

CONFIDENTIAL

DATE: 8/10/2011
TIME: 11:09:16 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST

CAR ID: CA5897793N
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INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

NAME: [REDACTED] SC: ONE CONTRACT
STREET: [REDACTED] VIN: 3N1AB61E57L [REDACTED] Y
CITY: VISTA IN SVC DATE: 03 / 19 / 07
ST/ZIP: CA [REDACTED] VCAN: Y RTL DLR: 3383 MOSSY NISSAN OCEANSIDE
DAY PH: [REDACTED] PAID: 1 SVC DLR: 3383 MOSSY NISSAN OCEANSIDE
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 3383 MOSSY NISSAN OCEANSIDE
DLR PH: [REDACTED] DENY: 0 REGION: 44 DIST: SL/SV/PT: 07 07 37

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 5
VEHICLE MAINTAINED BY: 3383_ MOSSY NISSAN OCEA
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 10 / 12 / 07 XFER/RSPNSBLTY: 44 07 S
CONTACT (S): FOLLOWUP DATE: 11 / 16 / 07 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 11 / 17 / 07 DATANET (Y/N): 10 / 16 / 07

CONCERN AND CATEGORY		SUBCATEGORY AND SYMPTOM	
OA	VEHICLE CONCERNS	122000	MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD	BRAKES	YE	MULTIPLE REPAIR ATTEMPTS
OA	VEHICLE CONCERNS	122000	MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD	BRAKES	YX	POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZDR128N 10/12/2007

PREVIOUS RELATED FILES FOUND

CRR-RD VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY & EVE
PHONE AND RESP DLR.

CRR-RD CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND

CRR-RD INFORMED C OF NO OPEN RECALLS.

PREVIOUS NISSAN VEHICLES: 5: 2000 ALT,2001 ALT, 1999 SENTRA, 2007 720.

CRR-RD RECEIVED CALL FROM C'S WIFE VICKI

C STATES _SENTRA HAS BEEN FOR MUTIPLE REPAIRS. @10/12-ZDR128N

C STATES ALWAYS FOR THE SAME THING;MASTER CYLINDER IS DEFECTIVE.@10/12-ZDR128N

C STATES HAS BEEN TO THE DLR OCT.04, OCT.06,OCT 10,

C STATES THE BRAKE FLUID LEAKED ALL OVER GARAGE FLOOR RUINED EPOXY COATING.

C STATES BRAKE LIGHT CAME ON BROUGHT VEHICLE TO DLR OCT.04 DLR STATED THAT THE
MASTER CYLINDER WAS DEFECTIVE AS C WAS LEAVING THE BRAKE LIGHT CAME ON AGAIN

C BROUGHT VEHICLE RIGHT BACK_ADJUSTED FLOAT LEVEL. @10/12-ZDR128N

C STATES THEN BRAKE FLUID LEAKED ALL OVER THE GARAGE FLOOR. @10/12-ZDR128N

C STATES DLR STATED MASTER CYLINDER WAS DEFECTIVE AND NEEDED TO BE REPLACED

AGAIN. @10/12-ZDR128N

C STATES THE MASTER CYLINDER IS ON BACK ORDER AND DLR WAITED 2 DAYS TO TELL C
THAT MASTER CYLINDER IS DELAYED. @10/12-ZDR128N

C STATES IS NOT ALL THAT HAPPY WITH DLR RIGHT NOW. @10/12-ZDR128N

C STATES IS A LOYAL NISSAN CUSTOMER CURRENTLY OWNS TO NEW NISSAN VEHICLES.

@10/12-ZDR128N

C STATES WOULD LIKE NISSAN TO REPLACE VEHICLE AS C FEELS THIS VEHICLE IS A
LEMON AND C DOES NOT FEEL SAFE IN THIS VEHICLE. @10/12-ZDR128N

C THANKED CRR-RD FOR ASSISTANCE, C SATISFIED.

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

CRR-RD TRANSFERRING FILE. @10/12-ZDR128N

**

@10/15-ZRM417N

RCAS-RM CONTACTED C ON DAY PHONE ON 10-15-07 AT 7:28PM EST. @10/15-ZRM417N

RCAS-RM INFORMED C, RCAS-DD WILL REVIEW FILE WITH THE SM AT THE DLR AND THEN
FOLLOW-UP WITH C ON 10-18-07 WITH AN UPDATE. @10/15-ZRM417N

RCAS-RM INFORMED C, FOR THE LEMON LAW REQUEST C HAD, UNFORTUNATELY C DOES NOT
QUALIFY FOR THE LEMON BECAUSE THERE HAS NOT BEEN MULTIPLE REPAIR ATTEMPTS TO
THE VEHICLE IN ORDER TO QUALIFY FOR THE LEMON LAW.

C UNDERSTOOD. @10/15-ZRM417N

RCAS-DD EMAILED ASM-PETRA DEL MONTE TO INQUIRE ON 11/02/2007. @11/02-ZSD591N

RCAS-DD RECEIVED EMAIL FROM ASM-PETRA DEL MONTE ON 11/05/2007 AND STATES:

THE MASTER CYLINDER WAS REPLACED ON 10/16/2007 AND THE C HAS ALREADY PICKED
UP VEH AND HAS NOT RETURNED. @11/05-ZSD591N

RCAS-DD ATTEMPTED TO CONTACT C ON DAY PHONE ON 11/05/2007 AT 2:14PM EST LEFT
VMX @11/07-ZSD591N

RCAS-DD ATTEMPTED TO CONTACT C ON DAY/EVE PHONE ON 11/06/2007 AT 12:30PM EST
LEFT VMX. @11/06-ZSD591N

RCAS-DD ATTEMPTED TO CONTACT C ON DAY/EVE PHONE ON 11/07/2007 AT 5:54PM EST
LEFT C DETAILED VMX ADVISING RCAS-DD AWARE VEH REPAIRED AND PART SUPPLIED.

RCAS-DD ADVISED C SHOULD C HAVE ANY FURTHER ISSUES TO CONTACT 1-800-NISSAN-1.

@11/07-ZSD591N

RCAS-DD CLOSING FILE AS PART SUPPLIED AND VEH REPAIRED.

@11/07-ZSD591N

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CRR-RD RECEIVED CALL FROM C. @11/15-ZDR128N
C STATED GARAGE FLOOR REPAIRED BY NISSAN AS DAMAGED WAS CAUSED BY THE
DEFECTIVE PART. @11/15-ZDR128N

C STATED REQUESTED DLR PAY FOR DAMAGE, DLR TOLD C TO CALL CA. @11/15-ZDR128N
C STATED WOULD LIKE NISSAN TO PAY FOR REPAIR CAUSED BY LEAKING CYLINDER.
@11/15-ZDR128N

***** @11/17-ZSD591N
RCAS-DD ATTEMPTED TO CONTACT C ON DAY/EVE PHONE ON 11/17/2007 AT 2:22PM EST
LEFT VMX FOR C. @11/17-ZSD591N

RCAS-DD RECEIVED CALL FROM C ON 11/17/2007 AT 3:30PM EST. RCAS-DD ADVISED C TH
AT AFTER THOROUGH REVIEW OF FILE AND REVIEW WITH TL-CH NNA WILL NOT BE IN POSI
TION TO MEET C'S REQUEST. RCAS-DD ADVISED C THAT NNA RESPONSIBLE FOR ENSURING
VEH MEETS NISSAN SPECIFICATIONS AND REPAIR VEH. NISSAN IN POSITION OF MAKING S
OUND BUSINESS DECISIONS AND UNFORTUNATELY THIS IS JUST NOT ONE OF THOSE. RCAS-
DD ADVISED C THAT NNA CANNOT BE RESPONSIBLE FOR PROPERTY DAMAGE DUE TO BRAKE
LEAKS, OIL LEAKS OR FLUID LEAKS. RCAS-DD ADVISED C THAT IF EVERYONE WITH A NIS
SAN VEH CALLED IN TO NNA REQUESTING MONETARY COMPENSATION OR REQUESTING NNA
PAY FOR RE-PAVING OF DRIVEWAYS NNA WOULD NOT MAKE ANY MONEY. RCAS-DD ADVISED
C THAT NNA UNDERSTANDS C'S POSITION AND UNDERSTANDS C'S FRUSTRATION HOWEVER
NISSAN NOT IN POSITION TO OFFER COMPENSATION FOR FLUID LEAKS LEADING TO PROPER
TY DAMAGE, HOWEVER WITH THAT SAID NNA WILL REVIEW EACH CLAIM AND HANDLE AT A
@11/17-ZSD591N

CASE BY CASE BASIS. AFTER A THOROUGH REVIEW NISSAN WILL NOT BE IN POSITION
TO ASSIST C. @11/17-ZSD591N
C UNDERSTOOD AND ADVISED RCAS-DD TO DOCUMENT IN FILE THAT C IS LOYAL C TO NISS
AN HOWEVER IN FUTURE C WILL NOT BE PURCHASING ANOTHER NISSAN. C ADVISED C WILL
LOOK AT OTHER AVENUES IN ORDER TO SATISFACTORY RESULTS. @11/17-ZSD591N

RCAS-DD ADVISED C RCAS-DD HAS DOCUMENTED C'S COMMENTS.
RCAS-DD OFFERED C FURTHER ASSISTANCE, C DECLINED AND ADVISED RCAS-DD C APPRECI
ATED RCAS-DD ATTEMPT TO ASSIST C AND UNDERSTANDS NNA DECISION, HOWEVER ADVISES
THAT C UNSATISFIED WITH DECISION AND MAY CONTACT BBB.
RCAS-DD UNDERSTOOD. @11/17-ZSD591N

RCAS-DD ADVISED C THAT RCAS-DD SORRY THAT DECISION WASN'T MORE FAVORABLE AND
ADVISED C THAT NNA JUST NOT ABLE TO ASSIST C WITH THIS PARTICULAR REQUEST
HOWEVER SHOULD C HAVE ANY ISSUES, CONCERNS OR QUESTIONS FOR C NOT TO HESITATE
TO CONTACT 1-800-NISSAN-1 IN FUTURE. C UNDERSTOOD AND THANKED C FOR ASSISTANCE
@11/17-ZSD591N
RCAS-DD CLOSING FILE. @11/17-ZSD591N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NT11	ROOT CAUSE: SCAV	SCMV
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:	
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:	
NEW INFO #: 1	DATE: 11 / 15 / 07	USERID: ZDR128N	
OTHER #: 0	DATE: 00 / 00 / 00	USERID:	
COMMENTS ONLY: #: 0	DATE: 00 / 00 / 00	USERID:	
RESP DLR: 3383	EFFECTIVE: 10 / 12 / 07	CHANGED BY:	
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO	
3RD PRY:	PART#:	CHECK ISSUED: NO	
BYBACK ST:	OPENED BY: ZDR128N		
HISTORY:	UPDATE BY: ZSD591N		
SVC CALL#:	UPDATE DATE: 11 / 17 / 07		
CLOSE: Y (Y/N)	CLOSE DATE: 11 / 17 / 07	MICROFILM: N	
RESP CAA: D'ABREU, DONNA	OLM: SMIT AGNES	DOM: JANES, PATRICK	
PHONE: 0000000000	OWNER FIRST:	LANGUAGE: E ENGLISH	

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

CA5897793

SERVICE CONTRACTS SUMMARY

DATE: 8/10/2011
TIME: 11:09:16 AM
MODEL YEAR: 2007.0
MAKE:
MODEL LINE: SEN

NAME: [REDACTED] VIN:
IN SCV DATE: 3/19/2007

SEO NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
1	NCND03504740	3383 CA	3/19/2007	3/19/2013	75,000		

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CONTRACT: NCND03504740		CONTRACT:	
OWNER NAME: [REDACTED]		OWNER NAME:	
PLAN TYPE: C		PLAN TYPE:	
PLAN TERM: D		PLAN TERM:	
DEDUCTABLE: \$		DEDUCTABLE:	
EFFECTIVE: 03/19/07		EFFECTIVE:	
EXPIRES: 03/19/13 MILES: 75,000		EXPIRES:	MILES:
CANCEL: MILES:		CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION: 3/31/2007		TRANSACTION:	
PRINTED: 04/06/07		PRINTED:	
DEALER NO: 3383 STATE: CA		DEALER NO:	STATE:
DEALER NAME: MOSSY NISSAN OCEANSIDE		DEALER NAME:	

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SC: NONE

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

VIN: 3N1AB61EX7L [REDACTED] Y
YR/MDL: 2007.0 SEN MILEAGE: 8000
IN SVC DATE: 05 / 13 / 07
VCAN: N RTL DLR: 3606 MAROONE NISSAN OF KENDALL
PAID: 5 SVC DLR: 3606 MAROONE NISSAN OF KENDALL
SUSP: 0 RESP DLR: 3606 MAROONE NISSAN OF KENDALL
DENY: 0 REGION: 34 DIST: SL/SV/PT: 03 03 33

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 11/10/2007 WHERE: 3606_ MAROONE NISSAN OF KENDA
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 3606_ MAROONE NISSAN OF
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 11 / 12 / 07 XFER/RSPNSBLTY: 34 03 S
CONTACT (S): FOLLOWUP DATE: 11 / 28 / 07 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 12 / 28 / 07 DATANET (Y/N): 11 / 14 / 07

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 121500 GEN. BRAKE COMPONENT(S)
AD BRAKES WH REQUEST FOR RENTAL ASSISTANCE
OA VEHICLE CONCERNS 121500 GEN. BRAKE COMPONENT(S)
AD BRAKES YP PARTS AVAILABILITY (BACKORDER)

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C. A. R. COMMENTS

FILE OPENED-ZTP257N 11/12/2007

PREVIOUS RELATED/UNRELATED FILE(S) FOUND: NONE.

CRR-TP VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY & EVE PHONE, & RESP DLR.

CRR-TP CHECKED FOR OPEN RECALLS/ CAMPAIGNS/ UPGRADES FOUND:NONE.@11/12-ZTP257N

PREVIOUS NISSAN VEHICLES:NONE.

CRR-TP RECEIVED CALL FROM:C.

C STATED:VEHICLE IS IN FOR REPAIR FOR BRAKES.VEHICLE IS 4 MONTHS OLD AND
BRAKE LIGHT OFF AND ON AND LEAKING FLUID.

@11/12-ZTP257N

C STATED:GOT RENTAL BUT WOULD LIKE NNA TO PAY FOR INSURANCE CHARGE FOR RENTAL.

C STATED:DLR NEEDS TO KEEP VEHICLE TO DIAGNOSE THIS ISSUE AS WELL AS TIRES,
DRIVERS WINDOW.

CRR- TP OFFERED ADDITIONAL ASSISTANCE, C DECLINED.

C THANKED CRR-TP FOR ASSISTANCE, C SATISFIED.

CRR-TP PROVIDED FILE NUMBER, NAME, AND EXTENSION.

CRR-TP TRANSFERRING FILE TO RCAS.

@11/12-ZTP257N

RCAS-SR CONTACTED C'S DAY/EVE NUMBER AT 1:39PM ON 11/13/07 AND SPOKE WITH C.

C STATES C SHOULD NOT BE PAYING FOR THE RENTAL VEH INSURANCE OR THE GAS IN THE
VEH AT ALL. C STATES C WENT TO RESP DLR WITH SAME ISSUE 3 TIMES. C STATES
C WAS PUT IN A PT CRUISER THAT IS REALLY SMALL. C STATES RESP DLR TOLD C
VEH IS GOING TO BE IN FOR 5 DAYS. C STATES INSURANCE COST \$16.00 A DAY WHICH
ADDS UP TO \$80.00 WITHIN 5 DAYS. C WANTS ASSISTANCE.

RCAS-SR INFORMED C THAT ITS POLICY THAT C HAS TO PAY FOR THE INSURANCE, RENTAL
VEH ARE PROVIDED BY RESP DLR AS COURTESY. RCAS-SR INFORMED C THAT RCAS-SR CAN
INQUIRE MORE INFO BUT NO GURANTEE C CAN GET INSURANCE PAID FOR SINCE ITS C'S
RESPONSIBLITY TO DO THAT. RCAS-SR INFORMED C RCAS-SR WILL CALL C BACK ON
11/15/07. C UNDERSTOOD.

@11/13-ZSR999N

>RCAS-SR CONTACTED SM-AL AT 12:55PM EST ON 11/14/07 AND SPOKE WITH SM.

SM STATES C SHOULD BE LUCKY THAT C EVEN GOT A RENTAL SINCE C IS UNDER AGE.

SM STATES THAT C WILL HAVE TO PAY FOR INSURANCE SINCE IT IS MANDATORY FROM
ENTERPRISE. SM STATES THAT IF C HAS A AMERICAN EXPRESS CARD C COULD GET THE
C'S INSURANCE TO TRANSFER TO C'S RENTAL.

@11/14-ZSR999N

>RCAS-SR CONTACTED C AT 1:22PM EST ON 11/14/07 AND SPOKE WITH C. RCAS-SR

INFORMED C THAT NNA WILL NOT PAY FOR C'S RENTAL INSURANCE. C STATES WHY

RCAS-SR INFORMED C THAT IT IS C'S RESPONSIBILITY TO PAY FOR THE INSURANCE
C IS LUCKY TO HAVE A RENTAL SINCE C IS UNDER AGE. C KEEPS DISPUTING THE SAME
QUESTIONS. RCAS-SR ADVISE C THAT C CAN SPEAK WITH [REDACTED] IF AMERICAN

EXPRESS AND TRANSFER C'S INSURANCE. C STATES HATES NNA, C STATES C IS SPEAKING
TO THE WRONG PERSON. RCAS-SR INFORM C THAT IS POLICY AND C HAS TO TAKE
RESPONSIBILITY. C UNDERSTOOD.

RCAS-SR CLOSING FILE.

@11/14-ZSR999N

*****@11/20-ZMT152N

CRR-MT RECEIVED CALL FROM C.

CRR-MT REVIEWED FILE AND INFORMED C THAT FILE IS ALREADY CLOSED.

C STATES THAT C IS DISSATISFIED WITH THE INFORMATION THAT RCAS-SR GAVE TO C.

C WANTS TO TAKE ISSUE TO SOMEONE HIGHER.

@11/20-ZMT152N

CRR-MT INFORMED C THAT CRR-MT WILL ESCALATE ISSUE TO SUPERVISOR.

C STATES THAT C WOULD LIKE CRR-MT TO NOTE THAT C IS REQUESTING NNA TO COVER
THE RENTAL THAT C WOULD PAY AND SAYS THAT IT IS NOT C'S FAULT WHY VEH CAME
WITH DEFECTS AND C HAS TO WAIT FOR 9 DAYS FOR A PART THAT IS IN BACKORDER
AND MECHANIC DOES NOT KNOW HOW LONG IT WILL TAKE TO FIX THE VEH.

C ALSO STATES THAT IF SUPERVISOR WILL CALL C, SUPERVISOR MUST HELP C.

CRR-MT APOLOGIZED FOR INCONVENIENCE AND TOLD C THAT SUPERVISOR WILL CALL C
WITHIN 4-8 BUSINESS HOURS.

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C UNDERSTOOD AND AGREED.
CRR-MT ESCALATING ISSUE, LEAVING FILE OPEN.

*****@11/20-ZMT152N
*** @11/21-ZNP099N

TL-NP INSTRUCTED RCAS-HM TO CALL C AT 5:00PM EST ON 11/21. FORMER RCAS-SR
NO LONGER WITH COMPANY AND CASE SHOULD BE LOOKED AT BY NEW RCAS.@11/21-ZNP099N
*** @11/21-ZNP099N

TL-NP LEFT VMX ON DAY/EVE PHONE. EXPLAINED TO C NEW RCAS WOULD BE IN TOUCH
WITH C BY END OF DAY 11/23. @11/21-ZNP099N

RCAS-HM LEFT VMX ON C'S DAY PHONE ON 11/23/07 AT 2:43 PM EST. @11/23-ZHM943N
RCAS-HM CONTACTED C ON C'S EVE PHONE. C STATES THST C IS WAITING FOR A PART
THAT IS ON BACKORDER. C STATES THAT C IS WAITING ON THE MASTER CYLINDER FOR
C'S VEH. C STATES THAT THE PART IS ON NATIONAL BACKORDER. C STATES THAT C HAS
BEEN IN A RENTAL VEH SINCE 11/10/07 AND THE INS ON THE RENTAL IS COSTING C
ALOT OF MONEY. C STATES THAT C'S VEH IS BRAND NEW AND C SHOULD NOT BE DEALING
WITH THESE ISSUES AND HANDING OUT THIS MONEY FOR A RENTAL VEH WHEN C IS MAKING
PAYMENTS ON A VEH THAT IS NOT OPERABLE. C STATES THAT C IS NOT UNDERAGE AND
THAT C IS 50 YEARS OLD. C STATES THAT C WANTS TO TRADE THIS VEH IN BECAUSE OF
THE RESPONSE C IS GETTING FROM NISSAN AND IS COMPLETELY FED UP. RCAS-HM
APOLOGIZED TO C AND ADVISED C THAT RCAS-HM WILL GET BACK TO C ON 11/28/07.
@11/27-ZHM943N @12/28-ZHM943N

RCAS-HM CONTACTED C ON C'S DAY PHONE ON 12/28/07 AT 1:55 PM EST. RCAS-HM
ADVISED C THAT NNA IS NOT IN A POSITION TO HELP C WITH THE RENTAL INS. C
UNDERSTOOD BUT STATES THAT C BELEIVES NNA SHOULD HELP C. RCAS-HM APOLOGIZED TO
C. RCAS-HM OFFERED FURTHER ASSISTANCE. C DECLINED.
RCAS-HM CLOSING FILE AS C REQUIRES NO FURTHER ASSISTANCE. @12/28-ZHM943N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

CONTACT(S):

SATISFIED: N ACTION CODE: NT3A ROOT CAUSE: SNFA
CALLBACK: (Y/N) #: 0 DATE: 00 / 00 / 00 USERID:
REOPEN: CALLBACK #: 0 DATE: 00 / 00 / 00 USERID:
NEW INFO #: 0 DATE: 00 / 00 / 00 USERID:
OTHER #: 1 DATE: 11 / 20 / 07 USERID: ZMT152N
COMMENTS ONLY: #: 0 DATE: 00 / 00 / 00 USERID:
RESP DLR: 3606 EFFECTIVE: 11 / 12 / 07 CHANGED BY:
IIR-DATE: 00 / 00 / 00 TRANS DATE: 00 / 00 / 00 CHECK REQUESTED: NO
3RD PRY: PART#: CHECK ISSUED: NO
BYBACK ST: OPENED BY: ZTP257N
HISTORY: UPDATE BY: ZHM943N
SVC CALL#: UPDATE DATE: 12 / 28 / 07
CLOSE: Y (Y/N) CLOSE DATE: 12 / 28 / 07 MICROFILM: N
RESP CAA: MCALLISTER, HEATHER OLM: ROYSTER KAREN DOM:
PHONE: 0000041404 OWNER FIRST: LANGUAGE: E ENGLISH

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SC: NONE

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

VIN: 3N1AB61E27L [REDACTED] Y
YR/MDL: 2007.0 SEN MILEAGE: 4100
IN SVC DATE: 03 / 22 / 07
RTL DLR: 2361 CORAL SPRINGS NISSAN INC
SVC DLR: 2361 CORAL SPRINGS NISSAN INC
RESP DLR: 2361 CORAL SPRINGS NISSAN INC
REGION: 34 DIST: SL/SV/PT: 03 03 33

VCAN: N
PAID: 6
SUSP: 0
DENY: 0

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

ORIG CODE: CT 11 OPEN DATE: 11 / 16 / 07 XFER/RSPNSBLTY: 34 03 S
CONTACT (S): FOLLOWUP DATE: 12 / 31 / 07 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 01 / 24 / 08 DATANET (Y/N): 11 / 29 / 07

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OC NISSAN DEALER ISSUES 223500 VEHICLE MAINTENANCE (NISSAN)
BF NSN DEALER SERVICE DEPT. VQ NOT READY ON TIME

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C. A. R. COMMENTS

FILE OPENED-ZSP310N 11/16/2007
PREVIOUS FILES FOUND: NONE @11/16-ZSP310N
CRR-SP VERIFIED C'S NAME, ADDRESS, VIN NUMBER, MILEAGE, DAY AND EVENING
PHONE NUMBERS, AND RESP DLR
CRR-SP CHECKED FOR OPEN RECALLS/CAMPAIGN/UPGRADES FOUND: NONE
CRR-SP INFORMED C THERE WERE_NO OPEN RECALLS ON VEH
PREVIOUS NISSAN VEH: NONE
CRR-SP RECEIVED INBOUND CALL FROM C @11/16-ZSP310N
C STATES THE ENGINE LIGHT WOULD COME ON AND OFF @11/16-ZSP310N
C STATES BROUGHT VEH INTO DLR AND HAD A BRAKE REPAIR @11/16-ZSP310N
C STATES SAME THING HAPPENED REPLACED BRAKE MASTER CYLINDER DLR SAID IT WAS
NOW LEAKING @11/16-ZSP310N
C STATES DLR REPLACED BRAKE BOOSTER AS WELL @11/16-ZSP310N
C STATES THE ENGINE LIGHT CAME ON AGAIN AND BROUGHT VEH INTO DLR@11/16-ZSP310N
C STATES THE VEH HAS BEEN AT CORAL SPRINGS NISSAN INC SINCE OCTOBER 15THP310N
C STATES IS WAITING FOR PARTS. C STATES THE VEH WENT INTO DLR ON OCT 15TH AND
CORAL SPRINGS NISSAN INC THE PARTS FOR THE BRAKES WERE NOT ORDERED UNTIL
OCTOBER 29TH @11/16-ZSP310N
CRR-SP ASKED C WANTS C WOULD LIKE FROM NNA @11/16-ZSP310N
C STATES WOULD LIKE NNA TO PROVIDE A REPLACEMENT VEH @11/16-ZSP310N
C STATES DOES NOT FEEL SAFE IN VEH @11/16-ZSP310N
C STATES IS EISENBERG SYLVIA DAUGHTER, NAME IS ROBERTA @11/16-ZSP310N
C STATES OWNER IS 88 YEARS OLD AND ROBERTA NEEDS TO SPEAK ON C'S BEHALF
CRR-SP ADVISED C WILL FORWORD FILE TO RCAS FOR FURTHER REVIEW @11/16-ZSP310N
CRR-SP APOLOGIZED FOR C'S INCONVENIENCE
CRR-SP OFFERED FURTHER ASSISTANCE @11/16-ZSP310N
C DECLINED @11/16-ZSP310N
CRR-SP GAVE C NAME, EXTENSION AND FILE NUMBER @11/16-ZSP310N
CRR-SP LEAVING FILE OPEN PENDING RCAS REVIEW @11/16-ZSP310N
*****8 @11/19-ZWL007N
RCAS-WL LEFT VMX FOR C ON 11/19/07 AT 5:53PM EST ADVISING RCAS-SK WILL
CONTACT C BACK ON 11/24/07 BY THE END OF BUSINESS DAY. @11/19-ZWL007N
CRR-VN RECEIVED A CALL FROM C. @11/28-ZXN180N
C STATED DLRSHIP CALLED C STATING THAT VEH WILL NOT BE READY FOR ANOTHER
MONTH. @11/28-ZXN180N
C STATES THIS IS RIDICILOUS. @11/28-ZXN180N
@11/28-ZXN180N
C ASKED TO SPEAK TO PERSON IN CHARGE, @11/28-ZXN180N
C ASKED TO BE TRANSFERED TO EXT OF AGENT IN CHARGE. @11/28-ZXN180N
***** @11/28-ZCB142N
CRR-CB RECEIVED CALL FROM C. @11/28-ZCB142N
C STATED: C IS WAITING FOR A CALL BACK FROM THE RCAS BUT UNTIL NOW C HASN'T
RECEIVE ANY CALL BACKS YET. C WANTS TO SPEAK WITH SOMEONE NOW AND NOT AN
ANSWERING MACHINE. @11/28-ZCB142N
CRR-CB INFORMED C THAT CRR-CB WILL BE TRYING TO CONNECT C TO RCAS-SK.
CRR-CB INFORMED C THAT CRR-CB ONLY REACHED VOICEMAIL. C STATED; C WANTS TO BE
CONTACTED AS SOON AS POSSIBLE AT : 954 873 7398 REGARDING THE FILE.
CRR-CB INFOREMD C THAT CRR-CB WILL BE SENDING AN INTERNAL MESSAGE TO RCAS-SK
TO CALL C BACK AS SOON AS POSSIBLE. @11/28-ZCB142N
C THANKED CRR-CB FOR ASSISTANCE, C SATISFIED.
CRR-CB OFFERED FURTHER ASSISTANCE, C HUNG UP. @11/28-ZCB142N
CRR-CB UNABLE TO GIVE C NAME, EXTENSION AND FILE NUMBER. @11/28-ZCB142N
CRR-CB SENDING EMAIL TO RCAS-SK. @11/28-ZCB142N

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** @11/28-ZSK999N
 RCAS-SK REVIEWING FILE. @11/28-ZSK999N
 RCAS-SK CALLED EVE NUMBER AT 12:24PM EST ON 11.28.07.
 C STATED C HAS BEEN WAITING FOR PART FOR OVER ONE MONTH AND HAS BEEN LEFT
 WITH NO TRANSPORTATION. @11/28-ZSK999N
 RCAS-SK APOLOGIZED FOR INCONVENIENCE AND ASSURED C RCAS-SK WILL CONTACT PC
 AND INQUIRE ON THE STATUS OF PART. @11/28-ZSK999N
 C STATED C WROTE LETTER TO NNA A WHILE BACK REQUESTING FOR REPLACEMENT VEH.
 RCAS-SK TOLD C VEH TRADE-OUT COULD BE HANDLED ON DLRSHIP LEVEL AND NNA DOES
 NOT HAVE CONTROL OVER TRANSACTION BETWEEN C AND DLR. @11/28-ZSK999N
 C STATED C DOES NOT WANT TO PAY ANYTHING EXTRA AND JUST WOULD LIKE ANOTHER
 VEH. @11/28-ZSK999N
 RCAS-SK TOLD C BUYBACK REQUEST WILL BE REVIEWED ACCORDING TO STATE'S LEMON
 LAW AND RCAS-SK CANNOT GUARANTEE ANYTHING UNTIL REVIEW HAS BEEN DONE.
 RCAS-SK TOLD C DECISION MAKE TAKE UP TO 30 DAYS ONCE BUYBACK HAS BEEN
 PROCESSED. @11/28-ZSK999N
 C UNDERSTOOD. @11/28-ZSK999N

** @11/29-ZSK999N
 RCAS-SK SPOKE TO SM SHAUN ON 11.29.07 AT 9AM EST. @11/29-ZSK999N
 SM STATED PART HAS BEEN ON B/O FOR 62 DAYS AND HAS NOW ARRIVED. @11/29-ZSK999N
 SM STATED SM WILL SEND R/O'S TO RCAS-SK'S FAX NUMBER. @11/29-ZSK999N
 RCAS-SK SUBMITTED BUYBACK ON 11.30.07. @11/30-ZSK999N
 RCAS-SK SPOKE TO SM-SHAUN AT 11.30.07 AT 1:35PM. @11/30-ZSK999N
 SM STATED PART THAT CAME IN WAS INSTALLED BUT DOES NOT WORK. @11/30-ZSK999N
 SM STATED PART HAS BEEN REORDERED. @11/30-ZSK999N

 DRT-AN SUBMITTED BUY BACK REVIEW TO ARBS-PM. @12/10-ZAN999N

 RCAS-SM SENT INTERNAL MESSAGE TO ARBS-PM REQUESTING UPDATE ON BUY BACK
 REVIEW. ARBS-PM SENT INTERNAL MESSAGE BACK TO RCAS-SM STATING ARBS-PM DID NOT
 RECEIVE REVIEW. @01/23-ZSM684N
 ***ARBS-PM REVIEWED FILE. NNA IS UNABLE TO OFFER REPURCHASE AT THIS TIME AS
 VEH DOES NOT APPEAR TO MEET STATE LEMON LAW PARAMETERS.*** @01/23-ZPM381N

RCAS-MF ASSISTING RCAS-SM ON 01/24. @01/24-ZMF628N
 RCAS-MF CONTACTED C ON 01/24 AT 216PM EST. LEFT VMX REQUESTING A CALLBACK WITH
 RCAS-MF EXTENSION. @01/24-ZMF628N
 ***** @01/24-ZMF628N
 RCAS-MF RECEIVED VMX BACK FROM C ON 01/24 AT 309PM EST. @01/24-ZMF628N
 RCAS-MF CONTACTED C BACK ON 01/24 AT 331PM EST. C STATES C HAD FILED FOR
 LEMON LAW, THEN DLRSHIP ENDED UP FIXING VEH AND C ASSUMED NISSAN KNEW AND
 CASE WOULD BE CLOSED. RCAS-MF OFFERED C FURTHER ASSISTANCE C DECLINED.
 RCAS-MF CLOSING FILE. @01/24-ZMF628N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE
 DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE
 CUSTOMER.
 DEALER, PLEASE CONTACT TECHLINE FOR ASSISTANCE IF NEEDED.

DEALER ACTION:

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AS CORAL SPRINGS NISSAN REPAIRS WHERE PERFORMED UNDER WARRANTY, WAITED FOR
PARTS THAT WERE ON BACKORDER, PICK UP DATE 12/06/2007 @12/06-2361

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT1A	ROOT CAUSE: SNBR
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 0	DATE: 00 / 00 / 00	USERID:
RESP DLR: 2361	EFFECTIVE: 11 / 16 / 07	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZSP310N	
HISTORY:	UPDATE BY: ZMF628N	
SVC CALL#:	UPDATE DATE: 01 / 24 / 08	
CLOSE: Y (Y/N)	CLOSE DATE: 01 / 24 / 08	MICROFILM: N
RESP CAA: MAXWELL, SHARON	OLM: ROYSTER KAREN	DOM:
PHONE: 0000041500	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: NONE

NAME: [REDACTED] VIN: 3N1AB61E77L [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2007.0 SEN MILEAGE: 14061
CITY: PAWTUCKET IN SVC DATE: 04 / 23 / 07
ST/ZIP: RI [REDACTED] VCAN: N RTL DLR: 5080 NISSAN VILLGE/N ATTLEBORO
DAY PH: [REDACTED] PAID: 3 SVC DLR: 5080 NISSAN VILLGE/N ATTLEBORO
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 5080 NISSAN VILLGE/N ATTLEBORO
DLR PH: [REDACTED] DENY: 0 REGION: 26 DIST: SL/SV/PT: 11 11 41

LETTER RECEIVED 02 / 18 / 08 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: AL 11 OPEN DATE: 02 / 18 / 08 XFER/RSPNSBLTY: 26 11 S
CONTACT (S): FOLLOWUP DATE: 04 / 08 / 08 DATANET (Y/N): 0
SEVERITY: 3 CLOSE DATE: 04 / 04 / 08 DATANET (Y/N): 00 / 00 / 00

CHECK PAYABLE TO: [REDACTED] L
ADDRESS [REDACTED]
CITY: AMBLER PA [REDACTED]
VIN: 3N1AB61E77L [REDACTED] MODEL LINE/YEAR: SEN 2007.0

G/L VALUE CODE: 26GDWIL ACCOUNT: [REDACTED]
G/L DESCRIPTION: NORTHEAST GOODWILL
CHECK AMOUNT: \$ 5750

CHK REQUEST DATE: 04/01/08 REQUESTED BY: BENGI LIN QLB678R
CHECK APPROVED: 04/01/08 APPROVED BY: GLENN BOB ZBG056N
CHECK ISSUE DATE: 04/02/08 CHECK NUMBER: 087590

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

CONCERN AND CATEGORY SUBCATEGORY AND SYMPTOM
OF NNA., INC. ISSUES 260500 CA PERSONNEL (NISSAN)
BT DEPARTMENT PERSONNEL VP THIRD-PARTY ESCALATION

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C. A. R. COMMENTS

FILE OPENED-ZAH022N 02/18/2008

* MA/RI ATTY * (K/S)

NO PREVIOUS FILES

ATTY LETTER WAS RECEIVED ON 02/18/08 ADDRESSED TO NNA
DATED 02/12/08 LETTER WAS REC'D VIA FAX

@02/18-ZAH022N

--

PREVIOUS FILES FOUND: NONE

DRTS-LF CHECKED FOR OPEN RECALLS FOUND: NONE

--

DRTS-LF: REC'D LETTER FROM THE LAW OFFICES OF KIMMELL & SILVERMAN
ON 02/18/08, DATED 02/18/08 AND ADDRESSED TO NNA. LETTER STATES THAT THEIR
OFFICE IS REPRESENTING C PURSUANT TO THE RI LEMON LAW, UNIFORM COMMERCIAL CODE
UNFAIR TRADE PRACTICES ACT AND THE MAGNUSON-MOSS WARRANTY ACT. ATTORNEY AT
LAW CHRISTOPHER HOLIDAY STATES TO DIRECT ALL CORRESPONDENCE TO ATTY'S OFFICE.

****DUE TO ATTORNEY REPRESENTATION, DO NOT CALL THIS C. IF C SHOULD CALL,
PLEASE REFER C TO THEIR ATTORNEY.***** DOCS TO ARBS-LB @02/19-ZLF686N

--

DRTS-LF CALLED DLR 5080 AND REQUESTED SLS DOCS FROM CATHERINE AND ROS FROM
SVC MGR STEVE ON 02/19/08. @02/19-ZLF686N

--

DRTS-LF REC'D ROS FROM DLR 5080 ON 02/19/08. DOCS TO ARBS-LB @02/19-ZLF686N

--

DRTS-LF NOTES MISSING 2 ROS FROM ONES SENT. DRTS-LF CALLED DLR 5080 AND
LEFT A MESSAGE WITH RECIPTION FOR STEVE REGARDING MISSING ROS ON 02/19/08

@02/19-ZLF686N

--

DRTS-LF REC'D ADDITIONAL ROS ON 02/19/08. DOCS TO ARBS-LB @02/19-ZLF686N
...ARBS RCVD STANDARD FORM LTR FROM C'S ATTY (K/S). NO INDICATION OF CUST'S
CONCERNS. WILL REVU WARRANTY HISTORY. @02/20-QLB678R

...07/18/07 4,175 MI NSN VILLAGE: C/S PASS AIR BAG LIGHT FLASHES.

DLR INSPECTED. P/SIDE AIRBAG LIGHT WAS NOT FLASHING WHEN VEH ARRIVED AT
DLRSHIP. VEH WAS TEST DRIVEN AROUND LOT. LIGHT DID COME ON SEVERAL TIMES.
WHEN THE "BAG" ON THE PASS SEAT WAS REMOVED, THE LIGHT DID NOT COME ON.
THIS IS NORMAL OPERATION; SEE INFO IN OWNER'S MANUAL. C/S CK BRAKE LIGHT
FLASHING. BRAKE LIGHT WAS NOT ON. ONLY TIME BRAKE LIGHT CAME ON WAS WHEN
THE EMERGENCY BRAKE WAS APPLIED. BRAKE FLUID LEVELS OK.

08/20/07 6,240 MI NSN VILLAGE: C/S BRAKE LIGHT ON. DLR FOUND FLUID LOW IN
BRAKE RESEVOIR. ADDED FLUID. LIGHT WENT OUT. DLR CKD FOR LEAKS, ALL OK.
INES, FITTING AND BLEEDERS, OK. C/S BRAKE PEDAL SQUEAK. DLR CONFIRMED
LIGHT SQUEAK FROM BRAKE PEDAL. IT WAS THE BRAKE SWITCH MAKING CONTACT W/THE
PEDAL MECHANISM. DLR LUBED SWITCH.

01/15/08 12,500 MI NSN VILLAGE: C/S GRIND NOISE HEARD FROM REVERSE TO DRIVE.
DLR ROAD TESTED W/CUST. CONDITION DID NOT OCCUR. @02/20-QLB678R

01/30/08 12,902 MI NSN VILLAGE: C/S BRAKE LIGHT ON AGAIN. DLR FOUND MASTER
CYLINDER LOW ON FLUID. FOUND LEAK AT THE BACK OF MASTER CYL WHICH DRIPPED
ONTO BRAKE BOOSTER. DLR REPLACED MASTER CYL AND BRAKE BOOSTER ASSY, BLED
BRAKES.

02/19/08 13,023 MI NSN VILLAGE: C/S GRIND NOISE HEARD AFTER BACKING UP
LOUDEST AT UPPER STRUT TOWER AREA ON BOTH SIDES. DLR RPLCD BOTH FRONT STRUT
UPPER BEARINGS/INSULATORS. ROAD TESTED AGAIN. NOISE STILL PRESENT ON
DRIVER'S SIDE W/STEERING WHEEL CUT TO RIGHT, BACKING UP WHEN WHEEL IS
RETURNING. NOISE IS INTERMITTENT AND HARD TO DUPLICATE. ROAD TESTED VEH
W/CHASIS EARS. NOISE MOST PREVALENT AT THE LEFT, UPPER STRUT TOWER. DLR

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CONTACTED T/LINE. INSTRUCTED TO RETEST W/CHASIS EARS TO TRY TO ISOLATE NOISE
DLR REPLACED L/F STRUT. NOISE NOT AS PREVALENT, BUT STILL THERE. DLR TEST
DROVE LIKE MODEL STOCK SENTRA W/SAME OPTIONS, NOISE THE SAME. @02/20-QLB678R
...ARBS WILL OFFER DTS INSPECTION. @02/20-QLB678R

--
DRTS-LF REC'D SLS DOCS FROM DLR 5080 ON 02/21/08. DOCS TO ARBS-LB
@02/21-ZLF686N

--
DRTS-LF RETRIEVED FACTORY INVOICE FROM REPO ON 02/22/08. DOCS TO ARBS-LB
@02/22-ZLF686N

...EMAILED C'S ATTY, T. LEWIS TO OFFER DTS INSPECTION. @02/27-QLB678R
...C'S ATTY IN AGREEMENT W/DTS INSPECTION; WILL NEED RENTAL. @02/27-QLB678R
...EMAILED RC TO SCHEDULE DTS INSPECTION. @02/27-QLB678R
...PER DTS/MATT B, CAN INSPECT 3/13/08. EMAILED C'S ATTY TO CONFIRM.
@02/28-QLB678R

--
DRTS-LF COMPLETED REPAIR SUMMARY ON 02/29/08. DOCS TO ARBS-LB @02/29-ZLF686N
...PER DTS/MATT B, INSPECTED VEH 3/13/08 AT NSN VILLAGE. ONLY COMPLAINT WAS
OF A NOISE FROM L/F WHEN TURNING WHEEL FROM RIGHT TO LEFT & BACKING UP. DTS
ABLE TO DUPLICATE A GROAN NOISE FROM L/F UPPER STRUT AREA WHEN TURNING WHEEL
FROM RIGHT TO LEFT EVEN W/VEH STATIONARY. SOURCE OF NOISE WAS THE UPPER STRUT
MOUNT. BOTH FRONT STRUTS, UPPER MOUNTS & UPPER BEARINGS HAVE BEEN RPLCD
ON THIS VEH. DTS RESOLVED INCIDENT BY INSTALLING A COMPLETE STRUT ASSY FROM A
DLR STOCK UNIT. CUST CLD NOT BE REACHED TO DISCUSS THE REPAIR. MILEAGE 14,061
@03/14-QLB678R

...PER DTS/MATT B, DTS JUST SPOKE W/DLR WHO ADVISED NOISE IS STILL PRESENT.
DTS CONTACTED TECHLINE WHO WILL F/UP W/ENGINEER (NML LOOKING INTO ISSUE OF
NOISE FROM STEERING COLUMN). WILL HAVE DLR CONTACT CUST TO ASK THAT SHE BRING
THE VEH BACK IN. @03/14-QLB678R

...ARBS DISCUSSED W/CUST'S ATTY, PROVIDED ABOVE RESULTS OF DTS INSPECTION.
OFFERED \$4K PLUS FEES. @03/20-QLB678R

...ARBS CALLED DLR SM, STEVE, STEERING RACK & STEERING COLUMN TO BE RPLCD PER
ENGINEERING. ARBS EMAILED DTS/MB TO CONFIRM. @03/20-QLB678R

...PER DTS/MATT B, DLR IS WAITING FOR DTS. DTS CONTACTED ENGINEERING. NML
ENGINEERI ADAVSD REPLACING THE EPS (ELECTRIC POWER STEERING UNIT WHICH IS THE
STEERING COLUMN. ENGINEER IS INVESTIGATING THIS INCIDENT. @03/24-QLB678R

...ARBS SENT RELEASE TO C'S ATTY. @03/24-QLB678R

..PER DTS/MATT B, HAD DLR ORDER ELECTRIC P/S RACK. DLR WILL DO SO TODAY AND
CONTACT DTS WHEN IT ARRIVES. @03/24-QLB678R

...RCVD SIGNED RELEASE. RQSTD CK PAYABLE TO CUST/ATTY (K/S) \$5,750.00.

EMAILED NAT'L/BG TO APPROVE. @04/01-QLB678R

...RCVD CK #141087590 \$5,750.00 PAYABLE TO CUST/ATTY. CK SENT TO ATTY THIS

DATE. FILE CLOSED. @04/04-QLB678R

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

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CONTACT(S):

SATISFIED: Y	ACTION CODE: RT9D	ROOT CAUSE: SDSV
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 0	DATE: 00 / 00 / 00	USERID:
RESP DLR: 5080	EFFECTIVE: 02 / 18 / 08	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: YES
3RD PRY: AT	PART#:	CHECK ISSUED: YES
BYBACK ST:	OPENED BY: ZAH022N	
HISTORY:	UPDATE BY: OLB678R	
SVC CALL#:	UPDATE DATE: 04 / 04 / 08	
CLOSE: Y (Y/N)	CLOSE DATE: 04 / 04 / 08	MICROFILM: N
RESP CAA: BENGIVENGA, LINDA	CAOM: JESSUP MITCH	CAOM: JESSUP MITCH
PHONE: 7328053178	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: ONE CONTRACT

NAME:	[REDACTED]	VIN:	3N1AB61E38L	[REDACTED]	Y
STREET:	[REDACTED]	YR/MDL:	2008.0	SEN MILEAGE:	6000
CITY:	PALM COAST	IN SVC DATE:	11 / 19 / 07		
ST/ZIP:	FL [REDACTED]	VCAN:	Y	RTL DLR:	3029 DAYTONA NISSAN
DAY PH:	[REDACTED]	PAID:	5	SVC DLR:	3029 DAYTONA NISSAN
EVE PH:	[REDACTED]	SUSP:	0	RESP DLR:	3029 DAYTONA NISSAN
DLR PH:	[REDACTED]	DENY:	1	REGION:	34 DIST: SL/SV/PT: 06 06 36

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		# NISSAN/INFINITI VEHICLES:	1
VEHICLE MAINTAINED BY:	3029_ DAYTONA NISSAN				
OUTSIDE WARRANTY BY (B) MONTHS:		MILES:		(PT) MONTHS:	

ORIG CODE:	CT 11	OPEN DATE:	02 / 27 / 08	XFER/RSPNSBLTY:	34 06 S
CONTACT (S):		FOLLOWUP DATE:	02 / 28 / 08	DATANET (Y/N):	0
SEVERITY:	9	CLOSE DATE:	02 / 27 / 08	DATANET (Y/N):	00 / 00 / 00

CONCERN AND CATEGORY		SUBCATEGORY AND SYMPTOM	
OF	NNA., INC. ISSUES	208500	SENTRA
AZ	NISSAN PRODUCT INQUIRIES	ZR	GENERAL INQUIRY

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FILE OPENED-ZDP019N 02/27/2008
PREVIOUS RELATED/UNRELATED FILES FOUND: NONE
CRR-DP VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY & EVENING NUMBER
AND RESPONSIBLE DLRS
CRR-DP CHECKED FOR OPEN RECALLS/CAPAIGNS/UPGRADE FOUND: NONE @02/27-ZDP019N
CRR-DP INFORMED C OF RECALLS
PREVIOUS NISSAN VEHICLES: NONE
CRR-DP RECEIVED INBOUND CALL FROM C'S HUSBAND WILLIAM
C STATES THE FIRST 2 MONTHS THE MASS AIRFLOW WENT, C SAID IT WAS 02/27-ZDP019N
REPAIRED, C SAID LAST WEEK THE MASTER CYLINDER AND POWER BOOSTER
WENT OUT AND HAD IT REPAIRED
C STATES C'S WIFE IS AFRAID TO DRIVE THE VEH, C SAID WANTED TO TRADE IT IN
WITH A ROGUE BUT C HAS 5800 MILES THAT C CANNOT BE PUT IN THE ROGUE
C STATES WAS WONDERING THAT NNA CAN DO SINCE C'S WIFE IS AFRAID, C SAID
CANNOT AFFORD MORE @02/27-ZDP019N
CRR-DP APOLOGIZE FOR THE BAD EXPERIENCE, CAN C PLEASE EXPLAIN HOW THE PROBLEM
OCCUR? @02/27-ZDP019N
C STATES C'S WIFE WAS DRIVING TO WORK BUT THE BRAKE LIGHTS CAME ON WHICH WAS
HARD TO STOP THE VEH @02/27-ZDP019N
C STATES WAS COVERED UNDER WARRENTY @02/27-ZDP019N
CRR-DP STATE ABOUT C'S CONCERN HAS C INQUIRE WITH SM?
C STATES YES, THEY HAVE BEEN HELPFUL BECAUSE OF C'S NEGATIVE OUT COME
SINCE C DROVE OFF VEH OFF THE LOT IT LOST VALUE
CRR-DP APOLOGIZE AND WISH CRR-DP CAN ASSIST C WITH FURTHER MORE INFORMATION
BUT C WOULD HAVE TO INQUIRE
CRR-DP STATES NNA DOES NOT INTERVINE WITH ANY TRADE IN OR SALES BUT C'S
CONCERN HAS BEEN DOCUMENTED AND WILL BE REVIEWED BY NNA @02/27-ZDP019N
CRR-DP STATES IF ANYTHING ELSE COMES UP C CAN CALL BACK FOR FURTHER ASSITANCE
C THANKED CRR-DP FOR ASSISTANCE, C SATSISFIED
CRR-DP OFFERED FOR ADDTIONAL INFORMATION ASSISTANCE @02/27-ZDP019N
C DECLINED
CRR-DP GAVE NAME, EXTENTION AND FILE NUMBER
CRR-DP CLOSING FILE @02/27-ZDP019N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONFIDENTIAL

DATE: 8/10/2011
TIME: 11:09:16 AM

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

CAR ID:
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CONTACT(S):

SATISFIED: Y	ACTION CODE: NT8E	ROOT CAUSE: SCPP
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 0	DATE: 00 / 00 / 00	USERID:
RESP DLR: 3029	EFFECTIVE: 02 / 27 / 08	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZDP019N	
HISTORY:	UPDATE BY: ZDP019N	
SVC CALL#:	UPDATE DATE: 02 / 27 / 08	
CLOSE: Y (Y/N)	CLOSE DATE: 02 / 27 / 08	MICROFILM: N
RESP CAA: PUM, DARA	OLM: ROYSTER KAREN	DOM:
PHONE: 0000000000	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 8/10/2011
TIME: 11:09:16 AM

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

CAR ID: CA6060667N
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----- CONSUMER AFFAIRS -----

CA6060667

SERVICE CONTRACTS SUMMARY

DATE: 8/10/2011
TIME: 11:09:16 AM
MODEL YEAR: 2008.0
MAKE:
MODEL LINE: SEN

NAME: [REDACTED]

VIN:

IN SCV DATE: 11/19/2007

SEO NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
5	RCDD80813106	3029 FL	11/19/2007	11/19/2013	75,000	8/3/2010	

CONFIDENTIAL

DATE: 8/10/2011
TIME: 11:09:16 AM

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

CAR ID:
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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CONTRACT:	██████████	CONTRACT:	
OWNER NAME:	████████████████████	OWNER NAME:	
PLAN TYPE:	C	PLAN TYPE:	
PLAN TERM:	D	PLAN TERM:	
DEDUCTABLE:	\$ 50	DEDUCTABLE:	
EFFECTIVE:	11/19/07	EFFECTIVE:	
EXPIRES:	11/19/13 MILES: 75,000	EXPIRES:	MILES:
CANCEL:	08/03/10 MILES: 57,887	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION:	9/2/2010	TRANSACTION:	
PRINTED:	11/24/07	PRINTED:	
DEALER NO:	3029 STATE: FL	DEALER NO:	STATE:
DEALER NAME:	DAYTONA NISSAN	DEALER NAME:	

CONFIDENTIAL

DATE: 8/10/2011
TIME: 11:09:16 AM

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

CAR ID: CA6088786N
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SC: ONE CONTRACT

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

VIN: 3N1AB61E17L [REDACTED] Y
YR/MDL: 2007.0 SEN MILEAGE: 12000
IN SVC DATE: 03 / 14 / 07
VCAN: Y RTL DLR: 3175 TOM PEACOCK NISSAN
PAID: 9 SVC DLR: 3175 TOM PEACOCK NISSAN
SUSP: 0 RESP DLR: 3175 TOM PEACOCK NISSAN
DENY: 0 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) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 3175_ TOM PEACOCK NISSA
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 03 / 20 / 08 XFER/RSPNSBLTY: 32 02 S
CONTACT (S): FOLLOWUP DATE: 04 / 04 / 08 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 04 / 04 / 08 DATANET (Y/N): 03 / 24 / 08

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD BRAKES WA PREMATURE WEAR/FAILURE
OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD BRAKES WT UNABLE DIAGNOSE/DUPLICATE

CONFIDENTIAL

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TIME: 11:09:16 AM

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

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CA6088786N

C. A. R. COMMENTS

FILE OPENED-ZDB338N 03/20/2008
PREVIOUS UNRELATED FILES FOUND:

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

CRR-DB CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @03/20-ZDB338N

CRR-DB ADVISED C THERE

PREVIOUS NISSAN VEH:

CRR-DB RECEIVED INBOUND CALL FROM C.

C STATES C'S VEH IS AT DLR CURRENTLY AND DLR CAN NOT FIGURE OUT WHAT ISSUE IS WITH VEH. DLR INFORMED C THAT THERE ARE VISIABLE LEAKS AND VEH IS WORKING CORRECTLY. @03/20-ZDB338N

C STATES DLR CHECKED BRAKE SYSTEM AND THERE IS NOTHING WRONG. C STATES VEH HAS BEEN TO DLR MULTIPLE TIMES OVER SAME ISSUE. C STATES DLR INFORMED C TO TAKE VEH BACK TO DLR IF BREAK LIGHTS COME ON. C STATES C IS NOT HAPPY WITH THIS AS DAUGHTER DRIVES VEH. @03/20-ZDB338N

C STATES VEH IS OPERABLE RIGHT NOW. C STATES BRAKE FLUID IS STILL LEAKING. C STATES DLR ADDED MORE BRAKE FLUID TO VEH. @03/20-ZDB338N

CRR-DB ASKS C WHAT NNA CAN DO FOR C. C STATES C WOULD LIKE TO HAVE THIS ISSUE LOOKED AT MORE AND FIXED AS C BELIEVES THERE IS A ISSUE WITH THE BRAKE FLUID CONSTANTLY LEAKING. C WANTS TO SPEAK TO A REGIONAL MANAGER IN C'S AREA. CRR-DB INFORMS C THAT A REGIONAL SPECIALIST WILL CONTACT C BY THE END OF THE NEXT BUSINESS DAY. @03/20-ZDB338N

CRR-DB OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-DB GAVE NAME, EXTENSION AND FILE NUMBER. @03/20-ZDB338N

CRR-DB TRANSFERING FILE TO RCAS PENDING FURTHER REVIEW. @03/20-ZDB338N

RCAS-JK DATANETTING FILE TO DLR. @03/21-ZJK000N

RCAS-JK SPOKE TO C ON DAY NUMBER AT 12:21PM EST. 03/21/08. C STATES THAT THE MASTER CYLINDER ON OCCASSION IS LOW ENOUGH TO TRIGGER THE "CHECK BRAKE" LIGHT TO COME ON. C STATES THAT THERE IS NO LEAKS COMING FROM THE BRAKES. C STATES THAT C HAS TAKEN THE VEH TO THE DLR NUMEROUS TIMES FOR THIS. C STATES THAT C HAS HAD THE BRAKE FLUID TOPPED UP ON THE VEH. C STATES THAT THIS IS C'S 17 YEAR OLD DAUGHTER WHOM DRIVES THIS VEH AND C IS NERVOUS THAT THE BRAKES WILL GO OUT ON C'S DAUGHTER. C STATES THAT THE DLR CANNOT FIND AN EXPLINATION ON THIS CONCERN BUT ONLY INFORMS C THAT IF THE LIGHT COMES ON BRING THE VEH INTO THE DLR. C STATES THAT C FINDS THIS UNACCEPTABLE AS C DOES NOT WANTS C'S DAUGHTER TO BE PLACED IN A SITUATION THAT COULD POTENTIALLY BE DANGEROUS. RCAS UNDERSTOOD AND ASSURED C THAT RCAS WILL RESEARCH THIS ISSUE FOR C AND WILL CONTACT C BACK BY 03/27/08 WITH STATUS OF FILE. C STATES THAT THIS IS FINE.

RCAS PROVIDED RCAS NAME, NUMBER AND EXTENTION. @03/21-ZJK000N

RCAS-JK LEFT A VMX FOR C ON DAY NUMBER AT 5:21PM EST. 03/27/08. @03/27-ZJK000N

RCAS-JK ATTEMPTED TO CONTACT C ON EVENING PHONE NUMBER AT 5:23PM EST. 03/27/08 HOWEVER PHONE RANG BUSY. @03/27-ZJK000N

RCAS-JK SPOKE TO SM-TRAVIS POUNDS AT 12:05PM EST. 03/28/08. SM STATES THAT SM IS GOING TO SPEAK WITH TECH-MIKE AND GET BACK TO RCAS REGARDING THIS CONCERN. RCAS THANKS SM FOR THIS. @03/28-ZJK000N

=====

RCAS-TM CALLED C ON DAY NUMBER 03/31/08 5:51 EST AND LEFT VMX.

RCAS-TM CALLED C ON EVENING NUMBER 03/31/08 5:52 EST AND LEFT VMX.

@03/31-ZTM853N

RCAS-JK SENT AN EMAIL TO SM-TRAVIS POUNDS AT 4:24PM EST. 04/01/08.

@04/01-ZJK000N

RCAS-JK LEFT A VMX FOR C ON DAY NUMBER AT 1:30PM EST. 04/02/08. @04/02-ZJK000N

CONFIDENTIAL

DATE: 8/10/2011
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RCAS-JK LEFT A VMX FOR C ON EVENING PHONE NUMBER AT 1:31PM EST. 04/02/08.
@04/02-ZJK000N

RCAS-CH ASSISTING RCAS-JK WITH FILE.
RCAS-CH CALLED DLR AT 4PM EST.

SM-TRAVIS POUNDS STATED DLR RESOLVED C'S ISSUE, C ALREADY PICKED UP VEH.
SM-TRAVIS STATED C'S BRAKE FLUID WAS LEAKING PAST SEAL INTO MASTER CYLINDER.

@04/04-ZCH602N

SM-TRAVIS STATED VEH IS REPAIRED AND C IS SATISFIED.

RCAS-CH CALLED C AT DAY NUMBER AT 4:44PM EST.

@04/04-ZCH602N

RCAS-CH ASKED C IF C'S VEH IS REPAIRED AND C IS SATISFIED.

C STATED SO FAR EVERYTHING IS OKAY.

RCAS-CH ADVISED C IF C HAS FUTURE ISSUES WITH VEH OR DLR TO CALL 1800NISSAN1
TO C IF NNA CA CAN BE OF ANY FURTHER ASSISTANCE.

C UNDERSTOOD.

RCAS-CH CLOSING FILE AS NO FURTHER ASSISTANCE IS NECESSARY.

@04/04-ZCH602N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

WHAT ARE THE ISSUES? ARE THEY ABLE TO BE FIXED?

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT1A	ROOT CAUSE: SCSV
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #:	DATE: 00 / 00 / 00	USERID:
RESP DLR: 3175	EFFECTIVE: 03 / 20 / 08	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REOUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZDB338N	
HISTORY:	UPDATE BY: ZCH602N	
SVC CALL#:	UPDATE DATE: 04 / 04 / 08	
CLOSE: Y (Y/N)	CLOSE DATE: 04 / 04 / 08	MICROFILM: N
RESP CAA: KRISTOFF, JOCELYN	OLM: SMIT AGNES	DOM:
PHONE: 0000000000	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 8/10/2011
TIME: 11:09:16 AM

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

CAR ID: CA6088786N
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----- CONSUMER AFFAIRS -----

CA6088786

SERVICE CONTRACTS SUMMARY

DATE: 8/10/2011
TIME: 11:09:16 AM
MODEL YEAR: 2007.0
MAKE:
MODEL LINE: SEN

NAME: [REDACTED]

VIN:
IN SCV DATE: 3/14/2007

SEO NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
6	RCDC03189354	3175 TX	3/14/2007	3/14/2012	100,000		

CONFIDENTIAL

DATE: 8/10/2011
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NISSAN MOTOR CORPORATION IN U.S.A
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REQUESTED BY: corneb2

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CA6088786N

CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CONTRACT: RCDC03189354		CONTRACT:	
OWNER NAME: [REDACTED]		OWNER NAME:	
PLAN TYPE: C		PLAN TYPE:	
PLAN TERM: C		PLAN TERM:	
DEDUCTABLE: \$ 50		DEDUCTABLE:	
EFFECTIVE: 03/14/07		EFFECTIVE:	
EXPIRES: 03/14/12 MILES: 100,000		EXPIRES:	MILES:
CANCEL: MILES:		CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION: 3/31/2007		TRANSACTION:	
PRINTED: 04/06/07		PRINTED:	
DEALER NO: 3175 STATE: TX		DEALER NO:	STATE:
DEALER NAME: TOM PEACOCK NISSAN		DEALER NAME:	

CONFIDENTIAL

DATE: 8/10/2011
TIME: 11:09:16 AM

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REQUESTED BY: corneb2

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SC: NONE

NAME: [REDACTED] J
STREET: [REDACTED]
CITY: MELROSE PARK
ST/ZIP: IL [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: 3N1AB61E97L [REDACTED] Y
YR/MDL: 2007.0 SEN MILEAGE: 7624
IN SVC DATE: 04 / 17 / 07
RTL DLR: 38061 AL PIEMONTE NISSAN INC
SVC DLR: 38061 AL PIEMONTE NISSAN INC
RESP DLR: 38061 AL PIEMONTE NISSAN INC
REGION: 24 DIST: SL/SV/PT: 02 02 32

VCAN: N
PAID: 6
SUSP: 0
DENY: 0

LETTER RECEIVED 04 / 03 / 08 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: WL 11 OPEN DATE: 04 / 03 / 08 XFER/RSPNSBLTY: 24 02 S
CONTACT (S): FOLLOWUP DATE: 04 / 04 / 08 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 04 / 11 / 08 DATANET (Y/N): 04 / 04 / 08

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS
AD BRAKES

121500 GEN. BRAKE COMPONENT(S)
YX POOR OR IMPROPER OPERATION

CONFIDENTIAL

DATE: 8/10/2011
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C. A. R. COMMENTS

ALL SENTRA ARE LIKE THAT. ONE NIGHT THEY WENT ALL THE WAY TO FLOOR THEY
THIS CAR WAS CREATED FROM A CRITICAL COMMENT ON AN OWNER FIRST SURVEY
NO OTHER C.A.R. EXISTS FOR THIS VIN

JOE IS VERY NICE, COURTEOUS, AND ALWAYS TRIES TO BE HELPFUL. I TOOK MY CAR IN
BECAUSE THE BRAKES ARE REAL LOW TO THE FLOOR. I DROVE AROUND THE BLOCK &
BROUGHT IT BACK. I HAD JOE & ANOTHER GUY THAT WAS THERE TEST IT AND THEY
THOUGHT THE BRAKES FELT FUNNY - HE CALLED THE MECHANIC AND THE MECHANIC SAID
REPLACED THE MASTER CYLINDER AND THEY ARE STILL REAL LOW TO THE FLOOR. I JUST
WENT ON A TRIP & DROVE AROUND 2000 MILES AND I TOLD MY KIDS IF ANYTHING
HAPPENS TO ME BECAUSE OF MY BRAKES "SUE NISSAN". I AM NOT HAPPY WITH THEM -
THEY ARE ABOUT 1/2 INCH FROM THE FLOOR. THE FIRST TIME I TOOK IT FOR THE
BRAKES (DEC) THE GUY AT THE SERVICE DESK TOLD ME HE GUARANTEED ME NOTHING WAS
WRONG WITH THE BRAKES AND GOT AN ATTITUDE ABOUT IT, SO I LEFT. THE SECOND
TIME WAS MARCH 5TH AND THE FLUID WAS LOW - I WENT BACK ABOUT A WK LATER & THAT
RSS FL GAVE CALL TO SM AND SPOKE WITH JIM.. SM ADVISED C CAME INTO DEALER
@04/11-ZFL946N

ON 4/5 AT 7624 MILES WITH BRAKE PEDAL GOING TO THE FLOOR BUT DEALER FOUND NO
PROBLEM WITH THE BRAKES. @04/11-ZFL946N

DEALER ALSO ALLOWED C TO SIT IN A LIKE VEH AND FOUND BRAKE PEDAL TO BE THE
SAME. @04/11-ZFL946N

RSS FL CALLED C . C STATES BRAKES FEEL SPONGY BUT DEALER FOUND NO ISSUE WITH
THE BRAKES. C STATES VEH IS DRIVING OK BUT C JUST WONDERS IF THE BRAKES ARE
WORKING AS DESIGN. C STATES MAY CONSIDER TAKING THE VEH TO ANOTHER DEALER FOR
A SECOND OPINION BUT WILL CALL RSS FL BACK IF C HAS ANY OTHER ISSUES..
FILE CAN BE CLOSED. @04/11-ZFL946N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE 04/04/08

THIS CONSUMER ASSISTANCE REQUEST HAS BEEN CREATED AS A RESULT OF AN OWNER
FIRST CONTACT. PLEASE CONTACT THE CONSUMER WITHIN 24 HOURS FOR REVIEW OF
CONCERN.

DEALER ACTION:

CONFIDENTIAL

DATE: 8/10/2011
TIME: 11:09:16 AM

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

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NT8F	ROOT CAUSE: SNPP
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 0	DATE: 00 / 00 / 00	USERID:
RESP DLR: 38061	EFFECTIVE: 04 / 03 / 08	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ORCBATC	
HISTORY:	UPDATE BY: ZFL946N	
SVC CALL#:	UPDATE DATE: 04 / 11 / 08	
CLOSE: Y (Y/N)	CLOSE DATE: 04 / 11 / 08	MICROFILM: N
RESP CAA: LEE, FRANCENE	OLM: SMIT AGNES	DOM: FENTON JOE
PHONE: 6157250000	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 8/10/2011
TIME: 11:09:16 AM

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

CAR ID: CA6123067N
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SC: NONE

NAME: [REDACTED] VIN: 3N1AB61EX7L [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2007.0 SEN MILEAGE: 0
CITY: WINDERMERE IN SVC DATE: 03 / 31 / 07
ST/ZIP: FL [REDACTED] VCAN: N RTL DLR: 3431 CLASSIC NISSAN
DAY PH: [REDACTED] PAID: 11 SVC DLR: 5137 CELEBRITY NISSAN
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 5137 CELEBRITY NISSAN
DLR PH: [REDACTED] DENY: 0 REGION: 34 DIST: SL/SV/PT: 06 06 36

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 04 / 15 / 08
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY: UNKNOWN
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CE 11 OPEN DATE: 04 / 17 / 08 XFER/RSPNSBLTY: 34 06 S
CONTACT (S): FOLLOWUP DATE: 04 / 23 / 08 DATANET (Y/N): 1
SEVERITY: 3 CLOSE DATE: 04 / 23 / 08 DATANET (Y/N): 04 / 18 / 08

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 121000 FRONT BRAKE (DISC/CALIPER/PAD/ROTOR)
AD BRAKES WA PREMATURE WEAR/FAILURE

CONFIDENTIAL

DATE: 8/10/2011
TIME: 11:09:16 AM

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

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C. A. R. COMMENTS

FILE OPENED-ZCS694N 04/17/2008
 *****EMAIL FILE LOGGED***** @04/17-ZCS694N
 PREVIOUS RELATED FILES FOUND: 6019232
 PREVIOUS UNRELATED FILES FOUND: NONE
 EMAIL ADDRESSED TO: NNACONSUMERAFFAIRS@NISSAN-USA.COM
 METHOD OF CONTACT: EMAIL ID NO.: 1015601
 EMAIL ADDRESS: [REDACTED]
 DATE RECEIVED: 04/15/08 DATE CREATED: 04/16/08
 CRR-CS VERIFIED C'S NAME, ADDRESS, AND DAY PHONE NUMBER.
 C DID NOT PROVIDE MILEAGE, RESPONSIBLE DLR, VIN
 CRR-CS UPDATED THE OWNER DATA BASE (NAME, ADDRESS, DAY PHONE NUMBER)
 CRR-CS CHECKED FOR OPEN RECALLS, CAMPAIGNS, OR UPGRADES : NONE
 C'S EMAIL READS: I'VE HAD MY CAR IN PREVIOUSLY FOR THE BRAKE LIGHT
 COMING ON. THE LAST TIME I INFORMED DAVE OF THE SAME PROBLEM BUT HE
 DISMISSED IT AS MAYBE ME OR SOMEONE TOUCHING THE EMERGENCY BRAKE@04/17-ZCS694N
 LEVER IN THE CAR. NOW THE BRAKES MAKE NOISE WHEN I STOP. IF THIS WAS
 TAKEN CARE OF DURING MY VISIT I WOULD NOT HAVE HAD TO GO BACK AGAIN
 ON 4/17/08 @ 3:30 PM. THIS IS THE 4TH TIME AND IF YOU TOP NOTCH MECHANIC
 DOESN'T NOT FIX YOU WILL FORCE ME TO COMPLY WITH THE FL LEMON LAW.
 IT'S A NEW CAR AND SHOULD NOT HAVE A BRAKE PROBLEM. @04/17-ZCS694N
 CRR-CS FORWARDING FILE TO RCAS FOR FURTHER ASSISTANCE @04/17-ZCS694N
 ***** @04/18-ZAB420N
 RCAS-AB CALLED C AT 2:07 PM EST ON DAY NUMBER ON 04/18/08. @04/18-ZAB420N
 RCAS-AB INFORMED C THAT RCAS-AB WILL CONTACT C ON 04/21/08. @04/18-ZAB420N
 ***** @04/21-ZAB420N
 RCAS-AB CALLED C AT 10:56 AM EST ON DAY NUMBER ON 04/21/08.
 RCAS-AB INFORMED C THAT RCAS WILL CONTACT C ON 04/23/08. @04/21-ZAB420N
 *****@04/23-ZAB420N
 RCAS-AB CALLED C AT 11:39 AM EST ON 04/23/08 ON DAY NUMBER LEFT A VMX.
 RCAS-AB INFORMED C TO CONTACT 1-800-NISSAN-1 IF C HAS FUTURE CONCERNS.
 RCAS-AB CLOSING FILE PENDING C CALL BACK. @04/23-ZAB420N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

BRAKE NOISE FROM REAR BRAKES - RESURFACED ROTORS AND CLEANED BRAKE DUST. ROAD
W/CUST TO VERIFY NOISE GONE AT THIS TIME. 12028 MILES. AFTER TECH SPOKE W CUST
OMER ABOUT FLUID LOSS - FOUND INTERNAL LEAK FROM MASTER CYLINDER TO BOOSTER -
REPLACED MASTER CYLINDER. CUSTOMER GAS TANK FILLED FOR INCONVENIENCE. WORK WAS
COMPLETED ON 4/18/08. PR/5137 @04/22-5137

CONFIDENTIAL

DATE: 8/10/2011
TIME: 11:09:16 AM

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CA6123067N

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT4B	ROOT CAUSE: SCSV
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 0	DATE: 00 / 00 / 00	USERID:
RESP DLR: 5137	EFFECTIVE: 04 / 17 / 08	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZCS694N	
HISTORY:	UPDATE BY: ZAB420N	
SVC CALL#:	UPDATE DATE: 04 / 23 / 08	
CLOSE: Y (Y/N)	CLOSE DATE: 04 / 23 / 08	MICROFILM: N
RESP CAA: BLAZEK, AMANDA	OLM: ROYSTER KAREN	DOM:
PHONE: 0000041430	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

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SC: NONE

NAME:	[REDACTED]	VIN:	3N1AB61EX8L	[REDACTED]	Y
STREET:	[REDACTED]	YR/MDL:	2008.0	SEN MILEAGE:	6500
CITY:	AZLE	IN SVC DATE:	11 / 28 / 07		
ST/ZIP:	TX [REDACTED]	VCAN:	N	RTL DLR:	3676 NORTH TEXAS NISSAN
DAY PH:	[REDACTED]	PAID:	8	SVC DLR:	3152 JERRY'S NISSAN, LLC
EVE PH:	[REDACTED]	SUSP:	0	RESP DLR:	3152 JERRY'S NISSAN, LLC
DLR PH:	[REDACTED]	DENY:	0	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) AIRBAG: (Y/N)
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
 VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
 VEHICLE MAINTAINED BY: 3152 JERRY'S NISSAN
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11	OPEN DATE: 06 / 06 / 08	XFER/RSPNSBLTY: 32 04 S
CONTACT (S):	FOLLOWUP DATE: 06 / 18 / 08	DATANET (Y/N): 1
SEVERITY: 9	CLOSE DATE: 06 / 17 / 08	DATANET (Y/N): 06 / 10 / 08

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OF NNA., INC. ISSUES	208500 SENTRA
AZ NISSAN PRODUCT INQUIRIES	ZR GENERAL INQUIRY

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C. A. R. COMMENTS

FILE OPENED-ZJC785N 06/06/2008
PREVIOUS FILES FOUND: NONE
CRR-JC VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY, EVENING PHONE
NUMBERS AND RESPONSIBLE DLR. CRR_JC UPDATED C"S PHONE NUMBERS.
CRR-JC CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @06/06-ZJC785N
CRR-JC ADVISED C OF RECALL STATUS.
PREVIOUS NISSAN/INFINITI VEHICLE(S): NONE
CRR-JC RECEIVED CALL FROM C.
C STATED THAT THE VEH IS LEMON BECAUSE C JUST PURCHASED THE VEH AND C HAS
A PROBLEM WITH THE DOOR THAT IT DOES NOT CLOSE WELL.
C ALSO STATED THAT THE BREAK BOOSTER GONE BAD AND THAT'S THE CAUSE OF LEAK.
CRR-JC ADVISED C TO TELL THE DLR TO CALL NISSAN PARTS DEPT.
C TOLD CRR-JC THAT DLR ALREADY DONE THAT.
C WAS SO FRUSTRATED BECAUSE THE DLR TOLD C THAT IT IS GONNA BE FIX
AFTER 27 DAYS. @06/06-ZJC785N
C WANTED TO ASK FOR A CAR RENTAL ASSISTANCE CAUSE C COULD NOT GO TO WORK
WITHOUT C'S VEH.
C THANKED CRR-JC FOR ASSISTANCE, C SATISFIED.
CRR-JC OFFERED FURTHER ASSISTANCE, C DECLINED
CRR-JC GAVE C NAME, EXTENSION AND FILE NUMBERS.
CRR-JC TRANSFERRING CALL TO C GROUP @06/06-ZJC785N
CRR-RD RECEIVED TRANSFERRED CALL. @06/06-ZDR128N
CRR-RD UPDATED ADDRESS AND TELEPHONE NUMBER. CALL WAS DROPPED. CRR-RD COULD
NOT FURTHER ASSIST C, HOWEVER CRR-RD WILL TRANSFER FILE. @06/06-ZDR128N
@06/06-ZDR128N @06/06-ZDR128N

CRR-JY RECEIVED CALL FROM C.
C STATED C WAS DISCONNECTED WITH CRR-RD AND WOULD LIKE TO BE TRANSFERRED BACK.
CRR-JY ASSURED C THAT RESPONSIBILITY OF C'S CASE HAS BEEN TRANSFERRED TO A
REGIONAL SPECIALIST AND THAT C WILL GET A CALL BACK BY THE NEXT BUSINESS DAY.
C STATED THAT C WAS UPSET AT THE DELAY OF C'S CASE.
CRR-JY UNABLE TO PROVIDE C NAME, EXTENSION AND FILE NUMBER BECAUSE C HUNG UP.
CRR-JY LEAVING FILE OPEN. @06/06-ZJY805N
***** @06/09-ZKN032N
RCAS-KN REVIEWED VEH DATABASE FOR PREVIOUS FILES ON 06/09/08 AND NONE WERE
FOUND. @06/09-ZKN032N
***** @06/09-ZKN032N
RCAS-KN CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND ON 06/09/08: NONE.
***** @06/09-ZKN032N
RCAS-KN CONTACTED C AT DAY/EVENING NUMBER AT 11:55AM EST ON 06/09/08. C STATES
THAT C IS WAITING FORA B/O PART FOR THE BRAKE CYLINOID AND BOOSTER. C STATES
THAT C WOULD LIKE RCAS-KN TO SPEAK WITH C'S HUSBAND. C PROVIDED RCAS-KN WITH
HUSBANDS PHONE NUMBER 817 946 8524. RCAS-KN GAVE C NAME AND EXTENSION NUMBER
AS C REQUESTED IT. RCAS-KN CONTACTED C AT 817 946 8524 AT 12:04PM EST ON
06/09/08. C STATES THAT C'S DOOR DOES NOT WORK CORRECTLY AND WOULD LIKE IT
FIXED. C STATES THAT C IS WAITING FOR A BRAKE CYLINOID AND BOOSTER AND IS
REQUESTING A RENTAL VEH IN THE MEANTIME. RCAS-KN ADVISED C THAT FILE AND
REQUEST WILL BE REVIEWED AND C WILL RECEIVE A CALL BACK ON 06/11/08. C STATES
C UNDERSTANDS AND THANK YOU. @06/09-ZKN032N
***** @06/09-ZKN032N
RCAS-KN CONTACTED SM-DANNY GIBSON AT DLR 3152 AT 2:48PM EST ON 06/11/08. SM
STATES THAT C HAD FLUID LEAKING INTO THE BOOSTER. SM STATES THAT VEH IS AT DLR
SM STATES THAT THE MASTER CYLINOID HAS ARRIVED AT THE DLR AND THE DLR IS JUST

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WAITING FOR THE BOOSTER. SM STATES THAT THE BOOSTER IS ON B/O WITH AN ETA FOR THE END OF THE MONTH. SM STATES THAT THE PART NUMBER IS 47210-ET000 AND ORDER NUMBER IS 15921300. SM STATES THAT C HAS DONE SERVICING AT THE DLR. SM STATES THAT C IS LOOKING FOR RENTAL WHILE WAITING FOR THE PART. @06/11-ZKN032N

***** @06/11-ZKN032N

RCAS-KN CONTACTED DPSM-RM ON 06/11/08 AND LEFT VMX. @06/11-ZKN032N

***** @06/11-ZKN032N

RCAS-KN CONTACTED DPSM-RM AT 4:03PM EST ON 06/11/08. RCAS-KN ADVISED DPSM THAT C'S VEH HAS BEEN AT DLR SINCE 06/03/08. RCAS-KN ADVISED DPSM THAT C REQUIRES A NEW MASTER CYLINOID AND BOOSTER AND THAT THE CYLINOID IS AT DLR BUT THE BOOSTER IS ON B/O AND WILL NOT ARRIVE UNTIL THE END OF THE MONTH. RCAS-KN ADVISED DPSM THAT C IS REQUESTING A RENTAL VEH. DPSM STATES THAT RENTAL IS APPROVED AND TO HAVE DLRSHIP SUBMIT AN STP. @06/11-ZKN032N

***** @06/11-ZKN032N

RCAS-KN CONTACTED SM-DANNY GIBSON AT DLR 3152 AT 4:17PM EST ON 06/11/08. RCAS-KN ADVISED SM THAT DPSM HAS APPROVED RENTAL VEH AND WOULD LIKE AN STP SUBMITTED. SM STATES THAT SM WILL CONTACT C AND HAS ALREADY SUBMITTED THE STP. @06/11-ZKN032N

***** @06/11-ZKN032N

RCAS-KN CONTACTED C AT DAY NUMBER AT 5:40PM EST ON 06/11/08 AND LEFT VMX.

RCAS-KN CONTACTED C AT EVENING NUMBER AT 5:41PM EST ON 06/11/08 AND LEFT VMX. @06/11-ZKN032N

***** @06/11-ZKN032N

RCAS-KN CONTACTED C AT DAY/EVENING NUMBER AT 12:17PM EST ON 06/16/08 AND LEFT VMX. @06/16-ZKN032N

***** @06/16-ZKN032N

RCAS-KN CONTACTED C AT DAY/EVENING NUMBER AND LEFT VMX, AT 2:33PM EST ON 06/17/08. RCAS-KN CLOSING FILE, PENDING C CALLBACK. @06/17-ZKN032N

***** @06/17-ZKN032N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

PART NEEDED IS ON BACK ORDER PART #47210-ET000 IT HAS BEEN CUSTOMER CARED ORDER #15921300 WE ALSO RAN GOODWILL FOR RENTAL AND IT WAS DECLINED @06/10-3152

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NT4C	ROOT CAUSE: SNFA	SCRR
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:	
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:	
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:	
OTHER #: 0	DATE: 00 / 00 / 00	USERID:	
COMMENTS ONLY: #: 0	DATE: 00 / 00 / 00	USERID:	
RESP DLR: 3152	EFFECTIVE: 06 / 06 / 08	CHANGED BY:	
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED:	NO
3RD PRY:	PART#:	CHECK ISSUED:	NO
BYBACK ST:	OPENED BY: ZJC785N		
HISTORY:	UPDATE BY: ZKN032N		
SVC CALL#:	UPDATE DATE: 06 / 17 / 08		
CLOSE: Y (Y/N)	CLOSE DATE: 06 / 17 / 08	MICROFILM: N	
RESP CAA: NOVACOVSKI, KIM	OLM: SMIT AGNES	DOM:	
PHONE: 0000041610	OWNER FIRST:	LANGUAGE: E ENGLISH	

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SC: NONE

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

VIN: 3N1AB61E77L [REDACTED] Y
YR/MDL: 2007.0 SEN MILEAGE: 18755
IN SVC DATE: 12 / 07 / 06
RTL DLR: 2648 FUTURE NISSAN, INC.
SVC DLR: 5126 MAITA'S NISSAN SACRAMENTO
RESP DLR: 5126 MAITA'S NISSAN SACRAMENTO
REGION: 44 DIST: SL/SV/PT: 12 12 42

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 5126 MAITA'S NISSAN SA
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: DT 11 OPEN DATE: 06 / 25 / 08 XFER/RSPNSBLTY: 44 12 S
CONTACT (S): FOLLOWUP DATE: 06 / 25 / 08 DATANET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 06 / 27 / 08 DATANET (Y/N): 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 119000 BRAKE BOOSTER
AD BRAKES YP PARTS AVAILABILITY (BACKORDER)
OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD BRAKES YP PARTS AVAILABILITY (BACKORDER)

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C. A. R. COMMENTS

FILE OPENED-ZAB120N 06/25/2008

CRR-AB RECEIVED CALL FROM C.

@06/25-ZAB120N

PREVIOUS UN/RELATED FILE(S) FOUND: NONE.

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

CRR-AB CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NO OPEN RECALL.

CRR-AB ADVISED C OF: NO OPEN RECALL.

PREVIOUS NISSAN/INFINITI VEHICLE: NONE.

C STATES C IS THE WARRANTY ADMINISTRATOR JOSEPH L FROM MAITA NISSAN 5126.

C STATES C WOULD LIKE TO CREATE A FILE.

CRR-AB INQUIRED OF:

@06/25-ZAB120N

A. PART/S NAME.

C STATES: MASTER CYLINDER AND BOOSTER ASSEMBLY.

B. PARTS/S NUMBER.

@06/25-ZAB120N

C STATES: 46010ET010 & 47210ET000

C. ORDER NUMBER.

C STATES: UNKNOWN.

D. DEALER'S NAME AND CODE WHERE THE PART(S) WERE ORDERED.

C STATES: UNKNOWN.

E. LOCATION OF THE VEHICLE (NAME, PHONE NUMBER, AND CONTACT NAME).

C STATES: MAITA'S NISSAN SACRAMENTO 1761 FULTON AVE

SACRAMENTO, CA 916 488 5400 JOSEPH L.

F. CAN THE VEHICLE BE DRIVEN? IF NOT, WHY?

C STATES: NO, MASTER CYLINDER IS LEAKING.

G. DATE THE VEHICLE BECAME INOPERABLE.

C STATES: 6/23/08

H. IS THE PART NEEDED DUE TO A WARRANTABLE FAILURE? ACCIDENT?

C STATES: WARRANTABLE FAILURE.

@06/25-ZAB120N

CRR-AB APOLOGIZED TO C FOR THE INCONVENIENCE.

@06/25-ZAB120N

CRR-AB ADVISED C THAT ALL INFORMATION HAS BEEN DOCUMENTED IN THE FILE.

CRR-AB ADVISED C THAT C'S SATISFACTION WITH NISSAN VEH IS NNA'S PRIMARY CONCERN.

CRR-AB OFFERED FURTHER ASSISTANCE. C DECLINED.

CRR-AB GAVE NAME, FILE NUMBER AND EXTENSION NUMBER.

CRR-AB ADVISED C THAT THE FILE WOULD BE TRANSFERRED TO THE REGIONAL SPECIALIST FOR REVIEW.

@06/25-ZAB120N

RCAS-WL CHECKED CI90 FOR PARTS ORDERED, HOWEVER PARTS LISTED ARE NOT ON ORDER.

RCAS-WL CALLED PARTS DEPARTMENT ON 6/27/08 AT 1:11PM EST AND INQUIRED ABOUT

C'S PARTS, DLR INFORMED RCAS-WL THAT PART IS AT DLR NOW AND C WILL BE NOTIFIED

. RCAS-WL THANKED DLR AND ENDED CALL. RCAS-WL CLOSING FILE AS NO FURTHER

ACTION REQUIRED.

@06/27-ZWL695N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NT11	ROOT CAUSE: SCAV
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #:	DATE: 00 / 00 / 00	USERID:
RESP DLR: 5126	EFFECTIVE: 06 / 25 / 08	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZAB120N	
HISTORY:	UPDATE BY: ZWL695N	
SVC CALL#:	UPDATE DATE: 04 / 17 / 09	
CLOSE: Y (Y/N)	CLOSE DATE: 06 / 27 / 08	MICROFILM: N
RESP CAA: LAVALLEE, WAYNE	OLM: SMIT AGNES	DOM:
PHONE: 0000040000	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: NONE

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

VIN: 3N1CB61E18L [REDACTED] Y
YR/MDL: 2008.0 SEN MILEAGE: 3500
IN SVC DATE: 05 / 13 / 08
VCAN: N RTL DLR: 2987 GRUBBS NISSAN
PAID: 4 SVC DLR: 2987 GRUBBS NISSAN
SUSP: 0 RESP DLR: 2987 GRUBBS NISSAN
DENY: 0 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) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 3
VEHICLE MAINTAINED BY: 2987 GRUBBS NISSAN
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 08 / 15 / 08 XFER/RSPNSBLTY: 32 04 S
CONTACT (S): FOLLOWUP DATE: 08 / 15 / 08 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 08 / 18 / 08 DATANET (Y/N): 08 / 18 / 08

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD BRAKES WH REQUEST FOR RENTAL ASSISTANCE

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C. A. R. COMMENTS

FILE OPENED-ZJW936N 08/15/2008

PREVIOUS RELATED FILES FOUND:_NONE

PREVIOUS UNRELATED FILES FOUND:_NONE

CRR-JW VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER,
AND RESPONSIBLE DEALER. @08/15-ZJW936N

CRR-JW CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @08/15-ZJW936N

OPEN PM813 SENTRA BR-MSTR CYL NTB08-067 06/28/08 00/00/00 00/00/00

CRR-JW ADVISED C THERE_IS AN OPEN RECALL.

PREVIOUS NISSAN/INFINITI VEH:_3 PRE OWNED

CRR-JW RECEIVED INBOUND CALL FROM C,S WIFE REFERED TO AS C.

C STATES_C TOOK VEH TO DLR FOR RECALL ON 08/04 AND DLR STILL HAS THE VEH

WAITING ON PARTS FOR THE RECALL. @08/15-ZJW936N

C STATES DLR SAYS PARTS ARE ON BACK ORDER AND TO COME GET VEH TILL PARTS
ARRIVE. C STATES A FEMALE SERVICE ADVISOR TOLD C OVER THE PHONE TO COME AND
GET VEH. C STATES C INQUIRED WHY C WOULD GET THE VEH IF THE BRAKE ISSUE IS A
SAFETY CONCERN. C STATES SERVICE ADVISOR SAID THAT IT WASN'T THE DLRS PROBLEM
FOR C TO COME AND GET VEH. C STATES C ASKED SERVICE ADVISOR WHAT HAPPENS IF C
PICKS UP VEH AND HAS AN ACCIDENT DUE TO BRAKE FAILURE ON THE WAY HOME, AND
SERVICE ADVISOR STATED THAT THAT ISN'T THE DLRS PROBLEM ITS NISSAN'S PROBLEM.
C STATES C HAS A RENTAL VEH AND DOESN'T FEEL SAFE PICKING UP VEH UNTIL RECALL
IS DONE. @08/15-ZJW936N

C STATES C WANTS TO KNOW WHEN PART FOR BACK ORDER WILL BE IN AND ALSO C WANTS
TO KNOW IF C HAS TO PICK UP VEH BEFORE IT IS FIXED AND DRIVE VEH IF IT IS NOT
SAFE.

CRR-JW ADVISED C THAT CRR-JW WILL SEND TO RCAS. @08/15-ZJW936N

CRR-JW OFFERED FURTHER ASSISTANCE TO C, C DECLINED.

CRR-JW GAVE NAME, EXTENSION, AND FILE NUMBER.

@08/15-ZJW936N

A

@08/15-ZJW936N

@08/15-ZJW936N

bT PART NAME__MASTER BRAKE CYLINDER

bT PART NUMBER__UNKNOWN

bT ORDER NUMBER__UNKNOWN

?T DEALER NAME AND CODE (WHERE PARTS WERE ORDERED) 2987_ GRUBBS NISSAN

bT LOCATION OF THE VEHICLE (BUSINESS NAME, PHONE NUMBER, AND CONTACT PERSON)

?T CAN THE VEHICLE BE DRIVEN? IF NOT, WHY?_UNSAFE

?T THE DATE THE VEHICLE BECAME INOPERABLE (IF APPLICABLE)_08/04

bT WHETHER THE PART IS NEEDED DUE TO A WARRANTABLE FAILURE OR ACCIDENT.

_RECALL.

CRR-JW TRANSFERRING FILE TO RCAS PENDING FURTHER REVIEW. @08/15-ZJW936N

@08/15-ZJW936N

=====
RCAS-TM CALLED SERVICE MANAGER DAVID REILLY WHO ADVISED THAT C WANTS C'S VEH
BACK AND C WANTED TO RETURN THE RENTAL. SM ADVISED THAT IN C'S CASE THAT C
DOES NOT HAVE TO BRING THE VEH BACK AS THERE WAS ALOT OF BRAKE FLUID IN THE
BRAKE BOOSTER. SM IS NOT AT THE DLR AND ADVISED TO CALL DLR AND GET NEEDED
PART INFO FROM PARTS MANAGER ROD MCFARLAND. @08/15-ZTM853N
RCAS THANKED SM FOR INFO.

RCAS-TM CALLED DLR AND LEFT VMX FOR PARTS MANAGER ROD MCFARLAND TO CALL BACK
08/15/08 12:10 PM EST. @08/15-ZTM853N

=====
RCAS-TM CALLED DLR 08/15/08 2:22 PM EST AND LEFT VMX FOR PARTS MANAGER ROD
MCFARLAND TO CALL BACK. @08/15-ZTM853N

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=====
RCAS-TM CALLED DLR MULTIPLE TIME 08/18/08 STARTING AT 12:18 PM EST AND WAS NOT
ABLE TO GET PARTS AS RCAS KEPT GETTING PUT ON HOLD. @08/18-ZTM853N
RCAS-TM CALLED DLR AND SPOKE WITH ROD MCFARLAND 08/18/08 12:28 PM EST.
RCAS INQUIRED PART INFO SO THAT RCAS CAN LOOK INTO PART STATUS. PM ADVISED THA
T DLR GOT 2 PARTS IN TODAY AND DLR IS PUTTING ONE ASIDE FOR C. @08/18-ZTM853N
RCAS-TM THANKED PM FOR INFO. @08/18-ZTM853N
RCAS-TM CALLED C ON DAY NUMBER 08/18/08 12:32 PM EST AND SPOKE WITH C. RCAS
ADVISED C THAT PART HAS ARRIVED AT THE DLR TODAY. C THANKED RCAS FOR INFO.
RCAS-TM OFFERED ADDITIONAL ASSISTANCE C DECLINED. @08/18-ZTM853N
RCAS-TM CLOSING FILE. @08/18-ZTM853N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

FOLLOW-UP IS DUE ON OR BEFORE
DEALER, PART IS ON BACK ORDER, PLEASE PROVIDE THE PART NUMBER, CUSTOMER CARE
ORDER NUMBER AND THE ORDER DATE.

DEALER ACTION:

CONTACT(S):

SATISFIED: Y ACTION CODE: NT1A ROOT CAUSE: SCRR
CALLBACK: (Y/N) #: 0 DATE: 00 / 00 / 00 USERID:
REOPEN: CALLBACK #: 0 DATE: 00 / 00 / 00 USERID:
NEW INFO #: DATE: 00 / 00 / 00 USERID:
OTHER #: DATE: 00 / 00 / 00 USERID:
COMMENTS ONLY: #: 0 DATE: 00 / 00 / 00 USERID:
RESP DLR: 2987 EFFECTIVE: 08 / 15 / 08 CHANGED BY:
IIR-DATE: 00 / 00 / 00 TRANS DATE: 00 / 00 / 00 CHECK REQUESTED: NO
3RD PRY: PART#: CHECK ISSUED: NO
BYBACK ST: OPENED BY: ZJW936N
HISTORY: UPDATE BY: ZTM853N
SVC CALL#: UPDATE DATE: 08 / 18 / 08
CLOSE: Y (Y/N) CLOSE DATE: 08 / 18 / 08 MICROFILM: N
RESP CAA: MAYNE, TAMMY OLM: SMIT AGNES DOM:
PHONE: 0000041596 OWNER FIRST: LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 8/10/2011
TIME: 11:09:16 AM

NISSAN MOTOR CORPORATION IN U.S.A
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SC: ONE CONTRACT

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

VIN: 3N1AB61EX8L [REDACTED] Y
YR/MDL: 2008.0 SEN MILEAGE: 5600
IN SVC DATE: 05 / 06 / 08
VCAN: Y RTL DLR: 2965 PERUZZI NISSAN
PAID: 1 SVC DLR: 3094 CONICELLI NISSAN
SUSP: 0 RESP DLR: 3094 CONICELLI NISSAN
DENY: 0 REGION: 26 DIST: SL/SV/PT: 06 06 36

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

ORIG CODE: CT 11 OPEN DATE: 08 / 25 / 08 XFER/RSPNSBLTY: 26 06 S
CONTACT (S): FOLLOWUP DATE: 08 / 26 / 08 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 08 / 26 / 08 DATANET (Y/N): 08 / 26 / 08

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OC NISSAN DEALER ISSUES 223500 VEHICLE MAINTENANCE (NISSAN)
BF NSN DEALER SERVICE DEPT. WM SCHEDULING PROBLEM

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C. A. R. COMMENTS

FILE OPENED-ZMH605N 08/25/2008
PREVIOUS RELATED FILES FOUND: NONE. @08/25-ZMH605N
PREVIOUS UNRELATED FILES FOUND:A6197140,A6221369.
CRR-MH VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER,
AND RESPONSIBLE DEALER.
CRR-MH UPDATED OWNER DATABASE.
CRR-MH CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:
CLSD PM813 SENTRA BR-MSTR CYL NTB08-067 06/28/08 00/00/00 08/20/08 3094
CRR-MH ADVISED C THERE ARE NO OPEN RECALLS.
PREVIOUS NISSAN/INFINITI VEH:NONE
CRR-MH RECEIVED INBOUND CALL FROM C'S WIFE WHOM WILL BE REFERRED TO AS C.
C STATES THAT C WENT IN FOR THE RECALL AND HAD THE BRAKE MASTER CYLINDER FIXED
THERE WAS NO PROBLEM WHEN C WENT HOME BUT THEN THE BRAKE LIGHT CAME ON AND
THE RIGHT DRUM HAD NO FLUID, C WENT TO PURCHASE BRAKE FLUID AND AS THE FLUID
WAS BEING POURED IN THE FLUID STARTED SPILLING OUT THROUGH A LEAK ALL OVER THE
GROUND. ZMH605N @08/25-ZMH605N
C CALLED THE DLRSHIP AND SPOKE WITH GERMAIN AND C WAS TOLD THAT THERE WAS
NO WAY TO HELP ON THIS SHORT NOTICE AND THAT C WOULD HAVE TO MAKE AN APT WHEN
C CAME BACK FROM VACATION TO HAVE THE REPAIR DONE. @08/25-ZMH605N
C IS ON VACATION NOW WITH C'S OTHER VEH. @08/25-ZMH605N
C STATES THAT WHEN C COMES BACK FROM VACATION C'S HUSBAND HAS TO WORK.-ZMH605N
C STATES THAT C WOULD LIKE NNA TO HAVE SOMEONE GO AND PICK UP C'S VEH AND MAKE
AN APT AND BRING THE VEH TO THE DLRSHIP AS THE DLRSHIP ADVISED C TO CONTACT
NNA AND THAT NNA WOULD BE ABLE TO DO THIS FOR C. @08/25-ZMH605N
CRR-MH ADVISED C THAT NNA IS UNABLE TO DO THIS AS TO HAVE A TOW SERVICE PICK
UP THE VEH THE OWNER WOULD NEED TO BE THERE TO AUTHORIZE THE TOWING SERVICE
AND THE TOW SERVICE OR DLRSHIP WOULD NEED A KEY TO THE VEH TO BE ABLE TO OPEN
THE VEH AND HOOD TO LOOK AND DIAGNOSE THE CONCERN. @08/25-ZMH605N
CRR-MH ADVISED THAT ALTHOUGH NNA WILL BE UNABLE TO DO THIS CRR-MH CAN PUT THIS
THROUGH AS A DLRSHIP COMPLAINT FOR THE INCORRECT INFORMATION GIVEN.
C STATES THAT C WOULD LIKE TO DO THIS. @08/25-ZMH605N
CRR-MH OFFERED FURTHER ASSISTANCE TO C, C DECLINED.
CRR-MH GAVE NAME, EXTENSION, AND FILE NUMBER. @08/25-ZMH605N
CRR-MH TRANSFERRING FILE TO RCAS FOR DATANET ONLY. @08/25-ZMH605N
RCAS-KM IN REVIEW OF FILE 8/26/08.
RCAS-KM DATA NETTING FILE TO DLR.
RCAS-KM UPDATING TREAD ACT CODES.
RCAS-KM CLOSING FILE. @08/26-ZKM698N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NT3C	ROOT CAUSE: DR800
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 0	DATE: 00 / 00 / 00	USERID:
RESP DLR: 3094	EFFECTIVE: 08 / 25 / 08	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZMH605N	
HISTORY:	UPDATE BY: ZKM698N	
SVC CALL#:	UPDATE DATE: 08 / 27 / 08	
CLOSE: Y (Y/N)	CLOSE DATE: 08 / 26 / 08	MICROFILM: N
RESP CAA: MELLOH, KYM	OLM: ROYSTER KAREN	DOM: STALNAKER ROBERT
PHONE: 0000040000	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 8/10/2011
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----- CONSUMER AFFAIRS -----

CA6263669

SERVICE CONTRACTS SUMMARY

DATE: 8/10/2011
TIME: 11:09:16 AM
MODEL YEAR: 2008.0
MAKE:
MODEL LINE: SEN

NAME: [REDACTED]

VIN:

IN SCV DATE: 5/6/2008

SEO NO	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
12	RCND03712783	2965	PA	5/6/2008	5/6/2014	75,000		

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CURRENT SERVICE CONTRACT				PRIOR SERVICE CONTRACT			
CONTRACT:	[REDACTED]			CONTRACT:			
OWNER NAME:	[REDACTED]			OWNER NAME:			
PLAN TYPE:	C			PLAN TYPE:			
PLAN TERM:	D			PLAN TERM:			
DEDUCTABLE:	\$			DEDUCTABLE:			
EFFECTIVE:	05/06/08			EFFECTIVE:			
EXPIRES:	05/06/14	MILES:	75,000	EXPIRES:		MILES:	
CANCEL:		MILES:		CANCEL:		MILES:	
TRANSFER:				TRANSFER:			
TRANSACTION:	5/31/2008			TRANSACTION:			
PRINTED:	06/28/08			PRINTED:			
DEALER NO:	2965	STATE:	PA	DEALER NO:		STATE:	
DEALER NAME:	PERUZZI NISSAN			DEALER NAME:			

CONFIDENTIAL

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SC: ONE CONTRACT

NAME: [REDACTED]
STREET: [REDACTED]
CITY: HARLINGEN

VIN: 3N1AB61E38L [REDACTED] Y
YR/MDL: 2008.0 SEN MILEAGE: 4250
IN SVC DATE: 04 / 15 / 08
RTL DLR: 3754 CHARLIE CLARK NISSAN
SVC DLR: 3754 CHARLIE CLARK NISSAN
RESP DLR: 3754 CHARLIE CLARK NISSAN
REGION: 32 DIST: SL/SV/PT: 01 01 31

ST/ZIP: TX [REDACTED] VCAN: Y
DAY PH: [REDACTED] PAID: 10
EVE PH: [REDACTED] SUSP: 0
DLR PH: [REDACTED] DENY: 0

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

ORIG CODE: BT 11 OPEN DATE: 08 / 27 / 08 XFER/RSPNSBLTY: 32 01 S
CONTACT (S): FOLLOWUP DATE: 08 / 27 / 08 DATANET (Y/N): 0
SEVERITY: 3 CLOSE DATE: 11 / 17 / 08 DATANET (Y/N): 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	122000	MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD	BRAKES	WA	PREMATURE WEAR/FAILURE
OA	VEHICLE CONCERNS	122000	MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD	BRAKES	YX	POOR OR IMPROPER OPERATION
OA	VEHICLE CONCERNS	124500	REAR BRAKE LIGHTS
AD	BRAKES	YX	POOR OR IMPROPER OPERATION
OA	VEHICLE CONCERNS	146000	EXHAUST MANIFOLD (MANIFOLD/GASKET/STUD;
AH	EXHAUST SYSTEM	YX	POOR OR IMPROPER OPERATION
OA	VEHICLE CONCERNS	148000	OXYGEN SENSOR
AH	EXHAUST SYSTEM	YE	MULTIPLE REPAIR ATTEMPTS
OA	VEHICLE CONCERNS	148000	OXYGEN SENSOR
AH	EXHAUST SYSTEM	YX	POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZJJ572N 08/27/2008

PREVIOUS FILES: 6252125

OPEN RECALLS: NONE

CLSD PM813 SENTRA BR-MSTR CYL NTB08-067 06/28/08 00/00/00 08/19/08 3754

>>>NIS0847014 DRTS-JJ REC'D MRF FROM BBB ON 08/26/08 DATED SAME.

C SEEKS_REPURCHASE OR REPLACEMENT.

CCF STATES:_BRAKE LIGHT STAYS ON/BRAKE MASTER CYLINDER LEAKING, A/F SENSOR FAILURE (O2), O2 SENSOR FAILED-MANIFOLD/GASKET AND BEARING, AIR FUEL SENSOR, CHANGE OIL-MASTER CYLINDER, REAR O2 SENSOR FAILS CAUSING MULTIPLE PROBLEMS.

DOCS TO ARBS-JM.

-----@08/27-ZJJ572N

-DRTS-KW REV'D FILE - NEED ALL ROS. CONTRACT WITH MRF.

--

-DRTS-KW SPOKE TO SVC CASHIER AT 3754. TOOK DRTS-KW INFORMATION AND WILL FAX ROS.

@08/27-ZKW999N

--

-DRTS-KW CASHIER PHONED. MISSING ONE RO BUT IS LOOKING FOR IT. ADVISED CASHIER TO SEND THEM ALL TOGETHER ONCE THE OTHER RO IS FOUND. DRTS-KW WILL CONTACT CASHIER TOMORROW FOR FOLLOW UP

@08/28-ZKW999N

-DRTS-KW REC'D ROS. DOCS TO ARBS-JM

--

@08/28-ZKW999N

-DRTS-KW GOING THROUGH ROS, THERE WERE ONLY 3 REC'D, WAS ADVISED BY SVC CASHIER THAT THERE WERE 10 ROS. TRIED CALLING BACK BUT NO ANSWER. TO CALL BACK LATER.

@08/28-ZKW999N

-DRTS-KW SPOKE TO IRMA HEWITT IN SERVICE. THERE WERE COMPLICATIONS WITH THE FAX MACHINE, PREVENTING THE RETRIEVAL OF ALL ROS. SVC WILL TRY AGAIN. DRTS-KW ADVISED THAT IF NOTHING IS RECD TODAY A FOLLOW UP CALL WILL BE MADE TOMORROW.

@08/28-ZKW999N

-DRTS-KW REC'D SECOND PART OF ROS TOTALING COUNT TO 7. 3 ROS LEFT. WILL WAIT TO SEE IF AN ADDITIONAL FAX IS SENT. DOCS TO ARBS-JM

@08/28-ZKW999N

-DRTS-KW SPOKE TO SVC CASHIER RE: MISSING ROS. WILL SPEAK TO IRMA IN SVC LATER AND HAVE THEM FAXED OVER.

@08/29-ZKW999N

-DRTS-KW REC'D FINAL RO. DOCS TO ARBS-JM

--

@08/29-ZKW999N

-DRTS-KW REC'D 11TH RO. DOCS TO ARBS-JM

--

@08/29-ZKW999N

-DRTS-KW PREPARED REPAIR HISTORY SUMMARY REPORT. DOCS TO ARBS-JM

--

@08/29-ZKW999N

-DRTS-KW REC'D C DEMAND LETTER ON 09/02/08 DATED NOT LISTED. LETTER STATES: C WOULD LIKE PROBLEM CORRECTED WITHIN 30 DAYS OF LETTER. C BEGAN HAVING PROBLEMS WITH SERVICE ENGINE LIGHT DUE TO A FAULTY SENSOR. IF REPAIRS COULD BE COMPLETED, C SEEKS REPURCHASE. DOCS TO ARBS-JM

@09/02-ZKW999N

--

-DRTS-KW REV'D FILE. PREVIOUSLY WORKED. EMAIL TO ARBS-JM ASKING THAT DRTS-KW BE ADVISED IF ADD'L DOCS ARE NEEDED.

@09/02-ZKW999N

--

-DRTS-KW TO WAIT FOR REQUEST TO RETRIEVE ADD'L DOCS.

@09/03-ZKW999N

--

ARBS OFFERED DTS INSPECTION TO REPAIR ANY CURRENT WARRANTASBLE ISSUES PLUS A

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RENTAL LESS FUEL AND INSURANCE.

@09/09-ZJM254N

>>>NIS0847014 DRTS-JJ REC'D SETTLEMENT FROM BBB ON 09/12/08 DATED 09/12/08.
SETTLEMENT STATES: NNA WILL INSPECT C'S VEH AT AN AUTHORIZED NNA DLRSHIP.
A "FINAL REPAIR" WILL BE PERFORMED PER THE TERMS OF THE TEXAS LEMON LAW.
WARRANTABLE NON-CONFORMITIES VERIFIED DURING INSPECTION WILL BE REPAIRED UNDER
THE DIRECTION OF A NNA DTS. @09/15-ZJJ572N
NNA WILL PROVIDE C WITH A RENTAL VEH FOR THE DURATION OF THE INSPECTION AND
POSSIBLE REPAIRS.
C WILL BE RESPONSIBLE FOR INSURANCE AND GAS ON THE RENTAL VEH.
DOCS TO ARBS-JM.

-----@09/15-ZJJ572N
ARBS JM REQ'D DTS INSPECTION. @09/24-ZJM254N
ARBS RECVD DATE FOR 10/21 AT CHARLIE CLARK NSN. @09/30-ZJM254N
ARBS CONTACTED C AT DAY# AND IT WAS A FAX NUMBER.
ARBS CONTACTED C AT EVE# AND LEFT VMX ADVISING OF INSPECTION DATE AND TO CALL
BACK TO CONFIRM. @09/30-ZJM254N
ARBS RECVD VMX FROM CS WIFE CONFIRMING INSPECTION.
ARBS CONFIRMED WITH DTS RN @10/03-ZJM254N
ARBS CONTACTED SM-CHRIS AND ADVISED OF INSPECTION AND TO PROVIDE C WITH RENTAL
@10/03-ZJM254N

@10/03-ZJM254N
ARBS RECVD CALL FROM DTS STATING THAT INSPECTION WAS DONE ON THE VEH, DTS
STATES ALL ISSUES ARE RELATED. DTS STATES THAT WHEN BRAKE MASTER CYLINDER WAS
FIRST FOUND TO BE LEAKING DLR REPLACED PART. A CAMPAIGN WAS LATER RELEASED FOR
THE CYLINDER ISSUE AND DLR INSTALLED COUNTERMEASURE PART AND ISSUE WAS
RESOLVED. SO THERE WAS NO CURRENT CONCERN WITH CYLINDER. DTS STATES THE ISSUE
WITH THE CHECK ENGINE LIGHT STARTED WHEN DLR FIRST REPAIRED THE CYLINDER
BECAUSE DLR INEVERTENTLY SHORTED THE HARNESS TO GROUND BECAUSE THE HARNESS
BEHIND THE BRAKE BOOSTER WAS PINCHED WITH CAUSED IT TO SHORT. DTS ADVISED DLR
REPAIR IS NOT WARRANTY AND DLR MUST PERFORM REPAIR. @10/22-ZJM254N
ARBS CLOSING FILE,VEHS IS REPAIRED @11/17-ZJM254N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

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CONTACT(S):

SATISFIED: Y	ACTION CODE: RP9H	ROOT CAUSE: SNMV
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 0	DATE: 00 / 00 / 00	USERID:
RESP DLR: 3754	EFFECTIVE: 08 / 27 / 08	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY: AL	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZJJ572N	
HISTORY:	UPDATE BY: ZJM254N	
SVC CALL#:	UPDATE DATE: 11 / 17 / 08	
CLOSE: Y (Y/N)	CLOSE DATE: 11 / 17 / 08	MICROFILM: N
RESP CAA: MATTISON, JUDY	OLM: SMIT AGNES	DOM:
PHONE: 6157257339	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

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

CA6266467

SERVICE CONTRACTS SUMMARY

DATE: 8/10/2011
TIME: 11:09:16 AM
MODEL YEAR: 2008.0
MAKE:
MODEL LINE: SEN

NAME: [REDACTED] VIN:
IN SCV DATE: 4/15/2008

SEO NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
13	[REDACTED]	3754 TX	4/15/2008	4/15/2013	60,000		

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CURRENT SERVICE CONTRACT		PRIOR SERVICE CONTRACT	
CONTRACT:	[REDACTED]	CONTRACT:	
OWNER NAME:	[REDACTED]	OWNER NAME:	
PLAN TYPE:	C	PLAN TYPE:	
PLAN TERM:	B	PLAN TERM:	
DEDUCTABLE:	\$	DEDUCTABLE:	
EFFECTIVE:	04/15/08	EFFECTIVE:	
EXPIRES:	04/15/13 MILES: 60,000	EXPIRES:	MILES:
CANCEL:	MILES:	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION:	4/29/2008	TRANSACTION:	
PRINTED:	05/03/08	PRINTED:	
DEALER NO:	3754 STATE: TX	DEALER NO:	STATE:
DEALER NAME:	CHARLIE CLARK NISSAN	DEALER NAME:	

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DATE: 8/10/2011
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SC: NONE

NAME: [REDACTED] VIN: 3N1AB61E98L [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2008.0 SEN MILEAGE: 2559
CITY: TALLAHASSEE IN SVC DATE: 06 / 13 / 08
ST/ZIP: FL [REDACTED] VCAN: N RTL DLR: 3839 KRAFT NISSAN
DAY PH: [REDACTED] PAID: 4 SVC DLR: 3839 KRAFT NISSAN
EVE PH: 999 999 9999 SUSP: 0 RESP DLR: 3839 KRAFT NISSAN
DLR PH: [REDACTED] DENY: 0 REGION: 34 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) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 3839 KRAFT NISSAN
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: DT 11 OPEN DATE: 09 / 04 / 08 XFER/RSPNSBLTY: 34 05 S
CONTACT (S): FOLLOWUP DATE: 09 / 12 / 08 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 09 / 12 / 08 DATANET (Y/N): 09 / 05 / 08

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 119000 BRAKE BOOSTER
AD BRAKES YX POOR OR IMPROPER OPERATION
OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD BRAKES YX POOR OR IMPROPER OPERATION

CONFIDENTIAL

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C. A. R. COMMENTS

FILE OPENED-ZMJ631N 09/04/2008

*****INFIELD FILE*****

RCAS-MJ RECEIVED CALL FROM SM-HYRAM LONDON IN REGARDS TO C VEH.
SM-HYRAM LONDON STATED C BROUGHT VEH TO DLR ON 8/28/08 FOR MAINTENANCE SERVICE BEFORE C MOVED TO VIRGINIA.

SM-HYRAM LONDON STATED DLR CHECKED MASTER CYLINDER FOR LEAKS AND WAS LEAKING INTO BRAKE BOOSTER. SM-HYRAM LONDON STATED ON 9/02/08 C CAME TO DLR AND STATED C WAS MOVING ON 9/03/08 AND NEEDED VEH FOR MOVE. SM-HYRAM LONDON STATED DLR WAS NOT SURE WHEN PART WOULD COME IN AND WOULD NOT GUARANTEE C VEH WOULD BE REPAIRED PRIOR TO 9/03/08.

SM-HYRAM LONDON STATED DPSM-AM WAS CONTACTED AND DID NOT RETURN CALL OR TEXT MESSAGE. SM-HYRAM LONDON STATED DLR CALLED VP OF PARTS AND SERVICE DAVID MCKAY AND PART WAS FOUND THAT COULD BE DELIVERED TO DLRSHIP ON 9/03/08.

SM-HYRAM LONDON STATED C WAS CONTACTED AND TOLD PART WOULD BE IN ON 9/03/08 AND C FOUND ISSUE UNACCEPTABLE. SM-HYRAM LONDON STATED C TOLD DLR C WOULD @09/04-ZMJ631N

OPERATE VEH UP TO VIRGINIA WHERE C WAS MOVING AND DLR OR NNA WOULD HAVE TO TOW C VEH TO VIRGINIA. SM-HYRAM LONDON STATED NNA WOULD NOT AUTHORIZE TOWING OF VEH TO VIRGINIA AND NNA WOULD STOP PAYMENT ON RENTAL VEH ONCE C VEH WAS REPAIRED. SM-HYRAM LONDON STATED C VEH WAS REPAIRED BY 9:00 A.M. ON 9/03/08.

RCAS-MJ INQUIRED IF SM-HYRAM LONDON NEEDED FURTHER ASSISTANCE AND DECLINED. SM-HYRAM LONDON THANKED RCAS-MJ AND ENDED CALL. @09/04-ZMJ631N

RCAS-MJ CLOSING FILE - NO FURTHER ACTION NEEDED. @09/12-ZMJ631N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE
DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE CUSTOMER.
FOR YOUR REVIEW. RCAS-MIKE JACKSON

DEALER ACTION:

CONFIDENTIAL

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TIME: 11:09:16 AM

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CA6273835N

CONTACT(S):

SATISFIED: Y	ACTION CODE: DT1A	ROOT CAUSE: SCAV	SCCE
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:	
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:	
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:	
OTHER #: 0	DATE: 00 / 00 / 00	USERID:	
COMMENTS ONLY: #: 0	DATE: 00 / 00 / 00	USERID:	
RESP DLR: 3839	EFFECTIVE: 09 / 04 / 08	CHANGED BY:	
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED:	NO
3RD PRY:	PART#:	CHECK ISSUED:	NO
BYBACK ST:	OPENED BY: ZMJ631N		
HISTORY:	UPDATE BY: ZMJ631N		
SVC CALL#:	UPDATE DATE: 09 / 12 / 08		
CLOSE: Y (Y/N)	CLOSE DATE: 09 / 12 / 08	MICROFILM: N	
RESP CAA: JACKSON, MICHAEL	OLM: ROYSTER KAREN	DOM:	
PHONE: 0000000000	OWNER FIRST:	LANGUAGE: E ENGLISH	

CONFIDENTIAL

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SC: NONE

NAME: [REDACTED] VIN: 3N1AB61E87L [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2007.0 SEN MILEAGE: 15000
CITY: LONGMONT IN SVC DATE: 01 / 23 / 07
ST/ZIP: CO [REDACTED] VCAN: N RTL DLR: 3748 BOULDER NISSAN
DAY PH: [REDACTED] PAID: 1 SVC DLR: 5082 VALLEY NISSAN, LLC
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 5082 VALLEY NISSAN, LLC
DLR PH: [REDACTED] DENY: 0 REGION: 32 DIST: SL/SV/PT: 11 11 41

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 3748 BOULDER NISSAN
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 09 / 05 / 08 XFER/RSPNSBLTY: 32 11 S
CONTACT (S): FOLLOWUP DATE: 09 / 05 / 08 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 09 / 05 / 08 DATANET (Y/N): 09 / 08 / 08

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD BRAKES VF NON-WARRANTY ITEM GOODWILL ASSISTANCE I
OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD BRAKES YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZJI411N 09/05/2008
PREVIOUS UNRELATED FILES:_NONE
PREVIOUS RELATED FILES: NONE
CRR-JI VERIFIED C'S NAME, ADDRESS, VIN, DAY AND EVENING PHONE NUMBER AND RESPONSIBLE DLR
CRR-JI CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:_ONE OPEN
OPEN PM813 SENTRA BR-MSTR CYL NTB08-067 06/28/08 00/00/00 00/00/00
C STATES C IS AWARE OF THE OPEN RECALL AND HAD THE RECALL PERFORMED.
CRR-JI ADVISED C OF NO OTHER OPEN RECALLS.
PREVIOUS NISSAN/INFINITI VEH'S: NONE
CRR-JI RECEIVED A CALL FROM C.
C STATES THE OTHER DAY C'S WIFE WAS DRIVING THE VEH.
C STATES THE BRAKE CHECK LIGHT CAME ON.
C STATES C BROUGHT C'S VEH TO THE NISSAN DLR.
C STATES THE DLR ADVISED C THAT THE PROBLEM IS WITH THE BRAKE MASTER CYLINDER @09/05-ZJI411N
AND THE BRAKE FLUID HAS LEAKED OUT.
C STATES THE DLR ADVISED C THAT NISSAN HAS BEEN HAVING PROBLEMS WITH THIS CONCERN AND IS SURPRISED C HAS NOT RECEIVED A RECALL LETTER YET.@09/05-ZJI411N
CRR-JI ADVISED C THAT NISSAN IS STILL IN THE PROCESS OF MAILING OUT LETTERS TO C'S.
C STATES C IS UPSET BY THE LACK OF CARING ON NISSAN'S PART.
C STATES WHAT WOULD HAVE HAPPENED IF C'S WIFE WAS KILLED.
C STATES THE BRAKE FLUID WAS ALMOST EMPTY.
C STATES THERE WOULD HAVE BEEN A LAWSUIT.
C STATES C WOULD LIKE A LETTER OF APOLOGY OF NISSAN AND SOME FORM OF COMPENSATION FOR FUTURE NISSAN.
CRR-JI INFORMED C THAT CRR-JI IS GOING TO TRANSFER THE FILE TO RCAS AND RCAS WILL BE IN CONTACT WITH C BY THE END OF BUSINESS DAY TOMORROW.
CRR-JI INQUIRED THE BEST TIME FOR RCAS TO CONTACT C.
C STATES ANYTIME.
CRR-JI ASKED C IF C NEEDS ANYMORE ASSISTANCE. C IS SATISFIED.
CRR-JI GAVE C NAME, FILE NUMBER AND EXTENSION.
CRR-JI TRANSFERRING FILE TO RCAS. @09/05-ZJI411N
***** @09/05-ZSR768N
RCAS-SR PLACED CALL TO 5082_ VALLEY NISSAN, LLC 09/05/08 5:54PM EST
RCAS-SR SPOKE WITH SM MIKE O'LAYO @09/05-ZSR768N
RCAS-SR INQUIRED ABOUT C;S CONCERN @09/05-ZSR768N
SM STATES THAT C WAS UPSET THAT C DID NOT RECIEVE THE RECALL LETTER
SM STATES THAT THE CYLINDER HAS ALREADY BEEN REPLACED AND THE VEH PICKED UP
RCAS-SR UNDERSTOOD @09/05-ZSR768N
***** @09/05-ZSR768N
RCAS-SR PLACED CALL TO C ON DAYTIME PHONE 09/05/08 5:59PM EST @09/05-ZSR768N
RCAS-SR SPOKE WITH C @09/05-ZSR768N
C STATES THAT C IS DISSATISFIED WITH THE FACT THAT C DID NOT RECIEVE A RECALL LETTER @09/05-ZSR768N
C STATES THAT HAD C NOT TAKEN C'S OWN RESPONCIBILITY AND NOTICE THAT THE BREAK LIGHT WAS ON AND BROUGHT TO DLR , C FEELS THAT C MAY HAVE DIED OR C'S WIFE
C STATES THAT IM SORRY YOU DID NOT RECEIVE YOUR LETTER YET IS NOT GOOD ENOUGH
C STATES THAT C FEELS THAT C SHOULD GET SOME COMPENSATION @09/05-ZSR768N
C STATES THAT C WOULD LIKE MAINTNANCE FOR LIFE OR FREE SERVICES FOR LIFE
C STATES THAT C THINKS THAT THIS WOULD BE FAIR TO TIDE C OVER THIS EXPERIENCE @09/05-ZSR768N

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RCAS-SR APOLOGIZED FOR SITUATION @09/05-ZSR768N
RCAS-SR ADVISED THAT RCAS WAS NOT IN A POSITION TO OFFER THESE ITEMS
RCAS-SR ADVISED THAT RCAS CAN ONLY OFF WHAT IF INCLUDED WITH C'S WARRANTY AND
COMPENSATION IS NOT INCLUDED IN WARRANTY @09/05-ZSR768N
RCAS-SR ADVISED THAT NNA IS TAKING RESPONCIBILITY TO ENSURE THAT ALL OWNERS
EXPERIENCING THIS ISSUE WILL BE NOTIFIED PROMPTLY AND LETTER ARE CURRENTLY
BEING MIALED OUT @09/05-ZSR768N
C STATES THAT THIS IS NOT GOOD ENOUGH AND WILL SEEK OTHER ROUTS OF RESOLUTION
C ENDED CALL @09/05-ZSR768N
RCAS-SR CLOSING FILE @09/05-ZSR768N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

CONTACT(S):
SATISFIED: Y ACTION CODE: NT8G ROOT CAUSE: SCDS
CALLBACK: (Y/N) #: 0 DATE: 00 / 00 / 00 USERID:
REOPEN: CALLBACK #: 0 DATE: 00 / 00 / 00 USERID:
NEW INFO #: DATE: 00 / 00 / 00 USERID:
OTHER #: DATE: 00 / 00 / 00 USERID:
COMMENTS ONLY: #: 0 DATE: 00 / 00 / 00 USERID:
RESP DLR: 5082 EFFECTIVE: 09 / 05 / 08 CHANGED BY:
IIR-DATE: 00 / 00 / 00 TRANS DATE: 00 / 00 / 00 CHECK REQUESTED: NO
3RD PRY: PART#: CHECK ISSUED: NO
BYBACK ST: OPENED BY: ZJI411N
HISTORY: UPDATE BY: ZSR768N
SVC CALL#: UPDATE DATE: 04 / 17 / 09
CLOSE: Y (Y/N) CLOSE DATE: 09 / 05 / 08 MICROFILM: N
RESP CAA: ROBERTSON, SHANNON CAOM: SILVER, STEVE CAOM: SILVER, STEVE
PHONE: 0000000000 OWNER FIRST: LANGUAGE: E ENGLISH

CONFIDENTIAL

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: VALLEY STREAM
ST/ZIP: NY [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN: N
PAID: 1
SUSP: 0
DENY: 0

VIN: 3N1AB61E37L [REDACTED] Y
YR/MDL: 2007.0 SEN MILEAGE: 22579
IN SVC DATE: 05 / 31 / 07
RTL DLR: 07105 GREGORIS MTRS INC
SVC DLR: 07105 GREGORIS MTRS INC
RESP DLR: 07105 GREGORIS MTRS INC
REGION: 26 DIST: SL/SV/PT: 03 03 33

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

ORIG CODE: BT 11 OPEN DATE: 09 / 23 / 08 XFER/RSPNSBLTY: 26 03 S
CONTACT (S): FOLLOWUP DATE: 09 / 23 / 08 DATANET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 10 / 13 / 08 DATANET (Y/N): 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 121500 GEN. BRAKE COMPONENT(S)
AD BRAKES ZM EXCESSIVE NOISE
OA VEHICLE CONCERNS 124500 REAR BRAKE LIGHTS
AD BRAKES YX POOR OR IMPROPER OPERATION

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CA6294776N

C. A. R. COMMENTS

FILE OPENED-ZJJ572N 09/23/2008
PREVIOUS FILES: 6280813, 6287983
OPEN RECALLS: NONE
CLSD PM813 SENTRA BR-MSTR CYL NTB08-067 06/28/08 00/00/00 09/19/08 07105
>>>NIS0849473 DRTS-JJ REC'D CCF FROM BBB ON 09/23/08 DATED SAME.
C SEEKS_REFUND ON MAINTENANCE AND REPLACE PADS AND BRAKES.
CCF STATES: BRAKE PADS WORN-BRAKES SQUEAKING, BRAKE LIGHT.
DOCS TO ARBS-EY.

-----@09/23-ZJJ572N

DRTSP-JM REVIEWING FILE
C REQUESTING REFUND FOR SERVICES
DRSTP-JM CALLING DEALER SERVICE AT 516-872-9755, SPOKE WITH PETER
SA-P STATES C WAS IN THE SHOP ON 9/17, C COMPLAINING ABOUT BRAKE LIGHT,
DEALER PERFORMED BRAKE MASTER CYLNDER RECALL @10/13-ZJM100N
C WAS IN THE SHOP IN MAY FOR MAJOR SERVICE, BRAKES AND FLUIDS @10/13-ZJM100N
C PAID ABOUT \$200 @10/13-ZJM100N
DRTSP-JM REVEIING PREVIOUS FILES, C UNSATISFIED WITH DEALERSHIP TREATMENT, NO
T DUE TO NISSAN MANUFACTURING OR WARRANTY @10/13-ZJM100N
DRTSP-JM CLOSING FILE @10/13-ZJM100N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y ACTION CODE: NT3C ROOT CAUSE: SNPP
CALLBACK: (Y/N) #: 0 DATE: 00 / 00 / 00 USERID:
REOPEN: CALLBACK #: 0 DATE: 00 / 00 / 00 USERID:
NEW INFO #: DATE: 00 / 00 / 00 USERID:
OTHER #: DATE: 00 / 00 / 00 USERID:
COMMENTS ONLY: #: 0 DATE: 00 / 00 / 00 USERID:
RESP DLR: 07105 EFFECTIVE: 09 / 23 / 08 CHANGED BY:
IIR-DATE: 00 / 00 / 00 TRANS DATE: 00 / 00 / 00 CHECK REQUESTED: NO
3RD PRY: AL PART#: CHECK ISSUED: NO
BYBACK ST: OPENED BY: ZJJ572N
HISTORY: UPDATE BY: ZJM100N
SVC CALL#: UPDATE DATE: 10 / 13 / 08
CLOSE: Y (Y/N) CLOSE DATE: 10 / 13 / 08 MICROFILM: N
RESP CAA: YEATER, ERIC OLM: ROYSTER KAREN DOM: RHODES CURTIS R
PHONE: 6157257258 OWNER FIRST: LANGUAGE: E ENGLISH

CONFIDENTIAL

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SC: ONE CONTRACT

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

VIN: 3N1CB61E47L [REDACTED] Y
YR/MDL: 2007.0 SEN MILEAGE: 9000
IN SVC DATE: 09 / 19 / 07
VCAN: Y RTL DLR: 3423 MIKE SHAD NISSAN/JACKSONV
PAID: 13 SVC DLR: 3423 MIKE SHAD NISSAN/JACKSONV
SUSP: 0 RESP DLR: 3423 MIKE SHAD NISSAN/JACKSONV
DENY: 0 REGION: 34 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) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 3423 MIKE SHAD NISSAN
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 09 / 24 / 08 XFER/RSPNSBLTY: 34 05 S
CONTACT (S): FOLLOWUP DATE: 11 / 24 / 08 DATANET (Y/N): 1
SEVERITY: 3 CLOSE DATE: 11 / 25 / 08 DATANET (Y/N): 09 / 26 / 08

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 121500 GEN. BRAKE COMPONENT(S)
AD BRAKES YX POOR OR IMPROPER OPERATION
OA VEHICLE CONCERNS 121500 GEN. BRAKE COMPONENT(S)
AD BRAKES ZO FINANCIAL ASSISTANCE REQUEST (CAMPAIGN,
OA VEHICLE CONCERNS 244000 GEN. STEERING COMPONENT(S)
BM STEERING YX POOR OR IMPROPER OPERATION
OA VEHICLE CONCERNS 244000 GEN. STEERING COMPONENT(S)
BM STEERING ZO FINANCIAL ASSISTANCE REQUEST (CAMPAIGN,

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C. A. R. COMMENTS

FILE OPENED-ZMM792N 09/24/2008

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

CRR-MM CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE

CRR-MM ADVISED C OF RECALL STATUS.

PREVIOUS NISSAN/INFINITI VEHICLE(S): NONE

CRR-MM RECEIVED CALL FROM C.

C STATED THAT C VISITED C'S WIFE AT THE HOSPITAL AND C WAS APPROACHING A CURVE IN THE PARKING LOT AND C WAS GOING ABOUT 6 MILES, C STATED THAT C STEPPED ON THE BRAKES BUT THE BRAKES DID NOT WORK AND C HIT THE CURVE AND THE WALL.

C STATED THAT C TOOK THE VEH TO A NISSAN DLRSHIP AND FIXED THE VEH AND C WAS ADVISED BY THE SERVICE MANAGER THAT THE VEH HAS A RECALL FOR THE BRAKES MASTER CYLINDER AFTER THE VEH WAS FIXED.

C STATED THAT VEH DAMAGE ARE WHEEL BEARINGS, TIRE ROD, WHEEL AND AXLES ON THE RIGHT FRONT SIDE CAUSED BY THE RECALL AND C WANTS TO KNOW IF NISSAN WILL COVER THE REPAIRS DUE TO A RECALL.

CRR-MM ADVISED C THAT THE VEH HAD A RECALL FOR THE MASTER CYLINDER AND CRR-MM ADVISED C THAT C'S CONCERN WILL BE TRANSFERRED TO THE NEXT LEVEL TEAM FOR FURTHER ASSISTANCE AS C REQUESTED.

C AGREED.

C THANKED CRR-MM FOR ASSISTANCE, C SATISFIED.

CRR-MM OFFERED FURTHER ASSISTANCE, C DECLINED.

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

CRR-MM TRANSFERRING CALL TO C GROUP.

C HUNG UP WHILE ON HOLD FOR TRANSFER.

CRR-MM CLOSING FILE PENDING FOR C CALL BACK.

@09/24-ZMM792N

CRR-RA RECIEVED CALL FROM C.

@09/24-ZRA790N

C STATES THAT C HAD AN ACCIDENT BEFORE THE RECALL CAMPAIGN WAS PERFORMED.

C STATES THAT C HAS ROADSIDE ASSISTANCE. C STATED THAT WHEN C BROUGHT THE VEH TO THE DLR THAT IS THE ONLY TIME C WAS INFORMED THAT THERE WAS A RECALL ON THE BREAK SYSTEM OF THE VEH. C STATES THAT THE ACCIDENT ALREADY HAPPENED AND THE VEH HAS DAMAGES WITH THE STEERING SYSTEM AS WELL. C STATES THAT C WAS

CHERGED FOR \$1400.00 FOR CAR RENTAL AND DIAGNOSIS. C STATES THAT C SHOULD NOT BE CHARGED BECAUSE THE ACCIDENT WAS BECAUSE OF THE RECALL. @09/24-ZRA790N

CRR-RA APOLOGIZE AND INFORM C THAT CALL WILL BE TRANSFERRED TO A NEXT LEVEL REP FOR FURTHER ASSISTANCE.

@09/24-ZRA790N

C THANKED CRR-RA FOR ASSISTANCE.

CRR-RA OFFERED FURTHER ASSISTANCE, C DECLINED

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

CRR-RA TRANSFERRING CALL TO C GROUP.

@09/24-ZRA790N

CRR-RA LEAVING FILE OPEN.

@09/24-ZRA790N

>>

CRR-DP RECEIVED INBOUND CALL FROM A/B GROUP.

CRR-DP VERIFIED C'S NAME.

@09/24-ZDP019N

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

CLSD PM813 SENTRA BR-MSTR CYL NTB08-067

CRR-DP INFORMED C OF ANY OPEN RECALLS/CAMPAIGNS/UPGRADES.

C STATES IN JULY WHEN C WENT TO TRY TO MAKE A LEFT HAND TURN INTO THE PARKING LOT AND WHEN C HIT ON C'S BRAKES THE VEH WENT RIGHT INTO THE WALL.

C STATES HAD TO TOW C'S VEH TO THE DLRSHIP FOR A DIAGNOSIS AND WAS

INFORMED THERE WAS NOTHING WRONG WITH THE VEH AND NOTHING WRONG WITH C'S BRAKE

CRR-DP ASKED IF C IS BLAMING NNA FOR THE ACCIDENT?

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C STATES YES AND THE BRAKES MALFUNCTION CAUSE C FOR DRIVING INTO THE WALL.
CRR-DP UNDERSTOOD AND WOULD HAVE TO DO AN ACCIDENT FILE FOR C.
C UNDERSTOOD.

CRR-DP NOTING SOP 7.13.A ACCIDENT.

P-1) VIN (VEHICLE IDENTIFICATION NUMBER): C STATES 3N1CB61E47L 695166

P-2) DRIVER'S NAME, ADDRESS, DAY AND EVENING TELEPHONE NUMBERS, DATE OF BIRTH:

C STATES [REDACTED] JACKSONVILLE, FL [REDACTED],

DAY PHONE NUMBER: [REDACTED], DATE OF BIRTH [REDACTED]

P-3) OWNER'S NAME, ADDRESS, DAY AND EVENING TELEPHONE NUMBERS, DATE OF BIRTH:

C STATES [REDACTED] JACKSONVILLE, FL [REDACTED]

DAY PHONE NUMBER: [REDACTED], DATE OF BIRTH [REDACTED]

P-4) MILEAGE ON VEHICLE AT TIME OF INCIDENT: C STATES 8937 MILEAGE

P-5) CURRENT MILEAGE, IF DIFFERENT FROM MILEAGE AT TIME OF INCIDENT. (IF NOT AVAILABLE, MILEAGE FROM MOST RECENT REPAIR ORDER): C STATES 8937 MILEAGE.

P-6) WAS VEHICLE PURCHASED NEW OR USED? C STATES NEW.

P-7) DATE AND TIME OF INCIDENT. C STATES JULY 11 2008.

P-8) DETAILED DESCRIPTION OF LOCATION OF INCIDENT (PLEASE BE AS PRECISE AS POSSIBLE):

C STATES IN A HOSPITAL PARKING GARAGE, 800 PRUDENTIAL DR JACKSONVILLE FL, ZIP 32207.

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

THE WEATHER WAS A DRY SUNNY DAY. @09/24-ZDP019N

P-10) DETAILED DESCRIPTION OF THE INCIDENT. (BE AS SPECIFIC AS POSSIBLE, INCLUDING PARTS OF VEHICLE AFFECTED).

C STATES HAD TO DRIVE UP TO THE NEXT LEVEL OF THE HOSPITAL PARKING LOT.

C STATES HAD TO MAKE A LEFT TURN AND WHEN C WAS TAPPING C'S BRAKES A LITTLE THE VEH KEPT ON GOING AND DID NOT STOP

C STATES THE VEH WAS IN A TURNING POSITION AND WHEN C WAS PRESSING THE

BRAKES THE BRAKES KEPT ON GOING AND C'S STEERING WAS 190 DEGREES.

C STATES END UP HITTING THE CURB ON THE RIGHT SIDE AND THE RIGHT FRONT PASSENGER TIRE WENT UP THE CURB.

C STATES THE WHEN THE VEH WAS UP THE CURB IT HAS CAUSED DAMANGE TO THE TIRE, RIM, WHEEL BEARING, TIRE ROD.

P-11) ESTIMATED SPEED OF VEHICLE AT TIME OF INCIDENT: C STATES 6-7 MPH

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

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

P-14) WAS A SEATBELT AND/OR OTHER RESTRAINT DEVICE USED BY ALL VEHICLE OCCUPANTS AT THE TIME OF THE INCIDENT? C STATES YES.

P-15) WAS ANYONE INJURED? C STATES NO.

P-16) HAS THE VEHICLE OWNER CONTACTED THEIR INSURANCE COMPANY? C STATES YES.

P-17) WERE ANY OTHER VEHICLES INVOLVED IN THE INCIDENT? C STATES NO.

P-18) WAS ANY PROPERTY OTHER THAN THE CUSTOMER'S VEHICLE DAMAGED? C STATES NO

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

C STATES WOULD LIKE NNA TO COVER THE DAMAGE THAT WAS OCCURRED FROM THE DEFECT ON THE BRAKES.

C STATES WHEN C SPOKE WITH SA-CHRIS, INSURANCE-TIM BROWN, GM-BRIAN

C STATES WAS INFORMED BY THE DLRSHF TO CALL NNA-CA DIRECTLY.

C STATES WOULD LIKE NNA TO PAY FOR THE DIAGNOSTIC FEE, RENTAL, AND DAMAGES ON

C STATES THE DAMAGE WAS APPROX \$1787.67.

CRR-DP STATES SINCE C IS REQUESTING FOR ASSISTANCE CRR-DP ADVISED C A

FOLLOW-UP AGENT WILL CONTACT YOU BY THE END OF THE NEXT BUSINESS DAY.

C THANKED CRR-DP FOR ASSISTANCE, C SATISFIED. @09/24-ZDP019N

CRR-DP OFFERED FOR ADDITIONAL ASSISTANCE.

C DECLINED.

CRR-DP PROVIDE NAME, EXTENSION AND FILE NUMBER.

CRR-DP SENDING EMAIL TO RCAS ON 09/24/08 AT 5:43PM EST. @09/24-ZDP019N

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** @09/25-ZMW999N
RCAS-MW ASSISTING RCAS-HM, 09/25.

** @09/25-ZMW999N
RCAS-MW CONTACTED C AT DAY/EVENING NUMBER, 09/25, 3:32PM EST. RCAS-MW

INQUIRED IF C HAD TIME TO ANSWER FURTHER QUESTIONS ABOUT INCIDENT. C STATED
YES. RCAS-MW CONTINUING INCIDENT PROBE: @09/25-ZMW999N

P-21) VEHICLE LICENSE NUMBER: U006ZT
P-22) THE STATE IN WHICH THE VEHICLE IS REGISTERED: C STATES FLORIDA
P-23) SPECIAL EQUIPMENT OR ACCESSORIES: C STATES NO @09/25-ZMW999N

*
*
P-24) RECALL CAMPAIGNS OR SERVICE CAMPAIGNS LISTED ON ZCA1 VEHICLE INFORMATION
SCREEN: @09/25-ZMW999N

CLSD PM813 SENTRA BR-MSTR CYL NTB08-067 06/28/08 00/00/00 09/12/08 3423
P-25) [CONTINUATION OF ITEM P-6 IN INITIAL PROBE]: IF VEHICLE WAS PURCHASED
USED, WHAT ARE THE DATE AND PLACE OF PURCHASE? C STATES NEW.

P-26) IF ANOTHER VEHICLE WAS INVOLVED, WHAT WAS THE SPEED OF THAT VEHICLE? C
STATES N/A.

P-27) NAME, ADDRESS, AND TELEPHONE NUMBER OF ANY WITNESSES/PASSENGERS IN THE
VEHICLE. C STATES N/A.

P-28) NAME, ADDRESS, AND TELEPHONE NUMBER OF THE CURRENT LOCATION OF THE
VEHICLE. C STATES MIKE SHAD NISSAN (DLR 3423). C STATES DLR IS COMPLETING
WORK FOR BRAKE MASTER CYLLINDER RECALL.

CONTINUATION OF ITEM P 12 IN INITIAL PROBE]: HAS THE VEHICLE BEEN REPAIRED
SINCE THE INCIDENT OCCURRED: C STATED YES, DAMAGE WAS REPAIRED AFTER THE
INCIDENT AT MIKE SHAD NISSAN, DLR 3423. @09/25-ZMW999N

A. IF NO: HAVE REPAIRS BEEN SCHEDULED? IF SCHEDULED: FOR WHAT DATE? C STATES
N/A.

B. IF YES, OR THE CUSTOMER CANNOT WAIT FOR US TO INSPECT THE VEHICLE: REQUEST
COPIES OF PRE-REPAIR PHOTOS AND REPAIR ORDERS FROM THE CUSTOMER. C STATES
NO REPAIR ORDERS RELATED TO INCIDENT. C STATES VEH HAS BEEN REPAIRED ONLY
AT MIKE SHAD NISSAN, DLR 3423.

P-30) [CONTINUATION OF ITEM P 13 IN INITIAL PROBE]: IF ITEM P-13 WAS ANSWERED
YES (A POLICE REPORT AND/OR FIRE REPORT WAS FILED):

A. WHAT IS THE REPORTING OFFICER'S NAME? C STATES N/A.

B. WHAT IS THE POLICE REPORT AND/OR FIRE REPORT NUMBER? C STATES N/A.

C. WHAT IS THE NAME OF THE AGENCY WHERE THE POLICE/FIRE REPORT WAS FILED? C
STATES N/A.

D. REQUEST COPIES OF ALL REPORTS FROM THE CUSTOMER, AND RECORD IN THE FILE
THAT THE REQUEST WAS MADE. RCAS-MW NOTING N/A.

* @09/25-ZMW999N

P-31) WHERE WAS EACH OCCUPANT SEATED? (FOR ANY SEAT WITHOUT AN OCCUPANT, TYPE
A. DRIVER: C STATES C WAS DRIVING.

B. RIGHT FRONT PASSENGER: C STATES N/A.

C. LEFT REAR: C STATES N/A.

D. CENTER REAR: C STATES N/A.

E. RIGHT REAR: C STATES N/A.

F. OTHER: C STATES N/A.

P-32) [CONTINUATION OF ITEM P 14 IN INITIAL PROBE]: INDICATE WHICH VEHICLE
OCCUPANTS WERE USING SEATBELT/RESTRAINT. (FOR ANY SEAT WITHOUT AN OCCUPANT,
TYPE N/A):

A. DRIVER: C STATES YES.

B. RIGHT FRONT PASSENGER: C STATES N/A.

C. LEFT REAR: C STATES N/A.

D. CENTER REAR: C STATES N/A.

E. RIGHT REAR: C STATES N/A. @09/25-ZMW999N

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F. OTHER: C STATES N/A.

P-33) WHAT ARE THE WEIGHT AND HEIGHT OF EACH OF THE OCCUPANTS?

A. DRIVER: C STATES 232 POUNDS, 5 FOOT 7 INCHES.

B. RIGHT FRONT PASSENGER: C STATES N/A.

C. LEFT REAR: C STATES N/A.

D. CENTER REAR: C STATES N/A.

E. RIGHT REAR: C STATES N/A.

F. OTHER: C STATES N/A.

[CONTINUATION OF ITEM P 15 IN INITIAL PROBE]: IF ITEM P 15 WAS ANSWERED YES (THE CUSTOMER HAS CONTACTED THEIR INSURANCE COMPANY):

A. INSURANCE COMPANY'S NAME, ADDRESS, AND TELEPHONE NUMBER. C STATES BRISTOL WEST/SECURITY NATIONAL, PO BOX 229080, HOLLYWOOD, FL, 33022, 1-800-BRISTOL.

B. INSURANCE AGENT'S NAME. C STATES TIM BROWN.

C. INSURANCE CLAIM NUMBER. C STATES 200800071926.

@09/25-ZMW999N

*

@09/25-ZMW999N

P-36) [CONTINUATION OF ITEM P 17 IN INITIAL PROBE]: IF ITEM P 17 WAS ANSWERED (ANOTHER VEHICLE OR VEHICLES WERE INVOLVED IN THE INCIDENT):

A. YEAR, MAKE, AND MODEL OF OTHER VEHICLE(S). C STATES N/A.

B. OWNER'S NAME, ADDRESS, AND TELEPHONE NUMBER. C STATES N/A.

C. NATURE AND EXTENT OF DAMAGE TO THE OTHER VEHICLE(S). C STATES N/A.

P-37) [CONTINUATION OF ITEM P 18 IN INITIAL PROBE]: IF ITEM P 18 WAS ANSWERED YES (PROPERTY OTHER THAN THE CUSTOMER'S VEHICLE WAS DAMAGED):

A. DESCRIPTION OF THE PROPERTY AND DAMAGE TO THE PROPERTY. C STATES N/A.

B. OWNER'S NAME, ADDRESS, AND TELEPHONE NUMBER. C STATES N/A.

C. REQUEST COPIES OF ANY ESTIMATES TO REPAIR THE PROPERTY DAMAGE. C STATES N/A.

@09/25-ZMW999N

**

RCAS-MW ADVISED C TO SEND IN A LETTER WITH A BRIEF DESCRIPTION OF SITUATION AND WHAT C IS REQUESTING FROM NNA. RCAS-MW ADVISED C TO SEND ANY APPLICABLE DOCUMENTATION. RCAS-MW ADVISED OF RCAS-HM FAX NUMBER, 615-967-2518. RCAS-MW PROVIDED C WITH RCAS-HM CONTACT INFORMATION. RCAS-MW ADVISED RCAS-HM WILL CONTACT C TO ADVISE C WHEN FAX IS RECEIVED. C STATED C APPRECIATED RCAS-MW CALL.

***RCAS-MW NOTING VEH IS CURRENTLY AT MIKE SHAD NISSAN (DLR 3423) FOR BRAKE MASTER CYLINDER RECALL. RCAS-MW NOTING C IS REQUESTING REIMBURSEMENT FOR RENTAL VEH FOR THIS REPAIR AS WELL AS DIAGNOSTIC FEE.

**

@09/25-ZMW999N

RCAS-MW DATANETTED FILE, 09/25.

**

@09/25-ZMW999N

RCAS-MW RECEIVED VMX FROM SM BOYD ZIMMER, 09/26, 8:22AM EST.

*

@09/26-ZMW999N

RCAS-MW CONTACTED SM BOYD ZIMMER, 09/26, 8:20AM EST. SM ADVISED HAD READ FILE AND WANTED TO ADD FURTHER INFORMATION. SM ADVISED WHEN INCIDENT ORIGINALLY HAPPENED, C CLAIMED STEERING DEFECT. SM ADVISED C STATED STEERING WHEEL DID NOT TURN. SM ADVISED SM HAD MASTER TECH WITH 24 YEARS EXPERIENCE INSPECT VEH. SM ADVISED NO DEFECTS OR PROBLEMS WERE FOUND. SM ADVISED C WAS ADVISED OF THIS. SM ADVISED DLR ADVISED C TO CONTACT C'S INSURANCE COMPANY TO REPORT ACCIDENT. SM ADVISED C'S INSURANCE COMPANY CAME TO DLR TO INSPECT VEH AND ALSO FOUND NO DEFECTS WITH VEH. SM ADVISED C WAS DRIVING RENTAL VEH AND REFUSED TO RETURN VEH TO DLR. SM ADVISED AFTER SM, ASSISTANT SM CHRIS (LAST NAME UNKNOWN) AND GM CONTACTED C WITH NO RESPONSE, DLR REPORTED VEH MISSING TO ENTERPRISE RENTALS. SM ADVISED ENTERPRISE HAD TO HAVE SOMEONE GO TO C'S HOUSE TO WAIT FOR C IN ORDER TO GET VEH BACK. SM ADVISED INSURANCE COMPANY IS COVERING A PORTION OF REPAIR FOR C. SM ADVISED C NEEDS TO PAY \$500 DEDUCTIBLE AND \$200 FOR RENTAL VEH. SM ADVISED VEH HAS BEEN AT DLR SINCE INCIDENT HAPPENED AS C CAN NOT AFFORD TO PAY WHAT C OWES. SM ADVISED

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ASSISTANT SM CHRIS (LAST NAME UNKNOWN) HAD MENTIONED TO C THAT VEH HAD OPEN
RECALL FOR BRAKE MASTER CYLINDER. SM ADVISED C'S STORY THEN CHANGED FROM
STEERING ISSUE TO BRAKE ISSUE. SM ADVISED C NOW WANTS NNA TO PAY FOR ALL
REPAIRS. @09/26-ZMW999N

CRR-MM VERIFIED C'S NAME, ADDRESS, DAY AND EVENING PHONE NUMBERS.
AND RESPONSIBLE DLR.

CRR-MM RECEIVED CALL FROM C.

C STATED THAT C WANTS TO KNOW IF THE VEH HAS ANY RECALLS ASIDE FROM THE BRAKES
CRR-MM ADVISED C THAT THE VEH DOES NOT HAVE ANY OTHER RECALLS AND THE ONLY
RECALL SHOWING IS THE BRAKE MASTER CYLINDER WHICH WAS ADDED 06/28/08 AND WAS
FIXED 09/21/08.

C THANKED CRR-MM FOR ASSISTANCE, C SATISFIED.

CRR-MM OFFERED FURTHER ASSISTANCE, C DECLINED.

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

CRR-MM LEAVING FILE OPEN.

@09/26-ZMM792N

RCAS-SM RECEIVED C'S FAX FROM RCAS-HM ON 09/30/08.

@10/01-ZSM684N

@10/01-ZSM684N

RCAS-SM LEFT VMX ON DAYTIME NUMBER ON 10/01/08 AT 9:23AM EST.

@10/01-ZSM684N

@10/01-ZSM684N

RCAS-SM SUBMITTED IIR REQUEST TO RS-EH ON 10/01/08 AT 9:33AM EST.

@10/01-ZSM684N

RCAS-SM RECEIVED INTERNAL MESSAGE FROM DTS-TL ON 10/02/08 STATING THAT THE
INSPECTION DATE HAS BEEN SET FOR 10/14/08.

RCAS-SM SPOKE WITH SM-BOYD ZIMMER ON 10/03/08 AT 8:51AM EST. RCAS-SM ADVISED
SM-BOYD OF INSPECTION DATE AND STATED THAT RCAS-SM WILL FIND OUT WHAT TIME.

RCAS-SM SENT INTERNAL MESSAGE TO DTS-TL ON 10/03/08 INQUIRING TO THE TIME THE
INSPECTION WILL TAKE PLACE.

RCAS-SM RECEIVED INTERNAL MESSAGE FROM DTS-TL ON 10/03/08 STATING THAT THE
INSPECTION WILL TAKE PLACE AT 10:30AM EST.

@10/03-ZSM684N

RCAS-SM LEFT VMX FROM SM-BOYD ADVISING OF DATE AND TIME OF INSPECTION ON
10/03/08 AT 9:41AM EST.

@10/03-ZSM684N

RCAS-SM LEFT VMX ON DAYTIME NUMBER ON 10/03/08 AT 9:45AM EST.

@10/03-ZSM684N

CRR-ST RECEIVED CALL FROM C.

C STATED THAT C WANTED TO KNOW IF RCAS ALREADY RECIVED FAX DOCUMENTS FROM
C.

CRR-ST ADVISED C THAT ACCORDING TO C'S FILE DOMUMENTS WAS ALREADY RECEIVED.

C UNDERSTOOD.

CRR-ST EXITING FILE.

@10/06-ZST800N

RCAS-SM LEFT VMX ON DAYTIME NUMBER ON 10/07/08 AT 8:35AM EST.

@10/07-ZSM684N

RCAS-SM LEFT VMX ON DAYTIME NUMBER ON 10/09/08 AT 11:04AM EST.

@10/09-ZSM684N

RCAS-SM SPOKE WITH RCAS-HM ON 10/10/08. RCAS-HM STATED THAT C LEFT A VMX FOR
RCAS-HM AND PROVIDED THE FOLLOWING NUMBERS: [REDACTED].

RCAS-SM UPDATED EVENING NUMBER.

RCAS-SM LEFT VMX ON DAYTIME NUMBER ON 10/13/08 AT 10:32AM EST.

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RCAS-SM LEFT VMX ON PROVIDED/EVENING NUMBER ON 10/13/08 AT 10:30AM EST.
@10/13-ZSM684N @10/13-ZSM684N
@10/13-ZSM684N

RCAS-SM RECEIVED CALL FROM C'S WIFE ON 10/13/08 AT 10:43AM EST. RCAS-SM STATED THAT THE INSPECTION DATE HAS BEEN SET FOR 10/14/08 AT 10:30AM EST. C'S WIFE STATED THAT THE VEHICLE IS CURRENTLY AT THE DEALERSHIP. RCAS-SM NOTING THAT C'S WIFE RE-ITTERATED C'S CASE AS PER THE FILE. RCAS-SM STATED THAT RCAS-SM WILL BE OUT OF THE OFFICE FROM 10/20/08 TO 10/24/08 AND WILL BE RETURNING ON 10/27/08. RCAS-SM STATED IF RCAS-SM RECEIVES A DECISION BEFORE THE END OF THE WEEK, RCAS-SM WILL CONTACT C, IF NOT RCAS-SM WILL FOLLOW UP WITH C ON 10/27/08. C'S WIFE AGREED AND THANKED RCAS-SM FOR FOLLOWING UP SO DILIGENTLY.
@10/13-ZSM684N

RCAS-SM CALLED EVENING NUMBER ON 10/27/08 AT 4:40PM EST, NOT A WORKING NUMBER. RCAS-SM CONTACTED C ON DAYTIME NUMBER ON 10/27/08 AT 4:42PM EST. RCAS-SM STATED THAT RCAS-SM HAS NOT YET RECEIVED A DETERMINATION FROM THE INSPECTION AS OF YET. RCAS-SM STATED THAT RCAS-SM WILL FOLLOW UP WITH C ON 10/30/08. C AGREED. C STATED THAT C'S HUSBAND RECEIVED A CALL FROM THE DEALERSHIP AND WAS TOLD THAT THERE ARE NO DEFECTS AND THE C SHOULD EXPECT TO PAY. C STATED THAT THERE WOULD NOT BE ANY DEFECTS AS THE DEALERSHIP REPAIRED THE VEHICLE BEFORE THE INCIDENT.
@10/27-ZSM684N

RCAS-VH ASSISTING WITH FILE. @10/31-ZVH038N
RCAS-VH CALLED C ON DAY NUMBER AT 6:59PM EST ON 10/31/08. NUMBER WAS NOT IN SERVICE FOR INCOMING CALLS. @10/31-ZVH038N
RCAS-VH CALLED C ON EVENING NUMBER AT 7:00PM EST ON 10/31/08 AND THE NUMBER YOU DIALED WAS NOT A WORKING NUMBER. RCAS TRIED 3X. @10/31-ZVH038N
@10/31-ZVH038N

RCAS-SM RECEIVED VMX FROM C'S WIFE JULIA ON 10/29/08 AT 2:21PM EST. RCAS-SM NOTING THAT IN VMX C STATED THAT C WAS ADVISED THAT THE VEHICLE NEEDS TO BE PICKED UP BY 11/07/08. C STATED THAT THE DEALERSHIP ADVISED THAT THERE IS NO DEFECT FOUND BY THE INSPECTOR. C STATED THAT THAT WOULD BE TRUE AS THE VEHICLE WAS REPAIRED AFTER THE ACCIDENT. @11/04-ZSM684N

RCAS-SM SPOKE TO SM-BOYD ON 11/04/08 AT 1:21PM EST. SM-BOYD STATED THAT THERE IS NO DEFECT IN THE STEERING OR THE BRAKES AS C CLAIMED. SM-BOYD STATED THAT C'S INSURANCE COMPANY GAVE THE DEALERSHIP CHECKS FOR THE REPAIRS AND C IS TO PAY THE \$500 DEDUCTABLE, \$200 FOR THE RENTAL AND \$60 FOR SERVICE. SM-BOYD STATED THAT THE DTS DETERMINED THAT THERE ARE NO DEFECTS. RCAS-SM STATED THAT RCAS-SM WILL CONTACT DTS-TL FOR MORE INFORMATION. @11/04-ZSM684N

RCAS-SM CONTACTED C ON DAYTIME NUMBER ON 11/04/08 AT 1:57PM EST. RCAS-SM STATED THAT RCAS-SM HAS NOT RECEIVED A FINAL DECISION FROM THE INSPECTOR. RCAS-SM STATED THAT RCAS-SM WILL CONTACT THE INSPECTOR AND FOLLOW UP WITH C ON 11/05/08. C AGREED. @11/04-ZSM684N

RCAS-SM LEFT VMX FOR DTS-TL ON 11/05/08 AT 8:31AM EST. @11/05-ZSM684N

RCAS-SM SPOKE WITH DTS-TL ON 11/05/08 AT 11:43AM EST. DTS-TL STATED THAT A REPORT WILL BE SENT TO RCAS-SM BY THE END OF THE WEEK AS DTS-TL'S COMPUTER HAS NOT BEEN WORKING. DTS-TL APPOLOGIZED FOR THE INCONVENIENCE. DTS-TL STATED THAT THE CAUSE OF THE ACCIDENT HAS NOTHING TO DO WITH BRAKES OR STEERING. DTS-TL STATED THAT C CLAIMED TO HAVE ONLY BEEN GOING 6 TO 7 MILES AT THE TIME OF THE INCIDENT HOWEVER C HAD TO HAVE BEEN GOING FASTER. RCAS-SM STATED

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THAT RCAS-SM WILL WAIT UNTILL THE REPORT IS FORWARDED TO RCAS-SM BEFORE GIVING C THE FINAL DECISION. DTS-TL AGREED. @11/05-ZSM684N

RCAS-SM CONTACTED C ON DAYTIME NUMBER ON 11/05/08 AT 4:11PM EST. RCAS-SM EXPLAINED WHY RCAS-SM HAS NOT RECEIVED THE FINAL REPORT FROM THE INSPECTION. C UNDERSTOOD. RCAS-SM STATED THAT RCAS-SM WILL FOLLOW UP WITH C ON 11/07/08 AS THE REPORT SHOULD HAVE ARRIVED BY THEN. C AGREED. @11/05-ZSM684N

RCAS-SM RECEIVED DTS REPORT ON 11/06/08. RCAS-SM NOTING THAT PART OF THE REPORT STATES THE FOLLOWING:

THERE WERE NO STEERING ISSUES FOUND PRIOR TO REPAIRS AND AFTER THE REPAIRS. DURING THE ROAD TEST (PRIOR TO PM813 CAMPAIGN ACTION)NO BRAKE ISSUES WERE NOTED OR EXPERIENCED DURING DRIVING ON THE CITY STREETS. THE MASTER TECH ADVISED THAT ALL STEERING AND BRAKE FLUIDS WERE NORMAL AND ALL STEERING AND BRAKE SYSTEM PARTS WERE INTACT AND IN GOOD CONDITION. THERE WAS NO STEERING SYSTEM OR BRAKE SYSTEM LEAKS.

@11/07-ZSM684N

RCAS-SM LEFT VMX ON DAYTIME NUMBER ON 11/07/08 AT 9:23AM EST. RCAS-SM STATED IN VMX THAT A FOLLOW UP CALL WILL TAKE PLACE ON 11/10/08. @11/07-ZSM684N
RCAS-SM CALLED EVENING NUMBER ON 11/07/08 AT 9:24AM EST, NOT A WORKING NUMBER. @11/07-ZSM684N

RCAS-SM LEFT VMX ON DAYTIME NUMBER ON 11/10/08 AT 6:01PM EST. @11/10-ZSM684N

RCAS-SM RECEIVED VMX FROM C ON 11/11/08 AT 1:49PM EST AND 1:55PM EST. RCAS-SM NOTING THAT THE VMX'S WERE LEFT BY MR. STAPLER. @11/12-ZSM684N

@11/12-ZSM684N

RCAS-SM CONTACTED C ON DAYTIME NUMBER ON 11/12/08 AT 10:31AM EST. RCAS-SM NOTING THAT RCAS-SM SPOKE WITH C'S WIFE AGAIN,JULIA, WHO WILL BE REFERED TO AS C. RCAS-SM ADVISED C OF THE INSPECTION RESULTS. RCAS-SM STATED THAT ACCORDING TO THE FINDINGS NO STEERING ISSUES FOUND PRIOR TO REPAIRS AND AFTER THE REPAIRS. C STATED THAT C WILL LET C'S HUSBAND KNOW AND ASKED FOR RCAS-SM'S TELEPHONE NUMBER. RCAS-SM PROVIDED TELEPHONE NUMBER AND EXTENSION. RCAS-SM AND C ENDED CALL. RCAS-SM CLOSING FILE. @11/12-ZSM684N

MT-TL RECEIVED IIR MT-TL IS FORWARDING COPY TO TL-EH TO SEND TO RCAS-SM MT-TL IS SENDING ORIGINAL TO LD-LO @11/21-ZTL158N

RCAS-SM CLOSING FILE AS C HAS BEEN RENDERED A DECISION ON 11/12/08.

@11/25-ZSM684N

RCAS-SM SENDING FILE DENIAL LETTER ON 11/28/08. @11/28-ZSM684N-COMMENT

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

FOR YOUR REVIEW. PLEASE CONTACT HEATHER, NISSAN CONSUMER AFFAIRS, WITH ANY CONCERNS. THANKS. [REDACTED]

DEALER ACTION:

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NT8G	ROOT CAUSE: SNFA
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 2	DATE: 11 / 21 / 08	USERID: ZTL158N
COMMENTS ONLY: #: 1	DATE: 11 / 28 / 08	USERID: ZSM684N
RESP DLR: 3423	EFFECTIVE: 09 / 24 / 08	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZMM792N	
HISTORY:	UPDATE BY: ZSM684N	
SVC CALL#:	UPDATE DATE: 11 / 28 / 08	
CLOSE: Y (Y/N)	CLOSE DATE: 11 / 25 / 08	MICROFILM: N
RESP CAA: MAXWELL, SHARON	OLM: ROYSTER KAREN	DOM:
PHONE: 0000041500	OWNER FIRST:	LANGUAGE: E ENGLISH

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

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SERVICE CONTRACTS SUMMARY

DATE: 8/10/2011
TIME: 11:09:16 AM
MODEL YEAR: 2007.0
MAKE:
MODEL LINE: SEN

NAME: [REDACTED]

VIN:

IN SCV DATE: 9/19/2007

SEO NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
17	[REDACTED]	3423 FL	9/19/2007	9/19/2009	40,000		

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CURRENT SERVICE CONTRACT		PRIOR SERVICE CONTRACT	
CONTRACT:	[REDACTED]	CONTRACT:	
OWNER NAME:	[REDACTED]	OWNER NAME:	
PLAN TYPE:	C	PLAN TYPE:	
PLAN TERM:	J	PLAN TERM:	
DEDUCTABLE:	\$ 50	DEDUCTABLE:	
EFFECTIVE:	09/19/07	EFFECTIVE:	
EXPIRES:	09/19/09 MILES: 40,000	EXPIRES:	MILES:
CANCEL:	MILES:	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION:	9/30/2007	TRANSACTION:	
PRINTED:	10/06/07	PRINTED:	
DEALER NO:	3423 STATE: FL	DEALER NO:	STATE:
DEALER NAME:	MIKE SHAD NISSAN/JACKSONV	DEALER NAME:	

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SC: MULTI CONTRACT

NAME: [REDACTED]
STREET: [REDACTED]
CITY: CASTLE ROCK
ST/ZIP: CO [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: 3N1AB61E28L [REDACTED] Y
YR/MDL: 2008.0 SEN MILEAGE: 6000
IN SVC DATE: 06 / 25 / 08
VCAN: Y
PAID: 13
SUSP: 0
DENY: 0
RTL DLR: 237
SVC DLR: 237
RESP DLR: 237
REGION: 32
EMPIRE LAKEWOOD NISSAN
EMPIRE LAKEWOOD NISSAN
EMPIRE LAKEWOOD NISSAN
DIST: SL/SV/PT: 11 11 41

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

ORIG CODE: CT 11 OPEN DATE: 10 / 01 / 08 XFER/RSPNSBLTY: 32 11 S
CONTACT (S): FOLLOWUP DATE: 10 / 13 / 08 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 10 / 13 / 08 DATANET (Y/N): 10 / 03 / 08

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 224500 AUTOMATIC TRANSMISSION
BG POWERTRAIN YE MULTIPLE REPAIR ATTEMPTS
OA VEHICLE CONCERNS 224500 AUTOMATIC TRANSMISSION
BG POWERTRAIN YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZDB338N 10/01/2008
PREVIOUS UNRELATED/RELATED FILES FOUND: NONE.
CRR-DB VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER AND RESPONSIBLE DLR.
CRR-DB CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @10/01-ZDB338N
CLSD PM813 SENTRA BR-MSTR CYL NTB08-067 06/28/08 00/00/00 09/05/08 237
CRR-DB ADVISED C THERE ARE NO OPEN RECALLS ON VEH.
PREVIOUS NISSAN/INFINITY VEH: 06 XTERRA
CRR-DB RECEIVED INBOUND CALL FROM C.
C STATES C IS HAVING ISSUES WITH VEH. C STATES THAT XTERRA C HAD RUST SPOTS ON VEH. C STATES THAT HATCH HAD TO BE REPAINTED. @10/01-ZDB338N
C STATES CHAT C IS HAVING THE SAME ISSUES OF PAINT ON C'S VEH. @10/01-ZDB338N
C STATES C TRADED IN VEH FOR A 2008 SENTRA. C STATES C IS NOW HAVING ISSUES WITH BRAKE LIGHT COMING ON . C STATES THAT THE BRAKE MASTER CYLINDER LEAKING. @10/01-ZDB338N
C STATES THAT DLR IS 45 MIN AWAY FROM C. C STATES THAT C IS HAVING NOISE FROM THE FRONT OF VEH. C STATES C TOOK VEH BACK TO DLR. C STATES DLR HAD TO ORDER A HUMB. C STATES C HAD TO DRIVE BACK TO DLR AND DLR GAVE C A DEMO VEH. C STATES THAT NISSAN HAD TO REPLACE A BEARING ON VEH. C STATES DLR HAS TO ORDER A NEW TRANSMISSION FOR VEH. @10/01-ZDB338N
CRR-DB ASKS C WHAT NNA CAN DO FOR C. @10/01-ZDB338N
C STATES C IS HAVING ISSUES WITH THE MANUFACTURER OF VEH. @10/01-ZDB338N
C STATES VEH IS AT DLR CURRENTLY. @10/01-ZDB338N
C STATES C DOES NOT KNOW WHAT NISSAN CAN DO. C STATES C JUST WANTS NISSAN TO GIVE C A NEW VEH. @10/01-ZDB338N
CRR-DB INFORMS C THAT A REGIONAL SPECIALIST WILL CONTACT C BY THE END OF THE NEXT BUSINESS DAY. @10/01-ZDB338N
CRR-DB OFFERED FURTHER ASSISTANCE, C DECLINED.
CRR-DB GAVE NAME, EXTENSION AND FILE NUMBER.
CRR-DB TRANSFERING FILE TO RCAS PENDING FURTHER REVIEW.
***** @10/01-ZDB338N
RCAS-SR PLACED CALL TO C ON DAY/EVENING PHONE 10/02/08 12:25PM EST
RCAS-SR SPOKE WITH C @10/02-ZSR768N
RCAS-SR INQUIRED ABOUT C'S CONCERN @10/02-ZSR768N
C STATES THAT C IS DEALING WITH ISSUE WITH THIS VEH RIGHT NOW @10/02-ZSR768N
C STATES THAT THERE IS A CLICKING NOISE COMMING FROM THE RIGHT HAND SIDE OF THE VEH @10/02-ZSR768N
C STATES THAT DLR ADVISED NOISE WAS FROM MUDFLAP @10/02-ZSR768N
C STATES THAT C CONTINUED TO DRIVE THE VEH AND THE SOUND CAME BACK
C STATES THAT C HAS HAD TO DRIVE BACK AND FORTH TO DLR ABOUT 3-4 TIMES NOW AND DLR CAN NOT PINPOINT ISSUE @10/02-ZSR768N
C STATES THAT C FEELS THAT THE DLR IS JUST THROWING PARTS AT THE VEH
C STATES THAT C HAS ONLY HAD THE VEH FOR 2 MONTHS , C SHOULD NOT HAVE TO BE GOING BACK AND FORTH TO DLR SO OFTEN @10/02-ZSR768N
C STATES THAT THIS HAS DISCOURAGED C IN EVER PURCHASING ANOTHER NISSAN
C STATES THAT THIS IS THE SECOND NISSAN THAT C HAS OWNED THAT C HAS HAD MULTIPLE ISSUES THAT DLR HAS BEEN UNABLE TO CORRECT @10/02-ZSR768N
C STATES THAT C WANTS SOMETHING ABOVE AND BEYOND HAVING THE VEH REPAIRED, C STATES THAT C DOES NOT WANT TO SIT AROUND AND WAIT TO SEE IF THE TRANSMISSION REPALCEMENT WILL PERMANENTLY REPAIR THE VEH @10/02-ZSR768N
RCAS-SR UNDERSTOOD @10/02-ZSR768N
RCAS-SR ADVISED THAT THIS REQUEST WILL BE LOOKED INTO , RCAS-SR ADVISED WILL NEED TO CONTACT THE DLR @10/02-ZSR768N

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RCAS-SR ADVISED FOR FOLLOW UP 10/06 @10/02-ZSR768N
C UNDERSTOOD @10/02-ZSR768N
**** @10/06-ZSR768N

RCAS-SR PLACED CALL TO 237___ EMPIRE LAKEWOOD NISSAN 10/06/08 5:59PM EST
RCAS-SR SPOKE WITH SM CORKEY MORROW @10/06-ZSR768N
RCAS-SR INQUIRED ABOUT REPAIRS @10/06-ZSR768N
SM STATES THAT SM WILL HAVE A SERVICE ADVISOR CALL RCAS BACK @10/06-ZSR768N
RCAS-SR UNDERSTOOD @10/06-ZSR768N
**** @10/06-ZSR768N

RCAS-SR RECIEVED INBOUND CALL FROM SM CORKEY MORROW 10/06/08 6:10PM EST
SM STATES THAT THERE WAS AN INTERNAL FAILURE TO TRANSMISSION @10/06-ZSR768N
SM STATES THAT TRANSMISSION WILL BE REPLACED @10/06-ZSR768N
SM STATES THAT REPAIR IS SET FOR THE NEXT TWO DAYS @10/06-ZSR768N
SM STATES THAT C IS IN A RENTAL @10/06-ZSR768N
RCAS-SR INQUIRED HOW LONG VEH HAS BEEN DOWN @10/06-ZSR768N
SM STATES R/O DATES 09/30/08 @10/06-ZSR768N
RCAS-SR UNDERSTOOD @10/06-ZSR768N
SM STATES THAT THIS REPAIR SHOULD BE A FINAL REPAIR @10/06-ZSR768N
RCAS-SR UNDERSTOOD @10/06-ZSR768N
**** @10/06-ZSR768N

RCAS-SR PLACED CALL TO C ON DAY/EVENING PHONE 10/06/08 6:20PM EST
RCAS-SR LEFT VMX ADVISED FOR FOLLOW UP ON OR BEFORE 10/08 AS PER SCHEDULED
REPAIRS @10/06-ZSR768N
*** @10/10-ZSR768N

RCAS-SR PLACED CALL TO C ON DAY/EVENING PHONE 10/10/08 5:22PM EST
RCAS-SR SPOKE WITH C @10/10-ZSR768N
RCAS-SR INQUIRED IF C HAD PICKED THE VEH UP YET AFTER REPAIRS @10/10-ZSR768N
C STATES THAT C IS SET TO PICK THE VEH UP ON SATURDAY @10/10-ZSR768N
RCAS-SR ADVISED WILL FOLLOW UP AGAIN MONDAY TO MAKE SURE NO FURTHER ASSISTANCE
IS REQUIRED @10/10-ZSR768N
C UNDERSTOOD AND THANKED FOR FOLLOW UP @10/10-ZSR768N
**** @10/13-ZSR768N

RCAS-SR PLACED CALL TO C ON DAY/EVENING PHONE 10/13/08 4"50PM EST 0/13-ZSR768N
RCAS-SR SPOKE WITH C @10/13-ZSR768N
RCAS-SR INQUIRED IF C HAD PICKED THE VEH UP ON SATURDAY @10/13-ZSR768N
C STATES YES @10/13-ZSR768N
RCAS-SR INQUIRED ABOUT THE VEH'S PERFORMANCE @10/13-ZSR768N
C STATES THAT IT APPEARS THAT THE VEH HAS BEEN REPAIRED @10/13-ZSR768N
RCAS-SR INQUIRED IF THERE WAS ANY OTHER CONCERN S @10/13-ZSR768N
C STATES THAT WHEN C RECEIVED THE VEH BACK , THE WINDOW AND ROOF HAD GREASE
ALL OVER @10/13-ZSR768N
C STATES THAT C WILL TAKING THE VEH BACK TO HAVE CORRECTED @10/13-ZSR768N
RCAS-SR UNDERSTOOD @10/13-ZSR768N
RCAS-SR INQUIRED IF THERE WAS ANY FURTHER ASSISTANCE THAT C WOULD BE
REQUESTING FROM NNA @10/13-ZSR768N
C STATES NO NOT AT THIS TIME @10/13-ZSR768N
RCAS-SR THANKED C FOR C'S TIME @10/13-ZSR768N
C ENDED CALL @10/13-ZSR768N
RCAS-SR CLOSING FILE @10/13-ZSR768N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT1A	ROOT CAUSE: SCSV
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 0	DATE: 00 / 00 / 00	USERID:
RESP DLR: 237	EFFECTIVE: 10 / 01 / 08	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZDB338N	
HISTORY:	UPDATE BY: ZSR768N	
SVC CALL#:	UPDATE DATE: 04 / 17 / 09	
CLOSE: Y (Y/N)	CLOSE DATE: 10 / 13 / 08	MICROFILM: N
RESP CAA: ROBERTSON, SHANNON	CAOM: SILVER, STEVE	CAOM: SILVER, STEVE
PHONE: 0000000000	OWNER FIRST:	LANGUAGE: E ENGLISH

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SERVICE CONTRACTS SUMMARY

DATE: 8/10/2011
TIME: 11:09:16 AM
MODEL YEAR: 2008.0
MAKE:
MODEL LINE: SEN

NAME: [REDACTED] VIN:
IN SCV DATE: 1/12/2010

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

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

CA6303887

SERVICE CONTRACTS SUMMARY

DATE: 8/10/2011
TIME: 11:09:16 AM
MODEL YEAR: 2008.0
MAKE:
MODEL LINE: SEN

NAME: [REDACTED] VIN:
IN SCV DATE: 1/12/2010

SEQ	DEALER	EFFECTIVE	EXPIRE	EXPIRE	CANCEL	TRANSFER
NO	CONTRACT NO	NUMBER ST	DATE	DATE	DATE	DATE
18	[REDACTED]	32ESC CA	1/12/2010	6/25/2015	100,000	
19	[REDACTED]	32ESC CA	1/12/2010	9/25/2011	49,000	1/12/2010

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CONTRACT: [REDACTED]	CONTRACT:
OWNER NAME: [REDACTED]	OWNER NAME:
PLAN TYPE: C	PLAN TYPE:
PLAN TERM: F	PLAN TERM:
DEDUCTABLE: \$	DEDUCTABLE:
EFFECTIVE: 01/12/10	EFFECTIVE:
EXPIRES: 06/25/15 MILES: 100,000	EXPIRES: MILES:
CANCEL: MILES:	CANCEL: MILES:
TRANSFER:	TRANSFER:
TRANSACTION: 1/27/2010	TRANSACTION:
PRINTED: 03/06/10	PRINTED:
DEALER NO: 32ESC STATE: CA	DEALER NO: STATE:
DEALER NAME: SOUTH CENTRAL CA CONTRACT	DEALER NAME:

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CONTRACT:	██████████	CONTRACT:	
OWNER NAME:	████████████████████	OWNER NAME:	
PLAN TYPE:	C	PLAN TYPE:	
PLAN TERM:	M	PLAN TERM:	
DEDUCTABLE:	\$	DEDUCTABLE:	
EFFECTIVE:	01/12/10	EFFECTIVE:	
EXPIRES:	09/25/11 MILES: 49,000	EXPIRES:	MILES:
CANCEL:	01/12/10 MILES: 29,260	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION:	1/27/2010	TRANSACTION:	
PRINTED:	01/23/10	PRINTED:	
DEALER NO:	32ESC STATE: CA	DEALER NO:	STATE:
DEALER NAME:	SOUTH CENTRAL CA CONTRACT	DEALER NAME:	

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SC: ONE CONTRACT

NAME: [REDACTED]
STREET: [REDACTED]
CITY: PORT WASHINGTON
ST/ZIP: NY [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN: Y
PAID: 2
SUSP: 0
DENY: 0

VIN: 3N1AB61E88L [REDACTED] Y
YR/MDL: 2008.0 SEN MILEAGE: 2500
IN SVC DATE: 04 / 25 / 08
RTL DLR: 2404 BARON NISSAN, INC.
SVC DLR: 2404 BARON NISSAN, INC.
RESP DLR: 2404 BARON NISSAN, INC.
REGION: 26 DIST: SL/SV/PT: 02 02 32

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 2404_ BARON NISSAN, INC
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 11 / 18 / 08 XFER/RSPNSBLTY: 26 32 P
CONTACT (S): FOLLOWUP DATE: 11 / 24 / 08 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 11 / 24 / 08 DATANET (Y/N): 11 / 20 / 08

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 191000 SUN VISOR
AU INTERIOR (NON-ELECTRIC) YP PARTS AVAILABILITY (BACKORDER)

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C. A. R. COMMENTS

FILE OPENED-ZMG445N 11/18/2008
PREVIOUS RELATED AND UNRELATED FILES FOUND: NONE.
CRR-MG VERIFIED C'S NAME, ADDRESS,VIN, MILEAGE, DAY AND EVENING PHONE NUMBER AND RESPONSIBLE DLR.
CRR-MG CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE. @11/18-ZMG445N
CRR-MG INFORMED C THERE IS NO OPEN RECALLS ON VEH.
PREVIOUS NISSAN AND INFINITI VEH:
CRR-MG RECEIVED CALL FROM: C.
C STATED THAT C IS AWAITING ON A BACKORDER PART FROM THE NISSAN DLRSH. P.
C STATED THAT C HAS BEEN AWAITING 2 MONTHS FOR THE BRAKES.
C STATED THAT THE SUNVISOR WILL BE AVAILABLE BY THE END OF THE WEEK.
C STATED THAT C HAS BEEN WAITING FOR THE SUNVISOR
C STATED THAT C IS AWAITING FOR THIS PART.
C STATED THAT THE SERVICE DEPT AND SPOKE TO CHARLES
C STATED THAT SERVICE DEPT WAS TO ORDER THE PART. @11/18-ZMG445N
C STATED THAT C HAS BEEN WAITING 2 MONTHS FOR THIS PART TO COME IN.
CRR-MG LOOKED UP BACKORDER PART PROCESS:
PART NAME SUNVISOR
PART NUMBER UNKNOWN
ORDER NUMBER UNKNOWN
DEALER NAME AND CODE: 2404_ BARON NISSAN, INC. @11/18-ZMG445N
LOCATION OF THE VEHICLE: @11/18-ZMG445N
C STATES: 9 SCHOOL ST
_____ PORT WASHINGTON @11/18-ZMG445N
CAN THE VEHICLE BE DRIVEN? IF NOT, WHY? YES
THE DATE THE VEHICLE BECAME INOPERABLE (IF APPLICABLE) N/A
WHETHER THE PART IS NEEDED DUE TO A WARRANTABLE FAILURE OR ACCIDENT.
C STATES YES DUE TO WARRANTABLE FAILURE.
=====

C HAS OTHER CONCERNS WITH THE VEH BEING THE BRAKES. @11/18-ZMG445N
C STATED THAT THE BRAKES ARE NOT FUNCTIONING PROPERLY.
C STATED THAT C'S BRAKES ARE ALMOST TO THE FLOOR IN ORDER TO STOP.
CRR-MG INQUIRED IF C INFORMED THE DLR WITH THIS CONCERN.
C STATES YES C WAS INFORMED THAT THE SERVICE DLR FIXED THE BRAKES.
C STATED THAT THE BRAKES ARE NOT ANY BETTER THAN BEFORE. @11/18-ZMG445N
CRR-MG INQUIRED ON THE DATE WHEN C WAS AT THE NISSAN DLRSH. P.
C STATED THAT C WAS LAST AT THE DLRSH. P ON 08.20.08
C WAS INFORMED BY THE DLRSH. P THAT THE DLRSH. P HAS FIXED THIS CONCERNS.
C DOES NOT UNDERSTAND HOW C'S VEH HAD A LEAKING MASTER CYLINDER.@11/18-ZMG445N
CRR-MG INFORMED C THAT CRR-MG IS NOT A MECHANIC AND WOULD NOT KNOW THIS
INFORMATION IN REGARDS TO THE LEAKING MASTER CYLINDER. @11/18-ZMG445N
C STATED THAT THIS IS NOT FIXED AND DOES NOT SEE A DIFFERENCE IN C'S VEH.
CRR-MG INFORMED C THAT C WILL RECEIVE A CALL BACK FROM RCAS BY THE END OF
THE NEXT BUSINESS DAY FOR THE SUN VISOR.
CRR-MG ADVISED C TO HAVE THE VEH RE-DIAGNOSED FOR THE BRAKES CONCERNS AND
CRR-MG PROVIDED C WITH NAME, EXTENSION AND FILE NUMBER.
C THANKED CRR-MG FOR ASSISTANCE.
CRR-MG TRANSFERRING FILE TO RCAS FOR BACKORDER PART PROCESS. @11/18-ZMG445N
CRR-MG CHANGING FOLLOW UP DATE FOR THE NEXT BUSINESS DAY. @11/18-ZMG445N

CRR-MG SENT INTERNAL MESSAGE TO RCAS-TP AND TL-CH FOR BACKORDER PART PROCESS.
ON: 11.18.08 AT: 2:30 PM EST.

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RCAS-JH CONTACTED PA MIKE LANSKI 11/19/08 2:23 PM EST. PA ADVISED THAT THE P/N IS 96401ET100; ETA IS 11/28/08.

@11/19-ZJH493N

RCAS NOTED THE FOLLOWING IN NMPS:

ORDER TYPE	ENTRY DATE	CUST NUM	C H	ORDER NUMBER	SCHED DATE	ORDER QTY	ALLOC QTY	RELSD QTY	BCKORD QTY	CNCL QTY	ASSG PDC
CSC	111808	2404	N	20582218		1			1		20

===

@11/19-ZJH493N

RCAS-JH CONTACTED C'S DAY/EVE NUMBER 11/19/08 2:29 PM EST. RCAS LEFT VMX, AND ADVISED C TO CALL BACK.

RCAS SET FOLLOW-UP DATE TO 11/21/08.

@11/19-ZJH493N

**

@11/21-ZTP481N

RCAS-TP CONTACTED C ON DAY TIME NUMBER AT 1:16 PM EST ON 11/21/08 AND REQUESTED THAT C GIVE RCAS-TP TIME TO ADDRESS THE ISSUE AND C WILL CONTACT C BACK ON 11/24/08.

@11/21-ZTP481N

**

@11/21-ZTP481N

RCAS-TP CONTACTED SERVICE MANAGER-FRANK RODGERS AT 1:46 PM EST ON 11/24/08 AND WAS INFORMED THAT THE SUNVISOR CAME IN AND THERE IS NO COMPLAINT ON FILE IN REGARDS TO THE BRAKES. RCAS-TP THANKED SM-FR AND ENDED CALL.

@11/24-ZTP481N

**

@11/24-ZTP481N

RCAS-TP CONTACTED C ON DAY EVE NUMBER AT 1:47 PM EST ON 11/24/08 AND INQUIRED IF C HAS HEARD FROM THE DLR. C STATED YES AND THAT THE DLR TOLD C THAT THE SUNVISOR IS IN. C IS GOING TO MAKE A SERVICE APPOINTMENT FOR THIS WEEK AND TAKE UP C'S CONCERNS WITH THE BRAKES. RCAS-TP THANKED C AND INFORMED C TO CONTACT 1-800-NISSAN 1 IF C HAS FURTHER CONCERNS. C AGREED WAS SATISFIED AND ENDED CALL.

@11/24-ZTP481N

**

@11/24-ZTP481N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE
DEALER, PART IS ON BACK ORDER, PLEASE PROVIDE THE PART NUMBER, CUSTOMER CARE ORDER NUMBER AND THE ORDER DATE.

DEALER ACTION:

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NT11	ROOT CAUSE: SCAV
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 0	DATE: 00 / 00 / 00	USERID:
RESP DLR: 2404	EFFECTIVE: 11 / 18 / 08	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#: 96401ET100	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZMG445N	
HISTORY:	UPDATE BY: ZTP481N	
SVC CALL#:	UPDATE DATE: 11 / 24 / 08	
CLOSE: Y (Y/N)	CLOSE DATE: 11 / 24 / 08	MICROFILM: N
RESP CAA: PIETRANTUANO, TANYA	OLM: ROYSTER KAREN	DOM: ZIMMERMAN LARRY E
PHONE: 0000040000	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 8/10/2011
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----- CONSUMER AFFAIRS -----

CA6348744

SERVICE CONTRACTS SUMMARY

DATE: 8/10/2011
TIME: 11:09:16 AM
MODEL YEAR: 2008.0
MAKE:
MODEL LINE: SEN

NAME: [REDACTED]

VIN:

IN SCV DATE: 4/25/2008

SEO NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
20	[REDACTED]	2404 NY	4/25/2008	4/25/2015	70,000		

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CONTRACT:	██████████		CONTRACT:					
OWNER NAME:	████████████████████		OWNER NAME:					
PLAN TYPE:	C		PLAN TYPE:					
PLAN TERM:	O		PLAN TERM:					
DEDUCTABLE:	\$ 50		DEDUCTABLE:					
EFFECTIVE:	04/25/08		EFFECTIVE:					
EXPIRES:	04/25/15	MILES:	70,000		EXPIRES:		MILES:	
CANCEL:		MILES:			CANCEL:		MILES:	
TRANSFER:			TRANSFER:					
TRANSACTION:	4/30/2008		TRANSACTION:					
PRINTED:	05/03/08		PRINTED:					
DEALER NO:	2404	STATE:	NY		DEALER NO:		STATE:	
DEALER NAME:	BARON NISSAN, INC.		DEALER NAME:					

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DATE: 8/10/2011
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REQUESTED BY: corneb2

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SC: ONE CONTRACT

NAME: [REDACTED]
STREET: [REDACTED]
CITY: GILBERT
ST/ZIP: AZ [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: 3N1CB61E57L [REDACTED] Y
YR/MDL: 2007.0 SEN MILEAGE: 33000
IN SVC DATE: 05 / 27 / 07
VCAN: Y RTL DLR: 3928 AVONDALE NISSAN
PAID: 5 SVC DLR: 5077 LARRY H. MILLER NIS MESA
SUSP: 0 RESP DLR: 5077 LARRY H. MILLER NIS MESA
DENY: 0 REGION: 44 DIST: SL/SV/PT: 08 08 38

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 5077_ RIVERVIEW NISSAN
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 12 / 09 / 08 XFER/RSPNSBLTY: 44 08 S
CONTACT (S): FOLLOWUP DATE: 01 / 06 / 09 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 01 / 06 / 09 DATANET (Y/N): 12 / 11 / 08

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD BRAKES YX POOR OR IMPROPER OPERATION

CONFIDENTIAL

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C. A. R. COMMENTS

FILE OPENED-ZMG445N 12/09/2008

PREVIOUS RELATED FILES FOUND:

PREVIOUS UNRELATED FILES FOUND: 6158969

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

CRR-MG CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @12/09-ZMG445N

CLSD PM813 SENTRA BR-MSTR CYL NTB08-067 06/28/08 00/00/00 12/05/08 5077

CRR-MG INFORMED C THAT THE BRAKES MASTER CYLINDER RECALL WAS COMPLETED.

PREVIOUS NISSAN AND INFINITI: NONE.

CRR-MG RECEIVED CALL FROM: C.

C STATED THAT C WAS INVOLVED IN AN ACCIDENT.

C STATED THAT C IS NOT REQUESTING ANYTHING FROM NISSAN IN REGARDS TO VEH CONCERNS.

C HAS A CLAIM WITH PROGRESSIVE NUMBER.

C IS WORRIED ABOUT THE RATES GOING UP ON C'S VEH. @12/09-ZMG445N

C STATED THAT 2 DAYS AGO C NOTICED THE BRAKES MASTER CYLINDER LEAKING.

C STATED THAT THIS IS THE FIRST TIME THE VEH STARTED TO LEAK.

C STATED THAT THE LIGHT DID NOT COME ON.

C STATED THAT C'S LIGHT COMES ON AND OFF INTERMITTENGLY.

C STATED THAT C CHECKED THE FLUID LEVEL BECAUSE IT WAS EMPTY.

C STATED THAT C RECEIVED THE NOTICE ABOUT THE RECALL.

C STATED THAT C BROUGHT THE VEH TO THE NISSAN DLRSHIP ON 12/03/08.

C STATED THAT THE DLR DID THE TEST AND WAS INFORMED THERE IS FLUID IN THE BRAKE BOOSTER.

C STATED THAT THE BRAKE BOOSTER DID NOT GIVE C THE FULL BRAKING ON C'S VEH.

C STATED THAT C HIT THE BRAKES AND C WAS TRAVELLING AT SLOW SPEEDS.

C STATED THAT THE VEH WOULD NOT STOP.

@12/09-ZMG445N

CRR-MG DOCUMENTING ACCIDENT PROBE.

@12/09-ZMG445N

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@12/09-ZMG445N

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@12/09-ZMG445N

CRR-MG STARTED PROBE AT: 11:24 AM EST ON 12/09/08.

P-1) VIN (VEHICLE IDENTIFICATION NUMBER): 3N1CB61E57L 680532 @12/09-ZMG445N

P-2) DRIVER'S NAME, ADDRESS, DAY AND EVENING TELEPHONE NUMBERS, DATE OF BIRTH

C STATES [REDACTED], GILBERT, AZ [REDACTED]

PHONE NUMBER: [REDACTED] AND DATE OF BIRTH IS [REDACTED].

P-3) OWNER'S NAME, ADDRESS, DAY AND EVENING TELEPHONE NUMBERS, DATE OF BIRTH

C STATES [REDACTED] GILBERT, AZ [REDACTED],

PHONE NUMBER: [REDACTED] AND DATE OF BIRTH IS [REDACTED].

P-4) MILEAGE ON VEHICLE AT TIME OF INCIDENT:

C STATES 32,580 MILES. @12/09-ZMG445N

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

C STATES 33,000 MILES. @12/09-ZMG445N

P-6) WAS VEHICLE PURCHASED NEW OR USED?

C STATES NEW.

@12/09-ZMG445N

=====

P-7) DATE AND TIME OF INCIDENT:

C STATES 11/20/08 AT 7:32 PM.

P-8) DETAILED DESCRIPTION OF LOCATION OF INCIDENT:

C STATES C WAS TRAVELLING SOUTH BOUND ON A 6TH LANE ROAD WITH THE ISLAND IN THE MIDDLE OF THE ROAD.

C STATES THAT INCIDENT HAPPENED PRIOR TO C REACHING A LIGHT ABOUT 100-200 METERS FROM C. @12/09-ZMG445N

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

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C STATES IT WAS A CLEAR DAY. @12/09-ZMG445N

P-10) DETAILED DESCRIPTION OF THE INCIDENT.

C STATES SOUTH BOUND ON CONSTRUCTION ZONE OPENED TO 3 LANES.

C STATES THAT C WAS IN THE MIDDLE LANE.

C STATED THAT C WENT INTO THE FURTHERED TO THE RIGHT HAND LANE.

C STATED THAT ANOTHER VEHICLE HIT THEIR BRAKES TO MEET C'S VEH.

C STATED THAT C HIT C'S BRAKES AND FOUND THAT THE VEH WOULD NOT STOP.

C STATED THAT C HAD C'S 8 YEAR OLD SON IN THE VEH.

C STATED THAT THE OTHER VEH WAS A 2004 KIA SORRENTO.

C STATED THAT C HIT THE OTHER VEH.

C STATED THAT C DOES NOT KNOW THE COMPLETE DAMAGE. @12/09-ZMG445N

C STATED THAT THE ONLY THING C SAW WAS A SCRATCH ON THE VEH.

C STATED THAT C RECEIVED A TICKET DUE TO FAILURE OF SLOWING DOWN.

C STATED THAT C COULD NOT STOP DUE TO THE BRAKES FAILING.

C STATED THAT ON 11/24TH OR 11/25TH C RECEIVED A LETTER STATING THAT C'S VEH HAD A RECALL ON C'S VEH FOR THE BRAKES MASTER CYLINDER.

C STATES THAT C FEELS THAT C WAS UNABLE TO STOP DUE TO THE RECALL THAT C WAS UNAWARE OF UNTIL AFTER THE FACT. @12/09-ZMG445N

P-11) ESTIMATED SPEED OF VEHICLE AT TIME OF INCIDENT

C STATES THAT C WAS TRAVELLING 45 MILES PER HOUR.

C STATES UPON IMPACT C WAS TRAVELLING 5-10 MILES PER HOUR.

P-12) HAS THE VEHICLE BEEN REPAIRED SINCE THE INCIDENT OCCURRED?@12/09-ZMG445N

C STATES YES. @12/09-ZMG445N

P-13) WAS A POLICE REPORT AND/OR FIRE REPORT FILED?

C STATES YES. @12/09-ZMG445N

P-14) WAS A SEATBELT AND/OR OTHER RESTRAINT DEVICE USED BY ALL VEHICLE

OCCUPANTS AT THE TIME OF THE INCIDENT?

C STATES YES. @12/09-ZMG445N

P-15) WAS ANYONE INJURED?

C STATES NO. @12/09-ZMG445N

P-16) HAS THE VEHICLE OWNER CONTACTED THEIR INSURANCE COMPANY?

C STATES YES.

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

C STATES YES. @12/09-ZMG445N

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

C STATES APPROXIMATELY 5 MILES PER HOUR.

=====
@12/09-ZMG445N

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

C STATES YES. @12/09-ZMG445N

IF YES: DETAILED DESCRIPTION OF PROPERTY AND DAMAGE TO PROPERTY:

C STATES REAR BUMPER ON THE OTHER VEH.

C PROVIDED CRR-MG WITH THE CLAIM NUMBER OF ** PROGRESSIVE INS** 08-1041765 **

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

C IS REQUESTING THAT C WOULD LIKE TO HAVE NNA TO HAVE CONTACT WITH PROGRESSIVE INSURANCE TO NOT INCREASE C'S RATES DUE TO THE ACCIDENT THAT

C WAS INVOLVED IN THAT MAY HAVE BEEN DUE THE FAILURE OF BRAKES MASTER CYLINDER. @12/09-ZMG445N

CRR-MG INFORMED C THAT RCAS WILL BE IN CONTACT WITH C BY THE END OF THE NEXT BUSINESS DAY.

CRR-MG PROVIDED C WITH NAME, EXTENSION AND FILE NUMBER.

CRR-MG INQUIRED IF C REQUESTED ANY FURTHER ASSISTANCE FROM NNA.

C DECLINED. @12/09-ZMG445N

CRR-MG ASSURED C THAT RCAS WILL CONTACT C BY THE END OF THE NEXT BUSINESS DAY.

CRR-MG TRANSFERRING FILE TO RCAS FOR FURTHER ASSISTANCE. @12/09-ZMG445N

CRR-MG WILL SEND AN INTERNAL MESSAGE TO RCAS INFORMING RCAS OF THE

ACCIDENT MAY HAVE BEEN DUE TO A RECALL. @12/09-ZMG445N

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@12/09-ZMG445N

RCAS-DL CALLED C AT DAYTIME/EVENING PHONE NUMBER AT 4:50PM EST, 12/10/08,
ADDITIONAL VEHICLE INFORMATION

- P-21) VEHICLE LICENSE NUMBER: C STATES 026YES
- P-22) THE STATE IN WHICH THE VEHICLE IS REGISTERED: C STATES AZ
- P-23) SPECIAL EQUIPMENT OR ACCESSORIES: C STATES NO
- P-24) RECALL CAMPAIGNS OR SERVICE CAMPAIGNS LISTED ON ZCA1 VEHICLE INFORMATION SCREEN:

CLSD PM813 SENTRA BR-MSTR CYL NTB08-067 06/28/08 00/00/00 12/05/08 5077

- P-25) [CONTINUATION OF ITEM P-6 IN INITIAL PROBE]: IF VEHICLE WAS PURCHASED USED, WHAT ARE THE DATE AND PLACE OF PURCHASE? C STATES N/A
- P-26) IF ANOTHER VEHICLE WAS INVOLVED, WHAT WAS THE SPEED OF THAT VEHICLE? C STATES VEH WAS STILL MOVING BUT WAS SLOWING DOWN, C GUESTIMATED 5 MPH.

P-27) NAME, ADDRESS, AND TELEPHONE NUMBER OF ANY WITNESSES/PASSENGERS IN THE VEHICLE. C STATES DAMIAN ROBERTS, 8 YEARS OLD
3826 E PALMER ST, GILBERT, AZ, 85298 8855, 480 326 2002

P-28) NAME, ADDRESS, AND TELEPHONE NUMBER OF THE CURRENT LOCATION OF THE VEHICLE. C STATES C'S WIFE HAS IT, AND TOOK IT TO WORK, VEH HAS ALREADY BEEN REPAIRED. WHEN C RETURNS FROM WORK IT WILL BE BACK AT [REDACTED], GILBERT, AZ, [REDACTED]

P-29) [CONTINUATION OF ITEM P 12 IN INITIAL PROBE]: HAS THE VEHICLE BEEN REPAIRED SINCE THE INCIDENT OCCURRED? C STATES YES, VEH IS CURRENTLY REPAIRED, ELITE AUTO FINISHES PAINTED VEH, C HAS THE OLD BUMPER AT C'S HOME. C BOUGHT THE NEW BUMPER FROM RIVERVIEW NISSAN AND INSTALLED IT PERSONALLY.

@12/10-ZDL369N

RCAS-DL REQUESTED COPIES OF PRE REPAIR PHOTOS AND REPAIR ORDERS FROM THE CUSTOMER.

- P-30) [CONTINUATION OF ITEM P 13 IN INITIAL PROBE]: IF ITEM P-13 WAS ANSWERED YES (A POLICE REPORT AND/OR FIRE REPORT WAS FILED):
 - A. WHAT IS THE REPORTING OFFICER'S NAME? C STATES P. BURKHALTER
 - B. WHAT IS THE POLICE REPORT AND/OR FIRE REPORT NUMBER? C STATES C WAS ISSUED A TICKET BY THIS OFFICER FOR THE ACCIDENT. 728163 COMPLAINT NUMBER, DR NUMBER IS 215015, 6001 IS ON TICKET BUT C DOES NOT KNOW WHAT THIS NUMBER MEANS.

C. WHAT IS THE NAME OF THE AGENCY WHERE THE POLICE/FIRE REPORT WAS FILED? C STATES MARICOPA COUNTY SHERIFF'S OFFICE.

@12/10-ZDL369N

RCAS-DL REQUESTED COPIES OF ALL REPORTS FROM THE CUSTOMER.

VEHICLE OCCUPANT INFORMATION

P-31) WHERE WAS EACH OCCUPANT SEATED? (FOR ANY SEAT WITHOUT AN OCCUPANT, TYPE N/A):

@12/10-ZDL369N

- A. DRIVER: C STATES JEAN ROBERTS
- B. RIGHT FRONT PASSENGER: C STATES N/A
- C. LEFT REAR: C STATES N/A
- D. CENTER REAR: C STATES N/A
- E. RIGHT REAR: C STATES DAMIAN ROBERTS
- F. OTHER: C STATES N/A

P-32) [CONTINUATION OF ITEM P 14 IN INITIAL PROBE]: INDICATE WHICH VEHICLE OCCUPANTS WERE USING SEATBELT/RESTRAINT. (FOR ANY SEAT WITHOUT AN OCCUPANT, TYPE N/A):

- A. DRIVER: C STATES YES
- B. RIGHT FRONT PASSENGER: C STATES N/A
- C. LEFT REAR: C STATES N/A
- D. CENTER REAR: C STATES N/A
- E. RIGHT REAR: C STATES YES
- F. OTHER: C STATES N/A

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P-33) WHAT ARE THE WEIGHT AND HEIGHT OF EACH OF THE OCCUPANTS?

(FOR ANY SEAT WITHOUT AN OCCUPANT, TYPE N/A):

- A. DRIVER: C STATES 5'8.5" 180LBS
- B. RIGHT FRONT PASSENGER: C STATES N/A
- C. LEFT REAR: C STATES N/A
- D. CENTER REAR: C STATES N/A
- E. RIGHT REAR: C STATES ABOUT 3'6" FEET, 55-60 LBS.
- F. OTHER: C STATES N/A

INJURY AND INSURANCE INFORMATION

P-34) [CONTINUATION OF ITEM P 15 IN INITIAL PROBE]: IF ITEM P 15

WAS ANSWERED YES (SOMEONE WAS INJURED AS A RESULT OF THE INCIDENT): N/A

- A. DETAILED DESCRIPTION OF THE EXTENT OF INJURIES: C STATES N/A
- B. WAS HOSPITALIZATION REQUIRED? C STATES N/A
- C. WHERE, WHEN, AND BY WHOM WERE THE INJURED TREATED? C STATES N/A

@12/10-ZDL369N

P-35) [CONTINUATION OF ITEM P 16 IN INITIAL PROBE]: IF ITEM P 16

WAS ANSWERED YES (THE CUSTOMER HAS CONTACTED THEIR INSURANCE COMPANY):

- A. INSURANCE COMPANY'S NAME, ADDRESS, AND TELEPHONE NUMBER. C STATES PROGRESSIVE INSURANCE, PO BOX 31260, TAMPA FLORIDA, 33631-3260, 480-224-6811 THIS NUMBER IS DIRECT NUMBER TO INS. AGENT'S OFFICE.
- B. INSURANCE AGENT'S NAME. C STATES MATTHEW DAVIS
- C. INSURANCE CLAIM NUMBER. C STATES 08-1041765

POLICY NUMBER 80224338-8

ADDITIONAL INFORMATION REGARDING OTHER PROPERTY DAMAGE

P-36) [CONTINUATION OF ITEM P 17 IN INITIAL PROBE]: IF ITEM

P 17 WAS ANSWERED YES (ANOTHER VEHICLE OR VEHICLES WERE INVOLVED IN THE INCIDENT):

- A. YEAR, MAKE, AND MODEL OF OTHER VEHICLE(S). C STATES

04 KIA SORENTO

- B. OWNER'S NAME, ADDRESS, AND TELEPHONE NUMBER. C STATES @12/10-ZDL369N

SARAH CARPENTER, C DOES NOT KNOW HER ADDRESS OR TELEPHONE NUMBER

- C. NATURE AND EXTENT OF DAMAGE TO THE OTHER VEHICLE(S). C STATES

THERE WAS A SCRATCH ON THE BUMPER, \$576.75 WAS PAID OUT TO C, FOR REPLACEMENT OR REPAIR TO BUMPER

P-37) [CONTINUATION OF ITEM P 18 IN INITIAL PROBE]: IF ITEM P 18

WAS ANSWERED YES (PROPERTY OTHER THAN THE CUSTOMER'S VEHICLE WAS DAMAGED):

- A. DESCRIPTION OF THE PROPERTY AND DAMAGE TO THE PROPERTY. C STATES N/A
 - B. OWNER'S NAME, ADDRESS, AND TELEPHONE NUMBER. C STATES N/A
 - C. REQUEST COPIES OF ANY ESTIMATES TO REPAIR THE PROPERTY DAMAGE. C STATES N/A
- C STATED C GOT INTO THE ACCIDENT ON 11/20/08 AND JUST WANTS TO ENSURE THAT C'S INS. RATES DO NOT GO UP,

RCAS-DL STATED RCAS-DL WILL INVESTIGATE THIS ISSUE AND CALL C BACK ON 12/15/08 TO DETERMINE IF NISSAN WILL BE MAKING CALL TO INS. COMPANY.

RCAS-DL SENT INTERNAL MESSAGE TO LEGAL AS OF 12/10/08 @12/10-ZDL369N

RCAS-DL RECEIVED INTERNAL MESSAGE FROM LEGAL AS OF 12/12/08.

@12/12-ZDL369N

RCAS-DL SENT IIR REQUEST TO RS-DD AS OF 12/12/08

@12/12-ZDL369N

@12/15-ZDL369N

RCAS-DL RECEIVED INTERNAL MESSAGE FROM DTS-TZ AS OF 12/15/08 ASKING FOR SPECIFICS AS TO WHAT SHOULD BE CHECKED ON THE IIR.

RCAS-DL SENT INTERNAL MESSAGE TO DTS-TZ AS OF 12/15/08 ASKING FOR

VERIFICATION OF THE CAUSE OF VEH MALFUNCTION.

@12/15-ZDL369N

@12/15-ZDL369N

RCAS-DL CALLED 480-224-6811 NUMBER AT 3:18PM EST, 12/15/08, GOT INSURANCE AGENT MATTHEW DAVIS' VMX, WHICH STATED INS. AGENT IS OUT OF

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OFFICE UNTIL DEC 22ND

RCAS-DL GOT INSURANCE AGENT- KIRA CHEN

RCAS-DL ASKED IF FILE IS CLOSED OR IF INS. AGENCY IS SEEKING
SUBROGATION THROUGH NISSAN.

@12/15-ZDL369N

INS. AGENT STATED FILE IS STILL OPEN, AND INS. AGENCY INSPECTION
HAS DETERMINED LIABILITY AND HAS DETERMINED C IS 100% AT FAULT.

@12/15-ZDL369N

RCAS-DL SENT INTERNAL MESSAGE TO DRT-TZ, ORM-JW AND LEGAL AT 12/15/08.

RCAS-DL RECEIVED INTERNAL MESSAGE FROM LEGAL AS OF 12/15/08.

@12/15-ZDL369N

RCAS-DL CALLED C AT DAYTIME/EVENING PHONE NUMBER AT 6:31PM EST, 12/15/08,
GOT VMX, RCAS-DL LEFT NAME, EXTENSION, FILE NUMBER, RCAS-DL STATED THAT
RCAS-DL WILL BE CALLING BACK AT 12/16/08.

@12/15-ZDL369N

@12/16-ZDL369N

RCAS-DL CALLED C AT DAYTIME/EVENING PHONE NUMBER AT 2:48PM EST, 12/16/08,
GOT VMX, RCAS-DL LEFT NAME, EXTENSION, FILE NUMBER, RCAS-DL STATED THAT
RCAS-DL WILL BE CALLING BACK AT 12/18/08.

@12/16-ZDL369N

RCAS-DL CALLED C AT DAYTIME/EVENING PHONE NUMBER AT 5:02PM EST, 12/16/08,
RCAS-DL STATED THAT INS. AGENCY IS NOT SEEKING SUBROGATION THROUGH
NISSAN AT THIS TIME AND IS HANDLING C'S CASE INTERNALLY AND SO
RCAS-DL IS NOT IN A POSITION TO ASK THE INS. COMPANY TO LOWER C'S
INS. RATES.

C STATED C HAS NOT HEARD ANYTHING BACK FROM INS. AGENCY TO THIS EFFECT.

RCAS-DL STATED THAT C'S INS. AGENT- MATTHEW DAVIS IS OUT OF OFFICE
UNTIL 12/22/08 AND RECOMMENDED THAT C CALL INS. AGENT- KIRA CHEN
WHO IS HANDLING THIS CASE IN HIS ABSENCE.

RCAS-DL OFFERED FURTHER ASSISTANCE, C DECLINED.

@12/18-ZDL369N

RCAS-DL UPDATING TREAD ACT CODES.

RCAS-DL CLOSING FILE AS C NEEDS NO FURTHER ASSISTANCE.

@12/18-ZDL369N

RCAS-DL RECEIVED INTERNAL MESSAGE FROM DTS-TZ AS OF 12/19/08 ASKING IF IIR
INSPECTION SHOULD BE OFFICIALLY CANCELLED.

@12/19-ZDL369N

RCAS-DL SENT INTERNAL MESSAGE TO DST-TZ AS OF STATING THAT IIR INSPECTION CAN
BE CANCELLED.

@12/19-ZDL369N

RCAS-DL SENDING NO INSPECTION LETTER TO RS-DD AS OF 12/19/08.

@12/19-ZDL369N

RCAS-DL LEAVING FILE OPEN PENDING WHITEMAIL CONFIRMATION.

@12/19-ZDL369N

@12/23-ZDL369N

PROGRESSIVE INS. AGENT- MATT CALLED IN AT 12/23/08, LEFT VMX ASKING FOR CALL
AT 480-224-6811.

@12/23-ZDL369N

RCAS-DL CALLED [REDACTED] 1 NUMBER AT 12:04PM EST, 12/23/08,

GOT PROGRESSIVE INS. AGENT- MATT

RCAS-DL STATED THAT ACCORDING TO INS. AGENT-KIRA CHEN PROGRESSIVE INS. WAS NOT
SEEKING SUBROGATION AND FOUND LIABILITY WITH C.

@12/23-ZDL369N

INS. AGENT- MATT STATED THE INFORMATION INS. AGENT- KIRA CHEN PROVIDED
WAS NOT ACCURATE AND THE INS. AGENCY WILL SEEK SUBROGATION IF THERE IS
A RECALL INVOLVED WITH THIS VEH AS THE OTHER PERSON INVOLVED IN ACCIDENT,
SARAH CARPENTER, IS CLAIMING INJURY.

INS. AGENT ASKED IF THERE WAS A RECALL ON THE BRAKES OF THIS VEH

RCAS-DL STATED THERE WAS A RECALL ON THE BRAKE MASTER CYLINDER WHICH
WAS COMPLETED 12/05/08

INS. AGENT ASKED FOR FAX INDICATING THIS

RCAS-DL STATED RCAS-DL WILL HAVE TO TALK TO LEGAL AND DETERMINE WHAT
CAN AND CANNOT BE SENT. INS. AGENT AGREED.

@12/23-ZDL369N

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***** @12/23-ZDL369N
 RCAS-DL SENT INTERNAL MESSAGE TO LEGAL-TB AS OF 12/23/08. @12/23-ZDL369N
 ***** @12/30-ZDL369N
 RCAS-DL CALLED LEGAL AT 12:18PM EST 12/30/08, GOT VMX STATING LEGAL
 IS OUT OF OFFICE UNTIL 01/05/09
 ***** @12/30-ZDL369N
 INS. AGENT- MIKE CALLED IN AT 12/30/08, LEFT VMX ASKING FOR CALLBACK
 LEFT NUMBER 480-224-6811. @12/30-ZDL369N
 ***** @12/30-ZDL369N
 RCAS-DL CALLED INS AGENT AT 480-224-6811 PHONE NUMBER AT 1:56PM EST, 12/30/08,
 GOT VMX, RCAS-DL STATED THAT RCAS-DL HAS BEEN UNABLE TO CONTACT APPROPRIATE
 DEPT DUE TO HOLIDAYS BUT WILL CALL INS. AGENT BACK ON 01/06/08 AFTER RCAS-DL
 HAS HAD OPPORTUNITY TO CONSULT WITH LEGAL.
 ***** @12/30-ZDL369N
 INS. AGENT- MIKE CALLED IN AT 01/06/09, LEFT VMX ASKING FOR CALLBACK
 LEFT NUMBER 480-224-6811. @12/30-ZDL369N
 ***** @01/06-ZDL369N
 RCAS-DL SENT INTERNAL MESSAGE TO LEGAL AS OF 01/06/09. @01/06-ZDL369N
 RCAS-DL RECEIVED INTERNAL MESSAGE FROM LEGAL AS OF 01/06/09.
 ***** @01/06-ZDL369N
 RCAS-DL CALLED INS AGENT AT 480-224-6811 PHONE NUMBER AT 4:10PM EST, 1/06/08,
 AGENT WANTS TO KNOW IF NISSAN IS ACCEPTING LIABILITY FOR C'S INCIDENT AS A
 RECALL WAS INVOLVED. @01/06-ZDL369N
 RCAS-DL STATED THAT AGENT WILL HAVE TO CONSULT WITH NISSAN'S LEGAL
 DEPT AND CAN FILE SUBROGATION PACKAGE THROUGH
 NISSAN NORTH AMERICA, INC.
 LEGAL DEPARTMENT CLAIMS
 P.O. BOX 685001
 FRANKLIN, TN 37068
 AGENT UNDERSTOOD, THANKED RCAS-DL.
 ***** @01/06-ZDL369N
 RCAS-DL SENT INTERNAL MESSAGE TO LEGAL AS OF 01/06/09. @01/06-ZDL369N
 RCAS-DL RECEIVED INTERNAL MESSAGE FROM LEGAL AS OF 01/06/09.
 RCAS-DL CLOSING FILE AS INSTRUCTED BY LEGAL.
 RCAS-DL UPDATING TREAD ACT CODES.
 RCAS-DL CLOSING FILE AS C NEEDS NO FURTHER ASSISTANCE. @01/06-ZDL369N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE
 DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE
 CUSTOMER.
 PLEASE SEND ANY INFORMATION PERTAINING TO THIS FILE TO REGIONAL SPECIALIST
 DAVID LA RUSH AT 1 866 799 1690 X1476.

DEALER ACTION:

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NT8G	ROOT CAUSE: SNFA
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 1	DATE: 12 / 19 / 08	USERID: ZDL369N
OTHER #: 0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 0	DATE: 00 / 00 / 00	USERID:
RESP DLR: 5077	EFFECTIVE: 12 / 09 / 08	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZMG445N	
HISTORY:	UPDATE BY: ZDL369N	
SVC CALL#:	UPDATE DATE: 01 / 06 / 09	
CLOSE: Y (Y/N)	CLOSE DATE: 01 / 06 / 09	MICROFILM: N
RESP CAA: LARUSH, DAVID	OLM: SMIT AGNES	DOM: HARRIMAN, ALAN
PHONE: 0000041476	OWNER FIRST:	LANGUAGE: E ENGLISH

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SERVICE CONTRACTS SUMMARY

DATE: 8/10/2011
TIME: 11:09:16 AM
MODEL YEAR: 2007.0
MAKE:
MODEL LINE: SEN

NAME: [REDACTED]

VIN:

IN SCV DATE: 5/27/2007

SEO NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
21	[REDACTED]	3928 AZ	5/27/2007	5/27/2012	100,000		

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CONTRACT: [REDACTED]	CONTRACT:
OWNER NAME: [REDACTED]	OWNER NAME:
PLAN TYPE: C	PLAN TYPE:
PLAN TERM: C	PLAN TERM:
DEDUCTABLE: \$ 50	DEDUCTABLE:
EFFECTIVE: 05/27/07	EFFECTIVE:
EXPIRES: 05/27/12 MILES: 100,000	EXPIRES: MILES:
CANCEL: MILES:	CANCEL: MILES:
TRANSFER:	TRANSFER:
TRANSACTION: 5/30/2007	TRANSACTION:
PRINTED: 05/24/08	PRINTED:
DEALER NO: 3928 STATE: AZ	DEALER NO: STATE:
DEALER NAME: AVONDALE NISSAN	DEALER NAME:

CONFIDENTIAL

DATE: 8/10/2011
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SC: ONE CONTRACT

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

VCAN: Y
PAID: 7
SUSP: 0
DENY: 0

VIN: 3N1AB61E17L [REDACTED] Y
YR/MDL: 2007.0 SEN MILEAGE: 0
IN SVC DATE: 02 / 19 / 07
RTL DLR: 09102 TEAM MOTOR SALES, INC.
SVC DLR: 5185 AUTO PALACE NISSAN
RESP DLR: 5185 AUTO PALACE NISSAN
REGION: 26 DIST: SL/SV/PT: 18 18 48

LETTER RECEIVED 12 / 08 / 08 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CL 11 OPEN DATE: 12 / 09 / 08 XFER/RSPNSBLTY: 26 18 S
CONTACT (S): FOLLOWUP DATE: 12 / 10 / 08 DATANET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 12 / 10 / 08 DATANET (Y/N): 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OF NNA., INC. ISSUES 260500 CA PERSONNEL (NISSAN)
BT DEPARTMENT PERSONNEL ZH CRITICISM

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C. A. R. COMMENTS

FILE OPENED-ZKC249N 12/09/2008

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

C LETTER WAS RECEIVED ON 12/08/08

DATED 12/01/08 LETTER WAS REC'D VIA REGULAR MAIL

MT KC IS FORWARDING FILE AND LETTER TO CORRESPONDENCE TEAM FOR FURTHER REVIEW
AND ASSISTANCE

@12/09-ZKC249N

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

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES FOUND: NONE

LETTER FROM C WAS RECEIVED BY CA VIA POSTAL MAIL ON 12/08/08
TO NNA, DATED 12/01/08

CRR-JG VERIFIED C'S NAME, ADDRESS, VIN, PHONE NUMBER
C DID NOT PROVIDE MILEAGE, RESPONSIBLE DLR

CRR-JG CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES:

@12/10-ZJG904N

CLSD PM813 SENTRA BR-MSTR CYL NTB08-067 06/28/08 00/00/00 12/02/08 5185

C STATED C BROUGHT VEH INTO THE NISSAN DLR AS C WAS INVOLVED
IN A MINOR ACCIDENT. C WAS ADVISED THAT A RECALL WAS ISSUED FOR
THE VEH THAT COULD HAVE POTENTIALLY TAKEN C'S LIFE. THE
MECHANIC ASKED IF C HAD BEEN NOTIFIED OF THE RECALL. C HAD
RECEIVED NO NOTIFICATION OF THE RECALL UNTIL THE MECHANIC TOLD
C ON 11/22/2008. THE MECHANIC SAID THE BRAKE MASTER CYLINDER
NEEDED TO BE REPLACED BECAUSE IT WAS LEAKING BRAKE FLUID. IF
THIS FLUID WOULD LEAK INTO THE BRAKE BOOSTER , THE BRAKES
WOULD FAIL. C WAS TOLD THE RECALL CAME OUT IN JULY 2008 AND THIS
WAS AMPLE TIME TO NOTIFY C OF THE RECALL. C WOULD LIKE NISSAN TO
KNOW THAT C WILL NEVER BUY A NISSAN FOR FEAR THAT C'S LIFE CAN
BE TAKEN AWAY BECAUSE OF THE CARELESSNESS OF THE COMPANY

CRR-JG CALLING C TO CONDUCT ACCIDENT PROBE

@12/10-ZJG904N

CRR-JG CALLED C AT 2:46 PM EST

@12/10-ZJG904N

CRR-JG ADVISED C THAT CRR-JG IS CALLING IN REGARDS TO THE ACCIDENT C HAD

C STATES THE ACCIDENT C HAD WAS NOT RELATED TO THE RECALL

C STATES C IS UPSET THAT C NEVER RECIEVED A NOTIFICATION OF THE RECALL PRIOR
TO C HAVING AN ACCIDENT

CRR-JG APOLOGIZED THAT C WAS NOT NOTIFIED AND UPDATED OWNER INFORMATION

CRR-JG ASSURED C THAT RECALL NOTIFICATIONS WILL BE SENT IN THE FUTURE AND C

CAN ALSO CALL NNA AT ANY TIME TO CHECK FOR RECALLS

C THANKED CRR-JG

CRR-JG THANKED C FOR WRITING INTO NISSAN AND MAKING NISSAN AWARE OF THE
SITUATION

CRR-JG OFFERED FURTHER ASSISTANCE , C DECLINED

C THANKED CRR-JG FOR CALLING C

@12/10-ZJG904N

CRR-JG CLOSING FILE AS C IS SATISFIED

@12/10-ZJG904N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NE8G	ROOT CAUSE: SCPP
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 0	DATE: 00 / 00 / 00	USERID:
RESP DLR: 5185	EFFECTIVE: 12 / 09 / 08	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZKC249N	
HISTORY:	UPDATE BY: ZJG904N	
SVC CALL#:	UPDATE DATE: 04 / 17 / 09	
CLOSE: Y (Y/N)	CLOSE DATE: 12 / 10 / 08	MICROFILM: N
RESP CAA: GRUND, JEANNETTE	OLM: ROYSTER KAREN	DOM:
PHONE: 0000000000	OWNER FIRST:	LANGUAGE: E ENGLISH

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

CA6364595

SERVICE CONTRACTS SUMMARY

DATE: 8/10/2011
TIME: 11:09:16 AM
MODEL YEAR: 2007.0
MAKE:
MODEL LINE: SEN

NAME: [REDACTED] N

VIN:

IN SCV DATE: 11/21/2009

SEO NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
22	[REDACTED]	09064 PA	11/21/2009	11/21/2013	89,807		

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CURRENT SERVICE CONTRACT		PRIOR SERVICE CONTRACT	
CONTRACT:	[REDACTED]	CONTRACT:	
OWNER NAME:	[REDACTED]	OWNER NAME:	
PLAN TYPE:	N	PLAN TYPE:	
PLAN TERM:	W	PLAN TERM:	
DEDUCTABLE:	\$ 50	DEDUCTABLE:	
EFFECTIVE:	11/21/09	EFFECTIVE:	
EXPIRES:	11/21/13 MILES: 89,807	EXPIRES:	MILES:
CANCEL:	MILES:	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION:	12/8/2009	TRANSACTION:	
PRINTED:	12/12/09	PRINTED:	
DEALER NO:	09064 STATE: PA	DEALER NO:	STATE:
DEALER NAME:	COURTESY MOTOR SALES INC	DEALER NAME:	

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SC: MULTI CONTRACT

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

VCAN: Y
PAID: 35
SUSP: 0
DENY: 0

VIN: 3N1CB61E47L [REDACTED] Y
YR/MDL: 2007.0 SEN MILEAGE: 20529
IN SVC DATE: 11 / 12 / 07
RTL DLR: 2867 TEAM NISSAN
SVC DLR: 2867 TEAM NISSAN
RESP DLR: 2867 TEAM 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: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 2867_ TEAM NISSAN
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 12 / 16 / 08 XFER/RSPNSBLTY: 44 02 S
CONTACT (S): FOLLOWUP DATE: 02 / 10 / 09 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 02 / 09 / 09 DATANET (Y/N): 12 / 18 / 08

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 255000 WHEEL (WHEEL/STUD/NUT/BOLT)
BO TIRE/WHEEL VF NON-WARRANTY ITEM GOODWILL ASSISTANCE I

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C. A. R. COMMENTS

FILE OPENED-ZLG881N 12/16/2008

PREVIOUS RELATED FILES FOUND:

PREVIOUS UNRELATED FILES FOUND:

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

CRR-LG CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:NONE. @12/16-ZLG881N
CLSD PM813 SENTRA BR-MSTR CYL NTB08-067 06/28/08 00/00/00 11/25/08 2867

CRR-LG ADVISED C THERE ARE NONE.

PREVIOUS NISSAN/INFINITI VEH:1

CRR-LG RECEIVED INBOUND CALL FROM C.

C STATES THAT C HAD THE RECALL ON THE MSTR CYL DONE A MTH AGO AND NOW THE BRAKES ARE NOT WORKING WITH THE MSTR CYL THAT IS IN THE VEH NOW.@12/16-ZLG881N

CRR-LG ASKED C WHERE IS VEH NOW AND C STATED AT HOME AS VEH IS NOT DRIVABLE.

CRR-LG ADVISED C TO HAVE VEH TOWED IN TO THE DLRSHIP TO HAVE A DIAGNOSTIC TEST ON THE VEH. @12/16-ZLG881N

INITIAL PROBE:

P-1) VIN (VEHICLE IDENTIFICATION NUMBER): C STATES 3N1CB61E47L 698293

P-2) DRIVER'S NAME, ADDRESS, DAY AND EVENING TELEPHONE NUMBERS, DATE OF BIRTH: C STATES [REDACTED] VENTURA,CA [REDACTED].

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

P-4) MILEAGE ON VEHICLE AT TIME OF INCIDENT: C STATES NOT SURE.

P-5) CURRENT MILEAGE, IF DIFFERENT FROM MILEAGE AT TIME OF INCIDENT. (IF NOT AVAILABLE, MILEAGE FROM MOST RECENT REPAIR ORDER): C STATES NOT SURE.

P-6) WAS VEHICLE PURCHASED NEW OR USED? C STATES NEW

P-7) DATE AND TIME OF INCIDENT. C STATES C CAN NOT REMEMBER

-8) DETAILED DESCRIPTION OF LOCATION OF INCIDENT (PLEASE BE AS @12/16-ZLG881N PRECISE AS POSSIBLE): C STATES OFF HWY 33

P-9) DETAILED DESCRIPTION OF THE WEATHER (VISIBILITY) AT TIME OF INCIDENT. C STATES SUNNY IN THE MORNING.

P-10) DETAILED DESCRIPTION OF THE INCIDENT. (BE AS SPECIFIC AS POSSIBLE, INCLUDING PARTS OF VEHICLE AFFECTED). C STATES OFF HWY 33 THERE WAS AN OBSTRUCTION IN FRONT OF C AND C TRIED TO STOP AND THE VEH WOULD NOT STOP AND C HIT SOMETHING BUT C IS NOT SURE WHAT IT WAS THAT VEH HIT.

P-11) ESTIMATED SPEED OF VEHICLE AT TIME OF INCIDENT: C STATES 50 MPH

P-12) HAS THE VEHICLE BEEN REPAIRED SINCE THE INCIDENT OCCURRED? C STATES ___[YES] ___X_[NO].

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

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

P-15) WAS ANYONE INJURED? C STATES ___[YES] ___X_[NO]. @12/16-ZLG881N
IF YES: DETAILED DESCRIPTION OF ALL INJURIES: C STATES

P-16) HAS THE VEHICLE OWNER CONTACTED THEIR INSURANCE COMPANY? C STATES ___X_[YES] ___[NO].

P-17) WERE ANY OTHER VEHICLES INVOLVED IN THE INCIDENT? C STATES ___[YES] ___X_[NO].

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

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

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C STATES ___[YES] ___X_[NO].

IF YES: DETAILED DESCRIPTION OF PROPERTY AND DAMAGE TO PROPERTY:

C STATES

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

C STATES THAT C REQUESTING A BRAND NEW VEH AS THE VEH THAT C WAS DRIVING WAS STILL QUITE NEW ONLY ONE YEAR OLD AND C WOULD NOT FEEL SAFE IF VEH WAS FULLY REPAIRED.

@12/16-ZLG881N

CRR-LG OFFERED FURTHER ASSISTANCE TO C, C DECLINED.

CRR-LG GAVE NAME, EXTENSION, AND FILE NUMBER.

CRR-LG TRANSFERRING FILE TO RCAS PENDING FURTHER REVIEW.

@12/16-ZLG881N

RCAS-AH DATANET FILE

RCAS-AH CALLED DAY/EVE NUMBER AT 4:10 PM EST ON 12/17/08 SPOKE TO C.

P-21) VEHICLE LICENSE NUMBER: C STATES

P-22) THE STATE IN WHICH THE VEHICLE IS REGISTERED: C STATES CALIFORNIA

P-23) SPECIAL EQUIPMENT OR ACCESSORIES: C STATES N/A

P-24) RECALL CAMPAIGNS OR SERVICE CAMPAIGNS LISTED ON ZCA1 VEHICLE INFORMATION CLSD PM813 SENTRA BR-MSTR CYL NTB08-067 06/28/08 00/00/00 11/25/08 2867

P-25) [CONTINUATION OF ITEM P-6 IN INITIAL PROBE]: IF VEHICLE WAS PURCHASED USED, WHAT ARE THE DATE AND PLACE OF PURCHASE? C STATES N/A VEH NEW
ADDITIONAL DESCRIPTION OF INCIDENT AND CLAIM

P-26) IF ANOTHER VEHICLE WAS INVOLVED, WHAT WAS THE SPEED OF THAT VEHICLE?

C STATES N/A

P-27) NAME, ADDRESS, AND TELEPHONE NUMBER OF ANY WITNESSES/PASSENGERS IN THE VEHICLE. C STATES N/A

P-28) NAME, ADDRESS, AND TELEPHONE NUMBER OF THE CURRENT LOCATION OF THE VEH
C STATES N/A

P-29) [CONTINUATION OF ITEM P 12 IN INITIAL PROBE]: HAS THE VEHICLE BEEN REPAIRED SINCE THE INCIDENT OCCURRED? C STATES NO

IF NO: HAVE REPAIRS BEEN SCHEDULED? IF SCHEDULED: FOR WHAT DATE? C STATES NO

P-30) [CONTINUATION OF ITEM P 13 IN INITIAL PROBE]: IF ITEM P-13 WAS ANSWERED YES (A POLICE REPORT AND/OR FIRE REPORT WAS FILED):

A. WHAT IS THE REPORTING OFFICER'S NAME? C STATES NA

B. WHAT IS THE POLICE REPORT AND/OR FIRE REPORT NUMBER? C STATES NA

C. WHAT IS THE NAME OF THE AGENCY WHERE THE POLICE/FIRE REPORT WAS FILED?

C STATES NA

VEHICLE OCCUPANT INFORMATION

@12/17-ZAH287N

P-31) WHERE WAS EACH OCCUPANT SEATED? (FOR ANY SEAT WITHOUT AN OCCUPANT, TYPE N/A):

A. DRIVER: C STATES C

B. RIGHT FRONT PASSENGER: C STATES N/A

C. LEFT REAR: C STATES N/A

D. CENTER REAR: C STATES N/A

E. RIGHT REAR: C STATES N/A

F. OTHER: C STATES N/A

P-32) [CONTINUATION OF ITEM P 14 IN INITIAL PROBE]: INDICATE WHICH VEHICLE OCCUPANTS WERE USING SEATBELT/RESTRAINT. (FOR ANY SEAT WITHOUT AN OCCUPANT, TYPE N/A):

A. DRIVER: C STATES YES

B. RIGHT FRONT PASSENGER: C STATES N/A

C. LEFT REAR: C STATES N/A

D. CENTER REAR: C STATES N/A

@12/17-ZAH287N

E. RIGHT REAR: C STATES N/A

F. OTHER: C STATES N/A

P-33) WHAT ARE THE WEIGHT AND HEIGHT OF EACH OF THE OCCUPANTS?
(FOR ANY SEAT WITHOUT AN OCCUPANT, TYPE N/A):

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- A. DRIVER: C STATES 150 POUNDS 5'4
- B. RIGHT FRONT PASSENGER: C STATES N/A
- C. LEFT REAR: C STATES N/A
- D. CENTER REAR: C STATES N/A
- E. RIGHT REAR: C STATES N/A
- F. OTHER: C STATES N/A

INJURY AND INSURANCE INFORMATION

[CONTINUATION OF ITEM P 15 IN INITIAL PROBE]: IF ITEM P 15 WAS ANSWERED YES (SOMEONE WAS INJURED AS A RESULT OF THE INCIDENT):

- A. DETAILED DESCRIPTION OF THE EXTENT OF INJURIES: C STATES N/A
- B. WAS HOSPITALIZATION REQUIRED? C STATES N/A @12/17-ZAH287N
- C. WHERE, WHEN, AND BY WHOM WERE THE INJURED TREATED? C STATES N/A
- D. REQUEST A COPY OF ALL MEDICAL RECORDS/REPORTS FROM THE CUSTOMER.

P-35) [CONTINUATION OF ITEM P 16 IN INITIAL PROBE]: IF ITEM P 16 WAS ANSWERED YES (THE CUSTOMER HAS CONTACTED THEIR INSURANCE COMPANY):

- A. INSURANCE COMPANY'S NAME, ADDRESS, AND TELEPHONE NUMBER. C STATES
- B. INSURANCE AGENT'S NAME. C STATES
- C. INSURANCE CLAIM NUMBER. C STATES

ADDITIONAL INFORMATION REGARDING OTHER PROPERTY DAMAGE @12/17-ZAH287N

P-36) [CONTINUATION OF ITEM P 17 IN INITIAL PROBE]: IF ITEM P 17 WAS ANSWERED YES (ANOTHER VEHICLE OR VEHICLES WERE INVOLVED IN THE INCIDENT):

- A. YEAR, MAKE, AND MODEL OF OTHER VEHICLE(S). C STATES N/A
- B. OWNER'S NAME, ADDRESS, AND TELEPHONE NUMBER. C STATES N/A
- C. NATURE AND EXTENT OF DAMAGE TO THE OTHER VEHICLE(S). C STATES N/A

P-37) [CONTINUATION OF ITEM P 18 IN INITIAL PROBE]: IF ITEM P 18 WAS ANSWERED YES (PROPERTY OTHER THAN THE CUSTOMER'S VEHICLE WAS DAMAGED): @12/17-ZAH287N

- A. DESCRIPTION OF THE PROPERTY AND DAMAGE TO THE PROPERTY. C STATES N/A
- B. OWNER'S NAME, ADDRESS, AND TELEPHONE NUMBER. C STATES NA
- C. REQUEST COPIES OF ANY ESTIMATES TO REPAIR THE PROPERTY DAMAGE. C STATES NA @12/17-ZAH287N

RCAS-AH ADVISED C TO SEND IN LETTER WITH DISCRIPTION OF ACCIDENT AND ALSO WHAT C IS REQUESTING FROM NNA.

RCAS-AH NOTES C STILL NEEDS TO PROVIDE FURTHER INFORMATION FOR PROBE.

MILEAGE LICENCE PLATE NUMBER INSURENCE INFORMATION DATE OF INCIDENT.

C ADVISED THERE WAS DAMAGE DONE TO THE VEH DUE TO THE ACCIDENT HOWEVER WERE NOT REPAIRED YET. C ADVISED THIS INCIDENT HAPPENED PRIOR TO THE RECALL BEING DONE AND ADVISED C JUST RECEIVED RECALL LETTER THAT WAS WHY C IS CALLING TO REQUEST ANOTHER VEH.

RCAS-AH ADVISED WILL FOLLOW UP 12/18/08. C AGREED. @12/17-ZAH287N

RCAS-AH CALLED DLR AT 4:45 PM EST ON 12/17/08 SPOKE TO SM-ANDY KUDERA.

SM-AK ADVISED C CAME IN IN SEPTEMBER WITH MILEAGE OF 20529 TO DO RECALL.AH287N

C ADVISED THE DLR OF THE ACCIDENT.

THE DLR ADVISED THERE WAS FLUID IN THE CYLINDERS STILL BUT THE VEH FAILED THE RECALL TEST AND DLR REPALCED THE MASTER CYLINDER.

SM-AK ADVISED THE TIRES ON THE VEH WERE BALD

RCAS-AH SENDING IIR REQUEST TO RS-DD AT 4:53 PM EST ON 12/17/08.@12/17-ZAH287N

RCAS-AH CALLED DAY/EVE NUMBER AT 7:01 PM EST ON 12/18/08 SPOKE TO C.

RCAS-AH ADVISED WAITING FOR INSPECTION DATE WILL FOLLOW UP 12/23/08

@12/18-ZAH287N

RCAS-AH RECEIVED EMAIL FROM DTS-JA AT 11:00 AM EST ON 12/22/08.

EMAIL REQUEST DTS FOR 01/06/09 @12/22-ZAH287N

@12/22-ZAH287N

==@12/22-ZIC502N

CRR-IC RECEIVED A CALL FROM C.

CRR-IC VERIFIED C'S NAME, ADDRESS, DAY AND EVENING PHONE NUMBER.

CRR-IC ADVISED C THAT RCAS WILL CALL C BY TOMORROW REGARDING THE INSPECTION

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ON THE VEH.

CRR-IC OFFERED FURTHER ASSISTANCE, C DECLINED.
CRR-IC GAVE C NAME, EXTENSION ,AND FILE NUMBER.
CRR-IC LEAVING FILE.

@12/22-ZIC502N

@12/22-ZIC502N

@12/22-ZIC502N

RCAS-AH CALLED DAY/EVE NUMBER AT 7:06 PM EST ON 12/22/08 SPOKE TO C.
RCAS-AH ADVISED OF INSPECTION FOR 01/06/09 WITH DROP OFF 01/05/09
C AGREED.

RCAS-AH ADVISED WILL FOLLOW UP 01/05/09.

C AGREED.

@12/22-ZAH287N

RCAS-AH NOTES NO FOLLOW UP DUE UNTIL 01/05/09

@12/23-ZAH287N

RCAS-AH CALLED DLR AT 2:00 PM EST ON 01/05/09 SPOKE TO SM-ANDY KUDERA.

RCAS-AH ADVISED OF DTS INSPECTION FOR 01/06/09 AND REQUESTED RENTAL FOR C ON
01/05/09 AND END OF DAY DROP OFF. SM-AK AGREED.

@01/05-ZAH287N

RCAS-AH CALLED DAY/EVE NUMBER AT 2:10 PM EST ON 01/05/08 SPOKE TO C.

RCAS-AH ADVISED C TO DROP VEH OFF AT DLR BY END OF DAY 01/05/09.

RCAS-AH ADVISED RCAS-AH WILL FOLLOW UP 01/07/09.

C AGREED.

@01/05-ZAH287N

RCAS-AH CALLED C AT 4:00 PM EST ON 01/05/09 SPOKE TO C.

RCAS-AH ADVISED C UNFORTUNATLY NNA IS NOT IN A POSITION TO SUPPLY RENTAL
PRIOR TO HAVE AN INSPECTION DONE.

RCAS-AH ADVISED C NNA CAN ONLY REIMBURSE C FOR A RENTAL AFTER THE INSPECTION
AND ONLY IF THE INSPECTION FINDS PL.

@01/05-ZAH287N

C UNDERSTOOD.

RCAS-AH ADVISED WILL FOLLOW UP 01/07/09

@01/05-ZAH287N

RCAS-AH CALLED DAY/EVE NUMBER AT 3:06 PM EST ON 01/07/09 LEFT VMX FOR C.

RCAS-AH ADVISED WILL FOLLOW UP 01/12/09

@01/07-ZAH287N

CRR-PM RECEIVED CALL FROM C.

@01/07-ZPM510N

CRR-PM VERIFIED C'S NAME, ADDRESS AND PHONE NUMBER (UPDATE PHONE NUMBER).

C STATED THAT C JUST MISSED CALL FROM REPRESENTATIVE AND WOULD LIKE TO SPEAK
WITH REPRESENTATIVE.

CRR-PM ADVISED C AN INTERNAL MESSAGE WILL BE SENT TO RCAS REQUESTING RCAS TO
CONTACT C.

C AGREED.

C THANKED CRR-PM FOR ASSISTANCE, C SATISFIED.

CRR-PM ASKED IF C WOULD LIKE FURTHER ASSITANCE, C DECLINED.

CRR-PM EXITING FILE.

@01/07-ZPM510N

RCAS-AH CALLED DAY/EVE NUMBER AT 4:11 PM EST ON 01/07/09 SPOKE TO C.

RCAS-AH ADVISED WAITING FOR INSPECTION RESULTS AND WILL FOLLOW UP 01/12/09.

C AGREED.

@01/07-ZAH287N

RCAS-AH CALELD DAY/EVE NUMBER AT 4:09 PM EST ON 01/12/09 LEFT VMX FOR C

RCAS-AH ADVISED WILL FOLLOW UP 01/15/09

@01/12-ZAH287N

RCAS-AH CALLED DAY/EVE NUMBER AT 1:45 PM EST ON 01/15/09 SPOKE TO C.

RCAS-AH ADVISED CASE STILL IN REVIEW AND WILL FOLLOW UP 01/20/09@01/15-ZAH287N

RCAS-AH CALLED DAY/EVE NUMBER AT 4:20 PM EST ON 01/20/09 SPOKE TO C.

RCAS-AH ADVISED STILL WAITING FOR IIR AND WILL FOLLOW UP 01/23/09

@01/20-ZAH287N

RCAS-AH CALLED DAY/EVE NUMBER AT 3:17 PM EST ON 01/23/09 LEFT VMX FOR C

RCAS-AH ADVISED WILL FOLLOW UP 01/28/09

@01/23-ZAH287N

@01/28-ZSR768N

RCAS-SR ASSISTING WITH FILE

@01/28-ZSR768N

RCAS-SR PLACED CALL TO C ON DAY/EVENING PHONE 01/28/09 6:35PM EST

RCAS-SR LEFT VMX ADVISED FOR FOLLOW UP 02/02

@01/28-ZSR768N

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@01/28-ZSR768N @01/28-ZSR768N
RCAS-AH RECEIVED EMAIL FROM DTS-JS AT 11:00 AM EST ON 01/30/09
EMAIL ADVISED SENDING IIR VIS FADEX TODAY DTS-JS ADVISED TRYED TO CONTACT C
TO DISCUSS INCUDENT HOWEVER C WOULD NOT RETURN CALLS. @02/02-ZAH287N

RCAS-AH CALLED DAY/EVE NUMBER AT 5:15 PM EST ON 02/02/09 LEFT VMX FOR C.
RCAS-AH ADVISED WILL FOLLOW UP 02/05/09 @02/02-ZAH287N

MT-TL RECEIVED IIR MT-TL IS FORWARDING COPY TO TL-DD TO SEND TO RCAS-AH
MT-TL IS SENDING ORIGINAL TO LD-LO @02/03-ZTL158N

RCAS-AH RECEIVED IIR FROM RS-DD AT 2:32 PM EST ON 02/03/09
RCAS-AH SENDING EMAIL TO PL-LO AT 2:33 PM EST ON 02/03/09 @02/03-ZAH287N

RCAS-AH RECEIVED EMAIL FROM PL-LO AT 4:39 PM EST ON 02/03/09
EMAIL ADVISED TO SEND DENIEL LETTER. @02/03-ZAH287N

RCAS-AH SENDING WHITE MAIL REQUEST TO RS-DD AT 4:49 PM EST ON 02/03/09
RCAS-AH CALLED DAY/EVE NUMEBR AT 4:49 PM EST ON 02/03/09 LEFT VMX FOR C.
RCAS-AH CLOSING FILE AS C HAS STOPED RETURNING CALLS. @02/03-ZAH287N

CRR-EB RECEIVED A CALL FROM C.
C STATED C IS RETURNING A CALL TO RCAS-AH. @02/09-ZEB809N

CRR-EB ADVISED C THAT CRR-EB WILL SEND AN INTERNAL MESSAGE TO RCAS-AH ASKING
TO GIVE C A CALLBACK AT C'S MOBILE NUMBER: 805 607 6536.

C UNDERSTOOD.
CRR-EB EXITING FILE AND SENDING INTERNAL MESSAGE TO RCAS-AH. @02/09-ZEB809N
@02/09-ZEB809N

RCAS-AH CALLED DAY/EVE NUMBER AT 6:00 PM EST ON 02/09/09 LEFT VMX FOR C.
@02/09-ZAH287N

CRR-EB RECEIVED A CALL FROM C.
C STATED C WANTS TO BE TRANSFERED TO EXT NUMBER: 4260.

CRR-EB ADVISED C THAT CRR-EB WILL SEND AN INTERNAL MESSAGE TO RCAS-AH ASKING
TO GIVE C A CALLBACK AT C'S HOME NUMBER: 805 607 6536.

C UNDERSTOOD.
CRR-EB EXITING FILE AND SENDING INTERNAL MESSAGE TO RCAS-AH AND TRANSFERING C
TO RCAS-AH. @02/09-ZEB809N

RCAS-AH CALLED DAY/EVE NUMBER AT 6:54 PM EST ON 02/09/09 SPOKE TO C.
RCAS-AH ADVISED C IS BEING REFFERED TO C'S INSURENCE COMPANY. @02/09-ZAH287N

RCAS-AH ADVISED NNA NOT IN A POSITION TO ASSIST WITH THE REPAIRS.
C UNDERSTOOD.
RCAS-AH CLOSING FILE @02/09-ZAH287N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

CUSTOMER.

DEALER ACTION:

CONFIDENTIAL

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NT3A	ROOT CAUSE: SNFA
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 1	DATE: 02 / 09 / 09	USERID: ZEB809N
COMMENTS ONLY: #: 0	DATE: 00 / 00 / 00	USERID:
RESP DLR: 2867	EFFECTIVE: 12 / 16 / 08	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZLG881N	
HISTORY:	UPDATE BY: ZAH287N	
SVC CALL#:	UPDATE DATE: 02 / 09 / 09	
CLOSE: Y (Y/N)	CLOSE DATE: 02 / 09 / 09	MICROFILM: N
RESP CAA: HANN, ASHLEY	OLM: SMIT AGNES	DOM: BENDICK, RON
PHONE: 0000041607	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

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

CA6370793

SERVICE CONTRACTS SUMMARY

DATE: 8/10/2011
TIME: 11:09:16 AM
MODEL YEAR: 2007.0
MAKE:
MODEL LINE: SEN

NAME: [REDACTED] VIN:
IN SCV DATE: 11/12/2007

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

[REDACTED]

SERVICE CONTRACTS SUMMARY

DATE: 8/10/2011
TIME: 11:09:16 AM
MODEL YEAR: 2007.0
MAKE:
MODEL LINE: SEN

NAME: [REDACTED] VIN:
IN SCV DATE: 11/12/2007

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
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----- CONSUMER AFFAIRS -----

[REDACTED]

SERVICE CONTRACTS SUMMARY

DATE: 8/10/2011
TIME: 11:09:16 AM
MODEL YEAR: 2007.0
MAKE:
MODEL LINE: SEN

NAME: [REDACTED] VIN:
IN SCV DATE: 11/12/2007

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
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23	[REDACTED]	2867 CA	11/12/2007	11/12/2012	75.000	11/12/2007	
24	[REDACTED]	2867 CA	11/12/2007	11/12/2012	75.000		
25	[REDACTED]	2867 CA	11/12/2007	11/12/2012	75.000		

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CONTRACT:	██████████	CONTRACT:	
OWNER NAME:	████████████████████	OWNER NAME:	
PLAN TYPE:	O	PLAN TYPE:	
PLAN TERM:	J	PLAN TERM:	
DEDUCTABLE:	\$	DEDUCTABLE:	
EFFECTIVE:	11/12/07	EFFECTIVE:	
EXPIRES:	11/12/12 MILES: 75,000	EXPIRES:	MILES:
CANCEL:	11/12/07 MILES: 43	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION:	12/15/2008	TRANSACTION:	
PRINTED:	12/01/07	PRINTED:	
DEALER NO:	2867 STATE: CA	DEALER NO:	STATE:
DEALER NAME:	TEAM NISSAN	DEALER NAME:	

CONFIDENTIAL

DATE: 8/10/2011
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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CONTRACT:	██████████	CONTRACT:	
OWNER NAME:	████████████████████	OWNER NAME:	
PLAN TYPE:	P	PLAN TYPE:	
PLAN TERM:	J	PLAN TERM:	
DEDUCTABLE:	\$	DEDUCTABLE:	
EFFECTIVE:	11/12/07	EFFECTIVE:	
EXPIRES:	11/12/12 MILES: 75,000	EXPIRES:	MILES:
CANCEL:	MILES:	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION:	12/15/2008	TRANSACTION:	
PRINTED:	12/20/08	PRINTED:	
DEALER NO:	2867 STATE: CA	DEALER NO:	STATE:
DEALER NAME:	TEAM NISSAN	DEALER NAME:	

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CONTRACT:	██████████	CONTRACT:	
OWNER NAME:	████████████████████	OWNER NAME:	
PLAN TYPE:	C	PLAN TYPE:	
PLAN TERM:	I	PLAN TERM:	
DEDUCTABLE:	\$	DEDUCTABLE:	
EFFECTIVE:	11/12/07	EFFECTIVE:	
EXPIRES:	11/12/12 MILES: 75,000	EXPIRES:	MILES:
CANCEL:	MILES:	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION:	11/30/2007	TRANSACTION:	
PRINTED:	12/01/07	PRINTED:	
DEALER NO:	2867 STATE: CA	DEALER NO:	STATE:
DEALER NAME:	TEAM NISSAN	DEALER NAME:	

CONFIDENTIAL

DATE: 8/10/2011
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SC: ONE CONTRACT

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

VIN: 3N1AB61E07L [REDACTED] Y
YR/MDL: 2007.0 SEN MILEAGE: 18800
IN SVC DATE: 01 / 13 / 07
RTL DLR: 2261 SERRAMONTE NISSAN
SVC DLR: 2261 SERRAMONTE NISSAN
RESP DLR: 2261 SERRAMONTE NISSAN
REGION: 44 DIST: SL/SV/PT: 10 10 40

VCAN: Y
PAID: 4
SUSP: 0
DENY: 0

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 2
VEHICLE MAINTAINED BY: 2261 SERRAMONTE NISSAN
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 12 / 16 / 08 XFER/RSPNSBLTY: 44 10 S
CONTACT (S): FOLLOWUP DATE: 12 / 16 / 08 DATANET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 12 / 16 / 08 DATANET (Y/N): 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OF NNA., INC. ISSUES 208500 SENTRA
AZ NISSAN PRODUCT INQUIRIES VG PROVIDED RECALL INFORMATION

CONFIDENTIAL

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CA6371047N

C. A. R. COMMENTS

FILE OPENED-ZMC806N 12/16/2008

PREVIOUS FILES FOUND: NONE

CRR-MC VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY, EVENING PHONE NUMBERS
AND RESPONSIBLE DLR. UPDATED C'S INFO (EVENING PHONE NUMBER ONLY).

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

OPEN PM813 SENTRA BR-MSTR CYL NTB08-067

CRR-MC ADVISED C OF RECALL STATUS.

PREVIOUS NISSAN/INFINITI VEHICLE(S): 05.0 TTN

CRR-MC RECEIVED CALL FROM C.

C STATED C'S VEH GOT INVOLVED IN A COLLISION RECENTLY AND WAS TOLD UPON
INSPECTION OF C'S VEH THAT THERE IS AN EXISTING RECALL FOR THE 07.0 SEN.

C STATED C HAS NOT RECEIVED ANY NOTIFICATION BY MAIL ABOUT THE SAID RECALL.

CRR-MC ADVISED C THAT CURRENT NNA-CA RECORDS SHOW THAT NO NOTIFICATION LETTER
HAS BEEN SENT OUT BY NNA CAUSING C NOT TO RECEIVE ANY LETTER UNTIL NOW.

C UNDERSTOOD.

@12/16-ZMC806N

CRR-MC ASSURED C THAT C CAN TAKE C'S VEH TO ANY AUTHORIZED NNA DLR TO CORRECT
THE RECALLED BRAKE MASTER CYLINDER IN C'S VEH FREE OF CHARGE FOR BOTH PARTS
AND LABOR WITHOUT A RECALL NOTIFICATION LETTER.

C UNDERSTOOD.

CRR-MC ALSO ADVISED C TO INFORM THE NNA DLR THAT C'S VEH GOT INVOLVED IN A
COLLISION RECENTLY SO THAT THE NNA DLR CAN CHECK SOMEHOW IF RECALL COULD
HAVE CAUSED THE COLLISION.

C STATED THE RECALL CLEARLY DOES NOT RELATE TO THE COLLISION ACCORDING TO THE
INSPECTION DONE ON C'S VEH BUT THE BRAKE FLUID WAS VERY LOW.

CRR-MC UNDERSTOOD.

C ASKED FOR 2261-SERRAMONTE NISSAN'S PHONE NUMBER TO ARRANGE AN APPT.

CRR-MC ADVISED C THAT C CAN ARRANGE AN APPT WITH 2261-SERRAMONTE NISSAN AT
650-994-1661.

C UNDERSTOOD.

C THANKED CRR-MC FOR ASSISTANCE, C SATISFIED.

@12/16-ZMC806N

CRR-MC OFFERED FURTHER ASSISTANCE, C DECLINED.

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

CRR-MC CLOSING FILE.

@12/16-ZMC806N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONFIDENTIAL

DATE: 8/10/2011
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CONTACT(S):

SATISFIED: Y	ACTION CODE: NT8F	ROOT CAUSE: PM813	SCPP
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:	
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:	
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:	
OTHER #: 0	DATE: 00 / 00 / 00	USERID:	
COMMENTS ONLY: #: 0	DATE: 00 / 00 / 00	USERID:	
RESP DLR: 2261	EFFECTIVE: 12 / 16 / 08	CHANGED BY:	
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED:	NO
3RD PRY:	PART#:	CHECK ISSUED:	NO
BYBACK ST:	OPENED BY: ZMC806N		
HISTORY:	UPDATE BY: ZMC806N		
SVC CALL#:	UPDATE DATE: 04 / 17 / 09		
CLOSE: Y (Y/N)	CLOSE DATE: 12 / 16 / 08	MICROFILM: N	
RESP CAA: CAYACAP, MCJARWIN	OLM: SMIT AGNES	DOM:	
PHONE: 0000000000	OWNER FIRST:	LANGUAGE: E ENGLISH	

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DATE: 8/10/2011
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----- CONSUMER AFFAIRS -----

CA6371047

SERVICE CONTRACTS SUMMARY

DATE: 8/10/2011
TIME: 11:09:16 AM
MODEL YEAR: 2007.0
MAKE:
MODEL LINE: SEN

NAME: [REDACTED] VIN:
IN SCV DATE: 1/13/2007

SEO	DEALER	EFFECTIVE	EXPIRE	EXPIRE	CANCEL	TRANSFER	
NO	CONTRACT NO	NUMBER ST	DATE	DATE	MILEAGE	DATE	DATE
26	[REDACTED]	2261	CA	1/13/2007	1/13/2014	70,000	

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DATE: 8/10/2011
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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CURRENT SERVICE CONTRACT		PRIOR SERVICE CONTRACT	
CONTRACT:	[REDACTED]	CONTRACT:	
OWNER NAME:	[REDACTED]	OWNER NAME:	
PLAN TYPE:	C	PLAN TYPE:	
PLAN TERM:	O	PLAN TERM:	
DEDUCTABLE:	\$ 50	DEDUCTABLE:	
EFFECTIVE:	01/13/07	EFFECTIVE:	
EXPIRES:	01/13/14 MILES: 70,000	EXPIRES:	MILES:
CANCEL:	MILES:	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION:	1/16/2007	TRANSACTION:	
PRINTED:	01/19/07	PRINTED:	
DEALER NO:	2261 STATE: CA	DEALER NO:	STATE:
DEALER NAME:	SERRAMONTE NISSAN	DEALER NAME:	

CONFIDENTIAL

DATE: 8/10/2011
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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: MIAMI
ST/ZIP: FL [REDACTED]
DAY PH: [REDACTED] 12
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: 3N1AB61E67L [REDACTED] Y
YR/MDL: 2007.0 SEN MILEAGE: 17190
IN SVC DATE: 05 / 14 / 07
RTL DLR: 3606 MAROONE NISSAN OF KENDALL
SVC DLR: 3606 MAROONE NISSAN OF KENDALL
RESP DLR: 3606 MAROONE NISSAN OF KENDALL
REGION: 34 DIST: SL/SV/PT: 03 03 33

VCAN: N
PAID: 2
SUSP: 1
DENY: 0

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

ORIG CODE: CT 11 OPEN DATE: 01 / 14 / 09 XFER/RSPNSBLTY: 34 03 S
CONTACT (S): FOLLOWUP DATE: 02 / 13 / 09 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 02 / 13 / 09 DATANET (Y/N): 02 / 09 / 09

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OF NNA., INC. ISSUES 208500 SENTRA
AZ NISSAN PRODUCT INQUIRIES VG PROVIDED RECALL INFORMATION

CONFIDENTIAL

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C. A. R. COMMENTS

FILE OPENED-ZIC999N 01/14/2009
PREVIOUS RELATED FILE(S) FOUND: 6094415 / 6120920.
RCAS-IC VERIFIED C'S NAME, ADDRESS,VIN, MILEAGE,DAY/EVE PHONE, AND RESPONSIBLE DEALER.
RCAS-IC CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:NONE.
OPEN PM813 SENTRA BR-MSTR CYL NTB08-067 06/28/08 00/00/00 00/00/00
RCAS-IC NOTIFIED C OF NO OPEN RECALLS/CAMPAIGNS/UPGRADES.
PREVIOUS NISSAN/INFINITI VEHICLES: NONE.
RCAS-IC RECEIVED CALL FROM C. C STATES THAT C TOOK C'S VEHICLE APPROXIMATELY IN FEBRUARY TO MAROONE NISSAN OF MIAMI BECAUSE C'S VEHICLE HAD A NOISE IN THE RIGHT FRONT TIRE. C STATES THAT C WAS STATED THAT C'S VEHICLE WAS REPAIRED. C STATES THAT C'S ISSUE WAS NOT REPAIRED. C STATES THAT ONE DAY WHILE C WAS DRIVING C'S VEHICLE LOST ALL THE BRAKE FLUID AND C TOOK C'S VEHICLE TO MAROONE NISSAN OF KENDALL. C STATES THAT THE DEALERSHIP KEPT C'S VEH FOR ABOUT ONE MONTH AND C WAS CHARGED \$2500 FOR THE REPAIR STATING THAT C'S VEHICLE WAS IN AN ACCIDENT. C STATES THAT C WAS NEVER IN AN ACCIDENT. C STATED THAT C'S INSURANCE COMPANY HAD TO PAY FOR THE REPAIR AS THE DEALERSHIP ASSURED THAT C'S VEHICLE HAD BEEN IN AN ACCIDENT.
C STATES THAT C WAS NEVER IN AN ACCIDENT. @01/14-ZIC999N
C STATES THAT C IS VERY UPSET BECAUSE C STATES THAT C HAS RECEIVED A LETTER STATING TO C THAT C'S VEHICLE HAS AN OPEN RECALL WITH THE MASTER CYLINDER. C STATES THAT THE DESCRIPTION OF THE RECALL IS THE SAME CONCERN THAT C HAD REPAIRED ONE YEAR AGO AND FOR WHICH C WAS CHARGED. @01/14-ZIC999N
RCAS-IC STATED TO C THAT RCAS-IC HAD DOCUMENTED C'S CONCERN. RCAS-IC STATED TO C THAT THE ONLY WAY C MAY REQUEST TO BE REIMBURSED FOR WHAT C PAID ASSOCIATED WITH THE RECALL IS TO FIRST HAVE THE RECALL CLOSED. RCAS-IC STATED TO C THAT RCAS-IC RECOMMENDS THAT C TAKES C'S VEHICLE TO A NISSAN DEALERSHIP TO HAVE C'S RECALL TAKEN CARE OF. @01/14-ZIC999N
RCAS-IC STATED TO C IF THERE WAS ANYTHING ELSE RCAS-IC CAN DO FOR C. C STATED NO. @01/14-ZIC999N
C THANKED RCAS-IC FOR ASSISTANCE, C SATISFIED.
RCAS-IC GAVE C NAME, EXTENSION, AND FILE NUMBER.
RCAS-IC CLOSING FILE. @01/14-ZIC999N
***** @02/06-ZFC233N
RCAS-FC RECEIVED RECEIVED INBOUND CALL FROM C.
RCAS-FC CHECKED NAME, MILEAGE, ADDRESS, AND PHONE NUMBER.
C ADVISED C HAD REPAIR DONE BY DLR AND PAID BY INSURANCE A YEAR AGO ON BREAK MASTER CYLINDER, BOOSTER AND BREAK FLUID LEAK AS WELL AS MIRROR C BROKE WHICH C CLAIMS WAS DUE TO BREAK ISSUE. C CLAIMS INSURANCE WAS BILLED FOR THIS REPAIR. C ALSO STATED C RECEIVED LETTER OF RECALL REGARDING BREAK MASTER CYLINDER:
OPEN PM813 SENTRA BR-MSTR CYL NTB08-067 06/28/08 00/00/00 00/00/00
RCAS-FC ADVISED C RCAS NEEDS TO REVIEW CASE DOCUMENTED, C REFUSED TO STAY ON THE PHONE AND TERMINATED CALL.
RCAS-FC HAD ASKED C BEFORE C TERMINATED CALL WHAT C WAS REQUESTING FROM NNA. C STATES ADVISED C WANTS TO HAVE INSURANCE COMPANY REIMBURSED FOR REPAIRS DONE A YEAR AGO AS C CLAIMS ISSUE WAS CAUSED BY CORRENT OPEN RECALL ON VEH.
RCAS-FC REOPENING FILE FOR CONSIDERATION BY RCAS-IC.
RCAS-FC FORWARDING FILE AND UPDATE ON FILE TO RCAS-IC VIA INTERNAL MESSAGE.
RCAS-FC EXITING FILE. @02/06-ZFC233N
***** @02/06-ZPA899N
RCAS-PA RECEIVED INBOUND CALL FROM C ON 02/06/09 AT 4:03 P.M. EST TIME.
RCAS-PA VERIFIED C'S NAME AND ADDRESS. @02/06-ZPA899N

CONFIDENTIAL

DATE: 8/10/2011
TIME: 11:09:16 AM

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C STATES WANTS TO TALK WITH RCAS-IC. @02/06-ZPA899N
RCAS-PA ADVISED C RCAS-IC IS NOT AVAILABLE AT THIS MOMENT. @02/06-ZPA899N
C STATES WILL CALLBACK IN A FEW MINUTES. @02/06-ZPA899N
RCAS-PA ADVISED C RCAS-PA WILL SUBMITT INTERNAL MESSAGE TO RCAS-IC REQUESTING
TO CALLBACK C. @02/06-ZPA899N
C UNDERSTOOD AND THANKED RCAS-PA ASSISTANCE.
RCAS-PA OFFERED FURTHER ASSISTANCE, C DECLINED. @02/06-ZPA899N
RCAS-PA GAVE NAME, EXTENSION AND FILE NUMBER. @02/06-ZPA899N
RCAS-PA SENT INTERNAL MESSAGE TO RCAS-IC. @02/06-ZPA899N
RCAS-PA EXITING FILE. @02/06-ZPA899N

RCAS-IC CALLED C ON 02/09/09 AT 12:58 PM EST. C STATED THAT C WAS WORKING. C
STATED TO RCAS-IC THAT C WILL CONTACT RCAS-IC AFTER 3 PM WHEN C HAS FINISHED
WORK. RCAS-IC AGREED.

***** @02/09-ZIC999N
RCAS-IC CALLED C ON 02/11/09 AT 1:09 PM EST. C WAS NOT AVAILABLE. RCAS-IC LEFT
C A VOICEMAIL REQUESTING A CALLBACK.

***** @02/11-ZIC999N
RCAS-IC CALLED C ON 02/13/09 AT 8:16 AM EST. C WAS NOT AVAILABLE. RCAS-IC LEFT
C A VOICEMAIL REQUESTING A CALLBACK.

RCAS-IC HAS CALLED C ON 3 ALTERNATE OCCASIONS WITH NO RESPONSE FROM C. RCAS-IC
IS CLOSING FILE PENDING CUSTOMER CALLBACK. @02/13-ZIC999N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE
DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE
CUSTOMER.
PLEASE REVIEW FURTHER, CONTACT ISABEL CAMPOS AT
1-800-647-7261 EXT 41447 IF THERE ARE ANY FURTHER QUESTIONS.

DEALER ACTION:

CONTACT(S):

SATISFIED: Y ACTION CODE: NT8F ROOT CAUSE: SCLT
CALLBACK: (Y/N) #: 0 DATE: 00 / 00 / 00 USERID:
REOPEN: CALLBACK #: 0 DATE: 00 / 00 / 00 USERID:
NEW INFO #: 1 DATE: 02 / 06 / 09 USERID: ZFC233N
OTHER #: 0 DATE: 00 / 00 / 00 USERID:
COMMENTS ONLY: #: 0 DATE: 00 / 00 / 00 USERID:
RESP DLR: 3606 EFFECTIVE: 01 / 14 / 09 CHANGED BY:
IIR-DATE: 00 / 00 / 00 TRANS DATE: 00 / 00 / 00 CHECK REQUESTED: NO
3RD PRY: PART#: CHECK ISSUED: NO
BYBACK ST: OPENED BY: ZIC999N
HISTORY: UPDATE BY: ZIC999N
SVC CALL#: UPDATE DATE: 02 / 13 / 09
CLOSE: Y (Y/N) CLOSE DATE: 02 / 13 / 09 MICROFILM: N
RESP CAA: CAMPOS, ISABEL OLM: ROYSTER KAREN DOM:
PHONE: 0000051447 OWNER FIRST: LANGUAGE: E ENGLISH

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SC: ONE CONTRACT

NAME: [REDACTED]
STREET: [REDACTED]
CITY: FREDERICK
ST/ZIP: MD [REDACTED]
DAY PH: 301 662 4777
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: 3N1AB61E97L [REDACTED] Y
YR/MDL: 2007.0 SEN MILEAGE: 15000
IN SVC DATE: 06 / 11 / 07
VCAN: Y RTL DLR: 3906 FREDERICK NISSAN
PAID: 5 SVC DLR: 3906 FREDERICK NISSAN
SUSP: 0 RESP DLR: 3906 FREDERICK NISSAN
DENY: 0 REGION: 26 DIST: SL/SV/PT: 16 16 46

LETTER RECEIVED 01 / 20 / 09 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: Y (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 3906_ FREDERICK NISSAN
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CL 11 OPEN DATE: 01 / 20 / 09 XFER/RSPNSBLTY: 26 16 S
CONTACT (S): FOLLOWUP DATE: 03 / 12 / 09 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 03 / 05 / 09 DATANET (Y/N): 01 / 23 / 09

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 121500 GEN. BRAKE COMPONENT(S)
AD BRAKES YX POOR OR IMPROPER OPERATION
OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD BRAKES YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZKC249N 01/20/2009

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

C LETTER WAS RECEIVED ON 01/20/09

DATED 01/08/09 LETTER WAS REC'D VIA REGULAR MAIL

MT KC IS FORWARDING FILE AND LETTER TO CORRESPONDENCE TEAM FOR FURTHER REVIEW
AND ASSISTANCE. @01/20-ZKC249N

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

PREVIOUS RELATED FILES FOUND: 6336845

PREVIOUS UNRELATED FILES FOUND: 5861568

LETTER FROM C WAS RECEIVED BY CA VIA POSTAL MAIL ON 01/20/09

TO NISSAN CONSUMER AFFAIRS DATED 01/08/09.CRR-AG RECEIVED LETTER FROM NNA

CA ATS MAIL TEAM 01/21/09.

CRR-AG VERIFIED C'S NAME, ADDRESS, VIN, AND RESPONSIBLE DEALER.

C DID NOT PROVIDE MILEAGE AND DAY PHONE.

CRR-AG CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE @01/21-ZAG555N

CLSD PM813 SENTRA BR-MSTR CYL NTB08-067

C STATED THAT C WRITING THIS LETTER REGARDING THE RECALL C RECEIVED FROM
NISSAN DLR ABOUT 2007 SENTRA.

C STATED THAT AFTER DAUGHTER HAD AN ACCIDENT ON OCTOBER 24, 2007, C DID
NOT BELIEVE DAUGHTER WHEN DAUGHTER SAID BRAKES FAILED CAUSED BY BRAKES
FAILURE; BUT AFTER RECALL C REALIZE THAT BRAKES NEVER FUNCTIONED.C STATED
THAT C KNOW THAT ACCIDENT WAS NOT DAUGHTER FAULT AS TOLD PARENT FROM
THE START.C STATED THAT C HAD ALSO TOLD DLR TO CHECK THE BRAKES. C STATED
THAT SERVICE DEPT. TOLD C THERE WAS NO PROBLEM WITH THE BRAKES.C STATED
WHEN THE ACCIDENT HAPPENED, DAUGHTER HAD TOLD THE POLICE THAT
ATTEMPTED TO USE BRAKES BUT WOULD NOT WORK.C STATED THAT WITH IDEA OF
BEING A BRAND NEW VEH, C FIGURED SAFETY WAS ASSURED REGARDING SOMETHING
AS SERIOUS AS BRAKES SO C HAD NO CHOICEC BUT NOT TO BELIEVE DAUGHTER.C
STATED THAT AS IN PLOICE REPORT, THE ROAD WAS CLEAR AND SAW THE VEH
STOPPED AHEAD.C STATED THAT THIS WAS WHEN TRYING TO SLOW DOWN AND STOP,
THAT BRAKES FAILED.C STATED THAT C THANKFUL NOBODY WAS HURT IN THE
RESULT OF THIS ACCIDENT.C STATED THAT PHYSICAL DAMAGE DONE WAS BIG DUE
TO THE FACT THAT WAS INVOLVING TEENAGE DRIVER.

CRR-AG CONTACT C AT 3:42PM,UNABLE TO SPEAK TO C AND LEFT VXM. @01/21-ZAG555N

***WHOEVER RECEIVE CALL PLEASE DO THE ACCIDENT PROBE FOR FURTHER ASSISTANCE.

CRR-LB RECEIVED A CALL FROM C.

CRR-LB VERIFIED NAME, ADDRESS, DAY/ EVENING NUMBER OF C.

CRR-LB ADVISED C THAT THE VEH DO NOT HAVE ANY RECALL ON THE VEH.

C STATED THAT C MAILED A LETTER AND THERE IS ALREADY A REPRESENTATIVE THAT
HANDLES C'S FILE.

C WANTED TO BE TRANSFERRED AT THE EXTENSION OF THE AGENT THAT HANDLES C'S FILE

CRR-LB VERIFIED THE CONCERN OF C AS PER THE INSTRUCTION OF CRR-AG.

C SAID THAT C DO NOT LIKE TO HAVE THE QUESTION AND ANSWER WITHOUT THE LETTER.

C SAID THAT THE LETTER STATE EVEYTHING AND C WANTED TO HAVE SOMEBODY READ

THE LETTER TO C. @01/21-ZLB782N

CRR-LB ADVISED C THAT CRR-LB WILL BE REQUESTING THE REPRESENTATIVE TO

GIVE C A CALL BACK.

C UNDERSTOOD.

C THANKED CRR-LB FOR ASSISTANCE, C SATISFIED.

CRR-LB OFFERED FURTHER ASSISTANCE, C DECLINED

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

CRR-LB LEAVING FILE OPEN.

@01/21-ZLB782N

CRR-AG RECEIVED MESSAGE FROM CRR-LB FOR FOLLOW UP REQUEST FROM C.

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CRR-AG CONTACT C AT 9:16AM,UANBLE TO SPEAK TO C AND SPOKE TO TRACEY AND LEFT MESSAGE.

CRR-AG ADVISED C TO CONTACT BACK NISSAN FOR ACCIDENT PROBE IN ORDER TO FORWARDS FILE TO APPROPRIATE DEPT.

CRR-AG PROVIDE CONSUMER AFFAIR NUMBER,FILE NUMBER AND ANY REPRESENTATIVE COULD ABLE TO DO ACCIDENT PROBE.

***WHOEVER RECEIVE CALL PLEASE DO ACCIDENT PROBE AND EXPLAIN TO C THAT PROBE IS NECESSARY EVEN C PROVIDED RELEVANT DOCS, STILL IN NEED OF THE PROBING.

@01/22-ZAG555N

@01/22-ZJW936N

CRR-JW RECEIVED INBOUND CALL FROM C.

@01/22-ZJW936N

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

CRR-JW CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @01/22-ZJW936N

CLSD PM813 SENTRA BR-MSTR CYL NTB08-067 06/28/08 00/00/00 11/18/08 3906

CRR-JW ADVISED C OF RECALL STATUS

PREVIOUS NISSAN/INFINITI VEH:_NONE

CRR-JW RECEIVED INBOUND CALL FROM C.

C STATES C'S DAUGHTER WAS INVOLVED IN ACCIDENT, C'S DAUGHTER HIT ANOTHER VEH AND PUSHED IT INTO ANOTHER VEH BECAUSE THE BRAKES ON VEH FAILED.@01/22-ZJW936N

C STATES C'S DAUGHTER STATES PEDAL ON VEH WENT TO FLOOR AND VEH DID NOT SLOW OR STOP. @01/22-ZJW936N

C STATES IT WAS AFTER THE ACCIDENT THAT C RECEIVED A RECALL NOTICE FOR THE MASTER BRAKE CYLINDER. @01/22-ZJW936N

C STATES C BELEIVES THAT THIS WAS THE CAUSE OF C'S DAUGHTER HITTING OTHER VEHS CRR-JW ADVISED C THAT CRR-JW WILL BE ASKING A SERIES OF QUESTIONS.

C UNDERSTOOD.

@01/22-ZJW936N

INITIAL PROBE

P-1) VIN (VEHICLE IDENTIFICATION NUMBER):

C STATES 3N1AB61E97L [REDACTED]

P-2) DRIVER'S NAME, ADDRESS, DAY AND EVENING TELEPHONE NUMBERS, DATE OF BIRTH:

C STATES [REDACTED], FREDERICK, MD [REDACTED]

P-3) OWNER'S NAME, ADDRESS, DAY AND EVENING TELEPHONE NUMBERS, DATE OF BIRTH:

C STATES [REDACTED], FREDERICK, MD [REDACTED],

P-4) MILEAGE ON VEHICLE AT TIME OF INCIDENT:

@01/22-ZJW936N

C STATES APPROXIMATELY 8000 MILES, C STATES C DOES NOT HAVE PAPERWORK IN FRON OF C.

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

(IF NOT AVAILABLE, MILEAGE FROM MOST RECENT REPAIR ORDER):

C STATES 15000 MILES APPROXIMATELY

P-6) WAS VEHICLE PURCHASED NEW OR USED?

C STATES NEW FROM 3906 FREDERICK NISSAN

P-7) DATE AND TIME OF INCIDENT.

C STATES 10/24/07, LATE AFTERNOON, EARLY EVENING.

P-8) DETAILED DESCRIPTION OF LOCATION OF INCIDENT (PLEASE BE AS PRECISE AS POSSIBLE):

C STATES RTE 355 (URBANA PIKE) NEAR AN INTERSECTION.

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

C STATES CLEAR AND GOOD VISIBILITY.

P-10) DETAILED DESCRIPTION OF THE INCIDENT. (BE AS SPECIFIC AS POSSIBLE, INCLUDING PARTS OF VEHICLE AFFECTED).

C STATES C'S DAUGHTER WAS TRAVELLING ON RTE 355 AND THE SECOND VEH AHEAD STO TO MAKE A LEFT HAND TURN, THE VEH AHEAD OF C'S DAUGHTER STOPPED, C'S DAUGHTER TO STOP AND PUSH PEDAL ALL THE WAY TO FLOOR AND VEH DID NOT SLOW DOWN OR STOP

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C'S DAUGHTER HIT THE REAR END OF VEH AHEAD AND PUSHED THAT VEH INTO THE VEH AH THAT WAS STOPPED TO MAKE LEFT TURN.

C STATES C'S DAUGHTER VEH AIR BAGS WENT OFF AND SEAT BELT HURT.

C STATES THE VEH C'S DAUGHTER HIT WAS TOTALED, AND THE VEH AHEAD OF THAT HAD DAMAGE IN THE REAR END.

C STATES THE FRONT END OF THE VEH WAS BADLY DAMAGED BUT HAS BEEN REPAIRED.

P-11) ESTIMATED SPEED OF VEHICLE AT TIME OF INCIDENT:

C STATES 45 MPH

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

C STATES X[YES] ___[NO].

C STATES VEH WAS REPAIRED BY 3906 FREDERICK NISSAN @01/22-ZJW936N

P-13) WAS A POLICE REPORT AND/OR FIRE REPORT FILED?

C STATES X[YES] ___[NO].

C STATES A POLICE REPORT WAS MADE AND C'S DAUGHTER WAS NOT CHARGED.

C STATES POLICE REPORT STATED THAT THERE WAS NO SKID MARKS AS IF C TRIED TO HI BRAKES AT LAST MINUTE, IT APPEARS BRAKES DID NOT ENGAGE.

P-14) WAS A SEATBELT AND/OR OTHER RESTRAINT DEVICE USED BY ALL VEHICLE OCCUPAN AT THE TIME OF THE INCIDENT?

C STATES X[YES] ___[NO].

P-15) WAS ANYONE INJURED?

C STATES X[YES] ___[NO].

IF YES: DETAILED DESCRIPTION OF ALL INJURIES:

C STATES THE PERSON IN THE VEH AHEAD STOPPED TO MAKE LEFT TURN CLAIMED AN MIN INJURY.

P-16) HAS VEHICLE OWNER CONTACTED THEIR INSURANCE COMPANY?

C STATES X[YES] ___[NO]. @01/22-ZJW936N

C STATES STATE FARM, BUT AT TIME OF CLAIM WITH INSURANCE COMPANY C WAS NOT AWA OF A RECALL ON BRAKE MASTER CYLINDER ON VEH.

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

C STATES X[YES] ___[NO].

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

C STATES TWO VEHS WERE INVOLVED THE VEH C'S DAUGHTER HIT AND THE VEH AHEAD T THE VEH C'S DAUGHTER HIT WAS PUSHED INTO.

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

C STATES X[YES] ___[NO].

IF YES: DETAILED DESCRIPTION OF PROPERTY AND DAMAGE TO PROPERTY:

C STATES JUST THE TOW VEH THAT WERE HIT AS A RESULT OF ACCIDENT.

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

C WANTS NNA TO COMPENSATE C FOR THE PHYSICAL DAMAGES INVOLVE WITH C'S VEH, AN THE TWO OTHER VEHS THAT THE INSURANCE DID NOT COVER.

?END OF INITIAL PROBE? @01/22-ZJW936N

CRR-JW ADVISE THE CUSTOMER:

"A FOLLOW-UP AGENT WILL CONTACT YOU BY THE END OF THE NEXT BUSINESS DAY."

CRR-JW OFFERED FURTHER ASSISTANCE TO C, C DECLINED.

CRR-JW GAVE NAME, EXTENSION, AND FILE NUMBER.

CRR-JW TRANSFERRING FILE TO RCAS PENDING FURTHER REVIEW. @01/22-ZJW936N

RCAS-ED IN RECEIPT OF INTERNAL MESSAGE FROM CRR-JW.

RCAS-ED DATANETTED FILE AT 11:12 AM EST ON 01/22/09.

RCAS-ED CORRECTED FOLLOW UP DATE. @01/22-ZED501N

RCAS-ED CONSULTED RS-EH AND WAS ADVISED TO CONTACT ORM-BC BEFORE PERFORMING THE REST OF THE PROBE, TO DETERMINE WHETHER PROBE NEEDS TO BE COMPLETED AND WHETHER IIR NEEDS TO BE DONE.

*** @01/22-ZED501N

RCAS-ED CONTACTED ORM-BC AT 9:43 AM EST ON 01/23/09 AND LEFT A VMX, REQUESTING CALLBACK WITH REGARDS TO THIS FILE. @01/23-ZED501N

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RCAS-ED RECEIVED INBOUND CALL FROM ORM-BC AT 12:03 PM EST ON 01/23/09.
RCAS-ED EXPLAINED SITUATION TO ORM-BC. ORM-BC ADVISED RCAS-ED TO VERIFY WITH
DLRSHP THAT PERFORMED RECALL WHETHER MASTER CYLINDER WAS REPLACED OR JUST
INSPECTED. ORM-BC STATES THAT IF AIRBAGS DEPLOYED, THEN INFO COULD POSSIBLY
BE RETRIEVED FROM AIRBAG CONTROL UNIT ABOUT WHETHER BRAKES WERE APPLIED.
ORM-BC ADVISED RCAS-ED TO GO AHEAD WITH THE PROBE AND THE IIR.

*** @01/23-ZED501N

RCAS-ED CONTACTED C ON DAY NUMBER AT 3:12 PM EST ON 01/23/09 AND SPOKE WITH C.
RCAS-ED ADVISED C THAT RCAS-ED HAS RECEIVED C'S FILE. RCAS-ED ADVISED C THAT
RCAS-ED NEEDS TO ASK FOR A BIT MORE INFORMATION. C AGREED. RCAS-ED
CONTINUING PROBE AS FOLLOWS: @01/23-ZED501N

ADDITIONAL VEHICLE INFORMATION

- P-21) VEHICLE LICENSE NUMBER: C STATES 9CX P89.
- P-22) THE STATE IN WHICH THE VEHICLE IS REGISTERED: C STATES MARYLAND.
- P-23) SPECIAL EQUIPMENT OR ACCESSORIES: C STATES N/A. @01/23-ZED501N
- P-24) RECALL CAMPAIGNS OR SERVICE CAMPAIGNS LISTED ON ZCA1 VEHICLE INFORMATION
SCREEN:

CLSD PM813 SENTRA BR-MSTR CYL NTB08-067 06/28/08 00/00/00 11/18/08 3906

P-25) [CONTINUATION OF ITEM P-6 IN INITIAL PROBE]: IF VEHICLE WAS PURCHASED
USED, WHAT ARE THE DATE AND PLACE OF PURCHASE? C STATES N/A.

ADDITIONAL DESCRIPTION OF INCIDENT AND CLAIM

P-26) IF ANOTHER VEHICLE WAS INVOLVED, WHAT WAS THE SPEED OF THAT VEHICLE? C
STATES OTHER VEHICLES WERE STOPPED, AND C'S DAUGHTER TRIED TO STOP. C STATES
SPEED LIMIT WAS 55 MILES PER HOUR, AND C'S DAUGHTER WAS DRIVING UNDER 50
MILES PER HOUR.

P-27) NAME, ADDRESS, AND TELEPHONE NUMBER OF ANY WITNESSES/PASSENGERS
IN THE VEHICLE. C STATES N/A.

P-28) NAME, ADDRESS, AND TELEPHONE NUMBER OF THE CURRENT LOCATION OF THE
VEHICLE. C STATES C'S DAUGHTER IS DRIVING VEHICLE NOW.

P-29) [CONTINUATION OF ITEM P 12 IN INITIAL PROBE]: HAS THE VEHICLE BEEN
REPAIRED SINCE THE INCIDENT OCCURRED? C STATES YES,
AND REPAIR BILLS WERE ATTACHED TO C'S LETTER. @01/23-ZED501N

IF NO: HAVE REPAIRS BEEN SCHEDULED? IF SCHEDULED: FOR WHAT DATE? C STATES N/A
IF YES, OR THE CUSTOMER CANNOT WAIT FOR US TO INSPECT THE VEHICLE: REQUEST
COPIES OF PRE REPAIR PHOTOS AND REPAIR ORDERS FROM THE CUSTOMER.
C STATES REPAIR ORDERS WERE ATTACHED TO LETTER.

P-30) [CONTINUATION OF ITEM P 13 IN INITIAL PROBE]: IF ITEM P-13 WAS ANSWERED
YES (A POLICE REPORT AND/OR FIRE REPORT WAS FILED):
A. WHAT IS THE REPORTING OFFICER'S NAME? C STATES C DOES NOT KNOW, BUT THIS
IS IN REPORT. @01/23-ZED501N

B. WHAT IS THE POLICE REPORT AND/OR FIRE REPORT NUMBER? C STATES 09878248

C. WHAT IS THE NAME OF THE AGENCY WHERE THE POLICE/FIRE REPORT WAS FILED?
C STATES MARYLAND STATE POLICE

D. REQUEST COPIES OF ALL REPORTS FROM THE CUSTOMER, AND RECORD
IN THE FILE THAT THE REQUEST WAS MADE. RCAS-ED REQUESTED THAT ALL REPORTS
BE SENT TO RCAS-ED. C STATES C ALREADY SENT ALL REPORTS WITH C'S ORIGINAL
LETTER. @01/23-ZED501N

VEHICLE OCCUPANT INFORMATION

P-31) WHERE WAS EACH OCCUPANT SEATED? (FOR ANY SEAT WITHOUT AN OCCUPANT, TYPE
N/A):

- A. DRIVER: C STATES [REDACTED]
- B. RIGHT FRONT PASSENGER: C STATES N/A.
- C. LEFT REAR: C STATES N/A.
- D. CENTER REAR: C STATES N/A.
- E. RIGHT REAR: C STATES N/A.
- F. OTHER: C STATES N/A.

@01/23-ZED501N

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P-32) [CONTINUATION OF ITEM P 14 IN INITIAL PROBE]: INDICATE WHICH VEHICLE OCCUPANTS WERE USING SEATBELT/RESTRAINT. (FOR ANY SEAT WITHOUT AN OCCUPANT, TYPE N/A):

- A. DRIVER: C STATES YES. @01/23-ZED501N
- B. RIGHT FRONT PASSENGER: C STATES N/A.
- C. LEFT REAR: C STATES N/A.
- D. CENTER REAR: C STATES N/A.
- E. RIGHT REAR: C STATES N/A.
- F. OTHER: C STATES N/A. @01/23-ZED501N

P-33) WHAT ARE THE WEIGHT AND HEIGHT OF EACH OF THE OCCUPANTS? (FOR ANY SEAT WITHOUT AN OCCUPANT, TYPE N/A):

- A. DRIVER: [REDACTED] 5 FEET 7.5 INCHES
- B. RIGHT FRONT PASSENGER: C STATES N/A.
- C. LEFT REAR: C STATES N/A.
- D. CENTER REAR: C STATES N/A.
- E. RIGHT REAR: C STATES N/A.
- F. OTHER: C STATES N/A. @01/23-ZED501N

INJURY AND INSURANCE INFORMATION

P-34) [CONTINUATION OF ITEM P 15 IN INITIAL PROBE]: IF ITEM P 15 WAS ANSWERED YES (SOMEONE WAS INJURED AS A RESULT OF THE INCIDENT):

- A. DETAILED DESCRIPTION OF THE EXTENT OF INJURIES: C STATES FRONT VEHICLE'S DRIVER HAD SOME BACK INJURIES, BUT C'S DAUGHTER WAS NOT INJURED.
- C. WHERE, WHEN, AND BY WHOM WERE THE INJURED TREATED? C STATES C DOES NOT KNOW BUT C HAS ALL REPORTS.
- D. REQUEST A COPY OF ALL MEDICAL RECORDS/REPORTS FROM THE CUSTOMER. RCAS-ED REQUESTED REPORTS. C STATES C ALREADY SENT REPORTS. @01/23-ZED501N

P-35) [CONTINUATION OF ITEM P 16 IN INITIAL PROBE]: IF ITEM P 16 WAS ANSWERED YES (THE CUSTOMER HAS CONTACTED THEIR INSURANCE COMPANY):

- A. INSURANCE COMPANY'S NAME, ADDRESS, AND TELEPHONE NUMBER. C STATES N/A.
- B. INSURANCE AGENT'S NAME. C STATES N/A.
- C. INSURANCE CLAIM NUMBER. C STATES N/A.

ADDITIONAL INFORMATION REGARDING OTHER PROPERTY DAMAGE

P-36) [CONTINUATION OF ITEM P 17 IN INITIAL PROBE]: IF ITEM P 17 WAS ANSWERED @01/23-ZED501N

YES (ANOTHER VEHICLE OR VEHICLES WERE INVOLVED IN THE INCIDENT):

- A. YEAR, MAKE, AND MODEL OF OTHER VEHICLE(S). C STATES 2005 MAZDA 323, 2007 NISSAN XTERRA.
- B. OWNER'S NAME, ADDRESS, AND TELEPHONE NUMBER. C STATES C DOES NOT KNOW, BUT THIS IS IN REPORT.
- C. NATURE AND EXTENT OF DAMAGE TO THE OTHER VEHICLE(S). C STATES C DOES NOT KNOW, BUT THIS IS IN REPORT. @01/23-ZED501N

P-37) [CONTINUATION OF ITEM P 18 IN INITIAL PROBE]: IF ITEM P 18 WAS ANSWERED YES (PROPERTY OTHER THAN THE CUSTOMER'S VEHICLE WAS DAMAGED):

- A. DESCRIPTION OF THE PROPERTY AND DAMAGE TO THE PROPERTY. C STATES DAMAGE TO TWO OTHER VEHS. C STATES C'S DAUGHTER HIT ANOTHER VEHICLE, WHICH WAS PUSHED INTO A 3RD VEHICLE.
- B. OWNER'S NAME, ADDRESS, AND TELEPHONE NUMBER. C STATES C DOES NOT KNOW, BUT THIS IS IN REPORT.
- C. REQUEST COPIES OF ANY ESTIMATES TO REPAIR THE PROPERTY DAMAGE. C STATES C ALREADY SENT ALL REPORTS WITH ORIGINAL LETTER.

?END OF FOLLOW-UP PROBE? @01/23-ZED501N

C STATES ALL OF THIS INFO WAS IN C'S ORIGINAL LETTER. C STATES C SPENT 45 MINUTES TALKING TO AGENT YESTERDAY. RCAS-ED APOLOGIZED FOR THE INCONVENIENCE. RCAS-ED ADVISED C THAT RCAS-ED DOES NOT HAVE A COPY OF C'S LETTER. RCAS-ED ADVISED C THAT RCAS-ED WILL TRY TO GET C'S LETTER FROM ORIGINAL AGENT WHO RECEIVED LETTER. RCAS-ED ADVISED C THAT RCAS-ED WILL FOLLOW UP WITH C ON

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01/26/09 TO VERIFY WHETHER RCAS-ED HAS GOTTEN LETTER OR WHETHER RCAS-ED WILL NEED LETTER RE-SENT. C AGREED. C STATES ON 01/26/09, C CAN BE REACHED ON EVE NUMBER.

*** @01/23-ZED501N

RCAS-ED SENT INTERNAL MESSAGE TO CRR-AG AT 10:05 AM EST ON 01/26/09, INQUIRING AS TO WHETHER CRR-AG HAS C'S LETTER AND CAN FORWARD LETTER TO RCAS-ED.

*** @01/26-ZED501N

CRR-AG RECEIVED MESSAGE FROM RCAS-ED FOR LETTERS AND DOCUMENTS REQUEST AND CRR-AG FORWARDS THE DOCS AND ORIGINAL LETTER TO RCAS-ED. @01/26-ZAG555N @01/26-ZED501N

*** @01/26-ZED501N

RCAS-ED IN RECEIPT OF FORWARDED DOCS AND LETTER FROM CRR-AG. RCAS-ED NOTES THAT DOCS INCLUDE POLICE REPORT AND INSURANCE INFO. RCAS-ED NOTES THAT C'S LETTER APPEARS TO BE INCOMPLETE.

*** @01/26-ZED501N

RCAS-ED CONTACTED C ON DAY NUMBER AT 3:43 PM EST ON 01/26/09 AND WAS ADVISED THAT C IS NOT AVAILABLE.

RCAS-ED CONTACTED C ON EVE NUMBER AT 3:44 PM EST ON 01/26/09 AND LEFT A VMX. RCAS-ED PROVIDED NAME, EXTENSION, FILE NUMBER, AND FAX NUMBER.

*** @01/26-ZED501N

RCAS-ED RECEIVED VMX FROM C AT 11:57 AM EST ON 01/26/09. C STATES C SENT LETTER AS REQUESTED. @01/27-ZED501N

RCAS-ED RECEIVED FAXED LETTER FROM C. RCAS-ED NOTES THAT C IS REQUESTING REIMBURSEMENT IN THE AMOUNT OF \$15753.88. @01/27-ZED501N

*** @01/27-ZED501N

RCAS-ED ADVISED RS-EH OF C'S REQUEST.

*** @01/28-ZED501N

RCAS-ED CONTACTED C ON DAY NUMBER AT 9:07 AM EST ON 01/28/09 AND WAS ADVISED THAT C IS NOT AVAILABLE. @01/28-ZED501N

RCAS-ED CONTACTED C ON EVE NUMBER AT 9:12 AM EST ON 01/28/09 AND LEFT VMX.

*** @01/28-ZED501N

RCAS-ED NOTES THAT RCAS-ED IS WAITING TO SUBMIT IIR REQUEST UNTIL C CONFIRMS WHICH DLRSHIP IS CONVENIENT FOR C TO HAVE VEH INSPECTED, AS C'S DAUGHTER IS CURRENTLY DRIVING VEH.

*** @01/28-ZED501N

RCAS-ED SUBMITTED CAR AND C'S LETTER TO RS-EH FOR REVIEW, AS PER SOP 7.13.A.

*** @01/28-ZED501N

RCAS-ED RECEIVED VMX FROM C AT 9:26 AM EST ON 01/28/09. C STATES MOST CONVENIENT DLRSHIP IS 3906 FREDERICK NISSAN. @01/28-ZED501N

*** @01/28-ZED501N

RCAS-ED SUBMITTED IIR REQUEST AT 10:38 AM EST ON 01/28/09.

*** @01/28-ZED501N

RCAS-ED SENT INTERNAL MSG TO SD-TIM HARDEE AT 11:26 AM EST ON 01/28/09, INQUIRING AS TO WHETHER BRAKE MASTER CYLINDER WAS REPLACED UNDER RECALL OR WAS ONLY INSPECTED.

*** @01/28-ZED501N

RCAS-ED RECEIVED VMX FROM C AT 11:50 AM EST ON 01/28/09.

*** @01/28-ZED501N

RCAS-ED RECEIVED INTERNAL MESSAGE FROM SD-TIM HARDEE. SD-TH STATES THAT RECALL WAS PERFORMED 11/13/08. SD-TH STATES THAT VEH WAS ACTUALLY IN 2 ACCIDENTS, NOT 1. SD-TH STATES THAT VEH WAS IN ANOTHER ACCIDENT 11/13/07 AT 2600 MILES. SD-TH STATES THAT NO MENTIONS OF BRAKE CONCERNS WERE MADE AT THE TIME. SD-TH STATES THAT NO BRAKE REPAIRS WERE DONE UNTIL RECALL WAS MENTIONED IN OCTOBER OF 2008. SD-TH STATES VEH WAS INSPECTED, PARTS WERE ORDERED, AND PARTS WERE INSTALLED IN NOVEMBER OF 2008. SD-TH STATES THAT IF C HAD BRAKE

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ISSUES, VEH WOULD HAVE NEEDED REPAIR BEFORE 16000 MILES, WHEN RECALL WAS DONE. SD-TH STATES IF VEH WAS LEAKING FLUID, VEH WOULD NOT HAVE MADE IT THAT LONG.

*** @01/28-ZED501N

RCAS-ED CONTACTED C ON DAY NUMBER AT 12:27 PM EST ON 01/30/09 AND WAS ADVISED THAT C IS NOT AVAILABLE.

RCAS-ED CONTACTED C ON EVE NUMBER AT 12:30 PM EST ON 01/30/09 AND SPOKE WITH C RCAS-ED ADVISED C THAT RCAS-ED HAS PUT IN REQUEST TO HAVE VEH INSPECTED BY NNA AND RCAS-ED IS WAITING TO HEAR BACK WITH POSSIBLE INSPECTION DATE. RCAS-ED ADVISED C THAT RCAS-ED WILL FOLLOW UP WITH C ON 02/06/09 UNLESS RCAS-ED HAS ANY INFO ANY SOONER. C AGREED.

*** @01/30-ZED501N

RCAS-ED CONSULTED WITH RS-EH ON 02/04/09, AND WAS ADVISED TO RESEND IIR REQUEST TO RS-EH.

*** @01/30-ZED501N

RCAS-ED RESENT IIR REQUEST TO RS-EH AT 2:34 PM EST ON 02/04/09.

*** @01/30-ZED501N

RCAS-ED RECEIVED COPY OF INTERNAL MSG FROM RS-EH TO ORM-BC, FORWARDING IIR REQUEST.

*** @02/04-ZED501N

RCAS-ED RECEIVED COPY OF INTERNAL MSG FROM ORM-BC TO DTS-RD, REQUESTING THAT DTS-RD SET IIR DATE FOR THIS VEH.

*** @02/06-ZED501N

RCAS-ED CONTACTED C ON EVE NUMBER AT 1:57 PM EST ON 02/06/09 AND LEFT A VMX. RCAS-ED CONTACTED C ON DAY NUMBER AT 1:58 PM EST ON 02/06/09 AND SPOKE WITH C. RCAS-ED ADVISED C THAT RCAS-ED HAS SUBMITTED REQUEST FOR INSPECTION AND IS WAITING TO HEAR BACK WITH INSPECTION DATE. RCAS-ED ADVISED C THAT RCAS-ED WILL FOLLOW UP WITH C ON 02/13/09 UNLESS RCAS-ED HAS ANY INFO ANY SOONER. C AGREED.

*** @02/06-ZED501N

RCAS-ED RECEIVED INTERNAL MSG FROM DTS-RD, ADVISING THAT DTS-RD CAN INSPECT VEH ON 2/10/09 BETWEEN 9:00-9:30, AT THE DLRSH, AS DTS-RD REQUIRES A HOIST.

*** @02/06-ZED501N

RCAS-ED CONTACTED C ON DAY NUMBER AT 2:52 PM EST ON 02/06/09 AND WAS ADVISED THAT C IS NOT AVAILABLE, BUT CAN BE REACHED ON EVE NUMBER.

RCAS-ED CONTACTED C ON EVE NUMBER AT 2:53 PM EST ON 02/06/09 AND LEFT A VMX, ADVISING OF INSPECTION DATE OF 2/10/09 BETWEEN 9:00-9:30 AT FREDERICK NISSAN, AND ASKING C TO CALL BACK TO CONFIRM INSPECTION DATE.

*** @02/06-ZED501N

RCAS-ED RECEIVED VMX FROM C AT 3:30 PM EST ON 02/06/09, CONFIRMING THAT SCHEDULED INSPECTION TIME OF 02/10/09 AT 9:00-9:30 AM EST AT FREDERICK NISSAN IS GOOD FOR C.

RCAS-ED NOTES THAT RCAS-ED WILL FOLLOW UP WITH C ON 02/09/09, TO REMIND C OF INSPECTION DATE AND TIME.

*** @02/06-ZED501N

RCAS-ED SENT INTERNAL MSG TO SD-TIM HARDEE AT 3:46 PM EST ON 02/06/09, ADVISING OF INSPECTION TIME OF 9:00-9:30 AM EST ON 02/10/09 AT FREDERICK NISSAN.

*** @02/06-ZED501N

RCAS-ED RECEIVED VMX FROM DTS-RD AT 12:12 PM EST ON 02/09/09. DTS-RD STATES THAT DTS-RD WANTS TO VERIFY WHETHER C CONFIRMED INSPECTION TIME. DTS-RD STATES THAT DTS-RD CAN STILL COME TO DLRSH ON 02/10/09, BUT CANNOT GET THERE UNTIL THE AFTERNOON. DTS-RD STATES THAT C DOES NOT NEED TO STAY, BUT CAN DROP VEH OFF. DTS-RD REQUESTS CALLBACK.

*** @02/09-ZED501N

RCAS-ED CONTACTED C ON DAY NUMBER AT 1:09 PM EST ON 02/09/09 AND SPOKE WITH C.

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RCAS-ED ADVISED C THAT INSPECTION DATE OF 02/10/09 STILL STANDS, BUT INSPECTOR CANNOT MAKE IT OUT TO DLRSHP UNTIL THE AFTERNOON. C STATES THAT IS FINE AND C WILL DROP VEH OFF. C ASKS WHEN IN THE AFTERNOON INSPECTOR WILL BE AT DLRSHP. RCAS-ED ADVISED C THAT RCAS-ED WILL CONTACT INSPECTOR AND FOLLOW UP WITH C TO PROVIDE THAT INFO. C AGREED.

*** @02/09-ZED501N

RCAS-ED CONTACTED DTS-RD AT 1:12 PM EST ON 02/09/09. DTS-RD STATES THAT C CAN DROP VEH OFF ANY TIME, BUT DTS-RD WILL TRY TO BE AT DLRSHP AROUND 2:00 PM EST. DTS-RD STATES THAT C CAN PICK UP VEH SOMETIME AROUND 5:00 PM EST. RCAS-ED ADVISED DTS-RD THAT RCAS-ED WILL PASS THAT INFO ON TO C.

*** @02/09-ZED501N

RCAS-ED CONTACTED C ON DAY NUMBER AT 1:20 PM EST ON 02/09/09 AND SPOKE WITH C. RCAS-ED ADVISED C THAT DTS WILL TRY TO BE AT DLRSHP AROUND 2:00 PM EST. RCAS-ED ADVISED C THAT C'S VEH CAN BE PICKED UP AROUND 5:00 PM EST. C AGREED. RCAS-ED ADVISED C THAT RCAS-ED WILL FOLLOW UP WITH C ON 02/12/09 TO VERIFY THAT C GOT TO THE INSPECTION. C AGREED.

*** @02/09-ZED501N

RCAS-ED SENT INTERNAL MSG TO SD-TIM HARDEE AT 1:25 PM EST ON 02/09/09 TO NOTIFY SD-TH OF THE CHANGE OF INSPECTION TIME.

*** @02/09-ZED501N

RCAS-ED CONTACTED C ON DAY NUMBER AT 3:05 PM EST ON 02/12/09 AND SPOKE WITH C. RCAS-ED ADVISED C THAT RCAS-ED IS WAITING FOR INSPECTION RESULTS. RCAS-ED ADVISED C THAT INSPECTION REPORT CAN TAKE UP TO 30 DAYS TO PREPARE. RCAS-ED ADVISED C THAT RCAS-ED WILL FOLLOW UP WITH C ON 02/26/09 WITH ANY UPDATES. C AGREED AND THANKED RCAS-ED.

*** @02/12-ZED501N

RCAS-ED CONSULTED WITH RS-EH AND WAS ADVISED THAT RS-EH HAS NOT RECEIVED IIR YET.

*** @02/26-ZED501N

RCAS-ED CONTACTED C ON DAY NUMBER AT 3:52 PM EST ON 02/26/09 AND SPOKE WITH C. RCAS-ED ADVISED C THAT RCAS-ED IS STILL WAITING FOR INSPECTION REPORT. RCAS-ED ADVISED C THAT RCAS-ED WILL FOLLOW UP WITH C ON 03/12/09 UNLESS RCAS-ED HAS ANY INFO ANY SOONER. C AGREED.

*** @02/26-ZED501N

MT-TL RECEIVED IIR MT-TL IS FORWARDING COPY TO TL-EH TO SEND TO RCAS-ED
MT-TL IS SENDING ORIGINAL TO LD-LO

*** @02/27-ZTL158N

RCAS-ED RECEIVED IIR FROM RS-EH.
RCAS-ED SUBMITTING IIR TO SITE MANAGER-RM FOR REVIEW AT 4:05 PM EST ON 02/27/09.

*** @02/27-ZED501N

RCAS-ED WAS ADVISED BY SITE MANAGER-RM TO REFER C BACK TO C'S INSURANCE COMPANY.

*** @03/05-ZED501N

RCAS-ED CONTACTED C ON DAY NUMBER AT 3:48 PM EST ON 03/05/09 AND SPOKE WITH C. RCAS-ED ADVISED C THAT RCAS-ED HAS RECEIVED INVESTIGATION REPORT, AND REPORT HAS BEEN REVIEWED BY NNA. RCAS-ED ADVISED C THAT AT THIS TIME, NO ISSUE HAS BEEN FOUND WITH C'S BRAKES. C ASKS HOW NNA WOULD KNOW. C STATES THE ACCIDENT WAS A YEAR AND A HALF AGO. RCAS-ED ADVISED C THAT IF C HAD CONTACTED NNA IMMEDIATELY AFTER THE INCIDENT, THEN NNA COULD HAVE INSPECTED VEH BEFORE VEH WAS REPAIRED. C STATES DLR DID INSPECT VEH, AND DLR ADVISED C THERE WAS NOTHING WRONG WITH THE BRAKES. RCAS-ED ADVISED C THAT THIS IS THE ONLY INFO AVAILABLE TO NNA AT THIS TIME. RCAS-ED ADVISED C THAT NNA IS NOT IN A POSITION TO OFFER ANY FINANCIAL ASSISTANCE TO C IN THIS MATTER. C STATES C CANNOT BELIEVE THIS. C STATES NNA HAS ALL THE PROOF. C STATES NNA HAS THE POLICE REPORT. C STATES C WILL GET A LAWYER. C STATES MANY LAWYERS WOULD LOVE

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TO HAVE A CASE LIKE THIS. C STATES C WILL START A CLASS ACTION LAWSUIT.
C STATES THAT RECALL MEANS BRAKES WERE DEFECTIVE. C ASKS WHAT MORE PROOF
NNA NEEDS. RCAS-ED ADVISED C THAT RCAS-ED IS NOT A LEGAL EXPERT, AND THIS IS
THE INFO THAT RCAS-ED HAS FROM NNA AT THIS TIME. RCAS-ED ADVISED C THAT IF
C WANTS TO TAKE LEGAL ACTION, THEN C'S ATTORNEY CAN SEND A LETTER OF
REPRESENTATION TO THE SAME ADDRESS TO WHICH C SENT C'S ORIGINAL LETTER. C
UNDERSTOOD. C STATES NNA WILL BE HEARING FROM C'S LAWYER. RCAS-ED OFFERED
FURTHER ASSISTANCE, C DECLINED.

*** @03/05-ZED501N
RCAS-ED UPDATED TREAD ACT CODES.
RCAS-ED CLOSING FILE. @03/05-ZED501N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

		CONTACT(S):			
SATISFIED: Y		ACTION CODE: NT6A		ROOT CAUSE: SNFA	PM813
CALLBACK: (Y/N)	#: 0	DATE: 00 / 00 / 00		USERID:	
REOPEN: CALLBACK	#: 0	DATE: 00 / 00 / 00		USERID:	
NEW INFO	#: 0	DATE: 00 / 00 / 00		USERID:	
OTHER	#: 0	DATE: 00 / 00 / 00		USERID:	
COMMENTS ONLY:	#: 0	DATE: 00 / 00 / 00		USERID:	
RESP DLR: 3906		EFFECTIVE: 01 / 20 / 09		CHANGED BY:	
IIR-DATE: 00 / 00 / 00		TRANS DATE: 00 / 00 / 00		CHECK REQUESTED:	NO
3RD PRY:		PART#:		CHECK ISSUED:	NO
BYBACK ST:		OPENED BY: ZKC249N			
HISTORY:		UPDATE BY: ZED501N			
SVC CALL#:		UPDATE DATE: 04 / 17 / 09			
CLOSE: Y (Y/N)		CLOSE DATE: 03 / 05 / 09		MICROFILM: N	
RESP CAA: DRIEDGER, ERIN		OLM: ROYSTER KAREN		DOM: MARTIN AMANDA J	
PHONE: 0000047155		OWNER FIRST:		LANGUAGE: E ENGLISH	

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

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SERVICE CONTRACTS SUMMARY

DATE: 8/10/2011
TIME: 11:09:16 AM
MODEL YEAR: 2007.0
MAKE:
MODEL LINE: SEN

NAME: [REDACTED]

VIN:

IN SCV DATE: 6/11/2007

SEO NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
28	[REDACTED]	3906 MD	6/11/2007	6/11/2009	40,000		

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CONTRACT:	[REDACTED]	CONTRACT:	
OWNER NAME:	[REDACTED]	OWNER NAME:	
PLAN TYPE:	C	PLAN TYPE:	
PLAN TERM:	J	PLAN TERM:	
DEDUCTABLE:	\$ 50	DEDUCTABLE:	
EFFECTIVE:	06/11/07	EFFECTIVE:	
EXPIRES:	06/11/09 MILES: 40,000	EXPIRES:	MILES:
CANCEL:	MILES:	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION:	9/27/2007	TRANSACTION:	
PRINTED:	09/29/07	PRINTED:	
DEALER NO:	3906 STATE: MD	DEALER NO:	STATE:
DEALER NAME:	FREDERICK NISSAN	DEALER NAME:	

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SC: NONE

NAME: [REDACTED] VIN: 3N1AB61E57L [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2007.0 SEN MILEAGE: 29000
CITY: LONG BEACH IN SVC DATE: 01 / 24 / 07
ST/ZIP: CA [REDACTED] VCAN: N RTL DLR: 3504 NISSAN OF FAIRFIELD
DAY PH: [REDACTED] PAID: 2 SVC DLR: 3903 SCHAIERS' NISSAN/LONG BCH
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 3903 SCHAIERS' NISSAN/LONG BCH
DLR PH: [REDACTED] DENY: 0 REGION: 44 DIST: SL/SV/PT: 06 06 36

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED X MILES 19000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: INDEPENDENT
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 01 / 30 / 09 XFER/RSPNSBLTY: 44 06 S
CONTACT (S): FOLLOWUP DATE: 03 / 02 / 09 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 02 / 25 / 09 DATANET (Y/N): 02 / 20 / 09

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 121500 GEN. BRAKE COMPONENT(S)
AD BRAKES YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZLB782N 01/30/2009

PREVIOUS FILES FOUND: NONE

@01/30-ZLB782N

RELATED: NONE

UNRELATED: NONE

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

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

OPEN PM813 SENTRA BR-MSTR CYL NTB08-067 06/28/08 00/00/00 00/00/00

CRR-LB ADVISED C OF RECALL STATUS.

PREVIOUS NISSAN/INFINITI VEHICLE(S): NONE

CRR-LB RECEIVED CALL FROM LIZ HART (INTERPRETER OF C).

C STATED THAT C HAS A RECALL ON THE MASTER CYLINDER BRAKE.

C SAID THAT THE OWNER OF THE VEH HAD AN ACCIDENT BECAUSE THE BRAKE WENT OUT AND THAT WAS JAUNUARY 26,2009 MONDAY.

C HIT ANOTHER VEH AND BOTH OF THE VEH HAD BEEN DAMAGED.

@01/30-ZLB782N

C SAID THAT C WAS NOT NOTIFIED THAT THERE IS A RECALL FOR THE MASTER CYLINDER AND C KNOWS THAT THE ACCIDENT THAT HAPPENED TO C WAS RECALL RELATED.

C SAID THAT WANTED NISSAN TO PAY ALL THE DAMAGES THAT WAS INCURRED AT THE ACCIDENT AND IF THERE WILL BE ANY MEDICAL ISSUES ON BOTH THE DRIVER OF THE VEH AND THE ONE THAT WAS HIT BY C.

CRR-LB ADVISED C THAT THE CALL WILL BE TRANSFERRED TO THE NEXT LEVEL GROUP FOR FURTTHHER ASSISTANCE.

C UNDERSTOOD.

@01/30-ZLB782N

C THANKED CRR-LB FOR ASSISTANCE, C SATISFIED.

CRR-LB OFFERED FURTHER ASSISTANCE, C DECLINED

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

CRR-LB TRANSFERRING CALL TO C GROUP.

@01/30-ZLB782N

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CRR-DP RECEIVED INBOUND CALL FROM A/B GROUP.

CRR-DP VERIFIED C'S NAME

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

OPEN PM813 SENTRA BR-MSTR CYL NTB08-067

CRR-DP INFORMED C OF ANY OPEN RECALLS/CAMPAIGNS/UPGRADES.

CRR-DP NOTING C'S INTERPRETER - LIZ HART.

C STATES THAT THE CUSTOMER ONLY SPEAK SPANISH.

C STATES THE OWNER WAS PULLING INTO THE GARAGE AND THE BRAKES FAILED.

C STATES THE OWNER HAD HIT THE VEH THAT WAS PARKED IN THE GARAGE.

C STATES HAD CALLED 3387CERRITOSNISSAN AND SPOKE WITH SA-CATHERINE.

C STATES WAS ADVISED THERE WAS A RECALL AND WAS ADVISED TO CALL NNA-CA

C STATES JUST FOUND OUT ABOUT THE RECALL ON 01/29/09

C STATES THE OWNER DID NOT RECEIVED ANY LETTER OR RECALL ON THE 2007 SENTRA

CRR-DP REVIEWED PROBE AS PER SOP 7.13A:

P-1) VIN (VEHICLE IDENTIFICATION NUMBER):

C STATES 3N1AB61E57L 647764

P-2) DRIVER'S NAME, ADDRESS, DAY AND EVENING TELEPHONE NUMBERS, DATE OF BIRTH:

C STATES [REDACTED], LONG BEACH, CA. ZIP [REDACTED]

DAY/EVENING PHONE NUMBER: [REDACTED].

P-3) OWNER'S NAME, ADDRESS, DAY AND EVENING TELEPHONE NUMBERS, DATE OF BIRTH:

C STATES [REDACTED], LONG BEACH, CA. ZIP [REDACTED] 4

DAY/EVENING PHONE NUMBER: [REDACTED].

P-4) MILEAGE ON VEHICLE AT TIME OF INCIDENT:

C STATES APPROX 29,000 MILES.

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

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(IF NOT AVAILABLE, MILEAGE FROM MOST RECENT REPAIR ORDER):

C STATES 29,000 MILES.

P-6) WAS VEHICLE PURCHASED NEW OR USED?

C STATES USED.

P-7) DATE AND TIME OF INCIDENT.

C STATES JANUARY 26 2009 AT 5:00PM PACIFIC TIME ZONE.

P-8) DETAILED DESCRIPTION OF LOCATION OF INCIDENT

(PLEASE BE AS PRECISE AS POSSIBLE):

C STATES C WAS GOING IN THE ALLEY TO PARK IN THE GARAGE.

C STATES IN LONG BEACH CA CLOSE TO THE ALLEY BEHIND THE COMPLEX.

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

C STATES IT WAS DRY.

P-10) DETAILED DESCRIPTION OF THE INCIDENT.

(BE AS SPECIFIC AS POSSIBLE, INCLUDING PARTS OF VEHICLE AFFECTED).

C STATES C WAS DRIVING IN THE ALLEY WAS GOING INTO THE GARAGE AT C'S RESIDENT.

C STATES THE C HAS C'S OWN SEPERATE GARAGE DOOR.

C STATES WHEN C HAD PUT C'S FOOT ON THE BRAKES THE BRAKES HAD FAILED.

C STATES AS C WAS TURNING INTO THE GARAGE C HAD HIT THE OTHER GARAGE DOOR NEXT TO C'S GARAGE.

C STATES THE GARAGE DOOR HAD DAMAGE THE VEH THAT WAS PARKED.

C STATES BOTH GARAGE DOOR AND THE VEH THAT WAS PARKED WAS DAMAGED.

C STATES THE OTHER VEH WAS HIT ON THE REAR END AND THE BACK END WAS DAMAGED.

P-11) ESTIMATED SPEED OF VEHICLE AT TIME OF INCIDENT:

C STATES C WAS GOING VERY SLOW AS C HAD TO MAKE A TURN INTO THE ALLEY WAY.

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

C STATES __[YES] __X_[NO].

C STATES IS AFRAID TO DRIVE THE VEH AS C HAS CHILDRENS.

P-13) WAS A POLICE REPORT AND/OR FIRE REPORT FILED?

C STATES _X_[YES] __[NO].

C STATES BOTH DRIVERS WERE THERE BUT IT WAS ON PRIVATE PROPERTY.

P-14) WAS A SEATBELT AND/OR OTHER RESTRAINT DEVICE USED BY ALL VEHICLE OCCUPANTS AT THE TIME OF THE INCIDENT?

C STATES _X_[YES] __[NO].

P-15) WAS ANYONE INJURED?

C STATES __[YES] __X_[NO].

IF YES: DETAILED DESCRIPTION OF ALL INJURIES:

C STATES

P-16) HAS THE VEHICLE OWNER CONTACTED THEIR INSURANCE COMPANY?

C STATES _X_[YES] __[NO].

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

C STATES _X_[YES] __[NO].

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

C STATES THE OTHER VEH WAS PARKED UNDERNEATH THE GARAGE.

C STATES THE VEH WAS 1996 CORVETTE

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

C STATES _X_[YES] __[NO].

IF YES: DETAILED DESCRIPTION OF PROPERTY AND DAMAGE TO PROPERTY:

C STATES THE GARAGE DOOR

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

C STATES IS REQUESTING NNA REPAIR THE VEH AND FIX THE OTHER VEH THAT WAS HIT AND THE GARAGE DOOR.

C STATES IS REQUESTING FOR A RENTAL VEH WHILE THE VEH IS BEING REPAIRED IN SHOP.

C STATES C IS AFRAID TO DRIVE THE VEH.

C STATES THE BRAKES FELT VERY "SMOOSHY".

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CRR-DP APOLOGIZE FOR THE INCONVENIENCE.
CRR-DP ASSURED C THAT C'S CONCERN HAS BEEN DOCUMENTED.
CRR-DP STATES SINCE C IS REQUESTING FOR ASSISTANCE. CRR-DP INFORMED C
FILE WILL BE FORWARDED TO A RCAS AGENT FOR FURTHER REVIEW.
C STATES THAT THE CUSTOMER IS SPANISH AND WOULD LIKE SOMONE THAT SPEAKS
SPANISH TO CALL C BACK.
CRR-DP ASSURE A REQUEST WILL BE PUT THROUGH TO THE SPANISH DEPARTMENT.
C THANKED CRR-DP FOR ASSISTANCE, C SATISFIED.
CRR-DP OFFERED FOR ADDITIONAL ASSISTANCE.
C DECLINED.

CRR-DP PROVIDE NAME, EXTENSION AND FILE NUMBER.
CRR-DP UPDATED RESPONSIBLE DLRSHIP.
CRR-DP INFORMED TL-LM ON 01/30/09 AT 1:05PM EST WITH UPDATES AND REQUEST FOR
A SPANISH RCAS CALLBACK.
CRR-DP SENDING INTERNAL MSG TO RCAS-JV ON 01/30/09 AT 1:25PM EST.
CRR-DP LEAVING FILE OPEN PENDING RCAS REVIEW.

-- @01/30-ZEP829N

RCAS-JV REVIEW FILE. @02/02-ZJV999N

RCAS-JV MADE OUTBOUND CALL TO C ON DAY PHONE AT 3:30 PM EST. ON 2/2/09.
RCAS-JV INFORMED C THAT RCAS-JV IS CALLING IN ORDER TO FINISH THE REPORT.

CLAIMANT INFORMATION

1. DRIVER'S NAME, ADDRESS, DAY AND EVENING TELEPHONE NUMBERS, DATE OF BIRTH.

C STATES [REDACTED], LONG BEACH, CA. ZIP [REDACTED]
DAY/EVENING PHONE NUMBER: [REDACTED].

2. OWNER'S NAME, ADDRESS, DAY AND EVENING TELEPHONE NUMBERS, DATE OF BIRTH.

C STATES [REDACTED], LONG BEACH, CA. ZIP [REDACTED]
DAY/EVENING PHONE NUMBER: [REDACTED].

VEHICLE INFORMATION

1. CURRENT MILEAGE. (IF NOT AVAILABLE, MILEAGE FROM MOST RECENT REPAIR ORDER.)
C STATES 29,000 MILES.

2. VEHICLE LICENSE NUMBER.

C STATES

3. STATE WHERE VEHICLE IS REGISTERED.

C STATES CALIFORNIA.

4. SPECIAL EQUIPMENT OR ACCESSORIES.

C STATES NO.

5. ALL RECALL CAMPAIGNS/SERVICE CAMPAIGNS LISTED ON THE ZCA1 VEHICLE INFORMATI
OPEN PM813 SENTRA BR-MSTR CYL NTB08-067 06/28/08 00/00/00 @02/02-ZJV999N

6. WAS VEHICLE PURCHASED NEW OR USED? [IF PURCHASED USED, DATE AND PLACE OF
PURCHASE; AND REQUEST A COPY OF THE PURCHASE AGREEMENT.]

C STATES VEH WAS VEHICLE PURCHASED ON FEB. 6 2008, IN WORTHINGTON FORD.

DESCRIPTION OF INCIDENT & CLAIM

1. DATE AND TIME OF ACCIDENT/INCIDENT.

C STATES 01/26/09 AT 5:00 PM PACIFIC TIME ZONE.

2. EXACT LOCATION OF ACCIDENT/INCIDENT.

C STATES 1036 SAINT LOUIS AVE A1, LONG BEACH, CA. ZIP 90804

C STATES THAT THE ACCIDENT OCCUR IN THE ALLEY BEHIND THE BUILDING.

3. NATURE OF WEATHER/VISUAL OBSTRUCTION. (DESCRIBE.)

C STATES NORMAL DRY DAY.

4. DETAILED DESCRIPTION OF THE ACCIDENT/INCIDENT. (BE AS SPECIFIC AS POSSIBLE,
INCLUDING PARTS OF VEHICLE AFFECTED.)

C STATES C WAS GOING TO PARK.

C STATES WHILE TURNING RIGHT TO PARK IN THE GARAGE THE BRAKES DID NOT WORK.

C STATES C CRASHED AGAINST THE NEIBOHURG'S GARAGE DOOR CAUSING THE

DOOR TO BRAKE AND DAMAGE THE VEH PARKED INSIDE.

5. WHAT WAS THE ESTIMATED SPEED OF THE VEHICLE AT TIME OF ACCIDENT?

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C STATES 5 MILES PER HOUR OR LESS.

6. IF ANOTHER VEHICLE WAS INVOLVED, WHAT WAS THE SPEED OF THAT VEHICLE?

C STATES ANOTHER VEH WAS INVOLVED AND PARKED.

7. NAME, ADDRESS, AND TELEPHONE NUMBER OF ANY WITNESSES/PASSENGERS IN THE VEHICLE.

C STATES THERE WERE NO WITNESSES/PASSENGERS IN THE VEHICLE.

8. NAME, ADDRESS, AND TELEPHONE NUMBER OF THE CURRENT LOCATION OF THE VEHICLE.

C STATES THAT THE VEH IS PARKED IN C'S HOUSE.

C STATES TO BE SCARED TO DRIVE THE VEH.

9. HAS THE VEHICLE BEEN REPAIRED?

C STATES NO.

A. IF NO, HAVE REPAIRS BEEN SCHEDULED? IF SCHEDULED, FOR WHAT DATE?

C STATES NO REPAIRS HAVE BEEN SCHEDULE.

B. IF YES OR THE CUSTOMER CANNOT WAIT FOR US TO INSPECT THE VEHICLE, HAVE THE CUSTOMER SUPPLY PRE-REPAIR PHOTOS AND REPAIR ORDERS. @02/02-ZJV999N

10. WAS A POLICE/FIRE REPORT FILED? REQUEST COPIES OF THE REPORTS AND RECORD IN THE FILE:

C STATES THE POLICE STATED NO REPORT NEEDED TO BE COMPLETED SINCE

C IS DEALING WITH THE OWNER OF THE OTHER VEH INVOLVED.

A. WHAT WAS THE REPORTING OFFICER'S NAME?

C STATES N/A.

B. WHAT IS THE POLICE/FIRE REPORT NUMBER?

C STATES N/A.

C. WHAT IS THE NAME OF THE AGENCY WHERE THE POLICE/FIRE REPORT WAS FILED?

(EXAMPLE: CALIFORNIA HIGHWAY PATROL, LAKEWOOD SHERIFF DEPARTMENT.)

C STATES N/A.

11. WHAT IS CUSTOMER REQUESTING OF NISSAN NORTH AMERICA, INC.?

C STATES THAT C WOULD LIKE THAT NNA TO REPAIR BOTH VEHICLES, THE GARAGE THE MASTER CYLINDER OF THE VEH TO BE REPAIRED AND A RENTAL WHILE C'S VEH GETS REPAIRED. @02/02-ZJV999N

VEHICLE OCCUPANTS

1. IN WHAT SEAT POSITIONS WERE THE OCCUPANTS SEATED?

A. DRIVER: C STATES [REDACTED]

B. RIGHT FRONT PASSENGER: C STATES N/A.

C. LEFT REAR: C STATES N/A.

D. CENTER REAR: C STATES N/A.

E. RIGHT REAR: C STATES N/A.

F. OTHER: C STATES N/A.

2. DETERMINE IF SEATBELT/RESTRAINT WAS USED BY:

A. DRIVER: C STATES YES.

B. RIGHT FRONT PASSENGER: C STATES N/A.

C. LEFT REAR: C STATES N/A.

D. CENTER REAR: C STATES N/A.

E. RIGHT REAR: C STATES N/A.

F. OTHER: C STATES N/A. @02/02-ZJV999N

3. WHAT ARE THE WEIGHT AND HEIGHT OF EACH OF THE OCCUPANTS?

A. DRIVER: C STATES 200 POUNDS AND HEIGHT 5'2"

B. RIGHT FRONT PASSENGER: C STATES N/A.

C. LEFT REAR: C STATES N/A.

D. CENTER REAR: C STATES N/A.

E. RIGHT REAR: C STATES N/A.

F. OTHER: C STATES N/A.

INJURIES AND INSURANCE INFORMATION

1. WAS ANYONE INJURED?

C STATES NO.

A. IF YES, REQUEST A COPY OF THE MEDICAL RECORDS/REPORTS.

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B. RECORD DETAILED DESCRIPTION OF THE EXTENT OF INJURIES.
C STATES NO.

C. WAS HOSPITALIZATION REQUIRED?
C STATES NO.

@02/02-ZJV999N

D. WHERE, WHEN, AND BY WHOM WERE THE INJURED TREATED?
C STATES N/A.

2. HAS THE CUSTOMER CONTACTED THEIR INSURANCE COMPANY?
C STATES YES.
IF YES, RECORD:

A. INSURANCE COMPANY'S NAME, ADDRESS, AND TELEPHONE NUMBER.
C STATES 24TH CENTURY INSURANCE,
PO BOX 52041 PHOENIX AZ 85072 2041
C STATES PHONE IS 1 888 244 6163 AND 1 866 709 9211 EXT 49750.

B. INSURANCE AGENT'S NAME.
C STATES DANIEL IARNO.
C. INSURANCE CLAIM NUMBER.
C STATES [REDACTED].

OTHER PROPERTY DAMAGE

1. WERE ANY OTHER VEHICLES INVOLVED IN THE ACCIDENT?
C STATES YES.

@02/02-ZJV999N

IF YES, RECORD:
A. MAKE, MODEL, AND YEAR OF OTHER VEHICLE(S).
C STATES CHEVROLET, COVET 1996.
B. OWNER'S NAME, ADDRESS, AND TELEPHONE NUMBER.
C STATES TOMAS SERGUSON, 1036 SAINT LOUIS AVE A7,
LONG BEACH, CA. ZIP 90804.
C. NATURE AND EXTENT OF DAMAGE TO THE OTHER VEHICLE(S).
C STATES THE BACK BUMPER WAS DAMAGED AND PUSHED
AGAINST THE WALL CAUSING THE FRONT BUMPER TO GET
SOME DAMAGE TOO.

2. WAS PROPERTY OTHER THAN A VEHICLE DAMAGED?
C STATES YES.

IF YES, RECORD:
A. DESCRIPTION OF THE PROPERTY AND DAMAGE TO THE PROPERTY.
C STATES C STATES THAT THE GARAGE DOOR WAS DAMAGED.
C STATES THAT THE GARAGE DOOR BROKE.

@02/02-ZJV999N

B. OWNER'S NAME, ADDRESS, AND TELEPHONE NUMBER.
C STATES [REDACTED],
LONG BEACH, CA. ZIP [REDACTED].

C. REQUEST COPY OF ANY ESTIMATES TO REPAIR PROPERTY DAMAGE.
C STATES C WILL GET THE INFORMATION.

3. DESCRIPTION OF THE PROPERTY AND DAMAGE TO THE PROPERTY.
C STATES THE VEH LOST BRAKES CAUSING THE VEH TO CRASH AGAINST THE DOOR
AND THE WOOD DOOR BROKE.

@02/02-ZJV999N

-
RCAS-JV ADVISED C THAT IT IS NECESSAY FOR C TO CONTACT RCAS-JV BACK WITH THE
FOLLOWING INFORMATION AND FAX THE FOLLOWING DOCUMENTS.

- * VEHICLE LICENSE NUMBER.
- * PHONE NUMBER OF THE OWNER OF THE OTHER VEH.
- * COPY OF THE PURCHASE AGREEMENT.
- * COPY OF ANY ESTIMATES TO REPAIR PROPERTY DAMAGE.

@02/02-ZJV999N

@02/02-ZJV999N

@02/02-ZJV999N

-
C STATES THAT C WILL GET THE INFORMATION AND CALL RCAS-JV BACK. @02/02-ZJV999N
RCAS-JV ASKED C IF ANY FURTHER ASSISTANCE REQUIRED, C DECLINED.
RCAS-JV GAVE C NAME EXT AND FILE NUMBER IN CASE OF MORE ASSISTANCE REQUIRED.
C THANKED RCAS-JV FOR ASSISTANCE, C UNDERSTOOD AND ENDED CALL. @02/02-ZJV999N

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***** @02/02-ZPA899N

RCAS-PA RECEIVED INBOUND CALL FROM C ON 02/02/09 AT 7:49 P.M. EST TIME. @02/02-ZPA899N

RCAS-PA VERIFIED C'S NAME AND ADDRESS. @02/02-ZPA899N

C STATES WANTS TO TALK WITH RCAS-JV. @02/02-ZPA899N

RCAS-PA CONTINUE WITH ACCIDENT PROBE AS PER RCAS-JV NOTES ON THE FILE.

RCAS-PA INQUIRED AS FOLLOW: @02/02-ZPA899N

VEHICLE LICENSE NUMBER. C STATES [REDACTED]. @02/02-ZPA899N

PHONE NUMBER OF THE OWNER OF THE OTHER VEH. @02/02-ZPA899N

C STATES [REDACTED]. @02/02-ZPA899N

RCAS-PA ALSO REMIND C TO SUBMITT THE FOLLOWING DOCUMENTS : @02/02-ZPA899N

COPY OF THE PURCHASE AGREEMENT.

COPY OF ANY ESTIMATES TO REPAIR PROPERTY DAMAGE. @02/02-ZPA899N

C ALSO STATES THE OTHER VEH IS A 1996 CHEVROLET CORVETTE AND OWNER TOOK IT TO @02/02-ZPA899N

A BODYSHOP WITH THE FOLLOWING PHONE NUMBER 1 800 838 8353. @02/02-ZPA899N

RCAS-PA INQUIRED IF THERE IS ANYTHING THAT C WANTS TO COMMENT. @02/02-ZPA899N

C STATES NO. @02/02-ZPA899N

RCAS-PA OFFERED FURTHER ASSISTANCE, C DECLINED.

RCAS-PA GAVE NAME, EXTENSION AND FILE NUMBER.

RCAS-PA SENT INTERNAL MESSAGE TO RCAS-JV.

RCAS-PA EXITING FILE. @02/02-ZPA899N

-

RCAS-JV MADE OUTBOUND CALL TO C ON DAY PHONE AT 11:45 PM EST. ON 2/4/09.

RCAS-JV ASKED C TO FAX THE FOLLOWING DOCS. @02/04-ZJV999N

* COPY OF THE PURCHASE AGREEMENT.

* COPY OF ANY ESTIMATES TO REPAIR PROPERTY DAMAGE.

C STATES THAT C WILL FAX THE COPY OF THE PURCHASE AGREEMENT.

C STATES THAT C DOES NOT KNOW ESTIMATES TO REPAIR PROPERTY DAMAGE.

RCAS-JV ADVISED TO GET THE INFO IN ORDER TO PROCEED FASTER.

RCAS-JV ADVISED C THAT RCAS-JV WILL PROCESS THE INSPECTION AND CONTACT C @02/04-ZJV999N

BACK WITH THE DATE AND TIME OF INSPECTION. @02/04-ZJV999N

C UNDERSTOOD THANKED RCAS-JV AND ENDED CALL. @02/04-ZJV999N

- @02/04-ZJV999N

RCAS-JV SENT IIR REQUEST TO RS-NP ON 2/4/09, 12:07 PM EST. @02/04-ZJV999N

- @02/04-ZJV999N

*** @02/04-ZNP099N

RS-NP FORWARDED IIR TO ORM-JW ON 02/04. @02/04-ZNP099N

-

ORM JW SENT EMAIL TO DTS JS ON FEBRUARY 04, 2009 9:56 AM EST REQUESTING @02/04-ZJV999N

INSPECTION ON THE VEH. @02/04-ZJV999N

-

DTS JS RESPONDED ON 2/4/2009 1:28 PM EST.

DTS STATES TO PERFORM IIR ON 2/13 AT 3 AM.

DTS STATED VEHICLE NEEDS TO BE TAKEN TOWED OR DRIVEN TO CLOSEST NISSAN DEALER. @02/04-ZJV999N

- @02/04-ZJV999N

RCAS-JV MADE OUTBOUND CALL TO C ON DAY PHONE AT 2:05 PM EST. ON 2/4/09.

RCAS-JV ADVISED OF THE INSPECTION DATE.

C STATES THAT C WILL TAKE THE VEH TO THE DLR ON 2/12/09.

RCAS-JV THANKED C AND ASKED IF C HAS ANY QUESTIONS.

C STATES THAT C HAD TO ADD BRAKE FLUID THE DAY OF THE ACCIDENT IN ORTHER TO @02/04-ZJV999N

MOVE THE VEH AND PARK. @02/04-ZJV999N

RCAS-JV ADVISED C THAT THE INFO HAS BEEN ADDED TO THE FILE.

C UNDERSTOOD THANKED RCAS-JV AND ENDED CALL. @02/04-ZJV999N

- @02/04-ZJV999N

RCAS-JV RECEIVED VMX FROM DAN WITH 21ST CENTURY INSURANCE.

VMX ASKS FOR THE STATUS OF THE FILE AND REQUESTS A CALL BACK TO [REDACTED] @02/10-ZJV999N

[REDACTED] WITH CLAIM [REDACTED].

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- @02/11-ZJV999N
RCAS-JV MADE OUTBOUND CALL TO DAN WITH 21ST CENTURY INSURANCE AT 12:47 PM
EST. ON 2/11/09. @02/11-ZJV999N

RCAS-JV LEFT VMX FOR AGENT STATING THAT THE VEH WILL BE INSPECTED ON 2/13/09
AND BASED ON THE INSPECTION RCAS-JV WILL PROVIDE MORE UPDATES. @02/11-ZJV999N

-
RCAS-JV MADE OUTBOUND CALL TO THE DLR AT 5:00 PM EST. ON 2/13/09.
RCAS-JV SPOKE TO SA JASON, NO LAST NAME PROVIDED.
SA STATES THAT THE VEH WAS INSPECTED BY DTS.
RCAS-JV UNDERSTOOD THANKED DLR FOR THE ASSISTANCE AND ENDED CALL.

- // @02/13-ZJV999N
RCAS-JV MADE OUTBOUND CALL TO C ON DAY PHONE AT 12:20 PM EST. ON 2/16/09.

RCAS-JV INFORMED C THAT THE INSPECTION HAS BEEN COMPLETED.
RCAS-JV STATES TO CALL BACK WITH AN UPDATE TO C'S CONCERN BY 3/02/09.
C UNDERSTOOD THANKED RCAS-JV AND ENDED CALL. @02/16-ZJV999N

- // @02/16-ZJV999N
RCAS-JV RECEIVED AN EMAIL FROM DTS JS ON 2/16/2009 12:48 PM EST.
EMAIL STATES THAT IIR INSPECTION COMPLETED, REPORT IN PROCESS. @02/16-ZJV999N
- // @02/16-ZJV999N

RCAS-FC RECEIVED CALL FROM C.
RCAS-FC VERFIED NAME AND ADDRESS.
C IS LOOKING TO SPEAK WITH RCAS-JV TO GET AN UPDATED ON C'S.
RCAS-FC ADVISED LAST NOTE FROM 02/16/09 INDICATING COMPLETETION OF IRR
AND REPORT BEING GENERATED. RCAS-FC ADVISED NO FURTHER INFORMATION NOTED
ON FILE. C STILL WANTED TO HEAR BACK FROM RCAS-JV.
C STATES C CAN BE REACHED AT [REDACTED]

C STATES BEST TIME TO CONTACT C IS ANYTIME AS C'S HAS A CELL. @02/18-ZFC233N
RCAS-FC ADVISE C INTERNAL MESSAGE WILL BE SEND OUT TO RCAS.
RCAS-FC EXITING FILE. @02/18-ZFC233N

- //
RCAS-JV RECEIVED EMAIL FROM DTS-JS ON FEBRUARY 18, 2009 1:22 PM EST.
EMAIL STATES THAT THE INSPECTION REVEALED NO PROBLEM FOUND W/ THE VEHICLE'S
BRAKING SYSTEM.
VEH WAS ROAD TESTED FOR 5 MILES, APPLYING BRAKES FROM 5-20 MPH. VEHICLE
STOPPED FINE.
THE DEALER WILL PERFORM THE RECALL FOR THE BRAKE BOOSTER AFTER INSPECTION.

- // @02/19-ZJV999N
RCAS-JV MADE OUTBOUND CALL TO C ON DAY PHONE AT 1:10 PM EST. ON 2/19/09.
RCAS-JV INFORMED C THAT A NISSAN TECHNICAL SPECIALIST CONDUCTED A DETAILED
INSPECTION OF THE SUBJECT VEHICLE AND FOUND NO EVIDENCE OF A PRODUCT PROBLEM,
FAILURE, OR MALFUNCTION THAT MAY HAVE CAUSED OR CONTRIBUTED TO THE ACCIDENT.
RCAS-JV ADVISED C THAT ON THE INSPECTION OF THE VEHICLE AND THE INFORMATION
AVAILABLE,NISSAN FINDS NO BASIS ON WHICH TO OFFER FINANCIAL ASSISTANCE IN
THIS MATTER.

RCAS-JV ADVISED C TO REFER THIS MATTER TO THE INSURANCE COMPANY.
RCAS-JV ASKED C IF ANY FURTHER ASSISTANCE REQUIRED, C DECLINED.
RCAS-JV GAVE C NAME EXT AND FILE NUMBER IN CASE OF MORE ASSISTANCE REQUIRED.
C THANKED RCAS-JV FOR ASSISTANCE, C UNDERSTOOD AND ENDED CALL.
RCAS-JV CLOSING FILE SINCE NO MORE FOLLOW UP REQUIRED. @02/19-ZJV999N

MT-TL RECEIVED IIR MT-TL IS FORWARDING COPY TO TL-DD TO SEND TO RCAS-JV
MT-TL IS SENDING ORIGINAL TO LD-LO @02/24-ZTL158N

-
RCAS-JV REVIEW IIR, RCAS-JV CLOSING FILE SINCE DECISION HAS BEEN DELIVERED TO
THE CUSTOMER. @02/25-ZJV999N

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SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT6A	ROOT CAUSE: SNFA
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 1	DATE: 02 / 24 / 09	USERID: ZTL158N
COMMENTS ONLY: #: 0	DATE: 00 / 00 / 00	USERID:
RESP DLR: 3903	EFFECTIVE: 01 / 30 / 09	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZLB782N	
HISTORY:	UPDATE BY: ZJV999N	
SVC CALL#:	UPDATE DATE: 04 / 17 / 09	
CLOSE: Y (Y/N)	CLOSE DATE: 02 / 25 / 09	MICROFILM: N
RESP CAA: VELILLA, JOSE	OLM: SMIT AGNES	DOM: GARN, JIM
PHONE: 0000000000	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: BRONX
ST/ZIP: NY [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: 3N1AB61E27L [REDACTED] Y
YR/MDL: 2007.0 SEN MILEAGE: 32000
IN SVC DATE: 05 / 18 / 07
RTL DLR: 13022 GREEN-GIFFORD NISSAN
SVC DLR: 07132 POUGHKEEPSIE NISSAN INC
RESP DLR: 07132 POUGHKEEPSIE NISSAN INC
REGION: 34 DIST: SL/SV/PT: 01 01 31

VCAN: N
PAID:
SUSP:
DENY:

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: Y (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 3897 CENTRAL AVENUE NIS
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 02 / 04 / 09 XFER/RSPNSBLTY: 26 01 S
CONTACT (S): FOLLOWUP DATE: 04 / 07 / 09 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 04 / 07 / 09 DATANET (Y/N): 02 / 06 / 09

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD BRAKES WZ WARRANTY COVERAGE INQUIRY

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C. A. R. COMMENTS

FILE OPENED-ZSM605N 02/04/2009

PREVIOUS RELATED FILES FOUND: NONE.

PREVIOUS UNRELATED FILES FOUND: NONE.

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

CRR-SM CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @02/04-ZSM605N
OPEN PM813 SENTRA BR-MSTR CYL NTB08-067 06/28/08 00/00/00 00/00/00

CRR-SM ADVISED C OF RECALL STATUS:

PREVIOUS NISSAN VEH AND INFINITI:_NONE.

CRR-SM RECIEVED CALL FROM C.

C STATES STILL OWN'S THE VEH. @02/04-ZSM605N

C STATES HAD AN ACCIDENT AND THE ROAD'S WEREN'T SALTED YET. @02/04-ZSM605N

C STATES LOST CONTROL OF THE VEH. AND WENT INTO THE DITCH AND THIS HAPPENED YESTERDAY AT 2:30 P.M. @02/04-ZSM605N

C STATES CALLING NNA FOR THE GAP INSURANCE CONCERN. @02/04-ZSM605N

C STATES IS AWARE THAT THERE IS AN OPEN RECALL ON C'S VEH. AND ISN'T SURE IF RELATES TO C'S INCIDENT. @02/04-ZSM605N

C STATES C'S DAD WORK'S FOR NISSAN AND ADVISED C TO CALL NNA. TO DOCUMENT THIS INCIDENT. @02/04-ZSM605N

CRR-SM CONDUCTING PROBE. @02/04-ZSM605N

INITIAL PROBE

P-1) VIN (VEHICLE IDENTIFICATION NUMBER):

C STATES 3N1AB61E27L [REDACTED].

P-2) DRIVER'S NAME, ADDRESS, DAY AND EVENING TELEPHONE NUMBERS, DATE OF BIRTH:

C STATES [REDACTED], BRONX, NY., [REDACTED], [REDACTED].

P-3) OWNER'S NAME, ADDRESS, DAY AND EVENING TELEPHONE NUMBERS, DATE OF BIRTH: @02/04-ZSM605N

C STATES [REDACTED] BRONX, NY., [REDACTED], [REDACTED].

P-4) MILEAGE ON VEHICLE AT TIME OF INCIDENT:

C STATES 32000.

P-5) CURRENT MILEAGE, IF DIFFERENT FROM MILEAGE AT TIME OF INCIDENT. (IF NOT AVAILABLE, MILEAGE FROM MOST RECENT REPAIR ORDER):

C STATES 32000.

P-6) WAS VEHICLE PURCHASED NEW OR USED?

C STATES NEW.

P-7) DATE AND TIME OF INCIDENT.

C STATES 02/03/09, 2:30 PM.

P-8) DETAILED DESCRIPTION OF LOCATION OF INCIDENT (PLEASE BE AS PRECISE AS POSSIBLE):

C STATES WAS ON THE I87 GOING NORTH. @02/04-ZSM605N

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

C STATES SNOWING, ROAD'S WERE NOT SALTED YET, VISIBILITY NOT CLEAR.

P-10) DETAILED DESCRIPTION OF THE INCIDENT. (BE AS SPECIFIC AS POSSIBLE, INCLUDING PARTS OF VEHICLE AFFECTED).

C STATES WAS DRIVING ON THE HIGHWAY IN THE LEFT LANE, SWITCHED TO THE MIDDLE LANE AND TURNED WHEEL AND LOST CONTROL, DID A 360 AND HIT A DITCH FRONT FIRST, VEH. FLIPPED OVER, C STATES HOOD, WINDOW'S, FRONT OF VEH. AND MUFFLER CRUSHED.

P-11) ESTIMATED SPEED OF VEHICLE AT TIME OF INCIDENT:

C STATES APPROX. 30-35 MILES/HR.

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

C STATES ___[YES] ___X_[NO].

P-13) WAS A POLICE REPORT AND/OR FIRE REPORT FILED?

C STATES _X_[YES] ___[NO].

P-14) WAS A SEATBELT AND/OR OTHER RESTRAINT DEVICE USED BY ALL VEHICLE OCCUPANTS AT THE TIME OF THE INCIDENT?

C STATES _X_[YES] ___[NO].

@02/04-ZSM605N

P-15) WAS ANYONE INJURED?

C STATES ___[YES] ___X_[NO].

IF YES: DETAILED DESCRIPTION OF ALL INJURIES:

C STATES N/A.

P-16) HAS THE VEHICLE OWNER CONTACTED THEIR INSURANCE COMPANY?

C STATES _X_[YES] ___[NO].

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

C STATES ___[YES] ___X_[NO].

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

C STATES N/A.

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

C STATES ___[YES] ___X_[NO].

IF YES: DETAILED DESCRIPTION OF PROPERTY AND DAMAGE TO PROPERTY:

C STATES N/A.

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

C STATES CALLING NNA TO INQUIRE ABOUT GAP INSURANCE AND C IS NOT SURE IF THE RECALL HAD ANYTHING TO DO WITH THIS INCIDENT.

@02/04-ZSM605N

CRR-SM ADVISED C WILL FORWARD FILE TO RCAS FOR REVIEW.

CRR-SM ADVISED C THAT RCAS WILL CALL BACK BY THE END OF THE NEXT BUSINESS DAY C UNDERSTANDS.

CRR-SM OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-SM GAVE NAME, EXTENSION AND FILE NUMBER.

C-THANKED CRR-SM FOR ASSISTANCE, C SATISFIED.

C AWAITING RESPONSE FROM RCAS.

@02/04-ZSM605N

CRR-LO RECEIVED INBOUND CALL FROM C.

C STATES THAT C IS CALLING WITH THE TOW COMPANY ADDRESS AND PHONE NUMBER.

C STATES THAT THE HARRIMAN AUTO, 2 RAMATO AVE HARRIMAN, NY 10926 845-782-7859

CRR-LO EXITING FILE.

@02/04-ZLO469N

@02/04-ZSM605N

CRR-SM RECEIVED VMX. FROM C. 02/04/09 11:19 AM.

@02/04-ZSM605N

C STATES C'S GAP INSURANCE POLICY NUMBER IS 134641.

@02/04-ZSM605N

CRR-SM EXITING FILE.

@02/04-ZSM605N

@02/05-ZMA966N

RCAS-MA ASSISTING RCAS-OW.

@02/05-ZMA966N

RCAS-MA CALLED C ON DAY NUMBER ON 2/5/09 AT 1:38 PM EST AND LEFT A VMX FOR C WITH RCAS-OW'S NAME, PHONE NUMBER AND EXTENSION.

@02/05-ZMA966N

RCAS-MA CALLED C ON EVE NUMBER ON 2/5/09 AT 1:38 PM EST AND SPOKE WITH C.

RCAS-MA INFORMED C THAT RCAS IS CALLING ON BEHALF OF RCAS-OW. RCAS ASKED C THE FOLLOWING QUESTIONS:

@02/05-ZMA966N

RCAS ALSO ADVISED C TO SEND A LETTER ALONG WITH ALL REPORTS TO FAX NUMBER

615 267 7711. C UNDERSTANDS AND THANKED RCAS-MA.

@02/05-ZMA966N

ADDITIONAL VEHICLE INFORMATION

P-21) VEHICLE LICENSE NUMBER: C STATES EAB9496

P-22) THE STATE IN WHICH THE VEHICLE IS REGISTERED: C STATES NEW YORK

P-23) SPECIAL EQUIPMENT OR ACCESSORIES: C STATES NO

P-24) RECALL CAMPAIGNS OR SERVICE CAMPAIGNS LISTED ON ZCA1 VEHICLE INFORMATION SCREEN:

@02/05-ZMA966N

OPEN PM813 SENTRA BR-MSTR CYL NTB08-067 06/28/08 00/00/00 00/00/00

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ADDITIONAL DESCRIPTION OF INCIDENT AND CLAIM

P-26) IF ANOTHER VEHICLE WAS INVOLVED, WHAT WAS THE SPEED OF THE OTHER VEH.
C STATES N/A. @02/05-ZMA966N

P-27) NAME, ADDRESS, AND TELEPHONE NUMBER OF ANY WITNESSES/PASSENGERS IN THE
VEH. C STATES ONLY C, [REDACTED].

P-28) NAME, ADDRESS, AND TELEPHONE NUMBER OF THE CURRENT LOCATION OF THE
VEH. C STATES 2 REMCOE AVE IN HAMOND NY, 10929. @02/05-ZMA966N

P-29) [CONTINUATION OF ITEM P 12 IN INITIAL PROBE]: HAS THE VEHICLE BEEN
REPAIRED SINCE THE INCIDENT OCCURED? C STATES NO. @02/05-ZMA966N

A. IF NO: HAVE REPAIRS BEEN SCHEDULED? IF SCHEDULED: FOR WHAT DATE?
C STATES N/A. @02/05-ZMA966N

P-30) [CONTINUATION OF ITEM P 13 IN INITIAL PROBE]: IF ITEM P-13 WAS ANSWERED
YES (A POLICE REPORT AND/OR FIRE REPORT WAS FILED): @02/05-ZMA966N

A. WHAT IS THE REPORTING OFFICER'S NAME? C STATES ROBERT SARACELLI

B. WHAT IS THE POLICE REPORT AND/OR FIRE REPORT NUMBER? C STATES SP5T33000223

C. WHAT IS THE NAME OF THE AGENCY WHERE THE POLICE/FIRE REPORT WAS FILED?

C STATES SP NEW HAMPTON - 13510

D. REQUEST COPIES OF ALL REPORTS FROM THE CUSTOMER, AND RECORD IN THE FILE
THAT THE REQUEST WAS MADE. RCAS REQUESTED C SEND REPORTS TO FAX NUMBER
615 267 7711. @02/05-ZMA966N

VEHICLE OCCUPANT INFORMATION

P-31) WHERE WAS EACH OCCUPANT SEATED? (FOR ANY SEAT WITHOUT AN OCCUPANT, TYPE
N/A.) @02/05-ZMA966N

A. DRIVER: C STATES [REDACTED]

B. RIGHT FRONT PASSENGER: C STATES N/A.

C. LEFT REAR: C STATES N/A. @02/05-ZMA966N

D. CENTER REAR: C STATES N/A.

E. RIGHT REAR: C STATES N/A.

F. OTHER: C STATES N/A. @02/05-ZMA966N

P-32) [CONTINUATION OF ITEM P 14 IN INITIAL PROBE]: INDICATE WHICH VEHICLE
OCCUPANTS WERE USING SEATBELT/RESTRAINT. (FOR ANY SEAT WITHOUT AN OCCUPANT,
TYPE N/A.) @02/05-ZMA966N

A. DRIVER: C STATES YES

B. RIGHT FRONT PASSENGER: C STATES N/A.

C. LEFT REAR: C STATES N/A.

D. CENTER REAR: C STATES N/A.

E. RIGHT REAR: C STATES N/A.

F. OTHER: C STATES N/A. @02/05-ZMA966N

P-33) WHAT ARE THE WEIGHT AND HEIGHT OF EACH OF THE OCCUPANTS? (FOR ANY SEAT
WITHOUT AN OCCUPANT, TYPE N/A): @02/05-ZMA966N

A. DRIVER: C STATES 5'3, 155 LBS @02/05-ZMA966N

B. RIGHT FRONT PASSENGER: C STATES N/A.

C. LEFT REAR: C STATES N/A.

D. CENTER REAR: C STATES N/A.

E. RIGHT REAR: C STATES N/A.

F. OTHER: C STATES N/A. @02/05-ZMA966N

INJURY AND INSURANCE INFORMATION

P-34) [CONTINUATION OF ITEM P 15 IN INITIAL PROBE]: IF ITEM P 15 WAS ANSWERED
YES (SOMEONE WAS INJURED AS A RESULT OF THE INCIDENT):

A. DETAILED DESCRIPTION OF THE EXTENT OF INJURIES: C STATES BACK PAIN AND NECK
PAIN. @02/05-ZMA966N

B. WAS HOSPITALIZATION REQUIRED? C STATES YES C WENT TO THE HOSPITAL.

C. WHERE, WHEN, AND BY WHOM WERE THE INJURED TREATED? C STATES ORANGE MEDICAL
CENTER, ARDENHILL CAMPUS. @02/05-ZMA966N

D. REQUEST A COPY OF ALL MEDICAL RECORDS/REPORTS FROM THE CUSTOMER. C STATES
C HAS A DISCHARGE REPORT, RCAS REQUESTED C FAX THAT INTO RCAS. @02/05-ZMA966N

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P-35) [CONTINUATION OF ITEM P 16 IN INITIAL PROBE]: IF ITEM P 16 WAS ANSWERED YES (THE CUSTOMER HAS CONTACTED THEIR INSURANCE COMPANY):

A. INSURANCE COMPANY'S NAME, ADDRESS, AND TELEPHONE NUMBER. C STATES GEICO, 1 GEICO PLAZA, WASHINGTON, DC 20076, 1-800-841-3000. @02/05-ZMA966N

B. INSURANCE AGENT'S NAME. C STATES SUZY

C. INSURANCE CLAIM NUMBER. C STATES [REDACTED] @02/05-ZMA966N

ADDITIONAL INFORMATION REGARDING OTHER PROPERTY DAMAGE

P-36) [CONTINUATION OF ITEM P 17 IN INITIAL PROBE]: IF ITEM P 17 WAS ANSWERED YES (ANOTHER VEHICLE OR VEHICLES WERE INVOLVED IN THE INCIDENT):

A. YEAR, MAKE, AND MODEL OF OTHER VEHICLE(S). C STATE

B. OWNER'S NAME, ADDRESS, AND TELEPHONE NUMBER. C STATES

C. NATURE AND EXTENT OF DAMAGE TO THE OTHER VEHICLE(S). C STATES

P-37) [CONTINUATION OF ITEM P 18 IN INITIAL PROBE]: IF ITEM P 18 WAS ANSWERED YES (PROPERTY OTHER THAN THE CUSTOMER'S VEHICLE WAS DAMAGED): @02/05-ZMA966N

A. DESCRIPTION OF THE PROPERTY AND DAMAGE TO THE PROPERTY. C STATES

B. OWNER'S NAME, ADDRESS, AND TELEPHONE NUMBER. C STATES

C. REQUEST COPIES OF ANY ESTIMATES TO REPAIR THE PROPERTY DAMAGE. C STATES

RCAS-MA THANKED C FOR ANSWERING THE QUESTIONS AND ADVISED C THAT RCAS-OW WILL CALL C BACK ON 2/9/09. @02/05-ZMA966N

RCAS-MA FILLED OUT IIR AND SENT IIR TO ORM-RC ON 02/05/09 @02/05-ZMA966N

***RCAS-OW REVIEWED FILE ON 02/09/09 AT 10:31AM EST. RCAS NOTES THAT RCAS-MA HAD SENT OFF IIR REQUEST ON 02/05/09. RCAS CURRENTLY AWAITING IIR INSPECTION DATE. @02/09-ZOW482N

***RCAS-OW SENT EMAIL TO ORM-RC ON 02/09/09 AT 10:25AM EST. RCAS ASKED IF AN INSPECTION DATE HAS BEEN SET AS YET OR IF ORM REQUIRES FURTHER INFORMATION. RCAS CURRENTLY AWAITING RESPONSE. @02/09-ZOW482N

***RCAS-OW PLACED CALL TO C ON 02/09/09 AT 10:33AM EST ON DAY NUMBER AND LEFT VMX. RCAS-OW PLACED CALL TO C ON 02/09/09 AT 10:35AM EST ON EVE NUMBER AND LEFT VMX. RCAS WILL PLACE A CALL BACK TO C ON 02/11/09. @02/09-ZOW482N

***RCAS-OW RECEIVED CALL FROM C ON 02/09/09 AT 1:30PM EST. RCAS EXPLAINED THAT A COPY OF THE POLICE REPORT AND A LETTER FROM C PERTAINING TO WHAT C IS REQUESTING FROM NISSAN, WOULD NEED TO BE FORWARDED TO RCAS AS SOON AS POSSIBLE. RCAS EXPLAINED THAT A REQUEST FOR A ACCIDENT INSPECTION OF THE VEHICLE HAS BEEN SENT AND RCAS IS CURRENTLY AWAITING FOR AN INSPECTION DATE. C STATED THAT C WILL BE RETRIEVING THE POLICE REPORT AS SOON AS POSSIBLE. C AGREED WITH RCAS THAT A FOLLOW UP CALL WILL BE ON 02/11/09 TO DISCUSS THE FILE FURTHER. C THANKED RCAS FOR CALLING. @02/09-ZOW482N

***RCAS-OW RECEIVED EMAIL FROM DTS-GC ON 02/09/09 AT 3:16PM EST. DTS HAS SET INSPECTION OF THE VEHICLE FOR 02/16/09. DTS STATED THAT SINCE THE VEHICLE IS TOTALLED, DTS HAS REQUESTED FOR THE VEHICLE TO BE TOWED TO POUGHKEEPSIE NISSAN WHICH WOULD BE THE CLOSEST NISSAN DLR. @02/10-ZOW482N

***RCAS-OW PLACED CALL TO C ON 02/10/09 AT 8:13AM EST ON DAY NUMBER AND LEFT VMX. RCAS-OW PLACED CALL TO C ON 02/10/09 AT 8:15AM EST ON EVE NUMBER AND LEFT VMX. RCAS WILL FOLLOW UP ON 02/12/09. @02/10-ZOW482N

***RCAS-OW RECEIVED VMX FROM C ON 02/11/09 AT 2:02PM EST. C REQUESTED FOR RCAS TO RETURN THE CALL TO WK# 212-214-6526. @02/12-ZOW482N

***RCAS-OW PLACED CALL TO C ON 02/12/09 AT 2:28PM EST. RCAS EXPLAINED THE INSPECTION DATE HAS BEEN SET FOR 02/16/09. RCAS STATED THE VEHICLE WILL NEED TO BE TOWED TO THE CLOSEST NISSAN DLRSHP WHICH WOULD BE POUGHKEEPSIE NISSAN. C STATED THE VEHICLE IS WITH GEICO AND IT WAS EXPLAINED THAT A KEY TO THE VEHICLE IS NEEDED IN ORDER TO HAVE THE VEHICLE MOVED. C STATED THE KEY WAS JUST MAILED TODAY AND SHOULD ARRIVE TO THEM WITHIN THE NEXT 5 BUSINESS DAYS. C ALSO STATED C WAS UNSURE IF THE VEHICLE CAN BE TOWED BY INSPECTION DATE AND REQUESTED FOR THE DATE TO BE PUSHED BACK. RCAS EXPLAINED THAT THIS INFORMATION WILL BE BROUGHT TO DTS-GC ATTENTION AND RCAS WILL FOLLOW UP WITH C BY 02/13/19 TO EXPLAIN HOW NISSAN WILL PROCEED. C THANKED RCAS FOR

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THE ASSISTANCE.

@02/12-ZOW482N

***RCAS-OW SENT EMAIL TO DTS-GC AND ORM-RC ON 02/12/09 AT 2:43PM EST. RCAS EXPLAINED THAT C HAS REQUESTED FOR THE INSPECTION DATE TO BE PUSHED BACK AS C IS NOT SURE C CAN HAVE THE VEHICLE AT THE POUGHKEEPSIE NISSAN BY 02/16/09. RCAS ALSO EXPLAINED THAT GEICO HAS REQUESTED FOR A KEY IN ORDER TO HAVE THE VEHICLE MOVED AND C HAS JUST MAILED KEY TODAY. RCAS ALSO MENTIONED THAT C HAS ALSO PAID FOR A POLICE REPORT TO BE SENT TO C HOWEVER, C WILL NOT BE RECEIVING THE REPORT FOR ANOTHER 15 BUSINESS DAYS. RCAS CURRENTLY AWAITING RESPONSE.

@02/12-ZOW482N

***RCAS-OW RECEIVED EMAIL FROM DTS-GC ON 02/12/09 AT 3:40PM EST. DTS STATED THAT THE INSPECTION DATE HAS BEEN PUSHED BACK TO 03/09/09 AT THE POUGHKEEPSIE NISSAN. DTS EXPLAINED THIS SHOULD GIVE C ENOUGH TIME TO GET EVERYTHING IN ORDER.

@02/12-ZOW482N

***RCAS-OW PLACED CALL TO C ON 02/13/09 AT 4:08PM EST. RCAS EXPLAINED THAT THE INSPECTION WILL TAKE PLACE ON 03/09/09 GIVING C ENOUGH TIME TO RETRIEVE THE POLICE REPORT AND HAVE VEHICLE TOWED INTO THE POUGHKEEPSIE NISSAN. C AGREED TO A FOLLOW UP CALL ON 03/04/09 TO DISCUSS THE FILE FURTHER.

@02/13-ZOW482N

***RCAS-OW RECEIVED A CALL FROM DTS-LC ON 02/26/09 AT 3:45PM EST. DTS INQUIRED IF C HAS HAD A CHANCE TO LOOK INTO POLICE REPORT AND DETERMINE IF THE VEHICLE CAN BE MOVED TO THE DLRSH. RCAS AGREED TO CONTACT C TO GATHER FUTHER INFORMATION. RCAS AGREED TO CONTACT DTS ONCE RCAS HAS HAD THE CHANCE TO SPEAK WITH C.

@02/26-ZOW482N

***RCAS-OW PLACED CALL TO C ON 02/26/09 AT 3:54PM EST. C STATED THAT GEICO NOW HAS THE KEY. RCAS EXPLAINED THE VEHICLE WILL NEED TO BE TOWED INTO THE DLRSH. AT POUGHKEEPSIE NISSAN FOR 03/09/09. C AGREED HOWEVER, REQUESTED FOR NISSAN TO SCRATCH THIS WHOLE PROCESS AND FORGET THAT C HAD EVER OPENED THE FILE. RCAS ADVISED C THAT IT IS NISSANS RESPONSIBILITY TO INSPECT THE VEHICLE AND THAT THE FILE CANNOT BE CLOSED. C STATED THAT THIS WOULD BE FINE AND C WILL HAVE THE VEHICLE TOWED TO POUGHKEEPSIE NISSAN. C WROTE DOWN ADDRESS FOR POUGHKEEPSIE NISSAN AND RCAS GAVE NAMES OF SERVICE MANAGER-DALE WHITE. C THANKED RCAS FOR THE ASSISTANCE AND EXPLAINED THE POLICE REPORT HAS NOT ARRIVED AS YET HOWEVER, AGREED TO FAX THEM INTO RCAS ONCE THE DOCS HAVE BEEN RECEIVED. C AGREED TO A FOLLOW UP CALL ON 03/06/09 TO DISCUSS FILE PROCESS FURTHER. C THANKED RCAS FOR CALLING.

@02/26-ZOW482N

***RCAS-OW SENT EMAIL TO DTS-GC ON 02/26/09 AT 4:01PM EST. RCAS EXPLAINED THAT C HAS NOT RECEIVED POLICE REPORT AS YET HOWEVER, WILL BE SURE THAT THE VEHICLE IS TOWED INTO THE NISSAN DLRSH. AT POUGHKEEPSIE NISSAN FOR THIS DATE.

@02/26-ZOW482N

***RCAS-OW RECEIVED EMAIL FROM DTS-GC ON 02/26/09 AT 4:12PM EST. DTS EXPLAINED THAT ONCE THE VEHICLE IS TOTALLED THE VEHICLE IS NOT CONSIDERED TO BE C'S ANYMORE. DTS EXPLAINED THAT C WILL NEED TO RECEIVE AUTHORIZATION FROM C'S INSURANCE COMPANY.

@02/26-ZOW482N

***RCAS-OW SENT EMAIL TO DTS-GC ON 02/26/09 AT 4:15PM EST. RCAS EXPLAINED THAT C HAD WANTED TO FORGET THE WHOLE FILE AND ASKED FOR RCAS TO HAVE THE FILE CLOSED AND IF THIS WERE AN OPTION. RCAS INQUIRED IF THIS COULD BE AN OPTION.

@02/26-ZOW482N

***RCAS-OW RECEIVED EMAIL FROM DTS-GC ON 02/06/09 AT 4:20PM EST. DTS STATED THAT RCAS SHOULD SPEAK WITH ORM-RC.

@02/26-ZOW482N

***RCAS-OW PLACED CALL TO C ON 02/27/09 AT 1:07PM EST. C STATED THAT C HAS RECEIVED AUTHORIZATION FROM THE INSURANCE COMPANY FOR THE VEHICLE TO BE TOWED TO THE NISSAN DLRSH. C STATED ONCE THE POLICE REPORT HAS ARRIVED C WILL IMMEDIATELY FORWARD THE INFORMATION TO RCAS. C THANKED RCAS FOR THE ASSISTANCE AND AGREED TO FOLLOW UP ONCE ALL RESULTS ARE IN.

@02/27-ZOW482N

***RCAS-OW RECEIVED EMAIL FROM DTS-GC ON 03/03/09 AT 3:10PM EST. DTS ASKED IF C HAS HAD THE OPPURTUNITY TO FAX IN POLICE REPORT.

@03/03-ZOW482N

***RCAS-OW SENT EMAIL TO DTS-GC ON 03/03/09 AT 3:33PM EST. RCAS EXPLAINED THAT

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C HAS PROMISED RCAS THAT ONCE POLICE REPORTS ARE RECEIVED, DOCS WILL BE FORWARDED TO RCAS. @03/03-ZOW482N

***RCAS-OW PLACED CALL TO C ON 03/03/09 AT 3:35PM EST. RCAS LEFT VMX AND WILL BE FOLLOWING UP ON 03/05/06 TO DISCUSS THE FILE FURTHER. @03/03-ZOW482N

***RCAS-OW RECEIVED CALL FROM GEICO INSURANCE REPRESENTATIVE-JULIE ON 03/04/09 AT 10:36AM EST. GEICO REP EXPLAINED THAT THE VEHICLE HAS BEEN CLASSIFIED AS A TOTAL LOSS AND TRANSFERRED TO IAA. RCAS WAS GIVEN NEW ADDRESS AT [REDACTED], ROCKTAVERN, NY [REDACTED]. GEICO REP EXPLAINED THAT ONCE THE VEHICLE HAS BEEN TRANSFERRED TO THIS LOCATION, IT CANNOT BE MOVED TO OUR POUGHKEEPSIE NISSAN AND THEN BROUGHT BACK. GEICO REP REQUESTED FOR RCAS TO INQUIRE IF DRTS-GC CAN TRAVEL TO NEW LOCATION TO INSPECT THE VEHICLE. GEICO REP LEFT INSURANCE CLAIM NUMBER [REDACTED] AND EXPLAINED THAT IF RCAS HAS ANY FURTHER QUESTIONS GEICO REP CAN BE REACHED AT 1-800-459-4038. @03/04-ZOW482N

***RCAS-OW PLACED CALL TO DRTS-GC ON 03/04/09 AT 12:52PM EST. RCAS LEFT VMX. @03/04-ZOW482N

***RCAS-OW SENT EMAIL TO DRTS-GC/ORM-RC ON 03/04/09 AT 12:54PM EST. RCAS EXPLAINED THE VEHICLE NEEDS TO BE INSPECTED AT NEW FACILITY IAA AS IT IS A TOTAL LOSS AND CANNOT BE TRANSFERRED TO POUGHKEEPSIE THEN BACK. RCAS CURRENTLY AWAITING RESPONSE. @03/04-ZOW482N

***RCAS-OW RECEIVED EMAIL FROM DRTS-GC ON 03/04/09 AT 3:46PM EST. DRTS EXPLAINED THAT DRTS IS VERY FAMILIAR WITH THE IAA LOT AND HAS CARRIED OUT ALOT OF INSPECTIONS THERE. DRTS EXPLAINED THE LOT IS IN LONG ISLAND AND THAT THERE IS NO PAVED AREA THERE. DRTS STATED THE LOT IS A VERY LARGE DIRT AREA WITH ROWS OF VEHICLES. DRTS EXPLAINED WITH THE RECENT WEATHER IN LONG ISLAND, THIS WILL BE A MUD LOT. DRTS PROPOSED THAT SINCE THE CUSTOMER IS ALLEGING THAT THE SENTRA BRAKE MASTER CYLINDER CAMPAIGN NTB08-067C CAUSED THE INCIDENT, THIS CAMPAIGN IS INSPECTING FOR BRAKE MASTER CYLINDER LEAKAGE. DRTS STATED THAT THE IIR WILL BE PERFORMED AND THE BRAKE MASTER CYLINDER WILL BE REMOVED TO INSPECT FOR LEAKAGE. DRTS STATED THAT THE VEHICLE CANNOT BE TEST DRIVEN AND DRTS MAY NOT BE ABLE TO PULL ANY CRASH DATA DEPENDING ON THE EXTENT OF FIRST RESPONDER DAMAGE. DRTS STATED THE TIRES WILL NOT BE REMOVED AS WELL AS DISASSEMBLING THE BRAKES TO MEASURE, DUE TO THE ENVIROMENT NOT BEING CONDUCIVE TO A PROPER INSPECTION. @03/04-ZOW482N

***RCAS-OW RECEIVED EMAIL FROM ORM-RC ON 03/04/09 AT 4:01PM EST. ORM ASKED IF IT WERE ACCURATE TO SAY THAT BY PULLING THE BRAKE MASTER CYLINDER, THAT DRTS-GC WILL HAVE EVERYTHING NEEDED TO DETERMINE LEAKAGE AND IF THERE IS NO EVIDENCE OF LEAKAGE C'S CLAIM DOES NOT HOLD UP. ORM FULLY SUPPORTS DRTS PROPOSAL IF IT GETS DOWN TO THE BOTTOM OF THE ALLEGATION AND INSPECTIONS THAT DRTS CANNOT PERFORM ARE PERIPHERAL AND JUST LEAD TO A MORE THOROUGH INSPECTION. @03/04-ZOW482N

***RCAS-OW RECEIVED EMAIL FROM DRTS-GC ON 03/04/09 AT 4:44PM EST. DRTS STATED BY PULLING THE MASTER CYLINDER OUT THAT WILL IN ESSENCE BE PERFORMING THE INSPECTION PART OF THE CAMPAIGN. DRTS STATED THAT THIS WILL DETERMINE IF THE VEHICLE NEEDED AN UPDATED MASTER CYLINDER PER THE CAMPAIGN. DRTS STATED THAT THE ONLY WAY THE BRAKES COULD FAIL DUE TO THIS ISSUE WOULD BE IF THERE WAS NO BRAKE FLUID LEFT IN THE MASTER CYLINDER FROM SAID LEAKAGE AND AIR GOT INTO THE REST OF THE HYDRAULIC SYSTEM. DRTS STATED THAT DRTS BELIEVES IN DOING THE INSPECTION PER THE CAMPAIGN AND INSPECTING THE BRAKE FLUID LEVEL WE CAN DETERMINE WHETHER THE CAMPAIGN HAD ANYTHING TO DO WITH C'S INCIDENT. @03/05-ZOW482N

***RCAS-OW RECEIVED RESPONSE FROM ORM-RC ON 03/04/09 AT 4:48PM EST. ORM STATED THE PLAN IS A GO AND THANKED DRTS-GC FOR THE ASSISTANCE. @03/05-ZOW482N

***RCAS-OW PLACED CALL TO C ON 03/05/09 AT 9:06AM EST ON DAY NUMBER AND LEFT VMX. RCAS-OW PLACED CALL TO C ON 03/05/09 AT 9:07AM EST ON EVE NUMBER AND LEFT VMX. RCAS WILL BE FOLLOWING UP ON 03/06/09 TO INQUIRE IF THE POLICE

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REPORT HAS BEEN RECEIVED AND ALSO TO REQUEST FOR A LETTER FROM C AS TO
WHAT C IS REQUESTING FROM NISSAN. @03/05-ZOW482N

@03/05-ZOW482N
***RCAS-OW SENT EMAIL TO DRTS-GC/ORM-RC ON 03/05/09 AT 4:05PM EST. RCAS
EXPLAINED THAT RCAS HAS BEEN UNSUCCESSFUL IN REACHING C OVER THE PAST COUPLE
OF DAYS TO INQUIRE IF THE POLICE REPORT WAS EVER MAILED TO C. RCAS EXPLAINED
THAT C WILL BE CONTACTED ON 03/06/09 TO REQUEST FOR LETTER OF WHAT C IS
REQUESTING FROM NISSAN. @03/05-ZOW482N

***RCAS-OW PLACED CALL TO C ON 03/06/09 AT 9:50AM EST. C STATED C HAS NOT
RECEIVED A COPY OF THE POLICE REPORT HOWEVER, IF C DOES RECEIVE THE REPORT
LATER IN THE DAY, C HAS PROMISED RCAS THEY WILL BE FAXED IN RIGHT AWAY. C
ALSO STATED THAT C WILL BE WRITING UP A LETTER OF WHAT C IS REQUESTING FOR
IF NISSAN IS LIABLE FOR THE INCIDENT AND TURN THAT IN TO RCAS SOMETIME NEXT
WEEK. C AGREED TO A FOLLOW UP CALL ON 03/12/09 TO DISCUSS THE FILE FURTHER
AND DETERMINE IF RESULTS OF INSPECTION HAVE BEEN TURNED IN. C THANKED RCAS
FOR THE ASSISTANCE. @03/06-ZOW482N

***RCAS-OW SENT EMAIL TO DRTS-GC/ORM-RC ON 03/06/09 AT 9:54AM EST. RCAS
EXPLAINED THAT C HAS NOT RECEIVED THE POLICE REPORT AS YET HOWEVER, IF THEY
DO COME BY THE END OF THE DAY, C HAS ASSURED RCAS THAT DOCS WILL BE TURNED
IN OVER THE WEEKEND. @03/06-ZOW482N

CRR-RT RECEIVED CALL FROM C.
CRR-RT VERIFIED C'S NAME, ADDRESS, DAY AND EVENING PHONE NUMBER.
C STATED THAT C WANTED TO CANCEL C'S GAP INSURANCE AND THE DLRSHIP WHERE
C PURCHASED THAT C'S VEH NO LONGER IN BUSINESS.
CRR-RT INFORMED C THAT C SHOULD CALL GAP INSURANCE IF C WANTED TO CANCEL
C'S INSURANCE. @03/09-ZRT116N

C UNDERSTOOD.
C THANKED CRR-RT FOR ASSISTANCE, C SATISFIED.
CRR-RT OFFERED FURTHER ASSISTANCE, C DECLINED
CRR-RT GAVE C NAME, EXTENSION AND FILE NUMBERS.
CRR-RT LEAVING FILE OPEN. @03/09-ZRT116N

***RCAS-OW RECEIVED CALL FROM GEICO REP-JULIE DOE ON 03/10/09 AT 9:03AM EST.
GEICO REP INQUIRED AS TO WHETHER OR NOT THE INSPECTION HAD BEEN COMPLETED.
RCAS EXPLAINED THAT DRTS-GC WILL BE CONTACTED TO FIND OUT IF INSPECTION HAS
BEEN COMPLETED. GEICO REP AGREED TO RETURN THE CALL LATER ON IN THE DAY AFTER
RCAS HAS GATHERED FURTHER INFORMATION. @03/10-ZOW482N

RCAS-MB ASSISTING RCAS-OW WITH FILE. RCAS-OW RECEIVED INTERNAL MESSAGE FROM
DTS-GC ADVISING RCAS-OW THAT C'S VEH INSPECTION HAS BEEN COMPLETED BUT DTS-GC
REQUESTS C'S POLICE REPORT BEFORE A SCENE INSPECTION CAN BE COMPLETED.
***** @03/12-ZMB827N

RCAS-MB CALLED C ON 3/12/2009 AT 11:56 AM EST ON DAY NUMBER, SPOKE WITH C.
RCAS-MB INQUIRED INTO IF C HAS RECEIVED C'S POLICE REPORT YET. C STATES C HAS
NOT. RCAS-MB UNDERSTANDS AND ADVISED C THAT NISSAN IS WAITING TO FINISH THE
REPORT ON C'S INCIDENT UNTIL THE POLICE REPORT IS RECEIVED. C UNDERSTANDS AND
APOLOGIZED TO RCAS-MB FOR THE LENGHT OF TIME THIS IS TAKING. RCAS-MB ADVISED
C THAT IT IS OUT OF C'S CONTROL AND RCAS-MB REALIZES THAT. RCAS-MB ADVISED C
THAT RCAS-OW WILL FOLLOW UP WITH C ON 03/18/2009 TO INQUIRE IF THE REPORT HAS
ARRIVED. C UNDERSTANDS AND THANKED RCAS-MB FOR CALLING. @03/12-ZMB827N

...ORM FILE REVIEW. C OPENED THIS FILE W/PRODUCT LIABILITY ALLEGATIONS 2/4/09.
IT HAS BEEN 45 DAYS AND C STILL HAS NOT PROVIDED REQUIRED REPORTS. NNA NEEDS
POLICE REPORT IMMEDIATELY OR INVESTIGATION CANNOT CONCLUDE @03/16-ZRC310R

RCAS-MB CALLED C ON 3/18/2009 AT 2:46 PM EST ON DAY NUMBER, SPOKE WITH C.
RCAS-MB INQUIRED INTO IF C HAS RECEIVED THE POLICE REPORT YET. C STATES C HAS
NOT BUT C WAS NOTIFIED AND ADVISED THAT C DID NOT SUBMIT THE CORRECT AMOUNT

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FOR THE POLICE REPORT. C STATES C HAS OVERNIGHTED THE EXTRA COST FOR THE REPORT AND IS HOPING TO HAVE THE POLICE REPORT BY NEXT WEEK. RCAS-MB ADVISED C THAT NISSAN IS UNABLE TO COMPLETE THE INVESTIGATION WITHOUT THE REPORT. C UNDERSTANDS AND APOLOGIZED TO RCAS-MB FOR THE DELAY. RCAS-MB ADVISED C THAT RCAS-OW WILL FOLLOW UP WITH C ON 03/24/2009. C UNDERSTANDS AND THANKED RCAS-MB FOR CALLING.

@03/18-ZMB827N

RCAS-OW FORWARDED LETTER RECEIVED FROM C IN REGARDS TO WHAT C IS REQUESTING FROM NISSAN TO ORM-RC/DRTS-GC ON 03/20/09 AT 1:00PM EST.

@03/20-ZOW482N

@03/20-ZOW482N

***RCAS-OW RECEIVED EMAIL FROM DRTS-GC ON 03/20/09 AT 2:16PM EST. DRTS STATED THE IIR REPORT HAS BEEN SUBMITTED WITHOUT THE POLICE REPORT BECAUSE OF THE "IIR TIME LINE COMMITMENT". DRTS LEFT TRACKING #869273688240.

@03/20-ZOW482N

***RCAS-OW RECEIVED POLICE REPORT SENT BY DRTS-GC ON 03/24/09 AT 5:20PM EST. ***RCAS-OW PLACED CALL TO C ON 03/24/09 AT 1:40PM EST. RCAS LEFT VMX AND WILL BE FOLLOWING UP ON 03/26/09.

@03/24-ZOW482N

RCAS-OW RECEIVED CALL FROM C ON 03/24/09 AT 1:42PM EST. RCAS EXPLAINED THAT THERE HAS BEEN NO DECISION MADE AS YET AS TO C'S CONCERN. C AGREED WITH RCAS TO A FOLLOW UP CALL ON 03/27/09 RELAY THE STATUS OF THE FILE. C THANKED RCAS FOR THE ASSISTANCE.

@03/24-ZOW482N

MT-TL RECEIVED IIR MT-TL IS FORWARDING COPY TO TL-CH TO SEND TO RCAS-OW MT-TL IS SENDING ORIGINAL TO LD-LO

@03/24-ZTL158N

***RCAS-OW RECEIVED VMX FROM C ON 03/26/09 AT 4:00PM EST. C REQUESTED FOR INFORMATION TO BE PROVIDED BY NMAC AND REQUESTED FOR RETURN CALL.

@03/27-ZOW482N

***RCAS-OW RECEIVED COPY OF IIR REPORT SENT FROM DRTS-GC ON 03/26/09 AT 8:30 AM EST.

@03/27-ZOW482N

***RCAS-OW PLACED CALL TO C ON 03/27/09 AT 2:21PM EST. RCAS EXPLAINED THAT NO DECISION HAS BEEN MADE ON THE FILE AS YET. C AGREED WITH RCAS TO A FOLLOW UP CALL ON 04/02/09 BEFORE THE END OF THE BUSINESS DAY TO RELAY THE STATUS OF THE FILE. C STATED NMAC DID SEND DOCUMENTATION REQUIRED. RCAS WAS HAPPY TO HEAR.

@03/27-ZOW482N

***RCAS-OW PLACED CALL C ON 04/02/09 AT 2:53PM EST. RCAS EXPLAINED THAT THERE HAS BEEN NO FINAL DECISION MADE ON THE FILE AS YET. C AGREED WITH RCAS TO A FOLLOW UP CALL ON 04/08/09 BEFORE THE END OF THE BUSINESS DAY TO DISCUSS THE FILE FURTHER.

@04/02-ZOW482N

***RCAS-OW RECEIVED EMAIL FROM ON PL-TB ON 04/03/09 AT 12:01PM EST. ARBS EXPLAINED THAT THE IIR REPORT HAS BEEN REVIEWED. PL EXPLAINED THAT THERE DOES NOT APPEAR TO HAVE BEEN A MALFUNCTION OR A MANUFACTURERS DEFECT WITH THE BRAKES THAT CONTRIBUTED TO THE ACCIDENT. PL STATED THE ROADS WERE COVERED WITH SNOW AND ICE AND C LOST CONTROL OF THE VEHICLE. PL STATED THAT C WAS TRAVELLING AT A SPEED OF 73MPH AT THE BEGINNING OF THE EVENT. PL STATED ACCORDING TO THE EDR C NEVER USED BRAKES DURING THE EVENT. PL STATED THE BRAKE MASTER CYLINDER WAS INSPECTED AND THERE WAS NO LEAKAGE AND IT LOOKED FINE. PL STATED THE BRAKES WORKED AS DESIGNED. PL STATED THAT IT WAS OKAY TO ADVISE C OF NISSANS DECISION.

@04/03-ZOW482N

***RCAS-OW PLACED CALL TO C ON 04/03/09 AT 12:42PM EST ON DAY NUMBER AND LEFT VMX. RCAS-OW PLACED CALL TO C ON 04/03/09 AT 12:44PM EST ON EVE NUMBER AND LEFT VMX. RCAS WILL BE FOLLOWING UP ON 04/07/09 BEFORE THE END OF THE BUSINESS DAY TO EXPLAIN NISSANS POSITION.

@04/03-ZOW482N

***RCAS-OW RECEIVED CALL FROM C ON 04/03/09 AT 1:00PM EST. RCAS EXPLAINED THAT IN DISCUSSING THE FILE WITH PL-TB, THERE DOES NOT SEEM TO BE A MALFUNCTION OR MANUFACTURERS DEFECT WITH C'S BRAKES AS THE MASTER CYLINDER WAS CHECKED AND THERE WAS NO LEAKAGE FOUND. RCAS EXPLAINED THAT THE BRAKES WORKED AS

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DESIGNED AND THERE WOULD BE NO FURTHER ASSISTANCE THAT NISSAN WOULD BE ABLE TO OFFER TO C AT THIS TIME. C UNDERSTANDS AND THANKED RCAS FOR THE ASSISTANCE. RCAS EXPLAINED THAT C WILL BE RECEIVING A WARRANTY DENIAL LETTER WITHIN THE NEXT 2-4 BUSINESS WEEKS. @04/03-ZOW482N

***RCAS-OW PROCESSED WARRANTY DENIAL LETTER ON 04/03/09 AT 1:08PM EST. RCAS CURRENTLY AWAITING RESPONSE. @04/03-ZOW482N

RS-CH NOTES WRONG TEMPLATE WAS USED FOR LETTER. RCAS TO RESUBMIT.

@04/06-ZCH864N

**MT-KC RECEIVED REQUEST FOR LETTER TO GO OUT TO C. MT-KC SENT LETTER OUT.

@04/07-ZKC249N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT3A	ROOT CAUSE: SNFA
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #:	DATE: 00 / 00 / 00	USERID:
RESP DLR: 07132	EFFECTIVE: 02 / 04 / 09	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZSM605N	
HISTORY:	UPDATE BY: ZKC249N	
SVC CALL#:	UPDATE DATE: 04 / 07 / 09	
CLOSE: Y (Y/N)	CLOSE DATE: 04 / 07 / 09	MICROFILM: N
RESP CAA: WELCH, OWEN	OLM: ROYSTER KAREN	DOM: YAKIM DAVID N
PHONE: 0000041591	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: ONE CONTRACT

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

VIN: 3N1AB61E17L [REDACTED] Y
YR/MDL: 2007.0 SEN MILEAGE: 30000
IN SVC DATE: 08 / 25 / 07
VCAN: Y RTL DLR: 5021 STERLING NISSAN SALES
PAID: 6 SVC DLR: 5021 STERLING NISSAN SALES
SUSP: 0 RESP DLR: 5021 STERLING NISSAN SALES
DENY: 0 REGION: 24 DIST: SL/SV/PT: 12 12 42

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 5021_ STERLING NISSAN S.
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 04 / 07 / 09 XFER/RSPNSBLTY: 24 12 S
CONTACT (S): FOLLOWUP DATE: 04 / 07 / 09 DATANET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 04 / 07 / 09 DATANET (Y/N): 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD BRAKES ZR GENERAL INQUIRY
OF NNA., INC. ISSUES 208500 SENTRA
AZ NISSAN PRODUCT INQUIRIES VG PROVIDED RECALL INFORMATION

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FILE OPENED-ZLJ790N 04/07/2009

PREVIOUS FILES FOUND:

RELATED: NONE.

UNRELATED: NONE.

CRR-LJ UPDATED OWNER'S INFORMATION (PHONE NUMBERS).

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

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

OPEN PM813 SENTRA BR-MSTR CYL NTB08-067 06/28/08 12/22/08 00/00/00

CRR-LJ ADVISED C OF RECALL STATUS.

PREVIOUS NISSAN/INFINITI VEHICLE(S): NONE.

CRR-LJ RECEIVED CALL FROM C.

C STATED BRAKE LIGHT IN THE VEHICLE, AND C HAS TO PUT MORE BRAKE FLUID IN THE VEH, SINCE IT SEEMS THAT IT WAS LEAKING, C STATED C SAW ONLINE THAT THERE'S A RECALL IN THE MASTER BRAKE CYLINDERS AND C WANTS TO KNOW IF C'S VEH WAS INVOLVED.

CRR-LJ ADVISED C THAT THE VEH IS INVOLVED TO THE MASTER BRAKE CYLINDERS RECALL.

CRR-LJ ADVISED C TO BRING THE VEH TO ANY AUTHORIZED NISSAN DEALERSHIP TO HAVE THE RECALL CLOSED AND ASSURED C THAT THE REPAIR (S) IS(ARE) FREE OF CHARGE.

C THANKED CRR-LJ FOR ASSISTANCE, C SATISFIED.

CRR-LJ OFFERED FURTHER ASSISTANCE, C DECLINED.

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

CRR-LJ CLOSING FILE.

@04/07-ZLJ790N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT8F	ROOT CAUSE: PM813
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #:	0 DATE: 00 / 00 / 00	USERID:
RESP DLR: 5021	EFFECTIVE: 04 / 07 / 09	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZLJ790N	
HISTORY:	UPDATE BY: ZLJ790N	
SVC CALL#:	UPDATE DATE: 04 / 07 / 09	
CLOSE: Y (Y/N)	CLOSE DATE: 04 / 07 / 09	MICROFILM: N
RESP CAA: JOSE, LESLIE	OLM: SMIT AGNES	DOM: JENSEN STEPHEN
PHONE: 0000000000	OWNER FIRST:	LANGUAGE: E ENGLISH

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SERVICE CONTRACTS SUMMARY

DATE: 8/10/2011
TIME: 11:09:16 AM
MODEL YEAR: 2007.0
MAKE:
MODEL LINE: SEN

NAME: [REDACTED] VIN:
IN SCV DATE: 8/25/2007

SEO NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
31	[REDACTED]	5021 MI	8/25/2007	11/25/2010	39,000		

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CONTRACT: [REDACTED]	CONTRACT:
OWNER NAME: [REDACTED]	OWNER NAME:
PLAN TYPE: C	PLAN TYPE:
PLAN TERM: L	PLAN TERM:
DEDUCTABLE: \$ 50	DEDUCTABLE:
EFFECTIVE: 08/25/07	EFFECTIVE:
EXPIRES: 11/25/10 MILES: 39,000	EXPIRES: MILES:
CANCEL: MILES:	CANCEL: MILES:
TRANSFER:	TRANSFER:
TRANSACTION: 8/25/2007	TRANSACTION:
PRINTED: 08/25/07	PRINTED:
DEALER NO: 5021 STATE: MI	DEALER NO: STATE:
DEALER NAME: STERLING NISSAN SALES	DEALER NAME:

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SC: ONE CONTRACT

NAME: [REDACTED]
STREET: [REDACTED]
CITY: SAYVILLE
ST/ZIP: NY [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN: Y
PAID: 6
SUSP: 0
DENY: 0

VIN: 3N1AB61E07L [REDACTED] Y
YR/MDL: 2007.0 SEN MILEAGE: 18000
IN SVC DATE: 08 / 27 / 07
RTL DLR: 3091 ATLANTIC NISSAN SUPERSTOR
SVC DLR: 3091 ATLANTIC NISSAN SUPERSTOR
RESP DLR: 3091 ATLANTIC NISSAN SUPERSTOR
REGION: 26 DIST: SL/SV/PT: 02 02 32

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 3/14/2009 WHERE: 3091 ATLANTIC NISSAN SUPERST
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 2
VEHICLE MAINTAINED BY: 3091 ATLANTIC NISSAN S
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 04 / 08 / 09 XFER/RSPNSBLTY: 26 02 S
CONTACT (S): FOLLOWUP DATE: 04 / 14 / 09 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 04 / 14 / 09 DATANET (Y/N): 04 / 10 / 09

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 121000 FRONT BRAKE (DISC/CALIPER/PAD/ROTOR)
AD BRAKES VF NON-WARRANTY ITEM GOODWILL ASSISTANCE I
OA VEHICLE CONCERNS 121000 FRONT BRAKE (DISC/CALIPER/PAD/ROTOR)
AD BRAKES WA PREMATURE WEAR/FAILURE

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C. A. R. COMMENTS

FILE OPENED-ZJW936N 04/08/2009

PREVIOUS RELATED FILES FOUND: __NONE

PREVIOUS UNRELATED FILES FOUND: __NONE

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

CRR-JW CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @04/08-ZJW936N
OPEN PM813 SENTRA BR-MSTR CYL NTB08-067 06/28/08 10/13/08 00/00/00

CRR-JW ADVISED C OF RECALL STATUS.

PREVIOUS NISSAN/INFINITI VEH: __FRONTIER

CRR-JW RECEIVED INBOUND CALL FROM C'S FATHER REFERED TO AS C.

C STATES TOOK VEH TO DLR BECAUSE OF BRAKE WARNING LIGHT AND BRAKE FLUID LEAK 3/14/09. @04/08-ZJW936N

C STATES VEH IS BACK AT DLR NOW AND IS HAVING RECALL PERFORMED BUT DLR ADVISED C THAT BRAKE PADS NEED TO BE REPLACED. @04/08-ZJW936N

C STATES C IS CONCERNED THAT THERE SHOULD NOT BE THIS MUCH WEAR ON PADS AT 18000 MILES AND THAT THE TIRES ARE SHOWING EXCESSIVE WEAR AND WILL NEED TO BE REPLACED SOON. @04/08-ZJW936N

C WANTS NNA TO ASSIST WITH COST OF BRAKE PAD REPLACEMENT AS VEH MILEAGE IS VERY LOW FOR THIS AMOUNT OF WEAR. @04/08-ZJW936N

C STATES C BELEIVES SOME OF THE WEAR MAY BE CAUSED BY MASTER BRAKE CYLINDER RECALL PUTTING UNEVEN PRESSURE ON BRAKES CAUSING EXCESSIVE WEAR ON BRAKE PADS.

CRR-JW ADVISED C THAT CRR-JW WILL SEND TO RCAS.

CRR-JW OFFERED FURTHER ASSISTANCE TO C, C DECLINED.

CRR-JW GAVE NAME, EXTENSION, AND FILE NUMBER.

CRR-JW TRANSFERRING FILE TO RCAS PENDING FURTHER REVIEW. @04/08-ZJW936N
*****@04/09-ZJC818N

RCAS-JC CONTACTED C ON DAY NUMBER ON 4/9/09 AT 3:53PM EST AND LEFT VMX

RCAS-JC CONTACTED C ON EVE NUMBER ON 4/9/09 AT 3:54PM EST AND LEFT VMX

RCAS-ED ASSISTING RCAS-TP. @04/14-ZED501N

RCAS-ED CONTACTED DLRSHP AT 3:02 PM EST ON 04/14/09 AND WAS ADVISED THAT SM IS NOT AT DLRSHP TODAY. RCAS-ED SPOKE WITH SA-PETE. SA STATES THAT VEH HAS BEEN DRIVEN VERY HARD, AND TIRES ARE DOWN TO ABOUT 3/32 OF AN INCH. SA STATES THAT ONE TIRE HAD BUBBLE IN SIDEWALL, AND FAILED INSPECTION. SA STATES THAT BRAKE PADS ARE WORN, AND ROTORS ARE WARPED, BUT THIS IS DUE TO NORMAL WEAR. SA STATES THAT C THINKS THAT ISSUE IS RELATED TO MASTER CYLINDER RECALL, BUT THIS IS NOT THE CASE. SA STATES THAT SA TRIED TO EXPLAIN THIS TO C, BUT C DID NOT WANT TO HEAR IT, SO C WAS ADVISED TO CALL NNA CA. RCAS-ED INQUIRED ON C'S SVC HISTORY AT DLRSHP. SA STATES THAT C DOES NOT SERVICE, AND HAS DECLINED EVERY RECOMMENDATION.

RCAS-ED CONTACTED C ON DAY NUMBER AT 4:11 PM EST ON 04/14/09 AND SPOKE WITH C. RCAS-ED ADVISED C THAT RCAS HAS CONTACTED DLRSHP AND HAS BEEN ADVISED THAT NO DEFECT WAS FOUND IN C'S BRAKE PADS OR ROTORS. C STATES THERE WAS A DEFECT, OR MASTER CYLINDER WOULD NOT HAVE BEEN REPLACED. RCAS-ED ADVISED C THAT IS WHY CYLINDER WAS REPLACED AT NO CHARGE, BUT THAT IS NOT RELATED TO THE BRAKE PADS AND ROTORS WEARING. RCAS-ED ADVISED C THAT PADS AND ROTORS WEAR DUE TO FRICTION. C STATES NNA IS NOT STANDING BEHIND NNA'S PRODUCT. C STATES C WILL NEVER BUY ANOTHER NISSAN. C DISCONNECTED CALL.

@04/14-ZED501N

RCAS-ED CLOSING FILE.

@04/14-ZED501N

SPECIAL REMARKS:

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DEALER INSTRUCTIONS:

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

DEALER ACTION:

		CONTACT(S):			
SATISFIED: Y		ACTION CODE: NT3I		ROOT CAUSE: SNFA	PM813
CALLBACK: (Y/N)	#: 0	DATE: 00 / 00 / 00		USERID:	
REOPEN: CALLBACK	#: 0	DATE: 00 / 00 / 00		USERID:	
NEW INFO	#: 0	DATE: 00 / 00 / 00		USERID:	
OTHER	#: 0	DATE: 00 / 00 / 00		USERID:	
COMMENTS ONLY:	#: 0	DATE: 00 / 00 / 00		USERID:	
RESP DLR: 3091		EFFECTIVE: 04 / 08 / 09		CHANGED BY:	
IIR-DATE: 00 / 00 / 00		TRANS DATE: 00 / 00 / 00		CHECK REQUESTED:	NO
3RD PRY:		PART#:		CHECK ISSUED:	NO
BYBACK ST:		OPENED BY: ZJW936N			
HISTORY:		UPDATE BY: ZED501N			
SVC CALL#:		UPDATE DATE: 04 / 14 / 09			
CLOSE: Y (Y/N)		CLOSE DATE: 04 / 14 / 09		MICROFILM: N	
RESP CAA: PIETRANTUANO, TANYA		OLM: ROYSTER KAREN		DOM: ZIMMERMAN LARRY E	
PHONE: 0000040000		OWNER FIRST:		LANGUAGE: E ENGLISH	

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DATE: 8/10/2011
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SERVICE CONTRACTS SUMMARY

DATE: 8/10/2011
TIME: 11:09:16 AM
MODEL YEAR: 2007.0
MAKE:
MODEL LINE: SEN

NAME: [REDACTED]

VIN:

IN SCV DATE: 1/28/2011

SEO NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
32	[REDACTED]	3939 TX	1/28/2011	8/27/2014	100,000		

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CURRENT SERVICE CONTRACT		PRIOR SERVICE CONTRACT	
CONTRACT:	[REDACTED]	CONTRACT:	
OWNER NAME:	[REDACTED]	OWNER NAME:	
PLAN TYPE:	E	PLAN TYPE:	
PLAN TERM:	Q	PLAN TERM:	
DEDUCTABLE:	\$ 50	DEDUCTABLE:	
EFFECTIVE:	01/28/11	EFFECTIVE:	
EXPIRES:	08/27/14 MILES: 100,000	EXPIRES:	MILES:
CANCEL:	MILES:	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION:	2/2/2011	TRANSACTION:	
PRINTED:	02/05/11	PRINTED:	
DEALER NO:	3939 STATE: TX	DEALER NO:	STATE:
DEALER NAME:	NISSAN OF MCKINNEY	DEALER NAME:	

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DATE: 8/10/2011
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SC: NONE

NAME: [REDACTED] VIN: 3N1AB61E07L [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2007.0 SEN MILEAGE: 17500
CITY: AUSTIN IN SVC DATE: 03 / 22 / 07
ST/ZIP: TX 7 [REDACTED] VCAN: N RTL DLR: 38061 AL PIEMONTE NISSAN INC
DAY PH: [REDACTED] PAID: 4 SVC DLR: 2304 TOWN NORTH NISSAN
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 2304 TOWN NORTH NISSAN
DLR PH: [REDACTED] DENY: 0 REGION: 24 DIST: SL/SV/PT: 08 08 38

LETTER RECEIVED 00 / 00 / 00 EXEC: 04 / 23 / 09 EMAIL: 04 / 23 / 09
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED X MILES 14000 # NISSAN/INFINITI VEHICLES: 3
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: EE 11 OPEN DATE: 04 / 23 / 09 XFER/RSPNSBLTY: 32 08 S
CONTACT (S): FOLLOWUP DATE: 04 / 23 / 09 DATANET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 05 / 05 / 09 DATANET (Y/N): 00 / 00 / 00

CONCERN AND CATEGORY SUBCATEGORY AND SYMPTOM
OF NNA., INC. ISSUES 208500 SENTRA
AZ NISSAN PRODUCT INQUIRIES ZH CRITICISM

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C. A. R. COMMENTS

FILE OPENED-ZSS886N 04/23/2009
PREVIOUS FILE 6363910

~~~~~EXEC FILE~~~~~

~~EXEC SS RECEIVED EMAIL FROM SR.EXEC-NA REQUESTING EXEC TO ASSIST C WITH VEH  
CONCERN AS C HAS CONTACTED VP-AC ADVISING THAT HAS DISPLEASURE WITH NNA AND  
NOT DLR - C CLAIMS TO HAVE RECEIVED A LETTER FROM VP-AC... PER VP SECRETARY-MM  
ADVISED THAT NO LETTER WAS SENT BUT WILL CONFIRM WITH VP. @04/23-ZSS886N

~~EXEC SS REVIEWED PREVIOUS FILE / VCAN:  
APPROVAL AMTS: PARTS: 1382.74 LBR: 451.20 EXPNS: 667.12 TOTAL: 2501.0  
APPROVAL CMNTS: CUSTOMER CLAIMS ACCIDENT WAS CAUSED BY A BRAKING ISSUE.  
CUSTOMER WAS AWAITING MASTER CYLINDER REPLACEMENT.  
DPSM APPROVES LABOR PARTS AND EXPENSES UNDER GOODWILL.  
CA FILE # CA 6363910N

VEHICLE WAS INSPECTED BY EAA INSPECTOR, FOR INCIDENT  
INVESTIGATION AND NATIONAL LEGAL ADVISED THE DPSM AND ORM TO  
SETTLE CASE BY REPAIRING VEHICLE UNDER GOOD WILL BECAUSE THE  
PART RECALL WAS NOT PERFORMED AND WAS LEAKING. DPSM AND ORM  
AUTHORIZED THE GW FOR REPAIR OF VEHICLE UNDER GW.  
\*NTG REV'D WITH ORM-DG AND REMOVED ERROR MESSAGES.  
\*\*\*DEALER/DEBBIE CALLED. REMOVED FORCE & OVERRIDE SO THAT  
DEALER CAN MOVE REPAIR AMOUNT FROM FW TO FG IN GRT. DEALER  
CONTACT DPSM TO HAVE FORCE & OVERRIDE PUT BACK ON AFTER  
UPDATE. NBR  
\*\*\*WKLD, CLM SUSP FOR REPLACEMENT INFO REQUIRED. DLR WAS  
ADVISED TO SUBMIT GOOD WILL CLAIM WITH MASTER CYLINDER AS  
THE PFP DUE TO BODY DAMAGE TO VEHICILE FROM POSSIBLE BRAKE  
CONCERN. WILL APPROVE ERROR. NAS030409 @04/23-ZSS886N

~~~~~  
~~EXEC SS CONTACT C AND INFORMED C THAT EXEC WAS CALLING ON BEHALF OF VP AND
EXEC WOULD LIKE TO ASSIST WITH CONCERN. @04/23-ZSS886N

~~C ADVISED THAT C IS UPSET THAT C CONCERN TOOK 2 MONTHS TO RESOLVE AND C HAS
LEFT SEVERAL MESSAGE FOR VM-AC AND RCAS WAS NOT VERY HELPFUL AND DID NOT ASSIS
T WITH CONCERN IN TIMELY MANNER. C ADVISED THAT C IS NOT HAPPY WITH THE VEH
CONCERNS THAT C DAUGHTER WAS IN A ACCIDENT AS THE MASTER CYLINDER FAILED AND
WAS REPAIRED BY NISSAN... @04/23-ZSS886N

~~C ADVISED THAT C ALSO OWNS A 05' ALTIMA, PREVIOUSLY OWNED SENTRA, STANZA, &
ALTIMA...C ADVISED THAT C WAS NOT PROVIDED A RENTAL VEH.

~~EXEC INFORMED C THAT EXEC WILL NEED TO REVIEW C CONCERNS AND WANTED TO ASSUR
E C THAT EXEC WILL DO EVERYTHING POSSIBLE TO ASSIST WITH CONCERN. EXEC ADVISED
_C THAT A RENTAL VEH IS NOT PROVIDED WHEN NISSAN IS REQUIRED TO INSPECT AN
INCIDENT AND THAT REIMBURSEMENT IS PROVIDED IF NISSAN IS AT FAULT. PER PREVIOU
S FILE C DID NOT WANT TO REQUEST RENTAL THROUGH INSURANCE DUE TO DAUGHTER IN A
INCIDENT MAY REQUIRE RATE INCREASE. ~SM-TIM LENNON... ~~PER PREVIOUS FILE~
NISSAN SETTLED CONCERN - AS RECALL WAS NOT COMPLETED AND WAS LEAKING...

~~~~~  
~~EXEC SS REVIEWED PREVIOUS FILE - ORM-DG APPROVED GRT FOR C VEH REPAIR.  
~C SIGNED OF ON RELEASE LETTER & WAS OFFERED REIMBURSEMENT FOR REPAIRS TO VEH  
THAT DAUGHTER HIT AS C CLAIMS IT WAS DUE TO RECALL ON C VEH (BRAKES)....

~ @04/23-ZSS886N

~~EXEC SS SPOKE WITH SA-SHAWN ADVISED THAT C HAS NOT BEEN TO DLR SINCE FEB 09

~ @04/24-ZSS886N

~~EXEC SS CONTACT PL-LO AND REQUESTED COPY OF C LETTER OF RELEASE TO CONFIRM  
WHAT C AGREED TO AS C IS COMPLAINING ABOUT THE TIME FRAM IT TOOK NNA TO ASSIST

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C WITH VEH.

PL-LO ADVISED THAT PL-TB ASSISTED WITH INFO AND TO CONTACT PL-TB REFERENCE  
LEGAL FILE 75567... EXEC LEFT VMX ON PL-TB VMX AT 4:08... @04/24-ZSS886N  
 ~~EXEC SS CONTACT PL-TB AND LEFT A MESSAGE ON VMX 12:14PM CST @04/29-ZSS886N  
 ~~EXEC SS CONTACT C AND LEFT A MESSAGE ON VMX 12:15PM @04/29-ZSS886N  
 ~~EXEC SS SPOKE WITH PL-TB ADVISED THAT C CONCERN WAS NOT RECOGNIZED AS NNA  
 RESPONSIBILIY AND THAT NNA PROVIDED ASSISTANCE FOR CONCERN AS A FORM OF GOOD-  
 WILL... C IS NOT OWED ANYTHING MORE... @04/29-ZSS886N  
 ~~EXEC SS SPOKE WITH ORM-DG ADVISED THAT C CONCERN WAS SETTLED AND THAT OFFER  
 WAS A GOODWILL SERVICE, THERE IS NOTHING MORE NISSAN OWES C...  
 ~~EXEC SS CONTACT C AND INFORMED C OF THE RELEASE FORM THAT C SIGNED WITH NNA  
 AND C ATTORNEY...  
 \*\*C ADVISED THAT C WAS APPRECIATIVE OF THE ASSISTANCE BUT C WAS NOT HAPPY WITH  
 ASSISTANCE FROM RCAS - NEVER CALLED C BACK AND WOULD NOT ALLOW C TO SPEAK W/  
 SUPERVISOR DUE TO TIME FRAME WAS CHRISTMAS AND RCAS CLAIMED NO ONE WAS AVAIL.  
 \*\*C ADVISED THAT C WAS UPSET THIS ALL HAPPENED DURING CHRISTMAS AND THAT C WAS  
 WITHOUT A VEH AND NNA WOULD NOT ASSIST WITH RENTAL FOR 2 MONTHS TO REPAIR.  
 \*\*C FEELS THAT NNA DID NOT CARE ABOUT C AND CONERN AND C RECENTLY WAS ABOUT TO  
 PURCHASE NISSAN BUT CHANGED HER MIND AFTER POOR TREATMENT...  
 ~~EXEC INFORMED C THAT NISSAN DID NOT STATE THAT C CONCERN WAS NISSAN FAULT &  
 THAT NISSAN ALSO REPAIRED BOTH VEH'S AS A GOODWILL PLUS PROVIDED C AND LAWYER  
 MONEY FOR INCONVIENCE...  
 ~~EXEC ADVISED C THAT EXEC DOES APPRECIATE C LOYALTY TO BRAND ~ CURRENTLY OWN  
 2 NISSAN AND PREVIOUSLY OWNED 2 OTHER NISSAN VEH'S...  
 ~~EXEC ADVISED C THAT NNA DEFINITELY CARE FOR ALL NISSAN C'S ESPECIALLY THOSE  
 THAT ARE LOYAL TO THE BRAND - THEREFORE EXEC WOULD LIKE TO OFFER \$200 SERVICE  
 CREDIT AND IF C DECIDES TO PURCHASE A NISSAN VEH EXEC WOULD LOVE TO PROVIDE C  
 WITH A PURCHASE INCINTIVE TOWARDS NEXT PURCHASE...  
 ~~C THANK EXEC FOR ASSISTANCE AND ADVISED THAT SHE LOVES HER VEH'S  
 ~~~~~~  
 EXEC ADVISED C ~ SERVICE CREDIT WILL EXPIRE IN 6 MONTHS AND C MAY USE AT ANY
 NISSAN DLR, ENTIRE AMOUNT MUST BE USED DURING THE INITIAL VISIT - AMOUNT
 CAN NOT CARRY OVER, SC CAN ONLY APPLY TO THIS VIN, SC MUST BE PRESENTED
 AT TIME OF USE AND CAN NOT BE REPLACED IF LOST / STOLEN... C UNDERSTOOD
 ~~EXEC SS SENT AN EMAIL TO DRTS-RM TO SUBMIT SERVICE CREDIT ~\$200
 ~ @04/30-ZSS886N
 @05/01-ZSS886N @05/01-ZSS886N
 **DRTS-RM REVIEWED FILE AND PROCESSED SVC CREDIT FOR \$200. @05/04-ZRM764N
 ~~EXEC SS RECEIVED C SERVICE CREDIT... @05/05-ZSS886N
 ~~EXEC SS CONTACT C AND INFORMED C TO ALLOW 5-7 BUSINESS DAYS TO RECEIVE...
 ~~EXEC SS CLOSING FILE.. @05/05-ZSS886N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NE2M	ROOT CAUSE: SCSV
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 0	DATE: 00 / 00 / 00	USERID:
RESP DLR: 2304	EFFECTIVE: 04 / 23 / 09	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZSS886N	
HISTORY:	UPDATE BY: ZSS886N	
SVC CALL#:	UPDATE DATE: 05 / 05 / 09	
CLOSE: Y (Y/N)	CLOSE DATE: 05 / 05 / 09	MICROFILM: N
RESP CAA: SLAY, SHERMAN	OLM: SMIT AGNES	DOM:
PHONE: 0000000000	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: NONE

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

VIN: 3N1AB61EX8L [REDACTED] Y
YR/MDL: 2008.0 SEN MILEAGE: 5304
IN SVC DATE: 06 / 25 / 08
VCAN: N RTL DLR: 3606 MAROONE NISSAN OF KENDALL
PAID: 2 SVC DLR: 3018 MAROONE NIS/FT LAUDERDALE
SUSP: 0 RESP DLR: 3018 MAROONE NIS/FT LAUDERDALE
DENY: 0 REGION: 34 DIST: SL/SV/PT: 03 03 33

LETTER RECEIVED 00 / 00 / 00 EXEC: 04 / 27 / 09 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: ET 11 OPEN DATE: 04 / 27 / 09 XFER/RSPNSBLTY: 34 03 S
CONTACT (S): FOLLOWUP DATE: 05 / 18 / 09 DATANET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 06 / 24 / 09 DATANET (Y/N): 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD BRAKES ZO FINANCIAL ASSISTANCE REQUEST (CAMPAIGN,

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C. A. R. COMMENTS

FILE OPENED-VLR009N 04/27/2009

EXEC-LR RECEIVED FILE FROM RSEEXEC-NA INFORMING OF C'S 2ND ACCIDENT WITH THE VEH AND THAT AN ACCIDENT PROBE NEEDS TO BE COMPLETED AND SET UP A DTS INSPECTION.

PREVIOUS FILES FOUND: 6245679 AND 6413791.

*** ACCIDENT-AIRBAG-INCIDENT FILE PROBE

CLAIMANT INFORMATION

P-1) VIN (VEHICLE IDENTIFICATION NUMBER): C STATES 3N1AB61EX8L 637328

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

DAVIE, FL [REDACTED]

@04/30-VLR009N

P-3) OWNER'S NAME, ADDRESS, DAY AND EVENING TELEPHONE NUMBERS, DATE OF BIRTH C STATES [REDACTED]

DAVIE, FL [REDACTED]

23

P-4) MILEAGE ON VEHICLE AT TIME OF INCIDENT: C STATES

P-5) CURRENT MILEAGE, IF DIFFERENT FROM MILEAGE AT TIME OF INCIDENT. (IF NOT AVAILABLE, MILEAGE FROM MOST RECENT REPAIR ORDER): C STATES 5304

P-6) WAS VEHICLE PURCHASED NEW OR USED? C STATES NEW

P-7) DATE AND TIME OF INCIDENT. C STATES APRIL 11, 2009 AT 2:45PM

P-8) DETAILED DESCRIPTION OF LOCATION OF INCIDENT (PLEASE BE AS PRECISE AS POSSIBLE): C STATES ROYAL PALM BLVD AND WESTIN RD.

P-9) DETAILED DESCRIPTION OF THE WEATHER (VISIBILITY) AT TIME OF INCIDENT. C STATES SUNNY, NO RAIN, NOT CLOUDY. C STATED IT WAS A BEAUTIFUL DAY.

P-10) DETAILED DESCRIPTION OF THE INCIDENT. (BE AS SPECIFIC AS POSSIBLE, INCLUDING PARTS OF VEHICLE AFFECTED). C STATES CUSTOMER'S SON WAS APPROACHING A RED LIGHT AND WHEN ATTEMPTING TO MAKE A TURN AND CUSTOMER APPLIED THE BRAKES THE VEHICLE STARTED TO SPIN OUT OF CONTROL. CUSTOMER'S SON HIT THE VEHICLE IN FRONT. CUSTOMER BELIEVES THE AXLE ON THE VEHICLE BROKE AGAIN.

P-11) ESTIMATED SPEED OF VEHICLE AT TIME OF INCIDENT: C STATES 30MPH

P-12) HAS THE VEHICLE BEEN REPAIRED SINCE THE INCIDENT OCCURRED? C STATES ___[YES] ___X_[NO].

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

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

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

IF YES: DETAILED DESCRIPTION OF ALL INJURIES: C STATES

P-16) HAS THE VEHICLE OWNER CONTACTED THEIR INSURANCE COMPANY? C STATES ___X___ [YES] ___ [NO].

@04/30-VLR009N

P-17) WERE ANY OTHER VEHICLES INVOLVED IN THE INCIDENT? C STATES ___X___ [YES] ___ [NO].

IF YES: WHAT WAS THE ESTIMATED SPEED OF THE OTHER VEHICLE(S)? C STATES AROUND 30MPH

P-18) WAS ANY PROPERTY OTHER THAN THE CUSTOMER'S VEHICLE DAMAGED? C STATES ___ [YES] ___X___ [NO].

IF YES: DETAILED DESCRIPTION OF PROPERTY AND DAMAGE TO PROPERTY: C STATES N/A

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P-19) WHAT IS THE CUSTOMER REQUESTING OF NISSAN NORTH AMERICA, INC.? C STATES CUSTOMER WANTS THE VEHICLE TO BE REPURCHASED/TRADED-IN OR TO GIVE THE CUSTOMER'S MONEY BACK FOR WHAT THE CUSTOMER PAID ON THE VEHICLE. C ALSO WANTS TO BE REIMBURSED FOR THE DEDUCTIBLE PAID ON THE PREVIOUS ACCIDENT. AT THE SAME TIME TO PAY THE REPAIR OF THE VEHICLE THE CUSTOMER'S SON HIT.

P-20) VEHICLE LICENSE NUMBER: C STATES 953 KKZ

P-21) THE STATE IN WHICH THE VEHICLE IS REGISTERED: C STATES FLORIDA

P-22) SPECIAL EQUIPMENT OR ACCESSORIES: C STATES NONE.

P-23) RECALL CAMPAIGNS OR SERVICE CAMPAIGNS LISTED ON ZCA1 VEHICLE INFORMATION SCREEN:

OPEN PM952 B16 CURTAIN AIRBAG NTB09-026

P-24) [CONTINUATION OF ITEM P-6 IN INITIAL PROBE]: IF VEHICLE WAS PURCHASED USED, WHAT ARE THE DATE AND PLACE OF PURCHASE? N/A

P-25-A) REQUEST A COPY OF THE PURCHASE AGREEMENT FROM THE CUSTOMER. ADDITIONAL DESCRIPTION OF INCIDENT AND CLAIM

P-25) IF ANOTHER VEHICLE WAS INVOLVED, WHAT WAS THE SPEED OF THAT VEHICLE? STATES 30MPH

P-26) NAME, ADDRESS, AND TELEPHONE NUMBER OF ANY WITNESSES/PASSENGERS IN THE VEHICLE. C STATES DOESN'T HAVE IT AVAILABLE AT THIS TIME.

P-27) NAME, ADDRESS, AND TELEPHONE NUMBER OF THE CURRENT LOCATION OF THE VEHICLE. C STATES 3018 MAROONE NISSAN/FT LAUDERDALE ~ 1051 S FEDERAL HWY, FORT LAUDERDALE, FL 33316. @04/30-VLR009N

P-28) [CONTINUATION OF ITEM P 12 IN INITIAL PROBE]: HAS THE VEHICLE BEEN REPAIRED SINCE THE INCIDENT OCCURRED? C STATES NO.

A. IF NO: HAVE REPAIRS BEEN SCHEDULED? IF SCHEDULED: FOR WHAT DATE? C STATES THE CUSTOMER'S INSURANCE COMPANY IS WAITING FOR NISSAN TO LOOK AT THE VEH AS WELL WAITING ON THE SUBROGATION CLAIM RESULTS.

B. IF YES, OR THE CUSTOMER CANNOT WAIT FOR US TO INSPECT THE VEHICLE: REQUEST COPIES OF PRE REPAIR PHOTOS AND REPAIR ORDERS FROM THE CUSTOMER.

P-29) [CONTINUATION OF ITEM P 13 IN INITIAL PROBE]: IF ITEM P-13 WAS ANSWERED YES (A POLICE REPORT AND/OR FIRE REPORT WAS FILED):

A. WHAT IS THE REPORTING OFFICER'S NAME? C STATES K WILLIAMS

B. WHAT IS THE POLICE REPORT AND/OR FIRE REPORT NUMBER? C STATES WS09-04-711

C. WHAT IS THE NAME OF THE AGENCY WHERE THE POLICE/FIRE REPORT WAS FILED? C STATES WESTON EIGHT

C. WHAT IS THE NAME OF THE AGENCY WHERE THE POLICE/FIRE REPORT WAS FILED? C STATES WESTON EIGHT

(FOR EXAMPLE: CALIFORNIA HIGHWAY PATROL; NASHVILLE, TN SHERIFF DEPARTMENT.)

D. REQUEST COPIES OF ALL REPORTS FROM THE CUSTOMER, AND RECORD IN THE FILE THAT THE REQUEST WAS MADE.

VEHICLE OCCUPANT INFORMATION

P-30) WHERE WAS EACH OCCUPANT SEATED? (FOR ANY SEAT WITHOUT AN OCCUPANT, TYPE N/A):

- A. DRIVER: [REDACTED]
- B. RIGHT FRONT PASSENGER: C STATES N/A
- C. LEFT REAR: C STATES N/A
- D. CENTER REAR: C STATES N/A
- E. RIGHT REAR: C STATES N/A
- F. OTHER: C STATES N/A

P-31) [CONTINUATION OF ITEM P 14 IN INITIAL PROBE]: INDICATE WHICH VEHICLE OCCUPANTS WERE USING SEATBELT/RESTRAINT. (FOR ANY SEAT WITHOUT AN OCCUPANT, TYPE N/A):

- A. DRIVER: C STATES YES.
- B. RIGHT FRONT PASSENGER: C STATES N/A
- C. LEFT REAR: C STATES N/A

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- D. CENTER REAR: C STATES N/A
- E. RIGHT REAR: C STATES N/A
- F. OTHER: C STATES N/A

P-32) WHAT ARE THE WEIGHT AND HEIGHT OF EACH OF THE OCCUPANTS? (FOR ANY SEAT WITHOUT AN OCCUPANT, TYPE N/A):

- A. DRIVER: C STATES 180 LBS AND 5'11" HEIGHT
- B. RIGHT FRONT PASSENGER: C STATES N/A
- C. LEFT REAR: C STATES N/A
- D. CENTER REAR: C STATES N/A
- E. RIGHT REAR: C STATES N/A
- F. OTHER: C STATES N/A

@04/30-VLR009N

INJURY AND INSURANCE INFORMATION

P-33) [CONTINUATION OF ITEM P 15 IN INITIAL PROBE]: IF ITEM P 15 WAS ANSWERED YES (SOMEONE WAS INJURED AS A RESULT OF THE INCIDENT):

- A. DETAILED DESCRIPTION OF THE EXTENT OF INJURIES: C STATES N/A
- B. WAS HOSPITALIZATION REQUIRED? C STATES N/A
- C. WHERE, WHEN, AND BY WHOM WERE THE INJURED TREATED? C STATES N/A
- D. REQUEST A COPY OF ALL MEDICAL RECORDS/REPORTS FROM THE CUSTOMER.

P-34) [CONTINUATION OF ITEM P 16 IN INITIAL PROBE]: IF ITEM P 16 WAS ANSWERED YES (THE CUSTOMER HAS CONTACTED THEIR INSURANCE COMPANY):

- A. INSURANCE COMPANY'S NAME, ADDRESS, AND TELEPHONE NUMBER. C STATES STATE
- B. INSURANCE AGENT'S NAME. C STATES BARBARA EATONS
- C. INSURANCE CLAIM NUMBER. C STATES 225417

ADDITIONAL INFORMATION REGARDING OTHER PROPERTY DAMAGE

P-35) [CONTINUATION OF ITEM P 17 IN INITIAL PROBE]: IF ITEM P 17 WAS ANSWERED YES (ANOTHER VEHICLE OR VEHICLES WERE INVOLVED IN THE INCIDENT):

- A. YEAR, MAKE, AND MODEL OF OTHER VEHICLE(S). C STATES 2004 BMW
- B. OWNER'S NAME, ADDRESS, AND TELEPHONE NUMBER. C STATES NOT AVAILABLE AT THIS TIME.
- C. NATURE AND EXTENT OF DAMAGE TO THE OTHER VEHICLE(S). C STATES THE REAR WAS BENT UP AND THE BUMPER. THE ESTIMATE VEHICLE DAMAGE IS AROUND \$500 -PER THE POLICE REPORT.

P-36) [CONTINUATION OF ITEM P 18 IN INITIAL PROBE]: IF ITEM P 18 WAS ANSWERED YES (PROPERTY OTHER THAN THE CUSTOMER'S VEHICLE WAS DAMAGED):

- A. DESCRIPTION OF THE PROPERTY AND DAMAGE TO THE PROPERTY. C STATES N/A
- B. OWNER'S NAME, ADDRESS, AND TELEPHONE NUMBER. C STATES N/A
- C. REQUEST COPIES OF ANY ESTIMATES TO REPAIR THE PROPERTY DAMAGE. C STATES

*** END OF ACCIDENT-PROBE FILE.

EXEC-LR STATED TO THE C THAT THE INFORMATINO WILL BE SUBMITTED AND AS SOON AS THE EXEC GETS AN UPDATE ON AN INSPECTION DATE, EXEC WILL CONTACT THE C BACK. C THANKED THE EXEC FOR THE ASSISTANCE AND THE CALL WAS ENDED.

@04/30-VLR009N

EXEC-LR SUBMITTED IIR TO ORM-RD.

@04/30-VLR009N

EXEC-LR RECEIVED INSPECTION DATE FROM DTS-NR FOR 05-05-09 AT 9:00AM AT THE MAROONE NISSAN OF FT LAUDERDALE.

@05/01-VLR009N

EXEC-LR CONTACTED C AT DAY # ON 05.01.09 AT 3:36PM CST AND GOT VMAIL. EXEC-LR LEFT MSG FOR C INFORMING OF INSPECTION DATE AND TIME AND TO PLEASE CONTACT THE C BACK TO CONFIRM IT.

EXEC-LR CONTACTED C AT EVE # ON 05.01.09 AT 3:40PM CST AND GOT VMAIL. EXEC-LR LEFT MSG FOR C INFORMING OF INSPECTION DATE AND TIME AND TO PLEASE CONTACT THE C BACK TO CONFIRM IT.

@05/01-VLR009N

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EXEC-LR CONTACTED THE MAROONE NISSAN/FT LAUDERDALE ON 05.04.09 AT 10:06AM CST AND SPOKE WITH THE SM-JERRY AND INFORMED THE SM OF TOMORROW'S INSPECTION. SM-JERRY STATED THE VEH IS NOT THERE. SM STATED THAT IF THE VEH WAS INVOLVED IN AN ACCIDENT THE VEH WOULD BE AT THE BODY SHOP WHICH IS NOT CLOSE TO THE DLR SM-JERRY PROVIDED THE BODY SHOP'S PH # 954.462.1479 EXEC-LR THANKED THE SM-JERRY AND THE CALL ENDED.

@05/04-VLR009N

EXEC-LR CONTACTED C AT DAY # ON 05.04.09 AT 10:13AM CST AND GOT VMAIL. EXEC-LR LEFT MSG FOR THE C TO PLEASE RETURN THE CALL.

@05/04-VLR009N

EXEC-LR CONTACTED THE BODY SHOP AND INQUIRED ABOUT THE C'S VEH. EXEC-LR WAS INFORMED THE EXEC WILL GET A CALL BACK SINCE THE SA NEEDS TO VERIFY IF THE VEH IS AT THE SHOP. EXEC-LR PROVIDED EXEC'S CONTACT INFO AND THE CALL WAS ENDED.

@05/04-VLR009N

EXEC-LR RECEIVED INBOUND CALL FROM C WHO CONFIRMED THE VEH IS AT THE COLLISION BODY SHOP AND THAT EXEC CAN TALK TO DWANE CAMPBELL. C STATED THE VEH IS NOT DRIVABLE AND C BELIVES THE AXLE BROKE. EXEC-LR THANKED THE EXEC FOR THE CALL AND STATED THE INSPECTION WILL BE PERFORMED TOMORROW AND THAT AS SOON AS THE EXEC GETS AN UPDATE THE EXEC WILL CONTACT THE C BACK. C THANKED THE EXEC AND THE CALL WAS ENDED.

@05/04-VLR009N

EXEC-LR SENT EMAIL TO DTS-NR UPDATING ON C'S VEH LOCATION:
L P EVANS FT LAUDERDALE NISSAN
122 SW 22ND ST.
FORT LAUDERDALE, FL 33315
PHONE # 954.462.1479
POC: DWAYNE CAMPBELL

@05/04-VLR009N

EXEC-LR RECEIVED EMAIL FROM TDS-NR ASKING EXEC FOR C'S CONTACT INFORMATION AND TO PLEASE CONTACT THE C AND INFORM THE DTS WILL BE CALLING THE C FROM A BLOCKED #.

EXEC-LR REPLIED TO DTS-NR EMAIL WITH C'S CONTACT INFORMATION.

@05/04-VLR009N

EXEC-LR CONTACTED C AT DAY # ON 05.04.09 AT 2:29PM CST AND SPOKE WITH C AND INFORM THE DTS-NR WILL BE CONTACTING THE C FROM A BLOCKED #. C THANKED FOR THE HEADS UP AND THE CALL WAS ENDED.

@05/04-VLR009N

EXEC-LR CONTACTED C AT DAY # ON 05.08.09 AT 2:26PM CST AND GOT VMAIL. EXEC-LR LEFT MSG INFORMING C EXEC DOESN'T HAVE AN UPDATE YET BUT WILL CONTACT THE C BACK AS SOON AS THERE'S ONE.

@05/08-VLR009N

EXEC-LR CONTACTED C AT DAY # ON 05.15.09 AT 9:31AM CST AND SPOKE WITH C. C STATED IT'S C'S SON GRADUATION WEEK AND THE C'S SON IS NOT AVAILBLE TO TALK WITH THE PRODUCTS LIABILITY PERSON. C STATED THE C'S SON WILL BE AVAILABLE NEXT WEEK. C ALSO STATED C IS TRYING TO GET THE COMPLETE POLICE REPORT.

EXEC-LR STATED TO THE C THE EXEC WAS CALLING TO INFORM THE EXEC DID NOT HAVE AN UPDATE FOR THE C AT THIS TIME BUT STATED THAT THE EXEC WILL NOTIFI THE PERSON FROM PRODUCTS LIABILITY ABOUT WHEN THE C'S SON CAN BE CONTACTED AND AS SOON AS THE EXEC GETS AN UPDATE, THE EXEC WILL CONTACT THE C BACK. C THANKED THE EXEC FOR THE FOLLOW UP AND THE CALL WAS ENDED.

@05/15-VLR009N

EXEC-LR SENDING EMAIL TO DTS-NR INFORMING OF C'S INFORMATION.

CONFIDENTIAL

DATE: 8/10/2011
TIME: 11:09:16 AM

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- @05/15-VLR009N
EXEC-LR RECEIVED EMAIL FROM DTS-NR INFORMING EXEC THAT DTS-NR IS THE ONE IN TOUCH WITH THE C AND THANKED FOR THE HEADS UP ON WHEN THE C'S SON WILL BE AVAILABLE.
@05/18-VLR009N

EXEC-LR CONTACTED THE C ON 05.21.09 AND GOT VMAIL. EXEC LEFT VMAIL TO PLEASE RETURN THE CALL.
- @05/21-VLR009N

EXEC-LR SENT EMAIL TO DTS-NR REQUESTING AN UPDATE.
- @06/02-VLR009N
EXEC-LR RECEIVED EMAIL FROM DTS-NR INFORMING EXEC THAT THE DTS HAS BEEN TRYING TO GET IN TOUCH WITH THE C AND HAS NOT BEEN TO. DTS STATES THAT DTS NEEDS TO GET IN TOUCH WITH THE C'S SON SINCE THE C'S SON WAS THE DRIVER BUT THE C HAS NOT RETURN THE CALLS TO THE DTS.

- @06/02-VLR009N
EXEC-LR CONTACTED C AT DAY # ON 06.02.09 AND GOT VMAIL. EXEC LEFT MSG FOR C TO PLEASE RETURN THE CALL.

- @06/02-VLR009N
EXEC-LR CONTACTED C AT DAY # ON 06.04.09 AND GOT VMAIL. EXEC LEFT MSG FOR C TO PLEASE RETURN THE CALL.

@06/04-VLR009N
EXEC-LR RECEIVED VMAIL FROM C ON 06.05.09 ASKING TO PLEASE CONTACT THE C BACK AND PROVIDING THE C'S SON CONTACT INFORMATION (954-249-6249, MICHAEL).
*** PLEASE NOTE THAT EXEC WAS ATTENDING AN OFF-SITE MEETING ON 06.05.09.

- @06/08-VLR009N
EXEC-LR SENT EMAIL TO DTS-NR INFORMING OF C'S VMAIL FROM 06.05.09.
- @06/08-VLR009N

EXEC-LR CONTACTED THE DTS-NR AND INQUIRED IF THE DTS HAD A CHANCE TO TALK TO THE C'S SON AND STATED YES. DTS-NR STATED THAT THE REPORT HAS BEEN ALSO UPLOADED TO THE FTP SITE. DTS STATED THAT A COPY OF THE REPORT HAS BEEN SENT TO LEGAL-LO TO REVIEW IT SINCE THE C'S INSURANCE CO. HAS CONTACTED THE LEGAL DEPT AT NISSAN.
EXEC-LR THANKED DTS-NR AND THE CALL WAS ENDED.

- @06/24-VLR009N
EXEC-LR CONTACTED LEGAL-LO TO DISCUSS THE FILE.
LEGAL-LO STATED THAT PER THE DTS' REPORT IT IS SAFE TO DENIED THE ASSISTANCE TO THE CUSTOMER. THERE WERE NO DEFECTS FOUND IN THE MASTER CYLINDER AND IT WAS ALSO FOUND TO BE FULL WITH FLUID AND LEAKS PRESENT. OTHER PARTS WERE FOUND TO BE INCORRECTLY INSTALLED.
EXEC-LR THANKED LEGAL-LO AND THE CALL ENDED.

- @06/24-VLR009N

DTS INSPECTION OF THE VEH READS:
INSPECTION DATE: 05.05.09
> INITIAL INSPECTION OF THE VEHICLE REVEALED DAMAGE TO THE LEFT FRONT FENDER AND THE LEFT FRONT WHEEL AREA OF THE VEHICLE.
> VEHICLE WAS NOT DRIVABLE DUE TO THE DAMAGE FOUND FROM THE INCIDENT.
> INSPECTION OF VEHICLE REVEALED IMPACT OCURRED AT SPEEDS ABOVE 30-35MPH
> THE VEHICLE'S RIGHT FRONT TIRE WAS FOUND TO BE FEATHERED ON THE OUTER EDGE, INDICATIVE OF AN IMPROPER ALIGNMENT OF VEHICLE DURING LAST BODY SHOP REPAIR.
> THE BRAKE SYSTEM WAS CHECKED FOR LEAKS OR LOSS OF FLUID AND NONE WAS LOCATED THE BRAKE MASTER CYLINDER WAS FOUND TO BE FULL WITH FLUID AND NO LEAKS PRESENT
> INSPECTION OF THE VEHICLE REVEALED SUBSTANTIAL REPAIR WORK TO THE RIGHT FRONT AND ALL DOWN THE RIGHT SIDE OF THE VEHICLE.
> VEHICLE BRAKE PEDAL WAS CHECKED FOR FADE AND NONE WAS FOUND, THE BRAKE PEDAL HELD SUFFICIENT PRESSURE WITH THE VEHICLE RUNNING AND THE VEHICLE OFF.
> STARTUP OF THE VEHICLE REVEALED NO CURRENT SYSTEM FAULT LIGHTS ILLUMINATED.
> INSPECTION OF THE FRONT BRAKES REVEALED IMPROPER REINSTALLATION OF BRAKE

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LINES DURING LAST REPAIR FROM BODYSHOP.

> THE RIGHT FRONT ABS WIRES WERE INCORRECTLY REINSTALLED DURING LAST BODYSHOP REPAIR.

> RIGHT FRONT BRAKE PADS WERE FOUND TO BE CHUNKING AND MISSION APPROX 1 1/2 OF FRICTION MATERIAL. PHOTOS (351-369).

> INCIDENT WITH VEHICLE IS NOT RELATED WITH LOSS OF BRAKING RATHER THE CUSTOMER SIMPLY OPERATED THE VEHICLE IN AN UNSAFE MANNER.

*** END OF REPORT FINDINGS.

@06/24-VLR009N

EXEC-LR CONTACTED THE C AT DAY # ON 06.24.09 AT 3:29PM CST AND SPOKE WITH C. EXEC-LR WAS EXPLAINING THE INSPECTION RESULTS TO THE C AND THE C STATED THAT THIS WAS UNACCEPTABLE AND THAT NISSAN NEEDS TO TAKE RESPONSIBILITY FOR THE DAMAGE CAUSED TO THE VEH. C STATED THE NISSAN DLR PERFORMED THE FIRST REPAIRS TO THE VEH AND IF THE DLR INSTALLED THE PARTS INCORRECTLY THE DLR AND NISSAN WILL NEED TO TAKE OF THE REPAIRS OR REPURCHASE THE VEH.

EXEC-LR ASKED THE C IF THE VEH WAS REPAIR DIRECTLY BY THE NISSAN DEALER OR BY A BODYSHOP THROUGH THE NISSAN DLR AND C STATED IT WAS THE NISSAN DLR.

EXEC-LR STATED THE EXEC WILL CONTACT THE DLR AND CONFIRM OF THE DLR PERFORMED THE REPAIRS OR IF IT WAS WORKED OUT WITH AN INDEPENDENT BODYSHOP.

C THANKED AND STATED C WILL WAIT FOR THE EXEC'S CALL BACK. CALL ENDED.

-

@06/24-VLR009N

EXEC-LR CONTACTED THE DLR AND LEFT MSG FOR THE SM TO PLEASE RETURN THE CALL.

-

@06/24-VLR009N

EXEC-LR CONTACTED THE DTS-NR AND AND INQUIRED ABOUT THE BODY SHOP.

DTS-NR STATES THAT THE BODY SHOP IS OWNED BY THE DEALER (BY THE MAROONE GROUP) DTS-NR STATED THE INSTALLATION OF THE INCORRECT PARTS WERE ONLY NOTED SINCE IT WAS NOTICED BUT IT WAS NOT THE CAUSED OF THE ACCIDENT. DTS STATED THAT IF THE C TRIES TO BLAME THE ACCIDENT ON THE BAD INSTALLATION OF PARTS, THE C WILL HAVE TO CONTACT THE BODY SHOP AND THE C'S INSURANCE COMPANY.

EXEC-LR THANKED THE DTS-NR AND THE CALL ENDED.

-

@06/24-VLR009N

EXEC-LR CONTACTED THE C AT DAY # ON 06.24.09 AT 4:05PM CST AND PROVIDE THE INFORMATION ABOVE.

C WAS NOT HAPPY WITH THE RESULTS AND STATED THAT NNA NEEDS TO TAKE RESPONSIBILITY OF THIS.

EXEC-LR STATED THAT NO DEFECT WAS FOUND IN THE BRAKE MASTER CYLINDER. EXEC STATED ONE MORE TIME THAT THE MENTION OF THE IMPROPER INSTALLATION OF THE PARTS WAS MENTIONED BECAUSE IT WAS NTOICED BY THE NNA INSPECTOR AND THE C'S INSURANCE COMPANY BUT THAT THIS IS NOT THE CAUSE OF THE ACCIDENT.

EXEC-LR STATED THAT THE INCIDENT IS NOT RELATED WITH THE LOSS OF BRAKING RATHER ON HOW THE VEHICLE WAS BEING OPERATED.

C DID NOT AGREE WITH THIS AND STATED THAT THE DTS HAS BASED THE RESULTS ON THE POLICE REPORT.

EXEC-LR APOLOGIZED AND STATED THAT NNA'S DECISION IS NOT TO ASSIST WITH THE REPAIRS NEEDED AND THAT THE C NEEDS TO TAKE THIS WITH THE C'S INSURANCE CO.

C ASKED TO PLEASE SEND A DENIAL LETTER TO THE C.

EXEC-LR STATED THE DENIAL LETTER WILL BE SENT.

C THANKED AND THE CALL WAS ENDED.

-

@06/24-VLR009N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

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CONTACT(S):

SATISFIED: N	ACTION CODE: NT3A	ROOT CAUSE: SNCM
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 0	DATE: 00 / 00 / 00	USERID:
RESP DLR: 3018	EFFECTIVE: 04 / 27 / 09	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: VLR009N	
HISTORY:	UPDATE BY: VLR009N	
SVC CALL#:	UPDATE DATE: 06 / 24 / 09	
CLOSE: Y (Y/N)	CLOSE DATE: 06 / 24 / 09	MICROFILM: N
RESP CAA: RODRIGUEZ, LUIS	OLM: ROYSTER KAREN	DOM:
PHONE: 0000000000	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 8/10/2011
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SC: ONE CONTRACT

NAME: [REDACTED]
STREET: [REDACTED]
CITY: MANCHESTER
ST/ZIP: TN [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN: Y
PAID: 4
SUSP: 0
DENY: 0

VIN: 3N1AB61E07L [REDACTED] Y
YR/MDL: 2007.0 SEN MILEAGE: 0
IN SVC DATE: 05 / 21 / 07
RTL DLR: 18064 JOHN ROBERTS NISSAN
SVC DLR: 18064 JOHN ROBERTS NISSAN
RESP DLR: 18064 JOHN ROBERTS NISSAN
REGION: 34 DIST: SL/SV/PT: 04 04 34

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 05 / 14 / 09
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 18064 ROBERTS NISSAN, I.
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CE 11 OPEN DATE: 05 / 15 / 09 XFER/RSPNSBLTY: 34 04 S
CONTACT (S): FOLLOWUP DATE: 05 / 18 / 09 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 05 / 18 / 09 DATANET (Y/N): 05 / 19 / 09

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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

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C. A. R. COMMENTS

FILE OPENED-ZTH215N 05/15/2009

*****THIS CAR WAS CREATED AS A SURVEY*****
C WAS TOLD BY THE POLICE THAT C HAD THE RIGHT TO SUE THE DLRSHp OVER THE ACCIDENT THE DLRSHp CAUSED. C STATED THAT C HAD MADE AN APPOINTMENT TO HAVE C'S BRAKE MASTER CYLINDER FIXED, UPON DIAGNOSIS AND RECOMMENDATION BY THE DLRSHp. SOME BRAKE FLUID HAD BEEN LEAKING. BEFORE C'S APPOINTMENT HOWEVER, C WAS CALLED BY THE SA WHO BOOKED C'S APPOINTMENT IN THE FIRST PLACE AND TOLD THAT THE PART FOR THE SERVICE WAS GIVEN TO SOMEONE WHO NEEDED IT MORE - C C WOULD HAVE TO WAIT. WHILE WAITING, C SWERVED TO MISS A CAT AND FOUND THAT C'S BRAKES WERE NOT WORKING. C HIT A MAILBOX BECAUSE OF THIS (UPON WHICH C'S AIRBAG DID NOT DEPLOY), AND STILL COULD NOT STOP. PANICKED, C FINALLY CAME TO A STOP ON AN INCLINE AND CALLED THE POLICE. C COULD NOT FIND THE MAILBOX. THE POLICE TOLD C THAT THE MAILBOX WAS UNDER THE VEH AND THAT IF IT HAD BEEN A PERSON OR ANOTHER MAILBOX THE CONSEQUENCES WOULD HAVE BEEN FAR GREATER. THE POLICE SAID THAT IT SOUNDED TO BE THE FAULT OF THE BOOKING SA, AND THAT C HAD THE RIGHT TO SUE THE DLRSHp OVER THIS. C SAID HOWEVER THAT THE SERVICE IS OTHERWISE CONSISTENTLY GOOD, AND THAT JASON AND HIS ASSISTANT WERE SO NICE ABOUT IT THAT C DECIDED NOT TO SUE. C DID SAY THAT C WOULD LIKE AN EXCELLENT DEAL ON C'S NEXT VEHICLE BECAUSE OF THIS. C WANTED THIS FORWARDED TO JOHN ROBERTS. @05/15-ZTH215N

CRR-TH CHECKED FOR OPEN RECALLS, CAMPAIGNS, UPGRADES FOUND: @05/15-ZTH215N
CLSD PM813 SENTRA BR-MSTR CYL NTB08-067 06/28/08 10/13/08 11/11/08 18064
OPEN PM952 B16 CURTAIN AIRBAG NTB09-026 04/06/09 00/00/00 00/00/00

CRR-TH CHECKED FOR PREVIOUS FILES FOUND: 6361569

CRR-TH FORWARDING FILE TO RCAS FOR FURTHER HANDLING. @05/15-ZTH215N

***** @05/15-ZTH215N

RCAS-AP IN RECEIPT OF SURVEY AND DATANETTED TO DLRSHp. @05/18-ZAP190N

**RCAS-AP UPDATED TREAD ACT. @05/18-ZAP190N

**RCAS-AP CALLED C ON DAYTIME NUMBER ON 05/18/09 AT 9:54 AM EST AND LEFT VMX.

**RCAS-AP CALLED C ON EVENING NUMBER ON 05/18/09 AT 9:56 AM EST AND LEFT VMX.

**RCAS-AP CLOSING FILE AS NO FURTHER ACTION IS REQUIRED. @05/18-ZAP190N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

FOLLOW-UP IS DUE ON OR BEFORE

DEALER PLEASE REVIEW WITH YOUR SALES DEPT. FOR ASSISTANCE AND CONTACT THE CUSTOMER.

DEALER ACTION:

CONFIDENTIAL

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NT8G	ROOT CAUSE: SCDS
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 0	DATE: 00 / 00 / 00	USERID:
RESP DLR: 18064	EFFECTIVE: 05 / 15 / 09	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZTH215N	
HISTORY:	UPDATE BY: ZAP190N	
SVC CALL#:	UPDATE DATE: 05 / 18 / 09	
CLOSE: Y (Y/N)	CLOSE DATE: 05 / 18 / 09	MICROFILM: N
RESP CAA: CAMERON, RYAN	OLM: ROYSTER KAREN	DOM:
PHONE: 0000041456	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

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

CA6495068

SERVICE CONTRACTS SUMMARY

DATE: 8/10/2011
TIME: 11:09:17 AM
MODEL YEAR: 2007.0
MAKE:
MODEL LINE: SEN

NAME: [REDACTED]

VIN:

IN SCV DATE: 5/21/2007

SEO NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
35	[REDACTED]	18064 TN	5/21/2007	5/21/2013	75,000		8/7/2010

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CURRENT SERVICE CONTRACT		PRIOR SERVICE CONTRACT	
CONTRACT:	[REDACTED]	CONTRACT:	
OWNER NAME:	[REDACTED]	OWNER NAME:	
PLAN TYPE:	C	PLAN TYPE:	
PLAN TERM:	D	PLAN TERM:	
DEDUCTABLE:	\$ 50	DEDUCTABLE:	
EFFECTIVE:	05/21/07	EFFECTIVE:	
EXPIRES:	05/21/13 MILES: 75,000	EXPIRES:	MILES:
CANCEL:	MILES:	CANCEL:	MILES:
TRANSFER:	8/7/2010	TRANSFER:	
TRANSACTION:	5/22/2007	TRANSACTION:	
PRINTED:	11/13/10	PRINTED:	
DEALER NO:	18064 STATE: TN	DEALER NO:	STATE:
DEALER NAME:	JOHN ROBERTS NISSAN	DEALER NAME:	

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DATE: 8/10/2011
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SC: ONE CONTRACT

NAME: [REDACTED]
STREET: [REDACTED]
CITY: LAS VEGAS
ST/ZIP: NV [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: 3N1AB61E98L [REDACTED] Y
YR/MDL: 2008.0 SEN MILEAGE: 11200
IN SVC DATE: 01 / 07 / 08
VCAN: Y
PAID: 7
SUSP: 0
DENY: 0
RTL DLR: 3452 DESERT NISSAN
SVC DLR: 3452 DESERT NISSAN
RESP DLR: 3452 DESERT NISSAN
REGION: 44 DIST: SL/SV/PT: 07 07 37

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 3452_ DESERT NISSAN
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 06 / 22 / 09 XFER/RSPNSBLTY: 44 07 S
CONTACT (S): FOLLOWUP DATE: 07 / 03 / 09 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 07 / 03 / 09 DATANET (Y/N): 06 / 24 / 09

CONCERN AND CATEGORY SUBCATEGORY AND SYMPTOM
OF NNA., INC. ISSUES 208500 SENTRA
AZ NISSAN PRODUCT INQUIRIES ZH CRITICISM

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C. A. R. COMMENTS

FILE OPENED-ZSV648N 06/22/2009

NO EMAIL ADDRESS

PREVIOUS FILES FOUND:

RELATED: NONE

UNRELATED: NONE

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

CRR-SV CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: 1

CLSD PM813 SENTRA BR-MSTR CYL NTB08-067 06/28/08 01/12/09 02/19/09 3452

OPEN PM952 B16 CURTAIN AIRBAG NTB09-026 04/06/09 00/00/00 00/00/00

CRR-SV ADVISED C OF RECALL STATUS.

PREVIOUS NISSAN/INFINITI VEHICLE(S): NONE

CRR-SV RECEIVED CALL FROM C.

C STATED C RECEIVED A RECALL NOTICE FROM NISSAN ABOUT THE CURTAIN AIRBAG.

C STATED C WANTS TO CHECK RECALL FOR C'S VEH.

CRR-SV INFORMED C THAT C'S VEH HAS A RECALL/CAMPAIGN.

CRR-SV ADVISED C TO BRING THE VEH TO ANY AUTHORIZED NISSAN DLRSHIP.

DLRSHIP WILL DIAGNOSE THE VEH AND CLOSE THE RECALL/CAMPAIGN, FREE OF CHARGE.

C STATED C'S VEH HAS A RECALL BEFORE FOR THE BRAKE MASTER CYLINDER AND BECAUSE OF THE BRAKE PROBLEM C HITS SOMETHING AND NOW THERE IS A DENT IN THE BUMPER OF THE VEH.

C STATED DESERT NISSAN REPLACED THE BRAKES BUT NOT REPAIR THE DENT IN BUMPER.

C STATED C'S VEH IS A LEMON. C'S VEH IS NOT SAFE TO DRIVE BECAUSE OF ALL THE RECALLS

C STATED C WANTS NISSAN TO LOOK INTO THIS.

CRR-SV INFORMED C THAT CRR-SV WILL SEND AN INTERNAL MESSAGE TO RCAS.

CRR-SV VERIFIED BEST TIME AND CONTACT NUMBER.

C PROVIDED HOME PHONE # [REDACTED] AND MAY CONTACT C ANYTIME.

C STATED C WILL BRING THE VEH TODAY AT DESERT NISSAN FOR THE CURTAIN AIRBAG RECALL.

C THANKED CRR-SV FOR ASSISTANCE, C SATISFIED.

CRR-SV OFFERED FURTHER ASSISTANCE, C DECLINED.

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

CRR-SV TRANSFERRING FILE TO RCAS FOR FURTHER REVIEW.

@06/22-ZSV648N

@06/23-ZSR768N

RCAS-SR PLACED CALL TO C ON DAY/EVENING PHONE 06/23/09 6:35PM EST

RCAS-SR LEFT VMX

@06/23-ZSR768N

@06/25-ZSR768N

RCAS-SR PLACED CALL TO C ON DAY/EVENING PHONE 06/25/09 2:46PM EST

RCAS-SR LEFT VMX

@06/25-ZSR768N

@06/29-ZSR768N

RCAS-SR PLACED CALL TO C ON DAY/EVENING PHONE 06/30/09 4:29PM EST

RCAS-SR LEFT VMX

@06/29-ZSR768N

@07/01-ZHL639N

CRR-HL RECEIVED INBOUND CALL FROM C.

CRR-HL VERIFIED C'S NAME, ADDRESS AND DAY/EVE PHONE NUMBERS.

C PROVIDED CELL NUMBER [REDACTED] ANYTIME AND ADVISED DAY NUMBER 9AM-5PM.

C STATES C IS BRING VEH TO DLR TOMORROW FOR REGULAR MAINTENANCE. C STATES VEH IS NOT SAFE TO DRIVE. C STATES THIS IS TWO MAJOR RECALLS.

C IS REQUESTING CALLBACK. C THINKS VEH IS A LEMON.

C STATES RCAS HAS NOT CONTACTED C.

CRR-HL ADVISED THAT RCAS CONTACT C 6/23/09 6/25/09 AND 6/29/09.

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CRR-HL CONFIRMED DAY NUMBER IS CORRECT.
CRR-HL ADVISED C THAT RCAS WILL CONTACT C BY END OF TODAY'S BUSINESS DAY.
CRR-HL SENT INTERNAL MSG TO RCAS REQUESTING CALLBACK.
CRR-HL OFFERED FURTHER ASSISTANCE, C DECLINED.
CRR-HL GAVE NAME, EXTENSION AND FILE NUMBER TO C.
CRR-HL EXITING FILE. @07/01-ZHL639N
**** @07/01-ZSR768N
RCAS-SR RECEIVED VMX FROM C 07/01/09 @07/01-ZSR768N
**** @07/01-ZSR768N
RCAS-SR PLACED CALL TO C ON DAYTIME PHONE 07/01/09 4:32PM EST @07/01-ZSR768N
RCAS-SR LEFT VMX @07/01-ZSR768N
RCAS-SR PLACED CALL TO C ON EVENING PHONE 07/01/09 4:33PM EST @07/01-ZSR768N
RCAS-SR SPOKE WITH C @07/01-ZSR768N
RCAS-SR INQUIRED ABOUT C'S CONCERN @07/01-ZSR768N
C STATES THAT C HAD SENT IN A LETTER WITHIN THE LAST YEAR AND NEVER RECEIVED
A FOLLOW UP. @07/01-ZSR768N
C STATES THAT C FEELS THAT NNA SHOULD ASSIST WITH THE DENT IN BUMPER AS C
FEELS THAT THIS WAS CAUSED BY THE BREAK MASTER RECALL. @07/01-ZSR768N
C ADVISED THAT C HAD LOST ALL OF C'S BRAKE FLUID WHILE DRIVING @07/01-ZSR768N
RCAS-SR ADVISED THAT RCAS CAN LOOK INTO THIS FOR C @07/01-ZSR768N
C STATES THAT C IS ALSO CONCERNED THAT THERE IS CURRENLTLY AN ISSUE WITH C'S
AIRBAG. @07/01-ZSR768N
C ADVISED THAT C JUST RECEIVED A RECALL NOTICE THAT THERE MAY BE AN ISSUE WITH
THE VEH AIRBAGS. @07/01-ZSR768N
C STATES THAT C FEELS THAT THIS MAY BE SOME SORT OF LEMON LAW ISSUE.
RCAS-SR ADVISED THAT RCAS DOES NOT BELIEVE THAT RECALLS ARE CONSIDERED LEMON
REPAIRS. @07/01-ZSR768N
RCAS-SR ADVISED THAT RCAS HAD ONLY SEEN ONE REPAIR ON THE VEH. @07/01-ZSR768N
RCAS-SR ADVISED THAT C MAY WANT TO CONSULT THE SUPPLEMENT TO WARRANTY BOOKLET
FOR C'S STATE LEMON LAW. @07/01-ZSR768N
C STATES THAT THERE IS ALSO A CONCERN WITH THE A/C HAVING A MOLD SMELL.
RCAS-SR INQUIRED IF C HAS HAD VEH INSPECTED BY NISSAN DLR. @07/01-ZSR768N
C STATES NO, NOT IN REGARDS TO THE A/C. @07/01-ZSR768N
C ADVISED THAT C WAS IN THE DLR ABOUT A YEAR AGO FOR BUMPER CONCERN AND WAS
ADVISED THAT DLR WOULD NOT BE ABLE TO ASSIST WITH THIS CONCERN. @07/01-ZSR768N
C ADVISED THAT C TOOK THE VEH TO THE BUMPER MEDIC AND WAS QUOTED AT 300\$
RCAS-SR INQUIRED IF THIS WAS A BODY SHOP IN WHICH THE DLR ADVISED TO USE.
C STATES NO. @07/01-ZSR768N
RCAS-SR UNDERSTOOD AND ADVISED TO INQUIRED WITH DLR IF DLR HAS BODY SHOP.
C ADVISED THAT C HAS APPT TO GO INTO DLR TOMORROW TO HAVE CONCERNS INSPECTED
RCAS-SR ADVISED THAT RCAS WILL FOLLOW UP AFTER VEH HAS BEEN INSPECTED.
C AGREED AND THANKED FOR FOLLOW UP @07/01-ZSR768N
**** @07/02-ZSR768N
RCAS-SR PLACED CALL TO 3452_ DESERT NISSAN 07/02/09 5:53PM EST @07/02-ZSR768N
RCAS-SR SPOKE WITH SM JOHN TORRES @07/02-ZSR768N
SM ADVISED THAT C'S LAST VISIT TO DLR WAS 02/09 @07/02-ZSR768N
SM ADVISED NO NOTES ON BUMPER CONCERN @07/02-ZSR768N
RCAS-SR UNDERSTOOD AND THANKED FOR ASSISTANCE @07/02-ZSR768N
*** @07/02-ZSR768N
RCAS-SR PLACED CALL TO C ON DAYTIME PHONE 07/03/09 2:31PM EST @07/03-ZSR768N
RCAS-SR SPOKE WITH C @07/03-ZSR768N
RCAS-SR ADVISED THAT RCAS HAD FOLLOWED UP WITH THE DLR YESTERDAY AND WAS
ADVISED THAT THE VEH HAS NOT BEEN SEEN SINCE 02/09 @07/03-ZSR768N
C ADVISED THAT C WAS IN THE DLR YESTERDAY TO HAVE AN OIL CHANGE AND FILTER.
RCAS-SR INQUIRED IF C HAD EXPRESSED CONCERNS OF OTHER ISSUES WITH THE VEH
C STATES THAT C DOES NOT KNOW, C STATES THAT C JUST DROPPED THE VEH OFF.

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RCAS-SR ADVISED THAT C WOULD NEED TO ADVISE WHAT C WOULD LIKE INSPECTED.
C STATES THAT C JUST ASSUMED THAT THE DLR WOULD LOOK. @07/03-ZSR768N
RCAS-SR INQUIRED IF C WAS PROVIDED WITH A WORK ORDER STATING WHAT HAD BEEN
DONE. @07/03-ZSR768N
C STATES THAT C DOES NOT KNOW AND CAN NOT BE BOTHERED AS THIS IS RCAS JOB.
C STATES THAT C SHOULDNT HAVE TO WASTE C'S TIME @07/03-ZSR768N
C STATES THAT C IS BUSY AND WELL GET TO THIS WHEN C CAN @07/03-ZSR768N
RCAS-SR ADVISED THAT RCAS IS UNABLE TO FIND THIS INFORMATION AND WOULD
REQUEST THAT IF C HAS AVAILABLE WOULD BE BENEFICIAL TO SEND TO RCAS.
C STATES THAT C IS TO BUSY FOR THIS AND DISCONNECTED CALL @07/03-ZSR768N
RCAS-SR CLOSING FILE PENDING FURTHER CONTACT FROM C @07/03-ZSR768N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

CONTACT(S):
SATISFIED: Y ACTION CODE: NT8G ROOT CAUSE: SCDS
CALLBACK: (Y/N) #: 0 DATE: 00 / 00 / 00 USERID:
REOPEN: CALLBACK #: 0 DATE: 00 / 00 / 00 USERID:
NEW INFO #: DATE: 00 / 00 / 00 USERID:
OTHER #: DATE: 00 / 00 / 00 USERID:
COMMENTS ONLY: #: 0 DATE: 00 / 00 / 00 USERID:
RESP DLR: 3452 EFFECTIVE: 06 / 22 / 09 CHANGED BY:
IIR-DATE: 00 / 00 / 00 TRANS DATE: 00 / 00 / 00 CHECK REQUESTED: NO
3RD PRY: PART#: CHECK ISSUED: NO
BYBACK ST: OPENED BY: ZSV648N
HISTORY: UPDATE BY: ZSR768N
SVC CALL#: UPDATE DATE: 07 / 03 / 09
CLOSE: Y (Y/N) CLOSE DATE: 07 / 03 / 09 MICROFILM: N
RESP CAA: ROBERTSON, SHANNON OLM: SMIT AGNES DOM: JANES, PATRICK
PHONE: 0000000000 OWNER FIRST: LANGUAGE: E ENGLISH

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DATE: 8/10/2011
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----- CONSUMER AFFAIRS -----

CA6526315

SERVICE CONTRACTS SUMMARY

DATE: 8/10/2011
TIME: 11:09:17 AM
MODEL YEAR: 2008.0
MAKE:
MODEL LINE: SEN

NAME: [REDACTED] VIN:
IN SCV DATE: 1/7/2008

SEO NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
36	[REDACTED]	3452 NV	1/7/2008	1/7/2015	70,000		

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CONTRACT: [REDACTED]	CONTRACT:
OWNER NAME: [REDACTED]	OWNER NAME:
PLAN TYPE: C	PLAN TYPE:
PLAN TERM: O	PLAN TERM:
DEDUCTABLE: \$ 50	DEDUCTABLE:
EFFECTIVE: 01/07/08	EFFECTIVE:
EXPIRES: 01/07/15 MILES: 70,000	EXPIRES: MILES:
CANCEL: MILES:	CANCEL: MILES:
TRANSFER:	TRANSFER:
TRANSACTION: 1/16/2008	TRANSACTION:
PRINTED: 01/19/08	PRINTED:
DEALER NO: 3452 STATE: NV	DEALER NO: STATE:
DEALER NAME: DESERT NISSAN	DEALER NAME:

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: DURHAM
ST/ZIP: NC [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: 3N1AB61E88L [REDACTED] Y
YR/MDL: 2008.0 SEN MILEAGE: 12100
IN SVC DATE: 11 / 28 / 08
VCAN: N RTL DLR: 3808 SUTHERLIN NISSAN MALL/GA
PAID: SVC DLR: 3808 SUTHERLIN NISSAN MALL/GA
SUSP: RESP DLR: 3808 SUTHERLIN NISSAN MALL/GA
DENY: 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: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 3808_ SUTHERLIN NISSAN
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 09 / 25 / 09 XFER/RSPNSBLTY: 34 01 S
CONTACT (S): FOLLOWUP DATE: 10 / 19 / 09 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 10 / 19 / 09 DATANET (Y/N): 09 / 29 / 09

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD BRAKES YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZEL799N 09/25/2009

[REDACTED] @09/25-ZEL799N

PREVIOUS FILES FOUND: NONE

CRR-EL VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY, EVENING PHONE NUMBERS, EMAIL ADDRESS AND RESPONSIBLE DLR.

CRR-EL CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE

CLSD PM952 B16 CURTAIN AIRBAG NTB09-026

CRR-EL ADVISED C OF RECALL STATUS.

PREVIOUS NISSAN/INFINITI VEHICLE(S): NONE

CRR-EL RECEIVED CALL FROM C'S WIFE ([REDACTED]).

C STATED THAT WARNING LIGHTS ON THE DASHBOARD IS LIGHTING UP.

C STATED THAT C TAKEN THE VEH TO SUTHERLIN NISSAN LAST TUESDAY AND C WAS

ADVISED THAT THE MASTER BRAKE CYLINDER NEEDS TO BE REPLACED.

C STATED THAT CHANGING THE PART IS A MAJOR REPAIR.

C STATED THAT C IS SCARED TO DRIVE NOW THE VEH. @09/25-ZEL799N

C STATED THAT C SEEN ON A CARFAX REPORT USING C'S VIN THAT THERE IS 8 REPORTS ON C'S VEH.

C STATED THAT C WANTED TO KNOW WHY THE MASTER BRAKE CYLINDER NEEDS TO BE REPLACED BECAUSE THE NISSAN DLR DID NOT EXPLAIN TO C WHY. @09/25-ZEL799N

CRR-EL ADVISED C THAT CRR-EL WILL BE SENDING THE FILE TO RCAS THAT WILL REVIEW THE FILE AND WILL CALL C BACK BY THE END OF THE NEXT BUSINESS DAY.

C THANKED CRR-EL FOR ASSISTANCE, C SATISFIED.

CRR-EL OFFERED FURTHER ASSISTANCE, C DECLINED

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

CRR-EL TRANSFERRING FILE TO RCAS. @09/25-ZEL799N

RCAS-KF IN RECEIPT OF FILE AND DATANETTING FILE TO DLR, 09/28 AT 8:54 AM EST.

RCAS-KF CALLED C ON DAY/EVE NUMBER, 09/28 AT 3:18 PM EST, LEFT VMX.

*** @09/28-ZKF621N

RCAS-KF CALLED DLRSHIP, 09/30 AT 11:28 AM EST, SPOKE WITH SERVICE MANAGER PAUL NEWTON. SM STATED THAT THE PART FAILED INTERNALLY AND THE FLUID WAS LEAKING INTERNALLY INTO THE BRAKE BOOSTER. SM STATED THAT THE CAUSE OF FAILURE WAS ALSO DOCUMENTED ON THE C'S R/O. SM STATED THAT THE REPAIR WAS PERFORMED AND WAS COVERED UNDER WARRANTY. @09/30-ZKF621N

*** @09/30-ZKF621N

RCAS-KF CALLED C ON DAY/EVE NUMBER, 09/30 AT 11:38 AM EST, LEFT VMX.

*** @09/30-ZKF621N

RCAS-KF CALLED C ON DAY/EVE NUMBER, 10/02 AT 9:58 AM EST, LEFT VMX.

RCAS-KF CALLED C ON DAY/EVE NUMBER, 10/06 AT 12:19 PM EST, LEFT VMX.

RCAS-KF CLOSING FILE AS C HAS BEEN CONTACTED 3 TIMES WITH NO RESPONSE OR CALLBACK.

*** @10/06-ZKF621N

***** @10/08-ZJC504N

CRR-JC RECEIVED CALL FROM MRS [REDACTED], SPOUSE AND PROVIDED THE FILE NUMBER.

CRR-JC UPDATED ADDRESS AND PHONE NUMBERS.

C STATED THAT C HAS BEEN WAITING FOR A CALL NNA CA. @10/08-ZJC504N

CRR-JC INFORMED C THA TTHE RCAS CALLED C SEVERAL TIMES BUT REACHED ONLY VMX.

C STATED THAT C CHANGED THE PHONE NUMBERS.

CRR-JC SENT A MESSAGE TO RCAS-KF AND ADVISED C TO WAIT FOR A CALL.

C THANKED CRR-JC FOR ASSISTANCE, C SATISFIED.

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CRR-JC OFFERED FURTHER ASSISTANCE, C DECLINED.
CRR-JC GAVE C NAME, EXTENSION AND FILE NUMBER.
CRR-JC CLOSING FILE.

@10/08-ZJC504N

RCAS-KF CALLED C ON DAY/EVE NUMBER, 10/09 AT 11:15 AM EST, SPOKE WITH C.
RCAS-KF ADVISED C THAT RCAS-KF SPOKE WITH THE SM AND THAT THE SM STATED THAT
THE FLUID LEAKED INTERNALLY INTO THE BRAKE BOOSTER. RCAS-KF ADVISED C THAT
THE DLRSHIP STATED THAT THE REPAIR WAS ALSO DOCUMENTED ON C'S R/O. C STATED
THAT C'S QUESTION TO NNA IS WHY THIS REPAIR WOULD BE NEEDED SO EARLY ON IN
THE LIFE OF THE VEH. C STATED THAT C WOULD LIKE A CAR FAX ON THE VEH. RCAS-KF
ADVISED C THAT THE C WOULD NEED TO OBTAIN THAT INFORMATION AS NNA DOES NOT
HAVE CAR FAX REPORTS AT NNA. C STATED THAT C IS REALLY CONCERNED WITH THE
ISSUE AND THAT C IS VERY UPSET. C STATED THAT C WOULD LOOK INTO THE ISSUE
FURTHER AND THAT C WOULD JUST LIKE C'S CONCERN DOCUMENTED IN THE SYSTEM.
RCAS-KF ASSURED C THAT C'S CONCERNS HAVE BEEN DOCUMENTED. C THANKED
RCAS-KF AND ENDED CALL.
RCAS-KF CLOSING FILE.

*

RCAS-KF NOTING FILE SYNOPSIS:

RCAS-KF NOTING THAT C CONTACTED NNA AS THE BRAKE MASTER CYLINDER ASSEMBLY WAS
REPLACED AND C WAS CONCERNED THAT THIS PART FAILED SO EARLY ON. RCAS-KF NOTING
THAT THE C STATED THAT THE C WOULD BE LOOKING INTO THE MATTER FURTHER AND JUST
WANTED C'S CONCERNS DOCUMENTED IN THE SYSTEM.
FILE CLOSED.

@10/09-ZKF621N

CRR-DC RECEIVED CALL FROM C.

CRR-DC VERFIED NAME AND ADDRESS.

CRR-DC CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @10/09-ZDC161N

CLSD PM952 B16 CURTAIN AIRBAG NTB09-026 04/06/09 05/25/09 06/30/09 3808

C CALLED TO REPORT A SERIOUS PROBLEM WITH NISSAN VEH.

C STATES DOES HAVE A REFERENCE NUMBER AND STATES THE RCAS AGENT WAS NOT
HELPFUL AND WAS ABRUPT WITH C.

C STATES IF CRR-DC CAN NOT ASSIST, THEN C REQUESTS FOR A SUPERVISOR TO BE
IN CONTACT WITH C.

C STATES IS FRUSTRATED WITH THE SITUATION AND STATED IF NOTHING IS
RESOLVED, C WILL SEEK LEGAL COUNSEL.

CRR-DC INQUIRED IF C IS NOT SATISFIED WITH NNA'S FINAL DECISION. @10/09-ZDC161N

C STATED YES AND THAT THE BRAKE MASTER CYLINDAR WAS REPAIRED.

CRR-DC STATED THAT THERE WAS A SVC CAMPAIGN FOR BRAKE MASTER CYLINDAR HOWEVER
IT IS NOT SPECIFIC TO C'S VIN. @10/09-ZDC161N

C STATED RECEIVED A CAR FAX REPORT STATING THAT C'S VEH WAS INVOLVED IN AN
ACCIDENT.

CRR-DC ASSURED C THAT IF THE VEH WAS INVOLVED IN AN ACCIDENT, THERE WOULD
BE A TITLE TO THE VEH OF EITHER "BRANDED" OR "SALVAGED" AND NEITHER TITLE
HAS BEEN ADDED TO C'S VEH. @10/09-ZDC161N

C STATED WHEN REPAIRS WERE DONE BY SA, THE SA DID NOT EXPLAIN WHAT WAS DONE
ONLY STATING "ITS BEEN REPAIRED".

C STATED HAS MADE SEVERAL ATTEMPTS TO BE IN CONTACT WITH PAUL NEWTON TO NO
AVAIL. @10/09-ZDC161N

C STATED THIS HAS BEEN A NERVE RACKING EXPERIENCE AND C WANTS TO HAVE PEACE
OF MIND THAT THIS WILL NOT BE HAPPENING.

C STATED C'S VEH IS NEW AND IS SHOCKED TO KNOW THAT THIS REPAIR HAD TO BE DONE
SO EARLY INTO VEH OWNERSHIP. @10/09-ZDC161N

CRR-DC EMPATHIZED WITH C'S VEH CONCERNS AND STATED CAN SEND AN INTERNAL MSG
TO RCAS-KF WITH C'S REQUEST TO HAVE SA CONTACT C REGARDING VEH. @10/09-ZDC161N

CRR-DC PROVIDED C WITH CRR-DC'S NAME AND EXTENSION.

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C THANKED CRR-DC FOR C'S ASSISTANCE AND LISTENING PATIENTLY.
CRR-DC SENDING AN INTERNAL MSG TO RCAS-KF.
CRR-DC EXITING FILE.

@10/09-ZDC161N

RCAS-KF SPOKE WITH SERVICE MANAGER PAUL NEWTON 10/09 AT 12:29 PM EST. RCAS-KF ADVISED C THAT C CONTACTED NNA ONCE AGAIN AND THAT C WOULD LIKE TO SPEAK WITH THE SM. SM STATED THAT THE C JUST CALLED THE DLRSHIP A COUPLE OF MINUTES AGO AND SM WAS ADVISED THAT THERE WAS AN IRATE C ON THE PHONE. SM STATED THAT SM WOULD CALL C RIGHT NOW AND SPEAK WITH C ON THE MATTER. RCAS-KF THANKED SM.

@10/09-ZKF621N

RCAS-KF CALLED C ON DAY/EVE NUMBER, 10/12 AT 1:10 PM EST, NO VMX.

*****88

@10/12-ZKF621N

CRR-JP RECEIVED CALL FROM C.

CRR-JP VERFIED NAME AND ADDRESS.

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

NONE.

CRR-JP ADVISED CUSTOMER OF ANY OPEN RECALLS.

C STATES C WOULD LIKE ASSITSANC EIN GETTING TOUCH WITH THE DLR.ZJP000N

@10/12-ZJP000N

C STATES C RECEIVED CALL FROM RCAS-KF.

@10/12-ZJP000N

C STATES C WA SRESPIONDING BUT DID NOT HEAR RCAS-JKF SAY ANYTHING.'

@10/12-ZJP000N

CRR-JP INQUIRED AS TO C'S BEST CONTACT TIMES FOR TODAY AND TOMMOROW.

C STATES C WOULD LIEK TO KNOW IF C'S WARRANTY WAS VALID AT ANOTHER DLR.

@10/12-ZJP000N

CRR-JP ADVISED C TAHTY C';S VEH IS STILL WITHIN COVERAGE.

@10/12-ZJP000N

CRR-JP PROVIDED C MICHEAL JORDAN NUISSAN CONTACT INFO.

@10/12-ZJP000N

@10/12-ZJP000N

C UNDERSTANDS.

@10/12-ZJP000N

CRR-JP SENDINIGN INTERNAL MESSAGE.

@10/12-ZJP000N

CRR-JP EXITING FILE.

@10/12-ZJP000N

RCAS-KF CALLED C ON DAY/EVE NUMBER, 10/13 AT 11:27 AM EST, LEFT VMX.

RCAS-KF CALLED DLRSHIP, 10/15 AT 12:14 PM EST. RCAS-KF WAS ADVISED THAT SM WAS NOT IN AT THE DLRSHIP.

@10/15-ZKF621N

RCAS-KF CALLED C ON DAY/EVE NUMBER, 10/15 AT 1:53 PM EST, NO VMX.

@10/15-ZKF621N

RCAS-KF CALLED C ON DAY/EVE NUMBER, 10/16 AT 11:36 AM EST, NO VMX.

@10/19-ZKF621N

RCAS-KF CALLED C ON DAY/EVE NUMBER, 10/19 AT 9:37 AM EST, LEFT VMX.

RCAS-KF SENDING POSTCARD AND CLOSING FILE AS C HAS BEEN CONTACTED 3 TIMES WITH NO RESPONSE.

@10/19-ZKF621N

CRR-VG RECEIVED POSTCARD REQUEST

CRR-VG SENT POSTCARD TO C.

CRR-VG EXITING FILE PENDING C'S RESPONSE.

@10/22-ZVG588N-COMMENT

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

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CUSTOMER.

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT4C	ROOT CAUSE: SCSV	SDDC
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:	
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:	
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:	
OTHER #: 2	DATE: 10 / 09 / 09	USERID: ZDC161N	
COMMENTS ONLY: #: 1	DATE: 10 / 22 / 09	USERID: ZVG588N	
RESP DLR: 3808	EFFECTIVE: 09 / 25 / 09	CHANGED BY:	
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO	
3RD PRY:	PART#:	CHECK ISSUED: NO	
BYBACK ST:	OPENED BY: ZEL799N		
HISTORY:	UPDATE BY: ZKF621N		
SVC CALL#:	UPDATE DATE: 10 / 22 / 09		
CLOSE: Y (Y/N)	CLOSE DATE: 10 / 19 / 09	MICROFILM: N	
RESP CAA: FERREIRA, KRISTY	OLM: ROYSTER KAREN	DOM:	
PHONE: 0000000000	OWNER FIRST:	LANGUAGE: E ENGLISH	

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SC: NONE

NAME: [REDACTED] VIN: 3N1AB61E17L [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2007.0 SEN MILEAGE: 50600
CITY: EAST WINDSOR IN SVC DATE: 04 / 21 / 07
ST/ZIP: NJ [REDACTED] VCAN: N RTL DLR: 3181 HALDEMAN NISSAN, INC.
DAY PH: [REDACTED] PAID: 4 SVC DLR: 3181 HALDEMAN NISSAN, INC.
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 3181 HALDEMAN NISSAN, INC.
DLR PH: [REDACTED] DENY: 0 REGION: 26 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) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 2
VEHICLE MAINTAINED BY: INDEPENDENT FACILITY
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 14600 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 12 / 23 / 09 XFER/RSPNSBLTY: 26 05 S
CONTACT (S): FOLLOWUP DATE: 01 / 05 / 10 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 01 / 06 / 10 DATANET (Y/N): 12 / 28 / 09

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD BRAKES YI OOW GOODWILL ASSISTANCE REQUEST
OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD BRAKES YX POOR OR IMPROPER OPERATION
OA VEHICLE CONCERNS 139000 ENGINE MOUNT (MOUNT/DAMPNER/BACKET)
AG ENGINE MECHANICAL YI OOW GOODWILL ASSISTANCE REQUEST
OA VEHICLE CONCERNS 139000 ENGINE MOUNT (MOUNT/DAMPNER/BACKET)
AG ENGINE MECHANICAL ZB BROKEN/CRACKED

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FILE OPENED-ZSZ808N 12/23/2009

NO EMAIL

@12/23-ZSZ808N

PREVIOUS FILE FOUND: NONE

CRR-SZ VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, MAIN AND ALTERNATE PHONE NUMB

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

CLSD PM813 SENTRA BR-MSTR CYL NTB08-067 06/28/08 11/10/08 03/31/09 3181

OPEN PM952 B16 CURTAIN AIRBAG NTB09-026 04/06/09 06/15/09 00/00/00

CRR-SZ ADVISED C OF RECALL STATUS.

PREVIOUS NISSAN/INFINITI VEHICLE(S): 1 (NOT VERIFIED)

CRR-SZ RECEIVED CALL FROM C.

C STATED THAT C HAD BROUGH THE VEH AT 3181_ HALDEMAN NISSAN, INC YESTERDAY.

C STATED THAT THE OTHER DAY C HAD NOTICED THAT THERE WAS GREEN FLUID THAT IS LEAKING, THE VEH WAS IDLING AND BRAKE LIGHT WAS POPPING SPORATICALLY.

C STATED THAT THE DLRSHV ADVISED C THAT THE MASTER CYLINDER IS LEAKING

INTERNALLY AND C NEEDS TO PAY \$600 FOR THE REPAIRS FOR THE PART.@12/23-ZSZ808N

C IS SEEKING ASSISTANCE FOR THE ISSUES WITH THE VEH.

CRR-SZ ADVISED C THAT THE FILE WOULD BE TRANSFERRED TO AN RCAS

AND THE RCAS WOULD BE INVESTIGATING C'S CONCERN AND WOULD

BE CALLING C BEFORE THE END OF THE NEXT BUSINESS DAY.

C THANKED CRR-SZ FOR ASSISTANCE, C SATISFIED.

CRR-SZ OFFERED FURTHER ASSISTANCE, C DECLINED

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

CRR-SZ TRANSFERRING CALL TO RCAS.

@12/23-ZSZ808N

* * *

CRR-AO RECEIVED CALL FROM: C; PROVIDED FILE NUMBER

CRR-AO VERIFIED C'S NAME AND CHANGES ON C'S CONTACT INFO

C STATES THAT C WANTED TO ADD ANOTHER INFO ON THE VEH ISSUE.

C STATES THAT APPARENTLY, THE MOTOR MOUNT IS BAD AND THE VEH HAS 50000 MILES.

C STATES THAT THE ENGINE WAS REPLACED AT 35000 MILES AND C WANTED TO VERIFY IF THE VEH MOTOR MOUNTS WERE REPLACED TOGETHER WITH THE ENGINE SINCE THE MOUNTS SHOULD NOT HAVE FAILED SINCE IT HAD JUST BEEN 15000 MILES SINCE ENGINE REPLACEMENT.

CRR-AO ADVISED C THAT CONCERN HAD BEEN PROPERLY DOCUMENTED.

CRR-AO ADVISED C THAT THE FILE IS ALREADY UNDER THE RESPONSIBILITY OF A REGIONAL SPECIALIST WHICH IS THE BEST PERSON TO TALK TO ABOUT THE CONCERN.

CRR-AO ADVISED C THAT CRR-AO WILL SEND INTERNAL MESSAGE TO RESPONSIBLE AGENT FOR THE REQUESTED CALL BACK

C THANKED CRR-AO FOR ASSISTANCE, C SATISFIED.

CRR-AO OFFERED FURTHER ASSISTANCE, C DECLINED

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

CRR-AO SENDING INTERNAL MESSAGE TO RCAS-MM AND EXITING FILE.

@12/28-ZA0808N

@12/28-ZMM816N

RCAS-MM REVIEWED AND DATANETTED FILE

@12/28-ZMM816N

RCAS-MM CALLED 3181_ HALDEMAN NISSAN, INC. AT 1:23 PM EST ON 12/28/09 AND SPOKE TO SM-RANDY WARNER AND SM STATED THAT C NEEDS AN ENGINE MOUNT, SM STATED THAT THERE WAS AN ENGINE PUT IN MARCH 2009 AND 16,000 MILES AGO. SM STATED THAT THE OLD MOUNTS STAY ON THE VEH WITH THE ENGINE REPLACEMENT THE SM DOES NOT GET NEW MOUNTS. SM STATED THAT C STATED THAT THIS ISSUE OF THE ENGINE BANGING STARTED A FEW WEEKS. SM STATED THAT THERE WAS A RECALL ON THE MASTER CYLINDER AND AT THE TIME THAT OF THE INSPECTION THE MASTER CYLINDER WAS FINE AND NOW THE ISSUE HAS OCCURED. SM STATED THAT THE GRT WAS DECLINED. SM STATED THAT C HAS NOT BEEN TO THE DLR IN ABOUT 16,000. SM STATED THAT C IS REFUSING TO RETURN THE LOANER VEH AND THE DLR IS GOING TO HAVE TO REPORT THE LOANER

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STOLEN. SM STATED THAT THE FOM DECLINES ASSISTANCE AS C IS NOT WILLING TO PAY FOR ANY REPAIRS AND IS NOT RETURNING THE LOANER.

@12/28-ZMM816N

@12/28-ZMM816N

@12/28-ZMM816N

RCAS-MM CALLED C ON DAY NUMBER AT 1:46 PM EST ON 12/28/09 AND RCAS ADVISED C THAT RCAS HAS LOOKED INTO THIS AND WHEN AN ENGINE IS REPLACED THE MOTOR MOUNTS ARE NOT. C STATED THAT THE DLR DID THE DAMAGE WHEN THE DLR REPLACED THE MOUNTS RCAS ADVISED THAT IF THAT WAS THE CASE C WOULD OF FELT THE DAMAGE ALOT SOONER THEN 16,000 MILES LATER. RCAS ADVISED THAT NNA WILL NOT BE PROVIDING ASSISTANCE WITH THIS REPAIR. C STATED AND WHAT ABOUT THE OTHER ISSUE. RCAS ADVISED C THAT NISSAN WILL NOT BE PROVIDING ASSISTANCE WITH THIS REPAIR AS C IS OUT OF WARRANTY. C STATED THAT THIS IS A RECALL THOUGH, RCAS ADVISED THAT C DID HAVE THE RECALL DONE AND C'S VEH WAS NOT AFFECTED. C STATED THAT C IS NOT ACCEPTING THAT AND WILL NOT RETURN THE LOANER VEH. RCAS ADVISED THAT IS SOMETHING THAT C NEEDS TO WORK OUT WITH THE DLR BUT AT THIS TIME THE SM HAS TOLD RCAS THAT IF THE LOANER IS NOT RETURNED THEN THE DLR WILL BE REPORTING THE VEH STOLEN. C STATED THAT C THOUGHT THAT THERE IS A LIFE TIME WARRANTY WITH THE RECALL AND THE DLR NEVER TOLD C THAT IT WAS A ONE TIME SHOT. RCAS ADVISED THAT RECALLS ARE NOT A LIFE TIME WARRANTY AND THAT THE RECALL DOES NEED TO BE INSPECTED RIGHT AWAY AND NOT WHEN C THINKS IT IS FIT. C STATED THAT C WOULD OF WAITED. C STATED THAT C WANTS TO SPEAK TO A RS RIGHT NOW. RCAS ADVISED THAT RCAS CAN HAVE A RS CALL C BY THE END OF NEXT BUSINESS DAY. C STARTED TO USE UNPROFESSIONAL LANGUAGE. RCAS ASKED C TO KEEP IT PROFESSIONAL C STATED THAT C DID NOT RECEIVE NOTICE OF THE RECALL. RCAS ADVISED C THAT NNA DID SEND C OUT A LETTER. C STATED THAT C DID NOT GET IT. C STATED THAT NO ONE NOTIFIED C OF THE POLICY THAT THE RECALL IS A ONE TIME SHOT. RCAS APOLOGIZED FOR THAT BUT THE RECALL IS NOT A LIFE TIME WARRANTY. C STATED THAT THIS IS NOT OK WITH C AND C WANTS AN RS. RCAS ADVISED THAT AN RS WILL CALL C BY THE END OF NEXT BUSINESS DAY. C STATED THAT C WILL CALL BACK EVERY 5 MINS TILL C GET C'S WAY, C STATED THAT C IS NOT PAYING FOR ANYTHING. C

DISCONNECTED CALL

@12/28-ZMM816N

RCAS-MM SENT ESCALATION AT 2:17 PM EST ON 12/28/09

@12/28-ZMM816N

@12/29-ZSL991N

RS-SL CALLED C ON DAY NUMBER ON 12/29/09 AT 2:51PM EST. RS-SL LEFT VMX FOR C.

RS-SL CALLED C ON EVENING NUMBER ON 12/29/09 AT 2:52PM EST. RS-SL LEFT VMX.

@12/29-ZSL991N

RS-SL SETTING FOLLOW UP FOR 12/31/09 PENDING CUSTOMER CALLBACK.

@12/29-ZSL991N

**]

@12/31-ZMM816N

RCAS-MM RECEIVED A CALL FROM SM-RANDY WARNER AT 4:31 PM EST ON 12/30/09 AND SM STATED THAT SM ADJUSTED PRICES FOR C AND C HAD THE REPAIRS AND SM IS SURE THAT C LEFT THE DLR HAPPY.

@12/31-ZMM816N

**

@12/31-ZMM816N

SR-VH CALLED C ON DAY NUMBER AT 11:21AM EST ON 12/31/09 AND LEFT VMX FOR C TO CONFIRM VEH HAS BEEN REPAIRED. SR ADVISED C TO CALL BACK F C HAS ANY FURTHER QUESTIONS OR CONCERNS.

@12/31-ZVH038N

SR-VH CALLED C ON EVENING NUMBER AT 11:22AM EST ON 12/31/09 AND LEFT MESSAGE WITH PERSON FOR C TO CALL SR BACK.

@12/31-ZVH038N

SR-VH NOTES NO VMS HAS BEEN RECEIVED FROM C. SR NOTES FILE CAN BE CLOSED.

@01/06-ZVH038N

**

@01/06-ZMM816N

RCAS-MM UPDATING TREAD ACT

@01/06-ZMM816N

RCAS-MM CLOSING FILE AS C CALLED ASKING FOR ASSISTANCE WITH MASTER CYLINDER AND THE MOTOR MOUNT. RCAS TALKED TO SM AND MS TALKED TO FOM AND FOM DECLINED ASSISTANCE

@01/06-ZMM816N

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SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT3B	ROOT CAUSE: SNFA
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 0	DATE: 00 / 00 / 00	USERID:
RESP DLR: 3181	EFFECTIVE: 12 / 23 / 09	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZSZ808N	
HISTORY:	UPDATE BY: ZMM816N	
SVC CALL#:	UPDATE DATE: 01 / 06 / 10	MICROFILM: N
CLOSE: Y (Y/N)	CLOSE DATE: 01 / 06 / 10	DOM: DEVEREAUX JOHN T
RESP CAA: MERCER, MICHELLE	OLM: ROYSTER KAREN	LANGUAGE: E ENGLISH
PHONE: 0000041592	OWNER FIRST:	

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SC: ONE CONTRACT

NAME: [REDACTED] VIN: 3N1AB61E77L [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2007.0 SEN MILEAGE: 79300
CITY: WARTRACE IN SVC DATE: 10 / 30 / 06
ST/ZIP: TN [REDACTED] VCAN: Y RTL DLR: 3964 HARTS CHAPEL NISSAN
DAY PH: [REDACTED] PAID: 5 SVC DLR: 5132 VICTORY NISSAN SOUTH
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 5132 VICTORY NISSAN SOUTH
DLR PH: [REDACTED] DENY: 0 REGION: 34 DIST: SL/SV/PT: 04 04 34

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 9
VEHICLE MAINTAINED BY: VICTORY NISSAN SOUTH
OUTSIDE WARRANTY BY (B) MONTHS: 9 MILES: 41000 (PT) MONTHS: MILES: 17000

ORIG CODE: CT 11 OPEN DATE: 07 / 06 / 10 XFER/RSPNSBLTY: 34 04 S
CONTACT (S): FOLLOWUP DATE: 07 / 29 / 10 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 07 / 29 / 10 DATANET (Y/N): 07 / 08 / 10

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD BRAKES YI OOW GOODWILL ASSISTANCE REQUEST
OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD BRAKES YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZGC913N 07/06/2010

PREVIOUS FILES FOUND:

RELATED: NONE

UNRELATED: 6781402

CRR-GC VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, MAIN AND ALTERNATE PHONE #

CRR-GC UPDATED OWNER'S INFORMATION: N/A

CRR-GC CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE

PREVIOUS NISSAN/INFINITI VEH: N/A

CRR-GC RECEIVED CALL FROM: C

C STATED HAS 2007 SENTRA AND HAS RECALL FOR BRAKE MASTER CYLINDER

C STATED TOOK THE VEH AND THE RECALL WAS PERFORMED

C STATED HAVING ISSUE THE BRAKE MASTER CYLINDER RIGHT NOW @07/06-ZGC913N

C STATED THE VEH WAS DIAGNOSED AT THE DLRSHIP ON FRIDAY LAST WEEK

C STATED THE NAME OF THE DLRSHIP IS 5132_ VICTORY NISSAN SOUTH

C STATED THE NAME OF THE SERVICE ADVISOR IS PATRICK @07/06-ZGC913N

C STATED THE COST OF THE REPAIR IS \$ 427 FOR THE PART AND \$ 85 /HOUR FOR THE L

C STATED CALLING REQUESTING FOR ASSISTANCE FROM NISSAN TO COVER THE COST OF TH

REPAIR SINCE THIS HAS BEEN A RECALL FOR THE VEH @07/06-ZGC913N

CRR-GC ADVISED ABOUT THE PREVIOUS RECALL FOR THE VEH

CLSD PM813 SENTRA BR-MSTR CYL NTB08-067 06/28/08 00/00/00 1

CRR-GC INFORM C THAT FILE WILL BE TRANSFERRED TO RCAS FOR EVALUATION

CRR-GC INFORM C WILL BE CONTACTED BEFORE THE END OF THE NEXT BUSINESS DAY

CRR-GC TRNSFERRING FILE TO RCAS

C THANKED CRR-GC FOR ASSISTANCE, C SATISFIED.

CRR-GC OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-GC GAVE NAME, EXTENSION AND FILE NUMBER.

CRR-GC LEAVING FILE OPEN @07/06-ZGC913N

RCAS-FR ASSISTING WITH FILE.

RCAS-FR DATANETTED FILE TO DLRSHIP ON 07 JULY 2010 AT 4:38 PM EST.

RCAS-FR ATTEMPTED TO CONTACT C ON 07 JULY 2010 AT 4:38 PM EST ON DAY PHONE
NUMBER 931 580 4456.

RCAS-FR SPOKE WITH C. @07/07-ZFR263N

C STATES THAT C WANTS THE ISSUE DEALT WITH IMMEDIATLEY, AS C CANNOT DRIVE C'S
VEH.

RCAS-FR APOLIGIZED FOR HOW C IS FEELING, AND ASSURED C THAT RCAS IS DILIGENTLY
WORKING ON THE FILE.

RCAS-FR ADVISED THAT RCAS-SP HAS RECEIVED THE FILE AND IS CURRENTLY REVIEWING
THE FILE, AND WILL F/U WITH C BY NO LATER THAN 09 JULY 2010.

RCAS-FR OFFERED FILE NUMBER AND CONTACT INFORMATION FOR RCAS-SP.

RCAS-FR THANKED C, AND DISCONNECTED THE CALL.

@07/07-ZFR263N

RCAS-FR EXITING FILE.

@07/07-ZFR263N

@07/07-ZFR263N

@07/08-ZJL437N

RS-JL ASSISTING WITH FILE ON 07/08/10.

RS NOTES RCAS-SP IS OUT OF THE OFFICE TODAY. @07/08-ZJL437N

RS-JL CONTACTED SA-PATRICK AT 5132_ VICTORY NISSAN SOUTH AT 2:15PM EST

07/08/10. @07/08-ZJL437N

SA STATED SM IS IN CLASS TODAY.

SA STATED THERE IS A LEAK AT THE END OF THE BRAKE BOOSTER. @07/08-ZJL437N

SA STATED C IS A DECENT/CONSISTENT SVCING CUSTOMER.

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SA STATED SA WILL GET THE PRICE AND THEN REVIEW GOODWILL WITH THE SM.
SA STATED SA WILL CALL RS BACK.
RS ASKED SA IF SA COULD SEE ANY OTHER NISSANS OWNED BY C IN THE DLR'S SYSTEM,
SA STATED NO.

--- @07/08-ZJL437N

CRR-VI RECEIVED INBOUND CALL FROM C @07/08-ZVI566N

CRR-VI VERIFIED THAT NO CONTACT INFORMATION HAS CHANGED. @07/08-ZVI566N

C STATES C HAS NO WAY OF GETTING AROUND FOR PERSONNAL USE AND HAD BEEN
WITHOUT VEH FOR SOMETIME. @07/08-ZVI566N

CRR-VI ADVISED C IF DLR HAD PROVIDED LOANER, C STATED NO @07/08-ZVI566N

CRR-VI ADVISED C THAT C HAS RB POLICY ON FILE AND IF C HAD BEEN IN CONTACT

C STATES RBPOLICY WILL WILL NOT PROVIDE RENTAL @07/08-ZVI566N

CRR-VI ADVISED C WILL BE SENDING IN REQUEST FOR RENTAL ASSISTANCE

CRR-VI SENDING INTERNAL MSG TO_RS-JL

CRR-VI LEAVING FILE OPEN @07/08-ZVI566N

@07/08-ZVI566N @07/08-ZVI566N

***** @07/13-ZSP905N

RCAS-SP NOTING NO FOLLOW UP FROM THE DLR WITH THE COSTS OF THE REPAIRS.

***** @07/13-ZSP905N

RCAS-SP NOTING OUT OF OFFICE 07/02/10 TO 07/13/10 DUE TO VACATION.

RCAS-SP CALLE DLR 5132_ VICTORY NISSAN SOUTH SM-EDD PHILLIPS 07/13/10 AT 11:09

AM EST AND SM WAS NOT AVAILABLE. RCAS-SP SPOKE TO SA-PATRICK AS SM IS NOT

AVAILABLE. SM STATES \$219.37 FOR PART AND \$77.00 FOR LABOUR PER HOUR AT .9

HOURS. @07/13-ZSP905N

SA STATES THAT C IS A GOOD C TO THE DLR. @07/13-ZSP905N

SA STATES TO SPEAK TO SM. @07/13-ZSP905N

RCAS-SP REQUESTED TO BE TRANSFERRED TO SM @07/13-ZSP905N

RCAS-SP SPOKE TO SM AND SM AGREES THAT C IS A GOOD C TO THE DLR.

SM STATES THAT IT IS DEFECT AND NNA SHOULD PAY FOR THE REPAIRS, NOT THE DLR.

***** @07/13-ZSP905N

RCAS-SP SUBMITTED GOODWILL REQUEST TO FOM-AM 07/13/10 AT 11:29 AM EST

***** @07/13-ZSP905N

RCAS-SP CALLED C'S DAYTIME NUMBER AT 11:29 AM EST 07/13/10 AND SPOKE TO C

AND ADVISED THAT THE CASE IS BEING REVIEWED BY THE REGION AND WILL CALL C

07/15/10 @07/13-ZSP905N

C STATES THAT THE DLR WILL NOT PAY FOR THE RENTAL. @07/13-ZSP905N

RCAS-SP ADVISED THAT C HAS THE RENTAL FOR 5 DAYS MAX AT \$35.00 @07/13-ZSP905N

C UNDERSTOOD @07/13-ZSP905N

C ASKED WHEN WILL A DECISION BE MADE? @07/13-ZSP905N

RCAS-SP ADVISED HOPING BY THE END OF THIS WEEK @07/13-ZSP905N

C UNDERSTOOD @07/13-ZSP905N

*** @07/13-ZSP905N

RCAS-SP MOVING FOLLOW UPDATE TO 07/14/10 PENDING FEEDBACK FROM FOM

RCAS-SP RECEIVED FEEDBACK FROM FOM ASKING IF DLR WOULD BE WILLING TO PUT IN

20% COVERAGE @07/14-ZSP905N

RCAS-SP FORWARDED TO SM AND RECEIVED FEEDBACK FROM SM STATING THAT SM FEELS

THAT NNA SHOULD COVER 100% @07/14-ZSP905N

RCAS-SP FORWARDED TO FOM-AM AND ASKED FOR A FINAL DECISION ON THE CASE

07/14/10 @07/14-ZSP905N

*** @07/14-ZSP905N

RCAS-SP MOVING FOLLOW UPDATE TO 07/15/10 PENDING FOM FEEDBACK AND TO CALL C

RCSA-SP RECEIVED INTERNAL MESSAGE FROM FOM-AM STATING THAT NNA WILL COVER THE

REPAIRS FOR C @07/15-ZSP905N

RCAS-SP CALLED C'S DAYTIME NUMBER AT 02:54 PM EST 07/15/10 AND SPOKE TO C

RCAS-SP ADVISED C THAT NNA WILL BE COVERING THE REPAIR AND WILL CALL C

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07/19/10 TO FIND OUT WHEN C'S APPT IS @07/15-ZSP905N
C UNDERSTOOD @07/15-ZSP905N
** @07/15-ZSP905N
RCAS-SP MOVING FOLLOW UPDATE TO 07/19/10 TO CALL C @07/15-ZSP905N
@07/19-ZSP905N
RCAS-SP CALLED C'S DAYTIME NUMBER AT 02:43 PM EST 07/19/10 AND RCAS-SP ENDED
CALL AS NO ONE CAME ONT HE LINE WHEN THE CALL WAS ANSWERED @07/19-ZSP905N
RCAS-SP CALLED C'S EVENING NUMBER AT 02:44 PM EST 07/19/10 AND LEFT VMX
***** @07/19-ZSP905N
RCAS-SP MOVING FOLLOW UPDATE TO 07/21/10 TO CALL C @07/19-ZSP905N
***** @07/20-ZSP905N
RCAS-SP RECEIVED VMX FROM C 07/19/10 AT 05:05 PM EST REQUESTING CALL BACK
TO EVENING NUMBER @07/20-ZSP905N
RCAS-SP CALLED C'S EVENING NUMBER AT 08:26 PM EST 07/20/10 AND LEFT VMX
***** @07/20-ZSP905N
CRR-MM RECEIVED CALL FROM: C, PROVIDED FILE NUMBER.
CRR-MM VERIFIED C'S NAME AND CHANGES ON C'S CONTACT INFORMATION.
C STATED:
C WOULD LIKE TO SPEAK WITH RCAS-SP
CRR-MM ADVISED C THAT C MAY RECEIVE A VMX BUT CRR-MM WILL TRANFSER C
CRR-MM PROVIDED C WITH RCAS #
CRR-MM OFFERED FURTHER ASSISTANCE, C DECLINED
CRR-MM TRANSFERRED C
CRR-MM SENT INTERNAL MESSAGE
CRR-MM EXITING FILE
* * * @07/20-ZMM260N
RCAS-SP RECEIVED VMX FROM C 07/20/10 AT 09:46 AM EST REQUESTING CALL BACK
@07/20-ZSP905N
RCAS-SP CALLED C'S DAYTIME NUMBER AT 01:35 PM EST 07/20/10 AND LEFT VMX
***** @07/20-ZSP905N
CRR-PA RECEIVED A CALL FROM C.
C GAVE FILE NUMBER.
C STATED THAT THERE ARE NO CHAGES ON C'S CONTACT INFORMATION.
C IS RETURNING RCAS CALL.
C WANTS TO TALK TO RCAS.
C STATED THAT THERE ARE NO CHAGES ON C'S CONTACT INFORMATION.
CRR-PA OFFERD TO SEND AN INTERNAL MESSAGE TO RCAS INFORMING RCAS OF C'S CALL
CRR-PA OFFERD TO XFER CALL TO RCAS EXTESION BUT INFORMED C
THAT C MIGHT BE ROUTED TO VMX AND THAT C MAY JUST LEAVE A MESSAGE.
C UNDERSTOOD. @07/20-ZPA012N
CRR-PA OFFRED NUMBER TI RCAS C STATED THAT C HAS NUMBER. @07/20-ZPA012N
CRR-PA OFFERED FURTHER ASSISTANCE, C DECLINED.
CRR-PA GAVE C NAME, EXTENSION ,AND FILE NUMBER.
CRR-PA XFERD CALL RO EXTENSSION OF RCAS,
CRR-PA LEAVING FILE. @07/20-ZPA012N
***** @07/21-ZSP905N
RCAS-SP CALLED C'S DAYTIME NUMBER AT 01:34 PM EST 07/21/10 AND SPOKE TO C
C STATES APPT IS ON 07/23/10 AT 8:30 AM CST @07/21-ZSP905N
RCAS-SP ADVISED THAT WILL CALL C 07/23/10 AND DLR THAT DAY C UNDERSTOOD
***** @07/21-ZSP905N
RCAS-SP MOVING FOLLOW UPDATE TO 07/23/10 TO GET AN UPDATE FROM THE DLR AND
CALL C @07/21-ZSP905N
***** @07/23-ZSP905N
RCAS-SP CALLED DLR 5132_ VICTORY NISSAN SOUTH SM-EDD PHILLIPS 07/23/10 AT
10:44 AM EST AND SM STATES WILL BE ANOTHER FEW HOURS. @07/23-ZSP905N
SM STATES VEH WILL BE READU TODAY @07/23-ZSP905N

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RCAS-SP CALLED C'S DAYTIME NUMBER AT 11:01 AM EST 07/23/10 AND SPOKE TO C
RCAS-SP ADVISED C OF WHAT SM ADVISED @07/23-ZSP905N
C STATES THAT C WILL PICK UP THE VEH TODAY @07/23-ZSP905N
RCAS-SP ADVISED C WILL CALL C 07/26/10 FOR REPAIR SATISFACTION @07/23-ZSP905N
C UNDERSTOOD @07/23-ZSP905N
(***** @07/23-ZSP905N
RCAS-SP MOVING FOLLOW UPDATE TO 07/26/10 TO CALL C FOR REPAIR SATISFACTION
@07/23-ZSP905N
RCAS-SP CALLED C'S DAYTIME NUMBER AT 10:28 AM EST 07/26/10 AND LEFT VMX
RCAS-SP CALLED C'S EVENING NUMBER AT 10:29 AM EST 07/26/10 AND LEFT VMX
@07/26-ZSP905N
***** @07/26-ZSP905N
RCAS-SP MOVING FOLLOW UP DATE TO 07/29/10 TO CALL C @07/26-ZSP905N
RCAS-SP RECEIVED VMX FROM C 07/26/10 AT 11:29 AM EST REQUESTING CALL BACK
TO EVENING NUMBER @07/26-ZSP905N
RCAS-SP CALLED C'S EVENING NUMBER AT 11:16 AM EST 07/29/10 AND SPOKE TO C
C STATES THAT C REPAIRED THE VEH AND VEH IS OPERATING WELL FOR C@07/29-ZSP905N
RCAS-SP VERIFIED THAT C HAS CONTACT INFORMATION, C STATES C DOES
RCAS-SP ADVISED C THAT C WILL BE RECEIVING A SURVEY AS A RESULT OF THIS CASE
AND ANY FEEDBACK IS HELPFUL @07/29-ZSP905N
RCAS-SP THANKED AND ENDED CALL
***** @07/29-ZSP905N
@07/29-ZSP905N
FILE SUMMARY: @07/29-ZSP905N
C CALLED IN FOR BRAKEMASTER CYLINDER GOODWILL @07/29-ZSP905N
07/29/10 GOODWILL APPROVED AND VEH REPAIRED, C SATISFIED @07/29-ZSP905N
RCAS-SP UPDATING TREAD AND CLOSING FILE @07/29-ZSP905N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

CONFIDENTIAL

DATE: 8/10/2011
TIME: 11:09:17 AM

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

CAR ID:
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CA6861040N

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT1B	ROOT CAUSE: SNFA
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 0	DATE: 00 / 00 / 00	USERID:
RESP DLR: 5132	EFFECTIVE: 07 / 06 / 10	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZGC913N	
HISTORY:	UPDATE BY: ZSP905N	
SVC CALL#:	UPDATE DATE: 07 / 30 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 07 / 29 / 10	MICROFILM: N
RESP CAA: PERSAD, SHENA	OLM: ROYSTER KAREN	DOM:
PHONE: 0000047162	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 8/10/2011
TIME: 11:09:17 AM

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

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

CA6861040

SERVICE CONTRACTS SUMMARY

DATE: 8/10/2011
TIME: 11:09:17 AM
MODEL YEAR: 2007.0
MAKE:
MODEL LINE: SEN

NAME: [REDACTED]

VIN:

IN SCV DATE: 10/30/2006

SEO NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
39	[REDACTED]	3964 TN	10/30/2006	10/30/2011	75,000	4/21/2008	

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CONTRACT:	██████████	CONTRACT:	
OWNER NAME:	██████████	OWNER NAME:	
PLAN TYPE:	B	PLAN TYPE:	
PLAN TERM:	I	PLAN TERM:	
DEDUCTABLE:	\$ 50	DEDUCTABLE:	
EFFECTIVE:	10/30/06	EFFECTIVE:	
EXPIRES:	10/30/11 MILES: 75,000	EXPIRES:	MILES:
CANCEL:	04/21/08 MILES: 34,169	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION:	5/20/2008	TRANSACTION:	
PRINTED:	11/03/06	PRINTED:	
DEALER NO:	3964 STATE: TN	DEALER NO:	STATE:
DEALER NAME:	HARTS CHAPEL NISSAN	DEALER NAME:	

CONFIDENTIAL

DATE: 8/10/2011
TIME: 11:09:17 AM

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

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SC: NONE

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

VIN: 3N1AB61EX8L [REDACTED] Y
YR/MDL: 2008.0 SEN MILEAGE: 33000
IN SVC DATE: 09 / 18 / 08
VCAN: N RTL DLR: 3619 CARMAX NISSAN/WHITE MARSH
PAID: SVC DLR: 11026 BEL AIR NISSAN
SUSP: RESP DLR: 11026 BEL AIR NISSAN
DENY: REGION: 26 DIST: SL/SV/PT: 15 15 45

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 08 / 30 / 10
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: SELF-MAINTAINED
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CE 11 OPEN DATE: 08 / 31 / 10 XFER/RSPNSBLTY: 26 15 S
CONTACT (S): FOLLOWUP DATE: 09 / 15 / 10 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 09 / 17 / 10 DATANET (Y/N): 09 / 17 / 10

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OC NISSAN DEALER ISSUES 223500 VEHICLE MAINTENANCE (NISSAN)
BF NSN DEALER SERVICE DEPT. ZR GENERAL INQUIRY

CONFIDENTIAL

DATE: 8/10/2011
TIME: 11:09:17 AM

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CA6919056N

C. A. R. COMMENTS

FILE OPENED-ZLR000N 08/31/2010

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

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES FOUND: NONE

EMAIL ADDRESSED TO: NNACONSUMERAFFAIRS@NISSAN-USA.COM

METHOD OF CONTACT: EMAIL ID NO.: 2001760427

DATE RECEIVED: 8/30/10 CREATED: 8/31/10

CRR-LR VERIFIED C'S NAME, ADDRESS AND VIN

C DID NOT PROVIDE MILEAGE, PHONE NUMBER AND RESPONSIBLE DLR

CRR-LR UPDATED THE OWNER DATA BASE (EMAIL)

CRR-LR CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: ONE

OPEN PM952 B16 CURTAIN AIRBAG NTB09-026 04/06/09 06/15/09 00/00/00

C'S EMAIL READS:

"I RECENTLY TOOK MY SENTRA TO A DEALER FOR A PROBLEM I WAS HAVING AND WAS TOLD THE ENGINE NEEDED TO BE REPLACED. I HAD THE REPAIR WORK DONE, BUT WHEN I PICKED UP THE VEHICLE IT WAS BEHAVING EXACTLY AS IT HAD BEFORE THE REPAIR. I WAS THE TOLD THAT IT WAS DUE TO A FAULTY BREAK BOOSTER HAVING A VACUUM LEAK. I AM CONCERNED THAT THE INITIAL ENGINE REPLACEMENT WAS NOT NEEDED, AND WHETHER IT WAS EVEN DONE. IS THERE A WAY I CAN VERIFY THAT THE CAR HAS A DIFFERENT ENGINE. I DO NOT WISH TO PROVIDE THE DEALER'S NAME AT THIS TIME AS I AM NOT SURE THAT THEY DID ANYTHING WRONG AND THEY WERE QUITE COURTEOUS TO ME. PLEASE HELP."

@08/31-ZLR000N

CRR-LR'S RESPONSE TO C:

@08/31-ZLR000N

THANK YOU FOR CONTACTING NISSAN NORTH AMERICA, INC. REGARDING YOUR CONCERN WITH YOUR 2008 SENTRA. WE APOLOGIZE FOR ANY INCONVENIENCE THIS SITUATION MAY HAVE CAUSED YOU.

SO THAT WE MAY EXPEDITE YOUR INQUIRY AND PROVIDE YOU THE BEST SERVICE, PLEASE SEND US THE FOLLOWING ADDITIONAL INFORMATION: ENGINE ID NUMBER

@08/31-ZLR000N

YOU MAY SEND THIS INFORMATION TO US IN WRITING OR YOU ARE WELCOME TO CALL US AT 1 800 647 7261.

FILE # 6919056 HAS BEEN CREATED TO DOCUMENT YOUR INQUIRY. PLEASE REFERENCE THIS FILE NUMBER WHEN YOU WRITE OR CALL. WHEN WE RECEIVE THE REQUESTED INFORMATION FROM YOU, WE WILL ASSIST YOU WITH YOUR REQUEST.

WE LOOK FORWARD TO HEARING FROM YOU SOON. YOUR SATISFACTION IS IMPORTANT TO US!

CRR-LR CLOSING FILE PENDING FURTHER CONTACT FROM C

@08/31-ZLR000N

CRR-DE RE-OPENED FILE

CRR-DE VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, PHONE NUMBERS.

CRR-DE CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:1

OPEN PM952 B16 CURTAIN AIRBAG NTB09-026

@09/15-ZDE273N

CRR-DE ADVISED C OF RECALL STATUS.

PREVIOUS NISSAN/INFINITI VEH(S):

CRR-DE RECEIVED CALL FROM C.

C STATED THAT C JUST WANTED TO KNOW IF THE ENGINE REPLACEMENT WAS REALLY NECESSARY CAUSE THE VEH DID THE SAME THING WHEN C TOOK THE VEH BACK FROM THE DLR.

C STATED THAT THIS HAPPENED ON THE BEGINNING OF AUGUST (AROUND THE 5TH) AND WHEN C FELT THAT THE VEH IS DOING THE SAME THING, C IMMEDIATELY TOOK THE VEH

CONFIDENTIAL

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CA6919056N

BACK TO THE DLR AND WAS TOLD THAT THE PROBLEM WAS ABOUT A FAULTY BRAKE BOOSTER
C STATED EVERYTHING WENT OKAY WHEN REPAIR FOR THE BRAKE BOOSTER WAS DONE.
C STATED THAT C COULDN'T REMEMBER THE NAME OF THE S.A.
C STATED THAT C DIDN'T WANT TO HARM ANYONE FROM THE DLR CAUSE DLR HAD BEEN
VERY NICE TO C.

CRR-DE ADVISED C THAT FILE WILL BE TRANSFERRED TO RCAS
AND WILL BE GIVEN A CALLBACK BEFORE THE END OF THE NEXT @09/15-ZDE273N
BUSINESS DAY. C AGREED.

C THANKED CRR-DE FOR ASSISTANCE, C SATISFIED.
CRR-DE OFFERED FURTHER ASSISTANCE, C DECLINED. @09/15-ZDE273N

RCAS-MC CONTACTED DLR ON 09/16/10 AT 01:53PM EST. ADVISED SERVICE MANAGER
DARRYL NOT AVAILABLE; NOR ANYONE FROM SERVICE DEPARTMENT @09/17-ZMC514N

RCAS-MC CONTACTED DLR ON 09/17/10 AT 08:46AM EST. SPOKE TO SERVICE ADVISOR
SA STATES CHECK ENGINE LIGHT WAS ON AND ENGINE WAS REPLACED.
SA STATES THERE WAS SLUDGE IN THE ENGINE AND WAS A CUSTOMER PAY REPAIR.
SA STATES SECOND ENGINE LIGHT CAME ON AND THE BRAKE BOOSTER WAS LEAKING
INTERNALLY AND THE BRAKE MASTER CYLINDER AS WELL. NOT RELATED TO ENGINE.

RCAS-MC CONTACTED C AT DAY NUMBER ON 09/17/10 AT 09:18AM EST. SPOKE TO C
C STATES THE VEH DID THE EXACT SAME THING WHEN C LEFT THE DLR. THE VEH CONKED
OUT AND THE CHECK ENGINE LIGHT CAME BACK ON. @09/17-ZMC514N

C STATES C FINDS THE SITUATION STRANGE THAT C EXPERIENCED THE EXACT SAME
SYMPTOM IMMEDIATELY AFTER THE ENGINE REPAIR.

RCAS-MC ADVISED C THAT THE DLR HAS CLAIMED THE ENGINE REPLACEMENT AND THE
BRAKE BOOSTER REPAIR WERE NOT RELATED. RCAS-MC ADVISED C THAT THE ENGINE HAD
SLUDGE AND NEEDED TO BE REPLACED. EVEN BY CHANCE THE SLUDGE IN ENGINE WAS NOT
THE ORIGINAL CAUSE OF THE SYMPTOMS C WAS EXPERIENCING, THE ENGINE STILL NEEDED
TO BE REPLACED DUE TO THE SLUDGE BUILD UP.

C UNDERSTOOD

RCAS-MC ADVISED C IF C HAS ANY FURTHER QUESTIONS TO CONTACT NNA BACK ANY TIME
C UNDERSTOOD

***FILE SUMMARY:

C CONTACTED NNA SEEKING AN ANSWER TO WHETHER C DID REQUIRE AN ENGINE
REPAIR SINCE C EXPERIENCED THE SAME PROBLEM AFTER THE REPAIR. DLR WAS CONTACTED
AND ADVISED C HAD SLUDGE IN ENGINE AND C PAID FOR ENGINE. RCAS-MC ADVISED C
THAT THERE WAS SLUDGE IN THE ENGINE AND NO MATTER WHAT THE SYMPTOMS WERE, THE
ENGINE NEEDED TO BE REPLACED AS ENGINE CAN NOT RUN WITH SLUDGE.

RCAS-MC VERIFIED CORRECT TREAD CODE

RCAS-MC CLOSING FILE @09/17-ZMC514N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONFIDENTIAL

DATE: 8/10/2011
TIME: 11:09:17 AM

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

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NE8F	ROOT CAUSE: SCIN
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 1	DATE: 09 / 15 / 10	USERID: ZDE273N
COMMENTS ONLY: #: 0	DATE: 00 / 00 / 00	USERID:
RESP DLR: 11026	EFFECTIVE: 08 / 31 / 10	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZLR000N	
HISTORY:	UPDATE BY: ZMC514N	
SVC CALL#:	UPDATE DATE: 09 / 17 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 09 / 17 / 10	MICROFILM: N
RESP CAA: BAESSO, KEVAN	OLM: ROYSTER KAREN	DOM: HARDING JOE
PHONE: 0000041668	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 8/10/2011
TIME: 11:09:17 AM

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

CAR ID: CA6940970N
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SC: NONE

NAME: [REDACTED] VIN: 3N1AB61E07L [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2007.0 SEN MILEAGE: 50000
CITY: LAWTON IN SVC DATE: 05 / 01 / 07
ST/ZIP: OK [REDACTED] VCAN: N RTL DLR: 3504 NISSAN OF FAIRFIELD
DAY PH: [REDACTED] PAID: SVC DLR: 3312 DAN MULLINS NISSAN
EVE PH: [REDACTED] SUSP: RESP DLR: 3312 DAN MULLINS NISSAN
DLR PH: [REDACTED] DENY: 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) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED X MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 09 / 24 / 10 XFER/RSPNSBLTY: 32 05 S
CONTACT (S): FOLLOWUP DATE: 10 / 07 / 10 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 10 / 08 / 10 DATANET (Y/N): 10 / 11 / 10

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OF NNA., INC. ISSUES 208500 SENTRA
AZ NISSAN PRODUCT INQUIRIES VG PROVIDED RECALL INFORMATION

CONFIDENTIAL

DATE: 8/10/2011
TIME: 11:09:17 AM

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

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C. A. R. COMMENTS

FILE OPENED-ZKF941N 09/24/2010

NO PREVIOUS FILES FOUND.

ET-KF VERIFIED C'S NAME, ADDRESS, VIN#, MILEAGE, DAY/EVE#, AND RSP. DLR.

ET-KF CHECKED FOR RECALLS/CAMPAIGNS/UPGRADES AND FOUND:

CLSD PM813 SENTRA BR-MSTR CYL NTB08-067

CLSD PM952 B16 CURTAIN AIRBAG NTB09-026

- @09/24-ZKF941N

C / INDEPENDENT AUTO SHOP IS WORKING ON THE VEH. C HEARD THE MSTR CYL WAS UNDER RECALL, & ET-KF CONFIRMED. C WANTS TO KNOW HOW TO GET PART TO FIX VEH, & HAVE THE PART COVERED UNDER THE RECALL. ET-KF TOOK C'S INFORMATION AND TOLD C THAT MATTER WOULD BE LOOKED INTO, AND WOULD TRY TO GET BACK W C ASAP.

C SATISFIED. ET-KF ENDED CALL. @09/24-ZKF941N

- @09/24-ZKF941N

ET-KF REVIEWED W ARBS-BG & ARBS-TJ AND WAS DETERMINED THAT THE C NEEDS TO TAKE THE CAR / PART TO DLR AND HAVE THEM HANDLE THE MATTER. ET-KF IS GIVING

@09/24-ZKF941N

THE PHONE NUMBER / CONTACT INFO TO ARBS-TJ TO CONTACT THE C.

FILE WILL BE CLOSED FOLLOWING RETURN CALL. @09/24-ZKF941N

ARBS TJ PHONE EDDIE CORTIS SHOP 580-353-3800 @09/24-ZTJ117N

TALK WITH HARRY ADVISED THAT C BY THE NAME OF GLORA ROSS @09/24-ZTJ117N

BROUGHT VEHICLE IN STATING THAT WHEN C WENT TO BRAKE THE BRAKE PEDAL WENT TO THE FLOOR.

HARRY STATES THAT BRAKE FLUID WAS LOW AND THERE WAS BRAKE FLUID LEAKING OUT OF THE BACK MASTER CYLINDER.

HARRY STATES THAT VEHICLE WAS TAKEN TO NISSAN DEALER DAN MULLINS 9/23/10 AND THE REMOVED ALL THE WHEELS AND TEST DROVE THE VEHICLE AND FOUND NO PROBLEM. HARRY STATES THAT VEHICLE IS CURRENTLY AT EDDIE CORTIS.

ARBS TJ ADVISED HARRY TO PROVIDE C WITH CA FILE NUMBER 6940970 AND PROVIDED ET-KF DIRECT CONTACT NUMBER FOR C TO CONTACT ET-KF.@09/24-ZTJ117N

ARBS TJ FORWARD FILE TO ET KF FOR FURTHER HANDLING. @09/24-ZTJ117N

ET-AM CALLED TO INTRODUCE AND ADVISE ET-AM WORKING CASE. NO ANSWER/NO ANSWER MACHINE TO LEAVE VMX. ET-AM WILL TRY AGAIN TOMORROW TO CONTACT C.

@10/04-ZAM999N

ET-AM CALLED TO INTRODUCE AND ADVISE ET-AM WORKING CASE. NO ANSWER/NO ANSWER MACHINE TO LEAVE VMX. ET-AM WILL TRY AGAIN CALLED #2. @10/05-ZAM999N

ET-AM CALLED TO INTRODUCE AND ADVISE ET-AM WORKING CASE. NO ANSWER/NO ANSWER MACHINE TO LEAVE VMX. ET-AM WILL TRY AGAIN CALLED #3. SEND LETTER AND CLOSE FILE. @10/08-ZAM999N

CRR-PC RECIEVED A CALL FROM TOM WILSON INQUIRING ON STATIS OF THE FILE CRR-PC ADVISED MR. WILSON THAT A INTERNAL MESSAGE WILL BE SENT TO ET-AM

CRR-PC ASKE FOR THE BEST CONTACT # 580 353 3800 @10/13-ZPL505N-COMMENT

CRR-PC OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-PC GAVE NAME, EXT, AND FILE NUMBER TO C.

CRR-PC THANKS C FOR C'S BUSINESS WITH NNA.

***** @10/13-ZPL505N-COMMENT

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

CONFIDENTIAL

DATE: 8/10/2011
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NISSAN MOTOR CORPORATION IN U.S.A
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REQUESTED BY: corneb2

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

NO FOLLOW-UP NEEDED

DEALER ACTION:

CONTACT(S):

SATISFIED: N	ACTION CODE: RL3M	ROOT CAUSE: SCLT
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #:	DATE: 00 / 00 / 00	USERID:
OTHER #:	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 1	DATE: 10 / 13 / 10	USERID: ZPL505N
RESP DLR: 3312	EFFECTIVE: 09 / 24 / 10	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REOUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZKF941N	
HISTORY:	UPDATE BY: ZAM999N	
SVC CALL#:	UPDATE DATE: 10 / 13 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 10 / 08 / 10	MICROFILM: N
RESP CAA: MERRITT, ANDREA	OLM: SMIT AGNES	DOM:
PHONE: 0000000000	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 8/10/2011
TIME: 11:09:17 AM

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

CAR ID: CA6173123N
Page 1

SC: NONE

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

VIN: 1N4BL24E58C [REDACTED] Y
YR/MDL: 2008.0 ALC MILEAGE: 11545
IN SVC DATE: 08 / 07 / 07
VCAN: N RTL DLR: 3387 CERRITOS NISSAN
PAID: 14 SVC DLR: 3387 CERRITOS NISSAN
SUSP: 0 RESP DLR: 3387 CERRITOS NISSAN
DENY: 0 REGION: 44 DIST: SL/SV/PT: 06 06 36

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 3
VEHICLE MAINTAINED BY: INDEPENDENT FACILITY
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 06 / 03 / 08 XFER/RSPNSBLTY: 44 06 S
CONTACT (S): FOLLOWUP DATE: 06 / 11 / 08 DATANET (Y/N): 1
SEVERITY: 3 CLOSE DATE: 06 / 10 / 08 DATANET (Y/N): 06 / 05 / 08

CONCERN AND CATEGORY SUBCATEGORY AND SYMPTOM
OF NNA., INC. ISSUES 204500 ALTIMA
AZ NISSAN PRODUCT INQUIRIES ZH CRITICISM

CONFIDENTIAL

DATE: 8/10/2011
TIME: 11:09:17 AM

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

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CA6173123N

C. A. R. COMMENTS

FILE OPENED-ZDW606N 06/03/2008
PREVIOUS RELATED FILES FOUND: NONE
PREVIOUS UNRELATED FILES FOUND: NONE
CRR-WD VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER AND RESPONSIBLE DLR.
CRR-WD UPDATED OWNER DATABASE.
CRR-WD CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE @06/03-ZDW606N
CRR-WD ADVISED C NO OPEN RECALLS ON VEHICLE.
PREVIOUS NISSAN/INFINITI VEHICLES: 2005 ALTIMA,_1987 NISSAN HARDBODY
CRR-WD RECEIVED CALL FROM C.
C STATES THAT C HAS HAD MANY CONCERNS WITH C'S VEH. @06/03-ZDW606N
C STATES THAT C HAS HAD TO BRING VEH TO DLR AT LEAST 5 OR 6 TIMES.
C STATES C BROUGHT VEH IN FOR THE CENTER CONSOL 3 TIMES, 1 TIME FOR THE CUPHOLDER, PASSENGER SIDE WINDOW (TWICE), DRIVERS SEAT (BROKEN PIECE), AND NOW DLR ADVISED C THAT C WOULD HAVE TO REPLACE MASTER CYLINDER (LEAKING FROM THE REAR SEAL INTO THE BOOSTER). @06/03-ZDW606N
C STATES THAT THE BRAKE COMPONENT AND THE WINDOW SEAL ARE ON ORDER.
C STATES THAT C'S VEH IS NOW IN C'S POSSESSION AND IS SAFE TO DRIVE.
C STATES THAT C'S VEH IS NEW AND SHOULDN'T HAVE ANY PROBLEMS. @06/03-ZDW606N
C STATES THAT C REFUSES TO DRIVE C'S VEH BECAUSE IT IS A SAFETY CONCERN.
CRR-WD ASKED C WHAT NNA CAN DO TO KEEP C SATISFIED. @06/03-ZDW606N
C STATES C WOULD LIKE TO HAVE VEH REPLACED WITH RELIABLE VEH WITH THE SAME TRIM AND MODEL. @06/03-ZDW606N
C STATES C DOES NOT WANT TO PAY. @06/03-ZDW606N
C STATES C IS A LOYAL NISSAN COSTUMER AND C IS LOOKING FORWARD TO PURCHASING A FRONTIER. @06/03-ZDW606N
CRR-WD ADVISED C THAT THE FILE IS BEING ESCALATED TO RCAS FOR FURTHER REVIEW.
CRR-WD ADVISED C THAT A FOLLOW UP CALL WILL BE MADE BY THE END OF THE NEXT BUSINESS DAY. @06/03-ZDW606N
C UNDERSTANDS. @06/03-ZDW606N
CRR-WD ADVISED C THAT ALL THE INFORMATION HAS BEEN DOCUMENTED IN THE FILE.
CRR-WD OFFERED FURTHER ASSISTANCE. C SATISFIED.
CRR-WD GAVE NAME, EXTENSION AND FILE NUMBER.
CRR-WD TRANSFERRING FILE TO RCAS FOR FURTHER REVIEW. @06/03-ZDW606N

RCAS-AH CALLED DAY/EVE NUMBER AT 6:36 PM EST ON 06/04/08 AND SPOKE WITH C.
C STATES VEH IS OPERABLE AND REAPIRED BUT WOULD LIKE TO FILE LEMON LAW.
RCAS-AH ADVISED WILL LOOK INTO THIS FURTHER AND WILL FOLLOW UP ON 06/06/08.
C AGREED. @06/04-ZAH287N
RCAS-AH CALLED DLR AT 7:55 PM EST ON 06/06/08 AND SPOKE WITH SM-DAVE OKAMOTO
SM-DO STATES THE ONLY REPAIR THAT IS A REPEAT IS THE WINDOW TRIM.
SM-DO STATES THEY HAVE A PART FOR THE BREAK BOOSTER AND MASTER CYLINDER BUT THERE HAVE NOT BEEN ANY OTHER SAFTY RELATED ISSUES.
RCAS-AH CALLED DAY/EVE NUMBER AT 7:58 PM EST ON 06/06/08 AND LEFT VMX.
@06/06-ZAH287N
RCAS-AH CALLED DAY/EVE NUMBER AT 12:52 PM EST ON 06/10/08 AND SPOKE WITH C.
RCAS-AH ADVISED C THERE ARE NOT ENOUGH REPAIRS TO VEH TO CLASIFY AS LEMON.
RCAS-AH ADVISED C THE VEH IS REPAIRED NOW AND IF THERE ARE FURTHER CONCERNS TO CONTACT NNA AGAIN FOR FURTHER REVIEW.
C AGREED. @06/10-ZAH287N
RCAS-AH CLOSIING FILE. @06/10-ZAH287N

SPECIAL REMARKS:

CONFIDENTIAL

DATE: 8/10/2011
TIME: 11:09:17 AM

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

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CA6173123N

DEALER INSTRUCTIONS:

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

DEALER ACTION:

		CONTACT(S):		
SATISFIED: Y		ACTION CODE: NT8G		ROOT CAUSE: SCPP
CALLBACK: (Y/N)	#: 0	DATE: 00 / 00 / 00		USERID:
REOPEN: CALLBACK	#: 0	DATE: 00 / 00 / 00		USERID:
NEW INFO	#: 0	DATE: 00 / 00 / 00		USERID:
OTHER	#: 0	DATE: 00 / 00 / 00		USERID:
COMMENTS ONLY:	#: 0	DATE: 00 / 00 / 00		USERID:
RESP DLR: 3387		EFFECTIVE: 06 / 03 / 08		CHANGED BY:
IIR-DATE: 00 / 00 / 00		TRANS DATE: 00 / 00 / 00		CHECK REQUESTED: NO
3RD PRY:		PART#:		CHECK ISSUED: NO
BYBACK ST:		OPENED BY: ZDW606N		
HISTORY:		UPDATE BY: ZAH287N		
SVC CALL#:		UPDATE DATE: 04 / 17 / 09		
CLOSE: Y (Y/N)		CLOSE DATE: 06 / 10 / 08		MICROFILM: N
RESP CAA: HANN, ASHLEY		OLM: SMIT AGNES		DOM: GARN, JIM
PHONE: 0000041607		OWNER FIRST:		LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 8/10/2011
TIME: 11:09:17 AM

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

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SC: NONE

NAME: [REDACTED] VIN: 1N4AL24E48C [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2008.0 ALC MILEAGE: 12704
CITY: MONROE IN SVC DATE: 12 / 20 / 07
ST/ZIP: CT [REDACTED] VCAN: N RTL DLR: 2178 D'ADDARIO NISSAN
DAY PH: [REDACTED] PAID: 8 SVC DLR: 2178 D'ADDARIO NISSAN
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 2178 D'ADDARIO NISSAN
DLR PH: [REDACTED] DENY: 0 REGION: 26 DIST: SL/SV/PT: 01 01 31

LETTER RECEIVED 10 / 20 / 08 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: AL 11 OPEN DATE: 10 / 20 / 08 XFER/RSPNSBLTY: 26 01 S
CONTACT (S): FOLLOWUP DATE: 01 / 21 / 09 DATANET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 01 / 08 / 09 DATANET (Y/N): 00 / 00 / 00

CHECK PAYABLE TO: [REDACTED]
ADDRESS [REDACTED]
CITY: STAMFORD CT [REDACTED]
VIN: 1N4AL24E48C [REDACTED] MODEL LINE/YEAR: ALC 2008.0

G/L VALUE CODE: DRTSETTLN ACCOUNT: [REDACTED]
G/L DESCRIPTION: DRT SETTLEMENT CHEC [REDACTED]
CHECK AMOUNT: \$ 6000

CHK REQUEST DATE: 01/05/09 REQUESTED BY: BENGI LIN QLB678R
CHECK APPROVED: 01/05/09 APPROVED BY: GLENN BOB ZBG056N
CHECK ISSUE DATE: 01/06/09 CHECK NUMBER: 163653

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

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS	121500 GEN. BRAKE COMPONENT(S)
AD BRAKES	YX POOR OR IMPROPER OPERATION

CONFIDENTIAL

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C. A. R. COMMENTS

FILE OPENED-ZAH022N 10/20/2008

* CT ATTY * (LEMBERG)

NO PREVIOUS FILES

ATTY LETTER WAS RECEIVED ON 10/20/08 ADDRESSED TO NNA
DATED 10/15/08 LETTER WAS REC'D VIA REGULAR MAIL.

@10/20-ZAH022N

--

-DRTS-VC RCVD LETTER FROM THE LAW OFFICES OF LEMBERG & ASSOCIATES L.L.C
ON 10/20/08, DATED 10/15/08 ADDRESSED TO NNA. LETTER STATES THAT THEIR OFFICE
IS REPRESENTING THIS C PURSUANT TO THE CT LEMON LAW, MAGNUSON-MOSS
WARRANTY ACT, BREACH OF WARRANTY STATUTES AND OTHER LAWS PROTECTING CT
CUSTOMERS. ATTORNEY AT LAW SERGEI LEMBERG STATES TO DIRECT ALL
CORRESPONDENCE TO ATTY'S OFFICE. UNLESS SETTLEMENT IS RECEIVED WITHIN 30
DAYS OF THE DATE OF THIS LETTER, THIS MATTER WILL BE FORWARDED TO LITIGATION.
SINCE PURCHASE DATE AND DURING WARRANTY PERIOD, THIS VEH HAS BEEN SUBJECT
TO REPAIR <4> TIMES DUE TO REOCCURRING NOISE WHEN USING BRAKES. THE DEFECTS
IN THE VEHICLE CONSTITUTE A BREACH OF WARRANTY, IN THAT THEY SUBSTANTIALLY
IMPAIR ITS USE, VALUE, AND SAFETY TO THE C. DOCS TO ARBS-LB.

@10/21-ZVC999N

-DRTS-VC SPOKE TO SA-D'ADDARIO NISSAN. WILL FAX RO'S.

@10/21-ZVC999N

-DRTS-VC SPOKE TO SA-D'ADDARIO NISSAN. WILL FAX RO'S.

@10/22-ZVC999N

-DRTS-VC RECEIVED RO'S FROM D'ADDARIO NISSAN. DOCS TO ARBS-LB.

@10/22-ZVC999N

...ARBS RCVD ATTY LTR ADVISING OF C'S CONCERNS W/BRAKE NOISE (4 X'S).

REVUD WARRANTY HISTORY:

04/15/08 3,451 MI D'ADDARIO: DLR REPROGRAMMED ECM PER CAMPAIGN
05/27/08 4,831 MI D'ADDARIO: C/S HIT A CURB AND BLEW TIRE. DLR RPLCD TIRE
06/10/08 5,246 MI D'ADDARIO C/S SES LIGHT ON. DLR CKD FOR CODES, POSSIBLE
BATTERY. CLEARED CODES; ALL OKAY. @10/23-QLB678R
07/01/08 7,134 MI D'ADDARIO: C/S CLUTCH PEDAL GRABS HIGH. DLR TEST
DROVE/INSPECTED, NPF.
07/30/08 8,994 MI D'ADDARIO: C/S BRAKES SQUEAL. MACHINED FRONT ROTORS,
RPLCD FRONT PADS PER NTB08-047A.
08/19/08 10,176 MI D'ADDARIO: C/S BRAKE SQUEAK FROM FRONT OF VEH WHEN
COMING TO A STOP. DLR RPLCD FRONT CALIPERS/PADS. PER TSB NTB08-057A.
08/27/08 10,712 MI D'ADDARIO: C/S HIT TIRE ON CURB. DLR RPLCD R/F TIRE.
09/18/08 11,755 MI D'ADDARIO: C/S FRONT BRAKES SQUEAL. DLR CONTACTED
T/LINE WHO ADVSD SOME BRAKE NOISE NORMAL DUE TO BRAKE MATERIAL.
10/09/08 12,704 MI D'ADDARIO: VEH TO DLR FOR BODY SHOP REPAIR ESTIMATE.
PASS SIDE MIRROR DAMAGED. C/S BRAKE LIGHT ON. DLR FOUND MASTER CYLINDER
LEAKING ONTO BRAKE BOOSTER. DLR RPLCD MASTER CYL AND FLUSHED BRAKE SYSTEM.
@10/23-QLB678R

...ARBS OFFERED \$3K INCLUSIVE TO C'S ATTY; JODY BURTON.

@11/17-QLB678R

...NO RESPONSE FROM C'S ATTY.

@11/25-QLB678R

...EMAILED C'S ATTY TO DETERMINE STATUS.

@12/12-QLB678R

...ARBS DISCUSSED W/CUST'S ATTY, AGREED TO SETTLE FOR \$6K INCL.

@12/15-QLB678R

...ARBS SENT RELEASE.

@12/17-QLB678R

...RCVD SIGNED RELEASE. RQSTD CK PAYABLE TO CUST/ATTY (LEMBERG) \$6,000.00.

EMAILED NAT'L/BG TO APPROVE.

@01/05-QLB678R

...RCVD CK #141163653 \$6,000.00 PAYABLE TO CUST/ATTY. CK SENT TO ATTY THIS

DATE. FILE CLOSED.

@01/08-QLB678R

SPECIAL REMARKS:

CONFIDENTIAL

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DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: RT9D	ROOT CAUSE: SDSV
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 0	DATE: 00 / 00 / 00	USERID:
RESP DLR: 2178	EFFECTIVE: 10 / 20 / 08	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: YES
3RD PRY: AT	PART#:	CHECK ISSUED: YES
BYBACK ST:	OPENED BY: ZAH022N	
HISTORY:	UPDATE BY: QLB678R	
SVC CALL#:	UPDATE DATE: 01 / 08 / 09	
CLOSE: Y (Y/N)	CLOSE DATE: 01 / 08 / 09	MICROFILM: N
RESP CAA: BENGIVENGA, LINDA	OLM: ROYSTER KAREN	DOM: YAKIM DAVID N
PHONE: 7328053178	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 8/10/2011
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REQUESTED BY: corneb2

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SC: NONE

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

VIN: 1N4AL24E58C [REDACTED] Y
YR/MDL: 2008.0 ALC MILEAGE: 24000
IN SVC DATE: 06 / 28 / 07
VCAN: N RTL DLR: 3406 GAINESVILLE NISSAN
PAID: 2 SVC DLR: 3406 GAINESVILLE NISSAN
SUSP: 0 RESP DLR: 3406 GAINESVILLE NISSAN
DENY: 0 REGION: 34 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) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: INDEPENDANT FACILITY
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 12 / 19 / 08 XFER/RSPNSBLTY: 34 05 S
CONTACT (S): FOLLOWUP DATE: 01 / 08 / 09 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 01 / 08 / 09 DATANET (Y/N): 12 / 23 / 08

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD BRAKES YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZJF413N 12/19/2008

PREVIOUS RELATED FILES FOUND:NONE

PREVIOUS UNRELATED FILES FOUND:NONE

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

CRR-JF CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @12/19-ZJF413N

CLSD PB053 ALTIMA EXHAUST SYS NTB08-001 11/03/07 01/21/08 02/05/08 3406

OPEN PB090 ALTIMA VARISTOR NTB08-095 09/29/08 00/00/00 00/00/00

CRR-JF ADVISED C OF WARRENTIES.

CRR-JF ADVISED C OF RECALL STATUS

PREVIOUS NISSAN/INF VEH:NONE

CRR-JF RECIEVED INBOUND CALL FROM C

C STATES PHILLIP AMRELL C'S DAD. @12/19-ZJF413N

C STATES C HAS HAD PROBLEMS WITH BREAK FLUID.

C STATES THE LIGHT CAME ON AFTER 6 MONTHS. @12/19-ZJF413N

C STATES DLR SAID IT WAS THE FLUID.

C STATES A COUPLE OF MONTHS LATER THE SAME THING HAPPENED.

C STATES IT HAS NOW HAPPENED AGAIN.

C STATES DLR SAID IT IS BECAUSE BREAK PADS ARE WEARING.

C STATES STATES THIS PROBLEM HAS HAPPENED THREE TIMES AND C'S DAUGHTER HAS BEEN IN A WRECK FROM BREAKS BEFORE.

C STATES C WOULD LIKE THE VEH FIXED FOR THE LAST TIME AS IT IS A BRAND NEW VEH AND DLRSHIP CANT SEEM TO FIGURE OUT THE PROBLEM. @12/19-ZJF413N

C WOULD LIKE NNA TO FIND OUT WHAT THE PROBLEM IS WITH THE BREAKS AND RESOLVE.

CRR-JF ADVISED C THAT A REGIONAL SPECIALIST WILL BE IN TOUCH WITH C BY END OF BUSINESS DAY MONDAY 12-21-08.

C UNDERSTANDS

CRR-JF OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-JF GAVE NAME, EXT. AND FILE NUMBER TO C. @12/19-ZJF413N

CRR-JF TRANSFERRING FILE TO RCAS. @12/19-ZJF413N

RCAS-WL DATANET FILE ON 12/22/08. @12/22-ZWL007N

RCAS-WL CONTACTED C 'S FATHER PHIL ON 12/22/08 AT 11:09AM EST. @12/22-ZWL007N

RCAS-WL ADVISED C RCAS-WL IS ASSISTING RCAS-SM TO CALL C. @12/22-ZWL007N

RCAS-WL ADVISED C RCAS-SM WILL FOLLOW UP WITH C BEFORE THE END OF THE BUSINESS DAY ON 12/26/08. @12/22-ZWL007N

C UNDERSTOOD @12/22-ZWL007N

RCAS-WL PROVIDED C WITH RCAS-SM'S NAME, EXTENSION, FILE NUMBER. @12/22-ZWL007N

RCAS-SM SPOKE WITH SM-STACY CALHOUN ON 12/26/08 AT 3:04PM EST. SM-STACY STATED THAT C WAS LAST IN THE DEALERSHIP ON 10/30/08. SM-STACY STATED THAT C SHOULD BRING THE VEHICLE BACK TO THE DEALERSHIP FOR DIAGNOSIS. @12/26-ZSM684N

***** @12/26-ZSM684N

RCAS-SM CONTACTED C ON DAYTIME NUMBER ON 12/26/08 AT 3:41PM EST. RCAS-SM STATED THAT RCAS-SM SPOKE WITH THE SERVICE MANAGER AND WAS INFORMED THAT C HAS NOT BEEN TO THE DEALERSHIP SINCE 10/30/08. RCAS-SM STATED THAT THE SM WOULD LIKE TO HAVE C BRING THE VEHICLE BACK FOR FURTHER ASSISTANCE. C STATED THAT C DOES NOT TRUST THE SERVICE MANAGER AND THAT THE SERVICE MANAGER ONLY TELLS C "A BUNCH OF HOOEY". RCAS-SM SUGGESTED THAT C BRING THE VEHICLE TO ANOTHER DEALERSHIP. C STATED C WILL DO SO. RCAS-SM PROVIDED C WITH NAME, NUMBER AND EXTENSION AND STATED THAT RCAS-SM WILL FOLLOW UP WITH C ON 01/02/09. C AGREED. @12/26-ZSM684N

RCAS-SM CONTACTED C ON DAYTIME NUMBER ON 1:02/09 AT 10:56AM EST. RCAS-SM

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INQUIRED IF C HAD AN OPPORTUNITY TO BRING THE VEHICLE TO THE DEALERSHIP FOR ASSISTANCE. C STATED THAT C ADVISED C'S DAUGHTER TO DO SO HOWEVER C HAS NOT HEARD BACK AS OF YET. C STATED THAT C ASSUMES THAT IT IS BECAUSE OF THE HOLIDAYS. C STATED THAT AS SOON AS C HEARS BACK FROM C'S DAUGHTER, C WILL CALL RCAS-SM. RCAS-SM STATED THAT RCAS-SM WILL FOLLOW UP WITH C ON 1/06/08. C AGREED.

@01/02-ZSM684N
@01/06-ZSM684N

RCAS-SM LEFT VMX ON DAYTIME NUMBER ON 01/06/09 AT 9:29AM EST.
RCAS-SM LEFT VMX ON EVENING NUMBER ON 01/06/09 AT 9:31AM EST.

@01/06-ZSM684N
@01/06-ZSM684N

>>>
RCAS-EF CONTACTED C ON DAYTIME NUMBER AT 10:03AM EST ON 01/08/09 AND SPOKE TO C'S FATHER-PHIL AMRELL. C STATES THAT C BROUGHT THE VEH BACK TO THE DLRSHP ON 01/07/09. C STATES THAT DLRSHP ADVISED C THAT THE MASTER CYLINDER LEAKING. C STATES THAT THE DLRHSP WAS NOT VERY NICE TO C AND WAS NOT PROVIDING ACCURATE INFORMATION. C STATES THAT THE DLRSHP DID REPAIR THE MASTER CYLINDER. C STATES THAT C HAS THE VEH AND THE VEH IS FUNCTIONING PROPERLY. RCAS-EF OFFERED FURTHER ASSISTANCE, C DECLINED AND ENDED CALL.

@01/08-ZEF000N

RCAS-EF UPDATED TREAD CODE.
RCAS-EF CLOSING FILE.
>>>

@01/08-ZEF000N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

CUSTOMER WOULD SIMPLY HAVE TO SET AN APPOINTMENT FOR US TO INSPECT THE ISSUE. HAS NOT BEEN HERE SINCE THE LAST REPAIR, CAN NOT REPAIR IF VEHICLE IS NOT HERE STACY CALHOUN PARTS AND SERVICE DIRECTOR GAINESVILLE NISSAN 3406 @12/26-3406

CONTACT(S):

SATISFIED: Y ACTION CODE: NT1A ROOT CAUSE: SCMV
CALLBACK: (Y/N) #: 0 DATE: 00 / 00 / 00 USERID:
REOPEN: CALLBACK #: 0 DATE: 00 / 00 / 00 USERID:
NEW INFO #: DATE: 00 / 00 / 00 USERID:
OTHER #: DATE: 00 / 00 / 00 USERID:
COMMENTS ONLY: #: 0 DATE: 00 / 00 / 00 USERID:
RESP DLR: 3406 EFFECTIVE: 12 / 19 / 08 CHANGED BY:
IIR-DATE: 00 / 00 / 00 TRANS DATE: 00 / 00 / 00 CHECK REQUESTED: NO
3RD PRY: PART#: CHECK ISSUED: NO
BYBACK ST: OPENED BY: ZJF413N
HISTORY: UPDATE BY: ZEF000N
SVC CALL#: UPDATE DATE: 01 / 08 / 09
CLOSE: Y (Y/N) CLOSE DATE: 01 / 08 / 09 MICROFILM: N
RESP CAA: FAST, ERIN OLM: ROYSTER KAREN DOM:
PHONE: 0000040000 OWNER FIRST: LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 8/10/2011
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SC: ONE CONTRACT

NAME: [REDACTED]
STREET: [REDACTED]
CITY: UNADILLA
ST/ZIP: NY [REDACTED] [REDACTED]
DAY PH: 607 821 0740
EVE PH: 718 791 4663
DLR PH: 607 432 0550

VCAN: Y
PAID: 7
SUSP: 0
DENY: 0

VIN: 1N4BL24EX8C [REDACTED] Y
YR/MDL: 2008.0 ALC MILEAGE: 40000
IN SVC DATE: 07 / 13 / 07
RTL DLR: 3756 FLAGPOLE NISSAN
SVC DLR: 3756 FLAGPOLE NISSAN
RESP DLR: 3756 FLAGPOLE NISSAN
REGION: 26 DIST: SL/SV/PT: 14 14 44

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 3
VEHICLE MAINTAINED BY: INDPENDENT FACILITY
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 4000 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 01 / 02 / 09 XFER/RSPNSBLTY: 26 14 S
CONTACT (S): FOLLOWUP DATE: 01 / 13 / 09 DATANET (Y/N): 1
SEVERITY: 3 CLOSE DATE: 01 / 13 / 09 DATANET (Y/N): 01 / 06 / 09

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 121000 FRONT BRAKE (DISC/CALIPER/PAD/ROTOR)
AD BRAKES YI OOW GOODWILL ASSISTANCE REQUEST
OA VEHICLE CONCERNS 121000 FRONT BRAKE (DISC/CALIPER/PAD/ROTOR)
AD BRAKES YX POOR OR IMPROPER OPERATION

CONFIDENTIAL

DATE: 8/10/2011
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C. A. R. COMMENTS

FILE OPENED-ZAB627N 01/02/2009

PREVIOUS FILES FOUND: 0

CRR-AB UPDATED OWNER'S INFORMATION (NAME, ADDRESS AND PHONE NUMBERS).

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

CRR-AB CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: 1

_____OPEN PB090 ALTIMA VARISTOR NTB08-095

CRR-AB ADVISED C OF RECALL STATUS.

PREVIOUS NISSAN/INFINITI VEHICLE(S): 07 SEN, ALT 05

CRR-AB RECEIVED CALL FROM C.

C STATED THAT C WANTS TO COMPLAIN THE DLR FOR CHARGING C AN AMOUNT WITHOUT DOING ANYTHING ON THE VEH.

C STATED THAT WHEN A LIGHT CAME ON WHEN C TOOK THE VEH TO DLR TO ASK WHAT SEEMS TO BE THE PROBLEM. C STATED THAT A TECHNICIAN DIAGNOSED THE VEH AND DID NOT DO ANYTHING ABOUT THE PROBLEM AND C WAS CHARGED FOR \$80 WHICH C FINDS VERY ABSURD. C STATED THAT C ALSO HAS VSC AND C HAS SHOULD NOT PAYING ANYTHING ON THE PROBLEM. DLR CHECKED THE BRAKES OF THE VEH THINKING THAT ITS THE ISSUE.

CRR-AB INFORMED C THAT VSC ONLY COVERS DEFECT DUE TO MECHANICAL BREAKDOWN.

CRR-AB INFORMED C THAT DLR ARE INDEPENDENT BUSINESS, AND NISSAN HAS NO STANDARD PRICING FOR THE SERVICES/

C UNDERSTOOD AND STATED THAT C WANTS NISSAN TO COVER THE AMOUNT AND FIX THE VEH. C STATED THAT C'S VEH IS BRAND NEW AND ITS NOT NORMAL TO TAKE THE VEH TO DLR BECAUSE OF THE PROBLEM

@01/02-ZAB627N

C'S VEH IS AT DLR NOW.

CRR-AB INFORMED C THAT THE CALL WILL BE TRANSFERRED TO C GROUP.

C THANKED CRR-AB FOR ASSISTANCE, C SATISFIED.

CRR-AB OFFERED FURTHER ASSISTANCE, C DECLINED.

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

CRR-AB TRANSFERRING CALL TO C GROUP.

@01/02-ZAB627N

CRR-AK TAKING FILE OVER FROM AB GROUP.

@01/02-ZJF413N

C STATES C IS MR RODRIGUEZ C'S HUSBAND.

@01/02-ZJF413N

C STATES THE CHECK ENGINE LIGHT WAS ON AND DLR ASKED C TO DROP VEH FOR INSPECTION.

@01/02-ZAK473N

C STATES C WASN'T INFORMED OF A DIAGNOSTIC FEE OF \$80, WHICH C THINKS IS REALLY HIGH AND VERY ABSURD.

@01/02-ZAK473N

C STATES C IS REALLY TICKED OFF TO THE POINT THAT C MIGHT EVEN WANT TO RETURN THE VEH BACK.

@01/02-ZAK473N

C STATES THE DLR ADVISED THAT THE BRAKE PADS WERE LOW HENCE THE CHECK ENGINE LIGHT WAS ON AND JUST ASKED FOR \$80 AND THE PROBLEM WASN'T FIXED AND ISN'T BEING COVERED BY C'S VSC ALSO.

C STATES THE BRAKES SHOULD NOT EVEN BE WEARING OUT WITHIN THE FIRST YEAR OF PURCHASE AND TO ADD TO THAT C WANTS TO REPORT DLRSHIP'S UNPROFESSIONAL BEHAVIOR AND WOULD LIKE NNA'S ASSISTANCE ALSO FOR THE BRAKE PADS TO BE FIXED.

@01/02-ZAK473N

C STATES C'S CASE WAS HANDLED BY SM-BLAINE.

C STATES C WOULD LIKE A CALLBACK FROM NNA.

C STATES C WOULD LIKE TO BE REIMBURSED FOR THE \$80 ALSO AND C WASN'T INFORMED ABOUT THAT COST BEFORE THE DLR TOOK THE VEH IN.

CRR-AK ADVISED C THAT EVERY DLRSHIP CHARGES THE DIAGNOSTIC FEE.

C STATES C WILL BE PAYING THE \$80 BUT C IS VERY UNHAPPY.

@01/02-ZAK473N

CRR-AK LET C KNOW THAT RCAS WILL BE CONTACTING C BY END OF NEXT BUSINESS DAY.

CRR-AK OFFERED FURTHER ASSISTANCE TO C, C DECLINED.

CRR-AK GAVE NAME, EXTENSION, AND FILE NUMBER.

CONFIDENTIAL

DATE: 8/10/2011
TIME: 11:09:17 AM

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CRR-AK TRANSFERRING FILE TO RCAS PENDING FURTHER REVIEW. @01/02-ZAK473N
 ***** @01/02-ZAK473N
 RCAS-MB IN REVIEW OF FILE. RCAS-MB DATANETTED FILE. @01/05-ZMB827N
 RCAS-MB CALLED C ON 1/5/2009 AT 3:15 PM EST ON DAY NUMBER, LEFT VMX WITH
 NAME, FILE, EXT AND PHONE NUMBER. @01/05-ZMB827N
 RCAS-MB CALLED C ON 1/5/2009 AT 3:17 PM EST ON EVENING NUMBER, LEFT VMX WITH
 NAME, FILE, EXT AND PHONE NUMBER. @01/05-ZMB827N
 RCAS-MB RECEIVED INBOUND CALL FROM SM-BLAINE BANHART FROM FLAGPOLE NISSAN ON
 1/6/2009. SM-BB ADVISED RCAS-MB THAT C'S VEH WAS BROUGHT INTO THE DLRSHIP ON
 1/5/2009 WITH A CHECK ENGINE LIGHT ON. SM-BB ADVISED RCAS-MB THAT C'S VEH
 WAS DIAGNOSED AS NEEDING NEW BRAKES. SM-BB ADVISED RCAS-MB THAT C'S CHECK
 ENGINE LIGHT WAS ON DUE TO THE FACT THAT C'S BRAKE FLUID WAS LEAKING INTO C'S
 MASTER CYLINDER. SM-BB ADVISED RCAS-MB THAT THE FEE WAS FOR THE DIAGNOSTIC
 THAT ADVISED C THAT C'S VEH REQUIRED BRAKES. RCAS-MB INQUIRED INTO IF C WAS
 CHARGED DUE TO THE FACT THAT C'S VEH CONCERN IS A NON WARRANTY CONCERN.
 SM-BB ADVISED RCAS-MB THAT IS CORRECT. SM-BB ADVISED RCAS-MB THAT C'S TIRES
 WERE ALSO BALD AND THE DLRSHIP DID SELL C A SET OF TIRES WHICH C TOOK TO A
 NON NISSAN DLRSHIP TO HAVE INSTALLED. SM-BB ADVISED RCAS-MB THAT THE NON
 NISSAN DLRSHIP BROKE C'S TIRE SENSOR SO C RETURNED TO THE DLRSHIP TO HAVE THE
 TIRES INSTALLED. SM-BB ADVISED RCAS-MB THAT C DOES NO SERVICING AT THE DLRSHIP
 AND C DOES MOST OF C'S OWN REPAIRS OR SHOPS AROUND FOR THE CHEAPEST LOCATION
 TO HAVE THE REPAIRS DONE. RCAS-MB UNDERSTANDS AND THANKED SM-BB FOR CALLING.
 RCAS-MB CALLED C ON 1/7/2009 AT 10:30 AM EST ON DAY NUMBER, LEFT VMX WITH
 NAME, FILE, EXT AND PHONE NUMBER. @01/07-ZMB827N
 RCAS-MB CALLED C ON 1/7/2009 AT 10:31 AM EST ON EVENING NUMBER, LEFT VMX WITH
 NAME, FILE, EXT AND PHONE NUMBER. @01/07-ZMB827N
 *** @01/07-ZMB827N
 RCAS-MB CALLED C ON 1/9/2009 AT 2:38 PM EST ON DAY NUMBER, LEFT VMX WITH
 NAME, FILE, EXT AND PHONE NUMBER. @01/09-ZMB827N
 RCAS-MB CALLED C ON 1/9/2009 AT 2:39 PM EST ON EVENING NUMBER, LEFT VMX WITH
 NAME, FILE, EXT AND PHONE NUMBER. @01/09-ZMB827N
 *** @01/09-ZMB827N
 RCAS-MB CALLED C ON 1/13/2009 AT 9:06 AM EST ON DAY NUMBER, LEFT VMX WITH
 NAME, FILE, EXT AND PHONE NUMBER. @01/13-ZMB827N
 RCAS-MB CALLED C ON 1/13/2009 AT 9:07 AM EST ON EVENING NUMBER, LEFT VMX WITH
 NAME, FILE, EXT AND PHONE NUMBER. RCAS-MB ADVISED C THAT RCAS-MB WILL BE
 CLOSING C'S FILE UNTIL RCAS-MB IS CONTACTED BY C. @01/13-ZMB827N
 RCAS-MB CLOSING FILE PENDING CALL BACK FROM C. @01/13-ZMB827N
 RCAS-MB CLOSED FILE. @01/13-ZMB827N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

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

DEALER ACTION:

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NT4B	ROOT CAUSE: SNFA	SCNR
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:	
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:	
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:	
OTHER #: 0	DATE: 00 / 00 / 00	USERID:	
COMMENTS ONLY: #: 0	DATE: 00 / 00 / 00	USERID:	
RESP DLR: 3756	EFFECTIVE: 01 / 02 / 09	CHANGED BY:	
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO	
3RD PRY:	PART#:	CHECK ISSUED: NO	
BYBACK ST:	OPENED BY: ZAB627N		
HISTORY:	UPDATE BY: ZMB827N		
SVC CALL#:	UPDATE DATE: 04 / 17 / 09		
CLOSE: Y (Y/N)	CLOSE DATE: 01 / 13 / 09	MICROFILM: N	
RESP CAA: BECHARD, MARY ANN	OLM: ROYSTER KAREN	DOM: CARSON GARY	
PHONE: 0000041590	OWNER FIRST:	LANGUAGE: E ENGLISH	

CONFIDENTIAL

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CA6381738

SERVICE CONTRACTS SUMMARY

DATE: 8/10/2011
TIME: 11:09:17 AM
MODEL YEAR: 2008.0
MAKE:
MODEL LINE: ALC

NAME: [REDACTED] VIN:
IN SCV DATE: 7/13/2007

SEO NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
45	[REDACTED]	3756 NY	7/13/2007	7/13/2012	100,000		

CONFIDENTIAL

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CONTRACT:	[REDACTED]	CONTRACT:	
OWNER NAME:	[REDACTED]	OWNER NAME:	
PLAN TYPE:	C	PLAN TYPE:	
PLAN TERM:	C	PLAN TERM:	
DEDUCTABLE:	\$	DEDUCTABLE:	
EFFECTIVE:	07/13/07	EFFECTIVE:	
EXPIRES:	07/13/12	MILES:	100,000
CANCEL:		MILES:	
TRANSFER:		TRANSFER:	
TRANSACTION:	7/14/2007	TRANSACTION:	
PRINTED:	07/20/07	PRINTED:	
DEALER NO:	3756	STATE:	NY
DEALER NAME:	FLAGPOLE NISSAN	DEALER NAME:	

CONFIDENTIAL

DATE: 8/10/2011
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SC: ONE CONTRACT

NAME: [REDACTED] VIN: 1N4AL24E48C [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2008.0 ALC MILEAGE: 31452
CITY: CHINO IN SVC DATE: 03 / 08 / 08
ST/ZIP: CA [REDACTED] VCAN: Y RTL DLR: 300 METRO NISSAN OF MONTCLAIR
DAY PH: [REDACTED] PAID: 5 SVC DLR: 5078 WEST COVINA NISSAN
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 5078 WEST COVINA NISSAN
DLR PH: [REDACTED] DENY: 0 REGION: 44 DIST: SL/SV/PT: 03 03 33

LETTER RECEIVED 08 / 18 / 09 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: BT 11 OPEN DATE: 08 / 19 / 09 XFER/RSPNSBLTY: 44 05 S
CONTACT (S): FOLLOWUP DATE: 09 / 16 / 09 DATANET (Y/N): 0
SEVERITY: 3 CLOSE DATE: 10 / 14 / 09 DATANET (Y/N): 00 / 00 / 00

CHECK PAYABLE TO: JENNIFER SUBAN AND
ADDRESS 369 SOUTH DOHENY DR 415
CITY: BEVERLY HILLS CA 90211
VIN: 1N4AL24E48C197588 MODEL LINE/YEAR: ALC 2008.0

G/L VALUE CODE: DRTSETTLN ACCOUNT: 062480000411131
G/L DESCRIPTION: DRT SETTLEMENT CHEC
CHECK AMOUNT: \$ 6375

CHK REQUEST DATE: 09/15/09 REQUESTED BY: YEATE ERI ZEY895N
CHECK APPROVED: 09/15/09 APPROVED BY: GLENN BOB ZBG056N
CHECK ISSUE DATE: 09/16/09 CHECK NUMBER: 215937

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

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS	121500 GEN. BRAKE COMPONENT(S)
AD BRAKES	YX POOR OR IMPROPER OPERATION
OA VEHICLE CONCERNS	138000 ENGINE ASSEMBLY
AG ENGINE MECHANICAL	YX POOR OR IMPROPER OPERATION
OA VEHICLE CONCERNS	227000 GEN. POWERTRAIN COMPONENT
BG POWERTRAIN	YX POOR OR IMPROPER OPERATION
OA VEHICLE CONCERNS	263000 RIGHT FRONT AIRBAG
BK RESTRAINT SYSTEM	YX POOR OR IMPROPER OPERATION

CONFIDENTIAL

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C. A. R. COMMENTS

FILE OPENED-ZKW999N 08/19/2009

PREVIOUS FILES: 6159589

OPEN RECALLS: NONE

-DRTS-KW REC'D LETTER FROM THE OFFICES OF TODD FRIEDMAN, PC. ON 08/18/09, DATED 08/12/09, REC'D IN SHAREPOINT 08/19/09, ADDRESSED TO NNA. LETTER STATES THEIR OFFICE REPRESENTS THIS C REGARDING CLAIMS PURSUANT TO THE FEDERAL MAGNUSON-MOSS WARRANTY ACT, THE STATE LEMON LAW, AND/OR THE U.C.C. VEH HAS NUMEROUS NON-CONFORMITIES WHICH INCLUDE: DEFECTIVE ENGINE, DEFECTIVE BRAKE SYSTEM, DEFECTIVE PASSENGER SIDE AIRBAG, DEFECTIVE TRANSMISSION, AND ANY ADD'L COMPLAINTS ACTUALLY MADE, WHETHER CONTAINED ON COMPANY'S INVOICES OR OTHERWISE. C SEEKS REPURCHASE PLUS ATTY'S FEES. DOCS TO ARBS-EY.

DUE TO ATTY REPRESENTATION, DO NOT CALL THIS C. IF C SHOULD CALL, PLEASE REFER C TO THEIR ATTY.

-- @08/19-ZKW999N

-DRTS-KW REV'D LETTER. NO DOCS ATTACHED. TO ENSURE ALL DOCS ARE REC'D.

-- @08/19-ZKW999N

-DRTS-KW SPOKE TO PAT (CONTRACTS CLERK) AT DLR 300 METRO NISSAN OF MONTCLAIR FOR SALES DOCS TO BE FAXED. WAS ASKED TO FAX A WRITTEN REQUEST.

-- @08/19-ZKW999N

-DRTS-KW LEFT MSG FOR SM-MICHAEL AT DLR 300 METRO NISSAN OF MONTCLAIR TO CONFIRM IF THE PDI WAS THE ONLY THING COMPLETED AT THIS DLR.

-- @08/19-ZKW999N

-DRTS-KW DIRECTED TO SM AT DLR 5078 WEST COVINA NISSAN. ON HOLD FOR SEVERAL MINUTES. TO CALL BACK AT A LATER TIME.

-- @08/19-ZKW999N

-DRTS-KW FAXED WRITTEN REQUEST TO CONTRACT CLERK PAT AT DLR 300 METRO NISSAN OF MONTCLAIR. FORWARDING REQUEST TO ARBS-EY.

-- @08/19-ZKW999N

-DRTS-KW SPOKE TO SVC DPT AT DLR 300 METRO NISSAN OF MONTCLAIR FOR ROS TO BE FAXED OVER.

-- @08/20-ZKW999N

-DRTS-KW LEFT MSG FOR SM-RUBEN AT DLR 5078 WEST COVINA NISSAN FOR ROS TO BE FAXED OVER.

-- @08/20-ZKW999N

-DRTS-KW REC'D ROS FROM DLR 5078. DOCS TO ARBS-EY.

-- @08/20-ZKW999N

-DRTS-KW REC'D SALES DOCS FROM DLR 300. DOCS TO ARBS-EY.

-- @08/20-ZKW999N

-DRTS-KW SPOKE TO RICK IN SVC AT DLR 300 METRO NISSAN OF MONTCLAIR FOR ROS TO BE FAXED OVER.

-- @08/21-ZKW999N

-DRTS-KW LEFT MSG FOR RICK IN SVC AT DLR 300 METRO NISSAN OF MONTCLAIR FOR ROS TO BE FAXED OVER.

-- @08/24-ZKW999N

-DRTS-KW REC'D ROS FROM DLR 300. DOCS TO ARBS-EY.

-- @08/24-ZKW999N

-DRTS-KW PREPARED RHR. DOCS TO ARBS-EY.

-- @08/24-ZKW999N

((NO TECH LINE FILES)). @09/03-ZEY895N

...ARBS-EY NOTES THE REPAIR HISTORY AS FOLLOWS:

- 1). 5/22/09 27,527 MILES THE BRAKE LIGHTS COMES ON WHEN GOING UP A HILL. THE DLR REPLACED THE MASTER CYLINDER, BLEED SYSTEM AND REMOVED FLUID FROM THE POWER BOOSTER.

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2). 6/2/09 27,920 MILES BRAKE LIGHT COMES ON WHEN GOING UP HILL. THE DLR REPLACED THE CALIPERS AND BLEED THE BRAKE SYSTEM.

3). 6/5/09 28,025 BRAKES ARE SQUEALING. NO PROBLEM FOUND.

4). 6/29/09 28,945 MILES BRAKE SQUEAL. THE DLR REPLACED THE REAR DISC BRAKE PADS AND HARDWARE KIT ON BOTH REAR BRAKES. @09/03-ZEY895N
(ARBS-EY NOTES THE VEH WAS IN TWICE FOR THE PASSENGER AIR BAG LIGHT, HOWEVER, NO PROBLEMS WERE FOUND). @09/03-ZEY895N

...ARBS-EY SENT AN EMAIL TO THE ATTY TODD FRIEDMAN STATING THAT AFTER CAREFULLY REVIEWING ALL THE INFORMATION PERTAINING TO THIS CASE, NNA WOULD LIKE TO OFFER \$4,500 INCLUSIVE OF FEES IN ORDER TO SETTLE THIS CASE AMICABLY IN THE INTEREST OF C SATSIFACTION. @09/03-ZEY895N

...ARBS-EY RECEIVED AN EMAIL FROM THE ATTY COUNTERING WITH \$8,250 INCLUSIVE AND A DTS INSPECTION. @09/08-ZEY895N

...ARBS-EY SENT AN EMAIL TO THE ATTY OFFERING \$6,375 INLCUSIVE AND A DTS INSPECTION. @09/08-ZEY895N

...ARBS-EY RECEIVED AN EMAIL FROM THE ATTY STATING THAT C ACCEPTS NNA'S OFFER. @09/10-ZEY895N

...ARBS-EY SENT THE RELEASE TO THE ATTY. @09/10-ZEY895N

...ARBS-EY RECEIVED THE SIGNED RELEASE FROM THE ATTY AND A COPY OF THE REGISTRATION. @09/15-ZEY895N

...ARBS-EY IS REQUESTING A CHECK FOR \$6,375 PAYABLE TO C / ATTY. NNA IS OFFERING THIS AMOUNT IN THE INTEREST OF C SATSIFACTION DUE TO 4 BRAKE REPAIR. @09/15-ZEY895N

...ARBS-EY SENT THE ATTY AN EMAIL REQUESTING A LIST OF ALL OF C'S CURRENT CONCERNS AND WHAT DLR C WOULD LIKE TO HAVE THE INSPECTION TAKE PLACE AT. @09/15-ZEY895N

...THE CHECK WAS SENT TOT HE ATTY VIA FED EX (796950457553). @09/15-ZEY895N @09/16-ZEY895N

...ARBS-EY RECEIVED AN EMAIL FROM THE ATTY STATING THAT C HAS THE FOLLOWING CONCERNS:

- 1). THE AIR BAG LIGHT FLICKERS ON AND OFF.
- 2). THE BRAKES SQUEAK.
- 3). THE BACK SPRINGS SQUEAK WHEN C GETS IN AND OUT OF THE VEH. @09/22-ZEY895N

...ARBS-EY EMAILED ORM-JW THE DTS REQUEST. @09/22-ZEY895N

...ARBS-EY RECEIVED AN EMAIL FROM DTS-DB STATING THAT THE DTS CAN INSPECT THE VEH ON 10/2 AT 9:00AM. @09/24-ZEY895N

...ARBS-EY SENT AN EMAIL TO THE ATTY STATING THAT NNA CAN INSPECT THE VEH ON 10/2 AT 9:00AM. ARBS INFORMED THE ATTY TO PLEASE MAKE SURE C IS PRESENT FOR THE INSPECTION. @09/24-ZEY895N

...ARBS-EY RECEIVED THE INSEPCTION RESULTS FROM TS-DB. THE DTS STATED THAT THE DTS WAS UNABLE TO FIND ANYTHING WORNG WITH THE VEH. THE DTS STATED THAT THE AIR BAG LIGHT WASN'T ON, NO BRAKE SQUEAK, AND NO SQUEAK FROM THE REAR OF THE VEH WHEN GETTING IN AND OUT OF THE VEH. DTS STATED THAT THE DTS EXPLAINED HOW THE AIR BAG SYSTEM WORK AND INFORMED C THAT BRAKE NOISE IN THE MORNING IS NORMAL. THE DTS STATED THAT C ALSO COMPLAINED OF A CLANK NOISE UNDER THE VEH WHEN SITTING AT A STOP LIGHT, BUT THE DTS WAS UNABLE TO DUPLICATE. THE DTS STATED C COMPLAINED OF A TRANSMISSION CONCERN WHILE DRIVING 80MPH, BUT THE DTS WAS UNABLE TO DUPLICATE. @10/06-ZEY895N

FILE CLOSED @10/14-ZEY895N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: RL9D	ROOT CAUSE: SDMV
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #:	DATE: 00 / 00 / 00	USERID:
RESP DLR: 5078	EFFECTIVE: 08 / 19 / 09	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: YES
3RD PRY: AT	PART#:	CHECK ISSUED: YES
BYBACK ST:	OPENED BY: ZKW999N	
HISTORY:	UPDATE BY: ZEY895N	
SVC CALL#:	UPDATE DATE: 10 / 14 / 09	
CLOSE: Y (Y/N)	CLOSE DATE: 10 / 14 / 09	MICROFILM: N
RESP CAA: YEATER, ERIC	OLM: SMIT AGNES	DOM: BRICKETT, JERRY
PHONE: 6157257258	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 8/10/2011
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CA6580610

SERVICE CONTRACTS SUMMARY

DATE: 8/10/2011
TIME: 11:09:17 AM
MODEL YEAR: 2008.0
MAKE:
MODEL LINE: ALC

NAME: [REDACTED] VIN: 1N4AL24E48C [REDACTED]
IN SCV DATE: 3/8/2008

SEO NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
46	[REDACTED]	300 CA	3/8/2008	3/8/2013	100,000		

CONFIDENTIAL

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CONTRACT:	██████████	CONTRACT:	
OWNER NAME:	████████████████████	OWNER NAME:	
PLAN TYPE:	C	PLAN TYPE:	
PLAN TERM:	C	PLAN TERM:	
DEDUCTABLE:	\$ 50	DEDUCTABLE:	
EFFECTIVE:	03/08/08	EFFECTIVE:	
EXPIRES:	03/08/13 MILES: 100,000	EXPIRES:	MILES:
CANCEL:	MILES:	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION:	3/12/2008	TRANSACTION:	
PRINTED:	03/15/08	PRINTED:	
DEALER NO:	300 STATE: CA	DEALER NO:	STATE:
DEALER NAME:	METRO NISSAN OF MONTCLAIR	DEALER NAME:	

CONFIDENTIAL

DATE: 8/10/2011
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REQUESTED BY: corneb2

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SC: ONE CONTRACT

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

VIN: 1N4BL24E38C [REDACTED] Y
YR/MDL: 2008.0 ALC MILEAGE: 17219
IN SVC DATE: 03 / 10 / 08
VCAN: Y RTL DLR: 3619 CARMAX NISSAN/WHITE MARSH
PAID: 4 SVC DLR: 3619 CARMAX NISSAN/WHITE MARSH
SUSP: 0 RESP DLR: 3619 CARMAX NISSAN/WHITE MARSH
DENY: 0 REGION: 26 DIST: SL/SV/PT: 15 15 45

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 2
VEHICLE MAINTAINED BY: 3619 CARMAX NISSAN/WHIT
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 12 / 15 / 09 XFER/RSPNSBLTY: 26 15 S
CONTACT (S): FOLLOWUP DATE: 01 / 12 / 10 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 01 / 12 / 10 DATANET (Y/N): 12 / 17 / 09

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD BRAKES YX POOR OR IMPROPER OPERATION

CONFIDENTIAL

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C. A. R. COMMENTS

FILE OPENED-ZJM396N 12/15/2009

[REDACTED]

PREVIOUS RELATED FILE FOUND:NONE

PREVIOUS UNRELATED FILE FOUND:NONE

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

CRR-JM CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @12/15-ZJM396N

X
NO RECALLS FOUND.

__X
__X @12/15-ZJM396N

CRR-JM-RECEIVED INBOUND FROM C.

C STATES C HAS HAD MULTIPLE REPAIRS FOR VEH - BATTERY ISSUES? @12/15-ZJM396N

C STATES ON NOV 08 VEHICLE STOPPED. C HAD VEH TOWED TO @12/15-ZJM396N

3619_ CARMAX NISSAN/WHITE MARSH. DLR REPLACED BATTERY. @12/15-ZJM396N

C STATES SAME THING HAPPENED LAST FRIDAY. C GOT BATTERY JUMPED BY ANOTHER DRIVER. @12/15-ZJM396N

C STATES C'S EMERGENCY BRAKE LIGHT CAME ON AND WOULD NOT TURN OFF WHEN VEH TURNED OFF. @12/15-ZJM396N

C STATES VEH WAS TOWED AGAIN TO @12/15-ZJM396N

3619_ CARMAX NISSAN/WHITE MARSH. C IS DEALING WITH TARA AT DLRSHIP.

C STATES THAT DLRSHIP DID FULL DIAGNOSTIC AND DLR STATES BATTERY NEEDS WORK AGAIN. @12/15-ZJM396N

C STATES C LOVES VEHICLE BUT THINKS THERE IS MORE TO ISSUE. @12/15-ZJM396N

C STATES VEHICLE STILL WITH DLRSHIP. C CANNOT DRIVE VEHICLE.

CRR-AS ASKED C WHAT C WANTS FROM NNA TO RESOLVE ISSUE @12/15-ZJM396N

C STATES THIS IS C'S SECOND NISSAN VEHICLE AND C IS VERY HAPPY WITH CURRENT VEH. C STATES THAT C THINKS SOMETHING MORE IS CAUSING BATTERY DRAIN AS C NOT HAPPY TO BE REPLACING BATTERY ONCE A YEAR EVERY YEAR. @12/15-ZJM396N

C NEEDS HELP TO GET MORE COMPREHENSIVE DIAGNOSIS FOR VEHICLE. @12/15-ZJM396N

CRR-JM ADVISED THAT RCAS WILL CONTACT C BY THE END OF THE NEXT BUSINESS DAY

CRR-JM OFFERED FURTHER ASSISTANCE, C DECLINED

CRR-JM GAVE NAME, EXT, AND FILE NUMBER TO C

CRR-JM TRANSFERRING FILE TO RCAS FOR FURTHER ASSISTANCE. @12/15-ZJM396N

***RCAS-OW REVIEWED FILE ON 12/16/09. RCAS UPDATED SERVICING DLR AND DATANETTED FILE. RCAS PLACED CALL TO C ON 12/16/09 AT 9:35AM EST AND LEFT VMX. RCAS WILL BE FOLLOWING UP WITH C ON 12/18/09 BEFORE THE END OF THE BUSINESS DAY. RCAS EXPLAINED THAT THE DLRSHIP WILL BE CONTACTED IN ORDER FOR RCAS TO GATHER FURTHER INFORMATION REGARDING THE VEHICLES STATUS. RCAS STATED THAT C WILL BE RECEIVING A FOLLOW UP CALL ON 12/18/09 BEFORE THE END OF THE BUSINESS DAY. RCAS LEFT C NAME/NUMBER OF RCAS IN CASE C HAS ANY FURTHER QUESTIONS OR CONCERNS BEFORE THEN. @12/16-ZOW482N

***RCAS-OW SENT EMAIL TO THE ATTENTION OF SM-BRYAN ANDERSON ON 12/17/09 AT 2:00PM EST. RCAS INQUIRED AS TO THE RESULTS OF THE DIAGNOSTICS PERFORMED AT THE DLRSHIP AND IF THE DLRSHIP IS AWARE OF WHAT NEEDS TO BE REPLACED/REPAIRED ON THE VEHICLE AT THIS TIME. RCAS REQUESTED FOR SM TO PROVIDE FURTHER INFORMATION. RCAS CURRENTLY AWAITING RESPONSE. @12/17-ZOW482N

CRR-IC RECEIVED A CALL FROM C. @12/18-ZIR568N

CRR-IC INFO HAS NOT CHANGED. @12/18-ZIR568N

CRR-IC UPDATED THE CONTACT NUMBER C STATED SHOULD HAVE BEEN PRIORITY.

C STATED THE VEH ISSUE IS REPEATING ITSELF. @12/18-ZIR568N

C STATED C IS WAITING TO HEAR FROM RCAS. @12/18-ZIR568N

CRR-IC ADVISED C THAT RCAS IS CALLING C TODAY, C SATISFIED. @12/18-ZIR568N

CONFIDENTIAL

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TIME: 11:09:17 AM

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***RCAS-OW PLACED CALL TO SM-KEITH ESTIVITO ON 12/18/09 AT 2:00PM EST AND LEFT VMX. @12/18-ZOW482N

***RCAS-OW PLACED CALL TO C ON 12/18/09 AT 2:46PM EST ON DAY NUMBER AND LEFT VMX. RCAS PLACED CALL TO C ON 12/18/09 AT 2:48PM EST ON EVE NUMBER AND LEFT VMX. RCAS WILL BE FOLLOWING UP ON 12/22/09 BEFORE THE END OF THE BUSINESS DAY. @12/18-ZOW482N

***RCAS-OW PLACED CALL TO C ON 12/22/09 AT 11:46AM EST. C STATED THIS PAST MONDAY THE VEHICLE NEEDED TO BE JUMP STARTED AGAIN. C STATED THE DLRSHP HAS BEEN MADE AWARE OF THE CONCERN AND C WILL BE BRINGING THE VEHICLE BACK INTO THE DLRSHP AFTER THE HOLIDAYS IN ORDER FOR THE DLRSHP TO INSPECT THE VEHICLE FURTHER. C STATED THE VDC LIGHT WILL GO OFF AND THE BRAKE LIGHT WILL STAY ON. C STATED THIS INCIDENT HAPPENS WHEN IT IS COLD OUTSIDE. RCAS EXPLAINED THE DLRSHP WILL BE CONTACTED AS WELL IN ORDER FOR RCAS TO GATHER FURTHER INFORMATION IN REGARDS TO CONCERNS. C AGREED TO A FOLLOW UP CALL ON 12/29/09 BEFORE THE END OF THE BUSINESS DAY. C THANKED RCAS FOR THE ASSISTANCE. @12/22-ZOW482N

***RCAS-OW RECEIVED CALL FROM SM-KEITH ESTIVITO ON 12/23/09 AT 12:59PM EST. SM STATED THAT C HAS AN APPOINTMENT SCHEDULED TO BRING THE VEHICLE BACK IN ON 12/28/09. RCAS EXPLAINED THAT SM WILL RECEIVE A CALL ON THE FOLLOWING DAY TO LOOK FURTHER INTO THE DLRSHPS DIAGNOSIS. SM AGREED. @12/23-ZOW482N @12/28-ZOW482N

***RCAS-OW PLACED CALL TO C ON 12/29/09 AT 4:16PM EST AND LEFT VMX. RCAS WILL BE FOLLOWING UP ON 12/31/09 BEFORE THE END OF THE BUSINESS DAY. @12/29-ZOW482N

***RCAS-OW PLACED CALL TO C ON 12/31/09 AT 11:19AM EST. C STATED C HAS BEEN SICK AND HAS NOT HAD THE OPPURTUNITY TO BRING THE VEHICLE BACK INTO THE DLRSHP FOR FURTHER DIAGNOSIS TO BE COMPLETED ON THE VEHICLE. C STATED C WILL TRY TO BRING THE VEHICLE IN ON THE BEGINNING OF THE NEW YEAR. C AGREED TO A FOLLOW UP CALL ON 01/05/09 BEFORE THE END OF THE BUSINESS DAY. @12/31-ZOW482N

***RCAS-OW PLACED CALL TO SA-KEITH ESTIVITO ON 01/05/10 ON 3:51PM EST. SM STATED THAT C HAD MADE AN APPOINTMENT FOR THE VEHICLE TO BE BROUGHT IN ON 01/05/10 HOWEVER, DID NOT SHOW UP. RCAS EXPLAINED THAT C WILL BE CONTACTED AND ADVISED TO SET UP A NEW APPOINTMENT IN ORDER FOR THE CONCERN TO BE RESOLVED AS SOON AS POSSIBLE. RCAS THANKED SA FOR THE ASSISTANCE. @01/05-ZOW482N

***RCAS-OW PLACED CALL TO C ON 01/05/10 AT 4:54PM EST ON DAY NUMBER AND LEFT VMX. RCAS PLACED CALL TO C ON 01/05/10 AT 4:56PM EST ON EVE NUMBER AND LEFT VMX. RCAS WILL BE FOLLOWING UP ON 01/07/10 BEFORE THE END OF THE BUSINESS DAY. @01/08-ZMA966N

RCAS-MA CALLED C ON DAY NUMBER ON 1/8/10 AT 3:23 PM EST AND LEFT A VMX. RCAS-MA CALLED C ON EVE NUMBER ON 1/8/10 AT 3:23 PM EST AND LEFT A VMX. @01/08-ZMA966N

***RCAS-OW PLACED CALL TO C ON 01/12/10 AT 2:49PM EST. C STATED THE VEHICLE WAS DROPPED OFF ON 01/07/10 AND LEFT AT THE DLRSHP. C STATED THE DLRSHP FOUND THE MASTER CYLINDER WAS LEAKING. C STATED THE VEHICLE HAS BEEN REPAIRED AND PICKED UP WITH NO FURTHER CONCERNS. RCAS WAS HAPPY TO HEAR. C STATED THE DLRSHP OFFERED C A RENTAL VEHICLE AS WELL. RCAS ADVISED C TO HOLD ON TO THE FILE NUMBER THAT IF C SHOULD HAVE RELATED ISSUE ARISE IN THE FUTURE, C MAY REFER BACK TO THIS PAST RELATED FILE AND FURTHER ASSISTANCE WILL BE AVAILABLE. C THANKED RCAS FOR FOLLOWING UP AND AGREED THE FILE CAN BE CLOSED AS NO FURTHER ACTION IS REQUIRED AT THIS TIME. @01/12-ZOW482N

***RCAS-OW SUMMARY OF FILE: C HAD CONTACTED CONSUMER AFFAIRS DUE TO SEVERAL ATTEMPTS TO REPAIR THE VEHICLE DUE TO THE VEHICLE SHUTTING OFF. C STATED VEH WAS BROUGHT BACK AND FORTH TO THE DLRSHP AND FINALLY THE DLRSHP DISCOVERED THE MASTER CYLINDER HAD A LEAK. C IS SATISFIED NOW THAT THE VEHICLE HAS BEEN REPAIRED WITH NO FURTHER CONCERNS. RCAS CLOSING FILE AS NO FURTHER ACTION IS REQUIRED AT THIS TIME. @01/12-ZOW482N

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SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

CONTACT(S) :

SATISFIED: Y	ACTION CODE: NT1A	ROOT CAUSE: SCMV
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #:	DATE: 00 / 00 / 00	USERID:
OTHER #:	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 0	DATE: 00 / 00 / 00	USERID:
RESP DLR: 3619	EFFECTIVE: 12 / 15 / 09	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRTY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZJM396N	
HISTORY:	UPDATE BY: ZOW482N	
SVC CALL#:	UPDATE DATE: 01 / 12 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 01 / 12 / 10	MICROFILM: N
RESP CAA: WELCH, OWEN	OLM: ROYSTER KAREN	DOM: HARDING JOE
PHONE: 0000041591	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

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

CA6681378

SERVICE CONTRACTS SUMMARY

DATE: 8/10/2011
TIME: 11:09:17 AM
MODEL YEAR: 2008.0
MAKE:
MODEL LINE: ALC

NAME: [REDACTED]

VIN:

IN SCV DATE: 3/10/2008

SEO NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
47	[REDACTED]	3619 MD	3/10/2008	3/10/2013	60,000		

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CONTRACT:	██████████	CONTRACT:	
OWNER NAME:	██████████	OWNER NAME:	
PLAN TYPE:	C	PLAN TYPE:	
PLAN TERM:	B	PLAN TERM:	
DEDUCTABLE:	\$ 50	DEDUCTABLE:	
EFFECTIVE:	03/10/08	EFFECTIVE:	
EXPIRES:	03/10/13	EXPIRES:	MILES:
	MILES: 60,000		
CANCEL:	MILES:	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION:	6/9/2008	TRANSACTION:	
PRINTED:	06/14/08	PRINTED:	
DEALER NO:	3619	DEALER NO:	STATE:
	STATE: MD		
DEALER NAME:	CARMAX NISSAN/WHITE MARSH	DEALER NAME:	

CONFIDENTIAL

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SC: NONE

NAME: [REDACTED] VIN: 1N4AL24E48C [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2008.0 ALC MILEAGE: 17056
CITY: HOLLYWOOD IN SVC DATE: 12 / 22 / 07
ST/ZIP: FL [REDACTED] VCAN: N RTL DLR: 3509 ENDICOTT NISSAN, INC.
DAY PH: [REDACTED] PAID: 3 SVC DLR: 3509 ENDICOTT NISSAN, INC.
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 3509 ENDICOTT NISSAN, INC.
DLR PH: [REDACTED] DENY: 0 REGION: 34 DIST: SL/SV/PT: 03 03 33

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 3509 ENDICOTT NISSAN, I.
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 12 / 28 / 09 XFER/RSPNSBLTY: 34 03 S
CONTACT (S): FOLLOWUP DATE: 01 / 04 / 10 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 01 / 04 / 10 DATANET (Y/N): 12 / 28 / 09

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 121000 FRONT BRAKE (DISC/CALIPER/PAD/ROTOR)
AD BRAKES VF NON-WARRANTY ITEM GOODWILL ASSISTANCE I
OA VEHICLE CONCERNS 121000 FRONT BRAKE (DISC/CALIPER/PAD/ROTOR)
AD BRAKES YX POOR OR IMPROPER OPERATION
OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD BRAKES YX POOR OR IMPROPER OPERATION
OA VEHICLE CONCERNS 124000 REAR BRAKE (DISC/CALIPER/SHOE/DRUM)
AD BRAKES YI OOW GOODWILL ASSISTANCE REQUEST
OA VEHICLE CONCERNS 124000 REAR BRAKE (DISC/CALIPER/SHOE/DRUM)
AD BRAKES YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZRT116N 12/28/2009

NO EMAIL

@12/28-ZRT116N

PREVIOUS FILES FOUND: NONE

CRR-RT UPDATED C'S INFORMATION. NONE

CRR-RT VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY, EVENING PHONE NUMBERS
EMAIL ADDRESS AND RESPONSIBLE DLR.

CRR-RT CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NO OPEN RECALL.

CRR-RT ADVISED C OF RECALL STATUS ON C'S VEH.

PREVIOUS NISSAN/INFINITI VEHICLE(S): NONE

CRR-RT RECEIVED CALL FROM C.

C STATED THAT C TOOK C'S VEH TO ENDICOTT NISSAN BECUASE THE BRAKE LIGHT ON
THE DASH BOARD WENT ON.

C STATED THAT AFTER THE DLR DIAGNOSED C'S VEH C WAS INFORMED THAT THE FRONT
BRAKES WERE WORN OUT. C STATED THAT THE DLR NEEDS TO REPLACE THE MASTER
CYLINDER BECAUSE THE MASTER CYLINDER IS LEAKING.

@12/28-ZRT116N

C STATED THAT C'S VEH ONLY HAS 17000 MILES AND C CAN'T BELIEVED THAT THE
BRAKES WILL WORN WORN OUT AT 17000 MILES.

C STATED THAT C SPOKE WITH SM-KENNETH GLASER WHO ADVISED C TO CALL NNA FOR
ASSISTANCE.

CRR-RT INFORMED C THAT CRR-RT WILL ENDORSE C'S CONCERN TO RCAS AND RCAS WILL
CALLBACK C BY THE END OF THE NEXT BUSINESS DAY.

C APPRECIATES.

C THANKED CRR-RT FOR ASSISTANCE, C SATISFIED.

CRR-RT OFFERED FURTHER ASSISTANCE, C DECLINED

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

CRR-RT LEAVING FILE OPEN.

@12/28-ZRT116N

**

@12/29-ZHM943N

RCAS-HM DATANETTED FILE ON 12/29/09.

@12/29-ZHM943N

RCAS-HM LEFT VMX FOR SM-DENNIS NAMOR ON 12/29/09 AT 8:56 AM EST. @12/29-ZHM943N

RCAS-HM RECEIVED CALL FROM SM-DENNIS NAMOR ON 12/29/09 AT 11:45 AM EST. SM
STATES THAT C'S VEH NEEDED A BRAKE MASTER CYLINDER AND THAT WAS TAKEN CARE OF
UNDER WARRANTY FOR C. SM STATES THAT C'S FRONT BRAKES ARE AT 1% AND THE REAR
BRAKES ARE AT 30%. SM STATES THAT THE DLR EVEN SHOWED C THE WORN BRAKES. SM
STATES THAT THE COST OF THE BRAKE PADS ARE APPROX \$200. SM STATES THAT C DOES
NOT SERVICE AT THE DLRSHIP AND HAS NOT SPENT ANY MONEY AT THE DLRSHIP, BRAKES
ARE WEAR AND TEAR. SM STATES THAT SM IS NOT INTERESTED IN ASSISTING C WITH
THIS REPAIR. RCAS-HM UNDERSTOOD.

@12/29-ZHM943N

RCAS-HM LEFT VMX ON C'S DAY/EVENING PHONE ON 12/29/09 AT 3:01 PM EST.

**

@12/29-ZHM943N

RCAS-HM SENT INTERNAL MESSAGE TO FOM-GB FOR POSSIBLE ASSISTANCE. @12/31-ZHM943N

RCAS-HM RECEIVED VMX FROM C ON 12/31/09 AT 9:12 AM EST.

@12/31-ZHM943N

RCAS-HM CONTACTED C ON C'S DAY PHONE ON 12/31/09 AT 11:27 AM EST. C STATES
THAT C HAD AN ISSUE WITH THE BRAKE PADS. C STATES THAT C HAS NEVER HEARD OF
HAVING TO REPLACE THE BRAKE PADS AT 17,000 MILES. C STATES WHEN C GOT THE
BILL, THE BRAKE MASTER CYLINDER HAD TO BE REPLACED AS WELL. C STATES THAT THE
REASON THE BRAKE PADS HAD TO BE REPLACED IS BECAUSE C HAD TO PRESS HARDER ON
THE BRAKE PADS IN ORDER TO GET THE VEH TO STOP. C STATES THAT C PAID FOR THE
FRONT BRAKE PADS AND C PAID A TOTAL OF \$229. C STATES THAT C STILL NEEDS TO
HAVE THE REAR BRAKE PADS REPLACED AND C WOULD LIKE NNA TO PAY FOR THAT AND
ALSO REIMBURSE C FOR THE REPAIR THAT C PAID FOR. RCAS-HM ADVISED C THAT RCAS
CANNOT MAKE ANY GUARANTEES BUT RCAS-HM WILL CONTACT THE REGION FOR POSSIBLE
ASSISTANCE AND RCAS-HM WILL FOLLOW UP WITH C ON 01/04/10. C THANKED RCAS-HM.

**

@12/31-ZHM943N

CONFIDENTIAL

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RCAS-HM RECEIVED INTERNAL MESSAGE FROM FOM-GB ON 01/04/10. FOM STATES THAT FOM IS NOT WILLING TO REIMBURSE C FOR THE BRAKE PADS AS BRAKE PADS ARE WEAR AND TEAR. FOM STATES THAT FOM IS ALSO NOT WILLING TO COVER THE REAR BRAKE PADS. RCAS-HM LEFT VMX FOR FOM-GB ON 01/04/10 AT 11:58 AM EST. @01/04-ZHM943N RCAS-HM RECEIVED CALL FROM FOM-GB ON 01/04/10 AT 12:05 PM EST. FOM STATES THAT THE BRAKE MASTER CYLINDER WILL NOT CAUSE THE BRAKE PADS TO WEAR OUT PREMATURELY. FOM STATES THAT BRAKE PADS ARE INDEPENDENT OF THE BRAKE MASTER CYLINDER. RCAS-HM UNDERSTOOD. @01/04-ZHM943N RCAS-HM CONTACTED C ON C'S DAY PHONE ON 01/04/10 AT 2:52 PM EST. RCAS-HM ADVISED C THAT RCAS-HM CONTACTED THE REGION AND RCAS-HM WAS ADVISED THAT THE BRAKE MASTER CYLINDER FAILING WOULD NOT HAVE CAUSED THE BRAKE PADS TO WEAR OUT PREMATURELY. RCAS-HM ADVISED C THAT BRAKE PADS ARE A WEAR AND TEAR ITEM AND NNA IS NOT IN A POSITION TO REIMBURSE C OR COVER THE REAR BRAKE PADS. C STATES THAT C WILL HAVE TO CHOOSE ANOTHER BRAND OF VEH AS C HAS NEVER HAD BRAKES WEAR OUT THIS SOON BEFORE. RCAS-HM APOLOGIZED TO C. C THANKED RCAS-HM FOR THE CALL. @01/04-ZHM943N RCAS-HM SENT WARRANTY DENIAL LETTER ON 01/04/10. @01/04-ZHM943N RCAS-HM CLOSING FILE. @01/04-ZHM943N ** FILE SUMMARY ** C CALLED NNA BECAUSE C WAS UNHAPPY ABOUT HAVING TO REPLACE THE BRAKE PADS AT 17,000 MILES. C FELT THE BRAKE MASTER CYLINDER CAUSED THE BRAKE PADS TO WEAR OUT PREMATURELY. RCAS CONTACTED FOM AND FOM ADVISED ONE HAD NOTHING TO WITH THE OTHER AND BRAKES ARE WEAR AND TEAR. RCAS-HM DECLINED C FOR THE REPAIR. C IS NOT SATISFIED. WARRANTY DENIAL LETTER WAS SENT ON 01/04/10. ** @01/04-ZHM943N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

CONTACT(S):

SATISFIED: N ACTION CODE: NT3A ROOT CAUSE: DR800 SNFA
CALLBACK: (Y/N) #: 0 DATE: 00 / 00 / 00 USERID:
REOPEN: CALLBACK #: 0 DATE: 00 / 00 / 00 USERID:
NEW INFO #: DATE: 00 / 00 / 00 USERID:
OTHER #: DATE: 00 / 00 / 00 USERID:
COMMENTS ONLY: #: 0 DATE: 00 / 00 / 00 USERID:
RESP DLR: 3509 EFFECTIVE: 12 / 28 / 09 CHANGED BY:
IIR-DATE: 00 / 00 / 00 TRANS DATE: 00 / 00 / 00 CHECK REQUESTED: NO
3RD PRY: PART#: CHECK ISSUED: NO
BYBACK ST: OPENED BY: ZRT116N
HISTORY: UPDATE BY: ZHM943N
SVC CALL#: UPDATE DATE: 01 / 04 / 10
CLOSE: Y (Y/N) CLOSE DATE: 01 / 04 / 10 MICROFILM: N
RESP CAA: MCALLISTER, HEATHER OLM: ROYSTER KAREN DOM:
PHONE: 0000041404 OWNER FIRST: LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 8/10/2011
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SC: ONE CONTRACT

NAME: [REDACTED] VIN: 1N4AL24EX8C [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2008.0 ALC MILEAGE: 33000
CITY: WILLOWICK IN SVC DATE: 12 / 05 / 07
ST/ZIP: OH [REDACTED] VCAN: Y RTL DLR: 5072 SUNNYSIDE NISSAN
DAY PH: [REDACTED] PAID: 13 SVC DLR: 5072 SUNNYSIDE NISSAN
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 5072 SUNNYSIDE NISSAN
DLR PH: [REDACTED] DENY: 0 REGION: 24 DIST: SL/SV/PT: 11 11 41

LETTER RECEIVED 02 / 06 / 09 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: AL 11 OPEN DATE: 02 / 05 / 10 XFER/RSPNSBLTY: 24 11 S
CONTACT (S): FOLLOWUP DATE: 03 / 19 / 10 DATANET (Y/N): 0
SEVERITY: 3 CLOSE DATE: 03 / 19 / 10 DATANET (Y/N): 00 / 00 / 00

CHECK PAYABLE TO: [REDACTED]
ADDRESS: [REDACTED]
CITY: WILLOWICK OH [REDACTED]
VIN: 1N4AL24EX8C [REDACTED] MODEL LINE/YEAR: ALC 2008.0

G/L VALUE CODE: DRTSETTLN ACCOUNT: [REDACTED]
G/L DESCRIPTION: DRT SETTLEMENT CHEC
CHECK AMOUNT: \$ 2500

CHK REQUEST DATE: 03/18/10 REQUESTED BY: SUENA ZAS440N
CHECK APPROVED: 03/18/10 APPROVED BY: GLENN BOB ZBG056N
CHECK ISSUE DATE: 03/19/10 CHECK NUMBER: 247745

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

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OF NNA., INC. ISSUES	260500 CA PERSONNEL (NISSAN)
BT DEPARTMENT PERSONNEL	VP THIRD-PARTY ESCALATION
OF NNA., INC. ISSUES	260500 CA PERSONNEL (NISSAN)
BT DEPARTMENT PERSONNEL	ZH CRITICISM

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C. A. R. COMMENTS

FILE OPENED-ZAS440N 02/05/2010
6410530 - DIRECTLY RELATED FILE.
6534061
6290016
6376581

IN PREVIOUS FILE, ARBS OFFERED TO SETTLE FOR \$2500. C CALLED BACK AND ALSO REQUESTED VSC. C STATES C WAS VERY HAPPY WITH DTS/JS AND WAS GLAD HE TOOK THE TIME TO GO OVER C'S CONCERNS WITH HER AND REALLY APPRECIATED HIS EFFORTS. C STATES THERE IS A SLIGHT NOISE AGAIN BUT CAN ONLY HEAR IT PERIODICALLY. ARBS ADVISED THAT IT'S POSSIBLE THE HEAT SHIELD CAN BE LOOSE AGAIN. C UNDERSTOOD. C STATES C WANTS TO TAKE NNA'S OFFER. @02/05-ZAS440N

**AS STATED IN PREVIOUS ATTY DEMAND LETTER, ATTY WANTS NNA TO WORK WITH C DIRECTLY. @02/05-ZAS440N

**ARBS SENT RELEASE VIA FEDEX TRACKING NUMBER: 793248315751 @02/05-ZAS440N

**ARBS SENT VSC GOODWILL REQUEST. @02/05-ZAS440N

@02/05-ZAS440N

ARBS REQUESTED FILE 6534061 BE PULLED. ALL DOCS ARE NOW IN THIS FILE***

@02/05-ZAS440N

**DRTS-DT REVIEWED AND SUBMITTED VSC REQUEST TO NESNA. @02/09-ZDT877N

**DRTS-DT REVIEWED AND FOUND POLICY # NCNE06723428 ADDED. @02/16-ZDT877N

**ARBS IN RECEIPT OF SIGNED RELEASE BUT NOT THE REGISTRATION. ARBS CALLED C AND LEFT MESSAGE REQUESTING COPY OF THE CURRENT VEHICLE REGISTRATION.

ARBS PROVIDED DIRECT FAX NUMBER AND EMAIL ADDRESS IF C WANTS TO SCAN AND EMAIL IT. @03/10-ZAS440N

**ARBS CALLED C AND LEFT ANOTHER MESSAGE REQUESTING COPY OF REGISTRATION.

FILE OPEN PENDING REGISTRATION. ARBS ADVISED ARBS UNABLE TO RELEASE CHECK WITHOUT IT. @03/12-ZAS440N

**C CALLED, WILL BE SENDING THE REGISTRATION TODAY. @03/18-ZAS440N

**ARBS IN RECEIPT OF REGISTRATION.

**ARBS REQUESTING CHECK THIS DAY. @03/18-ZAS440N

**REPAIR HISTORY AS FOLLOWS:

@ 1708 MILES - CENTER CONSOLE DOOR BROKEN

@ 2470 MILES - WIPER POPPED AND NOW DOESN'T CLEAN WELL

@ 7784 MILES - AIRBAG LIGHT ERRATIC WHEN ADULT SEATED BOTTOMED
OUT ON DRIVEWAY- CHECK FOR DAMAGES

@ 11656 MILES - BRAKES SQUEAL

@ 16359 MILES - METAL KNOCKING NOISE FROM FRONT END AFTER DRIVING FOR ABOUT 10 MINUTES SHUT OFF THE CAR AND GET OUT AND HEAR IT MAKING THENOISE.

@ 18192 MILES - NOISE FROM VEHICLE WHEN STOPPING, CAN SOMETIMES HEAR WHILE DRIVING AS WELL, SEEMS TO GET LOUDER WHEN YOU GO FASTER - REPLACED ENGINE

@ 19947 MILES - METALLIC KNOCKING NOISE WHEN DRIVING CAR, AT TIMES WHEN SITTING STILL VEH SHAKES WHEN SITTING AT IDLE - REPLACED PREMUFFLER

@ 22760 MILES - RED BRAKE LIGHT ON - TOPPED OFF BRAKE FLUID

@ 26825 MILES - OIL DRIPS IN DRIVE PLEASE CHECK - DLR RESEALED OIL PAN

@ 31870 MILES - CLUNKING NOISE FROM UNDER CAR. PART HAS BEEN ORDERED SEE RO 30504 04JUN09 31059 - DEALER FOUND MUFFLER MAKING A CLUNKING NOISE. REPLACED PRE-MUFFLER

@ 35857 MILES - BRAKE LIGHT COMES ON AS DRIVING - DLR FOUND MASTER CYL LEAK:

@ 36678 MILES - THUNKING NOISE AFTER DRIVING CAR FROM UNDER CAR, DTS/JS
REMOVED HEATSHIELDS AND CHANGE ALL FASTENERS @03/18-ZAS440N

FEDEX TRACKING NUMBER: 793366076850 @03/18-ZAS440N

FILE CLOSED. @03/19-ZAS440N

SPECIAL REMARKS:

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CA6723428N

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: N	ACTION CODE: RL9D	ROOT CAUSE: SDMV
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 0	DATE: 00 / 00 / 00	USERID:
RESP DLR: 5072	EFFECTIVE: 02 / 05 / 10	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: YES
3RD PRY: AT	PART#:	CHECK ISSUED: YES
BYBACK ST:	OPENED BY: ZAS440N	
HISTORY:	UPDATE BY: ZAS440N	
SVC CALL#:	UPDATE DATE: 03 / 19 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 03 / 19 / 10	MICROFILM: N
RESP CAA: SUENAGA AYUMI	CAOM: ADAIR WAYNE	CAOM: ADAIR WAYNE
PHONE: 6157257254	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 8/10/2011
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----- CONSUMER AFFAIRS -----

CA6723428

SERVICE CONTRACTS SUMMARY

DATE: 8/10/2011
TIME: 11:09:17 AM
MODEL YEAR: 2008.0
MAKE:
MODEL LINE: ALC

NAME: [REDACTED] VIN: 1N4AL24EX8C [REDACTED]
IN SCV DATE: 2/9/2010

SEO NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
49	[REDACTED]	24ESC CA	2/9/2010	12/5/2013	100,000		

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CURRENT SERVICE CONTRACT		PRIOR SERVICE CONTRACT	
CONTRACT:	[REDACTED]	CONTRACT:	
OWNER NAME:	[REDACTED]	OWNER NAME:	
PLAN TYPE:	C	PLAN TYPE:	
PLAN TERM:	E	PLAN TERM:	
DEDUCTABLE:	\$	DEDUCTABLE:	
EFFECTIVE:	02/09/10	EFFECTIVE:	
EXPIRES:	12/05/13 MILES: 100,000	EXPIRES:	MILES:
CANCEL:	MILES:	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION:	2/15/2010	TRANSACTION:	
PRINTED:	02/20/10	PRINTED:	
DEALER NO:	24ESC STATE: CA	DEALER NO:	STATE:
DEALER NAME:	NORTH CENTRAL CA CONTRACT	DEALER NAME:	

CONFIDENTIAL

DATE: 8/10/2011
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SC: NONE

NAME: [REDACTED] VIN: 1N4BL24E68C [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2008.0 ALC MILEAGE: 40000
CITY: ALEXANDRIA IN SVC DATE: 09 / 11 / 07
ST/ZIP: VA [REDACTED] VCAN: N RTL DLR: 3497 PASSPORT NIS/ALEXANDRIA
DAY PH: [REDACTED] PAID: 6 SVC DLR: 3497 PASSPORT NIS/ALEXANDRIA
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 3497 PASSPORT NIS/ALEXANDRIA
DLR PH: [REDACTED] DENY: 0 REGION: 26 DIST: SL/SV/PT: 17 17 47

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: PASSPORT NISSAN
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 4000 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 07 / 09 / 10 XFER/RSPNSBLTY: 26 17 S
CONTACT (S): FOLLOWUP DATE: 07 / 27 / 10 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 07 / 27 / 10 DATANET (Y/N): 07 / 20 / 10

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 119000 BRAKE BOOSTER
AD BRAKES YI OOW GOODWILL ASSISTANCE REQUEST
OA VEHICLE CONCERNS 119000 BRAKE BOOSTER
AD BRAKES YX POOR OR IMPROPER OPERATION
OA VEHICLE CONCERNS 138000 ENGINE ASSEMBLY
AG ENGINE MECHANICAL YI OOW GOODWILL ASSISTANCE REQUEST
OA VEHICLE CONCERNS 138000 ENGINE ASSEMBLY
AG ENGINE MECHANICAL YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZET920N 07/09/2010

PREVIOUS FILES FOUND

RELATED:NONE

UNRELATED:NONE

CRR-ET VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, MAIN AND ALTERNATE PHONE NUMBERS.

CRR-ET UPDATED OWNER'S INFORMATION: ADDRESS

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

PREVIOUS NISSAN/INFINITI VEH: N/A

CRR-ET RECEIVED CALL FROM: C

C STATED

@07/09-ZET920N

1.THAT C WAS HAVING AN ISSUE WITH THE SAID VEH. C STATED THAT AN EMERGENCY BRAKE LIGHT WAS ON.C SAID THAT THE VEH WAS BROUGHT TO PASSPORT NISSAN AND C WAS ADVISED THAT FOR THE ISSUE TO BE FIXED AND FOR THE BOOSTER TO BE REPLACED THE AMOUNT WILL \$1300. C ADDED THAT THE BRAKE FLUID WAS LEAKING C MENTIONED THAT C ALSO HAVE OBSERVED A HIGH PITCH COMING UNDERNEATH THE SAID VEH.C WAS ASSISTED BY SA-RICHARD SPENVIL.C WAS ASKING FOR ASSISTANCE

CRR-ET ADVISED C

THAT SINCE C REQUESTED FOR ASSISTANCE CRR-ET WILL FORWARD FILE TO RCAS AND RCAS WILL CALLBACK C BY THE END OF THE NEXT BUSINESSDAY C UNDERSTOOD

C THANKED CRR-ET FOR ASSISTANCE, C SATISFIED.

CRR-ET OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-ET GAVE NAME, EXTENSION AND FILE NUMBER.

CRR-ET LEAVING FILE OPEN TRANSFERRING FILE TO RCAS

@07/09-ZET920N

@07/09-ZET920N

RCAS-GM PLACED OUT CALL TO C'S DAY/EVENING PHONE AT 9:16AM EST ON 7/12/10.

RCAS-MB CALLED C ON 7/19/2010 AT 4:14 PM EST ON DAY/EVENING NUMBER, SPOKE WITH C. RCAS-MB INQUIRED INTO IF C'S VEH REPAIR HAS BEEN COMPLETED AT THIS TIME. C ADVISED RCAS-MB THAT C'S VEH IS BEING REPAIRED TODAY AND C WOULD LIKE SOME ASSISTANCE WITH THE REPAIR COST. RCAS-MB ADVISED C THAT RCAS-MB WILL REVIEW C'S CONCERN WITH THE DLRSHIP AND FOLLOW UP WITH C. C UNDERSTANDS AND THANKED RCAS-MB.

@07/19-ZMB827N

RCAS-MB CALLED PASSPORT NISSAN ON 7/20/2010 AT 12:32 PM EST, SPOKE WITH SM-RICHARD STENZEL. SM ADVISED RCAS-MB THAT C HAS JUST PAID FOR THE REPAIR. RCAS-MB INQUIRED INTO THE COST OF THE REPAIR. SM ADVISED RCAS-MB THAT C PAID \$796.57 WITH THE DLRSHIP DISCOUNT. RCAS-MB INQUIRED INTO C'S SERVICING HISTORY. SM ADVISED RCAS-MB THAT C IS A SERVICING CUSTOMER.

@07/20-ZMB827N

CRR-PA RECEIVED A CALL FROM C.

C GAVE FILE NUMBER.

C STATED THAT THERE ARE NO CHAGES ON C'S CONTACT INFORMATION.

C WANTS TO KNOW RCAS EXTENSION.

C ALSO WANTS TO BE XFERED TO EXTENSION.

@07/20-ZPA012N

CRR-PA GAVE C NUMBER AND EXTENSSSION.

CRR-PA OFFERED FURTHER ASSISTANCE, C DECLINED.

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

CRR-PA XFERED CALL TO RCAS EXT TO LEAVE A MESSAGE.

CRR-PA LAVING FILE.

@07/20-ZPA012N

RCAS-MB RECEIVED VMX FROM C ON 7/20/2010 AT 1:02 PM EST, C STATES C HAS PAID

FOR THE REPAIRS AND WOULD LIKE A CALL BACK FROM RCAS-MB.

@07/20-ZMB827N

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*** @07/20-ZMB827N
RCAS-MB CALLED C ON 7/21/2010 AT 1:07 PM EST ON DAY NUMBER, SPOKE WITH C.
RCAS-MB ADVISED C THAT RCAS-MB WAS NOT ABLE TO CONTACT THE DLRSHIP PRIOR TO C
PAYING FOR THE REPAIR. RCAS-MB INQUIRED INTO IF C COULD FAX IN A COPY OF THE
R/O TO [REDACTED]. C ADVISED RCAS-MB THAT C CAN EMAIL THE DOCS TO RCAS-MB.
RCAS-MB ADVISED C TO EMAIL THE DOCS TO NNACONSUMERAFFAIRS@NISSAN-USA.COM.
RCAS-MB ADVISED C THAT RCAS-MB WILL REVIEW C'S REQUEST FOR REIMBURSEMENT AND
WILL FOLLOW UP WITH C ON 7/23/2010. C THANKED RCAS-MB.

**** @07/20-ZMB827N
RCAS-MB RECEIVED FAX FROM C ON 7/21/2010, FAX CONTAINED R/O FOR REPAIR TO
MAST BRAKE CYLINDER IN THE AMOUNT OF \$796.57.

*** @07/21-ZMB827N
RCAS-MB SENT INTERNAL MESSAGE TO ORM-RC ON 7/21/2010 FOR MORE ASSISTANCE
WITH C'S REQUEST.

**** @07/21-ZMB827N
RCAS-MB RECEIVED INTERNAL MESSAGE FROM ORM-RC ON 7/21/2010 ADVISING RCAS-MB
THAT NNA IS NOT IN A POSITION TO OFFER C REIMBURSEMENT AND WOULD RECOMMEND
THAT C PURCHASE A VSC.

*** @07/21-ZMB827N
RCAS-MB CALLED C ON 7/22/2010 AT 11:45 AM EST ON DAY/EVENING NUMBER, LEFT VMX.
*** @07/22-ZMB827N

@07/22-ZMB827N

*****EMAIL FILE LOGGED*****
PREVIOUS RELATED FILES FOUND: NONE
PREVIOUS UNRELATED FILES FOUND: NONE
EMAIL ADDRESSED TO NNACONSUMERAFFAIRS@NISSAN_USA.COM
METHOD OF CONTACT: EMAIL ID NO.: 2001707304
DATE RECEIVED: 07/20/10 DATE CREATED: 07/22/10
C DID NOT PROVIDE MILEAGE AND RESPONSIBLE DLR.
CRR-BH CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:
CRR-BH ABLE TO CHECK AS THE VIN WAS LOCATED IN DATA BASE
C'S EMAIL READS:
C STATES "HELLO RCAS-MB,
ATTACHED ARE THE RECEIPT PAGES FOR FILE #6865402. THIS WAS A MAJOR
MECHANICAL BREAKDOWN ON A YOUNG CAR. THANK YOU FOR REVIEWING THE
INFORMATION. IF YOU HAVE ANY QUESTIONS, I CAN BE REACHED AT [REDACTED] -
[REDACTED].

@07/22-ZBH707N
" CRR-BH WILL FORWARD DOCS RECEIVED TO RCAS-MB AND SEND INTERNAL
MESSAGE TO SAME
CRR-BH EXITING FILE.

***** @07/22-ZBH707N
RCAS-MB RECEIVED VMX FROM C ON 7/22/2010 AT 1:27 PM EST, C STATES C IS
RETURNING RCAS-MB'S CALL. @07/22-ZMB827N

*** @07/22-ZMB827N
RCAS-MB RECEIVED VMX FROM C ON 7/23/2010 AT 11:43 AM EST.

*** @07/23-ZMB827N
RCAS-MB RECEIVED VMX FROM C ON 7/23/2010 AT 3:05 PM EST.

*** @07/23-ZMB827N
RCAS-MB CALLED C ON 7/23/2010 AT 3:10 PM EST ON DAY NUMBER, SPOKE WITH C.
RCAS-MB ADVISED C THAT RCAS-MB HAS REVIEWED C'S REQUEST FOR REIMBURSEMENT FOR
THE MASTER CYLINDER REPAIR AND NNA IS NOT IN A POSITION TO OFFER C
REIMBURSEMENT FOR THE REPAIR. C INQUIRED INTO WHY NOT. RCAS-MB ADVISED C
THAT C'S VEH IS OOW BY 4000 MILES AND ONCE THE BASIC WARRANTY EXPIRES C IS
RESPONSIBLE FOR ANY REPAIR COSTS NOT COVERED UNDER THE POWER TRAIN WARRANTY.
C ADVISED RCAS-MB THAT C DOES NOT BELIEVE THAT THIS PART SHOULD OF FAILED SO

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SOON IN THE LIFE OF THE VEH AND WANTS TO SPEAK WITH SOMEONE HIGHER. RCAS-MB ADVISED C THAT RCAS-MB WILL HAVE RCAS-MB'S SUPERVISOR CONTACT C BY THE END OF THE NEXT BUSINESS. C ADVISED RCAS-MB THAT C WILL AWAIT THE CALL AND END CALL.
*** @07/23-ZMB827N

RCAS-MB SUBMITTED ESCALATION REQUEST ON 7/23/2010.
**** @07/23-ZMB827N

SR-MM CALLED C ON DAY/EVE NUMBER AT 12:01 PM EST ON 07/24/10 AND LEFT A DETAILED VMX
*** @07/24-ZMM816N

RCAS-MB SENT INTERNAL MESSAGE TO SR-MM ON 7/27/2010 TO INQUIRE IF C'S FILE CAN BE CLOSED.
@07/27-ZMB827N

RCAS-MB RECEIVED INTERNAL MESSAGE FROM SR-MM ON 7/27/2010 ADVISING RCAS-MB THAT C'S FILE CAN BE CLOSED.
** @07/27-ZMB827N

FILE SUMMARY

C CONTACTED NNA FOR ASSISTANCE WITH A BRAKE BOOSTER REPAIR. C'S REQUEST WAS REVIEWED BY ORM-RC AND NO REIMBURSEMENT WAS OFFERED. C WAS NOT PLEASED.
FILE CLOSED. @07/27-ZMB827N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

CONTACT(S):

SATISFIED: N	ACTION CODE: NT3B	ROOT CAUSE: SNFA
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #:	DATE: 00 / 00 / 00	USERID:
OTHER #:	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #:	DATE: 00 / 00 / 00	USERID:
RESP DLR: 3497	EFFECTIVE: 07 / 09 / 10	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZET920N	
HISTORY:	UPDATE BY: ZMB827N	
SVC CALL#:	UPDATE DATE: 07 / 27 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 07 / 27 / 10	MICROFILM: N
RESP CAA: MIDDLETON, GORDON	OLM: ROYSTER KAREN	DOM: COLE JANICE
PHONE: 0000000000	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: ONE CONTRACT

NAME: [REDACTED]
STREET: [REDACTED]
CITY: FORT LAUDERDALE
ST/ZIP: FL 33311 [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: 1N4AL24E78C [REDACTED] Y
YR/MDL: 2008.0 ALC MILEAGE: 50000
IN SVC DATE: 03 / 04 / 08
VCAN: Y RTL DLR: 3018 MAROONE NIS/FT LAUDERDALE
PAID: 8 SVC DLR: 3018 MAROONE NIS/FT LAUDERDALE
SUSP: 0 RESP DLR: 3018 MAROONE NIS/FT LAUDERDALE
DENY: 0 REGION: 34 DIST: SL/SV/PT: 03 03 33

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 3018 MAROONE NISSAN FT.
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 14000 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 10 / 04 / 10 XFER/RSPNSBLTY: 34 03 S
CONTACT (S): FOLLOWUP DATE: 10 / 25 / 10 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 10 / 21 / 10 DATANET (Y/N): 10 / 08 / 10

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	119000	BRAKE BOOSTER
AD	BRAKES	YI	OOW GOODWILL ASSISTANCE REQUEST
OA	VEHICLE CONCERNS	121000	FRONT BRAKE (DISC/CALIPER/PAD/ROTOR)
AD	BRAKES	YI	OOW GOODWILL ASSISTANCE REQUEST
OA	VEHICLE CONCERNS	122000	MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD	BRAKES	YI	OOW GOODWILL ASSISTANCE REQUEST
OA	VEHICLE CONCERNS	146500	EXHAUST TUBE
AH	EXHAUST SYSTEM	YI	OOW GOODWILL ASSISTANCE REQUEST

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C. A. R. COMMENTS

FILE OPENED-ZSM605N 10/04/2010
CRR-SM VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBERS AND RESPONSIBLE DLR.
PREVIOUS RELATED FILES : NONE.
PREVIOUS UNRELATED FILES: NONE.
CRR-SM CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES AND FOUND: NONE.
CRR-SM ADVISED C OF RECALL STATUS: N/A.
PREVIOUS NISSAN/INFINITI VEH: N/A.
CRR-SM RECEIVED CALL FROM C
C STATES DEALT WITH 3018_ MAROONE NIS/FT LAUDERDALE, LAST WEEK.
C HAS A WARRANTY QUESTION.
CRR-SM ADVISED C THAT THE VSC IS EXPIRED.
C STATES DLR ADVISED THERE IS A HOLE IN C'S MUFFLER.
CRR-SM ADVISED C THAT THE CVT IS EXTENDED.
C STATES THAT THINKS THIS HAS TO DO WITH C'S TRANSMISSION.
C STATES DLR DIDN'T LOOK UP ANY WARRANTY FOR C.
C HAD THE VEH DIAGNOSED AT THE NISSAN DLR.
C STATES DLR ADVISED THIS REPAIR WILL BE \$1000.
C IS REQUESTING TO FIND OUT IF THIS WOULD BE COVERED UNDER INSURANCE.
CRR-SM ADVISED C OF THE REMAINING WARRANTIES AND ADVISED C TO REFER TO C'S O/M FOR FULL DETAILS, AND ADVISED C OF THE NISSANUSA.COM SITE FOR THE PDF FORM OF THE WARRANTY MANUAL.
C THANKED CRR-SM FOR ASSISTANCE, C SATISFIED.
CRR-SM OFFERED FURTHER ASSISTANCE, C DECLINED.
CRR-SM GAVE NAME, EXTENSION AND FILE NUMBER.
CRR-SM CLOSING FILE.

@10/04-ZSM605N

* * *

CRR-AO RECEIVED CALL FROM: C; PROVIDED VIN NUMBER
CRR-AO VERIFIED C'S NAME AND CHANGES ON C'S CONTACT INFO
C STATES C CALLED 3018 MAROONE NIS/FT LAUDERDALE TO VERIFY INFO AND WAS ADVISE THAT THE EXHAUST TUBE CONNECTED TO THE MUFFLERS WERE BAD SO C WANTED TO VERIFY WARRANTY UNDER THE VSC.
CRR-AO ADVISED C THAT IF THE CAT CONVERTER IS PERMANENTLY ATTACHED TO THE EXHAUST MANIFOLD, THE PART WILL FALL UNDER THE EMISSION DEFECTS(FED"O"ITEMS) WARRANTY WHICH IS GOOD FOR 8 YEARS/80000 MILES WHICHEVER COMES FIRST, OTHERWISE THE PART IS JUST UNDER THE BASIC WARRANTY. THE PART IS NOT COVERED UNDER THE VSC DUE TO THE LONGEVITY OF THE EXPIRY PARAMETERS AND NON-MECHANICAL
CRR-AO ADVISED C THAT THE PART MAY BE LISTED AS COVERED BUT NISSAN MAY DENY WARRANTY COVERAGE AND DLRS ARE IN THE BEST POSITION TO VERIFY VSC COVERAGE ON THE FAILED PART PROVIDED THAT THE FAILURE WAS NOT CAUSED BY ABUSE, NEGLIGENCE, IMPROPER MAINTENANCE OR UNAPPROVED MODIFICATION.
C THANKED CRR-AO FOR ASSISTANCE, C SATISFIED.
CRR-AO OFFERED FURTHER ASSISTANCE, C DECLINED
CRR-AO GAVE C NAME, EXTENSION AND FILE NUMBERS.
CRR-AO EXITING FILE.

@10/05-ZAO808N-COMMENT

CRR-LB RECEIVED CALL FROM C, PROVIDED FILE NUMBER.
CRR-LB VERIFIED C'S NAME AND CHANGES ON C'S CONTACT INFORMATION.
C STATED C WAS TOLD THE LAST TIME THAT C CALLED THAT THE REPAIR IS COVERED UNDER THE WARRANTY.
CRR-LB ADVISED C THAT ON THE CONTRARY C WAS TOLD THAT CONFIRMATION OF COVERAGE WILL BE COMING FROM THE NISSAN DLR
C SAID THE VEH IS AT 3018_ MAROONE NIS/FT LAUDERDALE FOR THE HOLE IN THE MUFFLER

@10/06-ZLB782N

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C SAID THAT C IS BEING TOLD BY THE DLR THAT THE REPAIR IS NOT COVERED AND C WANT TO REQUEST CONSIDERATION.
C IS DEALING WITH SA-RYAN AT 3018_ MAROONE NIS/FT LAUDERDALE
C SAID THE COST WILL BE AROUND \$1000 @10/06-ZLB782N
C INSISTED IN SPEAKING WITH SOMEONE TODAY AS C SAID THE VEH IS NOT SAFE TO DRIVE
CRR-LB APOLOGIZED AND ADVISED C THAT THERE NOBODY TO SPEAK TO BUT ASSURED C THAT CRR-LB WILL REQUEST FOR THE FILE OF C OT BE GIVEN PRIORITY.
C UNDERSTOOD. @10/06-ZLB782N
CRR-LB ADVISED C THAT THE FILE WOULD BE TRANSFERRED TO AN RCAS AND THE RCAS WOULD BE INVESTIGATING C'S CONCERN AND WOULD BE CALLING C BEFORE THE END OF THE NEXT BUSINESS DAY.
C THANKED CRR-LB FOR ASSISTANCE, C SATISFIED.
CRR-LB OFFERED FURTHER ASSISTANCE, C DECLINED
CRR-LB GAVE C NAME, EXTENSION AND FILE NUMBERS.
CRR-LB TRANSFERRING CALL TO RCAS. @10/06-ZLB782N
***** @10/06-ZKN794N
CRR-KN RECEIVED CALL FROM: C
CRR-KN VERIFIED NAME, AND VERIFIED IF C'S INFO HAS CHANGED SINCE LAST CALL
C SAID NONE.
C STATED THAT C WANTS TO CONFIRM IF THE PART FOR THE EXHAUST OF THE VEH IS GOING TO BE COVERED BECAUSE CRR-AO INFORMED C THAT IT IS COVERED, CRR-KN INFORMED C THAT CRR-AO INFORMED C THAT THE PROBLEM ON THE VEH WILL BE VALID IF THE PROBLEM IS DUE TO A MANUFACTURING DEFEC AND NOT BY ABUSE, NEGLECT AND UNAUTHORIZE MODIFICATION ON THE VEH @10/06-ZKN794N
CRR-KN ALSO ADVISE C THAT CRR-LB FORWARDED C'S CONCERN TO RCAS AND RCAS WILL CALLBACK C BEFORE THE END OF THE NEXT BUSINESS DAY FOR FURTHER ASSISTANCE @10/06-ZKN794N
C UNDERSTOOD @10/06-ZKN794N
C HANG-UP @10/06-ZKN794N
CRR-KN UNABLE TO GIVE NAME, EXT AND FILE NUMBER @10/06-ZKN794N
CRR-KN EXITING FILE. @10/06-ZKN794N
*** @10/07-ZAP190N
RCAS-AP IN RECEIPT OF FILE AND DATANETTED TO DLRSH. @10/07-ZAP190N
**RCAS-AP CALLED SD-RICH BENNIS ON 10/07/10, 9:00 AM EST AND RCAS-AP WAS ADVISED THAT SD IS UNAVAILABLE. RCAS-AP SPOKE WITH ASM-JOSE VELEZ. ASM STATED THAT THE EXHAUST PIPE IS LEAKING AND NEEDS TO BE REPLACED. ASM STATED THAT THE VEH ALSO NEEDS A BRAKE BOOSTER, AND BRAKE PADS. ASM STATED THAT \$1000 IS AN ACCURATE ESTIMATE FOR ALL OF THE REPAIRS. ASM STATED THAT C SAT WITH THE WARRANTY ADMINISTRATOR HOLLY AND HAD THE WARRANTY CLAIMS CALL CENTER ON SPEAKER PHONE TO PROVE TO C THAT THE VEH IS OOW FOR THESE REPAIRS. ASM STATED THAT C IS A SERVICING CUSTOMER. RCAS-AP THANKED ASM. @10/07-ZAP190N
**RCAS-AP SENT INTERNAL MESSAGE TO FOM-GB INQUIRING ON GW ASSISTANCE.
**RCAS-AP RECEIVED INTERNAL MESSAGE FROM FOM-GB ON 10/07/10, 9:24 AM EST. FOM STATED THAT FOM WILL APPROVE GW ASSISTANCE FOR THE REPAIRS. @10/07-ZAP190N
**RCAS-AP CALLED ASM-JOSE VELEZ ON 10/07/10, 9:33 AM EST AND SPOKE WITH ASM. RCAS-AP ADVISED ASM OF FOM'S DECISION. ASM UNDERSTOOD. RCAS-AP THANKED ASM.
**RCAS-AP CALLED C ON DAY/EVE # ON 10/07/10, 11:50 AM EST AND SPOKE WITH C. RCAS-AP ADVISED C THTA RCAS-AP SPOKE WITH THE DLRSH. AND DID REVIEW THE FILE WITH THE REGION. RCAS-AP ADVISED C THAT EXHAUST PIPE IS NOT ACTUALLY COVERED UNDER THE WARRANTY, AND IS OOW. RCAS-AP ADVISED C THAT THE DLR ALSO ADVISED THAT THE VEH NEEDS A BRAKE BOOSTER AND BRAKE PADS. C STATED THAT IS CORRECT. RCAS-AP ADVISED C THAT IT HAS BEEN DECIDED THAT NNA IS GOING TO COVER THE COST OF THE REPAIRS FOR ALL THREE COMPONENTS. C ASKED RCAS-AP IF RCAS-AP WAS SERIOUS. RCAS-AP ADVISED YES. C THANKED RCAS-AP. C STATED THAT C IS SO HAPPY. C STATED THAT C KNEW THAT NISSAN WAS GOING TO ASSIST C. C ASKED WHY NISSAN

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DECIDED TO COVER ALL OF THE REPAIRS. RCAS-AP ADVISED C THAT C CAN THANK THE DLRSH. RCAS-AP ADVISED C THAT THE DLRSH ADVISED NNA OF C'S LOYALTY AND THAT WAS THE PRIMARY BASIS OF THE DECISION. C STATED THAT C IS SO EXCITED. RCAS-AP ADVISED C THAT RCAS-AP IS GLAD C IS SATISFIED. RCAS-AP ADVISED C THAT THE DLR HAS BEEN ADVISED OF THE DECISION AND C CAN PROCEED WITH THE REPAIRS. C AGREED. RCAS-AP ADVISED C THAT RCAS-AP WILL FOLLOW UP WITH C ON 10/12/10 TO CHECK ON THE STATUS OF THE VEH. C AGREED, AND THANKED RCAS-AP. @10/07-ZAP190N

**RCAS-AP UPDATED FOLLOW UP DATE. @10/07-ZAP190N
*** @10/12-ZAP190N

RCAS-AP CALLED C ON DAY/EVE # ON 10/12/10, 11:38 AM EST AND SPOKE WITH C. RCAS-AP INQUIRED ON THE STATUS OF THE VEH. C STATED THAT THE VEH HAS NOT BEEN REPAIRED. C STATED THAT C HAS AN APPOINTMENT FOR THIS WEEK. RCAS-AP UNDERSTOOD AND ADVISED THAT RCAS-AP WILL FOLLOW UP WITH C ON 10/15/10 TO CHECK ON THE STATUS OF THE VEH. C AGREED AND THANKED RCAS-AP. @10/12-ZAP190N

**RCAS-AP UPDATED FOLLOW UP DATE. @10/12-ZAP190N
*** @10/13-ZAP190N

RCAS-AP RECEIVED INBOUND CALL FROM SD-RICH BENNIS ON 10/13/10, 11:20 AM EST AND SPOKE WITH SD. SD STATED THAT THE VEH ALSO NEEDS A BRAKE MASTER CYLINDER BECAUSE THE BOOSTER LEAKED INTO THE CYLINDER. SD STATED THAT THE COST OF REPAIRS IS AN ADDITIONAL \$200. RCAS-AP ADVISED SD TO COVER THE REPAIRS. SD THANKED RCAS-AP. @10/13-ZAP190N

*** @10/15-ZAP190N

RCAS-AP CALLED C ON DAY/EVE # ON 10/15/10, 11:55 AM EST AND LINE RANG TWICE AND CALL ENDED, NO ANSWER, NO OPTION FOR VMX. @10/15-ZAP190N

**RCAS-AP TO FOLLOW UP WITH C ON 10/20/10. @10/15-ZAP190N
*** @10/20-ZAP190N

RCAS-AP CALLED C ON DAY/EVE # ON 10/20/10, 9:40 AM EST AND LEFT VMX. **RCAS-AP TO FOLLOW UP WITH C ON 10/25/10. @10/20-ZAP190N

*** @10/21-ZAP190N

RCAS-AP RECEIVED VMX FROM C ON 10/21/10, 12:13 PM EST. C STATED THAT C GOT RCAS-AP'S VMX ABOUT THE STATUS OF THE VEH. C STATED THAT C IS HAPPY TO REPORT THAT THE VEH IS REPAIRED. C STATED THAT IF RCAS-AP HAS ANY OTHER QUESTIONS RCAS-AP CAN CONTACT C. @10/21-ZAP190N

**RCAS-AP CLOSING FILE AS NO FURTHER ACTION IS REQUIRED. @10/21-ZAP190N
*** @10/21-ZAP190N

FILE SUMMARY: C CONTACTED CA REQUESTING OOW ASSISTANCE WITH THE EXHAUST PIPE, BRAKE BOOSTER AND FRONT BRAKE PADS. FOM-GB APPROVED GW ASSISTANCE DUE TO THE C'S SERVICE HISTORY. SD-RICH AT THE DLRSH ADVISED THAT THE BRAKE BOOSTER LEAKED INTO THE MASTER CYLINDER AND THE CYLINDER NEEDED TO BE REPLACED AS WELL AND THE REPAIR IS \$200. THE REPAIR WAS UNDER RCAS-AP'S GW EMPOWERMENT AND RCAS-AP APPROVED THE REPAIRS. THE VEH IS REPAIRED AND C IS SATISFIED.

@10/21-ZAP190N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NT1B	ROOT CAUSE: SNFA
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 1	DATE: 10 / 06 / 10	USERID: ZLB782N
COMMENTS ONLY: #: 2	DATE: 10 / 05 / 10	USERID: ZAO808N
RESP DLR: 3018	EFFECTIVE: 10 / 04 / 10	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZSM605N	
HISTORY:	UPDATE BY: ZAP190N	
SVC CALL#:	UPDATE DATE: 10 / 21 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 10 / 21 / 10	MICROFILM: N
RESP CAA: PLATI, AMANDA	OLM: ROYSTER KAREN	DOM:
PHONE: 0000041501	OWNER FIRST:	LANGUAGE: E ENGLISH

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DATE: 8/10/2011
TIME: 11:09:17 AM
MODEL YEAR: 2008.0
MAKE:
MODEL LINE: ALC

NAME: [REDACTED] VIN:
IN SCV DATE: 3/4/2008

SEO NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
51	[REDACTED]	3018 FL	3/4/2008	6/4/2011	39,000		

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CURRENT SERVICE CONTRACT		PRIOR SERVICE CONTRACT	
CONTRACT:	[REDACTED]	CONTRACT:	
OWNER NAME:	[REDACTED]	OWNER NAME:	
PLAN TYPE:	C	PLAN TYPE:	
PLAN TERM:	L	PLAN TERM:	
DEDUCTABLE:	\$ 50	DEDUCTABLE:	
EFFECTIVE:	03/04/08	EFFECTIVE:	
EXPIRES:	06/04/11 MILES: 39,000	EXPIRES:	MILES:
CANCEL:	MILES:	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION:	3/28/2008	TRANSACTION:	
PRINTED:	03/29/08	PRINTED:	
DEALER NO:	3018 STATE: FL	DEALER NO:	STATE:
DEALER NAME:	MAROONE NIS/FT LAUDERDALE	DEALER NAME:	

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SC: ONE CONTRACT

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

VIN: 1N4BL24E78C [REDACTED] Y
YR/MDL: 2008.0 ALC MILEAGE: 53000
IN SVC DATE: 08 / 04 / 08
VCAN: Y RTL DLR: 19029 REED MOTORS, INC.
PAID: SVC DLR: 3610 STEWART NISSAN
SUSP: RESP DLR: 3610 STEWART NISSAN
DENY: REGION: 34 DIST: SL/SV/PT: 14 14 44

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 19029 REED MOTORS, INC
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 17000 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 11 / 09 / 10 XFER/RSPNSBLTY: 34 14 S
CONTACT (S): FOLLOWUP DATE: 11 / 26 / 10 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 11 / 22 / 10 DATANET (Y/N): 11 / 11 / 10

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD BRAKES YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZEB809N 11/09/2010
PREVIOUS FILES FOUND: NONE.
CRR-EB UPDATED C'S INFORMATION.
CRR-EB VERIFIED C'S NAME, ADDRESS, EMAIL, MILEAGE, DAY, EVENING PHONE NUMBER AND RESPONSIBLE DLR.
CRR-EB CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE.
CRR-EB ADVISED C OF RECALL STATUS ON C'S VEH.
PREVIOUS NISSAN/INFINITI VEHICLE(S): NONE.
CRR-EB RECEIVED CALL FROM C'S MOTHER: TINA HUBER.
C STATED VEH HAD A FLAT TIRE AND C HAD THE VEH TAKEN TO A DLR.
C STATED DLR NOTICED THAT THERE IS A LEAK ON C'S VEH.
C STATED DLR DETERMINED THAT VEH NEEDS A NEW BRAKE MASTER CYLINDER.
C STATED DLR ADVISED C THAT PART IS IN BACKORDER.
C STATED C IS HAVING THE HARDEST TIME IN GETTING THE PART AND DLR CANNOT GIVE C A TIME FRAM WHEN WILL THE PART BE AVAILABLE. @11/09-ZEB809N
C STATED VEH IS AT THE DLR FOR A WEEK AND A HALF ALREADY AND C DOESNT KNOW THE STATUS OF THE BACKORDERED PART.
C STATED C IS COORDINATING WITH SERVICE ADVISOR-MIKE GREEN AT THE DLR.
C STATED C WOULD LIKE SOME ASSISTANCE FROM NNA TO EXPEDITE THE BACKORDER PART.
C PROVIDED INFORMATION FOR THE BACKORDERED PART:
PART NAME:A/C EVAPORATOR.
PART NUMBER:
ORDER NUMBER:
DEALER NAME AND CODE (WHERE PARTS WERE ORDERED): 3610 STEWART NISSAN
LOCATION OF THE VEHICLE: C STATES VEH IS AT THE DLR.
CRR-EB ADVISED C THAT FILE WILL BE TRANSFERRED TO RCAS FOR REVIEW AND PROPER HANDLING AND C WILL RECEIVED A CALLBACK FROM RCAS WITHIN THE END OF THE NEXT BUSINESS DAY.
C AGREED.
C THANKED CRR-EB FOR ASSISTANCE, C SATISFIED. @11/09-ZEB809N
CRR-EB OFFERED FURTHER ASSISTANCE, C DECLINED.
CRR-EB GAVE C NAME, EXTENSION AND FILE NUMBERS.
CRR-EB TRANSFERRING FILE TO RCAS. @11/09-ZEB809N

*** @11/10-ZAP190N
RCAS-AP IN RECEIPT OF FILE AND DATANETTED TO DLRSH. @11/10-ZAP190N

**RCAS-AP CALLED SD-CURTIS STEMPLER ON 11/10/10, 8:27 AM EST AND RCAS-AP WAS ADVISED THAT SD IS OUT OF THE OFFICE. RCAS-AP SPOKE WITH SM-MIKE GREEN. SM STATED THAT THE VEH WAS BROUGHT INTO THE DLRSH. ON 11/02/10. SM STATED THAT C LIVES OUT OF STATE, AND C'S DAUGHTER GOES TO SCHOOL IN NC. SM STATED THAT THE VEH WAS BROUGHT INTO THE DLRSH. FOR A TIRE ISSUE. SM STATED THAT C PAID TO HAVE THE TIRE REPLACED. SM STATED THAT THE BRAKE MASTER CYLINDER IS LEAKING INTO THE BRAKE BOOSTER AND NEEDS TO BE REPLACED. SM STATED THAT THE PART IS ON NATIONAL BACKORDER AND THE PART STATUS WAS UPGRADED TO CSC WITH NO ETA. SM STATED THAT THE VEH IS INOPERABLE AND THIS IS A SAFETY CONCERN. SM STATED THAT SM DID NOT OFFER C A RENTAL VEH DUE TO NO SHIP DATE. SM STATED THAT C IS NOT SEEKING OOW ASSISTANCE, C JUST WANTS THE PART EXPEDITED TO THE DLRSH. RCAS-AP INQUIRED ON THE PART NUMBER. SM PROVIDED PART # 46010JA00A.
RCAS-AP THANKED SM. @11/10-ZAP190N

**RCAS-AP REFERRED TO NMPS, CI53 AND NOTES: @11/10-ZAP190N

ORDER ENTRY TYPE	CUST DATE	C NUM	ORDER H	SCHED NUMBER DATE	ORDER QTY	ALLOC QTY	RELSD QTY	BCKORD QTY	CNCL QTY	ASSG PDC
VOR	110210	3610	N	23521256	1				1	
CSC	110210	3610	N	23521323	1			1		23

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STK 110810 3610 N 23549895 1 1 23

**RCAS-AP SENT INTERNAL MESSAGE TO PC-JP FOR ASSISTANCE. @11/10-ZAP190N

**RCAS-AP RECEIVED INTERNAL MESSAGE FROM PC-JP ON 11/10/10, 2:58 PM EST. PC-JP ADVISED THAT THE ETA FROM THE NRPC TO THE DLRSHP IS 11/17/10. @11/10-ZAP190N

**RCAS-AP CALLED FOM-PH ON 11/10/10, 4:17 PM EST AND SPOKE WITH FOM. RCAS-AP REVIEWED FILE WITH FOM. FOM UNDERSTOOD. FOM STATED THAT FOM CAN PROVIDE GW ASSISTANCE FOR THE RENTAL VEH AS THE PART STATUS HAS BEEN UPGRADED TO CSC. FOM STATED THAT THE DLR CAN ARRANGE A VEH FOR C. RCAS-AP THANKED FOM.

**RCAS-AP CALLED SM-MIKE GREEN ON 11/10/10, 4:19 PM EST AND SPOKE WITH SM. RCAS-AP ADVISED SM THAT THE ETA IS 11/17/10 AND THE PART SHOULD ARRIVE 2-3 BUSINESS DAYS FROM THE ETA. RCAS-AP ADVISED SM THAT FOM-PH APPROVED GW FOR A RENTAL VEH UNTIL THE VEH IS REPAIRED. SM STATED THAT SM DOES NOT BELIEVE THAT C IS OLD ENOUGH TO RENT A VEH. SM STATED THAT THE LEGAL AGE TO PROVIDE A RENTAL VEH IS 25. SM STATED THAT SM WILL INQUIRE ON C'S AGE AND PROVIDE C WITH A LOANER IF C IS OLD ENOUGH. RCAS-AP THANKED SM. @11/10-ZAP190N

**RCAS-AP CALLED C ON DAYTIME # ON 11/10/10, 4:24 PM EST AND LEFT VMX.

**RCAS-AP CALLED C ON EVENING # ON 11/10/10, 4:25 PM EST AND SPOKE WITH C'S MOTHER HUBER, WHO WILL BE REFERRED TO AS C. RCAS-AP ADVISED C THAT RCAS-AP DID CONSULT WITH THE PC-JP FOR ASSISTANCE. RCAS-AP ADVISED C THAT THE PART IS SCHEDULED TO SHIP FROM THE NRPC TO THE DLRSHP ON 11/17/10 AND THE PART SHOULD ARRIVE 2-3 BUSINESS DAYS. C UNDERSTOOD. RCAS-AP INQUIRED ON THE AGE OF C'S DAUGHTER. C STATED 20. C STATED THAT C'S DAUGHTER IS NOT OLD ENOUGH TO RENT A VEH LEGALLY. RCAS-AP UNDERSTOOD. RCAS-AP ADVISED C THAT NNA WOULD HAVE PROVIDE C WITH A RENTAL VEH AT NO CHARGE, IF C'S DAUGHTER WAS OLD ENOUGH. C STATED THAT C HAD THIS ISSUE BEFORE AND C PROVIDED A LETTER WITH C'S SIGNATURE ADVISING THAT C WOULD BE RESPONSIBLE FOR ANY DAMAGES IF THAT WAS THE CASE. C STATED THAT C WILL INQUIRE WITH SM-MIKE GREEN AT THE DLR IF ENTERPRISE WOULD BE WILLING TO DO THAT FOR C. RCAS-AP UNDERSTOOD. RCAS-AP PROVIDED CONTACT # AND EXT. RCAS-AP ADVISED C THAT RCAS-AP WILL CONFIRM WITH C ON 11/22/10 WHETHER OR NOT THE PART IS ARRIVED. C AGREED, AND THANKED RCAS-AP.

**RCAS-AP UPDATED FOLLOW UP DATE. @11/10-ZAP190N

** @11/19-ZDB338N

CRR-DB RECIEVED CALL FROM C @11/19-ZDB338N

C STATES THAT C WOULD LIKE TO HAVE RCAS-AP CONTACT C BACK

CRR-DB ADVISES C THAT CRR-DB WILL SEND INTERNAL MESSAGE

C THANKS CRR-DB

C STATES THAT THE DLR DID NOT RECEIVE PART TODAY @11/19-ZDB338N

CRR-DB ADVISES C THAT CRR-DB WILL SEND AN INTERNAL MESSAGE @11/19-ZDB338N

CRR-DB OFFERED FURTHER ASSISTANCE, C DECLINED

CRR-DB GAVE NAME, EXT, AND FILE NUMBER TO C

CRR-DB EXITING FILE @11/19-ZDB338N

*** @11/22-ZAP190N

RCAS-AP RECEIVED INTERNAL MESSAGE FROM CRR-DB. @11/22-ZAP190N

**RCAS-AP CALLED SM-MIKE GREEN ON 11/22/10, 9:39 AM EST AND SPOKE WITH SM. SM STATED THAT THE PART HAS NOT BEEN RECEIVED FROM NISSAN. SM STATED THAT C'S MOTHER LOCATED A PART AT ANOTHER NISSAN DLRSHP AND HAD THE PART SHIPPED TO THE DLRSHP TO HAVE THE VEH REPAIRED. SM STATED THAT THE VEH IS READY FOR PICK UP AND C HAS BEEN ADVISED. RCAS-AP THANKED SM. @11/22-ZAP190N

**RCAS-AP CALLED C ON DAYTIME # ON 11/22/10, 3:48 PM EST AND LEFT VMX.

**RCAS-AP CALLED C ON EVENING # ON 11/22/10, 3:50 PM EST AND SPOKE WITH C'S MOTHER TINA, WHO WILL BE REFERRED TO AS C. C STATED THAT THE VEH IS REPAIRED. C STATED THAT C IS NOT IMPRESSED WITH NISSAN. C STATED THAT THE PART STILL HAD NOT ARRIVED BY THURSDAY AND C HAD TO GO OUT AND BUY A PART TO HAVE IT SHIPPED BY THE DLR. RCAS-AP ADVISED C THAT THE SHIP DATE WAS 11/17/10 AND THE PART WOULD HAVE ARRIVED 2-3 BUSINESS DAYS AFTER THE SHIP DATE. C STATED THAT C NEEDED THE PART FASTER BECAUSE C'S DAUGHTER HAS TO COME HOME FOR THANKSGIVING.

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RCAS-AP APOLOGIZED TO C FOR THE INCONVENIENCE. C THANKED RCAS-AP FOR CALLING. @11/22-ZAP190N

**RCAS-AP CLOSING FILE AS NO FURTHER ACTION IS REQUIRED. @11/22-ZAP190N
*** @11/22-ZAP190N

FILE SUMMARY: C CONTACTED CA REQUESTING ASSISTANCE WITH A BACKORDERED BRAKE MASTER CYLINDER. RCAS-AP CONSULTED WITH SM-MIKE AT THE DLR AND PC-JP FOR ASSISTANCE. THE VEH IS REPAIRED AND BACK IN C'S POSSESSION. @11/22-ZAP190N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT11	ROOT CAUSE: PCAV
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 0	DATE: 00 / 00 / 00	USERID:
RESP DLR: 3610	EFFECTIVE: 11 / 09 / 10	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#: 46010JA00A	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZEB809N	
HISTORY:	UPDATE BY: ZAP190N	
SVC CALL#:	UPDATE DATE: 11 / 22 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 11 / 22 / 10	MICROFILM: N
RESP CAA: PLATI, AMANDA	OLM: ROYSTER KAREN	DOM:
PHONE: 0000041501	OWNER FIRST:	LANGUAGE: E ENGLISH

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SERVICE CONTRACTS SUMMARY

DATE: 8/10/2011
TIME: 11:09:17 AM
MODEL YEAR: 2008.0
MAKE:
MODEL LINE: ALC

NAME: [REDACTED]

VIN:

IN SCV DATE: 8/4/2008

SEO NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
52	[REDACTED]	19029 FL	8/4/2008	8/4/2013	60,000	11/10/2008	

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CONTRACT:	██████████	CONTRACT:	
OWNER NAME:	██████████	OWNER NAME:	
PLAN TYPE:	C	PLAN TYPE:	
PLAN TERM:	B	PLAN TERM:	
DEDUCTABLE:	\$ 50	DEDUCTABLE:	
EFFECTIVE:	08/04/08	EFFECTIVE:	
EXPIRES:	08/04/13 MILES: 60,000	EXPIRES:	MILES:
CANCEL:	11/10/08 MILES: 1	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION:	11/24/2008	TRANSACTION:	
PRINTED:	08/09/08	PRINTED:	
DEALER NO:	19029 STATE: FL	DEALER NO:	STATE:
DEALER NAME:	REED MOTORS, INC.	DEALER NAME:	

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SC: MULTI CONTRACT

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

VCAN: Y
PAID: 14
SUSP: 0
DENY: 0

VIN: 1N4AL24E68C [REDACTED] Y
YR/MDL: 2008.0 ALC MILEAGE: 35198
IN SVC DATE: 07 / 29 / 08
RTL DLR: 19029 REED MOTORS, INC.
SVC DLR: 19029 REED MOTORS, INC.
RESP DLR: 19029 REED MOTORS, INC.
REGION: 34 DIST: SL/SV/PT: 06 06 36

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED X MILES 31236 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: N/A YET
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 12 / 14 / 10 XFER/RSPNSBLTY: 34 06 S
CONTACT (S): FOLLOWUP DATE: 12 / 15 / 10 DATANET (Y/N): 1
SEVERITY: 3 CLOSE DATE: 12 / 15 / 10 DATANET (Y/N): 12 / 16 / 10

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 107000 LATCH (TAILGATE/HOOD/TRUNK)
AB BODY YX POOR OR IMPROPER OPERATION
OA VEHICLE CONCERNS 131500 BATTERY
AF ENGINE ELECTRICAL YX POOR OR IMPROPER OPERATION
OA VEHICLE CONCERNS 147000 GEN. EXHAUST COMPONENT(S)
AH EXHAUST SYSTEM YX POOR OR IMPROPER OPERATION

CONFIDENTIAL

DATE: 8/10/2011
TIME: 11:09:17 AM

NISSAN MOTOR CORPORATION IN U.S.A
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CA7026144N

C. A. R. COMMENTS

FILE OPENED-ZAB561N 12/14/2010

CRR-AB VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, MAIN AND ALTERNATE PHONE NUMBERS.

CRR-AB UPDATED OWNER'S INFORMATION: (NAME, ADDRESS AND PHONE NUMBERS).

PREVIOUS RELATED FILES : NONE PREVIOUS UNRELATED FILES: 7023285

CRR-AB CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE

CRR-AB RECEIVED CALL FROM: C

C STATED THAT C FEELS THAT SINCE C HAS HAD A FEW SERVICE CONCERNS WITH THE VEH ALREADY THAT THE VEH WOULD HAVE TOO MANY CONCERNS WITH THE VEH IN THE FUTURE.

C STATED THAT C WAS SPEAKING WITH SA-JASON.

C STATED THAT C HAS HAD TO HAVE THE BOOSTER AND THE MASTER CYLINDER REPAIRED.

C STATED THAT ONE OF THE PARTS WERE ON BACK ORDERED

C STATED THAT C WOULD LIKE TO HAVE THE VEH TRADED OUT AT THE DLRSHIP FOR ANOTHER VEH.

C STATED THAT THE ROTAR AS WELL AS THE TRUNK AND THERE WAS A NOISE WHICH WAS UNABLE TO BE DUPLICATED UNTIL SA-PETER DROVE IN THE VEH WITH C.

C STATED THAT THE EXHAUST PIPE WAS ALSO REPAIRED.

C STATED THAT C HAS NOT DISCUSSED THIS REQUEST WITH THE DLRSHIP YET.

C STATED THAT THE VEH WAS HAVING TROUBLE STARTING THIS MORNING.

C STATED THAT BATTERY WAS CORRODED AND C THINKS THIS WAS THE REASON THE VEH WOULD NOT START.

C STATED THAT THE DLRSHIP HAD THE VEH FOR 27 DAYS WHILE THE PART WAS ON BACK ORDER.

C STATED THAT C WANTED TO REPORT THIS CONCERN TO NNA CA.

CRR-AB ADVISED C THAT C WILL HAVE TO REVIEW THE TERMS OF THE SALES AGREEMENT WHICH C SIGNED WITH THE DLRSHIP TO SEE WHAT THE POLICY ON TRADING THE VEH IN OR A COOL OFF PERIOD WOULD BE.

C STATED THAT C DOES NOT THINK THAT THE DLRSHIP INSPECTED THE VEH WELL BEFORE PLACING THE VEH UP FOR SALE. @12/14-ZAB561N-COMMENT

C STATED THAT C REQUEST A COPY OF THE PRE-OWNED VEH INSPECTION CHECKLIST FROM USM-DWYAN0 MORGAN AND C WAS ADVISED THAT USM-DM WOULD CONTACT C BACK AND C HAS NOT BEEN CONTACTED SINCE DEC 3RD/10.

C STATED THAT C WOULD LIKE TO KNOW WHAT WAS CHECKED ON THE VEH.

CRR-AB ADVISED C THAT CRR-AB CAN REQUEST THAT NNA CA ENSURE THAT USM-DM FOLLOW UP WITH C'S REQUESTS. @12/14-ZAB561N-COMMENT

CRR-AB ADVISED C THAT CRR-AB WILL FORWARD THIS CONCERN TO A REGIONAL SPECIALIST AND THAT C WILL BE CONTACTED BY THE END OF THE FOLLOWING BUSINESS DAY.

CRR-AB OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-AB PROVIDED NAME, EXTENSION, AND FILE NUMBER TO C.

CRR-AB TRANSFERRING FILE TO RCAS FOR FURTHER ASSISTANCE.

CRR-AB EXITING FILE.

***** @12/14-ZAB561N-COMMENT

RCAS-OL CALLED DLRSHIP ON 12/15/10 AT 9:00AM EST AND SPOKE TO SM-FRED TURNER.SM ADVISED THAT THE VEH IS IN THE DLRSHIP AND THE BREAK BOOSTER AND MASTER CYLINDER NEEDS TO BE REPLACED AND WILL BE COVERED UNDER C'S VSC.SM ADVISED THAT IS UNSURE AS TO WHY C HAS CALLED NNA.SM ADVISED THAT THE BATTERY SEEMS TO BE CORRODED AND C WILL NEED TO PAY THE PRORATED COST OF THIS REPAIR

RCAS-OL CALLED C ON DAY PHONE ON 12/15/10 AT 9:34AM EST.RCAS ADVISED C THAT RCAS IS CALLING IN REGARDS TO C'S FILE.RCAS ADVISED C THAT RCAS UNDERSTANDS

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THAT C WANTED C'S PRESENT CONCERNS WITH THE VEH TO BE DOCUMENTED WHICH IT HAS.
RCAS OFFERED FOR FURTHER ASSISTANCE OR ANY OTHER REQUEST C MAY HAVEE.C ADVISED
THAT C IS GOING TO TRADE OUT OF THE VE ONCE IT IS FIXED.RCAS ADVISED C TO
SPEAK WITH THE SLS MGR OF THE SLS DEPT.C UNDERSTOOD AS C WAS TOLD THIS BY THE
CRR.RCASN UNDERSTOOD.RCAS GAVE C ALL CONTACT INFO AND ADVISED THAT IF C HAS
ANY FURTHER ISSUES TO CALL NNA BACK.RCAS THANKED C AND ENDED THE CALL

RCAS-OL CLOSING FILE AS NO FURTHER ACTION IS REQUIRED @12/15-ZOL950N

FILE SUMMARY:C WANTED TO HAVE DOCUMENTED C'S CURRENT CONCERNS.RCAS NOTED ALL

RCAS-OL DATA NET FILE ON 12/15/10 @12/15-ZOL950N

@12/15-ZOL950N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT8G	ROOT CAUSE: SCSV
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 1	DATE: 12 / 14 / 10	USERID: ZAB561N
RESP DLR: 19029	EFFECTIVE: 12 / 14 / 10	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZAB561N	
HISTORY:	UPDATE BY: ZOL950N	
SVC CALL#:	UPDATE DATE: 12 / 15 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 12 / 15 / 10	MICROFILM: N
RESP CAA: LAM, ONSANG	OLM: ROYSTER KAREN	DOM:
PHONE: 0000041595	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 8/10/2011
TIME: 11:09:17 AM

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

SERVICE CONTRACTS SUMMARY

DATE: 8/10/2011
TIME: 11:09:17 AM
MODEL YEAR: 2008.0
MAKE:
MODEL LINE: ALC

NAME: [REDACTED] VIN:
IN SCV DATE: 10/2/2010

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

SERVICE CONTRACTS SUMMARY

DATE: 8/10/2011
TIME: 11:09:17 AM
MODEL YEAR: 2008.0
MAKE:
MODEL LINE: ALC

NAME: [REDACTED] VIN:
IN SCV DATE: 7/29/2008

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
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----- CONSUMER AFFAIRS -----

SERVICE CONTRACTS SUMMARY

DATE: 8/10/2011
TIME: 11:09:17 AM
MODEL YEAR: 2008.0
MAKE:
MODEL LINE: ALC

NAME: [REDACTED] VIN:
IN SCV DATE: 10/2/2010

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
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53	[REDACTED]	19029 FL	10/2/2010	7/29/2015	100.000		
54	[REDACTED]	19029 FL	7/29/2008	10/29/2011	49.000		
55	[REDACTED]	19029 FL	10/2/2010	7/29/2015	100.000		

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CONTRACT:	██████████	CONTRACT:	
OWNER NAME:	██████████	OWNER NAME:	
PLAN TYPE:	E	PLAN TYPE:	
PLAN TERM:	Q	PLAN TERM:	
DEDUCTABLE:	\$ 50	DEDUCTABLE:	
EFFECTIVE:	10/02/10	EFFECTIVE:	
EXPIRES:	07/29/15	EXPIRES:	MILES:
	MILES: 100,000		
CANCEL:	MILES:	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION:	10/11/2010	TRANSACTION:	
PRINTED:	10/16/10	PRINTED:	
DEALER NO:	19029	DEALER NO:	STATE:
	STATE: FL		
DEALER NAME:	REED MOTORS, INC.	DEALER NAME:	

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DATE: 8/10/2011
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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CURRENT SERVICE CONTRACT		PRIOR SERVICE CONTRACT	
CONTRACT:	[REDACTED]	CONTRACT:	
OWNER NAME:	[REDACTED]	OWNER NAME:	
PLAN TYPE:	C	PLAN TYPE:	
PLAN TERM:	M	PLAN TERM:	
DEDUCTABLE:	\$ 50	DEDUCTABLE:	
EFFECTIVE:	07/29/08	EFFECTIVE:	
EXPIRES:	10/29/11 MILES: 49,000	EXPIRES:	MILES:
CANCEL:	MILES:	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION:	7/31/2008	TRANSACTION:	
PRINTED:	08/02/08	PRINTED:	
DEALER NO:	19029 STATE: FL	DEALER NO:	STATE:
DEALER NAME:	REED MOTORS, INC.	DEALER NAME:	

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CONTRACT: [REDACTED]	CONTRACT:
OWNER NAME: [REDACTED]	OWNER NAME:
PLAN TYPE: M	PLAN TYPE:
PLAN TERM: Z	PLAN TERM:
DEDUCTABLE: \$	DEDUCTABLE:
EFFECTIVE: 10/02/10	EFFECTIVE:
EXPIRES: 07/29/15 MILES: 100,000	EXPIRES: MILES:
CANCEL: MILES:	CANCEL: MILES:
TRANSFER:	TRANSFER:
TRANSACTION: 10/11/2010	TRANSACTION:
PRINTED: 12/18/10	PRINTED:
DEALER NO: 19029 STATE: FL	DEALER NO: STATE:
DEALER NAME: REED MOTORS, INC.	DEALER NAME:

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DATE: 8/10/2011
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SC: NONE

NAME: [REDACTED] VIN: 1N4AL24E58C [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2008.0 ALC MILEAGE: 48668
CITY: BIRMINGHAM IN SVC DATE: 06 / 02 / 07
ST/ZIP: AL [REDACTED] VCAN: N RTL DLR: 966 CROWN NISSAN
DAY PH: [REDACTED] PAID: SVC DLR: 966 CROWN NISSAN
EVE PH: [REDACTED] SUSP: RESP DLR: 966 CROWN NISSAN
DLR PH: [REDACTED] DENY: REGION: 34 DIST: SL/SV/PT: 08 08 38

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

ORIG CODE: BT 11 OPEN DATE: 02 / 01 / 11 XFER/RSPNSBLTY: 34 08 S
CONTACT (S): FOLLOWUP DATE: 02 / 09 / 11 DATANET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 02 / 09 / 11 DATANET (Y/N): 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 110000 SIDE MIRROR(S)
AB BODY YX POOR OR IMPROPER OPERATION
OA VEHICLE CONCERNS 110500 SUN ROOF (ELECTRIC/MANUAL)
AB BODY YX POOR OR IMPROPER OPERATION
OA VEHICLE CONCERNS 159000 GEN. AC/HEATING COMPONENT
AJ HEATER/AIR CONDITIONING YX POOR OR IMPROPER OPERATION
OA VEHICLE CONCERNS 302000 TPMSC BOX (IPOD)VIEW
AD BRAKES YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZMH815N 02/01/2011

NO PREVIOUS FILES FOUND:

COULD NOT VERIFY RECALLS DUE TO NO VIN.

-----@02/01-ZMH815N

>>>NIS1111721. DRTS-DP REC-D CCF FROM BBB ON 01/31/11, DATED 01/28/11.

C SEEKS_VEH REPAIR

CCF STATES: AIR HEATING SYSTEM NO LONGER WORKS, SUNROOF KNOB CAME OFF WITHIN FIRST MONTH OWNED, RATTLING FROM DASHBOARD, PASSENGER MIRROR FELL OFF, TIRE PRESSURE MONITO LIGHT STAYS ON, HENGE AREA INSIDE TRUCK RETAINS WATER WHEN IT RAINS.

@02/01-ZMH815N

DOCS TO ARBS-JM

----- @02/01-ZMH815N

ARBS JM IN REVIEW OF FILE

CCF ALSO STATES THAT CROWN NSN ADVISED C THAT C WOULD HAVE TO PAY FOR DIAGNOSIS. C STATES DLR ADVISED THAT VEH NEEDED MASTER CYLINDER AS THERE WAS A LEAK BUT C STATES C TOOK VEH TO A REPAIR SHOP AND C WAS ADVISED THERE WAS NO LEAK. C WANTS REPAIRS DONE FREE OF CHARGE.

@02/01-ZJM254N

@02/01-ZJM254N

ARBS JM CONTACTED DLR TO OBTAIN VIN#

@02/01-ZJM254N

ARBS ASKED IF C SERVICED VEH AT THE DLR AND C HAS HAD OIL CHANGE AVERAGE ONCE A YEAR AT DLR BUT NO MAJOR SERVICE.

ARBS JM CONTACTED C AT DAY# AND LEFT VMX FOR CALLBACK.

@02/01-ZJM254N

DRTS-TC RCV'D RO'S FROM DLR.

DOCS TO ARBS-JM.

@02/01-ZTC154N

DRTS-TC COMPLETED RHR.

DOCS TO ARBS-JM.

DRTS-TC EXITING FILE.

@02/01-ZTC154N

ARBS JM CONTACTED C AND LEFT VMX FOR CALLBACK.

@02/07-ZJM254N

ARBS JM CONTACTED C AND LEFT VMX FOR CALLBACK TO DISCUSS FILE.

@02/09-ZJM254N

C IS OUTSIDE PARAMETERS OF 3 YEARS FROM IN SERVICE DATE TO FILE WITH THE BBB.

@02/09-ZJM254N

10/07/09 AT 33800 MILES C STATES CHECK EXHAUST FOR RATTLE - NO DUPL

2/26/10 AT 37649 MILES C STATES INSPECT BRAKE SYSTEM, BRAKE LIGHT ON - DLR FOUND MASTER CYLINDER LEAKING INTO THE BOOSTER

1/17/11 AT 48453 MILES C STATES AC NOT WORKING - REPLACED BLOWER MOTOR

-

ARBS SENDING C A LETTER TO CONTACT ARBS IF C WANTS TO REVIEW FILE.

ARBS CLOSING FILE AS ARBS HAS CONTACTED C 3X WITH NO RESPONSE. @02/09-ZJM254N

@02/09-ZJM254N-COMMENT

>>>NIS1111721 DRTS-JJ REC'D NOTICE THAT CLAIM IS INELIGIBLE FOR ARBITRATION, BECAUSE C'S VEH EXCEEDS THE MILEAGE REQUIREMENT.

@02/23-ZJJ572N-COMMENT

REC'D ON 02/23/11, DATED THE SAME.

DOCS TO ARBS-JM.

-----@02/23-ZJJ572N-COMMENT

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: RP4B	ROOT CAUSE: SNPP
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #:	DATE: 00 / 00 / 00	USERID:
OTHER #:	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 2	DATE: 02 / 23 / 11	USERID: ZJJ572N
RESP DLR: 966	EFFECTIVE: 02 / 01 / 11	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY: AL	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZMH815N	
HISTORY:	UPDATE BY: ZJM254N	
SVC CALL#:	UPDATE DATE: 02 / 23 / 11	
CLOSE: Y (Y/N)	CLOSE DATE: 02 / 09 / 11	MICROFILM: N
RESP CAA: MATTISON, JUDY	OLM: ROYSTER KAREN	DOM:
PHONE: 6157257339	OWNER FIRST:	LANGUAGE: E ENGLISH

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DATE: 8/10/2011
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SC: ONE CONTRACT

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

VCAN: Y
PAID:
SUSP:
DENY:

VIN: 1N4BL24E28C [REDACTED] Y
YR/MDL: 2008.0 ALC MILEAGE: 80555
IN SVC DATE: 05 / 26 / 07
RTL DLR: 3064 NISSAN OF KEENE, INC.
SVC DLR: 2148 HARTE NISSAN, INC.
RESP DLR: 2148 HARTE NISSAN, INC.
REGION: 26 DIST: SL/SV/PT: 13 13 43

LETTER RECEIVED 03 / 28 / 11 EXEC: 03 / 28 / 11 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED X MILES 30000 # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CL 11 OPEN DATE: 03 / 29 / 11 XFER/RSPNSBLTY: 11 00 S
CONTACT (S): FOLLOWUP DATE: 04 / 04 / 11 DATANET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 04 / 01 / 11 DATANET (Y/N): 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 112000 BODY WIRING HARNESS
AC BODY ELECTRICAL VO CHECK ENGINE LIGHT ON

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C. A. R. COMMENTS

FILE OPENED-ZJP177N 03/29/2011

**EXEC-JP RECEIVED EMAIL FROM JB/NNA-EXA REGARDING THIS C. @03/29-ZJP177N
**C PURCHASED A USED 2008 ALTIMA AND NUMEROUS LIGHTS ARE COMING ON FOR
BRAKES, ABS, ETC. AND SHE HAS TAKEN IT TO TWO DIFFERENT DLRSHPS TO HAVE IT
CHECKED INTO. THEY RUN DIAGNOSTICS TESTS, BUT CAN'T SEEM TO FIND OUT WHAT THE
PROBLEM IS. SHE IS PAYING FOR ALL THESE TESTS AND NOT GETTING ANY ANSWERS.
SHE HAS AN EXTENDED WARRANTY BUT ISN'T SURE IF IT HAS EXPIRED OR NOT.
**C HAS TALKED TO SO MANY DIFFERNET PEOPLE C IS NOT SURE IF C HAS SPOKEN WITH
CA DEPT OR NOT. C IS FRUSTRATED AND WOULD LIKE TO TALK TO SOMEONE.
***EXEC-JP CALLED C AND C STATED C BOUGHT THE 2008 ALT WITH 30K MILES ON IT
IN 2009. C STATED C EXTENDED WARRANTY IS THROUGH CARMAX. C STATED 10/6/09 WAS
THE FIRST TIME C BROUGHT THE VEH INTO THE HARTE DLRSHP FOR TIRE PRESSURE LIGHT
AND KEY LIGHT THAT WOULD STAY ON AND THEN GO OFF. HARTE REPLACED A SENSOR. ON
8/13/09 C BROUGHT THE VEH IN FOR A NO START, NO POWER WINDOWS ISSUE. HARTE/DLR
REPLACED THE BATTERY AND COMPUTER HARNESS. C STATED ON 9/2010 SAME ISSUE WITH
THE FLICKERING LIGHTS AND BCM WAS REPLACED. C STATED THEN 3/28/11 C WENT BACK
INTO THE DLRSHP/DECORMIER BECAUSE C HAD A NO ACCELERATE ISSUE. C STATED DLHRSP
CORRECTED THE MASTER CYLINDER AND PULLED CODES. C IS FRUSTRATED. C WANTS C
VEH FIXED. C CONTACTED CARMAX AND CARMAX IS SENDING THE VEH BACK TO HARTE/DLR
BECAUSE HARTE/DLRSHP ACCEPTS THE CARMAX WARRANTY. C STATED VEH IS BEING
DROPPED OFF ON 3/31/11 FOR FURTHER DIAGNOSIS. EXEC APOLOGIZED FOR C CONCERNS
EXEC STATED EXEC WOULD CONTACT THE SM AT HARTE/DLRSHP AND MAKE SM AWARE OF THE
SITUATION. EXEC ADVISED C EXEC WOULD CALL C BACK ON 4/1/11 ONCE THE SM HAS
HAD AN OPPORTUNITY TO LOOK AT THE VEH. C WAS APPRECIATIVE OF THE CALL.
**EXEC-JP CALLED SM/DAMIEN REGARDING THIS VEH. SM ADVISED VEH HAS BEEN HERE
BEFORE. EXEC REVIEWED THE VEH'S HISTORY. EXEC ADVISED THE VEH HAS AN APPOINT.
ON 3/31/11 FOR A BLINKING LIGHT CONCERN. SM ADVISED WHEN THE VEH ARRIVES SM
WILL KEEP EXEC INFORMED ON THE DIAGNOSIS. EXEC WAS APPRECIATIVE...

@03/29-ZJP177N

@03/31-ZAA999N

CRR-AA RECEIVED CALL FROM C REGARDING C'S VEH ISSUES.
CRR-AA INFORMED C THAT C'S CONCERN WAS DOCUMENTED LAST 03/29 AND IS ALREADY
BEING HANDLED BY SPECIALIST. AS PER DOCUMENTATION CRR-AA INFORMED C THAT C
WILL RECEIVING CALL FROM NNA FOR AN UPDATE. C AGREED. C SATISFIED.

@03/31-ZAA999N

**EXEC-JP CALLED AND SPOKE WITH SA/PHIL WHO ADVISED THE VEH IS AT THE DLRSHP
AND THE MASTER CYLINDER HAS A LEAK, WHICH IS THE REASON FOR THE FLICKERING
LIGHTS. EXEC HAD SA EXPLAIN THE REPAIR. SA ADVISED EITHER THERE IS AN ISSUE
WITH THE HYDRAULIC FLUID OR AN ELECTRICAL ISSUE WITH THE MASTER CYLINDER. EXEC
ASKED WHEN THE VEH WILL BE REPAIRED? SA ADVISED IF ALL THE PARTS ARE AVAILABLE
IT SHOULD BE MONDAY. EXEC ASKED WHO WAS THE SA ASSIGNED TO THIS VEH, SA
ADVISED SYLVESTER. EXEC THANKED SA FOR THE INFORMATION.

@04/01-ZJP177N

@04/01-ZDE176N

C IS REQUESTING A CALL BACK FOR AN UPADATE. I
CRR-DDE STATED TO C THAT FILE IS BEING HANDLED AND CRR-DDE WILL @04/01-ZDE176N
SEND EMAIL TO THE PROPER AGENT HANDLING THE FILE TO GIVE C A CALL TO GIVE
UPDATE WHICH C IS SEEKING.

CRR-DDE IS LEAVING FILE.

@04/01-ZDE176N

**EXEC-JP RECEIVED A VMX FROM CUSTOMER.

@04/01-ZJP177N

**EXEC-JP CALLED C AN ADVISED C EXEC HAD SPOKEN TO THE DLRSHP THIS MORNING AND
WAS ADVISED THE MASTER CYLINDER WAS BEING REPLACED AND THAT WAS THE REASON FOR
THE LIGHTS GOING OFF. C IS APPREHENSIVE THAT THIS REPAIR WILL FIX THE CONCERN.
C STATED WHAT IF THIS ISSUE ARISES AGAIN AND THIS REPAIR DOES NOT FIX THE

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CONCERN. EXEC ADVISED THE C TO CALL EXEC AND ALSO C CAN SPEAK WITH THE SM AT THE DLRSH. EXEC EXPLAINED THAT THE PART DOES HAVE A WARRANTY. EXEC REASSURED THAT IF C HAS ANY ISSUES IN THE FUTURE TO CONTACT EXEC. C STATED THE DLRSH CALLED C AND LET C KNOW THE VEH IS READY FOR PICK UP. EXEC ADVISED THE C TO PICK UP C VEHICLE AND REITERATED C COULD CALL EXEC. C WAS SATISFIED.
*****CLOSING FILE***** @04/01-ZJP177N
*****SUMMARY***C HAS AN ISSUE WITH C DASH LIGHTS FLICKERING. C STATED C FEELS THE DLRSH CAN NOT FIX VEH ISSUE. EXEC CONTACTED C AND DLRSH. C VEH ISSUE HAS BEEN ADDRESSED BY REPLACING THE MASTER CYLINDER UNDER AN AFTERMARKET WARRANTY. EXEC ADVISED C IF C HAD FURTHER ISSUES TO CONTACT EXEC AND C COULD ALSO SPEAK WITH THE SM. @04/01-ZJP177N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y ACTION CODE: NE1G ROOT CAUSE: SDIR
CALLBACK: (Y/N) #: 0 DATE: 00 / 00 / 00 USERID:
REOPEN: CALLBACK #: 0 DATE: 00 / 00 / 00 USERID:
NEW INFO #: DATE: 00 / 00 / 00 USERID:
OTHER #: DATE: 00 / 00 / 00 USERID:
COMMENTS ONLY: #: 0 DATE: 00 / 00 / 00 USERID:
RESP DLR: 2148 EFFECTIVE: 03 / 29 / 11 CHANGED BY:
IIR-DATE: 00 / 00 / 00 TRANS DATE: 00 / 00 / 00 CHECK REQUESTED: NO
3RD PRY: PART#: CHECK ISSUED: NO
BYBACK ST: OPENED BY: ZJP177N
HISTORY: UPDATE BY: ZJP177N
SVC CALL#: UPDATE DATE: 04 / 01 / 11
CLOSE: Y (Y/N) CLOSE DATE: 04 / 01 / 11 MICROFILM: N
RESP CAA: PEDERSON, JACINTA OLM: ROYSTER KAREN DOM: CARMICHEL BUTCH X
PHONE: 0000000000 OWNER FIRST: LANGUAGE: E ENGLISH

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

CA7131527

SERVICE CONTRACTS SUMMARY

DATE: 8/10/2011
TIME: 11:09:17 AM
MODEL YEAR: 2008.0
MAKE:
MODEL LINE: ALC

NAME: [REDACTED]

VIN:

IN SCV DATE: 5/26/2007

SEO NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
57	[REDACTED]	3064 NH	5/26/2007	5/26/2012	100,000		

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CONTRACT:	██████████	CONTRACT:	
OWNER NAME:	████████████████████	OWNER NAME:	
PLAN TYPE:	C	PLAN TYPE:	
PLAN TERM:	C	PLAN TERM:	
DEDUCTABLE:	\$ 50	DEDUCTABLE:	
EFFECTIVE:	05/26/07	EFFECTIVE:	
EXPIRES:	05/26/12	MILES:	100,000
CANCEL:		MILES:	
TRANSFER:		TRANSFER:	
TRANSACTION:	5/31/2007	TRANSACTION:	
PRINTED:	06/03/07	PRINTED:	
DEALER NO:	3064	STATE:	NH
DEALER NAME:	NISSAN OF KEENE, INC.	DEALER NAME:	

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SC: NONE

NAME: [REDACTED] VIN: 1N4AL24E38C [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2008.0 ALC MILEAGE: 42000
CITY: LAGUNA MIGUEL IN SVC DATE: 06 / 30 / 08
ST/ZIP: CA [REDACTED] VCAN: N RTL DLR: 3540 CONNELL NISSAN
DAY PH: [REDACTED] PAID: 6 SVC DLR: 3540 CONNELL NISSAN
EVE PH: [REDACTED] SUSP: 1 RESP DLR: 3540 CONNELL NISSAN
DLR PH: [REDACTED] DENY: 0 REGION: 44 DIST: SL/SV/PT: 06 06 36

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 6000 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 06 / 06 / 11 XFER/RSPNSBLTY: 44 06 S
CONTACT (S): FOLLOWUP DATE: 06 / 21 / 11 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 06 / 20 / 11 DATANET (Y/N): 06 / 14 / 11

CHECK PAYABLE TO: [REDACTED] I
ADDRESS [REDACTED]
CITY: LAGUNA MIGUEL CA [REDACTED]
VIN: 1N4AL24E38C [REDACTED] MODEL LINE/YEAR: ALC 2008.0

G/L VALUE CODE: 44GDWIL ACCOUNT: [REDACTED]
G/L DESCRIPTION: SOUTHWEST GOODWILL
CHECK AMOUNT: \$ 180

CHK REQUEST DATE: 06/15/11 REQUESTED BY: DOUGH CHR ZCD542N
CHECK APPROVED: 06/16/11 APPROVED BY: LONGH KIN ZKL481N
CHECK ISSUE DATE: 06/17/11 CHECK NUMBER: 339883

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

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OC NISSAN DEALER ISSUES	222500 SERVICE PERSONNEL (NISSAN)
BF NSN DEALER SERVICE DEPT.	WL RUDE/DISOURTEOUS
OC NISSAN DEALER ISSUES	222500 SERVICE PERSONNEL (NISSAN)
BF NSN DEALER SERVICE DEPT.	YZ POOR TREATMENT
OC NISSAN DEALER ISSUES	222500 SERVICE PERSONNEL (NISSAN)
BF NSN DEALER SERVICE DEPT.	ZR GENERAL INQUIRY
OC NISSAN DEALER ISSUES	222500 SERVICE PERSONNEL (NISSAN)
BF NSN DEALER SERVICE DEPT.	ZW INAPPROPRIATE/UNPROFESSIONAL BEHAVIOR

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C. A. R. COMMENTS

FILE OPENED-ZR0158N 06/06/2011

CRR-RO CHECKED FOR PREVIOUS RELATED FILES FOUND: NONE @06/06-ZR0158N

CRR-RO CHECKED FOR PREVIUOS UNRELATED FILES FOUND: NONE

CRR-RO VERIFIED C'S NAME, ADDRESS, DAY AND ALT PHONE#, CURRENT MILEAGE, EMAIL.

CRR-RO RECEIVED CALL FROM C REGARDING AN ISSUE ON DUAGHTER VEH, VEH'S BREAK LIGHT KEEPS TURNING ON AND DLR KEEPS TELLING THE C THERE'S NOTHING WRONG WITH THE VEH. C JUST WANT TO FILE COMPLAIN BECAUSE OF THE WAY C WAS TREATED.

CRR-RO OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-RO ASKED C WHAT DLRSHP C TOOK VEH TO.

C STATED SVC DLR

CRR-RO ASKED C TO WHOM C SPOKE TO AT DLRSHP.

C STATED GONZO ALSO TO EXECUTIVE MAN MARK RANAURO.

CRR-RO ASKED C WHEN ISSUE OCCUR.

C STATED 2YRS. AGO BUT THE BREAK ISSUE I MONTH AFTER PURCHASE. @06/06-ZR0158N

CRR-RO ASKED IF VEH IS IN C POSSESSION.

C STATED YES.

CRR-RO ASKED IF VEH IS INOPERABLE.

C SATED NO.

CRR-RO ASKED WHAT DOES C WANT FROM NNA.

C STATED C DOESN'T WANT MONEY BUT C WANTS THE DLR TO BE BETTER AWARE OF C'S CONCERNS AND FIX THE PROBLEM.

CRR-RO EXITING FILE. @06/06-ZR0158N

CRR-RO RECEIVED CALL FROM C, C MENTIONED MASTER CYLINDER IS LEAKING.

@06/07-ZR0158N

***** @06/09-ZCD542N

RCAS CD CALLED C AND VERIFIED NAME, ADDRESS, PHONE, VEHICLE AND @06/09-ZCD542N
MILES @06/09-ZCD542N

RCAS CD ASKED C HOW NNA COULD HELP C @06/09-ZCD542N

C STATES THE VEHICLE HAD PROBLEMS WITH BRAKE LIGHT BEING @06/09-ZCD542N
ILLUMINATED INSIDE ON DASH SINCE C BOUGHT VEHICLE @06/09-ZCD542N

C BROUGHT VEHICLE BACK TO CONNELL WHERE C BOUGHT THE VEHICLE @06/09-ZCD542N
AND REPORTED THIS PROBLEM MANY TIMES @06/09-ZCD542N

C STATES EACH TIME DLR SA GONZO FILLED BRAKE FLUID BUT DID NOTHING @06/09-ZCD542N

@06/09-ZCD542N

ELSE - LIGHT WOULD GO ON AND OFF THEN STAY ON @06/09-ZCD542N

C STATES THE VEHICLE WAS IN RIGHT AROUND 36000 MILES AND SAME @06/09-ZCD542N
REPAIR WAS GIVEN - ADD FLUID @06/09-ZCD542N

C STATES NOW VEHICLE IS OOW AND NEEDS BRAKE MASTER CYLANDER @06/09-ZCD542N

@06/09-ZCD542N @06/09-ZCD542N

@06/09-ZCD542N

C STATES C AND C'S MOTHER MET WITH GEN MNGR MARK AND SA GONZO @06/09-ZCD542N
WHILE C'S VEHICLE WAS BEING REPAIRED @06/09-ZCD542N

C STATES DLR DECIDED TO PAY FOR PARTS NOT LABOR AND WOULD NOT @06/09-ZCD542N
RELEASE VEHICLE TO C UNTILL LABOR WAS PAID IN FULL @06/09-ZCD542N

C STATES C PAID IT BUT DOES NOT THINK C SHOULD HAVE BASED ON THE@06/09-ZCD542N
AMOUNT OF TIMES C WENT TO DLR @06/09-ZCD542N

RCAS ASKED IF C HAD ANY OF THE RECEIPTS, PARTICULARLY THIS LAST @06/09-ZCD542N
ONE WHERE DLR PAID PARTS @06/09-ZCD542N

C STATES YES @06/09-ZCD542N

RCAS GAVE C FAX AND ASKED C TO FAX R/O TO RCAS @06/09-ZCD542N

@06/09-ZCD542N

RCAS TOLD C NO GUARENTEE BUT RCAS WILL CHECK INTO THIS @06/09-ZCD542N

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C AGREED AND VERY HAPPY	@06/09-ZCD542N
RCAS ENDED CALL WITH NAME, CA AND CALLBACK AND FAX NUMBER	@06/09-ZCD542N
*****	@06/13-ZCD542N
RCAS CD CALLED C ON ONLY NUMBER LISTED - PHONE RANG THEN CALL	@06/13-ZCD542N
WAS DISCONNECTED - THIS HAPPENED TWICE	@06/13-ZCD542N
RCAS CD STILL HAS NOT RECEIVED FAX WITH R/O OR RECEIPTS	@06/13-ZCD542N
*****	@06/15-ZCD542N
RCAS CD HAS NOT RECEIVED FAX OF R/O WHERE C PAID DLR TO RELEASE	@06/15-ZCD542N
VEHICLE	@06/15-ZCD542N
RCAS CD CALLED C ON ONLY NUMBER LISTED AND LEFT MESSAGE WITH	@06/15-ZCD542N
NAME,CA, CALLBACK AND FAX NUMBERS	@06/15-ZCD542N
*****	@06/15-ZCD542N
RCAS CD RECEIVED THE FAX WITH THE R/O'S FOR THE MASTER CYL	@06/15-ZCD542N
REPAIR	@06/15-ZCD542N
RCAS CD WILL REQUEST CHECK FOR LABOR ONLY ON THIS REPAIR	@06/15-ZCD542N
DEALER: CONNELL #3540	@06/15-ZCD542N
MILEAGE: 41354	@06/15-ZCD542N
PART NAME/NUMBER:46010-JA00A CYL BREAK MASTER	@06/15-ZCD542N
LABOR: \$180.00	@06/15-ZCD542N
TOTAL AMOUNT \$180.00	@06/15-ZCD542N
*****	@06/17-ZCD542N
RCAS CD CHECK APPROVED WAITING FOR ISSUE DATE	@06/17-ZCD542N
RCAS CD CALLED C AND TOLD C THE CHECK IS ISSUED AND IN THE	@06/20-ZCD542N
MAIL	@06/20-ZCD542N
C VERY HAPPY	@06/20-ZCD542N
RCAS TOLD C THIS CASE IS CLOSED AND THANKED C FOR BEING A LOYAL	@06/20-ZCD542N
CUSTOMER	@06/20-ZCD542N
C THANKED RCAS	@06/20-ZCD542N
RCAS ENDED CALL AND CLOSED FILE	@06/20-ZCD542N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE
DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE
CUSTOMER.
POOR SERVICE EXPERIENCE

DEALER ACTION:

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NT2A	ROOT CAUSE: SNFA	CAGWL
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:	
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:	
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:	
OTHER #: 0	DATE: 00 / 00 / 00	USERID:	
COMMENTS ONLY: #: 0	DATE: 00 / 00 / 00	USERID:	
RESP DLR: 3540	EFFECTIVE: 06 / 06 / 11	CHANGED BY:	
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: YES	
3RD PRY:	PART#:	CHECK ISSUED: YES	
BYBACK ST:	OPENED BY: ZR0158N		
HISTORY:	UPDATE BY: ZCD542N		
SVC CALL#:	UPDATE DATE: 06 / 28 / 11		
CLOSE: Y (Y/N)	CLOSE DATE: 06 / 20 / 11	MICROFILM: N	
RESP CAA: DOUGHERTY, CHRISTINE	OLM: SMIT AGNES	DOM: GARN, JIM	
PHONE: 6157257532	OWNER FIRST:	LANGUAGE: E ENGLISH	

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SC: NONE

NAME: [REDACTED] VIN: 1N4AL24E88C [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2008.0 ALC MILEAGE: 60000
CITY: NORCROSS IN SVC DATE: 07 / 12 / 08
ST/ZIP: GA [REDACTED] VCAN: N RTL DLR: 3580 TRI-CITIES NISSAN, INC.
DAY PH: [REDACTED] PAID: SVC DLR: 3829 TOWN CENTER NISSAN
EVE PH: [REDACTED] SUSP: RESP DLR: 3829 TOWN CENTER NISSAN
DLR PH: [REDACTED] DENY: 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: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED X MILES 13000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: INDEPENDENT
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 24000 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 06 / 09 / 11 XFER/RSPNSBLTY: 34 01 S
CONTACT (S): FOLLOWUP DATE: 06 / 30 / 11 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 06 / 29 / 11 DATANET (Y/N): 06 / 13 / 11

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 118500 ANTI-LOCK BRAKE SYSTEM
AD BRAKES WT UNABLE DIAGNOSE/DUPLICATE
OA VEHICLE CONCERNS 118500 ANTI-LOCK BRAKE SYSTEM
AD BRAKES YE MULTIPLE REPAIR ATTEMPTS
OA VEHICLE CONCERNS 118500 ANTI-LOCK BRAKE SYSTEM
AD BRAKES YI OOW GOODWILL ASSISTANCE REQUEST

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C. A. R. COMMENTS

FILE OPENED-ZBB176N 06/09/2011

CRR-BB CHECKED FOR PREVIOUS RELATED FILES: NONE @06/09-ZBB176N

CRR-BB CHECKED FOR PREVIOUS UNRELATED FILES: NONE

CRR-BB VERIFIED C'S NAME, ADDRESS, DAY AND EVENING PHONE NUMBER, EMAIL ADDRESS, SVC DLR, CURRENT MILEAGE AND HOW VEHICLE ACQUIRED.

CRR-BB CHECKED FOR OPEN RECALLS / CAMPAIGNS FOUND: NONE

CRR-BB RECEIVED A CALL FROM C CONCERNING MULTIPLE ATTEMPTS TO GET VEH REPAIRED. C HAD MASTER CYLINDER REPLACED TWICE AT THE DRLSHIP. THE BRAKE LIGHT CONTINUED TO GO ON AND OFF AND LEAK FLUID. C TOOK VEHICLE TO GOODYEAR AND THEY DIAGNOSISED THE ABS SYSTEM AS THE ISSUE. C TOOK VEH BACK TO DRLSHP AND THEY VERIFIED THE DIAGNOSIS. THE FIRST 2 REPAIRS WERE UNDER WARRANTY. NOW THE ABS REPAIR IS NOT UNDER WARRANTY. THE VEH IS AT THE DRLSHP AND C WANTS NNA TO PAY FOR THE ABS SYSTEM SINCE THAT WAS THE ISSUE FROM THE START. C HAS TALKED WITH MIKE LITTLE AT THE DRLSHIP AND REPAIR WILL BE APPROX \$1700. CRR-BB ADVISED C A RCAS AGENT WOULD CONTACT C BY THE END OF THE NEXT BUSINESS DAY.

CRR-BB OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-BB GAVE NAME, EXT AND FILE #.

CRR-BB TRANSFERRING FILE TO RCAS. @06/09-ZBB176N

RCAS-BF CALLED C 10:16AM EST AND LEFT VMX ADVISING C THAT RCAS IS HANDLING C'S FILE AND WILL FOLLOW UP WITH C AFTER INFORMATION IS OBTAINED TO MAKE A DECISION REGARDING FINANCIAL ASSISTANCE. ADVISED OF RCAS INFO SHOULD C NEED TO CONTACT RCAS-BF. FOLLOW-UP 6/14/11 @06/10-ZBF123N

RCAS-BF RECEIVED INBOUND CALL FROM C. C STATES THE FOLLOWING: 11/18/09 MASTER CYLINDER WAS REPLACED. C HAD JUST PURCHASED VEHICLE A FEW WEEKS PRIOR. ON 8/25/10 C HAD SAME ISSUE WITH BRAKES. C SAID BRAKES WOULD HARDLY STOP THE VEHICLE. MASTER CYLINDER WAS FIXED AGAIN. ON 10/1/10 BRAKE LIGHT WAS ON AGAIN AND C WAS TOLD BRAKE PADS WERE LOW AND THAT WAS CAUSING BRAKE FLUID TO RUN @06/10-ZBF123N

LOW. C STATES SAME PROBLEM KEEPS HAPPENING EVERY FEW MONTHS. C TOOK VEHICLE TO GOODYEAR AND GOODYEAR TOPPED OFF BRAKE FLUID. GOODYEAR LOOKED AT MASTER CYLINDER AND SAID IT WAS FINE. GOODYEAR LOOKED AT ABS AND FOUND IT HAD BEEN LEAKING AND WAS COVERED IN BLACK GOO AND HAD EATEN PAINT OFF UNDERSIDE OF VEHICLE. C TOOK VEHICLE BACK TO NISSAN AND HAD NISSAN LOOK AT ABS. NISSAN CONFIRMED ABS NEEDS REPLACED. RCAS-BF ADVISED C TO TAKE VEHICLE TO NISSAN FOR A DIAGNOSTIC AND ONCE THAT IS DONE, C CAN FAX ALL PERTINENT DOCUMENTS TO RCAS-BF FOR REVIEW. RCAS ADVISED C THAT RCAS WILL TRY TO BUILD A CASE FOR FINANCIAL ASSISTANCE FOR REPAIR. C AGREED. RCAS ADVISED C RCAS WILL FOLLOW-UP WITH C ON 6/14/11 TO ALLOW C TIME TO GET DIAGNOSTIC AND FAX DOCUMENTS. @06/10-ZBF123N

RCAS-BF CALLED C TO ADVISE THAT RCAS HAS NOT RECEIVED DOCS YET. C STATED C WAS JUST GETTING READY TO FAX THEM IN. RCAS WAITING ON DOCS TO REVIEW. @06/15-ZBF123N

RCAS-BF SETTING FOLLOW UP FOR 6/16/11. @06/15-ZBF123N

RCAS-BF CALLED DEALER AND SPOKE TO SA-MICHAEL. SA STATED THE MASTER CYLINDER WAS REPLACED TWICE. THE SECOND REPAIR WAS GOODWILLED AT DEALER LEVEL. THE LAST TIME THE C WAS IN FOR BRAKE ISSUE, IT WAS FOUND THAT C'S ACTUATOR IS LEAKING FLUID. SA STATES C IS NOT A LOYAL SERVICING CUSTOMER. @06/17-ZBF123N

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RCAS-BF NOT OFFERING ASSISTANCE AT THIS TIME.C IS OOW AND NOT A LOYAL
SERVICING CUSTOMER. @06/17-ZBF123N

RCAS-BF CALLED C AND ADVISED OF DENIAL. C NOT HAPPY BUT C UNDERSTOOD.
RCAS-BF CLOSING FILE. NO FURTHER ASSISTANCE AT THIS TIME. @06/17-ZBF123N

* * * * *
RCAS-BF RECEIVED VMX FROM C STATING THAT C WOULD LIKE TO RE-OPEN C'S CASE AND
HAVE IT ESCALATED PAST RCAS-BF BECAUSE ANOTHER MECHANIC HAS LOOKED AT C'S
@06/29-ZBF123N

VEHICLE AND C DOES NOT AGREE WITH RCAS-BF'S DECISION.
RCAS-BF FORWARDING C'S INFO TO TL-AP. @06/29-ZBF123N

TL-AP IN REVIEW OF FILE, RCAS-BF TO CONTACT C AND INQUIRE ABOUT NEW INFO.
RCAS-BF FOLLOW UP 6.29.11 @06/29-PAP281N

* * * * *
RCAS-BF CALLED C TO OBTAIN INFORMATION. C STATES C TOOK VEHICLE TO AN
INDEPENDENT REPAIR FACILITY AND SPOKE TO A SERVICE ADVISOR WHO PREVIOUSLY
WORKED FOR NISSAN (JAMES). JAMES ADVISED C THAT JAMES HAD NEVER HEARD OF THE
ABS GOING BAD IN A 2008 VEHICLE AND ADVISED HOW EXPENSIVE THE REPAIR IS. C
THINKS THE ABS LEAK WAS PRESENT ALL ALONG AND NEVER ADDRESSED. C STATED JAMES
ADVISED C TO CALL NNA AND KEEP PRESSING THE ISSUE. RCAS ADVISED C THAT RCAS
WILL FORWARD C'S INFORMATION TO TL-AP FOR REVIEW AND A CALL BACK. C AGREED.
RCAS-BF INFORMING TL-AP OF UPDATED INFORMATION. @06/29-ZBF123N

***** @06/29-ZKI176N
SR-KI CALLED C ON ONLY AVAILABLE#. @06/29-ZKI176N

C STATES THAT C HAS HAD BREAK PROBLEMS SINCE PURCHASING VEH. C
STATE THAT MASTERCYLINDER HAS BEEN REPLACED TWICE. C STATES THAT
ABS WAS DIAGNOSED BY GOODYEAR BECAUSE C SERVICED THERE.

C STATE THAT RCAS-BF DECLINED C REQUEST FOR ASSISTANCE. C STATES
THAT C THEN WENT TO PRIVATE MECHANIC. C STATES THAT C WAS TOLD THAT WITH VEH
ONLY BEING 3 YEARS OLD THAT THIS SHOULD NOT BE HAPPENING.

SR-KI ADVISED C THAT UNFORTUNATELY VEH IS OOW. SR-KI ADVISED C THAT
WARRANTY'S ARE NNA'S GUARENTEE TO THE CUSTOMER THAT A PARTICULAR PART WILL
LAST A CERTAIN AMOUNT OF TIME OR MILES. SR-KI ADVISED C THAT UNFORTUNATELY
THIS PART HAS SURPASSED THIS GUARENTEE.

C STATES THAT C STILL DOES NOT AGREE.
SR-KI OFFERED C THE BBB#. C ACCEPTED.

SR-KI CLOSING FILE. NO FURTHER ASSISTANCE NEEDED.
***** @06/29-ZKI176N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE
DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE
CUSTOMER.
PLEASE REVIEW FILE. THANK YOU.

DEALER ACTION:

CONFIDENTIAL

DATE: 8/10/2011
TIME: 11:09:17 AM

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NT3B	ROOT CAUSE: SCMV
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 1	DATE: 06 / 29 / 11	USERID: ZBF123N
OTHER #: 0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 0	DATE: 00 / 00 / 00	USERID:
RESP DLR: 3829	EFFECTIVE: 06 / 09 / 11	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZBB176N	
HISTORY:	UPDATE BY: ZKI176N	
SVC CALL#:	UPDATE DATE: 06 / 29 / 11	
CLOSE: Y (Y/N)	CLOSE DATE: 06 / 29 / 11	MICROFILM: N
RESP CAA: FULLER, BRIDGET	OLM: ROYSTER KAREN	DOM:
PHONE: 0000457278	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 8/10/2011
TIME: 11:09:17 AM

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

CAR ID: CA5591766N
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SC: MULTI CONTRACT

NAME: [REDACTED] VIN: 1N4AL21E87C [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2007.0 ALT MILEAGE: 60
CITY: RONKOMA IN SVC DATE: 01 / 07 / 07
ST/ZIP: NY [REDACTED] VCAN: Y RTL DLR: 3091 ATLANTIC NISSAN SUPERSTOR
DAY PH: [REDACTED] PAID: 6 SVC DLR: 3091 ATLANTIC NISSAN SUPERSTOR
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 3091 ATLANTIC NISSAN SUPERSTOR
DLR PH: [REDACTED] DENY: 0 REGION: 26 DIST: SL/SV/PT: 02 02 32

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 2
VEHICLE MAINTAINED BY: ATLASNTIC NISSAN 3091
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: NT 11 OPEN DATE: 01 / 16 / 07 XFER/RSPNSBLTY: 26 02 S
CONTACT (S): FOLLOWUP DATE: 02 / 22 / 07 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 02 / 16 / 07 DATANET (Y/N): 01 / 22 / 07

CHECK PAYABLE TO: [REDACTED]
ADDRESS: [REDACTED]
CITY: RONKOMA NY [REDACTED]
VIN: 1N4AL21E87C [REDACTED] MODEL LINE/YEAR: ALT 2007.0

G/L VALUE CODE: 26GDWIL ACCOUNT: [REDACTED]
G/L DESCRIPTION: NORTHEAST GOODWILL
CHECK AMOUNT: \$ 300

CHK REQUEST DATE: 01/31/07 REQUESTED BY: KELLY DAV ZDK200N
CHECK APPROVED: 02/15/07 APPROVED BY: CALIC RHO ZRC310R
CHECK ISSUE DATE: 02/16/07 CHECK NUMBER: 922243

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

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS	120500 CENTER BRAKE LIGHT
AD BRAKES	WA PREMATURE WEAR/FAILURE

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NISSAN MOTOR CORPORATION IN U.S.A
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CA5591766N

C. A. R. COMMENTS

FILE OPENED-ZAP531N 01/16/2007

NO PREVIOUS FILE. @01/16-ZAP531N

CRR-AP VERIFIED C, NAME, ADDRESS, DAY/EVE #, DLR, VIN AND MILEAGE.1/16-ZAP531N

CRR-AP NO OPEN RECALLS. C NOTIFIED. @01/16-ZAP531N

CRR-AP C STATES C PURCHASED VEHICLE ON 1/6/07. C STATES WHEN C DROVE OUT OF DEALERSHIP THE BRAKE LIGHT CAME ON. C STATES VEH WAS TAKEN BACK AND DISCOVERED A LEAK IN THE BRAKE FLUID. C STATES DLR ALSO HAS TO REPLACE A CYLINDER. C STATES DLR ORDERED THE PART AND SAID IT SHOUD TAKE ONE OR TWO DAYS. C STATES THE PART IS STILL NOT IN AND C IS ASKING NNA TO ASSIST IN GETTING THE PART. @01/16-ZAP531N

CRR-AP APOLOGIZED TO C FOR THE DELAY IN GETTING THE PART FOR C BRAND NEW CAR.

CRR-AP INFORMED C FILE WILL BE TRANSFERRED TO A REGIONAL SPECIALIT WHO WILL CHECK WITH DLR AND SEE IF PART CAN BE RUSHED.

CRR-AP PROVIDE C WITH NAME, EXTENSION AND FILE #.

CRR-AP FORWARDING FILE TO RCAS-KD. @01/16-ZAP531N

@01/16-ZAP531N

CRR-AP RECEIVED CALL FROM C REQUESTING A CALL FROM RCAS-DK AT 979 422-4494.

SENT E-MAIL TO RCAS-DK. @01/18-ZAP531N

DPSM RECEIVED STOP THE PRESS REQUEST FOR 46007-JA00A(MASTER CYLINDER). WILL FO RWARD TO RPSM. @01/18-KKH431R

RCAS CONTACTED DLR

RCAS SPOKE TO SA-VG. SA STATED THAT THE DLR ORDERED A MASTER CYLINDER FOR THE C'S VEH. SA STATED PART IN ON B/O. SA THAT PART WAS PLACED ON STP STATUS AND C IS IN A RENTAL. RCAS THANKED SA. CALL ENDED. @01/19-ZDK200N

PART IS ON STP @01/19-ZDK200N

RCAS CONTACTED C

RCAS INFORMED C THAT RCAS HAD REVIEWED C FILE AND CONTACTED THE DLR. RCAS INFORMED C THAT C PART HAS BEEN PLACED ON THE HIGHEST ORDER STATUS. RCAS INFORMED C THAT C'S PART IS BEING EXPIDITED. RCAS INFORMED C THAT ONCE RCAS HAS A ETA RCAS WOULD CONTACT C WITH THE INFORMATION. RCAS ASKED C IF C WAS IN A RENTAL. C STATED YES. C THANKED RCAS AND ENDED CALL @01/19-ZDK200N

RCAS CONTACTED DLR

RCAS SPOKE TO SA-VG. SA STATED DLR WAS INSTALLING A PART OFF A VEH ON THE LOT. SA STATED DLR HAS BEEN IN CONTACT WITH THE C AND WOULD NOTIFY THE C WHEN THE VEH IS REPAIRED. RCAS THANKED SA. CALL ENDED @01/29-ZDK200N

RCAS RECEIVED MESSAGE FROM ORM THAT NISSAN IS OFFERING C A GOOD WILL GESTURE OF 300.00 @01/31-ZDK200N

C WAS CONTACTED BY DLR AND ACCEPTED THE GOOD WILL OFFER. @01/31-ZDK200N

RCAS CONTACTED C

RCAS LEFT MESSAGE ON 631.683.6149 2:55CST @02/02-ZDK200N

RCAS-JG ASSISTING RCAS-DK @02/07-ZJG318N

RCAS ADVISED C NNA IS GOING TO OFFER C AS A GOODWILL GUESTURE 300.00. C STATED THE DLR ADVISED C. RCAS ADVISED C THAT RCAS IS GOING TO NEED PROOF OF OWNERSHIP AND THE RO. RCAS ADVISED C TO FAXED DOCS TO 310-771-2788. C THANKED RCAS AND ENDED CALL @02/07-ZJG318N

RCAS RECEIVED RO'S.

RCAS SUBMITTED FOR GOOD WILL CHECK APPROVAL. GOOD WILL WAS APPROVED.

****FILE CLOSED**** @02/16-ZDK200N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT1A	ROOT CAUSE: SCAV
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #:	DATE: 00 / 00 / 00	USERID:
RESP DLR: 3091	EFFECTIVE: 01 / 16 / 07	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REOUESTED: YES
3RD PRY:	PART#:	CHECK ISSUED: YES
BYBACK ST:	OPENED BY: ZAP531N	
HISTORY:	UPDATE BY: ZDK200N	
SVC CALL#:	UPDATE DATE: 02 / 17 / 07	
CLOSE: Y (Y/N)	CLOSE DATE: 02 / 16 / 07	MICROFILM: N
RESP CAA: KELLY, DAVID	OLM: ROYSTER KAREN	DOM: ZIMMERMAN LARRY E
PHONE: 0000000000	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 8/10/2011
TIME: 11:09:17 AM

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

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----- CONSUMER AFFAIRS -----
 CA5591766 SERVICE CONTRACTS SUMMARY DATE: 8/10/2011
 TIME: 11:09:17 AM
 NAME: [REDACTED] VIN: 1N4AL21E87C [REDACTED] MODEL YEAR: 2007.0
 IN SCV DATE: 1/7/2007 MAKE:
 MODEL LINE: ALT

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

----- CONSUMER AFFAIRS -----
 CA5591766 SERVICE CONTRACTS SUMMARY DATE: 8/10/2011
 TIME: 11:09:17 AM
 NAME: [REDACTED] VIN: 1N4AL21E87C [REDACTED] MODEL YEAR: 2007.0
 IN SCV DATE: 9/7/2010 MAKE:
 MODEL LINE: ALT

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

----- CONSUMER AFFAIRS -----
 CA5591766 SERVICE CONTRACTS SUMMARY DATE: 8/10/2011
 TIME: 11:09:17 AM
 NAME: [REDACTED] VIN: 1N4AL21E87C [REDACTED] MODEL YEAR: 2007.0
 IN SCV DATE: 9/7/2010 MAKE:
 MODEL LINE: ALT

SEQ	DEALER	EFFECTIVE	EXPIRE	EXPIRE	CANCEL	TRANSFER
NO	CONTRACT NO	NUMBER ST	DATE	DATE	MILEAGE	DATE
60	[REDACTED]	3091 NY	1/7/2007	1/7/2009	40.000	
61	[REDACTED]	3970 GA	9/7/2010	1/7/2014	84.000	2/14/2011
62	[REDACTED]	3970 GA	9/7/2010	1/7/2014	84.000	

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DATE: 8/10/2011
TIME: 11:09:17 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CONTRACT: [REDACTED]	CONTRACT:
OWNER NAME: [REDACTED]	OWNER NAME:
PLAN TYPE: C	PLAN TYPE:
PLAN TERM: J	PLAN TERM:
DEDUCTABLE: \$ 50	DEDUCTABLE:
EFFECTIVE: 01/07/07	EFFECTIVE:
EXPIRES: 01/07/09 MILES: 40,000	EXPIRES: MILES:
CANCEL: MILES:	CANCEL: MILES:
TRANSFER:	TRANSFER:
TRANSACTION: 2/22/2007	TRANSACTION:
PRINTED: 02/24/07	PRINTED:
DEALER NO: 3091 STATE: NY	DEALER NO: STATE:
DEALER NAME: ATLANTIC NISSAN SUPERSTOR	DEALER NAME:

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DATE: 8/10/2011
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NISSAN MOTOR CORPORATION IN U.S.A
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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CONTRACT:	██████████	CONTRACT:	
OWNER NAME:	████████████████████	OWNER NAME:	
PLAN TYPE:	M	PLAN TYPE:	
PLAN TERM:	W	PLAN TERM:	
DEDUCTABLE:	\$	DEDUCTABLE:	
EFFECTIVE:	09/07/10	EFFECTIVE:	
EXPIRES:	01/07/14 MILES: 84,000	EXPIRES:	MILES:
CANCEL:	02/14/11 MILES: 51,978	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION:	2/23/2011	TRANSACTION:	
PRINTED:	09/11/10	PRINTED:	
DEALER NO:	3970 STATE: GA	DEALER NO:	STATE:
DEALER NAME:	NISSAN OF VIDALIA, INC.	DEALER NAME:	

CONFIDENTIAL

DATE: 8/10/2011
TIME: 11:09:17 AM

NISSAN MOTOR CORPORATION IN U.S.A
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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CONTRACT:	██████████	CONTRACT:	
OWNER NAME:	████████████████████	OWNER NAME:	
PLAN TYPE:	M	PLAN TYPE:	
PLAN TERM:	W	PLAN TERM:	
DEDUCTABLE:	\$	DEDUCTABLE:	
EFFECTIVE:	09/07/10	EFFECTIVE:	
EXPIRES:	01/07/14	EXPIRES:	MILES:
	MILES: 84,000		
CANCEL:	MILES:	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION:	4/7/2011	TRANSACTION:	
PRINTED:	04/09/11	PRINTED:	
DEALER NO:	3970	DEALER NO:	STATE:
	STATE: GA		
DEALER NAME:	NISSAN OF VIDALIA, INC.	DEALER NAME:	

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REQUESTED BY: corneb2

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: MINEOLA
ST/ZIP: NY [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: 1N4AL21E37C [REDACTED] Y
YR/MDL: 2007.0 ALT MILEAGE: 2900
IN SVC DATE: 02 / 24 / 07
VCAN: N RTL DLR: 5045 ADVANTAGE NISSAN
PAID: 14 SVC DLR: 5045 ADVANTAGE NISSAN
SUSP: 0 RESP DLR: 5045 ADVANTAGE NISSAN
DENY: 0 REGION: 26 DIST: SL/SV/PT: 02 02 32

LETTER RECEIVED 07 / 18 / 07 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CL 11 OPEN DATE: 07 / 18 / 07 XFER/RSPNSBLTY: 26 02 S
CONTACT (S): FOLLOWUP DATE: 08 / 10 / 07 DATANET (Y/N): 0
SEVERITY: 3 CLOSE DATE: 09 / 07 / 07 DATANET (Y/N): 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 134000 GEN. ENGINE ELECTRIC COMPONENT(S)
AF ENGINE ELECTRICAL YE MULTIPLE REPAIR ATTEMPTS

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CA5787626N

C. A. R. COMMENTS

FILE OPENED-QLB678R 07/18/2007

(NO LIEN)

* NY LL *

...ARBS RCVD C'S LL APPLICATION FROM NYSRA SEEKING VEH REPURCHASE DUE TO
INTERMITTENT NO-START DUE TO MALFUNCTION OF INTELLIGENT KEY AND BRAKE FLUID
LEAK. @07/18-QLB678R

...REVUD WARRANTY HISTORY AND R/O'S PROVIDED BY CUST TO STATE:

03/02/07 29 MI ADVANTAGE: C/S ONE KEY WLD NOT START VEH, HAD TO USE
ANOTHER KEY. ASKED THAT DLR CK.

03/08/07 260 MI ADVANATAGE: C/S 1-KEY WILL NOT WORK. PER TSM/DS DLR RPLCD
BOTH REMOTES AND REPROGRAMMED TO VEH.

04/24/07 1,984 MI ADVANTAGE: C/S KEY DID NOT WORK YESTERDAY, ASKED THAT DLR
CHECK. NPF, OPERATING NORMALLY.

05/07/07 2,507 MI ADVANTAGE: C/S BRAKE LIGHT ON. DLR RPLCD L/F BRAKE CALIPER
WHICH WAS LEAKING.

05/18/07 2,764 MI ADVANTAGE: C/S BRAKE LIGHT ON, DLR FOUND MASTER CYL LEAK.
MASTER CYL HAD SLIGHT DRIP ONTO BRAKE BOOSTER, DLR ORDERED NEW MASTER
CYLINDER (ON B/O, DLR ORDERED SOP) & BOOSTER. DLR ORDERED SMART KEY SWITCH.

06/01/07 3,154 MI ADVANTAGE: DLR INSTALLED PREV'LY ORDERED SMART KEYLESS
SWITCH ASSY, MASTER CYLINDER & BOOSTER. CUST PROVIDED W/RENTAL AS GW.

@07/18-QLB678R

...VEH HAS BEEN REPAIRED UNDER THE TERMS OF THE WARRANTY. @07/18-QLB678R

...EMAILED DRT SUPPORT/LM FOR R/O COPIES. @07/18-QLB678R

...RCVD R/O COPIES FROM DRT SUPPORT/LM (ADVANTAGE NSN) ADDED TO FILE.

@07/18-QLB678R

...PER STATE, CASE NOT ACTIVE AT THIS TIME. @09/07-QLB678R

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: N	ACTION CODE: RT8G	ROOT CAUSE: SDSV
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #:	DATE: 00 / 00 / 00	USERID:
OTHER #:	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 0	DATE: 00 / 00 / 00	USERID:
RESP DLR: 5045	EFFECTIVE: 07 / 18 / 07	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY: ST	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: OLB678R	
HISTORY:	UPDATE BY: QLB678R	
SVC CALL#:	UPDATE DATE: 09 / 07 / 07	
CLOSE: Y (Y/N)	CLOSE DATE: 09 / 07 / 07	MICROFILM: N
RESP CAA: BENGIVENGA, LINDA	OLM: ROYSTER KAREN	DOM: ZIMMERMAN LARRY E
PHONE: 7328053178	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 8/10/2011
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REQUESTED BY: corneb2

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SC: MULTI CONTRACT

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

VCAN: Y
PAID: 24
SUSP: 0
DENY: 0

VIN: 1N4AL21E47N [REDACTED] Y
YR/MDL: 2007.0 ALT MILEAGE: 6945
IN SVC DATE: 05 / 05 / 07
RTL DLR: 5059 PERFORMANCE NISSAN
SVC DLR: 3341 GLENDALE NISSAN
RESP DLR: 3341 GLENDALE NISSAN
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) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 2
VEHICLE MAINTAINED BY: 3341 GLENDALE NISSAN
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 08 / 23 / 07 XFER/RSPNSBLTY: 44 03 S
CONTACT (S): FOLLOWUP DATE: 09 / 03 / 07 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 08 / 31 / 07 DATANET (Y/N): 08 / 29 / 07

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	137500	CYLINDER HEAD GASKET
AG	ENGINE MECHANICAL	WA	PREMATURE WEAR/FAILURE
OA	VEHICLE CONCERNS	137500	CYLINDER HEAD GASKET
AG	ENGINE MECHANICAL	YE	MULTIPLE REPAIR ATTEMPTS
OA	VEHICLE CONCERNS	137500	CYLINDER HEAD GASKET
AG	ENGINE MECHANICAL	YX	POOR OR IMPROPER OPERATION
OA	VEHICLE CONCERNS	137500	CYLINDER HEAD GASKET
AG	ENGINE MECHANICAL	ZB	BROKEN/CRACKED

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CA5836253N

C. A. R. COMMENTS

FILE OPENED-ZSD591N 08/23/2007

PREVIOUS FILES FOUND: NONE

CRR-DD VERIFIED C'S NAME, ADDRESS, DAY/EVE PHONE, VIN NUMBER, MILEAGE AND RESPONSIBLE DEALER

CRR-DD CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @08/23-ZSD591N

CLSD PB040 ALTIMA DEALER INSPECTION 08/07/07 00/00/00 00/00/00

OPEN P7226 ALT AIR DEFLECTOR NTB07-048 06/12/07 00/00/00 00/00/00

OPEN R0703 ALTIMA AIR FILTER NTB07-047 06/12/07 00/00/00 00/00/00

CRR-DD ADVISED C OF OPEN RECALLS/CAMPAIGNS/UPGRADES AND ADVISED C TO TAKE

VEH TO NEAREST AUTH NISSAN DLRSHF FOR REPAIRS AT NO COST TO C

PREVIOUS NISSAN VEH: MURANO

CRR-DD RECIEVED CALL FROM C

C STATES THAT BRAKE LIGHT CAME ON AS SOON AS C DROVE VEH OFF LOT. C STATES CHECK OIL LIGHT HAS COME ON AS WELL. C TOOK VEH TO RESPONSIBLE DLRSHF FOR INSPECTION AND WAS ADVISED VEH WAS LOW ON FLUIDS. C STATES SVC TECH TOPPED UP @08/23-ZSD591N

ALL FLUIDS. C TOOK VEH TO RESPONSIBLE DLRSHF A SECOND TIME SA TOPPED UP FLUIDS ONCE AGAIN. C STATES BOTH WARNING LIGHTS CAME BACK ON ONCE AGAIN.

C STATES C TOOK VEH BACK TO RESPONSIBLE DLRSHF ONCE AGAIN AND FINALLY ADVISED THE MASTER CYLINDER IS CRACKED AND LEAKING

C STATES THAT COMPONENT NEEDS TO BE REPLACED AND HAS BEEN ORDERED BY SA.

C STATES PART NUMBER IS 46010JA00A AND IS BEING REPLACED UNDER WARRANTY

C STATES THAT PART IS CURRENTLY ON BACKORDER AND COULD TAKE AS LONG AS THIRTY DAYS OR MORE.

C STATES RESPONSIBLE DLRSHF PROVIDED C WITH A RENTAL VEH BUT C MUST COVER INSURANCE \$11.99 DAILY. @08/23-ZSD591N

C STATES CAR PAYMENT IS \$630.00/MONTH AND INSURANCE IS \$200.00. C STATES C REQUESTING ASSISTANCE AS C CANNOT AFFORD TO PAY \$150.00 DEPOSIT PLUS \$359.70 FOR RENTAL VEH PLUS C'S CAR PAYMENT AND INSURANCE WHICH C CAN'T EVEN DRIVE BECAUSE PART IS ON BACK ORDER. @08/23-ZSD591N

C REQUESTING NNA ASSISTANCE TO EXPEDITE PART TO RESPONSIBLE DLRSHF SO C CAN GET VEH BACK

C STATES VEH CURRENTLY AT RESPONSIBLE DLRSHF @08/23-ZSD591N

CRR-DD ADVISED C THAT CRR-DD DOCUMENTED ALL C'S CONCERNS AND WILL FORWARD FILE TO RCAS FOR FOLLOW UP BY END OF NEXT BUSINESS DAY.

CRR-DD OFFERED C FURTHER ASSISTANCE, C DECLINED

CRR-DD PROVIDED C WITH NAME, EXTENSION AND FILE NUMBER

CRR-DD FORWARDING FILE TO RCAS @08/23-ZSD591N

CRR-SR RECEIVED CALL FROM C, C STATES THAT C HAS NOT RECEIVED A CALL FROM REGIONAL SPECIALIST @08/24-ZSR999N

CRR-SR INFORMED C THAT CRR-SR WILL SEND A INTERNAL MESSAGE TO THE SPECIALIST TO CONTACT C BY END OF NEXT BUSINESS DAY, C UNDERSTOOD @08/24-ZSR999N

CRR-SR GAVE C NAME, EXTENSION @08/24-ZSR999N

CRR-SR SENDING INTERNAL MESSAGE TO RCAS @08/24-ZSR999N

**** @08/24-ZVP566N

CRR-VP RECEIVED A CALL FROM THE C SEEKING ANY INFORMATION TO C'S SITUATION.

CRR-VP INFORMED THE C THAT THE INITIAL CALL WAS ONLY MADE ON THE 08/23/07

AND THE REGIONAL SPECIALIST DOES GET TILL THE END OF THE BUSINESS DAY TO

CALL THE C BACK. C UNDERSTOOD. CRR-VP INFORMED C THAT THE SPECIALIST IS

WORKING ON THE ISSUE FOR THE C AND WILL CALL AS SOON AS ANY INFO IS AVAILABLE.

@08/24-ZVP566N

C UNDERSTOOD AND THANKED CRR-VP. @08/24-ZVP566N

***** @08/27-ZSC000N

CONFIDENTIAL

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CRR-SC RECEIVED A CALL FROM C
C STATES STILL HAS NOT RECEIVED A CALL FROM RCAS-DH
C STATES WOULD LIKE TO SPEAK TO A SUPERVISOR. @08/27-ZSC000N
CRR-SC ESCALATING TO SUPERVISOR @08/27-ZSC000N
--

RS-GB IN REVIEW OF THE FILE EMAILING RCAS-DH TO CONTACT C FOR IMMEDIATE ASSISTANCE. @08/28-ZGB761N

RCAS-DH RECIVED FILE ON 08/27/07
***RCAS-DH CALLED DLR AT 11:19 AM CST AND SPOKE TO MARIO AND WAS ADVISED THAT THE GRT WAS RUN FOR \$71.40 TOWARDS RENTAL. AND THE 304.44 SA-MARIO WAS NOT SURE OF.

RCAS-DH ADVISED SA-MARIO THA THE C HAS 2 GOLD ESC'S IN PLACE ON THE VEH AND C WOULD BE COVERED FOR RENTAL FOR \$35.00 PER DAY UP TO 5 DAY AND IF GRT WAS RUN FOR AN ADDITIONAL 3 DAYS THEN C WOULD BE COVERED FOR 8 DAYS TOTAL. SA-MARIO STATED THAT C MAY HAVE BEEN IN RENTAL SINCE 08/21/07. @08/28-ZDH853N

CRR-MD RECEIVED CALL FROM C. @08/28-ZMD281N

C STATES IS DRIVING AROUND A SMALL VEH C AND DAUGHTER ARE VERY TALL. C DOES NOT WANT TO DRIVE AROUND THIS VEH FOR 30 DAYS PLUS PAY OUT OF HER POCKET FOR 30 DAYS, C WANTS TO ALSO KNOW HOW LONG IT WILL BE FOR THE PART. TO REPAIR VEH. @08/28-ZMD281N

CRR-MD ADVISED C WILL SEND INTERNAL MESSAGE TO RCAS TO GIVE A CALL TO INFORM C OF WHAT IS HAPPENING. @08/28-ZMD281N

C THANKED CRR-MD FOR ASSISTANCE. @08/28-ZMD281N

CRR-MD SENDING EMAIL TO RCAS-DH. @08/28-ZMD281N

CRR-MD GAVE NAME AND EXTENSION. @08/28-ZMD281N

***RCAS-DH CALLED DLR BACK DUE TO RCAS-DH WAS SUPPOSED TO RECIVE A CALL FROM SA MARIO ON THE FULL DETAIL OF THE GRT THAT WAS RUN AND IF C ESC WAS IN USE ON THE RENTAL TIME . @08/28-ZDH853N

***RCAS-DH CALLED SA-MARIO AT 5:40 PM CST AND WAS ADVISED THAT THE TIME THAT C WILL BE IN RENTAL WILL BE COVERED AND THAT ANYTHING OUTSIDE OF THE RENTAL C IS LIABLE FOR.

***RCAS-DH CALLED C AT 5:45 PM CST AND ADVISED C THAT IF C IS WANTING A BIGGER VEH THEN C WILL NEED TO CALL THE SERVICE DEPT AND MAKE TO SEE IF THE DLR CAN CALL ENTERPRISE RENTAL TO SEE IF THERE IS A BIGGER VEH THAT WOULD KEEP C WITH IN C RENTAL COVERAGE.

C STATED THAT C WOULD CALL DLR, C WAS ALSO ADVISED THAT WHEN THE PART ARRIVES C WILL BE CONTACTED. @08/28-ZDH853N

RCAS-DH DATANET FILE

RCAS-DH CLOSING FILE @08/31-ZDH853N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

FOLLOW-UP IS DUE ON OR BEFORE
DEALER, PART IS ON BACK ORDER, PLEASE PROVIDE THE PART NUMBER, CUSTOMER CARE ORDER NUMBER AND THE ORDER DATE.

DEALER ACTION:

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CONTACT(S):

SATISFIED: N	ACTION CODE: NT8E	ROOT CAUSE: SCPP
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 0	DATE: 00 / 00 / 00	USERID:
RESP DLR: 3341	EFFECTIVE: 08 / 23 / 07	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#: 46010JA00A	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZSD591N	
HISTORY:	UPDATE BY: ZDH853N	
SVC CALL#:	UPDATE DATE: 08 / 31 / 07	
CLOSE: Y (Y/N)	CLOSE DATE: 08 / 31 / 07	MICROFILM: N
RESP CAA: HARRIS, DAMON	OLM: SMIT AGNES	DOM: BRICKETT, JERRY
PHONE: 6157257907	OWNER FIRST:	LANGUAGE: E ENGLISH

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

CA5836253

SERVICE CONTRACTS SUMMARY

DATE: 8/10/2011
TIME: 11:09:17 AM
MODEL YEAR: 2007.0
MAKE:
MODEL LINE: ALT

NAME: [REDACTED] VIN:
IN SCV DATE: 5/5/2007

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

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

CA5836253

SERVICE CONTRACTS SUMMARY

DATE: 8/10/2011
TIME: 11:09:17 AM
MODEL YEAR: 2007.0
MAKE:
MODEL LINE: ALT

NAME: [REDACTED] VIN:
IN SCV DATE: 5/5/2007

SEQ	DEALER	EFFECTIVE	EXPIRE	EXPIRE	CANCEL	TRANSFER
NO	CONTRACT NO	NUMBER ST	DATE	DATE	DATE	DATE
64	[REDACTED]	5059 CA	5/5/2007	5/5/2012		75.000
65	[REDACTED]	5059 CA	5/5/2007	5/5/2013		75.000

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CURRENT SERVICE CONTRACT		PRIOR SERVICE CONTRACT	
CONTRACT:	[REDACTED]	CONTRACT:	
OWNER NAME:	[REDACTED]	OWNER NAME:	
PLAN TYPE:	O	PLAN TYPE:	
PLAN TERM:	J	PLAN TERM:	
DEDUCTABLE:	\$	DEDUCTABLE:	
EFFECTIVE:	05/05/07	EFFECTIVE:	
EXPIRES:	05/05/12 MILES: 75,000	EXPIRES:	MILES:
CANCEL:	MILES:	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION:	5/16/2007	TRANSACTION:	
PRINTED:	05/18/07	PRINTED:	
DEALER NO:	5059 STATE: CA	DEALER NO:	STATE:
DEALER NAME:	PERFORMANCE NISSAN	DEALER NAME:	

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CURRENT SERVICE CONTRACT	PRIOR SERVICE CONTRACT
CONTRACT: [REDACTED]	[REDACTED]
[REDACTED]	OWNER NAME:
PLAN TYPE: C	PLAN TYPE:
PLAN TERM: D	PLAN TERM:
DEDUCTABLE: \$ 50	DEDUCTABLE:
EFFECTIVE: 05/05/07	EFFECTIVE:
EXPIRES: 05/05/13 MILES: 75,000	EXPIRES: MILES:
CANCEL: MILES:	CANCEL: MILES:
TRANSFER:	TRANSFER:
TRANSACTION: 5/16/2007	TRANSACTION:
PRINTED: 05/18/07	PRINTED:
DEALER NO: 5059 STATE: CA	DEALER NO: STATE:
DEALER NAME: PERFORMANCE NISSAN	DEALER NAME:

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SC: NONE

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

VIN: 1N4AL21E67N [REDACTED] Y
YR/MDL: 2007.0 ALT MILEAGE: 0
IN SVC DATE: 07 / 06 / 07
VCAN: N RTL DLR: 2148 HARTE NISSAN, INC.
PAID: 3 SVC DLR: 2148 HARTE NISSAN, INC.
SUSP: 0 RESP DLR: 2148 HARTE NISSAN, INC.
DENY: 0 REGION: 26 DIST: SL/SV/PT: 13 13 43

LETTER RECEIVED 09 / 05 / 07 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: WL 11 OPEN DATE: 09 / 05 / 07 XFER/RSPNSBLTY: 26 13 L
CONTACT (S): FOLLOWUP DATE: 09 / 06 / 07 DATANET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 09 / 06 / 07 DATANET (Y/N): 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OC NISSAN DEALER ISSUES 219500 NEW VEHICLE PURCHASE (NISSAN)
BE NSN DEALER SALES DEPT. ZR GENERAL INQUIRY

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C. A. R. COMMENTS

THE FILL LINE AND IT WENT OFF. CAR WAS BACK IN TWO WEEKS LATER FOR BRAKE FLUID
THIS CAR WAS CREATED FROM A CRITICAL COMMENT ON AN OWNER FIRST SURVEY
NO OTHER C.A.R. EXISTS FOR THIS VIN

CUSTOMER HAS REQUESTED THAT SURVEY COMMENTS NOT BE FORWARDED TO DEALER: 2148
NA NA NANA I ORIGINALLY FELT THAT THE DEAL HAD TO BE MADE THAT SAME DAY OR
IT WAS NOT GOING TO HAPPEN. I DID NOT SEE A DELIVERY CHECKLIST. THE NEXT DAY
MY CAR WAS IN FOR SURFACE FOR THE BRAKE LIGHT STAYED ON. THEY FILLED IT UP TO
LEAK. DETERMINED AT THAT TIME THAT THE MASTER CYLINDER FOR THE BRAKES WAS
DEFECTED FROM FACTORY. BUT DID NOT FIND IT UNTIL THE SECOND TIME IN. I DID NOT
SEE A DELIVERY CHECKLIST. THE NEXT DAY MY CAR WAS IN FOR SURFACE FOR THE BRAKE
LIGHT STAYED ON. THEY FILLED IT UP TO THE FILL LINE AND IT WENT OFF. CAR WAS
BACK IN TWO WEEKS LATER FOR BRAKE FLUID LEAK. DETERMINED AT THAT TIME THAT THE
MASTER CYLINDER FOR THE BRAKES WAS DEFECTED FROM FACTORY. BUT DID NOT FIND IT
UNTIL THE SECOND TIME IN.

RCAS-JW CALLED C STATES NOTICED THE BRAKE LIGHT WAS ON THE DASHBOARD AND
LIGHT WAS ON DUE TO LOW LEVELS . C NOTICED BRAKE FLUID IN THE GARAGE. NOW THE
BRAKE FLUID IS BELOW LEVELS AND DEFECTIVE FROM FACTORY. C STATES THE ISSUE
WAS NOT FOUND UNTIL THE 2ND TIME THE . C STATES JUST WAS NOT SATISFIED WITH
WHEN SALES PERSONS PURCHASED AND SEE YOU LATER AND SALES INSPECTOR.

RCAS-JW APOLOGIZED FOR THE ATTITUDES.

C STATES THE REGISTRATION OF THE VEH IS EFFECTIVE UNTIL 9/15/07 AND HAS NOT
RECEIVED A NOTICE_FROM THE DLRSHY YET. C STATES WILL CHECK WITH THE VEH DEPT
OF HARTE NISSAN BECAUSE THE DLR IS TO CONTACT C. C STATES WILL C A. RECEIVE A
RENEWAL REGISTRATION. B. WILL THE REGISTRATION EXPIRE.

RCAS-JW ADVISED C CONTACT THE GM AND SEE IF C WILL RECEIVE REGISTRATION FOR
RENEWAL.

C STATES WILL CALL THE DLRSHY AND SPEAK WITH THE GM IF C DOESN'T RECEIVE THE
FORM TODAY.

C THANKED RCAS AND CALL ENDED.

RCAS-JW CLOSING THE FILE.

@09/06-ZJW781N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NT8G	ROOT CAUSE: SCPP
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 0	DATE: 00 / 00 / 00	USERID:
RESP DLR: 2148	EFFECTIVE: 09 / 05 / 07	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ORCBATC	
HISTORY:	UPDATE BY: ZJW781N	
SVC CALL#:	UPDATE DATE: 09 / 06 / 07	
CLOSE: Y (Y/N)	CLOSE DATE: 09 / 06 / 07	MICROFILM: N
RESP CAA: WILLIAMS, JOYCE	OLM: ROYSTER KAREN	DOM: CARMICHIEL BUTCH X
PHONE: 6157257748	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: NONE

NAME: [REDACTED] VIN: 1N4BL21E07C [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2007.0 ALT MILEAGE: 14000
CITY: BLOOMFIELD IN SVC DATE: 01 / 18 / 07
ST/ZIP: MI [REDACTED] VCAN: N RTL DLR: 2186 SUBURBAN NISSAN OF TROY
DAY PH: [REDACTED] PAID: 11 SVC DLR: 2186 SUBURBAN NISSAN OF TROY
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 2186 SUBURBAN NISSAN OF TROY
DLR PH: [REDACTED] DENY: 0 REGION: 24 DIST: SL/SV/PT: 12 12 42

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 2186 SUBURBAN NISSAN,
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 11 / 13 / 07 XFER/RSPNSBLTY: 24 12 S
CONTACT (S): FOLLOWUP DATE: 12 / 03 / 07 DATANET (Y/N): 1
SEVERITY: 3 CLOSE DATE: 01 / 21 / 08 DATANET (Y/N): 12 / 04 / 07

CONCERN AND CATEGORY		SUBCATEGORY AND SYMPTOM	
OF	NNA., INC. ISSUES	204500	ALTIMA
AZ	NISSAN PRODUCT INQUIRIES	VJ	GENERAL WARRANTY COVERAGE INQUIRY
OF	NNA., INC. ISSUES	204500	ALTIMA
AZ	NISSAN PRODUCT INQUIRIES	ZH	CRITICISM
OF	NNA., INC. ISSUES	204500	ALTIMA
AZ	NISSAN PRODUCT INQUIRIES	ZR	GENERAL INQUIRY

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C. A. R. COMMENTS

FILE OPENED-ZRT116N 11/13/2007
PREVIOUS RELATED/UNRELATED FILES FOUND:NONE. @11/13-ZRT116N
CRR-RT VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE, AND RESPONSIBLE DLR.
CRR-RT CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:ONE.
OPEN P7221 ALTIMA I-KEY FOB NTB07-053
CRR-RT ADVISED C THAT C'S VEH HAS ONE OPEN RECALL.
PREVIOUS NISSAN VEHICLES: NONE.
CRR-RT RECEIVED CALL FROM C'S HUSBAND: MR. OLEG FUDYM.
C STATES THAT C'S VEH IS AT THE DLRSHR RIGHT NOW AND CURRENTLY REPAIRING THE BRAKING SYSTEM.
C STATES THAT C'S VEH IS BRAND NEW AND FOR TWO MONTHS OF USAGE C ALREADY TOOK C'S VEH TO THE DLRSHR 5 TIMES.
C STATES THAT THERE ARE LOTS OF PROBLEM THAT C ALREADY ENCOUNTERED ABOUT C'S VEH. @11/13-ZRT116N
C STATES THAT C'S VEH WORKMANSHIP IS VERY POOR.
C STATES THAT C WANTED NNA TO REPLACE C'S VEH A NEW VEH BUT THE SAME MODEL.
CRR-RT INFORMED C THAT CRR-RT WILL TRANSFER C TO THE NEXT LEVEL AGENT FOR FURTHER ASSISTANCE. C AGREED.
CRR-RT GAVE C NAME, EXTENSION NUMBER AND FILE NUMBER.
CRR-RT TRANSFERRING CALL TO THE NEXT LEVEL AGENT. @11/13-ZRT116N
***** @11/13-ZEC235N
CRR-EC RECIEVED INBOUND CALL FROM C @11/13-ZEC235N
C STATES VEH IS AT DLRSHR BEING REPAIRED FOR BRAKING SYSTEM @11/13-ZEC235N
C STATES VEH WILL BE DRIVEABLE ONCE THE BRAKING SYSTEM IS REPAIRED
C STATES C WANTS NNA TO PAY FOR A REPLACEMENT VEH @11/13-ZEC235N
C STATES THE NUMBER IS 248-649-2300 FOR JAKE THE SERVICE ADVISOR AT THE DLR
C STATES ANTHONY TATUM IS ANOTHER SERVICE ADVISOR WHO HAS DEALT WITH MOST OF C'S ISSUES AT THE DLRSHR @11/13-ZEC235N
CRR-EC ADVISED C THAT RCAS WILL REVIEW FILE AND CONTACT BY THE END OF THE NEXT BUSINESS DAY @11/13-ZEC235N
CRR-EC OFFERED FURTHER ASSISTANCE, C DECLINED @11/13-ZEC235N
CRR-EC GAVE NAME, FILE NUMBER, AND EXTENSION @11/13-ZEC235N
CRR-EC TRANSFERRING FILE TO RCAS FOR FURTHER REVIEW @11/13-ZEC235N

CRR-CO RECEIVED INBOUND CALL FROM C'S HUSBAND, @11/26-ZC0131N
***** @11/30-ZMR157N
CRR-MR RECEIVED CALL FROM: C'S HUSBAND.
C STATED C WOULD LIKE TO KNOW NO ONE HAS CALLED BACK C ABOUT FILE.
C STATED THAT C HAS BEEN WAITING FOR 2 WEEKS NOW AND IS AT THE BRINK OF PATIENCE, VEH HAS PROBLEMS AGAIN.
CRR-MR AFFIRMED, ACKNOWLEDGED, APPRECIATED C'S CALL TO NNA.
CRR-MR ASKED PERMISSION TO PLACE C ON HOLD WHILE C FIND OUT ANY UPDATE ON FILE THEN WENT BACK TO C.
CRR-MR REVIEWED FILE AND FOUND OUT FILE STILL IN CRR-RT HOWEVER NOTICED THAT RCAS-AM REVIEWED FILE ON 11/14/07.
CRR-MR APOLOGIZED FOR THE DELAY AND ADVISED C THAT CRR-MR WOULD DO BEST TO ASSIST C AND ALSO SEND INTERNAL EMAIL TO NOTIFY RCAS-AM OF C'S CALL.
C APPRECIATED INFO.
CRR-MR INQUIRED IF C WOULD LIKE TO LEAVE MESSAGE IN RCAS VOICEMAILBOX, C SAID
CRR-MR TRANSFERRED C TO EXTENSION: 51503.
CRR-MR LEFT LINE.
CRR-MR LEAVING FILE OPEN AND SENDING INTERNAL EMAIL TO RCAS-AM TO NOTIFY RCAS

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ABOUT C'S FILE. @11/30-ZMR157N
 RCAS-AM RECEIVED, REVIEWED AND DATANETTED FILE TO DLR. @12/03-ZAM269N
 RCAS-AM CALLED C AT 12:04PM EST ON DAY/EVE NUMBER AND APOLOGIZED FOR LACK OF
 FOLLOW-UP, EXPLAINING THAT THE ONLY ONE TIME RCAS-AM HAD REVIEWED FILE WAS
 PRIOR TO IT HAVING BEEN IN RCAS-AM'S NAME, AND FILE HAD ELUDED RCAS-AM FOR A
 SHORT WHILE. @12/03-ZAM269N
 C ACCEPTED RCAS-AM APOLOGY. @12/03-ZAM269N
 RCAS-AM INQUIRED AS TO WHETHER CONCERN WITH VEH WAS SAME CONCERN THE FOUR, OR
 FIVE TIMES C HAD BEEN TO DLR, OR IF SEPARATE CONCERNS. @12/03-ZAM269N
 C STATED THAT BRAKES WERE ORIGINAL CONCERN, AND THAT BRAKES HAD BEEN REPAIRED.
 C STATED CURRENT CONCERN IS THE STARTER, AND THAT C'S VEH JUST DIES AT ANY
 GIVEN TIME, HAS NOT NOTICED A PATTERN, AND DLR UNABLE TO DUPLICATE CONCERN.
 C STATED C HAD BEEN TO DLR ATLEAST FOUR TIMES FOR STARTER CONCERN ALONE, AND
 STATED THAT C'S WIFE HAD JUST HAD ISSUE AGAIN, HAVING TO USE PUSH BUTTON
 STARTER THREE SEPARATE TIMES BEFORE VEH WOULD START. @12/03-ZAM269N
 RCAS-AM INFORMED C THAT RCAS-AM WOULD BE IN CONTACT WITH DLR, TO REQUEST ANY
 ADDITIONAL INFORMATION, AS WELL AS RECORDS OF REPAIR OF VEH, IN ORDER TO
 ASSIST WITH C'S REQUEST OF NNA TRADING IN VEH. @12/03-ZAM269N
 RCAS-AM LEAVING FILE OPEN PENDING CONTACT WITH DLR. @12/03-ZAM269N
 RCAS-AM CALLED DLR AND SPOKE WITH SA-JAKE TO REQUEST ALL REPAIR ORDERS FOR C'S
 VEH. @12/04-ZAM269N
 RCAS-AM LEAVING FILE OPEN PENDING DOCUMENTATION FROM DLR. @12/04-ZAM269N
 RCAS-AM RECEIVED FAXED REPAIR ORDERS FROM DLR BUT WERE TOO DARK TO READ; RCAS
 CALLING DLR TO REQUEST NEW COPY OF DOCUMENTATION. @12/06-ZAM269N
 RCAS-AM CALLED DLR, SPOKE WITH SA-TONY. @12/06-ZAM269N
 SA-TONY STATED THAT SA-TONY WOULD GIVE SA-JAKE INFORMATION ABOUT FAXES AND
 REQUEST THAT SA-TONY SEND NEW COPY TO RCAS-AM. @12/06-ZAM269N
 RCAS-AM LEAVING FILE OPEN PENDING DOCUMENTATION FROM DLR. @12/06-ZAM269N
 RCAS-AM CALLED DLR AGAIN 12/11/07 TO REQUEST REPAIR ORDERS IN LIGHTER COPY;
 LEFT VMX FOR SM AT 12:21PM EST THAT RCAS-AM STILL WAITING. @12/11-ZAM269N
 RCAS-AM CALLED C TO UPDATE AT 12:23PM EST ON 12/11/07 AND EXPLAINED THAT
 RCAS-AM WAS REQUESTING SECOND COPY OF REPAIR ORDERS, AS INITIAL ONES WERE TOO
 DARK; C UNDERSTOOD. @12/11-ZAM269N
 C STATED THAT THERE WAS ANOTHER ONGOING CONCERN WITH VEH THAT DLR HAD BEEN
 UNABLE TO REPLICATE. @12/11-ZAM269N
 RCAS-AM ASKED C WHAT ISSUE WAS, C STATED THAT DLR WOULD BE BEST TO SPEAK WITH
 SA-TONY, AS SA-TONY WAS UNABLE TO MAKE DIAGNOSIS. @12/11-ZAM269N
 RCAS-AM ASSURED C WOULD CONTACT DLR IN REGARDS TO SECONDARY ISSUE AS WELL WHEN
 CALLING THIS AFTERNOON TO ENSURE THAT RCAS-AM WOULD BE RECEIVING NEW FAX OF
 REPAIR ORDERS TODAY; C UNDERSTOOD. @12/11-ZAM269N
 RCAS-AM INFORMED C WOULD BE BACK IN CONTACT BY 12/14/07 WITH ANY UPDATE
 RCAS-AM MIGHT HAVE BY THAT TIME; C UNDERSTOOD. @12/11-ZAM269N
 RCAS-AM LEAVING FILE OPEN PENDING DOCUMENTATION FROM DLR. @12/11-ZAM269N
 RCAS-AM CALLED DLR AND SPOKE WITH SA-JAKE; SA-JAKE STATED WILL FAX REPAIR
 ORDERS TO RCAS-AM TODAY. @12/11-ZAM269N
 RCAS-AM LEAVING FILE OPEN AWAITING FAXES. @12/11-ZAM269N

 DRT-AN FORWARDED BUY BACK REVIEW TO ARBS-PM FOR FURTHER REVIEW. @12/12-ZAN999N
 ***ARBS-PM REVIEWED CASE. NNA WOULD LIKE TO OFFER AN INSPECTION BY OUR DTS
 FOR OUR FINAL REPAIR ATTEMPT PER STATE LEMON LAW.*** @12/13-ZPM381N
 RCAS-AM SENT IN DTS REQUEST TO DPSM-MM, ORM-DS AND RS-TS ON 12/21/07.
 RCAS-AM RECEIVED AUTO REPLY FROM ORM-DS BEING ON VACATION NOW BUT WAS INFORMED
 THAT MAIL IS CHECKED ON A REGULAR BASIS. @12/21-ZAM269N
 RCAS-AM CALLED C AT 10:40AM EST ON 12/21/07 AND INFORMED C OF PROCESS TAKING
 PLACE AND INQUIRED IF C WAS IN AGREEMENT; C STATED C WAS. @12/21-ZAM269N
 RCAS-AM INFORMED C THAT ALTHOUGH THERE MIGHT BE A SLIGHT DELAY DUE TO THE

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UPCOMING HOLIDAYS, NNA WILL DO THE BEST TO EXPEDITE AS POSSIBLE; C UNDERSTOOD.
 RCAS-AM INFORMED C THAT C WILL BE UPDATED AS RCAS-AM IS; C UNDERSTOOD.
 RCAS-AM ASSURED C IF C HAD ANY QUESTIONS OR CONCERNS BEFORE RCAS-AM HAD GOTTEN
 BACK TO C TO FEEL FREE TO CALL RCAS-AM; C UNDERSTOOD AND [REDACTED]
 RCAS-AM LEAVING FILE OPEN PENDING FURTHER COMMUNICATION ON DTS INSPECTION.
 RCAS-AM RECEIVED INTERNAL MESSAGE FROM ORM-DS ON INSPECTION DATE.
 RCAS-AM CALLED DLR AND CONFIRMED OPEN BAY FOR 01/16/08; DLR SM-JF STATED THAT
 THERE WAS AN OPEN BAY FOR DTS. @01/03-ZAM269N
 RCAS-AM CALLED C TO CONFIRM DATE AND GOT VMX. @01/03-ZAM269N
 RCAS-AM LEFT MESSAGE WITH DATE AND REQUEST TO CALL BACK TO CONFIRM WITH
 RCAS-AM ASAP AND CONTACT INFO FOR CALLBACK. @01/03-ZAM269N
 RCAS-AM RECEIVED VMX FROM C STATING THAT 01/16/08 WAS GOOD DATE FOR C.
 RCAS-AM RETURNED CALL TO C AT 11:55AM EST ON 01/04/08 AND CONFIRMED WITH C
 THAT VEH COULD BE DROPPED OFF BY 9:00AM EST ON 0/16/08; C AGREED.
 C THANKED RCAS-AM FOR RETURNING CALL SO QUICKLY. @01/04-ZAM269N
 RCAS-AM INFORMED C THAT RCAS-AM WILL SEND MESSAGE OF CONFIRMATION TO INSPECTOR
 THROUGH DPSM; C UNDERSTOOD.
 RCAS-AM THANKED C FOR ALLOWING NNA THE OPPORTUNITY TO ATTEMPT FINAL REPAIR.
 RCAS-AM SENT INTERNAL MESSAGE OF CONFIRMATION OF APPOINTMENT WITH DPSM-MM AND
 ORM-DS. @01/04-ZAM269N
 RCAS-AM LEAVING FILE OPEN PENDING REPAIR OF VEH. @01/04-ZAM269N
 RCAS-AM RECEIVED INTERNAL MESSAGE THAT UPON INSPECTION BY DTS-DY, THE DLR WAS
 AUTHORIZED TO PROCEED WITH REPLACING THE BRAKE BOOSTER (AGAIN), THE MASTER
 CYLINDER, VACUUM LINE AND CHECK VALVE. @01/21-ZAM269N
 RCAS-AM NOTED THAT DOCUMENTATION STATED THAT THE MASTER CYLINDER LEAK WAS
 CAUSING THE RED BRAKE LIGHT TO COME ON INTERMITTENTLY, DUE TO LOW BRAKE FLUID
 WITH NO CODES. @01/21-ZAM269N
 RCAS-AM ALSO READ ON DOCUMENTATION THAT THE NO CRANK/NO START COULD BE RELATED
 TO AN INTERMITTENT VACUUM LEAK IN THE BRAKE BOOSTER CAUSING ERRONEOUS
 OPERATION OF THE BRAKE PEDAL AND BRAKE SWITCH, WHICH WOULD DIRECTLY AFFECT THE
 PUSH BUTTON START. @01/21-ZAM269N
 RCAS-AM CALLED C AT DAY/EVE NUMBER AT 2:40PM EST ON 01/21/08 AND INQUIRED IF C
 HAD VEH RETURNED TO C FROM DLR AS YET. @01/21-ZAM269N
 C STATED THAT C RECEIVED VEH BACK ON FRIDAY 01/18/08 AFTER REPAIRS HAD BEEN
 COMPLETED. @01/21-ZAM269N
 C STATED THAT C HAD LITTLE FAITH THAT VEH WOULD NOT FAIL AGAIN AS PART HAD
 BEEN REPLACED ONCE BEFORE. @01/21-ZAM269N
 RCAS-AM EXPLAINED TO C THAT ADDITIONAL REPAIRS HAD BEEN COMPLETED ALONG WITH
 THE REPAIR THAT HAD BEEN COMPLETED PREVIOUSLY IN ORDER THAT C'S CONCERN MIGHT
 BE ELIMINATED. @01/21-ZAM269N
 C STATED THAT C HAD NOT EXPERIENCED ANOTHER CONCERN WITH VEH THUS FAR.
 RCAS-AM CONFIRMED THAT C STILL HAD RCAS-AM CONTACT INFO SHOULD C NEED ANY
 FUTURE ASSISTANCE WITH COMMENTS, INQUIRIES OR CONCERNS. @01/21-ZAM269N
 C STATED THAT C WOULD RETAIN RCAS-AM CONTACT INFO AND THANKED RCAS-AM FOR
 ASSISTANCE GIVEN. @01/21-ZAM269N
 RCAS-AM OFFERED FURTHER ASSISTANCE; C DECLINED AT THIS TIME. @01/21-ZAM269N
 RCAS-AM CLOSING FILE AS NO FURTHER ACTION IS REQUIRED. @01/21-ZAM269N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

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DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT1A	ROOT CAUSE: SCMV
CALLBACK: (Y/N) #: 1	DATE: 11 / 30 / 07	USERID: ZMR157N
REOPEN: CALLBACK #: 1	DATE: 00 / 00 / 00	USERID: ZMR157N
NEW INFO #:	DATE: 00 / 00 / 00	USERID:
OTHER #:	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #:	DATE: 00 / 00 / 00	USERID:
RESP DLR: 2186	EFFECTIVE: 11 / 13 / 07	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZRT116N	
HISTORY:	UPDATE BY: ZAM269N	
SVC CALL#:	UPDATE DATE: 01 / 21 / 08	
CLOSE: Y (Y/N)	CLOSE DATE: 01 / 21 / 08	MICROFILM: N
RESP CAA: MURRAY, AMANDA	OLM: SMIT AGNES	DOM: JENSEN STEPHEN
PHONE: 0000041626	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: MULTI CONTRACT

NAME: [REDACTED]
STREET: [REDACTED]
CITY: STATEN ISLAND
ST/ZIP: NY [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN: Y
PAID: 5
SUSP: 0
DENY: 0

VIN: 1N4AL21E18C [REDACTED] Y
YR/MDL: 2008.0 ALT MILEAGE: 3500
IN SVC DATE: 05 / 17 / 08
RTL DLR: 07094 S. G. HYLAN MOTORS CORP
SVC DLR: 07094 S. G. HYLAN MOTORS CORP
RESP DLR: 07094 S. G. HYLAN MOTORS CORP
REGION: 26 DIST: SL/SV/PT: 03 03 33

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 07094 S. G. HYLAN MOTOR
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 07 / 01 / 08 XFER/RSPNSBLTY: 26 03 L
CONTACT (S): FOLLOWUP DATE: 07 / 18 / 08 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 07 / 18 / 08 DATANET (Y/N): 07 / 18 / 08

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD BRAKES WA PREMATURE WEAR/FAILURE

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C. A. R. COMMENTS

FILE OPENED-ZMM816N 07/01/2008
PREVIOUS UNRELATED FILES FOUND: NONE
CRR-MM VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER,
AND RESPONSIBLE DEALER.
CRR-MM UPDATED OWNER DATABASE.
CRR-MM CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @07/01-ZMM816N
CRR-MM ADVISED C THERE IS NO OPEN RECALLS
PREVIOUS NISSAN/INFINITI VEH: NONE
CRR-MM RECEIVED INBOUND CALL FROM C.
C STATES THAT C JUST PURCHASED C'S VEH AND HAS HAD NOTHING BUT ISSUE WITH THE
SALES AND THE SERVICE OF THE VEH. @07/01-ZMM816N
C STATES C WENT INTO NISSAN AND LOVED THE ALT AND THOUGHT EVERYONE WAS
PLEASENT AT THE DLR BUT THEN WHEN C WENT TO PICKED UP THE VEH THE PAYMENT
PRICE WENT UP BY \$50.00 PER MONTH AND C WAS NOT AWARE THAT COULD EVEN HAPPEN.
CO C SPENT 3 HOURS AT THE DLR ARGUING ABOUT THIS ISSUE AND THEN WHEN C WAS
READY TO LEAVE AND GO TO HONDA THAT IS WHEN THE SALESMAN FINALLY BECAME A
LITTLE RUDE. SO THEN C GOT RUDE SO THEN FINALLY ANOTHER MANANGER CAME OVER AND
WORKED OUT A DEAL FOR C. @07/01-ZMM816N
C STATES THAT THE SALESMAN EDDIE WAS VERY NICE, THE RUDE SALESMAN C THINKS
NAME WAS DAVID. @07/01-ZMM816N
C STATES C HAD THE VEH FOR LESS THEN A MONTH THE BRAKE LIGHTS GO ON SO C LOOKS
AT THE OM AND SEES THAT C SHOULD CHECK C'S BRAKE FLUID, SO C PULLS OVER AND
SEES THAT C IS OUT OF BRAKE FLUID, AND EVERY 2 DAYS FROM THEN C IS OUT OF
BRAKE FLUID. @07/01-ZMM816N
C STATES THEN BRINGS THE VEH IN ON 06/27/08 THE DLR DID THE OIL CHANGE AND
LOOK AT THE VEH, SO AT THE END OF THE DAY C WENT TO GET THE VEH AND C WAS TOLD
THAT C NEEDS NEW CALIPERS AND FOR C TO BRING THE VEH BACK ON 06/30/08 AND
THE DLR TOLD C NOT TO DRIVE THE VEH AS THIS ISSUE IS WITH C'S FRONT BRAKES SO
C SHOULDN'T PLAY WITH THAT. @07/01-ZMM816N
C STATES THE THIS SERVICE ADVISOR WAS CODY, AND C STATES CODY WAS NICE.
C STATES C BROUGHT THE VEH BACK IN 06/30/08 AND C PICKS UP THE VEH THAT
EVENING AND THE CALIPERS WHERE FIXED. BUT THE DLR TOLD C THAT THE VEH
MAY STILL LEAK AND THAT C NEEDS TO KEEP AN EYE ON IT. C STATED TO THE DLR THAT
SHOULDN'T THIS BE LOOKED AT NOW AND THE DLR STATED IT TAKES TIME TO HAPPEN
BEFORE THE LEAK WOULD START AND IF IT DOES HAPPEN THEN C WOULD NEED A MASTER
CLINDER. @07/01-ZMM816N
C STATES C HEARD THE MECHANIC STATE TO SOMEONE ELSE THAT THERE STILL IS A
PROBLEM WITH THE VEH. @07/01-ZMM816N
C STATES THAT THE SA-CODY ADVISED C THAT IF THE MASTER CLINDER WENT THEN THIS
WOULD BE 3 DAYS WORTH OF WORK AND CODY STATED THAT THERE IS A 50/50 CHANCE
THAT THE CLINDER IS NO GOOD. @07/01-ZMM816N
C STATED TO THE DLR THAT C KNOWS THE LAW AS C WORKS IN THE COURTS AND KNOWS
THE LEMON LAW AND WILL USE IT IF NECESSARY. @07/01-ZMM816N
C STATED SA-CODY TOLD C TO DOCUMENT THIS ISSUE WITH NISSAN. @07/01-ZMM816N
C STATED THAT SO FAR THINGS OK. @07/01-ZMM816N
C STATED THAT C IS NOT JUMPING THE GUN ON THIS BUT C WOULD LIKE THIS
DOCUMENTED. @07/01-ZMM816N
C STATED THE VEH IS WITH C AT WORK NOW. @07/01-ZMM816N
C STATED THIS ISSUE STARTED LESS THEN A MONTH AFTER PURCHASE WHICH WAS
05/17/08 AND THE LIGHT WENT ON 06/15/08.
C STATED THAT C WOULD LIKE NISSAN TO BE AWARE OF THIS ISSUE SO IF ANYTHING
ELSE HAPPENS THEN C HAS THIS FILE. @07/01-ZMM816N
C STATED THAT C DOESN'T WANT ANYONE TO GET IN TROUBLE BUT WOULD LIKE IT

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DOCUMENTED. @07/01-ZMM816N
CRR-MM ASSURED C THAT EVERYTHING AS BEEN DOCUMENTED AND IF C NEEDS ANYTHING
FURTHER THEN C CAN CALL BACK. @07/01-ZMM816N
C STATED OK THANK YOU. @07/01-ZMM816N
CRR-MM OFFERED FURTHER ASSISTANCE TO C, C DECLINED.
CRR-MM GAVE NAME, EXTENSION, AND FILE NUMBER. @07/01-ZMM816N
CRR-MM CLOSING FILE AS C NEEDS NO FURTHER ASSISTANCE. @07/01-ZMM816N
***** @07/10-ZDB338N
CRR-DB RECEIVED CALL FROM C. CRR-DB VERIFIED C'S NAME, ADDRESS, AND
TELEPHONE NUMBER.
C STATES BRAKE FLUID IS LEAKING AGAIN ON VEH. @07/10-ZDB338N
C STATES C HAS BROUGHT VEH TO DLR MULTIPLE TIMES OVER ISSUE. @07/10-ZDB338N
C STATES BRAKE LIGHT IS BACK ON TODAY. @07/10-ZDB338N
C STATES C'S VEH WAS A LEMON AND C WOULD LIKE NISSAN TO BUY BACK VEH.
C STATES C WAS SPEAKING TO AN ATTORNEY FOR ADVICE. C STATES C IS NOT
BEING REPRESENTED BY A LAWYER. @07/10-ZDB338N
CRR-DB INFORMS C THAT A REGIONAL SPECIALIST WILL BE IN CONTACT WITH C BY THE
END OF THE NEXT BUSINESS DAY. @07/10-ZDB338N
CRR-DB OFFERED FURTHER ASSISTANCE, C DECLINED.
CRR-DB GAVE NAME, EXTENSION AND FILE NUMBER.
CRR-DB TRANSFERING FILE TO RCAS PENDING FURTHER REVIEW. @07/10-ZDB338N
***** @07/10-ZDB338N
RS-TS TRANSFERRED RESPONSIBILITY TO RCAS-JH @07/11-ZTS999N
===
RCAS-JH DATANETTED FILE TO DLR.
RCAS CONTACTED C AT DAY/EVE NUMBER 07/14/08 11:18 AM EST. RCAS SPOKE WITH C,
WHO CONFIRMED THAT C HAS GONE BACK TO THE DLRSHP MULTIPLE TIMES REGARDING THE
BRAKES, AND C CURRENTLY DOES NOT KNOW WHAT REPAIRS C'S VEH WILL NEED. C
STATED THAT C DOES NOT HAVE AN APPOINTMENT. C STATED THAT C WOULD LIKE
A BUYBACK. RCAS ADVISED C OF RCAS' FAX NUMBER, AND ADVISED C TO SUBMIT ALL
DOCUMENTATION RELATING TO C'S LEMON CLAIM. C STATED THAT C WILL TRY TO GET AN
APPOINTMENT FOR TODAY OR TOMORROW. RCAS ADVISED THAT FOLLOW-UP WILL TAKE PLACE
07/16/08. C UNDERSTOOD. RCAS SET FOLLOW-UP DATE TO 07/16/08. @07/14-ZJH493N
===
RCAS-JH CONTACTED DLR 07/15/08 9:03 AM EST. RCAS SPOKE WITH SM DANNY DERMODY,
WHO ADVISED THAT ONLY ONE REPAIR WAS PERFORMED ON VEH. NOTHING POINTS TO AN
UNDERLYING ISSUE. @07/15-ZJH493N
===
RCAS CONTACTED C AT DAY/EVE NUMBER 07/16/08 10:56 AM EST. RCAS SPOKE WITH C,
WHO STATED THAT VEH IS AT DLRSHP NOW. C WAS GIVEN A LOANER VEH FOR TWO DAYS.
C STATED THAT DLR WAS HAVING A MASTER CYLINDER SHIPPED OVERNIGHT. VEH WILL BE
AVAIL 07/17/08. RCAS ADVISED THAT FOLLOW-UP WILL TAKE PLACE 07/18/08.
RCAS SET FOLLOW-UP DATE TO 07/18/08. @07/16-ZJH493N
===
RCAS-JH CONTACTED SM DANNY DERMODY 07/17/08 8:57 AM EST. SM STATED THAT TWO
FRONT CALIPERS ORDERED PER TSB._THIS WAS WITH A POSSIBILITY THAT A MASTER
CYLINDER WOULD BE NEEDED, WHICH COULD NOT BE REPLACED UNTIL THE CALIPERS WERE
INSTALLED. GRT COVERED RENTAL FOR TWO DAYS. NOT CONSIDERABLE FOR BUYBACK.
=== @07/17-ZJH493N
RCAS CONTACTED C AT DAY/EVE NUMBER 07/18/08 1:47 PM EST. RCAS SPOKE WITH C,
WHO STATED THAT C'S VEH HAS BEEN REPAIRED. C STATED THAT C WILL CALL BACK IF
THERE ARE ANY OTHER PROBLEMS. C THANKED RCAS AND ENDED CALL. @07/18-ZJH493N
RCAS CLOSED FILE. @07/18-ZJH493N

SPECIAL REMARKS:

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DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

SATISFIED: N	ACTION CODE: NT3A	ROOT CAUSE: SCSV
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 1	DATE: 07 / 10 / 08	USERID: ZDB338N
OTHER #: 0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 0	DATE: 00 / 00 / 00	USERID:
RESP DLR: 07094	EFFECTIVE: 07 / 01 / 08	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZMM816N	
HISTORY:	UPDATE BY: ZJH493N	
SVC CALL#:	UPDATE DATE: 07 / 18 / 08	
CLOSE: Y (Y/N)	CLOSE DATE: 07 / 18 / 08	MICROFILM: N
RESP CAA: HALL, JUSTIN	OLM: ROYSTER KAREN	DOM: RHODES CURTIS R
PHONE: 0000040000	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

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

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SERVICE CONTRACTS SUMMARY

DATE: 8/10/2011
TIME: 11:09:17 AM
MODEL YEAR: 2008.0
MAKE:
MODEL LINE: ALT

NAME: [REDACTED] VIN:
IN SCV DATE: 7/23/2011

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

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

CA6205355

SERVICE CONTRACTS SUMMARY

DATE: 8/10/2011
TIME: 11:09:17 AM
MODEL YEAR: 2008.0
MAKE:
MODEL LINE: ALT

NAME: [REDACTED] VIN:
IN SCV DATE: 5/17/2008

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

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

CA6205355

SERVICE CONTRACTS SUMMARY

DATE: 8/10/2011
TIME: 11:09:17 AM
MODEL YEAR: 2008.0
MAKE:
MODEL LINE: ALT

NAME: [REDACTED] VIN:
IN SCV DATE: 7/23/2011

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

68	[REDACTED]	3246	NJ	7/23/2011	5/17/2015	100.000
69	[REDACTED]	07094	NY	5/17/2008	8/17/2011	39.000
70	[REDACTED]	3246	NJ	7/23/2011	5/17/2015	100.000

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CONTRACT:	[REDACTED]	CONTRACT:	
OWNER NAME:	[REDACTED]	OWNER NAME:	
PLAN TYPE:	E	PLAN TYPE:	
PLAN TERM:	Q	PLAN TERM:	
DEDUCTABLE:	\$ 50	DEDUCTABLE:	
EFFECTIVE:	07/23/11	EFFECTIVE:	
EXPIRES:	05/17/15	EXPIRES:	MILES:
	MILES: 100,000		
CANCEL:	MILES:	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION:	7/24/2011	TRANSACTION:	
PRINTED:	07/30/11	PRINTED:	
DEALER NO:	3246	DEALER NO:	STATE:
	STATE: NJ		
DEALER NAME:	ROUTE 22 NISSAN, INC.	DEALER NAME:	

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CURRENT SERVICE CONTRACT		PRIOR SERVICE CONTRACT	
CONTRACT:	[REDACTED]	CONTRACT:	
OWNER NAME:	[REDACTED]	OWNER NAME:	
PLAN TYPE:	C	PLAN TYPE:	
PLAN TERM:	L	PLAN TERM:	
DEDUCTABLE:	\$ 50	DEDUCTABLE:	
EFFECTIVE:	05/17/08	EFFECTIVE:	
EXPIRES:	08/17/11 MILES: 39,000	EXPIRES:	MILES:
CANCEL:	MILES:	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION:	5/22/2008	TRANSACTION:	
PRINTED:	05/24/08	PRINTED:	
DEALER NO:	07094 STATE: NY	DEALER NO:	STATE:
DEALER NAME:	S. G. HYLAN MOTORS CORP	DEALER NAME:	

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CURRENT SERVICE CONTRACT		PRIOR SERVICE CONTRACT	
CONTRACT:	[REDACTED]	CONTRACT:	
OWNER NAME:	[REDACTED]	OWNER NAME:	
PLAN TYPE:	M	PLAN TYPE:	
PLAN TERM:	Z	PLAN TERM:	
DEDUCTABLE:	\$	DEDUCTABLE:	
EFFECTIVE:	07/23/11	EFFECTIVE:	
EXPIRES:	05/17/15 MILES: 100,000	EXPIRES:	MILES:
CANCEL:	MILES:	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION:	7/24/2011	TRANSACTION:	
PRINTED:	07/30/11	PRINTED:	
DEALER NO:	3246 STATE: NJ	DEALER NO:	STATE:
DEALER NAME:	ROUTE 22 NISSAN, INC.	DEALER NAME:	

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: BETHPAGE
ST/ZIP: NY [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN: N
PAID: 7
SUSP: 1
DENY: 0

VIN: 1N4AL21E07N [REDACTED] Y
YR/MDL: 2007.0 ALT MILEAGE: 36796
IN SVC DATE: 12 / 13 / 06
RTL DLR: 5045 ADVANTAGE NISSAN
SVC DLR: 5045 ADVANTAGE NISSAN
RESP DLR: 5045 ADVANTAGE NISSAN
REGION: 26 DIST: SL/SV/PT: 02 02 32

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 5045_ ADVANTAGE NISSAN
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 796 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 12 / 11 / 08 XFER/RSPNSBLTY: 26 02 S
CONTACT (S): FOLLOWUP DATE: 01 / 15 / 09 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 01 / 15 / 09 DATANET (Y/N): 12 / 15 / 08

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD BRAKES YI OOW GOODWILL ASSISTANCE REQUEST

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C. A. R. COMMENTS

FILE OPENED-ZNM859N 12/11/2008
PREVIOUS RELATED FILES FOUND:NONE.
PREVIOUS UNREALATED FILES FOUND:NONE.
CRR-NM VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY/ EVENING PHONE.
THE RESPONSIBLE DEALER.
PREVIOUS NISSAN/INFINITI VEH:NONE.
CRR-NM CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @12/11-ZNM859N
CLSD P7221 ALTIMA I-KEY FOB NTB07-053 08/03/07 10/29/07 11/15/07 5045
CLSD P7226 ALT AIR DEFLECTOR NTB07-048 06/12/07 08/06/07 09/07/07 5045
CLSD R0703 ALTIMA AIR FILTER NTB07-047 06/12/07 08/06/07 09/07/07 5045
CLSD R0801 ALT ECM/OBD REPROG NTB08-018 01/17/08 03/10/08 08/06/08 5045
CRR-NM ADVISED C OF NO OPEN RECALLS.
C STATES THAT C TOOK THE VEH TO THE DLR TODAY.
C STATES THAT C WAS DEALING SA-EDWARD HARVEY.
C STATES THAT C TOOK THE VEH INTO THE DLR FOR SERVICE. @12/11-ZNM859N
C STATES THAT THE BRAKE LIGHT HAD BEEN GOING ON FOR THE PAST FEW WEEKS.
C STATES THAT THE DLR ADVISED C THAT THERE WAS STILL LOTS OF PADDING
ON THE BRAKES. @12/11-ZNM859N
C STATES THAT THE DLR ADVISED C THAT THE MASTER CYLINDER WAS LEAKING AND
NEEDED TO BE REPLACED.
C STATES THAT THE DLR ADVISED C THAT THE REPAIR WILL NOT BE COVERED UNDER
WARRANTY AS THE VEH VEH IS OOW.
C STATES THAT THE DLR ADVISED C THAT REPAIR WOULD COST \$398.00. @12/11-ZNM859N
C STATES THAT C PAID FOR THE REPAIR.
C STATES THAT C WOULD LIKE NNA TO REIMBURSE C FOR THE REPAIR. @12/11-ZNM859N
CRR-NM ADVISED C THAT C'S CONCERNS HAVE BEEN DOCUMENTED IN A FILE.
CRR-NM ADVISED C THAT CRR-NM WILL TRANSFER FILE TO RCAS.
CRR-NM ADVISED C THAT RCAS WILL CONTACT C BACK BY THE END OF THE NEXT BUSINESS
DAY.
CRR-NM VERIFIED BEST TIME TO CONTACT C IS ANYTIME ON DAYTIME NUMBER.
CRR-NM OFFERED FURTHER ASSISTANCE, C SATISFIED.
CRR-NM PROVIDED C WITH NAME, FILE NUMBER AND EXTENSION.
CRR-NM TRANSFERRING FILE TO RCAS FOR FURTHER REVIEW. @12/11-ZNM859N
*** @12/12-ZTP481N
RCAS-TP CONTACTED C ON DAY TIME NUMBER AT 3:16 PM EST ON 12/12/08 AND INFORMED
C THAT RCAS-TP IS LOOKING INTO C'S CONCERN AND RCAS-TP WILL CONTACT C BACK
ON 12/15/08. C AGREED AND ENDED CALL. @12/12-ZTP481N
*** @12/12-ZTP481N
RCAS-TP CONTACTED SERVICE MANAGER CHRISTY DEMARTINO IS 12:45 PM EST ON
12/15/08 AND WAS INFORMED THAT THE DLR DID GOOD WILL 120.00 OF THE REPAIR
THROUGHT THE GRT. THE C PAID 339.00. C PAID AND LEFT. SM-CD STATED THERE WAS
NOT ISSUES AT THAT TIME. C IS NOT A REGULAR SERVICING CUSTOMER. @12/15-ZTP481N
*** @12/15-ZTP481N
RCAS-TP CONTACTED C ON DAY TIME NUMBER AT 1:35 PM EST ON 12/15/08 AND
INFORMED C THAT NISSAN DID ASSIST IN THE REPAIR IN THE AMOUNT OF 120.00
DOLLARS. C STATED THAT IS NOT GOOD ENOUGH. RCAS-TP APPOLOGIZED AND
STATED THAT C CAN CALL 1-800 NISSAN 1 FOR ANY ISSUES IN THE FUTURE HOWEVER,
THIS ISSUE WAS ADDRESSED AND THE OFFER OF 120.00 COVERAGE BY NISSAN
WAS EXCEPTED BY C WHEN REPAIR WAS COMPLETE. C STATED BIG DEAL AND ENDED CALL.
** @12/15-ZTP481N
RCAS-TP CLOSING FILE NO FURTHER ASSISTANCE IS NEEDED. @12/15-ZTP481N
*****MAIL FILE LOGGED*****
C LETTER WAS RECEIVED ON 01/12/09

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DATED 01/06/09 LETTER WAS REC'D VIA REGULAR MAIL
MT KC IS FORWARDING FILE AND LETTER TO RCAS FOR FURTHER REVIEW AND ASSISTANCE
** @01/15-ZTP481N

RCAS-TP LEFT VMX FOR C ON DAY TIME NUMBER AT 10:45 AM EST ON 01/15/09 AND
REQUESTED CALL BACK. @01/15-ZTP481N
** @01/15-ZTP481N

RCAS-TP LEFT VMX FOR C ON EVE NUMBER AT 10:46 AM EST ON 01/15/09 AND
REQUESTED CALL BACK @01/15-ZTP481N
** @01/15-ZTP481N

RCAS-TP RECLOSING FILE AS C WAS ALREADY INFORMED OF NNA'S DECISION ON FILE.

CRR-LO RECEIVED INBOUND CALL FROM C.
C STATES THAT C RECEIVED CALL FROM AGENT.
CRR-LO READ THROUGH FILE NOTES AND CONFIRMED WITH C THAT C IS CALLING IN
REGARDS TO THE SAME ISSUE.
CRR-LO ADVISED THAT THE DECISION IS FILE AND NNA IS UNABLE TO GO BACK ON THE
DECISION. @01/15-ZLO469N-COMMENT

C STATES THAT THIS IS THE LAST VEH THAT C WILL PURCHASE FROM NISSAN AND
DISCONNECT THE CALL.
CRR-LO EXITING FILE. @01/15-ZLO469N-COMMENT

*****LETTER FILE LOGGED***** @01/15-ZDC161N
PREVIOUS RELATED FILE(S) FOUND: NONE @01/15-ZDC161N
PREVIOUS UNRELATED FILE(S) FOUND: NONE @01/15-ZDC161N

LETTER FROM C WAS RECEIVED BY CA VIA POSTAL MAIL ON:_01/12/09
TO NISSAN CONSUMER AFFAIRS DATED:_01/06/09
CRR-DC VERIFIED C'S NAME, ADDRESS, DAY/EVENING NUMBER, VIN AND RESPONSIBLE DLR
C DID NOT PROVIDE MILEAGE.

CRR-DC CHECKED FOR OPEN RECALLS, CAMPAIGNS, UPGRADES FOUND: @01/15-ZDC161N
CLSD P7221 ALTIMA I-KEY FOB NTB07-053 08/03/07 10/29/07 11/15/07 5045
CLSD P7226 ALT AIR DEFLECTOR NTB07-048 06/12/07 08/06/07 09/07/07 5045
CLSD R0703 ALTIMA AIR FILTER NTB07-047 06/12/07 08/06/07 09/07/07 5045

CRR-DC RECEIVED A LETTER FROM C STATING,
AFTER THE RECENT SVC ON 12/11/08, IT IS APPARENT THAT NISSAN COMPANY DOES NOT
STAND BEHIND THE NISSAN PARTS. THE MESSAGE IS CLEAR: IF A MAJOR PART, IN THIS
CASE THE BRAKE MASTER CYLINDER, LEAKS AND NEEDS TO BE REPLACED AFTER JUST TWO
YEARS, HOW DURABLE IS THE REST OF THE VEH?

C STATES THE SA REMINED C THAT THE WARRANTY IS 36 MONTHS OR 36,000 MILES
WHICHEVER COMES FIRST.
UNFORTUATNELY FOR C, C WAITED AT LEAST 1,000 MILES AFTER C NOTICED THE BRAKE
LIGHT INTERMITTENTLY GOING OFF AND ON, UNTIL THE VEH HAD 36,796 MILES ON IT
BEFORE C BROUGHT VEH IN FOR ITS 37,500 MILE SVC. DESPITE THE FACT THAT C
HAS WELL MAINTAINED VEH EVERY SCHEDULED MAINTENANCE AT NISSAN DLRSHIP/SVC
DEPARTMENT AND ALTHOUGH C USES VEH FREQUENTLY, C'S GENERALLY EASY ON THE
BRAKES.

C CAN ONLY DRAW TO ONE OF TWO CONCLUSIONS FROM THIS EPXERIENICE: EITHER THE
MASTER BRAKE CYLINDER IS A DEFECTIVE PART OF THE MANUFACTURERE WILL NOT
STAND BEHIND IT, OR THE VEH IS JUST NOT WELL MADE AS A HONDA OR A TOYOTA AND
SHOULD BE AVOIDED IN THE FUTURE. @01/15-ZDC161N

CRR-DC FORWARDING FILE, LETTER AND RO AS REFERENCE TO RCAS DEPARTMENT.
CRR-DC SENT AN INTERNAL MSG TO RCAS-TP.
CRR-DC EXITING FILE. @01/15-ZDC161N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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FOLLOW-UP IS DUE ON OR BEFORE

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

PLEASE REVIEW.

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT1C	ROOT CAUSE: SNFA	SCCP
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:	
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:	
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:	
OTHER #: 2	DATE: 01 / 15 / 09	USERID: ZDC161N	
COMMENTS ONLY: #: 1	DATE: 01 / 15 / 09	USERID: ZLO469N	
RESP DLR: 5045	EFFECTIVE: 12 / 11 / 08	CHANGED BY:	
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO	
3RD PRY:	PART#:	CHECK ISSUED: NO	
BYBACK ST:	OPENED BY: ZNM859N		
HISTORY:	UPDATE BY: ZTP481N		
SVC CALL#:	UPDATE DATE: 01 / 15 / 09		
CLOSE: Y (Y/N)	CLOSE DATE: 01 / 15 / 09	MICROFILM: N	
RESP CAA: PIETRANTUANO, TANYA	OLM: ROYSTER KAREN	DOM: ZIMMERMAN LARRY E	
PHONE: 0000040000	OWNER FIRST:	LANGUAGE: E ENGLISH	

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SC: NONE
VIN: 1N4BL21E98N [REDACTED] Y
YR/MDL: 2008.0 ALT MILEAGE: 6050
IN SVC DATE: 06 / 30 / 08
RTL DLR: 3246 ROUTE 22 NISSAN, INC.
SVC DLR: 3246 ROUTE 22 NISSAN, INC.
RESP DLR: 3246 ROUTE 22 NISSAN, INC.
REGION: 26 DIST: SL/SV/PT: 04 04 34

NAME: [REDACTED]
STREET: [REDACTED]
CITY: MOUNTAINSIDE
ST/ZIP: NJ [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]
VCAN: N
PAID: 15
SUSP: 0
DENY: 0

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 3246 ROUTE 22 NISSAN, I.
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 12 / 16 / 08 XFER/RSPNSBLTY: 26 04 S
CONTACT (S): FOLLOWUP DATE: 03 / 12 / 09 DATANET (Y/N): 1
SEVERITY: 3 CLOSE DATE: 03 / 11 / 09 DATANET (Y/N): 12 / 18 / 08

CHECK PAYABLE TO: [REDACTED]
ADDRESS: [REDACTED]
CITY: MOUNTAINSIDE NJ [REDACTED]
VIN: 1N4BL21E98N [REDACTED] MODEL LINE/YEAR: ALT 2008.0

G/L VALUE CODE: 26GDWIL ACCOUNT: [REDACTED]
G/L DESCRIPTION: NORTHEAST GOODWILL
CHECK AMOUNT: \$ 465.66

CHK REQUEST DATE: 03/09/09 REQUESTED BY: LANCA EMM ZEL999N
CHECK APPROVED: 03/11/09 APPROVED BY: CALIC RHO ZRC310R
CHECK ISSUE DATE: 03/12/09 CHECK NUMBER: 179023

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

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS	118500 ANTI-LOCK BRAKE SYSTEM
AD BRAKES	YX POOR OR IMPROPER OPERATION
OA VEHICLE CONCERNS	121000 FRONT BRAKE (DISC/CALIPER/PAD/ROTOR)
AD BRAKES	YX POOR OR IMPROPER OPERATION
OA VEHICLE CONCERNS	121500 GEN. BRAKE COMPONENT(S)
AD BRAKES	YX POOR OR IMPROPER OPERATION
OA VEHICLE CONCERNS	184500 WARNING DISPLAY
AT INSTRUMENTATION	YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZDB338N 12/16/2008

PREVIOUS UNRELATED/RELATED FILES FOUND: NONE

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

CRR-DB CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @12/16-ZDB338N

OPEN PB090 ALTIMA VARISTOR NTB08-095 09/29/08 00/00/00 00/00/00

CRR-DB ADVISED C THERE ARE NO OPEN RECALLS ON VEH.

PREVIOUS NISSAN/INFINITY VEH: 07 ALTIMA.

CRR-DB RECEIVED INBOUND CALL FROM C.

C STATES THE BREAK WARNING LIGHT IS ON/

C STATES THAT THERE IS A FULID LEAK. C STATES THAT THE VEH HAS BEEN TO DLR

TWO TIMES OVER THE SAME ISSUE. C STATES C WAS AT DLR 12/15/08. C STATES

THAT VEH WAS AT DLR FOR AN ENTIRE WEEK. @12/16-ZDB338N

C STATES VEH WAS AT DLR FOR AN ENTIRE WEEK AND NOW VEH WARNING LIGHTS ARE ON

AND C STATES THAT C IS UPSET THAT ISSUE KEEPS OCCURING AND NOW DLR WANTS

TO HAVE VEH BACK AT DLR TO INSPECT VEH. @12/16-ZDB338N

C STATES THAT DLR DID NOT ANSWER PHONE ALL DAY AND C FINANLLY GOT THROUGH

TO SOMEONE AT DLR. @12/16-ZDB338N

CRR-DB ASKS C WHAT NNA CAN DO FOR C. C STATES THAT C IS UPSET WITH THE

WAY THIS REPAIR IS BEING HANDLED AND WOULD LIKE TO HAVE THIS ISSUE WITH

THE BREAKS FIXED. @12/16-ZDB338N

C STATES THAT WHEN C PICKED UP VEH DLR INFORMED C THAT THERE WAS AN ISSUE

AND C HAD COME BACK LATER. C STAETS C IS STILL HAVING BREAK FLUID LEAKS.

CRR-DB INFORMS C THAT A REGIONAL SPECIALIST WILL CONTACT C

BY THE END OF THE NEXT BUSINESS DAY.

CRR-DB OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-DB GAVE NAME, EXTENSION AND FILE NUMBER.

CRR-DB TRANSFERING FILE TO RCAS PENDING FURTHER REVIEW. @12/16-ZDB338N

***** @12/16-ZDB338N

RCAS-EL DATANETTED FILE TO DLR ON 12/17/08. @12/17-ZEL999N

RCAS-EL CALLED C ON DAY NUMBER AT 8:52AM EST ON 12/17/08 AND RCAS WAS ADVISED THAT C WAS NOT THERE. RCAS LEFT NAME, NUMBER AND EXT. RCAS-EL CALLED C ON EVE

NUMBER AT 8:55AM EST ON 12/17/08 AND C STATED THERE HAS BEEN FLUID LEAKING

FROM THE BRAKES AND ALL THE LIGHTS ON THE DASHBOARD ARE ON. C STATED C JUST

PICKED UP THE VEH ON 12/15/08 AND THE VEH HAD BEEN AT THE DLR FOR A WEEK AND A

HALF. C STATED ALL THE LIGHTS ARE CURRENTLY ON. C STATED C DOES NOT WANT TO

DEAL WITH DLR ANYMORE AND WANTS SOMEONE TO PICK UP THE VEH AND DROP OFF A NEW

ONE. RCAS ADVISED C THAT THE VEH IS GOING TO NEED TO GO BACK TO THE DLR SO

RCAS CAN ASSIST WITH HAVING THE VEH REPAIRED. RCAS ADVISED C TO CALL THE DLR

AND MAKE AN APPOINTMENT. C STATED C CALLED ALL DAY ON 12/16/08 AND C GOT THE

RUN AROUND. C ASKED IF C COULD TAKE THE VEH TO A DIFFERENT NISSAN DLR. RCAS

ADVISED C THAT C MAY DO SO. C STATED C WILL CALL RCAS BACK WHEN C FIGURES OUT

WHAT C IS GOING TO DO. RCAS GAVE C NAME, NUMBER AND EXT. @12/17-ZEL999N

RCAS-EL CLOSING FILE PENDING C CALLBACK. @12/17-ZEL999N

RCAS-EL RECEIVED VMX FROM C ON 12/29/08. @12/30-ZEL999N

RCAS-EL CALLED C ON DAY NUMBER AT 3:25PM EST ON 12/30/08 AND C STATED C HAD

SAME ISSUES WITH THE BRAKES AGAIN AND C HAD VEH TOWED TO ROUTE 22 NISSAN. C

STATED THE DLR IS NOW ADVISING C THAT VEH HAS BEEN REPAIRED. RCAS ASKED C

WHAT WAS REPLACED. C STATED THE TWO FRONT ROTORS. RCAS ADVISED C THAT RCAS

WILL FOLLOW UP WITH C ON 01/02/09 TO SEE HOW VEH IS OPERATING. C AGREED.

@12/30-ZEL999N

RCAS-EL CALLED C ON DAY NUMBER AT 10:15AM EST ON 01/02/09 AND INQUIRED IF VEH WAS REPAIRED. C STATED IT APPEARS AS THOUGH IT HAS BEEN REPAIRED. C STATED THE

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DLR REPLACED THE CALIPURS UNDER WARRANTY. RCAS ADVISED C THAT C MAY CALL RCAS BACK IF C HAS ANY OTHER FURTHUR ISSUES WITH THIS MATTER. C AGREED. C THANKED RCAS AND THE CALL WAS ENDED. @01/02-ZEL999N

RCAS-EL UPDATED THE TREAD ACT. @01/02-ZEL999N

RCAS-EL CLOSING FILE AS NO FURTHUR ACTION IS REQUIRED. @01/02-ZEL999N

RCAS-EL RECEIVED TWO VMX'S FROM C ON 01/2/09 AND C STATED C IS HAVING THE SAME ISSUES WITH VEH AND REQUESTED A CALLBACK. @01/29-ZEL999N

RCAS-EL CALLED C ON DAY NUMBER AT 3:56PM EST ON 01/29/09 AND C STATED THE BRAKE SQUEEK HAS RETURNED IN THE VEH. C STATED C'S 18 YEAR OLD DAUGHTER DRIVES THE VEH AND IS SCARED TO DRIVE IT. RCAS ASKED IF THE DLR IS AWARE THAT THE NOISE HAS RETURNED. C STATED NOT YET. C STATED THAT C HAS BEEN TO THE DLR FIVE TIMES FOR THE BRAKES AND WOULD LIKE TO APPLY FOR THE LEMON LAW. RCAS ADVISED C THAT RCAS CAN REQUEST ALL OF THE R/O'S AND SUBMITT A RHR TO NNA AND NNA WILL REVIEW FOR THE POSSIBILITY OF REPURCHASE. RCAS ADVISED C TO TAKE THE VEH BACK TO A NISSAN DLR AND ADVISED C THAT THE MAIN PRIORITY IS HAVING THE VEH REPAIRED. C STATED C WILL TAKE THE VEH TO A DIFFERENT NISSAN DLR. C STATED C WILL DECIDE WHICH ONE AND CALL RCAS BACK ON 01/30/09. @01/29-ZEL999N

RCAS-EL CALLED C ON DAY NUMBER AT 11:09AM EST ON 02/02/09 AND RCAS WAS ADVISED THAT C WAS NOT THERE. RCAS LEFT NAME, NUMBER AND EXT. RCAS-EL CALLED C ON EVE NUMBER AT 11:11AM EST ON 02/02/09 AND LEFT VMX WITH NAME, NUMBER AND EXT. @02/02-ZEL999N

RCAS-EL CALLED SM-CARLOS MERCADO AT 3:26PM EST ON 02/02/09 AND REQUESTED THAT SM FAX R/O'S ASAP. SM AGREED. @02/02-ZEL999N

RCAS-EL CALLED C ON DAY NUMBER AT 11:37PM EST ON 02/04/09 AND INQUIRED IF C BROUGHT THE VEH BACK TO A NISSAN DLR. C STATED C TOOK THE VEH TO HUDSON NISSAN AND THERE IS NOTHING WRONG WITH THE BRAKES AND C COULD HEAR THE ABS. RCAS ASKED C IF C WOULD LIKE RCAS TO CONTINUE WITH THE FILE. C STATED THAT C WOULD LIKE TO BE RE-IMBURSED FOR THE TOW STILL WHEN THE DLR LEFT SOMETHING LOOSE ON VEH AND BRAKE FLUID LEAKED EVERYWHERE AND C HAD THE VEH TOWED TO THE DLR. RCAS ASKED C IF C HAS SPOKEN TO THE DLR ABOUT BEING RE-IMBURSED. C STATED THE DLR LAUGHED AT C. RCAS ADVISED C THAT TOWING IS COVERED FOR WARRANTABLE REPAIRS AND IT WOULD BE UP TO THE DLR TO RE-IMBURSE C IF C IS CLAIMING THAT THE DLR CAUSED THE VEH TO BE INOPERABLE. C STATED THAT THE DLR IS REPRESENTING NNA AND C WANTS TO BE RE-IMBURSED FOR THE TOWING. RCAS ADVISED C THAT RCAS WILL SPEAK TO SM-CARLOS MERCADO AND FOLLOW UP WITH C ON 02/06/09. @02/04-ZEL999N

RCAS-EL CALLED SM-CARLOS MERCADO AT 3:31PM EST ON 02/05/09 AND SM STATED THAT @02/05-ZEL999N

C OWNS A TOWING COMPANY AND C HAD THE VEH TOWED FROM A MALL TO THE TOWING YARD AND THEN HAD THE VEH TOWED TO THE NISSAN DLR THE NEXT DAY. SM STATED C GAVE THE DLR A PHONEY TOWING BILL FOR OVER \$300 AND THE DLR IS NOT WILLING TO REIMBURSE C. SM STATED THAT IF C WANTS TO SPEAK TO THE GM C MAY BECAUSE C KNOWS THE GM, BUT SM IS NOT WILLING TO ASSIST C. @02/05-ZEL999N

RCAS-EL RECEIVED VMX FROM C ON 02/05/09 AND C STATED THE BRAKE LIGHT CAME BACK ON AGAIN. @02/06-ZEL999N

RCAS-EL CALLED C ON DAY NUMBER AT 1:02PM EST ON 02/06/09 AND C STATED THE LIGHT IS COMING BACK ON AGAIN. RCAS ADVISED C THAT THE VEH IS GOING TO NEED TO GO BACK TO THE DLR. C STATED C WILL TAKE THE DLR TO HUDSON NISSAN AND CALL RCAS BACK TO LET RCAS KNOW WHEN THE VEH IS GOING BACK. RCAS ADVISED C THAT ONCE RCAS KNOWS WHEN C IS GOING TO THE DLR, RCAS WILL FOLLOW UP WITH THEM AND HAVE THE DLR CALL TECHLINE IF NEEDED. C AGREED. @02/06-ZEL999N

***** @02/09-ZMH815N

CRR-MH RECEIVED A CALL FROM C WHO STATED THAT C'S VEH'S BRAKE LIGHT HAS COME ON AGAIN AND THE VEH WAS SCRATCHED AT THE DLRSHIP AND C IS BRAKES ARE MAKING NOISES AGAIN. C IS ASKING ABOUT THE TOWING AND THE BRAKE SITUATION . CRR-MH SENDING AN INTERNAL MEMO TO RCAS-EL TO CALL C ASAP. @02/09-ZMH815N

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@02/09-ZMH815N

CRR-RA RECIEVED A CALL FROM C.

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

@02/09-ZRA979N

C STATES THAT C DOES NOT WANT TO SPEAK WITH RCAS-EL AND C DOES NOT WANT C'S
VEH ANYMORE AS THE ISSUE HAS NOT PROPERLY BEEN ADDRESSED.

C STATES THAT THE DLR ADVISED C THAT C'S GRANDAUGHTER MAY HAVE STEPPED TO HARD
THE BRAKE AND CAUSED THE ISSUE.

C STATES THAT THERE IS SOMETHING VERY WRONG WITH THE VEH AND WOULD LIKE TO
HAVE NISSAN GIVE C ANOTHER VEH AND COMPENSATE C WITH A REIMBURSEMENT FOR C'S
TOWING BILL.

@02/09-ZRA979N

CRR-RA OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-RA GAVE NAME, EXT TO C.

CRR-RA EXITING FILE.

@02/09-ZRA979N

RCAS-EL RECEIVED EMAIL FROM CRR-MH ON 02/09/09 AND RCAS WAS ADVISED THAT C IS
NOT SATISFIED THAT THE DLR COULD NOT DUPLICATE THE ISSUE WITH C'S BRAKES.

@02/10-ZEL999N

RCAS-EL CALLED C ON DAY NUMBER AT 11:20AM EST ON 02/10/09 AND RCAS WAS ADVISED
THAT C JUST LEFT BUT WILL BE RETURNING SHORTLY. RCAS ADVISED THAT RCAS WILL
CALL C BACK ON 02/10/09.

@02/10-ZEL999N

RCAS-EL CALLED C ON DAY NUMBER AT 2:32PM EST ON 02/10/09 AND C STATED THAT THE
BRAKE LIGHT KEEPS COMING ON AND C IS AFAID TO DRIVE THE VEH. RCAS ASKED C IF C
HAS TAKEN THE VEH BACK TO A DLR. C STATED C HAS ALLREADY BEEN TO THE DLRS FIVE
TIMES AND C IS NOT TAKING THE VEH BACK TO THE DLR AND C DOES NOT WANT THE VEH.
C STATED THAT RCAS IS NOT ASSISTING C. RCAS ADVISED C THAT RCAS WAS GOING TO
SUBMITT A RHR TO NNA, BUT C CANCELLED RCAS DOING THAT BECAUSE THE DLR ADVISED

@02/10-ZEL999N

C THAT THERE WAS NOTHING WRONG WITH THE ABS. RCAS ADVISED C THAT RCAS CAN
REQUEST THE R/O'S FROM BOTH DLRS AND COMPLETE AN RHR, AND ADVISED C THAT IF
THE VEH IS HAVING A CONCERN WITH THE BRAKES THEN THE VEH IS GOING TO NEED TO
GO BACK TO THE DLR SO THE VEH CAN BE REPAIRED. RCAS ADVISED C THAT RCAS ALSO
CALLED SM-CARLOS MERCADO ABOUT THE TOW THAT C HAD AND THE SM ADVISED RCAS THAT
THE TOW COMPANY IS C'S AND C GAVE THE DLR A BILL FOR OVER \$300. C STATED THAT
C DOES NOT WORK FOR FREE. RCAS ADVISED C THAT THE DLR IS NOT WILLING TO
REIMBURSE C FOR THE TOW. RCAS ADVISED C THAT RCAS IS GOING TO LOOK INTO THE
POSSIBILITY OF REPURCHASE AS C IS REQUESTING. C ASKED WHEN RCAS WAS GOING TO
GET BACK TO C. RCAS ADVISED C THAT NNA WILL NEED SOME TIME TO REVIEW THE RHR.
C STATED C WOULD LIKE A RENTAL VEH IF THIS IS GOING TO TAKE MONTHS TO RESOLVE.
RCAS ADVISED C THAT IT WILL NOT TAKE MONTHS TO RESOLVE AND ADVISED C THAT IN
ORDER FOR RCAS TO TRY AND ASSIST C TO HAVE THE ISSUE RESOLVED, C WILL NEED TO
COOPERATE WITH RCAS. C STATED THAT C WILL HAVE SOMEONE ELSE ASSIST C AND C

@02/10-ZEL999N

ENDED THE CALL.

@02/10-ZEL999N

CRR-CM RECIEVED CALL FROM C'S FATHER MR. DENTE.

CRR-CM VERIFIED C'S NAME, ADDRESS AND DAY/EVE PHONE.

CRR-CM UPDATED OWNER'S INFORMATION (NAME, ADDRESS, PHONE NUMBER)@02/10-ZCM798N

C STATED THAT C WANTS TO SPEAK TO A NEXT LEVEL AFTER RCAS-EL OR TO A CORPORATE
OFFICE OF NNA.

C STATED THAT RCAS-EL CALLED C BUT C JUST HUNG ON RCAS-EL BECASUE C STATED
THAT C DOES NOT WANT TO SPEAK WITH RCAS-EL ANYMORE.

C STATED THAT C'S CONCERN IS GETTING NOWHERE.

C STATED THAT C'S GETTING A RUN AROUND.

C STATED THAT THE BRAKE CONCERN OF THE VEH IS C'S SAFETY ISSUES.

C STATED THAT DLR INFORMED C THAT C'S STEPPING ON THE BRAKE TOO HARD.

C STATED THAT THERE'S NO WAY FOR C TO STEP_ON BREAK TOO HARD. @02/10-ZCM798N

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C STATED THAT C'S VEH IS WITH C.
C STATED THAT C'S GETTING THE SAME OLD PROBLEM WITH THE VEH.
C STATED THAT C DOES NOT WANT TO DRIVE THE VEH.
C STATED THAT C IS WILLING ENOUGH TO MAKE A DEAL WITH NNA.
C STATED THAT C IS WILLING ENOUGH TO TAKE VEH BACK TO DLR BUT NNA SHOULD PROVIDE C A VEH THAT IS SAFE TO USE AND FREE OF CHARGE.
C INSISTED THAT C DOES NOT WANT TO TAKE CALLS FROM RCAS-EL ANYMORE AND INSISTED TO SPEAK WO A SUPERVISOR.
CRR-CM INFORMED C THAT CRR-CM WILL ESCALATE TEH CONCERN TO A SUPERVISOR AND SUPERVISOR WILL BE CALLING AFTER 4-8 HOURS.
C STATED THAT SUPERVISOR WILL CONTACT C AT C'S DAY AND EVENING PHONE NUMBER.
C THANKED CRR-CM FOR ASSISTANCE. C SATISFIED.
CRR-CM OFFERED FURTHER ASSISTANCE: C DECLINED.
CRR-CM GAVE C NAME, EXTENSION NUMBER AND FILE NUMBER.
CRR-CM EXITING FILE @02/10-ZCM798N
CRR-CM ESCALATE CONCERN TO SUPERVISOR. @02/10-ZCM798N
RCAS-EL CHANGING FOLLOW UP DATE TO 02/11/09. @02/10-ZEL999N
RS-CH CALLED C ON DAY NUMBER AT 4:09AM EST ON 02/10/09 AND SPOKE TO C. RS ADVSIED C THAT RS WAS RETURING C'S REQUEST FOR A CALL BACK. C STATED C WOULD LIKE TO KNOW WHAT RS IS GOING TO DO FOR C. RS ADVISED C THAT RS IS AWARE OF C'S CONCERNS WITH C'S BRAKES AND ACCORDING TO THE INFORMATION FROM THE DLR IT APPEARS THE VEH IS OPPERATING CORRECTLY. C STATED WHAT DOES C HAVE TO DO HIGHER A LAWYER. RS ADVISED C THAT RS WILL BE ABLE TO ASSIST C WITH C'S CONCERNS. C STATED WHAT SHOULD C DO NOW. C STATED THE BRAKE LIGHT IS ON. RS ADVISED C THAT IF THE BRAKE LIGHT IS ON C SHOULD CONTACT THE DLR AND ARRANGE FOR THE DLR TO LOOK AT THE VEH. C ASKED IF THE VEH IS SAFE TO DRIVE. RS ADVISED C THAT THE DLR WILL DETERMINE IF THE VEH SHOULD BE TOWED. C STATED EITHER WANTS THE VEH REPAIRED OR C'S MONEY BACK. C STATED IF NNA GIVES C THE MONEY BACK C IS PROBABLY GOING TO PURCHASE ANOTHER NISSAN IT IS JUST THAT C DOES NOT FEEL SAFE IN THIS VEH IN LIGHT OF THE ON GOING CONCERNS. RS REQUESTED C FAX ALL C'S RO'S TO RS. RS ADVISED C THAT TO CONTACT RS ONCE C HAD SPOKE TO THE DLR AND LET RS KNOW THE VEH IS AT THE DLR AND RS WILL LOOK AT GETTING ASSISTANCE FOR THE DLR. C STATED C WILL FAX EVERYTHING TO RS AND CALL BACK ONCE C KNOWS WHERE C WILL BE TAKING THE VEH. RS ADVISED C THAT RS WILL WAIT TO HERE FROM C AND WOULD TOUCH BASE AGAIN ON 02/12/09 IF RS HAS NOT HEARD BACK @02/10-ZCH864N
RCAS-EL CALLED SM-MIKE NEGLIA ON CELL NUMBER AT 11:25AM EST ON 02/11/09 AND LEFT VMX WITH NAME, NUMBER AND EXT. RCAS-EL CALLED SM-MIKE NEGLIA AT 11:27AM EST ON 02/11/09 AND LEFT VMX WITH NAME, NUMBER AND EXT. @02/11-ZEL999N
RCAS-EL CALLED SM-CARLOS MERCADO AT ROUTE 22 NISSAN AT 11:32AM EST ON 02/11/09 AND ADVISED SM THAT RCAS NEEDS ALL THE R/O'S FAXED TO RCAS ASAP. SM AGREED. @02/11-ZEL999N
RCAS-EL RECEIVED R/O'S FROM SM-CARLOS MERCADO OF ROUTE 22 NISSAN. @02/12-ZEL999N
RCAS-EL SENT EMAIL TO ORM-RC ON 02/12/09 AND INQUIRED WHETHER A DTS CAN BE SCHEDULED. @02/12-ZEL999N
...ORM FILE REVIEW; 3 RPRS IN D/B; NO TECH LINE CONTACT. DTS REQUEST TO CALL DLRS INVOLVED AND OBTAIN DIAGNOSTIC INFO/REPAIR [RECOMMENDATIONS.](#)@02/12-ZRC310R
RCAS-EL RECEIVED CALL FROM SM-MIKE NEGLIA OF HUDSON NISSAN ON 02/12/09 AND SM ADVISED RCAS THAT THERE IS ONE R/O FOR THE BRAKES, BUT THE DLR WAS UNABLE TO DUPLICATE. RCAS REQUESTED THAT THE R/O BE FAXED TO RCAS ASAP. SM AGREED. @02/12-ZEL999N
RCAS-EL CALLED SM-CARLOS MERCADO AT 1:33PM EST ON 02/12/09 AND ADVISED SM THAT ON INVOICE #426842 THE C'S NAME IS BRUCE BOCH AND RCAS ASKED SM IF C PURCHASED THE VEH PRE-OWNED. SM STATED THAT THE NAME IS IN THE DLRS DATABASE, BUT NO VEH

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IS ATTACHED TO IT AND BRUCE WAS MAYBE GOING TO PURCHASE THE VEH BUT THE DEAL DID NOT GO THROUGH. @02/12-ZEL999N

RS-CH CALLED C ON DAY NUMBER AT 2:30PM EST ON 02/12/09 AND SPOKE TO C. RS ADVISED C THAT RS HAS BEEN ABLE TO OBTAIN THE RO'S FROM THE DLR AND IS HAVING A DTS CONSULT WITH THE DLR AND IF NEEDED RS WILL SEE THAT THE DTS VIST THE DLR TO LOOK AT THE VEH. C STATED THAT SOUNDS GOOD. RS ADVISED C THAT RS WILL FOLLOW UP WITH C ON 02/16/09. @02/12-ZCH864N

RCAS-EL SENT RHR TO DRTS-JJ ON 02/13/09. @02/13-ZEL999N

DRTS-JJ SUBMITTED RHR TO ARBS-LB.

-----@02/13-ZJJ572N

...IT APPEARS THAT DTS IS WORKING WITH DEALER TO RESOLVE ISSUE. THERE HAS NOT BEEN AN EXCESSIVE NUMBER OF REPAIR ATTEMPTS TO THIS VEH. AT THIS TIME NNA CANNOT CONSIDER REPURCHASE. ARBS SUGGESTS RCAS FOLLOW-UP W/DLR TO MAKE CERTAIN THAT DTS OR TECHLINE HAS ASSISTED AND DETERMINE WHAT REPAIRS WERE DONE IF ANY. RCAS MAY WANT TO CONSIDER OFFERING CUST 1-MO PAYMENT AS A GESTURE OF NNA GOODWILL. @02/13-QLB678R

RCAS-EL RECEIVED EMAIL FROM ARBS-LB ON 02/13/09 AND WAS ADVISED THAT NNA CANNOT CONSIDER REPURCHASE AT THIS TIME. @02/16-ZEL999N

RS-CH CALLED C ON DAY NUMBER AT 9:06AM EST ON 02/16/09 AND LEFT VMX. @02/16-ZCH864N

RS-CH CALLED C ON EVENING NUMBER AT 9:07AM EST ON 02/16/09 AND LEFT VMX. @02/16-ZCH864N

RCAS-EL RECEIVED EMAIL FROM DTS-CF ON 02/16/09 AND DTS ADVISED THAT DTS SPOKE TO SM-CARLOS MERCADO AT ROUTE 22 NISSAN AND THE SM ADVISED THAT THE DLR HAS REPLACED THE MASTER CYLINDER, REPAIRED A LEAK IN THE FRONT BRAKE LINE AND THEN REPLACED THE CALIPURS DUE TO A LEAK. DTS REQUESTED THE R/O'S. @02/17-ZEL999N
RCAS-EL SENT R/O'S FOR C'S VEH TO DTS-CF ON 02/17/09. @02/17-ZEL999N

RS-CH RECIVED A VMX FROM C'S SON [REDACTED] ON 02/17/09 REQUESTING A CALL BACK ON [REDACTED]. @02/17-ZCH864N

RS-CH CALLED FRANK AT 5:12PM EST ON 02/17/09 C STATED C WOULD LIKE TO KNOW WHERE C STANDS. RS ADVISED C THAT AT THIS POINT RS IS WAITING FOR SOME DIRECTION FOR THE DLR'S FROM A DTS AND RS IS ALSO PUTTING TO GETTHER AN RHR TO INVESTAGE ALL THE OPTIONS. C STATED C SHOULD JUST WAIT RS ADVISED RS WILL FOLLOW UP AS SOON AS RS HAS MORE INFORMATION. C STATED THAT SOUNDS GOOD. @02/17-ZCH864N

RCAS-EL RECEIVED EMAIL FROM DTS-CF ON 02/17/09 AND DTS ADVISED THAT THE R/O'S WERE REVIEWED BY THE DTS AND IT LOOKS LIKE THE VEH WAS REPAIRED, BUT THE DTS CAN INSPECT THE VEH ON 02/23/09 AT ROUTE 22 NISSAN. @02/18-ZEL999N

RS-CH CALLED C ON DAY NUMBER AT 10:11AM EST ON 02/18/09 AND WAS ADVISED C IS AWAY. RS REQUESTED TO SPEAK WITH [REDACTED] AND WAS ADVISED THAT [REDACTED] WOULD BE IN AT 12:00PM EST. @02/18-ZCH864N

RS-CH CALLED C ON EVENING NUMBER AT 10:15AM EST ON 02/18/09 AND LEFT VMX. @02/18-ZCH864N

RS-CH CALLED DAY NUMBER AT 2:59PM EST ON 02/18/09 AND LEFT VMX FOR FRANK DENTE @02/18-ZCH864N

RS-CH CALLED C ON DAY NUMBER AT 2:16PM EST ON 02/19/09 AND SPOKE TO FRANK DENTE. RS ADVISED C THAT RS HAS ARRANGED FOR A DTS TO COME OUT AND TAKE A LOOK AT THE VEH AND THE DTS WILL AT ROUTE 22 NISSAN ON 02/23/09 AND WOULD LIKE TO LOOK AT THE VEH. C ASKED WHEN. RS ADVISED RS WOULD LIKE TO HAVE THE VEH AT THE DLR FOR 8:00AM. C STATED C WILL BE THERE. @02/19-ZCH864N

RS-CH ADVISED RS WILL FOLLOW UP ON 02/24/09. @02/19-ZCH864N

RCAS-EL CALLED SM-CARLOS MERCADO AT 3:22PM EST ON 02/19/09 AND ADVISED SM THAT THE VEH WILL BE AT THE DLR ON 02/23/09 FOR DTS-CF TO INSPECT. SM STATED THAT THE DLR IS GOING TO REIMBURSE C \$100 FOR THE TOW, BUT THAT IS ALL THE DLR IS WILLING TO OFFER. @02/19-ZEL999N

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RCAS-EL RECEIVED EMAIL FROM DTS-CF ON 02/23/09 AND DTS ADVISED THAT THE VEH WAS INSPECTED BY THE DTS FOUND A BRAKE FLUID LEAK AT THE ABS ACTUATOR. DTS STATED ASKED THE DLR TO ORDER AN ABS ACTUATOR AND A LINE TO MAKE SURE THE ISSUE IS RESOLVED. @02/24-ZEL999N

RS-CH CALLED C ON DAY NUMBER AT 9:15AM EST ON 02/24/09 AND WAS ADVISED ANTHONY IS STILL AWAY FOR ANOTHER WEEK. RS ASKED TO SPEAK WITH FRANK AND WAS ADVISED HE WOULD BE IN AT 11:00AM. @02/24-ZCH864N

RS-CH CALLED C ON DAY NUMBER AT 5:17PM EST ON 02/24/09 AND SPOKE WITH FRANK. RS ADVISED C THAT RS IS AWARE OF THE CONCERNS THAT WERE FOUND WITH THE VEH AND RS IS AWARE THAT PART HAVE BEEN ORDERED AND THE VEH WILL BE REPAIRED. C STATE THAT RIGHT C WAS TOLD THE VEH SHOULD BE READY ON 02/25/09 RS ADVISED C THAT RS WILL TOUCH BASE WITH C ON 02/26/09. @02/24-ZCH864N

RS-CH CALLED DLR AT 3:14PM EST ON 02/26/09 AND SPOKE WITH SM-CARLOS MERCADO RS ASKED SM HOW FAR ALONG THE REPAIRS ARE SM ADVISED SM IS STILL WAITING ON A BRAKE LINE. @02/26-ZCH864N

RS-CH CALLED C DAY NUMBER AT 3:34PM EST ON 02/26/09 AND WAS ADVISED TO CONTACT C BACK IN 15 MINTUES. @02/26-ZCH864N

RS-CH CALLED C DAY NUMBER AT 3:57PM EST ON 02/26/09 AND SPOKE WITH FRANK. RS ADVISED C THAT RS IS AWARE THE DLR IS STILL WAITING ON THE BRAKE LINE. C STATED THAT WAS CORRECT AND THE DLR INDICATED THE DLR WILL PROVIDED A LOANER IF THE PART IS NOT IN TOMORROW. RS ADVISED RS WAS GLAD TO HEAR THAT AND ADVISED C THAT RS WILL FOLLOW UP ON 03/02/09. @02/26-ZCH864N

RS-CH CALLED C ON DAY NUMBER AT 2:54PM EST ON 03/02/09 AND SPOKE TO FRANK RS ASKED C IF ANTHONY WAS BACK. C ADVISED ANTHONY IS BACK ON 03/03/09. RS ASKED IF THE VEH WAS PICKED UP. C STATED YES AND ITS FINE SO FAR BUT IT ALWAYS TAKES TIME TO SHOW UP. RS ADVISED C THAT RS WOULD LIKE TO SPEAK WITH ANTHONY. C ADVISED C WOULD HAVE ANTHONY CALL RS. @03/02-ZCH864N

RS-CH CALLED C ON EVENING NUMBER AT 2:56PM EST ON 03/02/09 AND LEFT VMX. @03/02-ZCH864N

RCAS-EL CHANGING FOLLOW UP DATE TO 03/05/09 AS RS-CH IS OUT OF OFFICE ON 03/04/09. @03/04-ZEL999N

RS-CH RECIEVED VMX FROM C ON 03/04/09 ADVISING C IS BACK AND WILL BE AT THE OFFICE ON 03/05/09

RS-CH CALLED C ON DAY NUMBER AT 8:52AM ON 03/05/09 AND LEFT VMX. @03/05-ZCH864N

RS-CH CALLED C ON EVENING NUMBER AT 8:53AM EST ON 03/05/09 AND LEFT VMX. @03/05-ZCH864N

RS-CH CALLED C ON DAY NUMBER AT 5:34PM EST ON 03/05/09 AND SPOKE TO C. RS ADVISED C THAT RS IS AWARE THAT THE DTS HAD THE DLR MAKE A REPAIR AND RS WOULD LIKE TO KNOW HOW THE VEH IS RUNNING. C ADVISED THE VEH IS RUNNING SO FAR. RS ASKED C IF C FINANACED THE VEH. C STATED C DID. RS ASKED C TO FAX A COPY OF C'S MONTHLY STATEMENT TO RS AS RS WILL BE SENDING C A CHECK FOR THE AMOUNT OF ONE MONTHS PAYMENT DUE TO THE CONCERNS C HAD HAVING THE VEH REPAIRED. C STATED THAT WAS AWESOME. C STATED C WOULD FAX THAT IN ON 03/06/09. @03/05-ZCH864N

RS-CH CALLED C ON DAY NUMBER AT 4:12PM EST ON 03/06/09 AND SPOKE TO C. RS ASKED C IF C HAD CHANCE TO FAX RS A COPY OF C'S MONTHLY VEH STATMENT C STATED C HAD NOT AND ASKED IF C COULD FAX THAT ON 03/09/09 RS ADVISED C THAT WAS FINE. RS ADVISED C THAT RS WOULD FOLLOW UP ON 03/09/09. @03/06-ZCH864N

RS-CH CALLED C ON DAY NUMBER AT 2:15PM EST ON 03/09/09 AND SPOKE TO C. RS ASKED C IF C HAS HAD A CHANGE TO FAX RS THE MONTHY STATEMENT C. STATED C WILL DO IT RIGHT NOW. @03/09-ZCH864N

RS-CH RECIVED FAX FROM C ON 03/09/09. RS NOTES FAX WAS ONE PAGE. DOCS WERE NMAC STATEMENT SHOWING MONTHLY PAYMENT OF \$465.66 @03/09-ZCH864N @03/09-ZCH864N

RCAS-EL RECEIVED PROOF OF PAYMENT FROM RS-CH ON 03/09/09. RCAS ENTERED \$465.66 IN SYSTEM AND SENT EMAIL TO ORM-RC TO APPROVE. @03/09-ZEL999N

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RCAS-EL CHANGING FOLLOW UP DATE TO 03/11/09. @03/10-ZEL999N
 RCAS-EL RECEIVED EMAIL FROM ORM-RC ON 03/11/09 AND THE AMOUNT IS APPROVED.
 @03/11-ZEL999N
 RCAS-EL UPDATED THE TREAD ACT. @03/11-ZEL999N
 @03/11-ZEL999N
 RS-CH CALLED C ON DAY NUMBER AT 1:25PM EST ON 03/11/09 AND WAS ADVISED THAT C
 HAS STEPED OUT AND WOULD BE BACK WITH IN THE HOUR. @03/11-ZCH864N
 RS-CH CALLED C ON EVENING NUMBER AT 1:26PM EST ON 03/11/09 AND LEFT VMX.
 @03/11-ZCH864N
 RS-CH CALLED C ON DAY NUMBER AT 2:11PM EST ON 03/11/09 AND SPOKE TO C. RS
 ADVISED C THAT C'S CHECK IS BEING MAILED OUT RS ADVISED C THAT SHOULD IT NOT
 BE RECIVED WITHIN 4 WEEKS TO CONTACT RS BACK TO INVESTIGATE. C THANKED RS
 VERY MUCH. @03/11-ZCH864N
 RCAS-EL WAS ADVISED BY RS-CH ON 03/11/09 TO CLOSE FILE. @03/11-ZEL999N
 RCAS-EL CLOSING FILE AS NO FURTHUR ACTION IS REQUIRED. @03/11-ZEL999N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

		CONTACT(S):			
SATISFIED: Y		ACTION CODE: NT1A		ROOT CAUSE: SCSV	SNSH
CALLBACK: (Y/N)	#: 0	DATE: 00 / 00 / 00		USERID:	
REOPEN: CALLBACK	#: 0	DATE: 00 / 00 / 00		USERID:	
NEW INFO	#: 2	DATE: 01 / 29 / 09		USERID: ZEL999N	
OTHER	#: 0	DATE: 00 / 00 / 00		USERID:	
COMMENTS ONLY:	#: 0	DATE: 00 / 00 / 00		USERID:	
RESP DLR: 3246		EFFECTIVE: 12 / 16 / 08		CHANGED BY:	
IIR-DATE: 00 / 00 / 00		TRANS DATE: 00 / 00 / 00		CHECK REQUESTED: YES	
3RD PRY:		PART#:		CHECK ISSUED: YES	
BYBACK ST:		OPENED BY: ZDB338N			
HISTORY:		UPDATE BY: ZEL999N			
SVC CALL#:		UPDATE DATE: 03 / 13 / 09			
CLOSE: Y (Y/N)		CLOSE DATE: 03 / 11 / 09		MICROFILM: N	
RESP CAA: LANCASTER, EMMA		OLM: ROYSTER KAREN		DOM:	
PHONE: 0000047107		OWNER FIRST:		LANGUAGE: E ENGLISH	

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SC: NONE

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

VCAN: N
PAID: 5
SUSP: 0
DENY: 0

VIN: 1N4AL21E18C [REDACTED] Y
YR/MDL: 2008.0 ALT MILEAGE: 11500
IN SVC DATE: 05 / 09 / 08
RTL DLR: 3094 CONICELLI NISSAN
SVC DLR: 3094 CONICELLI NISSAN
RESP DLR: 3094 CONICELLI NISSAN
REGION: 26 DIST: SL/SV/PT: 06 06 36

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

ORIG CODE: BT 11 OPEN DATE: 02 / 27 / 09 XFER/RSPNSBLTY: 26 06 S
CONTACT (S): FOLLOWUP DATE: 02 / 27 / 09 DATANET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 03 / 03 / 09 DATANET (Y/N): 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	121500	GEN. BRAKE COMPONENT(S)
AD	BRAKES	YE	MULTIPLE REPAIR ATTEMPTS
OA	VEHICLE CONCERNS	121500	GEN. BRAKE COMPONENT(S)
AD	BRAKES	YX	POOR OR IMPROPER OPERATION
OA	VEHICLE CONCERNS	121500	GEN. BRAKE COMPONENT(S)
AD	BRAKES	ZM	EXCESSIVE NOISE
OA	VEHICLE CONCERNS	122000	MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD	BRAKES	YE	MULTIPLE REPAIR ATTEMPTS
OA	VEHICLE CONCERNS	122000	MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD	BRAKES	YX	POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZJJ572N 02/27/2009
PREVIOUS FILES: 6182838
OPEN RECALLS: NONE
>>>NIS0933545 DRTS-JJ REC'D CCF FROM BBB ON 02/27/09 DATED SAME.
C SEEKS REPURCHASE.
CCF STATES:
CURRENT CONCERNS: BRAKE SCREECHING NOISE, MASTER CYLINDER LEAK, MASTER
CYLINDER PISTON.
NON CURRENT CONCERNS: BRAKE LIGHT ON.
DOCS TO ARBS-VS.

-----@02/27-ZJJ572N

ARBS-VS CALLED C LEFT DIRECT LINE AND FILE # FOR CALL BACK.
ARBS-VS CALLED DLR TO SPEAK WITH SM-JACK. SM WAS BUSY SO ARBS SPOKE WITH SA-
MARK. SA STATES C LAST VISIT WAS 2/27 FOR BRAKE NOISE, DLR REPL CALIPERS PER
BULLETIN# NTB08057A. SA STATES C HAS ONLY BEEN INTO DLR TWICES FOR BRAKE
@03/02-ZVS932N @03/02-ZVS932N
CONCERN. SA ALSO STATES THAT ON 2/13/09 C CAME IN FOR BRAKE LAMP ON BECAUSE OF
LEAK AND DLR REPL MASTER CYLINDER PISTONS UNDER WARR. @03/02-ZVS932N
ARBS-VS NOTES IF C STILL HAVING A CONCERN, NSN WILL HONOR THE WARR AND WORK
WITH THE DLR TO ADDRESS CONCERNS. @03/02-ZVS932N
ARBS-VS RECIEVED CALL BACK FROM C. C STATES THAT C WAS JUST AT DLR ON 2/27/09
AND C FEELS HAS BEEN HAVING TO MANY CONCERNS WITH BRAKE NOISES. C STATES THAT
AT THIS TIME THE VEH IS FINE, BUT C IS NOT SURE IF CONCERN WILL COME BACK.
@03/03-ZVS932N
ARBS-VS ADVISED C THAT C CAN KEEP ARBS DIRECT LINE IF CONCERN COME S BACK. ARB
ADVISED C TO CALL DLR FOR APPT THEN CALL ARBS SO NSN CAN INVOLVE NSN TECH. C
UNDERSTOOD AND CALL ENDED. @03/03-ZVS932N
ARBS-VS CLOSING FILE. @03/03-ZVS932N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

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CONTACT(S):

SATISFIED: Y	ACTION CODE: RT9I	ROOT CAUSE: SNMV
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 0	DATE: 00 / 00 / 00	USERID:
RESP DLR: 3094	EFFECTIVE: 02 / 27 / 09	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY: AL	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZJJ572N	
HISTORY:	UPDATE BY: ZVS932N	
SVC CALL#:	UPDATE DATE: 03 / 03 / 09	
CLOSE: Y (Y/N)	CLOSE DATE: 03 / 03 / 09	MICROFILM: N
RESP CAA: SMITH, VALERIE	OLM: ROYSTER KAREN	DOM: STALNAKER ROBERT
PHONE: 6157257730	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: NONE

NAME: [REDACTED] VIN: 1N4AL21E98N [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2008.0 ALT MILEAGE: 0
CITY: SAYREVILLE IN SVC DATE: 02 / 18 / 08
ST/ZIP: NJ [REDACTED] VCAN: N RTL DLR: 08073 SANSONE'S ROUTE 1 NISSAN
DAY PH: [REDACTED] PAID: 4 SVC DLR: 08073 SANSONE'S ROUTE 1 NISSAN
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 08073 SANSONE'S ROUTE 1 NISSAN
DLR PH: [REDACTED] DENY: 0 REGION: 26 DIST: SL/SV/PT: 04 04 34

LETTER RECEIVED 03 / 02 / 09 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: AL 11 OPEN DATE: 03 / 02 / 09 XFER/RSPNSBLTY: 26 04 S
CONTACT (S): FOLLOWUP DATE: 08 / 26 / 09 DATANET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 08 / 26 / 09 DATANET (Y/N): 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 121500 GEN. BRAKE COMPONENT(S)
AD BRAKES YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZAH022N 03/02/2009

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

NO PREVIOUS FILES

ATTY LETTER WAS RECEIVED ON 03/02/09 ADDRESSED TO NNA

DATED 03/02/09 LETTER WAS REC'D VIA FAX.

@03/02-ZAH022N

--

-DRTS-VC OPEN RECALLS- NONE

--

@03/02-ZVC999N

-DRTS-VC RCVD ATTY LTR FROM OFFICES OF KIMMEL AND SILVERMAN ON 03/02/09

DATED 03/02/09 ADDRESSED TO ARBS-PM AND NNA. LTR STATES ATTY AMY L. BENNECOFF REPRESENTS C REGARDING PROBLEMS ENCOUNTERED WITH C'S VEH. ATTY WILL REFRAIN FROM FILING SUIT FOR <30> DAYS WHILE NNA EVALUATES CLAIM. IF ATTY DOES NOT HEAR FROM NNA, A SUIT WILL BE PREPARED AND FILED. CONTACT ATTY TO DISCUSS DOCS TO ARBS-LB.

-DRTS-VC SALES DOCS, RO'S ATTACHED TO ATTY LETTER (NOT LEGIBLE).@03/02-ZVC999N

-DRTS-VC SPOKE TO DLR 08073 ROUTE 1 NISSAN WOODBRIDGE. WILL FAX RO'S.

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@03/02-ZVC999N

-DRTS-VC RECEIVED RO'S FROM DLR 08073 ROUTE 1 NISSAN WOODBRIDGE. DOCS TO ARBS-LB.

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@03/03-ZVC999N

>>ARBS-MB REVIEWED CASE AND NOTES 2 REPAIRS TO THE BRAKE SYSTEM. 1 REPAIR FOR BRAKE SQUEAK AND 1 REPAIR FOR THE LIGHT BEING ON.

>>ARBS-MB NOTES C DID COMPLAIN ABOUT BRAKE NOISE ON 3 OCCASIONS. ON THE FIRST VISIT THE DLR CLEANED ROAD AND BRAKE DUST OFF THE ROTORS. ON THE SECOND VISIT THE DLR REPLACED THE CALIPER PLATE AND ON THE FINAL VISIT THE NOISE WAS NOT DUPLICATED.

>>ARBS-MB NOTES C MENTIONED BRAKE NOISE ON THE THE FOURTH VISIT, BUT THE REASON FOR C'S VISIT WAS THE BRAKE LIGHT WAS ON.

THE DLR REPLACED THE BRAKE MASTER CYLINDER DUE TO A LEAK, WHICH HAS NOTHING TO DO WITH BRAKE NOISE.

@03/04-ZMB873N

>>ARBS-MB SENT AN E-MAIL TO AMY BENNECOFF OFFERING \$2,000 INCLUSIVE OF FEES TO SETTLE THIS CASE.

@03/04-ZMB873N

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-DRTS-VC COMPLETED RHR. DOCS TO ARBS-MB.

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@03/05-ZVC999N

DRTS-NS RECD DUPLICATE LETTER FROM THE OFFICES OF KIMMEL AND SILVERMAN ON 03/04/09 DATED 02/05/09 ADDRESSED TO: NNA.

LETTER STATES REPRESENTS C IN REFERENCE TO C COMPLAINT AGAINST VEH PURSUANT TO NJ LEMON LAW AND UNIFORMED COMMERCIAL CODE AND UNFAIR TRADE PRACTICES ACT.

DOCS TO ARBS-MB.

@03/10-ZNS931N

-

@03/10-ZNS931N

DRTS-NS NOTES ALL DOCS AND RHR PREVIOUSLY COLLECTED AND IN SHARE POINT.

DOCS TO ARBS-MB.

@03/10-ZNS931N

-

@03/10-ZNS931N

>>ARBS-BM RECEIVED E-MAIL FROM AMY BENNECOFF DEMANDING REPURCHASE, PLUS FEES FOR A TRANSMISSION SLIP ISSUE, WHICH THE DLR HAS NEVER BEEN ABLE TO DUPLICATE.

>>ARBS-MB SENT E-MAIL TO AMY BENNECOFF ADVISING THAT NNA WOULD LIKE TO SEND A DTS TO INSPECT/REPAIR THE VEH.

@03/16-ZMB873N

>>ARBS-MB SENT DTS REQUEST TO ORM-RC ON THIS DATE.

@03/16-ZMB873N

>>ARBS-MB CONTACTED SA-JENNY TAVERAS AT DLR 08073 ON THIS DATE AND CONFIRMED

DTS INSPECTION FOR 3/23 AT 10 AM ET.

@03/20-ZMB873N

>>ARBS-MB RECEIVED VMX FROM MARGRETE FORBES AT KIMMEL AND SILVERMAN ADVISING

C WOULD BE AT THE DTS INSPECTION.

@03/20-ZMB873N

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@04/03-ZMB873N

>>ARBS-MB RECEIVED E-MAIL FROM DTS-CF STATING NO ISSUES WERE DUPLICATED AT THE INSPECTION. @05/07-ZMB873N

>>ARBS-MB SENT E-MAIL TO AMY BENNECOFF OFFERING \$2,500 INCLUSIVE OF FEES TO SETTLE AS NNA'S FINAL OFFER. @05/18-ZMB873N

>>ARBS-MB REQUESTED UPDATE FROM C'S ATTY. @06/10-ZMB873N

>>ARBS-MB RECEIVED COUNTER DEMAND OF \$10K INCLUSIVE. @06/29-ZMB873N

>>ARBS-MB REITTERATED \$2,500 AS NNA'S FINAL OFFER. @06/29-ZMB873N

>>ARBS-BM SENT E-MAIL REQUESTING UPDATE FROM C'S ATTY. @07/15-ZMB873N

>>ARBS-MB SENT E-MAIL REQUESTING UPDATE ON THIS CASE TO C'S ATTY.

@07/29-ZMB873N

>>ARBS-MB SENT E-MAIL REQUESTING UPDATE ON THIS CASE TO C'S ATTY.

@08/12-ZMB873N

FILE CLOSED PENDING FURTHER CONTACT FROM C'S ATTY. @08/26-ZMB873N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: RL4B	ROOT CAUSE: SCCE
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 0	DATE: 00 / 00 / 00	USERID:
RESP DLR: 08073	EFFECTIVE: 03 / 02 / 09	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY: AT	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZAH022N	
HISTORY:	UPDATE BY: ZMB873N	
SVC CALL#:	UPDATE DATE: 08 / 26 / 09	
CLOSE: Y (Y/N)	CLOSE DATE: 08 / 26 / 09	MICROFILM: N
RESP CAA: BENSON, MICHAEL	OLM: ROYSTER KAREN	DOM:
PHONE: 6157257902	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: NONE

NAME: [REDACTED] VIN: 1N4BL21E07C [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2007.0 ALT MILEAGE: 11000
CITY: COLUMBIA IN SVC DATE: 10 / 11 / 07
ST/ZIP: MO [REDACTED] VCAN: N RTL DLR: 2808 MOORE NISSAN
DAY PH: [REDACTED] PAID: 2 SVC DLR: 2504 PERRY NISSAN, INC.
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 2504 PERRY NISSAN, INC.
DLR PH: [REDACTED] DENY: 0 REGION: 24 DIST: SL/SV/PT: 12 12 42

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED X MILES 4000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 2504_ PERRY NISSAN, INC
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 03 / 10 / 09 XFER/RSPNSBLTY: 32 12 S
CONTACT (S): FOLLOWUP DATE: 03 / 13 / 09 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 03 / 13 / 09 DATANET (Y/N): 03 / 12 / 09

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD BRAKES VF NON-WARRANTY ITEM GOODWILL ASSISTANCE I
OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD BRAKES WA PREMATURE WEAR/FAILURE

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C. A. R. COMMENTS

FILE OPENED-ZMH605N 03/10/2009
PREVIOUS RELATED FILES FOUND:NONE.
PREVIOUS UNRELATED FILES FOUND:NONE.
CRR-MH VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER,
AND RESPONSIBLE DEALER.
CRR-MH UPDATED OWNER DATABASE.
CRR-MH CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:
CLSD PB090 ALTIMA VARISTOR NTB08-095 09/29/08 01/05/09 02/16/09 2504
OPEN P7221 ALTIMA I-KEY FOB NTB07-053 08/03/07 10/29/07 00/00/00
CRR-MH ADVISED C THERE IS AN OPEN RECALL.
PREVIOUS NISSAN/INFINITI VEH: NONE.
CRR-MH RECEIVED INBOUND CALL FROM C.
C STATES THAT C IS HAVING A CONCERN WITH THE BRAKE MASTER CYLINDER.
C BROUGHT THE VEH IN ON FEB 13TH AS THE BRAKE LIGHT WAS GOING ON AND OFF.
C HAD SOME TEST DONE AND THE DLRHSP JUST TOPPED OFF THE FLUID. @03/10-ZMH605N
ON FEB 13/09 C WAS THEN TOLD TO BRING THE VEH BACK. @03/10-ZMH605N
C WENT TO THE DLRHSP TODAY AND C WAS TOLD THAT C WAS GOING TO NEED A NEW
BRAKE MASTER CYLINDER NEEDS TO BE REPLACED. C WAS TOLD THAT THIS WOULD COST
\$540 TO HAVE THIS REPLACED. @03/10-ZMH605N
C STATES THAT THE BRAKE MASTER CYLINDER HAS NOT BEEN REPLACED YET.
C WOULD LIKE TO HAVE NISSAN ASSIST C WITH THE COST OF THE REPAIR AS C KNOWS
THAT THE VEH WAS SALVAGED ALTHOUGH THE VEH WAS SALVAGED DUE TO AN INCIDENT AND
C STATES THAT THE BRAKE MASTER CYLINDER WOULD NOT HAVE BEEN DAMAGED IN THAT.
C WOULD LIKE TO HAVE THIS HONOURED UNDER THE WARRANTY OF TO HAVE FINANCIAL
ASSISTANCE. C STATES THAT C HAS THE VEH NOW IT IS NOT AT THE DLRHSP.
C WILL WAIT FOR NISSAN'S RESPONSE BEFORE HAVING THE REPAIR PERFORMED.
CRR-MH ADVISED C THAT RCAS WILL CONTACT C BY THE END OF THE NEXT BUSINESS DAY.
CRR-MH OFFERED FURTHER ASSISTANCE TO C, C DECLINED.
CRR-MH GAVE NAME, EXTENSION, AND FILE NUMBER.
CRR-MH TRANSFERRING FILE TO RCAS PENDING FURTHER REVIEW. @03/10-ZMH605N
RCAS-PL REVIEWED FILE FOR THIS ISSUE AND SENT NOTE TO ORM-DG AND DPSM-KVJ AT
10:15 AM EST ON 03/11/09 ASKING IF ASSISTANCE. @03/11-ZPL000N
RCAS-PL CALLED C AT DAY/EVE NUMBERS AT 10:20 AM EST ON 03/11/09 AND LEFT VMX
TO RETURN CALL. @03/11-ZPL000N

CRR-RA RECIEVED A CALL FROM C.
CRR-RA VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVE PHONE NUMBER
AND RESPONSIBLE DLR.
C STATES THAT C MISSED RCAS CALL YESTERDAY AND WOULD LIKE TO REQUEST A CALL BA
CK TODAY 03/12/09 AS C IS LEAVING TOWN ON 03/13/09 AND WOULD LIKE TO TOUCH
BASE WITH RCAS.
CRR-RA ADVISED C THAT CRR-RA WILL SEND AN INTERNAL MESSAGE TO RCAS TO CALL C
TODAY IF POSSIBLE.
CRR-RA OFFERED FURTHER ASSISTANCE, C DECLINED.
CRR-RA GAVE NAME, EXT. AND FILE NUMBER TO C. @03/12-ZRA979N
CRR-RA EXITING FILE. @03/12-ZRA979N
RCAS-PL CALLED C AT DAY NUMBER AT 3:10 PM EST ON 03/13/09 AND SPOKE TO C
ADVISING C THAT HAD LOOKED INTO SPECIAL ASSISTANCE FOR THE MASTER CYLINDER AND
NNA COULD NOT ASSIST WITH REPAIRS TO THE VEH AS PER NOTE FROM ORM-DG AT 10:38
AM EST ON 03/11/09 AND C INQUIRED ABOUT ANY RECALL FOR THE PART AND ANY REASON
FOR NOT PARTICIPATING IN THE REPAIR AND ADVISED C THAT THERE WERE NO LONGER
ANY WARRANTIES AND THIS WAS A CASE BY CASE REVIEW WITH THE MAJOR FACTOR BEING
THE LACK OF WARRANTY. C UNDERSTOOD AND CRITICIZED THE LACK OF A QUICKER

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DECISION AND RCAS-PL APOLOGIZED BUT THE DECISION WAS ONLY MADE 03/11/09 AND
COULD NOT FOLLOW UP SOONER.C UNDERSTOOD AND HUNG UP THE CALL. RCAS-PL CLOSING
FILE. @03/13-ZPL000N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE
DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE
CUSTOMER.
VEHICLE BRANDED SALVAGE WHERE HAS VEHICLE BEEN FOR 18 MONTHS?

DEALER ACTION:

		CONTACT(S):			
SATISFIED: Y		ACTION CODE: NT3B		ROOT CAUSE: SCSV	SNFA
CALLBACK: (Y/N)	#: 0	DATE: 00 / 00 / 00		USERID:	
REOPEN: CALLBACK	#: 0	DATE: 00 / 00 / 00		USERID:	
NEW INFO	#:	DATE: 00 / 00 / 00		USERID:	
OTHER	#:	DATE: 00 / 00 / 00		USERID:	
COMMENTS ONLY:	#: 0	DATE: 00 / 00 / 00		USERID:	
RESP DLR: 2504		EFFECTIVE: 03 / 10 / 09		CHANGED BY:	
IIR-DATE: 00 / 00 / 00		TRANS DATE: 00 / 00 / 00		CHECK REQUESTED:	NO
3RD PRY:		PART#:		CHECK ISSUED:	NO
BYBACK ST:		OPENED BY: ZMH605N			
HISTORY:		UPDATE BY: ZPL000N			
SVC CALL#:		UPDATE DATE: 03 / 13 / 09			
CLOSE: Y (Y/N)		CLOSE DATE: 03 / 13 / 09		MICROFILM: N	
RESP CAA: LAINEN, PAUL		OLM: SMIT AGNES		DOM: NASTA ALBERT O	
PHONE: 0000041491		OWNER FIRST:		LANGUAGE: E ENGLISH	

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SC: NONE

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

VIN: 1N4AL21E17C [REDACTED] Y
YR/MDL: 2007.0 ALT MILEAGE: 11700
IN SVC DATE: 10 / 01 / 07
VCAN: N RTL DLR: 2291 MAROONE NISSAN OF DELRAY
PAID: SVC DLR: 2291 MAROONE NISSAN OF DELRAY
SUSP: RESP DLR: 2291 MAROONE NISSAN OF DELRAY
DENY: REGION: 34 DIST: SL/SV/PT: 17 17 47

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 3
VEHICLE MAINTAINED BY: 2291 MAROONE NISSAN OF
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 03 / 23 / 09 XFER/RSPNSBLTY: 34 17 S
CONTACT (S): FOLLOWUP DATE: 05 / 13 / 09 DATANET (Y/N): 1
SEVERITY: 3 CLOSE DATE: 05 / 07 / 09 DATANET (Y/N): 03 / 25 / 09

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 121500 GEN. BRAKE COMPONENT(S)
AD BRAKES WT UNABLE DIAGNOSE/DUPLICATE
OA VEHICLE CONCERNS 121500 GEN. BRAKE COMPONENT(S)
AD BRAKES YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZAK126N 03/23/2009

PREVIOUS RELATED FILED FOUND: 6139920

PREVIOUS UNRELATED FILES FOUND: NONE

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

CRR-AK CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @03/23-ZAK126N

CLSD P7221 ALTIMA I-KEY FOB NTB07-053 08/03/07 00/00/00 10/03/07 2291

CLSD P7226 ALT AIR DEFLECTOR NTB07-048 06/12/07 08/06/07 10/03/07 2291

CLSD R0703 ALTIMA AIR FILTER NTB07-047 06/12/07 08/06/07 10/03/07 2291

CRR-AK ADVISED C OF RECALL STATUS.

PREVIOUS NISSAN /INFINITI VEH: 97 ALT, 03 ALT

CRR-AK RECIVED INBOUND CALL FROM C.

C STATES C IS HAVING ISSUE WITH BRAKES. @03/23-ZAK126N

C STATES THE VEH DOES NOT STOP SOMETIMES WHEN C USE THE BRAKES. @03/23-ZAK126N

C STATES C WAS IN 2291 MAROONE NISSAN OF DELRAY 2 WEEKS BEFORE AND C HAD THE VEH THERE FOR 2 DAYS AND DLR WAS UNABLE TO DUPLICATE THE ISSUE. @03/23-ZAK126N

C STATES C SPOKE TO SA-BON NEWLAND, SVR MANAGER. @03/23-ZAK126N

C STATES C WAS ADVISED BY DLRSHIP TO CALL NNA. @03/23-ZAK126N

C STATES C IS CALLING NISSAN TO GET THE ISSUE FIXED BECAUSE THIS A SAFTEY ISSUE OR GIVE C A NEW VEH. @03/23-ZAK126N

CRR-AK ASSURED C'S CONCERNS ARE DOCUMNETED AND WILL BE SEND TO A RCAS AGENT FOR REVIEW AND WILL BE CONTACTED BACK BY THE END OF NEXT BUSINESS DAY. @03/23-ZAK126N

CRR-AK OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-AK GAVE NAME, EXT, AND THE FILE NUMBER TO C. @03/23-ZAK126N

CRR-AK STATES SINCE C IS REQUESTING FOR ASSISTANCE. CRR-AK INFORMED C THAT FILE WILL BE FORWARDED TO A RCAS AGENT FOR FURTHER REVIEW.

CRR-AK TRANSFERING FILE TO RCAS. @03/23-ZAK126N

**

@03/24-ZHM943N

RCAS-HM DATANETTED FILE ON 03/24/09. @03/24-ZHM943N

RCAS-HM REVIEWED PREVIOUS NON-RELATED FILE: 6139920 @03/24-ZHM943N

RCAS-HM CONTACTED SM-BOB NEWLAND ON 03/24/09 AT 11:53 AM EST. SM STATES THAT C WAS JUST TO THE DLRSHIP ON 02/24/09, C COMPLAINED THAT C HAD TO PUMP THE BRAKES A FEW TIMES. SM STATES THAT THE BRAKE MASTER CYLINDER WAS LEAKING INTERNALLY. SM STATES THAT THE DLRSHIP REPLACED THE BRAKE MASTER CYLINDER FOR C. SM STATES THAT C CAME BACK ON 03/12/09 AND SM TEST DROVE THE VEH WITH C AND C COULD NOT DUPLICATE THE CONCERN. SM STATES THAT SM ADVISED C THAT SM CANNOT PERFORM ANY REPAIRS WITHOUT BEING ABLE TO DUPLICATE THE CONCERN. SM STATES THAT C WORKS FOR AUTO NATION AT THE MERCEDES STORE AND C KNOWS THAT.

RCAS-HM UNDERSTOOD. @03/24-ZHM943N

A GRANOFF EDWARD S 5962 COCOWOOD CT BOYNTON BEAC FL OWN 03 ALT 100103

B GRANOFF EDWARD S 5962 COCOWOOD CT BOYNTON BEAC FL OWN 07 ALT 100107

**

@03/24-ZHM943N

RCAS-HM CONTACTED C ON C'S DAY PHONE ON 03/24/09 AT 4:17 PM EST. C STATES THAT C IS BUSY RIGHT NOW AND C WOULD LIKE RCAS-HM TO CONTACT C BACK TOMORROW AFTERNOON. RCAS-HM AGREED. @03/24-ZHM943N

RCAS-HM CONTACTED C ON C'S DAY PHONE ON 03/25/09 AT 4:06 PM EST. C STATES THAT THE ISSUE IS A SPORATIC THING. C STATES THAT C CANNOT JUST MAKE THE ISSUE HAPPEN. C STATES THAT IT IS A SAFETY CONCERN. C STATES THAT THE DLRSHIP TOLD C THAT C DOES NOT KNOW HOW TO DRIVE. C STATES THAT C HAS BEEN DRIVING FOR 50 YEARS. C STATES THAT C DRIVES FOR AUTONATION. C STATES THAT C IS AFRAID TO KEEP DRIVING THE VEH. C STATES THAT IF C CANNOT STOP WHEN C TRIES, IT IS A DEFINITE SAFETY CONCERN. C STATES THAT C WOULD LIKE NNA TO JUST TRADE C OUT

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OF THE VEH. C STATES THAT C IS NOT AGAINST NISSAN. C STATES THAT C WORKS FOR MERCEDES AND IF C DID NOT KNOW HOW TO DRIVE, MERCEDES WOULD NOT LET C DRIVE THE VEH. C STATES THAT C LOVES THE VEH. RCAS-HM ADVISED C THAT IT CAN TAKE UP TO 14 DAYS TO PROCESS. C UNDERSTOOD AND STATES THAT C HAS ALREADY WAITED THIS LONG. C STATES THAT THIS ISSUE HAPPENS MOST WHEN THE BRAKES ARE COLD. RCAS-HM APOLOGIZED TO C FOR C'S FRUSTRATIONS. C STATES TO RCAS-HM THAT THERE IS NO RHYME OR REASON FOR THIS TO HAPPEN. RCAS-HM ADVISED C THAT RCAS-HM WILL GET THE REPAIR ORDERS FROM THE DLRSHIP. RCAS-HM ADVISED C THAT RCAS-HM WILL FOLLOW UP WITH C ON 04/01/09. C THANKED RCAS-HM. @03/25-ZHM943N

RCAS-HM CONTACTED SM-BOB NEWLAND ON 03/27/09 AT 11:38 AM EST. SM STATES THAT SM WILL FAX RCAS-HM THE REPAIR ORDERS TO 615-967-2518. @03/27-ZHM943N

RCAS-HM RECEIVED REPAIR ORDERS FROM THE DLRSHIP ON 03/27/09. @03/31-ZHM943N

RCAS-HM FORWARDED RHR TO ORM-RD ON 04/01/09. @04/01-ZHM943N

RCAS-HM CONTACTED C ON C'S DAY PHONE ON 04/01/09 AT 1:35 PM EST. RCAS-HM ADVISED C THAT RCAS-HM HAS SUBMITTED C'S RHR. RCAS-HM ADVISED C THAT RCAS-HM SHOULD HAVE A DECISION FOR C WITHIN A WEEK. RCAS-HM ADVISED C THAT RCAS-HM WILL FOLLOW UP WITH C ON 04/08/09. C THANKED RCAS-HM. @04/01-ZHM943N

RCAS-HM RECEIVED CALL FROM C ON 04/01/09 AT 3:24 PM EST. C STATES THAT THE ISSUE JUST HAPPENED 3 TIMES IN A ROW. C STATES THAT THERE ARE NO CHECK ENGINE LIGHTS ON OR BRAKES LIGHTS ON. C STATES THAT THE BRAKE MASTER CYLINDER HAS BEEN CHANGED. C STATES THAT THE DLR HAS NOT BEEN ABLE TO FIND ANYTHING WRONG WITH THE VEH. RCAS-HM APOLOGIZED TO C FOR THE FRUSTRATIONS. RCAS-HM ADVISED C THAT RCAS-HM WILL TRY TO EXPEDITE C'S REQUEST. RCAS-HM ADVISED C THAT RCAS-HM WILL FOLLOW UP WITH C ON 04/08/09. C THANKED RCAS-HM. @04/01-ZHM943N

RCAS-HM RECEIVED INTERNAL MESSAGE FROM ORM-RD ON 04/01/09. ORM STATES THAT ORM RECOMMENDS A DTS INSPECTION. @04/02-ZHM943N

RCAS-HM FORWARDED C'S RHR TO DRTS-JJ ON 04/02/09. @04/02-ZHM943N

RCAS-HM SENT DTS REQUEST TO ORM-RD ON 04/02/09. @04/02-ZHM943N

**
DRTS TL-AN FORWARDING RHR TO ARBS-MB FOR FURTHER REVIEW ON 04/02/09.
** @04/02-ZAN999N

>>ARBS-MB REVIEWED REPAIR HISTORY AND NOTES 1 REPAIR TO THE BRAKE MASTER CYLINDER AND 1 COMPLAINT ABOUT THE VEH NOT STOPPING, IN WHICH THE DLR FOUND THE VEH TO BE OPERATING CORRECTLY.

>>ARBS-MB NOTES C DOES NOT APPEAR TO MEET PRESUMPTION FOR FL LEMON LAW.
***BASED ON THE REPAIR HISTORY PRESENTED ABRs DOES NOT FEEL THAT THE VEH HAS BEEN SUBJECT TO AN UNREASONABLE AMOUNT OF REPAIR ATTEMPTS, NOR DAYS OUT OF SERVICE, THEREFORE NNA IS NOT IN THE POSITION TO REPURCHASE/REPLACE THE VEH AT THIS TIME. @04/03-ZMB873N

RCAS-HM RECEIVED INTERNAL MESSAGE FROM DTS-NR ON 04/08/09. DTS STATES THAT DTS WOULD LIKE TO INSPECT C'S VEH ON 05/01/09 AT MAROONE NISSAN OF DELRAY. RCAS-HM CONTACTED SM-BOB NEWLAND ON 04/08/09 AT 2:53 PM EST. RCAS-HM ADVISED SM THAT DTS-NR WILL BE AT THE DLR ON 05/01/09 AT 10:00 AM EST TO INSPECT C'S VEH. SM UNDERSTOOD. @04/08-ZHM943N

RCAS-HM CONTACTED C ON C'S DAY PHONE ON 04/08/09 AT 3:00 PM EST. RCAS-HM ADVISED C THAT NNA IS NOT IN A POSITION TO REPURCHASE C'S VEH AT THIS TIME. RCAS-HM ADVISED C THAT THE VEH DOES NOT MEET THE REQUIREMENTS AT THIS TIME. RCAS-HM ADVISED C THAT NNA WOULD LIKE TO SEND A DTS INSPECTOR OUT TO INSPECT C'S VEH ON 05/01/09 AT 10:00 AM EST TO TRY AND RESOLVE THE ISSUE FOR C ONCE AND FOR ALL. C STATES THAT C WILL DROP THE VEH OFF AT THE DLR THAT DAY. C STATES THAT C WORKS AT 8:00 AND C IS ONLY 5 MINUTES AWAY FROM THE DLR. C STATES THAT C WILL HAVE C'S CELL PHONE ON C IF THE DTS NEEDS TO GET IN TOUCH WITH C. RCAS-HM ADVISED C THAT THE DTS WOULD LIKE TO MEET WITH C. C STATES THAT C WILL ONLY BE 5 MINUTES AWAY AND THE DTS CAN CALL C. RCAS-HM UNDERSTOOD. RCAS-HM ADVISED C THAT RCAS-HM WILL FOLLOW UP WITH C ON 04/27/09 TO RECONFIRM THE APPT. C THANKED RCAS-HM. @04/08-ZHM943N

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RCAS-HM SENT INTERNAL MESSAGE TO DTS-NR ON 04/08/09 CONFIRMING C'S APPT.
** @04/08-ZHM943N

RCAS-HM CONTACTED SM-BOB NEWLAND ON 04/13/09 AT 1:39 PM EST. RCAS-HM ADVISED SM THAT DTS-NR WILL BE AT THE DLRSHIP ON 05/01/09 AT 10:00 AM EST TO INSPECT C'S VEH. SM STATES THAT SM PUT IT ON SM'S CALENDAR. @04/13-ZHM943N

RCAS-HM CONTACTED C ON C'S DAY PHONE ON 04/27/09 AT 11:43 AM EST. C STATES THAT C WILL BE DROPPING THE VEH OFF ON FRIDAY EARLY BUT C WILL ONLY BE 5 MINUTES AWAY AND THE DTS CAN CALL C. RCAS-HM ADVISED C THAT RCAS-HM WILL FOLLOW UP WITH C ON 05/04/09. C THANKED RCAS-HM. @04/27-ZHM943N

RCAS-HM SENT INTERNAL MESSAGE TO DTS-NR RECONFIRMING C'S APPT ON 04/27/09.
** @04/27-ZHM943N

RCAS-HM LEFT VMX FOR DTS-NR ON 05/04/09 AT 1:06 PM EST. @05/04-ZHM943N

RCAS-HM RECEIVED CALL FROM DTS-NR ON 05/04/09 AT 2:21 PM EST. DTS STATES THAT THERE IS NOTHING WRONG WITH C'S VEH. DTS STATES THAT DTS PUT 50 MILES ON C'S VEH AND COULD NOT FIND ANY ABNORMALITIES AT ALL. DTS STATES THAT DTS TOOK THE BRAKES APART, TOOK THE WHEELS OFF THE VEH, CHECKED EVERYTHING FOR FLUID LEAKS AND WAS UNABLE TO FIND ANYTHING AT ALL WRONG WITH C'S BRAKES. DTS STATES THAT C'S VEH DOES NOT HAVE ABS BRAKES AND THE BRAKE SYSTEM ON C'S VEH IS MUCH SIMPLER. DTS STATES THAT DTS PERFORMED SEVERAL BRAKING TESTS ON C'S BRAKES, SUCH AS PANIC STOPPING ON THE HIGHWAY AND COULD NOT DUPLICATE C'S CONCERN. DTS STATES THAT NNA CANNOT PERFORM ANY REPAIRS UNTIL THE ISSUE CAN BE VERIFIED OR DUPLICATED. RCAS-HM UNDERSTOOD. @05/04-ZHM943N

RCAS-HM CONTACTED C ON C'S DAY PHONE ON 05/04/09 AT 3:00 PM EST. C STATES THAT C WOULD LIKE TO CALL RCAS-HM BACK AS C IS BUSY RIGHT NOW. RCAS-HM AGREED.
** @05/04-ZHM943N

RCAS-HM RECEIVED VMX FROM C ON 05/04/09 AT 3:57 PM EST. @05/05-ZHM943N

RCAS-HM CONTACTED C ON C'S DAY PHONE ON 05/05/09 AT 2:01 PM EST. C STATES THAT THE DTS ADVISED C THAT THE DTS COULD NOT FIND ANYTHING WRONG WITH THE VEH. C STATES THAT C KNOWS HOW TO DRIVE. C STATES THAT THE ISSUE HAPPENED AGAIN ON SATURDAY. C STATES THAT THE ISSUE HAPPENED IN REVERSE. C STATES THAT C IS GOING TO REPORT THIS ISSUE TO NHTSA. C STATES THAT THE VEH IS NOT SAFE TO DRIVE. RCAS-HM ADVISED C THAT NNA WOULD HONOUR THE WARRANTY ON THE VEH BUT UNTIL THE DLRSHIP CAN DUPLICATE THE ISSUE, THERE IS NOTHING ELSE THAT NNA CAN DO FOR C. C STATES THAT C SPOKE TO THE GM OF THE DLRSHIP AND C IS TAKING THE VEH BACK TO THE DLRSHIP AT THE FIRST OF NEXT WEEK. RCAS-HM ADVISED C THAT RCAS-HM WILL FOLLOW UP WITH C ON 05/13/09 TO SEE HOW C MADE OUT. C THANKED RCAS-HM. @05/05-ZHM943N

RCAS-HM CONTACTED SM-BOB NEWLAND ON 05/05/09 AT 2:09 PM EST. SM STATES THAT C CALLED THE DLRSHIP. SM STATES THAT C REQUESTED DTS COME AND INSPECT THE VEH AND DTS ADVISED THAT THERE IS NOTHING WRONG WITH THE VEH. SM STATES THAT SM WILL INSPECT C'S VEH. RCAS-HM UNDERSTOOD AND THANKED SM. @05/05-ZHM943N

RCAS-HM RECEIVED CALL FROM SM-BOB NEWLAND ON 05/06/09 AT 3:29 PM EST. SM STATES THAT C HAS DROPPED THE VEH OFF AT THE DLRSHIP. SM STATES THAT C HAS SPOKEN TO THE GM AND WANTS THE DLR TO KEEP THE VEH FOR A WEEK OR TWO AND PROVIDE C WITH A RENTAL VEH FOR THAT TIME. SM STATES THAT C WAS THREATENING TO FILE LEMON LAW. SM STATES THAT THE GM IS NOW ASKING SM TO CALL RCAS-HM AND DTS-NR AND REQUEST NNA TO PROVIDE C WITH A RENTAL VEH SO THAT THE DLR CAN TEST DRIVE THE VEH FOR A WEEK OR TWO. @05/06-ZHM943N

RCAS-HM NOTING THAT DTS-NR CALLED DLR WHILE RCAS-HM WAS ON THE PHONE. SM EXPLAINED THE SITUATION TO DTS. DTS STATES THAT DTS IS NOT COMFORTABLE PROVIDING A RENTAL VEH FOR C FOR A WEEK OR TWO SO THAT C CAN LEMON LAW THE VEH. DTS STATES THAT IF THE DLR WANTS TO SIGN A CONTRACT THAT THE DLR IS WILLING TO TAKE RESPONSIBILITY OF THIS VEH BECAUSE OF DAYS DOWN, THEN THAT IS UP TO THE DLR. DTS STATES THAT DTS IS CONFIDENT THAT THERE IS NOTHING WRONG WITH C'S VEH AND DTS WILL DISCUSS FURTHER WITH GM. RCAS-HM UNDERSTOOD.
** @05/06-ZHM943N

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RCAS-HM RECEIVED INTERNAL MESSAGE FROM SM-BOB NEWLAND ON 05/07/09. SM STATES THAT THE DLRSHIP TRADED C INTO A NEW VEH. @05/07-ZHM943N
RCAS-HM CONTACTED C ON C'S DAY PHONE ON 05/07/09 AT 1:21 PM EST. C STATES THAT C IS NOT 100% HAPPY WITH THE DEAL. C STATES THAT C HAS NOT PICKED UP THE VEH AND C IS NOT SURE WHAT C IS GOING TO DO AT THIS POINT. C STATES THAT C IS NOT SURE THAT C IS GETTING THE BEST DEAL. RCAS-HM ADVISED C THAT RCAS-HM COULD FOLLOW UP WITH C TO SEE WHAT C DECIDED. C STATES THAT C HAS RCAS-HM'S NUMBER AND IF C REQUIRES FURTHER ASSISTANCE, C WILL CALL RCAS-HM. RCAS-HM UNDERSTOOD. RCAS-HM OFFERED ADDITIONAL ASSISTANCE. C DECLINED. @05/07-ZHM943N
RCAS-HM UPDATED TREAD ACT. @05/07-ZHM943N
RCAS-HM CLOSING FILE PENDING CALLBACK FROM C. @05/07-ZHM943N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

CONTACT(S):
SATISFIED: Y ACTION CODE: NT6A ROOT CAUSE: SCSV SNSH
CALLBACK: (Y/N) #: 0 DATE: 00 / 00 / 00 USERID:
REOPEN: CALLBACK #: 0 DATE: 00 / 00 / 00 USERID:
NEW INFO #: DATE: 00 / 00 / 00 USERID:
OTHER #: DATE: 00 / 00 / 00 USERID:
COMMENTS ONLY: #: 0 DATE: 00 / 00 / 00 USERID:
RESP DLR: 2291 EFFECTIVE: 03 / 23 / 09 CHANGED BY:
IIR-DATE: 00 / 00 / 00 TRANS DATE: 00 / 00 / 00 CHECK REQUESTED: NO
3RD PRY: PART#: CHECK ISSUED: NO
BYBACK ST: OPENED BY: ZAK126N
HISTORY: UPDATE BY: ZHM943N
SVC CALL#: UPDATE DATE: 05 / 07 / 09
CLOSE: Y (Y/N) CLOSE DATE: 05 / 07 / 09 MICROFILM: N
RESP CAA: MCALLISTER, HEATHER OLM: ROYSTER KAREN DOM:
PHONE: 0000041404 OWNER FIRST: LANGUAGE: E ENGLISH

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SC: ONE CONTRACT

NAME: [REDACTED]
STREET: [REDACTED]
CITY: ROCKY POINT
ST/ZIP: NY [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN: Y
PAID: 6
SUSP: 0
DENY: 0

VIN: 1N4AL21E38N [REDACTED] Y
YR/MDL: 2008.0 ALT MILEAGE: 22000
IN SVC DATE: 12 / 29 / 07
RTL DLR: 2691 SMITHTOWN NISSAN, INC.
SVC DLR: 2691 SMITHTOWN NISSAN, INC.
RESP DLR: 2691 SMITHTOWN NISSAN, INC.
REGION: 26 DIST: SL/SV/PT: 02 02 32

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

ORIG CODE: CT 11 OPEN DATE: 04 / 22 / 09 XFER/RSPNSBLTY: 26 02 S
CONTACT (S): FOLLOWUP DATE: 06 / 01 / 09 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 06 / 01 / 09 DATANET (Y/N): 05 / 01 / 09

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OC NISSAN DEALER ISSUES 222500 SERVICE PERSONNEL (NISSAN)
BF NSN DEALER SERVICE DEPT. WL RUDE/DISOURTEOUS
OC NISSAN DEALER ISSUES 222500 SERVICE PERSONNEL (NISSAN)
BF NSN DEALER SERVICE DEPT. YZ POOR TREATMENT
OF NNA., INC. ISSUES 260500 CA PERSONNEL (NISSAN)
BT DEPARTMENT PERSONNEL ZH CRITICISM

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C. A. R. COMMENTS

FILE OPENED-ZRF155N 04/22/2009

PREVIOUS RELATED FILES FOUND: 6440095.

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

CRR-RF UPDATED OWNER NAME, ADDRESS AND PHONE NUMBERS.

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

CRR-RF ADVISED C THAT THERE WERE NO RECALLS FOUND. @04/22-ZRF155N

PREVIOUS NISSAN/INFINITI VEH: NONE.

CRR-RF RECEIVED CALL FROM: C'S HUSBAND, KEITH UHL.

C STATED C WOULD LIKE TO KNOW THE STATUS OF C'S REQUEST FROM RCAS-TP. C STATED C HAS A COMPLAINT AGAINST DLR-GM ABOUT HOW C WAS TREATED BY DLR-GM. C STATED DLR-GM_EMBARRASSED C INFRONT OF SO MANY PEOPLE AS C WAS SHOUTED AT. C STATED C ASKED FOR DLR-GM LAST NAME BUT DLR-GM WOULD NOT GIVE IT AND DLR-GM WOULD NOT PROVIDE DLR OWNER'S NAME AS WELL. C STATED C'S COMPLAINT IS JUST SIMPLE AS C WAS GIVEN A LOANER VEH THAT HAS A BIG CRACK IN THE WIND SHIELD BUT RCAS-TP KEPT ON SAYING THAT C'S VERY LUCKY TO BE PROVIDED BY A LOANER VEH AS IT'S NOT DLR'S POLICY TO PROVIDE A LOANER VEH. C JUST ASKED FOR A CORRECT MAILING ADDRESS THAT C CAN MAIL C'S LETTER OF COMPLAINT TO OWNER OF DLR AND MORE IMPORTANTLY THE OWNER'S NAME AS WELL. C STATED RCAS-TP PROMISED C THAT RCAS-TP WILL CALL C BACK FOR THE INFORMATION BUT RCAS-TP NEVER CALLED AGAIN. C STATED C CALLED RCAS-TP SEVERAL TIMES AND LEFT MESSAGES ON VMX BUT RCAS-TP HAS NOT RETURNED C'S CALL.

CRR-RF REVIWED FILE AND ADVISED C THAT RCAS-TP IS NI THE BEST POSITION TO ASSIST C ON C'S REQUEST.

C STATED C DOES NOT WANT TO SPEAK TO RCAS-TP ANY MORE AS RCAS-TP HAS IGNORED C'S COMPLAINT AND DOES NOT TRUST RCAS-TP TO EVER CALL C. C STATED C WANTS TO SPEAK TO RCAS-TP'S SUPERVISOR NOW.

CRR-RF ADVISED C THAT THERE IS NOT A SUPERVISOR AVIALABLE NOW THAT C CAN TALK TO.

C STATED C DEMANDS TO SPEAK TO A SUPERVISOR. @04/22-ZRF155N

CRR-RF ADVISED C THAT CRR-RF WILL ESCALATE C'S CALL AND A SUPERVISOR WILL REVIEW FILE FOR BETTER HANDLING AND C WILL GET THE CALLBACK WITHIN 4 TO 8 BUSINESS HOURS.

C AGREED.

CRR-RF OFFERED FURTHER ASSISTANCE, C DECLINED.

C THANKED CRR-RF FOR ASSISTANCE, C SATISFIED.

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

C ENDED CALL. @04/22-ZRF155N

CRR-RF ESCALATED CALL TO FOLLOW UP TL ESCALLATINO TEAM. @04/22-ZRF155N

@04/22-ZRF155N

CRR-RF REVIWED FILE.

CRR-RF SET FOLLOW UP TIME ON 04/27/09. @04/23-ZRF155N

CRR-RF REVIEWED FILE. @04/27-ZRF155N

CRR-RF TRANSFERRING FILE TO RCAS-TP AS PER ADVISE BY TL-EF.

CRR-RF RESENDING ESCALATION TO FOLLOW UP TL. @04/27-ZRF155N

** @04/28-ZTP481N

RCAS-TP LEFT VMX FOR C ON DAY TIME NUMBER AT 11:34 AM EST ON 04/28/09 AND

REQUESTED CALL BACK. @04/28-ZTP481N

** @04/28-ZTP481N

RCAS-TP LEFT VMX FOR C ON EVE NUMBER AT 11:35 AM EST ON 04/28/09 AND REQUESTED

CALL BACK. @04/28-ZTP481N

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** @04/28-ZTP481N
CRR-LB RECEIVED CALL FROM C. @04/28-ZTP481N
CRR-L B VERIFIED OWNER'S INFORMATION.
CRR-LB WAS NOT ABLE TO PROVIDE C THE RECALL SINCE TEH INFORMATION IS NOT AVAILABLE.
C IS UPSET BECAUSE C FELT THAT NISSAN IS NOT GIVING C THE ATTENTION THAT C SHOULD HAVE FROM A MULTI MILLION COMPANY. @04/29-ZLB782N
C SAID THAT C HAD REQUESTED FOR A SUPERVISOR BUT C WAS NOT GIVEN A CALL.
C SIAD THAT C HAD TRIED FOR SO MANY TIMES TO GET HOLD OF RCAS-TP@04/29-ZLB782N BUT NON OF THE CALL OF C WAS RETURNED.
C TRIED TO CALL RCAS-TP YESTERDAY AND TODAY BUT THE VMX WAS LOADED AND C CANNOT EVEN LEFT A MESSAGE. @04/29-ZLB782N
CRR-LB ADVISED C THAT THE RCAS CALLED C YESTERDAY AND LEFT A MESSAGE.
C SAID THAT C WOULD WANT ANOTHER REPRESENTATIVE TO ASSIST C. @04/29-ZLB782N
C SAID THAT FELT THAT C IS BEING HUMILIATED BY NISSAN.782N
CRR-LB ADVISED C THAT CRR-LB WILL CHECK IF THE RCAS IS AVAILABLE.
CRR-LB TRIED TEH EXTENSION OF RCAS-TP BUT VMX PICKED UP.
CRR-LB ADVISED C AND ADVISED C THAT CRR-LB WILL BE TRYING TO ASSIST C IN GETTING HOLD OF RCAS. @04/29-ZLB782N
C THANKED CRR-LB FOR ASSISTANCE, C SATISFIED.
CRR-LB OFFERED FURTHER ASSISTANCE, C DECLINED
CRR-LB GAVE C NAME, EXTENSION AND FILE NUMBERS. @04/29-ZLB782N
RCAS-TP LEFT VMX FOR C ON DAY TIME NUMBER AT 11:06 AM EST ON 04/30/09 AND REQUESTED CALL BACK. @04/30-ZTP481N
** @04/30-ZTP481N
RCAS-TP LEFT VMX FOR C ON EVE NUMBER AT 11:06 AM EST ON 04/30/09 AND REQUESTED CALL BACK. @04/30-ZTP481N
** @04/30-ZTP481N
RCAS-TP LEFT VMX FOR C ON DAY TIME NUMBER AT 2:16 PM EST ON 05/04/09 AND REQUESTED CALL BACK. @05/04-ZTP481N
** @05/04-ZTP481N
RCAS-TP LEFT VMX FOR C ON EVE NUMBER AT 2:17 PM EST ON 05/04/09 AND REQUESTED CALL BACK. @05/04-ZTP481N
** @05/04-ZTP481N
RCAS-TP LEFT VMX FOR C ON DAY TIME NUMBER AT 10:07 AM EST ON 05/06/09 AND REQUESTED CALL BACK. @05/06-ZTP481N
** @05/06-ZTP481N
RCAS-TP LEFT VMX FOR C ON EVE NUMBER AT 10:13 AM EST 05/26/09 AND REQUESTED CALL BACK. @05/06-ZTP481N
*** @05/06-ZTP481N
RCAS-TP SENDING POST CARD. @05/06-ZTP481N
RCAS-TP UPDATING TREAD ACT. @05/06-ZTP481N
RCAS-TP CLOSING FILE. @05/06-ZTP481N
**
CRR-PA COLLECTED POST CARD FROM RCAS-TL
CRR-PA SENT POSTCARD TO C
CRR-PA EXITING FILE @05/07-ZPA624N-COMMENT
***** @05/29-ZKN794N
CRR-HL RECEIVED INBOUND CALL FROM C'S HUSBAND [REDACTED] [REDACTED].
CRR-HL VERIFIED C'S NAME, ADDRESS AND CONTACT NUMBERS.
C PROVIDED CELL PHONE [REDACTED] CALL IN EVE OR WEEKEND ONLY
C STATES C LAST SPOKE WITH AGENT NICCO AND WAS ONLY PROVIDED FIRST NAME, NO FILE NUMBER OR EXTENSION._C STATES THAT AGENT HUNG UP ON C.
CRR-HL VIEWED LOG AND PROVIDED PREVIOUS AGENT C SPOKE WITH TODAY BEFORE C SPOKE WITH CRR-HL.
CRR-HL PROVIDED CRR-KN NAME AND FILE NUMBER.

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C STATES THAT C ONLY WANTS NAME OF GENERAL MANAGER AND OWNER OF DLRSHIP AND WHERE TO MAIL LETTER.

C STATES THAT RCAS LEFT MESSAGE ABOUT 2 MONTHS AGO WITH INFORMATION BUT MSG WAS TOO FAST AND REQUESTED RCAS TO CALL BACK WITH INFORMATION.

C STATES C ALSO REQUESTED SUPERVISOR BUT NO SUPERVISOR HAD CONTACTED C.

C STATES THAT C ONLY REQUESTED SUPERVISOR FROM PREVIOUS AGENT BUT WAS HUNG UP ON.

CRR-HL APOLOGIZED FOR ANY INCONVENIENCE.

C STATES C WANTS NAMES OF GENERAL MANAGER AND OWNER AND ADDRESS OTHER THAN DLR'S ADDRESS TO MAIL COMPLAINT.

C WOULD STILL LIKE FILE ESCALATED FOR RCAS LACK OF PROPER FOLLOW UP TO CORRECT NUMBER.

C STATES TO CALL C ON DAY NUMBER BETWEEN 830AM TO 430PM AND CAN LEAVE A VMX.

C STATES TO CALL EVE NUMBER AFTER 430PM.

C STATES THAT RCAS HAS NOT BEEN CALLING BACK AT CORRECT NUMBERS AT CORRECT TIMES. C STATES IT HAS TAKEN THREE MONTHS TO RESOLVE.

CRR-HL ADVISED THAT SUPERVISOR WILL CONTACT BY C WITHIN 4-8 BUSINESS HOURS.

CRR-HL ADVISED THAT C WILL ALSO SEND INTERNAL MESSAGE TO RCAS TO CONTACT C.

C STATES C WOULD ALSO LIKE SUPERVISOR TO CALL C EVEN IF RCAS CALLS C BACK.

C STATES C IS FRUSTRATED THAT C HAS SUCH A PROBLEM WITH THE DLR AND NNA CA.

CRR-HL ADVISED THAT C WILL ALSO DOCUMENT REQUEST FOR SUPERVISOR AND RCAS TO CALL C BACK.

CRR-HL ADVISED THAT RCAS WILL CALL C BACK AT NUMBERS PROVIDED BY THE END OF THE NEXT BUSINESS DAY. @05/29-ZHL639N

CRR-HL SENT ESCALATION TO RCAS SUPERVISOR AND COPIED RCAS.

CRR-HL OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-HL GAVE NAME, EXTENSION AND FILE NUMBER TO C. @05/29-ZHL639N

PLEASE REVIEW PREVIOUS FILE 6440095 BEFORE CONTACTING C ON FILE @06/01-ZTP481N
ISSUE IS DISCRIBED IN FULL AND C WAS PROVIDED INFORMATION ON CURRENT CONCERN
ALREADY*****

@06/01-ZTP481N @06/01-ZTP481N

RCAS-TP CONTACTED SERVICE MANAGER BILL PARK AT 1:25 PM EST ON 06/01/09 AND WAS ADVISED THAT THE LAST TIME C WAS AT THE DLR WAS 03/16/09 AND C HAD A BRAKE LIGHT ON. DLR REPLACED A MASTER CYLINDER AS C HAD A FUIILD LEAK. C ALSO HAD A FUIILD CHECK AND REGULAR MAINTENANCE. C WAS PROVIDED A LOANER AND THEN COMPLAINED ABOUT THE LOANER THAT WAS PROVIDED. C WANTS A LOANER WITH EVERY VISIT. C WAS EXTREMELY RUDE TO SA AND SM. DLR HAS TRIED TO MAKE THE C HAPPY. FREE OIL CHANGE. FREE TIRE ROTATION AND A LOANER FOR MAINTENANCE. THE FIRST TIME. THEN COMPLAINED ABOUT THE CONDITION OF LOANER. DLR IS NOT PROVIDING ANY OTHER GOOD WILL TO C. @06/01-ZTP481N

RCAS-TP CONTACTED C ON DAY TIME NUMBER AT 2:31 PM EST ON 06/01/09 AND INFORMED C THAT RCAS-TP DOES APPOLGOZIE FOR THE PHONE TAG HOWEVER, RCAS-TP IS ON THE PHONE ALL DAY AND IT IS DIFFICULT TO ANSWER THE PHONE. C UNDERSTOOD. C STATED C NEEDS THE SPELLING OF THE OWNERS AND GM'S NAME AT THE DLR.

RCAS-TP PROVIDED INFORMMATION FROM PREVIOUS FILE: 6440095. C THEN ASKED FOR NNA'S MAILING ADDRESS. RCAS-TP PROVIDED THAT. RCAS-TP APPOLOGIZED FOR THE TREATMENT AT THE DLR AND EXPLAINED AGAIN AS IN PREVIOUS FILE THAT THE DLR'S ARE INDEPENDENTLY OWNED AND OPERATED AND THAT UNFORTUNATLY NNA CAN NOT GO IN ON EVERY CUSTOMER SERVICE COMPLAINT AND SLAP THE DLR ON THE WRIST.

RCAS-TP INFORMED C THAT RCAS-TP DID DOCUMENT C'S COMPLAINT AND DID MAKE THE DLR AWARE OF IT. C INDICATED THAT NO SUPERVISOR CALL BACK WAS NEEDED.

C ENDED THE CALL. @06/01-ZTP481N

** @06/01-ZTP481N

RCAS-TP UPDATING TREAD ACT. @06/01-ZTP481N

RCAS-TP CLOSING FILE. @06/01-ZTP481N

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SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT3C	ROOT CAUSE: SCDS	SCRR
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:	
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:	
NEW INFO #: 2	DATE: 05 / 29 / 09	USERID: ZHL639N	
OTHER #: 0	DATE: 00 / 00 / 00	USERID:	
COMMENTS ONLY: #: 1	DATE: 05 / 07 / 09	USERID: ZPA624N	
RESP DLR: 2691	EFFECTIVE: 04 / 22 / 09	CHANGED BY:	
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO	
3RD PRY:	PART#:	CHECK ISSUED: NO	
BYBACK ST:	OPENED BY: ZRF155N		
HISTORY:	UPDATE BY: ZTP481N		
SVC CALL#:	UPDATE DATE: 06 / 01 / 09		
CLOSE: Y (Y/N)	CLOSE DATE: 06 / 01 / 09	MICROFILM: N	
RESP CAA: PIETRANTUANO, TANYA	OLM: ROYSTER KAREN	DOM: ZIMMERMAN LARRY E	
PHONE: 0000040000	OWNER FIRST:	LANGUAGE: E ENGLISH	

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

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SERVICE CONTRACTS SUMMARY

DATE: 8/10/2011
TIME: 11:09:17 AM
MODEL YEAR: 2008.0
MAKE:
MODEL LINE: ALT

NAME: [REDACTED]

VIN:

IN SCV DATE: 12/29/2007

SEO NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
77	[REDACTED]	2691 NY	12/29/2007	12/29/2012	100,000		

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CONTRACT: [REDACTED]		CONTRACT:	
OWNER NAME: [REDACTED]		[REDACTED]	
[REDACTED]		PLAN TYPE:	
PLAN TERM: C		PLAN TERM:	
DEDUCTABLE: \$ 50		DEDUCTABLE:	
EFFECTIVE: 12/29/07		EFFECTIVE:	
EXPIRES: 12/29/12 MILES: 100,000		EXPIRES: MILES:	
CANCEL: MILES:		CANCEL: MILES:	
TRANSFER:		TRANSFER:	
TRANSACTION: 12/31/2007		TRANSACTION:	
PRINTED: 01/06/08		PRINTED:	
DEALER NO: 2691 STATE: NY		DEALER NO: STATE:	
DEALER NAME: SMITHTOWN NISSAN, INC.		DEALER NAME:	

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SC: MULTI CONTRACT

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

VIN: 1N4AL21E68N [REDACTED] Y
YR/MDL: 2008.0 ALT MILEAGE: 14883
IN SVC DATE: 02 / 28 / 08
VCAN: Y RTL DLR: 3509 ENDICOTT NISSAN, INC.
PAID: 2 SVC DLR: 3509 ENDICOTT NISSAN, INC.
SUSP: 1 RESP DLR: 3509 ENDICOTT NISSAN, INC.
DENY: 0 REGION: 34 DIST: SL/SV/PT: 03 03 33

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 3509 ENDICOTT NISSAN, I.
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 06 / 23 / 09 XFER/RSPNSBLTY: 34 03 S
CONTACT (S): FOLLOWUP DATE: 07 / 06 / 09 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 07 / 02 / 09 DATANET (Y/N): 06 / 25 / 09

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 121000 FRONT BRAKE (DISC/CALIPER/PAD/ROTOR)
AD BRAKES WA PREMATURE WEAR/FAILURE
OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD BRAKES YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZMS039N 06/23/2009

NO E-MAIL ADDRESS PROVIDED

PREVIOUS FILES FOUND: NONE

RELATED: NONE

UNRELATED: NONE

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

CRR-MS CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE

CRR-MS ADVISED C OF RECALL STATUS.

PREVIOUS NISSAN/INFINITI VEHICLE(S): NONE

CRR-MS RECEIVED CALL FROM C'S DAUGHTER (REDACTED).

C STATED C'S DAUGHTER - GRANDDAUGHTER OF THE OWNER (REDACTED), IS THE ONE WHO'S USING THE VEH. C STATED THE BRAKES WENT OUT ON THE DAY OF C'S DAUGHTER'S GRADUATION. C STATED VEH WAS TAKEN TO THE DLR (3509 ENDICOTT NISSAN) FOR REPAIRS AND ACCORDING TO THE DLR, BRAKE PADS WORE OUT AND VEH NEEDED TO BE SERVICED FOR BRAKE JOBS SO C DID. @06/23-ZMS039N

C STATED C PAID \$427.37 FOR THE BRAKE JOBS. @06/23-ZMS039N

C STATED C'S NEPHEW DROVE THE VEH AFTER THE REPAIR AND BRAKES FAILED - OTHER SIDE OF THE ROTOR WAS BURNED HOT WHILE THE OTHER SIDE WAS COLD. @06/23-ZMS039N

C STATED C CONSULTED C'S COUSIN (WHO HAPPENED TO BE AN AIRCRAFT MECHANIC) ABOUT THE ISSUE AND WAS ADVISED THAT THERE'S A PART ON THE BRAKES (BRAKE LINE) THAT WASN'T TIGHTEN PROPERLY DURING BRAKE JOBS THAT CAUSED THE BRAKES TO GO BAD. C STATED C REFERRED BACK TO THE DLR WHO PERFORMED THE BRAKE JOBS AND WAS ADVISED C THAT BRAKE MASTER CYLINDER WENT OUT THAT CAUSED THE PROBELM. C STATED C TRUSTED THE DLR BUT IS NOW UNSURE IF DLR IS TELLING C THE TRUTH.

C STATED C WANTED TO DISPUTE THE CHARGES C PAID FOR THE BRAKE JOBS DONE BY 3509 ENDICOTT NISSAN AS C THINKS THE SERVICE WASN'T PERFORMED CORRECTLY.

C STATED C IS ALSO UPSET BECAUSE THE BRAKES WENT OUT THE TIME C'S DAUGHTER IS USING THE VEH GOING TO GRADUATION. C STATED C TRIED CALLING/E-MAILING 3509 ENDICOTT NISSAN ABOUT THIS CONCERN BUT NO RESPONSE/REPLY FROM THE DLR.

C STATED C WANTED ASSISTANCE FROM NNA TO DISPUTE THE CHARGES (\$427.37).

CRR-MS ADVISED C THAT C'S CONCERN WOULD BE PROPERLY DOCUMENTED ON FILE AND BE FORWARDED TO RCAS FOR ANY POSSIBLE ASSISTANCE. CRR-MS ADVISED C THAT RCAS WILL CALL C BY THE END OF THE NEXT BUSINESS DAY. @06/23-ZMS039N

C UNDERSTOOD. @06/23-ZMS039N

C THANKED CRR-MS FOR ASSISTANCE, C SATISFIED.

CRR-MS OFFERED FURTHER ASSISTANCE, C DECLINED.

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

CRR-MS FORWARDED FILE TO RCAS. @06/23-ZMS039N

** @06/24-ZHM943N

RCAS-HM DATANETTED FILE ON 06/24/09. @06/24-ZHM943N

RCAS-HM CONTACTED C ON C'S DAY PHONE ON 06/24/09 AT 3:42 PM EST. C STATES THAT C WAS GOING TO TALLAHASSEE, FL AND C TOOK THE VEH TO THE DLRSHIP ON FRIDAY, 06/19/09. C STATES THAT THE LIGHT WAS ON AND SO C TOOK THE VEH TO THE DLR. C STATES THAT THE DLR ADVISED C THAT C WAS DUE FOR THE 15,000 MILE SERVICE. C STATES THAT THE DLR ADVISED C THAT THE VEH NEEDED NEW BRAKES. C STATES THAT C PAID FOR THE BRAKES. C STATES THAT C'S DAUGHTER TOOK THE VEH THAT NIGHT AND THE LIGHT CAME ON ON C'S WAY BACK HOME. C STATES THAT C HAD TRIED TO CALL NNA BUT NNA WAS CLOSED. C STATES THAT THE NEXT MORNING, C WENT TO PUT ON THE BRAKES AND THE PEDAL WENT TO THE FLOOR. C STATES THAT C'S DAUGHTER CALLED C AND IT TOOK HOURS TO GET TO THE PARTY AND C'S NEPHEW CHECKED THE RESERVOIR AND THERE WAS NO BRAKE FLUID IN THE RESERVOIR. C STATES THAT C TOOK THE VEH TO FILL UP THE FLUID. C STATES THAT C CHECKED AND ONE OF THE ROTORS WAS HOT AND

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ONE WAS COLD. C STATES THAT THE WHOLE REASON THAT C TOOK THE VEH TO THE DLR WAS TO MAKE SURE THAT THE VEH WAS REPAIRED. C STATES THAT C HAD TO TOW THE VEH TO THE DLRSHIP AND C WAS ADVISED THE BRAKE MASTER CYLINDER NEEDS TO BE REPLACED AND NOT TO WORRY, THAT THE REPAIR WOULD BE COVERED UNDER WARRANTY. C STATES THAT C'S COUSIN ADVISED C THAT THE DLR FORGOT TO TIGHTEN THE BRAKE LINE ON ONE SIDE OF THE VEH AND THAT IS WHAT HAPPENED. C STATES THAT C WANTS THE DLR TO ADMIT FAULT AND THE DLR HAS NOT. C STATES THAT THIS IS A LIABILITY AND C IS LUCKY THAT C WAS NOT INVOLVED IN AN ACCIDENT. RCAS-HM ADVISED C THAT NNA WILL LOOK INTO THIS FOR C. C STATES THAT C HAS A LETTER THAT C WOULD LIKE TO SEND RCAS-HM. RCAS-HM PROVIDED C WITH NNACONSUMERAFFAIRS@NISSAN-USA.COM EMAIL ADDRESS. RCAS-HM ADVISED C THAT RCAS-HM WILL LOOK INTO THIS FOR C AND RCAS-HM WILL FOLLOW UP WITH C ON 06/26/09. C THANKED RCAS-HM. @06/24-ZHM943N RCAS-HM LEFT VMX FOR SM-DENNIS NAMOR ON 06/26/09 AT 11:29 AM EST.

RCAS-HM RECEIVED CALL FROM SM-DENNIS NAMOR ON 06/26/09 AT 12:10 PM EST. SM STATES THAT C'S BRAKES WERE COMPLETELY WORN OUT, RIGHT TO THE ROTORS. SM STATES THAT C RETURNED 48 MILES AFTER THE DLR HAD PERFORMED THE REPAIR AND THE BRAKE MASTER CYLINDER HAD LEAKED AND CAUSED THE BRAKES TO FAIL. SM STATES THAT C IS ACCUSING THE DLR OF LEAVING THE BRAKE LINE UNATTACHED. SM STATES THAT THE VEH WOULD NOT HAVE MADE IT OFF THE DLR'S LOT IF THE DLR HAD NOT TIGHTENED THE BRAKE LINE CORRECTLY. SM STATES THTA THE DLR DID OFFER C 3 FREE OIL CHANGES FOR THE INCONVENIENCE BUT ALSO ADVISED C THAT THE DLR DID NOT DO ANYTHING WRONG. SM STATES THAT THE DLR STILL HAS THE BRAKE MASTER CYLINDER THAT WAS TAKEN OFF OF C'S VEH. RCAS-HM UNDERSTOOD. @06/26-ZHM943N

RCAS-HM CONTACTED C ON C'S DAY PHONE ON 06/26/09 AT 3:54 PM EST. RCAS-HM ADVISED C THAT AT THIS POINT, THE DLR IS NOT TAKING RESPONSIBILITY FOR THIS REPAIR. RCAS-HM ADVISED C THAT THE DLR IS CLAIMING THAT THE DLR DID NOT DO ANYTHING WRONG WHILE REPAIRING THE BRAKES. RCAS-HM ADVISED C THAT RCAS-HM WOULD LIKE TO DO A LITTLE MORE RESEARCH FOR C ON THIS MATTER AND RCAS-HM WILL FOLLOW UP WITH C ON 06/30/09 TO LET C KNOW WHAT RCAS-HM HAS FOUND OUT. C THANKED RCAS-HM. @06/26-ZHM943N

RCAS-HM CONTACTED DTS-NR ON 06/26/09 AT 3:57 PM EST. DTS STATES THAT THE DLR DOES NOT LOOSEN THE BRAKE LINES ON THESE VEH'S. DTS STATES THTA THE DLR DID NOT DIAGNOSE THE VEH PROPERLY THE FIRST TIME. DTS STATES THAT THERE WAS A DEFECTIVE COMPONENT ON THE VEH. DTS STATES THAT RCAS-HM SHOULD DISCUSS WITH FOM AND THE DLR SHOULD REIMBURSE C FOR THE BRAKE JOB THAT C PAID FOR. RCAS-HM UNDERSTOOD. @06/26-ZHM943N

RCAS-HM CONTACTED FOM-GB ON 06/30/09 AT 11:56 AM EST. FOM STATES THAT THE DLR SHOULD REIMBURSE THE C. FOM STATES THAT NNA SHOULD NOT REIMBURSE C, IT SHOULD BE THE DLR. FOM STATES THAT IF THE DLR HAS ANY QUESTIONS, THE DLR CAN CONTACT FOM. RCAS-HM UNDERSTOOD. @06/30-ZHM943N

RCAS-HM LEFT VMX FOR SM-DENNIS NAMOR ON 06/30/09 AT 12:02 PM EST. RCAS-HM RECEIVED CALL FROM SM-DENNIS NAMOR ON 06/30/09 AT 12:08 PM EST. SM STATES THAT THE PADS WERE COMPLETELY WARN RIGHT TO THE ROTORS. SM STATES THAT THE BRAKE MASTER CYLINDER MAY HAVE BEEN BAD BUT THE PADS DID NEED TO BE REPLACED. RCAS-HM ADVISED SM THAT RCAS-HM WILL LET FOM KNOW. @06/30-ZHM943N

RCAS-HM LEFT VMX FOR FOM-GB ON 06/30/09 AT 12:11 PM EST. @06/30-ZHM943N RCAS-HM RECEIVED CALL FROM FOM-GB ON 06/30/09 AT 12:18 PM EST. FOM STATES THAT FOM WANTS THE DLR TO REIMBURSE C FOR THIS REPAIR. FOM STATES THAT FOM WILL TAKE THIS TO THE OWNER IF FOM HAS TO. RCAS-HM UNDERSTOOD. @06/30-ZHM943N

RCAS-HM CONTACTED C ON C'S DAY PHONE ON 06/30/09 AT 4:04 PM EST. RCAS-HM ADVISED C THAT NNA IS TRYING TO HAVE THE DLRSHIP REIMBURSE C FOR THE REPAIR THAT C PAID FOR TO THE BRAKES. RCAS-HM ADVISED C THAT THE DLR IS ADAMENT THAT THE REPAIR WAS NECESSARY. RCAS-HM ADVISED C THAT RCAS-HM WILL FOLLOW UP WITH C ON 07/02/09 TO LET C KNOW WHAT IS HAPPENING. C THANKED RCAS-HM.

**

@06/30-ZHM943N

RCAS-HM SENT INTERNAL MESSAGE TO FOM-GB ON 07/02/09 AS RCAS-HM HAS NOT HEARD

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ANYTHING BACK FROM FOM-GB IN REGARDS TO THIS ISSUE. @07/02-ZHM943N
RCAS-HM RECIEVED INTERNAL MESSAGE FROM FOM-GB ON 07/02/09. FOM STATES THAT THE
DLR IS REIMBURSING C AND C SHOULD RECEIVE THE CHECK WITHIN 3 WEEKS.
RCAS-HM LEFT VMX ON C'S DAY/EVENING PHONE ON 07/02/09 AT 1:39 PM EST.

** @07/02-ZHM943N
RCAS-HM RECEIVED CALL FROM C ON 07/02/09 AT 1:42 PM EST. RCAS-HM ADVISED C
THAT THE DLR HAS AGREED TO REIMBURSE C IN FULL FOR THE BRAKE REPAIR THAT C HAD
PAID FOR. RCAS-HM ADVISED C THAT NNA FEELS THAT THE DLR MISDIAGNOSED THE VEH
FROM THE BEGINNING AND THE DLR HAS AGREED TO REIMBURSE. C STATES THAT IS GREAT
NEWS. RCAS-HM ADVISED C THAT IT CAN TAKE UP TO 3 WEEKS FOR C TO RECEIVE THE
CHECK. RCAS-HM ADVISED C THAT IF C DOES NOT RECEIVE THE CHECK, C SHOULD
CONTACT RCAS-HM BACK DIRECTLY. C AGREED. RCAS-HM OFFERED ADDITIONAL
ASSISTANCE. C DECLINED. @07/02-ZHM943N

RCAS-HM UPDATED TREAD ACT. @07/02-ZHM943N
RCAS-HM CLOSING FILE PENDING CALLBACK FROM C. @07/02-ZHM943N
RCAS-HM RECEIVED CALL FROM FOM-GB ON 07/09/09 AT 4:32 PM EST. FOM STATES THAT
THE DLR DID REIMBURSE C FOR THE BRAKES, APPROX \$216.00. FOM STATES THAT
EVERYTHING ELSE WAS MAINTENANCE. RCAS-HM UNDERSTOOD. @07/09-ZHM943N-COMMENT

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT2C	ROOT CAUSE: SCCP	SCIR
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:	
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:	
NEW INFO #:	DATE: 00 / 00 / 00	USERID:	
OTHER #:	DATE: 00 / 00 / 00	USERID:	
COMMENTS ONLY: #: 1	DATE: 07 / 09 / 09	USERID: ZHM943N	
RESP DLR: 3509	EFFECTIVE: 06 / 23 / 09	CHANGED BY:	
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO	
3RD PRY:	PART#:	CHECK ISSUED: NO	
BYBACK ST:	OPENED BY: ZMS039N		
HISTORY:	UPDATE BY: ZHM943N		
SVC CALL#:	UPDATE DATE: 07 / 09 / 09		
CLOSE: Y (Y/N)	CLOSE DATE: 07 / 02 / 09	MICROFILM: N	
RESP CAA: MCALLISTER, HEATHER	OLM: ROYSTER KAREN	DOM:	
PHONE: 0000041404	OWNER FIRST:	LANGUAGE: E ENGLISH	

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

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SERVICE CONTRACTS SUMMARY

DATE: 8/10/2011
TIME: 11:09:17 AM
MODEL YEAR: 2008.0
MAKE:
MODEL LINE: ALT

NAME: [REDACTED] VIN:
IN SCV DATE: 6/21/2010

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

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

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SERVICE CONTRACTS SUMMARY

DATE: 8/10/2011
TIME: 11:09:17 AM
MODEL YEAR: 2008.0
MAKE:
MODEL LINE: ALT

NAME: [REDACTED] VIN:
IN SCV DATE: 6/21/2010

SEQ	DEALER	EFFECTIVE	EXPIRE	EXPIRE	CANCEL	TRANSFER
NO	CONTRACT NO	NUMBER ST	DATE	DATE	DATE	DATE
78	[REDACTED]	1841 GA	6/21/2010	2/28/2015	100,000	
79	[REDACTED]	1841 GA	6/21/2010	2/28/2015	100,000	

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CURRENT SERVICE CONTRACT				PRIOR SERVICE CONTRACT			
CONTRACT:	[REDACTED]			CONTRACT:			
OWNER NAME:	[REDACTED]			OWNER NAME:			
PLAN TYPE:	E			PLAN TYPE:			
PLAN TERM:	Q			PLAN TERM:			
DEDUCTABLE:	\$ 50			DEDUCTABLE:			
EFFECTIVE:	06/21/10			EFFECTIVE:			
EXPIRES:	02/28/15	MILES:	100,000	EXPIRES:		MILES:	
CANCEL:		MILES:		CANCEL:		MILES:	
TRANSFER:				TRANSFER:			
TRANSACTION:	6/25/2010			TRANSACTION:			
PRINTED:	06/26/10			PRINTED:			
DEALER NO:	1841	STATE:	GA	DEALER NO:		STATE:	
DEALER NAME:	REGAL NISSAN INC			DEALER NAME:			

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CONTRACT:	██████████	CONTRACT:	
OWNER NAME:	████████████████████	OWNER NAME:	
PLAN TYPE:	M	PLAN TYPE:	
PLAN TERM:	Z	PLAN TERM:	
DEDUCTABLE:	\$	DEDUCTABLE:	
EFFECTIVE:	06/21/10	EFFECTIVE:	
EXPIRES:	02/28/15	EXPIRES:	MILES:
	MILES: 100,000		
CANCEL:	MILES:	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION:	6/25/2010	TRANSACTION:	
PRINTED:	06/26/10	PRINTED:	
DEALER NO:	1841	DEALER NO:	STATE:
	STATE: GA		
DEALER NAME:	REGAL NISSAN INC	DEALER NAME:	

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SC: NONE

NAME: [REDACTED] VIN: 1N4AL21E07N [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2007.0 ALT MILEAGE: 38295
CITY: PUNTA GORDA IN SVC DATE: 05 / 26 / 07
ST/ZIP: FL [REDACTED] VCAN: N RTL DLR: 19089 HARBOR NISSAN
DAY PH: [REDACTED] PAID: 5 SVC DLR: 19089 HARBOR NISSAN
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 19089 HARBOR NISSAN
DLR PH: [REDACTED] DENY: 0 REGION: 34 DIST: SL/SV/PT: 17 17 47

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 4
VEHICLE MAINTAINED BY: 19089 HARBOR NISSAN
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 2295 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 07 / 07 / 09 XFER/RSPNSBLTY: 34 17 S
CONTACT (S): FOLLOWUP DATE: 08 / 06 / 09 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 08 / 06 / 09 DATANET (Y/N): 07 / 09 / 09

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 121500 GEN. BRAKE COMPONENT(S)
AD BRAKES YI OOW GOODWILL ASSISTANCE REQUEST
OA VEHICLE CONCERNS 121500 GEN. BRAKE COMPONENT(S)
AD BRAKES YX POOR OR IMPROPER OPERATION

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FILE OPENED-ZJS802N 07/07/2009

EMAIL ADDRESS: [REDACTED] @07/07-ZJS802N

PREVIOUS FILES FOUND:

RELATED: NONE

UNRELATED: NONE

CRR-JS UPDATED OWNER'S INFORMATION (PHONE NUMBERS).

CRR-JS VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY, EVENING PHONE NUMBERS, EMAIL ADDRESS AND RESPONSIBLE DLRSHIP.

CRR-JS CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @07/07-ZJS802N

OPEN P7221 ALTIMA I-KEY FOB NTB07-053

CLSD P7226 ALT AIR DEFLECTOR NTB07-048

CLSD R0703 ALTIMA AIR FILTER NTB07-047 @07/07-ZJS802N

CRR-JS ADVISED C OF RECALL STATUS. @07/07-ZJS802N

PREVIOUS NISSAN/INFINITI VEHICLE(S): 2005 MAXIMA, ALTIMA 2007, MAXIMA(NO YEAR) INFINITI G35. (ALL UNVERIFIED IN ZCA1) @07/07-ZJS802N

CRR-JS RECEIVED CALL FROM C'S HUSBAND, MR GORDON.

C SAID THAT C JUST HAVE A MAINTENANCE SERVICE TODAY AT 19089 HARBOR NISSAN AND C C'S BRAKE LIGHT IS ON AND C WAS INFORMED C THAT C NEEDS TO REPLACED A BRAKE PART THAT C NEEDS TO PAY \$700.

C STATED THAT C IS JUST 2,000 MILES OUT OF WWARRANTY AND C CANNOT AFFORD THE SERVICE SINCE C JUST HAVE THE TIMING CHAIN REPLACED ON C'S MAXIMA WHERE C PAID \$2000.

C IS ASKING SOME ASSISTANCE FROM NISSAN.

C STATED THAT C DEALS WITH SA-RON DEATLEY.

CRR-JS INFORMED C THAT CRR-JS WILL TRANSFER C'S FILE TO RCAS AND C WILL RECEIVED A CALL BY THE END OF THE NEXT BUSINESS DAY.

CRR-JS ASK FOR THE BEST PHONE NUMBER AND TIME THAT C IS AVAILABLE.

C STATED ANYTIME AT [REDACTED].

C THANKED CRR-JS FOR ASSISTANCE, C SATISFIED.

CRR-JS OFFERED FURTHER ASSISTANCE, C DECLINED. @07/07-ZJS802N

CRR-JS GAVE C NAME, EXTENSION AND FILE NUMBERS. @07/07-ZJS802N

CRR-JS LEAVING FILE OPEN. @07/07-ZJS802N

***** @07/08-ZGZ999N

RCAS-GZ CHECKED CPIA AND FOUND THAT GRT WAS RUN FOR A BRAKE MASTER CYLINDER AND GOODWILL WAS NOT RECOMMENDED.(\$572.41)

***** @07/08-ZGZ999N

***RCAS-GZ CALLED C AT DAY NUMBER AT 10:45 AM EST ON 07/08/09 AND LEFT A VMX WITH NAME, EXT AND FILE NUMBER ASKING C TO CALL RCAS-GZ BACK.

***RCAS-GZ CALLED C AT EVENING NUMBER AT 10:47 AM EST ON 07/08/09 AND LEFT A VMX WITH NAME, EXT AND FILE NUMBER ASKING C TO CALL RCAS-GZ BACK.

***** @07/08-ZGZ999N

RCAS-GZ RECEIVED A VMX FROM KELLY GORDON (MAN) ON 7/8/09 AT 1PM EST STATING THAT KELLY IS TAKING CARE OF C'S CONCERNS.

***** @07/09-ZGZ999N

@07/10-ZGZ999N

***RCAS-GZ CALLED C AT DAY NUMBER AT 6:47 PM EST ON 07/10/09 AND LEFT A VMX WITH NAME, EXT AND FILE NUMBER ASKING C TO CALL RCAS-GZ BACK. @07/10-ZGZ999N

***RCAS-GZ CALLED C AT EVENING NUMBER AT 6:49 PM EST ON 07/10/09 AND LEFT A VMX WITH NAME, EXT AND FILE NUMBER ASKING C TO CALL RCAS-GZ BACK.

***** @07/10-ZGZ999N

RCAS-GZ SENT AN INTERNAL MESSAGE TO SERVICE MANAGER TATE PLACE ON 7/14/09 AT 12:38PM EST ASKING FOR INPUT ON C'S GOODWILL REQUEST AND FOR DETAILS ABOUT C'S REPAIR.

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***** @07/14-ZGZ999N
RCAS-GZ RECEIVED AN INTERNAL MESSAGE FROM SERVICE MANAGER TATE PLACE ON
7/14/09 AT 1:13PM EST AND SM STATES C IS A GOOD CUSTOMER FOR NISSAN AND FOR
19089 HARBOR NISSAN.

***** @07/14-ZGZ999N
***RCAS-GZ CALLED C AT DAY NUMBER AT 1:44 PM EST ON 07/14/09 AND SPOKE TO
KELLY GORDON, C. C STATES C HAD TO PAY \$2000.00 FOR THE TIMING CHAIN ON C'S
2005 MAXIMA. C STATES C'S ADVISOR IS NAMED [REDACTED]. @07/14-ZGZ999N
C STATES NNA SHOULD COVER THIS REPAIR BECAUSE C IS A LOYAL NISSAN CUSTOMER. C
STATES THE BRAKE LIGHT CAME ON ABOUT 3 WEEKS BEFORE C BROUGHT IT IN.
C STATES THE VEH MAY HAVE HAD 35,500 MILES. @07/14-ZGZ999N

C STATES C HAS THE VEH AT HOME. C STATES C IS TOO SCARED TO DRIVE THE VEH.
RCAS-GZ VERIFIED C'S PREVIOUS VEHS WITH C. C STATES THE VIN FOR THE 05 MAX
IS 1N4BA41E45C [REDACTED] AND IS UNDER [REDACTED] ' NAME. C STATES THE
INFINITI G35 WAS FROM NY STATE AND WAS BOUGHT PRE-OWNED.
05 MAX WAS VERIFIED BY VIN UNDER [REDACTED] NAME.
RCAS-GZ ADVISED C THAT RCAS-GZ IS JUST WAITING ON SOME DETAILS FROM THE
DLRSHIP AND RCAS-GZ CAN THEN CONTACT NNA FOR FURTHER CONSIDERATION OF SPECIAL
FINANCIAL ASSISTANCE SINCE C IS OUT OF WARRANTY FOR THE REPAIR. C UNDERSTOOD.
RCAS-GZ SET A CALLBACK DATE OF 7/16/09. C AGREED.

***** @07/14-ZGZ999N
RCAS-GZ SENT AN INTERNAL MESSAGE TO SERVICE MANAGER TATE PLACE ON 7/14/09 AT
1:40PM EST ASKING FOR MORE CLARIFICATION ABOUT C'S REPAIR.

***** @07/14-ZGZ999N
RCAS-GZ SENT AN INTERNAL MESSAGE TO SERVICE MANAGER TATE PLACE ON 7/15/09 AT
7:05PM EST ASKING FOR CLARIFICATION ABOUT C'S REPAIR.

***** @07/15-ZGZ999N
RCAS-GZ RECEIVED AN INTERNAL MESSAGE FROM SERVICE MANAGER TATE PLACE ON
7/16/09 AT 9:58AM EST AND SM STATES C'S CONCERN WAS THE BRAKE LIGHT COMING ON
AND THE CAUSE WAS THE BRAKE MASTER CYLINDER IS BLEEDING BACK INTO THE BRAKE
BOOSTER. SM STATES PRIMARY FAILED PART IS 46010-JA00A. SM STATES C'S VEH IS
NOT AT THE DLRSHIP NOW AND IS IN GREAT SHAPE AND C OWNS A COUPLE OF NISSAN
VEHS NOW.

***** @07/16-ZGZ999N
RCAS-GZ SENT THE GOODWILL REQUEST FORM IN AN INTERNAL MESSAGE TO FOM-JM ON
7/16/09 AT 11:11AM EST.

***** @07/16-ZGZ999N
***RCAS-GZ CALLED C AT DAY NUMBER AT 5:44 PM EST ON 07/16/09 AND LEFT A VMX
WITH NAME, EXT AND FILE NUMBER ASKING C TO CALL RCAS-GZ BACK.
***RCAS-GZ CALLED C AT EVENING NUMBER AT 5:45 PM EST ON 07/16/09 AND LEFT A
VMX WITH NAME, EXT AND FILE NUMBER ASKING C TO CALL RCAS-GZ BACK.

***** @07/16-ZGZ999N
RCAS-GZ RECEIVED AN INTERNAL MESSAGE FROM FOM-JM ON 7/16/09 AT 10:07PM EST
ADVISING THAT FOM WILL APPROVE GOODWILL FOR C'S REPAIR.

***** @07/17-ZGZ999N
RCAS-GZ SENT AN INTERNAL MESSAGE TO SERVICE DIRECTOR TATE PLACE ON 7/17/09
AT 1:33PM EST ADVISING OF THE FOM'S APPROVAL OF C'S GOODWILL REQUEST.

***** @07/17-ZGZ999N
***RCAS-GZ CALLED C AT DAY NUMBER AT 1:35 PM EST ON 07/17/09 AND RCAS-GZ
ADVISED C THAT NNA HAS APPROVED COVERING THE COST OF C'S BRAKE REPAIR. C
UNDERSTOOD AND C STATED THAT C WAS SO HAPPY TO HEAR THIS NEW. RCAS-GZ ADVISED
C THAT THE SERVICE MANAGER, TATE PLACE HAS BEEN NOTIFIED OF THE APPROVAL AND
RCAS-GZ ADVISED C TO CALL THE DLR TO SCHEDULE C'S REPAIR. C UNDERSTOOD.
RCAS-GZ ADVISED C THAT C'S ADVISOR MAY NOT KNOW ABOUT THIS SO IF C'S ADVISOR
DOES NOT KNOW THEN C SHOULD SPEAK TO THE SM. C AGREED. RCAS-GZ SET A CALLBACK
DATE OF 7/21/09. C AGREED.

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***** @07/17-ZGZ999N
***RCAS-GZ CALLED C AT DAY NUMBER AT 5:35 PM EST ON 07/21/09 AND C STATES C CALLED THE DLR TODAY AND MADE AN APPOINTMENT TO BEING C'S VEH IN TOMORROW FOR THE BRAKE REPAIR. C STATES THE DLR TOLD C THAT THIS SHOULD TAKE 1 DAY.C STATES C MAY PICK UP THE VEH THE NEXT DAY, ON THURSDAY. RCAS-GZ SET A CALLBACK DATE OF 7/24/09 TO GIVE C TIME TO DRIVE THE VEH. C AGREED. RCAS-GZ ADVISED C THAT IF THERE ARE ANY CONCERNS BEFORE THEN, TO NOTIFY THE DLR AND CALL RCAS-GZ. C AGREED.

***** @07/21-ZGZ999N
RCAS-GZ SENT AN INTERNAL MESSAGE TO SERVICE DIRECTOR TATE PLACE ON 7/23/09 AT 4PM EST ASKING FOR AN UPDATE ON C'S REPAIR. @07/23-ZGZ999N

***** @07/23-ZGZ999N
***RCAS-GZ CALLED C AT EVENING NUMBER AT 6:12 PM EST ON 07/24/09 AND LEFT A VMX WITH NAME, EXT AND FILE NUMBER ASKING C TO CALL RCAS-GZ BACK.
***RCAS-GZ CALLED C AT EVENING NUMBER AT 6:14 PM EST ON 07/24/09 AND LEFT A VMX WITH NAME, EXT AND FILE NUMBER ASKING C TO CALL RCAS-GZ BACK.

***RCAS-GZ CALLED C AT DAY NUMBER AT 4:04 PM EST ON 07/28/09 AND SPOKE TO [REDACTED], C. C STATES C'S VEH IS GOING IN TOMORROW FOR THE BRAKE WORK. C STATES C EXPECTS TO HAVE THE VEH BACK SAME DAY. RCAS-GZ SET A CALLBACK DATE OF 7/30/09. C AGREED. C STATES THAT SHOULD GIVE C ENOUGH TIME TO DRIVE THE VEH.

***** @07/28-ZGZ999N
***RCAS-GZ CALLED C AT DAY NUMBER AT 5:41 PM EST ON 07/30/09 AND LEFT A VMX WITH NAME, EXT AND FILE NUMBER ASKING C TO CALL RCAS-GZ BACK.
***RCAS-GZ CALLED C AT EVENING NUMBER AT 5:42 PM EST ON 07/30/09 AND LEFT A VMX WITH NAME, EXT AND FILE NUMBER ASKING C TO CALL RCAS-GZ BACK.

***** @07/30-ZGZ999N
***RCAS-GZ CALLED C AT DAY NUMBER AT 5:21 PM EST ON 08/03/09 AND LEFT A VMX WITH NAME, EXT AND FILE NUMBER ASKING C TO CALL RCAS-GZ BACK.
***RCAS-GZ CALLED C AT EVENING NUMBER AT 5:22 PM EST ON 08/03/09 AND LEFT A VMX WITH NAME, EXT AND FILE NUMBER ASKING C TO CALL RCAS-GZ BACK.

***** @08/03-ZGZ999N
***RCAS-GZ CALLED C AT DAY NUMBER AT 12:14 PM EST ON 08/06/09 AND LEFT A VMX WITH NAME, EXT AND FILE NUMBER ASKING C TO CALL RCAS-GZ BACK.
***RCAS-GZ CALLED C AT EVENING NUMBER AT 12:16 PM EST ON 08/06/09 AND LEFT A VMX WITH NAME, EXT AND FILE NUMBER ASKING C TO CALL RCAS-GZ BACK.

RCAS-GZ VERIFIED TREAD ACT CODES. @08/06-ZGZ999N
RCAS-GZ IS SENDING A POSTCARD TO C ON 8/6/09 AT 11:23AM EST.
RCAS-GZ IS CLOSING THE FILE PENDING C CALLBACK.

***** @08/06-ZGZ999N

@08/06-ZGZ999N

CRR-PA COLLECTED POST CARD FROM RCAS-TL
CRR-PA SENT POSTCARD TO C
CRR-PA EXITING FILE

@08/11-ZPA624N-COMMENT

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE
DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE CUSTOMER.
PLEASE ADVISE WHAT C'S VEH NEEDS AND IF C IS A GOOD CANDIDATE FOR GOODWILL.

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PLEASE CALL GREG AT 1-866-799-1690 EXT.1659. THANK YOU

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT4B	ROOT CAUSE: SNFA
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #:	DATE: 00 / 00 / 00	USERID:
OTHER #:	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 1	DATE: 08 / 11 / 09	USERID: ZPA624N
RESP DLR: 19089	EFFECTIVE: 07 / 07 / 09	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZJS802N	
HISTORY:	UPDATE BY: ZGZ999N	
SVC CALL#:	UPDATE DATE: 08 / 11 / 09	
CLOSE: Y (Y/N)	CLOSE DATE: 08 / 06 / 09	MICROFILM: N
RESP CAA: ZLOCH, GREGORY	OLM: ROYSTER KAREN	DOM:
PHONE: 0000041659	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: ONE CONTRACT

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

VIN: 1N4AL21E67N [REDACTED] Y
YR/MDL: 2007.0 ALT MILEAGE: 30000
IN SVC DATE: 08 / 26 / 07
VCAN: Y RTL DLR: 3810 NISSAN OF BAKERSFIELD
PAID: 9 SVC DLR: 3810 NISSAN OF BAKERSFIELD
SUSP: 0 RESP DLR: 3810 NISSAN OF BAKERSFIELD
DENY: 0 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: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: INDEPENDENT FACILITY
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 07 / 14 / 09 XFER/RSPNSBLTY: 44 02 S
CONTACT (S): FOLLOWUP DATE: 09 / 01 / 09 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 09 / 01 / 09 DATANET (Y/N): 07 / 16 / 09

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 121500 GEN. BRAKE COMPONENT(S)
AD BRAKES WT UNABLE DIAGNOSE/DUPLICATE
OA VEHICLE CONCERNS 121500 GEN. BRAKE COMPONENT(S)
AD BRAKES YE MULTIPLE REPAIR ATTEMPTS

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C. A. R. COMMENTS

FILE OPENED-ZLR000N 07/14/2009

E-MAIL ADDRESS: UNKNOWN

@07/14-ZLR000N

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES FOUND: NONE

CRR-LR VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER AND RESPONSIBLE DLR (CORRECTED ADDRESS)

CRR-LR CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NO OPEN RECALLS

CLSD P7221 ALTIMA I-KEY FOB NTB07-053 08/03/07 11/26/07 02/01/08 3810

CLSD P7226 ALT AIR DEFLECTOR NTB07-048 06/12/07 09/05/07 02/01/08 3810

CLSD R0703 ALTIMA AIR FILTER NTB07-047 06/12/07 09/05/07 02/01/08 3810

CRR-LR ADVISED C THERE ARE NO OPEN RECALLS

PREVIOUS NISSAN/INFINITI VEH: NONE

CRR-LR RECEIVED CALL FROM C'S SON MARIO MARTINEZ

C STATES HAS TAKEN C'S VEH APPROXIMATELY 12 TIMES TO THE DLRSH. C STATES THAT HALF OF THESE TIMES IT WAS FOR BRAKE PROBLEMS. C STATES THAT C KEEPS LOSING BRAKE FLUID. C STATES WHILE C IS DRIVING THE BRAKE LIGHT WILL COME ON. C STATES THAT MOST OF THE TIME THE DLRSH CANNOT FIND THE PROBLEM AND WILL JUST REFILL THE BRAKE FLUID. C STATES THAT 2 TIMES C HAS HAD PARTS REPLACED ON THE VEH FOR THE BRAKE SYSTEM. C STATES THAT C DOES NOT FEEL COMFORTABLE DRIVING THIS VEH. C STATES THAT C DOES NOT WANT THIS VEH ANYMORE. C STATES THAT C'S VEH IS A LEMON.

CRR-LR ADVISED C WILL FORWARD FILE TO RCAS FOR REVIEW

CRR-LR ADVISED C THAT RCAS WILL CALL BACK BY END OF THE NEXT BUSINESS DAY C UNDERSTANDS

CRR-LR OFFERED FURTHER ASSISTANCE, C DECLINED

CRR-LR GAVE NAME, FILE NUMBER AND EXTENSION

C AWAITING RESPONSE FROM RCAS

@07/14-ZLR000N

* * *

RCAS-NS RECEIVED FILE ON 07/15/09 AND REVIEWED C'S CONCERNS.

RCAS-NS DATANETTED FILE TO DLR ON 07/15/09 FOR REVIEW.

@07/15-ZNS924N

* * *

@07/15-ZNS924N

RCAS-NS CONTACTED C ON DAY/EVE NUMBER AT 1:57PM EST 07/15/09 AND LEFT VMX.

* * *

@07/15-ZNS924N

RCAS-NS CONTACTED DLR AT 1:02PM EST 07/16/09 AND RCAS WAS ADVISED THAT THE SERVICE DEPT WAS BUSY AND UNABLE TO SPEAK WITH RCAS.

* * *

@07/16-ZNS924N

RCAS-NS CONTACTED DLR AT 1:48PM EST 07/17/09 AND SPOKE WITH SA-ANDREW MORENO. SA STATED VEH IS CURRENTLY AT THE DLR FOR A NO STARTING CONCERN AND BRAKE FLUID CONCERN.

SA STATED C BROUGHT VEH IN 07/13/09 AND TECH FOUND VEH NEEDED A BRAKE LAMP SWITCH AND BRAKE MASTER CYLINDER.

SA STATED PARTS WERE REPLACED UNDER THE WARRANTY BUT C SEEMED UPSET THAT THE DLR REPLACED THE PARTS.

SA STATED THE LEAK WAS NEVER FOUND BY THE DLR BECAUSE IT WAS AN INTERNAL LEAK, GOING INTO THE BRAKE BOOSTER.

@07/17-ZNS924N

RCAS INQUIRED HISTORY AND SA ADVISED:

@07/17-ZNS924N

*04/20/09-FOUND HIGH PRESSURE A/C HOSE LEAKING, REPLACED HOSE.

*04/03/09-C CAME IN AND HOSE WAS ORDERED.

*11/17/08-C ADVISED VEH LOSING BRAKE FLUID, TECH INSPECTED AND FOUND NO LEAKS. TECH DID FIND FRONT BRAKES SQUEAKING, TSB WAS PERFORMED.

*04/09/08-RECALL FOR ECM AND KEYLESS ENTRY RECALL WAS PERFORMED.

*01/31/08-8,000 MILES-INTERMITTENT BRAKE LIGHT COMING ON, BRAKE FLUID WAS LOW AND TOPPED OFF.

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*10/31/07-STARTING VEH MAKES NOISE, TECH COULD NOT DUPLICATE THE CONCERN
AND C NEVER CAME IN TO MENTION THE NOISE AGAIN.
RCAS UNDERSTOOD AND THANKED SA FOR ASSISTANCE.

* * * @07/17-ZNS924N

RCAS-NS CONTACTED C ON DAY/EVE NUMBER AT 2:13PM EST 07/17/09 AND SPOKE WITH C.
RCAS ADVISED RCAS HAS BEEN IN REVIEW OF C'S FILE.
C STATED C HAS BEEN INTO THE DLR MANY TIMES FOR A BRAKE ISSUE. @07/17-ZNS924N
C STATED C DOES NOT FEEL SAFE IN THE VEH AND C DOES NOT WANT TO KEEP THE
VEH ANYMORE.

C STATED C IS REQUESTING NISSAN TAKE BACK THE VEH.
RCAS REQUESTED C FAX IN ROS TO 615-967-2694 AND RCAS WILL REVIEW WITH NISSAN.
C AGREED. RCAS APOLOGIZED ABOUT THE SITUATION. RCAS ADVISED VEH IS READY TO
BE PICKED UP AND RCAS WILL REVIEW C'S ROS FURTHER. C AGREED AND THANKED RCAS.
RCAS SET FOLLOW UP FOR 07/21/09.

* * * @07/17-ZNS924N

RCAS-NS NOTES THAT RCAS HAS NOT RECEIVED THE DOCS FROM C AS OF 07/21/09.
* * * @07/21-ZNS924N

RCAS-NS CONTACTED C ON DAY/EVE NUMBER AT 2:37PM EST 07/21/09 SPOKE WITH C'S
SON-MARIO.
RCAS ADVISED RCAS HAS NOT RECEIVED C'S DOCS AND C STATED C HAS NOT BEEN ABLE
TO SEND THE DOCS.

RCAS UNDERSTOOD AND ADVISED RCAS WILL REQUEST FROM THE DLR. RCAS SET FOLLOW
UP FOR 07/23/09, C AGREED.

* * * @07/21-ZNS924N

RCAS-NS CONTACTED DLR AT 2:41PM EST 07/21/09 AND SPOKE WITH SA-ANDREW MORENO.
RCAS REQUEST C'S RO HISTORY TO BE FAXED TO RCAS AT 615-967-2694, SA AGREED.
RCAS THANKED SA.

* * * @07/21-ZNS924N

RCAS-NS RECEIVED DOCS FROM THE DLR ON 07/22/09.

* * * @07/23-ZNS924N

RCAS-NS CONTACTED C ON DAY/EVE NUMBER AT 12:56PM EST 07/23/09 AND LEFT VMX.

* * * @07/23-ZNS924N

RCAS-NS NOTES THAT FAXES RECEIVED BY DLR, RCAS IS UNABLE TO READ SOME OF THE
INFORMATION AS IT IS CUT OFF.

* * * @07/27-ZNS924N

RCAS-NS CONTACTED DLR AT 12:21PM EST 07/27/09 AND SPOKE WITH SA-JOSH
TIENFUEDOS. RCAS REQUESTED DOCS BE FAXED AGAIN AS DOCS WERE CUT OFF.

* * * @07/27-ZNS924N

RCAS-NS CONTACTED C ON DAY/EVE NUMBER AT 12:31PM EST 07/27/09 AND LEFT VMX.

* * * @07/27-ZNS924N

RCAS-NS RECEIVED FAXES FROM DLR ON 07/28/09, RCAS IS ABLE TO READ FAXES.

* * *

RCAS-NS CONTACTED C ON DAY/EVE NUMBER AT 12:08PM EST 07/29/09 AND RCAS UNABLE
TO GET THROUGH AS THE PHONE LINE WAS BUSY, RCAS ATTEMPTED 3X AND UNABLE TO
GET THROUGH.

* * * @07/29-ZNS924N

RCAS-NS NOTES THAT RO FROM 07/13/09 IS MISSING.

* * *

RCAS-NS CONTACTED DLR AT 11:35AM EST 07/31/09 AND SPOKE WITH SA-ANDREW MORENO.
RCAS REQUESTED LAST RO BE FAXED TO RCAS AT 615-967-2694, SA AGREED.

* * * @07/31-ZNS924N

RCAS-NS CONTACTED C ON DAY/EVE NUMBER AT 12:07PM EST 07/31/09 AND SPOKE WITH
C. @07/31-ZNS924N

RCAS ADVISED RCAS IS WORKING ON C'S REQUEST FOR BUYBACK. RCAS ADVISED C
THERE IS NO UPDATE AT THIS TIME AND RCAS WILL FOLLOW UP ON 08/04/09 WITH
ANOTHER UPDATE.

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* * * @07/31-ZNS924N

RCAS-NS RECEIVED FAX FROM DLR WITH OPEN RO-44090.
RCAS NOTES THAT RO IS STILL OPEN AS VEH IS STILL AT DLR.

* * * @07/31-ZNS924N

RCAS-NS CONTACTED DLR AT 1:45PM EST 07/31/09 AND SPOKE WITH SA-JOSH TIENFUEDOS
RCAS INQUIRED IF VEH IS STILL THERE AND SA CONFIRMED. SA STATED VEH WAS
READY ON 07/13/09, BUT HAS NOT PICKED UP VEH.

* * * @07/31-ZNS924N

RCAS-NS SENT RHR TO ORM-JW ON 08/03/09 FOR FURTHER REVIEW OF PAST VEH CONCERNS

* * * @08/03-ZNS924N

RCAS-NS RECEIVED MESSAGE FROM ORM-JW ON 08/03/09. ORM ADVISED TO OFFER

DTS INPSECTION.

* * * @08/03-ZNS924N

RCAS-NS CONTACTED C ON DAY/EVE NUMBER AT 2:38PM EST 08/04/09 AND SPOKE WITH

C-MARIO.

RCAS ADVISED C THAT NISSAN HAS REVIEWED C'S RO'S FURTHER WITH NISSAN.

RCAS ADVISED C THAT AFTER REVIEW NISSAN WOULD LIKE TO SEND OUT A DTS TO

LOOK OVER C'S BRAKE CONCERNS, RCAS INQUIRED IF C IS WILLING TO BRING THE

VEH INTO THE DLR. C AGREED.

RCAS ADVISED RCAS WILL SENT REQUEST AND GET A DATE BACK, RCAS WILL PROVIDE

A DATE BACK FOR INSPECTION.

C AGREED AND THANKED RCAS. RCAS SET FOLLOW UP FOR 08/06/09, C UNDERSTOOD.

* * * @08/04-ZNS924N

RCAS-NS SENT DTS REQUEST TO RS-SL ON 08/04/09 FOR FURTHER HANDLING.

* * * @08/04-ZNS924N

RCAS-NS RECEIVED MESSAGE FROM DTS-DB ON 08/06/09.

* * * @08/06-ZNS924N

DTS ADVISED DTS CAN INSPECT VEH ON 08/10/09 AT APPROX 10:30 AM PST.

* * * @08/06-ZNS924N

RCAS-NS CONTACTED C ON DAY NUMBER AT 1:17PM EST 08/06/09 AND SPOKE WITH C-

MARIO.

RCAS ADVISED C OF INSPECTION ON 08/10/09 AT 10:30 AM PST.

C AGREED AND STATED C WILL BRING THE VEH TO THE DLR.

RCAS ADVISED RCAS CAN REMIND C ON 08/07/09 OF INSPECTION, C DECLINED.

C STATED IF THERE ARE ANY ISSUES, C WILL CONTACT RCAS. RCAS AGREED

AND PROVIDED CONTACT INFORMATION.

RCAS REQUESTED TO KNOW BY 08/07/09 5:00PM PST IF C CANNOT MAKE IT FOR APPT

ON 08/10/09, C AGREED. RCAS SET FOLLOW UP FOR 08/11/09. C UNDERSTOOD.

* * * @08/06-ZNS924N

RCAS-NS NOTES THAT C IS REQUESTING RHR TO BE REVIEWED. RCAS NOTES THAT

ORM OFFERED DTS, WHICH C AGREED TO.

RCAS NOTES TO FOLLOW UP WITH C AFTER DTS INSPECTION TO SEE HOW REPAIRS WENT.

* * * @08/06-ZNS924N

CRR-KP RECEIVED A CALL FROM C'S SON, MARIO MARTINEZ.

* * * @08/10-ZKP796N

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

C STATED THAT C HAS AN APPOINTMENT WITH THE DLRSHP TODAY AND C WANTS TO KNOW

HOW WOULD C KNOWS THAT THE PERSON IS THE REP FROM NNA.

CR-RKP INFORMED C THAT THE DLRSHP MIGHT INTRODUCE THE REP FROM NNA SINCE THE

DLRSHP IS AWARE THAT C HAS AN APPOINTMENT.

C UNDERSTOOD.

C THANKED CRR-KP FOR ASSISTANCE, C SATISFIED.

CRR-KP OFFERED FURTHER ASSISTANCE, C DECLINED

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

CRR-KP EXITING FILE. @08/10-ZKP796N

***** @08/10-ZSZ808N

CRR-SZ RECEIVED CALL FROM C.

CRR-SZ VERIFIED C'S NAME, ADDRESS AND PHONE NUMBER.

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C STATED THAT C SUPPOSED TO HAVE A MEETING AT THE DLRSHIP WITH THE NISSAN REPRESENTATIVE.

ACCORDING TO THE DLRSHIP DLRSHIP THAT THE MEETING WAS FRIDAY.

C STATED THAT C WAS NEVER INFORMED THAT THE MEETING DATE WAS MOVED TO FRIDAY.

C WANTS TO KNOW WHAT HAPPEND.

CRR-SZ ADVISED C THAT THE FILE IS BEING HANDELED BY RCAS-NS.

CRR-SZ PROVIDED THGE NUMBER: 1866 799 1690 +1642

CRR-SZ TRANSFERRED THE CALL TO THE SAID EXTENSION.

CRR-SZ EXITING FILE.

@08/10-ZSZ808N

RCAS-VH NOTES RCAS-NS RECIEVED INTERNAL MESSAGE FROM DTS-DB ON 08/10/09. DTS ADVISED DTS WAS AT DLR LAST WEEK AND SPOKE WITH DLR ABOUT THE VEH. C HAD LEFT THE VEH AT THE DLR DO DTS TEST DROVE THE VEH AND COULD NOT VERRIFY ANY CONCERNS. DTS ADVISED NO PROBLEMS FOUND WITH VEH. DTS ADVISED THE DLR TO HAVE C PICK UP THE VEH.

@08/11-ZVH038N

@08/11-ZDL369N

RCAS-DL CALLED C AT DAYTIME PHONE NUMBER AT 8:00PM EST, 8/11/09,

C STATED C HAD A MEETING ON MONDAY AND DTS WENT TO DLRSHIP ON FRIDAY AND EXAMINED VEH WITHOUT C.

C STATED C WAS EXPECTING TO HAVE AN OPPORTUNITY TO DISCUSS C'S CONCERNS WITH DTS, AND THEN C WAS ANGRY TO LEARN THAT DTS HAD ALREADY LEFT.

C STATED THAT DTS DOES NOT KNOW THE VEH AS WELL AS C KNOWS THE VEH.

C STATED THAT SA STATED THAT DTS INSPECTED C'S VEH BECAUSE DTS CAME TO DLRSHIP TO INSPECT A DIFFERENT VEH WHICH WAS NOT PRESENT SO DTS LOOKED AT C'S VEH INSTEAD.

C STATED THAT C DOES NOT WANT THIS VEH ANY MORE AS C HAS BEEN HAVING NUMEROUS.

RCAS-DL OFFERED TO BEGIN RHR REVIEW ON VEH AND OFFERED FAX NUMBER.

C STATED THAT C WOULD LIKE TO BE PUT INTO A SIMILAR MODEL VEH AND WILL FAX DOCUMENTS 7/12/09.

@08/11-ZDL369N

RCAS-DL OFFERED TO CALL C BACK ON 7/13/09. C AGREED.

@08/11-ZDL369N

@08/11-ZDL369N

RCAS-XC RECEIVED CALL FROM C ON 08/13/09

RCAS-XC VERFIED C NAME AND ADDRESS.

C STATED THAT C HAS BEEN TRYING TO GET A HOLD OF RCAS-DL AND HAS LEFT MESSAGES BUT HAS NOT BEEN ABLE TO SPEAK TO RCAS.

C STATED THAT C JUST WANTS TO KNOW IF RCAS-DL HAS RECEIVED THE DOCUMENTST C FAXED TO RCAS.

RCAS-XC PUT C ON HOLD AND TRIED TO CONTACT RCAS-DL TO FIND OUT IF DOCS HAVE BEEN RECEIVED.

@08/13-ZXC331N

RCAS-XC FOUND OUT FROM RCAS-DL THAT RCAS-DL HAS RECEIVED DOCUMENTS C FAXED.

RCAS-XC CAME TO THE LINE AND ADVISED C THAT RCAS-DL HAS RECEIVED DOCS AND C STATED THAT C WOULD LIKE TO SPEAK TO RCAS ANY WAY AND RCAS-XC ADVISED C THAT C IS ON RCAS-DL LIST AND THAT C WILL BE CONTACTED AND C AGREED.

C THANKED RCAS-XC FOR THE ASSISTANCE AND ENDED CALL.

@08/13-ZXC331N

@08/13-ZDL369N

RCAS-DL CALLED C AT DAYTIME PHONE NUMBER AT 7:55PM EST, 8/13/09, @08/13-ZDL369N

RCAS-DL STATED THAT RCAS-DL HAS RECIEVED ALL DOCUMENTS FOR RHR REVIEW AND WILL SUBMIT THESE SHORTLY, RCAS-DL STATED IT NORMALLY TAKES 5-10 BUSINESS DAYS FOR RHR REVIEW AND SO WOULD LIKE TO CALL C BACK ON 8/21/09.

@08/13-ZDL369N

C ASKED TO CONFIRM THAT C CAN REQUEST A SIMILAR MODEL VEH. RCAS-DL CONFIRMED THIS. C THANKED RCAS-DL.

@08/13-ZDL369N

@08/13-ZDL369N

RCAS-NS CONTACTED DLR AT 2:30PM EST 08/21/09 AND SPOKE WITH SA-JOSH TIENFUEDOS RCAS REQUESTED C'S LAST RO WITH DTS BE FAXED OVER TO RCAS AT 615-967-2694.

SA AGREED.

CONFIDENTIAL

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* * * @08/21-ZNS924N
RCAS-NS CONTACTED C ON DAY NUMBER AT 2:44PM EST 08/21/09 AND RCAS WAS ADVISED
C WAS NOT AVAILABLE, RCAS LEFT CONTACT INFORMATION.
RCAS-NS CONTACTED C ON EVE NUMBER AT 2:45PM EST 08/21/09 AND LEFT VMX.

* * * @08/21-ZNS924N
CRR-VF RECEIVED CALL FROM C'S SON. WILL BE C IN FILE. @08/21-ZVF778N
CRR-VF VERIFIED C'S NAME AND ADDRESS. @08/21-ZVF778N

C STATES C WANTS TO GET IN CONTACT WITH RCAS-DL @08/21-ZVF778N
CRR-VF ADVISED C THAT RCAS-NS IS ALSO WORKING ON THE FILE AND CONTACTED C.
CRR-VF ADVISED C FOLLOW UP IS SET FOR 08/24 @08/21-ZVF778N

C UNDERSTOOD, . @08/21-ZVF778N
CRR-VF GAVE C NAME AND EXT @08/21-ZVF778N
CRR-VF OFFERED ADDITIONAL ASSISTANCE, C DECLINED @08/21-ZVF778N
CRR-VF EXITING FILE. @08/21-ZVF778N

***** @08/21-ZVF778N
CRR-LA RECEIVED A CALL FROM C'S SON, MARIO MARTINEZ. @08/24-ZLA999N
CRR-LA VERIFIED NAME, DAY/EVE PHONE.

C STATES IS TRYING TO GET IN CONTACT WITH RCAS-DL BUT HAS NOT BEEN ABLE TO.
CRR-LA ADVISED WOULD SEND INTERNAL MESSAGE TO RCAS-DL. @08/24-ZLA999N
CRR-LA CONFIRMED BEST NUMBERS TO REACH C:

661 428 9921 CELL PHONE
661 665 1297_HOME PHONE

C STATES IS AT SCHOOL AND CAN BE REACHED AFTER 3PM.
CRR-LA STATED C WILL RECEIVE CALL BY END OF NEXT BUSINESS DAY. C THANKED
CRR-LA AND ENDED CALL.

>CRR-LA SENT INTERNAL MESSAGE TO RCAS-DL 08/24/09 REGARDING FILE.
CRR-LA EXITING FILE. @08/24-ZLA999N
* * * @08/24-ZNS924N

RCAS-NS SENT RHR AND RO'S TO DRTS-JJ ON 08/24/09 FOR FURTHER HANDLING.
* * * @08/24-ZNS924N

RCAS-NS CONTACTED C ON DAY NUMBER AT 6:38PM EST 08/24/09 AND SPOKE WITH C.
RCAS ADVISED THE DOCS ARE BEING REVIEWED AND THERE IS NO DECISION AT THIS
TIME. RCAS ADVISED C THAT RCAS WILL FOLLOW UP ON 08/27/09 WITH ANOTHER UPDATE.
C UNDERSTOOD AND STATED C HOPES THERE IS ANSWER SOON.
* * * @08/24-ZNS924N

DRTS-JJ SUBMITTED RHR TO ARBS-EY. -----@08/25-ZJJ572N

* * *
RCAS-NS CONTACTED C ON DAY NUMBER AT 2:08PM EST 08/27/09 AND LEFT CONTACT
INFORMATION FOR C. RCAS WAS INFORMED C WAS AT SCHOOL.
* * * @08/27-ZNS924N

*****ARBS-EY REVIEWED FILE. AFTER CAREFUL EVALUATION, NNA WILL NOT BE IN A
POSITION TO OFFER A REPURCHASE AT THIS TIME. ARBS-EY NOTES THAT DTS-DB WAS
UNABLE TO FIND ANY PROBLEMS WITH THE VEH.***** @08/28-ZEY895N
***** @08/28-ZES647N

CRR-ES RECEIVED AN INBOUND CALL FROM C'S SON MARIO MARTINEZ
CRR-ES VERIFIED NAME, ADDRESS AND PHONE NUMBER @08/28-ZES647N
C STATED THAT C WAS NOT ABLE TO GET IN TOUCH TO RCAS AND C WOULD LIKE TO
ASK FOR AN ASSISTANCE

CRR-ES APOLOGIZED FOR THE INCONVENIENCE
CRR-ES TOLD C THAT CRR-ES WILL SEND INTERNAL MESSAGE TO RCAS SO RCAS CAN
RETURN THE CALL OF C
C GAVE MOBILE NUMBER 6614289921 AND ACCORDING TO C, ANYTIME WITHIN THE DAY
WILL BE A GREAT TIME TO CALL C

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C THANKED CRR-ES FOR ASSISTANCE, C SATISFIED.
CRR-ES OFFERED FURTHER ASSISTANCE, C DECLINED.
CRR-ES GAVE C NAME, EXTENSION AND FILE NUMBER.
CRR-ES SENDING INTERNAL MESSAGE TO RCAS

@08/28-ZES647N

**

@08/31-ZHM943N

RCAS-HM REVIEWED FILE WITH RS-JL ON 08/31/09. RCAS-HM NOTING THAT RCAS-NS
SHOULD ADVISE C OR CONTACT ORM TO SEE IF ORM WOULD LIKE TO OFFER C ANYTHING.

RCAS-HM ATTEMPTED TO CONTACT C ON C'S DAY PHONE ON 08/31/09 AT 1:54 PM EST,
A WOMAN ANSWERED THE PHONE WHO COULD ONLY SPEAK SPANISH.

@08/31-ZHM943N

RCAS-HM CONTACTED C ON C'S EVENING PHONE ON 08/31/09 AT 1:55 PM EST. RCAS-HM
ADVISED C THAT RCAS-NS IS OUT OF THE OFFICE TODAY. RCAS-HM ADVISED C THAT
RCAS-NS WILL CONTACT C BACK ON 09/01/09 IN REGARDS TO C'S REQUEST TO
REPURCHASE THE VEH. C THANKED RCAS-HM.

@08/31-ZHM943N

RCAS-LA ASSISTING RCAS-NH 09/01/09. RCAS-NH OUT OF OFFICE.

RCAS-LA CALLED C AT DAY PHONE 09/01/09, 1:51PM EST: WOMAN REFERRED RCAS-LA TO
CALL EVE PHONE AND SPEAK WITH MARIO MARTINEZ.

RCAS-LA CALLED C AT EVE PHONE 09/01/09, 1:53PM EST AND SPOKE WITH MARIO
MARTINEZ. RCAS-LA ADVISED C THAT REQUEST FOR REPURCHASE HAD BEEN REVIEWED.
RCAS-LA ADVISED AFTER REVIEWING REPAIR HISTORY, NNA WOULD NOT BE IN A POSITION
TO REPURCHASE VEH. C INQUIRED WHY: RCAS-LA ADVISED THAT INSPECTION BY DTS HAD
BEEN REVIEWED AND NO CONCERNS WERE FOUND AT THAT TIME. RCAS-LA ADVISED C THAT
NNA WOULD CONTINUE TO HONOR WARRANTY. RCAS-LA ADVISED C WELCOME TO CALL BACK
FOR ANY FUTURE CONCERNS. C UNDERSTOOD. C THANKED RCAS-LA AND ENDED CALL.

*RCAS-LA UPDATED FILE CATEGORIZATION.

>>>RCAS-LA CLOSING FILE AS NO FURTHER ACTION NEEDED.

@09/01-ZLA999N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NT8G	ROOT CAUSE: SNSH
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 0	DATE: 00 / 00 / 00	USERID:
RESP DLR: 3810	EFFECTIVE: 07 / 14 / 09	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZLR000N	
HISTORY:	UPDATE BY: ZLA999N	
SVC CALL#:	UPDATE DATE: 09 / 01 / 09	
CLOSE: Y (Y/N)	CLOSE DATE: 09 / 01 / 09	MICROFILM: N
RESP CAA: SYER, NADIA	OLM: SMIT AGNES	DOM: BENDICK, RON
PHONE: 0000041642	OWNER FIRST:	LANGUAGE: E ENGLISH

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

CA6544794

SERVICE CONTRACTS SUMMARY

DATE: 8/10/2011
TIME: 11:09:17 AM
MODEL YEAR: 2007.0
MAKE:
MODEL LINE: ALT

NAME: [REDACTED] M VIN:
IN SCV DATE: 8/26/2007

SEO NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
81	[REDACTED]	3810 CA	8/26/2007	8/26/2013	100,000		

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CONTRACT: [REDACTED]	CONTRACT:
OWNER NAME: [REDACTED]	OWNER NAME:
PLAN TYPE: C	PLAN TYPE:
PLAN TERM: E	PLAN TERM:
DEDUCTABLE: \$ 50	DEDUCTABLE:
EFFECTIVE: 08/26/07	EFFECTIVE:
EXPIRES: 08/26/13 MILES: 100,000	EXPIRES: MILES:
CANCEL: MILES:	CANCEL: MILES:
TRANSFER:	TRANSFER:
TRANSACTION: 8/28/2007	TRANSACTION:
PRINTED: 08/31/07	PRINTED:
DEALER NO: 3810 STATE: CA	DEALER NO: STATE:
DEALER NAME: NISSAN OF BAKERSFIELD	DEALER NAME:

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SC: NONE

NAME: [REDACTED] VIN: 1N4BL21E57C [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2007.0 ALT MILEAGE: 43000
CITY: BURNSVILLE IN SVC DATE: 08 / 31 / 07
ST/ZIP: MN [REDACTED] VCAN: N RTL DLR: 3199 BROOKLYN PARK AUTOMOTIVE
DAY PH: [REDACTED] PAID: 6 SVC DLR: 3388 LUTHER NISSAN
EVE PH: [REDACTED] SUSP: 1 RESP DLR: 3388 LUTHER NISSAN
DLR PH: [REDACTED] DENY: 0 REGION: 24 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) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 3388 LUTHER NISSAN
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 7000 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 07 / 23 / 09 XFER/RSPNSBLTY: 24 05 S
CONTACT (S): FOLLOWUP DATE: 08 / 03 / 09 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 08 / 03 / 09 DATANET (Y/N): 07 / 24 / 09

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 119000 BRAKE BOOSTER
AD BRAKES YI OOW GOODWILL ASSISTANCE REQUEST
OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD BRAKES YI OOW GOODWILL ASSISTANCE REQUEST

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C. A. R. COMMENTS

FILE OPENED-ZNW600N 07/23/2009

E-MAIL: [REDACTED] @07/23-ZNW600N

PREVIOUS UNRELATED FILES FOUND: NONE. @07/23-ZNW600N

CRR-NW VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY & EVE PHONE NUMBER AND RESPONSIBLE DLR.

CRR-NW CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE. @07/23-ZNW600N

CLSD P7221 ALTIMA I-KEY FOB NTB07-053 08/03/07 00/00/00 10/23/07 3388

CRR-NW ADVISED C THAT THERE ARE NO OPEN RECALLS FOUND. @07/23-ZNW600N

PREVIOUS NISSAN/INFINITI VEH: NONE.

CRR-NW RECEIVED INBOUND CALL FROM C.

C STATES THAT C BROUGHT VEH TO DLRSHIP TODAY 07/23/09 FOR A DIAGNOSIS.

C STATES THAT DLR SCOTT IN THE SERVICE DEPARTMENT ADVISED C THAT THERE IS AN ISSUE WITH THE BRAKE MASTER CYLINDER WHICH SEEMS TO BE LEAKING FLUID INTO THE BOOSTER. @07/23-ZNW600N

C STATES THAT DLR ADVISED C THAT THIS WOULD NOT BE COVERED UNDER WARRANTY AND THAT THE REPAIR WOULD COST \$796. @07/23-ZNW600N

C STATES THAT C HAS DONE SOME RESEARCH ONLINE AND FOUND THAT THERE IS A RECALL FOR THE 2007 NISSAN SENTRA PERTAINING TO THIS EXACT ISSUE. @07/23-ZNW600N

C STATES THAT C FEELS AS THOUGH THIS RECALL SHOULD APPLY TO C'S VEH AS WELL.

CRR-NW EXPLAINED TO C THAT RECALLS ARE VIN SPECIFIC. @07/23-ZNW600N

C STATES C WOULD LIKE TO REQUEST TO HAVE NISSAN COVER THE COST OF THE REPAIR UNDER THIS RECALL. @07/23-ZNW600N

C STATES THAT VEH IS CURRENTLY AT THE DLRSHIP, HOWEVER, C WILL BE PICKING IT BACK UP TODAY 07/23/09. @07/23-ZNW600N

C STATES THAT VEH IS OPERABLE. @07/23-ZNW600N

CRR-NW ADVISED C THAT FILE WILL BE ESCALATED TO AN RCAS AGENT AND C WILL BE CONTACTED BY THE END OF BUSINESS TOMORROW. @07/23-ZNW600N

C UNDERSTANDS. @07/23-ZNW600N

CRR-NW OFFERED FURTHER ASSISTANCE, C DECLINED. @07/23-ZNW600N

CRR-NW PROVIDED C WITH NAME, EXTENSION, AND FILE NUMBER. @07/23-ZNW600N

CRR-NW TRANSFERRING FILE TO RCAS. @07/23-ZNW600N

RCAS-RH DATANET FILE TO DLR. @07/23-ZRH999N

RCAS-RH NOTED NO OPEN RECALLS/CAMPAIGNS ON VEH VIN. @07/23-ZRH999N

RCAS-RH HAS C ON INITIAL CALL FOR 07/24/09. @07/23-ZRH999N

RCAS-RH LEFT VMX ON C DAY/EVENING PHONE AT 1100AM EST ON 07/24/09; FOLLOWUP ON 07/28/09. @07/24-ZRH999N

RCAS-RH CONTACTED DLR AT 1103AM EST ON 07/24/09 BUT WAS TOLD THAT THE SM AND SA'S AT THE DLR ARE IN A MEETING AND BEST TO TRY BACK, HAVE DLR ON CALLBACK FOR 07/27/09. @07/24-ZRH999N

RCAS-RH CONTACTED DLR AT 1055AM EST ON 07/27/09; AND SPOKE TO SM-SCOTT ABOUT THIS ISSUE THAT C IS LOOKING FOR GOODWILL ASSISTANCE ON THE REPAIR. TO THE MASTER BRAKE CYLINDER. @07/27-ZRH999N

SM-SCOTT STATED RAN THE GRT AND IT WAS RECOMMENDED TODAY FOR \$300 TOWARDS THE COST AND THAT C PAY IS \$283.05; AND WILL BE CONTACTING C TODAY ABOUT IT.

@07/27-ZRH999N

RCAS-RH STATED THAT SOUNDS FINE, WILL CONTACT BACK ON 07/28/09 TO SEE IF C IS FINE WITH THAT ASSISTANCE, THANKED SM, ENDED CALL. @07/27-ZRH999N

RCAS-RH LEFT VMX ON C DAY PHONE AT 511PM EST ON 07/28/09; FOLLOWUP ON 07/30/09. @07/28-ZRH999N

RCAS-RH LEFT VMX ON C DAY PHONE AT 608PM EST ON 07/30/09; FOLLOWUP ON 08/03/09. @07/30-ZRH999N

RCAS-RH LEFT VMX ON C DAY PHONE AT 545PM EST ON 08/03/09.

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RCAS-RH CONTACTED DLR AT 548PMEST ON 08/03/09 AND CONFIRMED WITH DLR THAT
WORK HAS BEEN DONE AND C FINE WITH THE ASSISTANCE, @08/03-ZRH999N
SA-CRAIG STATED YES, DONE, C HAPPY. @08/03-ZRH999N
RCAS-RH THANKED SA FOR THE INPUT, ENDED CALL. @08/03-ZRH999N
RCAS-RH NOTED TREAD ACT CODING IS CORRECT. @08/03-ZRH999N
RCAS-RH CLOSING FILE. @08/03-ZRH999N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE
DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE
CUSTOMER.
CUSTOMER IS REQUIRING THAT BRAKE MASTER CYLINDER REPAIR BE MADE PART
OF A RECALL THAT IS ON ANY TYPE OF VEH, RCAS.

DEALER ACTION:

SATISFIED: Y
CALLBACK: (Y/N) #: 0 ACTION CODE: NT1C CONTACT(S):
REOPEN: CALLBACK #: 0 DATE: 00 / 00 / 00 ROOT CAUSE: SNFA
NEW INFO #: 0 DATE: 00 / 00 / 00 USERID:
OTHER #: 0 DATE: 00 / 00 / 00 USERID:
COMMENTS ONLY: #: 0 DATE: 00 / 00 / 00 USERID:
RESP DLR: 3388 EFFECTIVE: 07 / 23 / 09 CHANGED BY:
IIR-DATE: 00 / 00 / 00 TRANS DATE: 00 / 00 / 00 CHECK REQUESTED: NO
3RD PRY: PART#: CHECK ISSUED: NO
BYBACK ST: OPENED BY: ZNW600N
HISTORY: UPDATE BY: ZRH999N
SVC CALL#: UPDATE DATE: 08 / 03 / 09
CLOSE: Y (Y/N) CLOSE DATE: 08 / 03 / 09 MICROFILM: N
RESP CAA: HILL, ROBERT OLM: SMIT AGNES DOM: O'DWYER, DENNIS
PHONE: 0000000000 OWNER FIRST: LANGUAGE: E ENGLISH

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SC: ONE CONTRACT

NAME: [REDACTED]
STREET: [REDACTED]
CITY: AVONDALE
ST/ZIP: AZ [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: 1N4BL21E27N [REDACTED] Y
YR/MDL: 2007.0 ALT MILEAGE: 45918
IN SVC DATE: 06 / 13 / 07
VCAN: Y RTL DLR: 2192 JIM CLICK NISSAN
PAID: 11 SVC DLR: 3928 AVONDALE NISSAN
SUSP: 0 RESP DLR: 3928 AVONDALE NISSAN
DENY: 0 REGION: 44 DIST: SL/SV/PT: 08 08 38

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 4
VEHICLE MAINTAINED BY: 3928_ AVONDALE NISSAN
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 9918 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 07 / 27 / 09 XFER/RSPNSBLTY: 44 08 S
CONTACT (S): FOLLOWUP DATE: 08 / 13 / 09 DATANET (Y/N): 1
SEVERITY: 3 CLOSE DATE: 08 / 13 / 09 DATANET (Y/N): 07 / 29 / 09

CONCERN AND CATEGORY		SUBCATEGORY AND SYMPTOM	
OA	VEHICLE CONCERNS	131500	BATTERY
AF	ENGINE ELECTRICAL	WT	UNABLE DIAGNOSE/DUPLICATE
OA	VEHICLE CONCERNS	131500	BATTERY
AF	ENGINE ELECTRICAL	YE	MULTIPLE REPAIR ATTEMPTS
OA	VEHICLE CONCERNS	131500	BATTERY
AF	ENGINE ELECTRICAL	YI	OOW GOODWILL ASSISTANCE REQUEST

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C. A. R. COMMENTS

FILE OPENED-ZHN000N 07/27/2009

EMAIL ADDRESS: DRPANTERA@YAHOO.COM.

PREVIOUS RELATED FILES FOUND: NONE.

PREVIOUS UNRELATED FILES FOUND: NONE.

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

*CRR-HN UPDATED OWNER DATABASE.

CRR-HN CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @07/27-ZHN000N

CLSD PB090 ALTIMA VARISTOR NTB08-095 09/29/08 01/26/09 03/02/09 3928

CLSD P7221 ALTIMA I-KEY FOB NTB07-053 08/03/07 01/04/08 05/08/08 3895

CRR-HN ADVISED C OF RECALL STATUS.

PREVIOUS NISSAN/INFINITI VEHICLES: MAX, ALT, ALT.

CRR-HN RECEIVED CALL FROM C.

C STATES IN SEPTEMBER OF 2007, C WAS HAVING MAJOR PROBLEMS WITH THE VEH STARTING. @07/27-ZHN000N

C STATES ONCE THE VEH WAS STARTED UP, THE VEH WOULD NOT GO PAST 40MPH.

C STATES THIS IS ONLY 3 MONTHS AFTER PURCHASING THE VEH BRAND NEW.

C STATES C'S VEH WAS ADDRESSED TO THE NISSAN DLRSHIP AT LEAST 4 OR 5 TIMES ALREADY, AND TOWED INTO THE DLRSHIP ONCE. @07/27-ZHN000N

C STATES AT THE TIME, C KEPT BEING ADVISED THAT C HAD A WEAK BATTERY SO THE DLRSHIP WOULD JUST CHARGE THE BATTERY AND SEND C ON C'S WAY.

C STATES C ENDED UP REPLACING THE BATTER IN JUNE OF 2008 BECAUSE C WAS TIRED OF BEING STRANDED WHEN VEH BROKE DOWN

C STATES C HAS ALSO HAD PROBLEMS WITH C'S BRAKE LIGHTS COMING ON.

C STATES ON 07/25/09, C'S VEH WOULD NOT START, WHICH HAS ONLY BEEN A YEAR SINCE THE REPLACEMENT OF C'S BATTERY.

C STATES THERE IS OBVIOUSLY SOMETHING WRONG WITH THIS VEH. @07/27-ZHN000N

C STATES C HAS PURCHASED FOUR NISSAN VEHS FROM ALL FROM 2192_ JIM CLICK NISSAN AND HAS ALWAYS HAD GOOD EXPERIENCES WITH THE VEHS, BUT THIS VEH HAS CAUSED TOO MANY PROBLEMS FOR C WHICH IS VERY UPSETTING. @07/27-ZHN000N

C STATES C TOOK VEH INTO 3928_ AVONDALE NISSAN TODAY AND IS BEING ADVISED THAT THERE IS PROBABLY SOMETHING WRONG WITH THE BATTERY AGAIN.

C STATES C FEELS THAT C HAS A LEMON FOR A VEH.

C STATES C IS TIRED OF BEING PATIENT AND WOULD LIKE FOR NNA TO DIAGNOSE THE EXACT PROBLEM AND HAVE VEH REPAIRED PERMANENTLY SO C CAN HAVE A RELIABLE VEH.

CRR-HN ADVISED C THAT CONCERN HAS BEEN DOCUMENTED AND FORWARDED TO RCAS WHO WILL CONTACT C BY THE END OF THE NEXT BUSINESS DAY. @07/27-ZHN000N

C STATES C UNDERSTANDS.

CRR-HN OFFERED FURTHER ASSISTANCE, C DECLINED.

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

CRR-HN TRANSFERRING FILE TO RCAS FOR FURTHER REVIEW. @07/27-ZHN000N

@07/28-ZDL369N

RCAS-DL DATANETTED FILE

@07/28-ZDL369N

RCAS-DL CALLED C AT DAYTIME PHONE NUMBER AT 4:12PM EST, 7/28/09, @07/28-ZDL369N

C STATED C HAS TAKEN VEH INTO DLRSHIP AT LEAST 3 TIMES FOR BATTERY

C STATED C COULD GET VEH TO START, AFTER BATTERY WAS JUMPED, VEH

WOULD ONLY GO 40 MPH MAXIMUM, C STATED C HAD TO DRIVE VEH 30 MINUTES

LIKE THIS. C STATED THIS OCCURED ON SEPT 07 AND C NEVER HAD THIS

SAME ISSUE OCCUR AGAIN.

C STATED AS OF THIS LAST TIME C HAD NO INDICATION THAT BATTERY WAS

DYING THEN C WENT OUT AND BATTERY WAS DEAD.

C STATED AFTER 30 MIN DRIVE HOME C EXPECTED BATTERY TO BE RECHARGED

BUT IT WAS NOT.

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C STATED EVERY TIME C BRINGS THE VEH IN TO DLRSHP AND THEY JUST REPLACE BATTERY, WHICH IS WHAT C FINDS FRUSTRATING.

C STATED FIRST TIME VEH WENT TO PEORIA NISSAN FOR THIS CONCERN BUT IN LAST YEAR VEH HAS BEEN BROUGHT TO AVONDALE NISSAN.

RCAS-DL ASKED HOW MANY TIMES VEH HAS BEEN TO AVONDALE FOR THIS CONCERN C STATED AVONDALE WAS MADE AWARE OF PREVIOUS BATTERY CONCERNS WITH VEH. RCAS-DL OFFERED TO SEE IF ADDITIONAL TECHNICAL ASSISTANCE CAN BE@07/28-ZDL369N PROVIDED TO DLRSHP.

C STATED C ALSO HAS ISSUES WITH SENSORS ON DASH, BRAKE LIGHT SENSOR KEEPS COMING ON ON DASH, C WAS TOLD THAT BRAKE MASTER CYLINDER NEEDS REPLACEMENT.

C STATED C BROUGHT BRAKE LIGHT CONCERN UP ORIGINALLY WHEN VEH WAS UNDER BASIC WARRANTY AND DLRSHP TOPPED UP FLUIDS BUT DID NOT RESOLVE THE ISSUE, NOW VEH IS OUTSIDE OF WARRANTY, AND C IS EXPECTED TO PAY THE \$100 DEDUCTIBLE OUTSIDE OF WARRANTY.

C STATED SM SUGGESTED THAT C AND THE DLRSHP "STOP ARGUING" AND SPLIT THE COST OF DEDUCTIBLE 50/50. C RESENTED THE IMPLICATION THAT C WAS ARGUING. C STATED VEH IS SUPPOSED TO BE DONE TODAY.

RCAS-DL OFFERED TO INVESTIGATE AND CALL BACK 7/29/09. C AGREED. @07/28-ZDL369N
***** @07/28-ZDL369N

RCAS-DL CALLED DLRSHP AT 7/28/09, GOT SERVICE DIRECTOR- JAN POLANSKI SD STATED BATTERY DIED AGAIN, DLRSHP IS USING SPECIAL BATTERY TESTER DEVICE THAT INFORMS DLRSHP THAT BATTERY IS GOOD, NEEDS TO BE CHARGED, OR IS A BAD BATTERY. C BROUGHT VEH IN PREVIOUSLY AND TESTER SAID TO CHARGE BATTERY, ON CURRENT VISIT TESTER INDICATED BAD BATTERY.

SD STATED THE HIGH SUMMER HEAT IS THE LIKELY CAUSE OF BATTERY DRAIN COMBINED WITH THE HIGH ELECTRICAL LOAD CAUSED BY USE OF A/C.

SD DOES NOT FEEL THAT THERE IS AN ADDITIONAL ELECTRICAL ISSUE CAUSING DRAIN ON THE BATTERY.

SD STATED C WAS IN A YEAR AGO AND COMPLAINED THAT BRAKE LIGHT WAS OUT ON DASH AT THAT TIME C REQUIRED MORE BRAKE FLUID.

C STATED NOW A YEAR LATER, THE BRAKE MASTER CYLINDER IS LEAKING AND C FEELS THIS IS BECAUSE FIRST REPAIR WAS PERFORMED IMPROPERLY, WHEN ACTUALLY IT HAS BEEN A YEAR OF WEAR ON THIS PART AND IT HAS GONE OUT ON IT'S OWN.

RCAS-DL THANKED SD @07/28-ZDL369N
***** @07/28-ZDL369N

@07/28-ZDL369N

RCAS-DL CALLED C AT DAYTIME PHONE NUMBER AT 5:55PM EST, 7/29/09, RCAS-DL STATED THAT DLRSHP HAS INDICATED THAT REASON FOR BATTERY FAILED DL369N IS A COMBINATION OF HIGH AZ HEAT AND HIGH LOAD ON BATTERY LIKELY CAUSED BY A/C DRAW, AND SM DOES NOT BELIEVE PROBLEM WITH VEH IS DUE TO AN ELECTRICAL FAULT IN VEH.

C STATED C DOES NOT BELIEVE THIS IS THE CASE AS C STATED FIRST BATTERY WENT OUT 3 MONTHS AFTER PURCHASE OF VEH, AND VEH HAD UNUSUAL ISSUE WHERE IT COULD NOT ACCELERATE BEYOND 40MPH AT THAT TIME.

C STATED C HAS LIVED IN AZ FOR 20 YEARS AND HAS NEVER HAD TO REPLACE A BATTERY ON ANY PRIOR VEH. C STATED C'S 3 PREVIOUS VEHS WERE ALSO NISSANS.

RCAS-DL STATED THAT THAT DLRSHP IS SUGGESTING THAT THE PREVIOUS BRAKE FLUID LEAK IS UNRELATED TO CURRENT BRAKE MASTER CYLINDER LEAK.

C STATED C IS NOT A MECHANIC AND CANNOT SPEAK TO THIS BUT FEELS IT IS UNUSUAL THAT C HAD TWO SIMILAR BRAKE ISSUES WITHIN A WEEK OF EACH OTHER.

RCAS-DL OFFERED TO PUT IN A REQUEST FOR A TECHNICAL SPECIALIST TO EXAMINE C'S VEH AND SEE IF THERE IS AN ALTERNATIVE EXPLANATION FOR THE BATTERY DRAIN ISSUE, RCAS-DL OFFERED TO CALL BACK ON 7/31/09 WITH AN APPT DATE.

C AGREED. @07/29-ZDL369N
***** @07/29-ZDL369N

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RCAS-DL SENT INTERNAL MESSAGE TO ORM-JW AND TECHLINE-TT AS OF 7/29/09 WITH DTS REQUEST. @07/29-ZDL369N

***** @07/29-ZDL369N

RCAS-AH CALLED DAY/EVE NUMBER AT 7:06 PM EST ON 07/31/09 LEFT VMX FOR C. @07/31-ZAH287N

RCAS-AH SENDING EMAIL TO DTS-TZ AT 5:00 PM EST ON 08/04/09

RCAS-AH CALLED DAY/EVE NUMBER AT 8:09 PM EST ON 08/04/09 LEFT VMX FOR C. @08/04-ZAH287N

RCAS-AH RECEIVED EMAIL FROM DTS-TZ AT 11:00 AM EST ON 08/06/09 EMAIL ADVISED DTS FOR 1 PM ON 08/10/09 @08/06-ZAH287N

RCAS-AH CALLED DAY/EVE NUMBER AT 1:51 PM EST ON 08/06/09 SPOKE TO C.

RCAS-AH ADVISED DTS FOR 08/10/09 AT 1 PM @08/06-ZAH287N

C AGREED AND ADVISED THAT IS C'S DAY OFF.

C ADVISED DEPENDING ON HOW LONG VEH IS AT THE DLR C MAY NEED A RENTAL VEH

RCAS-AH ADVISED TO INQUIRE WITH THE DLR HOWEVER IF ANYTHING C CAN SUBMIT

BILL TO RCAS-AH FOR REIMBURSEMENT

C AGREED

RCAS-AH ADVISED WILL FOLLOW UP 08/10/09

RCAS-AH SENDING EMAIL TO DTS-TZ AT 1:58 PM EST ON 08/06/09 TO CONFIRM

@08/06-ZAH287N

RCAS-AH CALLED DAY/EVE NUMBER AT 8:40 PM EST ON 08/10/09 LEFT VMX FOR C.

@08/10-ZAH287N

RCAS-AH RECEIVED EMAIL FROM DTS-TZ AT 11:00 AM EST ON 08/11/09

THIS ONE I LOOKED AT MONDAY. SHE TOLD ME THE BATTERY HAS BEEN OK

SINCE THE LAST REPAIR. WE CHECKED THE BATTERY AND CHARGING SYSTEM.

OK. THE BATTERY DRAW AFTER 1 HOUR WAS 23MA. OK. SHE HAD AN @08/11-ZAH287N

AFTERMARKET ALARM THAT WAS INSTALLED BY THE SELLING DEALER. THE ALARM

WAS TAPPED INTO THE BCM. THIS COULD BE PART OF THE ISSUE. I ASKED IF IT

WAS OK TO REMOVE THE ALARM. WE REMOVED IT AND PUT IT ON HER SEAT. WE

DID NOT FIND ANYTHING ABNORMAL THAT WOULD DRAIN HER BATTERY. I CALLED HER

AFTER THE INSPECTION AND EXPLAINED EVERYTHING WE DID. @08/11-ZAH287N

RCAS-AH CALLED DAY/EVE NUMBER AT 8:28 PM EST ON 08/11/09 SPOKE TO C.11-ZAH287N

C ADVISED JUST PICKING UP THE VEH NOW

RCAS-AH ADVISED WILL FOLLOW UP IN 2 DAYS TO GIVE C A CHANGE TO DRIVE VEH

SO RCAS-AH CAN GET SOME FEED BACK FROM C.

C AGREED. @08/11-ZAH287N

RCAS-AH CALLED DAY/EVE NUMBER AT 3:09 PM EST ON 08/13/09 SPOKE TO C.

C ADVISED THE DTS TOOK OUT THE AFTER MARKET ALARM AND ADVISED C TO NOT USE

THE AUTO LIGHTS AS OFTEN

C ADVISED HOWEVER MAY NOT KNOW IF THE PROBLEM WILL COME BACK FOR ATLEAST MIN

OF 3 MONTHS - 9 MONTHS. @08/13-ZAH287N

C ADVISED HOWEVRE WILL CONTACT NNA IF NEEDS FURTHER ASSISTANCE.

RCAS-AH CLOSING FILE @08/13-ZAH287N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

PLEASE SEND ANY INFORMATION PERTAINING TO THIS FILE TO REGIONAL SPECIALIST

DAVID LA RUSH AT 1 866 799 1690 X1476.

DEALER ACTION:

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NT1A	ROOT CAUSE: SCMV
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #:	DATE: 00 / 00 / 00	USERID:
RESP DLR: 3928	EFFECTIVE: 07 / 27 / 09	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZHN000N	
HISTORY:	UPDATE BY: ZAH287N	
SVC CALL#:	UPDATE DATE: 08 / 13 / 09	
CLOSE: Y (Y/N)	CLOSE DATE: 08 / 13 / 09	MICROFILM: N
RESP CAA: HANN, ASHLEY	OLM: SMIT AGNES	DOM: HARRIMAN, ALAN
PHONE: 0000041607	OWNER FIRST:	LANGUAGE: E ENGLISH

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

CA6556175

SERVICE CONTRACTS SUMMARY

DATE: 8/10/2011
TIME: 11:09:18 AM
MODEL YEAR: 2007.0
MAKE:
MODEL LINE: ALT

NAME: [REDACTED] VIN:
IN SCV DATE: 1/8/2010

SEO NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
83	[REDACTED]	44SMP CA	1/8/2010	1/8/2011	66,175		

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CONTRACT: [REDACTED]	CONTRACT:
OWNER NAME: [REDACTED]	OWNER NAME:
PLAN TYPE: T	PLAN TYPE:
PLAN TERM: F	PLAN TERM:
DEDUCTABLE: \$	DEDUCTABLE:
EFFECTIVE: 01/08/10	EFFECTIVE:
EXPIRES: 01/08/11 MILES: 66,175	EXPIRES: MILES:
CANCEL: MILES:	CANCEL: MILES:
TRANSFER:	TRANSFER:
TRANSACTION: 1/8/2010	TRANSACTION:
PRINTED: 01/09/10	PRINTED:
DEALER NO: 44SMP STATE: CA	DEALER NO: STATE:
DEALER NAME: SENTRA MAINTENANCE PLUS	DEALER NAME:

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: ELK GROVE VILLAGE
ST/ZIP: IL [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: 1N4AL21E57C [REDACTED] Y
YR/MDL: 2007.0 ALT MILEAGE: 62000
IN SVC DATE: 12 / 20 / 06
RTL DLR: 3229 WOODFIELD NISSAN, INC.
SVC DLR: 3229 WOODFIELD NISSAN, INC.
RESP DLR: 3229 WOODFIELD NISSAN, INC.
REGION: 24 DIST: SL/SV/PT: 01 01 31

VCAN: N
PAID: 17
SUSP: 0
DENY: 0

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 3229_ WOODFIELD NISSAN,
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 26000 (PT) MONTHS: MILES: 2000

ORIG CODE: CT 11 OPEN DATE: 08 / 11 / 09 XFER/RSPNSBLTY: 24 01 S
CONTACT (S): FOLLOWUP DATE: 08 / 24 / 09 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 08 / 20 / 09 DATANET (Y/N): 08 / 12 / 09

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	119000	BRAKE BOOSTER
AD	BRAKES	YI	OOW GOODWILL ASSISTANCE REQUEST
OA	VEHICLE CONCERNS	119000	BRAKE BOOSTER
AD	BRAKES	YX	POOR OR IMPROPER OPERATION
OA	VEHICLE CONCERNS	122000	MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD	BRAKES	YI	OOW GOODWILL ASSISTANCE REQUEST
OA	VEHICLE CONCERNS	122000	MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD	BRAKES	YX	POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZNM859N 08/11/2009

EMAIL ADDRESS: [REDACTED]

PREVIOUS RELATED FILES FOUND:NONE.

PREVIOUS UNRELATED FILES FOUND:646601,6011618,6174331.

CRR-NM VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY/ EVENING PHONE.
THE RESPONSIBLE DEALER.

PREVIOUS NISSAN/INFINITI VEH:NONE.

CRR-NM CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @08/11-ZNM859N

CLSD P7221 ALTIMA I-KEY FOB NTB07-053 08/03/07 00/00/00 11/14/07 3229

CLSD P7226 ALT AIR DEFLECTOR NTB07-048 06/12/07 09/04/07 09/14/07 3229

CLSD R0703 ALTIMA AIR FILTER NTB07-047 06/12/07 09/04/07 09/14/07 3229

CRR-NM ADVISED C OF RECALL STATUS.

CRR-NM RECEIVED CALL FROM C.

C STATES THAT C HAS A PART HAS FAILED ON C'S VEH. @08/11-ZNM859N

C STATES THAT C TOOK THE VEH TO THE DLR TODAY AND THE VEH WAS DIAGNOSED BY
THE DLR WITH THE MASTER CYLINDER LEAKING AND CAUSING DAMAGE TO THE BRAKE
BOOSTER.

C STATES THAT C WAS DEALING WITH SM-WILLIAM GONZALEZ.

C STATES THAT THE DLR ADVISED C THAT THE REPAIR WILL COST C \$948.00.

C STATES THAT C TAKES THE VEH INTO THE DLR ALL THE TIME FOR OIL CHANGES.

C STATES THAT C FEELS THAT THE DLR SHOULD HAVE NOTICED THIS ISSUE WITH THE
VEH PREVIOUSLY.

C STATES THAT C IS REQUESTING THAT NNA COVER THE COST OF THE REPAIR.

CRR-NM ADVISED C THAT C'S CONCERNS HAVE BEEN DOCUMENTED IN A FILE.

CRR-NM ADVISED C THAT CRR-NM WILL TRANSFER FILE TO RCAS.

CRR-NM ADVISED C THAT RCAS WILL CONTACT C BACK BY THE END OF THE NEXT BUSINESS
DAY.

CRR-NM VERIFIED BEST TIME TO CONTACT C IS ANYTIME ON DAYTIME NUMBER.

CRR-NM OFFERED FURTHER ASSISTANCE, C SATISFIED.

CRR-NM PROVIDED C WITH NAME, FILE NUMBER AND EXTENSION. @08/11-ZNM859N

CRR-NM TRANSFERRING FILE TO RCAS FOR FURTHER REVIEW. @08/11-ZNM859N

** @08/11-ZLO469N

RCAS-LO DATANETTED FILE TO THE DLRSH. @08/11-ZLO469N

RCAS-LO CALLED DAY/EVE NUMBER AT 5:20 PM EST ON 8/12/09 AND LEFT VMX REQUESTIN
CALL BACK. @08/12-ZLO469N

**** @08/14-ZMS039N

CRR-MS RECEIVED CALL FROM C. @08/14-ZMS039N

CRR-MS VERIFIED C'S NAME, ADDRESS AND PHONE. @08/14-ZMS039N

C PROVIDED FILE NUMBER AND SAID C HAS BEEN TRYING TO RCAS-LO AND LEFT SEVERAL
VMX'S ALREADY. C STATED C WANTED TO SPEAK WITH RCAS ASAP. CRR-MS ADVISED C
THAT CRR-MS DID SEND INTERNAL MESSAGE TO RCAS-LO WHILE C IS ON THE LINE.

C UNDERSTOOD AND REQUESTED FOR TRANSFER. CRR-MS AFFIRMED.

C THANKED CRR-MS FOR ASSISTANCE, C SATISFIED.

CRR-MS OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-MS GAVE C NAME, EXTENSION AND FILE NUMBER. @08/14-ZMS039N

CRR-MS EXITING FILE. @08/14-ZMS039N

**

RCAS-LO CALLED DLR AT 4:07 PM EST ON 8/14/09 AND LEFT VMX REQUESTING CALL BACK

RCAS-LO CALLED DAY/EVE NUMBER AT 4:07 PM EST ON 8/14/09 AND SPOKE WITH C.

RCAS-LO ADVISED C THAT RCAS-LO HAS RECEIVED AND REVIEWED C'S FILE AND IS
JUST WAITING ON THE RETURN OF SM-GUY DILEO. RCAS-LO ARRANGED TO FOLLOW UP WITH
C THE LATEST ON 8/18/09. @08/14-ZLO469N

**

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RCAS-LO SENT INTERNAL MESSAGE TO SM-GUY DILEO TO INQUIRE ABOUT C'S REPAIR AND SERVICE HISTORY. @08/17-ZLO469N

**

RCAS-LO RECEIVED INTERNAL MESSAGE FROM SM-GUY DILEO REGARDING C'S FILE. SM STATES THAT THE MASTER IS LEAKING INTO THE BOOSTER. SM STATES THAT THIS WAS NOT NOTICED PREVIOUSLY AS THERE IS NOT EXTERNAL, SO THERE IS NO WAY TO SEE. SM STATES THAT C IS NOT A GOOD SERVICING C AT THE DLRSHP AND SM WOULD NOT RECOMMEND ASSISTANCE. @08/18-ZLO469N

RCAS-LO CALLED DAY/EVE NUMBER AT 4:21 PM EST ON 8/18/09 AND LEFT VMX REQUESTING CALL BACK. @08/18-ZLO469N

CRR-AB RECEIVED CALL FROM C.
CRR-AB VERIFIED C'S NAME, ADDRESS, DAY, EVENING PHONE NUMBERS
CRR-AB INFORMED C OF RECALL STATUS.
C STATED THAT C WANTED TO SPEAK TO RCAS-LO AND C WAS NOT ABLE TO WENT THROUGH RCAS'S EXTENSION NUMBER.
CRR-AB INFORMED C THAT CRR-AB WILL SEND AN EMAIL TO RCAS TO CALLBACK AND INFORMED C THAT CRR-AB WILL TRANSFER C TO RCAS EXTENSION AND ASKED WHAT WILL WHAT WILL BE THE BEST NUMBER AND TIME TO CALLBACK BY RCAS.
C STATED THAT C IS AVAILABLE ANYTIME TO C'S DAY AND EVE NUMBER.

CRR-AB GAVE NUMBER OF RACS 18667991690.
CRR-AB OFFERED FURTHER ASSISTANCE, C DECLINED. @08/20-ZAB630N

CRR-AB GAVE C NAME, EXTENSION AND FILE NUMBER.
CRR-AB SENDING EMAIL TO RCAS.

CRR-AB TRANSFERRED CALL TO EXTENSION.
CRR-AB EXITING FILE, @08/20-ZAB630N

**

RCAS-LO CALLED DAY/EVE NUMBER AT 3:42 PM EST ON 8/20/09 AND LEFT VMX REQUESTING CALL BACK. @08/20-ZLO469N

RCAS-LO RECEIVED CALL FROM C AT 3:42 PM EST ON 8/20/09 AND SPOKE WITH C.
C STATES THAT C JUST MISSED RCAS-LO'S CALL. RCAS-LO THANKED C FOR CALLING BACK
RCAS-LO ADVISED C THAT C'S FILE HAS BEEN REVEIWD AND UNFORTUNATELY BECAUSE THE VEH IS OOW BY MILES NNA IS NOT IN THE POSITION TO ASSIST WITH C'S REQUEST.
RCAS-LO ADVISED C THAT RCAS-LO DID IN FACT INQUIRE AS TO WHY THIS HAD NOT BEEN NOTICED PREVIOUSLY AND WAS ADVISED THAT BECAUSE THIS IS NOT AN EXTERNAL PART THERE WAS NO WAY FOR THE DLRSHP TO SEE. C UNDERSTANDS. C STATES THAT THE DLRSHP ADVISED C THAT THE DLR HAS NOT SEEN THIS TYPE OF @08/20-ZLO469N

REPAIR PREVIOUSLY AND C WAS HOPING FOR SOME SORT OF ASSISTANCE. RCAS-LO UNDERSTANDS AND APOLOGIZED, ADVISING C THAT UNFORTUNATELY NNA IS NOT IN THE POSITION TO ASSIST. C UNDERSTANDS. RCAS-LO OFFERED FURTHER ASSISTANCE, C DECLINED. RCAS-LO CLOSING FILE AS NO FURTHER ASSISTANCE IS REQUIRED.
@08/20-ZLO469N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NT3B	ROOT CAUSE: SNFA
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 0	DATE: 00 / 00 / 00	USERID:
RESP DLR: 3229	EFFECTIVE: 08 / 11 / 09	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZNM859N	
HISTORY:	UPDATE BY: ZLO469N	
SVC CALL#:	UPDATE DATE: 08 / 20 / 09	
CLOSE: Y (Y/N)	CLOSE DATE: 08 / 20 / 09	MICROFILM: N
RESP CAA: OUELETTE, LISA	OLM: SMIT AGNES	DOM: HAFERTEPE, MIKE
PHONE: 0000041645	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 8/10/2011
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SC: NONE

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

VIN: 1N4BL21E37N [REDACTED] Y
YR/MDL: 2007.0 ALT MILEAGE: 72988
IN SVC DATE: 02 / 07 / 07
VCAN: N RTL DLR: 17006 SUNBELT NISSAN
PAID: 4 SVC DLR: 4000 EAST CHARLOTTE NISSAN
SUSP: 0 RESP DLR: 4000 EAST CHARLOTTE NISSAN
DENY: 0 REGION: 34 DIST: SL/SV/PT: 16 16 46

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 3
VEHICLE MAINTAINED BY: 16003 MORRIS MOTORS, IN
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 36988 (PT) MONTHS: MILES: 12988

ORIG CODE: CT 11 OPEN DATE: 10 / 01 / 09 XFER/RSPNSBLTY: 34 16 S
CONTACT (S): FOLLOWUP DATE: 11 / 02 / 09 DATANET (Y/N): 2
SEVERITY: 9 CLOSE DATE: 11 / 02 / 09 DATANET (Y/N): 10 / 06 / 09

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 121500 GEN. BRAKE COMPONENT(S)
AD BRAKES YE MULTIPLE REPAIR ATTEMPTS
OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD BRAKES ZB BROKEN/CRACKED

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C. A. R. COMMENTS

FILE OPENED-ZMS039N 10/01/2009

PREVIOUS FILES FOUND: 1

RELATED: 6205396

UNRELATED: NONE

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

CRR-MS UP-DATED OWNER'S INFORMATION (PHONE NUMBERS).

CRR-MS CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE

CLSD P7221 ALTIMA I-KEY FOB NTB07-053 08/03/07 01/04/08 01/23/08 17006

CRR-MS ADVISED C OF RECALL STATUS.

PREVIOUS NISSAN/INFINITI VEHICLE(S): 05 PTH, 05 MUR

CRR-MS RECEIVED CALL FROM C. @10/01-ZMS039N

C STATED C WANTED TO KNOW WHAT TO DO TO FILE A LEMON LAW CASE. C STATED C HAS SEVERAL BUT CONTINUING ISSUES WITH THE VEH. @10/01-ZMS039N

C STATED C HAD ISSUES WITH THE BRAKES WHEN VEH WAS LESS THAN 30,000 MILES, AND HAD ALL THE BRAKES REPLACED. @10/01-ZMS039N

C STATED BRAKE LIGHT STILL CONTINOUS TO COME ON. @10/01-ZMS039N

C STATED VEH ALSO HESITATES DURING STARTING. @10/01-ZMS039N

C STATED C IS HAVING PROBLEMS WITH THE NAVI SYSTEM. @10/01-ZMS039N

C STATED VEH LEAKS GAS. @10/01-ZMS039N

C STATED MAIN PROBLEMS ARE THE BRAKES AND THE GAS LEAK. @10/01-ZMS039N

C STATED PREVIOUS REPAIRS WERE DONE BY 5148 SOUTH CHARLOTTE NISSAN - WHO HAS MORE DOCUMENTED DIAGNOSIS/REPAIRS ABOUT THE VEH. C STATED C MOVED ALREADY TO SC AND STARTED TAKING THE VEH TO 16003 MORRIS MOTORS. @10/01-ZMS039N

C STATED THE LAST TIME C TOOK THE VEH TO 16003 MORRIS MOTORS WAS A MONTH AGO AND WAS TOLD THAT BRAKE PROBLEMS WAS CAUSED BY THE RESERVOIR BUT DLR WAS UNABLE TO LOCATE THE ISSUE ABOUT GAS LEAK. C STATED HAD TRIED SEVERAL TIMES TO HAVE THE BRAKES FIXED THRU 5148 SOUTH CHARLOTTE NISSAN BUT PROBLEM STILL EXISTS. @10/01-ZMS039N

C STATED C HAS NO ISSUES WITH THE DLRSHPS BUT C THINKS THE VEH ITSELF IS NOT A GOOD VEH. C STATED C BELIEVES THE VEH IS A LEMON AND C WANTED TO FILE A CASE CLAIMING VEH IS A LEMON. CRR-MS ADVISED C THAT C'S CONCERN WILL BE FORWARDED TO RCAS FOR PROPER HANDLING AND RCAS WILL BE CALLING C BY THE END OF THE NEXT BUSINESS DAY. C UNDERSTOOD. @10/01-ZMS039N

CRR-MS NOTING THAT C CAN NO LONGER REMEMBER THE NAME OF THE SA/SM THAT C DEALT WITH FROM 5148 SOUTH CHARLOTTE NISSAN AND 16003 MORRIS MOTORS.

C THANKED CRR-MS FOR ASSISTANCE, C SATISFIED.

CRR-MS OFFERED FURTHER ASSISTANCE, C DECLINED.

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

CRR-MS FORWARDED FILE TO RCAS. @10/01-ZMS039N

>>> @10/01-ZEF000N

RCAS-EF RECEIVED FILE ON 10/01/09.

RCAS-EF DATANETTED FILE TO DLRSHP:16003 MORRIS MOTORS AT 1:19PM EST ON 10/01/09. @10/01-ZEF000N

RCAS-EF COULD NOT CONFIRM C'S PREVIOUS NISSAN VEHS IN ZCA1. @10/01-ZEF000N

>>> @10/01-ZEF000N

RCAS-EF CONTACTED C ON DAYTIME NUMBER AT 1:21PM EST 10/01/09 AND SPOKE TO C'S [REDACTED] AND WAS ADVISED TO CONTACT C ON C'S EVENING NUMBER AS C'S PRIMARY CONTACT, RCAS-EF UNDERSTOOD AND ENDED CALL.

>>> RCAS-EF UPDATED C'S DAYTIME [REDACTED] TO C'S EVENING # [REDACTED]. @10/01-ZEF000N

>>> @10/01-ZEF000N

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RCAS-EF CONTACTED C ON DAYTIME/EVENING NUMBER AT 1:23PM EST ON 10/01/09 AND LEFT VMX.

>>> @10/01-ZEF000N

RCAS-EF CONTACTED DLRSH:16003 MORRIS MOTORS AT 1:12PM EST ON 10/01/09 AND LEFT VMX FOR SM-WESLEY MORRIS.

>>> @10/01-ZEF000N

RCAS-EF RECEIVED CALL FROM C AT 1:42PM EST ON 10/01/09 AND SPOKE TO C. RCAS-EF INQUIRED ON C'S CONCERN. C STATES THAT C'S VEH IS CURRENTLY LOCATED AT DLR: 16007 DICK SMITH NISSAN BECAUSE THIS MORNING C HIT AN 18 WHEELER TIRE WHICH WAS LYING ON THE HIGHWAY. C STATES THAT C'S INSURANCE IS NOW INVOLVED BECAUSE OF C'S ACCIDENT, RCAS-EF UNDERSTOOD. C STATES THAT THE REPAIRS FOR THE ACCIDENT ARE TO THE RADIATOR AND THE FRONT END, RCAS-EF UNDERSTOOD. C STATES THAT C HAD PREVIOUSLY CONTACTED NNA BEFORE C'S ACCIDENT BECAUSE C HAS HAD AN ON GOING CONCERN WITH C'S VEH AND C DOES NOT FEEL LIKE C'S VEH IS SAFE. RCAS-EF INQUIRED ON C'S CONCERN. C STATES THAT C PREVIOUSLY HAD REPAIRS COMPLETED TO C'S BRAKE RESIVOIR AND BRAKE MANIFOLD BECAUSE C'S VEH WAS LEAKING GAS AND BRAKE FLUID. C STATES C'S OTHER CONCERN IS WITH THE BRAKE LIGHT COMING ON HOWEVER, THE DLR HAS NOT BEEN ABLE TO DUPLICATE THIS CONCERN AT THE TIME C BROUGHT THE VEH TO THE DLRSH:16007 DICK SMITH NISSAN BECAUSE C'S BRAKE LIGHT WAS OFF. RCAS-EF INQUIRED IF C'S CONCERNS WERE STILL CURRENT, C STATES YES. RCAS-EF INQUIRED IF DICK SMITH NISSAN WILL BE DIAGNOSING THESE CONCERNS AS WELL AS REPAIRING C'S DAMAGE FROM THE ACCIDENT. C STATES THAT C WILL BRING THESE CONCERNS TO THE DLR'S ATTENTION, RCAS-EF UNDERSTOOD. RCAS-EF INQUIRED WHAT C WAS REQUESTING FROM NNA. C STATES THAT C WOULD LIKE NNA TO REPURCHASE C'S VEH BECAUSE C FEELS C'S VEH IS A LEMON, RCAS-EF UNDERSTOOD. RCAS-EF INQUIRED IF C HAD ALL THE RO'S FOR C'S VEH. C STATES THAT C'S RO'S ARE IN THE GLOVE BOX OF C'S VEH WHICH IS LOCATED AT THE DLRSH:16007 DICK SMITH NISSAN. RCAS-EF INQUIRED IF C WOULD BE ABLE TO FAX ALL THE DOCS TO RCAS-EF TO 615-267-7680, C AGREED. RCAS-EF ADVISED C THAT RCAS-AP WOULD FOLLOW UP WITH C ON 10/05/09, C AGREED AND ENDED CALL.

>>> @10/01-ZEF000N

RCAS-EF RE-DATANETTED FILE TO DLRSH:16007 DICK SMITH NISSAN AT 2:01PM EST ON 10/01/09.

>>>

RCAS-EF SENT INTERNAL MESSAGE TO RCAS-AP AT 2:03PM EST ON 10/01/09 ADVISING RCAS-AP OF FILE RESPONSIBILITY.

>>> @10/01-ZEF000N

RCAS-AP RECEIVED INTERNAL MESSAGE FROM RCAS-EF. @10/05-ZAP190N

**RCAS-AP IN RECEIPT OF FILE AND DATANETTED TO DLRSH:16007 DICK SMITH NISSAN. @10/05-ZAP190N

**RCAS-AP CALLED SM-ANGEL MENDEZ ON 10/05/09 AT 8:40 AM EST AND SPOKE WITH SM. SM STATED THAT SM DOES NOT HAVE ANY HISTORY ON FILE FOR THE VEH. SM STATED THAT C MAY BE AT THE BODY SHOP. RCAS-AP INQUIRED IF SM CAN PULL THE BODY SHOPS HISTORY. SM STATED YES. SM STATED THAT THE BODY SHOP ALSO DOES NOT HAVE ANY HISTORY ON THE VEH. RCAS-AP UNDERSTOOD, AND THANKED SM. @10/05-ZAP190N

**RCAS-AP CALLED C ON DAY/EVE NUMBER ON 10/05/09 AT 1:16 PM EST AND SPOKE WITH C. RCAS-AP ADVISED C THAT RCAS-AP SPOKE WITH SM AT THE DLR, AND SM DID NOT HAVE ANY RECORD OF THE VEH BEING AT THE DLR OR THE AT THE BODY SHOP. C STATED THAT THE VEH IS AT DLR 3206 DICK SMITH NISSAN, IN COLUMBIA. RCAS-AP UNDERSTOOD AND UPDATED RESPONSIBLE DLRSH:16007 DICK SMITH NISSAN. RCAS-AP INQUIRED IF C IS REQUESTING THE RHR AS THE RESULT OF THE ACCIDENT. C STATED NO. C STATED THAT C HAS HAD MANY PROBLEMS WITH THE VEH, AND C FEELS THAT THIS VEH IS A LEMON. C STATED THAT C HAS ALREADY FILED A COMPLAINT WITH THE BBB, AND HAS CONSULTED WITH AN ATTORNEY. C STATED THAT IF C DOES NOT GET THE ANSWER C IS LOOKING FOR, C WILL RETAIN THE ATTORNEY AS C'S LEGAL REPRESENTATION. RCAS-AP UNDERSTOOD. RCAS-AP INQUIRED IF C HAS SUBMITTED ANY DOCS TO RCAS-EF. C STATED NO. RCAS-AP UNDERSTOOD. RCAS-AP INQUIRED IF C CAN SUBMIT THE DOCS TO RCAS-AP. C STATED NO. RCAS-AP UNDERSTOOD. RCAS-AP ADVISED C THAT RCAS-AP WILL

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OBTAIN THE DOCS FROM THE DLRS AND SUBMIT THE RHR FOR C. RCAS-AP ADVISED C THAT IT CAN TAKE 5-10 BUSINESS DAYS FOR A DECISION TO BE RENDERED. RCAS-AP ADVISED C THAT RCAS-AP WILL FOLLOW UP WITH C ON 10/12/09. C AGREED. @10/05-ZAP190N
**RCAS-AP UPDATED FOLLOW UP DATE. @10/05-ZAP190N
**RCAS-AP NOTING, RCAS-AP UNABLE TO VERIFY ANY PREVIOUS NISSAN/INFINITI VEH'S. @10/05-ZAP190N

>>>NIS0946209 DRTS-JJ REC'D CCF FROM BBB ON 10/06/09 DATED SAME.
C SEEKS REPURCHASE OR REPLACEMENT.

CCF STATES:

NON CURRENT CONCERNS: LEAKING GAS FROM THE TANK, LEAKING BRAKE FLUID, TURN SINGNAL INOP, REAR LEFT DOOR WOULDN'T OPEN.

DOCS TO ARBS-AM.

-----@10/06-ZJJ572N

ARBS-AM: VEHICLE IS OUT OF WARRANTY BY MILES AND IS USED 45% OF THE TIME FOR BUSINESS AND WOULD NOT BE ELIGIBLE FOR THE BBB PROGRAM. ARBS RECOMMENDS THE RCAS CONTINUE TO WORK THE FILE ACCORDING TO NORMAL BUSINESS PROCESS.

***** @10/06-ZAM175N

RCAS-AP SENT INTERNAL MESSAGE TO ARBS-AM INQUIRING ON WHETHER OR NOT RCAS-AP HAS TO SUBMIT THE RHR, AND IF A DECISION HAS ALREADY BEEN RENDERED.

**RCAS-AP RECEIVED INTERNAL MESSAGE FROM ARBS-AM ADVISING RCAS-AP TO SUBMIT THE RHR FOR C. @10/12-ZAP190N

**RCAS-AP CALLED SM-TRAVIS CRANE (17006 SUNBELT NISSAN) ON 10/12/09 AT 9:53 AM EST AND SPOKE WITH SM. RCAS-AP ADVISED SM THAT C IS REQUESTING AN RHR, AND ASKED SM TO FAX ALL REPAIR ORDERS TO RCAS-AP AT FAX NUMBER 615-267-7728. SM AGREED. RCAS-AP THANKED SM. @10/12-ZAP190N

**RCAS-AP CALLED SM-CARL PLUMLEY (3149 EASTERN CAROLINA NISSAN) ON 10/12/09 AT 10:20 AM EST AND SPOKE WITH SM. RCAS-AP ADVISED SM THAT C IS REQUESTING AN RHR, AND ASKED SM TO FAX INTO RCAS-AP ALL REPAIR ORDERS TO FAX NUMBER 615-267-7728. SM AGREED. RCAS-AP THANKED SM. @10/12-ZAP190N

**RCAS-AP RECEIVED INBOUND CALL FROM SM-CARL PLUMLEY ON 10/12/09 AT 11:52 AM EST AND SPOKE WITH SM. SM STATED THAT SM CANNOT PULL THE HISTORY ON C'S VEH. SM STATED THAT BECAUSE C HAS NOT BEEN TO THE DLR, THE HISTORY IS AUTOMATICALLY PURGED IN THE SYSTEM. RCAS-AP UNDERSTOOD, AND THANKED SM. @10/12-ZAP190N

**RCAS-AP CALLED ARBS-JH ON 10/12/09 AT 11:55 AM EST AND LEFT VMX.

**RCAS-AP CALLED ARBS-JH ON 10/12/09 AT 1:55 PM EST AND SPOKE WITH ARBS.

RCAS-AP REVIEWED FILE WITH ARBS. RCAS-AP ADVISED ARBS THAT RCAS-AP IS TRYING TO SUBMIT THE RHR, BUT RCAS-AP CANNOT GET ALL OF THE DOCS TOGETHER. ARBS UNDERSTOOD. ARBS STATED THAT IN ORDER FOR NNA TO DO A THOROUGH REVIEW, C'S PARTICIPATION WILL BE REQUIRED. ARBS STATED THAT ARBS WILL NEED ALL OF THE REPAIR ORDERS, WARRANTABLE OR NOT, IN ORDER TO MAKE A DECISION. ARBS STATED THAT IF C CANNOT PROVIDE THE INFORMATION, THEN C SHOULD BE INFORMED THAT THE DECISION WILL BE BASED ON THE INFORMATION PROVIDED. RCAS-AP AGREED, AND THANKED ARBS. @10/12-ZAP190N

**RCAS-AP IN REVIEW OF FILE AND NOTING, C IS NOT REQUESTING RHR AS THE RESULT OF THE ACCIDENT, BUT THE PREVIOUS CONCERNS WITH THE VEH AT DLRSHPS: 5148 SOUTH CHARLOTTE NISSAN, AND MOST RECENTLY 16003 MORRIS MOTORS. @10/12-ZAP190N

**RCAS-AP TRANSFERRED FILE BACK TO RCAS-EF, AS RESPONSIBLE DLR FOR C'S REQUEST IS 16003 MORRIS MOTORS AND SENT INTERNAL MESSAGE TO NOTIFY. @10/12-ZAP190N

**RCAS-AP CALLED C ON DAY/EVE NUMBER ON 10/12/09 AT 2:15 PM EST AND SPOKE WITH C. RCAS-AP INQUIRED IF C WAS ABLE TO OBTAIN THE REPAIR ORDERS FROM THE VEH. C STATED NO. RCAS-AP UNDERSTOOD, AND ASKED C TO VERIFY WHICH DLRS C IS REQUESTING THE RHR BECAUSE OF. C STATED THAT C DID HAVE SOME ISSUES AT DLR 5148 SOUTH CHARLOTTE NISSAN, AND MORE RECENTLY 16003. C STATED THAT C SERVICES AT 16003. RCAS-AP UNDERSTOOD. RCAS-AP INQUIRED IF THE REPAIRS BEING DONE AT DLR 3206 DICK SMITH NISSAN ARE RELATED TO C'S REASONING BEHIND THE

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RHR. C STATED NO, NOT AT ALL. RCAS-AP UNDERSTOOD. RCAS-AP ADVISED C THAT NNA IS STILL IN THE PROCESS OF COLLECTING ALL OF THE DATA FOR THE RHR, AND C WILL RECEIVE A CALLBACK NO LATER THAN 10/16/09. C AGREED, AND THANKED RCAS-AP.
**RCAS-AP UPDATED FOLLOW UP DATE. @10/12-ZAP190N

>>>
RCAS-EF RECEIVED FAX AT 10:38AM EST ON 10/13/09. @10/13-ZEF000N
RCAS-EF NOTES FAX IS 4 PAGES.

>>> @10/13-ZEF000N
RCAS-EF CONTACTED DLRSH:16003 MORRIS MOTORS AT 8:11AM EST ON 10/15/09 AND SPOKE TO SM-WESLEY MORRIS. RCAS-EF INQUIRED ON C'S CONCERNS. SM STATES THAT C WAS AT THE DLRSH ON 05/21/09 WITH 63,415 MILES FOR A CONCERN WITH THE RIGHT REAR DOOR NOT OPENING FROM THE INSIDE OR THE OUTSIDE. SM STATES THE DLR FOUND THE DOOR LOCK ACTUATOR CABLE NOT RELEASING AND BINDING. SM STATES THE DLR REMOVED THE LATCH ASSEMBLY AND CLEANED & LUBED THE LATCH AND RE-POSITIONED THE LOCK ACTUATOR. SM STATES C ALSO HAD AN OIL CHANGE AND A 27 POINT INSPECTION. SM STATES C WAS AT THE DLR AGAIN ON 08/05/09 WITH 68,894 MILES WHERE C HAD AN OIL CHANGE ANOTHER 27 POINT INSPECTION. SM STATES C NEVER MENTIONED ANYTHING ABOUT THE DOOR AGAIN. RCAS-EF INQUIRED IF C EVER HAD ANY BRAKE CONCERNS OR FLUID LEAKES DIAGNOSED. SM STATES NO, RCAS-EF UNDERSTOOD AND ENDED CALL.

>>>
RCAS-EF CONTACTED C ON DAYTIME/EVENING NUMBER AT 8:45AM EST ON 10/15/09 AND SPOKE TO C. RCAS-EF ADVISED C THAT RCAS-EF RECEIVED THE FAXES FROM MORRIS MOTORS AND THE RO DOES NOT INDICATE ANY CONCERNS WITH A FLUID LEAK OR BRAKE LIGHT. C STATES THE BRAKE CONCERNS ARE WITH DLR:5148 SOUTH CHARLOTTE NISSAN. RCAS-EF ADVISED C THAT NNA IS TRYING TO GATHER ALL THE RO'S TO REVIEW C'S REQUEST FOR A VEHICLE REPURCHASE HOWEVER BECAUSE C HAS BEEN TO MULTIPLE NISSAN DLR'S IT IS TAKING SOME TIME TO GATHER ALL THE APPROPRIATE INFORMATION SINCE C CANNOT SUPPLY ALL THE RO'S, C UNDERSTOOD. RCAS-EF INQUIRED WITH C WHICH DLR'S C HAS HAD CONCERNS WITH. C STATES THE FOLLOWING: @10/15-ZEF000N

16007 DICK SMITH NISSAN - C'S VEH IS CURRENTLY LOCATED AT DLR. C STATES ALL THE REPAIRS HAVE BEEN COMPLETED FOR THE ACCIDENT (WHICH IS A SEPARATE CONCERN) C STATES THE VEH IS STILL EXPERIENCING FLUID LEAKING AND A BRAKE LIGHT CONCERN 16003 MORRIS MOTORS - C STATES C ONLY HAD THE DOOR ACTUATOR CLEANED AND LUBED. @10/15-ZEF000N

5148 SOUTH CHARLOTTE NISSAN - BRAKE LIGHT, BRAKE FLUID CONCERNS HAVE BEEN DIAGNOSED WITH THIS DLR. @10/15-ZEF000N

17006 SUNBELT NISSAN - C STATES THIS IS THE SELLING DLRSH. C STATES SOME REPAIRS HAVE BEEN COMPLETED AT THIS DLR AS WELL. @10/15-ZEF000N

4000 EAST CHARLOTTE NISSAN - C STATES BRAKE MASTER CYLINDER REPLACED AT THIS DLR.

>>> @10/15-ZEF000N
RCAS-EF ADVISED C THAT NNA WILL CONTINUE TO REVIEW C'S REQUEST FOR A VEH REPURCHASE HOWEVER IF ALL RO'S CANNOT BE OBTAINED THE RHR WILL ONLY BE SUBMITTED WITH THE RO'S THAT NNA WAS ABLE TO GATHER SINCE C CANNOT SUPPLY ALL THE DOCS, C UNDERSTOOD AND ENDED CALL.

>>> @10/15-ZEF000N
RCAS-EF CONTACTED DLRSH:5148 SOUTH CHARLOTTE NISSAN AT 9:03AM EST ON 10/15/09 AND SPOKE TO SA-DENISE GIDDENS BECAUSE SM-RICHARD DEBUSK WAS NOT AVAILABLE. RCAS-EF INQUIRED ON C'S BRAKE CONCERNS. SA STATES THAT THE DLR DOES NOT HAVE ANY INFORMATION ON C'S VEH BECAUSE C HAS NEVER BEEN TO THE DLRSH. SA ATTEMPTED TO LOOK UP C BY C'S NAME, VIN AND TELEPHONE #. RCAS-EF THANKED SA AND ENDED CALL.

>>> @10/15-ZEF000N
RCAS-EF SPOKE TO RCAS-AP AND RCAS-AP AGREED TO CONTACT DLRSH: 16007 DICK SMITH NISSAN AND OBTAIN THE RO'S IN C'S GLOVE BOX.

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>>> @10/15-ZEF000N
RCAS-EF RECEIVED FAX FROM RCAS-AP AT 10:29AM EST ON 10/15/09.
RCAS-EF NOTES FAXES ARE 8 PAGES.
RCAS-EF NOTES C'S FAXES ARE FROM DLR: 4000_ EAST CHARLOTTE NISSAN.

>>> @10/15-ZEF000N
RCAS-EF UPDATED RESPONSIBLE DLR.
RCAS-EF ADVISED RCAS-MF OF FILE RESPONSIBILITY.

>>> @10/15-ZEF000N
RCAS-MF CALLED SM-JANINE LONGO ON 10/16. RCAS LEFT VMX REQUESTING ALL C'S
ROS BE FAXED OVER TO COMPLETE RHR. @10/16-ZMF628N
***RCAS-MF NOTES THAT C WAS CONTACTED IB 10/15; RCAS WILL FOLLOW UP WITH C ON
10/19 @10/16-ZMF628N

RCAS-MF RECEIVED CALL FROM SM ON 10/16. RACS REQUESTED C'S RO'S BE FAXED
OVER. SM SATETS THERE IS ONLY 1 REPAIR FOR THE BRAKE MASTER CYLENDER THAT NNA
PAID FOR. SM STATES SM WILL FAX OVER RO. @10/16-ZMF628N
6205396-GOODWILL APPROVED FOR BRAKE BOOSTER BY FOM-DD

***** @10/16-ZMF628N
RCAS-MF CALLED SM ON 10/19. RCAS LEFTVMX REQUETING RO BE FAXED TO RCAS AT
615-967-2350.

***** @10/19-ZMF628N
RCAS-MF CALLED C ON 10/19 AT 112PM EST. RCAS-MF SPOKE WITH C. C STATES THAT C
JUST RECEIVED VEH BACK AND ALL IS OKAY. RCAS INQUIRE IF THERE ARE ANY
UNRESOLVED ISSUES C HAS WITH THE VEH AT THIS TIME. C STATES C IS JUST ABOUT
TO STEP INTO SURGURY. C REQUESTED A CALLBACK IN 1 HOURS.

***** @10/19-ZMF628N
RCAS-MF CALLED C BACK ON 10/19 AT 311PM EST. RCAS-MF LEFT VMX. @10/19-ZMF628N

RCAS-MF RECEIVED CALL BACK FROM C ON 10/19 AT 413PM EST. RCAS SPOKE WITH C.
RCAS INQUIRE DIF C HAS ANY OUTSTANDING ISSUES WITH C'S VEH. C STATES C'S
TURN SIGNALS DO NOT WORK AND C'S BRAKE LIGHT OCCASIONALLY COMES ON. C STATES
THAT C HAS ALREADY FILED WITH THE BBB AND C SUGGESTS THAT NNA MAKE THIS ISSUE
RIGHT BY REPLACING OR REPURCHAING C'S VEH. RCAS ADVISED C OF ARBS-AM NOTES
AND ADVISED THAT NNA IS NOT IN A POSITION TO REPURCHASE OR REPALCE C'S VEH
AS C'S VEH IS OUT OF WARRANTY BY MILES AND IS USED 45% OF THE TIME FOR
BUSINESS AND WOULD NOT BE ELIGIBLE FOR THE BBB PROGRAM. RACS ADVISED THAT ARBS
SUGGESTED THAT C CONTINUE WORKING WITH RCAS TO GET ANY UNRESOLVED ISSUES
RESOLVED. C REFUSED. C STATES THAT IF NISSAN DOES NOT ASSIST C WITH A
REPURCHASE, C WILL JUST HAVE TO SUE NNA. RCAS ADVISED C BASED ON THE NOTES
FROM ARBS, C'S VEH IS NOT ELIGIBLE FOR THE BBB PROGRAM. C STATES C IS
READING THE LEMON LAW FOR SC AND NO WHERE DOES IT STATE THAT TEHRE ARE
MILEAGE RESTRICTIONS. RCAS ADVISED C SEEING AS RCAS IS NOT AN ATTORNEY, RCAS
IS NOT ABLE TO INTERPRET STATE LAW FOR C. C STATES RCAS SHOULD KNOW THAT C IS
RECORDING THE CALL. RCAS ADVISED C THAT C DOES NOT HAVE RCAS PERMISSION TO
RECORD THE CALL AND IF C DOES NOT SEIZE RECORDING RCAS WILL DISCONNECT THE CALL
RCAS INQUIRED IF C IS RECORDING. C STATES NO. RCAS ADVISED C THAT RCAS WILL
SUBMIT C'S RHR WHICH TAKES UP TO 14 DAYS TO COMPLETE AND RCAS ADVISED C TO EXP
EXPECT A CALL ON 10/26. C STATES IF C DOES NOT HEAR SOMETHING SOON, C WILL
GO A HEAD AND RETAIN C'S LAWYER. @10/19-ZMF628N

***** @10/19-ZMF628N
RCAS-MF CALLED SM ON 10/20. RCAS LEFT VMX REQUESTING RO'S BE FAXED TO RCAS
TODAY. @10/20-ZMF628N

RCAS-MF RECEIVED DOCS FROM SLR 4000 ON 10/20. RCAS NOTES DOCS INCLUDED 7
PAGES OF RO'S FROM 4000.

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RCAS-MF CALLED SM TRAVIS CRAIN ON 10/21 AT 847AM EST. RCAS REQUESTED DOCS BE SENT OVER. SM STATES THAT RCAS-AP CONTACTED SM ON 10/19 AND REQUESTED THE DOCS ALSO. SM STATES THAT THE DOCS HAVE BEEN ARCHIVED AND HAVE BEEN MOVED OFF SITE TO A STORAGE FACILITY. SM STATES THAT THE WARRANTY ADMINISTRATOR WILL HAVE TO DIG THEM OUT. @10/21-ZMF628N

RCAS-MF REQUESTED THAT RCAS-AP CONTACT SM TRAVIS CRAIN TO REQUEST DOCS AS RCAS-AP IS RCAS FOR SUNBELT NISSAN. @10/22-ZMF628N

RCAS-MF CALLED SM-TRAVIS CRAIN BACK ON 10/23. SM STATES THAT THE TECH NOTES WERE FAXED YESTERDAY. RCAS ADVISED THAT THE TECH NOTES WERE RECEIVED, HOWEVER RCAS DOES REQUIRE THE RO'S. SM STATES THAT THE DLR ACCOUNTANT IS STILL TRYING TO LOCATE THE THE ACCOUNTING COPIES OF THE RO'S. SM APAOLGIZED AND ADVISED SINCE THE REPAIR WAS SO LONG AGO, THE RO'S WERE ARCHIVED. @10/23-ZMF628N

@10/23-ZMF628N

RCAS-MF NOTES IN ORDER FOR RCAS-MF TO MEET THE 5 DAY DEALINE TO OBTAIN RO'S RCAS WOULD NEED TO SUBMIT RHR TODAY. RCAS COMPLETED RHR WITH INFORMATION FROM WARRANTY CLAIMS SCREAN. RCAS FORWARDED RHR TO ARBS-JH, ORM-RD, TL-AN AND DRTS-JJ ON 10/23/2009

@10/23-ZMF628N

DRTS-JJ SUBMITTED RHR TO ARBS-JH.

-----@10/23-ZJJ572N

RCAS-MF RECEIVED EMAIL BACK FROM ORM-RD ON 10/24. ORM ADVISED THAT ASSISTANCE IS DECLINED. ORM STATES THIS VEH DOES NOT MEET PRESUMPTION AND ORM DOES NOT FEEL THIS IS A CASE FOR ANY GOODWILL.

@10/26-ZMF628N

RCAS-MF CALLED C ON 10/26 AT 337PM EST. RCAS-MF SPOKE WITH C. RCAS ADVISED C THAT THERE ARE NO DEFINITE DECISIONS BACK AND RCAS WILL FOLLOW UP WITH C BY 11/02 WITH AN UPDATE. @10/26-ZMF628N

@10/30-ZMF628N

RCAS-MF NOTES THAT NO ARBS DECISION HAS BEEN RENDERED AS OF 141PM EST ON 10/30

@10/30-ZMF628N

RCAS-MF EMAILED ARBS-JH ON 11/02 TO INQUIRE ON C'S RHR REQUEST.

@11/02-ZMF628N

**ARBS-JH NOTES RHR REVIEW HAS BEEN COMPLETED. VEH IS A 2007 ALTIMA WITH ROUGHLY 73,000 MILES. C REQUESTED RHR FOR THE FOLLOWING CONCERNS: BRAKE LIGHT COMING ON, VEH HESITATES WHEN STARTING, A GAS LEAK, AND RIGHT-REAR DOOR WILL NOT OPEN FROM INSIDE OR OUTSIDE THE VEH. AFTER REVIEWING THE RESULTS OF THE DLR VISTITS, HERE WERE THER REPAIRS PERFORMED:

-BRAKE BOOSTER AND MASTER CYLINDER WERE REPLACED ON 7/01/08 TO RESOLVE BRAKE LIGHT COMING ON;

-RIGHT-REAR DOOR LATCH ASSEMBLY WAS CLEANED, LUBED, AND REPOSITIONED.

VEH IS OUTSIDE THE LEMON LAW RELIEF FOR THE STATE OF SC AND THEREFORE NNA WOULD NOT CONSIDER THE VEH A LEMON UNDER THE SC STATUTE.

THE REPAIR HISTORY, AT LEAST WHAT HAS BEEN PROVIDED WITH THE RHR, DOES NOT INDICATE A VEH HESITATION CONCERN, A GAS LEAK CONCERN, OR ANY OTHER CONCERNS THAT WERE THE BASIS OF THE RHR BEING REQUESTED BY THE C. FILE NOTES DO INDICATE THAT NEAR OR ON 10/01/09 THAT THE C HIT A 18-WHEELER TIRE IN THE ROAD WHILE DRIVING AND DAMAGED VEH. FILE NOTES INDICATE C AUTO INSURANCE WAS INVOLVED AND REPAIRED THE VEH. NOTWITHSTANDING THE COLLISION REPAIRS AND THE FOREGOING, NNA DOES NOT FIND A JUSTIFIABLE REASON TO OFFER A REPURCHASE / REPLACEMENT VEH AT THIS TIME. NNA HAS HONORED THE TERMS AND CONDITIONS OF THE NEW VEH WARRANTY. NNA WOULD RECOMMEND C CONTINUE WORKING WITH DLR IF VEH NEEDS REPAIRS OR SERVICING. @11/02-ZJH907N

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CA6619846N

RCAS-MF CALLED AND SPOKE WITH C ON 11/02 AT 1113AM EST. RCAS SPOKE WITH C. RCAS ADVISED C THAT ARBS REVIEWED C'S REQUEST AND NNA DOES NOT FIND A JUSTIFIABLE REASON TO REPLACE OR REPURCHASE C'S VEH. RCAS ADVISED C THAT NNA HAS HONORED THE TERMS OF THE VEH WARRANTY AND RCAS ADVISED THAT RCAS WOULD RECOMMEND C CONTINUE TO WORK WITH A NISSAN DLR FOR ADDITIONAL REPAIRS OR SERVICE ON THE VEH. C STATES NO, C WILL JUST HAVE TO SEEK LEGAL COUNCIL AT THIS TIME.

RCAS-MF CLOSING FILE.

***FILE SUMMARY: C CONTACTED NNA LOOKING TO HAVE NNA REPURCHASE OR REPLACE C'S VEH AS C FELT VEH WAS A LEMON. RHR WAS COMPLETED AND REVIEWED AND C WAS ADVISED THAT NNA IS NOT IN A POSITION TO HONOR C'S REQUEST. @11/02-ZMF628N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

CONTACT(S):

SATISFIED: Y ACTION CODE: NT3B ROOT CAUSE: SNSH SNFA
CALLBACK: (Y/N) #: 0 DATE: 00 / 00 / 00 USERID:
REOPEN: CALLBACK #: 0 DATE: 00 / 00 / 00 USERID:
NEW INFO #: DATE: 00 / 00 / 00 USERID:
OTHER #: DATE: 00 / 00 / 00 USERID:
COMMENTS ONLY: #: 0 DATE: 00 / 00 / 00 USERID:
RESP DLR: 4000 EFFECTIVE: 10 / 01 / 09 CHANGED BY:
IIR-DATE: 00 / 00 / 00 TRANS DATE: 00 / 00 / 00 CHECK REQUESTED: NO
3RD PRY: PART#: CHECK ISSUED: NO
BYBACK ST: OPENED BY: ZMS039N
HISTORY: UPDATE BY: ZMF628N
SVC CALL#: UPDATE DATE: 11 / 02 / 09
CLOSE: Y (Y/N) CLOSE DATE: 11 / 02 / 09 MICROFILM: N
RESP CAA: FORGIE, MELISSA OLM: ROYSTER KAREN DOM:
PHONE: 0000041657 OWNER FIRST: LANGUAGE: E ENGLISH

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: CHICAGO
ST/ZIP: IL [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR [REDACTED]

VIN: 1N4AL21E58N [REDACTED] Y
YR/MDL: 2008.0 ALT MILEAGE: 13377
IN SVC DATE: 06 / 28 / 08
RTL DLR: 38061 AL PIEMONTE NISSAN INC
SVC DLR: 38061 AL PIEMONTE NISSAN INC
RESP DLR: 38061 AL PIEMONTE NISSAN INC
REGION: 24 DIST: SL/SV/PT: 02 02 32

VCAN: N
PAID: 7
SUSP: 0
DENY: 0

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 38061 AL PIEMONTE NISS.
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 11 / 02 / 09 XFER/RSPNSBLTY: 24 02 S
CONTACT (S): FOLLOWUP DATE: 12 / 01 / 09 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 12 / 01 / 09 DATANET (Y/N): 11 / 02 / 09

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	121500	GEN. BRAKE COMPONENT(S)
AD	BRAKES	WT	UNABLE DIAGNOSE/DUPLICATE
OA	VEHICLE CONCERNS	121500	GEN. BRAKE COMPONENT(S)
AD	BRAKES	YE	MULTIPLE REPAIR ATTEMPTS
OA	VEHICLE CONCERNS	121500	GEN. BRAKE COMPONENT(S)
AD	BRAKES	ZM	EXCESSIVE NOISE
OA	VEHICLE CONCERNS	122000	MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD	BRAKES	YX	POOR OR IMPROPER OPERATION

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FILE OPENED-ZSP733N 11/02/2009

[REDACTED] @11/02-ZSP733N
CRR-SP VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, MAIN AND ALTERNATE PHONE NUMBERS AND RESPONSIBLE.
CRR-SP CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE.
PREVIOUS NISSAN/INFINITI VEH: NONE
CRR-SP RECEIVED CALL FROM C'S SISTER ANNA GACEK.
C STATED THAT C HAVING SOME ISSUES WIGTH C'S BRAKES. C SAID THAT C HAVING THE SAME PROBLEM FOR 6MONTHS. C SAID THAT C'S BRAKES WQAS MAKING A SQUEEKING NOISE. C SAID THAT C TAKEN C'S VEH AT THE DLR FOR 5TIMES. C SAID THAT C DONT KNOW WHAT TO DO BECAUSE C HAVING THE SAME PROBLEM AND THE DLR WAS NOT ABLE TO DIAGNOSE THE PROBLEM ON C'S VEH. C SAID THAT C'S SISTER THE ONE WHO PURCHASE THE VEH BUT C WAS THE ONE WHO USE THE VEH.C SAID THAT C TAKEN C'S VEH AT AL P C SAID THAT C WANTED TO HAVE ASSSITANCE FROM NISSAN TO HAVE THE PROBLEM FIX ON C'S VEH OR TO HAVE A NEW VEH. C SAID THAT C PURCHASE THE VEH BRAND NEW AND C HAVING THE SAME PROBLEM. C SAID THAT WAS NOT FARE.
CRR-SP APOLOGIZED
CRR-SP ADVISED C THAT FILE WILL BE TRANSFERRED TO AN RCAS AND WILL RECEIVE A CALL FROM THE RCAS UNTIL THE END OF THE NEXT BUSINESS DAY.
CRR-SP ASKED C FOR THE BEST NUMBER AND TIME TO CALL C.
C PROVIDED DAY AND EVE PHONE NUMBER, ANYTIME.
CRR-SP GAVE C NAME, EXTENSION, AND FILE NUMBER.
CRR-SP TRANSFERRING FILE TO AN RCAS. @11/02-ZSP733N
@11/02-ZSP733N @11/02-ZSP733N
***** @11/02-ZAB000N
RCAS-AB DATANETTED FILE TO DLRSHP ON 11/02/09 AT 2:58PM. @11/02-ZAB000N
RCAS-AB CHANGING FOLLOW UP DATE TO 11/03 FOR C CALLBACK. @11/02-ZAB000N
RCAS-AB CALLED AL PIEMONTE NISSAN AT 9:53AM EST ON 11/03/09 AND SPOKE TO SM-CHRIS KERKEMEYER. RCAS INQUIRED OF ISSUES WITH BRAKES AND IF TSBS PERFORMED ON VEH? SM STATED THAT C COMES INTO DLRSHP EVERY 3 MONTHS, BRAKES HAVE BEEN LUBED AND CLEANED, BUT IS NOT SURE OF TSBS PERFORMED. SM STATED THAT THE TSB HAS NOT BEEN PERFORMED. SM STATED THAT IF RCAS CONTACTS C, TO LET C KNOW TO SPEAK TO SM. RCAS THANKED SM. @11/03-ZAB000N
RCAS-AB CALLED C ON DAY/EVE PHONE(773 507 9032) AT 10:18AM EST ON 11/03/09 AND LEFT VMX FOR RETURN CALL. @11/03-ZAB000N
RCAS-AB RECEIVED INTERNAL MESSAGE FROM RCAS-OL AT 10:01AM ON 11/04/09 WHICH STATED THAT C HAD CALLED IN AND WANTED A RETURN CALL. @11/04-ZAB000N
RCAS-AB CALLED C ON DAY/EVE PHONE(773 507 9032) AT 10:02AM EST ON 11/04/09 AND SPOKE TO C'S SISTER ANNA. RCAS INFORMED C THAT RCAS HAD SPOKEN TO THE SM OF N DLRSHP AND HAD FOUND OUT THAT SM WOULD LIKE FOR C TO RETURN TO DLRSHP AS SM HAS FOUND THAT THERE IS A SERVICE BULLETIN THAT NEEDS TO BE PERFORMED ON VEH. RCAS INQUIRED IF C COULD CONTACT RCAS AFTER REPAIR, SO THAT RCAS CAN FOLLOW UP WITH C AND DLRSHP? RCAS PROVIDED C WITH RCAS' CONTACT INFORMATION. C THANKED RCAS AND DISCONNECTED. @11/04-ZAB000N
DLRSHP. @11/04-ZAB000N
RCAS-AB CALLED AL PIEMONTE NISSAN AT 9:32AM EST ON 11/06/09 AND SPOKE TO SM-CHRIS KERKEMEYER. RCAS INQUIRED IF C HAD BROUGHT VEH INTO DLRSHP FOR REPAIR SM STATED THAT C HAS NOT BROUGHT VEH INTO DLRSHP. RCAS THANKED SM.
@11/06-ZAB000N
RCAS-AB CALLED C ON DAY/EVE PHONE(773 507 9032) AT 9:40AM EST ON 11/06/09 AND LEFT VMX FOR RETURN CALL, AND INQUIRING ABOUT APPT. @11/06-ZAB000N
RCAS-AB CALLED AL PIEMONTE NISSAN AT 10:09AM EST ON 11/10/09 AND SPOKE TO SM-CHRIS KERKEMEYER. RCAS INQUIRED IF C HAD COME INTO DLRSHP TO HAVE THE TSB

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PERFORMED ON VEH? SM STATED THAT C DID COME INTO DLRSH, ALSO HAD ISSUE WITH THE BRAKE LIGHT COMING ON AND OFF, WHEN C BRAKES. SM STATED THAT THE BULLETIN WAS APPLIED TO VEH, AND BRAKE MASTER CYLINDER ORDERED, AS WAS LEAKING. SM STATED THAT THE BRAKE MASTER CYLINDER IS ON BACK ORDER, ORDERED ON 11/06. RCAS INQUIRED OF PART NUMBER? SM STATED THAT PART NUMBER IS 46010-JA00A. RCAS INFORMED SM THAT RCAS WILL BE CONTACTING PARTS COORDINATOR IN ORDER TO HAVE PART EXPEDIATED TO DLRSH. RCAS THANKED SM. @11/10-ZAB000N

RCAS-AB ADDED PART NUMBER TO ADMIN SCREEN. @11/10-ZAB000N

RCAS CHECKED IN NMPS AND FOUND:

22916763	STK	46010-JA00A	NPRC	11/20/09	1	1
22932376	STK	46010-JA00A	NPRC	11/20/09	1	1

@11/10-ZAB000N

RCAS NOTED THAT RCAS UNABLE TO CONTACT PARTS COORDINATOR AS PART IS STK NOT VOR OR CSC. @11/10-ZAB000N

RCAS-AB CALLED C ON DAY/EVE PHONE ([REDACTED]) AT 11:23AM EST ON 11/10/09 AND LEFT VMX FOR RETURN CALL. @11/10-ZAB000N

RCAS-AB CALLED AL PIEMONTE NISSAN AT 9:38AM EST ON 11/12/09 AND SPOKE TO SM-CHRIS KERKEMEYER. RCAS INFORMED SM THAT RCAS UNABLE TO GET PARTS COORDINATORS' ASSISTANCE AS PART IS STK, BUT THAT PART IS DUE AT PARTS DEPARTMENT ON 11/20. SM STATED THAT C DID CONTACT SM AND INFORMED SM THAT BRAKE SQUEAK IS GONE. SM STATED THAT THE BRAKE MASTER CYLINDER HAS A SLOW LEAK AND FEELS THAT VEH WILL BE FINE UNTIL PART GETS INTO DLRSH. RCAS THANKED SM. @11/12-ZAB000N

RCAS-AB CALLED C ON DAY/EVE PHONE ([REDACTED]) AT 12:16PM EST ON 11/12/09 AND SPOKE TO C. RCAS INFORMED C THAT RCAS HAD SPOKEN TO SM-CHRIS AND HAD BEEN INFORMED THAT THE BRAKE SQUEAL IS GONE, AND THAT THE BRAKE MASTER CYLINDER HAS BEEN ORDERED FOR C'S VEH. C STATED THAT C FEELS THAT THE SM HAS ASSISTED C QUITE A BIT WITH THE BRAKES, AND THAT SM TO CONTACT C ONCE PART COMES INTO DLRSH. RCAS INFORMED C THAT RCAS CAN FOLLOW UP WITH DLRSH AND C IN REGARDS TO THE PART. C STATED FOR RCAS TO CONTACT C ON 11/17. RCAS INFORMED C THAT RCAS WILL CONTACT DLRSH ABOUT THE PART AND WILL CONTACT C AFTERWARDS. C THANKED RCAS AND DISCONNECTED. @11/12-ZAB000N

RCAS-AM CALLED C AT DAY/EVE NUMBER AT 1:59PM EST ON 11/17/09 AND LEFT VMX THAT RCAS-AM WAS CHECKING WITH C, TO DETERMINE WHETHER DLR HAD CONTACTED C FOR APPT FOR REPAIR TO VEH AS YET, OR CONTACTED C ABOUT PART ARRIVAL; RCAS-AM ASKED THAT C RETURN CALL TO RCAS-AB ASAP. @11/17-ZAM269N

RCAS-AM LEAVING FILE OPEN PENDING UPDATE FROM C, AND/OR DLR. @11/17-ZAM269N

RCAS-AB CALLED AL PIEMONTE NISSAN AT 11:32AM EST ON 11/19/09 AND SPOKE TO SA-BART KURPINSKI AS SM-CHRIS KERKEMEYER IS IN A MEETING. RCAS INQUIRED IF PART HAS COME IN FOR C'S VEH? SA STATED THAT PART HAS COME AND VEH SCHEDULED FOR REPAIR ON 11/20 AT 3PM. RCAS INQUIRED IF REPAIR WOULD TAKE A LONG TIME? SA STATED THAT VEH SHOULD BE REPAIRED BY END OF DAY. RCAS THANKED SA. @11/19-ZAB000N

RCAS-AB CALLED C ON DAY/EVE PHONE ([REDACTED]) AT 11:50AM EST ON 11/19/09 AND SPOKE TO C. RCAS INFORMED C THAT RCAS HAD CONTACTED DLRSH AND HAD BEEN INFORMED THAT REPAIR IS SCHEDULED FOR 11/20. RCAS INQUIRED IF RCAS IS ABLE TO CONTACT C ON 11/24 TO FOLLOW UP WITH C AFTER REPAIR? C STATED THAT WOULD BE FINE. C DISCONNECTED. @11/19-ZAB000N

RCAS-AB CALLED C ON DAY/EVE ([REDACTED]) AT 5:22PM EST ON 11/24/09 AND SPOKE TO C'S SISTER ANNA. RCAS INQUIRED HOW VEH IS PERFORMING AFTER REPAIR? C STATED THAT C HAS AN APPT FOR 11/27, AS C NOT ABLE TO MAKE THE APPT ON 11/20. RCAS INFORMED C THAT RCAS WILL FOLLOW UP WITH C ON 12/01 IN REGARDS TO VEH PERFORMANCE. C STATED THAT WOULD BE FINE AND DISCONNECTED. @11/24-ZAB000N

RCAS-AB CALLED AL PIEMONTE NISSAN AT 11:49AM EST ON 12/01/09 AND SPOKE TO

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SM-CHRIS KERKEMEYER. RCAS INQUIRED IF C'S VEH HAD BEEN REPAIRED? SM STATED THAT VEH HAS BEEN REPAIRED, ON 11/27 AND THAT C PICKED UP VEH. SM STATED THAT, SM DID INQUIRE WITH C IF AFTER BULLETIN APPLIED, IF C HAS HAD ANY FURTHER BRAKE NOISE. SM STATED THAT C HAS NO FURTHER ISSUES WITH THE BRAKES MAKING NOISE, AND THAT UPDATED BULLETIN CAME OUT AFTER C HAD BEEN INTO DLRSH. RCAS THANKED SM.

@12/01-ZAB000N

RCAS-AB CALLED C ON DAY/EVE PHONE(773 507 9032) AT 12:13PM EST ON 12/01/09 AND SPOKE TO C. RCAS INFORMED C THAT RCAS IS AWARE THAT C'S VEH HAS BEEN REPAIRED. RCAS INQUIRED HOW VEH IS PERFORMING AFTER REPAIR? C STATED THAT VEH IS PERFORMING WELL, AND THAT C IS HAPPY WITH REPAIR. RCAS INQUIRED IF RCAS CAN ASSIST C WITH ANYTHING ELSE? C STATED NO. RCAS INFORMED C THAT SHOULD C HAVE FURTHER ISSUES WITH VEH, TO NOT TO HESITATE IN CONTACTING DLRSH AND THAT C CAN ALSO CONTACT RCAS. RCAS PROVIDED C WITH RCAS' CONTACT INFORMATION AS WELL AS FILE NUMBER. RCAS THANKED C FOR TIME AND PATIENCE. C THANKED RCAS FOR CALLING AND DISCONNECTED. RCAS CLOSING FILE AS C NEEDS NO FURTHER ASSISTANCE. RCAS UPDATED TREAD ACT CODE.

@12/01-ZAB000N

SUMMARY: C HAD CONTACTED NNA AS VEH HAD SEVERAL ISSUES WITH BRAKES MAKING NOISE. RCAS NOTED THAT SM CONTACTED, SM ADVISED RCAS OF BULLETIN AND FOR C TO CONTACT DLRSH FOR AN APPT. RCAS NOTED THAT VEH REPAIRED WITH BULLETIN, VEH ALSO NEEDED BRAKE MASTER CYLINDER, ORDERED THROUGH DLRSH. RCAS NOTED THAT C HAPPY WITH REPAIR.

@12/01-ZAB000N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

IS HAVING ISSUES WITH BRAKES, WHAT TYPES OF REPAIRS DONE?

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT1A	ROOT CAUSE: SCMV
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #:	DATE: 00 / 00 / 00	USERID:
RESP DLR: 38061	EFFECTIVE: 11 / 02 / 09	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#: 46010JA00A	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZSP733N	
HISTORY:	UPDATE BY: ZAB000N	
SVC CALL#:	UPDATE DATE: 12 / 01 / 09	
CLOSE: Y (Y/N)	CLOSE DATE: 12 / 01 / 09	MICROFILM: N
RESP CAA: BAILEY, ALKA	OLM: SMIT AGNES	DOM: FENTON JOE
PHONE: 0000041503	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: NONE

NAME: [REDACTED] VIN: 1N4AL21E07C [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2007.0 ALT MILEAGE: 37000
CITY: MARLBORO IN SVC DATE: 02 / 17 / 07
ST/ZIP: NJ [REDACTED] VCAN: N RTL DLR: 3078 HILLTOP NISSAN, INC.
DAY PH: [REDACTED] PAID: 5 SVC DLR: 1898 DCH FREEHOLD NISSAN
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 1898 DCH FREEHOLD NISSAN
DLR PH: [REDACTED] DENY: 0 REGION: 26 DIST: SL/SV/PT: 05 05 35

LETTER RECEIVED 11 / 24 / 09 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED X MILES 29268 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: INDEPENDENT FACILITY
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 1000 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 11 / 05 / 09 XFER/RSPNSBLTY: 26 05 S
CONTACT (S): FOLLOWUP DATE: 11 / 27 / 09 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 11 / 27 / 09 DATANET (Y/N): 11 / 09 / 09

CONCERN AND CATEGORY		SUBCATEGORY AND SYMPTOM	
OA	VEHICLE CONCERNS	122000	MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD	BRAKES	YI	OOW GOODWILL ASSISTANCE REQUEST
OA	VEHICLE CONCERNS	122000	MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD	BRAKES	YX	POOR OR IMPROPER OPERATION
OA	VEHICLE CONCERNS	254500	TIRE (TIRE/VALVE/TUBE)
BO	TIRE/WHEEL	WA	PREMATURE WEAR/FAILURE

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C. A. R. COMMENTS

FILE OPENED-ZLH321N 11/05/2009

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES FOUND: NONE

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

CRR-LH CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @11/05-ZLH321N

CLSD P7221 ALTIMA I-KEY FOB NTB07-053 08/03/07 11/05/07 01/08/08 3726

CLSD P7226 ALT AIR DEFLECTOR NTB07-048 06/12/07 07/16/07 01/08/08 3726

CLSD R0703 ALTIMA AIR FILTER NTB07-047 06/12/07 07/16/07 01/08/08 3726

NO OPEN RECALLS FOUND

CRR-LH RECEIVED INBOUND FROM C

C STATES C PURCHASED THE VEH IN MARCH 09 AND THE VEH IS CERTIFIED PRE-OWNED VEH ("SUPPOSEDLY") AND AT AROUND 31000 C BROUGHT THE VEH TO DLRSHIP TO GET OIL CHANGE AND TO DO WHAT HAD TO BE DONE. C STATES C BROUGHT THE VEH INTO THE DLRSHIP AND THERE WAS A LIGHT ON FOR "BRAKES MAINTENANCE" AND C TOLD THE DLRSHIP TO LOOK AT THE VEH AND DO AN OIL CHANGE. C STATES THE DLRSHIP PHONED C AND TOLD C THE VEH NEEDS A MASTER BRAKE CYLINDER AND AN IN CABIN FILTER, AIR FILTER, COOLANT FLUSH, 2 REAR TIRES. C STATES THAT THE REPAIRS ARE "FINE AND DANDY" BUT C BELIEVES C PAID GOOD MONEY FOR THE VEH AND HAS ONLY PUT ON LESS THAN 8000 MILES IN THE LESS THAN 8 MONTHS. C WANTS TO KNOW WHAT THE CERTIFICATION WAS FOR.

@11/05-ZLH321N

C BELIEVES NISSAN OR THE DLRSHIP SHOULD BE RESPONSIBLE FOR THE REPAIRS BEFORE THE VEH WAS SOLD. C STATES THE REPAIRS ARE CLOSE TO \$1000

@11/05-ZLH321N

PREVIOUS NISSAN/INFINITI VEH:

C STATES THIS IS THE FIRST

CRR-LH ASKED C WHICH DLR DIAGNOSED THE ISSUE

C STATES 1898_ DCH FREEHOLD NISSAN

CRR-LH ASKED C WHOM C SPOKE WITH AT THE DLR

C STATES VINNY- SERVICE MANAGER

@11/05-ZLH321N

CRR-LH ASKED C WHAT THE DEALER DIAGNOSIS WAS

C STATES 2 REAR TIRES, MASTER BRAKE CYLINDER AND AN IN CABIN FILTER, AIR FILTER, COOLANT FLUSH

@11/05-ZLH321N

CRR-LH ASKED C WHEN C WENT TO THE DLRSHIP AND APPROX. WHAT TIME

C STATES C DROPPED THE VEH OFF MONDAY NIGHT AND WAS CONTACTED TUESDAY

CRR-LH ASKED C WHERE THE VEH IS NOW

C STATES AT THE DLRSHIP

CRR-LH ASKED C IS THE VEH OPERABLE?

C STATES YES

CRR-LH ASKED C WHEN DID THE VEH BECOME INOPERABLE?

N/A

CRR-LH ASKED C WHAT C WANTS FROM NNA TO RESOLVE THE ISSUE.

C STATES C WOULD LIKE THE REPAIRS COMPLETED AT NO COST TO C.

CRR-LH ADVISED C THAT RCAS WILL CONTACT C BY THE END OF THE NEXT BUSINESS DAY.

CRR-LH OFFERED FURTHER ASSISTANCE, C DECLINED

@11/05-ZLH321N

CRR-LH GAVE NAME, EXT AND FILE NUMBER TO C

CRR-LH TRANSFERRING FILE TO RCAS FOR FURTHER ASSISTANCE.

@11/05-ZLH321N

@11/06-ZMM816N

RCAS-MM REVIEWED AND DATANETTED FILE

@11/06-ZMM816N

RCAS-MM CALLED C ON DAY NUMBER AT 4:24PM EST ON 11/06/09 AND LEFT A VMX

RCAS-MM CALLED C ON EVE NUMBER AT 4:24PM EST ON 11/06/09 AND LEFT A VMX

RCAS-MM WILL FOLLOW UP 11/09/09 FOR SM CONTACT

@11/06-ZMM816N

**

@11/09-ZMM816N

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RCAS-MM CALLED 1898 DCH FREEHOLD NISSAN AT 2:46 PM EST ON 11/09/09 AND LEFT A VMX FOR SM-VINNEY LEONE @11/09-ZMM816N
 RCAS-MM WILL FOLLOW UP 11/10/09 @11/09-ZMM816N
 ***** @11/10-ZMM816N

RCAS-MM CALLED 1898 DCH FREEHOLD NISSAN AT 3:15 PM EST ON 11/10/09 AND LEFT A VMX FOR SM-VINNEY LEONE @11/10-ZMM816N
 *** @11/10-ZMM816N

RCAS-MM CALLED C ON DAY NUMBER AT 3:17 PM EST ON 11/10/09 AND LEFT A VMX @11/10-ZMM816N
 RCAS-MM CALLED C ON EVE NUMBER AT 3:19 PM EST ON 11/10/09 AND RCAS ADVISED C THAT RCAS IS STILL LOOKING INTO THIS AND WILL FOLLOW UP 11/12/09 WITH C, C STATED NOT A PROBLEM AND ENDED CALL. @11/10-ZMM816N
 RCAS-MM WILL FOLLOW UP 11/11/09 FOR SM CONTACT @11/10-ZMM816N
 ***** @11/11-ZMM816N

RCAS-MM CALLED 1898 DCH FREEHOLD NISSAN AT 4:09 PM EST ON 11/11/09 AND SPOKE TO SM-VINNEY LEONE AND SM STATED THAT C NEEDS 2 TIRES, AN ALIGNMENT, MASTER CYLINDER, AIR FILTER, IN CABIN FILTER AND COOLANT FLUSH. SM STATED THAT C BOUGHT THE VEH AT PINEBELT AS A CERT NEW VEH. SM STATED THAT THE BRAKE MASTER HAD AN INTERNAL LEAK AND NEEDS TO BE REPLACED FOR A COST \$435.00. SM STATED THAT THERE IS NO SERVICING AT THE DLR. @11/11-ZMM816N
 ***** @11/11-ZMM816N

RCAS-MM EMAILED FOM-JG AT 4:32 PM EST ON 11/11/09 ASKING FOR ASSISTANCE @11/12-ZMM816N
 ***** @11/12-ZMM816N

RCAS-MM RECEIVED AN EMAIL SENT TO RCAS AND SM-VINNEY FROM FOM-JG AT 12:56 PM EST ON 11/12/09 STATING THAT NISSAN WILL COVER THIS REPAIR. @11/12-ZMM816N
 ***** @11/12-ZMM816N

RCAS-MM CALLED C ON DAY NUMBER AT 1:37 PM EST ON 11/12/09 AND LEFT A VMX WITH NAME, EXT, FILE AND PHONE NUMBER @11/12-ZMM816N
 RCAS-MM CALLED C ON EVE NUMBER AT 1:38 PM EST ON 11/12/09 AND LEFT A VMX WITH NAME, EXT, FILE AND PHONE NUMBER @11/12-ZMM816N
 RCAS-MM WILL FOLLOW UP 11/16/09 @11/12-ZMM816N

CRR-JM RECEIVED CALL FROM C @11/12-ZJM396N
 CRR-JM CONFIRMED THAT C'S CONTACT INFO SAME. @11/12-ZJM396N
 C STATES THAT C MISSED RCAS AGENT'S CALL. @11/12-ZJM396N
 C IS HOPING TO KNOW RESULTS OF C'S FILE ESCALATION. @11/12-ZJM396N
 CRR-JM REVIEWED NOTES. CRR-JM ADVISED C THAT RCAS AGENT IS STILL WORKING ON C'S FILE. @11/12-ZJM396N
 CRR-JM OFFERED TO TRANSFER C TO RCAS AGENT'S EXTENSION TO LEAVE A MSSG. @11/12-ZJM396N
 C STATES YES. C STATED AN E-MAIL SENT BY CRR-JM NOT NECESSARY AS NO NEW INFO FOR FILE. @11/12-ZJM396N
 CRR-JM GAVE NAME, EXT AND FILE NUMBER TO C AND TRANSFERRED CALL. @11/12-ZJM396N
 CRR-JM LEAVING FILE. @11/12-ZJM396N
 ***** @11/13-ZMM816N

RCAS-MM RECEIVED A CALL FROM C AT 10:46 AM EST ON 11/13/09 AND RCAS ADVISED C THAT NISSAN WILL COVER THE COST OF THE BRAKE MASTER CYLINDER FOR C. RCAS EXPLAINED THAT THE OTHER ITEMS ARE MAINTENANCE AND NISSAN WILL NOT COVER THAT. C STATED THAT THE DCH FREEHOLD STATED THAT THE INCABIN FILTER SHOULD BE CHANGED AT 24,000 MILES AND C BOUGHT THE VEH AT 25,000 MILES THE SELLING DLR SHOULD OF DONE THAT. RCAS ADVISED THAT THIS AS NOTHING TO DO WITH THE CERTIFICATION OF THE VEH THIS IS RECOMMENDED SERVICING BY NISSAN BUT C CAN ALSO TALK TO THE GM OF THE SELLING DLR TO SEE IF THE DLR IS WILLING TO ASSIST C. C STATED THAT C WILL DO THAT. RCAS AND C AGREED ON FOLLOW UP FOR 11/17/09 AND ENDED CALL. @11/13-ZMM816N
 ***** @11/17-ZMM816N

RCAS-MM CALLED C ON DAY NUMBER AT 11:56 AM EST ON 11/17/09 AND C STATED THAT THE VEH WAS PICKED UP AND THE VEH IS FIXED. C STATED THAT C IS THANKFUL.

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RCAS OFFERED FURTHER ASSISTANCE AND C DECLINED. RCAS THANKED C AND ENDED CALL.
***** @11/17-ZMM816N

RCAS-MM UPDATING TREAD ACT. @11/17-ZMM816N

RCAS-MM CLOSING FILE AS C CALLED IN FOR ASSISTANCE WITH THE BRAKE MASTER
CYLINDER AND MAINTENANCE ITEMS, RCAS SPOKE TO SM AND FOM AND FOM COVERED
THE CYLINDER BUT NOT THE MAINTENANCE ITEMS. @11/17-ZMM816N
*****MAIL FILE LOGGED*****

C LETTER WAS RECEIVED ON 11/24/09
DATED 11/19/09 LETTER WAS REC'D VIA REGULAR MAIL
MT EN IS FORWARDING FILE AND LETTER TO RCAS FOR FURTHER REVIEW AND ASSISTANCE
@11/24-ZNE601N
***** @11/27-ZMM816N

RCAS-MM RECIEVED LETTER FROM TL-SL ON 11/25/09, RCAS REVIEWED LETTER AND
LETTER WAS TO THANK RCAS AND NNA FOR THE ASSISTANCE THAT C RECEIVED.
RCAS-MM UPDATING TREAD AND RE-CLOSING FILE @11/27-ZMM816N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT1C	ROOT CAUSE: SNFA
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 1	DATE: 11 / 24 / 09	USERID: ZNE601N
OTHER #: 0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 0	DATE: 00 / 00 / 00	USERID:
RESP DLR: 1898	EFFECTIVE: 11 / 05 / 09	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZLH321N	
HISTORY:	UPDATE BY: ZMM816N	
SVC CALL#:	UPDATE DATE: 11 / 27 / 09	
CLOSE: Y (Y/N)	CLOSE DATE: 11 / 27 / 09	MICROFILM: N
RESP CAA: MERCER, MICHELLE	OLM: ROYSTER KAREN	DOM: DEVEREAUX JOHN T
PHONE: 0000041592	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: ONE CONTRACT

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

VIN: 1N4AL21E07C [REDACTED] Y
YR/MDL: 2007.0 ALT MILEAGE: 37500
IN SVC DATE: 05 / 22 / 07
VCAN: Y RTL DLR: 06037 DECORMIER MOTOR SALES INC
PAID: 19 SVC DLR: 06037 DECORMIER MOTOR SALES INC
SUSP: 0 RESP DLR: 06037 DECORMIER MOTOR SALES INC
DENY: 0 REGION: 26 DIST: SL/SV/PT: 13 13 43

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 2
VEHICLE MAINTAINED BY: 06037 DECORMIER MOTOR S.
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 11 / 23 / 09 XFER/RSPNSBLTY: 26 13 S
CONTACT (S): FOLLOWUP DATE: 12 / 11 / 09 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 12 / 11 / 09 DATANET (Y/N): 11 / 25 / 09

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 137500 CYLINDER HEAD GASKET
AG ENGINE MECHANICAL VF NON-WARRANTY ITEM GOODWILL ASSISTANCE I

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C. A. R. COMMENTS

FILE OPENED-ZMM260N 11/23/2009

[REDACTED]

@11/23-ZMM260N

PREVIOUS NISSAN INFINITI VEHS: 92 SENTRA

PREVIOUS UNRELATED FILES FOUND: NONE

CRR-MM VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER

CRR-MM CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: N/A

CRR-MM RECEIVED INBOUND FROM C

C STATES WENT TO CHANGE OIL LAST WEEK. DLR TOLD C THAT THE BREAK LIGHTS

KEEP COMING ON. DLR TOLD C THE MASTER CYLINDER IS GONE. DLR TOLD

C TO CALL, SO THAT NISSAN CAN PAY FOR THE PART, AND THE DLR CAN

PAY FOR THE LABOR.

CRR-MM ADVISED C THAT CRR-MM HAS A FEW QUESTIONS FOR C BEFORE

NNA CAN LOOK INTO THE ISSUE

C AGREED

CRR-MM ASKED C WHICH DLRSHIP C ATTENDED

@11/23-ZMM260N

C STATES: 06037 DECORMIER MOTOR SALES INC

CRR-MM ASKED C THE PERSON'S NAME WHO C DEALT WITH AT THE DLRSHIP

C STATES: JOSEPH BECOMIA- 860-643-4165 EXT 204

CRR-MM ASKED C WHAT THE DLR DIAGNOSIS WAS

C STATES: MASTER CYLINDER IS GONE

CRR-MM ASKED C WHEN C WENT TO THE DLRSHIP AND APPROX. WHAT TIME

C STATES: 18TH OF NOVEMBER 2009. AROUND 5PM

CRR-MM ASKED C WHEN THE ISSUE BEGAN

C STATES: A WEEK BEFORE THE 18TH.

CRR-MM ASKED C WHERE IS THE VEH NOW

C STATES: WITH C

CRR-MM ASKED C WHAT C WANTS FROM NNA TO RESOLVE THE ISSUE

C STATES: DLR ADVISED C TO GET NNA TO AUTHORIZE THIS. WANTS NNA TO PAY

FOR THE REPAIR.

CRR-MM ADVISED C THE FILE WILL GO TO THE REGIONAL SPECIALIST AND C WILL BE

CONTACTED BY THE END OF THE NEXT BUSINESS DAY

CRR-MM OFFERED FURTHER ASSISTANCE, C DECLINED

CRR-MM GAVE NAME, EXT, AND FILE NUMBER TO C

CRR-MM TRANSFERRING FILE TO RCAS FOR FURTHER ASSISTANCE

@11/23-ZMM260N

@11/24-ZMM260N

@11/24-ZMM816N

RCAS-MM REVIEWED AND DATANETTED FILE.

@11/24-ZMM816N

RCAS-MM FOUND PREVIOUS FILE 6466880

@11/24-ZMM816N

RCAS-MM CALLED 06037 DECORMIER MOTOR SALES INC AT 4:01 PM EST ON 11/24/09 AND

SPOKE TO SM-BILL RIDEOUT AND SM STATED THAT C NEEDS A BRAKE MASTER CYLINDER

AT A COST OF \$580. SM STATED THIS IS LEAKING INTERALLY. SM STATED THAT THERE

IS NO SERVICING AT THE DLR BESIDES OIL CHANGES UNDER A MAINTENANCE PACKAGE AT

FIRST.

@11/24-ZMM816N

**

@11/24-ZMM816N

RCAS-MM EMAILED FOM-MF AT 4:06 PM EST ON 11/24/09 ASKING FOR ASSISTANCE

@11/24-ZMM816N

@11/24-ZMM816N

RCAS-MM CALLED C ON DAY NUMBER AT 4:10 PM EST ON 11/24/09 AND LEFT A VMX WITH

NAME, EXT, FILE AND PHONE NUMBER

@11/24-ZMM816N

RCAS-MM CALLED C ON EVE NUMBER AT 4:10 PM EST ON 11/24/09 AND RCAS WAS ADVISED

THAT C IS NOT HOME,

@11/24-ZMM816N

RCAS-MM WILL FOLLOW UP 11/27/09

@11/24-ZMM816N

@11/25-ZMM816N

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***** @11/25-ZMM816N
 RCAS-MM RECEIVED A CALL FROM FOM-MF AT 2:56 PM EST ON 11/25/09 STATING THAT
 THERE IS NO VSS, NO DLR LOYALTY AND C IS OUT OF WARRANTY THERE WILL BE NO
 ASSISTANCE. @11/27-ZMM816N
 ** @11/27-ZMM816N
 RCAS-MM CALLED C ON DAY NUMBER AT 3:22 PM EST ON 11/27/09 AND LEFT A VMX WITH
 NAME, EXT, FILE AND PHONE NUMBER @11/27-ZMM816N
 RCAS-MM CALLED C ON EVE NUMBER AT 3:22 PM EST ON 11/27/09 AND RCAS ADVISED C
 THAT RCAS IS UNABLE TO PROVIDE ASSISTANCE WITH THIS REPAIR. RCAS ADVISED THAT
 C IS OUT OF WARRANTY AND THERE IS NO VSC SO THERE WILL BE NO ASSISTANCE. C
 STATED THAT THIS VEH IS DEFECTIVE AND NISSAN SHOULD BE TAKING CARE OF THIS.
 C STATED THAT SHOULD NOT HAPPEN AND C ALREADY HAD THE TRANSMISSION REPLACED,
 C STATED THAT THIS IS AN USUAL REPAIR, C STATED THAT WHEN IS NISSAN GOING TO
 SAY THAT C HAS A DEFECTIVE VEH. C STATED THAT C WANTS ANSWERS ON THAT, RCAS
 ADVISED C THAT RCAS IS NOT ABLE TO SAU IF ANYTHING FURTHER WILL EVER HAPPEN
 WITH THE VEH AND THE VEH IS 2.5 YEARS OLD WITH 37,000 MILES 2 REPAIRS DOES NOT
 MEAN THAT C HAS A DEFECTIVE VEH. C STATED THAT C WANTS THE ANSWER TO THE
 QUESTION, RCAS ADVISED THAT RCAS DID ANSWER THE QUESTION. C STARTED TO YELL
 AND WOULD NOT ACCEPT THAT ANSWER NOR ALLOW RCAS TO END CALL WITHOUT RCAS
 TELLING C THE AMOUNT OF REPAIRS OR WHAT REPAIRS WILL HAVE NISSAN TAKE THE
 VEH BACK. RCAS OFFERED FOR THE RS TO CALL C BACK BY END OF NEXT BUSINESS DAY
 AS C WANTED TO SPEAK TO SOMEONE FURTHER, C AGREED AND STATED THAT THE RS
 BETTER HAVE THE ANSWER AND ENDED CALL @11/27-ZMM816N
 RCAS-MM SENDING ESCALATION AT 3:55 PM EST ON 11/27/09 @11/27-ZMM816N
 * @11/30-ZMM816N
 RCAS-MM EMAILED ORM-RC AT 1:45 PM EST ON 11/30/09 ASKING IF ORM AGREES WITH
 DECISION MADE @11/30-ZMM816N
 * @11/30-ZTP481N
 SR-TP ATTEMPETD TO CONTACT C ON DAY TIME NUMBER AT 3:48 PM EST ON 11/30/09
 AND COULD NOT GET THROUGH. @11/30-ZTP481N
 ** @11/30-ZTP481N
 SR-TP LEFT MESSAGE WITH FEMALE ON EVE NUMBER AT 3:49 PM EST ON 11/30/09
 AND REQUESTED CALL BACK. @11/30-ZTP481N
 ** @11/30-ZTP481N
 RCAS-MM RECEIVED AN EMAIL FROM ORM-RC AT 9:14 AM EST ON 12/01/09 STATING THAT
 ORM AGREES WITH THE FOM AND THERE WILL BE NO ASSISTANCE WITH THE REPAIR AS C
 IS OUT OF WARRANTY. @12/01-ZMM816N
 ** @12/01-ZMM816N
 MGR-AM IN REVIEW OF FILE ON 12/02/2009... @12/02-ZAM086N
 MGR-AM NOTING THAT RS-SL IS TO CALL CUSTOMER BEFORE END OF BUSINESS 12/02/09.
 MGR-AM NOTING THAT C IS ONLY 1500 MILES OOW, AND STILL WITHIN WTY BY TIME.
 MGR-AM RECOMMENDS THAT RS-SL CONTACT ORM BY PHONE TO DISCUSS REQUEST
 PREVIOUSLY MADE BY RCAS-MM TO FOM AND ORM. MGR-AM NOTING THAT C HAS ONE
 PREVIOUS NISSAN/INFINITI VEH, AS NOTED IN FILE, AND PREPAID FOR MAINTENANCE
 PACKAGE ON VEH - MGR-AM NOTES THAT THIS INFORMATION SHOULD BE TAKEN INTO
 CONSIDERATION. @12/02-ZAM086N
 ** @12/02-ZSL991N
 RS-SL CALLED C ON DAY NUMBER ON 12/02/09 AT 5:01PM EST. RS-SL LEFT VMX FOR C
 WITH RS-SL'S CONTACT INFORMATION. @12/02-ZSL991N
 RS-SL CALLED C ON EVENING NUMBER ON 12/02/09 AT 5:02PM EST. C STATES THAT THE
 DLRSHIP IS COVERING THE COST OF C'S LABOUR BUT C WAS CALLING NISSAN FOR HELP
 WITH THE COST OF THE PART. C STATES THAT C IS UNHAPPY WITH THE DECESSION
 ESPECIALLY CONSIDERING C'S TRANSMISSION FAILED WITHIN THE FIRST YEAR OF C'S
 VEHICLE. C FEELS THIS IS NOT A NORMAL REPAIR AND NISSAN SHOULD HELP C MORE.
 RS-SL ADVISED C THAT RS WOULD REVIEW THIS MATTER WITH RCAS-MM AND THE
 APPROPROATE PARTIES, AND ALTHOUGH RS COULD NOT GUARENTEE A CHANGE IN THE

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DECESSION MADE, RS WOULD BE HAPPY TO RE-EVALUATE C'S REQUEST AND DETERMINE IF THERE IS ANY ADDITIONAL ASSISTANCE THAT CAN BE OFFERED. RS ADVISED C THAT RS WOULD FOLLOW UP WITH C NO LATER THEN 12/04/09. C AGREED AND THANKED RS FOR THE CALL.

@12/02-ZSL991N

**** @12/02-ZSL991N

RS-SL NOTING THAT DLRSHIP IS ALREADY PAYING FOR THE LABOUR, HOWEVER C IS OOW BY ONLY 1500 MILES. C MAINTAINS VEHICLE AT DLRSHIP THOUGH MAINTENANCE PLAN. RS TO REVIEW FILE WITH RCAS-MM AS RS WOULD LIKE A COPY OF INTERNAL MESSAGE FROM ORM-RC TO REVIEW THE REASONS BEHIND ASSISTANCE DECLINE. RS-SL TO REVIEW WITH MGR-AM AND FOLLOW UP WITH C ON 12/04/09.

@12/04-ZSL991N

**** @12/04-ZSL991N

RS-SL CALLED C ON DAY NUMBER ON 12/04/09 AT 5:00PM EST. RS-SL ADVISED C THAT RS-SL WAS STILL LOOKING INTO THE MATTER AND WOULD CONTACT C ON 12/07/09 WITH A DECESSION ON C'S REQUEST. RS-SL SETTING FOLLOW UP FOR 12/07/09.

RS-SL CALLING TO CONFIRM THE REMAINING COST TO C PRIOR TO ASSISTANCE REQUEST.

@12/07-ZSL991N

RS-SL CALLED C ON DAY NUMBER ON 12/07/09 AT 6:36PM EST. RS-SL LEFT VMX. RS-SL CALLED C ON EVENING NUMBER ON 12/07/09 AT 6:38PM EST. RS-SL ADVISED C THAT C RS-SL WAS IN REVIEW OF C'S CONCERN BUT DID NOT HAVE A FINAL ANSWER FOR C AT THIS TIME. RS-SL ASKED C IF C KNEW THE COST OF THE PART, OR COST OF THE REMAINING REPAIR. C DID NOT. RS-SL THANKED C AND ADVISED C THAT RS-SL WOULD CONTACT THE DLRSHIP TO DETERMINE THESE AMOUNT AND THEN CALL C BACK NO LATER THEN 12/09/09. C AGREED AND ENDED THE CALL.

@12/07-ZSL991N

**** @12/07-ZSL991N

RS-SL SETTING FOLLOW UP FOR 12/08/09. RS-SL TO CONFIRM AMOUNTS AND COVERAGE WITH DLRSHIP.

@12/07-ZSL991N

**** @12/08-ZSL991N

RS-SL CALLED DLR ON 12/08/09 AT 2:37 PM EST. RS-SL REQUESTED TO SPEAK WITH SM. RS-SL NOTING PHONE WAS ON HOLD FOR 3-4 MINUTES AND THEN DISCONNECTED. RS TO ATTEMPTED CONTACT AGAIN TODAY, 12/08/09.

@12/08-ZSL991N

**** @12/08-ZSL991N

RS-SL CALLED DLR ON 12/08/09 AT 4:41PM EST. SL-SL REQUEST TO SPEAK WITH SM. RS-SL WAS ADVISED THAT SM IS NOT AVAILABLE. RS-SL LEFT MESSAGE REQUESTING CALLBACK WITH DETAILS REGARDING C'S REPAIR REQUEST.

@12/08-ZSL991N

**** @12/09-ZSL991N

RS-SL CALLED DLR ON 12/09/09 AT 4:51PM EST AND SPOKE WITH SM-BILL RIDEOUT. SM STATES SM DID NOT WANT TO GIVE C ANYTHING BUT WHEN C CAME BACK INTO THE DLR WHEN SM WAS OUT, THE GM ADVISED C THAT THE DLR WOULD COVER A PORTION. SM STATES C DOES NOT HAVE A GOOD SERVICING HISTORY, AND HAS CONTINUED TO TRY AND GET C'S WAY IN THIS MATTER. RM STATES THAT IF C IS ASSISTED THOUGH NISSAN IT WOULD BE UP TO C TO PAY FOR THE REST. RS UNDERSTOOD. RS REQUESTED TO KNOW WHAT THE REMAINING COST TO THE CUSTOMER WOULD BE. SM STATES APROXIMATLY \$300.00. RS THANKED SM FOR THE INFORMATION AND CONSIDERING DLR IS COVER ALMOST HALF OF THE REPAIR AT THIS POINT, RS IS SATISFIED WITH DECLINING ANY FURTHER ASSISTANCE. SM STATES THIS REPAIR MAY HAVE EVEN BEEN CAUGHT EARLIER IF C DID REGULAR MAINTENANCE AT THE DLRSHIP. SM STATES C HAS BEEN VERY FORECFUL WITH EVERYONE AND DOES NOT FEEL WE SHOULD HE HELPING AT ALL, BUT IS WILLING TO STAND BEHIND THE PREVIOUS OFFER. SM STATES IS NNA ASSISTS DLR WILL NOT AS ENOUGH IS BEING DONE FOR C. RS-SL THANKED SM FOR THE TIME AND ENDED THE CALL *****

RS-SL CALLED C ON DAY NUMBER ON 12/09/09 AT 4:56PM EST. RS-SL ADVISED C THAT RS HAD SPOKEN WITH THE DLRSHIP AND CONFIRMED THAT SM HAD AGREED TO PAY FOR A PORTION OF THE REPAIR COST, WHICH WAS ALMOST 1/2 OF THE TOTAL COST QUOTED PREVIOUSLY. RS APOLOGIZED TO C ANY INCONVIENENCE THIS REPAIR HAS CAUSED HOWEVER RS AGREED WITH SM'S DECESSION TO ASSIST WITH A PORTION OF THE REPAIR AND NNA WOULD NOT BE IN A POSITION TO DO MORE AS C IS OUTSIDE OF THE WARRANTY.

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C STATES THIS IS NOT RIGHT. C STATES THIS IS ABNORMAL AND NISSAN HAS TO PAY FOR ANYTHING THAT IS A DEFECT OR ABNORMAL. C ASKED IF THIS WAS NORMAL. RS-SL ADVISED C THAT RS COULD NOT ANSWER THAT AND THAT COMPONENTS MAY FAIL AT ANY GIVEN TIME, OR EVEN LAST WELL BEYOND EXPECTATIONS BUT C'S VEHICLE IS A WORKING MACHINE AND COMPONENTS CAN FAIL. C STATES C'S VEHICLE MUST BE A LEMON BECUASE C'S TRANSMISSION NEEDED WORK AND NOW THIS. C STATES C DOES NOT FEEL LIKE PAYING FOR THIS CAR BECUASE IF C'S VEHICLE IS NEW, C'S VEHICLE SHOULD NOT BREAK. C STATES C WILL NOT ACCEPT PARTIAL ASSISTANCE. C STATES C WANTS TO SPEAK TO A MASTER TECHNITION WHO CAN TELL C THAT THIS IS NOT A DEFECT AS EVERY DEFECT SHOULD BE PAID BY NISSAN. C STATES C WANTS TO SPEAK TO SOMEONE AT THE NEXT LEVEL. C STATES C KNOW THAT RS WOULD DO IF SOMETHING BROKE ON C'S VEHICLE AND RS'S BABY WAS IN THE CAR AND THAT IS WHY C IS ESCALATING FURTHER AND WILL NOT PAY A CENT FOR DEFECT. RS-SL ADVISED C THAT SOMEONE WOULD FOLLOW UP WITH C IN 48 BUISNESS HOURS OR BY 12/11/09 AT THE LATEST. C UNDERSTOOD AND ENDED THE CALL.

@12/09-ZSL991N

*** @12/09-ZSL991N

RS-SL SENDING ESCALATION REQUEST TO EXEC-NA ON 12/09/09 AT 5:32PM EST.

*** @12/09-ZSL991N

@12/09-ZSL991N @12/09-ZSL991N

-
EXEC-LR RECEIVED EMAIL FROM SREXEC-NA INFORMING OF C'S ESCALATION ABOVE RCAS AND RS. EXEC-LR TAKING OVER FILE.
- @12/10-VLR009N

EXEC-LR CONTACTED C AT DAY # ON 12.10.09 AT 4:01PM CST AND GOT VMAIL.
EXEC-LR LEFT MSG FOR C TO PLEASE RETURN THE CALL.
- @12/10-VLR009N

EXEC-LR CONTACTED C AT DAY # ON 12.11.09 AT 9:49AM CST AND SPOKE WITH C.
EXEC-LR EXPLAINED TO THE C THAT THE REASON WHY THE EXEC WAS CALLING AND THE C IMMEDIATELY ASKED TO TALK TO SOMEONE ELSE.
EXEC-LR APOLOGIZED AND STATED ONE MROE TIME THE EXEC WAS CALLING FROM THE EXEC OFFICES AND TO ALLOW THE EXEC TO TALK AND RENDER NISSAN'S POSITION.
C WENT OVER THE REPAIR NEEDED ON THE VEH AND ASKED FOR NISSAN'S ASSISTANCE.
C ALSO MENTIONED THE REPAIR DONE TO THE TRANSMISSION LAST YEAR AND WANTED NNA TO TAKE THAT REPAIR INTO CONSIDERATION. C ALSO STATED THAT C WAS INFORMED THAT ALL ABNORMALITIES WITH THE VEH WILL BE TAKEN CARE OF. C STATED THE C WANTS OUT OF THE VEH.

EXEC-LR NOTES THE EXEC ATTEMPTED TO PROVIDE NNA'S POSITION TO THE C IN SEVERAL OCCASSIONS BUT THE C WILL INTERRUPT THE C EXEC EVERY TIME AND WOULD NOT ALLOW THE EXEC TO COMPLETE A SENTENCE. EXEC ALSO NOTES THERE WAS A BAD CONNECTION AND THE C KEPT BRAKING UP.

EXEC-LR INFORMED THE C THAT ALL FACTS WERE TAKEN INTO CONSIDERATION AND NNA IS NOT IN THE POSITION TO PROVIDE ASSISTANCE WITH THE REPAIR. EXEC STATED THE DLR IS OFFERING THE C A 50% DISCOUNT AND RECOMMENDED THE C TO TAKE ADVANTAGE OF IT.
@12/11-VLR009N

C STATED C WAS NTO SATTISFIED WITH THE DECISION AND REQUESTED TO TALK TO SOMEONE OVER THE EXEC, SOMEONE THAT COULD MAKE A DECISION ON IT.
EXEC-LR STATED THE EXEC IS THE C'S POC AND THAT THE C HAS REACHED THE HIGHEST LEVEL AT THE MOMENT. EXEC STATED THE EXEC IS EMPOWERED TO MAKE ANY DECISIONS WITHIN THE COMPANY AND STATED ONE MORE TIME THAT NNA WILL NOT BE PROVIDING ASSISTANCE WITH THE REPAIR.

C'S CONVERSATION WITH EXEC WENT FOR 58 MINS GOING OVER AND OVER THE SAME INFORMATION. C ASKED THE EXEC FOR THE EXEC'S FULL NAME, WHICH WAS PROVIDED AND C HUNG UP ON THE EXEC.
- @12/11-VLR009N

EXEC-LR CONTACTED THE DLR AND LEFT MSG WITH THE SERVICE WRITTER TO PLEASE HAVE THE SM-BILL RETURN THE CALL.

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- @12/11-VLR009N
EXEC-LR CLOSING FILE. NO FURTHER ASSISTANCE NEEDED AT THIS TIME.
- @12/11-VLR009N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT3B	ROOT CAUSE: SNFA
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #:	DATE: 00 / 00 / 00	USERID:
RESP DLR: 06037	EFFECTIVE: 11 / 23 / 09	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRTY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZMM260N	
HISTORY: E	UPDATE BY: VLR009N	
SVC CALL#:	UPDATE DATE: 12 / 11 / 09	
CLOSE: Y (Y/N)	CLOSE DATE: 12 / 11 / 09	MICROFILM: N
RESP CAA: RODRIGUEZ, LUIS	OLM: ROYSTER KAREN	DOM: CARMICHIEL BUTCH X
PHONE: 0000000000	OWNER FIRST:	LANGUAGE: E ENGLISH

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CA6664301

SERVICE CONTRACTS SUMMARY

DATE: 8/10/2011
TIME: 11:09:18 AM
MODEL YEAR: 2007.0
MAKE:
MODEL LINE: ALT

NAME: [REDACTED]

VIN:

IN SCV DATE: 5/22/2007

SEO NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
88	[REDACTED]	06037 CT	5/22/2007	5/22/2009	30,000		

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CONTRACT:	██████████	CONTRACT:	
OWNER NAME:	██████████	OWNER NAME:	
PLAN TYPE:	P	PLAN TYPE:	
PLAN TERM:	G	PLAN TERM:	
DEDUCTABLE:	\$	DEDUCTABLE:	
EFFECTIVE:	05/22/07	EFFECTIVE:	
EXPIRES:	05/22/09	EXPIRES:	MILES:
	MILES: 30,000		
CANCEL:	MILES:	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION:	5/30/2007	TRANSACTION:	
PRINTED:	06/03/07	PRINTED:	
DEALER NO:	06037	DEALER NO:	STATE:
	STATE: CT		
DEALER NAME:	DECORMIER MOTOR SALES INC	DEALER NAME:	

CONFIDENTIAL

DATE: 8/10/2011
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SC: ONE CONTRACT

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

VCAN: Y
PAID: 11
SUSP: 0
DENY: 0

VIN: 1N4AL21E07N [REDACTED] Y
YR/MDL: 2007.0 ALT MILEAGE: 33800
IN SVC DATE: 06 / 21 / 07
RTL DLR: 09066 EISENHAUER NISSAN, INC.
SVC DLR: 09066 EISENHAUER NISSAN, INC.
RESP DLR: 09066 EISENHAUER NISSAN, INC.
REGION: 26 DIST: SL/SV/PT: 08 08 38

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 09066 EISENHAUER NISSAN
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 12 / 09 / 09 XFER/RSPNSBLTY: 26 08 S
CONTACT (S): FOLLOWUP DATE: 12 / 18 / 09 DATANET (Y/N): 1
SEVERITY: 3 CLOSE DATE: 12 / 18 / 09 DATANET (Y/N): 12 / 10 / 09

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 134000 GEN. ENGINE ELECTRIC COMPONENT(S)
AF ENGINE ELECTRICAL VO CHECK ENGINE LIGHT ON

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C. A. R. COMMENTS

FILE OPENED-ZKN794N 12/09/2009

NO EMAIL. @12/09-ZKN794N

CRR-KN UPDATED OWNER'S INFORMATION (PHONE NUMBER). @12/09-ZKN794N

PREVIOUS FILES FOUND: NONE.

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

CRR-KN CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE @12/09-ZKN794N

CLSD PB053 ALTIMA EXHAUST SYS NTB08-001

CLSD PB090 ALTIMA VARISTOR NTB08-095 @12/09-ZKN794N

CRR-KN ADVISED C OF RECALL STATUS. @12/09-ZKN794N

PREVIOUS NISSAN/INFINITI VEHICLE(S): NONE.

CRR-KN RECEIVED CALL FROM C.

C STATED THAT C IS NOT SATISFIED WITH THE VEH BECAUSE C HAD A PROBLEM WITH THE BRAKE MASTER CYLINDER AND IT WAS LEAKING AND AFTER 2 MONTHS THE BRAKE LIGHT CAME ON AND THE VEH NEEDS TO BE TAKEN TO THE DLR AGAIN AND C TOOK THE VEH TO 09066 EISENHAWER NISSAN, INC AND C IS NOT REALLY SATISFIED WITH THE VEH AND C WANTS TO TRADE THE VEH ALREADY BECAUS C THINKS THAT THE VEH IS NOT GIVING THE SATISFACTION C IS LOOKING FOR.

@12/09-ZKN794N

C STATED C SPOKE SM-MIKE ROSS.

@12/09-ZKN794N

CRR-KN UNDERSTOOD AND APOLOGIZED TO C.

@12/09-ZKN794N

CRR-KN INFORMED C THAT CRR-KN WILL FORWARD C'S CONCERN TO RCAS AND RCAS WILL CALLBACK C BEFORE THE END OF THE NEXT BUSINESS DAY.

@12/09-ZKN794N

C UNDERSTOOD.

@12/09-ZKN794N

C THANKED CRR-KN FOR ASSISTANCE, C SATISFIED.

CRR-KN OFFERED FURTHER ASSISTANCE, C DECLINED

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

CRR-KN FORWARDING C'S CONCERN TO RCAS FOR FURTHER REVIEW. @12/09-ZKN794N

***RCAS-OW REVIEWED FILE ON 12/10/09. RCAS UPDATED SERVICING DLR AND DATANETTED FILE. RCAS PLACED CALL TO C ON 12/10/09 AT 11:11AM EST AND LEFT VMX. RCAS WILL BE FOLLOWING UP WITH C ON 12/14/09 BEFORE THE END OF THE BUSINESS DAY.

@12/10-ZOW482N

***RCAS-OW PLACED CALL TO C ON 12/14/09 AT 3:30PM EST. RCAS LEFT VMX AND WILL BE FOLLOWING UP ON 12/16/09 BEFORE THE END OF THE BUSINESS DAY. @12/14-ZOW482N

***RCAS-OW PLACED CALL TO C ON 12/16/09 AT 3:05PM EST. RCAS LEFT 2ND VMX FOR C AND WILL FOLLOW UP ON 12/18/09 BEFORE THE END OF THE BUSINESS DAY.

@12/16-ZOW482N

***RCAS-OW PLACED CALL TO SM-MIKE GROTH ON 12/18/09 AT 11:54AM EST. SM STATED IT WAS DETERMINED THAT ONE OF THE CALIPURS WERE LEAKING FLUID. SM STATED THE VEHICLE HAS BEEN REPAIRED AND WAS COVERED UNDER THE VEHICLES WARRANTY.

RCAS THANKED SM FOR THE ASSISTANCE.

@12/18-ZOW482N

***RCAS-OW PLACED CALL TO C ON 12/18/09 AT 11:55AM EST. RCAS LEFT VMX AND EXPLAINED IN SPEAKING WITH SM-MIKE GROTH THE VEHICLE HAS BEEN REPAIRED. RCAS EXPLAINED THAT IF C HAS ANY FURTHER CONCERNS WITH THIS PARTICULAR CONCERN, C MAY CONTACT RCAS DIRECTLY TO REQUEST FOR FURTHER ASSISTANCE. RCAS WILL BE CLOSING THE FILE AS NO FURTHER ACTION IS REQUIRED AT THIS TIME. @12/18-ZOW482N

RCAS-OW SUMMARY OF FILE: C HAD CONTACTED CONSUMER AFFAIRS WITH DISAPPOINTMENT WITH THE VEHICLE. RCAS ATTEMPTED TO REACH C ON SEVERAL OCCASIONS HOWEVER, HAD NOT HEARD BACK. RCAS PLACED CALL TO SM AND LEARNED THAT REPAIRS WERE COVERED UNDER WARRANTY DUE TO CALIPUR LEAKING FLUID. VEHICLE HAS BEEN REPAIRED AS CONFIRMED BY DLR. RCAS CLOSING FILE AS NO FURTHER ACTION IS REQUIRED AT THIS TIME. @12/18-ZOW482N

SPECIAL REMARKS:

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DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

		CONTACT(S):		
SATISFIED: Y		ACTION CODE: NT1A		ROOT CAUSE: SCMV
CALLBACK: (Y/N)	#: 0	DATE: 00 / 00 / 00		USERID:
REOPEN: CALLBACK	#: 0	DATE: 00 / 00 / 00		USERID:
NEW INFO	#: 0	DATE: 00 / 00 / 00		USERID:
OTHER	#: 0	DATE: 00 / 00 / 00		USERID:
COMMENTS ONLY:	#: 0	DATE: 00 / 00 / 00		USERID:
RESP DLR: 09066		EFFECTIVE: 12 / 09 / 09		CHANGED BY:
IIR-DATE: 00 / 00 / 00		TRANS DATE: 00 / 00 / 00		CHECK REQUESTED: NO
3RD PRY:		PART#:		CHECK ISSUED: NO
BYBACK ST:		OPENED BY: ZKN794N		
HISTORY:		UPDATE BY: ZOW482N		
SVC CALL#:		UPDATE DATE: 12 / 18 / 09		
CLOSE: Y (Y/N)		CLOSE DATE: 12 / 18 / 09		MICROFILM: N
RESP CAA: WELCH, OWEN		OLM: ROYSTER KAREN		DOM: MEEKS FRED L
PHONE: 0000041591		OWNER FIRST:		LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 8/10/2011
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CA6676536

SERVICE CONTRACTS SUMMARY

DATE: 8/10/2011
TIME: 11:09:18 AM
MODEL YEAR: 2007.0
MAKE:
MODEL LINE: ALT

NAME: [REDACTED]

VIN:

IN SCV DATE: 6/21/2007

SEO NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
89	[REDACTED]	09066 PA	6/21/2007	6/21/2012	75,000		

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DATE: 8/10/2011
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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CONTRACT:	██████████	CONTRACT:	
OWNER NAME:	████████████████████	OWNER NAME:	
PLAN TYPE:	C	PLAN TYPE:	
PLAN TERM:	I	PLAN TERM:	
DEDUCTABLE:	\$ 50	DEDUCTABLE:	
EFFECTIVE:	06/21/07	EFFECTIVE:	
EXPIRES:	06/21/12	MILES:	75,000
CANCEL:		MILES:	
TRANSFER:		TRANSFER:	
TRANSACTION:	6/21/2007	TRANSACTION:	
PRINTED:	06/22/07	PRINTED:	
DEALER NO:	09066	STATE:	PA
DEALER NAME:	EISENHAUER NISSAN, INC.	DEALER NAME:	

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DATE: 8/10/2011
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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: FRANKLIN PARK
ST/ZIP: NJ [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: 1N4AL21E58C [REDACTED] Y
YR/MDL: 2008.0 ALT MILEAGE: 23700
IN SVC DATE: 02 / 02 / 08
VCAN: N RTL DLR: 3635 NISSAN WORLD/SPRINGFIELD
PAID: SVC DLR: 08064 ACME NISSAN
SUSP: RESP DLR: 08064 ACME NISSAN
DENY: REGION: 26 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) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: NISSAN WORLD/SPRINGFIELD
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 12 / 14 / 09 XFER/RSPNSBLTY: 26 35 P
CONTACT (S): FOLLOWUP DATE: 12 / 29 / 09 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 12 / 29 / 09 DATANET (Y/N): 12 / 16 / 09

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD BRAKES YX POOR OR IMPROPER OPERATION
OA VEHICLE CONCERNS 131500 BATTERY
AF ENGINE ELECTRICAL WA PREMATURE WEAR/FAILURE
OA VEHICLE CONCERNS 302000 TPMSC BOX (IPOD)VIEW
AD BRAKES YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZAB627N 12/14/2009

PREVIOUS FILES FOUND: NONE

CRR-AB VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY, EVENING PHONE NUMBERS
EMAIL ADDRESS AND RESPONSIBLE DLR.

CRR-AB CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE

CLSD PB090 ALTIMA VARISTOR NTB08-095 09/29/08 01/05/09 08/28/09 3635

PREVIOUS NISSAN/INFINITI VEHICLE(S): NONE

CRR-AB RECEIVED CALL FROM C.

C STATED THAT C IS CALLING TO COMPLAIN ABOUT THE VEH.

C STATED THAT THE VEH IS NOT YET TWO YEARS OLD AND C ALREADY EXPERIENCED
SEVERAL ISSUES WITH THE VEH

C STATED THAT LAST SUMMER C HAD AN ISSUE WITH THE TPMS WHICH MALFUNCTIONED
AND A/C HEATER ADND C HAD THE PART REPLACED.

C STATED THAT NOW THE VEH IS AT ACME NISSAN AND HAS AN ISSUE WITH THE BRAKE
CYLINDER THAT IS LEAKING AND THE VEH NEEDS A NEW BATTERY

C STATED THAT THE VEH SHOULD NOT EXPERIENCE THE ISSUE AS THE VEH IS NOT EVEN
2 YEARS OLD.

CRR-AB APOLOGIZED AND ASKED WHAT NNA CAN DO FOR C

C STATED THAT C DOES NOT FEEL COMFORTABLE AND SAFE WITH THE VEH AND WANTS
NNA TO PROVIDE C A BRAND NEW 2008 ALT

CRR-AB INFORMED C THAT THE FILE WILL BE TRANSFERRED TO RCAS.

CRR-AB INFORMED C THAT RCAS WILL CALL GIVE C A CALLBACK BEFORE
THE CLOSE OF THE NEXT BUSINESS DAY

CRR-AB VERIFIED NUMBER AND BEST TIME: AFTER 2:30 PM EST -732 423 8319

C THANKED CRR-AB FOR ASSISTANCE, C SATISFIED.

CRR-AB OFFERED FURTHER ASSISTANCE, C DECLINED.

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

CRR-AB TRANSFERRING FILE TO RCAS.

@12/14-ZAB627N

@12/15-ZMM816N

RCAS-MM REVIEWING AND DATANETTED FILE

@12/15-ZMM816N

RCAS-MM CALLED 08064 ACME NISSAN AT 1:50 PM EST ON 12/15/09 AND SPOKE TO
SM-TOM BRADLEY AND SM STATED THAT C HAS NEVER BEEN TO THE DLR BEFORE. SM
STATED THAT C CAME IN WITH THE BRAKE LIGHT WAS ON. SM LOOKED AND THERE WAS NO
LEAKS SO SM ORDERED A MASTER CYLINDER. SM STATED THAT C CAN DRIVE THE VEH
AS LONG AS THE BRAKE FLUID IS TOPPED UP. SM STATED THAT THE PART IS ON
BACKORDER. SM STATED THAT THE BATTERY WAS FOR THE REMOTE AND IT WAS \$6.50.
SM STATED THAT THE PART NUMBER IS 46010JA00A AND THE ORDER IS CSC. SM STATED
THAT THE VEH IS STILL AT THE DLR AND THE DLR HAS NOT HEARD FROM C.

@12/15-ZMM816N

RCAS-MM CHECKED NMPS

@12/15-ZMM816N

CSC 121409 08064 N 20085597

1

@12/15-ZMM816N

**

@12/15-ZMM816N

RCAS-MM EMAILED PC-TH AT 1:58 PM EST ON 12/15/09 ASKING FOR AN ETA

@12/15-ZMM816N

RCAS-MM CALLED C ON DAY/EVE NUMBER AT 2:16 PM EST ON 12/15/09 AND C STATED
THAT TPMS REPAIR WAS DONE AT NISSAN WORLD OF SPRINGFEILD, C STATED THAT THIS
WAS IN THE SUMMER. C STATED THAT C HAS THE PAPER WORK. C STATED THAT THE OTHER
REPAIR IS THE RECALL THAT WAS DONE AND THE BATTERY. C STATED THAT C DOES NOT
FEEL SAFE ANYMORE IN THE VEH. RCAS ADVISED C THAT RCAS WILL BE LOOKING INTO
THIS AND INTO THE PART AND RCAS WILL FOLLOW UP 12/17/09, C AGREED AND ENDED
CALL,

@12/15-ZMM816N

@12/16-ZMM816N

CONFIDENTIAL

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RCAS-MM CALLED 3635 NISSAN WORLD/SPRINGFIELD AT 4:08 PM EST ON 12/16/09
AND RCAS WAS LEFT ON HOLD @12/16-ZMM816N
@12/16-ZMM816N

RCAS-MM WILL FOLLOW UP 12/17/09 @12/16-ZMM816N
**** @12/17-ZMM816N

RCAS-MM CALLED 3635 NISSAN WORLD/SPRINGFIELD AT 1:16 PM EST ON 12/17/09 AND
SPOKE TO SM-CARLOS M AND SM STATED THAT IN AUGUST THE TPMS WAS RESET AND THE
MONITOR, THERE WAS A RECALL DONE. SM STATED THAT IN JUNE THERE WAS AN OIL
CHANGE, SM STATED THAT IS IT. @12/17-ZMM816N
**' @12/17-ZMM816N

RCAS-MM CALLED C ON DAY/EVE NUMBER AT 1:21 PM EST ON 12/17/09 AND LEFT A VMX
WITH NAME, EXT, FILE AND PHONE NUMBER. @12/17-ZMM816N
RCAS-MM WILL FOLLOW UP 12/21/09. @12/17-ZMM816N
** @12/17-ZMM816N

RCAS-MM RECIEVED A VMX FROM C AT 3:05 PM EST ON 12/17/09 REQUESTING A CALL
BACK, C STATED THAT C WAS NOT HAPPY WITH THE VEH. @12/17-ZMM816N
** @12/17-ZMM816N

RCAS-MM CALLED C ON DAY/EVE NUMBER AT 4:09 PM EST ON 12/17/09 AND RCAS
ADVISED C THAT RCAS DID GET THE INFO FROM THE DLR ABOUT THE TPMS. C STATED
THAT DOES RCAS KNOW ABOUT THE MASTER CYLINDER, C STATED THAT C'S ONLY CONCERN
IS THAT C HAS ONLY HAD THE VEH FOR ONLY 2 YEARS. C STATED AND NOW THERE IS A
FEW PROBLEMS. C STATED THAT C IS NOT HAPPY THAT THE BATTERY DRAINING.
RCAS EXPLAINED THE BATTERY WILL DRAIN IN THE LIFE OF THE VEH. C STATED THAT
WHAT IF SOMETHING BREAKS, RCAS ADVISED THAT RCAS CAN NOT SAY THAT ANY FURTHER
WILL BREAK OR NOT, RCAS ADVISED THAT C STILL HAS THE WARRANTY ON THE VEH FOR
THAT REASON AND IF THERE IS ANY FUTURE CONCERNS C CAN ALSO CALL BACK AND
ADDRESS THOSE ISSUE WITH NNA AND THE FILE CAN BE REVIEWED AGAIN, RCAS
APOLOGIZED FOR THE WAIT ON THE MASTER CYLINDER BUT ADVISED THAT RCAS WILL BE
LOOKING INTO THE ETA FOR THE PART AND WILL FOLLOW UP 12/21/09, C STATED THAT
ALL SOUNDS FAIR AND C AGREES AND ENDED CALL @12/17-ZMM816N
** @12/21-ZMM816N

RCAS-MM RECEIVED AN EMAIL FROM PC-TH AT 9:36 AM EST ON 12/21/09 STATING THAT
THE PART WILL NOT BE AVAILABLE SOON BUT THERE IS 3 PAGES OF OTHER DLRS THAT
HAVE THE PART SO HAVE THE DLR DO A PARTS NET SEARCH @12/21-ZMM816N
** @12/21-ZMM816N

RCAS-MM CALLED 08064 ACME NISSAN AT 1:07 PM EST ON 12/21/09 AND SPOKE TO
PM-GARY SINAY AND PM AGREED TO DO A PARTS NET SEARCH AND WILL FOLLOW UP WITH
RCAS ON 12/22/09 AND ENDED CALL @12/21-ZMM816N
*** @12/21-ZMM816N

RCAS-MM CALLED C ON DAY/EVE NUMBER AT 1:13 PM EST ON 12/21/09 AND LEFT A VMX
WITH NAME, EXT, FILE AND PHONE NUMBER @12/21-ZMM816N
RCAS-MM WILL FOLLOW UP 12/22/09 FOR PM CONTACT @12/21-ZMM816N

RCAS-MM CALLED 08064 ACME NISSAN AT 9:59 PM EST ON 12/22/09 AND SPOKE TO
PM-GARY SINAY AND PM STATED PM DID RECEIVE THE MASTER CYLINDER AFTER DOING A
SEARCH. @12/22-ZMM816N
RCAS-MM WILL FOLLOW UP 12/23/09 @12/22-ZMM816N
@12/22-ZMM816N
***** @12/23-ZMM816N

RCAS-MM CALLED C ON DAY.EVE NUMBER AT 9:09 AM EST ON 12/23/09 AND LEFT A VMX
WITH NAME, EXT, FILE AND PHONE NUMBER @12/23-ZMM816N
RCAS-MM WILL FOLLOW UP 12/29/09 @12/23-ZMM816N
***** @12/29-ZMM816N

RCAS-MM CALLED C ON DAY/EVE NUMBER AT 9:57 AM EST ON 12/29/09 AND C STATED
THAT ALL THE REPAIRS ARE DONE AND THE VEH IS GOOD. RCAS OFFERED FURTHER
ASSISTANCE AND C DECLINED. RCAS THANKED C AND ENDED CALL @12/29-ZMM816N

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CA6680475N

RCAS-MM UPDATING TREAD ACT @12/29-ZMM816N
RCAS-MM CLOSING FILE AS C CALLED IN ABOUT ISSUES WITH THE MASTER CYLINDER
BEING BACKORDERED AND RCAS WORKED WITH PM TO OBTAIN THE PART. ALSO C WAS
CONCERNED WITH 2 PREVIOUS REPAIR AND RCAS ASSURED C THAT C IS STILL WITHIN
WARRANTY AND IF THERE IS ANY FURTHER CONCERNS C CAN CALL RCAS @12/29-ZMM816N
@12/29-ZMM816N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

CUST HAS PICKED UP VEHICLE 12-15-09 PM...CUST SAYS WAS ADVISED BATTERY WAS NO
GOOD BUT TESTED OK ON OUR (NISSAN) TESTER.ORDERED MASTER CYLINDER VOR..CUST CA
RE...CA IS TO ALSO TRY LOCATE PARTS ASAP...KEY BATTERY ALSO NEEDS TO BE (WAS D
ONE) REPLACED.T.B.

M @12/16-08064
12-22-09 VEHICLE IS REPAIRED DONE AND GONE CUST HAPPY THANKS FOR ALL YOUR HELP
..PARTS WERE AT A LOCAL DEALER..IN STOCK.T.B. @12/22-08064

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT1A	ROOT CAUSE: PCAV	SVMV
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:	
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:	
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:	
OTHER #: 0	DATE: 00 / 00 / 00	USERID:	
COMMENTS ONLY: #: 0	DATE: 00 / 00 / 00	USERID:	
RESP DLR: 08064	EFFECTIVE: 12 / 14 / 09	CHANGED BY:	
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO	
3RD PRY:	PART#: 46010JA00A	CHECK ISSUED: NO	
BYBACK ST:	OPENED BY: ZAB627N		
HISTORY:	UPDATE BY: ZMM816N		
SVC CALL#:	UPDATE DATE: 12 / 31 / 09		
CLOSE: Y (Y/N)	CLOSE DATE: 12 / 29 / 09	MICROFILM: N	
RESP CAA: MERCER, MICHELLE	OLM: ROYSTER KAREN	DOM: DEVEREAUX JOHN T	
PHONE: 0000041592	OWNER FIRST:	LANGUAGE: E ENGLISH	

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SC: MULTI CONTRACT

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

VIN: 1N4AL21E37N [REDACTED] Y
YR/MDL: 2007.0 ALT MILEAGE: 22000
IN SVC DATE: 09 / 01 / 07
VCAN: Y
PAID: 12
SUSP: 0
DENY: 0
RTL DLR: 2428 O'NEIL NISSAN INC.
SVC DLR: 2428 O'NEIL NISSAN INC.
RESP DLR: 2428 O'NEIL NISSAN INC.
REGION: 26 DIST: SL/SV/PT: 08 08 38

LETTER RECEIVED 02 / 19 / 10 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY: 2428 O'NEIL NISSAN INC
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 12 / 21 / 09 XFER/RSPNSBLTY: 26 15 S
CONTACT (S): FOLLOWUP DATE: 02 / 22 / 10 DATANET (Y/N): 1
SEVERITY: 3 CLOSE DATE: 02 / 22 / 10 DATANET (Y/N): 12 / 23 / 09

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD BRAKES WA PREMATURE WEAR/FAILURE
OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD BRAKES YX POOR OR IMPROPER OPERATION

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FILE OPENED-ZLR000N 12/21/2009

NO EMAIL

@12/21-ZLR000N

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES FOUND: 6550911 6598708 6654392

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

CRR-LR CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NO OPEN RECALLS

CLSD P7221 ALTIMA I-KEY FOB NTB07-053 08/03/07 11/26/07 07/21/09 2428

CLSD P7226 ALT AIR DEFLECTOR NTB07-048 06/12/07 00/00/00 07/13/07 2428

CLSD R0703 ALTIMA AIR FILTER NTB07-047 06/12/07 00/00/00 07/13/07 2428

PREVIOUS NISSAN/INFINITI VEH: NONE

CRR-LR RECEIVED CALL FROM C

C STATES THAT C'S BRAKE LIGHT IS COMING ON AND OFF. C STATES THAT C HAD THIS PROBLEM FOR ABOUT FOUR DAYS. C STATES THAT C BROUGHT THE VEH INTO THE DLR SHP AND WAS ADVISED THAT C IS GOING TO NEED A MASTER CYLINDER BECAUSE THERE IS FLUID LEAKING FROM THE BRAKES. C STATES THAT THE CONCERN IS GOING TO BE FIXED UNDER THE WARRANTY. C STATES THAT C HAS HAD MANY PROBLEMS WITH THIS VEH, THE DRIVER'S SEAT MOVES AND THEN THE VEH WOULD NOT START AT ONE POINT. C STATES THAT C IS CONCERNED WHEN THE VEH IS NOT UNDER WARRANTY. C STATES THAT THESE PROBLEMS SHOULD NOT BE HAPPENING TO C AT THIS TIME. C STATES THAT C WOULD LIKE FOR NISSAN TO GIVE C AN EXTENDED WARRANTY TO ENSURE THAT IF PROBLEMS ARISE IN THE FUTURE THAT C WON'T HAVE TO PAY FOR THE CONCERNS.

CRR-LR ADVISED C WILL FORWARD FILE TO RCAS FOR REVIEW

CRR-LR ADVISED C THAT RCAS WILL CALL BACK BY END OF THE NEXT BUSINESS DAY

C UNDERSTANDS

CRR-LR OFFERED FURTHER ASSISTANCE, C DECLINED

CRR-LR GAVE NAME, FILE NUMBER AND EXTENSION

C AWAITING RESPONSE FROM RCAS

@12/21-ZLR000N

***RCAS-OW REVIEWED FILE ON 12/22/09. RCAS UPDATED SERVICING DLR AND DATANETTED FILE. RCAS PLACED CALL TO C ON 12/22/09 AT 8:50AM EST ON DAY NUMBER AND LEFT VMX. RCAS PLACED CALL TO C ON 12/22/09 AT 8:52AM EST ON EVE NUMBER AND LEFT VMX. RCAS WILL BE FOLLOWING UP ON 12/28/09 BEFORE THE END OF THE BUSINESS DAY.

@12/22-ZOW482N

***RCAS-OW RECEIVED CALL FROM SM-TOM OLKOWSKI ON 12/23/09 AT 1:53PM EST. SM STATED THE MASTER CYLINDER REPAIR WILL BE COVERED UNDER WARRANTY. SM STATED THE DLR SHP HAS ORDERED THE PARTS AND WILL NOTIFY C ONCE THE PARTS HAVE ARRIVED.

@12/23-ZOW482N

***RCAS-OW PLACED CALL TO C ON 12/28/09 AT 12:51PM EST ON DAY NUMBER AND LEFT VMX. RCAS PLACED CALL TO C ON 12/28/09 AT 12:53PM EST ON EVE NUMBER AND LEFT VMX. RCAS WILL BE FOLLOWING UP ON 12/30/09 BEFORE THE END OF THE BUSINESS DAY.

@12/28-ZOW482N

***RCAS-OW PLACED CALL TO C ON 12/30/09 AT 4:25PM EST ON DAY NUMBER AND LEFT VMX. RCAS PLACED CALL TO C ON 12/30/09 AT 4:27PM EST ON EVE NUMBER AND LEFT VMX. RCAS WILL BE FOLLOWING UP ON 01/04/10 BEFORE THE END OF THE BUSINESS DAY.

@12/30-ZOW482N

RCAS-OW PLACED CALL TO C ON 01/04/10 AT 3:20PM EST ON DAY NUMBER AND LEFT VMX. RCAS PLACED CALL TO C ON 01/04/10 AT 3:22PM EST ON EVE NUMBER AND LEFT VMX. RCAS WILL BE FOLLOWING UP WITH SM-TOM OLKOWSKI TO INQUIRE ON THE STATUS OF THE VEHICLE.

@01/04-ZOW482N

***RCAS-OW PLACED CALL TO SM-TOM OLKOWSKI ON 01/04/10 AT 3:23PM EST AND LEFT VMX.

@01/04-ZOW482N

--RCAS-RW MADE OUTBOUND CALL ON C'S DATIME PHONE AT 7:38PM EST 01/06/2010.

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RCAS-RW RECEIVED VOICEMAIL, LEFT VOICEMAIL REQUESTING CALL BACK.
--RCAS-RW MADE OUTBOUND CALL ON C'S EVENING PHONE AT 7:40PM EST 01/06/2010.
RCAS-RW SPOKE WITH CUSTOMER AND ADVISED CUSTOMER THAT RCAS-RW WILL BE REVIEWING C'S FILE AND BE GIVING C A CALL BY END OF BUSINESS ON 01/08/2010.

--RCAS-RW MADE OUTBOUND CALL TO 2428_ O'NEIL NISSAN INC AT 8:43AM EST 01/07/10
RCAS-RW SPOKE WITH SM-TOM OLKOWSKI. @01/07-ZRW000N
SM STATES DLR ORDERED MASTER CYLINDER AND SHOULD BE IN THIS WEEK, CUSTOMER IS LOOKING FOR SOME SORT OF ASSISTANCE, CUSTOMER HAS BEEN A REAL GOOD CUSTOMER TO THE DLR, SM STATES THE CUSTOMER WANTS NNA TO PURCHASE AN EXTENDED WARRENTY FOR THEM BECAUSE THE CUSTOMER IS CONCERNED THAT THE MAST CYLINDER WILL FAIL IN THE FUTURE AND WANTS AND EXTENDED SERVICE CONTACT, SM HIGHLY RECOMMENDS NNA HELPING CUSTOMER. RCAS-RW THANKED SM FOR ALL THE INFORMATION, ENDED CALL.

***RCAS-OW PLACED CALL TO C ON 01/11/10 AT 5:39PM EST ON DAY NUMBER AND LEFT VMX. RCAS PLACED CALL TO C ON 01/11/10 AT 5:40PM EST ON EVE NUMBER AND LEFT VMX. RCAS WILL BE FOLLOWING UP WITH RCAS-KM TO ADVISE THE FILE SHOULD BE CODED TO NT4B. RCAS WILL FOLLOW UP ON 01/14/10 BEFORE THE END OF THE BUSINESS DAY. @01/13-ZOW482N

RCAS-AH NOTES RCAS-RW SPOKE TO C ON 01/06/10 AND ADVISED WOULD FOLLOW UP 01/08
RCAS-AH NOTES FOLLOW UP CALL WAS MADE 01/11/10 AT THAT POINT VMX WAS
LEFT RCAS-OW STILL NEEDS TO MAKE 2 MORE ATTEMPTS @01/13-ZAH287N
@01/14-ZAH287N @01/14-ZAH287N

***RCAS-OW PLACED CALL TO C ON 01/14/10 AT 5:21PM EST ON DAY NUMBER AND LEFT VMX. RCAS PLACED CALL TO C ON 01/14/10 AT 5:23PM EST ON EVE NUMBER AND LEFT VMX. RCAS WILL BE FOLLOWING UP ON 01/18/10 BEFORE THE END OF THE BUSINESS DAY. @01/14-ZOW482N

***RCAS-OW PLACED CALL TO C ON 01/18/10 AT 3:34PM EST ON DAY NUMBER AND LEFT VMX. RCAS PLACED CALL TO C ON 01/18/10 AT 3:36PM EST ON EVE NUMBER AND LEFT VMX. RCAS WILL BE FOLLOWING UP WITH RCAS-KM TO HAVE THE FILE CODED AS NT4B. RCAS WILL FOLLOW UP ON THE FILE ON 01/19/10 BEFORE THE END OF THE BUSINESS DAY. @01/18-ZOW482N

RCAS-KM IN REVIEW OF FILE 1/19/10. RCAS-KM NOTING THAT DLRSHIP HAS BEEN CONTACTED AND AN APPROPRIATE NUMBER OF CALLBACKS HAVE BEEN MADE TO CUSTOMER WITH NO RETURN CALL. RCAS-OW TO REVIEW & CLOSE @01/19-ZKM698N
RCAS-OW RECEIVED NOTIFICATION FROM RCAS-KM ON 01/19/10 THAT THE FILE CAN BE CLOSED. @01/19-ZOW482N

***RCAS-OW SUMMARY OF FILE: C HAD CONTACTED CONSUMER AFFAIRS AND REQUESTED FOR ASSISTANCE TOWARDS THE VEHICLES MASTER CYLINDER REPAIR. RCAS CONTACTED DLR HOWEVER, RCAS HAS BEEN UNABLE TO CONTACT C. RCAS WAS NOTIFIED BY RCAS-KM THAT THE FILE CAN BE CLOSED. @01/19-ZOW482N

***CRR-LA RECEIVED CALL FROM C, PROVIDED FILE NUMBER.
CRR-LA VERIFIED C'S NAME AND CHANGES ON C'S CONTACT INFORMATION.
C STATED HAS BEEN TRYING TO REACH RCAS-OW FOR A MONTH AND HAS NOT RECEIVE A CALL BACK.

CRR-LA ADVISED C THAT RCAS-OW TRIED TO CALL C SEVERAL TIMES AND THE FILE WAS CLOSED. @02/12-ZLA394N

CRR-LA ASKED C IF THE MASTER CYLINDER WAS REPLACED.
C STATED YES, ABOUT 2-3 WEEKS AGO.
CRR-LA ASKED C IF VEH IS HAVING ANY OTHER PROBLEMS. @02/12-ZLA394N
C STATED NOT YET. @02/12-ZLA394N

C STATED WOULD LIKE TO CONTACT CARLOS GHONE DIRECTLY BECAUSE C IS NOT HAPPY WITH THE QUALITY OF C'S VEH.
C STATED HAS BEEN TO THE DLR MULTIPLE TIMES FOR BRAKES, DRIVER SEAT AND ALSO

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WITH THE KEYFOB THAT WAS A RECALL THAT C NEVER RECEIVE THE LETTER.
CRR-LA ADVISED C TO CONTACT CARLOS GHONE IN WRITING AT NNA PO BOX 685003,
FRANKLIN TN 37068-5003.

C STATED ALSO WOULD LIKE TO TALK TO RCAS-OW BECAUSE C WANTS AN EXTENDED
WARRANTY BECAUSE OF ALL THE PROBLEM WITH C'S VEH AND CONSIDERING THAT THE
WARRANTY WILL EXPIRE SOON.

CRR-LA ADVISED C THAT A NEW RCAS WILL BE ASSIGNED BECAUSE RCAS-OW IS NOT
LONGER WITH NNA.

CRR-LA WILL RECEIVE A CALL BACK BY THE END OF THE NEXT BUSINESS DAY.

C THANKED CRR-LA FOR ASSISTANCE, C SATISFIED.

CRR-LA OFFERED FURTHER ASSISTANCE, C DECLINED. @02/12-ZLA394N

CRR-LA TRANSFERRED FILE TO RCAS.

CRR-LA GAVE NAME, EXTENSION AND FILE NUMBER TO C. @02/12-ZLA394N

**

SR-MW IN REVIEW OF FILE ON 02/16/10. SR-MW NOTING C HAS REQUESTED EXTENDED
WARRANTY DUE TO ISSUES WITH VEH. SR-MW NOTING RCAS-HS SHOULD CONTACT ORM-RC
ON 02/16/10 TO INQUIRE ABOUT THE POSSIBILITY OF PROVIDING C WITH A VSC OR
EXTENDED WARRANTY. SR-MW NOTING CUSTOMER CONTACT DUE ON 02/16/10.

** @02/16-ZMW999N

CRR-JM RECIEVED INBOUD CALL FROM C AND VERIFIED CONTACT INFO HAS NOT CHANGED
C STATES C WAS SUPPOSED TO HEAR FROM SOMEONE YESTERDAY AND NEVER DID

C STATES C IS FRUSTERATED WITH THE FACT THAT C HAS NOT RECIEVED A RETURN PHONE
CALL YET @02/17-ZJM667N

C STATES C HAD TRIED TO CALL RCAS-OW MULTIPLE TIMES AND RCAS-OW WOULD CALL C
BACK JUST BEFORE LEAVING FOR THE DAY AND C COULD NOT DO ANYTHING BUT LEAVE
ANOTHER MESSAGE AND WAIT FOR RCAS-OW TO CALL AGAIN @02/17-ZJM667N

C STATES C IS FED UP WITH THE FACT THAT C IS NOT CALLED AND NOTIFIED ABOUT THE
STAU OF THE CLAIM @02/17-ZJM667N

CRR-JM ADVISED C THAT CRR-JM WILL SEND AN INTERNAL MESSAGE TO THE REGIONAL
SPECIALIST IN CHARGE OF THE FILE TO HAVE C CALLED BACK AS SOON AS POSSIBLE

C THANKED CRR-JM @02/17-ZJM667N

CRR-JM CONFIRMED THAT THE BEST NUMBERS AT WHICH TO REACH C ARE: @02/17-ZJM667N

██████████ (CELL) AND ██████████ (HOME)

CRR-JM OFFERED FURTHER ASSISTANCE, C DELCINED @02/17-ZJM667N

CRR-JM GAVE NAME EXT AND FILE NUMBER @02/17-ZJM667N

CRR-JM SENDING INTERNAL MESSAGE TO SR-MW AND EXITING FILE @02/17-ZJM667N

**

SR-MW IN RECEIPT OF INTERNAL MESSAGE FROM CRR-JM ON 02/17/10. SR-MW NOTING
SR-MW IS NOT THE RESPONSIBLE AGENT FOR FILE. SR-MW NOTING RCAS-HS IS HANDLING
C'S CONCERNS. SR-MW FORWARDED INTERNAL MESSAGE TO RCAS-HS ON 02/17/10 AT
12:49PM EST. SR-MW UPDATED FILE RESPONSIBILITY TO RCAS-HS. @02/17-ZMW999N

RCAS-HS SENT INTERNAL REQUEST FOR ASSISTANCE TO ORM-RC. @02/17-ZHS499N

RCAS-HS CONTACT C AT DAY NUMBER AT 2:39PM EST ON 02/17/10 SPOKE WITH C'S WIFE
RCAS-HS ADVISED C'S WIFE THAT FURTHER RESEARCH IS IN THE PROCESS, ADVISED THAT
A REQUEST ON C'S WIFE BEHALF HAS BEEN SENT AND RCAS-HS WILL FOLLOW UP ON
02/19/09. C'S WIFE UNDERSTOOD, THANKED AND ENDED CALL. @02/17-ZHS499N

*** @02/18-ZHS499N

RCAS-HS RECEIVED INTERNAL MESSAGE FROM ORM-RC ON 02/17/10 AT 5:48PM

ORM-RC STATES THAT AN ECW IS NOT WARRANTABLE, NNA IS COMMITTED TO FULFILLING
ALL OBLIGATIONS UNDER THE TERMS OF OUR WARRANTY. @02/18-ZHS499N

*** @02/18-ZHS499N

RCAS-HS CONTACTED C AT DAY NUMBER AT 2:23PM EST ON 02/18/10, SPOKE WITH C'S
WIFE. REFERED AS C. RCAS-HS ADVISED THAT AT THIS TIME NNA HAS DENIED THE
REQUEST FOR THE ECW AND THAT NNA IS COMMITTED TO FULFILLING ALL OBLIGATIONS
UNDER THE TERMS OF OUR WARRANTY. RCAS-HS ADVISED THAT C IS STILL WITHIN

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

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SERVICE CONTRACTS SUMMARY

DATE: 8/10/2011
TIME: 11:09:18 AM
MODEL YEAR: 2007.0
MAKE:
MODEL LINE: ALT

NAME: [REDACTED] VIN:
IN SCV DATE: 8/31/2010

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

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

CA6685407

SERVICE CONTRACTS SUMMARY

DATE: 8/10/2011
TIME: 11:09:18 AM
MODEL YEAR: 2007.0
MAKE:
MODEL LINE: ALT

NAME: [REDACTED] VIN:
IN SCV DATE: 9/1/2007

SEQ	DEALER	EFFECTIVE	EXPIRE	EXPIRE	CANCEL	TRANSFER
NO	CONTRACT NO	NUMBER ST	DATE	DATE	DATE	DATE
91	[REDACTED]	2428 PA	8/31/2010	9/1/2013	75.000	
92	[REDACTED]	2428 PA	9/1/2007	9/1/2009	40.000	

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CONTRACT:	██████████		CONTRACT:		
OWNER NAME:	██████████		OWNER NAME:		
PLAN TYPE:	C		PLAN TYPE:		
PLAN TERM:	D		PLAN TERM:		
DEDUCTABLE:	\$ 50		DEDUCTABLE:		
EFFECTIVE:	08/31/10		EFFECTIVE:		
EXPIRES:	09/01/13	MILES: 75,000		EXPIRES:	MILES:
CANCEL:		MILES:		CANCEL:	MILES:
TRANSFER:				TRANSFER:	
TRANSACTION:	9/6/2010			TRANSACTION:	
PRINTED:	09/11/10			PRINTED:	
DEALER NO:	2428	STATE: PA		DEALER NO:	STATE:
DEALER NAME:	O'NEIL NISSAN INC.			DEALER NAME:	

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CONTRACT: [REDACTED]	CONTRACT:
OWNER NAME: [REDACTED]	OWNER NAME:
PLAN TYPE: C	PLAN TYPE:
PLAN TERM: J	PLAN TERM:
DEDUCTABLE: \$ 50	DEDUCTABLE:
EFFECTIVE: 09/01/07	EFFECTIVE:
EXPIRES: 09/01/09 MILES: 40,000	EXPIRES: MILES:
CANCEL: MILES:	CANCEL: MILES:
TRANSFER:	TRANSFER:
TRANSACTION: 9/30/2007	TRANSACTION:
PRINTED: 10/06/07	PRINTED:
DEALER NO: 2428 STATE: PA	DEALER NO: STATE:
DEALER NAME: O'NEIL NISSAN INC.	DEALER NAME:

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SC: MULTI CONTRACT

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

VIN: 1N4AL21E77N [REDACTED] Y
YR/MDL: 2007.0 ALT MILEAGE: 30000
IN SVC DATE: 02 / 19 / 07
VCAN: Y
PAID: 18
SUSP: 0
DENY: 0
RTL DLR: 3442 BAKER NISSAN SOUTH
SVC DLR: 2614 DOUGLASS NISSAN, INC.
RESP DLR: 2614 DOUGLASS NISSAN, INC.
REGION: 32 DIST: SL/SV/PT: 08 08 38

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 2614_ DOUGLASS NISSAN
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 12 / 21 / 09 XFER/RSPNSBLTY: 32 08 S
CONTACT (S): FOLLOWUP DATE: 12 / 29 / 09 DATANET (Y/N): 1
SEVERITY: 3 CLOSE DATE: 12 / 29 / 09 DATANET (Y/N): 12 / 23 / 09

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD BRAKES YE MULTIPLE REPAIR ATTEMPTS
OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD BRAKES YX POOR OR IMPROPER OPERATION

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FILE OPENED-ZHN000N 12/21/2009

PREVIOUS RELATED FILES FOUND: NONE.

PREVIOUS UNRELATED FILES FOUND: NONE.

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

*CRR-HN UPDATED OWNER DATABASE.

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

CRR-HN ADVISED C OF RECALL STATUS.

PREVIOUS NISSAN/INFINITI VEHICLES: NONE.

CRR-HN RECEIVED CALL FROM C.

C STATES C TOOK VEH INTO 2614_ DOUGLASS NISSAN TODAY BECAUSE C'S BRAKE LIGHT CAME ON. @12/21-ZHN000N

C STATES C HAS BEEN HAVING A PROBLEM WITH C'S MASTER CYLINDER WHICH HAS NOT BEEN RESOLVED. @12/21-ZHN000N

C STATES C HAS TAKEN VEH INTO THE DLRSH 4 TIMES FOR THIS SAME CONCERN ALREADY.

C STATES C IS FRUSTRATED BECAUSE THIS IS A BRAND NEW, AND C DOES NOT FEEL COMFORTABLE KNOWING THAT C'S WIFE IS DRIVING A VEH WITH A DEFECT TO THE BRAKE SYSTEM. @12/21-ZHN000N

CRR-HN APOLOGIZED FOR THE INCONVENIENCE AND ASKED C WHAT NNA CAN DO TO SATISFY C.

C STATES C WOULD LIKE FOR NNA TO REPAIR C'S VEH AND PROVIDE C WITH ASSURANCE THAT CONCERN WITH MASTER CYLINDER AND BRAKE LIGHT WILL NOT CONTINUE TO OCCUR.

CRR-HN ADVISED C THAT CONCERN HAS BEEN DOCUMENTED AND FORWARDED TO RCAS WHO WILL CONTACT C BY THE END OF THE NEXT BUSINESS DAY.

C STATES C UNDERSTANDS.

CRR-HN OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-HN GAVE C NAME, EXTENSION AND FILE NUMBER. @12/21-ZHN000N

CRR-HN TRANSFERRING FILE TO RCAS FOR FURTHER REVIEW. @12/21-ZHN000N

@12/21-ZHN000N

***** @12/22-ZPP435N

RCAS-PP CALLED DAY NUMBER AT 12:13PM EST ON 12/22/09, AND LEFT VMX. -ZPP435N

RCAS-PP CALLED EVE NUMBER AT 12:14PM EST ON 12/22/09, AND LEFT VMX. ZPP435N

@12/22-ZPP435N

***** @12/22-ZPP435N

RCAS-PP CALLED DLR 2614 AT 12:45PM EST ON 12/22/09, AND SPOKE WITH SERVICE MANAGER TODD COX. SM ADVISED THAT C HAD A 30,000 MILES SERVICE YESTERDAY, AT WHICH TIME DLR REPLACED BATTERY IN REMOTE, AND TOPPED OFF C'S FLUID AS IT WAS A BIT LOW WHICH WAS CAUSING BARKE LIGHT ON DASH TO COME ON. SM ADVISED THAT C HAD BRAKE MASTER CYLINDER REPLACED BACKIN FEBRUARY OF 2009 AT APPROX 21,000 MILES AS IT WAS LEAKING, AND THAT IS THE ONLY BRAKE COMPLAINT THAT C HAD UNTIL NOW. SM STATED THAT SM IS UNSURE WHY CONATCTED NNA, SO WILL GIVE C A CALL, AND CALL RCAS-PP BACK. RCAS-PP THANKED SM AND DISCONNECTED THE CALL.

@12/22-ZPP435N @12/22-ZPP435N

***** @12/28-ZPP435N

RCAS-PP CALLED DAY NUMBER AT 6:02PM EST ON 12/28/09, AND LEFT VMX.

RCAS-PP CALLED EVE NUMBER AT 6:03PM EST ON 12/28/09, AND LEFT VMX.

@12/28-ZPP435N

*****8 @12/29-ZPP435N

RCAS-PP CALLED DAY NUMBER AT 6:51PM EST ON 12/29/09, AND SPOKE WITH MRS. LINDSEY, WHO WILL BE REFERRED TO AS C. C STATED THAT C WAS HAVING ISSUE WITH

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REQUESTED BY: corneb2

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CA6685565N

BRAKE MASTER CYLINDER, AND DLR HAS REPLACED IT TWICE. C STATED THAT C WAS ALST AT DLR FOR A 30,000 MILES SERVICE THOUGH , AND C HAS NOT HAD ANY CONCERS SINCE. C STATED C MAIN REASON FOR CONTACTING NNA IS SO THAT IT CAN BE DOCUMENTED THAT C HAS BEEN HAVING THESE CONCERNS. RCAS-PP APOLOGIZED TO C AND ADVISED THAT C'S CONCERN HAS BEEN DOCUMENETED AND IF C ENDS UP NEEDING TO REQUEST FINANCIAL ASSISTANCE, RCAS CAN REFER TO FILE AND SEE THAT C WAS HAVING THIS CONCERN PRIOR TO WARRANTY EXPIRING AND WILL WORK TO C'S BENEFIT. C STATED C UNDERSTANDS, AND APPRECIATES THAT. RCAS-PP GAVE NAME, NUMBER AND EXTENSION, AND FILE NUMBER. RCAS-PP ADVISED C THAT IF C SHOULD REQUIRE ANY FURTHER ASSISTANCE C IS MORE THAN WELCOME TO COME BACK. C THANKED RCAS-PP AND DISCONNECTED THE CALL.

@12/29-ZPP435N

RCAS-PP CLOSING FILE PENDING C CALL BACK.

@12/29-ZPP435N

RS-JL COMPLETED FILE AUDIT ON 12/30/09.

@12/30-ZJL437N-COMMENT

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT8F	ROOT CAUSE: SCMV
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #:	DATE: 00 / 00 / 00	USERID:
OTHER #:	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 1	DATE: 12 / 30 / 09	USERID: ZJL437N
RESP DLR: 2614	EFFECTIVE: 12 / 21 / 09	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZHN000N	
HISTORY:	UPDATE BY: ZPP435N	
SVC CALL#:	UPDATE DATE: 12 / 31 / 09	
CLOSE: Y (Y/N)	CLOSE DATE: 12 / 29 / 09	MICROFILM: N
RESP CAA: PINNOCK, PATRICE	OLM: SMIT AGNES	DOM:
PHONE: 0000041598	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 8/10/2011
TIME: 11:09:18 AM

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----- CONSUMER AFFAIRS -----
 CA6685565 SERVICE CONTRACTS SUMMARY DATE: 8/10/2011
 TIME: 11:09:18 AM
 NAME: [REDACTED] VIN: MODEL YEAR: 2007.0
 IN SCV DATE: 1/26/2011 MAKE:
 MODEL LINE: ALT

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

----- CONSUMER AFFAIRS -----
 CA6685565 SERVICE CONTRACTS SUMMARY DATE: 8/10/2011
 TIME: 11:09:18 AM
 NAME: [REDACTED] VIN: MODEL YEAR: 2007.0
 IN SCV DATE: 1/26/2011 MAKE:
 MODEL LINE: ALT

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

----- CONSUMER AFFAIRS -----
 CA6685565 SERVICE CONTRACTS SUMMARY DATE: 8/10/2011
 TIME: 11:09:18 AM
 NAME: [REDACTED] VIN: MODEL YEAR: 2007.0
 IN SCV DATE: 2/19/2007 MAKE:
 MODEL LINE: ALT

SEQ	DEALER	EFFECTIVE	EXPIRE	EXPIRE	CANCEL	TRANSFER
NO	CONTRACT NO	NUMBER ST	DATE	DATE	DATE	DATE
93	[REDACTED]	5017 CO	1/26/2011	2/19/2014	100.000	
94	[REDACTED]	26ESC CA	1/26/2011	1/26/2012	53.317	
95	[REDACTED]	3442 TX	2/19/2007	2/19/2014	100.000	

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DATE: 8/10/2011
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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CONTRACT:	[REDACTED]	CONTRACT:	
OWNER NAME:	[REDACTED]	OWNER NAME:	
PLAN TYPE:	E	PLAN TYPE:	
PLAN TERM:	Q	PLAN TERM:	
DEDUCTABLE:	\$ 50	DEDUCTABLE:	
EFFECTIVE:	01/26/11	EFFECTIVE:	
EXPIRES:	02/19/14	EXPIRES:	MILES:
	MILES: 100,000		
CANCEL:	MILES:	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION:	2/2/2011	TRANSACTION:	
PRINTED:	02/05/11	PRINTED:	
DEALER NO:	5017	DEALER NO:	STATE:
	STATE: CO		
DEALER NAME:	WOODMEN NISSAN	DEALER NAME:	

CONFIDENTIAL

DATE: 8/10/2011
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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CONTRACT:	[REDACTED]	CONTRACT:	
OWNER NAME:	[REDACTED]	OWNER NAME:	
PLAN TYPE:	L	PLAN TYPE:	
PLAN TERM:	L	PLAN TERM:	
DEDUCTABLE:	\$	DEDUCTABLE:	
EFFECTIVE:	01/26/11	EFFECTIVE:	
EXPIRES:	01/26/12	EXPIRES:	MILES:
	MILES: 53,317		
CANCEL:	MILES:	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION:	2/28/2011	TRANSACTION:	
PRINTED:	03/05/11	PRINTED:	
DEALER NO:	26ESC	DEALER NO:	STATE:
	STATE: CA		
DEALER NAME:	NORTHEAST CA CONTRACTS	DEALER NAME:	

CONFIDENTIAL

DATE: 8/10/2011
TIME: 11:09:18 AM

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CONTRACT:	[REDACTED]	CONTRACT:	
OWNER NAME:	[REDACTED]	OWNER NAME:	
PLAN TYPE:	C	PLAN TYPE:	
PLAN TERM:	F	PLAN TERM:	
DEDUCTABLE:	\$ 50	DEDUCTABLE:	
EFFECTIVE:	02/19/07	EFFECTIVE:	
EXPIRES:	02/19/14 MILES: 100,000	EXPIRES:	MILES:
CANCEL:	MILES:	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION:	2/27/2007	TRANSACTION:	
PRINTED:	03/03/07	PRINTED:	
DEALER NO:	3442 STATE: TX	DEALER NO:	STATE:
DEALER NAME:	BAKER NISSAN SOUTH	DEALER NAME:	

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SC: ONE CONTRACT

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

VCAN: Y
PAID: 9
SUSP: 0
DENY: 0

VIN: 1N4AL21E58N [REDACTED] Y
YR/MDL: 2008.0 ALT MILEAGE: 46000
IN SVC DATE: 12 / 29 / 07
RTL DLR: 3392 HANLEES HILLTOP NISSAN
SVC DLR: 3392 HANLEES HILLTOP NISSAN
RESP DLR: 3392 HANLEES HILLTOP NISSAN
REGION: 44 DIST: SL/SV/PT: 10 10 40

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 2
VEHICLE MAINTAINED BY: 3392_ HANLEES HILLTOP N
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 10000 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 01 / 19 / 10 XFER/RSPNSBLTY: 44 10 S
CONTACT (S): FOLLOWUP DATE: 01 / 22 / 10 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 01 / 21 / 10 DATANET (Y/N): 01 / 20 / 10

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD BRAKES YI OOW GOODWILL ASSISTANCE REQUEST
OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD BRAKES YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZED915N 01/19/2010

PREVIOUS FILES FOUND: NONE

CRR-ED VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, MAIN AND ALTERNATE PHONE NUMBERS.

CRR-ED UPDATE OWNER'S INFORMATION: NONE

CRR-ED CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:NONE

CLSD PB090 ALTIMA VARISTOR NTB08-095 09/29/08 12/15/08 01/15/09 3392

PREVIOUS NISSAN/INFINITI VEH: 2001 ALT

CRR-ED RECEIVED CALL FROM: C

C STATED THAT C'S MASTER CYLINDER REPLACED BECAUSE THERE IS A LEAK FOR \$550.

C STATED THAT C NOTICED THE BRAKE LIGHTS CAME ON OVER A MONTH THAT'S WHY C

TOOK THE VEH THE DLR TO HAVE THE LIGHST CHECKED.

C STATED THAT C TOOK THE VEH IN THE DLR ON FRIDAY, 01/15/10.

C STATED THAT C'S VEH IS STILL IN 3392_ HANLEES HILLTOP NISSAN, AND SPOKE

TO SA-STEVEN.

@01/19-ZED915N

C STATED THAT C RECEIVED A CALL FROM THE DLR TODAY, 01/19/10 TO ADVISED

THAT THE VEH READY TO PICK-UP.

C STATED THAT C WAS ADVISED THAT THE REPAIR WONT BE COVERED BY C'S WARRANTY.

C STATED THAT C WANTS TO KNOW WHAT WOULD C'S NEXT STEP AND HOW C CAN GET

THE VEH TO DLR IF C'S WARRANTY CANT COVER THE REPAIR OF THE VEH.

CRR-ED ADVISED C THAT CRR-ED WILL ENDORSE THE FILE TO RCAS WHO IS IN THE

BEST POSITION TO PROVIDE C THE PROPER RESOLUTION.

CRR-ED ADVISED C THAT C WILL RECEIVE A CALLBACK BY THE END OF THE NEXT

BUSINESS DAY.

C UNDERSTOOD.

C STATED THAT C CAN BE CONTACTED AT [REDACTED] ANYTIME.

C THANKED CRR-ED FOR ASSISTANCE, C SATISFIED.

CRR-ED OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-ED GAVE NAME, EXTENSION AND FILE NUMBER.

CRR-ED ENDORSING FILE TO RCAS.

@01/19-ZED915N

@01/19-ZDL369N

RCAS-DL DATANETTED FILE AND UPDATED CALLBACK DATE.

@01/19-ZDL369N

RCAS-DL NOTING RCAS-DL HAS C'S CASE BROUGHT TO RCAS-DL ATTENTION DURING

EARLIER CALL TODAY, INFORMATION PROVIDED AS FOLLOWS;

RCAS-DL CALLED DLRSHIP AT 1/19/10 AT 5:04PM EST, GOT SERVICE MANAGER-

STEVEN FABIANI

SM STATED BRAKE MASTER CYLINDER NEEDS REPAIR AT 40000 MILES,

GRT WAS RUN AND DECLINED

SM STATED C HAS GOOD SERVICE HISTORY AT DLRSHIP

SM STATED VEH IS OUT BY MILEAGE BUT NOT BY TIME

RCAS-DL ASKED IF SM HAS CONSULTED FOM YET

SM STATED SM HAS NOT TALKED TO FOM YET AS C STATED C'S INTENT

TO CONTACT NNA.

@01/19-ZDL369N

@01/19-ZDL369N

RCAS-DL CALLED DLRSHIP AT 1/19/10 AT 6:56PM EST, GOT RECEPTIONIST AS

SERVICE MANAGER- STEVEN FABIANI WAS ON THE OTHER LINE

RCAS-DL ASKED TO LEAVE MESSAGE FOR SM, ASKED SM TO CONTACT FOM-TN REGARDING

C'S CASE

@01/19-ZDL369N

@01/19-ZDL369N

SM- STEVE CALLED IN AT 1/20/10 LEFT VMX STATING FOM-TN GAVE APPROVAL TO COVER

C'S REPAIR

@01/20-ZDL369N

@01/20-ZDL369N

RCAS-DL CALLED C AT DAYTIME/EVENING PHONE NUMBER AT 12:01PM EST, 1/20/10

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GOT VMX, RCAS-DL LEFT NAME, EXTENSION, FILE NUMBER, RCAS-DL STATED THAT
NNA IS PREPARED TO COVER THE COST OF REPAIRS TO THE BRAKE MASTER CYLINDER
RCAS-DL WILL BE CALLING BACK AT 1/22/10 TO ENSURE VEH IS REPAIRED.

@01/20-ZDL369N

SM- STEVEN FABIANI CALLED IN AT 1/21/10 LEFT VMX STATING
C'S VEH HAS BEEN REPAIRED AND RETURNED TO C

@01/21-ZDL369N

RCAS-DL CALLED C AT DAYTIME/EVENING PHONE NUMBER AT 1:07PM EST, 1/21/10
GOT VMX, RCAS-DL LEFT NAME, EXTENSION, FILE NUMBER
RCAS-DL UPDATING TREAD ACT CODES
RCAS-DL CLOSING FILE PENDING C CALLBACK.

@01/21-ZDL369N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

PLEASE SEND ANY INFORMATION PERTAINING TO THIS FILE TO REGIONAL SPECIALIST
DAVID LA RUSH AT 1 866 799 1690 X1476.

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT1B	ROOT CAUSE: SNFA
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 0	DATE: 00 / 00 / 00	USERID:
RESP DLR: 3392	EFFECTIVE: 01 / 19 / 10	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZED915N	
HISTORY:	UPDATE BY: ZDL369N	
SVC CALL#:	UPDATE DATE: 01 / 21 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 01 / 21 / 10	MICROFILM: N
RESP CAA: LARUSH, DAVID	OLM: SMIT AGNES	DOM:
PHONE: 0000041476	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 8/10/2011
TIME: 11:09:18 AM

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

CA6707810

SERVICE CONTRACTS SUMMARY

DATE: 8/10/2011
TIME: 11:09:18 AM
MODEL YEAR: 2008.0
MAKE:
MODEL LINE: ALT

NAME: [REDACTED]

VIN:

IN SCV DATE: 12/29/2007

SEO NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
96	[REDACTED]	3392 CA	12/29/2007	12/29/2010	45,000		

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DATE: 8/10/2011
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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CONTRACT:	[REDACTED]	CONTRACT:	
OWNER NAME:	[REDACTED]	OWNER NAME:	
PLAN TYPE:	R	PLAN TYPE:	
PLAN TERM:	H	PLAN TERM:	
DEDUCTABLE:	\$	DEDUCTABLE:	
EFFECTIVE:	12/29/07	EFFECTIVE:	
EXPIRES:	12/29/10	EXPIRES:	MILES:
	MILES: 45,000		
CANCEL:	MILES:	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION:	1/14/2008	TRANSACTION:	
PRINTED:	01/19/08	PRINTED:	
DEALER NO:	3392	DEALER NO:	STATE:
	STATE: CA		
DEALER NAME:	HANLEES HILLTOP NISSAN	DEALER NAME:	

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SC: NONE

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

VIN: 1N4AL21E47N [REDACTED] Y
YR/MDL: 2007.0 ALT MILEAGE: 45000
IN SVC DATE: 07 / 21 / 07
VCAN: N RTL DLR: 3740 AUTOWAY NISSAN OF BRANDON
PAID: 4 SVC DLR: 3740 AUTOWAY NISSAN OF BRANDON
SUSP: 0 RESP DLR: 3740 AUTOWAY NISSAN OF BRANDON
DENY: 0 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: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 2
VEHICLE MAINTAINED BY: 3740 AUTOWAY NISSAN OF
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 9000 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 02 / 09 / 10 XFER/RSPNSBLTY: 34 02 S
CONTACT (S): FOLLOWUP DATE: 02 / 18 / 10 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 02 / 18 / 10 DATANET (Y/N): 02 / 10 / 10

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD BRAKES YI OOW GOODWILL ASSISTANCE REQUEST
OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD BRAKES YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZJC504N 02/09/2010

[REDACTED]

@02/09-ZJC504N

PREVIOUS FILES FOUND:NONE

C DOES NOT HAVE THE VIN_ C HAS A 2007 ALTIMA.

CRR-JC VERIFIED C'S NAME, , ADDRESS, MILEAGE, DAY, EVENING PHONE NUMBERS

CRR-JC CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: N/A

CRR-JC RECEIVED CALL FROM C.

C STATED THAT THE VHE HAS AN INSPECTION ON 2/06/10 AT

3740_ AUTOWAY NISSAN OF BRANDON_ AND THE DLR FOUND THAT THE BRAKES ARE

LEAKING FLUID.

C UNDERSTOOD THAT THE WARRANTY IS ALREADY EXPIRED BUT THE DLR

STATED THAT THE PROBLEM IS A KNOWN ISSUE WITH NNA AND C WANTS TO

KNOW IF THER IS A RECALL OR IF NNA COULD TKAE RESPONSIBILITY FOR THE

REPAIR.

CRR-JC INFORMED C THAT RECALLS ARE VIN SPECIFIC AND ADVISED C TO CALL

NNA CA BACK ONCE C HAS THE VIN.

@02/09-ZJC504N

C THANKED CRR-JC FOR ASSISTANCE, C SATISFIED.

CRR-JC OFFERED FURTHER ASSISTANCE, C DECLINED.

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

CRR-JC CLOSING FILE.PENDING C CALL.

@02/09-ZJC504N

@02/09-ZJC504N

RCAS-NP RECEIVED CALLED FROM SM-MANNY VARGAS ON 02/09/10 AT 3:34 PM EST.

SM STATED THE BRAKE MASTER CYLINDER HAS LEAKING INTO THE POWER BOOSTER.

SM STATED C NEEDS THE MASTER CYLINDER. SM STATED THIS COMPONENT SHOULD NEED

REPLACING AT THIS TIME. SM STATED THE REPAIR IS ABOUT \$365.91.SM STATED C

IS A REALLY GOOD SERVICING CUSTOMER AND RECOMMENDS ASSISTANCE. @02/09-ZNP479N

@02/10-ZAP190N

RCAS-AP ASSISTING RCAS-NP WITH FILE.

@02/10-ZAP190N

**RCAS-AP CALLED C ON DAY/EVE NUMBER ON 02/10/10 AT 4:33 PM EST AND SPOKE WITH

C. RCAS-AP ADVISED C THAT RCAS-NP IS STILL REVIEWING THE FILE WITH THE REGION

FOR POSSIBLE ASSISTANCE. RCAS-AP ADVISED C THAT RCAS-NP WILL FOLLOW UP WITH C

NO LATER THAN 02/12/10. C AGREED, AND THANKED RCAS-AP.

@02/10-ZAP190N

**RCAS-AP UPDATED FOLLOW UP DATE.

@02/10-ZAP190N

RCAS-NP SENT EMAIL TO FOM-KC ON 02/11/10.

@02/11-ZNP479N

RCAS-NP RECEIVED EMAIL FROM FOM-KC ON 02/11/10.

@02/11-ZNP479N

PLEASE ASSIST THE CUSTOMER WITH THIS POWER BOOSTER REPAIR.

@02/11-ZNP479N

RCAS-NP CALLED DLRSHIP AT 3:29 PM EST ON 02/11/10 AND LEFT VMX FOR SM-MANNY VARGAS

@02/11-ZNP479N

RCAS-NP CALLED DLRSHIP AT 9:28 AM EST ON 02/12/10 AND SPOKE WITH SM-MANNY VARGAS. RCAS-NP ADVISED C THAT THE FOM-KC WOULD PROVIDE ASSISTANCE AND COVER THE REPAIR FOR C. SM STATED WILL TAKE CARE OF THE REPAIRS.

9N

@02/12-ZNP479N

@02/12-ZNP479N

RCAS-NP THANKED SM. SM STATED C WOULD FOLLOW UP WITH C. RCAS-NP@02/12-ZNP479N

THANKED SM.

@02/12-ZNP479N

@02/12-ZNP479N

RCAS-NP CALLED C ON DAY/EVE PHONE AT 3:44 PM EST ON 02/12/10. LEFT VMX.

RCAS-NP CALLED C ON DAY/EVE PHONE AT 9:39 AM EST ON 02/16/10. RCAS-NP ASKED C IF C WAS CONTACTED BY THE DLRHSIP OR IF THE VEH HAD BEEN REPAIRED. C STATED

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C WAS CONTACTED AND C WILL BE TAKING THE VEH TO THE DLRSHIP ON 02/16/10.
C STATED THE REPAIR SHOULD BE COMPLETED BY END OF BUSINESS TODAY.
RCAS-NP ADVISED C WOULD FOLLOW UP WITH C ON 02/18/10 TO SEE IF C IS
SATISFIED WITH THE REPAIR. C THANKED RCAS-NP. @02/16-ZNP479N

RCAS-NP CALLED DLRSHIP ON 02/18/10 AT 2:16 PM EST ON 02/18/10. RCAS-NP SPOKE
WITH SA-JOHN DUE TO SM-MANNY VARGAS WAS NOT AVAILABLE. SA STATED THE VEH
@02/18-ZNP479N
HAS BEEN REPAIRED. RCAS-NP THANKED SA. @02/18-ZNP479N

RCAS-NP CALLED C ON DAY/EVE PHONE AT 3:33 PM EST ON 02/18/10 AND SPOKE WITH C
RCAS-NP ASKED C IF C WAS SATISFIED WITH THE REPAIRS. C STATED C YES
C WAS SATISFIED . C THANKED RCAS-NP. RCAS-NP ADVISED C IF C NEEDED FURTHER
ASSISTANCE TO FOLLOW UP WITH RCAS-NP. RCAS-NP PROVIDED CONTACT INFORMATION.
C THANKED RCAS-NP. RCAS-NP CLOSING FILE. @02/18-ZNP479N

RCAS-NP NOTES: THE MASTER CYLINDER WAS LEAKING AND NEEDED TO BE REPLACED.
AT 45000 MILES. DLRSHIP FELT THIS WAS A DEFECT. RCAS-NP HAD FILE REVIEWED
BY FOM-KC WHO APPROVED ASSISTANCE @02/18-ZNP479N
@02/18-ZNP479N @02/18-ZNP479N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT1B	ROOT CAUSE: SNFA
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 1	DATE: 02 / 09 / 10	USERID: ZNP479N
COMMENTS ONLY: #: 0	DATE: 00 / 00 / 00	USERID:
RESP DLR: 3740	EFFECTIVE: 02 / 09 / 10	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZJC504N	
HISTORY:	UPDATE BY: ZNP479N	
SVC CALL#:	UPDATE DATE: 02 / 18 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 02 / 18 / 10	MICROFILM: N
RESP CAA: PINNOCK, NICOLE	OLM: ROYSTER KAREN	DOM:
PHONE: 0000041440	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

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SC: ONE CONTRACT

NAME: [REDACTED]
STREET: [REDACTED]
CITY: MARTINSVILLE
ST/ZIP: NJ [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: 1N4BL21E97C [REDACTED] Y
YR/MDL: 2007.0 ALT MILEAGE: 24000
IN SVC DATE: 03 / 29 / 08
RTL DLR: 5003 NORTH PLAINFIELD NISSAN
SVC DLR: 5003 NORTH PLAINFIELD NISSAN
RESP DLR: 5003 NORTH PLAINFIELD NISSAN
REGION: 26 DIST: SL/SV/PT: 04 04 34

VCAN: Y
PAID: 6
SUSP: 0
DENY: 0

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

ORIG CODE: CT 11 OPEN DATE: 02 / 09 / 10 XFER/RSPNSBLTY: 26 04 S
CONTACT (S): FOLLOWUP DATE: 02 / 19 / 10 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 02 / 19 / 10 DATANET (Y/N): 02 / 11 / 10

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD BRAKES WA PREMATURE WEAR/FAILURE
OA VEHICLE CONCERNS 125000 TRACTION CONTROL SYSTEM
AD BRAKES WA PREMATURE WEAR/FAILURE

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C. A. R. COMMENTS

FILE OPENED-ZEM495N 02/09/2010

EMAIL

PREVIOUS RELATED FILE(S) FOUND:NONE

PREVIOUS UNRELATED FILES(S) FOUND:6107599

CRR-EM VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBERS, AND RESPONSIBLE DLRSHIP.

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

CRR-EM UPDATED CUSTOMER DATABASE:YES

CRR-EM VERIFIED PREV NNA/INFINITI VEH:NONE

CRR-EM RECEIVED INBOUND CALL FROM C @02/09-ZEM495N

CLSD PB090 ALTIMA VARISTOR NTB08-095 09/29/08 11/03/08 12/12/08 50035N

C STATES THAT C GOT A CALL FROM THE DLRSHIP 5003_ NORTH PLAINFIELD NISSAN FROM THE SERVICE MANAGER RICH. C STATES THAT C WAS INFORMED THAT THE BRAKE MASTER CYLINDER NEEDS TO BE REPLACED AND THE TRACTION CONTROL AND THE BRAKE LIGHTS AND C WAS INFORMED THAT THE PART IS ON BACK ORDER WITH NNA AND THAT THE VEH IS SAFE TO DRIVE AND THAT C HAS NOTHING TO WORRY ABOUT. @02/09-ZEM495N

C STATES THAT C WOULD LIKE AN ASSURANCE FROM NNA STATING THAT THE VEH IS SAFE TO DRIVE BECAUSE THE DLRSHIP INFORMED C THAT THE VEH IS SAFE TO DRIVE.

CRR-EM INFORMED C THAT NNA GOES BY WHAT THE DLRSHIP STATES. C STATES THAT C WANTS REASSURANCE THAT THE VEH IS SAFE TO DRIVE FROM NNA. @02/09-ZEM495N

CRR-EM INFORMED C THAT CRR-EM WILL CONTACT THE DLRSHIP AND FIND OUT FOR C.

CRR-EM MADE OUT BOUND CALL TO DLRSHIP ON 02/09/10 AT 11:01 AM EST AND GOT VMX.

CRR-EM REDIALED AT 11:03 AM EST AND SPOKE TO RICH SERVICE MANAGER AND INFORMED SM-RICH C'S CONCERNS ABOUT THE VEH AND THAT C WOULD LIKE ASSURANCE THAT THE VEH IS SAFE TO DRIVE. CRR-EM INFORMED SM-RICH THAT NNA CA GOES BY WHAT THE DLR STATES. @02/09-ZEM495N

C STATES THAT C WANTS A GUARANTEE THAT THE VEH IS SAFE BECAUSE C WILL BE HAVING CHILDREN IN THE VEH. CRR-EM INFORMED C THAT BASED ON WHAT THE DLRSHIP HAS INFORMED C THAT THE VEH IS SAFE TO DRIVE NNA GOES BY WHAT THE DLRSHIP HAS INFORMED C BECAUSE THE DLRSHIP HAS TRAINED TECHNICIAN THAT DIAGNOSE THE VEH C STATES THAT C WOULD LIKE TO SPEAK TO A SUPERVISOR BECAUSE CRR-EM IS NOT GIVING C A GUARANTEE THAT THE VEH IS SAFE TO DRIVE WITH C'S CHILDREN IN THE VEH. @02/09-ZEM495N

CRR-EM INFORMED C THAT A SUPERVISOR WILL CONTACT C IN 4 TO 8 BUSINESS HOURS AND C WANTED THE EXACT TIME OF THE CALL. CRR-EM INFORMED C THAT NNA PROCEDURE IS 4 TO 8 BUSINESS HOURS AND THAT CRR-EM CAN NOT PROVIDE C WITH AN EXACT TIME. C STATES THAT C WOULD LIKE TO SPEAK TO SOMEONE RIGHT NOW THAT CAN GUARANTEE C THAT THE VEH IS SAFE TO DRIVE. CRR-EM INFORMED C THAT THE SUPERVISOR WILL CONTACT C IN 4 TO 8 BUSINESS HOURS. C STATES THAT C WANTS TO SPEAK TO RCAS CRR-EM INFORMED C THAT RCAS CAN ONLY CONTACT C END OF BUSINESS NEXT DAY. C STATES THAT C WILL WAIT FOR SUPERVISOR CALL. @02/09-ZEM495N

CRR-EM ESCALATING FILE TO SUPERVISOR SR-HF. @02/09-ZEM495N

CRR-EM PROVIDED C WITH NAME, FILE AND EXTENSION AND ASSURED C THAT SUPERVISOR WILL CONTACT C IN 4 TO 8 BUSINESS HOURS. @02/09-ZEM495N

CRR-EM FORWARDING FILE TO SR-HF. @02/09-ZEM495N

SR-HF RECEIVED ESCALATION 02/09/10 AT 11:30 AM. @02/10-ZHF999N

SR-HF CONTACTED C 02/10/10 AT 11:01 AM ON 732 433 3654 @02/10-ZHF999N

C STATED C WAS INFORMED THAT C'S PART IS ON BACKORDER AND C WANTS AN ASSURANCE THAT C'S VEH IS SAFE TO DRIVE.

C STATED THE DLR INFORMED C THE VEH WAS SAFE TO DRIVE BUT C WANTS NISSAN TO INFORM C.

SR-HF STATED SR-HF WAS NOT IN A POSITION TO INSPECT THE VEH AND PROVIDE C WITH A GUARANTEE.

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SR-HF STATED THE DEALER IS IN A POSITION TO INSPECT THE VEH AND PROVIDE C WITH THE INFORMATION.

SR-HF STATED C'S CONCERN IS A BACKORDER PART AND SR-HF COULD ASSIST C IN THE BACKORDER PART PROCESS BY INVOLVING A REGIONAL SPECIALIST WHO WORKS WITH THE DEALER.

SR-HF STATED SR-HF UNDERSTANDS C'S CONCERN AS BRAKES ARE AN IMPORTANT SAFETY FEATURE AND THE DLR WOULD INFORM C IF THE VEH WAS NOT SAFE TO DRIVE.

SR-HF STATED SR-HF WOULD PROCESS C'S BACKORDER PART PROCESS.

SR-HF STATED DID THE DEALER INFORM C WHEN THE PART WOULD ARRIVE

C STATED NO.

@02/10-ZHF999N

BACKORDER PART PROCESS

A. PART NAME. C STATES MASTER BRAKE CYLINDER

B. PART NUMBER. C STATES C DOES NOT KNOW

C. ORDER NUMBER. C STATES C DOES NOT KNOW

D. DEALER'S NAME AND CODE WHERE THE PART(S) WERE ORDERED. C STATES

5003_ NORTH PLAINFIELD NISSAN

E. LOCATION OF THE VEHICLE (NAME, PHONE NUMBER, AND CONTACT NAME).

1941 WASHINGTON VALLEY ROAD, MARTINSVILLE, NJ 08836

F CAN THE VEHICLE BE DRIVEN? IF NOT, WHY? C STATES YES

G. THE DATE THE VEHICLE BECAME INOPERABLE. N/A

H. IS THE PART NEEDED DUE TO A WARRANTABLE FAILURE? ACCIDENT

WARRANTABLE FAILURE

@02/10-ZHF999N

C STATED C'S CONTACT AT THE DLR IS RICH SABATINO THE SERVICE MANAGER WHO IS REALLY GREAT TO WORK WITH.

SR-HF STATED SR-HF WOULD SUBMIT THE BACKORDER PART REQUEST TO THE REGIONAL SPECIALIST IN AN ATTEMPT TO ASSIST C AND C WOULD RECEIVE A CALL BY END OF NEXT BUSINESS DAY.

SR-HF PROVIDED NAME.

SR-HF WAS NOT ABLE TO PROVIDE PHONE NUMBER AS C AS UNABLE TO WRITE DOWN.

C THANKED SR-HF AND ENDED CALL BY HANGING UP.

SR-HF TRANSFERRING FILE TO RCAS-JC AND SENDING E-MAIL UPDATE, COPY TL-SL

02/10/10 AT 11:20 AM FOR BACKORDER PART PROCESS

@02/10-ZHF999N

**

@02/10-ZJC818N

RCAS-JC CONTACTED SM-RICAHRD SABATINO ON 2/10/10 AT 11:48AM EST AND LEFT VMX

**

@02/10-ZJC818N

RCAS-JC CONTACTED SM-RICHARD SABATINO ON 2/11/10 AT 10:07AM EST AND WAS

ADVISED THAT THE MASTER CYLINDER WAS LOW, NEED REAR BRAKES, TOP UP THE FLUID.

THE VEH CAN BE DRIVEN, ITS NOT A SAFTEY ISSUE. RCAS UNDERSTOOD. RCAS ASKED

FOR PART INFORMATION, AND WAS PROVIDED PART NUMBER OF 46010JA03A...RCAS SHOWS

A SHIPPING DATE OF 2/10/10, SM UNDERSTOOD.

@02/11-ZJC818N

**

@02/11-ZJC818N

RCAS-JC CONTACTED C ON DAY/EVE NUMBER ON 2/11/10 AT 1:28PM EST AND SPOKE WITH

C, RCAS ADVISED C THAT THE APRT SHOULD ARRIVE AT THE DLR ANY DAY NOW AND THAT

RCAS WILL FOLLOW-UP ON 2/15/10 TO BE SURE EVERYTHING IS REPAIRED, C AGREED AND

THANKED RCAS FOR THE EFFORT.

@02/11-ZJC818N

**

@02/11-ZJC818N

RCAS-JC CONTACTED C ON DAY/EVE NUMBER ON 2/15/10 AT 3:57PM EST AND LEFT VMX

**

@02/15-ZJC818N

RCAS-JC CONTACTED C ON DAY.EVE NUMBER ON 2/17/10 AT 11:06AM EST AND LEFT VMX

**

@02/17-ZJC818N

RCAS-JC CONTACTED C ON DAY/EVE NUMBER ON 2/19/10 AT 11:32AM EST AND LEFT VMX

**

@02/19-ZJC818N

RCAS-JC CONTACTED SM-RICHARD SABATINO ON 2/19/10 AT 11:34AM EST AND WAS ADVISE THAT THE VEH IS REPAIRED AND C IS SATISFIED.

@02/19-ZJC818N

RCAS CLOSING FILE

@02/19-ZJC818N

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SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT1A	ROOT CAUSE: SNAV
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 0	DATE: 00 / 00 / 00	USERID:
RESP DLR: 5003	EFFECTIVE: 02 / 09 / 10	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#: 46010JA03A	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZEM495N	
HISTORY:	UPDATE BY: ZJC818N	
SVC CALL#:	UPDATE DATE: 02 / 19 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 02 / 19 / 10	MICROFILM: N
RESP CAA: CALLAGHAN, JAMIE	OLM: ROYSTER KAREN	DOM:
PHONE: 0000041451	OWNER FIRST:	LANGUAGE: E ENGLISH

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

CA6725437

SERVICE CONTRACTS SUMMARY

DATE: 8/10/2011
TIME: 11:09:18 AM
MODEL YEAR: 2007.0
MAKE:
MODEL LINE: ALT

NAME: [REDACTED]

VIN:

IN SCV DATE: 3/29/2008

SEO NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
98	[REDACTED]	5003 NJ	3/29/2008	3/29/2015	100,000	9/2/2010	

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CONTRACT:	██████████	CONTRACT:	
OWNER NAME:	██████████	OWNER NAME:	
PLAN TYPE:	C	PLAN TYPE:	
PLAN TERM:	F	PLAN TERM:	
DEDUCTABLE:	\$	DEDUCTABLE:	
EFFECTIVE:	03/29/08	EFFECTIVE:	
EXPIRES:	03/29/15 MILES: 100,000	EXPIRES:	MILES:
CANCEL:	09/02/10 MILES: 29,654	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION:	11/15/2010	TRANSACTION:	
PRINTED:	05/03/08	PRINTED:	
DEALER NO:	5003 STATE: NJ	DEALER NO:	STATE:
DEALER NAME:	NORTH PLAINFIELD NISSAN	DEALER NAME:	

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SC: NONE

NAME: [REDACTED] VIN: 1N4AL21E48C [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2008.0 ALT MILEAGE: 39000
CITY: MUSCLE SHORES IN SVC DATE: 01 / 31 / 08
ST/ZIP: AL [REDACTED] VCAN: N RTL DLR: 3690 WALSER NISSAN
DAY PH: [REDACTED] PAID: SVC DLR: 3882 JERRY DAMSON NISSAN, LLC
EVE PH: [REDACTED] SUSP: RESP DLR: 3882 JERRY DAMSON NISSAN, LLC
DLR PH: [REDACTED] DENY: REGION: 24 DIST: SL/SV/PT: 08 08 38

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED X MILES 26000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: INDEPENDENT FACILITY
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 3000 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 02 / 17 / 10 XFER/RSPNSBLTY: 34 08 S
CONTACT (S): FOLLOWUP DATE: 03 / 10 / 10 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 03 / 10 / 10 DATANET (Y/N): 02 / 18 / 10

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD BRAKES YI OOW GOODWILL ASSISTANCE REQUEST
OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD BRAKES YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZPM510N 02/17/2010

PREVIOUS FILE(S) FOUND:

RELATED: NONE.

UNRELATED: NONE.

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

CRR-PM CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES AND FOUND: NONE.

PREVIOUS NISSAN / INFINITI VEHICLES: NONE.

CRR-PM RECEIVED CALL FROM: C.

C STATED THAT C WAS NEVER INFORMED THAT C WOULD HAVE TO PURCHASE THE VSC.

CRR-PM INFORMED C THAT VSC ISN'T NECESSARY AND IS ONLY UP TO THE C IF THE C WOULD LIKE TO PURCHASE THE VSC.

C STATED THAT THE BRAKE MASTER CYLINDER IS BAD NOW C TOOK VEH TO AN LOCAL SHOP.

C STATED THAT C WAS INFORMED THAT THE PART SHOULDN'T BE OUT SO SOON.

CRR-PM ASKED HOW C WOULD LIKE NNA TO ASSIST C.

C STATED THAT C WAS INFORMED THAT THE REPAIRS MAY COST C ABOUT \$ 517.00.

C WOULD LIKE NNA TO COVER THE REPAIRS OR AT LEAST HALF OF THIS.

C STATED THAT C TOOK VEH TO JERRY DAMSON NISSAN THIS MORNING AND SPOKE TO SERVICE ADVISOR-RUSSELL AND WAS INFORMED THAT THE BRAKE MASTER CYLINDER WAS INDEED BAD.

C STATED DLRSHIP WAS THE ONE WHO PRICED THE REPAIRS.

CRR-PM INFORMED C THAT THE FILE WILL BE FORWARDED TO RCAS FOR REVIEW AND RCAS WILL BE CONTACTING C BY THE END OF THE NEXT BUSINESS DAY.

C AGREED.

C THANKED CRR-PM FOR ASSISTANCE, C SATISFIED.

CRR-PM ASKED IF C WOULD LIKE FURTHER ASSITANCE, C DECLINED.

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

CRR-PM FORWARDING FILE TO RCAS.

***CRR-PM VERIFIED RESPONSIBLE DLRSHIP.

@02/17-ZPM510N

RCAS-GZ CHECKED CPIA AND FOUND THAT GRT WAS NOT RUN.

@02/18-ZGZ999N

***RCAS-GZ CALLED C AT DAY NUMBER AT 2:51 PM EST ON 2/18/10 AND C STATED THE BRAKE MASTER CYLINDER WAS LEAKING AND C HAD TO KEEP TOPPING UP THE FLUID SINCE THE LIGHT WAS COMING ON.

@02/18-ZGZ999N

C STATED THE DLR TOLD C THAT C CAN STILL DRIVE THE VEH AND C HAS THE VEH AND IT IS DRIVEABLE. C STATED C BOUGHT THE VEH 3 MONTHS AGO FROM AN INDEPENDENT VEH LOT. C STATED C HAD C'S OIL CHANGES DONE WHERE C BOUGHT THE VEH. C STATED THE MASTER CYLINDER IS RUSTED SO THIS HAS BEEN GOING ON WHEN THE VEH WAS STILL WITHIN WARRANTY. RCAS-GZ ASKED C IF C HAD TAKEN THE VEH TO A NISSAN DLR BEFORE THE VEH HIT 36,000 MILES? C STATED C FIRST BROUGHT THE VEH TO THE DLR ONE DAY AGO. C STATED THIS IS C'S FIRST NISSAN VEH AND C FEELS THAT THE VEH SHOULD NOT NEED THIS REPAIR ALREADY. RCAS-GZ APOLOGIZED TO C FOR ANY INCONVENIENCES AND ADVISED C THAT RCAS-GZ WILL REVIEW THIS DIAGNOSIS WITH THE DLR AND IF NEEDED RCAS-GZ WILL LOOK INTO THE POSSIBILITY OF SPECIAL FINANCIAL ASSISTANCE. C UNDERSTOOD. RCAS-GZ SET A CALLBACK DATE OF 2/22/10. C AGREED.

@02/18-ZGZ999N

RCAS-GZ SENT AN INTERNAL MESSAGE TO SERVICE MANAGER MIKE GRAY ON 2/18/10 AT 3:05PM EST ASKING SM TO ADVISE ON C'S REPAIR AND IF SM CAN RECOMMEND ANY GOODWILL IN THIS CASE.

@02/18-ZGZ999N

RCAS-GZ RECEIVED AN INTERNAL MESSAGE FROM SERVICE MANAGER MIKE GRAY ON 2/18/10

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AT 5:17PM EST AND SM STATED C HAS A MASTER CYLINDER LEAK AND DLR GAVE AN ESTIMATE OF \$417.00. SM STATED C DID NOT ASK THE DLR FOR ASSISTANCE SO THE DLR DID NOT RUN GRT. SM STATED THERE IS NO HISTORY FOR C SINCE THIS IS C'S FIRST TIME AT 3882_ JERRY DAMSON NISSAN, LLC. SM STATED SM IS HAVING RUSSELL CHECK WARRANTY PRICE AND WILL RUN GRT TO SEE IF TI RECOMMENDS. SM STATED SM WILL ADVISE WHEN A RESULT IS OBTAINED.

***** @02/22-ZGZ999N

RCAS-GZ RECEIVED AN INTERNAL MESSAGE FROM SERVICE MANAGER MIKE GRAY ON 2/18/10 AT 6:10PM EST AND SM STATED GRT WAS RUN AND IT DID NOT RECOMMEND. SM STATED EVEN THOUGH SM HAS THE APPROVAL LIMIT TO COVER THIS GOODWILL REPAIR, SM DOES NOT WANT TO OFFER GOODWIL BASED ON SERVICE HISTORY. SM STATED IF NNA AGREES, SM WILL CHARGE C THE C PAY RATE AT WARANTY PRICE OF \$305.00.

***** @02/22-ZGZ999N

RCAS-GZ CHECKED CPIA AND FOUNT THAT GRT WAS NOT SHOWING A RESULT FROM BEING RUN.

RCAS-GZ SENT AN INTERNAL MESSAGE TO SERVICE MANAGER MIKE GRAY ON 2/22/10 AT 8:40AM EST ASKING SM TO FAX A COPY OF THE SCREENSHOT SHOWING THE SM'S GRT RESULT.

RCAS-GZ HAS THE GOODWILL REVIEW FORM PREPARED TO SEND TO THE FOM.

@02/22-ZGZ999N

RCAS-GZ CALLED FOR THE SERVICE MANAGER MIKE GRAY ON 2/22/10 AT 4:50PM EST AND SHANNON (A GUY) STATED THAT SM IS OUT OF THE DLR FOR AN APPOINTMENT. RCAS-GZ LEFT A VMX ASKING SM TO SEND THE GRT SCREENSHOT AS REQUESTED.

@02/22-ZGZ999N

***RCAS-GZ CALLED C AT DAY NUMBER AT 4:55 PM EST ON 2/22/10 AND RCAS-GZ ADVISED C THAT RCAS-GZ IS STILL REVIEWING C'S FILE. C UNDERSTOOD. RCAS-GZ SET A CALLBACK DATE OF 2/24/10. C AGREED.

@02/22-ZGZ999N

RCAS-SP CALLED C'S DAYTIME NUMBER AT 3:19 PM EST 02/24/10 AND SPOKE_WITH C AND ADVISED C THAT DLR HAS REDUCED CHARGE TO \$305.38. RCAS-SP ASKED WHEN C WILL BE TAKING VEH IN? C STATES C DOES NOT KNOW YET. RCAS-SP STATED WILL FOLLOW UP WITH C 02/26/10 AND C COULD PROVIDE A FEW DAYS AND RCAS-SP WILL TRY TO SCHEDULE A DATE FOR C.

@02/24-ZSP905N

C UNDERSTOOD AND RCAS-SP ATTMEPTED TO PROVIDE CONTACT INFORMATION AND C WAS WAS NOT ABLE TO TAKE DOWN

@02/24-ZSP905N

RCAS-SP ADVISED WILL FOLLOW UP 02/26/10 C UNDERSTOOD AND THANKED RCAS-SP

@02/24-ZSP905N

RCAS-SP MOVING FOLLOW UP TO 02/26/10

@02/24-ZSP905N

**

@02/26-ZSP905N

RCAS-SP CALLED C'S DAYTIME NUMBER AT 10:32 AM EST 02/26/10 AND AND SPOKE TO C AND ASKED C WHEN C WILL BE TAKING VEH TO DLR? C STATES C WANTS RCAS-SP TO BOOK IT FOR 03/01/10 AT 2 OR 3 PM EST AT THE DLR

@02/26-ZSP905N

RCAS-SP STATED WILL CALL C BACK WHEN APPOINTMENT IS BOOKED.

@02/26-ZSP905N

**RCAS-SP CALLED DLR 3882 JERRY DAMSON NISSAN, LLC AND SPOKE TO SA-RUSSEL WHO ASSISTED IN BOOKED APT FOR C FOR 03/01/10 AT 2:00 PM EST. RCAS-SP THANKED SA AND ENDED CALL

@02/26-ZSP905N

RCAS-SP CALLED C'S DAYTIME NUMBER AT 10:41 AM EST 02/26/10 AND ADVISED C THAT C'S APPOINTMENT WAS BOOKED 03/01/10 AT 2:00 PM EST. C THANKED. RCAS-SP

RCAS-SP ADVISED WILL FOLLOW UP WITH C 03/02/01 TO SEE HOW THE VEH IS OPERATIN G . C UNDERSTOOD

@02/26-ZSP905N

RCAS-SP MOVING FOLLOW UP DATE TO 03/02/10

@02/26-ZSP905N

RCAS-SP CALLED C'S DAYTIME NUMBER AT 03:41 PM EST 03/02/10 AND LEFT VMX

RCAS-SP PROVIDED NAME, PHONE NUMBER, EXT AND FILE NUMBER FOR C. @03/02-ZSP905N

RCAS-SP CALLED C'S EVENING NUMBER AT 03:42 AM EST 03/02/10 AND WAS ADVISED THA

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DATE: 8/10/2011
TIME: 11:09:18 AM

NISSAN MOTOR CORPORATION IN U.S.A
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T THE NUMBER IS INCORRECT. RCAS-SP TRIED CALLING AGAIN AND WAS ADVISED OF
THE SAME THING. @03/02-ZSP905N
 RCAS-SP CHANGING EVENING NUMBER TO C'S DAYTIME NUMBER AND MOVING FOLLOWU P TO
03/04/10 @03/02-ZSP905N
 **RCAS-SP RECEIVED INTERNAL MESSAGE FROM SM-MIKE GRAY STATING THAT C HAS PICKE
D UP VEH AND THAT C WAS HAPPY WITH THE VEH @03/04-ZSP905N
 RCAS-SP CALLED C'S DAY/EVE NUMBER AT 01:08 PM EST 03/04/10 AND LEFT VMX
 RCAS-SP PROVIDED NAME, PHONE NUMBER, EXT AND FILE NUMBER FOR C. @03/04-ZSP905N
 RCAS-SP MOVING FOLLOW UP DATE TO 03/08/10 @03/04-ZSP905N
 RCAS-SP CALLED C'S DAY/EVE NUMBER AT 11:53 AM EST 03/08/10 AND LEFT VMX
 RCAS-SP PROVIDED NAME, PHONE NUMBER, EXT AND FILE NUMBER FOR C. @03/08-ZSP905N
 RCAS-SP MOVING FOLLOW UP DATE TO 03/10/10 @03/08-ZSP905N
 *** @03/08-ZSP905N
 RCAS-SP CALLED C'S DAY/EVE NUMBER AT 04:24 PM EST 03/10/10 AND SPOKE TO C
 C STATES THAT C IS SATISFIED WITH THE VEH @03/10-ZSP905N
 RCAS-SP VERIFIED THAT C HAS CONTACT INFORMATION @03/10-ZSP905N
 @03/10-ZSP905N
 RCAS-SP ADVISED C TO CALL IN FOR ANY OTHER CONCERNS @03/10-ZSP905N
 RCAS-SP THANKED AND ENDED CALL @03/10-ZSP905N
 ** @03/10-ZSP905N
 FILE SUMMARY @03/10-ZSP905N
 C CALLED IN BECAUSE THE BRAKE MASTER CYLINDER HAD GONE BAD ON THE VEH AND THAT
 C WAS LOOKING FOR FINANCIAL ASSISTANCE. GRT WAS RAN AND COST WENT FROM \$417.0
 0 TO \$305.00 @03/10-ZSP905N
 C HAD REPAIRS DONE AND IS SATISFIED @03/10-ZSP905N
 RCAS-SP UPDATING TREAD @03/10-ZSP905N
 RCAS-SP CLOSING FILE @03/10-ZSP905N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE
 DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE
 CUSTOMER.
 PLEASE ADVISE WHAT C'S VEH NEEDS AND IF C IS A GOOD CANDIDATE FOR GOODWILL.
 PLEASE CALL GREG AT 1-866-799-1690 EXT.1659. THANK YOU

DEALER ACTION:

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NT1C	ROOT CAUSE: SCCP
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 0	DATE: 00 / 00 / 00	USERID:
RESP DLR: 3882	EFFECTIVE: 02 / 17 / 10	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZPM510N	
HISTORY:	UPDATE BY: ZSP905N	
SVC CALL#:	UPDATE DATE: 03 / 10 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 03 / 10 / 10	MICROFILM: N
RESP CAA: PERSAD, SHENA	OLM: ROYSTER KAREN	DOM:
PHONE: 0000047162	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: MULTI CONTRACT

NAME: [REDACTED]
STREET: [REDACTED]
CITY: HILO
ST/ZIP: HI [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN: Y
PAID: 21
SUSP: 0
DENY: 1

VIN: 1N4AL21E27N [REDACTED] Y
YR/MDL: 2007.0 ALT MILEAGE: 7800
IN SVC DATE: 11 / 08 / 07
RTL DLR: 98008 KAMAAINA NISSAN
SVC DLR: 98008 KAMAAINA NISSAN
RESP DLR: 98008 KAMAAINA NISSAN
REGION: 44 DIST: SL/SV/PT: 14 14 44

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

ORIG CODE: CT 11 OPEN DATE: 02 / 25 / 10 XFER/RSPNSBLTY: 44 14 S
CONTACT (S): FOLLOWUP DATE: 03 / 25 / 10 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 03 / 24 / 10 DATANET (Y/N): 02 / 26 / 10

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS
AD BRAKES

121500 GEN. BRAKE COMPONENT(S)
YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZKS031N 02/25/2010

NO EMAIL

@02/25-ZKS031N

PREVIOUS FILES FOUND:

CRR-KS VERIFIED C'S NAME, ADDRESS, DAY, EVENING PHONE NUMBERS,
EMAIL,VIN, MILEAGE AND RESPONSIBLE DLR.

PREVIOUS NISSAN/INFINITI VEHICLE(S): 01

CRR-KS RECEIVED CALL FROM C.

C STATED THAT C'S VEH. WAS TOWED BY A NISSAN DLR BECAUSE OF PROBLEM WITH
MAJOR COMPONENTS OF BRAKES. DLRSHR TOLD C TO CALL NNA CA.

TO GET A CLAIM WITH THIS,BECAUSE THE VEH ITSELF DOES HAVE A PROBLEM WITH
VEH BRAKES AND C STATED IT IS NOT C'S FAULT THE VEH IS DAMAGED AND C IS

ASKING FOR ASSISTANCE BECAUSE DLR TOLD C TO CALL NNA FOR CLAIM @02/25-ZKS031N

CRR-KS TOLD C THAT WILL FORWARD THIS FILE TO RCAS AND RCAS WILL
CALL C BY THE END OF THE NEXT BUSINESS DAY.

C UNDERSTOOD AND,C THANKED CRR-KS FOR ASSISTANCE.

@02/25-ZKS031N

CRR-KS VERIFIED BEST TIME AND CONTACT NUMBER. 808 959 918, PREFER MORNING,

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

CRR-KS CRR-KS OFFERED FURTHER ASSISTANCE, C DECLINED

ENDORING TO RCAS AND EXITING FILE.

@02/25-ZKS031N

* * *

RCAS-NS RECEIVED FILE ON 02/26/10 AND REVIEWED C'S CONCERNS.

RCAS-NS DATANETTED FILE TO DLR ON 02/26/10 FOR REVIEW.

* * *

@02/26-ZNS924N

RCAS-NS CONTACTED DLR AT 6:41PM EST 02/26/10 AND SPOKE WITH SM-JOSEPH PIHI.

RCAS INQUIRED ABOUT THE VEH CONCERNS AND SM STATED THAT DTS-JH WAS INVOLVED

AS THE VEH GOT INTO AN INCIDENT BECAUSE THE BRAKE MASTER CYLINDER FAILED.

SM STATED THAT THIS IS THE C THAT SM COPIED RCAS ON EMAIL ABOUT THAT MAY

CONTACT NNA.

SM STATED THAT THE BRAKE MASTER CYLINDER WAS CONFIRMED TO FAIL AND HAS BEEN

REPLACED.

@02/26-ZNS924N

SM STATED C IS ASKING NISSAN TO COVER THE REPAIRS OF THE BODY WORK AND

IT WILL COST \$901.96.

RCAS UNDERSTOOD AND ADVISED RCAS WILL REVIEW REPORT WITH DTS AND NISSAN.

RCAS THANKED SM FOR ASSISTANCE.

* * *

@02/26-ZNS924N

RCAS-NS CONTACTED C ON DAY NUMBER AT 6:49PM EST 02/26/10, SPOKE WITH C.

RCAS ADVISED C THAT RCAS HAS BEEN IN REVIEW OF C'S FILE.

C STATED THAT THERE WAS AN INCIDENT WHERE THE BRAKES CAUSED THE VEH TO

CRASH. C STATED THE REPAIRS ARE COMPLETED TO THE BRAKE BUT THE BODY WORK NEEDS
TO BE COMPLETED.

C STATED C WAS INFORMED THE REPORT WAS SENT IN FOR REVIEW.

RCAS AGREED AND ADVISED RCAS WILL REVIEW WITH THE APPROPRIATE DEPTS.

RCAS APOLOGIZED FOR THE SITUATION AND VEH CONCERNS.

RCAS ADVISED C THAT RCAS WILL FOLLOW UP ON 03/02/10, C AGREED AND THANKED

RCAS.

@02/26-ZNS924N

* * *

@02/26-ZNS924N

RCAS-NS RECEIVED MESSAGE FROM DTS-JH ON 03/01/10.

DTS INSPECTED VEH AND ADVISED OF THE FOLLOWING:

AFTER REVIEWING AND INSPECTING THIS VEHICLE WHILE I WAS UP AT THE DEALER ON
2-25, I CONFIRMED WITH TECHNICIAN OF AN ISSUE WITH THE MASTER CYLINDER AS

DESCRIBED.

DTS ADVISED DTS LEFT VMX FOR PL-LO AND IS WAITING FOR RESPONSE.

DTS ADVISED CONFIRMED THAT WE SHOULD REPAIR THIS VEHICLE AT THIS TIME DUE TO

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THE LEAKING MASTER CYLINDER.

I HAVE ATTACHED ESTIMATE SUPPLIED BY THE BODY SHOP IN HILO FOR YOUR INFORMATION ALONG WITH PHOTOS OF THE DAMAGES.

DTS HAS ALREADY DIRECTED THE DEALERSHIP TO REPLACE THE BRAKE MASTER CYLINDER AND BOOSTER AND WORK WAS COMPLETED LAST WEEK

DTS ADVISED FRIDAY WITH NO DUPLICATION FOR HARD TO STOP CONCERNS AND NO DTC STORED WHEN SCANNED WITH CONSULT 3. DEALER WAS ALSO DIRECTED BY ME TO HOLD ALL RELATED PARTS.

* * *

RCAS-NS RECEIVED MESSAGE FROM PL-LO ON 03/01/10.

PL ADVISED AS LONG AS THE PAST WAS THE CAUSE, SHOULD GO AHEAD AND PAY FOR THE REPAIRS.

* * *

CRR-JP IN REVIEW OF FILE.

@03/01-ZNS924N

CRR-JP MADE AN OUTBOUND CALL TO ON DAY NUMBER AT 2:30 PM.

@03/02-ZJP000N

CRR-JP REACHED C.

@03/02-ZJP000N

CRR-JP ADVISED C MAY NEED TO FAX OR MAIL IN SOME DOCUMENTATION IN RELATION TO THE FILE.

@03/02-ZJP000N

@03/02-ZJP000N

CRR-JP ADVISED C TO MAIL THE DOCS TO NISSAN NORTH AMERICA, INC, CONSUMER AFFAIRS,P.O BOX 685003, FRANKLIN TN, 37068-5003.

@03/02-ZJP000N

CRR-JP ADVISED C THAT THE FILE NUMBER SHOULD BE NOTED AT THE TOP LEFT CORNER OF EACH PAGE THAT IS SENT IN.

@03/02-ZJP000N

CRR-JP COMMENCING PROBE.

@03/02-ZJP000N

P-1) VEHICLE IDENTIFICATION NUMBER: C STATES 1N4AL21E27N 494088

P-2) VEHICLE LICENSE PLATE NUMBER: C STATES AA462

P-3) STATE IN WHICH VEHICLE IS REGISTERED: C STATES HI.

P-4) CURRENT MILEAGE, IF DIFFERENT FROM MILEAGE AT TIME OF INCIDENT: (IF NOT AVAILABLE, USE MILEAGE FROM MOST RECENT REPAIR ORDER.)

C STATES 7200 MILES.

P-5) MILEAGE ON VEHICLE AT TIME OF INCIDENT: C STATES 7200 MILES

P-6) DETAILED DESCRIPTION OF THE INCIDENT:C STATES C WAS IN THE PARKING LOT OF JUGS PRINCE KUHIO MALL, C WAS PARKING C'S VEH FACING ANOTHER VEH C STATES THAT C'S VEH WOULD NOT STOP.

C STATES THAT EVEN WHEN C HAD PRESSED THE BRAKES THE VEH CONTINUED TO MOVE AHEAD. C STATES THAT THE VEH MOVED AHEAD UNTIL C'S VEH HIT ANOTHER VEH BEFORE VEH STOPPED. C STATES THAT THE PERSON IN OTHER VEH WAS WITNESS TO THE ACCIDENT. C STATES THERE WAS NO DAMAGE TO OTHER VEH, BUT C'S FRONT END IS DAMAGED.

@03/02-ZJP000N

P-7) WHAT THE CUSTOMER IS REQUESTING OF NISSAN NORTH AMERICA:

C STATES C WOULD LIKE ASSISTANCE WITH THE REPAIR.

@03/02-ZJP000N

P-9) DRIVER'S NAME, ADDRESS, DAY AND EVENING TELEPHONE NUMBERS, DATE OF BIRTH:

C STATES EMILEEN KAWAMURA,45 ANELA S,THILO,HI 96720 5405
808 959 9186, 808 756 1597 11/03/37

P-10) OWNER NAME, ADDRESS, DAY AND EVENING TELEPHONE NUMBERS, DATE OF BIRTH:

C STATES SAMUEL KAWAMURA,45 ANELA S,HILO,HI 96720 5405
808 959 9186, 808 756 1597 10/04/37

P-11) WAS VEHICLE PURCHASED NEW OR USED?

C STATES NEW.

@03/02-ZJP000N

P-12) DATE AND TIME OF INCIDENT:

C STATES 02/16/10 AT 3:25 PM.

@03/02-ZJP000N

P-13) DETAILED DESCRIPTION OF LOCATION OF INCIDENT:

@03/02-ZJP000N

C STATES PRINCE KUHIO MALL, 111 E PUAINAKO ST, HILO, HI 967-290-5288

P-14) DETAILED DESCRIPTION OF WEATHER (VISIBILITY) AT TIME OF INCIDENT.

C STATES WAS SUNNY AND DRY.

P-15) ESTIMATED SPEED OF VEHICLE AT TIME OF INCIDENT:

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C STATES C BELIEVES .5 MPH
P-16) HAS THE VEHICLE BEEN REPAIRED SINCE THE INCIDENT OCCURRED?
C STATES NO. @03/02-ZJP000N
P-17) CURRENT LOCATION OF VEHICLE, INCLUDING COMPANY NAME (IF APPLICABLE), CONTACT NAME, ADDRESS AND TELEPHONE NUMBER.
C STATES:KAMAAINA NISSAN,471 KALANIANAOLE AVE, HILO, HI,808 935 3741.
P-18) WAS A POLICE REPORT AND/OR FIRE REPORT FILED?
C STATES NO. @03/02-ZJP000N
P-19) PLEASE PROVIDE THE NAME, ADDRESS, PHONE NUMBERS, HEIGHT, AND WEIGHT OF EACH OCCUPANT IN THE OWNER'S VEHICLE.
A. DRIVER'S NAME, ADDRESS, PHONE NUMBERS, HEIGHT, WEIGHT (IF SAME AS OWNER, TYPE "OWNER"):
C STATES EMILEEN KAWAMURA 45 ANELA ST, HILO, HI, 96720 5405, 808-959-9186 808-756-1597, 5FT, 98 POUNDS
P-20) DID ANY OF THE VEHICLE OCCUPANTS WITNESS PART OR ALL OF THE INCIDENT? ON
A. DRIVER:
C STATES YES. @03/02-ZJP000N
P-21) WHICH VEHICLE OCCUPANTS WERE USING A SEATBELT?
A. DRIVER: C STATES YES. @03/02-ZJP000N
P-22) WAS ANYONE INJURED? C STATES NO. @03/02-ZJP000N
P-23) DID ANYONE ELSE (NOT IN THE OWNER'S VEHICLE) WITNESS PART OR ALL OF THE INCIDENT?
C STATES: NO ASIDE FROM THE OTHER DRIVER. @03/02-ZJP000N
CRR-JP NOTING CONTACT INFORMATION FOR OTHER DRIVER WILL BE INCLUDED P-25.
P-24) HAS THE VEHICLE OWNER CONTACTED THEIR INSURANCE COMPANY?
C STATES: NO. @03/02-ZJP000N
P-25) WERE ANY OTHER VEHICLES INVOLVED IN THE INCIDENT?
C STATES YES.
IF YES, ANSWER THESE QUESTIONS FOR EACH ADDITIONAL VEHICLE:
A. NAME, ADDRESS, AND PHONE NUMBERS OF VEHICLE OWNER:
C STATES SALLY ANCHETA,808-959-8718/808-936-2686 C DID NOT HAVE ADDRES.
B. YEAR, MAKE, AND MODEL OF VEHICLE:
C STATES HONDA PILOT.
C. SPECIAL EQUIPMENT OR ACCESSORIES:
C STATES NO.
D. VEHICLE LICENSE PLATE NUMBER: C STATES HCA 414.
E. STATE IN WHICH VEHICLE IS REGISTERED: C STATES HI_
F. ESTIMATED SPEED OF VEHICLE AT TIME OF INCIDENT:
C STATES 0 MPH.
G. DETAILED DESCRIPTION OF VEHICLE DAMAGE:
C STATES THAT THERE WAS NO DAMAGE TO THE VEH. @03/02-ZJP000N
H. CURRENT LOCATION OF VEHICLE, INCLUDING COMPANY NAME (IF APPLICABLE), CONTACT NAME, ADDRESS, AND TELEPHONE NUMBER.
C STATES IS UNSURE.
I. NAME, ADDRESS, AND PHONE NUMBERS OF ALL PASSENGERS IN THE VEHICLE.
C STATES IS UNSURE
P-26) WAS ANY PROPERTY DAMAGED (OTHER THAN THE OWNER'S VEHICLE)?
C STATES NO. @03/02-ZJP000N
@03/02-ZJP000N
CRR-JP THANKED C FOR REVIEWING QUESTIONS. @03/02-ZJP000N
CRR-JP ADVISED C WOULD BE FOLLOWED UP WITHIN TWO BUSINESS DAYS.@03/02-ZJP000N
CRR-JP SENDING INTERNAL MESSAGE TO TL-EP AND AQA-KD. @03/02-ZJP000N
* * *
RCAS-NS SENT MESSAGE TO ORM-JW ON 03/02/10 TO ADVISE. @03/02-ZNS924N
* * * @03/02-ZNS924N
AQA-KD IN REVIEW OF FILE

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AQA-KD NOTING THE FOLLOWING INFORMATION IS MISSING:

P-17) CONTACT NAME FOR CURRENT LOCATION OF VEH.

AQA-KD NOTING THE FOLLOWING INFORMATION WAS UNKNOWN BY C:

P-25) A. ADDRESS FOR OTHER VEH INVOLVED

P-25) B. YEAR FOR OTHER VEH INVOLVED

P-25) H. CURRENT LOCATION FOR OTHER VEH INVOLVED

P-25) I. PASSENGER INFORMATION FOR OTHER VEH INVOLVED

AQA-KD SENDING INTERNAL MESSAGE TO DRT TO ADVISE OF FILE

AQA-KD EXITING FILE

@03/03-ZKD904N

CRR-JL RECEIVED CALL FROM FM-JOYCE IKEDA FROM KAMAAINA NISSAN, CALLING
IN BEHALF OF C.

FM-JOYCE CALLED IN SAID CRR-JP ASKED C TO FAX PURCHASE/BUYER ORDER AND C'S CAL
CALLING IN FOR FAX NUMBER

CRR-JL PROVIDED FAX 615 967 2339 AND ASKED FMTO HAVE DOC ATTENTION TO CRR-JL
WITH FILE NUMBER AND ONCE CRR-JL RECEIVED DOC, WILL FORWARD DOC TO RCAS-NS.

FM-JOYCE AGREED.

C PROVIDED PHONE NUMBER 808 930 6453.

CRR-JL OFFERED FURTHER ASSISTANCE, FM-JOYCE DECLINED.

CRR-JL GAVE C NAME AND EXTENSION.

CRR-JL ADVISED FM-JOYCE TO KEEP SAME FILE NUMBER.

CRR-JL LEAVING FILE.

@03/03-ZJL021N

CRR-JL RECEIVED DOCS FROM FM-JOYCE HIGASHI IKEDA.

CRR-JL FORWARDING FILE TO RCAS-NS.

@03/03-ZJL021N

-

*ARBS-BG: ARBS REVIEWED FILE. ARBS NOTES C ALLEGED BRAKE FAILURE CAUSING
A MINOR INCIDENT THAT ONLY INCLUDES APPROXIMATELY \$1000 IN FRONT END DAMAGE.
ARBS NOTES NO INJURY OR OTHER PROPERTY DAMAGE. OTHER VEHICLE HAD NO DAMAGE
WHATSOEVER. ARBS NOTES AFTER INCIDENT THE VEHICLE WAS INSPECTED BY DTS-JH
AND IT WAS DETERMINED THAT THE BRAKE MASTER CYLINDER WAS THE CAUSE AND THE
BRAKE BOOSTER AND BRAKE MASTER CYLINDER WERE REPLACED. ARBS NOTES THAT
NNA HAS ALREADY INDICATED LIABILITY DUE TO POST INCIDENT REPAIRS. ARBS NOTES
THAT NNA WILL NEED TO TAKE CARE OF THE BODY DAMAGE ON THE VEHICLE.

@03/04-ZBG064N

*ARBS-BG: ARBS CALLED DLR TO SPEAK WITH JILSA PIHI THE SM. ARBS LEFT VMX WITH
THE CASHIER TO ADVISE THE SM TO CALL ARBS AND THAT NNA WILL TAKE CARE OF C'S
BODY DAMAGE.

@03/04-ZBG064N

-

*ARBS-BG: ARBS EMAILED DTS-JH ADVISING AND REQUESTING DTS REACH OUT TO SM
AS WELL TO ENSURE MESSAGE IS SUCCESSFULLY COMMUNICATED.

@03/04-ZBG064N

-

*ARBS-BG: ARBS CALLED C (MRS. KAWAMURA) AND ADVISED C THAT NNA IS GOING TO
COVER THE BODY DAMAGE TO C'S VEHICLE AND THAT THE DLR WOULD FOLLOW UP WITH C
TO ARRANGE REPAIRS.

@03/04-ZBG064N

-

*ARBS-BG: ARBS SPOKE WITH SM AND THE VEHICLE IS GOING OUT FOR REPAIRS NOW.
ARBS LEAVING FILE OPEN TO ENSURE REPAIRS ARE COMPLETED AND VCAN IS DONE.

@03/05-ZBG064N

-

*ARBS-BG: ARBS REC'D COPY OF COMPLETED REPAIRS REGARDING THIS IIR. ARBS
NOTES DTS-JH IS HANDLING VCAN FOR DLR. ARBS CLOSING FILE.

@03/24-ZBG064N

SPECIAL REMARKS:

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DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: RP9B	ROOT CAUSE: SNPP
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #:	DATE: 00 / 00 / 00	USERID:
RESP DLR: 98008	EFFECTIVE: 02 / 25 / 10	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY: CA	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZKS031N	
HISTORY:	UPDATE BY: ZBG064N	
SVC CALL#:	UPDATE DATE: 03 / 24 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 03 / 24 / 10	MICROFILM: N
RESP CAA: GREGORY, BO	OLM: SMIT AGNES	DOM:
PHONE: 6157257262	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

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

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SERVICE CONTRACTS SUMMARY

DATE: 8/10/2011
TIME: 11:09:18 AM
MODEL YEAR: 2007.0
MAKE:
MODEL LINE: ALT

NAME: [REDACTED] VIN:
IN SCV DATE: 11/8/2007

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

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

CA6739827

SERVICE CONTRACTS SUMMARY

DATE: 8/10/2011
TIME: 11:09:18 AM
MODEL YEAR: 2007.0
MAKE:
MODEL LINE: ALT

NAME: [REDACTED] VIN:
IN SCV DATE: 11/8/2007

SEQ	DEALER	EFFECTIVE	EXPIRE	EXPIRE	CANCEL	TRANSFER
NO	CONTRACT NO	NUMBER ST	DATE	DATE	DATE	DATE
100	[REDACTED]	98008 HI	11/8/2007	11/8/2012		75.000
101	[REDACTED]	98008 HI	11/8/2007	11/8/2014		70.000

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CURRENT SERVICE CONTRACT				PRIOR SERVICE CONTRACT			
CONTRACT:	[REDACTED]			CONTRACT:			
OWNER NAME:	[REDACTED]			OWNER NAME:			
PLAN TYPE:	P			PLAN TYPE:			
PLAN TERM:	J			PLAN TERM:			
DEDUCTABLE:	\$			DEDUCTABLE:			
EFFECTIVE:	11/08/07			EFFECTIVE:			
EXPIRES:	11/08/12	MILES:	75,000	EXPIRES:		MILES:	
CANCEL:		MILES:		CANCEL:		MILES:	
TRANSFER:				TRANSFER:			
TRANSACTION:	11/9/2007			TRANSACTION:			
PRINTED:	11/10/07			PRINTED:			
DEALER NO:	98008	STATE:	HI	DEALER NO:		STATE:	
DEALER NAME:	KAMAAINA NISSAN			DEALER NAME:			

CONFIDENTIAL

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CURRENT SERVICE CONTRACT				PRIOR SERVICE CONTRACT			
CONTRACT:	[REDACTED]			CONTRACT:			
OWNER NAME:	[REDACTED]			OWNER NAME:			
PLAN TYPE:	C			PLAN TYPE:			
PLAN TERM:	O			PLAN TERM:			
DEDUCTABLE:	\$			DEDUCTABLE:			
EFFECTIVE:	11/08/07			EFFECTIVE:			
EXPIRES:	11/08/14	MILES:	70,000	EXPIRES:		MILES:	
CANCEL:		MILES:		CANCEL:		MILES:	
TRANSFER:				TRANSFER:			
TRANSACTION:	11/9/2007			TRANSACTION:			
PRINTED:	11/10/07			PRINTED:			
DEALER NO:	98008	STATE:	HI	DEALER NO:		STATE:	
DEALER NAME:	KAMAAINA NISSAN			DEALER NAME:			

CONFIDENTIAL

DATE: 8/10/2011
TIME: 11:09:18 AM

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SC: ONE CONTRACT

NAME: [REDACTED]
STREET: [REDACTED]
CITY: DAVIDSON
ST/ZIP: NC [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: 1N4AL21EX7C [REDACTED] Y
YR/MDL: 2007.0 ALT MILEAGE: 56871
IN SVC DATE: 04 / 18 / 07
RTL DLR: 3919 MODERN NISSAN/LAKE NORMAN
SVC DLR: 3919 MODERN NISSAN/LAKE NORMAN
RESP DLR: 3919 MODERN NISSAN/LAKE NORMAN
REGION: 34 DIST: SL/SV/PT: 16 16 46

VCAN: Y
PAID:
SUSP:
DENY:

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 3919_ MODERN NISSAN/LAK
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 20871 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 03 / 17 / 10 XFER/RSPNSBLTY: 34 16 S
CONTACT (S): FOLLOWUP DATE: 03 / 18 / 10 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 03 / 18 / 10 DATANET (Y/N): 03 / 18 / 10

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OC NISSAN DEALER ISSUES 222500 SERVICE PERSONNEL (NISSAN)
BF NSN DEALER SERVICE DEPT. YD MISLEADING/MISREPRESENTATION
OC NISSAN DEALER ISSUES 222500 SERVICE PERSONNEL (NISSAN)
BF NSN DEALER SERVICE DEPT. YZ POOR TREATMENT
OC NISSAN DEALER ISSUES 223500 VEHICLE MAINTENANCE (NISSAN)
BF NSN DEALER SERVICE DEPT. YY POOR SERVICE EXPERIENCE

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C. A. R. COMMENTS

FILE OPENED-ZCP544N 03/17/2010

PREVIOUS FILES FOUND: NONE

CRR-CP VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, MAIN AND ALTERNATE PHONE NUMBERS.

CRR-CP UPDATED OWNER'S INFORMATION: (PHONE NUMBERS).

CRR-CP CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE

CRR-CP RECEIVED CALL FROM C.

C STATED C WANTS TO FILE A COMPLAIN AGAINTS 3919_ MODERN NISSAN/LAKE NORMANN SERVICE DEPARTMENT FOR ATTEMPTING TO DO UNECESSARY SERVICE OR WORK ON THE VEH. C STATED C TOOK THE VEH TO THE DEALER LAST MAR 9 FOR THE REGULAR MAINTENANCE AND C INFORMED SA-MIKE GUERRIERO THAT C'S BRAKE LIGHT IS ON AND ASKED TO INSPECT THE BRAKES AS WELL.

C STATED C WAS INFORMED BY SA-MIKE GUERRIERO THAT C'S THERE IS LEAK ON THE MASTER CYLINDER AND THAT SHOULD BE REPLACE AS IT MAY AFFECT THE ENGINE.

C STATED C HAS NO TIME FOR THE WORK TO BE DONE.

C STATED C WAS ADVISED TO SET UP AN APPOINTMENT ONCE C IS AVAILABLE AND INFORMED C THAT THE SERVICE WILL GO ABOUT \$540 FOR THE PARTS AND LABOR.

C LEFT THE DEALER AND DECIDED TO HAVE A SECOND OPINION FROM 2 DIFFERENT INDEPENDENT FACILITY.

C STATED C WAS INFORMED BY THE 2 INDEPENDENT FACILITY THAT THERE IS NOTHING WRONG ON THE BRAKE MASTER CYLINDER AND THERE WAS NO LEAK AND THE REASON WHY C'S BRAKE LIGHT IS ON IS BECAUSE C HAS LOW BRAKE FLUID.

C STATED C WAS MISINFORMED OBVIOUSLY BY THE DEALER AND JUST TRIED TO STEAL MONEY FROM C.

C STATED C CALLED THE DEALERSHIP AND SPOKE TO SM-CARL AND INFORMED C'S COMPLAIN BUT C WAS INFORMED THAT THE LEAK IS INTERNAL WHICH AN INDEPENDENT FACILITY WAS NOT ABLE TO LOOK.

C STATED HOW CAN THE DEALER SAY THE LEAK IS INTERNAL IF THE VEH WAS NOT THOROUGHLY INSPECTED THAT TIME.

C STATED SM-CARL DOES NOT HAVE ANY REACTION ON C'S COMMENT.

C STATED C OWNED OTHER NISSAN BEFORE AND C LOVES NISSAN VEH BUT WITH THE WAY THE DEALER TRIED TO TRICK C, C IS THINKING OF NOT BUYING ANOTHER VEH ANYMORE.

CRR-CP VERIFIED PREVIOUS NISSAN VEH: 1988 SENTRA AND 2 UNKNOWN YEAR PATHFINDER

CRR-CP INFORMED C THAT CRR-CP WILL BE ENDORSING C'S COMPLAIN TO THE RCAS TO FURTHER ASSIST C AND RCAS WILL BE CALLING C BACK BEFORE THE END OF THE NEXT BUSINESS DAY.

C AGREED.

C THANKED CRR-CP FOR ASSISTANCE, C SATISFIED.

CRR-CP OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-CP GAVE NAME, EXTENSION AND FILE NUMBER.

CRR-CP LEAVING FILE OPEN TRANSFERRIGN FILE TO RCAS FOR REVIEW. @03/17-ZCP544N

RCAS-MF CALLED SM-KARL ZEANGAL ON 03/18. RCAS LEFT VMX ADVISING OF C'S COMPLAINT.

@03/18-ZMF628N

RCAS-MF CALLED C ON 03/18 AT 316PM EST. RCAS SPOKE WITH C ON DAY NUMBER. C STATES THAT C WENT TO DLR ABOUT A WEEK AGO AND C WAS ADVISED THAT THAT C HAD TO PAY \$540 TO REPALCE THE MASTER CYLINDER BECAUSE IT WAS LEAKING. C STATES C DECLINED REPAIRS THAT DAY AND DLR FILLED UP C'S BRAKE FLUID. C STATES THAT C DECIDED TO GET A 2ND OPINION. C STATES THAT C SINCE HAS VISITED 2 INDEPENDENT FACILITIES WHO BOTH ADVISED THE REPAIR IS NO NEEDED. C STATES THAT C HAS SPOKEN WITH THE GM AND SM. C ADVISED THAT SM WAS NOT HELPFUL AND RUDE. C STATES THAT SM CALLED C BACK AND AND LEFT A VMX ADVISING THAT SM

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HOPES C HAS A GREAT DAY AND HOPES THAT NOTHING CATASTRPHIC HAPPENS TO THE VEH DUE TO C NOT REPAIRING IT. C STATES THAT IS UNACCEPTABLE FOR A SM TO BEHAVE IN SUCH A WAY. RCAS AGREED. RCAS APOLOZGIED AND EXPLAINED THAT THE DLRS ARE OWNED AND OPERATED INDEPENDENTLY THAT TYPE OF TRATMENT IS UNACCEPTABLE. RCAS ADVISED C THAT RCAS WILL FORWARD C'S COMPLAINT TO THE DLR AND ADVISED THAT NNA HAS BEEN MADE AWARE ALSO. C THANEKD RCAS FOR THE CALL BACK.

RCAS-MF SENDING C AN APOLOGY LETTER ON BEHALF OF NNA. @03/18-ZMF628N

RCAS ALSO SUGGESTED C VISIT ANOTHER NISSAN DLR IN THE AREA FOR A 2ND OPINION AS NNA IS UNABLE TO ACCEPT A DIAGNOSIS FROM A NON NISSAN FACILITY.

RCAS-MF CLOSING FILE.

***FILE SUMMARY: C CONTACTED NNA WITH A DLR COMPLAINT. C FELT AS IF REPAIRS RECOMMENDED WERE NOT LEGITMENT AND NOT NEEDED AFTER 2 INDEPENDENT FACILITIES DID NOT FIND ANYTHING WRONG WITH VEH. @03/18-ZMF628N

MT EN RECEIVED REQUEST FOR LETTER TO BE MAILED OUT TO CUSTOMER.

MT EN MAILED LETTER TO CUSTOMER @03/19-ZNE601N-COMMENT

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT3C	ROOT CAUSE: SCDS
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #:	DATE: 00 / 00 / 00	USERID:
OTHER #:	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 1	DATE: 03 / 19 / 10	USERID: ZNE601N
RESP DLR: 3919	EFFECTIVE: 03 / 17 / 10	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZCP544N	
HISTORY:	UPDATE BY: ZMF628N	
SVC CALL#:	UPDATE DATE: 03 / 19 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 03 / 18 / 10	MICROFILM: N
RESP CAA: FORGIE, MELISSA	OLM: ROYSTER KAREN	DOM:
PHONE: 0000041657	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

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

CA6758649

SERVICE CONTRACTS SUMMARY

DATE: 8/10/2011
TIME: 11:09:18 AM
MODEL YEAR: 2007.0
MAKE:
MODEL LINE: ALT

NAME: [REDACTED] VIN:
IN SCV DATE: 4/18/2007

SEO	DEALER	EFFECTIVE	EXPIRE	EXPIRE	CANCEL	TRANSFER
NO	CONTRACT NO	NUMBER ST	DATE	DATE	DATE	DATE
102	[REDACTED]	3919 NC	4/18/2007	4/18/2010		45,041

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CURRENT SERVICE CONTRACT		PRIOR SERVICE CONTRACT	
CONTRACT:	[REDACTED]	CONTRACT:	
OWNER NAME:	[REDACTED]	OWNER NAME:	
PLAN TYPE:	T	PLAN TYPE:	
PLAN TERM:	H	PLAN TERM:	
DEDUCTABLE:	\$	DEDUCTABLE:	
EFFECTIVE:	04/18/07	EFFECTIVE:	
EXPIRES:	04/18/10	EXPIRES:	MILES:
CANCEL:	MILES: 45,041	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION:	4/19/2007	TRANSACTION:	
PRINTED:	04/20/07	PRINTED:	
DEALER NO:	3919	DEALER NO:	STATE:
DEALER NAME:	MODERN NISSAN/LAKE NORMAN	DEALER NAME:	

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SC: NONE

NAME: [REDACTED] VIN: 1N4AL21E67C [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2007.0 ALT MILEAGE: 40837
CITY: VALPARAISO IN SVC DATE: 05 / 28 / 07
ST/ZIP: IN [REDACTED] VCAN: N RTL DLR: 39009 NISSAN OF ROCHESTER
DAY PH: [REDACTED] PAID: 6 SVC DLR: 5244 BOB ROHRMAN NISSAN
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 5244 BOB ROHRMAN NISSAN
DLR PH: [REDACTED] DENY: 0 REGION: 24 DIST: SL/SV/PT: 02 02 32

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED X MILES 12000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: INDEPENDNAT FACILITY
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 4837 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 03 / 24 / 10 XFER/RSPNSBLTY: 24 02 S
CONTACT (S): FOLLOWUP DATE: 04 / 14 / 10 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 04 / 14 / 10 DATANET (Y/N): 03 / 26 / 10

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD BRAKES YI OOW GOODWILL ASSISTANCE REQUEST
OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD BRAKES YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZRV035N 03/24/2010

PREVIOUS FILES FOUND: NONE

@03/24-ZRV035N

RELATED - NONE

UNRELATED - NONE

CRR-RV VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY AND EVENING PHONE NUMBER

CRR-RV UPDATED C'S NAME, VIN, ADDRESS, MILEAGE, DAY AND EVENING PHONE NUMBER

CRR-RV CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES AND FOUND: NONE

CRR-RV RECEIVED CALL FROM C.

C STATED THAT THE BRAKE LIGHT KEEPS COMING ON.C SAID C BROUGHT THE VEH TO THE
DLRSHIP AND WAS TOLD THAT THE MASTER CYLINDER IS LEAKING. @03/24-ZRV035N

C SAID IT IS A MANUFACTURING DEFECT.C CLAIMS THAT THE REPAIR SHOULD BE COVERED

CRR-RV ADVISED C ABOUT THE WARRANTY STATUS.

@03/24-ZRV035N

CRR-RV ADVISED C THAT COVERAGE ARE TO BE DETERMINED BY THE DLR.

CRR-RV ADVISED C THAT FOR C'S REQUEST FILE WILL BE TRANSFERRED TO RCAS.

CRR-RV ADVISED C THAT C WILL RECEIVE A CALLBACK BEFORE THE END OF THE-ZRV035N

NEXT BUSINESS DAY.

@03/24-ZRV035N

CRR-RV TRANSFERRED FILE TO RCAS.

@03/24-ZRV035N

@03/25-ZVH038N

RCAS-VH DATANETTED FILE.

RCAS-VH CALLED DLR AT 3:00PM EST ON 03/25/10 AND SPOKE TO SM MIKE HORWITZ.

SM STATES DLR IS NEW AND WOULD NOT HAVE ANY SERVICING HISTORY. DLR HAS VEH

UNDER KENNY HAYNES. C CAME IN ONCE ON 03/20/10. ESTIMATE WAS \$510 FOR THE

BRAKE MASTER CYLINDER. AROUND \$450 FOR WARRANTY PRICE. SM ADVISED C DOES NOT

HAVE A VSC AND DOES NOT SERVICE WITH DLR, HOWEVER C IS OOW BY UNDER 5,000 MILE

DLR IS NOT WILLING TO PARTICIPATE.

@03/25-ZVH038N

RCAS-VH SENT INTERNAL MESSAGE TO FOM-AT ON 03/25/10.

@03/25-ZVH038N

RCAS-VH CALLED C ON DAY NUMBER AT 3:25PM EST ON 03/25/10. RCAS-VH NOTES C IS

MRS. KENNY WONG. RCAS ADVISED C THAT RCAS HAS CONTACTED DLR AND NNA IS LOOKING

INTO ASSISTANCE WITH REPAIR ON BRAKE MASTER CYLINDER. CRAS SET FOLLOW-UP FOR

03/29/10. C AGREED.

@03/25-ZVH038N

RCAS-VH RECEIVED INTERNAL MESSAGE FROM FOM-AT ON 3/25/10 ADVSING NNA IS UNABLE

TO ASSIST WITH REPAIRS.

@03/25-ZVH038N

RCAS-AM CALLED C AT DAY NUMBER AT 5:05PM EST ON 3/29/10 AND SPOKE WITH C.

RCAS-AM HAD TO CONFIRM THAT RCAS-AM WAS SPEAKING WITH CORRECT C A FEW TIMES.

RCAS-AM ADVISED THAT NNA HAD REVIEWED C'S REQUEST, AND WOULD NOT BE IN A

POSITION TO ASSIST FURTHER WITH COVERAGE, AS C HAD BEEN REQUESTING.

C INQUIRED WHY THIS WAS.

RCAS-AM EXPLAINED THAT C WAS OOW.

C STATED THAT CONCERN HAD OCCURRED WITHIN WARRANTY ALSO.

RCAS-AM APOLOGIZED, AND EXPLAINED THAT THIS WAS NOT ON FILE RECORDED BY DLR,

AND WOULD NEED TO BE, TO BE CONSIDERED.

C STATED THAT C UNDERSTOOD.

RCAS-AM THANKED C FOR TIME, AND ENDED CALL.

RCAS-AM CLOSING FILE AS NO FURTHER ACTION REQUIRED AT THIS TIME; OOW

ASSISTANCE C HAD REQUESTED WITH BRAKE MASTER CYLINDER REPLACEMENT, DUE TO

LEAKING, HAD BEEN DECLINED AS PER FOM-AT.

@03/29-ZAM269N

RS-NP UPDATING FILE ON BEHALF OF RCAS-AB. VMX RECEIVED ON 3/26 AT_3:41PM EST
REQUESTING CALL BACK. RS NOTES C ALREADY CONTACTED AND ISSUE ADDRESSED.

@03/31-ZNP099N-COMMENT

XXXXXXXXXXXXXXXXXXXXXX

CRR-PA RECEIVED A CALL FROM C.

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C GAVE FILE NUMBER.

C STATED THAT THERE ARE NO CHAGES ON C'S CONTACT INFORMATION. @04/07-ZPA012N

C STATAT C WNATS NISSAN TOL HELP C WITH THE REPAIRS. @04/07-ZPA012N

CRR-PA OFFERED FURTHER ASSISTANCE, C DECLINED.

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

CRR-PA LEAVING FILE. @04/07-ZPA012N

*** @04/07-ZAB000N

RCAS-AB CALLED BOB ROHRMAN NISSAN AT 4:28PM EST ON 04/07/10 AND SPOKE TO SM-MIKE HOROWITZ. @04/07-ZAB000N

SM STATED THAT THE FIRST TIME THAT C HAD COME INTO DLRSHP WITH THIS CONCERN WAS AT 40837 MILES, 3/20/10. SM STATED THAT C WOULD LIKE ASSISTANCE WITH COST OF REPAIRS, THAT C IS WILLING TO SPLIT THE COST OF REPAIR, THAT IF NNA WANTS TO PAY FOR PARTS, THAT SM IS WILLING TO COVER COST OF LABOR. RCAS INFORMED SM THAT IF SM WILLING TO ASSIST C, TO CONTACT FOM-AT. SM STATED THAT SM WILL CONTACT FOM RIGHT AWAY. RCAS THANKED SM. @04/07-ZAB000N

** @04/07-ZAB000N

RCAS-AB NOTED THAT RCAS RECEIVED FILE ON 04/07/10, WILL CONTACT C ON 04/08/10. @04/07-ZAB000N

RCAS-AB CALLED C ON DAY PHONE(219 263 6011) AT 1:45PM EST ON 04/08/10 AND LEFT VMX FOR RETURN CALL. @04/08-ZAB000N

RCAS-AB CALLED C ON EVE PHONE(219 462 7096) AT 1:47PM EST ON 04/08/10 AND LEFT VMX FOR RETURN CALL. @04/08-ZAB000N

RCAS-AB CALLED FOM-AT AT 5:35PM EST ON 04/08/10. FOM STATED THAT FOM SPOKE TO SM, BETWEEN DLRSHP AND NNA, TOOK CARE OF REPAIR. FOM STATED THAT NNA PAID FOR PART, DLRSHP TOOK CARE OF LABOR, PART ON ORDER. @04/08-ZAB000N

** @04/12-ZAB000N

RCAS-AB SENT EMAIL TO SM-MIKE HOROWITZ/BOB ROHRMAN NISSAN AT 12:37PM ON 04/12/10 INQUIRING IF PART HAS COME INTO DLRSHP. @04/12-ZAB000N

RCAS-AB CALLED C ON DAY PHONE(219 263 6011) AT 12:38PM EST ON 04/12/10 AND SPOKE TO MRS KENNY WONG. RCAS INFORMED C THAT RCAS UNDERSTANDS THAT C WILL GET ASSISTANCE FROM NNA IN REGARDS TO COST OF REPAIR, THAT AT THIS POINT RCAS WILL FOLLOW UP WITH ON 04/14 IN REGARDS TO THE PART. C THANKED RCAS AND DISCONNECTED. @04/12-ZAB000N

RCAS-AB RECEIVED EMAIL FROM SM-MIKE HOROWITZ/BOB ROHRMAN NISSAN AT 12:47PM ON 04/12/10 WHICH STATED THAT PART HAS COME INTO DLRSHP, THAT SM WAITING FOR C TO MAKE AN APPT FOR INSTALLATION. @04/12-ZAB000N

** @04/14-ZAB000N

RCAS-AB RECEIVED EMAIL FROM SM-MIKE HOROWITZ/BOB ROHRMAN NISSAN AT 6:15PM ON 04/13/10 WHICH STATED THAT VEH WAS REPAIRED ON 04/13, THAT C PICKED UP VEH AFTER 5PM, THAT C HAPPY WITH REPAIR. @04/14-ZAB000N

RCAS-AB CALLED C ON DAY PHONE(219 263 6011) AT 10:18AM EST ON 04/14/10 AND SPOKE TO C. RCAS INFORMED C THAT RCAS IS AWARE THAT VEH REPAIRED. RCAS INQUIRED HOW VEH PERFORMING AFTER REPAIR? C STATED THAT VEH IS PERFORMING REALLY WELL, THAT C IS HAPPY WITH REPAIR OF VEH. RCAS INQUIRED IF NNA DID EVERYTHING TO ADDRESS AND RESOLVE C'S ISSUE TODAY? C STATED YES, THAT C HAPPY WITH REPAIR. RCAS INFORMED C THAT C WILL BE RECEIVING A SURVEY AS A RESULT OF THIS CASE AND HOPE THAT C CAN SAY THAT NNA RESOLVED YOUR CONCERN. RCAS INFORMED C THAT NNA DOES APPRECIATE C'S FEEDBACK. RCAS INFORMED C THAT SHOULD C HAVE FURTHER ISSUES WITH VEH TO NOT TO HESITATE IN CONTACTING DLRSHP OR THAT C CAN ALSO CONTACT NNA AT 1 800 NISSAN1. RCAS THANKED C FOR BUSINESS. C THANKED RCAS FOR CALLING AND DISCONNECTED. RCAS CLOSING FILE AS C NEEDS NO FURTHER ASSISTANCE. RCAS VERIFIED TREAD ACT CODE. @04/14-ZAB000N

SUMMARY: @04/14-ZAB000N

C HAD CONTACTED NNA FOR ASSISTANCE WITH THE BRAKE MASTER CYLINDER_DUE TO LEAKING. RCAS NOTED THAT SM AND FOM CONTACTED. RCAS NOTED THAT NNA PAID FOR PART, DLRSHP TO PAY FOR LABOR. @04/14-ZAB000N

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SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

NONE TAKEN, CUSTOMER IS OUT OF WARRANTY, THIS CUSTOMER HAS NO HISTORY AT THIS
DEALERSHIP. DEALERSHIP'S FOM DECLINED REPAIRS. THIS DEALERSHIP WILL ONLY REPAIR
CUSTOMERS CAR WITH AN AUTHORIZATION FROM NISSAN OR THE CUSTOMER. WE WILL NOT
ASSUME ANY GOODWILL EXCEPT TO SERVICE THIS VEHICLE WITH AUTHORIZATION. PLEASE
CLOSE THIS CASE. CUSTOMER CANNOT DEMAND WARRANTY AFTER THE WRITTEN WARRANTY IS
PAST. PLEASE CLOSE THIS CASE. THANK YOU MICHAEL HORWITZ @03/27-5244

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT1C	ROOT CAUSE: SNFA
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 1	DATE: 04 / 07 / 10	USERID: ZPA012N
OTHER #: 0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 1	DATE: 03 / 31 / 10	USERID: ZNP099N
RESP DLR: 5244	EFFECTIVE: 03 / 24 / 10	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZRV035N	
HISTORY:	UPDATE BY: ZAB000N	
SVC CALL#:	UPDATE DATE: 04 / 14 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 04 / 14 / 10	MICROFILM: N
RESP CAA: BAILEY, ALKA	OLM: SMIT AGNES	DOM: FENTON JOE
PHONE: 0000041503	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 8/10/2011
TIME: 11:09:18 AM

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: O FALLON
ST/ZIP: MO [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: 1N4AL21EX7C [REDACTED] Y
YR/MDL: 2007.0 ALT MILEAGE: 38810
IN SVC DATE: 01 / 24 / 07
VCAN: N RTL DLR: 2746 D. PATRICK NISSAN
PAID: SVC DLR: 1768 ST. CHARLES NISSAN INC
SUSP: RESP DLR: 1768 ST. CHARLES NISSAN INC
DENY: REGION: 24 DIST: SL/SV/PT: 06 06 36

LETTER RECEIVED 00 / 00 / 00 EXEC: 03 / 24 / 10 EMAIL: 03 / 24 / 10
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 1768 ST. CHARLES NISSAN
OUTSIDE WARRANTY BY (B) MONTHS: 2 MILES: 2810 (PT) MONTHS: MILES:

ORIG CODE: EE 11 OPEN DATE: 03 / 24 / 10 XFER/RSPNSBLTY: 24 08 S
CONTACT (S): FOLLOWUP DATE: 04 / 19 / 10 DATANET (Y/N): 3
SEVERITY: 9 CLOSE DATE: 04 / 16 / 10 DATANET (Y/N): 04 / 19 / 10

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD BRAKES WA PREMATURE WEAR/FAILURE

CONFIDENTIAL

DATE: 8/10/2011
TIME: 11:09:18 AM

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C. A. R. COMMENTS

FILE OPENED-ZRM764N 03/24/2010

**EXEC RM RECEIVED EMAIL FROM TOKYO ATTACHING LETTER ADDRESSED TO CEO CG.
NO PREVIOUS FILES FOUND

DETAILS IN LETTER STATE: (SUMMARIZED)

C RECENTLY VISITED C'S LOCAL DLR DUE TO BRAKE LIGHT ILLUMINATING. C STATED
DLR INFORMED C THE BRAKE MASTER CYLINDER WAS LEAKING DUE TO DESIGN FLAW. C
STATED COST TO REPAIR \$426.32. C STATED C PURCHASED VEHICLE DUE TO NNA
HIGH QUALITY VEH AND IF ISSUE IS DUE TO POOR DESIGN THEN C SHOULD NOT BE
CHARGED. C STATED C ALSO PURCHASED AND EXTENDED WARRANTY SO C'S EXPENSE
ONLY CAME TO \$131.74 TO INCLUDE THE \$100 DED AND REGULAR MAINTENANCE OIL
CHANGE. @03/24-ZRM764N

**EXEC RM NOTES LETTER NOT REQUESTING ANY ASSISTANCE BUT COMPLAINT.
EXEC RM CALLED C AT 4:15PM CST AND LEFT VMX. @03/24-ZRM764N

**EXEC RM CALLED C AT 2:30PM CST AND LEFT VMX FOR C. @03/29-ZRM764N
(CYLINDER IS BASIC COMPONENT AND DED IS FOR AFTER MARKET CONTRACT.) EXEC IS
DENYING ANY FURTHER ASSISTANCE. @03/29-ZRM764N

@03/29-ZRM764N
***EXEC RM CALLED C AT 3:51PM CST AND LEFT VMX. @03/30-ZRM764N
SENT LETTER FOR APOLOGY FOR DLR EXPERINENCE. @03/30-ZRM764N

**EXEC RM RECEIVED VMX FROM C. @04/09-ZRM764N

**EXEC RM CALLED C AT 4:39PM CST. EXEC RM STATED EXEC WAS OUT ON VACATION AND
APOLOGIZED FOR ANY INCONVENIENCE. C STATED NO PROBLEM, C HAD JUST CONTACTED
EXEC TODAY. EXEC STATED THE REASON EXEC WAS CALLING IS BECAUSE NNA'S TOKYO
OFFICE CONTACTED EXEC AND REQUESTED EXEC RM FOLLOW UP WITH C. EXEC APOLOGIZED
FOR ANY INCONVENIENCE C MAY HAVE EXPERIENCED. EXEC STATED THE DEDUCTIBLE FOR
C'S CONTRACT WAS \$100 AND C WAS DISSATISFIED, HOWEVER THE CONTRACT IS NOT
A NISSAN CONTRACT BUT AN AFTERMARKET SOURCE. C STATED C WAS UNAWARE AND
APOLOGIZED FOR CONTACTING EXEC. EXEC STATED NOT TO APOLOGIZE. EXEC STATED
NNA STILL AS SATISFACTION WOULD LIKE TO OFFER C A \$100 SVC CREDIT TO C AS
A ONE TIME GESTURE. EXEC STATED THE CREDIT WILL ONLY BE GOOD FOR 6 MONTHS AND
WILL HAVE TO BE USED ALL AT ONCE BECAUSE CHANGE WILL NOT BE GIVEN. C STATED
HOW WILL C BE ABLE TO USE THE CREDIT. EXEC STATED THE DLR WILL HAVE THE
INFORMATION AND THE CLAIM NUMBER (FILE#) WILL BE ATTACHED TO C'S VIN. EXEC
STATED MONDAY, EXEC WILL BE ABLE TO PROCESS THE CREDIT FOR C. C STATED
THIS WOULD BE GREAT BECAUSE C NEEDS MAINTENANCE WORK ON THE 12TH. EXEC STATED
EXEC WAS HAPPY EXEC COULD HELP. C THANKED EXEC RM AND STATED C WILL BE AT
THE DAY# ON MONDAY. EXEC THANKED C AND STATED TO EXPECT A CALL BY COB MONDAY.
C THANKED EXEC AND CALL ENDED. @04/09-ZRM764N

***EXEC RM SUBMITTED \$100 S/C REQUEST TO DRTS-DT. (PARAMETERS LISTED IN
PREVIOUS PAGE NOTES.) @04/09-ZRM764N

**DRTS-DT REVIEWED. S/C IN THE AMOUNT OF \$100 LOGGED AND AVAILABLE TO C. S/C
OFFERED 04/09/10 EXPIRES 10/09/10. @04/12-ZDT877N

**EXEC RM CALLED C AT 6:50PM CST AND STATED CREDIT IS AVAILABLE TO PLEASE
CONTACT EXEC RM. @04/14-ZRM764N

**EXEC RM CALLED DLR AT 6:52PM CST AND LEFT VMX FOR SM. @04/14-ZRM764N
@04/14-ZRM764N

CLOSE AFTER C ADVISED. @04/14-ZRM764N
**EXEC RM CALLED C AT 4:29PM CST AND LEFT VMX. @04/15-ZRM764N

**EXEC RM CALLED C AT 4:57PM CST AND LEFT VMX STATING THIS IS EXEC RM'S
FINAL CALL AND IF C HAS ANY ISSUES USING CREDIT TO FEEL FREE TO CONTACT
EXEC RM BACK AT [REDACTED]. @04/16-ZRM764N

**EXEC RM CALLED DLR AT 4:58PM CST AND SPOKE WITH THE SM-DURBIN. EXEC RM
STATED EXEC RM WASN'T ABLE TO CONTACT C BACK YET BUT WANTED THE DLR TO KNOW

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THE SVC CREDIT WAS IN THE SYSTEM AND READY FOR USE. SM THANKED EXEC RM AND ASKED FOR EXEC TO RE-DATANET THE FILE. EXEC RM AGREED AND CALL ENDED. CLOSE FILE PENDING CALL BACK. @04/16-ZRM764N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE
DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE CUSTOMER.
PLEASE REVIEW COMPLAINT WITH SERVICE MANAGER. EXEC-REBECCA MARTIN 615-725-7754
FOLLOW-UP IS DUE ON OR BEFORE
DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE CUSTOMER.
SERVICE CREDIT AVAILABLE TO CUSTOMER IN THE AMOUNT OF \$100. EXPIRES 10/12/10
FOLLOW-UP IS DUE ON OR BEFORE
DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE CUSTOMER.

DEALER ACTION:

CONTACT(S):

SATISFIED: Y ACTION CODE: NE8C ROOT CAUSE: SDCP
CALLBACK: (Y/N) #: 0 DATE: 00 / 00 / 00 USERID:
REOPEN: CALLBACK #: 0 DATE: 00 / 00 / 00 USERID:
NEW INFO #: 1 DATE: 04 / 16 / 10 USERID: ZRM764N
OTHER #: 0 DATE: 00 / 00 / 00 USERID:
COMMENTS ONLY: #: 0 DATE: 00 / 00 / 00 USERID:
RESP DLR: 1768 EFFECTIVE: 03 / 24 / 10 CHANGED BY:
IIR-DATE: 00 / 00 / 00 TRANS DATE: 00 / 00 / 00 CHECK REQUESTED: NO
3RD PRY: PART#: CHECK ISSUED: NO
BYBACK ST: OPENED BY: ZRM764N
HISTORY: UPDATE BY: ZRM764N
SVC CALL#: UPDATE DATE: 04 / 16 / 10
CLOSE: Y (Y/N) CLOSE DATE: 04 / 16 / 10 MICROFILM: N
RESP CAA: MARTIN, REBECCA OLM: SMIT AGNES DOM: SHOOK, TODD
PHONE: 0000000000 OWNER FIRST: LANGUAGE: E ENGLISH

CONFIDENTIAL

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SC: NONE

NAME: [REDACTED] VIN: 1N4AL21E98N [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2008.0 ALT MILEAGE: 44000
CITY: PASADENA IN SVC DATE: 11 / 21 / 07
ST/ZIP: MD [REDACTED] VCAN: N RTL DLR: 3435 SHEEHY NISSAN
DAY PH: [REDACTED] PAID: SVC DLR: 3435 SHEEHY NISSAN
EVE PH: [REDACTED] SUSP: RESP DLR: 3435 SHEEHY NISSAN
DLR PH: [REDACTED] DENY: REGION: 26 DIST: SL/SV/PT: 15 15 45

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: INDEPENDENT DLR
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 8000 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 04 / 16 / 10 XFER/RSPNSBLTY: 26 15 S
CONTACT (S): FOLLOWUP DATE: 04 / 23 / 10 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 04 / 23 / 10 DATANET (Y/N): 04 / 20 / 10

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD BRAKES YI OOW GOODWILL ASSISTANCE REQUEST
OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD BRAKES YX POOR OR IMPROPER OPERATION

CONFIDENTIAL

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C. A. R. COMMENTS

FILE OPENED-ZMM159N 04/16/2010
PREVIOUS FILE FOUND: NONE
CRR-MM VERIFIED NAME, ADDRESS, VIN, MILEAGE, MAIN AND ALTERNATE
PHONE NUMBER, EMAIL ADDRESS AND RESPONSIBLE DEALERSHIP.
CRR-MM UPDATED C'S PHONE NUMBER
CRR-MM CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:
OPEN PB090 ALTIMA VARISTOR NTB08-095
CRR-MM ADVISED C OF THE RECALLS/CAMPAIGNS FOUND ON VEH.
PREVIOUS NISSAN/INFINITI VEH: NONE @04/16-ZMM159N
CRR-MM RECEIVED CALL FROM: _C_ @04/16-ZMM159N
C STATED: THAT THERE IS A LEAK INTO THE BREAK POWER BOOSTER. @04/16-ZMM159N
C STATED C TOOK C'S VEH 3435_ SHEEHY NISSAN YESTERDAY. @04/16-ZMM159N
C STATED COST OF REPAIR WOULD BE \$600.
C STATED THAT PART IS NOT COVERED UNDER WARRANTY
C STATED C IS REQUESTING FOR GOODWILL ASSISTANCE. @04/16-ZMM159N
CRR-MM ADVISED C THAT CRR-MM WILL BE FORWARDING FILE TO AN RCAS
FOR FURTHER REVIEW.
CRR-MM ADVISED C THAT C WILL RECEIVE A CALLBACK WITHIN THE END
OF THE NEXT BUSINESS DAY.
C THANKED CRR-MM FOR ASSISTANCE, C SATISFIED.
CRR-MM OFFERED FURTHER ASSISTANCE, C DECLINED
CRR-MM GAVE C NAME, EXTENSION AND FILE NUMBERS.
CRR-MM TRANSFERRING TO AN RCAS. @04/16-ZMM159N
**** @04/19-ZHS499N
RCAS-HS DATANET TO DLR.
RCAS-HS CONTACTED SM-ALLEN THOMPSON AT 2:59PM EST 4/19/10, BRAKE FLUID LOW
MASTER CYLINDER LEAKING. SM STATES THAT 15K SERIVCE IN 01/09, 3/27/08 FOR
FIRST OIL CHANGE. SM STATES VERY LITTLE HISTORY, AROUND \$700 PAYING HISTORY
SM STATES THAT NO REASON FOR ASSISTANCE AT THIS TIME
**** @04/19-ZHS499N
CRR-RS RECEIVED A CALL FROM C @04/19-ZRS030N
C STATED C WANTED TO SPEAK TO RCAS-SH @04/19-ZRS030N
CRR-RS ADVISED C THAT WILL SEND AN INTERNAL MESSAGE TO RCAS-SH FOR FURTHER
FOLLOW UP @04/19-ZRS030N
C UNDERSTOOD @04/19-ZRS030N
CRR-RS PROVIDED C RCAS-SH EXT AND DIRECT LINED @04/19-ZRS030N
CRR-RS INFORMED C THAT WAS GETTING A VMX FOR RCAS-SH, ASKED C IF C COULD LEAVE
A VMX INSTEAD @04/19-ZRS030N
C AGREED @04/19-ZRS030N
CRR-RS ASKED C FOR FURTHER ASSISTANCE, C DECLINED @04/19-ZRS030N
CRR-RS PROVIDED C NAME EXTENSION @04/19-ZRS030N
CRR-RS TRANSFERRED C TO RCAS-SH EXT @04/19-ZRS030N
CRR-RS EXITING FILE @04/19-ZRS030N
***** @04/19-ZRS030N
RCAS-HS CONTACTED C AT DAY NUMBER AT 4:43 PM EST ON 4/19/10, SPOKE TO C'S
HUSBAND. C'S HUSBAND UPDATED CONTACT NUMBER FOR C'S WIFE. RCAS CHANGED NUMBER
ON FILE. @04/19-ZHS499N
**** @04/19-ZHS499N
RCAS-HS CONTACTED C AT DAY/EVE NUMBER AT 4:44 PM EST ON 4/19/10
LEFT VMX FOR C TO CONTACT, LEFT CONTACT INFO AND FILE NUMBER @04/19-ZHS499N
**** @04/21-ZHS499N
RCAS-HS CONTACTED C AT DAY/EVE NUMBER AT 2:12 PM EST ON 4/21/10
LEFT VMX FOR C TO CONTACT, LEFT CONTACT INFO AND FILE NUMBER @04/21-ZHS499N

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@04/23-ZHS499N

RCAS-HS CONTACTED C AT DAY/EVE NUMBER AT 1:24 PM EST ON 4/23/10, RCAS ADVISED THAT NNA IS NOT ABLE TO ASSIST AS C IS OOW. C STATES THAT C IS AWARE THAT OTHER VEH HAD A RECALL AND DOES NOT UNDERSTAND WHY C DID NOT RCAS ADVISED THAT SHOULD NISSAN PUT OUT A RECALL AND IF C HAD THE REPAIRS AT A NISSAN DLR C WOULD BE ABLE TO SUBMIT THE DOCS FOR A RECALL REIMBURSEMENT. C ENDED CALL. RCAS CLOSING FILE AS NO FURTHER ASSISTANCE IS REQUIRED. @04/23-ZHS499N

SUMMARY: C CONTACTED NNA REQUESTING ASSISTANCE WITH REPAIRS REQUIRED FOR THE BRAKE BOOSTERS. SM STATES C HAS LITTLE SERVICE HISTORY AND DOES NOT FEEL THAT ASSISTANCE WOULD BE WARRANTED. RCAS DENIED ASSISTANCE. @04/23-ZHS499N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT3B	ROOT CAUSE: SNFA
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #:	DATE: 00 / 00 / 00	USERID:
RESP DLR: 3435	EFFECTIVE: 04 / 16 / 10	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZMM159N	
HISTORY:	UPDATE BY: ZHS499N	
SVC CALL#:	UPDATE DATE: 04 / 23 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 04 / 23 / 10	MICROFILM: N
RESP CAA: SWEET, HAYLEY	OLM: ROYSTER KAREN	DOM: HARDING JOE
PHONE: 0000040000	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: NONE

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

VIN: 1N4AL21E78N [REDACTED] Y
YR/MDL: 2008.0 ALT MILEAGE: 43277
IN SVC DATE: 09 / 13 / 08
VCAN: N RTL DLR: 3799 NORRIS NISSAN WEST
PAID: SVC DLR: 11027 NATIONWIDE MOTOR SLS CORP
SUSP: RESP DLR: 11027 NATIONWIDE MOTOR SLS CORP
DENY: REGION: 26 DIST: SL/SV/PT: 15 15 45

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: _NATIONWIDE NISSAN
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 7277 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 04 / 23 / 10 XFER/RSPNSBLTY: 26 15 S
CONTACT (S): FOLLOWUP DATE: 05 / 14 / 10 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 05 / 14 / 10 DATANET (Y/N): 04 / 26 / 10

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	122000	MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD	BRAKES	YI	OOW GOODWILL ASSISTANCE REQUEST
OA	VEHICLE CONCERNS	122000	MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD	BRAKES	YX	POOR OR IMPROPER OPERATION
OA	VEHICLE CONCERNS	122000	MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD	BRAKES	ZB	BROKEN/CRACKED
OA	VEHICLE CONCERNS	302000	TPMSC BOX (IPOD)VIEW
AD	BRAKES	YI	OOW GOODWILL ASSISTANCE REQUEST
OA	VEHICLE CONCERNS	302000	TPMSC BOX (IPOD)VIEW
AD	BRAKES	YX	POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZRU034N 04/23/2010

NO EMAIL

PREVIOUS FILES FOUND: NONE

RELATED: NONE

UNRELATED:

CRR-RU VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE AND PHONE NUMBER

CRR-RU UPDATED VIN, NAME, ADDRESS, PHONE NUMBER AND MILEAGE

CRR-RU CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADE FOUND: NONE @04/23-ZRU034N

CRR-RU RECEIVED CALLS FROM C

C STATED C NEEDS TO HAVE A MAJOR REPAIR AND OVER 7000M @04/23-ZRU034N

ON THE WARRANTY AND ASKING FOR A REIMBURSE FOR

A MASTER BRAKE CYLINDER AND REPLACE THE LOW TIRE PRESSURE SENSOR

C WENT TO NATIONWIDE NISSAN LAST FOUR DAYS AND C ASKING FOR A REIMBURSEMENT

FOR THE PARTS AND LABOR AMOUNTING 600\$ MASTER BRAKE CYLINDER AND FOR THE LOW

TIRE AIR PRESSURE SENSOR AMOUNTING 100\$ @04/23-ZRU034N

CRR-RU STATED WILL ENDORSE THE CONCERN TO RCAS AND EXPECT

A CALL BY THE END OF THE NEXT BUSINESS DAY

C STATED OK

C STATED CALL C AT C

CRR-RU STATED THAT THERE'S NO GUARANTEE THAT C WILL HAVE

A REIMBURSEMENT OR REFUND FROM NISSAN BUT LET RCAS INVESTIGATE C'S CONCERN

CRR-RU VERIFIED C ASKING FOR A REFUND FROM NISSAN FOR C'S MASTER BRAKE CYLINDER

AND LOW AIR PRESSURE SENSOT

C STATED YES

CRR-RU OFFERED FURTHER ASSISTANCE, C DECLINED

CRR-RU GAVE NAME EXTENSION AND FILE NUMBER

CRR-RU LEAVING FILE @04/23-ZRU034N

@04/23-ZRU034N

@04/26-ZHS499N

RCAS-HS DATANET TO DLR

@04/26-ZHS499N

RCAS-HS CONTACTED SM-TIM KRAL AT NORRIS NISSAN AT 8:47AM EST 4/26/10, SM

STATES THAT C HAD BRAKE INSPECTION NOV 2009 32839 MILES 8/30SECONDS ON

BRAKE PADS, NO CONCERNS WITH THE MASTER CYLINDERS, SM STATES C HAS BEEN

FOR 5 OIL CHANGES ALTHOUGH NO MAINTANENCE. @04/26-ZHS499N

@04/26-ZHS499N

RCAS

RCAS-HS CONTACTED SM-BRYAN ANDERSON AT 10:12AM EST 4/26/10, SM STATES NO

ISSUE WITH THE TPMS, C NEEDED A MASTER CYCLINDER WAS LEAKING INTO BOOSTER

SM STATES THAT C RECEIVED 10% OFF PARTS AND LABOUR OFF MASTER CYCLINDER

REPAIR, RCAS ASKED FOR SM TO FAX COPY OF RO.

@04/26-ZHS499N

@04/26-ZHS499N

RCAS-HS CONTACTED C AT DAY/EVE NUMBER AT 3:26PM EST 4/26/10, MAILBOX IS FULL

RCAS UNABLE TO LEAVE VMX

@04/26-ZHS499N

RCAS-HS CONTACTED C AT DAY/EVE NUMBER AT 4:25PM EST 4/28/10, MAILBOX IS FULL

@04/28-ZHS499N

CRR-ID RECEIVED CALL FROM: C

CRR-ID VERIFIED NAME, AND VERIFIED IF C'S INFO HAS CHANGED SINCE LAST CALL

C SAID NONE.

C STATED THAT C'S PHONE HAS A ISSUE BEFORE AND WANTS TO INFORM RCAS THAT C'S

PHONE IS ALREADY WORKING PROPERLY AND RCAS CAN CALL C BACK REGARDING FOR THE

UPDATES ON C'S CONCERN.

@05/05-ZID108N

CRR-ID INFORM C THAT CRR-ID WILL EMAIL RCAS-HS REGARDING THIS UPDATES AND

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C'A CALL BACK REQUEST. @05/05-ZID108N
 CRR-ID PROVIDE RCAS-CALL BACK NUMBER 1 866 799 1690 +1541
 CRR-ID INFORM C THAT CRR-ID WILL TRANSFER C TO RCAS-HS BUT INCASE C RECEIVED
 VMX C MAY LEAVE MESSSSAGE TO RCAS-HS.
 C THANKED CRR-ID FOR ASSISTANCE, C SATISFIED.
 CRR-ID OFFERED FURTHER ASSISTANCE, C DECLINED
 CRR-ID GAVE C NAME, EXTENSION AND FILE NUMBERS. @05/05-ZID108N
 CRR-ID TRIED TO TRANSFER C TO RCAS-HS VMX BUT C HANG UP.
 CRR-ID EMAILING RCAS-HS. @05/05-ZID108N
 ***** @05/10-ZHS499N
 RCAS-HS CONTACTED SM-BA AT 9:40AM EST 5/10/10, RCAS REQUESTED THE SM TO
 SEND THE RO FROM THE REPAIR RCAS GAVE FAX NUMBER. @05/10-ZHS499N
 ***** @05/10-ZHS499N
 RCAS-HS CONTACTED C AT DAY/EVE NUMBER AT 9:58AM EST 5/10/10, MAILBOX IS FULL
 RCAS UNABLE TO LEAVE VMX
 ***** @05/10-ZHS499N
 RCAS-LH CHANGING RESPONSIBILITY TO RCAS-LH @05/10-ZLH321N

 RCAS-LH PHONED DLR AT 11:52AM EST 05/12/10 AND LEFT VMX FOR SM REQUESTING
 RO TO BE FAXED TO RCAS-LH @05/12-ZLH321N
 RCAS-LH LEFT RCAS-LH FAX NUMBER IN VMX
 ----- @05/12-ZLH321N
 RCAS-LH PHONED C DAY/EVE NUMBER AT 11:54AM EST 05/12/10 AND IS NOTING THAT THE
 MAIL BOX IS FULL AND NO VMX COULD BE LEFT.
 RCAS-LH NOTING THAT FOLLOW UP WITH C IS FOR 05/14/10
 RCAS-LH CHANGING FOLLOW UP FOR 05/13/10 TO CHECK FOR REPAIR ORDER FROM DLR
 =====
 RCAS-LH NOTING NO DOCS YET.
 RCAS-LH SENT INTERNAL MESSAGE TO SERVICE MANAGER-BRYAN @05/13-ZLH321N
 ===== @05/14-ZLH321N
 RCAS-LH NOTING NO DOCS
 RCAS-LH PHONED C DAY/EVE NUMBER AT 2:37PM EST 05/14/10 AND IS NOTING THAT
 THE MAIL BOX IS FULL AND NO VMX CAN BE LEFT. @05/14-ZLH321N
 RCAS-LH SENDING POSTCARD TOO. @05/14-ZLH321N
 RCAS-LH NOTING C WAS CONTACTED 3 TIMES AND NO VMX COULD BE LEFT.
 RCAS-LH CLOSING FILE PENDING CUSTOMER CONTACT
 ---FILE SUMMARY: C REQUESTED REIMBURSEMENT. NO CONTACT WITH C @05/14-ZLH321N

 CRR-PA COLLECTED POST CARD FROM RCAS-TL
 CRR-PA SENT POSTCARD TO C
 CRR-PA EXITING FILE @05/20-ZPA624N-COMMENT

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

CONFIDENTIAL

DATE: 8/10/2011
TIME: 11:09:18 AM

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

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NT4E	ROOT CAUSE: SNFA
CALLBACK: (Y/N) #: 1	DATE: 05 / 05 / 10	USERID: ZID108N
REOPEN: CALLBACK #: 1	DATE: 00 / 00 / 00	USERID: ZID108N
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 1	DATE: 05 / 14 / 10	USERID: ZLH321N
COMMENTS ONLY: #: 1	DATE: 05 / 20 / 10	USERID: ZPA624N
RESP DLR: 11027	EFFECTIVE: 04 / 23 / 10	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZRU034N	
HISTORY:	UPDATE BY: ZLH321N	
SVC CALL#:	UPDATE DATE: 05 / 20 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 05 / 14 / 10	MICROFILM: N
RESP CAA: HENRY, LINDSAY	OLM: ROYSTER KAREN	DOM: HARDING JOE
PHONE: 0000047126	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 8/10/2011
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NISSAN MOTOR CORPORATION IN U.S.A
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REQUESTED BY: corneb2

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SC: ONE CONTRACT

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

VIN: 1N4AL21E18C [REDACTED] Y
YR/MDL: 2008.0 ALT MILEAGE: 22000
IN SVC DATE: 08 / 10 / 08
RTL DLR: 3728 ANTELOPE VALLEY NISSAN
SVC DLR: 3728 ANTELOPE VALLEY NISSAN
RESP DLR: 3728 ANTELOPE VALLEY NISSAN
REGION: 44 DIST: SL/SV/PT: 02 02 32

VCAN: Y
PAID: 5
SUSP: 0
DENY: 0

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

ORIG CODE: CT 11 OPEN DATE: 04 / 23 / 10 XFER/RSPNSBLTY: 44 02 S
CONTACT (S): FOLLOWUP DATE: 06 / 11 / 10 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 06 / 11 / 10 DATANET (Y/N): 04 / 26 / 10

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	105000	DOOR HANDLE/LATCH
AB	BODY	WT	UNABLE DIAGNOSE/DUPLICATE
OA	VEHICLE CONCERNS	105000	DOOR HANDLE/LATCH
AB	BODY	YX	POOR OR IMPROPER OPERATION
OA	VEHICLE CONCERNS	134000	GEN. ENGINE ELECTRIC COMPONENT(S)
AF	ENGINE ELECTRICAL	WT	UNABLE DIAGNOSE/DUPLICATE
OA	VEHICLE CONCERNS	134000	GEN. ENGINE ELECTRIC COMPONENT(S)
AF	ENGINE ELECTRICAL	ZT	HARD START/NO START/STALL
OA	VEHICLE CONCERNS	196000	LAMP (CENTER/VANITY/GLOVE BOX/SIDE)
AV	INTERIOR ELECTRICAL	WT	UNABLE DIAGNOSE/DUPLICATE
OA	VEHICLE CONCERNS	196000	LAMP (CENTER/VANITY/GLOVE BOX/SIDE)
AV	INTERIOR ELECTRICAL	YX	POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZAB627N 04/23/2010

NO EMAIL

PREVIOUS FILES FOUND: NONE

CRR-AB UPDATED OWNER'S INFORMATION (NAME, ADDRESS AND PHONE NUMBERS).

CRR-AB VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY, EVENING PHONE NUMBERS

EMAIL ADDRESS AND RESPONSIBLE DLR.

CRR-AB CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE

PREVIOUS NISSAN/INFINITI VEHICLE(S): NONE

CRR-AB RECEIVED CALL FROM C.

C STATED THAT C WANTS TO SEEK SOME ASSISTANCE FOR THE ISSUES ON THE VEH
TO BE FIXED

C STATED THAT C HAS BEEN EXPERIENCING SEVERAL ISSUE WITH THE VEH AND THE DLR
IS NOT ABLE TO DIAGNOSE THE ISSUE.

CRR-AB ASKED WHAT ISSUES ARE C EXPERIENCING

C STATED THAT C IS EXPERIENCING THE FOLLOWING: @04/23-ZAB627N

___- THE DRIVER DOOR WONT UNLOCK FROM THE INSIDE

___- THE VEH WONT START SOMETIMES

- THE LIGHT INSIDE THE GLOVE COMPARTMENT COMES ON WHEN ONLY IT FEELS LIKE IT

- THE CENTER CONSOLE VERY LOOSE AND IT WOBBLER.

C STATED THTAT C 'S DELAING WITH ANTELOPE VALLEY NISSAN

C STATED THAT C JUST TOOK THE VEH TO DLR TODAY AND C DEALT WITH LINDA JONES

C STATED THAT C STARTED EXPERIENCING THE ISSUE EVERSINCE C GOT THE VEH

C STATED THAT C HAS BEEN AT THE DLR FOR ALMOST 6 TIMES FOR THE ISSUES AND THE
DLR CANNOT FIND ANY ISSUES WITH THE VEH

C STATED THAT C WANTS THE ISSUE BE FIXED AND WANTS NISSAN TO DO SOMETHING
ABOUT IT

CRR-AB INFORMED C THAT THE FILE WILL BE TRANSFERRED TO RCAS.

CRR-AB INFORMED C THAT RCAS WILL CALL GIVE C A CALLBACK BEFORE
THE CLOSE OF THE NEXT BUSINESS DAY

C THANKED CRR-AB FOR ASSISTANCE, C SATISFIED.

CRR-AB OFFERED FURTHER ASSISTANCE, C DECLINED.

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

CRR-AB TRANSFERRING FILE TO RCAS. @04/23-ZAB627N

//////////////////// @04/26-ZSR400N

RCAS-SR RECEIVED FILE AND DATA NETTED TO DLR. @04/26-ZSR400N

RCAS-SR CONTACTED C ON DAY 818 681 9795 4/26/10 AT 7:29 PM EST AND LEFT VMX.

RCAS-SR CONTACTED C ON EVE 661 722 5765 4/26/10 AT 7:30 PM EST AND LEFT VMX.

//////////////////// @04/26-ZSR400N

RCAS-SR CONTACTED DLR 661 274 4700 4/28/10 AT 6:25 PM EST AND LEFT SM VMX.

RCAS-SR CONTACTED DLR 661 274 4700 4/28/10 AT 6:37 PM EST AND SPOKE WITH SM

MITCH, RCAS INQUIRED INTO C'S VEH CONCERNS. SM STATES VEH WAS IN 4/23/10 AND
DLR DID NOT DUPLICATE VEH CONCERN WITH DOOR NOT LOCKING. SM STATES THAT C WAS

ADVISED THAT THE GLOVEBOX LIGHT WILL NOT COME ON UNLESS C'S HEADLIGHTS ARE ON.
SM STATES THAT DLR ALSO REPLACED A BOLT FOR THE CENTRE CONSOLE TO CORRECT

CONCERNS. SM STATES THAT DLR DID NOT DUPLICATE FAIL START AS WELL.

SM STATES VEH LEFT SAME DAY 4/23/10. RCAS THANKED SM. @04/28-ZSR400N

RCAS-SR NOTES RCAS RECEIVED VMX FROM C 4/28/10 ASKING FOR FOLLOW UP ON FILE
LEAVING 661 722 5765. @04/28-ZSR400N

RCAS-SR CONTACTED C ON DAY 818 681 9795 4/28/10 AT 7:36 PM EST AND LEFT VMX.

RCAS-SR CONTACTED C ON EVE 661 722 5765 4/28/10 AT 7:38 PM EST AND LEFT VMX.

@04/28-ZSR400N

RCAS-MW VMX FROM C ON 4/28/10, RCAS-MW SEND INTERNAL MSG TO RCAS-SR

*** @04/29-ZMW744N

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@04/29-ZMW744N

//////////

RCAS-SR CONTACTED C ON DAY 818 681 9795 5/04/10 AT 3:15 PM EST AND LEFT VMX.
RCAS-SR CONTACTED C ON EVE 661 722 5765 5/04/10 AT 3:17 PM EST AND WAS HUNG UP ON TWICE.

@05/04-ZSR400N

@05/04-ZSR400N

CRR-GC RECEIVED CALL FROM: C , PROVIDED FILE NUMBER.
CRR-GC VERIFIED C'S NAME AND CHANGES ON C'S CONTACT INFORMATION.
C STATED HAVING PROBLEM GETTING HOLD OF RCAS-SR
C STATED C ALREADY CALLED RCAS-SR SEVERAL TIME ALREADY
CRR-GC CALL THE RCAS-TM EXT AND LANDED ON A VMX
CRR-GC CONFIRMED TO C THE RCAS-SR CONTACT INFORMATION
CRR-GC ADVISED C THAT CRR-GC WILL SEND INTERNAL MESSAGE TO RCAS-SR FOR A CALLBACK ASAP

@05/05-ZGC913N

CRR-GC OFFER TO TRANSFER CALL TO RCAS-SR EXTENSION, C ACCEPTS
CRR-GC SENDING THE INTERNAL MESSAGE
C THANKED CRR-GC FOR ASSISTANCE, C SATISFIED.

CRR-GC EXITING FILE

@05/05-ZGC913N

//////////

@05/06-ZSR400N

RCAS-SR RECEIVED VMX FROM C 5/05/10 REQUESTING CALLBACK ON [REDACTED].
RCAS-SR CONTACTED C ON EVE [REDACTED] 5/06/10 AT 7:41 PM EST AND WAS LEAVING VMX WHEN C'S DAUGHTER PICKED UP PHONE AND ADVISED RCAS TO CALL [REDACTED].
RCAS THANKED C'S DAUGHTER.

@05/06-ZSR400N

RCAS-SR CONTACTED C ON PROVIDED NUMBER [REDACTED] 5/06/10 AT 7:44 PM EST AND LEFT VMX ADVISING C TO ADVISE RCAS WHAT IT IS THAT C IS REQUESTING FROM NNA AT THIS TIME, SINCE RECENT DLR VISIT.

@05/06-ZSR400N

//////////

@05/10-ZSR400N

RCAS-SR CONTACTED C ON DAY [REDACTED] 5/10/10 AT 12:49 PM EST AND LEFT VMX.
RCAS-SR CONTACTED C ON EVE [REDACTED] 5/10/10 AT 12:51 PM EST AND LEFT VMX REQUESTING C ADVISE C WHAT IT IS C IS REQUESTING ASSISTANCE WITH FROM NNA.
RCAS-SR CONTACTED C ON PROVIDED NUMBER 661 609 6182 5/10/10 AT 12:53 PM EST AND SPOKE WITH C, RCAS INQUIRED AS TO WHAT C IS REQUESTING FROM NISSAN. C STATES C HAS BEEN HAVING THE SAME VEH CONCERNS SINCE C PURCHASED VEH NEW. C STATES THAT C HAS VIDEO TAPED C BEING LOCKED IN AND UNABLE TO GET OUT OF VEH. C STATES THAT VEH HAS BEEN TO DLR OVER SIX TIMES FOR THIS CONCERN AND THAT DLR HAS NOT BEEN ABLE TO FIX C'S VEH. C STATES THAT C FEARS FOR C'S SAFETY AS WELL AS SOMETIMES THE VEH WONT START. C STATES C HAS GONE TO DLR AND HAD ALL VEH VISITS PRINTED OUT AND CAN FAX IT TO RCAS. RCAS GAVE RCAS FAX 615 967 3812.
RCAS ADVISED C THAT RCAS UNDERSTANDS C'S CONCERNS AND ADVISED RCAS WOULD REVIEW ANY POSSIBLE OPTIONS AVAILABLE AT THIS TIME, AS RCAS HAD SPOKEN WITH DLR AND BEEN ADVISED THAT C'S CONCERN WITH VEH LOCKING C IN AND FAIL START HAS NOT BEEN DUPLICATED. RCAS ADVISED C OF FOLLOW UP 5/12/10 AFTER REVIEW OF DOCS C FAXES IN AND SPEAKING WITH REGION. C THANKED RCAS AND ENDS CALL.

@05/12-ZSR400N

RCAS-SR NOTES THAT C HAD SENT IN ILLEGIBLE DOCS 5/11/10.

@05/12-ZSR400N

RCAS-SR CONTACTED C ON PROVIDED NUMBER [REDACTED] 5/12/10 AT 7:11 PM EST AND SPOKE WITH C, RCAS ADVISED C THAT THE FAXED DOCS RECEIVED WERE NOT LEGIBLE. C STATES C WILL TRY AND FAX DOCS AGAIN TONIGHT. RCAS ADVISED OF FOLLOW UP 5/14/10. C THANKED RCAS AND ENDS CALL.

@05/12-ZSR400N

//////////

@05/14-ZSR400N

RCAS-SR RECEIVED C'S FAXED DOCS AND SENT INTERNAL MESSAGE TO FOM-FH AND CC'D ORM-JW 5/12/10.

@05/14-ZSR400N

RCAS-SR RECEIVED INTERNAL RESPONSE FROM ORM-WJ 5/12/10 ADVISING RCAS TO OFFER DTS TO LOOK OVER VEHICLE SOUNDS LIKE SOMETHING AFTERMARKET IN ELECTRICAL SYSTEM.

@05/14-ZSR400N

RCAS-SR CONTACTED C ON DAY 818 681 9795 5/14/10 AT 5:03 PM EST AND LEFT VMX

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ADVISING C THAT C'S FAXED DOCS CAME THROUGH AND WERE LEGIBLE. RCAS ADVISED C THAT NNA WOULD LIKE TO SCHEDULE INSPECTION OF VEH. @05/14-ZSR400N

RCAS-SR CONTACTED C ON EVE [REDACTED] 5/14/10 AT 5:06 PM EST AND SPOKE WITH C, RCAS ADVISED C THAT RCAS HAD RECEIVED C'S FAXED DOCS AND HAD REVIEWED WITH REGIONAL STAFF OPTIONS. RCAS ADVISED C THAT NNA WOULD LIKE TO SCHEDULE A DTS INSPECTION. C STATES OK. RCAS ADVISED C THAT RCAS WOULD ADVISE C OF DTS DATE AND FOLLOW UP 5/18/10. C THANKED RCAS FOR FOLLOW UP AND ENDS CALL.

RCAS-SR SUBMITTED DTS REQUEST TO ORM-JW 5/14/10. @05/14-ZSR400N

////////// @05/18-ZSR400N

RCAS-SR RECIEVED INTERNAL RESPONSE FROM DTS-DB 5/17/10 ADVISING DTS APPT WILL BE SET FOR 5/21/10 AT 10:30 AM. @05/18-ZSR400N

RCAS-SR CONTACTED C ON EVE [REDACTED] 5/18/10 AT 7:23 PM EST AND SPOKE WITH C, RCAS ADVISED C OF DTS DATE SET FOR 5/21/10 AT 10:30 AM. C CHECKED C'S DATE BOOK AND ADVISED THAT THIS IS FINE. RCAS ADVISE INSPECTION IS TO TAKE PLACE AT ANTELOPE VALLEY DLR. C THANKED RCAS. RCAS ADVISED C THAT RCAS WOULD FOLOW UP AFTER INSPECTION 5/24/10. C THANKED RCAS AND ENDS CALL. @05/18-ZSR400N

RCAS-SR FORWARDED INTERNAL RESPONSE TO SM-MM 5/18/10 SO THAT DLR IS AWARE OF DTS INSPECTION. @05/18-ZSR400N

////////// @05/24-ZSR400N

RCAS-SR RECIEVED INTERNAL MESSAGE FROM DTS-DB 5/24/10 ADVISING THAT DTS HAD INSPECTED VEH ON 5/21/10 AND DTS WAS NOT ABLE TO DUPLICATE THEIR ISSUE WITH THE WINDOWS ROLLING DOWN AND DOORS LOCKING. DTS SPOKE TO C ABOUT C'S STARTING ISSUE AND BASED ON THEIR TESTIMONY, DTS REPLACED THE BRAKE LIGHT SWITCH THAT SEEMED A LITTLE STICKY. C'S ALSO SAID THAT C'S BRAKE LIGHT ON THE DASH WAS COMING ON AT TIMES. DTS FOUND THAT THE BRAKE MASTER CYLINDER WAS LEAKING INTO THE BRAKE BOOSTER SO WE REPLACED THAT ALSO. DTS ATTACHED R/OS FOR FILE KEEPING AS WELL. @05/24-ZSR400N

RCAS-SR RECIEVED VMX FROM C 5/22/10 LEAVING CONTACT 661 722 5765 AND ADVISED RCAS THAT C HAD VEH INSPECTED HOWEVER IS STILL HAVIGN SOME ELECTRONIC ISSUES.

RCAS-SR CONTACTED C ON EVE [REDACTED] 5/24/10 AT 1:58 PM EST AND LEFT VMX.

RCAS-SR CONTACTED C ON DAY [REDACTED] 5/24/10 AT 2:00 PM EST AND LEFT VMX. @05/24-ZSR400N

----- @05/24-ZSP733N

CRR-SP RECEIVED CALL FROM: C _____, PROVIDED FILE NUMBER.
CRR-SP VERIFIED C'S NAME AND CHANGES ON C'S CONTACT INFORMATION.

C STATED C WONT EVEN REMEMBER THE NAME OF THE PERSON THAT C SPOKE WITH
C SAID THAT THE TRUNK ON C'S VEH WONT WORK INSIDE. @05/24-ZSP733N

CRR-SP INFORMED C THAT RCAS-SR CALLED C A WHILE AGO.
CRR-SP PROVIDE THE NUMBER OF RCAS-SR 1.866.799.1690 + RCAS EXTENSION 1646

CRR-SP INFORMED C THAT CRR-SP WILL BE SENDING AN INTERNAL MESSAGE TO RCAS-SR.
C THANKED CRR-SP FOR ASSISTANCE, C SATISFIED. @05/24-ZSP733N

CRR-SP OFFERED FURTHER ASSISTANCE, C DECLINED.
CRR-SP GAVE NAME AND EXTENSION.

CRR-SP EXITING FILE @05/24-ZSP733N
////////// @05/26-ZSR400N

RCAS-SR CONTACTED C ON EVE [REDACTED] 5/26/10 AT 7:17 PM EST AND LEFT VMX.
////////// @06/02-ZSR400N

RCAS-SR NOTES RCAS WAS OUT OF OFFICE 5/28/10. @06/02-ZSR400N

RCAS-SR CONTACTED C ON EVE [REDACTED] 6/02/10 AT 1:33 PM EST AND LEFT VMX.

RCAS-SR CONTACTED C ON DAY [REDACTED] 6/02/10 AT 1:36 PM EST AND SPOKE WITH C, RCAS INQUIRED AS TO C'S VEH CONCERNS WITH TRUNK AND IF C HAS BEEN BACK INTO DLR. C STATES C HAD MADE AN APPT HOWVER HAD TO CANCEL IT DUE TO INCONVEINANCE
C STATES C WILL MAKE APPT AND GO INTO DLR. RCAS ADVISED C OF FOLLOW UP 6/04/10 AND AT THAT TIME C COULD ADVISE RCAS OF APPT MADE OR IF C HAS BEEN INTO DLR AS OF YET. C AGREES AND THANKED RCAS FOR CALLING C. @06/02-ZSR400N

////////// @06/04-ZSR400N

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RCAS-SR CONTACTED C ON DAY [REDACTED] 6/04/10 AT 6:04 PM EST AND LEFT VMX.
 @06/07-ZSR400N
 @06/07-ZSR400N
 RCAS-SR RECEIVED VMX FROM C 6/04/10 AT 8:11 PM EST ADVISING RCAS THAT C HAD
 MADE APPT FOR DLR INSPECTION OF TRUNK CONCERN 6/05/10 AT 10 AM AND WILL LET
 RCAS KNWO DETAILS 6/07/10. @06/07-ZSR400N
 ** @06/09-ZPA899N
 RCAS-PA ASSISTING WITH FILE AS PER RS-NP'S REQUEST. @06/09-ZPA899N
 ** @06/09-ZPA899N
 RCAS-PA CALLED C AT DAY/PHONE NUMBER ON 06/09/10 AT 8:46 P.M. EST LEFT VMX
 REQUESTING CALLBACK. @06/09-ZPA899N
 RCAS-PA CALLED C AT EVE/PHONE NUMBER ON 06/09/10 AT 8:47 P.M. EST LEFT VMX
 REQUESTING CALLBACK. @06/09-ZPA899N
 .
 CRR-PM RECEIVED CALL FROM C.
 CRR-PM VERIFIED NAME AND ANY CHANGES IN CONTACT INFORMATION. @06/11-ZPM510N
 C ASKED WHAT IS GOING ON WITH FILE.
 C ASKED TO SPEAK WITH SPANISH SPEAKING AGENT.
 CRR-PM TRANSFERRED C.
 CRR-PM EXITING FILE. @06/11-ZPM510N
 ***** @06/11-ZMV452N
 RCAS-MV RECEIVE A CALL FROM C ON 06/11/10 AT 2:39 PM EST TIME
 RCAS-MV VERIFIED WITH C IF ANY INFORMATON WAS CHANGE SINCE THE LAST TIME C
 CALLED NNA. C STATED ALL INFORMATION REMAINS THE SAME.
 C STATED SOMEBODY FROM NNA CALLED AT C'S PHONE NUMBER AND LEFT ANOTHER FILE
 NUMBER THAT IS NOT C'S FILE NUMBER AS A REFERENCE FILE: 6790862 @06/11-ZMV452N
 C STATED C'S VEH IS JUST FINE AT THIS TIME @06/11-ZMV452N
 C STATED C DOES NOT REQUEST OF NNA'S ASSISTANCE ANYMORE. @06/11-ZMV452N
 RCAS-MV STATED RCAS WILL FORWARD THE MESSAGE TO RCAS WORKING ON C'S FILE.
 C THANKED RCAS-MV FOR ASSISTANCE AND ENDED CALL. @06/11-ZMV452N
 RCAS-MV SENDING INTERNAL MESSAGE ON 06/11/10 AT 2:50 PM EST TIME@06/11-ZMV452N
 RCAS-PA RECEIVED INTERNAL MESSAGE FROM RCAS-MV ADVISING TO CLOSE FILE AS C
 DOES NOT NEED FURTHER ASSISTANCE. @06/11-ZPA899N
 RCAS-PA CLOSING FILE. @06/11-ZPA899N
 *** @06/11-ZPA899N
 SUMMARY: @06/11-ZPA899N
 C CALLED IN REQUESTING ASSISTANCE, SEVERAL VISIT S TO DLR REGARDING ISSUES WIT
 WITH DOOR LOCK. DLR UNABLE TO DUPLICATE. DTS INSPECTION WAS PERFORMED. NO
 ISSUES DUPLICATED. C TOOK VEH TO DLR AND C REPORTED VEH IS FINE AND DOES NOT
 NEED FURTHER ASSISTANCE. RCAS-PA CLOSING FILE. @06/11-ZPA899N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

CONFIDENTIAL

DATE: 8/10/2011
TIME: 11:09:18 AM

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NT1A	ROOT CAUSE: SCSD
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 0	DATE: 00 / 00 / 00	USERID:
RESP DLR: 3728	EFFECTIVE: 04 / 23 / 10	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZAB627N	
HISTORY:	UPDATE BY: ZPA899N	
SVC CALL#:	UPDATE DATE: 06 / 11 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 06 / 11 / 10	MICROFILM: N
RESP CAA: ANDREWARTHA, PAOLA	OLM: SMIT AGNES	DOM: BENDICK, RON
PHONE: 0000000000	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 8/10/2011
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----- CONSUMER AFFAIRS -----

CA6794832

SERVICE CONTRACTS SUMMARY

DATE: 8/10/2011
TIME: 11:09:18 AM
MODEL YEAR: 2008.0
MAKE:
MODEL LINE: ALT

NAME: [REDACTED]

VIN:

IN SCV DATE: 8/10/2008

SEO NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
107	[REDACTED]	3728 CA	8/10/2008	8/10/2014	75,000		

CONFIDENTIAL

DATE: 8/10/2011
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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CONTRACT:	██████████	CONTRACT:	
OWNER NAME:	████████████████████	OWNER NAME:	
PLAN TYPE:	C	PLAN TYPE:	
PLAN TERM:	D	PLAN TERM:	
DEDUCTABLE:	\$ 50	DEDUCTABLE:	
EFFECTIVE:	08/10/08	EFFECTIVE:	
EXPIRES:	08/10/14 MILES: 75,000	EXPIRES:	MILES:
CANCEL:	MILES:	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION:	8/11/2008	TRANSACTION:	
PRINTED:	08/15/08	PRINTED:	
DEALER NO:	3728 STATE: CA	DEALER NO:	STATE:
DEALER NAME:	ANTELOPE VALLEY NISSAN	DEALER NAME:	

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DATE: 8/10/2011
TIME: 11:09:18 AM

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SC: MULTI CONTRACT

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

VCAN: Y
PAID: 18
SUSP: 0
DENY: 0

VIN: 1N4AL21E77N [REDACTED] Y
YR/MDL: 2007.0 ALT MILEAGE: 36000
IN SVC DATE: 02 / 19 / 07
RTL DLR: 3442 BAKER NISSAN SOUTH
SVC DLR: 2614 DOUGLASS NISSAN, INC.
RESP DLR: 2614 DOUGLASS NISSAN, INC.
REGION: 32 DIST: SL/SV/PT: 08 08 38

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 2614_ DOUGLASS NISSAN,
OUTSIDE WARRANTY BY (B) MONTHS: 63 MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 05 / 13 / 10 XFER/RSPNSBLTY: 32 08 S
CONTACT (S): FOLLOWUP DATE: 05 / 20 / 10 DATANET (Y/N): 1
SEVERITY: 3 CLOSE DATE: 05 / 20 / 10 DATANET (Y/N): 05 / 20 / 10

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD BRAKES WA PREMATURE WEAR/FAILURE
OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD BRAKES YE MULTIPLE REPAIR ATTEMPTS

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C. A. R. COMMENTS

FILE OPENED-ZMH815N 05/13/2010
PREVIOUS RELATED/UNRELATED FILES FOUND: NONE
CRR-MH VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY & EVENING
PHONE, AND RESPONSIBLE DLR.
UPDATED OWNERS DATABASE
CRR-MH CHECKED OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: _NONE
CRR-MH INFORMED C OF NO OPEN RECALLS__N/A
PREVIOUS NISSAN/INFINITI VEHICLES: NONE @05/13-ZMH815N
CRR-MH RECEIVED CALL FROM WHO HAD PREVIOUS FILE 6685565 WHICH RELATED TO THE
CURRENT SITUATION ABOUT THE MASTER CYLINDER ON C'S VEH WHICH C HAD HAD
REPLACED FOR THE 4TH TIME AND NOW C NEEDS TO GET THE MASTER CYLINDER REPLACED
FOR THE FIFTH TIME AT 2614_ DOUGLASS NISSAN, INC WHERE C'S VEH IS SITTING
RIGHT NOW AND NEEDS ANOTHER MASTER CYLINDER. @05/13-ZMH815N
C IS CONCERNED WITH C'S WIFE'S SAFETY AS THE MASTER CYLINDER IS PART OF THE
BRAKE SYSTEM AND C STATES THAT THIS IS A VERY SERIOUS SAFETY CONCERN FOR C AND
C'S WIFE'S SAFETY AS C'S WIFE DRIVES THIS VEH. @05/13-ZMH815N
C IS ASKING NISSAN CAN TRY TO FIND OUT WHAT IS WRONG WITH C'S VEH AS 5
MASTER CYLINDERS HAVE BEEN REPLACED AND THE FIFTH ONE IS BEING REPLACED
TODAY AT THE DLRSH. C WOULD BE FINE WITH THE DLR KEEPING C'S VEH AND HAVEING
THE PROBLEM WITH C'S VEH MASTER CYLINDER AND DIAGNOSE THE PROBLEM THAT KEEPS
MAKING THE MASTER CYLINDER GO OUT. @05/13-ZMH815N
C STATES THAT IN 2 - 2 1/2 YEARS C HAS HAD 5 MASTER CYLINDERS REPLACED.
C IS ALSO SEEKING RENTAL COVERAGE WHILE C'S VEH IS BEING DIAGNOSED.
C STATES THAT IF NNA IS UNABLE TO DIAGNOSE THE PROBLEM WITH C'S MASTER
CYLINDER GOING OUT. @05/13-ZMH815N
C IS TIRED OF GOING TO THE DLRSH. FOR THIS SITUATION @05/13-ZMH815N
CRR-MH INFORMED C THAT A REGIONAL SPECIALIST WILL BE GETTING A HOLD OF
CUSTOMER BY THE END OF THE NEXT BUSINESS DAY @05/13-ZMH815N
ZZ @05/13-ZMH815N
CRR-MH OFFERED C ADDITIONAL ASSISTANCE, C DECLINED
CRR-MH GAVE C NAME, EXTENSION AND FILE NUMBER
CRR-MH TRANSFERRING FILE TO RCAS FOR FURTHER REVIEW. @05/13-ZMH815N
@05/13-ZMH815N
***** @05/19-ZPP435N
RCAS-PP RECEIVED EMAIL FROM RS-NP AT 5:39PM EST ON 05/19/10, STATING
FILE WAS NOT ASSIGNED PROPERLY, AND FILE IS NOW IN RCAS-PP RESPONSIBILITY.
RCAS-PP NOTING RCAS-PP RECEIVED FILE FOR THE 1ST TIME TODAY, AND SETTING F/U
FOR TOMORROW 05/20/10. @05/19-ZPP435N
***** @05/19-ZPP435N
RCAS-PP SENT EMAIL TO SM TODD COX AT 6:41PM EST ON 05/19/10, REQUESTING AN
UPDATE. @05/19-ZPP435N
***** @05/19-ZPP435N
RCAS-PP RECEIVED EMAIL FORM SM TODD COX AT 7:56AM EST ON 05/19/10, STATING
CUSTOMER BROUGHT VEHICLE TO DEALERSHIP 5/13/10, RO#87494, BECAUSE BRAKE
LIGHT WAS COMING ON AT TIMES. RESEARCHED VEHICLE HISTORY AND FOUND MASTER
CYLINDER HAD BEEN REPLACED 2 TIMES. DIAGNOSED PROBLEM AS LEAKING FLUID INTO
BRAKE BOOSTER. CONTACTED TECH LINE AND WAS TOLD THAT MASTER CYLINDERS
PRODUCED BEFORE FEB '10 DID HAVE A PROBLEM AND TO ORDER A NEW ONE FROM PDC
AND WOULD BE A COUNTERMEASURE PART. INSTALLED NEW PART. CUSTOMER WAS PUT IN A
RENTAL WHILE WORK WAS PERFORMED. CUSTOMER SEEMED SATISFIED WITH REPAIR.ZPP435N
@05/20-ZPP435N @05/20-ZPP435N
@05/20-ZPP435N
***** @05/20-ZPP435N

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RCAS-PP CALLED DAY NUMBER AT 5:12PM EST ON 05/20/10, AND SPOKE IWTH C.
RCAS-PP DEEPLY APOLOGIZED FOR THE DELAY AND ADVISED C THAT RCAS-PP RECEIVED
UPDATE FROM SM WHO ADVISED THAT REPAIR IS COMPLETED AND C IS HAPPY WITH IT
AND C WOULD LIKETO CONFIRM THAT. C STATED C IS HAPPY FORT NOW, BUT C IS NOT
SURE THAT FIX WILLLAST FOR VERY LONG, AS THIS IS THE \$TH REPLACEMENT C HAS
HAD. C STATED ASKED RCAS-PP WHAT C CAN EXPECT IF PART FAILS AGAIN. RCAS-PP
ADVISED C THAT IF C SHOULD HAVE ANOTHER FAILURE C IS WELCMOE TO CALL RCAS-PP
BACK AND RCAS-PP WOULD BE HAPPY TO SUBMIT AN RHR TO LEGAL DEPT FOR REVIEW.
C STATED C UNDESTANDS. RCAS-PP GAVE NAME, NUMBER AND EXTENSION, AND FILE NUMBE
C THANKED RCAS-PP AND DISCONNECTED THE CALL. @05/20-ZPP435N
RCAS-PP CLOSING FILE PENDING C CALL BACK. @05/20-ZPP435N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

CONTACT(S):
SATISFIED: Y ACTION CODE: NT1A ROOT CAUSE: SCMV
CALLBACK: (Y/N) #: 0 DATE: 00 / 00 / 00 USERID:
REOPEN: CALLBACK #: 0 DATE: 00 / 00 / 00 USERID:
NEW INFO #: DATE: 00 / 00 / 00 USERID:
OTHER #: DATE: 00 / 00 / 00 USERID:
COMMENTS ONLY: #: 0 DATE: 00 / 00 / 00 USERID:
RESP DLR: 2614 EFFECTIVE: 05 / 13 / 10 CHANGED BY:
IIR-DATE: 00 / 00 / 00 TRANS DATE: 00 / 00 / 00 CHECK REQUESTED: NO
3RD PRY: PART#: CHECK ISSUED: NO
BYBACK ST: OPENED BY: ZMH815N
HISTORY: UPDATE BY: ZPP435N
SVC CALL#: UPDATE DATE: 05 / 20 / 10
CLOSE: Y (Y/N) CLOSE DATE: 05 / 20 / 10 MICROFILM: N
RESP CAA: PINNOCK, PATRICE OLM: SMIT AGNES DOM:
PHONE: 0000041598 OWNER FIRST: LANGUAGE: E ENGLISH

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

CA6812322

SERVICE CONTRACTS SUMMARY

DATE: 8/10/2011
TIME: 11:09:18 AM
MODEL YEAR: 2007.0
MAKE:
MODEL LINE: ALT

NAME: [REDACTED] VIN:
IN SCV DATE: 1/26/2011

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

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

CA6812322

SERVICE CONTRACTS SUMMARY

DATE: 8/10/2011
TIME: 11:09:18 AM
MODEL YEAR: 2007.0
MAKE:
MODEL LINE: ALT

NAME: [REDACTED] VIN:
IN SCV DATE: 1/26/2011

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

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

CA6812322

SERVICE CONTRACTS SUMMARY

DATE: 8/10/2011
TIME: 11:09:18 AM
MODEL YEAR: 2007.0
MAKE:
MODEL LINE: ALT

NAME: [REDACTED] VIN:
IN SCV DATE: 2/19/2007

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

108	[REDACTED]	5017	CO	1/26/2011	2/19/2014	100.000
109	[REDACTED]	26ESC	CA	1/26/2011	1/26/2012	53.317
110	[REDACTED]	3442	TX	2/19/2007	2/19/2014	100.000

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CONTRACT: [REDACTED]	CONTRACT:
OWNER NAME: [REDACTED]	OWNER NAME:
PLAN TYPE: E	PLAN TYPE:
PLAN TERM: Q	PLAN TERM:
DEDUCTABLE: \$ 50	DEDUCTABLE:
EFFECTIVE: 01/26/11	EFFECTIVE:
EXPIRES: 02/19/14 MILES: 100,000	EXPIRES: MILES:
CANCEL: MILES:	CANCEL: MILES:
TRANSFER:	TRANSFER:
TRANSACTION: 2/2/2011	TRANSACTION:
PRINTED: 02/05/11	PRINTED:
DEALER NO: 5017 STATE: CO	DEALER NO: STATE:
DEALER NAME: WOODMEN NISSAN	DEALER NAME:

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CONTRACT:	[REDACTED]	CONTRACT:	
OWNER NAME:	[REDACTED]	OWNER NAME:	
PLAN TYPE:	L	PLAN TYPE:	
PLAN TERM:	L	PLAN TERM:	
DEDUCTABLE:	\$	DEDUCTABLE:	
EFFECTIVE:	01/26/11	EFFECTIVE:	
EXPIRES:	01/26/12	EXPIRES:	MILES:
	MILES: 53,317		
CANCEL:	MILES:	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION:	2/28/2011	TRANSACTION:	
PRINTED:	03/05/11	PRINTED:	
DEALER NO:	26ESC	DEALER NO:	STATE:
	STATE: CA		
DEALER NAME:	NORTHEAST CA CONTRACTS	DEALER NAME:	

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CONTRACT: [REDACTED]	CONTRACT:
OWNER NAME: [REDACTED]	OWNER NAME:
PLAN TYPE: C	PLAN TYPE:
PLAN TERM: F	PLAN TERM:
DEDUCTABLE: \$ 50	DEDUCTABLE:
EFFECTIVE: 02/19/07	EFFECTIVE:
EXPIRES: 02/19/14 MILES: 100,000	EXPIRES: MILES:
CANCEL: MILES:	CANCEL: MILES:
TRANSFER:	TRANSFER:
TRANSACTION: 2/27/2007	TRANSACTION:
PRINTED: 03/03/07	PRINTED:
DEALER NO: 3442 STATE: TX	DEALER NO: STATE:
DEALER NAME: BAKER NISSAN SOUTH	DEALER NAME:

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SC: ONE CONTRACT

NAME: [REDACTED] VIN: 1N4BL21E57N [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2007.0 ALT MILEAGE: 41000
CITY: HUNTINGTON BEACH IN SVC DATE: 08 / 12 / 07
ST/ZIP: CA [REDACTED] VCAN: Y RTL DLR: 3873 DOUGLAS NISSAN HUNTING BCH
DAY PH: [REDACTED] PAID: 10 SVC DLR: 5163 SURF CITY NISSAN
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 5163 SURF CITY NISSAN
DLR PH: [REDACTED] DENY: 0 REGION: 44 DIST: SL/SV/PT: 06 06 36

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED X MILES 800 # NISSAN/INFINITI VEHICLES: 4
VEHICLE MAINTAINED BY: 5163_ SURF CITY NISSAN
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 5000 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 05 / 17 / 10 XFER/RSPNSBLTY: 44 06 S
CONTACT (S): FOLLOWUP DATE: 06 / 01 / 10 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 06 / 01 / 10 DATANET (Y/N): 05 / 21 / 10

CONCERN AND CATEGORY		SUBCATEGORY AND SYMPTOM	
OA	VEHICLE CONCERNS	122000	MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD	BRAKES	YI	OOW GOODWILL ASSISTANCE REQUEST
OA	VEHICLE CONCERNS	156000	COMPRESSOR (COMPRESSOR/PULLEY/SEAL)
AJ	HEATER/AIR CONDITIONING	YI	OOW GOODWILL ASSISTANCE REQUEST

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C. A. R. COMMENTS

FILE OPENED-ZMS039N 05/17/2010

PREVIOUS FILES FOUND: NONE

RELATED: NONE

UNRELATED: NONE

CRR-MS VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY, EVENING PHONE NUMBERS, EMAIL AND RESPONSIBLE DLR.

CRR-MS UPDATED C'S INFO (PHONE NUMBERS).

CRR-MS CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE

CLSD P7221 ALTIMA I-KEY FOB NTB07-053 08/03/07 10/29/07 12/21/07 3873

CRR-MS ADVISED C OF RECALL STATUS.

PREVIOUS NISSAN/INFINITI VEHICLE(S): 03 ALT, 05 350Z, 05 INFINITI G35

CRR-MS RECEIVED CALL FROM C.

C STATED C TOOK THE VEH TO 5163 SURF CITY NISSAN THIS PASSED SATURDAY AS THE CHECK ENGINE LIGHT IS COMING ON. C STATED C WAS TOLD BY NNA DLR THAT THE BRAKE MASTER CYLINDER IS LEAKING OIL AND A/C COMPRESSOR IS BAD. @05/17-ZMS039N C STATED THE BRAKE MASTER CYLINDER WAS ALREADY REPLACED BACK 10/16/08 BY THE SAME DLR AND DOESN'T AGREE THAT IT FAILED AGAIN. @05/17-ZMS039N

C STATED C WANTED TO REQUEST NNA TO COVER THE REPLACEMENT OF BOTH MASTER CYLINDER AND A/C COMPRESSOR. @05/17-ZMS039N

CRR-MS ADVISED C THAT FILE WILL BE FORWARDED TO RCAS FOR PROPER HANDLING AND RCAS WILL BE CALLING C BEFORE THE END OF THE NEXT BUSINESS DAY. C UNDERSTOOD. C STATED C SPOKE WITH SA-CHAD BROOKINS FROM 5163 SURF CITY NISSAN.

C THANKED CRR-MS FOR ASSISTANCE, C SATISFIED.

CRR-MS OFFERED FURTHER ASSISTANCE, C DECLINED

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

CRR-MS FORWARDED FILE TO RCAS. @05/17-ZMS039N

CRR-MH RECEIVED INBOUND CALL FROM C

CRR-MH VERIFIED C'S CONTACT INFORMATION HAS NOT CHANGED SINCE LAST CALL C STATED C HAD NOT RECEIVED A CALL YESTERDAY AND WOULD LIKE TO RECEIVE A FOLLOW UP PHONE CALL AS SOON AS POSSIBLE.

CRR-MH APOLOGIZED AND ADVISED C THAT CRR-MH WOULD SEND AN INTERNAL MESSAGE TO C'S REGIONAL SPECIALIST THAT C IS EXPECTING A CALL

C THANKED CRR-MH

CRR-MH SENT INTERNAL MESSAGE TO RCAS-VH INFORMING RCAS-VH OF C'S REQUEST

CRR-MH EXITING FILE

@05/19-ZMH704N

CRR-BR RECEIVED CALL FROM MS WOODS

@05/20-ZBR285N

C STATES C HAS NOT YET RECEIVED ANY CALL FROM REGIONAL SPACIALIST.

CRR-BR TOLD C THAT CRR-BR WILL BE SENDING INTERNAL MESSAGE FOR RCAS TO CALL C. C AGREED.

CRR-BR GAVE NAME, EXTENSION AND FILE NUMBER.

CRR-BR LEAVING FILE OPEN

@05/20-ZBR285N

CRR-BR EXITING FILE.

@05/20-ZBR285N

RCAS-OL DATA NET FILE ON 05/20/10

@05/20-ZOL950N

RCAS-OL CALLED C ON DAY PHONE ON 05/20/10 AT 2:13PM EST.RCAS-OL ADVISED C THAT THE FILE IS UNDER REVIEW AND RCAS IS PENDING DIAGNOSTIC REPORT FROM TH DLRSHIP FOR REVIEW WITH REGIONAL TEAM.RCAS-OL OFFERED TO CALL C ON 05/24/10

DLR CONTACT NEEDED @05/20-ZOL950N

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RCAS-RR ASSISTING ON FILE ON 5/21/10. @05/21-ZRR094N
RCAS-RR CONTACTED SA-JEFF ON 5/21/10 AT 4:56PM EST AND SPOKE WITH SA-JEFF.
RCAS-RR INQUIRED ABOUT THE DIAGNOSIS ON THE SEAT. SA STATES THAT THE SA IS
DISCUSSING MATTER WITH SERVICE DIRECTOR. SA STATES THAT THE FOM WILL BE
CONTACTED ASAP TO DISCUSS MATTER AND SEE WHAT DLR AND NNA CAN DO FOR C.

RCAS-RR UNDERSTOOD. @05/21-ZRR094N
***** @05/24-ZMH704N

CRR-MH RECEIVED AN INTERNAL VMX FROM C
CRR-MH STATES C HAS YET TO RECEIVE A CALL TODAY AND WISHED TO HAVE SOMEONE
CONTACT C AS SOON AS POSSIBLE.
CRR-MH SENDING INTERNAL MESSAGE TO RCAS-OL TO CONTACT C AS SOON AS POSSIBLE.
CRR-MH CHANGED FOLLOW UP DATE TO 05/24/10 FOR RCAS-OL
***** @05/24-ZMH704N

CRR-RV RECEIVED CALL FROM C.
CRR-RV VERIFIED NAME, AND VERIFIED IF C'S INFO HAS CHANGED SINCE LAST CALL:
C SAID NONE.
C STATED THAT C WANTS TO TALK TO THE PERSON THAT IS HANDLING C'S CONCERN.
C STATED THAT C HAS BEEN PROMISED THAT C WOULD GET A CALL TODAY BUT NO ONE
HAS CALLED C.

CRR-RV TRIED TO CONTACT RCAS-MH BUT ONLY REACHED RCAS'S VMX.
C STATED THAT C WAS TOLD TO CONTACT RCAS-VH AT EXTENSION 1615. @05/24-ZRV291N
CRR-RV TRIED TO CONTACT RCAS-VH BUT ONLY REACHED RCAS'S VMX @05/24-ZRV291N
CRR-RV ADVISED C THAT CRR-RV WILL SEND AN INTERNAL MESSAGE TO RCAS VM TO GIVE
C AN URGENT CALL BACK.
C THANKED CRR-RV FOR ASSISTANCE, C SATISFIED.
CRR-RV OFFERED FURTHER ASSISTANCE, C DECLINED.
CRR-RV GAVE C NAME, EXTENSION AND FILE NUMBERS.
CRR-RV LEAVING FILE. @05/24-ZRV291N

RECEIVED CALL FROM C.
CRR-JO VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY, EVENING PHONE NUMBERS
AND RESPONSIBLE DLR.
C STATED C NEVER RECIEVED ANY CALL FROM RCAS VENS HOZANOVIC. C IS SO
FRUSTRATED AND FEELS LIKE NOBODY WANTS TO ATTEND TO C. C WANTS TO FILE A
COMPLAINT TO THE RCAS SUPERVISOR.
CRR-JO ADVISED C THAT FILE WILL BE TRANSFERRED TO RCAS SUPERVISOR FOR REVEIEW.
AND WILL RECEIVE A CALL BY THE END OF THE NEXT BUSINESS DAY.
C AGREED.

C THANKED CRR-JO FOR ASSISTANCE, C SATISFIED.
CRR-JO OFFERED FURTHER ASSISTANCE, C DECLINED
CRR-JO GAVE C NAME, EXTENSION AND FILE NUMBERS.
CRR-JO EXITING FILE @05/25-ZJO284N

** @05/26-ZHM943N
SR-HM IN RECEIPT OF ESCALATION ON 05/26/10. @05/26-ZHM943N
SR-HM DISCUSSED FILE WITH RS-JV ON 05/26/10 AND RS-JV ADVISED FILE WILL BE
GIVEN TO RCAS-AF FOR FURTHER HANDLING. @05/26-ZHM943N
SR-HM LEFT VMX ON C'S DAY/EVENING PHONE ON 05/26/10 AT 5:05 PM EST.
** @05/26-ZHM943N

RCAS-AF MADE OUTBOUND CALL TO DLR ON 5/27/2010 AT 11:10 AM EST. @05/27-ZAF954N
RCAS-AF LEFT A VMX TO SM-MARKIN GRANADO REQUESTING INFORMATION ON REGARDS TO
THE STATUS OF VEH AND REPAIRS PENDING TO VEH. @05/27-ZAF954N
RCAS-AF LEFT CONTACT INFORMATION REQUESTING A CALL BACK A.S.A.P. @05/27-ZAF954N
RCAS-AF EXITING FILE. @05/27-ZAF954N

- @05/27-ZAF954N
RCAS-AF RECEIVED VMX FROM SM- MARKIN GRANADO ON 5/27/2010 AT 11:30 AM EST.

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SM STATED THAT FOM HAS APPROVED 100% COVERAGE ON MASTER CYLINDER AND 0%
COVERAGE ON A/C COMPRESSOR. SM ADVISED THAT C HAS BEEN NOTIFIED AND AN
APPOINTMENT FOR SATURDAY MAY 29, 2010 HAS BEEN SET TO HAVE THE MASTER CYLINDER
REPAIRED HAS BEEN MADE. @05/27-ZAF954N

- @05/27-ZAF954N
SR-HM RECEIVED VMX FROM C ON 05/27/10 AT 12:13 PM EST. @05/27-ZHM943N
SR-HM CONTACTED C ON C'S DAY PHONE ON 05/27/10 AT 1:11 PM EST. C STATES THAT
C IS HAVING AN ISSUE WITH THE A/C COMPRESSOR AND THE BRAKE MASTER CYLINDER.
C STATES THAT THE BRAKE MASTER CYLINDER WAS ALREADY REPLACED. SR-HM ADVISED C
THAT NNA HAS AGREED TO COVER THE BRAKE MASTER CYLINDER BECAUSE C HAD A
PREVIOUS ISSUE WITH IT. SR-HM ADVISED C THAT NNA IS NOT ABLE TO ALSO COVER
THE A/C COMPRESSOR. C UNDERSTOOD. C STATES THAT C IS TAKING THE VEH TO THE
DLR ON SATURDAY, 05/29/10. SR-HM ADVISED C THAT RCAS-AF WILL FOLLOW UP WITH
C ON 06/01/10 TO CHECK ON THE STATUS OF C'S REPAIRS. C THANKED SR-HM.

** @05/27-ZHM943N
RCAS-AF MADE OUTBOUND CALL TO DLR ON 6/1/2010 AT 11:44 AM EST. @06/01-ZAF954N
RCAS-AF LEFT VMX FOR SM-MARTIN REQUESTING CALL BACK TO CONFIRM REPAIRS TO VEH.

- @06/01-ZAF954N
RCAS-AF MADE OUTBOUND CALL TO C'S DAY NUMBER ON 6/1/2010 AT 11:45 AM EST.
RCAS-AF SPOKE WITH C WHO CONFIRMED THAT VEH HAD BEEN REPAIRED AND IS BACK WITH
C. RCAS-AF INQUIRED IF REPAIRS WERE SATISFACTORY WITH C . @06/01-ZAF954N
C STATED YES. @06/01-ZAF954N

RCAS-AF THANKED C FOR CONTACTING NNA AND ALLOWING RCAS TO ASSIST C.
RCAS-AF ADVISED C THAT IF THERE ARE ANY FUTURE CONCERNS TO FEEL FREE TO CONTACT
RCAS DIRECTLY AND PROVIDED EXTENSION NUMBER. @06/01-ZAF954N
C AGREED AND THANKED AGENT FOR ASSISTANCE. @06/01-ZAF954N
RCAS-AF CLOSING FILE. @06/01-ZAF954N
- @06/01-ZAF954N

SUMMARY: C CONTACTED NNA REQUESTING ASSISTANCE TO COVER REPAIRS TO MASTER
CYLINDER AS WELL AS A/C COMPRESSOR OOW GOODWILL ASSISTANCE.1-ZAF954N
RCAS-AF CONTACTED DLR WHO ADVISED THAT DLR HAD CONTACTED FOM AND PARTIAL
ASSISTANCE WAS OFFERED TO COVER ONLY THE MASTER CYLINDER. @06/01-ZAF954N
RCAS-AF CONTACTED C TO CONFIRM REPAIRS. C WAS SATISFIED. @06/01-ZAF954N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

CONFIDENTIAL

DATE: 8/10/2011
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CONTACT(S):

SATISFIED: Y	ACTION CODE: NT1C	ROOT CAUSE: SNFA
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #:	DATE: 00 / 00 / 00	USERID:
RESP DLR: 5163	EFFECTIVE: 05 / 17 / 10	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZMS039N	
HISTORY:	UPDATE BY: ZAF954N	
SVC CALL#:	UPDATE DATE: 06 / 01 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 06 / 01 / 10	MICROFILM: N
RESP CAA: FERNANDEZ, ANA	OLM: SMIT AGNES	DOM: GARN, JIM
PHONE: 0000000000	OWNER FIRST:	LANGUAGE:

CONFIDENTIAL

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

CA6815108

SERVICE CONTRACTS SUMMARY

DATE: 8/10/2011
TIME: 11:09:18 AM
MODEL YEAR: 2007.0
MAKE:
MODEL LINE: ALT

NAME: [REDACTED]

VIN:

IN SCV DATE: 11/14/2010

SEO NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
111	[REDACTED]	3933 CA	11/14/2010	8/12/2014	100,000		

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CURRENT SERVICE CONTRACT		PRIOR SERVICE CONTRACT	
CONTRACT:	[REDACTED]	CONTRACT:	
OWNER NAME:	[REDACTED]	OWNER NAME:	
PLAN TYPE:	E	PLAN TYPE:	
PLAN TERM:	Q	PLAN TERM:	
DEDUCTABLE:	\$ 50	DEDUCTABLE:	
EFFECTIVE:	11/14/10	EFFECTIVE:	
EXPIRES:	08/12/14 MILES: 100,000	EXPIRES:	MILES:
CANCEL:	MILES:	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION:	11/15/2010	TRANSACTION:	
PRINTED:	11/20/10	PRINTED:	
DEALER NO:	3933 STATE: CA	DEALER NO:	STATE:
DEALER NAME:	DIRITO BROS CONCORD NISSA	DEALER NAME:	

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DATE: 8/10/2011
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SC: NONE

NAME: [REDACTED]
[REDACTED]
CITY: COLUMBUS
ST/ZIP: OH [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: 1N4AL21EX7N [REDACTED] Y
YR/MDL: 2007.0 ALT MILEAGE: 17572
IN SVC DATE: 04 / 21 / 07
RTL DLR: 22047 BUCKEYE NISSAN, INC.
SVC DLR: 22047 BUCKEYE NISSAN, INC.
RESP DLR: 22047 BUCKEYE NISSAN, INC.
REGION: 24 DIST: SL/SV/PT: 10 10 40

VCAN: N
PAID: 7
SUSP: 0
DENY: 0

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

ORIG CODE: CT 11 OPEN DATE: 06 / 02 / 10 XFER/RSPNSBLTY: 24 10 S
CONTACT (S): FOLLOWUP DATE: 06 / 10 / 10 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 06 / 10 / 10 DATANET (Y/N): 06 / 04 / 10

CHECK PAYABLE TO: [REDACTED]
ADDRESS: [REDACTED]
CITY: COLUMBUS OH [REDACTED]
VIN: 1N4AL21EX7N [REDACTED] MODEL LINE/YEAR: ALT 2007.0

G/L VALUE CODE: [REDACTED] ACCOUNT: [REDACTED]
G/L DESCRIPTION: NORTH CENTRAL GOODW.
CHECK AMOUNT: \$ 932.91

CHK REQUEST DATE: 06/10/10 REQUESTED BY: MURRA AMA ZAM269N
CHECK APPROVED: 06/10/10 APPROVED BY: SABEY DEA KDS230R
CHECK ISSUE DATE: 06/11/10 CHECK NUMBER: 261496

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

CONCERN AND CATEGORY		SUBCATEGORY AND SYMPTOM	
OA	VEHICLE CONCERNS	121500	GEN. BRAKE COMPONENT(S)
AD	BRAKES	WA	PREMATURE WEAR/FAILURE
OA	VEHICLE CONCERNS	121500	GEN. BRAKE COMPONENT(S)
AD	BRAKES	YX	POOR OR IMPROPER OPERATION
OA	VEHICLE CONCERNS	122000	MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD	BRAKES	VF	NON-WARRANTY ITEM GOODWILL ASSISTANCE 1
OA	VEHICLE CONCERNS	122000	MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD	BRAKES	ZB	BROKEN/CRACKED

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C. A. R. COMMENTS

FILE OPENED-ZTK047N 06/02/2010

E-MAIL:

PREVIOUS RELATED FILES FOUND:NONE

PREVIOUS UNRELATED FILES FOUND:NONE

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

CRR-TK CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND @06/02-ZTK047N

CLSD P7221 ALTIMA I-KEY FOB NTB07-053 08/03/07 10/01/07 01/10/08 22047

CLSD P7226 ALT AIR DEFLECTOR NTB07-048 06/12/07 10/01/07 01/10/08 22047

CLSD R0703 ALTIMA AIR FILTER NTB07-047 06/12/07 10/01/07 01/10/08 22047

CRR-TK RECIEVED INBOUND CALLL FROM C @06/02-ZTK047N

C STATES C WENT FOR AN OIL CHANGE AND DLRSHIP DISCOVERED THAT THERE WAS SOMETHING WRONG WITH THE BREAKS. C STATES THE REAR BREAKS WERE REPLACED. C STATES THERE LIQUID IN THE BREAK BOOSTER AND THESE REPAIRE INCLUDING LABOR WAS \$758.58.

@06/02-ZTK047N

PREVIOUS NISSAN/INFINITI VEH:4

@06/02-ZTK047N

CRR-TK ASKED C WHICH DLR DIAGNOSED THE ISSUE

C STATES 22047 BUCKEYE NISSAN, INC.

CRR-TK ASKED C WHAT THE DEALER DIAGNOSIS WAS

C STATES BREAKS NEEDED TO BE REPLACED

CRR-TK ASKED C WHERE THE VEH IS NOW

C STATES WITH C, ALL FIXED UP

CRR-TK ASKED C IS THE VEH OPERABLE?

C STATES YES

CRR-TK ASKED C WHAT C WANTS FROM NNA TO RESOLVE THE ISSUE.

C STATES C WAS HOPING TO HAVE THE BREAKS AND MASTER CYLINDER COVERED BY NISSAN

C STATES ITS ONLY BEEN THREE YEARS

@06/02-ZTK047N

CRR-TK ADVISED C THAT AN RCAS AGENT WILL CONTACT C BY THE END OF THE NEXT BUSINESS DAY.

CRR-TK OFFERED FURTHER ASSISTANCE, C DECLINED

@06/02-ZTK047N

CRR-TK GAVE NAME, EXT AND FILE NUMBER TO C

CRR-TK TRANSFERRING FILE TO RCAS FOR FURTHER ASSISTANCE

@06/02-ZTK047N

* * *

RCAS-AM CALLED C AT DAY/EVE NUMBER AT 11:40AM EST ON 6/3/10 AND LEFT VMX WITH RCAS-AM CONTACT INFO FOR REFERENCE, INFO THAT RCAS-AM WOULD BE REVIEWING C'S FILE FURTHER, AND FOLLOW UP EXPECTATION OF 6/7/10, AT LATEST.

@06/03-ZAM269N

* * *

@06/03-ZAM269N

RCAS-AM SENT INTERNAL MESSAGE TO SERVICE MANAGER-DAVE MORRIS ON 6/7/10, REQUESTING DLR UPDATE ON DIAGNOSIS, CAUSE OF CONCERN, SERVICE HISTORY, DLR RECOMMENDATION, AND WARRANTY COST BREAKDOWN, WITH RCAS-AM CONTACT INFO AND REQUEST FOR INFO ASAP.

* * *

@06/07-ZAM269N

RCAS-AM RECEIVED INTERNAL MESSAGE FROM SM-DM ON 6/7/10, ADVISING RCAS-AM THAT DLR SPOKE WITH FOM-RM ABOUT CONCERN, AND THAT FOM FELT, DUE TO PAST HISTORY, AND MILEAGE ON VEH, THAT C SHOULD BE REIMBURSED FOR MASTER CYLINDER REPAIR.

@06/07-ZAM269N

* * *

RCAS-AM RECEIVED INTERNAL MESSAGE FROM FOM-RM ON 6/7/10, ADVISING THAT FOM WAS LOOKING TO REIMBURSE C FOR AMOUNT OF REPAIR, AND REQUESTING INFO ON WHETHER RCAS-AM COULD PROCESS THIS REIMBURSEMENT.

* * *

RCAS-AM SENT INTERNAL MESSAGE TO FOM-RM ON 6/7/10, ADVISING FOM THAT RCAS-AM

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COULD PROCESS REIMBURSEMENT, AND REQUESTED THAT FOM, OR DLR, FORWARD COPY OF REPAIR ORDER, AND RECEIPT OF PAYMENT, AND RCAS-AM WOULD BE HAPPY TO REIMBURSE; RCAS-AM NOTED THAT RCAS-AM TOOK INTERNAL MESSAGE TO BE WRITTEN CONFIRMATION OF C MAKING PAYMENT ON VEH. @06/07-ZAM269N

* * * @06/07-ZAM269N

RCAS-AM CALLED C AT DAY/EVE NUMBER AT 4:38PM EST ON 6/7/10 AND SPOKE WITH C. RCAS-AM ADVISED C THAT NNA HAD REVIEWED C'S HISTORY CAREFULLY, AND ADVISED THAT NNA WOULD BE IN POSITION TO OFFER FULL REIMBURSEMENT ON MASTER CYLINDER REPAIR TO VEH, ESPECIALLY WITH REGARD TO C'S PREVIOUS SERVICE HISTORY, AND MILEAGE ON VEH.

C THANKED RCAS-AM, AND NNA FOR UPDATE.

RCAS-AM INQUIRED WHETHER C COULD FAX COPY OF C'S REPAIR ORDER, AND RECEIPT OF PAYMENT, FOR CHECK TO BE PROCESSED.

C TOOK RCAS-AM FAX INFO, AND CONFIRMED MAILING ADDRESS, FOR CHECK TO BE SENT. RCAS-AM EXPLAINED THAT, ONCE DOCS HAD BEEN RECEIVED, AND REVIEWED, CHECK WOULD ARRIVE IN APPROXIMATELY 5-10 BUSINESS DAYS.

C UNDERSTOOD.

RCAS-AM INQUIRED WHETHER C REQUIRED FURTHER ASSISTANCE; C DECLINED.

RCAS-AM ADVISED C THAT C WOULD BE RECEIVING SURVEY, ON WHICH RCAS-AM HOPED C COULD SAY NNA RESOLVED C'S CONCERNS FURTHER.

C UNDERSTOOD, THANKED RCAS-AM, AND NNA, AND ENDED CALL.

RCAS-AM LEAVING FILE OPEN PENDING DOCS FROM C ONLY, FOR REIMBURSEMENT TO BE PROCESSED. @06/07-ZAM269N

RCAS-AM NOTED THAT FOM-RM SENT DOCS TO RCAS-AM ON 6/9/10, AND RCAS-AM RECEIVED DOCS ON 6/10/10.

RCAS-AM NOTED THAT THE FOLLOWING ARE THE DETAILS OF THE REIMBURSEMENT:

NAME OF DLRSHIP: FALHABER NISSAN

INVOICE NUMBER: 614566

INVOICE DATE: 06/01/10

MILEAGE: 17,572

PART NAME/NUMBER: D4060-JA00A/PADKIT, 46010-JA00A/CYL BRAK, 999MP-A4100P BRAKE

PART AMOUNT: \$417.42 TOTAL

LABOR AMOUNT: \$436.00 TOTAL

SHOP SUPPLIES: \$20.50

SUBTOTAL: \$873.92

TAX AMOUNT: \$58.99

TOTAL AMOUNT: \$932.91 @06/10-ZAM269N

RCAS-AM SUBMITTED CHECK IN SYSTEM, AND SENT TO ORM-DS ON 6/10/10, FOR APPROVAL @06/10-ZAM269N

RCAS-AM RECEIVED CHECK APPROVAL IN FILE ON 6/10/10, AND NOTED THAT NO FURTHER ACTION REQUIRED; C HAD BEEN PROVIDED FULL REIMBURSEMENT, AS REQUESTED, ON REPAIR TO BRAKES, AND MASTER CYLINDER, PER FOM'S INSTRUCTION. @06/10-ZAM269N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONFIDENTIAL

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NT2A	ROOT CAUSE: SNFA
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 0	DATE: 00 / 00 / 00	USERID:
RESP DLR: 22047	EFFECTIVE: 06 / 02 / 10	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: YES
3RD PRY:	PART#:	CHECK ISSUED: YES
BYBACK ST:	OPENED BY: ZTK047N	
HISTORY:	UPDATE BY: ZAM269N	
SVC CALL#:	UPDATE DATE: 06 / 11 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 06 / 10 / 10	MICROFILM: N
RESP CAA: MURRAY, AMANDA	OLM: SMIT AGNES	DOM: PARSONS HARRY
PHONE: 0000041626	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 8/10/2011
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SC: NONE

NAME: [REDACTED] VIN: 1N4BL21E07C [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2007.0 ALT MILEAGE: 19361
CITY: CHULA VISTA IN SVC DATE: 11 / 10 / 06
ST/ZIP: CA [REDACTED] VCAN: N RTL DLR: 2036 MOSSY NISSAN, INC.
DAY PH: [REDACTED] PAID: SVC DLR: 2036 MOSSY NISSAN, INC.
EVE PH: [REDACTED] SUSP: RESP DLR: 2036 MOSSY NISSAN, INC.
DLR PH: [REDACTED] DENY: REGION: 44 DIST: SL/SV/PT: 07 07 37

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED X MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 2036
OUTSIDE WARRANTY BY (B) MONTHS: 7 MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 06 / 07 / 10 XFER/RSPNSBLTY: 44 07 S
CONTACT (S): FOLLOWUP DATE: 06 / 09 / 10 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 06 / 09 / 10 DATANET (Y/N): 06 / 08 / 10

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	119000	BRAKE BOOSTER
AD	BRAKES	WA	PREMATURE WEAR/FAILURE
OA	VEHICLE CONCERNS	119000	BRAKE BOOSTER
AD	BRAKES	YI	OOW GOODWILL ASSISTANCE REQUEST
OA	VEHICLE CONCERNS	119000	BRAKE BOOSTER
AD	BRAKES	YX	POOR OR IMPROPER OPERATION
OA	VEHICLE CONCERNS	122000	MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD	BRAKES	WA	PREMATURE WEAR/FAILURE
OA	VEHICLE CONCERNS	122000	MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD	BRAKES	YI	OOW GOODWILL ASSISTANCE REQUEST
OA	VEHICLE CONCERNS	122000	MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD	BRAKES	YX	POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZHC710N 06/07/2010
PREVIOUS RELATED FILES FOUND:NONE
PREVIOUS UNRELATED FILES FOUND:NONE
CRR-HC VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER AND RESPONSIBLE DEALER.
CRR-HC CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @06/07-ZHC710N
CLSD P7221 ALTIMA I-KEY FOB NTB07-053 08/03/07 01/04/08 04/07/09 2036
CRR-HC ADVISED C OF RECALL STATUS
PREVIOUS NNA/INF VEH: N/A
CRR-HC RECEIVED INBOUND CALL FROM C
C STATES C TOOK VEH TO 2036 WHO DIAGNOSED THAT THE BOOSTER DAMAGED THE BRAKE MASTER CYLINDER AND NEEDS TO BE REPLACED @06/07-ZHC710N
CRR-HC ASKED C WHICH DLR DIAGNOSED THE ISSUE.
C STATES 2036
CRR-HC ASKED C WHOM C SPOKE WITH AT THE DLR. @06/07-ZHC710N
C STATES SA-RAFAEL OSIO @06/07-ZHC710N
CRR-HC ASKED C WHAT THE DLR DIAGNOSIS WAS.
C STATES BRAKE MASTER CYLINDER DAMAGE BY BOOSTER THAT NEEDS TO BE REPLACED
CRR-HC ASKED WHAT THE COST OF THE REPAIR WAS @06/07-ZHC710N
C STATES \$856 @06/07-ZHC710N
CRR-HC ASKED C WHEN C WENT TO THE DLRSHIP AND APPROX. WHAT TIME.
C STATES 06/04/10 IN THE MORNING
CRR-HC ASKED C WHEN THE ISSUE BEGAN?
C STATES ABOUT 2 WEEKS AGO C STARTED TO FEEL THE BRAKES GRAB
CRR-HC ASKED C WHERE THE VEH IS NOW?
C STATES 2036 @06/07-ZHC710N
CRR-HC ASKED C IS THE VEH OPERABLE?
C STATES NO @06/07-ZHC710N
CRR-HC ASKED C WHEN DID THE VEH BECOME INOPERABLE?
C STATES ENGINE RAN HOWEVER THE VEH WAS INOPERABLE DUE TO BRAKE SYSTEMS
CRR-HC ASKED C WHAT C WANTS FROM NNA TO RESOLVE THE ISSUE? @06/07-ZHC710N
C STATES C WOULD LIKE NNA TO TAKE CARE OF REPAIRS @06/07-ZHC710N
CRR-HC ADVISED C THAT RCAS WILL CONTACT C BY THE END OF THE NEXT BUSINESS DAY.
C UNDERSTOOD @06/07-ZHC710N
CRR-HC GAVE NAME, EXT, AND FILE NUMBER TO C.
CRR-HC THANKED C FOR C'S BUSINESS WITH NNA
CRR-HC TRANSFERRING FILE TO RCAS FOR FURTHER ASSISTANCE. @06/07-ZHC710N
@06/07-ZHC710N @06/07-ZHC710N
** @06/08-ZMG445N
CRR-MG RECEIVED CALL FROM:C ON 06.08.10 AT: 3:06PM EST. @06/08-ZMG445N
CRR-MG VERIFIED THE CONTACT PHONE NUMBER IS THE SAME.
C STATES THAT C IS INQUIRING ON THE STATUS OF THE FILE. @06/08-ZMG445N
CRR-MG INFORMED C THAT THE FILE HAS GONE TO THE RCAS FOR FURTHER HANDLING.
C STATES C APPRECIATED CRR-MG FOR ADDRESSING C AS MRS INSTEAD OF MS.
CRR-MG INFORMED C "NO PROBLEM" @06/08-ZMG445N
CRR-MG OFFERED FURTHER ASSISTANCE
C DECLINED.
CRR-MG EXITING FILE.
** @06/08-ZMG445N
RCAS-PL CALLED SM BEN BOSWELL AT 5:PM EST ON 6/8/10 AND SPOKE TO SA EMMET SM
ON VACATION AND WAS ADVISED WORK WAS DONE BRAKE MASTER \$251.67, BRAKE BOOSTER
\$154.55,FLUID \$23.00, LABOR \$420.00. @06/08-ZPL000N
..... @06/08-ZPL000N

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RCAS-PL SENT EMAIL REQUEST TO FOM BW AT 6:35 PM EST ON 6/8/10. @06/08-ZPL000N
 @06/08-ZPL000N
 RCAS-PL CALLED C AT DAY/EVE NUMBERS AT 5:58 PM EST ON 6/8/10 AND LEFT VMX.
 @06/08-ZPL000N
 RCAS-PL RECEIVED VMX FROM C AT 11:17 AM EST ON 6/9/10. @06/09-ZPL000N
 @06/09-ZPL000N
 RCAS-PL RECEIVED VMX AT 12:58 AM EST ON 8/9/10. @06/09-ZPL000N
 RCAS-PL RECEIVED EMAIL RESPONSE FROM FOM BW ADVISING OF NO ASSISTANCE AT 10:34
 PM EST ON 6/8/10. @06/09-ZPL000N
 @06/09-ZPL000N
 RCAS-PL CALLED C AT DAY/EVE NUMBERS AT 2:15 PM EST ON 6/9/10 AND LEFT VMX.
 @06/09-ZPL000N
 CELL NUMBER LEFT ON VMX 619-922-1970. @06/09-ZPL000N
 @06/09-ZPL000N
 RCAS-PL CALLED C AT 619-922-1970 AT 2:20 PM EST ON 6/9/10 AND ADVISED THAT NNA
 IS NOT IN THE POSITION TO ASSIST WITH REPAIRS TO C'S VEH AND REVIEWED WITH C T
 HAT THERE IS NO RECALL FOR BRAKE BOOSTER AND C UNDERSTOOD AND REVIEWED AS
 RCAS APOLOGIZED THAT RCAS WAS UNABLE TO ASSIST C IN THIS CASE, HOWEVER
 RCAS ENCOURAGED C TO CALL BACK FOR ANY OTHER CONCERNS.RCAS ASSURED C THAT
 RCAS HAS DONE EVERYTHING POSSIBLE TO ASSIST C AND RCAS APPRECIATES C'S
 CONTACT. RCAS THANKED C FOR C'S BUSINESS AND ADVISED C TO HAVE A GREAT DAY.
 @06/09-ZPL000N
 RCAS-PL CLOSING FILE, C NEEDED BRAKE BOOSTER AND BRAKE MASTER CYLINDER REPAIRS
 OOW, FOM DECLINED. @06/09-ZPL000N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT3B	ROOT CAUSE: SCIR	SCFA
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:	
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:	
NEW INFO #:	DATE: 00 / 00 / 00	USERID:	
OTHER #:	DATE: 00 / 00 / 00	USERID:	
COMMENTS ONLY: #:	DATE: 00 / 00 / 00	USERID:	
RESP DLR: 2036	EFFECTIVE: 06 / 07 / 10	CHANGED BY:	
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO	
3RD PRY:	PART#:	CHECK ISSUED: NO	
BYBACK ST:	OPENED BY: ZHC710N		
HISTORY:	UPDATE BY: ZPL000N		
SVC CALL#:	UPDATE DATE: 06 / 09 / 10		
CLOSE: Y (Y/N)	CLOSE DATE: 06 / 09 / 10	MICROFILM: N	
RESP CAA: LAINEN, PAUL	OLM: SMIT AGNES	DOM: JANES, PATRICK	
PHONE: 0000041491	OWNER FIRST:	LANGUAGE: E ENGLISH	

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

NAME: [REDACTED] VIN: 1N4AL21E48C [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2008.0 ALT MILEAGE: 37232
CITY: KANNAPOLIS IN SVC DATE: 02 / 18 / 08
ST/ZIP: NC [REDACTED] VCAN: N RTL DLR: 3690 WALSER NISSAN
DAY PH: [REDACTED] PAID: SVC DLR: 3768 MODERN NISSAN OF CONCORD
EVE PH: [REDACTED] SUSP: RESP DLR: 3768 MODERN NISSAN OF CONCORD
DLR PH: [REDACTED] DENY: REGION: 24 DIST: SL/SV/PT: 16 16 46

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED X MILES 21000 # NISSAN/INFINITI VEHICLES: 3
VEHICLE MAINTAINED BY: MODERN NISSAN OF CONCOR
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 1232 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 06 / 15 / 10 XFER/RSPNSBLTY: 34 16 S
CONTACT (S): FOLLOWUP DATE: 06 / 22 / 10 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 06 / 22 / 10 DATANET (Y/N): 06 / 16 / 10

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD BRAKES YI OOW GOODWILL ASSISTANCE REQUEST

CONFIDENTIAL

DATE: 8/10/2011
TIME: 11:09:18 AM

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CA6842528N

C. A. R. COMMENTS

FILE OPENED-ZCW143N 06/15/2010

PREVIOUS RELATED FILES FOUND: NONE @06/15-ZCW143N

PREVIOUS UNRELATED FILES FOUND:_NONE @06/15-ZCW143N

CRR-CW VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY & EVENING PHONE NUMBER AND RESPONSIBLE DEALER.

CRR-CW CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE

CRR-CW ADVISED C OF RECALL STATUS.

PREVIOUS NNA/INF VEH: PULSAR 1988, SENTRA 1995

CRR-CW RECEIVED INBOUND CALL FROM C.

C STATES_C WENT TO THE DLR DUE TO HAVING ISSUES WITH THE BRAKES WHERE C WAS INFORMED THAT THERE WAS SOME SORT OF BRAKE LEAKAGE AND THE BRAKE LIGHT WAS COMING ON. C CAN NOT BELIEVE THAT ALREADY C IS HAVING ISSUE WITH THE BRAKES.

CRR-CW ASKED C WHICH DLR DIAGNOSED THE ISSUE.

C STATES MODERN NISSAN OF CONCORD

CRR-CW ASKED C WHOM C SPOKE WITH AT THE DLR. @06/15-ZCW143N

C STATES TODD AT SERVICE DESK

CRR-CW ASKED C WHAT THE DLR DIAGNOSIS WAS.

C STATES SOME SORT OF LEAKAGE IN THE BRAKES

CRR-CW ASKED C WHEN C WENT TO THE DLRSHIP?

C STATES JUST TODAY

CRR-CW ASKED C WHEN THE ISSUE BEGAN?

C STATES IT HAPPENED ABOUT A COUPLE OF WEEKS AGO THEN LIGHT STARTED STAYING ON

CRR-CW ASKED C WHERE THE VEH IS NOW?

C STATES IN C'S POSSESSION

CRR-CW ASKED C IF THE VEHICLE IS OPERABLE?

C STATES VEH IS OPERABLE DUE TO DLR PUTTING FLUID IN BUT WILL GO DOWN AGAIN

CRR-CW ASKED C WHEN DID THE VEH BECOME INOPERABLE?

C STATES STILL OPERABLE

CRR-CW ASKED C WHAT C WANTS FROM NNA TO RESOLVE THE ISSUE?

C STATES C WOULD LIKE ASSISTANCE WITH THE REPAIR OF THE BRAKES AND C WAS TOLD IT WOULD BE APPROXIMATELY \$400.00 TO \$500.00 FOR THE REPAIR AND C DOES NOT HAVE THE FUNDS TO COVER THIS.

CRR-CW ADVISED C THAT RCAS WILL CONTACT C BY THE END OF THE NEXT BUSINESS DAY.

CRR-CW OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-CW ASKED C IF CRR-CW ADDRESSED AND RESOLVED C'S ISSUE TODAY.

CRR-CW ADVISED C THAT C WILL BE RECEIVING A SURVEY BASED ON THIS CALL TODAY.

CRR-CW GAVE NAME, EXT, AND FILE NUMBER TO C.

CRR-CW THANKS C FOR C'S BUSINESS WITH NNA.

CRR-CW TRANSFERRING FILE TO RCAS FOR FURTHER ASSISTANCE. @06/15-ZCW143N

RCAS-MF CALLED SM-CHRIS BLALOCK ON 06/16. RCAS WAS ADVISED THAT SM IS IN NISSAN TRAINING UNTIL 06/18

@06/16-ZMF628N

RCAS-MF CALLED C ON 06/16 AT 219PM EST. RCAS SPOKE WITH C'S NIECE VELINCIA ROSEBOURROGH. C SATTES THAT C IS THE ONE WHO OWNS THE VEH, C'S AUNT LIVES IN NJ AND SIGNED FOR C. C STATES THAT VEH NEEDS A MASTER CYLINDER AND DLR QUOTED C \$485. RCAS ADVISED C THAT RCAS WILL LOOK INTO POSSIBLE ASSISTANCE AND FOLLOW BACK UP WITH C. @06/16-ZMF628N

RCAS-MF REVIEWED IN NNA'S OWNERS DAYABASE AND WAS UNABLE TO CONFIRM OTHER VEH'S UNDER C'S NAME AND OR ADDRESS SEARCHING BACK TO 1980

RCAS-MF SPOKE IWTH SM-CHRIS BLALOCK ON 06/18. SM ADVISED THAT THE BRAKE

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MASTER CYLENDER NEEDS TO BE REPLACED -\$484.45. SM ADVISED THAT C HAS ONLY SERVICED AT THE DLR 2X AND C DIDNT PURCHASE VEH FROM DLR. SM DOES NOT RECOMMEND GOODWILL. @06/17-ZMF628N

RCAS-MF EMAILED FOM-DD TO INQUIRE ON POSSIBLE ASSISTANCE. @06/18-ZMF628N

RCAS-MF RECEIVED EMAIL BACK FROM FOM WHO DECLINED GOODWILL. @06/18-ZMF628N

@06/18-ZMF628N

RCAS-MF CALLED C ON 06/18 AT 106PM EST. RCAS-M LEFT VMX ON C'S ONLY NUMBER.

RCAS-MF RECEIVED VMX BACK FROM VELINCIA ROSEBORROUGH ON 06/18 AT 506PM EST.

C REQUESTED A CALL BACK AT [REDACTED]

RCAS-MF RECEIVED VMX BACK FROM C ON 06/21 AT 806AM EST. C REQUESTED A CALL BACK. @06/21-ZMF628N

RCAS-MF CALLED C ON 06/22 AT 1122AM EST. RCAS-MF SPOKE WITH VELENCIA ROSEBURRO ON DAY NUMBER. RCAS ADVISED THAT NNA IS UNABLE TO OFFER C THE OOW ASSISTANCE AS REQUESTED. C UNDERSTOOD AND THANKED RCAS.

RCAS-MF CLOSING FILE.

***C CALLED NNA SEEKING OOW ASSISTANCE WITH A MASTER CYLENDER. FOM WAS CONTACTED AND REQUEST DENIED. @06/22-ZMF628N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT3B	ROOT CAUSE: SNFA
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 0	DATE: 00 / 00 / 00	USERID:
RESP DLR: 3768	EFFECTIVE: 06 / 15 / 10	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZCW143N	
HISTORY:	UPDATE BY: ZMF628N	
SVC CALL#:	UPDATE DATE: 06 / 22 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 06 / 22 / 10	MICROFILM: N
RESP CAA: FORGIE, MELISSA	OLM: ROYSTER KAREN	DOM:
PHONE: 0000041657	OWNER FIRST:	LANGUAGE: E ENGLISH

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NAME: [REDACTED] SC: NONE
STREET: [REDACTED] VIN: 1N4AL21E07N [REDACTED] Y
CITY: TULSA YR/MDL: 2007.0 ALT MILEAGE: 32429
ST/ZIP: OK [REDACTED] IN SVC DATE: 05 / 17 / 07
DAY PH: [REDACTED] VCAN: N RTL DLR: 3007 JACKIE COOPER NISSAN
EVE PH: [REDACTED] PAID: SVC DLR: 3007 JACKIE COOPER NISSAN
DLR PH: [REDACTED] SUSP: RESP DLR: 3007 JACKIE COOPER NISSAN
DENY: REGION: 32 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) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 3007_ JACKIE COOPER NIS
OUTSIDE WARRANTY BY (B) MONTHS: 2 MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 07 / 21 / 10 XFER/RSPNSBLTY: 32 05 S
CONTACT (S): FOLLOWUP DATE: 08 / 12 / 10 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 08 / 12 / 10 DATANET (Y/N): 07 / 22 / 10

CHECK PAYABLE TO: [REDACTED]
ADDRESS: [REDACTED]
CITY: TULSA OK [REDACTED]
VIN: 1N4AL21E07N [REDACTED] MODEL LINE/YEAR: ALT 2007.0

G/L VALUE CODE: [REDACTED] ACCOUNT: [REDACTED]
G/L DESCRIPTION: SOUTH CENTRAL GOODW.
CHECK AMOUNT: \$ 416.43

CHK REQUEST DATE: 08/09/10 REQUESTED BY: HENRY LIN ZLH321N
CHECK APPROVED: 08/11/10 APPROVED BY: HISCO CRA KCH545R
CHECK ISSUE DATE: 08/12/10 CHECK NUMBER: 270942

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

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS	137500 CYLINDER HEAD GASKET
AG ENGINE MECHANICAL	YI OOW GOODWILL ASSISTANCE REQUEST
OA VEHICLE CONCERNS	147500 MUFFLER
AH EXHAUST SYSTEM	YI OOW GOODWILL ASSISTANCE REQUEST

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C. A. R. COMMENTS

FILE OPENED-ZPM282N 07/21/2010
PREVIOUS FILES FOUND: NONE
CRR-PM VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY AND ALTERNATE PHONE NUMBERS, EMAIL ADDRESS.
CRR-PM UPDATED C'S INFORMATION EMAIL ADDRESS IN OWNER'S DATABASE.
CRR-PM RECEIVED CALL FROM C.
C STATED THAT THE WARRANTY JUST RUNS OUT LAST MAY 2010 AND C HAVE A PROBLEM WITH THE WHEELS OF THE VEH.
C STATED THAT THERE IS A CRACK IN MUGS OF THE WHEEL.
C STATED THAT THERE IS A LEAKING AT MASTER CYLINDER (BRAKES)
C STATED THAT C PAID THE MASTER CYLINDER FOR \$416.43
C STATED THAT C NEEDS TO REPAIR THE MUFFLERS AND IT WILL COST C \$155.00
C STATED THAT IF NISSAN CAN ASSIST C WITH THE REPAIRS OF THE VEH AND C SAID THAT C PURCHASED A NISSAN BECAUSE C BELIEVES THAT IT WILL NOT COST C ANY PROBLEM. @07/21-ZPM282N
C STATED THAT C IS ALREADY RETIRED AND ALSO C CAN'T AFFORD THE VEH TO BE REPAIRED BECAUSE C IS STILL NEEDS THE MONEY FOR MEDICATIONS.
CRR-PM INFORMED C THAT CRR-PM WILL TRANSFER THE FILE TO RCAS AND RCAS WILL GIVE C A CALLBACK BEFORE THE END OF THE NEXT BUSINESS DAY.
CRR-PM OFFERED FURTHER ASSISTANCE, C DECLINED.
CRR-PM GAVE C NAME, EXTENSION AND FILE NUMBERS.
CRR-PM TRANSFERRING FILE TO RCAS @07/21-ZPM282N
=====

RCAS-LH DATANETTING FILE @07/21-ZLH321N
----- @07/22-ZKN032N
RCAS-KN ASSISTING WITH FILE. @07/22-ZKN032N
----- @07/22-ZKN032N

RCAS-KN CONTACTED SM-WES AT JACKIE COOPER NISSAN AT 12:11PM EST ON 07/22/10.
SM STATED THAT C BROUGHT THE VEH IN DUE TO THE REAR BRAKE LIGHT. @07/22-ZKN032N
SM STATED THAT THE DLR FOUND THAT THE MASTERCYLINDER WAS LEAKING INTO THT BRAKE BOOSTER. @07/22-ZKN032N
SM STATED THAT C HAD THE MASTER CYLINDER REPLACED AND THE BRAKE SYSTEM WAS BLED. @07/22-ZKN032N
SM STATED THAT C PAID \$416.43 FOR THE REPAIR AND WAS PROVIDED WITH A DISCOUNT OF \$45.71. @07/22-ZKN032N
SM STATED THAT C ALSO HAS A HOLE IN TEH EXHUAST DUE TO THE WELDING COMING OFF.
SM STATED THAT C IS A VERY GOOD C AND WOULD RECOMMEND REIMBURSEMENT.
RCAS-KN THANKED SM. @07/22-ZKN032N
----- @07/22-ZKN032N

RCAS-KN CONTACTED C AT DAY NUMBER AT 12:27PM EST ON 07/22/10 AND LEFT VMX ADVISING THAT REQUEST IS BEING REVIEWED AND C WILL RECEIVE A CALLBACK ON 07/27/10. @07/22-ZKN032N

RCAS-KN CONTACTED C AT EVENING NUMBER AT 12:29PM EST ON 07/22/10.
RCAS-KN ADVISED C THAT C'S REQUEST FOR REIMBURSEMENT IS CURRENTLY BEING REVIEWED AND C WILL RECEIVE A CALLBACK ON 07/27/10. @07/22-ZKN032N
C STATED C UNDERSTANDS AND THANKED RCAS-KN. @07/22-ZKN032N
----- @07/22-ZKN032N

RCAS-KN NOTES THAT FOLLOW UP IS BEING SET FOR 07/23/10 FOR REGION CONTACT. @07/22-ZKN032N
----- @07/22-ZKN032N

RCAS-CK CHANGING FOLLOW UP FOR REGION CONTACT 07/26/10 @07/23-ZMK466N
***** @07/23-ZMK466N

RCAS-LH NOTING THAT RCAS-LH NEEDS SUPPORTING DOCS AND CHANGING FOLLOW UP TO GET DOCS FROM C @07/26-ZLH321N

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RCAS-LH CHANGING FOLLOW UP TO SPEAK WITH C AND GET DOCS @07/26-ZLH321N
 ===== @07/27-ZLH321N
 RCAS-LH PHONED C DAY NUMBER AT 12:36PM EST 07/27/10 AND SPOKE WITH C
 RCAS-LH ASKED IF C CAN FAX OVER PROOF OF REPAIR AND PROOF OF PAYMENT
 C ASKED RCAS-LH TO GET THE INFORMATION FROM THE DLR
 RCAS-LH AGREED
 C STATES C INQUIRED ABOUT THE MUFFLER @07/27-ZLH321N
 RCAS-LH ADVISE RCAS-LH WILL SPEAK WITH DLR AND FOLLOW UP 07/30/10
 C AGREED AND ENDED CALL @07/27-ZLH321N
 =====
 RCAS-LH PHONED DLR AT 10:16AM EST 07/28/10 AND REQUESTED TO SPEAK WITH
 SERVICE MANAGER-WES (NO LAST NAME) @07/28-ZLH321N
 RCAS-LH ASKED IF C CAN FAX PROOF OF REPAIR AND PAYMENT TO RCAS-LH
 SM AGREED @07/28-ZLH321N
 RCAS-LH ALSO REQUESTED SM TO GET THE INFORMATION ON THE MUFFLER REPAIR
 AND FAX IT WITH OTHER INFORMATION
 SM AGREED
 RCAS-LH EXITING FIEL @07/28-ZLH321N

 RCAS-LH GOT DOCS FROM SERVICE MANAGER
 RCAS-LH SENT INTERNAL MESSAGE TO FOM-RH @07/30-ZLH321N
 ===== @07/30-ZLH321N
 RCAS-LH PHONED C DAY NUMBER AT 11:44AM EST 07/30/10 AND IS NOTING NO ANSWER
 OR VMX AFTER A MINUTE AND A HALF
 RCAS-LH PHONED C EVE NUMBER AT 11:46AM EST 07/30/10 AND SPOKE WITH C
 RCAS-LH ADVISED RCAS-LH IS WAITING ON A DECISION FROM FOM-RH
 C UNDERSTANDS
 RCAS-LH CHANGING FOLLOW UP FOR 08/04/10 @07/30-ZLH321N
 --
 RCAS-LH RESENT REQUEST TO FOM-RH @08/04-ZLH321N
 -- @08/04-ZLH321N
 RCAS-LH PHONED C DAY NUMBER AT 12:22PM EST 08/04/10 AND SPOKE WITH C
 RCAS-LH ADVISED THAT RCAS-LH DID NOT GET A RESPONSE FROM REGION AND RCAS-LH
 RESENT THE INFORMATION
 RCAS-LH ASSURED C THAT RCAS-LH WILL CONTACT AS SOON AS AN ANSWER IS GIVEN
 C UNDERSTANDS
 RCAS-LH CHANGING FOLLOW UP FOR 08/09/10 @08/04-ZLH321N

 RCAS-LH RECIEVED VMX FROM C AT 1:55PM EST 08/06/10 @08/06-ZLH321N
 ====
 RCAS-LH NOTING C TO BE REIMBURSED \$416.43 AS PER FOM-RH
 ---- @08/09-ZLH321N
 RCAS-LH PHONED C DAY NUMBER AT 10:10AM EST 08/09/10 AND LEFT A VMX ADVISING C
 TO BE REIMBURSED \$416.43 AND FOLLOW UP FOR 08/12/10 @08/09-ZLH321N
 RCAS-LH PHONED C EVE NUMBER AT 10:11AM EST 08/09/10 AND SPOKE WITH C
 RCAS-LH ADVISED THAT C TO BE REIMBURSED \$416.43
 C UNDERSTANDS @08/09-ZLH321N
 RCAS-LH ADVISED CHECK TO BE SENT TO C IN THE MAIL IN APPROX. 2-4 WEEKS
 C UNDERSTANDS AND VERIFIED C MAILING ADDRESS @08/09-ZLH321N
 RCAS-LH ENTERED CHECK IN SYSTEM AND SENDING INTERNAL MESSAGE TO ORM-CH

 RCAS-LH CHANGING FOLLOW UP FOR 08/12/10 TO SEE IF CHECK [APPROVED@08/09-ZLH321N](#)
 RCAS-LH NOTING CHECK WAS APPROVED BY ORM-CH @08/12-ZLH321N
 RCAS-LH CLOSING FILE AND UPDATING TREAD CODE
 --FILE SUMMARY: C REQUESTED ASSISTANCE WITH REIMBURSEMENT. C REIMBURSED]
 @08/12-ZLH321N @08/12-ZLH321N

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SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

CONTACT(S) :

SATISFIED: Y	ACTION CODE: NT2A	ROOT CAUSE: SNFA
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #:	DATE: 00 / 00 / 00	USERID:
OTHER #:	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 0	DATE: 00 / 00 / 00	USERID:
RESP DLR: 3007	EFFECTIVE: 07 / 21 / 10	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: YES
3RD PRTY:	PART#:	CHECK ISSUED: YES
BYBACK ST:	OPENED BY: ZPM282N	
HISTORY:	UPDATE BY: ZLH321N	
SVC CALL#:	UPDATE DATE: 08 / 12 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 08 / 12 / 10	MICROFILM: N
RESP CAA: HENRY, LINDSAY	OLM: SMIT AGNES	DOM:
PHONE: 0000047126	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: NONE

NAME: [REDACTED] VIN: 1N4AL21E98N [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2008.0 ALT MILEAGE: 42594
CITY: HICKORY CREEK IN SVC DATE: 06 / 21 / 08
ST/ZIP: TX [REDACTED] VCAN: N RTL DLR: 5166 ORR NISSAN OF CORINTH
DAY PH: [REDACTED] PAID: 8 SVC DLR: 5166 ORR NISSAN OF CORINTH
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 5166 ORR NISSAN OF CORINTH
DLR PH: [REDACTED] DENY: 0 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) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: INDEPENDENT
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 6594 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 07 / 29 / 10 XFER/RSPNSBLTY: 32 04 S
CONTACT (S): FOLLOWUP DATE: 08 / 30 / 10 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 08 / 30 / 10 DATANET (Y/N): 07 / 29 / 10

CONCERN AND CATEGORY		SUBCATEGORY AND SYMPTOM	
OA	VEHICLE CONCERNS	122000	MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD	BRAKES	YI	OOW GOODWILL ASSISTANCE REQUEST
OA	VEHICLE CONCERNS	122000	MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD	BRAKES	YX	POOR OR IMPROPER OPERATION
OA	VEHICLE CONCERNS	224500	AUTOMATIC TRANSMISSION
BG	POWERTRAIN	YX	POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZPM510N 07/29/2010

PREVIOUS FILE(S) FOUND:

RELATED: NONE.

UNRELATED: NONE.

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

CRR-PM CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES AND FOUND: NONE.

PREVIOUS NISSAN / INFINITI VEHICLES: NONE.

CRR-PM RECEIVED CALL FROM: C.

C STATED THAT C'S VEH IS CURRENTLY AT ORR NISSAN FOR SERVICE.

C STATED THAT THE BRAKE LIGHT WAS ILLUMINATING AND THERE WAS A WHINING NOISE
COMING FROM VEH.

C STATED THAT C HAS BEEN SPEAKING TO SERVICE ADVISOR-ANTHONY.

C STATED THAT C WAS JUST INFORMED THAT C NEEDS A NEW TRANSMISSION AND A NEW
BRAKE MASTER CYLINDER.

@07/29-ZPM510N

C STATED THAT C ISN'T HAPPY ABOUT THIS.

C STATED THAT THE REPAIRS ARE GOING TO COST ABOUT \$ 520.00.

C STATED THAT C HAS HAD OTHER REPAIRS ON THIS VEH.

C STATED THAT C WOULD LIKE NNA TO COVER REPAIRS.

CRR-PM INFORMED C THAT THE FILE WILL BE FORWARDED TO RCAS FOR REVIEW AND RCAS
WILL BE CONTACTING C BY THE END OF THE NEXT BUSINESS DAY.

C AGREED.

C THANKED CRR-PM FOR ASSISTANCE, C SATISFIED.

CRR-PM ASKED IF C WOULD LIKE FURTHER ASSITANCE, C DECLINED.

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

CRR-PM FORWARDING FILE TO RCAS.

@07/29-ZPM510N

RCAS-TM DATANETTING FILE TO DLR.

@07/29-ZTM853N

RCAS-TM CALLED DLR 07/30/10 11:12 PM EST AND LEFT VMX FOR SERVICE MANAGER
STEVE TOWER TO CALL BACK.

@07/30-ZTM853N

@07/30-ZTM853N

RCAS-TM CALLED C ON DAY NUMBER 07/30/10 11:15 AM EST AND SPOKE WITH C.

RCAS ADVISED C THAT RCAS HAS RECEIVED C'S FILE. RCAS ADVISED C THAT RCAS
WILL REVIEW C'S CONCERNS AND WILL ADDRESS THE CONCERNS WITH THE DLR AND WILL
CALL BACK TO C 08/04/10.

RCAS-TM CALLED DLR 08/02/10 10:198 AM EST AND LEFT INFO FOR SERVICE MANAGER
STEVE TOWER TO CALL BACK.

@08/02-ZTM853N

RCAS-TM CALLED DLR 08/03/10 11:41 AM EST AND SPOKE WITH SERVICE MANAGER
STEVE TOWER. SM ADVISED THAT DLR HAS THE TRANMISSION. SM STATES THAT C HAS
NOT BEEN SERVICING AT THE DLR. SM ADVISED THAT C CAM IN TO THE DLR AND
ADVISED THAT C WAS NOT PAYING FOR ANYTHING AND C HATES THE DLR AND WILL
NOT BE PAYING FOR ANYTHING. SM ADVISED THE TRANSMISSION IS UNDER WARRANTY
BUT THE BRAKE MASTER CYLINDER IS NOT.

@08/03-ZTM853N

SM ADVISED THAT WARRANTY COST IS ABOUT \$450.

RCAS INQUIRED CAUSE OF FAILURE. SM ADVISED THAT DLR BELEIVES THE MASTER
CYLINDER IS LEAKING.

@08/03-ZTM853N

RCAS-TM CALLED FOM-RM 08/03/10 12:14 PM EST AND SPOKE WITH FOM IN REGARDS
TO C 'S CONCERNS. FOM ADVISED THAT FOM WOULD LIKE TO KNOW HOW THE MASTER
CYLINDER IS LEAKINGG.

@08/03-ZTM853N

CONFIDENTIAL

DATE: 8/10/2011
TIME: 11:09:18 AM

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RCAS-TM CALLED C ON DAY NUMBER 08/03/10 4:28 PM EST AND SPOKE WITH C.
RCAS ADVISED C THAT RCAS IS STILL IN REVIEW OF C'S CONCERN AND THAT RCAS
WILL CALL BACK TO C 08/09/10 ONCE RCAS HAS HAD FURTHER TIME TO REVIEW. C
THANKED RCAS AND ENDED THE CALL

***** @08/03-ZTM853N

RCAS-TM CALLED DLR NAD LEFT VMX FOR SERVICE MANAGER STEVE SIMMONS TO CALL BACK

***** @08/06-ZTM853N

RCAS-TM CALLED DLR 08/09/10 11:23 AM EST AND LEFT VMX FOR SERVICE MANAGER
STEVE TOWER TO CALL BACK

***** @08/09-ZTM853N

RCAS RECEIVED INFO FROM SERICE ADVISOR AMY THAT IT IS LEAKING INTO THE BRAKE
BOOSTER.

***** @08/09-ZTM853N

CRR-IC RECEIVED A CALL FROM C WHO CONFIRMED FILE NUMBER AND NAME.

C STATED C WANTS A CALL BACK TODAY. @08/09-ZIR568N

CRR-IC ASSURED C THAT C WILL GET FOLLOWUP TODAY. @08/09-ZIR568N

C STATED C WANTS RCAS AWARE THAT C IS WAITING FOR THE CALL. @08/09-ZIR568N

CRR-IC INFORMED C THAT A COURTESY EMAIL WILL BE SENT TO RCAS TO ADVISE.

C STATISFIED. @08/09-ZIR568N

CRR-IC SENT AN INTERNAL MESSAGE TO RCAS TO ADVISE AS A COURTESY EMAIL.

***** @08/09-ZIR568N

@08/09-ZIR568N

RCAS-TM CALLED FOM DAY/EVENING 08/09/10 4:47 PM EST AND SPOKE WITH FOM-RM.
RCAS WENT OVER C'S CONCERNS AND FOM AGREED TO COVER PARTS AND LABOR

APPROVAL RM0809A. @08/09-ZTM853N

*****+ @08/09-ZTM853N

RCAS-TM CALLED DLR 08/09/10 4:50 PM EST AND SPOKE WITH SERVICE MANAGER STEVE
TOWER. RCAS ADVISED SM THAT FOM HAS APPROVED TO COVER THE REPAIRS FOR THE
BRAKE MASTER CYLINDER. SM ADVISED THAT THERE IS NO ETA FOR THE TRANSMISSION.

SM STATES THAT C CAN DROP THE VEH OFF FOR REPAIR BUT DLR WILL NOT BE PROVIDING
ALTERNATE TRANSPORTATION. SM ADVISED THAT IF THE PART IS NOT INSTOCK THAT

DLR WILL GET PART ORDERED. @08/09-ZTM853N

***** @08/09-ZTM853N

RCAS-TM CALLED C ON DAY NUMBER 08/09/10 5:03 PM EST AND SPOKE WITH C. RCAS
ADVISED C THAT IN C'S CASE THAT NISSAN WILL BE COVERING BRAKE MASTER CYLINDER
REPAIR. AND THAT DLR IS WAITING ON AN ETA C THANKED RCAS AND ENDED THE CALL.

RCAS-TM CALLED DLR 08/11/10 10:06 AM EST AND LEFT MESSAGE FOR SERVICE MANAGER
STEVE TOWER TO CALL BACK TO RCAS

***** @08/11-ZTM853N

***** @08/12-ZTM853N

RCAS-TM CALLED DLR 08/12/10 10:19 AM EST AND SPOKE WITH SERVICE MANAGER
STEVE TOWER. SM ADVISED THAT THE BRAKE MASTERCYLINDER HAS COME IN. SM ADVISED
THAT DLR HAS NOT RECEIVED THE PART YET FOR THE TRANSMISSION.

SM ADVISED THAT THE TRANSMISSION HAS BEEN RELEASED TO THE DLR AND IS IN
TRANSIT TO THE DLR AND DLR SHOULD HAVE IT IN 3-4 DAYS. @08/12-ZTM853N

***** @08/12-ZTM853N

RCAS-TM CALLED C ON DAY NUMBER 08/12/10 2:27 PM EST AND LEFT VMX FOR C
RCAS ADVISED C THAT RCAS IS CALLING IN REGARDS TO C'S CONCERNS. RCAS ADVISED
C THAT RCAS WILL CALL BACK TO C NO LATER THAN 08/17/10.

***** @08/12-ZTM853N

RCAS-TM CALLED C ON EVENING NUMBER 08/12/10 2:34 PM EST AND LEFT VMX FOR C.
RCAS ADVISED C THAT RCAS IS CALLING IN REGARDS TO C'S CONCERNS. RCAS ADVISED
C THAT RCAS WILL CALL BACK TO C NO LATER THAN 08/17/10.

RCAS-TM RECEIVED CALL FROM SERVICE MANAGER 08/17/10 10:53 AM EST AND SPOKE

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WITH SERVICE MANAGER STEVE TOWERS. SM ADVISED THAT THE TRANSMISSION HAS COME IN BUT C HAS NOT MADE AN APPOINTMENT. RCAS ADVISED THAT NISSAN IS NOTN COVERING ANY RENTAL. RCAS ADVISED THAT NISSAN IS ALREADY COVERING BRAKE MASTER CYLINDER REPAIR. RCAS NOTES C WILL BE REPSONSIBLE FOR RENTAL.

@08/17-ZTM853N

RCAS-TM CALLED C ON DAY NUMBER 08/17/10 12:32 PM EST AND LEFT VMX FOR C. RCAS ADVISED C THAT THE PARTS ARE AT THE DLR. RCAS ADVISED C THAT IN C' CASE THAT C CAN CONTACT THE DLR AND HAVE THE VEH REPAIRED. RCAS ADVISED THAT RCAS WILL CALL BACK TO C 08/20/10 TO CHECK IF VEH IS REPAIRED..

@08/17-ZTM853N

RCAS-TM CALLED C ON EVENING NUMBER 08/17/10 12:37 PM EST AND LEFT VMX FOR C. RCAS ADVISED C THAT THE PARTS ARE AT THE DLR. RCAS ADVISED C THAT IN C' CASE THAT C CAN CONTACT THE DLR AND HAVE THE VEH REPAIRED. RCAS ADVISED THAT RCAS WILL CALL BACK TO C 08/20/10 TO CHECK IF VEH IS REPAIRED..

RCAS-TM CALLED DLR 08/20/10 11:38 AM EST AND LEFT VMX FOR SERVICE MANAGER STEVE TOWER TO CALL BACK

@08/20-ZTM853N

@08/20-ZTM853N

RCAS-TM CALLED C ON DAY NUMBER 08/20/10 11:40 AM EST AND LEFT VMX FOR C. RCAS ADVISED C THAT RCAS IS CALLING IN REGARDS TO C'S CONCERNS. RCAS ADVISED C THAT RCAS WILL CALL BACK TO C NO LATER THAN 08/25/10.

@08/20-ZTM853N

RCAS-TM CALLED C ON EVENING NUMBER 08/20/10 11:41 AM EST AND LEFT VMX FOR C. RCAS ADVISED C THAT RCAS IS CALLING IN REGARDS TO C'S CONCERNS. RCAS ADVISED C THAT RCAS WILL CALL BACK TO C NO LATER THAN 08/25/10.

@08/20-ZTM853N

RCAS-TM CALLED DLR 08/25/10 9:44 AM EST AND LEFT VMX FOR SERVICE MANAGER STEVE TOWER TO CALL BACK

@08/25-ZTM853N

@08/25-ZTM853N

RCAS-TM CALLED C ON DAY NUMBER 08/25/10 12:08 PM EST AND LEFT VMX FOR C. RCAS ADVISED C THAT RCAS IS CALLING IN REGARDS TO C'S CONCERNS. RCAS ADVISED C THAT RCAS WILL CALL BACK TO C NO LATER THAN 08/30/10.

@08/25-ZTM853N

RCAS-TM CALLED C ON EVENING NUMBER 08/25/10 12:10 PM EST AND LEFT VMX FOR C. RCAS ADVISED C THAT RCAS IS CALLING IN REGARDS TO C'S CONCERNS. RCAS ADVISED C THAT RCAS WILL CALL BACK TO C NO LATER THAN 08/30/10.

@08/25-ZTM853N

RCAS-TM CALLED DLR 08/30/10 9:50 AM EST AND LEFT VMX FOR SERVICE MANAGER STEVE TOWER TO CALL BACK.

@08/30-ZTM853N

RCAS-TM CALLED DLR 08/30/10 12:32 PM EST AND SPOKE WITH SERVICE MANAGER STEVE TOWER. SM ADVISED THAT THE VEH HAS BEEN REPAIRED AND PICKED UP AS OF 08/24/10.

@08/30-ZTM853N

RCAS-TM CALLED C ON DAY NUMBER 08/30/10 12:35 PM EST AND LEFT VMX FOR C. RCAS ADVISED C THAT RCAS HAS BEEN INFORMED THAT THE VEH HAS BEEN REPAIRED. RCAS ADVISED C THAT IF C NEEDS FURTHER ASSISTANCE TO CALL BACK TO RCAS.

@08/30-ZTM853N

RCAS-TM CALLED C ON EVENING NUMBER 08/30/10 12:36 PM EST AND LEFT VMX FOR C. RCAS ADVISED C THAT RCAS HAS BEEN INFORMED THAT THE VEH HAS BEEN REPAIRED. RCAS ADVISED C THAT IF C NEEDS FURTHER ASSISTANCE TO CALL BACK TO RCAS.

RCAS-TM REVIEWED TREAD ACT
RCAS-TM REVIEWED MAIN SCREEN
RCAS-TM CLOSING FILE.

@08/30-ZTM853N

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CLOSING SUMMARY:

RCAS-TM NOTES THAT C CONTACTED NISSAN IN REGARDS TO C'S CONCERNS. RCAS 53N ADVISED C THAT IN C'S CASE THE BRAKE MASTERCYLINDER WAS COVEREED BY FOM.
@08/30-ZTM853N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT1B	ROOT CAUSE: SNFA
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #:	DATE: 00 / 00 / 00	USERID:
OTHER #:	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #:	DATE: 00 / 00 / 00	USERID:
RESP DLR: 5166	EFFECTIVE: 07 / 29 / 10	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZPM510N	
HISTORY:	UPDATE BY: ZTM853N	
SVC CALL#:	UPDATE DATE: 08 / 30 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 08 / 30 / 10	MICROFILM: N
RESP CAA: MAYNE, TAMMY	OLM: SMIT AGNES	DOM:
PHONE: 0000041596	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 8/10/2011
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SC: ONE CONTRACT

NAME: [REDACTED]
STREET: [REDACTED]
CITY: MISSION
ST/ZIP: KS [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: 1N4AL21E48N [REDACTED] Y
YR/MDL: 2008.0 ALT MILEAGE: 39800
IN SVC DATE: 10 / 17 / 07
VCAN: Y RTL DLR: 2976 STAR NISSAN, INC.
PAID: 8 SVC DLR: 5200 KEYSTONE NISSAN, INC.
SUSP: 0 RESP DLR: 5200 KEYSTONE NISSAN, INC.
DENY: 0 REGION: 26 DIST: SL/SV/PT: 10 10 40

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 08 / 28 / 10
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED X MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: UNKNOWN
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 3800 (PT) MONTHS: MILES:

ORIG CODE: CE 11 OPEN DATE: 08 / 31 / 10 XFER/RSPNSBLTY: 32 10 S
CONTACT (S): FOLLOWUP DATE: 10 / 04 / 10 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 10 / 04 / 10 DATANET (Y/N): 09 / 02 / 10

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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

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C. A. R. COMMENTS

FILE OPENED-ZLR000N 08/31/2010

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

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES FOUND: NONE

EMAIL ADDRESSED TO: NNACONSUMERAFFAIRS@NISSAN-USA.COM

METHOD OF CONTACT: EMAIL ID NO.: 2001760114

DATE RECEIVED: 8/28/10 CREATED: 8/31/10

CRR-LR VERIFIED C'S NAME, ADDRESS, PHONE NUMBER, VIN AND RESPONSIBLE DLR
C DID NOT PROVIDE MILEAGE

CRR-LR UPDATED THE OWNER DATA BASE (ADDRESS AND EMAIL)

CRR-LR CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NO OPEN RECALLS

CLSD PB090 ALTIMA VARISTOR NTB08-095 09/29/08 01/05/09 10/22/09 5200

CLSD R0801 ALT ECM/OBD REPROG NTB08-018 01/17/08 04/21/08 10/22/09 5200

C'S EMAIL READS:

"THE GAS [PEDAL] QUITS WORKING, 3 TIMES THIS WEEK, I TOOK IT IN FRIDAY
8.27.10, THEY COULD NOT FIND ANYTHING WRONG, PLEASE TELL THEM TO FIX IT"

CRR-LR'S RESPONSE TO C: @08/31-ZLR000N

THANK YOU FOR CONTACTING NISSAN NORTH AMERICA, INC. AND
ALLOWING US THE OPPORTUNITY TO ASSIST YOU.

A REVIEW OF OUR RECORDS INDICATES THAT THE ABOVE-REFERENCED
VEHICLE IS NOT CURRENTLY INVOLVED IN ANY RECALLS OR SERVICE
CAMPAIGNS.

IN REGARDS TO YOUR INQUIRY, WE HAVE FORWARDED YOUR FILE TO A
REGIONAL SPECIALIST FOR INDIVIDUAL HANDLING. YOU WILL BE
CONTACTED BY THE END OF THE NEXT BUSINESS DAY.

FILE #6918194 HAS BEEN CREATED TO DOCUMENT THIS CONCERN. PLEASE
FEEL FREE TO CONTACT US AT 1-800-647-7261 WITH ANY FURTHER
QUESTIONS OR COMMENTS.

THANK YOU FOR GIVING US THE OPPORTUNITY TO BE OF SERVICE.

CRR-LR FORWARDING FILE TO RCAS FOR FURTHER ASSISTANCE @08/31-ZLR000N

RCAS-VH CALLED SM ROGER GATTSCHETT AT 11:01AM EST ON 09/01/10. SM STATES C
CAME IN FOR ENGINE NOT CRANKING BEFORE STARTING - NO PROBLEM FOUND. C HAD A
BRAKE LIGHT AND THE BRAKE CYLINDER WAS RUNNING INTO THE BOOSTER AND REPAIR IS
COVERED UNDER VSC. SM STATES VEH IS REPAIRED AND READY TO BE PICKED UP.
SM STATES C DID NOT MENTION THE GAS PEDAL CONCERN. SM STATES DLR WAS NOT
ABLE TO DUPLICATE THE NO CRANK CONCERN. SM STATES IF THE VEH HAS BRAKE
PROBLEMS, IT MAY CAUSE THE VEH TO NOT ACCELERATE CORRECTLY. SM STATES PART
CAME IN YESTERDAY AND VE IS REPAIRED. SM STATES C NEEDS TO PICK UP THE VEH AND
SEE IF BRAKE CONCERN FIXES ACCELLERATION ISSUES. SM STATES ONLY CHARGE IS
\$50 DEDUCTABLE. @09/01-ZVH038N

--

>>>NIS1024147. DRTS-AN REC'D CCF FROM BBB ON 08/31/10, DATED 08/30/10.

C SEEKS VEH REPAIR OR VEH REPLACEMENT.

CCF STATES GAS PEDAL STOP WORKING.

DOCS TO ARBS-AM. @09/01-ZAN999N

RCAS-VH CALLED C ON DAY NUMBER AT 11:14AM EST ON 09/01/10. RCAS ADVSIED C THAT
RCAS SPOKE WITH DLR AND DLR ADVISED THAT BRAKE BOOSTER WAS REPLACED UNDER VSC.

RCAS ADVISED C THAT DLR TESTED VEH AND FOUND NO OTHER CONCERNS. RCAS ADVISED
C THAT DLR INFORMED BRAKE CONCERNS CAN SOMETIMES CAUSE ACCELLERATION ISSUES
WITH VEH. RCAS RECOMMENDED C PICK UP THE VEH AND DRIVE IT TO CONFIRM REPAIRS.
RCAS ADVISED C THAT C WILL BE RECEIVING A SURVEY AS A RESULT OF THE FILE AND
NNA HOPES THAT C CAN SAY NNA RESOLVED C'S CONCERNS. RCAS ADVISED C THAT NNA
APPRECIATES THE FEEDBACK. RCAS SET FOLLOW-UP FOR 09/07/10 TO CONFIRM REPAIRS.

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@09/01-ZVH038N @09/01-ZVH038N
ARBS-AM: REVIEW OF FILE REVEALS THE VEHICLE APPEARS TO BE OUTSIDE PARAMETERS FOR THE BBB PROGRAM AS V IS OUT OF WARRANTY MILES AND THERE DOES NOT SEEM TO BE A PRIOR CONCERN. IT ALSO APPEARS THAT THE V WAS PURCHASED USED AND THE 1ST VISIT FOR ANYTHING WAS ON 10/21/09 WHEN THE VEHICLE WAS 2 YEARS OLD WITH OVER 27K MILES. KS LL DOES NOT COVER USED V'S. -- ARBS RECOMMENDS THE RCAS CONTINUE TO WORK THE FILE IN ACCORDANCE WITH NORMAL BUSINESS PROCESS TO SEE IF THERE IS ANY ASSISTANCE TO BE GIVEN ON A GW BASIS. @09/01-ZAM175N
RCAS-VH CALLED SM ROGER GATTSCHETT AT 4:54PM EST ON 9/01/10. RCAS WAS INFORMED VEH HAS BEEN PICKED UP. @09/01-ZVH038N

RCAS-VH CALLED C ON DAY NUMBER AT 5:04PM EST ON 09/03/10 AND LEFT VMX FOR C TO CONFIRM VEH IS REPAIRED. RCAS LEFT CONTACT INFO IF C HAS ANY FURTHER QUESTIONS OR CONCERNS. @09/03-ZVH038N

CLOSING SUMMARY
C CALLED IN REQUESTING ASSISTANCE WITH INTERMITTENT GAS PEDAL CONCERNS. VEH HAS BEEN REPAIRED. @09/03-ZVH038N

*****EMAIL FILE LOGGED*****
PREVIOUS RELATED FILES FOUND: NONE
PREVIOUS UNRELATED FILES FOUND: NONE
EMAIL ADDRESSED TO NNACONSUMERAFFAIRS@NISSAN_USA.COM
METHOD OF CONTACT: EMAIL ID NO.: 2001779708 @09/23-ZBH707N
DATE RECEIVED: 09/21/10 DATE CREATED: 09/23/10

CRR-BH VERIFIED C'S NAME, ADDRESS, VIN, DAY/EVE PHONE NUMBER. C DID NOT PROVIDE MILEAGE.
CRR-BH CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:
CLSD PB090 ALTIMA VARISTOR NTB08-095
CLSD R0801 ALT ECM/OBD REPROG NTB08-018

C'S EMAIL READS:
C STATES "THE GAS PEDAL STOPS WORKING STILL, I TOOK IN IN IN AUGUST ,THEY CHANGED MASTER CYLINDER SAID THAT MAY HAVE BEEN PROBLEM, IT STARTED AGAIN LAST WEEK,"
CRR-BH RESPONDS:
FILE # 6918194

DEAR MICHAEL QUINLAND:
THANK YOU FOR CONTACTING NISSAN NORTH AMERICA, INC. REGARDING YOUR CONCERN WITH YOUR 2008 MAXIMA'S GAS PEDAL. WE APOLOGIZE FOR ANY @09/23-ZBH707N INCONVENIENCE THIS SITUATION MAY HAVE CAUSED YOU.
IN REGARDS TO YOUR INQUIRY, WE HAVE FORWARDED YOUR FILE TO A REGIONAL SPECIALIST FOR INDIVIDUAL HANDLING. YOU WILL BE CONTACTED BY THE END OF NEXT BUSINESS DAY.

FILE # 6918194 HAS BEEN CREATED TO DOCUMENT THIS CONCERN. PLEASE FEEL FREE TO CONTACT US AT 1-800-647-7261 WITH ANY FURTHER QUESTIONS OR COMMENTS. THANK YOU FOR GIVING US THE OPPORTUNITY TO BE OF SERVICE.
CRR-BH WILL FORWARD FOLLOW UP DATE BY ONE BUSINESS DAY, ENDORSE FILE BACK TO RCAS-VH, SEND INTERNAL MESSAGE TO RCAS AGENT AND EXIT FILE.
***** @09/23-ZBH707N

RCAS-VH CALLED SM ROGER GATTSCHETT AT 12:20PM EST ON 09/24/10. SM STATES C HAS NOT BEEN BACK IN AND DOES NOT HAVE AN APPT. @09/24-ZVH038N

RCAS-VH CALLED C ON DAY NUMBER AT 2:21PM EST ON 09/24/10 AND LEFT VMX FOR C TO CALL RCAS BACK ADN ADVISE WHICH DLR C HAS BROUGHT THE VEH TO. RCAS SET FOLLOW-UP FOR 09/29/10. @09/24-ZVH038N
----- @09/28-ZMH815N

>>>NIS1024147.DRTS-MH REC'D NOTICE THAT CLAIM IS INELIGIBLE FOR ARBITRATIION BECAUSE_C'S VEH EXCEEDS THE MILEAGE REQUIREMENT FOR FILING WITH THE BBB.

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REC'D ON 09/27/10, DATED THE SAME.
DOCS TO ARBS-AM

----- @09/28-ZMH815N
RCAS-VH CALLED C ON DAY NUMBER AT 1:48PM EST ON 09/29/10 AND LEFT VMX FOR C
TO CALL RCAS BACK AND ADVISE WHICH DLR C HAS BROUGHT THE VEH TO. RCAS SET
FOLLOW-UP FOR 10/04/10. @09/29-ZVH038N
**** @09/29-ZVH038N
RCAS-VH CALLED C ON DAY NUMBR AT 11:25AM EST ON 10/04/0 AND LEFT VMX FOR C TO
CALL RCAS BACK AND ADVISE WHICH DLR VEH HAS BEEN TO.
RCAS-VH NOETS C HAS BEEN CONATCTED 3X WITH NO RESPONCE.
**** @10/04-ZVH038N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE
DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE
CUSTOMER.
VALERIE HANSEN-SINFIELD X1442

DEALER ACTION:

CONTACT(S):

SATISFIED: Y ACTION CODE: NT1E ROOT CAUSE: SNFA
CALLBACK: (Y/N) #: 0 DATE: 00 / 00 / 00 USERID:
REOPEN: CALLBACK #: 0 DATE: 00 / 00 / 00 USERID:
NEW INFO #: 0 DATE: 00 / 00 / 00 USERID:
OTHER #: 1 DATE: 09 / 23 / 10 USERID: ZBH707N
COMMENTS ONLY: #: 0 DATE: 00 / 00 / 00 USERID:
RESP DLR: 5200 EFFECTIVE: 08 / 31 / 10 CHANGED BY:
IIR-DATE: 00 / 00 / 00 TRANS DATE: 00 / 00 / 00 CHECK REQUESTED: NO
3RD PRY: AL PART#: CHECK ISSUED: NO
BYBACK ST: OPENED BY: ZLR000N
HISTORY: UPDATE BY: ZVH038N
SVC CALL#: UPDATE DATE: 10 / 04 / 10
CLOSE: Y (Y/N) CLOSE DATE: 10 / 04 / 10 MICROFILM: N
RESP CAA: HANSEN, VALERIE OLM: SMIT AGNES DOM:
PHONE: 0000041442 OWNER FIRST: LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 8/10/2011
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----- CONSUMER AFFAIRS -----

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SERVICE CONTRACTS SUMMARY

DATE: 8/10/2011
TIME: 11:09:18 AM
MODEL YEAR: 2008.0
MAKE:
MODEL LINE: ALT

NAME: [REDACTED] VIN:
IN SCV DATE: 10/24/2009

SEO	DEALER	EFFECTIVE	EXPIRE	EXPIRE	CANCEL	TRANSFER
NO	CONTRACT NO	NUMBER ST	DATE	DATE	DATE	DATE
117	[REDACTED]	5200 KS	10/24/2009	10/17/2013		75,000

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DATE: 8/10/2011
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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CONTRACT:	[REDACTED]	CONTRACT:	
OWNER NAME:	[REDACTED]	OWNER NAME:	
PLAN TYPE:	B	PLAN TYPE:	
PLAN TERM:	D	PLAN TERM:	
DEDUCTABLE:	\$ 50	DEDUCTABLE:	
EFFECTIVE:	10/24/09	EFFECTIVE:	
EXPIRES:	10/17/13 MILES: 75,000	EXPIRES:	MILES:
CANCEL:	MILES:	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION:	10/25/2009	TRANSACTION:	
PRINTED:	10/31/09	PRINTED:	
DEALER NO:	5200 STATE: KS	DEALER NO:	STATE:
DEALER NAME:	KEYSTONE NISSAN, INC.	DEALER NAME:	

CONFIDENTIAL

DATE: 8/10/2011
TIME: 11:09:18 AM

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SC: NONE

NAME: [REDACTED] VIN: 1N4AL21E78N [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2008.0 ALT MILEAGE: 43000
CITY: CANE RIDGE IN SVC DATE: 06 / 30 / 08
ST/ZIP: TN [REDACTED] VCAN: N RTL DLR: 18051 NISSAN OF MURFREESBORO
DAY PH: [REDACTED] PAID: SVC DLR: 18051 NISSAN OF MURFREESBORO
EVE PH: [REDACTED] SUSP: RESP DLR: 18051 NISSAN OF MURFREESBORO
DLR PH: [REDACTED] DENY: REGION: 34 DIST: SL/SV/PT: 04 04 34

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 3
VEHICLE MAINTAINED BY: NISSAN DLR & INDEPENDAN
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 7000 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 09 / 02 / 10 XFER/RSPNSBLTY: 34 04 S
CONTACT (S): FOLLOWUP DATE: 09 / 15 / 10 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 09 / 15 / 10 DATANET (Y/N): 09 / 06 / 10

CHECK PAYABLE TO: [REDACTED]
ADDRESS [REDACTED]
CITY: CANE RIDGE TN [REDACTED]
VIN: 1N4AL21E78N [REDACTED] MODEL LINE/YEAR: ALT 2008.0

G/L VALUE CODE: [REDACTED] ACCOUNT: [REDACTED]
G/L DESCRIPTION: SOUTHEAST GOODWILL
CHECK AMOUNT: \$ 417.19

CHK REQUEST DATE: 09/13/10 REQUESTED BY: PERSA SHE ZSP905N
CHECK APPROVED: 09/14/10 APPROVED BY: LONGH KIN ZKL481N
CHECK ISSUE DATE: 09/15/10 CHECK NUMBER: 276385

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

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS	122000 MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD BRAKES	YI OOW GOODWILL ASSISTANCE REQUEST
OA VEHICLE CONCERNS	122000 MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD BRAKES	YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZLB828N 09/02/2010
PREVIOUS RELATED FILES FOUND:NONE
PREVIOUS UNRELATED FILES FOUND:NONE
CRR-LB VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY & EVENING PHONE NUMBER AND RESPONSIBLE DEALER.
CRR-LB CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:
NONE @09/02-ZLB828N
CRR-LB RECEIVED INBOUND CALL FROM C'S HUSBAND IRA @09/02-ZLB828N
C STATES C HAS HAD TO BRING C'S VEH IN TO THE NISSAN DLR BECAUSE THE BRAKE LIGHT WAS COMING ON AND IS NOW BEING TOLD THAT THE MASTER CYLINDER NEEDED TO BE REPLACED AND C WANTS TO BE REIMBURSED FOR REPAIR @09/02-ZLB828N
PREVIOUS NNA/INF VEH: 09 MAX, 05 PTH
CRR-LB ASKED C WHICH DLR DIAGNOSED THE ISSUE.
C STATES 18051 NISSAN OF MURFREESBORO
CRR-LB ASKED C WHOM C SPOKE WITH AT THE DLR. @09/02-ZLB828N
C STATES MICHAEL - SA
CRR-LB ASKED C WHAT THE DLR DIAGNOSIS WAS.
C STATES THE MASTER CYLINDER NEEDED TO BE REPLACED
CRR-LB ASKED C WHEN C WENT TO THE DLRSHIP?
C STATES AUGUST 30
CRR-LB ASKED C WHEN THE ISSUE BEGAN?
C STATES APPROXIMATELY AUG 1ST
CRR-LB ASKED C WHERE THE VEH IS NOW?
C STATES C HAS THE VEH
CRR-LB ASKED C IF THE VEHICLE IS OPERABLE?
C STATES YES AS THE VEH IS NOW REPAIRED @09/02-ZLB828N
CRR-LB ASKED C WHAT C WANTS FROM NNA TO RESOLVE THE ISSUE?
C STATES C WANTS NNA TO REIMBURSE C FOR THE REPAIR AS C'S VEH HAS HAD NUMEROUS ISSUES @09/02-ZLB828N
C STATES THE REPAIR WAS \$419 @09/02-ZLB828N
CRR-LB ADVISED C THAT RCAS WILL CONTACT C BY THE END OF THE NEXT BUSINESS DAY.
CRR-LB OFFERED FURTHER ASSISTANCE, C DECLINED.
CRR-LB ASKED C IF CRR-LB ADDRESSED AND RESOLVED C'S ISSUE TODAY.
CRR-LB GAVE NAME, EXT, AND FILE NUMBER TO C.
CRR-LB THANKS C FOR C'S BUSINESS WITH NNA.
CRR-LB TRANSFERRING FILE TO RCAS FOR FURTHER ASSISTANCE. @09/02-ZLB828N
*** @09/03-ZSP905N
RCAS-SP DID SEARCH BACK TO 1995 AND NOT ABLE TO FIND ANY VEH'S FOR C @09/03-ZSP905N
***** @09/03-ZSP905N
RCAS-SP SEND INTERNAL MESSAGE TO SA-MIKE WHITTEN 09/03/10 INQUIRING ON C'S CONCERNS @09/03-ZSP905N
RCAS-SP DATANETTED TO DLR @09/03-ZSP905N
RCAS-SP NOTING TO OFFER C A S/C. @09/03-ZSP905N
***** @09/03-ZSP905N
RCAS-SP CALLED C'S DAYTIME NUMBER AT 09:00 PM EST 09/03/10 AND SPOKE TO C'S SPOUSE WHO WILL BE REFERRED TO AS C. @09/03-ZSP905N
RCAS-SP ADVISED WILL CALL C 09/09/10 @09/03-ZSP905N
CALL ENDED @09/03-ZSP905N
RCAS-SP CALLED BACK AT 9:03 PM EST AND LEFT VMX @09/03-ZSP905N
RCAS-SP MOVING FOLLOW UPDATE TO 09/08/10 @09/03-ZSP905N
*** @09/07-ZSP905N
RCAS-SP RECEIVED INTERNAL MESSAGE FROM FROM SA STATING THAT C IS AN OK CUSTOMER
SA STATES THAT C GET'S THE OIL CHANGES DONE REGULARLY, SA STATES THAT THE

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BRAKE MASTER CYLINDER WAS REPALCED DUE TO IT LEAKING INTERNALLY INTO THE
MASTER CYLINDER. SA STATES THAT C PAID AND C WAS DISCOUNTED 15%
***** @09/07-ZSP905N

RCAS-SP SENT INTERNAL MESSAGE TO SA ASKING HOW MUCH C PAID 09/07/10
RCAS-SP RECEIVED INTERNAL MESSAGE FROM SA STATING THAT C PAID ABOUT \$407.89
FOR THE REPAIRS. @09/08-ZSP905N

RCAS-SP REPLIED ASKING SA TO FAX THE R/O TO [REDACTED] ASAP @09/08-ZSP905N
***** @09/08-ZSP905N

RCAS-SP NOTING TO CALL C 09/09/10 @09/08-ZSP905N
RCAS-SP SENT INTERNAL MESSAGE TO RS-JL ASKING RS IF RCAS-SP CAN REIMBURSE AS
IT IS UNDER \$500.00 09/08/10 @09/08-ZSP905N
@09/08-ZSP905N

--- @09/08-ZJL437N
RS-JL REVIEWED FILE ON 09/08/10 AND APPROVES THE REIMBURSEMENT.
--- @09/08-ZJL437N

RCAS-SP CALLED DLR 18051 NISSAN OF MURFREESBORO 09/09/10 AT 11:20 AM EST AND
SA-KYLE STATES WILL FAX IN TO [REDACTED] @09/09-ZSP905N
***** @09/09-ZSP905N

RCAS-SP CALLED C'S DAYTIME NUMBER AT 11:24 AM EST 09/09/10 AND SPOKE TO C
RCAS-SP ADVISED THAT NNA WILL REIMBURSE C FOR THE REPAIR IF UNDER \$500.00
C STATES THAT IT WAS @09/09-ZSP905N

RCAS-SP ADVISED WAITING ON THE DOCS FROM THE DLR @09/09-ZSP905N
RCAS-SP ASKED C TO VERIFY MAILING ADDRESS, C DID SO @09/09-ZSP905N
RCAS-SP ADVISED C WILL GET THE CHECK IN 2-4 WEEKS. @09/09-ZSP905N

C UNDERSTOOD @09/09-ZSP905N
RCAS-SP VERIFIED THAT C HAS CONTACT INFORMATION, C STATES C DOES BUT WANTED
RCAS-SP TO CALL BACK AND LEAVE ON VMX AGAIN @09/09-ZSP905N

RCAS-SP THANKED AND ENDED CALL @09/09-ZSP905N
RCAS-SP CALLED C'S DAYTIME NUMBER AT 11:28 AM EST 09/09/10 AND LEFT VMX
** @09/09-ZSP905N

RCAS-SP NOTING THAT C NO LONGER NEEDS FOLLOW UP @09/09-ZSP905N
RCAS-SP NOTING TO PROCESS CHECK WHEN DOCS RECEIVED FROM THE DLR @09/09-ZSP905N
***** @09/09-ZSP905N

RCAS-SP MOVING FOLLOW UPDATE TO 09/13/10 @09/09-ZSP905N
RCAS-SP NOTING NO DOCS FROM THE DLR @09/13-ZSP905N
RCAS-SP NOTING NO DOCS FROM THE DLR @09/13-ZSP905N

***** @09/13-ZSP905N
RCAS-SP SENT INTERNAL MESSAGE TO SA-MIKE WHITTEN ASKING FOR THE R/O FOR C'S
REPAIR TO BE EMAILED IN AS THE FAXES ARE NOT SHOWING UP @09/13-ZSP905N

RCAS-SP MOVING FOLLOW UPDATE TO 09/16/10 @09/13-ZSP905N
RCAS-SP RECEIVED DOCS FROM SA 09/13/10 VIA EMAIL @09/13-ZSP905N
*** @09/13-ZSP905N

REPAIR ORDER NUMBER: 230694
DATE OF REPAIR: 08/30/10
PART NAME/ NUMBER: BRAKE MASTER CYLINDER
COST OF PART: \$271.23 @09/13-ZSP905N
COST OF LABOUR: \$166.00
COST OF SHOP SUPPLIES: \$9.98
SALES TAX: \$43.60
ADJUSTED TAX: 0

TOTAL REIMBURSEMENT: \$490.81 @09/13-ZSP905N
*RCAS-SP SUBMITTING CHECK UNDER CAGWL. @09/13-ZSP905N

RCAS-SP NOTING REIMBURSING C AS A ONE TIME, GOODWILL GESTURE AS THE VEH IS
ONLY 2 YEARS OLD AND HAS 43,000 MILES.
RCAS-SP SUBMITTING TO RS-JL FOR REVIEW @09/13-ZSP905N

***** @09/13-ZSP905N

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RCAS-SP NOTING THAT SA STATED IN EARLY INTERNAL MESSAGE REIMBURSEMENT IT ABOUT
\$407.89__AND TOTAL ON R/O IS \$490.81 @09/13-ZSP905N

RCAS-SP CALLED DLR 18051 NISSAN OF MURFREESBORO SA-MIKE WHITTEN 09/13/10 AT
3:48 PM EST AND SA STATES THAT THE DISCOUNTS ARE IN THE ACCOUNTING COPY

RCAS-SP ASKED FOR A COPY OF THE ACCOUNTING COPY @09/13-ZSP905N

SA STATES THAT SA WILL SCAN AND SEND @09/13-ZSP905N

RCAS-SP THANKED AND ENDED CALL @09/13-ZSP905N

***** @09/13-ZSP905N

RCAS-SP RECEIVED NEW BREAK DOWN FOR REIMBURSEMENT AND SA STATES THAT C PAID
\$417.19 @09/13-ZSP905N

***** @09/13-ZSP905N

REPAIR ORDER NUMBER: 230694

DATE OF REPAIR:_08/30/10

PART NAME/ NUMBER:_BRAKE MASTER CYLINDER

COST OF PART: _\$271.23

COST OF LABOUR:_\$166.00

COST OF SHOP SUPPLIES: \$9.98

TOTAL: \$447.21

15% DISCOUNT: \$67.08

SUBTOTAL: \$380.13

ADJUSTED TAXES: \$37.06 @09/13-ZSP905N

TOTAL: \$417.19 @09/13-ZSP905N

RCAS-SP RESUBMITTING UNDER CAGWL @09/13-ZSP905N

***** @09/13-ZSP905N

RS-JL REVIEWED CHECK REQUEST ON 09/14/10 AND APPROVES CHECK SUBMISSION.
--- @09/14-ZJL437N

RCAS-SP SUBMITTED DOCS FOR CHECK APPROVAL @09/14-ZSP905N

RCAS-SP NOTING CHECK IS APPROVED @09/15-ZSP905N

*** @09/15-ZSP905N

RCAS-SP CLOSING FILE @09/15-ZSP905N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NT2A	ROOT CAUSE: CAGWL	SNFA
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:	
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:	
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:	
OTHER #: 0	DATE: 00 / 00 / 00	USERID:	
COMMENTS ONLY: #:	DATE: 00 / 00 / 00	USERID:	
RESP DLR: 18051	EFFECTIVE: 09 / 02 / 10	CHANGED BY:	
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: YES	
3RD PRY:	PART#:	CHECK ISSUED: YES	
BYBACK ST:	OPENED BY: ZLB828N		
HISTORY:	UPDATE BY: ZSP905N		
SVC CALL#:	UPDATE DATE: 09 / 17 / 10		
CLOSE: Y (Y/N)	CLOSE DATE: 09 / 15 / 10	MICROFILM: N	
RESP CAA: PERSAD, SHENA	OLM: ROYSTER KAREN	DOM:	
PHONE: 0000047162	OWNER FIRST:	LANGUAGE: E ENGLISH	

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SC: NONE

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

VIN: 1N4AL21EX8N [REDACTED] Y
YR/MDL: 2008.0 ALT MILEAGE: 40000
IN SVC DATE: 06 / 20 / 08
VCAN: N RTL DLR: 3018 MAROONE NIS/FT LAUDERDALE
PAID: 3 SVC DLR: 3018 MAROONE NIS/FT LAUDERDALE
SUSP: 0 RESP DLR: 3018 MAROONE NIS/FT LAUDERDALE
DENY: 0 REGION: 34 DIST: SL/SV/PT: 03 03 33

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 2
VEHICLE MAINTAINED BY: 3018 MAROONE NIS/FT LAU
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 4000 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 09 / 03 / 10 XFER/RSPNSBLTY: 34 03 S
CONTACT (S): FOLLOWUP DATE: 09 / 21 / 10 DATANET (Y/N): 2
SEVERITY: 9 CLOSE DATE: 09 / 21 / 10 DATANET (Y/N): 09 / 14 / 10

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD BRAKES YI OOW GOODWILL ASSISTANCE REQUEST

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C. A. R. COMMENTS

FILE OPENED-ZAO808N 09/03/2010

PREVIOUS FILE FOUND: NONE

CRR-AO VERIFIED NAME, ADDRESS, VIN, MILEAGE, DAY/EVENING PHONE NUMBER,
EMAIL ADDRESS AND RESPONSIBLE DEALERSHIP.

CRR-AO UP-DATED OWNER'S INFORMATION (PHONE NUMBERS).

CRR-AO CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE

CRR-AO ADVISED C OF RECALL INFO.

PREVIOUS NISSAN/INFINITI VEH: 09 VER

CRR-AO RECEIVED CALL FROM C'S FATHER : 3

C STATES C HAS A 2008 ALT. BRAKE SWITCH WAS BAD ON THE VEH AND HAD TO BE TOWED
TO 2831 WESTON NISSAN SINCE THE VEH WONT START. C STATED THAT C WAS ADVISED
THAT NNA WAS AWARE OF THE ISSUE BUT C WAS WONDERING WHY C WILL HAVE TO PAY
\$ 120.00 - \$ 300.00 WITH \$ 120.00 TO BE PAID UP FRONT.

C STATES THAT A BULLETIN WAS PUBLISHED ON THE REPAIR AS C WAS INFORMED.

CRR-AO NOTING THAT VEH IS CURRENTLY AT 2831 WESTON NISSAN BUT SA RON DO NOT
WANT TO HAVE THE VEH DIAGNOSED WITHOUT C PAYING UP FRONT AND C REFUSES TO PAY
FOR THE DIAGNOSTIC. @09/03-ZAO808N

C WANTED TO ADD THAT DURING THE LAST OIL CHANGE DONE AT 3018 MAROONE NIS/FT
LAUDERDALE; THE BRAKE LIGHT CAME ON BUT C WAS ADVISED THAT C CAN DISREGARD THE
PROBLEM SINCE NOTHING WILL GO WRONG WITH THE VEH UNTIL THE NEXT OIL CHANGE AT
42000 MILES. HOWEVER, THE VEH FAILED AND C WAS ADVISED BY 2831 WESTON NISSAN /
SA RON THAT THE FAILURE WAS A DIRECT CONSEQUENCE OF THE WARNING LIGHT BEING
DIREGARDED. @09/03-ZAO808N

CRR-AO PUTTING C ON HOLD TO CALL 3018 MAROONE NIS/FT LAUDERDAL

CRR-AO CALLING 3018 MAROONE NIS/FT LAUDERDALE DLR PH: 954 433 3400 / SM TONY
AND RELAYED INFO REGARDING LAST OIL CHANGE STATEMENTS FROM ON OF SM'S SA.

SM TONY ADVISED AFTER OBTAINING VIN THAT THE LAST TIME THE VEH WAS AT THE DLR
FOR AN OIL CHANGE WAS DECEMBER 2009 WITH 29000 MILES. SM HAS INFO THAT C HAD
DONE NEXT OIL CHANGES AT 33000 AND 39000 MILES RESPECTIVELY AT A NISSAN DLR
SINCE THE INFO SHOWS ON SM'S SYSTEM BUT SM IS NOT SURE WHICH NISSAN DLR SO SM
IS SURE THAT IT WAS NOT 3018 MAROONE NIS/FT LAUDERDALE THAT LAST DIAGNOSED THE
VEH.

CRR-AO GOT BACK TO C AND ADVISED OF THE INFO. C WAS ADVISED THAT C IS OOW AND
THE REPAIR WILL BE UNDER CP. HOWEVER, C IS REFUSING TO PAY FOR THE DIAGNOSTIC
AND THAT 2831 WESTON NISSAN WANTED C TO PAY UP FRONT.

CRR-AO ADVISED C THAT THAT FILE WILL BE FORWARDED TO REGION FOR REVIEW
REGARDING C'S INTENTION OF LETTING NNA PAY FOR THE REPAIR OF THE OOW PART.
HOWEVER, A DIAGNOSTIC IS NEEDED SO C WILL NEED TO HAVE THE VEH DIAGNOSED PRIOR
TO FILE TRANSFER TO REGION. C UNDERSTOOD.

C THANKED CRR-AO FOR ASSISTANCE, C SATISFIED.

CRR-AO OFFERED FURTHER ASSISTANCE, C DECLINED

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

CRR-AO CLOSING FILE PENDING DLR DIAGNOSIS FOR RCAS ENDORSEMENT @09/03-ZAO808N

CRR-AB RECEIVED CALL FROM: C, PROVIDED FILE NUMBER.

C STATED THAT C'S FATHER CALLED NNA CA ON 09/03/10 AND WAS ADVISED THAT
THE VEH'S REPAIR WOULD BE COVERED BY NNA CA IF C HAD THE VEH DIAGNOSED.
C STATED THAT C WAS ADVISED THAT C JUST NEEDED NNA CA TO CONTACT THE
DLRSHIP TO ADVISE THAT C'S REPAIR WOULD BE PAID FOR BY NNA CA.

CRR-AB REVIEWED FILE AND ADVISED C THAT C'S FATHER WAS ADVISED THAT C'S
REPAIR CAN BE SENT FOR REVIEW OF BEING PAID FOR OUT OF OOW GOODWILL
ASSISTNCE ONCE THE VEH HAD BEEN DIAGNOSED.

CRR-AB ADVISED C THAT C'S FILE WILL NEED TO BE SENT TO THE REGIONAL

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DEPT FOR FURTHER REVIEW ONCE C GIVES THE DIAGNOSTIC AND CONFIRMS THE VIN AS C STATED THAT THE VIN WAS NOT VERIFIED.

CRR-AB ASKED C TO VERIFY VIN.

C STATED THAT C WILL CALL NNA CA BACK.

CRR-AB OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-AB EXITING FILE PENDING C'S CALL BACK.

**** @09/07-ZAB561N-COMMENT

*** @09/07-ZAP190N-COMMENT

RCAS-AP RECEIVED INBOUND CALL FROM SM-DENNY MCGEE ON 09/07/10, 1:36 PM EST AND SPOKE WITH SM. SM INQUIRED IF GW ASSISTANCE WAS PROVIDED TO C. RCAS-AP ADVISED SM THAT ACCORDING TO THE FILE, C WAS ADVISED TO HAVE THE VEH DIAGNOSED AND THE FILE COULD BE REVIEWED ON A CASE BY CASE BASIS FOR ASSISTANCE. RCAS-AP ADVISED SM THAT C HAS NOT BEEN PROVIDED WITH A DECISION. SM UNDERSTOOD. SM STATED THAT THIS WAS C'S FIRST VISIT TO THE DLR. SM STATED THAT THE ABS ACTUATOR NEEDS TO BE REPLACED. SM STATED THAT SM WILL ADVISE C THAT THIS IS A CUSTOMER PAY ISSUE. RCAS-AP AGREED, AND THANKED SM. @09/07-ZAP190N-COMMENT

CRR-MV RECIEVED INBOUND CALL FROM C

C STATES C WAS TOLD BY ORIGINAL REP THAT NISSAN WILL BE COVERING COST OF REPAIR.

C STATES C WAS THEN TOLD BY DLR THAT C WILL BE RESPONSIBLE TO PAY.

C STATES C IS VERY UPSET C IS BEING TOLD DIFFERENT THINGS. @09/07-ZMV029N

C STATES C'S WHOLE FAMILY OWNS NISSAN AND C PURCHASED VEH BECAUSE OF NISSAN'S QUALITY SERVICE. @09/07-ZMV029N

C STATES C IS LOOKING FOR SOME COURTESY FROM NISSAN. @09/07-ZMV029N

CRR-MV ASKED C WHICH DLR DIAGNOSED THE ISSUE.

C STATES 2831_ WESTON NISSAN

CRR-MV ASKED C WHOM C SPOKE WITH AT THE DLR.

C STATES SM-RON @09/07-ZMV029N

CRR-MV ASKED C WHAT THE DLR DIAGNOSIS WAS.

C STATES LEAK IN MASTER CYLINDER AND BRAKE LIGHT AFFECTED.

CRR-MV ASKED C WHEN C WENT TO THE DLRSHIP?

C STATES FRI SEPT 3RD 2010 @09/07-ZMV029N

CRR-MV ASKED C WHEN THE ISSUE BEGAN?

C STATES THURS SEPT 2ND 2010 @09/07-ZMV029N

CRR-MV ASKED C WHERE THE VEH IS NOW?

C STATES VEH STILL AT DLRSHIP @09/07-ZMV029N

CRR-MV ASKED C IF THE VEHICLE IS OPERABLE?

C STATES VEH SHUT DOWN AND WOULD NOT TURN BACK ON @09/07-ZMV029N

CRR-MV ASKED C WHAT C WANTS FROM NNA TO RESOLVE THE ISSUE?

C STATES C WOULD LIKE REPAIR TO BE COVERED BY NISSAN SINCE REPRESENTATIVE WHO C ORIGINALLY SPOKE TO TOLD C THIS WOULD BE COVERED. @09/07-ZMV029N

CRR-MV APOLOGIZED AND EMPATHIZED WITH C. @09/07-ZMV029N

C STATES SM C SPOKE TO WAS VERY RUDE AND DISRESPECTFUL TO C.

C STATES EVERYTIME C CALLS DRLSHIP TO SPEAK TO SM-RON C IS LEFT ON HOLD FOR MORE THAN 15 MIN EVERYTIME. @09/07-ZMV029N

C STATES C'S VEH HAS LOW MILEAGE AND SHOULD NOT BE HAVING ISSUES WITH THIS VEH

CRR-MV ADVISED C THAT RCAS WILL CONTACT C BY THE END OF THE NEXT BUSINESS DAY.

CRR-MV OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-MV GAVE NAME, EXT, AND FILE NUMBER TO C.

CRR-MV THANKS C FOR C'S BUSINESS WITH NNA.

CRR-MV TRANSFERRING FILE TO RCAS FOR FURTHER ASSISTANCE. @09/07-ZMV029N

**** @09/08-ZAP190N

RCAS-AP IN RECEIPT OF FILE AND DATANETTED TO DLRSHIP. @09/08-ZAP190N

**RCAS-AP REVIEWED OWNER DATABASE FOR PREVIOUS NISSAN/INFINITI VEHS AND NOTES:

A KHANAL DHARMA R 13221 NW 13TH ST SUNRISE FL OWN 10 VER 022110

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**RCAS-AP CALLED SD-RICH BENNIS (3018 MAROONE NISSAN FT. LAUDERDALE) ON
09/08/10, 9:03 AM EST AND LEFT VMX. @09/08-ZAP190N
***** @09/08-ZRS030N
CRR-RS RECEIVED A CALL FROM C @09/08-ZRS030N
C STATED THAT WANTED TO SPEAK TO RCAS SINCE VEH WAS ALREADY AT THE SHOP
AND C WANTED TO KNOW WHAT NISSAN CAN DO TO ASSIST C @09/08-ZRS030N
CRR-RS ADVISED C THAT C CAN WAIT FOR A CALLBACK FROM RCAS TODAY UNTIL THE
END OF THE BUSINESS DAY @09/08-ZRS030N
C UNDERSTOOD @09/08-ZRS030N
CRR-RS ASKEDC FOR FURTHER ASSISTANCE, C DECLINED @09/08-ZRS030N
CRR-RS SENT AN INTERNAL MESSAGE TO RCAS-AP FOR FURTHER FOLLOW UP@09/08-ZRS030N
CRR-RS ASKED C FOR FURTHER ASSISTANCE, C DECLINED @09/08-ZRS030N
CRR-RS PROVIDED C NAME EXT @09/08-ZRS030N
CRR-RS EXITING FILE @09/08-ZRS030N
***** @09/08-ZRS030N
RCAS-AP CALLED C ON DAYTIME # ON 09/08/10, 4:21 PM EST AND LEFT VMX.
**RCAS-AP CALLED C ON EVENING # ON 09/08/10, 4:22P M EST AND RCAS-AP WAS
ADVISED THAT C IS NOT AT WORK. @09/08-ZAP190N
**RCAS-AP TO FOLLOW UP WITH C ON 09/13/10. @09/08-ZAP190N

CRR-ID RECEIVED CALL FROM: C
CRR-ID VERIFIED NAME, AND VERIFIED IF C'S INFO HAS CHANGED SINCE LAST CALL
C SAID NONE.
C STATED THAT C WAS GUARRANTEE THAT C WILL RECEIVED A CALL BACK FROM RCAS
BUT HAVE NOT RECEIVED ANY CALL BACK YESTERDAY. @09/09-ZID108N
CRR-ID CHECK AND PROVIDE RCAS-AP UPDATES THAT RCAS-AP TRTIED TO CALL C AT
C'S DAY NUMBER BUT VMX AND THE EVENING NUMBER SAYING THAT C DID NOT GO TO
WORK.
C PROVIDE CONTACT NUMBER: [REDACTED]
CRR-ID INFORM C THAT THE NUMBER SHOWS IN THE FILE IS DIFFERENT FROM THE NUMBER
C PROVIDE. @09/09-ZID108N
CRR-ID CHEKC THE FILE AND FOUND: DAY NUMBER SHOWS: 954 804 1597 AND EVENING
NUMBER SHOWS: 954 344 4545
C PROVIDE CORRECT DAY AND EVENING NUMBER: [REDACTED]
C WANTS TO BE CONTACTED TO C'S DAY NUMBER SPECIFICALLY.
CRR-ID UPDATES C'S CONTACT INFORMATION IN THE FILE AND IN THE OWNERS
INFORMATION.
CRR-ID INFORM C THAT CRR-ID WILL EMAIL RCASAP FOR C'S IMMEDIATE CALL BACK
REQUEST.
C IS HOPPING TO RECEIVED CALL BACK TODAY SINCE C DOES NOT HAVE A VEH AND THE
VEH IS SITTING AT THE DLR FOR A WEEK ALREADY AND C DOES NOT HAVE MONEY TO PAY
FOR THE REPAIRS THAT C'S NOT FAULT.
C THANKED CRR-ID FOR ASSISTANCE, C SATISFIED.
CRR-ID OFFERED FURTHER ASSISTANCE, C DECLINED
CRR-ID GAVE C NAME, EXTENSION AND FILE NUMBERS.
CRR-ID EMAILING RCAS-AP. @09/09-ZID108N
*** @09/09-ZAP190N
RCAS-AP RECEIVED VMX FROM C ON 09/09/10, 8:57 AM EST. @09/09-ZAP190N
*** @09/11-ZAP190N
RCAS-AP CALLED [REDACTED]) ON 09/11/10
AT 10:29 AM EST AND SPOKE WITH ASM-JOSE VELEZ. RCAS-AP INQUIRED ON SERVICE
HISTORY. SM STATED THAT C WAS AT THE DLRSHIP IN JUNE OF THIS YEAR FOR AN OIL
CHANGE. ASM STATED THAT C HAD AN OIL CHANGE DONE 03/2010. SM STATED THAT C
HAS SERVICED THE VEH WITH THE DLRSHIP SINCE THE VEH WAS PURCHASED. SM STATED
THAT C DOES NOT FOLLOW THE GUIDELINES EXACTLY, HOWEVER C DOES BRING THE VEH
INTO THE DLRSHIP FOR SERVICES. RCAS-AP ASKED ASM IF ASM WOULD BE WILLING TO

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PERFORM THE REPAIRS IF GOODWILL ASSISTANCE IS PROVIDED. ASM STATED YES THE DLR WOULD COMPLETE THE REPAIR FOR C. RCAS-AP THANKED ASM. @09/11-ZAP190N

**RCAS-AP SUBMITTED GW REQUEST FORM TO FOM-GB. @09/11-ZAP190N
*** @09/13-ZAP190N

RCAS-AP RECEIVED INTERNAL MESSAGE FROM FOM-GB ON 09/12/10, 8:02 PM EST. FOM STATED THAT FOM IS APPROVING GW ASSISTANCE BASED ON C'S DLR LOYALTY AND THE 2ND NISSAN VEH OWNERSHIP. @09/13-ZAP190N

**RCAS-AP CALLED C ON DAYTIME # ON 09/13/10, 11:17 AM EST AND SPOKE WITH C. C STATED THAT C ALREADY SPOKE WITH SM-DENNY AT THE DLR. C STATED THAT C WAS ALREADY ADVISED THAT NNA WAS NOT GOING TO BE PROVIDING ASSISTANCE FOR THE REPAIRS. C STATED THAT C JUST PAID THE \$190 DIAGNOSIS FEE, BUT C HAS NOT PAID FOR THE REPAIRS. RCAS-AP UNDERSTOOD. RCAS-AP ADVISED C THAT RCAS-AP DID VERIFY WITH DLR 3018 MAROONE NISSAN/FT. LAUDERDALE THAT C DID SERVICED WITH THE DLR. RCAS-AP ADVISED C THAT RCAS-AP REVIEWED THE FILE WITH THE REGION FOR ASSISTANCE. RCAS-AP ADVISED C THAT NNA HAS APPROVED GW ASSISTANCE FOR THE REPAIRS TO BE TAKEN PLACE AT DLR 3018. C UNDERSTOOD, AND THANKED RCAS-AP. C STATED THAT C IS EXTREMELY HAPPY WITH THIS DECISION. C STATED THAT C THOUGHT C WOULD HAVE TO SPEND \$1000 ON A REPAIR THAT WAS NOT C'S FAULT. RCAS-AP UNDERSTOOD. RCAS-AP ADVISED C THAT C CAN PROCEED TO HAVE THE VEH REPAIRED AT DLRSH 3018. C AGREED, AND THANKED RCAS-AP. RCAS-AP ADVISED C THAT RCAS-AP WILL FOLLOW UP WITH C ON 09/16/10 TO CHECK ON THE STATUS OF THE VEH. C AGREED AND THANKED RCAS-AP. @09/13-ZAP190N

**RCAS-AP CALLED ASM-JOSE VELEZ ON 09/13/10, 11:21 AM EST AND SPOKE WITH ASM. RCAS-AP ADVISED ASM THAT GW HAS BEEN APPROVED FOR THE REPAIRS. ASM UNDERSTOOD. RCAS-AP THANKED ASM. @09/13-ZAP190N

**RCAS-AP UPDATED FOLLOW UP DATE. @09/13-ZAP190N
*** @09/16-ZAP190N

RCAS-AP CALLED C ON DAYTIME # ON 09/16/10, 11:09 AM EST AND LEFT VMX.
**RCAS-AP CALLED C ON EVENING # ON 09/16/10, 11:10 AM EST AND LEFT VMX.
**RCAS-AP TO FOLLOW UP WITH C ON 09/21/10. @09/16-ZAP190N
*** @09/21-ZAP190N

RCAS-AP CALLED C ON DAYTIME # ON 09/21/10, 8:39 AM EST AND SPOKE WITH C. C STATED THAT C TOOK THE VEH TO THE DLRSH LAST SATURDAY. C STATED THAT THE VEH WAS REPAIRED UNDER LESS THAN AN HOUR. C STATED THAT C WAS REALLY IMPRESSED WITH THE SERVICE THAT C RECEIVED AT THE DLRSH. C STATED THAT EVERYONE WAS REALLY COURTEOUS TO C WHICH WAS A BIG CHANGE FROM 2831 WESTON NISSAN. C STATED THAT C IS REALLY HAPPY NISSAN ASSISTED C. RCAS-AP UNDERSTOOD. RCAS-AP CONFIRMED WITH C THAT C HAS RCAS-AP'S CONTACT #. RCAS-AP OFFERED FURTHER ASSISTANCE, C DECLINED. @09/21-ZAP190N

**RCAS-AP UPDATED TREAD ACT. @09/21-ZAP190N
**RCAS-AP CLOSING FILE AS NO FURTHER ACTION IS REQUIRED. @09/21-ZAP190N
*** @09/21-ZAP190N

FILE SUMMARY: C CONTACTED CA REQUESTING OOW ASSISTANCE WITH THE BRAKE MASTER CYLINDER. C ORIGINALLY HAD THE VEH DIAGNOSED AT 2831 WESTON NISSAN AND DLR 2831 DID NOT WANT TO ASSIST C BECAUSE C DOES NOT HAVE SERVICE HISTORY WITH THE DLRSH. RCAS-AP CONFIRMED C'S SERVICE HISTORY WITH DLR 3018 MAROONE NISSAN OF FT. LAUDERDALE. RCAS-AP CONFIRMED A PREVIOUS NISSAN IN FILE. RCAS-AP CONSULTED WITH FOM-GB AND FOM APPROVED GW ASSISTANCE FOR DLR 3018 MAROONE NISSAN OF FT. LAUDERDALE. THE VEH IS REPAIRED AND C IS SATISFIED. @09/21-ZAP190N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT1B	ROOT CAUSE: SNFA
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 1	DATE: 09 / 07 / 10	USERID: ZMV029N
OTHER #: 0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 2	DATE: 09 / 07 / 10	USERID: ZAP190N
RESP DLR: 3018	EFFECTIVE: 09 / 03 / 10	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZAO808N	
HISTORY:	UPDATE BY: ZAP190N	
SVC CALL#:	UPDATE DATE: 09 / 21 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 09 / 21 / 10	MICROFILM: N
RESP CAA: PLATI, AMANDA	OLM: ROYSTER KAREN	DOM:
PHONE: 0000041501	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: ONE CONTRACT

NAME: [REDACTED]
STREET: [REDACTED]
CITY: CHARLOTTE
ST/ZIP: NC [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: 1N4BL21E77C [REDACTED] Y
YR/MDL: 2007.0 ALT MILEAGE: 41000
IN SVC DATE: 07 / 09 / 07
VCAN: Y
PAID: 4
SUSP: 0
DENY: 0
RTL DLR: 4000 EAST CHARLOTTE NISSAN
SVC DLR: 3768 MODERN NISSAN OF CONCORD
RESP DLR: 3768 MODERN NISSAN OF CONCORD
REGION: 34 DIST: SL/SV/PT: 16 16 46

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 3768_ MODERN NISSAN OF
OUTSIDE WARRANTY BY (B) MONTHS: 2 MILES: 5000 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 09 / 20 / 10 XFER/RSPNSBLTY: 34 16 S
CONTACT (S): FOLLOWUP DATE: 09 / 30 / 10 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 09 / 30 / 10 DATANET (Y/N): 09 / 21 / 10

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD BRAKES YI OOW GOODWILL ASSISTANCE REQUEST
OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD BRAKES YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZAB627N 09/20/2010
PREVIOUS FILES FOUND: NONE
CRR-AB UPDATED OWNER'S INFORMATION (PHONE NUMBERS).
CRR-AB VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY, EVENING PHONE NUMBERS
EMAIL ADDRESS AND RESPONSIBLE DLR.
CRR-AB CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE
CLSD P7221 ALTIMA I-KEY FOB NTB07-053 08/03/07 01/04/08 04/15/08 4000
PREVIOUS NISSAN/INFINITI VEHICLE(S): NONE
CRR-AB RECEIVED CALL FROM C.
C STATED THAT C STATED THAT C'S IS 5000 MILES OOW
C STATED THAT THE BRAKE MASTER CYLINDER FLUID IS LEAKING TO THE BOOSTER
C STATED THAT C FOUND THAT THERE'S RECALL FOR THE SAME ISSUE WITH THE SENTRA
C STATED THAT THE VEH IS TOO YOUNG TO HAVE THE ISSUE
C STATED THAT DLR ALSO CONFIRMED THAT, BRAKE LIGHTS, VDC LIGHTS AND COUPLE
LIGHT WERE ON 4 OIL CHANGES AGO, WHEN THE VEH IS STILL UNDER THE WARRANTY AND
DLR IS NOT ABLE TO DETECT WHAT CAUSES THE ISSUE
C STATED THAT C THINKS THAT THE VEH IS TOO YOUNG TO HAVE THE ISSUE
CRR-AB ASKED IF WHAT ASSISTANCE C IS ASKING FROM NNA
C STATED THAT C WANTS NNA TO COVER THE REPAIR AS THE ISSUE HAS BEEN EXPERIENCE
WHEN THE VEH IS STILL UNDER WARRANTY
CRR-AB ASKED IF C ALREADY TOOK THE VEH TO DLR
C STATED THAT C TOOK THE VEH TO MODERN NISSAN OF CONCORD LAST SEPT 17, 2010
AND C DEALT WITH SA-TODD SMITH
C STATED THAT THE APPROXIMATE COST OF THE REPAIR IS \$500.00 @09/20-ZAB627N
CRR-AB INFORMED C THAT THE FILE WILL BE TRANSFERRED TO RCAS.
CRR-AB INFORMED C THAT RCAS WILL CALL GIVE C A CALLBACK BEFORE
THE CLOSE OF THE NEXT BUSINESS DAY
C THANKED CRR-AB FOR ASSISTANCE, C SATISFIED.
CRR-AB OFFERED FURTHER ASSISTANCE, C DECLINED.
CRR-AB GAVE C NAME, EXTENSION AND FILE NUMBER. @09/20-ZAB627N
CRR-AB TRANSFERRING FILE TO RCAS. @09/20-ZAB627N

RCAS-MF CALLED SM-CHIS BLALOCK ON 09/20. RCAS SPOKE WITH SA-TODD SMITH AS SM
IS OFF TODAY. SA ADVISED THAT COMPLAINT IS WITH C'S BRAKE LIGHT COMING ON.
SA ADVISED VEH NEEDS THE MASTER CYLINDER REPLACED AT A COST OF \$515.14. SA
ADVISED THAT C IS A GOOD C DOING MOSTLY ALL MAINTENANCE WITH DLR.

RCAS-MF EMAILED FOM-DD TO INQUIRE ON POSSIBLE ASSISATNCE.

RCAS-MF CALLED C ON 09/21 AT 425PM EST. RCAS-MF SPOKE WITH MRS ON DAY NUMBER.
RCAS ADVISED C THAT RCAS WILL LOOK INTO GOODWILL AND RCAS SET FOLLOW UP
BY 0/24 @09/21-ZMF628N

RCAS-MF RECEIVED EMAIL BACK FROM FOM-DD WHO APPROVED GOODWILL. @09/22-ZMF628N
***** @09/22-ZMF628N
RCAS-MF CALLED SM ON 09/22. RCAS LEFT VMX ADVISING NNA IS GOODWILLING THE
REPAIR. @09/22-ZMF628N
**DRTS-KC PROCESSED VSC MTNG22223369 PER RCAS REQUEST. @09/22-ZKC249N
***** @09/23-ZMF628N
RCAS-MF RECEIVED EMAIL BACK FROM SM WHOA DVISED THAT SA-TODD WILL CONTACT
C TO ADVISE. @09/23-ZMF628N

RCAS-MF CALLED C ON 09/24 AT 909AM EST. RCAS-MF LEFT VMX OND AY NUMBER.

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RCAS-MF CALLED EVE AND LEFT VMX.

@09/24-ZMF628N

RCAS-MF RECEIVED VMX BACK FROM C ON 09/24 AT 408PM EST. C REQEUSTED A CALL
BACK.

@09/27-ZMF628N

RCAS-MF CALLED C ON 09/27 AT 1225PM EST. RCAS-MF SPOKE WITH MRS ON DAY NUMBER.
C STAETS THAT DLR CALLED AND C WASNT SURE IF RCAS STILL NEEDED TO SPEAK WITH
RCAS. C STATES C IS OKAY WIRKING WITH TEH DLR FROM HERE. C STATES C IS
SCHEDULED IN TODAY FOR THE REPAIRS.

@09/27-ZMF628N

RCAS-MF CALLED DLR ON 09/30 AT 1232PM EST. RCAS-MF SPOKE WITH TODD WHO
CONFIRMED THAT VEH IS REPAIRED.

RCAS-MF CLOSING FILE.

***C CALLED NNA SEEKING OOW ASSISTANCE WITH A MASTER CYLENDER. FOM APPROVED
@09/30-ZMF628N

**DRTS KC CANCELLED POLICY # [REDACTED] PER RCAS REQUEST.
@10/08-ZKC249N-COMMENT

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT1B	ROOT CAUSE: SNFA
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #:	DATE: 00 / 00 / 00	USERID:
OTHER #:	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 1	DATE: 10 / 08 / 10	USERID: ZKC249N
RESP DLR: 3768	EFFECTIVE: 09 / 20 / 10	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZAB627N	
HISTORY:	UPDATE BY: ZMF628N	
SVC CALL#:	UPDATE DATE: 10 / 08 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 09 / 30 / 10	MICROFILM: N
RESP CAA: FORGIE, MELISSA	OLM: ROYSTER KAREN	DOM:
PHONE: 0000041657	OWNER FIRST:	LANGUAGE: E ENGLISH

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

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SERVICE CONTRACTS SUMMARY

DATE: 8/10/2011
TIME: 11:09:18 AM
MODEL YEAR: 2007.0
MAKE:
MODEL LINE: ALT

NAME: [REDACTED] VIN:
IN SCV DATE: 9/22/2010

SEO NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
120	[REDACTED]	34ESC CA	9/22/2010	9/22/2012	71,000	10/8/2010	

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CURRENT SERVICE CONTRACT	PRIOR SERVICE CONTRACT
CONTRACT: [REDACTED]	[REDACTED]
[REDACTED]	OWNER NAME:
PLAN TYPE: T	PLAN TYPE:
PLAN TERM: G	PLAN TERM:
DEDUCTABLE: \$	DEDUCTABLE:
EFFECTIVE: 09/22/10	EFFECTIVE:
EXPIRES: 09/22/12 MILES: 71,000	EXPIRES: MILES:
CANCEL: 10/08/10 MILES: 41,001	CANCEL: MILES:
TRANSFER:	TRANSFER:
TRANSACTION: 10/8/2010	TRANSACTION:
PRINTED: 09/25/10	PRINTED:
DEALER NO: 34ESC STATE: CA	DEALER NO: STATE:
DEALER NAME: SOUTHEAST CA CONTRACTS	DEALER NAME:

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: LEXINGTON
ST/ZIP: KY [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: 1N4AL21E37N [REDACTED] Y
YR/MDL: 2007.0 ALT MILEAGE: 45014
IN SVC DATE: 04 / 10 / 07
VCAN: N RTL DLR: 3733 LEGACY NISSAN OF LONDON
PAID: SVC DLR: 5172 NISSAN ON NICHOLASVILLE
SUSP: RESP DLR: 5172 NISSAN ON NICHOLASVILLE
DENY: REGION: 34 DIST: SL/SV/PT: 11 11 41

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 2
VEHICLE MAINTAINED BY: INDEPENDENT
OUTSIDE WARRANTY BY (B) MONTHS: 5 MILES: 9000 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 09 / 27 / 10 XFER/RSPNSBLTY: 34 11 S
CONTACT (S): FOLLOWUP DATE: 10 / 01 / 10 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 10 / 01 / 10 DATANET (Y/N): 09 / 30 / 10

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 119000 BRAKE BOOSTER
AD BRAKES YI OOW GOODWILL ASSISTANCE REQUEST
OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD BRAKES YI OOW GOODWILL ASSISTANCE REQUEST

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C. A. R. COMMENTS

FILE OPENED-ZMP068N 09/27/2010

RELATED: NONE

CRR-MP VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, MAIN AND ALTERNATE PHONE NUMBERS.

UNRELATED: NONE

CRR-MP UPDATED OWNER'S INFORMATION IN THE OWNER'S DATABASE.

CRR-MP CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:NONE @09/27-ZMP068N

PREVIOUS NISSAN/INFINITI VEH: 94 ALT

CRR-MP RECEIVED CALL FROM__C

C STATED__THAT C WANTS TO KNOW IF THERE IS A RECALL ON THE VEH

CRR- MP CHECK ON THE FILE AND THERE IS NO RECALL ADVISE C TO GO TO THE DLR
TO DIAGNOSE THE VEH

C UNDERSTOOD

@09/27-ZMP068N

C THANKED CRR-MP FOR FURTHER ASSISTANCE, C SATISFIED.

CRR-MP OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-MP GAVE NAME AND EXTENSION

@09/27-ZMP068N

CRR- MP CLOSING FILE

@09/27-ZMP068N

CRR-LG UPDATING

CRR-LG RECEIVED A CALL FROM C

C STATED THAT THERE WERE NO CHANGES ON C'S CONTACT INFORMATION SINCE C LAST
CALLED NNA CA.

C STATED THAT C WAS CALLING BECAUSE C WANTS TO FOLLOW UP ON THE FILE NUMBER
THAT WAS CREATED FOR C. CRR-LG PROVIDED TO C THE FILE NUMBER.

C ALSO STATED THAT THE AIRBAG LIGHT CAME OFF ON THE VEH. STATED THAT THE
AIRBAG LIGHT SHOULD BE ON A ON MODE. C STATED THAT C WAS ADVISED YESTERDAY
THAT THE VEH HAS TO BE TAKEN IN FOR A DIAGNOSIS AND AFTER THE DIAGNOSIS HAS
BEEN DONE, C CAN CALL NNA SO THE FILE CAN BE TRANSFERRED OVER TO AN RCAS.

C STATED THAT THE MASTER CYLINDER WAS LEAKING ON THE VEH.

C AGREED TO TAKE THE VEH AT A NISSAN DLRSHIP TO HAVE THE DIAGNOSIS.

C THANKED CRR-LG FOR ASSISTANCE, C SATISFIED.

@09/28-ZLG276N-COMMENT

CRR-LG OFFERED FURTHER ASSISTANCE, C DECLINED

CRR-LG GAVE C NAME, EXTENSION AND FILE NUMBER

CRR-LG CLOSING FILE, PENDING DIAGNOSIS.

@09/28-ZLG276N-COMMENT

CRR-MS RE-OPENED FILE AT C'S REQUEST; RECEIVED CALL FROM C.

CRR-MS VERIFIED C'S NAME AND IF THERE'S ANY CHANGES WITH C'S CONTACT DETAILS.

C PROVIDED FILE NUMBER AND SAID C ALREADY TOOK THE VEH TO

5172_ NISSAN ON NICHOLASVILLE TODAY AND DEALT WITH SA-PAUL, WHO ADVISED C
THAT THE BRAKE MASTER CYLINDER MUST BE REPLACED COSTING TO \$500 BUT DLR

WAS UNABLE TO DUPLICATE THE PROBLEM ON THE AIRBAG.

@09/28-ZMS039N-COMMENT

C STATED C WANTED ASSISTANCE FROM NNA TO COVER THE REPAIRS OF BOTH BRAKE
MASTER CYLINDER AND AIRBAG. CRR-MS ADVISED C THAT FILE WILL BE FORWARDED TO
RCAS FOR PROPER HANDLING AND RCAS WILL BE CALLING C BEFORE THE END OF THE
NEXT BUSINESS DAY. C UNDERSTOOD.

@09/28-ZMS039N-COMMENT

C THANKED CRR-MS FOR ASSISTANCE, C SATISFIED.

@09/28-ZMS039N-COMMENT

CRR-MS OFFERED FURTHER ASSISTANCE, C DECLINED

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

CRR-MS FORWARDED FILE TO RCAS.

@09/28-ZMS039N-COMMENT

RCAS-OL CALLED DLRSHIP ON 09/29/10 AT 11:00AM EST AND SPOKE TO SM-ERNIE GREEN.

SM ADVISED THAT C NEEDS A MASTER CYLINDER HAS HAD A LEAK IN THE REAR SEAL AND
LEAKED INTO THE BREAK BOOSTER WHICH ALSO NEEDS TO BE REPLACED.SM ADVISED THAT
REPAIRS WILL COST \$500.00.SM ADVISED THAT C HAS NO SVC HISTORY WITH THE DLR

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AND WAS LAST IN ON 12-09 FOR A TRANSMISSION SVC.RCAS INQUIRED ABOUT THE AIRBAG SM ADVISED THAT C CLIAMED THAT AIRBAG LIGHT WILL COME ON IN AN INCLINE AND VEH WAS TEST DRIVEN ON AN INCLINE AND PARKED ON AN INCLINE AND INSPECTED AND ALL AIRBAG PARTS ARE WORKING AND NO CONCERN WAS FOUND.SM ADVISED THAT NO ENGINE LIGHT WAS ON OR STORED CODES WERE NOT FOUND @09/29-ZOL950N

RCAS-OL NOTES THAT C IS FAR OOW AND HAS NO SVC HISTORY WITH THIS NNA DLRSHP THEREFORE AT THIS TIME NNA IS NOT IN A POSITION TO ASSIST C @09/29-ZOL950N

RCAS-OL DATA NET FILE ON 09/29/10 @09/29-ZOL950N

RCAS-OL CALLED C ON DAY PHONE ON 09/29/10 AT 11:29AM EST.RCAS ADVISED C THAT RCAS HAS BEEN IN CONTACT WITH THE NNA DLRSHP AND RCAS WAS INFORMED THAT THE MASTER CLYINDER AND BREAK BOOSTER NEEDS TO BE REPLACED AND WILL COST \$500.00 ALSO WITH THE AIRBAG CONCERN THE VEH WAS TEST DRIVEN AND INSPECTED AND NO CONCERN WAS FOUND THEREFORE NO REPAIRS NEED TO TAKE PLACE FOR THIS COMPONENT BUT AS FOR THE MASTER CYLINDER AND BREAK BOOSTER RCAS REVIEWED FILE FOR POSSIBLE ASSISTANCE BUT C IS FAR OOW AND HAS NO SVC HISTORY WITH THIS NNA DLR NNA IS NOT GOING TO BE IN A POSITION TO ASSIST C WITH TEH COST OF REPIARS.C ADVISED THAT THIS IS FINE C WILL NEVER BUY ANOTHER NISSAN VEH.C ADVISED THAT C WORK COMPANY BOUGHT 6 NEW VERSA BUT WILL NOT BUY NISSAN VEHS AGAIN NOR C'S FAMILY.C ADVISED THAT THIS IS A SAFTEY ISSUE AND NISSAN KNOWS ABOUT IT.C ADVISED THAT WILL NEVER BUY ANOTHER NISSAN VEH.RCAS APOLOGIZED AND ADVISED THAT CALL CONCERNS WILL BE DOCUMENTED.C ENDED THE CALL @09/29-ZOL950N

RCAS-OL CLOSING FILE AS NO FURTHER ACTION IS REQUIRED @09/29-ZOL950N

FILE SUMARY:C WANTED ASSISTANCE WITH REPAIRS ON THE MASTER CLYINDER AND BREAK BOOSTER BUT C WAS OOW AND HAD NO SVC HISTRY THEREFORE C WAS DECLINED

CRR-LB RECEIVED CALL FROM C, PROVIDED FILE NUMBER.
CRR-LB VERIFIED C'S NAME AND CHANGES ON C'S CONTACT INFORMATION.
C STATED C WANT TO REQUEST ASSISTANCE ON THE BRAKE ISSUE OF THE VEH.
CRR-LB ADVISED C THAT THERE WAS A REQUEST ALREADY AND DECISION WAS MADE ALREADY.

C SAID THAT C JUST WANT NISSAN TO PAY FOR THE PARTS AND C WILL SHOULDER THE LABOR. @10/01-ZLB782N

CRR-LB ADVISED C THAT THE DECISION HAD BEEN MADE AND C'S REQUEST WAS ALREADY DECLINED.

C SAID THAT C'S VEH SHOULD BE RECALLED, CRR-LB ADVISED C THAT NOT ALL VEH ARE INVOLVED WITH A RECALL SUCH AS C'S RECALL ON THE VEH ARE NOT APPLICABLE TO ALL VEH.

C SAID THAT C WILL NOT BUY ANOTHER NISSAN VEH. @10/01-ZLB782N

C THANKED CRR-LB, DECLINED FURTHER ASSISTANCE
CRR-LB PROVIDED AND EXT.

CRR-LB CLOSING FILE. @10/01-ZLB782N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NT3B	ROOT CAUSE: SNFA
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 2	DATE: 10 / 01 / 10	USERID: ZLB782N
COMMENTS ONLY: #: 2	DATE: 09 / 28 / 10	USERID: ZMS039N
RESP DLR: 5172	EFFECTIVE: 09 / 27 / 10	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZMP068N	
HISTORY:	UPDATE BY: ZLB782N	
SVC CALL#:	UPDATE DATE: 10 / 01 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 10 / 01 / 10	MICROFILM: N
RESP CAA: BACULI, LYNAFIEL	CAOM:	CAOM:
PHONE: 0000000000	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: NONE

NAME: [REDACTED] VIN: 1N4AL21E07C [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2007.0 ALT MILEAGE: 45000
CITY: ELIZABETH TOWN IN SVC DATE: 02 / 13 / 07
ST/ZIP: KY [REDACTED] VCAN: N RTL DLR: 225 THOROUGHbred NISSAN
DAY PH: [REDACTED] PAID: SVC DLR: 5184 SWOPE NISSAN, LLC
EVE PH: [REDACTED] SUSP: RESP DLR: 5184 SWOPE NISSAN, LLC
DLR PH: [REDACTED] DENY: REGION: 44 DIST: SL/SV/PT: 08 08 38

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED X MILES 36000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: INDEPENDENT FACILITY
OUTSIDE WARRANTY BY (B) MONTHS: 8 MILES: 9000 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 10 / 01 / 10 XFER/RSPNSBLTY: 24 08 S
CONTACT (S): FOLLOWUP DATE: 10 / 20 / 10 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 10 / 20 / 10 DATANET (Y/N): 10 / 04 / 10

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	119000	BRAKE BOOSTER
AD	BRAKES	YI	OOW GOODWILL ASSISTANCE REQUEST
OA	VEHICLE CONCERNS	119000	BRAKE BOOSTER
AD	BRAKES	YX	POOR OR IMPROPER OPERATION
OA	VEHICLE CONCERNS	122000	MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD	BRAKES	YI	OOW GOODWILL ASSISTANCE REQUEST
OA	VEHICLE CONCERNS	122000	MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD	BRAKES	YX	POOR OR IMPROPER OPERATION
OA	VEHICLE CONCERNS	147000	GEN. EXHAUST COMPONENT(S)
AH	EXHAUST SYSTEM	YX	POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZBR285N 10/01/2010
PREVIOUS FILES FOUND: RELATED: NONE; NON RELATED: 6431604,647355410/01-ZBR285N
CRR-BR VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY AND EVENING PHONE NUMBER
CRR-BR CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES AND FOUND: NONE
PREVIOUS NISSAN/INFINITI VEHICLE(S): 0
CRR-BR RECEIVED CALL FROM C
C STATED ANTI LOCK BRAKING SYSTEM DOES NOT WORK, EXHAUSE IS SO LOUD.
C STATED C BROUGHT VEH TO 5184_ SWOPE NISSAN, LLC EARLIER
C STATED C SERVICE MANAGER, C UNABLE TO PROVIDE LAST NAME.
C STATED DLR EXHAUST PIPE RUSTED OUT, BRAKE BOOSTER AND BRAKE MASTER
CYLINDER.LEAKING FLUIDS.
C STATED DLR TOLD C THAT THESE PARTS NEEDS TO BE REPLACED.
C STATED DLR TOLD C THAT PARTS WOULD COST \$1797.77
C STATED C WANTS NISSAN TO COVER REPAIRS FOR C AS C STATED THAT C JUST OWNED
THE VEH AND THESE PARTS SHOULD NOT HAVE WORN DOWN AND CAUSED C THESE PROBLEMS.
CRR-BR ADVISED C THAT C WILL RECEIVE A CALL FROM RCAS BY THE END OF THE NEXT
BUSINESS DAY.
CRR-BR OFFERED ADDITIONAL ASSISTANCE. C DECLINED.
C THANKED CRR-BR FOR ASSISTANCE. C SATISFIED
CRR-BR TRANSFERRING FILE TO RCAS
CRR-BR LEAVING FILE OPEN..
CRR-BR GAVE NAME, EXTENSION AND FILE NUMBER.
CRR-BR EXITING FILE. @10/01-ZBR285N
***** @10/01-ZAB000N
RCAS-AB DATANETTED FILE TO DLRSHF ON 10/01/10. @10/01-ZAB000N
RCAS-AB CHANGING FOLLOW UP DATE TO 10/04/10 FOR C CALLBACK. @10/01-ZAB000N
RCAS-AB SENT INTERNAL MESSAGE TO SM-TERRY GIBSON/SWOPE NISSAN AT 2:51PM ON
10/01/10 INQUIRING OF COST OF REPAIRS, IF VEH SOLD AS IS, OR IF VEH WOULD HAVE
BEEN REPAIRED PRIOR TO SALE OF VEH. @10/01-ZAB000N
** @10/04-ZAB000N
RCAS-AB REVIEWED FILE 6431604: FILE OPENED AND CLOSED ON 03/02/09. RCAS NOTED
THAT VEH OWNED BY A DIFFERENT C, THAT C HAD CALLED NNA IN REGARDS TO C HAVING
CHANGED THE BATTERIES OF THE I-KEY 3 TIMES IN ONE YEAR, WANTED TO KNOW IF THIS
IS NORMAL, AND IF C PURCHASING RECOMMENDED BATTERIES. RCAS NOTED THAT C WAS
INFORMED TO TAKE VEH TO DLRSHF TO HAVE ISSUE INSPECTED. @10/04-ZAB000N
RCAS-AB REVIEWED FILE 6473554: FILE OPENED AND CLOSED ON 04/21/09. RCAS NOTED
THAT VEH OWNED BY A DIFFERENT C, THAT C HAD CALLED NNA IN REGARDS TO WARRANTY
ON VEH AS C HAVING ISSUES WITH SPEAKERS. RCAS NOTED THAT C INFORMED OF BASIC
AND POWERTRAIN WARRANTIES AND TO TAKE VEH TO DLRSHF TO HAVE VEH DIAGNOSED.
@10/04-ZAB000N
RCAS-AB CALLED SWOPE NISSAN AT 10:02AM EST ON 10/04/10, SPOKE TO SM-TERRY
GIBSON. RCAS INQUIRED IF VEH RECENTLY PURCHASED AT DLRSHF? SM STATED THAT VEH
PURCHASED AT SWOPE FORD, THAT VEH ARE SOLD AS IS, THAT THERE IS NO HISTORY AT
DLRSHF IN REGARDS TO VEH. RCAS THANKED SM. @10/04-ZAB000N
RCAS-AB CALLED C ON DAY PHONE(270 872 6263) AT 10:20AM EST ON 10/04/10 AND
RECEIVED VMX THAT PERSON THAT RCAS TRYING TO REACH IS NOT ACCEPTING CALLS AT
THIS TIME, TO TRY CALL AGAIN LATER, UNABLE TO LEAVE VMX. @10/04-ZAB000N
RCAS-AB CALLED C ON EVE PHONE(270 723 0265) AT 10:22AM EST ON 10/04/10 AND
LEFT VMX FOR RETURN CALL, THAT RCAS WILL FOLLOW UP WITH C ON 10/07.
@10/04-ZAB000N
** @10/07-ZAB000N
RCAS-AB CALLED C ON DAY [REDACTED] AT 11:14AM EST ON 10/07/10 AND
RECEIVED VMX THAT PERSON THAT RCAS TRYING TO REACH IS NOT ACCEPTING CALLS AT

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THIS TIME, TO TRY CALL AGAIN LATER, UNABLE TO LEAVE VMX. @10/07-ZAB000N
RCAS-AB CALLED C ON EVE ([REDACTED]) AT 11:15AM EST ON 10/07/10 AND
LEFT VMX FOR RETURN CALL. @10/07-ZAB000N

** @10/12-ZAB000N

RCAS-AB CALLED C ON DAY PHONE ([REDACTED]) AT 4:51PM EST ON 10/12/10 AND
RECEIVED VMX THAT PERSON THAT RCAS TRYING TO REACH IS NOT ACCEPTING CALLS AT
THIS TIME, TO TRY CALL AGAIN LATER, UNABLE TO LEAVE VMX. @10/12-ZAB000N

RCAS-AB CALLED C ON EVE PHONE ([REDACTED]) AT 4:52PM EST ON 10/12/10 AND
SPOKE TO C'S HUSBAND SHAWN. RCAS INQUIRED WHEN C TOOK VEH TO DLRSH? C STATED
THAT C TOOK VEH TO DLRSH LAST WEEK, THAT VEH ONLY HAS 45000 MILES ON VEH,
THAT C FEELS THAT THIS IS LOW MILEAGE ON VEH, THAT THE EXHAUST PIPE, BRAKES
AND BRAKE BOOSTER HAS GONE, THAT VEH TAKEN TO DLRSH ON 10/01/10. RCAS
INFORMED C THAT SINCE VEH OOW, THAT RCAS WOULD NEED TO REVIEW WITH REGIONAL
STAFF IN REGARDS TO POSSIBLE ASSISTANCE WITH COST OF REPAIR, WOULD CONTACT C
BY 10/15. RCAS PROVIDED C WITH RCAS' CONTACT INFORMATION. C STATED THAT C WAS
INFORMED BY DLRSH THAT ISSUE IS A COMMON ISSUE. C STATED THAT C FEELS THAT
VEH HAS LOW MILEAGE, THAT THE BRAKE BOOSTER SHOULD NOT GO. RCAS INFORMED C
THAT RCAS HAD CONTACTED DLRSH, WAS INFORMED THAT VEH ARE SOLD AS IS. C
THANKED RCAS FOR CALLING AND_DISCONNECTED. @10/12-ZAB000N

RCAS-AB CALLED FOM-FN AT 6:52PM EST ON 10/12/10, LEFT VMX FOR RETURN CALL.
@10/12-ZAB000N

*** @10/13-ZAB000N

RCAS-AB RECEIVED INBOUND CALL FROM FOM-FN AT 9:28AM EST ON 10/13/10. RCAS
INFORMED FOM THAT C WOULD LIKE ASSISTANCE WITH REPAIR OF THE BRAKE BOOSTER,
BRAKES, AND EXHAUST PIPE SINCE VEH RECENTLY PURCHASED PRE-OWNED. FOM STATED
NO ASSISTANCE, FEELS THAT DLRSH SHOULD ASSIST C AS VEH RECENTLY PURCHASED,
THAT DLR SHOULD HAVE INSPECTED VEH PRIOR TO C PURCHASING VEH. RCAS THANKED
FOM. @10/13-ZAB000N

** @10/15-ZAB000N

RCAS-AB CALLED C ON EVE PHONE ([REDACTED]) AT 2:17PM EST ON 10/15/10 AND
LEFT VMX FOR RETURN CALL, WITH FOLLOW UP ON 10/20. @10/15-ZAB000N

** @10/20-ZAB000N

RCAS-AB CALLED C ON EVE PHONE ([REDACTED]) AT 11:05AM EST ON 10/20/10 AND ON
SPOKE TO C'S HUSBAND SHAWN. RCAS INFORMED C THAT RCAS DID REVIEW WITH REGIONAL
STAFF IN REGARDS TO POSSIBLE ASSISTANCE FOR REPAIR. RCAS INFORMED C THAT NNA
NOT IN A POSITION TO ASSIST C WITH COST OF REPAIRS, HOWEVER THAT C SHOULD
CONTACT DLRSH, AS DLRSH SHOULD HAVE INSPECTED VEH PRIOR TO C PURCHASING VEH.
RCAS APOLOGIZED TO C FOR NOT BEING ABLE TO ASSIST C IN THIS CASE, HOWEVER RCAS
ENCOURAGES C TO CALL BACK FOR ANY OTHER CONCERNS. RCAS ASSURED C THAT RCAS
HAD DONE EVERYTHING TO ASSIST AND APPRECIATES C'S CONTACT. C THANKED RCAS.
RCAS THANKED C FOR BUSINESS, WISHED C A GOOD DAY. C DISCONNECTED. RCAS CLOSING
FILE AS C NEEDS NO FURTHER ASSISTANCE. RCAS VERIFIED TREAD ACT CODE.

@10/20-ZAB000N

*** @10/20-ZAB000N

SUMMARY: C HAD CONTACTED NNA AS C HAD RECENTLY PURCHASED VEH, THAT ISSUES WITH
THE BRAKE BOOSTER, EXHAUST PIPE AND BRAKES. RCAS NOTED THAT SM AND FOM AB000N
CONTACTED, THAT AS PER FOM NO ASSISTANCE SINCE VEH OOW, PURCHASED PRE-OWNED.

@10/20-ZAB000N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

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CUSTOMER.

WOULD LIKE ASSISTANCE WITH EXHAUST REPAIR, BRAKE BOOSTER REPAIR AND BRAKE
MASTER CYLINDER REPAIR

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT3B	ROOT CAUSE: SNFA
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #:	DATE: 00 / 00 / 00	USERID:
OTHER #:	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 0	DATE: 00 / 00 / 00	USERID:
RESP DLR: 5184	EFFECTIVE: 10 / 01 / 10	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZBR285N	
HISTORY:	UPDATE BY: ZAB000N	
SVC CALL#:	UPDATE DATE: 10 / 20 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 10 / 20 / 10	MICROFILM: N
RESP CAA: BAILEY, ALKA	OLM: SMIT AGNES	DOM: ROCHE PATRICK
PHONE: 0000041503	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: NEWARK
ST/ZIP: DE [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: 1N4AL21E37N [REDACTED] Y
YR/MDL: 2007.0 ALT MILEAGE: 44000
IN SVC DATE: 07 / 30 / 07
VCAN: N RTL DLR: 3246 ROUTE 22 NISSAN, INC.
PAID: 1 SVC DLR: 3288 SHERIDAN NISSAN, L.L.C.
SUSP: 0 RESP DLR: 3288 SHERIDAN NISSAN, L.L.C.
DENY: 0 REGION: 26 DIST: SL/SV/PT: 08 08 38

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED X MILES 8000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: RICART NISSAN,
OUTSIDE WARRANTY BY (B) MONTHS: 3 MILES: 8000 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 10 / 01 / 10 XFER/RSPNSBLTY: 26 08 S
CONTACT (S): FOLLOWUP DATE: 11 / 05 / 10 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 11 / 05 / 10 DATANET (Y/N): 10 / 05 / 10

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 121500 GEN. BRAKE COMPONENT(S)
AD BRAKES YI OOW GOODWILL ASSISTANCE REQUEST
OA VEHICLE CONCERNS 121500 GEN. BRAKE COMPONENT(S)
AD BRAKES YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZAB627N 10/01/2010

NO EMAIL

@10/01-ZAB627N

PREVIOUS FILES FOUND: NONE

CRR-AB UPDATED OWNER'S INFORMATION (NAME, ADDRESS AND PHONE NUMBERS).

CRR-AB VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY, EVENING PHONE NUMBERS

EMAIL ADDRESS AND RESPONSIBLE DLR.

CRR-AB CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: TWO

OPEN PB053 ALTIMA EXHAUST SYS NTB08-001 11/03/07 02/11/08 00/00/00

OPEN PB090 ALTIMA VARISTOR NTB08-095 09/29/08 02/16/09 00/00/00

CRR-AB ADVISED C OF RECALL STATUS.

PREVIOUS NISSAN/INFINITI VEHICLE(S): NONE

CRR-AB RECEIVED CALL FROM C.

C STATED THAT C IS CALLING ABOUT THE ISSUE C HAS WITH THE BRAKES

C STATED THAT THE BRAKES IS NOT STRONG LIKE BEFORE.

C STATED THAT WHEN THE VEH IS STILL UNDER THE WARRANTY RICART NISSAN DIAGNOSED

THE VEH ADN CONFIRMED THAT THE ISSUE WILL BE COVERED HOWEVER THE PART NEEDED

FOR THE ISSUE BE FIXED IS NOT AVAILABLE AND UNTIL C MOVED TO DELAWARE

C STATED THAT NOW, C IS OOW AND THE PART NEEDED FOR THE ISSUE IS AVAILALBLE

IN DE.

C STATED THAT C WANTS NNA TO COVER THE REPAIR SINCE THE ISSUE HAS BEEN DIAG

NOSED WHEN THE VEH IS STILL UNDER WARRANTY

CRR-AB ASKED IF C IF THE DLRS ALREADY CONTACTED EACH OTHER

C STATED NO AS C WAS ADVISD BY THE DLR IN DE TO CALL CA ABOUT THE ISSUE

CRR-AB VERIFIED THAT THE VEH IS AT: SHERIDAN NISSAN, L.L.C.

CRR-AB VERFIED THAT C'S DEALING WITH SA-JIM

CRR-AB INFORMED C THAT THE FILE WILL BE TRANSFERRED TO RCAS.

CRR-AB INFORMED C THAT RCAS WILL CALL GIVE C A CALLBACK BEFORE

THE CLOSE OF THE NEXT BUSINESS DAY

C THANKED CRR-AB FOR ASSISTANCE, C SATISFIED.

CRR-AB OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-AB TRANSFERRING FILE TO RCAS.

@10/01-ZAB627N

@10/01-ZAB627N

RCAS-MC CONTACTED DLR ON 10/04/10 AT 04:22PM EST. ADVISED SERVICE MANAGER

JOE NOT AVAILABLE

@10/04-ZMC514N

RCAS-MC CONTACTED C AT DAY NUMBER ON 10/04/10 AT 04:30PM EST. SPOKE TO C

C STATES C IS NOT SURE THE TECHNICAL NAME OF WHAT IS BEING DONE FOR THE VEH,

BUT WHEN C LEFT OHIO C WAS TOLD BY DLR IN OHIO THAT C WAS HAVING AN ISSUE AND

IT WOULD TAKE A FEW WEEKS TO ORDER THE PART. C WAS ADVISED BY THE DLR (RICART

NISSAN). C STATES C DOES HAVE AN INVOICE AND REFERENCE.

@10/04-ZMC514N

C STATES C WENT TO SHERIDEN NISSAN AND ADVISED THAT C IS OOW AND WOULD NOT BE

ABLE TO COMPLETE REPAIR.

RCAS-MC ADVISED C RCAS-MC WILL HAVE TOO CONTACT RICART NISSAN AND SHERIDEN

NISSAN TO GATHER CASE DETAILS AND WILL FOLLOW UP WITH C NO LATER THAN 10/07/10

C AGREED

@10/04-ZMC514N

RCAS-MC MOVING FOLLOW UP DATE TO 10/07/10

@10/04-ZMC514N

RCAS-MB CALLED SHERIDAN NISSAN ON 10/07/2010 AT 1:31 PM EST,LEFT VMX FOR

SM-JOE.

@10/07-ZMB827N

RCAS-MB CALLED C ON 10/07/2010 AT 1:35 PM EST ON DAY/EVENING NUMBER, SPOKE

WITH C. C ADVISED RCAS-MB THAT C IS DRIVING TO WORK RIGHT NOW AND WOULD LIKE

RCAS-MB TO CALL BACK. RCAS-MB AGREED.

@10/07-ZMB827N

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RCAS-LA ASSISTING WITH FILE 10/12/10.

RCAS-LA SPOKE WITH SM-JOE SPILLER 10/12/10, 11:22AM EST WHO STATES VEH IN:
10/01/10- 44 000 MILES- C STATES VEH WILL NOT START--> DLR REPLACED BRAKE
LIGHT SWITCH, \$203.74

SM STATES THAT C HAD NOT PROOF THAT VEH HAD BEEN ELSEWHERE. C WAS FROM
COLUMBUS, OH AND DLR HAD VEH COMPLETED THE SAME DAY. @10/12-ZLA999N

RCAS-LA CALLED RICART NISSAN, INC. PHONE: [REDACTED] NUMBER: 2960 10/12/10
11:39AM EST AND SPOKE WITH CASHIER (NAME UNKNOWN). SM IS NOT AVAILABLE.
CASHIER STATES THAT THE LAST TIME VEH WAS IN WAS:
03/11/10- 33 881 MILES--> OIL CHANGE.
CASHIER STATES NO OTHER CONCERNS LISTED.

RCAS-LA CALLED C AT DAY/EVE PHONE 10/12/10, 11:46AM EST AND LEFT VMX
REQUESTING CALLBACK; GAVE NAME, NUMBER, EXTENSION, FILE NUMBER. @10/12-ZLA999N
***** @10/15-ZTM853N

RCAS-TM CALLED C ON DAY/EVENING NUMBER 10/15/10 3:44 PM EST AND SPOKE WITH
C. RCAS ADVISED C THAT THE FILE IS STIL UNDER REVIEW. @10/15-ZTM853N
***** @10/15-ZTM853N

RCAS-LA ASSISTING WITH FILE 10/19/10.
--- @10/19-ZLA999N

RCAS-LA CALLED C AT DAY/EVE PHONE 10/19/10, 1:38PM EST AND SPOKE WITH C. RCAS
ADVISED THAT FROM FILE, BRAKE LIGHT SWITCH WAS REPLACED AT SHERIDAN NISSAN AND
THAT THIS HAD BEEN PREVIOUSLY DIAGNOSED BY RICART NISSAN WHILE UNDER WARRANTY.
C STATES THAT THIS IS WRONG. C STATES THAT WHAT C IS TALKING ABOUT IS A
COMPLETELY SEPERATE ISSUE FROM THE BRAKE LIGHT SWITCH AND C IS NOT ASKING FOR
REIMBURSEMENT FOR THE BRAKE LIGHT SWITCH. C STATES CANNOT REMEMBER PART BUT
RICART DIAGNOSED VEH FOR A BRAKE ISSUE BUT COULD NOT ADDRESS THIS AT THE TIME
BECAUSE DLR COULD NOT GET PART FOR SEVERAL WEEKS. RCAS ADVISED THAT RICART
NISSAN WAS CALLED AND LAST TIME VEH WAS AT DLR WAS 03/10 FOR AN OIL CHANGE
WITH NO OTHER CONCERNS. RCAS INQUIRED IF C HAD COPY OF INVOICE. C STATES NO
BUT C WILL CALL RICART AND CONTACT RCAS BACK. RCAS-LA AGREED AND OFFERED
NUMBER, EXTENSION. C STATES CANNOT WRITE NUMBER DOWN. RCAS OFFERED TO LEAVE IN
VMX. C AGREED AND ENDED CALL.

RCAS-LA LEFT VMX FOR C AT DAY/EVE PHONE 10/19/10, 1:43PM EST; GAVE NAME,
NUMBER, EXTENSION, FILE NUMBER AND SET FOLLOW UP FOR 10/22/10. @10/19-ZLA999N
***RCAS-LA CALLED 2960 RICART NISSAN, INC. PHONE: 614 836 6251.

RCAS-LA SPOKE TO SA-DUSTIN JOHNSON BECAUSE SM WAS GONE FOR THE DAY.
SA-DUSTIN VERIFIED THAT C WENT TO THE DLR TWICE THIS YEAR BECAUSE THE
BRAKE LIGHT WAS COMING ON AND OFF.

SA-DUSTIN STATED THAT ON 01/005/10 AT 31183 MILES C WAS ADVISED THAT THE
BRAKE FLUID WAS LOW AND DLR ADVISED THAT BRAKE MASTER CYLINDER WILL NEED
TO BE REPLACED.

SA-DUSTIN STATED THAT PART WAS ORDERED AND TOOK COUPLE WEEKS BUT C NEVER
CAME BACK.

SA-DUSTING STATED THAT C WENT BACK ON 03/11/10 AT 33883 MILES BUT C DID NOT
HAVE TIME TO HAVE REPAIR COMPLETED.

RCAS-LA ASKED SA-DUSTING IF REPAIR WOULD HAVE BEEN COVERED UNDER WARRANTY.
SA-DUSTIN STATED YES.

RCAS-LA THANKED SA-DUSTING FOR ASSISTANCE. @10/22-ZLA394N
***RCAS-LA CALLED C AT [REDACTED] ON 10/22/10 AT 5:34 PM EST.

RCAS-LA LEFT C VMX REQUESTING A CALL BACK TO VERIFY IF C'S VEH STILL
NEEDS REPAIRS FOR THE BRAKE MASTER CYLINDER.

RCAS-LA LEFT C VMX WITH FILE NUMBER AND RCAS-LA CONTACT INFORMATION.

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***RCAS-LA CALLED 3288_ SHERIDAN NISSAN, L.L.C. ON 10/22/10.
CASHIER ADVISED THAT EVERYONE FROM THE SERVICE DEPT WERE GONE FOR THE DAY.
***** @10/22-ZLB782N

CRR-LB RECEIVED CALL FROM C, PROVIDED FILE NUMBER.
CRR-LB VERIFIED C'S NAME AND CHANGES ON C'S CONTACT INFORMATION.
C STATED C WANT TO KNOW IF C WILL BE PROVIDED ASSISTANCE.
CRR-LB ADVISED C THAT THE FILE IS BEING PROPERLY TAKEN CARE OF THE C'S RCAS
CRR-LB ADVISED C THAT CRR-LB ADVISED WILL TRANSFER THE CALL TO THE EXTENSION
SO C CAN LEAVE A MESSSAGE.

C AGREED. @10/22-ZLB782N
C THANKED CRR-LB FOR ASSISTANCE, C SATISFIED. @10/22-ZLB782N
CRR-LB OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-LB GAVE NAME AND EXTENSION.
CRR-LB SENT INTERNAL MESSAGE AND TRANSFERRED THE CALL TO EXT 41594
CRR-LB LEAVING FILE OPEN. @10/22-ZLB782N

RCAS-LA ASSISTING WITH FILE 10/26/10.

RCAS-LA CALLED RICART NISSAN, INC. PHONE: [REDACTED] NUMBER: 29606
10/26/10, 3:48PM EST AND LEFT MESSAGE FOR SM-ANGIE (LAST NAME UNKNOWN)
REQUESTING CALLBACK.

*RCAS TO REQUEST R/O SHOWING DIAGNOSIS.

RCAS-LA CALLED C AT DAY/EVE PHONE 10/26/10, 3:49PM EST AND LEFT VMX REQUESTING
CALLBACK; GAVE NAME, NUMBER, EXTENSION, FILE NUMBER. @10/26-ZLA999N

--
RCAS-LA SPOKE WITH SM-JOE SPILLER 10/26/10, 3:56PM EST AND ADVISED OF UPDATE
IN FILE.

*OBTAIN R/O AND REVIEW WITH FOM. @10/26-ZLA999N

***RCAS-LA CALLED 3288_ SHERIDAN NISSAN, L.L.C ON 10/29/10.
RCAS-LA SPOKE TO SA-JIM DONNALY BECAUSE SM WAS NOT AVAILABLE.
SA-JIM STATED THAT C'S VEGH HAD A START PROBLEM AND THE BRAKE LIGHT SWITCH
WAS REPLACED AND PROBLEM WAS FIXED.
RCAS-LA ASKED SA-JIM IF C'S VEH NEEDS ANY REPAIRS ON THE BRAKE MASTER
CYLINDER.

SA-JIM STATED NO.
RCAS-LA ADVISED SA-JIM THAT C WAS ADVISED BY ANOTHER NISSAN DLR THAT MASTER
CYLINDER NEEDED REPLACEMENT BUT C COULD NOT COMPLETE REPAIRS BECAUSE C
MOVED OUT TO A DIFFERENT STATE. @10/29-ZLA394N

SA-JIM STATED THAT IF C HAS ANY CONCER OR NEEDS TO HAVE VEH DIAGNOSED FOR
THE MASTER CYLINDER C NEEDS TO GO BACK TO THE DLR.
RCAS-LA THANKED SA-JIM FOR ASSISTANCE. @10/29-ZLA394N

***RCAS-LA CALLED C AT [REDACTED] ON 10/29/10 AT 3:50 PM EST.
RCAS-LA LEFT C VMX REQUESTING CALL BACK.
RCAS-LA LEFT C FILE NUMBER AND RCAS-LA CONTACT INFORMATION. @10/29-ZLA394N
***** @10/29-ZMG445N

CRR-MG RECEIVED CALL FROM: C ON 10.29.10 AT: 4:01PM EST.
C VERIFIED THE CONTACT INFO HAS NOT CHANGED AND WOULD LIKE TO SPEAK TO RCAS-LA
CRR-MG FOUND THE EXTENSION AS: 1402.
CRR-MG RECEIVED INCORRECT EXTENSION OF RCAS-LA AS: 1954.

CRR-MG NOTES THAT THIS DID NOT WORK. @10/29-ZMG445N
CRR-MG WARM TRANSFERRED C TO RCAS-LA EXTENSION.
CRR-MG ISSUING INTERNAL MSG TO RCAS-LA FOR FURTHER ASSISTANCE. @10/29-ZMG445N
** @10/29-ZMG445N

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RCAS-LA NOTES THAT NNA NEEDS R/O FROM RICART SHOWING DIAGNOSIS.

RCAS-LA CALLED 2960 RICART NISSAN, INC. PHONE: [REDACTED] 11/03/10, 1:44PM EST AND LEFT MESSAGE REQUESTING R/O WITH MASTER CYLINDER DIAGNOSIS; GAVE NAME, NUMBER, EXTENSION, C NAME, FAX NUMBER.

RCAS-LA CALLED C AT DAY/EVE PHONE 11/03/10, 1:47PM EST. C STATES RECEIVED MANY VMX FROM DIFFERENT AGENTS. RCAS APOLOGIZED FOR CONFUSION AND ADVISED THAT RCAS-LA WILL RETREIVE R/O FROM RICART NISSAN AND LOOK INTO MATTER. RCAS WILL FOLLOW UP BY 11/08/10. C THANKED RCAS-LA AND ENDED CALL.

**PLEASE FOLLOW UP WITH RICART NISSAN FOR R/O IF IT HAS NOT BEEN RECEIVED YET. PLEASE REVIEW WITH FOM. @11/03-ZLA999N

***RCAS-LA REVIEWED FILE WITH RS-NP ON 11/05/10. @11/05-ZLA394N

***RCAS-LA CALLED C AT [REDACTED] ON 11/05/10 AT 1:13 PM EST. RCAS-LA ADVISED C THAT RCAS ALREADY VERIFIED WITH RICART NISSAN THAT C NEEDED A BRAKE MASTER CYLINDER AND THE PART WAS ORDERED BUT C DID NOT GO BACK FOR REPAIRS.

C STATED ADVISED THE DLR THAT C WAS GOING TO MOVE AND DID NOT SCHEDULED AN APPOINTMENT.

RCAS-LA ASKED C IF VEH WAS REPAIR OR IF VEH HAS ANY PROBLEM WITH BRAKES.

C STATED FEELS A GRINDING NOISE.

RCAS-LA ADVISED C THAT THE ONLY WAY NNA WILL AUTHORIZE THE REPLACEMENT OF THE MASTER CYLINDER IS IF A LOCAL NISSAN DLR DETERMINES THAT C NEEDS THE REPAIR OR THE OTHER OPTION IS GOING BACK TO RICART NISSAN.

C STATED WILL GO BACK TO SHERIDAN NISSAN.

RCAS-LA ADVISED C THAT FILE WILL BE CLOSED.

RCAS-LA ADVISED C TO CALL NNA IF MORE ASSISTANCE IS REQUIRED.

C THANKED RCAS-LA FOR ASSISTANCE, C SATISFIED. @11/05-ZLA394N

RCAS-LA OFFERED FURTHER ASSISTANCE, C DECLINED.

RCAS-LA GAVE NAME AND EXTENSION.

RCAS-LA CLOSING FILE. @11/05-ZLA394N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NT8C	ROOT CAUSE: SCPP
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 0	DATE: 00 / 00 / 00	USERID:
RESP DLR: 3288	EFFECTIVE: 10 / 01 / 10	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZAB627N	
HISTORY:	UPDATE BY: ZLA394N	
SVC CALL#:	UPDATE DATE: 11 / 05 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 11 / 05 / 10	MICROFILM: N
RESP CAA: AREVALO, LINDA	OLM: ROYSTER KAREN	DOM: MEEKS FRED L
PHONE: 0000041594	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: ONE CONTRACT

NAME: [REDACTED]
STREET: [REDACTED]
CITY: LAKELAND
ST/ZIP: TN [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: 1N4AL21E08C [REDACTED] Y
YR/MDL: 2008.0 ALT MILEAGE: 52928
IN SVC DATE: 12 / 29 / 07
VCAN: Y RTL DLR: 3302 BROSE AUTO-PLEX
PAID: 17 SVC DLR: 2409 WOLFCHASE NISSAN
SUSP: 0 RESP DLR: 2409 WOLFCHASE NISSAN
DENY: 0 REGION: 34 DIST: SL/SV/PT: 18 18 48

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 16928 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 10 / 26 / 10 XFER/RSPNSBLTY: 34 18 S
CONTACT (S): FOLLOWUP DATE: 10 / 26 / 10 DATANET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 10 / 26 / 10 DATANET (Y/N): 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD BRAKES YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZAM762N 10/26/2010
PREVIOUS RELATED FILES FOUND:NONE
PREVIOUS UNRELATED FILES FOUND: 6317962
CRR-AM VERIFIED AND UPDATED C'S NAME, ADDRESS, VIN, MILEAGE, DAY
AND EVENING PHONE NUMBER AND RESPONSIBLE DLR.
CRR-AM CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:NONE
CRR-AM ADVISED C OF RECALL STATUS
CRR-AM RECEIVED INBOUND CALL FROM C
C STATES THAT BRAKE LIGHT WAS COMING ON FOR A COUPLE OF WEEKS AND C TOOK VEH
TO 409_ WOLFCHASE NISSAN FOR MAINTENANCE AND CHECKED VEH FOR THE BRAKE LIGHTS
AND ADVISED C THAT THE GASKET SEALS WERE LEAKING AND MASTER CYLINDER NEEDED TO
BE REPLACED AND WOULD COST APPROX \$400. @10/26-ZAM762N
C STATES THAT C HAS OWNED A LOT OF VEH AND THIS HAS NEVER HAPPENED AND C
DOESN'T UNDERSTAND WHY GASKET SEALS WOULDN'T JUST BE REPLACED INSTEAD OF THE
ENTIRE MASTER CYLINDER. @10/26-ZAM762N
CRR-AM EXPLAINED TO C THAT IT WOULD MAKE MORE SENSE BUT CRR-AM IS NOT A
CERTIFIED TECHNICIAN , THEREFORE CANNOT GIVE C ACCURATE INFO ON TECHNICAL
AND MECHANICAL REPAIRS. C CAN INQUIRE WITH SA FROM DLRSHIP WHY REPAIRS ARE
NEEDED AND C CAN EVEN CONTACT A DIFFERENT NISSAN DLRSHIP TO DOUBLE CHECK AND
CONFIRM. @10/26-ZAM762N
C UNDERSTOOD.
CRR-AM ADVISED C TO CALL NNA AFTER SPEAKING TO DLRSHIP
CRR-AM OFFERED FURTHER ASSISTANCE, C DECLINED
CRR-AM GAVE NAME, EXT AND FILE NUMBER TO C
CRR-AM CLOSING FILE AS C NEEDS NO FURTHER ASSISTANCE. @10/26-ZAM762N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):
SATISFIED: N ACTION CODE: NT8F ROOT CAUSE: SCIN
CALLBACK: (Y/N) #: 0 DATE: 00 / 00 / 00 USERID:
REOPEN: CALLBACK #: 0 DATE: 00 / 00 / 00 USERID:
NEW INFO #: DATE: 00 / 00 / 00 USERID:
OTHER #: DATE: 00 / 00 / 00 USERID:
COMMENTS ONLY: #: 0 DATE: 00 / 00 / 00 USERID:
RESP DLR: 2409 EFFECTIVE: 10 / 26 / 10 CHANGED BY:
IIR-DATE: 00 / 00 / 00 TRANS DATE: 00 / 00 / 00 CHECK REQUESTED: NO
3RD PRY: PART#: CHECK ISSUED: NO
BYBACK ST: OPENED BY: ZAM762N
HISTORY: UPDATE BY: ZAM762N
SVC CALL#: UPDATE DATE: 10 / 26 / 10
CLOSE: Y (Y/N) CLOSE DATE: 10 / 26 / 10 MICROFILM: N
RESP CAA: MARIN, ASTRID OLM: ROYSTER KAREN DOM:
PHONE: 0000000000 OWNER FIRST: LANGUAGE: E ENGLISH

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

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SERVICE CONTRACTS SUMMARY

DATE: 8/10/2011
TIME: 11:09:18 AM
MODEL YEAR: 2008.0
MAKE:
MODEL LINE: ALT

NAME: [REDACTED] VIN:
IN SCV DATE: 12/29/2007

SEO NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
124	[REDACTED]	3302 MS	12/29/2007	12/29/2012	75,000		

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CONTRACT:	██████████	CONTRACT:	
OWNER NAME:	████████████████████	OWNER NAME:	
PLAN TYPE:	O	PLAN TYPE:	
PLAN TERM:	J	PLAN TERM:	
DEDUCTABLE:	\$	DEDUCTABLE:	
EFFECTIVE:	12/29/07	EFFECTIVE:	
EXPIRES:	12/29/12	EXPIRES:	MILES:
	MILES: 75,000		
CANCEL:	MILES:	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION:	12/31/2007	TRANSACTION:	
PRINTED:	01/06/08	PRINTED:	
DEALER NO:	3302	DEALER NO:	STATE:
	STATE: MS		
DEALER NAME:	BROSE AUTO-PLEX	DEALER NAME:	

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SC: ONE CONTRACT

NAME: [REDACTED]
STREET: [REDACTED]
CITY: MONROE TOWNSHIP
ST/ZIP: NJ [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: 1N4AL21E38C [REDACTED] Y
YR/MDL: 2008.0 ALT MILEAGE: 40800
IN SVC DATE: 04 / 30 / 08
VCAN: Y RTL DLR: 1898 DCH FREEHOLD NISSAN
PAID: 9 SVC DLR: 1898 DCH FREEHOLD NISSAN
SUSP: 0 RESP DLR: 1898 DCH FREEHOLD NISSAN
DENY: 0 REGION: 26 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) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 3
VEHICLE MAINTAINED BY: 1898_ DCH FREEHOLD NISS.
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 4800 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 11 / 02 / 10 XFER/RSPNSBLTY: 26 05 S
CONTACT (S): FOLLOWUP DATE: 11 / 23 / 10 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 11 / 23 / 10 DATANET (Y/N): 11 / 04 / 10

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD BRAKES YI OOW GOODWILL ASSISTANCE REQUEST

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C. A. R. COMMENTS

FILE OPENED-ZEM495N 11/02/2010
PREV RELATED FILE(S):NONE
PREV UNRELATED FILE(S):NONE
CRR-EM VERIFIED C'S NAME,ADDRESS,VIN,MILES,DAY & EVE PHONE, AND RESP DLR
CRR-EM CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:NONE
PREV NISSAN/INFINITI VEH:AENTRA 2005,ALTIMA 2002
CRR-EM UPDATED C'S INFORMATION AND INFORMED C:YES
CRR-EM RECEIVED CALL FROM C. @11/02-ZEM495N
C STATES THAT HAS 3 NNA VEH LEASED VEH. C STATES THAT THE BRAKE
LIGHT IS ON AND DLR INFORMED C THAT THE BRAKE MASTER CYLINDER NEEDS TO BE
ORDERED BECAUSE THERE IS A LEAK. C STATES THAT DLR PUT IN THE REQUEST
FOR THE PART TO BE COVERED UNDER THE WARRANTY AND NNA DECLINED.
C STATES THAT C HAS THE VEH AND VEH WAS LAST AT NNA DLR WAS TODAY.
C STATES THAT DLR INFORMED C THE COST WILL BE \$547.95 PLUS TAX.
C STATES THAT C WOULD LIKE ASSISTANCE FROM NNA TO REPAIR THE VEH.
C STATES THAT DLR IS 1898_ DCH FREEHOLD NISSAN AND SA RICHARD KLINE.
C STATES THAT C IS IN THE MARKET FOR ANOTHER NNA VEH AND C WILL NEVER
PURCHASED OR LEASE ANOTHER NNA VEH EVEN FOR FREE IF THIS ISSUE IS NOT
RESOLVED. @11/02-ZEM495N
C STATES THAT DLR INFORMED C THAT THE PART IS ON BACKORDER AND DLR
COULD NOT PROVIDE C A CAR. C STATES THAT NOW C HAS TO RENT A VEH AT
\$20.00 A DAY.
PART NAME: BRAKE MASTER CYLINDER
PART NUMBER: C HAS NO PART NUMBER
ORDERED:11/02/11
DEALER NAME AND CODE: 1898_ DCH FREEHOLD NISSAN
LOCATION OF THE VEHICLE:C HAS VEH
CAN THE VEHICLE BE DRIVEN?VEH IS OPERABLE
THE DATE THE VEHICLE BECAME INOPERABLE (IF APPLICABLE) @11/02-ZEM495N
WHETHER THE PART IS NEEDED DUE TO A WARRANTABLE FAILURE:N/A
3.ADVISE THE CUSTOMER THAT AN RCAS WILL CALL THE CUSTOMER WITH
A PART STATUS UPDATE BY THE END OF THE NEXT BUSINESS DAY. @11/02-ZEM495N
CRR-EM HAS SENT INTERNAL MESSAGE TO RCAS AND RS-TS. @11/02-ZEM495N
CRR-EM OFFERED FURTHER ASSISTANCE, C DECLINED.
C THANKED CRR-EM FOR ASSISTANCE, C SATISFIED,AND FILE NUMBER
CRR-EM GAVE C NAME, AND EXTENSION.
CRR-EM INFORMED C THAT ALL INFORMATION WAS DOCUMENTED
CRR-EM INFORMED C THAT RCAS WILL CONTACT BEFORE END OF BUSINESS NEXT DAY.
CRR-EM TRANSFERRING FILE TO RCAS FOR REVIEW. @11/02-ZEM495N
*****] @11/03-ZMM816N
RCAS-MM REVIEWED AND DATANETTED FILE @11/03-ZMM816N
RCAS-MM CALLED 1898_ DCH FREEHOLD NISSAN AT 1:41 PM EST ON 11/03/10 AND SPOKE
TO SM-VINNY LEONE AND SM STATED THAT C HAD THE BRAKE LIGHT ON AND THE BRAKE
MASTER CYLINDER AND THE COST IS \$547. SM STATED THAT THE PART IS ON BACKORDER.
SM STATED THAT C IS A GOOD C AT THE DLR.
*****8 @11/03-ZMM816N
RCAS-MM CALLED FOM-AL AT 2:44 PM EST ON 11/03/10 AND LEFT A VMX @11/03-ZMM816N
***** @11/03-ZMM816N
RCAS-MM CALLED C ON DAY NUMBER AT 2:45 PM EST ON 11/03/10 AND LEFT A VMX
RCAS-MM CALLED C ON EVE NUMBER AT 2:47 PM EST ON 11/03/10 AND C STATED THAT
THIS IS NOT A NORMAL REPAIR. C STATED THAT C IS OUT OF WARRANTY BUT IS A LOYAL
C. C STATED THAT THIS REPAIR SHOULD NOT BE DONE RIGHT NOW AND C THOUGHT THIS
WAS BRAKE PADS. RCAS ADVISED THAT RCAS WILL BE LOOKING INTO THIS AND WILL SEE

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IF ASSISTANCE CAN BE GIVEN. C STATED OK. RCAS AND C AGREED ON FOLLOW UP FOR
11/08/10 AND ENDED CALL @11/03-ZMM816N
*** @11/04-ZMM816N
RCAS-MM CALLED FOM-AL AT 11:09 AM EST ON 11/04/10 AND FOM AGREED TO COVER
REPAIR @11/04-ZMM816N
** @11/04-ZMM816N
RCAS-MM EMAILED SM-VINNY LEONE AT 11:17 AM EST ON 11/04/10 ADVISING OF THE
GOODWILL @11/04-ZMM816N
** @11/08-ZMM816N
RCAS-MM CALLED C ON DAY NUMBER AT 11:07 AM EST ON 11/08/10 AND LEFT A VMX
RCAS-MM CALLED C ON EVE NUMBER AT 11:07 AM EST ON 11/08/10 AND LEFT A VMX
ET-DB C CALLED IN REQUEST CALLBACK FROM RCAS-MM. C ALSO UPSET STATES DLRSHIP
HAD C COME TO FACILITY AND ATTEMPTED TO LEASE VEH TO C. C STATED C
OUTLINED PARAMETERS OF LEASE WAS AGREED WITH ON THE PHONE HOWEVER, WHEN C
VISITED DLRSHIP THE PARAMETERS WERE NOT THE SAME, C FEELS C WAS LED ON BY DLR.
@11/08-ZDB913N
** @11/09-ZMM816N
RCAS-MM RECEIVED A VMX FROM C AT 1:51 PM EST ON 11/08/10 ASKING FOR A CALL
BACK @11/09-ZMM816N
** @11/09-ZMM816N
RCAS-MM CALLED C ON DAY NUMBER AT 8:44 AM EST ON 11/09/10 AND C STATED THAT
THE CRR AGENT TOLD C THAT THIS WILL BE COVERED, RCAS ADVISED THAT NISSAN IS
COVERING THIS FOR C AND THAT THE SM IS AWARE, C STATED THAT THE PART IS TO
ARRIVE 11/20/10. RCAS ADVISED THAT RCAS WILL EMAIL THE DLR AND ASK FOR THE
ETA AND PART NUMBER, C STATED OK. RCAS AND C AGREED ON FOLLOW UP FOR 11/12/10
@11/09-ZMM816N
** @11/09-ZMM816N
RCAS-MM EMAILED SM-VINNY AT 8:49 AM EST ON 11/09/10 ASKING FOR PART NUMBER
***** @11/11-ZMM816N
RCAS-MM RECEIVED AN EMAIL FROM SM-VINNEY LEONE AT 9:41 AM EST ON 11/09/10
STATING THE PART NUMBER IS 46010-JA00A @11/10-ZMM816N
** @11/10-ZMM816N
RCAS-MM CHECKED NMPS BUT THERE IS MORE THEN ONE ORDER. @11/10-ZMM816N
** @11/10-ZMM816N
RCAS-MM EMAILED SM-VINNY AT 11:38 AM EST ON 11/10/10 ASKING FOR THE ORDER
NUMBER @11/10-ZMM816N
** @11/11-ZMM816N
RCAS-MM RECEIVED ORDER NUMBER 20524988 FOR SM BY EMAIL AT 3:41 PM EST ON
11/10/10 @11/11-ZMM816N
** @11/11-ZMM816N
RCAS-MM CHECKED NMPS AND FOUND @11/11-ZMM816N
STK 110210 1898 N 20524988 @11/11-ZMM816N
*** @11/11-ZMM816N
RCAS-MM EMAILED SM-VINNEY LEONE AT 11:26 AM EST ON 11/11/10 ASKING FOR THE
ORDER TO BE CSC @11/11-ZMM816N
***** @11/11-ZMM816N
RCAS-MM CALLED C ON DAY NUMBER AT 11:32 AM EST ON 11/11/10 AND RCAS ADVISED C
THAT THE PART IS STILL ORDERED AND RCAS IS STILL WORKING ON THIS. C STATED
OK. RCAS AND C AGREED ON FOLLOW UP FOR 11/16/10 AND ENDED CALL @11/11-ZMM816N

RCAS-MB CALLED C ON 11/16/2010 AT 1:18 PM EST ON DAY NUMBER, LEFT VMX.
RCAS-MB CALLED C ON 11/16/2010 AT 1:20 PM EST ON EVENING NUMBER, SPOKE WITH C.
RCAS-MB INQUIRED INTO C'S VEH REPAIR. C ADVISED RCAS-MB THAT C HAS SET UP AND
APPT FOR 11/22/2010 TO HAVE C'S VEH REPAIRED. C INQUIRED INTO IF THE PART HAS
ARRIVED AND REQUESTED CONFIRMATION FROM RCAS-MM THAT THE PART HAS ARRIVED.
RCAS-MB ADVISED C THAT RCAS-MM WILL CONFIRM THAT THE PART HAS ARRIVED WITH

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CA6976072N

THE DLRSHF AND WILL FOLLOW UP WITH C ON 11/19/2010. C THANKED RCAS-MB.
***** @11/16-ZMB827N

CRR-LB RECEIVED AN INBOUND CALL FROM C ON 11/19/10 AT 8:36 AM EST AND SPOKE WITH C. C STATES C IS VEY UPSET, C STATES THAT THIS IS THE LAST VEH THAT C WILL EVERY LEASE. C STATES THAT THE BRAKE CYLINDER PART HAS BEEN ON BACK ORDER FOR AND THE DLR DOES NOT KNOW WHEN THE PART WILL BE COMING IN AND NOW THE DLR WANTS TO CHARGE C \$20 FOR A VEH RENTAL. C WANTS NISSAN TO COVER THE COST OF A VEH RENTAL UNTIL THE PART COMES IN. CRR-LB UNDERSTANDS C IS UPSET. CRR-LB WILL SEND AN INTERNAL MESSAGE TO RCAS-MM TO HAVE C CALLED BACK. C CAN BE REACHED AT 609-409-9766. CRR-LB TRANSFERING TO RCAS-MM EXT. @11/19-ZLB297N
*** @11/19-ZLB297N

CRR-LB SENDING AN INTERNAL MESSAGE TO RCAS-MM ON 11/19/10 AT 8:43 AM EST.
*** @11/19-ZLB297N

CRR-AM RECEIVED INBOUND CALL FROM C
C STATES C WANTS TO SPEAK WITH A SUPERVISOR
CRR-AM ADVISED C THAT CRR-AM HAS TO REQUEST A SUPERVISOR CALL. @11/19-ZAM762N
C STATES C WANTS TO SPEAK TO SUPERVISOR NOW
CRR-AM ADVISED C THAT IS NOT POSSIBLE AND CRR-AM HAS TO REQUEST THE CALLBACK
C STATES C HAS A VEH WITH NO BRAKES AND A BACKORDER PART SINCE NOV 02, C IS SICK AND C CANNOT GETTING ANY ANSWERS, C WANTS TO SPEAK TO MY SUPERVISOR.
CRR-AM ADVISED C THAT C CANNOT GET CRR-AM SUPERVISOR AS FILE IS BEING HANDLED BY REGIONAL DEPARTMENT AND CRR-AM HAS TO REQUEST RCAS TL. @11/19-ZAM762N

C ASKED WHO IS RCAS AGENT AND CONTACT PHONE#
CRR-AM ADVISED C THAT IS RCAS-MM PHONE # IS [REDACTED].
C UNDERSTOOD AND ASKED FOR SUPERVISOR AND THAT IT IS URGER @11/19-ZAM762N
CRR-AM ADVISED C THAT CRR-AM WILL REQUEST CALL BACK AND TO ALLOW 4-8 BUSINESS HRS.

C UNDERSTOOD
CRR-AM GAVE C NAME
C DISCONNECTED CALL. @11/19-ZAM762N
***** @11/19-ZPR851N

CRR-PR RECEIVED RECEIVED INBOUND CALL FROM C @11/19-ZPR851N
CRR-PR VERIFIED NO CONTACT INFO HAS CHANGE SINCE LAST CALL @11/19-ZPR851N
C STATES THAT C WANTS TO GET INTOUCH WITH RCAS-MM AND WANTS TO SPEAK WITH RS-TS. C STATES THAT C HAS BEEN WAITING FOR 2 WEEKS FOR A PART TO COME IN AND C WANTS TO SPEAK WITH SOMEONE TODAY. C STATES THAT C HAS CALLED AND LEFT MESSAGES FOR RCAS-MM AND RCAS-MM HAS NOT GOT INTOUCH WITH C AND C IS GOING TO CONTACT ABC NEWS ABOUT THIS ISSUE. C STATES THAT C CANNOT DRIVES C'S VEH BECAUSE THERE ARE BRAKE PROBLEMS.

CRR-PR APOLOGIZED TO C @11/19-ZPR851N
CRR-PR ADVISED C THAT CRR-PR WILL SEND AN INTERNAL MESSAGE TO RCAS-MM AND RS-TR TO CALL BACK C ASAP.
CRR-PR OFFERED FURTHER ASSISTANCE, C DECLINED. @11/19-ZPR851N
C DISCONNECTED THE CALL @11/19-ZPR851N

RCAS-MB CALLED C ON 11/19/2010 AT 3:58 PM EST ON DAY NUMBER, LEFT VMX.
RCAS-MB CALLED C ON 11/19/2010 AT 4:00 PM EST ON EVENING NUMBER, LEFT VMX.
*** @11/19-ZMB827N

RCAS-MB CHECKING RCAS-MM'S VOICE MAIL.
RCAS-MM RECEIVED VMX FROM C ON 11/19/2010 AT 8:37 AM EST.
**** @11/22-ZMB827N

RCAS-MB CHECKING RCAS-MM'S VOICE MAIL.
RCAS-MM RECEIVED VMX FROM C ON 11/19/2010 AT 12:25 AM EST, C STATES C WANTS A RENTAL VEH AT NO COST TO C. @11/22-ZMB827N

RCAS-MM RECEIVED VMX FROM C ON 11/19/2010 AT 12:38 AM EST. @11/22-ZMB827N

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@11/22-ZMB827N

RCAS-MM SENT REMINDER EMAIL TO SM-VINNY LEONE AT 8:36 AM EST ON 11/23/10
ASKING FOR CSC ORDER NUMBER

@11/23-ZMM816N

**
RCAS-MM RECEIVED AN EMAIL FROM SM-VINNY AT 9:05 AM EST ON 11/23/10 STATING

@11/23-ZMM816N

THE VEH WAS REPAIRED 11/22/10

@11/23-ZMM816N

**
RCAS-MM CALLED C ON DAY NUMBER AT 4:05 PM EST ON 11/23/10 AND C STATED THAT

@11/23-ZMM816N

THE DLR FIXED THE VEH AND C THANKED RCAS. RCAS ENDED CALL

@11/23-ZMM816N

RCAS-MM UPDATING TREAD ACTR

@11/23-ZMM816N

RCAS-MM CLOSING FILE

@11/23-ZMM816N

FILE SUMMARY: C CALLED ASKING FOR ASSISTANCE WITH THE MASTER CYLINDER. FOM

@11/23-ZMM816N

APPROVED REPAIR

@11/23-ZMM816N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT1B	ROOT CAUSE: PCAV	SNFA
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:	
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:	
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:	
OTHER #: 0	DATE: 00 / 00 / 00	USERID:	
COMMENTS ONLY: #:	DATE: 00 / 00 / 00	USERID:	
RESP DLR: 1898	EFFECTIVE: 11 / 02 / 10	CHANGED BY:	
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO	
3RD PRY:	PART#: 46010JA00A	CHECK ISSUED: NO	
BYBACK ST:	OPENED BY: ZEM495N		
HISTORY:	UPDATE BY: ZMM816N		
SVC CALL#:	UPDATE DATE: 11 / 23 / 10		
CLOSE: Y (Y/N)	CLOSE DATE: 11 / 23 / 10	MICROFILM: N	
RESP CAA: MERCER, MICHELLE	OLM: ROYSTER KAREN	DOM: DEVEREAUX JOHN T	
PHONE: 0000041592	OWNER FIRST:	LANGUAGE: E ENGLISH	

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

CA6976072

SERVICE CONTRACTS SUMMARY

DATE: 8/10/2011
TIME: 11:09:19 AM
MODEL YEAR: 2008.0
MAKE:
MODEL LINE: ALT

NAME: [REDACTED]

VIN:

IN SCV DATE: 4/30/2008

SEO NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
125	[REDACTED]	1898 NJ	4/30/2008	4/30/2011	45,000		

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CONTRACT:	██████████	CONTRACT:	
OWNER NAME:	██████████	OWNER NAME:	
PLAN TYPE:	R	PLAN TYPE:	
PLAN TERM:	H	PLAN TERM:	
DEDUCTABLE:	\$	DEDUCTABLE:	
EFFECTIVE:	04/30/08	EFFECTIVE:	
EXPIRES:	04/30/11	EXPIRES:	MILES:
	MILES: 45,000		
CANCEL:	MILES:	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION:	5/1/2008	TRANSACTION:	
PRINTED:	05/03/08	PRINTED:	
DEALER NO:	1898	DEALER NO:	STATE:
	STATE: NJ		
DEALER NAME:	DCH FREEHOLD NISSAN	DEALER NAME:	

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: BOSSIER CITY
ST/ZIP: LA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN: N
PAID:
SUSP:
DENY:

VIN: 1N4AL21E17N [REDACTED] Y
YR/MDL: 2007.0 ALT MILEAGE: 0
IN SVC DATE: 09 / 15 / 07
RTL DLR: 3430 ELKINS NISSAN
SVC DLR: 3898 ORR NISSAN
RESP DLR: 3898 ORR NISSAN
REGION: 32 DIST: SL/SV/PT: 09 09 39

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 10 / 31 / 10
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: UNKNOWN
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CE 11 OPEN DATE: 11 / 08 / 10 XFER/RSPNSBLTY: 32 09 S
CONTACT (S): FOLLOWUP DATE: 11 / 08 / 10 DATANET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 11 / 08 / 10 DATANET (Y/N): 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD BRAKES YI OOW GOODWILL ASSISTANCE REQUEST
OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD BRAKES YX POOR OR IMPROPER OPERATION

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FILE OPENED-ZGK999N 11/08/2010

*****E-MAIL FILE LOGGED*****

PREVIOUS RELATED FILE(S) FOUND: NONE

PREVIOUS UNRELATED FILE(S) FOUND: NONE

EMAIL ADDRESSED TO: NNACONSUMERAFFAIRS@NISSAN-USA.COM

METHOD OF CONTACT: E-MAIL ID NO: 2001817663

DATE RECEIVED: 10/31/10 DATE CREATED: 11/08/10

CRR-GK VERIFIED C'S NAME, ADDRESS, DAY/EVENING NUMBER, VIN & EMAIL.

C DID NOT PROVIDE MILEAGE AND RESPONSIBLE DLR.

CRR-GK UPDATED OWNER'S DATABASE (E-MAIL)

CRR-GK CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE

CLSD PB053 ALTIMA EXHAUST SYS NTB08-001

CLSD PB090 ALTIMA VARISTOR NTB08-095

@11/08-ZGK999N

C'S EMAIL READS,

@11/08-ZGK999N

"I HAVE MY '07 ALTIMA IN FOR A BRAKE LIGHT CONSTANTLY COMING ON AND THE DEALER FOUND THAT IT IS THE MASTER CYLINDER LEAKING. I DID SOME RESEARCH ON THIS PROBLEM AND FOUND THAT THERE ARE HUNDREDS OF PEOPLE WITH THE SAME EXACT PROBLEM AND I AM CURIOUS AS TO WHY THIS IS NOT A RECALL ISSUE??? A \$500 PART THAT IS GOING OUT ON HUNDREDS OF PEOPLES VEHICLES WITH THE SAME EXACT PROBLEM SHOULD BE A RECALL ACTION NOT A HUGE BILL TO THE CONSUMER. MY WIFE AND I JUST HAD A CHILD AND THIS WAS A HEAVY BLOW TO OUR WALLET THAT IS FOR SURE. I WAS TOLD BY THE DEALERSHIP THIS PART WAS \$500 AND I HAVE FOUND IT FOR 150-200 SAME EXACT PART!!! IS THE COMPANY POLICY TO KEEP CHARGING CONSUMERS FOR A KNOWN PROBLEM AND CHARGING DOUBLE, ALMOST TRIPLE FOR WHAT THE PART ACTUALLY COSTS??

DON'T HAVE THE VIN ON ME RIGHT NOW MY CAR HAS BEEN IN THE SHOP FOR OVER A WEEK NOW AFTER BEING TOLD IT WOULD BE FIXED WED, THEN THE PART WILL BE IN THURS THEN NO CALL THURS, CALLED FRI AND TOLD PART SHOULD BE IN MONDAY, ALMOST SEEMS LIKE YOUR SERVICE DEPARTMENT IS BUYING PARTS FROM OTHER PLACES AND CHARGING PEOPLE OUTRAGEOUS PRICES TO MAKE THEM A QUICK NICE SUM OF MONEY FOR SOMETHING THAT SHOULD HAVE BEEN A RECALL IN THE FIRST PLACE."

CRR-GK RESPONSE TO C:

@11/08-ZGK999N

NOVEMBER 8, 2010

FILE # 6980855

DEAR [REDACTED]:

THANK YOU FOR CONTACTING NISSAN NORTH AMERICA, INC. REGARDING YOUR CONCERN WITH YOUR 2007 NISSAN ALTIMA. WE APOLOGIZE FOR ANY INCONVENIENCE THIS SITUATION MAY HAVE CAUSED YOU.

SO THAT WE MAY EXPEDITE YOUR INQUIRY AND PROVIDE YOU THE BEST SERVICE, PLEASE SEND US THE FOLLOWING ADDITIONAL INFORMATION:

- * THE CURRENT MILEAGE ON YOUR VEHICLE
- * THE AUTHORIZED NISSAN DEALER YOU ARE WORKING WITH (IF ANY) @11/08-ZGK999N
- * A BRIEF DESCRIPTION OF YOUR REQUEST

YOU MAY SEND THIS INFORMATION TO US IN WRITING OR YOU ARE WELCOME TO CALL US AT 1 800 647 7261.

FILE # 6980855 HAS BEEN CREATED TO DOCUMENT YOUR INQUIRY. PLEASE REFERENCE THIS FILE NUMBER WHEN YOU WRITE OR CALL. WHEN WE RECEIVE THE REQUESTED INFORMATION FROM YOU, WE WILL FORWARD YOUR FILE TO A REGIONAL SPECIALIST FOR INDIVIDUAL HANDLING.

WE LOOK FORWARD TO HEARING FROM YOU SOON. YOUR SATISFACTION IS IMPORTANT TO US!

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NISSAN NORTH AMERICA, INC.
CRR-GK CLOSING FILE AS NO FURTHER FOLLOW-UP REQUIRED.
@11/08-ZGK999N

@11/08-ZGK999N
@11/08-ZGK999N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NE8G	ROOT CAUSE: SCFA
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #:	DATE: 00 / 00 / 00	USERID:
OTHER #:	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 0	DATE: 00 / 00 / 00	USERID:
RESP DLR: 3898	EFFECTIVE: 11 / 08 / 10	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZGK999N	
HISTORY:	UPDATE BY: ZGK999N	
SVC CALL#:	UPDATE DATE: 11 / 08 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 11 / 08 / 10	MICROFILM: N
RESP CAA: KNIGHT, GINGER	OLM: SMIT AGNES	DOM: CLINCO MICHAEL J
PHONE: 0000051454	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: ONE CONTRACT

NAME: [REDACTED] VIN: 1N4AL21EX8N [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2008.0 ALT MILEAGE: 50600
CITY: OCEANSIDE IN SVC DATE: 04 / 22 / 08
ST/ZIP: CA [REDACTED] VCAN: Y RTL DLR: 3383 MOSSY NISSAN OCEANSIDE
DAY PH: [REDACTED] PAID: SVC DLR: 3383 MOSSY NISSAN OCEANSIDE
EVE PH: [REDACTED] SUSP: RESP DLR: 3383 MOSSY NISSAN OCEANSIDE
DLR PH: [REDACTED] DENY: REGION: 44 DIST: SL/SV/PT: 07 07 37

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED X MILES 44974 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 3383_ MOSSY NISSAN OCEA
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 14600 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 11 / 09 / 10 XFER/RSPNSBLTY: 44 07 L
CONTACT (S): FOLLOWUP DATE: 11 / 22 / 10 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 11 / 22 / 10 DATANET (Y/N): 11 / 11 / 10

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 119000 BRAKE BOOSTER
AD BRAKES YI OOW GOODWILL ASSISTANCE REQUEST
OA VEHICLE CONCERNS 119000 BRAKE BOOSTER
AD BRAKES YX POOR OR IMPROPER OPERATION
OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD BRAKES YI OOW GOODWILL ASSISTANCE REQUEST
OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD BRAKES YX POOR OR IMPROPER OPERATION

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FILE OPENED-ZDB338N 11/09/2010

PREVIOUS RELATED FILE FOUND:

PREVIOUS UNRELATED FILE FOUND:

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

CRR-DB CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @11/09-ZDB338N

CLSD PB053 ALTIMA EXHAUST SYS NTB08-001 11/03/07 00/00/00 01/30/08 3383

CLSD PB090 ALTIMA VARISTOR NTB08-095 09/29/08 00/00/00 12/08/08 3383

CLSD R0801 ALT ECM/OBD REPROG NTB08-018 01/17/08 00/00/00 03/21/08 3383

PREVIOUS NISSAN/INFINITI VEH: NONE

CRR-DB RECEIVED INBOUND CALL FROM C

C STATES C IS UPSET WITH THE LACK OF FOLLOW UP WITH THE NISSAN DLR.

C STATES THAT THE SERVICE DEPT AT DLR IS NOT VERY GOOD. C STATES THAT C HAS CONTACTED THE DLR SALES DEPARTMENT AND THE SALES DEPARTMENT WILL NOT RETURN C'S PHONE CALLS. C STATES THAT C BOUGHT VEH ON 1/7/10 AND THE BRAKE LIGHT CAME ON. C STATES THAT THE DLR INFORMED C THAT THE BREAK MASTER

CYLINDER AND THE BREAK BOOSTER REPLACED

C STATES THAT C CONTATED THE SALES PERSON AND WAS INFORMED BY THE NISSAN SALES REPRESENTATIVE THAT EVERYTHING IS CHECKED OUT BEFORE THE VEH IS SOLD C STATES THAT THE BREAK BOOSTER AND THE MASTER CYLINDER WILL COST C \$680 TO HAVE FIXED. C STATES THAT THE DLR NOT VERY HELPFULL IN TRYING TO ASSIST C C STATES THAT THE PART IS ON BACK ORDER

C STATES THE DLR INFORMED C THAT PARTS ARE ON BACKORDER @11/09-ZDB338N

CRR-DB REFERRED TO SOP 7.11.B

PART NAME: BRAKE BOOSTER AND THE BRAKE MASTER CYLINDER

PART NUMBER: BRAKE BOOSTER: JA00A460102 BRAKE MASTER CYLINDER: JA00447210

ORDER NUMBER: C DOES NOT HAVE

DEALER NAME AND CODE (WHERE PARTS WERE ORDERED) @11/09-ZDB338N

3383_ MOSSY NISSAN OCEANSIDE @11/09-ZDB338N

LOCATION OF THE VEHICLE (BUSINESS NAME, PHONE NUMBER, AND CONTACT PERSON)

C STATES THAT C HAS THE VEH CURRENTLY @11/09-ZDB338N

CAN THE VEHICLE BE DRIVEN? IF NOT, WHY?

C STATES THAT THE DLR HAS RECOMMENDED THAT C DOES NOT DRIVE VEH ON FREEWAY

THE DATE THE VEHICLE BECAME INOPERABLE: 10/1/10

WHETHER THE PART IS NEEDED DUE TO A WARRANTABLE FAILURE OR ACCIDENT:

C STATES THE PART IS NEEDED AND OOW

CRR-DB ASKED C WHAT C WANTS FROM NISSAN

C STATES C WANTS TO HAVE ASSISTANCE TO HAVE NISSAN PAY FOR THE WORK ON VEH.

CRR-DB ADVISED C THAT AN RCAS AGENT WILL CONTACT C BY THE END OF THE NEXT BUSINESS DAY WITH A POSSIBLE ETA

CRR-DB SENT INTERNAL MESSAGE TO RCAS AND CC TEAM LEAD.

CRR-DB OFFERED FURTHER ASSISTANCE, C DECLINED

CRR-DB GAVE NAME, EXT, AND FILE NUMBER TO C

CRR-DB TRANSFERRING FILE TO RCAS FOR FURTHER ASSISTANCE. @11/09-ZDB338N

..... @11/09-ZDB338N

@11/09-ZDB338N @11/10-ZPL000N

RCAS-PL DATANETTED THE FILE, SENT EMAIL TO SM GREG LANE ASKING IF PARTS ON B/O

..... @11/10-ZPL000N

RCAS-PL REVIEWED NMPS AND FOUND NO RECORD OF EITHER PART. @11/10-ZPL000N

..... @11/10-ZPL000N

RCAS-PL CALLED SM GREG LANE AT 3:30 PM EST ON 11/10/10 AND SM ADVISED NO ORDER AND NO RO FOR THIS CONCERN. @11/10-ZPL000N

..... @11/10-ZPL000N

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RCAS-PL CALLED C AT DAY/EVE NUMBERS AT 4:10 PM EST ON 11/10/10 AND C ADVISED THAT DLR HAS NOT BEEN HELPFUL IN FIXING THE VEH AND ASM MARK ACOSTA HAS BEEN ASSISTING AND ADVISED OF BRAKE PARTS NEEDED AND ADVISED ARE B/O AND NOT READILY AVAILABLE AND ASM WAS GOING TO TALK TO SOMEONE IN SALES ABOUT THE PROBLEM AND C ADVISED NO ONE IS TAKING THE PROBLEM SERIOUSLY AND RCAS ADVISED WOULD CALL DLR AND ADVISE SM TO SPEAK TO ASM AND SEE IF SALES CAN ASSIST WITH VEH REPAIR AND IF NOT WOULD REVIEW WITH REGION FOR ASSISTANCE. @11/10-ZPL000N

RCAS-PL REC'D EMAIL FROM SM GREG LANE ASKING OTHERS AT DLR TO UPDATE REGARDING C CONCERNS AT 12:59 PM EST ON 11/11/10. @11/11-ZPL000N

..... @11/11-ZPL000N

RCAS-PL CALLED C AT DAY/EVE NUMBERS AT 2:50 PM EST ON 11/15/10 AND WAS ADVISED DLR HAD NOT CALLED AND RCAS ADVISED WOULD GO TO REGION WITH THE REPAIRS AND SEE IF COULD COVER REPAIRS AND RCAS SUGGESTED AT THIS POINT RCAS COULD OFFER SERVICE CREDIT BUT WOULD GO TO FOM BW AND SEE IF FOM WOULD COVER COMPLETE COST @11/15-ZPL000N

..... @11/15-ZPL000N

RCAS-PL REC'D EMAIL FROM FOM BW AT 4:05 PM EST ON 11/15/10 AND WAS ADVISED DLR /C ISSUE AND NO NNA ASSISTANCE. @11/16-ZPL000N

..... @11/16-ZPL000N

RCAS-PL CALLED C AT DAY/EVE NUMBERS AT 3:15 PM EST ON 11/18/10 AND LEFT VMX. @11/18-ZPL000N

..... @11/18-ZPL000N

RCAS-PL REC'D VMX FROM C AT 12:33 AM EST ON 11/19/10. @11/19-ZPL000N

..... @11/22-ZPL000N

RCAS-PL CALLED C AT DAY/EVE NUMBERS AT 6:58 PM EST ON 11/22/10 AND ADVISED C THAT THAT RCAS WAS UNABLE TO CALL BACK AT 11/19/10 AND C ADVISED THAT DLR HAS ADVISED C NOT TO DRIVE THE VEH DUE TO THE PROBLEM WITH MASTER CYLINDER AND C ADVISED THAT PART IS ON B/O FOR OTHER VEH'S AND DLR COULD NOT GET PART IF THEY ORDERED.RCAS ADVISED THAT IF DLR ORDERED RCAS COULD LOOK AT EXPEDITING PART BUT RCAS HAD ASKED AND REGION WOULD NOT HELP WITH COST OF THE REPAIR AND RCAS OFFERED SERVICE CREDIT AND C ADVISED NNA DOES NOT WANT TO HELP AND RCAS ADVISE C TO GO TO ANOTHER DLR WHO WOULD ORDER THE PART AND C HUNG UP THE CALL. @11/22-ZPL000N

..... @11/22-ZPL000N

RCAS-PL CLOSING FILE, MASTER CYLINDER NOT ORDERED, SALES CONCERN, FOM DECLINED REPAIR COST, SERVICE CREDIT OFFERED,C DECLINED HANGING UP, CHECKING CODES. @11/22-ZPL000N

@11/22-ZPL000N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NT3B	ROOT CAUSE: SCIR	SCFA
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:	
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:	
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:	
OTHER #: 1	DATE: 11 / 22 / 10	USERID: ZPL000N	
COMMENTS ONLY: #: 0	DATE: 00 / 00 / 00	USERID:	
RESP DLR: 3383	EFFECTIVE: 11 / 09 / 10	CHANGED BY:	
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO	
3RD PRY:	PART#:	CHECK ISSUED: NO	
BYBACK ST:	OPENED BY: ZDB338N		
HISTORY:	UPDATE BY: ZPL000N		
SVC CALL#:	UPDATE DATE: 11 / 22 / 10		
CLOSE: Y (Y/N)	CLOSE DATE: 11 / 22 / 10	MICROFILM: N	
RESP CAA: LAINEN, PAUL	OLM: SMIT AGNES	DOM: JANES, PATRICK	
PHONE: 0000041491	OWNER FIRST:	LANGUAGE: E ENGLISH	

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

CA6981980

SERVICE CONTRACTS SUMMARY

DATE: 8/10/2011
TIME: 11:09:19 AM
MODEL YEAR: 2008.0
MAKE:
MODEL LINE: ALT

NAME: [REDACTED] VIN:
IN SCV DATE: 7/1/2010

SEO NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
127	[REDACTED]	3383 CA	7/1/2010	4/22/2015	100,000		

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CONTRACT:	[REDACTED]	CONTRACT:	
OWNER NAME:	[REDACTED]	OWNER NAME:	
PLAN TYPE:	E	PLAN TYPE:	
PLAN TERM:	Q	PLAN TERM:	
DEDUCTABLE:	\$ 50	DEDUCTABLE:	
EFFECTIVE:	07/01/10	EFFECTIVE:	
EXPIRES:	04/22/15	EXPIRES:	MILES:
	MILES: 100,000		
CANCEL:	MILES:	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION:	7/23/2010	TRANSACTION:	
PRINTED:	07/24/10	PRINTED:	
DEALER NO:	3383	DEALER NO:	STATE:
	STATE: CA		
DEALER NAME:	MOSSY NISSAN OCEANSIDE	DEALER NAME:	

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SC: NONE

NAME: [REDACTED] VIN: 1N4AL21E87N [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2007.0 ALT MILEAGE: 19000
CITY: PLAINSBORO IN SVC DATE: 07 / 14 / 07
ST/ZIP: NJ [REDACTED] VCAN: N RTL DLR: 3246 ROUTE 22 NISSAN, INC.
DAY PH: [REDACTED] PAID: SVC DLR: 08064 ACME NISSAN
EVE PH: [REDACTED] SUSP: RESP DLR: 08064 ACME NISSAN
DLR PH: [REDACTED] DENY: REGION: 26 DIST: SL/SV/PT: 05 05 35

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 11 / 03 / 10
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: UNKNOWN
OUTSIDE WARRANTY BY (B) MONTHS: 4 MILES: (PT) MONTHS: MILES:

ORIG CODE: CE 11 OPEN DATE: 11 / 10 / 10 XFER/RSPNSBLTY: 26 05 S
CONTACT (S): FOLLOWUP DATE: 12 / 01 / 10 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 12 / 01 / 10 DATANET (Y/N): 11 / 12 / 10

CHECK PAYABLE TO: [REDACTED]
ADDRESS: [REDACTED]
CITY: PLAINSBORO NJ [REDACTED]
VIN: 1N4AL21E87N [REDACTED] MODEL LINE/YEAR: ALT 2007.0

G/L VALUE CODE: [REDACTED] ACCOUNT: [REDACTED]
G/L DESCRIPTION: NORTHEAST GOODWILL
CHECK AMOUNT: \$ 445.54

CHK REQUEST DATE: 11/26/10 REQUESTED BY: MERCE MIC ZMM816N
CHECK APPROVED: 11/30/10 APPROVED BY: OWENS PAU ZPO456N
CHECK ISSUE DATE: 12/01/10 CHECK NUMBER: 291351

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

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS	122000 MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD BRAKES	YI OOW GOODWILL ASSISTANCE REQUEST
OA VEHICLE CONCERNS	122000 MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD BRAKES	YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZLR000N 11/10/2010

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

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES FOUND: 6126927

EMAIL ADDRESSED TO: NNACONSUMERAFFAIRS@NISSAN-USA.COM

METHOD OF CONTACT: EMAIL ID NO.: 2001820837

DATE RECEIVED: 11/03/10 CREATED: 11/10/10

CRR-LR VERIFIED C'S NAME, ADDRESS, PHONE NUMBER, EMAIL, VIN, MILEAGE AND RESPONSIBLE DLR

CRR-LR UPDATED THE OWNER DATA BASE (NAME AND EMAIL)

CRR-LR CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NO OPEN RECALLS

CLSD PB053 ALTIMA EXHAUST SYS NTB08-001 11/03/07 02/25/08 01/31/09 3732

CLSD PB090 ALTIMA VARISTOR NTB08-095 09/29/08 11/03/08 01/31/09 3732

CLSD P7226 ALT AIR DEFLECTOR NTB07-048 06/12/07 00/00/00 08/09/07 3246

C'S EMAIL READS: @11/10-ZLR000N

"DEAR NISSAN,

I HAVE GOT MY ALTIMA IN JULY 2007. IT HAS BEEN RUNNING TILL NOW WITHOUT ANY MAJOR ISSUES.

RECENTLY COUPLE OF MONTHS BACK THE BREAK LIGHT WAS SHOWING ON AND OFF WHILE DRIVING AND MOST PART IT WAS OFF.

SO I DID NOT WORRY ABOUT THIS MUCH AND TOOK IT TO THE NISSAN DEALER LAST WEEK. (WINDSOR NISSAN)

TO MY SURPRISE, HE WAS SAYING THE BREAK MASTER CYLINDER WAS LEAKING AND IT NEEDS TO BE REPLACED.

MY [VEHICLE] HAS JUST 19K MILEAGE ON IT AND NOT SURE HOW COULD THE BREAK [CYLINDER] GO COULD WRONG. (RESEARCHED ON THE INTERNET AND FOUND OUT

ITS A FREQUENT PROBLEM WITH NISSAN SENTRA AND ALTIMA)

ALSO I HAD THIS BREAK LIGHT PROBLEM A YEAR AGO, AND THAT TIME THEY JUST TOPPED OFF THE BREAK [FLUID] AND THE WARNING WENT OFF. (WINDSOR NISSAN) @11/10-ZLR000N

THEY DID THE SAME THIS TIME AND THE WARNING WENT OFF. I AM SUSPECTING THE ISSUE WAS THERE LONG TIME BACK AND BY FILLING THE BREAK [FLUID] IT WENT OF TEMPORARILY.

CONSIDERING THE SAFETY , I HAVE REPLACED THE MASTER CYLINDER IN ACME NISSAN AS THEY HAD THE MASTER CYLINDER IN STOCK BY PAYING \$450.

I AM SURE THIS IS A NISSAN ISSUE AND SHOULD BE COVERED UNDER WARRANTY SINCE I HAD THIS PROBLEM LONG BEFORE MY 3 YEAR WARRANTY EXPIRED AND NOT EVEN 19K MILES.

I WOULD LIKE TO KNOW THE OPTION FOR REIMBURSEMENT FOR THIS EXPENSE.

LOOKING FORWARD TO HEAR FROM YOU SOON.

REGARDS,

BALA" @11/10-ZLR000N

CRR-LR'S RESPONSE TO C:

NOVEMBER 10, 2010

FILE # 6983700

DEAR [REDACTED]:

THANK YOU FOR CONTACTING NISSAN NORTH AMERICA, INC. REGARDING YOUR CONCERN WITH YOUR VEHICLE. WE APOLOGIZE FOR ANY INCONVENIENCE THIS SITUATION MAY HAVE CAUSED YOU.

IN REGARDS TO YOUR INQUIRY, WE HAVE FORWARDED YOUR FILE TO A

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REGIONAL SPECIALIST FOR INDIVIDUAL HANDLING. YOU WILL BE CONTACTED BY THE END OF NEXT BUSINESS DAY. FILE # 6983700 HAS BEEN CREATED TO DOCUMENT YOUR CONCERNS. IF YOU HAVE ANY OTHER ADDITIONAL QUESTIONS OR COMMENTS, PLEASE CONTACT US DIRECTLY AT 1-800-647-7261. THANK YOU FOR GIVING US THE OPPORTUNITY TO BE OF SERVICE.

CRR-LR FORWARDING FILE TO RCAS @11/10-ZLR000N

***** @11/11-ZMM816N

RCAS-MM REVIEWED AND DATANETTED FILE @11/11-ZMM816N

RCAS-MM CALLED 08064 ACME NISSAN AT 1:21 PM EST ON 11/11/10 AND SPOKE TO SM-TOM BRADLEY AND SM STATED THAT C CAME TO THE DLR ON 11/02/10 AND C HAD THE BRAKE MASTER CYLINDER REPLACED FOR THE COST OF \$445.54 AND THIS IS C'S ONLY VISIT TO THE DLR AND C PAID IN FULL @11/11-ZMM816N

***** @11/11-ZMM816N

RCAS-MM CALLED C ON DAY.EVE NUMBER AT 1:37 PM EST ON 11/11/10 AND LEFT A VMX @11/11-ZMM816N

***** @11/16-ZMM816N

RCAS-MB CALLED C ON 11/16/2010 AT 1:40 PM EST ON DAY NUMBER, SPOKE WITH C. RCAS-MB INQUIRED INTO C'S MASTER CYLINDER REPAIR CONCERN. RCAS-MB INQUIRED INTO IF C COULD FAX IN A COPY OF C'S R/O TO 615-267-7713. RCAS-MB ADVISED C THAT RCAS-MB WILL REVIEW C'S REQUEST AND LOOK INTO THE POSSIBILITY OF REIMBURSING C. C AGREED. RCAS-MB ADVISED C THAT C WILL BE CONTACTED AGAIN ON 11/19/2010. C THANKED RCAS-MB.

***** @11/16-ZMB827N

RCAS-MB RECEIVED FAX FROM C ON 11/19/2010, FAX CONTAINED R/O FOR REPAIR TO THE MASTER CYLINDER IN THE AMOUNT OF \$445.54.

*** @11/19-ZMB827N

RCAS-MB CALLED C ON 11/19/2010 AT 3:09 PM EST ON DAY/EVENING NUMBER, LEFT VMX.

*** @11/19-ZMB827N

CRR-MV RECIEVED INBOUND CALL FROM C. CRR-MV VERIFIED CONTACT INFORMATION HAS NOT CHANGED SINCE LAST CALL. C STATES C WOULD LIKE UPDATE ON FILE, C'S WORK NUMBER207-761-4085. CRR-MV ADVISED C OF FOLLOW UP DATE AND OFFERED TO TRANSFER C TO RCAS EXT AND SEND INTERNAL MESSAGE, C ACCEPTED.

CRR-MV OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-MV GAVE NAME, EXT, AND FILE NUMBER TO C.

CRR-MV THANKS C FOR C'S BUSINESS WITH NNA. @11/22-ZMV029N

CRR-MV TRANSFERED C TO RCAS EXT AND SENT INTERNAL MESSAGE.

CRR-MV EXITING FILE.

***** @11/22-ZMV029N

RCAS-MB CHECKING RCAS-MM'S VMX.

RCAS-MM RECEIVED VMX FROM C ON 11/22/2010 AT 11:14 AM EST.

*** @11/22-ZMB827N

RCAS-MM RECEIVED FAXES FROM RCAS-MB AT 8:33 AM EST ON 11/23/10 @11/24-ZMM816N

***** @11/24-ZMM816N

RCAS-MM CALLED NUMBER IN FILE AT 1:24 PM EST ON 11/24/10 AND RCAS WAS ADVISED THAT C HAS THE WRONG NUMBER @11/24-ZMM816N

RCAS-MM CALLD C ON DAY/EVE NUMBER AT 1:26 PM EST ON 11/24/10 AND RCAS ADVISED C THAT RCAS WILL REIMBURSE C FOR THE REPAIR AS A ONE TIME GOODWILL, RCAS CONFIRMED C'S ADDRESS. C THANKED RCAS. RCAS ADVISED C THAT C WILL RECEIVE THE CHECK IN ABOUT 2-4 WEEKS. @11/24-ZMM816N

** @11/24-ZMM816N

THE FOLLOWING ARE THE DETAILS OF THE REIMBURSEMENT.

NAME OF DLRSHIP: ACME NISSAN
INVOICE NUMBER: 286692
INVOICE DATE: 11/02/10

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DATE: 8/10/2011
TIME: 11:09:19 AM

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MILEAGE: 19920
PART NAME/NUMBER: BRAKE MASTER CYLINDER
PART AMOUNT: 238.79
LABOR AMOUNT: 174.60
SHOP SUPPLIES: 3.00
SUBTOTAL: 416.39
TAX AMOUNT: 29.15
TOTAL AMOUNT: 445.54

CRR SUBMITTING CHECK REQUEST: RCAS REIMBURSED DUE TO LOW MILEAGE ON THE VEH
*****8 @11/26-ZMM816N
RCAS-MM SUBMITTING CHECK REQUEST @11/26-ZMM816N
RS-TS REVIEWED AND APPROVES CHECK REQUEST ABOVE ALLOTMENT. @11/29-ZTS999N
RCAS-MM NOTING CHECK IS APPROVED. @12/01-ZMM816N
RCAS-MM UPDARTING TREAD ACT @12/01-ZMM816N
RCAS-MM CLOSING FILE @12/01-ZMM816N
FILE SUMMARY: C CALLED ASKING FOR ASSISTANCE WITH THE BRAKE MASTER CYLINDER,
RCAS REIMBURSED @12/01-ZMM816N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

CONTACT(S):

SATISFIED: Y ACTION CODE: NT2A ROOT CAUSE: CAGWL
CALLBACK: (Y/N) #: 0 DATE: 00 / 00 / 00 USERID:
REOPEN: CALLBACK #: 0 DATE: 00 / 00 / 00 USERID:
NEW INFO #: DATE: 00 / 00 / 00 USERID:
OTHER #: DATE: 00 / 00 / 00 USERID:
COMMENTS ONLY: #: 0 DATE: 00 / 00 / 00 USERID:
RESP DLR: 08064 EFFECTIVE: 11 / 10 / 10 CHANGED BY:
IIR-DATE: 00 / 00 / 00 TRANS DATE: 00 / 00 / 00 CHECK REQUESTED: YES
3RD PRY: PART#: CHECK ISSUED: YES
BYBACK ST: OPENED BY: ZLR000N
HISTORY: UPDATE BY: ZMM816N
SVC CALL#: UPDATE DATE: 12 / 01 / 10
CLOSE: Y (Y/N) CLOSE DATE: 12 / 01 / 10 MICROFILM: N
RESP CAA: MERCER, MICHELLE OLM: ROYSTER KAREN DOM: DEVEREAUX JOHN T
PHONE: 0000041592 OWNER FIRST: LANGUAGE: E ENGLISH

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SC: NONE

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

VIN: 1N4BL21E07N [REDACTED] Y
YR/MDL: 2007.0 ALT MILEAGE: 38000
IN SVC DATE: 03 / 17 / 07
RTL DLR: 19074 BILL SEIDLE'S NISSAN INC.
SVC DLR: 19074 BILL SEIDLE'S NISSAN INC.
RESP DLR: 19074 BILL SEIDLE'S NISSAN INC.
REGION: 34 DIST: SL/SV/PT: 03 03 33

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 19074 BILL SEIDLE'S NIS
OUTSIDE WARRANTY BY (B) MONTHS: 9 MILES: 2000 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 11 / 12 / 10 XFER/RSPNSBLTY: 34 03 S
CONTACT (S): FOLLOWUP DATE: 12 / 14 / 10 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 12 / 14 / 10 DATANET (Y/N): 11 / 16 / 10

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 119000 BRAKE BOOSTER
AD BRAKES YI OOW GOODWILL ASSISTANCE REQUEST
OA VEHICLE CONCERNS 119000 BRAKE BOOSTER
AD BRAKES YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZCP544N 11/12/2010
PREVIOUS FILES FOUND: NONE @11/12-ZCP544N
CRR-CP VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, MAIN AND ALTERNATE PHONE NUMBERS.
CRR-CP UPDATED OWNER'S INFORMATION: (ADDRESS AND PHONE NUMBERS)
CRR-CP CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: 1
OPEN P7221 ALTIMA I-KEY FOB NTB07-053 08/03/07 01/04/08 00/00/00
CRR-CP INFORMED C OF THE RECALL STATUS. @11/12-ZCP544N
CRR-CP VERIFIED RESPONSIBLE DEALER.
PREVIOUS NISSAN/INFINITI: NONE
CRR-CP RECEIVED A CALL FROM C.
C STATED HAD THE TIRES REPLACE WHEN THE VEH IS AT 30000 MILES AND C ALREADY
HEARS SOME NOISE ON THE BRAKES.
C STATED C WENT TO THAT TIME WHICH IS 19074 BILL SEIDLE'S NISSAN INC AND C
WAS ADVISED BY SM ARIEL PERERA TO GO BACK TO WHERE C REPLACED THE TIRES AS
THERE IS NOTHING WRONG ON THE VEH OF C. @11/12-ZCP544N
C STATED C WENT BACK TO THE INDEPENDENT FACILITY WHERE C REPLACED THE TIRES
AND C'S VEH WAS FIXED.
C STATED C STILL HEARS THE NOISE AND EVERYTIME C TOOK THE VEH TO THE DEALER
THE DEALER ALWAYS TELLS C THERE IS NOTHING WRONG. @11/12-ZCP544N
C STATED THE NOSIE BECAME WORST SO C TOOK THE VEH AT THE DEALER LAST
11/06/10 AND C WAS ADVISED BY SM-ARIEL THAT C NEEDS BRAKE BOOSTER AND
MASTER CYLINDER AND C IS ALREADY OUT OF THE WARRANTY.
C STATED THE COST OF REPAIR IS AROUND \$600.
C STATED C IS ASKING NNA TO ASSIST C ON THE COST OF REPAIRS AS C HAS BEEN
EXPERIENCING THE PROBLEM EVERSINCE THE VEH IS STILL UNDER THE WARRANTY BUT
THE DEALER CANNOT FIND THE PROBLEM
CRR-CP INFORMED C THAT CRR-CP WILL ENDORSED C'S CONCERN TO RCAS TO FURTHER
ASSIST C AND RCAS WILL CALL C BACK BEFORE THE END OF THE NEXT BUSINESS DAY.
C THANKED CRR-CP FOR ASSISTANCE, C SATISFIED.
CRR-CP OFFERED FURTHER ASSISTANCE, C DECLINED. @11/12-ZCP544N
CRR-CP GAVE NAME, EXTENSION AND FILE NUMBER.
CRR-CP LEAVING FILE OPEN, TRANSFERRING FILE TO RCAS FOR REVIEW. @11/12-ZCP544N
*** @11/15-ZAP190N
RCAS-AP IN RECEIPT OF FILE AND DATANETTED TO DLRSH. @11/15-ZAP190N
**RCAS-AP CALLED SM-ARIEL PERERA ON 11/15/10, 10:38 AM EST AND LEFT VMX.
**RCAS-AP CALLED SM-ARIEL PERERA ON 11/15/10, 11:45 AM EST AND SPOKE WITH SM.
SM STATED THAT THE BRAKE BOOSTER IS LEAKING AND NEEDS TO BE REPLACED. SM
STATED THAT C IS A GOOD CUSTOMER, AND HAD THE 15K MILE SERVICE AND 30K MILE
SERVICE COMPLETED WITH THE DLR. SM STATED THAT THE COST OF REPAIRS AT WARRANTY
WOULD BE LESS THAN \$600. RCAS-AP UNDERSTOOD. RCAS-AP ADVISED SM THAT NNA WILL
ASSIST WITH THE REPAIRS AS A ONE-TIME GW GESTURE. SM AGREED AND THANKED
RCAS-AP. @11/15-ZAP190N
**RCAS-AP NOTING, FOM-GB IS OUT OF THE OFFICE UNTIL 11/30/10 AND HAS ADVISED
RCAS-AP TO ASSIST THE DLR WITH GW REQUESTS. @11/15-ZAP190N
**RCAS-AP CALLED C ON DAYTIME # ON 11/15/10, 2:18 PM EST AND SPOKE WITH C.
C STATED THAT SM-ARIEL DID CONTACT C AND ADVISE THAT THE VEH REPAIRS WERE
GOING TO BE COVERED. C STATED THAT C IS VERY SATISFIED. RCAS-AP UNDERSTOOD.
RCAS-AP ADVISED C THAT RCAS-AP WILL FOLLOW UP WITH C NO LATER THAN 11/18/10 TO
CHECK ON THE STATUS OF THE VEH. C AGREED, AND THANKED RCAS-AP. @11/15-ZAP190N
**RCAS-AP UPDATED FOLLOW UP DATE. @11/15-ZAP190N
***** @11/17-ZSJ745N
*****EMAIL FILE LOGGED*****
PREVIOUS RELATED FILES FOUND: NONE

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PREVIOUS UNRELATED FILES FOUND: NONE

EMAIL ADDRESSED TO: NNACONSUMERAFFAIRS@NISSAN-USA.COM

METHOD OF CONTACT: EMAIL ID NO.: 2001825424

DATE RECEIVED: 11/9/10 DATE CREATED: 11/17/10

CRR-SJ VERIFIED C'S NAME, ADDRESS, VIN, DAY NUMBER, MILEAGE, EMAIL AND RESP
DLR.

CRR-SJ DID NOT PROVIDE EVENING NUMBER. @11/17-ZSJ745N

CRR-SJ CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @11/17-ZSJ745N

OPEN P7221 ALTIMA I-KEY FOB NTB07-053 08/03/07 01/04/08 00/00/00

C'S EMAIL READS:

C STATES. @11/17-ZSJ745N

"TO WHOM IT MAY CONCERN:

WHEN I TOOK MY 2007 ALTIMA FOR THE 30,000 MILE MAINTENANCE CHECK UP I
INFORMED THEM THAT THE BRAKE PEDAL WAS SLIPPING. IT HAS BEEN DOING
THAT SINCE THE CAR HAD LESS THAN 30,000 MILES. THEY SAID THAT THERE WAS
NOTHING WRONG WITH IT. THE BRAKE IS SILL SLIPPING AND NOW THEY INFORM
ME THAT AT 38,784 MILES I NEED TO REPLACE THE MASTER CYLINDER AND CLEAN
AND INSPECT BOOSTER BRAKE FLUID INSIDE AND THE COST WILL BE AROUND
\$560.00. THE CAR IS BEYOND THE 36,000 MILES BUMPER TO BUMPER
WARRANTEE. I THINK THAT THIS IS NOT RIGHT. I AM NOT GOING TO PAY FOR
SOMETHING THAT SHOULD HAVE BEEN COVERED BY THE WARRANTEE. I LOVE MY
NISSAN AND I AM ALWAYS INFORMING EVERYBODY WHAT A GREAT CAR I HAVE. I
THINK THAT MY CAR IS THE BEST IN THE WORLD BUT THIS SITUATION IS
DANGEROUS. PLEASE INFORM ME WHAT IS THE NEXT STEP I NEED TO TAKE TO
HAVE THIS PROBLEM RESOLVED. I AM NOW A VERY UNHAPPY NISSAN OWNER.

SINCERELY,

MICHAEL NONES" @11/17-ZSJ745N

CRR-SJ NOTES THAT EMAIL IS OUTDATED AND RCAS IS ASSISTING ON FILE.

CRR-SJ SENT INTERNAL MESSAGE TO RCAS-AP TO ADVISE OF DOCUMENTED EMAIL.

CRR-SJ NOT RESPONDING TO C, EXITING FILE. @11/17-ZSJ745N

*** @11/18-ZAP190N

RCAS-AP CALLED C ON DAYTIME # ON 11/18/10, 11:34 AM EST AND SPOKE WITH C.

RCAS-AP INQUIRED ON THE STATUS OF THE VEH. C STATED THAT SM HAS NOT CONTACTED
C TO SCHEDULE THE REPAIR. RCAS-AP UNDERSTOOD. RCAS-AP ADVISED C THAT RCAS-AP
WILL FOLLOW UP WITH C NO LATER THAN 11/23/10. C AGREED AND THANKED RCAS-AP.

**RCAS-AP UPDATED FOLLOW UP DATE. @11/18-ZAP190N

*** @11/23-ZAP190N

RCAS-AP CALLED C ON DAYTIME # ON 11/23/10, 10:41 AM EST AND SPOKE WITH C. C
STATED THAT THE VEH IS NOT REPAIRED. C STATED THAT THE VEH IS STILL AT THE DLR
BECAUSE THE DLR IS STILL WAITING FOR THE PART. RCAS-AP APOLOGIZED TO C.

RCAS-AP ADVISED C THAT RCAS-AP WILL FOLLOW UP WITH C ON 11/29/10 TO CHECK ON

THE STATUS OF THE VEH. C THANKED RCAS-AP. @11/23-ZAP190N

**RCAS-AP UPDATED FOLLOW UP DATE. @11/23-ZAP190N

RCAS-AP NOTING, FOLLOW UP ON REPAIRS. @11/26-ZAP190N

***** @11/29-ZNH850N

RCAS-NH CALLED C ON DAYTIME NUMBER AT 12:06 PM EST ON 11/29/10 SPOKE TO C. C

STATES THERE IS NO UPDATES YET . C STATES CAN RCAS-NH EXPEDITE THIS. RCAS-NH

ADVISED C THAT RCAS-NH WILL CALL THE DLRSHIP TO SEE WHAT THE HOLD UP IS AND

GET BACK TO C BY 12/1/10 @11/29-ZNH850N

***** @12/01-ZNH850N

***** @12/01-ZNH850N

RCAS-NH CALLED THE DLRSHIP ON 12/1/10 AT 3:04 PM EST SPOKE TO SA-GEORGE AS SM
WAS UNAVAILABLE. RCAS-NH INQUIRED IF THE PART HAS COME IN YET. SA-GEORGE

STATES NO. RCAS-NH UNDERSTOOD. @12/01-ZNH850N

***** @12/01-ZNH850N

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RCAS-NH CALLED C ON DAYTIME NUMBER AT 3:07 PM EST ON 12/1/10 SPOKE TO C.
RCAS-NH ADVISED C THAT THE PART HAS NOT COME IN YET. RCAS-NH ADVISED C WILL
GET A CALL ON 12/6/10 @12/01-ZNH850N
*** @12/06-ZAP190N

RCAS-AP CALLED SM-ARIEL PERERA ON 12/06/10, 10:39 AM EST AND SPOKE WITH SM.
SM STATED THAT THE PART HAS ARRIVED AND C HAS BEEN ADVISED. RCAS-AP THANKED
SM. @12/06-ZAP190N

**RCAS-AP CALLED C ON DAYTIME # ON 12/06/10, 11:31 AM EST AND SPOKE WITH C.
RCAS-AP ADVISED C THAT RCAS-AP CONFIRMED WITH SM AT THE DLRSHIP THAT THE PART
HAS ARRIVED. C UNDERSTOOD. RCAS-AP ADVISED C THAT RCAS-AP WILL FOLLOW UP WITH
C NO LATER THAN 12/09/10 TO CHECK ON THE STATUS OF THE VEH. C AGREED AND
THANKED RCAS-AP.

**RCAS-AP UPDATED FOLLOW UP DATE. @12/06-ZAP190N
*** @12/09-ZAP190N

RCAS-AP CALLED C ON DAYTIME # ON 12/09/10, 1:20 PM EST AND SPOKE WITH C. C
STATED THAT THE VEH WAS BROUGHT TO THE DLRSHIP YESTERDAY BUT THE DLR IS STILL
WAITING FOR ANOTHER PART. RCAS-AP UNDERSTOOD. RCAS-AP ADVISED C THAT RCAS-AP
WILL FOLLOW UP WITH C NO LATER THAN 12/14/10. C AGREED. @12/09-ZAP190N

**RCAS-AP UPDATED FOLLOW UP DATE. @12/09-ZAP190N
*** @12/14-ZAP190N

RCAS-AP RECEIVED INBOUND CALL FROM SM-ARIEL PERERA ON 12/14/10, 10:36 AM EST
AND SPOKE WITH SM. SM STATED THAT THE VEH SHOULD BE REPAIRED IN 20 MINUTES.
RCAS-AP THANKED SM. @12/14-ZAP190N

**RCAS-AP CALLED C ON DAYTIME # ON 12/14/10, 2:51 PM EST AND SPOKE WITH C.
C STATED THAT C IS VERY SATISFIED. C STATED THAT C PICKED UP THE VEH FROM THE
DLRSHIP THIS MORNING AND EVERYTHING WAS TAKEN CARE OF FOR C. RCAS-AP
UNDERSTOOD. RCAS-AP OFFERED FURTHER ASSISTANCE, C DECLINED. @12/14-ZAP190N

**RCAS-AP UPDATED TREAD ACT. @12/14-ZAP190N

**RCAS-AP CLOSING FILE AS NO FURTHER ACTION IS REQUIRED. @12/14-ZAP190N
*** @12/14-ZAP190N

FILE SUMMARY: C CONTACTED CA REQUESTING OOW ASSISTANCE WITH THE BRAKE BOOSTER.
SM-ARIEL AT THE DLR WAS CONTACTED. RCAS-AP APPROVED GW ASSISTANCE FOR THE
CUSTOMER AS FOM-GB WAS OUT OF THE OFFICE. THE VEH IS REPAIRED AND C IS
SATISFIED. @12/14-ZAP190N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NT1B	ROOT CAUSE: SNFA
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 0	DATE: 00 / 00 / 00	USERID:
RESP DLR: 19074	EFFECTIVE: 11 / 12 / 10	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZCP544N	
HISTORY:	UPDATE BY: ZAP190N	
SVC CALL#:	UPDATE DATE: 12 / 14 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 12 / 14 / 10	MICROFILM: N
RESP CAA: PLATI, AMANDA	OLM: ROYSTER KAREN	DOM:
PHONE: 0000041501	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: NONE

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

VIN: 1N4AL21E57N [REDACTED] Y
YR/MDL: 2007.0 ALT MILEAGE: 123000
IN SVC DATE: 05 / 19 / 07
RTL DLR: 3937 ANTWERPEN SECURITY NISSAN
SVC DLR: 3799 NORRIS NISSAN WEST
RESP DLR: 3799 NORRIS NISSAN WEST
REGION: 26 DIST: SL/SV/PT: 15 15 45

VCAN: N
PAID: 7
SUSP: 1
DENY: 0

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

ORIG CODE: CT 11 OPEN DATE: 11 / 16 / 10 XFER/RSPNSBLTY: 26 15 S
CONTACT (S): FOLLOWUP DATE: 11 / 16 / 10 DATANET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 11 / 16 / 10 DATANET (Y/N): 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 120500 CENTER BRAKE LIGHT
AD BRAKES YX POOR OR IMPROPER OPERATION

CONFIDENTIAL

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C. A. R. COMMENTS

FILE OPENED-ZSR400N 11/16/2010
PREVIOUS RELATED FILED FOUND: NONE
PREVIOUS UNRELATED FILES FOUND: NONE
CRR-SR VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVE PHONE NUMBER AND RESPONSIBLE DLR.
CRR-SR CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE @11/16-ZSR400N
CLSD PB053 ALTIMA EXHAUST SYS NTB08-001 11/03/07 01/21/08 03/31/08 3937
CLSD P7221 ALTIMA I-KEY FOB NTB07-053 08/03/07 11/26/07 03/31/08 3937
CLSD P7226 ALT AIR DEFLECTOR NTB07-048 06/12/07 09/04/07 10/16/07 3937
CLSD R0703 ALTIMA AIR FILTER NTB07-047 06/12/07 09/04/07 10/16/07 3937
CRR-SR ADVISED C OF RECALL STATUS.
PREVIOUS NISSAN/INFINITI VEH: NONE
CRR-SR RECIEVED INBOUND CALL FROM C. @11/16-ZSR400N
C STATES C HAD BRAKE LIGHT CONCERN, WITH VEH AND WANTED TO KNOW IF THERE WERE ANY RECALLS ON C'S VEH. @11/16-ZSR400N
C STATES C ALSO HEARD OF A RECALL FOR THE MASTER CYLINDER FOR THE SENTRAS AND DOES NOT UNDERSTAND WHY IT IS NOT ON THE ALTIMAS. @11/16-ZSR400N
CRR-SR UNDERSTANDS AND ADVISED C THAT RECALLS ARE VIN SPOEFICI AND DETERMINE WHERE THE VEH WAS MADE AND MANUFACTURED, AND IF THE PART LISTED IN RECALL WAS INCLUDED IN C'S VEH. @11/16-ZSR400N
C STATES C FINDS THIS FUNNY. @11/16-ZSR400N
CRR-SR UNDERSTANDS AND ADVISED C THAT SHOULD C HAVE A VEH CONCERN WITH BRAKE LIGHT C COULD HAVE VEH DIAG BY NNA DLR. @11/16-ZSR400N
CRR-SR OFFERED FURTHER ASSISTANCE, C DECLINED.
CRR-SR GAVE NAME, EXT, AND THE FILE NUMBER TO C.
CRR-SR CLOSING FILE AS NO FURTHER ASSISTANCE NEEDED. @11/16-ZSR400N

-----@11/25-ZDP019N-COMMENT

*****E-MAIL FILE LOGGED*****

EMAIL ADDRESSED TO: NNACONSUMERAFFAIRS@NISSAN-USA.COM
METHOD OF CONTACT: [REDACTED] - ID NO: 2001830733.
DATE RECEIVED: 11/25/10 - DATE CREATED: 11/25/10.

CRR-DP VERIFIED C'S NAME, ADDRESS, EMAIL, DAY/EVENING NUMBER, VIN, MILEAGE AND RESPONSIBLE DLR.

CRR-DP CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPRGRADES FOUND:

CLSD PB053 ALTIMA EXHAUST SYS NTB08-001
CLSD P7221 ALTIMA I-KEY FOB NTB07-053
CLSD P7226 ALT AIR DEFLECTOR NTB07-048
CLSD R0703 ALTIMA AIR FILTER NTB07-047

C'S EMAIL READS,

"MY BRAKE LIGHT HAS BEEN GOING ON AND OFF FOR A WHILE NOW. AFTER TAKING IT IN TO SEVERAL DIFFERENT PEOPLE, IT APPEARS THAT THE MASTER CYLINDER IS LEAKING. AFTER INVESTIGATION, I FOUND THAT THIS IS A COMMON ISSUE FOR ALTIMAS. THOUGH THIS IS A VERY SERIOUS SECURITY ISSUE, NO RECALLS HAVE BEEN ISSUED AND MANY PEOPLE DISCOVER THIS ISSUE WELL AFTER WARRANTY (LIKE MYSELF). THIS IS NOT FAIR AND AMONGST THE MANY OTHER ISSUES I'VE HAD WITH MY NISSAN. I WOULD LIKE TO KNOW WHAT CAN BE DONE ABOUT THIS SEVERE SAFETY ISSUE. PLEASE REFERENCE THIS URL TO SEE THE VARIOUS COMPLAINTS FROM MANY NISSAN OWNERS REGARDING THIS ISSUE.

[HTTP://WWW.NISSANCLUB.COM/FORUMS/2007-NISSAN-ALTIMA-DISCUSSION-2-5-3-5/298430](http://www.nissanclub.com/forums/2007-nissan-altima-discussion-2-5-3-5/298430)
-WARNING-MASTER-CYLINDER-PROBLEM-MUST-READ.HTML"

CRR-DP RESPONSE:

"NOVEMBER 25, 2010
FILE # 6988390

CONFIDENTIAL

DATE: 8/10/2011
TIME: 11:09:19 AM

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DEAR [REDACTED]:

THANK YOU FOR CONTACTING NISSAN NORTH AMERICA, INC. REGARDING YOUR CONCERN WITH YOUR 2007 ALTIMA 2.5 S. WE APOLOGIZE FOR ANY INCONVENIENCE THIS SITUATION MAY HAVE CAUSED YOU.

NISSAN RELIES ON ITS AUTHORIZED DEALERS TO PROVIDE TECHNICAL SUPPORT TO OUR VALUED CUSTOMERS. PLEASE CONTACT OR VISIT YOUR LOCAL NISSAN DEALER, AS THEY ARE IN THE BEST POSITION TO ADDRESS YOUR VEHICLE CONCERNS.

FILE# 6988390 HAS BEEN CREATED TO DOCUMENT YOUR INQUIRY. IF YOU HAVE ANY FURTHER QUESTIONS OR COMMENTS, FEEL FREE TO CALL NISSAN CONSUMER AFFAIRS AT 1-800-647-7261 AND REFERENCE YOUR FILE NUMBER. THANK YOU AGAIN FOR CONTACTING US AND ALLOWING US THE OPPORTUNITY TO BE OF ASSISTANCE.

SINCERELY,
NISSAN NORTH AMERICA, INC.

CRR-DP
CONSUMER AFFAIRS REPRESENTATIVE
NISSAN CONSUMER AFFAIRS"

CRR-DP CLOSING FILE AS NO FURTHER FOLLOW-UP REQUIRED. @11/25-ZDP019N-COMMENT

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT8G	ROOT CAUSE: SCIN
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #:	DATE: 00 / 00 / 00	USERID:
OTHER #:	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 1	DATE: 11 / 25 / 10	USERID: ZDP019N
RESP DLR: 3799	EFFECTIVE: 11 / 16 / 10	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZSR400N	
HISTORY:	UPDATE BY: ZSR400N	
SVC CALL#:	UPDATE DATE: 11 / 25 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 11 / 16 / 10	MICROFILM: N
RESP CAA: RUSSELL, SHANNELL	OLM: ROYSTER KAREN	DOM: HARDING JOE
PHONE: 0000041646	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

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SC: ONE CONTRACT

NAME:	[REDACTED]	VIN:	1N4AL21E38N	[REDACTED]	Y
STREET:	[REDACTED]	YR/MDL:	2008.0	ALT MILEAGE:	41000
CITY:	BOUNTIFUL	IN SVC DATE:	12 / 28 / 07		
ST/ZIP:	UT [REDACTED]	VCAN:	Y	RTL DLR:	3902 UNITED NISSAN
DAY PH:	[REDACTED]	PAID:	8	SVC DLR:	2563 CHRISTOPHER NISSAN
EVE PH:	[REDACTED]	SUSP:	0	RESP DLR:	2563 CHRISTOPHER NISSAN
DLR PH:	[REDACTED]	DENY:	1	REGION:	44 DIST: SL/SV/PT: 13 13 43

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
 VEHICLE PURCHASED: NEW PREOWNED X MILES 9000 # NISSAN/INFINITI VEHICLES: 1
 VEHICLE MAINTAINED BY: INDEPENDENT FACILITY
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 5000 (PT) MONTHS: MILES:

ORIG CODE: CT 11	OPEN DATE: 11 / 24 / 10	XFER/RSPNSBLTY: 32 13 S
CONTACT (S):	FOLLOWUP DATE: 12 / 03 / 10	DATANET (Y/N): 1
SEVERITY: 9	CLOSE DATE: 12 / 03 / 10	DATANET (Y/N): 11 / 29 / 10

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	122000	MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD	BRAKES	YI	OOW GOODWILL ASSISTANCE REQUEST
OA	VEHICLE CONCERNS	122000	MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD	BRAKES	YX	POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZPR851N 11/24/2010
PREVIOUS RELATED FILES FOUND:NONE
PREVIOUS UNRELATED FILES FOUND:NONE
CRR-PR VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY & EVENING PHONE
NUMBER AND RESPONSIBLE DEALER.
CRR-PR UPDATED OWNER'S DATABASE
CRR-PR CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:
CLSD PB090 ALTIMA VARISTOR NTB08-095 09/29/08 12/15/08 01/29/09 2563 N
CRR-PR RECEIVED INBOUND CALL FROM C.
C STATES C WAS DRIVING AND THE BRAKE WARNING LIGHT CAME ON AND C BROUGHT VEH
TO NISSAN DLR, THE DLR ADVISED THE BRAKE MASTER CYCLINDER WAS LEAKING AND
NEEDS TO BE REPLACED AND DLR STATES THAT C WAS NOT COVERED UNDER WARRENTY
AND THE PART IS ON BACK ORDER. @11/24-ZPR851N
NISSAN/INFINITI PREVIOUS VEH: NONE @11/24-ZPR851N
CRR-PR ASKED C WHICH DLR DIAGNOSED THE ISSUE. @11/24-ZPR851N
C STATES CHRISTOPHER NISSAN
CRR-PR ASKED C WHOM C SPOKE WITH AT THE DLR.
C STATES SA-JUSTIN
CRR-PR ASKED C WHAT THE DLR DIAGNOSIS WAS.
C STATES BRAKE MASTER CYCLINDER NEEDS TO BE REPALCED
CRR-PR ASKED C WHEN C WENT TO THE DLRSHIP?
C STATES 11/24/2010
CRR-PR ASKED C WHEN THE ISSUE BEGAN?
C STATES 11/24/2010
CRR-PR ASKED C WHERE THE VEH IS NOW?
C STATES CHRISTOPHER NISSAN
CRR-PR ASKED C IF THE VEHICLE IS OPERABLE?
C STATES NO @11/24-ZPR851N
CRR-PR ASKED C WHEN DID THE VEH BECOME INOPERABLE?
C STATES 11/24/2010 @11/24-ZPR851N
CRR-PR ASKED C WHAT C WANTS FROM NNA TO RESOLVE THE ISSUE?
C STATES C WANT NISSAN TO PAY FOR THE REPAIR. THE COST OF THE REPAIR IS \$436
PLUS TAX @11/24-ZPR851N
CRR-PR ADVISED C THAT RCAS WILL CONTACT C BY THE END OF THE NEXT BUSINESS DAY.
CRR-PR OFFERED FURTHER ASSISTANCE, C DECLINED.
CRR-PR ADVISED C THAT C WILL BE RECEIVING A SURVEY BASED ON THIS CALL TODAY.
CRR-PR GAVE NAME, EXT, AND FILE NUMBER TO C.
CRR-PR THANKS C FOR C'S BUSINESS WITH NNA.
CRR-PR TRANSFERRING FILE TO RCAS FOR FURTHER ASSISTANCE. @11/24-ZPR851N
***** @11/26-ZGP648N
RCAS-GP CONTACTED DLR ON 11/26/10 AT 11:45 AM EST AND SPOKE TO SA-JUSTIN PRATT
RCAS-GP ASKED SA WHAT C'S REPAIR REQUIREMENT IS. @11/26-ZGP648N
SA-JP STATES THAT C REQUIRES A MASTER CYLINDER. @11/26-ZGP648N
RCAS-GP ASKED SA IF C HAD BEEN A GOOD SERVICE CUSTOMER. @11/26-ZGP648N
SA-JP STATES THAT C HAD BOUGHT THE VEH AT THE DLRSHP PRE-OWNED BUT HAD DONE
VERY LITTLE SERVICE AT THE DLRSHP. @11/26-ZGP648N
RCAS-GP ASKED SA WHAT THE WARRANTY RATE FOR THE REPAIR WOULD BE. @11/26-ZGP648N
SA-JP STATES THAT SA WOULD HAVE TO CALCULATE THAT AND CALL RCAS BACK.
RCAS-GP PROVIDED SA WITH RCAS CONTACT INFO. @11/26-ZGP648N
RCAS-GP THANKED SA AND ENDED CALL. @11/26-ZGP648N
***** @11/26-ZGP648N
RCAS-GP CONTACTED C ON DAY NUMBER ON 11/26/10 AT 2:52 PM EST AND LEFT VMX FOR
C WITH RCAS NAME AND CONTACT INFO AND SET FOLLOW UP DATE FOR 12/01/10.

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RCAS-GP CONTACTED C ON EVE NUMBER ON 11/26/10 AT 2:54 PM EST AND LEFT VMX FOR C WITH RCAS NAME AND CONTACT INFO AND SET FOLLOW UP DATE FOR 12/01/10.
RCAS-GP SETTING FOLLOW UP DATE FOR 12/01/10 AND EXITING FILE. @11/26-ZGP648N
***** @11/26-ZGP648N

RCAS-GP RECIEVED INBOUND CAL FROM SA-JUSTIN PRATT ON 11/26/10 AT 12:12 PM EST.
SA-JP STATES THAT THE WARRANTY RATE FOR C'S REPAIR WOULD BE \$335.40.
RCAS-GP THANKED SA AND ENDED CALL. @11/26-ZGP648N
***** @11/26-ZGP648N

RCAS-GP RECIEVED VMX FROM C ON 11/26/10 AT 3:04 PM EST STATING THAT C WAS ONLY RETURNING RCAS CALL AND LOOKED FORWARD TO SPEAKING TO RCAS. @11/26-ZGP648N
***** @11/26-ZGP648N

RCAS-GP SENT GOODWILL REQUEST TO FOM-JZ ON 11/26/10 AT 5:08 PM EST.
***** @11/26-ZGP648N

RCAS-GP RECIEVED INTERNAL MESSAGE FROM FOM-JZ ON 11/29/10 AT 3:01 PM EST WHICH STATES THAT NNA IS NOT GOING TO OFFER ANY ASSISTANCE IN THIS CASE.
***** @11/29-ZGP648N

RCAS-GP RECIEVED VMX FROM C ON 11/29/10 AT 3:53 PM EST REQUESTING CALL BACK ON DAY NUMBER. @11/29-ZGP648N
***** @11/29-ZGP648N

RCAS-GP RECIEVED VMX FROM C ON 11/30/10 AT 12:54 PM EST REQUESTING CALL BACK ON DAY NUMBER. @11/30-ZGP648N
***** @11/30-ZGP648N

RCAS-GP CONTACTED C ON DAY NUMBER ON 11/30/10 AT 2:15 PM EST AND SPOKE TO C.
RCAS-GP INFORMED C THAT RCAS HAD LOOKED INTO THE POSSIBILITY OF PROVIDING ASSISTANCE IN THIS CASE AND UNFORTUNATELY IT WAS NOT AN OPTION. @11/30-ZGP648N
C STATES THAT C DOESN'T UNDERSTAND WHY AND WANTS TO KNOW HOW OFTEN THIS KIND OF REPAIR HAPPENS. @11/30-ZGP648N

RCAS-GP INFORMS C THAT RCAS DOES NOT HAVE THAT TYPE OF INFO. @11/30-ZGP648N
C ASKES WHO DOES HABVE THAT INFO. @11/30-ZGP648N

RCAS-GP STATES THAT RCAS COULD PROVIDE C WITH AN ADDRESS TO MAIL A LETTER TO NNA AND THROUGH THAT LETTER NISSAN MIGHT BE ABLE TO HAVE SOMEONE CONTACT C TO ANSWER C'S QUESTION. @11/30-ZGP648N

C STATES THAT C WANTS A PHONE NUMBER TO SPEAK TO SOMEONE ABOUT THE FREQUENCY OF THIS PART BREAKING DOWN BECAUSE C FEELS THAT IF IT'S SOMETHING THAT DOESN'T HAPPEN VERY MUCH THEN THERE IS NOT REASON WHY NNA SHOULD NOT REPAIR IT FOR C.
RCAS-GP STATES THAT RCAS UNDERSTANDS C'S REQUEST BUT THE MAILING ADDRESS WOULD BE THE ONLY AVENUE THAT RCAS HAS TO PROVIDE TO C TO POSSIBLY FIND SOMEONE THAT CAN ANSWER C'S QUESTION. @11/30-ZGP648N

C STATES THAT C WANTS TO SPEAK TO SOMEONE BECAUSE C FEELS THIS DECISION IS NOT RIGHT. @11/30-ZGP648N

C STATES THAT C WANTS TO KNOW HOW THIS DECISION WAS MADE. @11/30-ZGP648N

RCAS-GP INFORMED C THAT THE DECISION IS MADE BY RCAS-GP'S REGIONAL TEAM AND THE REGION LOOKS AT A NUMBER OF FACTORS WHEN MAKING THE DECISION AND EVERY DECISION IS LOOKED AT ON A CASE BY CASE BASIS. @11/30-ZGP648N

C STATES THAT C WISHES TO SPEAK TO THE REGIONAL TEAM THEN. @11/30-ZGP648N

RCAS-GP STATES THAT RCAS-GP IS THE REGIONAL SPECIALIST THAT IS IN CHARGE OF C'S FILE AND THAT RCAS IS THE ONLY POINT OF CONTACT FOR C IN THIS CASE.
C ASKED FOR THE NUMBER TO CALL TO SPEAK TO THE REGIONAL TEAM. @11/30-ZGP648N

RCAS-GP STATES THAT THERE IS NO NUMBER FOR THE REGIONAL TEAM, RCAS-GP IS THE ONLY NUMBER FOR THE REGION. @11/30-ZGP648N

C STATES THAT C WANTS TO SPEAK TO SOMEONE ELSE BECASUIE C WANTS AN ANSWER TO C'S QUESTION ABOUT HOW OFTEN THESE PARTS FAIL. @11/30-ZGP648N

RCAS-GP STATES THAT THE MAILING ADDRESS THAT RCAS MENTIONED WOULD BE THE BEST WAY OR C TO GET AN ANSWER TO THE QUESTION. @11/30-ZGP648N

C STATES THAT THER EHAS TO BE SOMEONE ELSE C CAN ACTUALLY SPEAK TO.
RCAS-GP STATES THAT THE ONLY OTHER PERSON C COULD SPEAK TO WOULD BE A

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SUPERVISOR BUT THE SUPERVISOR WOULD ONLY REITERATE THE NISSAN FINAL DECISION.
 C STATES THAT C WISHES TO SPEAK TO THE SUPERVISOR THEN. @11/30-ZGP648N
 RCAS-GP STATES THAT RCAS WILL ESCALATE C'S FIEL TO THE SUPERVISOR BUT THE
 SUPERVISOR WILL ONLY BE ABLE TO PROVIDE C WITH THE SAME INFO THAT RCAS HAS.
 C STATES THAT IS OK AND ASKED FOR THE NUMBER TO CALL. @11/30-ZGP648N
 RCAS-GP STATES THAT THE SUPERVISOR WILL CONTACT C BEFORE THE END OF THE NEXT
 BUSINESS DAY. @11/30-ZGP648N
 C ASKED WHAT THE SUPERVISORS NAME IS. @11/30-ZGP648N
 RCAS-GP INFORMED C THAT RCAS CAN NOT BE CERTAIN WHICH SUPERVISOR WILL BE
 CALLING C SO RCAS CAN NOT PROVIDE A NAME. @11/30-ZGP648N
 C STATES THAT IS ODD THAT RCAS WILL NOT GIVE C THE SUPERVISORS NAME.
 RCAS-GP STATES THAT THERE ARE A NUMBER OF SUPERVISORS AND RCAS CAN NOT BE SURE
 WHICH ONE WILL BE CALLING C SO TO PROVIDE A NAME WOULD BE OF NO ASSISTANCE.
 C UNDERSTOOD. @11/30-ZGP648N
 RCAS-GP INFORMED C THAT A SUPERVISOR WILL CONTACT C BEFORE THE END OF THE NEXT
 BUSINESS DAY. @11/30-ZGP648N
 C THANKED RCAS.
 RCAS-GP THANKED C AND ENDED CALL. @11/30-ZGP648N
 RCAS-GP SENT ESCALATION REQUEST ON 11/30/10 AT 2:45 PM EST. @11/30-ZGP648N
 ***** @11/30-ZGP648N
 RS-NP CONTACTED C ON REQUESTED DAY PHONE AT 5:20PM EST ON 12/01 AND LEFT VMX
 ADVISING C OF RS POSITION AND CONTACT INFO. @12/01-ZNP099N
 *** @12/02-ZNP099N
 RS-NP RECEIVED VMX FROM C ON 12/02 AT 12:05PM EST REQUESTING CALL BACK ON DAY
 PHONE. @12/02-ZNP099N
 *** @12/03-ZNP099N
 RS-NP CONTACTED C ON REQUESTED DAY PHONE AT 11:17AM EST ON 12/03 AND SPOKE TO
 C. C ASKED IF RS FAMILIAR WITH CASE. RS ADVISED YES, RS UNDERSTANDS C CALLED
 NNA LOOKING FOR ASSISTANCE WITH MASTER BRAKE CYLINDER REPAIR AND C DENIED
 ASSISTANCE. C STATED YES AND ADVISED C LOOKING ON LINE C NOTES THIS IS A
 COMMON CONCERN. RS ADVISED NNA DOES NOT TAKE INFO ON INTERNET AS A RELIABLE
 SOURCE. C ASKED WHERE C CAN GET RELIABLE INFO AS PER INFO REGARDING VEH
 CONCERNS. RS REFERRED TO NHTSA. C ASKED WHO C CAN SPEAK WITH AT NNA. RS
 ADVISED C THERE IS NO ONE IN CA THAT HAS THIS INFO AS IT DOES NOT EFFECT HOW
 CA HANDLES CALLS UNTIL THERE IS A RECALL/CAMPAIGN. C DISAGREED AND ADVISED C
 NEEDS THIS INFO. RS ADVISED NNA IS LEGALLY OBLIGATED TO MAKE AVAIL TO NHTSA
 AND NHTSA WILL MAKE AVAIL TO C. C UNDERSTOOD. C STATED C IS VERY DISAPPOINTED
 WITH THE CONCERNS C HAS HAD WITH VEH TO DATE AND WILL BE SELLING VEH SOON. RS
 UNDERSTOOD. C STATED C WILL NEVER BUY ANOTHER NNA VEH AND WILL TELL EVERYONE
 C KNOWS. RS ADVISED THAT RS IS SORRY C HAS HAD A BAD EXPERIENCE TO DATE AND
 ADVISED C THAT IF A RECALL IS ISSUED FOR THIS CONCERN IN THE FUTURE, C WILL BE
 SENT NOTICE AND MAY BE ELIGIBLE FOR REIMB. C UNDERSTOOD AND THANKED RS FOR
 CALLING. RS THANKED C AND ENDED CALL. @12/03-ZNP099N

 RS-NP ADVISED RCAS-GP TO CLOSE FILE. @12/03-ZNP099N
 *****SUMMARY***** @12/03-ZGP648N
 C REQUESTED ASSITANCE WITH THE REPAIR OF THE MASTER CYLINDER ON C'S VEH AND
 FOM-JZ DECLINED ASSISTANCE. @12/03-ZGP648N
 RCAS-GP CLOSING FILE. @12/03-ZGP648N
 ***** @12/03-ZGP648N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP ISDUE ON OR BEFORE

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

GORD PERRY 1-866-799-1690 EXT 1488 GORD.PERRY@NISSAN-USA.COM

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT3B	ROOT CAUSE: SNFA
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #:	DATE: 00 / 00 / 00	USERID:
OTHER #:	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 0	DATE: 00 / 00 / 00	USERID:
RESP DLR: 2563	EFFECTIVE: 11 / 24 / 10	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZPR851N	
HISTORY:	UPDATE BY: ZGP648N	
SVC CALL#:	UPDATE DATE: 12 / 03 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 12 / 03 / 10	MICROFILM: N
RESP CAA: PERRY, GORD	OLM: SMIT AGNES	DOM: KATZ, AL
PHONE: 0000041488	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

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SERVICE CONTRACTS SUMMARY

DATE: 8/10/2011
TIME: 11:09:19 AM
MODEL YEAR: 2008.0
MAKE:
MODEL LINE: ALT

NAME: [REDACTED]

VIN:

IN SCV DATE: 12/28/2007

SEO NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
131	[REDACTED]	3902 NV	12/28/2007	12/28/2012	75,000	7/15/2008	

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CONTRACT: [REDACTED]	CONTRACT:
OWNER NAME: [REDACTED]	OWNER NAME:
PLAN TYPE: C	PLAN TYPE:
PLAN TERM: I	PLAN TERM:
DEDUCTABLE: \$ 50	DEDUCTABLE:
EFFECTIVE: 12/28/07	EFFECTIVE:
EXPIRES: 12/28/12 MILES: 75,000	EXPIRES: MILES:
CANCEL: 07/15/08 MILES: 9,814	CANCEL: MILES:
TRANSFER:	TRANSFER:
TRANSACTION: 9/5/2008	TRANSACTION:
PRINTED: 01/06/08	PRINTED:
DEALER NO: 3902 STATE: NV	DEALER NO: STATE:
DEALER NAME: UNITED NISSAN	DEALER NAME:

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: CONCORD
ST/ZIP: NC [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: 1N4BL21E98C [REDACTED] Y
YR/MDL: 2008.0 ALT MILEAGE: 50000
IN SVC DATE: 04 / 24 / 08
VCAN: N RTL DLR: 4000 EAST CHARLOTTE NISSAN
PAID: SVC DLR: 3768 MODERN NISSAN OF CONCORD
SUSP: RESP DLR: 3768 MODERN NISSAN OF CONCORD
DENY: REGION: 34 DIST: SL/SV/PT: 16 16 46

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: INDEPENDENT AND DLR
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 14000 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 11 / 30 / 10 XFER/RSPNSBLTY: 34 16 S
CONTACT (S): FOLLOWUP DATE: 12 / 09 / 10 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 12 / 06 / 10 DATANET (Y/N): 12 / 01 / 10

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD BRAKES YI OOW GOODWILL ASSISTANCE REQUEST
OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD BRAKES YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZLB782N 11/30/2010

PREVIOUS FILE :NONE

CRR-LB VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, MAIN AND ALTERNATE PHONE NUMBER

CRR-LB CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:NONE

CRR-LB ADVISED C OF RECALL STATUS.

PREVIOUS NISSAN/INFINITI VEHICLE(S):NA

CRR-LB RECEIVED CALL FROM C.

C STATED THAT ALL KINDS OF LIGHT IS COMING ON.

C SAID THAT C TOOK THE VEH 3768_ MODERN NISSAN OF CONCORD THIS MORNING AND AND C WAS TOLD THAT THE MASTER CYLINDER IS LEAKING.

C SAID THAT C WAS TOLD SA-CHRIS THAT THE MASTER CYLINDER NEEDED TO BE REPLACE WHICH WILL COST C \$600.

C SAID THAT THIS IS A COMMON ISSUE AND C FELT THAT C DO NOT NEED TO PAY

C SAID THE VEH IS ONLY 2 YEARS OLD AND WOULD WANT NISSAN TO TAKE CARE OF THE ISSUE.

@11/30-ZLB782N

CRR-LB ADVISED C THAT THE FILE WOULD BE TRANSFERRED TO AN RCAS

@11/30-ZLB782N

AND THE RCAS WOULD BE INVESTIGATING C'S CONCERN AND WOULD BE CALLING C BEFORE THE END OF THE NEXT BUSINESS DAY.

C THANKED CRR-LB FOR ASSISTANCE, C SATISFIED.

CRR-LB OFFERED FURTHER ASSISTANCE, C DECLINED

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

CRR-LB TRANSFERRING CALL TO RCAS.

@11/30-ZLB782N

@12/01-ZMF628N

RCAS-MF SPOKE WITH SM-CHRIS BLALOCK ON 12/01. SM ADVISED VEH NEED MASTER CYLENDER. SM ADVISED THAT ESTIMATE IS \$520.00 SM ADVISED C WAS IN 2X IN 2008 FOR OIL CHANGE, TIRE ROTATION AND STATE INSPECTION, 2X IN 2009 FOR SAME LOF AND TIRE ROATATION AND ONLY TIME THIS YEAR WAS FOR TO DIAGNOSE THIS ISSUE. NO GOODWILL RECOMMENDED. SM ADVISED THIS PART IS ON A NATIONAL B/O IF NNA DECIDES TO ASSIST.

@12/01-ZMF628N

RCAS-MF SPOKE WITH MR ON 12/01 AT 320PM EST RCAS ADVISED C THAT NNA WOULD REVIEW AND CONTACT C BACK.

@12/01-ZMF628N

RCAS-MF DECLINING C BASED ON SERVICE HISTORY-OR LACK THERE OF, SERVICE HISTORY LACK OF BRAND LOYALTY, AND NO VSC.

@12/06-ZMF628N

RCAS-MF CLALED C ON 12/06 AT 318PM EST. RCAS-MF LEFT VMX.

@12/06-ZMF628N

RCAS-MF CALLED RECEIVED CALL BACK FROM C ON 12/06 AT 349PM EST. RCAS ADVISED C THAT NNA IS UNABLE TO ASSIST. C INQUIRED WHY. C STATES THIS IS A KNOWN ISSUE RCAS ADVICED C THAT C IS OOW, NOT INCLUDED WITH ANY RECALLS FOR THIS; NNA HAS NO GROUNDS TO OFFER ASSISTANCE. C INQUIRE DIF THIS WAS A KNOWN ISSUE. RCAS ADVISED NOT THAT RCAS IS AWARE OF. C STATES THIS WILL BE C'S LAST NISSAN. RCAS-MF CLOSING FILE.

***C CALLED NNA SEEKING OOW ASSISTANCE WITH A MASTER CYLENDER. RCAS DECLINED.

@12/06-ZMF628N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

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CUSTOMER.

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT3B	ROOT CAUSE: SNFA
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #:	DATE: 00 / 00 / 00	USERID:
RESP DLR: 3768	EFFECTIVE: 11 / 30 / 10	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZLB782N	
HISTORY:	UPDATE BY: ZMF628N	
SVC CALL#:	UPDATE DATE: 12 / 06 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 12 / 06 / 10	MICROFILM: N
RESP CAA: FORGIE, MELISSA	OLM: ROYSTER KAREN	DOM:
PHONE: 0000041657	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: MULTI CONTRACT

NAME: [REDACTED] VIN: 1N4AL21E78N [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2008.0 ALT MILEAGE: 30000
CITY: SEARCY IN SVC DATE: 02 / 18 / 08
ST/ZIP: AR [REDACTED] VCAN: Y RTL DLR: 5105 ORR NISSAN OF SEARCY
DAY PH: [REDACTED] PAID: 17 SVC DLR: 5105 ORR NISSAN OF SEARCY
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 5105 ORR NISSAN OF SEARCY
DLR PH: [REDACTED] DENY: 0 REGION: 32 DIST: SL/SV/PT: 09 09 39

LETTER RECEIVED 11 / 29 / 10 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: AL 11 OPEN DATE: 12 / 02 / 10 XFER/RSPNSBLTY: 32 09 S
CONTACT (S): FOLLOWUP DATE: 01 / 04 / 11 DATANET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 01 / 06 / 11 DATANET (Y/N): 00 / 00 / 00

CHECK PAYABLE TO: [REDACTED] D
ADDRESS [REDACTED]
CITY: ATLANTA GA
VIN: 1N4AL21E78N [REDACTED] MODEL LINE/YEAR: ALT 2008.0

G/L VALUE CODE: DRTSETTLN ACCOUNT: [REDACTED]
G/L DESCRIPTION: DRT SETTLEMENT CHEC
CHECK AMOUNT: \$ 4250

CHK REQUEST DATE: 01/03/11 REQUESTED BY: SUENA ZAS440N
CHECK APPROVED: 01/03/11 APPROVED BY: GLENN BOB ZBG056N
CHECK ISSUE DATE: 01/05/11 CHECK NUMBER: 301336

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

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS	134000 GEN. ENGINE ELECTRIC COMPONENT(S)
AF ENGINE ELECTRICAL	ZT HARD START/NO START/STALL
OA VEHICLE CONCERNS	138000 ENGINE ASSEMBLY
AG ENGINE MECHANICAL	YX POOR OR IMPROPER OPERATION
OA VEHICLE CONCERNS	224500 AUTOMATIC TRANSMISSION
BG POWERTRAIN	YX POOR OR IMPROPER OPERATION
OA VEHICLE CONCERNS	254500 TIRE (TIRE/VALVE/TUBE)
BO TIRE/WHEEL	YX POOR OR IMPROPER OPERATION
OA VEHICLE CONCERNS	255000 WHEEL (WHEEL/STUD/NUT/BOLT)
BO TIRE/WHEEL	YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZDP019N 12/02/2010

PREVIOUS RELATED/UNRELATED FILE(S): 6416995 - 02/24/09 (RCAS-PL).
6437853 - 05/07/09 (ARBS-RD).
6122433 - 04/16/08 (CRR-LR).
6165068 - 06/26/08 (RCAS-PL).

CHECKED FOR OPEN/CLOSED RECALL(S): NONE. @12/02-ZDP019N

DRTS-DP REC'D LETTER FROM THE OFFICES OF ALEX SIMANOVSKY & ASSOC., LLC. ON 11/29/10, DATED 11/19/10 ADDRESSED TO NNA. LETTER STATES THAT THEIR OFFICE IS REPRESENTING THIS C REGARDING CLAIMS PURSUANT TO THE UNIFORM COMMERCIAL CODE AND THE FEDERAL MAGNUSON-MOSS WARRANTY ACT. ATTORNEY AT LAW THOMAS BARRON, ESQ WRITES THAT THERE ARE NUMEROUS NON-CONFORMITIES WITH C'S VEH PRESENT FOR WHICH RELIEF IS SOUGHT. NUMEROUS ATTEMPTS TO REPAIR THE VEH HAVE BEEN UNSUCCESSFUL. THE PRIMARY NON-CONFORMITIES AND VIOLATIONS INCLUDE, BUT ARE NOT LIMITED TO: @12/02-ZDP019N

- 1. TRANSMISSION;
- 2. WHEEL/TIRES;
- 3. BODY/PAINT;
- 4. ENGINE;
- 5. NO START;
- 6. DRIVEABILITY.

C SEEKS REPURCHASE PLUS ATTY FEES. NNA TO CONTACT WITH ATTY WITHIN 14 DAYS FROM DATE OF LETTER TO DISCUSS MATTER.

ATTACHMENTS INCLUDED - RO# 15161, 15544, 15813, 19274, 25126, 27743, BUYERS ORDER, SALES CONTRACT, VEH REGISTRATION.

* DUE TO ATTORNEY REPRESENTATION, DO NOT CALL THIS C. IF C SHOULD CALL, PLEASE REFER C TO THEIR ATTORNEY. *

DOCS TO ARBS-AS AT 10:34AM EST. @12/02-ZDP019N

DRTS-DP REV'D COMPLETED RHR & NOTE C'S LAST VISIT 02/14/09 - RO# 19274. @12/02-ZDP019N

DRTS-DP CALLED 5105 ORR NISSAN OF SEARCY AT 12:58PM EST SPOKE WITH SA-TERRY & REQUESTED FOR RO(S) TO BE FAXED AFTER 02/14/09. SA UNDERSTOOD. @12/02-ZDP019N

DRTS-DP REC'D RO(S) FROM 5105 ORR NISSAN OF SEARCY. 12 PAGES. DOCS TO ARBS-AS AT 4:16PM EST. @12/02-ZDP019N

DRTS-DP COMPLETED RHR. DOCS TO ARBS-AS AT 10:48AM EST. @12/03-ZDP019N

@ 745 MILES - BRAKE LIGHT ON - DLR TOPPED OFF BRAKE FLUID
- TRANS FEELS LIKE ITS SLIPPING - NO CODES, NPF
- REAR TIRE LOSING AIR - ORDERED TIRE

@ 1765 MILES - BRAKE LIGHT ON AGAIN - REPLACED LEFT HAND CALIPER, BLED SYSTEM AND REFILLED RESERVOIR
- TPMS LIGHT ON - REGISTERED SENSORS @12/16-ZAS440N
- TRANS NOT SHIFTING - NPF

@ 2000 MILES - VEH NO START, NO POWER - DLR CHARGED BATTERY

@ 3030 MILES - BRAKE LIGHT ON - REPLACED BOOSTER AND MASTER CYLINDER
- DRIVERS SEAT LOOSE - NPF

@ 7982 MILES - BRAKE FLUID LEAKING - DLR FOUND NO LEAK
- TPMS LIGHT ON - TESTED AND REPLACED SENSOR

@ 16877 MILES - NOISE WHEN BRAKING - REPLACED FRONT BRAKE PADS PER TSB

@ 19175 MILES - NO START, VEH TOWED IN - DLR REPLACED ALTERNATOR ASSY

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- VEH CHUGS ON ACCELERATION - NPF

@ 21686 MILES - NOISE WHEN BRAKING - CLEANED BRAKES
@ 29841 MILES - NO START, VEH TOWED IN - DLR REPLACED BATTERY @12/16-ZAS440N
**ARBS ADVISED ATTORNEY THAT ARBS DOES NOT BELIEVE THERE HAVE BEEN AN
UNREASONABLE NUMBER OF REPAIRS TO MERIT A REPURCHASE HOWEVER, ARBS DID OFFER
ATTORNEY \$3500 INCLUSIVE TO SETTLE THIS CASE. ATTORNEY IS ALEX SIMANOVSKY.
FILE OPEN PENDING ATTORNEY RESPONSE. @12/16-ZAS440N
**ATTORNEY WANTS \$6750. ARBS ADVISED \$4250 IS NNA'S BEST AND FINAL OFFER.
@12/17-ZAS440N
**ACCEPTED. ARBS SENT RELEASE. REGISTRATION IS IN THE FILE.
FILE OPEN PENDING SIGNED RELEASE. @12/17-ZAS440N
**RELEASE RECEIVED. ARBS REQUESTING CHECK THIS DAY. @01/03-ZAS440N
**FEDEX TRACKING NUMBER: 794279719205 @01/03-ZAS440N
@01/03-ZAS440N
FILE CLOSED. @01/06-ZAS440N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: N ACTION CODE: RL9D ROOT CAUSE: SDMV
CALLBACK: (Y/N) #: 0 DATE: 00 / 00 / 00 USERID:
REOPEN: CALLBACK #: 0 DATE: 00 / 00 / 00 USERID:
NEW INFO #: DATE: 00 / 00 / 00 USERID:
OTHER #: DATE: 00 / 00 / 00 USERID:
COMMENTS ONLY: #: 0 DATE: 00 / 00 / 00 USERID:
RESP DLR: 5105 EFFECTIVE: 12 / 02 / 10 CHANGED BY:
IIR-DATE: 00 / 00 / 00 TRANS DATE: 00 / 00 / 00 CHECK REQUESTED: YES
3RD PRY: AT PART#: CHECK ISSUED: YES
BYBACK ST: OPENED BY: ZDP019N
HISTORY: UPDATE BY: ZAS440N
SVC CALL#: UPDATE DATE: 01 / 06 / 11
CLOSE: Y (Y/N) CLOSE DATE: 01 / 06 / 11 MICROFILM: N
RESP CAA: SUENAGA AYUMI OLM: SMIT AGNES DOM: CLINCO MICHAEL J
PHONE: 6157257254 OWNER FIRST: LANGUAGE: E ENGLISH

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SERVICE CONTRACTS SUMMARY

DATE: 8/10/2011
TIME: 11:09:19 AM
MODEL YEAR: 2008.0
MAKE:
MODEL LINE: ALT

NAME: [REDACTED] VIN: 1N4AL21E78N [REDACTED]
IN SCV DATE: 2/18/2008

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

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SERVICE CONTRACTS SUMMARY

DATE: 8/10/2011
TIME: 11:09:19 AM
MODEL YEAR: 2008.0
MAKE:
MODEL LINE: ALT

NAME: [REDACTED] VIN: 1N4AL21E78N488711
IN SCV DATE: 2/18/2008

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

133	[REDACTED]	32ESC CA	2/18/2008	2/18/2013	78,000	
134	[REDACTED]	5105 AR	2/18/2008	2/18/2014	75,000	6/14/2011

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DATE: 8/10/2011
TIME: 11:09:19 AM

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REQUESTED BY: corneb2

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CONTRACT:	[REDACTED]	CONTRACT:	
OWNER NAME:	[REDACTED]	OWNER NAME:	
PLAN TYPE:	T	PLAN TYPE:	
PLAN TERM:	J	PLAN TERM:	
DEDUCTABLE:	\$	DEDUCTABLE:	
EFFECTIVE:	02/18/08	EFFECTIVE:	
EXPIRES:	02/18/13	EXPIRES:	MILES:
	MILES: 78,000		
CANCEL:	MILES:	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION:	6/26/2008	TRANSACTION:	
PRINTED:	06/28/08	PRINTED:	
DEALER NO:	32ESC	DEALER NO:	STATE:
	STATE: CA		
DEALER NAME:	SOUTH CENTRAL CA CONTRACT	DEALER NAME:	

CONFIDENTIAL

DATE: 8/10/2011
TIME: 11:09:19 AM

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CONTRACT: [REDACTED]	CONTRACT:
OWNER NAME: [REDACTED]	OWNER NAME:
PLAN TYPE: C	PLAN TYPE:
PLAN TERM: D	PLAN TERM:
DEDUCTABLE: \$ 50	DEDUCTABLE:
EFFECTIVE: 02/18/08	EFFECTIVE:
EXPIRES: 02/18/14 MILES: 75,000	EXPIRES: MILES:
CANCEL: 06/14/11 MILES: 31,453	CANCEL: MILES:
TRANSFER:	TRANSFER:
TRANSACTION: 8/5/2011	TRANSACTION:
PRINTED: 03/01/08	PRINTED:
DEALER NO: 5105 STATE: AR	DEALER NO: STATE:
DEALER NAME: ORR NISSAN OF SEARCY	DEALER NAME:

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SC: NONE

NAME: [REDACTED] VIN: 1N4BL21E67N [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2007.0 ALT MILEAGE: 35800
CITY: CARY IN SVC DATE: 05 / 10 / 07
ST/ZIP: NC [REDACTED] VCAN: N RTL DLR: 3847 SO STATES NISSAN OF APEX
DAY PH: [REDACTED] PAID: 6 SVC DLR: 5251 LEITH NISSAN
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 5251 LEITH NISSAN
DLR PH: [REDACTED] DENY: 1 REGION: 34 DIST: SL/SV/PT: 14 14 44

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 2
VEHICLE MAINTAINED BY: INDEPENDENT FACILITY
OUTSIDE WARRANTY BY (B) MONTHS: 7 MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 12 / 10 / 10 XFER/RSPNSBLTY: 34 14 S
CONTACT (S): FOLLOWUP DATE: 12 / 17 / 10 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 12 / 16 / 10 DATANET (Y/N): 12 / 14 / 10

CHECK PAYABLE TO: [REDACTED]
ADDRESS: [REDACTED]
CITY: CARY NC [REDACTED]
VIN: 1N4BL21E67N [REDACTED] MODEL LINE/YEAR: ALT 2007.0

G/L VALUE CODE: 34GDWIL ACCOUNT: [REDACTED]
G/L DESCRIPTION: SOUTHEAST GOODWILL
CHECK AMOUNT: \$ 601.86

CHK REQUEST DATE: 12/16/10 REQUESTED BY: PLATI AMA ZAP190N
CHECK APPROVED: 12/16/10 APPROVED BY: DRIER RAN KR384R
CHECK ISSUE DATE: 12/17/10 CHECK NUMBER: 296739

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

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS	122000 MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD BRAKES	YI OOW GOODWILL ASSISTANCE REQUEST
OA VEHICLE CONCERNS	122000 MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD BRAKES	YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZRU034N 12/10/2010

PREVIOUS FILES FOUND: NONE

CRR-RU VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE AND PHONE NUMBER

CRR-RU UPDATED VIN, NAME, ADDRESS, PHONE NUMBER AND MILEAGE

CRR-RU CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADE FOUND: NONE

CLSD PB090 ALTIMA VARISTOR NTB08-095 09/29/08 12/15/08 02/04/09 3847

CLSD P7221 ALTIMA I-KEY FOB NTB07-053 08/03/07 10/29/07 11/14/07 3847

CRR-RU RECEIVED CALLS FROM C

C STATED C'S HAVING ISSUE AT BRAKE MASTER CYLINDER

NAME OF NISSAN DLR: 5251_ LEITH NISSAN

DATE THE VEH DIAGNOSE: 11-26-2010

APPROXIMATE REPAIR COST: \$600

NAME OF SERVICE ADVISER/MANAGER: SA DONNA HILL

WHERE THE VEH IS: AT NISSAN DLR SINCE 11-26-2010

C STATED THAT SA DONNA HILL IS A FANTASTIC SERVICE ADVISER @12/10-ZRU034N

CRR-RU ASKED C WHAT ASSISTANCE C WANTED FROM NISSAN

C STATED C WANTED NISSAN TO ASSIST C FOR THE REPAIR OF THE VEH

C WANTED NISSAN TO WAIVE THE FEE AND THE REPAIR OF THE BRAKE

C STATED THAT C'S A NISSAN CUSTOMER FOR 10 YRS

PREVIOUS NISSAN VEH: 05 ALT

01 ALT

03 PTH

CURRENT NISSAN VEH: 06 PTH

07 ALT

CRR-RU STATED WILL TRANSFER THE CONCERN TO RCAS AND EXPECT

A CALL BY THE END OF THE NEXT BUSINESS DAY

TRANSFERRING FILE TO RCAS

REASON OF TRANSFERRING FILE:

C WANTED NISSAN TO ASSIST C FOR THE REPAIR OF THE VEH

C WANTED NISSAN TO WAIVE THE FEE AND THE REPAIR OF THE BRAKE

C STATED THAT C'S HAVING GOOD EXPERIENCE AT NISSAN

CRR-RU OFFERED FURTHER ASSISTANCE, C DECLINED

CRR-RU GAVE NAME EXTENSION AND FILE NUMBER

CRR-RU LEAVING FILE

@12/10-ZRU034N

***CRR-RU TRANSFERRING FILE TO RCAS

@12/10-ZRU034N

***** @12/10-ZRU034N

RCAS-AP IN RECEIPT OF FILE AND DATANETTED TO DLRSHIP.

@12/13-ZAP190N

**RCAS-AP REVIEWED OWNER DATABASE FOR PREVIOUS NISSAN/INFINITI VEHS AND NOTES:

A YACKENOVICH JACOB 1138 AUTUMN DAY DR MORRISVILLE NC OWN 03 PTH 123102

B YACKENOVICH JACOB 408 TREYBROOKE DR MORRISVILLE NC OWN 06 PTH 102205

**RCAS-AP CALLED SM-KEVIN MILLS ON 12/13/10, 8:45 AM EST AND SPOKE WITH SM. SM

STATED THAT THE VEH WAS AT THE DLRSHIP ON 11/26/10 FOR A DRIVABILITY CONCERN.

SM STATED THAT THE BRAKE MASTER CYLINDER WAS LEAKING INTO THE BRAKE BOOSTER.

SM STATED THAT C WAS ADVISED THAT THE VEH WAS UNSAFE TO DRIVE. SM STATED THAT

C WAS QUOTED \$600. SM STATED THAT C IS NOT A GOOD SERVICING CUSTOMER. SM

STATED THAT C WAS AT THE DLRSHIP LAST YEAR IN 12/2009 AND BEFORE THAT IN 2007

FOR THE PDI. RCAS-AP UNDERSTOOD. RCAS-AP ADVISED SM THAT C HAS 2 PREVIOUS

NISSAN VEH'S AND WILL REVIEW WITH FOM-PH FOR ASSISTANCE. SM AGREED. RCAS-AP

THANKED SM.

@12/13-ZAP190N

**RCAS-AP CALLED FOM-PH ON 12/13/10, 11:00 AM EST AND LEFT VMX. @12/13-ZAP190N

**RCAS-AP RECEIVED INBOUND CALL FROM FOM-PH ON 12/13/10, 11:43 AM EST AND

SPOKE WITH FOM. FOM STATED THAT FOM WILL APPROVE GW FOR THE ENTIRE REPAIR DUE

TO C'S PREVIOUS NISSAN VEHS. RCAS-AP AGREED AND THANKED FOM.

@12/13-ZAP190N

CONFIDENTIAL

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**RCAS-AP CALLED SM-KEVIN MILLS ON 12/13/10, 2:51 PM EST AND LEFT VMX.
 **RCAS-AP CALLED C ON DAYTIME # ON 12/13/10, 2:54 PM EST AND SPOKE WITH C.
 RCAS-AP ADVISED C THAT RCAS-AP DID REVIEW THE FILE WITH THE DLRSHIP AND THE
 REGION FOR ASSISTANCE. RCAS-AP ADVISED C THAT IT WAS DECIDED THAT NNA IS GOING
 TO COVER THE COST OF REPAIRS FOR C. C UNDERSTOOD, AND THANKED RCAS-AP. C
 STATED THAT THE PART IS ON NATIONAL BACKORDER AND C WAS REQUIRED TO PAY FOR
 THE PART TO UPDATE THE STATUS. RCAS-AP UNDERSTOOD. RCAS-AP ADVISED C TO FAX
 THE INVOICE TO RCAS-AP AT FAX # [REDACTED] AND RCAS-AP WILL PROCESS A REFUND
 FOR C. C AGREED, AND THANKED RCAS-AP. RCAS-AP ADVISED C THAT RCAS-AP WILL
 FOLLOW UP WITH C ON 12/16/10. C AGREED AND THANKED RCAS-AP. @12/13-ZAP190N
 **RCAS-AP UPDATED FOLLOW UP DATE. @12/13-ZAP190N
 *** @12/16-ZAP190N
 RCAS-AP RECEIVED REPAIR ORDERS ON 12/15/10, 11:22 AM EST. @12/16-ZAP190N
 **RCAS-AP NOTING, TOTAL ON THE REPAIR ORDER IS \$508.50, BUT SHOWING THAT C
 ONLY PAID \$223.45. @12/16-ZAP190N
 **RCAS-AP CALLED SM-KEVIN MILLS ON 12/16/10, 8:15 AM EST AND SPOKE WITH SM.
 SM STATED THAT C HAD PRE-PAID FOR THE PART PREVIOUSLY, AND THAT AMOUNT WAS
 DEDUCTED FROM THE REPAIR ORDER. SM STATED THAT C DID PRE-PAY FOR THE PART
 PLUS TAX AND THAT WAS DEDUCTED FROM THE TOTAL REPAIR. SM STATED THAT C DID PAY
 FOR THE LABOR ALSO. RCAS-AP UNDERSTOOD, AND THANKED SM. @12/16-ZAP190N
 **RCAS-AP NOTING, C PAID \$328.91 + \$49.50 (DIAGNOSTIC) FOR THE PART, AND
 \$223.45 FOR THE LABOR TALLING C'S REFUND TO \$601.86. @12/16-ZAP190N
 **RCAS-AP SENT INTERNAL MESSAGE TO ORM-RD REQUESTING CHECK APPROVAL.
 **RCAS-AP RECEIVED INTERNAL MESSAGE FROM ORM-RD ON 12/16/10, 9:48 AM EST
 ADVISING THAT THE CHECK HAS BEEN APPROVED IN THE SYSTEM. @12/16-ZAP190N
 **RCAS-AP CALLED C ON DAYTIME # ON 12/16/10, 9:54 AM EST AND SPOKE WITH C.
 RCAS-AP ADVISED C THAT RCAS-AP DID RECEIVE THE REPAIR ORDERS THAT C SUBMITTED
 TO RCAS-AP. RCAS-AP ADVISED C THAT FOR THE PARTS, LABOR, DIAGNOSTIC FEE AND
 TAX, THE REFUND CAME TO \$601.86. C UNDERSTOOD. RCAS-AP ADVISED C THAT C SHOULD
 RECEIVE THE CHECK IN 2-4 WEEKS IN THE MAIL. C UNDERSTOOD AND THANKED RCAS-AP.
 RCAS-AP OFFERED FURTHER ASSISTANCE, C DECLINED. @12/16-ZAP190N
 **RCAS-AP CLOSING FILE AS NO FURTHER ACTION IS REQUIRED. @12/16-ZAP190N
 *** @12/16-ZAP190N

FILE SUMMARY: C CONTACTED CA REQUESTING OOW ASSISTANCE FOR THE BRAKE MASTER
 CYLINDER. RCAS-AP REVIEWED FILE WITH SM AT THE DLR AND FOM-PH FOR ASSISTANCE.
 FOM APPROVED GW AS C IS A MULTIPLE NISSAN OWNER. C HAD ALREADY PAID FOR THE
 REPAIRS AND NNA REFUNDED C FOR THE FULL AMOUNT, INCLUDING DIAGNOSIS CHARGE.
 @12/16-ZAP190N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NT2A	ROOT CAUSE: SNFA
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 0	DATE: 00 / 00 / 00	USERID:
RESP DLR: 5251	EFFECTIVE: 12 / 10 / 10	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: YES
3RD PRY:	PART#:	CHECK ISSUED: YES
BYBACK ST:	OPENED BY: ZRU034N	
HISTORY:	UPDATE BY: ZAP190N	
SVC CALL#:	UPDATE DATE: 12 / 17 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 12 / 16 / 10	MICROFILM: N
RESP CAA: PLATI, AMANDA	OLM: ROYSTER KAREN	DOM:
PHONE: 0000041501	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: MULTI CONTRACT

NAME: [REDACTED] VIN: 1N4AL21E88N [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2008.0 ALT MILEAGE: 59000
CITY: BELLA VISTA IN SVC DATE: 06 / 13 / 08
ST/ZIP: AR [REDACTED] VCAN: Y RTL DLR: 5104 LANDERS MCLARTY NISSAN
DAY PH: [REDACTED] PAID: 3 SVC DLR: 5104 LANDERS MCLARTY NISSAN
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 5104 LANDERS MCLARTY NISSAN
DLR PH: [REDACTED] DENY: 0 REGION: 32 DIST: SL/SV/PT: 09 09 39

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 2
VEHICLE MAINTAINED BY: 5104_ LANDERS MCLARTY N
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 23000 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 12 / 22 / 10 XFER/RSPNSBLTY: 32 09 S
CONTACT (S): FOLLOWUP DATE: 01 / 04 / 11 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 01 / 04 / 11 DATANET (Y/N): 12 / 24 / 10

CHECK PAYABLE TO: [REDACTED]
ADDRESS [REDACTED]
CITY: BELLA VISTA AR [REDACTED]
VIN: 1N4AL21E88N [REDACTED] MODEL LINE/YEAR: ALT 2008.0

G/L VALUE CODE: 32GDWIL ACCOUNT: [REDACTED]
G/L DESCRIPTION: SOUTH CENTRAL GOODWILL
CHECK AMOUNT: \$ 452.97

CHK REQUEST DATE: 12/29/10 REQUESTED BY: HANSE VAL ZVH038N
CHECK APPROVED: 01/03/11 APPROVED BY: OWENS PAU ZPO456N
CHECK ISSUE DATE: 01/05/11 CHECK NUMBER: 301302

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

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS	122000 MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD BRAKES	YI OOW GOODWILL ASSISTANCE REQUEST

CONFIDENTIAL

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C. A. R. COMMENTS

FILE OPENED-ZRR094N 12/22/2010

NO EMAIL

PREVIOUS RELATED FILED FOUND: NONE

PREVIOUS UNRELATED FILES FOUND: NONE

CRR-RR VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVE PHONE NUMBER AND RESPONSIBLE DLR AND UPDATED PHOEN NUMBERS.

CRR-RR CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE

PREVIOUS NISSAN/INFINITI VEH: 2005 MAXIMA.

CRR-RR RECIVED INBOUND CALL FROM C'S WIFE MRS. HAMBY. @12/22-ZRR094N

C STATES THAT C IS HAVING ISSUES WITH THE INDICATOR WARNING LIGHT ON THE DASHBOARD. C STATES THAT C TOOK THE VEH TO THE DLR AND WAS TOLD THAT THE SEAL ON THE MASTER CYLINDER NEEDED TO BE REPLACED. C STATES THAT C WAS TOLD THAT THERE WERE RECALLS ON THE SENTRA AND A LOT OF THE ALTIMAS OF THE SAME YEAR ARE HAVING ISSUES WITH THAT PART ALSO. CRR-RR ADVISED C THAT THERE ARE NO RECALLS ON THE ISSUE. C STATES THAT C HAS DONE NOTHING TO MAKE THIS PART TO BREAK AND WOULD LIKE NNA CA TO ASSIST C WITH THE REPAIRS.

CRR-RR ASSURED C'S CONCERNS ARE DOCUMNETED AND WILL BE SEND TO AN RCAS AGENT FOR REVIEW AND WILL BE CONTACTED BACK BY THE END OF NEXT BUSINESS DAY.

CRR-RR OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-RR GAVE NAME, EXT, AND THE FILE NUMBER TO C.

CRR-RR TRANSFERING FILE TO RCAS FOR REVIEW.

@12/22-ZRR094N

@12/22-ZRR094N

CRR-RR NOTING THAT C'S WIFE CALLED IN BUT C DOES NOT DRIVE VEHICLE AND DOES NOT KNOW THE MILEAGE ON THE VEHICLE.

@12/22-ZRR094N

@12/22-ZRR094N

RCAS CALLED DAY NUMBER AT 11:53AM EST ON 12/23/10, AND SPOKE WITH C. C STATED HAT C HAD MASTER CYLINDER REPAIR COMPLETED YESTERDAY, AND C WAS CHARGED \$460. C STATED THAT C'S HUSBAND WAS DOING RESERCH AND FOUND THAT THIS IS A COMMON ISSUE WITH ALT, SO C FEELS THAT NNA SHOULD BE RESPONSIBLE FOR THIS REPAIR. C STATED C DID NOT CAUSE THIS, AND THIS IS NOT A ROUTINE MAINTENANCE ITEM, SO BELEIVES NNA SHOULD REIMBURSE C FOR THSI REPAIR. RCAS ADVISED C THAT RCAS WOULD BE HAPPY TO LOOK INTO C'S REQUEST AND WILL FOLLOW UP AGIAN BY 12/29/10. C STATED C UNDERSTANDS. RCAS THANKED C. C THANKED RCAS AND ENDED CALL.

**RCAS NOTING RCAS SPOKE WITH JUDY HAMBY, C'S WIFE, WHO WAS REFERRED TO AS C.

@12/23-ZPP435N

RCASE SENT EMAIL TO SM LANE HOLLIS AT 12:07PM EST ON 12/23/10.

@12/23-ZPP435N

@12/27-ZPP435N

RCAS CALLED DLR 5104 AT 12:06PM EST ON 12/27/10, AND SPOKE WITH SM LANE HOLLIS SM STATED C CAME TO DLR IN REGARDS TO A LEAKY BRAKE MASTER CYLINDER, AND C PAID TO HAVE IT REPLACED. SM STATED THAT SM DOES SUPPORT A REIMBURSEMENT AS C HAS BEEN A GOOD SERVICING CUSTOMER AS C GETS PRETTY REGULAR MAINTENANCE DONE RCAS ASKED SM TO FAX C'S R/O TO RCAS AT 615 267 7624. SM STATED SM WILL FAX R/O ASAP. RCAS THANKED SM AND ENDED CALL.

@12/27-ZPP435N

RCAS N OTING VERBAL PAYMENT CONFIRMATION HAS BEEN MADE

@12/27-ZPP435N

RCAS RECEIVED FAX FROM SM LANE HOLLIS AT 12:19PM EST ON 12/27/10, CONTAI NING C'S R/O SHOWING TOTAL AMOUNT OF \$460.47.

@12/27-ZPP435N

@12/27-ZPP435N

RCAS SENT EMAIL TO RS NP AT 12:35PM EST ON 12/27/10, ASKING FOR RS APPROVAL FOR REIMBURSMENT.

@12/27-ZPP435N

@12/27-ZPP435N

RS-NP REVIEWED FILE ON 12/27 AND APPROVED REIMB OF BRAKE MASTER CYLINDER REPAIR IN AMOUNT OF \$460.47.

@12/27-ZNP099N

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***** @12/28-ZPP435N
RCAS CALLED DAY NUMBER AT 12:34PM EST ON 12/28/10, AND SPOKE WITH_JUDY HAMBY,
WHO WILL BE REFERRED TO AS C. RCAS ADVISED C THAT RCAS WILL ISSUE A
REIMBURSEMENT TO C, AND WOULD LIKE TO CONFIRM C'S MAILING ADDRESS SO CK
ARRIVES AT THE CORECT LOCATION. C STATED C UNDERSTANDS, AND MAILING ADDRESS IS
72 TAYLOR DR @12/28-ZPP435N
BELLA VISTA, AR 72714. @12/28-ZPP435N
RCAS THANKED C AND ADVISED THAT C WILL RECEIVE CK IN APPROX 2 TO 4 WEEKS.
C STATED C UNDERSTANDS AND REALLY APRECIATES THAT. RCAS THANKED C AND ASKED IF
C REQUIRED ANYTHING FURTHER. C STATED NO. RCAS ADVISED C THAT C IS WELCMOE TO
CALL BACK AT ANYTIME. C THANKED RCAS AND ENDED CALL. @12/28-ZPP435N
***RCAS NOTING C DOES NOT REQUIRE ANY FURTHER CONTACT @12/28-ZPP435N

____V
____V
____V
____V

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

PREVIOUS RELATED FILES FOUND: NONE
PREVIOUS UNRELATED FILES FOUND: NONE
EMAIL ADDRESSED TO: NNACONSUMERAFFAIRS@NISSAN-USA.COM
METHOD OF CONTACT: EMAIL

ID NO.: 2001854655
DATE RECEIVED: 12/21/10
DATE CREATED: 12/28/10

CRR-NM VERIFIED C'S NAME, ADDRESS, VIN, DAY PHONE, RESPONSIBLE DLR AND EMAIL.
C DID NOT PROVIDE MILEAGE OR EVENING NUMBER.

CRR-NM CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:
CLSD PB090 ALTIMA VARISTOR NTB08-095 09/29/08 01/05/09 01/20/09 5104

C'S EMAIL READS:
C STATES" @12/28-ZNM859N

WE WERE JUST INFORMED THAT THE MASTER BRAKE CYLINDER ON OUR 2008 NISSAN
ALTIMA HAS AN INTERNAL LEAK THAT CAN CAUSE BRAKE FAILURE. THE SAME YEAR
NISSAN SENTRA WAS RECALLED FOR THIS DANGEROUS DEFECT. IS THE NISSAN ALTIMA
BEING INVESTIGATED FOR PROBLEMS IN THIS AREA? WHAT TRIGGERS A RECALL? IS IT
BASED ON A PERCENT OF DEFECTS PER UNIT SOLD? I AM CONCERNED ABOUT THE
SAFETY OF THIS CAR. PLEASE LET ME KNOW IF YOU CAN HELP. @12/28-ZNM859N

CRR-NM NOT RESPONDING AS FILE IS IN RCAS-PP RESPONSIBILY. @12/28-ZNM859N
RCAS-VH REIMBURSING C FOR BRAKE MASTER CYLINDER AS C IS A GOOD CUSTOMER.

THE FOLLOWING ARE THE DETAILS OF THE REIMBURSEMENT: @12/29-ZPP435N

NAME OF THE DLRSH: LANDERS MCLARTY NISSAN
INVOICE NUMBER: 49180
MILEAGE: 59081
PART NAME/NUMBER: BRAKE MASTER CYLINDER
PART AMOUNT: \$261.65
LABOR AMOUNT: \$133.00
SHOP SUPPLIES: \$20.29
SUBTOTAL: \$414.94
TAX AMOUNT: \$38.03
TOTAL AMOUNT: \$452.97

RCAS-VH SUBMITTING CHECK REQUEST FOR \$452.97 IN 12/29/10. @12/29-ZVH038N
@12/29-ZPP435N

*** @12/29-ZNP099N

RS-NP REVIEWED AND APPROVED CHECK REQUEST FOR SUBMISSION TO NNA CA CHECKS ON
12/29. @12/29-ZNP099N

***** @12/31-ZPP435N

RCAS SENT CK REQUEST TO NNA CHECKS AT 11:52AM EST ON 12/31/10. @12/31-ZPP435N

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****RCAS NOTING FILE SUMMARY****

--C REQUESTED REIM FOR BRAKE MASTER CYLINDER
--RCAS ISSUED A REIM TO C. C SATISFIED.
--RCAS CLOSING FILE PENDING C CALL BACK.

@01/04-ZPP435N
@01/04-ZPP435N
@01/04-ZPP435N
@01/04-ZPP435N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT2A	ROOT CAUSE: SNFA	CAGWL
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:	
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:	
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:	
OTHER #: 0	DATE: 00 / 00 / 00	USERID:	
COMMENTS ONLY: #:	DATE: 00 / 00 / 00	USERID:	
RESP DLR: 5104	EFFECTIVE: 12 / 22 / 10	CHANGED BY:	
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: YES	
3RD PRY:	PART#:	CHECK ISSUED: YES	
BYBACK ST:	OPENED BY: ZRR094N		
HISTORY:	UPDATE BY: ZPP435N		
SVC CALL#:	UPDATE DATE: 01 / 05 / 11		
CLOSE: Y (Y/N)	CLOSE DATE: 01 / 04 / 11	MICROFILM: N	
RESP CAA: PINNOCK, PATRICE	OLM: SMIT AGNES	DOM: CLINCO MICHAEL J	
PHONE: 0000041598	OWNER FIRST:	LANGUAGE: E ENGLISH	

CONFIDENTIAL

DATE: 8/10/2011
TIME: 11:09:19 AM

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

CA7034677

SERVICE CONTRACTS SUMMARY

DATE: 8/10/2011
TIME: 11:09:19 AM
MODEL YEAR: 2008.0
MAKE:
MODEL LINE: ALT

NAME: [REDACTED] VIN: 1N4AL21E88N [REDACTED]
IN SCV DATE: 4/7/2008

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

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

CA7034677

SERVICE CONTRACTS SUMMARY

DATE: 8/10/2011
TIME: 11:09:19 AM
MODEL YEAR: 2008.0
MAKE:
MODEL LINE: ALT

NAME: [REDACTED] VIN: 1N4AL21E88N424337
IN SCV DATE: 6/13/2008

SEQ	DEALER	EFFECTIVE	EXPIRE	EXPIRE	CANCEL	TRANSFER
NO	CONTRACT NO	NUMBER ST	DATE	DATE	MILEAGE	DATE
136	[REDACTED]	5104 AR	4/7/2008	4/7/2014	75,000	4/7/2008
137	[REDACTED]	5104 AR	6/13/2008	6/13/2010	40,000	

CONFIDENTIAL

DATE: 8/10/2011
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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CONTRACT:	██████████	CONTRACT:	
OWNER NAME:	██████████	OWNER NAME:	
PLAN TYPE:	C	PLAN TYPE:	
PLAN TERM:	D	PLAN TERM:	
DEDUCTABLE:	\$ 50	DEDUCTABLE:	
EFFECTIVE:	04/07/08	EFFECTIVE:	
EXPIRES:	04/07/14 MILES: 75,000	EXPIRES:	MILES:
CANCEL:	04/07/08 MILES: 22	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION:	8/13/2008	TRANSACTION:	
PRINTED:	04/19/08	PRINTED:	
DEALER NO:	5104 STATE: AR	DEALER NO:	STATE:
DEALER NAME:	LANDERS MCLARTY NISSAN	DEALER NAME:	

CONFIDENTIAL

DATE: 8/10/2011
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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CONTRACT:	██████████	CONTRACT:	
OWNER NAME:	██████████	OWNER NAME:	
PLAN TYPE:	C	PLAN TYPE:	
PLAN TERM:	J	PLAN TERM:	
DEDUCTABLE:	\$ 50	DEDUCTABLE:	
EFFECTIVE:	06/13/08	EFFECTIVE:	
EXPIRES:	06/13/10 MILES: 40,000	EXPIRES:	MILES:
CANCEL:	MILES:	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION:	9/27/2008	TRANSACTION:	
PRINTED:	09/27/08	PRINTED:	
DEALER NO:	5104 STATE: AR	DEALER NO:	STATE:
DEALER NAME:	LANDERS MCLARTY NISSAN	DEALER NAME:	

CONFIDENTIAL

DATE: 8/10/2011
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SC: NONE

NAME: [REDACTED] VIN: 1N4AL21E47N [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2007.0 ALT MILEAGE: 0
CITY: PHOENIX IN SVC DATE: 09 / 07 / 07
ST/ZIP: AZ [REDACTED] VCAN: N RTL DLR: 2718 ABC NISSAN
DAY PH: [REDACTED] PAID: 9 SVC DLR: 2718 ABC NISSAN
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 2718 ABC NISSAN
DLR PH: [REDACTED] DENY: 0 REGION: 44 DIST: SL/SV/PT: 08 08 38

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 12 / 21 / 10
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 2718_ ABC NISSAN
OUTSIDE WARRANTY BY (B) MONTHS: 3 MILES: (PT) MONTHS: MILES:

ORIG CODE: CE 11 OPEN DATE: 12 / 28 / 10 XFER/RSPNSBLTY: 44 08 S
CONTACT (S): FOLLOWUP DATE: 12 / 28 / 10 DATANET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 12 / 28 / 10 DATANET (Y/N): 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 121500 GEN. BRAKE COMPONENT(S)
AD BRAKES ZM EXCESSIVE NOISE

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C. A. R. COMMENTS

FILE OPENED-ZDC161N 12/28/2010

*****E-MAIL FILE LOGGED*****

PREVIOUS RELATED FILE(S) FOUND:_NONE

PREVIOUS UNRELATED FILE(S) FOUND:_NONE

EMAIL ADDRESSED TO: NNACONSUMERAFFAIRS@NISSAN-USA.COM

METHOD OF CONTACT: EMAIL ID NO:_2001854075

DATE RECEIVED: 12/21/10 DATE CREATED:_12/28/10

CRR-DC VERIFIED C'S NAME, ADDRESS, EMAIL, DAY/EVENING NUMBER, VIN AND RESPONSIBLE DLR.

C DID NOT PROVIDE MILEAGE.

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

CLSD P7221 ALTIMA I-KEY FOB NTB07-053 08/03/07 11/26/07 01/23/08 2718

CLSD P7226 ALT AIR DEFLECTOR NTB07-048 06/12/07 09/04/07 01/23/08 2718

CLSD R0703 ALTIMA AIR FILTER NTB07-047 06/12/07 09/04/07 01/23/08 2718

C'S EMAIL READS, @12/28-ZDC161N

"WHY HASN'T THERE BEEN ANY TYPE OF RECALL FOR YOUR CRAPPY BRAKES? I BOUGHT A CERTIFIED PRE-OWNED 2007 NISSAN ALTIMA IN OCTOBER OF 2007 WITH A FEW HUNDRED MILES ON IT. I NOTICED THE BRAKES SQUEAKED AN AWFUL LOT FOR BEING BARELY USED. THE DEALERSHIP REPLACED THE BRAKES DUE TO SOME "FAULT". THE SQUEAKING RETURNED SHORTLY THEREAFTER BUT I WAS SO IRRITATED THAT I JUST LET IT GO. THIS YEAR, IN 2010, THE SQUEAKING IS STILL PRESENT BUT NOW MY BRAKE INDICATOR LIGHT ON THE DASH LIGHTS UP WHEN I ACCELERATE FROM A SLOWED OR STOPPED POSITION (AROUND 35MPH). I CALLED THE DEALERSHIP AND WAS TOLD I PROBABLY HAVE A BRAKE FLUID LEAK IN THE MASTER CYLINDER OR SOMETHING. I WAS AFRAID OF THE COST TO REPAIR THIS SO I RESEARCHED THIS ON THE INTERNET ONLY TO FIND THAT THIS IS A COMMON PROBLEM AMONG MAY 2007 NISSAN ALTIMAS AROUND THE TIME OF THE 3 YEAR WARRANTY EXPIRATION (WHICH CONVENIENTLY JUST PASSED FOR MY VEHICLE AS WELL). HOW IS THIS NOT A RECALL SITUATION AS A LEAK IN MY BRAKE FLUID IS SURELY A SAFETY ISSUE AND CERTAINLY NOT AN ISOLATED INCIDENT. ANOTHER ISSUE I HAD ABOUT A YEAR AFTER PURCHASING THE CAR WAS THAT THE BRAKE PEDAL LOCKED INTO DOWN POSITION THAT PREVENTED ME FROM BEING ABLE TO START MY CAR. WHEN I CALLED NISSAN I WAS TOLD "THAT'S A WEIRD ISSUE" YET IT WAS FIXED QUICKLY AND UNDER WARRANTY. STRANGELY ENOUGH MY AAA TOW TRUCK DRIVER TOLD ME THAT THIS HAPPENS ALL THE TIME TO NISSANS WITH A PUSH START IGNITION. I USED TO LOVE MY NISSAN BUT LATELY I'M BEGINNING TO WONDER WHAT IS GOING ON. "

@12/28-ZDC161N

CRR-DC SENDING AN EMAIL RESPONSE TO C WHICH READS, DECEMBER 28, 2010

FILE#7038787

VIN# 1N4AL21E47N [REDACTED]

DEAR FRANCES ECKBERG: THANK YOU FOR CONTACTING NISSAN NORTH AMERICA, INC. WITH YOUR EMAIL INQUIRY. RECALL CAMPAIGNS ARE VIN SPECIFIC AND ARE REPORTED BY THE CAR MANUFACTURER TO THE NATIONAL HIGHWAY TRAFFIC/SAFETY ADMINISTRATION. THEY ARE DETERMINED BASED ON THE PRODUCTION DATE OF THE VEHICLE IN RELATION TO A SPECIFIC BATCH OR SHIPMENT OF PARTS THAT WE HAVE DEEMED TO HAVE A LOWER QUALITY THAN WHAT MEETS OUR RIGOROUS TESTING STANDARDS. IF YOU WOULD LIKE US TO REVIEW YOUR CONCERN FOR POSSIBLE ASSISTANCE, PLEASE HAVE AN AUTHORIZED NISSAN DEALERSHIP DIAGNOSE YOUR VEHICLE. ONCE THE DIAGNOSIS HAS BEEN PERFORMED AND A FAULT HAS BEEN

@12/28-ZDC161N

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IDENTIFIED, PLEASE CONTACT US DIRECTLY TO REQUEST A REVIEW
BE PERFORMED. WE WILL BE MORE THAN HAPPY TO FORWARD
YOUR FILE TO A REGIONAL SPECIALIST, WHO WILL BE EMPOWERED
TO REVIEW THE DETAILS OF YOUR CONCERN AND WORK WITH YOU
TO REACH A RESOLUTION. FILE#7038787 HAS BEEN CREATED TO
DOCUMENT YOUR COMMENTS. IF YOU HAVE ANY ADDITIONAL
CONCERNS OR COMMENTS, PLEASE FEEL FREE TO SEND US
ANOTHER E-MAIL OR CONTACT OUR CONSUMER AFFAIRS
DEPARTMENT DIRECTLY AT 1-800-647-7261. THANK YOU FOR
TAKING THE TIME TO SEND US AN EMAIL.
CRR-DC CLOSING FILE.

@12/28-ZDC161N

@12/28-ZDC161N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NE8F	ROOT CAUSE: SCIN
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #:	DATE: 00 / 00 / 00	USERID:
OTHER #:	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 0	DATE: 00 / 00 / 00	USERID:
RESP DLR: 2718	EFFECTIVE: 12 / 28 / 10	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZDC161N	
HISTORY:	UPDATE BY: ZDC161N	
SVC CALL#:	UPDATE DATE: 12 / 29 / 10	
CLOSE: Y (Y/N)	CLOSE DATE: 12 / 28 / 10	MICROFILM: N
RESP CAA: CASSANOVA, DORALISA	OLM: SMIT AGNES	DOM: HARRIMAN, ALAN
PHONE: 0000000000	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: NONE

NAME: [REDACTED] VIN: 1N4AL21E58N [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2008.0 ALT MILEAGE: 43000
CITY: COLUMBIA IN SVC DATE: 04 / 30 / 08
ST/ZIP: MO [REDACTED] VCAN: N RTL DLR: 2273 SUNTRUP NISSAN VOLKSWAGEN
DAY PH: [REDACTED] PAID: 9 SVC DLR: 5243 JOE MACHENS NISSAN
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 5243 JOE MACHENS NISSAN
DLR PH: [REDACTED] DENY: 0 REGION: 24 DIST: SL/SV/PT: 12 12 42

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 02 / 10 / 11
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 5243_ JOE MACHENS NISSA
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 7000 (PT) MONTHS: MILES:

ORIG CODE: CE 11 OPEN DATE: 02 / 11 / 11 XFER/RSPNSBLTY: 32 12 S
CONTACT (S): FOLLOWUP DATE: 02 / 21 / 11 DATANET (Y/N): 1
SEVERITY: 3 CLOSE DATE: 02 / 21 / 11 DATANET (Y/N): 02 / 15 / 11

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD BRAKES YI OOW GOODWILL ASSISTANCE REQUEST
OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD BRAKES YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZLR000N 02/11/2011

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

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES FOUND: NONE

EMAIL ADDRESSED TO: NNACONSUMERAFFAIRS@NISSAN-USA.COM

METHOD OF CONTACT: EMAIL ID NO.: 2001877676

DATE RECEIVED: 2/10/11 CREATED: 2/11/11

CRR-LR VERIFIED C'S NAME, ADDRESS, PHONE NUMBER, EMAIL, VIN, MILEAGE AND RESPONSIBLE DLR

CRR-LR UPDATED THE OWNER DATA BASE (ADDRESS AND EMAIL)

CRR-LR CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NO OPEN RECALLS

CLSD PB072 ALTIMA TENSNR BOLT NTB08-051 04/26/08 06/09/08 06/16/08 25040N

C'S EMAIL READS: @02/11-ZLR000N

"I HAVE NOTICED MY BRAKE LIGHT COMING ON WHILE I AM DRIVING. I CONTACTED THE LOCAL DEALERSHIP AND THEY MENTIONED THAT THEY HAVE SEEN THIS ISSUE ON THE 2008 ALTIMA'S. THEY SAID IT WAS MOST LIKELY THE MASTER CYLINDER LEAKING AND IT WOULD BE ABOUT 550.00 TO REPAIR IT. I HAVE RESEARCHED THIS ISSUE AND FOUND THAT THERE HAVE BEEN HUNDREDS OF THESE ISSUES WITH THE 2008 ALTIMA'S. I HAVE 43,000 MILES ON MY VEHICLE AND DO NOT THINK THAT THIS TYPE OF PROBLEM SHOULD BE [OCCURRING]. IF IT IS A PROBLEM WITH THIS VEHICLE A RECALL SHOULD BE ORDERED AND THIS ISSUE SHOULD BE CORRECTED AT NO COST TO THE OWNER. I DO NOT EXPECT TO HAVE A MAJOR ISSUE LIKE THIS WITH SUCH FEW MILES ON MY VEHICLE. I PURCHASED THE ALTIMA DUE TO ITS SAFETY AND RELIABILITY. IF I AM GOING TO HAVE TO REPAIR THIS VEHICLE SO SOON AFTER THE WARRANTY IS UP, THAT IS NOT A GOOD SIGN. I WOULD LIKE TO HAVE SOMEONE [RESPOND] TO THIS EMAIL AND LET ME KNOW WHAT NISSAN IS PLANNING TO DO ABOUT THIS MASTER CYLINDER ISSUE. I HAVE AN APPOINTMENT AT THE DEALERSHIP ON SATURDAY, FEBRUARY 12. I DO NOT FEEL THAT I SHOULD HAVE TO PAY FOR A NEW MASTER CYLINDER CONSIDERING THE AMOUNT OF OTHER OWNERS OUT THERE WITH THE SAME ISSUE.

I LOOK FORWARD TO HEARING FROM SOMEONE ABOUT THIS ISSUE. THANK YOU,

"

CRR-LR'S RESPONSE TO C:

FEBRUARY 11, 2011

FILE # 7087971

DEAR MATT BOYER:

THANK YOU FOR CONTACTING NISSAN NORTH AMERICA, INC. AND ALLOWING US THE OPPORTUNITY TO BE OF ASSISTANCE. WE ARE SORRY TO HEAR ABOUT THE EXPERIENCE YOU ARE HAVING WITH YOUR 2008 ALTIMA AND APOLOGIZE FOR ANY INCONVENIENCE THIS MAY HAVE CAUSED YOU.

@02/11-ZLR000N

IN ORDER TO LOOK INTO POSSIBLE FINANCIAL ASSISTANCE, A RECENT DIAGNOSIS BY AN AUTHORIZED NISSAN DEALERSHIP IS REQUIRED. PLEASE CONTACT YOUR LOCAL NISSAN DEALER AND SCHEDULE AN APPOINTMENT, AS THE DEALER IS IN THE BEST POSITION TO DIAGNOSE AND REPAIR YOUR VEHICLE. YOUR NISSAN DEALER WILL BE MORE THAN WILLING TO ASSIST.

FILE # 7087971 HAS BEEN CREATED TO DOCUMENT YOUR CONCERN. ONCE THE VEHICLE HAS BEEN DIAGNOSED, PLEASE CONTACT US AT 1-800-647-

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7261 AND REFERENCE YOUR FILE NUMBER. YOUR SATISFACTION WITH
YOUR VEHICLE AND YOUR NISSAN DEALER IS VERY IMPORTANT TO US.
THANK YOU FOR ALLOWING US TO BE OF ASSISTANCE.

CRR-LR CLOSING FILE PENDING FURTHER CONTACT FROM C @02/11-ZLR000N

CRR-RV RECEIVED CALL FROM C.
CRR-RV VERFIED C'S CONTACT INFORMATION, ASKED C IF THERE'S ANY CHANGES SINCE
C LAST CALLED: C SAID NONE.
C STATED THAT C HAD THE VEH DIAGNOSED AT 5243_ JOE MACHENS NISSAN AND C WAS
TOLD THAT THE BRAKE MASTER CYLINDER NEEDS TO BE REPLACED.
C STATED THAT THE DLRSHP TOLD C THAT THE IT WOULD COST \$500.
C STATED THAT C WOULD LIKE TO REQUEST TO HAVE NISSAN TO COVER FOR THE COST.
CRR-RV ADVISED C THAT CRR-RV WILL FORWARD C'S CONCERN TO RCAS FOR FURTHER
REVIEW AND HANDLING.
CRR-RV ADVISED C THAT RCAS WILL CONTACT C BY THE END OF THE NEXT BUSINESS DAY
FOR FURTHER ASSISTANCE.
C THANKED CRR-RV FOR ASSISTANCE, C SATISFIED.
CRR-RV OFFERED FURTHER ASSISTANCE, C DECLINED.
CRR-RV GAVE C NAME, EXTENSION AND FILE NUMBERS.

CRR-RV FORWARDING FILE TO RCAS. @02/14-ZRV291N
**

SR-MW IN RECEIPT OF FILE ON 2/14/11. @02/14-ZMW999N
SR-MW DATANETTED FILE TO DLR, 2/14/11.

** @02/14-ZMW999N
SR-MW CONTACTED DLR, 2/15/11, 10:02AM EST. SR-MW LEFT VMX FOR SM MARK BURGART.
SR-MW PROVIDED CUSTOMER NAME AND LAST 8 DIGITS OF VIN NUMBER. SR-MW REQUESTED
CALLBACK TO DISCUSS CUSTOMER REQUEST.

** @02/15-ZMW999N
SR-MW RECEIVED VMX FROM SM MARK BURGART, 2/15/11, 10:41AM EST.
** @02/15-ZMW999N

SR-MW CONTACTED DLR, 2/15/11, 11:07AM EST. SR-MW SPOKE WITH SM MARK BURGART.
SM ADVISED VEH NEEDS MASTER CYLINDER. SM ADVISED DLR RAN GOODWILL AND
GOODWILL WAS NOT APPROVED. SM ADVISED THAT SM CALLED FOM-DW AND LEFT A VMX. SM
ADVISED THAT THIS IS A KNOWN CONCERN. SM ADVISED THAT SM FEELS THAT THIS
SHOULD BE DONE UNDER GOODWILL. SM ADVISED HAS NOT HEARD BACK FROM FOM. SM
ADVISED WILL LET SR-MW KNOW ONCE SM HEARS BACK.

** @02/15-ZMW999N
SR-MW RECEIVED MESSAGE FROM SM MARK BURGART, 2/15/11, 11:32AM EST. SM ADVISED
FOM-KW APPROVED THIS REPAIR. SM ADVISED C WILL BE CONTACTED TO MAKE
ARRANGEMENTS.

** @02/15-ZMW999N
SR-MW CONTACTED C AT DAY/EVENING NUMBER, 2/15/11, 1:28PM EST. SR-MW LEFT VMX
FOR C. SR-MW PROVIDED FILE NUMBER AND SR-MW'S CONTACT INFORMATION.

** @02/15-ZMW999N
SR-MW IN RECEIPT OF VMX FROM C, 2/15/11, 3:06PM EST. C REQUESTED CALLBACK TO
[REDACTED].

** @02/15-ZMW999N
SR-MW CONTACTED C AT 573-424-2435, 3:25PM EST, 2/15/11. SR-MW LEFT VMX FOR C.
SR-MW PROVIDED FILE NUMBER AND SR-MW'S CONTACT INFORMATION.

** @02/15-ZMW999N
SR-MW RECEIVED VMX FROM C, 2/15/11, 3:40PM EST.
** @02/15-ZMW999N

SR-MW IN RECEIPT OF VMX FROM C, 2/15/11, 5:18PM EST.
** @02/16-ZMW999N

SR-MW CONTACTED C AT DAY/EVENING NUMBER, 2/15/11, 11:02AM EST. SR-MW SPOKE
WITH C. SR-MW INQUIRED IF C HAD HEARD FROM THE DLR. C STATED YES, THE DLR

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CALLED AND ADVISED THE REPAIRS WOULD BE COVERED. C STATED C REALLY APPRECIATES THIS. SR-MW ADVISED SR-MW WOULD FOLLOW UP WITH C ON 2/21/11 TO CONFIRM THE REPAIRS ARE COMPLETE. C STATED THAT WOULD BE GREAT. C THANKED SR-MW FOR CALLING.

** @02/16-ZMW999N
SR-MW CONTACTED DLR, 2/21/11, 9:11AM EST. SR-MW LEFT VMX FOR SM MARK BURGART. SR-MW REQUESTED CALLBACK TO CONFIRM REPAIRS ARE COMPLETE. SR-MW PROVIDED CUSTOMER NAME, VIN NUMBER AND SR-MW'S CONTACT INFORMATION.

* @02/21-ZMW999N
SR-MW RECEIVED VMX FROM SM MARK MURGART, 2/21/11, 9:18AM EST. SM ADVISED THE REPAIRS WERE COMPLETED 2/17/11 AND C IS VERY HAPPY. @02/21-ZMW999N
SR-MW CONTACTED C AT DAY/EVENING NUMBER, 2/21/11, 11:21AM EST. SR-MW LEFT VMX FOR C. SR-MW ADVISED THE DLR HAS CONFIRMED REPAIRS HAVE BEEN COMPLETED ON VEH. SR-MW ADVISED OF FILE NUMBER AND SR-MW'S CONTACT INFORMATION SHOULD C REQUIRE ANYTHING FURTHER.

** @02/21-ZMW999N
SR-MW NOTING FILE SUMMARY: CUSTOMER REQUESTED OOW ASSISTANCE WITH BRAKE CYLINDER. SR-MW NOTING SM ARRANGED GOODWILL THROUGH FOM-KW. SR-MW NOTING DLR HAS CONFIRMED REPAIRS ARE COMPLETE AND C IS SATISFIED.

** @02/21-ZMW999N
SR-MW CLOSING FILE, 2/21/11.

** @02/21-ZMW999N

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

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES FOUND: NONE

EMAIL ADDRESSED TO: NNACONSUMERAFFAIRS@NISSAN-USA.COM @02/25-ZVK000N-COMMENT

METHOD OF CONTACT: EMAIL ID NO.: 2001886831

DATE RECEIVED: 02/25/11 DATE CREATED: 02/25/11

CRR-VK VERIFIED NAME, ADDRESS, VIN, RESPONSIBLE DLR, DAY/EVENING PHONE, EMAIL. C DID NOT PROVIDE MILEAGE.

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

CLSD PB072 ALTIMA TENSNR BOLT NTB08-051

C-S EMAIL READS:

C STATES -I AM WRITING TO COMMEND THE EFFORTS OF TWO OF YOUR EMPLOYEES. RCAS-MW AND CRR-RV AT EXTENSION 41691 HELPED ME WITH A PROBLEM I HAD WITH MY 2008 NISSAN ALTIMA. I CONTACTED NISSAN USA A FEW WEEKS AGO WITH A MASTER CYLINDER PROBLEM ON A VEHICLE THAT HAD ONLY 43,000 MILES ON IT. NEEDLESS TO SAY I WAS VERY UPSET ABOUT HAVING TO PAY FOR THIS REPAIR. BOTH CRR-RV AND RCAS-MW WORKED WITH ME TO GET THE ISSUE RESOLVED ALONG WITH MIKE FARRIS OF THE JOE MACHENS DEALERSHIP. I AM VERY THANKFUL TO HAVE BOTH CRR-RV AND RCAS-MW WORKING WITH ME. THEY WERE SUPPORTIVE, CARED ABOUT MY ISSUE WITH THE VEHICLE AND REALLY DID AN OUTSTANDING JOB GETTING IT RESOLVED. I WANT TO COMMEND BOTH OF THEM FOR CARING ENOUGH TO FIX THE PROBLEM I BROUGHT TO THEM. THEY SHOULD BE VALUED EMPLOYEES AND I HOPE THAT THEY RECEIVE THIS EMAIL. I WILL CONTINUE TO PURCHASE NISSAN'S DUE TO THE OUTSTANDING CUSTOMER SERVICE THESE TWO INDIVIDUALS PROVIDED. THANK YOU VERY MUCH.

FILE #7087971-

CRR-VK RESPONSE: FEBRUARY 25, 2011

FILE # 7087971

DEAR MATTHEW BOYER:

THANK YOU FOR TAKING THE TIME TO CONTACT NISSAN NORTH AMERICA, INC. AND SHARE YOUR VALUABLE INSIGHT WITH US. YOUR COMMENTS ARE APPRECIATED AND WILL BE FORWARDED APPROPRIATELY. IF YOU HAVE ANY ADDITIONAL COMMENTS OR CONCERNS, PLEASE FEEL FREE TO SEND US ANOTHER E-MAIL OR

CONFIDENTIAL

DATE: 8/10/2011
TIME: 11:09:19 AM

NISSAN MOTOR CORPORATION IN U.S.A
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CA7087971N

CONTACT OUR CONSUMER AFFAIRS DEPARTMENT DIRECTLY AT 1-800-647-7261.
THANK YOU FOR TAKING THE TIME TO WRITE.
CRR-VK LEAVING THE FILE CLOSED AS NO FURTHER ASSISTANCE IS REQUIRED AT
THIS TIME. @02/25-ZVK000N-COMMENT

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE
DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE
CUSTOMER.
PLEASE CONTACT MELISSA, NISSAN CONSUMER AFFAIRS, TO DISCUSS CUSTOMER REQUEST
FOR ASSISTANCE. THX. 866-799-1690 EXT 1602

DEALER ACTION:

		CONTACT(S):		
SATISFIED: Y		ACTION CODE: NT1B		ROOT CAUSE: SNFA
CALLBACK: (Y/N)	#: 0	DATE: 00 / 00 / 00		USERID:
REOPEN: CALLBACK	#: 0	DATE: 00 / 00 / 00		USERID:
NEW INFO	#: 0	DATE: 00 / 00 / 00		USERID:
OTHER	#: 1	DATE: 02 / 14 / 11		USERID: ZRV291N
COMMENTS ONLY:	#: 1	DATE: 02 / 25 / 11		USERID: ZVK000N
RESP DLR: 5243		EFFECTIVE: 02 / 11 / 11		CHANGED BY:
IIR-DATE: 00 / 00 / 00		TRANS DATE: 00 / 00 / 00		CHECK REQUESTED: NO
3RD PRY:		PART#:		CHECK ISSUED: NO
BYBACK ST:		OPENED BY: ZLR000N		
HISTORY:		UPDATE BY: ZMW999N		
SVC CALL#:		UPDATE DATE: 02 / 25 / 11		
CLOSE: Y (Y/N)		CLOSE DATE: 02 / 21 / 11		MICROFILM: N
RESP CAA: WATSON, MELISSA		OLM: SMIT AGNES		DOM: NASTA ALBERT O
PHONE: 0000041602		OWNER FIRST:		LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 8/10/2011
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SC: NONE

NAME: [REDACTED] VIN: 1N4AL21EX8N [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2008.0 ALT MILEAGE: 0
CITY: ERIR IN SVC DATE: 03 / 19 / 08
ST/ZIP: PA [REDACTED] VCAN: N RTL DLR: 5020 PORRECO NISSAN, INC.
DAY PH: [REDACTED] PAID: SVC DLR: 5020 PORRECO NISSAN, INC.
EVE PH: [REDACTED] SUSP: RESP DLR: 5020 PORRECO NISSAN, INC.
DLR PH: [REDACTED] DENY: REGION: 24 DIST: SL/SV/PT: 03 03 33

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 05 / 31 / 11
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: 2 MILES: (PT) MONTHS: MILES:

ORIG CODE: CE 11 OPEN DATE: 06 / 02 / 11 XFER/RSPNSBLTY: 24 03 S
CONTACT (S): FOLLOWUP DATE: 06 / 13 / 11 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 06 / 13 / 11 DATANET (Y/N): 06 / 06 / 11

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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

CONFIDENTIAL

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C. A. R. COMMENTS

FILE OPENED-ZGB999N 06/02/2011

*****E-MAIL FILE LOGGED*****

@06/02-ZGB999N

PREVIOUS RELATED FILE(S) FOUND: NONE

PREVIOUS UNRELATED FILE(S) FOUND: NONE

EMAIL ADDRESSED TO: NNACONSUMERAFFAIRS@NISSAN-USA.COM

METHOD OF CONTACT: E-MAIL

DATE RECEIVED: 5/31/11 DATE CREATED: 6/2/11

CRR-GB VERIFIED C'S NAME, VIN, ADDRESS, DAY/EVENING NUMBER
AND RESPONSIBLE DLR.

C DID NOT PROVIDE MILEAGE.

C'S EMAIL READS,

"I HAD MY CAR INSPECTED ON MARCH 1 2011 MY BRAKE LIGHT WAS ON WHEN I TOOK IT
THERE THEY SAID THAT MY MASTER CYLINDER WAS BAD AND HAD TO BE REPLACE I TOLD
THEM OK REPLACE IT THEY SAID IT WAS COVER UNDER THE WARNTY I TOLD TO
COMPLETE THE INSPECTION TTHEY DID AND SAID EVERY THING WAS OK @06/02-ZGB999N
JUST LAST WEEK I HEARD A ROWING IN MY BACK TIRE.SO I TOOK IT BACK TO THE
DEALER.THEY SAID THAT MY BRAKE HAD RUSTED OUT AND THAT I NEED BRAKE AND ROTARY
I TOLD THEM THAT THEY SAID MY BRAKE WAS OK WHEN THEY INSPECTED MY CAR AND
TODAY IS ONLY MAY 31 2011.AND I ASK THEM WHY DIDNT YOUR MACANIC DID NOT CATCH
THAT.I THINK THEY DID NOT LOOK AT MY BRAKE DURING THE INSPECTION .I THINK
SOME ONE SHOULD LOOK AT THIS IS VERY SERIOUS MATTER WHEN IT INVOLUE YOUR BRAKE
ON A CAR I WILL APRECIATE IF SOME ONE WILL GET BACK TO ME AS SOON APOSIBLE
CONCERNING THIS MATTER YOU CAN CALL ME AT 814-572-9006 ARE EMAIL ME BACK THANK
YOU

CRR-GB SENDING AN E-MAIL RESPONSE TO C WHICH READS:

"JUNE 02, 2011

FILE # 7182899

DEAR [REDACTED]:

THANK YOU FOR CONTACTING NISSAN NORTH AMERICA, INC. REGARDING YOUR CONCERN
WITH YOUR NISSAN VEHICLE. WE APOLOGIZE FOR ANY INCONVENIENCE THIS SITUATION
MAY HAVE CAUSED YOU.

IN REGARDS TO YOUR INQUIRY, WE HAVE FORWARDED YOUR FILE TO A REGIONAL
SPECIALIST FOR INDIVIDUAL HANDLING. YOU WILL BE CONTACTED BY THE END OF NEXT
BUSINESS DAY.

FILE # 7182899 HAS BEEN CREATED TO DOCUMENT THIS CONCERN. PLEASE FEEL FREE TO
CONTACT US AT 1-800-647-7261 WITH ANY FURTHER QUESTIONS OR COMMENTS. THANK YOU
FOR GIVING US THE OPPORTUNITY TO BE OF SERVICE."

CRR-GB FORWARDING FILE TO RCAS.

CRR-GB EXITING THE FILE.

@06/02-ZGB999N

* * *

RCAS-AM CALLED C AT DAY/EVE NUMBER AT 2:46PM EST ON 6/3/11 AND LEFT VMX WITH
RCAS-AM CONTACT INFO FOR REFERENCE, INFO THAT RCAS WAS REVIEWING FILE FURTHER,
AND WOULD FOLLOW UP, NOT LATER THAN 6/8/11.

@06/03-ZAM269N

* * *

@06/03-ZAM269N

RCAS-AM SENT INTERNAL MESSAGE TO SERVICE MANAGER-LACEY SCHAWB ON 6/7/11,
REQUESTING UPDATE ON CAUSE OF FAILURE, SERVICE HISTORY, CAUSE OF FAILURE,
AND WARRANTY COST BREAKDOWN, ON BOTH, PARTS, AND LABOUR.

* * *

@06/07-ZAM269N

RCAS-AM RECEIVED INTERNAL MESSAGE FROM SM-LS ON 6/7/11, ADVISING RCAS THAT,
C CAME INTO DLR ON 3/1/11, WITH 51,702 MILES ON VEH, DLR PERFORMED STATE
INSPECTION, AND REPLACED LEAKING BRAKE MASTER CYLINDER.
DLR ADVISED THAT, ON 5/3/11, C RETURNED TO DLR, WITH 53,873 MILES ON VEH,
FOR REAR BRAKES GRINDING; DLR THEN PERFORMED BRAKE INSPECTION, AND FOUND THAT

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REAR PAD IBOARD SIDE_WAS FROZEN, IN HARDWARE, AND CAUSED DAMAGE.
RCAS WAS ADVISED THAT PADS WERE NOT MOVING IN SLIDERS, AND THIS WAS NOT
CASE, WHEN DLR INSPECTED THREE MONTHS EARLIER, FOR STATE INSPECTION, SO THERE
WOULD NOT HAVE BEEN REASON TO RECOMMEND REPLACEMENT OF PADS EARLIER, DUE TO
STICKING.

* * * @06/07-ZAM269N
RCAS-AM CALLED C AT DAY/EVE NUMBER AT 10:16AM EST ON 6/8/11, AND GOT NO ANSWER
, OR VMX PICKING UP, TO LEAVE MESSAGE.

* * * @06/08-ZSG282N
RCAS-AM CALLED C AT DAY/EVE NUMBER AT 11:46AM EST ON 6/13/11, AND LINE RANG
MANY TIMES, AGAIN, WITH NO VMX PICKING UP, FOR RCAS TO LEAVE MESSAGE THAT
COMPLAINT WAS DOCUMENTED, AND INQUIRED WHETHER C NEEDED ANY FURTHER ASSISTANCE

* * * @06/13-ZAM269N
RCAS-AM CLOSING FILE, PENDING CUSTOMER CALL BACK, AS NO FURTHER ACTION TO
BE TAKEN. @06/13-ZAM269N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

XR. [REDACTED], CAME INTO THE DEALERSHIP 3-1-11 WITH 51,702 MILEAGE. WE PERFORMED
PA STATE INSPECTION AND REPLACED A LEAKING BRAKE MASTER CYLINDER. ON 5-3-11 W
ITH 53,873, MR BARNES CAME BACK INTO THE DEALERSHIP FOR REAR BRAKES ARE GRINDI
NG. WE PERFORMED A BRAKE INSPECTION AND FOUND THAT THE LEFT REAR BRAKE PAD IN
BOARD SIDE WAS FROZEN IN HARDWARE & CAUSED DAMAGE. PADS WERE NOT MOVING IN SL
IDERS. WHEN PORRECO NISSAN PERFORMED THE PA STATE INSPECTION THE REAR BRAKE P
AD READINGS WERE 5B, (2B IS MIN FOR INSPECTION) THE PADS AT THAT TIME WERE NO
T SEIZED IN THE HARDWARE. THERE WOULD BE NO REASON FOR PORRECO NISSAN TO RECO
MMEND REPLACEMENT OF THE PADS. THIS VEHICLE WENT 2 MONTHS IN ERIE WINTERS WHE
CH NORMALLY CONTRUIBE TO PADS SEIZING/STICKING. @06/07-5020

@06/07-5020

CONFIDENTIAL

DATE: 8/10/2011
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CONTACT(S):

SATISFIED: Y	ACTION CODE: NT4B	ROOT CAUSE: SDDC	SCIN
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:	
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:	
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:	
OTHER #: 0	DATE: 00 / 00 / 00	USERID:	
COMMENTS ONLY: #: 0	DATE: 00 / 00 / 00	USERID:	
RESP DLR: 5020	EFFECTIVE: 06 / 02 / 11	CHANGED BY:	
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED:	NO
3RD PRY:	PART#:	CHECK ISSUED:	NO
BYBACK ST:	OPENED BY: ZGB999N		
HISTORY:	UPDATE BY: ZAM269N		
SVC CALL#:	UPDATE DATE: 06 / 13 / 11		
CLOSE: Y (Y/N)	CLOSE DATE: 06 / 13 / 11	MICROFILM: N	
RESP CAA: GERBER, STEPHANIE	OLM: SMIT AGNES	DOM: LAVRENCIK JOE	
PHONE: 0000041651	OWNER FIRST:	LANGUAGE: E ENGLISH	

CONFIDENTIAL

DATE: 8/10/2011
TIME: 11:09:19 AM

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SC: ONE CONTRACT

NAME: [REDACTED]
STREET: [REDACTED]
CITY: COLUMBIA
ST/ZIP: MO [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VIN: 1N4AL21EX7N [REDACTED] Y
YR/MDL: 2007.0 ALT MILEAGE: 19703
IN SVC DATE: 08 / 03 / 07
RTL DLR: 2504 PERRY NISSAN, INC.
SVC DLR: 5243 JOE MACHENS NISSAN
RESP DLR: 5243 JOE MACHENS NISSAN
REGION: 32 DIST: SL/SV/PT: 12 12 42

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

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 06 / 07 / 11
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: 10 MILES: (PT) MONTHS: MILES:

ORIG CODE: CE 11 OPEN DATE: 06 / 08 / 11 XFER/RSPNSBLTY: 11 00 S
CONTACT (S): FOLLOWUP DATE: 06 / 08 / 11 DATANET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 06 / 08 / 11 DATANET (Y/N): 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 122000 MASTER CYLINDER (RESERVOIR/SEAL/CAP)
AD BRAKES YX POOR OR IMPROPER OPERATION

CONFIDENTIAL

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C. A. R. COMMENTS

FILE OPENED-ZGB999N 06/08/2011

*****E-MAIL FILE LOGGED*****

@06/08-ZGB999N

PREVIOUS RELATED FILE(S) FOUND: NONE

PREVIOUS UNRELATED FILE(S) FOUND: NONE

EMAIL ADDRESSED TO: NNACONSUMERAFFAIRS@NISSAN-USA.COM

METHOD OF CONTACT: E-MAIL

DATE RECEIVED: 6/7/11 DATE CREATED: 6/8/11

CRR-GB VERIFIED C'S NAME, VIN, ADDRESS, DAY/EVENING NUMBER

MILEAGE AND RESPONSIBLE DLR.

CRR-GB CHECKED FOR OPEN RECALL(S) FOUND: NONE

C'S EMAIL READS,

"I HAD TO REPLACE THE MASTER BRAKE CYLINDER TODAY BECAUSE IT WAS LEAKING INTO THE BOOSTER. SHOULD THIS HAVE BEEN COVERED BY WARRANTY? MY MILEAGE IS 19,703"

CRR-GB SENDING AN E-MAIL RESPONSE TO C WHICH READS:

@06/08-ZGB999N

JUNE 8, 2011

FILE # 7186969

DEAR [REDACTED]:

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

NISSAN IS NOT IN THE POSITION TO PROVIDE VEHICLE SERVICE CONTRACT COVERAGE OR WARRANTY COVERAGE. NISSAN DEPENDS ON ITS NISSAN DEALERS TO PROVIDE ANY AND ALL WARRANTY COVERAGE CONCERNS AS THEY ARE IN THE BEST POSITION TO ASSESS THE VEHICLE AND DETERMINE WHETHER A PART IS WARRANTABLE OR NOT.

WE RECOMMEND CONTACTING YOUR LOCAL NISSAN DEALER'S SERVICE DEPARTMENT WITH ANY WARRANTY INQUIRIES.

THANK YOU AGAIN FOR CONTACTING NISSAN NORTH AMERICA, INC."

CRR-GB INFORMED C THAT THE DLR'S SVC DEPARTMENT CAN PROVIDE C ANY WARRANTY COVERAGE INFO.

CRR-GB CLOSING THE FILE AS NO FURTHER ACTION IS NEEDED.

@06/08-ZGB999N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NE8E	ROOT CAUSE: SCIN
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 0	DATE: 00 / 00 / 00	USERID:
RESP DLR: 5243	EFFECTIVE: 06 / 08 / 11	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZGB999N	
HISTORY:	UPDATE BY: ZGB999N	
SVC CALL#:	UPDATE DATE: 06 / 08 / 11	
CLOSE: Y (Y/N)	CLOSE DATE: 06 / 08 / 11	MICROFILM: N
RESP CAA: BAUTISTA, GLENN JAY	OLM: SMIT AGNES	DOM: NASTA ALBERT O
PHONE: 0000000000	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 8/10/2011
TIME: 11:09:19 AM

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

CA7186969

SERVICE CONTRACTS SUMMARY

DATE: 8/10/2011
TIME: 11:09:19 AM
MODEL YEAR: 2007.0
MAKE:
MODEL LINE: ALT

NAME: [REDACTED]

VIN:

IN SCV DATE: 8/3/2007

SEO NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
141	[REDACTED]	2504 MO	8/3/2007	8/3/2009	40,000		

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

CURRENT SERVICE CONTRACT		PRIOR SERVICE CONTRACT	
CONTRACT:	[REDACTED]	CONTRACT:	
OWNER NAME:	[REDACTED]	OWNER NAME:	
PLAN TYPE:	C	PLAN TYPE:	
PLAN TERM:	J	PLAN TERM:	
DEDUCTABLE:	\$ 50	DEDUCTABLE:	
EFFECTIVE:	08/03/07	EFFECTIVE:	
EXPIRES:	08/03/09 MILES: 40,000	EXPIRES:	MILES:
CANCEL:	MILES:	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION:	9/30/2007	TRANSACTION:	
PRINTED:	10/06/07	PRINTED:	
DEALER NO:	2504 STATE: MO	DEALER NO:	STATE:
DEALER NAME:	PERRY NISSAN, INC.	DEALER NAME:	

DOCUMENT_ID
CA5591766
CA5787626
CA5836253
CA5851605
CA5897793
CA5933390
CA5935333
CA5940567
CA6048112
CA6060667
CA6088786
CA6106898
CA6123067
CA6173123
CA6177083
CA6199254
CA6205355
CA6253623
CA6263669
CA6266467
CA6273835
CA6276407
CA6294776
CA6296487
CA6303887
CA6322137
CA6348744
CA6364461
CA6364595
CA6367374
CA6370793
CA6370942
CA6371047
CA6373540
CA6381738
CA6392282
CA6397121
CA6405619
CA6409208
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CA6439097
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CA6464252
CA6475519
CA6476814
CA6479163
CA6495068
CA6526315
CA6527792
CA6539149
CA6544794
CA6553739
CA6556175
CA6572479
CA6580610
CA6615634
CA6619846
CA6645708
CA6649004
CA6664301
CA6676536
CA6680475
CA6681378
CA6685407
CA6685565
CA6688466
CA6689680
CA6707810
CA6723428
CA6725406
CA6725437
CA6733058
CA6739827
CA6758649
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CA6766049
CA6787947
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CA6794832
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CA6815108
CA6830388
CA6834313

CA6842528
CA6861040
CA6865402
CA6875979
CA6885091
CA6918194
CA6919056
CA6920968
CA6922822
CA6935748
CA6940970
CA6942603
CA6947449
CA6947601
CA6948425
CA6968435
CA6976072
CA6980855
CA6981913
CA6981980
CA6983700
CA6985744
CA6988390
CA6996332
CA6998995
CA7004303
CA7022104
CA7026144
CA7034677
CA7038787
CA7076642
CA7087971
CA7131527
CA7182899
CA7185049
CA7186969
CA7188658



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0813338

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
F- Full	0	2007-02-28	2007-02-28	2007-02-28	2007-02-28	0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRK PDL TO FLR; FLUID IN BOOSTER						
Code-TSS1 / Name 142/Z - NORM AMMERMAN			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer SOLD UNIT			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
B16	2007	SEN	3N1AB61E17L [REDACTED]	B10 SPLASH GUARDS C03 50 STATE EMISSION F02 CONVENIENCE PLUS L93 MATS W/DIVIDER W01 ALLOY WHEEL/ABS Y60 ASSIGNED VEHICLE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	103	42817				
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
MR20-29156	CVT	J40				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Aguascaliente,Mex	2006-11-01		USA			
Code	Region	Name	City	State		
Dlr Retail	08074	26	WOODBURY NISSAN, INC	WOODBURY	NJ	
Dlr Service	08074	26	WOODBURY NISSAN, INC	WOODBURY	NJ	Phone 856-853-0150-0000
Code-Component				Code-Symptom		
BRG - BRAKE MASTER CYLINDER				2M - BRAKING (POOR)		
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
DRY - 1	33/60F=0/15C	1 - CONSTANT	CHASSIS - CHASS	DECEL		
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2007-02-28		N - 2007-02-28	N - 2007-02-28		ALL TEMPS	
Code-Reason For Call B - REASONABLE REQUEST FOR DATABASE SEARCH					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Y						
Text-Solution SWAPPED THE BRAKE MASTER CYLINDER						
Code-Status Desc						
-						
I - INFORMATION ONLY-ASSISTANCE NOT REQUESTED						
** CUSTOMER COMMENT:						
- NO BRAKE PEDAL.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 2 DAYS DOWN						
- THE BRAKE PEDAL GOES TO THE FLOOR.						
- PREVIOUSLY WHILE STILL ON THE LOT, THE BRAKE MASTER RESERVOIR WAS TOPPED OFF (DUE TO BRAKE WARNING LIGHT ON).						
- FOUND A LOT OF BRAKE FLUID IN THE BOOSTER.						
- THE BRAKE MASTER IS LEAKING.						
- SWAPPED THE BRAKE MASTER TO ALLOW THE VEHICLE TO BE SOLD.						
- GOT ANOTHER BRAKE MASTER ORDERED FOR THE OTHER VEHICLE.						
- CALLING TO REPORT.						
** TSS RECOMMENDATION/RESULT:						
- INCIDENT DOCUMENTED.						
- REPORT CLOSED.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)
F



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0823690

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2007-04-26	2007-04-26		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKES INOP SPONGY PEDAL						
Code-TSS1 / Name 101/Z - ALLEN WENDELL			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
B16	2007	SEN	3N1AB61E27L [REDACTED]	B10 SPLASH GUARDS C03 50 STATE EMISSION L92 MATS W/O DIVIDER T01 ANTI-LOCK BRAKE Y60 ASSIGNED VEHICLE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	2	42717				
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
MR20-89503	CVT	A15				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Aguascaliente,Mex	2007-03-12	2007-05-26	USA			
Code	Region	Name	City	State		
Dlr Retail 3967	26	VICTORY NISS/GAITHERSBURG	GAITHERSBURG	MD		
Dlr Service 3967	26	VICTORY NISS/GAITHERSBURG	GAITHERSBURG	MD	Phone	301-670-3900-0000
Code-Component			Code-Symptom			
BRB - BRAKE (DISC) ROTORS/PADS/CALIPERS			4QJ - ABS WARNING (IMPROPER OPER OF BRK SYS)			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2007-04-26		N - 2007-04-26	N - 2007-04-26			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
-BRAKES WEAK.						
.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS _1 DAYS DOWN 2						
-THE TECH HAS FOUND THE MASTER CYLINDER LEAKED INTO THE BRAKE BOOSTER.						
-LOOKING FOR POSSIBILITIES.						
** TSS RECOMMENDATION/RESULT:						
-ADVISED THE TECH TO ADDRESS THE MASTER CYLINDER AT THIS POINT AND ADDRESS THE BOOSTER SITUATION ALSO.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0831978

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2007-06-13	2007-06-13		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKE FLUID LEAK @ MASTER CYLINDER						
Code-TSS1 / Name 102/Z - MICHAEL LEMMONS			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
B16	2007	SEN	3N1AB61E07L [REDACTED]	B10 SPLASH GUARDS B92 BODY SIDE MOLDING C03 50 STATE EMISSION F02 CONVENIENCE PLUS W01 ALLOY WHEEL/ABS Y60 ASSIGNED VEHICLE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	161	42817				
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
MR20-65866	CVT	K32				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Aguascaliente,Mex	2007-01-22	2007-05-31	USA			
Code	Region	Name	City	State		
Dlr Retail 3937	26	ANTWERPEN SECURITY NISSAN	BALTIMORE	MD		
Dlr Service 3937	26	ANTWERPEN SECURITY NISSAN	BALTIMORE	MD	Phone	410-298-4400-0000
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4BB - BRAKE FLUID (ALSO CLUTCH SYSTEM)LEAK			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2007-06-13		N - 2007-06-13	N - 2007-06-13			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
I - INFORMATION ONLY-ASSISTANCE NOT REQUESTED						
** CUSTOMER COMMENT:						
- BRAKE PEDAL SPONGY.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1						
- BRAKE FLUID LEAKING FROM 2 LINES AT MASTER CYLINDER.						
- BRAKE LINES WERE NOT TORQUED TO CORRECT SPEC.						
- TIGHTENED BRAKE LINES AND BLED BRAKE SYSTEM.						
- BRAKES FEEL NORMAL NOW.						
- NO FLUID LEAKS SEEN AFTER REPAIR.						
** TSS RECOMMENDATION/RESULT:						
- INFORMATION ONLY, DOCUMENTING INCIDENT.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0845495

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
F- Full	5	2007-08-24	2007-08-24	2007-08-29	2007-08-29	2-SUGGESTION LED TO SOLUTION
Text-Incident PEDDLE DROPS 1/2" WHILE STOPPING						
Code-TSS1 / Name 103/Z - GREG CHRISTENSEN			Name-Caller [REDACTED]			
Code-TSS2 / Name 103/Z - GREG CHRISTENSEN			Name-Customer [REDACTED]			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
B16	2007	SEN	3N1AB61E57L [REDACTED]	B10 SPLASH GUARDS B92 BODY SIDE MOLDING C03 50 STATE EMISSION L92 MATS W/O DIVIDER Y60 ASSIGNED VEHICLE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	1,890	42817				
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
MR20-86125	CVT	K23				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Aguascaliente,Mex	2007-03-01	2007-05-12	USA			
Code	Region	Name	City	State		
Dlr Retail	3693	26	SOMERSWORTH NISSAN	SOMERSWORTH	NH	
Dlr Service	3693	26	SOMERSWORTH NISSAN	SOMERSWORTH	NH	Phone 603-692-5200-0000
Code-Component				Code-Symptom		
BRG - BRAKE MASTER CYLINDER				2M - BRAKING (POOR)		
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
DRY - 1	61/80F=16/27C	2 - INTERMITTENT	CHASSIS - CHASS	DECEL		
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2007-08-24		N - 2007-08-24	N - 2007-08-24		NORMAL	
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution CHARACTERISTIC OF MODEL						
Code-Status Desc						
-						
F - CLOSED (RESOLVED)						
** CUSTOMER COMMENT:						
- CUSTOMER STATES BRAKE FEELS LIKE IT IS LOOSING PRESSURE WITH CONTANT BRAKING						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 2 DAYS DOWN 1 :						
- WHEN CONSTANT BRAKE PRESSURE IS HELD ON PEDDLE AT STOP, INTERMINTENTLY THE PEDDLE WILL DROP 1/2" AND THE VEHILCE WILL SURGE FORWARD.						
- AT A PRIOR VISIT THE MASTER CYLINDER WAS REPLACED TO RESOLVE AND ALSO WAS LEAKING FROM REAR SEAL INTO BOOSTER.						
- TECH CALLED FOR A DATA BASE SEARCH.						
- NO FURTHER DIAGNOSTIC.						
** TSS RECOMMENDATION/RESULT:						
- INSPECT REAR SEAL OF CURRENT MASTER CYLINDER FOR LEAK.						
- IF LEAK PRESENT REPLACE MASTER AND RETEST FOR CONCERN.						
- TECH TO FOLLOW UP.						
>>>UPDATE 08/29/07 GREG 103						
- TECH CALLED BACK TO STATE THAT THIS CONCERN WAS COMPARE TO TWO OTHER VEHICLES AND THEY BOTH HAD THE SAME PATTERN.						
- THE VEHICLE WILL HAVE A SLIGHT PAUSE AS IT DOWNSHIFTS WHEN DECELERATED FROM 40MPH TO A STOP, AND FEELS LIKE A SURGE.						
- WHEN THIS OCCURS THE BRAKE PEDDLE MUST BE DEPRESSED HARDER TO						



COMPENSATE.

><TSS TOLD TECH THAT IF TWO OTHER VEHICLES EXIBITED THE SAME PATTERN
THAT THIS IS A CHARACTERISTIC OF THIS MODE.

- REPORT CLOSED.

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

F



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0845710

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
F- Full	3	2007-08-27	2007-08-27	2007-08-29	2007-08-29	1-SUGGESTION RESOLVED INCIDENT
Text-Incident BRAKE LEVEL LOW, NO LEAKS NOTED						
Code-TSS1 / Name 121/Z - BRUCE TANKERSLEY			Name-Caller [REDACTED]			
Code-TSS2 / Name 121/Z - BRUCE TANKERSLEY			Name-Customer [REDACTED]			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
B16	2007	SEN	3N1AB61E07L [REDACTED]	B10 SPLASH GUARDS B92 BODY SIDE MOLDING C03 50 STATE EMISSION Y60 ASSIGNED VEHICLE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	5,876	42717				
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
MR20-76194	CVT	A15				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Aguascaliente,Mex	2007-02-10	2007-03-29	USA			
Code	Region	Name	City	State		
Dlr Retail 2802	32	ROBBINS NISSAN	HUMBLE	TX		
Dlr Service 2802	32	ROBBINS NISSAN	HUMBLE	TX	Phone	281-446-3181-0000
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4BB - BRAKE FLUID (ALSO CLUTCH SYSTEM)LEAK			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
HUMID - 2	81/99F=27/38C	1 - CONSTANT	CHASSIS - CHASS	OFF		
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2007-08-27		N - 2007-08-27	N - 2007-08-27		NORMAL	
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution REPLACED MASTER CYL AND BOOSTER						
Code-Status Desc						
-						
F - CLOSED (RESOLVED)						
** CUSTOMER COMMENT:						
-BRAKE LIGHT COMES ON WHILE DRIVING.						
.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS _2 DAYS DOWN 1						
-BRAKE FLUID LOW IN RESERVOIR.						
-RESTORING BRAKE FLUID TO NORMAL RESOLVES BRAKE LIGHT ISSUE.						
-NO EXTERNAL LEAKS NOTED AT CALIPERS/BRAKE CYLINDERS.						
-NO LEAKS NOTED AT HYRAULC LINES.						
-CALLING FOR RECOMMENDATION.						
** TSS RECOMMENDATION/RESULT:						
-CHECK PAD WEAR.						
-REMOVE MASTER CYLINDER FROM BOOSTER, INSPECT FOR LEAKAGE.						
** UPDATE 8/27/07 TSS BRUCE 121						
-BRAKE FLUID FOUND IN BOOSTER.						
-TSS/REPLACE MASTER CYLINDER AND BOOSTER.						
** UPDATE 8/28/07 TSS BRUCE 121						
-UPGRADED TO FULL DUE TO FQI INVOLVEMENT.						
-FQI D.V. LEFT VMX REQUESTING COLLECTION OF INCIDENT PARTS.						
-TSS CONTACTED DEALER REQUESTING NOTIFICATION OF COMPLETED REPAIR.						



**** UPDATE 8/29/07 TSS BRUCE 121**
-TECH LEFT VMX REQUESTING RETURN CALL.
-TSS CONTACTED DEALER.
-REPLACED BRAKE MASTER CYLINDER AND BOOSTER TO RESOLVE INCIDENT.
-CLOSE REPORT.

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0850343

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
F- Full	1	2007-09-10	2007-09-19	2007-09-21	2007-09-21	1-SUGGESTION RESOLVED INCIDENT
Text-Incident LOW BRAKE FLUID,MASTER CYLINDER						
Code-TSS1 / Name 107/Z - RAYMOND RICE			Name-Caller [REDACTED]			
Code-TSS2 / Name 107/Z - RAYMOND RICE			Name-Customer [REDACTED]			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
B16	2007	SEN	3N1AB61E27L [REDACTED]	B10 SPLASH GUARDS C03 50 STATE EMISSION L92 MATS W/O DIVIDER Y60 ASSIGNED VEHICLE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	4,898	42717				
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
MR20-92098	CVT	B23				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Aguascaliente,Mex	2007-03-17	2007-04-24	USA			
Code	Region	Name	City	State		
Dlr Retail	3383	44	MOSSY NISSAN OCEANSIDE	OCEANSIDE	CA	
Dlr Service	3383	44	MOSSY NISSAN OCEANSIDE	OCEANSIDE	CA	Phone 760-720-9797-0000
Code-Component				Code-Symptom		
BRF - BRAKE BOOSTER & PEDAL				2M - BRAKING (POOR)		
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
DRY - 1	61/80F=16/27C	1 - CONSTANT	CHASSIS - CHASS	DECCEL		
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2007-09-19		N - 2007-09-19	N - 2007-09-19		ALL TEMPS	
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution REPLACED BOOSTER						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
F - CLOSED (RESOLVED)						
** CUSTOMER COMMENT:						
- C/S BRAKE WARNING LIGHT IS ON						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 2_DAYS DOWN _10:						
- BRAKE FLUID LOW						
- MASTER LEAKED INTO BOOSTER						
- REPLACED MASTER, NOW NO BOOST						
- REPLACED BOOSTER NOW LITTLE BOOST AND SEVERE VACUUM LEAK AT BOOSTER						
- CALLING FOR ASSISTANCE						
** TSS RECOMMENDATION/RESULT:						
- CHECK FOR GASKET BETWEEN MASTER CYLINDER AND BOOSTER						
- IF THERE AND NOT LEAKING, REPLACE BOOSTER						
- TECH TO CALL WITH RESULTS						
*** UPDATE RAY 107 09/21/07						
- REPLACED BRAKE BOOSTER TO RESOLVE						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

F



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0852593

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	2		2007-10-02	2008-01-03		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKE LIGHT ON; FLUID LOW						
Code-TSS1 / Name 103/Z - GREG CHRISTENSEN			Name-Caller [REDACTED]			
Code-TSS2 / Name 100/Z - RYAN SMITH			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
B16	2007	SEN	3N1AB61EX7L [REDACTED]	B10 SPLASH GUARDS C03 50 STATE EMISSION L92 MATS W/O DIVIDER Y60 ASSIGNED VEHICLE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
11,232	20,510	42717				
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
MR20-63911	CVT	K36				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Aguascaliente,Mex	2007-01-23	2007-03-01	USA			
Code	Region	Name	City	State		
Dlr Retail	3287	32	ANCIRA NISSAN, INC.	SAN ANTONIO	TX	
Dlr Service	977	32	ED HICKS NISSAN, LTD.	CORPUS CHRISTI	TX	Phone 361-854-1955-0000
Code-Component			Code-Symptom			
BR - BRAKE SYSTEM			4QG - GAUGES/WARNING LITES & DRIVE COMPUTER			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2007-10-02		N - 2007-10-02	N - 2007-10-02			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
- CUSTOMER STATES BRAKE LIGHT ON.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1 DAYS DOWN 1						
- THE LOW FLUID LIGHT IS ON AND THE MASTER RESERVOIR IS ONLY 1/4 FULL.						
- THE BRAKES ARE AT 90%.						
- NO EXTERIOR LEAKS ARE PRESENT.						
- NO FURTHER DIAGNOSTIC.						
** TSS RECOMMENDATION/RESULT:						
- INSPECT FOR FLUID LEAKING FROM MASTER IN TO BOOSTER.						
- TECH TO FOLLOW UP.						
>>>UPDATE 10/02/07 GREG 103						
- TECH LEFT VMX THAT STATED THAT THE MASTER WAS LEAKING INTO THE BOOSTER AND THAT PARTS ARE ON ORDER.						
** UPDATE 1/3/08 TSS RYAN 100						
-PRIOR TECH DANIEL EDWARDS, 11232 MILES						
-MASTER CYLINDER AND BRAKE BOOSTER WERE REPLACED						
-VEHICLE HAS RETURNED WITH A P0171 FUEL SYSTEM LEAN DTC						
-ISOLATE VACUUM LEAK TO BRAKE BOOSTER						



-FOUND BRAKE FLUID LOW AND LEAKING INTO BOOSTER AGAIN
-M/C AND BOOSTER HAVE BEEN ORDERED
-DOCUMENTING RETURN OF INCIDENT

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0856082

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
F- Full	4	2007-10-19	2007-10-19	2007-11-19	2007-11-19	2-SUGGESTION LED TO SOLUTION
Text-Incident BRAKE LIGHT ON, LOW FLUID						
Code-TSS1 / Name 121/Z - BRUCE TANKERSLEY			Name-Caller [REDACTED]			
Code-TSS2 / Name 121/Z - BRUCE TANKERSLEY			Name-Customer [REDACTED]			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
B16	2007	SEN	3N1AB61E77L [REDACTED]	B10 SPLASH GUARDS B92 BODY SIDE MOLDING C03 50 STATE EMISSION F02 CONVENIENCE PLUS L93 MATS W/DIVIDER Y65 STOCKED VEHICLE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	4,023	42817				
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
MR20-80209	CVT	J40				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Aguascaliente,Mex	2007-02-17	2007-05-23	USA			
Code	Region	Name	City	State		
Dlr Retail 3868	32	NISSAN OF LAKE CHARLES	LAKE CHARLES	LA		
Dlr Service 3868	32	NISSAN OF LAKE CHARLES	LAKE CHARLES	LA	Phone	337-439-9955-0000
Code-Component			Code-Symptom			
BRA - ABS BRAKE SYSTEM			4QG - GAUGES/WARNING LITES & DRIVE COMPUTER			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
HUMID - 2	81/99F=27/38C	1 - CONSTANT	ELECTRICAL - ELECT	DECEL		
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2007-10-19		N - 2007-10-19	N - 2007-10-19		NORMAL	
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution REPLACED MASTER CYLINDER						
Code-Status Desc						
-						
F - CLOSED (RESOLVED)						
** CUSTOMER COMMENT:						
-BRAKE FLUID LOW, BRAKE LIGHT ON.						
.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 2_DAYS DOWN __1:						
-BRAKE FLUID LOW.						
-NO VISBLE EXTERNAL LEAKS.						
-REFILLED BRAKE MASTER CYLINDER RESERVOIR LAST VISIT.						
-CALLING FOR RECOMMENDATION.						
** TSS RECOMMENDATION/RESULT:						
-INSPECT BOOSTER FOR FLUID WITH MASTER CYL REMOVED.						
** UPDATE 10/19/07 TSS BRUCE 121						
-REMOVED MASTER CYLINDER, FLUID IN BOOSTER.						
-TSS/REPLACE BRAKE MASTER CYLINDER AND BOOSTER.						
** UPDATE 10/30/07 TSS BRUCE 121						
-TECH LEFT VMX REPORTING REPLACED BRAKE MASTER CYLINDER AND BOOSTER, VACUUM LEAK BETWEEN MASTER CYL AND BOOSTER.						
-TSS CONTACTED DEALER.						
-TECH UNABLE TO LOCATE SEAL BETWEEN MASTER CYL AND BOOSTER.						
-TSS/REFER TO BR-16, O-RING SEALS JOINT.						



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0857355

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	1		2007-10-26	2007-10-26		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident LEAKING BRAKES						
Code-TSS1 / Name 107IZ - RAYMOND RICE			Name-Caller [REDACTED]			
Code-TSS2 / Name 107IZ - RAYMOND RICE			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
B16	2007	SEN	3N1AB61E67L [REDACTED]	B10 SPLASH GUARDS C03 50 STATE EMISSION L92 MATS W/O DIVIDER Y60 ASSIGNED VEHICLE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	5,560	42817				
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
MR20-17004	CVT	QM1				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Aguascaliente,Mex	2006-10-12		USA			
Code	Region	Name	City	State		
Dlr Retail	3886	44 EARNHARDT'S NISSAN/SUPER	MESA	AZ		
Dlr Service	3886	44 EARNHARDT'S NISSAN/SUPER	MESA	AZ	Phone	480-324-8800-0000
Code-Component				Code-Symptom		
BRG - BRAKE MASTER CYLINDER				2M - BRAKING (POOR)		
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2007-10-26		N - 2007-10-26	N - 2007-10-26			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
- C/S BRAKE WARNING LIGHT IS ON						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 2_ DAYS DOWN 2						
- BRAKE MASTER CYLINDER LEAKING INTO BOOSTER						
- 2ND TIME FOR THIS ON THIS VEHICLE						
- LAST REPAIR LASTED 2 WEEKS AND WAS ONLY TOPPED UP BRAKE FLUID						
- CALLING FOR DATABASE SEARCH						
** TSS RECOMMENDATION/RESULT:						
- REPLACE BRAKE MASTER AND BOOSTER						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0859997

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	1		2007-11-09	2007-11-09		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident MILP0171 FUEL SYS B1						
Code-TSS1 / Name 168/Z * MICHAEL ACEVES			Name-Caller [REDACTED]			
Code-TSS2 / Name 168/J * MICHAEL ACEVES			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
B16	2007	SEN	3N1AB61E67L [REDACTED]	B10 SPLASH GUARDS B92 BODY SIDE MOLDING C03 50 STATE EMISSION Y60 ASSIGNED VEHICLE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	10,403	42917				
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
MR20-77030	CVT	KH3				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Aguascaliente,Mex	2007-02-13	2007-03-24	USA			
Code	Region	Name	City	State		
Dlr Retail 3740	34	AUTOWAY NISSAN OF BRANDON	TAMPA	FL		
Dlr Service 3740	34	AUTOWAY NISSAN OF BRANDON	TAMPA	FL	Phone	813-623-1148-0000
Code-Component			Code-Symptom			
EC - EMISSIONS CONTROL			4QK - CHECK ENGINE LIGHT			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
06 - 2007-11-09		N - 2007-11-09	N - 2007-11-09	1F		
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
-MIL IS ON.						
-						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 2_ DAYS DOWN 2						
-P0171 FUEL SYS - LEAN/BK1.						
-ANOTHER TECH REPLACED THE A/F SENSOR.						
-ALPHA IS 125%.						
** TSS RECOMMENDATION/RESULT:						
-CHECK BRAKE BOOSTER.						
-CHECK A/F SENSOR FOR LEAKS.						
**UPDATE 11/9/07 TSS MIKE 168						
-FOUND A VACUUM LEAK INBETWEEN THE BRAKE MASTER CYLINDER AND BOOSTER.						
-ANOTHER TECH REPLACED THE BRAKE MASTER CYLINDER FOR ANOTHER ISSUE.						
-TSS: REPLACE THE O-RING INBETWEEN THE MASTER AND BOOSTER.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0863950

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
F- Full	2	2007-12-03	2007-12-03	2008-01-28	2008-01-28	1-SUGGESTION RESOLVED INCIDENT
Text-Incident BRAKE MASTER LEAKING INTO BOOSTER						
Code-TSS1 / Name 115/Z - FRANK GIBFORD			Name-Caller [REDACTED]			
Code-TSS2 / Name 115/Z - FRANK GIBFORD			Name-Customer [REDACTED]			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
B16	2007	SEN	3N1AB61E97L [REDACTED]	B10 SPLASH GUARDS C03 50 STATE EMISSION L92 MATS W/O DIVIDER Y60 ASSIGNED VEHICLE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	16,385	42817	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
MR20-36903	CVT	K37				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Aguascaliente,Mex	2006-11-15		USA			
Code	Region	Name	City	State		
Dlr Retail	3728	44 ANTELOPE VALLEY NISSAN	PALMDALE	CA		
Dlr Service	3728	44 ANTELOPE VALLEY NISSAN	PALMDALE	CA	Phone	661-274-4700-0000
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			2M - BRAKING (POOR)			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
DRY - 1	33/60F=0/15C	1 - CONSTANT	CHASSIS - CHASS	DECEL		
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2007-12-03		N - 2007-12-03	N - 2007-12-03		NORMAL	
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution REPLACED BRAKE BOOSTER AND MASTER						
Code-Status Desc						
-						
F - CLOSED (RESOLVED)						
** CUSTOMER COMMENT:						
- RED BRAKE LAMP IS ON.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1						
- FOUND LOW ON BRAKE FLUID.						
- TECH STATES BRAKE FLUID LEAKING INTO BOOSTER.						
- TECH STATES APPROX. 5 OZ. OF FLUID IN BOOSTER.						
** TSS RECOMMENDATION/RESULT:						
- RECOMEND TO REPLACE BRAKE MASTER CYLINDER AND BOOSTER.						
- CALL BACK WHEN COMPLETED AND VEHICLE RELEASED.						
** 01/28/08 115FG UPDATE:						
- CONTACTED DEALER AND WAS INFORMED TECH REPLACED BRAKE BOOSTER AND MASTER CYLINDER AND INCIDENT IS RESOLVED.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

F



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0866358

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2007-12-14	2007-12-14		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKE MASTER LEAKING						
Code-TSS1 / Name 107IZ - RAYMOND RICE			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
B16	2007	SEN	3N1AB61E97L [REDACTED]	B10 SPLASH GUARDS B92 BODY SIDE MOLDING C03 50 STATE EMISSION Y60 ASSIGNED VEHICLE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	11,502	42717	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
MR20-73740	CVT	QM1				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Aguascaliente,Mex	2007-02-07	2007-04-11	USA			
Code	Region	Name	City	State		
Dlr Retail	3855	34 HUNT NISSAN	CHATTANOOGA	TN		
Dlr Service	3855	34 HUNT NISSAN	CHATTANOOGA	TN	Phone	423-899-2525-0000
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4BB - BRAKE FLUID (ALSO CLUTCH SYSTEM)LEAK			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2007-12-14		N - 2007-12-14	N - 2007-12-14			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
- C/S HAD TO ADD BRAKE FLUID, BRAKE LIGHT IS ON						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1						
- FOUND BRAKE RESERVOIR EMPTY						
- NO EXTERNAL LEAKS FOUND AND PAD THICKNESS IS OK						
- CALLING FOR ASSISTANCE						
** TSS RECOMMENDATION/RESULT:						
- REMOVE MASTER AND CHECK FOR FLUID IN BOOSTER						
- IF FLUID, REPLACE BRAKE MASTER AND BOOSTER						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0866512

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2007-12-17	2007-12-17		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident MILP0171, LEAKING BRAKE BOOSTER						
Code-TSS1 / Name 121/Z - BRUCE TANKERSLEY			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
B16	2007	SEN	3N1AB61E67L [REDACTED]	C03 50 STATE EMISSION L92 MATS W/O DIVIDER Y60 ASSIGNED VEHICLE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	12,501	42867	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
MR20-6146	MT6	A15				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Aguascaliente,Mex	2006-09-30	2006-12-20	USA			
Code	Region	Name	City	State		
Dlr Retail	2990	44 SONORA NISSAN	YUMA	AZ		
Dlr Service	2990	44 SONORA NISSAN	YUMA	AZ	Phone	928-726-0525-0000
Code-Component			Code-Symptom			
ECV - VACUUM SYSTEM/EMISSION CONTROLS			4QK - CHECK ENGINE LIGHT			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
06 - 2007-12-17		N - 2007-12-17	N - 2007-12-17			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
-MIL ON.						
.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS _2 DAYS DOWN 1						
-MILP0171 FUEL SYSTEM LEAN.						
-A/F ALPHA 125%.						
-PINCHING BRAKE BOOSTER VACUUM HOSE LOWERS ALPHA TO 103%.						
-INCIDENT FIRST NOTED AFTER BRAKE MASTER CYLINDER REPLACED FOR LEAK INTO BOOSTER.						
-REPLACED BOOSTER.						
-CALLING FOR RECOMMENDATION.						
** TSS RECOMMENDATION/RESULT:						
-REPLACE MASTER CYLINDER O-RING (46096-EG025).						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0866754

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2007-12-18	2007-12-18		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKE LIGHT ON, PEDAL DROPS LOW						
Code-TSS1 / Name 102/Z - MICHAEL LEMMONS			Name-Caller			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
B16	2008	SEN	3N1AB61E98L	B10 SPLASH GUARDS B92 BODY COLOR SIDE M C03 50 STATE EMISSION L92 MATS W/O DIVIDER Y60 ASSIGNED VEHICLE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	1,412	42818	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
MR20-147079	CVT	J40				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Aguascaliente,Mex	2007-08-22	2007-09-21	USA			
Code	Region	Name	City	State		
Dlr Retail	2767	34	ESSERMAN NISSAN, LTD.	MIAMI	FL	
Dlr Service	2767	34	ESSERMAN NISSAN, LTD.	MIAMI	FL	Phone 305-626-2600-0000
Code-Component				Code-Symptom		
BRG - BRAKE MASTER CYLINDER				2M - BRAKING (POOR)		
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2007-12-18		N - 2007-12-18	N - 2007-12-18			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
- BRAKE LIGHT COMES ON.						
- BRAKE PEDAL GOES TOO LOW.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 2						
- BRAKE PEDAL LOW.						
- MASTER CYLINDER LOW ON FLUID.						
- NO LEAKS FOUND EXTERNAL.						
- REMOVED MASTER CYL.						
- FLUID LEAKING FROM BACK OF MASTER CYL INTO BOOSTER.						
** TSS RECOMMENDATION/RESULT:						
- REPLACE MASTER CYLINDER AND BRAKE BOOSTER.						
- ADJUST BRAKE PEDAL HEIGHT.						
Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)						
M						



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0869740

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
F- Full	1	2008-01-08	2008-01-08	2008-01-24	2008-01-24	1-SUGGESTION RESOLVED INCIDENT
Text-Incident LOOSING BRAKE FLUID.						
Code-TSS1 / Name 101/Z - ALLEN WENDELL			Name-Caller [REDACTED]			
Code-TSS2 / Name 101/Z - ALLEN WENDELL			Name-Customer [REDACTED]			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
B16	2008	SEN	3N1AB61EX8L [REDACTED]	B10 SPLASH GUARDS B92 BODY COLOR SIDE M C03 50 STATE EMISSION L92 MATS W/O DIVIDER Y60 ASSIGNED VEHICLE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	4,593	42718	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
MR20-135858	CVT	B23				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Aguascaliente,Mex	2007-08-01	2007-10-02	USA			
Code	Region	Name	City	State		
Dlr Retail	071A	44 ROGERS & ROGERS NISSAN	IMPERIAL	CA		
Dlr Service	071A	44 ROGERS & ROGERS NISSAN	IMPERIAL	CA	Phone 760-352-2900-0000	
Code-Component			Code-Symptom			
BR - BRAKE SYSTEM			4QJ - ABS WARNING (IMPROPER OPER OF BRK SYS)			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
DRY - 1	33/60F=0/15C	2 - INTERMITTENT	CHASSIS - CHASS	DECEL		
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-01-08		N - 2008-01-08	N - 2008-01-08		NORMAL	
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution REPLACED LEAKING MASTER CYLINDER						
Code-Status Desc						
-						
F - CLOSED (RESOLVED)						
** CUSTOMER COMMENT:						
-THE BRAKE LAMP WAS ON.						
.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 2_DAYS DOWN _2:						
-THE BRAKE FLUID IS LOW AND LEAK CAN BE FOUND.						
** TSS RECOMMENDATION/RESULT:						
-ADVISED THE TECH TO REPLACE THE MASTER CYLINDER AND THE BOOSTER.						
-UPDATE 01-24-08 DEALER CLOSING TSS ALLEN WENDELL						
-REPLACED MASTER CYLINDER AND BOOSTER.						
-BRAKE MASTER CYLINDER WAS LEAKING.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

F



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0870626

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2008-01-11	2008-01-11		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKE FLUID GOING LOW						
Code-TSS1 / Name 115/Z - FRANK GIBFORD			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
B16	2007	SEN	3N1AB61E17L [REDACTED]	B10 SPLASH GUARDS B92 BODY SIDE MOLDING C03 50 STATE EMISSION L93 MATS W/DIVIDER Y60 ASSIGNED VEHICLE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	8,227	42917	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
MR20-68447	CVT	K37				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Aguascaliente,Mex	2007-01-27	2007-03-22	USA			
Code	Region	Name	City	State		
Dlr Retail 3125	44	VALENCIA NISSAN	VALENCIA	CA		
Dlr Service 3801	44	SUPERIOR NISSAN/MISSION	MISSION HILLS	CA	Phone	818-920-1100-0000
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4BB - BRAKE FLUID (ALSO CLUTCH SYSTEM)LEAK			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-01-11		N - 2008-01-11	N - 2008-01-11			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
- VEHICLE BRAKE MASTER CYLINDER RESIVOIR LOOSING FLUID.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1						
- VERIFIED BRAKE MASTER CYLINDER LOW ON FLUID.						
- TECH FOUND NO EXTERNAL LEAKS.						
- TECH REMOVED MASTER CYLINDER AND FOUND BRAKE FLUID IN BOOSTER.						
** TSS RECOMMENDATION/RESULT:						
- RECOMMEND TO REPLACE BRAKE MASTER CYLINDER AND BOOSTER ASSEMBLY.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0873448

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2008-01-28	2008-01-28		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKE LAMP ON FLUID LEAK TO BOOSTER						
Code-TSS1 / Name 101/Z - ALLEN WENDELL			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
B16	2007	SEN	3N1AB61E37L [REDACTED]	B10 SPLASH GUARDS B92 BODY SIDE MOLDING C03 50 STATE EMISSION F02 CONVENIENCE PLUS L93 MATS W/DIVIDER Y60 ASSIGNED VEHICLE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	10,103	42817	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
MR20-67953	CVT	QM1				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Aguascaliente,Mex	2007-01-25	2007-06-23	USA			
Code	Region	Name	City	State		
Dlr Retail 2178	26	D'ADDARIO NISSAN	SHELTON	CT		
Dlr Service 2178	26	D'ADDARIO NISSAN	SHELTON	CT		
				Phone 203-929-5391-0000		
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4BB - BRAKE FLUID (ALSO CLUTCH SYSTEM)LEAK			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-01-28		N - 2008-01-28	N - 2008-01-28			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
-LOOSING BRAKE FLUID.						
.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS _1 DAYS DOWN _1						
-THE MASTER CYLINDER LOST IT'S FLUID INTO THE BRAKE BOOSTER.						
** TSS RECOMMENDATION/RESULT:						
-ADVISED TO REPLACE THE MASTER CYLINDER AND THE BRAKE BOOSTER AT THIS POINT.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0873493

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2008-01-28	2008-01-28		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKE LAMP ON FLUID LEAK TO BOOSTER						
Code-TSS1 / Name 101/Z - ALLEN WENDELL			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
B16	2007	SEN	3N1AB61E97L [REDACTED]	B10 SPLASH GUARDS C03 50 STATE EMISSION H01 AUDIO PACKAGE J01 SUNROOF PACKAGE L93 MATS W/DIVIDER Y60 ASSIGNED VEHICLE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	3,133	42917	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
MR20-71416	CVT	K23				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Aguascaliente,Mex	2007-02-01	2007-03-26	USA			
Code	Region	Name	City	State		
Dlr Retail 2178	26	D'ADDARIO NISSAN	SHELTON	CT		
Dlr Service 2178	26	D'ADDARIO NISSAN	SHELTON	CT	Phone	203-929-5391-0000
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4BB - BRAKE FLUID (ALSO CLUTCH SYSTEM)LEAK			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-01-28		N - 2008-01-28	N - 2008-01-28			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
-LOOSING BRAKE FLUID.						
.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS _1 DAYS DOWN _1						
-THE MASTER CYLINDER LOST IT'S FLUID INTO THE BRAKE BOOSTER.						
** TSS RECOMMENDATION/RESULT:						
-ADVISED TO REPLACE THE MASTER CYLINDER AND THE BRAKE BOOSTER AT THIS POINT.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0875021

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2008-02-04	2008-02-04		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRK FLUID LEAK INTO BOOSTER						
Code-TSS1 / Name 134/Z - ED KITTS			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
B16	2007	SEN	3N1AB61E57L [REDACTED]	B10 SPLASH GUARDS C03 50 STATE EMISSION Y60 ASSIGNED VEHICLE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	4,038	42817	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
MR20-74604	CVT	K23				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Aguascaliente,Mex	2007-02-08	2007-05-27	USA			
Code	Region	Name	City	State		
Dlr Retail 98009	44	TONY NISSAN	WAIPAHU	HI		
Dlr Service 98009	44	TONY NISSAN	WAIPAHU	HI	Phone	808-680-7150-0000
Code-Component				Code-Symptom		
BR - BRAKE SYSTEM				4Q - IMPROPER OPERATION		
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-02-04		N - 2008-02-04	N - 2008-02-04			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
- BRAKE LIGHT KEEPS COMING ON, FLUID PROBLEM OR LIGHT FUNCTION						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 2_ DAYS DOWN 1						
- BRAKE LIGHT WAS ON FLUID LEVEL LOW, NO EXTERNAL LEAK FOUND ON FIRST VISIT						
- TECH REMOVED BRAKE MASTER CYLINDER AND FOUND BRAKE FLUID LEAKING INTO BRAKE BOOSTER.						
** TSS RECOMMENDATION/RESULT:						
- TSS RECOMMENDED REPLACEMENT OF THE BRAKE MASTER CYLINDER AND BRAKE BOOSTER.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0875396

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2008-02-06	2008-02-06		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKE PEDAL DROPS TO THE FLOOR						
Code-TSS1 / Name 101/Z - ALLEN WENDELL			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
B16	2007	SEN	3N1AB61E07L [REDACTED]	B10 SPLASH GUARDS B92 BODY SIDE MOLDING C03 50 STATE EMISSION F02 CONVENIENCE PLUS Y65 STOCKED VEHICLE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	7,690	42817	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
MR20-82369	CVT	J40				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Aguascaliente,Mex	2007-02-22	2007-04-05	USA			
Code	Region	Name	City	State		
Dlr Retail 3037	44	FIRST NISSAN	SIMI VALLEY	CA		
Dlr Service 3037	44	FIRST NISSAN	SIMI VALLEY	CA	Phone	805-526-9700-0000
Code-Component			Code-Symptom			
BRF - BRAKE BOOSTER & PEDAL			4BB - BRAKE FLUID (ALSO CLUTCH SYSTEM)LEAK			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-02-06		N - 2008-02-06	N - 2008-02-06			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
-THE BRAKE PEDAL DROPS TO THE FLOOR.						
.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1						
-THE MASTER CYLINDER IS LOOSING FLUID.						
** TSS RECOMMENDATION/RESULT:						
-ADVISED THE TECH TO REPLACE THE MASTER CYLINDER AND BOOSTER.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0877281

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
F- Full	2	2008-02-15	2008-02-15	2008-03-07	2008-03-07	1-SUGGESTION RESOLVED INCIDENT
Text-Incident BRK FLUID LOSS, NO EXTERNAL LEAK						
Code-TSS1 / Name 134/Z - ED KITTS			Name-Caller [REDACTED]			
Code-TSS2 / Name 150/Z - MITL MONTOYA			Name-Customer UNKNOWN			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
B16	2008	SEN	3N1AB61E98L [REDACTED]	B10 SPLASH GUARDS B92 BODY COLOR SIDE M C03 50 STATE EMISSION L92 MATS W/O DIVIDER T01 ANTI-LOCK BRAKING Y60 ASSIGNED VEHICLE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	5,499	42718	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
MR20-0	CVT	KH3				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Aguascaliente,Mex	2007-09-11	2007-10-29	USA			
Code	Region	Name	City	State		
Dlr Retail	3722	26	NISSAN CITY/PORT CHESTER	PORT CHESTER	NY	
Dlr Service	3722	26	NISSAN CITY/PORT CHESTER	PORT CHESTER	NY	Phone 914-937-1777-0000
Code-Component				Code-Symptom		
BRG - BRAKE MASTER CYLINDER				2M - BRAKING (POOR)		
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
DRY - 1	33/60F=0/15C	1 - CONSTANT	CHASSIS - CHASS	DECCEL		
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-02-15		N - 2008-02-15	N - 2008-02-15		ALL TEMPS	
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution REPLACED BRAKE MASTER AND BOOSTER						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
F - CLOSED (RESOLVED)						
** CUSTOMER COMMENT:						
- CUSTOMER STATES BRAKE WARNING LAMP ON.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN _						
- TECH REPORTS BRAKE FLUID LOSS BUT THERE IS NO EXTERNAL LEAK						
** TSS RECOMMENDATION/RESULT:						
- TSS RECOMMENDED TO REMOVE BRAKE MASTER CYL AND CHECK FOR FLUID IN BRAKE BOOSTER						
- IF FLUID FOUND, REPLACE BRAKE MASTER AND BOOSTER.						
** 03-07-08 UPDATE MITL 150						
- TECH REPLACED BRAKE MASTER AND BOOSTER TO RESOLVE INCIDENT						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0878417

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	2		2008-02-21	2008-02-25		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRK LT CAME ON FLUID LOW AGAIN						
Code-TSS1 / Name 185/Z * TED POWELL			Name-Caller [REDACTED]			
Code-TSS2 / Name 185/Z * TED POWELL			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
B16	2007	SEN	3N1AB61EX7L [REDACTED]	B10 SPLASH GUARDS B92 BODY SIDE MOLDING C03 50 STATE EMISSION F02 CONVENIENCE PLUS W01 ALLOY WHEEL/ABS Y65 STOCKED VEHICLE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	9,752	42817	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
MR20-82335	CVT	K23				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Aguascaliente,Mex	2007-02-22	2007-04-09	USA			
Code	Region	Name	City	State		
Dlr Retail 3971	32	FENTON NISSAN WEST	OKLAHOMA CITY	OK		
Dlr Service 3971	32	FENTON NISSAN WEST	OKLAHOMA CITY	OK	Phone	405-495-4700-0000
Code-Component			Code-Symptom			
BRF - BRAKE BOOSTER & PEDAL			4QG - GAUGES/WARNING LITES & DRIVE COMPUTER			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-02-21		N - 2008-02-21	N - 2008-02-21			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
-BRK LT CAME ON, LOSES BRK FLUID.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1						
-SEES NO EXTERNAL LEAKS, CALIPERS SEM A LITTLE DAMP AT PISTON SEALS						
** TSS RECOMMENDATION/RESULT:						
-REMOVE BRAKE MASTER CYL LOOK FOR LEAK TO BOOSTER.						
-REPLACE MASTER AND BOOSTER.						
*UPDATE 2-21-08 185TED.						
-TECH FOUND BRAKE MASTER LEAKING INTO BOOSTER.						
-TECH TO REPLACE BOOSTER AND MASTER CYL						
*UPDATE 2-25-08 185TED.						
-TECH INSTALLED BOOSTER NOW HEARS HISSING INVEH AND EBNGINE RUNS ROUGH.						
-PLUGGED VAC LINE TO BOOSTER SOUND AND ROUGH IDLE GONE.						
-BOOSTER HAS LEAK.						
-RE-REPLACE BOOSTER FOR LEAK.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

POS BOOSTER.



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0880248

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2008-03-03	2008-03-03		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKE FLUID LEAKING FROM MASTER CYL						
Code-TSS1 / Name 117/Z - CHUCK MOOREFIELD			Name-Caller			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
B16	2007	SEN	3N1AB61E87L	B10 SPLASH GUARDS C03 50 STATE EMISSION Y60 ASSIGNED VEHICLE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	2,354	42717	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
MR20-81187	CVT	K36				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Aguascaliente,Mex	2007-02-21	2007-04-27	USA			
Code	Region	Name	City	State		
Dlr Retail	3504	44	NISSAN OF FAIRFIELD	FAIRFIELD	CA	
Dlr Service	3437	32	BANKSTON NISSAN LEWISVILL	LEWISVILLE	TX	Phone 972-420-9500-0000
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4BB - BRAKE FLUID (ALSO CLUTCH SYSTEM)LEAK			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-03-03		N - 2008-03-03	N - 2008-03-03			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
- NOT GIVEN						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS _1 DAYS DOWN 1						
- TECH REPORTS BRAKE FLUID IS LEAKING FROM THE BACK OF THE MASTER CYLINDER INTO THE BRAKE BOOSTER						
** TSS RECOMMENDATION/RESULT:						
- RECOMENDED REPLACE BOOSTER AND MASTER CYLINDER.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0881940

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
F- Full	2	2008-03-06	2008-03-12	2008-03-27	2008-03-26	1-SUGGESTION RESOLVED INCIDENT
Text-Incident BRAKE FLUUID LOSS						
Code-TSS1 / Name 107/Z - RAYMOND RICE			Name-Caller [REDACTED]			
Code-TSS2 / Name 107/Z - RAYMOND RICE			Name-Customer [REDACTED]			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
B16	2008	SEN	3N1AB61E48L [REDACTED]	B10 SPLASH GUARDS B92 BODY COLOR SIDE M C03 50 STATE EMISSION F02 CONVENIENCE PLUS L93 MATS W/DIVIDER Y60 ASSIGNED VEHICLE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	1,724	42818	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
MR20-164200	CVT	K23				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Aguascaliente,Mex	2007-09-26	2007-11-02	USA			
Code	Region	Name	City	State		
Dlr Retail	5134	34	JOHN MARAZZI NISSAN	NAPLES	FL	
Dlr Service	5134	34	JOHN MARAZZI NISSAN	NAPLES	FL	Phone 239-643-3800-0000
Code-Component				Code-Symptom		
BRG - BRAKE MASTER CYLINDER				2M - BRAKING (POOR)		
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
DRY - 1	61/80F=16/27C	1 - CONSTANT	CHASSIS - CHASS	DECEL		
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-03-12		N - 2008-03-12	N - 2008-03-12		ALL TEMPS	
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution REPLACED BRAKE MASTER AND BOOSTER						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
F - CLOSED (RESOLVED)						
** CUSTOMER COMMENT:						
- C/S HAS HAD TO ADD BRAKE FLUID MULTIPLE TIMES						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _1_:						
- VERIFIED BRAKE FLUID RESERVOIR EMPTY						
- NO EXTERNAL LEAKS						
- REMOVED MASTER CYLINDER AND FOUND ABOUT A QUART OF BRAKE FLUID INSIDE BOOSTER						
- MASTER IS LEAKING						
- CALLING FOR DATABASE SEARCH						
** TSS RECOMMENDATION/RESULT:						
- REPLACE BRAKE MASTER AND BOOSTER ASSY'S						
- TECH TO REPORT RESULTS						
** 03-26-08 UPDATE MITL 150						
- TECH REPLACED BRAKE MASTER AND BOOSTER ASSEMBLY TO RESOLVE INCIDENT						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

F



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0884348

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
F- Full	1	2008-03-26	2008-03-26	2008-04-04	2008-04-04	1-SUGGESTION RESOLVED INCIDENT
Text-Incident BRAKE FLUID LEAKING INTO BOOSTER						
Code-TSS1 / Name 100/Z - RYAN SMITH			Name-Caller [REDACTED]			
Code-TSS2 / Name 100/Z - RYAN SMITH			Name-Customer NOT GIVEN			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
B16	2008	SEN	3N1AB61EX8L [REDACTED]	B10 SPLASH GUARDS B92 BODY COLOR SIDE M C03 50 STATE EMISSION F02 CONVENIENCE PLUS Y60 ASSIGNED VEHICLE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	3,046	42818	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
MR20-165418	CVT	K32				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Aguascaliente,Mex	2007-09-27	2008-01-07	USA			
Code	Region	Name	City	State		
Dlr Retail	3537	34	FIRKINS NISSAN, INC.	BRADENTON	FL	
Dlr Service	3537	34	FIRKINS NISSAN, INC.	BRADENTON	FL	Phone 941-755-1571-0000
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			2M - BRAKING (POOR)			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
DRY - 1	33/60F=0/15C	1 - CONSTANT	CHASSIS - CHASS	DECEL		
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-03-26		N - 2008-03-26	N - 2008-03-26		ALL TEMPS	
Code-Reason For Call B - REASONABLE REQUEST FOR DATABASE SEARCH					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution MASTER CYLINDER/BRAKE BOOSTER REPL.						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
F - CLOSED (RESOLVED)						
** CUSTOMER COMMENT:						
-BRAKE LIGHT ON						
-BRAKES WON'T STOP						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _1_:						
-NO BRAKE FLUID IN MASTER CYLINDER RESERVOIR						
-BRAKE LIGHT ON						
-BRAKE PERFORMANCE POOR						
-FOUND BRAKE FLUID LEAKED INTO BOOSTER						
-ATTEMPTED TO REMOVE BRAKE LINES FROM MASTER CYLINDER						
-UNABLE TO LOOSEN LINE NUTS WITH LINE WRENCH OR PLIERS						
-SEIZED IN MASTER CYLINDER						
-CALLING FOR DATABASE SEARCH						
** TSS RECOMMENDATION/RESULT:						
-REPLACE MASTER CYLINDER AND BRAKE BOOSTER						
-IF UNABLE TO REMOVE BRAKE LINES, REPLACE LINES						
** UPDATE 4/4/08 TSS RYAN 100						
-TECH LEFT VMX						
-MASTER CYLINDER AND BRAKE BOOSTER REPLACED						
-INCIDENT RESOLVED						



[Empty text box]

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)
M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0886627

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2008-04-07	2008-04-07		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident ALLEGED BRAKE PEDAL GOES TO FLOOR						
Code-TSS1 / Name 102/Z - MICHAEL LEMMONS			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
B16	2007	SEN	3N1AB61E97L [REDACTED]	B10 SPLASH GUARDS C03 50 STATE EMISSION L92 MATS W/O DIVIDER Y65 STOCKED VEHICLE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	7,624	42717	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
MR20-69989	CVT	KH3				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Aguascaliente,Mex	2007-01-29	2007-04-17	USA			
Code	Region	Name	City	State		
Dlr Retail	38061	24	AL PIEMONTE NISSAN INC	MELROSE PARK	IL	
Dlr Service	3061	11	NISSAN INTERNATIONAL S.A.	1180 ROLLE		Phone 0---
Code-Component				Code-Symptom		
BRF - BRAKE BOOSTER & PEDAL				2M - BRAKING (POOR)		
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-04-07		N - 2008-04-07	N - 2008-04-07			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
- BRAKE PEDAL GOES TOO CLOSE TO THE FLOOR.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED N REPAIR ATTEMPTS 2_ DAYS DOWN 1						
- BRAKE PEDAL HEIGHT IS WITHIN SPEC COMPARED TO SPEC IN ESM BR-5.						
- ALLOWED CUSTOMER TO COMPARE HER VEH TO KGV.						
- CUSTOMER FOUND VEHICLES TO BE THE SAME.						
- CUSTOMER HAS NOT HAD ANY ISSUES STOPPING VEH.						
- MASTER CYLINDER WAS REPLACED 3/3/08 FOR DAMPNES ON BOOSTER SIDE.						
- NO FLUID WAS IN BOOSTER.						
- BRAKE HAVE BEEN BLED AND NO ISSUES CAN BE FOUND WITH BRAKES.						
- NO BRAKE FLUID LEAKS.						
** TSS RECOMMENDATION/RESULT:						
- INCIDENT NORMAL WHEN COMPARED TO KGV.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0887530

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
F- Full	5	2008-04-11	2008-04-11	2008-04-29	2008-04-28	1-SUGGESTION RESOLVED INCIDENT
Text-Incident BRAKE LIGHT IS ON						
Code-TSS1 / Name 168/Z * MICHAEL ACEVES			Name-Caller [REDACTED]			
Code-TSS2 / Name 168/Z * MICHAEL ACEVES			Name-Customer N/A			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
B16	2008	SEN	3N1AB61E28L [REDACTED]	B10 SPLASH GUARDS C03 50 STATE EMISSION J01 MOONROOF L93 MATS W/DIVIDER N01 DIVIDE-N-HIDE TRU Y60 ASSIGNED VEHICLE Y66 ACTIVATION DISCLA		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	7,108	42918	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
MR20-172093	CVT	KH3				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Aguascaliente,Mex	2007-10-10	2007-11-14	USA			
Code	Region	Name	City	State		
Dlr Retail 3829	34	TOWN CENTER NISSAN	KENNESAW	GA		
Dlr Service 2181	34	TEAM NISSAN/LITHIA SPRING	LITHIA SPRINGS	GA	Phone 770-739-2005-0000	
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			2M - BRAKING (POOR)			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
RAIN OR SNOW - 4	61/80F=16/27C	1 - CONSTANT	CHASSIS - CHASS	DECCEL		
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-04-14		N - 2008-04-11	N - 2008-04-11		ALL TEMPS	
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution REPLACED BRAKE BOOSTER AND MASTER						
Code-Status Desc						
-						
F - CLOSED (RESOLVED)						
** CUSTOMER COMMENT:						
-BRAKE LIGHT IS ON.						
.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1						
-FOUND BRAKE FLUID LOW WITH NO SIGNS OF LEAKS.						
-FOUND BRAKE MASTER CYLINDER IS LEAKING INTO THE BRAKE BOOSTER.						
** TSS RECOMMENDATION/RESULT:						
-REPLACE THE BRAKE BOOSTER AND MASTER CYLINDER.						
** 4/28/08 UPDATE MITL 150						
-TECH REPLACED BRAKE BOOSTER AND MASTER CYLINDER TO RESOLVE INCIDENT.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0887626

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2008-04-11	2008-04-11		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKE FLUID LEAKING INTO BOOSTER						
Code-TSS1 / Name 119/Z - JEFF WYATT			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
B16	2007	SEN	3N1AB61E97L [REDACTED]	B10 SPLASH GUARDS C03 50 STATE EMISSION F02 CONVENIENCE PLUS W01 ALLOY WHEEL/ABS Y60 ASSIGNED VEHICLE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	11,730	42817	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
MR20-22312	CVT	QM1				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Aguascaliente,Mex	2006-10-20	2006-12-03	USA			
Code	Region	Name	City	State		
Dlr Retail 3637	44	DCH NISSAN OF BUENA PARK	BUENA PARK	CA		
Dlr Service 3387	44	CERRITOS NISSAN	CERRITOS	CA	Phone 562-402-2277-0000	
Code-Component			Code-Symptom			
BR - BRAKE SYSTEM			4QG - GAUGES/WARNING LITES & DRIVE COMPUTER			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-04-11		N - 2008-04-11	N - 2008-04-11			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
-BRAKE LIGHT ON.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 2_ DAYS DOWN 1						
-BRAKE WARNING LIGHT ON.						
-MASTER CYLINDER LOW ON FLUID, NO EXTERNAL LEAKS.						
-FOUND BRAKE BOOSTER HAS LOTS OF BRAKE FLUID INSIDE.						
-BRAKE BOOSTER AND MASTER CYLINDER REPLACED 2-8-08 AT 9594 MILES FOR SAME ISSUE.						
** TSS RECOMMENDATION/RESULT:						
-REPLACE BRAKE BOOSTER AND MASTER CYLINDER.						
Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)						
M						



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0891457

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
F- Full	2	2008-05-01	2008-05-01	2008-05-01	2008-05-01	2-SUGGESTION LED TO SOLUTION
Text-Incident BRAKE LIGHT ON; RESIDUE ON CALIPER						
Code-TSS1 / Name 103/Z - GREG CHRISTENSEN			Name-Caller [REDACTED]			
Code-TSS2 / Name 103/Z - GREG CHRISTENSEN			Name-Customer N/A			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
B16	2008	SEN	3N1AB61E28L [REDACTED]	B10 SPLASH GUARDS C03 50 STATE EMISSION L92 MATS W/O DIVIDER Y60 ASSIGNED VEHICLE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	11,821	42718	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
MR20-140363	CVT	KH3				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Aguascaliente,Mex	2007-08-09	2007-09-05	USA			
Code	Region	Name	City	State		
Dlr Retail 3394	32	ROUND ROCK NISSAN	ROUND ROCK	TX		
Dlr Service 2608	32	SOUTH POINT NISSAN	AUSTIN	TX	Phone 512-444-1400-0000	
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4B - OIL/FLD/GREASE LEAK			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
DRY - 1	61/80F=16/27C	1 - CONSTANT	CHASSIS - CHASS	OFF		
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-05-01		N - 2008-05-01	N - 2008-05-01		NORMAL	
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution REPLACED MASTER CYLINDER/BOOSTER						
Code-Status Desc						
-						
F - CLOSED (RESOLVED)						
** CUSTOMER COMMENT:						
- CUSTOMER STATES BRAKE LIGHT ON.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1 DAYS DOWN 2						
- BRAKE LEVEL LIGHT ON AND RESERVOIR LOW.						
- RESIDUE IS PRESENT AROUND CALIPER SEALS.						
- NO FURTHER DIAGNOSTIC.						
** TSS RECOMMENDATION/RESULT:						
- IDENTIFY IF RESIDUE IS BRAKE FLUID BY ATTEMPTING TO HOSE OFF WITH WATER.						
- INSPECT REAR OF MASTER FOR SOURCE OF LEAK.						
- TECH TO FOLLOW UP.						
>>>UPDATE 05/01/08 GREG 103						
- TSS RETURNED VMX FROM TECH; 4:40PM, CST.						
- TECH STATED THAT 5 OZ OF BRAKE FLUID WAS FOUND IN POWER BOOSTER AND ASKED HOW TO PROCEED.						
><TSS: REPLACE POWER BOOSTER AND MASTER CYLINDER.						
- REPORT CLOSED.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)



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TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0891959

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
F- Full	1	2008-05-05	2008-05-05	2008-05-19	2008-05-19	1-SUGGESTION RESOLVED INCIDENT
Text-Incident BRAKE FLUID LOW, NO LEAK SEEN						
Code-TSS1 / Name 121/Z - BRUCE TANKERSLEY			Name-Caller [REDACTED]			
Code-TSS2 / Name 121/Z - BRUCE TANKERSLEY			Name-Customer [REDACTED]			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
B16	2008	SEN	3N1AB61E88L [REDACTED]	B10 SPLASH GUARDS C03 50 STATE EMISSION L92 MATS W/O DIVIDER Y60 ASSIGNED VEHICLE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	20	42718	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
MR20-213937	CVT	KH3				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Aguascaliente,Mex	2008-01-24	2008-09-04	USA			
Code	Region	Name	City	State		
Dlr Retail 3923	34	CROWN NISSAN GREENVILLE	GREENVILLE	SC		
Dlr Service 3576	34	CROWN NISSAN	GREENSBORO	NC	Phone	336-292-9191-0000
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4BB - BRAKE FLUID (ALSO CLUTCH SYSTEM)LEAK			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
DRY - 1	61/80F=16/27C	1 - CONSTANT	CHASSIS - CHASS	OFF		
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-05-05		N - 2008-05-05	N - 2008-05-05		NORMAL	
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution MASTER CYLINDER AND BOOSTER						
Code-Status Desc						
-						
F - CLOSED (RESOLVED)						
** CUSTOMER COMMENT:						
-BRAKE PEDAL ON FLOOR.						
.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 2_DAYS DOWN __1:						
-BRAKE FLUID LOW, REFILLED ON 2 OCCASIONS.						
-NO LERAKS NOTED.						
-CALLING FOR RECOMMENDATION.						
** TSS RECOMMENDATION/RESULT:						
-CHECK FLUID LEVEL IN BOOSTER.						
** UPDATE 5/19/08 TSS BRUCE 121						
-TSS CONTACTED DEALER FOR UPDATE.						
-BRAKE FLUID LEAKING FROM MASTER CYL INTO BOOSTER.						
-REPLACED MASTER CYL AND BOOSTER.						
-INCIDENT RESOLVED.						
-CLOSE REPORT.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

F



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0892518

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2008-05-07	2008-05-07		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKE FLUID LEAK						
Code-TSS1 / Name 168/Z * MICHAEL ACEVES			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
B16	2007	SEN	3N1AB61E87L [REDACTED]	B10 SPLASH GUARDS C03 50 STATE EMISSION L92 MATS W/O DIVIDER Y65 STOCKED VEHICLE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	16,617	42717	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
MR20-86556	CVT	A15				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Aguascaliente,Mex	2007-03-02	2007-07-16	USA			
Code	Region	Name	City	State		
Dlr Retail	5112	44 OC NISSAN-IRVINE	IRVINE	CA		
Dlr Service	5112	44 OC NISSAN-IRVINE	IRVINE	CA		
				Phone 949-951-7575-0000		
Code-Component			Code-Symptom			
BR - BRAKE SYSTEM			4BB - BRAKE FLUID (ALSO CLUTCH SYSTEM)LEAK			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-05-07		N - 2008-05-07	N - 2008-05-07			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
-BRAKE LIGHT ON.						
.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1						
-THERE IS A BRAKE FLUID LEAK INBETWEEN THE BRAKE MASTER CYLINDER AND BOOSTER.						
** TSS RECOMMENDATION/RESULT:						
-REPLACE THE BRAKE BOOSTER ON MASTER CYLINDER.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

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TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0894219

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
F- Full	3	2008-05-16	2008-05-16	2008-06-25	2008-06-25	1-SUGGESTION RESOLVED INCIDENT
Text-Incident BRAKE MASTER CYLINDER LEAKING						
Code-TSS1 / Name 115/Z - FRANK GIBFORD			Name-Caller [REDACTED]			
Code-TSS2 / Name 150/Z - MITL MONTOYA			Name-Customer [REDACTED]			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
B16	2008	SEN	3N1AB61E18L [REDACTED]	B10 SPLASH GUARDS C03 50 STATE EMISSION L92 MATS W/O DIVIDER Y60 ASSIGNED VEHICLE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	9,741	42718	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
MR20-172883	CVT	B23				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Aguascaliente,Mex	2007-10-11	2007-11-03	USA			
Code	Region	Name	City	State		
Dlr Retail	3304	34	AUTOWAY NISSAN/CLEARWATER	CLEARWATER	FL	
Dlr Service	2445	34	COURTESY NISSAN OF TAMPA	TAMPA	FL	Phone 813-870-3333-0000
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4BB - BRAKE FLUID (ALSO CLUTCH SYSTEM)LEAK			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
DRY - 1	81/99F=27/38C	1 - CONSTANT	CHASSIS - CHASS	OFF		
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
01 - 2008-05-16		N - 2008-05-16	N - 2008-05-16		NORMAL	
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution REPLACED MASTER CYLINDER AND BOOSTER						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
F - CLOSED (RESOLVED)						
** CUSTOMER COMMENT:						
- BRAKE PEDAL MUSHY RED BRAKE LIGHT IS ON.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 2_DAYS DOWN _1_:						
- BRAKE PEDAL MUSHY RED BRAKE LIGHT IS ON.						
- BRAKE FLUID LEVEL IS LOW AND FOUND FLUID HAD LEAKED INTO BRAKE BOOSTER FROM MASTER CYLINDER.						
- REPLACED BRAKE MASTER CYLINDER AND MASTER AND WHILE BLEEDING FLUID LEVEL IN MASTER WAS DROPPING REMOVED MASTER CYLINDER FROM BRAKE BOOSTER AND FOUND NEW MASTER CYLINDER WAS ALSO LEAKING INTO NEW BOOSTER.						
- CALLING FOR DIRECTION.						
** TSS RECOMMENDATION/RESULT:						
- BASED ON TECHS REPORT RECOMMEND TO REPLACE BRAKE MASTER AGAIN AND ALSO BOOSTER AS DIAPHRAM CONTAMINATED BY BRAKE FLUID.						
** 5/30/08 UPDATE MITL 150						
- S/A STATES PART HAS NOT ARRIVED.						
** 6/12/08 UPDATE MITL 150						
- SHOP FOREMAN STATES BOOSTER HAS NOT ARRIVED.						



**** 6/25/08 UPDATE MITL 150**

- S/A STATES TECH REPLACED MASTER CYLINDER AND BOOSTER TO RESOLVE.

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

F



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0894283

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2008-05-16	2008-05-16		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKE FLUID LEAKING INTO BOOSTER						
Code-TSS1 / Name 100/Z - RYAN SMITH			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
B16	2007	SEN	3N1AB61E27L [REDACTED]	B10 SPLASH GUARDS C03 50 STATE EMISSION L92 MATS W/O DIVIDER Y65 STOCKED VEHICLE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	9,420	42717	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
MR20-71418	CVT	KH3				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Aguascaliente,Mex	2007-02-01	2007-03-24	USA			
Code	Region	Name	City	State		
Dlr Retail	986	32	GUNN NISSAN, LTD.	SAN ANTONIO	TX	
Dlr Service	986	32	GUNN NISSAN, LTD.	SAN ANTONIO	TX	Phone 210-496-0806-0000
Code-Component			Code-Symptom			
BR - BRAKE SYSTEM			4BB - BRAKE FLUID (ALSO CLUTCH SYSTEM)LEAK			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-05-16		N - 2008-05-16	N - 2008-05-16			
Code-Reason For Call E - NO PRE-CHECKS DONE, EARLY DATA SEARCH					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
-BRAKE LIGHT ON						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS _1 DAYS DOWN _1						
-BRAKE LIGHT ON						
-BRAKE FLUID LEVEL LOW						
-FLUID LEAKING INTO BOOSTER						
-CALLING FOR ASSISTANCE						
** TSS RECOMMENDATION/RESULT:						
-REPLACE MASTER CYLINDER AND BRAKE BOOSTER						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0895461

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
F- Full	0	2008-05-22	2008-05-22	2008-05-22	2008-05-22	2-SUGGESTION LED TO SOLUTION
Text-Incident BRAKE MASTER LEAKING						
Code-TSS1 / Name 142/Z - NORM AMMERMAN			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer [REDACTED]			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
B16	2008	SEN	3N1AB61E28L [REDACTED]	B10 SPLASH GUARDS B92 BODY COLOR SIDE M C03 50 STATE EMISSION F02 CONVENIENCE PLUS Y60 ASSIGNED VEHICLE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	1,226	42818				
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
MR20-170482	CVT	K32				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Aguascaliente,Mex	2007-10-06	2007-12-27	USA			
Code	Region	Name	City	State		
Dlr Retail	38061	24	AL PIEMONTE NISSAN INC	MELROSE PARK	IL	
Dlr Service	38061	24	AL PIEMONTE NISSAN INC	MELROSE PARK	IL	Phone 708-343-3800-0000
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4BB - BRAKE FLUID (ALSO CLUTCH SYSTEM)LEAK			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
DRY - 1	61/80F=16/27C	1 - CONSTANT	CHASSIS - CHASS	OFF		
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-05-22		N - 2008-05-22	N - 2008-05-22		ALL TEMPS	
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Y						
Text-Solution REPLACING BRAKE MASTER AND BOOSTER						
Code-Status Desc						
-						
F - CLOSED (RESOLVED)						
** CUSTOMER COMMENT:						
- CUSTOMER STATES KEEPS HAVING TO TOP OFF THE BRAKE FLUID.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1 DAYS DOWN 1						
- BRAKE FLUID IS LEAKING FROM THE BRAKE MASTER INTO THE BOOSTER.						
- THE MASTER WAS REPLACED.						
- S/M WANTED T/L CONTACTED AND ASK IF THE BOOSTER SHOULD ALSO BE REPLACED.						
- THE CUSTOMER HAS SINCE TAKEN THE VEHICLE.						
** TSS RECOMMENDATION/RESULT:						
- YES, REPLACE THE BOOSTER.						
- ORDER ONE, GET THE VEHICLE BACK IN AS SOON AS POSSIBLE.						
- REPORT CLOSED PENDING FURTHER NEEDED ASSISTANCE.						
Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)						
F						



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0895747

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	1		2008-05-27	2008-06-19		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident WHITE TAILPIPE VAPOR_*****						
Code-TSS1 / Name 119/Z - JEFF WYATT			Name-Caller [REDACTED]			
Code-TSS2 / Name 119/Z - JEFF WYATT			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
B16	2007	SEN	3N1AB61E57L [REDACTED]	B10 SPLASH GUARDS B92 BODY SIDE MOLDING C03 50 STATE EMISSION L92 MATS W/O DIVIDER Y60 ASSIGNED VEHICLE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	7,268	42717	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
MR20-88332	CVT	QM1				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Aguascaliente,Mex	2007-03-08	2007-05-16	USA			
Code	Region	Name	City	State		
Dlr Retail 17013	34	ROB DOLL NISSAN	COLUMBUS	GA		
Dlr Service 959	34	HEART OF DIXIE NISSAN INC	BESSEMER	AL	Phone	205-428-6314-0000
Code-Component			Code-Symptom			
BR - BRAKE SYSTEM			4KW - WHITE SMOKE			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-05-27		N - 2008-05-27	N - 2008-05-27			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
F - CLOSED (RESOLVED)						
** CUSTOMER COMMENT:						
-WHITE TAILPIPE VAPOR.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1						
-TECH VERIFIED WHITE VAPOR FROM TAILPIPE.						
-REMOVED BRAKE BOOSTER HOSE AND FOUND BRAKE FLUID IN HOSE.						
-MASTER CYLINDER FLUID LEVEL LOW.						
-BRAKE BOOSTER HAS BRAKE FLUID INSIDE.						
** TSS RECOMMENDATION/RESULT:						
-REPLACE BRAKE BOOSTER/MASTER ASSEMBLY, CHECK HOSE.						
**UPDATE 6-19-08 JEFF.						
-BRAKE BOOSTER AND MASTER REPLACED, RESOLVED.						
-CLOSE.						
Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)						
M_REPLACED BOOSTER AND MASTER CYL						



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0896137

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2008-05-28	2008-05-28		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKE FLUID LEAKING AT MASTER CYL						
Code-TSS1 / Name 117/Z - CHUCK MOOREFIELD			Name-Caller			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
B16	2007	SEN	3N1AB61E37L	B10 SPLASH GUARDS B92 BODY SIDE MOLDING C03 50 STATE EMISSION F02 CONVENIENCE PLUS L93 MATS W/DIVIDER Y60 ASSIGNED VEHICLE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	27,860	42817	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
MR20-69523	CVT	B23				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Aguascaliente,Mex	2007-01-29	2007-04-02	USA			
Code	Region	Name	City	State		
Dlr Retail 2474	34	MTN. VIEW NISSAN INC.	CHATTANOOGA	TN		
Dlr Service 2474	34	MTN. VIEW NISSAN INC.	CHATTANOOGA	TN	Phone	423-756-1500-0000
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4BB - BRAKE FLUID (ALSO CLUTCH SYSTEM)LEAK			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-05-28		N - 2008-05-28	N - 2008-05-28			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
- BRAKE LIGHT ON						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 2_ DAYS DOWN 2						
- TECH REPORTS BRAK MASTER CYLINDE LEAKING FLUID INTO BRAKE BOOSTER						
- PREV REPLACED BRAKE BOOSTER AND MASTER CYLINDER FOR SAME INCIDENT.						
** TSS RECOMMENDATION/RESULT:						
- RECOMENDED REPACE BRAKE BOOSTER AND MASTER CYLINDER AGAIN.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0896246

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2008-05-29	2008-05-29		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKE FLUID LOSS, NO EXTERNAL LEAKS						
Code-TSS1 / Name 119/Z - JEFF WYATT			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
B16	2008	SEN	3N1AB61E28L [REDACTED]	C03 50 STATE EMISSION Y60 ASSIGNED VEHICLE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	4,063	42718	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
MR20-210604	CVT	KH3				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Aguascaliente,Mex	2008-01-18	2008-03-12	USA			
Code	Region	Name	City	State		
Dlr Retail 3987	34	CONYERS NISSAN	CONYERS	GA		
Dlr Service 3987	34	CONYERS NISSAN	CONYERS	GA	Phone 770-922-7600-0000	
Code-Component			Code-Symptom			
BR - BRAKE SYSTEM			4QG - GAUGES/WARNING LITES & DRIVE COMPUTER			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-05-29		N - 2008-05-29	N - 2008-05-29			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
- A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
-BRAKE LIGHT ON.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 2_ DAYS DOWN 1						
-BRAKE FLUID LEVEL LOW.						
-NO EXTERNAL LEAKS FOUND.						
-LOOSENED MASTER CYLINDER AND FOUND BRAKE FLUID IS ENTERING BOOSTER.						
** TSS RECOMMENDATION/RESULT:						
-REPLACE BRAKE BOOSTER/MASTER CYLINDER ASSEMBLY, INSPECT/REPLACE HOSE.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0896847

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2008-06-02	2008-06-02		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRK LT ON						
Code-TSS1 / Name 185/Z * TED POWELL			Name-Caller			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
B16	2008	SEN	3N1AB61E38L	B10 SPLASH GUARDS B92 BODY COLOR SIDE M C03 50 STATE EMISSION F02 CONVENIENCE PLUS L93 MATS W/DIVIDER Y60 ASSIGNED VEHICLE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	387	42818	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
MR20-168993	CVT	KH3				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Aguascaliente,Mex	2007-10-04	2008-05-17	USA			
Code	Region	Name	City	State		
Dlr Retail	3304	34	AUTOWAY NISSAN/CLEARWATER	CLEARWATER	FL	
Dlr Service	3304	34	AUTOWAY NISSAN/CLEARWATER	CLEARWATER	FL	Phone 727-507-3200-0000
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4QG - GAUGES/WARNING LITES & DRIVE COMPUTER			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-06-02		N - 2008-06-02	N - 2008-06-02			
Code-Reason For Call B - REASONABLE REQUEST FOR DATABASE SEARCH					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
-BRK LT IS ON						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1						
-BRAKE MASTER FLUID LEAKED OUT OF REAR OF CYL.						
-IS COLLECTING IN BRAKE BOOSTER.						
-CALLING FOR RECOMMENDATION.						
** TSS RECOMMENDATION/RESULT:						
-REPLACE BRAKE MASTER AND BOOSTER.						
-BOOSTER CAN BE DAMAGED BY FLUID.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

LOW FLUID IN MASTER CYL



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0896942

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2008-06-02	2008-06-02		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident FLUID LEAK INTO BRAKE BOOSTER						
Code-TSS1 / Name 134/Z - ED KITTS			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
B16	2007	SEN	3N1AB61E57L [REDACTED]	B10 SPLASH GUARDS B92 BODY SIDE MOLDING C03 50 STATE EMISSION F02 CONVENIENCE PLUS H01 AUDIO PACKAGE W01 ALLOY WHEEL/ABS Y60 ASSIGNED VEHICLE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	13,947	42817	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
MR20-70435	CVT	K23				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Aguascaliente,Mex	2007-02-10	2007-06-17	USA			
Code	Region	Name	City	State		
Dlr Retail	2673	34	SUPERIOR NISSAN, INC.	CHARLOTTE	NC	
Dlr Service	5148	34	SOUTH CHARLOTTE NISSAN	CHARLOTTE	NC	Phone 704-552-9191-0000
Code-Component			Code-Symptom			
BR - BRAKE SYSTEM			4B - OIL/FLD/GREASE LEAK			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-06-02		N - 2008-06-02	N - 2008-06-02			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
- CUSTOMER REPORTS BRAKE LIGHT ON PREVIOUS CONCERN						
- CUSTOMER HAS ADDED FLUID 3 TIMES						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 2_ DAYS DOWN 1						
- TECH VERIFIED LEAK AND FOUND BRAKE MASTER CYLINDER LEAKING INTO BRAKE BOOSTER						
- IN ATTEMPTING TO REMOVE BRAKE LINES FROM MASTER WITH PROPER LINE WRENCH, LINES CANNOT BE REMOVED AND ARE STRIPPED.						
- TECH NEEDS TO REPLACE APPROPRIATE LINES AS WELL AS MASTER CYLINDER AND BOOSTER.						
- TECH TOLD TO CALL BY SM						
** TSS RECOMMENDATION/RESULT:						
- TECH TO REPLACE APPROPRIATE BRAKE LINES WITH MASTER CYLINDER AND BRAKE BOOSTER.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0898363

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2008-06-10	2008-06-10		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKE MASTER LEAKING FLUID						
Code-TSS1 / Name 168/Z * MICHAEL ACEVES			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
B16	2008	SEN	3N1AB61E68L [REDACTED]	B10 SPLASH GUARDS B92 BODY COLOR SIDE M C03 50 STATE EMISSION Y60 ASSIGNED VEHICLE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	12,606	42818	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
MR20-172426	CVT	A15				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Aguascaliente,Mex	2007-10-10	2007-12-29	USA			
Code	Region	Name	City	State		
Dlr Retail	3740	34	AUTOWAY NISSAN OF BRANDON	TAMPA	FL	
Dlr Service	3537	34	FIRKINS NISSAN, INC.	BRADENTON	FL	Phone 941-755-1571-0000
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4BB - BRAKE FLUID (ALSO CLUTCH SYSTEM)LEAK			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-06-10		N - 2008-06-10	N - 2008-06-10			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
-BRAKE LITE IS ON.						
.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1						
-BRAKE FLUID IS LEAKING INTO THE BRAKE BOOSTER.						
-CALLED TO FIND OUT IF HE SHOULD ALSO REPLACE THE BRAKE BOOSTER WITH THE MASTER CYLINDER.						
** TSS RECOMMENDATION/RESULT:						
-REPLACE BOTH BRAKE MASTER CYLINDER AND BRAKE BOOSTER.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0898704

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2008-06-11	2008-06-11		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKE LIGHT IS ON						
Code-TSS1 / Name 104/Z - DONALD PERRYMAN			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
B16	2007	SEN	3N1AB61E67L [REDACTED]	B10 SPLASH GUARDS C03 50 STATE EMISSION F02 CONVENIENCE PLUS L93 MATS W/DIVIDER W01 ALLOY WHEEL/ABS Y60 ASSIGNED VEHICLE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	11,014	42817	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
MR20-47481	CVT	J40				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Aguascaliente,Mex	2006-12-06	2007-02-10	USA			
Code	Region	Name	City	State		
Dlr Retail	3537	34	FIRKINS NISSAN, INC.	BRADENTON	FL	
Dlr Service	3537	34	FIRKINS NISSAN, INC.	BRADENTON	FL	Phone 941-755-1571-0000
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4BB - BRAKE FLUID (ALSO CLUTCH SYSTEM)LEAK			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-06-11		N - 2008-06-11	N - 2008-06-11			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
- C/S BRAKE LIGHT IS ON.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1						
- TECH STATES FLUID LEVEL IS LOW.						
- VISUAL INSPECTION REVEALS NO LEAKS.						
- TECH REMOVED MASTER CYLINDER, AND FLUID WAS PRESENT.						
- TECH REQUESTING WHETHER TO REPLACE BOOSTER AS WELL AS MASTER CYLINDER.						
** TSS RECOMMENDATION/RESULT:						
- TSS ADVISED TO REPLACE MASTER CYLINDER AND BOOSTER.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0899293

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2008-06-13	2008-06-13		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident VEHICLE LOW ON BRAKE FLUID AGAIN.						
Code-TSS1 / Name 115/Z - FRANK GIBFORD			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
B16	2007	SEN	3N1AB61E87L [REDACTED]	B10 SPLASH GUARDS C03 50 STATE EMISSION L92 MATS W/O DIVIDER Y60 ASSIGNED VEHICLE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	8,559	42717	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
MR20-71303	CVT	QM1				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Aguascaliente,Mex	2007-02-01	2007-06-04	USA			
Code	Region	Name	City	State		
Dlr Retail	98003	44	NEW CITY NISSAN	HONOLULU	HI	
Dlr Service	98006	44	NISSAN OF KAUAI	LIHUE	HI	Phone 808-245-6731-0000
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4BB - BRAKE FLUID (ALSO CLUTCH SYSTEM)LEAK			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-06-13		N - 2008-06-13	N - 2008-06-13			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
- BRAKE FLUID LOW AGAIN.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 2_ DAYS DOWN 1						
- BRAKE FLUID LOW AND PEDAL MUSHY.						
- VEHICLE WAS IN FOR THIS SAME INCIDENT PRIOR AND TECH FOUND MASTER CYLINDER LEAKING INTO BOOSTER.						
- REPLACED BRAKE MASTER CYLINDER AND BOOSTER.						
- VEHICLE HAS NOW RETURNED AND HAS SAME ISSUE.						
- NEW MASTER CYLINDER HAS ALSO LEAKED FLUID INTO BOOSTER.						
** TSS RECOMMENDATION/RESULT:						
- RECOMMEND TO REPLACE BOTH BRAKE MASTER CYLINDER AND BOOSTER AGAIN.						
Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)						
M						



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0900411

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
F- Full	0	2008-06-19	2008-06-19	2008-06-19	2008-06-19	3-INCIDENT RESOLVED WITHOUT TECH LINE
Text-Incident MASTER CYLINDER LEAKIG INOT BOOSTER						
Code-TSS1 / Name 121/Z - BRUCE TANKERSLEY			Name-Caller [REDACTED]			
Code-TSS2 / Name 121/Z - BRUCE TANKERSLEY			Name-Customer [REDACTED]			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
B16	2008	SEN	3N1AB61E78L [REDACTED]	B10 SPLASH GUARDS B92 BODY COLOR SIDE M C03 50 STATE EMISSION F02 CONVENIENCE PLUS L93 MATS W/DIVIDER Y60 ASSIGNED VEHICLE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	1,275	42818	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
MR20-134668	CVT	A15				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Aguascaliente,Mex	2007-07-31	2008-03-31	USA			
Code	Region	Name	City	State		
Dlr Retail 98003	44	NEW CITY NISSAN	HONOLULU	HI		
Dlr Service 98003	44	NEW CITY NISSAN	HONOLULU	HI	Phone 808-524-9111-0000	
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4BB - BRAKE FLUID (ALSO CLUTCH SYSTEM)LEAK			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
HUMID - 2	81/99F=27/38C	1 - CONSTANT	CHASSIS - CHASS	OFF		
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-06-19		N - 2008-06-19	N - 2008-06-19		NORMAL	
Code-Reason For Call C - CALLER PROVIDES PRODUCT FEEDBACK ONLY					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution REPLACED BRAKE MASTER CYL/BOOSTER						
Code-Status Desc						
-						
I - INFORMATION ONLY-ASSISTANCE NOT REQUESTED						
** CUSTOMER COMMENT:						
-BRAKE LIGHT GOES ON AND OFF.						
.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN __1:						
-BRAKE MASTER CYLINDER RESIVOIR LEVEL LOW.						
-MASTER CYLINDER LEAKING INTO BOOSTER.						
-REPLACE MASTER CYLINDER AND BOOSTER.						
-INCIDENT RESOLVED.						
-CALLING TO PROVIDE PRODUCT FEEDBACK.						
** TSS RECOMMENDATION/RESULT:						
-DEALER PROVIDES INFORMATION ONLY.						
-CLOSE REPORT.						
Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)						
F						



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0900466

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
F- Full	2	2008-06-20	2008-06-20	2008-07-18	2008-07-18	1-SUGGESTION RESOLVED INCIDENT
Text-Incident BRAKE LIGHT IS ON						
Code-TSS1 / Name 111/Z - WILLIAM LIFSEY			Name-Caller [REDACTED]			
Code-TSS2 / Name 150/Z - MITL MONTOYA			Name-Customer [REDACTED]			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
B16	2008	SEN	3N1AB61E58L [REDACTED]	B10 SPLASH GUARDS B92 BODY COLOR SIDE M C03 50 STATE EMISSION Y60 ASSIGNED VEHICLE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	5,342	42818	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
MR20-169679	CVT	K23				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Aguascaliente,Mex	2007-10-05	2007-12-17	USA			
Code	Region	Name	City	State		
Dlr Retail 3847	34	SO STATES NISSAN OF APEX	APEX	NC		
Dlr Service 3847	34	SO STATES NISSAN OF APEX	APEX	NC		
				Phone	919-589-0029-0000	
Code-Component			Code-Symptom			
BRA - ABS BRAKE SYSTEM			4QG - GAUGES/WARNING LITES & DRIVE COMPUTER			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
DRY - 1	61/80F=16/27C	1 - CONSTANT	ELECTRICAL - ELECT	CRUIS		
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-06-20		N - 2008-06-20	N - 2008-06-20		ALL TEMPS	
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution REPLACED BRAKE MASTER CYLINDER AND						
Code-Status Desc						
-						
F - CLOSED (RESOLVED)						
** CUSTOMER COMMENT:						
- BRAKE LIGHT IS ON, COMES ON AND OFF WHILE DRIVING.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _1_:						
- FIND LOW FLUID IN BRAKE MASTER CYLINDER.						
- REMOVED BRAKE MASTER CYLINDER AND FOUND THE FLUID HAS TRANSFERRED TO THE BOOSTER.						
- CALLING FOR ASSISTANCE.						
** TSS RECOMMENDATION/RESULT:						
- REPLACE BRAKE MASTER CYLINDER AND BRAKE POWER BOOSTER.						
- TECH TO CALL WHEN COMPLETE.						
** 7/7/08 UPDATE MITL 150						
- S/A STATES WAITING FOR PARTS						
** 7/18/08 UPDATE MITL 150						
- TECH REPLACED BRAKE MASTER CYLINDER AND BOOSTER TO RESOLVE.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

F



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0900548

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	1		2008-06-20	2008-07-01		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKE FLUID LOW IN MASTER						
Code-TSS1 / Name 103/Z - GREG CHRISTENSEN			Name-Caller [REDACTED]			
Code-TSS2 / Name 185/Z * TED POWELL			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
B16	2008	SEN	3N1AB61E78L [REDACTED]	B10 SPLASH GUARDS B92 BODY COLOR SIDE M C03 50 STATE EMISSION T01 ANTI-LOCK BRAKING Y60 ASSIGNED VEHICLE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	3,060	42718	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
MR20-167576	CVT	K36				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Aguascaliente,Mex	2007-10-02	2008-03-29	USA			
Code	Region	Name	City	State		
Dlr Retail	09080	26	ABELOFF NISSAN	BARTONSVILLE	PA	
Dlr Service	09080	26	ABELOFF NISSAN	BARTONSVILLE	PA	Phone 888-358-2555-0000
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4QG - GAUGES/WARNING LITES & DRIVE COMPUTER			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-06-20		N - 2008-06-20	N - 2008-06-20			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
F - CLOSED (RESOLVED)						
** CUSTOMER COMMENT:						
- CUSTOMER SAYS BRAKE LIGHT CAME ON DASH.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1 DAYS DOWN 1						
- MASTER CYLINDER WAS LOW ON FLUID.						
- TECH ASKED HOW TO PROCEED AND WHAT TO REPLACED.						
- NO FURTHER DIAGNOSTIC.						
** TSS RECOMMENDATION/RESULT:						
- INSPECT FOR BRAKE FLUID LEAK.						
- INSPECT FOR FLUID IN POWER BOOSTER.						
- TECH TO FOLLOW UP.						
*UPDATE 7-1-08 185TED.						
-NO EXTERNAL LEAKS FOUND.						
-IS LOSING FLUID INTO BOOSTER.						
-REPLACE BOOSTER AND MASTER CYL.						
-TECH REPORTED THIS REPAIR WAS COMPLETED TODAY.						
-CLOSING REPORT.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)



M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0901084

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2008-06-24	2008-06-24		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKE MASTER CYLINDER LEAK						
Code-TSS1 / Name 107IZ - RAYMOND RICE			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
B16	2007	SEN	3N1AB61E27L [REDACTED]	B10 SPLASH GUARDS B92 BODY SIDE MOLDING C03 50 STATE EMISSION L92 MATS W/O DIVIDER Y60 ASSIGNED VEHICLE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	9,723	42817	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
MR20-78011	CVT	KH3				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Aguascaliente,Mex	2007-02-14	2007-05-29	USA			
Code	Region	Name	City	State		
Dlr Retail 3740	34	AUTOWAY NISSAN OF BRANDON	TAMPA	FL		
Dlr Service 3740	34	AUTOWAY NISSAN OF BRANDON	TAMPA	FL	Phone	813-623-1148-0000
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4BB - BRAKE FLUID (ALSO CLUTCH SYSTEM)LEAK			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-06-24		N - 2008-06-24	N - 2008-06-24			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
- BRAKE LIGHT STAYS ON						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1						
- FOUND BRAKE MASTER CYLINDER LEAKING FLUID INTO BOOSTER						
- MASTER AND BOOSTER HAD BEEN REPLACED LAST MAY FOR THIS						
- CALLING FOR ASSISTANCE						
** TSS RECOMMENDATION/RESULT:						
- REPLACE BRAKE MASTER CYLINDER AND BOOSTER						
- INSURE USE OF NISSAN BRAKE FLUID						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0903523

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
F- Full	2	2008-07-08	2008-07-08	2008-07-23	2008-07-21	1-SUGGESTION RESOLVED INCIDENT
Text-Incident BRK WARN LT ON,LOW BRK FLUID						
Code-TSS1 / Name 185/Z * TED POWELL			Name-Caller [REDACTED]			
Code-TSS2 / Name 185/Z * TED POWELL			Name-Customer [REDACTED]			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
B16	2008	SEN	3N1AB61E48L [REDACTED]	B10 SPLASH GUARDS C03 50 STATE EMISSION L92 MATS W/O DIVIDER Y60 ASSIGNED VEHICLE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	780	42818	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
MR20-156432	CVT	K23				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Aguascaliente,Mex	2007-09-11	2008-01-18	USA			
Code	Region	Name	City	State		
Dlr Retail 98003	44	NEW CITY NISSAN	HONOLULU	HI		
Dlr Service 98003	44	NEW CITY NISSAN	HONOLULU	HI		
				Phone	808-524-9111-0000	
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4BB - BRAKE FLUID (ALSO CLUTCH SYSTEM)LEAK			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
HUMID - 2	61/80F=16/27C	1 - CONSTANT	CHASSIS - CHASS	OFF		
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-07-08		N - 2008-07-08	N - 2008-07-08		ALL TEMPS	
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution REPLACED BRAKE MASTER AND BOOSTER						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
F - CLOSED (RESOLVED)						
** CUSTOMER COMMENT:						
-BRK WARN LT IS ON BRK FLUID LOW.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _1_:						
-NO EXTERNAL LEAKS NOTED.						
-FLUID IS LEAKING INTO BOOSTER FROM MASTER CYL.						
** TSS RECOMMENDATION/RESULT:						
-REPLACE BRK MASTER AND BOOSTER TO RESOLVE.						
** 7/21/08 UPDATE MITL 150						
-S/A STATES TECH REPLACED BRAKE MASTER AND BOOSTER TO RESOLVE INCIDENT.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

BRK MASTER



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0903750

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2008-07-09	2008-07-09		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident LOOSING BRAKE FLUID						
Code-TSS1 / Name 101/Z - ALLEN WENDELL			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
B16	2007	SEN	3N1AB61E77L [REDACTED]	B10 SPLASH GUARDS C03 50 STATE EMISSION F02 CONVENIENCE PLUS L93 MATS W/DIVIDER Y60 ASSIGNED VEHICLE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	14,899	42817	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
MR20-71568	CVT	KH3				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Aguascaliente,Mex	2007-02-01	2007-05-26	USA			
Code	Region	Name	City	State		
Dlr Retail 2793	44	OC NISSAN - GARDEN GROVE	GARDEN GROVE	CA		
Dlr Service 5163	44	SURF CITY NISSAN	HUNTINGTON BEACH	CA	Phone 714-842-6666-0000	
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4BB - BRAKE FLUID (ALSO CLUTCH SYSTEM)LEAK			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-07-09		N - 2008-07-09	N - 2008-07-09			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
-BRAKE FLUID LOSS.						
.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1						
-THE TECH HAS FOUND THE BOOSTER HAS BRAKE FLUID IN IT.						
** TSS RECOMMENDATION/RESULT:						
-ADVISED THE TECH TO REPLACED THE BRAKE BOOSTER AND MASTER CYLINDER.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0904570

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
F- Full	1	2008-07-14	2008-07-14	2008-07-15	2008-07-15	1-SUGGESTION RESOLVED INCIDENT
Text-Incident POOR BRAKING						
Code-TSS1 / Name 102/Z - MICHAEL LEMMONS			Name-Caller [REDACTED]			
Code-TSS2 / Name 102/Z - MICHAEL LEMMONS			Name-Customer [REDACTED]			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
B16	2008	SEN	3N1AB61EX8L [REDACTED]	B10 SPLASH GUARDS C03 50 STATE EMISSION F02 CONVENIENCE PLUS L93 MATS W/DIVIDER Y60 ASSIGNED VEHICLE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	5,835	42818	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
MR20-156934	CVT	K36				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Aguascaliente,Mex	2007-09-13	2008-02-08	USA			
Code	Region	Name	City	State		
Dlr Retail 2870	34	CARLOCK NISSAN, INC.	BLYTHEVILLE	AR		
Dlr Service 2870	34	CARLOCK NISSAN, INC.	BLYTHEVILLE	AR	Phone	870-763-2800-0000
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			2M - BRAKING (POOR)			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
DRY - 1	81/99F=27/38C	1 - CONSTANT	CHASSIS - CHASS	DECCEL		
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-07-14		N - 2008-07-14	N - 2008-07-14		ALL TEMPS	
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution REPLACED MASTER CYL AND BOOSTER						
Code-Status Desc						
-						
F - CLOSED (RESOLVED)						
** CUSTOMER COMMENT:						
- NO BRAKES.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 2_ DAYS DOWN 3						
- BRAKE PEDAL SOFT.						
- MASTER CYL RESEVOIR LOW.						
- TOPPED BRAKE FLUID AND BLEED BRAKES TO RESTORE NORMAL BRAKING.						
- SAME INCIDENT OCCURED 01/08.						
- NO LEAKS FOUND.						
- CALLING FOR KNOWN ISSUES.						
** TSS RECOMMENDATION/RESULT:						
- CHECK FOR MASTER CYLINDER LEAKING INTO BRAKE BOOSTER.						
- REPLACE MASTER CYL AND BRAKE BOOSTER.						
- ADJUST BRAKE PEDAL PER ESM BR-5.						
*** UPDATE MIKEL 102 07/15/08						
- BRAKE BOOSTER WAS FULL OF BRAKE FLUID.						
- REPLACED BOOSTER AND MASTER CYLINDER TO RESOLVE INCIDENT.						
- CLOSING REPORT.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

F



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0905160

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2008-07-16	2008-07-16		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKE MASTER LEAKING INTO BOOSTER						
Code-TSS1 / Name 121/Z - BRUCE TANKERSLEY			Name-Caller			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
B16	2008	SEN	3N1AB61E38L	B10 SPLASH GUARDS C03 50 STATE EMISSION Y60 ASSIGNED VEHICLE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	7,004	42718	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
MR20-171859	CVT	A15				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Aguascaliente,Mex	2007-10-10	2007-10-26	USA			
Code	Region	Name	City	State		
Dlr Retail	3754	32 CHARLIE CLARK NISSAN	HARLINGEN	TX		
Dlr Service	3754	32 CHARLIE CLARK NISSAN	HARLINGEN	TX		
				Phone 956-423-6975-0000		
Code-Component				Code-Symptom		
BRG - BRAKE MASTER CYLINDER				4BB - BRAKE FLUID (ALSO CLUTCH SYSTEM)LEAK		
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-07-16		N - 2008-07-16	N - 2008-07-16			
Code-Reason For Call G - CALL FOR FI ONLY, WARRANTY OR PARTS					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
-BRAKE LIGHT ON.						
.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 2_ DAYS DOWN 1						
-BRAKE FLUID LOW.						
-MASTER CYLINDER LEAKING INTO BOOSTER.						
-BOOSTER NOT PROVIDING FULL ASSIST.						
-REPLACING MASTER CYLINDER AMD BOOSTER.						
-CALLING TO DOCUMENT AT SERVICE MANAGER REQUEST.						
** TSS RECOMMENDATION/RESULT:						
-PROVIDED FI.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0906116

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2008-07-22	2008-07-22		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident MASTER CYLINDER LEAK INTO BOOSTER						
Code-TSS1 / Name 107/Z - RAYMOND RICE			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
B16	2007	SEN	3N1AB61E17L [REDACTED]	B10 SPLASH GUARDS B92 BODY SIDE MOLDING C03 50 STATE EMISSION F02 CONVENIENCE PLUS L93 MATS W/DIVIDER N10 FOG LAMPS Y60 ASSIGNED VEHICLE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	19,818	42817	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
MR20-69333	CVT	K32				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Aguascaliente,Mex	2007-01-25	2007-05-17	USA			
Code	Region	Name	City	State		
Dlr Retail	3437	32	BANKSTON NISSAN LEWISVILL	LEWISVILLE	TX	
Dlr Service	3437	32	BANKSTON NISSAN LEWISVILL	LEWISVILLE	TX	Phone 972-420-9500-0000
Code-Component				Code-Symptom		
BRG - BRAKE MASTER CYLINDER				2M - BRAKING (POOR)		
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-07-22		N - 2008-07-22	N - 2008-07-22			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
- C/S BRAKE LIGHT IS ON						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 2_ DAYS DOWN 2						
- HAD TO REPLACE BRAKE MASTER CYLINDER AND BOOSTER 03/17/08 FOR BRAKE FLUID LEAK INTO BOOSTER						
- VEHICLE BACK TODAY WITH SAME ISSUE						
- CALLING FOR DATABASE SEARCH						
** TSS RECOMMENDATION/RESULT:						
- REPLACE BRAKE MASTER AND BOOSTER						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0906140

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
F- Full	1	2008-07-22	2008-07-22	2008-07-22	2008-07-22	2-SUGGESTION LED TO SOLUTION
Text-Incident BRAKE WARNING LAMP ON						
Code-TSS1 / Name 134/Z - ED KITTS			Name-Caller [REDACTED]			
Code-TSS2 / Name 134/Z - ED KITTS			Name-Customer [REDACTED]			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
B16	2008	SEN	3N1BB61E18L [REDACTED]	A10 XM SATELLITE RADI B10 SPLASH GUARDS B92 BODY COLOR SIDE M C03 50 STATE EMISSION H01 AUDIO PACKAGE J01 MOONROOF L92 MATS W/O DIVIDER N02 INTELLIGENT KEY Y60 ASSIGNED VEHICLE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	1,153	42418	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
QR25-6341	CVT	KH3				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Aguascaliente,Mex	2007-10-04	2008-07-17	USA			
Code	Region	Name	City	State		
Dlr Retail	3554	26	HERB GORDON NISSAN	SILVER SPRING	MD	
Dlr Service	3554	26	HERB GORDON NISSAN	SILVER SPRING	MD	Phone 301-890-8200-0000
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4QG - GAUGES/WARNING LITES & DRIVE COMPUTER			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
DRY - 1	61/80F=16/27C	2 - INTERMITTENT	ELECTRICAL - ELECT	DECEL		
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-07-22		N - 2008-07-22	N - 2008-07-22		ALL TEMPS	
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution REPL BRAKE BOOSTER AND MASTER						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
- BRAKE LIGHT ON DASH IS ON						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 1_:						
- BRAKE WARNING LIGHT ON, FLUID LEVEL IN MASTER CYLINDER IS LOW						
- FLUID ADDED AND LIGHT GOES OUT.						
** TSS RECOMMENDATION/RESULT:						
- TSS RECOMMENDED TECH TO LOOSEN AND SLIDE BRAKE MASTER CYLINDER FORWARD, INSPECT FOR FLUID IN BRAKE BOOSTER						
- IF FLUID FOUND IN BRAKE BOOSTER, REPLACE BOTH BRAK MASTER AND BRAKE BOOSTER						
7/22/08 ED 134						
- TECH FOUND FLUID IN BRAKE BOOSTER, BRAKE MASTER AND BOOSTER BEING REPLACED.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

F



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0907051

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2008-07-28	2008-07-28		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident MASTER CYLINDER, NTB08-067A						
Code-TSS1 / Name 121/Z - BRUCE TANKERSLEY			Name-Caller			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
B16	2008	SEN	3N1CB61E18L	A10 XM SATELLITE RADI B10 SPLASH GUARDS B92 BODY COLOR SIDE M C03 50 STATE EMISSION H01 AUDIO PACKAGE J01 MOONROOF L92 MATS W/O DIVIDER V01 HELICAL LIMITED S Y60 ASSIGNED VEHICLE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	150	42568	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
QR25-4574	MT6	A20				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Aguascaliente,Mex	2007-08-01	2008-11-13	USA			
Code	Region	Name	City	State		
Dlr Retail	3820	26 WEST-HERR NISSAN	ORCHARD PARK	NY		
Dlr Service	3820	26 WEST-HERR NISSAN	ORCHARD PARK	NY	Phone	716-662-8008-0000
Code-Component			Code-Symptom			
BR - BRAKE SYSTEM			9Y - RECALL/FACTORY MOD			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-07-28		N - 2008-07-28	N - 2008-07-28			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
-PERFORM CAMPAIGN PM813.						
.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS _1 DAYS DOWN 1						
-DEALER STOCK UNIT.						
-VEHICLE EQUIPPED WITH MANUAL TRANSAXLE.						
-CALLER REPORTS FLUID IN BOOSTER, AMOUNT UNKNOWN.						
-CALLER REPORTS MASTER CYLINDER FOR MANUAL TRANSAXLE EQUIPPED NO ETA.						
-ASKING IF CVT EQUIPPED BRAKE MASTER CYLINDER CAN BE USED.						
** TSS RECOMMENDATION/RESULT:						
-DO NOT ATTEMPT TO REPLACE BRAKE MASTER CYINDER WITH CVT MODEL PART NUMBER.						
-HOLD VEHICLE UNTIL CORRECT PART AVAILABLE.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0908002

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
F- Full	1	2008-07-31	2008-07-31	2008-09-15	2008-09-15	1-SUGGESTION RESOLVED INCIDENT
Text-Incident FLUID IN BOOSTER, PM813						
Code-TSS1 / Name 121/Z - BRUCE TANKERSLEY			Name-Caller [REDACTED]			
Code-TSS2 / Name 121/Z - BRUCE TANKERSLEY			Name-Customer [REDACTED]			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
B16	2007	SEN	3N1AB61E57L [REDACTED]	B10 SPLASH GUARDS B92 BODY SIDE MOLDING C03 50 STATE EMISSION F01 CONVENIENCE PKG L93 MATS W/DIVIDER Y60 ASSIGNED VEHICLE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	28,021	42867	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
MR20-99095	MT6	K23				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Aguascaliente,Mex	2007-04-12	2007-05-17	USA			
Code	Region	Name	City	State		
Dlr Retail	3971	32	FENTON NISSAN WEST	OKLAHOMA CITY	OK	
Dlr Service	3971	32	FENTON NISSAN WEST	OKLAHOMA CITY	OK	Phone 405-495-4700-0000
Code-Component				Code-Symptom		
BRG - BRAKE MASTER CYLINDER				9Y - RECALL/FACTORY MOD		
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
HUMID - 2	81/99F=27/38C	1 - CONSTANT	CHASSIS - CHASS	N/A		
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-07-31		N - 2008-07-31	N - 2008-07-31		NORMAL	
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution REPLACED MASTER CYLINDER						
Code-Status Desc						
-						
F - CLOSED (RESOLVED)						
** CUSTOMER COMMENT:						
-PERFORM CAMPAIGN PM813.						
.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN __1:						
-VEHICLE AT DEALER FOR OTHER ISSUE, DETERMINED OPEN CAMPAIGN, DCS.						
-RECOVERED APPROX 1OZ BRAKE FLUID FROM MASTER CYL, NTB08-067A.						
-VEHICLE EQUIPPED WITH MANUAL TRANSAXLE.						
-RELPLACEMENT BRAKE MASTER CYLINDER ON RESTRICTION.						
-ASKING IF VEHICLE SHOULD BE HELD UNTIL REPLACEMENT MASTER CYLINDER INSTALLED.						
** TSS RECOMMENDATION/RESULT:						
-HOLD VEHICLE UNTIL MASTER CYLINDER REPLACED.						
** UPDATE 9/15/08 TSS BRUCE 121						
-TSS CONTACTED DEALER FOR UPDATE.						
-TECH REPORTS RECEIVED MASTER CYL 9/11/08.						
-INSTALLED C/M MASTER CYLINDER.						
-INCIDENT RESOLVED.						
-CLOSE REPORT.						



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

F



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0909665

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2008-08-11	2008-08-11		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKE MASTER CYLINDER IS LEAKING						
Code-TSS1 / Name 180/Z * BRYAN HAYDEN			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
B16	2008	SEN	3N1AB61E18L [REDACTED]	B10 SPLASH GUARDS B92 BODY COLOR SIDE M C03 50 STATE EMISSION F02 CONVENIENCE PLUS L93 MATS W/DIVIDER Y60 ASSIGNED VEHICLE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	4,847	42818	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
MR20-208327	CVT	K36				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Aguascaliente,Mex	2008-01-12	2008-05-10	USA			
Code	Region	Name	City	State		
Dlr Retail	3913	44 ROBERT ALLEN NISSAN	POCATELLO	ID		
Dlr Service	3913	44 ROBERT ALLEN NISSAN	POCATELLO	ID	Phone	208-232-1062-0000
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4BB - BRAKE FLUID (ALSO CLUTCH SYSTEM)LEAK			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-08-11		N - 2008-08-11	N - 2008-08-11			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
- NONE GIVEN						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1						
- MASTER CYLINDER IS LEAKING INTO THE BRAKE BOOSTER						
- THIS VEHICLE IS NOT IN SERVICE COMM FOR NTB08-067A						
** TSS RECOMMENDATION/RESULT:						
- REPLACE THE MASTER CYLINDER						
- REMOVE FLUID FROM BRAKE BOOSTER						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0909711

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2008-08-11	2008-08-11		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKE FLUID LEAKING INTO BOOSTER						
Code-TSS1 / Name 180/Z * BRYAN HAYDEN			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
B16	2007	SEN	3N1AB61E37L [REDACTED]	B10 SPLASH GUARDS C03 50 STATE EMISSION L92 MATS W/O DIVIDER Y60 ASSIGNED VEHICLE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	7,207	42817	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
MR20-53708	CVT	KH3				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Aguascaliente,Mex	2006-12-16	2007-05-20	USA			
Code	Region	Name	City	State		
Dlr Retail 2261	44	SERRAMONTE NISSAN	COLMA	CA		
Dlr Service 2261	44	SERRAMONTE NISSAN	COLMA	CA	Phone	650-994-1661-0000
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4BB - BRAKE FLUID (ALSO CLUTCH SYSTEM)LEAK			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-08-11		N - 2008-08-11	N - 2008-08-11			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
- BRAKE FLUID IS LOW						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1						
- BRAKE FLUID IS LEAKING INTO THE BRAKE BOOSTER						
** TSS RECOMMENDATION/RESULT:						
- REPLACE TEH MASTER CYLINDER						
- DRAIN THE BRAKE BOOSTER OF FLUID						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0912902

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2008-08-27	2008-08-27		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKE FLUID LEAK INTO BOOSTER						
Code-TSS1 / Name 107IZ - RAYMOND RICE			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
B16	2008	SEN	3N1AB61E18L [REDACTED]	B10 SPLASH GUARDS C03 50 STATE EMISSION H01 AUDIO PACKAGE J01 MOONROOF L93 MATS W/DIVIDER N01 DIVIDE-N-HIDE TRU Y65 STOCKED VEHICLE Y66 ACTIVATION DISCLA		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	2,944	42918	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
MR20-225023	CVT	KH3				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Aguascaliente,Mex	2008-02-23	2008-05-02	USA			
Code	Region	Name	City	State		
Dlr Retail 3304	34	AUTOWAY NISSAN/CLEARWATER	CLEARWATER	FL		
Dlr Service 3304	34	AUTOWAY NISSAN/CLEARWATER	CLEARWATER	FL	Phone 727-507-3200-0000	
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4BB - BRAKE FLUID (ALSO CLUTCH SYSTEM)LEAK			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-08-27		N - 2008-08-27	N - 2008-08-27			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
- C/S BRAKE WARNING LIGHT IS ON						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1						
- FOUND BRAKE FLUID LOW						
- REMOVED MASTER CYLINDER AND FOUND FLUID LEAK INTO BOOSTER						
- CHECKED SERVICE COMM AND NO CAMPAIGN IS LISTED						
- CALLING FOR ASSISTANCE						
** TSS RECOMMENDATION/RESULT:						
- PERFORM CAMPAIGN NTB08-067B REPAIR PROCEDURE.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0913929

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
F- Full	1	2008-09-02	2008-09-02	2008-09-02	2008-09-02	2-SUGGESTION LED TO SOLUTION
Text-Incident BRAKE FLUID FOUND IN BRAKE BOOSTER						
Code-TSS1 / Name 134/Z - ED KITTS			Name-Caller [REDACTED]			
Code-TSS2 / Name 134/Z - ED KITTS			Name-Customer [REDACTED]			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
B16	2008	SEN	3N1AB61E18L [REDACTED]	B10 SPLASH GUARDS C03 50 STATE EMISSION L92 MATS W/O DIVIDER Y60 ASSIGNED VEHICLE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	8,306	42718	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
MR20-233156	CVT	KH3				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Aguascaliente,Mex	2008-04-08	2008-04-26	USA			
Code	Region	Name	City	State		
Dlr Retail 3644	32	MCCARTHY OLATHE NISSAN	OLATHE	KS		
Dlr Service 3955	32	CAPITAL CITY NISSAN/TOPEK	TOPEKA	KS	Phone	785-267-6700-0000
Code-Component			Code-Symptom			
ELB - INSTRUMENTS & GAUGES			4QG - GAUGES/WARNING LITES & DRIVE COMPUTER			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
DRY - 1	61/80F=16/27C	1 - CONSTANT	ELECTRICAL - ELECT	CRUIS		
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
11 - 2008-09-02		N - 2008-09-02	N - 2008-09-02		ALL TEMPS	
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution PERFORM CAMPAIGN						
Code-Status Desc						
-						
I - INFORMATION ONLY-ASSISTANCE NOT REQUESTED						
** CUSTOMER COMMENT:						
- CUSTOMER STATES BRAKE LIGHT ON						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 1_:						
- BRAKE WARNING LAMP ON, LOW FLUID IN BRAKE MASTER CYLINDER						
- TECH FOUND BRAKE FLUID IN BRAKE BOOSTER.						
- SA FOUND NO CAMPAIGN ON VEHICLE AND WANTED TECH TO CALL IT IN TO TECHLINE.						
** TSS RECOMMENDATION/RESULT:						
- CAMPAIGN SHOWS 07 AND 08MY WITH NO SPECIFIC VIN RANGE						
- TECH TO FOLLOW CAMPAIGN						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

F



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0917254

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2008-09-19	2008-09-19		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident MASTER CYLINDER LEAKING FLUID						
Code-TSS1 / Name 117/Z - CHUCK MOOREFIELD			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
B16	2008	SEN	3N1AB61E78L [REDACTED]	B10 SPLASH GUARDS C03 50 STATE EMISSION L92 MATS W/O DIVIDER Y60 ASSIGNED VEHICLE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	16,744	42718	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
MR20-177293	CVT	KH3				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Aguascaliente,Mex	2007-10-19	2007-11-19	USA			
Code	Region	Name	City	State		
Dlr Retail	2479	34 SOUTHERN STATES NISSAN	RALEIGH	NC		
Dlr Service	3947	34 NISSAN OF HICKORY	HICKORY	NC	Phone	828-324-5040-0000
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4BB - BRAKE FLUID (ALSO CLUTCH SYSTEM)LEAK			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-09-19		N - 2008-09-19	N - 2008-09-19			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
- BRAKE LIGHT IS ON						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 2_ DAYS DOWN 2						
- TECH REPORTS BRAKE FLUID IS LEAKING FROM REAR OF MASTER CYLINDER						
- CAMPAIGN PM813 PREV COMPLETED AT ANOTHER DEALER						
** TSS RECOMMENDATION/RESULT:						
- RECOMENDED REPLACE MASTER CYLINDER AND CLEAN FLUID FROM BOOSTER.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0917875

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2008-09-23	2008-09-23		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKE FLUID IS LEAKING INTO BOOSTER						
Code-TSS1 / Name 180/Z * BRYAN HAYDEN			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
B16	2008	SEN	3N1AB61E88L [REDACTED]	B10 SPLASH GUARDS C03 50 STATE EMISSION L92 MATS W/O DIVIDER Y65 STOCKED VEHICLE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	4,628	42818	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
MR20-233132	CVT	A15				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Aguascaliente,Mex	2008-04-08	2008-06-26	USA			
Code	Region	Name	City	State		
Dlr Retail 042B	44	UNIVERSAL CITY NISSAN INC	LOS ANGELES	CA		
Dlr Service 3387	44	CERRITOS NISSAN	CERRITOS	CA	Phone	562-402-2277-0000
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4BB - BRAKE FLUID (ALSO CLUTCH SYSTEM)LEAK			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-09-23		N - 2008-09-23	N - 2008-09-23			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
- NONE GIVEN						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1						
- TECH FOUND THE BRAKE BOOSTER HAD MORE THE 3 CUPS OF BRAKE FLUID						
- NTB08-067B DOES NOT APPLY						
** TSS RECOMMENDATION/RESULT:						
- REPLACE THE BRAKE MASTER CYLINDER AND BRAKE BOOSTER						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0927266

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2008-11-12	2008-11-12		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKE LIGHT ON AND FLUID LOW						
Code-TSS1 / Name 125/Z * MATT MAROOT			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
B16	2008	SEN	3N1AB61E78L [REDACTED]	B10 SPLASH GUARDS B92 BODY COLOR SIDE M C03 50 STATE EMISSION F02 CONVENIENCE PLUS L93 MATS W/DIVIDER W01 ALLOY WHEEL PACKA Y60 ASSIGNED VEHICLE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	9,098	42818	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
MR20-232634	CVT	K23				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Aguascaliente,Mex	2008-04-07	2008-05-26	USA			
Code	Region	Name	City	State		
Dlr Retail	3914	44	STANLEY NISSAN, INC.	FAIRBANKS	AK	
Dlr Service	3982	44	CONTINENTAL NISSAN/ANCHOR	ANCHORAGE	AK	Phone 907-562-2427-0000
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4QG - GAUGES/WARNING LITES & DRIVE COMPUTER			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-11-12		N - 2008-11-12	N - 2008-11-12			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
-BRAKE LIGHT IS ON.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS _1 DAYS DOWN 1						
-BRAKE FLUID LOW.						
-MASTER CYLINDER IS LEAKING FLUID INTO BOOSTER.						
-CALLING FOR ASSISTANCE.						
** TSS RECOMMENDATION/RESULT:						
-RECOMMEND TO REPLACE THE MASTER CYLINDER.						
-IF UNABLE TO REMOVE ALL FLUID FROM BOOSTER REPLACE IT.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0935554

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2009-01-06	2009-01-06		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKE PEDAL SOFT						
Code-TSS1 / Name 125/Z * MATT MAROOT			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
B16	2008	SEN	3N1AB61E08L [REDACTED]	B10 SPLASH GUARDS C03 50 STATE EMISSION F02 CONVENIENCE PLUS L93 MATS W/DIVIDER Y65 STOCKED VEHICLE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	7,719	42818	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
MR20-227534	CVT	QM1				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Aguascaliente,Mex	2008-03-06	2008-06-20	USA			
Code	Region	Name	City	State		
Dlr Retail	3748	32 BOULDER NISSAN	BOULDER	CO		
Dlr Service	3748	32 BOULDER NISSAN	BOULDER	CO	Phone	303-443-8110-0000
Code-Component			Code-Symptom			
BR - BRAKE SYSTEM			4Q - IMPROPER OPERATION			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2009-01-06		N - 2009-01-06	N - 2009-01-06			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
-BRAKE PEDAL GOES TO FLOOR.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS _1 DAYS DOWN 1						
-BRAKE FLUID LEAKING FROM MASTER CYLINDER INTO BOOSTER.						
-REPLACED MASTER CYLINDER AND PEDAL IS SOFT.						
-BLED BRAKE SYSTEM AND PEDAL STILL SOFT.						
-REPLACED MASTER CYLINDER AGAIN AND SAME INCIDENT.						
-CALLING FOR ASSISTANCE.						
** TSS RECOMMENDATION/RESULT:						
-RECOMMEND TO REPLACE THE ABS ACTUATOR.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0937115

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2009-01-14	2009-01-14		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident MIL P0304 # 4 CYLINDER MISFIRE						
Code-TSS1 / Name 125/Z * MATT MAROOT			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
B16	2007	SEN	3N1AB61E37L [REDACTED]	B10 SPLASH GUARDS B92 BODY SIDE MOLDING C03 50 STATE EMISSION F02 CONVENIENCE PLUS L93 MATS W/DIVIDER N10 FOG LAMPS Y65 STOCKED VEHICLE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	29,809	42817	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
MR20-0	CVT	KH3				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Aguascaliente,Mex	2007-04-21	2007-08-29	USA			
Code	Region	Name	City	State		
Dlr Retail	5064	26 BALISE NISSAN	WARWICK	RI		
Dlr Service	5064	26 BALISE NISSAN	WARWICK	RI	Phone	401-781-4300-0000
Code-Component			Code-Symptom			
ECS - ECCS (SENSORS & SWITCHES)			4QK - CHECK ENGINE LIGHT			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
06 - 2009-01-14		N - 2009-01-14	N - 2009-01-14	65		
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
-CHECK ENGINE LIGHT ON AND CAR IS SPATTERING.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS _1 DAYS DOWN 1						
-MIL P0304 # 4 CYLINDER MISFIRE STORED.						
-BRAKE BOOSTER FULL OF BRAKE FLUID.						
-FOREIGN FLUID IN INTAKE MANIFOLD.						
-COMPRESSION TEST RESULTS: #1 #2 #3 #4						
190PSI 195PSI 200PSI 85PSI						
-CALLING FOR ASSISTANCE.						
** TSS RECOMMENDATION/RESULT:						
-RECOMMEND TO EPLACE THE LONG ENGINE ASSEMBLY AND CLEAN FOREIGN FLUID OUT OF MANIFOLD.						
-PERFORM MASTER CYLINDER BULLETIN.						
Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)						
M						



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0940961

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2009-02-04	2009-02-04		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKE FLUID IN BRAKE BOOSTER						
Code-TSS1 / Name 134/Z - ED KITTS			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
B16	2008	SEN	3N1AB61E98L [REDACTED]	B10 SPLASH GUARDS B92 BODY COLOR SIDE M C03 50 STATE EMISSION L92 MATS W/O DIVIDER T01 ANTI-LOCK BRAKING Y60 ASSIGNED VEHICLE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	7,455	42718	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
MR20-226350	CVT	A15				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Aguascaliente,Mex	2008-03-04	2008-06-07	USA			
Code	Region	Name	City	State		
Dlr Retail	3818	32 FRANK FLETCHER NISSAN	JOPLIN	MO		
Dlr Service	3818	32 FRANK FLETCHER NISSAN	JOPLIN	MO	Phone	417-781-1177-0000
Code-Component			Code-Symptom			
BR - BRAKE SYSTEM			4Q - IMPROPER OPERATION			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2009-02-04		N - 2009-02-04	N - 2009-02-04			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
- CUSTOMER STATES BRAKE LIGHT COMES ON WHILE ACCELERATING						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1						
- BRAKE LIGHT ON LOW FLUID FOUND IN MASTER CYLINDER						
- FLUID FOUND IN BOOSTER						
** TSS RECOMMENDATION/RESULT:						
- TSS RECOMMENDED REPLACEMENT OF BRAK MASTER CYLINDER AND BRAKE BOOSTER						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0943146

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	1		2009-02-16	2009-02-17		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKE MASTER CYLINDER LEAKING						
Code-TSS1 / Name 125/Z * MATT MAROOT			Name-Caller [REDACTED]			
Code-TSS2 / Name 125/Z * MATT MAROOT			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
B16	2007	SEN	3N1AB61E77L [REDACTED]	B10 SPLASH GUARDS C03 50 STATE EMISSION D32 TEXAS STATE INSPE L92 MATS W/O DIVIDER Y60 ASSIGNED VEHICLE Z99 PRE-DELIVERY INSP		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	33,655	42717	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
MR20-80666	CVT	KH3				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Aguascaliente,Mex	2007-02-19	2007-04-03	USA			
Code	Region	Name	City	State		
Dlr Retail	3504	44	NISSAN OF FAIRFIELD	FAIRFIELD	CA	
Dlr Service	3754	32	CHARLIE CLARK NISSAN	HARLINGEN	TX	Phone 956-423-6975-0000
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4BB - BRAKE FLUID (ALSO CLUTCH SYSTEM)LEAK			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2009-02-16		N - 2009-02-16	N - 2009-02-16			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
F - CLOSED (RESOLVED)						
** CUSTOMER COMMENT:						
-BRAKE PEDAL IS LOW BRAKE FLUID LEAKING.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS _2 DAYS DOWN 1						
-BRAKE FLUID LEAKING FROM MASTER CYLINDER.						
-MASTER CYLINDER PREVIOUSLY REPLACED 2 TIMES.						
-CALLING FOR ASSISTANCE.						
** TSS RECOMMENDATION/RESULT:						
-RECOMMEND TO REPLACE THE MASTER CYLINDER AND BOOSTER.						
-BEFORE REPLACEMENT FLUSH ENTIRE BRAKE SYSTEM WITH NISSAN BRAKE FLUID.						
**UPDATE 2.17.09 125 M.M.						
-REPLACED BOOSTER AND MASTER CYLINDER TO RESOLVE INCIDENT.						
Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)						
M						



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0951064

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2009-04-01	2009-04-01		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident MILP0300 MULTI CYLINDER MISFIRE						
Code-TSS1 / Name 115/Z - FRANK GIBFORD			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
B16	2008	SEN	3N1AB61E68L [REDACTED]	B10 SPLASH GUARDS B92 BODY COLOR SIDE M C03 50 STATE EMISSION L92 MATS W/O DIVIDER Y65 STOCKED VEHICLE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	26,713	42718	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
MR20-224107	CVT	KH3				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Aguascaliente,Mex	2008-02-23	2008-04-10	USA			
Code	Region	Name	City	State		
Dlr Retail	5136	34 ACTION NISSAN	NASHVILLE	TN		
Dlr Service	5136	34 ACTION NISSAN	NASHVILLE	TN	Phone	615-834-8244-0000
Code-Component			Code-Symptom			
EMD - PISTONS & CONNECTING RODS			1C - ROUGH IDLE			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
06 - 2009-04-01		N - 2009-04-01	N - 2009-04-01			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
- ENGINE RUNS ROUGH AND CHECK ENGINE LIGHT IS ON.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS _1 DAYS DOWN 1						
- ENGINE RUNS ROUGH AND CHECK ENGINE LIGHT IS ON.						
- CODE STORED P0300 MULTI CYLINDER MISFIRE.						
- TECH STATED THAT THE BRAKE MASTER CYLINDER HAS BEEN LEAKING INTO THE BRAKE BOOSTER AND CUSTOMER HAS BEEN ADDING BRAKE FLUID.						
- TECH STATED THE BRAKE FLUID HAS BEEN DRAWN INTO INTAKE AND ENGINE OIL LEVEL IS OVER FULL DU TO BRAKE FLUID.						
- ALSO CHECKED COMPRESSION AND FOUND CYL-1=180PSI CYL-2=90PSI CYL-3=180PSI AND CYL-4=180PSI.						
** TSS RECOMMENDATION/RESULT:						
- BASED ON TECHS REPORT RECOMMEND TO REPLACE THE BRAKE MASTER CYLINDER AND THE LONG ENGINE ASSEMBLY.						
- FOLLOW NTB TO CLEAN OUT BRAKE BOOSTER.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0965783

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2009-06-25	2009-06-25		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKE LIGHT ON IN DASH						
Code-TSS1 / Name 186/Z * DAVE SATTLER			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
B16	2008	SEN	3N1AB61E88L [REDACTED]	B10 SPLASH GUARDS C03 50 STATE EMISSION L92 MATS W/O DIVIDER Y60 ASSIGNED VEHICLE Z99 PRE-DELIVERY INSP		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	20,892	42718	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
MR20-235153	CVT	K36				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Aguascaliente,Mex	2008-04-11	2008-04-29	USA			
Code	Region	Name	City	State		
Dlr Retail	2267	44 ROYAL MOORE NISSAN/SUBARU	HILLSBORO	OR		
Dlr Service	5183	44 RUSTOM NISSAN OF PORTLAND	PORTLAND	OR	Phone	503-251-3349-0000
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4QG - GAUGES/WARNING LITES & DRIVE COMPUTER			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2009-06-25		N - 2009-06-25	N - 2009-06-25			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
-C/S BRAKE LIGHT ON IN DASH.						
-						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1						
-INSPECTED BRAKE LIGHT IN DASH OPEERATION.						
-BRAKE LIGHT ON IN DASH AND PARKING BRAKE IS OFF.						
-INSPECTED BRAKE FLUID LEVEL, FLUID LOW.						
-REMOVED MASTER FROM BOOSTER AND FLUID IS LEAKING FROM MASTER.						
-LARGE AMOUNT OF FLUID HAS LEAKED INTO BOOSTER.						
-NO OTHER WORK PERFORMED.						
** TSS RECOMMENDATION/RESULT:						
-REPLACE BOOSTER AND MASTER CYL						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0969057

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2009-07-17	2009-07-17		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident NO POWER BACKING UP DRIVEWAY						
Code-TSS1 / Name 104/Z - DONALD PERRYMAN			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
B16	2007	SEN	3N1AB61E87L [REDACTED]	B10 SPLASH GUARDS B92 BODY SIDE MOLDING C03 50 STATE EMISSION F02 CONVENIENCE PLUS N10 FOG LAMPS Y60 ASSIGNED VEHICLE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	24,390	42817	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
MR20-104946	CVT	K36				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Aguascaliente,Mex	2007-05-02	2007-08-07	USA			
Code	Region	Name	City	State		
Dlr Retail	2971	26 SLOANE NISSAN	GLENSIDE	PA		
Dlr Service	5202	26 FAULKNER NISSAN	ABINGTON	PA	Phone	215-887-8870-0000
Code-Component				Code-Symptom		
BRF - BRAKE BOOSTER & PEDAL				1R - LACK OF POWER		
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2009-07-17		N - 2009-07-17	N - 2009-07-17			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
- C/S VEHICLE HAS NO POWER BACKING UP DRIVEWAY.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 2						
- TECH STATES IF VEHICLE IS DRIVEN A MILE OR MORE, ALL BRAKES SIEZE.						
- TECH REMOVED 3 CUPS OF BRAKE FLUID FROM BOOSTER,AND PERFORMED RECALL FOR MASTER CYLINDER.						
- IF MASTER CYLINDER BOLTS ARE LOOSENED, BRAKES FREE UP.						
- CALLING FOR RECOMMENDATION.						
** TSS RECOMMENDATION/RESULT:						
- TSS RECOMMENDED TO REPLACE BOOSTER, AND RETEST.						
Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)						
M						



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0992691

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2009-12-04	2009-12-04		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKE PEDAL VERY HARD						
Code-TSS1 / Name 186/Z * DAVE SATTLER			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
B16	2008	SEN	3N1AB61E08L [REDACTED]	B10 SPLASH GUARDS C03 50 STATE EMISSION L92 MATS W/O DIVIDER Y60 ASSIGNED VEHICLE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	24,078	42718	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
MR20-272721	CVT	KH3				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Aguascaliente,Mex	2008-08-04	2008-09-22	USA			
Code	Region	Name	City	State		
Dlr Retail	3242	44	SOUTH COUNTY NISSAN-HYUND	GILROY	CA	
Dlr Service	3242	44	SOUTH COUNTY NISSAN-HYUND	GILROY	CA	Phone 408-842-1777-0000
Code-Component			Code-Symptom			
BRF - BRAKE BOOSTER & PEDAL			2M - BRAKING (POOR)			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2009-12-04		N - 2009-12-04	N - 2009-12-04			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
-C/S BRAKE PEDAL IS HARD.						
.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1						
-INSPECTED BRAKE PEDAL OPERATION ON ROAD TEST.						
-BRAKE PEDAL VERY HARD VERY LITTLE POWER ASSIST.						
-INSPECT FOR VACUUM TO BOOSTER ENGINE VACUUM IS PRESENT.						
-INSPECTED BRAKE FLUID LEVEL, APPROX 1.5 INCHS BELOW FULL MARK.						
-REMOVED MASTER CYL FROM BOOSTER.						
-BRAKE FLUID PRESENT IN BOOSTER.						
-NO OTHER WORK PERFORMED.						
** TSS RECOMMENDATION/RESULT:						
-REPLACE MASTER CYL AND BOOSTER ASSY.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI1007341

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2010-02-25	2010-02-25		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident QUESTION ON NTB08-067						
Code-TSS1 / Name 132/Z - STEVE REHBINE			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
B16	2007	SEN	3N1AB61E97L [REDACTED]	B10 SPLASH GUARDS B92 BODY SIDE MOLDING C03 50 STATE EMISSION F02 CONVENIENCE PLUS N10 FOG LAMPS Y65 STOCKED VEHICLE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	46,336	42817	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
MR20-84856	CVT	B23				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Aguascaliente,Mex	2007-02-27	2007-06-20	USA			
Code	Region	Name	City	State		
Dlr Retail	2090	32 QUALITY NISSAN	AMARILLO	TX		
Dlr Service	5201	32 MCGAVOCK NISSAN/AMARILLO	AMARILLO	TX	Phone	806-354-3550-0000
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4BB - BRAKE FLUID (ALSO CLUTCH SYSTEM)LEAK			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2010-02-25		N - 2010-02-25	N - 2010-02-25			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
- C/S LOOSING BRAKE FLUID.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1						
- FOUND FLUID IN BOOSTER.						
- REPLACED MASTER CYLINDER PER NTB08-067.						
- QUESTION IF BOOSTER SHOULD BE REPLACED DUE TO BRAKE FLUID INSIDE.						
** TSS RECOMMENDATION/RESULT:						
- ADVISED TECH DO NOT REPLACE BOOSTER, REMOVE FLUID PER PROCEDURE IN NTB08-067B.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI1011292

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2010-03-18	2010-03-18		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident MIL P0304 # 4 CYLINDER MISFIRE						
Code-TSS1 / Name 104/Z - DONALD PERRYMAN			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
B16	2008	SEN	3N1AB61E48L [REDACTED]	B10 SPLASH GUARDS C03 50 STATE EMISSION F02 CONVENIENCE PLUS L93 MATS W/DIVIDER W01 ALLOY WHEEL PACKA Y60 ASSIGNED VEHICLE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	25,711	42818	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
MR20-276763	CVT	KH3				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Aguascaliente,Mex	2008-08-09	2008-11-12	USA			
Code	Region	Name	City	State		
Dlr Retail	3685	26 TISCHER NISSAN	LAUREL	MD		
Dlr Service	5064	26 BALISE NISSAN	WARWICK	RI	Phone	401-781-4300-0000
Code-Component				Code-Symptom		
EM - ENGINE MECHANICAL				4QK - CHECK ENGINE LIGHT		
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
06 - 2010-03-18		N - 2010-03-18	N - 2010-03-18	65		
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
- C/S CHECK ENGINE LIGHT IS ON.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1						
- MIL P0304 # 4 CYLINDER MISFIRE						
- TECH STATES THERE IS 60 PSI. COMPRESSION ON #4 CYLINDER.						
- INTAKE BOOT HAS OIL POOLING.						
- THERE IS AN ENGINE KNOCK AS WELL.						
- TECH ALSO REPORTS THERE IS BRAKE FLUID IN BOOSTER.						
- CALLING FOR RECOMMENDATION.						
** TSS RECOMMENDATION/RESULT:						
- TSS RECOMMENDED TO INSPECT CAM CARRIERS FOR SCORING.						
- IF CAMS ARE REUSABLE, REPLACE SHORT BLOCK.						
- REMOVE BRAKE FLUID FROM BOOSTER AND REPLACE MASTER CYLINDER.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI1019020

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2010-04-29	2010-04-29		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident NO ACCEL,BRAKES ON ALL TIMES						
Code-TSS1 / Name 138/Z - RYAN PICKELL			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
B16	2008	SEN	3N1AB61E08L [REDACTED]	B10 SPLASH GUARDS C03 50 STATE EMISSION L92 MATS W/O DIVIDER Y65 STOCKED VEHICLE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	30,291	42818	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
MR20-247892	CVT	KH3				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Aguascaliente,Mex	2008-05-19	2008-08-02	USA			
Code	Region	Name	City	State		
Dlr Retail 3635	26	NISSAN WORLD/SPRINGFIELD	SPRINGFIELD	NJ		
Dlr Service 3246	26	ROUTE 22 NISSAN, INC.	HILLSIDE	NJ	Phone	908-964-8700-0000
Code-Component				Code-Symptom		
BRA - ABS BRAKE SYSTEM				1HH - HESITATION		
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2010-04-29		N - 2010-04-29	N - 2010-04-29			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
- A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
- NO BRAKE LIGHT AND WONT GO OVER 40 MPH -						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 3_ DAYS DOWN 1						
- TECH VERIFIED AND FOUND BRAKES ARE BEING APPLIED WHILE DRIVING AND THERE IS BRAKE FLUID IN THE BOOSTER						
- TECH REPLACED THE BOOSTER,MASTER CYLINDER AND ABS MODULE TO NO AVAIL						
** TSS RECOMMENDATION/RESULT:						
- ADJUST BRAKE SWITCH OR REPLACE AS REQUIRED						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0855470

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2007-10-17	2007-10-17		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKE FLUID LEAKING FROM MASTER.						
Code-TSS1 / Name 117/Z - CHUCK MOOREFIELD			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
CL32	2008	ALC	1N4BL24E48C [REDACTED]	A92 MOONROOF WIND DEF C03 50S EMISSIONS L93 MATS WITHOUT HOOK P93 ALUMINUM KICK PLA		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	6,027	15918	2DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
VQ35-0	CVT	W40				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Smyrna, Tennessee	2007-06-15	2007-06-29	USA			
Code	Region	Name	City	State		
Dlr Retail	3921	24 GURLEY-LEEP NISSAN	MISHAWAKA	IN		
Dlr Service	3921	24 GURLEY-LEEP NISSAN	MISHAWAKA	IN	Phone	574-277-5800-0000
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4BB - BRAKE FLUID (ALSO CLUTCH SYSTEM)LEAK			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2007-10-17		N - 2007-10-17	N - 2007-10-17			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
- BRAKE LIGHT ON						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 2_ DAYS DOWN 2						
- TECH REPORTS BRAKE MASTER CYLINDER LEAKING INTO BRAKE BOOSTER.						
- PREV REPLACED BOOSTER AND MASTER CYL ASSEMBLY FOR SAME INCIDENT.						
** TSS RECOMMENDATION/RESULT:						
- RECOMENDED REPLACE BOOSTER AND MASTER CYL ASSEMBLYAGAIN.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0898780

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
F- Full	3	2008-06-11	2008-06-11	2008-06-24	2008-06-23	1-SUGGESTION RESOLVED INCIDENT
Text-Incident MASTER CYLINDER LEAKED INTO THE BOO						
Code-TSS1 / Name 180/Z * BRYAN HAYDEN			Name-Caller [REDACTED]			
Code-TSS2 / Name 180/Z * BRYAN HAYDEN			Name-Customer [REDACTED]			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
CL32	2008	ALC	1N4AL24E48C [REDACTED]	C03 50S EMISSIONS L93 MATS WITHOUT HOOK P01 2.5S PREMIUM PACK		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	1,391	15718	2DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
QR25-412856	CVT	QX3				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Smyrna, Tennessee	2008-03-11	2008-03-28	USA			
Code	Region	Name	City	State		
Dlr Retail 08073	26	SANSONE'S ROUTE 1 NISSAN	AVENEL	NJ		
Dlr Service 08073	26	SANSONE'S ROUTE 1 NISSAN	AVENEL	NJ	Phone	732-815-2500-0000
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			2M - BRAKING (POOR)			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
DRY - 1	81/99F=27/38C	1 - CONSTANT	CHASSIS - CHASS	DECCEL		
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-06-11		N - 2008-06-11	N - 2008-06-11		NORMAL	
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution REPLACED BRAKE BOOSTER AND BRAKE MA						
Code-Status Desc						
-						
F - CLOSED (RESOLVED)						
** CUSTOMER COMMENT:						
- BRAKES ARE NOT WORKING CORRECTLY						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 1_:						
- TECH FOUND ALL THE BRAKE FLUID HAS LEAKED INTO THE BRAKE BOOSTER						
** TSS RECOMMENDATION/RESULT:						
- REPLACE THE BRAKE BOOSTER AND BRAKE MASTER CYLINDER						
** 6/23/08 UPDATE MITL 150						
- TECH REPLACED BRAKE BOOSTER AND BRAKE MASTER CYLINDER TO RESOLVE INCIDENT						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

F



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0913690

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2008-09-02	2008-09-02		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKE LIGHT IS ON						
Code-TSS1 / Name 115/Z - FRANK GIBFORD			Name-Caller PHILLIP LOVISEK			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
CL32	2008	ALC	1N4BL24E48C	C03 50S EMISSIONS L93 MATS WITHOUT HOOK P02 3.5SE PREMIUM PAC		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	19,501	15918	2DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
VQ35-717721	CVT	A20				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Smyrna, Tennessee	2007-05-08	2007-07-12	USA			
Code	Region	Name	City	State		
Dlr Retail	5119	26	BERLIN CITY NISSAN	GORHAM	NH	
Dlr Service	5108	26	CONCORD NISSAN, INC.	CONCORD	NH	Phone 603-224-9968-0000
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4QG - GAUGES/WARNING LITES & DRIVE COMPUTER			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-09-02		N - 2008-09-02	N - 2008-09-02			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
- RED BRAKE LAMP IS ON DASH.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1						
- RED BRAKE LAMP IS ON AND FLUID LEVEL IN RESEVOIR IS LOW.						
- FOUND FLUID LEAKING INTO POWER BRAKE BOOSTER.						
** TSS RECOMMENDATION/RESULT:						
- RECOMMEND TO REPLACE BRAKE MASTER CYLINDER AND BOOSTER ASSEMBLIES.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0915356

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
F- Full	2	2008-09-10	2008-09-10	2008-10-20	2008-10-20	1-SUGGESTION RESOLVED INCIDENT
Text-Incident BRAKE MASTER CYLINDER LEAKING						
Code-TSS1 / Name 104/Z - DONALD PERRYMAN			Name-Caller [REDACTED]			
Code-TSS2 / Name 150/Z - MITL MONTOYA			Name-Customer NOT GIVEN			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
CL32	2008	ALC	1N4BL24E48C [REDACTED]	A92 MOONROOF WIND DEF C03 50S EMISSIONS L93 MATS WITHOUT HOOK P93 ALUMINUM KICK PLA V01 VEHICLE DYNAMIC C		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	9,183	15918	2DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
VQ35-728955	CVT	QX3				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Smyrna, Tennessee	2007-06-12	2007-08-14	USA			
Code	Region	Name	City	State		
Dlr Retail	3836	34	NISSAN OF JESUP	JESUP	GA	
Dlr Service	3682	34	GOLDEN ISLES NISSAN	BRUNSWICK	GA	Phone 912-264-3825-0000
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4BB - BRAKE FLUID (ALSO CLUTCH SYSTEM)LEAK			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
HUMID - 2	61/80F=16/27C	1 - CONSTANT	CHASSIS - CHASS	OFF		
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-09-10		N - 2008-09-10	N - 2008-09-10		ALL TEMPS	
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution REPLACED BOOSTER AND MASTER CYLINDE						
Code-Status Desc						
-						
F - CLOSED (RESOLVED)						
** CUSTOMER COMMENT:						
- CUSTOMER STATES VDC LIGHT ON.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _1_:						
- TECH STATES FLUID LEVEL IS LOW.						
- TECH STATES BOOSTER HAS CONSIDERABLE AMMOUNT OF FLUID IN IT.						
- CALLING FOR RECOMMENDATION.						
** TSS RECOMMENDATION/RESULT:						
- TSS RECOMMENDED TO REPLACE BOOSTER AND MASTER CYLINDER.						
** 10-06-08 UPDATE MITL 150						
- TECH WAITING ON PARTS.						
** 10-20-08 UPDATE MITL 150						
- S.A STATES TECH REPLACED BOOSTER AND MASTER CYLINDER TO RESOLVE.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

F



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0916683

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	2		2008-09-17	2008-09-24		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKE FLUID LEAK ***						
Code-TSS1 / Name 168/Z * MICHAEL ACEVES			Name-Caller [REDACTED]			
Code-TSS2 / Name 168/Z * MICHAEL ACEVES			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
CL32	2008	ALC	1N4BL24E48C [REDACTED]	C03 50S EMISSIONS L93 MATS WITHOUT HOOK P02 3.5SE PREMIUM PAC U01 TECHNOLOGY PACKAG U35 NAVIGATION BOOKLE V01 VEHICLE DYNAMIC C		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	2,617	15918	2DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
VQ35-0	CVT	KH3				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Smyrna, Tennessee	2008-02-05	2008-07-30	USA			
Code	Region	Name	City	State		
Dlr Retail	3610	34 STEWART NISSAN	FAYETTEVILLE	NC		
Dlr Service	3610	34 STEWART NISSAN	FAYETTEVILLE	NC	Phone	910-323-4400-0000
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4BB - BRAKE FLUID (ALSO CLUTCH SYSTEM)LEAK			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-09-17		N - 2008-09-17	N - 2008-09-17			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
- F - CLOSED (RESOLVED)						
** CUSTOMER COMMENT:						
-BRAKE, VDC AND SLIP LIGHTS COME ON.						
.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1						
-FOUND BRAKE FLUID IS LOW.						
-BRAKE FLUID IS LEAKING INTO THE BRAKE BOOSTER.						
** TSS RECOMMENDATION/RESULT:						
-REPLACE THE BRAKE MASTER CYLINDER AND BRAKE BOOSTER.						
**UPDATE 9-24-08 TSS MIKE 168						
-TECH CALLED BACK AND LEFT A VOICE MAIL.						
-THE BRAKE BOOSTER AND MASTER CYLINDER WAS REPLACED TO RESOLVE THE INCIDENT.						
-(CLOSING REPORT).						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0921881

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2008-10-15	2008-10-15		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident ABS C1155 BRAKE FLUID LOW						
Code-TSS1 / Name 186/Z * DAVE SATTLER			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
CL32	2008	ALC	1N4BL24E38C [REDACTED]	C03 50S EMISSIONS L93 MATS WITHOUT HOOK P02 3.5SE PREMIUM PAC P93 ALUMINUM KICK PLA		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	14,314	15918	2DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
VQ35-760261	CVT	KH3				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Smryna, Tennessee	2007-09-29	2007-10-20	USA			
Code	Region	Name	City	State		
Dlr Retail	3686	34 SUTHERLIN NISSAN	FORT MYERS	FL		
Dlr Service	2808	24 MOORE NISSAN	ELLISVILLE	MO	Phone	636-394-0330-0000
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4QJ - ABS WARNING (IMPROPER OPER OF BRK SYS)			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-10-15		N - 2008-10-15	N - 2008-10-15	C55		
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
-C/S VDC OFF AND SLIP LIGHT ON IN DASH.						
-						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1						
-INSPECTED VEHICLE WITH CONSULT.						
-FOUND C1155 LOW BRAKE FLUID STORED IN ABS CONTROL UNIT.						
-INSPECTED BRAKE FLUID, FLUID VERY LOW.						
-REMOVED MASTER AND FLUID LEAKING INTO BOOSTER.						
-NO OTHER WORK PERFORMED.						
** TSS RECOMMENDATION/RESULT:						
-REPLACE MASTER CYL AND REMOVE FLUID FROM BOOSTER.						
Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)						
M						



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0925963

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2008-11-05	2008-11-05		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKE FLUID LOSS (UNVERIFIED)						
Code-TSS1 / Name 104/Z - DONALD PERRYMAN			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
CL32	2008	ALC	1N4AL24E68C [REDACTED]	C03 50S EMISSIONS L93 MATS WITHOUT HOOK P93 ALUMINUM KICK PLA		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	15,856	15718	2DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
QR25-399002	CVT	QX3				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Smyrna, Tennessee	2008-02-25	2008-04-04	USA			
Code	Region	Name	City	State		
Dlr Retail	3331	44 POWER NISSAN CHANDLER	CHANDLER	AZ		
Dlr Service	3331	44 POWER NISSAN CHANDLER	CHANDLER	AZ	Phone	480-461-4300-0000
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4BB - BRAKE FLUID (ALSO CLUTCH SYSTEM)LEAK			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-11-05		N - 2008-11-05	N - 2008-11-05			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
- C/S BRAKE FLUID LEVEL IS LOW.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED N REPAIR ATTEMPTS 1_ DAYS DOWN 1						
- TECHSTATES PREVIOUSLY BRAKE MASTER CYLINDER WAS REPLACED FOR BRAKE FLUID LEAK, AND BOOSTER WAS CLEARED OF FLUID.						
- TECH STATES PRESENTLY HE IS UNABLE TO LOCATE ANY LEAK.						
- CALLING FOR DOCUMENTATION, AND FOR ANY KNOWN INCIDENTS.						
** TSS RECOMMENDATION/RESULT:						
- TSS ADVISED TECH OF ONE REPORT OF LEAK AT ABS ACTUATOR LINES.						
- TSS ADVISED TO REFILL RESERVOIR, INSTALL TAMPER SEAL AND RETEST.						
Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)						
M						



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0928590

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2008-11-20	2008-11-20		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKE LIGHT ON						
Code-TSS1 / Name 117/Z - CHUCK MOOREFIELD			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
CL32	2008	ALC	1N4BL24E08C [REDACTED]	A92 MOONROOF WIND DEF C03 50S EMISSIONS L93 MATS WITHOUT HOOK P02 3.5SE PREMIUM PAC P93 ALUMINUM KICK PLA		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	24,674	15968	2DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
VQ35-730117	MT6	KH3				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Smyrna, Tennessee	2007-06-14	2007-07-12	USA			
	Code	Region	Name	City	State	
Dlr Retail	3556	26	FIVE TOWNS NISSAN	INWOOD	NY	
Dlr Service	3556	26	FIVE TOWNS NISSAN	INWOOD	NY	Phone 516-239-0100-0000
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4QG - GAUGES/WARNING LITES & DRIVE COMPUTER			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-11-20		N - 2008-11-20	N - 2008-11-20			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
- BRAKE LIGHT ON						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1						
- TECH REPORTS FOUND BRAKE MASTER CYLINDER LEAKING INTO BRAKE BOOSTER.						
** TSS RECOMMENDATION/RESULT:						
- TSS RECOMENDED REPLACE BOOSTER AND MASTERCYLINDER.						
Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)						
M						



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0959711

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2009-05-19	2009-05-19		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKE LIGHT COMES ON AT TIMES						
Code-TSS1 / Name 111Z - WILLIAM LIFSEY			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
CL32	2008	ALC	1N4AL24E68C [REDACTED]	C03 50S EMISSIONS L93 MATS WITHOUT HOOK P01 2.5S PREMIUM PACK		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	23,582	15718	2DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
QR25-159797	CVT	QX3				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Smyrna, Tennessee	2007-05-23	2007-06-06	USA			
Code	Region	Name	City	State		
Dlr Retail 3687	32	GRAY-DANIELS NISSAN BRAND	BRANDON	MS		
Dlr Service 3687	32	GRAY-DANIELS NISSAN BRAND	BRANDON	MS		
				Phone 601-948-3050-0000		
Code-Component			Code-Symptom			
BR - BRAKE SYSTEM			4QG - GAUGES/WARNING LITES & DRIVE COMPUTER			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2009-05-19		N - 2009-05-19	N - 2009-05-19			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
- LOW BRAKE FLUID LIGHT IS ON.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 2_ DAYS DOWN 1						
- FINDS THE BRAKE FLUID LEVEL IS LOW IN THE MASTER CYLINDER.						
- FINDS BRAKE FLUID HAS MIGRATED TO BOOSTER.						
- REPLACED THE MASTER CYLINDER 9-08.						
- CALLING FOR RECOMMENDATION REGARDING FLUID IN THE BOOSTER.						
** TSS RECOMMENDATION/RESULT:						
- REPLACE THE MASTER CYLINDER AND BRAKE BOOSTER.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# F11005643

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	1		2010-02-17	2010-02-17		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKE MASTER LEAKING						
Code-TSS1 / Name 186/Z * DAVE SATTLER			Name-Caller			
Code-TSS2 / Name 107/Z - RAYMOND RICE			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
CL32	2008	ALC	1N4AL24E08C	C03 50S EMISSIONS L93 MATS WITHOUT HOOK		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	32,719	15718	2DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
QR25-441675	CVT	W40				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Smyrna, Tennessee	2008-04-14	2008-05-23	USA			
Code	Region	Name	City	State		
Dlr Retail	3644	32 MCCARTHY OLATHE NISSAN	OLATHE	KS		
Dlr Service	3644	32 MCCARTHY OLATHE NISSAN	OLATHE	KS	Phone	913-324-7200-0000
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4B - OIL/FLD/GREASE LEAK			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2010-02-17		N - 2010-02-17	N - 2010-02-17			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
-C/S BRAKE LIGHT ON AT TIME WHEN DRIVING.						
.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1 DAYS DOWN 1						
-INSPECTED VEHICLE BRAKE FLUID LEVEL DUE TO BRAKE LIGHT ON.						
-FLUID LEVEL BELOW MIN MARK.						
-REMOVED MASTER FROM BOOSTER AND REAR SEAL OF MASTER LEAKINF FLUID.						
-SHOULD BOOSTER BE REPALCED.						
-NO OTHER WORK PERFORMED.						
** TSS RECOMMENDATION/RESULT:						
-REMOVE FLUID FROM BOOSTER BEFORE INSTALLING NEW MASTER CYL.						
*** UPDATE RAY 107 02/17/10						
- TECH CALLED AND INDICATES S/M WANTS BOOSTER REPLACED						
- AS RECOMMENDED ABOVE, REPLACE MASTER CYLINDER AND REMOVE FLUID FROM BOOSTER						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0822796

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
F- Full	2	2007-04-23	2007-04-23	2007-05-30	2007-05-30	1-SUGGESTION RESOLVED INCIDENT
Text-Incident BRAKE PEDAL LOW						
Code-TSS1 / Name 117/Z - CHUCK MOOREFIELD			Name-Caller [REDACTED]			
Code-TSS2 / Name 117/Z - CHUCK MOOREFIELD			Name-Customer [REDACTED]			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2007	ALT	1N4AL21E57N [REDACTED]	B10 SPLASH GUARDS C01 CALIFORNIA EMISSI F02 CONVENIENCE PLUS L92 MATS WITH HOOKS P93 ALUMINUM KICK PLA		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	578	05217	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
QR25-42813	CVT	QX3				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Canton, Mississippi	2007-01-17	2007-04-06	USA			
Code	Region	Name	City	State		
Dlr Retail 3810	44	NISSAN OF BAKERSFIELD	BAKERSFIELD	CA		
Dlr Service 3810	44	NISSAN OF BAKERSFIELD	BAKERSFIELD	CA	Phone 661-835-8600-0000	
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			2M - BRAKING (POOR)			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
DRY - 1	61/80F=16/27C	2 - INTERMITTENT	CHASSIS - CHASS	DECCEL		
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2007-04-23		N - 2007-04-23	N - 2007-04-23		ALL TEMPS	
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution REPLACED BOOSTER&MASTER CYL						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
F - CLOSED (RESOLVED)						
** CUSTOMER COMMENT:						
- BRAKE PEDAL GOES TO FLOOR AT TIMES.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 1__:						
- TECH REPORTS BRAKE PEDAL LOW WHEN BRAKING.						
- BRAKES STOP OK.						
- BRAKE PEDAL LOWER THAN LIKE VEHICLE.						
- BLEED BRAKES NO CHANGE.						
** TSS RECOMMENDATION/RESULT:						
- RECIMENDED CHECK BRAKE PEDAL HEIGHT AND SWITCH ADJUSTMENT.						
- CHECK FOR BRAKE FLUID LEAKS.						
** UPDATE 5/10/07 CHUCK 117						
- CALLED DEALER TECH NOT IN TODAY						
** UPDATE 5/30/07 CHUCK 117						
- CALLED DEALER TALKED TO TECH						
- TECH REPORTED FOUND MASTERCYL LEAKING INTO BRAKE BOOSTER						
- REPLACED BOOSTER MASTER CYL ASSEMBLY TO RESOLVE.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)



F



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0825640

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
F- Full	1	2007-05-08	2007-05-08	2007-05-21	2007-05-21	7-UNRESOLVED INCIDENT (TECHNICAL RELATED)
Text-Incident LOOSING BRAKE FLUID MASTER CYLINDER						
Code-TSS1 / Name 101Z - ALLEN WENDELL			Name-Caller [REDACTED]			
Code-TSS2 / Name 101Z - ALLEN WENDELL			Name-Customer [REDACTED]			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2007	ALT	1N4AL21E47N [REDACTED]	B10 SPLASH GUARDS C03 50 STATE EMISSION L93 MATS WITHOUT HOOK		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	8,018	05717	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
QR25-697116	CVT	KH3				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Canton, Mississippi	2006-11-20	2006-12-29	USA			
Code	Region	Name	City	State		
Dlr Retail 3739	34	VICTORY NISSAN/CHESAPEAKE	CHESAPEAKE	VA		
Dlr Service 3739	34	VICTORY NISSAN/CHESAPEAKE	CHESAPEAKE	VA	Phone 757-436-4900-0000	
Code-Component			Code-Symptom			
BRH - BRAKE HOSE/PIPING/VALVE			4BB - BRAKE FLUID (ALSO CLUTCH SYSTEM)LEAK			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
DRY - 1	61/80F=16/27C	2 - INTERMITTENT	CHASSIS - CHASS	OFF		
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2007-05-08		N - 2007-05-08	N - 2007-05-08	R36	NORMAL	
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution CLOSED PENDING PARTS ON ORDER.						
Code-Status Desc						
- A - PENDING DEALER FOLLOW-UP H - CLOSED (UNRESOLVED-NONTECHNICAL)						
** CUSTOMER COMMENT:						
-KEEPS LOOSING BRAKE FLUID						
.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 2_DAYS DOWN _2_:						
-THE BRAKE SYSTEM KEPT LOOSING BRAKE FLUID.						
-THE TECH HAS FOUND THE MASTER CYLINDER WAS LEAKING THE FLUID INTO THE BOOSTER.						
** TSS RECOMMENDATION/RESULT:						
-ADDRESS THE MASTER CYLINDER AND BOOSTER AT THIS POINT.						
-UPDATE 5-21-07 DEALER CALL BACK TSS ALLEN WENDELL						
-PARTS ARE CURRENTLY ON ORDER.						
-REPORT CLOSED PENDING PARTS ON ORDER.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

F



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0831963

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
F- Full	1	2007-06-13	2007-06-13	2007-07-12	2007-07-12	1-SUGGESTION RESOLVED INCIDENT
Text-Incident BRAKE FLUID LEAKING INTO BOOSTER						
Code-TSS1 / Name 100/Z - RYAN SMITH			Name-Caller [REDACTED]			
Code-TSS2 / Name 100/Z - RYAN SMITH			Name-Customer NOT GIVEN			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2007	ALT	1N4AL21E67N [REDACTED]	B10 SPLASH GUARDS C03 50 STATE EMISSION L93 MATS WITHOUT HOOK		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	1,170	05717	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
QR25-42036	CVT	K50				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Canton, Mississippi	2007-01-16	2007-05-18	USA			
Code	Region	Name	City	State		
Dlr Retail 2958	32	VALLEY MOTORS, INC.	RUSSELLVILLE	AR		
Dlr Service 2958	32	VALLEY MOTORS, INC.	RUSSELLVILLE	AR	Phone	479-968-4566-0000
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4BB - BRAKE FLUID (ALSO CLUTCH SYSTEM)LEAK			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
DRY - 1	61/80F=16/27C	1 - CONSTANT	CHASSIS - CHASS	OFF		
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2007-06-13		N - 2007-06-13	N - 2007-06-13		ALL TEMPS	
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution MASTER CYLINDER REPLACED						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
F - CLOSED (RESOLVED)						
** CUSTOMER COMMENT:						
-BRAKE LIGHT ON						
-ADDED BRAKE FLUID TO RESERVOIR TWICE						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _1_:						
-BRAKE FLUID LEVEL LOW						
-FOUND FLUID IN BRAKE BOOSTER						
-LEAKING FROM MASTER CYLINDER						
-CALLING FOR ASSISTANCE						
** TSS RECOMMENDATION/RESULT:						
-REPLACE MASTER CYLINDER						
-INSPECT BRAKE BOOSTER						
** UPDATE 7/12/07 TSS RYAN 100						
-MASTER CYLINDER REPLACED						
-INCIDENT RESOLVED						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

F



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0839727

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2007-07-25	2007-07-25		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKE LIGHT ON.						
Code-TSS1 / Name			970/T * NCI DOMENIC LUBERTO TECHI			
Code-TSS2 / Name			0/			
Code-Series		MY Full	Code-Model Line	VIN	Installed Options	
L32		2007	ALT	1N4AL21E67C	C05 CANADA EMISSIONS F05 CONVENIENCE PACKA	
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	3,706	25217	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
QR25-0	CVT	KH3				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Smyrna, Tennessee	2007-05-10	2007-05-29	USA			
Code	Region	Name	City	State		
Dlr Retail						
Dlr Service	A200	46	NCI-CANADA	MISSISSAUGA, ONT	Phone 0---	
Code-Component				Code-Symptom		
BRG - BRAKE MASTER CYLINDER				4BB - BRAKE FLUID (ALSO CLUTCH SYSTEM)LEAK		
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
- 2007-07-25	XB	N - 2007-07-25	N - 2007-07-25			
Code-Reason For Call					Flag-Attachment:	
9 - CALLER PROVIDES PRODUCT INFORMATION ONLY					N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
07/25/07						
-BRAKE LIGHT ON.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED _ REPAIR ATTEMPTS ___ DAYS DOWN _						
07/25/07						
-BRAKE MASTER FLUID LOW.						
-PERFORMED TSB BR07-002 WAS OK. FURTHER INSPECTION FOUND BRAKE MASTER						
-WAS LEAKING INTO THE BOOSTER. BRAKE MASTER & BOOSTER HAVE BEEN						
-ORDERED.						
** TSS RECOMMENDATION/RESULT:						
07/25/07						
-DEALER PROVIDED INFORMATION.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

BRAKE FLUID LEAKING FROM MASTER



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0843561

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2007-08-15	2007-08-15		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKE FLUID LEAKING INTO BOOSTER						
Code-TSS1 / Name 100/Z - RYAN SMITH			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2007	ALT	1N4AL21E17N [REDACTED]	B10 SPLASH GUARDS C03 50 STATE EMISSION F01 CONVENIENCE PACKA L92 MATS WITH HOOKS		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	1,898	05717	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
-41540	CVT	QX3				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
	2007-01-16	2007-05-28	USA			
Code	Region	Name	City	State		
Dlr Retail	2123	34 MOSES NISSAN	BARBOURSVILLE	WV		
Dlr Service	2123	34 MOSES NISSAN	BARBOURSVILLE	WV	Phone	304-736-5291-0000
Code-Component			Code-Symptom			
BR - BRAKE SYSTEM			4BB - BRAKE FLUID (ALSO CLUTCH SYSTEM)LEAK			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2007-08-15		N - 2007-08-15	N - 2007-08-15			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
-BRAKE FLUID DISAPPEARING						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS _2 DAYS DOWN _2						
-BRAKE FLUID LEVEL LOW						
-REPLACED CALIPERS FOR FLUID RESIDUE						
-VEHICLE RETURNED, TECH THEN SAW BULLETIN						
-FOUND BRAKE FLUID INSIDE BRAKE BOOSTER (2-3")						
-CALLING FOR ASSISTANCE						
** TSS RECOMMENDATION/RESULT:						
-REPLACE MASTER CYLINDER AND BRAKE BOOSTER						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0843801

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	1		2007-08-15	2010-11-09		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident REAR BRAKE SQUEEL UNEVEN PAD WEAR						
Code-TSS1 / Name 115/Z - FRANK GIBFORD			Name-Caller [REDACTED]			
Code-TSS2 / Name 119/Z - JEFF WYATT			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2007	ALT	1N4AL21E67C [REDACTED]	B10 SPLASH GUARDS C03 50 STATE EMISSION L93 MATS WITHOUT HOOK		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
9,078	47,058	05717	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
QR25-681143	CVT	K50				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Smyrna, Tennessee	2006-10-26	2006-12-02	USA			
Code	Region	Name	City	State		
Dlr Retail 3488	32	BOB HOWARD NISSAN, INC.	EDMOND	OK		
Dlr Service 3488	32	BOB HOWARD NISSAN, INC.	EDMOND	OK		
						Phone 405-478-5380-0000
Code-Component				Code-Symptom		
BRB - BRAKE (DISC) ROTORS/PADS/CALIPERS				4RE - CHIRP/CREAK/SQUEAK/SQUEAL		
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2007-08-15		N - 2007-08-15	N - 2007-08-15			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
- BRAKES SQUEEK.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1						
- REAR BRAKES SQUEEL MOSTLY ON LOW SPEED STOPS.						
- NO FURTHER WORK DONE.						
** TSS RECOMMENDATION/RESULT:						
- IF REAR ROTORS ARE GLAZED RESURFACE REAR ROTORS REPLACE PADS AND USE PROPER LUBRICANT BETWEEN PADS AND SHIMS AND ON PAD SLIDING TABS.						
- REFERRED TECH TO NTB00-033D						
**UPDATE 11-09-10 JEFF TSS119.						
-LAST CALL FROM LAYTON PUCKETT AT 9078 MILES.						
-VEHICLE HAS BEEN IN AFTER LAST CALL TO TECH LINE.						
-FOUND UNEVEN PAD WEAR AND CALIPERS WERE REPLACED AT APPROX 29000 MILES.						
-BRAKE SQUEAK AND FOUND UNEVEN PAD WEAR ON CURRENT VISIT.						
-RF INNER PAD 2.5 MM LF INNER PAD 7 MM.						
-RR INNER PAD 7 MM LR INNER PAD 5 MM.						
-ROTORS TURNED PREVIOUSLY BUT NOT REPLACED.						
-ALSO FOUND BRAKE FLUID LEAKING FROM MASTER INTO BOOSTER.						



TECH LINE INCIDENT REPORT - CONFIDENTIAL



##REPLACE FRONT CALIPERS FOR UNEVEN PAD WEAR, USE PADS AND HARDWARE LIST
IN NTB08-057, TURN/REPLACE ROTORS, REPLACE MASTER CYL, VAC OUT BOOSTER.

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0843997

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	2		2007-08-16	2008-02-27		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKES GRABBY						
Code-TSS1 / Name 185/Z * TED POWELL			Name-Caller [REDACTED]			
Code-TSS2 / Name 185/Z * TED POWELL			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2007	ALT	1N4AL21E27N [REDACTED]	B10 SPLASH GUARDS C03 50 STATE EMISSION F01 CONVENIENCE PACKA K92 EMERGENCY AID PAC L92 MATS WITH HOOKS R01 ANTI-LOCK BRAKING		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
7,635	13,330	05717	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
QR25-3340	CVT	QX3				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Canton, Mississippi	2006-11-29	2007-01-31	USA			
Code	Region	Name	City	State		
Dlr Retail	3913	44	ROBERT ALLEN NISSAN	POCATELLO	ID	
Dlr Service	3913	44	ROBERT ALLEN NISSAN	POCATELLO	ID	Phone 208-232-1062-0000
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			2M - BRAKING (POOR)			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2007-08-16		N - 2007-08-16	N - 2007-08-16			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
-GRABBY BRAKES						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1 DAYS DOWN 1						
-IS NOTICABLY GRABBY AS COMPARED TO LIKE VEH.						
** TSS RECOMMENDATION/RESULT:						
-REPLACE BRAKE BOOSTER.						
*UPDATE 2-27-08 185TED.						
-NEW TECH JEFF SCOTT WORKING ON VEH.						
-VEH BACK BRAKES "STILL GRABBY"						
-TECH REPLACING MASTER CYL NOTED BRAKE FLUID LEAKED INTO MASTER.						
-REPLACE BOOSTER AND MASTER TO RESOLVE.						
-LEAKING BRK MASTER DAMAGED BOOSTER.						
Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)						
REPLACE BOOSTER						



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0844050

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
F- Full	1	2007-08-07	2007-08-16	2007-08-23	2007-08-23	1-SUGGESTION RESOLVED INCIDENT
Text-Incident ALL BRAKES LOCKED BOOSTER LOCKED						
Code-TSS1 / Name 101/Z - ALLEN WENDELL			Name-Caller [REDACTED]			
Code-TSS2 / Name 101/Z - ALLEN WENDELL			Name-Customer [REDACTED]			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2007	ALT	1N4AL21E87N [REDACTED]	C03 50 STATE EMISSION F02 CONVENIENCE PLUS L92 MATS WITH HOOKS R01 ANTI-LOCK BRAKING		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	4,560	05717	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
QR25-137443	CVT	K50				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Canton, Mississippi	2007-04-26	2007-05-15	USA			
Code	Region	Name	City	State		
Dlr Retail 3910	44	ALAN WEBB NISSAN	VANCOUVER	WA		
Dlr Service 3910	44	ALAN WEBB NISSAN	VANCOUVER	WA	Phone	360-892-9004-0000
Code-Component			Code-Symptom			
BRF - BRAKE BOOSTER & PEDAL			2L - BRAKE DRAG			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
DRY - 1	81/99F=27/38C	2 - INTERMITTENT	CHASSIS - CHASS	DECEL		
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2007-08-16		N - 2007-08-16	N - 2007-08-16		NORMAL	
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution BRAKE FLUID LEAK IN BOOSTER INDUCED						
Code-Status Desc						
-						
F - CLOSED (RESOLVED)						
** CUSTOMER COMMENT:						
-THE VEHICLE WILLNOT MOVE.						
.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _10:						
-THE TECH FOUND THE BRAKES WERE LOCKED UNTIL THE BOOSTER CHECK VALVE WAS REMOVED.						
-LOOKING FOR POSSIBILITIES.						
** TSS RECOMMENDATION/RESULT:						
-ADVISED TO ADDRESS THE BOOSTER SITUATION AT THIS POINT AND EVALAUTE THE MASTER CYLINDER.						
-UPDATE 08-23-07 DEALER CALL BACK TSS ALLEN WENDELL						
-THE MASTER CYLINDER HAD LEAKED IN THE BRAKE BOOSTER AND INDUCED.						
-REPORT CLOSED.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0849685

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2007-09-17	2007-09-17		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKE FLUID LEAK INTO BOOSTER						
Code-TSS1 / Name 100/Z - RYAN SMITH			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2008	ALT	1N4AL21E48C [REDACTED]	A92 MOONROOF WIND DEF B10 SPLASH GUARDS C01 CALIFORNIA EMISSI F10 FOG LIGHTS G01 SL PACKAGE H01 CONNECTION PACKAG K92 EMERGENCY AID PAC L92 MATS WITH HOOKS P93 ALUMINUM KICK PLA R10 REAR SPOILER U01 TECHNOLOGY PACKAG U35 NAVIGATION BOOKLE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	13	05218	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
QR25-216215	CVT	QX3				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Smyrna, Tennessee	2007-08-10	2007-09-24	USA			
Code	Region	Name	City	State		
Dlr Retail 07094	26	S. G. HYLAN MOTORS CORP	STATEN ISLAND	NY		
Dlr Service 07094	26	S. G. HYLAN MOTORS CORP	STATEN ISLAND	NY	Phone	718-447-3800-0000
Code-Component			Code-Symptom			
BR - BRAKE SYSTEM			4BT - TRANSMISSION FLUID_LEAK			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2007-09-17		N - 2007-09-17	N - 2007-09-17			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
-NO BRAKES						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS _1 DAYS DOWN _1						
-BRAKE PEDAL TO FLOOR						
-NO FLUID IN MASTER CYLINDER RESERVOIR						
-FLUID LEAKED INTO BRAKE BOOSTER						
-CALLING FOR ASSISTANCE						
** TSS RECOMMENDATION/RESULT:						
-REPLACE MASTER CYLINDER AND BRAKE BOOSTER						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0849957

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2007-09-18	2007-09-18		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident LOOSING BRAKE FLUID						
Code-TSS1 / Name 107IZ - RAYMOND RICE			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2007	ALT	1N4AL21E27C [REDACTED]	B10 SPLASH GUARDS C01 CALIFORNIA EMISSIONS F01 CONVENIENCE PACKAGE F10 FOG LIGHTS L92 MATS WITH HOOKS R01 ANTI-LOCK BRAKING R10 REAR SPOILER		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	3,476	05217	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
QR25-106158	CVT	W40				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Smyrna, Tennessee	2007-03-22	2007-04-19	USA			
Code	Region	Name	City	State		
Dlr Retail	07094	26 S. G. HYLAN MOTORS CORP	STATEN ISLAND	NY		
Dlr Service	07094	26 S. G. HYLAN MOTORS CORP	STATEN ISLAND	NY	Phone	718-447-3800-0000
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4BB - BRAKE FLUID (ALSO CLUTCH SYSTEM)LEAK			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2007-09-18		N - 2007-09-18	N - 2007-09-18			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
- C/S VEHICLE IS LEAKING BRAKE FLUID						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS _1 DAYS DOWN 2						
- FOUND MASTER CYLINDER LEAKING FLUID INTO BOOSTER						
- CALLING FOR ASSISTANCE						
** TSS RECOMMENDATION/RESULT:						
- REPLACE BRAKE MASTER CYLINDER AND BOOSTER						
- TECH TO CALL WITH RESULTS						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0858391

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	1		2007-11-01	2007-11-19		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKES VERY SENSITIVE						
Code-TSS1 / Name 119/Z - JEFF WYATT			Name-Caller [REDACTED]			
Code-TSS2 / Name 119/Z - JEFF WYATT			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2007	ALT	1N4AL21E37N [REDACTED]	B10 SPLASH GUARDS C03 50 STATE EMISSION L93 MATS WITHOUT HOOK		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	9,739	05717	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
QR25-125946	CVT	W40				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Canton, Mississippi	2007-04-16	2007-04-30	USA			
Code	Region	Name	City	State		
Dlr Retail 3304	34	AUTOWAY NISSAN/CLEARWATER	CLEARWATER	FL		
Dlr Service 3304	34	AUTOWAY NISSAN/CLEARWATER	CLEARWATER	FL	Phone 727-507-3200-0000	
Code-Component			Code-Symptom			
BR - BRAKE SYSTEM			2L - BRAKE DRAG			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2007-11-01		N - 2007-11-01	N - 2007-11-01			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
-BRAKES STICKING.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1						
-BRAKES VERY SENSITIVE.						
-BARELY TOUCH BRAKE PEDAL AND BRAKES ENGAGE.						
-NO EXTERNAL LEAKS.						
** TSS RECOMMENDATION/RESULT:						
-REMOVE MASTER FROM BOOSTER.						
-IF NO LEAK AT REAR OF MASTER, REPLACE BOOSTER.						
-IF MASTER IS LEAKING AT REAR, REPLACE MASTER AND BOOSTER.						
**UPDATE 11-19-07 JEFF.						
-ONCE MASTER WAS REMOVED, FOUND LARGE AMOUNT OF BRAKE FLUID IN BOOSTER.						
-REPLACED MASTER CYLINDER AND BOOSTER.						
-INCIDENT WAS RESOLVED AND VEHICLE RELEASED.						
-VEHICLE RETURNED AFTER ALMOST 3 WEEKS, BRAKES ARE SENSITIVE AGAIN.						
##CHECK FOR ANY DAMAGE TO VACUUM HOSE AND CHECK VALVE DUE TO BRAKE FLUID						
-IF OK, REPLACE BRAKE BOOSTER.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)



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TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0859628

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2007-11-07	2007-11-07		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKE PEDAL TO FLOOR						
Code-TSS1 / Name 107IZ - RAYMOND RICE			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2007	ALT	1N4BL21E17C [REDACTED]	A09 SIRIUS SATELLITE B10 SPLASH GUARDS C03 50 STATE EMISSION L92 MATS WITH HOOKS		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	3,433	05417	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
VQ35-693755	CVT	A15				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Smyrna, Tennessee	2007-02-12	2007-03-07	USA			
Code	Region	Name	City	State		
Dlr Retail	3687	32	GRAY-DANIELS NISSAN BRAND	BRANDON	MS	
Dlr Service	3687	32	GRAY-DANIELS NISSAN BRAND	BRANDON	MS	Phone 601-948-3050-0000
Code-Component				Code-Symptom		
BRG - BRAKE MASTER CYLINDER				2M - BRAKING (POOR)		
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2007-11-07		N - 2007-11-07	N - 2007-11-07			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
- C/S BRAKE PEDAL TO FLOOR						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1						
- VERIFIED BRAKE PEDAL TO FLOOR AND OUT OF BRAKE FLUID						
- CANNOT FIND ANY LEAKS AT CALIPERS						
- CALLING FOR DATABASE SEARCH						
** TSS RECOMMENDATION/RESULT:						
- REPLACE BRAKE MASTER CYLINDER						
- IF BRAKE FLUID HAS ENTERED BOOSTER, REPLACE BRAKE BOOSTER						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0860919

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	1		2007-11-14	2007-11-15		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKE FLUID VERY LOW BRAKE LITE ON						
Code-TSS1 / Name 186/Z * DAVE SATTLER			Name-Caller			
Code-TSS2 / Name 186/Z * DAVE SATTLER			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2007	ALT	1N4AL21E77N	B10 SPLASH GUARDS C03 50 STATE EMISSION K92 EMERGENCY AID PAC L93 MATS WITHOUT HOOK P93 ALUMINUM KICK PLA		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	8,622	05717	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
QR25-182634	CVT	KH3				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Canton, Mississippi	2007-06-21	2007-07-16	USA			
Code	Region	Name	City	State		
Dlr Retail	3839	34 KRAFT NISSAN	TALLAHASSEE	FL		
Dlr Service	3839	34 KRAFT NISSAN	TALLAHASSEE	FL	Phone	850-576-6171-0000
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4QG - GAUGES/WARNING LITES & DRIVE COMPUTER			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2007-11-14		N - 2007-11-14	N - 2007-11-14			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
- F - CLOSED (RESOLVED)						
** CUSTOMER COMMENT:						
-C/S BRAKE LIGHT ON IN DASH AND BRAKE PEDAL FELS UNRESPOCIVE						
.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 2_ DAYS DOWN 2						
-INSPECTED VEHLCE BRAKES OPERATION ON ROAD TEST.						
-BRAKE PEDAL MUSHY AND BRAKE LIGHT ON IN DASH.						
-INSPECT FLUID LEVEL FLUID VERY LOW.						
-REAR CALIPERS WHERE REPALCED FOR LEAKING 11-01-07 AT 7654 MILE.						
-REAR CALIPER APEAR MOIST BUT NOT LEAKING.						
-NO LEAK FROM AT ANY FITTING OR LINES.						
-NO OTHER WORK PERFORMED.						
** TSS RECOMMENDATION/RESULT:						
-REMOVED BRTAKE MASTER CYL AND INSPECT FOR LEAKING OUT REAR SEAL.						
-TECH TO CALL WITH FINDINGS.						
***UPDATE 11-15-07 DAVE 186.						
-TECH CALLED WITH UPDATE.						
-REMOVED MASTER CYL AND FLUID LEAKING INTO BOOSER.						
-TECH REPLACED MASTER CYL TO RESOLVE INCIDENT.						



Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

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TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0865158

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
F- Full	3	2007-12-10	2007-12-10	2008-01-28	2008-01-28	1-SUGGESTION RESOLVED INCIDENT
Text-Incident RED BRAKE LAMP IS ON						
Code-TSS1 / Name 115/Z - FRANK GIBFORD			Name-Caller [REDACTED]			
Code-TSS2 / Name 115/Z - FRANK GIBFORD			Name-Customer [REDACTED]			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2008	ALT	1N4AL21E38N [REDACTED]	A92 MOONROOF WIND DEF B10 SPLASH GUARDS C03 50 STATE EMISSION F02 CONVENIENCE PLUS L92 MATS WITH HOOKS		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	4,249	05718	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
QR25-233833	CVT	BW9				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Canton, Mississippi	2007-08-30	2007-09-08	USA			
Code	Region	Name	City	State		
Dlr Retail 5074	34	GRIFFIN NISSAN, INC.	ROCKINGHAM	NC		
Dlr Service 1817	34	COASTAL NISSAN, INC.	PAWLEYS ISLAND	SC	Phone	843-979-3500-0000
Code-Component			Code-Symptom			
BRA - ABS BRAKE SYSTEM			4QG - GAUGES/WARNING LITES & DRIVE COMPUTER			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
DRY - 1	61/80F=16/27C	1 - CONSTANT	CHASSIS - CHASS	DECEL		
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
20 - 2007-12-10		N - 2007-12-10	N - 2007-12-10		NORMAL	
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution REPLACED BRAKE MASTER AND BOOSTER.						
Code-Status Desc						
-						
F - CLOSED (RESOLVED)						
** CUSTOMER COMMENT:						
- VEHICLE LOOSING BRAKE FLUID.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 1_:						
- VEHICLE LOOSING BRAKE FLUID TECH ADDED 4 OZ AND CUSTOMER STATES ALSO HAD TO ADD APPROX 4 OZ.						
- SLIGHT SIGNS OF MOISTURE IN AT FRONT CALIPERS AND RT REAR CALIPER HOWEVER DOES NOT ACCOUNT FOR 8 OZ OF FLUID.						
- INSIDE OF WHEELS ARE DRY.						
- CALLING FOR KNOWN ISSUES.						
** TSS RECOMMENDATION/RESULT:						
- NO KNOWN ISSUES RECOMEND TO REMOVE MASTER CYLINDER AND CHECK FOR FLUID ENTERING BOOSTER.						
** 12/10/07 115FG UPDATE:						
- TECH CALLED IN TO REPORT REMOVED MASTER CYLINDER AND FOUND FLUID IN BRAKE BOOSTER.						
- RECOMEND TO REPLACE BRAKE MASTER CYLINDER AND BOOSTER FAXED SHIPPING INSTRUCTIONS TO COLLECT MASTER AND BOOSTER FOR ENGINEERING INVESTIGATION FOR ENGINEER J.G.						
** 01/28/08 115FG UPDATE;						



TECH LINE INCIDENT REPORT - CONFIDENTIAL



- TECH CALLED IN TO REPORT REPLACED BRAKE MASTER AND BOOSTER ASSEMBLY
INCIDENT IS RESOLVED.

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

F



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0865161

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	1		2007-12-10	2008-01-07		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKE LIGHT ON FLUID LEVEL LOW						
Code-TSS1 / Name 117IZ - CHUCK MOOREFIELD			Name-Caller [REDACTED]			
Code-TSS2 / Name 117IZ - CHUCK MOOREFIELD			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2007	ALT	1N4BL21E77C [REDACTED]	B10 SPLASH GUARDS C03 50 STATE EMISSION L92 MATS WITH HOOKS S01 SPORT PACKAGE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	11,985	05917	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
VQ35-0	CVT	KH3				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Smyrna, Tennessee	2007-02-22	2007-03-22	USA			
Code	Region	Name	City	State		
Dlr Retail	3202	24 ED MARTIN NISSAN	INDIANAPOLIS	IN		
Dlr Service	3202	24 ED MARTIN NISSAN	INDIANAPOLIS	IN	Phone	317-359-9231-0000
Code-Component			Code-Symptom			
BRA - ABS BRAKE SYSTEM			4QG - GAUGES/WARNING LITES & DRIVE COMPUTER			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2007-12-10		N - 2007-12-10	N - 2007-12-10			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
- BRAKE WARNING LIGHT ON						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1						
- TECH REPORTS BRAKE FLUID LEVEL IS LOW PREV ADDED FLUID TO SYSTEM FOR SAME ISSUE.						
- NO LEAKS FOUND.						
** TSS RECOMMENDATION/RESULT:						
- RECOMENDED CHECK AROUND ABS CONTROL UNIT AND BACK OF MASTER CYL FOR LEAKS.						
** UPDATE 1/7/08 CHUCK 117						
- TECH CALLED REPORTED FOUND LEAK BETWEEN MASTER CYLINDER AND BRAKE BOOSTER.						
- RECOMENDED REPLACE MASTER CYLINDER AND BRAKE BOOSTER.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0869573

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	1		2008-01-07	2008-01-11		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKE MASTER IS LOOSING FLUID*****						
Code-TSS1 / Name 115/Z - FRANK GIBFORD			Name-Caller [REDACTED]			
Code-TSS2 / Name 115/Z - FRANK GIBFORD			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2007	ALT	1N4AL21E27C [REDACTED]	B10 SPLASH GUARDS C03 50 STATE EMISSION F10 FOG LIGHTS G01 SL PACKAGE P93 ALUMINUM KICK PLA R01 ANTI-LOCK BRAKING		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	14,610	05717	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
-41888	CVT	KH3				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
	2007-01-16	2007-03-19	USA			
Code	Region	Name	City	State		
Dlr Retail 2186	24	SUBURBAN NISSAN OF TROY	TROY	MI		
Dlr Service 2186	24	SUBURBAN NISSAN OF TROY	TROY	MI	Phone 248-649-2300-0000	
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4BB - BRAKE FLUID (ALSO CLUTCH SYSTEM)LEAK			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-01-07		N - 2008-01-07	N - 2008-01-07			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
- F - CLOSED (RESOLVED)						
** CUSTOMER COMMENT:						
- RED BRAKE LIGHT ON INSTRUMENT CLUSTER COMMING ON.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 2_ DAYS DOWN 1						
- FIRST TIME IN RED BRAKE LAMP WAS ON AND MASTER CYLINDER WAS LOW ON FLUID.						
- TOPPED OFF FLUID AND VEHICLE RETURNED ONE MONTH LATER WITH BRAKE LIGHT ON AGAIN.						
- MASTER LOW ON FLUID AGAIN AND NO LEAKS FOUND BRAKE PADS ARE GOOD.						
** TSS RECOMMENDATION/RESULT:						
- RECOMMEND TO SEPERATE MASTER CYLINDER FROM BOOSTER AND CHECK FOR FLUID IN BOOSTER.						
- IF FLUID FOUND IN BOOSTER REPLACE BRAKE BOOSTER AND MASTER CYLINDER.						
** 01/11/08 115FG UPDATE:						
- TECH CALLED IN TO REPORT FOUND BRAKE FLUID IN BOOSTER.						
- REPLACED BOOSTER AND MASTER CYLINDER.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)



M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0869725

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	1		2008-01-08	2008-01-08		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident MASTER CYLINDER LEAKING INTO BOOSTER						
Code-TSS1 / Name 103/Z - GREG CHRISTENSEN			Name-Caller			
Code-TSS2 / Name 103/Z - GREG CHRISTENSEN			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2008	ALT	1N4AL21E88N	A92 MOONROOF WIND DEF B10 SPLASH GUARDS C03 50 STATE EMISSION G01 SL PACKAGE L92 MATS WITH HOOKS		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	3,895	05718	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
QR25-247035	CVT	QX3				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Canton, Mississippi	2007-09-12	2007-10-04	USA			
Code	Region	Name	City	State		
Dlr Retail	2460	34 MITCHELL NISSAN INC.	ENTERPRISE	AL		
Dlr Service	2460	34 MITCHELL NISSAN INC.	ENTERPRISE	AL	Phone	334-347-9567-0000
Code-Component			Code-Symptom			
BR - BRAKE SYSTEM			4B - OIL/FLD/GREASE LEAK			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-01-08		N - 2008-01-08	N - 2008-01-08			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
- CUSTOMER STATES THAT THE BRAKE LIGHT COME ON AND GOES OFF.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED N REPAIR ATTEMPTS 1 DAYS DOWN 1						
- AFTER MASTER CYLINDER AND POWER BOOSTER WERE REPLACED FOR LEAKING INTO BOOSTER, THE BRAKES DRAG.						
- NO FURTHER DIAGNOSTIC.						
** TSS RECOMMENDATION/RESULT:						
- CHECK BRAKE PEDDLE FREE PLAY AND ADJUST.						
- TECH TO FOLLOW UP.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0875700

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
F- Full	1	2008-02-07	2008-02-07	2008-02-11	2008-02-11	1-SUGGESTION RESOLVED INCIDENT
Text-Incident BRAKE FLUID LEAKING INTO BOOSTER						
Code-TSS1 / Name 104/Z - DONALD PERRYMAN			Name-Caller [REDACTED]			
Code-TSS2 / Name 104/Z - DONALD PERRYMAN			Name-Customer [REDACTED]			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2007	ALT	1N4AL21E27N [REDACTED]	B10 SPLASH GUARDS C03 50 STATE EMISSION G01 SL PACKAGE H01 CONNECTION W/XM R01 ANTI-LOCK BRAKING		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	4,059	05717	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
QR25-188072	CVT	QX3				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Canton, Mississippi	2007-07-09	2007-08-21	USA			
Code	Region	Name	City	State		
Dlr Retail	172	32	EHRlich NISSAN	GREELEY	CO	
Dlr Service	172	32	EHRlich NISSAN	GREELEY	CO	Phone 970-353-5333-0000
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4BB - BRAKE FLUID (ALSO CLUTCH SYSTEM)LEAK			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
DRY - 1	33/60F=0/15C	1 - CONSTANT	CHASSIS - CHASS	OFF		
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-02-07		N - 2008-02-07	N - 2008-02-07		ALL TEMPS	
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution REPLACE MASTER CYLINDER AND BOOSTER						
Code-Status Desc						
-						
F - CLOSED (RESOLVED)						
** CUSTOMER COMMENT:						
- BRAKE LIGHT ON .						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _1_:						
- TECH STATES MASTER CYLINDER IS LOW.						
- BRAKE BOOSTER HAS BRAKE FLUID STANDING IN BOTTOM.						
- CALLING FOR RECOMMENDATION.						
** TSS RECOMMENDATION/RESULT:						
- TSS RECOMMENDED REPLACING BRAKE MASTER CYLINDER AND BOOSTER.						
**UPDATE 104 DAP 02/11/08						
- TECH REPORTS BOOSTER AND MASTER CYLINDER REPLACEMENT RESOLVED ISSUE.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

F



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0893001

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2008-05-09	2008-05-09		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKE FLUID LEAK INTO BOOSTER						
Code-TSS1 / Name 168/Z * MICHAEL ACEVES			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2008	ALT	1N4AL21E38N [REDACTED]	A92 MOONROOF WIND DEF B10 SPLASH GUARDS C01 CALIFORNIA EMISSI F02 CONVENIENCE PLUS K92 EMERGENCY AID PAC L92 MATS WITH HOOKS P93 ALUMINUM KICK PLA		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	3,343	05218	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
QR25-300408	CVT	QX3				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Canton, Mississippi	2007-11-05	2008-03-08	USA			
Code	Region	Name	City	State		
Dlr Retail	090A	44	POWER NISSAN OF SOUTH BAY	HAWTHORNE	CA	
Dlr Service	3984	44	FOLSOM LAKE NISSAN	FOLSOM	CA	Phone 916-608-5300-0000
Code-Component				Code-Symptom		
BR - BRAKE SYSTEM				4BB - BRAKE FLUID (ALSO CLUTCH SYSTEM)LEAK		
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-05-09		N - 2008-05-09	N - 2008-05-09			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
-BRAKE LIGHT IS ON.						
.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1						
-BRAKE LIGHT IS ON.						
-BRAKE FLUID IS LOW.						
-FOUND BRAKE FLUID LEAKING INTO THE BOOSTER.						
** TSS RECOMMENDATION/RESULT:						
-REPLACE THE BRAKE MASTER CYLINDER AND BOOSTER.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0898511

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	1		2008-06-10	2008-06-10		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKE FLUID IS LOW IN MASTER						
Code-TSS1 / Name 103/Z - GREG CHRISTENSEN			Name-Caller			
Code-TSS2 / Name 103/Z - GREG CHRISTENSEN			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2007	ALT	1N4AL21E77N	A92 SUNROOF WIND DEFL B10 SPLASH GUARDS C03 50 STATE EMISSION G01 SL PACKAGE H01 CONNECTION W/XM L92 MATS WITH HOOKS R01 ANTI-LOCK BRAKING R10 REAR SPOILER		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	5,106	05717	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
QR25-0	CVT	A15				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Canton, Mississippi	2007-01-09	2007-04-19	USA			
Code	Region	Name	City	State		
Dlr Retail	19051	34	BILL RAY NISSAN	LONGWOOD	FL	
Dlr Service	19051	34	BILL RAY NISSAN	LONGWOOD	FL	Phone 407-831-1318-0000
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4QG - GAUGES/WARNING LITES & DRIVE COMPUTER			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-06-10		N - 2008-06-10	N - 2008-06-10			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
- CUSTOMER STATES BRAKE LIGHT STAYS ON. ADVISE.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1 DAYS DOWN 1						
- BRAKE LIGH STAYS ON AND BRAKE FLUID IS LOW.						
- NO EXTERNAL FLUID LEAKS ARE PRESENT.						
- NO FURTHER DIAGNOSTIC.						
** TSS RECOMMENDATION/RESULT:						
- INSPECT REAR OF MASTER FOR SOURCE OF FLUID LEAK.						
- IF LEAK FOUND, REPLACE MASTER AND BOOSTER.						
- TECH TO FOLLOW UP.						
>>>UPDATE 06/10/08 GREG 103						
- TSS RETURNED VMX FROM TECH; 2:35PM, CST.						
- TECH STATED THAT THERE WAS BRAKE FLUID IN POWER BOOSTER, BUT DID NOT FIND A LARGE AMOUNT.						
><TSS: REPLACE MASTER AND BOOSTER.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

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TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0899759

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2008-06-17	2008-06-17		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKE MASTER CYLINDER LEAK						
Code-TSS1 / Name 121/Z - BRUCE TANKERSLEY			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2008	ALT	1N4AL21E38 [REDACTED]	B10 SPLASH GUARDS C03 50 STATE EMISSION G01 SL PACKAGE L92 MATS WITH HOOKS		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	3,950	05718	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
QR25-377717	CVT	QX3				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Smyrna, Tennessee	2008-02-01	2008-03-20	USA			
Code	Region	Name	City	State		
Dlr Retail	2256	34 REGAL NISSAN	HUNTSVILLE	AL		
Dlr Service	2256	34 REGAL NISSAN	HUNTSVILLE	AL	Phone	256-837-5752-0000
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4BB - BRAKE FLUID (ALSO CLUTCH SYSTEM)LEAK			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-06-17		N - 2008-06-17	N - 2008-06-17			
Code-Reason For Call D - CALLER LACKS UNDERSTANDING OR EXPERIENCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
-BRAKE PEDAL ON FLOOR.						
.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS _1 DAYS DOWN 1						
-BRAKE MASTER CYLINDER RESEVOIR LEVEL LOW.						
-NO EXTERNAL LEAKS.						
-CALLING FOR RECOMMENDATION.						
** TSS RECOMMENDATION/RESULT:						
-INSPECT BRAKE BOOSTER FOR FLUID.						
-REPLACE MASTER CYLINDER AND BOOSTER AS NECESSARY.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0902159

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2008-06-30	2008-06-30		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKE MASTER CYLINDER LEAK BOOSTER						
Code-TSS1 / Name 101/Z - ALLEN WENDELL			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2008	ALT	1N4BL21E48N [REDACTED]	B10 SPLASH GUARDS C03 50 STATE EMISSION L92 MATS WITH HOOKS R10 REAR SPOILER U01 TECHNOLOGY PACKAG U35 NAVIGATION BOOKLE V01 VEHICLE DYNAMIC C		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	5,265	05418	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
VQ35-815830	CVT	C43				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Canton, Mississippi	2008-02-12	2008-02-23	USA			
	Code Region Name	City	State			
Dlr Retail	5127 34 CROSSROADS NIS WAKE FRST	WAKE FOREST	NC			
Dlr Service	5127 34 CROSSROADS NIS WAKE FRST	WAKE FOREST	NC	Phone	919-435-5700-0000	
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4BB - BRAKE FLUID (ALSO CLUTCH SYSTEM)LEAK			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-06-30		N - 2008-06-30	N - 2008-06-30			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
-LOOSING BRAKE FLUID.						
.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS _1 DAYS DOWN 1						
-THE TECH IS LOOKING FOR POSSIBLE CAUSES OF BRAKE FLUID LOSS INTO THE BOOSTER.						
** TSS RECOMMENDATION/RESULT:						
-ADVISED THE TECH TO REPLACE THE BRAKE MASTER CYLINDER AND BOOSTER.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0905900

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	1		2008-07-21	2008-07-21		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident LOOSING BRAKE FLUID.						
Code-TSS1 / Name 101/Z - ALLEN WENDELL			Name-Caller			
Code-TSS2 / Name 101/Z - ALLEN WENDELL			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2007	ALT	1N4AL21E37N	B10 SPLASH GUARDS C03 50 STATE EMISSION F01 CONVENIENCE PACKA L92 MATS WITH HOOKS R10 REAR SPOILER		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	20,525	05717	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
QR25-50964	CVT	BW9				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Canton, Mississippi	2007-01-24	2007-07-20	USA			
Code	Region	Name	City	State		
Dlr Retail	17013	34	ROB DOLL NISSAN	COLUMBUS	GA	
Dlr Service	17013	34	ROB DOLL NISSAN	COLUMBUS	GA	Phone 706-568-6971-0000
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4BB - BRAKE FLUID (ALSO CLUTCH SYSTEM)LEAK			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-07-21		N - 2008-07-21	N - 2008-07-21			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
-LOOSING BRAKE FLUID.						
.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS _1 DAYS DOWN _1						
-THE TECH HAS FOUND THE MASTER CYLINDER IS LOOSING FLUID FROM THE MASTER CYLINDER INTO THE BOOSTER.						
** TSS RECOMMENDATION/RESULT:						
-ADVISED THE TECH TO REPLACE THE MASTER CYLINDER AND BOOSTER.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0906633

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2008-07-24	2008-07-24		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident LOW BRAKE FLUID, FLUID IN BOOSTER						
Code-TSS1 / Name 119/Z - JEFF WYATT			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2007	ALT	1N4AL21EX7C [REDACTED]	C01 CALIFORNIA EMISSI F02 CONVENIENCE PLUS L92 MATS WITH HOOKS		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	20,459	05267	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
QR25-84967	MT6	K12				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Smyrna, Tennessee	2007-02-28	2007-09-24	USA			
Code	Region	Name	City	State		
Dlr Retail	3646	26 AMITY NISSAN SUPERSTORE	MASSAPEQUA	NY		
Dlr Service	5175	26 MASSAPEQUA NISSAN	MASSAPEQUA	NY	Phone	516-799-2800-0000
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4QG - GAUGES/WARNING LITES & DRIVE COMPUTER			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-07-24		N - 2008-07-24	N - 2008-07-24			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
-BRAKE LIGHT CAME ON.						
-HAVE HAD TO ADD BRAKE FLUID.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1						
-BRAKE FLUID LOW.						
-INSPECTED BRAKE BOOSTER HOSE, FOUND FLUID IN BRAKE BOOSTER.						
** TSS RECOMMENDATION/RESULT:						
-REPLACE MASTER CYLINDER.						
-REMOVE FLUID FROM BOOSTER.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0909262

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2008-08-07	2008-08-07		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKE WARNING LIGHT COMING ON						
Code-TSS1 / Name 186/Z * DAVE SATTLER			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2007	ALT	1N4BL21EX7N [REDACTED]	A10 XM SATELLITE RADI B10 SPLASH GUARDS C03 50 STATE EMISSION L92 MATS WITH HOOKS		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	26,587	05417	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
VQ35-725863	CVT	KH3				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Canton, Mississippi	2007-06-04	2007-06-25	USA			
Code	Region	Name	City	State		
Dlr Retail	2766	24	ILLINI NISSAN	SAVOY	IL	
Dlr Service	2766	24	ILLINI NISSAN	SAVOY	IL	Phone 217-352-8910-0000
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4QG - GAUGES/WARNING LITES & DRIVE COMPUTER			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-08-07		N - 2008-08-07	N - 2008-08-07			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
-C/S AT TIME WHEN DRIVING BRAKE WARNING LIGHT COMES ON.						
.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN _1						
-INSPECTED VEHICLE FOR BRAKE WARNING LIGHT COMING ON ON ROAD TEST.						
-ON HARD BRAKING RED BRAKE WARNING LIGHT WILL LIGHT UP.						
-INSPECTED BRAKE FLUID LEVLE OF MASTER CYL.						
-FLUID LEVEL IN AT MIN LEVEL.						
-REMOVED MASTER CYL AND FOUND FLUID LEAKING FROM REAR SEAL.						
-NO OTHER WORK PERFORMED.						
** TSS RECOMMENDATION/RESULT:						
-REPLACE BRAKES MASTER CYL AND REMOVED FLUIDFROM BOOSTER.						
Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)						
M						



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0913417

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2008-08-29	2008-08-29		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKE MASTER IS LEAKING INTO BOOSTE						
Code-TSS1 / Name 180/Z * BRYAN HAYDEN			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2007	ALT	1N4AL21E37N [REDACTED]	B10 SPLASH GUARDS C03 50 STATE EMISSION F10 FOG LIGHTS G01 SL PACKAGE K92 EMERGENCY AID PAC L92 MATS WITH HOOKS P93 ALUMINUM KICK PLA R01 ANTI-LOCK BRAKING R10 REAR SPOILER U01 TECHNOLOGY PACKAG U35 NAVIGATION SYSTEM		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	14,370	05717	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
QR25-168317	CVT	K12				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Canton, Mississippi	2007-06-05	2007-08-07	USA			
Code	Region	Name	City	State		
Dlr Retail	2160	24	MID CITY NISSAN, INC.	CHICAGO	IL	
Dlr Service	5071	24	NORTH SHORE NISSAN	HIGHLAND PARK	IL	Phone 847-433-7900-0000
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4BB - BRAKE FLUID (ALSO CLUTCH SYSTEM)LEAK			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-08-29		N - 2008-08-29	N - 2008-08-29			
Code-Reason For Call C - CALLER PROVIDES PRODUCT FEEDBACK ONLY					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
- SOMETIMES THE BRAKE LIGHT COMES ON WHILE DRIVING.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1 DAYS DOWN 1						
- TECH FOUND BRAKE MASTER CYLINDER LEAKING FLUID INTO THE BRAKE BOOSTER						
- CALLING TO DOCUMENT INCIDENT						
** TSS RECOMMENDATION/RESULT:						
- REPLACE TEH BRAKE MASTER CYLINDER AND REMOVE THE FLUID FROM THE BRAKE BOOSTER						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0915312

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
F- Full	6	2008-09-09	2008-09-09	2008-09-30	2008-09-29	1-SUGGESTION RESOLVED INCIDENT
Text-Incident BRAKE MASTER LEAKING INTO BOOSTER						
Code-TSS1 / Name 104/Z - DONALD PERRYMAN			Name-Caller [REDACTED]			
Code-TSS2 / Name 104/Z - DONALD PERRYMAN			Name-Customer [REDACTED]			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2008	ALT	1N4AL21E98C [REDACTED]	B10 SPLASH GUARDS C03 50 STATE EMISSION L93 MATS WITHOUT HOOK		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	4,246	05718	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
QR25-376100	CVT	K12				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Smyrna, Tennessee	2008-01-31	2008-05-15	USA			
Code	Region	Name	City	State		
Dlr Retail	5111	24	LUJACK NISSAN	DAVENPORT	IA	
Dlr Service	5111	24	LUJACK NISSAN	DAVENPORT	IA	Phone 563-386-1511-0000
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4BB - BRAKE FLUID (ALSO CLUTCH SYSTEM)LEAK			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
DRY - 1	61/80F=16/27C	1 - CONSTANT	CHASSIS - CHASS	OFF		
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-09-09		N - 2008-09-09	N - 2008-09-09		ALL TEMPS	
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution REPLACED BRAKE MASTER CYL AND BOOST						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
F - CLOSED (RESOLVED)						
** CUSTOMER COMMENT:						
- C/S BRAKE FLUID IS GOING DOWN, AND PEDAL FEELS SOFT.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 1_:						
- TECH STATES BRAKE MASTER CYLINDER IS LEAKING INTO BOOSTER.						
- CALLING JUST TO DOCUMENT CALL.						
** TSS RECOMMENDATION/RESULT:						
- TSS RECOMMENDED REPLACING BRAKE MASTER CYLINDER AND BOOSTER.						
** 9-29-08 UPDATE MITL 150						
- TECH REPLACED BRAKE MASTER CYL AND BOOSTER TO RESOLVE.						
Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)						
F						



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0915671

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2008-09-11	2008-09-11		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKE LITE ON FLUID IN BOOSTER						
Code-TSS1 / Name 119/Z - JEFF WYATT			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2007	ALT	1N4BL21E17N [REDACTED]	B10 SPLASH GUARDS C03 50 STATE EMISSION L92 MATS WITH HOOKS S01 SPORT PACKAGE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	16,623	05917	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
VQ35-721987	CVT	J40				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Canton, Mississippi	2007-05-23	2007-06-04	USA			
Code	Region	Name	City	State		
Dlr Retail	3987	34 CONYERS NISSAN	CONYERS	GA		
Dlr Service	3987	34 CONYERS NISSAN	CONYERS	GA	Phone	770-922-7600-0000
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4QL - LIGHT RELATED (IMPROPER OPER)			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-09-11		N - 2008-09-11	N - 2008-09-11			
Code-Reason For Call B - REASONABLE REQUEST FOR DATABASE SEARCH					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
- A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
-BRAKE LIGHT ON.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1						
-BRAKE FLUID LOW, REMOVED MASTER CYLINDER AND FOUND FLUID LEAKING INTO BOOSTER, AND WAS ABLE TO REMOVE FLUID FROM BOOSTER.						
-REPLACING MASTER CYLINDER, TECH CALLED TO DOCUMENT.						
** TSS RECOMMENDATION/RESULT:						
-DOCUMENTED INCIDENT, GAVE FI NUMBER.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0918230

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2008-09-25	2008-09-25		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKE FLUID LOW RED BRAKE LIGHT ON						
Code-TSS1 / Name 115/Z - FRANK GIBFORD			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2007	ALT	1N4AL21E17N [REDACTED]	A92 SUNROOF WIND DEFL B10 SPLASH GUARDS C03 50 STATE EMISSION F02 CONVENIENCE PLUS K92 EMERGENCY AID PAC L92 MATS WITH HOOKS		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	12,793	05717	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
QR25-170140	CVT	A15				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Canton, Mississippi	2007-06-07	2007-07-28	USA			
Code	Region	Name	City	State		
Dlr Retail 17006	34	SUNBELT NISSAN	AUGUSTA	GA		
Dlr Service 17006	34	SUNBELT NISSAN	AUGUSTA	GA	Phone	706-854-1000-0000
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4QG - GAUGES/WARNING LITES & DRIVE COMPUTER			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-09-25		N - 2008-09-25	N - 2008-09-25			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
- BRAKE FLUID LOW AND RED BRAKE LIGHT IS ON.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1						
- BRAKE FLUID LOW AND RED BRAKE LIGHT IS ON.						
- TECH FOUND BRAKE FLUID LEAKING INTO BRAKE MASTER CYLINDER.						
- CALLING FOR RECOMMENDATIONS.						
** TSS RECOMMENDATION/RESULT:						
- RECOMMEND TO REPALCE BRAKE MASTER CYLINDER AND SUCK OUT FLUID FROM BOOSTER WITH A SUITABLE TOOL.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0920476

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2008-10-07	2008-10-07		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKE MASTER CYLINDER LEAKING.						
Code-TSS1 / Name 104/Z - DONALD PERRYMAN			Name-Caller			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2008	ALT	1N4BL21E48N	B10 SPLASH GUARDS C03 50 STATE EMISSION P01 PREMIUM PACKAGE V01 VEHICLE DYNAMIC C		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	20,921	05918	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
VQ35-737225	CVT	A15				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Canton, Mississippi	2007-08-03	2007-09-18	USA			
Code	Region	Name	City	State		
Dlr Retail	3682	34	GOLDEN ISLES NISSAN	BRUNSWICK	GA	
Dlr Service	3682	34	GOLDEN ISLES NISSAN	BRUNSWICK	GA	Phone 912-264-3825-0000
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4BB - BRAKE FLUID (ALSO CLUTCH SYSTEM)LEAK			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-10-07		N - 2008-10-07	N - 2008-10-07			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
- C/S BRAKE LIGHT IS ON AND FLUID LEVEL IS LOW.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1						
- TECH IS REQUESTING WHETHER TO REPLACE, OR REMOVE BRAKE FLUID FROM BOOSTER.						
** TSS RECOMMENDATION/RESULT:						
- AS A RESULT OF LATEST OBDII MEETING, TSS RECOMMENDED TO REMOVE FLUID FROM BOOSTER AND REPLACE MASTER CYLINDER.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0921935

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	1		2008-10-15	2008-10-20		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKES GRABBING						
Code-TSS1 / Name 104/Z - DONALD PERRYMAN			Name-Caller [REDACTED]			
Code-TSS2 / Name 104/Z - DONALD PERRYMAN			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2007	ALT	1N4AL21E77C [REDACTED]	B10 SPLASH GUARDS C03 50 STATE EMISSION G01 SL PACKAGE L92 MATS WITH HOOKS R01 ANTI-LOCK BRAKING		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	33,769	05717	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
QR25-682235	CVT	KH3				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Smyrna, Tennessee	2006-10-27	2006-11-25	USA			
Code	Region	Name	City	State		
Dlr Retail	3258	34	FIRST TEAM NISSAN	ROANOKE	VA	
Dlr Service	3258	34	FIRST TEAM NISSAN	ROANOKE	VA	Phone 540-366-4830-0000
Code-Component				Code-Symptom		
BRF - BRAKE BOOSTER & PEDAL				2M - BRAKING (POOR)		
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-10-15		N - 2008-10-15	N - 2008-10-15			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
F - CLOSED (RESOLVED)						
** CUSTOMER COMMENT:						
- C/S BRAKES ARE GRABBING.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1						
- TECH STATES BRAKE CALIPERS WERE REPLACED FOR NOISE.						
- MASTER CYLINDER WAS REPLACED FOR LEAKING, AND BOOSTER HAD FLUID IN IT WHICH WAS REMOVED.						
- NOW AT SLOW SPEEDS BRAKES ARE VERY SENSITIVE.						
- CALLING FOR RECOMMENDATION.						
** TSS RECOMMENDATION/RESULT:						
- TSS RECOMMENDED REPLACING BRAKE BOOSTER.						
**UPDATE 104 DAP 10/20/08						
- TECH REPORTS REPLACEMENT OF BRAKE BOOSTER RESOLVED INCIDENT.						
Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)						
M						



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0924952

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	5		2008-10-31	2008-12-10		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident C-ST5 BRAKE LMP COMES ON WHL DRVNG						
Code-TSS1 / Name 134/Z - ED KITTS			Name-Caller [REDACTED]			
Code-TSS2 / Name 134/Z - ED KITTS			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2008	ALT	1N4AL21EX8N [REDACTED]	B10 SPLASH GUARDS C01 CALIFORNIA EMISSIONS L93 MATS WITHOUT HOOK		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	7,643	05218	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
QR25-425344	CVT	QX3				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Canton, Mississippi	2008-03-26	2008-05-05	USA			
Code	Region	Name	City	State		
Dlr Retail	3556	26 FIVE TOWNS NISSAN	INWOOD	NY		
Dlr Service	3556	26 FIVE TOWNS NISSAN	INWOOD	NY	Phone	516-239-0100-0000
Code-Component			Code-Symptom			
ELB - INSTRUMENTS & GAUGES			4QG - GAUGES/WARNING LITES & DRIVE COMPUTER			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
11 - 2008-10-31		N - 2008-10-31	N - 2008-10-31			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
- H - CLOSED (UNRESOLVED-NONTECHNICAL)						
** CUSTOMER COMMENT:						
CUSTOMER STATES BRAKES ARE SQUEAKING, BRAKE LIGHT COMES ON AND OFF - CUSTOMER STATES WHISTLE FROM OUTSIDE MIRRORS.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED N REPAIR ATTEMPTS 2_ DAYS DOWN 1 - TECH NOT ABLE TO DUPLICATE INCIDENT BRAKE SQUEAK OT BRAKE LIGHT COMING ON - MASTER CYLINDER WAS LOW AND FLUID WAS ADDED						
** TSS RECOMMENDATION/RESULT:						
- TSS RECOMMENDED THAT BRAKE NOISE WILL HAVE TO BE DUPLICATED FOR FURTHER DIAGNOSIS - WITH REGARD TO LOW LEVEL IN BRAKE MASTER CYLINDER, LOOSEN MASTER CYLINDER AND SLIDE IT FORWARD TO CHECK IF FLUID IS LEAKING INTO BRAKE BOOSTER. - IF SO, REPLACE BRAKE MASTER CYLINDER AND BRAKE BOOSTER. - REPLACE BOTH OUTSIDE MIRRORS.						
10/31/08 ED 134						
- TECH REPORTS BRAKE FLUID FROM BRAK MASTER CYLINDER LEAKING INTO BRAKE BOOSTER						



- TECH REPLACING BRAKE MASTER CYLINDER AND BRAKE BOOSTER.

** UPDATE 104 DAP 11/12/08

- TECH REPORTS REPLACEMENT OF MIRRORS RESOLVED WIND NOISE, AND
REPLACEMENT OF BRAKE MASTER CYLINDER AND BOOSTER RESOLVED FLUID
LEAK.

12/10/08 ED 134

- TECH REPORTS CUSTOMER RETURNED WITH BRAKE NOISE
- ACCORDING TO TECH CUSTOMER HEARING ROAD NOISE ON ROUGH ROADS
AND FEELS THAT IT IS NORMAL
- TSS RECOMMENDED COMPARING OTHER VEHICLES WITH CUSTOMER TO
DETERMINE IF THERE IS ANY ABNORMAL INCIDENT WITH CUSTOMER
VEHICLE.

12/10/08 ED 134

- TECH REPORTS THAT A COMPARISON WAS PERFORMED AND NOISE IS THE
SAME AS OTHER VEHICLES

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0927046

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	1		2008-11-12	2008-11-14		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident MASTER CYLINDER LEAKING INTO BOOSTER						
Code-TSS1 / Name 104/Z - DONALD PERRYMAN			Name-Caller			
Code-TSS2 / Name 104/Z - DONALD PERRYMAN			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2007	ALT	1N4AL21EX7N	A92 SUNROOF WIND DEFL B10 SPLASH GUARDS C01 CALIFORNIA EMISSI F02 CONVENIENCE PLUS K92 EMERGENCY AID PAC L92 MATS WITH HOOKS P93 ALUMINUM KICK PLA		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	21,284	05217	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
QR25-168915	CVT	K50				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Canton, Mississippi	2007-06-05	2007-06-28	USA			
	Code Region Name	City	State			
Dlr Retail	3556 26 FIVE TOWNS NISSAN	INWOOD	NY			
Dlr Service	3556 26 FIVE TOWNS NISSAN	INWOOD	NY	Phone	516-239-0100-0000	
Code-Component			Code-Symptom			
BRF - BRAKE BOOSTER & PEDAL			4BB - BRAKE FLUID (ALSO CLUTCH SYSTEM)LEAK			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-11-12		N - 2008-11-12	N - 2008-11-12			
Code-Reason For Call G - CALL FOR FI ONLY, WARRANTY OR PARTS					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
- C/S BRAKE LIGHT ON DASH IS ON.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1						
- TECH VERIFIED LEAKAGE OF MASTER CYLINDER.						
- CALLING FOR RECOMMENDATION.						
** TSS RECOMMENDATION/RESULT:						
- TSS RECOMMENDED REMOVING BRAKE FLUID FROM BOOSTER USING ESSENTIAL TOOL FOR SENTRA, SHIPPED TO DEALER.						
- REPLACE MASTER CYLINDER.						
**UPDATE 104 DAP 11/14/08						
- TSS CONTACTED TECH AND ADVISED TO REPLACE BOOSTER AND MASTER CYLINDER, AT THE REQUEST OF TECHLINE MANAGER R.L.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0927099

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	4		2008-11-12	2008-11-17		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKE FLUID LEAK IN BOOSTER ***						
Code-TSS1 / Name 168/Z * MICHAEL ACEVES			Name-Caller			
Code-TSS2 / Name 168/Z * MICHAEL ACEVES			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2007	ALT	1N4AL21E97C	C01 CALIFORNIA EMISS L93 MATS WITHOUT HOOK		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	15,634	05217	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
QR25-135706	CVT	KH3				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Smyrna, Tennessee	2007-04-25	2007-05-26	USA			
Code	Region	Name	City	State		
Dlr Retail	3556	26 FIVE TOWNS NISSAN	INWOOD	NY		
Dlr Service	3556	26 FIVE TOWNS NISSAN	INWOOD	NY	Phone	516-239-0100-0000
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4QG - GAUGES/WARNING LITES & DRIVE COMPUTER			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-11-12		N - 2008-11-12	N - 2008-11-12			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
- F - CLOSED (RESOLVED)						
** CUSTOMER COMMENT:						
-BRAKE LIGHT IS ON.						
.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1						
-FOUND LOW BRAKE FLUID DUE TO A MASTER CYLINDER LEAK INTO THE BRAKE BOOSTER.						
** TSS RECOMMENDATION/RESULT:						
-REPLACE BOTH THE BRAKE MASTER CYLINDER AND BRAKE BOOSTER.						
**UPDATE 11-13-08 TSS MIKE 168						
-TSS RECEIVED INFORMATION FROM SENIOR SPECIALIST T.T. THAT THE BRAKE BOOSTER SHOULD NOT BE REPLACED.						
-TSS CALLED THE DEALER, TECH IS OFF TODAY.						
-TALKED TO SERVICE WRITER LUIS.						
-GAVE RECOMMENDATION TO DRAIN THE BRAKE BOOSTER OF ANY FLUID.						
-REPLACE THE BRAKE MASTER CYLINDER ONLY.						
**UPDATE 11-14-08 TSS MIKE 168						
-TSS CALLED THE SERVICE ADVISOR LUIS.						
-AFTER GETTING MORE INFORMATION FROM ENGINEERING TECH LINE RECOMMENDS						



TO REPLACE THE BRAKE BOOSTER AND MASTER CYLINDER.

**UPDATE 11-17-08 TSS MIKE 168

-THE BRAKE MASTER CYLINDER AND BOOSTER WERE REPLACED TO RESOLVE.

-(CLOSING REPORT).

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

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TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0928084

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
F- Full	9	2009-07-08	2008-11-18	2009-08-03	2009-08-03	7-UNRESOLVED INCIDENT (TECHNICAL RELATED)
Text-Incident MASTER CYLINDER LEAK						
Code-TSS1 / Name 107IZ - RAYMOND RICE			Name-Caller [REDACTED]			
Code-TSS2 / Name 107IZ - RAYMOND RICE			Name-Customer [REDACTED]			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2007	ALT	1N4BL21E27C [REDACTED]	A10 XM SATELLITE RADI B10 SPLASH GUARDS C03 50 STATE EMISSION K92 EMERGENCY AID PAC L92 MATS WITH HOOKS P93 ALUMINUM KICK PLA		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
10,258	15,000	05417	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
VQ35-735844	CVT	K50				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Smyrna, Tennessee	2007-07-20	2007-08-13	USA			
Code	Region	Name	City	State		
Dlr Retail 3038	26	PASSPORT NIS/MARLOW HGTS	MARLOW HEIGHTS	MD		
Dlr Service 3038	26	PASSPORT NIS/MARLOW HGTS	MARLOW HEIGHTS	MD	Phone	301-423-8400-0000
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4BB - BRAKE FLUID (ALSO CLUTCH SYSTEM)LEAK			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
DRY - 1	61/80F=16/27C	1 - CONSTANT	CHASSIS - CHASS	OFF		
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-11-18		N - 2008-11-18	Y - 2009-07-27	R26	ALL TEMPS	
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution PENDING DTS FINAL INSPECTION						
Code-Status Desc						
- P - PENDING DTS FOLLOW-UP (C.A.R. RELATED)						
** CUSTOMER COMMENT:						
- C/S BRAKE WARNING LIGHT IS ON						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS _2 DAYS DOWN 2						
- FOUND BRAKE MASTER CYLINDER LEAKING INTO BOOSTER						
- HAD REPLACED THE MASTER CYLINDER BEFORE FOR THIS BUT VEHICLE BACK SAME ISSUE						
- CALLING FOR ASSISTANCE						
** TSS RECOMMENDATION/RESULT:						
- RECOMMEND REPLACE BOTH BRAKE MASTER CYLINDER AND BOOSTER						
*** UPDATE RAY 107 04/20/09						
- BACK TODAY WITH SAME ISSUE, LOSS OF BRAKE FLUID						
- RECOMMEND CHECK BOOSTER FOR FLUID						
- IF MASTER LEAKING INTO BOOSTER REPLACE MASTER AND BOOSTER						
** UPDATE 5-29-09 WL 111 CURRENT MILEAGE 14,411.						
- VEH HAS RETURNED WITH BRAKE LIGHT ON, BRAKE FLUID LEAKING FROM THE MASTER CYLINDER INTO THE BOOSTER.						
- THIS IS THE FOURTH VISIT FOR THIS INCIDENT.						
- THE DEALER HAS REPLACED THE MASTER CYLINDER BY ITSELF ONE TIME, THEN						



THE MASTER CYLINDER AND BOOSTER AS A PAIR TWICE.

- TSS DISCUSSED INCIDENT WITH STSS A.H.
- RECOMMEND REPLACE THE BOOSTER AND MASTER CYLINDER TOGETHER.
- SENT REPORT INFO TO DTS R.D. AND SQI B.S.
- SQI B.S. REQUESTED PARTS BE COLLECTED FOR EVALUATION. >>>>>>>>>
- SENT COLLECTION REQUEST TO PARTS MANAGER JOHN AT 301-423-2965.

** 07/08/09 115FG UPDATE:

- TECH CALLED IN AGAIN TO REPORT BRAKE FLUID LEVEL IS LOW AGAIN BRAKE WARNING LAMP CAME ON.
 - TECH STATED BRAKE FLUID HAS LEAKED INTO BOOSTER AGAIN.
 - LEFT VMX WITH DTS R.D. GIVING HIM A HEADS UP ON THIS ISSUE.
 - SENT REQUEST FOR DTS INSPECTION.
- DTS RD UPDATE 7-20-09 I INSPECTED THE CAR ON 7-15 AND DISCOVERED BRAKE FLUID LEAKING AT A BRAKE LINE AT THE ABS ACTUATOR, NO OTHER LEAKS DISCOVERED. TECH TIGHTEN THE BRAKE LINE ON 7-16 AND I REINSPECTED ON 7-16 AND DID NOT DISCOVERED ANY BRAKE FLUID IN THE BRAKE BOOSTER AS A RESULT THE BRAKE MASTER AND BOOSTER WAS NOT REPLACED. TECH WILL FOLLOW UP WITH DTS AFTER CUSTOMER DRIVES FOR 300 MILES-TECH WILL RECHECK FOR ANY BRAKE LEAKS.

*** UPDATE RAY 107 08/03/09

- CLOSED PENDING FINAL INSPECTION DTS RD

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

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TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0929877

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
Q- Quick	0		2008-11-28	2008-11-28		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKE FLUID IN BOOSTER FROM MASTER						
Code-TSS1 / Name 125/Z * MATT MAROOT			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2007	ALT	1N4AL21E77N [REDACTED]	B10 SPLASH GUARDS C03 50 STATE EMISSION L93 MATS WITHOUT HOOK Z99 PRE-DELIVERY INSP		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	37,157	05717	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
QR25-19864	CVT	KH3				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Canton, Mississippi	2006-12-13	2007-01-09	USA			
	Code Region Name	City	State			
Dlr Retail	3504 44 NISSAN OF FAIRFIELD	FAIRFIELD	CA			
Dlr Service	2907 24 SUBURBAN NISSAN/FARM HILL	NOVI	MI	Phone	248-471-0044-0000	
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4BB - BRAKE FLUID (ALSO CLUTCH SYSTEM)LEAK			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-11-28		N - 2008-11-28	N - 2008-11-28			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

REPLACE BOOSTER AND MASTER CYLINDER



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0931179

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2008-12-05	2008-12-05		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKE LIGHT COMES ON NO DTCS						
Code-TSS1 / Name 119/Z - JEFF WYATT			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2007	ALT	1N4BL21E07N [REDACTED]	B10 SPLASH GUARDS C03 50 STATE EMISSION L92 MATS WITH HOOKS U01 TECHNOLOGY PACKAG U35 NAVIGATION SYSTEM V01 VEHICLE DYNAMIC C		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	24,834	05917	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
VQ35-727855	CVT	KH3				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Canton, Mississippi	2007-06-22	2007-07-21	USA			
Code	Region	Name	City	State		
Dlr Retail 3712	44	NISSAN OF VACAVILLE	VACAVILLE	CA		
Dlr Service 3712	44	NISSAN OF VACAVILLE	VACAVILLE	CA	Phone 707-452-7300-0000	
Code-Component			Code-Symptom			
BR - BRAKE SYSTEM			4QG - GAUGES/WARNING LITES & DRIVE COMPUTER			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-12-05		N - 2008-12-05	N - 2008-12-05			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
-VDC SLIP AND BRAKE LIGHTS COME ON.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1						
-BRAKE LIGHT CAME ON, BUT VDC AND SLIP LIGHTS DID NOT.						
-NO DTCS.						
-CLEANED AND TIGHTENED ABS GROUND PER TSB AS IT WAS FOUND TO BE LOOSE.						
-FOUND BRAKE RESERVOIR AT MINIMUM LEVEL.						
-FOUND BRAKE FLUID IN BRAKE BOOSTER.						
-ASKING IF BOOSTER SHOULD BE REPLACED WITH MASTER OR JUST MASTER.						
** TSS RECOMMENDATION/RESULT:						
-REPLACE MASTER CYLINDER AND BRAKE BOOSTER.						
Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)						
M						



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0932230

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2008-12-11	2008-12-11		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident MASTER LEAKING FROM REAR						
Code-TSS1 / Name 103/Z - GREG CHRISTENSEN			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2007	ALT	1N4AL21E17C [REDACTED]	B10 SPLASH GUARDS C03 50 STATE EMISSION L93 MATS WITHOUT HOOK		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	35,995	05717	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
QR25-0	CVT	KH3				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Smyrna, Tennessee	2007-01-05	2007-01-08	USA			
Code	Region	Name	City	State		
Dlr Retail 2606	32	BOB MOORE NISSAN / NORMAN	NORMAN	OK		
Dlr Service 3971	32	FENTON NISSAN WEST	OKLAHOMA CITY	OK	Phone 405-495-4700-0000	
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4B - OIL/FLD/GREASE LEAK			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-12-11		N - 2008-12-11	N - 2008-12-11			
Code-Reason For Call G - CALL FOR FI ONLY, WARRANTY OR PARTS					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
G - CLOSED (UNRESOLVED-TECHNICAL)						
** CUSTOMER COMMENT:						
- CUSTOMER STATES THE BRAKE LIGHT HAS BEEN COMING ON AT RANDOM WHEN DRIVING.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1 DAYS DOWN 1						
- MASTER CYLINDER IS LEAKING FROM THE REAR INTO BOOSTER.						
- TECH STATED THAT THE PART IS ON BACK ORDER AND ASKED IF THE VEHICLE SHOULD BE "DOWNED" UNTIL THE PART CAN BE INSTALLED.						
- NO FURTHER DIAGNOSTIC.						
** TSS RECOMMENDATION/RESULT:						
- VEHICLE SHOULD NOT BE DRIVEN WITH LEAKING BRAKE HYDRAULIC SYSTEM.						
Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)						
M						



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0933301

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2008-12-17	2008-12-17		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident PERFORM STATE INSPECTION						
Code-TSS1 / Name 115/Z - FRANK GIBFORD			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2008	ALT	1N4AL21E58N [REDACTED]	B10 SPLASH GUARDS C01 CALIFORNIA EMISSIONS K92 EMERGENCY AID PAC L93 MATS WITHOUT HOOK P93 ALUMINUM KICK PLATE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	10,135	05218	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
QR25-291766	CVT	K12				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Canton, Mississippi	2007-10-25	2007-12-19	USA			
Code	Region	Name	City	State		
Dlr Retail	5036	26 NISSAN OF GARDEN CITY	HEMPSTEAD	NY		
Dlr Service	3556	26 FIVE TOWNS NISSAN	INWOOD	NY	Phone 516-239-0100-0000	
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4BB - BRAKE FLUID (ALSO CLUTCH SYSTEM)LEAK			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-12-17		N - 2008-12-17	N - 2008-12-17			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
- PERFORM STATE SAFETY INSPECTION.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1						
- TECH WAS PERFORMING STATE INSPECTION AND FOUND BRAKE FLUID LEVEL WAS AT LOW MARK HOWEVER PAD LINING APPROX. 90%.						
- TECH REMOVED MASTER CYLINDER AND FOUND MASTER WAS LEAKING INTO BRAKE BOOSTER.						
** TSS RECOMMENDATION/RESULT:						
- RECOMMEND TO REPLACE BOTH BRAKE MASTER CYLINDER AND BOOSTER.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

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TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0933471

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2008-12-18	2008-12-18		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKE LIGHT ON IN DASH						
Code-TSS1 / Name 186/Z * DAVE SATTLER			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2007	ALT	1N4AL21E17C [REDACTED]	B10 SPLASH GUARDS C03 50 STATE EMISSION G01 SL PACKAGE H01 CONNECTION W/XM L92 MATS WITH HOOKS R01 ANTI-LOCK BRAKING		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	30,878	05717	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
QR25-157237	CVT	QX3				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Smyrna, Tennessee	2007-05-18	2007-05-29	USA			
Code	Region	Name	City	State		
Dlr Retail	2766	24	ILLINI NISSAN	SAVOY	IL	
Dlr Service	2766	24	ILLINI NISSAN	SAVOY	IL	Phone 217-352-8910-0000
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4QG - GAUGES/WARNING LITES & DRIVE COMPUTER			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2008-12-18		N - 2008-12-18	N - 2008-12-18			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
-C/S RED BRAKE LIGHT ON IN DASH.						
.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1						
-INSPECTED AND FOUND BRAKE LIGHT ON IN DASH.						
-INSPECTED FLUID LEVEL LOW.						
-INSPECTED BRAKES PADS OK OVER 7MM REMAINING						
-INSEPECTED FOR FLUID LEAK FROM REAR SEAL.						
-FLUID LEAKING FROM REAR SEAL AND FLUID PRESENT IN BOOSTER.						
-NO OTHER WORK PERFORMED						
** TSS RECOMMENDATION/RESULT:						
-REPLACE BOOSTER AND MASTER CYL.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

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TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0934465

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2008-12-29	2008-12-29		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident ENGINE CRANKS BUT WILL NOT START						
Code-TSS1 / Name 115/Z - FRANK GIBFORD			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2008	ALT	1N4AL21E88N [REDACTED]	B10 SPLASH GUARDS C01 CALIFORNIA EMISSIONS F02 CONVENIENCE PLUS L92 MATS WITH HOOKS		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	18,972	05218	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
QR25-350858	CVT	W40				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Canton, Mississippi	2008-01-07	2008-02-23	USA			
Code	Region	Name	City	State		
Dlr Retail	3811	26 NISSAN OF QUEENS	GREAT NECK	NY		
Dlr Service	3556	26 FIVE TOWNS NISSAN	INWOOD	NY	Phone	516-239-0100-0000
Code-Component			Code-Symptom			
EC - EMISSIONS CONTROL			1AC - CRANKS, BUT WILL NOT START (COLD)			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
06 - 2008-12-29		N - 2008-12-29	N - 2008-12-29			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
- VEHICLE CRANKS BUT WILL NOT START.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1						
- CRANKS BUT WILL NOT START TECH FOUND BRAKE MASTER CYLINDER LEAKED FLUID INTO BOOSTER AND BRAKE FLUID IS BEING SUCKED INTO INTAKE THROUGH BRAKE BOOSTER VACUUM HOSE.						
- TECH STATED THERE WERE NO CODES IN ANY SYSTEM.						
- TECH DISCONNECTED BRAKE BOOSTER VACUUM HOSE AND PINCHED IT OFF AND NOW VEHICLE STARTS.						
** TSS RECOMMENDATION/RESULT:						
- RECOMMEND TO REPALCE BRAKE MASTER CYLINDER AND BRAKE BOOSTER.						
Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)						
M						



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0937269

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2009-01-14	2009-01-14		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKE MASTER CYLINDER LEAKING						
Code-TSS1 / Name 104/Z - DONALD PERRYMAN			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2007	ALT	1N4AL21E57C [REDACTED]	B10 SPLASH GUARDS C01 CALIFORNIA EMISSIONS G01 SL PACKAGE L92 MATS WITH HOOKS R01 ANTI-LOCK BRAKING		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	11,312	05217	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
QR25-87884	CVT	BW9				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Smyrna, Tennessee	2007-03-02	2007-05-22	USA			
Code	Region	Name	City	State		
Dlr Retail	3811	26	NISSAN OF QUEENS	GREAT NECK	NY	
Dlr Service	3556	26	FIVE TOWNS NISSAN	INWOOD	NY	Phone 516-239-0100-0000
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4BB - BRAKE FLUID (ALSO CLUTCH SYSTEM)LEAK			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2009-01-14		N - 2009-01-14	N - 2009-01-14			
Code-Reason For Call G - CALL FOR FI ONLY, WARRANTY OR PARTS					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
- C/S BRAKE LIGHT IS ON.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1 DAYS DOWN 1						
- TECH STATES BRAKE FLUID IS LOW.						
- MASTER CYLINDER IS LEAKING INTO MASTER CYLINDER.						
- CALLING FOR REPORT NUMBER.						
** TSS RECOMMENDATION/RESULT:						
- TSS RECOMMENDED TO REPLACE BRAKE MASTER CYLINDER AND BOOSTER.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0937401

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2009-01-15	2009-01-15		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKE LIGHT ON, LOW FLUID						
Code-TSS1 / Name 119/Z - JEFF WYATT			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2007	ALT	1N4AL21E37C [REDACTED]	B10 SPLASH GUARDS C03 50 STATE EMISSION F10 FOG LIGHTS G01 SL PACKAGE K92 EMERGENCY AID PAC L92 MATS WITH HOOKS P93 ALUMINUM KICK PLA R01 ANTI-LOCK BRAKING		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	17,541	05717	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
QR25-17684	CVT	QX3				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Smyrna, Tennessee	2006-12-11	2007-01-18	USA			
	Code Region Name		City	State		
Dlr Retail	2766 24 ILLINI NISSAN		SAVOY	IL		
Dlr Service	2766 24 ILLINI NISSAN		SAVOY	IL	Phone 217-352-8910-0000	
Code-Component			Code-Symptom			
BR - BRAKE SYSTEM			4QG - GAUGES/WARNING LITES & DRIVE COMPUTER			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2009-01-15		N - 2009-01-15	N - 2009-01-15			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
-BRAKE LIGHT ON.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1						
-BRAKE LIGHT ON.						
-BRAKE FLUID AT MINIMUM LEVEL.						
-HAVE FOUND BRAKE FLUID IN THE BRAKE BOOSTER.						
** TSS RECOMMENDATION/RESULT:						
-REPLACE THE MASTER CYLINDER AND THE BRAKE BOOSTER.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0937797

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2009-01-16	2009-01-16		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRK FLUID LEVEL LOW NO EXTERNAL LK						
Code-TSS1 / Name 134/Z - ED KITTS			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2007	ALT	1N4BL21E17C [REDACTED]	B10 SPLASH GUARDS C03 50 STATE EMISSION K92 EMERGENCY AID PAC L92 MATS WITH HOOKS P93 ALUMINUM KICK PLA		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	26,518	05917	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
VQ35-720800	CVT	K50				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Smyrna, Tennessee	2007-05-17	2007-06-08	USA			
Code	Region	Name	City	State		
Dlr Retail	08074	26	WOODBURY NISSAN, INC	WOODBURY	NJ	
Dlr Service	3919	34	MODERN NISSAN/LAKE NORMAN	CORNELIUS	NC	Phone 704-237-5100-0000
Code-Component				Code-Symptom		
BR - BRAKE SYSTEM				4B - OIL/FLD/GREASE LEAK		
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2009-01-16		N - 2009-01-16	N - 2009-01-16			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
- CUSTOMER STATES BRAKE WARNING LIGHT IS ON						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1						
- TECH REPORTS BRAKE FLUID LEVEL LIGHT WAS ON AND LEVEL WAS LOW						
- TECH FOUND NO EXTERNAL LEAK AND THERE IS NO ABNORMAL PAD WEAR						
- TECH REPORTS THAT HE REMOVED BRAKE MASTER CYLINDER AND THERE IS AN OILY RESIDUE FOUND						
** TSS RECOMMENDATION/RESULT:						
- TSS RECOMMENDED IT IS BRAKE FLUID THAT IS IN BOOSTER, REPLACE BRAKE MASTER CYLINDER AND MONITOR INCIDENT.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

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TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0937872

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	2		2009-01-19	2009-01-22		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident RED BRAKE LIGHT COMES ON						
Code-TSS1 / Name 115/Z - FRANK GIBFORD			Name-Caller [REDACTED]			
Code-TSS2 / Name 102/Z - MICHAEL LEMMONS			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2007	ALT	1N4AL21E27C [REDACTED]	B10 SPLASH GUARDS C01 CALIFORNIA EMISSIONS F02 CONVENIENCE PLUS L92 MATS WITH HOOKS		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	28,432	05217	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
QR25-171198	CVT	QX3				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Smyrna, Tennessee	2007-06-07	2007-06-25	USA			
Code	Region	Name	City	State		
Dlr Retail	3556	26 FIVE TOWNS NISSAN	INWOOD	NY		
Dlr Service	3556	26 FIVE TOWNS NISSAN	INWOOD	NY	Phone	516-239-0100-0000
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4QG - GAUGES/WARNING LITES & DRIVE COMPUTER			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2009-01-19		N - 2009-01-19	N - 2009-01-19			
Code-Reason For Call G - CALL FOR FI ONLY, WARRANTY OR PARTS					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
- A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
- RED BRAKE LIGHT IS ON WHEN DRIVING.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1						
- RED BRAKE LIGHT IS ON AND WHEN DRIVING AND BRAKE FLUID LEVEL IS LOW.						
- CALLING FOR FI NUMBER TO REPLACE BRAKE MASTER CYLINDER.						
** TSS RECOMMENDATION/RESULT:						
- RECOMMEND TO REMOVE BRAKE MASTER AND CONFIRM FLUID IS LEAKING INTO BOOSTER.						
- TECH CALLED BACK AND STATED YES FLUID IS LEAKING FROM BRAKE MASTER CYLINDER INTO BOOSTER.						
- RECOMMEND TO REPALCE BOTH MASTER CYLINDER AND BRAKE BOOSTER.						
*** UPDATE MIKEL 102 01/22/09						
- BRAKES LOCK UP AFTER WARM SINCE REPLACING THE BOOSTER AND MASTER CYL.						
- REFER TO BR-12 AND 13 FOR BRAKE PEDAL AND SWITCH ADJUSTMENTS.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

CHECK FOR FLUID IN BOOSTER



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0940068

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2009-01-29	2009-01-29		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident LOW BRK FLUID LEVEL						
Code-TSS1 / Name 185/Z * TED POWELL			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2007	ALT	1N4AL21E17N [REDACTED]	B10 SPLASH GUARDS C01 CALIFORNIA EMISS F02 CONVENIENCE PLUS L92 MATS WITH HOOKS P93 ALUMINUM KICK PLA		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	16,974	05217	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
QR25-158843	CVT	C43				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Canton, Mississippi	2007-05-22	2007-07-30	USA			
	Code	Region	Name	City	State	
Dlr Retail	3556	26	FIVE TOWNS NISSAN	INWOOD	NY	
Dlr Service	3556	26	FIVE TOWNS NISSAN	INWOOD	NY	Phone 516-239-0100-0000
Code-Component				Code-Symptom		
BRF - BRAKE BOOSTER & PEDAL				4B - OIL/FLD/GREASE LEAK		
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2009-01-29		N - 2009-01-29	N - 2009-01-29			
Code-Reason For Call B - REASONABLE REQUEST FOR DATABASE SEARCH					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
-BRAKE LIGHT ON LOW FLUID						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1						
-BRAKE MASTER CYL LEAKED FLUID FROM REAR INTO BRAKE BOOSTER.						
** TSS RECOMMENDATION/RESULT:						
-REPLACE BRAKE MASTER AND BRAKE BOOSTER.						
Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)						
M						



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0947019

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2009-03-09	2009-03-09		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKE FLUID LOW, FLUID IN BOOSTER						
Code-TSS1 / Name 102/Z - MICHAEL LEMMONS			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2007	ALT	1N4BL21E87C [REDACTED]	B10 SPLASH GUARDS C03 50 STATE EMISSION L92 MATS WITH HOOKS U01 TECHNOLOGY PACKAG U35 NAVIGATION SYSTEM V01 VEHICLE DYNAMIC C		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	21,986	05967	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
VQ35-707493	MT6	KH3				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Smyrna, Tennessee	2007-03-30	2007-06-08	USA			
Code	Region	Name	City	State		
Dlr Retail	3644	32 MCCARTHY OLATHE NISSAN	OLATHE	KS		
Dlr Service	3644	32 MCCARTHY OLATHE NISSAN	OLATHE	KS	Phone	913-324-7200-0000
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4BB - BRAKE FLUID (ALSO CLUTCH SYSTEM)LEAK			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2009-03-09		N - 2009-03-09	N - 2009-03-09			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
- BRAKE LIGHT ON, VDC OFF LIGHT ON, MASTER CYLINDER LOW.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 2_ DAYS DOWN 1						
- BRAKE MASTER CYLINDER LOW ON FLUID.						
- NO EXTERNAL LEAKS.						
- BRAKE BOOSTER FULL OF BRAKE FLUID.						
- REPLACED MASTER CYL 800 MILES AGO FOR SAME INCIDENT.						
** TSS RECOMMENDATION/RESULT:						
- REPLACE MASTER CYLINDER.						
- REPLACE BRAKE BOOSTER.						
- ENSURE BRAKE PEDAL HEIGHT AND ADJUSTMENTS ARE CORRECT.						
Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)						
M						



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0950739

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	1		2009-03-30	2009-04-02		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKE PEDAL STIFF NEW MASTER CYL***						
Code-TSS1 / Name 119/Z - JEFF WYATT			Name-Caller [REDACTED]			
Code-TSS2 / Name 119/Z - JEFF WYATT			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2007	ALT	1N4AL21E77N [REDACTED]	B10 SPLASH GUARDS C03 50 STATE EMISSION F01 CONVENIENCE PACKA L92 MATS WITH HOOKS P93 ALUMINUM KICK PLA R01 ANTI-LOCK BRAKING		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	26,680	05717	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
QR25-167513	CVT	K50				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Canton, Mississippi	2007-06-04	2007-08-21	USA			
Code	Region	Name	City	State		
Dlr Retail 3006	44	POWER NISSAN TEMPE	TEMPE	AZ		
Dlr Service 3006	44	POWER NISSAN TEMPE	TEMPE	AZ	Phone	480-598-6000-0000
Code-Component			Code-Symptom			
BR - BRAKE SYSTEM			2M - BRAKING (POOR)			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2009-03-30		N - 2009-03-30	N - 2009-03-30			
Code-Reason For Call B - REASONABLE REQUEST FOR DATABASE SEARCH					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
- A - PENDING DEALER FOLLOW-UP F - CLOSED (RESOLVED)						
** CUSTOMER COMMENT:						
-BRAKE PEDAL HARD TO DEPRESS.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1						
-THE BRAKE PEDAL IS HARD TO DEPRESS AS IF IT HAS NO POWER ASSIST.						
-THE VACUUM TO THE BOOSTER CHECKS OK.						
-THE MASTER CYLINDER WAS RECENTLY REPLACED DUE TO LEAKING INTO THE BOOSTER.						
-THE BOOSTER WAS CLEARED OF BRAKE FLUID BUT WAS NOT REPLACED.						
** TSS RECOMMENDATION/RESULT:						
-REPLACE BRAKE BOOSTER.						
**REPLACED BRAKE BOOSTER, PEDAL EFFORT NORMAL.						
-TECH ADDED LAST TIME IN, CAR WOULD NOT START AND BRAKE SWITCH WAS ADJUSTED, CAR STARTED NORMALLY.						
-ON CURRENT VISIT, CAR WOULD NOT START AT ONE POINT, REPLACED BRAKE SW.						
-DOCUMENTED BRAKE SWITCH REPLACEMENT.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M_REPLACED BOOSTER



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0953068

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2009-04-13	2009-04-13		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident MASTER CYLINDER LEAKING INTO BOOSTER						
Code-TSS1 / Name 107IZ - RAYMOND RICE			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2007	ALT	1N4BL21E57N [REDACTED]	B10 SPLASH GUARDS C03 50 STATE EMISSION L92 MATS WITH HOOKS S01 SPORT PACKAGE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	23,247	05917	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
VQ35-720641	CVT	KH3				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Canton, Mississippi	2007-05-22	2007-07-30	USA			
Code	Region	Name	City	State		
Dlr Retail	2304	32 TOWN NORTH NISSAN	AUSTIN	TX		
Dlr Service	2304	32 TOWN NORTH NISSAN	AUSTIN	TX	Phone	512-451-7411-0000
Code-Component				Code-Symptom		
BRG - BRAKE MASTER CYLINDER				2M - BRAKING (POOR)		
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2009-04-13		N - 2009-04-13	N - 2009-04-13			
Code-Reason For Call C - CALLER PROVIDES PRODUCT FEEDBACK ONLY					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
- C/S BRAKE PEDAL IS SOFT						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1						
- CALLING JUST TO REPORT MASTER CYLINDER IS LEAKING INTO BOOSTER						
- NO ASSISTANCE REQUIRED						
** TSS RECOMMENDATION/RESULT:						
- INCIDENT IS DOCUMENTED						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

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TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0953872

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2009-04-16	2009-04-16		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKES GRABY AND FLUID LOW						
Code-TSS1 / Name 186/Z * DAVE SATTLER			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2007	ALT	1N4AL21E37C [REDACTED]	B10 SPLASH GUARDS C03 50 STATE EMISSION L93 MATS WITHOUT HOOK R01 ANTI-LOCK BRAKING		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	28,812	05717	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
QR25-155136	CVT	KH3				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Smyrna, Tennessee	2007-05-17	2007-06-07	USA			
Code	Region	Name	City	State		
Dlr Retail	06038	26 BARBERINO NISSAN	WALLINGFORD	CT		
Dlr Service	06038	26 BARBERINO NISSAN	WALLINGFORD	CT	Phone	203-265-1611-0000
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			2M - BRAKING (POOR)			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2009-04-16		N - 2009-04-16	N - 2009-04-16			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
-C/S BRAKES VERY TOUCHY WHEN OPERATING.						
-						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1						
-INSPECTED BRAKES OPERATION ON ROAD TEST.						
-BRAKE VERY GRABY WHEN OPERATING.						
-INSPECTED BRAKE FLUID LEVEL LOW.						
-REMOVED MASTER FROM BOOSTER AND FLUID LEAKING FROM MASTER INTO BOOSTER.						
-SHOULD BOOSTER BE REPLACED WITH MASTER.						
-NO OTHER WORK PERFORMED.						
** TSS RECOMMENDATION/RESULT:						
-REPLACE BOTH BOOSTER AND MASTER CYL						
Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)						
M						



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0959474

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	1		2009-05-18	2009-05-20		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKES SEEM GRABY						
Code-TSS1 / Name 114/Z - ADAM CROW			Name-Caller			
Code-TSS2 / Name 127/Z - STACY JETCOAT			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2007	ALT	1N4AL21E47N	B10 SPLASH GUARDS C03 50 STATE EMISSION G01 SL PACKAGE H02 CONNECTION W/SIRI L92 MATS WITH HOOKS R01 ANTI-LOCK BRAKING		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	63,309	05717	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
QR25-88309	CVT	QX3				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Canton, Mississippi	2007-03-05	2007-05-15	USA			
Code	Region	Name	City	State		
Dlr Retail	3864	24	JANESVILLE NISSAN	JANESVILLE	WI	
Dlr Service	5178	24	HARMS NISSAN	JANESVILLE	WI	Phone 608-305-6340-0000
Code-Component			Code-Symptom			
BRB - BRAKE (DISC) ROTORS/PADS/CALIPERS			4Q - IMPROPER OPERATION			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2009-05-18		N - 2009-05-18	N - 2009-05-18			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
-BRAKE GRAB WITH LIGHT PRESSURE						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1						
-BRAKES GRAB JUST OFF BRAKE SWITCH						
-PREVIOUSLY REPLACED THE BRAKES IN MARCH						
-NOW BRAKES ARE VERY GRABY						
-CALIPERS AND BRAKE PADS ARE NOT STICKING						
-BRAKE PEDAL IS AT THE CORRECT INSTALLED HEIGHT						
-CALLING FOR ASSISTANCE						
** TSS RECOMMENDATION/RESULT:						
-ADVISED TECH TO REPLACE THE BRAKE BOOSTER						
***UPDATE 5/20/09 STACY 127						
-TECH REPORTS BRAKE FLUID IN BOOSTER.						
-TSS: REPLACE BRAKE MASTER CYLINDER WITH BRAKE BOOSTER.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0962937

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2009-06-09	2009-06-09		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKE PEDAL FEELS SENSATIVE						
Code-TSS1 / Name 111Z - WILLIAM LIFSEY			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2007	ALT	1N4AL21E77C [REDACTED]	A92 SUNROOF WIND DEFL B10 SPLASH GUARDS C03 50 STATE EMISSION G01 SL PACKAGE L92 MATS WITH HOOKS R01 ANTI-LOCK BRAKING		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	32,208	05717	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
QR25-45576	CVT	BW9				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Smyrna, Tennessee	2007-01-18		USA			
Code	Region	Name	City	State		
Dlr Retail	2304	32 TOWN NORTH NISSAN	AUSTIN	TX		
Dlr Service	2304	32 TOWN NORTH NISSAN	AUSTIN	TX	Phone	512-451-7411-0000
Code-Component				Code-Symptom		
BR - BRAKE SYSTEM				2M - BRAKING (POOR)		
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2009-06-09		N - 2009-06-09	N - 2009-06-09			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
- BRAKES ARE "GRABBY".						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 2						
- FIND THERE IS A "POP" SENSATION WHEN THE BRAKE PEDAL IS PRESSED SLIGHTLY THEN RELEASED.						
- THE NEXT BRAKE APPLICATION DELIVERS HIGHER THAN EXPECTED ASSIST.						
- REPLACED THE BRAKE MASTER CYLINDER DUE TO FLUID LEAK INTO THE BOOSTER.						
- REPLACED THE PEDAL ASSEMBLY DUE TO EXCESSIVE PLAY.						
- REMOVED BRAKE FLUID FROM THE BOOSTER.						
- INCIDENT REMAINS.						
- CALLING FOR ASSISTANCE.						
** TSS RECOMMENDATION/RESULT:						
- REPLACE THE BRAKE BOOSTER.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0976687

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2009-08-31	2009-08-31		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident MASTER CYLINDER LEAKING INTO BOOSTER						
Code-TSS1 / Name 114/Z - ADAM CROW			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2007	ALT	1N4AL21E07C [REDACTED]	B10 SPLASH GUARDS C03 50 STATE EMISSION G01 SL PACKAGE K92 EMERGENCY AID PAC L92 MATS WITH HOOKS R01 ANTI-LOCK BRAKING		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	20,791	05717	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
QR25-685445	CVT	K50				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Smyrna, Tennessee	2006-11-03		USA			
Code	Region	Name	City	State		
Dlr Retail 3377	24	EXTREME NISSAN	BLOOMINGTON	IL		
Dlr Service 3377	24	EXTREME NISSAN	BLOOMINGTON	IL	Phone	309-664-1222-0000
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4B - OIL/FLD/GREASE LEAK			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2009-08-31		N - 2009-08-31	N - 2009-08-31			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
-PULSATION IN THE BRAKES AND THE BRAKE LIGHT IS ON						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 2_ DAYS DOWN 1						
-FOUND BRAKE FLUID LEAKING INTO THE BRAKE BOOSTER OUT OF THE BACK OF BRAKE MASTER CYLINDER						
-REPLACED THE MASTER CYLINDER, NEW MASTER CYLINDER LEAKED INSTANTLY						
-CALLING FOR ASSISTANCE						
** TSS RECOMMENDATION/RESULT:						
-ADVISED TECH TO REPLACE THE MASTER CYLINDER AND BOOSTER TOGETHER						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0986840

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2009-10-29	2009-10-29		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKE FLUID LEAK INTO BOOSTER						
Code-TSS1 / Name 107IZ - RAYMOND RICE			Name-Caller			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2007	ALT	1N4BL21EX7N	B10 SPLASH GUARDS C03 50 STATE EMISSION L92 MATS WITH HOOKS P01 PREMIUM PKG W/XM V01 VEHICLE DYNAMIC C		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	16,214	05917	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
VQ35-726696	CVT	A15				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Canton, Mississippi	2007-06-11	2007-07-18	USA			
Code	Region	Name	City	State		
Dlr Retail	583	44 YOUNKER NISSAN	RENTON	WA		
Dlr Service	3874	44 BRONCO MOTORS NISSAN	BOISE	ID	Phone	208-459-8511-0000
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4BB - BRAKE FLUID (ALSO CLUTCH SYSTEM)LEAK			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2009-10-29		N - 2009-10-29	N - 2009-10-29			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
- C/S BRAKE, SLIP AND VDC LIGHTS ARE ON						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1						
- CODE C1155 IN ABS						
- FOUND BRAKE FLUID IN BRAKE BOOSTER						
- CALLING FOR ASSISTANCE						
** TSS RECOMMENDATION/RESULT:						
- REPLACE BRAKE MASTER CYLINDER AND BOOSTER						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0989408

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
F- Full	2	2009-11-13	2009-11-13	2009-11-25	2009-11-25	1-SUGGESTION RESOLVED INCIDENT
Text-Incident MASTER CYL.LEAK INTO BOOSTER						
Code-TSS1 / Name 138/Z - RYAN PICKELL			Name-Caller [REDACTED]			
Code-TSS2 / Name 115/Z - FRANK GIBFORD			Name-Customer [REDACTED]			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2007	ALT	1N4AL21E27C [REDACTED]	B10 SPLASH GUARDS C03 50 STATE EMISSION K92 EMERGENCY AID PAC L93 MATS WITHOUT HOOK P93 ALUMINUM KICK PLA R01 ANTI-LOCK BRAKING		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	17,001	05717	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
QR25-162157	CVT	KH3				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Smyrna, Tennessee	2007-05-25	2007-07-05	USA			
Code	Region	Name	City	State		
Dlr Retail	2960	24	RICART NISSAN, INC.	COLUMBUS	OH	
Dlr Service	2960	24	RICART NISSAN, INC.	COLUMBUS	OH	Phone 614-836-6251-0000
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4BB - BRAKE FLUID (ALSO CLUTCH SYSTEM)LEAK			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
DRY - 1	33/60F=0/15C	1 - CONSTANT	CHASSIS - CHASS	OFF		
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2009-11-13		N - 2009-11-13	N - 2009-11-13		NORMAL	
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution REPLACED BRAKE MASTER AND BOOSTER						
Code-Status Desc						
-						
F - CLOSED (RESOLVED)						
** CUSTOMER COMMENT:						
- BRAKE LIGHT IS ON						
-						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1						
- TECH VERIFIED AND FOUND BRAKE FLUID LEAKING INTO THE BRAKE BOOSTER FROM THE MASTER CYLINDER						
- TECH IS CALLING TO VERIFY REPLACEMENT OF THE BOOSTER						
** TSS RECOMMENDATION/RESULT:						
- REPLACE THE MASTER CYLINDER AND BRAKE BOOSTER						
** 11-25-09 115FG UPDATE:						
- TSS CONTACTED DEALER AND WAS INFORMED TECH REPLACED BRAKE MASTER CYLINDER AND BOOSTER AND INCIDENT IS RESOLVED.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

F



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0989606

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
F- Full	2	2009-11-16	2009-11-16	2009-11-24	2009-11-24	1-SUGGESTION RESOLVED INCIDENT
Text-Incident MASTER CYLINDER LEAK INTO BOOSTER						
Code-TSS1 / Name 138/Z - RYAN PICKELL			Name-Caller [REDACTED]			
Code-TSS2 / Name 186/Z * DAVE SATTLER			Name-Customer [REDACTED]			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2008	ALT	1N4BL21E58N [REDACTED]	A92 MOONROOF WIND DEF B10 SPLASH GUARDS C03 50 STATE EMISSION L92 MATS WITH HOOKS P93 ALUMINUM KICK PLA R10 REAR SPOILER U01 TECHNOLOGY PACKAG U35 NAVIGATION BOOKLE Y01 VEHICLE DYNAMIC C Y66 ACTIVATION DISCLA		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	21,059	05418	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
VQ35-838401	CVT	K50				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Canton, Mississippi	2008-06-11	2008-07-31	USA			
Code	Region	Name	City	State		
Dlr Retail	3731	26	BROWN'S STERLING NISSAN	STERLING	VA	
Dlr Service	3731	26	BROWN'S STERLING NISSAN	STERLING	VA	Phone 703-948-1100-0000
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4BB - BRAKE FLUID (ALSO CLUTCH SYSTEM)LEAK			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
DRY - 1	33/60F=0/15C	1 - CONSTANT	CHASSIS - CHASS	OFF		
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
10 - 2009-11-16		N - 2009-11-16	N - 2009-11-16		NORMAL	
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution REPLACED MASTER CYL AND BOOSTER						
Code-Status Desc						
-						
F - CLOSED (RESOLVED)						
** CUSTOMER COMMENT:						
- VDC AND BRAKE LIGHTS ARE ON						
-						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _2_:						
- TECH VERIFIED AND HAS REPLACED THE MASTER CYLINDER ON 11-9-09						
BUT VEHICLE HAS RETURNED FOR SAME CONCERN						
- TECH IS CALLING TO SEE IF THERE ARE ANY BULLETINS ON THIS CONCERN						
** TSS RECOMMENDATION/RESULT:						
- REPLACE MASTER CYLINDER AND BRAKE BOOSTER						
- WE MAY REQUEST REPLACED PARTS						
- TECHS FAX # IS 703-444-5210						
****11-24-09 DAVE 186.						
-TECH CALLED WITH UPDATRE.						
-REPLACED BOOSTER AND AMSTER CYL TO RESOLVE.						
-PART DEPARTMENT WILL BE RETURNING PARTS.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

F



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0998758

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2010-01-12	2010-01-12		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident MASTER CYL LEAK AT REAR						
Code-TSS1 / Name 119/Z - JEFF WYATT			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2008	ALT	1N4BL21E58N [REDACTED]	A92 MOONROOF WIND DEF B10 SPLASH GUARDS C03 50 STATE EMISSION L92 MATS WITH HOOKS S01 SPORT PACKAGE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	33,789	05918	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
VQ35-837669	CVT	K50				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Canton, Mississippi	2008-05-13	2008-08-16	USA			
Code	Region	Name	City	State		
Dlr Retail	3603	32	MCCARTHY BLUE SPRINGS NIS	BLUE SPRINGS	MO	
Dlr Service	3603	32	MCCARTHY BLUE SPRINGS NIS	BLUE SPRINGS	MO	Phone 816-229-7070-0000
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4BB - BRAKE FLUID (ALSO CLUTCH SYSTEM)LEAK			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2010-01-12		N - 2010-01-12	N - 2010-01-12			
Code-Reason For Call B - REASONABLE REQUEST FOR DATABASE SEARCH					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
-BRAKE LIGHT ON.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1						
-VEHICLE NOT CURRENTLY AT DEALER.						
-WAS INPREVIOUS, MASTER CYLINDER WAS LEAKING AT REAR INTO BOOSTER.						
-REPLACED MASTER CYL, SUCKED BRAKE FLUID OUT OF BOOSTER.						
-ASKING IF BOOSTER SHOULD BE REPLACED.						
** TSS RECOMMENDATION/RESULT:						
-REPLACE BOOSTER IF MASTER LEAKING INTO BOOSTER ON ALTIMA.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI0999730

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
F- Full	6	2010-01-21	2010-01-18	2010-01-29	2010-01-29	1-SUGGESTION RESOLVED INCIDENT
Text-Incident BRAKE PEDAL GOES TO FLOOR						
Code-TSS1 / Name 132/Z - STEVE REHBINE			Name-Caller [REDACTED]			
Code-TSS2 / Name 168/Z * MICHAEL ACEVES			Name-Customer .			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2008	ALT	1N4AL21E28N [REDACTED]	B10 SPLASH GUARDS C01 CALIFORNIA EMISSI K92 EMERGENCY AID PAC L93 MATS WITHOUT HOOK P93 ALUMINUM KICK PLA		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	18,063	05218	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
QR25-303543	CVT	W40				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Canton, Mississippi	2007-11-07	2008-07-26	USA			
Code	Region	Name	City	State		
Dlr Retail	5155	26	DREXEL HILL NISSAN, LLC	DREXEL HILL	PA	
Dlr Service	5155	26	DREXEL HILL NISSAN, LLC	DREXEL HILL	PA	Phone 610-449-2800-0000
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			2M - BRAKING (POOR)			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
RAIN OR SNOW - 4	33/60F=0/15C	1 - CONSTANT	CHASSIS - CHASS	DECCEL		
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2010-01-18		N - 2010-01-18	N - 2010-01-18		ALL TEMPS	
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution REPLACED ABS ACTUATOR						
Code-Status Desc						
-						
F - CLOSED (RESOLVED)						
** CUSTOMER COMMENT:						
- C/S BRAKE PEDAL IS GOING LOW TO THE FLOOR.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 3						
- TECH STATED BRAKE PEDAL IS GOING TO THE FLOOR.						
- REPLACED MASTER CYLINDER AND BLEED WITH NO CHANGE.						
- SEEKING DIRECTION.						
** TSS RECOMMENDATION/RESULT:						
- VERIFY THERE IS NO BRAKE FLUID LEAKS IN BRAKE SYSTEM.						
- CHECK MASTER CYLINDER O-RING, VERIFY NOT DOUBLED UP.						
- IF ALL OK, REPLACE MASTER CYLINDER A SECOND TIME AND RETEST.						
** UPDATE 1-19-10 WL 111						
- TECH REPORTS INCIDENT STILL PRESENT AFTER REPLACING MASTER CYLINDER.						
- TECH DOES REPORT DID REMOVE SOME BRAKE FLUID FROM BOOSTER DURING MASTER CYLINDER REPLACEMENT.						
- FINDS THE BRAKE PEDAL MOVES DOWN EASILY ON FIRST APPLICATION, THEN HAS FIRM PEDAL ON SECOND APPLICATION.						
- VEHICLE DOES SLOW WHEN PEDAL PRESSED.						
- TECH DID BENCH-BLEED THE MASTER AND MANUALLY BLEED EACH WHEEL.						
- TSS: AS FLUID WAS FOUND IN THE BOOSTER, REPLACE BRAKE BOOSTER, VERIFY SEAL SURFACE IS CLEAN.						



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI1001993

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2010-01-28	2010-01-28		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident MASTER CYLINDER LEAK INTO BOOSTER						
Code-TSS1 / Name 138/Z - RYAN PICKELL			Name-Caller			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2008	ALT	1N4AL21E18N	B10 SPLASH GUARDS C01 CALIFORNIA EMISSIONS K92 EMERGENCY AID PACK L93 MATS WITHOUT HOOK P93 ALUMINUM KICK PLATE		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	22,590	05218	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
QR25-405099	CVT	KH3				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Canton, Mississippi	2008-03-03	2008-06-04	USA			
Code	Region	Name	City	State		
Dlr Retail	090A	44	POWER NISSAN OF SOUTH BAY	HAWTHORNE	CA	
Dlr Service	090A	44	POWER NISSAN OF SOUTH BAY	HAWTHORNE	CA	Phone 310-370-7401-0000
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4QG - GAUGES/WARNING LITES & DRIVE COMPUTER			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2010-01-28		N - 2010-01-28	N - 2010-01-28			
Code-Reason For Call C - CALLER PROVIDES PRODUCT FEEDBACK ONLY					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
- BRAKE LIGHT IS ON						
-						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1						
- TECH VERIFIED AND FOUND MASTER CYLINDER WAS LEAKING INTO BOOSTER						
- TECH REPLACED MASTER CYLINDER AND I ONLY CALLING TO DOCUMENT						
** TSS RECOMMENDATION/RESULT:						
- DOCUMENTED REPAIR						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI1006377

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2010-02-22	2010-02-22		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident REPLACEMENT MASTER CYL LEAKING						
Code-TSS1 / Name 186/Z * DAVE SATTLER			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2007	ALT	1N4BL21E07 [REDACTED]	A92 SUNROOF WIND DEFL B10 SPLASH GUARDS C03 50 STATE EMISSION L92 MATS WITH HOOKS P01 PREMIUM PKG W/XM P93 ALUMINUM KICK PLA V01 VEHICLE DYNAMIC C		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	22,689	05917	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
VQ35-692775	CVT	J40				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Smyrna, Tennessee	2007-02-08	2007-02-13	USA			
Code	Region	Name	City	State		
Dlr Retail 990D	11	NISSAN NORTH AMERICA	FRANKLIN	TN		
Dlr Service 3190	24	CROWN NISSAN	CAPE GIRARDEAU	MO	Phone 573-334-9611-0000	
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4BB - BRAKE FLUID (ALSO CLUTCH SYSTEM)LEAK			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2010-02-22		N - 2010-02-22	N - 2010-02-22			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
-C/S MUST KEEP ADDING BRANK FLUID.						
.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS _1 DAYS DOWN _1						
-INSPECTED BRAKE MASTER CYL FLUID LEVLE.						
-FLUID LOW AND REMOVED MASTER FOR BOOSTER AND FLUID LEAKING FROM REAR SEAL.						
-REPLACED BRAKE MASTER CYL AND ROADTESTED VEHICLE.						
-ON TEST DRIVE BRAKE PEDAL BECAME SPONGY AND BRAKE LIGHT CAME ON.						
-RETURN TO SHOP AND BRAKE FLUID LOW.						
-INSPECTED FOR EXTERNAL LEAKS NONE FOUND.						
-UNBOLTED MASTER FROM BOOSTER AND MASTER LEAKING AGAIN FROM REAR SEAL.						
-NO OTHER WORK PERFORMED.						
** TSS RECOMMENDATION/RESULT:						
-REMOVED FLUID FROM BOOSTER AND REPALCED MASTER CYL.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI1007442

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2010-02-26	2010-02-26		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKE LIGHT IS COMING ON						
Code-TSS1 / Name 114/Z - ADAM CROW			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2008	ALT	1N4AL21E98C [REDACTED]	B10 SPLASH GUARDS C03 50 STATE EMISSION G01 SL PACKAGE L92 MATS WITH HOOKS		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	21,656	05718	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
QR25-394083	CVT	J40				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Smyrna, Tennessee	2008-02-20	2008-04-29	USA			
Code	Region	Name	City	State		
Dlr Retail	3473	24 GERMAIN NISSAN	COLUMBUS	OH		
Dlr Service	3473	24 GERMAIN NISSAN	COLUMBUS	OH	Phone	614-418-4500-0000
Code-Component			Code-Symptom			
ELB - INSTRUMENTS & GAUGES			4QG - GAUGES/WARNING LITES & DRIVE COMPUTER			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
11 - 2010-02-26		N - 2010-02-26	N - 2010-02-26			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
-BRAKE LIGHT KEEPS COMING ON						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1						
-BRAKE LIGHT KEEPS COMING ON						
-FOUND BRAKE FLUID WAS LOW AGAIN, FOUND FLUID IN THE BOOSTER						
-CALLING FOR ASSISTANCE						
** TSS RECOMMENDATION/RESULT:						
-ADVISED TECH TO REPLACE THE MASTER CYLINDER AND REMOVE THE FLUID FROM THE BOOSTER						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI1008087

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2010-03-02	2010-03-02		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKE PEDAL SOFT						
Code-TSS1 / Name 128/Z - DAVID BLUNKALL			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2007	ALT	1N4AL21E27C [REDACTED]	B10 SPLASH GUARDS C03 50 STATE EMISSION F02 CONVENIENCE PLUS K92 EMERGENCY AID PAC L92 MATS WITH HOOKS M10 EC MIRROR W/COMPA		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	24,668	05717	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
QR25-694679	CVT	W40				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Smyrna, Tennessee	2006-11-15	2007-02-10	USA			
Code	Region	Name	City	State		
Dlr Retail	2965	26 PERUZZI NISSAN	FAIRLESS HILLS	PA		
Dlr Service	2965	26 PERUZZI NISSAN	FAIRLESS HILLS	PA	Phone	215-943-6200-0000
Code-Component				Code-Symptom		
BRF - BRAKE BOOSTER & PEDAL				2M - BRAKING (POOR)		
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2010-03-02		N - 2010-03-02	N - 2010-03-02			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
- BRAKE PEDAL SOFT						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS _1 DAYS DOWN _1						
- ABOUT EVERY 20 STOPS PEDAL GETS SOFT FOR A STOP						
- PEDAL FEELS "ABNORMAL"						
- REPLACED MASTER CYLINDER FOR A LEAK 26JAN 10						
- PEDAL DOES NOT MOVE ON START UP						
** TSS RECOMMENDATION/RESULT:						
- REPLACE BOOSTER AND RECHECK CONDITION						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI1018473

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2010-04-27	2010-04-27		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKE LIGHT ON						
Code-TSS1 / Name 124/Z - TIMOTHY MINZAK			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2007	ALT	1N4AL21E67C [REDACTED]	B10 SPLASH GUARDS C03 50 STATE EMISSION G01 SL PACKAGE L92 MATS WITH HOOKS R01 ANTI-LOCK BRAKING R10 REAR SPOILER		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	26,018	05717	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
QR25-677009	CVT	KH3				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Smyrna, Tennessee	2006-10-20	2006-11-16	USA			
Code	Region	Name	City	State		
Dlr Retail	3545	24 YARK NISSAN	TOLEDO	OH		
Dlr Service	3802	24 HAWKINSON NISSAN, L.L.C.	MATTESON	IL	Phone	708-720-4800-0000
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4QG - GAUGES/WARNING LITES & DRIVE COMPUTER			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2010-04-27		N - 2010-04-27	N - 2010-04-27			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
- BRAKE LIGHT COMES ON						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1						
- TECH FOUND BRAKE FLUID LOW						
- FLUID LEAKING INTO BRAKE BOOSTER						
- CALLED FOR ASSISTANCE						
** TSS RECOMMENDATION/RESULT:						
- ADVISED TECH TO REPLACE BRAKE BOOSTER AND MASTER CYLINDER						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI1018476

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2010-04-27	2010-04-27		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident RED BRAKE LIGHT ON						
Code-TSS1 / Name 124/Z - TIMOTHY MINZAK			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2007	ALT	1N4AL21E47C [REDACTED]	B10 SPLASH GUARDS C03 50 STATE EMISSION F01 CONVENIENCE PACKA K92 EMERGENCY AID PAC L92 MATS WITH HOOKS P93 ALUMINUM KICK PLA R01 ANTI-LOCK BRAKING		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	24,940	05717	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
QR25-0	CVT	K12				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Smyrna, Tennessee	2007-06-11	2007-08-31	USA			
	Code Region Name	City	State			
Dlr Retail	3802 24 HAWKINSON NISSAN, L.L.C.	MATTESON	IL			
Dlr Service	3802 24 HAWKINSON NISSAN, L.L.C.	MATTESON	IL	Phone	708-720-4800-0000	
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4QG - GAUGES/WARNING LITES & DRIVE COMPUTER			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2010-04-27		N - 2010-04-27	N - 2010-04-27			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
- RED BRAKE LIGHT ON						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1						
- TECH FOUND BRAKE FLUID LEVEL LOW						
- FOUND FLUID LEAKING INTO BRAKE BOOSTER						
- CALLED FOR ASSISTANCE						
** TSS RECOMMENDATION/RESULT:						
- ADVISED TECH TO REPLACE BRAKE BOSTER AND MASTER CYLINDER						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

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TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI1019071

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2010-04-29	2010-04-29		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident C1155 BRAKE FLUID LEVEL LOW						
Code-TSS1 / Name 138/Z - RYAN PICKELL			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2008	ALT	1N4BL21E48N [REDACTED]	A92 MOONROOF WIND DEF B10 SPLASH GUARDS C03 50 STATE EMISSION L92 MATS WITH HOOKS P01 PREMIUM PACKAGE P93 ALUMINUM KICK PLA V01 VEHICLE DYNAMIC C		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	33,930	05918	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
VQ35-779229	CVT	QX3				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Canton, Mississippi	2007-11-13	2008-06-07	USA			
Code	Region	Name	City	State		
Dlr Retail 986	32	GUNN NISSAN, LTD.	SAN ANTONIO	TX		
Dlr Service 986	32	GUNN NISSAN, LTD.	SAN ANTONIO	TX	Phone 210-496-0806-0000	
Code-Component			Code-Symptom			
BRA - ABS BRAKE SYSTEM			4QG - GAUGES/WARNING LITES & DRIVE COMPUTER			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2010-04-29		N - 2010-04-29	N - 2010-04-29	C55		
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
- A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
- BRAKE AND VDC LIGHTS ON						
-						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 2_ DAYS DOWN 1						
- TECH VERIFIED AND HAS PREVIOUSLY REPLACED THE BOOSTER AND MASTER CYLINDER FOR THIS CONCERN						
- FLUID IS CURRENTLY BELOW MINIMUM SPEC AND FLUID IS IN BOOSTER						
** TSS RECOMMENDATION/RESULT:						
- REPLACE MASTER CYL AND CLEAN OR REPLACE BOOSTER						
- ADJUST BRAKE SWITCH AND ENSURE ROD LENGH PER BR-48						
Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)						
M						



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# F11021406

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
F- Full	6	2010-05-03	2010-05-12	2010-05-26	2010-05-26	2-SUGGESTION LED TO SOLUTION
Text-Incident ROUGH IDLE WHEN BRAKE IS DEPRESSED						
Code-TSS1 / Name 104/Z - DONALD PERRYMAN			Name-Caller			
Code-TSS2 / Name 121/Z - BRUCE TANKERSLEY			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2007	ALT	1N4AL21E87N	B10 SPLASH GUARDS C03 50 STATE EMISSION F10 FOG LIGHTS L93 MATS WITHOUT HOOK R01 ANTI-LOCK BRAKING		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	44,066	05717	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
QR25-64786	CVT	A15				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Canton, Mississippi	2007-02-07	2007-03-06	USA			
Code	Region	Name	City	State		
Dlr Retail	2871	32	BERT OGDEN NISSAN	MCALLEN	TX	
Dlr Service	3793	32	PATTERSON NISSAN/LONGVIEW	LONGVIEW	TX	Phone 903-758-4135-0000
Code-Component				Code-Symptom		
ELA - CONNECTORS/ELEC DEFROST/FUSE/WIRING				1C - ROUGH IDLE		
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
HUMID - 2	81/99F=27/38C	1 - CONSTANT	DRIVEABILITY - DRIVE	IDLE		
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
13 - 2010-05-17		N - 2010-05-12	N - 2010-05-12		NORMAL	
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution REPLACED ENGINE ROOM HARNESS						
Code-Status Desc						
-						
F - CLOSED (RESOLVED)						
** CUSTOMER COMMENT:						
- NO CUSTOMER COMMENT GIVEN.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1 DAYS DOWN 1						
- TECH STATES WHEN BRAKE PEDAL IS DEPRESSED, ENGINE IDLE BECOMES ROUGH.						
- WITH PARKING BRAKE APPLIED, IDLE IS OKAY.						
- ALPHAS GO TO 78% WITH BRAKE ON AND THEN TO 120% AFTER BRAKE IS RELEASED.						
- CALLING FOR RECOMMENDATION.						
** TSS RECOMMENDATION/RESULT:						
- TSS RECOMMENDED TO CLAMP BOOSTER VACUUM HOSE,AND RETEST.						
- IF INCIDENT IS RESOLVED, REPLACE BOOSTER.						
** UPDATE 5/13/10 CHUCK 117						
- TECH CALLED BACK REPORTED FOUND BRAKE FLUID LEAKING INTO BOOSTER REPLACED BOOSTER AND MASTER CYLINDER NO CHANGE						
- RPM IS DROPIG TO BELOW 600 RPM WHEN BRAKE IS PRESSED WITH TRANS IN GEAR						
- INCIDENT DOES NOT HAPPEN WHEN HELD BY PARKING BRAKE						
- TSS RECOMENDED CHECK FOR INCIDENT BEING INDUCED WHEN BRAKE SWITCH IS ACTIVATED IF SO TRY TO INDUCE INCIDENT USING OTHER ELECTRICAL LOADS SUCH AS REAR DEFROST						



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI1021716

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2010-05-13	2010-05-13		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKE FLUID LEAKS INTO BOOSTER						
Code-TSS1 / Name 128/Z - DAVID BLUNKALL			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2007	ALT	1N4AL21E77N [REDACTED]	A92 SUNROOF WIND DEFL B10 SPLASH GUARDS C03 50 STATE EMISSION G01 SL PACKAGE L92 MATS WITH HOOKS R01 ANTI-LOCK BRAKING		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	35,408	05717	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
QR25-35692	CVT	BW9				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Canton, Mississippi	2007-01-09		USA			
Code	Region	Name	City	State		
Dlr Retail						
Dlr Service	2614	32 DOUGLASS NISSAN, INC.	COLLEGE STATION	TX	Phone	979-764-7726-0000
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4BB - BRAKE FLUID (ALSO CLUTCH SYSTEM)LEAK			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2010-05-13		N - 2010-05-13	N - 2010-05-13			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
- BRAKE FLUID LEAK						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS _3 DAYS DOWN _1						
- BRAKE FLUID LEAK INTO BOOSTER						
- REPLACED MASTER X2						
- CALLING FOR DATA SEARCH						
** TSS RECOMMENDATION/RESULT:						
- REPLACE MASTER WITH NEWEST PART						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

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TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI1022625

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2010-05-18	2010-05-18		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKE/SLIP/VDC LIGHT ON C1155						
Code-TSS1 / Name 104/Z - DONALD PERRYMAN			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2008	ALT	1N4BL21E68N [REDACTED]	B10 SPLASH GUARDS C03 50 STATE EMISSION L92 MATS WITH HOOKS P01 PREMIUM PACKAGE P93 ALUMINUM KICK PLA V01 VEHICLE DYNAMIC C		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	21,678	05918	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
VQ35-819758	CVT	K50				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Canton, Mississippi	2008-03-04	2008-08-13	USA			
Code	Region	Name	City	State		
Dlr Retail 3802	24	HAWKINSON NISSAN, L.L.C.	MATTESON	IL		
Dlr Service 3802	24	HAWKINSON NISSAN, L.L.C.	MATTESON	IL	Phone	708-720-4800-0000
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4QG - GAUGES/WARNING LITES & DRIVE COMPUTER			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2010-05-18		N - 2010-05-18	N - 2010-05-18	C55		
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
- A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
- C/S BRAKE SLIP VDC OFF LIGHTS ARE ALL ON.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1						
- C1155 BRAKE FLUID LEVEL LOW						
- TECH STATES FLUID IS LEAKING INTO BOOSTER FROM MASTER CYLINDER.						
- CALLING FOR RECOMMENDATION.						
** TSS RECOMMENDATION/RESULT:						
- TSS RECOMMENDED TO REPLACE MASTER CYLINDER, AND EXTRACT FLUID FROM BOOSTER.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI1043369

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	1		2010-08-25	2010-08-25		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident C-ST5 WOULD NOT CRANK, NO DUP						
Code-TSS1 / Name 134/Z - ED KITTS			Name-Caller [REDACTED]			
Code-TSS2 / Name 134/Z - ED KITTS			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2008	ALT	1N4AL21E98N [REDACTED]	B10 SPLASH GUARDS C03 50 STATE EMISSION L93 MATS WITHOUT HOOK		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	14,058	05718	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
QR25-343688	CVT	A15				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Canton, Mississippi	2007-12-19	2008-03-28	USA			
Code	Region	Name	City	State		
Dlr Retail 37025	24	HERB JONES NISSAN INC	ELIZABETHTOWN	KY		
Dlr Service 5184	24	SWOPE NISSAN, LLC	ELIZABETHTOWN	KY		
				Phone 270-765-6477-0000		
Code-Component				Code-Symptom		
ELQ - THEFT DETERRENT/REMOTES/DIG TOUCH ENTRY				4QT - SECURITY SYS/NATS/I KEY		
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
11 - 2010-08-25		N - 2010-08-25	N - 2010-08-25			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
- CUSTOMER STATES WILL NOT CRANK OR START AT TIMES						
** DEALER ACTION/OBSERVATION:						
** VERIFIED N REPAIR ATTEMPTS 2_ DAYS DOWN 1						
- TECH NOT ABLE TO DUPLICATE ANY CRANKING OR STARTING INCIDENT						
- VEHICLE HAD BEEN IN FOR A SIMILAR INCIDENT BUT THE BRAKE PEDAL WAS HARD TO DEPRESS, BRAKE FLUID WAS FOUND IN BRAK BOOSTER						
- TECH HAD REPLACED THE BRAKE MASTER CYLINDER AND BOOSTER AND INCIDENT WAS NO LONGER PRESENT						
- THERE ARE NO CODES STORED AND TECH HAS NO INFO WITH RAGARD TO WHETHER THERE WERE ANY WARNING LAMPS COMING ON						
-						
** TSS RECOMMENDATION/RESULT:						
- TSS RECOMMENDED TECH TO SPEAK TO CUSTOMER, FIND OUT IF THE KEY WARNING LAMP CAME ON OR IF THE DEPRESS BRAKE PEDAL LAMP MAY HAVE COME ON EVEN THOUGH CUSTOMER HAD FOOT ON BRAKE PEDAL						
- CHECK IF POSSIBLY BRAKE SWITCH RELATED						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# F11060720

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2010-11-15	2010-11-15		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident MASTER CYL LEAKING						
Code-TSS1 / Name 119/Z - JEFF WYATT			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2008	ALT	1N4AL21E98C [REDACTED]	A92 MOONROOF WIND DEF B10 SPLASH GUARDS C01 CALIFORNIA EMISSI F02 CONVENIENCE PLUS K92 EMERGENCY AID PAC L92 MATS WITH HOOKS P93 ALUMINUM KICK PLA		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	17,872	05218	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
QR25-207623	CVT	KH3				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Smyrna, Tennessee	2007-08-01	2007-09-28	USA			
	Code	Region	Name	City	State	
Dlr Retail	3207	26	ROCKLAND NISSAN	BLAUVELT	NY	
Dlr Service	3207	26	ROCKLAND NISSAN	BLAUVELT	NY	Phone 845-358-6700-0000
Code-Component				Code-Symptom		
BRF - BRAKE BOOSTER & PEDAL				2M - BRAKING (POOR)		
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2010-11-15		N - 2010-11-15	N - 2010-11-15			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
-BRAKE LIGHT ON.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1						
-BRAKE LIGHT ON, LOW FLUID LEVEL.						
-FOUND BRAKE FLUID LEAKING FROM REAR OF MASTER CYLINDER INTO BOOSTER.						
-ASKING HOW TO PROCEED.						
** TSS RECOMMENDATION/RESULT:						
-REPLACE MASTER CYLINDER, RETRIEVE FLUID FROM BOOSTER.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI1062118

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2010-11-19	2010-11-19		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKE LIGHT COMES ON						
Code-TSS1 / Name 168/Z * MICHAEL ACEVES			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2007	ALT	1N4BL21E17N [REDACTED]	B10 SPLASH GUARDS C03 50 STATE EMISSION L92 MATS WITH HOOKS R10 REAR SPOILER U01 TECHNOLOGY PACKAG U35 NAVIGATION SYSTEM V01 VEHICLE DYNAMIC C		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	33,020	05417	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
VQ35-716264	CVT	W40				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Canton, Mississippi	2007-05-09	2007-07-22	USA			
	Code Region Name	City	State			
Dlr Retail	3540 44 CONNELL NISSAN	COSTA MESA	CA			
Dlr Service	3383 44 MOSSY NISSAN OCEANSIDE	OCEANSIDE	CA	Phone	760-720-9797-0000	
Code-Component			Code-Symptom			
ELH - EXTERIOR LAMPS			4QL - LIGHT RELATED (IMPROPER OPER)			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
12 - 2010-11-19		N - 2010-11-19	N - 2010-11-19			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
-BRAKE LIGHT COMES ON AT TIMES.						
.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 8						
-FOUND THE BRAKE MASTER CYLINDER WAS LEAKING.						
-CALLED TO DOCUMENT.						
-PART ON ORDER.						
** TSS RECOMMENDATION/RESULT:						
-PART IS ON ORDER.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI1063208

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2010-11-27	2010-11-27		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident ABS C1155 FLUID LOW						
Code-TSS1 / Name 186/Z * DAVE SATTLER			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2007	ALT	1N4BL21E77C [REDACTED]	B10 SPLASH GUARDS C03 50 STATE EMISSION L92 MATS WITH HOOKS U01 TECHNOLOGY PACKAG U35 NAVIGATION SYSTEM V01 VEHICLE DYNAMIC C		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	30,789	05417	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
VQ35-668525	CVT	W40				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Smyrna, Tennessee	2006-11-30		USA			
Code	Region	Name	City	State		
Dlr Retail 3377	24	EXTREME NISSAN	BLOOMINGTON	IL		
Dlr Service 2766	24	ILLINI NISSAN	SAVOY	IL	Phone 217-352-8910-0000	
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4QG - GAUGES/WARNING LITES & DRIVE COMPUTER			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2010-11-27		N - 2010-11-27	N - 2010-11-27			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
-C/S VDC OFF AND SLIP ,LIGHT ON AT TIME.						
.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1						
-INSPECTED FOR SOTRED DTC AND FOUND C1155 FLUID LOW STORED						
-REMOVED MASTER AND FLUID LEAKING INTO BOOSTER.						
-NO OTHER WORK PERFORMED.						
** TSS RECOMMENDATION/RESULT:						
-REPLACE MASTER CYL AND REMOVE BRAKE FLUID.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI1064450

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2010-12-02	2010-12-02		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKE FLUID LEVEL IS LOW						
Code-TSS1 / Name 104/Z - DONALD PERRYMAN			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2008	ALT	1N4AL21E48N [REDACTED]	A92 MOONROOF WIND DEF B10 SPLASH GUARDS C03 50 STATE EMISSION F02 CONVENIENCE PLUS L92 MATS WITH HOOKS		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	42,688	05718	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
QR25-358199	CVT	J40				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Canton, Mississippi	2008-01-12	2008-02-09	USA			
Code	Region	Name	City	State		
Dlr Retail	24014	34	MOULTRIE NISSAN INC	ALBERTVILLE	AL	
Dlr Service	24014	34	MOULTRIE NISSAN INC	ALBERTVILLE	AL	Phone 256-878-4390-0000
Code-Component			Code-Symptom			
BRG - BRAKE MASTER CYLINDER			4BB - BRAKE FLUID (ALSO CLUTCH SYSTEM)LEAK			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2010-12-02		N - 2010-12-02	N - 2010-12-02			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
- C/S BRAKE LIGHT IS ON.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1						
- TECH STATES BRAKE FLUID IS LEAKING INTO BOOSTER.						
- CALLING FOR RECOMMENDATION.						
** TSS RECOMMENDATION/RESULT:						
- TSS RECOMMENDED TO EXTRACT FLUID FROM BOOSTER AND REPLACE MASTER CYLINDER.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI1064693

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	1		2010-12-03	2010-12-07		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident GRINDING NOISE FROM BRAKES						
Code-TSS1 / Name 104/Z - DONALD PERRYMAN			Name-Caller [REDACTED]			
Code-TSS2 / Name 150/Z - MITL MONTOYA			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2008	ALC	1N4AL24E98C [REDACTED]	C03 50S EMISSIONS F01 CONVENIENCE PACKA J01 MOONROOF L93 MATS WITHOUT HOOK		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	38,183	15718	2DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
QR25-0	CVT	W40				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Smyrna, Tennessee	2007-12-10	2008-02-04	USA			
Code	Region	Name	City	State		
Dlr Retail	3829	34 TOWN CENTER NISSAN	KENNESAW	GA		
Dlr Service	3829	34 TOWN CENTER NISSAN	KENNESAW	GA	Phone	770-423-9691-0000
Code-Component			Code-Symptom			
BRB - BRAKE (DISC) ROTORS/PADS/CALIPERS			4RF - GRIND/GROWL/GROAN			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2010-12-03		N - 2010-12-03	N - 2010-12-03			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
- H - CLOSED (UNRESOLVED-NONTECHNICAL)						
** CUSTOMER COMMENT:						
- C/S THERE IS A GRINDING NOISE WHILE BRAKING.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 2_ DAYS DOWN 1						
- TECH STATES BRAKE ROTORS WERE RESURFACED 10/8/10 @ 37062.						
- BRAKE ROTORS ARE BLUED.						
- THERE IS BRAKE FLUID LEAKING INTO BRAKE BOOSTER FROM MASTER CYLINDER.						
- BRAKES ARE ALSO VERY SENSITIVE.						
- CALLING FOR RECOMMENDATION.						
** TSS RECOMMENDATION/RESULT:						
- TSS RECOMMENDED TO REPLACE ROTORS, AND BRAKE PADS DUE TO OVERTEMP.						
- REPLACE MASTER CYLINDER FOR LEAKAGE.						
- REPLACE BOOSTER FOR BRAKE SENSITIVITY.						
- AFTER REPAIRS CHECK CALIPERS FOR BINDING AFTER EXTENDED ROAD TEST.						
** 12-7-10 TL VMX UPDATE						
- TECH LEFT VMX TO REPORT CUSTOMER DECLINED REPAIRS.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI1082002

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2011-02-25	2011-02-25		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKES GRAB AT LOW SPEED						
Code-TSS1 / Name 237/Z - CHRIS O'CONNOR			Name-Caller			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2007	ALT	1N4AL21E87N	B10 SPLASH GUARDS C03 50 STATE EMISSION L93 MATS WITHOUT HOOK P93 ALUMINUM KICK PLA R01 ANTI-LOCK BRAKING		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	38,547	05717	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
QR25-48375	CVT	BW9				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Canton, Mississippi	2007-01-23	2007-04-21	USA			
Code	Region	Name	City	State		
Dlr Retail	3930	34	VICTORY NISSAN/KNOXVILLE	KNOXVILLE	TN	
Dlr Service	3930	34	VICTORY NISSAN/KNOXVILLE	KNOXVILLE	TN	Phone 865-687-6111-0000
Code-Component				Code-Symptom		
BR - BRAKE SYSTEM				2L - BRAKE DRAG		
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2011-02-25		N - 2011-02-25	N - 2011-02-25			
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
WHEN APPLYING BRAKE PEDAL VEHICLE FEELS LIKE ABS TRYING TO ENGAGE.						
ALSO STATES WHEN COMING TO A STOP PEDAL RELEASES THEN GRABS.						
-						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1						
FEELS AT LOW SPEED AT LIGHT PEDAL EFFORT HEARS PLUNGING SOUND						
AND PEDAL DROPS. BRAKES FEEL GRABBIER AT SAME TIME.						
MASTER CYLINDER WAS REPLACED, NC.						
HAD FLUID LEAKING INTO THE BOOSTER.						
HAS A/M BRAKE PADS AT ALL POSITIONS.						
** TSS RECOMMENDATION/RESULT:						
ADVISED TO REPLACE BRAKE BOOSTER AND RECHECK CONCERN.						
Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)						
M						



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI1100054

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
F- Full	3	2011-05-20	2011-05-20	2011-06-06	2011-06-06	1-SUGGESTION RESOLVED INCIDENT
Text-Incident BRAKE ASSIST ISSUE						
Code-TSS1 / Name 168/Z * MICHAEL ACEVES			Name-Caller [REDACTED]			
Code-TSS2 / Name 132/Z - STEVE REHBINE			Name-Customer [REDACTED]			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2008	ALC	1N4BL24E88C [REDACTED]	C03 50S EMISSIONS L93 MATS WITHOUT HOOK P02 3.5SE PREMIUM PAC P93 ALUMINUM KICK PLA		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	37,220	15918	2DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
VQ35-806642	CVT	KH3				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Smyrna, Tennessee	2008-01-14	2008-03-25	USA			
Code	Region	Name	City	State		
Dlr Retail 2971	26	SLOANE NISSAN	GLENSIDE	PA		
Dlr Service 5202	26	FAULKNER NISSAN	ABINGTON	PA	Phone 215-887-8870-0000	
Code-Component			Code-Symptom			
BRF - BRAKE BOOSTER & PEDAL			2M - BRAKING (POOR)			
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
DRY - 1	81/99F=27/38C	1 - CONSTANT	CHASSIS - CHASS	DECCEL		
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2011-05-20		N - 2011-05-20	N - 2011-05-20		ALL TEMPS	
Code-Reason For Call A - REASONABLE CALL FOR ASSISTANCE					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
		N/A				
Text-Solution REPLACED BRAKE BOOSTER/BLED BRAKES						
Code-Status Desc						
-						
A - PENDING DEALER FOLLOW-UP						
F - CLOSED (RESOLVED)						
** CUSTOMER COMMENT:						
-BRAKE PEDAL DROPS.						
.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 2_DAYS DOWN 1__:						
-1ST VISIT THE BRAKE MASTER CYLINDER WAS REPLACED DUE TO FLUID IN THE BRAKE BOOSTER.						
-ON HARD BRAKING THE BRAKE PEDAL DROPS TO THE FLOOR.						
-UNDER NORMAL BRAKING IT FEELS FINE.						
** TSS RECOMMENDATION/RESULT:						
-REPLACE THE BRAKE BOOSTER.						
** UPDATE 5/27/11 155						
- TECH REPORTS REPLACED BRAKE BOOSTER.TECH AND MANAGER AGREE BRAKE FEELS FEELS FINE.TECH DID SAY CUSTOMER HAS AFTER MARKET EQUIPMENT ON VEHICLE AND RACES.						
** UPDATE 06/06/11 TSS SR 132 FOLLOW-UP CALL TO DEALER.						
- TECH REPLACED BRAKE BOOSTER AND BLED BRAKES TO RESOLVE.						
- TSS CLOSING REPORT.						



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

F



TECH LINE INCIDENT REPORT - CONFIDENTIAL



Report# FI1100449

Report Type	Number Revision	Date-Incident	Date-Open	Date-Revision	Date-Close	Code-Solution Rating
M- Mini	0		2011-05-23	2011-05-23		0-NO RESPONSE REQUIRED (INFORMATION ONLY)
Text-Incident BRAKE PEDAL GOES TO FLOOR						
Code-TSS1 / Name 121/Z - BRUCE TANKERSLEY			Name-Caller [REDACTED]			
Code-TSS2 / Name 0/			Name-Customer			
Code-Series	MY Full	Code-Model Line	VIN	Installed Options		
L32	2008	ALT	1N4AL21E98N [REDACTED]	B10 SPLASH GUARDS C01 CALIFORNIA EMISSI G01 SL PACKAGE H01 CONNECTION PACKAG L92 MATS WITH HOOKS		
Mileage-Initial	Mileage-Current	Code-NNA Model	Code-Body Type			
0	90,841	05218	4DS			
Code-Engine/Serial	Code-Trans Type	Code-Vehicle Color				
QR25-512269	CVT	KH3				
Name-Plant	Date-Manufacture	Date-In Service	Code-Distributor			
Canton, Mississippi	2008-07-11	2008-08-02	USA			
Code	Region	Name	City	State		
Dlr Retail 09027	26	ROTHROCK MOTOR SALES, INC	ALLENTOWN	PA		
Dlr Service 5138	26	KELLY NISSAN	EASTON	PA	Phone	610-258-8600-0000
Code-Component				Code-Symptom		
BRF - BRAKE BOOSTER & PEDAL				2M - BRAKING (POOR)		
Code-Amb Humidity	Code-Amb Temp	Code-Prob Freq	Category-Incd	Code-Oper Mode		
-		-	-			
Code-TREAD Date	Code-Non TREAD	Flag-FSSS Date	Flag-NNA Inspect Date	Number-Project	Code-Oper Temp	
03 - 2011-05-23		N - 2011-05-23	N - 2011-05-23			
Code-Reason For Call B - REASONABLE REQUEST FOR DATABASE SEARCH					Flag-Attachment: N	
Flag-Parts Avail	Date-Parts Request	Name-Parts For	Date-Parts Recvd	Date-Parts Shipped		
Text-Solution						
Code-Status Desc						
A - PENDING DEALER FOLLOW-UP						
** CUSTOMER COMMENT:						
-VEHICLE WOULD NOT START, BRAKE PEDAL WENT TO FLOOR.						
.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED N REPAIR ATTEMPTS _1 DAYS DOWN 1						
-INCIDENT NOT DUPLICATED.						
-BRAKE PERFORMANCE NORMAL.						
-FOUND BRAKE FLUID IN BOOSTER.						
-CALLING FOR DATABASE SEARCH.						
** TSS RECOMMENDATION/RESULT:						
-REPLACE MASTER CYLINDER AND BRAKE BOOSTER.						

Text-Dealer Followup Comment (Note: Entered by Dealer during investigation of incident)

M

INCD_RECORD

FI0813338

FI0822796

FI0823690

FI0825640

FI0831963

FI0831978

FI0839727

FI0843561

FI0843801

FI0843997

FI0844050

FI0845495

FI0845710

FI0849685

FI0849957

FI0850343

FI0852593

FI0855470

FI0856082

FI0857355

FI0858391

FI0859628

FI0859997

FI0860919

FI0863950

FI0865158

FI0865161

FI0866358

FI0866512

FI0866754

FI0869573

FI0869725

FI0869740

FI0870626

FI0873448

FI0873493

F10875021
F10875396
F10875700
F10877281
F10878417
F10880248
F10881940
F10884348
F10886627
F10887530
F10887626
F10891457
F10891959
F10892518
F10893001
F10894219
F10894283
F10895461
F10895747
F10896137
F10896246
F10896847
F10896942
F10898363
F10898511
F10898704
F10898780
F10899293
F10899759
F10900411
F10900466
F10900548
F10901084
F10902159
F10903523
F10903750
F10904570
F10905160
F10905900
F10906116
F10906140
F10906633
F10907051
F10908002
F10909262

F10909665
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F10915671
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F10917254
F10917875
F10918230
F10920476
F10921881
F10921935
F10924952
F10925963
F10927046
F10927099
F10927266
F10928084
F10928590
F10929877
F10931179
F10932230
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