

PE14-018

NISSAN

8/21/2014

ATTACHMENT A
CONSUMER COMPLAINTS

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 19/08/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 2:31:58 PM

CUSTOMER ASSISTANCE REQUEST

PAGE: 1

REQUESTED BY: lattad

NAME: [REDACTED]	SC: NONE	CAR ID: CA1090283
STREET: [REDACTED]	VIN: 3N1CN7AP8CL [REDACTED]	
CITY: CLEVELAND	YR/MDL: 2012.0 VSD	MILEAGE: 000000
ST/ZIP: GA [REDACTED]	VCAN:	IN SVC DATE:
DAY PH: [REDACTED]	PAID:	RTL DLR: NI NI
EVE PH: [REDACTED]	SUSP:	SVC DLR: 2854 CARRIAGE NISSAN
DLR PH: [REDACTED]	DENY:	RESP DLR: 2854 CARRIAGE NISSAN
	REGION: 34	DIST: SL/SV/PT: 01 01 31

LETTER RECEIVED: 00/00/00	EXEC: 00/00/00	EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N)	ACCIDENT: N (Y/N)	AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N)	INJURY: N (Y/N)	SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00	WHERE:	
VEHICLE PURCHASED: New x Preowned	MILES: 000000	# 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: 08/01/12	XFER/RSPNSBLTY: 34 01 N
CONTACT (S):	FOLLOWUP DATE: 08/17/12	INF-NET (Y/N):
SEVERITY: 9	CLOSE DATE: 08/17/12	INF-NET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS	120000 BRAKE PEDAL (PEDAL/LINKAGE/SPRI
AD BRAKES	ZR GENERAL INQUIRY

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CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

CAR ID: CA1090283

C. A. R. COMMENTS

Created by ZCP176N at 2012-08-01 13:57:43

Created by ZCP176N at 2012-08-01 13:59:53

crr-cp verified contact information

c states c is having an issue with a design flaw of the veh

use c's foot gets stuck in the back of the counsel and where the veh actually ends

c states that the dlrship told c to contact nissan ca

crr-cp advised c that crr-cp can forward the file to rcas for assistance

c understood

crr-cp gave name file number and ext

crr-cp changing follow up date and forwarding to rcas

Created by ZVL175N at 2012-08-02 14:51:56

rcas-vl called s/m on [REDACTED] and advised a/m Nathaniel of the c's the c's concern s/m advised rcas-vl to have the c bring the veh into the dealership to set up a appt. to have s/m diagnose the veh.

Created by ZVL175N at 2012-08-02 14:58:04

rcas-vl called c on [REDACTED] and left vxm rcas-vl setting follow up for 7/7/12

Created by ZEP999N at 2012-08-07 14:02:11

rcas-epalled c at 3:58 est at [REDACTED] to advise c to bring veh to dlr f or diagnostic test. C did not answer. RCAS-EP left vmx with RCAS call back number and RCAS-EP's ext and RCAS-EP VL's ext advising c to call back ASAP.

RCAS-EP changing follow up to 08/09/2012

Created by ZEP999N at 2012-08-07 14:19:52

RCAS-EP received inbound call from c stating that c's foot is getting stuck behind the pedal. C states that there is a design issue. C states there is 8 inches inbetween side of veh and pedal and no room inbetween gas pedal and break pedal. C states c will bring veh to dlr. C stated c will bring veh to dlr tomorrow to have veh looked at.

RCAS-EP keeping follow up the same to follow up with c.

Created by ZVL175N at 2012-08-11 10:01:25

rcas-vl called c on(404) 273-7999 and left vxm rcas-vl setting follow up for 8/15/12

Created by ZVL175N at 2012-08-13 09:11:18

rcas-vl recieved vxm from c and called c on [REDACTED] follow up set for 8/14/12

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REQUESTED BY: lattad

CAR ID: CA1090283

Created by ZVL175N at 2012-08-15 08:56:22

rcas-vl called sm nathaniel on [REDACTED] and was advised the s/m talked to c and the would like the c's concerns forwarded on to the engineer about the gas pedal being a design flaw do to the veh was designed for people with larger feet

Created by ZVL175N at 2012-08-15 08:59:04

rcas-vl called c on [REDACTED] and left vxm rcas-vl setting follow up for 8/17/12

Created by ZVL175N at 2012-08-17 09:01:03

rcas-vl called c on [REDACTED] and left vxm rcas-vl setting closing the case after 3 attempts to contact c. no further action to be taken

Created by ZVL175N at 2012-08-17 09:04:40

summary: c nna in regards to expressing the concerns that the gas pedal of the vehicle

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
	NEW INFO: 0	DATE: 00/00/00
	OTHER: 0	DATE: 00/00/00
	COMMENTS ONLY: 0	DATE: 00/00/00

IIR-DATE:	TRANS DATE: 00/00/00	CHECK REQUESTED: Y
3RD PRY: NI	PART#:	CHECK ISSUED: Y

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CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

CAR ID: CA1090283

BYBACK ST:

OPENED BY:

HISTORY:

UPDATE BY:

SVC CALL#: N

UPDATE DATE:

CLOSE: Y

CLOSE DATE: 08/17/12

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: JAMES

LANGUAGE:

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

PAGE: 9

CAR ID: CA1090283

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 08/19/14

TIME: 2:31:58 PM

MODEL YEAR: 2012

MAKE: N

MODEL LINE: VSD

NAME: [REDACTED]

VIN: 3N1CN7AP8CL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		2854	Georgia					

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REQUESTED BY: lattad

CAR ID: CA1090283

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 2854

STATE: GA

DEALER NAME: CARRIAGE NISSAN

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

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NAME: [REDACTED]	SC: NONE	CAR ID: CA2611867
STREET: [REDACTED]	VIN: 3N1CN7AP5DL [REDACTED]	
CITY: DUNCANVILLE	YR/MDL: 2013.0 VSD	MILEAGE: 000050
ST/ZIP: TX [REDACTED]	VCAN:	IN SVC DATE:
DAY PH: 0	PAID:	RTL DLR: NI NI
EVE PH: [REDACTED]	SUSP:	SVC DLR: 5262 CLAY COOLEY NISSAN
DLR PH: [REDACTED]	DENY:	RESP DLR: 5262 CLAY COOLEY NISSAN
	REGION: 32	DIST: SL/SV/PT: 04 04 34

LETTER RECEIVED: 00/00/00	EXEC: 00/00/00	EMAIL: 00/00/00
FIRE: N (Y/N)	ROLLOVER: N (Y/N)	ACCIDENT: N (Y/N)
PROPERTY DAMAGE: N (Y/N)	INJURY: N (Y/N)	SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00	WHERE:	
VEHICLE PURCHASED: New x Preowned	MILES: 000050	# 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: 02/07/13	XFER/RSPNSBLTY: 32 04 N
CONTACT (S):	FOLLOWUP DATE: 02/07/13	INF-NET (Y/N):
SEVERITY: 9	CLOSE DATE: 02/07/13	INF-NET DATE:

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OF NNA., INC. ISSUES	270000 VERSA
AZ NISSAN PRODUCT INQUIRIES	ZR GENERAL INQUIRY

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CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

CAR ID: CA2611867

C. A. R. COMMENTS

Created by ZRO176N at 2013-02-07 08:08:18

Created by ZRO176N at 2013-02-07 08:15:58

crr-ro received a call from c.

c stated that c purchased 2013 versa last 012513, c said veh is only 50miles, c said c is having problems with the veh, when c is trying to accelerate the v eh or hit brake, c said shoes will get stuck in the pedal, c is having issue w ith steering column and passenger side dont have key to get in the door as per c. crr and c had a hard time understanding each other line is static/choppy. c said that c is not happy with the veh. c said c called dlr and have not hear d from dlr clay cooley nissan with the concern.

crr-ro apologized for the inconvenience. crr-ro verified c's information.

crr-ro informed c that c have to take veh to dlr for inpection or coordinate w ith the dlr, offer transfer to dlr, c said yes.transferred call.

crr-ro offered further assistance, c said no.

crr-ro provided name,case,extension number to c. crr-ro closing case.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N

ACTION CODE: NP

ROOT CAUSE: SCIN

CALLBACK: 0

DATE: 00/00/00

USERID:

REOPEN:

CALLBACK: 0

DATE: 00/00/00

USERID:

NEW INFO: 0

DATE: 00/00/00

USERID:

OTHER: 0

DATE: 00/00/00

USERID:

COMMENTS ONLY: 0

DATE: 00/00/00

USERID:

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REQUESTED BY: lattad

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CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

CAR ID: CA2611867

IIR-DATE:

TRANS DATE: 00/00/00

CHECK REQUESTED: Y

3RD PRY: NI

PART#:

CHECK ISSUED: Y

BYBACK ST:

OPENED BY:

HISTORY:

UPDATE BY:

SVC CALL#: N

UPDATE DATE:

CLOSE: Y

CLOSE DATE: 02/07/13

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: WAYNE

LANGUAGE:

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REQUESTED BY: lattad

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

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CAR ID: CA2611867

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 08/19/14

TIME: 2:31:58 PM

MODEL YEAR: 2013

MAKE: N

MODEL LINE: VSD

NAME: [REDACTED]

VIN: 3N1CN7AP5DL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		5262	Texas					

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REQUESTED BY: lattad

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REQUESTED BY: lattad

CAR ID: CA2611867

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 5262

STATE: TX

DEALER NAME: CLAY COOLEY NISSAN

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

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NAME: [REDACTED]	SC: MULTI CONTRACT	CAR ID: CA2619540
STREET: [REDACTED]	VIN: 3N1CN7APOCL [REDACTED]	
CITY: HOUSTON	YR/MDL: 2012.0 VSD	MILEAGE: 012000
ST/ZIP: TX [REDACTED]	VCAN: N	IN SVC DATE:
DAY PH: [REDACTED]	PAID: 2,000	RTL DLR: NI NI
EVE PH: [REDACTED]	SUSP: 0	SVC DLR: 2869 BAKER NISSAN NORTH
DLR PH: [REDACTED]	DENY: 0	RESP DLR: 2869 BAKER NISSAN NORTH
	REGION: 32	DIST: SL/SV/PT: 02 02 32

LETTER RECEIVED: 00/00/00	EXEC: 00/00/00	EMAIL: 00/00/00
FIRE: N (Y/N)	ROLLOVER: N (Y/N)	ACCIDENT: N (Y/N)
PROPERTY 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: 012000	# 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: 02/08/13	XFER/RSPNSBLTY: 32 02 N
CONTACT (S):	FOLLOWUP DATE: 02/12/13	INF-NET (Y/N):
SEVERITY: 9	CLOSE DATE: 02/12/13	INF-NET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS	188000 GAS PEDAL (PEDAL/LINKAGE/CABLE/
AU INTERIOR (NON-ELECTRIC)	YX POOR OR IMPROPER OPERATION

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REQUESTED BY: lattad

CAR ID: CA2619540

C. A. R. COMMENTS

Created by ZJO178N at 2013-02-08 12:29:46

Created by ZJO178N at 2013-02-08 13:21:47

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

***Cs veh performing normally, cs sons foot got stuck to the gas pedal, dlr sa

Service Dept. Review

crr-jc leaving the case open for rcas' update.

crr-jc received a call regarding versa.

Service Dept. Review

ys no problem found,***

Created by ZAC175N at 2013-02-11 11:28:39

c said c was calling about lemon veh.

c said dlr cannot fix the veh. c said that the problem was on plastic by the p

rcas-ac called SD LC @ 1 23 pm est who said this veh was dlr traded to Jose Lo
edal.

pez. C has current RO #52593. C came in on the 7th for oil change & brake sque

c said that c wanted to get rid of veh and that c's son foot stucked on the pl

el & fuel pedal & foot get stuck, C mentioned it is getting stuck to a plastic

astic which was extremely dangerous.

piece. SD will call rcas back about this customer

Created by ZAC175N at 2013-02-11 11:48:11

c said that dlr refused to fix the veh because dlr don't know what to do.

c was referred to nna ca because c said c asked to get the full credit and get

rcas-ac called the c @ 1 46 pm est on [REDACTED] & spoke to a man who said wro
another veh.

ng #

crr-jc advised c that concern will be forwarded to rcas and allow by the end o

rcas-ac called c back @ 1 48 pm est on [REDACTED] & was advised wrong #

f next business day for rcas' feedback.

rcas-ac closing case unable to contact c

c mentioned that c also had altima and intends to get anoher nissan veh.

issues with veh, unable to contact c

c also said that c's niece is working on channel 13 and that c's niece will be

Created by ZMR777N at 2013-02-12 13:58:32

CRR-MR received a call from C asking who the manufacturer is.

glad to have the information and that nna can be toasted.

c said c wanted nna to know that c was not fooling around because c was concer

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REQUESTED BY: lattad

CAR ID: CA2619540

C stated C will write a letter to Nissan Japan because of the issue that C is having with the gas pedal.
ned on c's safety and that driving the veh will be dangerous.
c said c also c needed a rental veh.
C stated C will file a complaint so C needs the address.
c mentioned that c will also calling c's insurance.
CRR-MR informed C that the case is already being handled by RCAS and that RCAS attempted to contact C but got the wrong number.
crr-jc advised c that c had no recall on veh.
c also asked for the nna's mailing address because c said c also needed to put
CRR-MR verified C's contact information. Phone number on file is correct.
c's concern in writing.
C stated RCAS must have dialed incorrectly.
C asked to speak to a supervisor.
crr-jc gave nna's mailing address at Consumer Affairs P3C
CRR-MR informed C that CA no longer handles the case and C really has to talk
PO Box 685003 Franklin, TN 37068-5003 and email address at
nnaconsumeraffairs@nissan-usa.com.
with RCAS.
c had asked to speak to rcas withintoday however crr-jc may not guarantee that
CRR-MR informed C that an internal message will be sent to let RCAS know that
C would like to receive a call as soon as possible. C stated CRR-MR is giving
rcas can give c feedback withinthe day however crr-jc will put on the notes t
C a hard time and hung up.
hat c had requested an immediate assistance.
crr-jc offered further assistance,c declined.
CRR-MR exiting case.
Created by ZAC175N at 2013-02-12 14:08:44
crr-jc provided name, case no. and ext. no.
crr-jc leaving the case open for rcas' update.
rcas-ac rcvd email from crr requesting to call c back
Created by ZAC175N at 2013-02-12 15:19:24
Created by ZJO178N at 2013-02-08 13:21:47
crr-jc received a call regarding versa.
rcas-ac called the c @ 5 03 pm est on [REDACTED] & spoke to the c
c said c was calling about lemon veh.
rcas-ac advised c that rcas tried to contact c but someone answered & said wro

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CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

CAR ID: CA2619540

c said dlr cannot fix the veh. c said that the problem was on plastic by the p
ng #. c said it was probably cs son. C said went to the dlr & was told this is
edal.

the way the veh was designed .. C said the pedal is very dangerous. C was tol
c said that c wanted to get rid of veh and that c's son foot stucked on the pl
d it might not happen again but it happened a couple times after that. Right b
astic which was extremely dangerous.

efore c brought it in, it did the same thing. (the foot got stuck on the gas p
c said that dlr refused to fix the veh because dlr don't know what to do.
edal & couldnt get the foot off). Veh started speeding up & getting dangerous.
At first, c overlooked it but then c realized the veh needs to go to the dlr.
c was referred to nna ca because c said c asked to get the full credit and get
another veh.

C has been dealing with Mario who said the dlr cannot fix the veh. C told the
crr-jc advised c that concern will be forwarded to rcas and allow by the end o
SM that the veh is not going to be fixed .. C even told the salesman that c i
f next business day for rcas' feedback.

s interested in a ROGUE veh. C was told the veh cannot be sold because it is a
c mentioned that c also had altima and intends to get anoher nissan veh.
dlr demo. C said there is nomore 2012 ROGUES. C was told by sales man that sa
c also said that c's niece is working on channel 13 and that c's niece will be
lesman will give \$11k for the veh, c said c paid over 16k for the veh. C lost
glad to have the information and that nna can be toasted.

out on the money. C said c wont trade off the car unless the dlr tells the ot
c said c wanted nna to know that c was not fooling around because c was concer
her people who buy the car, whats wrong with it. C C said c has morals & does
ned on c's safety and that driving the veh will be dangerous.

not believe in selling someone a dangerous car. C had a previous veh that was
a lemon but it was a non-nsn veh.

c said c also c needed a rental veh.

c mentioned that c will also calling c's insurance.

rcas-ac apologized to the c, rcas empathized with the c. rcas asked c what is
crr-jc advised c that c had no recall on veh.

c seeking from NNA? C said c is seeking a new veh. rcas advised c that NNA is
c also asked for the nna's mailing address because c said c also needed to put
not able to just give c a new veh. C said c knows this is the way the veh is d
c's concern in writing.

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Nissan Strictly Confidential Restricted

DATE: 19/08/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 2:31:58 PM

CUSTOMER ASSISTANCE REQUEST

PAGE: 30

REQUESTED BY: lattad

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Nissan Strictly Confidential Restricted

DATE: 19/08/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 2:31:58 PM

CUSTOMER ASSISTANCE REQUEST

PAGE: 31

REQUESTED BY: lattad

CAR ID: CA2619540

esigned . rcas advised c that rcas can try to confirm if this is the way it wa
crr-jc gave nna's mailing address at Consumer Affairs P3C
s designed, but if it was designed this way, there is nothing NNA can do. rcas
advised c that dlr cannot do repairs because the dlr is not able to duplicate
PO Box 685003 Franklin, TN 37068-5003 and email address at
an issue. C said c mainly called because c wanted the address because c is tr
nnaconsumeraffairs@nissan-usa.com.
c had asked to speak to rcas withintoday however crr-jc may not guarantee that
ying to get this veh repurchased thru the lemon law. rcas provided the address
. C declined further assistance & said cs niece works on TV & will be getting
rcas can give c feedback withinthe day however crr-jc will put on the notes t
a hold of all this information. rcas apologized again, c declined further assi
hat c had requested an immediate assistance.
crr-jc offered further assistance,c declined.
stance. closing case

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

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

IIR-DATE:

TRANS DATE: 03/31/12

CHECK REQUESTED: Y

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Nissan Strictly Confidential Restricted

DATE: 19/08/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 2:31:58 PM

CUSTOMER ASSISTANCE REQUEST

PAGE: 32

REQUESTED BY: lattad

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DATE: 19/08/14

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TIME: 2:31:58 PM

CUSTOMER ASSISTANCE REQUEST

PAGE: 33

REQUESTED BY: lattad

CAR ID: CA2619540

3RD PRY: NI

PART#:

CHECK ISSUED: Y

BYBACK ST:

OPENED BY:

HISTORY:

UPDATE BY:

SVC CALL#: N

UPDATE DATE:

CLOSE: Y

CLOSE DATE: 02/12/13

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: ISABEL

LANGUAGE:

CONFIDENTIAL

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DATE: 19/08/14

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TIME: 2:31:58 PM

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REQUESTED BY: lattad

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TIME: 2:31:58 PM

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

PAGE: 35

CAR ID: CA2619540

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 08/19/14

TIME: 2:31:58 PM

MODEL YEAR: 2012

MAKE: N

MODEL LINE: VSD

NAME: [REDACTED]

VIN: 3N1CN7AP0CL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
1	MTNG01233956	2869 Texas	3/30/2012	03/30/14	0030026	01/01/01	01/01/01
2	RCDC05876185	2869 Texas	3/30/2012	03/30/17	0100000	01/01/01	01/01/01

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DATE: 19/08/14

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CUSTOMER ASSISTANCE REQUEST

PAGE: 36

REQUESTED BY: lattad

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DATE: 19/08/14

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TIME: 2:31:58 PM

CUSTOMER ASSISTANCE REQUEST

PAGE: 37

REQUESTED BY: lattad

CAR ID: CA2619540

CURRENT SERVICE CONTRACT

CONTRACT: MTNG01233956

OWNER NAME: [REDACTED]

PLAN TYPE: T

PLAN TERM: G

DEDUCTABLE: 0

EFFECTIVE: 3/30/2012

EXPIRES: 03/30/14 **MILES:** 0030026

CANCEL: 01/01/01 **MILES:** 0030026

TRANSFER: 01/01/01

TRANSACTION: 03/31/12

PRINTED: 04/07/12

DEALER NO: 2869 **STATE:** TX

DEALER NAME: BAKER NISSAN NORTH

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DATE: 19/08/14

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TIME: 2:31:58 PM

CUSTOMER ASSISTANCE REQUEST

PAGE: 38

REQUESTED BY: lattad

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DATE: 19/08/14

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TIME: 2:31:58 PM

CUSTOMER ASSISTANCE REQUEST

PAGE: 39

REQUESTED BY: lattad

CAR ID: CA2619540

CURRENT SERVICE CONTRACT

CONTRACT: RCDC05876185

OWNER NAME: [REDACTED]

PLAN TYPE: C

PLAN TERM: C

DEDUCTABLE: 50

EFFECTIVE: 3/30/2012

EXPIRES: 03/30/17 **MILES:** 0100000

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

TRANSFER: 01/01/01

TRANSACTION: 03/31/12

PRINTED: 04/07/12

DEALER NO: 2869 **STATE:** TX

DEALER NAME: BAKER NISSAN NORTH

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DATE: 19/08/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 2:31:58 PM

CUSTOMER ASSISTANCE REQUEST

PAGE: 40

REQUESTED BY: lattad

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DATE: 19/08/14

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TIME: 2:31:58 PM

CUSTOMER ASSISTANCE REQUEST

PAGE: 41

REQUESTED BY: lattad

NAME: [REDACTED]	SC: NONE	CAR ID: CA2802486
STREET: [REDACTED]	VIN: 3N1CN7APXDL [REDACTED]	
CITY: MORENO VALLEY	YR/MDL: 2013.0 VSD	MILEAGE: 000600
ST/ZIP: CA [REDACTED]	VCAN:	IN SVC DATE:
DAY PH: [REDACTED]	PAID:	RTL DLR: NI NI
EVE PH: [REDACTED]	SUSP:	SVC DLR: 5278 ROSS NISSAN OF EL MONTE
DLR PH: [REDACTED]	DENY:	RESP DLR: 5278 ROSS NISSAN OF EL MONTE
	REGION: 44	DIST: SL/SV/PT: 03 03 33

LETTER RECEIVED: 00/00/00	EXEC: 00/00/00	EMAIL: 00/00/00
FIRE: N (Y/N)	ROLLOVER: N (Y/N)	ACCIDENT: N (Y/N)
PROPERTY 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: 000600	# 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: 03/11/13	XFER/RSPNSBLTY: 44 03 N
CONTACT (S):	FOLLOWUP DATE: 03/12/13	INF-NET (Y/N):
SEVERITY: 9	CLOSE DATE: 03/12/13	INF-NET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS	188000 GAS PEDAL (PEDAL/LINKAGE/CABLE/
AU INTERIOR (NON-ELECTRIC)	ZR GENERAL INQUIRY

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DATE: 19/08/14

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CUSTOMER ASSISTANCE REQUEST

PAGE: 42

REQUESTED BY: lattad

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TIME: 2:31:58 PM

CUSTOMER ASSISTANCE REQUEST

PAGE: 43

REQUESTED BY: lattad

CAR ID: CA2802486

C. A. R. COMMENTS

Created by ZAC177N at 2013-03-11 14:22:06

Created by ZAC177N at 2013-03-11 14:27:27

Service Dept. Review

c calling bought a new veh 3 weeks ago. c would like to know if there are any recall about foot getting stuck on the accelerator cause of the box on the side of the accelerator a small console. c already went 2 different dlr and showed them what happens and was not able to assist him. c would like to know what can be done about the issue w/ the accelerator.

crr-ac apologize for the inconvenience, verified account and created c an account.

crr-ac informed c that his issue will be forwarded to RCAS to get further assistance

crr-ac created case

crr-ac informed c that he will be receiving a call from an RCAS rep w/ in the end of the next business day.

c understood

crr-ac provided name, case and extension number

crr-ac asked for further assistance

c declined

crr-ac ended call

Created by ZMB123N at 2013-03-12 16:35:37

RCAS-MB called Ross Nissan of El Monte, spoke to SM-John Villa. SM stated that the way C drives, C puts the entire foot on the accelerator and pushes the pedal with the heel it seems. SM stated that the box C is referring to is a relay actuator for the HVAC system. SM stated that dlrshp cannot modify the vehicle without it being a CP item. SM stated that concern was not duplicated at dlrshp, that no body's foot was stuck or slowed down in any way during diagnosis. RCAS thanked SM and disconnected.

RCAS-MB called C at 6:147pm EST on [REDACTED] reached C. C stated that C is concerned with the box next to the accelerator. C stated that when C is driving, the box impedes C's foot from moving from the accelerator to the brake pedal. C stated that C feels this is a safety concern, and C is requesting NNA resolve concern. RCAS apologized, advised C that NNA cannot modify the vehicle, nor does NNA recommend any modifications to the vehicle. RCAS asked C if C test drove the vehicle. C stated yes, C did test drive the vehicle. RCAS advised C that C has since

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REQUESTED BY: lattad

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DATE: 19/08/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 2:31:58 PM

CUSTOMER ASSISTANCE REQUEST

PAGE: 45

REQUESTED BY: lattad

CAR ID: CA2802486

then, signed an contract stating C is satisfied with the veh, and veh meets C needs. RCAS advised C that should C have felt any different, C would have been welcome to request a different veh at dirshp. RCAS advised C that the box is a normal characteristic of the veh, and NNA will not modify the veh. C asked for this in writing, requested written transcript of the call. RCAS apologized, advised C the call is proprietary information of NNA, and cannot be released to the general public. C understood, stated that C would research concern further, and contact NNA back as C feels that this is a safety concern with the vehicle. RCAS offered further assistance, C declined.
 RCAS-MB closing case.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N	ACTION CODE: NP	ROOT CAUSE: SCIN
CALLBACK: 0	DATE: 00/00/00	USERID:
REOPEN:	CALLBACK: 0	DATE: 00/00/00
	NEW INFO: 0	DATE: 00/00/00
	OTHER: 0	DATE: 00/00/00
	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:	

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DATE: 19/08/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 2:31:58 PM

CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

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DATE: 19/08/14

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TIME: 2:31:58 PM

CUSTOMER ASSISTANCE REQUEST

PAGE: 47

REQUESTED BY: lattad

CAR ID: CA2802486

CLOSE: Y

CLOSE DATE: 03/12/13

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: [REDACTED]

LANGUAGE:

CONFIDENTIAL

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DATE: 19/08/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 2:31:58 PM

CUSTOMER ASSISTANCE REQUEST

PAGE: 48

REQUESTED BY: lattad

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DATE: 19/08/14

TIME: 2:31:58 PM

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

PAGE: 49

CAR ID: CA2802486

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 08/19/14

TIME: 2:31:58 PM

MODEL YEAR: 2013

MAKE: N

MODEL LINE: VSD

NAME: [REDACTED]

VIN: 3N1CN7APXDL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		5278	California					

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DATE: 19/08/14

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TIME: 2:31:58 PM

CUSTOMER ASSISTANCE REQUEST

PAGE: 50

REQUESTED BY: lattad

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DATE: 19/08/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 2:31:58 PM

CUSTOMER ASSISTANCE REQUEST

PAGE: 51

REQUESTED BY: lattad

CAR ID: CA2802486

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 5278

STATE: CA

DEALER NAME: ROSS NISSAN OF EL MONTE

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DATE: 19/08/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 2:31:58 PM

CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

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DATE: 19/08/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 2:31:58 PM

CUSTOMER ASSISTANCE REQUEST

PAGE: 53

REQUESTED BY: lattad

NAME: [REDACTED]	SC: NONE	CAR ID: CA4861149
STREET: [REDACTED]	VIN: 3N1CE2CP8EL [REDACTED]	
CITY: SAINT PAUL	YR/MDL: 2014.0 VER	MILEAGE: 000000
ST/ZIP: MN [REDACTED] VCAN:	IN SVC DATE:	
DAY PH: 0 PAID:	RTL DLR: NI NI	
EVE PH: [REDACTED] SUSP:	SVC DLR: 39007 KLINE NISSAN	
DLR PH: [REDACTED] DENY:	RESP DLR: 39007 KLINE NISSAN	
	REGION: 24	DIST: SL/SV/PT: 05 05 35

LETTER RECEIVED: 00/00/00	EXEC: 00/00/00	EMAIL: 01/02/14
FIRE: N (Y/N) ROLLOVER: N (Y/N)	ACCIDENT: N (Y/N)	AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N)	INJURY: N (Y/N)	SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00	WHERE:	
VEHICLE PURCHASED: New x Preowned	MILES: 000000	# 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: 01/02/14	XFER/RSPNSBLTY: 24 05 N
CONTACT (S):	FOLLOWUP DATE: 01/04/14	INF-NET (Y/N):
SEVERITY: 9	CLOSE DATE: 01/04/14	INF-NET DATE:

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OF NNA., INC. ISSUES	270000 VERSA
AZ NISSAN PRODUCT INQUIRIES	ZR GENERAL INQUIRY

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DATE: 19/08/14

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CUSTOMER ASSISTANCE REQUEST

PAGE: 54

REQUESTED BY: lattad

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PAGE: 55

REQUESTED BY: lattad

CAR ID: CA4861149

C. A. R. COMMENTS

Created by null at 2014-01-02 14:11:25

Created by ZJI999N at 2014-01-03 07:06:56

firstname : [REDACTED]

lastname : [REDACTED]

email : [REDACTED]

homephone : [REDACTED]

address1 : [REDACTED]

address2 :

city : St. Paul

twitter :

state : MN

zip : [REDACTED]

owner : true

make : Nissan

source : NissanContactUs

vin : 3N1CE2CP8EL [REDACTED]

dealerstate : MN

dealersname : Kline

comments : We also own a 2012 Frontier.

Happy with our new Versa Note.

EXCEPT there is a design flaw that is a safety hazard.

Somebody decided to short either the plastic or the carpet on the center console on the drivers side.

Consequently directly to the right of the accelerator there is a lip of plastic that the driver can catch the sole of their boot or shoe on. This delays the ability to brake by an uncertain amount of time. And of course 1/4 of a second at 60 mph is over 20 feet of travel.

Is there a way to fix this outside of always driving with tennis shoes? Which isn't an option in this cold climate.

Thanks

Created by ZJO178N at 2014-01-03 13:03:20

*****E-MAIL Case Logged*****

Previous related case found: none

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

Method of contact : E-MAIL

crr-jc checked for open recalls/ svc campaign found: None

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DATE: 19/08/14

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TIME: 2:31:58 PM

CUSTOMER ASSISTANCE REQUEST

PAGE: 56

REQUESTED BY: lattad

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DATE: 19/08/14

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TIME: 2:31:58 PM

CUSTOMER ASSISTANCE REQUEST

PAGE: 57

REQUESTED BY: lattad

CAR ID: CA4861149

crr-jc asked assistance from tl-jv.

crr-jc leaving the case open for further assistance.

Created by ZJO178N at 2014-01-03 14:31:35

crr-jc received advised from tl-jv that c's concern was forwarded to techline.

crr-jc advised c that NNA needed to do some further research to be able to adequately address c's concern.

crr-jc leaving the case open for further assistance.

Created by ZJO178N at 2014-01-03 14:31:54

case pending

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

3RD PRY: NI

PART#:

CHECK ISSUED: Y

BYBACK ST:

OPENED BY:

HISTORY:

UPDATE BY:

SVC CALL#: N

UPDATE DATE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 19/08/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 2:31:58 PM

CUSTOMER ASSISTANCE REQUEST

PAGE: 58

REQUESTED BY: lattad

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DATE: 19/08/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 2:31:58 PM

CUSTOMER ASSISTANCE REQUEST

PAGE: 59

REQUESTED BY: lattad

CAR ID: CA4861149

CLOSE: Y

CLOSE DATE: 01/04/14

MICROFILM:

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: CRAIG

LANGUAGE:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 19/08/14

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TIME: 2:31:58 PM

CUSTOMER ASSISTANCE REQUEST

PAGE: 60

REQUESTED BY: lattad

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TIME: 2:31:58 PM

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

PAGE: 61

CAR ID: CA4861149

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 08/19/14

TIME: 2:31:58 PM

MODEL YEAR: 2014

MAKE: N

MODEL LINE: VER

NAME: [REDACTED]

VIN: 3N1CE2CP8EL [REDACTED]

IN SCV DATE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		39007	Minnesota					

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DATE: 19/08/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 2:31:58 PM

CUSTOMER ASSISTANCE REQUEST

PAGE: 62

REQUESTED BY: lattad

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DATE: 19/08/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 2:31:58 PM

CUSTOMER ASSISTANCE REQUEST

PAGE: 63

REQUESTED BY: lattad

CAR ID: CA4861149

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 39007

STATE: MN

DEALER NAME: KLINE NISSAN

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Nissan Strictly Confidential Restricted

DATE: 19/08/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 2:31:58 PM

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REQUESTED BY: lattad

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DATE: 19/08/14
TIME: 2:31:58 PM

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

PAGE: 65

NAME: [REDACTED] OTT,LINDSAY SC: ONE CONTRACT CAR ID: CA6035769
STREET: [REDACTED] 7 EASTVIEW D VIN: 3N1CN7AP5CL [REDACTED]
CITY: BROOKFIELD FULLERTON YR/MDL: 2006.0 MUR 2012.0 VSD MILEAGE:
ST/ZIP: CA [REDACTED] CT 6804 VCAIN SVC DATE: 02/10/06
DAY PH: 0 [REDACTED] PAIRTL DLR: 225 THOROUGHbred NISSAN
EVE PH: 0 [REDACTED] SUSSVC DLR: 225 THOROUGHbred NISSAN
DLR PH: [REDACTED] [REDACTED] DENRESP DLR: 225 THOROUGHbred NISSAN
REGION: 26 44 DIST: SL/SV/PT: 09 09 39 13 13 43

LETTER RECEIVED: 00/00/00 02/06/08 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL:
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: New Preowned New x Preowned MILES: 000000 # NISSAN/INFINITI VEHICLES:
VEHICLE MAINTAINED BY: NONE
OUTSIDE WARRANTY BY (B) MONTHS: 0 MILES: 0 (PT) MONTHS: 0 MILES: 0

ORIG CODE: NP NP OPEN DATE: 02/07/08 03/19/14 XFER/RSPNSBLTY: 26 13 N
CONTACT (S): FOLLOWUP DATE: 02/08/08 03/20/14 INF-NET (Y/N):
SEVERITY: 3 9 02/08/08 03/21/14 INF-NET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 188000 GAS PEDAL (PEDAL/LINKAGE/CABLE/
OF NNA., INC. ISSUES 260500 CA PERSONNEL (NISSAN)
AU INTERIOR (NON-ELECTRIC) VP THIRD-PARTY ESCALATION
BT DEPARTMENT PERSONNEL YX POOR OR IMPROPER OPERATION

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 19/08/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 2:31:58 PM

CUSTOMER ASSISTANCE REQUEST

PAGE: 66

REQUESTED BY: lattad

VIN: JN8AZ08W36W [REDACTED]
MILEAGE: 000000

RTL DLR: NI NI

SVC DLR: 3355 MIDDLETOWN NISSAN, LLC

RESP DLR: 3355 MIDDLETOWN NISSAN, LLC

EMAIL: 03/19/14

SENT TO LEGAL: N (Y/N)

NISSAN/INFINITI VEHICLES: 0 1

XFER/RSPNSBLTY: 44 09 S

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REQUESTED BY: lattad

CAR ID: CA6035769

C. A. R. COMMENTS

FILE OPENED-ZVC999N 02/07/2008

lastname : [REDACTED]

PREVIOUS FILE: 5942297

email : [REDACTED]

LEGAL REQUEST FOR DOCUMENTS FILE***IN RECEIPT OF REQUEST FROM BOW ON 02/06/08.

***SPOKE TO SM-CONNEL NISSAN. WILL FAX RO'S. @02/07-ZVC999N

DRTS-VC: SPOKE TO SERVICE CASHIER-THOROUGHbred NISSAN. NO RO'S AVAILABLE.

homephone : [REDACTED]

LEGAL CASE REF # N/A. BOW REQUESTING ALL CA DOCS INCLUDING ALL CORRESPONDENCE,

@02/07-ZVC999N

address1 : 7 Eastview dr.

RO'S.

@02/07-ZVC999N

address2 :

DRTS-VC: RECEIVED ALL CA DOCS INCLUDING ALL CORRESPONDENCE FROM DRTS-BG.

DRTS-VC: REQUESTED ALL CA DOCS INCLUDING ALL CORRESPONDENCE FROM DRTS-BG.

city : Brookfield

***RECEIVED RO'S FROM THOROUGHbred NISSAN.

***SPOKE TO SERVICE CASHIER-THOROUGHbred NISSAN. WILL FAX RO'S.

***FORWARDED ALL CA DOCS INCLUDING ALL CORRESPONDENCE TO BOW.

twitter :

***FORWARDED RO'S FROM THOROUGHbred TO BOW.

state : CT

***ALL DOCS FORWARDED TO BOW.

@02/08-ZVC999N

zip : 06804

DRTS-VC: CLOSED FILE. FILE SENT TO CLOSED FILE DRAWER.

@02/08-ZVC999N

owner : true

make : Nissan

owner : true

make : Nissan

source : NissanContactUs

source : NissanContactUs

vin : 3n1cn7ap5c [REDACTED]

dealerstate : NY

vin : 3n1cn7ap5c [REDACTED]

dealername : Middletown

dealerstate : NY

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comments : To whom it may concern,

dealername : Middletown

2 yrs. now. In the 2 yrs. I've been driving my vehicle I've noticed a possibly

comments : To whom it may concern,

fatal flaw in my

I have owned or been paying off my vehicle for

2 yrs. now. In the 2 yrs. I've been driving my vehicle I've noticed a possibly

versa 5 speed manual transmission center plastic console. When I wear 90% of m

fatal flaw in my

y shoes and my foot is on the gas pedal my foot gets wedged between the plasti

c center piece and the sole of my shoes making it very tricky to slow down. On

versa 5 speed manual transmission center plastic console. When I wear 90% of m

e time on the highway going 65 I tried to let my foot of the gas and it was li

y shoes and my foot is on the gas pedal my foot gets wedged between the plasti

c center piece and the sole of my shoes making it very tricky to slow down. On

terally wedged between the gas pedal and my shoe sole. I'll try to send you a

e time on the highway going 65 I tried to let my foot of the gas and it was li

video of it. I'm worried because on sept. 8 2011 I almost died in a versa on 8

4 in Connecticut. That was also a versa which I feel saved my life. That's why

terally wedged between the gas pedal and my shoe sole. I'll try to send you a

I purchased another one. Please contact me on this issue or send me a phone n

video of it. I'm worried because on sept. 8 2011 I almost died in a versa on 8

4 in Connecticut. That was also a versa which I feel saved my life. That's why

umber of someone I can contact about this. I'm concerned.

Created by ZIT999N at 2014-03-20 15:42:19

I purchased another one. Please contact me on this issue or send me a phone n

CRR-IT contacted c on c's homephone # [REDACTED] and left vmx

umber of someone I can contact about this. I'm concerned.

Created by ZIT999N at 2014-03-20 13:38:23

CRR-IT leaving case open

Created by ZIT999N at 2014-03-20 15:45:26

firstname : [REDACTED]

*****E-mail case logged*****

lastname : [REDACTED]

E-mail addressed to: nnaconsumeraffairs@nissan-usa.com

email : [REDACTED]

homephone : [REDACTED]

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REQUESTED BY: lattad

CAR ID: CA6035769

Method of contact: E-mail

address1 [REDACTED]

CRR-IT checked for open recalls/campaigns/upgrades found: none

address2 :

city : Brookfield

E-mail sent to: [REDACTED]

Method of contact: E-mail

twitter :

state : CT

Summary:

crr-it informed c to take the veh to a nissan dlr for diagnosis.

zip : [REDACTED]

crr-it leaving case open 1st contact attempt

owner : true

Created by ZIT999N at 2014-03-20 15:45:34

make : Nissan

case pending

source : NissanContactUs

Created by ZIT999N at 2014-03-21 06:49:23

vin : 3n1cn7ap5c [REDACTED]

CRR-IT contacted c on c's homephone # [REDACTED] and left vmx

dealerstate : NY

CRR-IT closing the case due to 2 contact attempts

dealersname : Middletown

comments : To whom it may concern,

Created by ZIT999N at 2014-03-21 06:49:49

*****E-mail case logged*****

I have owned or been paying off my vehicle for

fatal flaw in my

Method of contact: E-mail

CRR-IT checked for open recalls/campaigns/upgrades found: none

versa 5 speed manual transmission center plastic console. When I wear 90% of m

y shoes and my foot is on the gas pedal my foot gets wedged between the plasti

c center piece and the sole of my shoes making it very tricky to slow down. On

E-mail sent to: [REDACTED]

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REQUESTED BY: lattad

CAR ID: CA6035769

e time on the highway going 65 I tried to let my foot of the gas and it was li

Method of contact: E-mail

Summary:

terally wedged between the gas pedal and my shoe sole. I'll try to send you a

crr-it informed c to take the veh to a nissan dlr for diagnosis.

video of it. I'm worried because on sept. 8 2011 I almost died in a versa on 8

4 in Connecticut. That was also a versa which I feel saved my life. That's why

crr-it closing the case due to 2nd contact attempt

Created by ZIT999N at 2014-03-21 06:49:58

I purchased another one. Please contact me on this issue or send me a phone n

case closed

umber of someone I can contact about this. I'm concerned.

Created by ZIT999N at 2014-03-20 13:38:24

firstname : William

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

05/04/09

CHECK REQUESTED: Y

3RD PRY: LD

NI

PART#:

CHECK ISSUED: Y

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REQUESTED BY: lattad

ROOT CAUSE: SCFA

SCMV

USERID:

USERID:

USERID:

USERID:

USERID:

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CAR ID: CA6035769

BYBACK ST:

OPENED BY:

HISTORY:

UPDATE BY:

SVC CALL#: N

UPDATE DATE:

CLOSE: Y

CLOSE DATE: 02/08/08

03/21/14

MICROFILM:

RESP CAA: JACK WONG

OLM:

DOM:

PHONE:

OWNER FIRST: [REDACTED]

[REDACTED]

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REQUESTED BY: lattad

LANGUAGE:

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TIME: 2:31:58 PM

CAR ID: CA6035769

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 08/19/14

TIME: 2:31:58 PM

MODEL YEAR: 2006

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	PLNL05154674	225 California	4/6/2009	04/06/10	0058533	01/01/01	01/01/01
1		3355 Connecticut					

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REQUESTED BY: lattad

MODEL YEAR: 2012

VIN: JN8AZ08W36W 

MODEL LINE: VSD

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REQUESTED BY: lattad

CAR ID: CA6035769

CURRENT SERVICE CONTRACT

CONTRACT: PLNL05154674

OWNER NAME: [REDACTED]

PLAN TYPE: L

PLAN TERM: L

DEDUCTABLE: 0

EFFECTIVE: 4/6/2009

EXPIRES: 04/06/10

MILES: 0058533

CANCEL: 01/01/01

MILES: 0058533

TRANSFER: 01/01/01

TRANSACTION: 05/04/09

PRINTED: 05/09/09

DEALER NO: 225

STATE: AZ

DEALER NAME: THOROUGHbred NISSAN

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REQUESTED BY: lattad

CAR ID: CA6035769

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 3355

STATE: CT

DEALER NAME: MIDDLETOWN NISSAN, LLC

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CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

NAME: [REDACTED] HUHN,SUZANN **SC:** MULTI CONTRACT **CAR ID:** CA6422698
STREET: [REDACTED] 95 GOLDEN LN **VIN:** 3N1CE2CP9EL [REDACTED]
CITY: HAZLET NAMPA **YR/MDL:** 2003.0 MUR 2014.0 VER **MILEAGE:**
ST/ZIP: ID [REDACTED] NJ 7730 **VCAIN SVC DATE:** 02/29/04
DAY PH: [REDACTED] [REDACTED] **PAIRTL DLR:** 2150 DENNIS DILLON NISSAN
EVE PH: [REDACTED] [REDACTED] **SUSSVC DLR:** 2150 DENNIS DILLON NISSAN
DLR PH: [REDACTED] [REDACTED] **DENRESP DLR:** 2150 DENNIS DILLON NISSAN
REGION: 26 44 **DIST: SL/SV/PT:** 05 05 35 15 15 45

LETTER RECEIVED: 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 00/00/00
FIRE: N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** N (Y/N)
PROPERTY DAMAGE: N (Y/N) **INJURY:** N (Y/N) **SENT TO LEGAL:** N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 **WHERE:**
VEHICLE PURCHASED: New x Preowned **MILES:** 002000 020000 **# NISSAN/INFINITI VEHICLES:** 2
VEHICLE MAINTAINED BY: 2150_ DENNIS DILLON NISSAN NONE
OUTSIDE WARRANTY BY (B) MONTHS: 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

ORIG CODE: NP NP **OPEN DATE:** 02/19/09 05/14/14 **XFER/RSPNSBLTY:** 26 05 N
CONTACT (S): **FOLLOWUP DATE:** 03/24/09 05/20/14 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 01/01/01 03/24/09 **INF-NET DATE:**

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS	188000 GAS PEDAL (PEDAL/LINKAGE/CABLE/
OB EXTENDED SERVICE CONTRACT	216500 PURCHASE CONTRACT (NISSAN)
OC NISSAN DEALER ISSUES	241000 GOLD PLAN (PREFERRED)
AU INTERIOR (NON-ELECTRIC)	YX POOR OR IMPROPER OPERATION
BC NSN DEALER FINANCE DEPT.	ZH CRITICISM
BL SECURITY PLUS	ZR GENERAL INQUIRY

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REQUESTED BY: lattad

VIN: JN8AZ08T13W [REDACTED]

MILEAGE: 002000 020000

RTL DLR: NI NI

SVC DLR: 3263 PINE BELT NISSAN/KEYPORT

RESP DLR: 3263 PINE BELT NISSAN/KEYPORT

NISSAN/INFINITI VEHICLES: 4

XFER/RSPNSBLTY: 44 15 S

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REQUESTED BY: lattad

CAR ID: CA6422698

C. A. R. COMMENTS

FILE OPENED-ZET038N 02/19/2009

FOLLOW-UP IS DUE ON OR BEFORE

MONDAY, C STATED C WAITED FOR THE CALL ALL DAY AND DIDNT RECEIVE ANY CALL.

n to correct design for c's veh. Rcas advised c veh made as designed and no r

PREVIOUS FILES FOUND: NONE.

CRR-ET VERIFIED C'S NAME, ADDRESS, DAY AND EVENING PHONE NUMBERS, VIN,

C STATED C WAS DEALING WITH THIS FOR A MONTH NOW, AND C HAVENT GOT ANY

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

epairs or change of design will be made.

PREVIOUS NISSAN/INFINITI VEH: 91 MAX.

CRR-ET RECEIVED CALL FROM: C.

CUSTOMER.

MILEAGE AND RESPONSIBLE DLR.

RESPONSE.

CRR-ET UPDATED VEH OWNER'S NAME, ADDRESS AND DAY AND EVENING PHONE NUMBERS.

C SAID THAT C WAS SOLD A VSC AND C WAS TOLD BY DLR THAT C CAN GET A REFUND

C STATED C JUST WANTS TO KNOW IF C WILL RECEIVE A REFUND OR NOT.

Service Dept. Review

AFTER THE VSC EXPIRES WITHOUT ANY CLAIMS ON THE VSC. @02/19-ZET038N

CRR-ET CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES: NONE. @02/19-ZET038N

C THANKED CRR-LJ FOR ASSISTANCE, C SATISFIED.

CRR-ET ADVISED OF RECALL STATUS.

CRR-ET VERIFIED IF C GOT ANY PAPERWORK FROM THE DLR SHOWING THAT C CAN GET

CRR-LJ OFFERED FURTHER ASSISTANCE, C DECLINED.

A REFUND AFTER.

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

CRR-ET ADVISED C THAT THE REFUND PROMOTION IS DLR BASED AND NNA CA CANNOT

CRR-LJ LEAVING FILE OPEN ,SENT INTERNAL MSG TO RCAS-SR. @03/24-ZLJ790N

*** @03/24-ZSR768N

INTERFERE WITH THE DLR WHEN IT COMES TO SALES RELATED ISSUES. @02/19-ZET038N

C SAID THAT C WOULD LIKE NNA'S ASSISTANCE TO COORDINATE WITH THE DLR

RCAS-SR PLACED CALL TO C ON DAY/EVENING PHONE 03/23/09 2:35PM EST

RCAS-SR SPOKE WITH C @03/24-ZSR768N

SINCE C HAS BEEN TRYING TO ASK FOR HELP FROM THE DLR BUT THE DLR IS NOT

HELPING C.

RCAS-SR ADVISED THAT RCAS HAD REVIEWED C'S CONCERN @03/24-ZSR768N

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CAR ID: CA6422698

CRR-ET ADVISED C THAT C WILL BE TRANSFERRED TO RCAS.

RCAS-SR ADVISED THAT RCAS WOULD BE ELIGIBLE TO RECEIVE A REFUND AFTER THE

CRR-ET ADVISED C THAT A CALLBACK WILL BE MADE BY THE END OF THE NEXT

VSC HAS EXPIRED.

@03/24-ZSR768N

BUSINESS DAY.

C STATES THAT C TRIED TO GET REFUND WHEN C CALLED ON 02/19 AS THE VSC

CRR-ET VERIFIED CALLBACK NUMBER: [REDACTED]

EXPIRED ON THE 02/28

@03/24-ZSR768N

C THANKED CRR-ET FOR ASSISTANCE, C SATISFIED.

RCAS-SR ADVISED THAT AT THAT TIME C WOULD NOT GET PRORATED AMOUNT BACK 9 DAYS

BEFORE

@03/24-ZSR768N

CRR-ET OFFERED FURTHER ASSISTANCE, C DECLINED

CRR-ET GAVE C NAME, EXTENSION AND FILE NUMBERS.

RCAS-SR ADVISED THAT C WOULD HAVE GOTTEN PRORATED REFUND IF C HAD CANCELLED

CRR-ET LEAVING FILE OPEN TRANSFERRING FILE TO RCAS.

@02/19-ZET038N

VSC

@03/24-ZSR768N

@02/20-ZSR768N

C STATES THAT C WAS NOT TRYING TO CANCEL THE VSC

@03/24-ZSR768N

C STATES THAT C WAS ADVISED THAT IF C DID NOT USE ANY CLAIMS AFTER THE VSC

RCAS-SR PLACED CALL TO C ON DAY/EVENING PHONE 02/20/09 4:51PM EST

EXPIRED THEN C WOULD RECEIVE REFUND.

@03/24-ZSR768N

RCAS-SR LEFT VMX

@02/20-ZSR768N

@02/24-ZSR768N

RCAS-SR ADVISED THAT CUSTOMER WILL NOT BE REFUNDED IN THIS CASE. @03/24-ZSR768N

RCAS-SR APOLOGIZED FOR INCORRECT INFORMATION.

@03/24-ZSR768N

RCAS-SR PLACED CALL TO C ON DAY/EVENING PHONE 02/24/09 5:15PM EST

C STATES THAT C IS DISAPPOINTED THE THE DLRSHIP HAS LIED TO C TO MAKE A SELL

RCAS-SR LEFT VMX

@02/24-ZSR768N

@02/26-ZSR768N

C STATES THAT C IS GOING TO TAKE ISSUE UP WITH THE DLRSHIP

@03/24-ZSR768N

C THANKED AND ENDED CALL

@03/24-ZSR768N

RCAS-SR RECEIVED VMX FROM C 02/26/09

@02/26-ZSR768N

@02/26-ZSR768N

RCAS-SR CLOSING FILE

@03/24-ZSR768N

Rcas sent follow up email to Sm-John asking for veh info requested for c's con

RCAS-SR PLACED CALL TO C ON DAY/EVENING PHONE 02/26/09 3:09PM EST

cern with complaining c's foot got stuck with the gas pedal.

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REQUESTED BY: lattad

CAR ID: CA6422698

RCAS-SR LEFT VMX @02/26-ZSR768N

@03/02-ZSR768N

Rcas asked Sm to give Give info on veh diagnosis.

Rcas copied FOM-Scott Cohn on second request to dlrshp for info.

RCAS-SR PLACED CALL TO C ON DAY/EVENING PHONE 03/02/09 5:52PM EST

Rcas setting task for 05/20/14 to check dlrshp reply.

RCAS-SR LEFT VMX @03/02-ZSR768N

@03/04-ZSR768N

Created by ZWD555N at 2014-05-20 08:51:22

Rcas noting email received from Sm-John advising C has an issue with c's flip

RCAS-SR PLACED CALL TO C ON DAY/EVENING PHONE 03/02/09 2:26PM EST

flop getting stuck on the kick panel for the center console.

RCAS-SR LEFT VMX @03/04-ZSR768N

RCAS-SR CLOSING FILE PENDING FURTHER CONTACT FROM C @03/04-ZSR768N

Sm advised Sm checked concern to make sure its secure, it was and dlrshp compa

@03/20-ZAK126N

red it to a showroom vehicle it is the same.

Created by ZWD555N at 2014-05-20 14:02:20

CRR-AK RECIEVED CALL FROM C. @03/20-ZAK126N

CRR-AK REOPENING FILE. @03/20-ZAK126N

Rcas made call to c on cell # 7327871233 @ 3:55pm. Rcas spoke to c about c's

C STATES C WANTS A CALL FROM RCAS-SR. @03/20-ZAK126N

veh concern with inside floor piece for center console.

CRR-AK ADVISED C THAT C WILL RECIEVE A CALL BEFORE THE END OF NEXT BUSINESS.

Rcas advised c rcas got follow up for dlrshp about veh inspection.

C UNDERSTOOD. @03/20-ZAK126N

Rcas advised c per dlrshp veh is built to design as other same like vehs are m

ade.

C STATES C LIKE A CALL INBETWEEN 9AM-5PM. @03/20-ZAK126N

@03/20-ZSR768N

C stated c wanted something in writing stating veh is safe.

Rcas apologized that rcas would not be submitting anything in writing stating

RCAS-SR PLACED CALL TO C ON DAY/EVENING PHONE 03/20/09 4:29PM EST

RCAS-SR LEFT VMX @03/20-ZSR768N

veh is safe to drive.

* * *

Rcas advised c no repairs to be made to veh.

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REQUESTED BY: lattad

CAR ID: CA6422698

CRR-LJ RECEIVED CALL FROM C.

Rcas advised c veh is built as was designed.

CRR-LJ VERIFIED OWNER'S INFORMATION.

C stated someone from engineering should come out.

CRR-LJ CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

Rcas advised c no one from engineering would be coming out.

_ CLSD P5215 MURANO ALTERNATOR NTB05-059 05/25/05 11/21/05 12/08/05 2150

C stated c will contact c's insurance co to further inspect c's veh.

_ CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 05/01/06 06/20/06 2150

C stated since Nissan will not assist c then c will be contacting insurance a

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 05/01/06 06/20/06 2150

nd lawyer.

C hung up.

CRR-LJ ADVISED C OF RECALL STATUS.

C STATED C WAS DEALING WITH RCAS-SR, AND C WAS NOT RECEIVING CALLS, C STATED

Rcas closing case no further assistance needed.

Created by ZWD555N at 2014-05-20 14:03:45

C WAS SUPPOSED TO HEAR FROM RCAS-SR LAST MONDAY, AND C STATED C KEEPS ON

CALLING WHEN C IS NOT AT HOME.

Summary:

C feels design on inside floor console is designed dangerously. C wants Nissa

C STATED C HAD AN AGREEMENT WITH RCAS-SE THAT RCAS-SR WILL CALL C LAST

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: N

Y

CALLBACK: 0

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Nissan Strictly Confidential Restricted

DATE: 19/08/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 2:31:58 PM

CUSTOMER ASSISTANCE REQUEST

PAGE: 92

REQUESTED BY: lattad

ACTION CODE: NI

NP

ROOT CAUSE: DR800

SNFA

DATE: 00/00/00

USERID:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 19/08/14
TIME: 2:31:58 PM

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

PAGE: 93

CAR ID: CA6422698

REOPEN:
CALLBACK: 0
NEW INFO: 0
OTHER: 0 1
COMMENTS ONLY: 0

IIR-DATE:		TRANS DATE: 04/12/04	06/19/14	CHECK REQUESTED: Y
3RD PRY:	NI	PART#:		CHECK ISSUED: Y
BYBACK ST:		OPENED BY:		
HISTORY:		UPDATE BY:	ZAK126N	
SVC CALL#:	N	UPDATE DATE:	3/20/09	
CLOSE:	N Y	CLOSE DATE:	01/01/01 03/24/09	MICROFILM:
RESP CAA:	██████████	OLM:	██████████	
PHONE:		OWNER FIRST:	AUGUST SUZANNE	

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DATE: 19/08/14

TIME: 2:31:58 PM

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

PAGE: 94

DATE: 00/00/00

USERID:

DATE: 00/00/00

USERID:

DATE: 00/00/00 03/20/09

USERID: ZAK126N

DATE: 00/00/00

USERID:

DOM: ZSR768N

LANGUAGE:

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DATE: 19/08/14

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

PAGE: 95

TIME: 2:31:58 PM

CAR ID: CA6422698

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 08/19/14

TIME: 2:31:58 PM

MODEL YEAR: 2003

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	MZNA30673426	3263	New Jersey	5/7/2014	05/07/15	0010004	01/01/01	01/01/01
2	RCDC01815232	2150	Idaho	2/29/2004	02/28/09	0100000	02/29/04	01/01/01
3	RCDI91815232	2150	Idaho	2/29/2004	02/28/09	0075000	01/01/01	01/01/01

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DATE: 19/08/14

TIME: 2:31:58 PM

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

PAGE: 96

MODEL YEAR: 2014

VIN: JN8AZ08T13W [REDACTED]

MODEL LINE: VER

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Nissan Strictly Confidential Restricted

DATE: 19/08/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 2:31:58 PM

CUSTOMER ASSISTANCE REQUEST

PAGE: 97

REQUESTED BY: lattad

CAR ID: CA6422698

CURRENT SERVICE CONTRACT

CONTRACT: MZNA30673426

OWNER NAME: [REDACTED]

PLAN TYPE: Z

PLAN TERM: A

DEDUCTABLE: 0

EFFECTIVE: 5/7/2014

EXPIRES: 05/07/15 **MILES:** 0010004

CANCEL: 01/01/01 **MILES:** 0010004

TRANSFER: 01/01/01

TRANSACTION: 06/19/14

PRINTED: 06/21/14

DEALER NO: 3263 **STATE:** NJ

DEALER NAME: PINE BELT NISSAN/KEYPOR

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DATE: 19/08/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 2:31:58 PM

CUSTOMER ASSISTANCE REQUEST

PAGE: 98

REQUESTED BY: lattad

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DATE: 19/08/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 2:31:58 PM

CUSTOMER ASSISTANCE REQUEST

PAGE: 99

REQUESTED BY: lattad

CAR ID: CA6422698

CURRENT SERVICE CONTRACT

CONTRACT: RCDC01815232

OWNER NAME: [REDACTED]

PLAN TYPE: C

PLAN TERM: C

DEDUCTABLE: 50

EFFECTIVE: 2/29/2004

EXPIRES: 02/28/09 **MILES:** 0100000

CANCEL: 02/29/04 **MILES:** 0100000

TRANSFER: 01/01/01

TRANSACTION: 04/12/04

PRINTED: 03/05/04

DEALER NO: 2150 **STATE:** ID

DEALER NAME: DENNIS DILLON NISSAN

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DATE: 19/08/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 2:31:58 PM

CUSTOMER ASSISTANCE REQUEST

PAGE: 100

REQUESTED BY: lattad

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DATE: 19/08/14

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TIME: 2:31:58 PM

CUSTOMER ASSISTANCE REQUEST

PAGE: 101

REQUESTED BY: lattad

CAR ID: CA6422698

CURRENT SERVICE CONTRACT

CONTRACT: RCDI91815232

OWNER NAME: [REDACTED]

PLAN TYPE: C

PLAN TERM: I

DEDUCTABLE: 50

EFFECTIVE: 2/29/2004

EXPIRES: 02/28/09 **MILES:** 0075000

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

TRANSFER: 01/01/01

TRANSACTION: 04/12/04

PRINTED: 04/16/04

DEALER NO: 2150 **STATE:** ID

DEALER NAME: DENNIS DILLON NISSAN

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DATE: 19/08/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 2:31:58 PM

CUSTOMER ASSISTANCE REQUEST

PAGE: 102

REQUESTED BY: lattad

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DATE: 19/08/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 2:31:58 PM

CUSTOMER ASSISTANCE REQUEST

PAGE: 103

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** ONE CONTRACT **CAR ID:** CA6728602
STREET: [REDACTED] **VIN:** 3N1CE2CP0EL [REDACTED]
CITY: BURBANK **YR/MDL:** 2014.0 **VER:** **MILEAGE:** 000000
ST/ZIP: CA [REDACTED] **VCAN:** N **IN SVC DATE:** 09/17/07
DAY PH: [REDACTED] **PAID:** 232 **RTL DLR:** NI NI
EVE PH: [REDACTED] **SUSP:** 0 **SVC DLR:** 102C EMPIRE NISSAN, INC.
DLR PH: [REDACTED] **DENY:** 0 **RESP DLR:** 102C EMPIRE NISSAN, INC.
REGION: 44 **DIST: SL/SV/PT:** 05 05 35 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:** 000000 **# NISSAN/INFINITI VEHICLES:** 0
VEHICLE MAINTAINED BY: NONE
OUTSIDE WARRANTY BY (B) MONTHS: 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

ORIG CODE: NP NP **OPEN DATE:** 06/16/14 **XFER/RSPNSBLTY:** 44 05 N 44 12 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	185500 CARPET/FLOORMAT
AU INTERIOR (NON-ELECTRIC)	TP JUMP START ONLY
BP ROADSIDE ASSISTANCE ADMIN	ZR GENERAL INQUIRY

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DATE: 19/08/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 2:31:58 PM

CUSTOMER ASSISTANCE REQUEST

PAGE: 104

REQUESTED BY: lattad

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DATE: 19/08/14

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TIME: 2:31:58 PM

CUSTOMER ASSISTANCE REQUEST

PAGE: 105

REQUESTED BY: lattad

CAR ID: CA6728602

C. A. R. COMMENTS

Case Number : 1002374155

02-12

Created by ZMW179N at 2014-06-17 08:36:47

THIS CAR CREATED THROUGH ROADSIDE SERVICE WITH THE FOLLOWING REASON:

JUMP START ONLY,

TCS-MW checked for related previous CA cases and found: None

TCS-MW checked for unrelated CA cases and found: None

TCS-MW checked for open recalls/campaigns and found: None

TCS-MW received case for handling as a result of QC survey response received from c.

TCS-MW copied survey notes below:

Auto Trans Shift Lever - Other/None of the above,

rubber band transmission.....I SAY WASHING MACHINE

Auto Trans Shift While Driving - Shifts too late/slowly/hesitates,

BAD NOISES

Auto Trans Shift While Driving - Shifts take too long to complete,

VERY NOISY

Unusual Engine Noise - 1st startup of the day,

Unusual Engine Noise - While accelerating,

always the cvt damaging everything

Engine Hesitates/Surges/Run Rough - 1st startup of the day,

this cvt transmission needs to be pulled from the market for the time being, periode

Engine Hesitates/Surges/Run Rough - While accelerating,

Engine Hesitates/Surges/Run Rough - While decelerating,

Performance/Engine Power and Acceleration - From stop,

Performance/Engine Power and Acceleration - With air conditioning on,

Unusual Transmission Noise - While driving,

BAD FEELING WHEN DRIVING

Unusual Transmission Noise - While shifting,

BAD BAD FEELING OF THE CAR

Unusual Transmission Noise - Vibration through brake or gas pedal,

BAS TRANSMISSION

Transmission Jerks/Shakes,

bad tansmission

Created by ZMW179N at 2014-06-17 08:38:38

QC Hot Alert

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DATE: 19/08/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 2:31:58 PM

CUSTOMER ASSISTANCE REQUEST

PAGE: 106

REQUESTED BY: lattad

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DATE: 19/08/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 2:31:58 PM

CUSTOMER ASSISTANCE REQUEST

PAGE: 107

REQUESTED BY: lattad

CAR ID: CA6728602

Created by ZMW179N at 2014-06-17 16:52:12

TCS-MW contacted c @ [REDACTED] to address engine transmission noises. C states he is a sales consultant w Nissan dlrshp. C completed online survey to communicate concerns for R & D to address: very loud CVT/engine primarily but also gas pedal/throttle sticks & c stated c's shoe gets stuck in plastic on right shoulder (inside vehicle).

TCS-MW adv c TCS-MW would document c's concern and thanked c for bringing these concerns to c's dlrshp & to CA.

TCS-MW provided contact info if c further assistance needed.

Created by ZMW179N at 2014-06-19 12:40:29

TCS-MW called c @ [REDACTED] lvm adv c to take c's veh to dlrshp to address c's veh concerns.

TCS-MW adv c if c's concerns cannot be duplicated feel free contact TCS-MW for further assistance.

Created by ZMW179N at 2014-06-19 12:55:12

TCS-MW documenting c's recommendations:

C stated previously that his foot sometimes would get stuck in the plastic side panel of 2014 Nissan Versa. C stated plastic (inside/interior) "right shoulder" panel by gas pedal only covers 3 quarters of the panel. C recommends plastic side panel cover continue all the way down to cover entire panel to eliminate this concern. C also stated the gas pedal itself can become stuck. C also stated CVT is very loud (can be improved).

Created by ZMW179N at 2014-06-19 12:57:56

TCS-MW closing this case pending diagnostic test or further assistance requested from customer.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

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DATE: 19/08/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 2:31:58 PM

CUSTOMER ASSISTANCE REQUEST

PAGE: 108

REQUESTED BY: lattad

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DATE: 19/08/14

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TIME: 2:31:58 PM

CUSTOMER ASSISTANCE REQUEST

PAGE: 109

REQUESTED BY: lattad

CAR ID: CA6728602

SATISFIED: Y

ACTION CODE: NP

ROOT CAUSE: SVRA

CALLBACK: 0

DATE: 00/00/00

USERID:

REOPEN:

CALLBACK: 0

DATE: 00/00/00

USERID:

NEW INFO: 0

DATE: 00/00/00

USERID:

OTHER: 0

DATE: 00/00/00

USERID:

COMMENTS ONLY: 0

DATE: 00/00/00

USERID:

IIR-DATE:

TRANS DATE: 06/11/14

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: 06/19/14

MICROFILM:

RESP CAA:

OLM: BAUMGARTNER MAR

DOM:

PHONE:

OWNER FIRST: [REDACTED]

LANGUAGE:

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Nissan Strictly Confidential Restricted

DATE: 19/08/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 2:31:58 PM

CUSTOMER ASSISTANCE REQUEST

PAGE: 110

REQUESTED BY: lattad

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DATE: 19/08/14

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

PAGE: 111

TIME: 2:31:58 PM

CAR ID: CA6728602

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 08/19/14

TIME: 2:31:58 PM

MODEL YEAR: 2014

MAKE: N

MODEL LINE: VER

NAME: [REDACTED]

VIN: 3N1CE2CP0EL [REDACTED]

IN SCV DATE: 09/17/07

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
1	MZNA00044426	102C	California	6/11/2014	06/11/15	0010019	01/01/01	01/01/01

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DATE: 19/08/14

NISSAN MOTOR CORPORATION IN U.S.A

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CUSTOMER ASSISTANCE REQUEST

PAGE: 112

REQUESTED BY: lattad

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DATE: 19/08/14

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CUSTOMER ASSISTANCE REQUEST

PAGE: 113

REQUESTED BY: lattad

CAR ID: CA6728602

CURRENT SERVICE CONTRACT

CONTRACT: MZNA00044426

OWNER NAME: [REDACTED]

PLAN TYPE: Z

PLAN TERM: A

DEDUCTABLE: 0

EFFECTIVE: 6/11/2014

EXPIRES: 06/11/15 **MILES:** 0010019

CANCEL: 01/01/01 **MILES:** 0010019

TRANSFER: 01/01/01

TRANSACTION: 06/11/14

PRINTED: 06/14/14

DEALER NO: 102C **STATE:** CA

DEALER NAME: EMPIRE NISSAN, INC.

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DATE: 19/08/14

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TIME: 2:31:58 PM

CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

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DATE: 19/08/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 2:31:58 PM

CUSTOMER ASSISTANCE REQUEST

PAGE: 115

REQUESTED BY: lattad

NAME: [REDACTED] **SC:** NONE **CAR ID:** CA7281749
STREET: [REDACTED] **VIN:** 3N1CN7AP3CL [REDACTED]
CITY: WESLEY CHAPEL **YR/MDL:** 2012.0 VSD **MILEAGE:** 005442
ST/ZIP: FL [REDACTED] **VCAN:** Y **IN SVC DATE:** 08/13/11
DAY PH: [REDACTED] **PAID:** 265 **RTL DLR:** 3480 FERMAN NISSAN OF NO TAMPA
EVE PH: [REDACTED] **SUSP:** 0 **SVC DLR:** 3480 FERMAN NISSAN OF NO TAMPA
DLR PH: [REDACTED] **DENY:** 0 **RESP DLR:** 3480 FERMAN NISSAN OF NO TAMPA
REGION: 34 **DIST: SL/SV/PT:** 02 02 32

LETTER RECEIVED: 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 00/00/00
FIRE: N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** 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:** 005442 **# NISSAN/INFINITI VEHICLES:** 1
VEHICLE MAINTAINED BY: FERMAN NISSAN OF NO TAMPA
OUTSIDE WARRANTY BY (B) MONTHS: 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

ORIG CODE: NP NP **OPEN DATE:** 10/11/11 **XFER/RSPNSBLTY:** 34 02 S
CONTACT (S): **FOLLOWUP DATE:** 10/18/11 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 10/18/11 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 188000 GAS PEDAL (PEDAL/LINKAGE/CABLE/
AU INTERIOR (NON-ELECTRIC) ZB BROKEN/CRACKED

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DATE: 19/08/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 2:31:58 PM

CUSTOMER ASSISTANCE REQUEST

PAGE: 116

REQUESTED BY: lattad

DATE: 19/08/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 2:31:58 PM

CUSTOMER ASSISTANCE REQUEST

PAGE: 117

REQUESTED BY: lattad

CAR ID: CA7281749

C. A. R. COMMENTS

FILE OPENED-ZJS999N 10/11/2011

PREVIOUS FILES FOUND:

CRR-JM RECEIVED CALL FROM C.

RELATED - NONE

C SAID THAT C HAS 2012 VER. C SAID THAT THERE IS A SAFETY COCERNS WITH VEH. C

UNRELATED - NONE

CRR-JM VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY AND ALT PHONE NUMBER, SAID THAT DLR TOOK PICTURES OF VEH.C SAID THAT WHEN YOU PUT ON FOOT ON GAS E-MAIL ADDRESS AND RESPONSIBLE DLR.

PEDAL, AND YOU PICK IT UP, GAS PEDAL HITS A PIECE OF PLASTIC. C SAID THAT C

CRR-JM CHECKED FOR OPEN RECALLS FOUND: NONE

WANTS TO MAKE SURE THAT PROBLEM WILL BE TAKEN CARE OF. C SAID THAT IN THE 2012

NISSAN, THE HOLE FROM PEDAL IS BIGGER THAT IT FOOT MAY GET CUT UP. C SAID THAT

GAS PEDAL IS JAMMED. C SAID THAT DLR TOOK NUMEROUS PICTURES OF THE VEH AND

DOCUMENTED EVERYTHING. C SAID THAT SM-ERIC GREEN IS THE ONE WHO'S ASSISTING C.

C SAID THAT C BASICALLY WANTS FOR THE VEH TO BE PERMANENTLY FIXED.

CRR-JM UNDERSTOOD, ADVISED C THAT CRR-JM WILL FORWARD FILE TO RCAS AND RCAS

WILL CALL C WITHIN THE NEXT BUSINESS DAY. C UNDERSTOOD AND THANKED CRR-JM.

CRR-JM OFFERED FURTHER ASSISTANCE, C DECLINED.???

CRR-JM GAVE C NAME, EXTENSION AND FILE NUMBER.???

CRR-JM LEAVING FILE OPEN.

@10/11-ZJS999N

XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX

@10/12-ZBC123N

RCAS-BC CALLED FERMAN OF NISSAN OF N TAMPA 8139336641 AT 10:43AM SPOKE WITH S/M WHO STATES C HAS PIECE OF PLASTIC DEFORMED. S/M STATES HAS TAKEN PICTURES AND G/M TOM OSBORNE IS INVOLVED IN C ISSUE. S/M STATES DOESN'T KNOW SOLUTION YET BUT IS WORKING ON ONE. S/M STATES FOM-JR HAS NOT BEEN INFORMED OF C CONCERN DUE TO FOM UNABLE TO ASSIST WITH FINDING SOLUTION. RCAS UNDERSTOOD. RCAS INFORMED S/M THAT RCAS WILL REITERATE TO C THAT S/M AND G/M ARE WORKING ON C SOLUTION TO CONCERN. S/M AGREED...

@10/12-ZBC123N

RCAS-BC CALLED C ON 8138754809 AT 10:57AM C PLACE OF EMPLOYEMENT; GENTLEMAN ANSWERED AND STATED C NOT IN ASKED TO ASSIST; C WORKS AT A DRIVING SCHOOL.

RCAS DECLINED ASSISTANCE AND WILL TRY BACK TOMORROW 10/13/11 @10/12-ZBC123N

XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX

@10/13-ZBC123N

RCAS-BC CALLED C 8138754809 AT 3:53PM LFT VMX; PROVIDED NAME PHONE EXT AND FILE#; SETTING FOLLOWUP FOR 10/17/11

@10/13-ZBC123N

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DATE: 19/08/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 2:31:58 PM

CUSTOMER ASSISTANCE REQUEST

PAGE: 118

REQUESTED BY: lattad

DATE: 19/08/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 2:31:58 PM

CUSTOMER ASSISTANCE REQUEST

PAGE: 119

REQUESTED BY: lattad

CAR ID: CA7281749

XXXXXXXXXXXXXXXXXXXXXXXXXXXX @10/17-ZBC123N
 RCAS-BC CALLED FERMAN OF N TAMPA 8139336641 AT 2:59PM LFT VMX FOR S/M ERIC TO
 RETURN RCAS CALL;PROVIDED NAME PHONE EXT AND C NAME LAST 8 OF VIN# AND C
 CONCERN; RCAS ALSO REQUESTED ALTERNATE CONTACT # PER RCAS IS NOT COMFORTABLE
 LEAVING VMX FOR C ON COMPANY PHONE THAT IS NOT C PERSONAL VMX. RCAS SETTING
 FOLLOW UP FOR 10/18/11 TO CONTACT C HOPING ALTERNATE NUMBER CAN BE PROVIDED
 BY S/M ERIC... @10/17-ZBC123N

RCAS-BC RECEIVED EMAIL FROM DTS-TO STATING C ISSUE MAY BE A RESULT OF THE
 DRIVING SCHOOL VEHICLE MODIFICATIONS AND FOR RCAS TO KEEP INTOUCH WITH S/M
 ERIC G ON FILE... @10/18-ZBC123N

XXXXXXXXXXXXXXXXXXXXXXXXXXXX @10/18-ZBC123N
 RCAS-BC CALLED FERMAN NISSAN OF N TAMPA 8139336641 AT 10:42AM SPOKE WITH S/M
 ERIC STATES C PICKED UP VEH MONDAY AND REPAIRS ARE COMPLETE... @10/18-ZBC123N

XXXXXXXXXXXXXXXXXXXXXXXXXXXX @10/18-ZBC123N
 RCAS-BC RECEIVED VMX FROM C WIFE;RCAS CALLED C 8138754809 AT 10:45AM_LFT VMX;
 PROVIDED NAME PHONE EXT AND FILE#. RCAS CLOSING FILE PER C CONCERN ADDRESSED,
 REPAIRED AND CONFIRMED BY S/M ERIC. CLOSING FILE @10/18-ZBC123N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

SATISFIED: Y	ACTION CODE: NP	ROOT CAUSE: SCSV
CALLBACK: 0	DATE: 00/00/00	USERID:
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
		USERID:

CONFIDENTIAL

Nissan Strictly Confidential Restricted

DATE: 19/08/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 2:31:58 PM

CUSTOMER ASSISTANCE REQUEST

PAGE: 120

REQUESTED BY: lattad

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DATE: 19/08/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 2:31:58 PM

CUSTOMER ASSISTANCE REQUEST

PAGE: 121

REQUESTED BY: lattad

CAR ID: CA7281749

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: 10/18/11

MICROFILM:

RESP CAA: RANDY DRIER

OLM:

DOM: ZBC123N

PHONE:

OWNER FIRST: [REDACTED]

LANGUAGE:

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Nissan Strictly Confidential Restricted

DATE: 19/08/14

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TIME: 2:31:58 PM

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CAR ID: CA7281749

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 08/19/14

TIME: 2:31:58 PM

MODEL YEAR: 2012

MAKE: N

MODEL LINE: VSD

NAME: [REDACTED]

VIN: 3N1CN7AP3CL [REDACTED]

IN SCV DATE: 08/13/11

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		3480	Florida					

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REQUESTED BY: lattad

CAR ID: CA7281749

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 3480

STATE: FL

DEALER NAME: FERMAN NISSAN OF NO TA

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Warranty Data

Incident Number

036172768

VIN	NML CD	Make	Model	Mdl Yr	Trim	Fleet	Options	Mfg Dt	In Svc Dt
3N1CN7AP3CL	N17	NISSAN	VERSA SEDAN	2012	1.6SV	N	C03	7/9/2011	8/13/2011

Repair Dt	Claim Dt	Mileage	Class	Dealer	City	Phone
10/17/2011	10/27/2011	6248	0	3480 FERMAN NISSAN OF NO TAMPA	TAMPA	FL 8139336641

PNC	Primary OP Cod	Primary Failed Par
96910 FLOOR CONSOLE	VD10A1 RPL FLOOR CONSOLE	681043BA0A COVER-INSTRUMENT LOWER,CENTER

CS CODE	CT CODE
ZA POOR GENERAL APPEARANCE	32 INTERNAL FAILURE

Parts Detail

Number	Name	Quantity	Amount
681043BA0A	COVER-INSTRUMENT LOWER,CENTER	1	\$37.96

Labor Detail

Code	Description	Hours
VD10A1	RPL FLOOR CONSOLE	0.2

SA Comment

Tech Comment

CONSOL PANEL DEFORMES REPLACE PANEL

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REQUESTED BY: lattad

NAME: [REDACTED] **SC:** NONE **CAR ID:** CA7345438
STREET: [REDACTED] **VIN:** 3N1CN7AP2CL [REDACTED]
CITY: CANOGA PARK **YR/MDL:** 2012.0 VSD **MILEAGE:** 000597
ST/ZIP: CA [REDACTED] **VCAN:** Y **IN SVC DATE:** 12/27/11
DAY PH: [REDACTED] **PAID:** 1,040 **RTL DLR:** 3037 FIRST NISSAN
EVE PH: [REDACTED] **SUSP:** 0 **SVC DLR:** 3037 FIRST NISSAN
DLR PH: [REDACTED] **DENY:** 0 **RESP DLR:** 3037 FIRST NISSAN
REGION: 44 **DIST: SL/SV/PT:** 02 02 32

LETTER RECEIVED: 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 00/00/00
FIRE: N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** 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:** 000597 **# NISSAN/INFINITI VEHICLES:** 1
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

ORIG CODE: NP NP **OPEN DATE:** 01/03/12 **XFER/RSPNSBLTY:** 44 02 S
CONTACT (S): **FOLLOWUP DATE:** 03/02/12 **INF-NET (Y/N):**
SEVERITY: 9 **CLOSE DATE:** 03/01/12 **INF-NET DATE:**

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 188000 GAS PEDAL (PEDAL/LINKAGE/CABLE/
AU INTERIOR (NON-ELECTRIC) WA PREMATURE WEAR/FAILURE
YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

ARBS-CC IS CLOSING FILE.

@03/01-ZCC000N

CRR-VT CHECKED FOR THE PREVIOUS RELATED FILE FOUND: NONE

FILE OPENED-ZVT176N 01/03/2012

FOLLOW-UP IS DUE ON OR BEFORE

THE ENCLOSED AND FORWARD POSITION TO US SO THAT IT IS RECEIVED WITHIN FIVE

CRR-VT CHECKED FOR THE PREVIOUS UNRELATED FILE FOUND: NONE

C SAID C WENT TO SOMEWHERE AND C SAID THAT C'S FOOT WOULD STUCK ON THE

DAYS FROM THE DATE OF THIS LETTER. DOCS SENT TO ARBS-CC. @01/18-ZRC999N

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

ACCELERATOR. C SAID THAT C HAD BEEN TO THE DLR TO HAVE IT FIXED. C SAID THAT
CRR-VT VERIFIED C'S VIN, NAME, ADDRESS, DAY AND EVE PHONE #S, EMAIL ADDRESS,
CUSTOMER.

ARBS-CC SPOKE WITH SD-BRIAN. SD-BRIAN STATED C'S FOOT APPARENTLY BECAME LODGED

C WAS INFORMED THAT AS IF NOTHING'S GONNA HAPPEN. C SAID THAT C BOUGHT THE

HOW WAS THE VEH ACQUIRED AND THE RESPONSIBLE SVC DLR.

CRR-VT CHECKED FOR AN OPEN RECALL FOUND: NONE

UNDER PART OF THE CONSOLE AND C PANICKED AND BENT PART OF THE CONSOLE WITH
VEH FOR C'S KIDS TO LEARN HOW TO DRIVE. @01/03-ZVT176N

CRR-VT ASKED C FOR THE NAME OF THE SA, C PROVIDED SA-CHAD. CRR-VT WHEN DID C

CRR-VT RECEIVED A CALL FROM C STATING C SAID THAT C BOUGHT THE VEH LAST WEEK.

FOOT. DLR REPAIRED THE VEH AT NO CHARGE TO THE C AND COMPARED THE REPAIRED

BROUGHT THE VEH AT THE DLR, C SAID LAST FRIDAY. CRR-VT ASKED C IF THE VEH IS

CONSOLE TO 2 KGV--THERE WAS NO DIFFERENCE.

@01/18-ZCC000N

ALREADY BEEN FIXED, C SAID THAT C WAS ABLE TO PICK UP THE VEH FROM THE DLR

AN HOUR AGO. C WANTED THE VEH TO BE FIXED BY NISSAN AND WANTED TO BE ASSURED

ARBS-CC NOTES 1 RO:

@01/18-ZCC000N

12/30/11 597 MILES (5 DAYS)

THAT THE CONCERN WON'T HAPPEN AGAIN.

CRR-VT TOLD C THAT CRR-VT WILL TRANSFER THE FILE TO THE RCAS AND C WILL GET AN

*C/S CONSOLE PANEL HOOKS ON C'S FOOT AND C CANNOT RELEASE

ACCELERATOR.

@01/18-ZCC000N

UPDATE BY THE END OF THE NEXT BUSINESS DAY.

@01/03-ZVT176N

CRR-VT ASKED C FOR THE BEST CONTACT # TO REACH C AT, C PROVIDED 818 370 6856.

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ARBS-CC NOTES THAT C IS CLAIMING A DESIGN FLAW AND NOT A MANUFACTURING DEFECT.
CRR-VT OFFERED FURTHER ASSISTANCE, C DECLINED.

ARBS NOTES THAT C'S CONCERN IS DUE TO C'S OPERATION OF THE VEH AS OPPOSED TO
CRR-VT GAVE C THE FILE NUMBER, EXTENSION NUMBER 458177 AND CRR-S NAME.

A MALFUNCTION OF THE VEH. @01/18-ZCC000N

CRR-VT TRANSFERRING THE FILE TO RCAS. @01/03-ZVT176N

RCAS-LF CALLED THE DEALER AT 4:48PM CST ON 1-4-12 @01/04-ZLF050N

ARBS-CC SUBMITTED RESPONSE TO C'S APPEAL OF OUT OF JURISDICTION DETERMINATION.

RCAS-LF LEFT A VMAIL FOR THE SERVICE MANAGER-BRIAN TO CALL RCAS-LF BACK.

ARBS STATED C IS ALLEGING A DESIGN FLAW THAT UNIQUELY AFFECTS THE C AND NOT A

RCAS-LF CALLED THE C AT 4:52PM CST ON 1-4-12 @01/04-ZLF050N

RCAS-LF LEFT A VMAIL FOR THE C TO CALL RCAS-LF'S DIRECT LINE

WARRANTABLE MANUFACTURING DEFECT. NNA CONTENDS THE COMPLAINT IS NOT WITHIN THE
ELIGIBILITY GUIDELINES OF THE AUTO LINE PROGRAM. @01/19-ZCC000N

RCAS-LF LEFT THE DIRECT LINE NUMBER AND ENDED THE CALL @01/04-ZLF050N

RCAS-LF THE C CALLED RCAS-LF BACK AT 5:56PM CST ON 1-4-12 @01/04-ZLF050N

ARBS-CC SENT LETTER TO C STATING NNA HAS REVIEWED COMPLAINT AND THAT FIRST
RCAS-LF WENT OVER THE FILE WITH THE C AND RCAS-LF INFORMED THE C THAT NNA WILL
NISSAN INSPECTED VEH AND DETERMINED NO DEFECT IS PRESENT; THEREFORE, NNA IS
REVIEW THE FILE AND THE REVIEW WILL TAKE 7-10 BUSINESS DAYS. RCAS-LF THANKED
THE C AND ENDED THE CALL @01/04-ZLF050N

UNABLE TO OFFER C ASSISTANCE AT THIS TIME. ARBS CREATED FEDEX LABEL

797964800000. @01/19-ZCC000N

RCAS-LF RECEIVED AN EMAIL FROM SERVICE MANAGER-BRIAN ON 1-5-12

THE CUSTOMER COMPLAINED THAT THE C'S FOOT GOT STUCK UNDERNEATH THE CENTER
ARBS-CC REC'D DELIVERY CONFIRMATION NOTICE FROM FEDEX. @01/24-ZCC000N

CONSOLE WHILE IT WAS ON THE ACCELERATOR. IT APPEARS AS THOUGH DURING THE C'S

PANIC, THE C YANKED THE C'S FOOT AWAY AND BENT THE BRACKET THAT HOLDS THE
ARBS-CC EMAILED BBB-LINDA ASKING FOR AN UPDATE ON THE STATUS OF THIS CASE AND
CONSOLE. THE DEALER BENT IT BACK IN PLACE, COMPARED IT TO A NEW VEHICLE, AND
BOTH VEHICLES ARE IDENTICAL. @01/05-ZLF050N

WHETHER OR NOT BBB-LINDA KNEW WHEN THE APPEAL CONTESTING THE JURISDICTION

-

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DETERMINATION WOULD BE DECIDED. @02/07-ZCC000N

>>>NIS1210257. DRTS-RC REC'D MRF FORM BBB ON 1/05/12, DATED SAME. C STATES: C ARBS-CC REC'D EMAIL FROM BBB-LINDA STATING C SUBMITTED A REBUTTAL TO ARBS'S FEELS IT IS A BAD DESIGN AND A SAFETY ISSUE. C WANTS NISSAN TO COME TO A RESPONSE AND ARBS WILL BE COPIED ON RESPONSE. ONCE ARBS IS COPIED, BBB-LINDA SOLUTION FOR THE PROBLEM. CCF STATES: FOOT GOT STUCK IN PANEL BY THE ACCELERATOR, REPAIR ATTEMPTS 1. DOCS SENT TO ARBS-SG @01/06-ZRC999N WILL FIND AN ARBITRATOR TO REVIEW. @02/08-ZCC000N

-

*ARBS-SG FORWARDED TO ARBS-CC FOR HANDLING. @01/06-ZSG176N

-

@02/14-ZRC999N

DRTS-KR CLLD DLR 3037 @ 12:46, LVM WITH S/D BRIAN, REQUESTING ANY & ALL R/O'S @01/06-ZKR176N

>>>NIS1211026. DRTS-RC REC-D LETTER FROM BBB ON 02/13/12, DATED SAME. LETTER FOR THIS VIN. GAVE FAX#, PHONE # EXT, NAME, LAST 8 OF VIN, C LAST NAME, STATES ENCLOSED ARE THE COMMENTS THE CUSTOMER HAS SUBMITTED... DRTS-RC IS UNABLE TO READ THE REST OF THE LETTER DOCS SENT TO ARBS-CC @02/14-ZRC999N YEAR/MODEL. @01/06-ZKR176N

ARBS-CC NOTES THE FOLLOWING REBUTTAL BY C:
ARBS-CC REC'D AND REV'D BBB DOCS. @01/06-ZCC000N

C THANKS (THE BBB?) FOR ITS WORK ON THE STUCK ACCELERATOR ISSUE. THAT IS WHAT ARBS-CC SUBMITTED MRF STATING NISSAN WILL CONTINUE TO HONOR THE NEW VEHICLE C LIKES NISSAN TO HEAR. NISSAN'S REPLY TO C IS LAYER TALK. NISSAN IS SCARED OF BEING LIABLE. C WISHES THE OTHER SIDE COULD EXPERIENCE A FOOT STUCK ON THE LIMITED WARRANTY. @01/06-ZCC000N

ACCELERATOR AND NOT LIVE TO TALK ABOUT THE EXPERIENCE. C HAS EXPERIENCED THE

>>>NIS1210257. DRTS-RC REC'D NOTICE THAT CLAIM IS OUT OF JURISDICTION BECAUSE ISSUE AND C WOULD LIKE TO WARN THE REST OF THE WORLD THAT THERE IS A DESIGN OF THE AGE AND MILEAGE JURISDICTION REQUIREMENT SECTION OF THE HOW BBB AUTOLINE WORKS BOOKLET. REC'D ON 01/06/12, DATED SAME. DOCS SENT TO ARBS-SG, PROBLEM. C ADMIRES THE VEH AND LOVES THE FUEL ECONOMY AND TRANSMISSION. C ASKS AND ARBS-CC @01/06-ZRC999N

NISSAN TO REVIEW CONCERN FROM A HUMAN POINT OF VIEW. C BELIEVES THE NEXT

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-
PEOPLE TO TALK TO IS NATIONAL HIGHWAY SAFETY. @02/14-ZCC000N

-
DRTS-KR EMAILED ARBS-SG TO SEE IF NEED TO WORK RHR AFTER 1 R/O REV'D. VEH IS
- @02/29-ZRC999N

OUT OF JURISDICTION. SEE ABOVE NOTE. @01/09-ZKR176N

>>>NIS1211026. DRTS-RC REC'D THE DETERMINATION FROM THE BBB ON THE OOJ APPEAL
ARBS-CC LEFT VMX FOR SD-BRIAN. @01/10-ZCC000N

FROM C. REC'D ON 2/28/12, DATED SAME. C IS OOJ AND CLAIM IS CLOSED. DOCS SENT

>>>NIS1211026. DRTS-RC REC'D LETTER FROM BBB ON 1/18/12, DATED SAME. LETTER
TO ARBS-CC @02/29-ZRC999N

STATES: ENCLOSED IS A WRITTEN APPEAL THE C HAS SUBMITTED CONTESTING THE OUT
ARBS-CC NOTES A LETTER WITH NISSAN'S POSITION HAS PREVIOUSLY BEEN SENT TO C.
OF JURISDICTION. ARBS HAS THE OPPORTUNITY TO SUBMIT A WRITTEN POSITION ON THE

APPEAL BEFOR IT IS FORWARD TO THE ARBITRATOR FOR CONSIDERATION. PLEASE READ

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

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

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REQUESTED BY: lattad

CAR ID: CA7345438

IIR-DATE:

TRANS DATE: 00/00/00

CHECK REQUESTED: Y

3RD PRY: AL

PART#:

CHECK ISSUED: Y

BYBACK ST:

OPENED BY:

HISTORY:

UPDATE BY:

SVC CALL#: N

UPDATE DATE:

CLOSE: Y

CLOSE DATE: 03/01/12

MICROFILM:

RESP CAA: FERNANDO HERNAN

OLM: -----

DOM:

PHONE:

OWNER FIRST: [REDACTED]

LANGUAGE:

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CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 08/19/14

TIME: 2:31:58 PM

MODEL YEAR: 2012

MAKE: N

MODEL LINE: VSD

NAME: [REDACTED]

VIN: 3N1CN7AP2CL [REDACTED]

IN SCV DATE: 12/27/11

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		3037	California					

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REQUESTED BY: lattad

CAR ID: CA7345438

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 3037

STATE: CA

DEALER NAME: FIRST NISSAN

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REQUESTED BY: lattad

NAME: [REDACTED]	SC: NONE	CAR ID: CA7797102
STREET: [REDACTED]	VIN: 3N1CN7APXCL [REDACTED]	
CITY: MENIFEE	YR/MDL: 2012.0	MILEAGE: 009010
ST/ZIP: CA [REDACTED]	VCAN:	IN SVC DATE:
DAY PH: 0	PAID:	RTL DLR: NI NI
EVE PH: 0	SUSP:	SVC DLR: 5305 RACEWAY NISSAN
DLR PH: [REDACTED]	DENY:	RESP DLR: 5305 RACEWAY NISSAN
	REGION: 44	DIST: SL/SV/PT: 05 05 35

LETTER RECEIVED: 00/00/00	EXEC: 00/00/00	EMAIL: 00/00/00
FIRE: N (Y/N)	ROLLOVER: N (Y/N)	ACCIDENT: N (Y/N)
PROPERTY 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: 009010	# NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: RACEWAY NISSAN		
OUTSIDE WARRANTY BY (B) MONTHS: 0	MILES: 0	(PT) MONTHS: 0 MILES: 0

ORIG CODE: NP NP	OPEN DATE: 04/19/12	XFER/RSPNSBLTY: 44 05 N
CONTACT (S):	FOLLOWUP DATE: 04/20/12	INF-NET (Y/N):
SEVERITY: 9	CLOSE DATE: 04/20/12	INF-NET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS	188000 GAS PEDAL (PEDAL/LINKAGE/CABLE/
AU INTERIOR (NON-ELECTRIC)	WT UNABLE DIAGNOSE/DUPLICATE
	YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

Created by ZGM345N at 2012-04-19 15:52:09

Created by ZGM345N at 2012-04-19 17:10:24

d as well. Mario will not be working on veh.

crr-gm received a call from Mario, son of the owner, to be called c in the cas

ET-ki notes that mother does not speak english which is why Mario called NNA c

A. ET-KI asked for Mario to come to phone.

e. c stated that there is a concern with the veh gas pedal. c stated that when

ET-KI was disconnected.

stepping on the brake pedal, c's foot get stuck between the finisher & the ga

ET-KI review file details with ESCTL-AN who advised to ask what c is looking f

s pedal. c stated that c is a Master Technician 2 in the dlr and had already c

ontacted the Techline regarding the concern and was advised to call CA for fur

or NNA to assist with. ET-KI ntoes that all proper procedures are being compel

eted.

ther assistance. c stated that c also has another case open for the transmissi

Created by ZKI176N at 2012-04-20 12:49:53

on concern with Techline. crr-gm informed c that crr-gm will forward the case

ET-KI called C 04/20/12 @ [REDACTED] @ 1:33pm. ET-KI advised c that ET-Ki ca

to RCAS for review and c will receive an update by the end of the next busines

lled about case that was open. C states that c thought that c was just doing t

s day. c understood & agreed. crr-gm asked c if there is anything else that cr

he right thing. C states that c called techline about transmission vibration a

r-gm can assist c with. c stated none. crr-gm provided c with the case #, crr-

gm's name & extension #. crr-gm forwarding the case to RCAS.

nd coolant smell and was adived to call NNA CA.

Created by ZGM345N at 2012-04-19 17:11:18

ET-KI asked c what c would like for ET-KI to do for c. C states that c just wa

note: c stated that c knows about the recall and is just waiting for parts to

nts everything docuemented.

arrive.

ET-KI advised c that concern will be documented. ET-KI advised c that it does

Created by ZKI176N at 2012-04-20 12:33:46

look like all proper procedures are being handled.

ET-KI advised c that file will be closed. C statse that c is ok with this bec

ET-KI called Raceway Nissan 04/20/12 @ 951 571 9300 @ 1:14pm. SPOke to SM-John

ause so many people are already assiting on veh.

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REQUESTED BY: lattad

CAR ID: CA7797102

williams. ET-KI was advised that DLR has taken Mario off this veh case due to conflict of interest. ET-KI was advised that the shop forman- Tim has been ca ET-KI advised c to call back if c felt NNA cA could assist further. ET-KI closing file as no further assistance can be provided. lled in to diagnose the veh and DTS-DM has been contacted. Techline is involve d as well. Mario will not be working on veh. ET-ki notes that mother does not speak english which is why Mario called NNA c A. ET-KI asked for Mario to come to phone. ET-KI was disconnected. ET-KI review file details with ESCTL-AN who advised to ask what c is looking f or NNA to assist with. ET-KI ntoes that all proper procedures are being compel eted.

Created by ZK1176N at 2012-04-20 12:49:53

ET-KI called C 04/20/12 @ [REDACTED] @ 1:33pm. ET-KI advised c that ET-Ki ca lled about case that was open. C states that c thought that c was just doing t he right thing. C states that c called techline about transmission vibration a nd coolant smell and was adived to call NNA CA.

ET-KI asked c what c would like for ET-KI to do for c. C states that c just wa nts everything docuemented.

ET-KI advised c that concern will be documented. ET-KI advised c that it does look like all proper procedures are being handled.

ET-KI advised c that file will be closed. C statse that c is ok with this bec ause so many people are already assiting on veh.

ET-KI advised c to call back if c felt NNA cA could assist further.

ET-KI closing file as no further assistance can be provided.

Created by ZGM345N at 2012-04-19 17:10:24

crr-gm received a call from Mario, son of the owner, to be called c in the cas e. c stated that there is a concern with the veh gas pedal. c stated that when stepping on the brake pedal, c's foot get stuck between the finisher & the ga s pedal. c stated that c is a Master Technician 2 in the dlr and had already c ontacted the Techline regarding the concern and was advised to call CA for fur ther assistance. c stated that c also has another case open for the transmissi on concern with Techline. crr-gm informed c that crr-gm will forward the case to RCAS for review and c will receive an update by the end of the next busines s day. c understood & agreed. crr-gm asked c if there is anything else that cr r-gm can assist c with. c stated none. crr-gm provided c with the case #, crr-gm's name & extension #. crr-gm forwarding the case to RCAS.

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DATE: 19/08/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 2:31:58 PM

CUSTOMER ASSISTANCE REQUEST

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Created by ZGM345N at 2012-04-19 17:11:18

note: c stated that c knows about the recall and is just waiting for parts to arrive.

Created by ZKI176N at 2012-04-20 12:33:46

ET-KI called Raceway Nissan 04/20/12 @ 951 571 9300 @ 1:14pm. SPOke to SM-John williams. ET-KI was advised that DLR has taken Mario off this veh case due to conflict of interest. ET-KI was advised that the shop forman- Tim has been called in to diagnose the veh and DTS-DM has been contacted. Techline is involve

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S)

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

IIR-DATE:	TRANS DATE: 00/00/00	CHECK REQUESTED: Y
3RD PRY: NI	PART#:	CHECK ISSUED: Y
BYBACK ST:	OPENED BY:	
HISTORY:	UPDATE BY:	
SVC CALL#: N	UPDATE DATE:	
CLOSE: Y	CLOSE DATE: 04/20/12	MICROFILM:

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CAR ID: CA7797102

RESP CAA:

OLM:

DOM:

PHONE:

OWNER FIRST: 

LANGUAGE:

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REQUESTED BY: lattad

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TIME: 2:31:58 PM

CAR ID: CA7797102

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 08/19/14

TIME: 2:31:58 PM

MODEL YEAR: 2012

NAME: [REDACTED]

VIN: 3N1CN7APXCL [REDACTED]

MAKE: N

IN SCV DATE:

MODEL LINE:

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
0		5305	California					

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REQUESTED BY: lattad

CAR ID: CA7797102

CURRENT SERVICE CONTRACT

CONTRACT:

OWNER NAME: [REDACTED]

PLAN TYPE:

PLAN TERM:

DEDUCTABLE:

EFFECTIVE:

EXPIRES:

MILES:

CANCEL:

MILES:

TRANSFER:

TRANSACTION:

PRINTED:

DEALER NO: 5305

STATE: CA

DEALER NAME: RACEWAY NISSAN

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DATE: 19/08/14

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 2:31:58 PM

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REQUESTED BY: lattad