

PE13-029

NISSAN

7-11-2014

ATTACHMENT A  
CONSUMER COMPLAINTS

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 1

REQUESTED BY: lattad

**NAME:** [REDACTED] **SC:** MULTI CONTRACT **CAR ID:** CA2457263  
**STREET:** [REDACTED] **VIN:** 5N1BV28U77N [REDACTED]  
**CITY:** MAYWOOD **YR/MDL:** 2007.0 **MILEAGE:** 047938  
**ST/ZIP:** NJ [REDACTED] 1 **VCAN:** Y **IN SVC DATE:**  
**DAY PH:** [REDACTED] **PAID:** 3,298 **RTL DLR:** NI NI  
**EVE PH:** [REDACTED] **SUSP:** 0 **SVC DLR:** 2764 MEADOWLANDS NISSAN  
**DLR PH:** 201 796 5050 **DENY:** 0 **RESP DLR:** 2764 MEADOWLANDS NISSAN  
**REGION:** 26 **DIST: SL/SV/PT:** 09 09 39

**LETTER RECEIVED:** 01/17/13 **EXEC:** 00/00/00 **EMAIL:** 00/00/00  
**FIRE:** N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** N (Y/N)  
**PROPERTY DAMAGE:** N (Y/N) **INJURY:** N (Y/N) **SENT TO LEGAL:** N (Y/N)  
**PREVIOUSLY REPAIRED:** 00/00/00 **WHERE:**  
**VEHICLE PURCHASED:** New x Preowned **MILES:** 047938 **# NISSAN/INFINITI VEHICLES:** 1  
**VEHICLE MAINTAINED BY:** NONE  
**OUTSIDE WARRANTY BY (B) MONTHS:** 31 **MILES:** 11938 **(PT) MONTHS:** 7 **MILES:** 0

**ORIG CODE:** NP NP **OPEN DATE:** 01/18/13 **XFER/RSPNSBLTY:** 26 09 N  
**CONTACT (S):** **FOLLOWUP DATE:** 03/11/13 **INF-NET (Y/N):**  
**SEVERITY:** 9 **CLOSE DATE:** 03/08/13 **INF-NET DATE:**

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OA VEHICLE CONCERNS

180000 FUEL GAUGE

AT INSTRUMENTATION

YX POOR OR IMPROPER OPERATION

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REQUESTED BY: lattad

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REQUESTED BY: lattad

CAR ID: CA2457263

**C. A. R. COMMENTS**

Created by ZDR123N at 2013-01-18 09:33:01

Created by ZDR123N at 2013-01-21 09:34:27

ust (DI)

1/14/13 - 47,722 miles - 4 days

DRTS-DR left message with service advisor to have Tom Corrino send cc ro's

1) CEL on // replaced fuel level sending unit (parts warranty)

Created by ZCC000N at 2013-02-01 10:17:02

1/30/13 - 47,938 miles - 3 days

ARBS-CC rec'd email from Legal Assistant stating:

1) CEL on // unable to find any defects in fuel system

Our client states that his car is currently at Meadowlands Nissan. He was told ARBS-CC notes 2 previous cases, 0 techline cases, and review of warranty histo by the dealership that they are not going to work on the car because we are n ow involved. Our client is still covered under warranty and having problems wi ry.

Created by ZCC000N at 2013-02-12 10:32:23

th the car. They want him to return the loaner car today and pick up his car.

ARBS-CC emailed Atty stating: The customerb

Can you please possibly look in to this for me as soon as possible before he h as to bring the loaner back?

s gauge fluctuating. It appears the first occurrence of this concern was at 39 ,184 miles and all repairs have been made under the service contract or the pa ARBS-CC spoke with SM at Meadowlands. SM advised dlr has completed the diagnos rts warranty. To resolve the matter, NNA will make a single offer of \$2,500.00 tic of the vehicle and stated there was a past code but the concern could not be duplicated. The technician cleared the code and test drove the vehicle. No inclusive. Please let me know.

Created by ZCC000N at 2013-02-15 08:43:44

new code and no duplication of concern. The RO has been documented and the dea

ARBS-CC rec'd email from Atty stating C counters in the amount of \$7,000.00 in

ler is ready to release the vehicle to the customer as no repairs are needed.

ARBS-CC emailed Legal Assistant advising of SM's response.

clusive.

Created by ZCC000N at 2013-02-15 08:45:45

Created by ZEN176N at 2013-02-04 14:05:35

ARBS-CC replied to Atty stating NNA is not willing to go above \$2,500.00 inclu

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**CAR ID:** CA2457263

rcas-ejn received call from SM-Tom stating that the gas gauge was fluctuating and c claims that the dlr caused this concern. SM states that the last visit, sive. Atty is to let Arbs know if C accepts.

Created by ZCC000N at 2013-02-20 08:04:24

the code was cleared for the CEL and test drove the veh. SM states that CEL is ARBS-CC rec'd response from Atty stating parties are settled for the \$2,500.00 illuminated again and the gas gauge is fluctuating. SM requested that rcas-ej . Arbs is to send release.

n have arbs-cc contact SM.

Created by ZCC000N at 2013-02-22 10:56:29

rcas-ejn agreed to request that arbs-cc contact SM. call ended mutually.

ARBS-CC emailed release to Atty and asked for a copy of the current veh reg.

rcas-ejn sending internal email to arbs-cc requesting review of the case and t

Created by ZCC000N at 2013-03-07 06:38:13

o make contact with SM-Tom.

ARBS-CC rec'd signed release. Arbs requested copy of veh reg.

Created by ZCC000N at 2013-02-05 14:34:17

ARBS-CC left vmx for SM.

Created by ZCC000N at 2013-03-07 06:52:26

ARBS-CC rec'd veh reg.

Created by ZBP179N at 2013-02-06 14:05:57

Created by ZCC000N at 2013-03-07 07:39:59

DRTS-BP assisting DRTS-RC rec'd additional RO's from the offices of Kimmel & S

ARBS-CC requested settlement check in the amount of \$2,500.00 inclusive payabl ilverman on 02/04/13, dated 02/04/13 via fax.

Created by ZCC000N at 2013-02-12 10:27:21

e to C and law firm. Arbs created FedEx label [REDACTED]

ARBS-CC notes the following repair history summary:

Created by ZCC000N at 2013-03-07 08:28:58

ARBS-CC created new FedEx label for correct ship date: [REDACTED].

Used Vehicle inspection - 9/9/10 - 37,225 miles

Created by VRD551N at 2013-03-08 14:57:33

\*replaced front wheel hub assembly-both sides

3/7/11

ARBS rec'd confirmation the check was sent.

1) replaced hub assembly

ARBS is closing file.

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4/1/11 - 37,558 miles - 1 day

1) oil leak under vehicle // replace engine oil cooler o-ring and power steering suction hose

8/19/11 - 39,184 miles - 1 day

1) gas gauge not working properly, has run out of gas 2 times // could not verify

2) water leaking under steering on driver's side // water leaking from under windshield, need to reschedule (DI)

10/12/11 - 39,184 miles - 2 days

1) water leaking on driver side under steering // Dublin glass removed and resealed windshield, NNA \$250 service credit (CP)

2) gas gauge not working properly, gauge fluctuates more when gas is low between 1/4 and empty // could not duplicate at this time

9/26/12 - 45,629 miles - 1 day

1) CEL on, fuel gauge not reading and veh runs out of gas // SOP, sending unit, covered under service contract

9/28/12 - 45,630 miles - 1 day

1) SOP in, CEL on, fuel gauge is not registering fuel, veh runs out of fuel // replaced fuel sending unit (SC)

12/6/12 - 47,065 miles - 1 day

1) light when on after getting gas // reset light

12/31/12 - 47,448 miles - 1 day

1) tire pressure warning light on // adjusted tire pressure (DI)

2) burning smell through vent // plastic bag on exhaust, cleaned bag from exhaust

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

**SATISFIED:** N

**ACTION CODE:** NP

**ROOT CAUSE:** SCMV



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**CUSTOMER ASSISTANCE REQUEST**

**PAGE:** 9

**REQUESTED BY:** lattad

**CAR ID:** CA2457263

**CALLBACK:** 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:**

**TRANS DATE:** 04/07/11

**CHECK REQUESTED:** Y

**3RD PRY:** NI

**PART#:**

**CHECK ISSUED:** Y

**BYBACK ST:**

**OPENED BY:**

**HISTORY:**

**UPDATE BY:**

**SVC CALL#:** N

**UPDATE DATE:**

**CLOSE:** Y

**CLOSE DATE:** 03/08/13

**MICROFILM:**

**RESP CAA:**

**OLM:**

**DOM:**

**PHONE:**

**OWNER FIRST:** PETER

**LANGUAGE:**

**CONFIDENTIAL**

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**PAGE:** 11

**CAR ID:** [REDACTED]

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

**MODEL YEAR:** 2007

**MAKE:** N

**MODEL LINE:**

**NAME:** [REDACTED]

**VIN:** 5N1BV28U77N [REDACTED]

**IN SCV DATE:**

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
1	[REDACTED]	2764	New Jersey	3/31/2011	07/31/14	0100000	01/01/01	01/01/01
2	[REDACTED]	2764	New Jersey	3/31/2011	07/31/14	0100000	01/01/01	01/01/01

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REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**CURRENT SERVICE CONTRACT**

**CONTRACT:** [REDACTED]

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** E

**PLAN TERM:** Q

**DEDUCTABLE:** 50

**EFFECTIVE:** 3/31/2011

**EXPIRES:** 07/31/14      **MILES:** 0100000

**CANCEL:** 01/01/01      **MILES:** 0100000

**TRANSFER:** 01/01/01

**TRANSACTION:** 04/07/11

**PRINTED:** 04/09/11

**DEALER NO:** 2764      **STATE:** NJ

**DEALER NAME:** MEADOWLANDS NISSAN

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REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**CURRENT SERVICE CONTRACT**

**CONTRACT:** [REDACTED]

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** M

**PLAN TERM:** Z

**DEDUCTABLE:** 0

**EFFECTIVE:** 3/31/2011

**EXPIRES:** 07/31/14      **MILES:** 0100000

**CANCEL:** 01/01/01      **MILES:** 0100000

**TRANSFER:** 01/01/01

**TRANSACTION:** 04/07/11

**PRINTED:** 04/09/11

**DEALER NO:** 2764      **STATE:** NJ

**DEALER NAME:** MEADOWLANDS NISSAN



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CUSTOMER ASSISTANCE REQUEST

**PAGE:** 17

REQUESTED BY: lattad

<b>NAME:</b> [REDACTED] F	<b>SC:</b> MULTI CONTRACT	<b>CAR ID:</b> [REDACTED]
<b>STREET:</b> [REDACTED]	<b>VIN:</b> 5N1BV28U67N [REDACTED]	
<b>CITY:</b> SCHAUMBURG	<b>YR/MDL:</b> 2007.0	<b>MILEAGE:</b> 000000
<b>ST/ZIP:</b> IL [REDACTED]	<b>VCAN:</b> Y	<b>IN SVC DATE:</b>
<b>DAY PH:</b> [REDACTED]	<b>PAID:</b> 480	<b>RTL DLR:</b> NI NI
<b>EVE PH:</b> [REDACTED]	<b>SUSP:</b> 0	<b>SVC DLR:</b> 3229 WOODFIELD NISSAN, INC.
<b>DLR PH:</b> 847 310 1900	<b>DENY:</b> 30	<b>RESP DLR:</b> 3229 WOODFIELD NISSAN, INC.
	<b>REGION:</b> 24	<b>DIST: SL/SV/PT:</b> 01 01 31

<b>LETTER RECEIVED:</b> 00/00/00	<b>EXEC:</b> 00/00/00	<b>EMAIL:</b> 00/00/00
<b>FIRE:</b> N (Y/N)	<b>ROLLOVER:</b> N (Y/N)	<b>ACCIDENT:</b> N (Y/N)
<b>PROPERTY DAMAGE:</b> N (Y/N)	<b>INJURY:</b> N (Y/N)	<b>SENT TO LEGAL:</b> N (Y/N)
<b>PREVIOUSLY REPAIRED:</b> 00/00/00	<b>WHERE:</b>	
<b>VEHICLE PURCHASED:</b> New x Preowned	<b>MILES:</b> 000000	<b># NISSAN/INFINITI VEHICLES:</b> 0
<b>VEHICLE MAINTAINED BY:</b> NONE		
<b>OUTSIDE WARRANTY BY (B) MONTHS:</b> 0	<b>MILES:</b> 0	<b>(PT) MONTHS:</b> 0 <b>MILES:</b> 0

<b>ORIG CODE:</b> NP NP	<b>OPEN DATE:</b> 01/25/13	<b>XFER/RSPNSBLTY:</b> 24 01 N
<b>CONTACT (S):</b>	<b>FOLLOWUP DATE:</b> 01/25/13	<b>INF-NET (Y/N):</b>
<b>SEVERITY:</b> 9	<b>CLOSE DATE:</b> 01/25/13	<b>INF-NET DATE:</b>

<b>CONCERN AND CATEGORY</b>	<b>SUBCATEGORY AND SYMPTOM</b>
OC NISSAN DEALER ISSUES	223000 SERVICE SURVEY (NISSAN)
BF NSN DEALER SERVICE DEPT.	ZR GENERAL INQUIRY

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REQUESTED BY: lattad

CAR ID: [REDACTED]

**C. A. R. COMMENTS**

Created by 12345678 at 2013-01-25 01:13:43

Created by 12345678 at 2013-01-25 01:14:17

Service Dept. Review

I TOOK THE CAR THREE TIMES FOR THE SAME PROBLEM. THEY WERE SUPPOSE TO FIX THE FUEL GAUGE SINCE IT WAS NOT READING CORRECTLY. THEY HAD THE CAR FOR FEW DAYS AND THEY SAID THEY FIXED IT, THE NEXT DAY IT RUNS OUT OF GAS WITH THREE CHILDREN IN THE CAR ON SUNDAY MORNING. I TAKE IT BACK AGAIN AND THEY SAID IT WAS FIXED. THEY KEPT IT FOR ANOTHER COUPLE OF DAYS AND SAID THEY FIXED IT....T TOOK THREE TRIPS WHERE THEY FIRST TWO TIMES THEY ASSURED ME IT WAS FIXED BUT IT WAS NOT. THE CAR RAN OUT OF GAS BECAUSE THEY DID NOT FIX THE FUEL GAUGE. VERY DISAPPOINTED OVERALL.

Created by ZAT111N at 2013-01-25 09:01:32

Rcas-at called c @ 10:59 am est on home # [REDACTED].

Rcas-at left c a vmx with rcas-at contact info.

Rcas-at closing case pending c contact.

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

SATISFIED: N

ACTION CODE: NP

ROOT CAUSE: SCMV

CALLBACK: 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:

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**CAR ID:** [REDACTED]

**IIR-DATE:**

**TRANS DATE:** 02/20/07 08/08/12

**CHECK REQUESTED:** Y

**3RD PRY:** NI

**PART#:**

**CHECK ISSUED:** Y

**BYBACK ST:**

**OPENED BY:**

**HISTORY:**

**UPDATE BY:**

**SVC CALL#:** N

**UPDATE DATE:**

**CLOSE:** Y

**CLOSE DATE:** 01/25/13

**MICROFILM:**

**RESP CAA:**

**OLM:**

**DOM:**

**PHONE:**

**OWNER FIRST:** MAHMOUD

**LANGUAGE:**

**CONFIDENTIAL**

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**CAR ID:** [REDACTED]

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

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**MODEL YEAR:** 2007

**MAKE:** N

**MODEL LINE:**

**NAME:** [REDACTED] F

**VIN:** 5N1BV28U67N [REDACTED]

**IN SCV DATE:**

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
1	[REDACTED]	3229	Illinois	2/17/2007	02/17/13	0075000	01/01/01	01/01/01
2	[REDACTED]	3229	Illinois	8/2/2012	08/02/13	0110015	01/01/01	01/01/01



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**PAGE:** 25

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**CURRENT SERVICE CONTRACT**

**CONTRACT:** [REDACTED]

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** C

**PLAN TERM:** D

**DEDUCTABLE:** 50

**EFFECTIVE:** 2/17/2007

**EXPIRES:** 02/17/13      **MILES:** 0075000

**CANCEL:** 01/01/01      **MILES:** 0075000

**TRANSFER:** 01/01/01

**TRANSACTION:** 02/20/07

**PRINTED:** 02/24/07

**DEALER NO:** 3229      **STATE:** IL

**DEALER NAME:** WOODFIELD NISSAN, INC.

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REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**CURRENT SERVICE CONTRACT**

**CONTRACT:** [REDACTED]

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** G

**PLAN TERM:** R

**DEDUCTABLE:** 0

**EFFECTIVE:** 8/2/2012

**EXPIRES:** 08/02/13      **MILES:** 0110015

**CANCEL:** 01/01/01      **MILES:** 0110015

**TRANSFER:** 01/01/01

**TRANSACTION:** 08/08/12

**PRINTED:** 08/11/12

**DEALER NO:** 3229      **STATE:** IL

**DEALER NAME:** WOODFIELD NISSAN, INC.

**CONFIDENTIAL**

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**DATE:** 07/07/14

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**PAGE:** 29

**TIME:** 12:22:20 AM

**REQUESTED BY:** lattad

<b>NAME:</b> [REDACTED]	<b>SC:</b> NONE	<b>CAR ID:</b> [REDACTED]
<b>STREET:</b> [REDACTED]	<b>VIN:</b> 5N1BV28U77N [REDACTED]	
<b>CITY:</b> EAGLEVILLE	<b>YR/MDL:</b> 2007.0	<b>MILEAGE:</b> 061000
<b>ST/ZIP:</b> PA [REDACTED]	<b>VCAN:</b>	<b>IN SVC DATE:</b>
<b>DAY PH:</b> 0	<b>PAID:</b>	<b>RTL DLR:</b> NI NI
<b>EVE PH:</b> [REDACTED]	<b>SUSP:</b>	<b>SVC DLR:</b> 3094 CONICELLI NISSAN
<b>DLR PH:</b> 610 825 4200	<b>DENY:</b>	<b>RESP DLR:</b> 3094 CONICELLI NISSAN
		<b>REGION:</b> 26 <b>DIST: SL/SV/PT:</b> 06 06 36

<b>LETTER RECEIVED:</b> 00/00/00	<b>EXEC:</b> 00/00/00	<b>EMAIL:</b> 02/27/13
<b>FIRE:</b> N (Y/N) <b>ROLLOVER:</b> N (Y/N)	<b>ACCIDENT:</b> N (Y/N)	<b>AIRBAG:</b> N (Y/N)
<b>PROPERTY DAMAGE:</b> N (Y/N)	<b>INJURY:</b> N (Y/N)	<b>SENT TO LEGAL:</b> N (Y/N)
<b>PREVIOUSLY REPAIRED:</b> 00/00/00	<b>WHERE:</b>	
<b>VEHICLE PURCHASED:</b> New x Preowned	<b>MILES:</b> 061000	<b># NISSAN/INFINITI VEHICLES:</b> 1
<b>VEHICLE MAINTAINED BY:</b> NONE		
<b>OUTSIDE WARRANTY BY (B) MONTHS:</b> 41	<b>MILES:</b> 25000	<b>(PT) MONTHS:</b> 17 <b>MILES:</b> 1000

<b>ORIG CODE:</b> NP NP	<b>OPEN DATE:</b> 02/27/13	<b>XFER/RSPNSBLTY:</b> 26 06 N
<b>CONTACT (S):</b>	<b>FOLLOWUP DATE:</b> 03/14/13	<b>INF-NET (Y/N):</b>
<b>SEVERITY:</b> 9	<b>CLOSE DATE:</b> 03/14/13	<b>INF-NET DATE:</b>

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OA VEHICLE CONCERNS	152000 FUEL PUMP
AI FUEL/INTAKE SYSTEM	WZ WARRANTY COVERAGE INQUIRY
AT INSTRUMENTATION	YI OOW GOODWILL ASSISTANCE REQUEST
	YP PARTS AVAILABILITY (BACKORDER)
	YX POOR OR IMPROPER OPERATION

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 30

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 31

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**C. A. R. COMMENTS**

advised c that the fuel pump is a 3/36 item. Rcas-bb will complete a goodwill

Created by null at 2013-02-27 08:25:12

phonenum: [REDACTED]

Service Dept. Review

id: 1154

I review and

questiontxt:

Service Dept. Review

address1: 28 brant rd

Rcas-bb will contact c by Fri 03/15.

retailerLocation:

address2:

Created by ZBB176N at 2013-03-12 08:00:56

retailerName:

channel: ni

Rcas-bb contacted Montgomeryville Nissan at 9:50 am est at 215-661-9300. Left

retailerState:

city: norristown

retailerZipcode:

vmx for SM-Joe to call concerning c and goodwill. Rcas-bb setting follow up

comments: I have nissan quest 2007 (first owner) but I have a proplem never

source: NissanContactUs

to contact dlr again 03/14.

Created by ZBB176N at 2013-03-13 07:25:33

happend with me for all the cars I owned and drove in my whole life the sincor

state: PA

fuel level is not working right make wrong reading my car is 61000 mi I want

Rcas-bb received a vmx from SM-Joe from Montgomeryville stating there is no hi

status: 0

story for this vin.

subjectLine: My vehicle's warranty coverage

to know if it is under warranty for this rare proplem thank you

contactMethod: PHONE

Created by ZBB176N at 2013-03-13 07:28:11

unit:

contractNumber:



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 32

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 33

REQUESTED BY: lattad

CAR ID: [REDACTED]

Rcas-bb emailed goodwill review to FOM-DVB.

vin: 5N1BV28U77N [REDACTED]

Created by ZBB176N at 2013-03-14 07:33:15

dealersname: montgomeryvill nissan

year:

dealerstate: PA

Rcas-bb received an email from FOM-DVB denied oow.

zipcode [REDACTED]

Created by ZAA999N at 2013-02-27 12:05:21

Created by ZBB176N at 2013-03-14 07:42:36

emailAddress: [REDACTED]

crr-aa called in c at 1:48 PM and was able to get a hold with c. crr-aa advis

firstname: [REDACTED]

Rcas-bb contacted c at 9:34 am est at [REDACTED]. Rcas-bb advised c that NN

A has declined assistance for the repair as the item is a 3/36 warranty. C be

ed c that crr-aa would like to gather further details regarding c's veh issue.

inquiry:

crr-aa noting that c confirms the info c has on c's email that the fuel gauge

lastname: [REDACTED]

lieves the part should be under warranty longer and should not go out at this

is not working properly and that this would be the first time c's having this

make:

time and mileage. Rcas-bb offered to ask dlr for a discount and c did not rep

kind of issue on a veh. c would like to know on what nna can do on this rare

ly. C asked if NNA would contribute anything to the repair and Rcas-bb reite

middlename:

issue.

mileage:

rated the denial. C thanked Rcas-bb. Call ended mutually.

crr-aaB apologize for any inconvenience this may have caused c.

model:

Summary" C was seeking assistance with a fuel pump repair. FOM-DVB denied as

crr-aa advised c that a recent diagnosis is needed for this will be the basis

owner: true

sistance oow.

in reviewing c's request case.

phonenum [REDACTED]

**CONFIDENTIAL**

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**DATE:** 07/07/14

**TIME:** 12:22:20 AM

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

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Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 35

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

crr-aa advised c that c may callback once the veh has been diagnosed. c agree  
questiontxt:

d.

retailerLocation:

c asked if c will pay for the diagnosis fee.

retailerName:

crr-aa confirmed that needed to cover for the diagnosis fee.

retailerState:

crr-aa advised c that crr-aa will still be sending c an email so c will have a

retailerZipcode:

reference with crr-aa's assistance. c agreed

source: NissanContactUs

crr-aaB offered further assistance. c declined. crr-aa provide c name, extensi

state: PA

n number and case number.c

status: 0

crr-aa closed file.

subjectLine: My vehicle's warranty coverage

Created by ZAA999N at 2013-02-27 12:08:38

unit:

case closed

vin: 5N1BV28U77N [REDACTED]

Created by ZAA999N at 2013-03-11 12:13:17

year:

crr-aa received vmx from c stating that c already had the veh diagnosed by nna

zipcode: [REDACTED]

Created by ZAA999N at 2013-02-27 11:41:21

dlr and requesting for crr-aa to contact c for further information.

Created by ZAA999N at 2013-03-11 12:25:19

id: 1154

address1: 28 brant rd

crr-aa called in c at 2:16 PM and was able to get a hold with c.

address2:

c stated that as per the SA who assisted c the fuel tank is defective and this

channel: ni

will cost \$679 + tax for the repair.

city: norristown

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 36

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 37

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

crr-aa apologize for any inconvenience this may have caused c.B crr-aa advise comments: I have nissan quest 2007 (first owner) but I have a proplem never c that crr-aa could not promise anything, however crr-aa informed c that file happend with me for all the cars I owned and drove in my whole life the sincor would be escalated to RCAS for review.B crr-aa also informed c that c would b e receiving a call from RCAS by tomorrow, before the end of the business day. fuel level is not working right make wrong reading my car is 61000 mi I want c understood.B crr-aa provided c with file number, name and extension number. to know if it is under warranty for this rare proplem thank you

contactMethod: PHONE

crr-aa transferring the file to RCAS and leaving the file open for follow up.

contractNumber:

Created by ZAA999N at 2013-03-11 12:25:35

case moved

dealername: montgomeryvill nissan

Created by ZBB176N at 2013-03-12 07:22:11

dealerstate: PA

emailAddress: [REDACTED]

Rcas-bb contacted dlr at 9:06 am est at 610-825-4200. SM-Jack stated c was in 3x, Mar 8 and once in 2011 and 2009. SM-Jack does not recommend goodwill.

firstname: [REDACTED]

Created by ZBB176N at 2013-03-12 07:22:45

inquiry:

lastname: [REDACTED]

Rcas-bb contacted c at 9:19 am est at 610-507-2410. Left vmx for c to call.

Created by ZBB176N at 2013-03-12 07:59:30

make:

middlename:

Rcas-bb received a call from c at 9:43 am est. Rcas-bb inquired about any oth er vehs and c stated a SEN. C stated c used Montgomeryville Nissan for 2-3 ye mileage:

ars and then started using Conicelli for maintaining the veh. C stated c has

model:

never had this happen on any other veh and believes this is a defect. Rcas-bb

owner: true

**SPECIAL REMARKS:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 38

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 39

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

<b>SATISFIED:</b> N	<b>ACTION CODE:</b> NP	<b>ROOT CAUSE:</b> SCIN
<b>CALLBACK:</b> 0	<b>DATE:</b> 00/00/00	<b>USERID:</b>
<b>REOPEN:</b>	<b>CALLBACK:</b> 0	<b>DATE:</b> 00/00/00
	<b>NEW INFO:</b> 0	<b>DATE:</b> 00/00/00
	<b>OTHER:</b> 0	<b>DATE:</b> 00/00/00
	<b>COMMENTS ONLY:</b> 0	<b>DATE:</b> 00/00/00

<b>IIR-DATE:</b>	<b>TRANS DATE:</b> 00/00/00	<b>CHECK REQUESTED:</b> Y
<b>3RD PRY:</b> NI	<b>PART#:</b>	<b>CHECK ISSUED:</b> Y
<b>BYBACK ST:</b>	<b>OPENED BY:</b>	
<b>HISTORY:</b>	<b>UPDATE BY:</b>	
<b>SVC CALL#:</b> N	<b>UPDATE DATE:</b>	
<b>CLOSE:</b> Y	<b>CLOSE DATE:</b> 03/14/13	<b>MICROFILM:</b>
<b>RESP CAA:</b>	<b>OLM:</b>	<b>DOM:</b>
<b>PHONE:</b>	<b>OWNER FIRST:</b> MOHEB	<b>LANGUAGE:</b>



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 40

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

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

**PAGE:** 41

**CAR ID:** [REDACTED]

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

**MODEL YEAR:** 2007

**MAKE:** N

**MODEL LINE:**

**NAME:** [REDACTED]

**VIN:** 5N1BV28U77N [REDACTED]

**IN SCV DATE:**

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		3094	Pennsylvania					

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 42

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 43

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:** **MILES:**

**CANCEL:** **MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 3094 **STATE:** PA

**DEALER NAME:** CONICELLI NISSAN

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 44

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 45

REQUESTED BY: lattad

<b>NAME:</b> [REDACTED]	<b>SC:</b> NONE	<b>CAR ID:</b> [REDACTED]
<b>STREET:</b> [REDACTED]	<b>VIN:</b> 5N1BV28UX7N [REDACTED]	
<b>CITY:</b> INDIANAPOLIS	<b>YR/MDL:</b> 2007.0	<b>MILEAGE:</b> 110000
<b>ST/ZIP:</b> IN [REDACTED]	<b>VCAN:</b>	<b>IN SVC DATE:</b>
<b>DAY PH:</b> [REDACTED]	<b>PAID:</b>	<b>RTL DLR:</b> NI NI
<b>EVE PH:</b> [REDACTED]	<b>SUSP:</b>	<b>SVC DLR:</b> NI NI
<b>DLR PH:</b> 1	<b>DENY:</b>	<b>RESP DLR:</b> NI NI
	<b>REGION:</b> 1	<b>DIST: SL/SV/PT:</b> NI NI NI

<b>LETTER RECEIVED:</b> 00/00/00	<b>EXEC:</b> 00/00/00	<b>EMAIL:</b> 00/00/00
<b>FIRE:</b> N (Y/N)	<b>ROLLOVER:</b> N (Y/N)	<b>ACCIDENT:</b> N (Y/N)
<b>PROPERTY DAMAGE:</b> N (Y/N)	<b>INJURY:</b> N (Y/N)	<b>SENT TO LEGAL:</b> N (Y/N)
<b>PREVIOUSLY REPAIRED:</b> 00/00/00	<b>WHERE:</b>	
<b>VEHICLE PURCHASED:</b> New x Preowned	<b>MILES:</b> 110000	<b># NISSAN/INFINITI VEHICLES:</b> 1
<b>VEHICLE MAINTAINED BY:</b> NONE		
<b>OUTSIDE WARRANTY BY (B) MONTHS:</b> 33	<b>MILES:</b> 74000	<b>(PT) MONTHS:</b> 9
		<b>MILES:</b> 50000

<b>ORIG CODE:</b> NP NP	<b>OPEN DATE:</b> 04/17/13	<b>XFER/RSPNSBLTY:</b> 1 NI N
<b>CONTACT (S):</b>	<b>FOLLOWUP DATE:</b> 04/17/13	<b>INF-NET (Y/N):</b>
<b>SEVERITY:</b> 9	<b>CLOSE DATE:</b> 04/17/13	<b>INF-NET DATE:</b>

<b>CONCERN AND CATEGORY</b>	<b>SUBCATEGORY AND SYMPTOM</b>
OF NNA., INC. ISSUES	208000 QUEST
AZ NISSAN PRODUCT INQUIRIES	VG PROVIDED RECALL INFORMATION

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 46

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 47

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**C. A. R. COMMENTS**

Created by ZSS176N at 2013-04-17 15:41:01

Created by ZSS176N at 2013-04-17 15:43:55

crr-ss received a call from c asking if the veh has any open recall.

crr-ss advised c that recalls are vin specific. C understood.

crr-ss informed c that the veh is not part of any recall.

crr-ss updated c information.

crr-ss asked if c has any veh concerns. C said yes.

c stated that the veh has fuel gauge inaccuracy.

call got disconnected.

crr-ss wasn't able to provide name, ext and case number.

Created by ZML204N at 2013-04-17 15:51:26

crr-ml received a call from c.

c is having problem with the fuel gauge and c read online that there is a recall for the fuel gauge.

c is asking if there is a recall for the fuel gauge.

crr-ml advised c there is no open recall as of this time, that recalls are vin specific.

crr-ml advised c to bring veh at an authorized nissan dlr to have veh diagnosed, since dlr is in the best position to determine if the failed part is covered under warranty or not depending on the result of their diagnosis. c declined

. c said that c would not want to pay out of pocket.

crr-ml offered further assistance, c declined.

crr-ml provided name, ext and case number.

crr-ml closing case.

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 48

REQUESTED BY: lattad

**CONFIDENTIAL**

**Nissan Strictly Confidential Restricted**

**DATE:** 07/07/14

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

**TIME:** 12:22:20 AM

**CUSTOMER ASSISTANCE REQUEST**

**PAGE:** 49

**REQUESTED BY:** lattad

**CAR ID:** [REDACTED]

**SATISFIED:** N

**ACTION CODE:** NP

**ROOT CAUSE:** SCIN

**CALLBACK:** 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:**

**TRANS DATE:** 00/00/00

**CHECK REQUESTED:** Y

**3RD PRY:** NI

**PART#:**

**CHECK ISSUED:** Y

**BYBACK ST:**

**OPENED BY:**

**HISTORY:**

**UPDATE BY:**

**SVC CALL#:** N

**UPDATE DATE:**

**CLOSE:** Y

**CLOSE DATE:** 04/17/13

**MICROFILM:**

**RESP CAA:**

**OLM:**

**DOM:**

**PHONE:**

**OWNER FIRST:** EDWARD

**LANGUAGE:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 50

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

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

**PAGE:** 51

**CAR ID:** [REDACTED]

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

**MODEL YEAR:** 2007

**MAKE:** N

**MODEL LINE:**

**NAME:** [REDACTED]

**VIN:** 5N1BV28UX7N [REDACTED]

**IN SCV DATE:**

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		NI	Indiana					

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

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

**PAGE:** 52

**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 53

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES: MILES:**

**CANCEL: MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** NI **STATE:** NI

**DEALER NAME:** NI

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

NISSAN MOTOR CORPORATION IN U.S.A

CUSTOMER ASSISTANCE REQUEST

REQUESTED BY: lattad

**PAGE:** 54

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 55

REQUESTED BY: lattad

<b>NAME:</b> [REDACTED]	<b>SC:</b> NONE	<b>CAR ID:</b> [REDACTED]
<b>STREET:</b> [REDACTED]	<b>VIN:</b> 5N1BV28U87N [REDACTED]	
<b>CITY:</b> FREDERICKSBUR	<b>YR/MDL:</b> 2007.0	2007.0 QST <b>MILEAGE:</b>
<b>ST/ZIP:</b> VA [REDACTED] <b>VCAN:</b>	<b>IN SVC DATE:</b>	
<b>DAY PH:</b> 0 <b>PAID:</b>	<b>RTL DLR:</b> NI NI	
<b>EVE PH:</b> [REDACTED] <b>SUSP:</b>	<b>SVC DLR:</b> 1980 POHANKA NISSAN-CAD-OLDS	
<b>DLR PH:</b> 540 898 5200 <b>DENY:</b>	<b>RESP DLR:</b> 1980 POHANKA NISSAN-CAD-OLDS	
	<b>REGION:</b> 26 <b>DIST: SL/SV/PT:</b> 17 17 47	

<b>LETTER RECEIVED:</b> 00/00/00	<b>EXEC:</b> 00/00/00	<b>EMAIL:</b> 00/00/00
<b>FIRE:</b> N (Y/N) <b>ROLLOVER:</b> N (Y/N)	<b>ACCIDENT:</b> N (Y/N)	<b>AIRBAG:</b> N (Y/N)
<b>PROPERTY DAMAGE:</b> N (Y/N)	<b>INJURY:</b> N (Y/N)	<b>SENT TO LEGAL:</b> N (Y/N)
<b>PREVIOUSLY REPAIRED:</b> 07/30/13	<b>WHERE:</b>	
<b>VEHICLE PURCHASED:</b> New x Preowned	<b>MILES:</b> 129000	<b># NISSAN/INFINITI VEHICLES:</b> 2
<b>VEHICLE MAINTAINED BY:</b> POHANKA NISSAN-CADILLAC-OLD		
<b>OUTSIDE WARRANTY BY (B) MONTHS:</b> 34	<b>MILES:</b> 93000	<b>(PT) MONTHS:</b> 10 <b>MILES:</b> 69000

<b>ORIG CODE:</b> NP NP	<b>OPEN DATE:</b> 08/12/13	<b>XFER/RSPNSBLTY:</b> 26 17 N
<b>CONTACT (S):</b>	<b>FOLLOWUP DATE:</b> 08/19/13	<b>INF-NET (Y/N):</b>
<b>SEVERITY:</b> 9	<b>CLOSE DATE:</b> 08/19/13	<b>INF-NET DATE:</b>

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OA VEHICLE CONCERNS	180000 FUEL GAUGE
AT INSTRUMENTATION	YI OOW GOODWILL ASSISTANCE REQUEST
	YX POOR OR IMPROPER OPERATION



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

NISSAN MOTOR CORPORATION IN U.S.A

CUSTOMER ASSISTANCE REQUEST

REQUESTED BY: lattad

**PAGE:** 56

**MILEAGE:** 129000

DATE: 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 57

REQUESTED BY: lattad

CAR ID: [REDACTED]

**C. A. R. COMMENTS**

Created by ZFJ178N at 2013-08-12 07:30:41

Created by ZFJ178N at 2013-08-12 07:36:11

instrument cluster repair. RCAS advised that c's request has been reviewed and crr-jd received a call from c. c stated that c brought the veh 2 weeks ago at NNA is not in a position to assist with repairs as veh is oow. RCAS advised t hat there are several factors taken into consideration when a c calls for assi POHANKA NISSAN-CADILLAC-OLDSMOBILE because the fuel pump was burnt out. c spok e with SM-unknown " c forgot the name". SM advised c that the cause is the fue stance, factors such as age, mileage, servicing history, brand loyalty, and se l gauge is not reading correctly. c already paid \$900 for the pump, and c is a veral other factors, none of which automatically qualify or disqualify a c fro m receiving assistance but NNA is not able to provide assistance with this rep sking assistance to fix the gauge worth \$500.00. c stated that c owned 2 nissa air.

n veh an altima and both veh are well maintained at the nissan dlrshp. crr-jd apologized for the inconvenience and advised c that the case will be fo c/s c will never buy another Nissan, c spoke about another brand of veh c neve r had a problem with in 200,000 miles. rwarded to rcas for further review, and c will receive a call back before the call ended mutually. end of the next business day. c agreed and understood. crr-jd offered further assistance. c declined. RCAS closing case.

crr-jd provided name, case number and extension number.

\*\*\*\*\*SUMMARY\*\*\*\*\*

c called for assistance with instrument cluster repair.

crr-jd escalating the case to RCAS

Created by ZWM176N at 2013-08-12 13:16:39

RCAS contacted dlr for service history and rates.

RCAS advised CSM-Cristin Adinolfi

RCAS called dlr and left vmx for SM-Fred Pratt callback.

Created by ZWM176N at 2013-08-12 13:33:42

CSM denied assistance as veh is oow.

RCAS advised c

RCAS called dlr and spoke with SM-Fred

SM advised that veh was brought into for no-start concern, dlr advised fuel pu

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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 58

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 59

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

mp was burnt due to being run out of fuel, fuel gauge inoperative, advised veh oow, dlr replaced fuel pump, veh broke down again, veh towed into dlr, veh was run out of fuel again, dlr recommended replacing instrument cluster with gauge for P\$235 T\$475, and SM advised only history at dlr of fuel pump repair.

RCAS thanked SM

Created by ZWM176N at 2013-08-13 15:52:25

RCAS made outbound call to c@5.35pm on [REDACTED]

c states about a month ago, veh stopped running, towed veh to dlr, dlr advised fuel pump burned out, c paid @\$900 for repair, couple weeks later, veh would not start again, c had veh towed to dlr, dlr advised veh was out of fuel, fuel gauge was not working, recommended repair for @\$500, and c is requesting reimbursement of fuel pump repair and assistance with fuel gauge repair. c states c also owns Altima, and this is the first time c has had veh serviced. c states c feels veh should last 200,000 miles.

RCAS advised case would be reviewed for possible oow GDWL assistance and offered contact information.

c understood.

RCAS asked c to fax RO and POP for review.

c agreed.

call ended mutually with follow-up with c for 8.16.13

RCAS called and left vmx with contact information.

Created by ZPR176NB at 2013-08-15 06:46:47

CRR-PR received a call from c and c just wanted to ask the last name of rcas w m so c can send the fax

CRR-PR verified c's info;

CRR-PR provided the information that the lastname or surname of rcas [REDACTED]

[REDACTED]; c understood

CRR-PR provided case number to c; offered assistance; c declined

CRR-PR provided extension number; exiting case

Created by ZWM176N at 2013-08-16 08:22:50

RCAS sent GWF to FOS-Rhonda Calico

Created by ZWM176N at 2013-08-16 14:43:44

RCAS received denial of assistance from CSM-Cristin Adinolfi for fuel pump and instrument cluster repair as veh is oow

Created by ZWM176N at 2013-08-16 14:47:03

RCAS made outbound call to c@4.44pm on [REDACTED]

RCAS left vmx with name, ext, and case#

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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 60

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 61

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

RCAS made outbound call to c@4.46pm on [REDACTED]  
RCAS left vmx with name, ext, and case#  
Created by ZWM176N at 2013-08-19 12:41:49  
RCAS received call from c regarding case.  
RCAS spoke with c regarding c's request for possible oow GDWL assistance with

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

<b>SATISFIED:</b> N	<b>ACTION CODE:</b> NP	<b>ROOT CAUSE:</b> SNFA
<b>CALLBACK:</b> 0	<b>DATE:</b> 00/00/00	<b>USERID:</b>
<b>REOPEN:</b>	<b>CALLBACK:</b> 0	<b>DATE:</b> 00/00/00
	<b>NEW INFO:</b> 0	<b>DATE:</b> 00/00/00
	<b>OTHER:</b> 0	<b>DATE:</b> 00/00/00
	<b>COMMENTS ONLY:</b> 0	<b>DATE:</b> 00/00/00
		<b>USERID:</b>

<b>IIR-DATE:</b>	<b>TRANS DATE:</b> 00/00/00	<b>CHECK REQUESTED:</b> Y
<b>3RD PRY:</b> NI	<b>PART#:</b>	<b>CHECK ISSUED:</b> Y
<b>BYBACK ST:</b>	<b>OPENED BY:</b>	
<b>HISTORY:</b>	<b>UPDATE BY:</b>	
<b>SVC CALL#:</b> N	<b>UPDATE DATE:</b>	
<b>CLOSE:</b> Y	<b>CLOSE DATE:</b> 08/19/13	<b>MICROFILM:</b>
<b>RESP CAA:</b>	<b>OLM:</b>	<b>DOM:</b>
<b>PHONE:</b>	<b>OWNER FIRST:</b> [REDACTED]	<b>LANGUAGE:</b>

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 62

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

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

**PAGE:** 63

**CAR ID:** XXXXXXXXXX



**CONFIDENTIAL**

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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 64

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

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

**PAGE:** 65

**CAR ID:** [REDACTED]

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

**MODEL YEAR:** 2007

**MAKE:** N

**MODEL LINE:** QST

**NAME:** [REDACTED]

**VIN:** 5N1BV28U87N [REDACTED]

**IN SCV DATE:**

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		1980	Virginia					

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**DATE:** 07/07/14

**TIME:** 12:22:20 AM

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

**PAGE:** 66

**MODEL LINE:**

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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 67

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:**                               **MILES:**

**CANCEL:**                               **MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 1980                       **STATE:** VA

**DEALER NAME:** POHANKA NISSAN-CAD-OLD

**CONFIDENTIAL**

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**DATE:** 07/07/14

**TIME:** 12:22:20 AM

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

**PAGE:** 68

**CONFIDENTIAL**

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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 69

REQUESTED BY: lattad

<b>NAME:</b> [REDACTED]	<b>SC:</b> NONE	<b>CAR ID:</b> [REDACTED]
<b>STREET:</b> [REDACTED]	<b>VIN:</b> 5N1BV28U37N [REDACTED]	
<b>CITY:</b> TONEY	<b>YR/MDL:</b> 2007.0 QST	<b>MILEAGE:</b> 107800
<b>ST/ZIP:</b> AL [REDACTED]	<b>VCAN:</b>	<b>IN SVC DATE:</b>
<b>DAY PH:</b> 0	<b>PAID:</b>	<b>RTL DLR:</b> NI NI
<b>EVE PH:</b> 0	<b>SUSP:</b>	<b>SVC DLR:</b> NI NI
<b>DLR PH:</b> 1	<b>DENY:</b>	<b>RESP DLR:</b> NI NI
	<b>REGION:</b> 1	<b>DIST: SL/SV/PT:</b> NI NI NI

<b>LETTER RECEIVED:</b> 00/00/00	<b>EXEC:</b> 00/00/00	<b>EMAIL:</b> 00/00/00
<b>FIRE:</b> N (Y/N)	<b>ROLLOVER:</b> N (Y/N)	<b>ACCIDENT:</b> N (Y/N)
<b>PROPERTY DAMAGE:</b> N (Y/N)	<b>INJURY:</b> N (Y/N)	<b>SENT TO LEGAL:</b> N (Y/N)
<b>PREVIOUSLY REPAIRED:</b> 00/00/00	<b>WHERE:</b>	
<b>VEHICLE PURCHASED:</b> New Preowned x	<b>MILES:</b> 107800	<b># NISSAN/INFINITI VEHICLES:</b> 1
<b>VEHICLE MAINTAINED BY:</b> NONE		
<b>OUTSIDE WARRANTY BY (B) MONTHS:</b> 39	<b>MILES:</b> 71800	<b>(PT) MONTHS:</b> 15 <b>MILES:</b> 47800

<b>ORIG CODE:</b> NP NP	<b>OPEN DATE:</b> 09/04/13	<b>XFER/RSPNSBLTY:</b> 1 NI N
<b>CONTACT (S):</b>	<b>FOLLOWUP DATE:</b> 09/04/13	<b>INF-NET (Y/N):</b>
<b>SEVERITY:</b> 9	<b>CLOSE DATE:</b> 09/04/13	<b>INF-NET DATE:</b>

<b>CONCERN AND CATEGORY</b>	<b>SUBCATEGORY AND SYMPTOM</b>
OF NNA., INC. ISSUES	208000 QUEST
AZ NISSAN PRODUCT INQUIRIES	VG PROVIDED RECALL INFORMATION

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 70

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 71

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**C. A. R. COMMENTS**

Created by ZKD253N at 2013-09-04 10:35:00

Created by ZKD253N at 2013-09-04 10:41:27

CRR-KDR received call from c. c would like to know if veh is involved in a safety recall.

CRR- KDR verified c's updated contact information.

CRR- KDR advised c that veh has no safety recall involving right now.

Advice c to diagnose the veh because c mentioned c is experiencing fuel gauge inaccuracy.

Inform c that veh needs to be diagnose because Dlrshp is in the best position to determine if the failed part is covered or not depending on the result of dlrshp diagnosis.

Advice c to call back once c needs assistance after veh is been diagnose.

CRR- KDR offered further assistance to c. c declined.

CRR- KDR gave name, extension number and case number to c.

CRR- KDR closed case.

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

**SATISFIED:** N

**ACTION CODE:** NP

**ROOT CAUSE:** SCIN

**CALLBACK:** 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:**



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 72

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

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

**PAGE:** 73

**CAR ID:** [REDACTED]

**IIR-DATE:**

**3RD PRY:** NI

**BYBACK ST:**

**HISTORY:**

**SVC CALL#:** N

**CLOSE:** Y

**RESP CAA:**

**PHONE:**

**TRANS DATE:** 00/00/00

**PART#:**

**OPENED BY:**

**UPDATE BY:**

**UPDATE DATE:**

**CLOSE DATE:** 09/04/13

**OLM:**

**OWNER FIRST:** [REDACTED]

**CHECK REQUESTED:** Y

**CHECK ISSUED:** Y

**MICROFILM:**

**DOM:**

**LANGUAGE:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

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

**PAGE:** 74

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

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

**PAGE:** 75

**CAR ID:** [REDACTED]

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

**MODEL YEAR:** 2007

**MAKE:** N

**MODEL LINE:** QST

**NAME:** [REDACTED]

**VIN:** 5N1BV28U37N [REDACTED]

**IN SCV DATE:**

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		NI	Alabama					

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 76

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 77

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:**

**MILES:**

**CANCEL:**

**MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** NI

**STATE:** NI

**DEALER NAME:** NI

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

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

**PAGE:** 78

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 79

REQUESTED BY: lattad

**NAME:** [REDACTED] **SC:** ONE CONTRACT **CAR ID:** [REDACTED]  
**STREET:** [REDACTED] **VIN:** 5N1BV28U17N [REDACTED]  
**CITY:** TUCKAHOE **YR/MDL:** 2007.0 2007.0 QST **MILEAGE:**  
**ST/ZIP:** NY [REDACTED] **VCAN:** Y **IN SVC DATE:**  
**DAY PH:** [REDACTED] **PAID:** 92 **RTL DLR:** NI NI  
**EVE PH:** [REDACTED] **SUSP:** 0 **SVC DLR:** 3897 CENTRAL AVENUE NISSAN INC  
**DLR PH:** 914 961 3900 **DENY:** 0 **RESP DLR:** 3897 CENTRAL AVENUE NISSAN INC  
**REGION:** 26 **DIST: SL/SV/PT:** 01 01 31

**LETTER RECEIVED:** 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 00/00/00  
**FIRE:** N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** N (Y/N)  
**PROPERTY DAMAGE:** N (Y/N) **INJURY:** N (Y/N) **SENT TO LEGAL:** N (Y/N)  
**PREVIOUSLY REPAIRED:** 00/00/00 **WHERE:**  
**VEHICLE PURCHASED:** New x Preowned **MILES:** 079521 **# NISSAN/INFINITI VEHICLES:** 1  
**VEHICLE MAINTAINED BY:** CENTRAL AVENUE NISSAN  
**OUTSIDE WARRANTY BY (B) MONTHS:** 46 **MILES:** 43521 **(PT) MONTHS:** 22 **MILES:** 19521

**ORIG CODE:** NP NP **OPEN DATE:** 09/27/13 **XFER/RSPNSBLTY:** 26 01 N  
**CONTACT (S):** **FOLLOWUP DATE:** 09/27/13 **INF-NET (Y/N):**  
**SEVERITY:** 9 **CLOSE DATE:** 09/27/13 **INF-NET DATE:**

<b>CONCERN AND CATEGORY</b>	<b>SUBCATEGORY AND SYMPTOM</b>
OA VEHICLE CONCERNS	180000 FUEL GAUGE
OF NNA., INC. ISSUES	208000 QUEST
AT INSTRUMENTATION	VG PROVIDED RECALL INFORMATION
AZ NISSAN PRODUCT INQUIRIES	YI OOW GOODWILL ASSISTANCE REQUEST



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**DATE:** 07/07/14

**TIME:** 12:22:20 AM

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

**PAGE:** 80

**MILEAGE:** 079521

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 81

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**C. A. R. COMMENTS**

Created by ZKD253N at 2013-09-27 12:37:35

Created by ZKD253N at 2013-09-27 12:50:09

CRR-KDR received call from c (Mr. [REDACTED]) which is referred as c now.

C would like to know if veh is involved in a safety recal on c's fuel gauge in accuracy.

CRR- KDR verified c's updated contact information.

CRR- KDR advised c that veh has no safety recall involving right now.

CRR-KDR advice veh to be diagnosed by authorized dlrshp because Dlrshp is in t he best position to determine if the failed part is covered or not depending o n the result of dlrshp diagnosis.

Inform c that c can call back once c needs further assistance as long c can pr ovide diagnosis code, estimated amount of repair or replacement and SA-name an d any representative at NNA-CA could forwarded the case to RCAS for review.

Inform also c that some dlrshp charge customers for diagnosis because Dlrshp w orks independently and operated.

Inform also c that there is no guarantee for financial assistance because veh is OOW.

C acknowledge.

CRR- KDR offered further assistance to c. c declined.

CRR- KDR gave name, extension number and case number to c.

CRR-KDR provided recap of c's concern.

CRR- KDR closed case.

Pending diagnosis: FA assistance / veh OOW / Fuel gauge issue

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

**SATISFIED:** N

**ACTION CODE:** NP

**ROOT CAUSE:** SCIN

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 82

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 83

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**CALLBACK:** 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:**

**TRANS DATE:** 00/00/00 12/11/06

**CHECK REQUESTED:** Y

**3RD PRY:** NI

**PART#:**

**CHECK ISSUED:** Y

**BYBACK ST:**

**OPENED BY:**

**HISTORY:**

**UPDATE BY:**

**SVC CALL#:** N

**UPDATE DATE:**

**CLOSE:** Y

**CLOSE DATE:** 09/27/13

**MICROFILM:**

**RESP CAA:**

**OLM:**

**DOM:**

**PHONE:**

**OWNER FIRST:** [REDACTED]

**LANGUAGE:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 84

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

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

**PAGE:** 85

**CAR ID:** [REDACTED]

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

**MODEL YEAR:** 2007

**MAKE:** N

**MODEL LINE:** QST

**NAME:** [REDACTED]

**VIN:** 5N1BV28U17N [REDACTED]

**IN SCV DATE:**

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
1	[REDACTED]	3897	New York	12/9/2006	12/09/12	0100000	01/01/01	01/01/01
1		3897	New York					

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**DATE:** 07/07/14

**TIME:** 12:22:20 AM

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

**PAGE:** 86

**MODEL LINE:**

**CONFIDENTIAL**

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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 87

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**CURRENT SERVICE CONTRACT**

**CONTRACT:** [REDACTED]

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** C

**PLAN TERM:** E

**DEDUCTABLE:** 50

**EFFECTIVE:** 12/9/2006

**EXPIRES:** 12/09/12      **MILES:** 0100000

**CANCEL:** 01/01/01      **MILES:** 0100000

**TRANSFER:** 01/01/01

**TRANSACTION:** 12/11/06

**PRINTED:** 12/15/06

**DEALER NO:** 3897      **STATE:** NY

**DEALER NAME:** CENTRAL AVENUE NISSAN I



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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 88

REQUESTED BY: lattad

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**CAR ID:** [REDACTED]

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:** **MILES:**

**CANCEL:** **MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 3897 **STATE:** NY

**DEALER NAME:** CENTRAL AVENUE NISSAN I

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<b>NAME:</b> [REDACTED]	<b>SC:</b> NONE	<b>CAR ID:</b> [REDACTED]
<b>STREET:</b> [REDACTED]	<b>VIN:</b> 5N1BV28U17N [REDACTED]	
<b>CITY:</b> TUCKAHOE	<b>YR/MDL:</b> 2007.0 QST	<b>MILEAGE:</b> 080553
<b>ST/ZIP:</b> NY [REDACTED]	<b>VCAN:</b>	<b>IN SVC DATE:</b>
<b>DAY PH:</b> [REDACTED]	<b>PAID:</b>	<b>RTL DLR:</b> NI NI
<b>EVE PH:</b> [REDACTED]	<b>SUSP:</b>	<b>SVC DLR:</b> 3897 CENTRAL AVENUE NISSAN INC
<b>DLR PH:</b> 914 961 3900	<b>DENY:</b>	<b>RESP DLR:</b> 3897 CENTRAL AVENUE NISSAN INC
	<b>REGION:</b> 26	<b>DIST: SL/SV/PT:</b> 01 01 31

<b>LETTER RECEIVED:</b> 00/00/00	<b>EXEC:</b> 00/00/00	<b>EMAIL:</b> 00/00/00
<b>FIRE:</b> N (Y/N)	<b>ROLLOVER:</b> N (Y/N)	<b>ACCIDENT:</b> N (Y/N)
<b>PROPERTY DAMAGE:</b> N (Y/N)	<b>INJURY:</b> N (Y/N)	<b>SENT TO LEGAL:</b> N (Y/N)
<b>PREVIOUSLY REPAIRED:</b> 00/00/00	<b>WHERE:</b>	
<b>VEHICLE PURCHASED:</b> New x Preowned	<b>MILES:</b> 080553	<b># NISSAN/INFINITI VEHICLES:</b> 1
<b>VEHICLE MAINTAINED BY:</b> CENTRAL AVENUE NISSAN		
<b>OUTSIDE WARRANTY BY (B) MONTHS:</b> 46	<b>MILES:</b> 44553	<b>(PT) MONTHS:</b> 22 <b>MILES:</b> 20553

<b>ORIG CODE:</b> NP NP	<b>OPEN DATE:</b> 10/16/13	<b>XFER/RSPNSBLTY:</b> 26 01 N
<b>CONTACT (S):</b>	<b>FOLLOWUP DATE:</b> 10/18/13	<b>INF-NET (Y/N):</b>
<b>SEVERITY:</b> 9	<b>CLOSE DATE:</b> 10/18/13	<b>INF-NET DATE:</b>

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

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

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REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**C. A. R. COMMENTS**

Created by ZDM345N at 2013-10-16 15:18:16

Created by ZDM345N at 2013-10-16 15:21:08

ke stated the c will be responsible for labor.

Service Dept. Review

Created by ZDM345N at 2013-10-16 15:21:08

safety recall inquiry

safety recall inquiry

Created by ZDM345N at 2013-10-16 15:23:47

Created by ZDM345N at 2013-10-16 15:23:47

related case: 12221945

related case: 12221945

CRR-DM received a call from c's husband (a.k.a c) who was calling to give an u

CRR-DM received a call from c's husband (a.k.a c) who was calling to give an u

update about the concern. CRR-DM asked c if any if c's info changed and c state

update about the concern. CRR-DM asked c if any if c's info changed and c state

d no. c stated that c is at the dlr now and the veh is being diagnosed due to

d no. c stated that c is at the dlr now and the veh is being diagnosed due to

fuel gauge inaccuracy. SA-Michael told c that the failed part is the fuel leve

fuel gauge inaccuracy. SA-Michael told c that the failed part is the fuel leve

l sending unit and it will cost around \$778.38 - parts and labor to have it fi

l sending unit and it will cost around \$778.38 - parts and labor to have it fi

xed. c was asking for any type of assistance c can get from nna to have this f

xed. c was asking for any type of assistance c can get from nna to have this f

ixed.

ixed.

CRR-DM advised c that case will be transferred to rcas for review for possible

CRR-DM advised c that case will be transferred to rcas for review for possible

assistance and advised c to expect a call within the next business day from r

assistance and advised c to expect a call within the next business day from r

cas, c understood and provided the BEST # to reach c [REDACTED].

cas, c understood and provided the BEST # to reach c [REDACTED].

CRR-DM offered further assistance, c declined.

CRR-DM offered further assistance, c declined.

CRR-DM provided name, ext and case number.

CRR-DM provided name, ext and case number.

CRR-DM leaving case open, transferring resp to rcas.

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REQUESTED BY: lattad

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REQUESTED BY: lattad

**CAR ID:** [REDACTED]

CRR-DM leaving case open, transferring resp to rcas.

Created by null at 2013-10-17 07:27:36

RCAS contacted dlr 9149613900 at 9:18am EDT. Spoke to SA-Mike per SM-Henry not available stated c does maintain the vehicle at the dealer. SA-Mike stated would recommend the c for goodwill. SA-Mike stated warranty cost for parts \$432.97 and warranty \$287.50.

RCAS contacted c [REDACTED] at 9:24am EDT. Spoke to c's husband [REDACTED] advised spoke to dlr and got all info needed and Nissan will start reviewing the case today.

RCAS emailed goodwill request to FOM-Eric Weinraub and FOS-Rhonda Calico. Set follow up for 10/18/2013

Created by null at 2013-10-17 14:57:55

RCAS received email form FOS-RC advising the entire cost of the repair will be covered.

RCAS contacted Central Avenue Nissan 9149613900 at 4:53pm EDT. Spoke to SA-Mike advised the entire cost of repair. SA-Mike stated don't advised the c of that as of yet per trying to get the c to do other work. SA-Mike stated will speak to FOM-EW and get back to RCAS.

Created by null at 2013-10-18 08:50:44

RCAS contacted Central Avenue Nissan 9149613900 at 10:45am EDT. Left message for SA-Mike.

RCAS contacted c [REDACTED] at 10:48am EDT. Spoke to c's husband [REDACTED] advised should have decision by Monday 10/21/2013. C stated received a call from dealer late last night advising that the repair would be covered. Closed case

Created by null at 2013-10-18 09:18:28

\*\*\* Added after the case is closed. \*\*\*

RCAs contacted Central Avenue Nissan 9149613900 at 11:18am EDT. Spoke to SA-Mi

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**



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REQUESTED BY: lattad

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REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**CONTACT(S)**

<b>SATISFIED:</b> N	<b>ACTION CODE:</b> NP	<b>ROOT CAUSE:</b> SCFA
<b>CALLBACK:</b> 0	<b>DATE:</b> 00/00/00	<b>USERID:</b>
<b>REOPEN:</b>	<b>CALLBACK:</b> 0	<b>DATE:</b> 00/00/00
	<b>NEW INFO:</b> 0	<b>DATE:</b> 00/00/00
	<b>OTHER:</b> 0	<b>DATE:</b> 00/00/00
	<b>COMMENTS ONLY:</b> 0	<b>DATE:</b> 00/00/00

<b>IIR-DATE:</b>	<b>TRANS DATE:</b> 00/00/00	<b>CHECK REQUESTED:</b> Y
<b>3RD PRY:</b> NI	<b>PART#:</b>	<b>CHECK ISSUED:</b> Y
<b>BYBACK ST:</b>	<b>OPENED BY:</b>	
<b>HISTORY:</b>	<b>UPDATE BY:</b>	
<b>SVC CALL#:</b> N	<b>UPDATE DATE:</b>	
<b>CLOSE:</b> Y	<b>CLOSE DATE:</b> 10/18/13	<b>MICROFILM:</b>
<b>RESP CAA:</b>	<b>OLM:</b>	<b>DOM:</b>
<b>PHONE:</b>	<b>OWNER FIRST:</b> [REDACTED]	<b>LANGUAGE:</b>

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REQUESTED BY: lattad

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**CAR ID:** [REDACTED]

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

**MODEL YEAR:** 2007

**MAKE:** N

**MODEL LINE:** QST

**NAME:** [REDACTED]

**VIN:** 5N1BV28U17N [REDACTED]

**IN SCV DATE:**

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		3897	New York					

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REQUESTED BY: lattad

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REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:** **MILES:**

**CANCEL:** **MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 3897 **STATE:** NY

**DEALER NAME:** CENTRAL AVENUE NISSAN I

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REQUESTED BY: lattad

<b>NAME:</b> [REDACTED]	<b>SC:</b> NONE	<b>CAR ID:</b> [REDACTED]
<b>STREET:</b> [REDACTED]	<b>VIN:</b> 5N1BV28U77N [REDACTED]	
<b>CITY:</b> SAINT CLOUD	<b>YR/MDL:</b> 2007.0 QST	<b>MILEAGE:</b> 135000
<b>ST/ZIP:</b> MN [REDACTED]	<b>VCAN:</b>	<b>IN SVC DATE:</b>
<b>DAY PH:</b> 0	<b>PAID:</b>	<b>RTL DLR:</b> NI NI
<b>EVE PH:</b> [REDACTED]	<b>SUSP:</b>	<b>SVC DLR:</b> 5073 NISSAN OF STATE COLLEGE
<b>DLR PH:</b> [REDACTED]	<b>DENY:</b>	<b>RESP DLR:</b> 5073 NISSAN OF STATE COLLEGE
	<b>REGION:</b> 26	<b>DIST: SL/SV/PT:</b> 18 18 48

<b>LETTER RECEIVED:</b> 00/00/00	<b>EXEC:</b> 00/00/00	<b>EMAIL:</b> 01/03/14
<b>FIRE:</b> N (Y/N)	<b>ROLLOVER:</b> N (Y/N)	<b>ACCIDENT:</b> N (Y/N)
<b>PROPERTY DAMAGE:</b> N (Y/N)	<b>INJURY:</b> N (Y/N)	<b>SENT TO LEGAL:</b> N (Y/N)
<b>PREVIOUSLY REPAIRED:</b> 00/00/00	<b>WHERE:</b>	
<b>VEHICLE PURCHASED:</b> New x Preowned	<b>MILES:</b> 135000	<b># NISSAN/INFINITI VEHICLES:</b> 1
<b>VEHICLE MAINTAINED BY:</b> MILLER AUTO		
<b>OUTSIDE WARRANTY BY (B) MONTHS:</b> 51	<b>MILES:</b> 99000	<b>(PT) MONTHS:</b> 27
		<b>MILES:</b> 75000

<b>ORIG CODE:</b> NP NP	<b>OPEN DATE:</b> 01/03/14	<b>XFER/RSPNSBLTY:</b> 26 18 N
<b>CONTACT (S):</b>	<b>FOLLOWUP DATE:</b> 01/10/14	<b>INF-NET (Y/N):</b>
<b>SEVERITY:</b> 9	<b>CLOSE DATE:</b> 01/10/14	<b>INF-NET DATE:</b>

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OA VEHICLE CONCERNS	180000 FUEL GAUGE
AT INSTRUMENTATION	YI OOW GOODWILL ASSISTANCE REQUEST
	YX POOR OR IMPROPER OPERATION



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REQUESTED BY: lattad

CAR ID: [REDACTED]

**C. A. R. COMMENTS**

0. The repair at the Nissan dealer was \$811. I seek a response that might help

Created by null at 2014-01-03 06:51:45

Created by ZDG178N at 2014-01-09 13:53:16

Created by ZLE177N at 2014-01-04 09:22:14

owner : true

Service Dept. Review

0. The repair at the Nissan dealer was \$811. I seek a response that might help

\*\*\* ;Added after the case is closed.; \*\*\*

Created by ZLE177N at 2014-01-04 09:22:14

make : Nissan

Service Dept. Review

firstname : [REDACTED]

me defray all or part of these costs for what could have been an easily avoid

RCAS noting FOM-MD has authorized decline for assistance. OOW.

Service Dept. Review

source : NissanContactUs

Created by ZDG178N at 2014-01-09 13:54:01

firstname [REDACTED]

me defray all or part of these costs for what could have been an easily avoid

vin : 5N1BV28U37N [REDACTED]

dealerstate : MN

ed set of circumstances. Thank you for your consideration of my situation.

lastname : [REDACTED]

RCAS received vmx from C

C provided callback # [REDACTED]

dealersname : Miller Auto

ed set of circumstances. Thank you for your consideration of my situation.

lastname : [REDACTED]

comments : Friends: I recently experienced a very costly breakdown, tow, and r

Created by ZDG178N at 2014-01-10 13:49:28

Created by ZLE177N at 2014-01-04 09:25:12

email : [REDACTED]

C recv'd call from C; 339pm

\*\*\*\*\*Customer e-mail details\*\*\*\*\*

email : [REDACTED]

epair to my 2007 Nissan Quest. Because the breakdown was on a weekend and a lo

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REQUESTED BY: lattad

**CAR ID:** [REDACTED]

email addressed to :nnaconsumeraffairs@nissan-usa.com

homephone [REDACTED]

ng way from home, it required two nights hotel stay and a host of other expens  
RCAS reviewed case and advised C that NNA has declined assistance in this case

es related to getting to the service site, a Nissan dealer in State College, P

homephone : [REDACTED]

Method of contact: e- mail

A.

address1 : [REDACTED]

C inquired of the conditions Nissan has been experiencing on some models with  
related case: 0

address1 [REDACTED]

\*\*\*\*\*response details\*\*\*\*\*

the fuel sending unit.

The service technician determined that our "breakdown" was really due to being

address2 :

crr-le advised c that the case will be escalated to RCAS for proper review bas  
out of gas. That seemed quite unlikely, as the fuel guage showed fuel, the wa  
RCAS explained Nissan provided a WE for some models for the fuel sending unit

address2 :

based on an intermittent concern for failure of that part.

ed on c's request of assistance for the problem of fuel gauge.

rning light did not come on, and the "distance to empty" indicator still showe

city : St. Cloud

Created by ZLE177N at 2014-01-04 09:25:24

d over 100 miles. We learned that this is a common problem on Nissan vehicles,  
RCAS advised that C's veh was not listed with that WE.

case moved

c inquired why.

city : St. Cloud

especially those with high miles -- my van has 135,000 miles. I also learned

Created by null at 2014-01-03 06:51:45

RCAS explained the WE was issued to certain veh based on the Mfg dates and com  
that there had been a program to extend warranties on some models as well as a

twitter :

firstname [REDACTED]

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**CAR ID:** CA4869981

ponents used.

twitter :

"warning" issued regarding keeping the fuel level above 1/4. I was aware of n  
lastname [REDACTED]

one of these contingencies. Because of distance, the total towing bill was \$55  
RCAS apologized but C's veh was not a part of that extension.

state : MN

0. The repair at the Nissan dealer was \$811. I seek a response that might help  
C noted numerous instances of failures for the part.

email [REDACTED]

state : MN

C noted that this concern left C stranded with a costly repair, tow, and hotel  
homephone : [REDACTED]

me defray all or part of these costs for what could have been an easily avoid  
zip : [REDACTED]

[REDACTED] [REDACTED]  
ed set of circumstances. Thank you for your consideration of my situation.  
stay.

zip [REDACTED]

address2 :

Created by null at 2014-01-06 08:33:47

owner : true

RCAS apologized for the inconvenience, and that NNA is not able to assist in t  
city : St. Cloud

his case.

How would this be warranty. It is still the customer's responsibility to make

owner : true

C understood and thanked RCAS.

make : Nissan

sure the vehicle has fuel. Please let me know your thoughts on this

twitter :

Created by ZDG178N at 2014-01-06 10:05:25

Created by ZDG178N at 2014-01-10 13:51:54

make : Nissan

state : MN

\*\*\*CLOSING SUMMARY\*\*\*

RCAS noting no campaigns, no VSC's.

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REQUESTED BY: lattad

**CAR ID:** [REDACTED]

source : NissanContactUs

zip : 56301

C sent email to NNA CA requesting assistance for fuel sending unit repair.

owner : true

RCAS called [REDACTED]; 1200pm; SM-Ernie - vmx

source : NissanContactUs

make : Nissan

RCAS l/m providing C info.

RCAS noted mileage of veh.

vin : 5N1BV28U37N [REDACTED]

RCAS requested Goodwill advisement.

RCAS reviewed case with SM at State College.

source : NissanContactUs

vin : 5N1BV28U37N [REDACTED]

dealerstate : MN

RCAS requesting warranty pricing for parts & labor

RCAS submitted GW request to FOM-Mark Dyslin

vin : 5N1BV28U37N [REDACTED]

dealerstate : MN

FOM declined assistance.

RCAS requested callback and provided name, phone & ext#.

Created by ZDG178N at 2014-01-06 14:40:33

dealersname : Miller Auto

RCAS delivered denial

comments [REDACTED]: I recently experienced a very costly breakdown, tow, and r

dealersname : Miller Auto

RCAs called [REDACTED]; 439pm - vmx

RCAS closing case.

comments : [REDACTED] I recently experienced a very costly breakdown, tow, and r  
epair to my 2007 Nissan Quest. Because the breakdown was on a weekend and a lo  
RCAS l/m requesting callback.

comments [REDACTED]: I recently experienced a very costly breakdown, tow, and r  
ng way from home, it required two nights hotel stay and a host of other expens

RCAS provided name, phone & ext#

Created by ZDG178N at 2014-01-07 07:49:49

epair to my 2007 Nissan Quest. Because the breakdown was on a weekend and a lo  
es related to getting to the service site, a Nissan dealer in State College, P



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REQUESTED BY: lattad

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REQUESTED BY: lattad

**CAR ID:** [REDACTED]

A.

repair to my 2007 Nissan Quest. Because the breakdown was on a weekend and a long way from home, it required two nights hotel stay and a host of other expenses. SvcDirector-Rick Nikels.

The service technician determined that our "breakdown" was really due to being out of gas. That seemed quite unlikely, as the fuel gauge showed fuel, the warning light did not come on, and the "distance to empty" indicator still showed over 100 miles. We learned that this is a common problem on Nissan vehicles, especially those with high miles -- my van has 135,000 miles. I also learned that there had been a program to extend warranties on some models as well as a

RCAS called State College 8142382447; 935am  
RCAS requested GW advisement.  
The service technician determined that our "breakdown" was really due to being out of gas. That seemed quite unlikely, as the fuel gauge showed fuel, the warning light did not come on, and the "distance to empty" indicator still showed over 100 miles. We learned that this is a common problem on Nissan vehicles, especially those with high miles -- my van has 135,000 miles. I also learned that there had been a program to extend warranties on some models as well as a

RCAS called State College 8142382447; 409pm; SM-ERNIE  
SD stated SD does not have reason to support GW.  
SD advised RCAS to talk to SM-Ernie for a more comprehensive review of C's history. A.

especially those with high miles -- my van has 135,000 miles. I also learned that there had been a program to extend warranties on some models as well as a

A.

RCAS understood.

that there had been a program to extend warranties on some models as well as a  
Created by ZDG178N at 2014-01-07 14:40:00

The service technician determined that our "breakdown" was really due to being "warning" issued regarding keeping the fuel level above 1/4. I was aware of none of these contingencies. Because of distance, the total towing bill was \$550. The repair at the Nissan dealer was \$811. I seek a response that might help

RCAS called State College 8142382447; 409pm; SM-ERNIE  
The service technician determined that our "breakdown" was really due to being out of gas. That seemed quite unlikely, as the fuel gauge showed fuel, the warning light did not come on, and the "distance to empty" indicator still showed over 100 miles. We learned that this is a common problem on Nissan vehicles, especially those with high miles -- my van has 135,000 miles. I also learned that there had been a program to extend warranties on some models as well as a

me defray all or part of these costs for what could have been an easily avoidable set of circumstances. Thank you for your consideration of my situation.  
SM has no specific advisement for GW.

RCAS called State College 8142382447; 436pm - vmx

RCAS called State College 8142382447; 436pm - vmx  
warning light did not come on, and the "distance to empty" indicator still showed over 100 miles. We learned that this is a common problem on Nissan vehicles, especially those with high miles -- my van has 135,000 miles. I also learned that there had been a program to extend warranties on some models as well as a

Created by ZLE177N at 2014-01-04 09:22:14

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**TIME:** 12:22:20 AM

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REQUESTED BY: lattad

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**REQUESTED BY:** lattad

**TIME:** 12:22:20 AM

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**CAR ID:** [REDACTED]

RCAS l/m requesting callback

ring light did not come on, and the "distance to empty" indicator still showed over 100 miles. We learned that this is a common problem on Nissan vehicles, first name [REDACTED]

RCAS provided name, phone & ext#

d over 100 miles. We learned that this is a common problem on Nissan vehicles, last name [REDACTED]

RCAS sending followup email noting dates of contact for 1/6 & 1/7.

Created by ZDG178N at 2014-01-08 13:09:09

email : [REDACTED]

especially those with high miles -- my van has 135,000 miles. I also learned especially those with high miles -- my van has 135,000 miles. I also learned

homephone : [REDACTED]

RCAS submitted GW request to FOM-Mark Dyslin

address1 [REDACTED]

Created by ZDG178N at 2014-01-08 15:03:11

that there had been a program to extend warranties on some models as well as a address2 :

RCAS called C [REDACTED]; 500pm - vmx

that there had been a program to extend warranties on some models as well as a city : St. Cloud

RCAS l/m requesting callback

"warning" issued regarding keeping the fuel level above 1/4. I was aware of n

RCAS provided name, phone, & ext#

twitter :

"warning" issued regarding keeping the fuel level above 1/4. I was aware of n one of these contingencies. Because of distance, the total towing bill was \$55

RCAS sending followup email with contact dates for 1/6, 1/7 & 1/8

state : MN

one of these contingencies. Because of distance, the total towing bill was \$55

RCAS closing case pending C callback.

zip [REDACTED]

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

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REQUESTED BY: lattad

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REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**CONTACT(S)**

<b>SATISFIED:</b> N	<b>ACTION CODE:</b> NP	<b>ROOT CAUSE:</b> SCCP
<b>CALLBACK:</b> 0	<b>DATE:</b> 00/00/00	<b>USERID:</b>
<b>REOPEN:</b>	<b>CALLBACK:</b> 0	<b>DATE:</b> 00/00/00
	<b>NEW INFO:</b> 0	<b>DATE:</b> 00/00/00
	<b>OTHER:</b> 0	<b>DATE:</b> 00/00/00
	<b>COMMENTS ONLY:</b> 0	<b>DATE:</b> 00/00/00

<b>IIR-DATE:</b>	<b>TRANS DATE:</b> 00/00/00	<b>CHECK REQUESTED:</b> Y
<b>3RD PRY:</b> NI	<b>PART#:</b>	<b>CHECK ISSUED:</b> Y
<b>BYBACK ST:</b>	<b>OPENED BY:</b>	
<b>HISTORY:</b>	<b>UPDATE BY:</b>	
<b>SVC CALL#:</b> N	<b>UPDATE DATE:</b>	
<b>CLOSE:</b> Y	<b>CLOSE DATE:</b> 01/10/14	<b>MICROFILM:</b>
<b>RESP CAA:</b>	<b>OLM:</b>	<b>DOM:</b>
<b>PHONE:</b>	<b>OWNER FIRST:</b> WARREN	<b>LANGUAGE:</b>

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**CAR ID:** [REDACTED]

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

**MODEL YEAR:** 2007

**MAKE:** N

**MODEL LINE:** QST

**NAME:** [REDACTED]

**VIN:** 5N1BV28U77N [REDACTED]

**IN SCV DATE:**

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		5073	Minnesota					



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**DATE:** 07/07/14

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**REQUESTED BY:** lattad

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**CAR ID:** ██████████

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** ████████████████████

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:**                      **MILES:**

**CANCEL:**                       **MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 5073                      **STATE:** PA

**DEALER NAME:** NISSAN OF STATE COLLEGE

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CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

NAME: , OLSON,MARTI SC: NONE CAR ID: [REDACTED]  
 STREET: [REDACTED] VIN: 3N1CB51D52L [REDACTED]  
 CITY: PALMETTO BAY YR/MDL: 2007.0 QST MILEAGE:  
 ST/ZIP: CA FL [REDACTED] VCAIN SVC DATE:  
 DAY PH: [REDACTED] PAIRTL DLR: 2648 FUTURE NISSAN, INC.  
 EVE PH: [REDACTED] SUSSVC DLR: 3570 ANTIOCH NISSAN  
 DLR PH: 305 259 2600 925 755 2600 DENRESP DLR: 3570 ANTIOCH NISSAN  
 REGION: 34 44 DIST: SL/SV/PT: 03 03 33 10 10 40

LETTER RECEIVED: 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: 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 New x Preowned 75000 # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: NONE  
 OUTSIDE WARRANTY BY (B) MONTHS: 49 MILES: 22000 (PT) MONTHS: 25 MILES:

ORIG CODE: NI NI NP NP OPEN DATE: 01/01/01 01/06/14 XFER/RSPNSBLTY:  
 CONTACT (S): FOLLOWUP DATE: 03/03/14 INF-NET (Y/N):  
 SEVERITY: 9 N CLOSE DATE: 01/01/01 03/04/14 INF-NET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 138000 ENGINE ASSEMBLY  
 AG ENGINE MECHANICAL WA PREMATURE WEAR/FAILURE )  
 AI FUEL/INTAKE SYSTEM YI OOW GOODWILL ASSISTANCE REQUEST  
 ZD CHARGING/PRICING CRITICISM  
 ZO FINANCIAL ASSISTANCE REQUEST (CAM

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REQUESTED BY: lattad

**VIN:** 5N1BV28UX7N [REDACTED]

**MILEAGE:** 058000 75000

**RTL DLR:** NI NI

**SVC DLR:** 3606 AUTONATION NISSAN KENDALL

**RESP DLR:** 3606 AUTONATION NISSAN KENDALL

**# NISSAN/INFINITI VEHICLES:**

**MILES:** 0

**XFER/RSPNSBLTY:** 34 03 N 44 10 I

**INF-NET (Y/N):**

**INF-NET DATE:**

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REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**C. A. R. COMMENTS**

After review of the matter, NNA agreed to cover the part and the dlr agreed t  
at when C brought the veh to the dlr is had a substantial amount of gas in it.

FILE OPENED-ZPC200N 04/04/2005

FOLLOW-UP IS DUE ON OR BEFORE

PREVIOUS NON-RELATED FILE [REDACTED] @04/04-ZPC200N

DEALER, PLEASE CONTACT THE CUSTOMER WITHIN 24 HOURS FOR REVIEW OF CONCERN.

NO OPEN RECALLS @04/04-ZPC200N

o cover the labor. C was very appreciative for the GW offered. Therefore, all

REPAIRS WOULD RUN AROUND \$500. C STATES THE CHECK ENGINE SOON LIGHT CAME ON

SM states that when C runs out out the gas further diagnosing can be conducte

CRR-PC UPDATED NAME/ADDRESS/DAY/EVE TELEPHONE NUMBERS/VIN/MILEAGE

d at that time. SM states that C will bring the veh back to dlr later this wee

LAST YEAR AND THE OXYGEN SENSOR WAS REPLACED 3-5-04. C STATES THE CHECK ENGINE

matters have been resolved and this case is closed.

PLEASE REVIEW.

@04/04-ZPC200N

Created by ZRN176N at 2014-01-06 14:32:20

k.

SOON LIGHT IS ON AGAIN. C STATES TODAY C TOOK VEHICLE TO THE DLR AND SPOKE TO

\*\*\*\*Case being escalated to the Exec Team per letter sent by C to NNA's Execut

Created by ZRN176N at 2014-02-25 10:33:03

\*\*C STATES THERE WAS NOISE IN THE TRANSMISSION. C TOOK VEHICLE TO AN INDEPEN-

SEAN. C DOES NOT KNOW IF SEAN IS A SA/SM/OR JUST A TECHNICIAN. C WAS CHARGED

\$216 FOR A DIAGNOSIS. C STATES DEAN ADVISED C THE CLUTCH, OR OXYGEN SENSOR

DENT WHO STATED SOME BEARINGS THAT NEEDED TO BE REPLACED AND THE COST FOR THE

Exec-RH called C @ [REDACTED] and left a message requesting a call back.

ives regarding concerns with the dlr and veh\*\*\*\*

Created by ZRN176N at 2014-01-06 16:09:52

Created by ZRN176N at 2014-02-26 12:48:13

WOULD NEED TO BE REPLACE BUT THE CHARGES WOULD BE:

1. \$453 TO CHANGE OXYGEN SENSOR WHEN LAST YEAR C WAS QUOTED \$150

Exec C and C states that C is disappointed with the work done at the dlr regar

Exec-RH called C @ 7862100498 and left a message requesting a call back.

2. \$1000 MINIMUM @04/04-ZPC200N

Created by ZRN176N at 2014-02-28 10:13:01

ding the concern. C states that the dlr changed the air filter and there was d

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**CAR ID:** [REDACTED]

3. \$\$\$\$ FOR NEW HOSES AND BELTS.

Exec-RH called C @ [REDACTED] and left a message requesting a call back.

\*\*C STATES SEAN NEVER MENTIONED THE BEARINGS. @04/04-ZPC200N

Exec-RH sent a follow-up email to C. Exec will give C until Monday to respond properly. C states that that while C was driving the veh that the veh shut off.

\*\*C SEEKS OOW GDWIL ASSISTANCE.

C states that C tried to start to veh but it seemed to be out of gas. C states unless this case will be closed.

Created by ZRN176N at 2014-03-04 11:28:25

CRR-PC ADVISED C A RCAS WILL CONTACT C WITHIN 1-2 BUSINESS DAYS.

that the fuel gauge was not reading correctly. C states that the fuel sensor

\*\*\*\*\*CASE SUMMARY\*\*\*\*\*

CRR-PC PROVIDED NAME/EXT/FILE.

unit will cost about \$800. C states that CA had C go to the dlr and pay for a C contacted NNA and requested financial assistance with the fuel level sender.

\*\*C UNDERSTOOD. CALL ENDED.

diagnosis when CA knew that the NNA would not cover the repair. C was told to After review of the matter, NNA agreed to cover the part and the dlr agreed t

CRR-PC SENT EMAIL TO RCAS-RS. @04/04-ZPC200N

have a diagnosis for the veh C states that C has had to replace the motor moun o cover the labor. C was very appreciative for the GW offered. Thereafter, C s

\*\*RCAS CONTACTED DEALER AND SPOKE WITH SM-JEFF. SM ADVISED THAT C DOES NOT

t. C states that that there are several C's who have complained about the fuel gauge concern according to recall.gov. C states that C is just not happy with

MAINTAIN VEHICLE. SM STATES THAT THE C ADVISED SM THAT C HAS NEVER CHANGED

tated that C begin having concerns with the veh again. The dlr look at the veh but needed C to come back for further diagnosis. C never came back and did no

FLUID IN TRANS. SM ALSO STATED THAT C HAS ALREADY AUTHORIZED THE REPLACEMENT

the product. Exec apologized for the experience and stated that NNA would lo

OF THE OXYGEN SENSOR. SM STATES THAT C IS NOT A GOODWILL CANDIDATE AND HAS

ok into the matter. C states that basically C wanted to notify NNA that C is n

t return Exec calls. Therefore, this case is being closed due to lack of C's r

ADVISED C OF SUCH. RCAS UNDERSTOOD. RCAS THANKED SM FOR TIME AND THE CALL

esponse.

ot satisfied. Exec apologized again and stated that NNA would look into the ma

ENDED.

@04/05-ZRS740N



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REQUESTED BY: lattad

**CAR ID:** [REDACTED]

ter and contact B back by EOB Wednesday.

Created by ZRN176N at 2014-01-08 15:52:49

\*\*RCAS CONTACT C AT 8:46A.M. PST. RCAS RECEIVED VMX. RCAS LEFT NAME AND # FOR CALL BACK. @04/05-ZRS740N

Exec-RH called and left a message for the SM to call back.

Created by ZRN176N at 2014-01-08 16:05:54

\*\*RCAS CONTACT C AT 4:59P.M.PST. THE C ADVISED THAT C AUTHORIZED THE

Exec-RH contacted C and stated the matter is still reviewed. Exec told C that REPLACEMENT OF THE O2 SENSOR. THE C ALSO STATED THAT THE VEHICLE WAS TAKEN TO AN INDEPENDENT WHERE THE TRANSMISSION IS BEING REPLACED. RCAS INQUIRED WITH C Exec will contact C back by COB tomorrow.

Created by ZRN176N at 2014-01-10 13:10:29

WHAT WOULD C LIKE FROM NNA. THE C STATED THAT THE C WOULD LIKE TO BE

Exec-RH contacted SM-Julio Rodriguez who stated that C has a great servicing REIMBURSED FOR THE DIAGNOSIS FEE OF THE CLUTCH. RCAS APOLOGIZED TO THE C AND ADVISED THE C THAT NISSAN IS NOT IN A POSITION TO ASSIST WITH REIMBURSING THE history. SM states that SM would recommend GW. Exec asked SM to send in the RO DIAGNOSIS FEE. THE C UNDERSTOOD AND STATED IS GOING TO WRITE A LETTER. RCAS from when the C had the veh diagnosed. SM verified that C paid for the diagno INQUIRED DID C NEED ANY ADDITIONAL INFORMATION. THE C STATED NO. RCAS THANKED sis with a credit card.

C FOR TIME AND THE CALL ENDED.

Created by ZRN176N at 2014-01-10 15:18:23

FILE CLOSED. @04/07-ZRS740N

Upon review of the case, Exec did see where the FOM previous case [REDACTED] den

Exec-RH called C @ [REDACTED] and left a message requesting a call back.

ied assistance due to the veh being OOW. Therefore, Exec reached out to CSM-Da

Created by ZRN176N at 2014-01-22 06:51:39

ve Mackay and requested assistance due to C's good service history and low mil eage. The warranty cost is \$425 for the part and 124.95 x 3.5 labor hours.

Exec-RH called C @ [REDACTED] and left a message requesting a call back.

Created by ZRN176N at 2014-01-10 15:20:56

Created by ZRN176N at 2014-01-23 14:45:02

Exec-RH called @ [REDACTED] and left a message stating that the case is still

Exec-RH contacted the C. C stated that C's veh was successfully repaired. C st ated that C has filled up the veh and the veh is measuring the gas amount corr being reviewed. Exec will contact C back by COB Monday.

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REQUESTED BY: lattad

**CAR ID:** [REDACTED]

Created by ZRN176N at 2014-01-31 07:26:44

ectly. C stated that C was very appreciative for the assistance offered.

\*\*\* ;Added after the case is closed.; \*\*\*

Created by ZRN176N at 2014-01-23 14:49:41

C sent in a letter of appreciation, which has been attached to the case.

Exec-RH contacted SM-Julio and requested the RO be sent to Exec so a VCAN can

Created by ZRN176N at 2014-02-19 11:26:07

get processed. SM states that SM will send the RO ASAP.

C called and stated that the concern has resurfaced. C states that C took the

Created by ZRN176N at 2014-01-24 06:55:21

Created by ZRN176N at 2014-01-24 06:55:21

veh back to the dlr. C states that the concern dlr is stating that the fuel ga

Exec-RH called the dlr and requested the RO again. The dlr stated that it will

uge appears to be operating normally. C states however, that the dealer is sti

Exec-RH called the dlr and requested the RO again. The dlr stated that it will

ll reviewing the matter. C states that the gas hand is not operating correctly

. C states that the fuel gauge shows that the gauge is showing that there is m

send the RO today.

ore gas in the veh than there actually is. Exec told C that the matter will be

send the RO today.

Created by ZRN176N at 2014-01-24 07:47:09

reviewed.

Created by ZRN176N at 2014-01-24 07:47:09

Created by ZRN176N at 2014-02-20 14:02:35

Exec-RH called SM. SM stated that SM will look into the matter and call Exec b

Exec-RH received the RO and is processing VCAN.

ack.

Exec-RH received the RO and is processing VCAN.

Created by ZRN176N at 2014-01-27 08:26:57

Created by ZRN176N at 2014-02-21 11:17:31

Exec called SM- Julio and provided VCAN# [REDACTED] so the parts cost can

Exec-RH called the SM and left a message requesting a call back.

Created by ZRN176N at 2014-02-21 15:52:06

get processed.

Created by ZRN176N at 2014-01-27 08:32:09

Exec-RH called C and stated that the matter is still being reviewed.

\*\*\*\*\*CASE SUMMARY\*\*\*\*\*

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REQUESTED BY: lattad

**CAR ID:** [REDACTED]

Created by ZRN176N at 2014-02-24 12:51:57

C contacted NNA and requested financial assistance with the fuel level sender.

SM-Julio called and states that the veh needs further diagnosing. SM states th

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

<b>SATISFIED:</b> N	<b>ACTION CODE:</b> NI	NP
<b>CALLBACK:</b> 0	<b>DATE:</b> 00/00/00	
<b>REOPEN:</b>	<b>CALLBACK:</b> 0	<b>DATE:</b> 00/00/00
	<b>NEW INFO:</b> 0	<b>DATE:</b> 00/00/00
	<b>OTHER:</b> 0	<b>DATE:</b> 00/00/00
	<b>COMMENTS ONLY:</b> 0	<b>DATE:</b> 00/00/00

<b>IIR-DATE:</b>	<b>TRANS DATE:</b> 00/00/00	<b>CHECK REQUESTED:</b> Y
<b>3RD PRY:</b> NI	<b>PART#:</b>	<b>CHECK ISSUED:</b> Y
<b>BYBACK ST:</b>	<b>OPENED BY:</b>	
<b>HISTORY:</b>	<b>UPDATE BY:</b>	
<b>SVC CALL#:</b> N	<b>UPDATE DATE:</b>	
<b>CLOSE:</b> N	<b>CLOSE DATE:</b> 01/01/01	03/04/14
<b>RESP CAA:</b>	<b>OLM:</b>	<b>MICROFILM:</b>
<b>PHONE:</b>	<b>OWNER FIRST:</b> MARTIN	<b>DOM:</b>

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**ROOT CAUSE:** NI

SCFA

**USERID:**

**USERID:**

**USERID:**

**USERID:**

**USERID:**

**LANGUAGE:**

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**CAR ID:** [REDACTED]

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

**MODEL YEAR:** 2007

**NAME:** , [REDACTED]

**VIN:** 3N1

**MAKE:** N

**IN SCV D**

**MODEL LINE:** QST

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		3570	Cacheu					
0		3606	Florida					



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**MODEL YEAR**

**VIN:** 5N1BV28UX7N [REDACTED]

**MODEL LINE:**

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REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** , [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:** **MILES:**

**CANCEL:** **MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 3570 3606 **STATE:** CA FL

**DEALER NAME:** ANTIOCH NISSAN AUTONATION NISSAN KEND

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Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 138

REQUESTED BY: lattad

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REQUESTED BY: lattad

<b>NAME:</b> [REDACTED]	<b>SC:</b> NONE	<b>CAR ID:</b> [REDACTED]
<b>STREET:</b> [REDACTED]	<b>VIN:</b> 5N1BV28U37N [REDACTED]	
<b>CITY:</b> CHICO	<b>YR/MDL:</b> 2007.0 QST	<b>MILEAGE:</b> 000000
<b>ST/ZIP:</b> CA [REDACTED]	<b>VCAN:</b>	<b>IN SVC DATE:</b>
<b>DAY:</b> [REDACTED]	<b>PAID:</b>	<b>RTL DLR:</b> NI NI
<b>EVE PH:</b> [REDACTED]	<b>SUSP:</b>	<b>SVC DLR:</b> 024B CHICO NISSAN, INC.
<b>DLR PH:</b> 530 891 1777	<b>DENY:</b>	<b>RESP DLR:</b> 024B CHICO NISSAN, INC.
	<b>REGION:</b> 44	<b>DIST: SL/SV/PT:</b> 10 10 40

<b>LETTER RECEIVED:</b> 00/00/00	<b>EXEC:</b> 00/00/00	<b>EMAIL:</b> 00/00/00
<b>FIRE:</b> N (Y/N)	<b>ROLLOVER:</b> N (Y/N)	<b>ACCIDENT:</b> N (Y/N)
<b>PROPERTY DAMAGE:</b> N (Y/N)	<b>INJURY:</b> N (Y/N)	<b>SENT TO LEGAL:</b> N (Y/N)
<b>PREVIOUSLY REPAIRED:</b> 00/00/00	<b>WHERE:</b>	
<b>VEHICLE PURCHASED:</b> New x Preowned	<b>MILES:</b> 000000	<b># NISSAN/INFINITI VEHICLES:</b> 0
<b>VEHICLE MAINTAINED BY:</b> NONE		
<b>OUTSIDE WARRANTY BY (B) MONTHS:</b> 0	<b>MILES:</b> 0	<b>(PT) MONTHS:</b> 0 <b>MILES:</b> 0

<b>ORIG CODE:</b> NP NP	<b>OPEN DATE:</b> 01/07/14	<b>XFER/RSPNSBLTY:</b> 44 10 N
<b>CONTACT (S):</b>	<b>FOLLOWUP DATE:</b> 01/07/14	<b>INF-NET (Y/N):</b>
<b>SEVERITY:</b> 9	<b>CLOSE DATE:</b> 01/07/14	<b>INF-NET DATE:</b>

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OC NISSAN DEALER ISSUES	223500 VEHICLE MAINTENANCE (NISSAN)
BF NSN DEALER SERVICE DEPT.	YY POOR SERVICE EXPERIENCE

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REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**C. A. R. COMMENTS**

Created by 12345678 at 2014-01-07 01:01:12

Created by 12345678 at 2014-01-07 01:01:44

Service Dept. Review

I HAD THE CAR REPAIRED FOR THE FUEL GAUGE ISSUE TWICE LAST YEAR AND AGAIN ON T HIS VISIT, BUT IT WAS NOT THE PROBLEM. I ENDED UP WASTING MULTIPLE DAYS AND PA ID TWICE FOR SOMETHING THAT WAS NEVER BROKEN. I DID NOT ARGUE AT THE TIME BECA USE OF FRUSTRATION.THE LEFT VENT WAS NOT PROPERLY REASSEMBLED AND IS STILL BRO KEN.I HAVE NOT RETURNED, BUT AS MENTIONED BEFORE THE LEFT VENT WAS NOT REASSEM BLED CORRECTLY.

Created by null at 2014-01-07 16:48:03

RCAS-EC assisting RCAS-LF

RCAS contacting c on [REDACTED] at 6:45 EST, reached vmx. RCAS left vmx thanki ng c for completing the service survey. RCAS welcomed c to contact Nissan back should c have any concerns requiring further assistance. RCAS provided case n umber and contact info: 1-800-647-7261

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

**SATISFIED:** N

**ACTION CODE:** NP

**ROOT CAUSE:** SCSD

**CALLBACK:** 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:**

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CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

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**CAR ID:** [REDACTED]

**IIR-DATE:**

**3RD PRY:** NI

**BYBACK ST:**

**HISTORY:**

**SVC CALL#:** N

**CLOSE:** Y

**RESP CAA:**

**PHONE:**

**TRANS DATE:** 00/00/00

**PART#:**

**OPENED BY:**

**UPDATE BY:**

**UPDATE DATE:**

**CLOSE DATE:** 01/07/14

**OLM:**

**OWNER FIRST:** DAVID

**CHECK REQUESTED:** Y

**CHECK ISSUED:** Y

**MICROFILM:**

**DOM:**

**LANGUAGE:**



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**CAR ID:** [REDACTED]

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

**MODEL YEAR:** 2007

**MAKE:** N

**MODEL LINE:** QST

**NAME:** [REDACTED]

**VIN:** 5N1BV28U37N [REDACTED]

**IN SCV DATE:**

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		024B	California					

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REQUESTED BY: lattad

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REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:** **MILES:**

**CANCEL:** **MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 024B **STATE:** CA

**DEALER NAME:** CHICO NISSAN, INC.

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**DATE:** 07/07/14

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REQUESTED BY: lattad

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**PAGE:** 149

REQUESTED BY: lattad

<b>NAME:</b> [REDACTED]	<b>SC:</b> NONE	<b>CAR ID:</b> [REDACTED]
<b>STREET:</b> [REDACTED]	<b>VIN:</b> 5N1BV28U57N [REDACTED]	
<b>CITY:</b> ARLINGTON	<b>YR/MDL:</b> 2007.0 QST	<b>MILEAGE:</b> 087939
<b>ST/ZIP:</b> VA [REDACTED]	<b>VCAN:</b>	<b>IN SVC DATE:</b>
<b>DAY PH:</b> 0	<b>PAID:</b>	<b>RTL DLR:</b> NI NI
<b>EVE PH:</b> [REDACTED]	<b>SUSP:</b>	<b>SVC DLR:</b> 5204 KOONS NISSAN
<b>DLR PH:</b> 703 241 1000	<b>DENY:</b>	<b>RESP DLR:</b> 5204 KOONS NISSAN
	<b>REGION:</b> 26	<b>DIST: SL/SV/PT:</b> 17 17 47

<b>LETTER RECEIVED:</b> 00/00/00	<b>EXEC:</b> 00/00/00	<b>EMAIL:</b> 00/00/00
<b>FIRE:</b> N (Y/N)	<b>ROLLOVER:</b> N (Y/N)	<b>ACCIDENT:</b> N (Y/N)
<b>PROPERTY DAMAGE:</b> N (Y/N)	<b>INJURY:</b> N (Y/N)	<b>SENT TO LEGAL:</b> N (Y/N)
<b>PREVIOUSLY REPAIRED:</b> 00/00/00	<b>WHERE:</b>	
<b>VEHICLE PURCHASED:</b> New x Preowned	<b>MILES:</b> 087939	<b># NISSAN/INFINITI VEHICLES:</b> 1
<b>VEHICLE MAINTAINED BY:</b> KOONS NISSAN		
<b>OUTSIDE WARRANTY BY (B) MONTHS:</b> 45	<b>MILES:</b> 51939	<b>(PT) MONTHS:</b> 21
		<b>MILES:</b> 27939

<b>ORIG CODE:</b> NP NP	<b>OPEN DATE:</b> 01/17/14	<b>XFER/RSPNSBLTY:</b> 26 17 N
<b>CONTACT (S):</b>	<b>FOLLOWUP DATE:</b> 01/24/14	<b>INF-NET (Y/N):</b>
<b>SEVERITY:</b> 9	<b>CLOSE DATE:</b> 01/23/14	<b>INF-NET DATE:</b>

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OA VEHICLE CONCERNS	180000 FUEL GAUGE
AT INSTRUMENTATION	YI OOW GOODWILL ASSISTANCE REQUEST
	YX POOR OR IMPROPER OPERATION

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REQUESTED BY: lattad

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CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**C. A. R. COMMENTS**

arded to the Regional Office for review and a Regional Specialist will contact

Created by ZGY176N at 2014-01-17 11:50:46

Created by ZGY176N at 2014-01-17 12:05:32

rcas advised c that rcas is unable to offer oow f/a on the repair

arded to the Regional Office for review and a Regional Specialist will contact

Created by ZGY176N at 2014-01-17 12:05:32

rcas advised c that rcas spoke with SM who advised the odometer cluster is nee

C before the end of the next business day, C acknowledged.

crr-gy received a call from C's husband [REDACTED], now referred to as c. C s  
ded

C before the end of the next business day, C acknowledged.

crr-gy received a call from C's husband [REDACTED], now referred to as c. C s

c states that the fuel lvl sending unit needed to be replaced on other vehs

crr-gy verified if c is the contact for case, c said yes.

rcas advised c that rcas only has information on c's veh and no other vehs

tated that C is having issue with the gas gauge. as per c, veh won't start thi

crr-gy verified if c is the contact for case, c said yes.

c understood

tated that C is having issue with the gas gauge. as per c, veh won't start thi

call ended mutually

crr-gy asked for the best number to reach C, C provided [REDACTED]

s morning and c had to tow veh to the dlr. c stated that upon reaching the dl

crr-gy asked for the best number to reach C, C provided [REDACTED]

rcas exiting file and closing

s morning and c had to tow veh to the dlr. c stated that upon reaching the dl

case summary

crr-gy provided recap, c acknowledged.

r, the dlr put gas in and veh started. c stated that c was advised by SA that

c called in requesting oow f/a on odometer cluster

crr-gy provided recap, c acknowledged.

r, the dlr put gas in and veh started. c stated that c was advised by SA that

crr-gy offered further assistance, C declined.

c's gas gauge is faulty. c added that the gas gauge displays quarter of a tank

FOM denied

crr-gy offered further assistance, C declined.

c's gas gauge is faulty. c added that the gas gauge displays quarter of a tank



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**CAR ID:** [REDACTED]

rcas delivered denial  
but the tank is actually empty.  
crr-gy gave name, extension and case number.  
rcas exiting file and closing  
but the tank is actually empty.  
crr-gy gave name, extension and case number.  
crr-gy checked for related case/s: NONE  
crr-gy forwarding case to RCAS.  
crr-gy checked for related case/s: NONE  
crr-gy forwarding case to RCAS.  
Created by ZCP176N at 2014-01-20 13:27:26  
crr-gy checked for open campaign/s: NONE  
crr-gy checked for open campaign/s: NONE  
rcas made outbound call to c on requested number [REDACTED] at 3:23pm  
crr-gy verified and updated C 's contact information and provided case number  
rcas spoke with c's husband who will now be referred to as c  
crr-gy verified and updated C 's contact information and provided case number  
c states that c feels c's veh should have been in a campaign and c wants nna t  
o assist oow  
to c to refer incase of disconnection, c acknowledged.  
rcas advised c that rcas cannot promise assistance but will review  
to c to refer incase of disconnection, c acknowledged.  
crr-gy asked c, how can NNA assist c.  
rcas advised c of follow up on 01/23  
crr-gy asked c, how can NNA assist c.  
rcas provided contact information  
call ended mutually  
c stated c would like to request for any assistance from NNA. as per c, there  
c stated c would like to request for any assistance from NNA. as per c, there  
rcas exiting file and changing follow up date  
Created by ZCP176N at 2014-01-21 06:59:32  
was a campaign for the gas gauge and c is thinking that c's veh should be unde  
rcas made outbound call to dlr and was advised that the dlr is short staffed r  
was a campaign for the gas gauge and c is thinking that c's veh should be unde  
ight now and SM - Ron will be back around 11  
r the campaign.  
rcas understood

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REQUESTED BY: lattad

CAR ID: [REDACTED]

r the campaign.

call ended mutually

crr-gy informed c that Nissan North America Division uses multiple suppliers f

crr-gy informed c that Nissan North America Division uses multiple suppliers f

rcas exiting file

Created by ZCP176N at 2014-01-21 10:26:12

or parts on a vehicle so if the campaign was specific to one supplier, it woul

or parts on a vehicle so if the campaign was specific to one supplier, it woul

rcas made outbound call to dlr and was advised SM - Ron is out to lunch

d not affect similar vehicles that received that part from a different supplie

rcas understood

call ended mutually

d not affect similar vehicles that received that part from a different supplie

rcas exiting file

r. In some cases, only certain parts from a supplier are affected by a campaig

Created by ZCP176N at 2014-01-22 07:42:34

r. In some cases, only certain parts from a supplier are affected by a campaig

n and so only a specific number of vehicles are affected.

rcas made outbound call to dlr and spoke with SM - Ron who advised c needs an

n and so only a specific number of vehicles are affected.

odometer cluster and c has spent a lot of money at the dlr

crr-gy also informed c that campaigns are VIN specific, c understood and state

SM advised c is a good customer and c spent 1543 on the last RO

crr-gy also informed c that campaigns are VIN specific, c understood and state

SM advised SM will email pricing

d that c would just like to seek any assistance from NNA.

rcas understood

call ended mutually

d that c would just like to seek any assistance from NNA.

crr-gy verified if the veh was diagnosed, c said yes and provided the followin

rcas exiting file

Created by ZCP176N at 2014-01-22 08:27:13

crr-gy verified if the veh was diagnosed, c said yes and provided the followin

g information:

rcas noting internal message from SM - Ron stating

g information:

Parts \$358.49 plus \$40.00 to reset mileage

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REQUESTED BY: lattad

**CAR ID:** [REDACTED]

Labor \$55.00

NAME OF DEALER: KOONS NISSAN

NAME OF DEALER: KOONS NISSAN

Rental SM will eat internally Total \$453.49

DATE OF DIAGNOSIS: 01/17/14

rcas submitting GWF

Created by ZCP176N at 2014-01-23 08:47:52

DATE OF DIAGNOSIS: 01/17/14

DIAGNOSIS OF THE VEH: gas gauge is faulty - needs to be replaced

rcas reviewed case with FOM - Tom Lyon who advised to deny c as c is oow and S

DIAGNOSIS OF THE VEH: gas gauge is faulty - needs to be replaced

M is not willing to assist with the cost of repair

rcas made outbound call to c on requested number [REDACTED] at 10:46am

SERVICE ADVISOR: SA-Joe

rcas reached vmx

SERVICE ADVISOR: SA-Joe

ESTIMATED AMOUNT: \$650.00

rcas left vmx for call back

ESTIMATED AMOUNT: \$650.00

rcas exiting file and changing follow up date

Created by ZCP176N at 2014-01-23 10:11:52

crr-gy informed C that C's concern will be documented on case and will be forw

crr-gy informed C that C's concern will be documented on case and will be forw

rcas noting inbound call from c's husband who will now be referred to as c

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

**SATISFIED:** N

**ACTION CODE:** NP

**ROOT CAUSE:** SNFA

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REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**CALLBACK:** 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:**

**TRANS DATE:** 00/00/00

**CHECK REQUESTED:** Y

**3RD PRY:** NI

**PART#:**

**CHECK ISSUED:** Y

**BYBACK ST:**

**OPENED BY:**

**HISTORY:**

**UPDATE BY:**

**SVC CALL#:** N

**UPDATE DATE:**

**CLOSE:** Y

**CLOSE DATE:** 01/23/14

**MICROFILM:**

**RESP CAA:**

**OLM:**

**DOM:**

**PHONE:**

**OWNER FIRST** [REDACTED]

**LANGUAGE:**



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**CAR ID:** [REDACTED]

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

**MODEL YEAR:** 2007

**MAKE:** N

**MODEL LINE:** QST

**NAME:** [REDACTED]

**VIN:** 5N1BV28U57N [REDACTED]

**IN SCV DATE:**

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		5204	Virginia					

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**CAR ID:** [REDACTED]

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:** **MILES:**

**CANCEL:** **MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 5204 **STATE:** VA

**DEALER NAME:** KOONS NISSAN

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REQUESTED BY: lattad

<b>NAME:</b> [REDACTED]	<b>SC:</b> NONE	<b>CAR ID:</b> [REDACTED]
<b>STREET:</b> [REDACTED]	<b>VIN:</b> 5N1BV28UX7N [REDACTED]	
<b>CITY:</b> RALEIGH	<b>YR/MDL:</b> 2007.0 QST	<b>MILEAGE:</b> 123423
<b>ST/ZIP:</b> NC [REDACTED]	<b>VCAN:</b>	<b>IN SVC DATE:</b>
<b>DAY PH:</b> 0	<b>PAID:</b>	<b>RTL DLR:</b> NI NI
<b>EVE PH:</b> 0	<b>SUSP:</b>	<b>SVC DLR:</b> NI NI
<b>DLR PH:</b> 1	<b>DENY:</b>	<b>RESP DLR:</b> NI NI
	<b>REGION:</b> 1	<b>DIST: SL/SV/PT:</b> NI NI NI

<b>LETTER RECEIVED:</b> 00/00/00	<b>EXEC:</b> 00/00/00	<b>EMAIL:</b> 00/00/00
<b>FIRE:</b> N (Y/N)	<b>ROLLOVER:</b> N (Y/N)	<b>ACCIDENT:</b> N (Y/N)
<b>AIRBAG:</b> N (Y/N)	<b>PROPERTY DAMAGE:</b> N (Y/N)	<b>INJURY:</b> N (Y/N)
<b>SENT TO LEGAL:</b> N (Y/N)	<b>PREVIOUSLY REPAIRED:</b> 00/00/00	<b>WHERE:</b>
<b>VEHICLE PURCHASED:</b> New Preowned x	<b>MILES:</b> 123423	<b># NISSAN/INFINITI VEHICLES:</b> 1
<b>VEHICLE MAINTAINED BY:</b> IRF		
<b>OUTSIDE WARRANTY BY (B) MONTHS:</b> 49	<b>MILES:</b> 87423	<b>(PT) MONTHS:</b> 25
		<b>MILES:</b> 63423

<b>ORIG CODE:</b> NP NP	<b>OPEN DATE:</b> 02/06/14	<b>XFER/RSPNSBLTY:</b> 1 NI N
<b>CONTACT (S):</b>	<b>FOLLOWUP DATE:</b> 02/06/14	<b>INF-NET (Y/N):</b>
<b>SEVERITY:</b> 9	<b>CLOSE DATE:</b> 02/06/14	<b>INF-NET DATE:</b>

<b>CONCERN AND CATEGORY</b>	<b>SUBCATEGORY AND SYMPTOM</b>
OA VEHICLE CONCERNS	153000 GEN. FUEL DELIVERY/INTAKE COMPO
OF NNA., INC. ISSUES	208000 QUEST
AI FUEL/INTAKE SYSTEM	VG PROVIDED RECALL INFORMATION
AZ NISSAN PRODUCT INQUIRIES	ZR GENERAL INQUIRY

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NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 166

REQUESTED BY: lattad

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REQUESTED BY: lattad

CAR ID: [REDACTED]

**C. A. R. COMMENTS**

Created by ZSD177N at 2014-02-06 09:41:44

Created by ZSD177N at 2014-02-06 09:47:53

RCAS ADVISED C NEED TO SPEAK WITH DLR REGARDING REIMBURSEMENT FOR TOW.

crr-sd received a call from c. c stated that c run of gas twice. c stated that

C STATED SPOKE WITH DLR AND WAS ADVISED WOULD REIMBURSE FOR TOW.@10/27-ZRF401N

c has a quarter tank of gas that time. c stated that c looked at the internet

C STATED [REDACTED] IS BROKE AND C DOES NOT FEEL SAFE IN VEH. C STATED VEH IS NO

and c saw that there is a campaign for the faulty gas gauge sensor. c is aski

GOOD AND WILL CONTACT NEWSPAPER. @10/27-ZRF401N

ng if the veh is affected.

RCAS ADVISED C WILL CONTACT DLR IN REGARDS TO TOW REIMBURSEMENT.@10/27-ZRF401N

crr-sd verified c's name, vin, address, mileage, phone number,email address &

RCAS REC'VD VMX FROM C [REDACTED] 10/28 11:32 REQUESTING CALLBACK.

RCAS CALLED C @ 6:45 AM PST. C STATED WAS ADVISED BY SM TO CONTACT NNA FOR responsible dlr.

crr-sd checked for open recalls/campaigns/upgrades found: none open

REIMBURSEMENT FOR TOW. RCAS ADVISED C WILL SPEAK WITH SM REGARDING TOW

crr-sd advised c that recalls are vin specific. C understood.

REIMBURSEMENT. @10/31-ZRF401N

crr-sd informed c that the veh is not part of any recall.

RCAS CALLED DLR @ 8:41 AM PST. RCAS WAS ADVISED THAT SM-JOE IS AT LUNCH AND

crr-sd c is asking if can have a copy of the service bulletin. crr-sd advised

WILL BE BACK AT 1:30 EST. @10/31-ZRF401N

c that crr-sd doesnt have any way to send a TSB. crr-sd advised to check the T

RCAS CALLED DLR ADVISED BY HARRY-SVC JOE IS NOT AVAILABLE. SA-HARRY STATED

FOR RCAS TO CALLBACK IN 15 MINUTES. @10/31-ZRF401N

SB thru a nissan dealership.

crr-sd offered further assistance, c declined.

RCAS CALLED C @ 12:13 PM PST AND SMOKE WITH SM-JOE. SM JOE STATED INITIALLY C

crr-sd provided case#, name and ext #

DID NOT HAVE A TOW BILL. SM STATED C BROUGHT TOW BILL WITH NO NAME, NO

crr-sd closing case

IDENTIFICATION AND WAS ASKED GO BACK TO TOW COMPANY AND GET LEGITIMATE TOW

BILL. @10/31-ZRF401N

Created by ZSD177N at 2014-02-06 09:48:08

RCAS CALLED C @ 12:23 PS PST. C STATED SM LIED AND DLR DID RECEIVE COPY OF TOW



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**CAR ID:** [REDACTED]

Recall Inquiry

C STATED DLR STATED ALREADY PUT INFO IN SYSTEM AND WOULD NOT GET PAID FOR TOWING REIMBURSEMENT.

RCAS ADVISED C TO CALL DLR AND REQUEST TO SPEAK WITH SM-JOE.

RCAS ADVISED C DLR IS RESPONSIBLE FOR TOW REIMBURSEMENT.

RCAS CLOSED FILE @10/31-ZRF401N

RCAS REC'VD VMX FROM C 1/17 7:28 AM PST. C STATED WENT TO DLRSHIP FOR TOW REIMBURSEMENT AND DLR LOOKED AT C LIKE C WAS CRAZY. C STATED WAS TREATED VERY BADLY BY SVC MGR.

RCAS PUT C ON HOLD AND CONTACTED DLR. @11/18-ZRF401N-COMMENT

RCAS SPOKE WITH SM-JOE STATED REQUESTED CHECK, DLR GOT PAID FOR TOW. SM STATED SHOULD GET CHECK MON OR TUE OF NEXT WEEK. SM STATED C DOES NOT SPEAK GOOD ENGLISH. SM REQUESTED C CALL SM TUE 11/22.

RCAS GAVE C UPDATE. C STATED CALLED DLRSHIP SEVERAL TIMES BUT SM DOES NOT RETURN CALL. RCAS ADVISED C WILL FOLLOW UP WITH DLR TUE 11/22 AND CALL C WITH UPDATE. @11/18-ZRF401N-COMMENT

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

**SATISFIED:** N

**ACTION CODE:** NP

**ROOT CAUSE:** SCIN

**CALLBACK:** 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:**

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**CAR ID:** [REDACTED]

**IIR-DATE:**

**3RD PRY:** NI

**BYBACK ST:**

**HISTORY:**

**SVC CALL#:** N

**CLOSE:** Y

**RESP CAA:**

**PHONE:**

**TRANS DATE:** 00/00/00

**PART#:**

**OPENED BY:**

**UPDATE BY:**

**UPDATE DATE:**

**CLOSE DATE:** 02/06/14

**OLM:**

**OWNER FIRST:** ANDREW

**CHECK REQUESTED:** Y

**CHECK ISSUED:** Y

**MICROFILM:**

**DOM:**

**LANGUAGE:**

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**CAR ID:** [REDACTED]

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

**MODEL YEAR:** 2007

**MAKE:** N

**MODEL LINE:** QST

**NAME:** [REDACTED]

**VIN:** 5N1BV28UX7N [REDACTED]

**IN SCV DATE:**

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		NI	North Carolina					

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REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:** **MILES:**

**CANCEL:** **MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** NI **STATE:** NI

**DEALER NAME:** NI



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REQUESTED BY: lattad

<b>NAME:</b> [REDACTED]	<b>SC:</b> NONE	<b>CAR ID:</b> [REDACTED]
<b>STREET:</b> [REDACTED]	<b>VIN:</b> 5N1BV28U37N [REDACTED]	
<b>CITY:</b> SAINT CLOUD	<b>YR/MDL:</b> 2007.0 QST	<b>MILEAGE:</b> 135000
<b>ST/ZIP:</b> MN [REDACTED]	<b>VCAN:</b> N	<b>IN SVC DATE:</b>
<b>DAY PH:</b> 0	<b>PAID:</b> 2,520	<b>RTL DLR:</b> NI NI
<b>EVE PH:</b> [REDACTED]	<b>SUSP:</b> 0	<b>SVC DLR:</b> 2579 MILLER LINCOLN-NISSAN
<b>DLR PH:</b> [REDACTED]	<b>DENY:</b> 0	<b>RESP DLR:</b> 2579 MILLER LINCOLN-NISSAN
	<b>REGION:</b> 24	<b>DIST: SL/SV/PT:</b> 05 05 35

<b>LETTER RECEIVED:</b> 00/00/00	<b>EXEC:</b> 00/00/00	<b>EMAIL:</b> 02/10/14
<b>FIRE:</b> N (Y/N)	<b>ROLLOVER:</b> N (Y/N)	<b>ACCIDENT:</b> N (Y/N)
<b>PROPERTY DAMAGE:</b> N (Y/N)	<b>INJURY:</b> N (Y/N)	<b>SENT TO LEGAL:</b> N (Y/N)
<b>PREVIOUSLY REPAIRED:</b> 00/00/00	<b>WHERE:</b>	
<b>VEHICLE PURCHASED:</b> New x Preowned	<b>MILES:</b> 135000	<b># NISSAN/INFINITI VEHICLES:</b> 1
<b>VEHICLE MAINTAINED BY:</b> NONE		
<b>OUTSIDE WARRANTY BY (B) MONTHS:</b> 50	<b>MILES:</b> 99000	<b>(PT) MONTHS:</b> 26 <b>MILES:</b> 75000

<b>ORIG CODE:</b> NP NP	<b>OPEN DATE:</b> 02/10/14	<b>XFER/RSPNSBLTY:</b> 24 05 N
<b>CONTACT (S):</b>	<b>FOLLOWUP DATE:</b> 02/13/14	<b>INF-NET (Y/N):</b>
<b>SEVERITY:</b> 9	<b>CLOSE DATE:</b> 02/13/14	<b>INF-NET DATE:</b>

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OA VEHICLE CONCERNS	180000 FUEL GAUGE
AT INSTRUMENTATION	YI OOW GOODWILL ASSISTANCE REQUEST
	YX POOR OR IMPROPER OPERATION

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REQUESTED BY: lattad

CAR ID: [REDACTED]

**C. A. R. COMMENTS**

[REDACTED]  
C agreed.

Created by null at 2014-02-10 07:22:43

Created by null at 2014-02-10 07:22:44

crr-ma noting that c's expectation was set that assistance is not guaranteed a  
n a program to extend warranties on some models as well as a "warning" issued  
Service Dept. Review

We learned that this is a common problem on Nissan vehicles, especially those  
firstname : [REDACTED]

fter the review.

January 2, 2014

RCAS called [REDACTED]; 1017am; SM-Chris - vmx

regarding keeping the fuel level above 1/4. I was aware of none of these conti  
with high miles -- my van has 135,000 miles. I also learned that there had bee  
crr-ma exiting case.

Friends:

lastname : [REDACTED]

n a program to extend warranties on some models as well as a "warning" issued  
ngencies. Because of distance, the total towing bill was \$550. The repair at t  
RCAS advised SM of previous decision and repairs.

Created by ZMA999N at 2014-02-12 12:13:02

email [REDACTED]

he Nissan dealer was \$811.

I recently experienced a very costly breakdown, tow, and repair to my 2007 Nis  
RCAs stated RCAS advisements to C.

regarding keeping the fuel level above 1/4. I was aware of none of these conti  
case moved

homephone : [REDACTED]

I seek a response that might help me defray all or part of these costs for wha  
ngencies. Because of distance, the total towing bill was \$550. The repair at t  
RCAS provided name, phone & ext#.

san Quest. Because the breakdown was on a weekend and a long way from home, it

address1 : [REDACTED]

Created by null at 2014-02-10 07:22:44

Created by ZDG178N at 2014-02-13 09:32:08

he Nissan dealer was \$811.

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CAR ID: [REDACTED]

required two nights hotel stay and a host of other expenses related to getting to the service site, a Nissan dealer in State College, PA. The service technician determined that our "breakdown" was really due to being out of gas. That could have been an easily avoided set of circumstances. Thank you for your consideration of my situation.

address2 :  
\*\*\*CLOSING SUMMARY\*\*\*

firstname [REDACTED]

g to the service site, a Nissan dealer in State College, PA. The service technician I seek a response that might help me defray all or part of these costs for what consideration of my situation.

C called NNA CA requesting assistance with Fuel concerns.

city : ST. CLOUD

ician determined that our "breakdown" was really due to being out of gas. That lastname : [REDACTED]

t could have been an easily avoided set of circumstances. Thank you for your c

[REDACTED]  
[REDACTED]  
[REDACTED]

onsideration of my situation.

RCAS reviewed case w/ dlr

seemed quite unlikely, as the fuel gauge showed fuel, the warning light did not twitter :

homephone : [REDACTED]

of come on, and the "distance to empty" indicator still showed over 100 miles.

RCAS reviewed case with C - no current diag

state : MN

St. Cloud, MN [REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

RCAS advised C to have diag.

We learned that this is a common problem on Nissan vehicles, especially those

zip [REDACTED]

[REDACTED]  
[REDACTED]

C will be returning to home area in early March.

owner : false

St. Cloud, MN [REDACTED] 1

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CAR ID: [REDACTED]

with high miles -- my van has 135,000 miles. I also learned that there had been

[REDACTED]  
city : ST. CLOUD

Created by ZMA999N at 2014-02-12 11:13:52

make : Nissan

in a program to extend warranties on some models as well as a "warning" issued  
RCAS closing case pending C return to dlr in St. Cloud, MN.

[REDACTED]  
firstname [REDACTED]

regarding keeping the fuel level above 1/4. I was aware of none of these conditions

source : NissanContactUs

twitter :

Created by ZDG178N at 2014-02-13 09:14:48

lastname [REDACTED]

agencies. Because of distance, the total towing bill was \$550. The repair at the

state : MN

vin :

dealerstate : MN

email : [REDACTED]

the Nissan dealer was \$811.

RCAS called State College 8142382447; 835am; SM-Ernie

zip [REDACTED]

dealersname : Miller

homephone [REDACTED]

I seek a response that might help me defray all or part of these costs for which

owner : false

RCAS inquired of repairs for vehicle

address1 : [REDACTED]

comments :

make : Nissan

SM advised vehicle was at dlr 12/30/2013

it could have been an easily avoided set of circumstances. Thank you for your consideration

address2 :

February 10, 2014

consideration of my situation.

SM advised cost:

source : NissanContactUs



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REQUESTED BY: lattad

CAR ID: [REDACTED]

423.74 parts fuel sending unit

city : ST. CLOUD

Nissan USA

vin :

[REDACTED]

[REDACTED]

374.96 labor

dealerstate : MN

To Whom It May Concern:

twitter :

Attached below is my January, 2014 letter recounting our costly breakdown in I

dealersname : Miller

RCAS inquired of veh condition or abnormalities.

state : MN

St. Cloud, MN 56301

[REDACTED]

ate December. Imagine our disappointment when the same troubles occurred on Su

comments :

SM stated good condition - nothing unusual.

[REDACTED]

[REDACTED]

February 10, 2014

nday, February 2, 2014. We were once again on a busy Interstate highway and en

owner : false

RCAS noting veh servicing dlr is Miller Lincoln-Nissan - 2579.

Created by ZMA999N at 2014-02-12 12:03:07

ded up on a shoulder where we waited for someone to deliver gas. Also once aga

make : Nissan

RCAS noting Good svc history.

To Whom It May Concern:

Attached below is my January, 2014 letter recounting our costly breakdown in I

crr-ma contacted 320-309-9277 at 1:34 PM EST.

in, the gas gauge showed one-third of a tank, the distance indicator registere

RCAS called Miller 3202511363; 853am; SM-Chris

source : NissanContactUs

ate December. Imagine our disappointment when the same troubles occurred on Su

crr-ma spoke with c.

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REQUESTED BY: lattad

**CAR ID:** [REDACTED]

d eighty-nine miles to empty, and the low-fuel light did not go on. How did I

SM stated C purch veh new

vin :

crr-ma advised c that crr-ma received c's email and is calling to request addi

dealerstate : MN

know to purchase AAA before leaving on this long trip and to ask just for gas

nday, February 2, 2014. We were once again on a busy Interstate highway and en

SM noted that C has a good service history with Cpays for some repairs.

and not a tow truck, in spite of having had a costly repair to the fuel system

dealername : Miller

ded up on a shoulder where we waited for someone to deliver gas. Also once aga

RCAS inquired of SM GW advisement if repairs had been performed at home dlr.

tional information from c.

? Because the Quest -- and Nissans of many types -- continue to have these pro

comments :

crr-ma asked if the VIN number for c's veh is handy.

in, the gas gauge showed one-third of a tank, the distance indicator registere

SM stated C would have been offered a 20% discount.

blems. The service-person who delivered the gas confirmed, and we documented,

c initially stated that the VIN number is not available, but retracted stateme

d eighty-nine miles to empty, and the low-fuel light did not go on. How did I

February 10, 2014

RCAS noting C's comments of known condition.

C's repairs consisted of Fuel Sending unit replacement.

know to purchase AAA before leaving on this long trip and to ask just for gas

Nissan USA

nt when c found VIN number on the the document that c has on hand.

the readings.

and not a tow truck, in spite of having had a costly repair to the fuel system

c states that VIN number for c's veh is VIN # 5N1BV28U37N [REDACTED]

I am seeking redress and compensation for these problems. I now drive a vehicl

RCAS noting only condition for Fuel Sending Unit was with the 2005-2008 Titan,

To Whom It May Concern:

Attached below is my January, 2014 letter recounting our costly breakdown in I

? Because the Quest -- and Nissans of many types -- continue to have these pro

crr-ma asked the name of dealer that c was working with in regards to c's conc

e I cannot trust. We have been more careful in re-fueling before the tank regi

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Pathfinder, Xterra.

ate December. Imagine our disappointment when the same troubles occurred on Su  
blems. The service-person who delivered the gas confirmed, and we documented,  
ern.

RCAS reviewed Prev Related case# [REDACTED]

sters one-quarter. In fact, we were nearing an exit to re-fuel on the 2nd when  
c states NISSAN OF STATE COLLEGE and has been working with SA-Ernest.  
FOM declined OOW.

nday, February 2, 2014. We were once again on a busy Interstate highway and en  
the readings.

the vehicle stalled. These problems are far more than an inconvenience. They  
Created by ZDG178N at 2014-02-13 09:15:47

crr-ma verified c's request as stated on email.

ded up on a shoulder where we waited for someone to deliver gas. Also once aga  
I am seeking redress and compensation for these problems. I now drive a vehicl  
place us in dangerous situations. They have taken away our confidence in our a  
c states that c wanted compensation or reimbursement on the expenses (towing.  
e I cannot trust. We have been more careful in re-fueling before the tank regi  
in, the gas gauge showed one-third of a tank, the distance indicator registere  
RCAS reviewed case with C.

utomobile. They have cost us considerable expense and time. Because of the Dec  
d eighty-nine miles to empty, and the low-fuel light did not go on. How did I  
ember, 2013, breakdown, I was forced to reschedule a surgical procedure.  
RCAS advised that previous case had a decline decision from FOM-Mark Dyslin.  
repairs) as stated on c's email.

sters one-quarter. In fact, we were nearing an exit to re-fuel on the 2nd when  
crr-ma advised c that c's concern will be forwarded to RCAS for further review  
I hope to hear from you and to hear an offer of both compensation for our trou  
know to purchase AAA before leaving on this long trip and to ask just for gas  
RCAS advised that decision has not changed and is final.

the vehicle stalled. These problems are far more than an inconvenience. They  
and c will be contacted by end of next business day.

and not a tow truck, in spite of having had a costly repair to the fuel system  
bles and a plan to deal with an ongoing problem with our vehicle and others li  
C commented about this condition with Nissan veh.

place us in dangerous situations. They have taken away our confidence in our a  
? Because the Quest -- and Nissans of many types -- continue to have these pro

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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 190

REQUESTED BY: lattad

**CONFIDENTIAL**

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REQUESTED BY: lattad

**CAR ID:** [REDACTED]

crr-ma recommend to also have c's documents ready for review, ke it. Please reply by email and/or telephone, as we are away from our home fo RCAS advised there was a condition with the 2005-2008 Titan, Pathfinder, Xterr automobile. They have cost us considerable expense and time. Because of the Dec a that a Wrnty Ext was issued for.

blems. The service-person who delivered the gas confirmed, and we documented, crr-ma set c's expectation that c's concern is still subject for review and as ember, 2013, breakdown, I was forced to reschedule a surgical procedure. r approximately one more month.

C inquired even if it happened again there is no assistance.

I hope to hear from you and to hear an offer of both compensation for our trou

Sincerely,

sistance is not guaranteed.

the readings.

c understood.

I am seeking redress and compensation for these problems. I now drive a vehicl ke it. Please reply by email and/or telephone, as we are away from our home fo RCAS advised if it does occur again, and is within 12/12k, it would be covered

[REDACTED]

[REDACTED]

crr-ma advised that an email response will also be sent to c.

e I cannot trust. We have been more careful in re-fueling before the tank regi r approximately one more month.

under the replacement warranty.

crr-ma offered further assistance, c declined.

C stated it was listed in the email C sent.

Sincerely,

St. Cloud, MN [REDACTED]

sters one-quarter. In fact, we were nearing an exit to re-fuel on the 2nd when

[REDACTED]

crr-ma provided name and extension and ended the call mutualy with c.

RCAS reviewed email again and apologized that RCAS did not see the Feb 2nd dat the vehicle stalled. These problems are far more than an inconvenience. They

[REDACTED]

[REDACTED]

[REDACTED]

Created by ZMA999N at 2014-02-12 12:12:28



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CAR ID: [REDACTED]

e.

place us in dangerous situations. They have taken away our confidence in our a

\*\*\*\*\*E-mail case logged\*\*\*\*\*

January 2, 2014

RCAS advised C that veh would need to be diag by a dlr.

St. Cloud, MN [REDACTED]

utomobile. They have cost us considerable expense and time. Because of the Dec

[REDACTED]

C stated C would be returning to home area of St Cloud, MN in early March and

E-mail addressed to: nnaconsumeraffairs@nissan-usa.com

ember, 2013, breakdown, I was forced to reschedule a surgical procedure.

Friends:

[REDACTED]

go to Miller at that time.

I hope to hear from you and to hear an offer of both compensation for our trou

I recently experienced a very costly breakdown, tow, and repair to my 2007 Nis

Method of contact: E-mail

bles and a plan to deal with an ongoing problem with our vehicle and others li

crr-ma checked for open recalls/campaigns/upgrades found: none

January 2, 2014

RCAS advised, with that in mind, that current case would be closed until C ret

sa [REDACTED] Because the breakdown was on a weekend and a long way from home, it

\*\*\*\*\*

[REDACTED]

ke it. Please reply by email and/or telephone, as we are away from our home fo

required two nights hotel stay and a host of other expenses related to gettin

urns to home dlr.

E-mail addressed to [REDACTED]

g to the service site, a Nissan dealer in State College, PA. The service techn

I recently experienced a very costly breakdown, tow, and repair to my 2007 Nis

r approximately one more month.

RCAS advised a email will be sent to RCAS-JC with case information.

ician determined that our "breakdown" was really due to being out of gas. That

Method of contact: E-mail

RCAS advised that home dlr (Miller Lincoln-Nissan) SM-Chris will be contacted

sa [REDACTED] Because the breakdown was on a weekend and a long way from home, it

Sincerely,

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**CAR** [REDACTED]

and advised of C's concerns.  
required two nights hotel stay and a host of other expenses related to gettin  
seemed quite unlikely, as the fuel gauge showed fuel, the warning light did n  
Summary: crr-ma advised c that c's concern will be forwarded to RCAS for furth

[REDACTED]  
[REDACTED]

er review.  
g to the service site, a Nissan dealer in State College, PA. The service techn  
ot come on, and the "distance to empty" indicator still showed over 100 miles.  
RCAS advised that upont return to contact dlr to perform diag to determine cau  
crr-ma forwarded the case to RCAS due to c's request for FA is beyond crr or T  
seemed quite unlikely, as the fuel gauge showed fuel, the warning light did n  
se of current concern.

St. Cloud, MN [REDACTED]

We learned that this is a common problem on Nissan vehicles, especially those  
[REDACTED]

L empowerment to review and potentially process goodwill assistance for c.  
ot come on, and the "distance to empty" indicator still showed over 100 miles.  
RCAS advised if C needs assistance at that point to contact NNA CA.  
with high miles -- my van has 135,000 miles. I also learned that there had bee

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

**SATISFIED:** N

**ACTION CODE:** NP

**ROOT CAUSE:** SCIN

**CALLBACK:** 0

**DATE:** 00/00/00

**USERID:**

**REOPEN:**

**CALLBACK:** 0

**DATE:** 00/00/00

**USERID:**

**NEW INFO:** 0

**DATE:** 00/00/00

**USERID:**

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REQUESTED BY: lattad

**CAR** [REDACTED]

**OTHER:** 0

**DATE:** 00/00/00

**USERID:**

**COMMENTS ONLY:** 0

**DATE:** 00/00/00

**USERID:**

**IIR-DATE:**

**TRANS DATE:** 00/00/00

**CHECK REQUESTED:** Y

**3RD PRY:** NI

**PART#:**

**CHECK ISSUED:** Y

**BYBACK ST:**

**OPENED BY:**

**HISTORY:**

**UPDATE BY:**

**SVC CALL#:** N

**UPDATE DATE:**

**CLOSE:** Y

**CLOSE DATE:** 02/13/14

**MICROFILM:**

**RESP CAA:**

**OLM:**

**DOM:**

**PHONE:**

**OWNER FIRST:** [REDACTED]

**LANGUAGE:**

**CONFIDENTIAL**

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**CAR ID:** [REDACTED]

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

**MODEL YEAR:** 2007

**MAKE:** N

**MODEL LINE:** QST

**NAME:** [REDACTED]

**VIN:** 5N1BV28U37N [REDACTED]

**IN SCV DATE:**

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		2579	Minnesota					



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CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:** **MILES:**

**CANCEL:** **MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 2579 **STATE:** MN

**DEALER NAME:** MILLER LINCOLN-NISSAN

**CONFIDENTIAL**

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REQUESTED BY: lattad

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REQUESTED BY: lattad

**NAME:** , [REDACTED] **SC:** NONE **CAR ID:** [REDACTED]  
**STREET:** [REDACTED] **VIN:** 5N1BV28UX7 [REDACTED]  
**CITY:** EDMOND **YR/MDL:** 2007.0 QST **MILEAGE:**  
**ST/ZIP:** AL OK [REDACTED] **VCAIN SVC DATE:**  
**DAY PH:** [REDACTED] **PAIRTL DLR:** 71239 INFINITI OF MOBILE, INC.  
**EVE PH:** [REDACTED] **SUSSVC DLR:** 3488 BOB HOWARD NISSAN, INC.  
**DLR PH:** 251 478 7388 405 478 5380 **DENRESP DLR:** 3488 BOB HOWARD NISSAN, INC.  
**REGION:** 32 72 **DIST: SL/SV/PT:** 05 05 35 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:** 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 New x Preowned 107948 **# NISSAN/INFINITI VEHICLES:** 1  
**VEHICLE MAINTAINED BY:** NONE  
**OUTSIDE WARRANTY BY (B) MONTHS:** 54 **MILES:** 71948 **(PT) MONTHS:** 30 **MILES:**

**ORIG CODE:** NI NI NP NP **OPEN DATE:** 01/01/01 02/24/14 **XFER/RSPNSBLTY:**  
**CONTACT (S):** **FOLLOWUP DATE:** 02/28/14 **INF-NET (Y/N):**  
**SEVERITY:** 9 N **CLOSE DATE:** 01/01/01 02/28/14 **INF-NET DATE:**

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OA VEHICLE CONCERNS 142500 TIMING BELT/CHAIN/GEAR/COVER  
 OF NNA., INC. ISSUES 177000 M45  
 AG ENGINE MECHANICAL YI OOW GOODWILL ASSISTANCE REQUEST  
 AR PRODUCT INQUIRIES (INF) YX POOR OR IMPROPER OPERATION  
 ZR GENERAL INQUIRY

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REQUESTED BY: lattad

**VIN:** JNKAY01E06M [REDACTED]

**MILEAGE:** 10200 [REDACTED] 107948

**RTL DLR:** NI NI

**SVC DLR:** 71239 INFINITI OF MOBILE, INC.

**RESP DLR:** 71239 INFINITI OF MOBILE, INC.

**# NISSAN/INFINITI VEHICLES:**

**MILES:** 47948

**XFER/RSPNSBLTY:** 32 05 N 72 15 I

**INF-NET (Y/N):**

**INF-NET DATE:**

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REQUESTED BY: lattad

CAR ID: [REDACTED]

**C. A. R. COMMENTS**

FILE OPENED-ZRM794N 03/24/2006

PREVIOUS RELATED FILE FOUND [REDACTED] @03/24-ZRM794N

Service Dept. Review

ACCEPT UNSOLICITED PRODUCT IDEAS FROM OUTSIDE SOURCES.

RCAS VERIFIED C'S NAME, ADDRESS, PHONE NUMBER, VIN, MILEAGE, RESPONSIBLE DLR.

Service Dept. Review

RCAS CHECKED FOR RECALLS, NONE FOUND.

RCAS REFERRED C TO THE DLR FOR CS CONCERN WITH THE GAS GAUGE SO THE DLR CAN

C STATES THAT C HAS RUN OUT OF GAS TWICE ON THE VEH BECAUSE C CANNOT READ

MAKE SURE THE GAS GAUGE IS CALIBRATED CORRECTLY. C UNDERSTOOD. CALL ENDED.

@03/24-ZRM794N

@03/24-ZRM794N

THE GAS GAUGE, C STATES IT IS HARD TO READ. @03/24-ZRM794N

C WANTED TO OFFER PRODUCT SUGGESTION. RCAS STATED TO C THAT NISSAN DOES NOT

RCAS CLOSING FILE AND SENDING TO LD-BM.

FILE CLOSED @03/24-ZRM794N

RCAS CONTACTED LD-BM AND DISCUSSED ISSUE. LD-BM STATES THAT RCAS DOES

NOT HAVE TO SEND LD-BM THIS FILE AS THIS WAS MORE OF A COMMENT THAN A PRODUCT

@03/24-ZRM794N-COMMENT

SUGGESTION. FILE REMAINS CLOSED. RCAS IS NOT SENDING FILE TO LD-BM.

@03/24-ZRM794N-COMMENT

CRR-B RG gave name, extension number and case number to c.

CRR-B RG left case open and set follow up date to 02/25/14, escalating case to

RCAS

Created by ZMB175N at 2014-02-25 15:41:02

Rcas left a vmx for c at 5:40 est on phone [REDACTED] requesting a call b  
ack at the 1-800# and ext #458172.

Created by ZMB175N at 2014-02-25 15:44:08

Rcas emailed sm-Michael Crick requesting c's servicing history and sm's gw rec  
ommendations.

Created by ZMB175N at 2014-02-26 10:57:09

Rcas received a vmx from c requesting a call back at [REDACTED].

Created by ZMB175N at 2014-02-26 10:59:23

Rcas received an email from sm stating that c is an excellent c and just spent

\$2400 but repairs are done so sm is not certain what c is requesting but is w

illing to assist as much as possible.

Rcas left a vmx for c a t2:11 est on phone [REDACTED] informing c that rcas

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REQUESTED BY: lattad

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**REQUESTED BY:** lattad

**CAR ID:** [REDACTED]

will review possible reimbursement for repair and follow back up with c on 2/28/14 but if c is requesting something other than the reimbursement to contact rcas back.

Created by ZMB175N at 2014-02-26 12:15:41

Rcas emailed sm asking if sm is willing to reimburse c at all.

Created by ZMB175N at 2014-02-28 07:22:04

Rcas received an email from sm denying reimbursement.

Rcas received a vmx from c stating that c has already had the repair done and is requesting reimbursement since c read on line that this is a common concern with the timing chain.

Created by ZMB175N at 2014-02-28 07:29:27

Created by ZMB175N at 2014-02-28 08:03:15

Rcas contacted c at 10:00 est on phone [REDACTED] to inform c that rcas cannot reimburse c for the repair due to c being oow, c stated that c has read on line that all Quest's time chains go out at 100,000 miles, rcas empathized but explained to c that c is oow and this has been reviewed and c is being denied any reimbursement. C stated that the warranty on the engine is until 100,000 miles so c is just oow, rcas informed c that c's powertrain warranty is 60,000 and reiterated the decision, c said ok and call was ended mutually.

Created by ZMB175N at 2014-02-28 08:05:15

\*\*\*\*\*CASE SUMMARY\*\*\*\*\*

\*

C REQUESTED TO BE REIMBURSED FOR THE TIMING CHAIN REPAIR. CSM DENIED C.

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

**SATISFIED:** N

**ACTION CODE:** NI

NP

**CALLBACK:** 0

**DATE:** 00/00/00



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**ROOT CAUSE:** NI

SCFA

**USERID:**

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REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**REOPEN:**           **CALLBACK:** 0           **DATE:** 00/00/00  
**NEW INFO:** 0           **DATE:** 00/00/00  
**OTHER:** 0           **DATE:** 00/00/00  
**COMMENTS ONLY:** 0   **DATE:** 00/00/00

**IIR-DATE:**                   **TRANS DATE:** 00/00/00           **CHECK REQUESTED:** Y  
**3RD PRY:**   NI           **PART#:**                   **CHECK ISSUED:**       Y  
**BYBACK ST:**               **OPENED BY:**  
**HISTORY:**               **UPDATE BY:**  
**SVC CALL#:** N           **UPDATE DATE:**  
**CLOSE:**    N            Y   **CLOSE DATE:** 01/01/01   02/28/14           **MICROFILM:**  
**RESP CAA:**               **OLM:**                   **DOM:**  
**PHONE:**                   **OWNER FIRST:** [REDACTED]

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**USERID:**

**USERID:**

**USERID:**

**LANGUAGE:**

**CONFIDENTIAL**

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**CAR ID:** [REDACTED]

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

**MODEL YEAR:** 2007

**NAME:** , [REDACTED]

**VIN:** 5N1

**MAKE:** I

**IN SCV D**

**MODEL LINE:** QST

SEQ NO.	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		3488 Oklahoma					
0		71239 Alagoas					

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**MODEL YEAR**

**MAKE:** N

**MODEL LINE:**



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REQUESTED BY: lattad

**NAME:** , **SC:** NONE **CAR ID:**   
**STREET:** **VIN:** 5N1BV28U97N   
**CITY:** AUBURN **YR/MDL:** 2007.0 QST **MILEAGE:**   
**ST/ZIP:** -2 WA **VCAIN SVC DATE:**   
**DAY PH:** 0 **PAIRTL DLR:** 3207 ROCKLAND NISSAN   
**EVE PH:** 0 **SUSSVC DLR:** 3207 ROCKLAND NISSAN   
**DLR PH:** 1 845 358 6700 **DENRESP DLR:** 3207 ROCKLAND NISSAN   
**REGION:** 1 26 **DIST: SL/SV/PT:** 09 09 39 NI NI NI   
**LETTER RECEIVED:** 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 00/00/00   
**FIRE:** N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** 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 New Preowned x 999 **# NISSAN/INFINITI VEHICLES:** 1   
**VEHICLE MAINTAINED BY:** NONE   
**OUTSIDE WARRANTY BY (B) MONTHS:** 45 **MILES:** 0 **(PT) MONTHS:** 21 **MILES:**   
**ORIG CODE:** NI NI NP NP **OPEN DATE:** 01/01/01 02/26/14 **XFER/RSPNSBLTY:**   
**CONTACT (S):** **FOLLOWUP DATE:** 02/26/14 **INF-NET (Y/N):**   
**SEVERITY:** 9 N **CLOSE DATE:** 01/01/01 03/04/14 **INF-NET DATE:**

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OF NNA., INC. ISSUES

207500 PATHFINDER

AZ NISSAN PRODUCT INQUIRIES

VG PROVIDED RECALL INFORMATION

ZR GENERAL INQUIRY



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REQUESTED BY: lattad

**VIN:** NP

**MILEAGE:** 000000 999

**RTL DLR:** NI NI

**SVC DLR:** NI NI

**RESP DLR:** NI NI

**# NISSAN/INFINITI VEHICLES:**

**MILES:** 0

**XFER/RSPNSBLTY:** 1 NI N 26 09 I

**INF-NET (Y/N):**

**INF-NET DATE:**

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REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**C. A. R. COMMENTS**

FILE OPENED-ZMS754N 04/06/2006

NO PREVIOUS FILES FOUND.

@04/06-ZMS754N

CRR-MS CHECKED FOR RECALL AND FOUND NONE.

NO PREVIOUS FILES FOUND.

CRR-MS CALLED C AND ADVISED C THAT COULD SEND LETTER AND UPDATED OWNERS INFORM

CRR-MS VERIFIED AND UPDATED NAME, ADDRESS, DAY/EVE, VIN, MILEAGE AND DLR.

ATION IN FILE.

CRR-MS CHECKED FOR OPEN RECALLS, CAMPAIGNS AND UPGRADES AND INFORMED C OF NONE

C GAVE CRR-MS FAX NUMBER [REDACTED] TO FAX LETTER.

C STATES IS A DLR AND BUYS NISSAN FOR RESALE.

CRR-MS GAVE C NAME, FILE AND EXTENSION.

CRR-MS RECEIVED VOICEMAIL REQUESTING A NO RECALL LETTER FOR VIN.

CALL ENDED.

CRR-MS FAX LETTER TO [REDACTED].

FILE CLOSED.

@04/07-ZMS754N

@04/07-ZMS754N

CRR-AA closing case.

Created by ZAA179N at 2014-02-26 11:14:11

Recall Inquiry

Created by ZBL178N at 2014-03-04 09:49:51

c called in to provide the vin. c inquired if there are any campaigns on the v  
eh. crr explained that campaigns are vin specific. crr-lb verified and informe  
d c that there are no campaigns on the veh. c understood. crr-lb offered furth  
er assistance. c declined. crr-lb exiting the case.

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

**CONFIDENTIAL**

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**PAGE:** 219

**REQUESTED BY:** lattad

**CAR ID:** [REDACTED]

**SATISFIED:** N

**ACTION CODE:** NI

NP

**CALLBACK:** 0

**DATE:** 00/00/00

**REOPEN:**

**CALLBACK:** 0

**DATE:** 00/00/00

**NEW INFO:** 0

**DATE:** 00/00/00

**OTHER:** 0

**DATE:** 00/00/00

**COMMENTS ONLY:** 0

**DATE:** 00/00/00

**IIR-DATE:**

**TRANS DATE:** 00/00/00

**CHECK REQUESTED:** Y

**3RD PRY:** NI

**PART#:**

**CHECK ISSUED:** Y

**BYBACK ST:**

**OPENED BY:**

**HISTORY:**

**UPDATE BY:**

**SVC CALL#:** N

**UPDATE DATE:**

**CLOSE:** N

Y

**CLOSE DATE:** 01/01/01

03/04/14

**MICROFILM:**

**RESP CAA:**

**OLM:**

**DOM:**

**PHONE:**

**OWNER FIRST:** [REDACTED]

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Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 220

REQUESTED BY: lattad

**ROOT CAUSE:** NI

SCIN

**USERID:**

**USERID:**

**USERID:**

**USERID:**

**USERID:**

**LANGUAGE:**

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**DATE:** 07/07/14

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

**PAGE:** 221

**CAR ID:** [REDACTED]

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

**MODEL YEAR:** 2007

**NAME:** , [REDACTED]

**VIN:** 5N1

**MAKE:** N

**IN SCV D**

**MODEL LINE:** QST

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		3207		Not Provided				
0		NI		Washington				

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**MODEL YEAR**

**MAKE:**

**MODEL LINE:**

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REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** , [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:**

**MILES:**

**CANCEL:**

**MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 3207

NI

**STATE:** NI

NY

**DEALER NAME:** NI

ROCKLAND NISSAN



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REQUESTED BY: lattad

**NAME:** , [REDACTED] **SC:** NONE **CAR ID:** [REDACTED]  
**STREET:** [REDACTED] **VIN:** 1N4AL11D55N [REDACTED]  
**CITY:** [REDACTED] **YR/MDL:** 2007.0 QST **MILEAGE:**  
**ST/ZIP:** AL NJ [REDACTED] **VCAIN SVC DATE:**  
**DAY PH:** 0 **PAIRTL DLR:** 2000 SERRA NISSAN  
**EVE PH:** 0 **SUSSVC DLR:** 2000 SERRA NISSAN  
**DLR PH:** 205 856 2544 609 586 1900 **DENRESP DLR:** 2000 SERRA NISSAN  
**REGION:** 26 34 **DIST: SL/SV/PT:** 05 05 35 08 08 38

**LETTER RECEIVED:** 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 00/00/00  
**FIRE:** N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** 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 New Preowned x 30000 **# NISSAN/INFINITI VEHICLES:** 1  
**VEHICLE MAINTAINED BY:** HALDEMAN NISSAN  
**OUTSIDE WARRANTY BY (B) MONTHS:** 45 **MILES:** 38100 **(PT) MONTHS:** 21 **MILES:**

**ORIG CODE:** NI NI NP NP **OPEN DATE:** 01/01/01 03/07/14 **XFER/RSPNSBLTY:**  
**CONTACT (S):** **FOLLOWUP DATE:** 03/18/14 **INF-NET (Y/N):**  
**SEVERITY:** 9 N **CLOSE DATE:** 01/01/01 03/18/14 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS	180000 FUEL GAUGE
OB EXTENDED SERVICE CONTRACT	208000 QUEST
OF NNA., INC. ISSUES	259000 NO SERVICE CONTRACT
AT INSTRUMENTATION	VG PROVIDED RECALL INFORMATION
AZ NISSAN PRODUCT INQUIRIES	YX POOR OR IMPROPER OPERATION
BS NO SERVICE CONTRACT	ZR GENERAL INQUIRY

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REQUESTED BY: lattad

**VIN:** 5N1BV28U17N [REDACTED]

**MILEAGE:** 074100 30000

**RTL DLR:** NI NI

**SVC DLR:** 3181 HALDEMAN NISSAN, INC.

**RESP DLR:** 3181 HALDEMAN NISSAN, INC.

**# NISSAN/INFINITI VEHICLES:**

**MILES:** 14100

**XFER/RSPNSBLTY:** 26 05 N 34 08 I

**INF-NET (Y/N):**

**INF-NET DATE:**

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REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**C. A. R. COMMENTS**

C stated c has owned veh for 3 months now. C stated c purchased veh for private

FILE OPENED-ZAP003N 06/05/2006

NO PREVIOUS RELATED FILES FOUND.

@06/05-ZAP003N

Service Dept. Review

CALLER IS A PROSPECTIVE BUYER: [REDACTED].

CRR-AP INFORMED C THAT THERE IS A DIFFERENT DEPARTMENT WHICH HANDLES THE  
e owner. C stated veh is with c at this time.

Service Dept. Review

C STATES C WANTS TO KNOW THE WARRANTY INFORMATION, RECALL INFORMATION AND  
EXTENDED SERVICE CONTRACT AND PROVIDED THE NUMBER AS 1-800-647-7261 AND OPT

Rcas advised c follow up for 03/17/14.

Service Dept. Review

4 TWICE.

Rcas gave c Rcas contact info and case # for call back.

THE COLOR OF THE VEH.

CRR-AP CHECKED FOR OPEN RECALLS/ SERVICE CAMPAIGNS AND FOUND NONE.

CRR-AP INFORMED C THAT THERE IS A WARRANTY EXTENSION ON THE SUBFRAME OF THE  
C thanked Rcas.

CRR-AP INFORMED C THAT THERE ARE NO RECALLS ON THE VEH AS OF NOW.

Rcas thanked c for contacting Nissan.

VEH APART FROM THE MANUFACTURING WARRANTY.

C INQUIRED THE MANUFACTURING WARRANTY.

@06/05-ZAP003N

Rcas setting task for 03/13/14 to contact dlrshp.

Created by ZWD555N at 2014-03-17 14:04:50

CRR-AP INFORMED C THAT THE MANUFACTURING WARRANTY EXPIRES BY 36000MONTHS OR  
03/11/08 WHICH EVER COMES FIRST.

@06/05-ZAP003N

Rcas noting rcas noting rcas out of office on 03/14/17.

C UNDERSTOOD.

Rcas contacted dlrshp on contact # 3:58pm. Rcas asked Sm about veh diagnosis.

CRR-AP INFORMED C THAT THE COLOR OF THE VEH IS KY2 POLISHED PEWTER.

Sm stated this is c's first time at dlrshp. Sm verified repairs needed for fu

C UNDERSTOOD.

el guage \$8000 and timing chain for \$1600. Sm advised veh needs control arms

CRR-AP PROVIDED C WITH THE NAME, FILE NUMBER AND EXTENSION NUMBER.

repaired as well for \$1069.00.

CRR-AP TRANSFERRED THE CALL TO EXTENDED SERVICE CONTRACT DEPARTMENT.

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CAR ID: [REDACTED]

Sm advised c has no serv history at dlrshp.

@06/05-ZAP003N

Rcas thanked Sm for info and assistance.

\*\*\*\*\*

Created by ZWD555N at 2014-03-17 14:15:16

CRR-SS RECEIVED AN INBOUND CALL FROM MR [REDACTED] ( PROSPECTIVE BUYER ).

Rcas correcting pricing for fuel guage as \$800.

CRR-SS VERIFIED C'S NAME, ADDRESS AND PHONE NUMBERS.

Rcas discussed case with TL-Brett Locher for gdwl assistance denial. TL denie

C CALLED IN TO INQUIRE ABOUT PREOWNED VEH CERTIFICATION.

d gdwl assistance as veh preowned and OOW for repaired needed,

C INFORMED THAT C WAS IN THE PROCESS OF PURCHASING THE VEH PREOWNED DIRECTLY

Created by ZWD555N at 2014-03-17 14:19:34

FROM A OWNER.

Rcas made call to c on hme # [REDACTED] @ 4:16pm. Rcas reached vmx and I

C SOUGHT CRR-SS'S ASSISTANCE TO KNOW IF C CAN HAVE THE VEH CERTIFIED FROM NNA.

eft message advising c rcas has gdwl decision. rcas advised follow up for 03/

18/14. Rcas left contact info and case # for call back.

CRR-SS ADVISED C TO CONTACT NISSAN DLRSHIP FOR FURTHER ASSISTANCE, SINCE DLR

Rcas made call to c on cell # [REDACTED] @ 4:18pm. Rcas reached vmx an

WILL BE ABLE TO INSPECT THE VEH AND THEN REQUEST NNA TO CERTIFY THE VEH.

03/18/14. Rcas left contact info and case # for call back.

CRR-SS ADVISED C TO CONTACT NISSAN DLRSHIP BEFORE THE PURCHASE PROCEDURE IS

COMPLETED, SINCE IT MIGHT BE POSSIBLE THAT DLRSHIP MIGHT ASK C TO COMPLETE

Created by ZWD555N at 2014-03-18 07:23:24

PURCHASE THROUGH NISSAN DLRSHIP.

Rcas made call to c on hme # [REDACTED] @ 9:12am. Rcas spoke to c and advi

CRR-SS INFORMED THAT DLRSHIP WILL INSPECT THE VEH AND THEN REQUEST NNA TO

sed c rcas not in position to assist with gdwl on repairs needed on veh. Rcas

apologized to c for decision. Rcas advised c veh OOW for repairs needed on v

CERTIFY THE VEH.

C WANTED TO KNOW THE PRICE OR CERTIFICATION.

eh.

C asked why c's veh not included with recall on repair.

CRR-SS ADVISED C TO CONTACT NISSAN DLRSHIP FOR ANY INFORMATION RELATED TO

PRICE.

Rcas advised c no recall for c's veh. Rcas advised c recalls are vin specific

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REQUESTED BY: lattad

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CAR ID: [REDACTED]

and c's vin # has no recalls on veh.

C UNDERSTOOD.

CRR-SS OFFERED TO PROVIDE A DLRSHIPS NAME.

Rcas apologized for decision.

C ALREADY KNEW A NISSAN DLRSHIP.

Rcas confirmed c has rcas contact info and case #.

CRR-SS CHECKED FOR RECALLS / SERVICE CAMPAIGNS AND FOUND ONE SERVICE CAMPAIGN

C stated c will not purchase another Nissan again so c does not need.

OPEN. @06/05-ZSS920N

Rcas apologized for c's concern.

CLSD P5216 ALTIMA/MAX FRAME NTB05-114 08/22/05 01/03/06 02/01/06 V9085

C thanked rcas.

CRR-SS INFORMED AND EXPLAINED ABOUT THE SERVICE CAMPAIGN. @06/05-ZSS920N

Rcas thanked c for contacting Nissan.

C UNDERSTOOD.

Rcas closing case no further assistance needed.

Created by ZWD555N at 2014-03-18 07:24:39

CRR-SS PROVIDED NAME, FILE NUMBER AND EXTENSION.

C THANKED CRR-SS AND THE CALL ENDED.

Summary:

C'S NAME AND ADDRESS:

OOW Gdwl assistance on g fuel guage and timing chain/TL-Brett Locher denied Gd

[REDACTED] @06/05-ZSS920N

wl as veh OOW and purchased preowned.

[REDACTED]

Created by ZWD555N at 2014-03-18 07:37:00

\*\*\* ;Added after the case is closed.; \*\*\*

AUGUSTHA

GA [REDACTED]

Rcas noting vmx received from on 03/17/14 @ 3:27pm. C returning rcas's call t

o c.

PHONE NUMBER - [REDACTED] @06/05-ZSS920N

CRR-SS CLOSING FILE.

NO FOLLOW UP REQUIRED. @06/05-ZSS920N

@06/05-ZSS920N @06/05-ZSS920N

Rcas apologized for c's veh concerns.

C stated c had veh diagnosed yesterday. C stated c was quoted \$800 for fuel



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**REQUESTED BY:** lattad

**CAR ID:** [REDACTED]

guage and \$1600 for timing chain repair.

C stated c cannot afford repair. C stated c is asking assistance with both re pairs.

Rcas advised c Rcas will look into possible assistance. Rcas advised c Rcas c ould not assure assistance.

Rcas advised c Rcas will contact dlrshp for additional info.

Rcas asked c if veh purchased new or preowned.

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

**SATISFIED:** N

**ACTION CODE:** NI

NP

**CALLBACK:** 0

**DATE:** 00/00/00

**REOPEN:**

**CALLBACK:** 0

**DATE:** 00/00/00

**NEW INFO:** 0

**DATE:** 00/00/00

**OTHER:** 0

**DATE:** 00/00/00

**COMMENTS ONLY:** 0

**DATE:** 00/00/00

**IIR-DATE:**

**TRANS DATE:** 00/00/00

**CHECK REQUESTED:** Y

**3RD PRY:** NI

**PART#:**

**CHECK ISSUED:** Y

**BYBACK ST:**

**OPENED BY:**

**HISTORY:**

**UPDATE BY:**

**SVC CALL#:** N

**UPDATE DATE:**

**CLOSE:** N

Y

**CLOSE DATE:** 01/01/01

03/18/14

**MICROFILM:**

**RESP CAA:**

**OLM:**

**DOM:**

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REQUESTED BY: lattad

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**ROOT CAUSE:** NI

SCIN

**USERID:**

**USERID:**

**USERID:**

**USERID:**

**USERID:**

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**CAR ID:** [REDACTED]

**PHONE:**

**OWNER FIRST** [REDACTED]

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**LANGUAGE:**

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**CAR ID:** [REDACTED]

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

**MODEL YEAR:** 2007

**NAME:** , [REDACTED]

**VIN:** 1N4

**MAKE:** N

**IN SCV D**

**MODEL LINE:** QST

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		2000	Alagoas					
0		3181	New Jersey					

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**MODEL YEAR**

**VIN:** 5N1BV28U17N [REDACTED]

**MODEL LINE:**

**DATE:** 07/07/14

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REQUESTED BY: lattad

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**CAR ID:** [REDACTED]

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** , [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:** **MILES:**

**CANCEL:** **MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 2000 3181 **STATE:** AL NJ

**DEALER NAME:** HALDEMAN NISSAN, INC. SERRA NISSAN



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REQUESTED BY: lattad

<b>NAME:</b> [REDACTED]	<b>SC:</b> NONE	<b>CAR ID:</b> [REDACTED]
<b>STREET:</b> [REDACTED]	<b>VIN:</b> 5N1BV28U87N [REDACTED]	
<b>CITY:</b> LAWRENCEVILLE	<b>YR/MDL:</b> 2007.0 QST	<b>MILEAGE:</b> 014000
<b>ST/ZIP:</b> GA [REDACTED]	<b>VCAN:</b>	<b>IN SVC DATE:</b> 08/09/06
<b>DAY PH:</b> [REDACTED]	<b>PAID:</b>	<b>RTL DLR:</b> 3802 HAWKINSON NISSAN, L.L.C.
<b>EVE PH:</b> [REDACTED]	<b>SUSP:</b>	<b>SVC DLR:</b> 3808 SUTHERLIN NISSAN MALL/GA
<b>DLR PH:</b> 678 714 1885	<b>DENY:</b>	<b>RESP DLR:</b> 3808 SUTHERLIN NISSAN MALL/GA
		<b>REGION:</b> 34 <b>DIST: SL/SV/PT:</b> 01 01 31

<b>LETTER RECEIVED:</b> 00/00/00	<b>EXEC:</b> 00/00/00	<b>EMAIL:</b> 00/00/00
<b>FIRE:</b> N (Y/N) <b>ROLLOVER:</b> N (Y/N)	<b>ACCIDENT:</b> N (Y/N)	<b>AIRBAG:</b> N (Y/N)
<b>PROPERTY DAMAGE:</b> N (Y/N)	<b>INJURY:</b> N (Y/N)	<b>SENT TO LEGAL:</b> N (Y/N)
<b>PREVIOUSLY REPAIRED:</b> 00/00/00	<b>WHERE:</b>	
<b>VEHICLE PURCHASED:</b> New x Preowned	<b>MILES:</b> 014000	<b># NISSAN/INFINITI VEHICLES:</b> 3
<b>VEHICLE MAINTAINED BY:</b> 3808 SUTHERLIN NISSAN MALL/GA		
<b>OUTSIDE WARRANTY BY (B) MONTHS:</b> 0	<b>MILES:</b> 0	<b>(PT) MONTHS:</b> 0 <b>MILES:</b> 0

<b>ORIG CODE:</b> NP NP	<b>OPEN DATE:</b> 03/21/07	<b>XFER/RSPNSBLTY:</b> 34 01 S
<b>CONTACT (S):</b>	<b>FOLLOWUP DATE:</b> 03/22/07	<b>INF-NET (Y/N):</b>
<b>SEVERITY:</b> 9	<b>CLOSE DATE:</b> 03/26/07	<b>INF-NET DATE:</b>

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OA VEHICLE CONCERNS

181500 ODOMETER

AT INSTRUMENTATION

YX POOR OR IMPROPER OPERATION

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REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**C. A. R. COMMENTS**

FILE OPENED-ZAK014N 03/21/2007

NO PREVIOUS RELATED/UNRELATED FILES FOUND.

C CALLED AND STATED THAT THE GAS GAUGE AND TRIP METER IS NOT WORKING PROPERLY

CRR-AK VERIFIED C'S NAME, ADDRESS, DAY AND EVENING PHONE NUMBERS, VIN, MILEAGE

AND RESPONSIBLE DLR.

ON THE VEH.

CRR-AK UPDATED C'S EVENING PHONE NUMBER.

C STATED THAT C HAD BEEN ON A TRIP AND THE GAS GAUGE DISPLAYS DIFFERENT

CRR-AK CHECKED FOR RECALLS/SERVICE CAMPAIGNS AND FOUND NONE.

MEASURES OF THE GALLONS.

CRR-AK RECEIVED AN INBOUND CALL FROM C.

C STATED THAT THE TRIP METER SHOWED THAT C IS 20 MILES AWAY, HOWEVER, IT WAS

WRONG.

C STATED THAT C HAD CONTACTED THE NISSAN DLR AND THE DLR INFORMED C THAT IT IS

A NATURE OF THE VEH.

C STATED THAT THE DLR MIGHT NOT AWARE OF THE FACT.

C STATED THAT C WOULD LIKE NISSAN TO TAKE CARE OF THE CONCERN.

CRR-AK INFORMED C THAT CRR-AK WOULD TRANSFER THE CALL TO ANOTHER AGENT FOR

FURTHER ASSISTANCE.

C UNDERSTOOD.

CRR-AK PROVIDED RECALL INFORMATION TO C. C UNDERSTOOD.

CRR-AK PROVIDED C WITH FILE NUMBER, NAME AND EXTENSION.

CRR-AK TRANSFERRED THE CALL TO CORE GROUP.

C STATED THAT C OWNED A MAXIMA AND OWNS A SENTRA. @03/21-ZAK014N

CRR MD RECEIVED INBOUND CALL FROM C. @03/21-ZMD647N

C STATES THE MONITOR THAT READS MILES LEFT BEFORE FUEL EMPTY DOES NOT MATCH

WITH THE NUMBER GAL OF GAS THE C HAS BASED ON THE GAS GAGE.

CRR MD ADVISED WILL CHECK WITH CRR MD RESOURCES TO SEE IF THERE IS ANYTHING

CRR MD CAN FIND OUT ABOUT THIS COMPONENT.

C UNDERSTOOD. @03/21-ZMD647N

C STATES IT SEEMS TO BE WAY OFF TRACK ALOT.

CRR MD ADVISED WILL GET BACK WITH C ON THIS.

CRR MD ADVISED C FILE#, NAME, AND EXTENSION 57892

CRR MD ADVISED C IF CRR MD CAN ASSIST ANY FURTHER. C THANKED AND ENDED CALL.

@03/21-ZMD647N

CRR MD WILL CLOSE FILE.

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REQUESTED BY: lattad

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REQUESTED BY: lattad

**CAR ID:** [REDACTED]

CRR MD WAS ADVISED BY TECHLINE THAT THE MILES LEFT BEFORE FUELING AGAIN IS JUST AN ESTIMATE ONLY BASED ON THE MILE THE VEH HAD DRIVEN FROM THE LAST FILL UP. SO IF THE VEH WAS FULL OF GAS AND THE C DID MOSTLY CITY DRIVING THE MILES PER GAL OR THE MILES LEFT BEFORE FUELING WILL NOT MATCH IF THE C DID HWY DRIVING AFTER THE NEXT FILL UP SO ALWAYS GO BY THE GAS GAGE.@03/26-ZMD647N

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

<b>SATISFIED:</b> Y	<b>ACTION CODE:</b> NP	<b>ROOT CAUSE:</b> SNPP
<b>CALLBACK:</b> 0	<b>DATE:</b> 00/00/00	<b>USERID:</b>
<b>REOPEN:</b>	<b>CALLBACK:</b> 0	<b>DATE:</b> 00/00/00
	<b>NEW INFO:</b> 0	<b>DATE:</b> 00/00/00
	<b>OTHER:</b> 0	<b>DATE:</b> 00/00/00
	<b>COMMENTS ONLY:</b> 0	<b>DATE:</b> 00/00/00
		<b>USERID:</b>

<b>IIR-DATE:</b>	<b>TRANS DATE:</b> 00/00/00	<b>CHECK REQUESTED:</b> Y
<b>3RD PRY:</b> NI	<b>PART#:</b>	<b>CHECK ISSUED:</b> Y
<b>BYBACK ST:</b>	<b>OPENED BY:</b>	
<b>HISTORY:</b>	<b>UPDATE BY:</b>	
<b>SVC CALL#:</b> N	<b>UPDATE DATE:</b>	
<b>CLOSE:</b> Y	<b>CLOSE DATE:</b> 03/26/07	<b>MICROFILM:</b>
<b>RESP CAA</b> [REDACTED]	<b>OLM:</b>	<b>DOM:</b>
<b>PHONE:</b>	<b>OWNER FIRST:</b> [REDACTED]	<b>LANGUAGE:</b>

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**CAR ID:** XXXXXXXXXX



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**CAR ID:** [REDACTED]

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

**MODEL YEAR:** 2007

**MAKE:** N

**MODEL LINE:** QST

**NAME:** [REDACTED]

**VIN:** 5N1BV28U87N [REDACTED]

**IN SCV DATE:** 08/09/06

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		3808	Georgia					

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**CAR ID:** [REDACTED]

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:** **MILES:**

**CANCEL:** **MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 3808 **STATE:** GA

**DEALER NAME:** SUTHERLIN NISSAN MALL/G

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<b>NAME:</b> [REDACTED] I	<b>SC:</b> ONE CONTRACT	<b>CAR ID:</b> [REDACTED]
<b>STREET:</b> [REDACTED]	<b>VIN:</b> 5N1BV28U37N [REDACTED]	
<b>CITY:</b> HENDERSON	<b>YR/MDL:</b> 2007.0 QST	<b>MILEAGE:</b> 000000
<b>ST/ZIP:</b> NV [REDACTED]	<b>VCAN:</b> Y	<b>IN SVC DATE:</b> 06/21/07
<b>DAY PH:</b> [REDACTED]	<b>PAID:</b> 4,872	<b>RTL DLR:</b> 3803 DOUGLAS NISSAN
<b>EVE PH:</b> [REDACTED]	<b>SUSP:</b> 0	<b>SVC DLR:</b> 3803 DOUGLAS NISSAN
<b>DLR PH:</b> 702 558 5800	<b>DENY:</b> 0	<b>RESP DLR:</b> 3803 DOUGLAS NISSAN
	<b>REGION:</b> 44	<b>DIST: SL/SV/PT:</b> 07 07 37

<b>LETTER RECEIVED:</b> 00/00/00	<b>EXEC:</b> 00/00/00	<b>EMAIL:</b> 00/00/00
<b>FIRE:</b> N (Y/N)	<b>ROLLOVER:</b> N (Y/N)	<b>ACCIDENT:</b> N (Y/N)
<b>PROPERTY DAMAGE:</b> N (Y/N)	<b>INJURY:</b> N (Y/N)	<b>SENT TO LEGAL:</b> N (Y/N)
<b>PREVIOUSLY REPAIRED:</b> 00/00/00	<b>WHERE:</b>	
<b>VEHICLE PURCHASED:</b> New x Preowned	<b>MILES:</b> 000000	<b># NISSAN/INFINITI VEHICLES:</b> 0
<b>VEHICLE MAINTAINED BY:</b>		
<b>OUTSIDE WARRANTY BY (B) MONTHS:</b> 0	<b>MILES:</b> 0	<b>(PT) MONTHS:</b> 0 <b>MILES:</b> 0

<b>ORIG CODE:</b> NP NP	<b>OPEN DATE:</b> 09/05/07	<b>XFER/RSPNSBLTY:</b> 44 07 S
<b>CONTACT (S):</b>	<b>FOLLOWUP DATE:</b> 09/06/07	<b>INF-NET (Y/N):</b>
<b>SEVERITY:</b> 9	<b>CLOSE DATE:</b> 10/11/07	<b>INF-NET DATE:</b>

<b>CONCERN AND CATEGORY</b>	<b>SUBCATEGORY AND SYMPTOM</b>
OA VEHICLE CONCERNS	114500 POWER DOOR LOCK
AC BODY ELECTRICAL	WA PREMATURE WEAR/FAILURE
AI FUEL/INTAKE SYSTEM	YX POOR OR IMPROPER OPERATION )
AJ HEATER/AIR CONDITIONING	159000 GEN. AC/HEATING COMPONENT

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**C. A. R. COMMENTS**

FILE OPENED-ZKW999N 09/05/2007

PREVIOUS FILES [REDACTED]

REASONABLE NUMBER. SHE MAY NOT BELIEVE IT WHEN WE TELL HER BUT IT WAS CLOSE TO

-

OPEN RECALLS: NONE

THE DASH GAUGE READING AND IT PROVES THE VEHICLE IS NOT USING EXCESSIVE AMOUNTS OF FUEL. SHE DRIVES MOSTLY SHORT TRIPS IN TOWN, SOME FREEWAY BUT ARBS-ML RESPONDED TO MRF: NISSAN WOULD LIKE TO OFFER TO HAVE A DTS TO NIS0751806 DRT-KW: REC'D MRF FROM BBB ON 09/05/07, DATED 09/05/07. C SEEKS INSPECT THE VEHICLE FOR THE CURRENT CONCERNS THE CUSTOMER IS HAVING. NISSAN REPURCHASE. CCF STATES: POOR GAS MILEAGE (12-13MPG), A/C NOT COOLING PROPERLY, SELDOM AND HAS THE A/C ON ALL THE TIME. SHE ALSO TOLD ME SHE LEAVES THE VAN DRIVER'S LOCK - MALFUNCTIONING, WIPERS WILL NOT TURN OFF ON LOW. DOCS TO ARBS-RUNNING, PARKED, WITH HER ELDERLY HUSBAND IN THE VAN WITH THE A/C ON WHEN SHE WILL PROVIDE A RENTAL VEHICLE FOR THE DURATION OF THE INSPECTION MINUS FUEL AND INSURANCE. @09/11-ZML971N

GETS OUT FOR ERRANDS. ALL THESE COULD EXPLAIN HER POOR MILEAGE.

ML @09/05-ZKW999N

-

3. A/C AIR NOT COLD ENOUGH AND HAS LOW VOLUME.

ARBS-ML RECEIVED CALL FROM BBB-MAK AND C

- @09/28-ZML971N

C STATED IS HAVING PROBLEMS WITH A/C COMING OUT OF THE VENTS, DOOR LOCKS NOT FUNCTIONING AND DLR HAS ORDER PARTS BUT HAS NOT HEARD ANYTHING FROM THE DLR SHE DID NOT HAVE THE RECIRCULATION BUTTON PUSHED WHEN SHE RAN THE A/C. ONCE WE PUT THE A/C ON HIGH, MADE SURE IT WAS ON FACE VENT AND USED THE RECIRC BUTTON, YET, GAS MILEAGE OF 10-14 MPG, AND THE WIPERS NOT TURNING OFF ON THE SLOW MODE. @09/13-ZML971N

VOLUME INCREASED AND IT WAS NOTICEABLY COLDER. SHE WAS OK WITH THE RESULT.

@09/28-ZML971N

ARBS-ML ADVISED NNA WOULD LIKE TO SEND A DTS TO INSPECT THE VEHICLE TO

-

DETERMINE WHAT CAN BE DONE TO CORRECT C'S ISSUES.

ARBS-ML IS CLOSING FILE AND CLOSED FILE IN ARBS DRAWER @10/11-ZML971N

C STATED WOULD JUST LIKE TO GET RID OF THE VEHICLE

ARBS-ML ADVISED WOULD NOT BE IN A POSITION TO REPURCHASE THE VEHICLE AT THIS



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NIS0751806-1R DRT-AB REC'D ADDITIONAL DOCS FROM THE BBB 10/30/07 DATED  
10/30/07 DOCS TO ARBS-ML @10/30-ZAB999N-COMMENT  
POINT.

ARBS-ML ADVISED WILL REQUEST DATES FOR DTS AND WILL CONTACT C ONCE ARBS-ML  
NIS0751806-1R DRT-AB REC'D\_MRF FROM THE BBB 10/31/07 DATED 10/30/07 C SEEKS  
BUYBACK CCF STATES A/C WON'T COOL PROPERLY, POOR GAS MILEAGE, DRIVERS DOOR  
RECEIVES DATES TO INSPECT VEHICLE. @09/13-ZML971N

-  
MALFUNCTIONING, WIPERS WON'T TURN OFF ON LOW SETTING DOCS TO ARBS-ML  
@11/01-ZAB999N-COMMENT

ARBS-ML SENT DTS REQUEST FORM TO ORM-JW FOR DTS TO INSPECT VEHICLE PER BBB  
SETTLEMENT @09/13-ZML971N

NIS0751806 DRT-AB: REC'D SETTLEMENT FROM THE BBB M WILL ARRANGE A DTS  
OF C'S VEH DOCS TO ARBS-ML @09/13-ZAB999N

ARBS-ML RECEIVED INSPECTION DATE FROM DTS-TZ FOR 09/27 AT 9AM

-  
ARBS-ML CONFIRMED WITH C

-  
ARBS-ML CONFIRMED WITH SM-CARLOS

-  
ARBS-ML SENT UPDATE TO DTS-TZ @09/20-ZML971N

-  
ARBS-ML RECEIVED UPDATE FROM DTS-TZ  
WAS NOT ABLE TO DUPLICATE THE ISSUE WHILE WAS THERE BUT HAVE ASKED THE  
DEALER TO KEEP TESTING. ONE NOTE ON THIS ISSUE. SHE SAID ONE TIME SHE LEFT THE  
VAN RUNNING AND GOT OUT TO GET HER MAIL, SHE SAID SHE CAME BACK AND THE  
DRIVERS DOOR ONLY WAS LOCKED. THEN SHE TOLD ME SHE HAS HAD ONLY THE 2 FRONT  
DOORS LOCKED BY THEMSELVES WITH THE REAR SLIDING DOORS UNLOCKED AND FINALLY  
ONCE WHERE THE 2 FRONT DOORS AND ONE SLIDING REAR DOOR WERE LOCKED. THIS IS  
PRETTY IMPOSSIBLE. DTS GO BACK OVER THE CIRCUIT BUT THE LOCK SIGNAL IS SENT  
EQUALLY TO ALL DOOR LOCKS. I DOES NOT HAVE SEVERAL CIRCUITS TO SEND THE SIGNAL  
OUT. IT HAS ONE OUTPUT AND THE SIGNAL SPITS FROM THERE TO ALL THE DOORS  
EQUALLY. WOULD RATHER NOT MAKE ANY REPAIR UNLESS SOMETHING WAS DUPLICATED.

-  
2. POOR GAS MILEAGE. 8-15 CITY 10-15 HIGHWAY.

THE ONLY WAY WE CAN TEST THIS ARE THESE 2 TESTS. 1 IS TO CHECK THE A/F ALPHA  
WITH CONSULT (SCAN TOOL) AND SEE IF THE NUMBER WAS AROUND 100% AT 2000 RPM.

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**CAR ID:** CA5850423

CHECKED IT WITH HER NEXT TO ME SO SHE COULD SEE AND IT WAS A LITTLE OVER 100%.  
 LEAN. FOUND NO PROBLEM WITH IT. 2 IS TO FILL IT UP AT 1 GAS STATION AND 1  
 CERTAIN PUMP AND FILL IT UNTIL IT CLICKS. DID SO THEN DROVE IT 102.5 MILES.  
 THE TIRES WERE AT PROPER LEVEL, THE OUTSIDE AIR TEMP WAS 75-80F. THE GAUGE  
 READ ABOVE THE FULL MARK. I DROVE THE VEHICLE IN THE LEVELEST AREA COULD  
 FIND. DROVE FROM THE DEALER SOUTH DOWN I-95 TOWARD NEEDLES, CA. USED THE  
 CRUISE CONTROL, A/C OFF, WAS VERY LIGHT ON THE THROTTLE AND DID NOT TAKE IT  
 OUT OF GEAR TO COAST AT ANYTIME. IT WAS ALWAYS IN DRIVE. DROVE 102.5 MILES  
 AND USED 2.889 GALLONS OF GAS. THAT COMES OUT TO 35.4 MPG. WENT BACK TO THE  
 SAME GAS STATION AND FILLED THE SAME WAY AT THE SAME PUMP. THE GAUGE READ  
 ABOVE FULL AGAIN. THOUGHT IT WAS OFF BUT DROVE WITH THE VEHICLES TRIP  
 GAUGE ON AND WATCHED THE FUEL ECONOMY GAUGE, IT WAS BETWEEN 24.0 MPG WHEN  
 STARTED TO 27.7 MPG WHEN ENDED. UNDER THE CONDITIONS DROVE FEEL IT WAS A

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

<b>SATISFIED:</b> Y		<b>ACTION CODE:</b> NP	<b>ROOT CAUSE:</b> SCMV
<b>CALLBACK:</b> 0		<b>DATE:</b> 00/00/00	<b>USERID:</b>
<b>REOPEN:</b>	<b>CALLBACK:</b> 0	<b>DATE:</b> 00/00/00	<b>USERID:</b>
	<b>NEW INFO:</b> 0	<b>DATE:</b> 00/00/00	<b>USERID:</b>
	<b>OTHER:</b> 0	<b>DATE:</b> 00/00/00	<b>USERID:</b>
	<b>COMMENTS ONLY:</b> 2	<b>DATE:</b> 11/01/07	<b>USERID:</b>

**IIR-DATE:**

**TRANS DATE:** 04/14/08

**CHECK REQUESTED:** Y

**3RD PRY:** AL

**PART#:**

**CHECK ISSUED:** Y

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**CAR ID:** [REDACTED]

**BYBACK ST:**

**HISTORY:**

**SVC CALL#:** N

**CLOSE:** Y

**RESP CAA:** [REDACTED]

**PHONE:**

**OPENED BY:**

**UPDATE BY:**

**UPDATE DATE:**

**CLOSE DATE:** 10/11/07

**OLM:** [REDACTED]

**OWNER FIRST:** [REDACTED]

**MICROFILM:**

**DOM:**

**LANGUAGE:**

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**CAR ID:** [REDACTED]

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

**MODEL YEAR:** 2007

**MAKE:** N

**MODEL LINE:** QST

**NAME:** [REDACTED]

**VIN:** 5N1BV28U37N [REDACTED]

**IN SCV DATE:** 06/21/07

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
1	PLNL05001000	3803	Nevada	4/5/2008	04/05/09	0016073	01/01/01	01/01/01



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**CAR ID:** [REDACTED]

**CURRENT SERVICE CONTRACT**

**CONTRACT:** PLNL05001000

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** L

**PLAN TERM:** L

**DEDUCTABLE:** 0

**EFFECTIVE:** 4/5/2008

**EXPIRES:** 04/05/09      **MILES:** 0016073

**CANCEL:** 01/01/01      **MILES:** 0016073

**TRANSFER:** 01/01/01

**TRANSACTION:** 04/14/08

**PRINTED:** 04/19/08

**DEALER NO:** 3803      **STATE:** NV

**DEALER NAME:** DOUGLAS NISSAN

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<b>NAME:</b> [REDACTED]	<b>SC:</b> NONE	<b>CAR ID:</b> [REDACTED]
<b>STREET:</b> [REDACTED]	<b>VIN:</b> 5N1BV28U77N [REDACTED]	
<b>CITY:</b> CHICAGO	<b>YR/MDL:</b> 2007.0 QST	<b>MILEAGE:</b> 066000
<b>ST/ZIP:</b> IL [REDACTED]	<b>VCAN:</b>	<b>IN SVC DATE:</b> 08/02/07
<b>DAY PH:</b> [REDACTED]	<b>PAID:</b>	<b>RTL DLR:</b> 2160 MID CITY NISSAN, INC.
<b>EVE PH:</b> [REDACTED]	<b>SUSP:</b>	<b>SVC DLR:</b> 2160 MID CITY NISSAN, INC.
<b>DLR PH:</b> 773 282 6200	<b>DENY:</b>	<b>RESP DLR:</b> 2160 MID CITY NISSAN, INC.
	<b>REGION:</b> 24	<b>DIST: SL/SV/PT:</b> 02 02 32

<b>LETTER RECEIVED:</b> 00/00/00	<b>EXEC:</b> 00/00/00	<b>EMAIL:</b> 00/00/00
<b>FIRE:</b> N (Y/N)	<b>ROLLOVER:</b> N (Y/N)	<b>ACCIDENT:</b> N (Y/N)
<b>PROPERTY DAMAGE:</b> N (Y/N)	<b>INJURY:</b> N (Y/N)	<b>SENT TO LEGAL:</b> N (Y/N)
<b>PREVIOUSLY REPAIRED:</b> 00/00/00	<b>WHERE:</b>	
<b>VEHICLE PURCHASED:</b> New x Preowned	<b>MILES:</b> 066000	<b># NISSAN/INFINITI VEHICLES:</b> 1
<b>VEHICLE MAINTAINED BY:</b> MID CITY NISSAN		
<b>OUTSIDE WARRANTY BY (B) MONTHS:</b> 0	<b>MILES:</b> 0	<b>(PT) MONTHS:</b> 0 <b>MILES:</b> 0

<b>ORIG CODE:</b> NP NP	<b>OPEN DATE:</b> 10/03/07	<b>XFER/RSPNSBLTY:</b> 24 02 S
<b>CONTACT (S):</b>	<b>FOLLOWUP DATE:</b> 10/11/07	<b>INF-NET (Y/N):</b>
<b>SEVERITY:</b> 3	<b>CLOSE DATE:</b> 10/26/07	<b>INF-NET DATE:</b>

<b>CONCERN AND CATEGORY</b>	<b>SUBCATEGORY AND SYMPTOM</b>
OA VEHICLE CONCERNS	186000 CENTER CONSOLE/ARM REST
OF NNA., INC. ISSUES	208000 QUEST
AU INTERIOR (NON-ELECTRIC)	VG PROVIDED RECALL INFORMATION
AZ NISSAN PRODUCT INQUIRIES	YX POOR OR IMPROPER OPERATION

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**CAR ID:** [REDACTED]

**C. A. R. COMMENTS**

@10/10-ZJK000N

FILE OPENED-ZAT240N 10/03/2007

FOLLOW-UP IS DUE ON OR BEFORE

PREVIOUS RELATED FILES FOUND: NONE

@10/03-ZAT240N

CRR-AT VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY & EVE PHONE, RESPONSIBLE

C STATED\_ THAT C PURCHASED BRAND NEW VEH LASAT AUGUST 1, 2007

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

RCAS-RH RECIEVED CALL FROM C'S WIFE THAT THE VEH IS GOING IN TO THE DLR TODAY

C STATED THAT C IS HAVING DIFFERENT KIND OF PROBLEMS WITH THE VEH

CUSTOMER.

DLR

@10/03-ZAT240N

TO BE FIXED FOR THE DASHBOARD AND ALSO A NEW KEY THAT HOPEFULLY WILL WORK FOR

A. C STATED THAT THE GAS GAUGE WAS NOT WORKING, SO THE DASHBOARD NEEDED TO

CRR-AT CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE

PLEASE CONTACT RCAS-JOCELYN KRISTOFF AT 1-866-799-1690 EXT. 1619. THANK YOU.

THE VEH.

BE REPLACED BECAUSE THE GAS GAUGE WAS NOT SHOWING IF THERE IS GAS OR NOT

C'S WIFE STATED WHEN WILL NNA LOOK INTO REPLACING THE VEH DUE TO THE PROBLEM

PREVIOUS NISSAN VEH: NONE

B. C STATED THAT C RECEIVED ONLY ONE KEY WHEN C PURCHASED VEH

CRR-AT RECEIVED CALL FROM C

OF THE KEY NOT WORKING PROPERLY.

C STATED THAT C WENT TO DLRSHIP SEVERAL TIMES TO HAVE KEY REPLACED

RCAS-RH STATED IF IT WERE A MAJOR SAFETY ISSUE, NNA WOULD BE LOOKING INTO THE

C STATED THAT THE KEY WAS REPLACED 4 TIMES ALREADY

PROBLEM QUICKLY, BUT BECAUSE IT IS ONLY A RECODING OF THE KEY, THIS WOULD NOT

BE CONSIDERED A SAFETY ISSUE, BUT WOULD STILL BE AN ISSUE TO LOOK INTO DOWN

C STATED THAT THIS IS BRAND NEW VEH

@10/03-ZAT240N

@10/15-ZRH999N

C. C STATED THAT LAST MONDAY WHEN C WAS DRIVING C NOTICED THAT C'S

MILEAGE WAS 66,000 MILES

THE ROAD AND IF IT IS STILL HAPPENING; THEN NNA WOULD LOOK INTO THE PROBLEM

ALONG WITH THE DLR AND REGIONAL STAFF.

@10/15-ZRH999N

C STATED THAT THIS IS A BRAND NEW VEH AND WHY WOULD THE MILEAGE BE SO HIGH

C STATED THAT C BROUGHT VEH TO DLRSHIP TO GET CHECK OUT INTO WHY ITS

C'S WIFE STATES UNDERSTANDS.

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**TIME:** 12:22:20 AM

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CAR ID: [REDACTED]

HAVING THIS ISSUES

RCAS-RH STATED IF DLR PROBLEMS ARE NOT HANDLED WITH THE DASH OR THE KEY TO CONTACT RCAS BACK, USE SAME NUMBER AND EXTENSION AS BEFORE, GAVE NAME.

C STATED THAT DLRSHIP INFORMED C THAT THE DASHBOARD NEEDS TO BE REPLACED

@10/15-ZRH999N

BECAUSE SOMETHING WENT WRONG WITH THE DASHBOARD WHEN THE GAS GAUGE WAS

RCAS-RH CLOSING FILE PENDING ANY FURTHER ISSUES WITH VEH. @10/26-ZRH999N

REPAIRED

C STATED THAT DLRSHIP CANNOT FURTHER ASSIST C BECAUSE IT WAS NOT DLRSHIP

FAULT THAT C HAS BAD LUCK ON VEH AS PER C STATED

C STATED THAT DLRSHIP INFORMED C TO CALL CA FOR FURTHER HELP AS DLRSHIP

CANNOT DO ANYTHING WITH C'S PROBLEM

CRR-AT ASKED C WHAT C IS ASKING OF NISSAN

C STATED THAT C WOULD LIKE TO GET VEH REPAIRED OR GET A BRAND NEW VEH

BECAUSE C STATED THAT C JUST PURCHASED VEH AND THE REASON WHY C @10/03-ZAT240N

PURCHASED BRAND NEW VEH IS TO AVOID PROBLEMS

C STATED THAT C COULD NOT BELIEVE THAT C IS ALREADY HAVING ALL THESE

PROBLEMS WITH A BRAND NEW VEH

CRR-AT INFORMED C THAT THIS FILE WILL BE TRANSFERRED OVER TO RCAS

TO HAVE A PROPER RESOLUTION REGARDING C'S REQUEST

C UNDERSTOOD

CRR-AT GAVE C NAME, EXTENSION, AND FILE NUMBER

C THANKED CRR-AT FOR ASSISTANCE, C UNDERSTANDS

CRR-AT AWAITING CUSTOMER NEEDS

@10/03-ZAT240N

\*\*\*\*\*

CRR-AG RECIEVED INBOUND CALL FROM C'S WIFE [REDACTED] @10/10-ZAG086N

C STATES NO ONE HAS FOLLOWED UP WITH C YET. CRR-AG APOLOGIZED FOR THE

INCONVINIENCE AND ADVISED C AN INTERNAL MESSAGE WILL BE SENT TO RCAS FOR

PROMPT CALL BACK. CRR-AG VERIFIED C'S PHONE NUMBER AND BEST TIME TO CALL BACK.

C REQUESTS TO BE CONTACTED ON CELL PHONE [REDACTED] ANYTIME. @10/10-ZAG086N

C THANKED CRR-AG FOR ASSISTANCE AND DISCONNECTED CALL.

CRR-AG LEAVING FILE OPEN FOR FURTHER REVIEW.

@10/10-ZAG086N

\*\*\*\*\*

RCAS-JK CONTACTED C AT NUMBER LISTED ABOVE. C STATES THAT C HAS BEEN INTO THE

DLR ATLEAST 5 TIMES SINCE PURCHASING THIS VEH. C STATES C PURCHASED THIS VEH.

TO ENSURE THAT C WOULD NOT HAVE TO DEAL WITH ANY MAJOR ISSUES/CONCERNS WITH

VEH. C STATES THAT C WOULD LIKE TO HAVE THIS FIXED ONCE AND FOR ALL OR TO HAVE



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**CAR ID:** [REDACTED]

NISSAN BUY THIS BACK. C STATES THAT THE DLR IS WAITING ON THE PART TO FIX C'S DASH. C STATES THAT C WENT INTO DLR TO HAVE KEY REPROGRAMMED FOR THE 4TH TIME ON SEPT. 10, 2007. WHEN C PICKED UP VEH. C NOTICED THAT C'S MILEAGE WAS NOW 67,000 MILES WHEN C DROVE INTO THE DLR WITH 157MILES ON VEH. C STATES THAT THIS IS A MAJOR CONCERN FOR C AS C IS NERVOUS THAT C HAS HAD TO DEAL WITH SO MANY ISSUES IN SUCH A SHORT PERIOD OF TIME. RCAS-JK APOLOGIZED TO C FOR C'S FRUSTRATIONS AND CONCERNS AND ASSURED C THAT RCAS-JK WILL FOLLOW UP WITH THE DLR AND CONTACT C BY THE END OF 10/11/07 BUISNESS DAY. C STATES THAT WOULD BE FINE.

@10/10-ZJK000N

RCAS-JK DATANETTED FILE TO DLR.

@10/10-ZJK000N

RCAS-JK CONTACTED SM-TONY AT 3:30PM EST. SM STATES THAT FED-EX JUST ARRIVED WITH C'S DASHBOARD. SM STATES THAT THE MANUFACTURER OF THE CLUSTER PART IMPUTED THE WRONG MILEAGE AND THEREFORE THIS WILL BE TAKEN CARE OF FOR C AND THERE SHOULD BE NO FURTHER ISSUES/CONCERNS. RCAS-JK THANKED SM FOR THIS INFO.

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

<b>SATISFIED:</b> Y	<b>ACTION CODE:</b> NP	<b>ROOT CAUSE:</b> SCMV
<b>CALLBACK:</b> 0	<b>DATE:</b> 00/00/00	<b>USERID:</b>
<b>REOPEN:</b>	<b>CALLBACK:</b> 0	<b>DATE:</b> 00/00/00
	<b>NEW INFO:</b> 0	<b>DATE:</b> 00/00/00
	<b>OTHER:</b> 0	<b>DATE:</b> 00/00/00
	<b>COMMENTS ONLY:</b> 0	<b>DATE:</b> 00/00/00

**IIR-DATE:**

**TRANS DATE:** 00/00/00

**CHECK REQUESTED:** Y

**3RD PRY:** NI

**PART#:**

**CHECK ISSUED:** Y

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**CAR ID:** [REDACTED]

**BYBACK ST:**

**HISTORY:**

**SVC CALL#:** N

**CLOSE:** Y

**RESP CAA** [REDACTED]

**PHONE:**

**OPENED BY:**

**UPDATE BY:**

**UPDATE DATE:**

**CLOSE DATE:** 10/26/07

**OLM:** [REDACTED]

**OWNER FIRST:** [REDACTED]

**MICROFILM:**

**DOM:** ZRH999N

**LANGUAGE:**

**CONFIDENTIAL**

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**CAR ID:** [REDACTED]

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

**MODEL YEAR:** 2007

**MAKE:** N

**MODEL LINE:** QST

**NAME:** [REDACTED] V

**VIN:** 5N1BV28U77N [REDACTED]

**IN SCV DATE:** 08/02/07

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		2160	Illinois					

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**CAR ID:** [REDACTED]

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:** **MILES:**

**CANCEL:** **MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 2160 **STATE:** IL

**DEALER NAME:** MID CITY NISSAN, INC.



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NAME: [REDACTED] SC: ONE CONTRACT CAR ID: [REDACTED]  
 STREET: [REDACTED] VIN: 1N4AL11D95N [REDACTED]  
 CITY: LOUISVILLE N HOLLYWOOD YR/MDL: 2005.0 ALT 2007.0 QST MILEAGE:  
 ST/ZIP: CA [REDACTED] KY [REDACTED] VCAIN SVC DATE: 09/06/04  
 DAY PH: 0 [REDACTED] PAI IRTL DLR: 042B UNIVERSAL CITY NISSAN INC  
 EVE PH: 0 [REDACTED] SUS SVC DLR: 042B UNIVERSAL CITY NISSAN INC  
 DLR PH: 1 818 769 8100 DEN RESP DLR: 042B UNIVERSAL CITY NISSAN INC  
 REGION: 1 44 DIST: SL/SV/PT: 03 03 33 NI NI NI

LETTER RECEIVED: 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: 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 New x Preowned 127000 # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: INDEPENDENT FACILITY. IRF  
 OUTSIDE WARRANTY BY (B) MONTHS: 4 51 MILES: 12000 91000 (PT) MONTHS: 0 27 MILES:  
 ORIG CODE: NP NP OPEN DATE: 01/25/08 03/18/14 XFER/RSPNSBLTY: 1 NI N  
 CONTACT (S): FOLLOWUP DATE: 01/28/08 03/18/14 INF-NET (Y/N):  
 SEVERITY: 9 CLOSE DATE: 02/13/08 03/18/14 INF-NET DATE:

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS	136500 STARTER
OF NNA., INC. ISSUES	153000 GEN. FUEL DELIVERY/INTAKE COMPO
AF ENGINE ELECTRICAL	VG PROVIDED RECALL INFORMATION
AI FUEL/INTAKE SYSTEM	YX POOR OR IMPROPER OPERATION
AZ NISSAN PRODUCT INQUIRIES	

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**VIN:** 5N1BV28U67N [REDACTED]

127000

**RTL DLR:** NI NI

**SVC DLR:** NI NI

**RESP DLR:** NI NI

**# NISSAN/INFINITI VEHICLES:** 2

**MILES:** 0 67000

**XFER/RSPNSBLTY:** 44 03 S

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CAR ID: [REDACTED]

**C. A. R. COMMENTS**

FILE OPENED-ZPA899N 01/25/2008  
FOLLOW-UP IS DUE ON OR BEFORE  
OFFER REPURCHASE AS IT APPEARS THAT THERE HAVE NOT BEEN AN UNREASONABLE NUMBER  
PREVIOUS FILES FOUND: NONE.

DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE  
OF SERVICE ATTEMPTS. @02/13-ZPA899N

PREVIOUS NISSAN VEHICLES: SENTRA, C DO NOT REMEMBER THE YEAR.

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

CUSTOMER.

RCAS-PA ALSO ADVISE C IF C IS NOT AGREE WITH THIS DECISION C CAN CONSULT  
RCAS-PA RECEIVED CALL FROM C.

C STATES THE STARTER DO NOT WORK PROPERLY, C TOOK VEH TO DLR 042B\_ UNIVERSAL  
PLEASE CONTACT RCAS-PA AT EXTENSION 41653 IF FURTHER ASSISTANCE IS REQUIRED.

RCAS-PA CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @01/25-ZPA899N  
WARRANTY INFORMATION BOOKLET TO OBTAIN FURTHER ASSISTANCE. @02/13-ZPA899N

CITY NISSAN INC, C IS NOT SATISFY WITH VEH ANYMORE, C CONSIDER IS NOT FAIR TO  
CLSD P5216 ALTIMA/MAX FRAME NTB05-114 08/22/05 01/03/06 02/01/06 V9085

C UNDERSTOOD AND THANKED RCAS-PA ASSISTANCE. @02/13-ZPA899N

RCAS-PA ADVISED C THAT THERE ARE NO OPEN RECALLS ON THE VEH.

RCAS-PA OFFERED FURTHER ASSISTANCE, C DECLINED. @02/13-ZPA899N

TAKE VEH TO DLRSHIP ALL THE TIME.C DO NOT WANTS TO TAKE VEH TO DLR ANYMORE AND

\*\*\*\*\*

C DO NOT WANTS THIS VEH ANYMORE. @01/25-ZPA899N

CRR-HS RECEIVED CALL FROM SM-GEORGE AT UNIVERSAL NISSAN 042B.

RCAS-PA APOLOGIZED FOR THE INCONVENIENCE ON BEHALF OF NISSAN.

RCAS-PA ASSURED C THAT THE ISSUE WOULD BE RESOLVED IN A TIMELY MANNER.

SM-GEORGE STATES THAT C HAS VEH AT DLR FOR REPAIR. @02/20-ZHS475N-COMMENT

RCAS-PA ADVISED C THAT RCAS-PA WOULD CONTACT C BY THE END

SM-GEORGE STATES SM-GEORGE IS CALLING ON BEHALF OF C.

OF THE NEXT BUSINESS DAY.

SM GEORGE STATES THAT C WAS INFORMED BY RCAS-PA C WOULD BE ENTITLED TO

RCAS-PA VERIFIED THE BEST TIME TO CONTACT C.

RENTAL VEH FROM DLRSHIP IF C'S VEH IS GONE FOR REPAIR AT DLRSHIP.

CRR-HS INFORMED SM-GEORGE, THAT WILL SEND INTERNAL MESSAGE TO RCAS-PA

C STATES ANYTIME AT C'S CELL PHONE [REDACTED]. @01/25-ZPA899N

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CAR ID: [REDACTED]

RCAS-PA OFFERED FURTHER ASSISTANCE, C DECLINED.

REGARDING C'S REQUEST, AS CRR-HS HAS NO AUTHORIZATION IN MATTER.

C THANKED CRR-HS FOR ASSISTANCE, C SATISFIED

RCAS-PA GAVE NAME, EXTENSION AND FILE NUMBER.

CRR-HS GAVE NAME, EXTENSION, AND FILE NUMBER

RCAS-PA WILL KEEP FILE OPEN PENDING FURTHER REVIEW. @01/25-ZPA899N

\*\*\*\*\* @01/28-ZPA899N

CRR-HS EXITING FILE.

\*\*\*\*\* @02/20-ZHS475N-COMMENT

RCAS-PA CALLED DLR 042B\_ UNIVERSAL CITY NISSAN INC AT 3:25 P.M. EST TIME AND SPOKE WITH SERVICE ADVISOR MARIA AND INQUIRED ABOUT C'S VEH INFORMATION.

SA-MARIA STATES WHAT IS THE COMPALIN FROM C. @01/28-ZPA899N

RCAS-PA EXPLAINED SA-MARIA , C DO NOT WANT THIS VEH ANYMORE IS NOT FEELING SATISFY, C CONSIDER IS NOT FAIR TO TAKE VEH TO DLR ALL THE TIME.RCAS-PA

REQUESTED R.O'S FOR C. @01/28-ZPA899N

SA-MARIA STATES WILL TRANSFER RCAS-PA TO CASHIER EXTENSION IN ORDER TO OBTAIN R.O'S FOR THIS C. @01/28-ZPA899N

RCAS-PA WAS TRANSFERRED TO THE EXTENSION OF CASHIER CARLOS ROGEL.

RCAS-PA REQUESTED TO CASHIER CARLOS ROGEL C'S R.O'S AND PROVIDED WITH FAX NUMBER. @01/28-ZPA899N

CASHIER CARLOS ROGEL STATES WILL SEND DOCUMENTS AS SOON AS POSSIBLE.

RCAS-PA THANKED CASHIER CARLOS ROGEL ASSISTANCE AND DISCONNECT CALL.

RCAS-PA WAITING DOCUMENTS. @01/28-ZPA899N

\*\*\*\*\* @01/29-ZPA899N

RCAS-PA RECEIVED DLR DOCUMENTS ON JANUARY 29TH 2008.RCAS-PA START BUYBACK PROCESS.RCAS-PA RECEIVED DOCUMENTS FROM DLR 042B\_ UNIVERSAL CITY NISSAN INC.

RCAS-PA CALLED DLR 228 MILLER NISSAN, INC. AT 12:39 P.M. EST TIME DURING FOLLOW UP TIME AND SPOKE WITH SERVICE ADVISOR IVAN MONTEJANO. @01/29-ZPA899N

RCAS-PA REQUESTED R.O'S FOR THIS VEH. @01/29-ZPA899N

SA-IVAN MONTEJANO INQUIRED ABOUT RCAS-PA INFORMATION. @01/29-ZPA899N

RCAS-PA PROVIDED SA-IVAN MONTEJANO WITH FAX NUMBER, FILE NUMBER AND NAME,

RCAS-PA THANKED SA-IVAN MONTEJANO ASSISTANCE AND DISCONNECT CALL.

RCAS-PA WAITING DOCUMENTS FROM DLR. @01/29-ZPA899N

\*\*\*\*\* @01/31-ZPA899N

RCAS-PA CALLED DLR 228 MILLER NISSAN, INC. AT 11:32 A.M. EST TIME DURING FOLLOW UP TIME AND SPOKE WITH SERVICE ADVISOR IVAN MONTEJANO.RCAS-PA REQUESTED RO'S FOR THIS VEH, RCAS-PA CONFIRM TO SA-IVAN MONTEJANO FAX NUMBER 3107714015

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CAR ID: [REDACTED]

\*\*\*\*\*

RCAS-PA FILLED BUYBACK FORM AND SEND IT TO RS-JR. @01/31-ZPA899N

-  
RS-JR RECEIVED EMAIL FROM RCAS-PA ON 1/31/08 CONTAINING RO'S AND BUYBACK REVIEW FORM. RS-JR REVIEWED DOCS AND FORWARDED EMAIL TO DRTS-SE ON 2/1/08 FOR FURTHER REVIEW. @02/01-ZJR999N

\*\*\*\*\* @02/07-ZPA899N

RCAS-PA WAITING ARBS ANSWER. @02/07-ZPA899N

\*\*\*\*\* @02/11-ZPA899N

\*\*\* ARBS-PM REVIEWED FILE. AFTER CAREFUL EVALUATION, NNA WILL NOT BE ABLE TO OFFER REPURCHASE AS IT APPEARS THAT THERE HAVE NOT BEEN AN UNREASONABLE NUMBER OF SERVICE ATTEMPTS.\*\*\* @02/13-ZPM381N

\*\*\*\*\* @02/13-ZPA899N

RCAS-PA CALLED C AT 4:32 P.M.EST TIME ANSAD SPOKE WITH C.RCAS-PA EXPALINED C ARBS DEPARTMENT REVIEW C'S CASE AND AT THIS MOMENT NNA WILL NOT BE ABLE TO

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N	Y	ACTION CODE: NP
CALLBACK: 0		DATE: 00/00/00
REOPEN:	CALLBACK: 0	DATE: 00/00/00
	NEW INFO: 0	DATE: 00/00/00
	OTHER: 0	DATE: 00/00/00
	COMMENTS ONLY: 0 1	DATE: 00/00/00 02/20/08

IIR-DATE: TRANS DATE: 00/00/00 05/15/08 CHECK REQUESTED: Y



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**ROOT CAUSE:** SCIN            SCSD

**USERID:**

**USERID:**

**USERID:**

**USERID:**

**USERID:**

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**CAR ID:** [REDACTED]

**3RD PRY:** NI

**PART#:**

**CHECK ISSUED:** Y

**BYBACK ST:**

**OPENED BY:**

**HISTORY:**

**UPDATE BY:**

**SVC CALL#:** N

**UPDATE DATE:**

**CLOSE:** Y

**CLOSE DATE:** 02/13/08 03/18/14

**MICROFILM:**

**RESP CAA:** [REDACTED]

**OLM:** -----

**DOM:**

**PHONE:**

**OWNER FIRST:** [REDACTED] [REDACTED]

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**CAR ID:** [REDACTED]

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

**MODEL YEAR:** 2005

**NAME:** [REDACTED]

[REDACTED]

**VIN:** 1N4

**MAKE:** N

**IN SCV D**

**MODEL LINE:** ALT

SEQ NO.	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
1	RCND02363636	042B California	9/6/2004	09/06/10	0075000	05/05/08	01/01/01
1		NI Kentucky					

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**MODEL YEAR:** 2007

**VIN:** 5N1BV28U67N [REDACTED]

**MODEL LINE:** QST

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**CAR ID:** [REDACTED]

**CURRENT SERVICE CONTRACT**

**CONTRACT:** RCND02363636

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** C

**PLAN TERM:** D

**DEDUCTABLE:** 0

**EFFECTIVE:** 9/6/2004

**EXPIRES:** 09/06/10      **MILES:** 0075000

**CANCEL:** 05/05/08      **MILES:** 0075000

**TRANSFER:** 01/01/01

**TRANSACTION:** 05/15/08

**PRINTED:** 09/17/04

**DEALER NO:** 042B      **STATE:** CA

**DEALER NAME:** UNIVERSAL CITY NISSAN IN

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**CAR ID:** [REDACTED]

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:**

**MILES:**

**CANCEL:**

**MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** NI

**STATE:** NI

**DEALER NAME:** NI



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**DATE:** 07/07/14

**TIME:** 12:22:20 AM

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

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REQUESTED BY: lattad

**NAME:** [REDACTED] **SC:** NONE **CAR ID:** [REDACTED]  
**STREET:** [REDACTED] **VIN:** 1N4AL11D76N [REDACTED]  
**CITY:** DURHAM KEW GARDENS **YR/MDL:** 2006.0 ALT 2007.0 QST **MILEAGE:**  
**ST/ZIP:** NC [REDACTED] NY [REDACTED] **VCAIN SVC DATE:** 11/30/06  
**DAY PH:** 0 [REDACTED] **PAIRTL DLR:** 2157 KOEPEL NISSAN INC  
**EVE PH:** 0 [REDACTED] **SUSSVC DLR:** 2157 KOEPEL NISSAN INC  
**DLR PH:** 1 718 898 7800 **DENRESP DLR:** 2157 KOEPEL NISSAN INC  
**REGION:** 1 26 **DIST: SL/SV/PT:** 03 03 33 NI NI NI

**LETTER RECEIVED:** 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 00/00/00  
**FIRE:** N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** N (Y/N)  
**PROPERTY DAMAGE:** N (Y/N) **INJURY:** N (Y/N) **SENT TO LEGAL:** N (Y/N)  
**PREVIOUSLY REPAIRED:** 00/00/00 **WHERE:**  
**VEHICLE PURCHASED:** New x Preowned **MILES:** 007600 147992 **# NISSAN/INFINITI VEHICLES:** 0  
**VEHICLE MAINTAINED BY:** 2157 KOEPEL NISSAN INC NONE  
**OUTSIDE WARRANTY BY (B) MONTHS:** 0 48 **MILES:** 0 111992 **(PT) MONTHS:** 0 24 **MILES:**  
**ORIG CODE:** NP NP **OPEN DATE:** 01/30/08 03/18/14 **XFER/RSPNSBLTY:** 1 NI N  
**CONTACT (S):** **FOLLOWUP DATE:** 01/31/08 03/18/14 **INF-NET (Y/N):**  
**SEVERITY:** 9 **CLOSE DATE:** 01/30/08 03/18/14 **INF-NET DATE:**

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OA VEHICLE CONCERNS 180000 FUEL GAUGE  
OF NNA., INC. ISSUES 204500 ALTIMA  
AT INSTRUMENTATION VG PROVIDED RECALL INFORMATION  
AZ NISSAN PRODUCT INQUIRIES YX POOR OR IMPROPER OPERATION  
ZR GENERAL INQUIRY

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**VIN:** 5N1BV28U37N [REDACTED]

**MILEAGE:** 007600 147992

**RTL DLR:** NI NI

**SVC DLR:** NI NI

**RESP DLR:** NI NI

**# NISSAN/INFINITI VEHICLES:** 1

**MILES:** 0 87992

**XFER/RSPNSBLTY:** 26 03 S

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**CAR ID:** [REDACTED]

**C. A. R. COMMENTS**

FILE OPENED-ZTM103N 01/30/2008

PREVIOUS RELATED FILE: NONE.

CRR-TM VERIFIED C'S NAME, ADDRESS, VIN, DAY/EVENING NUMBER AND RESPONSIBLE DLR

C STATED THAT C IS ASKING IF THE VEH IS INVOLVED IN THE RECALL.

CRR-TM ADVISED C TO CONTACT DLR TO SCHEDULE VEH FOR RECALL.

CRR-TM CHECKED FOR OPEN RECALLS/UPGRADES FOUND:

C THANKED CRR-TM FOR ASSISTANCE.

OPEN R0712 ALT/SEN ECM REPROG NTB07-081 11/08/07 00/00/00 00/00/00

CRR-TM ASKED FOR OTHER CONCERNS, C DECLINED.

INFORMED C THAT THE VEH IS INVOLVED IN THE RECALL.

CRR-TM PROVIDED NAME, EXTENSION NUMBER AND FILE NUMBER.

CRR-TM RECEIVED CALL FROM C.

CRR-TM CLOSING FILE.

@01/30-ZTM103N

crr-ja advised that A vehicle can exhibit the same symptoms as a campaign, but not have the affected part and therefore that campaign would not apply. Parts content of vehicles can vary by Model, Model Year, Trim Level, Option Packages, and other factors

c wants nissan to repair the veh

crr-ja advised to get the veh diagnose to nissan dealer to send the request to rcas

c said c will not do that and already paid an mechanic

crr-ja told c that in most situations (Nissan/Infiniti) requires the diagnosis of a vehicle by a Certified (Nissan/Infiniti) Technician prior to consideration for goodwill assistance or reimbursement for a repair.

c declined to pay and said to just forget it

closing the case

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

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**REQUESTED BY:** lattad

**CAR ID:** [REDACTED]

**CONTACT(S)**

**SATISFIED:** N

Y

**ACTION CODE:** NP

**CALLBACK:** 0

**DATE:** 00/00/00

**REOPEN:**

**CALLBACK:** 0

**DATE:** 00/00/00

**NEW INFO:** 0

**DATE:** 00/00/00

**OTHER:** 0

**DATE:** 00/00/00

**COMMENTS ONLY:** 0

**DATE:** 00/00/00

**IIR-DATE:**

**TRANS DATE:** 00/00/00

**CHECK REQUESTED:** Y

**3RD PRY:** NI

**PART#:**

**CHECK ISSUED:** Y

**BYBACK ST:**

**OPENED BY:**

**HISTORY:**

**UPDATE BY:**

**SVC CALL#:** N

**UPDATE DATE:**

**CLOSE:** Y

**CLOSE DATE:** 01/30/08

03/18/14

**MICROFILM:**

**RESP CAA:** [REDACTED]

**OLM:** [REDACTED]

**DOM:**

**PHONE:**

**OWNER FIRST** [REDACTED]

[REDACTED]

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REQUESTED BY: lattad

**ROOT CAUSE:** SCIN

SCPP

**USERID:**

**USERID:**

**USERID:**

**USERID:**

**USERID:**

**LANGUAGE:**

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**CAR ID:** [REDACTED]

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

**MODEL YEAR:** 2006

**NAME:** [REDACTED]

[REDACTED]

**VIN:** 1N4

**MAKE:** N

**IN SCV D**

**MODEL LINE:** ALT

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		2157	New York					
0		NI	North Carolina					



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**MODEL YEAR:** 2007

**VIN:** 5N1BV28U37N [REDACTED]

**MODEL LINE:** QST

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**CAR ID:** [REDACTED]

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED] [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:** **MILES:**

**CANCEL:** **MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 2157 NI **STATE:** NI NY

**DEALER NAME:** KOEPEL NISSAN INC NI

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REQUESTED BY: lattad

<b>NAME:</b> [REDACTED]	<b>SC:</b> NONE	<b>CAR ID:</b> [REDACTED]
<b>STREET:</b> [REDACTED]	<b>VIN:</b> 5N1BV28U37N [REDACTED]	
<b>CITY:</b> DURHAM	<b>YR/MDL:</b> 2007.0 QST	<b>MILEAGE:</b> 148000
<b>ST/ZIP:</b> NC [REDACTED]	<b>VCAN:</b> Y	<b>IN SVC DATE:</b>
<b>DAY PH:</b> [REDACTED]	<b>PAID:</b> 6,248	<b>RTL DLR:</b> NI NI
<b>EVE PH:</b> [REDACTED]	<b>SUSP:</b> 568	<b>SVC DLR:</b> 1999 CAROLINA NISSAN INC
<b>DLR PH:</b> 336 584 0201	<b>DENY:</b> 0	<b>RESP DLR:</b> 1999 CAROLINA NISSAN INC
	<b>REGION:</b> 34	<b>DIST: SL/SV/PT:</b> 15 15 45

<b>LETTER RECEIVED:</b> 00/00/00	<b>EXEC:</b> 00/00/00	<b>EMAIL:</b> 03/18/14
<b>FIRE:</b> N (Y/N)	<b>ROLLOVER:</b> N (Y/N)	<b>ACCIDENT:</b> N (Y/N)
<b>PROPERTY DAMAGE:</b> N (Y/N)	<b>INJURY:</b> N (Y/N)	<b>SENT TO LEGAL:</b> N (Y/N)
<b>PREVIOUSLY REPAIRED:</b> 00/00/00	<b>WHERE:</b>	
<b>VEHICLE PURCHASED:</b> New x Preowned	<b>MILES:</b> 148000	<b># NISSAN/INFINITI VEHICLES:</b> 1
<b>VEHICLE MAINTAINED BY:</b> NONE		
<b>OUTSIDE WARRANTY BY (B) MONTHS:</b> 49	<b>MILES:</b> 112000	<b>(PT) MONTHS:</b> 25 <b>MILES:</b> 88000

<b>ORIG CODE:</b> NP NP	<b>OPEN DATE:</b> 03/18/14	<b>XFER/RSPNSBLTY:</b> 34 15 N
<b>CONTACT (S):</b>	<b>FOLLOWUP DATE:</b> 04/11/14	<b>INF-NET (Y/N):</b>
<b>SEVERITY:</b> 9	<b>CLOSE DATE:</b> 04/11/14	<b>INF-NET DATE:</b>

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OA VEHICLE CONCERNS	180000 FUEL GAUGE
AT INSTRUMENTATION	YI OOW GOODWILL ASSISTANCE REQUEST
	YX POOR OR IMPROPER OPERATION

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REQUESTED BY: lattad

CAR ID: [REDACTED]

**C. A. R. COMMENTS**

Created by null at 2014-03-18 18:54:55

crr-ke advised c that crr-le has been contacting c yesterday but just reached CRR -MA leaving case open, transferring resp to rcas because c was told by DLR p since I already had to pay to have my car diagnosed after having it towed to Service Dept. Review

vin : 5N1BV28U37N [REDACTED]

day to another mechanic. I would be happy to take it to a Nissan dealership t dealerstate : NC

d vmx

firstname [REDACTED]

Service Dept. Review

to call NNA.

Created by ZET175N at 2014-04-07 12:41:58

crr-ke advised c that advised to offer GW for diag (reimbursement) up to \$100

dealersname : Carolina Nissan

lastname [REDACTED]

to be diagnosed as long as there would be no cost to me. I do not understand w Service Dept. Review

comments : I have a 2007 Nissan Quest with 148,000 miles. Today I ran out of email : [REDACTED]

for the diagnosis

why my vehicle does not qualify for this recall when it is the same age as the Rcas te notes dlr request for datanet with this case.

crr-ke exiting case

gas with the gas gauge still reading 1/4 of a tank. (See this article: <http://www.lemmonlaw.com/wordpress/fuel-gauge-recall/>)

homephone : [REDACTED]

Rcas SM notes will be offering c assist and SM will be contacting c back.

recalled vehicles and experiencing the same problem. I feel that Nissan is no address1 : [REDACTED]

Created by null at 2014-04-07 13:20:53

\*\* IF C CALLS, please advise c that TL has approved to offer GW for diag (reimbursement) up to their quality claims by not honoring this recall with my vehicle. ([www.lemmonlaw.com/wordpress/fuel-gauge-recall/](http://www.lemmonlaw.com/wordpress/fuel-gauge-recall/)) In 2010 Nissan issued a recall for Quest vehicles of the same age for this very same issue. When I called

me. I would welcome the opportunity to discuss this matter further with someone for Quest vehicles of the same age for this very same issue. When I called

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**CAR ID:** [REDACTED]

mbursement) up to \$100 for the diagnosis\*\*

SM discussed with FOM. based on vehicle being purchased new and serviced at dealer for first 100,000 miles decided to offer goodwill to cust. contacted cust city : Durham

Created by ZKE999N at 2014-03-21 14:36:30

d today to find out about my vehicle I was told that it was not included in the e of authority who is empowered to help me and not just a customer service rep and made offer. cust pleased. ordering part. case pending

e recall. I was also told that nothing could be done about it unless I paid t resentative. If not, I can guarantee that this will be the last Nissan I ever twitter :

Created by ZKE999N at 2014-03-24 15:28:24

Created by ZKE999N at 2014-04-07 15:25:12

o have Nissan diagnose it (after I have already paid someone else after having own.

state : NC

Based on previous notation made by CRR-MA, case should have been escalated to

Created by ZKE999N at 2014-03-19 08:29:15

\*\*\*Email case logged\*\*\*

it towed today). Then, my issue would be escalated and maybe would be consid zip [REDACTED]

E-mail addressed to: NNACONSUMERAFFAIRS@NISSAN-USA.COM

\*\*\*Email case logged\*\*\*

ered for the repair. I am not going to pay another \$80+ to a Nissan dealershi owner : true

rcas.

crr-ke escalating case to rcas, SENT IM TO TL-JV and CRR-MA.

make : Nissan

Method of contact: E-mail

p since I already had to pay to have my car diagnosed after having it towed to related case : [REDACTED]

crr-ke called c a [REDACTED] , reached c

crr-ke exiting case

day to another mechanic. I would be happy to take it to a Nissan dealership t

E-mail addressed to: NNACONSUMERAFFAIRS@NISSAN-USA.COM

source : NissanContactUs



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REQUESTED BY: lattad

**CAR ID:** [REDACTED]

Created by ZET175N at 2014-04-07 15:31:32

Method of contact: E-mail

o be diagnosed as long as there would be no cost to me. I do not understand w  
osis

vin : 5N1BV28U37N [REDACTED]

crr-ke checked for open recalls/campaigns/upgrades found: none

c stated that c has already set up an appointment with Nissan dealer

dealerstate : NC

hy my vehicle does not qualify for this recall when it is the same age as the  
Rcas reviewing case.

comments : I have a 2007 Nissan Quest with 148,000 miles. Today I ran out of

Created by ZET175N at 2014-04-08 12:19:31

crr-ke called c at [REDACTED], reached c

c would just call once veh has been diagnose

recalled vehicles and experiencing the same problem. I feel that Nissan is no

crr-ke advised c that a recent diagnosis from a local Nissan dealer is requir

crr-ke exiting case

gas with the gas gauge still reading 1/4 of a tank. (See this article: http:/

Rcas placed outbound call to d [REDACTED] 2:14 pm est and adv c of disclai

t living up to their quality claims by not honoring this recall with my vehicl

Created by ZKE999N at 2014-03-24 15:28:33

ed to be able to move forward with c's concern,

e. I would welcome the opportunity to discuss this matter further with someon

r.

/www.lemonlaw.com/wordpress/fuel-gauge-recall/ ) In 2010 Nissan issued a reca

case pending

c insisted that c had veh diagnosed at a local mechanic. veh should have been

e of authority who is empowered to help me and not just a customer service rep

ll for Quest vehicles of the same age for this very same issue. When I calle

Rcas c understood.

Created by ZJI999N at 2014-03-24 18:12:23

d today to find out about my vehicle I was told that it was not included in th

included in the recall, and c does not want to pay for the diagnosis from Ni

Rcas reviewed case with c and c adv SM Chris contacted c on 040714 and adv c r

representative. If not, I can guarantee that this will be the last Nissan I ever

epair with fuel pump will be covered per Nissan at 100% GW and c adv part has

e recall. I was also told that nothing could be done about it unless I paid t

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REQUESTED BY: lattad

**CAR ID:** [REDACTED]

own.

ssan dealer.

tl-jv closing case, pending follow up call from c for diagnosis GW reimburseme arrived today and dlr is servicing vehicle and will be ready via 041014.

Created by ZKE999N at 2014-03-19 08:29:15

crr-ke apologized to c and advised c that only diagnosis from Nissan is allowe nt.

o have Nissan diagnose it (after I have already paid someone else after having

Created by ZJA178N at 2014-04-04 11:37:33

d and c would have to cover for the diagnostic charge. c got upset and asked

\*\*\*Email case logged\*\*\*

it towed today). Then, my issue would be escalated and maybe would be consid

Rcas adv c this great new and adv c will be following up with c on 041114 to a

CRR -MA received call from c stating that c was told to have the veh diagnosed

ered for the repair. I am not going to pay another \$80+ to a Nissan dealershi

for supervisor.

llow c to test drive vehicle and provided c with Rcas contact information.

related case [REDACTED]

. c stated c have the veh diagnosed but c has no paperworks because c was told

E-mail addressed to: NNACONSUMERAFFAIRS@NISSAN-USA.COM

p since I already had to pay to have my car diagnosed after having it towed to

Rcas c understood and call ended mutually.

tl-jv is not available, advised c that c would be contacted in 4-8 business ho

by DLR to call NNA as the DLR needs to get in touch with NNA.

Created by ZET175N at 2014-04-11 13:08:19

day to another mechanic. I would be happy to take it to a Nissan dealership t

Method of contact: E-mail

urs.

c agreed.

crr-ke checked for open recalls/campaigns/upgrades found: none

crr-ma asked the diagnosis: c stated the veh is needing fuel pump because the

o be diagnosed as long as there would be no cost to me. I do not understand w

Rcas placed outbound call to c [REDACTED] 3:02 pm est and adv c of disclaime

Created by ZKE999N at 2014-03-19 08:29:29

crr-ke called c at [REDACTED], reached c

fuel gauge is not working properly.

hy my vehicle does not qualify for this recall when it is the same age as the

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REQUESTED BY: lattad

**CAR ID:** [REDACTED]

r.

case pending

crr-ke advised c that a recent diagnosis from a local Nissan dealer is requir

c stated the name of DLR: CAROLINA NISSAN

Rcas c understood.

recalled vehicles and experiencing the same problem. I feel that Nissan is no

Created by ZKE999N at 2014-03-19 16:02:54

crr-ma asked if c was given any est cost. c stated c was not given any estimat

ed to be able to move forward with c's concern,

Rcas c adv this vehicle is now service and repaired and fuel gauge is working

t living up to their quality claims by not honoring this recall with my vehicl

and is now completely satisfied with this repair and adv c was pleased to assi

c insisted that c had veh diagnosed at a local mechanic. veh should have been

crr-ke called c at [REDACTED],reached vmx

ed repair cost.

e. I would welcome the opportunity to discuss this matter further with someon

Created by ZJI999N at 2014-03-20 16:09:46

crr-ma asked c tha name of SA. c stated c would not recall.

e of authority who is empowered to help me and not just a customer service rep

included in the recall, and c does not want to pay for the diagnosis from Ni

st c with her concerns.

crr-ma asked the diagnosing fee, as c was told that c will be reimbursed up to

Rcas c adv and appreciates this follow up call and Rcas ended call with Rcas c

resentative. If not, I can guarantee that this will be the last Nissan I ever

ssan dealer.

tl-jv advised to offer GW for diag (reimbursement) up to \$100 considering that

\$100 under GW.

crr-ke apologized to c and advised c that only diagnosis from Nissan is allowe

losing statement and call ended mutually.

own.

veh had long records of service history and previously has VSC in the veh. O

Created by ZET175N at 2014-04-11 13:11:49

Created by ZKE999N at 2014-03-19 07:54:11

c stated c was not charged for the diagnosing fee yet as c was told by DLR to

d and c would have to cover for the diagnostic charge. c got upset and asked

ffered to promote dealer service to the customer.

call NNA for so the DLR could get in touch with NNA.

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REQUESTED BY: lattad

**CAR ID:** [REDACTED]

Created by ZLE177N at 2014-03-20 16:25:15

firstname [REDACTED]  
for supervisor.

Summary: C was seeking assistance with Fuel pump repair on this vehicle and FO  
CRR-LE called c at [REDACTED].

CRR -MA advised c that case will be transferred to rcas for review.

lastname [REDACTED]

M approved oow GW at 100%. Dlr and c adv vehicle has been serviced and c is pl  
tl-jv is not available, advised c that c would be contacted in 4-8 business ho  
Crr-le left a message that CRR-LE is trying to discuss the issue with c. Since  
CRR -MA advised c to expect a call within the next business day.

ease and satisfied with service and repair.

email : [REDACTED]

urs.

c agreed.

c is not available. Crr-le advised c to contact NNA CA and reference c's case  
c understood.

homephone [REDACTED]

Rcas closing case.

address1 : [REDACTED]

crr-ke leaving case open

CRR -MA offered further assistance, c declined.

number.

address2 :

Created by ZJA178N at 2014-04-04 11:37:33

Crr-le exiting the case.

CRR -MA provided name, ext and case number.

city : Durham

Created by ZLE177N at 2014-03-20 16:25:32

CRR -MA leaving case open, transferring resp to rcas because c was told by DLR  
CRR -MA received call from c stating that c was told to have the veh diagnosed  
case pending

. c stated c have the veh diagnosed but c has no paperworks because c was told  
to call NNA.

twitter :

by DLR to call NNA as the DLR needs to get in touch with NNA.

Created by ZJA178N at 2014-04-04 11:37:54



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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 320

REQUESTED BY: lattad

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REQUESTED BY: lattad

CAR ID: [REDACTED]

Created by ZJE777N at 2014-03-21 06:49:43

state : NC

crr-je received call from c.

crr-ma asked the diagnosis: c stated the veh is needing fuel pump because the Vehicle Concern

zip : [REDACTED]

Created by ZKE999N at 2014-03-19 07:54:11

crr-je verified information.

fuel gauge is not working properly.

owner : true

c stated that c was calling for case # [REDACTED]

c stated the name of DLR: CAROLINA NISSAN

firstname [REDACTED]

make : Nissan

crr-ma asked if c was given any est cost. c stated c was not given any estimat

c stated that c wants to speak with the sup.

lastname [REDACTED]

source : NissanContactUs

crr-je advised c that the follow up date was today.

ed repair cost.

email [REDACTED]

vin : 5N1BV28U37N [REDACTED]

crr-je advised c that c will be contacted within this day.

crr-ma asked c tha name of SA. c stated c would not recall.

dealerstate : NC

homephone : [REDACTED]

crr-ma asked the diagnosing fee, as c was told that c will be reimbursed up to

c stated that c was advised to call with the case #.

dealersname : Carolina Nissan

\$100 under GW.

address2 :

comments : I have a 2007 Nissan Quest with 148,000 miles. Today I ran out of

c stated that c was advised once c called nna c will be directed to the right

city : Durham

c stated c was not charged for the diagnosing fee yet as c was told by DLR to

gas with the gas gauge still reading 1/4 of a tank. (See this article: <http://>

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REQUESTED BY: lattad

**CAR ID:** CA6026768

person.

call NNA for so the DLR could get in touch with NNA.

crr-je put c on hold.

twitter :

/www.lemonlaw.com/wordpress/fuel-gauge-recall/ ) In 2010 Nissan issued a reca

crr-je advised c that the sup was not available at this time.

CRR -MA advised c that case will be transferred to rcas for review.

ll for Quest vehicles of the same age for this very same issue. When I calle

state : NC

CRR -MA advised c to expect a call within the next business day.

c said whatever then hang up.

d today to find out about my vehicle I was told that it was not included in th

zip : [REDACTED]

crr-je exiting case.

c understood.

e recall. I was also told that nothing could be done about it unless I paid t

owner : true

Created by ZKE999N at 2014-03-21 14:35:25

CRR -MA offered further assistance, c declined.

make : Nissan

o have Nissan diagnose it (after I have already paid someone else after having

crr-ke called c at [REDACTED] , reached vmx

CRR -MA provided name, ext and case number.

it towed today). Then, my issue would be escalated and maybe would be consid

source : NissanContactUs

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

**CONFIDENTIAL**

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**REQUESTED BY:** lattad

**CAR ID:** [REDACTED]

**SATISFIED:** N

**ACTION CODE:** NP

**ROOT CAUSE:** SCIN

**CALLBACK:** 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:**

**TRANS DATE:** 00/00/00

**CHECK REQUESTED:** Y

**3RD PRY:** NI

**PART#:**

**CHECK ISSUED:** Y

**BYBACK ST:**

**OPENED BY:**

**HISTORY:**

**UPDATE BY:**

**SVC CALL#:** N

**UPDATE DATE:**

**CLOSE:** Y

**CLOSE DATE:** 04/11/14

**MICROFILM:**

**RESP CAA:**

**OLM:**

**DOM:**

**PHONE:**

**OWNER FIRST:** [REDACTED]

**LANGUAGE:**

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**CAR ID:** [REDACTED]

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

**MODEL YEAR:** 2007

**MAKE:** N

**MODEL LINE:** QST

**NAME:** [REDACTED]

**VIN:** 5N1BV28U37N [REDACTED]

**IN SCV DATE:**

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		1999	North Carolina					



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REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:** **MILES:**

**CANCEL:** **MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 1999 **STATE:** NC

**DEALER NAME:** CAROLINA NISSAN INC

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REQUESTED BY: lattad

NAME: [REDACTED] C: NONE CAR ID: [REDACTED]  
 STREET: [REDACTED] PO BOX 573 VIN: 1N4AL24E58C [REDACTED]  
 CITY: BOURG TALLAHASSEE YR/MDL: 2007.0 QST 2008.0 ALC MILEAGE:  
 ST/ZIP: FL [REDACTED] 9 LA [REDACTED] VCAIN SVC DATE: 07/13/07  
 DAY PH: 0 [REDACTED] PAIRTL DLR: 2324 GREG LE BLANC NISSAN  
 EVE PH: 850 [REDACTED] SUSSVC DLR: 2324 GREG LE BLANC NISSAN  
 DLR PH: 850 576 6171 985 447 1111 DENRESP DLR: 2324 GREG LE BLANC NISSAN  
 REGION: 32 34 DIST: SL/SV/PT: 03 03 33 05 05 35

LETTER RECEIVED: 00/00/00 02/19/08 EXEC: 00/00/00 EMAIL: 00/00/00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: N (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL:  
 PREVIOUSLY REPAIRED: 00/00/00 WHERE:  
 VEHICLE PURCHASED: New Preowned New x Preowned MILES: 000000 112000  
 VEHICLE MAINTAINED BY: NONE  
 OUTSIDE WARRANTY BY (B) MONTHS: 0 46 MILES: 0 76000 (PT) MONTHS: 0 22 MILES:

ORIG CODE: NP NP OPEN DATE: 02/20/08 03/22/14 XFER/RSPNSBLTY: 32 03 S  
 CONTACT (S): FOLLOWUP DATE: 02/21/08 03/24/14 INF-NET (Y/N):  
 SEVERITY: 9 CLOSE DATE: 02/20/08 03/24/14 INF-NET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 152000 FUEL PUMP  
 OC NISSAN DEALER ISSUES 153000 GEN. FUEL DELIVERY/INTAKE COMPO  
 AI FUEL/INTAKE SYSTEM WT UNABLE DIAGNOSE/DUPLICATE  
 AT INSTRUMENTATION YI OOW GOODWILL ASSISTANCE REQUEST  
 AV INTERIOR ELECTRICAL YP PARTS AVAILABILITY (BACKORDER)  
 BF NSN DEALER SERVICE DEPT. YV POOR EXPLANATION OF SERVICE DONE  
 BK RESTRAINT SYSTEM YX POOR OR IMPROPER OPERATION  
 ZH CRITICISM  
 ZZ LACK OF FOLLOW-UP/NEVER CONTACTE

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REQUESTED BY: lattad

**VIN:** 5N1BV28U97N [REDACTED]

**MILEAGE:** 000000 112000

**RTL DLR:** NI NI

**SVC DLR:** 3839 KRAFT NISSAN

**RESP DLR:** 3839 KRAFT NISSAN

**EMAIL:** 03/22/14

**SENT TO LEGAL:** N (Y/N)

**# NISSAN/INFINITI VEHICLES:** 0 1

**MILES:** 0 52000

**XFER/RSPNSBLTY:** 34 05 N

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REQUESTED BY: lattad

CAR ID: [REDACTED]

**C. A. R. COMMENTS**

FILE OPENED-ZLF686N 02/20/2008

PREVIOUS FILES FOUND [REDACTED]

Service Dept. Review

DRTS-LF CHECKED FOR OPEN RECALLS FOUND:

OFFICE IS REPRESENTING C REGARDING A DEFECTIVE HEAT SHIELD ON THE VEH.

ATTY REQUEST CONTACT WITHIN 14 DAYS OF THE RECEIPT OF THIS LETTER REGARDING

OPEN PB053 ALTIMA EXHAUST SYS NTB08-001 11/03/07 00/00/00 00/00/00

--

THE STATUS OF THE DEFECTIVE HEAT SHIELD AND WHEN C CAN EXPECT A REPLACEMENT

DRTS-LF REC'D ATTY LETTER FROM THE ROUSSE AND BLANCHARD ON 02/19/08, DATED

PART.

02/11/08 AND ADDRESSED TO CA. ATTY AT LAW PETER J. ROUSSE STATES THAT THEIR

\*\*\*\*DUE TO ATTORNEY REPRESENTATION, DO NOT CALL THIS C. IF C SHOULD CALL,

PLEASE REFER C TO THEIR ATTORNEY.\*\*\*\* DOCS TO ARBS-HC @02/20-ZLF686N

\*\*ARBS-HC CONTACTED THE DLR TO INQUIRE IF THE HEAT SHIELD WAS CURRENTLY  
AVAILABLE OR IF IT WAS STILL ON B/O. SA-CORY STATED THE HEAT SHIELDS HAVE NOW  
BEEN RELEASED TO THE DLRS AND THEY CAN HAVE THEM IN STOCK CURRENTLY.

\*\*ARBS-HC LEFT VMX WITH ATTY'S ASSISTANT REQUESTING A C/B TO ADVISE OF STATUS  
ON PART AVAILABILITY. @02/20-ZHC071N

\*\*ARBS-HC REC'D CALL FROM ATTY. ARBS ADVISED ATTY THAT C CAN MAKE AN  
APPOINTMENT WITH THE DLR TO HAVE THE RECALL PERFORMED AT ANY TIME. ATTY  
THANKED ARBS FOR ASSISTANCE.

\*\*ARBS-HC CLOSING FILE AS NO FURTHER ASSISTANCE IS NEEDED. @02/20-ZHC071N

SM Hiram out of office until 03/31/14

level sending unit. SA stated that C left after repair and ran out of gas. SA  
stated that vehicle was towed and found instrument cluster was bad as well. S  
A stated that c's concern was that C thought repair would be related. SA state  
d that C does not service regularly with Dealership.

RCAS thanked for info. Call ended mutually.

Created by ZNS176N at 2014-03-24 11:49:03

RCAS made outbound call to C at [REDACTED] at 1:33 PM EST

RCAS reached C, [REDACTED]

RCAS advised C that email was received regarding concern. Apologized to C for  
experience C received at Dealership. Advised C that concern would be reviewed  
internally.

C stated that C's concern is that C paid \$800 and ended up trading vehicle. C

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REQUESTED BY: lattad

**CAR ID:** [REDACTED]

stated that repair was not done correctly. C stated that C would like to be re funded.

RCAS acknowledged C's concern. Empathized with C. Advised C that cases are reviewed on a case by case basis. RCAS advised (with FOM empowerment) that NNA would not be in position to offer assistance on reimbursement.

C stated that C had went into Dealership six times. C stated that had to go to dealership after first repair had been completed. C stated no concerns until first repair was completed. C stated that C feels concern was related. C stated that C will never purchase another Nissan vehicle because of Dealership.

Call disconnected

RCAS contacted C back

C stated that if no reimbursement was offered then no further assistance needed

RCAS offered contact info

Call ended mutually

Summary\*\* C called regarding poor service experience. C requested reimbursement for repair. RCAS advised C that NNA would not be in position to reimburse C for repair.

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

**SATISFIED:** N

Y

**ACTION CODE:** NP

**CALLBACK:** 0

**DATE:** 00/00/00

**REOPEN:**

**CALLBACK:** 0

**DATE:** 00/00/00

**NEW INFO:** 0

**DATE:** 00/00/00

**OTHER:** 0

**DATE:** 00/00/00

**COMMENTS ONLY:** 0

**DATE:** 00/00/00



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**ROOT CAUSE:** SCAV      SNFA

**USERID:**

**USERID:**

**USERID:**

**USERID:**

**USERID:**

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REQUESTED BY: lattad

**CAR ID:** [REDACTED]

<b>IIR-DATE:</b>		<b>TRANS DATE:</b> 00/00/00	<b>CHECK REQUESTED:</b> Y
<b>3RD PRY:</b> AT	NI	<b>PART#:</b>	<b>CHECK ISSUED:</b> Y
<b>BYBACK ST:</b>		<b>OPENED BY:</b>	
<b>HISTORY:</b>		<b>UPDATE BY:</b>	
<b>SVC CALL#:</b> N		<b>UPDATE DATE:</b>	
<b>CLOSE:</b> Y		<b>CLOSE DATE:</b> 02/20/08	03/24/14
<b>RESP CAA:</b> [REDACTED]		<b>OLM:</b>	<b>MICROFILM:</b>
<b>PHONE:</b>		<b>OWNER FIRST:</b> [REDACTED]	<b>DOM:</b>

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REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

**MODEL YEAR:** 2007

**NAME:** [REDACTED]

[REDACTED]

**VIN:** 1N4

**MAKE:** N

**IN SCV D**

**MODEL LINE:** ALC

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		2324	Louisiana					
0		3839	Florida					

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**MODEL YEAR:** 2008

**VIN:** 5N1BV28U97 [REDACTED]

**MODEL LINE:** QST

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**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:**



**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:**

**MILES:**

**CANCEL:**

**MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 2324

3839

**STATE:** FL

LA

**DEALER NAME:** GREG LE BLANC NISSAN

KRAFT NISSAN

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REQUESTED BY: lattad

**NAME:** [REDACTED] SCHUMACHEF **SC:** ONE CONTRACT **CAR ID:** [REDACTED]  
**STREET:** [REDACTED] 76 CEDAR DR **VIN:** 5N1BV28U04N [REDACTED]  
**CITY:** DOYLESTOWN ST ALBANS **YR/MDL:** 2004.0 QST 2007.0 QST **MILEAGE:**  
**ST/ZIP:** NY [REDACTED] [REDACTED] **VCAIN SVC DATE:** 12/15/03  
**DAY PH:** 0 [REDACTED] **PAIRTL DLR:** 3091 ATLANTIC NISSAN SUPERSTOR  
**EVE PH:** 215 348 2177 [REDACTED] **SUSSVC DLR:** 07105 GREGORIS MTRS INC  
**DLR PH:** 215 345 6900 [REDACTED] **DENRESP DLR:** 07105 GREGORIS MTRS INC  
**REGION:** 26 **DIST: SL/SV/PT:** 03 03 33 08 08 38

**LETTER RECEIVED:** 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 00/00/00  
**FIRE:** N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** 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 New x Preowned 138009 **# NISSAN/INFINITI VEHICLES:** 2  
**VEHICLE MAINTAINED BY:** 07105 GREGORIS MOTORS. FRED BEANS NISSAN OF DOYLES  
**OUTSIDE WARRANTY BY (B) MONTHS:** 0 50 **MILES:** 0 102009 **(PT) MONTHS:** 0 26 **MILES:**

**ORIG CODE:** NP NP **OPEN DATE:** 03/07/08 03/25/14 **XFER/RSPNSBLTY:** 26 03 S  
**CONTACT (S):** **FOLLOWUP DATE:** 03/10/08 04/17/14 **INF-NET (Y/N):**  
**SEVERITY:** 3 9 03/07/08 04/17/14 **INF-NET DATE:**

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OA VEHICLE CONCERNS 153000 GEN. FUEL DELIVERY/INTAKE COMPO  
OB EXTENDED SERVICE CONTRACT 180000 FUEL GAUGE  
AI FUEL/INTAKE SYSTEM WK ROADSIDE ISSUE/QUESTION  
AT INSTRUMENTATION YI OOW GOODWILL ASSISTANCE REQUEST  
BL SECURITY PLUS YX POOR OR IMPROPER OPERATION



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REQUESTED BY: lattad

**VIN:** 5N1BV28UX7N [REDACTED]

**MILEAGE:** 055000 138009

**RTL DLR:** NI NI

**SVC DLR:** 5053 FRED BEANS NISSAN/DOYLEST

**RESP DLR:** 5053 FRED BEANS NISSAN/DOYLEST

**# NISSAN/INFINITI VEHICLES:** 3

**MILES:** 0 78009

**XFER/RSPNSBLTY:** 26 08 N

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REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**C. A. R. COMMENTS**

C states that c did some research and noticed that several other c's are exper  
erba, c declined further assistance.

FILE OPENED-ZJK999N 03/07/2008

PREVIOUS RELATED FILES FOUND:NONE

RCAS-TL inquired if c had been contacted by the dlrshp.

@03/07-ZJK999N

C advised the dlrshp had left c a vmx.

Created by null at 2014-04-02 09:00:58

encing the concern.

VERIFIED C'S NAME,ADDRESS,VIN,MILEAGE,DAY & EVENING PHONE,AND RESP DLR.

CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:NONE @03/07-ZJK999N

C states c was advised to contact NNA CA as the campaign should cover c's veh.

C UNDERSTOOD. @03/07-ZJK999N

RCAS-TL advised c that NNA was going to be able to cover c's part cost, and th

SUMMARY

at the dlrshp was covering c's labor cost and reprogramming cost.

C called in requesting FA with fuel lever sender repair.

C CALLED NEEDED ROADSIDE ASSISTANCE FOR FLAT TIRE. @03/07-ZJK999N

CRR-JK CALLED ROADSIDE AND SPOKE TO [REDACTED] GAVE HER DETAILS OF CALL AND

C states that c has spent over \$7000 into c's veh.

ADVISED AGENT OF CONTRACT NUMBER AND THEN ENDED CALL THANKING C FOR CALL.

CRR-JK ADVISED C THAT WILL CONFERENCE CALL ROADSIDE ASSISTANCE TO PROVIDE

C states that c is also having a concern with c's transmission that has been r

C understood and was very happy.

FOM-Tim Cherba covered c's repair at warranty rates.

@03/07-ZJK999N

C advised of goodwill by dlrshp, declined further assistance from RCAS-TL.

C declined further assistance and thanked RCAS-TL for the assistance provided.

C states that c loves Nissan and c's veh, but this is getting frustrating.

ROADSIDE WITH VSC NUMBER SINCE C JUST PURCHASED CONTRACT 2 DAYS AGO.

C ENDED CALL. @03/07-ZJK999N

RCAS-TL closing case; c's repairs to be covered by NNA, approved by FOM-Tim Ch

RCAS-TL confirmed c had contact information for RCAS-TL in case of future ques

RCAS-TL understood and apologized to c for the frustration and inconvenience c

CRR-JK CLOSING FILE. @03/07-ZJK999N

erba, c declined further assistance.

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REQUESTED BY: lattad

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REQUESTED BY: lattad

**CAR ID:** [REDACTED]

tions or concerns and call ended mutually.

was experiencing.

crr-gy verified and updated C 's contact information and provided case number

RCAS-TL advised c that FA could be reviewed, but not promised.

RCAS-TL closing case; part cost covered by NNA, dlrshp covering labor and repr

SUMMARY

Created by null at 2014-04-14 06:13:40

ogramming cost, no further follow up action required.

RCAS-TL advised c that review is approximately a 3 business day process, and t

to c to refer incase of disconnection, c acknowledged.

Created by null at 2014-04-17 11:40:10

crr-gy asked c, how can NNA assist c.

hat RCAS-TL would follow up with c NLT 3/31.

RCAS-TL received vmx from c advising that after picking up c's veh, the veh ag  
ain broke down.

c stated c would like to request NNA to cover the repair since c's issue is th

C understood and declined further assistance.

SUMMARY

C called in requesting FA with fuel lever sender repair.

C requested call back on [REDACTED]

e same issue on the veh that was under a recall.

RCAS-TL provided c with RCAS 800 #, name and ext # of RCAS-TL, as well as foll

crr-gy verified if the veh was diagnosed, c said yes and provided the followin

FOM-Tim Cherba covered c's repair at warranty rates.

ow up expectation of 3/27 and call ended mutually.

RCAS-TL received vmx from ASST SM-Dan advising that the repair needed to the v

C advised of goodwill by dlrshp, declined further assistance from RCAS-TL.

Created by null at 2014-03-26 12:23:32

eh is in the instrument cluster.

NAME OF DEALER: FRED BEANS NISSAN OF DOYLESTOWN

Created by null at 2014-04-14 06:19:07

DATE OF DIAGNOSIS: 02/08/14

RCAS-TL closing case; c's repairs to be covered by NNA, approved by FOM-Tim Ch

RCAS-TL noting c advised of follow up of 3/31.

Created by null at 2014-03-28 06:48:37

DIAGNOSIS OF THE VEH: Fuel level sender is bad and needs to be replaced

erba, c declined further assistance.

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**PAGE:** 348

REQUESTED BY: lattad

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REQUESTED BY: lattad

**CAR ID:** [REDACTED]

RCAS-TL sent email to FOM-Tim Cherba advising of c's concern and inquiring how C called back in advising concern not rectified after repair.

FOM would like to proceed.

RCAS-TL received email from FOM-Tim Cherba advising:

SERVICE ADVISOR: SA-Dan

ASST SM-Dan Gavin advised that meter display needed to be replaced.

Created by null at 2014-04-14 09:51:39

ESTIMATED AMOUNT: \$749.58

FOM authorizes at Warranty Rate only.

crr-gy informed C that C's concern will be documented on case and will be forw

FOM-Tim Cherba covering part cost, dlrshp covering labor cost and reprogrammin

RCAS-TL placed call to c on requested # [REDACTED] at 11:49 am EST and left vm

RCAS-TL sent email to FOM inquiring if this was approval for the full repair.

arded to the Regional Office for review and a Regional Specialist will contact

Created by null at 2014-03-28 07:39:29

g cost.

x requesting call back.

C advised of goodwill, happy and declined further assistance.

C before the end of the next business day, C acknowledged.

RCAS-TL provided c with case #, RCAS 800 #, name and ext # of RCAS-TL, as well

RCAS-TL received email from FOM-Tim Cherba advising repair to not exceed quote

as follow up expectation of 4/15.

crr-gy asked for the best number to reach C, C provided [REDACTED]

d warranty rates.

SUMMARY

crr-gy provided recap, c acknowledged.

RCAS-TL requested c provide best call back time and # in the event c reaches R

RCAS-TL sent email to SA-Dan advising of FOM response.

CAS-TL's vmx.

crr-gy offered further assistance, C declined.

RCAS-TL received email from SA advising that c would be contacted later today.

Created by null at 2014-04-14 14:19:42

crr-gy gave name, extension and case number.

RCAS-TL sent email to SA advising that RCAS-TL would collo wup iwht c after 1:

Created by null at 2014-03-31 08:47:17

crr-gy forwarding case to RCAS.

RCAS-TL noting two vmxs received from c requesting call back on [REDACTED].

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REQUESTED BY: lattad

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**CAR ID:** [REDACTED]

Created by null at 2014-04-14 14:25:03

Created by ZGY176N at 2014-03-25 12:48:36

RCAS-TL placed call to c on [REDACTED] at 10:44 am EST and left vmx reques

RCAS-TL placed call to c on requested # [REDACTED] at 4:20 pm EST and spoke wi  
ting call back.

Vehicle Concern

Created by null at 2014-03-26 07:46:16

RCAS-TL provided c with case #, RCAS 800 #, name and ext # of RCAS-TL, as well  
th c.

as follow up expectation of 4/1.

RCAS-TL apologized to c for the frustration c was experiencing in regards to h

RCAS-TL placed call to dlrshp on 2153456900 at 9:29 am EST and spoke with SA-D  
an.

aving the same concern the veh was repaired for present again.

RCAS-TL placed call to c on [REDACTED] at 10:45 am EST and left vmx reques

RCAS-TL advised c that RCAS-TL was researching c's concern and would be in tou

SA states that c is a wonderful c and does all the servicing of the veh and re

ting call back.

ch with c NLT 4/17.

RCAS-TL provided c with case #, RCAS 800 #, name and ext # of RCAS-TL, as well

SA stated the primary failed part # is 17040-ZD80B and cost WARRANTY parts/lab

as follow up expectation of 4/1.

C understood and thanked RCAS-TL and advised that c loves working with c's dlr

or break down is \$402.62/\$123.46 for a total of \$526.07, and cost CUSTOMER PAY

Created by null at 2014-04-01 09:10:44

is \$749.58

shp.

RCAS-TL sent email to ASM-Dan inquiring if veh had been repaired and returned

RCAS-TL understood and thanked c for c's patience and confirmed c had contact

SA states that c purchased the veh at the dlrshp and would recommend full assi

information for RCAS-TL.

stance, but is unable to assist as the veh is out of the dlrshps goodwill para

to c.

C declined further assistance and call ended mutually.

Created by null at 2014-04-01 09:14:20

meters.

Created by null at 2014-04-15 07:42:37



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REQUESTED BY: lattad

**CAR ID:** [REDACTED]

RCAS-TL placed call to c on [REDACTED] at 11:11 am EST and left vmx request  
RCAS-TL understood and thanked SA and call ended mutually.

Created by null at 2014-03-26 07:47:48

RCAS-TL resent email to FOM-Tim Cherba  
sting call back.

Created by null at 2014-04-16 06:37:19

RCAS-TL noting unable to Datanet:

RCAS-TL provided c with case #, RCAS 800 #, name and ext # of RCAS-TL, as well  
as follow up expectation of 4/2.

No users are associated with the selected dealer to share the case with.

RCAS-TL sent email to FOS-Rhonda Calico and CSM-Cristin Adinolfi requesting guidance  
in case.

Service Manager does not have an active email address to send to. Please desisting  
call back.

Created by null at 2014-04-17 08:15:47

ect that user/those users and either select different user(s) or click "Share

RCAS-TL provided c with case #, RCAS 800 #, and name and ext # of RCAS-TL.

RCAS-TL received email from CSM-Cristin Adinolfi advising no assistance due to  
RCAS-TL sending follow up email.

with Dealer" with no users selected.

Created by null at 2014-03-26 12:22:45

Created by null at 2014-04-01 09:29:05

mileage of veh.

RCAS-TL placed call to c on [REDACTED] at 2:02 pm EST and left vmx request

RCAS-TL received email from ASST SM-Dan advising:

RCAS-TL received email from ASST SM Dan Gavin advising ASST SM had spoken with  
FOM-Tim Cherba who had requested pricing for repair be provided to RCAS-TL.  
ing call back.

Not yet, c is coming in Friday for repairs.

Created by null at 2014-04-02 05:58:47

RCAS-TL provided c with case #, RCAS 800 #, name and ext # of RCAS-TL, and fol

RCAS-TL sent email to FOM advising of CSM denial, pricing information, and inq  
low up expectation of 3/27.

RCAS-TL received vmx from c requesting call back on [REDACTED].

quiring how FOM wished to proceed.

Created by null at 2014-04-02 08:59:50

Created by null at 2014-04-17 08:30:45

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REQUESTED BY: lattad

**CAR ID:** [REDACTED]

RCAS-TL placed call to c on [REDACTED] at 2:06 pm EST and spoke with c.  
RCAS-TL placed call to c on requested # [REDACTED] at 10:49 am EST and spoke w  
RCAS-TL received email from FOM-Tim Cherba advising:  
RCAS-TL verified c's concern and FA request.  
ith c.  
Part only to be covered by FOM goodwill dealer to cover reprogramming and all  
RCAS-TL provided c part of campaign say statement.  
C states that c experienced this concern 3 times, the first two times no codes  
other labor costs.  
RCAS-TL confirmed that dlrshp had advised c of goodwill offer.  
Created by null at 2014-04-17 11:30:52  
RCAS-TL confirmed c's repair appointment for Friday 4/4.  
were involved.  
C declined further assistance and thanked RCAS-TL for the help.  
RCAS-TL received email from ASST SM-Dan Gavin advising c would be informed bef  
The first time c thought it was c's fault that c ran out of gas.  
ore 1:30 pm EST.  
RCAS-TL provided c with VOC script and confirmed c had contact information for  
The second time, no concern was diagnosed at the dlrshp.  
Created by null at 2014-04-17 11:38:36  
RCAS-TL and call ended mutually.  
The third time c was on the freeway.  
C called the dlrshp and was advised to come in for diagnostic.  
RCAS-TL closing case; c's repairs to be covered by NNA, approved by FOM-Tim Ch  
RCAS-TL placed call to c on [REDACTED] at 1:31 pm EST and spoke with c.

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

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REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**SATISFIED:** N Y

**ACTION CODE:** NP

**CALLBACK:** 0

**DATE:** 00/00/00

**REOPEN:**           **CALLBACK:** 0

**DATE:** 00/00/00

**NEW INFO:** 0

**DATE:** 00/00/00

**OTHER:** 0

**DATE:** 00/00/00

**COMMENTS ONLY:** 0

**DATE:** 00/00/00

**IIR-DATE:**                           **TRANS DATE:** 00/00/00   01/14/08

**CHECK REQUESTED:** Y

**3RD PRY:**   NI

**PART#:**

**CHECK ISSUED:**    Y

**BYBACK ST:**                       **OPENED BY:**

**HISTORY:**                           **UPDATE BY:**

**SVC CALL#:** N                       **UPDATE DATE:**

**CLOSE:**    Y                       **CLOSE DATE:** 03/07/08   04/17/14

**MICROFILM:**

**RESP CAA:** R CALICO               **OLM:**   RHODES CURTIS R

**DOM:**

**PHONE:**                           **OWNER FIRST:** [REDACTED]           [REDACTED]

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REQUESTED BY: lattad

**ROOT CAUSE:** SCPP

SNFA

**USERID:**

**USERID:**

**USERID:**

**USERID:**

**USERID:**

**LANGUAGE:**

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REQUESTED BY: lattad

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**CAR ID:** [REDACTED]

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

**MODEL YEAR:** 2004

**NAME:** [REDACTED]

[REDACTED]

**VIN:** 5N1

**MAKE:** N

**IN SCV D**

**MODEL LINE:** QST

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
1	NNDX07872190	07105	New York	1/12/2008	01/12/11	0090598	01/01/01	01/01/01
1		5053	Pennsylvania					



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**MODEL YEAR** 2007

**VIN:** 5N1BV28UX7N [REDACTED]

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REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**CURRENT SERVICE CONTRACT**

**CONTRACT:** NNDX07872190

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** N

**PLAN TERM:** X

**DEDUCTABLE:** 50

**EFFECTIVE:** 1/12/2008

**EXPIRES:** 01/12/11      **MILES:** 0090598

**CANCEL:** 01/01/01      **MILES:** 0090598

**TRANSFER:** 01/01/01

**TRANSACTION:** 01/14/08

**PRINTED:** 01/19/08

**DEALER NO:** 07105      **STATE:** NY

**DEALER NAME:** GREGORIS MTRS INC

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REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:** **MILES:**

**CANCEL:** **MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 5053 **STATE:** PA

**DEALER NAME:** FRED BEANS NISSAN/DOYL

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REQUESTED BY: lattad

**NAME:** [REDACTED] **SC:** ONE CONTRACT **CAR ID:** [REDACTED]  
**STREET:** [REDACTED] **VIN:** 1N4BL11D36N [REDACTED]  
**CITY:** IOWA CITY [REDACTED] 2007.0 QST **MILEAGE:**  
**ST/ZIP:** AR [REDACTED] IA [REDACTED] **VCAIN SVC DATE:** 05/27/06  
**DAY PH:** 0 [REDACTED] **PAIRTL DLR:** 3594 NORTH POINT NISSAN  
**EVE PH:** 501 941 4550 [REDACTED] **SUSSVC DLR:** 2904 CAROUSEL NISSAN  
**DLR PH:** 319 337 5000 [REDACTED] **DENRESP DLR:** 2904 CAROUSEL NISSAN  
**REGION:** 24 32 **DIST: SL/SV/PT:** 07 07 37 09 09 39

**LETTER RECEIVED:** 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 00/00/00  
**FIRE:** N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** 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 New x Preowned 093000 **# NISSAN/INFINITI VEHICLES:** 1  
**VEHICLE MAINTAINED BY:** 3594 NORTH POINT NISSAN NONE  
**OUTSIDE WARRANTY BY (B) MONTHS:** 0 45 **MILES:** 0 57000 **(PT) MONTHS:** 0 21 **MILES:**  
**ORIG CODE:** NP NP **OPEN DATE:** 03/10/08 03/25/14 **XFER/RSPNSBLTY:** 24 07 N  
**CONTACT (S):** **FOLLOWUP DATE:** 03/11/08 03/28/14 **INF-NET (Y/N):**  
**SEVERITY:** 9 **CLOSE DATE:** 03/10/08 03/28/14 **INF-NET DATE:**

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS	180000 FUEL GAUGE
OB EXTENDED SERVICE CONTRACT	204500 ALTIMA
OF NNA., INC. ISSUES	241000 GOLD PLAN (PREFERRED)
AT INSTRUMENTATION	VG PROVIDED RECALL INFORMATION
AZ NISSAN PRODUCT INQUIRIES	VL UPDATE OWNER INFORMATION
BL SECURITY PLUS	ZC CANCELLATION REFUND INQUIRY
BT DEPARTMENT PERSONNEL	ZR GENERAL INQUIRY

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REQUESTED BY: lattad

**VIN:** 5N1BV28U27N [REDACTED]

**MILEAGE:** 033565 093000

**RTL DLR:** NI NI

**SVC DLR:** 3594 NORTH POINT NISSAN

**RESP DLR:** 3594 NORTH POINT NISSAN

**MILES:** 0 33000

**XFER/RSPNSBLTY:** 32 09 L

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CAR ID: [REDACTED]

**C. A. R. COMMENTS**

C states that this decision is ridiculous and would like to speak with RCAS su

FILE OPENED-ZDC161N 03/10/2008

PREVIOUS UNRELATED/RELATED FILE(S) FOUND:\_NONE

Service Dept. Review

SSA-MR is documenting social media comments made by C.

\*\*\*\*\*

CRR-DC RECEIVED CALL FROM:\_C

CRR-DC VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY & EVENING PHONE, AND  
pervisor

Service Dept. Review

C STATED THAT VEH WAS TRADED IN JANUARY 2008. C STATED VEH WAS TRADED AT

Customer: "I am shocked and disheartened by @NissanUSA ignorance. Do the right

RCAS-MF advised c that supervisor will be in contact with c within 4-8 busines

RESPONSIBLE DLR

CRR-DC CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:\_NONE

C stated that c will take this to whatever level necessary because the veh shu

GM PONTIAC. AT THE TIME C WANTED TO CANCEL GAP INSURANCE AND EXTENDED WARRANTY

SSA: "@faustian81 Are you currently experiencing vehicle concerns? If so, plea

CRR-DC ADVISED C THERE ARE NO OPEN RECALLS/CAMPAIGNS.

C WAS INFORMED BY GM PONTIAC TO GO TO NISSAN DLRSHIP TO CANCEL GAP INSURANCE

se follow & DM your VIN and more information. Thanks!"

t down while on the highway with kids in the veh

AND EXTENDED WARRANTY. THE NAME OF THE DLRSHIP: GWATNEY GMC PONTIAC.

C: "Thank you for responding. The VIN number is 5N1BV28U27N [REDACTED]"

PREVIOUS NISSAN/INFINITI VEHICLES:\_NONE

RCAS-MF empathized with c, apologized for c's experience and reiterated the de  
cision

C WANTS TO KNOW THE STATUS OF CANCELLATION FOR BOTH VSC AND GAP INSURANCE.

SSA: "We see your case was carefully assessed by Consumer Affairs who have tak

c requested RCAS supervisors name

CRR-DC INFORMED C THAT VSC WAS CANCELLED ON 01/17/08 AND THAT REFUNDED AMT

en many factors into consideration regarding this matter. (1/2)"

RCAS-MF advised c of supervisors name Leslee and call ended mutually

SSA: "Unfortunately we're not in the position to overturn the decision made. K

WENT TO THE DLR INSTEAD OF C. THE REFUNDED AMT WAS \$1,201.00. @03/10-ZDC161N

C ASKED HOW COME THE REFUNDED AMT WAS NOT ISSUED TO C. @03/10-ZDC161N



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REQUESTED BY: lattad

**CAR ID:** [REDACTED]

Created by ZSF176N at 2014-03-28 09:17:04

indest regards. (2/2)"

C: "It saddens me that Nissan is not standing behind their products. This is a CRR-DC EXPLAINED THAT IF C HAD PAID OFF THE VEH IN FULL, THEN THE REFUNDED AMT SRD/ES-SF called the customer at requested phone [REDACTED] at 11:05am est and spoke to the customer.

well known and documented problem."

WOULD HAVE WENT TO C AND TO PROVE THAT IT WAS PAID OFF, C WOULD HAVE RECEIVED A LIEN SATISFACTION LETTER. @03/10-ZDC161N

C" "I've been a loyal customer for 15 years. Have/Had about 10 Nissan cars fro SRD/ES-SF advised that customer has requested supervisor callback and case has been reviewed.

C UNDERSTOOD. @03/10-ZDC161N

m Sentra to NV. This is not the treatment I expected. I'm shocked.

C THANKED CRR-DC FOR ASSISTANCE, C SATISFIED.

SRD/ES-SF asked the customer how SRD/ES-SF can assist the customer at the curr CRR-DC OFFERED ADDITIONAL ASSISTANCE, WHICH C DECLINED. ent time.

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

The customer advised that c has read online mny complaints about the fuel sen

CRR-DC WILL CLOSE FILE. @03/10-ZDC161N

ding unit and c feels this should be a campaign.

CRR-DC RECEIVED CALL FROM: C'S SPOUSE WHO WILL BE REFERRED TO AS C.

SRD/ES-SF reviewed VIN info and notes no campaign and no warranty ext.

C STATED THAT THE REFUNDED AMT WAS TO GO TO C INSTEAD OF D. @03/10-ZDC161N

SRD/ES-SF advised the customer that goodwill decisions are made on on a case-b

CRR-DC INFORMED C THAT IT IS BEST FOR C TO CONTACT NISSAN NORTH POINT TO SEEK y-case basis after review of all information associated with the VIN.

CLARIFICATION. @03/10-ZDC161N

SRD/ES-SF advised that at this time, the customer's case was reviewed thorough

CRR-DC STATED THAT HAD VSC BEEN CANCELLED THROUGH NNA, THEN IT WOULD BE

ly by the RCAS agent who is empowered by NNA to make these decisions and unfor

APPROPRIATE FOR C TO CONTACT NNA, HOWEVER IT WAS HIGHLY RECCOMMENDED THAT C

unately, NNA is not in the position to assist with the fuel level sending uni

SPEAK WITH SOMEONE FROM THE FINANCE DEPARTMENT TO CLARIFY CONFUSION.

t as the vehicle is outside of the warranty parameters, the key consideration.

C THANKED CRR-DC FOR ASSISTANCE. @03/10-ZDC161N

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REQUESTED BY: lattad

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CUSTOMER ASSISTANCE REQUEST

**PAGE:** 371

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

The customer understood but was not satisfied, stating that this was not cause CRR-DC WILL CLOSE FILE. @03/10-ZDC161N

d by the c so the c feels NNA should assist.

C feels this is a safety concern and should be a campaign.

Created by ZUO176N at 2014-03-26 08:36:41

SRD/ES-SF advised that NNA compiles and tracks vehicle service history for all Vehicle Concern

Created by null at 2014-03-27 06:11:13

vehicles to assess the need for a campaign, using data from warranty claims,

dealer submitted repair order history, calls for technical assistance from dea

\*\*\*RCAS unable to data net case due to: No users are associated with the selec lerships/retailers, Consumer Affairs calls, and other sources.

ted dealer to share the case with.

\*\*\*

SRD/ES-SF advised that based on the information currently available, the custo

Created by ZSB177N at 2014-03-27 09:44:18

mer's vehicle is not included in any open campaigns or campaigns regarding thi

crr-sb received a call from c following-up on the case. crr-sb verified that t

s concern.

here are no changes on contact information.

SRD/ES-SF advised that if the customer chooses to have the vehicle repaired, t

crr sb informed c about the follow date. c understood.

ued and the customer may be eligible for full or partial reimbursement.

crr sb informed c that crr will send internal msg to rcas stating that c is re

The customer advised that the determination is not acceptable and the customer

questing a callback prior 3pm. c stated that c is not available at 3PM-7PM.

would like to speak to SRD/ES-SF's supervisor.

c acknowledged.

SRD/ES-SF advised that the RCAS agent the customer spoke with has been empower

crr-sb offered further assistance, c declined. crr-sb gave name & extension. c

ed by NNA to work this case.

rr-sb exiting case.

SRD/ES-SF advised that the customer has escalated to a supervisor and the case

(internal msg was sent to responsible agent)

was reviewed again, but that SRD/ES-SF supports the RCAS decision based on th

Created by ZSB177N at 2014-03-27 09:44:47

e OOW status of the vehicle.

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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 372

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 373

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

Created by null at 2014-03-27 11:22:36

SRD/ES-SF advised that unfortunately there is no further escalation within NNA CA.

RCAS-MF called dlr CAROUSEL NISSAN on 3193375000 at 1211p EST, spoke with SM-Nate

The customer understood but advised that c will pursue this further and the call ended mutually.

SM-Nate stated that c came in for the same issue in May of 2013 and c declined SRD/ES-SF transferring case back to RCAS for closure.

work then

Created by null at 2014-03-28 10:10:12

SM-Nate stated that Parts are in and SM waiting on ok for repairs from c

\*\*\*CLOSE SUMMARY\*\*\*

SM-Nate stated c feels veh is unsafe, refused to drive veh , and c is in a rental RCAS received c case with fuel level sending unit concern and request for FA

RCAS reviewed case and received recommendations to deny c any GW FA due to veh

SM-Nate is does not recommend any GW FA for c

being OOW parameters

Created by null at 2014-03-27 14:18:14

RCAS advised c of denial and c had case escalated

RCAS-MF contacting c on [REDACTED] at 405p EST, and spoke with c.

RCAS advised c that the call may be recorded for quality and training purposes

SRD/ES-[REDACTED] contacted c and reiterated denial decision

. c agreed.

customer understood but advised that c will pursue this further

RCAS closing case due to no further action required

RCAS-MF advised c that RCAS has carefully reviewed all the information provide

Created by null at 2014-03-28 10:33:11

d by c and the dlr, have given consideration to all the facts and based on thi

\*\*\* ⤵ Added after the case is closed. ⤵ \*\*\*

s NNA is unable to offer any GW FA for c's repair

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

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NISSAN MOTOR CORPORATION IN U.S.A

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**PAGE:** 374

REQUESTED BY: lattad

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CUSTOMER ASSISTANCE REQUEST

**PAGE:** 375

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**CONTACT(S)**

<b>SATISFIED:</b> N	Y	<b>ACTION CODE:</b> NP
<b>CALLBACK:</b> 0		<b>DATE:</b> 00/00/00
<b>REOPEN:</b>	<b>CALLBACK:</b> 0	<b>DATE:</b> 00/00/00
	<b>NEW INFO:</b> 0	<b>DATE:</b> 00/00/00
	<b>OTHER:</b> 0      1	<b>DATE:</b> 00/00/00      03/10/08
	<b>COMMENTS ONLY:</b> 0	<b>DATE:</b> 00/00/00

<b>IIR-DATE:</b>	<b>TRANS DATE:</b> 00/00/00	02/01/08	<b>CHECK REQUESTED:</b> Y
<b>3RD PRY:</b> NI	<b>PART#:</b>		<b>CHECK ISSUED:</b> Y
<b>BYBACK ST:</b>	<b>OPENED BY:</b>		
<b>HISTORY:</b>	<b>UPDATE BY:</b> ZDC161N		
<b>SVC CALL#:</b> N	<b>UPDATE DATE:</b> 3/10/08		
<b>CLOSE:</b> Y	<b>CLOSE DATE:</b> 03/10/08	03/28/14	<b>MICROFILM:</b>
<b>RESP CAA:</b> DAVID GEIGENMIL	<b>OLM:</b> CLINCO MICHAEL		<b>DOM:</b>
<b>PHONE:</b>	<b>OWNER FIRST:</b> [REDACTED]	[REDACTED]	



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

**PAGE:** 376

**ROOT CAUSE:** SCIN            SSCN

**USERID:**

**USERID:**

**USERID:**

**USERID:** ZDC161N

**USERID:**

**LANGUAGE:**

**CONFIDENTIAL**

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**DATE:** 07/07/14

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

**PAGE:** 377

**TIME:** 12:22:20 AM

**CAR ID:** [REDACTED]

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

**MODEL YEAR:** 2006

**NAME:** [REDACTED]

[REDACTED] J

**VIN:** 1N4

**MAKE:** N

**IN SCV D**

**MODEL LINE:** ALT

SEQ NO.	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
1	RCDC03093184	3594 Arkansas	5/27/2006	05/27/11	0100000	01/17/08	01/01/01
1		2904 Iowa					

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**DATE:** 07/07/14

**TIME:** 12:22:20 AM

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

**PAGE:** 378

**MODEL YEAR:** 2007

**VIN:** 5N1BV28U27N [REDACTED]

**MODEL LINE:** QST

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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 379

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**CURRENT SERVICE CONTRACT**

**CONTRACT:** RCDC03093184

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** C

**PLAN TERM:** C

**DEDUCTABLE:** 50

**EFFECTIVE:** 5/27/2006

**EXPIRES:** 05/27/11      **MILES:** 0100000

**CANCEL:** 01/17/08      **MILES:** 0100000

**TRANSFER:** 01/01/01

**TRANSACTION:** 02/01/08

**PRINTED:** 06/02/06

**DEALER NO:** 3594      **STATE:** AR

**DEALER NAME:** NORTH POINT NISSAN

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REQUESTED BY: lattad

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**DATE:** 07/07/14

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**PAGE:** 381

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:** **MILES:**

**CANCEL:** **MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 2904 **STATE:** IA

**DEALER NAME:** CAROUSEL NISSAN

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**DATE:** 07/07/14

**TIME:** 12:22:20 AM

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REQUESTED BY: lattad

**PAGE:** 382

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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 383

REQUESTED BY: lattad

**NAME:** [REDACTED] **C:** NONE **CAR ID:** [REDACTED]  
**STREET:** [REDACTED] **VIN:** 1N4AL21E18C [REDACTED]  
**CITY:** HIGHLAND MCKINNEY **YR/MDL:** 2007.0 QST 2008.0 ALT **MILEAGE:**  
**ST/ZIP:** IN [REDACTED] TX [REDACTED] **VCAIN SVC DATE:** 03/13/08  
**DAY PH:** [REDACTED] **PAIRTL DLR:** 2993 NISSAN OF SOUTH HOLLAND  
**EVE PH:** [REDACTED] **SUSSVC DLR:** 2993 NISSAN OF SOUTH HOLLAND  
**DLR PH:** 1 708 333 2000 **DENRESP DLR:** 2993 NISSAN OF SOUTH HOLLAND  
**REGION:** 1 24 **DIST: SL/SV/PT:** 02 02 32 NI NI NI  
**LETTER RECEIVED:** 00/00/00 04/10/08 **EXEC:** 00/00/00 **EMAIL:** 00/00/00  
**FIRE:** N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** N (Y/N)  
**PROPERTY DAMAGE:** N (Y/N) **INJURY:** N (Y/N) **SENT TO LEGAL:**  
**PREVIOUSLY REPAIRED:** 00/00/00 **WHERE:**  
**VEHICLE PURCHASED:** New Preowned New x Preowned **MILES:** 000000 001200  
**VEHICLE MAINTAINED BY:** NONE  
**OUTSIDE WARRANTY BY (B) MONTHS:** 0 44 **MILES:** 0 **(PT) MONTHS:** 0 20 **MILES:** 0  
**ORIG CODE:** NP NP **OPEN DATE:** 04/10/08 03/31/14 **XFER/RSPNSBLTY:** 1 NI N  
**CONTACT (S):** **FOLLOWUP DATE:** 04/11/08 04/01/14 **INF-NET (Y/N):**  
**SEVERITY:** 9 **CLOSE DATE:** 04/15/08 04/01/14 **INF-NET DATE:**

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OA VEHICLE CONCERNS 111000 WINDSHIELD/WINDOW (FRONT/REAR)  
OF NNA., INC. ISSUES 180000 FUEL GAUGE  
AB BODY VG PROVIDED RECALL INFORMATION  
AT INSTRUMENTATION YX POOR OR IMPROPER OPERATION  
AZ NISSAN PRODUCT INQUIRIES



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**DATE:** 07/07/14

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**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 384

REQUESTED BY: lattad

**VIN:** 5N1BV28U37N [REDACTED]

**MILEAGE:** 000000 001200

**RTL DLR:** NI NI

**SVC DLR:** NI NI

**RESP DLR:** NI NI

**EMAIL:** 03/31/14

**SENT TO LEGAL:** N (Y/N)

**# NISSAN/INFINITI VEHICLES:** 0 1

**XFER/RSPNSBLTY:** 24 02 L

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REQUESTED BY: lattad

CAR ID: [REDACTED]

**C. A. R. COMMENTS**

crr-ke closing case

RSS FL GAVE CALL TO C TODAY. C STATEDS HAS NOT TAKEN THE VEH TO THE DEALER THIS CAR WAS CREATED FROM A CRITICAL COMMENT ON AN OWNER FIRST SURVEY AS OF YET AS WIFE DRIVES THE CAR.. RSS FL ADVISED C HIS CONCERNS HAVE BEEN

Created by ZKE999N at 2014-04-01 09:45:58

NO OTHER C.A.R. EXISTS FOR THIS VIN

case closed

CUSTOMER HAS REQUESTED THAT SURVEY COMMENTS NOT BE FORWARDED TO DEALER: 2993 DOCUMENTED AND WHENEVER HE HAS THE TIME TO TAKE THE VEH TO THE DEALER AND ALLOW THE DEALER TO INSPECT THE WINDOW. @04/15-ZFL946N

NA NANA HUSBAND DOES BUSINESS FOR THEM. HARD CAR TO FIND, ENDED UP COSTING A LITTLE MORE DUE TO ADDED FEATURES WE DIDN'T WANT. NISSAN - DEFECT IN BACK C STATES WILL DO SO. OTHER THAN THE WINDW C STATES LOVE HIS NEW ALT.

CALL ENDED FILE CLOSED. @04/15-ZFL946N

GLASS BY TRUNK. DEFECT IN GLASS - STILL NEEDS REPAIR.

address2 :

city : McKinney

twitter :

state : TX

zip : [REDACTED]

owner : true

make : Nissan

source : NissanContactUs

vin : 5N1BV28U37N [REDACTED]

dealerstate :

dealersname :

comments : I wanted to find out if my 2007 Nissan Quest is eligible for the fuel gauge inaccuracies recall as I'm currently experiencing this problem.

Thanks,

[REDACTED]

Created by ZKE999N at 2014-03-31 10:03:51

firstname [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

address2 :

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REQUESTED BY: lattad

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CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY:** lattad

**TIME:** 12:22:20 AM

**PAGE:** 387

**CAR ID:** [REDACTED]

city : McKinney

twitter :

state : TX

zip : [REDACTED]

owner : true

make : Nissan

source : NissanContactUs

vin : 5N1BV28U37N [REDACTED]

dealerstate :

dealersname :

comments : I wanted to find out if my 2007 Nissan Quest is eligible for the fuel gauge inaccuracies recall as I'm currently experiencing this problem.

Thanks,  
[REDACTED]

Created by ZKE999N at 2014-03-31 10:08:12

\*\*\*Email case logged\*\*\*

E-mail addressed to: NNACONSUMERAFFAIRS@NISSAN-USA.COM

Method of contact: E-mail

crr-ke checked for open recalls/campaigns/upgrades found: none

crr-ke called c at [REDACTED] was advised that " number cannot be completed as dialled "

crr-ke advised c that there are no recall assigned to vin , recalls are vin sp

crr-ke leaving case open

Created by ZKE999N at 2014-03-31 10:08:20

case pending

Created by ZKE999N at 2014-04-01 09:45:48

\*\*\*Email case logged\*\*\*

E-mail addressed to: NNACONSUMERAFFAIRS@NISSAN-USA.COM

Method of contact: E-mail

crr-ke checked for open recalls/campaigns/upgrades found: none

crr-ke called c at [REDACTED] , was advised that " number cannot be completed a

crr-ke advised c that there are no recall assigned to vin , recalls are vin sp

ecific and c should contact local Nissan dealer regarding veh concern

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

NISSAN MOTOR CORPORATION IN U.S.A  
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**PAGE:** 389

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**CONTACT(S)**

<b>SATISFIED:</b> N	Y	<b>ACTION CODE:</b> NP
<b>CALLBACK:</b> 0		<b>DATE:</b> 00/00/00
<b>REOPEN:</b>	<b>CALLBACK:</b> 0	<b>DATE:</b> 00/00/00
	<b>NEW INFO:</b> 0	<b>DATE:</b> 00/00/00
	<b>OTHER:</b> 0	<b>DATE:</b> 00/00/00
	<b>COMMENTS ONLY:</b> 0	<b>DATE:</b> 00/00/00

<b>IIR-DATE:</b>	<b>TRANS DATE:</b> 00/00/00	<b>CHECK REQUESTED:</b> Y
<b>3RD PRY:</b> NI	<b>PART#:</b>	<b>CHECK ISSUED:</b> Y
<b>BYBACK ST:</b>	<b>OPENED BY:</b>	
<b>HISTORY:</b>	<b>UPDATE BY:</b>	
<b>SVC CALL#:</b> N	<b>UPDATE DATE:</b>	
<b>CLOSE:</b> Y	<b>CLOSE DATE:</b> 04/15/08	04/01/14
<b>RESP CAA:</b> DEAN SABEY	<b>OLM:</b> FENTON JOE	<b>MICROFILM:</b>
<b>PHONE:</b>	<b>OWNER FIRST:</b> [REDACTED]	[REDACTED]

**CONFIDENTIAL**

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**DATE:** 07/07/14

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

**PAGE:** 390

**ROOT CAUSE:** SCIN          SNAP

**USERID:**

**USERID:**

**USERID:**

**USERID:**

**USERID:**

**DOM:**    ZFL946N

**LANGUAGE:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

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CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 391

**CAR ID:** [REDACTED]

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

**MODEL YEAR:** 2007

**NAME:** C [REDACTED]

[REDACTED]

**VIN:** 1N4

**MAKE:** N

**IN SCV D**

**MODEL LINE:** ALT

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		2993	Indiana					
0		NI	Texas					



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

**PAGE:** 392

**MODEL YEAR** 2008

**VIN:** 5N1BV28U37N [REDACTED]

**MODEL LINE:** QST

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**DATE:** 07/07/14

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**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 393

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED] [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:** **MILES:**

**CANCEL:** **MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 2993 **NI** **STATE:** IL **NI**

**DEALER NAME:** NI **NISSAN OF SOUTH HOLLAN**

**CONFIDENTIAL**

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**DATE:** 07/07/14

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**TIME:** 12:22:20 AM

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**PAGE:** 394

REQUESTED BY: lattad

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TIME: 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 395

REQUESTED BY: lattad

NAME: [REDACTED] SC: ONE CONTRACT CAR ID: [REDACTED]  
 STREET: [REDACTED] [REDACTED] N4BA41EX4C [REDACTED]  
 CITY: JOELTON WILMINGTON YR/MDL: 2004.0 MAX 2007.0 QST MILEAGE:  
 ST/ZIP: CA [REDACTED] TN [REDACTED] VCAIN SVC DATE: 05/22/04  
 DAY PH: [REDACTED] [REDACTED] PAIRTL DLR: 3602 POWER NISSAN EL MONTE  
 EVE PH: 0 [REDACTED] SUSSVC DLR: 3602 POWER NISSAN EL MONTE  
 DLR PH: 1 877 203 5136 DENRESP DLR: 3602 POWER NISSAN EL MONTE  
 REGION: 1 44 DIST: SL/SV/PT: 03 03 33 NI NI NI

LETTER RECEIVED: 00/00/00 06/02/08 EXEC: 00/00/00 EMAIL: 00/00/00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: N (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL:  
 PREVIOUSLY REPAIRED: 00/00/00 WHERE:  
 VEHICLE PURCHASED: New Preowned New x Preowned MILES: 000000 # NISSAN/INFINITI VEHICLES:  
 VEHICLE MAINTAINED BY: NONE  
 OUTSIDE WARRANTY BY (B) MONTHS: 0 47 MILES: 0 (PT) MONTHS: 0 23 MILES: 0

ORIG CODE: NP NP OPEN DATE: 06/02/08 04/08/14 XFER/RSPNSBLTY: 1 NI N  
 CONTACT (S): FOLLOWUP DATE: 07/24/08 04/08/14 INF-NET (Y/N):  
 SEVERITY: 9 CLOSE DATE: 08/07/08 04/09/14 INF-NET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 134000 GEN. ENGINE ELECTRIC COMPONENT  
 OF NNA., INC. ISSUES 138000 ENGINE ASSEMBLY  
 AF ENGINE ELECTRICAL VG PROVIDED RECALL INFORMATION  
 AG ENGINE MECHANICAL VO CHECK ENGINE LIGHT ON  
 AZ NISSAN PRODUCT INQUIRIES YX POOR OR IMPROPER OPERATION  
 BM STEERING

**CONFIDENTIAL**

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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 396

REQUESTED BY: lattad

**VIN:** 5N1BV28U67N [REDACTED]  
**MILEAGE:** 000000

**RTL DLR:** NI NI

**SVC DLR:** NI NI

**RESP DLR:** NI NI

**EMAIL:** 04/08/14

**SENT TO LEGAL:** N (Y/N)

**# NISSAN/INFINITI VEHICLES:** 0 1

**XFER/RSPNSBLTY:** 44 03 S

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TIME: 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 397

REQUESTED BY: lattad

CAR ID: [REDACTED]

**C. A. R. COMMENTS**

FILE OPENED-ZAH022N 06/02/2008

IS UNRECOVERABLE.

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

--

--

@06/25-ZSE486N

NO PREVIOUS FILES

ATTY LETTER WAS RECEIVED ON 06/02/08 ADDRESSED TO NNA

-DRTS-LC REC'D LETTER FROM THE OFFICES OF KROHN AND MOSS, LTD ON 06/02/08,

-DRTS-LC SPOKE TO SANDEE DEL REAL FROM DLR 3602. DLRSHP HAS SEARCHED IRON MTN

DATED 05/27/08 ADDRESSED TO NNA. LETTER STATES THAT THEIR OFFICE

DATED 05/27/08 LETTER WAS REC'D VIA REGULAR MAIL. @06/02-ZAH022N

FOR SALES DOCS FOR BOTH SAUCEDA AND FLORES, NO DOCS AVAILABLE. DLRSHP SENT FAX

IS REPRESENTING THIS C REGARDING CLAIMS PURSUANT TO THE CALIFORNIA CIVIL

OF CVR REPORT AND THE IRON MTN CONFIRMATION OF REQUEST. DOCS ARE DEEMED

OPEN RECALLS: NO

CLSD P5216 ALTIMA/MAX FRAME NTB05-114 08/22/05 12/12/05 02/01/06 V9085

CODE, THE SONG BEVERLY CONSUMER WARRANTY ACT, AND/OR THE FEDERAL

UNRECOVERABLE. SENT EMAIL TO ARBS-NM, ARBS-KC AND DRTS-SE TO EXPLAIN.

DOCS TO ARBS-NM

MAGNUSON-MOSS WARRANTY ACT. ATTORNEY AT LAW TODD FRIEDMAN

--

@06/26-ZLC999N

WRITES THAT THERE ARE NUMEROUS DEFECTS AND NON-CONFORMITIES PRESENT

-----  
WHICH RELIEF IS SOUGHT. NUMEROUS ATTEMPTS TO REPAIR THE VEH HAVE BEEN

>>>NIS0842818 DRTS-JJ REC'D NOTICE THAT CLAIM IS OUT OF JURISDICTION BECAUSE

UNSUCCESSFUL. C SEEKS REPURCHASE. DEFECTS INCLUDE: ENGINE, STEERING,

AND ANY ADDITIONAL COMPLAINTS MADE BY C, WHETHER OR NOT THEY ARE

CLAIM WAS REC'D SIX MONTHS FOLLOWING THE EXPIRATION OF APPLICABLE WARRANTY.

CONTAINED IN COMPANY'S RECORDS OR REPAIR ORDERS. ACCORDINGLY, NNA HAS

REC'D ON 06/30/08 DATED THE SAME.

<14> DAYS TO CONTACT ATTY TO RESOLVE CLAIM.

DOCS TO ARBS-NM.

@06/30-ZJJ572N

-----  
\*\*\*\*\*DUE TO ATTORNEY REPRESENTATION, DO NOT CALL THIS C. IF C SHOULD CALL,

DRTS-TL-AN REVIEWED FILE.

PLEASE REFER C TO THEIR ATTORNEY.\*\*\*\*\* DOCS TO ARBS-KC

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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 398

REQUESTED BY: lattad

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CUSTOMER ASSISTANCE REQUEST

PAGE: 399

REQUESTED BY: lattad

CAR ID: [REDACTED]

-- @06/03-ZLC999N  
-- @07/01-ZAN999N  
\*\*\*ARBS-PM RECEIVED FILE.\*\*\* @07/23-ZPM381N  
-DRTS-VC LEFT VOICE MESSAGE FOR PARTS AND SERVICE DIRECTOR-POWER NISSAN EL  
ARBS-PM SENT EMAIL TO ATTORNEY ASKING FOR FOLLOW-UP TO PREVIOUS OFFER.  
MONTE TO FAX RO'S.  
@07/23-ZPM381N  
-DRTS-VC SPOKE TO SERVICE CASHIER-SUPERIOR NISSAN OF CARSON. WILL FAX RO'S.  
ARBS-PM SENT EMAIL TO ATTORNEY OFFERING \$5500 INCLUSIVE FOR THIRD AND FINAL  
-DRTS-VC SPOKE TO SM-SCHAIERS'NISSAN. WILL FAX RO'S.  
-- @06/03-ZVC999N  
TIME TO SETTLE CASE. @08/05-ZPM381N  
--  
-DRTS VC RECEIVED RO'S FROM SUPERIOR NISSAN OF CARSON. ONE RO'S IS MISSING.  
DOCS TO ARBS-KC.  
-DRTS-VC IN RECEIPT OF REQUEST FROM BOW ON 08/07/08. LEGAL CASE REF # N/A.  
BOW REQUESTING CA/BBB DOCS. @08/07-ZVC999N  
-DRTS-VC RECEIVED RO'S FROM SCHAIERS'NISSAN. DOCS TO ARBS-KC. @06/04-ZVC999N  
-DRTS-VC LEFT VOICE MESSAGE FOR TITLE CLERK-POWER NISSAN EL MONTE TO FAX SALES  
-DRTS-VC REQUESTED CA DOCS FROM DRTS-AH.  
-- @08/07-ZVC999N  
CONTRACT.  
-- @06/04-ZVC999N  
-DRTS-VC RETRIEVED BBB DOCS FROM BBB WEBSITE. DOCS TO BOW.  
-- @08/07-ZVC999N  
-DRTS-VC SPOKE TO SERVICE CASHIER-SUPERIOR NISSAN OF CARSON. RO# 23834 COULD  
ARBS-PM CLOSING FILE DUE TO ATTORNEY FILING SUIT. @08/07-ZPM381N  
NOT BE RETRIEVED. DOCS ARE PURGED FROM SYSTEM AFTER 3 YEARS. ADVISED ARBS-KC.  
-DRTS-VC RETRIEVED RO # 23834 FROM CPIA. DOC TO ARBS-KC.  
-- @06/04-ZVC999N  
-DRTS-VC SPOKE TO PARTS AND SERVICE DIRECTOR-POWER NISSAN EL MONTE. NO RO'S  
FOUND.  
-- @06/04-ZVC999N  
\*EMAIL TO ATTY REQ COPY OF CURRENT REGISTRATION. @06/05-ZKC491R  
\*ARBS REV'D SVC HISTORY -ARBS DOES NOT FEEL NNA IS REQUIRED TO REPURCHASE THE  
VEH. NNA OFFERS CASH SETTLEMENT OF \$5,500 INCLUSIVE DUE TO PAST  
INCONVENIENCE. OFFER SENT. FILE PENDING. @06/06-ZKC491R



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**PAGE:** 400

REQUESTED BY: lattad

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REQUESTED BY: lattad

**CAR ID:** [REDACTED]

-----  
>>>NIS0842818 DRTS-KW REC'D PIW FROM BBB ON 06/18/08, DATED SAME.

PREPARED BY ATTY TODD FRIEDMAN.

C SEEKS: REPURCHASE PLUS ATTY'S FEES.

CCF STATES: ENGINE/STEERING. DOCS TO ARBS-NM

-----@06/19-ZKW999N

-DRTS-LC EMAILED OFFICE MANAGER MARK HIMBERT AND REQ'D SALES DOCUMENTATION.

EMAIL: HIMBERTM@AUTONATION.COM

-- @06/19-ZLC999N

-DRTS-SE CALLED DLR 3885 SUPERIOR CARSON NISSAN, SA-ANNE WILL FAX ROS.

-- @06/19-ZLC999N

-DRTS-SE REC'D ROS FROM DLR 3885 SUPERIOR CARSON, DOCS TO ARBS-NM.

-- @06/20-ZSE486N

-DRTS-LC RECVD EMAIL FROM MARK HIMBERT. MARK IS NO LONGER WITH SUPERIOR NISSAN AND HAS GIVEN THE FILES TO JOLENE-CONTROLLER TO FAX.

-- @06/23-ZLC999N

-----  
>>>NIS0842818 DRTS-KW REC'D CAMRF REMINDER FROM BBB ON 06/25/08 DATED SAME.

DOCS TO ARBS-NM

-----@06/25-ZKW999N

-DRTS-SE REC'D A VMX FROM FM-ANGELA INDICATING THAT THE SALES CONTRACT IS

UNRECOVERABLE. DRTS ADVISED ANGELA TO FAX A LETTER STATING THAT THE CONTRACT

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

**SATISFIED:** N

Y

**ACTION CODE:** NP

**CALLBACK:** 0

**DATE:** 00/00/00

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**DATE:** 07/07/14

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

**PAGE:** 402

**ROOT CAUSE:** SCIN

SCSV

**USERID:**

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CUSTOMER ASSISTANCE REQUEST

**PAGE:** 403

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**REOPEN:**  
**CALLBACK:** 0  
**NEW INFO:** 0  
**OTHER:** 0  
**COMMENTS ONLY:** 0

**DATE:** 00/00/00  
**DATE:** 00/00/00  
**DATE:** 00/00/00  
**DATE:** 00/00/00

<b>IIR-DATE:</b>		<b>TRANS DATE:</b> 00/00/00	05/29/04	<b>CHECK REQUESTED:</b> Y
<b>3RD PRY:</b> AT	NI	<b>PART#:</b>		<b>CHECK ISSUED:</b> Y
<b>BYBACK ST:</b>		<b>OPENED BY:</b>		
<b>HISTORY:</b>		<b>UPDATE BY:</b>		
<b>SVC CALL#:</b> N		<b>UPDATE DATE:</b>		
<b>CLOSE:</b> Y		<b>CLOSE DATE:</b> 08/07/08	04/09/14	<b>MICROFILM:</b>
<b>RESP CAA:</b> JACK WONG		<b>OLM:</b> -----		<b>DOM:</b>
<b>PHONE:</b>		<b>OWNER FIRST:</b> [REDACTED]	[REDACTED]	

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

**PAGE:** 404

**USERID:**

**USERID:**

**USERID:**

**USERID:**

**LANGUAGE:**

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CUSTOMER ASSISTANCE REQUEST  
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**PAGE:** 405

**CAR ID:** [REDACTED]

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

**MODEL YEAR:** 2004

**NAME:** [REDACTED] [REDACTED]

**VIN:** 1N4

**MAKE:** N

**IN SCV D**

**MODEL LINE:** MAX

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
1	NCDD02063369	3602	California	5/22/2004	05/22/10	0075000	01/01/01	01/01/01
1			NI	Tennessee				

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**TIME:** 12:22:20 AM

NISSAN MOTOR CORPORATION IN U.S.A

CUSTOMER ASSISTANCE REQUEST

REQUESTED BY: lattad

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**MODEL YEAR** 2007

**VIN:** 5N1BV28U67N [REDACTED]

**MODEL LINE:** QST

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CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**CURRENT SERVICE CONTRACT**

**CONTRACT:** NCDD02063369

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** C

**PLAN TERM:** D

**DEDUCTABLE:** 50

**EFFECTIVE:** 5/22/2004

**EXPIRES:** 05/22/10      **MILES:** 0075000

**CANCEL:** 01/01/01      **MILES:** 0075000

**TRANSFER:** 01/01/01

**TRANSACTION:** 05/29/04

**PRINTED:** 05/29/04

**DEALER NO:** 3602      **STATE:** CA

**DEALER NAME:** POWER NISSAN EL MONTE



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REQUESTED BY: lattad

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CUSTOMER ASSISTANCE REQUEST

PAGE: 409

REQUESTED BY: lattad

CAR ID: [REDACTED]

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES: MILES:

CANCEL: MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: NI STATE: NI

DEALER NAME: NI

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REQUESTED BY: lattad

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**CUSTOMER ASSISTANCE REQUEST**

**PAGE:** 411

**REQUESTED BY:** lattad

**NAME:** T [REDACTED] **C:** NONE **CAR ID:** [REDACTED]  
**STREET:** [REDACTED] **VIN:** 1N4AL11D65N [REDACTED]  
**CITY:** ALBUQUERQUE LEONIA **YR/MDL:** 2005.0 ALT 2007.0 QST **MILEAGE:**  
**ST/ZIP:** NJ [REDACTED] NM [REDACTED] **VCAIN SVC DATE:** 08/18/05  
**DAY PH:** 0 [REDACTED] **PAI|RTL DLR:** 3553 RELIABLE NISSAN  
**EVE PH:** 0 [REDACTED] **SUS SVC DLR:** 3553 RELIABLE NISSAN  
**DLR PH:** 1 505 338 3888 **DE|RESP DLR:** 3553 RELIABLE NISSAN  
**REGION:** 1 44 **DIST: SL/SV/PT:** 09 09 39 NI NI NI

**LETTER RECEIVED:** 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 00/00/00  
**FIRE:** N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** N (Y/N)  
**PROPERTY DAMAGE:** N (Y/N) **INJURY:** N (Y/N) **SENT TO LEGAL:** N (Y/N)  
**PREVIOUSLY REPAIRED:** 00/00/00 **WHERE:**  
**VEHICLE PURCHASED:** New x Preowned **MILES:** 025000 145577 **# NISSAN/INFINITI VEHICLES:** 1  
**VEHICLE MAINTAINED BY:** INDEPENDENT NONE  
**OUTSIDE WARRANTY BY (B) MONTHS:** 0 44 **MILES:** 0 109577 **(PT) MONTHS:** 0 20 **MILES:**

**ORIG CODE:** NP NP **OPEN DATE:** 06/10/08 04/09/14 **XFER/RSPNSBLTY:** 1 NI N  
**CONTACT (S):** **FOLLOWUP DATE:** 06/11/08 04/09/14 **INF-NET (Y/N):**  
**SEVERITY:** 9 **CLOSE DATE:** 06/10/08 04/09/14 **INF-NET DATE:**

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS	153000 GEN. FUEL DELIVERY/INTAKE COMPO
OF NNA., INC. ISSUES	204500 ALTIMA
AI FUEL/INTAKE SYSTEM	VG PROVIDED RECALL INFORMATION
AZ NISSAN PRODUCT INQUIRIES	YX POOR OR IMPROPER OPERATION

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REQUESTED BY: lattad

**VIN:** 5N1BV28U67N [REDACTED]

**MILEAGE:** 025000 145577

**RTL DLR:** NI NI

**SVC DLR:** NI NI

**RESP DLR:** NI NI

**MILES:** 0 85577

**XFER/RSPNSBLTY:** 44 09 S

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REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**C. A. R. COMMENTS**

FILE OPENED-ZJC785N 06/10/2008

PREVIOUS FILES FOUND: NONE @06/10-ZJC785N

CRR-JC ADVISED C OF RECALL STATUS.

CRR-JC VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY, EVENING PHONE AND RESPONSIBLE DEALER. CRR-JC UP-DATED OWNER'S INFORMATION

PREVIOUS NISSAN/INFINITI VEHICLE(S): NONE

CRR-JC RECEIVED CALL FROM C.

(NAME AND PHONE NUMBERS). @06/10-ZJC785N

CRR-JC CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

C STATED THAT C WOULD LIKE TO MAKE AN APPOINTMENT TO A NISSAN DEALER AT ALBUQUERQUE\_NM AND C WOULD LIKE TO GET THE NUMBER OF RELIABLE NISSAN.

OPEN R0712 ALT/SEN ECM REPROG NTB07-081 11/08/07 00/00/00 00/00/00ZJC785N

CRR-JC ADVISED C TO TAKE THE VEH TO AN AUTHORIZED NISSAN DLR TO HAVE THE RECALL CLOSED.

CRR-JC PROVIDED THE PHONE NUMBER OF RELIABLE NISSAN WHICH IS 505 338 3888.

C THANKED CRR-JC FOR ASSISTANCE, C SATISFIED.

CRR-JC OFFERED FURTHER ASSISTANCE, C DECLINED

CRR-JC GAVE C NAME, EXTENSION AND FILE NUMBERS.

CRR-JC CLOSING FILE. @06/10-ZJC785N

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

**SATISFIED:** N

Y

**ACTION CODE:** NP

**CALLBACK:** 0

**DATE:** 00/00/00

**REOPEN:**

**CALLBACK:** 0

**DATE:** 00/00/00

**NEW INFO:** 0

**DATE:** 00/00/00

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**ROOT CAUSE:** NP

SCIN

**USERID:**

**USERID:**

**USERID:**

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**CAR ID:** [REDACTED]

**OTHER:** 0            1

**DATE:** 00/00/00            06/10/08

**COMMENTS ONLY:** 0

**DATE:** 00/00/00

**IIR-DATE:**

**TRANS DATE:** 00/00/00

**CHECK REQUESTED:** Y

**3RD PRY:** NI

**PART#:**

**CHECK ISSUED:** Y

**BYBACK ST:**

**OPENED BY:**

**HISTORY:**

**UPDATE BY:** ZJC785N

**SVC CALL#:** N

**UPDATE DATE:** 6/10/08

**CLOSE:** Y

**CLOSE DATE:** 06/10/08            04/09/14

**MICROFILM:**

**RESP CAA:** DAVID GEIGENMIL

**OLM:**

**DOM:**

**PHONE:**

**OWNER FIRST:** [REDACTED]            [REDACTED]



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**USERID:** ZJC785N

**USERID:**

**LANGUAGE:**

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**CAR ID:** [REDACTED]

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

**MODEL YEAR:** 2005

**NAME:** [REDACTED]

[REDACTED]

**VIN:** 1N4

**MAKE:** N

**IN SCV D**

**MODEL LINE:** ALT

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		3553	New Mexico					
0		NI	New Jersey					

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**MODEL YEAR:** 2007

**VIN:** 5N1BV28U67N [REDACTED]

**MODEL LINE:** QST

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**CAR ID:** [REDACTED]

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED] [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES: MILES:**

**CANCEL: MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 3553                      NI                      **STATE:** NI                      NM

**DEALER NAME:** NI                      RELIABLE NISSAN

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**PAGE:** 421

**REQUESTED BY:** lattad

**NAME:** [REDACTED] **SC:** NONE **CAR ID:** [REDACTED]  
**STREET:** [REDACTED] **VIN:** 5N1BV28U27 [REDACTED]  
**CITY:** BERGENFIELD **YR/MDL:** 2007.0 QST **MILEAGE:** 070000  
**ST/ZIP:** NJ [REDACTED] **VCAN:** **IN SVC DATE:** 10/17/06  
**DAY PH:** [REDACTED] **PAID:** **RTL DLR:** NI NI  
**EVE PH:** [REDACTED] **SUSP:** **SVC DLR:** NI NI  
**DLR PH:** 1 **DENY:** **RESP DLR:** NI NI  
**REGION:** 1 **DIST: SL/SV/PT:** NI NI NI

**LETTER RECEIVED:** 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 00/00/00  
**FIRE:** N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** N (Y/N)  
**PROPERTY DAMAGE:** N (Y/N) **INJURY:** N (Y/N) **SENT TO LEGAL:** N (Y/N)  
**PREVIOUSLY REPAIRED:** 00/00/00 **WHERE:**  
**VEHICLE PURCHASED:** New x Preowned **MILES:** 070000 **# NISSAN/INFINITI VEHICLES:** 2  
**VEHICLE MAINTAINED BY:** IRF  
**OUTSIDE WARRANTY BY (B) MONTHS:** 53 **MILES:** 34000 **(PT) MONTHS:** 29 **MILES:** 10000

**ORIG CODE:** NP NP **OPEN DATE:** 04/09/14 **XFER/RSPNSBLTY:** 1 NI N  
**CONTACT (S):** **FOLLOWUP DATE:** 04/09/14 **INF-NET (Y/N):**  
**SEVERITY:** 9 **CLOSE DATE:** 04/09/14 **INF-NET DATE:**

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS	180000 FUEL GAUGE
OF NNA., INC. ISSUES	208000 QUEST
AT INSTRUMENTATION	TW MECHANICAL PROBLEM
AZ NISSAN PRODUCT INQUIRIES	VG PROVIDED RECALL INFORMATION
BP ROADSIDE ASSISTANCE ADMIN	YX POOR OR IMPROPER OPERATION

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REQUESTED BY: lattad

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**PAGE:** 423

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**C. A. R. COMMENTS**

Created by ZMS178N at 2014-04-09 12:18:05

THIS CAR CREATED THROUGH ROADSIDE SERVICE WITH THE FOLLOWING REASON:

CRR-MS c's husband [REDACTED] now referred as C called regarding a Active C  
MECHANICAL PROBLEM,

ampaign

CRR-MS verified c's information;

name, number, mailing st.

CRR-MS provided information about c's veh's active campaign;

there is no active campaign

c said that c's veh has an issue with the fuel gauge and also the tire pressur  
e sensor monitor, two of the sensor failed. and c is asking for assistance for  
the cost of the repair.

CRR-MS informed C that in order for crr-ms to assist c further to c's concern,  
c should first bring c's veh to the dlr to have it diagnosed, and c needs to  
take note the estimated cost of repair, SA name, and diagnosis and c's case ma  
y be escalated to rcas for further assistance.

c understood.

created case for c

CRR-MS provided case number to c;

CRR-MS offered further assistance, c declined

CRR-MS provided name and extension number

CRR-MS-closing case

Created by ZMS178N at 2014-04-09 12:20:35

Recall Inquiry

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**



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REQUESTED BY: lattad

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**TIME:** 12:22:20 AM

**CUSTOMER ASSISTANCE REQUEST**

**PAGE:** 425

**REQUESTED BY:** lattad

**CAR ID:** [REDACTED]

**SATISFIED:** Y

**ACTION CODE:** NP

**ROOT CAUSE:** SVRA

**CALLBACK:** 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:**

**TRANS DATE:** 00/00/00

**CHECK REQUESTED:** Y

**3RD PRY:** NI

**PART#:**

**CHECK ISSUED:** Y

**BYBACK ST:**

**OPENED BY:**

**HISTORY:**

**UPDATE BY:**

**SVC CALL#:** N

**UPDATE DATE:**

**CLOSE:** Y

**CLOSE DATE:** 04/09/14

**MICROFILM:**

**RESP CAA:**

**OLM:** BAUMGARTNER MAR

**DOM:**

**PHONE:**

**OWNER FIRST:** [REDACTED]

**LANGUAGE:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 426

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

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

**PAGE:** 427

**CAR ID:** [REDACTED]

**CONSUMER AFFAIRS  
SERVICE CONTRACTS SUMMARY**

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

**MODEL YEAR:** 2007

**MAKE:** N

**MODEL LINE:** QST

**NAME:** [REDACTED]

**VIN:** 5N1BV28U27N [REDACTED]

**IN SCV DATE:** 10/17/06

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		NI	New Jersey					

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**DATE:** 07/07/14

**TIME:** 12:22:20 AM

NISSAN MOTOR CORPORATION IN U.S.A

CUSTOMER ASSISTANCE REQUEST

REQUESTED BY: lattad

**PAGE:** 428

**CONFIDENTIAL**

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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 429

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:** **MILES:**

**CANCEL:** **MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** NI **STATE:** NI

**DEALER NAME:** NI

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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 430

REQUESTED BY: lattad

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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 431

REQUESTED BY: lattad

**NAME:** [REDACTED] **SC:** NONE **CAR ID:** [REDACTED]  
**STREET:** [REDACTED] **PO BOX:** [REDACTED] **VIN:** 3N1CB51D34L [REDACTED]  
**CITY:** LAKEWOOD POWDER SPRING **YR/MDL:** 2004.0 SEN 2007.0 QST **MILEAGE:**  
**ST/ZIP:** CA [REDACTED] GA [REDACTED] **VCAIN SVC DATE:** 02/17/04  
**DAY PH:** [REDACTED] **PAIRTL DLR:** 3247 TORRE NISSAN  
**EVE:** [REDACTED] **SUSSVC DLR:** 3829 TOWN CENTER NISSAN  
**DLR PH:** 562 426 0333 770 423 9691 **DENRESP DLR:** 3829 TOWN CENTER NISSAN  
**REGION:** 34 44 **DIST: SL/SV/PT:** 06 06 36 19 19 49

**LETTER RECEIVED:** 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 00/00/00  
**FIRE:** N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** 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 New x Preowned 092618 **# NISSAN/INFINITI VEHICLES:** 1  
**VEHICLE MAINTAINED BY:** INDEPENDENT TOWN CENTER NISSAN  
**OUTSIDE WARRANTY BY (B) MONTHS:** 16 38 **MILES:** 4000 56618 **(PT) MONTHS:** 0 14 **MILES:**  
**ORIG CODE:** NP NP **OPEN DATE:** 06/13/08 04/10/14 **XFER/RSPNSBLTY:** 34 19 N  
**CONTACT (S):** **FOLLOWUP DATE:** 06/17/08 04/11/14 **INF-NET (Y/N):**  
**SEVERITY:** 9 **CLOSE DATE:** 06/13/08 04/11/14 **INF-NET DATE:**

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS	180000 FUEL GAUGE
OF NNA., INC. ISSUES	208000 QUEST
AT INSTRUMENTATION	VG PROVIDED RECALL INFORMATION
AZ NISSAN PRODUCT INQUIRIES	YI OOW GOODWILL ASSISTANCE REQUEST
	ZR GENERAL INQUIRY



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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 432

REQUESTED BY: lattad

**VIN:** 5N1BV28U37N [REDACTED]

**MILEAGE:** 040000 092618

**RTL DLR:** NI NI

**SVC DLR:** 3903 SCHAIERS' NISSAN/LONG BCH

**RESP DLR:** 3903 SCHAIERS' NISSAN/LONG BCH

**MILES:** 0 32618

**XFER/RSPNSBLTY:** 44 06 S

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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 433

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**C. A. R. COMMENTS**

FILE OPENED-ZEL799N 06/13/2008

PREVIOUS FILES FOUND:

se no further action to be taken

Service Dept. Review

Created by ZVL175N at 2014-04-11 14:23:13

CRR-EL CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE

RELATED: NONE

CLSD R0501 SENTRA SULEV NTB05-115

summary c contacted nna in regards to documenting product complaint

UNRELATED: 5885515

CRR-EL VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY, EVENING PHONE NUMBERS

OPEN R0803 SEN/FTR ECM REPROG NTB08023

AND RESPONSIBLE DLR.

CRR-EL ADVISED C OF RECALL STATUS.

CRR-EL UP-DATED OWNER'S INFORMATION (PHONE NUMBER).

PREVIOUS NISSAN/INFINITI VEHICLE(S): NONE

CRR-EL RECEIVED CALL FROM C.

C STATED THAT C WANTS TO KNOW IF THERE IS AN OPEN RECALL TO C'S VEH.

CRR-EL ADVISED C THAT THERE IS AN OPEN RECALL FOR THE ECM THAT NEEDS TO BE REPROGRAMMED.

CRR-EL ADVISED C TO BRING THE VEH TO ANY AUTHORIZED NISSAN DEALERSHIP TO HAVE THE RECALL CLOSED AND ASSURED C THAT THE REPAIR IS FREE OF CHARGE.

C THANKED CRR-EL FOR ASSISTANCE, C SATISFIED.

CRR-EL OFFERED FURTHER ASSISTANCE, C DECLINED

CRR-EL GAVE C NAME, EXTENSION AND FILE NUMBERS.

CRR-EL CLOSING FILE. @06/13-ZEL799N

CRR-RM will leave the case open

Created by ZRR999N at 2014-04-10 06:40:26

Vehicle Concern

Created by ZRR999N at 2014-04-10 06:36:18

CRR-RM received a call from c's daughter ([REDACTED]) referred c.

c stated that c's veh cut off twice the first time c's veh was diagnosed that it has issue with fuel pump as well with sending unit it was been replaced, th en the second time c's veh was diagnosed has issue with fuel gauge.

CRR-RM asked c the name of the dealership where c took the veh for diagnosis

C stated:TOWN CENTER NISSAN

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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 434

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 435

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

CRR-RM asked c to whom c spoke with at Nissan dealership.  
C stated that c was assisted by service adviser- Kenneth  
Crr-RM asked c the estimated cost of the repair.  
C stated that c's veh estimated amount for repair is about \$800.00  
crr-rm Escalating the case to RCAS for goodwill assistance.  
CRR-RM advised c that CRR-RM will escalate the concern to RCAS and c will receive a call back from RCAS by the end of the next business day. c understood.  
CRR-RM asked if there are any other concerns c said no  
CRR-RM gave name case number and extension number  
CRR-RM will leave the case open

Created by ZRR999N at 2014-04-10 06:40:26

Vehicle Concern

Created by ZVL175N at 2014-04-11 13:53:49

rcas-vl called the s/m rick mathis and was advised that the c had the fuel pump replaced on 3/17 and later returned on 3/31 and stated the c had a concern with the mpg the dealership inspected the veh and the veh received 24 mpg and at this time no concerns were duplicated and the veh is running as designed s/m stated 24mpg is good for the c's veh

Created by ZVL175N at 2014-04-11 14:21:26

rcas-vl called the c [REDACTED] on [REDACTED] and was advised via recording the the number is not in service rcas called alt # [REDACTED] and the c stated the c wanted to document a product concern due to the veh cut off twice with out no warning indicators and the wanted to inquire if there are any recalls for the veh and wanted to document the the c feels that this is a safety concern rcas advised the c that at this time there are no open campaigns for the veh the c stated the c is starting to worry due to the veh needs some repairs and the veh hasn't reached 100k the c stated that the c is spending more money on fuel and this is not to be normal rcas apologized to the c for the concerns and advised the that rcas spoke to s.m rick mills and was advised that at this time the veh is running as designed and rcas can document the c's concerns and provided the c with RCAS's 'contact information uncase the c needs further assistance the c agreed and understood and wanted the case documented that the c loves the dealership but just has a concern s with the product rcas agreed and thanked the c and ended the call rcas closing the ca

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**CONFIDENTIAL**

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**DATE:** 07/07/14

**TIME:** 12:22:20 AM

NISSAN MOTOR CORPORATION IN U.S.A

CUSTOMER ASSISTANCE REQUEST

REQUESTED BY: lattad

**PAGE:** 436

**CONFIDENTIAL**

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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 437

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**DEALER ACTION:**

**CONTACT(S)**

<b>SATISFIED:</b> N	Y	<b>ACTION CODE:</b> NP
<b>CALLBACK:</b> 0		<b>DATE:</b> 00/00/00
<b>REOPEN:</b>	<b>CALLBACK:</b> 0	<b>DATE:</b> 00/00/00
	<b>NEW INFO:</b> 0	<b>DATE:</b> 00/00/00
	<b>OTHER:</b> 0	<b>DATE:</b> 00/00/00
	<b>COMMENTS ONLY:</b> 0	<b>DATE:</b> 00/00/00

<b>IIR-DATE:</b>	<b>TRANS DATE:</b> 00/00/00	<b>CHECK REQUESTED:</b> Y
<b>3RD PRY:</b> NI	<b>PART#:</b>	<b>CHECK ISSUED:</b> Y
<b>BYBACK ST:</b>	<b>OPENED BY:</b>	
<b>HISTORY:</b>	<b>UPDATE BY:</b>	
<b>SVC CALL#:</b> N	<b>UPDATE DATE:</b>	
<b>CLOSE:</b> Y	<b>CLOSE DATE:</b> 06/13/08	04/11/14
<b>RESP CAA:</b> JACK WONG	<b>OLM:</b> LAYNE, VERNON	<b>MICROFILM:</b>
<b>PHONE:</b>	<b>OWNER FIRST:</b> [REDACTED]	<b>DOM:</b>

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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 438

REQUESTED BY: lattad

**ROOT CAUSE:** SCIN

SCPP

**USERID:**

**USERID:**

**USERID:**

**USERID:**

**USERID:**

**LANGUAGE:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

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

**TIME:** 12:22:20 AM

**PAGE:** 439

**CAR ID:** [REDACTED]

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

**MODEL YEAR:** 2004

**NAME:** [REDACTED]

**VIN:** 3N1

**MAKE:** N

**IN SCV D**

**MODEL LINE:** QST

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		3829	Georgia					
0		3903	California					



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**DATE:** 07/07/14

**TIME:** 12:22:20 AM

NISSAN MOTOR CORPORATION IN U.S.A

CUSTOMER ASSISTANCE REQUEST

REQUESTED BY: lattad

**PAGE:** 440

**MODEL YEAR** 2007

**VIN:** 5N1BV28U37N [REDACTED]

**MODEL LINE:** SEN

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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 441

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:**                                 **MILES:**

**CANCEL:**                                    **MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:**   3829                         3903                         **STATE:** CA                         GA

**DEALER NAME:** SCHAIERS' NISSAN/LONG B TOWN CENTER NISSAN

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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 442

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 443

REQUESTED BY: lattad

**NAME:** [REDACTED] **SC:** NONE **CAR ID:** [REDACTED]  
**STREET:** [REDACTED] **IN:** 3N1AB51A85 [REDACTED]  
**CITY:** WOODBRIDGE YORKTOWN **YR/MDL:** 2005.0 SEN 2007.0 QST **MILEAGE:**  
**ST/ZIP:** CA [REDACTED] IN [REDACTED] **VCAIN SVC DATE:** 10/10/05  
**DAY PH:** 0 [REDACTED] **PAIRTL DLR:** 2648 FUTURE NISSAN, INC.  
**EVE PH:** 0 [REDACTED] **SUSSVC DLR:** 2648 FUTURE NISSAN, INC.  
**DLR PH:** 1 916 969 5700 **DENRESP DLR:** 2648 FUTURE NISSAN, INC.  
**REGION:** 1 44 **DIST: SL/SV/PT:** 12 12 42 NI NI NI

**LETTER RECEIVED:** 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 00/00/00  
**FIRE:** N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** 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 New x Preowned 125000 **# NISSAN/INFINITI VEHICLES:** 1

**VEHICLE MAINTAINED BY:** INDEPENDENT FACILITY NONE

**OUTSIDE WARRANTY BY (B) MONTHS:** 0 57 **MILES:** 0 89000 **(PT) MONTHS:** 0 33 **MILES:**

**ORIG CODE:** NP NP **OPEN DATE:** 07/07/08 04/14/14 **XFER/RSPNSBLTY:** 1 NI N

**CONTACT (S):** **FOLLOWUP DATE:** 07/08/08 04/14/14 **INF-NET (Y/N):**

**SEVERITY:** 9 **CLOSE DATE:** 07/07/08 04/14/14 **INF-NET DATE:**

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OA VEHICLE CONCERNS 180000 FUEL GAUGE  
OF NNA., INC. ISSUES 208500 SENTRA  
AT INSTRUMENTATION VG PROVIDED RECALL INFORMATION  
AZ NISSAN PRODUCT INQUIRIES YI OOW GOODWILL ASSISTANCE REQUEST  
YX POOR OR IMPROPER OPERATION

**CONFIDENTIAL**

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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 444

REQUESTED BY: lattad

**VIN:** 5N1BV28U27N [REDACTED]

**MILEAGE:** 008000 125000

**RTL DLR:** NI NI

**SVC DLR:** NI NI

**RESP DLR:** NI NI

**MILES:** 0 65000

**XFER/RSPNSBLTY:** 44 12 S

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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 445

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**C. A. R. COMMENTS**

FILE OPENED-ZRE163N 07/07/2008

PREVIOUS RELATED/UNRELATED FILES FOUND:NONE.

CRR-RE RECEIVED INBOUND CALL FROM C. @07/07-ZRE163N

CRR-RE VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER,

CRR-RE CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @07/07-ZRE163N

C STATES C GOT A RECALL LETTER IN THE MAIL AND WOULD LIKE TO VERIFY.

CRR-RE VERIFIED THAT C DOES HAVE A RECALL AND THAT C CAN BOOK AN APPOINTMENT

OPEN R0712 ALT/SEN ECM REPROG NTB07-081 11/08/07 00/00/00 00/00/00

CRR-RE ADVISED C THERE IS AN OPEN RECALL.

WITH ANY NISSAN DLR TO HAVE THE RECALL DONE. @07/07-ZRE163N

CRR-RE OFFERED FURTHER ASSISTANCE TO C, C DECLINED.

PREVIOUS NISSAN/INFINITI VEH:NONE.

CRR-RE GAVE NAME, EXTENSION, AND FILE NUMBER.

CRR-RE CLOSING FILE AS C NEEDS NO FURTHER ASSISTANCE. @07/07-ZRE163N

but having no money c just made do with the veh with the check engine light always on. This month c was having noise on the engine, c brought the veh to a n IRF, c was told that the problem was with the fuel level sending unit and c 's warranty comp now refused to cover the repair as c was told the warranty comp already paid for the repair last year and c is claiming that a Nissan dealership had replaced the faulty replacement that c had complained to the dealership just after a week after the replacement but told otherwise that the problem is the instrument cluster. C would like Nissan to assist c in the repair of the fuel level sending unit as c has no money to go on for the replacement of a faulty part that was supposedly fixed the first time it was done at a Nissan dealer.

CRR RV advised c to bring the veh to a Nissan dealership to verify the defect of the evh and callback CA with the recommendation, estimated cost of repair and a contact person , c understood

crr-rv offered further assistance, c declined.

crr-rv provided name, ext and case number.

crr-rv closing case.

Created by ZRV177N at 2014-04-14 14:10:52

Vehicle Concern

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**CONFIDENTIAL**

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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 446

REQUESTED BY: lattad

**CONFIDENTIAL**

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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 447

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

<b>SATISFIED:</b> N	Y	<b>ACTION CODE:</b> NP
<b>CALLBACK:</b> 0		<b>DATE:</b> 00/00/00
<b>REOPEN:</b>	<b>CALLBACK:</b> 0	<b>DATE:</b> 00/00/00
	<b>NEW INFO:</b> 0	<b>DATE:</b> 00/00/00
	<b>OTHER:</b> 0	<b>DATE:</b> 00/00/00
	<b>COMMENTS ONLY:</b> 0	<b>DATE:</b> 00/00/00

<b>IIR-DATE:</b>	<b>TRANS DATE:</b> 00/00/00	<b>CHECK REQUESTED:</b> Y
<b>3RD PRY:</b> NI	<b>PART#:</b>	<b>CHECK ISSUED:</b> Y
<b>BYBACK ST:</b>	<b>OPENED BY:</b>	
<b>HISTORY:</b>	<b>UPDATE BY:</b>	
<b>SVC CALL#:</b> N	<b>UPDATE DATE:</b>	
<b>CLOSE:</b> Y	<b>CLOSE DATE:</b> 07/07/08	04/14/14
<b>RESP CAA:</b> EVAN CLEMENTS	<b>OLM:</b>	<b>MICROFILM:</b>
<b>PHONE:</b>	<b>OWNER FIRST</b> [REDACTED]	[REDACTED]



**CONFIDENTIAL**

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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 448

REQUESTED BY: lattad

**ROOT CAUSE:** SCIN          SCPP

**USERID:**

**USERID:**

**USERID:**

**USERID:**

**USERID:**

**LANGUAGE:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

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

**TIME:** 12:22:20 AM

**PAGE:** 449

**CAR** [REDACTED]

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

**MODEL YEAR:** 2005

**NAME:** [REDACTED]

[REDACTED]

**VIN:** 3N1

**MAKE:** N

**IN SCV D**

**MODEL LINE:** QST

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		2648	California					
0		NI	Indiana					

**CONFIDENTIAL**

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**DATE:** 07/07/14

**TIME:** 12:22:20 AM

NISSAN MOTOR CORPORATION IN U.S.A

CUSTOMER ASSISTANCE REQUEST

REQUESTED BY: lattad

**PAGE:** 450

**MODEL YEAR** 2007

**VIN:** 5N1BV28U27N [REDACTED]

**MODEL LINE:** SEN

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 451

REQUESTED BY: lattad

**CAR ID:** CA6210028

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED] [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:** **MILES:**

**CANCEL:** **MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 2648 NI **STATE:** CA NI

**DEALER NAME:** FUTURE NISSAN, INC. NI

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 452

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 453

REQUESTED BY: lattad

**NAME:** [REDACTED] CANTRELL, MIC SC: ONE CONTRACT **CAR ID:** [REDACTED]  
**STREET:** [REDACTED] PO BOX 485 **VIN:** 5N1AN08U88C [REDACTED]  
**CITY:** OLDSMAR PAINTSVILLE **YR/MDL:** 2007.0 QST 2008.0 XTR **MILEAGE:**  
**ST/ZIP:** FL [REDACTED] KY [REDACTED] 5 **VCAIN SVC DATE:** 06/27/08  
**DAY PH:** 0 [REDACTED] **PAIRTL DLR:** 3022 LOKEY NISSAN  
**EVE PH:** 606 [REDACTED] **SUSSVC DLR:** 3022 LOKEY NISSAN  
**DLR PH:** 606 437 4005 727 789 8100 **DENRESP DLR:** 3022 LOKEY NISSAN  
**REGION:** 34 **DIST: SL/SV/PT:** 02 02 32 11 11 41

**LETTER RECEIVED:** 00/00/00 07/25/08 **EXEC:** 00/00/00 **EMAIL:** 00/00/00  
**FIRE:** N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** N (Y/N)  
**PROPERTY DAMAGE:** N (Y/N) **INJURY:** N (Y/N) **SENT TO LEGAL:**  
**PREVIOUSLY REPAIRED:** 00/00/00 **WHERE:**  
**VEHICLE PURCHASED:** New x Preowned **MILES:** 000500 113000  
**VEHICLE MAINTAINED BY:** 3022 LOKEY NISSAN NONE  
**OUTSIDE WARRANTY BY (B) MONTHS:** 0 38 **MILES:** 0 77000 **(PT) MONTHS:** 0 14 **MILES:**

**ORIG CODE:** NP NP **OPEN DATE:** 07/24/08 04/17/14 **XFER/RSPNSBLTY:** 34 02 L  
**CONTACT (S):** **FOLLOWUP DATE:** 07/25/08 05/02/14 **INF-NET (Y/N):**  
**SEVERITY:** 9 **CLOSE DATE:** 07/25/08 05/02/14 **INF-NET DATE:**

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OA VEHICLE CONCERNS 152000 FUEL PUMP  
OC NISSAN DEALER ISSUES 221500 SALES PERSONNEL (NISSAN)  
AI FUEL/INTAKE SYSTEM YX POOR OR IMPROPER OPERATION  
BE NSN DEALER SALES DEPT. ZQ GENERAL COMPLIMENT

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 454

REQUESTED BY: lattad

**VIN:** 5N1BV28UX7N [REDACTED]

**MILEAGE:** 000500 113000

**RTL DLR:** NI NI

**SVC DLR:** 5293 WALTERS NISSAN

**RESP DLR:** 5293 WALTERS NISSAN

**EMAIL:** 04/17/14

**SENT TO LEGAL:** N (Y/N)

**# NISSAN/INFINITI VEHICLES:** 1 2

**MILES:** 0 53000

**XFER/RSPNSBLTY:** 34 11 N

DATE: 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 455

REQUESTED BY: lattad

CAR ID: [REDACTED]

C. A. R. COMMENTS

\*\*\*\*\*

Created by ZIT999N at 2014-04-18 07:47:49

CRR-RG ask c to provide the best number,

CRR-RG provided a brief call recap, name, case number, and ext number

E-mail sent to [REDACTED]

FOLLOW-UP IS DUE ON OR BEFORE 07/25/08

THIS CAR WAS CREATED FROM A CRITICAL COMMENT ON AN OWNER FIRST SURVEY

case pending

c provided contact [REDACTED]

CRR-RG thanked C for calling Nissan Consumer Affairs

Method of contact: E-mail

NO OTHER C.A.R. EXISTS FOR THIS VIN

RCAS-NP CALLED C ON DAY PHONE AT 8:24 AM EST ON 07/25/08. RCAS-NP ASKED C

THIS CONSUMER ASSISTANCE REQUEST HAS BEEN CREATED AS A RESULT OF AN OWNER

Created by ZJS999N at 2014-04-19 13:42:42

CRR-RG forwarding the case to RCAS

CRR-RG offered further assistance, c declined.

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

IF C HAD FURTHER COMMENTS TO ADD TO C SURVEY. C STATED NO. C THANKED RCAS-NP

NA NANA VERY NICE, WOULD ASK FOR HIM AGAIN. VERY COOL! GIVE HIM A RAISE!

Summary:

ABOUT 1 WK AFTER HAVING THE VEHICLE - FOUND A RAZOR BLADE STUCK IN DRIVERS CONCERN.

Created by ZRG178N at 2014-05-01 11:18:32

crr-it asked for more information

CRR-RG provided a brief call recap, name, case number, and ext number

\*\*\*Email case logged\*\*\*

FOR CALLING. RCAS-NP CLOSING FILE.\*\*\*\*\* @07/25-ZNP479N

crr-it leaving case open

CRR-RG thanked C for calling Nissan Consumer Affairs

E-mail addressed to: NNACONSUMERAFFAIRS@NISSAN-USA.COM

homephone [REDACTED]

SEAT.

Vehicle Concern

\*\*\*\*\*

address1 : [REDACTED]



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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 456

REQUESTED BY: lattad

CONFIDENTIAL

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DATE: 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 457

REQUESTED BY: lattad

CAR ID: [REDACTED]

Created by null at 2014-04-17 08:44:35

Created by ZIT999N at 2014-04-18 07:47:49

CRR-RG forwarding the case to RCAS

Method of contact: E-mail

address2 :

case pending

Created by ZRG178N at 2014-05-01 11:18:32

crr-jm checked for open recalls/campaigns/upgrades found: none

firstname : [REDACTED]

city : paintsville

Created by ZJS999N at 2014-04-19 13:42:42

crr-jm checked for previous/related case found: none

lastname : [REDACTED]

Vehicle Concern

\*\*\*

Created by ZKG176N at 2014-05-02 13:08:09

\*\*\*Email case logged\*\*\*

email : [REDACTED]

crr-jm followed up on information requested from c:

E-mail addressed to: NNACONSUMERAFFAIRS@NISSAN-USA.COM

homephone : [REDACTED]

Rcas attempt to contact dlrshp on 6064374005 @02:56pm. Rcas spoke with SM Jami

state : KY

address1 [REDACTED]

e the assistance service manager. SM stated c's veh gas gauge was not working

Method of contact: E-mail

\* The authorized Nissan dealer you are working with (if any)

zip [REDACTED]

address2 :

and c believed c's veh will be covered under the fuel level sending unit camp

\* A recent diagnosis from and authorized Nissan dealer

crr-jm checked for open recalls/campaigns/upgrades found: none

owner : true

\* A brief description of your request

aign. SM stated c's veh fuel pump was replaced and did not repair c's veh. Sm

city : paintsville

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**DATE:** 07/07/14

**TIME:** 12:22:20 AM

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

**PAGE:** 458

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 459

REQUESTED BY: lattad

CAR ID: [REDACTED]

crr-jm checked for previous/related case found: none

make : Nissan

\*\*\*

crr-jm called c @ [REDACTED] left vmx advising c of same information as e-ma

source : NissanContactUs

stated c's veh cluster is needed and that is why gauge not working. Sm stated

twitter :

crr-jm followed up on information requested from c:

c's veh has 113,740 miles. Sm stated c's veh had a diag fee \$95. Sm stated c' iled.

state : KY

vin : 5n1bv28ux7n [REDACTED]

Created by ZJS999N at 2014-04-19 13:42:51

dealerstate :

s veh cluster repair cost \$746.44. Rcas asked if c a good servicing c and Sm

\* The authorized Nissan dealer you are working with (if any)

zip [REDACTED]

\* A recent diagnosis from and authorized Nissan dealer

case closed

dealersname :

owner : true

stated c has c's veh oil changes and has recommended some repairs, but c decli

\* A brief description of your request

comments : Our fuel gauge is showing fuel but we just recently ran out of gas.

Created by ZGC176N at 2014-04-23 13:03:17

make : Nissan

ned. Rcas asked if Sm recommend gw and Sm stated Sm cannot make that call. Rca

crr-cg received a call from c's husband Mr. [REDACTED] will refer as c stat

crr-jm called c @ [REDACTED] left vmx advising c of same information as e-ma

Replaced fuel pump and still having same problem. I seen there was an issue

source : NissanContactUs

s understood and call ended.

Created by ZKG176N at 2014-05-02 13:16:31

iled.

ing that have a case number [REDACTED]

on this by lemon law for mfg dates of 10/07-01/08. Our mfg date is 08/07 but w

vin : 5n1bv28ux7 [REDACTED]

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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 460

REQUESTED BY: lattad

**CONFIDENTIAL**

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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 461

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

best number to reach c at [REDACTED]

Created by ZJS999N at 2014-04-19 13:42:51

dealerstate :

e are having identical problem. We have 113, 000 miles on ours and feel that o

Rcas attempt to contact c on [REDACTED] @03:10pm. Rcas left a detailed messa  
case closed

c states that c have issue with the fuel gauge same as the campaign

dealername :

ge on c's vmx.

urs should be covered as well. Currently we own two nissans. If we can't get t

comments : Our fuel gauge is showing fuel but we just recently ran out of gas.

Created by ZGC176N at 2014-04-23 13:03:17

crr-cg advised c that "These campaigns are usually due to the performance of a  
his resolved we will be trading for different brand. Thank you

Rcas attempt to contact c on [REDACTED] @03:11pm. Rcas left a detailed mes

Created by ZIT999N at 2014-04-18 07:31:31

crr-cg received a call from c's husband Mr. [REDACTED] will refer as c stat

Replaced fuel pump and still having same problem. I seen there was an issue  
sage on c's vmx.

specific part of a vehicle:

firstname : [REDACTED]

ing that have a case number [REDACTED]

"Nissan North America uses multiple suppliers for parts on a vehicle so if the

on this by lemon law for mfg dates of 10/07-01/08. Our mfg date is 08/07 but w

Rcas attempt to contact c on [REDACTED] @03:13pm. Rcas apologized for c's veh

best number to reach c at [REDACTED]

campaign was specific to one supplier, it would not affect similar vehicles t

concern. Rcas asked how may rcas assist and c stated c traded c's veh. Rcas ap

e are having identical problem. We have 113, 000 miles on ours and feel that o

lastname [REDACTED]

c states that c have issue with the fuel gauge same as the campaign

email : [REDACTED]

hat received that part from a different supplier"

ologized and asked c if c needed anything further assistance. C stated no and

urs should be covered as well. Currently we own two nissans. If we can't get t

call ended.

crr-cg advised c that "These campaigns are usually due to the performance of a

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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 462

REQUESTED BY: lattad

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DATE: 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 463

REQUESTED BY: lattad

CAR ID: [REDACTED]

his resolved we will be trading for different brand. Thank you  
homephone [REDACTED]

"In some cases, only certain parts from a supplier are affected by a campaign  
address1 : [REDACTED]

and so only a specific number of vehicles are affected."

CASE CLOSING SUMMARY

Created by ZIT999N at 2014-04-18 07:31:31

specific part of a vehicle:

address2 :

C HAD A CONCERN WITH C'S VEH FUEL CONCERN. C TRADED C'S VEH.

c states that c experiencing the same issue as the campaign that showing a hal

firstname : [REDACTED]

"Nissan North America uses multiple suppliers for parts on a vehicle so if the

campaign was specific to one supplier, it would not affect similar vehicles t

city : paintsville

f tank when c put 5 gallons already

lastname [REDACTED]

RCAS IS CLOSING CASE DUE TO NO FURTHER ASSISTANCE NEEDED AT THIS TIME.

crr-cg advised A vehicle can exhibit the same symptoms as a campaign, but not

email : [REDACTED]

hat received that part from a different supplier"

twitter :

have the affected part and therefore that campaign would not apply.

homephone [REDACTED]

"In some cases, only certain parts from a supplier are affected by a campaign

state : KY

address1 : [REDACTED]

and so only a specific number of vehicles are affected."

crr-cg asked how nna can help c

zip [REDACTED]

address2 :

c states that c experiencing the same issue as the campaign that showing a hal

c states that this should be under campaign

owner : true

city : paintsville

crr-cg advised c that veh needs to be diagnose / inspected to know the cause a

f tank when c put 5 gallons already



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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 464

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 465

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

make : Nissan

crr-cg advised A vehicle can exhibit the same symptoms as a campaign, but not  
nd would now as well if this part of the campaign

source : NissanContactUs

twitter :

c asked if diagnoses would be waived

have the affected part and therefore that campaign would not apply.

state : KY

vin : 5n1bv28ux7n [REDACTED]

crr-cg asked how nna can help c

crr-cg informed that if this is part of campaign diagnoses would be waived

dealerstate :

zip [REDACTED]

c states that this should be under campaign

c understood

dealersname :

owner : true

comments : Our fuel gauge is showing fuel but we just recently ran out of gas.

crr-cg advised c that veh needs to be diagnose / inspected to know the cause a

crr-cg offered to transfer to nns dlr to set up appt , c decline

make : Nissan

crr-cg offered further assistance, c declined.

nd would now as well if this part of the campaign

Replaced fuel pump and still having same problem. I seen there was an issue

source : NissanContactUs

c asked if diagnoses would be waived

crr-cg provided name, ext and case number.

on this by lemon law for mfg dates of 10/07-01/08. Our mfg date is 08/07 but w

vin : 5n1bv28ux7n [REDACTED]

crr-cg apologized and empathized

crr-cg informed that if this is part of campaign diagnoses would be waived

dealerstate :

e are having identical problem. We have 113, 000 miles on ours and feel that o

crr-cg closing case

c understood

dealersname :

urs should be covered as well. Currently we own two nissans. If we can't get t

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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 466

REQUESTED BY: lattad

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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 467

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

comments : Our fuel gauge is showing fuel but we just recently ran out of gas.

Created by ZGC176N at 2014-04-23 13:03:35

crr-cg offered to transfer to nns dlr to set up appt , c decline

his resolved we will be trading for different brand. Thank you

Created by ZIT999N at 2014-04-18 07:36:19

CRR Case Follow-up

crr-cg offered further assistance, c declined.

Replaced fuel pump and still having same problem. I seen there was an issue

Created by ZRG178N at 2014-05-01 11:18:16

crr-cg provided name, ext and case number.

CRR-IT contacted c on c's homephone # [REDACTED] and left vmx

on this by lemon law for mfg dates of 10/07-01/08. Our mfg date is 08/07 but w

crr-cg apologized and empathized

CRR-IT leaving case open

crr-rg received a call from c, stated that c took veh. at dlr on 04/28, & was

e are having identical problem. We have 113, 000 miles on ours and feel that o

advised by dlr that veh. is having a faulty & bad cluster

Created by ZIT999N at 2014-04-18 07:47:41

crr-cg closing case

urs should be covered as well. Currently we own two nissans. If we can't get t

Created by ZRG178N at 2014-05-01 11:18:16

crr-rg verified c's information like name, address, phone#, VIN

\*\*\*\*\*E-mail case logged\*\*\*\*\*

his resolved we will be trading for different brand. Thank you

c also told that c was quoted of \$700 for parts & labor/ repairworks by dlr, &

Created by ZIT999N at 2014-04-18 07:36:19

crr-rg received a call from c, stated that c took veh. at dlr on 04/28, & was

E-mail addressed to: nnaconsumeraffairs@nissan-usa.com

advised by dlr that veh. is having a faulty & bad cluster

c also takes veh. at dlr for oil change

CRR-IT contacted c on c's homephone # [REDACTED] and left vmx

Method of contact: E-mail

CRR-IT checked for open recalls/campaigns/upgrades found: none

CRR-IT leaving case open

crr-rg told c that c's case will be escalated

crr-rg verified c's information like name, address, phone#, VIN

\*\*\*\*\*

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**DATE:** 07/07/14

**TIME:** 12:22:20 AM

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

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REQUESTED BY: lattad

**CAR ID:** [REDACTED]

c also told that c was quoted of \$700 for parts & labor/ repairworks by dlr, &  
Created by ZIT999N at 2014-04-18 07:47:41  
to RCAS for further review and assistance,  
c also takes veh. at dlr for oil change  
CRR-RG advised c that will receive a call back before the end of the next busi  
\*\*\*\*E-mail case logged\*\*\*\*

E-mail sent to [REDACTED]  
crr-rg told c that c's case will be escalated  
E-mail addressed to: nnaconsumeraffairs@nissan-usa.com  
Method of contact: E-mail  
ness day c agreed.  
CRR-RG ask c to provide the best number,  
Method of contact: E-mail

Summary:  
to RCAS for further review and assistance,  
c provided contact [REDACTED]  
crr-it asked for more information  
CRR-IT checked for open recalls/campaigns/upgrades found: none  
CRR-RG advised c that will receive a call back before the end of the next busi  
\*\*\*\*\*

crr-it leaving case open  
CRR-RG offered further assistance, c declined.  
ness day c agreed.

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

**SATISFIED:** N

Y

**ACTION CODE:** NP

**CALLBACK:** 0

**DATE:** 00/00/00

**CONFIDENTIAL**

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**DATE:** 07/07/14

**TIME:** 12:22:20 AM

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

**PAGE:** 470

**ROOT CAUSE:** LCCO

SCIN

**USERID:**

**CONFIDENTIAL**

**Nissan Strictly Confidential Restricted**

**DATE:** 07/07/14

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

**TIME:** 12:22:20 AM

**CUSTOMER ASSISTANCE REQUEST**

**PAGE:** 471

**REQUESTED BY:** lattad

**CAR ID:** CA6231003

**REOPEN:**

**CALLBACK:** 0

**DATE:** 00/00/00

**NEW INFO:** 0

**DATE:** 00/00/00

**OTHER:** 0

**DATE:** 00/00/00

**COMMENTS ONLY:** 0

**DATE:** 00/00/00

**IIR-DATE:**

**TRANS DATE:** 00/00/00 09/30/08

**CHECK REQUESTED:** Y

**3RD PRY:** NI

**PART#:**

**CHECK ISSUED:** Y

**BYBACK ST:**

**OPENED BY:**

**HISTORY:**

**UPDATE BY:**

**SVC CALL#:** N

**UPDATE DATE:**

**CLOSE:** Y

**CLOSE DATE:** 07/25/08 05/02/14

**MICROFILM:**

**RESP CAA:** RANDY DRIER

**OLM:**

**PHONE:**

**OWNER FIRST:** [REDACTED]

[REDACTED]



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**DATE:** 07/07/14

**TIME:** 12:22:20 AM

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

**PAGE:** 472

**USERID:**

**USERID:**

**USERID:**

**USERID:**

**DOM:** ZNP479N

**LANGUAGE:**

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**DATE:** 07/07/14

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

**TIME:** 12:22:20 AM

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**CAR ID:** [REDACTED]

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

**MODEL YEAR:** 2007

**NAME:** [REDACTED]

[REDACTED]

**VIN:** 5N1

**MAKE:** N

**IN SCV D**

**MODEL LINE:** QST

SEQ NO.	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
1	RCDJ03752113	3022 Florida	6/27/2008	06/27/10	0040000	01/01/01	01/01/01
1		5293 Kentucky					

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**TIME:** 12:22:20 AM

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

**PAGE:** 474

**MODEL YEAR:** 2008

**VIN:** 5N1BV28UX7N [REDACTED]

**MODEL LINE:** XTR

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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 475

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**CURRENT SERVICE CONTRACT**

**CONTRACT:** RCDJ03752113

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** C

**PLAN TERM:** J

**DEDUCTABLE:** 50

**EFFECTIVE:** 6/27/2008

**EXPIRES:** 06/27/10      **MILES:** 0040000

**CANCEL:** 01/01/01      **MILES:** 0040000

**TRANSFER:** 01/01/01

**TRANSACTION:** 09/30/08

**PRINTED:** 10/04/08

**DEALER NO:** 3022      **STATE:** FL

**DEALER NAME:** LOKEY NISSAN

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**DATE:** 07/07/14

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**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 476

REQUESTED BY: lattad

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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 477

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES: MILES:**

**CANCEL: MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 5293 **STATE:** KY

**DEALER NAME:** WALTERS NISSAN

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**DATE:** 07/07/14

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**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 478

REQUESTED BY: lattad

**CONFIDENTIAL**

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**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 479

REQUESTED BY: lattad

<b>NAME:</b> [REDACTED]	<b>SC:</b> MULTI CONTRACT	<b>CAR ID:</b> [REDACTED]
<b>STREET:</b> [REDACTED]	<b>VIN:</b> 5N1BV28U07N [REDACTED]	
<b>CITY:</b> EAST CHICAGO	<b>YR/MDL:</b> 2007.0 QST	<b>MILEAGE:</b> 032720
<b>ST/ZIP:</b> IN [REDACTED]	<b>VCAN:</b>	<b>IN SVC DATE:</b> 10/23/06
<b>DAY PH:</b> [REDACTED]	<b>PAID:</b>	<b>RTL DLR:</b> 3690 WALSER NISSAN
<b>EVE PH:</b> [REDACTED]	<b>SUSP:</b>	<b>SVC DLR:</b> 2993 NISSAN OF SOUTH HOLLAND
<b>DLR PH:</b> 708 333 2000	<b>DENY:</b>	<b>RESP DLR:</b> 2993 NISSAN OF SOUTH HOLLAND
	<b>REGION:</b> 24	<b>DIST: SL/SV/PT:</b> 02 02 32

<b>LETTER RECEIVED:</b> 00/00/00	<b>EXEC:</b> 00/00/00	<b>EMAIL:</b> 00/00/00
<b>FIRE:</b> N (Y/N)	<b>ROLLOVER:</b> N (Y/N)	<b>ACCIDENT:</b> N (Y/N)
<b>PROPERTY DAMAGE:</b> N (Y/N)	<b>INJURY:</b> N (Y/N)	<b>SENT TO LEGAL:</b> N (Y/N)
<b>PREVIOUSLY REPAIRED:</b> 00/00/00	<b>WHERE:</b>	
<b>VEHICLE PURCHASED:</b> New Preowned x	<b>MILES:</b> 032720	<b># NISSAN/INFINITI VEHICLES:</b> 1
<b>VEHICLE MAINTAINED BY:</b> 2993 NISSAN OF SOUTH HOLLAND		
<b>OUTSIDE WARRANTY BY (B) MONTHS:</b> 0	<b>MILES:</b> 0	<b>(PT) MONTHS:</b> 0 <b>MILES:</b> 0

<b>ORIG CODE:</b> NP NP	<b>OPEN DATE:</b> 08/15/08	<b>XFER/RSPNSBLTY:</b> 24 02 S
<b>CONTACT (S):</b>	<b>FOLLOWUP DATE:</b> 08/18/08	<b>INF-NET (Y/N):</b>
<b>SEVERITY:</b> 9	<b>CLOSE DATE:</b> 08/19/08	<b>INF-NET DATE:</b>

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OA VEHICLE CONCERNS	180000 FUEL GAUGE
AT INSTRUMENTATION	WA PREMATURE WEAR/FAILURE
	WT UNABLE DIAGNOSE/DUPLICATE



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CAR ID: [REDACTED]

**C. A. R. COMMENTS**

FILE OPENED-ZRJ509N 08/15/2008

PREVIOUS RELATED FILES FOUND:NONE.

CRR-RR ADVISED C THERE IS AN OPEN RECALL ON VEH.

PREVIOUS UNRELATED FILES FOUND:NONE.

CRR-RR VERIFIED NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBERS

PREVIOUS NISSAN OR INFINITI VEH:NONE.

AND RESPONSIBLE DLR.

CRR-RR RECIEVED INBOUND CALL FROM [REDACTED] C'S FATHER-IN-LAW: [REDACTED]

CRR-RR CHECK FOR OPEN CAMPAIGNS/RECALLS AND FOUND: @08/15-ZRJ509N

WILL BE REFERRED TO AS C IN FILE. @08/15-ZRJ509N

C STATES C IS CALLING AN BEHALF OF FATHER IN LAW.

OPEN PB037 QUEST LINK BOLT NTB07-044 06/05/07 07/02/07 00/00/00

C STATES THAT C HAD VEH FOR ABOUT 7 MONTHS.

C STATES FUEL ECONOMY GAUGE IS NOT WORKING.

C STATES 2993 NISSAN OF SOUTH HOLLAND AND SPOKE WITH @08/15-ZRJ509N

RYAN TOSO-SA.

C STATES THAT DLRSHIP TRIED THREE TIMES BUT COULD NOT REPAIR GAUGE.

C STATES C WENT TO DLRSHIP THIS MORNING 08/15/08.

C STATES THE ISSUE HAS BEEN GOING ON 22000 MILES.

C STATES THAT THE FUEL GAUE SAY 100 MILES TO EMPTY TANK THEN DROP TO 50

THEN BACK UP TO 70.

C STATES THAT C IS REQUESTING THAT NISSAN GET THE VEH DIAGNOSED AND REPAIR

BECAUSE C IS STILL UNDER BASIC WARRANTY. @08/15-ZRJ509N

CRR-RR ADVISED C THAT AN RACS AGENT WILL BE IN CONTACT WITH C BY THE END OF  
NEXT BUSINESS DAY.

C UNDERSTOOD.

CRR-RR OFFERED FURTHER ASSISTANCE. C DECLINED.

CRR-RR GAVE NAME EXT. AND FILE NUMBER.

CRR-RR TRANSFERRING FILE TO RCAS PENDING REVIEW. @08/15-ZRJ509N

CALL [REDACTED] OR [REDACTED] AT [REDACTED] @08/15-ZRJ509N

\*\*\*\*\*

RCAS-SM ASSISTING RCAS-CR.

RCAS-SM CALLED DAYTIME NUMBER ON 08/18/08 AT 3:59PM EST. RCAS-SM NOTING THAT

C WAS ADVISED THAT RCAS-SM HAS THE WRONG NUMBER. RCAS-SM ASKED TO SPEAK WITH  
ALL THREE CONTACTS AND WAS TOLD EACH TIME THAT RCAS-SM HAD THE WRONG NUMBER.

\*\*\*\*\*

@08/18-ZSM684N

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CAR ID: [REDACTED]

RCAS-CR SENDING POSTCARD TO C. RCAS-CR CLOSING FILE PENDING C'S CALLBACK.

\*\*\*\*\*

@08/27-ZPA899N-COMMENT

RCAS-PA RECEIVED INBOUND FROM C ON 08/27/08 AT 3:09 P.M. EST TIME.

RCAS-PA VERIFIED C'S NAME AND ADDRESS. @08/27-ZPA899N-COMMENT

C STATED IS STILL HAVING ISSUES WITH VEH AND IS NOT FEELING SATISFIED WITH VEH ANYMORE. C IS REQUESTING FURTHER ASSISTANCE. @08/27-ZPA899N-COMMENT

RCAS-PA ADVISED C RCAS-CR TRIED TO CONTACT C , C PROVIDED WRONG PHONE NUMBER.

RCAS-PA INQUIRED C'S PHONE NUMBER. @08/27-ZPA899N-COMMENT

C STATED [REDACTED] OR [REDACTED] C'S WIFE CELL PHONE. C ALSO MENTIONED

COULD BE REACH AT [REDACTED] C'S SON CELL PHONE. @08/27-ZPA899N-COMMENT

RCAS-PA ADVISED C RCAS-PA WILL TRANSFER C'S INFORMATION TO RCAS-CR THROUGH INTERNAL MESAAGE. @08/27-ZPA899N-COMMENT

C UNDERSTOOD AND THANKED RCAS-PA ASSISTANCE. C DISCONNECT CALL.

RCAS-PA SENT INTERNAL MESSAGE TO RCAS-CR. @08/27-ZPA899N-COMMENT

\*\*\*

@09/04-ZXC331N-COMMENT

RCAS-XC RECEIVED CALL FROM C [REDACTED] REFERRED AS C.

RCAS-XC VERIFIED C NAME AND ADDRESS. @09/04-ZXC331N-COMMENT

C STATED THAT DOOR WAS FIXED BUT THAT IS BROKEN AGAIN AND WOULD LIKE MORE ASSISTANCE. @09/04-ZXC331N-COMMENT

C STATED THAT C WAS IN THE DLR TW WEEKS AGO. @09/04-ZXC331N-COMMENT

RCAS-XC ADVISED C THAT RCAS-XC WILL SEND INTERNAL MESSAGE TO RCAS-CR.

C UNDERSTOOD AND THANKED RCAS-XC FOR ASSISTANCE. @09/04-ZXC331N-COMMENT

C STATED C CAN BE CONTACTED AT [REDACTED].

C THANKED RCAS-XC FOR ASSISTANCE. @09/04-ZXC331N-COMMENT

RCAS-XC OFFERED C FURTHER ASSISTANCE C DECLINED. @09/04-ZXC331N-COMMENT

RCAS-XC PROVIDED C WITH NAME, EXTENSION AND FILE NUMBER.@09/04-ZXC331N-COMMENT

RCAS-XC SENT INTERNAL MESSAGE TO RCAS-CR. @09/04-ZXC331N-COMMENT

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

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**CAR ID:** [REDACTED]

**CONTACT(S)**

<b>SATISFIED:</b> Y		<b>ACTION CODE:</b> NP	<b>ROOT CAUSE:</b> SCMV
<b>CALLBACK:</b> 0		<b>DATE:</b> 00/00/00	<b>USERID:</b>
<b>REOPEN:</b>	<b>CALLBACK:</b> 0	<b>DATE:</b> 00/00/00	<b>USERID:</b>
	<b>NEW INFO:</b> 0	<b>DATE:</b> 00/00/00	<b>USERID:</b>
	<b>OTHER:</b> 0	<b>DATE:</b> 00/00/00	<b>USERID:</b>
	<b>COMMENTS ONLY:</b> 2	<b>DATE:</b> 09/04/08	<b>USERID:</b>

<b>IIR-DATE:</b>	<b>TRANS DATE:</b> 01/18/08	09/20/10	<b>CHECK REQUESTED:</b> Y
<b>3RD PRY:</b> NI	<b>PART#:</b>		<b>CHECK ISSUED:</b> Y
<b>BYBACK ST:</b>	<b>OPENED BY:</b>		
<b>HISTORY:</b>	<b>UPDATE BY:</b>		
<b>SVC CALL#:</b> N	<b>UPDATE DATE:</b>		
<b>CLOSE:</b> Y	<b>CLOSE DATE:</b> 08/19/08	<b>MICROFILM:</b>	
<b>RESP CAA:</b> DEAN SABEY	<b>OLM:</b> FENTON JOE	<b>DOM:</b> ZCR000N	
<b>PHONE:</b>	<b>OWNER FIRST:</b> [REDACTED]	<b>LANGUAGE:</b>	

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**CAR ID:** [REDACTED]

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

**MODEL YEAR:** 2007

**MAKE:** N

**MODEL LINE:** QST

**NAME:** [REDACTED]

**VIN:** 5N1BV28U07N [REDACTED]

**IN SCV DATE:** 10/23/06

SEQ NO.	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
1	PEDQ43029900	2993 Indiana	1/9/2008	10/23/13	0100000	01/01/01	01/01/01
2	RMNZ08193451	2993 Indiana	1/9/2008	10/23/13	0100000	08/23/10	01/01/01



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REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**CURRENT SERVICE CONTRACT**

**CONTRACT:** PEDQ43029900

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** E

**PLAN TERM:** Q

**DEDUCTABLE:** 50

**EFFECTIVE:** 1/9/2008

**EXPIRES:** 10/23/13      **MILES:** 0100000

**CANCEL:** 01/01/01      **MILES:** 0100000

**TRANSFER:** 01/01/01

**TRANSACTION:** 01/18/08

**PRINTED:** 01/19/08

**DEALER NO:** 2993      **STATE:** IL

**DEALER NAME:** NISSAN OF SOUTH HOLLAN

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REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**CURRENT SERVICE CONTRACT**

**CONTRACT:** RMNZ08193451

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** M

**PLAN TERM:** Z

**DEDUCTABLE:** 0

**EFFECTIVE:** 1/9/2008

**EXPIRES:** 10/23/13      **MILES:** 0100000

**CANCEL:** 08/23/10      **MILES:** 0100000

**TRANSFER:** 01/01/01

**TRANSACTION:** 09/20/10

**PRINTED:** 01/19/08

**DEALER NO:** 2993      **STATE:** IL

**DEALER NAME:** NISSAN OF SOUTH HOLLAN

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NAME: [REDACTED] SC: NONE CAR ID: [REDACTED]  
 STREET: [REDACTED] IN: 1N4AL21E28N [REDACTED]  
 CITY: CHARLOTTE HARTFORD YR/MDL: 2007.0 QST 2008.0 ALT MILEAGE:  
 ST/ZIP: CT [REDACTED] NC [REDACTED] VCAIN SVC DATE: 11/28/07  
 DAY PH: [REDACTED] PAIRTL DLR: 2148 HARTE NISSAN, INC.  
 EVE PH: 0 [REDACTED] SUSSVC DLR: 2148 HARTE NISSAN, INC.  
 DLR PH: 1 860 549 2800 DENRESP DLR: 2148 HARTE NISSAN, INC.  
 REGION: 1 26 DIST: SL/SV/PT: 13 13 43 NI NI NI

LETTER RECEIVED: 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: N (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00/00/00 WHERE:  
 VEHICLE PURCHASED: New x Preowned MILES: 007000 080000 # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: 2148\_ HARTE NISSAN, INC. NONE  
 OUTSIDE WARRANTY BY (B) MONTHS: 0 43 MILES: 0 44000 (PT) MONTHS: 0 19 MILES:  
 ORIG CODE: NP NP OPEN DATE: 08/27/08 04/23/14 XFER/RSPNSBLTY: 1 NI N  
 CONTACT (S): FOLLOWUP DATE: 09/17/08 04/23/14 INF-NET (Y/N):  
 SEVERITY: 9 CLOSE DATE: 09/17/08 04/23/14 INF-NET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 103000 SPEAKER(S)  
 OF NNA., INC. ISSUES 153000 GEN. FUEL DELIVERY/INTAKE COMPO  
 AA AUDIO/VIDEO/NAVI VF NON-WARRANTY ITEM GOODWILL ASSIS  
 AI FUEL/INTAKE SYSTEM VG PROVIDED RECALL INFORMATION  
 AZ NISSAN PRODUCT INQUIRIES VL UPDATE OWNER INFORMATION  
 BT DEPARTMENT PERSONNEL YX POOR OR IMPROPER OPERATION

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**VIN:** 5N1BV28U77N [REDACTED]

**MILEAGE:** 007000 080000

**RTL DLR:** NI NI

**SVC DLR:** NI NI

**RESP DLR:** NI NI

**MILES:** 0 20000

**XFER/RSPNSBLTY:** 26 13 S

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CAR ID: [REDACTED]

**C. A. R. COMMENTS**

FILE OPENED-ZNM859N 08/27/2008

FOLLOW-UP IS DUE ON OR BEFORE

FOR C WITH NAME, PHONE NUMBER AND EXTENSION.

@09/11-ZMA966N

PREVIOUS RELATED FILES FOUND:NONE.

CLSD R0801 ALT ECM/OBD REPROG NTB08-018 01/17/08 00/00/00 03/12/08 2148

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

PREVIOUS UNRELATED FILES FOUND:NONE.

RCAS-MA SET FOLLOW UP FOR 09/15/08.

@09/11-ZMA966N

\*\*\*

@09/11-ZMA966N

CRR-NM ADVISED C NO OPEN RECALLS ON VEHICLE.

CRR-NM VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER CUSTOMER.

AND RESPONSIBLE DLR.

PREVIOUS NISSAN/INFINITI VEHICLES:G20.

RCAS-MA RECEIVED INBOUND CALL FROM C ON 09/11/08 AT 11:21 AM EST AND RCAS-MA

ADVISED C THAT RCAS SPOKE WITH THE DLR AND WAS ADVISED TO TELL C THAT C HAS

CRR-NM RECEIVED CALL FROM C.

CRR-NM UPDATED OWNER DATABASE.

CRR-NM CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @08/27-ZNM859N

C STATES THAT WHEN C PURCHASED THE VEH C WENT TO START THE VEH AND THE VEH WOU

THE SPEAKERS TURNED UP TO LOUD CAUSING THEM TO BLOW. C DOES NOT UNDERSTANDS

C THINKS THIS IS REDICULOUS, RCAS-MA ADVISED C THAT SPEAKERS BLOW WHEN TURNED

WOULD NOT START.

C STATES THAT THE BELT WAS TOO TIGHT.

UP TO HIGH AS THE DLR HAS ADVISED AND THAT A DIAL THAT GOES TO 30 DOESNT MEAN

C STATES THAT THE BRAKES STARTED SQUEAKING AND BRAKES AND ROTORS HAVE BEEN

YOU CAN ALWAYS HAVE THE SPEAKERS BLARING PAST A CERTAIN LEVEL. @09/11-ZMA966N

RCAS-MA ADVISED THESE ARE STOCK SPEAKERS AND PROBABLY CANNOT HANDLE BASS UP TO REPLACED TWICE.

@08/27-ZNM859N

C STATES THAT TWO WEEKS AGO THE TIRE PRESSURE LIGHT CAME ON IN THE VEH.

HIGH AS WELL. C STATES AGAIN THIS IS REDICULOUS AND WANTS NISSAN TO DO

C STATES THAT THREE WEEKS AGO THE BACK SPEAKES WERE BLOWN ON THE VEH.

SOMETHING, C STATES THE BASS IS NEVER UP TO HIGH.

@09/11-ZMA966N

C STATES THAT THE DLR ADVISED C THAT THE VOLUME SHOULD NEVER GO PAST 20.

RCAS-MA ADVISED C THE DLR HAS ORDERED THE NEW REAR SPEAKERS FOR C, AND THAT C

CAN CALLBACK IN THE FUTURE IF THIS ISSUE OCCURS AGAIN.

@09/11-ZMA966N



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CAR ID: [REDACTED]

C STATES THAT THEN WHY DOES THE VOLUME GO UP TO 30.

C STATES THAT THE C TOOK THE VEH BACK TO THE DLR HAVE THE TIRE LIGHT RESET ON RCAS-MA ADVISED C THAT RIGHT NOW THE DLR ADVISED THAT C TURNS THE VOLUME TO HIGH AND STOCK SPEAKERS AS DLR ADVISED TURNED PAST 20 ON THE DIAL MAY CAUSE THE VEH.

@08/27-ZNM859N

C STATES THAT THE DLR IS GOING TO REPLACE THE SPEAKER FOR C. ISSUES.

@09/11-ZMA966N

C STATES THAT THE DLR ADVISED C THAT THE SPEAKERS WERE GOING TO BE BLOWN RCAS-MA ADVISED C THAT C CAN CALLBACK IN THE FUTURE IF THIS HAPPENS AGAIN AND AGAIN IF C TURNS THE VOLUME UP PAST 20 AGAIN.

@08/27-ZNM859N

RCAS WILL HANDLE IT ACCORDINGLY, C STATES C HAS RCAS NAME AND NUMBER.

C STATES THAT C INQUIRED IF THE DLR WILL PUT DIFFERENT SPEAKERS IN THE VEH.

C STATES THE DLR ADVISED C THAT THE KIND OF MUSIC C LISTENS TO IS PROBABLY ANOTHER FACTOR, C STATES WHAT IS THERE NOW A LAW TO WHAT KIND OF MUSIC C CAN C STATES THAT THE DLR WILL NOT PUT IN DIFFERENT SPEAKERS IN THE VEH.

C STATES THAT C WOULD LIKE NNA TO INSTALL DIFFERENT SPEAKERS IN THE VEH.

LISTEN TO.

@09/11-ZMA966N

\*\*\*\*\* @09/17-ZDM000N

CRR-NM ADVISED C THAT ALL THE INFORMATION AS BEEN DOCUMENTED IN THE FILE.

C STATES THAT C SHOULD BE ABLE TO LISTEN TO C'S MUSIC LOUD WITHOUT HAVING TO RCAS-MA REVIEWED FILE AND NOTICED THAT FILE CAN BE CLOSED PENDING CALLBACK.

RCAS-MA NOTING THAT C'S DLR ADVISED RCAS THAT C TURN THE VOLUME UP TO LOUD

WORRY ABOUT THE SPEAKERS BEING BLOWN WHEN C TURNS UP THE MUSIC. @08/27-ZNM859N

C WAS INSISTING THAT C WOULD LIKE NNA TO PUT IN DIFFERENT SPEAKERS INTO THE NISSAN WILL NOT REPLACE THE SPEAKERS WITH A MORE POWERFUL SYSTEM BECAUSE C TURNS THE VOLUME PAST AN ADVISED RANGE.

@09/17-ZMA966N

VEH.

@08/27-ZNM859N

CRR-NM ADVISED C THAT C WOULD BE CONTACTED BY THE END OF NEXT BUSINESS DAY.

RCAS-MA CLOSING FILE.

@09/17-ZMA966N

CRR-NM VERIFIED BEST TIME TO CONTACT C IS

CRR-NM OFFERED FURTHER ASSISTANCE. C SATISFIED.

CRR-NM GAVE NAME, EXTENSION AND FILE NUMBER.

CRR-NM TRANSFERING FILE TO RCAS AGENT.

@08/27-ZNM859N

----- @08/28-ZCB442N

RCAS-CB UPDATED PREVIOUS UNRELATED OR RELATED FILES AND FOUND [REDACTED]

RCAS-CB UPDATED NUMBER OF PREVIOUS NISSAN VEH'S AND FOUND: NONE @08/28-ZCB442N

----- @08/28-ZCB442N

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**CAR ID:** [REDACTED]

RCAS-CB TRANSFERRED FILE TO APPROPRIATE RESPONSIBILITY.

-----

@08/29-ZCB442N

RCAS-MA CALLED DLR ON 08/29/08 AT 1:34 PM EST. @08/29-ZMA966N

DLR STATES DLR HAS ORDERED TWO NEW REAR SPEAKERS FOR C, SM STATES THAT C'S SPEAKERS MAY HAVE BLOWN BECAUSE C HAS THE BASS TURNED UP TO HIGH.

RCAS-MA CALLED C ON DAYTIME/EVENING NUMBER ON 08/29/08 AT 1:41 PM EST AND LEFT VMX WITH NAME, PHONE NUMBER AND EXTENSION. @08/29-ZMA966N

\*\*\*

@09/02-ZMA966N

RCAS-MA CALLED C ON DAYTIME/EVENING NUMBER ON 09/02/08 AT 3:39 PM EST AND LEFT VMX FOR C WITH NAME, PHONE NUMBER AND EXTENSION. @09/02-ZMA966N

\*\*

@09/04-ZMA966N

RCAS-MA CALLED C ON DAYTIME/EVENING NUMBER ON 09/04/08 AT 1:03 PM EST AND LEFT VMX FOR C WITH, PHONE NUMBER AND EXTENSION. @09/04-ZMA966N

RCAS-MA SET FOLLOW UP FOR 09/09/08. @09/04-ZMA966N

\*\*\*

@09/09-ZMA966N

RCAS-MA CALLED C ON DAYTIME/EVENING NUMBER ON 09/09/08 AT 11:24 AM EST AND LEFT A VMX FOR C WITH NAME, PHONE NUMBER AND EXTENSION. @09/09-ZMA966N

RCAS-MA SET FOLLOW UP FOR 09/11/08. @09/09-ZMA966N

\*\*\*\*

@09/11-ZMA966N

RCAS-MA RECEIVED VMX FROM C TO CALL 1 860 714 5950. @09/11-ZMA966N

RCAS-MA CALLED C ON EVENING NUMBER ON 09/11/08 AT 11:01 AM EST AND WAS UNABLE TO REACH C AT C'S WORK NUMBER, RCAS-MA LEFT VMX FOR C WITH NAME, PHONE NUMBER AND EXTENSION. @09/11-ZMA966N

RCAS-MA CALLED C ON DAYTIME NUMBER ON 09/11/08 AT 11:03 AM EST AND LEFT A VMX

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

**SATISFIED:** N

**ACTION CODE:** NP

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**DATE:** 07/07/14

**TIME:** 12:22:20 AM

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

**PAGE:** 500

**ROOT CAUSE:** SCIN

SNFA

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CUSTOMER ASSISTANCE REQUEST

**PAGE:** 501

REQUESTED BY: lattad

**CAR ID:** ██████████

<b>CALLBACK:</b> 0		<b>DATE:</b> 00/00/00
<b>REOPEN:</b>	<b>CALLBACK:</b> 0	<b>DATE:</b> 00/00/00
	<b>NEW INFO:</b> 0	<b>DATE:</b> 00/00/00
	<b>OTHER:</b> 0	<b>DATE:</b> 00/00/00
	<b>COMMENTS ONLY:</b> 0	<b>DATE:</b> 00/00/00

<b>IIR-DATE:</b>	<b>TRANS DATE:</b> 00/00/00	<b>CHECK REQUESTED:</b> Y
<b>3RD PRY:</b> NI	<b>PART#:</b>	<b>CHECK ISSUED:</b> Y
<b>BYBACK ST:</b>	<b>OPENED BY:</b>	
<b>HISTORY:</b>	<b>UPDATE BY:</b>	
<b>SVC CALL#:</b> N	<b>UPDATE DATE:</b>	
<b>CLOSE:</b> Y	<b>CLOSE DATE:</b> 09/17/08	04/23/14
<b>RESP CAA:</b> R CALICO	<b>OLM:</b> CARMICHEL BUTC	<b>MICROFILM:</b>
<b>PHONE:</b>	<b>OWNER FIRST:</b> ██████████	<b>DOM:</b>

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REQUESTED BY: lattad

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**USERID:**

**USERID:**

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**USERID:**

**LANGUAGE:**

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**CAR ID:** [REDACTED]

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

**MODEL YEAR:** 2007

**NAME:** [REDACTED]

[REDACTED]

**VIN:** 1N4

**MAKE:** N

**IN SCV D**

**MODEL LINE:** ALT

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		2148	Connecticut					
0		NI	North Carolina					



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**MODEL YEAR** 2008

**VIN:** 5N1BV28U77N [REDACTED]

**MODEL LINE:** QST

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REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED] [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:** **MILES:**

**CANCEL:** **MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 2148 NI **STATE:** CT NI

**DEALER NAME:** HARTE NISSAN, INC. NI

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REQUESTED BY: lattad

**NAME:** [REDACTED] **SC:** NONE **CAR ID:** [REDACTED]  
**STREET:** [REDACTED] **VIN:** 5N1BV28U67N [REDACTED]  
**CITY:** JACKSONVILLE [REDACTED] **YR/MDL:** 2000.0 PTH 2007.0 QST **MILEAGE:**  
**ST/ZIP:** FL [REDACTED] NJ [REDACTED] **VCAIN SVC DATE:** 03/04/00  
**DAY PH:** 0 [REDACTED] **PAIRTL DLR:** 06033 GIRARD MOTORS, INC  
**EVE PH:** 0 [REDACTED] **SUSSVC DLR:** 3515 COGGIN NISSAN AT THE AVE  
**DLR PH:** 201 385 3600 904 880 3000 **DENRESP DLR:** 3515 COGGIN NISSAN AT THE AVE  
**REGION:** 26 34 **DIST: SL/SV/PT:** 05 05 35 09 09 39

**LETTER RECEIVED:** 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 00/00/00  
**FIRE:** N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** 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 New x Preowned 156170 **# NISSAN/INFINITI VEHICLES:** 1

**VEHICLE MAINTAINED BY:** INDEPENDENT FACILITY NONE

**OUTSIDE WARRANTY BY (B) MONTHS:** 0 45 **MILES:** 0 120170 **(PT) MONTHS:** 0 21 **MILES:**

**ORIG CODE:** NP NP **OPEN DATE:** 09/03/08 04/24/14 **XFER/RSPNSBLTY:** 26 09 N  
**CONTACT (S):** **FOLLOWUP DATE:** 09/08/08 04/25/14 **INF-NET (Y/N):**  
**SEVERITY:** 9 **CLOSE DATE:** 09/08/08 04/25/14 **INF-NET DATE:**

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OA VEHICLE CONCERNS	114500 POWER DOOR LOCK
OF NNA., INC. ISSUES	180000 FUEL GAUGE
AC BODY ELECTRICAL	VF NON-WARRANTY ITEM GOODWILL ASSIS
AT INSTRUMENTATION	VG PROVIDED RECALL INFORMATION
AZ NISSAN PRODUCT INQUIRIES	YE MULTIPLE REPAIR ATTEMPTS
	YI OOW GOODWILL ASSISTANCE REQUEST
	YX POOR OR IMPROPER OPERATION
	ZH CRITICISM

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**VIN:** NP

**MILEAGE:** 093000            156170

**RTL DLR:**    NI    NI

**SVC DLR:**    5423    ELITE NIS OF BERGENFIELD

**RESP DLR:** 5423    ELITE NIS OF BERGENFIELD

**# NISSAN/INFINITI VEHICLES:** 2

**MILES:** 0            96170

**XFER/RSPNSBLTY:** 34 05 S

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CAR ID: [REDACTED]

**C. A. R. COMMENTS**

-David

FILE OPENED-ZBM654N 09/03/2008

FOLLOW-UP IS DUE ON OR BEFORE

PREVIOUS RELATED FILES FOUND [REDACTED]

CRR-BM VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY & EVE PHONE NUMBER DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE PREVIOUS NISSAN/INF VEH:INFINITI J30

SA-David states that this is c's first visit to dlr and c has 156000 miles AND RESPONSIBLE DLR.

CRR-BM RECEIVED INBOUND CALL FROM C. CUSTOMER.

SA-David states that c had a recall paper from the internet and not NNA

CRR-BM CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @09/03-ZBM654N

C STATES C HAS BEEN HAVING AN ON-GOING PROBLEM WITH REMOTE KEYLESS ENTRY.

CUSTOMER REQUESTS REIMBURSEMENT FOR KEY REPLACEMENT AND DOOR SWITCH REPAIR.

SA-David states that c was charged for diagnosis

CLSD R0705 PATH-S FILLER TUBE NTB07-078 09/12/07 04/07/08 05/12/08 3489

C STATES C WOULD LIKE A GOODWILL REQUEST FOR ALL THE TROUBLE C HAS BEEN HAVING RCAS-MIKE JACKSON

SA-David states that c veh needs fuel pump \$845 (P/L) and was advised that tim

CRR-BM ADVISED C THAT THERE ARE NO OPEN RECALLS ON VEH

ing chain was going bad and c stated that c didn't want any info for that conc

WITH THIS VEH. @09/03-ZBM654N

C STATES THE BILL IS GOING TO BE ABOUT \$200. @09/03-ZBM654N

erns asc was aware of its issues

C STATES DLR IS TELLING C THE VEH IS FIXED. @09/03-ZBM654N

SA-David states that c is Not a good candidate for any GW

C STATES C'S TREATMENT BY VARIOUS NISSAN DEALERS HAS BEEN VERY POOR.

SA-David states that c is fishing for some dlr to pay for this repair

Created by ZFM001N at 2014-04-25 13:04:25

CRR-BM OFFERED FURTHER ASSISTANCE, C DECLINED.

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

RCAS reviewed case with TL-BL for GW recommendation

CRR-BM TRANSFERRING CALL TO RCAS. @09/03-ZBM654N

TL-BL denied c any GW FA under CSM empowerment as c is well OOW and lack of ve h service history

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CAR ID: [REDACTED]

\*\*\*RCAS-MJ CALLED C AT 8:09 AT DAY/EVENING NUMBER. C STATED C WAS PROVIDED A  
Created by ZFM001N at 2014-04-25 13:31:05  
NEW REMOTE CONTROL BY DLR3515 AND HAD DOOR SWITCH REPLACED.  
C STATED C FELT ISSUE WAS FINALLY HANDLED CORRECTLY AND FELT C SHOULD BE  
RCAS contacting c on [REDACTED] at 307p EST, and spoke with c.  
RCAS advised c that the call may be recorded for quality and training purposes  
REIMBURSED FOR REPAIRS. C STATED C FELT NNA SHOULD HAVE BETTER DLRS TO REPAIR  
. c agreed.  
CONCERN AND FELT NNA SHOULD REIMBURSE C FOR REPAIR DUE TO DLRS REPRESENTING  
NNA.  
RCAS advised c that Nissan is not in the position to offer c any FA with c's r  
epairs  
RCAS-MJ INFORMED C NNA DLRSHPs ARE INDEPENDENTLY OWNED AND OPERATED. RCAS-MJ  
C states that c's veh should be in a campaign because this is a safety issue  
INFORMED C NNA APOLOGIZES FOR PAST EXPERIENCES WITH OTHER NNA DLRSHPs IN  
RCAS advised c that veh is not a part of any open campaign  
REGARDS TO KEY ISSUE, AND INFORMED C PAST EXPERIENCES DO NOT GUARANTEE C WILL  
RCAS advised c that veh may have the same symptoms as a campaign but if veh d  
RECEIVE ANY ASSISTANCE. RCAS-MJ INFORMED C NNA OFFERS ASSISTANCE FOR OOW  
oes not have the affected parts the campaign would not apply  
REPAIRS ON A CASE-BY-CASE BASIS. RCAS-MJ INFORMED C RCAS-MJ WOULD SPEAK TO  
c states that c researched lemon law  
DLR AND ONCE NNA HAS MADE DECISION C WOULD RECEIVE A CALLBACK. @09/04-ZMJ631N  
c states that c seen on internet that 500000 veh were recalled  
RCAS-MJ PROVIDED C WITH NAME AND PHONE NUMBER. C THANKED RCAS-MJ AND ENDED  
CALL. @09/04-ZMJ631N  
RCAS empathized with c and apologized for any inconvenience this may have caus  
ed c  
\*\*\*RCAS-MJ CALLED DLR ON 9/04/08 AND SPOKE TO SM-GREG BROWN. SM-GREG BROWN  
RCAS advised c that c is well within c's rights to look into the lemon laws  
STATED C HAS BEEN TO DLR ONE TIME ON 9/02/08. SM-GREG BROWN STATED C VEH  
NEEDED A REMOTE DUE TO CONTACTS BEING WORN OUT ON VEH. SM-GREG BROWN STATED  
RCAS reiterated denial decision and offered further assistance  
C BOUGHT A REMOTE AND TOOK VEH TO ANOTHER DLR SOME MONTHS AGO AND C WAS  
C declined further assistance  
PROVIDED ANOTHER REMOTE. SM-GREG BROWN STATED ONLY REPAIR DLR PERFORMED ON  
RCAS provided c with contact info and closing script



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CAR ID: [REDACTED]

C understood and call ended mutually

VEH WAS TO REPLACE REMOTE ON C VEH AND ISSUE WAS NOT UNCOMMON FOR REMOTES ON

Created by ZFM001N at 2014-04-25 13:33:16

OLDER MODEL VEH. RCAS-MJ THANKED SM-GREG BROWN AND ENDED CALL. @09/04-ZMJ631N

\*\*\*CLOSE SUMMARY\*\*\*

\*\*\*RCAS-MJ CALLED C AT 10:57 AT DAY/EVENING NUMBER. RCAS-MJ INFORMED C NNA

RCAS received and reviewed c's request for FA with fuel pump repairs

WAS NNA WAS NOT IN POSITION TO OFFER C REIMBURSEMENT FOR REMOTE REPLACEMENT.

C STATED C ISSUE WAS NOT WITH DLR3515 AND C HAD COMPLAINT ABOUT OTHER NNA DLRS

TL-BL denied c any GW FA due to OOW mileage and lack of NNA dlr service histor

C WENT TO THAT WERE NOT ABLE TO REPAIR C VEH CONCERN. RCAS-MJ INFORMED C

y

RCAS-MJ WOULD ONLY BE IN POSITION TO DOCUMENT C COMPLAINTS ABOUT OTHER NNA DLR

RCAS notified c of denial and closing script

RCAS closing case due to no further actions

WHERE C RECEIVED SERVICE AND CLOSE FILE.

@09/08-ZMJ631N

C STATED C HAS PROBLEM WITH NNA NOT ADDRESSING ISSUE WITH OTHER NNA DLRS C

TOOK VEH TO FOR SERVICE AND IF NNA WAS NOT GOING TO REIMBURSE C FOR REPAIRS C

WOULD NOT BE PURCHASING ANOTHER NNA VEH.

RCAS-MJ INFORMED C RCAS-MJ WOULD DOCUMENT C STATEMENT AND C LIST OF NNA DLRS

C HAD PERVIOUS REPAIRS. C STATED C TOOK VEH TO DLR06036, DLR2620, AND

DLR3489. C THANKED RCAS-MJ AND ENDED CALL.

\*\*\*RCAS-MJ CLOSING FILE - NO FURTHER ACTION NEEDED.\*\*\*

@09/08-ZMJ631N

and assistance

Crr-rc advised c that the RCAS who was assigned to handle the case

will be coordinating with the involved Nissan Dealership

Crr-rc advised c that RCAS will give c a call within the next business day

to provide further updates regarding cb

Crr-rc offered further assistance, c declined

Crr-rc provided Case no.

Crr-rc provided crr-rcb

Crr-rc exiting the case

Created by ZFM001N at 2014-04-25 12:15:39

\*\*\*RCAS unable to data net case due to: Dealer is not enabled for the dealer p

ortal.\*\*\*

Created by ZFM001N at 2014-04-25 12:49:08

RCAS called dlr 5423 ELITE NISSAN OF BERGENFIELD on 2013853600 at 229p EST, SA

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**PAGE:** 515

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

**SATISFIED:** N

**ACTION CODE:** NP

**CALLBACK:** 0

**DATE:** 00/00/00

**REOPEN:**

**CALLBACK:** 0

**DATE:** 00/00/00

**NEW INFO:** 0

**DATE:** 00/00/00

**OTHER:** 0

**DATE:** 00/00/00

**COMMENTS ONLY:** 0

**DATE:** 00/00/00

**IIR-DATE:**

**TRANS DATE:** 00/00/00

**CHECK REQUESTED:** Y

**3RD PRY:** NI

**PART#:**

**CHECK ISSUED:** Y

**BYBACK ST:**

**OPENED BY:**

**HISTORY:**

**UPDATE BY:**

**SVC CALL#:** N

**UPDATE DATE:**

**CLOSE:** Y

**CLOSE DATE:** 09/08/08

04/25/14

**MICROFILM:**

**RESP CAA:** RANDY DRIER

**OLM:**

**PHONE:**

**OWNER FIRST:** [REDACTED]

[REDACTED]

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**ROOT CAUSE:** SCIN            SNFA

**USERID:**

**USERID:**

**USERID:**

**USERID:**

**USERID:**

**DOM:**    ZMJ631N

**LANGUAGE:**

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**CAR ID:** [REDACTED]

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

**MODEL YEAR:** 2000

**NAME:** [REDACTED]

[REDACTED]

**VIN:** 5N1

**MAKE:** N

**IN SCV D**

**MODEL LINE:** PTH

SEQ NO.	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		3515 Florida					
0		5423 New Jersey					

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**MODEL YEAR:** 2007

**MAKE:**

**MODEL LINE:** QST

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**CAR ID:** [REDACTED]

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED] [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:** **MILES:**

**CANCEL:** **MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 3515 5423 **STATE:** FL NJ

**DEALER NAME:** COGGIN NISSAN AT THE AV ELITE NIS OF BERGENFIELD



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REQUESTED BY: lattad

**NAME:** [REDACTED] [REDACTED] ONE CONTRACT **CAR ID:** [REDACTED]  
**STREET:** [REDACTED] **VIN:** 5N1AA08B05 [REDACTED]  
**CITY:** AZUSA SPRINGFIELD **YR/MDL:** 2005.0 ARM 2007.0 QST **MILEAGE:**  
**ST/ZIP:** CA [REDACTED] MA [REDACTED] **VCAIN SVC DATE:** 05/31/05  
**DAY PH:** 0 [REDACTED] **PAIRTL DLR:** 3025 PERFORMANCE NISSAN  
**EVE PH:** [REDACTED] [REDACTED] **SUSSVC DLR:** 5059 PERFORMANCE NISSAN  
**DLR PH:** 413 474 6800 626 305 3000 **DENRESP DLR:** 5059 PERFORMANCE NISSAN  
**REGION:** 26 44 **DIST: SL/SV/PT:** 03 03 33 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:** N (Y/N)  
**PROPERTY DAMAGE:** N (Y/N) **INJURY:** N (Y/N) **SENT TO LEGAL:** N (Y/N)  
**PREVIOUSLY REPAIRED:** 00/00/00 **WHERE:**  
**VEHICLE PURCHASED:** New x Preowned **MILES:** 056160 062000 **# NISSAN/INFINITI VEHICLES:** 2  
**VEHICLE MAINTAINED BY:** INDEPENDENT FACILITY IRF  
**OUTSIDE WARRANTY BY (B) MONTHS:** 5 47 **MILES:** 2600 20160 **(PT) MONTHS:** 0 23 **MILES:**  
**ORIG CODE:** NP NP **OPEN DATE:** 10/03/08 04/29/14 **XFER/RSPNSBLTY:** 26 14 N  
**CONTACT (S):** **FOLLOWUP DATE:** 10/03/08 04/29/14 **INF-NET (Y/N):**  
**SEVERITY:** 9 **CLOSE DATE:** 10/03/08 04/29/14 **INF-NET DATE:**

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OA VEHICLE CONCERNS 153000 GEN. FUEL DELIVERY/INTAKE COMPO  
OF NNA., INC. ISSUES 208000 QUEST  
AI FUEL/INTAKE SYSTEM VG PROVIDED RECALL INFORMATION  
AZ NISSAN PRODUCT INQUIRIES VJ GENERAL WARRANTY COVERAGE INQUI  
YX POOR OR IMPROPER OPERATION

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REQUESTED BY: lattad

**VIN:** 5N1BV28U07N [REDACTED]

**MILEAGE:** 056160 062000

**RTL DLR:** NI NI

**SVC DLR:** 5290 CURRY NISSAN CHICOPEE

**RESP DLR:** 5290 CURRY NISSAN CHICOPEE

**# NISSAN/INFINITI VEHICLES:** 3

**MILES:** 0 2000

**XFER/RSPNSBLTY:** 44 03 S

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**CAR ID:** [REDACTED]

**C. A. R. COMMENTS**

FILE OPENED-ZMV452N 10/03/2008

NO PREVIOUS FILES FOUND

PREVIOUS NISSAN / INFINITI VEH: \_XTERRA 2002, AND ALTIMA 2004.

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

RCAS-MV RECEIVED INBOUND CALL FROM C.

C STATED: NEEDED TO HAVE INFORMATION FOR WARRANTIES IN VEH. @10/03-ZMV452N

RCAS-MV CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

C STATED BELEIVES IS WARRANTY IN VEH THAT IS NOT WORKING PROPERLY.

OPEN PB077 ARM/TTN COND FAN NTB08-068 06/30/08 00/00/00 00/00/00

C STATED WHEN C BOUGHT VSC DLR STATED WARRANTY WILL COVER ALMOST EVERYTHING.

RCAS-MV ADVISED C THERE IS: ONE OPEN RECALL FOR VEH @10/03-ZMV452N

RCAS-MV VERIFIED INFORMATION IN ZCA1 AND NOTICED THAT VEH DOES NOT HAVE ANY MANUFACTURE WARRANTY ANYMORE; RCAS-MV GIVE INFORMATION FOR VSC. C UNDERSTOOD.

C STATED WILL GO AGAIN AND REVIEW DOCUMENT FOR VSC. @10/03-ZMV452N

C THANKED RCAS-MV FOR ASSISTANCE, C SATISFIED

RCAS-MV GAVE C NAME, EXTENSION AND FILE NUMBER

RCAS-MV CLOSING FILE AS C NEEDS NOT FURTHER ASSISTANCE @10/03-ZMV452N

@10/03-ZMV452N

@10/03-ZMV452N

@10/03-ZMV452N

crr-dm delivered voc bait script

crr-dm provided name, ext and case number.

crr-dm closing case.

Created by ZDM333N at 2014-04-29 08:27:21

Recall Inquiry

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONFIDENTIAL**

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**PAGE:** 524

REQUESTED BY: lattad

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Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 525

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**CONTACT(S)**

**SATISFIED:** N

Y

**ACTION CODE:** NP

**CALLBACK:** 0

**DATE:** 00/00/00

**REOPEN:**

**CALLBACK:** 0

**DATE:** 00/00/00

**NEW INFO:** 0

**DATE:** 00/00/00

**OTHER:** 0

**DATE:** 00/00/00

**COMMENTS ONLY:** 0

**DATE:** 00/00/00

**IIR-DATE:**

**TRANS DATE:** 00/00/00 06/09/05

**CHECK REQUESTED:** Y

**3RD PRY:** NI

**PART#:**

**CHECK ISSUED:** Y

**BYBACK ST:**

**OPENED BY:**

**HISTORY:**

**UPDATE BY:**

**SVC CALL#:** N

**UPDATE DATE:**

**CLOSE:** Y

**CLOSE DATE:** 10/03/08 04/29/14

**MICROFILM:**

**RESP CAA:** JACK WONG

**OLM:** -----

**DOM:**

**PHONE:**

**OWNER FIRST:** [REDACTED] [REDACTED]

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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 526

REQUESTED BY: lattad

**ROOT CAUSE:** SCIN

SCLT

**USERID:**

**USERID:**

**USERID:**

**USERID:**

**USERID:**

**LANGUAGE:**

**CONFIDENTIAL**

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**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 527

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

**MODEL YEAR:** 2005

**NAME:** [REDACTED]

[REDACTED]

**VIN:** 5N1

**MAKE:** N

**IN SCV D**

**MODEL LINE:** ARM

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
1	RCDF02738220	5059	California	5/31/2005	05/31/12	0100000	01/01/01	01/01/01
1		290	Massachusetts					



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REQUESTED BY: lattad

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**MODEL YEAR:** 2007

**VIN:** 5N1BV28U07N [REDACTED]

**MODEL LINE:** QST

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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 529

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**CURRENT SERVICE CONTRACT**

**CONTRACT:** RCDF02738220

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** C

**PLAN TERM:** F

**DEDUCTABLE:** 50

**EFFECTIVE:** 5/31/2005

**EXPIRES:** 05/31/12      **MILES:** 0100000

**CANCEL:** 01/01/01      **MILES:** 0100000

**TRANSFER:** 01/01/01

**TRANSACTION:** 06/09/05

**PRINTED:** 06/10/05

**DEALER NO:** 5059      **STATE:** CA

**DEALER NAME:** PERFORMANCE NISSAN

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**PAGE:** 530

REQUESTED BY: lattad

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**DATE:** 07/07/14

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**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 531

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES: MILES:**

**CANCEL: MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 5290 **STATE:** MA

**DEALER NAME:** CURRY NISSAN CHICOPEE

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**PAGE:** 532

REQUESTED BY: lattad

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CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

NAME: [REDACTED] SC: NONE CAR ID: [REDACTED]  
 STREET: [REDACTED] IN: 1N4AL21E58C [REDACTED]  
 CITY: CHARLESTON MEDFORD YR/MDL: 2007.0 2008.0 ALT MILEAGE:  
 ST/ZIP: IL [REDACTED] MA [REDACTED] VCAIN SVC DATE: 02/18/08  
 DAY PH: 0 [REDACTED] PAIIRTL DLR: 3893 COLONIAL NISSAN/MEDFORD  
 EVE PH: 0 [REDACTED] SUS SVC DLR: 3893 COLONIAL NISSAN/MEDFORD  
 DLR PH: 1 781 395 5300 DEN RESP DLR: 3893 COLONIAL NISSAN/MEDFORD  
 REGION: 1 26 DIST: SL/SV/PT: 10 10 40 NI NI NI

LETTER RECEIVED: 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: 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 New x Preowned 108000 # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: 3893 COLONIAL NISSAN/MEDFOR NONE  
 OUTSIDE WARRANTY BY (B) MONTHS: 0 44 MILES: 0 72000 (PT) MONTHS: 0 20 MILES:

ORIG CODE: NP NP OPEN DATE: 11/21/08 05/06/14 XFER/RSPNSBLTY: 1 NI N  
 CONTACT (S): FOLLOWUP DATE: 11/28/08 05/06/14 INF-NET (Y/N):  
 SEVERITY: 3 9 11/28/08 05/06/14 INF-NET DATE:

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS	116000 TAIL LAMP
OF NNA., INC. ISSUES	153000 GEN. FUEL DELIVERY/INTAKE COMPO
AC BODY ELECTRICAL	VG PROVIDED RECALL INFORMATION
AI FUEL/INTAKE SYSTEM	YX POOR OR IMPROPER OPERATION
AZ NISSAN PRODUCT INQUIRIES	

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**DATE:** 07/07/14

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**PAGE:** 534

REQUESTED BY: lattad

**VIN:** 5N1BV28U07N [REDACTED]

**MILEAGE:** 002800 108000

**RTL DLR:** NI NI

**SVC DLR:** NI NI

**RESP DLR:** NI NI

**MILES:** 0 48000

**XFER/RSPNSBLTY:** 26 10 S

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DATE: 07/07/14

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REQUESTED BY: lattad

CAR ID: [REDACTED]

**C. A. R. COMMENTS**

FILE OPENED-ZCP655N 11/21/2008

FOLLOW-UP IS DUE ON OR BEFORE

PREVIOUS UNRELATED FILES FOUND:NONE

CRR-CP RECEIVED INBOUND CALL FROM C.

CRR-CP VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY & EVE PHONE NUMBER DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE AND RESPONSIBLE DLR.

C STATES C PURCAHSED VEH IN FEBRUARY 2008 AND THE REAR LEFT TAIL LIGHT BUILDS CUSTOMER.

CONDENSATION WHEN C PUTS VEH IN GARAGE. @11/21-ZCP655N

CRR-CP CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @11/21-ZCP655N

CRR-CP ADVISED C THAT THERE ARE NO OPEN RECALLS

C STATES THE RIGHT TAIL LIGHT NEVER DOES THAT. @11/21-ZCP655N

C STATES THE DLR HAS REPLACED THE LIGHT AND THE WHOLE ASSEMBLY TWICE AND C IS PREVIOUS NISSAN/INF VEH:NONE

STILL HAVING THE SAME PROBLEM. @11/21-ZCP655N

C STATES C SPOKE WITH EMPLOYEE IN THE SERVICE DEPARTMENT. @11/21-ZCP655N

C STATES C WENT TO DLR ON 11/21/08 AND DLR ADVISED C TO CALL NNA.

C STATES C WOULD LIKE REAR LEFT TAIL LIGHT FIXED BECAUSE C DOES NOT THINK THIS IS RIGHT. @11/21-ZCP655N

CRR-CP ADVISED C THAT C WILL BE CONTACTED BY THE END OF THE NEXT BUSINESS DAY BY AN RCAS AGENT. @11/21-ZCP655N

C STATES OK @11/21-ZCP655N

CRR-CP OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-CP GAVE C NAME, EXTENSION, AND FILE NUMBER. @11/21-ZCP655N

CRR-CP TRANSFERING FILE TO RCAS. @11/21-ZCP655N

\*\*\*

RCAS-MB IN REVIEW OF FILE. RCAS-MB DATANETTED FILE. @11/21-ZMB827N

RCAS-MB CALLED C ON 11/24/2008 AT 2:53 PM EST ON DAY NUMBER, SPOKE WITH C.

RCAS-MB INQUIRED INTO C'S CONCERN. C STATES C'S TAIL LIGHTS FILL UP WITH CONDENSATION. C STATES C HAS HAD THE LEFT SIDE TAIL LIGHT REPLACED TWICE ALREADY AND STILL HAS THE SAME CONCERN. C STATES C ALSO NOTICED THAT C'S RIGHT SIDE TAIL LIGHT IS ALSO STARTING TO CONDENSATE. RCAS-MB INQUIRED INTO WHEN C'S TAIL LIGHTS CONDENSATE. C STATES C'S VEH IS ALWAYS PARKED IN THE GARAGE AND WHEN C BRINGS THE VEH OUT INTO THE COLD THE TAIL LIGHTS START TO CONDENSATE. RCAS-MB INQUIRED INTO WHY THE DLR RECOMMENDED C TO CONTACT NNA.



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REQUESTED BY: lattad

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**CAR ID:** [REDACTED]

C STATES WAS ADVISED TO CONTACT NNA FOR ASSISTANCE. RCAS-MB UNDERSTANDS AND ADVISED C THAT RCAS-MB WILL NEED SOMETIME TO LOOK INTO C'S CONCERN. RCAS-MB ADVISED C THAT RCAS-MB WILL FOLLOW UP WITH C ON 11/28/2008. C UNDERSTANDS AND THANKED RCAS-MB FOR CALLING.

@11/24-ZMB827N

\*\*\*

@11/24-ZMB827N

RCAS-MB CALLED COLONIAL NISSAN/MEDFORD ON 11/28/2008 AT 1:15 PM EST, SPOKE WITH SM-JIM ISLAMI. RCAS-MB INQUIRED INTO C'S CONCERN WITH C'S TAIL LIGHTS SM-JI ADVISED RCAS-MB THAT C'S TAIL LIGHTS WERE REPLACED TWICE ALREADY ONCE ON 09/19/2008 AND AGAIN ON 09/20/2008. SM-JI ADVISED RCAS-MB THAT C'S VEH WAS AT THE DLRSH ON 10/21/2008 AND C DID NOT MENTION ANY CONCERNS WITH C'S TAIL LIGHTS. SM-JI ADVISED RCAS-MB THAT NNA HAS ISSUED A TSB FOR C'S CONCERN. SM-JI ADVISED RCAS-MB THAT THE TSB ADVISES TO CHECK FOR LEAKS OR CRACKS AND C'S TAIL LIGHTS WERE REPLACED. SM-JI ADVISED RCAS-MB THAT NNA IS NO LONGER REPLACING C'S TAIL LIGHTS AS THE CONDENSATION DRIES UP AFTER THE VEH HAS BEEN DRIVEN FOR A LITTLE BIT. RCAS-MB UNDERSTANDS AND THANKED SM-JI FOR ASSISTANCE.

\*\*\*\*\*

@11/28-ZMB827N

RCAS-MB CALLED C ON 11/28/2008 AT 1:33 PM EST ON DAY NUMBER, SPOKE WITH C. RCAS-MB ADVISED C THAT C'S CONCERN HAS BEEN LOOKED INTO AND AT THIS TIME ALL THAT CAN BE DONE FOR C HAS BEEN DONE. RCAS-MB ADVISED C THAT C'S TAIL LIGHT HAS BEEN REPLACED TWICE ALREADY AND AT THIS POINT NOTHING ELSE CAN BE DONE FOR C'S CONCERN. C INQUIRED INTO ABOUT THE OTHER SIDE OF C'S VEH. RCAS-MB INQUIRED INTO IF C HAS HAD THE DLRSH LLOK AT C'S RIGHT TAIL LIGHT. C STATES C HAS NOT. RCAS-MB ADVISED C TO BRING C'S VEH TO THE DLRSH TO HAVE THE RIGHT SIDE TAIL LIGHT LOOKED AT. C INQUIRED INTO ABOUT THE WARRANTY ON C'S VEH. RCAS-MB ADVISED C THAT NNA'S BASIC WARRANTY IS VALID FOR 36 MONTHS OR 36000 MILES WICHEVER COMES FIRST. C STATE C IS WORRIED THAT IN THE FUTURE C'S TAIL LIGHTS WILL BLOW OUT BECAUSE OF THE CONDENSATION CAUSING RUST TO FORM INSIDE THE SOCKETS. RCAS-MB ASSURED C THAT C'S CONCERN HAS BEEN DOCUMENTED MAKING NISSAN AWARE OF C'S CONCERNS. RCAS-MB ADVISED C THAT IF ANYTHING C IS CONCERNED ABOUT DOES HAPPEN IN THE FUTURE THAN C CAN CONTACT 1-800-NISSAN-1. C UNDERSTANDS AND ADVISED RCAS-MB THAT C WILL HAVE C'S TAIL LIGHTS LOOKED AT AGAIN BY THE DLRSH. RCAS-MB UNDERSTANDS.

RCAS-MB CLOSED FILE.

@11/28-ZMB827N

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONFIDENTIAL**

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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

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**PAGE:** 538

REQUESTED BY: lattad

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**DATE:** 07/07/14

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**TIME:** 12:22:20 AM

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**PAGE:** 539

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**CONTACT(S)**

<b>SATISFIED:</b> N	Y	<b>ACTION CODE:</b> NP
<b>CALLBACK:</b> 0		<b>DATE:</b> 00/00/00
<b>REOPEN:</b>	<b>CALLBACK:</b> 0	<b>DATE:</b> 00/00/00
	<b>NEW INFO:</b> 0	<b>DATE:</b> 00/00/00
	<b>OTHER:</b> 0	<b>DATE:</b> 00/00/00
	<b>COMMENTS ONLY:</b> 0	<b>DATE:</b> 00/00/00

<b>IIR-DATE:</b>	<b>TRANS DATE:</b> 00/00/00	<b>CHECK REQUESTED:</b> Y
<b>3RD PRY:</b> NI	<b>PART#:</b>	<b>CHECK ISSUED:</b> Y
<b>BYBACK ST:</b>	<b>OPENED BY:</b>	
<b>HISTORY:</b>	<b>UPDATE BY:</b>	
<b>SVC CALL#:</b> N	<b>UPDATE DATE:</b>	
<b>CLOSE:</b> Y	<b>CLOSE DATE:</b> 11/28/08	05/06/14
<b>RESP CAA:</b> R CALICO	<b>OLM:</b> WILLIAMS RODNEY	<b>MICROFILM:</b>
<b>PHONE:</b>	<b>OWNER FIRST:</b> [REDACTED]	[REDACTED]

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**DATE:** 07/07/14

**TIME:** 12:22:20 AM

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

**PAGE:** 540

**ROOT CAUSE:** DR800      SCIN

**USERID:**

**USERID:**

**USERID:**

**USERID:**

**USERID:**

**DOM:**    ZMB827N

**LANGUAGE:**

**CONFIDENTIAL**

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CUSTOMER ASSISTANCE REQUEST

**PAGE:** 541

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

**MODEL YEAR:** 2007

**NAME:** [REDACTED]

[REDACTED]

**VIN:** 1N4

**MAKE:** N

**IN SCV D**

**MODEL LINE:** ALT

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		893	Massachusetts					
0		NI	Illinois					

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

**PAGE:** 542

**MODEL YEAR** 2008

**VIN:** 5N1BV28U07N [REDACTED]

**MODEL LINE:**

**CONFIDENTIAL**

**Nissan Strictly Confidential Restricted**

**DATE:** 07/07/14

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**REQUESTED BY:** lattad

**CAR ID:** [REDACTED]

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED] [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES: MILES:**

**CANCEL: MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 3893 NI **STATE:** MA NI

**DEALER NAME:** COLONIAL NISSAN/MEDFOR NI



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REQUESTED BY: lattad

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CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

NAME: [REDACTED] C: NONE CAR ID: [REDACTED]  
 STREET: [REDACTED] VIN: 5N1BV28U07N [REDACTED]  
 CITY: MEDIA SANDY YR/MDL: 2007.0 2008.0 EX MILEAGE:  
 ST/ZIP: OR [REDACTED] PA [REDACTED] VCAIN SVC DATE: 03/28/08  
 DAY PH: 0 [REDACTED] PAIRTL DLR: 70089 BEAVERTON INFINITI  
 EVE PH: 0 [REDACTED] SUSSVC DLR: 70089 BEAVERTON INFINITI  
 DLR PH: 1 503 626 8822 DENRESP DLR: 70089 BEAVERTON INFINITI  
 REGION: 1 92 DIST: SL/SV/PT: 04 04 34 NI NI NI

LETTER RECEIVED: 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: 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 New x Preowned 107000 # NISSAN/INFINITI VEHICLES: 0  
 VEHICLE MAINTAINED BY: NONE  
 OUTSIDE WARRANTY BY (B) MONTHS: 0 45 MILES: 0 71000 (PT) MONTHS: 0 21 MILES:

ORIG CODE: NP NP OPEN DATE: 11/26/08 05/06/14 XFER/RSPNSBLTY: 1 NI N  
 CONTACT (S): FOLLOWUP DATE: 11/26/08 05/06/14 INF-NET (Y/N):  
 SEVERITY: 9 CLOSE DATE: 11/26/08 05/06/14 INF-NET DATE:

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS	180000 FUEL GAUGE
OF NNA., INC. ISSUES	208000 QUEST
AT INSTRUMENTATION	VJ GENERAL WARRANTY COVERAGE INQUI
AZ NISSAN PRODUCT INQUIRIES	WT UNABLE DIAGNOSE/DUPLICATE
BG POWERTRAIN	YX POOR OR IMPROPER OPERATION

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**DATE:** 07/07/14

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**PAGE:** 546

REQUESTED BY: lattad

**VIN:** JNKAJ09F18M [REDACTED]

**MILEAGE:** 012293 107000

**RTL DLR:** NI NI

**SVC DLR:** NI NI

**RESP DLR:** NI NI

**# NISSAN/INFINITI VEHICLES:** 1

**MILES:** 0 47000

**XFER/RSPNSBLTY:** 92 04 S

**CONFIDENTIAL**

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REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**C. A. R. COMMENTS**

\*\*\*\*\*DLR INFIELD\*\*\*\*\*

@11/26-ZJB007N

FILE OPENED-ZJB007N 11/26/2008

PUT FUEL IN C'S VEH AGAIN AND THE ISSUE IS OCCURING AGAIN. SA STATED THAT THE RCAS-JB RECEIVED INBOUND CALL FROM SA-TONY 11/26/08 11:01AM EST. SA ADVISED DLR CONTACTED TECHLINE AND WAS ADVISED THAT THERE ARE NO INVESTIGATION INTO RCAS THAT C WAS AT THE DLR PREVIOUSLY STATING THAT C'S FUEL GAUGE WAS READING EMPTY. SA STATED THE DLR LOOKED AT THE VEH AND THE TANK WAS READING 3/4 OF THE CONCERN WITH THE FUEL GAUGE. RCAS UNDERSTOOD. RCAS OFFERED FURTHER ASSISTANCE, SA DECLINED. RCAS PROVIDED FILE NUMBER. RCAS CLOSING FILE.

A TANK WHICH WAS WHAT WAS IN THE VEH. SA STATED THAT THE DLR CLEARED THE

\*\*\*\*\*

@12/17-ZJB007N-COMMENT

LIGHT AND RETURNED THE VEH TO C. SA STATED THAT STATED THAT C STATED THAT C RCAS-JB RECEIVED INBOUND CALL FROM SA-TONY 12/17/08 AT 2:10PM EST. SA STATED THAT C JUST PICKED UP VEH. SA STATED THAT IT TOOK THE DLR SOME TIME TO DUPLICATE AND DIAGNOSE THE ISSUES WITH THE VEH. C STATED THAT THE DLR DID A GOOD JOB, HOWEVER, C WAS NOT SATISFIED WITH THE LENGTH OF TIME THE REPAIRS TOOK. RCAS UNDERSTOOD.

@12/17-ZJB007N-COMMENT

crr-km provided name, ext and case number.

crr-km closing case.

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

**SATISFIED:** N

Y

**ACTION CODE:** NP

**CALLBACK:** 0

**DATE:** 00/00/00

**REOPEN:**

**CALLBACK:** 0

**DATE:** 00/00/00

**NEW INFO:** 0

**DATE:** 00/00/00

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

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

**PAGE:** 548

**ROOT CAUSE:** SCIN

SDSV

**USERID:**

**USERID:**

**USERID:**

**CONFIDENTIAL**

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**DATE:** 07/07/14

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**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 549

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**OTHER:** 0

**DATE:** 00/00/00

**COMMENTS ONLY:** 0 1

**DATE:** 00/00/00

12/17/08

**IIR-DATE:**

**TRANS DATE:** 00/00/00

**CHECK REQUESTED:** Y

**3RD PRY:** NI

**PART#:**

**CHECK ISSUED:** Y

**BYBACK ST:**

**OPENED BY:**

**HISTORY:**

**UPDATE BY:**

**SVC CALL#:** N

**UPDATE DATE:**

**CLOSE:** Y

**CLOSE DATE:** 11/26/08

05/06/14

**MICROFILM:**

**RESP CAA:** LIVINGSTON BOB

**OLM:** BEARD DAVID

**DOM:**

**PHONE:**

**OWNER FIRST** [REDACTED]

[REDACTED]

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

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CUSTOMER ASSISTANCE REQUEST

REQUESTED BY: lattad

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**USERID:**

**USERID:**

**LANGUAGE:**

**CONFIDENTIAL**

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**DATE:** 07/07/14

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CUSTOMER ASSISTANCE REQUEST

**PAGE:** 551

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

**MODEL YEAR:** 2007

**NAME:** [REDACTED]

[REDACTED]

**VIN:** 5N1

**MAKE:** I

**IN SCV D**

**MODEL LINE:** EX

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		70089	Oregon					
0		NI	Pennsylvania					



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**DATE:** 07/07/14

**TIME:** 12:22:20 AM

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

**PAGE:** 552

**MODEL YEAR** 2008

**MAKE:** N

**MODEL LINE:**

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**CAR ID:** [REDACTED]

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED] [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:** **MILES:**

**CANCEL:** **MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 70089      NI      **STATE:** NI      OR

**DEALER NAME:** BEAVERTON INFINITI      NI

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CUSTOMER ASSISTANCE REQUEST

PAGE: 555

REQUESTED BY: lattad

**NAME:** [REDACTED] **SC:** ONE CONTRACT **CAR ID:** [REDACTED]  
**STREET:** [REDACTED] **VIN:** 5N1BA08C08N [REDACTED]  
**CITY:** BLOOMINGTON SPRINGFIELD **YR/MDL:** 2007.0 2008.0 ARM **MILEAGE:**  
**ST/ZIP:** IL [REDACTED] IL [REDACTED] **VCAIN SVC DATE:** 12/11/07  
**DAY PH:** [REDACTED] **PAIRTL DLR:** 2014 ROYAL OAKS NISSAN  
**EVE PH:** 0 **SUSSVC DLR:** 2014 ROYAL OAKS NISSAN  
**DLR PH:** 217 787 7620 309 664 1222 **DENRESP DLR:** 2014 ROYAL OAKS NISSAN  
**REGION:** 24 **DIST: SL/SV/PT:** 07 07 37

**LETTER RECEIVED:** 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 00/00/00 05/07/14  
**FIRE:** N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** N (Y/N)  
**PROPERTY DAMAGE:** N (Y/N) **INJURY:** N (Y/N) **SENT TO LEGAL:** N (Y/N)  
**PREVIOUSLY REPAIRED:** 00/00/00 **WHERE:**  
**VEHICLE PURCHASED:** New x Preowned **MILES:** 000000 008600 **# NISSAN/INFINITI VEHICLES:** 1  
**VEHICLE MAINTAINED BY:** NONE ROYAL OAKS NISSAN  
**OUTSIDE WARRANTY BY (B) MONTHS:** 0 37 **MILES:** 0 **(PT) MONTHS:** 0 13 **MILES:** 0

**ORIG CODE:** NP NP **OPEN DATE:** 12/08/08 05/07/14 **XFER/RSPNSBLTY:** 24 07 N  
**CONTACT (S):** **FOLLOWUP DATE:** 01/26/09 05/08/14 **INF-NET (Y/N):**  
**SEVERITY:** 3 9 01/26/09 05/08/14 **INF-NET DATE:**

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OF NNA., INC. ISSUES

208000 QUEST

AZ NISSAN PRODUCT INQUIRIES

VG PROVIDED RECALL INFORMATION

ZH CRITICISM

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**VIN:** 5N1BV28U27N [REDACTED]

**MILEAGE:** 000000 008600

**RTL DLR:** NI NI

**SVC DLR:** 3377 EXTREME NISSAN

**RESP DLR:** 3377 EXTREME NISSAN

**# NISSAN/INFINITI VEHICLES:** 2

**XFER/RSPNSBLTY:** 24 07 S

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C. A. R. COMMENTS

FILE OPENED-ZSM605N 12/08/2008

FOLLOW-UP IS DUE ON OR BEFORE

ON 12/15/08. C STATED THAT C WOULD ALSO LIKE TO NOTE THAT THE VEH CANNOT USE PREVIOUS RELATED FILES FOUND:

RCAS-CR INFORMED C THAT RCAS-CR HAS A DATE OF 1/22/9 FOR THE DTS INSPECTION. C INQUIRED AS TO WHAT TIME THE INSPECTION IS AT. RCAS-CR INFORMED C THAT IT DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE ETHENOL GAS IN THE VEH. RCAS-CR INFORMED C THAT RCAS-CR WOULD LOOK INTO THIS OPEN PB063 2008 ARM/PTH CLOCK NTB08-041 04/10/08 05/12/08 00/00/00

PREVIOUS UNRELATED FILES FOUND:

CRR-SM ADVISED C OF RECALL STATUS:

CRR-SM VERIFIED C'S NAME , ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER CUSTOMER.

FURTHER. C THANKED RCAS-CR AND ENDED THE CALL. @12/12-ZCR000N

WOULD BE IN THE MORNING. C STATED THAT C HAS PATIENTS TO SEE IN THE MORNING.

\*\*\*\*\*

AND RESPONSIBLE DLR

C INQUIRED IF C COULD BRING IN THE VEH THE NIGHT BEFORE AND BE PROVIDED WITH A PREVIOUS NISSAN VEH AND INFINITI: '07 ARM.

CRR-SM CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

CRR-SM RECIEVED CALL FROM C. @12/08-ZSM605N

RCAS-CR SENT AN EMAIL TO ORM-DS AND DPSM-JH TO ADVISE OF C'S REQUEST FOR AN RENTAL VEH. RCAS-CR INFORMED C THAT RCAS-CR WOULD SPEAK WITH THE DLR AND CALL C BACK. @01/08-ZCR000N

CLSD PB047 ARM 3RD ROW BRACKET NTB07074 09/29/07 10/29/07 10/23/07 1768

C STATES VEH. BEEN IN TO DLR. 9-10 TIMES.

RHR. RCAS-CR AWAITING FURTHER ACTION. @12/15-ZCR000N

\*\*\*\*\*

\*\* @12/16-ZCR000N

C STATES MAIN CONCERN'S ARE THE BACK TAILGATE LEAKING.

C STATES THE FIRST 3 FIXES DID NOT HELP, AND LEAK CAUSING RUSTING.

RCAS-CR CALLED DLR 2014 AT 3:39 PM EST ON 01/08/09 AND SPOKE WITH SM-TOOD TAR.

RCAS-CR RECEIVED AN EMAIL FROM ORM-DS INFORMING RCAS-CR TO SUBMIT THE BUYBACK. @12/16-ZCR000N

C STATES GAS GUAGE NOT WORKING PROPERLY.

RCAS-CR INFORMED THE SM THAT THERE IS A DTS COMING OUT TO LOOK AT THE VEH ON

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CAR ID: [REDACTED]

01/22/09. RCAS-CR INQUIRED IF IT WAS OK FOR C TO BRING THE VEH TO THE DLR THE C STATES CHECK ENGINE LIGHT CAME ON.

RCAS-CR SENT THE RHR TO DRT-JJ. @12/16-ZCR000N

\*\*\*\*\* @12/16-ZCR000N

C STATES WAS AT DLR. ON SATURDAY, AND THIS MONDAY NOW HAVING CONCERN'S AGAIN NIGHT BEFORE BEFORE. RCAS-CR INFORMED THE SM THAT C IS ALSO LOOKING FOR A RCAS-CR CALLED DAY NUMBER AT 2:22 PM EST ON 12/16/08 AND SPOKE WITH C.

RENTAL VEH. SM STATED THAT THIS WOULD BE FINE. @01/08-ZCR000N WITH THIS VEH.

\*\*\*\*\*

C STATES PLANNING A ROAD TRIP, C NEED'S TO KNOW THIS VEH. WILL BE SAFE FOR C'S RCAS-CR INFORMED C THAT RCAS-CR HAD SUBMITTED C'S RHR. C STATED THAT C WOULD FAMILY.

LIKE IT TO BE NOTED THAT C TOOK THE VEH BACK TO THE DLR LAST WEEK AND IS STILL RCAS-CR CALLED BOTH DAY AND EVE NUMBER ON 01/08/09 AND LEFT A VMX.

@01/08-ZCR000N

C STATES HAS AN APPOINTMENT NEXT FRIDAY.

EXPERIENCING ISSUES WITH THE FUEL GAUGE. C STATED THAT C IS ALSO NOT ABLE TO C STATES THIS IS A SAFETY ISSUE AND AN INCONVENIENCE.

PUT ETHENOL IN THE VEH AS THE VEH SEEMS TO STALL. RCAS-CR INFORMED C THAT RCAS-CR CALLED C ON [REDACTED] AT 11:21 AM ON 01/09/09 AND SPOKE WITH C.

C STATES WAS ASSURED BY THE DLRSH. THAT C'S VEH. WILL GET FIXED.

RCAS-CR INFOMED C THAT RCAS-CR HAS SPOKEN WITH THE DLR AND THE DLR HAS AGREED RCAS-CR WOULD NOTE THIS FOR C. RCAS-CR INFORMED C THAT AS SOON AS RCAS-CR C STATES DEALT WITH 2-3 OF THE SERVICE MEN AND EVEN THE OWNER, TODD.

RECEIVES FURTHER INFORMATION RCAS-CR WOULD CONTACT C BACK. @12/16-ZCR000N

TO PROVIDE C A RENTAL VEH. RCAS-CR INFORMED C THAT THE DLR IS ALSO FINE WITH C

C STATES SINCE C HAS BEEN TO THE DLRSH. ALREADY C DOESN'T WANT THIS VEH. ANY

C THANKED RCAS-CR AND ENDED THE CALL. @12/16-ZCR000N

DROPPING OFF THE VEH THE NIGHT BEFORE. RCAS-CR INFORMED C THAT RCAS-CR WOULD

----- FOLLOW UP WITH C AFTER THE INSPECTION IS COMPLETED. C AGREED. @01/09-ZCR000N LONGER AND WOULD LIKE THIS REQUEST FORWARDED TO THE HIGHER UPS.

\*\*\*\*\*

C STATES THIS VEH. IS COSTING C \$700 A MONTH AND DOESN'T FEEL SAFE IN THIS VEH DRTS-JJ SUBMITTED RHR TO ARBS-TJ.

-----@12/16-ZJJ572N



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CAR ID: [REDACTED]

C STATES DOESN'T WANT TO GO TO COURT FOR THIS. @12/08-ZSM605N  
RCAS-CR RECEIVED AN EMAIL FROM DTS-DS INFORMING RCAS-CR THAT THE VEH NEEDED TO  
\*\*\*ARBS-TJ REVIEWED FILE. AFTER CAREFUL EVALUATION, NNA WILL NOT BE ABLE TO  
C STATES WAS EVEN CONSIDERING PAST COMPENSATION FOR THE PROBLEM'S THIS VEH.  
HAVE THE FUEL GUAGE SENDING UNIT REPLACED. DTS STATED THAT THE DTS FOUND THE  
HAS CAUSED C. @12/08-ZSM605N  
OFFER REPURCHASE AS IT APPEARS THAT THERE HAVE NOT BEEN AN UNREASONABLE NUMBER  
SOURCE OF TWO LEAKS AND INFORMED THE DLR TO RECONTURE THE FLANGE.  
C STATES WANTS NNA TO BUY THIS VEH. BACK FROM C, AT LEAST THE REMAINING OWED  
OF SERVICE ATTEMPTS.\*\*\* @12/23-ZTJ117N  
RCAS-CR CALLED DLR 2014 AT 2:25 PM EST ON 1/26/9 AND SPOKE WITH SA-JEREMY  
ARBS TJ SENT EMAIL TO RCAS ADVISING TO REQUEST A DTS. @12/23-ZTJ117N  
ON THE VEH. @12/08-ZSM605N  
WOODYARD. RCAS-CR INQUIRED IF THE REPAIRS THAT THE DTS ADVISED WERE COMPLETED.  
\*\*\*\*\*  
CRR-SM ADVISED C WILL FORWARD FILE TO RCAS FOR REVIEW.  
SA STATED THAT THE REPAIRS HAVE BEEN DONE AND C HAS PICKED UP THE VEH.  
@01/26-ZCR000N  
CRR-SM ADVISED C THAT RCAS WILL CALL BACK BY THE END OF THE NEXT BUISINESS DAY  
RCAS-CR CALLED DAY NUMBER AT 3:37 PM EST ON 12/23/08 AND LEFT A VMX.  
C UNDERSTANDS.  
RCAS-CR CALLED DAY NUMBER AT 2:47 PM EST ON 01/26/09 AND SPOKE WITH C.  
RCAS-CR CALLED EVE NUMBER AT 3:40 PM EST ON 12/23/08 AND RECEIVED A RECORDING  
ASKING RCAS-CR TO ENTER A REMOTE AXCESS CODE. @12/23-ZCR000N  
CRR-SM OFFERED FURTHER ASSISTANCE, C DECLINED.  
RCAS-CR INQUIRED ABOUT C'S VEH. C STATED THAT SO FAR THE VEH IS WORKING WELL.  
\*\*\*\*\*  
CRR-SM GAVE NAME, EXTENSION AND FILE NUMBER.  
C STATED THAT C WILL CONTINUE TO DRIVE THE VEH AND IF C EXPERIENCES ANY  
C-THANKED CRR-SM FOR ASSISTANCE, C SATISFIED.  
FURTHER ISSUES C WILL CONTACT RCAS-CR BACK. @01/26-ZCR000N  
RCAS-CR CALLED DAY NUMBER AT 12:51 PM EST ON 12/26/08 AND WAS INFORMED THAT C  
C AWAITING RESPONSE FROM RCAS. @12/08-ZSM605N  
RCAS-CR CLOSING FILE PENDING FURTHER ACTION FROM C. @01/26-ZCR000N  
WAS NOT AT THE OFFICE. @12/26-ZCR000N  
@12/08-ZSM605N  
RCAS-CR CALLED EVE NUMBER AT 12:52 PM EST ON 12/26/08 AND RECEIVED A RECORDING

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CAR ID: [REDACTED]

ASKING RCAS-CR TO ENTER A REMOTE AXCESS CODE. @12/26-ZCR000N

RCAS-CR DATANETTED FILE TO THE DLR. @12/08-ZCR000N

\*\*\*\*\*

@12/29-ZCR000N

RCAS-CR CALLED DLR 2014 AT 2:30 PM EST ON 12/09/08 AND SPOKE WITH SM-JEREMY  
RCAS-CR RECEIVED A VMX FROM C REQUESTING A CALL ON [REDACTED]. @12/29-ZCR000N

WOODYARD. RCAS-CR ASKED IF THE SM COULD FAX OVER C'S RO'S. RCAS-CR PROVIDED  
RCAS-CR CALLED C ON NUMBER PROVIDED AT 2:27 PM EST ON 12/29/08 AND SPOKE WITH  
THE SM WITH RCAS-CR'S FAX NUMBER. @12/09-ZCR000N

C. RCAS-CR INFORMED C THAT AT THIS TIME NISSAN IS NOT IN A POSITION TO  
RCAS-CR CALLED DAY NUMBER AT 2:32 PM EST ON 12/09/08 AND SPOKE WITH C.  
C STATED THAT C HAS HAD THE VEH TO THE DLR NUMEROUS TIMES AND THE VEH IS NOW  
REPURCHASE THE VEH. RCAS-CR INFORMED C THAT NISSAN WOULD LIKE TO SEND OUT A  
DTS TO LOOK AT THE VEH. C STATED THAT C WOULD LIKE TO SPEAK WITH THE PERSON  
GOING BACK TO THE DLR AGAIN ON 12/12/08 FOR THE FUEL GUAGE. C STATED THAT C  
WHO MADE THIS DECISION. RCAS-CR INFORMED C THAT ARBS DOES NOT SPEAK WITH C'S  
WOULD LIKE FOR NISSAN TO REPURCHASE THE VEH. RCAS-CR INFORMED C THAT RCAS-CR  
HAD SPOKEN WITH THE DLR AND HAD ASKED THE DLR TO SEND RCAS-CR C'S RO'S.

RCAS-CR INFORMED C THAT RCAS-CR IS THE LIASON BETWEEN NISSAN AND C. C STATED  
RCAS-CR INFORMED C THAT ONCE RCAS-CR RECEIVES THE PAPERWORK, RCAS-CR WILL  
THAT NISSAN CAN SEND OUT WHOEVER THEY WANT, BUT C WILL CONTINUE TO TAKE THE  
SUBMIT A RHR. RCAS-CR INFORMED C THAT THIS CAN TAKE UP TO 14 DAYS.  
VEH BACK UNTIL THE VEH IS BOUGHT BACK. RCAS-CR INQUIRED IF C WOULD LIKE  
C STATED THAT C IS GOING ON A TRIP ON 12/22/08 AND WOULD LIKE TO KNOW IF THE  
RCAS-CR TO SUBMIT THE REQUEST FOR THE DTS. C STATED THAT THIS WOULD BE FINE.  
C STATED THAT C WILL ALSO BE LOOKING INTO AN ATTORNEY. RCAS-CR INFORMED C  
PROCESS CAN BE SPED UP. RCAS-CR INFORMED C THAT NISSAN DOES HAVE 14 DAYS TO  
REVIEW THE RHR. C STATED THAT C UNDERSTOOD. RCAS-CR INFORMED C THAT RCAS-CR  
THAT RCAS-CR WOULD SUBMIT THE DTS REQUEST AND CONTACT C BACK AS SOON AS A DATE  
HAS BEEN PROVIDED. C STATED THAT IN THE MEANTIME, C WILL BE SENDING IN PAY  
WILL BE OUT OF OFFICE FOR TRAINING ON 12/10 AND 12/11. RCAS-CR INFORMED C THAT  
RCAS-CR WOULD CONTACT C BACK ON 12/12/08 TO UPDATE C ON C'S FILE. C THANKED  
STUBS SO THAT NISSAN CAN REIMBURSE C FOR TIME MISSED FROM WORK. RCAS-CR  
INFORMED C THAT NISSAN DOES NOT COMPENSATE FOR TIME LOST. RCAS-CR INFORMED C  
RCAS-CR FOR CALLING. RCAS-CR PROVIDED C WITH NUMBER AND EXTENSION.

@12/09-ZCR000N

AGAIN THAT RCAS-CR WOULD SUBMIT THE DTS REQUEST AND CONTACT C WHEN A DATE HAS

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**CAR ID:** [REDACTED]

BEEN PROVIDED. C ENDED THE CALL. @12/29-ZCR000N  
RCAS-CR RECEIVED FAX'S FROM THE DLR. @12/12-ZCR000N  
RCAS-CR CALLED DAY NUMBER AT 4:52 PM EST ON 12/12/08 AND SPOKE WITH C.  
RCAS-CR SENT DTS REQUEST TO ORM-DS FOR FURTHER ASSISTANCE. @12/29-ZCR000N

\*\*\*\*\*

RCAS-CR INFORMED C THAT RCAS-CR HAD RECEIVED C'S RO'S AND WILL BE SUBMITTING  
RCAS-CR RECEIVED CORRESPONDENCE FROM ORM-DS PROVIDING RCAS-CR WITH THE DATE  
THE RHR FOR C. C INQUIRED ABOUT THE RO'S THAT RCAS-CR HAD RECEIVED. RCAS-CR  
INFORMED C THAT THE RO'S START IN 04/08 AND END IN 10/31/08. C STATED THAT C  
OF 01/22/09. @01/08-ZCR000N

\*\*\*\*\*

FEELS THAT THERE WERE MORE RO'S. RCAS-CR INFORMED C THAT RCAS-CR WOULD CONTACT  
RCAS-CR CALLED DAY NUMBER AT 12:54 PM EST ON 01/08/09 AND SPOKE WITH C.  
THE DLR TO SEE. RCAS-CR INFORMED C THAT RCAS-CR WOULD BE SUBMITTING THE RHR

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

**SATISFIED:** N Y **ACTION CODE:** NP  
**CALLBACK:** 0 **DATE:** 00/00/00  
**REOPEN:** **CALLBACK:** 0 **DATE:** 00/00/00  
**NEW INFO:** 0 **DATE:** 00/00/00  
**OTHER:** 0 **DATE:** 00/00/00  
**COMMENTS ONLY:** 0 **DATE:** 00/00/00

**IIR-DATE:** **TRANS DATE:** 00/00/00 08/31/09 **CHECK REQUESTED:** Y  
**3RD PRY:** NI **PART#:** **CHECK ISSUED:** Y

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REQUESTED BY: lattad

**ROOT CAUSE:** SCIN

SNSH

**USERID:**

**USERID:**

**USERID:**

**USERID:**

**USERID:**

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**CAR ID:** [REDACTED]

**BYBACK ST:**

**OPENED BY:**

**HISTORY:**

**UPDATE BY:**

**SVC CALL#:** N

**UPDATE DATE:**

**CLOSE:** Y

**CLOSE DATE:** 01/26/09 05/08/14

**MICROFILM:**

**RESP CAA:** DEAN SABEY

**OLM:** MATSON LOREN

**PHONE:**

**OWNER FIRST:** [REDACTED] [REDACTED]



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**DOM:** ZCR000N

**LANGUAGE:**

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**CAR ID:** [REDACTED]

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

**MODEL YEAR:** 2007

**NAME:** [REDACTED]

[REDACTED]

**VIN:** 5N1

**MAKE:** N

**IN SCV D**

**MODEL LINE:** ARM

SEQ NO.	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
1	RCDD04078279	2014 Illinois	8/29/2009	12/11/13	0075000	01/01/01	01/01/01
1		3377 Illinois					

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**MODEL YEAR** 2008

**VIN:** 5N1BV28U27N [REDACTED]

**MODEL LINE:**

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**CAR ID:** [REDACTED]

**CURRENT SERVICE CONTRACT**

**CONTRACT:** RCDD04078279

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** C

**PLAN TERM:** D

**DEDUCTABLE:** 50

**EFFECTIVE:** 8/29/2009

**EXPIRES:** 12/11/13      **MILES:** 0075000

**CANCEL:** 01/01/01      **MILES:** 0075000

**TRANSFER:** 01/01/01

**TRANSACTION:** 08/31/09

**PRINTED:** 09/05/09

**DEALER NO:** 2014      **STATE:** IL

**DEALER NAME:** ROYAL OAKS NISSAN

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**CAR ID:** [REDACTED]

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:** **MILES:**

**CANCEL:** **MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 3377 **STATE:** IL

**DEALER NAME:** EXTREME NISSAN

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REQUESTED BY: lattad

**NAME:** [REDACTED] **SC:** ONE CONTRACT **CAR ID:** [REDACTED]  
**STREET:** [REDACTED] : 3N1AB61E78L [REDACTED]  
**CITY:** BATON ROUGE FOUNTAIN INN **YR/MDL:** 2007.0 2008.0 SEN **MILEAGE:**  
**ST/ZIP:** LA [REDACTED] SC [REDACTED] **VCAIN SVC DATE:** 11/21/07  
**DAY PH:** 0 [REDACTED] **PAIRTL DLR:** 3888 PREMIER NISSAN/METAIRIE  
**EVE PH:** 0 [REDACTED] **SUSSVC DLR:** 3888 PREMIER NISSAN/METAIRIE  
**DLR PH:** 1 504 455 5800 **DENRESP DLR:** 3888 PREMIER NISSAN/METAIRIE  
**REGION:** 1 32 **DIST: SL/SV/PT:** 03 03 33 NI NI NI  
**LETTER RECEIVED:** 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 00/00/00  
**FIRE:** N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** 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 New x Preowned 021370 **# NISSAN/INFINITI VEHICLES:** 1  
**VEHICLE MAINTAINED BY:** INDEPENDENT NONE  
**OUTSIDE WARRANTY BY (B) MONTHS:** 0 54 **MILES:** 0 (PT) **MONTHS:** 0 30 **MILES:** 0  
**ORIG CODE:** NP NP **OPEN DATE:** 12/08/08 05/07/14 **XFER/RSPNSBLTY:** 1 NI N  
**CONTACT (S):** **FOLLOWUP DATE:** 12/08/08 05/07/14 **INF-NET (Y/N):**  
**SEVERITY:** 9 **CLOSE DATE:** 12/08/08 05/07/14 **INF-NET DATE:**

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OF NNA., INC. ISSUES

208000 QUEST

AZ NISSAN PRODUCT INQUIRIES

VG PROVIDED RECALL INFORMATION



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 576

REQUESTED BY: lattad

**VIN:** 5N1BV28UX7N [REDACTED]

**MILEAGE:** 000000 021370

**RTL DLR:** NI NI

**SVC DLR:** NI NI

**RESP DLR:** NI NI

**XFER/RSPNSBLTY:** 32 03 S

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 577

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**C. A. R. COMMENTS**

FILE OPENED-ZKE636N 12/08/2008

PREVIOUS FILES FOUND: NONE

@12/08-ZKE636N

CRR-KE ADVISED C OF RECALL STATUS.

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

PREVIOUS NISSAN/INFINITI VEHICLE(S):NONE

CRR-KE RECEIVED CALL FROM C.

CRR-KE UP-DATED OWNER'S PHONE NUMBERS.

CRR-KE CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

C STATED THAT C RECEIVED A RECALL NOTICED.

C ASKED IF C'S VEH HAS AN OPEN RECALL.

OPEN PM813 SENTRA BR-MSTR CYL NTB08-067

CRR-KE INFORMED C RECALL STATUS.

CRR-KE ADVISED C TO BRING THE VEH TO A NISSAN DLR AND HAVE THE VEH FIXED.

CRR-KE INFORMED C THAT THE REPAIR REGARDING C'S RECALL WILL BE FREE OF CHARGE.

CRR-KE PROVIDED C SERVICE CAMPAIGN NUMBER: PM813

@12/08-ZKE636N

C THANKED CRR-KE FOR ASSISTANCE, C SATISFIED.

CRR-KE OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-KE GAVE C NAME, EXTENSION AND FILE NUMBERS.

CRR-KE CLOSING FILE.

@12/08-ZKE636N

CRR-IC REOPENED THE FILE AND CONFIRMED C'S NAME AND ADDRESS AND CONTACT NUMBER AS WELL:

@12/08-ZIR568N

CRR-IC CONFIRMED WITH C THE OPEN RECALLS ON THE VEH:

@12/08-ZIR568N

OPEN PM813 SENTRA BR-MSTR CYL NTB08-067 06/28/08 00/00/00 00/00/00

CRR-IC MADE C AWARE OF PM813 AND C IS AWARE AND WANTED TO KNOW IF C CAN GO TO ANY NISSAN DLR, CRR-IC INFORMED C THAT IT IS FREE OF CHARGE AND C CAN GO TO ANY NISSAN DLR.

@12/08-ZIR568N

CRR-IC UPDATED FILE.

@12/08-ZIR568N

CRR-IC CLOSING FILE.

@12/08-ZIR568N

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 578

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 579

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**CONTACT(S)**

<b>SATISFIED:</b> N	Y	<b>ACTION CODE:</b> NP
<b>CALLBACK:</b> 0		<b>DATE:</b> 00/00/00
<b>REOPEN:</b>	<b>CALLBACK:</b> 0	<b>DATE:</b> 00/00/00
	<b>NEW INFO:</b> 0	<b>DATE:</b> 00/00/00
	<b>OTHER:</b> 0      1	<b>DATE:</b> 00/00/00      12/08/08
	<b>COMMENTS ONLY:</b> 0	<b>DATE:</b> 00/00/00

<b>IIR-DATE:</b>	<b>TRANS DATE:</b> 00/00/00	02/26/09	<b>CHECK REQUESTED:</b> Y
<b>3RD PRY:</b> NI	<b>PART#:</b>		<b>CHECK ISSUED:</b> Y
<b>BYBACK ST:</b>	<b>OPENED BY:</b>		
<b>HISTORY:</b>	<b>UPDATE BY:</b> ZIR568N		
<b>SVC CALL#:</b> N	<b>UPDATE DATE:</b> 12/8/08		
<b>CLOSE:</b> Y	<b>CLOSE DATE:</b> 12/08/08	05/07/14	<b>MICROFILM:</b>
<b>RESP CAA:</b> DAVID GEIGENMIL	<b>OLM:</b>		<b>DOM:</b>
<b>PHONE:</b>	<b>OWNER FIRST:</b> [REDACTED]	[REDACTED]	

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 580

REQUESTED BY: lattad

**ROOT CAUSE:** NP

SCIN

**USERID:**

**USERID:**

**USERID:**

**USERID:** ZIR568N

**USERID:**

**LANGUAGE:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 581

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

**MODEL YEAR:** 2007

**NAME:** [REDACTED]

[REDACTED]

**VIN:** 3N1

**MAKE:** N

**IN SCV D**

**MODEL LINE:** SEN

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
1	RCDB03631695	3888	Louisiana	11/21/2007	11/21/12	0060000	01/01/09	01/01/01
1		NI	South Carolina					

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

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

**PAGE:** 582

**MODEL YEAR** 2008

**VIN:** 5N1BV28UX7N [REDACTED]

**MODEL LINE:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 583

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**CURRENT SERVICE CONTRACT**

**CONTRACT:** RCDB03631695

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** C

**PLAN TERM:** B

**DEDUCTABLE:** 50

**EFFECTIVE:** 11/21/2007

**EXPIRES:** 11/21/12      **MILES:** 0060000

**CANCEL:** 01/01/09      **MILES:** 0060000

**TRANSFER:** 01/01/01

**TRANSACTION:** 02/26/09

**PRINTED:** 12/01/07

**DEALER NO:** 3888      **STATE:** LA

**DEALER NAME:** PREMIER NISSAN/METAIRIE



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

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

**PAGE:** 584

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

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

**TIME:** 12:22:20 AM

**CUSTOMER ASSISTANCE REQUEST**

**PAGE:** 585

**REQUESTED BY:** lattad

**CAR ID:** [REDACTED]

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:**                              **MILES:**

**CANCEL:**                                 **MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** NI                            **STATE:** NI

**DEALER NAME:** NI

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 586

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 587

REQUESTED BY: lattad

**NAME:** [REDACTED] **SC:** NONE **CAR ID:** [REDACTED]  
**STREET:** [REDACTED] **VIN:** 5N1BV28U67N [REDACTED]  
**CITY:** SAVAGE ST PETERSBURG **YR/MDL:** 2001.0 2007.0 **MILEAGE:**  
**ST/ZIP:** FL [REDACTED] MN [REDACTED] **VCAIN SVC DATE:**  
**DAY PH:** 0 [REDACTED] **PAIRTL DLR:** 19103 CROWN NISSAN  
**EVE PH:** 0 [REDACTED] **SUSSVC DLR:** 19103 CROWN NISSAN  
**DLR PH:** 727 527 8411 952 435 5550 **DENRESP DLR:** 19103 CROWN NISSAN  
**REGION:** 24 34 **DIST: SL/SV/PT:** 02 02 32 05 05 35

**LETTER RECEIVED:** 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 00/00/00  
**FIRE:** N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** 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:** 054930 109000 **# NISSAN/INFINITI VEHICLES:** 2  
**VEHICLE MAINTAINED BY:** 19103 CROWN NISSAN NONE  
**OUTSIDE WARRANTY BY (B) MONTHS:** 0 51 **MILES:** 0 73000 **(PT) MONTHS:** 0 27 **MILES:**  
**ORIG CODE:** NP NP **OPEN DATE:** 01/15/09 05/12/14 **XFER/RSPNSBLTY:** 24 05 N  
**CONTACT (S):** **FOLLOWUP DATE:** 01/15/09 05/12/14 **INF-NET (Y/N):**  
**SEVERITY:** 9 **CLOSE DATE:** 01/15/09 05/12/14 **INF-NET DATE:**

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OA VEHICLE CONCERNS 180000 FUEL GAUGE  
OF NNA., INC. ISSUES 206000 MAXIMA  
AT INSTRUMENTATION VJ GENERAL WARRANTY COVERAGE INQUI  
AZ NISSAN PRODUCT INQUIRIES YX POOR OR IMPROPER OPERATION

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 588

REQUESTED BY: lattad

**VIN:** JN1CA31D61T [REDACTED]

**MILEAGE:** 054930 109000

**RTL DLR:** NI NI

**SVC DLR:** 3690 WALSER NISSAN

**RESP DLR:** 3690 WALSER NISSAN

**# NISSAN/INFINITI VEHICLES:** 99

**MILES:** 0 49000

**XFER/RSPNSBLTY:** 34 02 S

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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 589

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**C. A. R. COMMENTS**

FILE OPENED-ZSM605N 01/15/2009  
 PREVIOUS RELATED FILES FOUND: NONE.  
 PREVIOUS NISSAN VEH AND INFINITI: \_MANY.  
 PREVIOUS UNRELATED FILES FOUND: NONE.  
 CRR-SM RECIEVED CALL FROM DLR. CHUCK.  
 CRR-SM VERIFIED C'S NAME , ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER  
 AND RESPONSIBLE DLR: CRR-SM UPDATED NUMBER'S  
 C REQUESTING INSERVICE DATE.  
 CRR-SM CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE, VIN NOT FOUND.  
 CRR-SM FOUND THE INSERVICE DATE IN CPIA, 10/28/00. @01/15-ZSM605N  
 CRR-SM ADVISED C OF RECALL STATUS:  
 CRR-SM OFFERED FURTHER ASSISTANCE, C DECLINED.  
 C THANKED CRR-SM FOR ASSISTANCE, C SATISFIED.  
 CRR-SM CLOSING FILE. @01/15-ZSM605N  
 @01/15-ZSM605N  
 t nna dlr diagnose c's veh to determine cause of failure on veh  
 crr adviced c that c may call nna ca back in case c needs further assistance  
 CRR-RB offered further assistance. c declined  
 CRR-RB provided c with case number, name and extension number  
 CRR-RB closing the case

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

**SATISFIED:** N

Y

**ACTION CODE:** NP

**CALLBACK:** 0

**DATE:** 00/00/00

**REOPEN:**

**CALLBACK:** 0

**DATE:** 00/00/00

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

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

**PAGE:** 590

**ROOT CAUSE:** SCIN

SCPP

**USERID:**

**USERID:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 591

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**NEW INFO:** 0

**DATE:** 00/00/00

**OTHER:** 0

**DATE:** 00/00/00

**COMMENTS ONLY:** 0

**DATE:** 00/00/00

**IIR-DATE:**

**TRANS DATE:** 00/00/00

**CHECK REQUESTED:** Y

**3RD PRY:** NI

**PART#:**

**CHECK ISSUED:** Y

**BYBACK ST:**

**OPENED BY:**

**HISTORY:**

**UPDATE BY:**

**SVC CALL#:** N

**UPDATE DATE:**

**CLOSE:** Y

**CLOSE DATE:** 01/15/09 05/12/14

**MICROFILM:**

**RESP CAA:** RANDY DRIER

**OLM:**

**DOM:**

**PHONE:**

**OWNER FIRST:** LAWRENCE NISSAN



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

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

**PAGE:** 592

**USERID:**

**USERID:**

**USERID:**

**LANGUAGE:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

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

**PAGE:** 593

**CAR ID:** [REDACTED]

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

**MODEL YEAR:** 2001

**NAME:** [REDACTED]

[REDACTED]

**VIN:** 5N1

**MAKE:** N

**IN SCV D**

**MODEL LINE:**

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		19103	Florida					
0		3690	Minnesota					

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**DATE:** 07/07/14

**TIME:** 12:22:20 AM

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

**PAGE:** 594

**MODEL YEAR** 2007

**VIN:** JN1CA31D61T [REDACTED]

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 595

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED] [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:** **MILES:**

**CANCEL:** **MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 19103 3690 **STATE:** FL MN

**DEALER NAME:** CROWN NISSAN WALSER NISSAN

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Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 596

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 597

REQUESTED BY: lattad

NAME: [REDACTED]

SC: ONE CONTRACT

CAR ID: [REDACTED]

[REDACTED]

VIN: 5N1BV28U97N [REDACTED]

CITY: JAMAICA

YR/MDL: 2007.0 QST MILEAGE: 039000

ST/ZIP: NY [REDACTED] VCAN:

IN SVC DATE: 02/20/07

DAY PH: [REDACTED] PAID:

RTL DLR: 2363 UNIVERSAL NISSAN

EVE PH: [REDACTED] SUSP:

SVC DLR: 5045 ADVANTAGE NISSAN

DLR PH: 516 338 5600 DENY:

RESP DLR: 5045 ADVANTAGE NISSAN

REGION: 26 DIST: SL/SV/PT: 02 02 32

LETTER RECEIVED: 00/00/00

EXEC: 00/00/00

EMAIL: 00/00/00

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

ACCIDENT: N (Y/N)

AIRBAG: 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: 039000

# NISSAN/INFINITI VEHICLES: 2

VEHICLE MAINTAINED BY: 5045\_ ADVANTAGE NISSAN

OUTSIDE WARRANTY BY (B) MONTHS: 0 MILES: 3000

(PT) MONTHS: 0 MILES: 0

ORIG CODE: NP NP

OPEN DATE: 08/11/09

XFER/RSPNSBLTY: 26 02 S

CONTACT (S):

FOLLOWUP DATE: 09/01/09

INF-NET (Y/N):

SEVERITY: 9

CLOSE DATE: 09/01/09

INF-NET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OC NISSAN DEALER ISSUES

219500 NEW VEHICLE PURCHASE (NISSAN)

BE NSN DEALER SALES DEPT.

ZH CRITICISM

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

NISSAN MOTOR CORPORATION IN U.S.A

CUSTOMER ASSISTANCE REQUEST

REQUESTED BY: lattad

**PAGE:** 598

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 599

REQUESTED BY: lattad

CAR ID: [REDACTED]

**C. A. R. COMMENTS**

CUSTOMER'S EMAIL ADDRESS: \_NO EMAIL

FILE OPENED-ZMH815N 08/11/2009

FOLLOW-UP IS DUE ON OR BEFORE

WILL BE PROVIDED THAT INFORMATION. @08/18-ZTP481N

\*\* @08/18-ZTP481N

CRR-MH INFORMED C OF NO OPEN RECALLS.

DEALER PLEASE REVIEW WITH YOUR SALES DEPT. FOR ASSISTANCE AND CONTACT THE

PREVIOUS RELATED/UNRELATED FILES FOUND: \_NONE

CRR-MH VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY & EVENING

CUSTOMER.

PREVIOUS NISSAN/INFINITI VEHICLES: 90'S INFINITI @08/11-ZMH815N

RCAS-TP CONTACTED ASSISTANT SM-FG ON 08/20/09 AT 10:58 AM EST AND WAS INFORMED

CRR-MH RECEIVED A CALL FROM C WHO STATED THAT ON JULY 26/09 C WAS SUPPOSED

PHONE, AND RESPONSIBLE DLR.

PLEASE REVIEW.

THAT THIS IS A SALES ISSUE NOT A SERVICE ISSUE. C JUST PURCHASED THE VEH

PREOWNED. @08/20-ZTP481N

TO PICK UP C'S VEH FROM 5045\_ ADVANTAGE NISSAN AND C WAS LATE GETTING THERE

UPDATED OWNERS DATABASE

\*\* @08/20-ZTP481N

AS C WAS PICKING VEH UP FROM PURCHASING THE VEH. C STATED THAT C WAITED FROM

CRR-MH CHECKED OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: \_\_NONE

2:30PM TO 5:30 PM AS THE VEH WASN'T READY AND C WAS UPSET AS C HAD TO LEAVE

RCAS-TP COTNACTED SALES MANAGER JOE FLORIO AT 11:01 AM EST ON 08/20/09

AND DLR KEPT SAYING ANOTHER 10 MINUTES OR 5 MINUTES AND VEH ARRIVED AROUND

AND REQUESTED THAT C BE CONTACTED AND A RESOLUTION BE PROVIDED. RCAS-TP

6:30 PM AND THERE WAS THUNDER STORM GOING ON . C WAS ABOUT TO TAKE VEH HOME

WAS INFORMED THAT USED VEH'S ONLY COME WITH 20 DOLLARS WORTH OF GAS.

@08/20-ZTP481N

WHEN C LOOKED AT THE FUEL GAUGE WAS ON EMPTY AND THE LIGHT WAS ON AND

LUCKILY C WAS ABLE TO GET GAS ON THE WAY HOME A FEW BLOCKS FROM DLRSHIP AND

RCAS-TP NOTES: DLR C COMPLAINT RCAS-TP TO REFUR C BACK TO THE DLR.

@08/20-ZTP481N

C HAD TO FILL UP THE GASTANK AND THE COST WAS \$56 TO FILL AS GAS TANK WAS

\*\* @08/20-ZTP481N

TOTALLY EMPTY. THE NEXT DAY C CALLED ROBERT HORTON THE BUSINESS MANAGER OF



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 600

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 601

REQUESTED BY: lattad

CAR ID: [REDACTED]

RCAS-TP LEFT MESSAGE WITH C'S WIFE ON 08/20/09 AT 12:31 PM EST AND THE DLRSHIP AND TOLD ROBERT WHAT HAPPENED ABOUT THE GAS AND THAT C SHOULD BE COMPENSATED FOR THE GAS AND ROBERT ASKED C TO FAX ROBERT THE RECEIPT FOR THE C'S WIFE STATED THAT C WILL FAX THE DOCUMENT OVER TODAY AND ENDED CALL GAS WHICH C DID AND AFTER 3 OR 4 TIME OF CALLING ROBERT C HAS HEARD NOTHING QUICKLY.

@08/20-ZTP481N

\*\*

@08/20-ZTP481N

BACK AND AT ONE POINT ROBERT STATED THE CHECK WAS IN THE MAIL. C TRIED TO RCAS-TP RECIEVED DOCUMENTS ON 08/20/09.

@08/24-ZTP481N

REACH THE GM OF THE DLRSHIP AND C LEFT MESSAGES ON THE GM'S VMX ABOUT C'S

\*\*

@08/24-ZTP481N

SITUATION WITH THE GAS AND C HAS NEVER RECEIVED A REPLY BACK. C HAS CALLED RCAS-TP CONTACTED C ON DAY TIME NUMBER AT 10:33 PM EST ON 08/24/09 AND ROBERT BACK LAST WEEK BUT ROBERT WAS ON VACATION. C IS UPSET AS THE AMOUNT INFORMED C THAT RCAS-TP DID RECIEVE THE DOCUMENTS AND THAT AS A ONE TIME IS NOT A LOT BUT THE FACT THAT THE DLRSHIP SENT C AWAY WITH VEH WITH A TOTALLY EMPTY GASTANK.

@08/11-ZMH815N

GOOD WILL GESTURE RCAS-TP WILL AGREE TO REIMBURSE FOR THE GAS. RCAS-TP ASKED C TO KEEP IN MIND THAT NISSAN DLR'S ARE PRIVATLY OWNED AND OPERATED C IS ASKING NISSAN TO ASSIST C IN GETTING C'S MONEY FOR THE GAS C HAD TO PAY AND DUE TO THE NATURE OF THE COMPLAINT USALLY RCAS-TP WOULD REFUR C BACK TO FOR ON THE EMPTY GASTANK C GOT AFTER PURCHASING C'S VEH. THE COST WAS \$56. BACK TO THE DLR. C UNDERSTOOD AND WAS VERY GREATFUL. C ENDED CALL CRR-MH INFORMED C THAT A REGIONAL SPECIALIST WILL BE GETTING A HOLD OF CUSTOMER BY THE END OF THE NEXT BUSINESS DAY

SATISFIED AND WITH THE UNDERSTANDING TO CONTACT RCAS-TP BACK IF C DOES NOT CRR-MH OFFERED C ADDITIONAL ASSISTANCE, C DECLINED

RECIEVE THE CHECK WITHEN 4-6 WEEKS. C ALSO VERIFIED THAT ADDRESS ON FILE

CRR-MH GAVE C NAME, EXTENSION AND FILE NUMBER

IS CORRECT BEFORE ENDING CALL.

@08/24-ZTP481N

\*\*

@08/24-ZTP481N

CRR-MH TRANSFERRING FILE TO RCAS FOR FURTHER REVIEW.

@08/11-ZMH815N

@08/11-ZMH815N

@08/11-ZMH815N

DLR: ADVANTAGE NISSAN.

@08/27-ZTP481N

\*\*

@08/12-ZTP481N

SALES ISSUE.

@08/27-ZTP481N

INVOICE DATE: 06/26/09

@08/27-ZTP481N

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**DATE:** 07/07/14

**TIME:** 12:22:20 AM

NISSAN MOTOR CORPORATION IN U.S.A

CUSTOMER ASSISTANCE REQUEST

REQUESTED BY: lattad

**PAGE:** 602

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DATE: 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 603

REQUESTED BY: lattad

CAR ID: [REDACTED]

RCAS-TP ATTEMPTED TO CONTACT C ON DAY TIME NUMBER AT 11:51 AM EST ON 08/12/09 AND WAS INFORMED THAT C IS NOT IN TODAY BY A FEMALE. @08/12-ZTP481N

MILEAGE: 39000 @08/27-ZTP481N

\*\* @08/12-ZTP481N

ISSUE: C WAS SOLD PRE-OWNED VEH WITH EMPTY GAS TANK @08/27-ZTP481N

COST: 56.87 - 19 GALLONS AT 2.919 PER GALLON. @08/27-ZTP481N

RCAS-TP ATTEMPTED TO CONTACT C ON EVE NUMBER AT 11:52 AM EST ON 08/12/09 AND COULD NOT GET THROUGH.

GL CODE: 26GDWIL. @08/27-ZTP481N

\*\* @08/12-ZTP481N

\*\* @08/27-ZTP481N

CRR-VF RECEIVED CALL FROM C @08/13-ZVF778N

RCAS-TP USING CAGWL DUE TO THE FOLLOWING REASONS: C PURCAHSED VEH PREOWNED

CRR-VF VERIFIED C'S NAME AND PHONE NUMBER @08/13-ZVF778N

WITH NO GAS. RCAS-TP AGREED TO REIMBURSE FOR RETENTION AND SATISFACTION.

@08/27-ZTP481N

C STATES C WANTS C'S CASE RESOLVED. @08/13-ZVF778N

C STATES C IS SUPPOSED TO BE GETTING A CHECK FOR \$56 @08/13-ZVF778N

RCAS-TP UPDATING TREAD ACT. @09/01-ZTP481N

CRR-VF ADVISED C THAT RCAS-TP TRIED TO CONTACT C BUT WAS TOLD BY A FEMALE C

RCAS-TP CLOSING FILE. @09/01-ZTP481N

WAS UNAVAIABLE, AND RCAS-TP COULD NOT GET THROUGH TO ALTERNATE NUMBER.

C STATES C IS VERY BUSY AS C IS A DOCTOR AND IS NOT ALWAYS AVAILABLE.

C STATES TO NOTE THAT IF C IS NOT AVAILABLE TO LEAVE A MESSAGE WITH THE

SECRETARY. @08/13-ZVF778N

CRR-VF ASSURED C CRR-VF WOULD NOTE THAT IN THE FILE. @08/13-ZVF778N

CRR-VF ADVISED C THAT CRR-WOULD SEND INTERNAL MESSAGE TO RCAS-TP AS WELL.

C THANKED CRR-VF @08/13-ZVF778N

CRR-VF GAVE C NAME AND EXT @08/13-ZVF778N

CRR-VF OFFERED ADDITIONAL ASSISTANCE, C DECLINED @08/13-ZVF778N

CRR-VF EXITING FILE. @08/13-ZVF778N

\*\*\*\*\* @08/13-ZVF778N

' @08/14-ZTP481N

RCAS-TP LEFT MESSAGE WITH C'S WIFE ON DAY AND EVE NUMBER AT 08/14/09

AND PROVIDED CONTACT INFORMATION. @08/14-ZTP481N

\*\*\* @08/18-ZTP481N

RCAS-TP CONTACTED C'S RECEPTIONIEST ON 08/18/09 AT 10:40 AM EST AND

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**TIME:** 12:22:20 AM

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**PAGE:** 604

REQUESTED BY: lattad

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**DATE:** 07/07/14

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CUSTOMER ASSISTANCE REQUEST

**PAGE:** 605

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

REQUESTED THAT C BE PROVIDED RCAS-TP'S CONTACT NUMBER AS WELL AS FAX NUMBER FOR REIEW OF C'S DOCUMENT. RCAS-TP WAS ASSURED THAT DR [REDACTED]

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

<b>SATISFIED:</b> Y	<b>ACTION CODE:</b> NP	<b>ROOT CAUSE:</b> CAGWL
<b>CALLBACK:</b> 0	<b>DATE:</b> 00/00/00	<b>USERID:</b>
<b>REOPEN:</b>	<b>CALLBACK:</b> 0	<b>DATE:</b> 00/00/00
	<b>NEW INFO:</b> 0	<b>DATE:</b> 00/00/00
	<b>OTHER:</b> 0	<b>DATE:</b> 00/00/00
	<b>COMMENTS ONLY:</b> 0	<b>DATE:</b> 00/00/00

<b>IIR-DATE:</b>	<b>TRANS DATE:</b> 06/29/09	<b>CHECK REQUESTED:</b> Y
<b>3RD PRY:</b> NI	<b>PART#:</b>	<b>CHECK ISSUED:</b> Y
<b>BYBACK ST:</b>	<b>OPENED BY:</b>	
<b>HISTORY:</b>	<b>UPDATE BY:</b>	
<b>SVC CALL#:</b> N	<b>UPDATE DATE:</b>	
<b>CLOSE:</b> Y	<b>CLOSE DATE:</b> 09/01/09	<b>MICROFILM:</b>
<b>RESP CAA:</b> RHONDA CALICO	<b>OLM:</b> ZIMMERMAN LARRY	<b>DOM:</b> ZTP481N
<b>PHONE:</b>	<b>OWNER FIRST:</b> [REDACTED]	<b>LANGUAGE:</b>

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**PAGE:** 606

REQUESTED BY: lattad

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**TIME:** 12:22:20 AM

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

**PAGE:** 607

**CAR ID:** [REDACTED]

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

**MODEL YEAR:** 2007

**MAKE:** N

**MODEL LINE:** QST

**NAME:** [REDACTED]

**VIN:** 5N1BV28U97N [REDACTED]

**IN SCV DATE:** 02/20/07

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
1	NLDN08495922	5045	New York	6/25/2009	06/25/12	0074193	01/01/01	01/01/01



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**TIME:** 12:22:20 AM

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**PAGE:** 608

REQUESTED BY: lattad

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**DATE:** 07/07/14

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**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**CURRENT SERVICE CONTRACT**

**CONTRACT:** NLDN08495922

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** L

**PLAN TERM:** N

**DEDUCTABLE:** 50

**EFFECTIVE:** 6/25/2009

**EXPIRES:** 06/25/12      **MILES:** 0074193

**CANCEL:** 01/01/01      **MILES:** 0074193

**TRANSFER:** 01/01/01

**TRANSACTION:** 06/29/09

**PRINTED:** 07/04/09

**DEALER NO:** 5045      **STATE:** NY

**DEALER NAME:** ADVANTAGE NISSAN

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REQUESTED BY: lattad

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REQUESTED BY: lattad

<b>NAME:</b> [REDACTED]	<b>SC:</b> NONE	<b>CAR ID:</b> [REDACTED]
<b>STREET:</b> [REDACTED]	<b>VIN:</b> 5N1BV28U87N [REDACTED]	
<b>CITY:</b> MADISON	<b>YR/MDL:</b> 2007.0	<b>MILEAGE:</b> 100000
<b>ST/ZIP:</b> AL [REDACTED]	<b>VCAN:</b>	<b>IN SVC DATE:</b> 07/14/06
<b>DAY PH:</b> 0	<b>PAID:</b>	<b>RTL DLR:</b> NI NI
<b>EVE PH:</b> 0	<b>SUSP:</b>	<b>SVC DLR:</b> NI NI
<b>DLR PH:</b> 1	<b>DENY:</b>	<b>RESP DLR:</b> NI NI
	<b>REGION:</b> 1	<b>DIST: SL/SV/PT:</b> NI NI NI

<b>LETTER RECEIVED:</b> 00/00/00	<b>EXEC:</b> 00/00/00	<b>EMAIL:</b> 00/00/00
<b>FIRE:</b> N (Y/N)	<b>ROLLOVER:</b> N (Y/N)	<b>ACCIDENT:</b> N (Y/N)
<b>PROPERTY DAMAGE:</b> N (Y/N)	<b>INJURY:</b> N (Y/N)	<b>SENT TO LEGAL:</b> N (Y/N)
<b>PREVIOUSLY REPAIRED:</b> 00/00/00	<b>WHERE:</b>	
<b>VEHICLE PURCHASED:</b> New Preowned x	<b>MILES:</b> 100000	<b># NISSAN/INFINITI VEHICLES:</b> 1
<b>VEHICLE MAINTAINED BY:</b> NONE		
<b>OUTSIDE WARRANTY BY (B) MONTHS:</b> 47	<b>MILES:</b> 64000	<b>(PT) MONTHS:</b> 23 <b>MILES:</b> 40000

<b>ORIG CODE:</b> NP NP	<b>OPEN DATE:</b> 06/11/14	<b>XFER/RSPNSBLTY:</b> 1 NI N
<b>CONTACT (S):</b>	<b>FOLLOWUP DATE:</b> 06/11/14	<b>INF-NET (Y/N):</b>
<b>SEVERITY:</b> 9	<b>CLOSE DATE:</b> 06/11/14	<b>INF-NET DATE:</b>

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OA VEHICLE CONCERNS	180000 FUEL GAUGE
OF NNA., INC. ISSUES	208000 QUEST
AT INSTRUMENTATION	VF NON-WARRANTY ITEM GOODWILL ASSIS
AZ NISSAN PRODUCT INQUIRIES	VG PROVIDED RECALL INFORMATION
BO TIRE/WHEEL	WA PREMATURE WEAR/FAILURE
	YI OOW GOODWILL ASSISTANCE REQUEST
	YX POOR OR IMPROPER OPERATION
	ZR GENERAL INQUIRY

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REQUESTED BY: lattad

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CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

CAR ID: [REDACTED]

**C. A. R. COMMENTS**

crr-dm closing case due to pending diagnosis.

FILE OPENED-ZRT116N 01/06/2010

NO EMAIL @01/06-ZRT116N

CRR-RT CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @01/06-ZRT116N

PREVIOUS RELATED FILE FOUND: [REDACTED]

CRR-RT ADVISED C OF RECALL STATUS ON C'S VEH.

PREVIOUS FILES FOUND: [REDACTED]

CRR-RT UPDATED C'S INFORMATION.

PREVIOUS NISSAN/INFINITI VEHICLE(S): 01 QST.

CRR-RT RECEIVED CALL FROM C'S WIFE: [REDACTED].

CRR-RT VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY, EVENING PHONE NUMBERS

C STATED C CALLED RS-JL SEVERAL TIMES BUT C NEVER RECEIVED ANY CALLBACK.

EMAIL ADDRESS AND RESPONSIBLE DLR.

C STATED THAT C ALREADY REPLACED THE TIRES BECAUSE C ALREADY CAME UP WITH THE

FUNDS. C STATED THAT C WAS ADVISED BY RS-JL THAT ONCE C'S TIRES ARE REPLACED

C NEEDS TO FAX THE RECEIPT DIRECTLY TO RS-JL FAX NUMBER. @01/06-ZRT116N

C WANTED TO CONFIRM IF RS-JL FAX NUMBER IS CORRECT. C GAVE [REDACTED]

CRR-RT INFORMED C THAT THE FAX NUMBER THAT C GAVE IS CORRECT. @01/06-ZRT116N

CRR-RT INFORMED C THAT CRR-RT WILL SEND AN INTERNAL MESSAGE TO RS-JL AND

ADVISED RS-JL TO CALLBACK C. @01/06-ZRT116N

C APPRECIATES. @01/06-ZRT116N

C THANKED CRR-RT FOR ASSISTANCE, C SATISFIED.

CRR-RT OFFERED FURTHER ASSISTANCE, C DECLINED

CRR-RT GAVE C NAME, EXTENSION AND FILE NUMBERS.

CRR-RT LEAVING FILE OPEN. @01/06-ZRT116N

@01/06-ZRT116N

\*\*\*\*\*

RCAS-KLM CALLED C ON DAY/EVE # ON 01.07.10 AT 11:04 AM AND SPOKE TO C'S WIFE

AND ADVISED THAT THE R/O WAS RECEIVED AND RCAS-KM WILL BE REVIEWING THE R/O

AND WILL CONTACT C ON 01.11.10 WITH THE AMOUNT OF THE REIMBURSEMENT.

@01/07-ZKM888N

RCAS-KM CALLED DICK SCOTT NISSAN AND WAS ADVISED THAT THE GEL PACK ADD ON IS

REQUIRED WHEN PURCHASING THESE TIRES. @01/07-ZKM888N

RCAS-KM INQUIRED AS TO THE TAX AMOUNT AND WAS ADVISED THAT THE TAX AMOUNT IS

6 %. @01/07-ZKM888N

RCAS-KM NOTES THAT THE REFUND AMOUNT IS 507.74. @01/07-ZKM888N

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**PAGE:** 614

REQUESTED BY: lattad

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**TIME:** 12:22:20 AM

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**PAGE:** 615

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

\*\*\*\*\*

RCAS-KM REQUESTED CHECK FOR C. @01/07-ZKM888N  
RCAS-KM SENT REQUEST TO ORM-DS. @01/07-ZKM888N  
RCAS-KM NOTES CHECK WAS APPROVED. @01/07-ZKM888N  
RCAS-KM CALLED C ON DAY # ON 01.07.10 AT 3:41 PM AND LEFT VMX. @01/07-ZKM888N

\*\*

RCAS-LO CALLED DAY/EVE NUMBER AT 2:45 PM EST ON 1/8/10 AND LEFT VMX  
ADVISING THAT C'S CHECK HAS BEEN APPROVED ON 1/7/10 AND C WILL BE RECEIVING  
THE CHECK IN 2-4 WEEKS. RCAS ADVISED THAT IF C HAS ANY FURTHER CONCERNS TO  
CONTACT RCAS-KM BACK. @01/08-ZLO469N

\*\* SUMMARY \*\*

C CALLED IN STATING THAT C HAD TRIED TO CONTACT RS-JL.  
RCAS-KM CONTACTED DLR AND SUBMITTED CHECK REQUEST.  
RCAS-LO CALLED C AND LEFT MSG TO ADVISE THAT CHECK REQUEST HAS BEEN APPROVED  
AND SENT OUT.

\*\*

RCAS-LO CLOSING FILE AS NO FURTHER ASSISTANCE IS REQUIRED. @01/08-ZLO469N

Created by ZDM345N at 2014-06-11 17:41:05

crr-dm received a call from c's wife [REDACTED] (a.k.a c) who was calling about a fuel gauge issue. c stated that the veh ran out of fuel twice and c was not warned that the fuel tank was going empty since the fuel gauge was not reading accurately. c asked if this is because of a recall since this is a known issue for Nissan vehicles. CRR stated that recall are VIN specific and based on the vin, there is no recall for c's veh. c was asking for nna to pay for the repairs for c since this is a known issue.

crr-dm stated that in order for c to be qualified for goodwill consideration, c needs to have the veh diagnosed by a nna dlr. then c needs to call nna back so that the case will be escalated to rcas to be able to review c's goodwill request for repair assistance.

crr-dm offered further assistance, c declined.

crr-dm provided case #, crr's name and ext #.

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**



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REQUESTED BY: lattad

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**PAGE:** 617

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**CONTACT(S)**

<b>SATISFIED:</b> Y	<b>ACTION CODE:</b> NP	<b>ROOT CAUSE:</b> SNFA
<b>CALLBACK:</b> 0	<b>DATE:</b> 00/00/00	<b>USERID:</b>
<b>REOPEN:</b>	<b>CALLBACK:</b> 0	<b>DATE:</b> 00/00/00
	<b>NEW INFO:</b> 0	<b>DATE:</b> 00/00/00
	<b>OTHER:</b> 0	<b>DATE:</b> 00/00/00
	<b>COMMENTS ONLY:</b> 0	<b>DATE:</b> 00/00/00

<b>IIR-DATE:</b>	<b>TRANS DATE:</b> 00/00/00	<b>CHECK REQUESTED:</b> Y
<b>3RD PRY:</b> NI	<b>PART#:</b>	<b>CHECK ISSUED:</b> Y
<b>BYBACK ST:</b>	<b>OPENED BY:</b>	
<b>HISTORY:</b>	<b>UPDATE BY:</b>	
<b>SVC CALL#:</b> N	<b>UPDATE DATE:</b>	
<b>CLOSE:</b> Y	<b>CLOSE DATE:</b> 06/11/14	<b>MICROFILM:</b>
<b>RESP CAA:</b> DEAN SABEY	<b>OLM:</b> JENSEN STEPHEN	<b>DOM:</b>
<b>PHONE:</b>	<b>OWNER FIRST:</b> [REDACTED]	<b>LANGUAGE:</b>

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REQUESTED BY: lattad

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CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 619

**CAR ID:** [REDACTED]

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

**MODEL YEAR:** 2007

**MAKE:** N

**MODEL LINE:**

**NAME:** [REDACTED]

**VIN:** 5N1BV28U87N [REDACTED]

**IN SCV DATE:** 07/14/06

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		NI	Alabama					

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CUSTOMER ASSISTANCE REQUEST

**PAGE:** 621

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:**

**MILES:**

**CANCEL:**

**MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** NI

**STATE:** NI

**DEALER NAME:** NI

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REQUESTED BY: lattad

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CUSTOMER ASSISTANCE REQUEST

**PAGE:** 623

REQUESTED BY: lattad

**NAME:** [REDACTED] **SC:** ONE CONTRACT **CAR ID:** [REDACTED]  
**STREET:** [REDACTED] **VIN:** 5N1BV28UX7N [REDACTED]  
**CITY:** FAYETTEVILLE **YR/MDL:** 2007.0 QST **MILEAGE:** 060000  
**ST/ZIP:** TN [REDACTED] **VCAN:** Y **IN SVC DATE:** 10/09/06  
**DAY PH:** [REDACTED] **PAID:** 6,640 **RTL DLR:** 3964 HARTS CHAPEL NISSAN  
**EVE PH:** [REDACTED] **SUSP:** 0 **SVC DLR:** 5132 VICTORY NISSAN SOUTH  
**DLR PH:** 931 684 6811 **DENY:** 0 **RESP DLR:** 5132 VICTORY NISSAN SOUTH  
**REGION:** 34 **DIST: SL/SV/PT:** 04 04 34

**LETTER RECEIVED:** 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 00/00/00  
**FIRE:** N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** N (Y/N)  
**PROPERTY DAMAGE:** N (Y/N) **INJURY:** N (Y/N) **SENT TO LEGAL:** N (Y/N)  
**PREVIOUSLY REPAIRED:** 00/00/00 **WHERE:**  
**VEHICLE PURCHASED:** New x Preowned **MILES:** 060000 **# NISSAN/INFINITI VEHICLES:** 1  
**VEHICLE MAINTAINED BY:** INDEPENDENT  
**OUTSIDE WARRANTY BY (B) MONTHS:** 3 **MILES:** 24000 **(PT) MONTHS:** 0 **MILES:** 0

**ORIG CODE:** NP NP **OPEN DATE:** 01/14/10 **XFER/RSPNSBLTY:** 34 04 S  
**CONTACT (S):** **FOLLOWUP DATE:** 02/01/10 **INF-NET (Y/N):**  
**SEVERITY:** 9 **CLOSE DATE:** 01/30/10 **INF-NET DATE:**

<b>CONCERN AND CATEGORY</b>	<b>SUBCATEGORY AND SYMPTOM</b>
OA VEHICLE CONCERNS	114500 POWER DOOR LOCK
OC NISSAN DEALER ISSUES	115000 POWER WINDOW
AC BODY ELECTRICAL	YX POOR OR IMPROPER OPERATION
AV INTERIOR ELECTRICAL	ZH CRITICISM
BF NSN DEALER SERVICE DEPT.	222500 SERVICE PERSONNEL (NISSAN)



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REQUESTED BY: lattad

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CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

CAR ID: [REDACTED]

**C. A. R. COMMENTS**

[REDACTED]

@01/14-ZAB627N

FILE OPENED-ZAB627N 01/14/2010

FOLLOW-UP IS DUE ON OR BEFORE

THE DOOR LOCK. HOWEVER SM WILL NEED TO SPEAK WITH THE ASM TO INQUIRE AN  
TO ASM ABOUT THE A/C VENTS OR BUTTON. SM STATES THE DLR DID NOT DAMAGE THE  
A/C VENTS OR THE BUTTON. HOWEVER SM WILL REVIEW THE FILE WITH THE GM, RCAS-EF  
DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE  
PREVIOUS FILES FOUND: NONE

PREVIOUS NISSAN/INFINITI VEHICLE(S): NONE

UPDATE ON C'S OTHER CONCERNS, RCAS-EF UNDERSTOOD AND ADVISED SM THAT RCAS-EF  
CRR-AB RECEIVED CALL FROM C.

CRR-AB UPDATED OWNER'S INFORMATION (ADDRESS AND PHONE NUMBERS).  
CUSTOMER.

UNDERSTOOD. RCAS-EF ADVISED SM THAT NNA WOULD ADVISE C THAT NNA STANDS BEHIND  
WOULD CONTACT SM AGAIN ON 01/20/10, SM AGREED AND ENDED CALL.

>>>

@01/19-ZEF000N

CRR-AB VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY, EVENING PHONE NUMBERS  
C STATED THAT C NEVER HAD AN ISSUE WITH THE VEH UNTIL C TOOK THE VEH TO THE  
THE DLR AND SHOULD C FEEL THE DLR DAMAGED THE VEH C WOULD HAVE TO WORK WITH  
DLR LAST JULY FOR THE ISSUE ON THE TIRE SENSOR.

EMAIL ADDRESS AND RESPONSIBLE DLR.

RCAS-EF CONTACTED C ON DAYTIME NUMBER AT 2:35PM EST ON 01/19/10 AND LEFT VMX.  
THE DLR AS C'S CONCERN IS NOT A DEFECT OF MANUFACTURE, SM UNDERSTOOD.

CRR-AB CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE

C STATED THAT AFTER THAT INCIDENT, SEVERAL ISSUES STARTED.

RCAS-EF CONTACTED C ON EVENING NUMBER AT 2:36PM EST ON 01/19/10 AND SPOKE TO  
RCAS-EF THANKED SM AND ENDED CALL.

>>>

@01/26-ZEF000N

C. RCAS-EF ADVISED C THAT THE DLR EXPECTS C'S RIGHT FRONT DOOR SWITCH TO COME  
C STATED THAT SOMETIMES THE VEH WONT START, THERE'S A NOISE WHEN C SHIFTS  
GEAR WHEN THE VEH IS IN 35-45 MILES AND IT FEELS LIKE THE VEH WILL STALL.

IN TOMORROW, C UNDERSTOOD. RCAS-EF FURTHER ADVISED C THAT THE SM WILL BE

RCAS-EF CONTACTED C ON DAYTIME NUMBER AT 4:01PM EST ON 01/26/10 AND LEFT VMX.

C STATED THAT C ALSO HAS ISSUE WITH THE GAS GUAGE WHICH READ INCORRECTLY AND  
RCAS-EF CONTACTED C ON EVENING NUMBER AT 4:02PM EST ON 01/26/10 AND LEFT VMX.

REVIEWING C'S CONCERNS WITH THE ASM TO GET AN UPDATE ON C'S OTHER CONCERNS,

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REQUESTED BY: lattad

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REQUESTED BY: lattad

CAR ID: [REDACTED]

BAD MOTOR FOR BOTH WINDOWS.

C AGREED AND ENDED CALL.

RCAS-EF CONTACTED 5132\_ VICTORY NISSAN SOUTH AT 3:15PM EST ON 01/28/10 AND

>>> @01/19-ZEF000N

C STATED THAT THE MOTOR ON THE DRIVER SIDE IS ALREADY REPLACED BUT AFTER SPOKE TO SM-EDD PHILLIPS. RCAS-EF INQUIRED IF SM SPOKE TO THE GM ABOUT C'S CONCERN. SM STATES NO NOT YET. SM STATES SM WILL SPEAK WITH GM AND FOLLOW

RCAS-EF CONTACTED DLRSH:5132\_ VICTORY NISSAN SOUTH AT 11:15AM EST ON THE REPLACEMENT, C STARTED TO HAVE ISSUE WITH THE DOOR AS THE DOOR DOES 01/20/10 AND SPOKE TO SM-EDD PHILLIPS. RCAS-EF INQUIRED IF SM SPOKE TO THE NOT LOCK FROM THE INSIDE.

UP WITH RCAS-EF ON 01/29/10, RCAS-EF AGREED AND ENDED CALL.

>>> @01/28-ZEF000N

ASM. SM STATES YES. SM STATES C'S PART (WINDOW SWITCH) SHOULD BE ON TODAY'S

C STATED THAT THE VEH IS AT THE DLR AS OF THE MOMENT

CRR-AB VERIFEID THAT THE DLR IS VICTORY NISSAN SOUTH AND C'S DEALING WITH DANE

RCAS-EF CONTACTED C ON DAYTIME NUMBER AT 3:26PM EST ON 01/28/10 AND LEFT VMX.

SHIPMENT. SM FURTHER STATES C HAS ALSO HAD THE BCM AND A WINDOW MOTOR REPLACED

C STATED THAT DLR GAVE THE FOLLOWING SUGGESTIONS FOR TEH FOLLOWING ISSUE

RCAS-EF CONTACTED C ON EVENING NUMBER AT 3:27PM EST ON 01/28/10 AND LEFT VMX.

SM STATES C'S REPAIRS WILL BE COVERED UNDER C'S VSC HOWEVER C WILL BE

>>> @01/28-ZEF000N

RESPONSIBLE FOR THE \$50 DEDUCTIBLE. SM FURTHER STATES THAT BACK IN JULY OF TO BE FIXED.

2009 C HAD A TIRE SENSOR REPLACED AND THE ASM HAD GIVEN C A WRITTEN NOTICE

-BATTERY REPLACEMENT FOR THE HARD START ISSUE

RCAS-EF CONTACTED C ON DAYTIME NUMBER AT 11:08AM EST ON 01/30/10 AND SPOKE TO

C. RCAS-EF ADVISED C THAT RCAS-EF DID SPEAK WITH SM AGAIN AND WAS ADVISED

STATING IF THE CONCERN WAS THE SAME WHICH MEANS IF C NEEDED THE TIRE SENSOR

-TIRE ROTAITON AND BALANCE FOR THE NOISE.

REPLACED AGAIN C WOULD NOT HAVE TO PAY THE DEDUCTIBLE. SM STATES C'S CURRENT

-REPLACEMENT OF THE MOTOR FOR THE WINDOW

THAT C'S HUSBAND CAME TO THE DLR 30 MINUTES PRIOR TO THE DLR'S CLOSING TIME.

REPAIRS ARE IN NO WAY RELATED TO THE PREVIOUS REPAIR TO THE TIRE SENSOR,

-RESETTING OF GAS GUAGE FOR THE GAS GAUGE ISSUE.

SM STATES THE DLR REPROGRAMMED THE KEYS FREE OF CHARGE. HOWEVER C'S HUSBAND

C STATED THAT C DOES NOT BELIVE THE DLR WITH THE BATTERY REPLACEMENT AS

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DID NOT MENTION ANYTHING TO THE DLR ABOUT THE A/C VENT OR BUTTON. RCAS-EF UNDERSTOOD. SM FURTHER STATES C'S VEH NEEDS A BATTERY AND A TIRE ADVISED C THAT THE SM WAS GOING TO REVIEW C'S CASE WITH THE GM. RCAS-EF BALANCE AND ROTATE. SM STATES THE DLR WILL PROVIDE C A 20% DISCOUNT ON THE C JUST RECENTLY REPLACED THE BATTERY AND THE DLR ASSURED THAT THE BATTERY ADVISED C THAT C'S CONCERN IS NOT A DEFECT OF MANUFACTURE BUT RATHER A DLR BATTERY AND EVEN SPLIT THE COST OF THE LABOR FOR THE BATTERY. SM STATES C'S IS GOOD A WEEK BEFORE CHRISTMAS.

@01/14-ZAB627N

C STATED THAT ABOUT THE NOISE ISSUE, C IS ALSO IN DOUBT ON HOW THE DLR CUSTOMER CONCERN. RCAS-EF ADVISED C THAT C WOULD HAVE TO CONTINUE TO WORK WITH TIRE BALANCE AND ROTATE IS PRACTICALLY AT COST RATES HOWEVER SM WILL GIVE C ANOTHER 10% DISCOUNT, RCAS-EF UNDERSTOOD. FURTHERMORE, SM STATES C'S HUSBAND CAME UP WITH THE TIRE ISSUE, CONSIDERING THAT DLR DID NOT DRIVE THE VEH THE DLR TO RESOLVE ANY OUTSTANDING CONCERNS, C UNDERSTOOD. C STATES C WILL C STATED THAT ABOUT THE RESETING OF THE GAS GAUGE, C IS NOT DOING THAT HAS REQUESTED THE DLR SHP TO TEST DRIVE THE VEH. HOWEVER, C'S VEH IS A COMPLETE LIKELY NOT RETURN TO THAT DLR AND JUST SVC THE VEH ELSEWHERE, RCAS-EF MESS INSIDE AND THE DLR IS NOT IN A POSITION TO DRIVE THE VEH UNTIL THE UNDERSTOOD. RCAS-EF ADVISED C TO CONTACT NNA CA SHOULD C HAVE ANY CONCERNS WHEN THE VEH IS WORKING FINE.

C STATED THAT C WANTS NNA TO DO INVESTIGATE THE ISSUE AS C WANTS THE ISSUES INSIDE OF THE VEH IS DETAILED, RCAS-EF UNDERSTOOD AND ENDED CALL. WITH THE MANUFACTURE OF THE VEH, C UNDERSTOOD AND ENDED CALL.

>>> @01/20-ZEF000N

>>> @01/30-ZEF000N

TO BE FIXED.

CRR-AB INFORMED C THAT THE FILE WILL BE TRANSFERRED TO RCAS.

RCAS-EF CONTACTED C ON DAYTIME NUMBER AT 11:03AM EST ON 01/21/10 AND LEFT VMX.

RCAS-EF SUMMERIZING FILE. @01/30-ZEF000N

CRR-AB INFORMED C THAT RCAS WILL CALL GIVE C A CALLBACK BEFORE

RCAS-EF CONTACTED C ON EVENING NUMBER AT 11:04AM EST ON 01/21/10 AND SPOKE TO

RCAS-EF NOTES THE DLR REPLACED C'S BCM, WINDOW MOTOR, WINDOW SWITCH AND

C. RCAS-EF ADVISED C OF THE ABOVE INFORMATION. C STATES C KNOWS ALL THIS

REPROGRAMMED C'S KEY FOBS UDER C'S VSC.

THE CLOSE OF THE NEXT BUSINESS DAY

C ALSO LODGE A DLR COMPLAINT.

C THANKED CRR-AB FOR ASSISTANCE, C SATISFIED.

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INFORMATION BECAUSE C SPOKE TO THE DLRSHIP YESTERDAY. C STATES C DOES NOT FEEL  
>>>

CRR-AB OFFERED FURTHER ASSISTANCE, C DECLINED.

LIKE THE DLR WAS REALLY GIVING C A DISCOUNT BECAUSE LAST WEEK THE DLR QUOTED  
CRR-AB GAVE C NAME, EXTENSION AND FILE NUMBER.

C'S HUSBAND \$98 FOR THE BATTERY AND \$37 FOR THE TIRE ROTATION AND BALANCE. C  
RCAS-EF CLOSING FILE.

>>> @01/30-ZEF000N

CRR-AB TRANSFERRING FILE TO RCAS. @01/14-ZAB627N

STATES C ENDED UP GETTING C'S OWN BATTERY FOR \$84. C STATES C STILL FEELS

@01/14-ZAB627N

THE CONCERN BETWEEN 35-45 MPH. C STATES C'S KEY FOB ALSO DOES NOT FUNCTION.

>>> @01/14-ZEF000N

C STATES C ALSO NOTICED THE DRIVER'S A/C VENT PULLS OUT AND THE A/C KNOB WAS  
PUSH IN. C STATES C KNOWS THE VEH WAS NOT LIKE THAT BEFORE. C STATES C'S  
RCAS-EF CONTACTED DLRSHIP:5132\_ VICTORY NISSAN SOUTH AT 1:21PM EST ON 01/14/10  
AND SPOKE TO SM-EDD PHILLIPS. RCAS-EF INQUIRED ON C'S CONCERN. SM STATES THAT  
C'S HUSBAND IS EXPECTED TO BRING THE VEH TO THE DLRSHIP LATER TODAY FOR  
DIAGNOSIS, RCAS-EF UNDERSTOOD. RCAS-EF ADVISED C THAT RCAS-EF WOULD FOLLOW  
SM WILL NEED TO INQUIRE FURTHER DETAILS FROM THE TECH, RCAS-EF UNDERSTOOD AND  
ENDED CALL.

UP WITH C AGAIN ON 01/26/10, C AGREED AND ENDED CALL.

>>> @01/14-ZEF000N

>>> @01/21-ZEF000N

RCAS-EF NOTES TO FOLLOW UP WITH DLR ON 01/25/10.

RCAS-EF UPDATED FOLLOW UP DATE.

>>> @01/21-ZEF000N

RCAS-EF DATANETTED FILE TO DLRSHIP:5132\_ VICTORY NISSAN SOUTH AT 1:26PM EST ON  
01/14/10.

RCAS-EF RECEIVED INTERNAL MSG FROM SM ADVISING RCAS-EF THAT C'S VEH HAS BEEN

>>> @01/14-ZEF000N

RETURNED TO C.

>>> @01/25-ZEF000N

RCAS-EF CONTACTED C ON DAYTIME NUMBER AT 12:11PM EST ON 01/15/10 AND SPOKE TO  
C. RCAS-EF INQUIRED ON C'S CONCERN. C STATES C HAS BEEN HAVING MULTIPLE  
RCAS-EF CONTACTED DLRSHIP:5132\_ VICTORY NISSAN SOUTH AT 10:52AM EST ON 01/25/10  
AND SPOKE TO SM-EDD PHILLIPS. RCAS-EF INQUIRED ON C'S CONCERN. SM STATES



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REQUESTED BY: lattad

**CAR ID:** [REDACTED]

CONCERNS WITH THE VEH EVER SINCE THE DLR REPLACED A TIRE SENSOR, RCAS-EF THE BCM WAS REPLACED AND THE DLR DID INFACOT FORGET TO REPROGRAM THE SPARE UNDERSTOOD. RCAS-EF ADVISED C THAT NNA WOULD REVIEW C'S CONCERN FURTHER AND KEY/S. SM STATES SM WILL NEED TO REVIEW THE FILE WITH SA AND GET BACK TO RCAS-EF WOULD FOLLOW UP WITH C ON 01/19/10, C AGREED AND ENDED CALL.

>>> @01/15-ZEF000N

RCAS-EF, RCAS-EF AGREED AND ENDED CALL. @01/25-ZEF000N

>>>

RCAS-EF CONTACTED DLRSH:5132\_ VICTORY NISSAN SOUTH AT 9:39AM EST ON 01/19/10 AND SPOKE TO SM-EDD PHILLIPS. RCAS-EF WAS LEFT ON HOLD FOR 9 MINUTES.

RCAS-EF CONTACTED DLRSH:5132\_ VICTORY NISSAN SOUTH AT 3:27PM EST ON 01/26/10

>>> @01/19-ZEF000N

AND SPOKE TO SM-EDD PHILLIPS. RCAS-EF INQUIRED IF SM SPOKE TO ASM. SM STATES RCAS-EF CONTACTED DLRSH: 5132\_ VICTORY NISSAN SOUTH AT 2:28PM EST ON 01/19/10 YES. SM STATES C'S HUSBAND CAME INTO THE DLRSH: AT 5:30 WHEN THE DLR CLOSES AND SPOKE TO SM-EDD PHILLIPS. RCAS-EF INQUIRED ON C'S CONCERN. SM STATES AT 6:00. SM STATES THE DLR REPROGRAMED THE KEYS AND DIDN'T EVEN CHARGE C THE \$44 IT SHOULD HAVE COST. SM STATES C'S HUSBAND DID NOT MENTION ANYTHING THE DLR HAS ORDERED A RIGHT FRONT DOOR LOCK SWITCH TO RESOLVE THE CONCERN WITH

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

**SATISFIED:** Y

**ACTION CODE:** NP

**ROOT CAUSE:** SCDS

**CALLBACK:** 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:**

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REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**COMMENTS ONLY:** 0      **DATE:** 00/00/00

**USERID:**

**IIR-DATE:**

**TRANS DATE:** 10/11/06

**CHECK REQUESTED:** Y

**3RD PRY:** NI

**PART#:**

**CHECK ISSUED:** Y

**BYBACK ST:**

**OPENED BY:**

**HISTORY:**

**UPDATE BY:**

**SVC CALL#:** N

**UPDATE DATE:**

**CLOSE:** Y

**CLOSE DATE:** 01/30/10

**MICROFILM:**

**RESP CAA:** RANDY DRIER

**OLM:**

**DOM:** ZEF000N

**PHONE:**

**OWNER FIRST:** [REDACTED]

**LANGUAGE:**

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**CAR ID:** [REDACTED]

**CONSUMER AFFAIRS  
SERVICE CONTRACTS SUMMARY**

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

**MODEL YEAR:** 2007

**MAKE:** N

**MODEL LINE:** QST

**NAME:** [REDACTED]

**VIN:** 5N1BV28UX7N [REDACTED]

**IN SCV DATE:** 10/09/06

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
1	RCDI03234543	5132	Tennessee	10/9/2006	10/09/11	0075000	01/01/01	01/01/01

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**CAR ID:** [REDACTED]

**CURRENT SERVICE CONTRACT**

**CONTRACT:** RCDI03234543

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** C

**PLAN TERM:** I

**DEDUCTABLE:** 50

**EFFECTIVE:** 10/9/2006

**EXPIRES:** 10/09/11      **MILES:** 0075000

**CANCEL:** 01/01/01      **MILES:** 0075000

**TRANSFER:** 01/01/01

**TRANSACTION:** 10/11/06

**PRINTED:** 10/13/06

**DEALER NO:** 5132      **STATE:** TN

**DEALER NAME:** VICTORY NISSAN SOUTH



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**NAME:** [REDACTED] **SC:** NONE **CAR ID:** [REDACTED]  
**STREET:** [REDACTED] **VIN:** 5N1BV28U07N [REDACTED]  
**CITY:** MEDFORD **YR/MDL:** 2007.0 QST **MILEAGE:** 031000  
**ST/ZIP:** MA [REDACTED] **VCAN:** **IN SVC DATE:** 09/20/06  
**DAY PH:** [REDACTED] **PAID:** **RTL DLR:** 3893 COLONIAL NISSAN/MEDFORD  
**EVE PH:** [REDACTED] **SUSP:** **SVC DLR:** 3893 COLONIAL NISSAN/MEDFORD  
**DLR PH:** 781 395 5300 **DENY:** **RESP DLR:** 3893 COLONIAL NISSAN/MEDFORD  
**REGION:** 26 **DIST: SL/SV/PT:** 10 10 40

**LETTER RECEIVED:** 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 00/00/00  
**FIRE:** N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** N (Y/N)  
**PROPERTY DAMAGE:** N (Y/N) **INJURY:** N (Y/N) **SENT TO LEGAL:** N (Y/N)  
**PREVIOUSLY REPAIRED:** 00/00/00 **WHERE:**  
**VEHICLE PURCHASED:** New x Preowned **MILES:** 031000 **# NISSAN/INFINITI VEHICLES:** 1  
**VEHICLE MAINTAINED BY:** INDEPENDENT FACILITY  
**OUTSIDE WARRANTY BY (B) MONTHS:** 8 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

**ORIG CODE:** NP NP **OPEN DATE:** 05/03/10 **XFER/RSPNSBLTY:** 26 10 S  
**CONTACT (S):** **FOLLOWUP DATE:** 06/10/10 **INF-NET (Y/N):**  
**SEVERITY:** 9 **CLOSE DATE:** 06/10/10 **INF-NET DATE:**

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS	180000 FUEL GAUGE
OB EXTENDED SERVICE CONTRACT	208000 QUEST
OF NNA., INC. ISSUES	259000 NO SERVICE CONTRACT
AT INSTRUMENTATION	VG PROVIDED RECALL INFORMATION
AZ NISSAN PRODUCT INQUIRIES	WZ WARRANTY COVERAGE INQUIRY
BS NO SERVICE CONTRACT	YX POOR OR IMPROPER OPERATION
	ZR GENERAL INQUIRY

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CAR ID: [REDACTED]

**C. A. R. COMMENTS**

AND ADVISED RCAS-MB THAT C'S VEH IS RUNNING TERRIBLY AND NEEDS TO GET C'S COVERED UNDER WARRANTY. @06/10-ZMB827N

FAX IN THE DOC TO [REDACTED]. C AGREED. RCAS-MB ADVISED C THAT RCAS-MB WILL FILE OPENED-ZSP733N 05/03/2010

FOLLOW-UP IS DUE ON OR BEFORE

PREVIOUS FILES FOUND: 0

THAT A NEW PART HAS BEEN ORDERED AND C WILL BE CONTACTED ONCE THE PART ARRIVES. RCAS-MB REQUESTED TECHLINE BE CONTACTED IF THE REPAIR DOES NOT CRR-SP CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES: NONE @05/03-ZSP733N DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE FILE CLOSED. @06/10-ZMB827N

RELATED: 0

REVIEW C'S CONCERN FURTHER AND WILL FOLLOW UP WITH C ON 5/13/2010. C THANKED VEH REPAIRED. RCAS-MB UNDERSTANDS AND ADVISED C THAT RCAS-MB WILL CONTACT C @06/10-ZMB827N

ASAP.C THANKED RCAS-MB. @05/05-ZMB827N

CRR-SP ADVISED OF RECALL STATUS.

CUSTOMER.

RCAS-MB.RCAS-MB ADVISED C THAT AT THIS TIME IF THE REPAIR IS THE FUEL RESOLVE C'S ISSUE. SM AGREED. RCAS-MB THANKED SM FOR ASSISTANCE.

UNRELATED: 0

\*\*\*\*\* @05/05-ZMB827N

\*\*\*\*\* @05/26-ZMB827N

CRR-SP RECEIVED CALL FROM: C'S HUSBAND MR. [REDACTED]  
CRR-SP VERIFIED C'S NAME, ADDRESS, DAY AND EVENING PHONE NUMBERS,  
SENDING UNIT THE COMPONENT IS NOT WARRANTABLE AND NO OOW ASSISTANCE IS AVAILABLE. C UNDERSTANDS AND THANKED RCAS-MB.

C SAID THAT C WANTS TO KNOW IF THERE IS ANY RECALLS FOR C'S VEH FOR THE MILEAGE

RCAS-MB CALLED COLONIAL NISSAN/MEDFORD ON 5/5/2010 AT 1:52 PM EST, LEFT VMX

RCAS-MB CALLED C ON 5/27/2010 AT 11:53 AM EST ON DAY NUMBER, LEFT VMX.

\*\*\*\*\* @05/11-ZMB827N

CRR-SP UPDATED VEH OWNER'S DAY AND EVENING PHONE NUMBERS.

FOR SM-JIM ISLAMI. @05/05-ZMB827N

FUEL GAUGE. C SAID THAT C HEARD THAT NNA WAS MAKING A RECALL FOR THE PART THAT RCAS-MB CALLED C ON 5/27/2010 AT 11:54 AM EST ON EVENING NUMBER, SPOKE WITH C.

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\*\*\*\*\*

@05/05-ZMB827N

C WAS HAVING SOME ISSUES WITH. C SAID THAT C WANTS TO KNOW IF THE PART RCAS-MB ADVISED C THAT RCAS-MB HAS CONTACTED THE DLRSHIP TO REQUEST THAT THE RCAS-MB RECEIVED FAX FROM C ON 5/12/2010, FAX CONTAINED R/O STATING THAT

@05/06-ZMB827N

DLRSHIP WORK WITH NNA ENGINEERING DEPARTMENT TO ENSURE C'S VEH REPAIRS GETS IS STILL UNDER THE WARRATY FOR C'S VEH.C SAID THAT C WANTS TO KNOW IF C THE FUEL SENDING UNIT FAILED AND DAMAGED THE FUEL PUMP MAKING THE FUEL COMPLETED CORRECTLY. C UNDERSTANDS AND THANKED RCAS-MB. @05/27-ZMB827N

CRR-MS RECEIVED CALL FROM C.

@05/06-ZMS039N

PUMP NO WARRANTABLE.

@05/12-ZMB827N

WOULD HAVE TO PURCHASE A VSC TO FIX THE GAUGE FOR C'S VEH.C SAID THAT C WANTS CRR-MS VERIFIED C'S NAME AND IF THERE'S ANY CHANGES WITH C'S CONTACT DETAILS. RCAS-MB CALLED C ON 6/1/2010 AT 10:56 AM EST ON DAY NUMBER, LEFT VMX. RCAS-MB SENT INTERNAL MESSAGE TO ORM-RC ON 5/12/2010 FOR MORE ASSISTANCE WITH TO KNOW ON HOW MUCH IS THE VSC WAS.

C PROVIDED FILE NUMBER AND SAID C WANTED TO BE TRANSFERRED TO RCAS-MB.

CRR-SP INFORMED C THAT RECALLS IS VIN SPECIFIC.

C'S CONCERN.

RCAS-MB CALLED C ON 6/1/2010 AT 10:59 AM EST ON EVENING NUMBER,SPOKE WITH C.

\*\*\*

@05/12-ZMB827N

CRR-MS ADVISED C THAT THERE'S A SCHEDULED FOLLOW UP FOR C TODAY; ADVISED C CRR-SP INFORMED C ABOUT C'S WARRANTY

RCAS-MB INQUIRED INTO IF C HAS BEEN CONTACTED BY THE DLRSHIP. C ADVISED RCAS-MB BASIC WARRANTY 09/20/09 36,000

RCAS-MB RECEIVED VMX FROM C ON 5/12/2010 AT 1:10 PM EST, C STATES C WOULD LIKE THAT AN INTERNAL MESSAGE WAS SENT TO RCAS WHILE C IS ON THE LINE. C OKAYED. THAT C'S VEH IS AT THE DLRSHIP TODAY AND C IS WAITING TO HEAR FROM THE DLRSHIP. CONFIRMATION THAT RCAS-MB RECEIVED C'S FAX.

CRR-MS NOTING THAT RCAS-MB RESPONDED TO TRANSFER THE CALL; CRR-MS RELAYED CRR-SP ADVISED C TO BRING C'S VEH AT ANY AUTHORIZED NISSAN DLR TO HAVE C'S VEH RCAS-MB UNDERSTANDS AND ADVISED C THAT RCAS-MB WILL FOLLOW UP WITH C ON

\*\*\*

@05/12-ZMB827N

6/3/2010. C THANKED RCAS-MB.

INSPECTED AND AFTER THE DIAGNOSIS OF THE DLR C CAN CALL NNA BACK FOR MESSAGE TO C. C AGREED.

@05/06-ZMS039N

\*\*\*\*\*

@06/01-ZMB827N

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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 646

REQUESTED BY: lattad

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DATE: 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 647

REQUESTED BY: lattad

CAR ID: [REDACTED]

C THANKED CRR-MS FOR ASSISTANCE, C SATISFIED.  
FURTHER ASSISTANCE AND TO TRANSFER C'S CASE TO AN RCAS FOR PROPER HANDLING.  
RCAS-MB CALLED C ON 5/12/2010 AT 1:13 PM EST ON DAY NUMBER, SPOKE WITH C.  
CRR-MS OFFERED FURTHER ASSISTANCE, C DECLINED  
CRR-SP INFORMED C THAT IF C WOULD HAVE TO COORDINATE WITH THE ANY AUTHORIZED  
RCAS-MB ADVISED C THAT RCAS-MB DID RECEIVE C'S FAX AND IS REVIEWING C'S  
RCAS-MB RECEIVED VMX FROM C ON 6/2/2010 AT 12:55 PM EST, C STATES C IS STILL  
CONCERN FURTHER AND WILL FOLLOW UP WITH C ON 5/14/2010. C ADVISED RCAS-MB  
CRR-MS GAVE C NAME, EXTENSION AND FILE NUMBER.

NISSAN DLR FOR A VSC SINCE THE DLR WAS IN THE BEST POSISTION WHO CAN  
WAITING FOR C'S VEH TO BE REPAIRED AND WOULD LIKE TO KNOW IF RCAS-MB HAS  
CRR-MS EXITING FILE. @05/06-ZMS039N

HEARD FROM THE DLRSHP.

PROVIDE THE PURCHASE PRICE OF A VSC. @05/03-ZSP733N

THAT THE R/O DOES STATE THAT C'S VEH REQUIRES A FUEL PUMP. RCAS-MB AGREED

\*\*\*

\*\*\*\*\*

@06/02-ZMB827N

AND ADVISED C THAT THE R/O ALSO STATES THAT THE FUEL LEVEL SENSOR WAS THE  
C THANKED CRR-SP FOR ASSISTANCE, C SATISFIED.

CRR-SP OFFERED FURTHER ASSISTANCE, C DECLINED.

FAILED PART WHICH DAMAGED THE FUEL PUMP. RCAS-MB ADVISED C THAT IF THAT IS  
RCAS-MB CALLED COLONIAL NISSAN/MEDFORD ON 6/2/2010 AT 1:13 PM EST, SPOKE  
RCAS-MB RECEIVED INBOUND CALL FROM C ON 5/6/2010 AT 2:00 PM EST, SPOKE WITH  
CORRECT THEN THE FUEL PUMP WILL NOT BE COVERED UNDER WARRANTY BECAUSE THE  
C. RCAS-MB ADVISED C THAT RCAS-MB IS WAITING TO HEAR BACK FROM THE DLRSHP  
CRR-SP GAVE NAME, EXTENSION AND FILE NUMBER.

WITH SM-JIM ISLAMI. RCAS-MB INQUIRED INTO C'S VEH REPAIR. SM ADVISED  
CRR-SP CLOSING FILE. @05/03-ZSP733N

FUEL PUMP IS NOT THE DEFECTIVE PART. C UNDERSTANDS AND THANKED RCAS-MB.  
IN REGARDS TO C'S CONCERN AND WILL FOLLOW UP WITH C AS SOON AS RCAS-MB DOES.  
RCAS-MB THAT THE FUEL SENDING UNIT WAS REPLACED AND WHEN C CAME TO PICK UP

\*\*\*\*\*

@05/04-ZNW088N

C'S VEH THE CHECK ENGINE LIGHT WAS ON AND C WAS PUT IN A RENTAL VEH WELL  
C THANKED RCAS-MB. @05/06-ZMB827N

RCAS-MB ASSURED C THAT RCAS-MB IS DOING EVERYTHING POSSIBLE TO SEE IF  
ASSISTANCE CAN BE OFFERED TO C. C UNDERSTANDS AND THANKED RCAS-MB.

CRR-NW RECEIVED AN INBOUND CALL FROM C. @05/04-ZNW088N



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**PAGE:** 648

REQUESTED BY: lattad

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DATE: 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

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REQUESTED BY: lattad

CAR ID: [REDACTED]

C'S VEH WAS INSPECTED FURTHER. SM ADVISED RCAS-MB THAT C'S VEH IS STILL BEING  
RCAS-MB CALLED COLONIAL NISSAN/MEDFORD ON 5/6/2010 AT 2:15 PM EST, SPOKE

\*\*\* @05/12-ZMB827N

C ASKED TO SPEAK WITH CRR-SP. @05/04-ZNW088N  
WITH SM-JIM ISLAMI. RCAS-MB INQUIRED INTO C'S VEH CONCERN. SM-JI ADVISED  
WORKED ON. SM ADVISED RCAS-MB THAT SM WILL CONTACT FOM-AS IF FURTHER  
ASSISTANCE IS REQUIRED. RCAS-MB UNDERSTANDS AND THANKED SM FOR ASSISTANCE.

C GAVE CRR-NW EXT#: 47113. @05/04-ZNW088N

RCAS-MB RECEIVED INTERNAL MESSAGE FROM ORM-RC ON 5/14/2010, ORM-RC OFFERED  
RCAS-MB THAT C'S VEH REQUIRES A FUEL SENDING UNIT. SM ADVISED RCAS-MB THAT C'S

\*\*\*\*\* @06/02-ZMB827N

CRR-NW TRANSFERING C AND EXITING FILE. @05/04-ZNW088N

TO COVER HALF OF C'S REPAIR COST.

VEH IS OOW FOR THE PART. RCAS-MB INQUIRED INTO IF THE FUEL PUMP IS COVERED

\*\*\*\*\* @05/04-ZNW088N

\*\*\* @05/14-ZMB827N

RCAS-MB CALLED C ON 6/3/2010 AT 1:57 PM EST ON DAY NUMBER, LEFT VMX.  
UNDER THE POWERTRAIN WARRANTY. SM ADVISED RCAS-MB THAT THE FUEL LEVEL SENDING

CRR-RS RECEIVED A CALL FROM C @05/04-ZRS030N

RCAS-MB CALLED C ON 5/14/2010 AT 10:33 AM EST ON DAY NUMBER, LEFT VMX.

RCAS-MB CALLED C ON 6/3/2010 AT 1:58 PM EST ON EVENING NUMBER, LEFT VMX.

UNIT DAMAGED THE FUEL PUMP THEREFORE THE FUEL PUMP IS NOT COVERED. RCAS-MB

\*\*\* @06/03-ZMB827N

C STATED THAT C TOOK THE VEH ALREADY AT COLONIAL NISSAN AND WAS INFORMED THAT  
INQUIRED INTO C'S SERVICING HISTORY. SM ADVISED RCAS-MB THAT C IS NOT A

RCAS-MB CALLED C ON 5/14/2010 AT 10:35 AM EST ON EVENING NUMBER, LEFT VMX.

\*\*\* @05/14-ZMB827N

RCAS-MB RECEIVED VMX FROM C ON 6/3/2010 AT 2:32 PM EST.

REPAIRS NEEDED FOR THE VEH COST \$600.00 FOR THE FUEL GAUGE/PUMP AND THAT C  
SERVICING CUSTOMER. RCAS-MB INQUIRED IF SM CAN INQUIRE WITH FOM-AS IN REGARDS

\*\* @06/03-ZMB827N

RCAS-LH PHONED C DAY NUMBER AT 3:06PM EST 05/18/10 AND LEFT VMX FOR C  
TO C'S REQUEST. SM ADVISED RCAS-MB THAT FOM-AS IS NOT IN A POSITION TO OFFER

WOULD LIKE TO ASK ASSISTANCE FROM NISSAN @05/04-ZRS030N

C OOW ASSISTANCE BASED ON C'S LACK OF SERVICING HISTORY. @05/06-ZMB827N

CRR-RS ADVISED C THAT WILL ENDORSE THE FILE TO RCAS AND THAT C WILL RECEIVED A

RCAS-LH PHONED C EVE NUMBER AT 3:08PM EST 05/18/10 AND SPOKE WITH C

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**PAGE:** 650

REQUESTED BY: lattad

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DATE: 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 651

REQUESTED BY: lattad

CAR ID: [REDACTED]

RCAS-MB CALED COLONAIL NISSAN ON 6/4/2010 AT 3:00 PM EST, SPOKE WITH

\*\*\* @05/06-ZMB827N

CALLBACK UNTIL THE END OF THE NEXT BUSINESS DAY @05/04-ZRS030N

RCAS-LH ADVISED THAT NISSAN IS WILLING TO OFFER TO COVER HALF OF THE REPAIR  
SA-JOANNE BROWN. RCAS-MB INQUIRED INTO C'S VEH REPAIR. SA ADVISED RCAS-MB  
COST. @05/18-ZLH321N

C UNDERSTOOD @05/04-ZRS030N

RCAS-MB CALLED C ON 5/7/2010 AT 9:08 AM EST ON DAY NUMBER,LEFT VMX.

THAT C'S VEH REPAIR IS COMPLETE AND C WILL BE CONTACTED SHORTLY AFTER THE  
CRR-RS ASKED C FOR GOOD CONTACT NUMBERS @05/04-ZRS030N

C UNDERSTANDS @05/18-ZLH321N

RCAS-MB CALLED C ON 5/7/2010 AT 9:52 AM EST ON EVENING NUMBER, LEFT VMX.

VEH IS TESTED ONE MORE TIME.RCAS-MB UNDERSTANS AND THANKED SA FOR ASSISTANCE.

\*\*\* @05/07-ZMB827N

\*\*\* @06/04-ZMB827N

C PROVIDED: [REDACTED] \_ @05/04-ZRS030N

RCAS-LH AND C SET FOLLOW UP FOR 05/25/10 TO SEE IF OR WHEN VEH REPAIRED

---- @05/18-ZLH321N

CRR-RS AKED C FOR FURTHER ASSISTANCE, C DECLINED @05/04-ZRS030N

CRR-SZ RECEIVED CALL FROM C PROVIDED FILE NUMBER. @05/07-ZSZ808N

RCAS-MB CALLED C ON 6/4/2010 AT 3:03 PM EST ON DAY NUMBER, SPOKE WITH C.

CRR-RS PROVIDED C NAME EXTENSION @05/04-ZRS030N

CRR-SZ VERIFIED C'S NAME AND CHANGES ON C'S CONTACT INFORMATION.

RCAS-LH PHONED DLR AT 3:12PM EST 05/18/10 AND REQUESTED TO SPEAK WITH

RCAS-MB ADVISED C THAT C'S REPAIR IS COMPLETED AND C WILL BE CONTACTED

CRR-RS LEAVING FILE, TRANSFERRING FILE TO RCAS

C STATED THAT C TRIED TO CALL RCAS-MB HOWEVER C ONLY HAS 4 NUMBERS.

SERVICE MANAGER @05/18-ZLH321N

TODAY TO PICK UP C'S VEH. C UNDERSTANDS AND THANKED RCAS-MB. RCAS-MB ADVISED C

\*\*\*\*\* @05/04-ZRS030N

CRR-SZ PROVIDED DIRECT NUMBER FOR RCAS-MB: 866 799 1690 + 51590

RCAS-LH WAS ADVISED THAT SM WAS UNAVAILABLE. RCAS-LH SPOKE WITH LADY AT

THAT RCAS-MB WILL FOLLOW UP WITH C ON 6/8/2010. C THANKED RCAS-MB.

\*\*\*\*\* @06/04-ZMB827N

CRR-AP RECIEVED CALL FROM ASKING WHAT C SUPPOSE TO DO WITH THE VEH RIGHT NOW

C THANKED CRR-SZ FOR ASSISTANCE, C SATISFIED.

DLRSHIP WHO WAS WORKING WITH THIS CUSTOMER AND MADE AWARE THAT NISSAN IS

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REQUESTED BY: lattad

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DATE: 07/07/14

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REQUESTED BY: lattad

CAR ID: [REDACTED]

COVERING HALF REPAIR COST.

CRR-AP VERIFIED IF THERE IS ANY INFO THAT AHS BEEN CHANGE SINCE THE LAST TIME

CRR-SZ OFFERED FURTHER ASSISTANCE, C DECLINED.

RCAS-MB CALLED C ON 6/8/2010 AT 11:58 AM EST ON DAY NUMBER, LEFT VMX.

C CONTACTED NNA CA, C PROVIDED ANOTHER DAY NUMBER

CRR-SZ GAVE NAME AND EXTENSION.

RCAS-LH FORWARDED E-MAIL TO FOM-AS FROM RCAS-MB EMAIL.

RCAS-MB CALLED C ON 6/8/2010 AT 11:59 AM EST ON EVENING NUMBER, LEFT VMX

CRR-AP INFORMED C THAT THE FILE ESCALATED TO RCAS AND C WILL GOING TO RECIEVE

CRR-SZ EXITING FILE.

@05/07-ZSZ808N

INQUIRING IF C'S VEH HAS BEEN RETURNED TO C.

RCAS-LH CHANGING FOLLOW UP FOR 05/25/10

@05/18-ZLH321N

\*\*\*

\*\*\*

@06/08-ZMB827N

A CALLBACK BEFORE THE END OF THE NEXT BUSINESS DAY

CRR-AP OFFERED FURTHER ASSISTANCE, C DECLINED

RCAS-MB CALLED C ON 5/25/2010 AT 3:38 PM EST ON DAY NUMBER, LEFT VMX.

RCAS-MB CALLED C ON 6/10/2010 AT 1:40 PM EST ON DAY NUMBER, SPOKE WITH C.

RCAS-MB RECEIVED VMX FROM C ON 5/7/2010 AT 10:32 AM EST, C STATES C CAN BE

CRR-AP EXITING FILE

@05/04-ZAP024N

RCAS-MB CALLED C ON 5/25/2010 AT 3:39 PM EST ON EVENING NUMBER, SPOKE WITH C.

RCAS-MB INQUIRED INTO C'S VEH CONCERN. C ADVISED RCAS-MB THAT C HAS C'S

REACHED ON C'S EVENING NUMBER.

\*\*\*\*\*

@05/04-ZAP024N

\*\*\*

@05/07-ZMB827N

C ADVISED RCAS-MB THAT C HAD THE VEH REPAIR AND C'S FUEL GAUGE IS STILL NOT

VEH BACK. C ADVISED RCAS-MB THAT C DOES HAVE C'S VEH BACK AND EVERYTHING IS

RCAS-MB CALLED C ON 5/10/2010 AT 9:50 AM EST ON EVENING NUMBER, LEFT VMX.

RCAS-MB IN REVIEW OF FILE. RCAS-MB DATANETTED FILE.

@05/04-ZMB827N

WORKING CORRECTLY. RCAS-MB INQUIRED INTO IF C HAS CONTACTED THE DLRSH. C

WORKING FINE. RCAS-MB ADVISED C THAT RCAS-MB IS GLAD TO HEAR THAT. C ADVISED

ADVISED RCAS-MB THAT C DID AND WILL NEED TO HAVE THE PART REPLACED AGAIN. C

RCAS-MB CALLED C ON 5/10/2010 AT 9:51 AM EST ON DAY NUMBER, LEFT VMX.

RCAS-MB CALLED C ON 5/5/2010 AT 1:47 PM EST ON DAY NUMBER, LEFT VMX.

RCAS-MB THAT C IS STILL WAITING FOR THE PAPER WORK IN REGARDS TO THE REPAIR

\*\*\*\*

@05/10-ZMB827N

ADVISED RCAS-MB THAT C IS BEING VERY INCONVENIENCED BY THE REPAIR. RCAS-MB

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NISSAN MOTOR CORPORATION IN U.S.A

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**PAGE:** 654

REQUESTED BY: lattad

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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 655

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

RCAS-MB CALLED C ON 5/5/2010 AT 1:48 PM EST ON EVENING NUMBER, SPOKE WITH C. THAT WAS DONE. RCAS-MB UNDERSTANDS AND ADVISED C THAT RCAS-MB WILL GIVE THE APOLOGIZED TO C AND ASSURED C THAT RCAS-MB WILL SPEAK WITH THE DLRSHP TO DLRSHP A REMINDER TO SEND C OUT THE R/O. C UNDERSTANDS AND THANKED RCAS-MB. RCAS-MB INQUIRED INTO C'S VEH CONCERN. C ADVISED RCAS-MB THAT C'S VEH REQUIRES RCAS-MB RECEIVED VMX FROM C ON 5/11/2010 AT 2:10 PM EST, C STATES C CAN BE A FUEL PUMP. C ADVISED RCAS-MB THAT THE VEH REQUIRES A FUEL PUMP AND C'S VEH CONFIRM THAT THE REPAIR GETS COMPLETED CORRECTLY. C UNDERSTANDS AND RCAS-MB THANKED C FOR CONTACTING NNA AND ADVISED C TO CONTACT RCAS-MB IF C REACHED AT [REDACTED].

@05/11-ZMB827N

\*\*\*\*\*

@05/11-ZMB827N

HAS ANY FUTURE CONCERNS. C UNDERSTANDS AND THANKED RCAS-MB. IS NO LONGER UNDER WARRANTY. RCAS-MB ADVISED C THAT IF C'S VEH REQUIRES A THANKED RCAS-MB.

\*\*\*\*\*

@05/25-ZMB827N

\*\*\*

@06/10-ZMB827N

FUEL PUMP C'S VEH IS STILL UNDER WARRANTY. RCAS-MB ADVISED C THAT THE RCAS-MB CALLED C ON 5/11/2010 AT 2:17 PM EST ON EVENING NUMBER, SPOKE WITH C. FILE SUMMARY

FUEL PUMP IS COVERED UNDER THE POWER TRAIN WARRANTY OF RCAS-MB ADVISED C THAT RCAS-MB HAS BEEN ADVISED THAT C'S VEH REQUIRES A FUEL RCAS-MB CALLED COLONIAL NISSAN/MEDFORD ON 5/26/2010 AT 4:12 PM EST, SPOKE 60 MONTHS OR 60000 MILES. RCAS-MB ADVISED C THAT RCAS-MB WILL CONFIRM WHAT C CONTACTED NNA WITH A CONCERN WITH THE FUEL LEVEL SENDING UNIT. C'S VEH WAS SENDING UNIT AND NOT A FUEL PUMP. C ADVISED RCAS-MB THAT C HAS A R/O FROM WITH SM-JIM ISLAMI. RCAS-MB INQUIRED INTO C'S FUEL GUAGE CONCERN. SM ADVISED RCAS-MB THAT C'S VEH WAS BACK AT THE DLRSHP YESTERDAY. SM ADVISED RCAS-MB REPAIR C'S VEH REQUIRES AND WILL FOLLOW UP WITH C ON 5/7/2010. C UNDERSTANDS REPAIRED AT C'S EXPENSE FOR THE FUEL SENDING UNIT AND THE FUEL PUMP WAS THE DLRSHP STATING THAT C'S VEH REQUIRES A FUEL PUMP. RCAS-MB REQUESTED C

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**



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NISSAN MOTOR CORPORATION IN U.S.A

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REQUESTED BY: lattad

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**TIME:** 12:22:20 AM

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**PAGE:** 657

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**CONTACT(S)**

<b>SATISFIED:</b> Y	<b>ACTION CODE:</b> NP	<b>ROOT CAUSE:</b> SNFA
<b>CALLBACK:</b> 0	<b>DATE:</b> 00/00/00	<b>USERID:</b>
<b>REOPEN:</b>	<b>CALLBACK:</b> 1	<b>DATE:</b> 05/04/10
	<b>NEW INFO:</b> 0	<b>DATE:</b> 00/00/00
	<b>OTHER:</b> 0	<b>DATE:</b> 00/00/00
	<b>COMMENTS ONLY:</b> 0	<b>DATE:</b> 00/00/00
		<b>USERID:</b>

<b>IIR-DATE:</b>	<b>TRANS DATE:</b> 00/00/00	<b>CHECK REQUESTED:</b> Y
<b>3RD PRY:</b> NI	<b>PART#:</b>	<b>CHECK ISSUED:</b> Y
<b>BYBACK ST:</b>	<b>OPENED BY:</b>	
<b>HISTORY:</b>	<b>UPDATE BY:</b>	
<b>SVC CALL#:</b> N	<b>UPDATE DATE:</b>	
<b>CLOSE:</b> Y	<b>CLOSE DATE:</b> 06/10/10	<b>MICROFILM:</b>
<b>RESP CAA:</b> RHONDA CALICO	<b>OLM:</b> WILLIAMS RODNEY	<b>DOM:</b> ZMB827N
<b>PHONE:</b>	<b>OWNER FIRST:</b> [REDACTED]	<b>LANGUAGE:</b>

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CUSTOMER ASSISTANCE REQUEST

REQUESTED BY: lattad

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

**PAGE:** 659

**CAR ID:** [REDACTED]

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

**MODEL YEAR:** 2007

**MAKE:** N

**MODEL LINE:** QST

**NAME:** [REDACTED]

**VIN:** 5N1BV28U07N [REDACTED]

**IN SCV DATE:** 09/20/06

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		893	Massachusetts					

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**TIME:** 12:22:20 AM

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REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:** **MILES:**

**CANCEL:** **MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 3893 **STATE:** MA

**DEALER NAME:** COLONIAL NISSAN/MEDFOR

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**TIME:** 12:22:20 AM

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REQUESTED BY: lattad

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REQUESTED BY: lattad

<b>NAME:</b> [REDACTED]	<b>SC:</b> NONE	<b>CAR ID:</b> [REDACTED]
[REDACTED]	<b>VIN:</b> 5N1BV28U47N [REDACTED]	
<b>CITY:</b> NASHVILLE	<b>YR/MDL:</b> 2007.0 QST	<b>MILEAGE:</b> 024000
<b>ST/ZIP:</b> TN [REDACTED]	<b>VCAN:</b>	<b>IN SVC DATE:</b> 08/31/07
<b>DAY PH:</b> [REDACTED]	<b>PAID:</b>	<b>RTL DLR:</b> 3765 SUPERIOR NISSAN/PUENTE HI
<b>EVE PH:</b> [REDACTED]	<b>SUSP:</b>	<b>SVC DLR:</b> 5110 DOWNTOWN NASHVILLE NISSAN
<b>DLR PH:</b> 615 248 5100	<b>DENY:</b>	<b>RESP DLR:</b> 5110 DOWNTOWN NASHVILLE NISSA
		<b>REGION:</b> 34 <b>DIST: SL/SV/PT:</b> 04 04 34

<b>LETTER RECEIVED:</b> 00/00/00	<b>EXEC:</b> 00/00/00	<b>EMAIL:</b> 00/00/00
<b>FIRE:</b> N (Y/N) <b>ROLLOVER:</b> N (Y/N)	<b>ACCIDENT:</b> N (Y/N)	<b>AIRBAG:</b> N (Y/N)
<b>PROPERTY DAMAGE:</b> N (Y/N)	<b>INJURY:</b> N (Y/N)	<b>SENT TO LEGAL:</b> N (Y/N)
<b>PREVIOUSLY REPAIRED:</b> 00/00/00	<b>WHERE:</b>	
<b>VEHICLE PURCHASED:</b> New x Preowned	<b>MILES:</b> 024000	<b># NISSAN/INFINITI VEHICLES:</b> 1
<b>VEHICLE MAINTAINED BY:</b> DOWNTOWN NASHVILLE NISSAN		
<b>OUTSIDE WARRANTY BY (B) MONTHS:</b> 0	<b>MILES:</b> 0	<b>(PT) MONTHS:</b> 0 <b>MILES:</b> 0

<b>ORIG CODE:</b> NP NP	<b>OPEN DATE:</b> 02/16/11	<b>XFER/RSPNSBLTY:</b> 34 04 S
<b>CONTACT (S):</b>	<b>FOLLOWUP DATE:</b> 02/16/11	<b>INF-NET (Y/N):</b>
<b>SEVERITY:</b> 9	<b>CLOSE DATE:</b> 02/16/11	<b>INF-NET DATE:</b>

<b>CONCERN AND CATEGORY</b>	<b>SUBCATEGORY AND SYMPTOM</b>
OF NNA., INC. ISSUES	208000 QUEST
AZ NISSAN PRODUCT INQUIRIES	ZR GENERAL INQUIRY



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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 664

REQUESTED BY: lattad

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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 665

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**C. A. R. COMMENTS**

FILE OPENED-ZBL999N 02/16/2011

X @02/16-ZBL999N

CHECKED FOR RECALL INFORMATION:NONE

PREVIOUS RELATED FILE FOUND:NONE

CRR-BL RECEIVED A CALL FROM C REGARDING C'S PROBLEM

PREVIOUS UNRELATED FILE FOUND [REDACTED]

CRR-BL VERIFIED C NAME,ADDRESS,CONTACT NUMBER,EMAIL ADDRESS,

WITH THE FUEL GAUGE OF C'S VEH.C SAID THAT EVEN THE

CURRENT MILEAGE OF THE VEHICLE,HOW THE VEH WAS ACQUIRED,

FUEL EMPTY OR FULL THE GAUGE IS STILL IN THE MIDDLE.

CRR ADVISED C TO BRING C VEH TO DEALERSHIP.CRR ALSO

NUMBER OF NNA C HAS,SERVICING DEALER.

PROVIDED THE NUMBER OF THE DEALERSHIP

CRR-BL OFFERED FURTHER HELP.C DECLINED

CRR-BL GAVE NAME TO C,EXTENSION NUMBER AND FILE NUMBER @02/16-ZBL999N

CRR-BL CLOSED THE CALL. @02/16-ZBL999N

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

**SATISFIED:** Y

**ACTION CODE:** NP

**ROOT CAUSE:** SCIN

**CALLBACK:** 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:**

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Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 666

REQUESTED BY: lattad

**CONFIDENTIAL**

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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 667

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**IIR-DATE:**

**TRANS DATE:** 00/00/00

**CHECK REQUESTED:** Y

**3RD PRY:** NI

**PART#:**

**CHECK ISSUED:** Y

**BYBACK ST:**

**OPENED BY:**

**HISTORY:**

**UPDATE BY:**

**SVC CALL#:** N

**UPDATE DATE:**

**CLOSE:** Y

**CLOSE DATE:** 02/16/11

**MICROFILM:**

**RESP CAA:**

**OLM:**

**DOM:** ZBL999N

**PHONE:**

**OWNER FIRST:** [REDACTED]

**LANGUAGE:**

**CONFIDENTIAL**

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**DATE:** 07/07/14

**TIME:** 12:22:20 AM

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

**PAGE:** 668

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**DATE:** 07/07/14

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

**PAGE:** 669

**CAR ID:** [REDACTED]

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

**MODEL YEAR:** 2007

**MAKE:** N

**MODEL LINE:** QST

**NAME:** [REDACTED]

**VIN:** 5N1BV28U47N [REDACTED]

**IN SCV DATE:** 08/31/07

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		5110	Tennessee					

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**TIME:** 12:22:20 AM

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REQUESTED BY: lattad

**PAGE:** 670

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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 671

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:** **MILES:**

**CANCEL:** **MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 5110 **STATE:** TN

**DEALER NAME:** DOWNTOWN NASHVILLE NIS



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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 672

REQUESTED BY: lattad

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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 673

REQUESTED BY: lattad

<b>NAME:</b> [REDACTED]	<b>SC:</b> NONE	<b>CAR ID:</b> [REDACTED]
<b>STREET:</b> [REDACTED]	<b>VIN:</b> 5N1BV28U47N [REDACTED]	
<b>CITY:</b> NASHVILLE	<b>YR/MDL:</b> 2007.0 QST	<b>MILEAGE:</b> 024000
<b>ST/ZIP:</b> TN [REDACTED]	<b>VCAN:</b>	<b>IN SVC DATE:</b> 08/31/07
<b>DAY PH:</b> [REDACTED]	<b>PAID:</b>	<b>RTL DLR:</b> 3765 SUPERIOR NISSAN/PUENTE HI
<b>EVE PH:</b> [REDACTED]	<b>SUSP:</b>	<b>SVC DLR:</b> 5110 DOWNTOWN NASHVILLE NISSAN
<b>DLR PH:</b> 615 248 5100	<b>DENY:</b>	<b>RESP DLR:</b> 5110 DOWNTOWN NASHVILLE NISSA
		<b>REGION:</b> 34 <b>DIST: SL/SV/PT:</b> 04 04 34

<b>LETTER RECEIVED:</b> 00/00/00	<b>EXEC:</b> 00/00/00	<b>EMAIL:</b> 00/00/00
<b>FIRE:</b> N (Y/N) <b>ROLLOVER:</b> N (Y/N)	<b>ACCIDENT:</b> N (Y/N)	<b>AIRBAG:</b> N (Y/N)
<b>PROPERTY DAMAGE:</b> N (Y/N)	<b>INJURY:</b> N (Y/N)	<b>SENT TO LEGAL:</b> N (Y/N)
<b>PREVIOUSLY REPAIRED:</b> 00/00/00	<b>WHERE:</b>	
<b>VEHICLE PURCHASED:</b> New x Preowned	<b>MILES:</b> 024000	<b># NISSAN/INFINITI VEHICLES:</b> 1
<b>VEHICLE MAINTAINED BY:</b> DOWNTOWN NASHVILLE NISSAN		
<b>OUTSIDE WARRANTY BY (B) MONTHS:</b> 0	<b>MILES:</b> 0	<b>(PT) MONTHS:</b> 0 <b>MILES:</b> 0

<b>ORIG CODE:</b> NP NP	<b>OPEN DATE:</b> 02/16/11	<b>XFER/RSPNSBLTY:</b> 34 04 S
<b>CONTACT (S):</b>	<b>FOLLOWUP DATE:</b> 02/16/11	<b>INF-NET (Y/N):</b>
<b>SEVERITY:</b> 9	<b>CLOSE DATE:</b> 02/16/11	<b>INF-NET DATE:</b>

<b>CONCERN AND CATEGORY</b>	<b>SUBCATEGORY AND SYMPTOM</b>
OF NNA., INC. ISSUES	208000 QUEST
AZ NISSAN PRODUCT INQUIRIES	VJ GENERAL WARRANTY COVERAGE INQUI
	ZR GENERAL INQUIRY

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**TIME:** 12:22:20 AM

NISSAN MOTOR CORPORATION IN U.S.A

CUSTOMER ASSISTANCE REQUEST

REQUESTED BY: lattad

**PAGE:** 674

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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 675

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**C. A. R. COMMENTS**

FILE OPENED-ZJF999N 02/16/2011

X @02/16-ZJF999N

CRR-JF RECEIVED A CALL FROM A C WHO'S EXPERIENCING MALFUNCTION ON THE FUEL

PREVIOUS RELATED FILE: NONE

GAUGE. C SAID THAT WHEN THE FUEL TANK IS FULL OR ALMOST EMPTY,THE FUEL GAUGE

PREVIOUS UNRELATED FILE: [REDACTED]

CRR-JF VERIFIED THE C'S NAME, HOME ADDRESS, CONTACT NUMBER, VIN, EMAIL ADDRESS

SHOWS THE SAME WHICH STAYS IN THE MIDDLE

CRR-JF ADVISED THE C TO BRING THE VEH TO THE SVC DLR TO HAVE IT CHECK.

,NUMBER OF VEH OWNED, SVC DLR, PURCHASED THE VEH NEW OR PREOWNED.

CHECKED FOR A RECALL: NONE

CRR-JF OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-JF PROVIDED NAME, FILE NUMBER, EXT NUMBER

CRR-JF CLOSED THE FILE @02/16-ZJF999N

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

**SATISFIED:** Y

**ACTION CODE:** NP

**ROOT CAUSE:** SCIN

**CALLBACK:** 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:**

**TRANS DATE:** 00/00/00

**CHECK REQUESTED:** Y

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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 676

REQUESTED BY: lattad

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**DATE:** 07/07/14

**TIME:** 12:22:20 AM

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

**PAGE:** 677

**CAR ID:** [REDACTED]

**3RD PRY:** NI

**PART#:**

**CHECK ISSUED:** Y

**BYBACK ST:**

**OPENED BY:**

**HISTORY:**

**UPDATE BY:**

**SVC CALL#:** N

**UPDATE DATE:**

**CLOSE:** Y

**CLOSE DATE:** 02/16/11

**MICROFILM:**

**RESP CAA:**

**OLM:**

**DOM:** ZJF999N

**PHONE:**

**OWNER FIRST:** [REDACTED]

**LANGUAGE:**

**CONFIDENTIAL**

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**DATE:** 07/07/14

**TIME:** 12:22:20 AM

NISSAN MOTOR CORPORATION IN U.S.A

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REQUESTED BY: lattad

**PAGE:** 678

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**DATE:** 07/07/14

**TIME:** 12:22:20 AM

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

**PAGE:** 679

**CAR ID:** [REDACTED]

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

**MODEL YEAR:** 2007

**MAKE:** N

**MODEL LINE:** QST

**NAME:** [REDACTED]

**VIN:** 5N1BV28U47N [REDACTED]

**IN SCV DATE:** 08/31/07

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		5110	Tennessee					



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**DATE:** 07/07/14

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CUSTOMER ASSISTANCE REQUEST

**PAGE:** 680

REQUESTED BY: lattad

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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 681

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:** **MILES:**

**CANCEL:** **MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 5110 **STATE:** TN

**DEALER NAME:** DOWNTOWN NASHVILLE NIS

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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 682

REQUESTED BY: lattad

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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 683

REQUESTED BY: lattad

<b>NAME:</b> [REDACTED]	<b>SC:</b> NONE	<b>CAR ID:</b> [REDACTED]
<b>STREET:</b> [REDACTED]	<b>VIN:</b> 5N1BV28U47N [REDACTED]	
<b>CITY:</b> NASHVILLE	<b>YR/MDL:</b> 2007.0 QST	<b>MILEAGE:</b> 024000
<b>ST/ZIP:</b> TN [REDACTED]	<b>VCAN:</b>	<b>IN SVC DATE:</b> 08/31/07
<b>DAY PH:</b> [REDACTED]	<b>PAID:</b>	<b>RTL DLR:</b> 3765 SUPERIOR NISSAN/PUENTE HI
<b>EVE PH:</b> [REDACTED]	<b>SUSP:</b>	<b>SVC DLR:</b> 5110 DOWNTOWN NASHVILLE NISSAN
<b>DLR PH:</b> 615 248 5100	<b>DENY:</b>	<b>RESP DLR:</b> 5110 DOWNTOWN NASHVILLE NISSA
		<b>REGION:</b> 34 <b>DIST: SL/SV/PT:</b> 04 04 34

<b>LETTER RECEIVED:</b> 00/00/00	<b>EXEC:</b> 00/00/00	<b>EMAIL:</b> 00/00/00
<b>FIRE:</b> N (Y/N) <b>ROLLOVER:</b> N (Y/N)	<b>ACCIDENT:</b> N (Y/N)	<b>AIRBAG:</b> N (Y/N)
<b>PROPERTY DAMAGE:</b> N (Y/N)	<b>INJURY:</b> N (Y/N)	<b>SENT TO LEGAL:</b> N (Y/N)
<b>PREVIOUSLY REPAIRED:</b> 00/00/00	<b>WHERE:</b>	
<b>VEHICLE PURCHASED:</b> New x Preowned	<b>MILES:</b> 024000	<b># NISSAN/INFINITI VEHICLES:</b> 1
<b>VEHICLE MAINTAINED BY:</b> DOWNTOWN NASHVILLE NISSAN		
<b>OUTSIDE WARRANTY BY (B) MONTHS:</b> 0	<b>MILES:</b> 0	<b>(PT) MONTHS:</b> 0 <b>MILES:</b> 0

<b>ORIG CODE:</b> NP NP	<b>OPEN DATE:</b> 02/16/11	<b>XFER/RSPNSBLTY:</b> 34 04 S
<b>CONTACT (S):</b>	<b>FOLLOWUP DATE:</b> 02/16/11	<b>INF-NET (Y/N):</b>
<b>SEVERITY:</b> 9	<b>CLOSE DATE:</b> 02/16/11	<b>INF-NET DATE:</b>

<b>CONCERN AND CATEGORY</b>	<b>SUBCATEGORY AND SYMPTOM</b>
OF NNA., INC. ISSUES	208000 QUEST
AZ NISSAN PRODUCT INQUIRIES	VJ GENERAL WARRANTY COVERAGE INQUI
	ZR GENERAL INQUIRY

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**DATE:** 07/07/14

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**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 684

REQUESTED BY: lattad

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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 685

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**C. A. R. COMMENTS**

FILE OPENED-ZLR999N 02/16/2011

PREVIOUS RELATED FILE FOUND:NONE

FUEL GAUGE IS SHOWING THAT THE FUEL IS HALF FULL BUT THE TANK IS ALREADY

PREVIOUS UNRELATED FILE FOUND: [REDACTED]

CRR-LM VERIFIED C'S NAME, COMPLETE ADDRESS, CONTACT NUMBER, EMAIL ADDRESS, EMPTY, CRR CHECKED FOR BASIC WARRANTY IF FUEL GAUGE IS STILL COVERED BUT IT CURRENT MILEAGE OF VEH, NUMBER OF NNA VEH C HAS AND SVC DEALERSHIP.

IS ALREADY EXPIRED LAST 8/31/10, HOWEVER POWERTRAIN WARRANTY IS STILL WITHIN CHECKED FOR RECALL FILE FOUND:NONE

THE WARRANTY PARAMETERS. CRR ADVISED C TO HAVE VEH CHECKED BY THE LOCAL CRR-LM RCVD CALL FROM C BECAUSE THE FUEL GAUGE IS NOT WORKING, ACCORDING TO C SERVICING DEALERSHIP SO THAT THE PROBLEM CAN BE IDENTIFIED AND CORRECTED.

CRR-LM ASKED FOR OTHER CONCERNS/ISSUES, C SAID THAT THERE IS NONE.

CRR-LM PROVIDED FILE NUMBER, NAME AND EXTENSION NUMBER.

CRR-LM CLOSED THE CALL.\*\* @02/16-ZLR999N

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

**SATISFIED:** Y

**ACTION CODE:** NP

**ROOT CAUSE:** SCIN

**CALLBACK:** 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:**

**CONFIDENTIAL**

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REQUESTED BY: lattad

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

**PAGE:** 687

**CAR ID:** [REDACTED]

**IIR-DATE:**

**3RD PRY:** NI

**BYBACK ST:**

**HISTORY:**

**SVC CALL#:** N

**CLOSE:** Y

**RESP CAA:**

**PHONE:**

**TRANS DATE:** 00/00/00

**PART#:**

**OPENED BY:**

**UPDATE BY:**

**UPDATE DATE:**

**CLOSE DATE:** 02/16/11

**OLM:**

**OWNER FIRST:** [REDACTED]

**CHECK REQUESTED:** Y

**CHECK ISSUED:** Y

**MICROFILM:**

**DOM:** ZLR999N

**LANGUAGE:**



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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

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**PAGE:** 688

REQUESTED BY: lattad

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**DATE:** 07/07/14

**TIME:** 12:22:20 AM

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

**PAGE:** 689

**CAR ID:** [REDACTED]

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

**MODEL YEAR:** 2007

**MAKE:** N

**MODEL LINE:** QST

**NAME:** [REDACTED]

**VIN:** 5N1BV28U47N [REDACTED]

**IN SCV DATE:** 08/31/07

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		5110	Tennessee					

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**DATE:** 07/07/14

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**TIME:** 12:22:20 AM

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REQUESTED BY: lattad

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**DATE:** 07/07/14

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**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 691

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:** **MILES:**

**CANCEL:** **MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 5110 **STATE:** TN

**DEALER NAME:** DOWNTOWN NASHVILLE NIS

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**DATE:** 07/07/14

**TIME:** 12:22:20 AM

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

**PAGE:** 692

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NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 693

REQUESTED BY: lattad

<b>NAME:</b> [REDACTED]	<b>SC:</b> NONE	<b>CAR ID:</b> [REDACTED]
<b>STREET:</b> [REDACTED]	<b>VIN:</b> 5N1BV28U47N [REDACTED]	
<b>CITY:</b> NASHVILLE	<b>YR/MDL:</b> 2007.0 QST	<b>MILEAGE:</b> 024000
<b>ST/ZIP:</b> TN [REDACTED]	<b>VCAN:</b>	<b>IN SVC DATE:</b> 08/31/07
<b>DAY PH:</b> [REDACTED]	<b>PAID:</b>	<b>RTL DLR:</b> 3765 SUPERIOR NISSAN/PUENTE HI
<b>EVE PH:</b> [REDACTED]	<b>SUSP:</b>	<b>SVC DLR:</b> 5110 DOWNTOWN NASHVILLE NISSAN
<b>DLR PH:</b> 615 248 5100	<b>DENY:</b>	<b>RESP DLR:</b> 5110 DOWNTOWN NASHVILLE NISSA
		<b>REGION:</b> 34 <b>DIST: SL/SV/PT:</b> 04 04 34

<b>LETTER RECEIVED:</b> 00/00/00	<b>EXEC:</b> 00/00/00	<b>EMAIL:</b> 00/00/00
<b>FIRE:</b> N (Y/N) <b>ROLLOVER:</b> N (Y/N)	<b>ACCIDENT:</b> N (Y/N)	<b>AIRBAG:</b> N (Y/N)
<b>PROPERTY DAMAGE:</b> N (Y/N)	<b>INJURY:</b> N (Y/N)	<b>SENT TO LEGAL:</b> N (Y/N)
<b>PREVIOUSLY REPAIRED:</b> 00/00/00	<b>WHERE:</b>	
<b>VEHICLE PURCHASED:</b> New x Preowned	<b>MILES:</b> 024000	<b># NISSAN/INFINITI VEHICLES:</b> 1
<b>VEHICLE MAINTAINED BY:</b>		
<b>OUTSIDE WARRANTY BY (B) MONTHS:</b> 0	<b>MILES:</b> 0	<b>(PT) MONTHS:</b> 0 <b>MILES:</b> 0

<b>ORIG CODE:</b> NP NP	<b>OPEN DATE:</b> 02/16/11	<b>XFER/RSPNSBLTY:</b> 34 04 S
<b>CONTACT (S):</b>	<b>FOLLOWUP DATE:</b> 02/16/11	<b>INF-NET (Y/N):</b>
<b>SEVERITY:</b> 9	<b>CLOSE DATE:</b> 02/16/11	<b>INF-NET DATE:</b>

<b>CONCERN AND CATEGORY</b>	<b>SUBCATEGORY AND SYMPTOM</b>
OF NNA., INC. ISSUES	208000 QUEST
AZ NISSAN PRODUCT INQUIRIES	VJ GENERAL WARRANTY COVERAGE INQUI
	ZR GENERAL INQUIRY

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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 694

REQUESTED BY: lattad

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REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**C. A. R. COMMENTS**

FILE OPENED-ZCS999N 02/16/2011

PREVIOUS RELATED FILES FOUND: NONE @02/16-ZCS999N

PREVIOUS UNRELATED FILES FOUND: NONE

VEH 2007 QUEST.ADVISE C THAT IT IS STILL COVERED IN WARRANTY.C INQUIRE ABOUT FUEL GAUGE NOT READING PROPERLY SAYING ITS READING EMPTY WHEN IT IS FULL.

PREVIOUS RECALL/CAMPAIGNS FOUND: NONE

CRR-CC ADVISE C TO GO TO DLR TO HAVE VEH INSPECTED IN DLR.CRR-CC ASKED IF C CRR-CC VERIFIED C'S FULL NAME, ADDRESS, BOTH PHONE NUMBERS, EMAIL, MILEAGE, VEH OWNED AND DLR

WANTS TO BE TRANSFERED TO THE DLR. C DECLINE.CRR-CC GAVE CONTACT NUMBER OF DLR

CRR-CC GOT CALL FROM C INQUIRING IF FUEL GAUGE IS STILL COVERED IN WARRANTY.C

TO C.CRR-CC ASKED FOR FURTHER ASSIATNCE.C DECLINE.

CRR-CC GAVE NAME, EXTENSION NUMBER AND FILE NUMBER TO C

CRR-CC CLOSED THE CALL @02/16-ZCS999N

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

**SATISFIED:** Y

**ACTION CODE:** NP

**ROOT CAUSE:** SCIN

**CALLBACK:** 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:**

**TRANS DATE:** 00/00/00

**CHECK REQUESTED:** Y



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**CAR ID:** [REDACTED]

**3RD PRY:** NI

**PART#:**

**CHECK ISSUED:** Y

**BYBACK ST:**

**OPENED BY:**

**HISTORY:**

**UPDATE BY:**

**SVC CALL#:** N

**UPDATE DATE:**

**CLOSE:** Y

**CLOSE DATE:** 02/16/11

**MICROFILM:**

**RESP CAA:**

**OLM:**

**DOM:** ZCS999N

**PHONE:**

**OWNER FIRST:** [REDACTED]

**LANGUAGE:**

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**CAR ID:** [REDACTED]

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

**MODEL YEAR:** 2007

**MAKE:** N

**MODEL LINE:** QST

**NAME:** [REDACTED]

**VIN:** 5N1BV28U47N [REDACTED]

**IN SCV DATE:** 08/31/07

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		5110	Tennessee					

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REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:** **MILES:**

**CANCEL:** **MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 5110 **STATE:** TN

**DEALER NAME:** DOWNTOWN NASHVILLE NIS

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REQUESTED BY: lattad

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REQUESTED BY: lattad

<b>NAME:</b> [REDACTED]	<b>SC:</b> NONE	<b>CAR ID:</b> [REDACTED]
<b>STREET:</b> [REDACTED]	<b>VIN:</b> 5N1BV28U97N [REDACTED]	
<b>CITY:</b> MURFREESBORO	<b>YR/MDL:</b> 2007.0 QST	<b>MILEAGE:</b> 068963
<b>ST/ZIP:</b> TN [REDACTED]	<b>VCAN:</b> Y	<b>IN SVC DATE:</b> 01/31/07
<b>DAY PH:</b> [REDACTED]	<b>PAID:</b> 1,624	<b>RTL DLR:</b> 18051 NISSAN OF MURFREESBORO
<b>EVE PH:</b> [REDACTED]	<b>SUSP:</b> 0	<b>SVC DLR:</b> 5110 DOWNTOWN NASHVILLE NISSAN
<b>DLR PH:</b> 615 248 5100	<b>DENY:</b> 0	<b>RESP DLR:</b> 5110 DOWNTOWN NASHVILLE NISSA
	<b>REGION:</b> 34	<b>DIST: SL/SV/PT:</b> 04 04 34

<b>LETTER RECEIVED:</b> 00/00/00	<b>EXEC:</b> 00/00/00	<b>EMAIL:</b> 02/26/11
<b>FIRE:</b> N (Y/N)	<b>ROLLOVER:</b> N (Y/N)	<b>ACCIDENT:</b> N (Y/N)
<b>PROPERTY DAMAGE:</b> N (Y/N)	<b>INJURY:</b> N (Y/N)	<b>SENT TO LEGAL:</b> N (Y/N)
<b>PREVIOUSLY REPAIRED:</b> 00/00/00	<b>WHERE:</b>	
<b>VEHICLE PURCHASED:</b> New Preowned	<b>MILES:</b> 068963	<b># NISSAN/INFINITI VEHICLES:</b> 1
<b>VEHICLE MAINTAINED BY:</b> 18051 NISSAN OF MURFREESBOR		
<b>OUTSIDE WARRANTY BY (B) MONTHS:</b> 0	<b>MILES:</b> 0	<b>(PT) MONTHS:</b> 0 <b>MILES:</b> 0

<b>ORIG CODE:</b> NP NP	<b>OPEN DATE:</b> 03/01/11	<b>XFER/RSPNSBLTY:</b> 34 04 S
<b>CONTACT (S):</b>	<b>FOLLOWUP DATE:</b> 03/23/11	<b>INF-NET (Y/N):</b>
<b>SEVERITY:</b> 9	<b>CLOSE DATE:</b> 03/22/11	<b>INF-NET DATE:</b>

<b>CONCERN AND CATEGORY</b>	<b>SUBCATEGORY AND SYMPTOM</b>
OF NNA., INC. ISSUES	208000 QUEST
AZ NISSAN PRODUCT INQUIRIES	ZH CRITICISM



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**PAGE:** 704

REQUESTED BY: lattad

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REQUESTED BY: lattad

CAR ID: [REDACTED]

**C. A. R. COMMENTS**

@03/21-ZJP177N

CONCERN WITH YOUR 2007 NISSAN QUEST. WE APOLOGIZE FOR ANY

\*\*\*\*\*E-MAIL FILE LOGGED\*\*\*\*\*

FILE OPENED-ZGK999N 03/01/2011

FOLLOW-UP IS DUE ON OR BEFORE

OTHERREPAIR THAT SHOULD HAVE BEEN FIXED I DECLINED BOTH REPAIRS FOR  
CRR-GK VERIFIED C'S NAME, ADDRESS, DAY/EVENING NUMBER, VIN, EMAIL, MILEAGE  
DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE  
\*\*EXEC-JP CALLED C WHO ADVISED C HAS THE VEHICLE BACK IN C POSSESSION. C  
INCONVENIENCE THIS SITUATION MAY HAVE CAUSED YOU.

PREVIOUS RELATED FILE(S) FOUND: NONE

THE FUEL GAUGE ISSUE AS WELL AS THE REPAIR TO FIX THE TIMING CHAIN  
AND RESPONSIBLE DLR.  
CUSTOMER.

PREVIOUS UNRELATED FILE(S) FOUND [REDACTED]

SO THAT WE MAY EXPEDITE YOUR INQUIRY AND PROVIDE YOU THE BEST SERVICE,  
STATED THE VEHICLE IS RUNNING FINE AND IT SEEMS LIKE THE ISSUE HAS BEEN

TENSIONER. HOWEVER, I STILL WAS CHARGED FOR THE DIAGNOSTIC FEE  
CRR-GK UPDATED OWNER'S DATABASE (E-MAIL)

DESPITE MY ARGUMENT THAT THEY PREVIOUSLY MIS-DIAGNOSED MY VEH ISSUES  
EMAIL ADDRESSED TO: NNACONSUMERAFFAIRS@NISSAN-USA.COM  
PLEASE CONTACT TECHLINE REGARDING THIS OWNERS VEHICLE ISSUES WITH THE  
PLEASE SEND US THE FOLLOWING ADDITIONAL INFORMATION:

RESOLVED. C STATED THAT J.R./TECH LET C KNOW THAT THE LEVEL INSIDE THE FUEL  
CRR-GK CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE  
FUEL GUAGE AND CHECK ENGINE LIGHT.

METHOD OF CONTACT: E-MAIL ID NO: [REDACTED]

TANK WAS OFF CAUSING C TO HAVE AN ISSUE WITH THE FUEL GUAGE. C STATED C  
WHEN THEY REPLACED THE 2 DRIVE BELTS ON THE 11/1/10 VISIT. THE SM

- \* YOUR CURRENT MAILING ADDRESS
- \* A BRIEF DESCRIPTION OF YOUR REQUEST

C'S EMAIL READS, @03/01-ZGK999N

DATE RECEIVED: 02/26/11 DATE CREATED: 03/01/11

STATED THAT THE DIAGNOSTIC FEE WAS DUE BECAUSE OF THE "NEW" ISSUE  
WAS APPRECIATIVE OF THE ASSISTANCE BY THE DLRSHIP AND THE EXEC CONSTANTLY  
"COMPLAINT...PLEASE FORWARD THIS TO YOUR COMPLAINT DEPARTMENT AND

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REQUESTED BY: lattad

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REQUESTED BY: lattad

**CAR ID:** [REDACTED]

REGARDING THE SVC ENGINE LIGHT AND FUEL GAUGE NEEDLE FLUCTUATING. STAYING IN CONTACT WITH C. EXEC STATED IF ANY CONCERNS SHOULD ARISE IN THE YOU MAY SEND THIS INFORMATION TO US IN WRITING OR YOU ARE WELCOME TO CALL US AT 1 800 647 7261.

FUTURE TO FEEL FREE TO CONTACT EXEC. @03/22-ZJP177N

I DID NOT EXPERIENCE ANY ADDITIONAL ISSUES WITH THE FUEL GAUGE NEEDLE QUALITY CONTROL DEPARTMENT

AND/OR SVC ENGINE SOON WARNING LIGHT UNTIL ON OR ABOUT 2/25/11.

FILE # [REDACTED] HAS BEEN CREATED TO DOCUMENT YOUR INQUIRY. PLEASE @03/01-ZGK999N

ON JANUARY 31, 2007 I PURCHASED A 2007 NISSAN QUEST FROM NISSAN OF

\*\*\*SUMMARY\*\*C STATED C WAS HAVING AN ONGOING ISSUE WITH HIS FUEL GUAGE NOT

\* 12/2/10 - (64,922 MILES) ~ VEH TAKEN TO DOWNTOWN NASHVILLE NISSAN, AND THEY

MURFREESBORO, STONES RIVER MOTORS, 914 MEMORIAL BLVD, MURFREESBORO,

REFERENCE THIS FILE NUMBER WHEN YOU WRITE OR CALL. WHEN WE RECEIVE

REGISTERING CORRECTLY AND THE ABS LIGHT COMING ON. EXEC, SM, AND TECH WERE

ABLE TO GET THE ISSUE RECTIFIED. C FUEL LEVEL INSIDE THE FUEL TANK WAS

REPAIRED/FIX THE ENGINE WHINING NOISE BY REPAIRING/REPLACING THE TIMING

THE REQUESTED INFORMATION FROM YOU, WE WILL FORWARD YOUR FILE TO A

TN 37129. SINCE THE DATE OF PURCHASE I HAVE HAD THE FOLLOWING

CHAIN AND TENSIONERS. NO COST TO ME. WORK CLASSIFIED AS "WARRANTY".

MALFUNCTIONING. C ISSUE HAS BEEN RESOLVED AND C IS SATISFIED. @03/22-ZJP177N

MECHANICAL/REPAIRS PERFORMED:

REGIONAL SPECIALIST FOR INDIVIDUAL HANDLING.

01/19/2009 - REAR SONAR/BACK UP SENSORS REPAIRED (30,272 MILES);

\* 2/25/11 - (68,963 MILES) ~ ISSUE AGAIN WITH FUEL GAUGE FLUCTUATING BETWEEN

WE LOOK FORWARD TO HEARING FROM YOU SOON. YOUR SATISFACTION IS

01/19/2009 - DRIVER ARMREST FIXED DUE TO LOOSENESS (30,272 MILES);

"FULL" AND "EMPTY" WITH "EMPTY" WARNING LIGHT "ON" AND SVC ENGINE SOON

IMPORTANT TO US!

08/22/2009 - BATTERY REPLACED (43,076 MILES);

NISSAN NORTH AMERICA,INC.

WARNING LIGHT COMING ON. VEH TAKEN TO DOWNTOWN NASHVILLE NISSAN FOR

11/01/2010 - FRONT BLOWER AMP REPLACED BECAUSE REAR AIR DID NOT WORK,

CRR-GK CLOSING FILE AS NO FURTHER FOLLOW-UP REQUIRED. @03/01-ZGK999N

DIGNOSTIC. SVC ENGINE SOON WARNINIG LIGHT STAYING ON THIS TIME. DIAGNOSTIC

@03/01-ZGK999N

REAR CONTROL KNOB DID NOT WORK, FRONT DEFROST AND FEET VENTS

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REQUESTED BY: lattad

CAR ID: [REDACTED]

REVEALED CODE "P0462 - FUEL PUMP" ISSUE. PART ORDERED. CHARGED DIAGNOSTIC CONTINUED TO BLOW AIR EVEN WHEN CONTROL KNOB IN OFF POSITION (63,287

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

FEE \$62.28.

\* 3/4/11 - (69,294 MILES) ~ VEH RETURNED TO DOWNTOWN NASHVILLE NISSAN UPON EXEC AG RECEIVED FILE FROM EXECTL LR FOR FURTHER HANDLING.

MILES);

11/01/2010 - ENGINE WHINING NOISE. REPLACED 2 DRIVE BELTS DUE TO NOISE C SENT AN EMAIL TO AN NNA EMPLOYEE AS C IS A FAMILY FRIEND STATING THE THEIR RECEIPT OF PART ORDERED ON 2/25/11 FOR FUEL PUMP ISSUE. FUEL PUMP AFTER CONSULTING WITH NISSAN SERVICE DEPT AT STONES RIVER MOTORS FOLLOWING:

REPLACED/REPAIRED. COST TO ME \$680.38

- @03/14-ZAG039N

C STATED C HAS HAD ISSUES WITH VEH SINCE PURCHASE. C STATED THE FOLLOWING (SRM) (63,287 MILES);

11/22/2010 - ENGINE WHINING NOISE CONTINUED. WENT BACK TO SRM SERVICE EXEC AG PLACED OUTBOUND CALL ON 3/14/11 AT 11:01 A.M. CST, REPAIRS WERE COMPLETED ON C'S VEH:

- @03/14-ZAG039N

DEPT AND WAS TOLD THAT IT WAS THE TIMING CHAIN TENSIONER CAUSING @03/01-ZGK999N EXEC LEFT A VMX FOR C REQUESTING A CALL BACK. @03/14-ZAG039N

\* 1/19/09 - (30,272 MILES) ~ REAR BACK-UP SENSORS REPAIRED AT STONES RIVER EXEC PROVIDED NAME AND DIRECT CONTACT NUMBER.

WHINING NOISE AND THAT IT WOULD COST ME \$1,300 TO REPAIR (64,466 MILES);

- @03/14-ZAG039N

11/22/2010 - FUEL GAGE NEEDLE IRRATIC/FLUCTUATING FROM FULL TO EMPTY MOTORS ~ NO COST FOR REPAIR (UNDER WARRANTY)

\* 8/22/09 - (43,076 MILES) ~ BATTERY REPLACED AT GOODYEAR ~ (\$93)

AFTER TANK FILL UP. THIS CAUSED FUEL EMPTY WARNING LIGHT TO COME ON EXEC AG PLACED OUT BOUND CALL ON 3/16/11 AT 10:40 A.M. CST,

\* 11/1/09 - (63,287 MILES) ~ 4 ISSUES:

AND CHECK ENGINE LIGHT TO COME ON. UPON TAKING VEHICLE TO SRM SERVICE EXEC LEFT A VMX FOR C ON EVENING CONTACT NUMBER REQUESTING A CALL BACK. DEPARTMENT THEY TOLD ME THEY COULD NOT PIN POINT THE EXACT PROBLEM EXEC PROVIDED NAME AND DIRECT CONTACT NUMBER.

> REAR AIR NOT BLOWING/CONTROL KNOB NOT WORKING;

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**CAR ID:** [REDACTED]

@03/16-ZAG039N

-  
> AIR FROM FRONT DEFROST CONTINUOUSLY BLOWS EVEN  
BECAUSE WHEN I TOOK MY VEHICLE IN FOR SERVICE THE FUEL GAUGE NEEDLE  
\*\*\*EXEC-JP RECEIVED A CALL FROM THE C. EXEC APOLOGIZED FOR C CONCERNS. EXEC  
WAS NOT IRRATIC/FLUCTUATING AT THE TIME AND THE CHECK ENGINE LIGHT WAS  
WHEN CONTROL KNOB IN "OFF" POSITION;

AND C REVIEWED C VEH HISTORY. C STATED C CHECK ENGINE LIGHT IS ON AND THE

> FRONT FEET VENT CONTINUOUSLY BLOWS AIR EVEN WHEN  
NOT ON. SRM SERVICE MGR TOLD ME THE PROBLEM COULD BE REPLACING THE  
CONTROL KNOB IN "OFF" POSITION;

FUEL GUAGE IS FLUCTUATING JUST LIKE C LAST VISIT ON 3/4/2011. C STATED C HAS  
FUEL TANK SENDING UNIT (\$638) OR REPLACING ¿COMBINATION¿ MOTOR (\$442).

> ENGINE MAKIND WHINING NOISE.

HAD A LOT OF ISSUES WITH THE VEH SINCE PURCHASED IN 2007. C STATED C HAS AN  
NEITHER WAS DONE AT THE TIME BECAUSE I DIDN'T WANT PAY FOR A REPAIR TO  
APPOINTMENT ON 3/18 TO HAVE HIS ISSUE ADDRESSED. EXEC STATED EXEC WOULD  
"GUESS" WHICH ONE WAS CAUSING THE PROBLEM AND LATER FIND OUT IT WAS

REPAIRS PERFORMED AT STONES RIVER MOTORS, (\$352.34)

> DIAGNOSTIC;

SPEAK WITH THE SM AT THE DLRSHIP SO C ISSUES CAN BE ADDRESSED. EXEC ADVISED  
THE OTHER REPAIR ITEM (64,466 MILES);

12/02/2010 - TIMING CHAIN, TIMING TENSIONER, OIL WITH FILTER CHANGE, OIL

EXEC WOULD CALL C BACK PRIOR TO C APPOINTMENT. C WAS APPRECIATIVE OF THE CALL

> REPLACED FRONT BLOWER AMP FOR DEFROST AND OTHER  
AIR ISSUES;

AND REQUESTED TO BE CALLED ON C CELL PHONE NUMBER [REDACTED]. @03/16-ZJP177N

PAN GASKET REPLACED, SEAL AND O-RINGS REPLACED, SEAL, OIL AND CRANKS

EXEC-JP LEFT A MESSAGE FOR SM/MARK TO CALL EXECK BACK. @03/17-ZJP177N

> REPLACED 2 DRIVE BELTS FOR ENGINE WHINING NOISE.

REPLACED, WASHER/DRAIN DUE TO ENGINE WHINING NOISE FROM PREVIOUS@03/01-ZGK999N

\* 11/22/10 - (64,466 MILES) ~ 3 ISSUES:

\*\*EXEC-JP RECEIVED A CALL FROM SM/MARK. EXEC ADVISED THIS C HAS AN APPOINTMENT  
ISSUE. REPAIR WORK DONE AT DOWNTOWN NASHVILLE NISSAN (DNN) SERVICE  
DEPARTMENT. THIS DID NOT COST ME BECAUSE I ARGUED WITH NISSAN THAT IT

> ENGINE WHINING NOISE CONTINUES DESPITE NEW

TOMORROW AT SM DLRSHIP. EXEC REQUESTED SM TO TAKE A CLOSE LOOK AT THIS C ISSUES

BELTS INSTALLED ON 11/1/10;



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REQUESTED BY: lattad

CAR ID: [REDACTED]

SHOULD BE COVERED UNDER POWERTRAIN WARRANTY (64,922 MILES);  
SM STATED SM WOULD PAY CLOSE ATTENTION TO THIS C CONCERNS AND KEEP EXEC  
01/11/2011 - REPLACED FRONT/REAR BRAKE PADS AND RESURFACED ALL 4  
> FUEL GAUGE NEEDLE FLUCTUATES BETWEEN "FULL"  
INFORMED. EXEC STATED C IS COMING IN FOR THE FUEL GAUGE FLUCTUATING AND CHECK  
AND "EMPTY" WITH "EMPTY" WARNING LIGHT "ON"  
ENGINE LIGHT. EXEC STATED THIS C HAS HAD THIS ISSUE IN THE PAST. SM HAS  
ROTORS AT DNN (66,904 MILES);  
02/25/2011 - FUEL GAUGE IRRATIC/FLUCTUATING AGAIN AND CHECK ENGINE  
EVEN THOUGH FUEL TANK RECENTLY FILLED TO FULL  
REVIEWED THE C HISTORY. EXEC THANKED THE SM FOR CALLING BACK AN ENDED THE CALL  
@03/17-ZJP177N

LEVEL;

LIGHT CAME ON AND STAYED ON THIS TIME. TOOK VEHICLE TO DNN AND  
DIAGNOSTIC READING FROM CHECK ENGINE LIGHT REVEALED THAT CODE P0462 -  
EXEC\*\*JP CALLED AND SPOKE WITH C. EXEC ADVISED C THAT EXEC HAS SPOKEN TO  
> SERVICE ENGINE SOON WARNING LIGHT  
FUEL PUMP REPLACEMENT IS NEEDED AT A COST TO ME OF \$796 (68,963 MILES).  
INTERMITTENTLY COMES ON AND OFF.

THE SM REGARDING C CONCERNS WITH THE VEHICLE. EXEC ADVISED C THAT SM IS AWARE  
I AM [REDACTED] YEARS OLD. I HAVE OWNED NUMEROUS VEHICLES INCLUDING NISSAN  
OF C ISSUES AND WILL ADDRESS C CONCERNS. C WAS APPRECIATIVE OF THE CALL AND  
> VEHICLE RETURNED TO STONES RIVER MOTORS, AND I WAS  
CHARGED A DIAGNOSTIC FEE OF \$96.58. SINCE THE  
DURING MY LIFE SPAN. I HAVE NEVER EXPERIENCED THIS MANY PROBLEMS AND  
FOLLOW THROUGH. @03/17-ZJP177N

\*\*EXEC-JP LEFT VMX FOR SM TO CALL BACK. @03/18-ZJP177N  
ISSUES WITH ONE VEHICLE IN SUCH A SHORT OWNERSHIP TIME SPAN AND LOW  
"SERVICE ENGINE SOON" LIGHT WAS NOT "ON" AT THE

\*\*EXEC-JP RECEIVED VMX FROM SM WHO ADVISED C DROPPED THE VEH OFF LAST NIGHT,  
MILEAGE VEHICLE. I WOULD LIKE SOMETHING TO BE DONE AND AT A MINIMUM I  
TIME OF THE DIAGNOSTIC THEY COULD NOT PIN-POINT  
C IS IN A RENTAL, AND THE DLRSHIP IS RUNNING THE DIAGNOSTICS ON IT NOW. SM  
THE ISSUE WITH THE FUEL GAUGE NEEDLE.

WOULD LIKE TO DISCUSS THIS WITH A SUPERVISOR IN YOUR COMPLAINT AND  
ADVISED SM WOULD CALL BACK ONCE SM HAS ANOTHER UPDATE. SM ADVISED TO CALL SM  
HOWEVER, THEY RECOMMENDED REPLACING THE FUEL TANK

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Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 714

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 715

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

QUALITY CONTROL DEPARTMENTS. PLEASE CONTACT ME AT 615-347-7759.  
ON PHONE NUMBER [REDACTED] @03/18-ZJP177N

> SENDING UNIT AT A COST TO ME OF \$638.38 AND/OR REPLACING THE  
THANK YOU"

COMBINATION MOTOR AT A COST TO ME OF \$442.09. ALSO, REGARDING THE  
CR-GK RESPONSE TO C: @03/01-ZGK999N

\*\*EXEC-JP CALLED C WHO ADVISED THE DLRSHIP STILL HAS THE VEHICLE AND C IS IN  
A RENTAL. C STATED J.R. IS THE TECH WHO IS KEEPING C INFORMED ABOUT C VEHICLE.

ENGINE WHINING NOISE, THE SVC MANAGER RECOMMENDED REPLACING THE  
MARCH 1, 2011N

C STATED J.R./TECH ADVISED C THAT THERE IS A SHORT IN THE WIRING. C WANTED TO  
FILE # [REDACTED]

TIMING CHAIN TENSIONER AT A COST TO ME OF \$1,314.66. SINCE THEY COULD

DEAR [REDACTED]: @03/01-ZGK999N

NOT TELL ME THE EXACT CAUSE OF THE FUEL GAUGE ISSUE AND I DID NOT  
REITERATED THAT C HAS NO CONCERNS WITH THE DLRSHIP ITS JUST THE PRODUCT ITSELF.

\*\*EXEC-JP STATED EXEC WAS MONITORING THE SITUATION. C APPRECIATED THE CALL.

THANK YOU FOR CONTACTING NISSAN NORTH AMERICA, INC. REGARDING YOUR

WANT TO PAY THE COST OF ONE REPAIR AND LATER FIND OUT THAT IT WAS THE

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

**SATISFIED:** Y

**ACTION CODE:** NP

**ROOT CAUSE:** SCIN

**CALLBACK:** 0

**DATE:** 00/00/00

**USERID:**

**REOPEN:**

**CALLBACK:** 1

**DATE:** 03/14/11

**USERID:** ZAG039N

**NEW INFO:** 0

**DATE:** 00/00/00

**USERID:**

**OTHER:** 0

**DATE:** 00/00/00

**USERID:**

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**DATE:** 07/07/14

**TIME:** 12:22:20 AM

NISSAN MOTOR CORPORATION IN U.S.A

CUSTOMER ASSISTANCE REQUEST

REQUESTED BY: lattad

**PAGE:** 716

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**DATE:** 07/07/14

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**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 717

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**COMMENTS ONLY:** 0

**DATE:** 00/00/00

**USERID:**

**IIR-DATE:**

**TRANS DATE:** 00/00/00

**CHECK REQUESTED:** Y

**3RD PRY:** NI

**PART#:**

**CHECK ISSUED:** Y

**BYBACK ST:**

**OPENED BY:**

**HISTORY:**

**UPDATE BY:**

**SVC CALL#:** N

**UPDATE DATE:**

**CLOSE:** Y

**CLOSE DATE:** 03/22/11

**MICROFILM:**

**RESP CAA:** RANDY DRIER

**OLM:**

**DOM:**

**PHONE:**

**OWNER FIRST:** [REDACTED]

**LANGUAGE:**

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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 718

REQUESTED BY: lattad

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**DATE:** 07/07/14

**TIME:** 12:22:20 AM

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

**PAGE:** 719

**CAR ID:** [REDACTED]

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

**MODEL YEAR:** 2007

**MAKE:** N

**MODEL LINE:** QST

**NAME:** [REDACTED]

**VIN:** 5N1BV28U97N [REDACTED]

**IN SCV DATE:** 01/31/07

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		5110	Tennessee					



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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

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**PAGE:** 720

REQUESTED BY: lattad

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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 721

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:** **MILES:**

**CANCEL:** **MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 5110 **STATE:** TN

**DEALER NAME:** DOWNTOWN NASHVILLE NIS

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**DATE:** 07/07/14

**TIME:** 12:22:20 AM

NISSAN MOTOR CORPORATION IN U.S.A

CUSTOMER ASSISTANCE REQUEST

REQUESTED BY: lattad

**PAGE:** 722

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Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

**NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST**

**PAGE:** 723

**TIME:** 12:22:20 AM

**REQUESTED BY:** lattad

**NAME:** [REDACTED]  
**STREET:** [REDACTED]  
**CITY:** POWDER SPRING  
**ST/ZIP:** GA [REDACTED]  
**DAY PH:** [REDACTED]  
**EVE PH:** [REDACTED]  
**DLR PH:** 770 739 2005

**VCAN:**  
**PAID:**  
**SUSP:**  
**DENY:**

**SC:** ONE CONTRACT      **CAR ID:** [REDACTED]  
**VIN:** 5N1BV28U67N [REDACTED]  
**YR/MDL:** 2007.0      **QST**      **MILEAGE:** 156000  
**IN SVC DATE:** 09/27/06  
**RTL DLR:** 3213      **TEAM NISSAN OF MARIETTA**  
**SVC DLR:** 2181      **TEAM NISSAN/LITHIA SPRING**  
**RESP DLR:** 2181      **TEAM NISSAN/LITHIA SPRING**  
**REGION:** 34      **DIST: SL/SV/PT:** 01 01 31

**LETTER RECEIVED:** 00/00/00      **EXEC:** 00/00/00      **EMAIL:** 00/00/00  
**FIRE:** N (Y/N)      **ROLLOVER:** N (Y/N)      **ACCIDENT:** N (Y/N)      **AIRBAG:** N (Y/N)  
**PROPERTY DAMAGE:** N (Y/N)      **INJURY:** N (Y/N)      **SENT TO LEGAL:** N (Y/N)  
**PREVIOUSLY REPAIRED:** 00/00/00      **WHERE:**  
**VEHICLE PURCHASED:** New x Preowned      **MILES:** 156000      **# NISSAN/INFINITI VEHICLES:** 2  
**VEHICLE MAINTAINED BY:** TEAM NISSAN OF MARIETTA - 321  
**OUTSIDE WARRANTY BY (B) MONTHS:** 21      **MILES:** 104000      **(PT) MONTHS:** 0      **MILES:** 80000

**ORIG CODE:** NP NP      **OPEN DATE:** 06/28/11      **XFER/RSPNSBLTY:** 34 01 S  
**CONTACT (S):**      **FOLLOWUP DATE:** 07/01/11      **INF-NET (Y/N):**  
**SEVERITY:** 9      **CLOSE DATE:** 07/01/11      **INF-NET DATE:**

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OA VEHICLE CONCERNS      153000 GEN. FUEL DELIVERY/INTAKE COMPO  
AI FUEL/INTAKE SYSTEM      VF NON-WARRANTY ITEM GOODWILL ASSIS  
AT INSTRUMENTATION      YI OOW GOODWILL ASSISTANCE REQUEST  
YX POOR OR IMPROPER OPERATION

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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 724

REQUESTED BY: lattad

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DATE: 07/07/14

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TIME: 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 725

REQUESTED BY: lattad

CAR ID: [REDACTED]

**C. A. R. COMMENTS**

CRR-RH CHECKED FOR PREVIOUS RELATED FILES: NONE

FILE OPENED-ZRH176N 06/28/2011

FOLLOW-UP IS DUE ON OR BEFORE

CRR-RH CHECKED FOR PREVIOUS UNRELATED FILES: \_NONE

DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE THAT CRR-RH WILL TRANSFER C TO FUEL GAUGE DEPT. FOR FURTHER ASSISTANCE.

CRR-RH OFFERED FURTHER ASSISTANCE, C DECLINED. @06/28-ZRH176N

CRR-RH VERIFIED C'S NAME, ADDRESS, DAY AND EVENING PHONE NUMBERS, CUSTOMER.

\*\*\*

1.800.343.6913 EXT.457375

EMAIL ADDRESS, SVC DLR, CURRENT MILEAGE.

CRR-JF RECEIVED A CALL FROM C STATED THAT THE FUEL GAUGE IS SHOWING INACCURATE

CRR-RH CHECKED FOR OPEN RECALLS / CAMPAIGNS FOUND: NONE

CRR-RH RECEIVED A CALL FROM C HAVING FUEL GAUGE ISSUES. CRR-RH INFORMED C

READING. C STATED THAT EVEN WHEN C FILLED UP THE TANK IT WILL SHOW EMPTY.

C WANTS TO KNOW IF THERE IS A RECALL ON C'S VEH REGARDING THE FUEL GAUGE.

CRR-JF INFORMED C THAT THERE IS NO RECALL ON C' VEH.

CRR-JF ADVISE C TO BRING THE VEH TO A NISSAN DLR FOR DIAGNOSIS @06/28-ZJF999N

C IS AWARE THAT THE WARRANTY ALREADY EXPIRED.

CRR-JF OFFERED C FOR FURTHER ASSISTANCE. C DECLINED.

CRR-JF GAVE FILE NUMBER, EXTENSION NUMBER AND NAME TO C.

CRR-JF CLOSED THE FILE AS NO FURTHER ACTION NEEDED. @06/28-ZJF999N

----- @06/30-ZLR999N

CRR-LM RECEIVED CALL FROM C STATING THAT C IS HAVING AN ISSUE WITH THE FUEL

GAUGE OF C'S VEH. C STATED THAT C CALLED LAST 6/28/11 AND WAS TOLD THAT

C NEEDS TO HAVE THE VEH DIAGNOSED FOR NNA CA TO PROVIDE FURTHER HELP.

C STATED THAT THE VEH WAS TAKEN TO TEAM NISSAN/LITHIA SPRINGS - 2181

AND C SPOKE TO SA - QAIS JOHNSON. C STATED THAT C WAS TOLD THAT 2 UNITS

NEEDS TO BE REPLACED: FUEL PUMP SENDING UNIT ABD COMBINATION METER

WHICH WOULD COST \$747.00 AND \$570.00. C STATED THAT C WOULD LIKE TO

SEEK GWL ASSISTANCE FROM NNA CA REGARDING THE ISSUE.

CRR-LM ADVISED C THAT CRR-LM COULD NOT PROMISE ANYTHING, HOWEVER

CRR-LM INFORMED C THAT FILE WOULD BE ESCALATED TO RCAS FOR REVIEW.

CRR-LM ALSO INFORMED C THAT C WOULD BE RECEIVING A CALL FROM RCAS

BY TOMORROW, BEFORE THE END OF THE BUSINESS DAY. C UNDERSTOOD.

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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 726

REQUESTED BY: lattad

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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 727

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

CRR-LM ASKED FOR OTHER CONCERNS, C SAID NONE.  
CRR-LM PROVIDED C WITH NAME, FILE NUMBER AND EXTENSION NUMBER.  
CRR-LM TRANSFERRING THE FILE TO RCAS AND LEAVING THE FILE OPEN FOR FOLLOW UP.  
@06/30-ZLR999N

\*\*\*

RCAS DATANETTED FILE UPON RECEIPT.

\*\*\*

RCAS CALLED TEAM NISSAN AND LEFT VMX FOR SM-JN.

\*\*\*

@07/01-ZHL235N

RCAS CALLED C ON DAY # AT 11AM EST. @07/01-ZHL235N

C STATES VEH SHOULD HAVE BEEN INCLUDED IN RECALL ON SENDING UNITS.

@07/01-ZHL235N

C STATES HAD VEH DIAG AT TEAM NISSAN/LITHIA SPRINGS. @07/01-ZHL235N

C HAD EXT WARRANTY.

C STATES NORMALLY MAINTAINS VEH AT TEAM/MARIETTA.

SENTRA/88.

C AGREED TO FAX DIAG TO RCAS. @07/01-ZHL235N

RCAS CLOSING FILE PENDING DIAG. @07/01-ZHL235N

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

**SATISFIED:** Y

**ACTION CODE:** NP

**ROOT CAUSE:** SCFA

**CALLBACK:** 0

**DATE:** 00/00/00

**USERID:**

**REOPEN:**

**CALLBACK:** 1

**DATE:** 06/30/11

**USERID:** ZLR999N

**NEW INFO:** 0

**DATE:** 00/00/00

**USERID:**

**OTHER:** 0

**DATE:** 00/00/00

**USERID:**

**COMMENTS ONLY:** 0

**DATE:** 00/00/00

**USERID:**



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REQUESTED BY: lattad

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

**PAGE:** 729

**CAR ID:** [REDACTED]

**IIR-DATE:**

**3RD PRY:** NI

**BYBACK ST:**

**HISTORY:**

**SVC CALL#:** N

**CLOSE:** Y

**RESP CAA:** RANDY DRIER

**PHONE:**

**TRANS DATE:** 09/30/06

**PART#:**

**OPENED BY:**

**UPDATE BY:**

**UPDATE DATE:**

**CLOSE DATE:** 07/01/11

**OLM:**

**OWNER FIRST:** [REDACTED]

**CHECK REQUESTED:** Y

**CHECK ISSUED:** Y

**MICROFILM:**

**DOM:**

**LANGUAGE:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

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**PAGE:** 730

REQUESTED BY: lattad

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**DATE:** 07/07/14

**TIME:** 12:22:20 AM

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

**PAGE:** 731

**CAR ID:** [REDACTED]

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

**MODEL YEAR:** 2007

**MAKE:** N

**MODEL LINE:** QST

**NAME:** [REDACTED]

**VIN:** 5N1BV28U67N [REDACTED]

**IN SCV DATE:** 09/27/06

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
1	RCDC02833773	2181	Georgia	9/27/2006	09/27/11	0100000	01/01/01	01/01/01

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**DATE:** 07/07/14

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**TIME:** 12:22:20 AM

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REQUESTED BY: lattad

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**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 733

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**CURRENT SERVICE CONTRACT**

**CONTRACT:** RCDC02833773

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** C

**PLAN TERM:** C

**DEDUCTABLE:** 50

**EFFECTIVE:** 9/27/2006

**EXPIRES:** 09/27/11      **MILES:** 0100000

**CANCEL:** 01/01/01      **MILES:** 0100000

**TRANSFER:** 01/01/01

**TRANSACTION:** 09/30/06

**PRINTED:** 10/06/06

**DEALER NO:** 2181      **STATE:** GA

**DEALER NAME:** TEAM NISSAN/LITHIA SPRIN

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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

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**PAGE:** 734

REQUESTED BY: lattad

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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 735

REQUESTED BY: lattad

**NAME:** ██████████ **SC:** MULTI CONTRACT **CAR ID:** ██████████  
**STREET:** ██████████ **VIN:** 5N1BV28U57N ██████████  
**CITY:** PLAINFIELD **YR/MDL:** 2007.0 QST **MILEAGE:** 134000  
**ST/ZIP:** NJ ██████████ **VCAN:** Y **IN SVC DATE:** 01/20/07  
**DAY PH:** ██████████ **PAID:** 22,248 **RTL DLR:** 5003 NORTH PLAINFIELD NISSAN  
**EVE PH:** ██████████ **SUSP:** 0 **SVC DLR:** 5003 NORTH PLAINFIELD NISSAN  
**DLR PH:** 908 755 6400 **DENY:** 0 **RESP DLR:** 5003 NORTH PLAINFIELD NISSAN  
**REGION:** 26 **DIST: SL/SV/PT:** 04 04 34

**LETTER RECEIVED:** 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 00/00/00  
**FIRE:** N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** N (Y/N)  
**PROPERTY DAMAGE:** N (Y/N) **INJURY:** N (Y/N) **SENT TO LEGAL:** N (Y/N)  
**PREVIOUSLY REPAIRED:** 00/00/00 **WHERE:**  
**VEHICLE PURCHASED:** New x Preowned **MILES:** 134000 **# NISSAN/INFINITI VEHICLES:** 5  
**VEHICLE MAINTAINED BY:** NORTH PLAINFIELD NISSAN  
**OUTSIDE WARRANTY BY (B) MONTHS:** 21 **MILES:** 98000 **(PT) MONTHS:** 0 **MILES:** 74000

**ORIG CODE:** NP NP **OPEN DATE:** 10/03/11 **XFER/RSPNSBLTY:** 26 04 S  
**CONTACT (S):** **FOLLOWUP DATE:** 10/18/11 **INF-NET (Y/N):**  
**SEVERITY:** 9 **CLOSE DATE:** 10/18/11 **INF-NET DATE:**

<b>CONCERN AND CATEGORY</b>	<b>SUBCATEGORY AND SYMPTOM</b>
OA VEHICLE CONCERNS	152000 FUEL PUMP
OF NNA., INC. ISSUES	208000 QUEST
AI FUEL/INTAKE SYSTEM	VG PROVIDED RECALL INFORMATION
AZ NISSAN PRODUCT INQUIRIES	WA PREMATURE WEAR/FAILURE
	YI OOW GOODWILL ASSISTANCE REQUEST



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**DATE:** 07/07/14

**TIME:** 12:22:20 AM

NISSAN MOTOR CORPORATION IN U.S.A

CUSTOMER ASSISTANCE REQUEST

REQUESTED BY: lattad

**PAGE:** 736

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TIME: 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 737

REQUESTED BY: lattad

CAR ID: [REDACTED]

**C. A. R. COMMENTS**

CRR-KR RECEIVED INBOUND CALL FROM C. CRR-KR VERIFIED C'S CONTACT INFORMATION.

C'S EMAIL READS: @10/05-ZCF999N

DEAR MR [REDACTED]:

FILE OPENED-PRE276N 10/03/2011

FOLLOW-UP IS DUE ON OR BEFORE

X @10/03-PRE276N

CASE# [REDACTED]

C DID NOT PROVIDE EXTENSION TO BE TRANSFERD TO. C STATED THAT C'S VEH HAS  
CRR-RE CHECKED FOR PREVIOUS RELATED FILES: NONE

CRR-RE RECEIVED INBOUND CALL FROM C REGARDING RECURRING FUEL PUMP CONCERN--  
DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE  
THANK YOU FOR E-MAILING NISSAN NORTH AMERICA, INC. REGARDING YOUR CONCERN WITH  
BROKE DOWN AGAIN. CRR-KR ADV C THAT CRR-KR WILL SEND INTERNAL MESSAGE TO  
CRR-RE CHECKED FOR PREVIOUS UNRELATED FILES: NONE

CSTATES C HADS HAD VEH TO DEALER ON MORE THAN ONE OCCASION REGARDING A WIRE  
CUSTOMER.

I BECAME PART OF THE NISSAN FAMILY IN 1993 WHEN I PURCHASED A ?91 STANZA (FROM  
YOUR 2007 QUEST. WE DO APOLOGIZE FOR THE INCONVENIENCE THIS SITUATION HAS  
A ?HONDA? DEALER). IN 2000 THE STANZA WAS GIVEN TO A FAMILY MEMBER AFTER  
CAUSED YOU.

CRR-RE VERIFIED C'S VIN, NAME, ADDRESS, DAY/EVENING PHONE NO.,  
RCAS-KP REQUESTING FOR RCAS-KP TO CALL C BACK AS SOON AS POSSIBLE. C  
TO THE FUEL PUMP-- C STATES DEALER HAS REPAIRED WIRE ON THREE OCCASIONS AND  
MILEAGE, EMAIL, AND SERVICE DEALER.

PURCHASING A ?96 MAXIMA FROM BRISTOL NISSAN (LOCATED IN NORTH PLAINFIELD, NJ).  
SAYS THAT A THIRD PARTY INSTALLED REMOTE STAERT SYSTEM IS TYO BLAME FOR C'S  
UNDERSTOOD.

YOUR FILE IN OUR SYSTEM SHOWS THAT THE FOLLOW UP WITH YOUR IS ON 10/07/2011.

BRISTOL NISSAN WOULD LATER BE RE-NAMED EAST COAST NISSAN AND THIS LOCATION IS  
CONCERNS AND THAT 4 KEYS MUST BE REPROGRAMMED AS WELL AS A WIRE TO FUEL PUMP  
CRR-KR OFFERED FURTHER ASSISTANCE. C DECLINED.

CRR-RE CHECKED FOR OPEN CAMPAIGNS/RECALLS: NONE

YOU WILL BE RECEIVING A CALL FROM THE REPRESENTATIVE HANDLING YOUR FILE ON  
CRR-KR PROVIDED WITH NAME AND EXTENSION. THANKED C FOR DRIVING NISSAN.

CURRENTLY KNOWN AS NORTH PLAINFIELD NISSAN. IN 2003 I PURCHASED A ?04 QUEST  
THAT DAY.

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**DATE:** 07/07/14

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**TIME:** 12:22:20 AM

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**PAGE:** 738

REQUESTED BY: lattad

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CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

CAR ID: [REDACTED]

THAT IS SHORTING OUT-- THIS WIRE REPAIR HAS BEEN REPLACED ON 2 OCCASIONS

@10/14-ZKR999N

AND HAS COST THE C A LOT OF MONEY PER C- @10/03-PRE276N

FROM EAST COAST NISSAN FOLLOWED BY A 2007 QUEST PURCHASED IN 2006 FROM NORTH

IF YOU HAVE FURTHER QUESTIONS OR CONCERNS, YOU ARE WELCOME TO CALL NISSAN

\*\*\*\*\*

@10/18-ZKP176N

CONSUMER AFFAIRS AT 1-800-NISSAN-1. @10/05-ZCF999N

CRR-RE C HAS HAD CONCERN DIAGNOSED AT DEALER AND IS SEEKING ASSISTANCE IN THE  
PLAINFIELD NISSAN; AS OF LATE, (VIA PRIVATE SALE) I PURCHASED A 1996 MAXIMA AS

=== @10/05-ZCF999N

A SECOND CAR. AS YOU CAN SEE I HAVE BEEN A PART OF THE NISSAN FAMILY 18

COST OF THE REPAIR AND THE COST OF REPROGRAMMING KEYS-- C WANTS THE WIRE

RCAS-KP MADE OUTBOUND CALL TO C AT 2:19 ON [REDACTED] WHO ADVISED AS OF NOW

CONCERN REPAIRED CORRECTLY BY DEALER AS IT HAS REOCCURED IN THE PAST AFTER

CRR-CF INFORMED C OF THE FOLLOW UP DATE. @10/05-ZCF999N

VEHICLE IS RUNNING WELL. C STATED THE THE GAS GAUGE IS NOT READING CORRECTLY

YEARS. ADDITIONALLY, I HAVE REFERRED NUMEROUS FRIENDS AND FAMILY MEMBERS TO

CRR-CF EXTING THE FILE. @10/05-ZCF999N

DOESNT KNOW IF DIRECTLY RELATED TO FUEL PUMP CONCERN. C WILL CONTINUE TO

REPAIRED BY DEALER-- DEALER BLAMES C'S REMOTE FOR CONCERN-- @10/03-PRE276N

THE BRAND AS WELL AS THE NORTH PLAINFIELD LOCATION FOR PURCHASES AND REPAIRS.

=== @10/05-ZCF999N

CRR-RE C STATES C HAS HAD 5 NISSAN VEH IN THE PAST--04 QUEST--91 STANZA--97

DRIVE VEHICLE AND SOMETHING DOWN THE LINE C WILL CONTACT NISSAN BACK. C

ON APRIL 16, 2011, WHILE DRIVING ON THE HIGHWAY, MY 2007 QUEST STOPPED. I WAS

\*\*\*\*\*

ABLE TO PULL OFF THE HIGHWAY SAFELY. I HAD THE VAN TOWED TO NORTH PLAINFIELD

MAXIMA--96 MAXIMA AND 07 QUEST-- C STATES C HAS MAINTENANCE DONE AT DEALER--

STATED MAY TAKE VEHICLE TO A DIFFERENT DEALERSHIP TO GET SECOND OPINION AS TO

C IS A GOOD CANDIDATE FOR GOODWILL CONSIDERATION FOR ASSISTANCE @10/03-PRE276N

NISSAN (NPN) FOR DIAGNOSIS AND REPAIR AS I HAD BEEN DEALING WITH THIS LOCATION

RCAS-KP RECEIVED RESPONSE FROM FOM-DVB - NNA NOT IN POSITION TO ASSIST AS

WHY GAUGE IS DOING THIS... IN THE MEAN TIME RCAS CLOSING FILE AS CUSTOMER

<<

CUSTOMER IS OUT OF WARRANTY AND HAS AFTERMARKET EQUIPMENT

DOESNT NEED FURTHER ASSISTANCE WITH CONCERN.

FOR YEARS AND I TRUSTED THEM. I WAS INFORMED THAT IN ORDER FOR THE PROBLEM TO

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**PAGE:** 740

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CAR ID: [REDACTED]

\*\*\*\*\*

\*\*\*\*\*

@10/18-ZKP176N

BE DIAGNOSED THE ALARM NEEDED TO BE DISCONNECTED (NOTE: I WAS UNABLE TO DISARM SRCAS-JTS TRANSFERING FILE TO RCAS-KP

<<>>

@10/04-ZJS176N

RCAS-KP MADE OUTBOUND CALL AT 3:43 ON [REDACTED]

THE ALARM AS I COULD NOT GET THE VAN TO START). NPN RECOMMENDED A LOCAL CAR ALARM BUSINESS TO DISCONNECT THE ALARM AT AN ADDITIONAL COST TO ME. AFTER RCAS-KP REVIEWED FILE

RCAS LEFT VMX, RCAS GAVE NAME, PHONE, EXT AND FILE NUMBER. RCAS ASKING FOR A

\*\*\*\*\*

CALL BACK.

DIAGNOSIS, I WAS TOLD THAT THE FUEL PUMP NEEDED TO BE REPLACED. THE WORK WAS

\*\*\*\*\*

DONE AND I HAD THE CAR ALARM RE-CONNECTED. THIS REPAIR COST \$961.53 (NISSAN

RCAS-KP DATANETTED FILE

\*\*\*\*\*

\$881.53, ALARM \$80.00).

@10/05-ZCF999N

RCAS-KP MADE OUTBOUND CALL AT 3:44 ON [REDACTED]\_NO MESSAGE LEFT- MAILBOX

AGAIN, ON AUGUST 22, 2011, I EXPERIENCED THE SAME SITUATION FOR A SECOND TIME.

FULL

RCAS-KP MADE OUTBOUND CALL TO [REDACTED] TALKED TO C WHO STATES NEEDS A NEW

\*\*\*\*\*

@10/05-ZKP176N

AND AGAIN I HAD THE VAN TOWED TO NPN FOR DIAGNOSIS AND REPAIR; THIS TIME I WAS FUEL PUMP AND 4 KEYS REPROGRAMMED. C STATED THAT SM-RS ADVISED FAILURE IS DO INFORMED THAT THERE WAS AS SHORT IN THE WIRING THAT WAS AFFECTING THE CURRENT

RCAS-KP RECEIVED CALL FROM C, RCAS THANKED C FOR CALLING BACK. RCAS ADVISED TO C'S AFTERMARKET REMOTE. C STATED REMOTE STARTED HAS BEEN ON VEHICLE SINCE

GOING TO THE FUEL PUMP. IT STRUCK ME ODD THAT THIS WAS NOT CAUGHT WHEN THE RIGHT AFTER C HAS HAD VEHICLE AND DOESNT SEE HOW ITS CAUSING A PROBLEM NOW.

UNFORTUNATELY NNA IS NOT IN THE POSITION TO ASSIST WITH THE REPAIRS AT THIS

FUEL PUMP WAS REPLACED, BUT I CONSENTED FOR THE WORK TO BE DONE AS I NEEDED MY

RCAS ADVISED C THAT RCAS WOULD CONTACT DLR TO GET COPY OF DIAGNOSTIC, AND

TIME. C WASNT HAPPY ADVISED WOULDNT PURCHASE ANOTHER NISSAN VEHICLE. RCAS

APOLOGIZED FOR FRUSTRATION. NO FURTHER ASSISTANCE NEEDED. CALL ENDED MUTALLY-

EXACT PRICING. AND WOULD FOLLOW UP WITH C ON 10/7. C UNDERSTOOD.

VAN TO TRANSPORT MY FAMILY. (NOTE: AS IN THE APRIL INCIDENT, THE VAN WOULD

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CAR ID: [REDACTED]

\*\*\*\*\* @10/04-ZKP176N

NOT START; YET, NPN DID NOT ASK TO DISCONNECT THE ALARM THIS TIME.) THIS RCAS CLOSING FILE-

\*\*\*\*\* @10/05-ZKP176N

CRR-JM RECEIVED CALL FROM C. REPAIR, WITH A 10% DISCOUNT, COST \$579.65. CRR-CB RECEIVED EMAIL FROM TL-MK IN REGARDS TO C'S MESSAGE ON THE SWITCHBOARD. CRR-JM VERIFIED C'S NAME AND CHANGES ON C'S CONTACT INFORMATION. ON SEPTEMBER 30, 2011, I EXPERIENCED THIS SITUATION FOR A THIRD TIME. AGAIN, CRR-CB SPOKE WITH C'S WIFE WHO IS REVIEWING THE SAME INFORMATION IN THE FILE. C SAID THAT C RECEIVED A PHONE CALL FROM A SPECIALIST. C SAID THAT C HAS FILE I HAD THE VAN TOWED TO NPN FOR DIAGNOSIS. ON OCTOBER 1, 2011, AFTER NOT NUMBER [REDACTED] CRR-JM UNDERSTOOD. C SAID THAT C JUST WANTS TO KNOW THE NAME RECEIVING A CALL FROM NPN, I CALLED TO FIND OUT THE STATUS OF THE VAN AND WAS WHEN CRR-CB ASKED C'S WIFE WHAT C'S WIFE IS SEEKING REPLIED WOULD LIKE A OF RCAS. CRR-JM UNDERSTOOD. CRR-JM ADVISED C OF RCAS' NAME. C UNDERSTOOD. PROPER DIAG. DONE FROM THE DEALERSHIP. C'S WIFE IS WILLING TO ACCEPT TOLD THAT THE FUEL PUMP NEEDED TO BE REPLACED AGAIN (THE CURRENT PUMP HAS ONLY BEEN IN THE CAR APPROXIMATELY 5 MONTHS). I FIND IT ODD THAT THEY WERE ABLE TO CRR-JM ADVISED C THAT CRR-JM WILL ALSO SEND INTERNAL MESSAGE TO RCAS TO THE DEALERSHIPS OFFER OF C ONLY PAYING FOR LABOR IF THE REPAIR IS DONE CORRECTLY. CRR-CB SPOKE WITH TL-MK WHO ADVISED DUE TO NEW POSSIBLE REMIND RCAS-KP OF C'S FILE. C UNDERSTOOD. TELL ME THAT IT WAS THE FUEL PUMP, YET I DID NOT HAVE TO HAVE THE ALARM CIRCUMSTANCES TO RESEND THE FILE BACK TO RCAS. CRR-CB CALLING C'S WIFE BACK TO CRR-JM OFFERED FURTHER ASSISTANCE, C DECLINED DISCONNECTED AS IN THE APRIL 16TH INCIDENT. ADDITIONALLY, I WAS TOLD THAT THE CAR ALARM WAS SHORTING OUT THE FUEL PUMP AND THAT THE ALARM NEEDS TO BE CRR-JM GAVE C NAME, EXTENSION AND FILE NUMBER.???

ENSURE DIAG. IS NOT OVER 30DAYS OLD. @10/11-ZMK998N

CRR-CB C STATED THE VEHICLE GOT TOWED TO THE DEALERSHIP TODAY. @10/11-ZCY999N

CRR-JM EXITING FILE @10/04-ZJS999N

PERMANENTLY REMOVED. @10/05-ZCF999N

\*\*\* @10/04-ZJS999N

CRR-CB CALLED C FOR AN UPDATE ON THE DIAGNOSIS C TOOK THE CAR TUESDAY WED I DO NOT FEEL THAT THE CAR ALARM IS THE ISSUE; HOWEVER, I QUESTION IF THE FUEL CRR-TH RECEIVED CALL FROM C WHICH STATES THAT C WAS ADV TO LEAVE THE VEH AT



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REQUESTED BY: lattad

CAR ID: [REDACTED]

NOTHING WAS HEARD THE CUSTOMER WENT IN THURSDAY 10/12 THE DEALERSHIP STATED PUMP MAY HAVE BEEN DEFECTIVE AS IT HAS ONLY BEEN 5 MONTHS SINCE IT WAS INSTALLED. THE CAR ALARM HAS BEEN IN THE CAR SINCE THE WEEK IN WHICH I THE DLRSH. C STATES THAT C WANTED TO KNOW IF C IS BEING CHARGED STORAGE FEE THEY DIDN'T HAVE THE PART. THE DLRSP WAS WAITING ON A FUEL PUMP. THE C IS PURCHASED THE VAN AND UP UNTIL THIS SITUATION THERE HAVE BEEN NO ISSUES. SINCE THE VEH IS AT THE DLRSH. CRR ASKED WHAT DLRSH IS THE VEH AT. C STATES UNSURE WHEN C WILL GET THE VEHICLE BACK. THE DLRSP IS SET TO CALL C WITH AN NORTH PLAINSFIELD NISSAN. CRR SUGGESTED TO C THAT C SHOULD CONTACT THE SM TO (NOTE: THE CAR ALARMS IN ALL OF MY PREVIOUS CARS/VANS WERE INSTALLED AFTER UPDATE. C WANTS TO KNOW WHAT THE STATUS IS ON THE VEHICLE. @10/13-ZCY999N CRR-CB RETRANSFERRING TO RCAS. @10/13-ZCY999N FIND OUT IF C IS BEING CHARGED. CRR SENT EMAIL TO RCAS-KP @10/04-PTH267N MARKET BY THE SAME ESTABLISHMENT AND I HAVE NEVER HAD A PROBLEM.) @10/04-PTH267N @10/04-PTH267N CRR-CB GOT THE TRANSFER C JUST PICKED THE VEHICLE UP 10/13/11 AND THE VEHICLE FURTHERMORE, TODAY (OCTOBER 3, 2011), I WAS INFORMED THAT OUR KEYS (4) NEED TO \*\*\*\*\*

ALLREADY STALLED. THE DLRSP IS UNABLE TO PICK UP THE TOW @10/14-ZCY999N BE RE-PROGRAMMED.

CRR-CB CALLING THE DLRSP TO VERIFY DIAGNOSIS. @10/14-ZCY999N I AM NOW WITHOUT A SECOND VEHICLE TO ADEQUATELY TRANSPORT MY FAMILY AS I DID RCAS-KP MADE OUT BOUND CALL TO DLR AT 1:01 SPOKE WITH SA-TH ADVISED C COMES CRR-CB SPOKE TO MANAGER AT PLANIFIELD NISSAN THE CAR RAN OUT OF GAS THE MANGER IN ALOT. SA DID STATE THAT FUEL PUMP CONCERN IS NOTED AS DIRECTLY RELATED TO NOT CONSENT TO THE WORK BEING DONE AT ANOTHER COST OF APPROXIMATELY \$1,300.00 ADVISED C TO GET GAS IN THE VEHICLE THERES LESS THAN A QUARTER OF A TANK. THE (FUEL PUMP \$900, KEYS \$400) TO ME. I FEEL THAT NPN WAS NOT AND IS NOT SURE OF THE AFTERMARKET REMOTE START SYS. RCAS ASKED ABOUT KEYS. SA STARTED IF REMOTE MANAGER STATES C RAN OUT OF GAS. THE MANAGER HELPED C A LOT WITH THE FUEL PUMP START IS GOING TO BE REMOVED C WOULD NEED KEYS REPROGRAMMED. RCAS THANKED SA THE PROBLEM AND I QUESTION THEIR ABILITY TO DIAGNOSE THE PROBLEM AS WELL AS AND COULDNT TOW THE CAR C JUST NEEDS GAS. THE MANAGER STATES ITS IMPOSSIBLE FOR INFO AND CALL ENDED MUTALLY THEM STANDING BEHIND THEIR WORK. I AM FRUSTRATED AND HAVE LOST THE CONFIDENCE \*\*\*\*\*

@10/04-ZKP176N FOR ANY OTHER CIRCUMSTANCES AFTER REPROGRAMMING THE KEY. @10/14-ZCY999N

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THAT I HAD IN THIS DEALERSHIP AS WELL AS MY LOYALTY TO NISSAN. AFTER 18 YEARS

\*\*\*\*\* @10/14-ZKP176N

OF BEING A PART OF THE NISSAN FAMILY, I FEEL THAT MY LOYALTY IS BEING TAKEN

RCAS-KP SENT INTERNAL MSG TO FOM-DVB @10/04-ZKP176N

=== @10/05-ZCF999N

FOR GRANTED AND I WILL CONSIDER OTHER BRANDS IN MY UPCOMING PURCHASE AS WELL

RCAS-KP MADE OUTBOUND CALL TO C AT [REDACTED] TALKED TO C SAID TOTALLY

AS REFERRING FRIENDS AND FAMILY MEMBERS.

\*\*\*E-MAIL FILE LOGGED\*\*\*

FORGOT THAT DEALER SD GAS GAUGE ISNT WORKING. C STATED JUST SO FRUSTRATED

=== @10/05-ZCF999N

EMAIL ADDRESSED TO: NNACONSUMERAFFAIRS@NISSAN-USA.COM

WITH VEHICLE AND CURRENT SITUATION. C STATED HASNT DRIVEN VEHICLE... RCAS TO

CRR-CF'S RESPONSE READS: @10/05-ZCF999N

FOLLOW UP ON 10/18 TO MAKE SURE VEHICLE IS DRIVING CORRECTLY FOR REPAIRS THAT

METHOD OF CONTACT: EMAIL

DATE RECEIVED: 10/03/11 DATE READ: 10/04/11 DATE RESPONDED: 10/04/11

OCTOBER 5, 2011

WERE MADE (FUEL PUMP).. C UNDERSTOOD...

\*\*\*\*\*

CRR-CF VERIFIED C'S NAME, ADDRESS, EMAIL, CONTACT NUMBER, RESPONSIBLE DLR.

FILE # [REDACTED]

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

**SATISFIED:** Y

**ACTION CODE:** NP

**ROOT CAUSE:** SNFA

**CALLBACK:** 0

**DATE:** 00/00/00

**USERID:**

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REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**REOPEN:**           **CALLBACK:** 0           **DATE:** 00/00/00  
**NEW INFO:** 1           **DATE:** 10/11/11  
**OTHER:** 0           **DATE:** 00/00/00  
**COMMENTS ONLY:** 0   **DATE:** 00/00/00

**USERID:**  
**USERID:** ZMK998N  
**USERID:**  
**USERID:**

**IIR-DATE:**                   **TRANS DATE:** 01/23/07   01/23/09

**CHECK REQUESTED:** Y

**3RD PRY:**   NI

**PART#:**

**CHECK ISSUED:**    Y

**BYBACK ST:**

**OPENED BY:**   ZMK998N

**HISTORY:**

**UPDATE BY:**

**SVC CALL#:** N

**UPDATE DATE:**

**CLOSE:**    Y

**CLOSE DATE:**  10/18/11

**MICROFILM:**

**RESP CAA:** RHONDA CALICO

**OLM:**

**DOM:**    ZKP176N

**PHONE:**

**OWNER FIRST:** [REDACTED]

**LANGUAGE:**

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**CAR ID:** [REDACTED]

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

**MODEL YEAR:** 2007

**MAKE:** N

**MODEL LINE:** QST

**NAME:** [REDACTED]

**VIN:** 5N1BV28U57N [REDACTED]

**IN SCV DATE:** 01/20/07

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
1	MTNF90940297	5003	New Jersey	1/15/2009	01/15/10	0073225	01/01/01	01/01/01
2	MUNF00940297	5003	New Jersey	1/15/2009	01/15/10	0073225	01/15/09	01/01/01
3	RCDC03495399	5003	New Jersey	1/20/2007	01/20/12	0100000	01/01/01	01/01/01



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**CAR ID:** [REDACTED]

**CURRENT SERVICE CONTRACT**

**CONTRACT:** MTNF90940297

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** T

**PLAN TERM:** F

**DEDUCTABLE:** 0

**EFFECTIVE:** 1/15/2009

**EXPIRES:** 01/15/10      **MILES:** 0073225

**CANCEL:** 01/01/01      **MILES:** 0073225

**TRANSFER:** 01/01/01

**TRANSACTION:** 01/23/09

**PRINTED:** 01/24/09

**DEALER NO:** 5003      **STATE:** NJ

**DEALER NAME:** NORTH PLAINFIELD NISSAN

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**CAR ID:** [REDACTED]

**CURRENT SERVICE CONTRACT**

**CONTRACT:** MUNF00940297

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** U

**PLAN TERM:** F

**DEDUCTABLE:** 0

**EFFECTIVE:** 1/15/2009

**EXPIRES:** 01/15/10      **MILES:** 0073225

**CANCEL:** 01/15/09      **MILES:** 0073225

**TRANSFER:** 01/01/01

**TRANSACTION:** 01/23/09

**PRINTED:** 01/17/09

**DEALER NO:** 5003      **STATE:** NJ

**DEALER NAME:** NORTH PLAINFIELD NISSAN

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**CAR ID:** [REDACTED]

**CURRENT SERVICE CONTRACT**

**CONTRACT:** RCDC03495399

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** C

**PLAN TERM:** C

**DEDUCTABLE:** 50

**EFFECTIVE:** 1/20/2007

**EXPIRES:** 01/20/12      **MILES:** 0100000

**CANCEL:** 01/01/01      **MILES:** 0100000

**TRANSFER:** 01/01/01

**TRANSACTION:** 01/23/07

**PRINTED:** 01/27/07

**DEALER NO:** 5003      **STATE:** NJ

**DEALER NAME:** NORTH PLAINFIELD NISSAN

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**NAME:** [REDACTED] **SC:** ONE CONTRACT **CAR ID:** [REDACTED]  
**STREET:** [REDACTED] **VIN:** 5N1BV28U67N [REDACTED]  
**CITY:** NORTH BERGEN **YR/MDL:** 2007.0 QST **MILEAGE:** 070000  
**ST/ZIP:** NJ [REDACTED] **VCAN:** Y **IN SVC DATE:** 07/20/07  
**DAY PH:** [REDACTED] **PAID:** 13,266 **RTL DLR:** 2764 MEADOWLANDS NISSAN  
**EVE PH:** [REDACTED] **SUSP:** 1,206 **SVC DLR:** 2764 MEADOWLANDS NISSAN  
**DLR PH:** 201 796 5050 **DENY:** 0 **RESP DLR:** 2764 MEADOWLANDS NISSAN  
**REGION:** 26 **DIST: SL/SV/PT:** 09 09 39

**LETTER RECEIVED:** 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 00/00/00  
**FIRE:** N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** N (Y/N)  
**PROPERTY DAMAGE:** N (Y/N) **INJURY:** N (Y/N) **SENT TO LEGAL:** N (Y/N)  
**PREVIOUSLY REPAIRED:** 00/00/00 **WHERE:**  
**VEHICLE PURCHASED:** New x Preowned **MILES:** 070000 **# NISSAN/INFINITI VEHICLES:** 4  
**VEHICLE MAINTAINED BY:** MEADOWLANDS NISSAN  
**OUTSIDE WARRANTY BY (B) MONTHS:** 16 **MILES:** 34000 **(PT) MONTHS:** 0 **MILES:** 10000

**ORIG CODE:** NP NP **OPEN DATE:** 11/10/11 **XFER/RSPNSBLTY:** 26 09 S  
**CONTACT (S):** **FOLLOWUP DATE:** 01/05/12 **INF-NET (Y/N):**  
**SEVERITY:** 9 **CLOSE DATE:** 01/05/12 **INF-NET DATE:**

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OA VEHICLE CONCERNS 147000 GEN. EXHAUST COMPONENT(S)  
OC NISSAN DEALER ISSUES 223500 VEHICLE MAINTENANCE (NISSAN)  
AH EXHAUST SYSTEM VQ NOT READY ON TIME  
BF NSN DEALER SERVICE DEPT. YX POOR OR IMPROPER OPERATION  
YY POOR SERVICE EXPERIENCE



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**CAR ID:** [REDACTED]

**C. A. R. COMMENTS**

C'S CONCERN AND GET BACK WITH C. C UNDERSTOOD AND AGREED.

FILE OPENED-ZAL176N 11/10/2011

ISSUES THAN BEFORE.

@12/13-ZSS345N

PREVIOUS FILES:

RCAS-SS RECEIVED CALL FROM C'S HUSBAND [REDACTED] REFER AS C ASKING FOR RCAS-AL.

RCS MES INFORMED C THAT RCAS AL WOULD BE NOTIFIED TO CALL C ABOUT FILE AND

THE VEH IS WORST THAN BEFORE AND C DOES NOT KNOW WHAT TO DO NOW. C STATES C

VEH. C STATES THE ENTIRE DEALERSHIP, FROM THE SERVICE ADVISORS TO THE SERVICE

DOES NOT WANT TO TAKE THE VEH BACK TO MEADOWLANDS NISSAN AS C STATES THE

DTS REQUEST STATUS AND RCAS MES CONFIRMED BOTH DAY AND EVE #S.

HAS BEEN AT THE DEALERSHIP FOR OVER A MONTH NOW AND IS CURRENTLY STILL THERE.

MANAGER AND OWNER OF THE DEALERSHIP, ARE LIARS AND HAVE VERY POOR CUSTOMER

RCAS-AL CALLED MEADOWLANDS NISSAN AND SPOKE TO SA-LUIGI. SA STATES C'S VEH

RCAS-SS APOLOGIZE FOR INCONVENIENCES AND INFORM C THAT NOTES ARE IN FILE AND

RCAS-SS INFORM C THAT RCAS-AL IS NOT AVAILABLE AND OFFER ASSISTANCE.

RELATED: NONE

C STATES C ORIGINALLY TOOK THE VEH TO NNA DEALERSHIP TO GET TIRE RODS

C STATES THAT WANTS TO KNOW STATUS OF C ISSUE.

DEALERS THERE ARE LIARS AND NOT QUALIFIED.

NEEDS THE CENTER PIPE WHICH IS NOT COVERED UNDER UNDER THE EMISSIONS DEFECTS.

RCAS MES OFFERED FURTHER ASSISTANCE: C DELCINED.

SERVICE. C STATES C WOULD LIKE NNA TO SEND A DTS TO INSPECT THE VEH AS C DOES

UNRELATED: NONE

WILL RECEIVE A CALL BACK FROM RCAS-AL. C UNDERSTOOD AND THANKED FOR

ASSISTANCE.

NOT HAVE CONFIDENCE OR TRUST IN ANYONE FROM THE DEALERSHIP.

RCAS-AL ADVISED C THAT C CAN TAKE THE VEH TO ANY NNA DEALERSHIP FOR FURTHER

RCAS-AL VERIFIED C-S NAME, VIN, ADDRESS, MILEAGE, DAY/EVENING PHONE, & EMAIL

RCAS MES PROVIDED C WITH NAME AND EXT AND CALL ENDED.

RCAS-SS INFORM C ALL ABOUT NOTES IN FILE BACK IN 11-30. C STATES THAT DLR

REPLACED. C STATES C HAS BEEN ADVISED OF NUMEROUS ISSUES THAT THE VEH HAS AND

SA ALSO STATES C HAS ONLY BEEN TO THE DEALERSHIP 3 TIMES IN THE LAST 4 YEARS

AND THERE IS LACK OF MAINTENANCE.

ASSISTANCE BUT ADVISED C SINCE MEADOWLANDS NISSAN HAS BEEN WORKING ON THE VEH

NEVER CALL C TO TELL C STATUS OF VEH. RCAS-SS INFORM C THAT IF DLR HAS NOT

PARTS THA NEED TO BE REPLACED. C STATES C HAS BEEN ADVISED THAT THE VEH HAD A

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RCAS-AL ADVISED C RCAS WILL REQUEST A DTS INSPECTION AND GET BACK WITH C WITH  
RCAS-AL CHECKED FOR OPEN RECALLS/CAMPAIGNS:NONE

RCAS MES SENT EMAIL TO RCAS AL AND EXITING FILE. @12/19-ZMN999N

RCAS-SS EXIT FILE @12/13-ZSS345N

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@12/19-ZJT999N

A RESPONSE. C AGREED AND STATES C WILL CONTACT RCAS IF ANY NEW INFO IS  
CONTACT C, IS ALSO C RESPONSIBILITY TO GIVE A CALL TO DLR AND ASK FOR VEH  
IT WOULD BE BETTER IF THEY CONTINUED TO WORK WITH C'S VEH. C STATES C WILL  
LEAK, THEN AN ENGINE SEAL WAS REPLACED, THEN C WAS ADVISED THE COMPUTER ON  
RCAS-AL RECEIVED CALL FROM C'S WIFE [REDACTED] BECAUSE C STATES C'S VEH  
RCAS-AL THANKED SA AND DISCONNECTED.

RCAS-AL CALLED MEADOWLANDS NISSAN TO SPEAK TO SERVICE MANAGER ROGER STONE BUT  
RCAS JM RECEIVED CALL FROM C ASKING TO SPEAK WITH RCAS AL.

RCAS-YR CONTACTED C AT DAYTIME # 12/14/2011 11:36 SPOKE WITHC'S WIFE(KNOWN AS  
RECEIVED. RCAS AGREED.

SPEAK TO C'S HUSBAND TO SEE IF C SHOULD TAKE IT TO ANOTHER NNA DEALERSHIP AND  
STATUS. C STATES THAT DOES NOT WANT TO CALL DLR BECAUSE DLR DOES NOT KNOW  
THE VEH NEEDED TO BE REPLACED, AND NOW C WAS ADVISED THAT THE EXHAUST PIPE  
C) C STATED THAT C WAS AT RTL R AND WAS AWAITING WORD FROM RTL R. RCAS ADVISED C  
IF NOT C STATES C WILL SEEK LEGAL REPRESENTATION/ADVICE AS C STATES C CAN SEE  
NEEDED TO BE REPLACED AND IT IS NOT COVERED UNDER WARRANTY SO C WILL NEED TO  
RCAS-AL SUBMITTING DTS REQUEST AND SETTING FOLLOW UP FOR 12/19. @12/15-ZAL176N

RCAS JM CHECKED C'S INFO AND WARM TRANSFERED C TO RCAS AL.

SM WAS NOT AVAILABLE SO RCAS LEFT A VMX REQUESTING A CALLBACK.

WHAT IS WRONG WITH VEH THAT IS THE REASON WHY C WANTS TO TALK WITH RCAS-AL.

\*\*\*

@12/16-ZYR168N

PAY AROUND \$500 FOR THE REPAIR. C STATES THERE ARE OTHER PARTS THAT HAVE BEEN  
RCAS-AL RECEIVED A VMX FROM SM-RS REQUESTING A CALLBACK AT PHONE #

RCAS JM EXITING FILE. @12/19-ZJT999N

RCAS-SS INFORM C WILL SEND MSG TO RCAS-AL. C AGREE AND STATES IF DLR DOES NOT  
THAT NNA IS TAKING THE DEALERSHIPS SIDE. @01/05-ZAL176N

THAT RCAS-YR WAS NOT THE OWNER OF FILE BUT THAT RCAS-AL WILL BE BACK IN THE

@11/10-ZAL176N

@11/17-ZAL176N

\*\*\*

@12/19-ZJT999N

CALL C TODAY OR TOMORROW C WILL GO TO DLR.

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OFFICE TOMORROW AND WILL GET BACK WITH C. RCAS ADVISED C THAT IF C NEEDED RCAS-AL ADVISED C NNA DID GOODWILL A REPAIR FOR C AS A COURTESY. C ASKED IF C RCAS-YR RECEIVED A CALL FROM A FEMALE VOICE ON BEHALF OF C.(KNOW AS C) C

[REDACTED]  
ASSISTANCE BEFORE THAT THAN C COULD CONTACT CA BACK. C UNDERSTOOD AND CALL COULD SPEAK TO A REGIONAL MANAGER.

RCAS-AL RECEIVED CALL FROM C BECAUSE C STATES C PICKED UP THE VEH FROM THE RCAS-SS OFFERED FURTHER ASSISTANCE, C DECLINE REPLACED BUT C DOES NOT KNOW THE NAME OF. C STATES C IS WORRIED HOW THE VEH STATED C WANTED TO SPEAK WITH RCAS-AL. RCAS-YR ADVISED C THAT RCAS WAS DEALERSHIP BECAUSE C STATES C WAS ADVISED C WOULD BE CHARGED FOR THE RENTAL ENDED

RCAS-AL ADVISED C THAT THE DECISION MADE CAME FROM THE REGINAL CUSTOMER RCAS-AL CALLED SM-RS AND ASKED SM FOR ANY RECOMMENDATIONS FOR GOODWILL AS RCAS-SS EXIT FILE @12/05-ZSS345N-COMMENT

UNAVAILABLE. RCAS OFFERED TO XFER C TO VMX. C INQUIRED IF RCAS-YR COULD LET WILL DRIVE WHEN C RECEIVES C'S VEH BACK. C STATES C HAS BEEN TOLD THAT THE ..... @12/06-ZJC178N-COMMENT

DEALERSHIP IS WORKING WITH NISSAN ENGINEERS AND THAT EVEN A NISSAN ENGINEER RCAS-AL TO RETURN C'S CALL. RCAS AGREED THANKED C AND CALL ENDED.

RCAS-YR SETTING FOLLOW UP DATE TO 12/15/2011 @12/14-ZYR168N SATISFACTION MANAGER. C STATES IF ANYTHING C WILL CALLBACK AND C THANKED RCAS VEH IF C WOULD NOT RETURN THE VEH. C STATES THE VEH IS STILL NOT SWITCHING WELL AS THE WARRANTY RATES FOR THE REPAIR. SM STATES SM WOULD RECOMMEND

-----  
FOR THE ASSISTANCE PROVIDED.

GEARS PROPERLY AS C STATES THE VEH JUDDERS. C STATES C TOLD THE SM ABOUT IT GOODWILL AT WARRANTY RATES DUE TO THE C'S VEH BEING AT THE DEALERSHIP FOR SO HAS GONE TO THE DEALERSHIP TO INSPECT THE VEH BUT C IS NOT SURE IF THAT IS RCAS-JC RECEIVED CALL FROM C ASKING TO SPEAK TO RCAS-AL. RCAS-JC OBTAINED C'S RCAS-YR SENDING RCAS-AL INTERNAL MESSAGE

AND C WAS ADVISED THAT THE VEH NEEDS TO BE DRIVEN AT LEAST 100 MILES SINCE INFO TO FIND FILE # AND TRANSFERRED C TO RCAS-AL. @12/06-ZJC178N-COMMENT LONG AND ALL OF TECHLINES RECOMMENDATIONS NOT RESOLVING THE VEH'S ISSUE. SM RCAS-AL OFFERED C FURTHER ASSISTANCE, C DECLINED.

RCAS-SS RECEIVED CALL FROM C STATING THAT WAS AT DLR SINCE 8:00AM UNTIL RCAS-YR EXITING FILE. @12/16-ZYR168N

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TRUE OR NOT.

.....

@12/16-ZJC178N

4:00PM TRYING TO DO ARRANGEMENTS TO EXCHANGE VEH AND C STATES THAT ALL OFFERS RCAS-AL ADVISED C RCAS WILL CONTACT MEADOWLANDS NISSAN AND FIND OUT WHAT IS RCAS-AL CLOSING FILE AS NO FURTHER ACTION NEEDED AT THIS TIME. @01/05-ZAL176N RCAS-JC EXITING FILE. @12/06-ZJC178N-COMMENT

STATES THE WARRANTY RATE IS \$271 (\$197.02 FOR PARTS AND \$73.60 FOR LABOR). IN THE FLUSH WAS DONE. C STATES C FEELS THE FUEL GAUGE WAS NOT TOUCHED OR \*\*\*\*\*

\*\*\*\*\*

ADDITION SM STATES THIS REPAIR IS ANOTHER TECHLINE RECOMMENDATION AND ARE TOO HIGH AND OWNER OF THE DLR JUST CAME TO C AND TOLD C WILL VERIFY ALL GOING ON WITH C'S VEH AND WHAT HAS & IS BEING DONE TO RESOLVE C'S CONCERN. C INSPECTED AS C STATES THE GAS LIGHT WOULD COME ON IMMEDIATELY WHEN EMPTY BUT RCAS-JC RECEIVED CALL FROM C REQUESTING TO SPEAK TO RCAS-AL. RCAS-JC ADVISED C THAT RCAS-AL IS ON ANOTHER CALL AND ADVISED THAT RCAS-JC WILL SEND AN DEALERSHIP NOR TECHLINE ARE CERTAIN IT WILL RESOLVE THE ISSUE BUT SM STATES INFORMATION AND WILL BE BACK IN A COUPLE OF MINUTES BECAUSE OWNER JUST GOT NOW IT DOESNT AND C IS WORRIED C MIGHT RUN OUT OF GAS. C STATES C WILL RUN RCAS-AL RECEIVED CALL FROM C STATING C'S VEH IS STILL AT THE DEALERSHIP AND C RCAS-IS RECEIVED A CALL FROM C'S WIFE [REDACTED] ASKING TO SPEAK WITH UNDERSTOOD AND AGREED.

DOES NOT KNOW WHAT TO THINK ANYMORE. C STATES C RECEIVED A CALL YESTERDAY INTERNAL MESSAGE TO ADVISE THAT C CALL AND HAVE RCAS-AL FOLLOW WITH C. C INTO DLR AND C STATES THAT OWNER WAS THERE SINCE EARLY AND JUST IGNORE THE C. IT IS THE NEXTSTEP IN THE PROCESS.

RCAS-AL.

RCAS-AL ADVISED C RCAS WILL CONTACT C AFTER RCAS HAS MORE INFO ON WHAT IS THE VEH FOR 100 MILES BUT STATES C STILL WOULD LIKE THE DTS TO INSPECT THE 12/05 FROM SA-LUIGI AT THE DEALERSHIP AND WAS ADVISED THAT THE VEHNEEDS TO BE GOING ON NO LATER THAN 1 BUSINESS DAY. C AGREED.

RCAS-AL THANKED SM AND ASKED IF SM WILL LET THE C KNOW WHAT THE DEALERSHIP RCAS-IS WARM TRANSFERED CALL TO RCAS-AL

RCAS-SS INFORM C THAT NOTES ARE ON FILE AND IF NEED FURTHER ASSISTANCE, CAN UNDERSTOOD AND AGREED AND ENDED CALL. @12/16-ZJC178N

VEH. RCAS AGREED AND ADVISED C AS SOON AS RCAS GETS AN UPDATE ON THE DTS AND NNA ARE DOING TO TRY TO ASSIST C. SM AGREED. @11/17-ZAL176N



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DRIVEN FOR 50 MILES AND C DOES NOT UNDERSTAND WHY.C STATES C IS ALWAYS WITH  
GIVE A CALL BACK. C UNDERSTOOD AND THANKED FOR ASSISTANCE.  
INSPECTION REQUEST RCAS WILL CONTACT C. C UNDERSTOOD.  
RCAS-AL OFFERED C FURTHER ASSISTANCE, C DENIED.

RCAS-IS EXITING FILE.

@01/18-ZIS999N-COMMENT

RCAS-JC SENDING INTERNAL MESSAGE TO RCAS-AL AND EXITING FILE. @12/16-ZJC178N

\*\*\*\*\*

C'S MOM AND OTHER RELATIVES AND IT IS BECOMING DIFFICULT TO MOVE AROUND AND  
RCAS-AL GAVE C NAME, EXT., & FILE #.

RCAS-AL RESENDING DTS REQUEST AND SETTING FOLLOW UP FOR 12/21. @12/19-ZAL176N

RCAS-AL THANKED SM AND DISCONNECTED.

RCAS-JC RECEIVED CALL FROM C AGAIN STATING TO MENTION TO RCAS-AL THAT DEALER

RCAS-SS EXIT FILE.

@12/14-ZSS345N

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@12/14-ZJT999N

GAVE C A LOANER AND C WILL RETURN LOANER UNTIL VEH IS INSPECTED AND DEALER  
GET TO PLACES. C STATES C JUST WANST C'S VEH BACK AND DOES NOT WANT TO BE IN  
RCAS-AL CALLED MEADOWLANDS NISSAN AND SPOKE TO SA-LUIGI IN REGARDS TO C'S  
RCAS-AL RECEIVED CALL FROM C'S WIFE [REDACTED] BECAUSE C STATES C TOOK  
RCAS-AL SENDING GOODWILL FINANCIAL ASSISTANCE REQUEST TO FOM-JM.

RCAS-AL SETTING FOLLOW UP FOR 12/22 PENDING DTS AVAILABILITY. @12/21-ZAL176N

CONCERN. SA STATES C'S VEH CAME IN TO THE DEALERSHIP WITH AN OIL LEAK AND A  
RCAS-AL SETTING FOLLOW UP FOR 11/18. @11/17-ZAL176N

RCAS-AL SETTING FOLLOW UP FOR 12/26 PENDING DTS AVAILABILITY. @12/22-ZAL176N

RCAS JM RECEIVED CALL FROM C ASKING TO SPEAK WITH RCAS AL.

SITS DOWN WITH C TO DISCUSS VEH REPAIR. RCAS-JC ADVISED C THAT RCAS-AL WILL BE

THE RENTAL VEH. C STATES C WORRIES SOMETHING WILL HAPPEN TO THE RENTAL VEH

THE VEH BACK TO MEADOWLANDS NISSAN REGARDING THE ISSUES WITH THE VEH. C STATES

@01/18-ZAL176N-COMMENT

@11/10-ZAL176N

@12/06-ZAL176N-COMMENT

@12/16-ZJC178N

RCAS-AL NOTING NO RESPONSE YET PROVIDED. SETTING FOLLOW UP FOR 11/21.

RCAS JM CHECKED C'S INFO AND WARM TRANSFERED C TO RCAS AL.

RCAS-SS RECEIVED CALL FROM C ASKING FOR RCAS-AL

@11/18-ZAL176N

ADVISED OF THE NEW INFO. C THANKED RCAS-JC.

@12/16-ZJC178N

AND BE RESPONSIBLE FOR THE DAMAGES. C STATES THERE IS A SMALL SCRATCH ON THE

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C WAS ADVISED BY A NEW SERVICE ADVISOR THAT THE SM-ROGER IS NO LONGER NOISE.SA STATES THE BUSHING AND CONTROL ARMS WERE REPLACED. SA STATES THE RCAS JM EXITING FILE. @12/14-ZJT999N

RCAS-SS WARM TRANSFER CALL TO RCAS-AL

\*\*\*

@12/14-ZJT999N

EMPLOYEEED AT MEADOWLANDS NISSAN. C ALSO STATES C WAS ASKED IF C COULD TAKE RCAS-AL RECEIVED RESPONSE FROM FOM-JM STATING NNA WILL COVER PART.

RCAS-JC GAVE C NAME, EXTENSION, AND FILE #. CALL ENDED.. @12/16-ZJC178N

RCAS-SS EXIT FILE @12/27-ZSS345N

RENTAL VEH AND C IS WORRIED C WILL BE CHARGED FOR IT. C STATES IF C WOULD VEH WAS DRIVING LEAN SO DEALER REPLACED THE GASKETS FOR THE MANIFOLD, THE

\*\*\*\*\*

@12/14-ZJT999N

C'S VEH TO ANOTHER NNA DEALERSHIP FOR A DIAGNOSTIC AND DEPENDING ON WHAT WAS HAVE C'S VEH C WOULD NOT HAVE TO WORRY ABOUT THESE THINGS. C WOULD LIKE RCAS MANIFOLD, THE OXYGEN SENSOR, OXYGEN SENSOR GASKETS, THE ECM AND THE VEH RCAS-AL CALLED DEALERSHIP AND SM-RS WAS NOT AVAILABLE SO RCAS LEFT A DETAILED RCAS-JC SENDING ANOTHER MESSAGE TO RCAS-AL ABOUT C'S REQUEST. @12/16-ZJC178N

\*\*\*\*\*

CONTINUES TO DRIVE LEAN. SA STATES TECHLINE HAS BEEN INVOLVED SINCE 10/10/11 FOUND, TAKE THE DIAGNOSTIC TO THE NEW SA AT MEADOWLANDS NISSAN. C STATES THE RCAS-AL RECEIVED CALL FROM C TO KNOW THE STATUS OF THE DTS INSPECTION RCAS-SS RECEIVED CALL FROM C STATING THAT WANTS TO WRITE NOTES IN FILE TO CALL THE DEALERSHIP AND FIND OUT WHAT IS GOING ON.

VMX INFORMING SM OF THE DECISION BY THE FOM AND REQUESTING A CALLBACK OR TO AND MOST OF THE REPAIRS HAVE BEEN TECHLINE RECOMMENDATIONS. SA STATES EVEN CALL C BACK.

RCAS-AL ADVISED C RCAS WILL CONTACT THE DEALERSHIP TO GET THE STATUS OF THE RCAS-AL CALLED C IN REGARDS TO THE RECENT INFO PROVIDED. C STATES C WAS REQUEST. C ALSO STATES THE ISSUE IS STILL PRESENT AND C STATES ON CHRISTMAS SA COMMENTED TO C THAT THE SA DID NOT KNOW WHAT WAS GOING ON INTERNALLY WITH STATING THAT OWNER OF DLR CAME WITH WARRANTY MANAGER AND WARRANTY MANAGER ADVISED THAT THE TRANSMISSION FLUID NEEDS TO BE CHANGED AND THE VEH NEEDS A DAY THE VEH RAN OUT OF GAS LEAVING C STRANDED WHEN THE FUEL GAUGE WAS RCAS-AL SETTING FOLLOW UP FOR 11/22. @11/21-ZAL176N

STATES THAT DOES NOT KNOW ANYTHING AND TRANSFER C AGAIN TO SERVICE DEPT AND C TECHLINE ENGINEER (DTS) BEN FOSTER HAS GONE TO THE DEALERSHIP TO INSPECT THE

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THE MEADOWLANDS NISSAN DEALERSHIP AND WANTED AN OUTSIDE OPINION ON WHAT WAS VEH AND FIND OUT WHAT IS GOING ON. C AGREED AND THANKED RCAS.

INDICATING THE VEH HAD GAS. C STATES THE FUEL GAUGE IS NOT MARKING THE IS AGAIN IN A LOANER WAITING FOR RESULTS TO THE VEH AND C ALSO STATES THAT NEW MUFFLER. C STATES C CANNOT BELIEVE THAT WHILE THE VEH WAS AT THE RCAS-AL CALLED MEADOWLANDS NISSAN AND SPOKE TO SA-LUIGI. SA STATES THE VEH RCAS-AL CALLED MEADOWLANDS NISSAN AND SPOKE TO SM-RS. SM STATES SM RECALLS VEH AND THE VEH IS STILL DRIVING LEAN. SA STATES 1 OF TECHLINES LATEST WRONG WITH THE VEH. C STATES THE SA ADVISED C THAT ANY REPAIRS THAT NEED TO BE DONE WILL NOT BE CHARGED TO C. C STATES C JUST WANTED TO LET RCAS KNOW AND CORRECT FUEL LEVEL AND C STATES C CANNOT GO UNDER HALF A TANK WITHOUT RUNNING DEALERSHIP FOR OVER 2 MONTHS THE MUFFLER WAS NOT LOOKED AT OR INSPECTED AND NEEDS TO BE DRIVEN 50 MILES TO CONFIRM AND DIAGNOSE IF ANY ISSUES ARE RECOMMENDATIONS IS TO REPLACE THE EXHAUST B-PIPE WHICH IS UNFORTUNATELY NOT SPEAKING TO FOM-JM ON FRIDAY WHO SAID FOM WOULD COVER THE ENTIRE REPAIR. SM WHEN C ASK FOR OFFER OF ANOTHER VEH AND C STATES THAT EVERY OFFER C HAS TO COVERED UNDER C'S WARRANTY. SA ALSO STATES TECHLINE HAS EVEN DONE REMOTE HAVE THE INFO NOTATED IN C'S CASE. RCAS UNDERSTOOD.

NOW C WOULD HAVE TO PAY FOR THE REPAIR. C BELIEVES THE DEALERSHIP IS NOT OUT OF GAS.

PAID MORE THAN \$5,000.00 OF DOWNPAYMENT AND C IS ASKING FOR NISSAN TO SEND PRESENT. SA STATES THE DEALERSHIP BELIEVES THERE MIGHT BE AN ISSUE WITH THE STATES SM WILL CONTACT THE FOM TO CLARIFY AND GET BACK WITH RCAS. RCAS ACCESS TO C'S VEH TO TRY AND FIND THE ROOT CAUSE OF THE ISSUE. SA STATES THE AGREED.

CAPABLE OF REPAIRING THE VEH OR FINDING THE ROOT CAUSE OF THE ISSUES. C WOULD RCAS-AL ADVISED C RCAS IS WAITING FOR A RESPONSE FROM CSM AND ADVISED C RCAS RCAS-AL THANKED C FOR PROVIDING NNA WITH THE INFO MENTIONED ABOVE.

SOMEBODY TO INSPECT THE VEH BECAUSE C DOES NOT FEEL SAFE IN THE VEH. TRANSMISSION BUT STATES DEALERSHIP HAS NOT INFORMED THE C UNTIL DEALER IS CERTAIN AND KNOW EXACTLT WHAT WILL BE DONE. SA STATES SA WILL CONTACT RCAS FOM IS AWARE OF WHAT IS GOING ON AND EVERYONE IS WORKING TO TRY AND RESOLVE LIKE NNA TO SEND A DTS AND C WOULD ALSO LIKE RCAS TO CONTACT THE DEALERSHIP RCAS-AL EXITING FILE.

@01/18-ZAL176N-COMMENT

RCAS-AL PENDING CALLBACK FROM SM.

RCAS-SS EXPLAIN C THAT NOTES ARE IN FILE AND RCAS-AL HAS A FOLLOW UP FOR WILL REQUEST A STATUS UPDATE ON THE DTS INSPECTION REQUEST. C AGREED.

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AND SEE WHAT INFO RCAS CAN GET ABOUT THE RECENT FINDINGS AND REPAIRS NEEDED.  
DIRECTLY WITH AN UPDATE WHEN AVAILABLE. RCAS AGREED.

RCAS-AL CALLED SM BACK AND SM STATES FOM WILL BE COVERING THE ENTIRE REPAIR.  
RCAS-AL SENDING INTERNAL MESSAGE TO CSM REQUESTING AN UPDATE ON PREVIOUS  
THE ISSUE. IN ADDITION, SA STATES THE C AS BEEN PROVIDED A RENTAL VEH  
TOMORROW AND WILL RECEIVE A CALL BACK FROM RCAS-AL. @12/14-ZSS345N

\*\*\*\*\*

RCAS-AL AGREED AND ADVISED C A DTS INSPECTION IS BEING ARRANGED AND RCAS WILL  
RCAS-AL THANKED SA AND DISCONNECTED.

RCAS-AL THANKED SM AND DISCONNECTED.

REQUEST MADE.

THROUGHOUT AND HAS BEEN CONTACTED EVERY 2 DAYS TO KEEP C UPDATED.

CONTACT DEALERSHIP AND GET BACK WITH C. C AGREED. @12/16-ZAL176N

RCAS-AL CALLED C AND ADVISED C SA STATES THAT DRIVING THE VEH FOR 50 MILES IS

RCAS-AL CALLED C TO CHECK IF C WAS CONTACTED BY DEALERSHIP. C STATES C WAS

RCAS-AL CALLED MEADOWLANDS NISSAN AND SPOKE TO SM-ROGER. SM STATES DEALER

RCAS-AL SETTING FOLLOW UP FOR 12/28. @12/27-ZAL176N

RCAS-AL THANKED SA AND DISCONNECTED. @11/10-ZAL176N

@11/22-ZAL176N

@12/06-ZAL176N-COMMENT

@12/15-ZAL176N

RCAS-AL CALLED MEADOWLANDS NISSAN AND SPOKE TO SA-LUIGI. SA STATES C'S VEH

RCAS-AL SETTING FOLLOW UP FOR 11/11 TO CONTACT C. @11/10-ZAL176N

RCAS-AL SETTING FOLLOW UP FOR 12/29. @12/28-ZAL176N

ADVISED THAT DEALER IS WAITING FOR FOR A RESPONSE FROM FOM.

NEEDS A TRANSMISSION FLUSH TO SEE IF THAT RESOLVES THE ISSUE. SA STATES IN  
PART OF THE PROCESS AND SA WILL CONTACT RCAS WITH AN UPDATE ON THE VEH ASAP.

RCAS-AL CALLED C AND ADVISED C WHAT SA SAID. C STATES C IS CERTAIN THE VEH

RCAS-AL NOTING RCAS IS REVIEWING FILE WITH CSM.

RETURNED THE VEH TO C A FEW DAYS AGO AND C CALLED DEALERSHIP BACK SAYING THE

DID NOT HAVE A LEAK WHEN C TOOK THE VEH TO THE DEALERSHIP. C ALSO STATES THE

RCAS-AL ADVISED C ONCE RCAS GETS AN UPDATE RCAS WILL CONTACT C. C UNDERSTOOD

RCAS-AL ADVISED C THAT THE REPAIR WILL BE COVERED BY THE FOM AND ADVISED C TO

RCAS-AL SETTING FOLLOW UP FOR 12/30. @12/29-ZAL176N

REGARDS TO THE MUFFLER THE FIBER GLASS IS DETERIORATING FROM THE INSIDE OF

VEH HAD STALLED IN THE MIDDLE OF THE ROAD AND C BELIEVED IT WAS DUE TO THE

AND THANKED RCAS FOR THE ASSISTANCE ONCE AGAIN.



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REQUESTED BY: lattad

CAR ID: [REDACTED]

CHECK ENGINE LIGHT WAS NOT ON SO C IS NOT SURE WHAT THE TECH'S AT THE CONTACT RCAS WITH ANY CONCERNS C MAY HAVE. C UNDERSTOOD. FUEL GAUGE NOT MARKING PROPERLY SO C WENT TO A GAS STATION AND PICKED UP \$5 RCAS-AL SETTING FOLLOW UP FOR 01/02 PENDING REPSONSE FROM CSM. @12/30-ZAL176N THE MUFFLER SO THE MUFFLER NEEDS TO BE REPLACED. DEALERSHIP DID TO THE VEH THAT HAS CAUSED THE VEH TO DRIVE LEAN. C STATES C OF GAS AND THE VEH TURNED ON SO C WENT BACK TO THE GAS STATION AND C PUT \$20 RCAS-AL ADVISED C RCAS WILL SET FOLLOW UP FOR 11/30 WHILE REPAIRS ARE BEING RCAS-AL SETTING FOLLOW UP FOR 01/03 PENDING REPSONSE. @01/02-ZAL176N RCAS-AL SETTING FOLLOW UP FOR 12/07 WHILE WAITING FOR UPDATE. RCAS-AL THANKED SA AND DISCONNECTED. @12/06-ZAL176N-COMMENT COMPLETED. C AGREED. DOES NOT HAVE CONFIDENCE IN THE WORK BEING DONE OR THE EXPERTISE OF THE IN GAS AND THE FUEL GAUGE MARKED HALF A TANK BUT QUICKLY WENT DOWN TO A RCAS-AL CALLED C AND ADVISED C WHAT SA SAID. C STATES C IS FINE PAYING FOR RCAS-AL SENDING INTERNAL MESSAGE TO CSM-CA REQUESTING A STATUS UPDATE ON DTS QUARTER TANK. SM STATES C ALSO SAID THE VEH IS SHUTTERING AND FIBER GLASS IS RCAS-AL NOTING NO UPDATE PROVIDED. SETTING FOLLOW UP FOR 12/08. @12/07-ZAL176N RCAS-AL SETTING FOLLOW UP FOR 11/30. @11/22-ZAL176N REQUEST. TECHS AT THE DEALERSHIP. THE FLUSH BUT C STATES THE MUFFLER WAS FINE AND IF THERE IS SOMETHING WRONG COMING OUT OF THE EXHAUST. SM STATES SM WILL BE DIAGNOSING THE VEH TO SEE RCAS-AL ADVISED C EVERYONE INCLUDING THE FOM IS AWARE OF THE SITUATION AND RCAS-AL CALLED C TO CHECK ON THE STATUS OF THE VEH. C STATES C HAS NOT HEARD RCAS-AL SETTING FOLLOW UP FOR 01/04. @01/03-ZAL176N RCAS-AL SETTING FOLLOW UP FOR 12/09 AS NO UPDATE PROVIDED. @12/08-ZAL176N WITH IT, IT IS THE DEALERSHIPS FAULT. C STATES C HAS NO TRUST IN ANYONE ARE WORKING HARD TO FIND THE ROOT CAUSE OF THE ISSUE. C WOULD LIKE TO KNOW IF BACK FROM THE DEALERSHIP AND RCAS WAS THE LAST TO CONTACT C ON TUESDAY 11/22. RCAS-AL SETTING FOLLOW UP FOR 01/05. @01/04-ZAL176N RCAS-AL SETTING FOLLOW UP FOR 12/12 AS NO UPDATE PROVIDED. @12/09-ZAL176N WHAT IS FOUND. WORKING AT THAT DEALERSHIP AS C HAS BEEN LIED TO NUMEROUS TIMES THERE. C  
\*\*\*  
RCAS-AL ADVISED C RCAS WILL CONTACT DEALERSHIP TO GET AN UPDATE ON THE VEH

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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 778

REQUESTED BY: lattad

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DATE: 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 12:22:20 AM

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PAGE: 779

REQUESTED BY: lattad

CAR ID: [REDACTED]

RCAS-AL SETTING FOLLOW UP FOR 12/13 WHILE WAITING FOR UPDATE. @12/12-ZAL176N

RCAS-AL THANKED SM AND DISCONNECTED. @12/15-ZAL176N

STATES C WILL BE KEEPING THE RENTAL VEH UNTIL THE DTS DOES THE INSPECTION.

THE DEALERSHIP CANNOT FIX THE ISSUE, WILL THE DEALERSHIP OFFER C SOMETHING.

\*\*\*\*\*

AND CALL C BACK. C UNDERSTOOD AND AGREED.

RACS-AL SETTING FOLLOW UP FOR 12/14. @12/13-ZAL176N

RCAS-AL ADVISED C RCAS ASSUMES SO BUT ADVISED C ALL NNA AND C CAN DO AT THIS

RCAS-AL ADVISED C RCAS WILL CONTACT C AS SOON AS DTS PROVIDES RCAS WITH A

RCAS-YR RECEIVED A CALL FROM C REQUESTING TO SPEAK WITH RCAS-AL. RCAS XFERED

-----

C TO RCAS-AL.

DATE. C UNDERSTOOD AND THANKED RCAS.

POINT IS WAIT FOR THE FINAL RESULTS AFTER ALL REPAIRS HAVE BEEN MADE TO

RCAS-AL CALLED MEADOWLANDS NISSAN AND SPOKE TO SA-LUIGI. SA STATES SA CALLED

RCAS-IS RECEIVED A CALL FROM C REQUESTING TO SPEAK WITH RCAS-SS

C'S HUSBAND YESTERDAY 11/29 AND ADVISED C THAT THE REPAIR WAS COMPLETED AND

DETERMINE WHAT CAN OR WILL BE DONE. C UNDERSTOOD AND AGREED AND THANKED RCAS

RCAS-AL NOTING C DISCONNECTED CALL AND RCAS TRIED 3 TIMES TO CALL C BACK BUT

RCAS-IS TRIED TO WARM TRANSFER CALL BUT WHEN CONFERENCED CALL C WAS NO LONGER

RCAS-SS RECEIVED CALL FROM C'S HUSBAND [REDACTED] WHO STATES THAT TODAY AT 3:00PM

RCAS-YR EXITING FILE. @01/05-ZYR168N

\*\*\*\*\*

DLR CALL C AND ASK TO PICK UP VEH BECAUSE WAS FIX AND C STATES THAT AFTER 3

FOR THE CALLBACK.

ON THE LINE.

PHONE WAS GOING DIRECTLY TO VMX.

THE VEH WOULD BE TESTED AND DRIVEN TO SEE HOW THE VEH DRIVES NOW.

OR 4 MILES RUNNING THE VEH, VEH HAS NOISE IN TRANSMISSION, VEH ACCELERATE AND

RCAS-AL CLOSING FILE AS NO FURTHER ACTION NEEDED AT THIS TIME. @11/11-ZAL176N

RCAS-AL LEAVING FOLLOW UP FOR 12/19. @12/16-ZAL176N

RCAS-AL RECEIVED RESPONSE FROM CSM-RC STATING NNA IS NOT ABLE TO ASSIGN THIS

RCAS-AL THANKED SA AND DISCONNECTED. @11/30-ZAL176N

RCAS-IS PROVIDED INFORMATION TO RCAS-AL IN ORDER FOR RCAS-AL TO CALL C.

@01/05-ZAL176N

@12/15-ZIS999N

NOW VEH IS HAVING ISSUES WITH FUEL LEVEL THAT VEH SHOWS THAT HAS GAS AND C

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**PAGE:** 780

REQUESTED BY: lattad

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**DATE:** 07/07/14

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**TIME:** 12:22:20 AM

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**PAGE:** 781

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

RCAS-AL CALLED C AND ADVISED C THAT THE SA CALLED C'S HUSBAND YESTERDAY AND RCAS-AL RECEIVED CALL FROM C BECAUSE C STATES C IS BEING CHARGED \$500 FOR A RCAS MES RECEIVED CALL FROM C ASKING TO SPEAK WITH RCAS AL.

ADVISED C WHAT SA SAID. C STATES C DID NOT SPEAK TO C'S HUSBAND SO C WAS FILE TO A DTS AND STATED IF MECHANICAL ISSUES PERSIST C SHOULD RETURN TO GET STALL WITHOUT GAS AND C CLD DLR AT 5:57PM AND C WAS INFORM THAT NO ONE RCAS-IS EXITING FILE. @12/15-ZIS999N

RCAS MES INFORMED C THAT RCAS AL IS NOT AVAILABLE BUT RCAS MES CAN TRY TO REPAIR WHEN THE VEH HAS BEEN AT THE DEALERSHIP FOR MORE THAN A MONTH AND A \*\*\*\*\*

ASSIST.

DEALERSHIP FOR FURTHER ASSISTANCE.

NUMEROUS AMOUNT OF REPAIRS HAVE BEEN PERFORMED AND THE VEH IS STILL HAS NOT UNAWARE. C STATES IF C HAS ANY CONCERNS C WILL CONTACT RCAS BACK. RCAS WAS AT SERVICE DEPT TO TAKE CARE OF C AND C WAS OFFER TO CALL AAA AND HAVE AGREED.

BEEN REPAIRED. C STATES C DOES NOT FEEL LIKE C SHOULD KEEP PAYING FOR \$500 C STATED VEH IS SHOWING THE SAME CONCERN BUT WORSE THAN BEFORE AND WANTED TO RCAS-AL CALLED C AND ADVISED C WHAT CSM SAID. C STATES THE VEH IS HAVING RCAS-AL CALLED C AS C CALLED IN. C EXPLAINED TO RCAS EVERYTHING THAT HAPPENED THE VEH TOW TO THE DLR. C STATES THAT C TRANSFER VEH FROM STREET TO C DRIVEWAY AND C STATES THAT VEH IS LEAKING SOMETHING THAT DOES NOT KNOW IF IT ISSUES FROM THE FUEL GAUGE, TO THE WINDOWS NOT GOING DOWN, AND EVEN THE RCAS-AL CLOSING FILE AS NO FURTHER ACTION NEEDED AT THIS TIME. @11/30-ZAL176N REPAIRS WHEN C DOES NOT FEEL SECURE/SAFE WITH THE VEH.

SPEAK WITH RCAS AL SINCE FILE HAS BEEN WORKED BY RCAS AL AS WELL AS THE WITH THE VEH AND AT THE DEALERSHIP AS NOTATED BY OTHER RCAS AGENTS. C STATES

-----

IS GAS AND C STATES THAT DOES NOT KNOW HOW THE VEH WAS FIX IF NOW HAS MORE RCAS-AL ADVISED C RCAS WILL CONTACT MEADOWLANDS NISSAN TO GETMORE INFO ON REARVIEW CAMERA DOES NOT BEEP ANYMORE WHEN APPROACHING ANOTHER VEH. C STATES STATUS OF THE DTS REQUEST IF IT HAS BEEN CONFIRMED, RCAS MES UNDERSTOOD. THE SM, WITH A TONE OF ACCUSATION, ASKED C'S HUSBAND WHAT DID C PUT IN THE

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

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**PAGE:** 782

REQUESTED BY: lattad

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**DATE:** 07/07/14

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**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 783

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**CONTACT(S)**

<b>SATISFIED:</b> Y	<b>ACTION CODE:</b> NP	<b>ROOT CAUSE:</b> SCSV
<b>CALLBACK:</b> 0	<b>DATE:</b> 00/00/00	<b>USERID:</b>
<b>REOPEN:</b>	<b>CALLBACK:</b> 0	<b>DATE:</b> 00/00/00
	<b>NEW INFO:</b> 2	<b>DATE:</b> 12/06/11
	<b>OTHER:</b> 0	<b>DATE:</b> 00/00/00
	<b>COMMENTS ONLY:</b> 5	<b>DATE:</b> 01/18/12

<b>IIR-DATE:</b>	<b>TRANS DATE:</b> 11/22/10	<b>CHECK REQUESTED:</b> Y
<b>3RD PRY:</b> NI	<b>PART#:</b>	<b>CHECK ISSUED:</b> Y
<b>BYBACK ST:</b>	<b>OPENED BY:</b> ZAL176N	
<b>HISTORY:</b>	<b>UPDATE BY:</b>	
<b>SVC CALL#:</b> N	<b>UPDATE DATE:</b>	
<b>CLOSE:</b> Y	<b>CLOSE DATE:</b> 01/05/12	<b>MICROFILM:</b>
<b>RESP CAA:</b> RHONDA CALICO	<b>OLM:</b>	<b>DOM:</b>
<b>PHONE:</b>	<b>OWNER FIRST:</b> [REDACTED]	<b>LANGUAGE:</b>



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REQUESTED BY: lattad

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**DATE:** 07/07/14

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**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 785

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

**MODEL YEAR:** 2007

**NAME:** [REDACTED]

**VIN:** 5N1BV28U67N [REDACTED]

**MAKE:** N

**IN SCV DATE:** 07/20/07

**MODEL LINE:** QST

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
1	NND307925314	2764	New Jersey	10/15/2010	10/15/13	0096277	01/01/01	01/01/01

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REQUESTED BY: lattad

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**TIME:** 12:22:20 AM

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**PAGE:** 787

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**CURRENT SERVICE CONTRACT**

**CONTRACT:** NND307925314

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** N

**PLAN TERM:** 3

**DEDUCTABLE:** 50

**EFFECTIVE:** 10/15/2010

**EXPIRES:** 10/15/13      **MILES:** 0096277

**CANCEL:** 01/01/01      **MILES:** 0096277

**TRANSFER:** 01/01/01

**TRANSACTION:** 11/22/10

**PRINTED:** 11/27/10

**DEALER NO:** 2764      **STATE:** NJ

**DEALER NAME:** MEADOWLANDS NISSAN

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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

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REQUESTED BY: lattad

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

PAGE: 789

NAME: ██████████ SC: ONE CONTRACT CAR ID: ██████████  
STREET: ██████████ VIN: 5N1BV28U07N ██████████  
CITY: CHICAGO YR/MDL: 2007.0 MILEAGE: 068000  
ST/ZIP: IL ██████████ VCAN: IN SVC DATE:  
DAY PH: 0 PAID: RTL DLR: NI NI  
EVE PH: 0 SUSP: SVC DLR: NI NI  
DLR PH: 1 DENY: RESP DLR: NI NI  
REGION: 1 DIST: SL/SV/PT: NI NI NI

LETTER RECEIVED: 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: N (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00/00/00 WHERE:  
VEHICLE PURCHASED: New x Preowned MILES: 068000 # NISSAN/INFINITI VEHICLES: 1  
VEHICLE MAINTAINED BY: NONE  
OUTSIDE WARRANTY BY (B) MONTHS: 29 MILES: 32000 (PT) MONTHS: 5 MILES: 8000

ORIG CODE: NP NP OPEN DATE: 04/04/12 XFER/RSPNSBLTY: 1 NI N  
CONTACT (S): FOLLOWUP DATE: 04/04/12 INF-NET (Y/N):  
SEVERITY: 9 CLOSE DATE: 04/04/12 INF-NET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 180000 FUEL GAUGE  
OF NNA., INC. ISSUES 208000 QUEST  
AT INSTRUMENTATION VG PROVIDED RECALL INFORMATION  
AZ NISSAN PRODUCT INQUIRIES VJ GENERAL WARRANTY COVERAGE INQUIRY  
YX POOR OR IMPROPER OPERATION

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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

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**PAGE:** 790

REQUESTED BY: lattad

**DATE:** 07/07/14

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

**TIME:** 12:22:20 AM

**CUSTOMER ASSISTANCE REQUEST**

**PAGE:** 791

**REQUESTED BY:** lattad

**CAR ID:** [REDACTED]

**C. A. R. COMMENTS**

Created by ZDM345N at 2012-04-04 11:17:20

Created by ZDM345N at 2012-04-04 11:20:22

c's wife (a.k.a c) stated that c have a veh concern. c was asking for recall info. the check light is on (a week ago) and the fuel gauge always reads empty (yesterday). c wanted to verify if there is a recall. crr stated that there i s no recall nor any warranty extension on the veh which would cover for any ne cessary repairs for those components. c understood.

crr-dm offered further assistance, c declined.

crr-dm provided case #, crr's name, ext # [REDACTED]

crr-dm closing case.

Created by ZDM345N at 2012-04-04 11:20:22

c's wife (a.k.a c) stated that c have a veh concern. c was asking for recall info. the check light is on (a week ago) and the fuel gauge always reads empty (yesterday). c wanted to verify if there is a recall. crr stated that there i s no recall nor any warranty extension on the veh which would cover for any ne cessary repairs for those components. c understood.

crr-dm offered further assistance, c declined.

crr-dm provided case #, crr's name, ext # [REDACTED]

crr-dm closing case.

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

**SATISFIED:** N

**ACTION CODE:** NP

**ROOT CAUSE:** SCIN

**CALLBACK:** 0

**DATE:** 00/00/00

**USERID:**

**REOPEN:**

**CALLBACK:** 0

**DATE:** 00/00/00

**USERID:**

**NEW INFO:** 0

**DATE:** 00/00/00

**USERID:**



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REQUESTED BY: lattad

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**DATE:** 07/07/14

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CUSTOMER ASSISTANCE REQUEST

**PAGE:** 793

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**OTHER:** 0

**DATE:** 00/00/00

**USERID:**

**COMMENTS ONLY:** 0

**DATE:** 00/00/00

**USERID:**

**IIR-DATE:**

**TRANS DATE:** 10/31/06

**CHECK REQUESTED:** Y

**3RD PRY:** NI

**PART#:**

**CHECK ISSUED:** Y

**BYBACK ST:**

**OPENED BY:**

**HISTORY:**

**UPDATE BY:**

**SVC CALL#:** N

**UPDATE DATE:**

**CLOSE:** Y

**CLOSE DATE:** 04/04/12

**MICROFILM:**

**RESP CAA:**

**OLM:**

**DOM:**

**PHONE:**

**OWNER FIRST:** [REDACTED]

**LANGUAGE:**

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**DATE:** 07/07/14

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**TIME:** 12:22:20 AM

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REQUESTED BY: lattad

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CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 795

**CAR ID:** [REDACTED]

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

**MODEL YEAR:** 2007

**MAKE:** N

**MODEL LINE:**

**NAME:** [REDACTED]

**VIN:** 5N1BV28U07N [REDACTED]

**IN SCV DATE:**

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
1	RCDI02106044	NI	Illinois	10/31/2006	10/31/11	0075000	01/01/01	01/01/01

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**DATE:** 07/07/14

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REQUESTED BY: lattad

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**TIME:** 12:22:20 AM

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**PAGE:** 797

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**CURRENT SERVICE CONTRACT**

**CONTRACT:** RCDI02106044

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** C

**PLAN TERM:** I

**DEDUCTABLE:** 50

**EFFECTIVE:** 10/31/2006

**EXPIRES:** 10/31/11      **MILES:** 0075000

**CANCEL:** 01/01/01      **MILES:** 0075000

**TRANSFER:** 01/01/01

**TRANSACTION:** 10/31/06

**PRINTED:** 11/03/06

**DEALER NO:** NI      **STATE:** NI

**DEALER NAME:** NI

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**DATE:** 07/07/14

**TIME:** 12:22:20 AM

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

**PAGE:** 798

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REQUESTED BY: lattad

<b>NAME:</b> [REDACTED]	<b>SC:</b> NONE	<b>CAR ID:</b> [REDACTED]
<b>STREET:</b> [REDACTED]	<b>VIN:</b> 5N1BV28U37N [REDACTED]	
<b>CITY:</b> SCOTTS VALLEY	<b>YR/MDL:</b> 2007.0	<b>MILEAGE:</b> 057339
<b>ST/ZIP:</b> CA [REDACTED]	<b>VCAN:</b> Y	<b>IN SVC DATE:</b>
<b>DAY PH:</b> 0	<b>PAID:</b> 253	<b>RTL DLR:</b> NI NI
<b>EVE PH:</b> [REDACTED]	<b>SUSP:</b> 0	<b>SVC DLR:</b> 5263 NISSAN SUNNYVALE
<b>DLR PH:</b> 408 735 6888	<b>DENY:</b> 0	<b>RESP DLR:</b> 5263 NISSAN SUNNYVALE
	<b>REGION:</b> 44	<b>DIST: SL/SV/PT:</b> 11 11 41

<b>LETTER RECEIVED:</b> 00/00/00	<b>EXEC:</b> 00/00/00	<b>EMAIL:</b> 00/00/00
<b>FIRE:</b> N (Y/N)	<b>ROLLOVER:</b> N (Y/N)	<b>ACCIDENT:</b> N (Y/N)
<b>PROPERTY DAMAGE:</b> N (Y/N)	<b>INJURY:</b> N (Y/N)	<b>SENT TO LEGAL:</b> N (Y/N)
<b>PREVIOUSLY REPAIRED:</b> 00/00/00	<b>WHERE:</b>	
<b>VEHICLE PURCHASED:</b> New Preowned x	<b>MILES:</b> 057339	<b># NISSAN/INFINITI VEHICLES:</b> 1
<b>VEHICLE MAINTAINED BY:</b> NISSAN SUNNYVALE		
<b>OUTSIDE WARRANTY BY (B) MONTHS:</b> 17	<b>MILES:</b> 21339	<b>(PT) MONTHS:</b> 0 <b>MILES:</b> 0

<b>ORIG CODE:</b> NP NP	<b>OPEN DATE:</b> 04/16/12	<b>XFER/RSPNSBLTY:</b> 44 11 N
<b>CONTACT (S):</b>	<b>FOLLOWUP DATE:</b> 04/16/12	<b>INF-NET (Y/N):</b>
<b>SEVERITY:</b> 9	<b>CLOSE DATE:</b> 04/16/12	<b>INF-NET DATE:</b>

<b>CONCERN AND CATEGORY</b>	<b>SUBCATEGORY AND SYMPTOM</b>
OF NNA., INC. ISSUES	208000 QUEST
AZ NISSAN PRODUCT INQUIRIES	VG PROVIDED RECALL INFORMATION



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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 800

REQUESTED BY: lattad

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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 801

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**C. A. R. COMMENTS**

Created by 12345678 at 2012-04-16 09:38:31

Created by ZJU333N at 2012-04-16 09:46:11

crr-ju recieved a call from c stating that c is having an incident with c's veh which ran out of gas 3x, however the fuel gauge shows that there is 1/4 of the gas, c is asking if there is an open recall for c's veh. crr-ju asked c if any of c's information has changed, c said that her contact number has changed. crr-ju updated c's contact number. crr-ju advised c that there are no open recall for c's veh, c understood. crr-ju asked c if there is anything else c would like crr to check, c asked for the old case number, crr-ju gave c the old case number. crr-ju offered further assistance, c declined. crr-ju gave name, ext number, and case number. crr-ju closing file for no further assistance is needed.

Created by ZJU333N at 2012-04-16 09:46:11

crr-ju recieved a call from c stating that c is having an incident with c's veh which ran out of gas 3x, however the fuel gauge shows that there is 1/4 of the gas, c is asking if there is an open recall for c's veh. crr-ju asked c if any of c's information has changed, c said that her contact number has changed. crr-ju updated c's contact number. crr-ju advised c that there are no open recall for c's veh, c understood. crr-ju asked c if there is anything else c would like crr to check, c asked for the old case number, crr-ju gave c the old case number. crr-ju offered further assistance, c declined. crr-ju gave name, ext number, and case number. crr-ju closing file for no further assistance is needed.

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

**SATISFIED:** N

**ACTION CODE:** NP

**ROOT CAUSE:** LCIN

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 802

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 803

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**CALLBACK:** 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:**

**TRANS DATE:** 00/00/00

**CHECK REQUESTED:** Y

**3RD PRY:** NI

**PART#:**

**CHECK ISSUED:** Y

**BYBACK ST:**

**OPENED BY:**

**HISTORY:**

**UPDATE BY:**

**SVC CALL#:** N

**UPDATE DATE:**

**CLOSE:** Y

**CLOSE DATE:** 04/16/12

**MICROFILM:**

**RESP CAA:**

**OLM:**

**DOM:**

**PHONE:**

**OWNER FIRST:** [REDACTED]

**LANGUAGE:**

**CONFIDENTIAL**

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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 804

REQUESTED BY: lattad

**CONFIDENTIAL**

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**DATE:** 07/07/14

**TIME:** 12:22:20 AM

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

**PAGE:** 805

**CAR ID:** [REDACTED]

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

**MODEL YEAR:** 2007

**MAKE:** N

**MODEL LINE:**

**NAME:** [REDACTED]

**VIN:** 5N1BV28U37N [REDACTED]

**IN SCV DATE:**

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		5263	California					

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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 806

REQUESTED BY: lattad

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DATE: 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 807

REQUESTED BY: lattad

CAR ID: [REDACTED]

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:** MILES:

**CANCEL:** MILES:

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 5263      **STATE:** CA

**DEALER NAME:** NISSAN SUNNYVALE



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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 808

REQUESTED BY: lattad

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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 809

REQUESTED BY: lattad

**NAME:** [REDACTED] **SC:** NONE **CAR ID:** [REDACTED]  
**STREET:** [REDACTED] **VIN:** 5N1BV28U37N [REDACTED]  
**CITY:** SCOTTS VALLEY **YR/MDL:** 2007.0 **MILEAGE:** 057000  
**ST/ZIP:** CA [REDACTED] **VCAN:** Y **IN SVC DATE:**  
**DAY PH:** 0 **PAID:** 2,211 **RTL DLR:** NI NI  
**EVE PH:** 0 **SUSP:** 0 **SVC DLR:** NI NI  
**DLR PH:** 1 **DENY:** 0 **RESP DLR:** NI NI  
**REGION:** 1 **DIST: SL/SV/PT:** NI NI NI

**LETTER RECEIVED:** 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 04/16/12  
**FIRE:** N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** N (Y/N)  
**PROPERTY DAMAGE:** N (Y/N) **INJURY:** N (Y/N) **SENT TO LEGAL:** N (Y/N)  
**PREVIOUSLY REPAIRED:** 00/00/00 **WHERE:**  
**VEHICLE PURCHASED:** New x Preowned **MILES:** 057000 **# NISSAN/INFINITI VEHICLES:** 1  
**VEHICLE MAINTAINED BY:** NONE  
**OUTSIDE WARRANTY BY (B) MONTHS:** 17 **MILES:** 21000 **(PT) MONTHS:** 0 **MILES:** 0

**ORIG CODE:** NP NP **OPEN DATE:** 04/16/12 **XFER/RSPNSBLTY:** 1 NI N  
**CONTACT (S):** **FOLLOWUP DATE:** 04/16/12 **INF-NET (Y/N):**  
**SEVERITY:** 9 **CLOSE DATE:** 04/17/12 **INF-NET DATE:**

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OA VEHICLE CONCERNS 118000 WIPER (ARM/MOTOR/BLADE)  
OF NNA., INC. ISSUES 180000 FUEL GAUGE  
AC BODY ELECTRICAL VG PROVIDED RECALL INFORMATION  
AT INSTRUMENTATION YX POOR OR IMPROPER OPERATION  
AZ NISSAN PRODUCT INQUIRIES

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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 810

REQUESTED BY: lattad

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DATE: 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 811

REQUESTED BY: lattad

CAR ID: [REDACTED]

**C. A. R. COMMENTS**

Created by null at 2012-04-16 09:50:23

Created by ZMA999N at 2012-04-17 12:01:36

Email addressed to: [REDACTED]

firstname [REDACTED]

Method of Contact: E-mail

Date/Time Sent: 4/17/2012 3:19 PM

lastname : [REDACTED]

email [REDACTED]

Summary: crr-ma provided c with recall information and referred c to c's local  
homephone : [REDACTED]

Nissan dealer with regard to c's issues with the vehicle.

address1 [REDACTED]

crr-ma exiting the case.

address2 :

city : Scotts Valley

state : CA

zip : [REDACTED]

owner : true

make : Nissan

source : NissanContactUs

vin : 5N1BV28U37N [REDACTED]

dealerstate : CA

dealersname : Stahl Motor Co.

comments : 2007 Nissan Quest

high setting on wipers not functioning

Car runs out of gas with fuel gauge at 1/4 tank!!!! Only 57,000 mi.!

Created by ZMA999N at 2012-04-17 12:24:25

related cases found: case # [REDACTED]

\*\*\*\*\*E-mail Case Logged\*\*\*\*\*

Email addressed to: nnaconsumeraffairs@nissan-usa.com

Method of Contact: E-mail

Date received: 04/16/2012 Date Created: 04/17/2012

crr-ma checked for open recalls/campaigns/upgrades found: none

\*\*\*\*\*

Email addressed to [REDACTED]

Method of Contact: E-mail

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**DATE:** 07/07/14

**TIME:** 12:22:20 AM

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

**PAGE:** 812

**CONFIDENTIAL**

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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 813

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

Date/Time Sent: 4/17/2012 3:19 PM

Summary: crr-ma provided c with recall information and referred c to c's local Nissan dealer with regard to c's issues with the vehicle.

crr-ma exiting the case.

Created by ZMA999N at 2012-04-17 12:01:36

firstname : [REDACTED]

lastname [REDACTED]

email [REDACTED]

homephone : [REDACTED]

address1 : [REDACTED]

address2 :

city : Scotts Valley

state : CA

zip [REDACTED]

owner : true

make : Nissan

source : NissanContactUs

vin : 5N1BV28U37N [REDACTED]

dealerstate : CA

dealersname : Stahl Motor Co.

comments : 2007 Nissan Quest

high setting on wipers not functioning

Car runs out of gas with fuel gauge at 1/4 tank!!!! Only 57,000 mi.!

Created by ZMA999N at 2012-04-17 12:24:25

related cases found: case # [REDACTED]

\*\*\*\*\*E-mail Case Logged\*\*\*\*\*

Email addressed to: nnaconsumeraffairs@nissan-usa.com

Method of Contact: E-mail

Date received: 04/16/2012 Date Created: 04/17/2012

crr-ma checked for open recalls/campaigns/upgrades found: none

\*\*\*\*\*

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 814

REQUESTED BY: lattad

**CONFIDENTIAL**

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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 815

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**CONTACT(S)**

<b>SATISFIED:</b> N	<b>ACTION CODE:</b> NP	<b>ROOT CAUSE:</b> SCIN
<b>CALLBACK:</b> 0	<b>DATE:</b> 00/00/00	<b>USERID:</b>
<b>REOPEN:</b>	<b>CALLBACK:</b> 0	<b>DATE:</b> 00/00/00
	<b>NEW INFO:</b> 0	<b>DATE:</b> 00/00/00
	<b>OTHER:</b> 0	<b>DATE:</b> 00/00/00
	<b>COMMENTS ONLY:</b> 0	<b>DATE:</b> 00/00/00

<b>IIR-DATE:</b>	<b>TRANS DATE:</b> 00/00/00	<b>CHECK REQUESTED:</b> Y
<b>3RD PRY:</b> NI	<b>PART#:</b>	<b>CHECK ISSUED:</b> Y
<b>BYBACK ST:</b>	<b>OPENED BY:</b>	
<b>HISTORY:</b>	<b>UPDATE BY:</b>	
<b>SVC CALL#:</b> N	<b>UPDATE DATE:</b>	
<b>CLOSE:</b> Y	<b>CLOSE DATE:</b> 04/17/12	<b>MICROFILM:</b>
<b>RESP CAA:</b>	<b>OLM:</b>	<b>DOM:</b>
<b>PHONE:</b>	<b>OWNER FIRST:</b> [REDACTED]	<b>LANGUAGE:</b>



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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 816

REQUESTED BY: lattad

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**DATE:** 07/07/14

**TIME:** 12:22:20 AM

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

**PAGE:** 817

**CAR ID:** [REDACTED]

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 07/07/14

**TIME:** 12:22:20 AM

**MODEL YEAR:** 2007

**MAKE:** N

**MODEL LINE:**

**NAME:** [REDACTED]

**VIN:** 5N1BV28U37N [REDACTED]

**IN SCV DATE:**

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		NI	California					

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NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 818

REQUESTED BY: lattad



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**DATE:** 07/07/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 12:22:20 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 820

REQUESTED BY: lattad