

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1

REQUESTED BY: lattad

<b>NAME:</b> [REDACTED]	<b>SC:</b> ONE CONTRACT	<b>CAR ID:</b> [REDACTED]
<b>STREET:</b> [REDACTED]	<b>VIN:</b> JN8AZ1MWXBW [REDACTED]	
<b>CITY:</b> RUMSON	<b>YR/MDL:</b> 2011.0	<b>MUR MILEAGE:</b> 019000
<b>ST/ZIP:</b> NJ [REDACTED]	<b>VCAN:</b> N	<b>IN SVC DATE:</b>
<b>DAY PH:</b> 0	<b>PAID:</b> 670	<b>RTL DLR:</b> NI NI
<b>EVE PH:</b> [REDACTED]	<b>SUSP:</b> 0	<b>SVC DLR:</b> 3840 NISSAN WORLD OF RED BANK
<b>DLR PH:</b> [REDACTED]	<b>DENY:</b> 0	<b>RESP DLR:</b> 3840 NISSAN WORLD OF RED BANK
	<b>REGION:</b> 26	<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> 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> 019000	<b># NISSAN/INFINITI VEHICLES:</b> 1
<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> 02/01/13	<b>XFER/RSPNSBLTY:</b> 26 05 N
<b>CONTACT (S):</b>	<b>FOLLOWUP DATE:</b> 02/18/13	<b>INF-NET (Y/N):</b>
<b>SEVERITY:</b> 9	<b>CLOSE DATE:</b> 02/18/13	<b>INF-NET DATE:</b>

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OA VEHICLE CONCERNS	110500 SUN ROOF (ELECTRIC/MANUAL)
AB BODY	WZ WARRANTY COVERAGE INQUIRY

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2

REQUESTED BY: lattad

DATE: 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

PAGE: 3

REQUESTED BY: lattad

CAR ID: [REDACTED]

**C. A. R. COMMENTS**

Created by ZCC179N at 2013-02-01 09:57:08

Created by ZCC179N at 2013-02-01 10:01:31

Created by ZKJ111N at 2013-02-04 14:18:19

ct

Created by ZKJ111N at 2013-02-27 10:25:08

CRR-CNC received call from c. c stated that c took the veh to the dlr 2 days a rcas-kj sent request to FOM-SC and advised rcas has CA case for c and advised

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

go. c added that c took the veh to the dlr for noise on the veh and c was tol of veh owner loyalty.

d by the dlr the "maybe" the noise has something to do with the roof but the d rcas-kj made outbound call to c on [REDACTED] and spoke with c's wife and c rcas-kj setting follow up for 2/7/13 with c

advised that the sun roof has been repaired and c is concerned because the su

Created by ZKJ111N at 2013-02-07 11:40:49

lr cant diagnose the issue and now the sun roof exploded and c was told to pay \$900 and c cant afford to any and just lost house. c added that sa-corey info n roof is still making the noise and c is afraid that this shattered.

rcas-kj noting FOM-SC advised waiting to determine if there is previous docume

c stated that c wants this on record that the noise is still there, and c is c

ntation of c's concern.

rmed c that theres a mark of the rock on the roof but c cant see

Created by ZKJ111N at 2013-02-07 11:46:09

CRR-CNC advised c that file will be transferred to RCAS and C will be contacte

oncerned that this will crack again, and c wants it documented, c stated that

d before the end of the next business day.

rcas-kj made outbound call to c on [REDACTED] and spoke with c and advised

this is still happening and even though it may not happen again and c stated t

CRR-CNC offered further assistance. c declined

hat c feels that this may be a defect.

that there is no decision in regards to c's case and that the review is not co

CRR-CNC provided c with file number, name and extension number

mplete.

rcas-kj understood.

CRR-CNC transferring file to RCAS.

c understood and advised that the dlr called and the veh will be ready for pic

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 4

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 5

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

rcas-kj noting c's # was listed and a contact # in another case, case# 10497217 that is unrelated.

Created by ZKJ111N at 2013-02-04 13:53:03

k up this afternoon most likely.

rcas-kj made outbound call to c on [REDACTED] at 3:52 pm est and received a message that this # is not in svc.

was previously documented.

Created by ZKJ111N at 2013-02-04 13:53:55

rcas-kj asked c if c has the RO? c stated no that the dlr should have on the computer.

rcas-kj made outbound call to c on [REDACTED] at 3:53 pm est and received a message that this # is out of svc, new # is [REDACTED]

Created by ZKJ111N at 2013-02-04 14:05:49

Created by ZKJ111N at 2013-02-07 11:47:45

rcas-kj made outbound call to c on [REDACTED] and spoke with c and verified c's concern, n and if so if there is an RO.

Created by ZKJ111N at 2013-02-07 11:48:04

c stated each svc visit since last October c reported the noise. c stated that the mgr advised that the concern was the sunroof, and dlr put in rcas-kj setting follow up for 2/11/13

Created by ZKJ111N at 2013-02-07 12:00:50

shims, c got back on the road, c stated that the noise was still present, when c brought the veh back for the second LOF, dlr could not locate the concern. rcas-kj received info from FOM-SC advising that FOM approved 2/6/13. c stated dlr told c when c heard the noise for c to bring the veh back (Oct 2 rcas-kj understood.

012) c stated last week c was on the road and c heard an explosion and it was Created by null at 2013-02-07 12:24:05

the sunroof, there was glass on the screen. the sunroof was replaced under warranty. after inspection by sm and fom could c stated c and c's wife were driving toward the dlr and c went and got c's wife not confirm that it was due to damage, customer has had 3 other Nissans in the e's veh which is also an NNA veh.

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 6

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 7

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

past.

Created by ZKJ111N at 2013-02-11 12:03:19

c stated that the SA advised that the concern was a rock that ricocheted off of the sunroof and the spot c was referring to was not present.

rcas-kj made outbound call to c on [REDACTED] and reached vmx.

c could not see the spot.

rcas-kj left a vmx advising that the dlr advised that the veh was repaired to

c stated c left the veh there and dlr called and advised that the repair would determine if c is satisfied.

cost \$900.00.

rcas-kj advised if c has questions about this case to contact rcas at 800-343-6913, ext 457232, and case# 10541936.

SA advised c that NNA would not be able to do anything and dlr advised for c to report the concern with the insurance company.

rcas-kj advised if c has future questions or concerns to please contact NNA CA

c stated that both times that the veh was in that the c reported the concern c

Created by ZKJ111N at 2013-02-11 12:03:42

was assured that the veh concern was reported.

rcas-kj setting follow up for 2/14/13

rcas-kj understood and advised that rcas would look into the concern and if th

Created by ZRH176N at 2013-02-15 18:24:48

ere is found to be environmental damage that the concern would be for c's insurance company, c understood.

Rcas-rh made outbound call to c to verify that c had repairs done and is satisfied with vehicle.

rcas-kj thanked c and advised of follow up for 2/7/13, c understood.

rcas-kj provided contact info

rcas-rh left vmx for c with Rcas-KJ contact information.

Created by ZKJ111N at 2013-02-04 14:13:19

Created by ZKJ111N at 2013-02-11 12:03:42

rcas-kj made outbound call to dlr on 7327412433 and spoke with SM-Vinny Leone

rcas-kj setting follow up for 2/14/13

Created by ZRH176N at 2013-02-15 18:24:48

who advised that c's veh was hit by a rock, that the pictures were taken and were submitted to FOM-SC this morning.

Rcas-rh made outbound call to c to verify that c had repairs done and is satis

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 8

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 9

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

fied with vehicle.

rcas-kj understood, SM advised that c has owned 4 NNA veh's though

94 ALC

rcas-rh left vmx for c with Rcas-KJ contact information.

95 ALC

Created by ZKJ111N at 2013-02-18 13:09:44

97 Maxima

rcas-kj made outbound call to c on [REDACTED] and reached vmx.

2011 Murano

rcas-kj advised if c has questions about this case to contact rcas at 800-343-

6913, ext 457232, and case# 10541936

SM advised c has a maintenance plan, and some warranty work and a CP tire plug

rcas-kj noting 3 attempts at contact

Created by ZKJ111N at 2013-02-18 13:11:39

rcas-kj understood and thanked SM, call ended mutually

Created by ZKJ111N at 2013-02-04 14:18:19

Summary:

c called in for assistance with c's sunroof, FOM approved as FOM could not con

rcas-kj sent request to FOM-SC and advised rcas has CA case for c and advised

firm concern was due to damage.

of veh owner loyalty.

rcas-kj setting follow up for 2/7/13 with c

Veh was repaired and rcas-kj closing case as rcas has made 3 attempts at conta

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

**SATISFIED:** N

**ACTION CODE:** NP

**ROOT CAUSE:** SNFA

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 10

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 11

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:** 10/31/11

**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:** 02/18/13

**MICROFILM:**

**RESP CAA:**

**OLM:**

**DOM:**

**PHONE:**

**OWNER** [REDACTED]

**LANGUAGE:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 12

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

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

**TIME:** 1:14:30 PM

**PAGE:** 13

**CAR ID:** [REDACTED]

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 09/04/14

**TIME:** 1:14:30 PM

**MODEL YEAR:** 2011

**MAKE:** N

**MODEL LINE:** MUR

**NAME:** [REDACTED]

**VIN:** JN8AZ1MWXBW [REDACTED]

**IN SCV DATE:**

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
1	MUNF01041092	3840	New Jersey	10/28/2011	10/28/12	0015055	01/01/01	01/01/01

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 14

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 15

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**CURRENT SERVICE CONTRACT**

**CONTRACT:** MUNF01041092

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** U

**PLAN TERM:** F

**DEDUCTABLE:** 0

**EFFECTIVE:** 10/28/2011

**EXPIRES:** 10/28/12      **MILES:** 0015055

**CANCEL:** 01/01/01      **MILES:** 0015055

**TRANSFER:** 01/01/01

**TRANSACTION:** 10/31/11

**PRINTED:** 11/05/11

**DEALER NO:** 3840      **STATE:** NJ

**DEALER NAME:** NISSAN WORLD OF RED BA

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 16

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 17

REQUESTED BY: lattad

<b>NAME:</b> [REDACTED]	<b>SC:</b> NONE	<b>CAR ID:</b> [REDACTED]
<b>STREET:</b> [REDACTED]	<b>VIN:</b> JN8AZ1MU6BW [REDACTED]	
<b>CITY:</b> AMARILLO	<b>YR/MDL:</b> 2011.0 MUR	<b>MILEAGE:</b> 027000
<b>ST/ZIP:</b> TX [REDACTED]	<b>VCAN:</b> N	<b>IN SVC DATE:</b>
<b>DAY PH:</b> [REDACTED]	<b>PAID:</b> 66	<b>RTL DLR:</b> NI NI
<b>EVE PH:</b> [REDACTED]	<b>SUSP:</b> 0	<b>SVC DLR:</b> 5201 MCGAVOCK NISSAN/AMARILLO
<b>DLR PH:</b> [REDACTED]	<b>DENY:</b> 0	<b>RESP DLR:</b> 5201 MCGAVOCK NISSAN/AMARILLO
	<b>REGION:</b> 32	<b>DIST: SL/SV/PT:</b> 08 08 38

<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> 027000	<b># NISSAN/INFINITI VEHICLES:</b> 1
<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> 04/12/13	<b>XFER/RSPNSBLTY:</b> 32 08 N
<b>CONTACT (S):</b>	<b>FOLLOWUP DATE:</b> 04/15/13	<b>INF-NET (Y/N):</b>
<b>SEVERITY:</b> 9	<b>CLOSE DATE:</b> 04/15/13	<b>INF-NET DATE:</b>

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OA VEHICLE CONCERNS	110500 SUN ROOF (ELECTRIC/MANUAL)
AB BODY	ZB BROKEN/CRACKED

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 18

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 19

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**C. A. R. COMMENTS**

Created by ZUO176N at 2013-04-12 11:02:58

Created by ZUO176N at 2013-04-12 11:12:50

Service Dept. Review

crr-hd received a call from c

Service Dept. Review

c stated that the sunroof of the veh suddenly explode outwards for no apparent reason

c stated no got hurt but when c took the veh for service at

MCGAVOCK NISSAN/AMARILLO and spoke to SA-Ben, dlrshp advised c that the issue

is a insurance issue and c needs to contact c's insurance company

c wanted to know what nna will do on the issue because c stated that c check o

n the internet on the issue and c stated that its a manufacturer defect and nn

a should cover the repair

crr-hd gave the case number, extension number and crr's name.

crr-hd advised c that crr-hd will escalate the concern to rcas and c will rec

eive a call back from rcas by the end of the next business day. c understood.

crr-hd transferring the case to RCAS

Created by ZAC175N at 2013-04-13 11:31:26

rcas-ac called MCGAVOCK NISSAN/AMARILLO @ 1 30 pm est & spoke to SM KS who sai

d the sunroof exploded for no reason and dlr did not find any impact. SM KS or

dered the part already and it will be covered under wrmnty. The part was order

ed today and it should be there by Wednesday . rcas thanked SM KS and ended th

e call

Created by ZAC175N at 2013-04-13 11:32:49

rcas-ac called the c @ 1 32 pm est on [REDACTED] & left vmx

rcas-ac called the c @ 1 33 pm est on [REDACTED] & # invalid

rcas-ac leaving follow up the same

Created by ZAC175N at 2013-04-15 10:47:31

rcas-ac called the c @ 12 46 pm est on [REDACTED] & was advised that rcas

has the wrong number. rcas ac closing case sending follow up email and postcar

d

\*\*\*C contacted NNA about a busted sunroof but dlr will be taking care of the c

oncern. closing case due to unable to reach c\*\*\*

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 20

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 21

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> 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> 04/15/13	<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:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 22

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

**TIME:** 1:14:30 PM

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

**PAGE:** 23

**CAR ID:** [REDACTED]

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 09/04/14

**TIME:** 1:14:30 PM

**MODEL YEAR:** 2011

**MAKE:** N

**MODEL LINE:** MUR

**NAME:** [REDACTED]

**VIN:** JN8AZ1MU6BW [REDACTED]

**IN SCV DATE:**

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		5201	Texas					

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 24

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 25

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:** 5201 **STATE:** TX

**DEALER NAME:** MCGAVOCK NISSAN/AMARIL

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 26

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 27

REQUESTED BY: lattad

**NAME:** [REDACTED] **SC:** NONE **CAR ID:** [REDACTED]  
**STREET:** [REDACTED] **VIN:** JN8AZ1MW0BW [REDACTED]  
**CITY:** SAVANNAH **YR/MDL:** 2011.0 **MUR:** [REDACTED] **MILEAGE:** 033200  
**ST/ZIP:** GA [REDACTED] **VCAN:** N **IN SVC DATE:**  
**DAY PH:** [REDACTED] **PAID:** 186 **RTL DLR:** NI NI  
**EVE PH:** [REDACTED] **SUSP:** 0 **SVC DLR:** 17010 VADEN NISSAN  
**DLR PH:** [REDACTED] **DENY:** 0 **RESP DLR:** 17010 VADEN NISSAN  
**REGION:** 34 **DIST: SL/SV/PT:** 07 07 37

**LETTER RECEIVED:** 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 00/00/00  
**FIRE:** N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **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:** 033200 **# NISSAN/INFINITI VEHICLES:** 2  
**VEHICLE MAINTAINED BY:** NONE  
**OUTSIDE WARRANTY BY (B) MONTHS:** 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

**ORIG CODE:** NP NP **OPEN DATE:** 04/22/13 **XFER/RSPNSBLTY:** 34 07 N  
**CONTACT (S):** **FOLLOWUP DATE:** 06/03/13 **INF-NET (Y/N):**  
**SEVERITY:** 9 **CLOSE DATE:** 06/03/13 **INF-NET DATE:**

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OA VEHICLE CONCERNS 110500 SUN ROOF (ELECTRIC/MANUAL)  
AB BODY VF NON-WARRANTY ITEM GOODWILL ASSIS

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 28

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 29

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

**C. A. R. COMMENTS**

Created by ZCL777N at 2013-04-22 08:48:33

Created by ZGB176N at 2013-04-23 15:38:17

Provided rep with Policy # R224341-E1311P; Claim # 112M85484. Corrected from b  
rance agent call rcas for further questions. C will do so. Rcas apologized of

Service Dept. Review

decision. call ended mutually.

elow.

rcas emailed sm Dawn Newsome in regards to concerns. requested gw review info

Service Dept. Review

Created by ZGB176N at 2013-05-08 13:04:19

needs.

Rep advised that it was a question if this was a manuf. defect. There wasn't

Service Dept. Review

Created by ZGB176N at 2013-04-25 15:10:21

damage to outer panels which was question. But notes do not determine answer a

\*\*\*RCAS CLOSING CASE\*\*\*

Service Dept. Review

C REQUESTED COVERAGE ON SUNROOF SHATTER. RCAS OBTAINED PERTINENT INFO FOR GW

nd is not clear if Insurance will go after nna/dlr. Rep placed rcas on hold t

Rcas rec'd email from sm DN: SM did look at the sunroof. The glass is shatte

Service Dept. Review

o consult with another claims dept. Rcas was then transferred to Rep Pauline.

red. Something at somepoint came in contact with this glass.

REVIEW. FOM -FB REVIEWED AND DECLINED GW DUE TO THIS BEING AN INSURANCE CLAIM

Service Dept. Review

Created by ZEC111N at 2013-05-14 09:58:30

Customer has only been here one time and it was not for service

Rep Pauline advised according to the notations that insurance states no indica

Service Dept. Review

crr-ec received a call from c, c stated that c wants to make a claim for nissa

Estimate to repair is \$775

tion of something falling on sunroof. Insurance is in question of this. Re

Created by ZGB176N at 2013-04-25 15:28:06

n's assistance, paying for c's deductible, C stated after Nissan declined the

p asked for Rcas contact info, provided. Rep also asked for mailing address.

Rcas provided nna ca mailing address in Franklin, TN. Rcas provided rcas em

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 30

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 31

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

Rcas rec'd vmx from c  
sun roof shatter,  
ail for any documentation would then come directly to rcas. Rep thanked. Re  
Insurance company covered the cost of repair And insurance told c that c has  
Rcas called c on [REDACTED]: Rcas updated c on case as sm just provided su  
nroof repair. C advised that c was driving down open highway noone around for  
p will be back in contact. Call ended mutually.  
to file to Nissan to pay at least the deductible in the amount of \$500  
Created by ZGB176N at 2013-05-21 13:39:47  
crr-ec verified contact information, c provided tel number [REDACTED]  
rocks to fly up. C took pics. Rcas asked for pics to be sent. C advised tha  
crr-ec offered further assistance, c declined  
Rcas called c on [REDACTED]: Rcas updated c on case status. C thanked for  
t c called insurance and insurance advised if this just burst then insurance t  
crr-ec gave name and exf number  
old c to claim nissan warranty. C was then told by dlr this is not warrantied.  
update. C advised that insurance asked for c to check into this with nna.  
crr-ec exiting the case  
Rcas provided nna email address for c to send over. Once obtained & will get  
Rcas will keep c updated and will set a wk follow up 5/28 with c. Call ended  
Created by ZEC111N at 2013-05-14 09:58:30  
mutually.  
review started. C & rcas agreed to check on fax receipt to confirm with c on  
4/29  
5/24 case follow up for insurance info  
crr-ec received a call from c, c stated that c wants to make a claim for nissa  
Cel [REDACTED] if not reach at [REDACTED]  
Created by ZGB176N at 2013-05-21 13:39:47  
n's assistance, paying for c's deductible , C stated after Nissan declined the  
Created by ZGB176N at 2013-04-29 16:18:36  
Rcas called c on [REDACTED] Rcas updated c on case status. C thanked for  
sun roof shatter,  
Insurance company covered the cost of repair And insurance told c that c has  
Rcas called c on Cel [REDACTED]: Rcas inquired with c if c sent pics, c stat  
update. C advised that insurance asked for c to check into this with nna.  
ed yes. nna ca mailbox may be getting sorted out and may see them tomorrow or  
Rcas will keep c updated and will set a wk follow up 5/28 with c. Call ended

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 32

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 33

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

to file to Nissan to pay at least the deductible in the amount of \$500

crr-ec verified contact information, c provided tel number [REDACTED] mutually.

next day. C will resend in case. Call ended mutually.

5/1 case follow up for pics

5/24 case follow up for insurance info

crr-ec offered further assistance, c declined

Created by ZGB176N at 2013-04-25 15:28:06

Created by ZGB176N at 2013-05-28 13:08:26

crr-ec gave name and exf number

crr-ec exiting the case

Rcas called c on [REDACTED]: Rcas updated c on case that insurance has not

Rcas rec'd vmx from c

been back in contact with rcas. Rcas will give a few more days then will cont

Created by ZGB176N at 2013-05-15 11:15:13

Rcas called c on [REDACTED]: Rcas updated c on case as sm just provided su

act insurance again. C understood & appreciated. If rcas does not hear or

roof repair. C advised that c was driving down open highway noone around for

Rcas called c on Cel [REDACTED]: C stated that c made insurance claim. C s

rocks to fly up. C took pics. Rcas asked for pics to be sent. C advised tha

see any faxes from insurance by EOB on Friday rcas will call again to see what

tated that insurance company stated that there was not a point of contact to h

ave sunroof shatter & that insurance will take this to litigation if nna does

is documentation insurance wanted to provide. C understood.

t c called insurance and insurance advised if this just burst then insurance t

6/3 insurance contact if nothing rec'd.

not assist c on deductible. Rcas will look into this for c but will have to r

old c to claim nissan warranty. C was then told by dlr this is not warrantied.

Created by ZGB176N at 2013-05-28 13:08:26

esearch info from dlr stating this and who was the adjustor who looked at vehi

Rcas provided nna email address for c to send over. Once obtained & will get

cle. C provided pertinent info for rcas research.

Rcas called c on [REDACTED]: Rcas updated c on case that insurance has not

review started. C & rcas agreed to check on fax receipt to confirm with c on

4/29

been back in contact with rcas. Rcas will give a few more days then will cont

State Farm Agent: Bob Ward 912-925-3943

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 34

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 35

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

act insurance again. C understood & appreciated. If rcas does not hear or  
Cel [REDACTED]

Policy # R224341-E1311P

Claim # [REDACTED]

Created by ZGB176N at 2013-04-29 16:18:36

see any faxes from insurance by EOB on Friday rcas will call again to see what  
877-231-5913 for insurance claims.

is documentation insurance wanted to provide. C understood.

Rcas called c on Cel [REDACTED]: Rcas inquired with c if c sent pics, c stat  
6/3 insurance contact if nothing rec'd.

ed yes. nna ca mailbox may be getting sorted out and may see them tomorrow or

Rcas will try to get a written statement on sunroof determination & submit for

Created by ZGB176N at 2013-06-03 14:50:14

next day. C will resend in case. Call ended mutually.

review.

5/1 case follow up for pics

Rcas called State Farm Insurance Auto Claims @877-231-5913: Rcas spoke to Cla

Rcas will also contact dlr to see if they have the contact person that review

Created by ZGB176N at 2013-05-01 10:49:41

im Rep from assigned team -Carol. Rep advised the claim is closed and that it

sunroof. Rcas will update c on 5/22, c thanked.

Created by ZGB176N at 2013-05-15 11:18:11

is not going to litigation. Rcas thanked for info which info helped & rcas t

Rcas found related case#11109580 in regards to nna mailbox acknowledging email  
from c and nna responded on 5/1 to c.

hanked. Call ended mutually.

Rcas emailed sm DN to see if adjustor advised that there is not a pressure poi

Awaiting photos to be attached into case

Created by ZGB176N at 2013-06-03 15:03:49

nt of contact and if sm has contact info of adjustor.

5/20 insurance research follow up

Created by ZGB176N at 2013-05-01 10:50:35

Rcas called c on [REDACTED]: C was advised that insurance is not taking clai

5/2 case follow up for pics

Created by ZGB176N at 2013-05-15 11:18:11

m to litigation with Nissan. Rcas advised that case will not close. C unders

Created by ZGB176N at 2013-05-02 15:26:18

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 36

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 37

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

Rcas emailed sm DN to see if adjustor advised that there is not a pressure point. C said the insurance was questioning claim. But c accepted. C hopes someone will recognize sunroof concerns before someone gets hurt. Rcas understood, not of contact and if sm has contact info of adjustor.

Rcas rec'd pics attached to case.

5/20 insurance research follow up

and agreed with c. Rcas advised c is free to callback for any future concerns

Rcas called c on Cel [REDACTED]: Rcas advised pics are now attached and will be as all is case by case. C understood. Call ended mutually.

Created by ZGB176N at 2013-05-20 13:56:01

I proceed with gw review. C advised of timely process. Rcas advised that rcas

Created by ZGB176N at 2013-06-03 15:11:15

needed the pics. C understood. 5/9 rcas & c follow up

Rcas rec'd email from sm Dawn stating:

Created by ZGB176N at 2013-05-02 15:41:36

RCAS CLOSING CASE

THAT WAS NOT COMMUNICATED TO ME.

C CALLED IN FOR COVERAGE ON SUNROOF SHATTER. WARRANTY WOULD NOT COVER. RCAS DI

Rcas sent email to fom-FB

THERE IS NO WAY TO SAY IF THERE WAS NOT A POINT OF IMPACT THE CENTER OF THE GLASS IS GONE

Created by ZGB176N at 2013-05-08 12:54:25

D A GW REVIEW WITH FOM WHO DENIED. FOM ADVISED C NEEDS TO MAKE INSURANCE CLAIM

. C DID INSURANCE CLAIM AND ADVISED RCAS THAT INSURANCE IS QUESTIONING SUNROOF

FOM-Fred Banks advised to Decline. C should pursue thru their insurance. Fom b

SM only has [REDACTED] for contact#

Created by ZGB176N at 2013-05-20 14:01:31

believes something hit it

F SHATTER. RCAS DISCUSSED CLAIM WITH INSURANCE. INSURANCE FINAL RESULTS ARE

5/21 insurance co callout

Created by ZGB176N at 2013-05-08 13:02:10

THAT CLAIM IS CLOSED AND NOT GOING TO LITIGATION. RCAS INFORMED C AND C ACCEPT

Created by ZGB176N at 2013-05-21 13:33:24

ED.

Rcas called c on Cel [REDACTED]: C was informed of denial. C advised that

Rcas called State Farm Insurance Auto Claims @877-231-5913:

there are many complaints online with exact sunroof explosion. Rcas can only a

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 38

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 39

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

divided to save paper work in case. Rcas also recommended that c can have insu  
Rcas spoke to Auto Claims Rep. Shay

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**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>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> 06/03/13	<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:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 40

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

**TIME:** 1:14:30 PM

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

**PAGE:** 41

**CAR ID:** [REDACTED]

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 09/04/14

**TIME:** 1:14:30 PM

**MODEL YEAR:** 2011

**MAKE:** N

**MODEL LINE:** MUR

**NAME:** [REDACTED]

**VIN:** JN8AZ1MW0BW [REDACTED]

**IN SCV DATE:**

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		17010	Georgia					

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 42

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

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:** 17010 **STATE:** GA

**DEALER NAME:** VADEN NISSAN

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 44

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 45

REQUESTED BY: lattad

**NAME:** [REDACTED] **SC:** NONE **CAR ID:** [REDACTED]  
**STREET:** [REDACTED] **VIN:** JN8AZ1MW0CW [REDACTED]  
**CITY:** ARLINGTON **YR/MDL:** 2012.0 **MUR:** [REDACTED] **MILEAGE:** 007943  
**ST/ZIP:** VA [REDACTED] **VCAN:** N **IN SVC DATE:**  
**DAY PH:** [REDACTED] **PAID:** 1,860 **RTL DLR:** NI NI  
**EVE PH:** [REDACTED] **SUSP:** 0 **SVC DLR:** 5204 KOONS NISSAN  
**DLR PH:** [REDACTED] **DENY:** 0 **RESP DLR:** 5204 KOONS NISSAN  
**REGION:** 26 **DIST: SL/SV/PT:** 17 17 47

**LETTER RECEIVED:** 07/26/13 **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:** 007943 **# NISSAN/INFINITI VEHICLES:** 3  
**VEHICLE MAINTAINED BY:** NONE  
**OUTSIDE WARRANTY BY (B) MONTHS:** 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

**ORIG CODE:** NP NP **OPEN DATE:** 06/27/13 **XFER/RSPNSBLTY:** 26 17 N  
**CONTACT (S):** **FOLLOWUP DATE:** 08/09/13 **INF-NET (Y/N):**  
**SEVERITY:** 9 **CLOSE DATE:** 08/08/13 **INF-NET DATE:**

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OA VEHICLE CONCERNS 110500 SUN ROOF (ELECTRIC/MANUAL)  
OC NISSAN DEALER ISSUES 222500 SERVICE PERSONNEL (NISSAN)  
AB BODY YX POOR OR IMPROPER OPERATION  
BF NSN DEALER SERVICE DEPT. YZ POOR TREATMENT  
ZW INAPPROPRIATE/UNPROFESSIONAL BEH

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 46

REQUESTED BY: lattad

DATE: 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

PAGE: 47

REQUESTED BY: lattad

CAR ID: [REDACTED]

**C. A. R. COMMENTS**

ADDRS HAS BEEN VERIFIED AS LEE HWY ADDRESS

call ended mutually.

c DISCONNECTED call.

Created by null at 2013-06-27 14:34:42

Created by null at 2013-06-27 14:42:40

crr-aa received a call from c.

Policy MUNG01559935 has been cancelled to add new upgraded policy.

Created by ZJD178N at 2013-07-25 07:46:25

Created by ZWC123N at 2013-08-08 09:19:19

Created by ZWM176N at 2013-07-25 16:02:18

Created by ZWM176N at 2013-07-29 10:16:06

crr-jd c called in having a veh complaint

c stated that c cannot send the docs through fax because c is having an issue caller is c's dad BOB SLADE who will now be referred to as c at this point.

Check has been approved.

crr-jd verified c's information, nothing has changed

RCAS sent email to c with new policy per SOP6.4

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

with c's fax

-

c called for reimbursement of insurance deductible for sunroof repair.

crr-aa verified c's information, no changes

crr-jd c states that c's daughter is driving and moonroof/sunroof imploded ins

crr-jd verified c's contact information.

RCAS made outbound call to c@12.13pm on requested number [REDACTED]

c called and initially insisted on speaking with a manager.

Closing case as no further assistance is required at this time.

c stated that if c can send the docs through email

ide out almost have hurt c's daughter and child, c states that c took the veh

RCAS contacted dlr, not manufacturer defect.

RCAS left vmx with name, ext, case#, and advised policy information has been e

-

crr-aa advised c that c can send the docs through email and crr-aa provided nn

crr-jd probed further and c stated that c is calling on daughter's behalf and

mailed to c.

RCAS advised FOS-Rhonda Calico

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 48

REQUESTED BY: lattad



CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

PAGE: 49

REQUESTED BY: lattad

CAR ID: [REDACTED]

to KOONS NISSAN and spoke with General Manager Peter Washington and GM states a email address nnaconsumeraffairs@nissan-usa.com and crr-aa advised c to atte FOS declined reimbursement as not manufacturer defect.

RCAS closing case.

SUMMARY: Customer requesting reimbursement for \$500 insurance deductible relat that NISSAN's information is very wrong and insisted on speaking with a manage that something fell on the roof that makes the sunroof exploded, and c took the ed to a non warrantable sunroof concern. NNA agreed to reimburse \$250 as a goo FOS offered GDWL towards loyal Nissan c of 24mo/30K Basic Plus Maintenance pla ntion the email to rcas-wm and attach the case #

r.

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

veh to KOONS bodyshop and spoke with the body shop manager John Morris, phone c unable to provide case number but crr-jd pulled up case by asking for phone c understood dwill gesture.

n.

number [REDACTED] ext [REDACTED] and c was advised that its manufacture defect and

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

c called for reimbursement of insurance deductible for sunroof repair.

c can call nna for further more assistance. c states that the bodyshop can ce

crr-aa offered further assistance

number which c provided.

RCAS advised c.

c declined

Created by ZBL000N at 2013-07-26 07:09:37

crr-jd advised c that case has been forwarded to rcas.

RCAS contacted dlr, not manufacturer defect.

rtify to nna that its a manufacture defect, c also states that c wanted to fil

crr-aa provided name, extension and case #

c stated that sunroof issue is very grave and that nissan does not seem to hav

e a complaint on GENERAL MANAGER PETER WASHINGTON a complaint for not being re

RCAS advised FOS-Rhonda Calico

SRD/ES-Brett Locher called C at # of [REDACTED] at 9:05a et and spoke with C'

crr-aa exiting the case

due and avoiding on giving c assistance.

e the full information and refused to provide further information and demanded

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 50

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 51

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

FOS declined reimbursement as not manufacturer defect.

s wife who stated that C is out and requested a call back in 5 minutes from SR

Created by ZCP176N at 2013-07-11 12:45:01

crr-jd advise c that case will be forwarded to RCAS for further more review, a

D.

FOS offered GDWL towards loyal Nissan c of 24mo/30K Basic Plus Maintenance pla

to speak with a supervisor.

crr-jd advised c that case will be escalated and c will receive a callback fr

n.

nd advise c that c will be contacted by RCAS before the business day ends tomo

rcas assisting rcas - William Miller

SRD stated that SRD will follow up with C later today and C's wife requested a

nd was provided SRD contact info and Ext as follows [REDACTED].

om supervisor in 4-8business hours. c agreed.

RCAS advised c.

rcas made outbound call to c on 5 [REDACTED] at 2:44pm

rrow, c agrees

Created by ZWC123N at 2013-08-06 06:29:54

crr-jd ask for the best number to reach c, c provided [REDACTED]

crr-jd took c's best number: [REDACTED]

C's wife thanked SRD and C's wife ended call.

rcas reached vmx

Created by ZBL000N at 2013-07-26 08:31:04

crr-jd ask further assistance, c declines

crr-jd offered further assistance to c. c declined.

rcas left vmx advising of follow up and left rcas - William's contact informat

VEH COMPLAINT

Created by ZWC123N at 2013-08-06 07:04:33

crr-jd gave name, extension number and case number to c.

crr-jd provide case number, name and ext

ion

SRD received a call from C at 10:19a et and C stated that if SRD is going to g

crr-jd escalating case.

crr-jd exiting the case, leaving it open for RCAS review

ive C the same corporate answer and SRD stated that NNA CA has been informed b

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

rcas exiting file and changing follow up date

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 52

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 53

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

Created by ZLP999N at 2013-07-11 13:30:49

Created by ZSO176N at 2013-07-25 08:16:18

Created by ZWM176N at 2013-06-28 13:54:31

PREVIOUS CASES: 11603242

y Dirshp that concern was not a manufacturer defect.

C stated stop, stop, stop, stop and stop.

\*\*\*Email case logged\*\*\*

RCAS made outbound call to c@3.52pm on requested number [REDACTED]

RECEIVED FROM C ON 8/2/13, ADDRESSED TO CA, DATED 7/26/13

TL reviewed case and requested RCAS William Miller to contact c's father to a

-

C stated that GM is a liar and that GM informed C to get veh repaired under in

divise of NNA's decision and to inquire if any further information is being pro

E-mail addressed to: NNACONSUMERAFFAIRS@NISSAN-USA.COM

RCAS left vmx with name, ext, and case#

Letter Summary: C's father [REDACTED] sent letter to NNA requesting reimbursement

RCAS made outbound call to c@3.53pm on [REDACTED]

Related case # 11603242

urance.

vided.

Created by ZWM176N at 2013-07-25 15:57:12

crr attached docs.

C stated that C's daughter and grand child were almost killed and that C will

for \$500 insurance deductible related to a non warrantable sunroof concern.

RCAS left vmx with name, ext, and case#

Created by ZWC123N at 2013-08-06 10:12:20

crr Id exiting case.

RCAS made outbound call to c@5.15pm on requested number [REDACTED]

RCAS resetting follow-up with c to 7.2.13 per 1/3 plan

sue Nissan.

Created by ZWM176N at 2013-07-02 09:41:06

Created by ZWM176N at 2013-07-16 10:17:00

RCAS spoke with c's father hereto known as c.

SRD stated that Dirshp was contacted and SM stated concern was not a defect an

TL placed call to c's father [REDACTED] @ 10:45am, spoke to [REDACTED] (C)

c stated c was expecting a call from TL, c states that RCAS does not have all

d C started yelling at SRD and stated that NNA CA should have spoken with body

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 54

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 55

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

RCAS called dlr and spoke with SM-Ron

RCAS sent update to FOS-Rhonda Calico

TL advised c that NNA is in receipt of c's letter and has reviewed the letter along with c's previous case. C stated c strongly feels that nothing came in c

Created by ZWM176N at 2013-07-16 14:40:35

of the facts, c states c wanted to speak with a supervisor. c states c would like to speak with a supervisor prior to going to state Attorney General. c states NNA CA anymore.

contact with the veh even though c was not personally driving the veh. C stated RCAS made outbound call to c@4.36pm on requested number [REDACTED] c's insurance company. SM advised that RO does not show any comments showing body. C stated that there are 28 cases such as this concern and SRD stated that NNA RCAS left vmx with name, ext, case#, advised documents have been received, c states c gave a lot of supportive material to bodyshop guy. c states c daughter with the mgr of the body shop told c's daughter that he believed the damage was due to bodyshop advised manufacturer defect.

as driving veh, sunroof blew out on veh, c took veh to dlr, spoke with GM-Pete CA could only speak about this case and C swore at SRD and C ended call.

case is being reviewed, and provided follow-up with c for 7.19.13

due to a defect so NNA should have fixed the veh for free. TL apologized to c for RCAS thanked SM

Created by ZWM176N at 2013-07-02 10:10:49

RCAS made outbound call to c@4.38pm on [REDACTED]

regarding the experience and explained that NNA spoke to the SM-Ron who had reviewed the case in Washington, GM advised on GW alone dlr would look into what dlr can do for c SRD closing case due to no further action required.

case summary:

c states GM later recommended having insurance pay for repair as something missing from the info directly from the body shop. TL advised c that there were no notes from RCAS left vmx with name, ext, case#, advised documents have been received, c states RCAS received vmx from c requesting callback on [REDACTED]

c called for reimbursement of insurance deductible for sunroof repair.

case is being reviewed, and provided follow-up with c for 7.19.13

regarding the body shop mgr that state he believed the damage was due to a manufacturer defect.

RCAS made outbound call to c@11.52am on requested number [REDACTED]

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 56

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 57

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

ust have hit sunroof. c states c looked online and believes this is a common c

Created by ZWM176N at 2013-07-19 12:05:16

c states c was driving veh, heard rattling, went to store. c states c got in v  
ocern, a manufacturers defect. c states Koons Ford bodyshop manager, advised  
RCAS contacted Dlr, not manufacturer defect.

r's defect. TL advised c that NNA understands c's position and empathizes with  
c. TL advised c that NNA does appreciate c's business and is happy to have c  
eh again, heard noise again, sounded like from roof, opened sunshade, sunroof  
RCAS advised FOS-Rhonda Calico

RCAS received approval of 24month/30K Basic Plus maintenance plan from FOS-RC  
sunroof blew out and told c to contact NNA CA. c states c called NNA CA, had c  
and c's daughter as part of the Nissan family. TL advised c that NNA would agr

Created by ZWM176N at 2013-07-19 12:08:07

FOS declined reimbursement as not manufacturer defect.

's insurance pay for repair, c paid \$500 deductible. c states GM did not coope  
was busted. c states it looked like sunroof exploded from inside out and bodys  
ee to reimburse c 50% of the deductible strictly as a measure of customer sati  
FOS offered GDWL towards loyal Nissan c of 24mo/30K Basic Plus Maintenance pla  
hop that made repair agreed with c. c states c believes this is a manufacturer  
rate with c, told c NNA CA could go to Koons Ford. c states NNA CA advised c t  
RCAS made outbound call to c@2.05pm on requested number [REDACTED]  
defect even though dlr advised was not covered under warranty. c states it lo  
his is not a manufacturers defect. c states the only reason c had insurance co  
n.

RCAS left vmx with name, ext, and case#

sfaction for the bad experience. C stated c will speak to c's daughter about t  
he offer and call TL back. TL agreed and call ended mutually.

mpany pay for repair is because dlr GM was not helpful. c states c's daughter  
oked like something coming out of veh to cause concern. c states c's insurance  
RCAS advised c. SRD spoke with C and c is furious and is going to sue NNA over  
RCAS made outbound call to c@2.07pm on [REDACTED]

could have lost c's daughter's life. c states press would be interested in sto

Created by ZWC123N at 2013-08-07 08:17:29

paid for repair to veh. c states c is looking for reimbursement of \$500 insur

RCAS left vmx with name, ext, and case#

this concern.

ance deductible. c states c feels this is a dangerous, scary defect, and someb

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 58

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 59

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

Created by ZWM176N at 2013-07-26 08:50:35

RCAS resetting follow-up with c for 7.22.13

ry. c states GM did not want to know anything about concern, that something fe

TL received call from c's father [REDACTED] t @ 9am. (C)

Created by ZWM176N at 2013-07-22 13:39:01

ll on sunroof. c states Bodyshop manager told c's daughter to go to corporate,

ody get get really hurt. c states c had repair performed at dlr bodyshop, body

RCAS received vmx from c(case owner/veh owner) not c's father from 7/25 and 7/

TL verified c's addr and veh again.

26 contacts.

C stated c has talked to c's daughter and they have agreed to accept NNA's \$25

RCAS made outbound call to c@3.26pm on requested number [REDACTED]

shop agreed with c that something came from inside out. c states there is noth

that this was a manufacturers defect. c states this is false information, tha

0 goodwill offer. TL asked c to verify the info on the receipt attached to the

c advised of current mileage of veh as 7,943 miles

ing there, nothing fell in. c states GM was not at all helpful. c states c loo

RCAS spoke with c regarding c's request for reimbursement of \$500 insurance de

t this is not a manufactures defect. c states c wants \$500 reimbursed and mone

case. C did so. C stated the addr on the receipt ([REDACTED]) is c's old

ductible for sunroof repair.

ked online and feels this is a common concern. c states this should have been

RCAS was advised by SRD-BL and TL-SO to reopen case and submit GW Maintenance

y insurance paid. c states c went to dlr because knew veh was 5 months old and

addr and the new addr is the [REDACTED] address. TL advised c that NNA wil

covered under warranty.

GM did not want to do anything, c had to get veh repaired, c had bodyshop rep

Plan.

RCAS advised that c's request was reviewed and NNA is not in a position to rei

air veh. c wants NNA to reimburse for deductible and money insurance laid out

Created by ZWM176N at 2013-07-26 10:41:53

I proceed with the check request and the check should arrive within 2 weeks. C

mburse for insurance deductible, concern was not warrantable. RCAS advised tha

RCAS advised case would be reviewed for c's request. RCAS asked c to fax RO an

d POP from repair and provided fax#.

for repair so c can reimburse insurance. c states GM advised c dlr provided go

RCAS made outbound call to c@12.32pm on requested number [REDACTED]

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 60

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 61

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

t as a gesture of GW separate from sunroof repair towards a loyal Nissan c, NN understood. TL asked if c had any further questions. C stated no. TL thanked A would like to offer c a 24mo/30K Basic Plus Maintenance plan.

c agreed.

c for c's time and call ended.

od customer service, dlr provided loaner.

RCAS advised c that c has a current Maintenance Plan on c's veh, a basic 2 pla

Created by ZWC123N at 2013-08-07 08:26:40

c states c's disappointed but states Maintenance Plan is better than nothing.

n, and NNA has offered a Basic Plus plan which would provide LOF's every 3,750

RCAS apologized that c had concerns with veh, that NNA reviewed c's request...

RCAS offered further assistance. c declined.

call ended mutually.

c states bodyshop manager-John Moran stated this was a manufacturers defect. c

FOLLOWING ARE THE DETAILS OF THE REIMBURSEMENT:

miles vs current plan of every 7,000 miles and also provide additional inspec

RCAS verified mailing address and email:

[REDACTED]

Created by ZWM176N at 2013-07-08 15:02:56

NAME OF THE DLRSH:

states c is going to newspapers and state Attorney General. c states this is

tions. RCAS advised that in order to process new maintenance plan current plan

a manufacturers defect. c states bodyshop manager...c states RCAS will hear fr

Arlington VA [REDACTED]

MILEAGE:7934

RCAS made outbound call to c@5.00pm on requested number [REDACTED]

would need to be cancelled.

[REDACTED]

c states c is working on faxing over related documents. c states c still has f

c understood.

DATE OF INVOICE: 6/21/13

om c and c's attorney. c states c is sending letter to president of Nissan. c

ax number.

c states c does not have current mileage.

PART NAME/NUMBER: Insurance Deductible (50%)

RCAS offered further assistance. c declined.

states c's daughter could have been killed. c states no is not the right answe

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 62

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 63

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

AMOUNT: \$500

call ended mutually with follow-up with c for 7.11.13 to check on status of do  
c states c is sending a letter to the president.

RCAS provided contact information and advised c to contact RCAS with current m  
r. c states one of NNA employees is telling NNA that this is a manufacturers d  
call ended mutually with follow-up with c for 8.2.13

cuments.

effect. c states c is expecting a call from TL. c states c will wait for TL's c  
ileage.

TOTAL GOODWILL AMOUNT: \$250

all.

c agreed.

Created by ZAA111N at 2013-07-11 07:08:15

Created by ZRM764N at 2013-07-26 11:31:18

TL-WC SUBMITTING CHECK REQUEST.

**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:**

**IIR-DATE:**

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

**CHECK REQUESTED:** Y

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 64

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

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

**PAGE:** 65

**TIME:** 1:14:30 PM

**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:** 08/08/13

**MICROFILM:**

**RESP CAA:**

**OLM:**

**DOM:**

**PHONE:**

**OWNER FIRST:** [REDACTED]

**LANGUAGE:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 66

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

**TIME:** 1:14:30 PM

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

**PAGE:** 67

**CAR ID:** [REDACTED]

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 09/04/14

**TIME:** 1:14:30 PM

**MODEL YEAR:** 2012

**MAKE:** N

**MODEL LINE:** MUR

**NAME:** [REDACTED]

**VIN:** JN8AZ1MW0CW [REDACTED]

**IN SCV DATE:**

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

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 68

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 69

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:** 5204 **STATE:** VA

**DEALER NAME:** KOONS NISSAN

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 70

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 71

REQUESTED BY: lattad

<b>NAME:</b> S [REDACTED]	<b>SC:</b> NONE	<b>CAR ID:</b> [REDACTED]
<b>STREET:</b> [REDACTED]	<b>VIN:</b> JN8AZ1MU0BW [REDACTED]	
<b>CITY:</b> GAFFNEY	<b>YR/MDL:</b> 2011.0 MUR	<b>MILEAGE:</b> 047000
<b>ST/ZIP:</b> SC [REDACTED]	<b>VCAN:</b> Y	<b>IN SVC DATE:</b>
<b>DAY PH:</b> [REDACTED]	<b>PAID:</b> 151	<b>RTL DLR:</b> NI NI
<b>EVE PH:</b> [REDACTED]	<b>SUSP:</b> 0	<b>SVC DLR:</b> 2949 BENSON CADILLAC-NISSAN
<b>DLR PH:</b> [REDACTED]	<b>DENY:</b> 0	<b>RESP DLR:</b> 2949 BENSON CADILLAC-NISSAN
	<b>REGION:</b> 34	<b>DIST: SL/SV/PT:</b> 09 09 39

<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> 047000	<b># NISSAN/INFINITI VEHICLES:</b> 3
<b>VEHICLE MAINTAINED BY:</b> NONE		
<b>OUTSIDE WARRANTY BY (B) MONTHS:</b> 0	<b>MILES:</b> 11000	<b>(PT) MONTHS:</b> 0 <b>MILES:</b> 0

<b>ORIG CODE:</b> NP NP	<b>OPEN DATE:</b> 10/30/13	<b>XFER/RSPNSBLTY:</b> 34 09 N
<b>CONTACT (S):</b>	<b>FOLLOWUP DATE:</b> 11/21/13	<b>INF-NET (Y/N):</b>
<b>SEVERITY:</b> 9	<b>CLOSE DATE:</b> 11/21/13	<b>INF-NET DATE:</b>

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OA VEHICLE CONCERNS	110500 SUN ROOF (ELECTRIC/MANUAL)
AB BODY	ZB BROKEN/CRACKED

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 72

REQUESTED BY: lattad



DATE: 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

PAGE: 73

REQUESTED BY: lattad

CAR ID: [REDACTED]

**C. A. R. COMMENTS**

Created by null at 2013-10-30 14:34:00

Created by null at 2013-10-30 14:48:32

d have to pay for the labor on the window. c understood, RCAS stated would fo during a lunch break or something. RCAS stated that c would have to contact

Service Dept. Review

CRR received call from Bonnie Sharpe B

d have to pay for the labor on the window. c understood, RCAS stated would fo Service Dept. Review

the dlrshp so the dlrshp could order the parts. RCAS gave c contact informati

CRR checked for previous related cases found 0

llow up with c on 11/21/2013

on.

Service Dept. Review

Created by ZHM000N at 2013-11-06 10:35:58

Crr checked for previous unrelated cases found 0

llow up with c on 11/21/2013

Service Dept. Review

Created by ZHM000N at 2013-11-06 10:35:58

Created by ZHM000N at 2013-11-15 14:56:52

CRR updated/verified owner account information, including name, address, phone

Created by ZHM000N at 2013-11-15 14:56:52

number(S), email, VIN, and servicing dir yes

RCAS emailed FOM-Ivars Valdry to see if there was an answer to this request.

CRR inquired further into cb

RCAS emailed FOM-Ivars Valdry to see if there was an answer to this request.

told c would follow up 11/20/2013

Created by ZHM000N at 2013-11-07 06:30:42

. c states c was driving veh and sunroof burst, c states c is loyal Nissan cus

told c would follow up 11/20/2013

Created by ZHM000N at 2013-11-07 06:30:42

Created by ZHM000N at 2013-11-20 08:25:11

tomer and c states c want nissan to pay for repair of sunroof. CRR advised c t

hat c would have to take veh to Nissan dlrshp for estimate and call CRR back a

RCAS called the dlrshp and SM-Ray B states that the veh is repaired.

RCAS received an email from the FOM-Ivars Valdry stating would cover the cost

Created by ZHM000N at 2013-11-20 08:27:21

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 74

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 75

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

nd CRR would refer case to RCAS c stated c would take veh to dlrshp and call c  
RCAS received an email from the FOM-Ivars Valdry stating would cover the cost  
CRR back  
of the part.

RCAS called c [REDACTED], RCAS had to leave a vmx for c to ca  
CRR provide c with ext and case number 12434974

ll RCAS back at Ext 458121

of the part.

Created by ZHM000N at 2013-11-07 09:08:10

CRR closed case

setting follow up for 11/21/2013

Created by null at 2013-10-31 12:53:46

Created by ZHM000N at 2013-11-07 09:08:10

Created by ZHM000N at 2013-11-21 09:38:04

CRR received call from Bonnie Sharpe. c informed CRR that c has faxed a copy o

RCAS called c [REDACTED] c states that c had the veh repaired and the repair

RCAS called the dlrshp and had to leave a vmx for SM to call RCAS back at ext

f estimate from Nissan dlrshp. C states that c is a loyal Nissan customer and

RCAS called the dlrshp and had to leave a vmx for SM to call RCAS back at ext

went fine. c states the only thing is when c put the visor up c hears glass m

458121

c states c would greatly appreciate if Nissan would pay for this repair. C st

oving around. RCAS stated c would need to take the veh to the dlrshp for that

458121

ated there was no reason fro Sunroof to shatter. CRR advised c that CRR would

concern. RCAS asked if there was anything further and c stated no. call end

Created by ZHM000N at 2013-11-07 09:16:11

ed mutually.

refer the case to RCAS CRR advised c that RCAS would contact c by the end of b

Created by ZHM000N at 2013-11-07 09:16:11

Created by ZHM000N at 2013-11-21 09:41:16

usines 1/01/11 CRR referred case to RCAS CRR set follow up date for 11/01//13

Created by ZHM000N at 2013-11-01 11:20:45

RCAS called c [REDACTED], RCAS stated to c that NNA is going to cover the pa

Summery: c called wanting assistance for the sunroof just broke going down the

RCAS called c [REDACTED], RCAS stated to c that NNA is going to cover the pa

RCAS checked in host for previous veh:

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 76

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 77

REQUESTED BY: lattad

**CAR ID:** [REDACTED]

road. RCAS called the dlrshp and the dlrshp stated no history. c owned 2 Ni  
06 MUR 031806

rt as goodwill, and c would have to pay for the labor, c states how much would  
ssans. fom agreed to pay for the parts, c had the repair done and the repair  
11 MUR 021811

rt as goodwill, and c would have to pay for the labor, c states how much would  
went fine. c was going to the dlrshp for glass that was still in the veh.

Created by ZHM000N at 2013-11-01 11:22:34

RCAS closing case as there is no further assistance required.

that be, RCAS stated that the dlrshp would be better able to assist c with th  
at information. c states okay will talk this over with husband, RCAS stated w  
RCAS emailed FOM-Ivars Valdry for assistance for this concern.

at information. c states okay will talk this over with husband, RCAS stated w

Created by ZHM000N at 2013-11-01 11:24:40

ould follow up with c on 11/12/2013 and c stated c works on Tuesday, could RCA

RCAS called the dlrshp and SA-David states that the c has no history at the dl  
ould follow up with c on 11/12/2013 and c stated c works on Tuesday, could RCA  
rshp.

Created by ZHM000N at 2013-11-01 14:01:52

S call c on 11/15/2013, RCAS stated sure and if c wants c could call RCAS back  
RCAS called c [REDACTED], c states that c was driving down the road and th

S call c on 11/15/2013, RCAS stated sure and if c wants c could call RCAS back  
during a lunch break or something. RCAS stated that c would have to contact

e sunroof exploded, c states the glass just went up. RCAS stated to c that RC  
AS can look into good will but can not guarantee that c will receive assistanc

during a lunch break or something. RCAS stated that c would have to contact  
e as assistance is given on a case by case bases. RCAS stated would call c ba

the dlrshp so the dlrshp could order the parts. RCAS gave c contact informati  
ck on 11/06/2013. RCAS stated the dlrshp stated the concern was not a warrant

the dlrshp so the dlrshp could order the parts. RCAS gave c contact informati  
on.

y concern.

Created by ZHM000N at 2013-11-06 10:35:58

on.

Created by ZHM000N at 2013-11-13 08:23:36

RCAS emailed FOM-Ivars Valdry to see if there was an answer to this request.

Created by ZHM000N at 2013-11-06 13:44:17

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 78

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 79

REQUESTED BY: lattad

**CAR ID:** CA4434974

Created by ZHM000N at 2013-11-13 08:23:36

RCAS called the dlrshp and sm-Ray states will make a note that NNA is paying f

RCAS called the dlrshp pm-David C states that the warranty cost of the part is 449.44

RCAS called the dlrshp and sm-Ray states will make a note that NNA is paying f

Created by ZHM000N at 2013-11-06 15:07:57

or the warranty cost of the window

or the warranty cost of the window

RCAS called c [REDACTED] RCAS stated that RCAS was calling because RCAS prom

Created by ZHM000N at 2013-11-15 09:33:03

ised c a call back today. RCAS stated that RCAS should have something by 11/07

/2013. c stated that c would like a call before 12:00 RCAS stated would try t

Created by ZHM000N at 2013-11-15 09:33:03

o do that

RCAS called c [REDACTED], RCAS had to leave a vmx for c to ca

Created by ZHM000N at 2013-11-07 06:30:42

RCAS called c [REDACTED], RCAS had to leave a vmx for c to ca

ll RCAS back at Ext 458121

RCAS received an email from the [REDACTED] stating would cover the cost

ll RCAS back at Ext 458121

of the part.

Created by ZHM000N at 2013-11-07 09:08:10

setting follow up for 11/19/2013

RCAS called the dlrshp and had to leave a vmx for SM to call RCAS back at ext

setting follow up for 11/19/2013

458121

Created by ZHM000N at 2013-11-15 14:56:28

Created by ZHM000N at 2013-11-07 09:16:11

Created by ZHM000N at 2013-11-15 14:56:28

RCAS called c 864 489 3266, RCAS stated to c that NNA is going to cover the pa

RCAS received a vmx from c. RCAS called c [REDACTED] c's husband answered the

RCAS received a vmx from c. RCAS called c [REDACTED] c's husband answered the

rt as goodwill, and c would have to pay for the labor, c states how much would

phone and RCAS will call c. RCAS stated to c that NNA will pay for the part,

that be, RCAS stated that the dlrshp would be better able to assist c with th

at information. c states okay will talk this over with husband, RCAS stated w

phone and RCAS will call c. RCAS stated to c that NNA will pay for the part,

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 80

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 81

REQUESTED BY: lattad

**CAR ID:** CA4434974

ould follow up with c on 11/12/2013 and c stated c works on Tuesday, could RCA the window. c would have to work with the dlrshp sm-Ray. RCAS stated c woul S call c on 11/15/2013, RCAS stated sure and if c wants c could call RCAS back the window. c would have to work with the dlrshp sm-Ray. RCAS stated c woul

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

<b>SATISFIED:</b> N	<b>ACTION CODE:</b> NP	<b>ROOT CAUSE:</b> LCIN
<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> 11/21/13	<b>MICROFILM:</b>
<b>RESP CAA:</b>	<b>OLM:</b>	<b>DOM:</b>
<b>PHONE:</b>	<b>OWNER FIRST:</b> BONNIE	<b>LANGUAGE:</b>

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 82

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

**TIME:** 1:14:30 PM

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

**PAGE:** 83

**CAR ID:** CA4434974

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 09/04/14

**TIME:** 1:14:30 PM

**MODEL YEAR:** 2011

**MAKE:** N

**MODEL LINE:** MUR

**NAME:** [REDACTED]

**VIN:** JN8AZ1MU0BW [REDACTED]

**IN SCV DATE:**

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		949	South Carolina					

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 84

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 85

REQUESTED BY: lattad

**CAR ID:** CA4434974

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:**

**MILES:**

**CANCEL:**

**MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 2949

**STATE:** SC

**DEALER NAME:** BENSON CADILLAC-NISSAN

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 86

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 87

REQUESTED BY: lattad

<b>NAME:</b> [REDACTED]	<b>SC:</b> NONE	<b>CAR ID:</b> CA4675175
<b>STREET:</b> [REDACTED]	<b>VIN:</b> JN8AZ1MU8CW [REDACTED]	
<b>CITY:</b> NEW ORLEANS	<b>YR/MDL:</b> 2012.0 MUR	<b>MILEAGE:</b> 022000
<b>ST/ZIP:</b> LA [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> 5405 NISSAN OF NEW ORLEANS
<b>DLR PH:</b> [REDACTED]	<b>DENY:</b>	<b>RESP DLR:</b> 5405 NISSAN OF NEW ORLEANS
		<b>REGION:</b> 32 <b>DIST: SL/SV/PT:</b> 03 03 33

<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> 022000	<b># NISSAN/INFINITI VEHICLES:</b> 1
<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> 12/06/13	<b>XFER/RSPNSBLTY:</b> 32 03 N
<b>CONTACT (S):</b>	<b>FOLLOWUP DATE:</b> 12/16/13	<b>INF-NET (Y/N):</b>
<b>SEVERITY:</b> 9	<b>CLOSE DATE:</b> 12/13/13	<b>INF-NET DATE:</b>

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OA VEHICLE CONCERNS	110500 SUN ROOF (ELECTRIC/MANUAL)
AB BODY	VF NON-WARRANTY ITEM GOODWILL ASSIS
	ZB BROKEN/CRACKED
	ZD CHARGING/PRICING CRITICISM

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 88

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 89

REQUESTED BY: lattad

**CAR ID:** CA4675175

**C. A. R. COMMENTS**

Created by ZMB185N at 2013-12-12 13:15:25

Created by ZVL177N at 2013-12-06 11:09:49

et that there are numerous complaints for this concern & some people have been  
Service Dept. Review

Created by ZMB185N at 2013-12-12 13:15:25

helped by NNA. RCAS advised c that RCAS is not able to review the internet si  
Service Dept. Review

RCAS checked on case for the letter to be sent to c.

Service Dept. Review

tes that c is looking at because all cases are on a case by case basis. RCAS a

dvised c that if c would like, c can take the veh to another dlr for a second

RCAS checked on case for the letter to be sent to c.

opinion but RCAS has to rely on the dlr info for the diagnosis. C understood.

Setting case to 12/16 pending letter to me sent to c.

RCAS advised c that RCAS will send c a letter if c could verify c's mailing ad

Setting case to 12/16 pending letter to me sent to c.

Created by ZVL177N at 2013-12-06 11:18:47

dress. C agreed & stated that the address is as follows:

[REDACTED]

Created by ZVL177N at 2013-12-06 11:18:47

crr-vl received a call from c about veh concern

New Orleans, LA [REDACTED]

crr-vl received a call from c about veh concern

RCAS updated the info in the person account.

C ended the call, RCAS was not able to offer contact info.

crr-vl verified info of c

Created by ZMB185N at 2013-12-09 14:37:16

crr-vl verified info of c

C contacted NNA for a concern with the sunroof glass shattering. The dlr deter

c stated that c's sunroof exploded. c went online and saw from a website that

c stated that c's sunroof exploded. c went online and saw from a website that

mined that it is not a warrantable concern & there was impact to the glass.

c is not the only victim of the concern and when c took veh to dlr, c was adv

RCAS sending c a denial letter & did advise c to take the veh to another dlr f

c is not the only victim of the concern and when c took veh to dlr, c was adv

or a second opinion if c wishes.

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 90

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 91

REQUESTED BY: lattad

**CAR ID:** CA4675175

ised to call NNA and had someone to contact c to see how NNA can resolve the c  
Sending letter to c & closing case.

Created by ZMS866N at 2013-12-13 08:26:16

ised to call NNA and had someone to contact c to see how NNA can resolve the c  
MT MS received request for letter to be mailed to the customer. MT MS mailing  
ocern. c added that it's malfunction and c was driving when it exploded.

letter to customer and sending notification to agent to close the case.

ocern. c added that it's malfunction and c was driving when it exploded.

c provided dlr info where veh is at:

c provided dlr info where veh is at:

DEALERSHIP: NISSAN OF NEW ORLEANS

DEALERSHIP: NISSAN OF NEW ORLEANS

SA: Bell

SA: Bell

RESULT: sunroof needs to be repaired.

RESULT: sunroof needs to be repaired.

EST. \$1,025 for the repair

EST. \$1,025 for the repair

REQUEST: c wants NNA to take care of the problem because c said c was not the

REQUEST: c wants NNA to take care of the problem because c said c was not the

only one with the same concern.

only one with the same concern.

C's Best Contact Nos: [REDACTED]

C's Best Contact Nos: [REDACTED]

crr-vl informed c that crr-vl will forward c's case to RCAS for review and RCA

crr-vl informed c that crr-vl will forward c's case to RCAS for review and RCA

S will call c back within the next business day, c understood.

S will call c back within the next business day, c understood.

crr-vl offered further assistance; c declined

crr-vl offered further assistance; c declined

crr-vl provided case no., name and ext.

crr-vl provided case no., name and ext.

crr-vl forwarding case to RCAS, request for assistance with the repair.

crr-vl forwarding case to RCAS, request for assistance with the repair.

Created by ZMB185N at 2013-12-09 08:57:54

RCAS spoke to SM-Marc Dapremont on cell # @ 10:45 am est time about the case.

SM stated that the sunroof shattered & it is not a warrantable concern. SM rec

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 92

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 93

REQUESTED BY: lattad

**CAR ID:** CA4675175

ommends either c paying for the repairs or contacting c's insurance company as the sunroof glass is not a warrantable item. RCAS understood & the call ended mutually.

Created by ZMB185N at 2013-12-09 14:15:37

RCAS called c on [REDACTED] @ 3:25 pm est time, RCAS spoke to c in regards to the case. RCAS advised c that RCAS received the case & spoke to the SM at the dlr. C stated that the glass exploded while c & c's wife were driving. C stated that the glass went out & not in so c does not agree with the diagnosis from the dlr which is why c called NNA. RCAS apologized to c for the inconvenience & advised c that the dlr is stating the concern is due to some type of impact which is not covered under warranty. C stated that c read all over the intern

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

**SATISFIED:** N

**ACTION CODE:** NP

**ROOT CAUSE:** SCEI

**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:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 94

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 95

REQUESTED BY: lattad

**CAR ID:** CA4675175

**SVC CALL#:** N

**UPDATE DATE:**

**CLOSE:** Y

**CLOSE DATE:** 12/13/13

**MICROFILM:**

**RESP CAA:**

**OLM:**

**DOM:**

**PHONE:**

**OWNER FIRST:** [REDACTED]

**LANGUAGE:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 96

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

**TIME:** 1:14:30 PM

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

**PAGE:** 97

**CAR ID:** CA4675175

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 09/04/14

**TIME:** 1:14:30 PM

**MODEL YEAR:** 2012

**MAKE:** N

**MODEL LINE:** MUR

**NAME:** [REDACTED]

**VIN:** JN8AZ1MU8CW [REDACTED]

**IN SCV DATE:**

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		5405	Louisiana					

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 98

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 99

REQUESTED BY: lattad

**CAR ID:** CA4675175

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:**

**MILES:**

**CANCEL:**

**MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 5405

**STATE:** LA

**DEALER NAME:** NISSAN OF NEW ORLEANS

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 100

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 101

REQUESTED BY: lattad

<b>NAME:</b> [REDACTED]	<b>SC:</b> ONE CONTRACT	<b>CAR ID:</b> CA4860258
<b>STREET:</b> [REDACTED]	<b>VIN:</b> 5N1AR2MN1DC [REDACTED]	
<b>CITY:</b> CEDAR HILL	<b>YR/MDL:</b> 2013.0 PTH	<b>MILEAGE:</b> 000000
<b>ST/ZIP:</b> TX [REDACTED]	<b>VCAN:</b> N	<b>IN SVC DATE:</b>
<b>DAY PH:</b> [REDACTED]	<b>PAID:</b> 6,800	<b>RTL DLR:</b> NI NI
<b>EVE PH:</b> 0	<b>SUSP:</b> 0	<b>SVC DLR:</b> 5262 CLAY COOLEY NISSAN
<b>DLR PH:</b> [REDACTED]	<b>DENY:</b> 0	<b>RESP DLR:</b> 5262 CLAY COOLEY NISSAN
	<b>REGION:</b> 32	<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> 000000	<b># NISSAN/INFINITI VEHICLES:</b> 2
<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> 01/02/14	<b>XFER/RSPNSBLTY:</b> 32 04 N
<b>CONTACT (S):</b>	<b>FOLLOWUP DATE:</b> 02/10/14	<b>INF-NET (Y/N):</b>
<b>SEVERITY:</b> 9	<b>CLOSE DATE:</b> 02/10/14	<b>INF-NET DATE:</b>

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OA VEHICLE CONCERNS	110500 SUN ROOF (ELECTRIC/MANUAL)
AB BODY	VF NON-WARRANTY ITEM GOODWILL ASSIS
	ZB BROKEN/CRACKED

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 102

REQUESTED BY: lattad

DATE: 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

PAGE: 103

REQUESTED BY: lattad

CAR ID: CA4860258

C. A. R. COMMENTS

\*\*\*\*\*

Created by ZJP182NB at 2014-01-02 13:55:44
Created by ZLM777N at 2014-01-17 11:13:20
Created by ZLM777N at 2014-01-24 07:20:08
Created by zpb176n at 2014-02-05 13:32:11
CRR RV verified that there are no changes on contact information.
rcas-lm thanked and call ended mutually
Service Dept. Review
SM advised glass has come in at this time and advised will be installed today

\*\*\*\*\*

Created by ZLM777N at 2014-01-17 11:13:20
Created by ZLM777N at 2014-01-24 07:20:08
CRR RV verified that there are no changes on contact information.
rcas-lm made outbound call to dlrshp
rcas-pamela bergeron assisting rcas-liana martell placed outbound call to c at
rcas thanked and call ended mutually
Service Dept. Review

\*\*\*\*\*

[redacted] at 3:28pm est
Created by ZLM777N at 2014-01-30 09:07:25
CRR RV informed c that rcas tried to call c at [redacted] but c
rcas-lm made outbound call to dlrshp
rcas-lm made outbound call to SM Kevin
Service Dept. Review
CRR RV informed c that rcas tried to call c at [redacted] but c
c's wife, now known as c, answered call
rcas-lm made outbound call to c at 11:05 am EST @ # [redacted]
rcas-lm made outbound call to c at 3:51 pm EST @ # [redacted]
rcas-lm made outbound call to SM Kevin
rcas-lm spoke to ASM Robbie
Service Dept. Review
left vmx with case # and rcas contact info
rcas asked if dlrshp has reached out c
rcas-lm advised of FOM suggestion that warranty will need to be contacted at t
rcas-lm made outbound call to c at 3:51 pm EST @ # [redacted]
rcas-lm spoke to ASM Robbie

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 104

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 105

REQUESTED BY: lattad

**CAR ID:** CA4860258

said that it would be best to call c at [REDACTED]

Service Dept. Review

SM advised does not have glass at this time and advised part is being cross sh

advised at this time glass was received and advised a this time veh will be re

ASM advised will contact SM to call rcas

c stated dlrshp called today and advised c, veh will be ready on 2/8/2014

# kept ringing with no answer

rcas-lm advised of FOM suggestion that warranty will need to be contacted at t

said that it would be best to call c at [REDACTED]

Service Dept. Review

SM advised does not have glass at this time and advised part is being cross sh

ASM advised will contact SM to call rcas

C agreed to wait for the rcas to call on Monday.

his time

iped and advised does not have info for glass.

# kept ringing with no answer

paired NLT 1/31

rcas understood

Service Dept. Review

C agreed to wait for the rcas to call on Monday.

his time

iped and advised does not have info for glass.

rcas setting follow up date for 2/4

rcas was speaking when ASM ended call

rcas will ask rcas-lm to follow up with c on 2/10/2014

Service Dept. Review

setting follow up date for 1/30

Created by ZVL177N at 2014-01-30 13:12:42

CRR-RV offered further assistance, c declined.

c understood

rcas-lm thanked and call ended mutually

rcas was speaking when ASM ended call

Service Dept. Review

setting follow up date for 1/30

SM advised will do so

\*\*\*\*\*

Created by ZJP182NB at 2014-01-02 13:26:48

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 106

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 107

REQUESTED BY: lattad

**CAR ID:** CA4860258

CRR-RV offered further assistance, c declined.

Hi,

rcas confirmed c has rcas-lm's contact information

rcas-lm thanked and call ended mutually

SM advised will do so

\*\*\*\*\*

c confirmed

Created by ZLM777N at 2014-01-24 07:57:16

crr-jp received a call fom c's wife by the name of Mary now referred as c stat

crr-rv gave name & extension.

rcas-lm thanked and call ended mutually

The customer's wife, [REDACTED] just called and is requesting for a call back fro

Created by ZLM777N at 2014-01-24 07:57:16

crr-rv gave name & extension.

ing that while driving on a freeway the sunroof suddenly exploded, c took veh

m you. Thanks.

rcas-lm made outbound call to c at 4:17 pm EST @ [REDACTED]

rcas-lm thanked and call ended mutually

rcas thanked c

Created by ZLM777N at 2014-01-09 09:59:41

Created by ZLM777N at 2014-01-17 11:19:59

crr-rv exiting case.

May

rcas-lm made outbound call to c at 4:17 pm EST @ # [REDACTED]

rcas-lm made outbound call to dlrshp

to CLAY COOLEY NISSAN, c was advised by CLAY COOLEY NISSAN to call NNA CA for

Created by ZLM777N at 2014-01-17 11:19:59

Created by ZVL177N at 2014-01-30 13:14:08

crr-rv exiting case.

investigation

rcas-lm made outbound call to c at 11:57 am EST @ # [REDACTED]

rcas-lm made outbound call to dlrshp

rcas-lm spoke to c

crr-jp acknowledged and informed c that c's concern will be escalated to RCAS

crr-vl noting that the previous comment is created in error.

(internal msg was sent to responsible agent)

left vmx with case # and rcas contact info

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 108

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 109

REQUESTED BY: lattad

**CAR ID:** CA4860258

rcas inquired to speak to parts department  
rcas-lm made outbound call to c at 1:15 pm EST @ # [REDACTED]  
rcas-lm spoke to c  
advised following up with case and advised will set c follow up date for 1/14  
crr-vl requesting to pls disregard the previous comment  
for further review  
(internal msg was sent to responsible agent)  
rcas inquired to speak to parts department  
rcas-lm advised at this time c sunroof is being repaired and advised a this im  
rcas-lm made outbound call to c at 1:15 pm EST @ # [REDACTED]  
Created by ZLM777N at 2014-01-06 10:13:24  
crr-jp advised c that RCAS will call c on the next business day, c understood.  
crr-vl exiting case  
for concern  
parts hung up 5 times.  
rcas-lm advised at this time c sunroof is being repaired and advised a this im  
rcas-lm spoke to c  
Created by ZLM777N at 2014-01-06 10:13:24  
Created by ZVL177N at 2014-01-30 13:14:21  
crr-jp offered further assistance, c declined.  
e rcas has not heard anything from dlrsph and advised rcas was following up wi  
parts hung up 5 times.  
rcas-lm spoke to c  
setting follow up date for 1/14  
\*\*\*\*\*  
crr-jp provided name, extension and case number  
crr-vl received a call from c asking to be transferred to RCAS ext.  
e rcas has not heard anything from dlrsph and advised rcas was following up wi  
rcas-lm advised at this time rcas-lm has contacted SM and advised for SM to co  
rcas-lm made outbound call to c at 11:57 am EST @ # [REDACTED]  
setting task for 1/13  
\*\*\*\*\*  
Created by ZLM777N at 2014-01-14 09:47:41  
crr-jp leaving case open for RCAS further assistance  
crr-vl was given the case no. and then verified info of c.  
rcas-lm advised at this time rcas-lm has contacted SM and advised for SM to co  
rcas-lm made outbound call to c at 11:57 am EST @ # [REDACTED]

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 110

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 111

REQUESTED BY: lattad

**CAR ID:** CA4860258

th c in regards to c veh

Created by ZLM777N at 2014-01-29 15:37:56

crr-vl offered further assistance before transfer; c declined.

ntact warranty for assistance and advised rcas will wait for SM to give decisi

rcas-lm made outbound call to SM Kevin

rcas-lm spoke to c

rcas made outbound call to dlrshp

th c in regards to c veh

crr-vl advised c that if c reached the vmx, just leave a msg and crr-vl will j

c thanked for follow ups

ntact warranty for assistance and advised rcas will wait for SM to give decisi

rcas-lm advised of c concerns

rcas-lm made outbound call to SM Kevin

rcas-lm spoke to c

rcas made outbound call to dlrshp

c thanked for follow ups

on from warranty to rcas and rcas will further look into possible assistance.

rcas advised following up with c concerns

rcas-lm advised did receive case and verified c concern is with sunroof on veh

rcas spoek to SM Kevin and advised rcas is being hung up on from parts departm

SM advised MS did inspect veh and advised at this time sunroof has exploded an

ust leave an internal msg for RCAS to call c back, c agreed.

Created by ZJP182NB at 2014-01-02 13:26:48

crr-vl provided case no.,name and ext.

d SM does not see any impact that may have caused damage and advised shatter w

on from warranty to rcas and rcas will further look into possible assistance.

rcas-lm advised did receive case and verified c concern is with sunroof on veh

rcas-lm offered furthwer asistance at this time

rcas spoek to SM Kevin and advised rcas is being hung up on from parts departm

as done up and not down.

crr-jp received a call fom c's wife by the name of Mary now referred as c stat

crr-vl exiting case

c stated that is correct

c thanked and advised c only concern is in TX has been raining and advised c i

ent

rcas-lm offered furthwer asistance at this time

c declined and advised c is just tired of being in small veh

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 112

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 113

REQUESTED BY: lattad

**CAR ID:** CA4860258

Created by ZLM777N at 2014-01-30 14:37:20

c stated that is correct

c thanked and advised c only concern is in TX has been raining and advised c i ent

ing that while driving on a freeway the sunroof suddenly exploded, c took veh rcas-lm inquired if SM feels NNA should assist.

c declined and advised c is just tired of being in small veh

rcas-lm advised did contact dlrshp and was advised there is no info for c conc

rcas-lm made outbound call to c at 4:35 pm EST @ # [REDACTED]

rcas spoke to parts-bryan

SM advised NNA should have replaced as inspection did not have impact on veh.

s worried that dlrshp had c veh sitting in rain with no sunroof

to CLAY COOLEY NISSAN, c was advised by CLAY COOLEY NISSAN to call NNA CA for investigation

rcas-lm advised did contact dlrshp and was advised there is no info for c conc

rcas-lm apologized and advised rcas will follow up with c 1/24

rcas-lm spoke to c

rcas-lm thanked and call ended mutually

rcas spoke to parts-bryan

s worried that dlrshp had c veh sitting in rain with no sunroof

Created by ZLM777N at 2014-01-14 14:57:28

crr-jp acknowledged and informed c that c's concern will be escalated to RCAS

erns and advised if c seeking assistance c will need to have official diagnost

parts advised c has sunroof glass order

rcas advised following up with case

rcas-lm advised rcas is sure dlrshp took veh in when raining

rcas-lm apologized and advised rcas will follow up with c 1/24

Created by ZLM777N at 2014-01-14 14:57:28

c stated c wanted to give rcas call back for case at this time

c thanked and call ended mutually

erns and advised if c seeking assistance c will need to have official diagnost for further review

parts advised c has sunroof glass order

rcas-lm advised rcas is sure dlrshp took veh in when raining

crr-jp advised c that RCAS will call c on the next business day, c understood.

c stated c hopes

c thanked and call ended mutually

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 114

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 115

REQUESTED BY: lattad

**CAR ID:** CA4860258

ic done for concern

Part #: 736123ka0b

rcas advised rcas was advised by dlrhsp c veh will be ready by EOB 1/30

rcas-lm received email from FOM Ana Lam advising concern should be addressed t

Created by ZLM777N at 2014-01-23 08:02:54

crr-jp offered further assistance, c declined.

c stated c hopes

c understood and thanked

ic done for concern

Part #: 736123ka0b

rcas-lm received email from FOM Ana Lam advising concern should be addressed t

crr-jp provided name, extension and case number

c stated c is scared to drive veh at this time and advised will be raining soo

hrough warranty and advised dlrshp needs to contact warranty

Order #: V0123

rcas advised of follow up date for 2/4

rcas-lm advised will follow up with c 1/22

rcas-lm made outbound call to SM Kevin

crr-jp leaving case open for RCAS further assistance

c stated c is scared to drive veh at this time and advised will be raining soo

c thanked and call ended mutually

hrough warranty and advised dlrshp needs to contact warranty

Order #: V0123

rcas inquired on c concerns

rcas-lm advised will follow up with c 1/22

Created by ZLM777N at 2014-01-03 11:01:37

Created by ZLM777N at 2014-01-14 15:00:39

Created by ZLM777N at 2014-01-30 14:44:29

c understood and thanked and call ended mutually

n and c does not want to drive veh if c sunroof not fixed. c stated c spoke to

Parts advised eta should be around Tues-Wed 1/28-1/29

SM advised at this time glass has been ordered but have not received.

Created by ZLM777N at 2014-01-14 15:00:39

c understood and thanked and call ended mutually

n and c does not want to drive veh if c sunroof not fixed. c stated c spoke to

Parts advised eta should be around Tues-Wed 1/28-1/29

rcas inquired if SM has ETA for part

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 116

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 117

REQUESTED BY: lattad

**CAR ID:** CA4860258

rcas-lm made outbound call to SM Kevin  
rcas-lm noting received vmx prior to call to rcas calling c  
Created by ZLM777N at 2014-01-20 08:19:05  
Created by ZLM777N at 2014-02-04 07:22:12  
rcas-lm advised of c concerns  
rcas-lm made outbound call to c at 4:51 pm EST @ # [REDACTED]  
rcas-lm thanked and call ended mutually  
SA John and spoke to SM as well.  
SM advised does not and advised will find out for rcas  
Created by ZLM777N at 2014-01-20 08:19:05  
rcas-lm made outbound call to c at 4:51 pm EST @ # [REDACTED]  
rcas-lm made outbound call to SM Kevin  
rcas-lm thanked and call ended mutually  
SA John and spoke to SM as well.  
SM advised lasty time c was in was Dec 28 and had oil change and tire rotation  
Created by ZLM777N at 2014-01-24 13:44:57  
Created by ZLM777N at 2014-02-10 10:07:50  
done. SM advised no concern of sunroof exploding.  
rcas-lm apologized and advised NNA will need diagnostic done to know what caus  
rcas-lm made outbound call to SM Kevin  
rcas-lm spoke to c  
SM did not answer  
Created by ZLM777N at 2014-01-24 13:44:57  
Created by ZLM777N at 2014-02-04 08:05:06  
rcas-lm apologized and advised NNA will need diagnostic done to know what caus  
rcas-lm made outbound call to dlrshp  
rcas-lm made outbound call to SM Kevin  
rcas-lm spoke to c  
rcas-lm thanked and call ended mutually  
Created by ZLM777N at 2014-01-03 11:37:38  
ed concern to occur  
rcas-lm advised at this time c case is still under review. advised at this tim  
rcas-lm made outbound call to dlrshp  
rcas-lm noting spoke to DPIC Matt who advised part has been shipped at this ti  
rcas spoke to ASM Robby as SM Kevin not available  
SM advised waiting on sunroof to come in and replace at this time. SM advised  
ASM advised c veh has been returned to c at this time

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 118

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 119

REQUESTED BY: lattad

**CAR ID:** CA4860258

Created by ZLM777N at 2014-01-03 11:37:38

ed concern to occur

rcas-lm advised at this time c case is still under review. advised at this tim  
rcas-lm noting spoke to DPIC Matt who advised part has been shipped at this ti  
SM advised waiting on sunroof to come in and replace at this time. SM advised  
SM and ASM not available at this time

concern is under decal and will be covering under warranty.

c stated c will be in contact with dlrshp and will have SM contact rcas  
e rcas-lm has got info from dlrshp to review. rcas-lm advised at this time rca  
me and part should be at dlrshp by end of week

rcas-lm made outbound call to c at 1:35 pm EST @ # [REDACTED]

rcas thanked and call ended mutually

concern is under decal and will be covering under warranty.

Created by ZLM777N at 2014-02-04 08:14:36

Created by ZLM777N at 2014-02-10 10:12:48

c stated c will be in contact with dlrshp and will have SM contact rcas  
e rcas-lm has got info from dlrshp to review. rcas-lm advised at this time rca  
me and part should be at dlrshp by end of week

rcas-lm made outbound call to c at 1:35 pm EST @ # [REDACTED]

Created by ZLM777N at 2014-01-24 13:52:49

# kept ringing with no answer

rcas-lm agreed and advised will follow up with c 1/9

rcas-lm made outbound call to c at 10:11 am EST @ # [REDACTED]

rcas-lm made outbound call to c at 12:08 pm EST @ # [REDACTED]

rcas-lm thanked and call ended mutually

s-lm will be contacting dlrshp to review as dlrshp would be needing to contact

Created by ZLM777N at 2014-01-24 13:52:49

# kept ringing with no answer

left vmx with rcas contact info

rcas-lm agreed and advised will follow up with c 1/9

rcas-lm spoke to c

rcas-lm thanked and call ended mutually

s-lm will be contacting dlrshp to review as dlrshp would be needing to contact

advised at this time rcas was in contact with dlrshp and was advised at this t

Created by ZKD176N at 2014-01-22 06:34:49

c understood and thanked

rcas inquired if c has veh at this time

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 120

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

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

**TIME:** 1:14:30 PM

**CUSTOMER ASSISTANCE REQUEST**

**PAGE:** 121

**REQUESTED BY:** lattad

**CAR ID:** CA4860258

rcas-lm made outbound call to c at 3:46 pm EST @ # [REDACTED]  
rcas-lm unable to speak to c or leave vmx  
warranty at this point for concern  
c stated c does not  
c understood and thanked  
ime c veh has been returned to c at this time  
rcas-lm made outbound call to c at 3:46 pm EST @ # [REDACTED]  
rcas-lm unable to speak to c or leave vmx  
SRD-KD in review of case for days to close no further assistance required from  
warranty at this point for concern

\*\*\*\*\*

call ended mutually  
c understood  
left vmx with case # and rcas contact info  
rcas advised if c has further questions or concerns c can contact rcas  
rcas inquired if dlrshp has contacted c  
SRD at this time. SRD recommends following up with dlrshp on sunroof to verif

\*\*\*\*\*

\*\*\*\*\*

call ended mutually  
c stated dlrshp has not  
c understood  
left vmx with case # and rcas contact info  
y there is ETA for part.  
advised following up with case and advised at this time rcas found ETS for aro  
Created by ZLM777N at 2014-01-09 09:59:41  
Created by ZLM777N at 2014-01-22 08:00:20

rcas advised rcas has not been able to reach dlrshp at this time and advised r  
rcas-lm advised at this time rcas-lm will set c follow up date for 1/17  
rcas-lm made outbound call to c at 12:11 pm EST @ # [REDACTED]  
rcas-lm made outbound call to c at 1:36 pm EST @ # [REDACTED]  
advised following up with case and advised at this time rcas found ETS for aro  
cas will follow up with dlrshp and contact c 2/5

left vmx with case # and rcas contact info  
rcas-lm advised at this time rcas-lm will set c follow up date for 1/17  
rcas-lm made outbound call to c at 11:57 am EST @ # [REDACTED]  
rcas-lm made outbound call to c at 1:36 pm EST @ # [REDACTED]

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 122

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 123

REQUESTED BY: lattad

**CAR ID:** CA4860258

rcas-lm made outbound call to SM Kevin  
advised at this time rcas contacted with dlrshp and advised at this time rcas  
c thanked and call ended mutually  
c understood and thanked  
left vmx with case # and rcas contact info  
left vmx with c concen and inquiring on update  
und 1/29 and advised will be setting follow up date for 1/30  
# was for company named dunkinville  
advised following up with case and advised will set c follow up date for 1/14  
Created by ZLM777N at 2014-01-22 14:20:44  
Created by ZLM777N at 2014-02-04 08:16:06  
c understood and thanked  
und 1/29 and advised will be setting follow up date for 1/30  
was advised that veh has been returned to c  
# was for company named dunkinville

\*\*\*\*\*

call ended mutually  
Created by ZLM777N at 2014-01-22 14:20:44  
for concern  
rcas advised if c has further questions or concerns c can contact rcas  
rcas-lm sent email to SM Kevin  
setting follow up date for 1/6

\*\*\*\*\*

call ended mutually  
rcas-lm closing case  
rcas-lm made outbound call to SM Kevin  
setting follow up date for 1/14  
setting follow up date for 1/6  
Created by ZLM777N at 2014-01-14 15:01:19  
Created by ZLM777N at 2014-02-10 10:15:13  
Created by ZRV177N at 2014-01-03 17:14:10  
rcas-lm made outbound call to c at 3:50 pm EST @ # [REDACTED]  
rcas-lm made outbound call to SM Kevin  
setting task for 1/13  
Created by ZLM777N at 2014-01-14 15:01:19  
Created by ZLM777N at 2014-01-30 09:04:21  
Created by ZRV177N at 2014-01-03 17:14:10

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 124

REQUESTED BY: lattad

**CONFIDENTIAL**

**Nissan Strictly Confidential Restricted**

**DATE:** 04/09/14

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

**TIME:** 1:14:30 PM

**CUSTOMER ASSISTANCE REQUEST**

**PAGE:** 125

**REQUESTED BY:** lattad

**CAR ID:** CA4860258

rcas-lm made outbound call to c at 3:50 pm EST @ # [REDACTED]

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

went to vmx

C CALLED NNA WITH CONCERN ON SUNROOF OF VEH. DLRSHIP ADVISED DLRSHIP HAS COVERED

CRR-RV received a call from c following-up on the case.

rcas-lm made outbound call to SM Kevin

rcas-lm sent email to SM Kevin advising dlrshp will need to contact warranty

unknown person answered and advised c does not work for company

went to vmx

\*\*\*\*\*

CRR-RV received a call from c following-up on the case.

rcas inquired if SM has received glass at this time

rcas sent email to SM Kevin advising dlrshp will need to contact warranty

rcas-lm thanked and call ended mutually

UNDER DLRSHIP GW AND ORDERED PART. C VEH HAS BEEN REPAIRED. CLOSING CASE

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

**SATISFIED:** N

**ACTION CODE:** NP

**ROOT CAUSE:** SNFA

**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:** 08/26/13

**CHECK REQUESTED:** Y

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 126

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

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

**PAGE:** 127

**TIME:** 1:14:30 PM

**CAR ID:** CA4860258

**3RD PRY:** NI

**PART#:**

**CHECK ISSUED:** Y

**BYBACK ST:**

**OPENED BY:**

**HISTORY:**

**UPDATE BY:**

**SVC CALL#:** N

**UPDATE DATE:**

**CLOSE:** Y

**CLOSE DATE:** 02/10/14

**MICROFILM:**

**RESP CAA:**

**OLM:**

**DOM:**

**PHONE:**

**OWNER FIRST:** [REDACTED]

**LANGUAGE:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 128

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

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

**PAGE:** 129

**TIME:** 1:14:30 PM

**CAR ID:** CA4860258

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 09/04/14

**TIME:** 1:14:30 PM

**MODEL YEAR:** 2013

**NAME:** [REDACTED]

**VIN:** 5N1AR2MN1DC [REDACTED]

**MAKE:** N

**IN SCV DATE:**

**MODEL LINE:** PTH

SEQ NO.	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
1	[REDACTED]	5262 Texas	8/20/2013	08/20/19	0075000	01/01/01	01/01/01

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 130

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 131

REQUESTED BY: lattad

**CAR ID:** CA4860258

**CURRENT SERVICE CONTRACT**

**CONTRACT:** [REDACTED]

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** B

**PLAN TERM:** D

**DEDUCTABLE:** 100

**EFFECTIVE:** 8/20/2013

**EXPIRES:** 08/20/19      **MILES:** 0075000

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

**TRANSFER:** 01/01/01

**TRANSACTION:** 08/26/13

**PRINTED:** 08/31/13

**DEALER NO:** 5262      **STATE:** TX

**DEALER NAME:** CLAY COOLEY NISSAN

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 132

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 133

REQUESTED BY: lattad

**NAME:** [REDACTED] RAGSDALE, RA **SC:** MULTI CONTRACT **CAR ID:** CA6048388  
**STREET:** [REDACTED] 64 N CARY ST **VIN:** 3N1BC11EX8L [REDACTED]  
**CITY:** LAGRANGE OKLAHOMA CITY **YR/MDL:** 2008.0 VER 2011.0 MUR **MILEAGE:**  
**ST/ZIP:** GA [REDACTED] OK [REDACTED] **VCAIN SVC DATE:** 10/12/07  
**DAY PH:** 0 [REDACTED] **PAIRTL DLR:** 3332 NISSAN SOUTH UNION CITY  
**EVE PH:** [REDACTED] [REDACTED] **SUSSVC DLR:** 3332 NISSAN SOUTH UNION CITY  
**DLR PH:** [REDACTED] [REDACTED] **DENRESP DLR:** 3332 NISSAN SOUTH UNION CITY  
**REGION:** 32 34 **DIST: SL/SV/PT:** 01 01 31 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 x Preowned **MILES:** 006700 043000 **# NISSAN/INFINITI VEHICLES:** 1  
**VEHICLE MAINTAINED BY:** 3332\_ NISSAN SOUTH UNION CITY NONE  
**OUTSIDE WARRANTY BY (B) MONTHS:** 0 **MILES:** 0 7000 **(PT) MONTHS:** 0 **MILES:** 0

**ORIG CODE:** NP NP **OPEN DATE:** 02/18/08 03/21/14 **XFER/RSPNSBLTY:** 32 05 N  
**CONTACT (S):** **FOLLOWUP DATE:** 02/19/08 03/26/14 **INF-NET (Y/N):**  
**SEVERITY:** 9 **CLOSE DATE:** 02/18/08 03/26/14 **INF-NET DATE:**

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OA VEHICLE CONCERNS 110500 SUN ROOF (ELECTRIC/MANUAL)  
OB EXTENDED SERVICE CONTRACT 240000 BRONZE PLAN  
AB BODY YI OOW GOODWILL ASSISTANCE REQUEST  
BL SECURITY PLUS YS POLICY CANCELLATION REQUEST  
ZB BROKEN/CRACKED

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 134

REQUESTED BY: lattad

**VIN:** JN8AZ1MU9BW [REDACTED]

**MILEAGE:** 006700 043000

**RTL DLR:** NI NI

**SVC DLR:** 3992 FENTON NISSAN EAST

**RESP DLR:** 3992 FENTON NISSAN EAST

**# NISSAN/INFINITI VEHICLES:** 3

**XFER/RSPNSBLTY:** 34 01 S

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 135

REQUESTED BY: lattad

**CAR ID:** CA6048388

**C. A. R. COMMENTS**

FILE OPENED-ZLB080N 02/18/2008

PREVIOUS RELATED/UNRELATED FILES FOUND: 5917384, 5925474,6017072.

Service Dept. Review

C STATES THAT C WANTED THE BRONZE VSC CANCELLED.

PREVIOUS NISSAN VEH: ALT, 240SX.

CRR-LB VERIFIED C'S NAME, ADDRESS, DAY & EVENING PHONE, MILEAGE, RESPONSIBLE

C STATES THAT C IS CALLING IN TO VERIFY THAT THIS

DLR, AND VIN. @02/18-ZLB080N

IS CANCELLED.

CRR-LB CHECKED FOR RECALLS/CAMPAIGNS/FILES FOUND: NONE. @02/18-ZLB080N

C STATES THAT C ALREADY CANCELLED THIS THROUGH THE

C STATES C HAS THREE DIFFERENT VSC'S ON THE VEH.

DLR. @02/18-ZLB080N

C STATES C IS CALLING FOR AN UPDATE. @02/18-ZLB080N

CRR-LB CHECKED VES1 AND DID NOT FIND A CANCEL DATE.

CRR-LB ADVISED C THAT NNA HAS NOT YET RECEIVED THE DOCUMENTATION.

CRR-LB ADVISED C THAT C MAY MAIL THE DOCS IF C WISHES AND OFFERED TO

PROVIDE ADDRESS INFORMATION. @02/18-ZLB080N

C UNDERSTOOD. @02/18-ZLB080N

C STATES C HAS BEEN TRYING TO GET THIS CANCELLED FOR FOR MONTHS.

C STATES C HAS BEEN CALLING IN TO CA FOR MONTHS. @02/18-ZLB080N

CRR-LB PROVIDED MAILING ADDRESS: @02/18-ZLB080N

NESNA -ZLB080N

MAIL STOP P-3-B

PO BOX 685004

FRANKLIN, TN 37068-5004 @02/18-ZLB080N

CRR-LB ADVISED C TO SEND IN THE FOLLOWING: @02/18-ZLB080N

A.MILEAGE (ODOMETER STATEMENT OR RECENT WORK ORDER) ON THE VEHICLE AT THE TIME

B.VSC POLICY NUMBER.

C.VIN.

D.POLICYHOLDER'S NAME AND CURRENT ADDRESS. @02/18-ZLB080N

E.POLICYHOLDER'S SIGNATURE AND DATE SIGNED.

F.WHETHER THE REFUND SHOULD GO TO THE POLICYHOLDER, LIENHOLDER, OR DEALER.

C STATED THAT THE AMOUNT IS GOING TO THE LIENHOLDER.

C INQUIRED AS TO HOW MUCH OF A DISCOUNT C WILL RECEIVE IN C'S MONTHLY

PAYMENTS ONCE THE LIENHOLDER RECEIVES THE REFUNDED AMOUNT.

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 136

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 137

REQUESTED BY: lattad

**CAR ID:** CA6048388

CRR-LB ADVISED C TO CONTACT NMAC REGARDING THIS.  
 C UNDERSTOOD. @02/18-ZLB080N  
 CRR-LB OFFERED ADDITIONAL ASSISTANCE, C DECLINED.  
 CRR-LB UNABLE TO PROVIDE NAME, EXTENSION, FILE NUMBER. @02/18-ZLB080N  
 CRR-LB OFFERED TO TRANSFER C TO NMAC.  
 C ACCEPTED.  
 CRR-LB TRANSFERRING C.  
 TRANSFER SUCCESSFUL.  
 CRR-LB CLOSING FILE AS C NEEDS NO FURTHER ASSISTANCE. @02/18-ZLB080N

Rcas contacted sm who stated that sm and fom agreed to assist, sm stated that  
 c's insurance company will cover cost of repair, fom approved paying \$400 for  
 c's deductible and sm will cover the other \$100 for the deductible and cover t  
 he rental. sm stated that c is in a rental now and parts have been ordered.

Created by ZMB175N at 2014-03-26 14:00:41

Rcas contacted c at 3:59 es ton phone # [REDACTED] to inform c that rcas is  
 aware of the deal that the sm offered c and c accepted. Rcas offered to follo  
 w back up with c but c stated that c will not need further assistance so rcas  
 advised c to contact rcas if c does, c understood and thanked rcas.

Created by ZMB175N at 2014-03-26 14:01:19

UNABLE TO DATANET

**SPECIAL REMARKS:**

**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 02/18/08

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 138

REQUESTED BY: lattad

**ROOT CAUSE:** SCFA

SCPP

**USERID:**

**USERID:**

**USERID:** ZLB080N

**CONFIDENTIAL**

**Nissan Strictly Confidential Restricted**

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 139

REQUESTED BY: lattad

**CAR ID:** CA6048388

**OTHER:** 0

**DATE:** 00/00/00

**COMMENTS ONLY:** 0

**DATE:** 00/00/00

**IIR-DATE:**

**TRANS DATE:** 00/00/00    02/27/08    10/31/07

**3RD PRY:** NI

**PART#:**

**BYBACK ST:**

**OPENED BY:** ZLB080N

**HISTORY:**

**UPDATE BY:**

**SVC CALL#:** N

**UPDATE DATE:**

**CLOSE:** Y

**CLOSE DATE:** 02/18/08    03/26/14

**MICROFILM:**

**RESP CAA:** RANDY DRIER

**OLM:**

**DOM:**

**PHONE:**

**OWNER FIRST:** [REDACTED]    [REDACTED]

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 140

REQUESTED BY: lattad

**USERID:**

**USERID:**

**CHECK REQUESTED:** Y

**CHECK ISSUED:** Y

**LANGUAGE:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

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

**PAGE:** 141

**TIME:** 1:14:30 PM

**CAR ID:** CA6048388

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 09/04/14

**TIME:** 1:14:30 PM

**MODEL YEAR:** 2008

**NAME:** [REDACTED]

[REDACTED]

**VIN:** 3N1

**MAKE:** N

**IN SCV D**

**MODEL LINE:** MUR

SEQ NO.	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
1	[REDACTED]	3332 Georgia	10/12/2007	10/12/08	0015000	01/01/01	01/01/01
2	[REDACTED]	3332 Georgia	10/12/2007	10/12/12	0100000	02/19/08	01/01/01
3	[REDACTED]	3332 Georgia	10/12/2007	10/12/09	0040000	01/01/01	01/01/01
3		3992 Oklahoma					

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 142

REQUESTED BY: lattad

**MODEL YEAR:** 2011

**VIN:** JN8AZ1MU9BW [REDACTED]

**MODEL LINE:** VER

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 143

REQUESTED BY: lattad

**CAR ID:** CA6048388

**CURRENT SERVICE CONTRACT**

**CONTRACT:** [REDACTED]

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** S

**PLAN TERM:** F

**DEDUCTABLE:** 0

**EFFECTIVE:** 10/12/2007

**EXPIRES:** 10/12/08      **MILES:** 0015000

**CANCEL:** 01/01/01      **MILES:** 0015000

**TRANSFER:** 01/01/01

**TRANSACTION:** 10/31/07

**PRINTED:** 02/23/08

**DEALER NO:** 3332      **STATE:** GA

**DEALER NAME:** NISSAN SOUTH UNION CITY

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 144

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 145

REQUESTED BY: lattad

**CAR ID:** CA6048388

**CURRENT SERVICE CONTRACT**

**CONTRACT:** [REDACTED]

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** A

**PLAN TERM:** C

**DEDUCTABLE:** 50

**EFFECTIVE:** 10/12/2007

**EXPIRES:** 10/12/12      **MILES:** 0100000

**CANCEL:** 02/19/08      **MILES:** 0100000

**TRANSFER:** 01/01/01

**TRANSACTION:** 02/27/08

**PRINTED:** 11/03/07

**DEALER NO:** 3332      **STATE:** GA

**DEALER NAME:** NISSAN SOUTH UNION CITY

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 146

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 147

REQUESTED BY: lattad

**CAR ID:** CA6048388

**CURRENT SERVICE CONTRACT**

**CONTRACT:** [REDACTED]

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** C

**PLAN TERM:** J

**DEDUCTABLE:** 50

**EFFECTIVE:** 10/12/2007

**EXPIRES:** 10/12/09      **MILES:** 0040000

**CANCEL:** 01/01/01      **MILES:** 0040000

**TRANSFER:** 01/01/01

**TRANSACTION:** 10/31/07

**PRINTED:** 02/23/08

**DEALER NO:** 3332      **STATE:** GA

**DEALER NAME:** NISSAN SOUTH UNION CITY

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 148

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 149

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:** 3992 **STATE:** OK

**DEALER NAME:** FENTON NISSAN EAST

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 150

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 151

REQUESTED BY: lattad

**NAME:** [REDACTED] [REDACTED] NONE **CAR ID:** CA6259250  
**STREET:** [REDACTED] [REDACTED] **IN:** 1N4AL11D03C [REDACTED]  
**CITY:** BYRAM MCLEAN **YR/MDL:** 2003.0 ALT 2014.0 PTH **MILEAGE:**  
**ST/ZIP:** MS [REDACTED] VA 22102 **VCAIN SVC DATE:** 10/26/02  
**DAY PH:** 0 [REDACTED] **PAIRTL DLR:** 3207 ROCKLAND NISSAN  
**EVE PH:** [REDACTED] [REDACTED] **SUSSVC DLR:** 1908 ROSENTHAL NISSAN MAZDA  
**DLR PH:** [REDACTED] [REDACTED] **DENRESP DLR:** 1908 ROSENTHAL NISSAN MAZDA  
**REGION:** 26 32 **DIST: SL/SV/PT:** 06 06 36 17 17 47

**LETTER RECEIVED:** 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 00/00/00  
**FIRE:** N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** 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 089441 **# NISSAN/INFINITI VEHICLES:** 1  
**VEHICLE MAINTAINED BY:** NONE  
**OUTSIDE WARRANTY BY (B) MONTHS:** 0 34 **MILES:** 0 53441 **(PT) MONTHS:** 0 10 **MILES:**

**ORIG CODE:** NP NP **OPEN DATE:** 08/20/08 04/22/14 **XFER/RSPNSBLTY:** 26 17 S  
**CONTACT (S):** **FOLLOWUP DATE:** 08/21/08 04/23/14 **INF-NET (Y/N):**  
**SEVERITY:** 9 **CLOSE DATE:** 08/21/08 04/23/14 **INF-NET DATE:**

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS	106000 FRAME
AB BODY	VF NON-WARRANTY ITEM GOODWILL ASSIS
	ZB BROKEN/CRACKED
	ZO FINANCIAL ASSISTANCE REQUEST (CAM

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 152

REQUESTED BY: lattad

**VIN:** 5N1AR2MM1EC [REDACTED]

**MILEAGE:** 003000 089441

**RTL DLR:** NI NI

**SVC DLR:** 5247 CANNON NISSAN JACKSON LLC

**RESP DLR:** 5247 CANNON NISSAN JACKSON LLC

**# NISSAN/INFINITI VEHICLES:** 2

**MILES:** 0 29441

**XFER/RSPNSBLTY:** 32 06 N



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 153

REQUESTED BY: lattad

**CAR ID:** CA6259250

**C. A. R. COMMENTS**

crr-jm informed c that case was forwarded to RCAS and is being handled by a Re

FILE OPENED-ZJW936N 08/20/2008

FOLLOW-UP IS DUE ON OR BEFORE

PREVIOUS RELATED FILES FOUND: \_NONE

CLSD PB135 ALTIMA HEADLAMP NTB05-057 06/14/05 00/00/00 03/22/06 2965

DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE  
gional Specialist who is from a higher dept than NNA CA.

PREVIOUS UNRELATED FILES FOUND: \_NONE

crr-jm advised c that crr-jm will be transferring c to rcas extension number a

CRR-JW VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER,  
CUSTOMER.

OPEN P5216 ALTIMA/MAX FRAME NTB05-114 08/22/05 05/29/06 00/00/00

AND RESPONSIBLE DEALER.

nd if routed to vmx, c can leave message and the best number to reach c. and

OPEN R0606 QR25 ECM REPROGRAM NTB06-051 07/19/06 08/21/06 00/00/00

at the same time crr-jm will be sending internal message to inform rcas that

CLSD R3007 ALTIMA ENG EXHAUST NTB03-070 03/13/03 12/01/03 03/22/06 2965

CRR-JW UPDATED OWNER DATABASE.

c called in, c agreed.

CRR-JW CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @08/20-ZJW936N

CRR-JW RECEIVED INBOUND CALL FROM 1908\_ ROSENTHAL NISSAN MAZDA, STEVEN DUKES

crr-jm offered further assistance, c declined.

SERVICE ADVISOR.

@08/20-ZJW936N

crr-jm gave name, extension and case number.

SA-SD STATES DLR WAS PERFORMING THE FRAME RECALL AND THE BOLT BROKE OFF UP IN

crr-jm transferred the call to rcas- vmx.

THE SUB FRAME.

@08/20-ZJW936N

crr-jm exiting case.

SA-SD STATES THAT THIS HAS HAPPENED BEFORE ON OTHER VEHS AND THE VEH HAS TO BE

Created by ZJM177N at 2014-04-23 14:55:44

SENT OUT TO A BODY SHOP TO INSTALL A NEW SUBFRAME BECAUSE BOLT IS BROKEN OFF  
INSIDE AND CANNOT BE GOTTEN OUT.

@08/20-ZJW936N

RCAS Case Follow-up

Created by ZMB175N at 2014-04-23 14:58:31

SA-DS STATES THE APPROXIMATE COST OF REPAIRING FRAME IS \$2300.00 AND NEEDS  
APPROVAL FROM NNA TO COMPLETE THE RECALL ON VEH. @08/20-ZJW936N

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 154

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 155

REQUESTED BY: lattad

**CAR ID:** CA6259250

Rcas already spoke to c and denied c so apparently rcas and crr's comments mi  
SA-DS STATES BEST CONTACT NUMBER IS [REDACTED] OR PAGE STEVE DUKES.  
ssed one another, so rcas will proceed in closing case.

Created by ZMB175N at 2014-04-23 14:59:35

CRR-JW OFFERED FURTHER ASSISTANCE TO SA-SD, SA-SD DECLINED.

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

CRR-JW GAVE NAME, EXTENSION, AND FILE NUMBER.

C REQUESTED GW TO REPLACE THE SUNROOF. FOM DENIED GW.

CRR-JW TRANSFERRING FILE TO RCAS PENDING FURTHER REVIEW. @08/20-ZJW936N

\*\*\*

Created by ZMA629N at 2014-04-23 16:32:55

CRR-MC received a call from c stating that c wanted to know why c's request fo

RCAS-MF CONTACTED SM-GREG KILWORTH ON 08/21. RCAS-MF LEFT VMX ADVISING SM THAT

r NNA to cover the repair of the sunroof of the veh was denied. C said that c

SA CONTACTED RCAS INSTEAD OF WARRANTY CLAIMS FOR VCAN.

RCAS-MF CLOSING FILE AS FILE WAS CREATED AS SA CONTACTED WRONG DEPARTMENT.

was working for NNA manufacturing company and drive nissan all through out c's

\*\*\*

@08/21-ZMF628N

life. C gave case #. CRR-MC apologized.

again. c stated that the first time a rock hit the glass and c needs to pay \$

CRR-MC verified that no contact info changed.

575 for the replacement and 2 weeks ago the glass broke again. c stook it to t

CRR-MC checked and reviewed RCAS' notes and reiterated to c that c's request w

as already reviewed by the higher department and advised c that NNA cannot ass

he dealership and have the assessment and the dealership told c that it cant b

e covered under warranty because it might another rock hit it again. c stated

ist c with the replacement or repair of the sunroof. C understood.

CRR-MC offered further assistance. C declined.

that SA-Charles advised c to call CA for assistance. c stated that c wants the

CRR-MC provided name and extension #.

glass to be replaced with more durable glass.

CRR-MC closing file as no further action is needed.

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

Created by ZMA629N at 2014-04-23 16:33:05

dlr

crr-sd checked for open campaigns found: 2013-2014 - Nissan Occupant Classific

RCAS Case Follow-up

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 156

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 157

REQUESTED BY: lattad

**CAR ID:** CA6259250

ation System Module Reprogramming

crr-sd updated the phone number to: [REDACTED] mobile

crr-sd advised c that file will be transferred to rcas for review.

crr-sd advised c to expect a call within the next business day.

c understood.

crr-sd offered further assistance, c declined.

crr-sd provided name, ext and file number.

crr-sd leaving file open, transferring resp to rcas.

Created by ZSD177N at 2014-04-22 10:59:01

Vehicle Concern

Created by ZMB175N at 2014-04-23 14:43:57

Rcas contacted sm-david Crews who stated that c came in with the sunroof taped

up and when the tape was removed clearly the sunroof shattered, sm stated tha

t c claims to have just change this c's self due to a rock. Sm stated that the

re is no way of warranting this repair due to c installing the firsts sunroof

that this could have been caused by the first installation.

Created by ZMB175N at 2014-04-23 14:49:22

Rcas contacted fom-Moe Plante for gw, fom stated that since c replaced the fir

st sunroof that nissan cannot warranty or assist this sunroof.

Created by ZMB175N at 2014-04-23 14:53:06

Rcas contacted c at 4:51 est on phone [REDACTED] to inform c that rcas ha

s reviewed the case but unfortunately nissan will not be able to assist with

this repair, c stated ok and call was ended mutually.

Created by ZJM177N at 2014-04-23 14:55:32

crr-jm received a follow up call from c. c's requesting to be transferred to r

cas extension.

crr-jm verified if any of c's contact information changed since the last time

c called in, c said none.

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 158

REQUESTED BY: lattad

**CONFIDENTIAL**

**Nissan Strictly Confidential Restricted**

**DATE:** 04/09/14

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

**TIME:** 1:14:30 PM

**CUSTOMER ASSISTANCE REQUEST**

**PAGE:** 159

**REQUESTED BY:** lattad

**CAR ID:** CA6259250

**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> 08/21/08	04/23/14
<b>RESP CAA:</b> B CLARK	<b>OLM:</b>	<b>MICROFILM:</b>
<b>PHONE:</b>	<b>OWNER FIRST:</b> [REDACTED]	[REDACTED]

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

**TIME:** 1:14:30 PM

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

**PAGE:** 160

**ROOT CAUSE:** SCFA      SNFA

**USERID:**

**USERID:**

**USERID:**

**USERID:**

**USERID:**

**DOM:**    ZMF628N

**LANGUAGE:**



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

**TIME:** 1:14:30 PM

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

**PAGE:** 161

**CAR ID:** CA6259250

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 09/04/14

**TIME:** 1:14:30 PM

**MODEL YEAR:** 2003

**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		1908	Virginia					
0		5247	Mississippi					

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 162

REQUESTED BY: lattad

**MODEL YEAR:** 2014

**VIN:** 5N1AR2MM1EC

**MODEL LINE:** PTH

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 163

REQUESTED BY: lattad

**CAR ID:** CA6259250

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED] [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:**

**MILES:**

**CANCEL:**

**MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 1908

5247

**STATE:** MS

VA

**DEALER NAME:** CANNON NISSAN JACKSON ROSENTHAL NISSAN MAZDA

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 164

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

PAGE: 165

REQUESTED BY: lattad

**NAME:** [REDACTED] **SC:** NONE **CAR ID:** CA6266008  
**STREET:** [REDACTED] **VIN:** JN8AZ1MU9BWC [REDACTED]  
**CITY:** BOLIVAR **YR/MDL:** 2011.0 **MUR:** [REDACTED] **MILEAGE:** 055000  
**ST/ZIP:** MO [REDACTED] **VCAN:** [REDACTED] **IN SVC DATE:** [REDACTED]  
**DAY PH:** 0 **PAID:** [REDACTED] **RTL DLR:** NI NI  
**EVE PH:** [REDACTED] **SUSP:** [REDACTED] **SVC DLR:** 2890 JOHN YOUNGBLOOD MOTORS  
**DLR PH:** [REDACTED] **DENY:** [REDACTED] **RESP DLR:** 2890 JOHN YOUNGBLOOD MOTORS  
**REGION:** 32 **DIST: SL/SV/PT:** 07 07 37 12 12 42

**LETTER RECEIVED:** 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 00/00/00  
**FIRE:** N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** N (Y/N)  
**PROPERTY DAMAGE:** N (Y/N) **INJURY:** N (Y/N) **SENT TO LEGAL:** N (Y/N)  
**PREVIOUSLY REPAIRED:** 00/00/00 **WHERE:** [REDACTED]  
**VEHICLE PURCHASED:** New Preowned x **MILES:** 055000 **# NISSAN/INFINITI VEHICLES:** 1  
**VEHICLE MAINTAINED BY:** NONE  
**OUTSIDE WARRANTY BY (B) MONTHS:** 0 **MILES:** 19000 **(PT) MONTHS:** 0 **MILES:** 0  
  
**ORIG CODE:** NP NP **OPEN DATE:** 04/23/14 **XFER/RSPNSBLTY:** 32 07 N 32 12 N  
**CONTACT (S):** [REDACTED] **FOLLOWUP DATE:** 04/28/14 **INF-NET (Y/N):** [REDACTED]  
**SEVERITY:** 9 **CLOSE DATE:** 04/28/14 **INF-NET DATE:** [REDACTED]

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OA VEHICLE CONCERNS 110500 SUN ROOF (ELECTRIC/MANUAL)  
 AB BODY YI OOW GOODWILL ASSISTANCE REQUEST  
 ZB BROKEN/CRACKED  
 ZD CHARGING/PRICING CRITICISM

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 166

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 167

REQUESTED BY: lattad

**CAR ID:** CA6266008

**C. A. R. COMMENTS**

Created by ZRB177N at 2014-04-23 09:58:25

Created by ZRB177N at 2014-04-23 10:20:23

r c no later than 4/28. C agreed & stated that the veh is at the dlr now. RCAS

Service Dept. Review

CRR-RB received call from c

Service Dept. Review

understood, provided c with RCAS contact info & advised c to call RCAS if c h

as any questions & RCAS will follow up with c again no later than 4/28. The ca

c states that veh sunroof exploded

c states c took veh to JOHN YOUNGBLOOD MOTORS for diagnosis and spoke with SA

ll ended mutually.

Created by ZMB185N at 2014-04-28 08:36:02

Lucas

c states c was adviced by dlr to call nna ca for assistance

RCAS called SM-Shawn Hamilton on office # @ 10:35 am est time, left msg on vmx

& asked for SM to call RCAS back to discuss the case.

c seeking possible assistance with coverage on the repair

Created by ZMB185N at 2014-04-28 08:42:37

c states repair cost is \$1098

c states that c thinks the cause of failure is the pressure because the sunroo

RCAS spoke to SM-Shawn in reference to the case. SM stated that c is claiming

f exploded towards outside of veh

the repairs under c's insurance company because the veh is no longer under war

ranty. SM stated that SM cannot recommend goodwill at this time as there is on

WHEN FILE NEEDS TO BE TRANSFERRED TO RCAS

CRR-RB advised c that file will be transferred to RCAS and C will be contacted

ly on other visit to the dlr & the veh is 20,000 miles outside of basic warran

before the end of the next business day for possible assistance

ty. RCAS understood & thanked SM for the info. The call ended mutually.

Created by ZMB185N at 2014-04-28 08:43:24

CRR-RB offered further assistance. c declined

Based on FOM-Kirby Larkins goodwill empowerment & the veh being substantially

CRR-RB provided c with file number, name and extension number

CRR-RB transferring file to RCAS

outside of warranty, NNA is not in the position to assist with the cost of the

\*\*\*crr notes c request for a callback on work phone # [REDACTED] during busines

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 168

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 169

REQUESTED BY: lattad

**CAR ID:** CA6266008

repairs.

Created by ZMB185N at 2014-04-28 14:41:47

s hours\*\*\*

Created by ZRB177N at 2014-04-23 10:20:23

RCAS called c [REDACTED] @ 4:32 pm est time, RCAS spoke to c in reference  
CRR-RB received call from c

to the case. RCAS advised c that RCAS spoke to the SM at the dlr & also looked  
c states that veh sunroof exploded

into seeing if NNA is able to offer any assistance towards the repairs. RCAS  
advised c that NNA is not in the position to offer assistance towards the repa  
c states c took veh to JOHN YOUNGBLOOD MOTORS for diagnosis and spoke with SA  
irs as the veh is substantially outside of warranty & the glass is not covered

Lucas

c states c was adviced by dlr to call nna ca for assistance

. RCAS apologized to c for the inconvenience. C understood. C asked what c sho  
c seeking possible assistance with coverage on the repair

uld do to report this concern because c knows nothing hit the glass. RCAS advi  
c states repair cost is \$1098

sed c that RCAS will document c's concerns in the case for c & as a consumer,  
c can contact NHTSA to report the concerns & if there is ever to be a campaign  
c states that c thinks the cause of failure is the pressure because the sunroo  
added to c's veh for this concern & either c pays for the repairs or c pays a  
f exploded towards outside of veh

deductible under c's insurance policy, c can call NNA back for possible assis

WHEN FILE NEEDS TO BE TRANSFERRED TO RCAS

CRR-RB advised c that file will be transferred to RCAS and C will be contacted  
tance. C understood & thanked RCAS for looking into the concern. C confirmed t  
before the end of the next business day for possible assistance

hat c has RCAS contact info & will call back if needed.

CRR-RB offered further assistance. c declined

The call ended mutually.

Created by ZMB185N at 2014-04-28 14:42:49

CRR-RB provided c with file number, name and extension number

CRR-RB transferring file to RCAS

Summary

C contacted NNA for FA with the repairs needed on the sunroof glass because it

\*\*\*crr notes c request for a callback on work phone [REDACTED] during busines

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 170

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 171

REQUESTED BY: lattad

**CAR ID:** CA6266008

exploded with no impact.

s hours\*\*\*

Based on FOM-Kirby Larkins goodwill empowerment & the veh being substantially

Created by ZMB185N at 2014-04-24 15:09:39

b

outside of warranty, NNA is not in the position to assist with the cost of the

Created by ZMB185N at 2014-04-24 15:11:51

repairs.

Closing case.

RCAS called the dlr on [REDACTED] @ 5:05 pm est time, RCAS was advised that SM

-Shawn Hamilton is on another call right now

RCAS advised the receptionist that RCAS will send SM an email the call ended m

utually.

RCAS sent SM an email with c's concerns & asked for SM to reply or let RCAS kn

ow when SM is available to talk.

Created by ZMB185N at 2014-04-24 15:40:48

RCAS called c on [REDACTED] @ 5:30 pm est time, the line rang with no answer

or vmx to leave a msg.

RCAS called c on [REDACTED] @ 5:31 pm est time, RCAS was advised by c's wi

fe to reach c on [REDACTED]. RCAS agreed & the call ended mutually.

RCAS called c on [REDACTED] @ 5:32 pm est time, RCAS spoke to c in reference

to the case. C stated that c & c's family were driving at highway speeds & the sunroof (which was closed with the cover closed as well) exploded. RCAS asked

if every one in the veh was ok? C confirmed that every one was ok. C stated t

hat it sounded like a bomb went off but the glass didn't fall down at all. C s

tated that the glass is pushed outward with no impact marks but the extended w

arranty will not cover the repairs because it is "glass" C stated that c calle

d NNA to see if NNA can help with the repairs because it is not something that

c caused. RCAS apologized for the inconvenience & advised c that RCAS is wait

ing to hear back from the SM to go over the concerns & will have a decision fo

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 172

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 173

REQUESTED BY: lattad

**CAR ID:** CA6266008

**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> 04/28/14	<b>MICROFILM:</b>
<b>RESP CAA:</b>	<b>OLM:</b>	<b>DOM:</b>
<b>PHONE:</b>	<b>OWNER FIRST:</b> MATT	<b>LANGUAGE:</b>

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 174

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

**TIME:** 1:14:30 PM

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

**PAGE:** 175

**CAR ID:** CA6266008

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 09/04/14

**TIME:** 1:14:30 PM

**MODEL YEAR:** 2011

**MAKE:** N

**MODEL LINE:** MUR

**NAME:** [REDACTED]

**VIN:** JN8AZ1MU9BW [REDACTED]

**IN SCV DATE:**

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		2890	Missouri					

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 176

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 177

REQUESTED BY: lattad

**CAR ID:** CA6266008

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:**

**MILES:**

**CANCEL:**

**MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 2890

**STATE:** MO

**DEALER NAME:** JOHN YOUNGBLOOD MOTO

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 178

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 179

REQUESTED BY: lattad

**NAME:** [REDACTED] **SC:** NONE **CAR ID:** CA6308918  
**CITY:** BOYNTON BEACH **VIN:** 1N4AL11DX5C [REDACTED]  
**ST/ZIP:** FL [REDACTED] **YR/MDL:** 2005.0 ALT **MILEAGE:** 063158  
**VCAN:** Y **IN SVC DATE:** 06/05/04  
**DAY PH:** [REDACTED] **PAID:** 4,728 **RTL DLR:** 2361 CORAL SPRINGS NISSAN INC  
**EVE PH:** [REDACTED] **SUSP:** 0 **SVC DLR:** 2361 CORAL SPRINGS NISSAN INC  
**DLR PH:** [REDACTED] **DENY:** 0 **RESP DLR:** 2361 CORAL SPRINGS NISSAN INC  
**REGION:** 34 **DIST: SL/SV/PT:** 03 03 33

**LETTER RECEIVED:** 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 00/00/00  
**FIRE:** N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** 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:** 063158 **# NISSAN/INFINITI VEHICLES:** 3  
**VEHICLE MAINTAINED BY:** 2361\_ CORAL SPRINGS NISSAN IN  
**OUTSIDE WARRANTY BY (B) MONTHS:** 16 **MILES:** 27158 **(PT) MONTHS:** 0 **MILES:** 3158

**ORIG CODE:** NP NP **OPEN DATE:** 10/07/08 **XFER/RSPNSBLTY:** 34 03 S  
**CONTACT (S):** **FOLLOWUP DATE:** 10/20/08 **INF-NET (Y/N):**  
**SEVERITY:** 9 **CLOSE DATE:** 10/20/08 **INF-NET DATE:**

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OA VEHICLE CONCERNS 144000 CATALYTIC CONVERTER  
AH EXHAUST SYSTEM YI OOW GOODWILL ASSISTANCE REQUEST  
YX POOR OR IMPROPER OPERATION

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 180

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 181

REQUESTED BY: lattad

**CAR ID:** CA6308918

**C. A. R. COMMENTS**

CRR-MH UPDATING FILE AS PER C'S REQUEST.

C THANKED RS-EH FOR TRYING, C HAS ALREADY WENT TO AN INDEPENDENT FOR A CHEAPER FILE OPENED-ZCM798N 10/07/2008

FOLLOW-UP IS DUE ON OR BEFORE

PREVIOUS FILES FOUND:

RCAS-HM LEFT VMX ON C'S EVENING PHONE ON 10/10/08 AT 4:23 PM EST.

\*\* @10/10-ZHM943N

CRR-CM - CHECK FOR AN OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

CRR-MH UPDATED OWNER DATABASE.

DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE PRICE. @10/17-ZEH406N

RELATED: NONE

CLSD P5202 QR25 POWER VALVE NTB05-058 05/06/05 10/31/05 12/08/05 2361

CRR-MH CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

C STATED C IS VERY UNHAPPY WITH NISSAN, C IS GOING TO TRADE IN THE VEH. CUSTOMER.

RCAS-HM RECEIVED CALL FROM C ON 10/10/08 AT 4:26 PM EST. C STATES THAT C HAD UNRELATED: 6019504

C FEELS THE DLR WAS OVER CHARGING C.

CLSD P5202 QR25 POWER VALVE NTB05-058 05/06/05 10/31/05 12/08/05 2361

CLSD P5216 ALTIMA/MAX FRAME NTB05-114 08/22/05 12/12/05 02/01/06 V9085

CRR-CM VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY/EVE PHONE ,RESPONSIBLE

GOTTEN A CALL FROM THE DLRSHIP AND THE DLR ADVISED C THAT NNA IS NOT ASSISTING

CLSD P5216 ALTIMA/MAX FRAME NTB05-114 08/22/05 12/12/05 02/01/06 V9085

CLSD R0712 ALT/SEN ECM REPROG NTB07-081 11/08/07 00/00/00 01/02/08 2361

C THANKED RS-EH AGAIN FOR RS-EH'S EFFORTS, C ENDED CALL. @10/17-ZEH406N

C WITH THIS REPAIR. RCAS-HM ADVISED C THAT RCAS-HM IS STILL WORKING ON C'S DLR:

CLSD R0712 ALT/SEN ECM REPROG NTB07-081 11/08/07 00/00/00 01/02/08 2361

CRR-CM ADVISED C OF RECALL STATUS.

CRR-CM UPDATED OWNER'S INFORMATION (NAME, ADDRESS, PHONE NUMBER)

FILE. RCAS-HM ADVISED C THAT RCAS-HM HAS TO FOLLOW UP WITH TECH LINE TO SEE

RS-EH EMAILING RCAS-HM TO CLOSE FILE. @10/17-ZEH406N

\*\* @10/20-ZHM943N

CRR-MH ADVISED C THERE ARE NO OPEN RECALLS.

IF IT IS POSSIBLE FOR THE HEAD GASKET TO BE BLOWN FROM A FAULTY CATALYTIC

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 182

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 183

REQUESTED BY: lattad

**CAR ID:** CA6308918

PREVIOUS NISSAN/INFINITY VEHICLE/S: 3 ('95 MAX, '99 ALT)  
CONVERTER. RCAS-HM ADVISED C THAT RCAS-HM IS DOING WHAT RCAS-HM CAN IN REGARDS  
CRR-CM RECEIVED CALL FROM C.  
CRR-MH RECEIVED INBOUND CALL FROM C.

RCAS-HM CLOSING FILE AS PER RS-EH. @10/20-ZHM943N  
C STATES THAT C WANTS TO KNOW THE RESULT ON C'S CONCERN. @10/09-ZMH605N  
C WANTS NISSAN TO COVER OR PAY FOR THE REPAIR AND GETTING THE C @10/07-ZCM798N  
TO GETTING ASSISTANCE FOR C. RCAS-HM ADVISED C THAT RCAS-HM WILL FOLLOW UP  
CRR-MH ADVISED C THAT RCAS DOES NOT UPDATE THE RESULT IN THE FILE UNTIL RCAS  
C STATED THAT THE VEH IS LOSSING A POWER.

WITH C ON 10/14/08. C THANKED RCAS-HM. @10/10-ZHM943N  
C STATED THAT C TOOK THE VEH TO C'S LOCAL MECHANIC AND C WAS ADVISED TO TAKE  
HAS GIVEN THAT INFORMATION TO C. CRR-MH INFORMED C THAT AN INTERNAL MESSAGE  
RCAS-HM CONTACTED TECH LINE-TT ON 10/14/08 AT 10:22 AM EST. TECH LINE STATES  
THAT THE CATALYTIC CONVERTER PROBABLY DID NOT CAUSE THE HEAD GASKET TO GO OUT.  
THE VEH TO NISSAN DLR BECAUSE THE CATALYTIC CONVERTER NEEDS A REPLACEMENT AND  
WAS SENT AND THAT THE FOLLOW UP DATE IS SET TILL TOMORROW AS SUCH C SHOULD BE  
HEARING FROM RCAS BY THE END OF THE DAY TOMORROW. @10/09-ZMH605N  
TECH LINE STATES THAT IT IS MORE LIKELY THAT THE HEAD GASKET WAS BLOWN AND  
THE VEH IS UNDER WARRANTY.

CAUSED THE CATALYTIC CONVERTER TO GO OUT. TECH LINE STATES THAT CHANCES ARE  
C STATED THAT C TOOK THE VEH TO CORAL SPRINGS NISSAN DATED 10/04/08.  
C UNDERSTOOD. @10/09-ZMH605N  
CRR-MH OFFERED FURTHER ASSISTANCE TO C, C DECLINED.  
C STATED THAT DLR REPAIRED TEH CATALYTIC CONVERTER.

THAT THE HEAD GASKET HAS BEEN LEAKING FOR SOME TIME WHICH CAUSED THE CATALYTIC  
CONVERTER TO CLOG AND GO BAD. @10/14-ZHM943N  
CRR-MH GAVE NAME, EXTENSION, AND FILE NUMBER. @10/09-ZMH605N  
C STATED THAT C DROVE THE VEH ON C'S WAY HOME WHEN THE VEH LOST POWER AND THE

\*\*\*\*\*

RCAS-HM LEFT VMX ON C'S DAY PHONE ON 10/14/08 AT 10:28 PM EST. @10/14-ZHM943N  
VEH IS BLOWING A WHITE SMOKE. @10/07-ZCM798N

CRR-RW RECEIVED CALL FROM C.  
C STATED THAT C TOOK THE VEH BACK TO THE DLR AND C WAS INFOMRED THAT REPLACING  
RCAS-HM CONTACTED C'S WIFE ON C'S EVENING PHONE ON 10/14/08 AT 10:29 AM EST.  
CRR-RW VERIFIED C'S NAME, ADDRESS, MILEAGE, DAY AND EVENING PHONE NUMBER  
RCAS-HM ADVISED C THAT NNA IS NOT IN A POSITION TO ASSIST C WITH THIS REPAIR.

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 184

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 185

REQUESTED BY: lattad

**CAR ID:** CA6308918

THE CATALYTIC CONVERTER CAUSED THE ENGINE TO GET HOT AND MESSED UP THE  
AND RESPONSIBLE DLR.

C STARTED SCREAMING AT RCAS-HM THAT NNA HAS BEEN UNREASONABLE IN THE LENGTH  
GASKET.

CRR-RW CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:NONE. @10/10-ZRW000N

C STATED THAT THE HEAD GASKET ARE MELTED AWAY AND CRACK.

OF TIME THAT NNA HAS TAKEN IN ORDER TO GET A DECISION FOR C. C STATES THAT THE

CLSD P5202 QR25 POWER VALVE NTB05-058 05/06/05 10/31/05 12/08/05 2361

C STATED THAT DLR CHARGED C FOR \$95.00 FOR DIAGNOSTIC.

DLR HAS BEEN TERRIBLE TO C AND TOLD C TO COME AND PICK UP THE VEH. C STATES

CLSD P5216 ALTIMA/MAX FRAME NTB05-114 08/22/05 12/12/05 02/01/06 V9085

C STATED THAT DLR REPAIRED THE CATALYTIC CONVERTER UNDER WARRANTY.

THAT C HAS NEVER RECEIVED SUCH POOR CUSTOMER SERVICE IN ALL OF C'S LIFE. C

CLSD R0712 ALT/SEN ECM REPROG NTB07-081 11/08/07 00/00/00 01/02/08 2361

C WANTS NISSAN TO COVER THE EXPENSE FOR FIXING THE GASKET.

STATES THAT C HAS HAD A CHRYSLER VEH REPURCHASED UNDER THE LEMON LAW AND C

CRR-CM INFORMED C THAT CRR-CM WILL FORWARD C'S FILE TO RCAS.

CRR-RW ADVISED C NO OPEN RECALLS ON VEHICLE.

KNOWS HOW THE PROCESS WORKS. C STATES THAT C WANTS TO SPEAK TO SOMEONE HIGHER

CRR-CM INFORMED C THAT RCAS WILL BE CALLING C BY THE END OF THE NEXT BUSINESS

C STATES C HAS PROBLEM WITH VEH.

UP THAN RCAS-HM. RCAS-HM ADVISED C THAT RCAS-HM'S SUPERVISOR IS NOT GOING TO

C STATES THE PROBLEM IS PERTAINING TO A HEAD GASKET.

DAY.

OVER TURN THE DECISION, RCAS-HM'S SUPERVISOR ONLY MONITORS PROFESSIONALISM.

C OKAYED.

C STATES C TOOK VEHICLE TO THE NISSAN DLRSHIP.

C STATES THAT C DOES NOT CARE, RCAS-HM IS NOBODY AND CANNOT DO ANYMORE TO

ASSIST C. C STATES THAT RCAS-HM HAS BEEN TRAINED TO BE THE MESSENGER AND C

C STATES DLRSHIP STATED THAT THE HEAD GASKET IS BLOWN AND C WILL HAVE TO PAY

C THANKED CRR-CM FRO ASSISTANCE. C SATISFIED.

CRR-CM OFFERED FURTHER ASSISTANCE: C DECLINED.

TO REPLACE ONE.

WOULD STILL LIKE TO SPEAK TO RCAS-HM'S SUPERVISOR. C DEMANDED RCAS-HM'S

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

C STATES THIS IS A DIRECT RESULT OF THE CATALYTIC CONVERTER REPAIR BY THE

SUPERVISOR'S NAME. RCAS-HM ADVISED C THAT RCAS-HM CANNOT PROVIDE C WITH THAT.

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 186

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

PAGE: 187

REQUESTED BY: lattad

CAR ID: CA6308918

CRR-CM LEAVING FILE OPEN. \_\_\_\_\_N

NISSAN DLRSHIP.

RCAS-HM ADVISED C THAT RCAS-HM'S SUPERVISOR WILL CONTACT C BACK BY THE END OF

CRR-CM TRANSFERRING FILE TO RCAS. @10/07-ZCM798

PREVIOUS NISSAN/INFINITI VEHICLES: ALT, MAX.

THE NEXT BUSINESS DAY. C STATES THAT NOW RCAS-HM IS INCLUDED IN THE LIST OF

\*\* @10/07-ZCM798N

C STATES C HAS ALWAYS BEEN A LOYAL CUSTOMER TO NISSAN. @10/10-ZRW000N

POOR CUSTOMER SERVICE AND DISCONNECTED CALL. @10/14-ZHM943N

C STATES C WAS INFORMED FROM THE NISSAN DLRSHIP THAT C ISNT GOING TO BE COVERED

RCAS-HM DATANETTED FILE ON 10/07/08. @10/07-ZHM943N

RCAS-HM ESCALATED FILE ON 10/14/08. @10/14-ZHM943N

\*\*\*\*\* @10/15-ZEH406N

BY THE REGIONAL SPECIALIST.

RCAS-HM LEFT VMX FOR SM-SHAUN PARTON ON 10/08/08 AT 9:04 AM EST. @10/08-ZHM943N

C STATES C WAS VERY UNSTATISFIED WITH THE DLRSHPS HANDLING OF THIS ISSUE.

RCAS-HM RECEIVED CALL FROM SM-SHAUN PARTON ON 10/08/08 AT 3:01 PM EST. SM

RS-EH CONTACTED C ON DAY PHONE AT 5:44 PM EST ON 10/15/08. @10/15-ZEH406N

CRR-RW ASSURED C THAT C WILL RECIEVE A CALL ON THE SCHEDULED FOLLOW UP WHICH

C STATED C IS UNSATISFIED WITH THE WAIT TO HAVE C'S CONCERN RESOLVED.

STATES THAT THE DLRSHIP REPLACED THE CATALYTIC CONVERTER ON 10/04/08. SM

C STATED C HAS OWNED 3 NISSANS, C DOES NOT UNDERSTAND WHY NISSAN CANNOT ASSIST

IS 10/10/2008. @10/10-ZRW000N

STATES THAT THE CATALYST WAS LEAKING. SM STATES THAT C'S VEH NOW HAS A BLOWN

C UNDERSTOOD.

HEAD GASKET. SM STATES THAT C'S CHECK ENGINE LIGHT IS NOW ON. SM STATES THAT

WITH SOME OF THE REPAIR COST. @10/15-ZEH406N

C HAS NOT DONE ANY MAINTENANCE AT THE DLRSHIP. SM STATES THAT C'S BLOWN HEAD

CRR-RW ADVISED C THAT ALL THE INFORMATION AS BEEN DOCUMENTED IN THE FILE.

C STATED C HAS THE VEH IN C'S DRIVEWAY AND IS UNABLE TO DRIVE THE VEH.

CRR-RW OFFERED FURTHER ASSISTANCE. C SATISFIED.

C STATED C IS UNHAPPY WITH THIS EXPERIENCE. @10/15-ZEH406N

GASKET IS NOT RELATED TO THE CATALYTIC CONVERTER REPAIR. SM STATES THAT THE

CATALYTIC CONVERTER WILL NOT CAUSE A BLOWN HEAD GASKET. SM STATES THAT THE DLR

CRR-RW GAVE NAME, EXTENSION AND FILE NUMBER.

C STATED CORAL SPRINGS IS THE WORST DLR, THE DLR HAS NO CUSTOMER SERVICE AND

CRR-RW LEAVING FILE. @10/10-ZRW000N

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 188

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

PAGE: 189

REQUESTED BY: lattad

CAR ID: CA6308918

IS NOT INTERESTED IN ASSISTING C WITH THIS REPAIR. @10/08-ZHM943N  
WOULD NOT PROVIDE C THE NUMBER TO NNA CA. @10/15-ZEH406N

\*\*\*\*\*

C STATED WESTON NISSAN WAS GREAT TO C. @10/15-ZEH406N

RCAS-HM CONTACTED C ON C'S DAY PHONE ON 10/08/08 AT 3:38 PM EST. C STATES THAT  
C HAS SPOKEN TO SEVERAL MECHANICS AND WAS ADVISED THAT CATALYTIC CONVERTER  
CRR-ID RECEIVED CALL FROM: C

C STATED THE DLR DID NOT HAVE INSPECT THE VEH. @10/15-ZEH406N

CRR-ID VERIFIED C'S NAME, PHONE NUMBER AND ADDRESS.

OVER HEATED AND WAS CLOGGED. C STATES THAT THE CATALYTIC CONVERTER OVER HEATED  
RS-EH APOLOGIZED TO C, RS-EH ADVISED C THAT RS-EH WOULD LIKE TO HAVE C'S FILE  
AND CAUSED THE HEAD GASKET TO BE BLOWN. C STATES THAT C FEELS THAT NNA SHOULD  
CRR-ID UPDATE EVENING NUMBER.

FURTHER WITH THE REGION. @10/15-ZEH406N

COVER THE REPAIRS UNDER THE CATALYTIC CONVERTER WARRANTY AS THE CAUSE WAS FROM

C STATED C WAS QUOTED BY THE DLR THAT IT MAY COST \$1500, THE DLR IS UNSURE

C STATED THAT C IS WAITING FOR A CALL BACK FROM NNA.

CRR-ID ADVISE C THAT SINCE BASE ON THE FILE THAT RCAS-HM WILL CALL C BACK  
THE CATALYTIC CONVERTER. RCAS-HM ADVISED C THAT RCAS-HM CANNOT MAKE ANY  
UNTIL THE DLR TAKES THE ENGINE APART. @10/15-ZEH406N

DATED 10/10/08 C SHOULD WAIT FOR A CALL BACK SINCE RCAS MAY CALL C BACK  
PROMISES BUT RCAS-HM WILL TALK TO NISSAN TECHNICIANS AND ALSO REGIONAL STAFF  
RS-EH ADVISED C THAT RS-EH WOULD REVIEW C'S FILE FURTHER WITH THE REGION, C  
BEFORE END OF BUSINESS DAY.

TO SEE IF NNA CAN PROVIDE C WITH FINANCIAL ASSISTANCE FOR THIS REPAIR. RCAS-HM  
WILL RECEIVE A CALL BACK ON 10/17/08. @10/15-ZEH406N

ADVISED C THAT RCAS-HM WILL CONTACT C ON 10/10/08. C THANKED RCAS-HM.

CRR-ID STATED THAT CRR-ID WILL SEND INTERNAL EMAIL TO RCAS-HM REGARDING C'S  
C THANKED RS-EH, C ENDED CALL. @10/15-ZEH406N

\*\* @10/08-ZHM943N

\*\* @10/17-ZHM943N

ISSUE. @10/10-ZID108N

CRR-LR RECEIVED CALL FROM C

C SAID OKAY AND THEN HANG-UP.

RCAS-HM CONTACTED SM-SHAUN PARTON ON 10/17/08 AT 2:00 PM EST. SM STATES THAT  
CRR-ID EMAILING RCAS-HM FOR THIS UPDATES.

C STATES THAT C NEEDS TO TALK TO SOMEONE ABOUT C'S CONCERN

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 190

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 191

REQUESTED BY: lattad

**CAR ID:** CA6308918

SM WILL GIVE C A 10% DISCOUNT ON THE HEAD GASKET REPAIR. @10/17-ZHM943N

\*\*\*\*\* @10/17-ZEH406N

CRR-ID EXITING FILE. @10/10-ZID108N

CRR-LR ADVISED C WILL SEND INTERNAL MESSAGE TO RCAS-HM

\*\* @10/10-ZHM943N

C AGREED

RS-EH CONTACTED C ON DAY PHONE AT 6:16 PM EST ON 10/17/08. @10/17-ZEH406N

CRR-LR EXITING FILE AND SENDING INTERNAL MESSAGE TO RCAS-HM @10/09-ZLR000N

RCAS-HM RECEIVED INTERNAL MESSAGE FROM CRR-ID ON 10/10/08. @10/10-ZHM943N

RS-EH ADVISED C THAT THE DLR HAS BEEN CONTACTED, THE DLR WILL OFFER A 10%

\*\*\*\*\*

DISCOUNT ON THE REPAIR.

RCAS-HM LEFT VMX ON C'S DAY PHONE ON 10/10/08 AT 4:22 PM EST.

**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>

**IIR-DATE:** **TRANS DATE:** 00/00/00 **CHECK REQUESTED:** Y

**3RD PRY:** NI **PART#:** **CHECK ISSUED:** Y

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 192

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 193

REQUESTED BY: lattad

**CAR ID:** CA6308918

**BYBACK ST:**

**OPENED BY:**

**HISTORY:**

**UPDATE BY:**

**SVC CALL#:** N

**UPDATE DATE:**

**CLOSE:** Y

**CLOSE DATE:** 10/20/08

**MICROFILM:**

**RESP CAA:** RANDY DRIER

**OLM:**

**DOM:** ZHM943N

**PHONE:**

**OWNER FIRST:** [REDACTED]

**LANGUAGE:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 194

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

**TIME:** 1:14:30 PM

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

**PAGE:** 195

**CAR ID:** CA6308918

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 09/04/14

**TIME:** 1:14:30 PM

**MODEL YEAR:** 2005

**MAKE:** N

**MODEL LINE:** ALT

**NAME:** [REDACTED]

**VIN:** 1N4AL11DX5C [REDACTED]

**IN SCV DATE:** 06/05/04

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		2361	Florida					

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 196

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

DATE: 04/09/14  
TIME: 1:14:30 PM

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

PAGE: 197

CAR ID: CA6308918

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

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

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

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 2361                         **STATE:** FL

**DEALER NAME:** CORAL SPRINGS NISSAN IN

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 198

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

DATE: 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

PAGE: 199

REQUESTED BY: lattad

NAME: [REDACTED] WEBERG,KATI SC: ONE CONTRACT CAR ID: CA6311613  
STREET: [REDACTED] TF VIN: 5N1AR18U07C [REDACTED]  
CITY: NORWALK WESLACO YR/MDL: 2007.0 PTH 2012.0 MUR MILEAGE:  
ST/ZIP: CT [REDACTED] TX [REDACTED] VCAIN SVC DATE: 01/16/07  
DAY PH: 0 [REDACTED] PAIRTL DLR: 3754 CHARLIE CLARK NISSAN  
EVE PH: [REDACTED] [REDACTED] SUSSVC DLR: 2871 BERT OGDEN NISSAN  
DLR PH: 1 [REDACTED] [REDACTED] DLR: 2871 BERT OGDEN NISSAN  
REGION: 1 26 32 DIST: SL/SV/PT: 01 01 31

LETTER RECEIVED: 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00 04/29/14  
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 Preowned x New x Preowned 027000 # NISSAN/INFINITI VEHICLES: 1  
VEHICLE MAINTAINED BY: INDEPENDENT FACILITY NONE  
OUTSIDE WARRANTY BY (B) MONTHS: 0 MILES: 0 (PT) MONTHS: 0 MILES: 0

ORIG CODE: NP NP OPEN DATE: 10/09/08 04/29/14 XFER/RSPNSBLTY: 1 NI N  
CONTACT (S): FOLLOWUP DATE: 10/23/08 05/01/14 05/09/14 INF-NET (Y/N):  
SEVERITY: 9 CLOSE DATE: 01/01/01 10/23/08 05/C INF-NET DATE:

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OA VEHICLE CONCERNS 110500 SUN ROOF (ELECTRIC/MANUAL)

-2

AB BODY WA PREMATURE WEAR/FAILURE

AJ HEATER/AIR CONDITIONING WZ WARRANTY COVERAGE INQUIRY

YI OOW GOODWILL ASSISTANCE REQUEST

ZB BROKEN/CRACKED

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 200

REQUESTED BY: lattad

**VIN:** JN8AZ1MW6CW [REDACTED]  
**MILEAGE:** 000000 [REDACTED] 027000

**RTL DLR:** NI NI

**SVC DLR:** 5100 CURRY NISSAN NI NI

**RESP DLR:** 5100 CURRY NISSAN NI NI

**DIST: SL/SV/PT:** NI NI NI

**# NISSAN/INFINITI VEHICLES:** 2

**XFER/RSPNSBLTY:** 26 01 N 32 01 S



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 201

REQUESTED BY: lattad

**CAR ID:** CA6311613

**C. A. R. COMMENTS**

Created by ZJS999N at 2014-04-30 08:58:41

Created by ZJS999N at 2014-04-30 09:00:22

FILE OPENED-ZMH815N 10/09/2008

FOLLOW-UP IS DUE ON OR BEFORE

PREVIOUS RELATED/UNRELATED FILES FOUND:\_NONE

RCAS sent email contact request

. We immediately pulled over to the side of the road. I looked at the window with on various sites who have encountered this same defect with their CRR-MH RECEIVED CALL FROM C WHO STATED C WAS GETTING A MOULDY ODOR COMING CRR-MH VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY & EVENING DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE

\*\*\*Email case logged\*\*\*

firstname : [REDACTED]

s behind the driver and passenger seats thinking someone shot at us. Nothing.

sunroof, to also file complaints as well.

Created by ZIT999N at 2014-05-01 15:51:08

CUSTOMER.

E-mail addressed to: NNACONSUMERAFFAIRS@NISSAN-USA.COM

FROM THE A/C OR HEATING AND C HAS HAD VEH AT DLR'S TWICE ALREADY AND DLR

lastname : [REDACTED]

PHONE, AND RESPONSIBLE DLR.

We got out and looked at the tires to see if a tire blew out. They were all

CRR-MH CHECKED OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:\_NONE

\*\*\*\*\*E-mail case logged\*\*\*\*\*

email : [REDACTED]

fine. Finally, a pickup truck pulled up alongside of us to ask if everything w

IS UNABLE TO DIAGNOSE THE PROBLEM WITH C'S VEH'S A/C- HEATING VENT SMELL

Method of contact: E-mail

Service Dept. Review

AND C NEEDS TO TAKE THE VEH IN AGAIN AS THE SMELL IS STILL. @10/09-ZMH815N

as alright. We told him what we heard, but everything looked fine. He left.

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

CRR-MH INFORMED C OF NO OPEN RECALLS.

E-mail addressed to: nnaconsumeraffairs@nissan-usa.com

homephone : [REDACTED]

Service Dept. Review

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 202

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

PAGE: 203

REQUESTED BY: lattad

CAR ID: CA6311613

address1 [REDACTED]

C IS ASKING NISSAN TO PUT A WHOLE NEW A/C SYSTEM IN C'S VEH AS THE SMELL IS

crr-jm checked for previous/related case found: none

Method of contact: E-mail

PREVIOUS NISSAN/INFINITI VEHICLES: NONE @10/09-ZMH815N

Right before we got back into the vehicle, my husband looked up over the roof

Service Dept. Review

\*\*\*

address2 :

and said, you won't believe it, it was your sun roof. The entire center sect

CRR-IT checked for open recalls/campaigns/upgrades found: none

UNBEARABLE AND C HAS SMALL CHILDREN WITH ALLERGIES THAT THIS SMELL IS

\*\*\*\*\*

AFFECTING AND IF NISSAN CANNOT REPLACE THE A/C C WOULD LIKE ANOTHER VEH

city : NORWALK

crr-jm advised c that crr-jm advised c that recent diagnostic from an authoriz

ion of the sun roof that is above the front seats, was a large hole. We didn'

ed Nissan dlr is required before CA can look into possible assistance.

E-mail sent to [REDACTED]

EXCHANGED THE SAME FOR C'S PRESENT VEH. @10/09-ZMH815N

t see any rocks or any other debris that could have caused it in the area, and

twitter :

crr-jm called c @ [REDACTED] left vmx advising c of same information as e-ma

CRR-MH INFORMED C THAT A REGIONAL SPECIALIST WILL BE GETTING A HOLD OF DLRSHIP

Method of contact: E-mail

state : CT

there were no cars around us and no trees overhead at the time this occurred.

AND CUSTOMER BY THE END OF THE NEXT BUSINESS DAY. @10/09-ZMH815N

iled.

Just the glass shards and pieces that were now sitting on the fabric visor th

Summary:

zip : [REDACTED]

at separated us from the glass. We were about 1 1/2 hours from home and had t

Created by ZJS999N at 2014-04-30 09:00:32

crr-it informed c that c's case will be forwarded to RCAS and RCAS will contac

CRR-MH OFFERED C ADDITIONAL ASSISTANCE, C DECLINED

owner : true

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 204

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

PAGE: 205

REQUESTED BY: lattad

CAR ID: CA6311613

case pending

CRR-MH GAVE C NAME, EXTENSION AND FILE NUMBER

make : Nissan

o turn around and head home. Thank goodness my husband keeps duct tape in his

t c before the end of th next business day

Created by ZIT999N at 2014-05-01 15:45:53

crr-it leaving case open

CRR-MH TRANSFERRING FILE TO RCAS FOR FURTHER REVIEW. @10/09-ZMH815N

emergency kit and we were able to at least tape down the shards around the ed

source : NissanContactUs

\*\*\*\*\* @10/10-ZTP669N

Created by ZIT999N at 2014-05-01 15:51:23

CRR-IT noting c's email

ging of the sun roof from further breakage on our way back home.

vin : JN8AZ1MW6CW

As you can imagine, this was a very frightening experience for me and my husba

case moved

dealerstate :

I would have appreciated a genuine response to my concerns about the

RCAS-TP DATANETTING FILE FOR DLRSHR REVIEW 10/10/08. @10/10-ZTP669N

\*\*\*\*\* @10/10-ZTP669N

Created by ZRT777N at 2014-05-02 06:27:40

dealername :

exploding sunroof on my 2012 Nissan Murano SL, but instead received your

nd. This is the 2nd Nissan Murano SL I have leased, and I never had a problem

comments : Dear Nissan:

generic boilerplate response that does nothing to address my concerns

RCAS called dlr, SM is ooo for a week

RCAS-TP CALLED DLRSHR ON 10/10/08 AT 3:01PM EST AND WAS UNABLE TO LEAVE A VMX

with my 2009 Murano SL.

At the suggestion of a family member, I searched the internet to see if others

FOR SM. @10/10-ZTP669N

I am writing to inform you of a situation that occurred with my 2012 Nissan Mu

RCAS spoke with SA-DAVID

regarding the hazardous defect of Nissan's sunroofs. Since Nissan is not

\*\*\*\*\* @10/10-ZTP669N

had reported the same type of situation. To my surprise, I came across many

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 206

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 207

REQUESTED BY: lattad

**CAR ID:** CA6311613

rano SL. This past Saturday (4/26/14), while traveling north on Rt. 7 in Kent  
SA-DAVID states that something fell on sunroof  
taking this exploding sunroof seriously, I had no other choice but to file a  
complaint with the NHTSA regarding the issue including submitting Nissan's  
, Connecticut at 45 mph, my husband and I heard a very loud startling sound, w  
different sites with people posting of this same strange occurrence with the s  
RCAS CALLED C ON C'S DAY/EVENING PHONE NUMBER ON 10/10/08 AT 3:04PM EST AND  
SA-DAVID states that c has 500 deductible insurance  
hich sounded like a gunshot and I thought I heard it followed by a smash noise  
LEFT A VMX FOR C. @10/10-ZTP669N  
response below. I will encourage the Nissan owners who I have connected  
SA-DAVID states that c told SA that something fell on sunroof  
un roof.

\*\*\*\*\* @10/14-ZTP669N

After speaking with a few Murano owners online, I was encouraged to report the  
SA-DAVID states no service history

. We immediately pulled over to the side of the road. I looked at the window  
with on various sites who have encountered this same defect with their  
Created by ZRT777N at 2014-05-02 07:44:26

incident to the NHTSA so they can initiate an investigation, along with other  
RCAS CALLED C ON C'S DAY/EVENING PHONE NUMBER ON 10/14/08 AT 12:24PM EST AND  
s behind the driver and passenger seats thinking someone shot at us. Nothing.  
sunroof, to also file complaints as well.

Created by ZIT999N at 2014-05-01 15:51:08

Murano owners who also have experienced the same issue to also report their i  
RCAS sent email to FOM on case

SPOKE WITH C. C STATES C HAS BEEN BACK AND FORTH TO THE DLRSHIP WITH C'S VEH.  
We got out and looked at the tires to see if a tire blew out. They were all  
Created by ZRT777N at 2014-05-02 11:22:10

C STATES C WAS ADVISED THAT C'S ISSUE MAY HAVE STEMMED FROM THE VEH'S PREVIOSU  
\*\*\*\*\*E-mail case logged\*\*\*\*\*

fine. Finally, a pickup truck pulled up alongside of us to ask if everything w  
ncidents.

as alright. We told him what we heard, but everything looked fine. He left.  
E-mail addressed to: nnaconsumeraffairs@nissan-usa.com

I have not contacted the NHTSA at this time, but hope that Nissan will stick w  
OWNER. C STATES INTIALLY THE DLRSHIP COULD NOT FIND WHERE THE SMELL WAS COMING

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 208

REQUESTED BY: lattad



CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

PAGE: 209

REQUESTED BY: lattad

CAR ID: CA6311613

RCAS called c at [REDACTED] @1:20EST, at only number on file reached vmx and AND ADVISED THAT THE SMELL DID NOT APPEAR TO BE COMING FROM THE A/C. C STATES ith their commitment to make right on a situation from what I can see has been Method of contact: E-mail provided case number, contact number, ext and follow up of 5/5/14 Right before we got back into the vehicle, my husband looked up over the roof and said, you won't believe it, it was your sun roof. The entire center sect Created by ZRT777N at 2014-05-02 11:22:10 CRR-IT checked for open recalls/campaigns/upgrades found: none C WAS ADVISED THAT MAYBE THERE WAS A LEAK FROM THE PREVIOUS OWNER THAT STAYED going on for a few years.

\*\*\*\*\*

At this time, I am without my Murano SL, which is sitting at the Curry Nissan IN THE PADDING OF THE VEH FLOOR. C STATES C HAD TO INVESTIGATE THE ISSUE AND ion of the sun roof that is above the front seats, was a large hole. We didn' RCAS called c at [REDACTED] @1:20EST, at only number on file reached vmx and dealership in NY, waiting for the sun roof replacement to be ordered. E-mail sent to: [REDACTED] ENDED UP FINDING THAT EVERYTIME C TURNED C'S A/C ON C'S A/C LEAKED ONTO C'S provided case number, contact number, ext and follow up of 5/5/14 t see any rocks or any other debris that could have caused it in the area, and Created by ZRT777N at 2014-05-05 09:00:12 FLOOR AND SOAKED C'S CARPET.C STATES THE DLRSHIP HAS ORDERED A HOSE FOR C'S VEH I would appreciate a response from Nissan as to how they will resolve this iss Method of contact: E-mail

there were no cars around us and no trees overhead at the time this occurred. AND C IS HOPING THAT C'S ISSUE WILL BE RESOLVED . RCAS-TP WAS ADVISED THAT C'S Just the glass shards and pieces that were now sitting on the fabric visor th

RCAS called c a [REDACTED] @10:59EST reached vmx and provided case number, c

Summary:

ue with their sun roof?

at separated us from the glass. We were about 1 1/2 hours from home and had t crr-it informed c that c's case will be forwarded to RCAS and RCAS will contac

[REDACTED]

ontact number, ext and follow up of 5/6/14

PART SHOULD BE AVAILABLE IN 5-7 DAYS RCAS-TP ADVISED THAT RCAS-TP WILL FOLLOW

[REDACTED]

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 210

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

PAGE: 211

REQUESTED BY: lattad

CAR ID: CA6311613

Created by ZRT777N at 2014-05-05 09:00:24

o turn around and head home. Thank goodness my husband keeps duct tape in his t c before the end of th next business day

UP ONCE THE PART HAS BEEN RECIEVED. @10/14-ZTP669N

crr-it leaving case open

C UNDERSTOOD. @10/14-ZTP669N

emergency kit and we were able to at least tape down the shards around the ed

Norwalk, Connecticut 06851

RCAS sent contact email

\*\*\*\*\* @10/14-ZTP669N

Created by ZIT999N at 2014-05-01 15:51:23

Created by ZRT777N at 2014-05-06 07:57:18

ging of the sun roof from further breakage on our way back home.

Ph: [REDACTED]

As you can imagine, this was a very frightening experience for me and my husba

case moved

Email: [REDACTED]

RCAS called c a [REDACTED], c states c is busy and can not talk right now

RCAS-TP CALLED DLRSHP ON 10/17/08 AT 3:30PM EST AND LEFT A VMX FOR SM CLINT

Created by null at 2014-04-29 17:31:29

Created by ZJS999N at 2014-04-30 08:58:41

Created by ZJS999N at 2014-04-30 09:00:22

c states call back after 9am on 5/7/14 is good

nd. This is the 2nd Nissan Murano SL I have leased, and I never had a problem

OWNENS. \*\*\*\*\*

Created by ZRT777N at 2014-05-06 07:57:18

\*\*\*Email case logged\*\*\*

firstname : [REDACTED]

RCAS-TP CALLED DLRSHP ON 10/22/08 AT 4:51PM EST AND LEFT A MSG FOR FOLLOW-UP.

with my 2009 Murano SL.

\*\*\*\*\* @10/22-ZTP669N

At the suggestion of a family member, I searched the internet to see if others

E-mail addressed to: NNACONSUMERAFFAIRS@NISSAN-USA.COM

lastname : [REDACTED]

RCAS called c a [REDACTED], c states c is busy and can not talk right now

c states call back after 9am on 5/7/14 is good

email : [REDACTED]

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 212

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 213

REQUESTED BY: lattad

**CAR ID:** CA6311613

had reported the same type of situation. To my surprise, I came across many

Method of contact: E-mail

RCAS CALLED C ON C'S DAY/EVENING PHONE NUMBER ON 10/22/08 AT 5:19PM EST AND

Created by ZRT777N at 2014-05-07 06:15:29

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

different sites with people posting of this same strange occurrence with the s

homephone [REDACTED]

LEFT A VMX FOR C.

@10/22-ZTP669N

\*\*\*\*\*

@10/23-ZTP669N

address1 : [REDACTED]

crr-jm checked for previous/related case found: none

No users are associated with the selected dealer to share the case with.

un roof.

\*\*\*

address2 :

After speaking with a few Murano owners online, I was encouraged to report the

Created by ZRT777N at 2014-05-07 11:55:56

RCAS-TP CALLED DLRSHIP AT 4:02PM EST AND SPOKE WITH SA-JOEL RAMOS. SA ADVISED

city : NORWALK

crr-jm advised c that crr-jm advised c that recent diagnostic from an authoriz

incident to the NHTSA so they can initiate an investigation, along with other

RCAS calls c at [REDACTED] @1:55EST at only number on file reached vmx and p

RCAS-TP THAT C'S IS SA'S CUSTOMER AND GENERALLY COMES TO SA FOR SERVICE. SA

ADVISED THAT C'S VEH HAS BEEN FIXED AND THE SMELL HAS DISAPPEARED.SA ADVISED

ed Nissan dlr is required before CA can look into possible assistance.

Murano owners who also have experienced the same issue to also report their i

rovided case number, contact number, ext and follow up of 5/8/14

twitter :

Created by ZRT777N at 2014-05-08 08:31:15

crr-jm called c @ [REDACTED] left vmx advising c of same information as e-ma

ncidents.

state : CT

THAT THE LEAK WAS NOT COMING FROM THE A/C BUT FROM BENEATH THE CARPET.

I have not contacted the NHTSA at this time, but hope that Nissan will stick w

iled.

RCAS called c on [REDACTED] @10:30EST, at only number on file reached vmx an

RCAS-TP THANKED SA FOR ASSISTANCE.

@10/23-ZTP669N

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 214

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

PAGE: 215

REQUESTED BY: lattad

CAR ID: CA6311613

zip : 06851

\*\*\*\*\*

@10/23-ZTP669N

Created by ZJS999N at 2014-04-30 09:00:32

d provided case number, contact number, ext and follow up of 5/9/14

ith their commitment to make right on a situation from what I can see has been

owner : true

case pending

Created by ZRT777N at 2014-05-08 08:31:28

going on for a few years.

make : Nissan

RCAS CALLED C ON C'S DAY/EVENING PHONE NUMBER ON 10/23/08 AT 4:21PM EST AND

At this time, I am without my Murano SL, which is sitting at the Curry Nissan

Created by ZIT999N at 2014-05-01 15:45:53

C STATES C KNOWS THAT THE VEH HAS BEEN FIXED AND THE SMELL HAS BEEN REDUCED

RCAS sent contact email

source : NissanContactUs

BUT C AND C'S KIDS CAN STILL SMELL THE MOLD. C WAS ADVISED BY THE DLRSH

Created by ZRT777N at 2014-05-09 06:14:10

CRR-IT noting c's email

dealership in NY, waiting for the sun roof replacement to be ordered.

vin : JN8AZ1MW6CW

dealerstate :

I would appreciate a response from Nissan as to how they will resolve this iss

I would have appreciated a genuine response to my concerns about the

RCAS called c at @8:12EST, reached vmx and provided case number,

THAT THE VEH SHOULD BE MONITORED FOR THE SMELL AND IF IT RETURNS OR GETS

contact number, ext and to follow up with RCAS should c need further assistanc

dealersname :

exploding sunroof on my 2012 Nissan Murano SL, but instead received your

ue with their sun roof?

WORSE C SHOULD RETURN TO THE DLRSH. C STATES C WILL WATCH THE VEH AND HOPES

comments : Dear Nissan:

e

generic boilerplate response that does nothing to address my concerns

THAT AS THE VEH DRIES OUT THE SMELL WILL BE ELIMINATED. RCAS-TP ADVISED C TO

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 216

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

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

**TIME:** 1:14:30 PM

**CUSTOMER ASSISTANCE REQUEST**

**PAGE:** 217

**REQUESTED BY:** lattad

**CAR ID:** CA6311613

Created by ZRT777N at 2014-05-09 06:15:04

GET INTO CONTACT WITH RCAS IF C REQUIRES FURTHER ASSISTANCE. @10/23-ZTP669N

I am writing to inform you of a situation that occurred with my 2012 Nissan Mu regarding the hazardous defect of Nissan's sunroofs. Since Nissan is not C AGREED. @10/23-ZTP669N

**CASE SUMMARY**

Norwalk, Connecticut 06851

rano SL. This past Saturday (4/26/14), while traveling north on Rt. 7 in Kent taking this exploding sunroof seriously, I had no other choice but to file a called in with veh complaint, sunroof complaint with the NHTSA regarding the issue including submitting Nissan's , Connecticut at 45 mph, my husband and I heard a very loud startling sound, w Ph: [REDACTED]

RCAS-TP CLOSING FILE AS C REQUIRES NO FURTHER ASSISTANCE. @10/23-ZTP669N

Email: [REDACTED]

hich sounded like a gunshot and I thought I heard it followed by a smash noise RCAS reached out to c with no contact response below. I will encourage the Nissan owners who I have connected

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

**SATISFIED:** N Y

**CALLBACK:** 0

**REOPEN:** **CALLBACK:** 0

**NEW INFO:** 0

**OTHER:** 0

**COMMENTS ONLY:** 0

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

**TIME:** 1:14:30 PM

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

**PAGE:** 218

**ACTION CODE:** NI

NP

**ROOT CAUSE:** NI

SCFA

SCMV

**DATE:** 00/00/00

**USERID:**

**DATE:** 00/00/00

**USERID:**

**DATE:** 00/00/00

**USERID:**

**DATE:** 00/00/00

**USERID:**

**DATE:** 00/00/00

**USERID:**

**CONFIDENTIAL**

**Nissan Strictly Confidential Restricted**

**DATE:** 04/09/14

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

**TIME:** 1:14:30 PM

**PAGE:** 219

**CAR ID:** CA6311613

<b>IIR-DATE:</b>		<b>TRANS DATE:</b> 00/00/00	01/12/09	<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> N	Y	<b>CLOSE DATE:</b> 01/01/01	10/23/08	05/09/14
<b>RESP CAA:</b> DAVID GEIGENMIL		<b>OLM:</b>		
<b>PHONE:</b>		<b>OWNER FIRST:</b> [REDACTED]	[REDACTED]	

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 220

REQUESTED BY: lattad

**MICROFILM:**

**DOM:** ZTP669N

**LANGUAGE:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

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

**PAGE:** 221

**TIME:** 1:14:30 PM

**CAR ID:** CA6311613

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 09/04/14

**TIME:** 1:14:30 PM

**MODEL YEAR:** 2007

**NAME:** [REDACTED]

[REDACTED]

**VIN:** 5N1

**MAKE:** N

**IN SCV D**

**MODEL LINE:** MUR

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
1	NNDJ08355767	2871	Texas	7/15/2008	07/15/13	0086700	01/01/01	01/01/01
1		5100	Connecticut					
1		NI	Connecticut					

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 222

REQUESTED BY: lattad

**MODEL YEAR:** 2012

**VIN:** JN8AZ1MW6CW [REDACTED]

**MODEL LINE:** PTH

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 223

REQUESTED BY: lattad

**CAR ID:** CA6311613

**CURRENT SERVICE CONTRACT**

**CONTRACT:** NNDJ08355767

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** N

**PLAN TERM:** J

**DEDUCTABLE:** 50

**EFFECTIVE:** 7/15/2008

**EXPIRES:** 07/15/13      **MILES:** 0086700

**CANCEL:** 01/01/01      **MILES:** 0086700

**TRANSFER:** 01/01/01

**TRANSACTION:** 01/12/09

**PRINTED:** 01/17/09

**DEALER NO:** 2871      **STATE:** TX

**DEALER NAME:** BERT OGDEN NISSAN

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 224

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 225

REQUESTED BY: lattad

**CAR ID:** CA6311613

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:**

**MILES:**

**CANCEL:**

**MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 5100

NI

**STATE:** NI

NY

**DEALER NAME:** CURRY NISSAN

NI

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 226

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 227

REQUESTED BY: lattad

<b>NAME:</b> [REDACTED]	<b>SC:</b> NONE	<b>CAR ID:</b> CA6398362
<b>STREET:</b> [REDACTED]	<b>VIN:</b> JNKCV51F44M [REDACTED]	
<b>CITY:</b> LAGUNA NIGUEL	<b>YR/MDL:</b> 2004.0 G35	<b>MILEAGE:</b> 040046
<b>ST/ZIP:</b> CA [REDACTED]	<b>VCAN:</b> Y	<b>IN SVC DATE:</b> 11/03/04
<b>DAY PH:</b> [REDACTED]	<b>PAID:</b> 300	<b>RTL DLR:</b> 70078 GRUBBS INFINITI, LTD.
<b>EVE PH:</b> [REDACTED]	<b>SUSP:</b> 0	<b>SVC DLR:</b> 70492 INFINITI OF MISSION VIEJO
<b>DLR PH:</b> [REDACTED]	<b>DENY:</b> 60	<b>RESP DLR:</b> 70492 INFINITI OF MISSION VIEJO
	<b>REGION:</b> 92	<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> 040046	<b># NISSAN/INFINITI VEHICLES:</b> 1
<b>VEHICLE MAINTAINED BY:</b> 70492 INFINITI OF MISSION VIEJ		
<b>OUTSIDE WARRANTY BY (B) MONTHS:</b> 2	<b>MILES:</b> 0	<b>(PT) MONTHS:</b> 0 <b>MILES:</b> 0

<b>ORIG CODE:</b> NP NP	<b>OPEN DATE:</b> 01/21/09	<b>XFER/RSPNSBLTY:</b> 92 02 S
<b>CONTACT (S):</b>	<b>FOLLOWUP DATE:</b> 01/26/09	<b>INF-NET (Y/N):</b>
<b>SEVERITY:</b> 9	<b>CLOSE DATE:</b> 01/26/09	<b>INF-NET DATE:</b>

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OA VEHICLE CONCERNS	118500 ANTI-LOCK BRAKE SYSTEM
AD BRAKES	YI OOW GOODWILL ASSISTANCE REQUEST

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 228

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 229

REQUESTED BY: lattad

**CAR ID:** CA6398362

**C. A. R. COMMENTS**

FILE OPENED-ZEJ656N 01/21/2009

FOLLOW-UP IS DUE ON OR BEFORE

NO PREVIUOS FILES FOUND.

@01/21-ZEJ656N

DEALER SERVICE MANAGER, PLEASE CONTACT CUSTOMER AND REVIEW FOR POSSIBLE

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

RCAS-EJ VERIFIED C'S NAME, ADDRESS, VIN NUMBER, DAY AND EVENING ASSISTANCE.

PHONE NUMBER, MILEAGE AND RESPONSIBLE DLR.

PREVIOUS NISSAN/INFINITI VEH: NONE

RCAS-EJ RECEIVED CALL FROM C. C STATES THAT THE VEH JUST GOT OVER THE WARRANT

RCAS-EJ UPDATED TREAD ACT AND WARRANTY INFORMATION.

RCAS-EJ CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES IN

Y AND WOULD LIKE THE PUMP PART OF THE ANTIBRAKE SYSTEM COVERED BY INFINITI.

C STATED THAT THE DLRSHR RAN GRT ON THE REPAIR AND WAS DECLINED.

ZCA1 - FOUND NONE

@01/21-ZEJ656N

C STATED THAT C IS REQUESTING FURTHER REVIEW.

@01/21-ZEJ656N

RCAS-EJ ADVISED THAT INFINITI'S PRIMARY OBLIGATION IS TO HONOR THE

MANUFACTURER WARRANTY AND THAT FINANCIAL ASSISTANCE OUTSIDE OF THE WARRANTY PARAMETERS ARE LOOKED AT ON A CASE BY CASE BASIS AND THAT RCAS-EJ WILL FORWARD FILE FOR REVIEW.

RCAS-EJ APOLOGIZED FOR THE INCONVENIENCE AND

ADVISED C THAT RCAS WILL BE

FORWARDING THE CASE TO A REGIONAL SPECIALIST

FOR FURTHER REVIEW.

C UNDERSTOOD.

RCAS-EJ ADVISED C THAT RCAS-EJ HAS DOCUMENTED ALL C'S CONCERNS.

RCAS-EJ ASKED C IF THERE IS ANY OTHER QUESTIONS OR CONCERNS.

C SATISFIED.

C THANKED RCAS-EJ FOR ASSISTANCE.

RCAS-EJ PROVIDED NAME, EXTENSION NUMBER AND FILE NUMBER.

@01/21-ZEJ656N

\*\*\*\*\*

@01/22-ZTP669N

RCAS-TP CALLED DLRSHR AND SPOKE WITH SM DON WEISS ON 01/22/09 AT 2:06PM EST.

SM ADVISED RCAS THAT C IS NOT A GOOD SERVICING CUSTOMER AND PURCHASED THE VEH PRE-OWNED. SM ADVISED THAT GRT WAS RUN FOR THE ISSUE AND CAME BACK DECLINED.

SM ADVISED THAT SM IS NOT IN A POSITION TO ASSIST C FURTHER WITH THIS ISSUE.

RCAS THANKED SM FOR ASSISTANCE.

@01/22-ZTP669N

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 230

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 231

REQUESTED BY: lattad

**CAR ID:** CA6398362

RCAS-TP EMAILED DPSM FOR THIS ISSUE. @01/22-ZTP669N

\*\*\*\*\* @01/23-ZTP669N

RCAS-TP CALLED C ON C'S DAY/EVENING PHONE NUMBER ON 01/23/09 AT 5:03PM EST AND LEFT A VMX FOR C.

\*\*\*\*\*

RCAS-TP RECIEVED INBOUND CALL FROM SM-DON WEISS. @01/23-ZTP669N

SM ADVISED RCAS THAT C'S ISSUE WAS DECLINED BY DPSM-TF. SM ADVISED THAT DPSM AGREES WITH THE GRT AND STATES THAT INFINITI IS NOT IN A POSITION TO ASSIST AS C IS NOT A GOOD SERVICING CUSTOMER. RCAS THANKED SM FOR ASSISTANCE.

\*\*\*\*\*

RCAS-TP RECIEVED INTERNAL MSG FROM DPSM-TF ADVISING THAT THE REGION IS NOT IN A POSITION TO ASSIST WITH C'S ISSUE. @01/26-ZTP669N

RCAS-TP CALLED C ON C'S DAY/EVENING PHONE NUMBER ON 01/26/09 AT 6:33PM EST AND SPOKE WITH C. RCAS ADVISED C THAT INFINITI IS NOT IN A POSITION TO ASSIST WITH C'S ANTI-LOCK BRAKE REPAIR. C STATES C CANNOT BELIEVE THAT IN SUCH A SOFT CAR MARKET INFINITI WOULD NOT WANT TO KEEP A CUSTOMER. C STATES C HAS BEEN SERVICING WITH THE DLRSHIP SO C DOES NOT KNOW WHY C'S REQUEST FOR GOODWILL WOULD BE DECLINED. RCAS ADVISED C THAT C IS CURRENTLY OUTSIDE OF WARRANTY AND C HAS NOT COMPLETED ANY MAJOR SERVICES WITH THE DLRSHIP. C STATES C PURCHASED THE VEH PRE-OWNED AND IS NOT RESPONSIBLE FOR THE PREVIOUS OWNERS SERVICES. RCAS AGREED AND RE-ADVISED THAT C HAS NOT PERFORMED ANY MAJOR SERVICES. C STATES C DOES NOT BELIEVE THIS. C STATES C WILL GET SOMEONE ELSE TO HELP C. C DISCONNECTED CALL. @01/26-ZTP669N

RCAS-TP CLOSING FILE AS C REQUIRES NO FURTHER ASSISTANCE. @01/26-ZTP669N

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

**SATISFIED:** Y

**ACTION CODE:** NP

**ROOT CAUSE:** SNFA

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 232

REQUESTED BY: lattad



**CONFIDENTIAL**

**Nissan Strictly Confidential Restricted**

**DATE:** 04/09/14

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

**TIME:** 1:14:30 PM

**CUSTOMER ASSISTANCE REQUEST**

**PAGE:** 233

**REQUESTED BY:** lattad

**CAR ID:** CA6398362

**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:** 01/26/09

**MICROFILM:**

**RESP CAA:** LIVINGSTON BOB

**OLM:** RAMSEY GREG

**DOM:**

**PHONE:**

**OWNER FIRST:** DOUG

**LANGUAGE:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 234

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

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

**TIME:** 1:14:30 PM

**PAGE:** 235

**CAR ID:** CA6398362

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 09/04/14

**TIME:** 1:14:30 PM

**MODEL YEAR:** 2004

**MAKE:** I

**MODEL LINE:** G35

**NAME:** [REDACTED]

**VIN:** JNKCV51F44M [REDACTED]

**IN SCV DATE:** 11/03/04

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		70492	California					

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 236

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 237

REQUESTED BY: lattad

**CAR ID:** CA6398362

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:**

**MILES:**

**CANCEL:**

**MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 70492

**STATE:** CA

**DEALER NAME:** INFINITI OF MISSION VIEJO

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 238

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 239

REQUESTED BY: lattad

**NAME:** [REDACTED] MUSTAFA,BAS **SC:** MULTI CONTRACT **CAR ID:** CA6467051  
**STREET:** [REDACTED] **VIN:** 5N3AA08C78N [REDACTED]  
**CITY:** BEDFORD BROOKLYN **YR/MDL:** 2008.0 QX 2011.0 MUR **MILEAGE:**  
**ST/ZIP:** NY [REDACTED] TX [REDACTED] **VCAIN SVC DATE:** 01/11/08  
**DAY PH:** 0 [REDACTED] **PAIRTL DLR:** 70024 RAY CATENA INFINITI, INC.  
**EVE PH:** 0 [REDACTED] **SUSSVC DLR:** 5125 TEXAS NISSAN OF GRAPEVINE  
**DLR PH:** [REDACTED] [REDACTED] **DENRESP DLR:** 5125 TEXAS NISSAN OF GRAPEVINE  
**REGION:** 32 72 **DIST: SL/SV/PT:** 03 03 33 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:** 026000 040000 **# NISSAN/INFINITI VEHICLES:** 1  
**VEHICLE MAINTAINED BY:** 70024 RAY CATENA INFINITI, INC NONE  
**OUTSIDE WARRANTY BY (B) MONTHS:** 0 **MILES:** 0 4000 **(PT) MONTHS:** 0 **MILES:** 0

**ORIG CODE:** NP NP **OPEN DATE:** 04/13/09 05/20/14 **XFER/RSPNSBLTY:** 32 04 N  
**CONTACT (S):** **FOLLOWUP DATE:** 06/22/09 05/21/14 **INF-NET (Y/N):**  
**SEVERITY:** 3 9 05/29/09 05/20/14 **INF-NET DATE:**

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OA VEHICLE CONCERNS 110500 SUN ROOF (ELECTRIC/MANUAL)  
AB BODY WZ WARRANTY COVERAGE INQUIRY  
AF ENGINE ELECTRICAL YE MULTIPLE REPAIR ATTEMPTS  
YX POOR OR IMPROPER OPERATION  
ZB BROKEN/CRACKED

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 240

REQUESTED BY: lattad

**VIN:** JN8AZ1MU7BW [REDACTED]

**MILEAGE:** 026000 040000

**RTL DLR:** NI NI

**SVC DLR:** 70024 RAY CATENA INFINITI, INC.

**RESP DLR:** 70024 RAY CATENA INFINITI, INC.

**XFER/RSPNSBLTY:** 72 03 S



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 241

REQUESTED BY: lattad

**CAR ID:** CA6467051

**C. A. R. COMMENTS**

Created by ZVA176N at 2014-05-20 07:13:45

Created by ZVA176N at 2014-05-20 07:35:39

DTS STATED CAN INSPECT THE VEH ON 04/22/09.

FILE OPENED-ZML221N 04/13/2009

FOLLOW-UP IS DUE ON OR BEFORE

PREVIOUS FILES FOUND: NONE

RCAS-JL CAN SEE IN THE PHOTOS ATTACHED.

---

@04/17-ZJL437N

curr va received a call from c's husband, JONATHAN NAYLOR who is referred now  
DEALER SERVICE MANAGER, PLEASE CONTACT CUSTOMER AND REVIEW FOR POSSIBLE  
DTS STATED CORROSION ON THE GROUND WIRES AND THE BOLT THAT HOLDS IT.

RCAS-ML RECEIVED CALL FROM C @04/13-ZML221N

RCAS-ML VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE  
as c. c said that when c's wife was driving, the  
ASSISTANCE.

C STATED C WAS DRIVING 30MPH AND THEN INTERIOR LIGHTS SES LIGHT CAME ON THEN  
DTS STATED THE FIRST STEP IN THE DIAGNOSTIC PROCEDURE FOR P2138 APP SENSOR  
NUMBER AND RESPONSIBLE DLR

RCAS-JL CONTACTED SM-TONY COSENTINO AT 70024 RAY CATENA INFINITI, INC. AT  
9:13AM EST 04/17/09.

CODE IS TO REMOVE, CLEAN AND RE-ATTACH THE GROUNDS.

RCAS-ML CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE  
sunroof exploded & shuttered inside out but c did not hit anything

VEH STOPPED RUNNING. C CALLED DLRSHIP RIGHT AWAY. @04/13-ZML221N

C STATED ISSUE HAPPENED ABOUT 10 TIMES BEFORE AND TAKEN TO THE SAME DLR. C IS  
c took the veh to TEXAS NISSAN OF GRAPEVINE & c was told that teh repair is no

DTS STATED DTS IS CONFIDENT THE HARNESS WILL FIX IT.

RCAS-JL INFORMED SM OF DTS DATE 04/22/09.

RCAS-ML ADVISED C THAT THERE ARE NO OPEN RECALLS ON THE VEH

---

---

@04/28-ZJL437N

CURRENTLY IN A LOANER VEHICLE. @04/13-ZML221N

PREVIOUS NISSAN VEHICLES: NONE

t covered under warranty

curr va verified that teh BASIC WARRANTy is already expired by the mileage

C STATES ISSUE HAPPENS EVERYOTHER MONTH THAT VEH IS A LEMON.04/13-ZML221N

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 242

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 243

REQUESTED BY: lattad

**CAR ID:** CA6467051

RCAS-JL CONTACTED C AT DAY NUMBER AT 9:50AM EST 04/29/09. @04/29-ZJL437N

RCAS-JL RECEIVED AN EMAIL FROM ARBS-MB AT 9:13AM EST 04/17/09.

ApplicableWarranty BASIC WARRANTY 6/18/2014 36,000

ARBS STATED TO CONTINUE WITH THE DTS INSPECTION AND ARBS WILL GIVE A DECISION

C STATES C LEFT VEH AT DLR SINCE LAST 4/08/09 AND HAS NOT HEARD ANYTHING.

RCAS-JL INFORMED C THAT THE RHR WAS SUBMITTED YESTERDAY.

crr va advised c to verify the current mileage on the veh since c is not sure

C STATES ENGINE, SLIP, ABS, VDC, 4 WAYS SIGNAL LIGHTS COME ON AND FEEL VEH HAS

ONCE ARBS GETS A CHANCE TO REVIEW THE FINDINGS. @04/17-ZJL437N

RCAS-JL INFORMED C RCAS-JL WILL FOLLOW UP WITH C ON 05/06/09, C AGREED.

---

@04/13-ZML221N

@04/29-ZJL437N

of teh mileage

>>ARBS-MB TAKING OVER FILE THIS DATE AS C HAS HAD 6 REPAIR ATTEMPTS TO DATE

crr av told c that dlr can determine if repair is warrantable depends on teh r

NO POWER, STEERING WHEEL GETS STIFF HOWEVER MANAGES TO GET OUT OF HARMS WAY.

RCAS-JL LEFT A VMX FOR C ON DAY AND EVENING NUMBER AT 9:16AM EST 04/17/09.

---

@04/17-ZJL437N

AFTER VEH SHUTS OFF C CAN START VEH HOWEVER VEH DOES NOT ACCELERATE OR RUN.

esult of the diagnosis & c understood

FOR THE SES LIGHT BEING ON AND 5 WERE DONE DURING THE LEMON LAW RIGHTS PERIOD.

>>ARBS-MB WILL LOOK INTO WHETHER C WANTS A NEW VEH OR REPURCHASE.

C CAN HEAR ENGINE RUNNING BUT NOT ABLE TO DRIVE VEH. @04/13-ZML221N

c said that c will verify teh milaee & will callback if c needs assisiatnace

RCAS-JL RECEIVED A CALL FROM C AT 9:21AM EST 04/17/09.

---

@05/01-ZJL437N

C IS REQUESTING ANOTHER VEHICLE AS ISSUES ARE NOT GETTING REPAIRED.

crr-va offered further assistance, c declined.

RCAS-JL INFORMED C THAT THE DTS WILL BE GOING TO THE DLR ON 04/22/09 TO ASSIST

crr-va gave name, extension & case number.

RCAS ADVISED MAIN PRIORITY IS TO REPAIRED VEH AND THEN CAN LOOK INTO OTHER

RCAS-JL CONTACTED C AT DAY NUMBER AT 9:10AM EST 05/01/09./

WITH THE REPAIRS.

Crr-va closing case.

OPTIONS. RCAS APOLOGIZED FOR INCONVENIENCE. RCAS ASSURED SAFETY IN INFINITI

RCAS-JL INFORMED C ONCE THE DTS INSPECTION IS COMPLETE, THE RHR WILL BE

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 244

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

PAGE: 245

REQUESTED BY: lattad

CAR ID: CA6467051

RCAS-JL INFORMED C THAT ARBS-MB IS TAKING OVER THE FILE TO FURTHER REVIEW C'S

Created by ZVA176N at 2014-05-20 07:59:23

PRIMARY CONCERN, WILL FORWARD FILE TO A REGIONAL SPECIALIST FOR FURTHER REVIEW REQUEST.

REVIEWED AT THAT TIME, C UNDERSTOOD.

RCAS-JL ADVISED C TO CALL RCAS-JL IF C HAS NOT HEARD FROM ARBS-MB,

RCAS-JL INFORMED C RCAS-JL WILL CALL C ON 04/27/09 TO FOLLOW UP.

RCAS OFFERED FURTHER ASSISTANCE, C DECLINED. RCAS PROVIDED FILE NAME AND Vehicle Concern

--- @04/17-ZJL437N

C UNDERSTOOD.

EXTENSION. RCAS SENT EMAIL TO RCAS-JL FOR FURTHER NEW FILE HANDLING ON 4/13/09

-----  
--- @05/01-ZJL437N

>>ARBS-MB SENT E-MAIL TO RCAS-JL REQUESTING THE RHR BE RESUBMITTED WHEN DTS

>>ARBS-MB SENT REPURCAHSE OFFER LETTER TO C VIA FED EX(796577636979).

INSPECTION WAS COMPLETE AND NEW FINDINGS WERE INCLUDED. @04/20-ZMB873N

RCAS-JL CHECKED FOR PREVIOUS FILES AND FOUND: @04/13-ZJL437N

---  
@05/05-ZMB873N

PREVIOUS UNRELATED FILES FOUND: NONE.

PREVIOUS RELATED FILES FOUND: 5495232 (RA FILE), 6437074 (RELATED), 6467051,

RCAS-EL RECEIVED CALL FROM GM-JOE SCIBELLITO AND GM ADVISED THAT ARBS-MB IS

RCAS-JL EMAILED SM-TONY COSENTINO AT 70024\_RAY CATENA INFINITI, INC. AT 8:32AM

6263216, 6328223, 5169036 (RA FILE), 5305747 (RA FILE). @04/13-ZJL437N

EST 04/23/09 FOR UPDATES ON THE VEH. @04/23-ZJL437N

OUT OF THE OFFICE AND THE GM REQUESTED TO SPEAK TO THE ARBS SUPERVISOR

---  
@05/11-ZEL999N

BECAUSE C IS DUE TO MAKE A PAYMENT ON THE VEH AND IS NOT SURE WHETHER TO DO SO

RCAS-JL CONTACTED SM-TONY COSENTINO AT 70024 RAY CATENA INFINITI, INC. AT

RCAS-JL RECEIVED A CALL FROM SM-TONY COSENTINO FROM 70024 RAY CATENA INFINITI,

9:48AM EST 04/14/09.

INC. AT 9:04 AM EST 04/23/09.

OR NOT. RCAS ADVISED THE GM THAT RCAS WILL SEND AN EMAIL TO THE SUPERVISOR TO

INQUIRE AND WILL CALL THE GM BACK ONCE RCAS KNOWS. GM AGREED. @05/11-ZEL999N

RCAS-JL REVIEWED THE FILE WITH SM.

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 246

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 247

REQUESTED BY: lattad

**CAR ID:** CA6467051

SM STATED DTS-CF WAS HERE YESTERDAY AND INSPECTED THE VEH.

RCAS-EL SENT EMAIL TO SENIOR ARBS-AS ON 05/11/09 AND ADVISED OF CONVERSATION

SM STATED ANOTHER WIRING HARNESS WAS INSTALLED IN IT AND THE VEH SHOULD BE

SM STATED THE SHOP FOREMAN IS CURRENTLY WORKING WITH TECH LINE WHO INFORMED

RETURNED TO C BY THE LATEST TOMORROW.

THE DLR TO PUT ANOTHER WIRING HARNESS IN THE VEH.

WITH THE GM.

@05/11-ZEL999N

\*\*ARBS CALLED GM. C IS GOING INTO ANOTHER QX. ARBS CONFIRMED THAT IF C MAKES

SM STATED SM WILL TEST DRIVE THE VEH TO MAKE SURE EVERYTHING IS FINE.

SM STATED THIS ISSUE IS VERY INTERMITTENT AND THE VEH WAS TOWED IN ON 04/08/09

AN ADD'L PAYMENT, THEN NNA WILL REVISE FIGURES AND WILL ADD THAT PAYMT TO THE

RCAS-JL ASKED SM TO FAX THE ROS TO RCAS-JL AT 615-967-2494 SINCE C ASKED FOR

SM STATED SM WILL CALL RCAS-JL WITH UPDATES, RCAS-JL UNDERSTOOD.

---

@04/23-ZJL437N

AMOUNT OF MONEY C IS OWED. ARBS ADVISED DLR THAT C NEEDS TO KEEP THE ACCOUNT

A RHR TO BE SUBMITTED.

CURRENT. DLR STATES DLR IS DOING THE NEW DEAL AT DLR INVOICE. @05/11-ZAS440N

RCAS-JL EMAILED DTS-CF AT 8:21AM EST 04/24/09 FOR INSPECTION RESULTS.

RCAS-JL INFORMED SM RCAS-JL WILL REVIEW THE FILE WITH ORM-RM TO SEE IF A

---

@04/24-ZJL437N

>>ARBS-MB REQUESTING 2 CHECKS FOR VOLUNTARY REPURCHASE/REPLACEMENT.

DTS IS NEEDED, SM UNDERSTOOD.

---

RCAS-JL CONTACTED C AT DAY NUMBER AT 2:04PM EST 04/24/09.

THE FIRST CHECK REQUEST IS IN THE AMOUNT OF \$48,987.76 PAYABLE TO NMAC.

FILE # (6467051).

RCAS-JL CONTACTED C AT DAY NUMBER AT 9:51AM EST 04/14/09.

RCAS-JL INFORMED C THAT THE DLR IS FINISHING UP C'S VEH AND C SHOULD GET IT

BY TODAY.

RCAS-JL REVIEWED THE FILE WITH C.

THE SECOND REQUEST IS IN THE AMOUNT OF \$12,658.44 PAYABLE TO THE C (6497881).

C STATED C WANTS TO TERMINATE THE LEASE AT THIS POINT BECAUSE THIS ISSUE HAS

NNA IS REPURCHASING/REPLACING THE VEH DUE TO 6 REPAIR ATTEMPTS FOR THE SES

RCAS-JL INFORMED C RCAS-JL IS WAITING FOR THE DTS RESULTS THEREFORE ONCE THAT

IS RECEIVED, RCAS-JL CAN SUBMIT THE RHR.

LIGHT BEING ON CAUSING THE VEH TO BE DOWN FOR 62 DAYS.

@05/19-ZMB873N

OCCURED MORE THAN 10 TIMES.

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 248

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 249

REQUESTED BY: lattad

**CAR ID:** CA6467051

>>ARBS-MB CALCULATED REPURCHASE AS FOLLOWS:

RCAS-JL INFORMED C RCAS-JL WILL FOLLOW UP WITH C ON 04/29/09, C AGREED.

RCAS-JL INFORMED C RCAS-JL WILL OBTAIN ALL THE ROS TO SUBMIT THE RHR.

--- @04/24-ZJL437N

AMOUNT

RCAS-JL INFORMED C RCAS-JL WILL BE WORKING WITH THE DLR AND REGION AT THE

LEASE PAYMENTS (16@890.77) 14,252.32

RCAS-JL LEFT A VMX FOR DTS-CF AT 3:54PM EST 04/27/09.

SAME TIME TO MAKE SURE THE VEH GETS REPAIRED.

--- @04/27-ZJL437N

DOWN PAYMENT TO INCLUDE FIRST PAYMENT 7,000.00

RCAS-JL INFORMED C RCAS-JL WILL FOLLOW UP WITH C ON 04/17/09 WITH ANY UPDATES

LESS USAGE (8,593.88)

ON THE REPAIR, C AGREED.

RCAS-JL CONTACTED SM-TONY COSENTINO AT 70024 RAY CATENA INFINITI, INC. AT

9:16AM EST 04/28/09.

RCAS-JL GAVE C NAME AND EXTENSION.

TOTAL TO THE CUSTOMER 12,658.44

--- @04/14-ZJL437N

SM STATED THE VEH WILL BE DELIVERED TO C THIS MORNING AND SM WILL FAX THE

TOTAL TO LIEN HOLDER 48,987.76

RCAS-JL SENT AN EMAIL TO ORM-RM AND FOM-MB AT 2:08PM EST 04/15/09 FOR

RO TO RCAS-JL, RCAS-JL UNDERSTOOD.

TOTAL 61,646.20 @05/19-ZMB873N

--- @04/28-ZJL437N

@05/19-ZMB873N @05/19-ZMB873N

ASSISTANCE.

--- @04/15-ZJL437N

MORLEY CASE 157797.

RCAS-JL RECEIVED THE DOCS FROM SM-TONY COSENTINO AT 12PM EST 04/28/09.

--- @05/29-ZMB873N

FILE CLOSED.

RCAS-JL RECEIVED A CALL FROM ORM-RM AT 2:36PM EST 04/15/09.

ORM STATED ORM WILL SEND A DTS REQUEST TO DTS-CF.

RCAS-JL SUBMITTED THE RHR TO ARBS-MB (COPIED DRTS-JJ) AT 1:46PM EST 04/28/09

-----  
ORM STATED TO SUBMIT THE RHR TO ARBS FOR REVIEW AS WELL, RCAS-JL

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 250

REQUESTED BY: lattad

**CONFIDENTIAL**

**Nissan Strictly Confidential Restricted**

**DATE:** 04/09/14

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

**TIME:** 1:14:30 PM

**CUSTOMER ASSISTANCE REQUEST**

**PAGE:** 251

**REQUESTED BY:** lattad

**CAR ID:** CA6467051

DRTS-JJ FORWARDED SECOND RHR TO ARBS-MB.  
UNDERSTOOD.

@04/28-ZJL437N

@04/15-ZJL437N

---

RCAS-JL SUBMITTED THE RHR TO DRTS-JJ AT 2:39PM EST 04/15/09.

---

@04/15-ZJL437N

RCAS-JL RECEIVED AN EMAIL FROM DTS-CF AT 3:45PM EST 04/28/09.

-----  
DTS STATED DTS DID NOT KNOW BEFORE DTS' VISIT TO THE DLR THAT THE DLR HAD  
DRTS-JJ SUBMITTED RHR TO ARBS-MB.

ORDERED AND WERE IN THE PROCESS OF INSTALLING AN ENGINE ROOM HARNESS.

-----@04/16-ZJJ572N

DTS STATED THE HARNESS WAS ABOUT 80% INSTALLED WHEN DTS ARRIVED AT THE DLR.  
DTS STATED DTS INSPECTED THE OLD HARNESS AND FOUND SOMETHING INTERESTING THAT  
RCAS-JL RECEIVED AN EMAIL FROM DTS-CF AT 8:42AM EST 04/17/09.

**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

02/03/10

09/05/08

10/12/09

**3RD PRY:** NI

**PART#:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 252

REQUESTED BY: lattad

**ROOT CAUSE:** SCIN           SNSH

**USERID:**

**USERID:**

**USERID:**

**USERID:**

**USERID:**

**CHECK REQUESTED:** Y

**CHECK ISSUED:**       Y

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 253

REQUESTED BY: lattad

**CAR ID:** CA6467051

**BYBACK ST:** S

**OPENED BY:**

**HISTORY:**

**UPDATE BY:**

**SVC CALL#:** N

**UPDATE DATE:**

**CLOSE:** Y

**CLOSE DATE:** 05/29/09

05/20/14

**MICROFILM:**

**RESP CAA:** MECHLER RON

**OLM:** RCAA

**DOM:**

**PHONE:**

**OWNER FIRST:** [REDACTED] [REDACTED]

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 254

REQUESTED BY: lattad

**LANGUAGE:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

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

**PAGE:** 255

**TIME:** 1:14:30 PM

**CAR ID:** CA6467051

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 09/04/14

**TIME:** 1:14:30 PM

**MODEL YEAR:** 2008

**NAME:** [REDACTED]

[REDACTED]

**VIN:** 5N3

**MAKE:** I

**IN SCV D**

**MODEL LINE:** MUR

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
1	FENO07422228	70024	New York	10/7/2009	10/07/14	0098674	01/01/01	01/01/01
2	MTNH22220269	70024	New York	9/5/2008	12/05/11	0057000	09/05/08	01/01/01
3	MTNH22220271	70024	New York	9/5/2008	12/05/11	0057000	01/01/01	01/01/01
4	PLNA06497881	70024	New York	8/13/2009	08/13/10	0040674	01/01/01	01/01/01
4		5125	Texas					

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

**TIME:** 1:14:30 PM

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

**PAGE:** 256

**MODEL YEAR:** 2011

**MAKE:** N

**MODEL LINE:** QX

9



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 257

REQUESTED BY: lattad

**CAR ID:** CA6467051

**CURRENT SERVICE CONTRACT**

**CONTRACT:** FENO07422228

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** E

**PLAN TERM:** O

**DEDUCTABLE:** 0

**EFFECTIVE:** 10/7/2009

**EXPIRES:** 10/07/14      **MILES:** 0098674

**CANCEL:** 01/01/01      **MILES:** 0098674

**TRANSFER:** 01/01/01

**TRANSACTION:** 10/12/09

**PRINTED:** 10/17/09

**DEALER NO:** 70024      **STATE:** NJ

**DEALER NAME:** RAY CATENA INFINITI, INC.

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 258

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 259

REQUESTED BY: lattad

**CAR ID:** CA6467051

**CURRENT SERVICE CONTRACT**

**CONTRACT:** MTNH22220269

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** T

**PLAN TERM:** H

**DEDUCTABLE:** 0

**EFFECTIVE:** 9/5/2008

**EXPIRES:** 12/05/11      **MILES:** 0057000

**CANCEL:** 09/05/08      **MILES:** 0057000

**TRANSFER:** 01/01/01

**TRANSACTION:** 09/05/08

**PRINTED:**

**DEALER NO:** 70024      **STATE:** NJ

**DEALER NAME:** RAY CATENA INFINITI, INC.

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 260

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 261

REQUESTED BY: lattad

**CAR ID:** CA6467051

**CURRENT SERVICE CONTRACT**

**CONTRACT:** MTNH22220271

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** T

**PLAN TERM:** H

**DEDUCTABLE:** 0

**EFFECTIVE:** 9/5/2008

**EXPIRES:** 12/05/11      **MILES:** 0057000

**CANCEL:** 01/01/01      **MILES:** 0057000

**TRANSFER:** 01/01/01

**TRANSACTION:** 09/05/08

**PRINTED:** 09/06/08

**DEALER NO:** 70024      **STATE:** NJ

**DEALER NAME:** RAY CATENA INFINITI, INC.

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 262

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 263

REQUESTED BY: lattad

**CAR ID:** CA6467051

**CURRENT SERVICE CONTRACT**

**CONTRACT:** PLNA06497881

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** L

**PLAN TERM:** A

**DEDUCTABLE:** 0

**EFFECTIVE:** 8/13/2009

**EXPIRES:** 08/13/10      **MILES:** 0040674

**CANCEL:** 01/01/01      **MILES:** 0040674

**TRANSFER:** 01/01/01

**TRANSACTION:** 02/03/10

**PRINTED:** 02/06/10

**DEALER NO:** 70024      **STATE:** NJ

**DEALER NAME:** RAY CATENA INFINITI, INC.

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 264

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 265

REQUESTED BY: lattad

**CAR ID:** CA6467051

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:**

**MILES:**

**CANCEL:**

**MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 5125

**STATE:** TX

**DEALER NAME:** TEXAS NISSAN OF GRAPEVI

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 266

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 267

REQUESTED BY: lattad

**NAME:** [REDACTED] **SC:** NONE **CAR ID:** CA6678022  
**STREET:** [REDACTED] **VIN:** JN8AZ1MU9BW [REDACTED]  
**CITY:** SAN DIEGO **YR/MDL:** 2011.0 MUR **MILEAGE:** 019625  
**ST/ZIP:** CA [REDACTED] **VCAN:** Y **IN SVC DATE:** 08/24/09  
**DAY PH:** [REDACTED] **PAID:** 486 **RTL DLR:** NI NI  
**EVE PH:** [REDACTED] **SUSP:** 0 **SVC DLR:** 5400 PACIFIC NISSAN  
**DLR PH:** [REDACTED] **DENY:** 0 **RESP DLR:** 5400 PACIFIC NISSAN  
**REGION:** 44 **DIST: SL/SV/PT:** 07 07 37

**LETTER RECEIVED:** 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 00/00/00  
**FIRE:** N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** 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:** 019625 **# NISSAN/INFINITI VEHICLES:** 2  
**VEHICLE MAINTAINED BY:** NONE  
**OUTSIDE WARRANTY BY (B) MONTHS:** 3 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

**ORIG CODE:** NP NP **OPEN DATE:** 06/09/14 **XFER/RSPNSBLTY:** 44 07 N  
**CONTACT (S):** **FOLLOWUP DATE:** 06/19/14 **INF-NET (Y/N):**  
**SEVERITY:** 9 **CLOSE DATE:** 06/19/14 **INF-NET DATE:**

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OA VEHICLE CONCERNS 110500 SUN ROOF (ELECTRIC/MANUAL)  
OC NISSAN DEALER ISSUES 222500 SERVICE PERSONNEL (NISSAN)  
AB BODY ZB BROKEN/CRACKED  
BF NSN DEALER SERVICE DEPT. ZH CRITICISM

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 268

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

PAGE: 269

REQUESTED BY: lattad

CAR ID: CA6678022

**C. A. R. COMMENTS**

FILE OPENED-ZNM859N 12/10/2009  
FOLLOW-UP IS DUE ON OR BEFORE  
repair

\*\*\*\*\*THIS CAR WAS CREATED AS A SURVEY\*\*\*\*\*

CRR-NM CHECKED FOR PREVIOUS FILES FOUND:NONE.  
DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE  
RCAS-CA advised C to contact DLRSH and to set an appointment to have veh repa

\*\*\*\*\*THE FOLLOWING COMMENTS WERE GATHERED FROM A SURVEY\*\*\*\*\*

CRR-NM FORWARDING FILE TO RCAS FOR FURTHER HANDLING. @12/10-ZNM859N  
CUSTOMER.

ired

MR. [REDACTED] SAID THAT C WILL SUE THE DEALERSHIP FOR NOT HONORING C'S

@12/10-ZNM859N @12/10-ZNM859N

CONTRACT. C IS NOT HAPPY WITH THEM. @12/10-ZNM859N

C stated C will do so and then contact RCAS-CA after veh is received.

\*\*\*\*\* @12/10-ZSH999N

CRR-NM CHECKING FOR OPEN RECALLS, CAMPAIGNS UPGRADES FOUND: 0 00/00/00

RCAS-CA asked C if RCAS-CA could assist C with anything else

C stated no

OPEN R0908 RGE/CBE/MUR TPMS NTB09-107 10/17/09 00/00/00 00/00/00

RCAS-SH RECEIVED AND REVIEWED FILE. @12/10-ZSH999N

call ended mutually

RCAS-SH UPDATED TREADACT IN FILE. @12/10-ZSH999N

\*\*\*\*\* @12/11-ZSH999N

Created by ZAC456N at 2014-06-17 10:34:20

RCAS-CA contacted C via [REDACTED]

RCAS-SH CALLED C ON DAY NUMBER 12/11/09 2:03 PM EST. RCAS-SH WAS INFORMED

@12/11-ZSH999N

RCAS-CA left VXM stating name, case number, and prompted C to contact RCAS-CA

THAT C IS NO LONGER EMPLOYED AT NUMBER. @12/11-ZSH999N

when C picks veh up from DLRSH to confirm veh is up to standards

Created by ZAC456N at 2014-06-19 10:35:26

RCAS-SH CALLED C ON EVE NUMBER 12/11/09 2:04 PM EST. RCAS-SH LEFT VMX

RCAS-CA contacted C via [REDACTED]

WITH NAME,EXT,NUMBER FOR CALLBACK. @12/11-ZSH999N

C stated C has veh back

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 270

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 271

REQUESTED BY: lattad

**CAR ID:** CA6678022

RCAS-SH IS CLOSING FILE PENDING CALLBACK SHOULD C BE SEEKING FURTHER ASSISTANCE. @12/11-ZSH999N

C stated C doesn't understand why the sunroof was not repaired under warranty @12/11-ZSH999N

in the first instance

Created by ZOF176N at 2014-06-09 15:12:23

RCAS-CA stated the sunroof had to be reviewed in depth due to the unfamiliarit

C is calling in to check if nissan can cover the cost of the repair for the su y of the case

n roof of c's veh which exploded. C was already told by the DLR that it's not

RCAS-CA apologized for the inconvenience and expressed empathy

covered with any warranty. C was quoted an estimated cost of \$1000 by SM-Brad

RCAS-CA advised C if C has any questions or concerns to contact RCAS-CA via di

CRR-OF transferring case to RCAS, moving follow up date on 06/10

rect line

C is also requesting RCAS to call [REDACTED]

RCAS-CA asked if there was any other concerns RCAS-CA can assist C with

CRR-OF offered further assistance, c declined.

C stated no

call ended mutually

CRR-OF provided case#, name and ext #

\*\*\*\*\*

CRR-OF exiting case

Case Summary:

Created by null at 2014-06-10 10:22:12

RCAS-CA contacted SM to discuss case

RCAS-CA received case

C stated sunroof exploded while at beach

SM stated impact came from inside the veh

C stated C was told sunroof is not covered under warranty

SM stated veh is not within warranty

RCAS-CA contacted SM-Mark

SM stated SM contacted FOM for goodwill request.

SM-Mark stated SM-Mark tried everything to get sunroof covered under warranty

SM stated FOM denied goodwill request

Created by null at 2014-06-10 16:13:30

RCAS-CA contact FOM-Shenne Alexander for goodwill assistance

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 272

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 273

REQUESTED BY: lattad

**CAR ID:** CA6678022

FOM-Shenee Alexander approved goodwill assistance due to manufacturer defect i

RCAS-CA contacted C via # [REDACTED]

C stated C was at beach when sunroof exploded

n glass

C stated when C returned to veh. C heard a loud noise

SM-Mark had veh repaired

C picked up veh on 6-18-2014

C proceeded to get out of VEH

C stated C noticed shattered glass and a big crack where the sunroof was

RCAS-CA closing case

C stated C has done some internet research and realized this is a common conce  
rn with sunroofs

C stated C's veh is only two and a half months out of warranty

C stated C should not have to pay for repair due to it being a factory defect

C stated C would like assistance on repair

RCAS-CA apologized and expressed empathy

RCAS-CA stated RCAS-CA will review case and follow up with C by COB Friday 6-1  
3-14

RCAS-CA thanked C, call ended mutually

\*\*\*\*\*

PREVIOUS UNRELATED FILE FOUND:0

PREVIOUS RELATED FILE FOUND: 0

RCASW-CA VERIFIED C'S name, home & email address, concern, phone#, vin#, milea  
ge

RCASW-CA CHECKED FOR OPEN RECALLS/CAMPAIGNS/UP GRADES FOUND: 0

Created by null at 2014-06-10 16:14:00

FA

Created by ZAC456N at 2014-06-13 10:07:51

RCAS-CA received e-mail from FOM-Shenee Alexander

FOM-Shenee Alexander stated after further review goodwill has been approved

Created by ZAC456N at 2014-06-13 16:15:19

RCAS-CA contacted C via [REDACTED]

RCAS-CA stated upon further review goodwill has been approved for the sunroof

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 274

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 275

REQUESTED BY: lattad

**CAR ID:** CA6678022

**CONTACT(S)**

<b>SATISFIED:</b> Y		<b>ACTION CODE:</b> NP	<b>ROOT CAUSE:</b> LDDC
<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> 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> 06/19/14	<b>MICROFILM:</b>
<b>RESP CAA:</b> RHONDA CALICO	<b>OLM:</b>	<b>DOM:</b>
<b>PHONE:</b>	<b>OWNER FIRST:</b> PAMELA	<b>LANGUAGE:</b>

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 276

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

**TIME:** 1:14:30 PM

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

**PAGE:** 277

**CAR ID:** CA6678022

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 09/04/14

**TIME:** 1:14:30 PM

**MODEL YEAR:** 2011

**MAKE:** N

**MODEL LINE:** MUR

**NAME:** [REDACTED]

**VIN:** JN8AZ1MU9BW [REDACTED]

**IN SCV DATE:** 08/24/09

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		5400	California					

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 278

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 279

REQUESTED BY: lattad

**CAR ID:** CA6678022

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:**

**MILES:**

**CANCEL:**

**MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 5400

**STATE:** CA

**DEALER NAME:** PACIFIC NISSAN

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 280

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 281

REQUESTED BY: lattad

**NAME:** [REDACTED] **SC:** NONE **CAR ID:** CA6685198  
**STREET:** [REDACTED] **VIN:** 5N1AR2MM1DC [REDACTED]  
**CITY:** BRANDYWINE **YR/MDL:** 2013.0 PTH **MILEAGE:** 023000  
**ST/ZIP:** MD [REDACTED] **VCAN:** Y **IN SVC DATE:** 01/31/07  
**DAY PH:** [REDACTED] **PAID:** 6,064 **RTL DLR:** NI NI  
**EVE PH:** [REDACTED] **SUSP:** 0 **SVC DLR:** 3850 SHEEHY NISSAN OF WALDORF  
**DLR PH:** [REDACTED] **DENY:** 0 **RESP DLR:** 3850 SHEEHY NISSAN OF WALDORF  
**REGION:** 26 **DIST: SL/SV/PT:** 16 16 46

**LETTER RECEIVED:** 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 00/00/00  
**FIRE:** N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** 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:** 023000 **# NISSAN/INFINITI VEHICLES:** 2  
**VEHICLE MAINTAINED BY:** NONE  
**OUTSIDE WARRANTY BY (B) MONTHS:** 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

**ORIG CODE:** NP NP **OPEN DATE:** 06/10/14 **XFER/RSPNSBLTY:** 26 16 N  
**CONTACT (S):** **FOLLOWUP DATE:** 07/17/14 **INF-NET (Y/N):**  
**SEVERITY:** 9 **CLOSE DATE:** 07/17/14 **INF-NET DATE:**

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OA VEHICLE CONCERNS 110500 SUN ROOF (ELECTRIC/MANUAL)  
OC NISSAN DEALER ISSUES 209000 XTERRA  
OF NNA., INC. ISSUES 223500 VEHICLE MAINTENANCE (NISSAN)  
AB BODY WZ WARRANTY COVERAGE INQUIRY  
AZ NISSAN PRODUCT INQUIRIES YY POOR SERVICE EXPERIENCE  
BF NSN DEALER SERVICE DEPT. ZB BROKEN/CRACKED  
ZH CRITICISM

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 282

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 283

REQUESTED BY: lattad

**CAR ID:** CA6685198

**C. A. R. COMMENTS**

06/10/2014 C called to file veh complaint stating manufacture defect on the su

Created by ZFJ178N at 2014-06-10 12:00:25

c states major concerns with veh, c did not have concerns prior to 6.8.14, c w

EXEC-AS contacted dealer and spoke with SM John Bergling

FILE OPENED-ZTL158N 12/18/2009

FOLLOW-UP IS DUE ON OR BEFORE

n advised to contact BBB.

NO EMAIL ADDRESS PROVIDED

RCAS-CP CHANGING FOLLOW UP DATE TO 1/4/10

SM stated warranty cost of customer replacement sunroof is approximately \$200

as driving veh, nice day so c had sunroof open, no overpass or anything like t

crr-jd received a call from c. c stated that c wants to file a complaint becau

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

EXEC-AS asked dealer if dealer diagnosed any other concerns

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

NO EMAIL

roof as c's sunroof shattered while retracted and dlr declining repairs under

RCAS-CP EXITING FILE

Rcas requested return call with best contact number and time to reach c if

SM stated parts for customer vehicle are on order and vehicle repair will be c

\*\*\*\*\*

@12/30-ZCP655N

additional information needed.

C LETTER WAS RECEIVED ON 12/17/09

CUSTOMER.

dealer stated no there were no other concerns

hat, no veh's around, c heard boom, scared c, no concerns with side windows, c

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

ompleted early next week

se c feels that there is a manufacture defect on the sunroof. c stated that c

warranty.

adv dealer NNA would like to cover customer repair

came to a light and heard rattling/crunching sound, sunroof was crackling, d

contacted customer to update c and left vmx for call back

DATED 12/13/09 LETTER WAS REC'D VIA REGULAR MAIL

is driving the veh going to church when c heard a loud explosion. c thought th

PREVIOUS RELATED FILE(S) FOUND: \_NONE

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 284

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 285

REQUESTED BY: lattad

**CAR ID:** CA6685198

Rcas advised Rcas will set follow-up call to c on 06/23/2014 pending return ca  
RCAS-CP CALLED C DAY # ON 12/31/09 AT 9:18AM EST AND SPOKE WITH C.  
Rcas reviewed with SD-Sam at Tischer Nissan with determination warranty covera  
Service Dept. Review

adv dealer why didn't dealer warranty repair the vehicle

at it is the tire, so c pulled over and check tires and all tires are okay. c

Created by ZAS177N at 2014-07-01 07:49:43

C STATES C RECEIVED BOOKLET OF COUPONS IN THE MAIL FOR SERVICE.

ge will not be provided as sunroof damage caused by external impact not defect

id not want glass coming into veh c extended cover, c then pushed button to cl

ll from c.

MT TL IS FORWARDING FILE AND LETTER TO CORRESPONDENCE FOR REVIEW AND  
PREVIOUS UNRELATED FILE(S) FOUND: \_NONE

Service Dept. Review

ASSISTANCE

@12/18-ZTL158N

C STATES DLR COULD NOT DISCOUNT SERVICE AS THE TICKET WAS CLOSED.

dealer stated because FOM stated repair wouldn't be covered under warranty

EXEC-AS contacted customer and advised customer dealer stated customer vehicle

heard a crack noise and c saw that there's a crack on the sunroof, when c got

LETTER FROM C WAS RECEIVED BY CA VIA POSTAL MAIL ON: \_12/17/09

ose sunroof, when c got to church c got on running board there was a big hole

Rcas placed outbound call to c at [REDACTED] at 11:55 A.M.

Service Dept. Review

adv dealer to have customer bring vehicle back in to dealership and do a warra

in sunroof, had blown out, it had sounded like it blew up, other people told c

into the church c look into the veh and c said that it is the sunroof and c s

Left vmx with name, number [REDACTED], ext: [REDACTED] and case # [REDACTED]

RCAS ADVISED C TO FAX IN INOVICE AND COUPON AND RCAS WILL LOOK INTO

Rcas reviewed with FOM-Les Yee and DTS-Rodger Gettler with determination as no

Service Dept. Review

TO NNA CONSUMER AFFAIRS DATED: \_12/13/09

would not be done until early next week due to the holiday delay

a defect, c went online, other c's with concern on the internet, c took pictu

aid when the sunroof blew up it was retracted. c got a call from the TISCHER N

CRR-DC RECEIVED LETTER FROM NNA CA ATS MAIL TEAM.

customer understood

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 286

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 287

REQUESTED BY: lattad

**CAR ID:** CA6685198

known defects would cause tempered glass to shatter and more likely caused by nty repair;

Rcas advised c reason for call is to follow up with c to advise E mail receive

REIMBURSEMENT FOR C

Service Dept. Review

adv customer will f/u with customer on 07/09

adv dealer if claim is denied then contact EXEC-AS back and NNA will GW the re

CRR-DC VERIFIED C'S NAME, ADDRESS, DAY/EVENING NUMBER AND RESPONSIBLE DLR.

C UNDERSTOOD.

@12/31-ZCP655N

impact from external source recommendation for c to contact c's veh insurance

ISSAN and c was advised by SM-terry that SM contacted the regional office and

requesting to know what next step in resolution process is as c not happy wit

res, big hole up front, glass intact, c called dlr 6.9.14, SA advised never he

Service Dept. Review

ard of that, c took veh to dlr 6.10.14, c spoke with SM-Terry at dlr, showed S

C DID NOT PROVIDE VIN AND MILEAGE.

company for assistance.

customer understood

h information provided by Rcas.

pair

RCAS-CP ADVISED C OF FAX # [REDACTED]

Service Dept. Review

was advised that it was not covered under warranty because a stone jump into s

Created by ZAS177N at 2014-07-09 12:36:22

CRR-DC LOCATED C'S NAME IN OWNER'S DATA BASE.

C STATES OK

dealer understood

M concern, glass up in roof, dlr advised dlr does not make decision, NNA does,

Rcas advised TL-Brett Locher provided next step in resolution process to c whe

Rcas conveyed decision to c.

Service Dept. Review

unroof and hit the stress point that's why it is not covered, and c must call

c advised c would call NNA. c spoke about another brand of veh. c states dlr

C not happy with decision stating c is not accepting that answer as c not prov

CRR-DC CHECKED FOR OPEN RECALLS, CAMPAIGNS OR UPGRADES FOUND: @12/23-ZDC161N

EXEC-AS contacted customer and advised customer NNA would need to diagnose cus

EXEC-AS contacted dealer and was adv by SM John Bergling wrong windshield came

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 288

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 289

REQUESTED BY: lattad

**CAR ID:** CA6685198

insurance company. c said that it is a manufacture defect and NNA should cover n advised to contact BBB.

RCAS-CP CHANGING FOLLOW UP DATE TO 1/5/10

Service Dept. Review

CLSD R0807 PTH/FTR/XTR SENSOR NTB09-001 01/06/09 00/00/00 02/16/09 3831

ided with reasonable explanation.

in for customer yesterday; dealer sent windshield back and has correct windsh

RCAS-CP EXITING FILE

Rcas requested return call with best contact number and time to reach c if

Service Dept. Review

the expenses. crr-jd checked for related cases no case found. crr-jd explaine

tomers concern at dealership and advise customer from that point

wrote up concerns, provided loaner veh, @10am dlr left vmx advising dlr spoke

\*\*\*\*\*

@12/31-ZCP655N

additional information needed.

adv customer NNA is willing to cover cost of replacement sunroof

CRR-DC RECEIVED A LETTER FROM C STATING,

d teh procedure of escalating case to rcas that c's concern must be documented  
ield on order.

Rcas requested in warranty denial letter sent to c.

Service Dept. Review

with regional manager, NNA is not paying for repair, may have been caused by r

adv customer would need to take vehicle to Tischer Nissan for formal diagnosis

and if RCAS dept made a decision c will be notified. c understood.

EXEC-AS contacted c and left a vmx for call back at [REDACTED]

ock lodged in sunroof and hit pressure points, c is not buying that, c never h

Rcas advised Rcas will set follow-up call to c on 06/23/2014 pending return ca

RCAS-LO CALLED DAY NUMBER AT 5:23 PM EST ON 1/5/10 AND LEFT VMX REQUESTING

Rcas will close case when correspondence sent.

Service Dept. Review

THIS LETTER IS TO INFORM NNA OF A CUSTOMER SVC SITUATION THAT HAS CAUSED C

ad problem before, dlr advised dlr did all dlr could do for c, dlr advised wou

CALL BACK.

@01/05-ZLO469N

Created by ZAS177N at 2014-07-11 14:25:45

crr-jd advised c that c will receive a call back before the end of the next bu

ll from c.

Rcas setting follow up for 06/20/2014 pending letter being sent.

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 290

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

PAGE: 291

REQUESTED BY: lattad

CAR ID: CA6685198

Service Dept. Review

to determine if anything else is damaged

TO LOOK FOR OTHER SVCS FOR C'S NISSAN VEHS. C AND C'S HUSBAND HAS HAD NISSANS

adv customer NNA will only cover cost of replacing sunroof at this point

Contacted dealer and spoke to John Bergling-SM

Created by ZBL000N at 2014-06-18 10:20:44

Id need loaner back, this is a safety issue, c called NNA CA, CRR advised woul

OVER THE PAST 15 YEARS. C WERE HAVING C'S VEHS MAINTAINED AT ST. CHARLES

RCAS-LO CALLED EVE NUMBER AT 5:24 PM EST ON 1/5/10 AND LEFT VMX REQUESTING

Rcas placed outbound call to c a [REDACTED] at 11:56 A.M.

Service Dept. Review

usiness day. c understood.

CALL BACK. @01/05-ZLO469N

crr-jd offered further assistance. c declined.

customer stated vehicle is at body shop with concern being repaired through cu

dealer is still waiting on glass to be installed in vehicle

d send to RCAS.

Left vmx with name, number [REDACTED] and case #14685198

NISSAN. THIS LAST EXPERIENCE WHICH COULD HAVE BEEN ESAILY REMEDIED WAS

Service Dept. Review

TL rec'd email from ET-BP requesting that TL please contact C at # of [REDACTED]

\*\*\*\*\*

[REDACTED] at # of [REDACTED]

contacted customer and left vmx for call back

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

OTHERWISE HANDLED. C'S VEH WAS BROUGHT IN ON FRIDAY MONRING AS AN EMERGENCY.

Rcas advised c reason for call is to follow up with c to advise E mail receive

RCAS apologized for concerns with sunroof.

Service Dept. Review

stomer's insurance company at this point customer stated customer would like t

adv dealer will f/u on 07/14

AS IT TURNED OUT THE GAS SENSOR HAD TO BE REPLACED ON TEH VEH THAT WAS NOT

crr-jd escalating the case to RCAS

o take vehicle to Sheehy Nissan in Waldorf to have repair done

RCAS advised that RCAS has reached out to dlr to gather information regarding

RCAS-CP HAS YET TO RECEIVE DOC'S FROM C

requesting to know what next step in resolution process is as c not happy wit

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 292

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

PAGE: 293

REQUESTED BY: lattad

CAR ID: CA6685198

Service Dept. Review

TL called C at # of [REDACTED]:11 PM et and reached C's VM and TL left  
\*\*\*\*\* @01/06-ZCP655N

adv customer NNA will contact Sheehy Nissan and arrange for customer to bring concern.

Created by ZAS177N at 2014-07-14 14:07:11

Created by zla177n at 2014-06-11 08:27:22

EVEN 3 YEARS OLD. THE REPAIRS WERE OVER \$600. NOT A HAPPY SITUATION ON A h information provided by Rcas.

Service Dept. Review

t vmx providing TL contact info of [REDACTED] and case #. TL followed EXEC-AS contacted dealership and left vmx for John Bergling for call back RCAS advised that c's concerns would be reviewed and provided follow-up with c Rcas advised TL-Brett Locher provided next step in resolution process to c when RCAS-CP CALLED C DAY # ON 1/6/10 AT 9:49AM EST AND LEFT VMX. @01/06-ZCP655N Rcas placed outbound call to SD-Sam at Tischer Nissan at [REDACTED] at 10:21 r RELATIVELY YOUNG VEH. ON TOP OF THAT C REALIZED ON MONDAY, AFTER THE CHAOS OF rther stated that TL will wait for a call back from C. TL called C at # of [REDACTED]

Service Dept. Review

vehicle to dealership for vehicle repair and call customer back at work number [REDACTED] at 12:13 PM et and spoke with C.

AND SURPRISE OF FRIDAY'S SVC DEPT ABOUT THE DISCOUNT THE RESPONSE WAS THE

Created by ZAS177N at 2014-07-14 14:08:17

requesting information regarding sunroof concerns.

for NLT6.17.14

n advised to contact BBB.

RCAS-CP CALLED C EVE # ON 1/6/10 AT 9:50AM EST AND RCAS LET PHONE RING UNTIL

Service Dept. Review

with updated information

c understood.

customer understood

EXEC-AS contacted c [REDACTED] and could not leave a vmx

PHONE BEEPED, NO VMX LEFT. @01/06-ZCP655N

Rcas requested return call with best contact number and time to reach c if

SD states veh to dlr 06/10/2014 Pictures of sunroof taken and sent to FOM-Les

TICKET WAS CLOSED AND THERE WAS NOTHING THE DLRSHIP COULD DO. C WOULD HAVE TO

TL stated that C has contacted NNA Exec voicemail and TL is following up with

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 294

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 295

REQUESTED BY: lattad

**CAR ID:** CA6685198

additional information needed.

Created by ZAS177N at 2014-06-25 12:31:05

Created by ZAS177N at 2014-07-15 10:48:29

C's request for a call back.

c states best time to contact c is after 4pm

RCAS-CP CHANGING FOLLOW UP DATE TO 1/8/10

SAVE IT FOR NEXT TIME. THEN C HAD THE FOLLOW-UP COURTESY CALL WHICH C STATED

Yee. SD states DTS-Rodger Gettler viewed pictures warranty claim declined by F

C inquired if TL was part of decision that made C's decision and TL stated yes

C'S DISSATISFACTION. THE REP NOTED IT AND THEN CONTINUED ON ABOUT WHEN C WILL

EXEC-AS contacted dealership and confirmed with SM John Bergling window has no

OM and DTS. C advised to contact insurance company.

Rcas advised Rcas will set follow-up call to c on 06/23/2014 pending return ca

RCAS-CP EXITING FILE

RCAS provided NNA CA hours.

veh concern

.

\*\*\*\*\*

@01/06-ZCP655N

BE BACK FOR C'S NEXT MAINTENANCE APPOINTMENT. C STATES AT THIS POINT C WILL

Created by ZAS177N at 2014-06-25 12:31:06

ll from c.

Rcas thanked SD for information. Call ended mutually.

RCAS verified c has contact information.

t arrived; setting f/u for 07/16

call ended mutually.

Created by ZAS177N at 2014-07-16 12:15:52

Created by zla177n at 2014-06-11 08:32:21

Created by ZMS866N at 2014-06-20 11:44:19

C stated that C does not want to speak with NNA CA and TL stated that TL recom

NEVER TURN TO THE DLRSHIP. ANY OTHER BUSINESS WOULD HAVE GIVEN C THE \$50

RCAS-CP RECEIVED VMX FROM C ON 1/7/10 AND C ADVISED THAT COUPON C HAS IS FOR

veh concern

Created by ZAS177N at 2014-06-25 14:10:16

Created by zla177n at 2014-06-16 17:23:03

CREDIT. IN PERSPECTIVE THE DISCOUNT WAS SMALL HOWEVER WOULD HAVE MADE A

EXEC-AS contacted customer at [REDACTED] and left vmx f

mends that C please follow up with the BBB and C thanked TL and C ended call.

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 296

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 297

REQUESTED BY: lattad

**CAR ID:** CA6685198

MT MS received request for letter to be mailed to the customer. MT MS mailing  
NISSAN OF ST. CHARLES AND IS NOT FOR ANY NISSAN DLR

Rcas placed outbound call to c at [REDACTED] at 10:28 A.M.

\*\*\*\*\*

@01/07-ZCP655N

Created by ZBL000N at 2014-06-18 10:20:44

DIFFERENCE IN A VERY DISAPPOINTING SITUATION WITH NISSAN QUALITY.

Left vmx with name, number ([REDACTED]) and case #14685198

letter to customer. Thank You!

or call back

Rcas sent e mail to Les Yee requesting warranty coverage review.

Spoke with customer Stella Mayfield

Created by ZAS177N at 2014-06-20 14:56:12

Created by zla177n at 2014-06-17 07:29:48

CRR-DC FORWARDING C'S LETTER AND C'S CASE FILE TO RCAS DEPT DUE TO C HAVING  
customer stated customer is dropping customer vehicle off at Sheehy Nissan of

EXEC-AS spoke to SM John Bergling who stated customer picked up vehicle on 07/

Rcas advised c reason for call is to follow up with c regarding sunroof concer

RCAS-CP CALLED C DAY # ON 1/8/10 AT 10:03AM EST AND LEFT VMX INFORMING C

TL rec'd email from ET-BP requesting that TL please contact C at # of 757-412-

14 in the evening and vehicle is operating normally and customer was happy wit

7330 or at # of [REDACTED]

A POOR SVC EXPERIENCE AT NISSAN DLRSHIP.

@12/23-ZDC161N

EXEC-AS contacted customer at [REDACTED] and left vmx for call back

ns.

Rcas received e mail from FOM-Les Yee advising pictures forwarded to DTS-Rodge

SINCE COUPON WAS FOR NISSAN OF ST. CHARLESS RCAS CANNOT ASSIST @01/08-ZCP655N

Waldorf today as customer needs to have repair done before customer takes vehi

cle on camping trip 4th of July weekend

Created by ZAS177N at 2014-06-23 13:26:56

CRR-DC PLACED AN OUTBOUND CALL TO C @10:11AM EST VIA DAY NUMBER [REDACTED]

h repair

RCAS-CP CALLED C EVE # ON 1/8/10 AT 10:04AM EST AND LEFT VMX INFORMING C SINCE

Rcas requested return call with best contact number and time to reach c and

r Gettler sunroof damage not result of any known defect but more likely an e

TL called C at # of [REDACTED] at 12:11 PM et and reached C's VM and TL lef

adv customer EXEC-AS has contacted dealer via email with customer concerns and

confirmation of mailing address.

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 298

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 299

REQUESTED BY: lattad

**CAR ID:** CA6685198

COUPON WAS FOR NISSAN OF ST. CHARLES RCAS CANNOT ASSIST. @01/08-ZCP655N

Created by ZAS177N at 2014-07-17 09:36:25

CRR-DC LEFT A VXM MSG STATING THAT C'S LETTER HAS BEEN RECEIVED AND WILL BE

EXEC-AS contacted customer at [REDACTED] and left vmx for call back

t vmx providing TL contact info of [REDACTED] and case #. TL fu

xternal cause for the sunroof issue.

Created by ZAS177N at 2014-06-24 09:54:41

EXEC-AS contacted customer Stella Mayfield and customer confirmed that custome

FORWARDED TO A REGIONAL SPECIALIST WHO WILL CONTACT THE DLRSHIP.

Rcas advised Rcas will set follow-up call to c on 06/12/2014 pending return ca

RCAS-CP CLOSING FILE AS NO FURTHER ASSISTANCE IS NEEDED

rther stated that TL will wait for a call back from C. TL called C at # of 443

This issue is more appropriately addressed by the customerb

will update customer as soon as dealer responds within two business days

[REDACTED] at 12:13 PM et and spoke with C.

CRR-DC PLACED AN OUTBOUND CALL TO C @10:13AM EST VIA EVENING NUMBER:

customer understood

EXEC-AS notes per conversation with SM Terry Hagan

ll from c.

ny.

RCAS-CP UPDATING TREAD

r did get vehicle back from dealership on 07/14 and vehicle is operating [REDACTED]

[REDACTED] @12/23-ZDC161N

Created by zla177n at 2014-06-17 17:01:31

FOM-Les Yee declined a warranty repair to customer sunroof

lly

Rcas placed outbound call to c at [REDACTED] 5 at 10:30 A.M.

setting f/u for 06/26 to f/u with dealer on diagnosis at Sheehy Nissan

SUMMARY: @01/08-ZCP655N

TL stated that C has contacted NNA Exec voicemail and TL is following up with

C HAD COUPON FOR SERVICE AND DID NOT PRESENT AT DLR OF REPAIR AND DLR COULD

Created by ZAS177N at 2014-06-25 14:10:55

CRR-DC LEFT A VXM MSG STATING THAT C'S LETTER HAS BEEN RECEIVED AND WILL BE

C's request for a call back.

customer thanked NNA for all NNA assistance

FOM states per DTS Rodger Gettler no known defects would cause tempered glass

Left vmx with name, number [REDACTED] and case #14685198

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 300

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

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

**TIME:** 1:14:30 PM

**CUSTOMER ASSISTANCE REQUEST**

**PAGE:** 301

**REQUESTED BY:** lattad

**CAR ID:** CA6685198

Rcas received voice message from c with address 15417 PULASKI RD BRANDYWINE, MD 20613 6267 and requesting return call with decision to [REDACTED] call ended

C inquired if TL was part of decision that made C's decision and TL stated yes emailed John Bergling SM at Sheehy Nissan and FOM FORWARDED TO A REGIONAL SPECIALIST WHO WILL CONTACT THE DLRSHIP.@12/23-ZDC161N NOT USE AFTER SERVICE WAS DONE. RCAS ADVISED C THAT NNA CANNOT ASSIT.

Rcas advised c reason for call is to follow up with c regarding sunroof concer to shatter and more likely caused by impact from external source recommendatio

@01/08-ZCP655N  
2-7330

Created by ZAS177N at 2014-06-26 07:46:33  
CRR-DC FORWARDING FILE AND LETTER TO RCAS DEPT.  
n for c to contact c's veh insurance company for assistance.  
ns.

Created by ZFJ178N at 2014-06-10 12:00:25  
Created by zla177n at 2014-06-17 17:05:06  
CRR-DC EXITING FILE.

C stated that C does not want to speak with NNA CA and TL stated that TL recom emailed FOM for confirmation of NNA position EXEC-AS contacted dealership and spoke to John Bergling SM Rcas requested return call with best contact number and time to reach c and

\*\*\*\*\*  
confirmation of mailing address.

Created by ZAS177N at 2014-06-24 13:01:16  
crr-jd received a call from c. c stated that c wants to file a complaint becau dealer stated dealer spoke with customer yesterday and dealer got email from E mends that C please follow up with the BBB and C thanked TL and C ended call. Rcas placed outbound call to c at [REDACTED] at 6:58 P.M.

Created by ZKE999N at 2014-06-19 11:00:30  
Per FOM:  
Rcas advised Rcas will set follow-up call to c on 06/12/2014 pending return ca RCAS-CP DATANET FILE TO DLR

Rcas informed c that call may be monitored and recorded for quality and traini se c feels that there is a manufacture defect on the sunroof. c stated that c XEC-AS dealer stated customer is supposed to bring the vehicle in to dealershi

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 302

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 303

REQUESTED BY: lattad

**CAR ID:** CA6685198

\*\*\*\*\*

@12/28-ZCP655N

\*\*\*Email case logged\*\*\*

FOM Les Yee never reviewed for goodwill and only advised the dealership that a is driving the veh going to church when c heard a loud explosion. c thought th ll from c.

ng purposes. C agreed.

p within the next two days to have an estimate completed

adv dealer once estimate is completed then EXEC-AS would like to know the warr

at it is the tire, so c pulled over and check tires and all tires are okay. c

fter consulting with a DTS that a sunroof does not b

Rcas advised c reason for call is to follow up with c to convey decision to c

Rcas placed outbound call to c at 301-497-1324 at 10:31 A.M.

RCSA-CP CALLED DLR ON 12/28/09 AT 11:54AM EST AND SPOKE WITH SM-LLOYD GRAY

related case :14745135

anty cost for repairs via email

defect. DTS advised that the sunroof is made from tempered glass and shatters

E-mail addressed to: NNACONSUMERAFFAIRS@NISSAN-USA.COM

heard a crack noise and c saw that there's a crack on the sunroof, when c got

Left vmx with name, number [REDACTED] and case #14685198

RCAS ADVISED SM OF COMPLAINT

that sunroof will not be covered under warranty (Per FOM-Les Yee and DTS-Rodge

dealer understood

into the church c look into the veh and c said that it is the sunroof and c s

Method of contact: E-mail

Rcas advised c reason for call is to follow up with c regarding sunroof concer

r Gettler) as no known defects would cause tempered glass to shatter and more

SM UNDERSTOOD.

@12/28-ZCP655N

upon impact with an external object. Since there isnb

\*\*\*\*\*

@12/28-ZCP655N

aid when the sunroof blew up it was retracted. c got a call from the TISCHER N

crr-ke advised c that case has been forwarded to rcas handling case

EXEC-AS contacted customer Stella Mayfield

likely caused by impact from external source.

ns.

would cause a sunroof to b

adv customer EXEC-AS is aware that dealer and customer spoke yesterday and cus

crr-ke noting c's email :

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 304

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 305

REQUESTED BY: lattad

**CAR ID:** CA6685198

e would be best addressed by the customerb

ISSAN and c was advised by SM-terry that SM contacted the regional office and Rcas advised recommendation for c to contact c's veh insurance company for ass RCAS-CP CALLED C DAY # ON 12/28/09 AT 11:55AM EST AND LEFT VMX. @12/28-ZCP655N Rcas requested return call with best contact number and time to reach c and asked if the shattering of the sunroof was warrantable and never asked for a g confirmation of mailing address.

If I have an complaint and I am not satisfied with the justification that Niss instance.

RCSA-CP CALLED C EVE # ON 12/28/09 AT 11:56AM EST AND LEFT VMX. tomer has plans to bring the vehicle to the dealership today or tomorrow was advised that it was not covered under warranty because a stone jump into s an Consumer Affairs has given me, what is the next level of resoultion in the C states c not going to do that as Nissan has not provided sufficient explanat customer stated customer will bring vehicle in today in the afternoon oodwill review.

Rcas advised Rcas will set follow-up call to c on 06/12/2014 pending return ca RCAS-CP CHANGING FOLLOW UP DATE TO 12/29/09 unroof and hit the stress point that's why it is not covered, and c must call adv customer when dealer sends EXEC-AS estimate for repairs NNA will be able t Created by ZAS177N at 2014-06-24 13:27:03

insurance company. c said that it is a manufacture defect and NNA should cover ion as to how something could impact sunroof that was retracted and no other v ll from c.

Nissan Chain

RCAS-CP EXITING FILE @12/28-ZCP655N

\*\*\*\*\* @12/28-ZCP655N

Created by zla177n at 2014-06-11 08:34:59

crr-ke exiting case

ehicles around c.

EXEC-AS contacted customer at [REDACTED] and left vmx for call back o give customer further recommendations based on estimate dealer provides the expenses. crr-jd checked for related cases no case found. crr-jd explaine adv customer will contact customer back no later than two business days or Mon

Created by ZAS177N at 2014-06-24 13:57:35

Created by zla177n at 2014-06-20 09:56:32

d teh procedure of escalating case to rcas that c'c concern must be documented

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 306

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 307

REQUESTED BY: lattad

**CAR ID:** CA6685198

RCAS-CP CALLED C DAY # ON 12/29/09 AT 9:15AM EST AND LEFT VMX. @12/29-ZCP655N

Rcas expressed regret decision not what c hoping for and advised Rcas will sen  
Rcas sent e mail to FOM-Les Yee requesting confirmation of warranty claim deni  
al.

and if RCAS dept made a decision c will be notified. c understood.  
day 06/30

d letter documenting NNA decision and confirmed mailing address is  
EXEC-AS spoke with dealer;

RCAS-CP CALLED C EVE # ON 12/29/09 AT 9:17AM EST AND LEFT VMX. @12/29-ZCP655N

Rcas placed outbound call to c at [REDACTED] at 11:49 A.M.

15417 PULASKI RD

adv dealer FOM did not state vehicle concern wasn't a warranty repair

Created by ZWM176N at 2014-06-12 16:32:37

crr-jd advised c that c will receive a call back before the end of the next bu  
customer understood

Left vmx with name, number [REDACTED] and case #14685198

RCAS-CP CHANGING FOLLOW UP DATE TO 12/30/09

adv dealer please get warranty costs for repair for GW review

BRANDYWINE, MD 20613 6267

Rcas advised c reason for call is to follow up with c to advise E mail receive

rcas assisting RCAS-Londa Adkins made outbound call to c@6.12pm on [REDACTED]

RCAS-CP EXITING FILE

siness day. c understood.

waiting for dealership response setting f/u for 06/30

\*\*\*\*\* @12/29-ZCP655N

Created by ZAS177N at 2014-06-30 14:00:43

crr-jd offered further assistance. c declined.

C states thank you goodbye, and ended call.

dealer agreed to do so and contact EXEC-AS back

RCAS left vmx with nameRCAS-LA, ext457305, and case#

requesting to know what next step in resolution process is as c not happy wit

Created by ZAS177N at 2014-06-25 12:29:44

Created by zla177n at 2014-06-17 17:21:49

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

EXEC-AS contacted c and left a vmx for call back at [REDACTED]

h information provided by Rcas.

rcas assisting RCAS-Londa Adkins made outbound call to c@6.13pm on [REDACTED]

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 308

REQUESTED BY: lattad

**CONFIDENTIAL**

**Nissan Strictly Confidential Restricted**

**DATE:** 04/09/14

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

**TIME:** 1:14:30 PM

**CUSTOMER ASSISTANCE REQUEST**

**PAGE:** 309

**REQUESTED BY:** lattad

**CAR ID:** CA6685198

RCAS-CP CALLED C DAY # ON 12/30/09 AT 9:37AM EST AND LEFT VMX. @12/30-ZCP655N  
330

Created by ZAS177N at 2014-06-30 14:02:19

crr-jd escalating the case to RCAS

EXEC-AS contacted dealer and spoke to Terry Hagan SM

Rcas advised TL-Brett Locher provided next step in resolution process to c whe

RCAS-CP CALLED C EVE # ON 12/30/09 AT 9:38AM EST AND LEFT VMX. @12/30-ZCP655N

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

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

<b>SATISFIED:</b> Y	<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> 07/17/14	<b>MICROFILM:</b>

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 310

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 311

REQUESTED BY: lattad

**CAR ID:** CA6685198

**RESP CAA:** DEAN SABEY

**OLM:** HAFERTEPE, MIKE

**DOM:**

**PHONE:**

**OWNER FIRST:** [REDACTED]

**LANGUAGE:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 312

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

**TIME:** 1:14:30 PM

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

**PAGE:** 313

**CAR ID:** CA6685198

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 09/04/14

**TIME:** 1:14:30 PM

**MODEL YEAR:** 2013

**MAKE:** N

**MODEL LINE:** PTH

**NAME:** [REDACTED]

**VIN:** 5N1AR2MM1DC [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		3850	Maryland					

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 314

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 315

REQUESTED BY: lattad

**CAR ID:** CA6685198

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:**

**MILES:**

**CANCEL:**

**MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 3850

**STATE:** MD

**DEALER NAME:** SHEEHY NISSAN OF WALDO

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 316

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 317

REQUESTED BY: lattad

**NAME:** [REDACTED] **SC:** NONE **CAR ID:** CA6740438  
**STREET:** [REDACTED] **VIN:** 5N1AR2MN6EC [REDACTED]  
**CITY:** LAFAYETTE **YR/MDL:** 2014.0 PTH **MILEAGE:** 001500  
**ST/ZIP:** LA [REDACTED] **VCAN:** N **IN SVC DATE:** 07/12/04  
**DAY PH:** 0 **PAID:** 360 **RTL DLR:** NI NI  
**EVE PH:** [REDACTED] **SUSP:** 0 **SVC DLR:** 2911 GILES NISSAN  
**DLR PH:** [REDACTED] **DENY:** 0 **RESP DLR:** 2911 GILES NISSAN  
**REGION:** 32 **DIST: SL/SV/PT:** 07 07 37

**LETTER RECEIVED:** 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 00/00/00  
**FIRE:** N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** 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:** 001500 **# NISSAN/INFINITI VEHICLES:** 1  
**VEHICLE MAINTAINED BY:** NONE  
**OUTSIDE WARRANTY BY (B) MONTHS:** 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

**ORIG CODE:** NP NP **OPEN DATE:** 06/17/14 **XFER/RSPNSBLTY:** 32 07 N  
**CONTACT (S):** **FOLLOWUP DATE:** 06/19/14 **INF-NET (Y/N):**  
**SEVERITY:** 9 **CLOSE DATE:** 06/19/14 **INF-NET DATE:**

<b>CONCERN AND CATEGORY</b>	<b>SUBCATEGORY AND SYMPTOM</b>
OA VEHICLE CONCERNS	110500 SUN ROOF (ELECTRIC/MANUAL)
OF NNA., INC. ISSUES	131500 BATTERY
AB BODY	VG PROVIDED RECALL INFORMATION
AF ENGINE ELECTRICAL	YX POOR OR IMPROPER OPERATION
AZ NISSAN PRODUCT INQUIRIES	ZR GENERAL INQUIRY

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 318

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 319

REQUESTED BY: lattad

**CAR ID:** CA6740438

**C. A. R. COMMENTS**

FILE OPENED-ZRV035N 02/26/2010

NO E-MAIL

rmine the cause one way or the other.

Service Dept. Review

t send internal msg for c for rcas to call c back. C understood.

Created by ZMB175N at 2014-06-19 12:42:30

CRR -MA offered further assistance, c declined.

CRR-RV CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES AND FOUND: @02/26-ZRV035N

PREVIOUS FILES FOUND:NONE

CRR -MA gave name & extension. crr-ma exiting case.

OPEN P5216 ALTIMA/MAX FRAME NTB05-114

Rcas contacted c at 2:39 est on phone [REDACTED] C stated that c first too

RELATED - NONE

Created by ZJA178N at 2014-06-18 15:21:53

k veh to Pat Peck Nissan where the remaining glass was chiseled out and the o

OPEN R0712 ALT/SEN ECM REPROG NTB07-081 @02/26-ZRV035N

UNRELATED - NONE

CRR-RV RECEIVED CALL FROM C.

CRR-RV VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY AND EVENING PHONE NUMBER

pening covered up until c could get to Giles. C stated that Pat Peck Nissan ha

RCAS Case Follow-up

Created by ZNT176N at 2014-06-17 12:23:56

CRR-RV UPDATED C'S NAME, VIN, ADDRESS, MILEAGE, DAY AND EVENING PHONE NUMBER

C STATED\_ THAT C HAVE SEEN ON THE BATTERY STICKER THAT THE BATTERY HAS 84MONTHS

d informed c that this is definatley a defect. C stated c took veh to Giles an

Crr-nt received a call from cb

d had repair performed under warranty but c's concern is that this is a defect

WARRANTY, C IS INQUIRING ABOUT THE COVERAGE. @02/26-ZRV035N

and may happen again. rcas empathized with c and informed c that other than p

CRR-RV ADVISED C THAT THE BATTERY HAS 36MONTHS WARRANTY, FIRST 12MONTHS IS

C stated that c has issue with the sunroof

COVERED 100%, AFTER 12MONTHS 50% AND AFTER 24MONTHS 25% IS COVERED.

C said that c purchased veh 6 weeks ago and on Thursday c heard a huge explosi

roviding a warranty nissan cannot make any guarantees on any repairs especial

C DISCONNECTED CALL WHILE ON HOLD. @02/26-ZRV035N

on on the veh and felt air was bursting through.

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 320

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 321

REQUESTED BY: lattad

**CAR ID:** CA6740438

y if this was an act of nature, c understood and stated that c just wanted thi  
CRR-RV WAS NOT ABLE TO PROVIDE NAME, EXTENSION AND FILE NUMBER. @02/26-ZRV035N  
C said that c also noticed that there was a huge hole on the sunroof but gla  
s documented, rcas informed c that this will be documented and call was ended  
\*\*\*\*\* @02/26-ZRV035N

mutually.

ss was still around the edge

Created by ZMB175N at 2014-06-19 12:43:54

CRR-RV CALLED BACK C. @02/26-ZRV035N

C said veh is at a Nissan dlr and c was advised by dlr that sunroof will be

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

CRR-RV ADVISED C ABOUT THE OPEN RECALL. @02/26-ZRV035N

replace

C CONTACTED CA BECAUSE THE SUNROOF BLEW OUT AND WAS COVERED UNDER WARRANTY BUT

CRR-RV GAVE DLRS INFO:ESSERMAN NISSAN, LTD. PHONE: [REDACTED]

C said that c was worried that this will happen again in the future

C FEARED THAT THIS BE A DEFECT

CRR-RV OFFERED TO TRANSFER TO DLR, C DECLINED. @02/26-ZRV035N

C said c has a friend who has same veh but does not have this kind of concern

C asked if this is a known issue

CRR-RV CLOSING FILE. @02/26-ZRV035N

Created by ZNT176N at 2014-06-17 12:23:56

Crr-nt advised c that campaigns are VIN specific and there is no campaign on t

Crr-nt received a call from cb

he veh

Crr-nt advised c that c will receive notification through mail if veh will be

C stated that c has issue with the sunroof

C said that c purchased veh 6 weeks ago and on Thursday c heard a huge explosi

part of campaign

C said c feels like cb

on on the veh and felt air was bursting through.

C said that c also noticed that there was a huge hole on the sunroof but gla

exact veh but does not this kind of issue

C insisted that c thinks cb

ss was still around the edge

C said veh is at a Nissan dlr and c was advised by dlr that sunroof will be

f.

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 322

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 323

REQUESTED BY: lattad

**CAR ID:** CA6740438

crr-nt apologized to c and advised c that crr-nt created a case for cb  
replace

C said that c was worried that this will happen again in the future  
n.

Crr-nt advised c that case will be forwarded to rcas for review and c will rec

C said c has a friend who has same veh but does not have this kind of concern

C asked if this is a known issue

eive a call back before the end of the next business day

Crr-nt advised c that campaigns are VIN specific and there is no campaign on t

crr-nt asked for further assistance but c declined

crr-nt provided name, case number and extension number  
he veh

Crr-nt advised c that c will receive notification through mail if veh will be

crr-nt provided recap of c's concern

crr-nt forwarding case to rcas and leaving the case open.

part of campaign

Created by ZNT176N at 2014-06-17 12:24:08

C said c feels like cb

exact veh but does not this kind of issue

Vehicle Concern

C insisted that c thinks cb

Created by ZMB175N at 2014-06-18 15:06:03

f.

Rcas left a vmx for sm-Brandon Reeves requesting a call back regarding this c.

Created by ZMB175N at 2014-06-18 15:09:50

crr-nt apologized to c and advised c that crr-nt created a case for cb  
n.

Rcas left a vmx for c at 5:08 est on both phones requesting a call back at the  
1-800# and ext #458172.

Crr-nt advised c that case will be forwarded to rcas for review and c will rec

Created by ZJA178N at 2014-06-18 15:21:38

eive a call back before the end of the next business day

CRR -MA received a call from c's wife [REDACTED] following-up on the case.

crr-nt asked for further assistance but c declined

CRR -MA verified that there are no changes on contact information.

crr-nt provided name, case number and extension number

CRR -MA advised c that CRR -MA will try to reach rcas first

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 324

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 325

REQUESTED BY: lattad

**CAR ID:** CA6740438

crr-nt provided recap of c's concern

CRR -MA advised c that CRR -MA will transfer c directly if rcas is reached, c crr-nt forwarding case to rcas and leaving the case open.

Created by ZNT176N at 2014-06-17 12:24:08

understood.

CRR -MA called RCASb

Vehicle Concern

Created by ZMB175N at 2014-06-18 15:06:03

CRR -MA advised c that CRR -MA will still transfer c and then CRR -MA will just send internal msg for c for rcas to call c back. C understood.

Created by ZMB175N at 2014-06-18 15:09:50

CRR -MA offered further assistance, c declined.

CRR -MA gave name & extension. crr-ma exiting case.

Rcas left a vmx for c at 5:08 est on both phones requesting a call back at the 1-800# and ext #458172.

Created by ZJA178N at 2014-06-18 15:21:53

Created by ZJA178N at 2014-06-18 15:21:38

RCAS Case Follow-up

Created by ZMB175N at 2014-06-19 11:24:41

CRR -MA received a call from c's wife LAUREN following-up on the case.

CRR -MA verified that there are no changes on contact information.

Rcas received a vmx from c requesting a call back at [REDACTED]

Created by ZMB175N at 2014-06-19 11:27:16

CRR -MA advised c that CRR -MA will try to reach rcas first

CRR -MA advised c that CRR -MA will transfer c directly if rcas is reached, c

Rcas left a vmx for sm-Brandon Reeves requesting a call back regarding this c.

Created by ZMB175N at 2014-06-19 12:31:05

understood.

CRR -MA called RCASb

Rcas received an email from sm stating that the sunroof was replaced under war

CRR -MA advised c that CRR -MA will still transfer c and then CRR -MA will just ranty but sm does not believe the sunroof just exploded but cannot really dete

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 326

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 327

REQUESTED BY: lattad

**CAR ID:** CA6740438

**CONTACT(S)**

<b>SATISFIED:</b> Y	<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> 06/19/14	<b>MICROFILM:</b>
<b>RESP CAA:</b> RANDY DRIER	<b>OLM:</b>	<b>DOM:</b>
<b>PHONE:</b>	<b>OWNER FIRST:</b> WALTER	<b>LANGUAGE:</b>

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 328

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

**TIME:** 1:14:30 PM

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

**PAGE:** 329

**CAR ID:** CA6740438

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 09/04/14

**TIME:** 1:14:30 PM

**MODEL YEAR:** 2014

**MAKE:** N

**MODEL LINE:** PTH

**NAME:** [REDACTED]

**VIN:** 5N1AR2MN6EC [REDACTED]

**IN SCV DATE:** 07/12/04

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		2911	Louisiana					

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 330

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 331

REQUESTED BY: lattad

**CAR ID:** CA6740438

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:**

**MILES:**

**CANCEL:**

**MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 2911

**STATE:** LA

**DEALER NAME:** GILES NISSAN

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 332

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 333

REQUESTED BY: lattad

**NAME:** [REDACTED] **SC:** ONE CONTRACT **CAR ID:** CA6801149  
**STREET:** [REDACTED] **VIN:** JN8AZ1MU1DW [REDACTED]  
**CITY:** MIDLAND **YR/MDL:** 2013.0 MUR **MILEAGE:** 028000  
**ST/ZIP:** TX [REDACTED] **VCAN:** Y **IN SVC DATE:** 09/08/07  
**DAY PH:** 0 **PAID:** 1,175 **RTL DLR:** NI NI  
**EVE PH:** [REDACTED] **SUSP:** 1,175 **SVC DLR:** 5086 NISSAN OF MIDLAND  
**DLR PH:** [REDACTED] **DENY:** 0 **RESP DLR:** 5086 NISSAN OF MIDLAND  
**REGION:** 32 **DIST: SL/SV/PT:** 08 08 38

**LETTER RECEIVED:** 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 00/00/00  
**FIRE:** N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** 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:** 028000 **# NISSAN/INFINITI VEHICLES:** 1  
**VEHICLE MAINTAINED BY:** NONE  
**OUTSIDE WARRANTY BY (B) MONTHS:** 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

**ORIG CODE:** NP NP **OPEN DATE:** 06/24/14 **XFER/RSPNSBLTY:** 32 08 N  
**CONTACT (S):** **FOLLOWUP DATE:** 07/02/14 **INF-NET (Y/N):**  
**SEVERITY:** 9 **CLOSE DATE:** 07/02/14 **INF-NET DATE:**

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS	110500 SUN ROOF (ELECTRIC/MANUAL)
OB EXTENDED SERVICE CONTRACT	199000 BRONZE BASIC PLAN
AB BODY	WN SEC+ COVERAGE INQUIRY
AW MAINTENANCE PLUS	WZ WARRANTY COVERAGE INQUIRY
BL SECURITY PLUS	YS POLICY CANCELLATION REQUEST
	ZB BROKEN/CRACKED

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 334

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 335

REQUESTED BY: lattad

**CAR ID:** CA6801149

**C. A. R. COMMENTS**

[REDACTED]  
CRR-MC advice c that the dlrshp is in the best position to determine if the f  
FILE OPENED-ZMH815N 04/30/2010

PREVIOUS RELATED/UNRELATED FILES FOUND: N/A

RCAS advised warranty admin that RCAS can review for assistance if repair not

RCAS left message with RCAS contact info requesting call back

Service Dept. Review

ailed part is covered under the warranty depending on the results of their dia  
being covered under warranty, but RCAS could not make any guarantees, as C was

Created by ZBL182N at 2014-06-27 08:08:12

CRR-MH VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY & EVENING\_PHONE

C stated that the sun roof c's veh exploded while driving

OPEN R1010 NIS FUEL LEVEL SNDR NTB10037

Service Dept. Review

advised on 6/25

CRR-MH CHECKED OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:\_TWO

c stated that c's dlr NISSAN OF MIDLAND check the veh and advised c that it wi  
gnosis

PREVIOUS NISSAN INFINITI VEHICLES: N/A

RCAS received vmx from Jennifer, the warranty administrator from Nissan of Mid

Service Dept. Review

CRR-MC advised c that since dlr advised c to call NNA for the veh concern the

CRR-MH INFORMED C OF OPEN RECALLS\_\_N/A

CRR-MH RECEIVED FAX FROM GMC @04/30-ZMH815N

land, call back numbers of [REDACTED] (dlr) and [REDACTED] (cell) were  
ll cost

Service Dept. Review

Warranty Admin advised RCAS that warranty admin would attempt to get repair co  
\$775 up to \$4550 and still verifying if it will covered by the warranty

@04/30-ZMH815N\_\_\_\_\_PO BOX 9001952

CLSD PB045 TTN HVAC CTRL HEAD NTB08-005

procedure will be RCAS escalation

provided, message stated Jennifer would not be in the office on 6/27 and to c

Service Dept. Review

vered through warranty and contact RCAS if warranty does not cover  
all the cell phone

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 336

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 337

REQUESTED BY: lattad

**CAR ID:** CA6801149

call ended mutually

CRR-MC advised that supervisor will just follow the same procedure

C stated that c's dlr advised c to call NNA for assistance

LOUISVILLE, KY 40290-1952 @04/30-ZMH815N

OPEN PC039 ARM/TTN BRAKE PIN NTB10-030 @04/30-ZMH815N

C insisted for supervisor and declined to speak to CRR-MC

C IS IS REPOSSESSION OF THIS VEH AND WOULD LIKE THE VSC CANCELLED AND CRR-MH

Created by ZBL182N at 2014-06-30 13:49:23

CRR-MC told c that c's case will be escalated to RCAS for further review and a

RCAS called warranty administrator on [REDACTED] at 10:05AM EST

RCAS called C on (only#) [REDACTED] at 3:31PM EST

RCAS reached vmx

assistance,

TL-JP agreed to take the call

WENT TO VES1 AND CHANGED LIENHOLDERS MAILING ADDRESS AS INCORRECT IN VES 1

CRR-MC advised c that will receive a call back before the end of the next busi

CRR-MC advised that supervisor will contact c within 4-8 business hours.

CRR-MH DOING A CANCELLATION REQUEST FOR VSC AND MAINTENANCE VSC ON FILE

RCAS left vmx with RCAS contact info requesting call back

RCAS spoke with C and advised C that dlr is submitting concern to warranty to

Created by ZBL182N at 2014-06-30 07:27:41

CRR-MC ask c to provide the best number,

determine whether or not the repair would be covered under warranty

FOR LIENHOLDER. @04/30-ZMH815N

ness day

C declined and stated that c just want to speak to a supervisor and don't want

C provided contact [REDACTED]

C'S VSC TO BE CANCELLED ARE:

RCAS advised C that RCAS wanted to clear up any miscommunication C may have re

RCAS received vmx from SM-Yolanda returning RCAS call

ceived as RCAS spoke with warranty admin and warranty admin advised that C was

CRR-MC offered further assistance, c declined.

escalation to RCAS

RCAS called dlr on [REDACTED] at 9:09AM EST

RCDC80845257 3173 FL 09/08/07 09/08/12 100,000

CRR-MC provided name, ext and case number.

c stated that c want to check the warranty for c's veh concern

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 338

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 339

REQUESTED BY: lattad

**CAR ID:** CA6801149

MTNJ00742693 3173 FL 09/08/07 09/08/12 75,010

RCAS spoke with SM-Yolanda and inquired about C's concerns

told repair would be covered by RCAS

CRR-MC advice c that the dlrshp is in the best position to determine if the f

CRR-MC thanked C for calling Nissan Consumer Affairs

CRR-MH LEAVING FILE OPEN TO DRAFT CANCELLATION REQUEST. @04/30-ZMH815N

RCAS advised C that RCAS can review for possible assistance of warranty denies

SM transferred call to warranty administrator-Jennifer

\*\*\*\*\*

ailed part is covered under the warranty depending on the results of their dia

claim, but RCAS cannot make any guarantees for assistance

Created by ZCM177N at 2014-06-24 09:50:06

RCAS inquired if C's repair was going to be covered under warranty

CRR-MO RECEIVED CALL FROM TAMY FROM GMAC AS CRR-MO WOULD REFERRED AS CZMO298N

gnosis

RCAS advised C that RCAS would follow up with C no later than 7/2

Vehicle Concern

Warranty Administrator advised RCAS that warranty admin thought RCAS was cover

call ended mutually

Created by ZJC999N at 2014-06-24 15:43:46

CRR-MC advised c that since dlr advised c to call NNA for the veh concern the

C STATES C SENT FAX LETTER

ing repair

Created by ZBL182N at 2014-07-02 10:51:01

CRR-MO REVIEW FILE AND SHOW THAT CRR-MH RECEIVED DOCS @05/05-ZMO298N

procedure will be RCAS escalation

RCAS inquired if warranty call center has been involved and warranty admin adv

tl-jp called c at [REDACTED].

CRR-MC advised that supervisor will just follow the same procedure

CRR-MO ADVISED C THAT THE CANCELLATION PROCESS TAKE 4-6 WEEKS @05/05-ZMO298N

ised no

RCAS called dlr on [REDACTED] at 12:48PM EST

tl-jp unable to contact c but left vmx stating that request will be forwarded

C insisted for supervisor and declined to spear to CRR-MC

C UNDERSTOOD

RCAS advised that RCAS cannot authorize warranty coverage, if assistance is ex

RCAS spoke with warranty admin Jennifer and inquired if warranty has made a de

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 340

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 341

REQUESTED BY: lattad

**CAR ID:** CA6801149

to RCAS for review.

CRR-MO ADVISED C TO CONTACT BACK NNA IN 1/2 WEEKS TO CHECK ON VSC CANCELLATIO

tended from RCAS, assistance would be strictly goodwill

termination on whether sunroof concern will be covered

TL-JP agreed to take the call

tl-jp left contact info.

CRR-MC advised that supervisor will contact c within 4-8 business hours.

C UNDESERTOOD @05/05-ZMO298N

RCAS was advsied repair will be covered and parts have already been ordered

tl-jp exiting case.

Warranty Admin stated that warranty admin thought RCAS was going to cover repa

Created by ZBL182N at 2014-06-25 10:39:54

CRR-MC ask c to provide the best number,

CRR-MO OFFERED FRUTHER ASSITANCE @05/05-ZMO298N

ir and warranty admin advised C that if repair not covered under warranty, RCA

RCAs thanked warranty admin

call ended mutually

C provided contact [REDACTED]

CRR-M GAVE NAME AND EXT TO C @05/05-ZMO298N

RCAS called dlr on [REDACTED] 12:29PM EST

S would cover

Created by ZBL182N at 2014-07-02 11:00:39

CRR-MC offered further assistance, c declined.

CRR-MO EXTING THE FILE @05/05-ZMO298N

RCAS advised warranty admin that RCAS can review for assistance if repair not

RCAS asked for SM and RCAS was placed on hold

being covered under warranty, but RCAS could not make any guarantees, as C was

CRR-MC provided name, ext and case number.

RCAS called C on (only# [REDACTED] at 12:51PM EST

RCAS disconnected call after holding for 30 minutes

SR-HF IN REVIEW, URGENT FOLLOWUP REQUIRED 05/10/10, SENDING E-MAIL TO TL'S

@05/10-ZHF999N

advised on 6/25

Created by ZWC176N at 2014-06-25 13:38:24

CRR-MC thanked C for calling Nissan Consumer Affairs

RCAS spoke with C and advised C that dlr has confirmed repair will be covered

Created by ZCM177N at 2014-06-24 09:50:06

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 342

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 343

REQUESTED BY: lattad

**CAR ID:** CA6801149

CRR-MH REVIEWING FILE AND WILL BE DOING VSC CANCELLATION REQUEST WHEN CRR-MH

rcas william criswell assisting

under warranty

Warranty Admin advised RCAS that warranty admin would attempt to get repair co

C inquired about a rental veh as C is unable to drive Cs veh

GETS FOLLOW UP TIME

rcas called [REDACTED] and spoke to c .

Vehicle Concern

vered through warranty and contact RCAS if warranty does not cover

call ended mutually

Created by ZJC999N at 2014-06-24 15:43:46

CRR-MH CHANGING FOLLOW UP DATE.

@05/11-ZMH815N

c stated shade was closed and sunroof closed and just exploded

RCAS advised C that each dlr has own policy of rental or loaner veh

\*\*\*\*\*

@05/11-ZMH815N

Created by ZBL182N at 2014-06-30 13:49:23

C stated dlr does not have a loaner veh available

rcas acknowledged concern and advised that rcas would review case and cause w

tl-jp called c at [REDACTED]

C inquired if C would get rental veh through C's VSC plan

CRR-MG IN REVIEW OF FILE AND NOTES THAT CRR-MH HAS SUBMITTED THE REQUESTS

ith dealership for possible warranty coverage or good will assistance

RCAS called C on (only#) [REDACTED] at 3:31PM EST

tl-jp unable to contact c but left vmx stating that request will be forwarded

FOR VSC CANCELLATION TO CRR-NW ON 05.12.10

@05/12-ZMG445N

RCAS confirmed C's gold preferred plan RCC507248728

RCAS spoke with C and advised C that dlr is submitting concern to warranty to

to RCAS for review.

understood rcas made no promises

CRR-MG EXITING FILE.

determine whether or not the repair would be covered under warranty

RCAS advised C that rental would be on reimbursement basis

rcas gave contact information

tl-jp left contact info.

\*\*

@05/12-ZMG445N

C inquired if C would have to pay deductible

RCAS advised C that RCAS wanted to clear up any miscommunication C may have re

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 344

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 345

REQUESTED BY: lattad

**CAR ID:** CA6801149

rcas explained review process up to 3 business days

tl-jp exiting case.

ceived as RCAS spoke with warranty admin and warranty admin advised that C was

Created by ZJC999N at 2014-06-24 15:45:14

CRR-NW RECEIVED VSC CANCELLATION REQUESTS FROM CRR-MH ON 05/12/10.

C stated C would contact number provided in plan regarding deductible

c stated driving with cardboard duct taped to vehicle to close sun roof

CRR-NW REVIEWING DOCS.. @05/13-ZNW600N

RCAS inquired if C had any additional questions, C declined

rcas understood

tl-jp noting that c is asking NNA to give c a guarantee that repair will be co

told repair would be covered by RCAS

call ended mutually

Created by ZBL182N at 2014-06-27 08:08:12

CRR-NW SUBMITTED VSC CANCELLATION REQUEST FOR POLICY #RCDC80845257 AND POLICY

RCAS advised C that RCAS can review for possible assistance of warranty denies

vered under warranty.

claim, but RCAS cannot make any guarantees for assistance

Created by ZBL182N at 2014-07-02 11:01:35

#MTNJ00742693 TO NNA VSC DEPT. ON 05/13/10.

RCAS received vmx from Jennifer, the warranty administrator from Nissan of Mid

tl-jp forwarding case to RCAS.

-CASE SUMMARY-

Created by ZBL182N at 2014-06-25 10:39:54

CRR-NW EXITING FILE. @05/13-ZNW600N

land, call back numbers of [REDACTED] (cell) were

RCAS advised C that RCAS would follow up with C no later than 7/2

\*\*\*\*\*

call ended mutually

C called NNA seeking assistance for sunroof repair as dlr advised repair would

provided, message stated Jennifer would not be in the office on 6/27 and to c

RCAS called dlr on [REDACTED] at 12:29PM EST

all the cell phone

Created by ZCM177N at 2014-06-24 09:48:34

CRR-MH FORWARDED DOC'S TO CRR-NW FOR VSC CANCELLATION AND DOC'S WERE

not be covered by warranty. RCAS followed up with dlr and dlr advised warrant

RCAS asked for SM and RCAS was placed on hold

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 346

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 347

REQUESTED BY: lattad

**CAR ID:** CA6801149

CRR-MC rcv a call from c & verify c's

FORWARDED TO NESNA . CRR-MH CHANGING FOLLOW UP DATE. @05/13-ZMH815N

RCAS called warranty administrator on [REDACTED] at 10:05AM EST

RCAS disconnected call after holding for 30 minutes

y approved repair. RCAS confirmed with C that repair would be covered by warra

\*\*\*\*\*

@05/13-ZMH815N

BECKY BECK

Created by ZWC176N at 2014-06-25 13:38:24

nty.

RCAS reached vmx

3927 TANFORAN AVE

RCAS left vmx with RCAS contact info requesting call back

rcas william criswell assisting

SR-HF IN REVIEW, GOLD PREFERRED CANCELLED: TRANSACTION: 05/21/10

Created by ZBL182N at 2014-06-30 07:27:41

MIDLAND, TX 79707 1427

rcas called [REDACTED] and spoke to c .

SR-HF SENDING E-MAIL UPDATE TO CRR-MH 05/24/10. @05/24-ZHF999N

\*\*\*\*\*

4053153013

c stated shade was closed and sunroof closed and just exploded

RCAS received vmx from SM-Yolanda returning RCAS call

CRR-MH RECEIVED EMAIL THAT VSC AND MTN PLANS CANCELLED. CRR-MH CALLING

rcas acknowledged concern and advised that rcas would review case and cause w

RCAS called dlr on 4326949558 at 9:09AM EST

C stated that the sun roof c's veh exploded while driving

GMAC TO INFORM THAT THE CANCELLATIONS WERE PROCESS ON 05/21/10 IN THE

ith dealership for possible warranty coverage or good will assistance

RCAS spoke with SM-Yolanda and inquired about C's concerns

AMOUNTS OF \$950 VSC AND MTN \$135. @05/27-ZMH815N

c stated that c's dlr NISSAN OF MIDLAND check the veh and advised c that it wi

SM transferred call to warranty administrator-Jennifer

understood rcas made no promises

CRR-MH CALLED TAMMY AT GMAC AT [REDACTED] AND LEFT A VMX THAT THESE

ll cost

rcas gave contact information

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 348

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 349

REQUESTED BY: lattad

**CAR ID:** CA6801149

RCAS inquired if C's repair was going to be covered under warranty \$775 up to \$4550 and still verifying if it will covered by the warranty POLICIES WERE CANCELLED AND PROCESSED AND THE MONEY WOULD BE COMING SOON rcas explained review process up to 3 business days

Warranty Administrator advised RCAS that warranty admin thought RCAS was cover c stated driving with cardboard duct taped to vehicle to close sun roof C stated that c's dlr advised c to call NNA for assistance

ing repair

TO GMAC.

@05/27-ZMH815N

CRR-MC told c that c's case will be escalated to RCAS for further review and a CRR-MH CLOSING FILE.

@05/27-ZMH815N

RCAS inquired if warranty call center has been involved and warranty admin adv rcas understood

Created by ZCM177N at 2014-06-24 09:48:34

Created by ZWC176N at 2014-06-25 13:44:21

ised no

ssistance,

CRR-MC advised c that will receive a call back before the end of the next busi

CRR-MC rcv a call from c & verify c's

RCAS advised that RCAS cannot authorize warranty coverage, if assistance is ex rcas called dealership and spoke to sa erica who stated computer are down rca

ness day

s thanked sa

tended from RCAS, assistance would be strictly goodwill

C declined and stated that c just want to speak to a supervisor and don't want

Created by ZBL182N at 2014-06-26 10:00:35

Warranty Admin stated that warranty admin thought RCAS was going to cover repa escalation to RCAS

ir and warranty admin advised C that if repair not covered under warranty, RCA

MIDLAND, TX 79707 1427

RCAS called dlr on [REDACTED] at 11:57AM EST

c stated that c want to check the warranty for c's veh concern

RCAS asked for service and RCAS was advised service department not available

S would cover

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 350

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

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

**TIME:** 1:14:30 PM

**PAGE:** 351

**CAR ID:** CA6801149

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

<b>SATISFIED:</b> Y	<b>ACTION CODE:</b> NP	<b>ROOT CAUSE:</b> SSCN
<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> 06/19/13	<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> 07/02/14	<b>MICROFILM:</b>
<b>RESP CAA:</b> RANDY DRIER	<b>OLM:</b>	<b>DOM:</b>
<b>PHONE:</b>	<b>OWNER FIRST:</b> BECKY	<b>LANGUAGE:</b>

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 352

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

**TIME:** 1:14:30 PM

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

**PAGE:** 353

**CAR ID:** CA6801149

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 09/04/14

**TIME:** 1:14:30 PM

**MODEL YEAR:** 2013

**MAKE:** N

**MODEL LINE:** MUR

**NAME:** [REDACTED]

**VIN:** JN8AZ1MU1DW [REDACTED]

**IN SCV DATE:** 09/08/07

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
1	RCC507248728	5086	Texas	6/15/2013	06/15/18	0120000	01/01/01	01/01/01

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 354

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 355

REQUESTED BY: lattad

**CAR ID:** CA6801149

**CURRENT SERVICE CONTRACT**

**CONTRACT:** RCC507248728

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** C

**PLAN TERM:** 5

**DEDUCTABLE:** 100

**EFFECTIVE:** 6/15/2013

**EXPIRES:** 06/15/18      **MILES:** 0120000

**CANCEL:** 01/01/01      **MILES:** 0120000

**TRANSFER:** 01/01/01

**TRANSACTION:** 06/19/13

**PRINTED:** 06/22/13

**DEALER NO:** 5086      **STATE:** TX

**DEALER NAME:** NISSAN OF MIDLAND

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 356

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 357

REQUESTED BY: lattad

**NAME:** [REDACTED] **SC:** ONE CONTRACT **CAR ID:** CA6940458  
**STREET:** [REDACTED] **VIN:** 5N1AR2MM5EC [REDACTED]  
**CITY:** YORKVILLE **YR/MDL:** 2014.0 PTH **MILEAGE:** 015000  
**ST/ZIP:** IL [REDACTED] **VCAN:** N **IN SVC DATE:** 10/11/07  
**DAY PH:** [REDACTED] **PAID:** 4,428 **RTL DLR:** NI NI  
**EVE PH:** [REDACTED] **SUSP:** 0 **SVC DLR:** 3089 GERALD NISSAN, INC.  
**DLR PH:** [REDACTED] **DENY:** 0 **RESP DLR:** 3089 GERALD NISSAN, INC.  
**REGION:** 24 **DIST: SL/SV/PT:** 01 01 31

**LETTER RECEIVED:** 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 00/00/00  
**FIRE:** N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** 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:** 015000 **# NISSAN/INFINITI VEHICLES:** 3  
**VEHICLE MAINTAINED BY:** IRF  
**OUTSIDE WARRANTY BY (B) MONTHS:** 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

**ORIG CODE:** NP NP **OPEN DATE:** 07/08/14 **XFER/RSPNSBLTY:** 24 01 N  
**CONTACT (S):** **FOLLOWUP DATE:** 07/15/14 **INF-NET (Y/N):**  
**SEVERITY:** 9 **CLOSE DATE:** 07/10/14 **INF-NET DATE:**

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OA VEHICLE CONCERNS 110500 SUN ROOF (ELECTRIC/MANUAL)  
OC NISSAN DEALER ISSUES 222500 SERVICE PERSONNEL (NISSAN)  
AB BODY VF NON-WARRANTY ITEM GOODWILL ASSIS  
BF NSN DEALER SERVICE DEPT. WL RUDE/DISOURTEOUS  
YI OOW GOODWILL ASSISTANCE REQUEST  
YZ POOR TREATMENT  
ZB BROKEN/CRACKED  
ZW INAPPROPRIATE/UNPROFESSIONAL BEH

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 358

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 359

REQUESTED BY: lattad

**CAR ID:** CA6940458

**C. A. R. COMMENTS**

c stated an officer came in and assisted c and put a duct tape on the glass.

, c stated that c's daughter was sick but c was an hour outside Indianapolis &

FILE OPENED-ZPM282N 09/23/2010

FOLLOW-UP IS DUE ON OR BEFORE

PREVIOUS FILES FOUND: NONEPHONE: [REDACTED] NUMBER: 3739

c heard what sounded like an explosion & little pieces of glass started to fa

CRR-PM VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY AND ALTERNATE PHONE

C STATED C CALLED NNA CA TO FILE A COMPLAINT AGAINST 5272 NISSAN OF CHESAPEAKE

c stated c took the veh to selling dlr and was assisted for the rental veh.

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

c stated c just got a call back from the dlr and was told the needed repair on

CUSTOMER.

II. C stated c pulled the shade close. C stated c did not feel comfortable so

NUMBER: 3739.

NUMBERS, EMAIL ADDRESS.

c called 911 to have the police guide c to the exit ramp. C stated the sunroff

CRR-PM UPDATED C'S INFORMATION NAME, ADDRESS, DAY & EVE PHONE NUMBERS AND

C STATED THAT C WAS CHARGE FOR SOMETHING BUT THE DLRSHP GIVE C ANY PAPERWORKS

Service Dept. Review

the veh cannot be cover under warranty but the dlr is willing to wait c but c

IN OWNER'S DATABASE.

looked like a volcano. C stated c has many pictures documenting what happened

Service Dept. Review

THAT THE DLRSHP REALLY DID THE JOB.

@09/23-ZPM282N

was referred to call nna ca.

CRR-PM RECEIVED CALL FROM C.

. C stated c's frustration, c stated c was very disappointed when c called 2 d

c stated c was quoted \$1,260.00 for the needed repair and c was dealing with S

C STATED THAT WHEN C TOOK THE VEH TO THE DLRSHP AND PICK UP THE VEH AROUND

10AM BUT IN THE PAPERWORKS THAT THE DLRSHP GAVE C A PAPERWORK THAT THE REPAIR

ays ago. C stated this is a serious circumstance. C stated financial & physica

M Anthony Messali and c also spoke with Adam or Robert from the service depar

I. C stated it seemed robotic, the questions that was asked c, c did not feel

tment.

WAS DONE AT 11AM. C THINKS THAT THE PAPERWORKS THAT WAS GIVEN TO C WAS FOR

c requesting help from nna about the needed repair.

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 360

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 361

REQUESTED BY: lattad

**CAR ID:** CA6940458

like there was care. C stated because there was no injury c felt to the rep th  
THE VEH AFTER C'S VEH. @09/23-ZPM282N

at the concern was not as serious as it was to c. C stated in the moment when  
c also stated c found information from the net where other nna c also have the  
C STATED WHEN C WAS TALKING TO THE SERVICE PERSON THE PEOPLE AT THE SERVICE  
c is frustrated over the process, c was asked where c gets oil changes, c did  
same issue.

WAS NOT COOPERATIVE AND NOT TAKING C SERIOUSLY.

C STATED THAT C'S PAYING \$80 FOR THE SERVICE THAT C IS NOT SURE THAT THE

c stated veh is located at GERALD NISSAN.

not know how that fits in the issue.

best contact to call c # [REDACTED]

DLRSHP REALLY DID THE REPAIRS.

rcas-at apologized for the inconvenience & frustration & advised c that rcas w  
CRR-RD told c case will be transferred to RCAS for further review and a call b  
ill be glad to look into this for c to see what can be done. Rcas-at advised c

VEH ISSUE: REPAIR THAT C WASN'T SURE IF THE DLRSHP DID THE WORK. C WANTS TO  
ack

FILE A DLRSHP COMPLAINT BECAUSE THE PEOPLE AT THE SERVICE DEPARTMENT WAS

that rcas could not make any guarantees but rcas will contact the dlr, review

& follow up no later than 7/15, c agreed.

VERY RUDE, UNPROFESSIONAL. C ALSO SAID THAT C WAS CALLING THE SERVICE DIRECTOR  
will be given to c from RCAS before the end of the next business day.

CRR-RD asked for further assistance, c stated no.

C stated that c has to be without the veh for that long awaiting a decision.

ROBERT HALL BUT SD-ROBERT HALL WON'T ANSWER C'S PHONE CALLS.

CRR-RD provided c with ca file number, crr name and extension.

Rcas-at apologized if this was any inconvenience for c but that rcas would wor

VEH DIAGNOSIS (DATE): SEPTEMBER 23, 2010

case transferred to rcas for oow repair request.

k case as expeditiously as rcas could & would let c know as soon as rcas has a

RESPONSIBLE NNA DEALER: 5272\_ NISSAN OF CHESAPEAKE, LLC @09/23-ZPM282N

Created by ZAT111N at 2014-07-08 14:38:12

n update, c agreed.

SERVICE ADVISOR/SERVICE MANAGER: SA- JEFFREY THOMPSON

C stated if rcas does google Nissan sunroof explosions, there are cases out th

Rcas-at spoke to SM-Tom regarding c.

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 362

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 363

REQUESTED BY: lattad

**CAR ID:** CA6940458

SA- LEE THOMPSON (RUDE/UNPROFESSIONAL)

ere. C stated the MUR & the RGE & has similar explanations. C stated c is sad  
SERVICE DIRECTOR - ROBERT HALL

Sm stated c was drining home from TN & heard an explosion. SM stated the sunro

CUSTOMER REQUEST: C WANTS TO FILE A DLRSHP COMPLAINT. @09/23-ZPM282N

of exploded up. SM stated c had 5 kids in the veh & c was worried about glass

that NNA has not taken any responsibility of handling the consumer. C stated

& c felt that it NNA did not care. SM stated that this was not a warrantable c

PREVIOUS NISSAN/INFINITI VEHICLE(S): NA @09/23-ZPM282N

to c there is not enough cases but having lived through this, it was very scar

CRR-PM CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE @09/23-ZPM282N

oncern as broken glass is not covered. SM stated that c wants NNA to cover thi

y for c. C stated c has the Platinum edition with the panoramic sunroof. C sta

CRR-PM INFORMED C THAT CRR-PM WILL TRANSFER THE FILE TO RCAS AND RCAS

s. SM stated that the quote c was given was for the glass.

ted c was glad it happened in the front & not in the back because there would

have been injuries.

Rcas-at understood & asked if c deserved GW.

WILL GIVE C A CALLBACK BEFORE THE END OF THE NEXT BUSINESS DAY.

CRR-PM OFFERED FURTHER ASSISTANCE, C DECLINED.

Rcas-at understood & advised c that rcas was glad to hear that everyone was ok

SM stated it did not matter to SM but SM does know that c does not maintatain

CRR-PM GAVE C NAME, EXTENSION AND FILE NUMBERS.

& provided c rcas-at contact info.

the veh with the dlr as c got offended when the dlr asked c where c maintained

.

C agreed & thanked rcas & ended call mutually.

CRR-PM TRANSFERRING FILE TO RCAS @09/23-ZPM282N

\*\*\*\*\*

rcas-at understood & thanked SM & ended call mutually.

Sending GW review to FOM-Todd Zannacker & setting follow up for 7/15.

Created by ZAT111N at 2014-07-10 14:48:06

Created by ZIH176N at 2014-07-09 15:17:38

RCAS-MF EMAILED SD-RYAN HALL ON 09/23 AND REQUESTED THAT C BE CONTACTED BY DLR

CRR-MH received a call from C stating that C is following up on the case. C na

rcas-at rec'd email from FOM-Todd Zannacker agreeing to covering the repairs f

TO RESOLVE COMPLAINT. @09/23-ZMF628N

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 364

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

PAGE: 365

REQUESTED BY: lattad

CAR ID: CA6940458

\*\*\*\*\*

or c.

rrated again "explosion" incident last Saturday. C stated that was promised a

==

callback today but has not yet received call.

RCAS-MF RECEIVED EMAIL BACK FROM SD WHO ADVISED THAT SHOP FOREMAN WILL CONTACT

CRR-MH confirmed no change in C's contact information. The best no. to reach C

C SHORTLY. SD ADVISED THAT C'S WIFE DROPPED THE VEH OFF IN THE NIGHT DROP BOX

rcas-at sent email to SM-Tom to advise.

===

AND MR SHOWED UP AT 9AM DEMANDING C'S VEH BE COMPLETED. SD ADVISED C'S VEH  
is 6303630039.

CRR-MH informed C that the case was already forwarded to the regional office a

rcas-at called c @ 4:40 pm est on home # [REDACTED]

WAS PROMISED FOR 5PM. SD ADVISED THAT DLR WILL NOT BE ISSUING A REFUND OR  
ASSISTING C WITH ANYTHING ELSE. @09/23-ZMF628N

nd a regional specialist will be in contact with C today. CRR-MH assured c tha

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

\*\*\*\*\*

rcas-at called c on mobile # [REDACTED].

t C will be contacted within today and that a specialist was working on the ca

rcas-at spoke to c & advised c that rcas did review & rcas will cover the repa

RCAS-MF CALLED C ON 09/24 AT 941AM EST. RCAS-MF LEFT VMX ON DAY NUMBER.

se. C understood.

CRR-MH offered further assistance, C declined

irs for c.

RCAS-MF CALLED EVE NUMBER AND LEFT VMX.

@09/24-ZMF628N

\*\*\*\*\*

C agreed.

CRR-MH provided CRR's name and EXT#.

CRR-MH exiting case.

rcas-at advised c to work with SM-Tom who will assist in getting repairs handl

RCAS-MF CALLED C ON 09/29 AT 1159AM EST. RCAS-MF SPOKE WITH MR ON DAY NUMBER.

Created by ZAT111N at 2014-07-09 16:04:50

ed, c agreed.

RCAS ADVISED C THAT NNA RECEIVED C'S COMPLAINT. RCAS INQUIRED IF C HAD ANY

C asked if it happens again will it be covered, hypothetically speaking.

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 366

REQUESTED BY: lattad

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

PAGE: 367

REQUESTED BY: lattad

CAR ID: CA6940458

OTHER COMMENTS TO ADD. C STATES THAT NNA NEEDS TO PUT IN A NEW SD AT DLR. RCAS

Rcas-at called c @ 6:00 pm est on best # [REDACTED]

ADVISED THAT RCAS WOULD NOTE C'S COMPLAINT AND NOTIFY THE DLR. RCAS APOLOGIZED

rcas-at advised c that the part does have a 12/12 warranty on it from the date

Rcas-at noting when rcas connects, line automatically disconnects.

AND ADVISED THAT THE DLRS ARE PRIVATLEY OWNED AND OPERATED; NNA WOULD NOT BE

& mileage of the repairs.

Rcas-at tried 2x to contact & the same ocured.

ABLE TO REPLACE THE SD. C INQUIRED WHY THE SD GAVE C NNA'S NUMBER IF NNA CANNO

C understood & asked will c's basic warranty cover also.

Rcas-at setting follow up for 7/10 to try again.

CANNOT ASSIST. C STATES THE DLR IS TRYING TO COVER SOMETHING UP. RCAS ADVISED

Created by ZAT111N at 2014-07-10 08:52:14

racas-at advised c depending on the dlr findings, as one warranty may supercede

C WAS PERHAPS GIVEN THE NUMBER SO THAT NNA CAN HAVE C'S COMPLAINT ON FILE. C

Rcas-at called c @ 10:30 am est on best # [REDACTED]

the other.

C understood & thanked rcas & ended call mutually.

Rcas-at spoke to c & who asked rcas to call c on home # [REDACTED]

STATES IF NNA CANT ASSIST, THERE WAS NO POINT IN C CALLING. C ENDED CALL.

Rcas-at agreed & called c on [REDACTED]

RCAS-MF CLOSING FILE.

\*\*SUMMARY\*\*

\*\*\*C CALLED NNA SEEKING ASSISTAINCE TO GET A NEW SD IN DLR. DLR MADE AWARE OF

C called NNa seeking assistance with c's sunroof repairs after c claims sunroo

Rcas-at spoke to c & verified c's concern.

C'S COMPLAINT.

@09/29-ZMF628N

C stated c is upset, mornings are hard for c. C stated c lost c's husband.

f "exploded". rcas-at reviewed with FOM who agreed to cover repairs. C was sat

Created by ZRD000N at 2014-07-08 12:55:37

Rcas-at apologized for c's loss.

sified. Rcas-at closing case.

c stated the sunroof exploded for no reason and c was thankful because c was n

C stated Tom is the SM of the dlr. C stated the dlr has been good to work with

c. C stated c's frustration is with NNA. C stated c traded in c's toyota & ho

ot injure including other passenger of the veh.

c stated when the incident occurred, c called 911 to get assistance.

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 368

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 369

REQUESTED BY: lattad

**CAR ID:** CA6940458

nda for this veh & c stated c thought this would be a safe veh & an extended w  
arranty was purchased as well. C stated c took c's 2 kids to TN & driving home  
c stated c heard explosion that cause c's girl friend to be panic.

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

<b>SATISFIED:</b> Y	<b>ACTION CODE:</b> NP	<b>ROOT CAUSE:</b> SCDS
<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> 09/24/13	<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> 07/10/14	<b>MICROFILM:</b>
<b>RESP CAA:</b> RANDY DRIER	<b>OLM:</b>	<b>DOM:</b>
<b>PHONE:</b>	<b>OWNER FIRST:</b> TRACY	<b>LANGUAGE:</b>

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 370

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

**TIME:** 1:14:30 PM

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

**PAGE:** 371

**CAR ID:** CA6940458

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 09/04/14

**TIME:** 1:14:30 PM

**MODEL YEAR:** 2014

**MAKE:** N

**MODEL LINE:** PTH

**NAME:** [REDACTED]

**VIN:** 5N1AR2MM5EC [REDACTED]

**IN SCV DATE:** 10/11/07

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
1	RCCD07345029	3089	Illinois	9/20/2013	09/20/19	0075000	01/01/01	01/01/01

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 372

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 373

REQUESTED BY: lattad

**CAR ID:** CA6940458

**CURRENT SERVICE CONTRACT**

**CONTRACT:** RCCD07345029

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** C

**PLAN TERM:** D

**DEDUCTABLE:** 100

**EFFECTIVE:** 9/20/2013

**EXPIRES:** 09/20/19      **MILES:** 0075000

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

**TRANSFER:** 01/01/01

**TRANSACTION:** 09/24/13

**PRINTED:** 09/28/13

**DEALER NO:** 3089      **STATE:** IL

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

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 374

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 375

REQUESTED BY: lattad

<b>NAME:</b> [REDACTED]	<b>SC:</b> ONE CONTRACT	<b>CAR ID:</b> CA7384995
<b>STREET:</b> [REDACTED]	<b>VIN:</b> JN8AZ1MW0BW [REDACTED]	
<b>CITY:</b> UNION	<b>YR/MDL:</b> 2011.0 MUR	<b>MILEAGE:</b> 003996
<b>ST/ZIP:</b> ME [REDACTED]	<b>VCAN:</b> N	<b>IN SVC DATE:</b> 11/01/11
<b>DAY PH:</b> [REDACTED]	<b>PAID:</b> 427	<b>RTL DLR:</b> 2822 CHARLIE'S NISSAN
<b>EVE PH:</b> [REDACTED]	<b>SUSP:</b> 0	<b>SVC DLR:</b> 2822 CHARLIE'S NISSAN
<b>DLR PH:</b> [REDACTED]	<b>DENY:</b> 0	<b>RESP DLR:</b> 2822 CHARLIE'S NISSAN
	<b>REGION:</b> 26	<b>DIST: SL/SV/PT:</b> 12 12 42

<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> 003996	<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> 02/21/12	<b>XFER/RSPNSBLTY:</b> 26 12 S
<b>CONTACT (S):</b>	<b>FOLLOWUP DATE:</b> 02/22/12	<b>INF-NET (Y/N):</b>
<b>SEVERITY:</b> 9	<b>CLOSE DATE:</b> 02/22/12	<b>INF-NET DATE:</b>

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OA VEHICLE CONCERNS	110500 SUN ROOF (ELECTRIC/MANUAL)
AB BODY	YO PART MISSING/LOOSE/FELL OFF

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 376

REQUESTED BY: lattad



CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

PAGE: 377

REQUESTED BY: lattad

CAR ID: CA7384995

**C. A. R. COMMENTS**

FILE OPENED-ZAD000N 02/21/2012

FOLLOW-UP IS DUE ON OR BEFORE

PREVIOUS RELATED FILE FOUND : NONE

DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE MOON ROOF OF THE VEH SHATTERED INTO PIECES AND C STATED THAT LUCKILY C DOESNT

PREVIOUS UNRELATED FILE FOUND : NONE

CRR-AD VERIFIED C'S VIN, NAME, ADDRESS, BOTH TELEPHONE NUMBERS, EMAIL ADDRESS, CUSTOMER.

HAVE ANY PASSENGER AT THAT TIME.

C STATED THAT THE ISSUE WAS CLAIMED ON ISURANCE BUT THE DEALER DONT KNOW WAHT CURRENT MILEAGE OF C'S VEH, HOW THE VEH WAS ACQUIRED,RESPONSIBLE SRV DLR.

C WOULD LIKE TO KNOW WHAT CAUSED THE SUN ROOF TO BREAK

CAUSES THE GLASS TO BREAK.

RECALLS/CAMPAIGNS FOUND : NONE

CRR-AD ASKED C ON WHAT C WANTS NNA TO DO WITH THE CONCERN. C STATED THAT CRR-AD RECEIVED A CALL FROM C STATING THAT WHILE C WAS DRIVING THE VEH THE WOULD LIKE TO KNOW IF THIS IS A KNOWN ISSUE.

CRR-AD INFORMED C THAT BASED ON CRR-AD'S EXPERIENCE TAKING IN CALLS CRR-AD RARELY RECEIVED SAME TYPE OF CONCERN C HAS. CRR-AD DOESNT KNOW ABOUT THE OTHER CA'S. AND IF THIS IS AKNOWN ISSUE THEN CA'S WILL BE NOTIFIED ABOUT IT.

C STATED THAT THE DEALER CANNOT DUPLICATE THE CONCERN AND C STATED THAT THE INSURANCE WILL COVER THE REPAIR BUT THEN C HAS \$500.00 DEDUCTABLE AND THE REPAIR IS \$900.00 AND THE INSURANCE WILL COVER THE \$400.00.

CRR-AD ASKED C AGAIN ON WHAT C WANTS NNA TO DO ABOUT THE CONCERN C STATED THAT C WANTS TO BE CLARIFIED ON WHAT IS THE CAUSE OF THE ISSUE. C WANTS TO DETERMINE IF THE ISSUE WAS A MANUFACTURER'S DEFECT. C STATED THAT IT IS NOT A ENVIRONMENTAL CAUSE BEC THERE'S NO ROCK HIT THE GLASS. @02/21-ZAD000N

CRR-AD INFORMED C THAT THE FILE WILL BE TRANSFERRED TO RCAS.

CRR-AD INFORMED C THAT RCAS WILL REVIEW FILE, CALL DLRSHIP & C BY THE END OF NEXT BUSINESS DAY.

CRR-AD OFFERED FURTHER ASSISTANCE. C DECLINED.

CRR-AD PROVIDED C WITH FILE NUMBER, NAME AND EXTENSION NUMBER.

CRR-AD TRANSFERRED FILE TO RCAS. @02/21-ZAD000N

\*\*\*\*\*

@02/22-ZJE176N

RCAS-JE CALLED AND SPOKE TO SD-C WHO STATED THAT DLRSHIP DOESN'T KNOW WHAT

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 378

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 379

REQUESTED BY: lattad

**CAR ID:** CA7384995

CAUSED THE SUNROOF TO BREAK. DLRSHIP STATED THAT SOMETHING MUST HAVE HIT THE SUNROOF FROM OUTSIDE AND THAT THERE IS NO IMPACT SEAM BECAUSE ALL THE GLASS IS INSIDE OF THE VEH.

RCAS-JE SENT EMAIL TO FOM-PR FOR CLARIFICATION. @02/22-ZJE176N

RCAS-JE CALLED AND SPOKE TO C ON DAY NUMBER AND VERIFIED THAT C HAS QUESTION ABOUT THE SUNROOF

C SAID YES C WOULD LIKE TO KNOW WHAT KIND OF GLASS NNA USES FOR SUNROOF AND WHAT CAUSED THE SUNROOF GLASS TO BREAK

RCAS-JE TOLD C THAT RCAS IS VERY SORRY TO HEAR THAT THE GLASS BROKE ON THE SUNROOF AND THAT THE DEALERSHIP WOULD BE THE BEST PLACE TO FIND OUR WHAT CAUSED THE SUNROOF TO BREAK AND WHAT TYPE OF GLASS IS USED ON THE SUNROOFS C SAID THAT C DID NOT KNOW WHAT C WAS GONNA DO AND THANKED RCAS FOR CALLING AND HUNG UP.

@02/22-ZJE176N

RCAS-JE CLOSING FILE AS C DID NOT REQUEST ANYTHING FROM NNA @02/22-ZJE176N

\*\*\*\*\*

RCAS-JE RECEIVED EMAIL FROM SM-C ASKING FOR AN UPDATE.

RCAS-JE SENT EMAIL BACK TO SM STATING WHEN FILE WAS OPENED AND CLOSED AND THAT C JUST WANTED TECHNICAL QUESTIONS ANSWERED WHICH RCAS CAN NOT PROVIDE ANSWER FOR AND C WOULD NEED TO CONTACT DLRSHIP.

RCAS-JE EXPLAINED TO SM-C THAT C DID NOT MAKE ANY KIND OF REQUEST OF NNA AND THAT RCAS IS SORRY C FEELS NNA DID NOT DO ANYTHING. @03/07-ZJE176N-COMMENT

RCAS-JE SENT EMAIL TO FOM-PR ABOUT EMAIL THAT RCAS RECEIVED FROM SM AND EXPLAINED TO FOM WHAT RCAS RESPONSE WAS THE C'S QUESTIONS, AND ASKED FOM-PR WHAT FOM WOULD LIKE NNA TO DO SINCE C DID NOT REQUEST ANYTHING.

@03/07-ZJE176N-COMMENT

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 380

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14  
**TIME:** 1:14:30 PM

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

**PAGE:** 381

**CAR ID:** CA7384995

<b>SATISFIED:</b> Y	<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> 1	<b>DATE:</b> 03/07/12

<b>IIR-DATE:</b>	<b>TRANS DATE:</b> 11/02/11	<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> 02/22/12	<b>MICROFILM:</b>
<b>RESP CAA:</b> RHONDA CALICO	<b>OLM:</b> BEVINGTON DON	<b>DOM:</b> ZJE176N
<b>PHONE:</b>	<b>OWNER FIRST:</b> [REDACTED]	<b>LANGUAGE:</b>

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 382

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

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

**TIME:** 1:14:30 PM

**PAGE:** 383

**CAR ID:** CA7384995

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 09/04/14

**TIME:** 1:14:30 PM

**MODEL YEAR:** 2011

**MAKE:** N

**MODEL LINE:** MUR

**NAME:** [REDACTED]

**VIN:** JN8AZ1MW0BW [REDACTED]

**IN SCV DATE:** 11/01/11

SEQ NO.	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
1	RCDC06054885	2822 Maine	11/1/2011	11/01/16	0100000	01/01/01	01/01/01

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 384

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 385

REQUESTED BY: lattad

**CAR ID:** CA7384995

**CURRENT SERVICE CONTRACT**

**CONTRACT:** RCDC06054885

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** C

**PLAN TERM:** C

**DEDUCTABLE:** 50

**EFFECTIVE:** 11/1/2011

**EXPIRES:** 11/01/16      **MILES:** 0100000

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

**TRANSFER:** 01/01/01

**TRANSACTION:** 11/02/11

**PRINTED:** 11/05/11

**DEALER NO:** 2822      **STATE:** ME

**DEALER NAME:** CHARLIE'S NISSAN

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 386

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 387

REQUESTED BY: lattad

**NAME:** [REDACTED] **SC:** NONE **CAR ID:** CA7400769  
**STREET:** [REDACTED] **VIN:** JN8AZ1MW0BW [REDACTED]  
**CITY:** ROCKFORD **YR/MDL:** 2011.0 **MILEAGE:** 013100  
**ST/ZIP:** IL [REDACTED] **VCAN:** N **IN SVC DATE:**  
[REDACTED] **PAID:** 96 **RTL DLR:** NI NI  
**EVE PH:** [REDACTED] **SUSP:** 0 **SVC DLR:** 5034 ERIC HILL NISSAN  
[REDACTED] **DENY:** 0 **RESP DLR:** 5034 ERIC HILL NISSAN  
**REGION:** 32 **DIST: SL/SV/PT:** 03 03 33

**LETTER RECEIVED:** 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 00/00/00  
**FIRE:** N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** Y (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:** 013100 **# NISSAN/INFINITI VEHICLES:** 1  
**VEHICLE MAINTAINED BY:** ANDERSON NISSAN  
**OUTSIDE WARRANTY BY (B) MONTHS:** 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

**ORIG CODE:** NP NP **OPEN DATE:** 03/12/12 **XFER/RSPNSBLTY:** 32 03 N  
**CONTACT (S):** **FOLLOWUP DATE:** 03/20/12 **INF-NET (Y/N):**  
**SEVERITY:** 9 **CLOSE DATE:** 03/20/12 **INF-NET DATE:**

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OA VEHICLE CONCERNS 110500 SUN ROOF (ELECTRIC/MANUAL)  
AB BODY ZB BROKEN/CRACKED

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 388

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 389

REQUESTED BY: lattad

**CAR ID:** CA7400769

**C. A. R. COMMENTS**

Created by ZMM999N at 2012-03-12 13:20:42

Received call from c stating that c's veh front sunroof exploded while c was driving.

ET-KI ASSUMING RESPONSIBILITY OF FILE. ET-KI TO DIRECT C TO DLR FOR ASSISTANCE

ET-KI CALLED ERIC HILL NISSAN 03/16/12 @ [REDACTED] @11:14AM. SPOKE TO SA-ROBERT. ET-KI WAS ADVISED THAT VEH WAS CURRENTLY AT DLR. ET-KI WAS ADVISED THAT C NEEDS VEH REPAIRED AS SOON AS POSSIBLE. ET-KI WAS ADVISED THAT GLASS WAS AL

ET-KI CALLED ERIC HILL NISSAN 03/16/12 @ [REDACTED] @12:02PM. SPOKE TO SA-ROBERT. ET-KI WAS ADVISED THAT DLR HAS SPOKEN TO WARRANTY AND REPAIR IS COVERED UNDER WARRANTY. REPAIR SHOULD BE COMPLETED BY END OF DAY.

READY ORDERED AND WILL BE AT DLR 03/16/12. ET-KI WAS ADVISED THAT IF VEH IS NOT REPAIRED SOON C WILL HAVE TO FLY HOME AND THEN FLY BACK TO RETRIEVE VEH.

ET-KI ASKED IF DLR HAD CALLED WARRANTY DEPT TO SEE IF REPAIR IS COVERED UNDER WARRANTY. SA ADVISED THAT DLR DID CALL WARRANTY AND LEFT A VXM. ET-KI ASKED SA-ROBERT TO CALL AGAIN. PROVIDED WITH DLR WARRANTY NUMBER.

ET-KI WAS ADVISED BY SA THAT DLR BELIEVES THIS SHOULD BE COVERED UNDER WARRANTY. SA ADVISED THAT THERE IS NO EVIDENCE OF TAMPERING OR A ROCK HITTING THE SUN ROOF. DLR BELIEVES THAT GLASS SHATTERED BY SELF.

ET-KI CALLED C 03/16/12 @ [REDACTED] @12:10PM. ET-KI WAS ADVISED THAT C IS NO LONGER WITH THIS COMPANY.

ET-KI CALLED C 03/16/12 @ [REDACTED] @12:12PM. LEFT VXM FOR CALL BACK.

ET-KI ADVISED C OF FOLLOW UP FOR 03/20/12

ET-KI PROVIDED ET-KI CONTACT # AND C CASE #

DS ASSISTANCE DUE TO VEH BEING REPAIRED. C STATE THAT VEH IS IN GOOD SHAPE RIGHT NOW BUT C HOPES THAT THIS WILL NOT HAPPEN AGAIN. ET-KI ASKED C IF FURTHER ASSISTANCE IS NEEDED. C STATES NO.

ET-KI CLOSING FILE. NO FURTHER ASSISTANCE NEEDED.

ET-KI CALLED C 03/20/12 @ [REDACTED] @ 8:59PM. C STATES THAT C NO LONGER NEED /12.

ET-KI CALLED ERIC HILL NISSAN 03/20/12 @ [REDACTED] @ 7:47AM. SPOKE TO SA-MIRANDA. ET-KI WAS ADVISED THAT VEH WAS REPAIRED AND PICKED UP 03/16/12 OR 03/17

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 390

REQUESTED BY: lattad

**CONFIDENTIAL**

**Nissan Strictly Confidential Restricted**

**DATE:** 04/09/14

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

**TIME:** 1:14:30 PM

**PAGE:** 391

**CAR ID:** CA7400769

**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>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> 03/20/12	<b>MICROFILM:</b>
<b>RESP CAA:</b>	<b>OLM:</b>	<b>DOM:</b>
<b>PHONE:</b>	<b>OWNER FIRST:</b> RUTH	<b>LANGUAGE:</b>

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 392

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

**TIME:** 1:14:30 PM

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

**PAGE:** 393

**CAR ID:** CA7400769

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 09/04/14

**TIME:** 1:14:30 PM

**MODEL YEAR:** 2011

**MAKE:** N

**MODEL LINE:**

**NAME:** [REDACTED]

**VIN:** JN8AZ1MW0BW [REDACTED]

**IN SCV DATE:**

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		5034	Illinois					

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 394

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 395

REQUESTED BY: lattad

**CAR ID:** CA7400769

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:**

**MILES:**

**CANCEL:**

**MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 5034

**STATE:** LA

**DEALER NAME:** ERIC HILL NISSAN

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 396

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 397

REQUESTED BY: lattad

<b>NAME:</b> [REDACTED]	<b>SC:</b> NONE	<b>CAR ID:</b> CA7590891
<b>STREET:</b> [REDACTED]	<b>VIN:</b> JN8AZ1MW4BW [REDACTED]	
<b>CITY:</b> LAKE IN THE HILL	<b>YR/MDL:</b> 2011.0	<b>MILEAGE:</b> 000000
<b>ST/ZIP:</b> IL [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> 3079 JIM M'LADY NISSAN
<b>DLR PH:</b> [REDACTED]	<b>DENY:</b>	<b>RESP DLR:</b> 3079 JIM M'LADY NISSAN
	<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> 03/13/12
<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> 000000	<b># NISSAN/INFINITI VEHICLES:</b> 1
<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> 03/13/12	<b>XFER/RSPNSBLTY:</b> 24 01 N
<b>CONTACT (S):</b>	<b>FOLLOWUP DATE:</b> 03/13/12	<b>INF-NET (Y/N):</b>
<b>SEVERITY:</b> 9	<b>CLOSE DATE:</b> 03/21/12	<b>INF-NET DATE:</b>

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OA VEHICLE CONCERNS	110500 SUN ROOF (ELECTRIC/MANUAL)
AB BODY	ZB BROKEN/CRACKED

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 398

REQUESTED BY: lattad

DATE: 04/09/14

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

TIME: 1:14:30 PM

PAGE: 399

CAR ID: CA7590891

**C. A. R. COMMENTS**

b. What happened?

Created by null at 2012-03-13 11:54:45

Created by ZRA999N at 2012-03-15 08:21:49

Created by ZRA999N at 2012-03-15 08:21:49

C STATES c was driving home on the express way , the weather was nice, no veh  
s were obn the express way aside from c and the sunroof shattered without a ca

To whom it may concern,

To whom it may concern,

use c stated c just heard an explosion on the veh

and found a massive hole on the sunroof

I would like to report a safety issue on the 2011 Nissan Murano. On Friday, Ma

c.What areas of the vehicle are affected?

I would like to report a safety issue on the 2011 Nissan Murano. On Friday, Ma

C STATES sunroof

rch 9th as I was driving home from work on the expressway, my sunroof, on my 2

d. When did it happen? DOCUMENT date and time.

rch 9th as I was driving home from work on the expressway, my sunroof, on my 2

011 Nissan Murano that I purchased on September 5, 2011, shattered without cau

C STATES march 9th 400 pm

011 Nissan Murano that I purchased on September 5, 2011, shattered without cau

e.Where did it happen? DOCUMENT detailed description of location of incident (   
please be as precise as possible).

se (see attached photo). I was driving approximately 65 mph when the glass sha

C STATES on the express way just east of barrington rd

se (see attached photo). I was driving approximately 65 mph when the glass sha

f.How did it happen?

tered. There was no other traffic around me for at least 300 feet. Thankfully

c stated there were no cars involved, c stated c was driving home from work on

tered. There was no other traffic around me for at least 300 feet. Thankfully

, my interior cover prevented further perceived damage to myself or the interi

the expressway, c stated sunroof, on my 2011 Nissan Murano that c purchased o

, my interior cover prevented further perceived damage to myself or the interi

n September 5, 2011, shattered without cause (see attached photo). c stated c

or and I consider myself fortunate. I normally have my wife and 5 year old son

was driving approximately 65 mph when the glass shattered. There was no other

or and I consider myself fortunate. I normally have my wife and 5 year old son

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 400

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 401

REQUESTED BY: lattad

**CAR ID:** CA7590891

traffic around c for at least 300 feet. Thankfully, c's interior cover prevented further perceived damage to c's self or the interior and c considers c's with me and typically I do not use the interior cover. If this incident would self fortunate.

with me and typically I do not use the interior cover. If this incident would have occurred while they were present and my interior cover was not engaged,

P-3)What the customer is requesting of Nissan North America:

c stated c would like to know why dunroof shattered

have occurred while they were present and my interior cover was not engaged,

c stated c would like issue to be investigated.

I believe serious life altering injuries would have ensued.

crr-ra informed c that a rep will contact c within 2 business days

I believe serious life altering injuries would have ensued.

c thanked crr

I have registered my safety concern with case number 7590714 to Mike at extens

c declined further assistance

I have registered my safety concern with case number 7590714 to Mike at extens

crr-ra creating iir as per tl-jv

ion 457322 of your customer affairs team.

crr-ra keeping file open

ion 457322 of your customer affairs team.

Created by ZBL444N at 2012-03-16 10:56:48

To replace the sunroof I am executing on my deductible of my insurance, however

Arb-bl; reviewed file in its entirety and found that there was no vehicle inci

To replace the sunroof I am executing on my deductible of my insurance, however  
dent or personal injury.

r, I will have to take the vehicle to a local body shop to ascertain the damage

Case file does not meet IIR investigation criteria.

r, I will have to take the vehicle to a local body shop to ascertain the damage

Created by ZBL444N at 2012-03-16 10:58:06

e the lost shattered glass made to the top of the vehicle.

Arbs-bl: sent file to ET-AN for reassignment of file responsibility to RCAS.

e the lost shattered glass made to the top of the vehicle.

Created by ZKO000N at 2012-03-19 08:43:59

Thank you for attention in this matter.

ET-KO SPOKE TO C - C STATES THAT IN ORDER TO DRIVE THE CAR, C HAD TO GET THE S

Thank you for attention in this matter.

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 402

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 403

REQUESTED BY: lattad

**CAR ID:** CA7590891

Sincerely,

UNROOF REPLACED IMMEDIATELY. C STATED THAT THE COMPANY THAT REPLACED THE GLASS IN THE SUNROOF DID ORDER A NNA PART AND C'S INSURANCE COVERED THE COST, MINUS

Sincerely,

Eric Suarez

THE DEDUCTABLE C HAD TO PAY. C STATED C IS NOT SURE WHAT NNA CAN DO AT THIS P

Eric Suarez

OINT SINCE THE GLASS HAS BEEN REPLACED, BUT C IS CONCERNED ABOUT THE SAFETY OF 3783 Sonoma Circle

THE NNA GLASS. ET-KO STATED THAT IN ORDER TO BE CONSIDERED FOR ANY GOODWILL T 3783 Sonoma Circle

HE CAR WOULD HAVE NEEDED TO BE TAKEN TO A NNA DLR TO DETERMINE IF THE GLASS SHATTERED DUE TO ENVIRONMENTAL ISSUES OR A DEFECT IN THE GLASS. C STATES THAT AL Lake in the Hills, IL 60156

Lake in the Hills, IL 60156

L RECEIPTS AND DOCUMENTATION FOR THE REPAIR CAN BE FAXED.

847-343-6881

Created by ZKO000N at 2012-03-19 09:18:36

847-343-6881

ET-KO LET C KNOW THAT BECAUSE THE SUNROOF COULD NOT BE INSPECTED BY A NNA DLR

Created by ZRA999N at 2012-03-15 08:50:12

THAT NNA CANNOT OFFER ANY TYPE OF REIMBURSEMENT. C STATED THAT IT IS NOT ABOUT \*\*\*\*\*email file logged\*\*\*\*\*

THE MONEY AND THAT C IS WANTED TO BE ASSURED THE SAFETY OF THE GLASS FOR C AND C'S FAMILY. ET-KO ADVISED THE C THAT A NNA DLR CAN INSPECT THE SUNROOF AND PREVIOUS RELATED FILE(S) FOUND: \_7590714

PREVIOUS UNRELATED FILE(S) FOUND: \_NONE

THE REPAIRED GLASS TO ENSURE THAT THE GLASS DOES NOT HAVE ANY DEFECTS AND THAT EMAIL ADDRESSED TO: NNACONSUMERAFFAIRS@NISSAN-USA.COM

IT WAS INSTALLED PROPERLY. C ASKED COULD C FAX OVER PICTURE OF SUNROOF TO ET-KO, ET-KO PROVIDED C WITH NUMBER AND FAX NUMBER. C THANKED ET-KO FOR CALLING A METHOD OF CONTACT: E-MAIL

DATE RECEIVED: 03/13/12 DATE CREATED: \_03/15/12

ND FOR DOCUMENTING CONCERNS. CLOSING FILE, NO FURTHER ASSISTANCE NEEDED.

crr-ra contacting c on c's phone number :

crr-ra asked the ffg questions:

P-1) Approximate mileage on vehicle at time of accident or incident:

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 404

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 405

REQUESTED BY: lattad

**CAR ID:** CA7590891

C STATES 11000

P-2) Description of the accident or incident:

a. Who was involved?

C STATES c

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

**SATISFIED:** N

**ACTION CODE:** NP

**ROOT CAUSE:** PCSD

**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:** 03/21/12

**MICROFILM:**

**RESP CAA:**

**OLM:**

**DOM:**

**PHONE:**

**OWNER FIRST:** ERIC

**LANGUAGE:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 406

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

**TIME:** 1:14:30 PM

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

**PAGE:** 407

**CAR ID:** CA7590891

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 09/04/14

**TIME:** 1:14:30 PM

**MODEL YEAR:** 2011

**MAKE:** N

**MODEL LINE:**

**NAME:** [REDACTED]

**VIN:** JN8AZ1MW4BW [REDACTED]

**IN SCV DATE:**

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		3079	Illinois					

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 408

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 409

REQUESTED BY: lattad

**CAR ID:** CA7590891

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:**

**MILES:**

**CANCEL:**

**MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 3079

**STATE:** IL

**DEALER NAME:** JIM M'LADY NISSAN

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 410

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 411

REQUESTED BY: lattad

**NAME:** [REDACTED] **SC:** ONE CONTRACT **CAR ID:** CA7694867  
**STREET:** [REDACTED] **VIN:** JN8AZ1MW0BW [REDACTED]  
**CITY:** UNION **YR/MDL:** 2011.0 **MUR** **MILEAGE:** 003000  
**ST/ZIP:** ME [REDACTED] **VCAN:** N **IN SVC DATE:**  
**DAY PH:** [REDACTED] **PAID:** 623 **RTL DLR:** NI NI  
[REDACTED] **SUSP:** 0 **SVC DLR:** 02005 PETER'S AUTO SALES, INC.  
[REDACTED] **DENY:** 0 **RESP DLR:** 02005 PETER'S AUTO SALES, INC.  
**REGION:** 26 **DIST: SL/SV/PT:** 12 12 42

**LETTER RECEIVED:** 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 00/00/00  
**FIRE:** N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** 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:** 003000 **# NISSAN/INFINITI VEHICLES:** 1  
**VEHICLE MAINTAINED BY:** PETER'S NISSAN  
**OUTSIDE WARRANTY BY (B) MONTHS:** 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

**ORIG CODE:** NP NP **OPEN DATE:** 03/28/12 **XFER/RSPNSBLTY:** 26 12 N  
**CONTACT (S):** **FOLLOWUP DATE:** 04/23/12 **INF-NET (Y/N):**  
**SEVERITY:** 9 **CLOSE DATE:** 04/23/12 **INF-NET DATE:**

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OA VEHICLE CONCERNS 110500 SUN ROOF (ELECTRIC/MANUAL)  
AB BODY ZR GENERAL INQUIRY

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 412

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 413

REQUESTED BY: lattad

**CAR ID:** CA7694867

**C. A. R. COMMENTS**

Created by ZJE176N at 2012-03-28 13:51:40

Created by ZJE176N at 2012-03-28 13:55:22

RCAS-JE told C that RCAS would follow up with C again 4/16/12 for C's answer

C said agreed

RCAS-JE this case if related to case # 03086952

RCAS-JE received phone call from FOM-PR that FOM would like NNA to contact C a

RCAS-JE setting follow up for 4/16/12 per C's request

Created by ZJE176N at 2012-04-09 12:25:07

nd offer a maintenance plan for 24mo/30,000 miles Gold Schedule 1 3mo/3,750mil

es

RCAS-JE sent email to FOM-PR that C would like additional time to think about

NNA's offer.

RCAS-JE told FOM that RCAS would contact C

C had contacted NNA with questions about the type of glass NNA use's for sunro

Created by ZJE176N at 2012-04-16 12:16:03

of and how the sun roof would be able to break. RCAS had told C that C would n

RCAS-JE called and spoke to C on phone number [REDACTED] and asked C if C has

eed to get technical answers from dlrshp.

made a decision on NNA's offer.

C asked what the offer was again

Created by ZJE176N at 2012-03-28 14:02:53

RCAS-JE called and left vmx for C @ 4:01pm on 3/28/12 with name, phone number

RCAS-JE said a maintenance plan for 24mo/30,000mi whichever come 1st.

and ext on phone number [REDACTED]

C stated that C is not happy with NNA's offer but if that is all NNA is offeri

ng that C will except NNA's offer

RCAS-JE setting follow up for 3/30/12

Created by ZJE176N at 2012-03-28 14:05:07

RCAS-JE explained to C that it would take about 5 business days to process the

maintenance plan and that RCAS would follow up with C again 4/23/12

RCAS-JE sent email to FOM-PR with new case number and let FOM know that RCAS h

as left vmx for C and has set follow up for 3/30/12

C understood

Created by ZMB175N at 2012-03-30 15:46:30

RCAS-JE setting follow up for C 4/23/12

Created by ZJE176N at 2012-04-16 12:16:54

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 414

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 415

REQUESTED BY: lattad

**CAR ID:** CA7694867

Rcas-MLB contacted c at 5:25 est. on phone # [REDACTED] to offer the gold schedule 1 maintenance plan. Rcas explained c to c what was provided in the plan, RCAS-JE sent email to FOM-PR about C's comments of NNA's offer

c originally declined the offer stating that c wants to be reimbursed for the

Created by ZJE176N at 2012-04-16 12:23:04

\$1000 that c paid to replace c's sunroof until rcas advised c to think about

RCAS-JE submitted maintenance plan application (CST00011333)

Created by ZJE176N at 2012-04-23 12:15:23

this because once c declines an offer it can not be offered again. C stated th

at c will think about this and will contact rcas-JT with c's decision. Rcas in

RCAS-JE called and spoke to C on phone number [REDACTED] and let C know that t

formed c that the case will be documented and c can contact rcas-JT back at ex

he maintenance plan has been added to VIN and C would received in 2-4 weeks ad

ditiional info about the plan for 24mo/30,000mi

t #457215.

Created by ZJE176N at 2012-04-02 14:33:00

C said C still understand how this is a good deal for C but thanked RCAS for c

alling and hung up

RCAS-JE sent email to FOM-PR that C has declined the maintenance plan and woul

d like reimb for \$1,000 for repair to sun roof

RCAS-JE closing case

RCAS-JE setting follow up for 4/3/12

Created by ZJE176N at 2012-04-03 09:52:45

RCAS-JE received email from FOM-PR that NNA is only offering the maintenance p

lan.

Created by ZJE176N at 2012-04-03 09:55:22

RCAS-JE called and left vmx for C @ 11:54 am on 4/3/12 with name, phone number

and ext on phone number [REDACTED]

RCAS-JE setting follow up for 4/9/12

Created by ZJE176N at 2012-04-03 09:55:47

RCAS-JE has not spoken to C make NNA's only offer

Created by ZJS111N at 2012-04-03 10:30:22

recieved a call from c asking to speak to rcas

informed c that crr will be sending internal message to rcas to contact c asap

exitting case

Created by ZJE176N at 2012-04-09 12:20:03

RCAS-JE called and spoke to C on phone number [REDACTED] and explained to C th

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 416

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 417

REQUESTED BY: lattad

**CAR ID:** CA7694867

at RCAS has sent C's request back to NNA for re review and NNA's offer is a 24 mo/30,000mi maintenance plan gold.

C said C is unsure if that offer is fair and would like to speak to C's husband.

RCAS-JE told C that would be fine RCAS would contact C again in 1 weeks time(4/16/12)

C said that would be fine, but C has read online on the MUR forum that this has happened to other people as well and C is afraid that sun roof will just break again.

RCAS-JE explained to C that the Nissan forum is a 3rd party website and anyone can post anything they would like.

C said oh, but if 3rd party people are having the same concern why isn't Nissan reading the website.

RCAS-JE explained to C that Nissan does it's own research and that if C would like to gather info from Nissan that C can go to [www.nissanusa.com](http://www.nissanusa.com)

C said ok C would go read the website

**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:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 418

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 419

REQUESTED BY: lattad

**CAR ID:** CA7694867

**IIR-DATE:**

**TRANS DATE:** 11/02/11

**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:** 04/23/12

**MICROFILM:**

**RESP CAA:**

**OLM:**

**DOM:**

**PHONE:**

**OWNER FIRST:** [REDACTED]

**LANGUAGE:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 420

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

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

**TIME:** 1:14:30 PM

**PAGE:** 421

**CAR ID:** CA7694867

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 09/04/14

**TIME:** 1:14:30 PM

**MODEL YEAR:** 2011

**MAKE:** N

**MODEL LINE:** MUR

**NAME:** [REDACTED]

**VIN:** JN8AZ1MW0BW [REDACTED]

**IN SCV DATE:**

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
1	RCDC06054885	02005	Maine	11/1/2011	11/01/16	0100000	01/01/01	01/01/01

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 422

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 423

REQUESTED BY: lattad

**CAR ID:** CA7694867

**CURRENT SERVICE CONTRACT**

**CONTRACT:** RCDC06054885

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** C

**PLAN TERM:** C

**DEDUCTABLE:** 50

**EFFECTIVE:** 11/1/2011

**EXPIRES:** 11/01/16      **MILES:** 0100000

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

**TRANSFER:** 01/01/01

**TRANSACTION:** 11/02/11

**PRINTED:** 11/05/11

**DEALER NO:** 02005      **STATE:** NH

**DEALER NAME:** PETER'S AUTO SALES, INC.

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 424

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 425

REQUESTED BY: lattad

<b>NAME:</b> [REDACTED]	<b>SC:</b> NONE	<b>CAR ID:</b> CA7696047
<b>STREET:</b> [REDACTED]	<b>VIN:</b> JN8AZ1MU3BW [REDACTED]	
<b>CITY:</b> HOUSTON	<b>YR/MDL:</b> 2011.0	<b>MILEAGE:</b> 000000
<b>ST/ZIP:</b> TX [REDACTED]	<b>VCAN:</b>	<b>IN SVC DATE:</b>
<b>DAY PH:</b> [REDACTED]	<b>PAID:</b>	<b>RTL DLR:</b> NI NI
[REDACTED]	<b>SUSP:</b>	<b>SVC DLR:</b> 3090 MOSSY NISSAN
[REDACTED]	<b>DENY:</b>	<b>RESP DLR:</b> 3090 MOSSY NISSAN
	<b>REGION:</b> 32	<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> 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> 03/29/12	<b>XFER/RSPNSBLTY:</b> 32 02 N
<b>CONTACT (S):</b>	<b>FOLLOWUP DATE:</b> 03/29/12	<b>INF-NET (Y/N):</b>
<b>SEVERITY:</b> 9	<b>CLOSE DATE:</b> 03/29/12	<b>INF-NET DATE:</b>

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OA VEHICLE CONCERNS	110500 SUN ROOF (ELECTRIC/MANUAL)
OC NISSAN DEALER ISSUES	223500 VEHICLE MAINTENANCE (NISSAN)
AB BODY	YX POOR OR IMPROPER OPERATION
BF NSN DEALER SERVICE DEPT.	YY POOR SERVICE EXPERIENCE

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 426

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 427

REQUESTED BY: lattad

**CAR ID:** CA7696047

**C. A. R. COMMENTS**

Created by 12345678 at 2012-03-29 01:01:48

Created by 12345678 at 2012-03-29 01:02:00

THEY REPLACED THE SUNROOF GLASS BUT FAILED TO INSPECT THE SEAL AROUND IT WHICH HAD A BROKEN SEAL THAT NEEDED TO BE REPLACED.AFTER HAVING MY SUNROOF EXPLODED ON ME , THOUGH YOU DID REPLACE IT, I HAVENT BEEN USING MY SUNROOF SINCE THINKING IT WILL EXPLODE ON ME AGAIN WITH NO APPARENT REASONS.

Created by ZBP179N at 2012-03-29 08:09:07

rcas-bp called c's daytime # [REDACTED] 03/29/12 at 10:08am est and left a message for c.

Created by ZBP179N at 2012-03-29 08:10:35

rcas-bp closing file.

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

**SATISFIED:** N

**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:**

**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:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 428

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 429

REQUESTED BY: lattad

**CAR ID:** CA7696047

**HISTORY:**

**UPDATE BY:**

**SVC CALL#:** N

**UPDATE DATE:**

**CLOSE:** Y

**CLOSE DATE:** 03/29/12

**MICROFILM:**

**RESP CAA:**

**OLM:**

**DOM:**

**PHONE:**

**OWNER FIRST:** [REDACTED]

**LANGUAGE:**

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 430

REQUESTED BY: lattad

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

**TIME:** 1:14:30 PM

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

**PAGE:** 431

**CAR ID:** CA7696047

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 09/04/14

**TIME:** 1:14:30 PM

**MODEL YEAR:** 2011

**MAKE:** N

**MODEL LINE:**

**NAME:** [REDACTED]

**VIN:** JN8AZ1MU3BW [REDACTED]

**IN SCV DATE:**

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		3090	Texas					

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 432

REQUESTED BY: lattad



**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 433

REQUESTED BY: lattad

**CAR ID:** CA7696047

**CURRENT SERVICE CONTRACT**

**CONTRACT:**

**OWNER NAME:** [REDACTED]

**PLAN TYPE:**

**PLAN TERM:**

**DEDUCTABLE:**

**EFFECTIVE:**

**EXPIRES:**

**MILES:**

**CANCEL:**

**MILES:**

**TRANSFER:**

**TRANSACTION:**

**PRINTED:**

**DEALER NO:** 3090

**STATE:** TX

**DEALER NAME:** MOSSY NISSAN

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 04/09/14

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 1:14:30 PM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 434

REQUESTED BY: lattad