED C'S NAME, ADDRESS, VIN, DAY/EVE PHONE NUMBER & EMAIL.

C DID NOT PROVIDE MILEAGE, ADDRESS, VIN, DAY/EVE PHONE NUMBER AND RESPONSIBLE DLR.

CRR-BH CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

CRR-BH ABLE TO CHECK AS THE VIN WAS LLOCATED IN DATA BASE

C-S EMAIL READS:

C STATES: -I CONTACTED INFINITI CUSTOMER SERVICE RECENTLY REGARDING

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THE FUEL GAUGE ON MY M45. THE REFERENCE # 7121549 WAS GIVEN TO ME IN AN EMAIL. THE NUMBER (800) 622-6200 THAT YOU SUPPLIED I CANNOT GET THROUGH TO YOU ON. IS THERE ANOTHER THAT I YOU CAN BE REACHED? PLEASE CONTACT ME. THANK YOU. DEN AND FRAN BOWMAN -

CRR-BH CALLED C AT [REDACTED] AND LEFT VMX GIVING NAME, FILE # INFINITI PHONE NUMBER 1-800-662-6200 (OPTION6) AND SPEAK TO ANY REPRESENTATIVE. IF C HAS HAD DIAGNOSIS DONE TO FAX THE DOCUMENT TO 1-615-967-2117. PLEASE REFERENCE FILE # 7121549 AND MAKE FAX ATTN: CRR-BH. CRR-BH ENDED CALL AND WILL CLOSE FILE PENDING CALL BACK OR RECEIPT OF DOC. FROM C.

***** @03/24-ZBH707N-COMMENT
*****E-MAIL FILE LOGGED*****

PREVIOUS RELATED FILE(S) FOUND: NONE
PREVIOUS UNRELATED FILE(S) FOUND: NONE

EMAIL ADDRESSED TO: NNACONSUMERAFFAIRS@NISSAN-USA.COM
METHOD OF CONTACT: E-MAIL ID NO: 2001901646
DATE RECEIVED: 03/29/11 DATE CREATED: 03/30/11

CRR-MG VERIFIED C'S NAME, DAY NUMBER, EMAIL
C DID NOT PROVIDE MILEAGE, VIN, AND RESPONSIBLE DLR, ADDRESS,
CRR-MG UPDATED OWNER'S DATABASE (E-MAIL)

CRR-MG CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE
CLSD P9218 M45/Q45 SAB CONCTR ITB09-023 @03/30-ZMG453N
C'S EMAIL READS, @03/30-ZMG453N
C STATES: " @03/30-ZMG453N

WE HAVE NO WAY OF CONTACTING YOU. WE WOULD LIKE TO HAVE INFINITI CUSTOMER SERVICE ADVISE US HOW TO BE IN CONTACT AND PROCEED WITH REVIEWING OUR CONCERNS REGARDING OUR FUEL GAUGE. THE PLEASANTON INFINITI DEALER DIAGNOSED THE PROBLEM AS NEEDING A PRINTED CIRCUIT BOARD. THANK YOU. DEN AND FRAN BOWMAN. IF YOU CHOOSE TO CONTACT US BY PHONE PLEASE

CALL OUR HOME # [REDACTED]. @03/30-ZMG453N
CRR-MG RESPONSE: @03/30-ZMG453N
CRR-MG FORWARDING FILE TO RCAS FOR ASSISTANCE. @03/30-ZMG453N

RCAS-ED IN RECEIPT OF FILE. @03/31-ZED501N

RCAS-ED NOTES RO AS FOLLOWS:
VIN: JNK AY41E33 M [REDACTED] WORK ORDER: 40996-01 W.O.DATE: 03/16/11
ODOMETER: 82376 @03/31-ZED501N

CUSTOMER FIRST NAME: [REDACTED] DAY PHONE: [REDACTED]
LAST NAME: [REDACTED] EVENING PHONE: [REDACTED]

DEALER: 71116 INFINITI OF PLEASANTON DEALER CITY: PLEASANTON

REMARK: CLIENT STATES FUEL GAUGE DOES NOT REGISTER ACCURATLY MOSTLY WHEN TANK GETS LOW CK & ADV.
REMARK: R/TEST VERIFIED CONCERN TESTED FUEL SENDER OK FOUND PROBLEM IS WITH FUEL GAUGE IN PRINTED CIRCUIT BOARD SEE NOTES BELOW
REMARK: CLIENT STATES TIRE PRESSURE INDICATORS SHOW LINES AND NO PRESSURE SINCE TIRE REPLACEMENT CK AND ADV.
REMARK: VERIFIED CONCERN PULLED CK'D FOR CODES FOUND FT-RT DTC STOR-ED CK PRESSURE OK RE-INITIALIZE TPMS RE-CK LIGHT OFF NOW.
REMARK: CONT'D FR:LINE 1.NECC TO REPLACE PRINTED CIRCUIT BOARD
REMARK: ADVISED CLIENT OF FINDINGS AND CLIENT DECLINED AT THIS TIME.

RCAS-ED CONTACTED DLRSHIP AT 4:01 PM EST ON 03/31/11 AND WAS ADVISED THAT SM-STEVE MORGAN IS NOT AT DLRSHIP. @03/31-ZED501N
RCAS-ED LEFT VMX FOR SA-MICHAEL TROCHE, REQUESTING A CALLBACK WITH REGARDS TO THIS FILE.

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RCAS-ED CONTACTED C ON DAY/EVE NUMBER AT 4:05 PM EST ON 03/31/11 AND SPOKE WITH C. @03/31-ZED501N

C STATES C IS REQUESTING ASSISTANCE WITH GAS GAUGE ISSUE. @03/31-ZED501N

C VERIFIED C WAS DEALING WITH SA-MICHAEL TROCHE.

C STATES THAT C WAS GIVEN AN ESTIMATE OF \$700-800.

C STATES THAT C SEES ONLINE THAT THIS IS A COMMON PROBLEM. @03/31-ZED501N

C STATES THIS IS C'S 4TH INFINITI OR NISSAN.

PREVIOUS VEHS: SEN, G20, VINTAGE NISSAN RACECAR. @03/31-ZED501N

RCAS-ED ADVISED C THAT RCAS-ED WILL LOOK FURTHER INTO THIS AND WILL FOLLOW UP WITH C BY 04/05/11. C AGREED.

*** @03/31-ZED501N

RCAS-RT RECEIVED INBOUND CALL FROM SM-MICHAEL FROM DLR @03/31-ZRT104N

SM ASKED TO SPEAK WITH RCAS-ED, RCAS-RT ADVISED THAT RCAS-ED HAS LEFT THE OFFICE FOR THE DAY. @03/31-ZRT104N

RCAS-RT ASKED SM IF C IS A GOOD SERVICING CUSTOMER @03/31-ZRT104N

SM STATES THAT C HAS BEEN WITH THE DLR MANY YEARS. @03/31-ZRT104N

SM STATES THAT C HAS SPENT MONEY AT THE DLR AS WELL AND HAS OWNED PREVIOUS NISSAN AND INFINITI VEHICLES. @03/31-ZRT104N

SM STATES THAT SM IS UNSURE IF FOM WILL APPROVE THIS, RCAS-RT ASKED

IF SM WOULD LIKE TO CALL FOM OR IF SM WOULD PERFER RCAS-ED CONTACT

THE REGION, SM STATES THAT SM WILL CALL FOM WITH REQUEST FOR ASSISTANCE

RCAS-RT ASKED IF SM KNOWS THE DLR COST FOR REPAIR @03/31-ZRT104N

SM STATES DLR PARTS AND LABOUR COST IS \$510.87 @03/31-ZRT104N

----- @03/31-ZRT104N

RCAS-ED SENT INTERNAL MSG TO FOM-KU AT 12:44 PM EST ON 04/01/11, INQUIRING IF SA-MICHAEL HAS CONTACTED FOM, AND REQUESTING FOM'S INPUT ON CASE.

@04/01-ZED501N

*** @04/01-ZED501N

RCAS-ED RECEIVED INTERNAL MSG FROM FOM-KU ON 04/01/11.

FOM STATES THAT FOM HAS APPROVED GOODWILL FOR PARTS AND LABOR AT DLR COST,

AS LONG AS DLR IS WILLING TO ABSORB THE MARKUP.

FOM STATES THAT SA-MICHAEL IS DISCUSSING WITH SM. @04/04-ZED501N

RCAS-ED RECEIVED INTERNAL MSG FROM FOM-KU ON 04/04/11. @04/04-ZED501N

FOM STATES THAT C HAS SOLD VEH TO C'S NEIGHBOR. @04/04-ZED501N

FOM STATES THAT DLR HAS ADVISED C THAT GOODWILL OFFER ONLY APPLIED TO C, AND WILL NOT APPLY TO C'S NEIGHBOR.

FOM ADVISES RCAS-ED TO DOCUMENT THIS INFO IN FILE.

*** @04/04-ZED501N

RCAS-ED CONTACTED C ON DAY NUMBER AT 4:27 PM EST ON 04/04/11 AND LEFT A VMX.

RCAS-ED CONTACTED C ON EVE NUMBER AT 4:29 PM EST ON 04/04/11 AND WAS ADVISED

THAT C IS NOT AVAILABLE. @04/04-ZED501N

RCAS-ED LEFT MSG WITH FEMALE, REQUESTING A CALLBACK.

RCAS-ED NOTES, IF C CALLS IN, TO PLEASE VERIFY WHETHER C HAS SOLD VEH, AND INQUIRE IF C REQUIRES FURTHER ASSISTANCE.

@04/04-ZED501N

RCAS-GZ RECEIVED AN INBOUND CALL FROM C ON 4/5/11 AND C STATED C IS CALLING BACK TO RCAS-ED. C STATED C'S CONTACT INFORMATION HAS NOT CHANGED.

RCAS-GZ REVIEWED THE FILE NOTES AND ADVISED C THAT RCAS-ED IS NOT AVAILABLE.

RCAS-GZ ASKED C IF C SOLD THE VEH. C STATED C'S NEIGHBOOR WILL BE BUYING THE VEH SO C WILL NOT REQUIRE ANY MORE FOLLOWUP ON THIS FROM INFINITI.

C STATED C JUST HOPES THAT INFINITI CAN MAKE A MORE AFFORDABLE HYBRID.

RCAS-GZ APPRECIATED C'S CALL. @04/05-ZGZ999N

@04/05-ZGZ999N

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RCAS-GZ OFFERED FURTHER ASSISTANCE, C DECLINED.
RCAS-GZ GAVE NAME, EXTENSION AND FILE NUMBER.
RCAS-GZ SENT AN INTERNAL MESSAGE TO RCAS-ED TO ADVISE.
RCAS-GZ EXITING THE FILE.

@04/05-ZGZ999N

RCAS-ED CLOSING FILE AS C REQUIRES NO FURTHER ASSISTANCE.

@04/05-ZED501N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

CLIENT SOLD VEHICLE, NO FURTHER ACTION REQUIRED.

@04/04-71116

CONTACT(S):

SATISFIED: Y	ACTION CODE: NE4A	ROOT CAUSE: SNFA
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 03 / 30 / 11	USERID:
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 1	DATE: 03 / 24 / 11	USERID: ZBH707N
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: ZED501N	
SVC CALL#:	UPDATE DATE: 04 / 05 / 11	
CLOSE: Y (Y/N)	CLOSE DATE: 04 / 05 / 11	MICROFILM: N
RESP CAA: DRIEDGER, ERIN	OLM: COPENHAVER J	DOM: CORNELL KURT
PHONE: 0000047155	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E73M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 90000
CITY: CORONA IN SVC DATE: 12 / 18 / 02
ST/ZIP: CA [REDACTED] VCAN: N RTL DLR: 71105 INFINITI SOUTH BAY
DAY PH: [REDACTED] PAID: 11 SVC DLR: 71105 INFINITI SOUTH BAY
EVE PH: [REDACTED] SUSP: 1 RESP DLR: 71105 INFINITI SOUTH BAY
DLR PH: [REDACTED] DENY: 0 REGION: 92 DIST: SL/SV/PT: 02 02 32

LETTER RECEIVED 04 / 08 / 11 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED X MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CL 11 OPEN DATE: 04 / 11 / 11 XFER/RSPNSBLTY: 92 02 S
CONTACT (S): FOLLOWUP DATE: 05 / 03 / 11 INF-NET (Y/N): 2
SEVERITY: 9 CLOSE DATE: 05 / 03 / 11 INF-NET DATE: 05 / 04 / 11

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZSF308N 04/11/2011

NO EMAIL

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

C LETTER WAS RECEIVED ON 04/08/11

DATED 01/18/11 LETTER WAS REC'D VIA INTEROFFICE MAIL FROM BRIDGETON, MO
MT SF IS FORWARDING FILE AND LETTER TO ET-AN IN THE ABSENCE OF ET-HA FOR
FURTHER REVIEW AND ASSISTANCE.

@04/11-ZSF308N

PREVIOUS RELATED FILES:NONE

PREVIOUS UNRELATED FILES:NONE

ET-AZ:CHECKED FOR OPEN RECALLS CAMPAIGNS FOUND: SAB CONCTR

RECD CORRESPONDENCE ON: 4/13/2011

-
-

@04/13-ZAZ396N

C STATES: IN NOV OF 2009 C PURCHASED A 2009 M45 WITH 68K MILES ON IT.
C STATES THAT SHORTLY AFTER C NOTICED THAT THE FUEL GAUGE WAS SHOWING AN
INACCURATE READING.C REPLACED THE UNIT IN 2010 AS C WAS CONCERNED THAT IT
WAS A SAFTEY ISSUE. C REPALACED THE SENDING UNIT WHICH DID NOT
CORRECT THE PROBLEM.

ATTACHED TO C'S CORRESPONDENCE C INCLUDED COPIES OF OTHER OWNERS COMPLAINTS
ABOUT INACCURATE FUEL LEVEL READINGS.

C IS REQUESTING ASSITANCE AND ADVICE AS C DOES NOT KNOW HOW TO CORRECT THIS
SITUATION.

@04/13-ZAZ396N

ET-AZ: LOOKED THROUGH C'S CLAIMS HISTORY AND DO NOT SEE A HISTORY
WITH AN INFINITI DEALERSHIP AFTER C PURCHASED THE VEH. WILL RECOMMEND THAT
C TAKE THE VEH FOR A DX.

ET-AZ LEFT A VMX FOR C LEAVING AZ'S DIRECT CONTACT NUMBER.

@04/13-ZAZ396N

@04/14-ZAZ396N

@04/14-ZAZ396N

ET-AZ LEFT A VMX FOR C LEAVING AZ'S DIRECT CONTACT NUMBER.

@04/14-ZAZ396N

ET-AZ LEFT A VMX LEAVING AZ'S DIRECT CONTACT NUMBER.

@04/18-ZAZ396N

ET-AZ LEFT A VMX FOR C LEAVING AZ'S DIRECT CONTACT NUMBER.

@04/20-ZAZ396N

ET-AZ LEFT A VMX WITH C'S WIFE

@04/21-ZAZ396N

ET-AZ SPOKE TO C A AND C IS TAKING C'S VEH TO THE DEALERSHIP TO HAVE
THE SAB/RECALL COMPLETED AND A PROPER DX DONE AS AN INDEPENDENT REPAIRED C'S
FUEL SENDING UNIT AND THIS DID NOT CORRECT C'S ISSUE WITH THE GAS GAUGE.

@04/25-ZAZ396N

ET-AZ ADVISED C TO CONTACT AZ IF C NEEDS ANY FURTHER ASSISTANCE. C THANKED AZ
FOR THE HELP. C DID NOT HAVE AN EXACT TIME AS TO WHEN C WOULD BE TAKING THE
VEH TO THE DEALER, SO ET-AZ ADVISED C THAT ET-AZ WOULD CLOSE THE FILE AND
GAVE C THE FILE#.

@04/25-ZAZ396N

-

*****CLOSING FILE AS NO FURTHER ACTION REQUIRED AT THIS TIME*****

@04/25-ZAZ396N

**

@05/02-ZAZ396N

**ET-AZ: SPOKE TO THE C AND ADVISED C THAT AZ WOULD SPEAK TO SA-MIKE
AT THE DEALERSHIP.

**

ET-AZ LEFT SA-MIKE A VMX TO RETURN AZ'S CALL AS NO GDWILL WILL BE GRANTED TO
THIS C. THE C DID AFTERMARKET FUEL GAUGE AND NOW IS IN NEED OF AN INSTRUMENT
CLUSTER AND A COMBINATION METER. THE C HAS NOT SERVICED C'S VEH AT THE
DEALER SINCE 3/31/09 AND THE FUEL GAUGE HAD TO BE REPALACED ONCE BEFORE IN
06. NOT RECOMMENDING GDWILL AS C DID NOT SEEK THE ASSISTANCE OF THE INFINITI

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SERVICE DEP. THE FUEL GAUGE THE C REPLACED DID NOT FIX THE PROBLEM BECAUSE
IT WAS NOT THE PROBLEM TO BEGIN WITH. @05/02-ZAZ396N

**
ET-AZ LEFT A VMX WITH C LEAVING AZ'S DIRECT CONTACT NUMBER. @05/02-ZAZ396N

** ET-AZ: SPOKE TO THE C AND ADVISED THE C THAT THE C CAN PICK THE VEH UP
AS THE INSTUMENT CLUSTER AND COMBINATION METER HAVE BEEN REPAIRED. /03-ZAZ396N
ADVISED C THAT INFINITI IS NOT IN A POSITION TO OFFER GDWILL AS C IS OOW AND
@05/03-ZAZ396N @05/03-ZAZ396N

THE REPAIRS THAT C MADE WERE NOT THE REPAIRS THAT NEEDED TO BE MADE.
C UNDERSTOOD, AND THE CALL ENDED. @05/03-ZAZ396N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE
THIS C.A.R. IS BEING SENT TO YOU AS A RESULT OF A LETTER THAT WAS SENT TO
INFINITI CONSUMER AFFAIRS. PLEASE FOLLOW UP WITH THE CUSTOMER WITHIN 24 HOURS.

-
FOLLOW-UP IS DUE ON OR BEFORE
THIS C.A.R. IS BEING SENT TO YOU AS A RESULT OF A LETTER THAT WAS SENT TO
INFINITI CONSUMER AFFAIRS. PLEASE FOLLOW UP WITH THE CUSTOMER WITHIN 24 HOURS.

-
FOLLOW-UP IS DUE ON OR BEFORE
THIS C.A.R. IS BEING SENT TO YOU AS A RESULT OF A LETTER THAT WAS SENT TO
INFINITI CONSUMER AFFAIRS. PLEASE FOLLOW UP WITH THE CUSTOMER WITHIN 24 HOURS.

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: RL8G	ROOT CAUSE: SCIR
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 1	DATE: 05 / 02 / 11	USERID: ZAZ396N
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: ZSF308N	
HISTORY:	UPDATE BY: ZAZ396N	
SVC CALL#:	UPDATE DATE: 05 / 03 / 11	
CLOSE: Y (Y/N)	CLOSE DATE: 05 / 03 / 11	MICROFILM: N
RESP CAA: ZELAN, AMANDA	OLM: COPENHAVER J	DOM: BURKE GREG
PHONE: 0000000000	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E93M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 155000
CITY: OWATONNA IN SVC DATE: 04 / 28 / 03
ST/ZIP: MN [REDACTED] VCAN: N RTL DLR: 71068 PLAZA INFINITI
DAY PH: [REDACTED] PAID: 4 SVC DLR: 71068 PLAZA INFINITI
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 71068 PLAZA INFINITI
DLR PH: [REDACTED] DENY: 0 REGION: 92 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 PREOWNED X MILES 155000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 04 / 21 / 11 XFER/RSPNSBLTY: 92 11 S
CONTACT (S): FOLLOWUP DATE: 04 / 21 / 11 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 04 / 21 / 11 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OF NNA., INC. ISSUES 177000 M45
AR PRODUCT INQUIRIES (INF) VG PROVIDED RECALL INFORMATION

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C. A. R. COMMENTS

FILE OPENED-ZER229N 04/21/2011
PREVIOUS RELATED/UNRELATED FILES FOUND: NONE
RCAS-ER VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY/EVE PHONE NUMBER,
EMAIL AND RESPONSIBLE DLR.
RCAS-ER CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:
OPEN P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 06/01/10 00/00/00
RCAS-ER ADVISED C OF RECALL STATUS.
RCAS-ER RECEIVED INBOUND CALL FROM C. @04/21-ZER229N
C STATES THAT C WOULD LIKE TO KNOW IF THERE ARE ANY RECALLS ON THE VEH.
C STATES THAT GAS GAUGE IS FAILING.
RCAS-ER ADVISED C OF ONE OPEN RECALL. @04/21-ZER229N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y ACTION CODE: NT8G ROOT CAUSE: 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: ZER229N
HISTORY: UPDATE BY: ZER229N
SVC CALL#: UPDATE DATE: 04 / 21 / 11
CLOSE: Y (Y/N) CLOSE DATE: 04 / 21 / 11 MICROFILM: N
RESP CAA: REID, EMA LEA CAOM: -- OPEN -- CAOM: -- OPEN --
PHONE: 0000041547 OWNER FIRST: LANGUAGE: E ENGLISH

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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E03M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 135000
CITY: MURFREESBORO IN SVC DATE: 02 / 28 / 03
ST/ZIP: TN [REDACTED] VCAN: N RTL DLR: 70234 INFINITI OF NASHVILLE
DAY PH: [REDACTED] PAID: 1 SVC DLR: 71234 ALEXANDER INF / COOL SPGS
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 71234 ALEXANDER INF / COOL SPGS
DLR PH: [REDACTED] DENY: 0 REGION: 72 DIST: SL/SV/PT: 15 15 45

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY 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: 10
VEHICLE MAINTAINED BY: INDEPENDANT DEALERSHIP.
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 05 / 04 / 11 XFER/RSPNSBLTY: 72 15 S
CONTACT (S): FOLLOWUP DATE: 06 / 09 / 11 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 06 / 09 / 11 INF-NET DATE: 00 / 00 / 00

CHECK PAYABLE TO: [REDACTED]
ADDRESS [REDACTED]
CITY: MURFREESBORO TN [REDACTED]
VIN: JNKAY41E03M [REDACTED] MODEL LINE/YEAR: M45 2003.0

G/L VALUE CODE: 72GDWIL ACCOUNT: [REDACTED]
G/L DESCRIPTION: INFINITI EAST GOODWILL
CHECK AMOUNT: \$ 545.17

CHK REQUEST DATE: 06/06/11 REQUESTED BY: CHONK EMI ZEC178N
CHECK APPROVED: 06/09/11 APPROVED BY: LONGH KIN ZKL481N
CHECK ISSUE DATE: 06/10/11 CHECK NUMBER: 338623

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

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS	153000 GEN. FUEL DELIVERY/INTAKE COMPONENT
AI FUEL/INTAKE SYSTEM	YI OOW GOODWILL ASSISTANCE REQUEST
OA VEHICLE CONCERNS	153000 GEN. FUEL DELIVERY/INTAKE COMPONENT
AI FUEL/INTAKE SYSTEM	YX POOR OR IMPROPER OPERATION
OA VEHICLE CONCERNS	180000 FUEL GAUGE
AT INSTRUMENTATION	YI OOW GOODWILL ASSISTANCE REQUEST
OA VEHICLE CONCERNS	180000 FUEL GAUGE
AT INSTRUMENTATION	YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZSS868N 05/04/2011
 RCAS-SS RECEIVED INBOUND CALL FROM C @05/04-ZSS868N
 RCAS-SS VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER
 AND RESPONSIBLE DLR.
 RCAS-SS CHECKED FOR PREVIOUS FILES: NONE
 RCAS-SS CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:
 OPEN P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 06/01/10 00/00/00
 RCAS-SS ADVISED C OF OPEN RECALL @05/04-ZSS868N
 C STATES THAT C HAD RUN OUT OF GAS AND C TOOK VEH TO INDEPENDENT AND HAD FUEL
 PUMP REPLACED. C STATES THAT C IS STILL HAVING ISSUES WITH FUEL GAUGE
 REGISTERING WRONG AND C FEELS THIS IS DANGEROUS AND A LIABILITY FOR INFINITI
 C ASKED IF THERE IS ANY ASSISTANCE THAT INFINITI WOULD PROVIDE.
 RCAS-SS ADVISED THAT VEH WOULD NEED TO BE DIAGNOSED BY INFINITI DLR FIRST AND
 THEN FILE CAN BE REVIEWED FOR POSSIBLE OOW GOODWILL ASSISTANCE. C UNDERSTOOD.
 RCAS-SS GAVE NAME, EXTENSION AND FILE NUMBER. @05/04-ZSS868N
 RCAS-SS THANKED C FOR BUSINESS AND CALLING INFINITI.
 RCAS-SS CLOSING FILE AS NO FURTHER ASSISTANCE IS NEEDED. @05/04-ZSS868N
 ***** @05/16-PTH267N
 RCAS-TH RECEIVED CALL FROM C WHICH WANTED TO KNOW THE STATUS OF THE FILE AND
 WAS ALSO RETURNING RCAS-SS CALL. RCAS-TH SUGGESTED TO C THAT RCAS WILL SEND
 MESSAGE TP RCAS-SS. C UNDERSTOOD @05/16-PTH267N

 *****MAIL FILE LOGGED*****
 C LETTER WAS RECEIVED ON 05/18/11
 DATED 05/16/11 LETTER WAS REC'D VIA REGULAR MAIL
 MT SF IS FORWARDING FILE AND LETTER TO ET-AN FOR FURTHER REVIEW AND
 ASSISTANCE. @05/18-ZSF308N
 ***** @05/18-PTH267N
 RCAS-TH CHANGING FOLLOW UP DATE UNTIL FILE IS CORRECTLY TRANSFERRED TO THE
 CORRECT PERSON FOR FURTHER HANDLING. RCAS CHANGING FOLLOW UPDATE TO 05/19/11
 @05/18-PTH267N
 EXC TL-AN FORWARDED LETTER TO RCAS-SS FOR HANDLING.
 FILE NEEDS TO BE TRANSFERED TO RCAS-SS' NAME.
 **** @05/20-ZAN790N
 RCAS-SS NOTING THAT THIS IS AN RCAS FILE. RCAS-SS TRANSFERRING FILE TO
 REGIONAL SPECIALIS FOR HANDLING. @05/20-ZSS868N

 TL-JL REVIEWED FILE AND C'S LETTER.
 TL-JL TRANSFERRING TO RCAS-EC, AS IS THE RESPONSIBLE RCAS AGENT. @05/20-PJL264N

 RCAS-EC RECEIVED FILE.
 RCAS-EC CALLED C AT 10:35AM EST TIME.
 RCAS-EC LEFT MESSAGE FOR C TO CALL BACK.
 RCAS-EC GAVE NAME, FILE NUMBER, AND EXT NUMBER.
 CALL WAS ENDED @05/23-ZEC178N
 RCAS-EC SETTING GOLLOW-UP DATE FOR 5/25/2011. @05/23-ZEC178N
 ----- @05/24-ZKN032N
 RCAS-KN RECEIVED INBOUND CALL FROM C ON 05/24/11. @05/24-ZKN032N
 RCAS-KN CONFIRMED C CONTACT INFORMATION. @05/24-ZKN032N
 C STATED C WOULD LIKE TO SPEAK WITH RCAS-SS. @05/24-ZKN032N
 RCAS-KN ADVISED C THAT RCAS-EC IS C'S AGENT AND ADVISED C THAT RCAS-KN IS
 UNABLE TO TRANSFER C. @05/24-ZKN032N
 RCAS-KN ADVISED C THAT RCAS-EC WILL FOLLOW UP WITH C ON 05/25/11.

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C STATED C UNDERSTANDS AND ASKED THAT C BE CONTACTED AT 615 613 2556.
RCAS-KN ADVISED C THAT THE FILE WILL BE UPDATE. @05/24-ZKN032N
C THANKED RCAS-KN. @05/24-ZKN032N
----- @05/24-ZKN032N

@05/25-ZEC178N
RCAS-EC CALLED C AT 1:15PM EST TIME, NO ANSWER, LEFT VMX.
RCAS-EC SETTING FOLLOW-UP FOR 5/27/2011. @05/25-ZEC178N
RCAS-EC CALLED C AT 12:40PM EST TIME, NO ANSWER, LEFT VMX.
RCAS-EC SETTING FOLLOW-UP FOR 6/2/2011. @05/27-ZEC178N
RCAS-EC CALLED C AT 12:36AM EST TIME.
RCAS-EC LEFT VMX.
RCAS-EC CLOSING FILE, LACK OF C FOLLOW-UP. @06/02-ZEC178N

C CALLED IN STATING C HAD VEH DIAGNOSED AND THE WORK DONE AT THE INFINITI DEALERSHIP.
C STATED C SUPPORTS NISSAN AND INFINITI BUT C HAD NEVER HAD TO GAS GAGE IN ANY OF C-S VEH.
C IS LOOKING FOR ASSISTANCE.
RCAS-EC ASKED HOW MUCH IT COST TO REPLACE.
C STATED ABOUT \$1700.00 @06/03-ZEC178N
C ADVISED THAT C-S FAMILY IS A NISSAN AND INFINITI FAMILY. @06/03-ZEC178N
RCAS-EC ADVISED C TO SEND IN THE REPAIR ORDER THE PROOF OF PAYMENT AND CAR REGISTRATION.
RCAS-EC GAVE FAX NUMBER 615-967-3931.
C SAID OKAY.
RCAS-EC GAVE C FILE NUMBER, NAME, AND EXT NUMBER.
CALL WAS ENDED. @06/03-ZEC178N
RCAS-EC SENT INTERNAL EMAIL TO FOM-BS. @06/03-ZEC178N
RCAS-EC SETTING FOLLOW-UP DATE FOR 6/6/2011. @06/03-ZEC178N
RCAS-EC RECEIVED INTERNAL EMAIL TO COVER HALF THE COST OF THE REPAIR.
RCAS-EC RECEIVED DOCS. @06/03-ZEC178N
RCAS-EC CALLED C AT 6:15PM EST TIME.
RCAS-EC EXPLAINED C HAS BEEN APPROVED TO BE REIMB FOR HALF OF C-S REPAIR ON THE FUEL GAS GAGE.
C WAS SATISFIED .
RCAS-EC GAVE C FILE NUMBER NAME AND EXT NUMBER.
CALL WAS ENDED @06/03-ZEC178N

FOLLOWING ARE THE DETAILS OF THE REIMBURSEMENT:
NAME OF THE DLRSH: ALEXANDER INFINITI
MILEAGE: 135,638
DATE OF INVOICE: 5/10/2011
PART NAME/NUMBER:
RING-O FUEL GAG-17342-01A00
INSTRUMENT COMB-24814-CR903
PART AMOUNT: \$698.01
LABOR AMOUNT: \$300.00
SUBTOTAL: \$998.01
TAX AMOUNT: \$92.32
TOTAL AMOUNT: \$1,090.33
RCAS-EC SUBMITTING CHECK REQUEST FOR HALF OF REPAIR COST FOR \$545.17
@06/06-ZEC178N

RCAS-EC SENT INTERNAL MESSAGE TO TL-JL FOR CK APPROVAL. @06/06-ZEC178N
RCAS-EC SETTING FOLLOW-UP FOR 6/8/2011. @06/06-ZEC178N
RCAS-EC CHECKED STAUUS OF CHECK, CHECK NOT APPROVED.
RCAS-EC SETTING FOLLOW-UP DATE FOR 6/10/2011. @06/08-ZEC178N
CRR-AB RECEIVED, REVIEWED AND SENT DOC'S TO NNA FOR APPROVAL, CHANGED F/U

CONFIDENTIAL

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DATE TO 6/9/11 FOR FILE TO BE REVIEWED DAILY UNTILL APPROVAL, EXITING FILE.
@06/08-ZAB176N

RCAS-EC CALLED C AT 6:10PM EST TIME.

RCAS-EC ADVISED C CHECK WAS APPROVED AND C SHOULD RECEIVE IT IN THE NEXT
30 DAYS.

RCAS-EC GAVE C FILE NUMBER, NAME, AND EXT NUMBER.

CALL WAS ENDED.

@06/09-ZEC178N

RCAS-EC CLOSING FILE.

@06/09-ZEC178N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT2A	ROOT CAUSE: CAGWL	SNFA
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:	
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:	
NEW INFO #: 2	DATE: 06 / 03 / 11	USERID: ZEC178N	
OTHER #: 0	DATE: 00 / 00 / 00	USERID:	
COMMENTS ONLY: #: 0	DATE: 00 / 00 / 00	USERID:	
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REOUESTED: YES	
3RD PRY:	PART#:	CHECK ISSUED: YES	
BYBACK ST:	OPENED BY: ZSS868N		
HISTORY:	UPDATE BY: ZEC178N		
SVC CALL#:	UPDATE DATE: 06 / 11 / 11		
CLOSE: Y (Y/N)	CLOSE DATE: 06 / 09 / 11	MICROFILM: N	
RESP CAA:	OLM: COPENHAVER J	DOM:	
PHONE: 0000457276	OWNER FIRST:	LANGUAGE: E ENGLISH	

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SC: NONE

NAME: [REDACTED] VIN: JNKAY41EX3M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 96437
CITY: FAIRVIEW HEIGHTS IN SVC DATE: 07 / 31 / 03
ST/ZIP: IL [REDACTED] VCAN: N RTL DLR: 70217 SAM SWOPE INFINITI
DAY PH: [REDACTED] PAID: 2 SVC DLR: 70069 BOMMARITO INFINITI
EVE PH: [REDACTED] SUSP: 1 RESP DLR: 70069 BOMMARITO INFINITI
DLR PH: [REDACTED] DENY: 0 REGION: 72 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 PREOWNED X MILES # NISSAN/INFINITI VEHICLES: 3
VEHICLE MAINTAINED BY: INDEPENDENT
OUTSIDE WARRANTY BY (B) MONTHS: 46 MILES: 36437 (PT) MONTHS: 22 MILES: 26437

ORIG CODE: CT 11 OPEN DATE: 05 / 05 / 11 XFER/RSPNSBLTY: 92 11 S
CONTACT (S): FOLLOWUP DATE: 05 / 12 / 11 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 05 / 12 / 11 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YI OOW GOODWILL ASSISTANCE REQUEST

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C. A. R. COMMENTS

FILE OPENED-ZTM853N 05/05/2011
PREVIOUS RELATED FILES FOUND: NONE
PREVIOUS UNRELATED FILES FOUND: 5131447 - PREVIOUS OWNER
RCAS-TM VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER AND RESPONSIBLE DLR.
RCAS-TM REQUESTED EMAIL._ C DECLINED
RCAS-TM CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:
OPEN P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 06/01/10 00/00/00
RCAS-TM ADVISED C_OF OPEN RECALL
PREVIOUS NISSAN/INFINTI VEH: NONE
RCAS RECEIVED CALL FROM C
C STATES THAT C IS HAVING AN ISSUE WITH THE VEH.
2003 M 45 PURCHASE PREOWNED
C STATE STHAT THERE IS AN ISSUE WWITH THE GAS GUAGE ON THE VEH
C SATTES THAT C READ ONLINE THAT C READ THAT THERE IS OVER 200 PEOPLE ONLINE THAT HAVE THE SAME ISSUE .
C STATES THAT C IS LOOKING TO SEE IF THE VEH HAS A RECALL FOR THE ISSUE AND IF NOT C IS LOOKING FOR INFINITI TO ASSIST WITH THE REPAIRS @05/05-ZTM853N
C BELEIVES IT TO BE A DEFECT AND INFINITI SHOUDL COVER THE REPAIR
RCAS ADVISED C THAT THERE WAS NO RECALL FOR FUEL.
RCAS INQUIRED IF C HAS BEEN TO THE INFINITI DLR FOR DIAGNOSIS
C STATES NO THAT C CAN NOT AFFORD TO GO AND THAT C WILL NOT PAY FOR THE DIAGNOSIS AS DLR IS TOO EXPENSIVE.
C STATES THAT THAT C WANTS A SUPERVISOR TO DISCUSS VEH ISSUES.
RCAS ADVISED C THAT RCAS CAN ESCALTE THE FILE AND C WILL GET A CALL BACK BY THEEND OF THE NEXT BUSINESS DAY.
C STATES THAT IS NOT ACCEPTABLE TO C AND C WILL CALL BACK ALL DAY UNTIL C GETS A SUPERVISOR. C STATES THAT C WILL TAKE THE STAIRS TO THE TOP SINCE RCAS WILL NOT LET C ON THE ELEVATOR.
C REQUESTED NAME OF CEO. RCAS PROVIDED NAME OF CEO-CG.
C STATES THAT C IS GOING TO TELL EVERYONE THAT RCAS WOULD NOT GIVE C A SUPERVISOR TO SPEAK WITH.
RCAS ADVISED C TO ECALATION PROCEDURES
C ADVISED THAT WAS POOR CUSTOMER SERVICE
C ENDED THE CALL
RCAS ESCALATING FILE.

*** @05/05-ZTM853N

@05/05-ZTM853N

RCAS-DDE RECEIVED CALL FROM C AT 12:40 ON 05/05/2011
C STATES THAT C IS HAVING GAS GAUGE PROBLEMS.
RCAS-DDE ASKED C DID C HAVE DIAGNOSIS DONE C STATES NO.
RCAS-DDE STATED TO C THAT C MUST GET DIAGNOSIS DONE BEFORE INF CAN TRY TO ASSIST C IF POSSIBLE.
C UNDERSTOOD. @05/05-ZDE176N
RCAS-DDE EXPLAINED TO C THE PROCESS OF RCAS FOLLOW UP WHICH IS THE NEXT BUSINESS DAY @05/05-ZDE176N
C UNDERSTOOD AS WELL.
RCAS-DDE STATED TO C TO GET THE PRICE OF THE DIAGNOSIS AND THAT THERE MAY BE A CHANCE THAT INF CAN ASSIST C WITH C COST OF DIAGNOSIS
RCAS-DDE EXPLAINED TO C THAT THE REIMB OR PAYING FOR THE DIAGNOSIS IS NOT 100% A REIMB FOR THE DIAGNOSIS C SITUATION WILL HAVE TO BE LOOKED INTO FURTHER BY THE RCAS AGENT THAT WILL BE HANDLING C SITUATION. @05/05-ZDE176N

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RCAS-DDE GAVE C NAME, EXT. 457217, AND FILE# @05/05-ZDE176N
SETTING FOLLOW UP DATE AND HANDING OVER FOR FURTHER ASSITANCE IF POSSIBLE

@05/05-ZDE176N

@05/05-ZTM853N

RCAS-KN CONTACTED SA-JEFF HOLMER AT DLR 70069 AT 11:59AM EST ON 05/06/11.

RCAS-KN ASKED SA IF AN APPOINTMENT HAS BEEN SET OR IF THERE IS AN OPEN RO FOR THIS C.

@05/06-ZKN032N

SA STATED THAT C DOES NOT HAVE AN APPOINTMENT OR AN OPEN RO.

@05/06-ZKN032N

RCAS-KN THANKED SA.

@05/06-ZKN032N

@05/06-ZKN032N

RCAS-KN CONTACTED C AT DAY NUMBER AT 12:19PM EST ON 05/06/11 AND LEFT VMX.

RCAS-KN CONTACTED C AT EVENING NUMBER AT 12:20PM EST ON 05/06/11 AND LEFT VMX.

@05/06-ZKN032N

RCAS-KN CONTACTED C AT DAY NUMBER AT 1:00PM EST ON 05/10/11 AND LEFT VMX.

RCAS-KN CONTACTED C AT EVENING NUMBER AT 1:01PM EST ON 05/10/11 AND LEFT VMX.

@05/10-ZKN032N

RCAS-KN CONTACTED C AT DAY NUMBER AT 10:37AM EST ON 05/12/11 AND LEFT VMX.

RCAS-KN CONTACTED C AT EVENING NUMBER AT 10:38AM EST ON 05/12/11 AND LEFT VMX.

@05/12-ZKN032N

RCAS-KN CLOSING FILE, PENDING C CALLBACK.

@05/12-ZKN032N

@05/12-ZKN032N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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:
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: ZKN032N	
SVC CALL#:	UPDATE DATE: 05 / 12 / 11	
CLOSE: Y (Y/N)	CLOSE DATE: 05 / 12 / 11	MICROFILM: N
RESP CAA: NOVACOVSKI, KIM	CAOM: -- OPEN --	CAOM: -- OPEN --
PHONE: 0000041610	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: MEMPHIS
ST/ZIP: TN [REDACTED]
DAY PH: [REDACTED] 8
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E23M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 113000
IN SVC DATE: 01 / 22 / 04
VCAN: N RTL DLR: 70072 INFINITI OF MEMPHIS, INC.
PAID: 6 SVC DLR: 70072 INFINITI OF MEMPHIS, INC.
SUSP: 0 RESP DLR: 70072 INFINITI OF MEMPHIS, INC.
DENY: 0 REGION: 72 DIST: SL/SV/PT: 15 15 45

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED X MILES 22800 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: INFINITI DEALERSHIP
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 05 / 12 / 11 XFER/RSPNSBLTY: 72 15 S
CONTACT (S): FOLLOWUP DATE: 05 / 16 / 11 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 05 / 13 / 11 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YI OOW GOODWILL ASSISTANCE REQUEST

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C. A. R. COMMENTS

FILE OPENED-PRL314N 05/12/2011

RCAS-RL CHECKED FOR PREVIOUS FILES FOUND

RELATED FILES FOUND: NONE

UNRELATED FILES FOUND: NONE

RCAS-RL VERIFIED C'S NAME, VIN, ADDRESS, DAY AND EVENING PHONE NUMBER, EMAIL ADDRESS, MILEAGE, AND SERVICING DLR.

RCAS-RL CHECKED FOR OPEN RECALLS FOUND: NONE

RCAS-RL RECEIVED CALL FROM C STATING C HAD FUEL PUMP REPLACED IN VEH UNDER EXTENDED WARRANTY BACK IN 2008. C STATES DLR THEN FOUND ISSUE WAS THEN THE FUEL GAUGE AND REPLACED THAT AS WELL. C STATED VEH IS CURRENTLY AT DLR AND NEEDS ANOTHER FUEL GAUGE REPAIR. C STATES C WANTS TO KNOW IF THIS IS NORMAL AND WOULD LIKE ASSISTANCE WITH THE REPAIR. C STATES POINT OF CONTACT AT DLR IS BLAKE. RCAS INFORMED C THAT RCAS WILL FORWARD FILE TO AN RCAS WHO WILL CONTACT BY THE END OF THE NEXT BUSINESS DAY. C UNDERSTOOD.

RCAS-RL COULD NOT PROVIDE C WITH FILE NUMBER AS SYSTEM WAS [DOWN.@05/12-PRL314N](#)

RCAS-RL TRANSFERRING FILE TO RCAS AND SETTING FOLLOW UP DATE TO 5/13/11.

@05/12-PRL314N

RCAS-EC CALLED C AT 10:30AM EST TIME.

RCAS-EC ASKED C HOW MUCH THE REPAIR WAS GOING TO BE.

C STATED \$882.00.

RCAS-EC ASKED WHO C SPOKE WITH.

C STATED SA-BLAKE.

RCAS-EC EXPLAINED C IS OUTSIDE OF THE WARRANY BUT WOULD BE CONSIDERED FOR GOODWILL. RCAS-EC STATED THERE WAS NO GUARENTEE C WOULD BE COVERED.

C SAID THANK YOU.

RCAS-EC ASKED IF C NEEDED ANYTHING ELSE.

C STATED NO

RCAS-EC GAVE C FILE NUMBER, NAME, AND EXT NUMBER.

CALL WAS ENDED.

@05/13-ZEC178N

RCAS-EC CALLED DEALERSHIP AT 10:50AM EST TIME.

RCAS-EC SPOKE WITH SA-BLAKE.

RCAS-EC ASKED IF C WAS A LOYAL C.

SA-BLAKE ADVISED C DOES GET THE OIL CHANGES DONE THERE, BUT HAS BEEN GIVEN MANY ESTIMATES ON WORK C NEEDS DONE. C HAS DECLINED.

RCAS-EC ASKED WHAT EXACTLY C NEEDS DONE.

SA-BLAKE STATED A UNIFIED METER.

RCAS-EC ASKED THE ESTIMATED COST OF REPAIR.

SA-BLAKE STATED 882.00.

RCAS-EC THANKED SA-BLAKE FOR TIME.

CALL WAS ENDED.

@05/13-ZEC178N

RCAS-EC SENT INTERNAL MESSAGE TO FOM-BS.

@05/13-ZEC178N

RCAS-EC SETTING FOLLOW-UP FOR 5/16/2011.

@05/13-ZEC178N

RCAS-EC RECEIEVED INTERNAL MESSAGE, INFINITI WILL ASSIST C WITH HALF OF THE REPAIR COST.

@05/13-ZEC178N

RCAS-EC CALLED DEALERSHIP, INFORMED SA-CHAD OF THIS.

CALL WAS ENDED.

@05/13-ZEC178N

RCAS-EC RECEIEVED CALL FROM C, RCAS-EC EXPLAINED C WAS APPORVED FOR ASSISTANCE FOR HALF THE REPAIR COST.

C DENIED ASSISTANCE.

RCAS-EC SAID OKAY.

RCAS-EC GAVE C FILE NUMBER NAME, AND EXT NUMBER IF C HAD ANY QUESTIONS OR CONCERNS.

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CALL WAS ENDED.
RCAS-EC CLSOING FILE.

@05/13-ZEC178N
@05/13-ZEC178N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT8F	ROOT CAUSE: 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 REOUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: PRL314N	
HISTORY:	UPDATE BY: ZEC178N	
SVC CALL#:	UPDATE DATE: 05 / 13 / 11	
CLOSE: Y (Y/N)	CLOSE DATE: 05 / 13 / 11	MICROFILM: N
RESP CAA: CALLOWAY, BOBBY	OLM: COPENHAVER J	DOM:
PHONE: 0000457276	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: NONE

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

VIN: JNKAY41E73M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 105142
IN SVC DATE: 03 / 28 / 03
VCAN: N RTL DLR: 70492 INFINITI OF MISSION VIEJO
PAID: 13 SVC DLR: 70492 INFINITI OF MISSION VIEJO
SUSP: 0 RESP DLR: 70492 INFINITI OF MISSION VIEJO
DENY: 0 REGION: 92 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 PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: INFINITI OF MISSION VIE
OUTSIDE WARRANTY BY (B) MONTHS: 50 MILES: 45142 (PT) MONTHS: 26 MILES: 35142

ORIG CODE: CT 11 OPEN DATE: 05 / 25 / 11 XFER/RSPNSBLTY: 92 02 S
CONTACT (S): FOLLOWUP DATE: 06 / 15 / 11 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 06 / 15 / 11 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 153000 GEN. FUEL DELIVERY/INTAKE COMPONENT
AI FUEL/INTAKE SYSTEM YI OOW GOODWILL ASSISTANCE REQUEST
OA VEHICLE CONCERNS 153000 GEN. FUEL DELIVERY/INTAKE COMPONENT
AI FUEL/INTAKE SYSTEM YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZDE176N 05/25/2011

PREVIOUS FILES: NONE

RELATED: NONE

UNRELATED: NONE

RCAS-DDE VERIFIED C-S NAME, VIN, ADDRESS, MILEAGE,
DAY/EVENING PHONE#, SERVICE DEALER

RCAS-DDE CHECKED FOR OPEN RECALLS: NONE @05/25-ZDE176N

C CALLED IN STATING THAT C IS SEEKING GOOD WILL ASSISTANCE FOR VEH.

C REPAIR WILL BE FOR FUEL GAUGE.

C STATES THAT CHECK ENGINE LIGHT CAME ON

C STATES THAT C FUEL SENDING UNIT HAS HAPPENED FOUR TIMES IN EIGHT YEARS.

C STATES TWO TIMES IN THE LAST MONTH. @05/25-ZDE176N

C STATES THAT C VEH IS BEING TAKE INTO DLR TODAY ON 05/25/2011 @05/25-ZDE176N

RCAS-DDE STATED TO C THAT RCAS-DDE WILL SEND FILE OVER TO RCAS

AND THAT C WILL BE IN CONTYACT BY RCAS BY THE END OF THE NEXT @05/25-ZDE176N

BUSINESS DAY.

C UNDERSTOOD.

RCAS-DDE GAVE C NAME, EXT. 457217, AND FILE#

*****HELP NOTES*****

RCAS-DDE CHECKED VROI FOR C HISTORY C HAS BEEN SERVICING WITH DLR FOR EIGHT
YEARS.

C DO NOT KNOW EXCATLY HOW MUCH REPAIR WILL BE JUST YET AS VEH IS BEING TAKEN
TO DLR TODAY 05/25/2011

C WILL LIKE RCAS AGENT TO CALL DLR FIRST BEFORE C IS CONTACTED.

***** @05/25-ZDE176N

RCAS-RR CALLED MISSION VIEJO ON 5/27/11 AT 4:37,SPOKE TO SM-DON, SM-DON
INFORMED THE CUSTOMER WAS OFFERED \$250.00 IN GOODWILL AND C WAS HAPPY.

@05/27-ZRR123N

RCAS-RR CALLED C AT 949 586 4352 AT 4:52 ON 5/27/11 TO DISCUSS CONCERN

@05/27-ZRR123N

RCAS-RR LEFT A MESSAGE FOR C TO CALL

RCAS-RR SET FOLLOW UP FOR 5/31/11 @05/27-ZRR123N

RCAS-RR CALLED C AT 949 586 4352 AT 11:28 ON 5/31/11 TO FOLLOW UP IF C WAS IN
CONTACT WITH DEALERSHIP AND IF ANY ASSISTANCE NEEDED

RCAS-RR LEFT MESSAGE FOR C TO CALL

RCAS-RR SET FOLLOW UP FOR 6/3/11 @05/31-ZRR123N

XXXXXXXXXXXXXXXXXX

RCAS-ECB RECEIVED AN INBOUND CALL FROM C WHO REQUESTED TO SPEAK WITH RCAS-RR,
INFORMED C THAT RCAS-RR WAS UNAVAIBLE AND INFORMED C THAT RCAS-ECB CAN

TRANSFER C TO VMX OR LEAVE RCAS-RR A MEESSAGE THAT C RETURNED RCAS-RR PHONE

#. @05/31-ZEC176N

RCAS-ECB EXITING FILE. @05/31-ZEC176N

*** @06/01-ZRR123N

RCAS-RR RECEIVED VMX FROM C ON 5/31/11 TO CALL 949.586.4352 @06/01-ZRR123N

*** @06/01-ZRR123N

RCAS-RR CALLED C AT 949 586 4352 AT 1:00 ON 6/6/11 TO FOLLOW UP ON C'S VEH,
RCAS-RR SPOKE TO C AND MRS. CARLIN, C STATED CONCERN FIRST STARTED AT 46,000
MILES,MRS. CARLING INFORMED RAN OUT OF FUEL ON THE HIGHWAY, STATED THE FUEL
GAUGE SHOWED HAD BETWEEN 1/2-1/4 TANK OF GAS. C STATED THE VEH WAS REPAIRED
AND THEN THE CONCERN HAPPENED AGAIN AT 105,000 MILES, STATED VEH RAN OUT OF
GAS ON THE FREEWAY,STATED THE FUEL GAUGE SHOWED STILL HAD FUEL, STATED THE

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SERVICE ENGINE LIGHT CAME ON AGAIN. @06/06-ZRR123N
C STATED THIS HAPPENED SEVERAL TIMES, STATED THE VEH IS AT THE DEALERSHIP NOW
HAVING THE CLUSTER AND FUEL SENDER REPLACED, C STATED THE PART IS ON ORDER
FROM NEW YORK AND IS NOT SURE WHEN THE REPAIR WILL BE COMPLETED, C STATED IS
IN A LOANER VEH. @06/06-ZRR123N

C STATED WANTED TO KNOW WHY C DID NOT HAVE A RECALL ON THIS VEH, STATED
CONDUCTED PERSONAL RESEARCH AND SAW G35 HAD RECALLS, STATED THERE ARE ABOUT
@06/06-ZRR123N

4000 M45 VEHS SOLD AND WAS CONCERNED INFINITI WAS NOT ADDRESSING A CONCERN
BECAUSE THERE WERE NOT AS MANY M45S. RCAS-RR INFORMED C CONCERNS ARE FULLY
DOCUMENTED, STATED CONCERNS ARE STUDIED AND RECALLS ARE CAREFULLY DETERMINED,
RCAS-RR APOLOGIZED NOT ABLE TO FULLY SPEAK FOR THAT PROCESS SINCE IT WAS
DETERMINED AT A MUCH HIGHER LEVEL THAN RCAS-RR. @06/06-ZRR123N

C STATED MRS. CARLIN IS AFRAID TO DRIVE VEH, STATED C'S GOAL IS TO HAVE VEH
REPAIRED TO PASS SMOG TEST AND THEN LOOKING TO SELL VEH. RCAS-RR APOLOGIZED
FOR DIFFICULTIES C HAS EXPERIENCED, STATED WOULD WORK WITH C WHILE VEH WAS
BEING REPAIRED

RCAS-RR GAVE NAME, EXTENSION, FILE#, INFORMED WOULD FOLLOW UP AGAIN ON
6/10/11, C THANKED FOR CALL AND ASSISTANCE @06/06-ZRR123N

*** @06/14-ZRR123N

RCAS-RR CALLED C AT [REDACTED] AT 12:18 ON 6/14/11 TO FOLLOW UP ON REPAIRS,
PHONE RANG MANY TIMES, NO ANSWER, NO VOICEMAIL. RCAS-RR UNABLE TO LEAVE A
@06/14-ZRR123N

MESSAGE OR REACH C. RCAS-RR SET FOLLOW UP FOR 6/15/11 @06/14-ZRR123N

RCAS-DS ASSISTING WITH FILE
RCAS CALLING C DAY PHONE AT 7:37 P.M. EST
RCAS SPOKE WITH C, RCAS INQUIRED IF C IS HAVING ANY FURTHER ISSUES WITH FUEL
GUAGE AFTER REPAIRS
C STATED SINCE REPAIRS, NO FURTHER ISSUES HAVE OCCURED. C STATED C'S CONCERN
IS THAT ISSUE WAS KNOWN BY INFINITI AND C WAS NOT INFORMED
RCAS APOLOGIZED FOR C'S INCONVENIENCE, ADVISED C RECALLS ARE DETERMINED BY A
DIFFERENT DEPARTMENT AND AFTER MUCH RESEARCH, RCAS ADVISED C RCAS UNDERSTANDS
C'S CONCERN IN SAFETY ISSUE.

C UNDERSTOOD AND DECLINED FURTHER ASSISTANCE
RCAS-DS CLOSING FILE PER NO FURTHER ASSISTANCE NEEDED @06/15-ZDS177N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONFIDENTIAL

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NT1F	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:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZDE176N	
HISTORY:	UPDATE BY: ZDS177N	
SVC CALL#:	UPDATE DATE: 06 / 15 / 11	
CLOSE: Y (Y/N)	CLOSE DATE: 06 / 15 / 11	MICROFILM: N
RESP CAA: ROMOT, REBECCA	OLM: COPENHAVER J	DOM: BURKE GREG
PHONE: 0000457247	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

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SC: ONE CONTRACT

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

VIN: JNKAY41E14M [REDACTED] Y
YR/MDL: 2004.0 M45 MILEAGE: 116000
IN SVC DATE: 03 / 31 / 04
VCAN: Y RTL DLR: 70221 PEPE INFINITI, INC.
PAID: SVC DLR: 71220 PORTER INFINITI
SUSP: RESP DLR: 71220 PORTER INFINITI
DENY: REGION: 72 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 PREOWNED X MILES 55000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: INFINITI
OUTSIDE WARRANTY BY (B) MONTHS: 39 MILES: 56000 (PT) MONTHS: 15 MILES: 46000

ORIG CODE: CT 11 OPEN DATE: 06 / 02 / 11 XFER/RSPNSBLTY: 72 04 S
CONTACT (S): FOLLOWUP DATE: 06 / 07 / 11 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 06 / 06 / 11 INF-NET DATE: 06 / 03 / 11

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YI OOW GOODWILL ASSISTANCE REQUEST

CONFIDENTIAL

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NISSAN MOTOR CORPORATION IN U.S.A
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C. A. R. COMMENTS

FILE OPENED-ZKS176N 06/02/2011
 RCAS-KS CHECKED FOR PREVIOUS RELATED FILES FOUND:NONE
 RCAS-KS CHECKED FOR PREVIOUS UNRELATED FILES FOUND:_NONE
 RCAS-KS VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY AND EVENING PHONE NUMBERS, EMAIL ADDRESS, AND SERVICING DEALER.
 RCAS-KS CHECKED FOR OPEN CAMPAIGNS/RECALLS FOUND:_NONE
 RCAS-KS RECEIVED CALL FROM C. C STATED C'S FUEL GAUGE SENDING UNIT STOPPED WORKING. C STATED C KNOWS C IS OOW BUT C WOULD LIKE TO BE REVIEWED FOR GOOD WILL ASSISTANCE. C STATED C RAN OUT OF GAS ON 6/1/11 AND HAD VEH TOWED TO DLR. C STATED DLR ADV C THAT REPAIRS ARE GOING TO COST AROUND \$800.
 RCAS-KS INFORMED C THAT C'S FILE WOULD FORWARDED TO AN RCAS FOR FURTHER ASSISTANCE. C UNDERSTOOD.
 RCAS-KS INFORMED C THAT RCAS SHOULD CONTACT C BY THE END OF BUSINESS ON 06/03/11. C UNDERSTOOD.
 RCAS-KS FORWARDING FILE TO RCAS.
 RCAS-KS SETTING FOLLOW UP DATE FOR 06/03/11.
 EXITING FILE @06/02-ZKS176N
 RCAS-EC SENT INTERNAL MESSAGE TO FOM-AP. @06/03-ZEC178N
 RCAS-EC CALLED C AT 4:05PM EST TIME NO ANSWER, LEFT VMX. @06/03-ZEC178N
 RCAS-EC SETTING FOLLOW-UP FOR 6/6/2011. @06/03-ZEC178N
 RCAS-EC DID NOT RECIEVED ANYTHING FROM FOM-AP.
 RCAS-EC WAITING FOR INFORMATION. @06/06-ZEC178N
 RCAS-EC CALLED C AT 10:50AM EST TIME.
 RCAS-EC LEFT VMX.
 RCAS-EC SERTTING FOLLOW-UP FOR 6/7/2011. @06/06-ZEC178N
 RCAS-EC FOM-AP DENIED C ASSISTANCE AT THIS TIME. @06/06-ZEC178N
 RCAS-EC CALLED C AT 2:28PM EST TIME.
 RCAS-EC DENIED ASIISTANCE TO C.
 C SAID OKAY, CALL WAS ENDED.
 RCAS-EC CLOSING FILE. @06/06-ZEC178N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

CONFIDENTIAL

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NT3B	ROOT CAUSE: SCIN
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:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZKS176N	
HISTORY:	UPDATE BY: ZEC178N	
SVC CALL#:	UPDATE DATE: 06 / 06 / 11	
CLOSE: Y (Y/N)	CLOSE DATE: 06 / 06 / 11	MICROFILM: N
RESP CAA: SHELTON, JANELLE	OLM: COPENHAVER J	DOM: FRASHER PAT
PHONE: 0000000000	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

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

CA7182854

SERVICE CONTRACTS SUMMARY

DATE: 1/30/2012
TIME: 04:07:44 PM
MODEL YEAR: 2004.0
MAKE:
MODEL LINE: M45

NAME: [REDACTED] VIN:
IN SCV DATE: 11/13/2007

SEO	DEALER	EFFECTIVE	EXPIRE	EXPIRE	CANCEL	TRANSFER
NO	CONTRACT NO	NUMBER ST	DATE	DATE	DATE	DATE
202	FECI07376806	70220 DE	11/13/2007	11/13/2009		74,390

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CURRENT SERVICE CONTRACT		PRIOR SERVICE CONTRACT	
CONTRACT: FECI07376806		CONTRACT:	
OWNER NAME: [REDACTED]		OWNER NAME:	
PLAN TYPE: E		PLAN TYPE:	
PLAN TERM: I		PLAN TERM:	
DEDUCTABLE: \$ 100		DEDUCTABLE:	
EFFECTIVE: 11/13/07		EFFECTIVE:	
EXPIRES: 11/13/09 MILES: 74,390		EXPIRES: MILES:	
CANCEL: MILES:		CANCEL: MILES:	
TRANSFER:		TRANSFER:	
TRANSACTION: 12/28/2007		TRANSACTION:	
PRINTED: 12/29/07		PRINTED:	
DEALER NO: 70220 STATE: DE		DEALER NO: STATE:	
DEALER NAME: WINNER INFINITI, INC.		DEALER NAME:	

CONFIDENTIAL

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: MARYVILLE
ST/ZIP: TN [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E33M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 80000
IN SVC DATE: 11 / 15 / 03
VCAN: N RTL DLR: 71042 INFINITI OF CHARLOTTE
PAID: 2 SVC DLR: 70309 HARPER INFINITI, INC.
SUSP: 0 RESP DLR: 70309 HARPER INFINITI, INC.
DENY: 0 REGION: 72 DIST: SL/SV/PT: 15 15 45

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED X MILES 19000 # NISSAN/INFINITI VEHICLES: 5
VEHICLE MAINTAINED BY: DEALERSHIP/ INDEPENDENT
OUTSIDE WARRANTY BY (B) MONTHS: 43 MILES: 50000 (PT) MONTHS: 19 MILES: 40000

ORIG CODE: CT 11 OPEN DATE: 06 / 14 / 11 XFER/RSPNSBLTY: 72 15 S
CONTACT (S): FOLLOWUP DATE: 07 / 25 / 11 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 07 / 27 / 11 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 153000 GEN. FUEL DELIVERY/INTAKE COMPONENT
AI FUEL/INTAKE SYSTEM YI OOW GOODWILL ASSISTANCE REQUEST
OA VEHICLE CONCERNS 153000 GEN. FUEL DELIVERY/INTAKE COMPONENT
AI FUEL/INTAKE SYSTEM YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZDE176N 06/14/2011

PREVIOUS FILES: NONE

RELATED: NONE

UNRELATED: 5214632

RCAS-DDE VERIFIED C-S NAME, VIN, ADDRESS, MILEAGE,
DAY/EVENING PHONE#, SERVICE DEALER

RCAS-DDE CHECKED FOR OPEN RECALLS: _P9218 M45/Q45 SAB CONCTR ITB09-023

C STATES THAT GAS GAGUE DO NOT WORK C.

RCAS-DDE ASKED C DID C GET A DIAGNOSIS ON C VEH

C STATES NO.

C STATES THAT C JUST COUNT MILEAGE FOR A LONG TIME.

RCAS-DDE STATED TO C TO GET A DIAGNOSIS DONE AT A INFINITI DLR. @06/14-ZDE176N

RCAS-DDE ASK C WHAT IS C SEEKING FROM NNA/ INFINITI @06/14-ZDE176N

C STATES THAT C IS SEEKING FOR ASSISTANCE ON REPAIR OF GAS GAUGE.

RCAS-DDE STATED TO C THAT RCAS-DDE WILL HAVE TO HAVE A DIAGNOSIS ON VEH TO

GIVE CA A PRICE OVER REPAIR AND THE SITUATION OF THE VEH BY GETTING A

DIAGNOSIS DONE ON THE VEH. @06/14-ZDE176N

RCAS-DDE CLOSING FILE NO FURTHER ASSISTANCE UNTIL DIAGNOSIS IS COMPLETE

RCAS-DDE GAVE C NAME, EXT. 457217, AND FILE# @06/14-ZDE176N

RCAS-MM RECIEVED CALL FROM C STATING THAT C WAS WAITING TO HEAR FROM THE

RCAS-DDE REGARDING THE APPT FOR THE DIAGNOSTIC. RCAS-MM ADVISED C THAT AFTER

REVIEWING BOTH FILES 7191506/7191513 THAT C WOULD NEED TO HAVE THE DIAGNOSTIC

COMPLETED AND C WOULD NEED TO HAVE TO PAY FOR THE DIAGNOSTIC. C UNDERSTOOD, C

STATED WILL HAVE DIAGNOSTICS COMPLETED. @06/17-ZMM176N-COMMENT

RCAS-RL RECEIVED CALL FROM C WHO STATES C WENT TO A FRIEND WHO DIAGNOSED VEH.

RCAS INFORMED C THAT THE DIAGNOSIS WILL HAVE TO DONE AT AN INFINITI RETAILER.

C STATED C DOES NOT UNDERSTAND INFINITI'S INTENTIONS ARE. C ASKED IF INFINITI

WILL REIMBURSE THE DIAGNOSTIC. RCAS INFORMED THAT CAN BE REVIEWED AS WELL. C

TATED C HAS TWO OF THE SAME VEH WITH THE SAME ISSUE AND DOES NOT WANT TO GET

HE SAME DIAGNOSTIC DONE ON TWO SEPERATE VEHS WITH THE SAME ISSUE. RCAS INFORM

C THAT THERE WOULD NEED TO BE TWO SEPERATE DIAGNOSTICS AS INFINITI CAN NOT

ASSUME THAT ONE ISSUE IS THE SAME IN ANOTHER VEH. C UNDERSTOOD. C STATES IT

IS NOT NORMAL FOR TWO OF THE SAME VEH WITH THE SAME EXACT ISSUE. RCAS

APOLOGIZED TO C FOR THIS CONCERN AND STATED THAT IN ORDER TO LOOK INTO THE

REQUEST FOR ASSISTANCE THEN THE VEH WILL HAVE TO DIAGNOSED BY AN INFINITI

RETAILER. C STATES INFINITI SHOULD JUST DO WHAT IS RIGHT FOR THE C. RCAS

INFORMED C THAT AN OOW ASSISTANCE REQUEST IS REVIEWED ON A CASE TO CASE

BASIS. RCAS ASKED C IF C WAS WILLING TO GET THE DIAGNOSTIC DONE. C ASKED TO

SPEAK WITH A SUPERVISOR. RCAS INFORMED THAT A SUPERVISOR CAN CALL C BACK BY

THE END OF THE BUSINESS DAY TOMORROW HOWEVER THE SUPERVISOR WILL STATED THE

SAME THINGS THAT RCAS INFORMED C. C STATES C WANTS INFINITI TO REPAIR VEH AT

INFINITI EXPENSE NOT C AS THIS IS NOT A RANDOM ISSUE AS THE SAME ISSUE IS IN

BOTH VEHS. RCAS INFORMED C AGAIN THAT A DIAGNOSTIC NEEDS TO BE DONE IN ORDER

TO GO ANY FURTHER WITH C REQUEST. C STATED C WOULD LIKE TO SPEAK WITH A

SUPERVISOR PRIOR TO MAKING A DECISION BEFORE C PAYS FOR A DIAGNOSTIC THAT

INFINITI MIGHT NOT BE ABLE TO REPAIR. RCAS INFORMED THAT SUPERVISOR WILL CALL

C BACK BY THE END OF THE NEXT BUSINESS DAY. C STATED A CALL BEFORE 9AM AT

865-256-5857 AND SUPERVISOR CAN SPEAK WITH C OR HUSBAND).

RCAS-RL SENDING ESCALATION EMAIL AND TRANSFERRING FILE TO RCAS DISTRICT

@06/28-PRL314N

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RCAS-LK RECEIVED CALL FROM C, C STATED C HAS NOT HAD A DIAGNOSTIC PERFORMED ON BOTH VEH'S, C STATED C OWNS TWO M45'S AND BOTH HAVE THE SAME FUEL GAUGE CONCERN. RCAS-LK ADVISED C IN ORDER TO TRANSFER C 'S FILE TO RCAS FOR FURTHER REVIEW C DOES NEED TO HAVE A DIAGNOSTIC PERFORMED. C STATED C UNDERSTOOD AND ONCE C HAS THE MONEY FOR TWO DIAGNOSTICS C WILL CALL RCAS-LK AND ADVISE SO FILE'S CAN THEN BE TRANSFERRED TO RCAS FOR ASSISTANCE._C STATED C'S 16 YEAR OLD SON WAS DRIVING THE VEH ON THE HIGHWAY ADN VEH RAN OUT OF GAS @06/29-ZLK176N

CAUSING C'S SON TO PULL OVER. C STATED C SPOKE TO SM-MARK 6/30/11 AND FELT A LITTLE INSULTED AS SM-MARK ADVISED C THAT DLR CANNOT HELP C AS C IS NOT DLR'S C. C STATED C PURCHASED TWO OF C'S FIVE INFINITI'S AT SVC DLR. @06/29-ZLK176N
RCAS-LK CONFIRMED :

LIFORD DAVID 2102 CROSS CREEK D MARYVILLE TN 93 J30 020393
LIFORD DAVID 2102 CROSS CREEK D MARYVILLE TN 97 I30 103096
LIFORD DAVID 2102 CROSS CREEK D MARYVILLE IL 03 M45 021403
LIFORD DAVID 2102 CROSS CREEK D MARYVILLE TN 03 M45 111503

C STATED C HAS ALSO OWNED AND PAID FOR IN CASH A 2006 QX 56. C STATED AFTER C HAS DIAGOSTIC PERFORMED C WILL BE ABLE TO FIND VIN TO CONFIRM.@06/29-ZLK176N
C ASKED IF C IS WASTING C'S TIME AND MONEY TRYING TO GET ASSISTANCE. RCAS-LK ADVISED C THAT RCAS-LK CANNOT PROMISE ASSISTANCE. C STATED C UNDERSTOOD. RCAS-LK PROVIDED C WITH NAME, PHONE NUMBER AND EXT. TO CALL RCAS-LK ONCE DIAGNOSTIC IS DONE TO TRANSFER C'S FILE FOR REVIEW. C THANKED RCAS-LK FOR @06/29-ZLK176N

INFORMATION AND ASSISTANCE.
RCAS-LK CLOSING FILE, NO FURTHER ASSISTANCE REQUIRED @06/29-ZLK176N

RCAS-LK RECEIVED VMX FROM C, C LEAVING VIN# FOR 2006 QX56 C PREVIOUSLY OWNED 5N3AA08C46N810245.
C STATED C WILL CONTACT RCAS-LK AFTER DIAGNOSTIC IS PERFORMED 6/30/11.

RCAS-LK RECEIVED VMX FROM C.
RCAS-LK CALLED C, C STATED C HAD A DIAGNOSTIC PERFORMED ON BOTH VEH'S AND WAS ADVISED BY SM-RICK HUTCHENS THAT THERE IS A INTERNAL UNIFIED METER FAILURE ON BOTH VEH'S AND THE COST OF REPAIR WILL BE \$700 + TAX PER VEH TOTALLING \$1400+TAX. C STATED IT IS C'S INTENTIONS TO GAIN ASSISTANCE WITH THE REPAIR OF BOTH VEH'S. RCAS-LK ADVISED C THAT RCAS-LK WILL TRANSFER C'S FILE TO RCAS FOR FURTHER REVIEW AND C WILL BE CONTACTED THE FOLLOWING BUSINESS DAY, 7/7/11. @07/06-ZLK176N

C STATED C UNDERSTOOD AND THANKED RCAS-LK .
RCAS-LK GAVE C NAME, EXTENSION, AND FILE#
RCAS-LK MAKING FOLLOW UP DATE 7/7/11 @07/06-ZLK176N
***** @07/07-ZEW176N

RCAS-SB CONTACTED FOM-BS WHO STATED C HAS NO DEALER LOYALTY AND DOES NOT PURCHASE VEH NEW, AND INFINITI HAS NO OBLIGATION TO ASSIST C FINACIALLY DUE TO C BEING OOW. RCAS-SB THANKED FOR ASSISTANCE AND ENDED CALL @07/21-ZSR999N
RCAS-SB CONTACTED C AND INFORMED C DUE TO AGE AND MILEAGE OF VEH THERE IS NOTHING INFINITI CAN DO TO ASSIST WITH THE REPAIRS. C STATED THIS WILL NOT BE THE LAST INFINITI HEARS FROM C AND STATED IS CONTACTING A LAWYER DUE TO THIS CONCERN BEING POSTED ALL OVER THE INTERNET. RCAS-SB APOLOGIZED AND STATED THAT INFINITI IS NOT GOING TO ASSIST WITH REPAIRS, C STATED C FEELS THIS IS A SAFETY ISSUE THAT INFINITI NEEDS TO REPAIR. RCAS-SB STATED IF C FEELS IT IS A SAFTEY ISSUE THEN IT WOULD BE WISE TO HAVE CONCERN REPAIRED AT COST TO C. C DISAGREED AND ENDED CALL.

RCAS-SB CLOSING FILE NO FURTHER ASSISTANCE NEEDED AT THIS TIME. @07/21-ZSR999N

RCAS-ME RECIEVED CALL FROM C.

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C STATED THAT C WOULD LIKE TO SPEAK WITH SOMEONE HIGHER THAN RCAS-SB.
RCAS-ME STATED THAT C WOULD GET THE SAME DECISION FROM TL.
C STATED C WILL CONTINUE TO BOTHER INFINITI AND CONTACT THE BBB.
C STATED C HAS TWO EXACT VEHS THAT HAVE THE SAME ISSUE. @07/21-ZME176N-COMMENT
C STATED C FEELS THAT COULD HAVE BEEN DECIDED WITHOUT HAVING 2 DIAGNOSTIC
CHARGES ON BOTH VEHS.
C STATED C FEELS THIS IS A SCAM. @07/21-ZME176N-COMMENT
C IS REQUESTING A TL.
RCAS-ME STATED THAT C WILL BE CALLED BY THE END OF THE NEXT BUSINESS DAY.
@07/21-ZME176N-COMMENT
***** @07/22-ZLK176N-COMMENT
INFINITI ESCALATION SUPPORT
RCAS-LK CALLED C 7/22/11 4:06 PM (EST), LEFT VMX. @07/22-ZLK176N-COMMENT
RCAS-LK SET FOLLOW UP FOR 7/27/11 @07/22-ZLK176N-COMMENT

RCAS-LK CALLED C 7/27/11 4:06 PM (EST), LEFT VMX
RCAS-CLOSING FILE PENDING C CONTACT
@07/27-ZLK176N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y ACTION CODE: NT3B ROOT CAUSE: SCFA
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 #: 3 DATE: 07 / 22 / 11 USERID: ZLK176N
COMMENTS ONLY: #: 4 DATE: 07 / 22 / 11 USERID: ZLK176N

IIR-DATE: 00 / 00 / 00 TRANS DATE: 00 / 00 / 00 CHECK REQUESTED: NO
3RD PRY: PART#: CHECK ISSUED: NO
BYBACK ST: OPENED BY: ZDE176N
HISTORY: UPDATE BY: ZLK176N
SVC CALL#: UPDATE DATE: 07 / 27 / 11
CLOSE: Y (Y/N) CLOSE DATE: 07 / 27 / 11 MICROFILM: N
RESP CAA: BROMLEY, STACEY OLM: COPENHAVER J DOM:
PHONE: 0000050000 OWNER FIRST: LANGUAGE: E ENGLISH

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: MARYVILLE
ST/ZIP: TN [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E33M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 89000
IN SVC DATE: 02 / 14 / 03
VCAN: N RTL DLR: 72084 INFINITI OF DENVER
PAID: 7 SVC DLR: 70309 HARPER INFINITI, INC.
SUSP: 0 RESP DLR: 70309 HARPER INFINITI, INC.
DENY: 0 REGION: 92 DIST: SL/SV/PT: 15 15 45

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED X MILES 88000 # NISSAN/INFINITI VEHICLES: 5
VEHICLE MAINTAINED BY: DEALERSHIP/INDEPENDENT
OUTSIDE WARRANTY BY (B) MONTHS: 52 MILES: 29000 (PT) MONTHS: 28 MILES: 19000

ORIG CODE: CT 11 OPEN DATE: 06 / 14 / 11 XFER/RSPNSBLTY: 72 15 S
CONTACT (S): FOLLOWUP DATE: 08 / 10 / 11 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 08 / 11 / 11 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 153000 GEN. FUEL DELIVERY/INTAKE COMPONENT
AI FUEL/INTAKE SYSTEM YI OOW GOODWILL ASSISTANCE REQUEST
OA VEHICLE CONCERNS 153000 GEN. FUEL DELIVERY/INTAKE COMPONENT
AI FUEL/INTAKE SYSTEM YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZDE176N 06/14/2011

PREVIOUS FILES: NONE

RELATED: NONE

UNRELATED: NONE

RCAS-DDE VERIFIED C-S NAME, VIN, ADDRESS, MILEAGE,
DAY/EVENING PHONE#, SERVICE DEALER

RCAS-DDE CHECKED FOR OPEN RECALLS:

_ CLSD P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 06/01/10 07/30/10

C STATES THAT GAS GAUGE DO NOT WORK ON THE VEH.

C ALSO STATES THAT THE SEAT BELT ON THE LEFT SEAT BEHIND THE DRIVER DO NOT GO
BACK INTO THE RECEIVER.

RCAS-DDE ASKED C DID C GET A DIAGNOSIS ON C VEH

C STATES NO C STATES_COUNT MILEAGE

RCAS-DDE STATED TO C TO GET A DIAGNOSIS DONE AT A INFINITI DLR. @06/14-ZDE176N

RCAS-DDE ASK C WHAT IS C SEEKING FROM NNA/ INFINITI @06/14-ZDE176N

C STATES THAT C IS SEEKING FOR ASSISTANCE ON REPAIR OF GAS GAUGE

RCAS-DDE STATED TO C THAT RCAS-DDE WILL HAVE TO HAVE A DIAGNOSIS ON VEH TO
GIVE CA A PRICE OVER REPAIR AND THE SITUATION OF THE VEH BY GETTING A
DIAGNOSIS DONE ON THE VEH. @06/14-ZDE176N

C STATES THAT C PURCHASED THE VEH WITH GAS GAUGE WAS NOT WORKING AND WILL
LIKE ASSISTANCE. @06/14-ZDE176N

RCAS-DDE CLOSING FILE NO FURTHER ASSISTANCE UNTIL DIAGNOSIS IS COMPLETE

RCAS-DDE GAVE C NAME, EXT. 457217, AND FILE# @06/14-ZDE176N

RCAS-RL RECEIVED CALL FROM C WHO STATES C WENT TO A FRIEND WHO DIAGNOSED VEH.
RCAS INFORMED C THAT THE DIAGNOSIS WILL HAVE TO DONE AT AN INFINITI RETAILER.
C STATED C DOES NOT UNDERSTAND INFINITI'S INTENTIONS ARE. C ASKED IF INFINITI
WILL REIMBURSE THE DIAGNOSTIC. RCAS INFORMED THAT CAN BE REVIEWED AS WELL. C
STATED C HAS TWO OF THE SAME VEH WITH THE SAME ISSUE AND DOES NOT WANT TO GET
THE SAME DIAGNOSTIC DONE ON TWO SEPERATE VEHS WITH THE SAME ISSUE. RCAS INFORM
C THAT THERE WOULD NEED TO BE TWO SEPERATE DIAGNOSTICS AS INFINITI CAN NOT
ASSUME THAT ONE ISSUE IS THE SAME IN ANOTHER VEH. C UNDERSTOOD. C STATES IT
IS NOT NORMAL FOR TWO OF THE SAME VEH WITH THE SAME EXACT ISSUE. RCAS
APOLOGIZED TO C FOR THIS CONCERN AND STATED THAT IN ORDER TO LOOK INTO THE
REQUEST FOR ASSISTANCE THEN THE VEH WILL HAVE TO DIAGNOSED BY AN INFINITI
RETAILER. C STATES INFINITI SHOULD JUST DO WHAT IS RIGHT FOR THE C. RCAS
INFORMED C THAT AN OOW ASSISTANCE REQUEST IS REVIEWED ON A CASE TO CASE
BASIS. RCAS ASKED C IF C WAS WILLING TO GET THE DIAGNOSTIC DONE. C ASKED TO
SPEAK WITH A SUPERVISOR. RCAS INFORMED THAT A SUPERVISOR CAN CALL C BACK BY
THE END OF THE BUSINESS DAY TOMORROW HOWEVER THE SUPERVISOR WILL STATED THE
SAME THINGS THAT RCAS INFORMED C. C STATES C WANTS INFINITI TO REPAIR VEH AT
INFINITI EXPENSE NOT C AS THIS IS NOT A RANDOM ISSUE AS THE SAME ISSUE IS IN
BOTH VEHS. RCAS INFORMED C AGAIN THAT A DIAGNOSTIC NEEDS TO BE DONE IN ORDER
TO GO ANY FURTHER WITH C REQUEST. C STATED C WOULD LIKE TO SPEAK WITH A
SUPERVISOR PRIOR TO MAKING A DECISION BEFORE C PAYS FOR A DIAGNOSTIC THAT
INFINITI MIGHT NOT BE ABLE TO REPAIR. RCAS INFORMED THAT SUPERVISOR WILL CALL
C BACK BY THE END OF THE NEXT BUSINESS DAY. C STATED A CALL BEFORE 9AM AT
[REDACTED] AND SUPERVISOR CAN SPEAK WITH C OR HUSBAND).

RCAS-RL SENDING ESCALATION EMAIL AND TRANSFERRING FILE TO RCAS DISTRICT.
@06/28-PRL314N

RCAS-LK RECEIVED CALL FROM C, C STATED C HAS NOT HAD A DIAGNOSTIC PERFORMED
ON BOTH VEH'S, C STATED C OWNS TWO M45'S AND BOTH HAVE THE SAME FUEL GAUGE

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CONCERN. RCAS-LK ADVISED C IN ORDER TO TRANSFER C 'S FILE TO RCAS FOR FURTHER REVIEW C DOES NEED TO HAVE A DIAGNOSTIC PERFORMED. C STATED C UNDERSTOOD AND ONCE C HAS THE MONEY FOR TWO DIAGNOSTICS C WILL CALL RCAS-LK AND ADVISE SO FILE'S CAN THEN BE TRANSFERRED TO RCAS FOR ASSISTANCE._C STATED C'S 16 YEAR OLD SON WAS DRIVING THE VEH ON THE HIGHWAY ADN VEH RAN OUT OF GAS CAUSING C'S SON TO PULL OVER. C STATED C SPOKE TO SM-MARK 6/30/11 AND FELT A LITTLE INSULTED AS SM-MARK ADVISED C THAT DLR CANNOT HELP C AS C IS NOT DLR'S @06/29-ZLK176N

C. C STATED C PURCHASED TWO OF C'S FIVE INFINITI'S AT SVC DLR. @06/29-ZLK176N RCAS-LK CONFIRMED :

██████████	MARYVILLE	TN	93	J30	██████████
██████████	MARYVILLE	TN	97	I30	██████████
██████████	MARYVILLE	IL	03	M45	██████████
██████████	MARYVILLE	TN	03	M45	██████████

C STATED C HAS ALSO OWNED AND PAID FOR IN CASH A 2006 QX 56. C STATED AFTER C HAS DIAGOSTIC PERFORMED C WILL BE ABLE TO FIND VIN TO CONFIRM.@06/29-ZLK176N C ASKED IF C IS WASTING C'S TIME AND MONEY TRYING TO GET ASSISTANCE. RCAS-LK ADVISED C THAT RCAS-LK CANNOT PROMISE ASSISTANCE. C STATED C UNDERSTOOD. RCAS-LK PROVIDED C WITH NAME, PHONE NUMBER AND EXT. TO CALL RCAS-LK ONCE DIAGNOSTIC IS DONE TO TRANSFER C'S FILE FOR REVIEW. C THANKED RCAS-LK FOR INFORMATION AND ASSISTANCE.

RCAS-LK CLOSING FILE, NO FURTHER ASSISTANCE REQUIRED @06/29-ZLK176N @06/29-ZLK176N

RCAS-LK RECEIVED VMX FROM C, C LEAVING VIN# FOR 2006 QX56 C PREVIOUSLY OWNED 5N3AA08C46N8██████████.
C STATED C WILL CONTACT RCAS-LK AFTER DIAGNOSTIC IS PERFORMED 6/30/11.
@06/29-ZLK176N-COMMENT @06/29-ZLK176N-COMMENT

RCAS-LK RECEIVED VMX FROM C.
RCAS-LK CALLED C, C STATED C HAD A DIAGNOSTIC PERFORMED ON BOTH VEH'S AND WAS ADVISED BY SM-RICK HUTCHENS THAT THERE IS A INTERNAL UNIFIED METER FAILURE ON BOTH VEH'S AND THE COST OF REPAIR WILL BE \$700 + TAX PER VEH TOTALLING \$1400+TAX. C STATED IT IS C'S INTENTIONS TO GAIN ASSISTANCE WITH THE REPAIR OF BOTH VEH'S. RCAS-LK ADVISED C THAT RCAS-LK WILL TRANSFER C'S FILE TO RCAS FOR FURTHER REVIEW AND C WILL BE CONTACTED THE FOLLOWING BUSINESS DAY, 7/7/11.

C STATED C UNDERSTOOD AND THANKED RCAS-LK . @07/06-ZLK176N
RCAS-LK GAVE C NAME, EXTENSION, AND FILE#
RCAS-LK MAKING FOLLOW UP DATE 7/7/11 @07/06-ZLK176N

RCAS-SB CONTACTED FOM-BS WHO STATED C HAS NO DEALER LOYALTY AND DOES NOT PURCHASE VEH NEW, AND INFINITI HAS NO OBLIGATION TO ASSIST C FINACIALLY DUE TO C BEING OOW. RCAS-SB THANKED FOR ASSISTANCE AND ENDED CALL @07/21-ZSR999N
RCAS-SB CONTACTED C AND INFORMED C DUE TO AGE AND MILEAGE OF VEH THERE IS NOTHING INFINITI CAN DO TO ASSIST WITH THE REPAIRS. C STATED THIS WILL NOT BE THE LAST INFINITI HEARS FROM C AND STATED IS CONTACTING A LAWYER DUE TO THIS CONCERN BEING POSTED ALL OVER THE INTERNET. RCAS-SB APOLOGIZED AND STATED THAT INFINITI IS NOT GOING TO ASSIST WITH REPAIRS, C STATED C FEELS THIS IS A SAFETY ISSUE THAT INFINITI NEEDS TO REPAIR. RCAS-SB STATED IF C FEELS IT IS A SAFTEY ISSUE THEN IT WOULD BE WISE TO HAVE CONCERN REPAIRED AT COST TO C. C DISAGREED AND ENDED CALL @07/21-ZSR999N

RCAS-SB CLOSING FILE NO FURTHER ASSISTANCE NEEDED AT THIS TIME. @07/21-ZSR999N
TL-JL REOPENING FILE AS C HAS ESCALATED.
TL-JL WILL CONTACT C 07/23/11. @07/23-PJL264N

-
>>>INF1123864. DRTS-KA REC'D CCF FROM BBB ON 7/25/11, DATED 7/25/11. C SEEKS

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WOULD LIKE THE FUEL GAUGE TO BE REPAIRED UNDER GOODWILL. CCF STATES: FUEL
GAUGE DOESN'T WORK- 1 REPAIR ATTEMPT. DOCS SENT TO ARBS-TS. @07/25-PKA298N

ARBS-TS NOTES C DENIED PREVIOUSLY FOR ASSISTANCE WITH VEHICLE CONCERNS PER
RCAS. ARBS NOTES ARBS CLOSING FILE DUE TO C INELIGIBLE FOR BBB HANDLING AND
C PREVIOUSLY DENIED ASSISTANCE. ARBS AGREES WITH PREVIOUS DECISION.
*** @08/11-ZTS770N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT9I	ROOT CAUSE: SCFA
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 1	DATE: 08 / 08 / 11	USERID: ZTS770N
OTHER #: 3	DATE: 07 / 23 / 11	USERID: PJL264N
COMMENTS ONLY: #: 1	DATE: 06 / 29 / 11	USERID: ZLK176N
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY: AL	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZDE176N	
HISTORY:	UPDATE BY: ZTS770N	
SVC CALL#:	UPDATE DATE: 08 / 11 / 11	
CLOSE: Y (Y/N)	CLOSE DATE: 08 / 11 / 11	MICROFILM: N
RESP CAA: SIMMONS, TAMARA	OLM: COPENHAVER J	DOM:
PHONE: 0000000000	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: NONE

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

VIN: JNKAY41E13M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 107000
IN SVC DATE: 04 / 15 / 03
VCAN: N RTL DLR: 71005 INSKIP INFINITI
PAID: SVC DLR: 72005 INFINITI OF WARWICK
SUSP: RESP DLR: 72005 INFINITI OF WARWICK
DENY: REGION: 72 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: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 06 / 15 / 11 XFER/RSPNSBLTY: 72 01 S
CONTACT (S): FOLLOWUP DATE: 07 / 27 / 11 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 07 / 28 / 11 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YI OOW GOODWILL ASSISTANCE REQUEST

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FILE OPENED-PRL314N 06/15/2011

RCAS-RL CHECKED FOR PREVIOUS RELATED FILES FOUND: NONE

RCAS-RL CHECKED FOR PREVIOUS UNRELATED FILES FOUND: 6518489

RCAS-RL VERIFIED C NAME, ADDRESS, PHONE NUMBERS, MILEAGE, VIN, AND SVC DLR.

RCAS-RL CHECKED FOR RECALLS/CAMPAIGNS FOUND: NONE

RCAS-RL RECEIVED CALL FROM C WHO STATED C HAS HAD CHECK ENGINE LIGHT ON FOR 3-4 YRS. C STATES VEH WILL NOT PASS EMISSIONS. C STATES FUEL GAUGE CLUSTER NEEDS REPLACED. C STATES VEH IS CURRENTLY AT DLR ON FILE. C STATES C WOULD LIKE ASSISTANCE WITH REPAIR. C STATES POINT OF CONTACT IS JAMES MONROE WITH A NUMBER OF 401-304-3273. RCAS INFORMED C THAT AN RCAS WILL BE IN CONTACT WITH C BY THE END OF THE NEXT BUSINESS DAY. C STATES ANYTIME IS GOOD FOR CONTACT. C UNDERSTOOD.

RCAS-RL TRANSFERRING FILE TO RCAS. @06/15-PRL314N

RCAS-KC RECEIVED CALL FROM C STATING THAT WENT TO HAVE DIAGNOSTIC DONE AND WAS @06/15-ZKC123N

QUOTED A PRICE FOR ONE ISSUE AND THEN INFORMED LATER OF ANOTHER. C STATES THAT CANT UNDERSTAND WHY QUOTE WENT FROM \$500.00 TO OVER \$1000.00 JUST THAT FAST. RCAS ADV C THAT RCAS WOULD HAVE AGENT CALL C CONCERNING C ISSUE STATED. RCAS ASK FOR BEST CONTACT NUMBER. C STATES [REDACTED]. C ASK FOR RCAS TO NOTE THAT THERE WAS NO AIRBAG IN VEH AT ALL DUE TO CURRCUIT BOARD BEING FRIED AND C HAS PUT A MAJOR AMOUNT OF MONEY ON THE VEH AND ITS ISSUES. C REQUEST THAT THE AGENT PLEASE CALL BACK. RCAS INFORMED C THAT AGENT WILL CALL BY THE END OF BUSINESS DAY ON 06/16/11. RCAS SENDING INTERNAL MESSAGE TO RCAS-EBC. RCAS-KC OFFERED FUTURE ASSISTANCE, C DECLINED

RCAS-KC PROVIDED NAME, EXT#

RCAS-KC EXITING FILE

@06/15-ZKC123N

X @06/16-ZEC176N

RCAS-ECB CONTACTED C ON DAYTIME PHONE # AND SPOKE WITH C WHO IS SEEKING G/W FOR THE GAS GAUGE, THE COST WILL BE AROUND \$1000.00 THIS IS THE 2ND QUOTO THAT C RECEIVED FROM SA-JAMES FIRST C WAS INFORMED THAT COST WILL BE \$500.00

@06/16-ZEC176N

C STATED THAT C CAN'T AFFORD THE PRICE. @06/16-ZEC176N

C STATED THAT C TAKES VEH TO GOOD YEARS FOR SERVICE. @06/16-ZEC176N

C STATED THAT C HAD A 1996 MAX AND 2003 M45 AND C STATED THAT C HAD THE F/G ISSUE FOR SEVERAL YEARS. @06/16-ZEC176N

RCAS-ECB INFORMED C THAT RESEARCH DONE ON VEH, AND C WILL BE INFORMED BY 6/20/11 C UNDERSTOOD AND AGREED. @06/16-ZEC176N

RCAS-ECB SETTING FOLLOW UP FOR 6/20/11 @06/16-ZEC176N

XXXXXXXXXXXX

RCAS-ECB CONTACTED C AND LEFT A VMX TO INFORM C THAT RCAS-ECB IS STILL WORKING ON THE FILE. @06/22-ZEC176N

X @06/23-ZEC176N

RCAS-ECB SPOKE WITH SM-TOM AT DEALERSHIP 72005 AND WAS INFORMED THAT C PAID FOR REPAIRS ALREADY C PAID \$809.00 AND SM WAS UNABLE TO OFFER ASSIST DUE TO VEH IS OOW SM'S EMPOWERMENT LEVEL. @06/23-ZEC176N

RCAS-ME RECEIVED CALL FROM C. @06/24-ZME176N

RCAS-ME TRANSFERING C'S TO RCAS-ECB. @06/24-ZME176N

XXXXXXXXXXXX

RCAS-ECB RECEIVED A CALL FROM C WHO CALLED IN TO INFORM RCAS-ECB OF THE

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PRICES THAT C IS SEEKING FOR REIMB. @06/24-ZEC176N
C STATED THAT C PAID \$900.00 FOR REPAIRS ON THE FG THAT C HAD TO GET
REPAIRED OR VEH WOULD NOT HAVE PASSED THE STATES EMISSION. @06/24-ZEC176N
C ALSO IS SEEKING \$1500.00 ON AIRBAGS DUE TO AIRBAGS ARE CURRENTLY NOT
WORKING IN VEH. @06/24-ZEC176N
RCAS-ECB INFORMED C THAT RCAS IS STILL WORKING ON FILE AND WILL CONTACT C ON
6/28/11 TO INFORM C OF STATUS OF FILE. C UNDERSTOOD AND AGREED @06/24-ZEC176N
@06/24-ZEC176N
RCAS-ECB SENDING FILE TO FOM FOR FURTHER REVIEW . @06/24-ZEC176N
RCAS-ECB SETTING FOLLOW UP FOR 6/28/11 @06/24-ZEC176N
XXXXXXXXXXXXX
RCAS-ECB SENT G/W REQUEST TO FOM FOR FURTHER ASSIST SETTING FOLLOW UP DATE
FOR 6/30/11 @06/28-ZEC176N
RCAS-ECB SETTING G/W REQUEST TO FOM SETTING FOLLOW UP FOR 7/8/11
@07/06-ZEC176N
XXXXXXXXXXXXX
RCAS-ECB NOTING THAT RCAS IS WAITING ON A REPLY FOR FOM. @07/11-ZEC176N
RCAS-ECB SETTING FOLLOW UP DATE FOR 7/14/11 @07/11-ZEC176N
XXXXXXXXXXXXX
RCAS-ECB RESENT GW REQUEST TO FOM SETTING FOLLOW UP DATE FOR 7/18/11
@07/14-ZEC176N
X @07/15-ZEC176N
RCAS-ECB NOTING THAT FOM DENIED ANY ASSIST FOR C. @07/15-ZEC176N
RCAS-ECB EXITING FILE. @07/15-ZEC176N

RCAS-PB PLACING CALL TO C TO ADVISE OF FOM DENYING ASSISTANCE @07/22-ZPB999N
RCAS-PB RECEIVED VMX. LEFT MSG TO CONTACT RCAS-ECB ON 7/25 DUE TO RCAS-ECB
NOT IN OFFICE TODAY 7/22 @07/22-ZPB999N
RCAS-PB SETTING FOLLOW UP FOR 7/25 @07/22-ZPB999N
XXXXXXXXXXXXX
RCAS-ECB CONTACTED C ON DAYRIME PHONE # AND LEFT A VMX FOR C TO RETURN
RCAS-ECB PHONE CALL, C IS BEING DENIED FOR AND ASSIST RCAS-ECB SETTING FOLLOW
UP FOR 7/27/11 @07/25-ZEC176N
XXXXXXXXXXXXX
RCAS-ECB CONTACTED C TO INFORM C THAT C WAS DENIED FOR ASSIST RCAS-ECB LEFT A
VMX FOR C TO RETURN RCAS-ECB PHONE CALL. @07/28-ZEC176N
RCAS-ECB CLOSING FILE DUE TO THIRD ATTEMP TO CONTACT C. @07/28-ZEC176N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NT4C	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 #: 0	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: PRL314N	
HISTORY:	UPDATE BY: ZEC176N	
SVC CALL#:	UPDATE DATE: 07 / 28 / 11	
CLOSE: Y (Y/N)	CLOSE DATE: 07 / 28 / 11	MICROFILM: N
RESP CAA: COATS-BISHOP, EDWINA	OLM: COPENHAVER J	DOM: HUSSEY MARTY
PHONE: 0000000000	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: COATESVILLE
ST/ZIP: PA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E53M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 100000
IN SVC DATE: 10 / 16 / 03
VCAN: N RTL DLR: 70414 BENNETT INF OF ALLENTOWN
PAID: SVC DLR: 70414 BENNETT INF OF ALLENTOWN
SUSP: RESP DLR: 70414 BENNETT INF OF ALLENTOWN
DENY: REGION: 72 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 PREOWNED X MILES 46000 # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 06 / 21 / 11 XFER/RSPNSBLTY: 11 00 S
CONTACT (S): FOLLOWUP DATE: 06 / 24 / 11 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 06 / 24 / 11 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY		SUBCATEGORY AND SYMPTOM	
OA	VEHICLE CONCERNS	180000	FUEL GAUGE
AT	INSTRUMENTATION	YI	OOW GOODWILL ASSISTANCE REQUEST
OA	VEHICLE CONCERNS	180000	FUEL GAUGE
AT	INSTRUMENTATION	YX	POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZAR176N 06/21/2011
RCAS-AR CHECKED FOR PREVIOUS RELATED FILES FOUND: NONE
RCAS-AR CHECKED FOR PREVIOUS UNRELATED FILES FOUND: NONE
RCAS-AR VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY AND
ALTERNATE PHONE, EMAIL ADDRESS, & SERVICING DLR
RCAS CHECKED FOR ANY OPEN RECALLS, FOUND: NONE
RCAS-AR RECEIVED CALL FROM C WHO IS STATING THAT C IS HAVING ISSUE WITH FUEL
GAUGE. @06/21-ZAR176N
C STATED THAT THE VEH'S GAS GAUGE IS NOT READING ACCURATELY, READING HALF
WHEN IT'S EMPTY
RCAS ASKED C HOW LONG THIS ISSUE HAS BEEN HAPPENING @06/21-ZAR176N
C STATED THAT IT HAS BEEN GOING ON FOR ABOUT 3 MONTHS. HAS CAUSED C TO BE
STRANDED ON HIGHWAY
RCAS ASKED C IF THERE WAS A DIAGNOSTIC DONE ON THE VEH.
C STATED NO. @06/21-ZAR176N
RCAS ADVISED C TO OBTAIN DIAGNOSTIC AND CALL BACK IN WITH THAT DIAGNOSTIC AND
RCAS WILL TRANSFER TO RCAS IN C'S REGION FOR FURTHER REVIEW/ASSISTANCE.
C AGREED
RCAS OFFERED FILE #, EXT AND NAME @06/21-ZAR176N
RCAS EXITING FILE @06/21-ZAR176N

RCAS HAS NOT RECEIVED CALL OR DIAGNOSTIC, CLOSING FILE UNTIL C CALLS BACK.
@06/24-ZAR176N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):
SATISFIED: Y ACTION CODE: NT8E ROOT CAUSE: 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: ZAR176N
HISTORY: UPDATE BY: ZAR176N
SVC CALL#: UPDATE DATE: 06 / 24 / 11
CLOSE: Y (Y/N) CLOSE DATE: 06 / 24 / 11 MICROFILM: N
RESP CAA: REPKO, ANDREA OLM: COPENHAVER J DOM: FRASHER PAT
PHONE: 0000000000 OWNER FIRST: LANGUAGE: E ENGLISH

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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E53M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 86500
CITY: EL CAJON IN SVC DATE: 10 / 13 / 03
ST/ZIP: CA [REDACTED] VCAN: N RTL DLR: 70499 RIVERSIDE INFINITI
DAY PH: [REDACTED] PAID: 2 SVC DLR: 72115 KEARNY MESA INFINITI
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 72115 KEARNY MESA INFINITI
DLR PH: [REDACTED] DENY: 0 REGION: 92 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 PREOWNED X MILES 42000 # NISSAN/INFINITI VEHICLES: 2
VEHICLE MAINTAINED BY: INFINITI
OUTSIDE WARRANTY BY (B) MONTHS: 44 MILES: 26500 (PT) MONTHS: 20 MILES: 16500

ORIG CODE: CT 11 OPEN DATE: 06 / 22 / 11 XFER/RSPNSBLTY: 92 02 S
CONTACT (S): FOLLOWUP DATE: 07 / 29 / 11 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 07 / 29 / 11 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION ZO FINANCIAL ASSISTANCE REQUEST (CAMPAIGN,

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:45 PM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: corneb2

CAR ID:
Page 696

CA7198820I

C. A. R. COMMENTS

FILE OPENED-ZLK167N 06/22/2011
 RCAS-KL CHECKED FOR PREVIOUS RELATED FILES FOUND:NONE
 RCAS-KL CHECKED FOR PERVIOUS UNRELATED FILES FOUND:NONE
 RCAS-KL VERIFIED C'S NAME,VIN,ADDRESS,MILEAGE
 RCAS-KL VERIFIED C'S DAY AND EVENING PHONE NUMBER, EMAIL ADDRESS, AND SERVICE
 RCAS-KL CHECKED FOR OPEN RECALLS/CAMPAIGNS FOUND:1
 RCAS-KL RECEIVED INBOUND CALL FROM C
 C STATES FEUL GAUGE WILL SHOW GAS TANK FULL BUT C WILL HAVE NO GAS IN VEH
 C STATES VEH CURRENTLY AT DEALERSHIP TOTAL COST OF REPAIR WILL BE 550.00
 RCAS-KL ADVISED C OF OPEN RECALL ON VEH
 OPEN P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 06/01/10 00/00/00
 RCAS-KL ADVISED C TO MAKE ARRANGEMENTS TO HAVE RECALL PERFORMED AS WELL WHILE
 VEH IS AT DEALER
 RCAS-KL ADVISED C WILL REFR TO RCAS C WILL BE CONTACTED BY THE END OF THE NEXT
 BUSINESS DAY @06/22-ZLK167N
 RCAS-KL C IS SEEKING ASSISTANCE WITH COST OF FEUL GAUGE FROM NNA
 RCAS-KL GAVE C NAME EXT FILE @06/22-ZLK167N

 RCAS-RR CALLED KEARNY MESA INFINITI AT 2:45 ON 6/24/11, LEFT MESSAGE FOR
 SM-TOM TO CALL RCAS-RR @06/24-ZRR123N
 *** @06/24-ZRR123N
 RCAS-RR SPOKE WITH TOM AT KEARNY MESA ON 6/24/11, SM-TOM INFORMED C
 AUTHORIZED THE WORK FOR THE FUEL GAUGE, STATED THE DEALERSHIP GAVE A 10%
 DISCOUNT TO C, STATED THE METER CLUSTER NEEDED TO BE REPLACED. @06/24-ZRR123N
 SM-TOM STATED C WAS PICKING UP THE VEH ON 6/24/11 @06/24-ZRR123N

 RCAS-RR CALLED C AT 619 251 4984 AT 7:34 ON 6/24/11, SPOKE TO C, C STATED HAD
 NOT PICKED UP VEH YET, C STATED THE CONCERN HAD BEEN HAPPENING FOR A WHILE,
 STATED HAD BEEN USING THE MILEAGE AS AN INDICATOR OF AMOUNT OF FUEL IN VEH
 RCAS-RR INFORMED C CAN SEND RO AND POP FOR REVIEW FOR REIMBURSEMENT AFTER C
 @06/24-ZRR123N
 PAYS FOR REPAIR. RCAS-RR GAVE NAME, EXTENSION, FILE# AND FAX#
 C STATED PURCHASED VEH AT MOSSY INFINITI AND PREVIOUSLY PURCHASED A NISSAN
 VEH
 RCAS-RR SET FOLLOW UP FOR 6/28/11 @06/24-ZRR123N

 RCAS-RR RECIEVED FAX OF RO FROM C ON 6/30/11 @06/30-ZRR123N

 RCAS-RR MOVED FOLLOW UP DATE TO 7/5/11 @06/30-ZRR123N

 RCAS-RR CALLED C AT 619 251 4984 AT 2:11 ON 7/5/11
 RCAS-RR SPOKE TO C AND INFORMED RECEIVED FAX WILL CONTINUE TO REVIEW
 C STATED THAT WAS GOOD
 RCAS-RR SET FOLLOW UP FOR 7/8/11 @07/05-ZRR123N
 X @07/28-ZEC176N
 RCAS-ECB CONTACTED C ON DAYTIME/ EVENING PHONE # AND LEFT A VMX FOR C TO
 RETUNR RCAS-ECB PHONE CALL. @07/28-ZEC176N
 RCAS-ECB SETTING FOLLOW UP FOR 8/1/11 @07/28-ZEC176N

 RCAS-LK CALLED C 7/29/11, ADVISED C THAT AFTER CAREFUL REVIEW OF C'S FILE AND
 CONCERN, INFINITI IS NOT IN POSITION TO OFFER ASSISTANCE. C STATED C DOESN'T
 UNDERSTAND WHY C IS NOT BEING CONSIDERED AS C HAS READ ONLINE THAT OTHER C'S
 HAVE RECEIVED GOODWILL. RCAS-LK ADVISED C THAT C DID RECEIVE 10% DISCOUNT.

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RCAS-LK ADVISED C THAT C'S VEH IS OOW, NOT INCLUDED IN AN OPEN RECALL AND DOES NOT HAVE ANY SERVICING HISTORY. C STATED C UNDERSTOOD AND WANTED TO NOTE THAT C WILL NOT LOOK INTO PURCHASING ANOTHER INFINITI/NISSAN. RCAS-LK ASKED C IS C HAD ANY OTHER QUESTIONS OR CONCERNS, C STATED NO. @07/29-ZLK176N
RCAS-LK GAVE C NAME, EXTENSION, AND FILE#
RCAS-LK CLOSING FILE, NO FURTHER ASSISTANCE REQUIRED @07/29-ZLK176N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT3F	ROOT CAUSE: SCFA
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 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: ZLK167N	
HISTORY:	UPDATE BY: ZLK176N	
SVC CALL#:	UPDATE DATE: 07 / 29 / 11	
CLOSE: Y (Y/N)	CLOSE DATE: 07 / 29 / 11	MICROFILM: N
RESP CAA: KOLESZAR, LESLEE	OLM: COPENHAVER J	DOM: BURKE GREG
PHONE: 0000457231	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:45 PM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: corneb2

CAR ID: CA7206420I
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SC: ONE CONTRACT

NAME: [REDACTED]
STREET: [REDACTED]
CITY: PHILADELPHIA
ST/ZIP: PA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E93M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 44000
IN SVC DATE: 10 / 21 / 03
VCAN: Y RTL DLR: 70025 DOUGLAS MOTORS CORP.
PAID: SVC DLR: 70211 HOLMAN INFINITI
SUSP: RESP DLR: 70211 HOLMAN INFINITI
DENY: REGION: 72 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 PREOWNED X MILES 13000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: HOLMAN INFINITI
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 07 / 02 / 11 XFER/RSPNSBLTY: 11 00 S
CONTACT (S): FOLLOWUP DATE: 07 / 11 / 11 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 07 / 11 / 11 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION VF NON-WARRANTY ITEM GOODWILL ASSISTANCE I
OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YX POOR OR IMPROPER OPERATION

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:45 PM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: corneb2

CAR ID:
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CA7206420I

C. A. R. COMMENTS

FILE OPENED-ZAR176N 07/02/2011

RCAS-AR CHECKED FOR PREVIOUS RELATED FILES FOUND: NONE

RCAS-AR CHECKED FOR PREVIOUS UNRELATED FILES FOUND: NONE

RCAS-AR VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY AND
ALTERNATE PHONE, EMAIL ADDRESS, & SERVICING DLR

RCAS CHECKED FOR ANY OPEN RECALLS, FOUND: NONE

RCAS-AR RECEIVED A CALL FROM C WHO STATED THAT C IS EXPERIENCING A CONCERN
WITH THE FUEL GAUGE. C WANTED TO KNOW IF C'S VEH WAS INVOLVED IN ANY RECALLS.
RCAS ADVISED THAT THERE ARE NO RECALLS ON VEH AT THE CURRENT TIME.

RCAS ASKED C HOW LONG C HAS BEEN EXPERIENCING ISSUE WITH FUEL GAUGE.

C STATED A COUPLE OF MONTHS.

@07/02-ZAR176N

RCAS ASKED WHAT'S HAPPENING WITH FUEL GAUGE

C STATED THAT THE FUEL GAUGE IS NOT WORKING, STAYS ON FULL EVEN IF VEH IS
EMPTY. C STATED THAT ONCE IN A WHILE IT WILL FLUCTUATE.

RCAS ASKED C IS VEH OPERABLE

@07/02-ZAR176N

C STATED YES.

RCAS ASKED WHAT C IS SEEKING FROM INFINITI.

C STATED THAT C IS WANTING INFINITI TO FIX THE ISSUE. HAS BEEN SEEING THIS
ISSUE OVER AND OVER AGAIN, A LOT ON INTERNET.

@07/02-ZAR176N

RCAS ADVISED C THAT C WOULD NEED TO OBTAIN DIAGNOSTIC ON VEH IN ORDER TO
RECEIVE POSSIBLE ASSISTANCE.

@07/02-ZAR176N

RCAS ADVISED C THAT ONCE THE DIAGNOSTIC IS OBTAINED TO GIVE RCAS-AR A CALL
BACK AT 18003436915 WITH REFERENCE NUMBER AND RCAS WILL FORWARD TO RCAS IN
C'S REGION FOR FURTHER REVIEW.

C THANKED.

RCAS PROVIDED FILE #, EXT AND NAME

RCAS OFFERED FURTHER ASSISTANCE

C DECLINED.

@07/02-ZAR176N

**

RCAS-AR CLOSING UNTIL C CALLS BACK IN WITH DIAGNOSTIC.

@07/11-ZAR176N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONFIDENTIAL

DATE: 1/30/2012
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NISSAN MOTOR CORPORATION IN U.S.A
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REQUESTED BY: corneb2

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NT8E	ROOT CAUSE: SCIN
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:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZAR176N	
HISTORY:	UPDATE BY: ZAR176N	
SVC CALL#:	UPDATE DATE: 07 / 11 / 11	
CLOSE: Y (Y/N)	CLOSE DATE: 07 / 11 / 11	MICROFILM: N
RESP CAA: REPKO, ANDREA	OLM: COPENHAVER J	DOM: FRASHER PAT
PHONE: 0000000000	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:45 PM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: corneb2

CAR ID: CA7206420I
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----- CONSUMER AFFAIRS -----

CA7206420

SERVICE CONTRACTS SUMMARY

DATE: 1/30/2012
TIME: 04:07:45 PM
MODEL YEAR: 2003.0
MAKE:
MODEL LINE: M45

NAME: [REDACTED]

VIN:
IN SCV DATE: 2/21/2007

SEO NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
208	FENL07361536	70211 NJ	2/21/2007	2/21/2011	60,824		

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:45 PM

NISSAN MOTOR CORPORATION IN U.S.A
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REQUESTED BY: corneb2

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CONTRACT: FENL07361536		CONTRACT:	
OWNER NAME: [REDACTED]		OWNER NAME:	
PLAN TYPE: E		PLAN TYPE:	
PLAN TERM: L		PLAN TERM:	
DEDUCTABLE: \$		DEDUCTABLE:	
EFFECTIVE: 02/21/07		EFFECTIVE:	
EXPIRES: 02/21/11 MILES: 60,824		EXPIRES:	MILES:
CANCEL: MILES:		CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION: 3/9/2007		TRANSACTION:	
PRINTED: 03/10/07		PRINTED:	
DEALER NO: 70211 STATE: NJ		DEALER NO:	STATE:
DEALER NAME: HOLMAN INFINITI		DEALER NAME:	

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:45 PM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: corneb2

CAR ID: CA7210146I
Page 703

SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: LUSBY
ST/ZIP: MD [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E73M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 147000
IN SVC DATE: 05 / 03 / 03
VCAN: N RTL DLR: 70016 COMPETITION INFINITI
PAID: 11 SVC DLR: 70016 COMPETITION INFINITI
SUSP: 0 RESP DLR: 70016 COMPETITION INFINITI
DENY: 0 REGION: 72 DIST: SL/SV/PT: 02 02 32

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 07 / 08 / 11
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CE 11 OPEN DATE: 07 / 08 / 11 XFER/RSPNSBLTY: 11 00 S
CONTACT (S): FOLLOWUP DATE: 07 / 08 / 11 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 07 / 08 / 11 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION WA PREMATURE WEAR/FAILURE
OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YI OOW GOODWILL ASSISTANCE REQUEST

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:45 PM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: corneb2

CAR ID: CA7210146I
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C. A. R. COMMENTS

FILE OPENED-ZAB176N 07/08/2011

* * * EMAIL LOGGED * * *

RECALLS: NONE

PREVIOUS FILES: 5572862, 5962986

CRR-AB RECEIVED EMAIL FROM C STATING...

COMMENTS : TO WHOM IT MAY CONCERN, I OWN A 2003 INFINITI M45.

RECENTLY MY FUEL GAUGE STOPPED WORKING AND WAS DISPLAYING
INCORRECT AMOUNTS OF FUEL. AS OF YESTERDAY, MY ENTIRE GAUGE
CLUSTER GOES BLACK ONCE I TURN ON MY HEADLIGHTS. MY M45 HAS BEEN
VERY RELIABLE, HOWEVER AFTER DOING RESEARCH, THIS GAUGE ISSUE
SEEMS TO BE A COMMON THEME AMONGST 03 M45 OWNERS. IS INFINITI
WILLING TO REPLACE THE GAUGE CLUSTER AT MY NEAREST LOCATION?
PAYING FOR A LUXURY CAR IS DONE WITH THE EXPECTATION THAT THESE
TYPE OF HICCUPS WILL NOT BE EXPERIENCED. THANKS DABREN WILLS 571-

425-5806 THE VIN FOR MY VEHICLE IS JNKAY41E73M 001284 - CURRENT@07/08-ZAB176N

MILEAGE IS 147,000 AND THE AUTHORIZED INFINITI DEALER I WISH TO
WORK WITH IS INFINITI TYSON-S CORNER VA. I OWN A 2003 INFINITI
M45. RECENTLY MY FUEL GAUGE STOPPED WORKING AND WAS DISPLAYING
INCORRECT AMOUNTS OF FUEL. AS OF YESTERDAY, MY ENTIRE GAUGE
CLUSTER GOES BLACK ONCE I TURN ON MY HEADLIGHTS. MY M45 HAS BEEN
VERY RELIABLE, HOWEVER AFTER DOING RESEARCH, THIS GAUGE ISSUE
SEEMS TO BE A COMMON THEME AMONGST 03 M45 OWNERS. IS INFINITI
WILLING TO REPLACE THE GAUGE CLUSTER AT MY NEAREST LOCATION?
PAYING FOR A LUXURY CAR IS DONE WITH THE EXPECTATION THAT THESE
TYPE OF HICCUPS WILL NOT BE EXPERIENCED.

@07/08-ZAB176N

@07/08-ZAB176N

CRR-AB ADVISED C TO TAKE VEH TO DLR TO PERFORM OPEN RECALL ON VEH AND THAT
DLR WOULD REPAIR C'S FUEL GAUGE CLUSTER. IF C WOULD LIKE TO PURSUE FINANCIAL
ASSISTANCE C NEEDS DIAGNOSIS FROM INFINITI, CLOSING AND EXITING FILE PENDING
FURTHER C CONTACT AND INFORMATION.

@07/08-ZAB176N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONFIDENTIAL

DATE: 1/30/2012
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NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: corneb2

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NE8F	ROOT CAUSE: SCIN
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:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZAB176N	
HISTORY:	UPDATE BY: ZAB176N	
SVC CALL#:	UPDATE DATE: 07 / 08 / 11	
CLOSE: Y (Y/N)	CLOSE DATE: 07 / 08 / 11	MICROFILM: N
RESP CAA: BOYD, ALICIA	OLM: COPENHAVER J	DOM: CANTY GENE
PHONE: 0000000000	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:45 PM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: corneb2

CAR ID: CA7222388I
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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: FORNEY
ST/ZIP: TX [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E33M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 56000
IN SVC DATE: 08 / 25 / 03
VCAN: N RTL DLR: 71077 SEWELL INFINITI
PAID: SVC DLR: 71077 SEWELL INFINITI
SUSP: RESP DLR: 71077 SEWELL INFINITI
DENY: REGION: 92 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 PREOWNED MILES # NISSAN/INFINITI VEHICLES: 2
VEHICLE MAINTAINED BY: RTL
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 07 / 25 / 11 XFER/RSPNSBLTY: 11 00 S
CONTACT (S): FOLLOWUP DATE: 07 / 25 / 11 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 07 / 25 / 11 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY		SUBCATEGORY AND SYMPTOM	
OA	VEHICLE CONCERNS	179500	COOLANT TEMP GAUGE
AT	INSTRUMENTATION	YI	OOW GOODWILL ASSISTANCE REQUEST
OA	VEHICLE CONCERNS	180000	FUEL GAUGE
AT	INSTRUMENTATION	YI	OOW GOODWILL ASSISTANCE REQUEST
OA	VEHICLE CONCERNS	181500	ODOMETER
AT	INSTRUMENTATION	YI	OOW GOODWILL ASSISTANCE REQUEST
OA	VEHICLE CONCERNS	182500	SPEEDOMETER
AT	INSTRUMENTATION	YI	OOW GOODWILL ASSISTANCE REQUEST
OA	VEHICLE CONCERNS	183000	TACHOMETER
AT	INSTRUMENTATION	YI	OOW GOODWILL ASSISTANCE REQUEST

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:45 PM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: corneb2

CAR ID:
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CA7222388I

C. A. R. COMMENTS

FILE OPENED-PRL314N 07/25/2011
RCAS-RL CHECKED FOR PREVIOUS RELATED FILES FOUND:NONE
RCAS-RL CHECKED FOR PREVIOUS UNRELATED FILES FOUND: NONE
RCAS-RL VERIFIED C NAME, ADDRESS, PHONE NUMBER, EMAIL, VIN, MILEAGE, AND SVC R
RCAS-RL CHECKED FOR OPEN RECALLS/CAMPAIGNS FOUND: NONE
RCAS-RL RECEIVED CALL FROM C WHO STATES FUEL GAUGE DOES NOT WORK IN VEH. C
STATES C CALLED RTLR FOR INFO AND WAS TOLD THAT THE ENTIRE INSTRUMENT PANEL
NEEDS REPLACED. C STATES THE SPEEDOMETER, TRACOMETER, TEMP GAUGE, AND GAS
GAUGE ALL NEED REPLACED. C STATED RTLR INFORMED IT WOULD BE ONE PEICE FOR
ALL. C STATES C ONLY TAKES VEH TO RTLR FOR SVC OR MAINTENANCE. C STATES C
PREVIOUSLY OWNED A 2002 I30 THAT C HAD NO ISSUES WITH. C IS REQUESTING
POSSIBLE ASSISTANCE WITH REPAIR. RCAS INFORMED C IN ORDER FOR THAT REVIEW TO
INITIATE, THE VEH WOULD NEED TO BE DIAGNOSED BY A RTLR. C UNDERSTOOD. RCAS
INFORMED C TO CALL CA BACK AND REFERENCE FILE NUMBER. C UNDERSTOOD. RCAS
INFORMED C THAT FILE WILL BE VALID FOR 30 DAYS AND AFTER THAT A NEW FILE WOULD
HAVE TO BE CREATED. C UNDERSTOOD.
RCAS-RL CLOSING FILE UNTIL C CALLS BACK IN FOR ASSISTANCE. @07/25-PRL314N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y ACTION CODE: NT8G ROOT CAUSE: 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: PRL314N
HISTORY: UPDATE BY: PRL314N
SVC CALL#: UPDATE DATE: 07 / 25 / 11
CLOSE: Y (Y/N) CLOSE DATE: 07 / 25 / 11 MICROFILM: N
RESP CAA: LINCOLN, ROSA OLM: COPENHAVER J DOM:
PHONE: 0000457264 OWNER FIRST: LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:45 PM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: corneb2

CAR ID: CA7228642I
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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E54M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2004.0 M45 MILEAGE: 90975
CITY: ST LOUIS IN SVC DATE: 05 / 27 / 04
ST/ZIP: MO [REDACTED] VCAN: N RTL DLR: 70221 PEPE INFINITI, INC.
DAY PH: [REDACTED] PAID: 11 SVC DLR: 71068 PLAZA INFINITI
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 71068 PLAZA INFINITI
DLR PH: [REDACTED] DENY: 0 REGION: 72 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 PREOWNED X MILES 80000 # NISSAN/INFINITI VEHICLES: 6
VEHICLE MAINTAINED BY: 71068/INDEPENDENT
OUTSIDE WARRANTY BY (B) MONTHS: 39 MILES: 30975 (PT) MONTHS: 15 MILES: 20975

ORIG CODE: CT 11 OPEN DATE: 08 / 01 / 11 XFER/RSPNSBLTY: 92 11 S
CONTACT (S): FOLLOWUP DATE: 08 / 02 / 11 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 08 / 02 / 11 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YX POOR OR IMPROPER OPERATION

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:45 PM

NISSAN MOTOR CORPORATION IN U.S.A
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C. A. R. COMMENTS

FILE OPENED-ZDE176N 08/01/2011

PREVIOUS FILES: NONE

RELATED: NONE

UNRELATED: NONE

RCAS-DDE VERIFIED C-S NAME, VIN, ADDRESS, MILEAGE,
DAY/EVENING PHONE#, SERVICE DEALER

RCAS-DDE CHECKED FOR OPEN RECALLS: NONE

C STATES THAT THE C HAS A CONCERN ABOUT THE INSTRUMENT CLUSTER

C STATE STHAT C WENT TO INFINITI DLE AND HAD DIAGNOSIS DONE TO CONFIRM IT WAS
THE INSTRUMENT CLUSTER.

C STATES THAT C IS HEADED TO THE DLR FOR ANOTHER CONCERN OF THE VEH.

C STATES THAT C IS SEEKING FOR ASSISTANCE OF THE REPAIR OF THE INSTRUMENT
CLUSTER OF THE VEH.

RCAS-DDE STATED TO C THAT RCAS-DDE WILL HAVE TO SEND FILE OVER TO RCAS FOR
FURTEHR REVIEW.

@08/01-ZDE176N

RCAS-DDE GAVE C NAME, EXT. 457217, AND FILE#

@08/01-ZDE176N

RCAS-AR CALLING C AT 1255PM EST TO DISCUSS MATTER REGARDING DASH CLUSTER

RCAS ASKED C WHAT IS HAPPENING IN C'S VEHICLE.

C STATED THAT THE FUEL GAUGE IS NOT WORKING.

C STATED THAT C TOOK TO INFINITI IN LAST FEW WEEKS AND IS AT DLRSHIP TODAY.

RCAS ASKED ESTIMATED COST.

C STATED THAT C DOES NOT REMEMBER

RCAS ASKED C WHY VEH IS AT DLRSHIP TODAY.

C STATED THAT C WAS HAVING THEM CHECK OUT ISSUE WITH RADIO / COMPUTER.

RCAS ASKED C HOW LONG C HAS BEEN EXPERIENCING THE FUEL GAUGE ISSUE.

C STATED A FEW MONTHS.

RCAS ASKED WHAT'S HAPPENING.

C STATED THAT THE FUEL GAUGE STATES FULL, NEVER CHANGES AND IF YOU DON'T KEEP
TRACK OF THE MILEAGE, RUN OUT OF GAS.

@08/02-ZAR176N

RCAS ASKED WHAT C NEEDS TO HAVE REPLACED.

C STATE THAT IT WAS AN INTERNAL FAILURE AND TO REPLACE CLUSTER BECAUSE IT IS
DEFECTIVE. HAS DONE RESEARCH ONLINE AND HUNDREDS OF HUNDREDS OF VEHICLE WITH
SAME YEAR AND VEHICLE, AND OTHERS HAVE RECOMMENDED TO CALL CONSUMER AFFAIRS
TO SEEK ASSISTANCE WITH THAT.

@08/02-ZAR176N

RCAS ASKED C IF C HAS OWNED OTHER INFINITI VEHICLES. C STATED 4 I30'S, AND
ONE QX4.

RCAS ASKED WHAT YEARS WERE THE I30'S. C STATED LATE 90'S AND EARLY 2000'S.
AND 2002 QX4.

@08/02-ZAR176N

RCAS ASKED WHAT C IS ASKING FROM INFINITI.

C STATED THAT C WOULD LIKE THEM TO CHANGE OUT THE CLUSTER IN THE VEHICLE
BECAUSE C HAS TWO CHILDREN AND DOES NOT FEEL SAFE DRIVING AROUND BECAUSE THE
C DOES NOT KNOW WHEN THE VEHICLE WILL RUN OUT OF GAS. C STATED THAT SINCE THE
CLUSTER IS DEFECTIVE, THE ON BOARD COMPUTER SYSTEM IS NOT WORKING AND CAN NOT
TELL C HOW MANY MILES ARE LEFT IN THE VEHICLE AND NEEDS TO LOOK AT THE

@08/02-ZAR176N

ODOMETER.

@08/02-ZAR176N

RCAS ADVISED C THAT RCAS NEEDS TO DO MORE RESEARCH IN REGARDS TO C'S CONCERN
AND WILL BE BACK IN TOUCH WITH C BY END OF NEXT BUSINESS DAY.

C THANKED.

RCAS PROVIDED C WITH FILE #, EXT AND NAME

@08/02-ZAR176N

**

RCAS-AR RECEIVED EMAIL FROM FOM-JM STATING THAT SM-DAN IS WILLING TO PROVIDE

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10% DISCOUNT TO C OFF PARTS AND LABOR. SM AND FOM DO NOT RECOMMEND GOODWILL FOR C FOR LACK OF SERVICE. @08/02-ZAR176N
RCAS CALLING C TO MAKE OFFER. @08/02-ZAR176N
C STATED THAT C IS NOT SURE WHY IT CAN NOT BE COVERED.
C STATED THAT C IS NOT WILLING TO ACCEPT THAT, AND WILL PURSUE OTHER AVENUES.
RCAS ADVISED C THAT THIS CAN NOT BE COVERED DUE TO THE FACT THAT C IS OOW AND BEST RCAS CAN DO IS 10% OFF. @08/02-ZAR176N
RCAS ADVISED C THAT IF C NEEDS ANY FURTHER INFORMATION TO CONTACT RCAS.
THANKED C. CLOSING AND EXITING FILE @08/02-ZAR176N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S) :

SATISFIED: Y ACTION CODE: NT4C ROOT CAUSE: SCFA CAGWL
CALLBACK: (Y/N) #: 0 DATE: 00 / 00 / 00 USERID:
REOPEN: CALLBACK #: 0 DATE: 00 / 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: ZDE176N
HISTORY: UPDATE BY: ZAR176N
SVC CALL#: UPDATE DATE: 08 / 02 / 11
CLOSE: Y (Y/N) CLOSE DATE: 08 / 02 / 11 MICROFILM: N
RESP CAA: REPKO, ANDREA CAOM: -- OPEN -- CAOM: -- OPEN --
PHONE: 0000000000 OWNER FIRST: LANGUAGE: E ENGLISH

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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E83M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 60489
CITY: SANTA MONICA IN SVC DATE: 10 / 08 / 03
ST/ZIP: CA [REDACTED] VCAN: N RTL DLR: 71107 CERRITOS INFINITI
DAY PH: [REDACTED] PAID: 9 SVC DLR: 70101 MILLER INFINITI, INC.
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 70101 MILLER INFINITI, INC.
DLR PH: [REDACTED] DENY: 0 REGION: 92 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 PREOWNED X MILES 12000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: INFINITI
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 08 / 01 / 11 XFER/RSPNSBLTY: 11 00 S
CONTACT (S): FOLLOWUP DATE: 08 / 08 / 11 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 08 / 09 / 11 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZDS177N 08/01/2011

RCAS-DS CHECKED FOR PREVIOUS RELATED FILES FOUND: NONE

RCAS-DS CHECKED FOR PREVIOUS UNRELATED FILES FOUND:_7202968

RCAS-DS VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY/EVE PHONE#, EMAIL ADDRESS AND SVC DEALER

RCAS-DS CHECK FOR OPEN CAMPAIGNS/RECALLS FOUND: NONE

RCAS RECEIVED CALL FROM C STATING C IS HAVING AN ISSUE WITH REPAIR WORK. C STATED C PREVIOUSLY HAD \$2000 WORTH OF REPAIR WORK DONE AT MILLER INFINITI. C STATED C PICKED VEH UP FROM MILLER AND VEH STALLED. C STATED C TOOK VEH TO SANTA MONICA INFINITI AND HAD A DIAGNOSTIC DONE THAT SHOWED ISSUE WAS WITH FUEL GAUGE. C STATED VEH HAD NO GAS. C STATED C TOOK VEH TO MILLER INFINITI TO ADVISE OF ISSUE.

C STATED THAT MILLER AGREED TO REPAIR VEH FREE OF COST SINCE ISSUE MAY HAVE BEEN CAUSED BY SVC DONE AT MILLER. C STATED C RECEIVED EMAIL FROM MILLER SA-ANGIE AN HOUR AGO ADVISING REPAIRS WILL NOT BE PAID FOR BY MILLER DUE TO MILLER NOT CAUSING ISSUE, AS DETERMINED BY DIAGNOSTIC.

RCAS UNDERSTOOD, ASKED IF C WAS QUOTED FOR REPAIR

C STATED MILLER QUOTED: \$1280, SANTA MONICA QUOTED AROUND \$900

RCAS ADVISED DLRS ARE INDEPENDANTLY OWNED AND OPERATED AND MAY HAVE A VAIRIANCE OF LABOR RATES.

C UNDERSTOOD.

RCAS ASKED WHEN C WAS AT DLR LAST

C STATED VEH IS AT MILLER NOW

C STATED WHEN C HAD SERVICE DONE TO C'S VEHICLE AT MILLER, TIRE PRESSURE WASNOT ACCURATE. C STATED EACH TIRE HAS A DIFFERENT PRESSURE AND LEFT FRONT TIRE WAS LEAKING. C STATED C HAD TO STOP AT GAS STATION TO REPAIR IT.

RCAS UNDERSTOOD, ADVISED RCAS WILL LOOK INTO ISSUE AND ANY ASSISTANCE AND CONTACT C BY END OF NEXT BUSINESS DAY

RCAS PROVIDED FILE#, NAME AND EXT

**** @08/01-ZDS177N

RCAS-DS SENT EMAIL TO SM-JE ADVISING OF FILE, INQUIRING MORE INFORMATION ABOUT REPAIRS AND MILLER'S OFFER TO PERFORM REPAIRS FREE OF COST

RCAS-DS MAKING FOLLOW UP DATE 08/02

RCAS-DS RECEIVED EMAIL FROM SM ADVISING PREVIOUS SERVICE WAS FUEL INJECTION SERVICE AND THROTTLE BODY CLEANING. SM ADVISES SERVICES ARE REMOTELY RELATED TO CURRENT NEEDED REPAIR. SM ADVISES SVC ARE FLUID CLEANING SVC BUT WOULD NOT EFFECT FUEL LEVEL SENDING UNIT OR THE FUEL GAUGE ASSY. SM ADVISES C WAS NEVER TOLD MILLER WOULD COVER COSTS. SM ADVISES SM NEVER CONTACTED MILLER ABOUT TMPS ISSUE. SM ADVISES PER C'S SVC HISTORY, SM DOES RECOMMEND SOME GOODWILL ASSISTANCE.

FOM-DB REQUESTED INFORMATION AS TO WHAT REPAIRS ARE NEEDED FOR \$1280

@08/02-ZDS177N

RCAS-DS NOTING FOM ADVISED BY SM-JE C NEEDS FUEL LEVEL SENDING UNIT AND UNIFIED METER CU. SM ADVISES SM WILL HONOR PRICE QUOTED BY SANTA MONICA INFINITI (AROUND \$1000)

RCAS-DS SENT EMAIL TO FOM-DB INQUIRING IF C WILL RECEIVE GOODWILL FROM NNA

RCAS-DS RECEIVED EMAIL FROM FOM-DB ADVISING SANTA MONICA SUGGESTED REPAIRS TO SENDING UNIT AND EMCU. FOM ADVISES EITHER COULD BE ISSUE. FOM ADVISES SANTA

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MONICA TECH-ESTRADA STATES ISSUE IS "INTERMITTENT". FOM ADVISES C IS NOT ORIGINAL OWNER OF VEH AND PREVIOUS MAINTENANCE DONE IS NOT RELATED TO CURRENT VEH ISSUES. FOM ADVISES IF RCAS AND SM BELIEVE OOW ASSISTANCE WILL ASSIST WITH C'S LOYALTY TO INFINITI, FOM WILL COVER COST OF REPAIRS TO FUEL LEVEL SENDING UNIT

**** @08/02-ZDS177N

RCAS-DS RECEIVED EMAIL FROM SM-JE ADVISING C PICKED VEH UP FROM DLR AND WILL RETURN TO DLR AFTER VACATION

**** @08/03-ZDS177N

RCAS-DS SENDING EMAIL TO SM-JE REQUESTING TO BE CONTACTED WHEN C RETURNS FROM VACATION

**** @08/05-ZDS177N

RCAS-DS RECEIVED EMAIL FROM SM-JE ADVISING SM FEELS OFFER OF SENDING UNIT AS GOODWILL IS PROPER. SM ADVISES SM WILL REPAIR SENDING UNIT FIRST AND TO MAKE SURE C UNDERSTANDS C WILL BE RESPONSIBLE FOR REPAIRS TO FUEL GAUGE, IF NEEDED

**** @08/05-ZDS177N

RCAS-DS RECEIVED EMAIL FROM C:
NOT SURE IF YOU HAVE SPOKEN TO MILLER INFINITI YET ABOUT MY SERVICE ISSUES, BUT TO ADD INSULT TO INJURY, I PICKED UP MY CAR YESTERDAY FROM THE DEALERSHIP AND NOTICED A FLUTTERING COMING FROM THE ENGINE. WHEN I PULLED OVER, I SAW THAT THE ENGINE COVER ON THE BOTTOM HAD NOT BEEN SECURED PROPERLY AND WAS DRAGGING ON THE GROUND. THE DEALERSHIP WAS CLOSED BY THE TIME I COULD GET BACK SO I HAD TO RETURN TODAY. THERE HAVE BEEN SO SCREW-UPS IN SUCH A SHORT AMOUNT OF TIME, I FEEL LIKE THERE IS SOME INTENTION INVOLVED OR IT IS BRAZEN INCOMPETENCE. TO MAKE THINGS WORSE, THEY HAVE NOT BEEN THE LEAST BIT APOLOGETIC. PLEASE LET ME KNOW THAT YOU RECEIVED THIS AND IF YOU HAVE ANY THOUGHTS. BEST, ALBERT.

**** @08/06-ZDS177N

RCAS-DS FORWARDED COPY OF EMAIL TO SM-JE REQUESTING MORE INFORMATION

**** @08/06-ZDS177N

RCAS-DS CALLING C DAY PHONE AT 5:08 P.M. EST
RCAS SPOKE WITH C AND ADVISED EMAIL WAS RECEIVED
C STATED C HAS SVCD AT MILLER FOR 7 YEARS AND CANNOT BELIEVE HOW BAD SERVICE HAS BEEN. C STATED C IS VERY DISCOURAGED BY RLTR SVC.
RCAS ADVISED C RCAS SPOKE WITH SM-JE AND AGREED THAT SENDING UNIT WILL BE PERFORMED FREE OF COST. RCAS ADVISED IF FURTHER REPAIR IS NEEDED, WILL BE C RESPONSIBILITY.

**** @08/09-ZDS177N

C UNDERSTOOD, THANKED RCAS
C STATED C WILL RETURN ON 08/18 AND MAKE APPOINTMENT WITH RTLR. C REQUESTED THAT RCAS EMAIL C WITH INFORMATION.
RCAS ADVISED C EMAIL IS NOT POSSIBLE, BUT INFORMATION IS AVAILABLE IN FILE AND RTLR IS AWARE
C UNDERSTOOD, THANKED RCAS, CALL WAS ENDED

RCAS-DS SENT EMAIL TO SM-JE ADVISING C ACCEPTED OOW ASSISTANCE. RCAS ADVISED C WILL RETURN 08/18. RCAS REQUESTED UPDATE WHEN C MAKES APPOINTMENT

**** @08/09-ZDS177N

RCAS-DS CLOSING FILE PENDING C MAKES APPOINTMENT WITH RTLR

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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 #: 0	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: ZDS177N	
HISTORY:	UPDATE BY: ZDS177N	
SVC CALL#:	UPDATE DATE: 08 / 09 / 11	
CLOSE: Y (Y/N)	CLOSE DATE: 08 / 09 / 11	MICROFILM: N
RESP CAA: SPURLING, DANIELLE	OLM: COPENHAVER J	DOM: WOERNER BOB
PHONE: 0000000000	OWNER FIRST:	LANGUAGE: E ENGLISH

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DATE: 1/30/2012
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REQUESTED BY: corneb2

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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E73M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 99500
CITY: PITTSBURG IN SVC DATE: 09 / 14 / 03
ST/ZIP: CA [REDACTED] VCAN: N RTL DLR: 70317 METRO INFINITI
DAY PH: [REDACTED] PAID: SVC DLR: 70219 NIELLO INFINITI
EVE PH: [REDACTED] SUSP: RESP DLR: 70219 NIELLO INFINITI
DLR PH: [REDACTED] DENY: REGION: 92 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 PREOWNED X MILES 36000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: INDEPENDENT
OUTSIDE WARRANTY BY (B) MONTHS: 47 MILES: 39500 (PT) MONTHS: 23 MILES: 29500

ORIG CODE: CT 11 OPEN DATE: 08 / 02 / 11 XFER/RSPNSBLTY: 92 03 S
CONTACT (S): FOLLOWUP DATE: 09 / 07 / 11 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 09 / 07 / 11 INF-NET DATE: 08 / 24 / 11

CHECK PAYABLE TO: [REDACTED]
ADDRESS [REDACTED]
CITY: PITTSBURG CA [REDACTED]
VIN: JNKAY41E73M [REDACTED] MODEL LINE/YEAR: M45 2003.0

G/L VALUE CODE: 92GDWIL ACCOUNT: [REDACTED]
G/L DESCRIPTION: INFINITI WEST GOODW.
CHECK AMOUNT: \$ 200

CHK REQUEST DATE: 09/01/11 REQUESTED BY: REPKO AND ZAR176N
CHECK APPROVED: 09/06/11 APPROVED BY: OWENS PAU ZPO456N
CHECK ISSUE DATE: 09/07/11 CHECK NUMBER: 353408

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

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OF NNA., INC. ISSUES	177000 M45
AR PRODUCT INQUIRIES (INF)	VG PROVIDED RECALL INFORMATION

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C. A. R. COMMENTS

FILE OPENED-ZEC176N 08/02/2011

RCAS-ECB CHECKED FOR PREVIOUS RELATED FILES FOUND :NONE

RCAS-ECB CHECKED FOR PREVIOUS UNRELATED FILES FOUND:_NONE

RCAS-ECB VERIFIED C-S NAME, VIN, ADDRESS, MILEAGE, DAY AND EVENING PHONE#, EMA

RCAS-ECB CHECKED FOR OPEN CAMPAIGNS/RECALLS FOUND: NONE @08/02-ZEC176N

@08/02-ZEC176N

RCAA-ECB RECEIVED AN INBOUND CALL FROM C WHO CALLED IN TO INQUIRE

ABOUT RECALL VEH. C STATED THAT C F/G IS CURRENTLY NOT WORKING AND C WAS

INQUIRING IF VEH HAS A RECALL ON THE F/G , RCAS-ECB INFORMED C THAT VEH

DOESN'T HAVE ANY RECALLS.C UNDERSTOOD AND AGREED.

@08/02-ZEC176N

RCAS-ECB OFFER C FURTHER ASSIST C DECLINED.

RCAS-ECB OFFERED C FURTHER ASSISTANCE C DECLINED.

RCAS-ECB PROVIDED C WITH NAME, EXTENSION, AND FILE #

@08/02-ZEC176N

RCAS-KC RECEIVED INBOUND CALL FROM C WHOM STATES THAT DID SOME RESEARCH AND

@08/03-ZKC123N-COMMENT

FOUND THAT THIS IS A KNOWN ISSUE WITH SAME MAKE MODEL AND YEAR OF VEH. RCAS

INFORMED C THAT THE RECALLS ISSUED ON VEH ARE VIN SPECIFIC AND C VEH IS NOT

AFFECTED AT THIS TIME. C STATES WANTS RCAS-ECB TO CALL BACK AND ASSIST C WITH

THE REPAIR OF THE VEH ISSUE LISTED IN FILE. RCAS UPDATED ALL C INFORMATION

AND CORRECTED NUMBERS FOR CONTACT. RCAS INFORMED C THAT IT WOULD BE THE END

OF BUSINESS DAY ON 08/04/11 BEFORE AGENT LISTED WILL CONTACT. C UNDERSTOOD

AND THANKED RCAS FOR ANY ASSISTANCE. RCAS OFFERED FUTHER ASSISTANCE, C

DECLINED. RCAS PROVIDED NAME, EXT#

@08/03-ZKC123N-COMMENT

RCAS-KC REOPENED FILE PER C REQUEST FOR GW ASSISTANCE AS THIS IS A COSTLY

REPAIR. RCAS EXITING FILE.

@08/03-ZKC123N-COMMENT

XXXXXXXX

RCA-ECB TRASNFERING FILE TO RCAS-AR DUE TO THIS IS RCAS-AR REGION

@08/04-ZEC176N

RCAS-ECB EXITING FILE.

@08/04-ZEC176N

RCAS-AR CALLING C AT 726PM EST.

@08/04-ZAR176N

C STATED THAT C HAS BEEN EXPERIENCING SOME ISSUE WITH FUEL GAUGE. C STATED

THAT THROUGHOUT THE YEARS, ANDPEOPLE WITH SAME MAKE AND YEAR, OTHRS HAVE HAD

THE SAME ISSUE. C STATED THAT C CALLED TO SEE IF THERE WERE ANY RECALLS ON

THE VEHICLE. C STATED THAT C WAS GOING TO FILE A COMPLAINT WITH THE NHTSA. C

STATED THAT C DID RESEARCH AND FOUND QUITE A FEW COMPLAINTS.

@08/04-ZAR176N

C STATED THAT IT CONCERNS C THAT SO MANY C'S WOULD HAVE THE SAME TYPE OF

CONCERN.

RCAS ASKED C HOW LONG THIS HAS BEEN HAPPENING.

C STATED AT LEAST 2 YEARS.

@08/04-ZAR176N

RCAS ASKED C IF C HAS MENTIONED THIS TO INFINITI DLRSHP

@08/04-ZAR176N

C STATED THAT C MENTIONED IT.

@08/04-ZAR176N

C STATED THAT C SPOKE TO OTHERS AND FOUND THAT IT WAS AROUND \$500 TO REPAIR.

RCAS ADVISED C TO OBTAIN OFFICIAL DIAGNOSTIC AND RCAS WILL LOOK INTO THE

MATTER FOR THE C.

@08/04-ZAR176N

C THANKED.

RCAS PROVIDED C WITH FILE #, EXT AND NAM

@08/04-ZAR176N

RCAS EXITING/CLOSING FILE, PENDING C'S CALL BACK

@08/04-ZAR176N

RCAS-AR RECEIVED VMX FROM C. RETURNING C'S CALL AT 646PM EST

@08/08-ZAR176N

C STATED THAT C GOT DIAGNOSTIC.

C STATED THAT C WENT TO NIELLO INFINITI AND THEY SAID ITW AS FUEL SENDING

UNIT.

@08/08-ZAR176N

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C STATED THAT C READ A LOT OF BLOGS, AND MAJORITY SAID IT WAS FUEL SENDING UNITS, BUT REALLY IT'S THE CLUSTER, AND TOOK TO ANOTHER MECHANIC AND THE DIAGNOSTIC WAS THERE, AND SAID IT WAS THE INSTRUMENT CLUSTER. C STATED THAT C CALLED NIELLO INFINITI BACK, (VEH STILL THERE), THEY CONFIRMED CODE P0462, AND ADVISED THAT FUEL SENDING UNIT IS THE ISSUE. @08/08-ZAR176N

C STATED THAT DLR SAID SHE COULD GET IT REPAIRED. @08/08-ZAR176N

C STATED THAT IN MAJORITY OF BLOGS, SAYING IT WAS CLUSTER @08/08-ZAR176N

C STATED THAT C CALLED A THIRD MECHANIC AND WAS INFORMING OF TWO DIFFERENT DIAGNOSTICS, AND LOOKED UP VEH AND YEAR AND MAJORITY OF ISSUES HAVE BEEN THE CLUSTER. @08/08-ZAR176N

RCAS ADVISED C THAT INFINITI HAS TRAINED TECHS TO LOOK AT INFINITI VEH. AND THEY ARE BEST TO MAKE THE DETERMINATION. @08/08-ZAR176N

RCAS ADVISED C THAT C IS WELCOME TO TAKE TO ANOTHER INFINITI IF C BELIEVES C HAS THE WRONG DIAGNOSIS ON VEHICLE. @08/08-ZAR176N

C STATED THAT C TRUSTS NIELLO INFINITI BUT IS CONFUSED ON WHAT TO DO AT THIS POINT. @08/08-ZAR176N

RCAS ADVISEE C THAT RCAS WILL CALL NIELLO INFINITI TO DISCUSS MATTER AND SEE IF THERE IS ANY ASSISTANCE THAT CAN BE PROVIDED @08/08-ZAR176N

C THANKED.

RCAS ADVISED THAT RCAS WILL BE BACK IN TOUCH BY END OF BUSINESS TOMORROW @08/08-ZAR176N

RCAS CALLING NIELLO INFINITI SM-DAVE @08/08-ZAR176N

SM STATED THAT SM IS NOT FAMILIAR WITH VEH AND HAS 97000 MILES, AND IS NOT A GOOD SERVICING CUSTOMER AND IS NOT WILLING TO OFFER GW ASSISTANCE TO C. RCAS THANKED FOR INFORMATION.

SM ADVISED THAT SM WILL SPEAK WITH SERVICE WRITER AND COMMUNICATE THAT INFINITI CA IS NOT OFFERING GW TO C. RCAS THANKED. @08/08-ZAR176N

RCAS CALLING C AND ADVISING C THAT RCAS IS NOT IN A POSITION TO OFFER ASSISTANCE FOR C'S REPAIRS DUE TO AGE AND MILEAGE OF VEHICLE. @08/08-ZAR176N

RCAS-AR RECEIVED VMX FROM C. @08/09-ZAR176N

RCAS CALLING C AT 209PM EST. @08/09-ZAR176N

RCAS ADVISED C THAT RCAS IS NOT IN POSITION TO OFFER ASSISTANCE. C STATED TAHT C SPOKE TO SA-ANALISE YESTERDAY AND C TRUSTS THE DLR AND IS GOING WITH THE DIAGNOSIS AND HAVING THE REPAIR DONE TOMORROW. RCAS THANKED FOR C'S TIME. EXITING AND CLOSING FILE @08/09-ZAR176N

'RCAS RECEIVED VMX FROM C. RCAS CALLING C AT 642PM EST. @08/22-ZAR176N

C STATED THAT C TOOK IN FOR FUEL GAUGE SENDING UNIT AND HAD REPAIRED AND THEN COME TO FIND OUT THAT IT WAS THE INSTRUMENT CLUSTER THAT NEEDED REPAIRED AFTER ALL AND C STATED THAT C KNEW IT WAS THIS ISSUE, BUT TRUSTED INFINITI. AND TOOK TO INFINITI FOR REPAIR AND NOW COME TO FIND OUT IT IS WHAT C HAD THOUGHT ALL ALONG. @08/22-ZAR176N

RCAS UNDERSTOOD C'S FRUSTRATION, AND WILL DEFINITELY LOOK INTO THIS FOR THE C AND GET BACK TO C BY WEDNESDAY. @08/22-ZAR176N

C THANKED! @08/22-ZAR176N

RCAS-AR CALLED C AT 457PM EST AND ASKED HOW MUCH C PAID FOR FIRST REPAIR FOR FUEL GAUGE AND ALSO FOR CLUSTER. @08/25-ZAR176N

C STATED THAT C PAID A TOTAL OF 264 FOR FUEL GAUGE AND SECOND RO IS 870 BUT ALSO HAD FUEL PUMP REPLACED. @08/25-ZAR176N

RCAS THANKED, ADVISED C TO FAX OVER DOCS @08/25-ZAR176N

C IS FAXING TO RCAS @08/25-ZAR176N

RCAS STATED WILL F/U TOMORROW @08/25-ZAR176N

C THANKED @08/25-ZAR176N

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CA7229975I

RCAS AWAITING DOCS @08/26-ZAR176N
RCAS CLOSING FILE, PENDING DOCS @08/27-ZAR176N

RCAS-AR RECEIVED CALL FROM C WANTING TO KNOW IF DOCS WERE RECEIVED.
RCAS ADVISED THAT RCAS DID NOT RECEIVE DOCS
C CHECKED FAX #, HAD WRONG.

RCAS OFFERED FAX # OF [REDACTED] @08/29-ZAR176N
C THANKED, WILL SEND OVER TYODAY @08/29-ZAR176N

**
RCAS RECEIVED DOCS. F/U WITH C ON 08/30 @08/29-ZAR176N
RCAS CALLING C TO ADVISE THAT RCAS WILL REIMBURSE C 200.00 FOR INCONVENIENCE
AND PREVIOUS REPAIR NOT RESOLVING C'S CONCERNS.

RCAS CALLING C AT 216 EST NO ANSWER. LEFT MSG @08/30-ZAR176N
RCAS-AR CALLING C AT 653PM EST. @08/31-ZAR176N

RCAS ADVISED C OF REIMBURSEMENT OF 200.00 AS GOODWILL GESTURE.
C ACCEPTED, STATED THAT C SHOULD HAVE REPORTED EARLIER, WAS CURIOUS BECAUSE A
LOT OF POEPL ONLINE WERE REPORTING THIS.
RCAS UNDERSTOOD, ADVISED THAT IF A CAMPAIGN WERE TO COME OUT IN THE FUTURE
THAT THE C WOULD BE ENTITLED TO A REIMBURSEMENT. BUT FOR RIGHT NOW RCAS CAN
ONLY REIMBURSE THE 200.00 FOR C. @08/31-ZAR176N

C STATED THAT APPRECIATED THE GESTURE.
RCAS ADVISED THAT RCAS ALREADY HAS THE RO AND WILL F/U WITH C ONCE THE CHECK
IS APPROVED. @08/31-ZAR176N
C THANKED @08/31-ZAR176N

RCAS-AR CALLED NIELLO INFINITI AND SPOKE TO SM-DAVE AND ADVISED THAT C PAID
IN FULL 264.00 WITH CC. RCAS THANKED. FOR INFORMATION. @08/31-ZAR176N

THE FOLLOWING ARE THE DETAILS OF THE REIMBURSEMENT:

NAME OF THE DLRSH: NIELLO INFINITI
MILEAGE: 99942
DATE OF INVOICE: 08/05/11
PART NAME/NUMBER: _DRIVETRAIN-02000 FUEL GAUGE
PART AMOUNT: _0.00
LABOR AMOUNT: 264.00 (249.00+15.00)
SHOP SUPPLIES: 0.00
SUBTOTAL: _264.00
TAX AMOUNT: 0.00
TOTAL AMOUNT: 264.00 ---- RCAS-REIMBURSING 200.00 ---

RCAS-AR SUBMITTING CHECK REQUEST. @09/01-ZAR176N
@09/01-ZAR176N

RCAS-KS RECEIVED, REVIEWED AND SUBMITTED DOCS TO NNA FOR APPROVAL, LEAVING
F/U, EXITING FILE. @09/03-ZKS176N

RCAS-AR CALLING C AT 1259PM EST TO ADVISE THAT CHECK WAS APPROVED.
@09/07-ZAR176N

C THANKED @09/07-ZAR176N
RCAS EXITING, CLOSING FILE @09/07-ZAR176N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE
DEALER SERVICE MANAGER, PLEASE CONTACT CUSTOMER AND REVIEW FOR POSSIBLE
ASSISTANCE.
PLEASE CONTACT RCAS-ANDREA 18003436915 EXT 457269

DEALER ACTION:

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NT2A	ROOT CAUSE: SCFA	CAGWL
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:	
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:	
NEW INFO #: 3	DATE: 08 / 29 / 11	USERID: ZAR176N	
OTHER #: 1	DATE: 08 / 22 / 11	USERID: ZAR176N	
COMMENTS ONLY: #: 1	DATE: 08 / 03 / 11	USERID: ZKC123N	
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: YES	
3RD PRY:	PART#:	CHECK ISSUED: YES	
BYBACK ST:	OPENED BY: ZEC176N		
HISTORY:	UPDATE BY: ZAR176N		
SVC CALL#:	UPDATE DATE: 09 / 07 / 11		
CLOSE: Y (Y/N)	CLOSE DATE: 09 / 07 / 11	MICROFILM: N	
RESP CAA: REPKO, ANDREA	OLM: COPENHAVER J	DOM: CORNELL KURT	
PHONE: 0000000000	OWNER FIRST:	LANGUAGE: E ENGLISH	

CONFIDENTIAL

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SC: NONE

NAME: [REDACTED] D
STREET: [REDACTED]
CITY: MARLIN
ST/ZIP: TX [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E33M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 69000
IN SVC DATE: 03 / 25 / 04
VCAN: N RTL DLR: 70044 ROSWELL INF OF N. ATLANTA
PAID: SVC DLR: 70403 AUSTIN INFINITI, INC.
SUSP: RESP DLR: 70403 AUSTIN INFINITI, INC.
DENY: 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 PREOWNED X MILES 60000 # NISSAN/INFINITI VEHICLES: 3
VEHICLE MAINTAINED BY: AUSTIN INFINITI, INC.
OUTSIDE WARRANTY BY (B) MONTHS: 41 MILES: 9000 (PT) MONTHS: 17 MILES:

ORIG CODE: CT 11 OPEN DATE: 08 / 09 / 11 XFER/RSPNSBLTY: 92 13 S
CONTACT (S): FOLLOWUP DATE: 09 / 08 / 11 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 09 / 08 / 11 INF-NET DATE: 08 / 11 / 11

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS
AT INSTRUMENTATION

180000 FUEL GAUGE
VF NON-WARRANTY ITEM GOODWILL ASSISTANCE I

CONFIDENTIAL

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C. A. R. COMMENTS

FILE OPENED-ZJB176N 08/09/2011

PREVIOUS FILES FOUND:NONE

RELATED:

UNRELATED:

CRR-JDB VERIFIED C'S VIN, NAME, ADDRESS, DAY/EVENING PHONE NO.,
MILEAGE, EMAIL, AND SERVICING DEALER.

CRR-JDB CHECKED FOR OPEN CAMPAIGNS/RECALLS:

OPEN P9218 M45/Q45 SAB CONCTR ITB09-02

CRR-JDB RECEIVED CALL FROM STATING C WAS DRIVING SUNDAY AND C RAN OUT OF
GAS,C IS SEEKING ASSISTANCE WITH REPAIR THROUGH INFINITI,C IS GETTING
DIAGNOSTIC AT SERVICING RETAILER.VEH IS OPPEABLE AND IN C'S POSSESION.

CRR-JDB INFORMED C THAT FILE WILL BE SENT TO RCAS FOR FURTHER ASSISTANCE AND
AN AGENT WILL CONTACT C BY THE END OF THE FOLLOWING BUSINESS DAY,C UNDERSTOOD
AND STATED C WILL BE UNAVAILABLE FROM 1 P.M. AND 4 P.M. CENTRAL TIME.

CRR-JDB OFFERED FURTHER ASSISTANCE,C DECLINED. @08/09-ZJB176N

CRR-JDB PROVIDED NAME, FILE #, AND EXT.AND TRANSFERRED C TO RETAILER FOR
APPOINTMENT TO HAVE RECALL PERFORMED.

CRR-JDB TRANSFERRING TO RCAS. @08/09-ZJB176N

RCAS-KL PLACED OUTBOUND CALL TO C @08/10-ZLK167N

C STATES FEUL GUAGE SHOWS VEH AT HALF A TANK BUT TANK WILL BE ON EMPTY

C STATES PURCHASED VEH WITHIN THE PAST MONTH AND HALF PREOWNED @08/10-ZLK167N

C STATES VEH WILL BE IN SERVICE 08/19/11

SETTING FOR FOLLOW UP 08/19/11 @08/10-ZLK167N

RCAS-KL PLACED OUTBOUND CALL TO C 1:56PM EST

C STATES C MISSED APPOINTMENT 08/19/11 C STATES C WILL MAKE APPOINTMENT
08/26/11

RCAS-KL ADVISED C WILL NEED TO TAKE INFINTI TO RETAILER IN ORDER NNA TO
FURTHER ASSIST C WITH REPAIR @08/22-ZLK167N

RCAS-KL TRANSFERED C TO RETAILER TO RESCEDULE APPOINTMENT FOR SERVICE
SETTING FOR FOLLOW UP 08/26/11 @08/22-ZLK167N

*****RCAS-DDE ASSISTING WITH FILE.*****

RCAS-DDE SETTING FOLLOW FOR C TO GET VEH RECALL PERFORMED. @08/26-ZDE176N

***** @08/30-ZAS999N

RCAS-ALS ASSISTING WITH FILE AT THIS TIME. @08/30-ZAS999N

RCAS-ALS CALLED C @ 1:00 P.M. ON DAYTIME TELEPHONE NUMBER. NO ANSWER. LEFT
VOICEMESSAGE INCLUDING NAME, EXTENSION, AND FILE NUMBER FOR C TO RETURN CALL
AT C'S EARLIEST CONVENIENCE. @08/30-ZAS999N

RCAS-ALS CHANGING FOLLOW UP DATE TO 8/31/11 PENDING C'S RETURN CALL.
@08/30-ZAS999N

***** @09/01-ZAS999N

RCAS-ALS ASSISTING WITH FILE AT THIS TIME. @09/01-ZAS999N

RCAS-ALS CALLED AUSTIN INFINITI @ 10:14 A.M. C HAS NOT HAD THE VEHICLE
REPAIRED OR RETURNED FOR ANY FURTHER APPOINTMENTS. @09/01-ZAS999N

RCAS-ALS CALLED C @ 10:38 A.M. ON DAYTIME TELEPHONE NUMBER. SPOKE WITH C. C
STATES IS NOT ABLE TO TAKE THE VEHICLE IN FOR REPAIR UNTIL THE END OF NEXT
WEEK. @09/01-ZAS999N

RCAS-ALS PENDING REPAIR OF VEHICLE CHANGING FOLLOW UP DATE TO 9/9/11.
@09/01-ZAS999N

RCAS-LH CLOSING FILE PENDING C CALL BACK AFTER VEH APPOINTMENT SCHEDULED.

***** @09/08-ZLH176N

SPECIAL REMARKS:

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DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE
DEALER SERVICE MANAGER, PLEASE CONTACT CUSTOMER AND REVIEW FOR POSSIBLE
ASSISTANCE.
KIM 800-343-6915 EXT 457281

DEALER ACTION:

		CONTACT(S):		
SATISFIED: Y		ACTION CODE: NT3M		ROOT CAUSE: SCFA
CALLBACK: (Y/N)	#: 0	DATE: 00 / 00 / 00		USERID:
REOPEN: CALLBACK	#: 0	DATE: 00 / 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: ZJB176N		
HISTORY:		UPDATE BY: ZLH176N		
SVC CALL#:		UPDATE DATE: 09 / 08 / 11		
CLOSE: Y (Y/N)		CLOSE DATE: 09 / 08 / 11		MICROFILM: N
RESP CAA: HARRISON, LINDSEY		OLM: COPENHAVER J		DOM:
PHONE: 0000457374		OWNER FIRST:		LANGUAGE: E ENGLISH

CONFIDENTIAL

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SC: NONE

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

VIN: JNKAY41E93M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 125000
IN SVC DATE: 01 / 10 / 04
VCAN: N RTL DLR: 70059 DREYER&REINBOLD INFINITI
PAID: SVC DLR: 70059 DREYER&REINBOLD INFINITI
SUSP: RESP DLR: 70059 DREYER&REINBOLD INFINITI
DENY: 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 PREOWNED X MILES 56000 # NISSAN/INFINITI VEHICLES: 2
VEHICLE MAINTAINED BY: INDEPENDENT
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 08 / 09 / 11 XFER/RSPNSBLTY: 11 00 S
CONTACT (S): FOLLOWUP DATE: 08 / 09 / 11 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 08 / 09 / 11 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY SUBCATEGORY AND SYMPTOM
OF NNA., INC. ISSUES 177000 M45
AR PRODUCT INQUIRIES (INF) ZR GENERAL INQUIRY

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C. A. R. COMMENTS

FILE OPENED-ZLK176N 08/09/2011
PREVIOUS/OPEN FILES FOUND:NONE
RELATED FILES FOUND:NONE
UNRELATED FILES FOUND:NONE
RCAS-LK VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY AND
EVENING PHONE #, EMAIL
OPEN RECALLS/CAMPAIGNS: NONE

@08/09-ZLK176N

C STATED C WAS DRIVING AND VEH JUST STOPPED. C STATED VEH IS
DRIVEABLE IF C SITS THERE FOR 10 MINUTES. C STATED CONCERN
HAPPENS INTERMITTENTLY. C STATED C HAS READ ONLINE THAT THERE
ARE RECALLS FOR C'S VEH TYPE. RCAS-LK ADVISED C THERE ARE NO
OPEN RECALLS FOR VEH AND RECALLS ARE VIN SPECIFIC. C STATED C
HAS NOT HAD A DIAGNOSTIC C STATED C IS ALSO HAVING A CONCERN
WITH FUEL GAUGE AS VEH IS NOT READING CORRECTLY. RCAS-LK
ADVISED C THAT IT WOULD BE RCAS-LK'S SUGGESTION TO HAVE A
DIAGNOSTIC PERFORMED AT A RTLR. C STATED C UNDERSTOOD AND
THANKED RCAS-LK.

@08/09-ZLK176N

RCAS-LK GAVE C NAME, EXTENSION, AND FILE#

RCAS-LK CLOSING FILE, NO FURTHER ASSISTANCE REQUIRED

@08/09-ZLK176N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT8G	ROOT CAUSE: 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: ZLK176N	
HISTORY:	UPDATE BY: ZLK176N	
SVC CALL#:	UPDATE DATE: 08 / 09 / 11	
CLOSE: Y (Y/N)	CLOSE DATE: 08 / 09 / 11	MICROFILM: N
RESP CAA: KOLESZAR, LESLEE	OLM: COPENHAVER J	DOM:
PHONE: 0000457231	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: EL MIRAGE
ST/ZIP: AZ [REDACTED]
DAY PH: 999 999 9999
EVE PH:
DLR PH: [REDACTED]

VIN: JNKAY41E33M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 0
IN SVC DATE: 01 / 18 / 03
VCAN: N RTL DLR: 70492 INFINITI OF MISSION VIEJO
PAID: 4 SVC DLR: 70492 INFINITI OF MISSION VIEJO
SUSP: 0 RESP DLR: 70492 INFINITI OF MISSION VIEJO
DENY: 0 REGION: 92 DIST: SL/SV/PT: 02 02 32

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 07 / 19 / 11
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY 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: CE 11 OPEN DATE: 08 / 11 / 11 XFER/RSPNSBLTY: 92 02 S
CONTACT (S): FOLLOWUP DATE: 08 / 11 / 11 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 08 / 11 / 11 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY SUBCATEGORY AND SYMPTOM
OF NNA., INC. ISSUES 177000 M45
AR PRODUCT INQUIRIES (INF) ZR GENERAL INQUIRY

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C. A. R. COMMENTS

FILE OPENED-ZEA176N 08/11/2011

* * * E-MAIL FILE LOGGED FOR CRR-AB * * *

@08/11-ZEA176N

RECALLS; NONE

PREVIOUS FILES; NONE

CRR-AB RECEIVED EMAIL FROM C STATING...

@08/11-ZEA176N

____COMMENTS : ISSUE WITH MY 2003 M45 FUEL GAUGE, IS THERE A RECALL. CAN I
GET THIS PROBLEM RESOLVED PASS WARRANTY.

@08/11-ZEA176N

CRR-AB RESPONDED TO C AS FOLLOWS-
7/20/11

DEAR TERRENCE WAGNER:

THANK YOU FOR CONTACTING INFINITI, AND ALLOWING US THE
OPPORTUNITY TO BE OF ASSISTANCE. WE ARE SORRY TO HEAR ABOUT THE
EXPERIENCE YOU ARE HAVING WITH YOUR VEHICLE AND APOLOGIZE FOR ANY
INCONVENIENCE THIS MAY HAVE CAUSED YOU.

A REVIEW OF OUR RECORDS INDICATES THAT THE ABOVE-REFERENCED VEHICLE IS NOT
@08/11-ZEA176N

CURRENTLY INVOLVED IN ANY RECALLS OR SERVICE CAMPAIGNS.

IN ORDER TO LOOK INTO POSSIBLE FINANCIAL ASSISTANCE, A RECENT
DIAGNOSIS BY AN AUTHORIZED INFINITI DEALERSHIP IS REQUIRED.

PLEASE CONTACT YOUR LOCAL INFINITI DEALER AND SCHEDULE AN
APPOINTMENT, AS THE DEALER IS IN THE BEST POSITION TO DIAGNOSE
AND REPAIR YOUR VEHICLE. YOUR INFINITI DEALER WILL BE MORE THAN
WILLING TO ASSIST.

ONCE THE VEHICLE HAS BEEN DIAGNOSED, PLEASE CONTACT US AT 1-800-622-6200
(OPTION 6). YOUR SATISFACTION WITH YOUR VEHICLE AND YOUR
INFINITI DEALER IS VERY IMPORTANT TO US. THANK YOU FOR ALLOWING
US TO BE OF ASSISTANCE.

SINCERELY,

INFINITI

ALICIA

@08/11-ZEA176N

CONSUMER AFFAIRS REPRESENTATIVE

INFINITI

@08/11-ZEA176N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NT8F	ROOT CAUSE: SCIN
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:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZEA176N	
HISTORY:	UPDATE BY: ZEA176N	
SVC CALL#:	UPDATE DATE: 08 / 11 / 11	
CLOSE: Y (Y/N)	CLOSE DATE: 08 / 11 / 11	MICROFILM: N
RESP CAA: ROMOT, REBECCA	OLM: COPENHAVER J	DOM: BURKE GREG
PHONE: 0000457247	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: PLANO
ST/ZIP: TX [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E03M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 120000
IN SVC DATE: 11 / 14 / 02
VCAN: N RTL DLR: 70236 GUNN INFINITI, LTD.
PAID: SVC DLR: 70477 CREST INFINITI
SUSP: RESP DLR: 70477 CREST INFINITI
DENY: REGION: 92 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 PREOWNED X MILES 85000 # NISSAN/INFINITI VEHICLES: 2
VEHICLE MAINTAINED BY: INDEPENDANT
OUTSIDE WARRANTY BY (B) MONTHS: 57 MILES: 60000 (PT) MONTHS: 33 MILES: 50000

ORIG CODE: CT 11 OPEN DATE: 08 / 31 / 11 XFER/RSPNSBLTY: 92 12 S
CONTACT (S): FOLLOWUP DATE: 08 / 31 / 11 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 08 / 31 / 11 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 153000 GEN. FUEL DELIVERY/INTAKE COMPONENT
AI FUEL/INTAKE SYSTEM YI OOW GOODWILL ASSISTANCE REQUEST

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:45 PM

NISSAN MOTOR CORPORATION IN U.S.A
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CAR ID:
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CA7252884I

C. A. R. COMMENTS

FILE OPENED-ZCN177N 08/31/2011

CRR-CN CHECKED FOR PREVIOUS RELATED FILES FOUND: NONE @08/31-ZCN177N

CRR-CN CHECKED FOR PREVIOUS UNRELATED FILES FOUND: NONE

CRR-CN VERIFIED C'S NAME, ADDRESS, DAY AND EVENING PHONE NUMBERS,
EMAIL ADDRESS, CURRENT VEHICLE MILEAGE, NUMBER OF PREVIOUSLY
OWNED NISSAN/INFINITI VEHICLES, DEALER INFO AND MAINTENANCE INFO.

CRR-CN CHECKED FOR OPEN RECALL/CAMPAIGNS FOUND:

OPEN P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 06/01/10

CRR-CN RECEIVED A CALL FROM C STATING C IS HAVING ISSUES WITH THE FUEL LEVEL
SENDING UNIT OR THE GAS GAUGE CLUSTER. C STATES C CALLED AN INFINITI RTLR AND
WAS INSTRUCTED TO CALL NNA FOR GOODWILL. CRR-CN ADVISED C THAT A DIAGNOSIS
WITH THE ESTIMATED COST OF REPAIR WOULD BE NECESSARY BEFORE FILE COULD BE
REVIEWED. C UNDERSTOOD.

CRR-CN OFFERED FURTHER ASSISTANCE C DECLINED\

CRR-CN PROVIDED C WITH FILE NUMBER, CRR'S NAME AND EXTENSION @08/31-ZCN177N

CRR-CN CLOSING FILE UNTIL DIAGNOSIS IS OBTAINED. @08/31-ZCN177N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT8F	ROOT CAUSE: SCFA
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:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REOUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZCN177N	
HISTORY:	UPDATE BY: ZCN177N	
SVC CALL#:	UPDATE DATE: 08 / 31 / 11	
CLOSE: Y (Y/N)	CLOSE DATE: 08 / 31 / 11	MICROFILM: N
RESP CAA: NDIAYE, CANDACE	OLM: COPENHAVER J	DOM:
PHONE: 0000000000	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
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NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: corneb2

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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E13M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 87200
CITY: VIRGINIA BEACH IN SVC DATE: 07 / 10 / 03
ST/ZIP: VA [REDACTED] VCAN: N RTL DLR: 70031 COCHRAN INFINITI, INC.
DAY PH: [REDACTED] PAID: 5 SVC DLR: 70224 CHARLES BARKER INFINITI
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 70224 CHARLES BARKER INFINITI
DLR PH: [REDACTED] DENY: 0 REGION: 72 DIST: SL/SV/PT: 23 23 48

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED X MILES 83000 # NISSAN/INFINITI VEHICLES: 6
VEHICLE MAINTAINED BY: INDEPENDENT
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 09 / 01 / 11 XFER/RSPNSBLTY: 11 00 S
CONTACT (S): FOLLOWUP DATE: 09 / 16 / 11 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 09 / 16 / 11 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS 153000 GEN. FUEL DELIVERY/INTAKE COMPONENT
AI FUEL/INTAKE SYSTEM YI OOW GOODWILL ASSISTANCE REQUEST

CONFIDENTIAL

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CA7253371I

C. A. R. COMMENTS

FILE OPENED-ZME176N 09/01/2011

PREVIOUS FILES FOUND:

RELATED - CA6997002, CA7222483

UNRELATED - NONE

RECALLS FOUND

RCAS-ME VERIFIED C-S NAME, VIN, ADDRESS, MILEAGE, DAY AND
EVENING PHONE #, EMAIL ADDRESS

RCAS-ME RECEIVED CALL FROM C WHO STATED C IS VERY UPSET AND WILL NOT LET THIS
ISSUE GO. @09/01-ZME176N

C STATED THAT C HAS BEEN HAVING AN ISSUE WITH THE GAG GAUGE EVER SINCE C
BOUGHT VEH.

C STATED C WENT TO INDEPENDENT SHOP AND INDEPENDENT SHOP OFFERED TO FIX C'S
GAS GAUGE AND SENDING UNIT.

C STATED THAT THE SENDING UNIT WAS REPLACED AND THE GAUGE WAS ORDERED BY THE
INDEPENDENT SHOP FROM INFINITI, HOWEVER THE GAUGE WAS ORDERED 3 TIMES AND
@09/01-ZME176N

EACH TIME THAT PART ORDERED DID NOT WORK.

C STATED C FELT THE INFINITI RTLR KEPT SENDING THE SAME BROKEN PART.

C STATED C HAS MADE A COMPALINT ABOUT THIS TO NHTSA AS C HAS ALMOST RAN OUT
OF GAS AND FEELS THIS IS A SAFETY ISSUE. @09/01-ZME176N

C STATED C WENT TO INFINITI RTLR FOR DIAGNOSTIC AS RECOMMENDED BY RCAS-MM AND
C SPOKE WITH SA AND WITH SM AND SM STATED THAT THIS GAUGE WAS NOT WORKING
BECAUSE OF C'S BULBS AND THE ELECTRICAL CONNECTION.

C STATED C GOT INTO IT WITH THE SM AS C KNOWS THAT THE BULBS DO NOT AFFECT
THIS.

C STATED C REPLACED THE BULB C'S SELF AS THE BULBS WERE NOT IN STOCK.

C STATED C WAS ADVISED BY RTLR RTLR WOULD TAKE CARE OF THE GAUGE FOR FREE BUT
C WAS ALSO ADVISED THAT C'S SENDING UNIT IS NOT WORKING.

C STATED C HAD THIS REPLACED IN 11/09 AT INDEPENDENT SHOP AND PART WAS
PURCHASED FROM INFINITI. @09/01-ZME176N

C STATED C WAS ADVISED BY RTLR C WILL HAVE TO PAY THE LABOR TO CHANGE OUT THE
SENDING UNIT.

C STATED C WAS ADVISED THIS IS 6 HOURS WORTH OF LABOR.

C STATED C KNOWS IT ONLY TAKES 15 MINUTES TO GET DONE.

C STATED THAT RTLR WAS GOING TO WORK OTU C TO PAY HALF OF LABOR FEE.

C STATED C WENT TO GET THE RECEPITS FROM INDP SHOP TO SHOW RTLR C ALREADY HAD
THIS REPLACED.

C STATED SM STORMED OUT AND YELLED AT C STATING THAT RTLR DOES NOT CARE ABOUT
C'S RECEPITS AND C HAS TO PAY THE WHOLE LABOR.

C STATED C IS VERY UPSET BY THE WHOLE CUSTOMER SERVICE EXPERIENCE AND C IS
WILLING TO PAY A REASONABLE PRICE FOR A REPAIR BUT NOT 6 HOURS.

C STATED C IS NOT REQUESTING A FREEBIE ALTHOUGH C BELIEVES IT SHOULD BE A
FREEBIE.

C STATED C IS REQUESTING FROM INFINITI THAT C HAS A PERSONAL EXPLANATION FROM
SM WHY SM TREATED C THIS WAY. @09/01-ZME176N

C STATED C WOULD LIKE A REASONABLE AMOUNT TOR EAPIR C'S VEH AS C FEELS THIS
IS A SAFTEY ISSUE.

C STATED C HAS OWNED THE FOLLOWING VEHS:

07 SENTRA, 00 QX4, 2 MAXIMAS, ALTIMA, THIS VEH.

RCAS-ME APOLOGIZED AND GAVE C NAME, EXT AND FILE NUMBER

RCAS-ME TRANSFERRING FILE TO RCAS-ECB

@09/01-ZME176N

XXXXXXXXXXXX

RCAS-ECB NOTING THAT C GOES TO RTLR ONCE A YEARS SINCE OWNING VEH.

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@09/02-ZEC176N

AND C HA ONLY SPENT A TOTAL OF 691.12

@09/02-ZEC176N

RCAS-ECB VERIFIED 07 MUR IN C WIFE NAME [REDACTED]

@09/02-ZEC176N

RCAS-ECB NOTING THAT RCAS-ECB CLOSING FILE DUE TO TWO FILES WERE OPENED FOR C AT THE SAME TIME ONE WAS OPEN BY EMAIL AN THE OTHER WAS BY PHONE CALL.

@09/02-ZEC176N

* * *

@09/15-ZAB176N

CRR-AB NOTING NO OTHER FILES DOCUMENTED IN OTHER NAME WITH THIS VIN PER RCAS'S NOTES. CRR-AB RECEIVED EMAIL FROM C STATING...

COMMENTS : NOW I UNDERSTAND WHY INFINITY CONSUMER AFFAIRS HAS SUCH A NEGATIVE RESPONCE ON THE WEB. THE ISSUE I HAVE STARTED IN NOV EDWINA INFORMED ME YESTERDAY NOTHING WAS GOING TO BE DONE TO HELP ME.YOU DO A GREAT JOB OF PROTECTING YOUR PRODUCT AND DEALERS YOU DO NOTHING FOR THE CONSUMER.SHE TOLD ME SHE WOULD CALL ME BACK LAST WEEK AND I HAD TO CALL HER YESTERDAY JUST TO GET THE RESPONCE THAT NOTHING WAS GOING TO BE DONE.I HAVE ALREADY FILED A COMPLAINT WITH THE NTSHA AND NOW WILL BE LOOKING TO FIND A CLASS ACTION ATTORNEY TO FILE ABOUT THIS KNOWN SAFTY PROBLEM WITH THIS CAR.

@09/15-ZAB176N

CRR-AB RESPONDING TO C AS FOLLOWS...

SEPTEMBER 15, 2011 FILE # 7253371 DEAR DAVID ESTES: THANK YOU FOR CONTACTING INFINITI REGARDING YOUR CONCERN WITH YOUR VEHICLE. WE@09/15-ZAB176N APOLOGIZE FOR ANY INCONVENIENCE THIS SITUATION MAY HAVE CAUSED YOU. IN REGARDS TO YOUR INQUIRY, WE HAVE FORWARDED YOUR FILE TO A REGIONAL SPECIALIST AND YOU WILL BE CONTACTED BY THE END OF NEXT BUSINESS DAY. THANK YOU FOR GIVING US THE OPPORTUNITY TO BE OF SERVICE. SINCERELY, INFINITI CRR-AB CONSUMER AFFAIRS REPRESENTATIVE

@09/15-ZAB176N

CRR-AB CHANGING F/U DATE TO 9/16/11, EXITING FILE.

@09/15-ZAB176N

RCAS-ECB NOTING THAT C HAD 2 FILES FOR THE SAME CONCERN , AS NOTED EARILIER FILES ARE 7253371 AND 7253372, C SENT IN LETTER AND AFTER SENTING LETTING C CALLED CA, THEREFOR TWO FILES WERE CREATED FOR THE SAME CONCERN.@09/16-ZEC176N

RCAS-ECB NOTING THAT C WAS DENIED ASSIST IN FILE #_7253372, DUE TO LACK OF SERVICE HISTORY AND UNABLE TO VERIFIE ALL C VEHS.

@09/16-ZEC176N

RCAS-ECB RECLOSING FILE DUUE TO NO NEW INFORMATION,

@09/16-ZEC176N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NT8G	ROOT CAUSE: SCFA
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 1	DATE: 09 / 15 / 11	USERID: ZAB176N
OTHER #: 0	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: ZME176N	
HISTORY:	UPDATE BY: ZEC176N	
SVC CALL#:	UPDATE DATE: 09 / 16 / 11	
CLOSE: Y (Y/N)	CLOSE DATE: 09 / 16 / 11	MICROFILM: N
RESP CAA: COATS-BISHOP, EDWINA	OLM: COPENHAVER J	DOM:
PHONE: 0000000000	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
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SC: ONE CONTRACT

NAME: [REDACTED]
STREET: [REDACTED]
CITY: LANDOLAKES
ST/ZIP: FL [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN: Y
PAID:
SUSP:
DENY:

VIN: JNKAY41EX3M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 75000
IN SVC DATE: 07 / 09 / 03
RTL DLR: 72084 INFINITI OF DENVER
SVC DLR: 70048 INFINITI OF TAMPA
RESP DLR: 70048 INFINITI OF TAMPA
REGION: 92 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 PREOWNED X MILES 47000 # NISSAN/INFINITI VEHICLES: 2
VEHICLE MAINTAINED BY: INFINITI OF TAMPA
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 09 / 06 / 11 XFER/RSPNSBLTY: 72 12 S
CONTACT (S): FOLLOWUP DATE: 09 / 07 / 11 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 09 / 07 / 11 INF-NET DATE: 09 / 08 / 11

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 153000 GEN. FUEL DELIVERY/INTAKE COMPONENT
AI FUEL/INTAKE SYSTEM YI OOW GOODWILL ASSISTANCE REQUEST
OA VEHICLE CONCERNS 153000 GEN. FUEL DELIVERY/INTAKE COMPONENT
AI FUEL/INTAKE SYSTEM YX POOR OR IMPROPER OPERATION

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CA7256533I

C. A. R. COMMENTS

FILE OPENED-ZMM999N 09/06/2011

CRR-MMS CHECKED FOR PREVIOUS RELATED FILES: NONE

CRR-MMS CHECKED FOR PREVIOUS UNRELATED FILES: NONE

CRR-MMS VERIFIED C'S NAME, ADDRESS, DAY AND EVENING NUMBERS, EMAIL ADDRESS, SV

CRR-MMS CHECKED FOR OPEN RECALLS/CAMPAIGNS FOUND: NONE

CRR-MMS RECEIVED CALL FROM C STATING THAT C VEH'S GAS GAUGE IS SHOWING HALF TANK AND VEH HAS STOPPED TWICE DUE TO BEING EMPTY.

C STATES VEH IS CURRENTLY AT INFINITI OF TAMPA AND SA-TYLIRA STATES THAT THIS IS AN INTERMITTANT ISSUE AND WILL NOT TELL C'S EXT. WARRANTY CO. THAT THERE IS AN ISSUE.

C WANTS RCAS TO ASSIST WITH GETTING PROBLEM FIXED OR TELLING C'S WARRANTY COMPANY SO THAT WARRANTY CAN COVER REPAIR.

C STATES THAT C IS WORRIED ABOUT C'S SAFETY.

CRR-MMS ADVISED C THAT FILE WILL BE FORWARDED TO RCAS AND C WILL BE CONTACTED BEFORE THE END OF NEXT BUSINESS DAY. @09/06-ZMM999N

CRR-MMS OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-MMS PROVIDED C WITH FILE #, CRR'S NAME AND EXT. #. @09/06-ZMM999N

RCAS-ME CALLING RTLR @09/07-ZME176N

SM STATED SM JUST GOT OFF THE PHONE WITH C.

SM STATED SM HAS NOT BROUGHT IT TO DLR PRIOR TO THIS MONTH AND EXTENDED WARRANTY WILL NOT PAY FOR ANY OTHER DIAGNOSTIC AND NETIHER WILL C.

SM STATED THERE ARE NO CODES AND GAS IS READING CORRECTLY.

SM STATED C IS RESPONSIBLE FOR DIAGNOSTIC. @09/07-ZME176N

SM STATED SM CANNOT ASK WARRANTY COMPANY TO PAY FOR ANYTHING UNDIAGNOSED.

SM STATED THAT C IS CONCERNED FOR C'S SAFETY AND SM SUGGESTED C AUTHORIZE WORK.

RCAS-ME UNDERSTOOD

RCAS-ME CALLING C @09/07-ZME176N

C STATED THAT C IS CONCERNED WITH THE TESTING AT RTLR AS C RAN OUT OF

@09/07-ZME176N

GAS. @09/07-ZME176N

C STATED C WILL TAKE VEH SOMEWHERE ELSE WHERE C FEELS C'S CONCERNS WILL BE PROPERLY DIAGNOSED.

C STATED THAT C HAS HAD WORSE SERVICE AT THIS RTLR THAN AN INDEPENDENT SHOP SUCH AS TIRE KINGDOM.

C STATED THAT THERE IS A RISK WITH C'S CURRENT ISSUE. @09/07-ZME176N

C STATED C FEELS THAT RTLR WILL DIAGNOSE VEH WHEN VEH HAS NO ISSUE AND RTLR WILL NOT DIAGNOSE VEH WHEN C HAS AN ISSUE.

C STATED C HAS NEVER GOTTEN A FOLLOW UP FROM RTLR.

RCAS-ME APOLOGIZED AND STATED THAT C'S CONCERNS ARE DOCUMENTED.

C STATED C HAS NEVER GOTTEN A CALL BACK AND EVEN WITH AN APPOINTMENT.

C STATED C WILL NEVER RETURN TO RTLR @09/07-ZME176N

RCAS-ME APOLOGIZED AND STATED C'S CONCERNS WILL BE FORWARDED TO RTLR.

C ASKED FOR OWNER OF RTLR'S # @09/07-ZME176N

RCAS-ME STATED 813 879 3223 @09/07-ZME176N

C STATED C WILL CALL OWNER AND C WOULD EXPECT NOTHING BUT FIRST CLASS SERVICE FROM RTLR. @09/07-ZME176N

C THANKED RCAS-ME AND ENDED CALL. @09/07-ZME176N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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FOLLOW-UP IS DUE ON OR BEFORE
DEALER SERVICE MANAGER, THIS IS FOR YOUR INFORMATION ONLY. THIS FILE HAS
ALREADY BEEN CLOSED.

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT6A	ROOT CAUSE: SCIN
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:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REOUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZMM999N	
HISTORY:	UPDATE BY: ZME176N	
SVC CALL#:	UPDATE DATE: 09 / 07 / 11	
CLOSE: Y (Y/N)	CLOSE DATE: 09 / 07 / 11	MICROFILM: N
RESP CAA: ESPOSITO, MEGAN	OLM: COPENHAVER J	DOM:
PHONE: 0000000000	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:45 PM

NISSAN MOTOR CORPORATION IN U.S.A
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REQUESTED BY: corneb2

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

CA7256533

SERVICE CONTRACTS SUMMARY

DATE: 1/30/2012
TIME: 04:07:45 PM
MODEL YEAR: 2003.0
MAKE:
MODEL LINE: M45

NAME: [REDACTED]

VIN:
IN SCV DATE: 8/7/2007

SEO NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
219	FECL07373602	70079 TX	8/7/2007	8/7/2011	71,775	11/15/2008	

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CURRENT SERVICE CONTRACT	PRIOR SERVICE CONTRACT
CONTRACT: FECL07373602	CONTRACT:
OWNER NAME: [REDACTED]	OWNER NAME:
PLAN TYPE: E	PLAN TYPE:
PLAN TERM: L	PLAN TERM:
DEDUCTABLE: \$ 100	DEDUCTABLE:
EFFECTIVE: 08/07/07	EFFECTIVE:
EXPIRES: 08/07/11 MILES: 71,775	EXPIRES: MILES:
CANCEL: 11/15/08 MILES: 43,067	CANCEL: MILES:
TRANSFER:	TRANSFER:
TRANSACTION: 11/17/2008	TRANSACTION:
PRINTED: 08/10/07	PRINTED:
DEALER NO: 70079 STATE: TX	DEALER NO: STATE:
DEALER NAME: WEST HOUSTON INFINITI,LTD	DEALER NAME:

CONFIDENTIAL

DATE: 1/30/2012
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NISSAN MOTOR CORPORATION IN U.S.A
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REQUESTED BY: corneb2

CAR ID: CA7259726I
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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E73M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 147000
CITY: LARGO IN SVC DATE: 05 / 03 / 03
ST/ZIP: MD [REDACTED] VCAN: N RTL DLR: 70016 COMPETITION INFINITI
DAY PH: [REDACTED] PAID: 11 SVC DLR: 72035 INFINITI OF TYSONS CORNER
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 72035 INFINITI OF TYSONS CORNER
DLR PH: [REDACTED] DENY: 0 REGION: 72 DIST: SL/SV/PT: 23 23 48

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 09 / 09 / 11
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CE 11 OPEN DATE: 09 / 09 / 11 XFER/RSPNSBLTY: 72 23 S
CONTACT (S): FOLLOWUP DATE: 10 / 13 / 11 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 10 / 12 / 11 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY		SUBCATEGORY AND SYMPTOM	
OA	VEHICLE CONCERNS	180000	FUEL GAUGE
AT	INSTRUMENTATION	WA	PREMATURE WEAR/FAILURE
OA	VEHICLE CONCERNS	180000	FUEL GAUGE
AT	INSTRUMENTATION	YE	MULTIPLE REPAIR ATTEMPTS
OA	VEHICLE CONCERNS	180000	FUEL GAUGE
AT	INSTRUMENTATION	YI	OOW GOODWILL ASSISTANCE REQUEST
OA	VEHICLE CONCERNS	180000	FUEL GAUGE
AT	INSTRUMENTATION	YX	POOR OR IMPROPER OPERATION

CONFIDENTIAL

DATE: 1/30/2012
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REQUESTED BY: corneb2

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C. A. R. COMMENTS

FILE OPENED-ZAB176N 09/09/2011

* * * E-MAIL LOGGED * * *

RECALLS: NONE

PREVIOUS FILES: 5572862 5962986 7210146

CRR-AB RECEIVED EMAIL FROM C STATING...

COMMENTS : TO WHOM IT MAY CONCERN, I OWN A 2003 INFINITI M45.

RECENTLY MY FUEL GAUGE STOPPED WORKING AND WAS DISPLAYING

INCORRECT AMOUNTS OF FUEL. AS OF YESTERDAY, MY ENTIRE GAUGE

CLUSTER GOES BLACK ONCE I TURN ON MY HEADLIGHTS. MY M45 HAS BEEN

VERY RELIABLE, HOWEVER AFTER DOING RESEARCH, THIS GAUGE ISSUE

SEEMS TO BE A COMMON THEME AMONGST 03 M45 OWNERS. IS INFINITI

WILLING TO REPLACE THE GAUGE CLUSTER AT MY NEAREST LOCATION?

PAYING FOR A LUXURY CAR IS DONE WITH THE EXPECTATION THAT THESE

TYPE OF HICCUPS WILL NOT BE EXPERIENCED. THANKS. I HAVE SCHEDULED

AN APPOINTMENT ON 9 SEPTEMBER 2011 AT INFINITI TYSON-S CORNER @09/09-ZAB176N

VIRGINIA WHERE I PURCHASED THIS VEHICLE TO ADDRESS THE AIRBAG

RECALL AS DISCUSSED BELOW. ADDITIONALLY, I HAVE ALSO ASKED THEM

TO DIAGNOSE THE ISSUE WITH MY FUEL GAUGE AND INTERIOR LIGHTS THAT

HAVE GONE BLACK WHEN I TURN ON MY HEADLIGHTS. I MENTIONED TO THEM

THAT CONSUMER AFFAIRS HAS ALREADY BEEN NOTIFIED OF THIS ISSUE.

THANKS

GOOD MORNING ALICIA I AM CURRENTLY AT THE INFINITI OF TYSON-S

CORNER VIRGINIA LOCATION GETTING THE AIRBAG RECALL SERVICED AS

WELL AS A DIAGNOSIS ON THE FUEL GAUGE AND INTERNAL INSTRUMENT

PANEL LIGHTS. ONCE I RECEIVE A FINAL DIAGNOSTIC REPORT I WILL

FOLLOW UP WITH YOU. THANKS AGAIN FOR YOUR HELP. DABREN WILLS @09/09-ZAB176N

CRR-AB SENDING FILE TO RCAS TO ASSIST C WITH FINANCIAL ASSISTANCE REQUEST.

CRR-AB CHANGING RESPONSIBILITY, CHANGING F/U DATE TO 9/12/11, EXITING FILE.

CRR-AB RESPONDED TO C AS FOLLOWS...

9/9/11 FILE # 7259726 DEAR DABREN WILLS: THANK YOU FOR CONTACTING

@09/09-ZAB176N

INFINITI REGARDING YOUR CONCERN WITH YOUR VEHICLE. WE APOLOGIZE

FOR ANY INCONVENIENCE THIS SITUATION MAY HAVE CAUSED YOU. IN

REGARDS TO YOUR INQUIRY, WE HAVE FORWARDED YOUR FILE TO A

REGIONAL SPECIALIST AND YOU WILL BE CONTACTED BY THE END OF NEXT

BUSINESS DAY. ALSO, A REVIEW OF OUR RECORDS INDICATES THAT THE

VEHICLE WITH THE VEHICLE SERIAL NUMBER LISTED ABOVE IS INVOLVED

IN THE SERVICE CAMPAIGN AS FOLLOWS: OPEN P9218 M45/Q45 SAB

CONCTR ITB09-023 PLEASE CONTACT YOUR INFINITI RETAILER FOR AN

APPOINTMENT TO HAVE THE SERVICE CAMPAIGN REPAIRS PERFORMED ON

YOUR VEHICLE. THESE REPAIRS ARE FREE OF CHARGE TO YOU. THANK YOU

FOR GIVING US THE OPPORTUNITY TO BE OF SERVICE. SINCERELY,

INFINITI CRR-AB CONSUMER AFFAIRS REPRESENTATIVE

@09/09-ZAB176N

CRR-AB CALLED DEALER AND CONFIRMED THAT C'S VEH WAS REPAIRED FOR RECALL AND

C'S FUELGAUGE CLUSTER, LIGHT AND SENDING UNIT NEEDS REPLACED AND ESTIMATE

@09/09-ZAB176N

IS 1370ISH...C TO FAX DOC INTO NNA WHEN HAS PAPERWORK. CRR-AB EXITING FILE.

@09/09-ZAB176N

XXXXXXXXXXXXXXXXXXXX

RCAS-ECB NOTING THAT C IS THE 3RD OWNER OF VEH, WHICH C PURCHASED IN 2006,

AND C HAS BEEN TO RLTR A TOTAL OF 4 TIMES SINCE OWNING VEH, AS

FOLLOWED,(5/23/06: 12/15/06: 12/29/06 : AND 9/9/11) AND C HAS A SPENT A TOTAL

OF 1210.89 SINCE OWNING VEH, AND C IS NOT A GOOD CANDIDATE FOR G/W.

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@09/12-ZEC176N

RCAS-ECB CONTACTING C ON DAY/EVENING PHONE # AND SPOKE WITH C WHO STATED THAT C IS SEEKING ASSIST WITH REPAIRS ON VEH THAT COSTUNG AROUND 1500.00, C STATED THAT C SPOKE WITH SA-DANNY WHO ASSIST C C WHILE C WAS AT RTLR. C STATED THAT C WA ADVISED TO CONTACT NNA BUT CAN'T REMEMBER WHO ADVISED C TO CALL.

@09/12-ZEC176N

RCAS-ECB INFORMED C THAT UNABLE TO OFFER ANY ASSIST WITH C VWH, C STATED THAT

@09/12-ZEC176N

THIS IS UNACCEPTABLE FOR A INFINITI AND WANT TO SPEAK WITH A SUP, RCAS-ECB INFORMED C THAT THAT DECISION HAS BEEN MADE AND CAN'T BE OVER TURNED, CSTATED THAT THIS IS A KNOWN ISSUE AND NEEDS TO BE A RECALL. RCAS-ECB APOLOGIZED TO C AND INFORMED C THAT THIS ISN'T A RECALL, AND INFORMED C THAT THAT INFORMATION HAS BEEN UPDATED AND ANY FUTURE RECALLS C WILL BE NOTIFIED BY MAIL, C UNDERSTOOD.

@09/12-ZEC176N

RCAS-ECB OFFER FURTHER ASSIST C DECLINED AND CALL WAS ENDED.

@09/12-ZEC176N

RCAS-ECB CLOSING FILE DUE TO NI FURTHER ASSIST NEEDED A THIS TIME.

@09/12-ZEC176N

CRR-AB RECEIVED EMAIL FROM C STATING...

THANKS. PLEASE BE ADVISED THAT MY CAR WILL NOT PASS EMISSIONS IN THE STATE OF MARYLAND BECAUSE OF THIS ISSUE. MY CHECK ENGINE LIGHT REMAINS ON BECAUSE OF THE PROBLEM. THE LINK BELOW IS A PROOF THAT INFINITI M45 CONSUMERS HAVE EXPERIENCED THIS ISSUE AND

@09/13-ZAB176N

IT IS A COMMON THEME THAT COULD POSSIBLY BE CONSIDERED FOR RECALL. THANKS AGAIN. [HTTP://FORUMS.NICOCLUB.COM/M45-FUEL-GAUGE-PROBLEM-POST-HERE-IF-YOU-HAVE-HAD-IT-T316682-120.HTML](http://forums.nicoclub.com/m45-fuel-gauge-problem-post-here-if-you-have-had-it-t316682-120.html) THANK YOU.

CRR-AB RESPONDED TO C AS FOLLOWS...

@09/13-ZAB176N

9/13/11 FILE # 7259726 DEAR DABREN WILLS: THANK YOU FOR CONTACTING INFINITI REGARDING YOUR CONCERN WITH YOUR VEHICLE. WE APOLOGIZE FOR ANY INCONVENIENCE THIS SITUATION MAY HAVE CAUSED YOU. IN REGARDS TO YOUR INQUIRY, WE HAVE FORWARDED YOUR FILE TO A REGIONAL SPECIALIST AND YOU WILL BE CONTACTED BY THE END OF NEXT BUSINESS DAY. THANK YOU FOR GIVING US THE OPPORTUNITY TO BE OF SERVICE. SINCERELY, INFINITI CRR-AB CONSUMER AFFAIRS

REPRESENTATIVE

@09/13-ZAB176N

CRR-AB CHANGING F/U DATE TO 9/14/11 EXITING FILE AS FILE ALREADY IN RCAS NAME TO ASSIST, CRR-AB NOTING C HAS HAD DIAGNOSIS PERFORMED, CONFIRMED IN VROI.

@09/13-ZAB176N

CRR-AB RECEIVED EMAIL FROM C FROM 9/12/11 STATING...

THANK YOU FOR YOUR PROMPT RESPONSES TO THIS MATTER. I SPOKE WITH A REGIONAL SPECIALIST WHO NEEDLESS TO SAY WAS LESS THAN ENTHUSED TO ASSIST. APPARENTLY BECAUSE I-M THE THIRD OWNER AND SEVERAL OTHER FACTORS THAT DIDN-T PLAY INTO MY FAVOR - A \$50K RETAIL VEHICLE ISN-T COVERED AS IT RELATES TO AN ENTIRE INSTRUMENT PANEL INCLUDING THE ILLUMINATION AND FUEL GAUGE. SHE DID NOT OFFER MANY EXPLANATIONS UNLESS I REQUESTED AND WAS CLEARLY MORE INTERESTED IN CLOSING THIS CASE QUICKLY THAN HEARING MY CONCERNS AND PROVIDING SOME CLARITY. AGAIN, AS A CONSUMER, THIS ISSUE IS

PROMINENT THROUGHOUT THE 2003 M45 MODEL AND INFINITI SHOULD TAKE THIS MATTER SERIOUSLY. BEING A YOUNG CONSUMER - THIS EXPERIENCE HAS DEFINITELY MADE AN IMPACT ON MY DECISION AS I LOOK TO BUY MY NEXT LUXURY VEHICLE. I WANT TO PURCHASE VEHICLES THAT WILL

@09/13-ZAB176N

WITHSTAND TIME, AND ALSO GET THE SUPPORT FROM THE MANUFACTURER WHEN THINGS GO WRONG TO ACKNOWLEDGE FAULT AND TAKE RESPONSIBILITY FOR THAT FAULT. IF YOU COULD PASS ALONG CONTACT INFORMATION FOR A CORPORATE CONSUMER RELATIONS MANAGER I WOULD APPRECIATE IT.

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THANKS AGAIN [REDACTED]
 CRR-AB RESPONDED TO C AS FOLLOWS... @09/13-ZAB176N
 9/13/11 FILE # 7259726 DEAR [REDACTED]: THANK YOU FOR
 CONTACTING INFINITI REGARDING YOUR CONCERN WITH YOUR VEHICLE. WE
 APOLOGIZE FOR ANY INCONVENIENCE THIS SITUATION MAY HAVE CAUSED
 YOU. IN REGARDS TO YOUR INQUIRY, WE HAVE FORWARDED YOUR FILE TO A
 REGIONAL SPECIALIST AND YOU WILL BE CONTACTED BY THE END OF NEXT
 BUSINESS DAY. THANK YOU FOR GIVING US THE OPPORTUNITY TO BE OF
 SERVICE. SINCERELY, INFINITI CRR-AB CONSUMER AFFAIRS
 REPRESENTATIVE @09/13-ZAB176N
 CRR-AB EXITING FILE. @09/13-ZAB176N
 C REQUESTED A ESCALATION. @09/14-ZEC176N
 SENDING TO ESCALATION TEAM AND SETTING FOLLOW UP FOR 9/19/11 @09/14-ZEC176N
 * * *
 CRR-AB NOTIFIED TL-LK OF FILE HANDELING AND C'S LACK OF F/U. CRR-AB RECEIVED
 EMAIL FROM C STATING... @09/15-ZAB176N
 GOOD MORNING, I NEVER RECEIVED A CALL AS NOTED BELOW. THANKS DW
 CRR-AB NOTING TL-LK ADVISED CRR-AB C WILL BE CONTACTED TODAY, 9/15/11, TL-LK
 ADVISING NO NEED TO CONTACT C AS C WILL BE F-ED/U WITH BY THE END OF THE DAY.
 CRR-AB CHANGED F/U DATE TO 9/15/11. @09/15-ZAB176N
 RCSA CHANGING F/U DATE TO REFLECT ESCALATION TIMEFRAME. @09/15-ZEC176N
 CHANGING F/U FOR 09.16 @09/15-ZEC176N
 XXXXXXXXX
 RCAS-ECB SBUITIONG ESCALATIONA AND SETTING FOLLOW UP FOR 9/20/11
 @09/16-ZEC176N
 RCAS-YR SETTING FOLLOW UP DATE TO 9/21/2011 PENDING ESCALATION CONTACT.
 @09/20-ZYR168N
 RCAS-DDE EMAILING SCM-RL AND TL-LK WITH UPDATE OF C CALL BACK FOR ESCALATION.
 @09/22-ZDE176N
 **
 SRCAS-RL RECEIVED AND REVIEWED FILE. C IS REQUESTING TO SPEAK WITH TL-LK AS C
 IS NOT SATISFIED WITH DECISION FOR ASSISTANCE AND HOW DECISION WAS DELIVERED
 TO C. SRCAS NOTING C WAS DENIED DUE TO YEAR AND MILEAGE OF VEH, LITTLE SVCING
 HISTORY, AND C BEING THE THIRD OWNER OF THE VEH.
 SRCAS-RL SENDING EMAIL TO TL-LK TO CONTACT C
 SRCAS-RL MAKING FOLLOW UP DATE 9/26/11 @09/24-PRL314N

 TL-LK CALLED C 9/26/11 3:07PM (EST), NO VMX AVAILABLE @09/26-ZLK176N
 TL-LK SETTING FOLLOW UP FOR 9/27/11 @09/26-ZLK176N

 TL-LK CALLED C 10/12/11, LEFT VMX @10/12-ZLK176N
 TL-LK CLOSING FILE PENDING FURTHER CONTACT. @10/12-ZLK176N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NE8F	ROOT CAUSE: SCFA
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 1	DATE: 09 / 13 / 11	USERID: ZAB176N
OTHER #: 0	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: ZAB176N	
HISTORY:	UPDATE BY: ZLK176N	
SVC CALL#:	UPDATE DATE: 10 / 12 / 11	
CLOSE: Y (Y/N)	CLOSE DATE: 10 / 12 / 11	MICROFILM: N
RESP CAA: ENGLISH, DUSTIN	OLM: COPENHAVER J	DOM:
PHONE: 0000000000	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E53M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 110000
CITY: BROOKLYN IN SVC DATE: 07 / 02 / 03
ST/ZIP: NY [REDACTED] VCAN: N RTL DLR: 70211 HOLMAN INFINITI
DAY PH: [REDACTED] PAID: SVC DLR: 70211 HOLMAN INFINITI
EVE PH: [REDACTED] SUSP: RESP DLR: 70211 HOLMAN INFINITI
DLR PH: [REDACTED] DENY: REGION: 72 DIST: SL/SV/PT: 04 04 34

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 09 / 17 / 11
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED X MILES # NISSAN/INFINITI VEHICLES: 2
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CE 11 OPEN DATE: 09 / 19 / 11 XFER/RSPNSBLTY: 11 00 S
CONTACT (S): FOLLOWUP DATE: 09 / 22 / 11 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 09 / 22 / 11 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZCH555N 09/19/2011

-EXEC-CH RECEIVED FILE FOR HANDLING FROM EXECTL-LR DUE TO EMAIL C SENT TO SRMGRCOMM-KB STATING THE FOLLOWING:

"I LOVE MY INFINITI M45 BUT LATELY IT HAS BEEN ACTING UP. MY FIRST PROBLEM _BEGAN ABOUT 3 YEARS AGO WHEN MY GAS GAUGE READ HALF FULL AND I RAN OUT OF _GAS. THE GAS GAUGE WAS WRONG. TILL THIS DAY IT STILL DOESN'T FUNCTION AND _IT'S ANNOYING. I JUST READ A POST PLACED BY OTHER 2003 INFINITI M45 OWNERS _WHO CLAIMED THEY HAD THE SAME PROBLEM AND GOT IT FIXED BY INFINITI FREE OF _COST AND OTHERS WHO ARE STILL LIVING WITH THE PROBLEM LIKE MYSELF. THIS IS _DANGEROUS AND OBVIOUSLY A MANUFACTURING PROBLEM DUE TO THS HIGH NUMBER OF M45 _OWNERS WITH THE . SAME PROBLEM. NOW MY CHECK ENGINE LIGHT CAME ON AND WON'T _TURN OFF. WHAT IS INFINITI DOING TO HELP OUT THE OWNERS OF THEIR PRODUCTS. _PLEASE HELP ME CAUSE I LOVE THE CAR ND WOULD LIKE TO PURCHASE ANOTHER BUT, _ONLY, IF I CAN COUNT ON INFINITI IF THINGS GO WRONG (PRODUCT WISE)."

@09/19-ZCH555N

-EXEC-CH SENDING INTERNAL MESSAGE TO C ASKING FOR CONTACT INFORMATION IN ORDER TO CONTACT C DIRECLY ABOUT VEHICLE CONCERNS. EMAIL FILTERED THROUGH CORRESPONDENCE TEAM.

@09/19-ZCH555N

-EXEC-CH NOTES NO CONTACT BACK FROM C.

@09/20-ZCH555N

-EXEC-CH RECEIVED RETURN EMAIL FROM C WITH CONTACT NUMBER, EXEC UPDATED FILE.

-EXEC-CH PLACED CALL TO C @ NUMBER PROVIDED @ 9:46AM CST AND LEFT VMX ASKING FOR RETURN CALL.

@09/21-ZCH555N

-EXEC-CH NOTES IN EMAIL FROM C THAT C STATED:

" I HOPE YOU CAN REPAIR THE PROBLEM BECAUSE I RECENTLY RAN OUT OF GAS ON _THE HIGHWAY AND I HAVE A FIVE MONTH OLD BABY. THE GAS GAUGE READ FULL AT THE _TIME. PLEASE HELP ME BEFORE SOMETHING TRAGIC OCCURS"

@09/21-ZCH555N

-EXEC-CH PLACED CALL TO C @ 2:27PM CST AND C STATED ALSO OWNED AN ALTIMA. C STATED THAT ABOUT A YEAR AGO C TOOK THE VEHICLE TO THE DEALER AND THE DEALER WAS UNABLE TO DIAGNOSE THE CONCERN.C STATED AT THIS POINT THE FUEL GUAGE CONSTANTLY READS FULL NO MATTER HOW MUCH THE VEHICLE IS DRIVEN. C STATED THAT

@09/22-ZCH555N

BASICALLY C REFILLS THE GAS TO BE SAFE EVERY 200 MILES. EXEC ASKED HOW CLOSE C WAS TO FILLING UP THE VEHICLE AND C STATED WILL FILL UP IN A DAY OR TWO EXEC STATED EXEC WANTED TO CONTACT TECHLINE FOR ADVISEMENT AND WOULD CALL C BACK DIRECTLY.

-EXEC-CH PLACED CALL TO TECHLINE AND SPOKE WITH TL-JH WHO STATED THAT THE DEALER WOULD BE ABLE TO TELL THAT THE VEHICLE DID NOT HAVE A FULL TANK BY LOOKING AT THE FUEL SENDING UNIT SO C SHOULD NOT HAVE AN ISSUE GETTING THE VEHICLE DIAGNOSED.

-EXEC-CH PLACED CALL TO C @ 2:51PM CST AND STATED THAT PER TECHLINE THE DEALER SHOULD BE ABLE TO GET THE VEHICLE DIAGNOSED BECAUSE THE DEALER CAN CHECK THE FUEL SENDER AND SEE THAT IF THE FUEL GUAGE READS FULL THAT THE TANK IS NOT ACTUALLY FULL. C STATED C WOULD GET DIAGNOSED AT DLR 70513 INFINITI OF MANHATTAN. C STATED WOULD CONTACT EXEC BACK WHEN HAVE DIAGNOSIS.

-EXEC-CH CLOSING FILE PENDING CALLBACK FROM C WITH VEHICLE DIAGNOSIS FOR

@09/22-ZCH555N

THE FUEL GUAGE ISSUES.

@09/22-ZCH555N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT8F	ROOT CAUSE: SCFA
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:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZCH555N	
HISTORY:	UPDATE BY: ZCH555N	
SVC CALL#:	UPDATE DATE: 09 / 22 / 11	
CLOSE: Y (Y/N)	CLOSE DATE: 09 / 22 / 11	MICROFILM: N
RESP CAA: HEYM, CORI	OLM: COPENHAVER J	DOM: FRASHER PAT
PHONE: 6157257105	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: NONE

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

VIN: JNKAY41E43M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 95746
IN SVC DATE: 12 / 06 / 03
RTL DLR: 70231 INFINITI OF CINCINNATI
PAID: 3 SVC DLR: 71021 FETTE INFINITI, L.L.C.
SUSP: 0 RESP DLR: 71021 FETTE INFINITI, L.L.C.
DENY: 0 REGION: 72 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 PREOWNED X MILES # NISSAN/INFINITI VEHICLES: 3
VEHICLE MAINTAINED BY: SELF
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 09 / 26 / 11 XFER/RSPNSBLTY: 72 03 S
CONTACT (S): FOLLOWUP DATE: 10 / 07 / 11 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 10 / 07 / 11 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YE MULTIPLE REPAIR ATTEMPTS
OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZYR168N 09/26/2011

RCAS-YR CHECKED FOR PREVIOUS RELATED FILES:

RCAS-YR CHECKED FOR PREVIOUS UNRELATED FILES:

RCAS-YR VERIFIED C'S NAME, ADDRESS, DAY AND EVENING PHONE NUMBERS,
EMAIL ADDRESS, SVC DLR, CURRENT MILEAGE AND HOW VEHICLE ACQUIRED.

RCAS-YR CHECKED FOR OPEN RECALLS / CAMPAIGNS FOUND: @09/26-ZYR168N

RCAS-YR RECEIVED A CALL FROM C STATING C HAD A CONCERN WITH VEH AND WAS
INQUIRING IN REGARDS TO RECALL. C STATED VEH IS EXPERIENCING COCNERN WITH
FUEL GAUGE. C STATED THAT C TOOK VEH TO RLTR AND WAS ADVISED THAT THE VEH
HAD TO BE RESET IN REGARDS TO A CODE.C TOOK VEH HOME AND 1 HOUR LATER THE
ENGINE LIGHT CAME BACK ON. C STATED C TOOK VEH TO STATED INSPECTION SHOPAND
WAS ADVISED THAT THERE WAS A CODE. CODE PO462 AND THAT THIS WOULD HAVE TO BE
TAKEN CARE OF BEFORE C COULD INSPECT VEH. RCAS ADVISED C THAT SINCE C TOOK
VEH BACK IN 1/2011 C HAD TO TAKE VEH TO RLTR AND HAVE VEH DIAGNOSED. C
UNDERSTOOD. RCAS ADVISED C THAT IF AFTER C HAD DIAGNOSIS PERFORMED C HAD ANY
QUESTIONS C COULD CONTACT NNA. C UNDERSTOOD.

RCAS-YR OFFERED FURTHER ASSISTANCE, C DECLINED.

RCAS-YR PROVIDED C WITH FILE #, EXTENSION# 458120, AND CRR'S NAME.

RCAS-YR CLOSING THE FILE. @09/26-ZYR168N

RCAS-YR RECEIVED CALL FROM C STATING THAT C TOOK VEH TO RTLR AND HAD VEH
DIAGNOSED. C STATED THAT C WAS ADVISED THAT REPAIR ESTIMATE WAS \$1,400 AND
THAT THE FUEL CELL AND GUAGE CLUSTER HAD TO BE RE PALCED. RCAS INQUIRED AAS
TO HOW MANY PREVIOUS VEH C OWNED(NNA), C STATED C LEASED A EARLT 2000 MAX AND
A SENTRA AS WELL AS C'S EX WIFE OWNED A PATHFINDER. RCAS ADVISED C FILE
WOULD BE REVIEWED BY INFINITI FOR POSIBLE ASSISTANCE. C UNDERSTOOD.

RCAS-YR OFFERED FURTHER ASSISTANCE, C DECLINED.

RCAS-YR ADVISED C THAT RRCAS WOULD CONATACT C BY 10/04/2011 END OF BUSINESS
DAY C UNDERSTOOD.

@09/30-ZYR168N

RCAS-DDE ASSISTING WITH FILE

@10/04-ZDE176N

RCAS-DDE SPOKE WITH C

C STATES THAT C WILL BE PIPCKING UP C VEH AND WILL LIKE FOR RCAS-YR TO PAY
FOR REPAIRS

RCAS-DDE STATED TO C THAT RCAS-DDE WILL NOT BE ABLE TO GAURENTEE ANY
ASSISTANCE AS THE PROPER UPDATE ON ASSISTAING WILL NEED TO GO THROUGH RCAS-YR
C UNDERSTOOD

RCAS-DDE SETTING FOLLOW UP FOR C ASSISTANCE OR IF ANY ASSISTANCE IS POSSIBLE.

@10/04-ZDE176N

@10/05-ZYR168N

RCAS-YR NOTATING THAT RCA YR NOT SURE AS TO WHY FILE WAS NOT XFERED. RCAS-YR
XFERING FILE TO RCAS-NR.

@10/05-ZYR168N

@10/06-ZBF123N

RCAS-BF ASSISTING WITH FILE. RCAS CALLED 973 323 5357 AND ADVISED C THAT RCAS
-NR IS REVIEWING C'S CASE. RCAS-BF UPDATED C'S LAST NAME; SPELLING WAS
INCORRECT. RCAS ADVISED C OF RCAS-NR CONTACT INFORMATION AND OF FOLLOW UP
DATE FOR 10.7.11. C UNDERSTOOD AND THANKED RCAS.

RCAS-BF SETTING FOLLOW UP DATE FOR 10.7.11.

@10/06-ZBF123N

RCAS-NR CHECKED VROI. C PURCHASED VEH OOW AND ONLY BEEN TO RTLR 2 TIMES AND

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NISSAN MOTOR CORPORATION IN U.S.A
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REQUESTED BY: corneb2

CAR ID:
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CA7270923I

ONE BEING THE FUEL SENDER REPAIR.
RCAS-NR CAN NOT MAKE A GOODWILL CASE FOR C.
RCAS-NR DENYING C,

@10/07-ZNR176N

RCAS-NR CALLED C AT PHONE NUMBER [REDACTED]. ADV C RCAS-NR REVIEWED C'S
CASE AND WITH C SO FAR OOW NO ASSISTANCE CAN BE GIVEN. C UNDERSTOOD.
RCAS-NR CLOSING FILE DUE TO NO FURTHER ASSISTANCE.

@10/07-ZNR176N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT3B	ROOT CAUSE: SCFA
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 09 / 30 / 11	USERID:
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 1	DATE: 09 / 30 / 11	USERID: ZYR168N
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZYR168N	
HISTORY:	UPDATE BY: ZNR176N	
SVC CALL#:	UPDATE DATE: 10 / 07 / 11	
CLOSE: Y (Y/N)	CLOSE DATE: 10 / 07 / 11	MICROFILM: N
RESP CAA: RIGS, NICOLE	OLM: COPENHAVER J	DOM: BISHOP DAVE
PHONE: 0000457273	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:45 PM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: corneb2

CAR ID: CA7273871I
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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E63M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 123000
CITY: CHAMPAIGN IN SVC DATE: 04 / 22 / 03
ST/ZIP: IL [REDACTED] VCAN: N RTL DLR: 71119 MOTOR WERKS INFINITI, INC
DAY PH: [REDACTED] PAID: SVC DLR: 71119 MOTOR WERKS INFINITI, INC
EVE PH: [REDACTED] SUSP: RESP DLR: 71119 MOTOR WERKS INFINITI, INC
DLR PH: [REDACTED] DENY: 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 PREOWNED X MILES 123000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: INDEPENDANT
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

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

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION WZ WARRANTY COVERAGE INQUIRY

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DATE: 1/30/2012
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NISSAN MOTOR CORPORATION IN U.S.A
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C. A. R. COMMENTS

FILE OPENED-ZDS177N 09/29/2011

RCAS-DS CHECKED FOR PREVIOUS RELATED FILES FOUND: NONE

RCAS-DS CHECKED FOR PREVIOUS UNRELATED FILES FOUND: NONE

RCAS-DS VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY/EVE PHONE#, EMAIL ADDRESS AND SVC DEALER

RCAS-DS CHECK FOR OPEN CAMPAIGNS/RECALLS FOUND: ONE

OPEN P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09

RCAS RECIEVED CALL FROM C STATING C PURCHASED VEH THREE WEEKS AGO. C STATED THAT C IS HAVING ISSUES WITH FUEL GAUGE READING INACCURATELY. C STATED C RESEARCHED CONCERN AND FOUND THAT MULTIPLE OWNERS ARE HAVING THIS CONCERN AND C WOULD LIKE ASSISTANCE FOR THIS.

RCAS ADVISED NO RECALLS OR EXTENSION FOR THIS ITEM IS ON VEH, NO ASSISTANCE IS AVAILABLE.

C STATED C WOULD LIKE ASSISTANCE FOR ITEM. C STATED PREVIOUS OWNER HAD CONCERNS WITH THIS ALSO

@09/29-ZDS177N

RCAS ADVISED WILL PLACE C ON HOLD 2-3 MINUTES AND LOOK INTO CONCERN

C REQUESTED THAT RCAS CALL C BACK

RCAS AGREED, CALL WAS ENDED

RCAS-DS NOTING PER VROI:

- 06/02/06 36,358 MILES C STATED FUEL GAUGE IS NOT ACCURATE. RTLR REPLACED FUEL LEVEL SENDING UNIT UNDER WARRANTY

- 09/14/06 38,864 MILES C STATED FUEL GAUGE STILL INOP. RTLR VERIFIED CONTROL METER HAS INTERNAL FAILURE, REPLACED CONTROL METER

RCAS NOTING VEH HAS NOT BEEN AT RTLR SINCE 03/13/08

RCAS-DS CALLING C DAY PHONE AT 1:26 P.M. EST

RCAS SPOKE WITH C AND ADVISED BASED ON REVIEW, INFINITI IS UNABLE TO ASSIST WITH REPAIRS AS VEH WAS PREVIOUSLY REPAIRED AND C'S CONCERNS BEGAN OOW.

C UNDERSTOOD, THANKED RCAS, ENDED CALL

@09/29-ZDS177N

RCAS-DS CLOSING FILE PER NO FURTHER ASSISTANCE NEEDED

@09/29-ZDS177N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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 #: 0	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: ZDS177N	
HISTORY:	UPDATE BY: ZDS177N	
SVC CALL#:	UPDATE DATE: 09 / 29 / 11	
CLOSE: Y (Y/N)	CLOSE DATE: 09 / 29 / 11	MICROFILM: N
RESP CAA: SPURLING, DANIELLE	OLM: COPENHAVER J	DOM:
PHONE: 0000000000	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
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NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: corneb2

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: BURBANK

VIN: JNKAY41E03M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 77000
IN SVC DATE: 06 / 19 / 03
RTL DLR: 70221 PEPE INFINITI, INC.
SVC DLR: 70308 INFINITI OF ORLAND PARK
RESP DLR: 70308 INFINITI OF ORLAND PARK
REGION: 72 DIST: SL/SV/PT: 21 21 46

ST/ZIP: IL [REDACTED] VCAN: N
DAY PH: [REDACTED] PAID: 2
EVE PH: [REDACTED] SUSP: 0
DLR PH: [REDACTED] 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 PREOWNED X MILES 45000 # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY: INDEPENDENT
OUTSIDE WARRANTY BY (B) MONTHS: 51 MILES: 17000 (PT) MONTHS: 27 MILES: 7000

ORIG CODE: CT 11 OPEN DATE: 09 / 30 / 11 XFER/RSPNSBLTY: 72 21 S
CONTACT (S): FOLLOWUP DATE: 10 / 04 / 11 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 10 / 04 / 11 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

CONFIDENTIAL

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C. A. R. COMMENTS

FILE OPENED-ZMM999N 09/30/2011

CRR-MMS CHECKED FOR PREVIOUS RELATED FILES:_NONE

CRR-MMS CHECKED FOR PREVIOUS UNRELATED FILES:_NONE

CRR-MMS VERIFIED C'S NAME, ADDRESS, DAY AND EVENING NUMBERS, EMAIL ADDRESS, SVC DLR, CURRENT MILEAGE, HOW VEH ACQUIRED.

CRR-MMS CHECKED FOR OPEN RECALLS/CAMPAIGNS FOUND:_NONE

CRR-MMS RECEIVED CALL FROM C STATING THAT C'S VEH'S CHECK ENGINE LIGHT IS ON AND CAN NOT GET EMISSIONS PASSED/REGISTRATION.

CRR-MMS HAD TO CONTACT INFINITI OF ORLAND PARK TO OBTAIN VIN#.

CRR-MMS SPOKE WITH SA-RYAN, WHO PROVIDED VIN, AS WELL AS, STATING C'S VEH IS OOW AND C FEELS ISSUE S/B A RECALL.

CRR-MMS THANKED SA-RYAN AND DISCONNECTED.

CRR-MMS CONNECTED BACK WITH C ADVISING C THAT CRR OBTAINED VIN AND QUESTIONED C AS TO REASON FOR C'S CALL.

C STATED THAT C IS HAVING AN ISSUE WITH VEH NOT RECORDING PROPER LEVEL OF GAS AND CHECK ENGINE LIGHT IS ON.

@09/30-ZMM999N

C STATES THAT THIS ISSUE IS A KNOWN ISSUE BY INFINITI AND THIS IS AN EMISSIONS ISSUE.

C STATES THAT RTLR ADVISED C THAT THERE IS NO RECALL FOR FUEL GAUGE/FUEL LEVEL ON C'S VEH, AND C VEH IS OOW.

CRR-MMS ASKED C WHEN DID C HAVE DIAGN PERFORMED AT INFINITI RTLR.

C STATED C HAD VEH DIAGN AT INDEPENDENT AND C FEELS C SHOULD NOT HAVE TO PAY FOR DIAGN AT INFINITI FOR KNOWN DEFECT.

CRR-MMS EDUCATED C AS TO RECALLS BEING VIN SPECIFIC AND THAT IN ORDER TO BE ASSISTED BY RCAS THE REQUIREMENT AND PROCEDURE IS VEH MUST BE DIAGN AT INFINITI RTLR; IN ORDER FOR RCAS TO KNOW WHAT ISSUE ACTUALLY IS.

C UPSET AND REQUESTED CRR'S SUPERVISOR.

CRR-MMS ADVISED C THAT CRR HAS TO BUT IN ESCALATION REQUEST AND C WILL BE CONTACTED IN 24 HOURS; WHICH WILL BE MONDAY 10/3/11.

@09/30-ZMM999N

C AGREED.

CRR-MMS PROVIDED C WITH FILE #, NAME AND EXT.

CRR-MMS EMAILING ESCALATION REQUEST.

CRR-MMS SETTING FOLLOW UP FOR 10/4/11.

@09/30-ZMM999N

SRCAS-RL RECEIVED AND REVIEWED ESCALATION.

SRCAS-RL PLACED CALL TO C ON DAY PHONE AT 9:54AM EST. LEFT VMX WITH CONTACT INFO.

SRCAS-RL PLACED CALL TO C ON EVE PHONE AT 9:56AM EST. LEFT VMX WITH CONTACT INFO.

SRCAS-RL MAKING FOLLOW UP DATE 10/4/11

@10/03-PRL314N

TL-LK CALLED C, C STATED C HAS A PROBLEM WITH AN INSTRUMENT CLUSTER. C

STATED IT IS A KNOWN CONCERN. C STATED THAT C'S GAS LEVEL AND THE FUEL GUAGE IS CAUSING C TO NOT BE ABLE TO OBTAIN PLATES .

@10/04-ZLK176N

C STATED C FEELS CONCERN SHOULD BE A RECALL. TL-LK ADVISED C THAT THERE ARE NOT ANY TYPES OF RECALLS FOR THE FUEL GUAGE FOR C'S TYPE OF VEH. @10/04-ZLK176N C STATED C HAS NOT HAD A DIAGNOSTIC DONE AT INFINITI, HOWEVER HAS AT AN

INDEPENDENT FACILITY.

@10/04-ZLK176N

TL-LK ADVISED C THAT RECALLS ARE VIN SPECIFIC. C STATED C IS REALLY DISAPPOINTED. TL-LK ADVISED C THAT THERE IS NO WAY TO INCLUDE A VEH IN A RECALL, HOWEVER C CAN KEEP ANY RO'S AND POP'S FOR REPAIRS AND IF C'S VEH SHOULD HAVE A RECALL FOR THAT SPECIFIC COMPONENT C WOULD BE ELIGIBLE FOR

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REIMB. @10/04-ZLK176N
TL-LK NOTING THAT C IS THE SECOND OF THE VEH AND HAS ONLY VISITED THE RTLR
ONCE, 10/5/11. TL-LK ADVISED C THAT AS VEH IS OOW, THERE ARE NO RECALLS FOR
C'S VEH, AND C DOES NOT HAVE A SERVICE HISTORY, INFINITI WOULD NOT BE IN
POSITION TO ASSIST. @10/04-ZLK176N
C STATED C UNDERSTOOD AND ENDED CALL. @10/04-ZLK176N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

		CONTACT(S):		
SATISFIED: Y		ACTION CODE: NT3A		ROOT CAUSE: SCFA
CALLBACK: (Y/N)	#: 0	DATE: 00 / 00 / 00		USERID:
REOPEN: CALLBACK	#: 0	DATE: 00 / 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: ZMM999N		
HISTORY:		UPDATE BY: ZLK176N		
SVC CALL#:		UPDATE DATE: 10 / 04 / 11		
CLOSE: Y (Y/N)		CLOSE DATE: 10 / 04 / 11		MICROFILM: N
RESP CAA: SMITH, MIKO		OLM: COPENHAVER J		DOM:
PHONE: 0000000000		OWNER FIRST:		LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
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NISSAN MOTOR CORPORATION IN U.S.A
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REQUESTED BY: corneb2

CAR ID: CA7292977I
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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: ANTIOCH
ST/ZIP: TN [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E23M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 94000
IN SVC DATE: 08 / 27 / 03
VCAN: N RTL DLR: 70214 CIRCLE INFINITI, INC.
PAID: SVC DLR: 70214 CIRCLE INFINITI, INC.
SUSP: RESP DLR: 70214 CIRCLE INFINITI, INC.
DENY: REGION: 72 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 PREOWNED X MILES 93000 # NISSAN/INFINITI VEHICLES: 3
VEHICLE MAINTAINED BY: INDEPENDANT
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 10 / 25 / 11 XFER/RSPNSBLTY: 11 00 S
CONTACT (S): FOLLOWUP DATE: 10 / 25 / 11 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 10 / 25 / 11 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION WA PREMATURE WEAR/FAILURE
OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YI OOW GOODWILL ASSISTANCE REQUEST

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NISSAN MOTOR CORPORATION IN U.S.A
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C. A. R. COMMENTS

FILE OPENED-ZDS177N 10/25/2011
RCAS-DS CHECKED FOR PREVIOUS RELATED FILES FOUND: NONE
RCAS-DS CHECKED FOR PREVIOUS UNRELATED FILES FOUND: NONE
RCAS-DS VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY/EVE PHONE#, EMAIL ADDRESS AND SVC DEALER
RCAS-DS CHECK FOR OPEN CAMPAIGNS/RECALLS FOUND: NONE
RCAS RECIEVED CALL FROM C STATING C IS HAVING ISSUE WITH THE FUEL GUAGE AND WOULD LIKE TO KNOW IF RECALLS ARE ON VEH
RCAS ADVISED NO RECALLS ON THIS ITEM
C STATED C TOOK VEH TO INFINITI RTLR AND GOT DIAGNOSTIC. C STATED MANY OTHER VEH'S ARE HAVING THIS ISSUE. C STATED C WOULD LIKE TO KNOW WHAT CAN BE DONE AND WHAT ASSISTANCE CAN BE PROVIDED.
RCAS ASKED C WHAT OTHER VEH'S C HAS OWNED
C STATED A G35 AND AN I30.
RCAS NOTING PER VROI, C HAS NEVER SERVICED AT RTLR, VEH HAS NOT BEEN AT RTLR SINCE 10/21/11 45,000 MILES BEFORE C PURCHASED
RCAS ADVISED C BASED ON REVIEW, NO ASSISTANCE IS AVAILABLE. RCAS ADVISED THAT FUEL GAUGE IS COVERED UNDER BASIC WARRANTY. RCAS ADVISED BASIC EXPIRED AS OF 08/2007. RCAS ADVISED VEH IS OOW, NO ASSISTANCE CAN BE PROVIDED
C UNDERSTOOD
RCAS PROVIDED C WITH FILE#, NAME AND EXT
RCAS OFFERED FURTHER ASSISTANCE, C DECLINED

RCAS-DS CLOSING FILE AS NO FURTHER ASSISTANCE IS AVAILABLE @10/25-ZDS177N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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:
IIR-DATE: 00 / 00 / 00 TRANS DATE: 00 / 00 / 00 CHECK REQUESTED: NO
3RD PRY: PART#: CHECK ISSUED: NO
BYBACK ST: OPENED BY: ZDS177N
HISTORY: UPDATE BY: ZDS177N
SVC CALL#: UPDATE DATE: 10 / 25 / 11
CLOSE: Y (Y/N) CLOSE DATE: 10 / 25 / 11 MICROFILM: N
RESP CAA: SPURLING, DANIELLE OLM: COPENHAVER J DOM: BISHOP DAVE
PHONE: 0000000000 OWNER FIRST: LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
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NISSAN MOTOR CORPORATION IN U.S.A
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REQUESTED BY: corneb2

CAR ID: CA7293201I
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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E73M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 53000
CITY: MORGAN HILL IN SVC DATE: 01 / 08 / 03
ST/ZIP: CA [REDACTED] VCAN: N RTL DLR: 71105 INFINITI SOUTH BAY
DAY PH: [REDACTED] PAID: 3 SVC DLR: 71105 INFINITI SOUTH BAY
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 71105 INFINITI SOUTH BAY
DLR PH: [REDACTED] DENY: 0 REGION: 92 DIST: SL/SV/PT: 02 02 32

LETTER RECEIVED 10 / 25 / 11 EXEC: 10 / 25 / 11 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: NL 11 OPEN DATE: 10 / 25 / 11 XFER/RSPNSBLTY: 11 00 S
CONTACT (S): FOLLOWUP DATE: 10 / 31 / 11 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 10 / 31 / 11 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS
AT INSTRUMENTATION

180000 FUEL GAUGE
VF NON-WARRANTY ITEM GOODWILL ASSISTANCE I

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DATE: 1/30/2012
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NISSAN MOTOR CORPORATION IN U.S.A
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CA7293201I

C. A. R. COMMENTS

FILE OPENED-ZJP177N 10/25/2011

**EXEC-JP RECEIVED LETTER @10/25-ZJP177N

C STATED: @10/25-ZJP177N

I WOULD LIKE YOUR HELP AS A RESULT OF A LACK OF RESPONSE FROM YOUR CA GROUP. IN JULY MY 2003 INFINITI M45 RAN OUT OF GAS WHILE THE GAS GAUGE SHOWED HALF FULL AND THE COMPUTER SHOWED I HAD 245 MILES UNTIL I RAN OUT OF GAS. IN LOOKING AT THE INFINITI USERS GROUP INFORMATION, I FOUND OUT THAT THIS IS A FAIRLY COMMON PROBLEM WITH THE 2003 M45. IT SAID THE CAR WOULD NEED A NEW SENDING UNIT OR GAS GUAGE, OR BOTH. @10/25-ZJP177N

AS A RESULT, SINCE THE VEHICLE IS OUT OF WARRANTY, I WENT INTO THE INFINITI WEB SITE AND CONTACTED THE CA GROUP ON 8/16/ AND FOLLOWED UP ON THE 8/22 (COPIES OF EMAILS ATTACHED) TO SEE IF INFINITI COULD HELP ME IN ANY WAY TO GET THIS FIXED BY INFINITI OUT OF WARRANTY SINCE THE VEHICLE ONLY HAS 53K MILES ON IT. I KNEW IT WOULD NOT DO ANY GOOD TO GO TO THE DLR WITH THIS PROBLEM. AS OF TODAY, I HAVE NOT RECEIVED A RESPONSE TO EITHER REQUEST. THIS VERY DISAPPOINTING AS I HAVE TWO INFINITI'S, HAVE NEVER HAD A PROBLEM BEFORE, AND INFINITI IS SUPPOSEDLY KNOWN FOR THEIR RESPONSE TO PROBLEMS. @10/25-ZJP177N

PLEASE LET ME KNOW HOW INFINITI CAN HELP ME. MY OTHER INFINITI IS GETTING CLOSE TO BEING READY TO BE REPLACED, AND UNTIL NOW, I WOULD NOT HAVE EVEN LOOKED FOR ANOTHER CAR. IN ADDITION, AS THE RESULT OF MY RECOMMENDATION AT LEAST ONE OTHER PERSON HAS PURCHASED AN INFINITI. @10/25-ZJP177N
THANKING YOU IN ADVANCE. @10/25-ZJP177N

EXEC-JP NO PREVIOUS CASES AND ONE OPEN RECALL P9218 @10/25-ZJP177N

**EXEC-JP SENT EMAIL TO BL/CSM AND FOM/TF @10/25-ZJP177N

**EXEC-JP RECEIVED EMAIL FROM BL/CSM ADVISING NO ASSISTANCE FOR THIS C. NO SVC HISTORY EXCEPT FOR A REMOTE REPROGRAM AND LOST KEYS. @10/25-ZJP177N

**EXEC-JP LEFT MESSAGE WITH C'S WIFE AND WIFE WILL HAVE C CALL BACK

**EXEC-JP LEFT VMX ADVISING C'S CELL PHONE# 415-730-1742 @10/27-ZJP177N

**EXEC-JP CONTACTED C AN APOLOGIZED INFINITI DID NOT RESPOND TO C REQUEST SOONER. EXEC ASKED IF C HAD THE VEHICLE DIAGNOSED AT THE DLR. C STATED NO SINCE C KNEW THE VEH WAS OUTSIDE WARRANTY C KNEW THE RTLR WOULD SAY NO. EXEC ASKED IF C SERVICED VEH REGULARLY AT RETAILER? C STATED NO. EXEC ASKED IF WAS PURCHASED NEW? C STATED C PURCHASED THE VEHICLE PRE-OWNED IT WAS A DEMO. C STATED SINCE INFINITI KNOWS THIS IS AN ISSUE DOES INFINITI HAVE SOMETHING IN PLACE TO REPAIR THE FUEL GUAGE ISSUE? EXEC ADVISED EXEC WOULD REVIEW C REQUEST, BUT VEHICLE IS 8 YEARS OLD AND OUTSIDE WARRANTY. C UNDERSTOOD AND EXEC ADVISED EXEC WOULD CALL BACK ON MONDAY. @10/28-ZJP177N

**EXEC-JP DOES NOT SUPPORT ASSISTANCE BASED ON OOW AND EIGHT YEARS OLD

**EXEC-JP CONTACTED C AN ADVISED C THAT BASED ON THE FACT THE VEHICLE EIGHT YEARS OLD AND LIMITED SERVICE HISTORY ASSISTANCE WOULD NOT BE AVAILABLE. C REQUESTED A LETTER IN THE MAIL ADVISING C OF THE DENIAL. EXEC ADVISED EXEC WOULD SEND C A LETTER. @10/31-ZJP177N

*****CLOSING FILE***** @10/31-ZJP177N

SUMMARY**C SEEKING ASSISTANCE WITH THE COST OF REPAIRING A FUEL GUAGE. EXEC DENIED ASSISTANCE. @10/31-ZJP177N

**EXEC-JP SENT A STANDARD DENIAL LETTER. @10/31-ZJP177N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:45 PM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: corneb2

CAR ID: CA7293201I
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CONTACT(S):

SATISFIED: Y	ACTION CODE: NT3B	ROOT CAUSE: SDCP
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:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZJP177N	
HISTORY:	UPDATE BY: ZJP177N	
SVC CALL#:	UPDATE DATE: 10 / 31 / 11	
CLOSE: Y (Y/N)	CLOSE DATE: 10 / 31 / 11	MICROFILM: N
RESP CAA: PEDERSON, JACINTA	OLM: COPENHAVER J	DOM: BURKE GREG
PHONE: 0000000000	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
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NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: corneb2

CAR ID: CA7301290I
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SC: NONE

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

VIN: JNKAY41E53M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 64000
IN SVC DATE: 11 / 22 / 02
VCAN: N RTL DLR: 70096 FRONTIER INFINITI
PAID: 1 SVC DLR: 71094 PENINSULA INFINITI LLC
SUSP: 0 RESP DLR: 71094 PENINSULA INFINITI LLC
DENY: 0 REGION: 92 DIST: SL/SV/PT: 03 03 33

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 11 / 03 / 11
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: INDEPENDENT
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CE 11 OPEN DATE: 11 / 03 / 11 XFER/RSPNSBLTY: 92 03 S
CONTACT (S): FOLLOWUP DATE: 11 / 22 / 11 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 11 / 22 / 11 INF-NET DATE: 11 / 16 / 11

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION WA PREMATURE WEAR/FAILURE
OA VEHICLE CONCERNS 180000 FUEL GAUGE
AT INSTRUMENTATION YX POOR OR IMPROPER OPERATION

CONFIDENTIAL

DATE: 1/30/2012
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NISSAN MOTOR CORPORATION IN U.S.A
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REQUESTED BY: corneb2

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C. A. R. COMMENTS

FILE OPENED-ZAB176N 11/03/2011

* * * E-MAIL LOGGED * * *

RECALLS: NONE

PREVIOUS FILES: NONE

CRR-AB RECEIVED EMAIL FROM C STATING...

COMMENTS : I AM THE ORIGINAL OWNER AND HAVE BEEN QUITE HAPPY WITH THE CAR, BUT FIND THAT I NOW HAVE A RATHER UNPLEASANT PROBLEM. A YEAR AND A HALF AGO, MY FUEL GAUGE BECAME ERRATIC, THEN MORE RECENTLY THE "SERVICE ENGINE SOON" LIGHT WENT ON. THE TROUBLE CODE, P0462, WAS FOR ?FUEL LEVEL SENSOR A CIRCUIT LOW INPUT? - NOT REALLY NEWS SINCE THE GAUGE ISN'T WORKING. I CAN LIVE WITHOUT THE GAUGE, BUT IN CALIFORNIA CARS ARE AUTOMATICALLY REJECTED DURING SMOG INSPECTIONS FOR ANY ENGINE LIGHTS, WHETHER EMISSIONS-RELATED OR NOT. SO I NEED TO GET IT FIXED. I TOOK IT TO A SHOP THAT REPLACED THE FUEL SENDER AND FUEL PUMP, BUT THAT @11/03-ZAB176N DIDN'T SOLVE THE PROBLEM. THEY NOW TELL ME THAT THE INSTRUMENT CLUSTER NEEDS TO BE REPLACED AND THAT INFINITI HAS REDESIGNED THE CLUSTER BECAUSE THE ORIGINAL DESIGN WAS FAULTY. FURTHER, I SEE ONLINE THAT THIS IS A RECURRING PROBLEM AND ONE THAT INFINITY WILL SOMETIMES TAKE RESPONSIBILITY FOR. I'VE ALREADY SPENT \$1,000 ON THIS AND WOULD REALLY PREFER NOT TO SPEND ANOTHER \$800 FOR A NEW CLUSTER. CAN YOU HELP? THANKS, STAN

CRR-AB RESPONDED TO C AS FOLLOWS...

11/3/11 FILE # 7301290 DEAR STANLEY DROBAC: THANK YOU FOR CONTACTING INFINITI AND ALLOWING US THE OPPORTUNITY TO BE OF ASSISTANCE. WE ARE SORRY TO HEAR ABOUT THE EXPERIENCE YOU ARE HAVING WITH YOUR VEHICLE AND APOLOGIZE FOR ANY INCONVENIENCE THIS MAY HAVE CAUSED YOU. PLEASE BE ADVISED, A REVIEW OF OUR RECORDS INDICATES THAT THE VEHICLE WITH THE VEHICLE SERIAL NUMBER LISTED ABOVE IS INVOLVED IN THE RECALL AS FOLLOWS: VOLUNTARY SERVICE @11/03-ZAB176N CAMPAIGN - 2003 - 2005 INFINITI Q45, 2003 - 2004 INFINITI M45 FRONT SEAT SIDE AIR BAG HARNESS CONNECTOR PLEASE CONTACT YOUR INFINITI RETAILER FOR AN APPOINTMENT TO HAVE THE RECALL REPAIRS PERFORMED ON YOUR VEHICLE. THESE RECALL REPAIRS ARE FREE OF CHARGE TO YOU. IN REGARDS TO YOUR INQUIRY, IN ORDER TO LOOK INTO POSSIBLE FINANCIAL ASSISTANCE, A RECENT DIAGNOSIS BY AN AUTHORIZED INFINITI RETAILER IS REQUIRED. PLEASE CONTACT YOUR LOCAL INFINITI RETAILER AND SCHEDULE AN APPOINTMENT, AS THEY ARE IN THE BEST POSITION TO DIAGNOSE AND REPAIR YOUR VEHICLE. YOUR INFINITI RETAILER WILL BE MORE THAN WILLING TO ASSIST. FILE # 7301290 HAS BEEN CREATED TO DOCUMENT YOUR CONCERN. ONCE THE VEHICLE HAS BEEN DIAGNOSED, PLEASE CONTACT US AT 1-800-662-6200 (OPTION 6) AND REFERENCE YOUR FILE NUMBER. YOUR SATISFACTION WITH YOUR VEHICLE AND YOUR INFINITI DEALER IS VERY IMPORTANT TO US. THANK YOU FOR ALLOWING US TO BE OF ASSISTANCE. SINCERELY, @11/03-ZAB176N INFINITI CRR-AB CONSUMER AFFAIRS REPRESENTATIVE @11/03-ZAB176N CRR-AB CLOSING FILE PENDING C'S DIAGNOSIS TO ASSESS FOR GOODWILL, EXITING FILE. @11/03-ZAB176N

CRR-MMS RECEIVED CALL FROM C STATING THAT C HAS HAD DIAGN PERFORMED AND DIAGN STATES THAT INSTRUMENT CLUSTER NEEDS TO BE REPLACED.

C STATES DIAGN WAS PERFORMED PENISULA INFINITI AND VEH IS CURRENTLY AT RTLR, SM-RON AND SA-MIKE. @11/11-ZMM999N

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CRR-MMS C IS REQUESTING FINANCIAL ASSISTANCE.

CRR-MMS ADVISED C FILE WILL BE FORWARDED TO RCAS AND C WILL BE CONTACTED BEFORE THE END OF THE NEXT BUSINESS DAY.

CRR-MMS PROVIDED C WITH NAME, FILE#, EXT. @11/11-ZMM999N

RCAS-YR CONTACTED C AT DAYTIME # @11/15-ZYR168N

@11/15-ZYR168N

RCAS-YR CONTACTED C AT DAYTIME # SPOKE WITH C. C STATED C WAS GIVEN BALLPARK ESTIMATE OF \$800.. RCA ADVISED C THAT INFINITI WAS GOING TO REVIEW FILE AND WOULD CONTACT C BY 11/18/2011 C UNDERSTOOD, THANKED RCAS AND CALL ENDED.

RCAS-YR SETTING FOLLOW UP DATE TO 11/18/2011 @11/15-ZYR168N

RCAS-YR CONTACTED C AT DAYTIME #. RCAS ADVISED C THAT FILE IS UNDER REVIEW AND THAT RCAS WILL GIVE C A CALL BACK BY 11/21/2011. C UNDERSTOOD AND STATED THAT C WAS TO PAY FO REPAIR AND CALL FOR REIMBURSEMENT. RCA ADVISED C THAT NEW AGENT WILL NEEDED POP AN RO TO CONSIDER C FOR REIMBURSEMENT. C UNDERSTOOD.

RCAS THANKED C AND CALL ENDED. @11/18-ZYR168N

RCAS-YR VERIFIED VROI AND NOTATES THAT VEH IS OOW, C IS NOT A SERVICING, CONCERN IS NOT RELATED TO RECALL OR EXTENDED WARRANTES ON C'S VEH. RCAS NOTATES THAT INFINITI IS NOT IN THE POSITION TO ASSIST C WITH REQUEST.

@11/22-ZYR168N

RCAS-YR CONTACTED C AT DAYTIME # SPOKE WITH C. RCAS ADVISED C OF INFINITI'S DECISION. RCA ADVISED C THAT INFINITI WUILL NOT ASSIST C BASED ON VEH BEING TOO FAR OOW AND THIS CONCERN NOT BEING RELATED TO RECALLS OR EXTENDED WARRANTIES ON C'S VEH.C UNDERSTOOD AND INQUIRED AS TO WHY THIS WOULD FAIL. RCAS ADVISED C THAT RTRL WAS AT BEST POSITION TO ASSIST WITH QUESTION . C UNDERSTOOD. RCAS-YR THANKED C AND CALL ENDED.

RCAS-YR CLOSING FILE. @11/22-ZYR168N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:45 PM

NISSAN MOTOR CORPORATION IN U.S.A
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REQUESTED BY: corneb2

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NE3B	ROOT CAUSE: SCFA
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 1	DATE: 11 / 11 / 11	USERID: ZMM999N
OTHER #: 0	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: ZAB176N	
HISTORY:	UPDATE BY: ZYR168N	
SVC CALL#:	UPDATE DATE: 11 / 22 / 11	
CLOSE: Y (Y/N)	CLOSE DATE: 11 / 22 / 11	MICROFILM: N
RESP CAA: HARRISON, LINDSEY	OLM: COPENHAVER J	DOM: CORNELL KURT
PHONE: 0000457374	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:45 PM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: corneb2

CAR ID: CA7301709I
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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E63M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 74500
CITY: LOS ANGELES IN SVC DATE: 12 / 07 / 02
ST/ZIP: CA [REDACTED] VCAN: N RTL DLR: 70101 MILLER INFINITI, INC.
DAY PH: [REDACTED] PAID: 8 SVC DLR: 70101 MILLER INFINITI, INC.
EVE PH: [REDACTED] SUSP: 1 RESP DLR: 70101 MILLER INFINITI, INC.
DLR PH: [REDACTED] DENY: 0 REGION: 92 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: 1
VEHICLE MAINTAINED BY: INDEPENDENT/INFINITI
OUTSIDE WARRANTY BY (B) MONTHS: 59 MILES: 14500 (PT) MONTHS: 35 MILES: 4500

ORIG CODE: CT 11 OPEN DATE: 11 / 04 / 11 XFER/RSPNSBLTY: 92 01 S
CONTACT (S): FOLLOWUP DATE: 11 / 09 / 11 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 11 / 10 / 11 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY		SUBCATEGORY AND SYMPTOM	
OA	VEHICLE CONCERNS	180000	FUEL GAUGE
AT	INSTRUMENTATION	YI	OOW GOODWILL ASSISTANCE REQUEST
OA	VEHICLE CONCERNS	180000	FUEL GAUGE
AT	INSTRUMENTATION	YX	POOR OR IMPROPER OPERATION

CONFIDENTIAL

DATE: 1/30/2012
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NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: corneb2

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C. A. R. COMMENTS

FILE OPENED-ZMJ176N 11/04/2011

CRR-JM CHECKED FOR PREVIOUS RELATED FILES: NONE

CRR-JM CHECKED FOR PREVIOUS UNRELATED FILES: 5985422

CRR-JM VERIFIED C'S NAME, ADDRESS, DAY AND ALT PHONE #-S,
EMAIL, SVC DLR & MILEAGE.

CRR-JM CHECKED FOR OPEN RECALLS / CAMPAIGNS FOUND: NONE

CRR-JM RECEIVED INBOUND CALL FROM C STATING THAT C'S GAS GAUGE WENT OUT ABOUT 4 YEARS AGO. C STATED THAT C HAD A DIAGNOSIS STATING THAT AN INSTRUMENT CLUSTER WOULD NEED TO BE REPLACED ABOUT A YEAR AGO. CRR INFORMED C THAT AN RCAS CAN LOOK INTO ASSISTANCE BUT C WOULD NEED TO HAVE A RECENT DIAGNOSIS WITHIN THE LAST 30 DAYS AND SUGGESTED THAT C GET ONE PERFORMED. C UNDERSTOOD. C STATED THAT C WAS GIVEN AN ESTIMATE FOR THE REPAIR BUT CANNOT RECALL WHAT IT WAS. C STATED THAT C SHOULD NOT HAVE HAD TO GO 4YEARS WITH THE GAS GAUGE WORKING. CRR ASKED C WHY C DID NOT PREVIOUSLY CALL IN OR HAVE VEH FIXED WITHIN THE LAST FOUR YEARS? C STATED THAT C JUST DID NOT HAVE TIME. CRR ADVISED C THAT ASSISTANCE IS NOT GUARANTEED BUT CAN BE LOOKED INTO. C UNDERSTOOD.

CRR-JM OFFERED C FURTHER ASSISTANCE. C DECLINED.

CRR PROVIDED C CRR NAME, NUMBER, EXT AND FILE NUMBER.

CRR FORWARDING FILE TO APPROPRIATE RCAS AGENT.

@11/04-ZMJ176N

RCAS-DDE CALLING C ON 11/07/2011

RCAS-DDE LEFT VMX FOR C

*****CONFIRM IF C GOT AN UPDATED DIAGNOSIS ON C VEH.

@11/07-ZDE176N

RCAS-DS CALLING C DAY PHONE AT 1:22 P.M. EST

RCAS SPOKE WITH C AND ADVISED RCAS IS NOW HANDLING FILE. RCAS INQUIRED IF AN UPDATED DIAGNOSTIC HAS BEEN OBTAINED

C STATED NOT YET. C STATED THAT C HAS ALREADY SPENT \$1,400 IN ATTEMPTS TO FIX GAS GAUGE THAT HAS BEEN OUT FOR FOUR YEARS. C STATED C CANNOT PASS CA SMOG CHECK BUT WILL REGISTER THE VEH AS DISABLED. C STATED C IS HESITANT TO GET ANOTHER DIAGNOSTIC WITHOUT KNOWING IF ASSISTANCE CAN BE PROVIDED

RCAS INQUIRED WHEN LAST DIAGNOSTIC WAS OBTAINED

C STATED 2007 OR 2006

RCAS ADVISED WOULD NEED AN UPDATED DIAGNOSTIC

C UNDERSTOOD. C STATED C IS VERY BUSY AND DOES NOT KNOW WHEN DIAGNOSTIC CAN BE OBTAINED. C STATED C WILL FOLLOW UP WITH RCAS WHEN C GETS DIAGNOSTIC

RCAS AGREED, PROVIDED CONTACT INFORMATION AND FILE#

C THANKED RCAS, CALL WAS ENDED

RCAS-DS CLOSING FILE PENDING C CONTACT WITH DIAGNOSTIC PERFORMED@11/10-ZDS177N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONFIDENTIAL

DATE: 1/30/2012
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NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: corneb2

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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 #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 0	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: ZMJ176N	
HISTORY:	UPDATE BY: ZDS177N	
SVC CALL#:	UPDATE DATE: 11 / 10 / 11	
CLOSE: Y (Y/N)	CLOSE DATE: 11 / 10 / 11	MICROFILM: N
RESP CAA: SPURLING, DANIELLE	OLM: COPENHAVER J	DOM: WOERNER BOB
PHONE: 0000000000	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
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NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: corneb2

CAR ID: CA7301712I
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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E63M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2003.0 M45 MILEAGE: 118000
CITY: PASADENA IN SVC DATE: 08 / 25 / 03
ST/ZIP: CA [REDACTED] VCAN: N RTL DLR: 71105 INFINITI SOUTH BAY
DAY PH: [REDACTED] PAID: SVC DLR: 71105 INFINITI SOUTH BAY
EVE PH: [REDACTED] SUSP: RESP DLR: 71105 INFINITI SOUTH BAY
DLR PH: [REDACTED] DENY: REGION: 92 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 PREOWNED X MILES 72000 # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

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

CONCERN AND CATEGORY SUBCATEGORY AND SYMPTOM
OF NNA., INC. ISSUES 177000 M45
AR PRODUCT INQUIRIES (INF) VG PROVIDED RECALL INFORMATION

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:45 PM

NISSAN MOTOR CORPORATION IN U.S.A
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CA7301712I

C. A. R. COMMENTS

FILE OPENED-ZSJ185N 11/04/2011

CRR-SE CHECKED FOR PREVIOUS RELATED FILES: NONE 04-ZSJ185N

CRR-SE CHECKED FOR PREVIOUS UNRELATED FILES: NONE

CRR-SE VERIFIED C'S NAME, ADDRESS, DAY AND ALT PHONE #-S, EMAIL, SVC DLR, & MILEAGE.

CRR-SE CHECKED FOR OPEN RECALLS / CAMPAIGNS FOUND:

OPEN P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 06/01/10 00/00/00

CRR-SE RECEIVED A CALL FROM C . C STATED THAT C FUEL GAUGE IS NOT OPERATING CORRECTLY . C STATED THAT C VEH STOPS IN THE MIDDLE OF THE HWY AND C HAS TO TOW VEH. CRR-SE ADVISE C THAT C VEH HAS AN OPEN RECALL NOT RELATED TO C CONCERN. CRR-SE ADVISE C THAT NHTSA OPENS UP RECALLS FOR VEH AND RECALLS ARE VIN SPECIFIC. C STATED THAT INFINITI IS AWARE OF THE PROBLEM AND THAT INFINITI IS JUST WAITING FOR A DEATH TO HAPPEN IN ORDER FOR INFINITI TO ADDRESS CONCERN. CRR-SE ADVISE C THAT C CAN CALL NHTSA NUMBER, C STATED THAT C IS DISSAPPOINTED AND THAT C WILL GET RID OF C VEH AND NEVER PURCHASE ANOTHER INFINITI AGAIN. CRR-SE WAS NOT ABLE TO PROVIDE C WITH NAME , NUMBER, EXT SINCE C DISCONNECTED CALL.

@11/04-ZSJ185N

CRR-SE CLOSED FILE DUE TO NO FOLLOW-UP ACTION REQUIRED.

@11/04-ZSJ185N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y ACTION CODE: NT8F ROOT CAUSE: 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: ZSJ185N
HISTORY: UPDATE BY: ZSJ185N
SVC CALL#: UPDATE DATE: 11 / 04 / 11
CLOSE: Y (Y/N) CLOSE DATE: 11 / 04 / 11 MICROFILM: N
RESP CAA: JARA, SOPHIA DE LA OLM: COPENHAVER J DOM: BURKE GREG
PHONE: 0000000000 OWNER FIRST: LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
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NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: corneb2

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: MANASSAS
ST/ZIP: VA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E43M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 71000
IN SVC DATE: 01 / 31 / 03
VCAN: N RTL DLR: 70408 INFINITI OF SYRACUSE, INC.
PAID: 7 SVC DLR: 70517 INFINITI OF CHANTILLY
SUSP: 0 RESP DLR: 70517 INFINITI OF CHANTILLY
DENY: 0 REGION: 72 DIST: SL/SV/PT: 23 23 48

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED X MILES 60000 # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: 58 MILES: 11000 (PT) MONTHS: 34 MILES: 1000

ORIG CODE: CT 11 OPEN DATE: 11 / 19 / 11 XFER/RSPNSBLTY: 72 23 S
CONTACT (S): FOLLOWUP DATE: 11 / 21 / 11 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 11 / 19 / 11 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OF NNA., INC. ISSUES 177000 M45
AR PRODUCT INQUIRIES (INF) VG PROVIDED RECALL INFORMATION

CONFIDENTIAL

DATE: 1/30/2012
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NISSAN MOTOR CORPORATION IN U.S.A
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REQUESTED BY: corneb2

CAR ID:
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C. A. R. COMMENTS

FILE OPENED-ZAL176N 11/19/2011

PREVIOUS FILES:

RELATED: NONE

UNRELATED: NONE

RCAS-AL VERIFIED C-S NAME, VIN, ADDRESS, MILEAGE, DAY/EVENING PHONE, & EMAIL

RCAS-AL CHECKED FOR OPEN RECALLS/CAMPAIGNS:NONE

RCAS-AL RECEIVED CALL FROM C BECAUSE C STATES C FOUND OUT THAT THERE IS A RECALL FOR THE ENGINE COOLING SYSTEM AND C WOULD LIKE TO KNOW IF C'S VEH HAD THE REPAIR PREVIOUSLY DONE.

RCAS-AL ADVISED C NOT ALL OF THE VEH'S ARE INCLUDED IN THE RECALL AND ADVISED C THERE WAS A RECALL ON THE VEH FOR THE SAB CONNECTOR WHICH WAS PREVIOUSLY REPAIRED. C ASKED WHEN WAS THE RECALL PERFORMED.

RCAS-AL ADVISED C THAT THE RECALL WAS CLOSED ON 08/09/11. C STATES C ALSO HAS AN ISSUE WITH THE VEH WHERE THE FUEL GAUGE IS NOT MARKING THE CORRECT FUEL LEVEL AND C STATES C SEEN ONLINE THAT THERE WERE MANY OTHER CUSTOMERS WITH @11/19-ZAL176N

THE SAME COMPLAINT/ISSUE AND INFINITI IS NOT DOING ANYTHING ABOUT IT. C JUST WANTED TO LET INFINITI KNOW THAT C IS ALSO EXPERIENCING THE ISSUE ALONG WITH THE OTHER CUSTOMERS.

RCAS-AL ASKED C IF C HAS BEEN TO THE INFINITI RETAILER FOR A DIAGNOSTIC TO DETERMINE THE ROOT CAUSE OF THE ISSUE. C STATES NO BUT STATES C WILL BE GOING IN SOON FOR SERVICE AND C WILL MAKE THE DEALER AWARE OF IT. RCAS AGREED.

RCAS-AL ADVISED C IF THERE IS A NEW RECALL/CAMPAIGN OPEN C WILL BE NOTIFIED BY MAIL. C UNDERSTOOD.

RCAS-AL OFFERED C FURTHER ASSISTANCE, C DENIED AND THANKED RCAS.

RCAS-AL GAVE C NAME, EXT., & FILE #.

RCAS-AL CLOSING FILE.

@11/19-ZAL176N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT8F	ROOT CAUSE: 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: ZAL176N	
HISTORY:	UPDATE BY: ZAL176N	
SVC CALL#:	UPDATE DATE: 11 / 19 / 11	
CLOSE: Y (Y/N)	CLOSE DATE: 11 / 19 / 11	MICROFILM: N
RESP CAA: LUCIANO, ABEL	OLM: COPENHAVER J	DOM:
PHONE: 0000000000	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
TIME: 04:07:45 PM

NISSAN MOTOR CORPORATION IN U.S.A
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REQUESTED BY: corneb2

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SC: ONE CONTRACT

NAME: [REDACTED]
STREET: [REDACTED]
CITY: EDMOND
ST/ZIP: OK [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E73M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 64400
IN SVC DATE: 06 / 08 / 03
VCAN: Y RTL DLR: 70075 BOB MOORE INFINITI, INC.
PAID: 5 SVC DLR: 70075 BOB MOORE INFINITI, INC.
SUSP: 0 RESP DLR: 70075 BOB MOORE INFINITI, INC.
DENY: 0 REGION: 92 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 PREOWNED X MILES 11650 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: BOB MOORE INFINITI
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 11 / 30 / 11 XFER/RSPNSBLTY: 11 00 S
CONTACT (S): FOLLOWUP DATE: 11 / 30 / 11 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 11 / 30 / 11 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY SUBCATEGORY AND SYMPTOM
OF NNA., INC. ISSUES 177000 M45
AR PRODUCT INQUIRIES (INF) WS TECHNICAL INFORMATION REQUEST

CONFIDENTIAL

DATE: 1/30/2012
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NISSAN MOTOR CORPORATION IN U.S.A
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CA7319874I

C. A. R. COMMENTS

FILE OPENED-ZMM176N 11/30/2011

RCAS-MVM CHECKED FOR PREVIOUS RELATED FILES:

RCAS-MVM CHECKED FOR PREVIOUS UNRELATED FILES:

RCAS-MVM VERIFIED C'S NAME, ADDRESS, DAY AND ALT PHONE #-S, EMAIL, SVC DLR,&
RCAS-MVM CHECKED FOR OPEN RECALLS / CAMPAIGNS FOUND

RCAS-MVM RECIEVED A CALL FROM C, STATED THAT C HAD THE VEHICLE LOOKED AT BY
THE SERVICING DLRSH, C WAS ADVISED THAT THE FG ISN'T READING CORRECTLY. WHEN
THE FG IS READING HALF A TANK, THE TANK IS EMPTY. C STATED THAT C'S C/C WON'T
GAUGE AND THE TROUBLE CODE IS STATING THAT C NEEDS TO CALL C/A. C STATED THAT
C HAD THE VEHICLE AT BOB MOORE OVER A YR AGO. C HASN'T HAD A RECENT
DIAGNOISTC ON THE VEHICLE. C IS WANTING TO KNOW WHAT CAN BE DONE. RCAS-MVM
REVIEWED C'S SERVICING HISTORY, C IS NOT A GOODSERVICING C WITH THE INFINTI
DLRSH. C'S LAST VISIT WAS IN 2008. C STATD THAT C READ ONLINE ABOUT THE
ISSUES AND THAT IT BEING A COMMON ISSUE. C STATED HAS TALKED WITH BOB MOORE
BUT THE VEHICLE WAS DIAGNOSED. RCAS UNDESTOOD C'S CONCERN'S AND BASED UPOON TH
@11/30-ZMM176N

SERVICING HISTORY OF THE VEHICLE CA WOULDN'T BE IN A POSITION TO ASSIST. C
UNDERSTOOD. C STATED THAT BASED ON THAT INFORMATION C ISN'T GOING TO TAKE THE
VEHICLE TO HAVE IT DIAGNOSED. C THANKED RCAS FOR THE HONESTY AND INTREGITY,
AND DISCONNECTED THE CALL. RCAS-MVM CLOSING FILE. . @11/30-ZMM176N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

		CONTACT(S):		
SATISFIED: Y		ACTION CODE: NT3E		ROOT CAUSE: 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 REOUESTED: NO
3RD PRY:		PART#:		CHECK ISSUED: NO
BYBACK ST:		OPENED BY: ZMM176N		
HISTORY:		UPDATE BY: ZMM176N		
SVC CALL#:		UPDATE DATE: 11 / 30 / 11		
CLOSE: Y (Y/N)		CLOSE DATE: 11 / 30 / 11		MICROFILM: N
RESP CAA: MATTEI, MARIO		OLM: COPENHAVER J		DOM:
PHONE: 0000000000		OWNER FIRST:		LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
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----- CONSUMER AFFAIRS -----

CA7319874

SERVICE CONTRACTS SUMMARY

DATE: 1/30/2012
TIME: 04:07:45 PM
MODEL YEAR: 2003.0
MAKE:
MODEL LINE: M45

NAME: [REDACTED]

VIN:
IN SCV DATE: 7/9/2005

SEO NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
231	PLNA05011947	72EPP CA	7/9/2005	7/9/2006	23,656		

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CURRENT SERVICE CONTRACT		PRIOR SERVICE CONTRACT	
CONTRACT:	PLNA05011947	CONTRACT:	
OWNER NAME:	[REDACTED]	OWNER NAME:	
PLAN TYPE:	L	PLAN TYPE:	
PLAN TERM:	A	PLAN TERM:	
DEDUCTABLE:	\$	DEDUCTABLE:	
EFFECTIVE:	07/09/05	EFFECTIVE:	
EXPIRES:	07/09/06	EXPIRES:	
MILES:	23,656	MILES:	
CANCEL:		CANCEL:	
MILES:		MILES:	
TRANSFER:		TRANSFER:	
TRANSACTION:	7/29/2005	TRANSACTION:	
PRINTED:	07/30/05	PRINTED:	
DEALER NO:	72EPP	DEALER NO:	
STATE:	CA	STATE:	
DEALER NAME:	CA/EXT. PROTECTION PLAN	DEALER NAME:	

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DATE: 1/30/2012
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SC: NONE

NAME: [REDACTED] VIN: JNKAY41E34M [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2004.0 M45 MILEAGE: 138000
CITY: ATHENS IN SVC DATE: 06 / 29 / 04
ST/ZIP: GA [REDACTED] VCAN: N RTL DLR: 70500 INFINITI OF HILTON HEAD
DAY PH: [REDACTED] PAID: 4 SVC DLR: 70493 INFINITI OF GWINNETT
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 70493 INFINITI OF GWINNETT
DLR PH: [REDACTED] DENY: 0 REGION: 72 DIST: SL/SV/PT: 14 14 44

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED X MILES 45000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: NISSAN RTLR/INDEPENDENT
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 12 / 02 / 11 XFER/RSPNSBLTY: 11 00 S
CONTACT (S): FOLLOWUP DATE: 12 / 02 / 11 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 12 / 02 / 11 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY		SUBCATEGORY AND SYMPTOM	
OA	VEHICLE CONCERNS	180000	FUEL GAUGE
AT	INSTRUMENTATION	YI	OOW GOODWILL ASSISTANCE REQUEST
OA	VEHICLE CONCERNS	180000	FUEL GAUGE
AT	INSTRUMENTATION	YX	POOR OR IMPROPER OPERATION

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NISSAN MOTOR CORPORATION IN U.S.A
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CA7321722I

C. A. R. COMMENTS

FILE OPENED-ZHL235N 12/02/2011
RCAS-HL CHECKED FOR PREVIOUS RELATED FILES: NONE
RCAS-HL CHECKED FOR PREVIOUS UNRELATED FILES: NONE
RCAS-HL VERIFIED C'S NAME, ADDRESS, DAY AND
ALT PHONE #-S, EMAIL, SVC DLR & MILEAGE.
RCAS-HL CHECKED FOR OPEN RECALLS / CAMPAIGNS FOUND: @12/02-ZHL235N
OPEN P9218 M45/Q45 SAB CONCTR ITB09-023 06/15/09 06/01/10
RCAS-HL RECEIVED AN INBOUND CALL FROM C AT 10AM EST.
C STATES THE FUEL GAUGE IS NOT WORKING CORRECTLY AND THE REPAIR WILL COST
IS ABOUT \$1400. C STATES AN INDEPENDENT ADVISED C IT IS THE FUEL GAUGE.
C STATES C HAS DONE RESEARCH AND FOUND EVIDENCE ON THE INTERNET OF
THIS COMPLAINT.
C STATES C CAN NOT AFFORD THE REPAIR AND IS REQUESTING A DISCOUNT.
@12/02-ZHL235N
* @12/02-ZHL235N
RCAS-HL LOOKED IN ZCA1 AND WBSC AND FOUND NO RELATED RECALL OR WARRANTY
EXTENSION. RCAS ADVISED C THAT C MAY HAVE A DIAGNOSTIC PERFORMED BY AN
INFINITI RTLR TO HAVE THE REQUEST_FOR OOW FA REVIEWED. RCAS ADVISED C THAT
DUE TO THE AGE AND MILEAGE OF THE VEH AND THE LACK OF SERVICING HISTORY IT
WOULD BE HIGHLY UNLIKELY THAT INFINITI WOULD BE ABLE TO OFFER OOW FA.
C UNDERSTOOD.
RCAS-HL TRANSFERRED C TO INFINITI OF GWINNETT PHONE: 678 812 8500 FOR
SCHEDULING TO HAVE THE RECALL PERFORMED ON C'S VEH.
***** @12/02-ZHL235N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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:
IIR-DATE: 00 / 00 / 00 TRANS DATE: 00 / 00 / 00 CHECK REQUESTED: NO
3RD PRY: PART#: CHECK ISSUED: NO
BYBACK ST: OPENED BY: ZHL235N
HISTORY: UPDATE BY: ZHL235N
SVC CALL#: UPDATE DATE: 12 / 02 / 11
CLOSE: Y (Y/N) CLOSE DATE: 12 / 02 / 11 MICROFILM: N
RESP CAA: LITTLE, HOLLY OLM: COPENHAVER J DOM:
PHONE: 0000457375 OWNER FIRST: LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/30/2012
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NISSAN MOTOR CORPORATION IN U.S.A
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REQUESTED BY: corneb2

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: MCKINNEY
ST/ZIP: TX [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: JNKAY41E64M [REDACTED] Y
YR/MDL: 2004.0 M45 MILEAGE: 0
IN SVC DATE: 05 / 31 / 04
VCAN: N RTL DLR: 71077 SEWELL INFINITI
PAID: 8 SVC DLR: 70477 CREST INFINITI
SUSP: 1 RESP DLR: 70477 CREST INFINITI
DENY: 0 REGION: 92 DIST: SL/SV/PT: 12 12 42

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 12 / 12 / 11
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED MILES # NISSAN/INFINITI VEHICLES: 2
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CE 11 OPEN DATE: 12 / 14 / 11 XFER/RSPNSBLTY: 92 12 S
CONTACT (S): FOLLOWUP DATE: 12 / 14 / 11 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 12 / 14 / 11 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OF NNA., INC. ISSUES 177000 M45
AR PRODUCT INQUIRIES (INF) VG PROVIDED RECALL INFORMATION

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NISSAN MOTOR CORPORATION IN U.S.A
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CA7330523I

C. A. R. COMMENTS

FILE OPENED-ZJB176N 12/14/2011
CRR-JDB CHECKED FOR PREVIOUS RELATED/UNRELATED FILES: UNRELATED/5938386
CRR-JDB VERIFIED C'S NAME, ADDRESS, DAY AND EVENING PHONE NUMBERS,
EMAIL ADDRESS, SVC DLR
CRR-JDB CHECKED FOR OPEN RECALLS / CAMPAIGNS FOUND: NONE
*** LOGGING EMAIL ***

EMAIL RECEIVED FROM C STATING: @12/14-ZJB176N

___COMMENTS : I HAVE 2004 M45 AND THE FUEL GAUGE IN HAS STOPPED
___WORKING AND I WAS TOLD THE FUEL PUMP IS WHAT NEEDS TO BE
___REPLACED. WELL I USE TO OWN A 93 Q45 AND I REPLACED THE FUEL PUMP
___AS WELL. I'VE TALKED TO 6 OTHER M45 OWNERS(YEARS 03-04) AND 4 OUT
___OF SIX HAVE OR HAD THE SAME ISSUE. THESE ARE PEOPLE I SAW DRIVING
___WITHIN 30 MILES FROM MY HOUSE. I WAS WONDERING IF THERE WAS A
___RECALL ON THIS ISSUE, BECAUSE IT SEEMS TOO UNLIKELY THAT WE WOULD
___ALL HAVE THE SAME PROBLEM WITH THE SAME MODELS BY CHANCE. PLEASE
___ADVISE.THANKS.

CRR-JDB RESPONDED TO C AS FOLLOWS: @12/14-ZJB176N

___THANK YOU FOR CONTACTING INFINITI AND ALLOWING US THE OPPORTUNITY
___TO ASSIST YOU.A REVIEW OF OUR RECORDS INDICATES THAT THE ABOVE-
___REFERENCED VEHICLE IS NOT CURRENTLY INVOLVED IN ANY RECALLS OR
___SERVICE CAMPAIGNS.IF YOU HAVE ANY FURTHER QUESTIONS OR CONCERNS,
___PLEASE CALL US DIRECTLY AT 1-800-662-6200 (OPTION 6).

CRR-JDB CLOSING FILE AND CASE # 00695280 NO FURTHER ASSISTANCE. @12/14-ZJB176N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NE8F	ROOT CAUSE: SCIN
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:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZJB176N	
HISTORY:	UPDATE BY: ZJB176N	
SVC CALL#:	UPDATE DATE: 12 / 14 / 11	
CLOSE: Y (Y/N)	CLOSE DATE: 12 / 14 / 11	MICROFILM: N
RESP CAA: BORTRER, JASON	OLM: COPENHAVER J	DOM:
PHONE: 0000000000	OWNER FIRST:	LANGUAGE: E ENGLISH

DOCUMENT_ID
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CA5608821
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