

PE12-023

NISSAN

10/15/2012

ATTACHMENT A

REQUEST NUMBER FOUR

DOCUMENTS

CONSUMER COMPLAINTS

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 28/09/12

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 10:56:39 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 1

REQUESTED BY: lattad

<b>NAME:</b> [REDACTED]	<b>SC:</b> NONE	<b>CAR ID:</b> CA1021869
<b>STREET:</b> [REDACTED]	<b>VIN:</b> 3N1CN7AP5CL [REDACTED]	
<b>CITY:</b> APPLE VALLEY	<b>YR/MDL:</b> 2012.0 VSD	<b>MILEAGE:</b> 012000
<b>ST/ZIP:</b> CA [REDACTED]	<b>VCAN:</b>	<b>IN SVC DATE:</b>
[REDACTED]	<b>PAID:</b>	<b>RTL DLR:</b> NI NI
<b>EVE PH:</b> [REDACTED]	<b>SUSP:</b>	<b>SVC DLR:</b> 3951 VALLEY HI NISSAN
<b>DLR PH:</b> [REDACTED]	<b>DENY:</b>	<b>RESP DLR:</b> 3951 VALLEY HI NISSAN
		<b>REGION:</b> 44 <b>DIST: SL/SV/PT:</b> 05 05 35

<b>LETTER RECEIVED:</b> 00/00/00	<b>EXEC:</b> 00/00/00	<b>EMAIL:</b> 00/00/00
<b>FIRE:</b> N (Y/N) <b>ROLLOVER:</b> N (Y/N)	<b>ACCIDENT:</b> N (Y/N)	<b>AIRBAG:</b> N (Y/N)
<b>PROPERTY DAMAGE:</b> N (Y/N)	<b>INJURY:</b> N (Y/N)	<b>SENT TO LEGAL:</b> N (Y/N)
<b>PREVIOUSLY REPAIRED:</b> 00/00/00	<b>WHERE:</b>	
<b>VEHICLE PURCHASED:</b> New x Preowned	<b>MILES:</b> 012000	<b># NISSAN/INFINITI VEHICLES:</b> 2
<b>VEHICLE MAINTAINED BY:</b> VALLEY HI NISSAN		
<b>OUTSIDE WARRANTY BY (B) MONTHS:</b> 0	<b>MILES:</b> 0	<b>(PT) MONTHS:</b> 0 <b>MILES:</b> 0

<b>ORIG CODE:</b> NP NP	<b>OPEN DATE:</b> 07/23/12	<b>XFER/RSPNSBLTY:</b> 44 05 N
<b>CONTACT (S):</b>	<b>FOLLOWUP DATE:</b> 08/21/12	<b>INF-NET (Y/N):</b>
<b>SEVERITY:</b> 9	<b>CLOSE DATE:</b> 09/12/12	<b>INF-NET DATE:</b>

<b>CONCERN AND CATEGORY</b>	<b>SUBCATEGORY AND SYMPTOM</b>
OA VEHICLE CONCERNS	134000 GEN. ENGINE ELECTRIC COMPONENT
AF ENGINE ELECTRICAL	YE MULTIPLE REPAIR ATTEMPTS
	YX POOR OR IMPROPER OPERATION

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CUSTOMER ASSISTANCE REQUEST

**PAGE:** 2

REQUESTED BY: lattad

**CAR ID:** CA1021869

**C. A. R. COMMENTS**

c is looking to buy back the veh , c believed the veh is a lemon.

Created by ZJN999N at 2012-07-23 16:18:59

Less usage offset: (\$370.00)

ptions. C is interested in replacement. C is financed through Chase bank. C as

Service Dept. Review

6 mos ago, the veh wouldn't start and towed to the dlr and replaced some fuses

ked Arbs to email C a summary of options. Arbs agreed and confirmed email (mel

Refund to Customer \$3,145.58

Service Dept. Review

and wiring, c was told that on the electrical, on the first time c took the v

[REDACTED]). C will review options with husband and let Arbs know how C

Payoff to Chase Auto Finance: \$14,366.21

Service Dept. Review

ARBS-CC requested refund check in the amount of \$3,145.58 payable to C and pay

eh to nissan dlr in ontario, then same thing happened, same symptoms and towed

Service Dept. Review

wants to proceed.

ARBS-CC rec'd email from C asking Arbs to confirm that repurchase option inclu

ARBS-CC rec'd signed repurchase offer letter.

Service Dept. Review

the veh to Valley Hi nissan, after couple of days and veh won't start again a

des a payoff of the loan. Arbs replied confirming yes.

nd dlr think of the same problems and replacing fuses and sm -rob have the pap

off check in the amount of \$14,366.21 payable to Chase Auto Finance.

Service Dept. Review

ARBS-CC rec'd email asking where payoff letter should be sent. Arbs replied, p

ARBS-CC rec'd email from C asking about reimbursement for towing. C stated C s

erworks , c don't have a loan to nissan and been a month not driving the veh a

Service Dept. Review

ARBS-CC rec'd email from C asking for confirmation that C's current loan would

nd afraid of getting in the veh bec the veh might not work.

Service Dept. Review

ubmitted receipt to SM as SM directed, but C has not yet received the reimburs

crr-ja apologized and Crr-ja advised will escalate the file to RCAS for a revi

ement.

roviding fax and email.

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CUSTOMER ASSISTANCE REQUEST

**PAGE:** 3

REQUESTED BY: lattad

**CAR ID:** CA1021869

Service Dept. Review

ARBS-CC rec'd email from C. C forwarded email from SM. SM stated that dlr can be paid off with the refund option. C stated if that was the case, C will opt out and c will be receive a call by the end of the end of next buss day. C unde

Service Dept. Review

ARBS-CC created Morley case 194248 and submitted via FedEx 798735742431. for refund. C will gather needed docs for Arbs. rstood.

Service Dept. Review

ARBS-CC replied confirming NNA would pay off loan as a part of the repurchase. Crr-ja asked for further assistance. C declined. ot do reimbursements. Dlr stated dlr must refer C to Nissan's corporate office

Service Dept. Review

Arbs stated Arbs will send repurchase offer letter once C send needed docs. Crr-ja provided to c name, ext # and file number

Service Dept. Review

. SM states SM is unsure why C was charged in the first place. ARBS-CC informed C NNA will send C a check for towing expense. ARBS-CC rec'd payoff, payment history, and veh reg from C.

Leave file open-transferred file to rcas

Service Dept. Review

ARBS-CC rec'd email from C requesting confirmation of receipt of docs. Arbs re ARBS-CC requested check in the amount of \$59.18 payable to C for reimbursement rcas-rrg called dlrshp as there was no contact numbers in the file as crr-ja f

Service Dept. Review

ARBS-CC called dlr. SM was out of the office. plied and confirmed. C stated C can wait for dlr to send sales docs. rcas-rrg called dlrhsp and spoke to sa-kenny who is assisting rcas as the sm i

Service Dept. Review

c is looking to buy back the veh , c believed the veh is a lemon. for towing related to a repair incidental to repurchase. Arbs created FedEx I rcas-rrg received the ro's from dlrshp, rcas has handed the rhr review off to

Service Dept. Review

abel 798746705217.

ailed to get this.

rcas-rrg called dlrshp as there was no contact numbers in the file as crr-ja f

Service Dept. Review

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CUSTOMER ASSISTANCE REQUEST

**PAGE:** 4

REQUESTED BY: lattad

**CAR ID:** CA1021869

ARBS-CC notes Morley accepted case and surrender date is scheduled.  
rcas-rrg called dlrshp and spoke to sa-kenny who is assisting rcas as the sm i  
Service Dept. Review  
s out on vacation. rcas requested all the ro history with any timestamps that  
ARBS-CC rec'd FedEx delivery confirmation.  
rcas-rrg received the ro's from dlrshp, rcas has handed the rhr review off to  
rcas-yw who will call c back to let the c know the process has been completed.  
ARBS-CC is closing file.  
rcas-rrg received a call from c asking rcas if nna will switch out the vin for  
rcas-rrg updated system with the number dlrshp advised rcas with.  
ARBS-CC emailed C stating Arbs reviewed POP and it appears 8/1/12 payment was  
DRTS-BP recb  
may need to accompany ro's for days down exceeding 4days.  
6 mos ago, the veh wouldn't start and towed to the dlr and replaced some fuses  
included in calculations. Arbs notes payment history shows payment on 7/31/12  
rcas-rrg called c on day contact [REDACTED] at 4:18pm est  
ailed to get this.  
and payoff is dated 8/7/12. Arbs asked C to inform Arbs if C felt this was inc  
rcas-rrg setting follow up for 8/2/12  
orrect.  
rcas-rrg left a vm advising c that rcas has the request and is now in communic  
s out on vacation. rcas requested all the ro history with any timestamps that  
ARBS-CC rec'd reply from C thanking Arbs for reviewing. C will double check C'  
ation with the dlrshp to get the history of the veh to rcas. rcas advised c rc  
rcas-yw who will call c back to let the c know the process has been completed.  
as will call the c back no later than 7/31/12. rcas setting follow up for 7/2  
s account.  
the same exact veh, rcas advised that rcas is not in the position to advise c  
5/12 to check on rcas receiving ro's  
and wiring, c was told that on the electrical, on the first time c took the v  
ARBS-CC rec'd email from C thanking Arbs for smooth repurchase process. C stat  
ed C made a pmt on veh after obtaining the payoff balance. C asked if C gets t  
rcas-rrg received a call from c asking rcas if nna will switch out the vin for  
rcas-rrg updated system with the number dlrshp advised rcas with.  
DRTS-BP recb  
hat payment back.  
may need to accompany ro's for days down exceeding 4days.

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**PAGE:** 5

REQUESTED BY: lattad

**CAR ID:** CA1021869

ARBS-CC replied stating C can send proof of payment and Arbs can send reimburs if nna will be taking the c's veh back. c understood but was inquiring if nna the same exact veh, rcas advised that rcas is not in the position to advise c eh to nissan dlr in ontario, then same thing happened, same symptoms and towed ement for payment.

if nna will be taking the c's veh back. c understood but was inquiring if nna ARBS-CC rec'd proof of payment from C. C noted payment posted cleared on 8/1/1 does take the veh will nna just switch the vin out in the sales info. rcas ad rcas-rrg called c on day contact [REDACTED] at 4:18pm est  
2.

rcas-rrg setting follow up for 8/2/12

vised rcas is unsure as if nna decides to assist the c, the file will be taken

ARBS-CC is closing file pending further contact from C.

does take the veh will nna just switch the vin out in the sales info. rcas ad from rcas and handled by a different dept. c understood and thanked rcas. rca s exiting file

the veh to Valley Hi nissan, after couple of days and veh won't start again a ARBS-CC notes warranty work at Empire Nissan. Arbs asked RCAS-RG to obtain all rcas-rrg left a vm advising c that rcas has the request and is now in communic ROs for C's veh from Empire.

vised rcas is unsure as if nna decides to assist the c, the file will be taken nd dlr think of the same problems and replacing fuses and sm -rob have the pap rcas-rrg received the ro that rcas requested from empire nissan and added info ation with the dlrshp to get the history of the veh to rcas. rcas advised c rc to the rhr and emailed arbs-cc requesting if this needs to be resubmitted and advising the ro has been added to the rhr form.

from rcas and handled by a different dept. c understood and thanked rcas. rca ARBS-CC is taking over file. Arbs notified RCAS-RG. Arbs asked RCAS to contact erworks , c don't have a loan to nissan and been a month not driving the veh a ARBS-CC rev'd RHR and ROs. Arbs notes the following summary:

as will call the c back no later than 7/31/12. rcas setting follow up for 7/2 C and inform Arbs will be new point of contact and will call C tomorrow (8/3/ s exiting file

11/3/11 - 39 miles - 9 days

nd afraid of getting in the veh bec the veh might not work.

12) to discuss case.

5/12 to check on rcas receiving ro's

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CUSTOMER ASSISTANCE REQUEST

**PAGE:** 6

REQUESTED BY: lattad

**CAR ID:** CA1021869

1) air bag light flashing; check lost alarm, checked and cleared code (DTS-TZ crr-ja apologized and Crr-ja advised will escalate the file to RCAS for a rev and -ML involvement)

ew and c will be receive a call by the end of the end of next buss day. C unde 1/17/12 - 2,926 miles - 2 days rstood.

1) veh cranks but won't start; re-secured harness connector terminal and insta Crr-ja asked for further assistance. C declined.

Crr-ja provided to c name, ext # and file number lled new fuse

3/15/12 - 6,297 miles - 1 day

Leave file open-transferred file to rcas

1) Shifter handle recall; performed

ARBS-CC rec'd email from C asking if Arbs had received sales docs from dlr yet 7/5/12 - 12,110 miles - 12 days

ARBS-CC replied stated Arbs has requested update on status of docs. Arbs will

1) veh cranks but won't start; replaced IPDM

ARBS-CC notes no previous files, 2 techline files, and review of warranty hist contact C once Arbs received sales docs.

ARBS-CC emailed repurchase offer letter to C with the following figures: ory.

ARBS-CC emailed C a summary of options.

Payments Paid: \$2,360.96

ARBS-CC requested sales docs and invoice.

Down Payment: \$1,090.00

ARBS-CC spoke with C. Arbs offered repurchase or replacement. Arbs explained o

Prorated Registration: \$65.68

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

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CUSTOMER ASSISTANCE REQUEST

**PAGE:** 7

REQUESTED BY: lattad

**CAR ID:** CA1021869

**CONTACT(S)**

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

<b>IIR-DATE:</b>	<b>TRANS DATE:</b> 00/00/00	<b>CHECK REQUESTED:</b> Y
<b>3RD PRY:</b> NI	<b>PART#:</b>	<b>CHECK ISSUED:</b> Y
<b>BYBACK ST:</b> A	<b>OPENED BY:</b>	
<b>HISTORY:</b>	<b>UPDATE BY:</b>	
<b>SVC CALL#:</b> N	<b>UPDATE DATE:</b>	
<b>CLOSE:</b> Y	<b>CLOSE DATE:</b> 09/12/12	<b>MICROFILM:</b>
<b>RESP CAA:</b>	<b>OLM:</b>	<b>DOM:</b>
<b>PHONE:</b>	<b>OWNER FIRST:</b> [REDACTED]	<b>LANGUAGE:</b>

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CUSTOMER ASSISTANCE REQUEST

**PAGE:** 8

REQUESTED BY: lattad

<b>NAME:</b> [REDACTED]	<b>SC:</b> ONE CONTRACT	<b>CAR ID:</b> CA1067549
<b>STREET:</b> [REDACTED]	<b>VIN:</b> 3N1CN7AP1CL [REDACTED]	
<b>CITY:</b> FLORENCE	<b>YR/MDL:</b> 2012.0 VSD	<b>MILEAGE:</b> 005000
<b>ST/ZIP:</b> SC [REDACTED]	<b>VCAN:</b> N	<b>IN SVC DATE:</b>
<b>DAY PH:</b> 0	<b>PAID:</b> 384	<b>RTL DLR:</b> NI NI
<b>EVE PH:</b> [REDACTED]	<b>SUSP:</b> 0	<b>SVC DLR:</b> 2181 TEAM NISSAN/LITHIA SPRING
<b>DLR PH:</b> [REDACTED]	<b>DENY:</b> 0	<b>RESP DLR:</b> 2181 TEAM NISSAN/LITHIA SPRING
	<b>REGION:</b> 34	<b>DIST: SL/SV/PT:</b> 01 01 31

<b>LETTER RECEIVED:</b> 00/00/00	<b>EXEC:</b> 00/00/00	<b>EMAIL:</b> 07/28/12
<b>FIRE:</b> N (Y/N)	<b>ROLLOVER:</b> N (Y/N)	<b>ACCIDENT:</b> N (Y/N)
<b>PROPERTY DAMAGE:</b> N (Y/N)	<b>INJURY:</b> N (Y/N)	<b>SENT TO LEGAL:</b> N (Y/N)
<b>PREVIOUSLY REPAIRED:</b> 00/00/00	<b>WHERE:</b>	
<b>VEHICLE PURCHASED:</b> New x Preowned	<b>MILES:</b> 005000	<b># NISSAN/INFINITI VEHICLES:</b> 1
<b>VEHICLE MAINTAINED BY:</b> NONE		
<b>OUTSIDE WARRANTY BY (B) MONTHS:</b> 0	<b>MILES:</b> 0	<b>(PT) MONTHS:</b> 0 <b>MILES:</b> 0

<b>ORIG CODE:</b> NP NP	<b>OPEN DATE:</b> 07/28/12	<b>XFER/RSPNSBLTY:</b> 34 01 N
<b>CONTACT (S):</b>	<b>FOLLOWUP DATE:</b> 08/27/12	<b>INF-NET (Y/N):</b>
<b>SEVERITY:</b> 9	<b>CLOSE DATE:</b> 08/27/12	<b>INF-NET DATE:</b>

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OA VEHICLE CONCERNS	184500 WARNING DISPLAY
AA AUDIO/VIDEO/NAVI	YX POOR OR IMPROPER OPERATION
AT INSTRUMENTATION	

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**PAGE:** 9

REQUESTED BY: lattad

**CAR ID:** CA1067549

**C. A. R. COMMENTS**

case moved

Created by null at 2012-07-28 07:47:27

m due to error message

Service Dept. Review

crr-ke noting:

rcas-vl called s/m kirt and left vxm in regards to c's case

Service Dept. Review

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

rcas-vl called con [REDACTED] and the c advised rcas-that the c has taken th

Service Dept. Review

e veh to lithia spring nissan the c stated that the c has taken th veh into t

firstname : megan

Service Dept. Review

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

he dealership numerous times do to the airbag light keeps coming on the c stat

Service Dept. Review

ed that the dealership keeps resetting the light but the light keeps coming in

lastname : eckles

Service Dept. Review

crr-ke leaving case open.

Service Dept. Review

the c stated that the iPod doc cord has a shortage in it and it keeps going i

Method of contact: E-mail

n and out rcas-vl advised the c that rcas-vl will contact the dealership to ga

Service Dept. Review

email : [REDACTED]

Service Dept. Review

ther some information but advised the c that the s/m will need to inspect the

crr-ke transferring c's case to rcas.

Service Dept. Review

veh and then at that time it will be determined if a master tech. will need to

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

get involved the c stated that the c can take the veh in to checked on 8/18/1

Service Dept. Review

2 which is on a Saturday rcas-vl advised the c that rcas-will notify the s/m t

homephone : [REDACTED]

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**PAGE:** 10

REQUESTED BY: lattad

**CAR ID:** CA1067549

Service Dept. Review

crr-ke advised c that case will be transferred to rcas.

hat the c will be bringing the veh in for s/m to inspect the veh the c agre

address1 : 509 ingram st

ed and ended the call. rcas-vl setting follow up 8/17/12

crr-ke closing case as no further action is needed.

rcas-vl called con [REDACTED] and left vm rcas-setting appt up for 8/22/12

address2 :

rcas-vl called s/m frank on [REDACTED] and was advised that the c has a app

city : florence

t set up for 8/18/18

rcas-vl called c at [REDACTED] and left vxm rcas-vl setting follow up for

twitter : @msmegandanielle

8/27/12

state : SC

rcas-vl called con [REDACTED] and was advised that the c's repairs have been

zip : 29501

completed rcas-vl thanked the c and advised the c if the c needs future assit

owner : true

make : Nissan

sance to call rcas-vl the c agreed and ended the call. rcas-vl closing the cas

e no futher action to be taken

source : NissanContactUs

vin : 3N1CN7AP1CL [REDACTED]

dealerstate : SC

dealername : Jones Nissan Sumter

comments : I recently purchased a 2012 Nissan Versa in late March of this year

, and for the past 3 months I have been having issues with my air bag light. I

have not been in an accident of any kind, yet my light continues to come on.

I have repeatedly taken my car to a local Nissan dealer to have it checked, on

ly for them to say that nothing is wrong and have the light turned off. Once t

hey turn off the light, generally, less than a week later the light is back on

. I would like to have some feedback on this issue b/c I feel that with a new

car I should not be having this problem. I also have the iPod connector in my

Versa and it too has been having problems, I am assuming a shortage of some so

rt but when I plug in my iPod to the charger it does not seem to always connec

t, and I have tried to connect other's iPod devices and get the same response.

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CUSTOMER ASSISTANCE REQUEST

**PAGE:** 11

REQUESTED BY: lattad

**CAR ID:** CA1067549

Overall, I have been pleased with my purchase but these two issues do concern me, being that this is a new car.

rcas mwn called c at [REDACTED] and left a vmail also requested that if c would like to leave a vmail for rcas mwn with maybe an alternate number too and the best time to call c and the hours that rcas mwn is scheduled to be in the office.

rcas mwn will set follow up for 08/02/12 to call the dealership

crr-jb recieved call from c and verified info

c was transfered to agents vmx to leave best contact time and info

crr-jb exiting case

rcas mwn spoke with c at [REDACTED] and c goes to Nissan South.

c stated that c has taken the veh to nissan south 3-4 times and all that gets

done is the light gets reset. it is c's airbag deployment light lit up. rcas

mwn apoligized and told c that the specialist for Nissan South would contact C

on Monday 08/06/12

c understood and call ended mutually.

rcas-vl called c at [REDACTED] and left vxm rcas-vl setting follow up for 8/7/12

rcas-vl recieved inbound call from s/m ralph and was advised that the c has ne

rcas-vl called c at [REDACTED] and left vxm rcas-vl setting follow up for

ver been seen at nissan south or nissan south of union city

8/13/12

rcas-vl recieved vxm from c and called c on [REDACTED] #0 unable to leave vx

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

**SATISFIED:** N

**ACTION CODE:** NP

**ROOT CAUSE:** SCMV

**CALLBACK:** 0

**DATE:** 00/00/00

**USERID:**

**CONFIDENTIAL**

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**CUSTOMER ASSISTANCE REQUEST**

**PAGE:** 12

**REQUESTED BY:** lattad

**CAR ID:** CA1067549

<b>REOPEN:</b>	<b>CALLBACK:</b> 0	<b>DATE:</b> 00/00/00	<b>USERID:</b>
	<b>NEW INFO:</b> 0	<b>DATE:</b> 00/00/00	<b>USERID:</b>
	<b>OTHER:</b> 0	<b>DATE:</b> 00/00/00	<b>USERID:</b>
	<b>COMMENTS ONLY:</b> 0	<b>DATE:</b> 00/00/00	<b>USERID:</b>

<b>IIR-DATE:</b>	<b>TRANS DATE:</b> 03/05/12	<b>CHECK REQUESTED:</b> Y
<b>3RD PRY:</b> NI	<b>PART#:</b>	<b>CHECK ISSUED:</b> Y
<b>BYBACK ST:</b>	<b>OPENED BY:</b>	
<b>HISTORY:</b>	<b>UPDATE BY:</b>	
<b>SVC CALL#:</b> N	<b>UPDATE DATE:</b>	
<b>CLOSE:</b> Y	<b>CLOSE DATE:</b> 08/27/12	<b>MICROFILM:</b>
<b>RESP CAA:</b>	<b>OLM:</b>	<b>DOM:</b>
<b>PHONE:</b>	<b>OWNER FIRST:</b> [REDACTED]	<b>LANGUAGE:</b>

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**DATE:** 28/09/12

**TIME:** 10:56:39 AM

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

**PAGE:** 13

**CAR ID:** CA1067549

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 09/28/12

**TIME:** 10:56:39 AM

**MODEL YEAR** 2012

**MAKE:** N

**MODEL LINE:** VSD

**NAME:** [REDACTED]

**VIN:** 3N1CN7AP1CL [REDACTED]

**IN SCV DATE:**

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
1	RCDB05943793	2181	South Carolina	3/2/2012	01/01/01	0060000	01/01/01	01/01/01

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**DATE:** 28/09/12

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CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

<b>NAME:</b> [REDACTED]	<b>SC:</b> ONE CONTRACT	<b>CAR ID:</b> CA1193565
<b>STREET:</b> [REDACTED]	<b>VIN:</b> 3N1CN7AP8CL [REDACTED]	
<b>CITY:</b> JOHNSON CITY	<b>YR/MDL:</b> 2012.0 VSD	<b>MILEAGE:</b> 021000
<b>ST/ZIP:</b> TN 3 [REDACTED]	<b>VCAN:</b>	<b>IN SVC DATE:</b>
<b>DAY PH:</b> 0	<b>PAID:</b>	<b>RTL DLR:</b> NI NI
<b>EVE PH:</b> [REDACTED]	<b>SUSP:</b>	<b>SVC DLR:</b> 3580 TRI-CITIES NISSAN, INC.
<b>DLR PH:</b> [REDACTED]	<b>DENY:</b>	<b>RESP DLR:</b> 3580 TRI-CITIES NISSAN, INC.
	<b>REGION:</b> 34	<b>DIST: SL/SV/PT:</b> 12 12 42

<b>LETTER RECEIVED:</b> 00/00/00	<b>EXEC:</b> 00/00/00	<b>EMAIL:</b> 00/00/00
<b>FIRE:</b> N (Y/N)	<b>ROLLOVER:</b> N (Y/N)	<b>ACCIDENT:</b> N (Y/N)
<b>PROPERTY DAMAGE:</b> N (Y/N)	<b>INJURY:</b> N (Y/N)	<b>AIRBAG:</b> Y (Y/N)
<b>PREVIOUSLY REPAIRED:</b> 00/00/00	<b>WHERE:</b>	<b>SENT TO LEGAL:</b> N (Y/N)
<b>VEHICLE PURCHASED:</b> New x Preowned	<b>MILES:</b> 021000	<b># NISSAN/INFINITI VEHICLES:</b> 1
<b>VEHICLE MAINTAINED BY:</b> TRI-CITIES NISSAN, INC.		
<b>OUTSIDE WARRANTY BY (B) MONTHS:</b> 0	<b>MILES:</b> 0	<b>(PT) MONTHS:</b> 0
		<b>MILES:</b> 0

<b>ORIG CODE:</b> NP NP	<b>OPEN DATE:</b> 08/17/12	<b>XFER/RSPNSBLTY:</b> 34 12 N
<b>CONTACT (S):</b>	<b>FOLLOWUP DATE:</b> 09/17/12	<b>INF-NET (Y/N):</b>
<b>SEVERITY:</b> 9	<b>CLOSE DATE:</b> 09/17/12	<b>INF-NET DATE:</b>

<b>CONCERN AND CATEGORY</b>	<b>SUBCATEGORY AND SYMPTOM</b>
OA VEHICLE CONCERNS	262500 LEFT FRONT AIRBAG
BK RESTRAINT SYSTEM	YG NONDEPLOYMENT

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**C. A. R. COMMENTS**

Created by ZIT999N at 2012-08-17 07:15:00

IIR/SME-CRR-FM reviewed the case and advised crr- it to proceed creating IIR.

IIR/SME-CRR-FM exiting case.

case moved

crr-it received a call from c regarding the incident that happened earlier today. c stated that the airbags did not go out at the time of the incident. c stated that c wanted to know why did the airbags did not deployed. c stated that c was on the way to c's work and then when the traffic lights turn to red and when c turn to the left side of the road a vehicle run in front of c and hit c's front end and the airbags did not deployed. crr-it was sorry to hear what happened and crr-it informed c that crr-it will transfer case to a specialist and will call c within 2 business days. c agreed.

crr-it offered further assistance. c declined

crr-it provided name, case number and ext number

crr-it left case open

Received c's IIR

No prev cases

Open recall:

RC-0171075 PM253 Safety Open 2012 - Versa Sedan Transmission Shift Selector A T SHIFTER 2/2/2012 NTB12-008

crr-it received a call from c following up on c's case.

crr-it informed c that case already been transferred to a specialist and crr-it will leave an email to the specialist.

crr-it verified that no contact information has changed.

crr-it offered further assistance, c declined.

crr-it provided crr's name and extension number,

crr-it exiting the case.

Called c on work #, received automated system, unable to connect to c.

Called c on home#. Phone rang 10+ times w/ no answer. unable to leave vmx.

Sent email to c requesting c contact ARBS directly to discuss concern.

Received call from c's wife.

wife answered probing questions.

discussed veh safety features. c understood but still requested inspection.

Veh at body shop for body repairs. requested wife contact ARBS once veh back in c's possession to arrange DTS inspection. c agreed.

ARBS still waiting on contact from c regarding veh and filing for inspection.

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Setting f/u for 9/6 to f/u w/ c once ARBS returns from vacation.  
 Called and spoke w/ c's wife. veh still at body shop.  
 ARBS confirmed wife still had ARBS's contact information and wife stated would contact ARBS once veh has been returned to c.  
 No contact from c.  
 Called and left vmx for c.  
 ARBS noting c has ARBS's contact information and will contact once veh available for inspection.  
 Closing case pending c callback.

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

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

<b>IIR-DATE:</b>	<b>TRANS DATE:</b> 09/28/11	<b>CHECK REQUESTED:</b> Y
<b>3RD PRY:</b> NI	<b>PART#:</b>	<b>CHECK ISSUED:</b> Y
<b>BYBACK ST:</b>	<b>OPENED BY:</b>	
<b>HISTORY:</b>	<b>UPDATE BY:</b>	
<b>SVC CALL#:</b> N	<b>UPDATE DATE:</b>	

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**CLOSE:** Y

**CLOSE DATE:** 09/17/12

**MICROFILM:**

**RESP CAA:**

**OLM:**

**DOM:**

**PHONE:**

**OWNER FIRST:** [REDACTED]

**LANGUAGE:**

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**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 09/28/12

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**MODEL YEAR** 2012

**MAKE:** N

**MODEL LINE:** VSD

**NAME:** [REDACTED]

**VIN:** 3N1CN7AP8CL [REDACTED]

**IN SCV DATE:**

SEQ NO.	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
1	MTNJ01118412	3580 Tennessee	9/25/2011	01/01/01	0075032	01/01/01	01/01/01



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**CAR ID:** CA7300471

**C. A. R. COMMENTS**

@11/21-ZMF176N

CRR-JE CHECKED FOR PREVIOUS RELATED FILES: 7299578

DRTS-KR REC'D COPY OF R/S TEMPS FOR THIS VIN. S/M JOSH ADVSD THERE IS NO

FILE OPENED-ZJE175N 11/02/2011

FOLLOW-UP IS DUE ON OR BEFORE

IN THE OFFICE ON 11/14/11, BUT WILL BE RETURNING ON 11/15/11 AND WOULD FOLLOW

VPP CLAIM NUMBER.

@01/17-ZJR436N

\*\*ARBS-BR NOTES MORLEY HAS ACCEPTED CASE.

@01/31-ZJR436N

CRR-JE CHECKED FOR PREVIOUS UNRELATED FILES: NONE

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

DLRSHIP ALMOST A WEEK AGO. C STATES C PURCHASED VEH JUST ON OCTOBER 24TH. C

RCAS-MF CALLED C TO LET C KNOW THAT A CHECK REQUEST HAS BEEN SUBMITTED,

REGISTRATION & NO PLATES, JUST THE R/S TEMPS.

@12/15-ZKR176N

UP WITH C AT THAT TIME. C AGREED AND ENDED THE CALL.

@11/11-ZMF176N

-

@11/11-ZMF176N

\*\*ARBS CLOSING FILE.

@01/31-ZJR436N

CRR-JE VERIFIED C'S VIN, NAME, ADDRESS, DAY/EVENING PHONE NO.,

CUSTOMER.

RCAS-MF ALSO LET C KNOW THAT RCAS-MF WILL BE OUT OF THE OFFICE UNTIL 11/28/11

STATES THAT C WAS PROVIDED RENTAL VEH AND C HAS TO PAY TAXES AND INSURANCE. C

@11/23-ZMF176N

DRTS-KR CLLD DLR 3951 @ 4:06, SPOKE TO FINANCE MNGR/DIANE, REQUESTING COPY OF

MARIELLEN FREELAND 615-725-7586

MILEAGE, EMAIL, AND SERVICE DEALER.

RCAS-MF CALLED C TO DISCUSS ANY NEW INFORMATION ON ANY EVENTS THAT HAVE

STATES THAT C'S AIRBAGS HAVE A PROBLEM AND APPARENTLY ALL PARTS ARE

BACKORDERD. C STATES THAT C WOULD LIKE THIS CONCERN RESOLVED.

CRR-JE CHECKED FOR OPEN CAMPAIGNS/RECALLS: NONE

HAPPENED TO C'S VEH IN THE PAST FEW DAYS. WHEN RCAS-MF CALLED THE DLRSHIP

RCAS-MF IS CLOSING FILE AS NOTHING MORE NEEDS TO BE DONE. @11/30-ZMF176N

SALES DOCS FOR THIS VIN. F/M DIANE ADVSD TO SUBMIT IN WRITING. DRTS-KR WILL

CRR-JE CITED 7299578 AND FOUND THAT PART INFORMATION IS LOCATED IN THIS FILE

CRR-JE REC'D CALL FROM C REGARDING VEH CONCERN. C STATES THAT C TOOK VEH TO

RCAS-MF RE-OPENED THIS FILE BECAUSE C HAD TO TAKE THE VEH BACK TO THE DLRSHIP

RCAS-MF WAS TOLD THAT C'S VEH WAS STILL AT THE DLRSHIP BECAUSE THE AIR BAG

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SEND IN WRITING REQUEST FOR SALES DOCS TO 760-951-3976. @12/15-ZKR176N

-  
AGAIN FOR THE SAME PROBLEM. @12/09-ZMF176N

CREATED BY C'S SVC DLRSHIP.

SENSOR KEEPS FLASHING C STATES THAT C SENT THE NECESSARY DOCUMENTS FOR  
CRR-JE ASKED C HOW CAN NNA CA ASSIST C WITH CONCERNS. C STATES THAT C WOULD  
C STATES THAT C DOES NOT WANT THE VEH ANY LONGER AND WANTS C'S MONEY BACK.

DRTS-KR REQUESTED SALES DOCS FROM DLR IN WRITING. @12/15-ZKR176N

REIMBURSEMENT ALREADY. RCAS-MF THANKED C AND ALSO ASKED C WHEN WAS THE ENG.

@12/09-ZMF176N

\*\*ARBS-BR RECEIVED CALL FROM C. C STATED C WOULD LIKE A REPURCHASE. ARBS  
COMING OUT TO LOOK AT C'S VEH? C THOUGHT IT WAS SUPPOSE TO BE ON 8/15/11.

LIKE C'S VEH FIXED, AND IF C CANNOT GET VEH FIXED C WANTS NEW VEH BECAUSE C

@11/15-ZMF176N

AGREED AND STATED ARBS WOULD OBTAIN LIEN PAYOFF INFORMATION FROM NMAC AND THEN  
RCAS-MF EXPLAINED TO C THAT THE REPURCHASE OR REPLACE OPTION IS A PROCESS AND  
STATE THAT C PURCHASED VEH AND C WANTS TO DRIVE VEH. C STATES ALSO C WANTS TO  
FORWARD A REPURCHASE OFFER TO C FOR REVIEW. ARBS ALSO OFFERED A VPP DISCOUNT  
KNOW WHAT NNA CA CAN DO ABOUT C PAYING FOR THIS INSURANCE AND TAX ON RENTAL  
LIKE ALL PROCESSES IT TAKES A FEW DAYS TO COMPLETE. @12/09-ZMF176N

RCAS-MF WILL UPDATE THE FILE AND FOLLOW UP WITH ENG. ON 11/16/11.

@11/15-ZMF176N

ON A NEW NISSAN VEHICLE. C UNDERSTOOD AND THANKED ARBS FOR ASSISTANCE.

SINCE C ALREADY PAID FOR C'S VEH.

THIS PROCESS BEGINS WITH A REVIEW OF THE VEH REPAIR HISTORY. @12/09-ZMF176N

@12/15-ZJR436N

CRR-JE ADV C THAT CRR WILL FORWARD CASE TO RCAS FOR HANDLING AND C SHOULD  
C STATES C UNDERSTOOD. RCAS-MF HAS BEEN WORKING WITH THE SA-DAVID AND THE  
RCAS-MF HAS RECEIVED THE DOCUMENTS TO REIMBURSE C FOR THE TAXES AND INSURANCE

\*\*ARBS-BR SENT E-MAIL TO NMAC REQUESTING PAYOFF INFORMATION. @12/15-ZJR436N

C HAD TO PAY FOR THIS RENTAL THE DLRSHIP PROVIDED FOR C WHILE C WAS UNABLE TO  
RECEIVE A CALL BY END OF NEXT BUSINESS DAY. C UNDERSTOOD AND THANKED CRR.

SERVICE DIRECTOR AT VALLEY HI NISSAN JOSH ATWOOD. @12/09-ZMF176N

-

DRIVE C'S NEW VEH DUE TO SAFETY CONCERNS. @11/16-ZMF176N

NOTE TO RCAS: REFERENCE 7299578 FOR PART INFORMATION.

RCAS-MF SENT A REQUEST TO THE SERVICE DIRECTOR- JOSH REQUESTING ALL RO'S FOR

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CHECK REQUEST TO REIMBURSE C. @11/16-ZMF176N  
CRR-JE PROVIDED C WITH NAME, EXT. 458165, AND FILE NO.  
DRTS-KR REC'D SALES DOCS FROM DLR 3951. FORWARD SALES DOCS, R/S TEMPS &  
THIS CUSTOMER'S VEH. SD-JOSH AGREED TO FAX THOSE DOCUMENTS ASAP. @12/09-ZMF176N  
CRR-JE OFFERED FURTHER ASSISTANCE. C WAS SATISFIED AND  
DEALERSHIP: VALLEY HI NISSAN @11/16-ZMF176N  
INVOICE TO ARBS-BR. @12/16-ZKR176N  
RCAS-MF CONTACTED THE DTS-ML TO ASCERTAIN THE DTS-ML INVOLVEMENT WITH THIS  
@01/03-ZJR436N  
DECLINED ANY FURTHER ASSISTANCE.  
MILEAGE: 500 @11/16-ZMF176N  
VEH AND THIS C. @12/09-ZMF176N  
\*\*ARBS-BR RECEIVED COPY OF RENTAL BILL. ARBS WILL AGREE TO PAY FOR \$245.59  
CRR-JE THANKED C FOR CALLING CONSUMER AFFAIRS.  
DTS-ML INFORMED RCAS-MF THAT THE DTS-ML HAS BEEN WORKING CLOSELY WITH THE TECH  
INVOICE NUMBER: 11493 @11/16-ZMF176N  
AT VALLEY HI NISSAN AND TECH LINE TO RESOLVE THIS ISSUE. DTS-ML STATED THAT  
CRR-JE CREATED FOLLOW-UP FOR 11/3/11 FOR RCAS. @11/02-ZJE175N  
IN RENTALS. @01/03-ZJR436N  
INVOICE DATE: 11/08/2011 @11/16-ZMF176N  
\*\*ARBS-BR OBTAINED LIEN PAYOFF INFORMATION FROM NMAC. @01/03-ZJR436N  
ON THE CUSTOMERS 2ND AIR BAG SENSOR FAILURE HE THOUGHT THE PROBLEM HAD BEEN  
PART NAME/NUMBER: NA @11/16-ZMF176N  
RCAS-MF CALLED C TO DISCUSS THIS CONCERN, RCAS-MF VERIFIED ALL OF C'S INFO TO  
\*\*ARBS-BR CALCULATED REPURCHASE FIGURES AS FOLLOWS:  
BE CORRECT. RCAS-MF PROVIDED C WITH THE FILE AND CONTACT INFORMATION FOR C TO  
PART AMOUNT: NA @11/16-ZMF176N  
SOLVED AFTER THE TECHS DISCOVERED WIRE DAMAGE ON THE HARNESS BEHIND THE AIR  
-  
BAG MODULE ITSELF. (DTS-ML STATES THAT THIS DAMAGE WAS CAUSED BY AN  
LABOR AMOUNT: NA @11/16-ZMF176N  
USE SHOULD C NEED TO CONTACT NNA FOR ANY REASON. @11/03-ZMF176N  
- @01/03-ZJR436N  
INSTALLATION ERROR THAT PINCHED THE WIRE). @12/09-ZMF176N  
RCAS-MF TOLD C THAT NNA WOULD REIMBURSE C FOR THE COST OF THE TAXES AND INS.  
SERVICES: \$146.74 = INSURANCE REQUIRED CUSTOMER PAY. @11/16-ZMF176N  
AMOUNT

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AT THIS TIME THE VEH WAS RETURNED TO THE C. THE C RETURNED TO THE DLRSHIP ON THE RENTAL AND THAT C SHOULD NOT WORRY ABOUT THAT. IF THE REPAIR TAKES TOO

SUBTOTAL: 146.74 @11/16-ZMF176N

AFTER DRIVING APPROXIMATELY 1000, WITH THE SAME CONCERN. THE AIR BAG SENSOR LONG NNA MAY EVEN REIMBURSE C 1 MONTHS NOTE PAYMENT. RCAS-MF TOLD C THAT RCAS

PURCHASE PRICE: \$15,999.00

TOTAL: \$146.74 @11/16-ZMF176N

COULD NOT PROMISE BUT WOULD MAKE EVERY EFFORT TO EXPEDIDITE THIS PART AS MUCH

DOC FEE: \$55.00

LIGHT IS ON AGAIN. @12/09-ZMF176N

RCAS-MF IS SUBMITTING A CHECK REQUEST TO REIMBURSE C FOR THE PORTION C WAS AS POSSIBLE. @11/03-ZMF176N

DTS-ML INFORMED RCAS-MF THAT HE HAS MADE ALL OF THE APPROPRIATE PARTIES AWARE REQUIRED TO PAY FOR RENTAL VEH. @11/16-ZMF176N

SALES TAX: \$1,305.80

C CALLED RCAS-MF TO UPDATE RCAS-MF ON THE STATUS OF THIS VEH AND THE REPAIRS

C THANKED RCAS-MF AND ENDED THE CALL. @11/03-ZMF176N

OF THE PROBLEM AND CONTINUES TO WORK WITH ENGINEERING IN CA. @12/09-ZMF176N

TOTAL OFFICIAL FEES: \$214.75

RCAS-MF CALLED C TO DISCUSS THIS REPAIR. NO ANSWER, RCAS-MF LEFT A VMX ASKING

RCAS-MF THANKED THE DTS-ML AND ENDED THE CALL. @12/09-ZMF176N

RENTAL FEES: \$245.59

TO C'S NEW CAR. @11/21-ZMF176N

C IS UNHAPPY BECAUSE THE DLRSH PUT 450 MILES ON C'S VEH AND C FEELS THAT IS

C TO PLEASE RETURN THE CALL AT C'S EARLIEST CONVENIENCE. @11/07-ZMF176N

INTEREST PAID TO DATE: \$148.81

RCAS -MF IS PREPARING THE RHR AND WILL SUBMIT IT TO DRT UPON COMPLETION.

@12/09-ZMF176N

C CALLED REQUESTING AN UPDATE ON THE STATUS OF THIS CONCERN. RCAS-MF TOLD C

EXCESSIVE, C WOULD LIKE TO BE COMPENSATED FOR THESE MILES. @11/21-ZMF176N

LESS USAGE FEE AT 502 MILES: (\$66.93)

\*\*\*\*\* @12/13-ZMF176N

LESS LIEN PAYOFF GOOD TO 1/29/12: (\$14,433.16)

RCAS-MF EXPLAINED TO C THAT THE TECHNICIANS WOULD HAVE DRIVEN C'S VEH TO BE

THAT RCAS-MF WILL CONTACT THE DLRSH REQUESTING AN UPDATE ON THE STATUS OF

RHR COMPLETE AND SENT TO APPROPRIATE PARTIES. @12/13-ZMF176N

SETTLEMENT TOTAL: \$3,468.86 @01/03-ZJR436N

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SURE THAT THE SENSOR LIGHT WAS NOT GOING TO COME ON AGAIN AND THE REPAIRS THIS REPAIR. @11/08-ZMF176N

\*\*ARBS-BR SENT REPURCHASE OFFER TO C VIA FED EX. TRACKING NUMBER IS

FOM-JW, ORM-FH, SD-JA, DTS-ML @12/13-ZMF176N

HAD WORKED. @11/21-ZMF176N

RCAS-MF SPOKE TO THE SA-DAVID ABOUT THIS C AND C'S VEH. SA-DAVID STATED THAT 7979 0446 8282. @01/03-ZJR436N

DRTS-RC REC'D RHR DOCS SENT TO ARBS-BR FOR REVIEW. @12/13-ZRC999N

RCAS-MF TOLD C THAT RCAS-MF COULD NOT COMPENSATE C FOR MILES THAT WERE PUT ON THE REPAIRS ARE COMPLETE AND THAT HE HAD BEEN TRYING TO CONTACT THE C ALL

\*\*ARBS-BR RECEIVED CALL FROM C STATING C FEELS C SHOULD RECEIVE A LARGER

\*\*ARBS-BR SENT E-MAIL TO DTS-ML REQUESTING FURTHER INFORMATION ON INSPECTION

DAY YESTERDAY TO LET C KNOW THAT THE VEH IS READY. RCAS-MF PROVIDED SA-DAVID

THE VEH AT THE DLRSH, BUT WHAT RCAS-MF CAN DO FOR C IS OFFER C A SERVICE

AND RESULTS. @12/13-ZJR436N

CREDIT IN THE AMOUNT OF 250.00. RCAS-MF REVIEWED THE TERMS AND CONDITIONS OF

REFUND BASED ON WHAT WAS PAID INTO THE VEHICLE. ARBS INFORMED C ARBS WOULD

WITH THE CONTACT NUMBERS THAT NNA HAS FOR THIS C. SA-DAVID AGREED THAT HE

\*\*ARBS-BR CONTACTED DTS-ML AND LEFT VMX REQUESTING CALLBACK. @12/14-ZJR436N

RE-CALCULATE SHOWING PAYMENTS AND RE-SEND OFFER. @01/06-ZJR436N

THE SERVICE CREDIT BEFORE THIS IS REQUESTED. @11/21-ZMF176N

WOULD CALL THE C TO LET C KNOW THE VEH IS READY. @11/08-ZMF176N

\*\*ARBS-BR CONTACTED DTS-ML REGARDING VEHICLE CONCERNS. DTS STATED DLR IS STILL

\*\*ARBS-BR SENT NEW REPURCHASE OFFER TO C WITH THE FOLLOWING FIGURES:

RCAS-MF WILL FOLLOW UP WITH C LATER TODAY TO BE SURE THE CUSTOMER IS HAPPY

\*\*\*\*\*SERVICE CREDIT TERMS AND CONDITIONS\*\*\*\*\*

AMOUNT

\*A SERVICE CREDIT CAN BE ISSUED AT THE RATE OF ONCE PER VIN PER CUSTOMER. IF

WAITING ON AIRBAG CONTROL UNIT AND VEHICLE IS STILL DOWN. @12/14-ZJR436N

WITH THIS REPAIR. @11/08-ZMF176N

1 PAYMENT @ \$255.63: \$255.63

\*\*ARBS-BR CONTACTED DLR AND OBTAINED PART NUMBER FROM SD-JOSH. @12/14-ZJR436N

RCAS-MF RECEIVED A CALL FROM C TO LET RCAS-MF KNOW THAT C IS VERY HAPPY WITH

THE CUSTOMER HAS RECEIVED A SERVICE CREDIT ACCORDING TO THE VIN HISTORY, THE

\*\*ARBS-BR NOTES VEHICLE HAS BEEN TO DLR AT 502 MILES, 848 MILES, AND 2220

C'S NEW CAR. @11/09-ZMF176N

CUSTOMER IS NOT ELIBIBLE FOR A SERVICE CREDIT. THE NEW OWNER OF A PRE-OWNED

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DOWN PAYMENT: \$4,000.00

MILES FOR AIRBAG LIGHT ON CONCERNS. SPIRAL CABLE ASSEMBLY AND AIRBAG SENSOR  
RCAS-MF ASKED C TO SEND THE RECEIPT FROM THE RENTAL VEH AND RCAS-MF WOULD

RENTAL FEES: \$245.59

VEHICLE IS ELIGIBLE IF THERE IS NO PRIOR HISTORY INDICATING THE NEW OWNER HAS  
HAVE BEEN REPLACED THUS FAR. THE AIRBAG CONTROL UNIT IS CURRENTLY ON ORDER AND  
LESS USAGE AT 502 MILES: (\$66.93)

RECEIVED A SERVICE CREDIT IN THE PAST. @11/21-ZMF176N

SUBMIT A CHECK REQUEST TO REIMBURSE C FOR THE INCONVENIENCE. @11/09-ZMF176N

\*A SERVICE DEBIT CARD CANNOT BE ISSUED TO REIMBURSE A CUSTOMER FOR A PREVIOUS  
C AGREED TO DO THAT ON 11/10/11.

DLR HAS NOT RECEIVED PART. VEHICLE IS STILL DOWN AND HAS BEEN DOWN FOR 45

LESS THEFT DETERRENT: (\$295.00)

RCAS-MF WILL FOLLOW UP AT THAT TIME. @11/09-ZMF176N

SERVICE. @11/21-ZMF176N

SETTLEMENT TOTAL: \$4,139.29

TOTAL DAYS AND COUNTING. @12/14-ZJR436N

\*\*ARBS-BR CONTACTED C REGARDING VEHICLE CONCERNS. ARBS INFORMED C THAT, BASED  
LIEN PAYOFF GOOD TO 1/29/12: \$14,433.16 @01/06-ZJR436N

RCAS-MF HAS NOT RECEIVED ANY OF THE REQUIRED DOCUMENTS TO SUBMIT A CHECK

\*VALID AT ANY AUTHORIZED NISSAN/INFINITI DEALERSHIP. APPROVED FOR ANY SERVICE  
@01/06-ZJR436N

ON EXTENSIVE REPAIR HISTORY, ARBS WOULD LIKE TO OFFER A REPURCHASE OR  
REQUEST FOR C. @11/10-ZMF176N

VALID ONLY IS GENUINE NISSAN/INFINITI PARTS ARE USED, OR FOR THE PURCHASE OF  
ANY GENUINE NISSAN/INFINITI PARTS OR ACCESSORIES. @11/21-ZMF176N

\*\*ARBS-BR RECEIVED SIGNED REPURCHASE OFFER FROM C. @01/09-ZJR436N

RCAS-MF WILL FOLLOW UP WITH C AS SOON AS THE DOCUMENTS ARRIVE. @11/10-ZMF176N  
REPLACEMENT OF VEHICLE. C STATED C WOULD DISCUSS WITH WIFE AND LET ARBS KNOW

\*\*ARBS-BR IS REQUESTING TWO CHECK FOR VOLUNTARY REPURCHASE OF THIS VEHICLE.

RCAS-MF GOT A VMX FROM C STATING THAT C HAD TO TAKE THE VEH BACK TO THE DLRSH

\*THIS OFFER IS VALID UNTIL THE EXPIRATION DATE, SIX MONTHS FROM THE DATE THAT  
WHAT C DECIDES. @12/14-ZJR436N

-

BECAUSE THE AIR BAG SENSOR LIGHT CAME BACK ON AND THE DLRSH IS WORKING ON  
THE FIRST CHECK REQUEST IS IN THE AMOUNT OF \$14,433.16 PAYABLE TO NMAC  
THE SERVICE CREDIT IS OFFERED TO THE CUSTOMER. THE DEBIT CARD CAN BE USED

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DATE: 28/09/12

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:56:39 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 26

REQUESTED BY: lattad

CAR ID: CA7300471

(7350633). THE SECOND CHECK REQUEST IS IN THE AMOUNT OF \$4,139.29 PAYABLE TO C DRTS-KR REC'D EMAIL FROM ARBS-BR, REQUESTING SALES DOCS, INVOICE & THE VEH AT THIS TIME. @11/11-ZMF176N

UNTIL THE BALANCE REACHES "0" OR UNTIL THE EXPIRATION DATE. @11/21-ZMF176N

(7350633). NNA IS REPURCHASING THIS VEHICLE DUE TO 3 REPAIR ATTEMPTS FOR \*IF THERE IS A BALANCE AT THE END OF THE 6 MONTH TERM THE BALANCE WILL BE RCAS-MF CALLED C BACK TO INQUIRE AS TO THE STATUS OF THIS INSPECTION.

REGISTRATION IF AVAILABLE FOR THIS VIN. @12/15-ZKR176N

AIRBAG LIGHT ON ISSUES. VEHICLE HAS BEEN DOWN FOR 60 DAYS AND COUNTING.

AND TO LET C KNOW THAT RCAS-MF HAS NOT RECEIVED THE DOCUMENTS TO REIMBURSE C DRTS-KR OBTAINED COPY OF INVOICE THROUGH REPO. @12/15-ZKR176N

FORFEITED. @11/21-ZMF176N

-

@01/09-ZJR436N @01/09-ZJR436N

FOR THE PORTION OF THE RENTAL THAT C HAD TO PAY. @11/11-ZMF176N

\*THE SERVICE CREDIT MAY NOT BE SOLD TO ANOTHER VIN. @11/21-ZMF176N

\*\*\*\*\*

@01/09-ZJR436N

C CHECKED THE FAX NUMBER AND FOUND THAT C SENT THE DOCUMENTS TO THE WRONG DRTS-KR CLLD DRL 3951 @ 11:20, TO SEE IF DLR HAS REGISTRATION IN POSSESSION 797929493530. @01/10-ZJR436N

C AGREED. @11/21-ZMF176N

FOR VEH (GLOVE BOX). SPOKE TO S/M JOSH, REQUESTING COPY OF REGISTRATION IF IN NUMBER AND AGREED TO RE-SEND THEM. @11/11-ZMF176N

\*\*ARBS-BR OBTAINED VPP CLAIM NUMBER: D1470784 @01/17-ZJR436N

C ALSO FAXED THE RO AND POP FOR THE RENTAL IN THE EXTENDED TIME IT TOOK TO RCAS-MF ASKED C TO PLEASE CALL RCAS-MF TO LET RCAS-MF KNOW IF C NEEDS ANY VEH. S/M JOSH AGREED. GAVE FAX#, NAME, PHONE # EXT. @12/15-ZKR176N

-

\*\*ARBS-BR E-MAILED CLAIM NUMBER TO C AND CONTACTED C AND LEFT VMX ADVISING OF ASSISTANCE WITH THIS NEW ISSUE. RCAS-MF TOLD C THAT RCAS-MF WILL NOT BE REPAIR THE VEH.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

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**DATE:** 28/09/12

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**TIME:** 10:56:39 AM

**CUSTOMER ASSISTANCE REQUEST**

**PAGE:** 27

**REQUESTED BY:** lattad

**CAR ID:** CA7300471

**CONTACT(S)**

<b>SATISFIED:</b> Y		<b>ACTION CODE:</b> NP	<b>ROOT CAUSE:</b> SCMV
<b>CALLBACK:</b> 0		<b>DATE:</b> 00/00/00	<b>USERID:</b>
<b>REOPEN:</b>	<b>CALLBACK:</b> 0	<b>DATE:</b> 00/00/00	<b>USERID:</b>
	<b>NEW INFO:</b> 0	<b>DATE:</b> 00/00/00	<b>USERID:</b>
	<b>OTHER:</b> 1	<b>DATE:</b> 12/09/11	<b>USERID:</b> ZMF176N
	<b>COMMENTS ONLY:</b> 0	<b>DATE:</b> 00/00/00	<b>USERID:</b>

<b>IIR-DATE:</b>	<b>TRANS DATE:</b> 04/26/12	<b>CHECK REQUESTED:</b> Y
<b>3RD PRY:</b> CA	<b>PART#:</b> 985103AN1B	<b>CHECK ISSUED:</b> Y
<b>BYBACK ST:</b> S	<b>OPENED BY:</b>	
<b>HISTORY:</b>	<b>UPDATE BY:</b> ZMF176N	
<b>SVC CALL#:</b> N	<b>UPDATE DATE:</b> 12/9/11	
<b>CLOSE:</b> Y	<b>CLOSE DATE:</b> 01/31/12	<b>MICROFILM:</b>
<b>RESP CAA:</b> FERNANDO HERNAN	<b>OLM:</b> -----	<b>DOM:</b>
<b>PHONE:</b>	<b>OWNER FIRST:</b> [REDACTED]	<b>LANGUAGE:</b>

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

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**CAR ID:** CA7300471

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 09/28/12

**TIME:** 10:56:39 AM

**MODEL YEAR:** 2012

**MAKE:** N

**MODEL LINE:** VSD

**NAME:** [REDACTED]

**VIN:** 3N1CN7AP8CL [REDACTED]

**IN SCV DATE:** 10/24/11

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
1	RCDO05925648	3951	California	4/7/2012	01/01/01	0070000	01/01/01	01/01/01

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**DATE:** 28/09/12

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 10:56:39 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 29

REQUESTED BY: lattad

**NAME:** [REDACTED] **SC:** NONE **CAR ID:** CA7318599  
**STREET:** [REDACTED] **VIN:** 3N1CN7AP8CL [REDACTED]  
**CITY:** VICTORVILLE **YR/MDL:** 2012.0 VSD **MILEAGE:** 000600  
**ST/ZIP:** CA [REDACTED] **VCAN:** **IN SVC DATE:** 10/24/11  
**DAY PH:** [REDACTED] **PAID:** **RTL DLR:** 3951 VALLEY HI NISSAN  
**EVE PH:** [REDACTED] **SUSP:** **SVC DLR:** 3951 VALLEY HI NISSAN  
**DLR PH:** [REDACTED] **DENY:** **RESP DLR:** 3951 VALLEY HI NISSAN  
**REGION:** 44 **DIST: SL/SV/PT:** 05 05 35

**LETTER RECEIVED:** 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 00/00/00  
**FIRE:** N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** N (Y/N)  
**PROPERTY DAMAGE:** N (Y/N) **INJURY:** N (Y/N) **SENT TO LEGAL:** N (Y/N)  
**PREVIOUSLY REPAIRED:** 00/00/00 **WHERE:**  
**VEHICLE PURCHASED:** New x Preowned **MILES:** 000600 **# NISSAN/INFINITI VEHICLES:** 2  
**VEHICLE MAINTAINED BY:** VALLEY HI NISSAN  
**OUTSIDE WARRANTY BY (B) MONTHS:** 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

**ORIG CODE:** NP NP **OPEN DATE:** 11/29/11 **XFER/RSPNSBLTY:** 44 05 P  
**CONTACT (S):** **FOLLOWUP DATE:** 12/01/11 **INF-NET (Y/N):**  
**SEVERITY:** 3 **CLOSE DATE:** 01/01/01 **INF-NET DATE:**

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OC NISSAN DEALER ISSUES 222500 SERVICE PERSONNEL (NISSAN)  
BF NSN DEALER SERVICE DEPT. ZR GENERAL INQUIRY

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CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

**CAR ID:** CA7318599

**C. A. R. COMMENTS**

FILE OPENED-ZMF176N 11/29/2011

FOLLOW-UP IS DUE ON OR BEFORE

PREVIOUS UNRELATED FILES FOUND:

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

PREVIOUS RELATED FILES FOUND:7300471,7299578

REQUIRED CUSTOMER PAY FOR RENTAL INSURANCE WHILE C'S 2012 VERSA IS DOWN.

CUSTOMER.

RCAS-MF VERIFIED C-S NAME, ADDRESS, DAY AND ALTERNATE PHONE NUMBERS

THIS IS A REQUEST FOR A 2ND CHECK, C'S VEH HAD TO BE RETURNED FOR REPAIR.

C CALLED NNA CA REGARDING VEH CONCERN. C STATES THAT C TOOK VEH TO

CHECKED FOR OPEN RECALLS/CAMPAIGNS FOUND:

MARIELLEN FREELAND

DLRSHIP ALMOST A WEEK AGO. C STATES C PURCHASED VEH JUST ON OCTOBER 24TH. C

RCAS-MF GAVE C NAME, FILE NUMBER, AND EXTENSION. @11/29-ZMF176N

STATES THAT C WAS PROVIDED RENTAL VEH AND C HAS TO PAY TAXES AND INSURANCE. C

THIS FILE HAS BEEN CREATED TO SUPPORT A CHECK REQUEST TO REIMBURSE C FOR THE

STATES THAT C'S AIRBAGS HAVE A PROBLEM AND APPARENTLY ALL PARTS ARE

BACKORDERD. C STATES THAT C WOULD LIKE THIS CONCERN RESOLVED. @11/29-ZMF176N

/ @11/29-ZMF176N

C STATES C WANTS TO KNOW WHAT NNA CA CAN DO ABOUT C PAYING FOR THIS

INSURANCE AND TAX ON RENTAL SINCE C ALREADY PAID FOR C'S VEH. @11/29-ZMF176N

RCAS-MF TOLD C THAT NNA WOULD REIMBURSE C FOR THE COST OF THE TAXES AND INS.

RCAS-MF GOT A VMX FROM C STATING THAT C HAD TO TAKE THE VEH BACK TO THE DLRSH

BECAUSE THE AIR BAG SENSOR LIGHT CAME BACK ON AND THE DLRSH IS WORKING ON

THE VEH AT THIS TIME. @11/29-ZMF176N

RCAS-MF HAS RECEIVED THE DOCUMENTS TO REIMBURSE C FOR THE TAXES AND INSURANCE

C HAD TO PAY FOR THIS RENTAL THE DLRSH PROVIDED FOR C WHILE C WAS UNABLE TO

DRIVE C'S NEW VEH DUE TO SAFETY CONCERNS.

CHECK REQUEST TO REIMBURSE C.

DEALERSHIP: VALLEY HI NISSAN

MILEAGE: 600

INVOICE NUMBER: 102031

INVOICE DATE: 11/11/2011

PART NAME/NUMBER: NA

PART AMOUNT: NA

LABOR AMOUNT: NA

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**DATE:** 28/09/12

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CUSTOMER ASSISTANCE REQUEST

**PAGE:** 31

REQUESTED BY: lattad

**CAR ID:** CA7318599

SERVICES: \$95.92 = INSURANCE REQUIRED CUSTOMER PAY. @11/29-ZMF176N  
RCAS-MF IS SUBMITTING A CHECK REQUEST TO REIMBURSE C FOR TAXES AND INSURANCE  
ON RENTAL VEH WHILE C'S 2012 VERSA IS BEING REPAIRED. @11/29-ZMF176N  
@11/29-ZMF176N @11/29-ZMF176N  
RCAS-MF CALLED C TO LET C KNOW THAT THIS 2ND CHECK HAS BEEN APPROVED. C WILL  
SEE THIS IN THE MAIL IN THE NEXT 5-7 BUSINESS DAYS. @11/30-ZMF176N  
RCAS-MF SPOKE TO C'S GRAND DAUGHTER WHO INFORMED RCAS-MF THAT C HAD TO TAKE  
THE VEH BACK TO THE DLRSHIP BECAUSE THE AIRBAG LIGHT CAME ON AGAIN.  
@11/30-ZMF176N  
RCAS-MF LEFT A MESSAGE WITH THE GRAND DAUGHTER ASKING THE C TO PLEASE CALL  
RCAS-MF BACK AT C'S EARLIEST CONVENIENCE. GRAND DAUGHTER SAID SHE WOULD GIVE  
C THE MESSAGE. @11/30-ZMF176N

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

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CUSTOMER ASSISTANCE REQUEST

**PAGE:** 32

REQUESTED BY: lattad

**CAR ID:** CA7318599

**CONTACT(S)**

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

<b>IIR-DATE:</b>	<b>TRANS DATE:</b> 00/00/00	<b>CHECK REQUESTED:</b> Y
<b>3RD PRY:</b> NI	<b>PART#:</b>	<b>CHECK ISSUED:</b> Y
<b>BYBACK ST:</b>	<b>OPENED BY:</b>	
<b>HISTORY:</b>	<b>UPDATE BY:</b>	
<b>SVC CALL#:</b> N	<b>UPDATE DATE:</b>	
<b>CLOSE:</b> N	<b>CLOSE DATE:</b> 01/01/01	<b>MICROFILM:</b>
<b>RESP CAA:</b>	<b>OLM:</b>	<b>DOM:</b> ZMF176N
<b>PHONE:</b>	<b>OWNER FIRST:</b> [REDACTED]	<b>LANGUAGE:</b>

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**DATE:** 28/09/12

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CUSTOMER ASSISTANCE REQUEST

**PAGE:** 33

REQUESTED BY: lattad

<b>NAME:</b> [REDACTED]	<b>SC:</b> NONE	<b>CAR ID:</b> CA7328949
<b>STREET:</b> [REDACTED]	<b>VIN:</b> 3N1BC1CP3CL [REDACTED]	
<b>CITY:</b> REX	<b>YR/MDL:</b> 2012.0 VER	<b>MILEAGE:</b> 000500
<b>ST/ZIP:</b> GA [REDACTED]	<b>VCAN:</b>	<b>IN SVC DATE:</b> 11/25/11
<b>DAY PH:</b> [REDACTED]	<b>PAID:</b>	<b>RTL DLR:</b> 3991 NISSAN SOUTH
<b>EVE PH:</b> [REDACTED]	<b>SUSP:</b>	<b>SVC DLR:</b> 3991 NISSAN SOUTH
<b>DLR PH:</b> [REDACTED]	<b>DENY:</b>	<b>RESP DLR:</b> 3991 NISSAN SOUTH
	<b>REGION:</b> 34	<b>DIST: SL/SV/PT:</b> 01 01 31

<b>LETTER RECEIVED:</b> 00/00/00	<b>EXEC:</b> 00/00/00	<b>EMAIL:</b> 00/00/00
<b>FIRE:</b> N (Y/N)	<b>ROLLOVER:</b> N (Y/N)	<b>ACCIDENT:</b> N (Y/N)
<b>PROPERTY DAMAGE:</b> N (Y/N)	<b>INJURY:</b> N (Y/N)	<b>SENT TO LEGAL:</b> N (Y/N)
<b>PREVIOUSLY REPAIRED:</b> 00/00/00	<b>WHERE:</b>	
<b>VEHICLE PURCHASED:</b> New x Preowned	<b>MILES:</b> 000500	<b># NISSAN/INFINITI VEHICLES:</b> 0
<b>VEHICLE MAINTAINED BY:</b>		
<b>OUTSIDE WARRANTY BY (B) MONTHS:</b> 0	<b>MILES:</b> 0	<b>(PT) MONTHS:</b> 0 <b>MILES:</b> 0

<b>ORIG CODE:</b> NP NP	<b>OPEN DATE:</b> 12/12/11	<b>XFER/RSPNSBLTY:</b> 34 01 S
<b>CONTACT (S):</b>	<b>FOLLOWUP DATE:</b> 12/12/11	<b>INF-NET (Y/N):</b>
<b>SEVERITY:</b> 9	<b>CLOSE DATE:</b> 12/12/11	<b>INF-NET DATE:</b>

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

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REQUESTED BY: lattad

**CAR ID:** CA7328949

**C. A. R. COMMENTS**

FILE OPENED-ZJT999N 12/12/2011

RCAS-JM CHECKED RELATED FILES FOUND: NONE

RCAS-JM CHECKED UNRELATED FILES FOUND: NONE

RCAS TOLD C PLEASE GO TO DLR TO CHECK VEH. C GAVE THANKS. @12/12-ZJT999N

RCAS JM GAVE C NAME, EXTENSION AND FILE #.

RCAS-JM VERIFIED C'S VIN, NAME, ADDRESS, DAY AND EVENING PHONE NUMBER, EMAIL,

RCAS-JM OFFERED FURTHER ASSISTANCE, C DECLINED. @12/12-ZJT999N

SERVICING DEALER, AND MILLAGE.

RCAS-JM CHECKED RECALLS /CAMPAIGNS FOUND: NONE

RCAS JM CLOSING FILE. @12/12-ZJT999N

RCAS-JM RECEIVED A C'S CALL STATING AIR BAG LIGHT IS ON. @12/12-ZJT999N

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

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**PAGE:** 35

REQUESTED BY: lattad

**CAR ID:** CA7328949

**CONTACT(S)**

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

<b>IIR-DATE:</b>	<b>TRANS DATE:</b> 00/00/00	<b>CHECK REQUESTED:</b> Y
<b>3RD PRY:</b> NI	<b>PART#:</b>	<b>CHECK ISSUED:</b> Y
<b>BYBACK ST:</b>	<b>OPENED BY:</b>	
<b>HISTORY:</b>	<b>UPDATE BY:</b>	
<b>SVC CALL#:</b> N	<b>UPDATE DATE:</b>	
<b>CLOSE:</b> Y	<b>CLOSE DATE:</b> 12/12/11	<b>MICROFILM:</b>
<b>RESP CAA:</b> RANDY DRIER	<b>OLM:</b>	<b>DOM:</b>
<b>PHONE:</b>	<b>OWNER FIRST:</b> [REDACTED]	<b>LANGUAGE:</b>

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CUSTOMER ASSISTANCE REQUEST

**PAGE:** 36

REQUESTED BY: lattad

<b>NAME:</b> [REDACTED]	<b>SC:</b> ONE CONTRACT	<b>CAR ID:</b> CA7336683
<b>STREET:</b> [REDACTED]	<b>VIN:</b> 3N1CN7AP8CL [REDACTED]	
<b>CITY:</b> CONROE	<b>YR/MDL:</b> 2012.0 VSD	<b>MILEAGE:</b> 005000
<b>ST/ZIP:</b> TX [REDACTED]	<b>VCAN:</b>	<b>IN SVC DATE:</b> 08/27/11
<b>DAY PH:</b> 281 572 2286	<b>PAID:</b>	<b>RTL DLR:</b> 2802 ROBBINS NISSAN
<b>EVE PH:</b> 281 572 2286	<b>SUSP:</b>	<b>SVC DLR:</b> 2802 ROBBINS NISSAN
<b>DLR PH:</b> 281 446 3181	<b>DENY:</b>	<b>RESP DLR:</b> 2802 ROBBINS NISSAN
	<b>REGION:</b> 32	<b>DIST: SL/SV/PT:</b> 02 02 32

<b>LETTER RECEIVED:</b> 00/00/00	<b>EXEC:</b> 00/00/00	<b>EMAIL:</b> 00/00/00
<b>FIRE:</b> N (Y/N)	<b>ROLLOVER:</b> N (Y/N)	<b>ACCIDENT:</b> N (Y/N)
<b>PROPERTY DAMAGE:</b> N (Y/N)	<b>INJURY:</b> N (Y/N)	<b>SENT TO LEGAL:</b> N (Y/N)
<b>PREVIOUSLY REPAIRED:</b> 00/00/00	<b>WHERE:</b>	
<b>VEHICLE PURCHASED:</b> New Preowned x	<b>MILES:</b> 005000	<b># NISSAN/INFINITI VEHICLES:</b> 1
<b>VEHICLE MAINTAINED BY:</b>		
<b>OUTSIDE WARRANTY BY (B) MONTHS:</b> 0	<b>MILES:</b> 0	<b>(PT) MONTHS:</b> 0 <b>MILES:</b> 0

<b>ORIG CODE:</b> NP NP	<b>OPEN DATE:</b> 12/22/11	<b>XFER/RSPNSBLTY:</b> 32 02 S
<b>CONTACT (S):</b>	<b>FOLLOWUP DATE:</b> 01/10/12	<b>INF-NET (Y/N):</b>
<b>SEVERITY:</b> 9	<b>CLOSE DATE:</b> 01/10/12	<b>INF-NET DATE:</b>

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OA VEHICLE CONCERNS	261500 RIGHT CURTAIN AIRBAG
BK RESTRAINT SYSTEM	YG NONDEPLOYMENT
	262500 LEFT FRONT AIRBAG
	263000 RIGHT FRONT AIRBAG
	263500 LEFT SIDE AIRBAG
	264000 RIGHT SIDE AIRBAG

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CUSTOMER ASSISTANCE REQUEST

**PAGE:** 37

REQUESTED BY: lattad

**CAR ID:** CA7336683

**C. A. R. COMMENTS**

ARBS-TP MAILED AIR BAG BROCHURE.

FILE OPENED-ZRR999N 12/22/2011

PREVIOUS FILES FOUND:

- @01/03-VPP049N

CRR-RM RECEIVED CALL FROM C. @12/22-ZRR999N

RELATED - NONE

ARBS-TP CLOSED FILE PENDING C FOLLOW UP. @01/10-VPP049N

C STATED THAT C C'S VEH WAS INVOLVED IN AN ACCIDENT AND C'S VEH WAS BEEN

UNRELATED - NONE

CRR-RM VERIFIED AND UPDATE C-S NAME, VIN, ADDRESS, MILEAGE, DAY AND ALT PHONE

TOTALED AND C'S VEH AIRBAG DID NOT DEPLOYED.

CRR-RM ADVISED C THAT CRR-RM WILL ASKED SOME DETAILS REGARDING THE ACCIDENT

E-MAIL ADDRESS AND RESPONSIBLE DLR.

CRR-RM CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES : NONE

THAT HAPPEND TO C'S VEH. @12/22-ZRR999N

C UNDERSTOOD @12/22-ZRR999N

P-1) APPROXIMATE MILEAGE ON VEHICLE AT TIME OF ACCIDENT OR INCIDENT:

C STATES THAT IS 5000 MILES @12/22-ZRR999N

P-2) DESCRIPTION OF THE ACCIDENT OR INCIDENT:

A. WHO WAS INVOLVED?

C STATES THAT C'S SON IN LAW

B. WHAT HAPPENED?

C STATES PULLING OUT FROM THE SHOPPING CENTER, THE VEH WAS HIT BY ANOTHER VEH,  
BUT THE AIRBAG DID NOT DEPLOYED.

C. WHAT AREAS OF THE VEHICLE ARE AFFECTED?

C STATES THAT C'S VEH WAS TOTALED

D. WHEN DID IT HAPPEN? DOCUMENT DATE AND TIME.

C STATES THAT THE INCIDENT HAPPEND LAST DEC 17, 2011 AND AROUND 7:00 PM CST

E. WHERE DID IT HAPPEN? DOCUMENT DETAILED DESCRIPTION OF LOCATION OF INCIDENT

(PLEASE BE AS PRECISE AS POSSIBLE). C STATES HUMBLE TX, 45 NORTH

F. HOW DID IT HAPPEN?

C STATES C'S SON DROVE THAT VEH AND C'S VEH WAS HIT BY ANOTHER VEH.

P-3) WHAT THE CUSTOMER IS REQUESTING OF NISSAN NORTH AMERICA: @12/22-ZRR999N

C STATES WHAT CAN NISSAN DO. FOR C AND C WANTS C'S VEH TO BE REPAIR.

CRR-RM ADVISED C THAT CRR-RM WILL FORWARD C'S CONCERNED TO ANOTHER

DEPARTMENT CX WILL RECEIVED A CALLBACK IN THE ENS OF THE TWO BUSINESS DAYS. C

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DATE: 28/09/12

NISSAN MOTOR CORPORATION IN U.S.A

TIME: 10:56:39 AM

CUSTOMER ASSISTANCE REQUEST

PAGE: 38

REQUESTED BY: lattad

CAR ID: CA7336683

UNDERSTOOD AND AGREED @12/22-ZRR999N  
CRR-RM OFFERED FURTHER ASSISTANCE, C DECLINED  
CRR-RM GAVE C NAME, EXTENSION @12/22-ZRR999N  
CRR-RM CALLED C DAY AND EVE PHONE NUMBER AND REACHED VMX AND LEFT MESSAGE  
THAT CRR-RM CALLED IN TO PROVIDED THE FILE NUMBER AND EXPECT A CALL FOM  
ANOTHER DEPARTMENT IN THE NEXT 2 BUSINESS DAYS. @12/22-ZRR999N  
\*\*\*TL-AH SENDING IIR TO ARBS-JM FOR REVIEW. @12/26-ZAH022N

-  
ARBS JM CONTACTED C AT 916AM AND LEFT A VMX STATING THAT OFFICES ARE CLOSED  
AND WILL REOPEN 1/3/12 AND C WILL GET A CALLBACK FROM THE A/B COORDINATOR AT  
THAT TIME. @12/26-ZJM254N

\*\*\*\*\* @12/27-ZGU999N

CRR-GB RECEIVED CALL FROM C.  
CRR-GB VERIFIED IF THERE ARE ANY CHANGES WITH C'S CONTACT INFO. C STATED NONE.  
C STATED THAT C WANTED TO CHECK THE UPDATE ON THE FILE.  
CRR-GB INFORMED C THAT ARBS-JM TRIED CALLINGT C YESTERDAY AND LEFT VMX FOR C  
THAT OFFICES ARE CLOSED AND WILL REOPEN BY 1/3/2011 AND ADVISED C THAT A/B  
COORDINATOR WILL BE CALLING C BACK BY THAT DATE.  
C UNDERSTOOD.

CRR-GB OFFERED FURTHER ASSISTANCE. C DECLINED.

CRR-GB PROVIDED NAME AND EXTENSION NUMBER.

CRR-GB EXITING FILE. @12/27-ZGU999N

\*\*\_\*\_\*\_\*\_\* @01/02-ZRR999N

CRR-RM CHANGED FF UPDATE ON 01/3/12 @01/02-ZRR999N

-  
ARBS-TP REC'D AND WILL REVIEW.

- @01/03-VPP049N

ARBS-TP CALLED C. C STATES C'S SON IN LAW - DRIVER AND DAUGHTER - FRONT  
PASSENGER WERE IN VEHICLE AT TIME OF ACCIDENT. C STATES BOTH OCCUPANTS WERE  
WEARING SEATBELTS AND NO ON WAS INJURED. ARBS EXPLAINED AIR BAGS TO C.  
ARBS OFFERED AIR BAG BROCHURE TO C. C ACCEPTED. ADVISED C TO CONTACT ARBS  
WITH QUESTIONS OR CONCERNS AFTER REVIEWING AIR BAG BROCHURE. ARBS PROVIDED  
NAME AND DIRECT PHONE NUMBER.

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

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CUSTOMER ASSISTANCE REQUEST

**PAGE:** 39

REQUESTED BY: lattad

**CAR ID:** CA7336683

**CONTACT(S)**

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

<b>IIR-DATE:</b>	<b>TRANS DATE:</b> 02/13/12	<b>CHECK REQUESTED:</b> Y
<b>3RD PRY:</b> CA	<b>PART#:</b>	<b>CHECK ISSUED:</b> Y
<b>BYBACK ST:</b>	<b>OPENED BY:</b>	
<b>HISTORY:</b>	<b>UPDATE BY:</b>	
<b>SVC CALL#:</b> N	<b>UPDATE DATE:</b>	
<b>CLOSE:</b> Y	<b>CLOSE DATE:</b> 01/10/12	<b>MICROFILM:</b>
<b>RESP CAA:</b> CRAIG HISCOCK	<b>OLM:</b>	<b>DOM:</b>
<b>PHONE:</b>	<b>OWNER FIRST:</b> [REDACTED]	<b>LANGUAGE:</b>

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

**PAGE:** 40

**CAR ID:** CA7336683

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 09/28/12

**TIME:** 10:56:39 AM

**MODEL YEAR** 2012

**MAKE:** N

**MODEL LINE:** VSD

**NAME:** [REDACTED]

**VIN:** 3N1CN7AP8CL [REDACTED]

**IN SCV DATE:** 08/27/11

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
1	NCDC05939163	2802	Texas	8/27/2011	01/01/01	0100000	02/07/12	01/01/01

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**DATE:** 28/09/12

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 10:56:39 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 41

REQUESTED BY: lattad

<b>NAME:</b> [REDACTED]	<b>SC:</b> ONE CONTRACT	<b>CAR ID:</b> CA7350633
<b>STREET:</b> [REDACTED]	<b>VIN:</b> 3N1CN7AP8CL [REDACTED]	
<b>CITY:</b> VICTORVILLE	<b>YR/MDL:</b> 2012.0 VSD	<b>MILEAGE:</b> 001200
<b>ST/ZIP:</b> CA [REDACTED]	<b>VCAN:</b> Y	<b>IN SVC DATE:</b> 10/24/11
<b>DAY PH:</b> 760 243 3183	<b>PAID:</b> 140	<b>RTL DLR:</b> 3951 VALLEY HI NISSAN
<b>EVE PH:</b> 760 490 0476	<b>SUSP:</b> 0	<b>SVC DLR:</b> 3951 VALLEY HI NISSAN
<b>DLR PH:</b> 760 241 1700	<b>DENY:</b> 0	<b>RESP DLR:</b> 3951 VALLEY HI NISSAN
	<b>REGION:</b> 44	<b>DIST: SL/SV/PT:</b> 05 05 35

<b>LETTER RECEIVED:</b> 00/00/00	<b>EXEC:</b> 00/00/00	<b>EMAIL:</b> 00/00/00
<b>FIRE:</b> N (Y/N)	<b>ROLLOVER:</b> N (Y/N)	<b>ACCIDENT:</b> N (Y/N)
<b>PROPERTY DAMAGE:</b> N (Y/N)	<b>INJURY:</b> N (Y/N)	<b>SENT TO LEGAL:</b> N (Y/N)
<b>PREVIOUSLY REPAIRED:</b> 00/00/00	<b>WHERE:</b>	
<b>VEHICLE PURCHASED:</b> New x Preowned	<b>MILES:</b> 001200	<b># NISSAN/INFINITI VEHICLES:</b> 0
<b>VEHICLE MAINTAINED BY:</b>		
<b>OUTSIDE WARRANTY BY (B) MONTHS:</b> 0	<b>MILES:</b> 0	<b>(PT) MONTHS:</b> 0 <b>MILES:</b> 0

<b>ORIG CODE:</b> NP NP	<b>OPEN DATE:</b> 01/09/12	<b>XFER/RSPNSBLTY:</b> 44 05 S
<b>CONTACT (S):</b>	<b>FOLLOWUP DATE:</b> 01/10/12	<b>INF-NET (Y/N):</b>
<b>SEVERITY:</b> 3	<b>CLOSE DATE:</b> 01/31/12	<b>INF-NET DATE:</b>

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OF NNA., INC. ISSUES

258000 NSN/INF DISPUTE RESOLUTION

BR CHECK REQUEST

VB VEHICLE BUYBACK

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**DATE:** 28/09/12

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 10:56:39 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 42

REQUESTED BY: lattad

**CAR ID:** CA7350633

**C. A. R. COMMENTS**

FILE OPENED-ZJR436N 01/09/2012

PREVIOUS RELATED FILE: 7300471

@01/09-ZJR436N

@01/09-ZJR436N

@01/09-ZJR436N

\*\*ARBS-BR IS REQUESTING TWO CHECK FOR VOLUNTARY REPURCHASE OF THIS VEHICLE.

@01/09-ZJR436N

THE FIRST CHECK REQUEST IS IN THE AMOUNT OF \$14,433.16 PAYABLE TO NMAC (7300471). THE SECOND CHECK REQUEST IS IN THE AMOUNT OF \$4,139.29 PAYABLE TO C

\*\*ARBS-BR TRANSMITTED MORLEY CASE 187538 VIA FED EX. TRACKING NUMBER IS (7350633). NNA IS REPURCHASING THIS VEHICLE DUE TO 3 REPAIR ATTEMPTS FOR 797929493530.

@01/10-ZJR436N

@01/10-ZJR436N

@01/10-ZJR436N

AIRBAG LIGHT ON ISSUES. VEHICLE HAS BEEN DOWN FOR 60 DAYS AND COUNTING.

\*\*ARBS-BR NOTES MORLEY HAS ACCEPTED CASE.

\*\*ARBS CLOSING FILE.

@01/31-ZJR436N

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

**SATISFIED:** Y

**ACTION CODE:** NP

**ROOT CAUSE:** SCMV

**CALLBACK:** 0

**DATE:** 00/00/00

**USERID:**

**REOPEN:**

**CALLBACK:** 0

**DATE:** 00/00/00

**USERID:**

**NEW INFO:** 0

**DATE:** 00/00/00

**USERID:**

**OTHER:** 0

**DATE:** 00/00/00

**USERID:**

**COMMENTS ONLY:** 0

**DATE:** 00/00/00

**USERID:**

**IIR-DATE:**

**TRANS DATE:** 04/26/12

**CHECK REQUESTED:** Y

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**DATE:** 28/09/12

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 10:56:39 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 43

REQUESTED BY: lattad

**CAR ID:** CA7350633

**3RD PRY:** NI

**PART#:**

**CHECK ISSUED:** Y

**BYBACK ST:** S

**OPENED BY:**

**HISTORY:**

**UPDATE BY:**

**SVC CALL#:** N

**UPDATE DATE:**

**CLOSE:** Y

**CLOSE DATE:** 01/31/12

**MICROFILM:**

**RESP CAA:** FERNANDO HERNAN

**OLM:** -----

**DOM:**

**PHONE:**

**OWNER FIRST:** [REDACTED]

**LANGUAGE:**

**CONFIDENTIAL**

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**DATE:** 28/09/12

**TIME:** 10:56:39 AM

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CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

**PAGE:** 44

**CAR ID:** CA7350633

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 09/28/12

**TIME:** 10:56:39 AM

**MODEL YEAR** 2012

**MAKE:** N

**MODEL LINE:** VSD

**NAME:** [REDACTED]

**VIN:** 3N1CN7AP8CL [REDACTED]

**IN SCV DATE:** 10/24/11

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
1	RCDO05925648	3951	California	4/7/2012	01/01/01	0070000	01/01/01	01/01/01

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**DATE:** 28/09/12

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**TIME:** 10:56:39 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 45

REQUESTED BY: lattad

**NAME:** [REDACTED] **SC:** NONE **CAR ID:** CA7382191  
**STREET:** [REDACTED] **VIN:** 3N1CN7AP5CL [REDACTED]  
**CITY:** PEORIA **YR/MDL:** 2012.0 VSD **MILEAGE:** 003046  
**ST/ZIP:** AZ [REDACTED] **VCAN:** N **IN SVC DATE:** 12/13/11  
**DAY PH:** [REDACTED] **PAID:** 264 **RTL DLR:** 3895 PEORIA NISSAN  
**EVE PH:** [REDACTED] **SUSP:** 0 **SVC DLR:** 3895 PEORIA NISSAN  
**DLR PH:** [REDACTED] **DENY:** 0 **RESP DLR:** 3895 PEORIA NISSAN  
**REGION:** 44 **DIST: SL/SV/PT:** 08 08 38

**LETTER RECEIVED:** 02/16/12 **EXEC:** 00/00/00 **EMAIL:** 00/00/00  
**FIRE:** N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** N (Y/N)  
**PROPERTY DAMAGE:** N (Y/N) **INJURY:** N (Y/N) **SENT TO LEGAL:** N (Y/N)  
**PREVIOUSLY REPAIRED:** 00/00/00 **WHERE:**  
**VEHICLE PURCHASED:** New x Preowned **MILES:** 003046 **# NISSAN/INFINITI VEHICLES:** 1  
**VEHICLE MAINTAINED BY:** PEORIA NISSAN  
**OUTSIDE WARRANTY BY (B) MONTHS:** 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

**ORIG CODE:** NP NP **OPEN DATE:** 02/16/12 **XFER/RSPNSBLTY:** 44 08 S  
**CONTACT (S):** **FOLLOWUP DATE:** 02/17/12 **INF-NET (Y/N):**  
**SEVERITY:** 9 **CLOSE DATE:** 02/17/12 **INF-NET DATE:**

<b>CONCERN AND CATEGORY</b>	<b>SUBCATEGORY AND SYMPTOM</b>
OC NISSAN DEALER ISSUES	222500 SERVICE PERSONNEL (NISSAN)
BF NSN DEALER SERVICE DEPT.	ZQ GENERAL COMPLIMENT
	ZR GENERAL INQUIRY

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CUSTOMER ASSISTANCE REQUEST

**PAGE:** 46

REQUESTED BY: lattad

**CAR ID:** CA7382191

**C. A. R. COMMENTS**

AINED IT WAS HAZARDOUS AND CAN NOT BE DROVEN OFF THE LOT. EXCELLENT SERVICE!

FOLLOW-UP IS DUE ON OR BEFORE

FOLLOW-UP IS DUE ON OR BEFORE 02/17/12

THIS CAR WAS CREATED FROM A CRITICAL COMMENT ON A CUSTOMER SATISFACTION SURVEY

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

I HAD JUST GOT MY CAR WASH, BEFORE I HAD TOOK IT IN TO RECEIVE SERVICE. I NOTI

NO OTHER C.A.R. EXISTS FOR THIS VIN

THIS CONSUMER ASSISTANCE REQUEST HAS BEEN CREATED AS A RESULT OF AN OWNER

CE SOME WATER MARKS ON THE WINDOW AND GUM ON THE BOTTOM OF THE DRIVER DOOR. BE

CUSTOMER.

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

MY SERVICE ADVISOR PAUL WATZ WAS VERY KNOWLEDGEABLE AND HANDELED MY SITUATION

CONCERN.

IN A PROFESSIONAL AND EFFICIENT MANNER. I APPRECIATE THAT HE WAS CONCERNED WIT

SERV MGR PLEASE REVIEW FILE. GOOD JOB. KEEP UP GOOD WORK.

SIDES THAT, EVERYTHING WAS EXCELLENT!

H THE SITUATION MY CAR HAD A PROBLEM AND I DROVE IT OFF THE LOT. I DIDN'T THIN

I WOULD JUST RECCOMENED THAT THE SALES ASSOCIATES OR WHOM IT MAY CONCERN, JUST

INSPECT THE VEHICLES PROPERLY BEFORE THEY ARE DRIVEN OFF THE LOT. DUE TO MY C

K MUCH ABOUT THE LIGHT BLINKING. I THOUGHT IT JUST NEEDED TO BE RESET. HE EXPL

ASE, I DID NOT KNOW THAT THE BLINKING AIR BAG LIGHT WAS A HAZARD. I ASSUMED IT

WOULD EVENTUALLY SHUT OFF OR NEEDED TO BE RESET.THIS ALL COULD OF BEEN PREVEN

\*\*\*\*\* SURVEY FILE LOGGED\*\*\*\*\*

@02/17-ZDW111N

PREVIOUS RELATED FILES FOUND:\_NONE

PREVIOUS UNRELATED FILES FOUND:NONE

SURVEY FROM C WAS RECEIVED BY CA ON:\_02 / 16 / 12

TO NISSAN NORTH AMERICA DATED: 02 / 16 / 12

@02/17-ZDW111N

RCAS-DBW VERIFIED C NAME, ADDRESS, VIN #, DAY AND EVENING #, RESPONSIBLE

DLRSHP AND MILEAGE.

RCAS-DBW CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @02/17-ZDW111N

OPEN PM253 VERSA AT SHIFTER NTB12-008 01/26/12 00/00/00 00/00/00

\*\*RCAS CALLED C AT 9:52 AM CST ON 480 466 8127 STATING:

@02/17-ZDW111N

NNA WOULD LIKE TO THANK C FOR SUBMITTING C SURVEY AND INQUIRED IF C WOULD LIKE

TO ELABORATE OR ADD FURTHER INFORMATION TO C SURVEY BEFORE NNA FORWARD TO THE

DLRSHP.

C STATED NO THANKS, C IS HAPPY WITH THE DLRSHIP INITIAL SERVICE.

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CUSTOMER ASSISTANCE REQUEST

**PAGE:** 47

REQUESTED BY: lattad

**CAR ID:** CA7382191

RCAS ADVISED C THAT NNA WOULD LIKE TO THANK C FOR TAKING THE TIME TO SUBMIT C SURVEY ADVISED C OF C FILE #, RCAS NAME, DIRECT LINE IF C CHANGE C MIND C IS MORE THAN WELCOME TO CONTACT NISSAN BACK AND BID C GOOD DAY.

C DOES THE SAME AND ENDED THE CALL. @02/17-ZDW111N

RCAS CLOSED FILE.

\*\*\*\*SUMMERY\*\*\*\*\*

C SUBMITTED CUSTOMER SATISFACTORY SURVEY FOR SERVICE C RECEIVED AT THE DLRSHIP.

RCAS-DBW DATANETTED THE FILE TO THE DLRSHIP. @02/17-ZDW111N

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

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CUSTOMER ASSISTANCE REQUEST

**PAGE:** 48

REQUESTED BY: lattad

**CAR ID:** CA7382191

**CONTACT(S)**

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

<b>IIR-DATE:</b>	<b>TRANS DATE:</b> 00/00/00	<b>CHECK REQUESTED:</b> Y
<b>3RD PRY:</b> NI	<b>PART#:</b>	<b>CHECK ISSUED:</b> Y
<b>BYBACK ST:</b>	<b>OPENED BY:</b>	
<b>HISTORY:</b>	<b>UPDATE BY:</b>	
<b>SVC CALL#:</b> N	<b>UPDATE DATE:</b>	
<b>CLOSE:</b> Y	<b>CLOSE DATE:</b> 02/17/12	<b>MICROFILM:</b>
<b>RESP CAA:</b> FERNANDO HERNAN	<b>OLM:</b> -----	<b>DOM:</b> ZDW111N
<b>PHONE:</b>	<b>OWNER FIRST:</b> [REDACTED]	<b>LANGUAGE:</b>

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CUSTOMER ASSISTANCE REQUEST

**PAGE:** 49

REQUESTED BY: lattad

**NAME:** [REDACTED] **SC:** NONE **CAR ID:** CA8063212  
**STREET:** [REDACTED] **VIN:** 3N1CN7APOCL [REDACTED]  
**CITY:** LAKELAND **YR/MDL:** 2012.0 **MILEAGE:** 000000  
**ST/ZIP:** FL [REDACTED] **VCAN:** N **IN SVC DATE:**  
**DAY PH:** 0 **PAID:** 456 **RTL DLR:** NI NI  
**EVE PH:** 0 **SUSP:** 0 **SVC DLR:** NI NI  
**DLR PH:** 1 **DENY:** 0 **RESP DLR:** NI NI  
**REGION:** 1 **DIST: SL/SV/PT:** NI NI NI

**LETTER RECEIVED:** 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 00/00/00  
**FIRE:** N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** N (Y/N)  
**PROPERTY DAMAGE:** N (Y/N) **INJURY:** N (Y/N) **SENT TO LEGAL:** N (Y/N)  
**PREVIOUSLY REPAIRED:** 00/00/00 **WHERE:**  
**VEHICLE PURCHASED:** New x Preowned **MILES:** 000000 **# NISSAN/INFINITI VEHICLES:** 1  
**VEHICLE MAINTAINED BY:** NONE  
**OUTSIDE WARRANTY BY (B) MONTHS:** 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

**ORIG CODE:** NP NP **OPEN DATE:** 05/16/12 **XFER/RSPNSBLTY:** 1 NI N  
**CONTACT (S):** **FOLLOWUP DATE:** 05/16/12 **INF-NET (Y/N):**  
**SEVERITY:** 9 **CLOSE DATE:** 05/16/12 **INF-NET DATE:**

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OA VEHICLE CONCERNS 153000 GEN. FUEL DELIVERY/INTAKE COMPC  
OF NNA., INC. ISSUES 234000 AIRBAG ON/OFF SWITCH  
AI FUEL/INTAKE SYSTEM YX POOR OR IMPROPER OPERATION  
AZ NISSAN PRODUCT INQUIRIES ZR GENERAL INQUIRY  
BK RESTRAINT SYSTEM

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**DATE:** 28/09/12

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**TIME:** 10:56:39 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 50

REQUESTED BY: lattad

**CAR ID:** CA8063212

**C. A. R. COMMENTS**

c called in to know if c can use premium gas on the veh , crr-ja advised that

Created by ZJN999N at 2012-05-16 16:48:48

veh use unleaded regular gasoline with an octane rating fof 81AKI. on owner's manual page 9-3.

c understood.

c said that airbag is flashing, crr-ja dvised on page 1-51 that "When the ignition switch is placed in the ON or

START position, the supplemental air bag warning

light illuminates for about 7 seconds and then

turns off. This means the system is operational"

and under circumstances that :

-The supplemental air bag warning light remains

on after approximately 7 seconds.

-The supplemental air bag warning light

flashes intermittentlyThe supplemental air bag warning light does

not come on at all

then c needs to take the veh to nissan dealeer to get inspected. c understood.

crr-ja asked for further assistance, c declined and hungup.

closing the file-

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONFIDENTIAL**

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**DATE:** 28/09/12

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**TIME:** 10:56:39 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 51

REQUESTED BY: lattad

**CAR ID:** CA8063212

**CONTACT(S)**

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

<b>IIR-DATE:</b>	<b>TRANS DATE:</b> 00/00/00	<b>CHECK REQUESTED:</b> Y
<b>3RD PRY:</b> NI	<b>PART#:</b>	<b>CHECK ISSUED:</b> Y
<b>BYBACK ST:</b>	<b>OPENED BY:</b>	
<b>HISTORY:</b>	<b>UPDATE BY:</b>	
<b>SVC CALL#:</b> N	<b>UPDATE DATE:</b>	
<b>CLOSE:</b> Y	<b>CLOSE DATE:</b> 05/16/12	<b>MICROFILM:</b>
<b>RESP CAA:</b>	<b>OLM:</b>	<b>DOM:</b>
<b>PHONE:</b>	<b>OWNER FIRST:</b> [REDACTED]	<b>LANGUAGE:</b>

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**DATE:** 28/09/12

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**TIME:** 10:56:39 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 52

REQUESTED BY: lattad

<b>NAME:</b> [REDACTED]	<b>SC:</b> MULTI CONTRACT	<b>CAR ID:</b> CA8066450
<b>STREET:</b> [REDACTED]	<b>VIN:</b> 3N1CN7AP2CL [REDACTED]	
<b>CITY:</b> PINNACLE	<b>YR/MDL:</b> 2012.0 VSD	<b>MILEAGE:</b> 008000
<b>ST/ZIP:</b> NC [REDACTED]	<b>VCAN:</b> Y	<b>IN SVC DATE:</b>
<b>DAY PH:</b> 0	<b>PAID:</b> 3,280	<b>RTL DLR:</b> NI NI
<b>EVE PH:</b> [REDACTED]	<b>SUSP:</b> 0	<b>SVC DLR:</b> 2755 MODERN NISSAN, LLC
<b>DLR PH:</b> [REDACTED]	<b>DENY:</b> 0	<b>RESP DLR:</b> 2755 MODERN NISSAN, LLC
	<b>REGION:</b> 34	<b>DIST: SL/SV/PT:</b> 15 15 45

<b>LETTER RECEIVED:</b> 00/00/00	<b>EXEC:</b> 00/00/00	<b>EMAIL:</b> 00/00/00
<b>FIRE:</b> N (Y/N)	<b>ROLLOVER:</b> N (Y/N)	<b>ACCIDENT:</b> N (Y/N)
<b>PROPERTY DAMAGE:</b> N (Y/N)	<b>INJURY:</b> N (Y/N)	<b>SENT TO LEGAL:</b> N (Y/N)
<b>PREVIOUSLY REPAIRED:</b> 00/00/00	<b>WHERE:</b>	
<b>VEHICLE PURCHASED:</b> New x Preowned	<b>MILES:</b> 008000	<b># NISSAN/INFINITI VEHICLES:</b> 1
<b>VEHICLE MAINTAINED BY:</b> NONE		
<b>OUTSIDE WARRANTY BY (B) MONTHS:</b> 0	<b>MILES:</b> 0	<b>(PT) MONTHS:</b> 0 <b>MILES:</b> 0

<b>ORIG CODE:</b> NP NP	<b>OPEN DATE:</b> 05/17/12	<b>XFER/RSPNSBLTY:</b> 34 15 N
<b>CONTACT (S):</b>	<b>FOLLOWUP DATE:</b> 06/28/12	<b>INF-NET (Y/N):</b>
<b>SEVERITY:</b> 9	<b>CLOSE DATE:</b> 06/21/12	<b>INF-NET DATE:</b>

<b>CONCERN AND CATEGORY</b>	<b>SUBCATEGORY AND SYMPTOM</b>
OA VEHICLE CONCERNS	236500 FRONT SEAT BELT
BK RESTRAINT SYSTEM	YX POOR OR IMPROPER OPERATION

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 28/09/12

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 10:56:39 AM

CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

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**C. A. R. COMMENTS**

b. Witness #2:

Created by ZWJ176N at 2012-05-17 08:00:15

C STATES whole front end, main impact on driver side front

UNRELATED FILES

c states Tommy Martin, 336-969 or 469 - 2276 or 2776

d. When did it happen?

IIR

02469979

ARBS-TP rec'd vmx from c.

C STATES 04/24/12 around 10:30AM

ARBS-TP called c and left vmx with contact info and request for return call.

CRR-WJ RECEIVED CALL FROM C . CRR-WJ VERIFIED C'S NAME, VIN#, CURRANT ADDR.,

e. Where did it happen?

02627010

ARBS-TP rec'd fax from c containing police report and vehicle location.

C STATES 52 bypass, close to intersection Carson St

ARBS-TP called c. Advised c fax rec'd and inspection request has been submitte

CURRANT MILEAGE, PHONE #S, PURCHASE MILEAGE, SRV DLR AND IF C HAD E-MAIL ADDR

f. How did it happen?

C STATES other vehicle was in c's lane

d. Advised c ARBS will call when inspection date is determined.

ESS. LOOKED FOR PREVIOUS RELATED CASES AND ANY OPEN RECALLS.

C STATES, AIR BAG WAS DELAYED DEPLOYMENT

P-11) Detailed description of weather (visibility) at time of incident.

The vehicle is located at Cherokee Salvage, 5102 East Dixon Blvd, Kings Mounta

CRR-WJ LET C KNOW A representative will call C within two business days to ask

C STATES sunny

in, NC 28086, 704-739-9575.

ARBS-TP submitted DTS inspection request to CSM-RD for review.

a series of detailed questions. The call should only take about

P-12) Estimated speed of vehicle at time of incident:

20 minutes. C UNDERSTOOD. CRR-WJ THANKED C FOR calling Nissan.

ARBS-TP rec'd update from DTS-GT submitting inspection date 06/11/12.

C STATES around 32-35mph

ARBS-TP called c and left vmx with contact info, inspection on 06/11/12, ARBS

CRR-WJ PROVIDED C WITH NAME, EXT., AND FILE NO. CRR-WJ OFFERED FURTHER ASSIST.

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P-13) Has the vehicle been repaired since the incident occurred?

C states No, totaled

C WAS SATISFIED AND DECLINED ANY FURTHER ASSISTANCE. CRR-WJ THANKED C FOR CA on vacation till 06/04/12 and requested return call for any questions.

ARBS-TP called Cherokee salvage and was advised NNA has not been authorized to LLING NISSAN CONSUMER AFFAIRS..

P-14) Current location of vehicle, including company name, contact name, address, and telephone number.

P-22) Has the vehicle owner contacted their insurance company?

ARBS-TP called c and spoke with cb

ARBS-TP called c's ins rep Tara and left vmx with contact info, authorization

C STATES unknown

will now be referred to as c.

P-15) Was a police report and/or fire report filed?

to inspect and request for return call.

ARBS-TP rec'd vmx from ins rep Tara providing 36-665-9092.

C STATES yes

C STATES yes, Farm Bureau

a. Insurance Agent

ARBS-TP called ins rep and left vmx with contact info, authorization to inspect

a. Reporting officer

C STATES Jimmy Collins

P-4) Driver

needed and requested return call.

ARBS-TP called ins rep Tara. Rep asked reason for inspection. Advised rep c st

b. Police report number and/or fire report number.

c states Tara, 336-665-9092

states air bags deployed late. Rep states Cherokee Salvage has been advised NNA

c. Insurance Claim Number:

C STATES 1201106

c. Name of the agency where the police/fire report was filed.

C STATES Carl Tolnay, PO BOX 635 1214 high bridge rd

is authorized to inspect.

ARBS-TP called salvage yard. ARBS provided DTS info. Yard requested DTS call F

C STATES Pilot Mount Police department

PINNACLE, NC 27043, 336-351-5835, dob 03/03/50

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c states 4285633

d. REQUEST copies of all reports from the customer.

riday or Monday morning to verify inspection and vehicle will be pulled for in

e. arbs requested copy of police report be faxed.

P-23) Were any other vehicles involved in the incident?

spection.

ARBS-TP sent update to DTS-GT confirming inspection on 06/11/12.

P-16) How many occupants were in the vehicle at the time of the incident?

P-5) Ownerb

C STATES one

C STATES yes

IIR data processed & copy sent to Product Liability for review.

ARBS-TP rec'd vmx from c.

b. Year, make, and model of vehicle:

P-17) DOCUMENT the name, address, phone numbers, height, and weight of each oc

ARBS-TP called c and spoke with c's wife Ruby. Advised c's wife results can ta

C STATES c's wife

cupant in the ownerb

a. Driverb

ke up to 4wks from the date of inspection. Advise c ARBS doesn't have final re

P-6) Vehicle Identification Number if not obtained by the CRR:

C STATES driver

C STATES Ford Taurus, blue grey in color

sults yet and will call when final results are known.

ARBS-TP rec'd update from PL-LO informing no product problems were found with

Driverb

P-24) Was there any property damaged other than the ownerb

C STATES 5'9"

P-7) Vehicle license plate number:

vehicle during inspection, SRS deployed properly. PL informed driver was not b

C STATES unknown

Driverb

eltd. PL recommended letter be mailed to c.

ARBS-TP called c. Advised c no product problems were found with vehicle during

C STATES 189lbs

C STATES no

\*\*\*end probe

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REQUESTED BY: lattad

**CAR ID:** CA8066450

inspection, no issues were found with either the seat belts or air bag system

P-18) Which of the vehicle occupants witnessed all or part of the incident?

a. Driver

P-8) State in which vehicle is currently registered:

s. Advised c inspection showed seat belt was not being worn at time of incident

C STATES NC

C STATES yes

t. C states c was wearing seat belt. Advised c is welcome to have c's own engi

ARBS-TP provided name and contact info. ARBS requested police report be faxed.

neer inspect vehicle and if something different if found Nissan would be happy

P-19) Which of the vehicle occupants were using a seatbelt?

a. Driver

ARBS requested c contact cb

to review c's expert's report. C states c was just calling to inform Nissan a

bout vehicle concerns. Advised c ARBS will mail letter to c.

C STATES yes

P-9) Was vehicle purchased new or used?

ARBS-TP mailed letter, closed file.

C STATES New

P-20) Was anyone injured?

C STATES yes

s NNA to inspect vehicle and to determine vehicle location. Advised c to conta

a. Location of injured person at time of incident:

ct ARBS with vehicle location and ARBS will request inspection. C states will

C STATES driver

P-10) CONFIRM and VALIDATE the details of the incident:

a. Who was involved?

b. Detailed description of the nature (type and location) and the extent (seve

call ARBS with requested info.

rity) of the injuries:

C STATES c states hit forehead, injured right shoulder, hip and pain on the ri

C STATES c's vehicle and one other vehicle

b. What happened?

ght side of neck.

C STATES c was on 52 Bypass and going home from gym. C states the road is two

c. Was hospitalization required?

C STATES no

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REQUESTED BY: lattad

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lanes. C states c was driving and looked and saw other vehicle b  
c's lane. C states c took foot off gas then vehicles collided. C states cb  
d. Where and when were they treated?  
C STATES Northern Surry Hospital, released same day  
ft forehead hit the b  
dsshield. C states c came back into seat and was crocked and hurting. C states  
e. Who treated them?  
c looked down and pushed the little red button and fell into passenger seat be  
C STATES unknown  
cause c was in pain. C states while laying on passenger seat all of a sudden t  
P-21) Were there any other witnesses to all or part of the incident?  
C STATES yes  
he left front air bag popped out. C states c saw the air bag pop out while lyi  
a. Witness #1:  
ng in the seat.  
c states Michael Wood, 336-351-4252  
c. What areas of the vehicle are affected?

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

**SATISFIED:** N

**ACTION CODE:** NP

**ROOT CAUSE:** SCSD

**CALLBACK:** 0

**DATE:** 00/00/00

**USERID:**

**REOPEN:**

**CALLBACK:** 0

**DATE:** 00/00/00

**USERID:**

**NEW INFO:** 0

**DATE:** 00/00/00

**USERID:**

**OTHER:** 0

**DATE:** 00/00/00

**USERID:**

**COMMENTS ONLY:** 0

**DATE:** 00/00/00

**USERID:**

**CONFIDENTIAL**

**Nissan Strictly Confidential Restricted**

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

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**CAR ID:** CA8066450

**IIR-DATE:**

**TRANS DATE:** 06/21/12 09/28/11

**CHECK REQUESTED:** Y

**3RD PRY:** NI

**PART#:**

**CHECK ISSUED:** Y

**BYBACK ST:**

**OPENED BY:**

**HISTORY:**

**UPDATE BY:**

**SVC CALL#:** N

**UPDATE DATE:**

**CLOSE:** Y

**CLOSE DATE:** 06/21/12

**MICROFILM:**

**RESP CAA:**

**OLM:**

**DOM:**

**PHONE:**

**OWNER FIRST:** [REDACTED]

**LANGUAGE:**

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REQUESTED BY: lattad

**CAR ID:** CA8066450

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 09/28/12

**TIME:** 10:56:39 AM

**MODEL YEAR** 2012

**MAKE:** N

**MODEL LINE:** VSD

**NAME:** [REDACTED] Y

**VIN:** 3N1CN7AP2CL [REDACTED]

**IN SCV DATE:**

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
1	NANF05904190	2755	North Carolina	9/24/2011	01/01/01	0100000	06/05/12	01/01/01
2	RCDJ05904080	2755	North Carolina	9/24/2011	09/24/13	0040000	01/01/01	01/01/01

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REQUESTED BY: lattad

**CAR ID:** CA8066450

**CURRENT SERVICE CONTRACT**

**CONTRACT:** RCDJ05904080

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** C

**PLAN TERM:** J

**DEDUCTABLE:** 50

**EFFECTIVE:** 9/24/2011

**EXPIRES:** 09/24/13      **MILES:** 0040000

**CANCEL:** 01/01/01      **MILES:** 0040000

**TRANSFER:** 01/01/01

**TRANSACTION:** 09/28/11

**PRINTED:** 11/26/11

**DEALER NO:** 2755      **STATE:** NC

**DEALER NAME:** MODERN NISSAN, LLC

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CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

<b>NAME:</b> [REDACTED]	<b>SC:</b> NONE	<b>CAR ID:</b> CA8086115
<b>STREET:</b> [REDACTED] 259	<b>VIN:</b> 3N1CN7AP8CL [REDACTED]	
<b>CITY:</b> TARZANA	<b>YR/MDL:</b> 2012.0 VSD	<b>MILEAGE:</b> 000000
<b>ST/ZIP:</b> CA [REDACTED]	<b>VCAN:</b>	<b>IN SVC DATE:</b>
<b>DAY PH:</b> [REDACTED]	<b>PAID:</b>	<b>RTL DLR:</b> NI NI
<b>EVE PH:</b> [REDACTED]	<b>SUSP:</b>	<b>SVC DLR:</b> 5013 WOODLAND HILLS NISSAN
<b>DLR PH:</b> [REDACTED]	<b>DENY:</b>	<b>RESP DLR:</b> 5013 WOODLAND HILLS NISSAN
	<b>REGION:</b> 44	<b>DIST: SL/SV/PT:</b> 02 02 32

<b>LETTER RECEIVED:</b> 00/00/00	<b>EXEC:</b> 00/00/00	<b>EMAIL:</b> 00/00/00
<b>FIRE:</b> N (Y/N) <b>ROLLOVER:</b> N (Y/N)	<b>ACCIDENT:</b> Y (Y/N)	<b>AIRBAG:</b> Y (Y/N)
<b>PROPERTY DAMAGE:</b> N (Y/N)	<b>INJURY:</b> N (Y/N)	<b>SENT TO LEGAL:</b> N (Y/N)
<b>PREVIOUSLY REPAIRED:</b> 00/00/00	<b>WHERE:</b>	
<b>VEHICLE PURCHASED:</b> New x Preowned	<b>MILES:</b> 000000	<b># NISSAN/INFINITI VEHICLES:</b> 1
<b>VEHICLE MAINTAINED BY:</b> NONE		
<b>OUTSIDE WARRANTY BY (B) MONTHS:</b> 0	<b>MILES:</b> 0	<b>(PT) MONTHS:</b> 0 <b>MILES:</b> 0

<b>ORIG CODE:</b> NP NP	<b>OPEN DATE:</b> 05/21/12	<b>XFER/RSPNSBLTY:</b> 44 02 N
<b>CONTACT (S):</b>	<b>FOLLOWUP DATE:</b> 06/12/12	<b>INF-NET (Y/N):</b>
<b>SEVERITY:</b> 9	<b>CLOSE DATE:</b> 06/06/12	<b>INF-NET DATE:</b>

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OA VEHICLE CONCERNS	233500 AIRBAG CONTROL UNIT
BK RESTRAINT SYSTEM	WA PREMATURE WEAR/FAILURE
	YX POOR OR IMPROPER OPERATION

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**C. A. R. COMMENTS**

ARBS-TP recb

Created by ZKM176N at 2012-05-21 13:37:23

CRR-KM checked for previous related cases found: none

c. What areas of the vehicle are affected?

CRR-KM checked for previous unrelated cases found: none

C STATES hood, bumper fender

vehicle during inspection, no issues were found with SRS. PL recommended sendi

CRR-KM verified C's name, vin, address, primary and secondary phone numbers, e

d. When did it happen?

ng letter.

ARBS-TP called cb

C STATES 05/16/12 4:30PM

mail address, mileage, how acquired veh, service dlr

CRR-KM checked for open recalls/campaigns found:none

e. Where did it happen?

und with vehicle during inspection. Cb

b

CRR-KM received call from C stating C's client was involved in an accident and

C STATES Reseda St

f. How did it happen?

ill include safety brochure.

the airbags did not deploy. [REDACTED] was involved in the accident. In bu

ARBS-TP mailed letter/brochure, closed file.

C STATES other vehicle ran light

rban [REDACTED] was traveling west bound and a car that was turning left h

it [REDACTED] veh. The airbags did not deploy and [REDACTED] was injur

P-11) Detailed description of weather (visibility) at time of incident.

C STATES clear

ed.

CRR-KM had a very hard time understanding Alex Carrero whom is calling on beha

P-12) Estimated speed of vehicle at time of incident:

C STATES 35mph

If of [REDACTED].

CRR-KM asked the specific location of the incident.

P-13)Has the vehicle been repaired since the incident occurred?

C states No

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C was talking to someone else and again stated burbank.

CRR-KM asked for the mileage when the incident occurred.

P-14) Current location of vehicle, including company name, contact name, address,

C could not provide an answer at the time.

and telephone number.

C STATES Erland Autobody, 18440 Hart, Reseda, CA 91335, 818-654-9300

C wants someone to come inspect the veh. C wants to know why airbags did not deploy.

P-15) Was a police report and/or fire report filed?

CRR-KM verified the number to contact Alex Carrero.

C STATES only an encounter report as police refused to make report.

C stated to contact C at 8189619000

P-16) How many occupants were in the vehicle at the time of the incident?

CRR-KM advised C that a Nissan representative will call C within two business

C STATES one

days to ask C a series of detailed questions.

P-17) DOCUMENT the name, address, phone numbers, height, and weight of each occupant

CRR-KM Provided C with name, ext number 458109, and case number

occupant in the owner's

a. Driver's

CRR-KM Offered further assistance C was satisfied and declined further assistance

C STATES same as driver

name

CRR-KM thanked C for calling Nissan Consumer Affairs

Driver's

CRR-KM set follow-up date to 5/23/2012

C STATES 5'6"

ARBS-TP called Alex Carrero and was advised Alex is c's lawyer. ARBS requested

Driver's

C STATES 145lbs

letter of representation and provided fax#. Advised c's lawyer ARBS will need

P-18) Which of the vehicle occupants witnessed all or part of the incident?

to speak with c before inspection is scheduled. ARBS to call c's lawyer 05/24

/12 at 10:30AM PST (12:30PM CST) to complete probe. ARBS provided name and contact

a. Driver's

C STATES yes

contact info.

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ARBS-TP completed probe with c and cb

P-19) Which of the vehicle occupants were using a seatbelt?

a. Driver

ARBS-TP submitted inspection request to DTS-TZ for review.

ARBS-TP rec'd fax from c's law office advising law office wanted copy of tape

C STATES yes

and transcription from tape.

P-20) Was anyone injured?

C STATES yes

who interpreted for ARBS as c only speaks Spanish.

a. Location of injured person at time of incident:

P-4) Driverb

ARBS-TP called c's law office and spoke with paralegal Alex. Advised paralegal

C STATES driver

b. Detailed description of the nature (type and location) and the extent (seve

NNA doesn't record phone call nor provided transcription of call. Paralegal a

C STATES [REDACTED], TARZANA, CA [REDACTED]

[REDACTED]) of the injuries:

C STATES bruise on chest from seat belt, bruise on pelvis

divised that would be no problem and probe can be completed at scheduled time.

2/75

c. Was hospitalization required?

C STATES no, went to see Dr next day

P-5) Ownerb

C STATES same as driver

P-21) Were there any other witnesses to all or part of the incident?

C STATES no

P-6) Vehicle Identification Number if not obtained by the CRR:

P-22) Has the vehicle owner contacted their insurance company?

P-7) Vehicle license plate number:

C STATES unknown

C STATES yes, declined to provide other data.

P-23) Were any other vehicles involved in the incident?

P-8) State in which vehicle is currently registered:

C STATES CA

C STATES yes

b. Year, make, and model of vehicle:

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P-9) Was vehicle purchased new or used?

C STATES New

C STATES Toyota Camry

P-10) CONFIRM and VALIDATE the details of the incident:

P-24) Was there any property damaged other than the ownerb

a. Who was involved?

C STATES no

\*\*\*Advised c rep that ARBS will request inspection and have inspector contact

C STATES c's and one other

body shop directly. Advised rep ARBS will call with update.

b. What happened?

Called and advised Alex @ law office that inspection taking place today, 5/25,

C STATES c was going south down Reseda St and other vehicle was coming off of  
per request of ARBS-TP.

ramp from 101. C states other vehicle ran light and c struck other vehicle. C

Alex thanked ARBS for call and advisement and ended call.

states the driver side by the tire hit the other vehicle on the driver side in

IIR data processed & copy sent to Product Liability for review.

the front tire.

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

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REQUESTED BY: lattad

**CAR ID:** CA8086115

**CONTACT(S)**

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

<b>IIR-DATE:</b>	<b>TRANS DATE:</b> 00/00/00	<b>CHECK REQUESTED:</b> Y
<b>3RD PRY:</b> NI	<b>PART#:</b>	<b>CHECK ISSUED:</b> Y
<b>BYBACK ST:</b>	<b>OPENED BY:</b>	
<b>HISTORY:</b>	<b>UPDATE BY:</b>	
<b>SVC CALL#:</b> N	<b>UPDATE DATE:</b>	
<b>CLOSE:</b> Y	<b>CLOSE DATE:</b> 06/06/12	<b>MICROFILM:</b>
<b>RESP CAA:</b>	<b>OLM:</b>	<b>DOM:</b>
<b>PHONE:</b>	<b>OWNER FIRST:</b> [REDACTED]	<b>LANGUAGE:</b>

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**TIME:** 10:56:39 AM

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**PAGE:** 67

REQUESTED BY: lattad

**NAME:** [REDACTED] **SC:** NONE **CAR ID:** CA8145489  
**STREET:** [REDACTED] **VIN:** 3N1CN7AP9CL [REDACTED]  
**CITY:** ALHAMBRA **YR/MDL:** 2012.0 **MILEAGE:** 004515  
**ST/ZIP:** CA [REDACTED] **VCAN:** N **IN SVC DATE:**  
**DAY PH:** 0 **PAID:** 552 **RTL DLR:** NI NI  
**EVE PH:** [REDACTED] **SUSP:** 0 **SVC DLR:** NI NI  
**DLR PH:** 1 **DENY:** 0 **RESP DLR:** NI NI  
**REGION:** 1 **DIST: SL/SV/PT:** NI NI NI

**LETTER RECEIVED:** 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 00/00/00  
**FIRE:** N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** N (Y/N)  
**PROPERTY DAMAGE:** N (Y/N) **INJURY:** N (Y/N) **SENT TO LEGAL:** N (Y/N)  
**PREVIOUSLY REPAIRED:** 00/00/00 **WHERE:**  
**VEHICLE PURCHASED:** New x Preowned **MILES:** 004515 **# NISSAN/INFINITI VEHICLES:** 1  
**VEHICLE MAINTAINED BY:** NONE  
**OUTSIDE WARRANTY BY (B) MONTHS:** 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

**ORIG CODE:** NP NP **OPEN DATE:** 05/22/12 **XFER/RSPNSBLTY:** 1 NI N  
**CONTACT (S):** **FOLLOWUP DATE:** 05/22/12 **INF-NET (Y/N):**  
**SEVERITY:** 9 **CLOSE DATE:** 05/22/12 **INF-NET DATE:**

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OA VEHICLE CONCERNS 222500 SERVICE PERSONNEL (NISSAN)  
OC NISSAN DEALER ISSUES 234000 AIRBAG ON/OFF SWITCH  
BF NSN DEALER SERVICE DEPT. WA PREMATURE WEAR/FAILURE  
BG POWERTRAIN YD MISLEADING/MISREPRESENTATION  
BK RESTRAINT SYSTEM

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**DATE:** 28/09/12

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 10:56:39 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 68

REQUESTED BY: lattad

**CAR ID:** CA8145489

**C. A. R. COMMENTS**

Created by ZEM178N at 2012-05-22 09:46:39

rcas-eom received call from asking about a refund check or money that c was told would get back. c stated that c had a case and rcas-eom asked c for the #, the case provided was already closed and over 30 days. rcas-eom informed c that rcas-JC was agent assisting c and that rcas-eom would try to get a hold of him for assistance. rcas-eom spoke to rcas-JC and informed rcas-eom of case and situation for rcas-eom better understanding of case. rcas-eom thanked rcas-JC for help. rcas-eom informed c that rcas-JC was not available but that rcas-eom will assist c. rcas-eom informed c that based on the info in the system and info provided by rcas-jc the situation is considered a customer dlr issue. c stated that c is very upset with situation and that is just being given the run around. rcas-eom asked c about situation. c stated that veh broke down in antioch nissan where c had to leave the car and c states that she was approved a rental and that c would be reimbursed. rcas-eom asked who called and c stated the dlr. rcas-eom informed c that there was no case in the system regarding a call about a rental prior to the call c made when c spoke to rcas-JC. c got upset and stated that c and dlr got approval form nissan for a rental. rcas-eom asked c if c had any proof from dlr or that the dlr actually spoke to a rcas agent and c stated that daughter heard the conversation. rcas-eom informed that unfortunately c's daughter heard a conversation of two but daughter only heard the dlr employee. c got really upset and rcas-eom informed c that rcas-eom can only assist and base decisions with proof not just assumptions. c stated that c took veh on nov 27th a sunday and returned veh the very next day at the glendale nissan. c states that dlr did not return veh to enterprise right away and that apparently a dlr employee kept veh and was driving it around and that even enterprise was looking for c's daughter because of the car not being returned. rcas-eom asked if c had a document from glendale nissan as proof that the veh was returned and c stated no because c trusted the dlr and the dlr just said is ok leave it with us, once again rcas-eom that in order for rcas-eom to be able to assist c proof is needed. c got ver and stated that rcas-eom is saying that c kept veh and rcas-eom explained to c that what rcas-eom said was if c had a document as proof of return for the veh and c stated no. c got more upset and rcas-eom informed c that rcas-eom is trying to assist c but in order to do so rcas-eom has to be able to obtain some kind of proof from c. c stated that the veh is new and it should operate as such and the transmission already broke down and that the air bag light is on and veh is like that right no

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REQUESTED BY: lattad

**CAR ID:** CA8145489

w. rcas-eom informed c that rcas-eom could assist regarding those issues to have the vehicle repaired but c insisted about the rental issue. c stated that c will go to glendale with a lawyer now because antiok told c that now antiok has nothing to do with c and that c has to deal with glendale nissan for reimbursement and vehicle return date issue. c told rcas-eom if rcas-eom would assist c rcas-eom informed c about the fact that in order for rcas-eom to be able to assist c there has to be proof. c thanked rcas-eom for nothing and as rcas-eom continued to try to help c was ready to disconnect and rcas-eom quickly thanked c for calling before c disconnected the call. rcas-eom will close case due to no follow up.

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

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REQUESTED BY: lattad

**CAR ID:** CA8145489

**CONTACT(S)**

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

<b>IIR-DATE:</b>	<b>TRANS DATE:</b> 00/00/00	<b>CHECK REQUESTED:</b> Y
<b>3RD PRY:</b> NI	<b>PART#:</b>	<b>CHECK ISSUED:</b> Y
<b>BYBACK ST:</b>	<b>OPENED BY:</b>	
<b>HISTORY:</b>	<b>UPDATE BY:</b>	
<b>SVC CALL#:</b> N	<b>UPDATE DATE:</b>	
<b>CLOSE:</b> Y	<b>CLOSE DATE:</b> 05/22/12	<b>MICROFILM:</b>
<b>RESP CAA:</b>	<b>OLM:</b>	<b>DOM:</b>
<b>PHONE:</b>	<b>OWNER FIRST:</b> [REDACTED]	<b>LANGUAGE:</b>

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CUSTOMER ASSISTANCE REQUEST

**PAGE:** 71

REQUESTED BY: lattad

**NAME:** [REDACTED] **SC:** ONE CONTRACT **CAR ID:** CA8385741  
**STREET:** [REDACTED] **VIN:** 3N1CN7APXCL [REDACTED]  
**CITY:** NORCROSS **YR/MDL:** 2012.0 VSD **MILEAGE:** 002500  
**ST/ZIP:** GA [REDACTED] **VCAN:** Y **IN SVC DATE:**  
**DAY PH:** [REDACTED] **PAID:** 430 **RTL DLR:** NI NI  
**EVE PH:** [REDACTED] **SUSP:** 0 **SVC DLR:** 3611 GWINNETT PLACE NISSAN  
**DLR PH:** [REDACTED] **DENY:** 0 **RESP DLR:** 3611 GWINNETT PLACE NISSAN  
**REGION:** 34 **DIST: SL/SV/PT:** 01 01 31

**LETTER RECEIVED:** 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 00/00/00  
**FIRE:** N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** N (Y/N)  
**PROPERTY DAMAGE:** N (Y/N) **INJURY:** N (Y/N) **SENT TO LEGAL:** N (Y/N)  
**PREVIOUSLY REPAIRED:** 00/00/00 **WHERE:**  
**VEHICLE PURCHASED:** New x Preowned **MILES:** 002500 **# NISSAN/INFINITI VEHICLES:** 1  
**VEHICLE MAINTAINED BY:** NONE  
**OUTSIDE WARRANTY BY (B) MONTHS:** 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

**ORIG CODE:** NP NP **OPEN DATE:** 05/30/12 **XFER/RSPNSBLTY:** 34 01 N  
**CONTACT (S):** **FOLLOWUP DATE:** 06/13/12 **INF-NET (Y/N):**  
**SEVERITY:** 9 **CLOSE DATE:** 06/13/12 **INF-NET DATE:**

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OC NISSAN DEALER ISSUES 21550 FINANCE PERSONNEL (NISSAN)  
BC NSN DEALER FINANCE DEPT. VQ NOT READY ON TIME  
BE NSN DEALER SALES DEPT. WB PRICING/TRADE-IN DISCREPANCY  
BF NSN DEALER SERVICE DEPT. WL RUDE/DISOURTEOUS  
ZH CRITICISM  
ZZ LACK OF FOLLOW-UP/NEVER CONTACTEI

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CUSTOMER ASSISTANCE REQUEST

**PAGE:** 72

REQUESTED BY: lattad

**CAR ID:** CA8385741

**C. A. R. COMMENTS**

Created by ZJS999N at 2012-05-30 09:55:28

crr-jm received call from c's employee Susan.

Sales Dept. Review

crr-jm checked for open recalls found: NONE

Sales Dept. Review

c said that 3wks after veh was purchased, airbag lights came on, c was told by

Sales Dept. Review

dlrship that veh will be fixed and will be ready by the next day but next day

Sales Dept. Review

Sales Dept. Review

was saturday so was told that it will be ready on monday. c was told that part was ordered, wrong part came. c said that it has been 2 months that veh is at the dlrship. c said that c traded veh in for SEN, but problem is the down payment of \$6000 of the veh is not being transferred to the SEN. c said that c was trying to get explanation from sales manager as to where the money is but manager just walked away. c said that dlrship provided c with rental veh. but that veh was into an accident. c said that the problem is c cannot get answer as to where the money was. c said that sales manager was Chris Kim. crr-jm understood.

crr-jm advised c that case will be escalated to RCAS and RCAS will call c back by the end of the next business day. c understood. crr-jm offered further assistance. c declined. crr-jm gave name, extension and case number. crr-jm leaving case open.

rcas-vl called c on [REDACTED] and left vxm rcas- setting vxm on 6/4/12

rcas-vl called s/m booker on 770-476-7771 and was advised that the c's parts were

rcas-vl called c on [REDACTED] unable to leave vxm do to vxm being full rcas

rcas-vl called dealership on 770-476-7771 and left vxm for s/m chris and provided the c's contact information and concern

-vl called alt# [REDACTED] and was advised by c's relative susan that the vehicle was on backorder but at this time the parts came in and the vehicle has been repaired. s/m stated that the other issue that c is having is a sales issue and concern was repaired but the c has obtained a lawyer in regards to the c's vehicle based on the length it took for the repairs to be completed and the lack of follow up from the dealership in regards to the finance issue. rcas-vl advised the c's relative that if the c has obtained a lawyer to pursue the lemon law then at this time the file will be closed based on this has become a legal matter the

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REQUESTED BY: lattad

**CAR ID:** CA8385741

c stated that the c would like rcas-vl's contact information and will have th  
e c contact rcas-vl rcas-vl provided rcas-vl's contact information and ended t  
he call rcas-vl setting follow up for 6/7/12  
rcas-vl called c on [REDACTED] and left vxm rcas-vl setting follow up for 6/  
13/12  
rcas-vl called c on [REDACTED] and left vxm rcas-vl closing the file do to l  
ack of c's response

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

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

<b>IIR-DATE:</b>	<b>TRANS DATE:</b> 03/02/12	<b>CHECK REQUESTED:</b> Y
<b>3RD PRY:</b> ■	<b>PART#:</b>	<b>CHECK ISSUED:</b> Y
<b>BYBACK ST:</b>	<b>OPENED BY:</b>	
<b>HISTORY:</b>	<b>UPDATE BY:</b>	
<b>SVC CALL#:</b> N	<b>UPDATE DATE:</b>	
<b>CLOSE:</b> Y	<b>CLOSE DATE:</b> 06/13/12	<b>MICROFILM:</b>
<b>RESP CAA:</b>	<b>OLM:</b>	<b>DOM:</b>

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REQUESTED BY: lattad

**CAR ID:** CA8385741

**PHONE:**

**OWNER FIRST:** ■

**LANGUAGE:**

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CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

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**CAR ID:** CA8385741

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 09/28/12

**TIME:** 10:56:39 AM

**MODEL YEAR:** 2012

**MAKE:** N

**MODEL LINE:** VSD

**NAME:** [REDACTED]

**VIN:** 3N1CN7APXCL [REDACTED]

**IN SCV DATE:**

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
1	MRNQ01256643	3611	Georgia	2/25/2012	01/01/01	0105000	01/01/01	01/01/01

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**TIME:** 10:56:39 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 76

REQUESTED BY: lattad

**NAME:** [REDACTED] **SC:** ONE CONTRACT **CAR ID:** CA8998025  
**STREET:** [REDACTED] **VIN:** 3N1CN7AP5CL803948  
**CITY:** WHARTON **YR/MDL:** 2012.0 VSD **MILEAGE:** 013000  
**ST/ZIP:** NJ [REDACTED] **VCAN:** N **IN SVC DATE:**  
**DAY PH:** [REDACTED] **PAID:** 5,880 **RTL DLR:** NI NI  
**EVE:** [REDACTED] **SUSP:** 0 **SVC DLR:** 3212 NISSAN WORLD OF DENVILLE  
**DLR PH:** [REDACTED] **DENY:** 0 **RESP DLR:** 3212 NISSAN WORLD OF DENVILLE  
**REGION:** 26 **DIST: SL/SV/PT:** 04 04 34

**LETTER RECEIVED:** 00/00/00 **EXEC:** 00/00/00 **EMAIL:** 00/00/00  
**FIRE:** N (Y/N) **ROLLOVER:** N (Y/N) **ACCIDENT:** N (Y/N) **AIRBAG:** N (Y/N)  
**PROPERTY DAMAGE:** N (Y/N) **INJURY:** N (Y/N) **SENT TO LEGAL:** N (Y/N)  
**PREVIOUSLY REPAIRED:** 00/00/00 **WHERE:**  
**VEHICLE PURCHASED:** New x Preowned **MILES:** 013000 **# NISSAN/INFINITI VEHICLES:** 2  
**VEHICLE MAINTAINED BY:** NONE  
**OUTSIDE WARRANTY BY (B) MONTHS:** 0 **MILES:** 0 **(PT) MONTHS:** 0 **MILES:** 0

**ORIG CODE:** NP NP **OPEN DATE:** 07/19/12 **XFER/RSPNSBLTY:** 26 04 N  
**CONTACT (S):** **FOLLOWUP DATE:** 09/25/12 **INF-NET (Y/N):**  
**SEVERITY:** 9 **CLOSE DATE:** 01/01/01 **INF-NET DATE:**

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OA VEHICLE CONCERNS 134000 GEN. ENGINE ELECTRIC COMPONENT  
AF ENGINE ELECTRICAL WA PREMATURE WEAR/FAILURE  
BK RESTRAINT SYSTEM WU UNEXPECTED DEPLOYMENT  
YG NONDEPLOYMENT

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REQUESTED BY: lattad

**CAR ID:** CA8998025

**C. A. R. COMMENTS**

Arbs mailed letter, but not the technical data report due to the fact it is pr

Created by ZET175N at 2012-07-19 13:01:50

Crr-te Checked for previous related cases:none

C STATES: Ownerb

C STATES: Yes

Driverb

d. Where and when were they treated?

o drop the vehicle off by 9 am. C agreed. Arbs asked about the police report

a. Insurance Agentb

Crr-te prev cases 03139385, 02777293

C STATES: Same as owner

C STATES: St. Claireb

c. What areas of the vehicle are affected?

on 8/6/12.

oprietary information.

Arbs closing file.

b. What happened?

Crr-te Check for previous unrelated cases:none

Crr-te verified c's name, vin, address primary phone number, e-mail, mileage,

C STATES: 50lb

c states: Plymouth Rock

e. Who treated them?

Arbs received vmx from c stating the vehicle has been repaired, but c is missi

b. Insurance Agentb

Crr-te exiting case

C STATES: ER personnel

C STATES: Front bumper, windshield

C understood.

Driverb

a. Reporting officerb

b. Right Front Passengerb

Crr-te verified c's name, vin, address primary phone number, e-mail, mileage,

c states: unk

C STATES: Vehicle was able to be shifted by a four year old to drive without f  
ng the brake pedal cover. C stated NNA was the last to inspect the vehicle.

P-21) Were there any other witnesses to all or part of the incident

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REQUESTED BY: lattad

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Arbs sent email to CF/DTS asking about the brake pedal cover.

c. Insurance Claim Number:

C STATES: 3 foot

C STATES:Unk

d. When did it happen?

how acquired veh, serv delr:

P-4) Driverb

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

and she replied she had not received a copy of it yet. C advised the police re

Crr-te Checked for open recalls found:none

C STATES: N/A

c states: unk

oot on brake and airbags did not deploy.

P-22) Has the vehicle owner

CRR-SR received call from C stating the inspector came out and inspected the v

Crr-te Received call from c stating:c is concerned with air bag not deploying

C STATES: 7/17/12

C STATES: Yes

Driverb

how acquired veh, serv delr:

P-23) Were any other vehicles involved in the incident?

a. Insurance Agentb

c. Left Rear Passengerb

C STATES: Nissan Rogue

C STATES: unk

c. What areas of the vehicle are affected?

eh and when C got the veh back it was missing the cover under the dash it cove

with accident and vehicle was able to be shifted with vehicle started via 4yo

a. Name, address, and phone numbers of vehicle owner:

C STATES: 50lb

c states: Plymouth Rock

e. Where did it happen?

port# 2012-011775.

rs the brake pedal and gas pedal area.

with out touching brake.

b. Insurance Agentb

CRR-SR reopening case and sending to case owner for assistance

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REQUESTED BY: lattad

**CAR ID:** CA8998025

Crr-te c adv c 4yo son entered vehicle with key started vehicle and shifted to

Crr-te Checked for open recalls found:none

C STATES: Front bumper, windshield

C STATES: N/A

C STATES: unk

Arbs received update from CF/DTS advising DTS listened to c vmx but, DTS doe

b. Police report number and/or fire report number.

b. Right Front Passengerb

C STATES: Ownerb

c states: unk

drive with out touching brake. c is concerned with recent recall on vehicle r

P-24) Was there any property damaged other than the ownerb

c. Insurance Claim Number:

C STATES: Chain Link Fence, bushes, and neighbors vehicle

C STATES: Daniel Torres (Ownerb

d. Center Rear Passengerb

d. When did it happen?

epair pm253. and air bag did not deploy and why Vehicle was able to Shifted to

s not know what the exact part the c is referring too. DTS suggested clarifica

a. Property ownerb

Crr-te Received call from c stating:c is concerned with air bag not deploying

C STATES: N/A

c states: unk

Drive without touching the brake.

f. How did it happen?

tion on the exact part the c states is missing.

Arbs will call c to clarify, which part c is referring too.

Crr-te iir f02979 has been generated.

C STATES: 7/17/12

C STATES N/A

C STATES: Same as owner

C STATES:unk

P-23) Were any other vehicles involved in the incident?

Arbs sent updated info to DTS.

c. Left Rear Passengerb

Crr-te adv c incident specialists will get back to c within 2 business days.

C STATES: Cb

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REQUESTED BY: lattad

**CAR ID:** CA8998025

C STATES: Nissan Rogue

IIR data processed & copy sent to Product Liability for review.

P-5) Ownerb

a. Name, address, and phone numbers of vehicle owner:

Arbs contacted c an advised the info was uploaded on 8/9/12 and the engineers

Arbs contacted DTS and DTS sent Arbs a picture of the interior of the vehicle

Crr-te c understood.

e. Right Rear Passengerb

e. Where did it happen?

with accident and vehicle was able to be shifted with vehicle started via 4yo

Arbs received vmx from c seeking results.

c. Name of the agency where the police/fire report was filed.

Crr-te Provided C with name, ext number 457378, and case number: Crr-te Offere

C STATES: N/A

C STATES: unk

inside and the 4 year old started the vehicle and shifted the vehicle into dr

to show the c to confirm the part c is stating it is missing.

Arbs contacted c and requested exact understanding of the part c states is mis

are reviewing the data. Arbs advised once an update has been provided arbs wil

C STATES: N/A

C STATES: Ownerb

d further assistance C was satisfied and declined further assistance

P-24) Was there any property damaged other than the ownerb

with out touching brake.

Crr-te thanked C for calling Nissan Consumer Affairs

C STATES: Chain Link Fence, bushes, and neighbors vehicle

C STATES: Whartonburrell Police Dept.

d. Center Rear Passengerb

ive without putting foot on brake. C stated the wheel was turned and the vehic

I call back. C understood.

sing. C stated it's the plastic covering that covers the part mechanism on the

a. Property ownerb

ARBS received IIR for review.

Arbs received vmx from c 862-437-1216.

C STATES: [REDACTED] Wharton, NJ [REDACTED]

driver side. C stated the inspector was the only one who looked at the vehicl

f. How did it happen?

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REQUESTED BY: lattad

**CAR ID:** CA8998025

Right Rear Passengerb

ARBS advised arbs would submit the request for the inspection and f/u with c i  
Arbs contacted c an advised c arbs has not received the results. Arbs advised  
Crr-te c adv c 4yo son entered vehicle with key started vehicle and shifted to  
C STATES N/A

C STATES: Same as owner

e and c knows the inspector would have had to remove it in order to do the ins  
le went in a donut circular motion and ran over bushes, a chain link fence, ne  
ARBS called home ph# [REDACTED] it kept ringing.

ARBS sent DTS request.

c once the results are provided arbs will call c. C understood.

C STATES

C STATES: Cb

d. REQUEST copies of all reports from the customer.

pection. Arbs advised will advise the inspector of the additional information  
and then call c back. C accepted.

ARBS contacted c and confirmed the inspection date of 8/6/12. Arbs advised c t

Arbs sent update request to PL-LO.

e. Right Rear Passengerb

ighborb

P-15) Was a police report and/or fire report filed?

Ph: [REDACTED]

Arbs contacted c and conducted probe.

Arbs contacted c and obtained c email address. Arbs advised arbs would email t

Arbs received vmx from c.

ARBS received vmx from c.

drive with out touching brake. c is concerned with recent recall on vehicle r

f. Other Passengerb

inside and the 4 year old started the vehicle and shifted the vehicle into dr

ARBS rec'd update stating DTS can perform the inspection at Nissan of Denville

Arbs spoke to PL-TB who advised data was sent to engineers 9/4/12.

C STATES: N/A

he picture so c could confirm the missing part. C understood.

n 48 hours.

P-11) Detailed description of weather (visibility) at time of incident.

P-6) Vehicle Identification Number if not obtained by the CRR:

ARBS left vmx for SM.

**CONFIDENTIAL**

Nissan Strictly Confidential Restricted

**DATE:** 28/09/12

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 10:56:39 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 82

REQUESTED BY: lattad

**CAR ID:** CA8998025

Arbs sent email to c via Consumer Affairs email address.

crr-jh informed c that case can be escalated to arbs-jp's sup but c will be co

C STATES: N/A

C STATES: yes

e. arbs requested copy of police report be faxed.

ive without putting foot on brake. C stated the wheel was turned and the vehic

Arbs contacted c and c confirmed c received the pic. C confirmed that was the

C STATES:Clear/Sunny

C understood.

epair pm253. and air bag did not deploy and why Vehicle was able to Shifted to

ntacted within 4-8 business hours. c disagreed and said that c will stay in th

o drop the vehicle off by 9 am. C agreed. Arbs asked about the police report

Right Rear Passengerb

a. Reporting officerb

C STATES: 3N1CN7AP5CL [REDACTED]

e line till a supervisor takes the call.

le went in a donut circular motion and ran over bushes, a chain link fence, ne

on 8/6/12.

P-18) Which of the vehicle occupants witnessed all or part of the incident?

part that was missing. C stated c sent Arbs the pic of the missing part, but A

and she replied she had not received a copy of it yet. C advised the police re

crr-jh transferred c to tl-jf ext but c hang-up. crr-jh exited case

C STATES

P-12) Estimated speed of vehicle at time of incident:

P-16) How many occupants were in the vehicle at the time of the incident?

P-4) Driverb

rbs advised arbs had not received the pic. C understood.

a. Driver:

Arbs sent an email to CF/DTS.

c called in to follow-up on the case. c said there were no changes with the co

C STATES: unk

Drive without touching the brake.

ighborb

port# 2012-011775.

Arbs replied to DTS confirming new inspection date of 8/2/12 @ the dlr.

b. Police report number and/or fire report number.

C STATES: unk

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**DATE:** 28/09/12

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 10:56:39 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 83

REQUESTED BY: lattad

**CAR ID:** CA8998025

f. Other Passengerb

ntact information. crr-jh informed c that an internal message will be sent to

P-7) Vehicle license plate number:

Arbs contacted c and c agreed to the new inspection date of 8/2/12.

arbs-jp. c wanted to speak with the sup of arbs-jp. crr-jh told c that case wa

C STATES : 4 year old driver

C STATES: 4 year old son only

C STATES: Daniel Torres (Ownerb

P-11) Detailed description of weather (visibility) at time of incident.

Arbs rec'd a request to change the inspection date from 8/6/12 to 8/2/12.

Crr-te iir f02979 has been generated.

C STATES: N/A

C STATES:unk

P-13)Has the vehicle been repaired since the incident occurred?

s already being taken cared of by arbs-jh but the investigation is still on go

C confirmed and c would drop vehicle off by 9am.

C STATES:Clear/Sunny

C STATES: unk

ing. crr-jh informed c that CA doesn't have other contact information for arbs

P-19) Which of the vehicle occupants were using a seatbelt?

P-5) Ownerb

a. Driver:

Arbs contacted c and advised c to pick up c vehicle and reiterated arbs is poc

c. Name of the agency where the police/fire report was filed.

-jp. c requested to speak with a CA sup. crr-jh tried to de-escalate and infor

P-17) DOCUMENT the name, address, phone numbers, height, and weight of each

P-18) Which of the vehicle occupants witnessed all or part of the incident?

Arbs rec'd request from DTS/CF stating the inspection has been completed and r

Crr-te adv c incident specialists will get back to c within 2 business days.

C STATES: No

C STATES: Whartonburrell Police Dept.

med c that case is now being handled by a special dept and there's no guarante

P-12) Estimated speed of vehicle at time of incident:

a. Driver:

. Arbs advised c the inspection information will be uploaded for the engineers

C STATES: [REDACTED] Columbia Wharton, NJ [REDACTED]

C STATES: No

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Nissan Strictly Confidential Restricted

**DATE:** 28/09/12

NISSAN MOTOR CORPORATION IN U.S.A

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CUSTOMER ASSISTANCE REQUEST

**PAGE:** 84

REQUESTED BY: lattad

**CAR ID:** CA8998025

e that a CA sup can handle the case.

P-8) State in which vehicle is currently registered:

a. Have repairs been scheduled?

crr-jh offered further assistance to c. c declined. crr-jh gave name, extensio

C STATES: unk

d. REQUEST copies of all reports from the customer.

requested Arbs call c and have c come pick up the vehicle. DTS stated the c was

occupant in the ownerb

Crr-te c understood.

C STATES : 4 year old driver

n number and transferred the call.

P-20) Was anyone injured?

Ph: [REDACTED]

to review and once arbs has the results arbs will call c. Arbs advised the it already inquiring about the inspection information.

Arbs contacted c and advised arbs requested status as of yesterday. Arbs advis

C STATES: NJ

C STATES: No, Cb

P-13)Has the vehicle been repaired since the incident occurred?

P-6) Vehicle Identification Number if not obtained by the CRR:

a. Driverb

e. arbs requested copy of police report be faxed.

ed c the results are with the engineers who are reviewing the data. Arbs apol

may take a couple of weeks before the results will be available.

P-14) Current location of vehicle, including company name, contact name,

P-19) Which of the vehicle occupants were using a seatbelt?

a. Driver:

Crr-te Provided C with name, ext number 457378, and case number: Crr-te Offere

C STATES: 3N1CN7AP5CL [REDACTED]

C STATES: [REDACTED]

C understood.

ogized for the length of time and advised c once arbs receives the results arb

address, and telephone number.

Arbs replied to DTS that arbs would contact c and advised c arbs is c poc.

C STATES: No

P-16) How many occupants were in the vehicle at the time of the incident?

P-9) Was vehicle purchased new or used?

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Nissan Strictly Confidential Restricted

**DATE:** 28/09/12

NISSAN MOTOR CORPORATION IN U.S.A

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CUSTOMER ASSISTANCE REQUEST

**PAGE:** 85

REQUESTED BY: lattad

**CAR ID:** CA8998025

s will call c back. C understood, but c expressed c dissatisfaction.

crr-jdb received a call from c asking for c's case to be escalated to arbs sup

Crr-te Checked for previous related cases:none

C STATES: [REDACTED] / 4 year old son

C STATES: No

C STATES: Ownerb

P-7) Vehicle license plate number:

a. Have repairs been scheduled?

a. Location of injured person at time of incident:

Crr-te prev cases 03139385, 02777293

C STATES: 4 year old son only

d further assistance C was satisfied and declined further assistance

ervisor because of the time frame regarding the resolution of this concern, c

[REDACTED] DENVILLE, NJ [REDACTED] for the inspection ph: [REDACTED]

ARBS received IIR for review.

C STATES: New

C STATES: unk

is dissatisfied with the way nna has handled this concern.

P-20) Was anyone injured?

ARBS advised arbs would submit the request for the inspection and f/u with c i

crr-jdb informed c that there is no supervisor available for immediate resolut

C STATES: No, Cb

C STATES: Outside the vehicle

Driverb

P-17) DOCUMENT the name, address, phone numbers, height, and weight of each

ARBS sent DTS request.

b. Detailed description of the nature (type and location) and the extent

Crr-te thanked C for calling Nissan Consumer Affairs

ion and a tl will contact c within 4-6 business hour, c understood.

P-14) Current location of vehicle, including company name, contact name,

P-8) State in which vehicle is currently registered:

crr-jdb escalated case and offered further assistance, c declined.

C STATES: [REDACTED]

occupant in the ownerb

P-10) CONFIRM and VALIDATE the details of the incident:

P-15) Was a police report and/or fire report filed?

(severity) of the injuries:

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NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 10:56:39 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 86

REQUESTED BY: lattad

**CAR ID:** CA8998025

address, and telephone number.

Arbs contacted c and conducted probe.

crr-jdb exiting case.

C STATES: NJ

C STATES: Same as owner

C STATES: Shoulder, Legs

a. Driverb

ARBS called home ph# [REDACTED] it kept ringing.

Arbs received update from PL-TB advising no problems or issues found with the

a. Who was involved?

C STATES: Ownerb

c. Was hospitalization required?

a. Location of injured person at time of incident:

ARBS contacted c and confirmed the inspection date of 8/6/12. Arbs advised c t

C STATES: Yes

Driverb

P-9) Was vehicle purchased new or used?

vehicle.

[REDACTED], DENVILLE, NJ [REDACTED] for the inspection ph [REDACTED]

Arbs contacted c an advised c arbs received the results from the inspection. A

ARBS received vmx from c.

C STATES: [REDACTED] 4 year old son

C STATES: Ownerb

d. Where and when were they treated?

ARBS rec'd update stating DTS can perform the inspection at Nissan of Denville

C STATES: New

C STATES: Outside the vehicle

C STATES: Same as owner

C STATES: St. Claireb

Arbs apologized for the timeframe. Arbs advised c the vehicle was thoroughly in

ARBS left vmx for SM.

b. Detailed description of the nature (type and location) and the extent

b. What happened?

Driverb

e. Who treated them?

pected and all systems were operating as designed. Arbs advised the inspectio

Crr-te Check for previous unrelated cases:none

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**DATE:** 28/09/12

NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 10:56:39 AM

CUSTOMER ASSISTANCE REQUEST

**PAGE:** 87

REQUESTED BY: lattad

**CAR ID:** CA8998025

C STATES: ER personnel

Driverb

n shows the brakes were applied. C expressed dissatisfaction and knows the bra

P-10) CONFIRM and VALIDATE the details of the incident:

(severity) of the injuries:

Crr-te exiting case

C STATES: Same as owner

C STATES: Shoulder, Legs

C STATES: Vehicle was able to be shifted by a four year old to drive without f

kes were not applied because c was standing right there. Arbs advised arbs wou

P-21) Were there any other witnesses to all or part of the incident

a. Who was involved?

C STATES: 3 foot

C STATES:Unk

c. Was hospitalization required?

ld be sending c a letter, but unable to provide the technical data report. C s

n 48 hours.

C STATES: yes

C STATES: Yes

Driverb

oot on brake and airbags did not deploy.

P-22) Has the vehicle owner

tated c would be providing this information to c lawyer. Arbs understood.

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S)**

**SATISFIED:** N

**ACTION CODE:** NP

**ROOT CAUSE:** SCSD

**CALLBACK:** 0

**DATE:** 00/00/00

**USERID:**

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**Nissan Strictly Confidential Restricted**

**DATE:** 28/09/12

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

**TIME:** 10:56:39 AM

**CUSTOMER ASSISTANCE REQUEST**

**PAGE:** 88

**REQUESTED BY:** lattad

**CAR ID:** CA8998025

<b>REOPEN:</b>	<b>CALLBACK:</b> 0	<b>DATE:</b> 00/00/00	<b>USERID:</b>
	<b>NEW INFO:</b> 0	<b>DATE:</b> 00/00/00	<b>USERID:</b>
	<b>OTHER:</b> 0	<b>DATE:</b> 00/00/00	<b>USERID:</b>
	<b>COMMENTS ONLY:</b> 0	<b>DATE:</b> 00/00/00	<b>USERID:</b>

<b>IIR-DATE:</b>	<b>TRANS DATE:</b> 04/02/12	<b>CHECK REQUESTED:</b> Y
<b>3RD PRY:</b> NI	<b>PART#:</b>	<b>CHECK ISSUED:</b> Y
<b>BYBACK ST:</b>	<b>OPENED BY:</b>	
<b>HISTORY:</b>	<b>UPDATE BY:</b>	
<b>SVC CALL#:</b> N	<b>UPDATE DATE:</b>	
<b>CLOSE:</b> N	<b>CLOSE DATE:</b> 01/01/01	<b>MICROFILM:</b>
<b>RESP CAA:</b>	<b>OLM:</b>	<b>DOM:</b>
<b>PHONE:</b>	<b>OWNER FIRST:</b> [REDACTED]	<b>LANGUAGE:</b>

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**DATE:** 28/09/12

**TIME:** 10:56:39 AM

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

**PAGE:** 89

**CAR ID:** CA8998025

**CONSUMER AFFAIRS**

**SERVICE CONTRACTS SUMMARY**

**DATE:** 09/28/12

**TIME:** 10:56:39 AM

**MODEL YEAR** 2012

**MAKE:** N

**MODEL LINE:** VSD

**NAME:** [REDACTED]

**VIN:** 3N1CN7AP5CL [REDACTED]

**IN SCV DATE:**

SEQ NO.	CONTRACT NO	DEALER NUMBER	ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
1	RCDL11257012	3212	New Jersey	3/31/2012	12/27/14	0039000	01/01/01	01/01/01

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NISSAN MOTOR CORPORATION IN U.S.A

**TIME:** 10:56:39 AM

CUSTOMER ASSISTANCE REQUEST

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REQUESTED BY: lattad

**CAR ID:** CA8998025

**CURRENT SERVICE CONTRACT**

**CONTRACT:** RCDL11257012

**OWNER NAME:** [REDACTED]

**PLAN TYPE:** C

**PLAN TERM:** L

**DEDUCTABLE:** 50

**EFFECTIVE:** 3/31/2012

**EXPIRES:** 12/27/14      **MILES:** 0039000

**CANCEL:** 01/01/01      **MILES:** 0039000

**TRANSFER:** 01/01/01

**TRANSACTION:** 04/02/12

**PRINTED:**

**DEALER NO:** 3212      **STATE:** NJ

**DEALER NAME:** NISSAN WORLD OF DENVILL

PE12-023

NISSAN

10/15/2012

ATTACHMENT A

REQUEST NUMBER FOUR

DOCUMENTS

DEALER FIELD REPORTS

Nissan Strictly Confidential Restricted

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	FI1116560				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1116560	FULL	4	8/9/2011	8/10/11	8/10/11
Text-Incd Desc TL					
AIR BAG LIGHT IS FLASHING NO DTC					
Code-TSS1 TL	Code-TSS1 TL Name			Name-Caller TL	
153	Z - MICHAEL FARRELL			KEVIN BROOKS	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
N17	2012	VSD	3N1CN7AP4CL	K01 CONVENIENCE PACKAGE	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL	L93 CARPETED FLOOR AND TRUNK MATS	
0000000	000005	11212			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
HR16	717164	C	KAC		
Name-Plant VC	Date-Manufacture VC	Date-In Service VC	Code-Distributor TL		
AGUASCALIENTES	7/9/2011	8/9/2011	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
19113	34	COGGIN NISSAN	JACKSONVILLE		
Serv Dir TL					
Code	Region	Name	City	State	
19113	34	COGGIN NISSAN	JACKSONVILLE	FL	
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
AIR BAG (SRS)	GAUGES/WARNING LIT	IDLE	NORMAL		
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	61/80F=16/27C	INTERMITTENT	ELECTRICAL	8/9/2011	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
14	N	N	8/9/2011	0	
Code-Reason For Call TL Desc:	CIII REMOTE CONNECTION PERFORMED				Flag-Attachment TL: N
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N		N/A			
Text-Solution TL: COMPLETED ZERO POINT RESET					
Code-Status TL Desc: F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-AIR BAG LIGHT IS ON.					
.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 1__:					
-VERIFIED AIR BAG LIGHT IS FLASHING.					

**TECH LINE INCIDENT REPORT - CONFIDENTIAL**

-NO DTC STORED CURRENT, UNABLE TO LOCATE ANY PAST DATA WITH C-III+  
-TRIED TO CLEAR SELF-DIAG, AIR BAG LIGHT IS STILL FLASHING.  
-THERE IS NO WORK SUPPORT OR SPECIAL FUNCTION OPERATION IN C-III+  
-TRIED TO USE C-III, ONLY ABLE TO ACCESS ECM.  
-ASIST LAST SYNC DATE IS 7-23-11.

**\*\* TSS RECOMMENDATION/RESULT:**

-PERFORM MANUAL ASIST SYNC, INSTALL ALL AVAILABLE UPDATES.  
-ATTEMPTED TO PERFORM TECH LINK, UNABLE TO DUE TO DEALER'S INTERNET.  
-TECH WILL RESOLVE INTERNET CONNECTION INCIDENT.  
-PERFORM MANUAL UPDATE OF TOUGHBOOK AND INSTALL ALL UPDATES THAT SHOW UP  
IN ASIST SYNCHRONIZER.  
-SEE IF THAT CORRECTS THE AVAILABLE SELECTIONS IN C-III+.  
-CHECK PAST DIAG, PERFORM ZERO POINT RESET AND RECHECK FOR LIGHT  
OPERATION.

**\*\* UPDATE 08/10/11 TSS SR 132**

- TECH UNABLE TO FIND ZERO POINT RESET USING C3+.  
- STATED NO WORK SUPPORT UNDER AIR BAG.  
- TSS COMPLETED REMOTE TECHLINK AND COMPLETED ZERO POINT RESET UNDER  
OCCUPANT DETECT BUTTON.  
- INCIDENT RESOLVED WITH ZERO POINT RESET.  
- TSS CLOSING REPORT.

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TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	FI1123583				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1123583	FULL	6	9/13/2011	10/6/11	10/6/11
Text-Incd Desc TL					
AIR BAG LIGHT IS FLASHING B1052					
Code-TSS1 TL	Code-TSS1 TL Name			Name-Caller TL	
157	Z - JOHN SEABORN			ERNESTO TOBIAS	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
N17	2012	VSD	3N1CN7AP1CL [REDACTED]	L93 CARPETED FLOOR AND TRUNK MATS	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000910	11212	4DS		
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
HR16	719772	C	KAC		
Name-Plant VC	Date-Manufacture VC	Date-In Service VC	Code-Distributor TL		
AGUASCALIENTES	7/25/2011	9/13/2011	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
5162	44	STADIUM NISSAN	ORANGE		
Serv Dir TL					
Code	Region	Name	City	State	
5258	44	PUENTE HILLS NISSAN	CITY OF INDUSTR	CA	
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
AIR BAG (SRS)	GAUGES/WARNING LITE	CRUISE	ALL TEMPS		
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
HUMID	81/99F=27/38C	CONSTANT	ELECTRICAL	9/13/2011	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
14	N	N	9/13/2011	0	
Code-Reason For Call TL Desc:	REASONABLE CALL FOR ASSISTANCE			Flag-Attachment TL: N	
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N					
Text-Solution TL:	REPLACED SPIRAL CABLE				
Code-Status TL Desc:	F- CLOSED (RESOLVED)				
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-AIR BAG LIGHT IS FLASHING.					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 2__:					
-AIR BAG LIGHT IS FLASHING.					

## TECH LINE INCIDENT REPORT - CONFIDENTIAL

-B1052 DRIVER A/B MODULE (SHORT) ( B52 )

-TESTING HAS REVEALED NO CONTINUITY IN AIRBAG HARNESS

-NO AFTERMARKET ACCESSORIES.

\*\* TSS RECOMMENDATION/RESULT:

-ASSIST SRC-39 REPLACE HARNESS IF NO CONTINUITY PRESENT.

-SENT HEADS UP TO REGION.

\*\*UPDATE 09/15/11 TSS 157

-NO CONTINUITY FROM DRIVERS AIR BAG MODULE TO SPIRAL CABLE CONNECTOR M86

TERMINALS #9 TO #30, TERMINALS #12 TO #29. THIS IS ILLUSTRATED ON

ASSIST SRC-39, SRC-25.

-REPLACEMENT SPIRAL CABLE HAS BEEN ORDERED.

-FAXED SHIPPING INSTRUCTIONS TO TECHNICAL, FOR SPIRAL CABLE COLLECTION

FOR ENGINEER J. G.

-FAX CONFIRMATION 09/15/11 11:45AM.

\*\* UPDATE 9.22.11 155

- DEALER REPORTS TECH UNAVAILABLE TODAY.

\*\* UPDATE 9.29.11 155

- TECH REPORTS REPLACED SPIRAL CABLE, CLEARED CODES. TEST DRIVING.

NO FURTHER INCIDENTS. VEHICLE HAS NOT BEEN RELEASED.

NO FURTHER INCIDENTS. VEHICLE HAS NOT BEEN RELEASED. >>>> NEXT >>

\*\* UPDATE 10.6.11 155

- DEALER REPORTS VEHICLE RELEASED TO CUSTOMER.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	FI1124260				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1124260	FULL	1	9/15/2011	9/16/11	9/16/11
Text-Incd Desc TL					
AIR BAG LIGHT FLASHING NO COMM					
Code-TSS1 TL	Code-TSS1 TL Name			Name-Caller TL	
119	Z - JEFF WYATT			WYATT DEARDORFI	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
N17	2012	VSD	3N1CN7AP3CL	K01 CONVENIENCE PACKAGE	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL	L93 CARPETED FLOOR AND TRUNK MATS	
0000000	000099	11212			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
HR16	711742	C	B23		
Name-Plant VC	Date-Manufacture VC	Date-In Service VC	Code-Distributor TL		
AGUASCALIENTES	6/30/2011	9/15/2011	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
5269	44	GREEN NISSAN	KALISPELL		
Serv Dir TL					
Code	Region	Name	City	State	
5269	44	GREEN NISSAN	KALISPELL	MT	
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
AIR BAG (SRS)	GAUGES/WARNING LIT	IDLE	ALL TEMPS		
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	33/60F=0/15C	CONSTANT	ELECTRICAL	9/15/2011	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
14	N	N	9/15/2011	0	
Code-Reason For Call TL Desc:	REASONABLE CALL FOR ASSISTANCE				Flag-Attachment TL: N
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N		N/A			
Text-Solution TL:	USED C3 VI PLUS AND ERASED CODE				
Code-Status TL Desc:	F- CLOSED (RESOLVED)				
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-INSTALL ACCENT LIGHTING.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 1__:					
-JUST INSTALLED ACCENT LIGHTING KIT.					
-AIR BAG LIGHT NOW FLASHING.					

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## TECH LINE INCIDENT REPORT - CONFIDENTIAL

-USING C3, UNABLE TO COMMUNICATE WITH ANY SYSTEMS.

-RECHECKED ACCENT LIGHTING, ACCENT LIGHTING OPERATES.

\*\* TSS RECOMMENDATION/RESULT:

-TECH TO LOCATE C3 PLUS VI, ATTEMPT COMMUNICATION WITH C3 PLUS.

\*\* 9.16.11 TL VMX 150 UPDATE

- TECH REPORTS USED C3 VI PLUS AND ERASED CODE TO RESOLVE INCIDENT

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	FI1125485				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1125485	FULL	5	9/21/2011	10/20/11	
Text-Incd Desc TL					
B1051 B1056_DRIVER A/B MODULE GND/S					
Code-TSS1 TL	Code-TSS1 TL Name			Name-Caller TL	
119	Z - JEFF WYATT			HI TRINH	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
N17	2012	VSD	3N1CN7AP7CL	K01 CONVENIENCE PACKAGE	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL	L93 CARPETED FLOOR AND TRUNK MATS	
0000000	000010	11212	4DS		
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
HR16	740700	C	B23		
Name-Plant VC	Date-Manufacture VC	Date-In Service VC	Code-Distributor TL		
AGUASCALIENTES	8/30/2011		USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
2602	24	GANDRUD NISSAN	GREEN BAY		
Serv Dir TL					
Code	Region	Name	City	State	
2602	24	GANDRUD NISSAN	GREEN BAY	WI	
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
AIR BAG (SRS)	RECALL/FACTORY MOD	IDLE	ALL TEMPS		
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	33/60F=0/15C	CONSTANT	BODY	9/21/2011	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
14	N	N	9/21/2011	0	
Code-Reason For Call TL Desc:	REASONABLE CALL FOR ASSISTANCE			Flag-Attachment TL: N	
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N		N/A			
Text-Solution TL:					
Code-Status TL Desc:	A- PENDING DEALER FOLLOW-UP				
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-AIR BAG LIGHT FLASHING.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 1__:					
-DEALER STOCK AIR BAG LIGHT FLASHING.					
-B1051 DRIVER A/B MODULE (GND-SHORT) ( B51 )					



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TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1125487			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1125487	FULL	7	9/21/2011	10/26/11	
Text-Incd Desc TL					
SRS CONNECTORS COCKER ON MOD					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
186		Z * DAVE SATTLER		JEFF TRAVIS	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
N17	2012	VSD	3N1CN7AP8CL	L93 CARPETED FLOOR AND TRUNK MATS U01 TECHNOLOGY PACKAGE	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000018	11312	4DS		
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
HR16	733085	C	KH3		
Name-Plant VC	Date-Manufacture VC	Date-In Service VC	Code-Distributor TL		
AGUASCALIENTES	8/17/2011	9/21/2011	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
1908	26	ROSENTHAL NISSAN MAZDA	VIENNA		
Serv Dir TL					
Code	Region	Name	City	State	
1908	26	ROSENTHAL NISSAN MAZDA	VIENNA	VA	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
AIR BAG (SRS)		RECALL/FACTORY MOD	IDLE	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	61/80F=16/27C	CONSTANT	BODY	9/21/2011	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
14	N	N	9/21/2011	0	
Code-Reason For Call TL Desc:				Flag-Attachment TL: Y	
REASONABLE CALL FOR ASSISTANCE					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N		2403104104 CELL			
Text-Solution TL:					
Code-Status TL Desc: A- PENDING DEALER FOLLOW-UP					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-IN STOCK VEHICLE. PERFORM SRS CAMPAIGN,.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 1__:					
-INSPECTED FOR SRS LIGHT ON BEFORE INSPECTION.					
-SRS LIGHT ON ON IN DASH.					



TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	FI1126078				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1126078	FULL	8	9/23/2011	10/25/11	10/25/11
Text-Incd Desc TL					
PERFORM PM164					
Code-TSS1 TL	Code-TSS1 TL Name			Name-Caller TL	
168	Z * MICHAEL ACEVES			WADE HARRINGTON	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
N17	2012	VSD	3N1CN7AP7CL [REDACTED]	K01 CONVENIENCE PACKAGE	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL	L93 CARPETED FLOOR AND TRUNK MATS	
0000000	000007	11212	4DS		
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
HR16	731051	C	K23		
Name-Plant VC	Date-Manufacture VC	Date-In Service VC	Code-Distributor TL		
AGUASCALIENTES	8/11/2011	9/23/2011	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
5108	26	CONCORD NISSAN, INC.	CONCORD		
Serv Dir TL					
Code	Region	Name	City	State	
3936	26	ALEXANDER NISSAN INC.	MUNCY	PA	
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
ABS BRAKE SYSTEM	RECALL/FACTORY MOD	IDLE	ALL TEMPS		
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	81/99F=27/38C	CONSTANT	BODY	9/23/2011	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
11	N	N	9/23/2011	0	
Code-Reason For Call TL Desc:	REASONABLE CALL FOR ASSISTANCE			Flag-Attachment TL: N	
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N		5702201072 CELL			
Text-Solution TL:	VEHICLE DEALER TRADED				
Code-Status TL Desc:	F- CLOSED (RESOLVED)				
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-PERFORM PM164.					
.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 1__:					
-SRS LIGHT IS BLINKING.					

**TECH LINE INCIDENT REPORT - CONFIDENTIAL**

-PULLED BACK THE DRIVERS SRS MODULE AND FOUND THE YELLOW CONNECTOR IS DAMAGED.

-CONNECTOR APPEARED TO BE IN PLACE AND THE BLACK TAB IS PUSHED DOWN.

**\*\* TSS RECOMMENDATION/RESULT:**

-TAKE PICTURES AND SEND TO TECH LINE FOR REVIEW.

**\*\*\*\* UPDATE 10/03/11 TSS 128 DB**

- GAVE CORRECT PART NUMBERS TO ORDER

**\*\* UPDATE 10.10.11 155**

- SM REPORTS TECH IS AT SCHOOL THIS WEEK.

**\*\* UPDATE 10.17.11 155**

- TECH REPORTS WAITING ON PARTS.

**\*\* UPDATE 10/25/11 TSS SR 132 FOLLOW-UP CALL TO DEALER.**

- TECH REPORTED VEHICLE WAS DEALER TRADED WITH AIR BAG LIGHT FLASHING WHILE HE WAS AWAY AT TECH TRAINING.

- TSS CLOSING REPORT AS VEHICLE NO LONGER AT DEALER.

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TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	FI1128384				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1128384	FULL	6	10/5/2011	10/27/11	10/26/11
Text-Incd Desc TL					
SRS B1051 AND B1056					
Code-TSS1 TL	Code-TSS1 TL Name			Name-Caller TL	
168	Z * MICHAEL ACEVES			TOM SCHOTTMULLER	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
N17	2012	VSD	3N1CN7AP9CL [REDACTED]	L92 CARPETED FLOOR AND TRUNK MATS	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000005	11112	4DS		
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
HR16	750238	C	K36		
Name-Plant VC	Date-Manufacture VC	Date-In Service VC	Code-Distributor TL		
AGUASCALIENTES	9/15/2011	10/5/2011	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
3452	44	DESERT NISSAN	LAS VEGAS		
Serv Dir TL					
Code	Region	Name	City	State	
3452	44	DESERT NISSAN	LAS VEGAS	NV	
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
AIR BAG (SRS)	GAUGES/WARNING LIGHTS	IDLE	ALL TEMPS		
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	81/99F=27/38C	CONSTANT	ELECTRICAL	10/5/2011	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
14	N	N	10/5/2011	0	
Code-Reason For Call TL Desc:	REASONABLE CALL FOR ASSISTANCE			Flag-Attachment TL: N	
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N		N/A			
Text-Solution TL:	REPLACED SPIRAL CABLE				
Code-Status TL Desc:	F- CLOSED (RESOLVED)				
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-AIR BAG LIGHT FLASHING.					
.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 1__:					
-SRS CODE B1051 DRIVER A/B MODULE (GND-SHORT), B1056 DRIVERS A/B					

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**TECH LINE INCIDENT REPORT - CONFIDENTIAL**

-REMOVED THE DRIVERS A/B MODULE AND FOUND THE SPIRAL WIRE IS DAMAGED.

**\*\* TSS RECOMMENDATION/RESULT:**

-REPLACE SPIRAL CABLE.

**\*\* UPDATE 10.12.11 155**

- TECH REPORTS STILL WAITING ON PARTS

**\*\* UPDATE 10.19.11 155**

- DEALER REPORTS STILL WAITING ON PARTS.

**\*\* 10.26.11 TL VMX 150 UPDATE**

- TECH REPORTS REPLACED SPIRAL CABLE TO RESOLVE INCIDENT

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TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1128564			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1128564	FULL	3	10/6/2011	10/20/11	
Text-Incd Desc TL					
B1051, B1056 DRIVER A/B MODULE					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
237		Z - CHRIS O'CONNOR		KEVIN WALTENPOL	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
N17	2012	VSD	3N1CN7AP0CL [REDACTED]	K01 CONVENIENCE PACKAGE L93 CARPETED FLOOR AND TRUNK MATS	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000525	11212	4DS		
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
HR16	726078	C	NAC		
Name-Plant VC	Date-Manufacture VC	Date-In Service VC	Code-Distributor TL		
AGUASCALIENTES	8/8/2011		USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
1910	24	WEST HILLS NISSAN	MOON TOWNSHIP		
Serv Dir TL					
Code	Region	Name	City	State	
1910	24	WEST HILLS NISSAN	MOON TOWNSHIP PA		
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
AIR BAG (SRS)		GAUGES/WARNING LITE	IDLE	NORMAL	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	61/80F=16/27C	CONSTANT	ELECTRICAL	10/6/2011	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
14	N	N	10/6/2011	0	
Code-Reason For Call TL Desc:				Flag-Attachment TL: Y	
REASONABLE CALL FOR ASSISTANCE					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N		N/A			
Text-Solution TL:					
Code-Status TL Desc: A- PENDING DEALER FOLLOW-UP					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- CS AIRBAG LIGHT IS FLASHING					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _1_:					
- B1051 DRIVER A/B MODULE (GND-SHORT) ( B51 ) CURRENT					

## TECH LINE INCIDENT REPORT - CONFIDENTIAL

- B1056 DRIVERS A/B MODULE (GND-SHORT) ( B51 ) CURRENT
- DRIVERS AIRBAG MODULE HAS NOT BEEN REMOVED.
- HAS CHARCOAL INTERIOR AND STEERING WHEEL CONTROLS FOR RADIO.
- VIN IS NOT IN PM164 INSPECTION RANGE.

**\*\* TSS RECOMMENDATION/RESULT:**

- ADVISED TO HOLD VEHICLE FOR POSSIBLE NNA INSPECTION.
- ORDER PARTS 25543-3AN9A, 98510-3AN0B DO NOT INSTALL AT THIS TIME.
- HEADS UP SENT REGION.

**\*\* UPDATE 10-06-11 TSS 237**

- PHOTO RECIEVED, ADDED TO NHTSA FILE.

**\*\* UPDATE 10.13.11 155**

- SF REPORTS TSM CS OVERNIGHTED A STEERING ANGLE SENSOR WHICH THEY CANNOT INSTALL UNTIL THEY RECEIVE A CLOCK SPRING.

**\*\* UPDATE 10.20.11 155**

- PARTS MANAGER REPORTS RECEIVED THE CLOCK SPRING TODAY.

**\*\* 10.26.11 TL VMX 150 UPDATE**

- TECH REPORTS REPLACED SPIRAL CABLE AND ST ANGLE SENSOR TO RESOLVE

Nissan Strictly Confidential Restricted

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	FI1132602				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1132602	FULL	0	10/26/2011	10/26/11	
Text-Incd Desc TL					
SRS LT FLASHING B1065 IN PAST					
Code-TSS1 TL	Code-TSS1 TL Name			Name-Caller TL	
134	Z - ED KITTS			BRIAN KEELAN	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
N17	2012	VSD	3N1CN7AP5CL [REDACTED]	L92 CARPETED FLOOR AND TRUNK MATS	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	003012	11112	4DS		
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
HR16	736925	C	K23		
Name-Plant VC	Date-Manufacture VC	Date-In Service VC	Code-Distributor TL		
AGUASCALIENTES	8/25/2011	10/26/2011	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
5281	44	NISSAN OF VALENCIA	VALENCIA		
Serv Dir TL					
Code	Region	Name	City	State	
228	44	MILLER NISSAN, INC.	SHERMAN OAKS	CA	
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
AIR BAG (SRS)	GAUGES/WARNING LIGHT OFF		ALL TEMPS		
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	61/80F=16/27C	CONSTANT	ELECTRICAL	10/26/2011	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
14	N	N	10/26/2011	0	
Code-Reason For Call TL Desc:	REASONABLE CALL FOR ASSISTANCE			Flag-Attachment TL: N	
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N		CELL 8052768449			
Text-Solution TL:					
Code-Status TL Desc:	A- PENDING DEALER FOLLOW-UP				
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- CUSTOMER STATES AIRBAG LIGHT IS ON INSPECT AND ADVISE					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 1__:					
- SRS LT FLASHING B1065 ASSIST A/B MODULE (OPEN) ( B65 ) PAST MODE					
- TECH INSPECTED HARNESS AS INSTRUCTED BY THE STEPS, NO LOOSE TERMINALS					

**TECH LINE INCIDENT REPORT - CONFIDENTIAL****FOUND**

- TECH WANTED TO FIND OUT IF THERE MAY BE ANY INCIDENTS REPORTED

**\*\* TSS RECOMMENDATION/RESULT:**

- NO INCIDENTS REPORTED, TECH TO FOLLOW STEPS AS PER ECM AND REPORT

**FINDINGS****\*\* UPDATE 11.2.11 155**

- TECH REPORTS FOLLOWED STEPS AS PER ECM, NO LOOSE TERMINALS FOUND.

WIGGLE TESTED HARNESS. SRS LIGHT DID NOT COME BACK ON. RELEASED

VEHICLE.

**\*\* UPDATE 11.9.11 155**

- TECH REPORTS VEHICLE HAS NOT RETURNED WITH ANY FURTHER INCIDENTS

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TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1133219			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1133219	FULL	3	10/28/2011	11/18/11	11/18/11
Text-Incd Desc TL					
B1057 VISUAL INSPECTION OKAY					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
153		Z - MICHAEL FARRELL		CHUCK HUNNICUT	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
N17	2012	VSD	3N1CN7AP8CL [REDACTED]	L93 CARPETED FLOOR AND TRUNK MATS	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000502	11212	4DS		
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
HR16	743800	C	KAC		
Name-Plant VC	Date-Manufacture VC	Date-In Service VC	Code-Distributor TL		
AGUASCALIENTES	9/7/2011	10/28/2011	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
3951	44	VALLEY HI NISSAN	VICTORVILLE		
Serv Dir TL					
Code	Region	Name	City	State	
3951	44	VALLEY HI NISSAN	VICTORVILLE	CA	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
AIR BAG (SRS)		GAUGES/WARNING LITE	IDLE	NORMAL	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	61/80F=16/27C	CONSTANT	ELECTRICAL	10/28/2011	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
14	N	N	10/28/2011	0	
Code-Reason For Call TL Desc:				Flag-Attachment TL:	
REASONABLE CALL FOR ASSISTANCE				N	
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N		N/A			
Text-Solution TL:					
REPLACED AIR BAG DIAG. SENSOR					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-AIR BAG LIGHT FLASHING					
.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 1_:					
-B1057 DRIVERS A/B MODULE (SHORT)					

## TECH LINE INCIDENT REPORT - CONFIDENTIAL

-DTC IS STORED PAST.

-REMOVED DRIVER'S AIR BAG MODULE, NO INCIDENT FOUND.

-NO OPEN RECALLS IN SERVICE COMM

\*\* TSS RECOMMENDATION/RESULT:

-REFER TO SRC-38, CHECK SPIRAL CABLE.

-REPLACE AIR BAG DIAG SENSOR IF NO INCIDENT WITH SPIRAL CABLE.

\*\* UPDATE 11.4.11 155

- TECH REPORTS IS GOING TO ORDER SPIRAL CABLE.

\*\* UPDATE 11.11.11 155

- SA REPORTS REPLACED SPIRAL CABLE, VEHICLE RETURNED TODAY WITH  
AIR BAG LIGHT FLASHING.

\*\* UPDATE 11.18.11 155

- TECH REPORTS REPLACED AIR BAG DIAG SENSOR TO RESOLVE.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	FI1133312				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1133312	FULL	7	10/31/2011	12/9/11	12/9/11
Text-Incd Desc TL					
B1057 DRIVERS A/B MODULE SHORT					
Code-TSS1 TL	Code-TSS1 TL Name			Name-Caller TL	
237	Z - CHRIS O'CONNOR			ALBERT TUBBERT	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
N17	2012	VSD	3N1CN7AP4CL	L93 CARPETED FLOOR AND TRUNK MATS U01 TECHNOLOGY PACKAGE	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	003349	11312	4DS		
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
HR16	731207	C	KH3		
Name-Plant VC	Date-Manufacture VC	Date-In Service VC	Code-Distributor TL		
AGUASCALIENTES	8/11/2011	10/31/2011	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
3558	26	BURDICK NISSAN	CICERO		
Serv Dir TL					
Code	Region	Name	City	State	
3558	26	BURDICK NISSAN	CICERO	NY	
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
AIR BAG (SRS)	GAUGES/WARNING LIT	IDLE	NORMAL		
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	33/60F=0/15C	CONSTANT	ELECTRICAL	10/31/2011	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
14	N	N	10/31/2011	0	
Code-Reason For Call TL Desc:	REASONABLE CALL FOR ASSISTANCE			Flag-Attachment TL: N	
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N		N/A			
Text-Solution TL:	REPLACED DRIVER'S AIR BAG				
Code-Status TL Desc:	F- CLOSED (RESOLVED)				
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- AIRBAG LIGHT IS ON AND FLASHING					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _1_:					
- B1057 DRIVERS A/B MODULE (SHORT) ( B52 )					

## TECH LINE INCIDENT REPORT - CONFIDENTIAL

- REMOVED DRIVERS AIRBAG, FOUND ORANGE CONNECTOR NOT SEATED FULLY.
- PRESSED CONNETED BACK INTO AIRBACK MODULE, REINSTALLED.
- DTC WENT TO PAST.
- VEHICLE DID NOT FALL UNDER INSPECTION PER SERVICE COM.

**\*\* TSS RECOMMENDATION/RESULT:**

- EMAIL SENT TO FQC ENGINEERING.
- TSS TO FOLLOW UP WITH DEALER.

**\*\* UPDATE 10-31-11 TSS 237**

- CALLED DEALER BACK, SPOKE WITH SHOP FOREMAN CHRIS.
- ADVISED TO REPLACE SPIRAL CABLE AND AIRBAG MODULE.
- SUPPLED PART #'S, TECH TO DETERMINE COLOR AND SPIRAL CABLE TYPE.
- FAXING COLLECTION FORM FOR PARTS RETURN TO FQC.

**\*\* UPDATE TSS 124 11/8/11**

- CALLED DEALER BACK TO UPDATE REPORT
- TECH WAITING ON PARTS

**\*\* UPDATE 11.16.11 TSS 121**

- TSS CONTACTED DEALER FOR UPDTE, SPOKE TO CHRIS (SF).
- ALL PARTS RECEIVED, WORK IN PROGRESS.

**\*\* UPDATE 11.23.11 155**

- DEALER REPORTS ALL PARTS RECEIVED, NOT INSTALLED YET.
- DEALER REPORTS ALL PARTS RECEIVED, NOT INSTALLED YET.<<<<NEXT>>>

**\*\* UPDATE TSS 124 12/1/11**

- CALLED DEALER BACK TO CLOSE REPORT
- LEFT MESSAGE WITH S/A FOR TECH TO FOLLOW UP

**\*\* UPDATE 12.9.11 TSS 121**

- TSS CONTACTED DEALER FOR UPDATE.
- REPLACED DRIVER'S AIR BAG.
- INCIDENT RESPOLVED.

-CLOSE REPORT.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	FI1134571				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1134571	FULL	8	11/4/2011	12/15/11	12/15/11
Text-Incd Desc TL					
SRS LIGHT ON B1049 DRIVR AB OPEN					
Code-TSS1 TL	Code-TSS1 TL Name			Name-Caller TL	
143	Z - CRAIG WATSON			JOHN CURTIS	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
N17	2012	VSD	3N1CN7AP6CL [REDACTED]	L93 CARPETED FLOOR AND TRUNK MATS	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	001288	11212	4DS		
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
HR16	734365	C	NAC		
Name-Plant VC	Date-Manufacture VC	Date-In Service VC	Code-Distributor TL		
AGUASCALIENTES	8/19/2011	11/4/2011	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
5236	44	PALM SPRINGS NISSAN	CATHEDRAL CITY		
Serv Dir TL					
Code	Region	Name	City	State	
5236	44	PALM SPRINGS NISSAN	CATHEDRAL CITY CA		
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
AIR BAG (SRS)	GAUGES/WARNING LIT	IDLE	ALL TEMPS		
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	61/80F=16/27C	INTERMITTENT	ELECTRICAL	11/4/2011	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
14	N	N	11/4/2011	0	
Code-Reason For Call TL Desc:	REASONABLE CALL FOR ASSISTANCE			Flag-Attachment TL: N	
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N					
Text-Solution TL:	REPLACED MAIN HARNESS				
Code-Status TL Desc:	F- CLOSED (RESOLVED)				
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- CUST STATES SRS LIGHT ON					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 4_DAYS DOWN 1__:					
- B1049 DRIVER A/B MODULE (OPEN) ( B49 )					
- PREVIOUSY REPLACED SPIRAL CABLE, DRIVERS AIR BAG, DIAG SEN UNIT					



Nissan Strictly Confidential Restricted

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	FI1138243				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1138243	FULL	4	11/22/2011	12/28/11	12/28/11
Text-Incd Desc TL					
AIR BAG LIGHT ON SOLID IN DASH					
Code-TSS1 TL	Code-TSS1 TL Name			Name-Caller TL	
186	Z * DAVE SATTLER			JERIMY CRAWFORD	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
N17	2012	VSD	3N1CN7AP8CL	C03 50 STATE EMISSIONS L93 CARPETED FLOOR AND TRUNK MATS N92 ILLUMINATED KICK PLATES N93 EC MIRROR	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000015	11312	4DS		
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
HR16	772534	C	QM1		
Name-Plant VC	Date-Manufacture VC	Date-In Service VC	Code-Distributor TL		
AGUASCALIENTES	10/25/2011	11/22/2011	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
NP	2	NP	NP	NP	
Serv Dir TL					
Code	Region	Name	City	State	
3568	32	STATE LINE NISSAN, INC.	KANSAS CITY	MO	
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
AIR BAG (SRS)	GAUGES/WARNING LIT	IDLE	ALL TEMPS		
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	61/80F=16/27C	CONSTANT	ELECTRICAL	11/22/2011	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
14	N	N	11/22/2011	0	
Code-Reason For Call TL Desc:	REASONABLE CALL FOR ASSISTANCE			Flag-Attachment TL: N	
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N		9132850196 TEXT			
Text-Solution TL:	REPLACED SRS DIAGNOSIS UNIT				
Code-Status TL Desc:	F- CLOSED (RESOLVED)				
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-IN STOCK VEHICLE SRS LIGHT ON IN DASH.					
.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1 DAYS DOWN 1__:					
-INSEPECTED FOR STORED SRS DTC DUE TO LIGHT ON IN DASH.					

## TECH LINE INCIDENT REPORT - CONFIDENTIAL

-UNABLE TO ACCESS SRS WITH CONSULT.

-INSPECTED FUSE FOR SRS SYSTEM FUSE #3 AND 7 OK BATTERY POWER.

-REMOVED CONSOLE AND INSPECT CONNECTOR AT SRS CONTROL UNIT.

-CONNECTOR CONNECTED AND FULLY SEATED.

\*\* TSS RECOMMENDATION/RESULT:

-INSPECT JOINT CONNECTOR M5.

-IF OK REPLACE SRS CONTROL UNIT

\*\*UPDATE 11.30.11/137

-TECH HAS NOT INSTALLED PART AS YET. WILL FOLLOW UP WHEN PART IS

INSTALLED AND INCIDENT RECHECKED.

\*\*UPDATE 12.09.11/137

-HAS NOT INSTALLED PARTS IN VEHICLE AS YET.

\*\* UPDATE 12/19/2011 \*\* TSS 101 - A. W. - (CALL BACK FOR CLOSING)

\*\* UPDATE 12/28/2011 \*\* TSS 101 - A. W. - (CALL BACK FOR CLOSING)

- REPLACED THE SRS DIAGNOSIS UNIT TO RESOLVE.

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TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	FI1142565				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1142565	FULL	7	12/14/2011	12/14/11	12/14/11
Text-Incd Desc TL					
CRUISE/ SRS LIGHT ON					
Code-TSS1 TL	Code-TSS1 TL Name			Name-Caller TL	
143	Z - CRAIG WATSON			JIM WEST	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
N17	2012	VSD	3N1CN7AP6CL [REDACTED]	C03 50 STATE EMISSIONS F01 CRUISE PACKAGE L92 CARPETED FLOOR AND TRUNK MATS N92 ILLUMINATED KICK PLATES	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000233	11112	4DS		
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
HR16	787650	C	K36		
Name-Plant VC	Date-Manufacture VC	Date-In Service VC	Code-Distributor TL		
AGUASCALIENTES	11/12/2011	12/14/2011	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
3601	24	AUFFENBERG NISSAN	O FALLON		
Serv Dir TL					
Code	Region	Name	City	State	
3601	24	AUFFENBERG NISSAN	O FALLON	IL	
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
AIR BAG (SRS)	GAUGES/WARNING LIT	IDLE	ALL TEMPS		
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	61/80F=16/27C	INTERMITTENT	ELECTRICAL	12/14/2011	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
14	N	N	12/14/2011	0	
Code-Reason For Call TL Desc:	REASONABLE CALL FOR ASSISTANCE				Flag-Attachment TL: N
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N					
Text-Solution TL:	INSTALLED BRAKE SWITCH TWO				
Code-Status TL Desc:	F- CLOSED (RESOLVED)				
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- CUST STATES CRUISE AND SRS LIGHT ON					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 1__:					
- DTC STORED B1051 DRIVER A/B MODULE (GND-SHORT) ( B51 )					
B1056 DRIVERS A/B MODULE (GND-SHORT) ( B51 )					

## TECH LINE INCIDENT REPORT - CONFIDENTIAL

- DTC NOT RESET
- CRUSIE INOP AS WELL
- HARNESS VISUALLY OK

**\*\* TSS RECOMMENDATION/RESULT:**

- ADVISED TO PERFORM SPIRAL CABLE INSPECTION PER SRC37-39

**\*\* UPDATE 12/14/11 117**

- TECH CALLED REPORTED SPIRAL CABLE CHECKS OK
- TSS RECOMENDED CHECK ASCD SWITCH ESM PG EC-362

**\*\*\* UPDATE 12/14/11 TSS 128 DB**

- AIR BAG LIGHT RESOLVED WITH CONNECTION CONCERN
- FOUND DATA MONITOR ALL ASCD SWITCHES OPERATE
- CRUISE WILL TURN ON BUT NOT SET
- CHECK ITEMS ON EC-44
- VERIFY BRAKE SW1 AND BRAKE SW2 OPERATION

**\*\* UPDATE TSS 12/14/11**

- TECH CALLED BACK, FOUND BRAKE SWITCH 2 WAS NOT INSTALLED
- HARNESS WAS STILL TAPED TOGETHER
- TECH INSTALLED AND CONNECTED BRAKE SWITCH 2 TO RESOLVE

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TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	FI1144002				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1144002	FULL	1	12/20/2011	12/27/11	12/27/11
Text-Incd Desc TL					
B1051 B1056_DRIVER AIRBAG MOD SHORT					
Code-TSS1 TL	Code-TSS1 TL Name			Name-Caller TL	
119	Z - JEFF WYATT			TODD TROTTER	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
N17	2012	VSD	3N1CN7AP8CL	C03 50 STATE EMISSIONS L93 CARPETED FLOOR AND TRUNK MATS	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000020	11212	4DS		
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
HR16	787023	C	QM1		
Name-Plant VC	Date-Manufacture VC	Date-In Service VC	Code-Distributor TL		
AGUASCALIENTES	11/12/2011	12/20/2011	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
5199	34	PIEDMONT NISSAN	ANDERSON		
Serv Dir TL					
Code	Region	Name	City	State	
5199	34	PIEDMONT NISSAN	ANDERSON	SC	
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
AIR BAG (SRS)	GAUGES/WARNING LIT	IDLE	ALL TEMPS		
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	33/60F=0/15C	CONSTANT	ELECTRICAL	12/20/2011	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
14	N	N	12/20/2011	0	
Code-Reason For Call TL Desc:	REASONABLE CALL FOR ASSISTANCE			Flag-Attachment TL: N	
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N					
Text-Solution TL:	REPLACED SPIRAL CABLE				
Code-Status TL Desc:	F- CLOSED (RESOLVED)				
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-AIR BAG LIGHT ON.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 1__:					
-DEALER STOCK.					
-AIR BAG LIGHT ON.					

**TECH LINE INCIDENT REPORT - CONFIDENTIAL**

-B1051 DRIVER A/B MODULE (GND-SHORT) ( B51 )

-B1056 DRIVERS A/B MODULE (GND-SHORT) ( B51 )

-REMOVED STEERING WHEEL, FOUND SPIRAL CABLE WIRING TO AIRBAG MODULE  
MISRouted AND SHORTED.

-HARNESs ATTACHED TO DRIVER AIRBAG MODULE UNTOUCHED, JUST SECTION  
ATTACHED TO SPIRAL CABLE WAS PINCHED.

\*\* TSS RECOMMENDATION/RESULT:

-REPLACE SPIRAL CABLE, ROUTE WIRING CORRECTLY.

\*\* UPDATE 12.27.11 155

- DEALER REPORTS REPLACED SPIRAL CABLE TO RESOLVE.

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TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	FI1146333				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1146333	MINI	0	1/3/2012	1/3/12	
Text-Incd Desc TL					
B1052 DRIVER A/B MODULE (SHORT) (					
Code-TSS1 TL	Code-TSS1 TL Name			Name-Caller TL	
150	Z - MITL MONTOYA			ANDRES	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
N17	2012	VSD	3N1CN7AP8CL [REDACTED]	L93 CARPETED FLOOR AND TRUNK MATS	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000009	11212	4DS		
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
HR16	799388	C	KH3		
Name-Plant VC	Date-Manufacture VC	Date-In Service VC	Code-Distributor TL		
AGUASCALIENTES	12/2/2011	1/3/2012	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
3754	32	CHARLIE CLARK NISSAN	HARLINGEN		
Serv Dir TL					
Code	Region	Name	City	State	
3754	32	CHARLIE CLARK NISSAN	HARLINGEN	TX	
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
ENGINE MECHANICAL	A/C (IMPROPER OPER C	NOT IDENTIFIED	NOT IDENTIFIED		
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
NOT IDENTIFIED	NOT IDENTIFIED		NOT IDENTIFIED	1/3/2012	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	1/3/2012	0	
Code-Reason For Call TL Desc:	SPANISH CALLS STARTING 4-08			Flag-Attachment TL: N	
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N					
Text-Solution TL:					
Code-Status TL Desc:	A- PENDING DEALER FOLLOW-UP				
Text-Dealer Followup Comment TL:					
M					
** CUSTOMER COMMENT:					
- AIRBAGLIGHT ON					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS _1 DAYS DOWN 1					
- B1052 DRIVER A/B MODULE (SHORT) ( B52 )					
** TSS RECOMMENDATION/RESULT:					

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**TECH LINE INCIDENT REPORT - CONFIDENTIAL**

- REPLACE SPIRAL CABLE AND MODULE

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TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	F11147085				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11147085	MINI	0	1/5/2012	1/5/12	
Text-Incd Desc TL					
<b>AIR BAG LIGHT FLASHING</b>					
Code-TSS1 TL	Code-TSS1 TL Name			Name-Caller TL	
117	Z - CHUCK MOOREFIELD			SCOTT BOEHLY	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
N17	2012	VSD	3N1CN7AP1CL [REDACTED]	L93 CARPETED FLOOR AND TRUNK MATS Z99 PRE-DELIVERY INSPECTION	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	007125	11212	4DS		
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
HR16	725221	C	K36		
Name-Plant VC	Date-Manufacture VC	Date-In Service VC	Code-Distributor TL		
AGUASCALIENTES	8/4/2011	1/5/2012	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
1964	24	BOMMARITO NISSAN INC	HAZELWOOD		
Serv Dir TL					
Code	Region	Name	City	State	
5097	44	GLADSTONE NISSAN	GLADSTONE	OR	
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
AIR BAG (SRS)	GAUGES/WARNING LIT	NOT IDENTIFIED	NOT IDENTIFIED		
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
NOT IDENTIFIED	NOT IDENTIFIED		NOT IDENTIFIED	1/5/2012	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
14	N	N	1/5/2012	0	
Code-Reason For Call TL Desc:	REASONABLE CALL FOR ASSISTANCE			Flag-Attachment TL: N	
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N					
Text-Solution TL:					
Code-Status TL Desc:	A- PENDING DEALER FOLLOW-UP				
Text-Dealer Followup Comment TL:					
M					
** CUSTOMER COMMENT:					
- AIR BAG LIGHT IS FLASHING					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1					
- TECH REPORTS UNABLE TO GET CODES WITH CONSULT 3 AND CONSULT 3+ DOES NOT WORK					

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**TECH LINE INCIDENT REPORT - CONFIDENTIAL**

- WHEN TRY TO UPDATE CONSULT SYSTEM INDICATED LICENS HAS EXPIRED

\*\* TSS RECOMMENDATION/RESULT:

- TSS RECOMENDED CONTACT ASIST HOT LINE TO RESOLVE CONSULT ISSUE

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TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	FI1149524				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1149524	FULL	1	1/17/2012	1/24/12	1/24/12
Text-Incd Desc TL					
AIR BAG LIGHT FLASHING					
Code-TSS1 TL	Code-TSS1 TL Name			Name-Caller TL	
121	Z - BRUCE TANKERSLEY			HOUSTON JOHNSON	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
N17	2012	VSD	3N1CN7APXCL [REDACTED]	C03 50 STATE EMISSIONS	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000205	11112	4DS		
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
HR16	797215	C	B23		
Name-Plant VC	Date-Manufacture VC	Date-In Service VC	Code-Distributor TL		
AGUASCALIENTES	11/29/2011	1/17/2012	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
NP	2	NP	NP	NP	
Serv Dir TL					
Code	Region	Name	City	State	
3554	26	HERB GORDON NISSAN	SILVER SPRING	MD	
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
AIR BAG (SRS)	GAUGES/WARNING LIT	IDLE	ALL TEMPS		
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	33/60F=0/15C	CONSTANT	ELECTRICAL	1/17/2012	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
14	N	N	1/17/2012	0	
Code-Reason For Call TL Desc:	REASONABLE CALL FOR ASSISTANCE			Flag-Attachment TL: N	
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N		2404912727 CELL			
Text-Solution TL:	REPLACED SPIRAL SPRING				
Code-Status TL Desc:	F- CLOSED (RESOLVED)				
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-PERFORM RE-PDI.					
.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN __1:					
-VEHICLE IS DEALER TRADE FROM ANOTHER DEALER.					

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## TECH LINE INCIDENT REPORT - CONFIDENTIAL

-AIR BAG LIGHT FLASHING.

-UNABLE TO ACCESS AIR BAG USING CIII.

\*\* TSS RECOMMENDATION/RESULT:

-SCAN FOR DTC USING CIII PLUS.

-FOLLOW ESM DIRECTION FOR DTC DIAGNOSIS, REPAIR.

\*\* UPDATE 1.24.12 155

- TECH REPORTS REPLACED SPIRAL SPRING TO RESOLVE.

Nissan Strictly Confidential Restricted

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	FI1164013				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1164013	FULL	2	3/22/2012	3/28/12	3/28/12
Text-Incd Desc TL					
SRS B1050 DRIVER A/B MODULE					
Code-TSS1 TL	Code-TSS1 TL Name			Name-Caller TL	
168	Z * MICHAEL ACEVES			SCOTT GUDKINS	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
N17	2012	VSD	3N1CN7AP0CL [REDACTED]	L92 CARPETED FLOOR AND TRUNK MATS	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	007117	11112	4DS		
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
HR16	741031	C	K23		
Name-Plant VC	Date-Manufacture VC	Date-In Service VC	Code-Distributor TL		
AGUASCALIENTES	8/31/2011	3/22/2012	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
3202	24	ED MARTIN NISSAN	INDIANAPOLIS		
Serv Dir TL					
Code	Region	Name	City	State	
3202	24	ED MARTIN NISSAN	INDIANAPOLIS	IN	
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
CONNECTORS/ELEC DEFROST/FUSE	GAUGES/WARNING LITE	IDLE	ALL TEMPS		
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	33/60F=0/15C	CONSTANT	ELECTRICAL	3/22/2012	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
13	N	N	3/22/2012	0	
Code-Reason For Call TL Desc:	REASONABLE CALL FOR ASSISTANCE			Flag-Attachment TL: N	
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N		DEALER #			
Text-Solution TL:	SEATED SPIRAL CABLE CONN LOCK TABS				
Code-Status TL Desc:	F- CLOSED (RESOLVED)				
Text-Dealer Followup Comment TL:					
M					
** CUSTOMER COMMENT:					
-AIR BAG LIGHT IS ON.					
.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 1__:					
-SRS CODE B1050 DRIVER A/B MODULE (VB-SHORT).					

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## TECH LINE INCIDENT REPORT - CONFIDENTIAL

-CODE WILL NOT CLEAR.

\*\* TSS RECOMMENDATION/RESULT:

-CHECK IF THE SPIRAL CABLE CONNECTOR LOCKING RETAINER IS CLIPPED IN PLACE.

\*\* UPDATE 03/28/12 TSS SR 132 FOLLOW-UP CALL TO DEALER.

- TECH REPORTED SEATED CABLE CONNECTOR LOCKING RETAINERS TO RESOLVE.

- TSS CLOSING REPORT.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	FI1183257				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1183257	FULL	2	6/9/2012	6/19/12	6/19/12
Text-Incd Desc TL					
AIRBAG LIGHT ON, NO CODES					
Code-TSS1 TL	Code-TSS1 TL Name			Name-Caller TL	
107	Z - RAYMOND RICE			BILL WEINGARTEN	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
N17	2012	VSD	3N1CN7AP4CL [REDACTED]	L92 CARPETED FLOOR AND TRUNK MATS	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	007084	11152	4DS		
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
HR16	744923	5	B23		
Name-Plant VC	Date-Manufacture VC	Date-In Service VC	Code-Distributor TL		
AGUASCALIENTES	9/8/2011	6/9/2012	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
5045	26	ADVANTAGE NISSAN	WESTBURY		
Serv Dir TL					
Code	Region	Name	City	State	
3670	26	LEGEND NISSAN, LTD	SYOSSET	NY	
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
AIR BAG (SRS)	GAUGES/WARNING LIGHT	IDLE	ALL TEMPS		
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	33/60F=0/15C	CONSTANT	ELECTRICAL	6/9/2012	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
14	N	N	6/9/2012	0	
Code-Reason For Call TL Desc:	REASONABLE CALL FOR ASSISTANCE			Flag-Attachment TL: N	
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N		DLR#			
Text-Solution TL:	REPLACED SRS DIAGNOSIS UNIT				
Code-Status TL Desc:	F- CLOSED (RESOLVED)				
Text-Dealer Followup Comment TL:					
M					
** CUSTOMER COMMENT:					
- AIRBAG WARNING LIGHT STAYS ON					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1					
- VERIFIED ABOVE					
- NO CODES IN ANY SYSTEM					

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## TECH LINE INCIDENT REPORT - CONFIDENTIAL

**\*\* TSS RECOMMENDATION/RESULT:**

- WHILE ON PHONE PERFORMED ZERO POINT RESET
- SHOWS COMPLETE
- SRS DOES NOT SHOW ON CONSULT
- OCS DOES SHOW BUT IS GREYED OUT
- RECOMMEND REPLACE DIAGNOSTIC SENSOR UNIT

**\*\* UPDATE 6/19/2012 \*\* TSS 101 - A. W. - (CALL BACK FOR CLOSING)**

- REPLACED THE SRS DIAGNOSIS UNIT TO RESOLVE.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	FI1187729				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1187729	FULL	3	6/28/2012	7/11/12	7/11/12
Text-Incd Desc TL					
B0149,B1051,B1056 AIRBAG LIGHT ON					
Code-TSS1 TL	Code-TSS1 TL Name			Name-Caller TL	
138	Z - RYAN PICKELL			RICHARD RICHFOR	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
N17	2012	VSD	3N1CN7AP2CL [REDACTED]	B92 SPLASH GUARDS C03 50 STATE EMISSIONS F01 CRUISE PACKAGE L92 CARPETED FLOOR AND TRUNK MATS	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	002854	11112	4DS		
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
HR16	787686	C	K36		
Name-Plant VC	Date-Manufacture VC	Date-In Service VC	Code-Distributor TL		
AGUASCALIENTES	11/14/2011	6/28/2012	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
5142	26	BERTERA NISSAN, INC.	AUBURN		
Serv Dir TL					
Code	Region	Name	City	State	
5142	26	BERTERA NISSAN, INC.	AUBURN	MA	
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
AIR BAG (SRS)	GAUGES/WARNING LIT	IDLE	NORMAL		
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	61/80F=16/27C	CONSTANT	ELECTRICAL	6/28/2012	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
14	N	N	6/28/2012	0	
Code-Reason For Call TL Desc:	REASONABLE CALL FOR ASSISTANCE			Flag-Attachment TL: N	
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	7/5/12				
Text-Solution TL:	REPLACED SPIRAL CABLE AGAIN				
Code-Status TL Desc:	F- CLOSED (RESOLVED)				
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- AIRBAG LIGHT IS ON					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 1__:					
- AIRBAG LIGHT IS ON					

## TECH LINE INCIDENT REPORT - CONFIDENTIAL

- B1049 DRIVER A/B MODULE (OPEN) ( B49 )

B1051 DRIVER A/B MODULE (GND-SHORT) ( B51 )

B1056 DRIVERS A/B MODULE (GND-SHORT)

- REPLACED SPIRAL CABLE - NO CHANGE

\*\* TSS RECOMMENDATION/RESULT:

- REFER TO SRC-37

- REPLACE DIAG SENSOR

\*\*UPDATE 104 DAP 06/30/12

- TECH HAS REPLACED DIAGNOSIS SENSOR, AND DRIVER'S A/B MODULE, WITH NO RESOLUTION.

- REPLACE MAIN HARNESS.

\*\*\* UPDATE ML 102 7/5/12

- B1049 DRIVERS A/B MODULE(OPEN) ( B49 )

- CODE WILL NOT ERASE.

- REPLACED DRIVERS MODULE, SPIRAL CABLE, MAIN HARNESS, AND DIAG SENSOR.

- TSS: RECHECK ALL CONNECTIONS IN STEERING COLUMN.

- SWAP SPIRAL CABLE AND/OR DRIVERS MODULE WITH KGV AND RECHECK.

- SENT REGION HEADS UP DUE TO LOW MILEAGE AND TIME DOWN.

\*\* 7.11.12 TL VMX MM UPDATE

- TECH REPORTS REPLACED SPIRAL CABLE AGAIN TO RESOLVE INCIDENT

PE12-023

NISSAN

10/15/2012

ATTACHMENT C

2012\_Warranty Information



2012  
WARRANTY INFORMATION BOOKLET



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## Summary of Warranty Coverage\*

	0 miles	90,000 miles
<b>Basic Coverage</b>	<b>36 months / 36,000 miles</b>	
<b>Corrosion Coverage (Perforation)</b>	<b>60 months / unlimited mileage</b>	
<b>Powertrain Coverage</b>	<b>60 months / 60,000 miles</b>	
<b>Federal Emission Performance</b>	<b>24 months / 24,000 miles</b>	
<b>Federal Emission Defect</b>	<b>36 months / 36,000 miles</b>	
<b>Federal Emission Long Term Defect</b>	<b>96 months / 80,000 miles</b>	
<b>California Emission Performance</b>	<b>36 months / 50,000 miles**</b>	
<b>California Emission Defect</b>	<b>36 months / 50,000 miles**</b>	
<b>California Emission Long Term Defect</b>	<b>84 months / 70,000 miles**</b>	
<b>Seat Belt</b>	<b>120 months/unlimited mileage</b>	

\* See the express terms of the appropriate warranty printed in this booklet, which terms control if there is a conflict with this chart.

\*\* California emissions for Sentra SULEV-PZEV ONLY: Warranty coverage is 15 years / 150,000 miles, whichever occurs first. California emissions for Altima SULEV (non-PZEV) ONLY: Long-term defect warranty coverage is 8 years / 100,000 miles, whichever occurs first.

**NISSAN CARES...**

Both Nissan and your Nissan dealer are dedicated to serving all your automotive needs. Your complete satisfaction with your vehicle and your Nissan dealer are our primary concerns. Your Nissan dealer is always available to assist you with all your automobile service requirements.

If, however, a situation arises that you believe has not been addressed to your satisfaction, we ask that you take the following steps:

**STEP 1:**

Discuss the situation with the dealership's manager. If a problem still exists, contact the dealership's Consumer Affairs Manager or owner. They are best equipped to resolve the matter for you.

**STEP 2:**

If the concern has still not been addressed to your satisfaction, please contact our (Nissan's) Consumer Affairs Department using our toll free number:



The Consumer Affairs Department will ask for the following information:

- Your name, address, and telephone number
- Vehicle identification number (on dashboard)
- Date of purchase
- Current odometer reading
- Your Nissan dealer's name
- Details of the concern

Or you can write to Nissan with the above information at:

**Nissan North America, Inc.**  
**Consumer Affairs Department**  
**P.O. Box 685003**  
**Franklin, TN 37068-5003**

**STEP 3:**

In the event that you believe Nissan has been unable to satisfactorily address the issue with your vehicle, a special automotive complaint resolution program called BBB AUTO LINE is available to you. The BBB AUTO LINE program is independently operated by the Council of Better Business Bureaus, Inc. (BBB).

For information about the BBB AUTO LINE in your area, please call us (Nissan) at the same toll free number 1-800-NISSAN-1 (1-800-647-7261). We will be happy to provide you with information about BBB AUTO LINE. Or, you may contact the BBB directly at:

**BBB Auto Line**  
**Council of Better Business Bureaus, Inc.**  
**4200 Wilson Blvd.**  
**Arlington, VA 22203**  
**1 (800) 955-5100**

If you call the BBB, its staff will take down details of your complaint by telephone. They will ask for the same information as described in Step 2.

The BBB AUTO LINE program consists of two parts, **mediation** and **arbitration**. The BBB will attempt to assist you to resolve the problem during mediation. If a satisfactory resolution has not been achieved during mediation, you will have the opportunity to personally present your case before an impartial arbitrator or three-person panel. The arbitrator(s) will make a decision after the arbitration hearing.

The BBB will, in most cases, send you a final decision within forty (40) days (plus 7 if you have not contacted the proper person from the dealership or Nissan) unless you delay the process. If you accept the decision, it will be legally binding on you and Nissan. If you do not accept the decision, it will not be legally binding on you or Nissan. However in some states, if the decision is not accepted, it may be introduced either by you or by Nissan, as evidence in any potentially related court action.

**(Continued on next page)**

BBB AUTO LINE is an informal dispute settlement mechanism operated to comply with applicable Federal law and regulations. In states where BBB AUTO LINE is available, you are required to use BBB AUTO LINE before exercising rights or seeking remedies under Title I of the Federal Magnuson-Moss Warranty Act, 15 U.S.C. §2301, et. seq. If you choose to seek remedies other than those created by Title I of the Magnuson-Moss Warranty Act, (for example, under state law), that Federal Act does not require you to first use BBB AUTO LINE. The program is still available to you, however, and may be of considerable assistance. Some states specify that informal dispute settlement mechanisms such as BBB AUTO LINE must be used before you may use state-operated complaint resolution processes, before you may file a lawsuit under state law, and/or before you may have certain other rights or remedies available under state law. In accordance with those states' laws, Nissan requires the prior use of BBB AUTO LINE in good faith before you resort to such other processes, file a lawsuit, or seek other remedies provided by state law. Please see the "Supplement to 2012 Nissan Warranty Information Booklet & 2012 Nissan OWNER'S MANUAL" for additional information.

BBB AUTO LINE may not be available in all states. We, Nissan, would be pleased to provide you with information about the availability of BBB AUTO LINE in your state, or call the BBB AUTO LINE number listed above.

For additional information on the Auto Line program, please refer particularly to the information on your state in the "Supplement to 2012 Nissan Warranty Information Booklet, and 2012 Nissan OWNER'S MANUAL".

***ASSISTANCE OUTSIDE OF WARRANTY***

In our continuing effort to convey our commitment to service and customer satisfaction, Nissan may occasionally offer to pay or reimburse for part or all of the cost of making certain, specific repairs beyond or outside of the terms of the warranty for some specific vehicle models. (Some states refer to such programs as "adjustment programs"). In such circumstances Nissan mails notices to all known registered owners of affected vehicles. You may additionally inquire of your authorized Nissan dealer or of Nissan directly at the number listed below of the applicability of such programs to your vehicle.

Nissan may occasionally offer special assistance that may pay for part or all of vehicle repairs beyond the expiration of the limited warranty period on a case by case basis. Should you experience unusual difficulties with your vehicle please discuss the situation with your dealer. If your dealer is unable to assist you, you may call the Nissan Consumer Affairs Department at 1-800-NISSAN-1 (1-800-647-7261) to discuss your concern. You will need to provide the Model, Model Year, VIN (Vehicle Identification Number), mileage, maintenance history, a detailed explanation of the concern, and why you believe that Nissan should be responsible for the repair. Your request will be individually investigated and you will be informed of Nissan's decision.



Please review the "Supplement to the 2012 Nissan Warranty Information Booklet & 2012 Nissan OWNER'S MANUAL" for important information concerning consumer rights in your state.

**(Continued on next page)**

## WHO IS THE WARRANTOR

Nissan warrants all parts of your 2012 Nissan vehicle supplied by Nissan, except for those listed elsewhere under the caption "WHAT IS NOT COVERED."

## APPLICABILITY

- This warranty is provided to the original and subsequent owner(s) of a Nissan vehicle originally distributed by Nissan which is originally sold by a Nissan authorized Nissan dealership in the United States, and which is registered in the U.S. and normally operated in the United States (including Alaska and Hawaii), the United States territories (specifically Guam, Saipan, American Samoa, Puerto Rico and the U.S. Virgin Islands), and Canada.
- This warranty is generally transferable from the original 'owner other than a Nissan dealer' (OWNER) to subsequent owners of the vehicle at any time ownership of the vehicle is transferred, without any action on your part; except that this warranty is not transferable but is instead VOID if during the first six months after delivery to the original OWNER: (1) ownership of the vehicle is transferred from the original OWNER, **and** (2) the vehicle is registered outside of the United States.

- Your Nissan vehicle is manufactured to meet U.S. regulations and environmental requirements. With the exception of privately owned vehicles belonging to members of the U.S. military or employees and officers of the United States Government stationed abroad, this warranty does not apply if an otherwise covered vehicle is operated in, or relocated to, a country other than those listed above under this caption, except that it continues to apply if the vehicle is operated in full compliance with its proper use as described in the applicable OWNER'S MANUAL while touring outside of the United States, the U.S. territories or Canada for a period not exceeding sixty (60) consecutive days or sixty (60) days in any one 12 month period. Subject to the transferability restriction described above, this warranty applies to a relocated vehicle which is returned to, and is registered and normally operated in the United States, the U.S. territories or Canada, except for conditions due to the vehicle's foreign operation, e.g., use of inappropriate fuels or other fluids.

Nissan makes available to you, and you are specifically required by Federal Law to use BBB AUTO LINE [(800) 955-5100] before exercising rights or seeking remedies under the Federal Magnuson-Moss Warranty Act, 15 U.S.C. §2301, et. seq. You are not required to first use BBB AUTO LINE if you seek remedies not created by Title I of that Federal law, except that you are required to first use BBB AUTO LINE in good faith if you seek remedies created by state law, including your state's lemon law, if applicable state law provides for using a 703 compliant or similar process before filing suit. Please refer to pp. 2-3 of this booklet and the "Supplement to 2012 Nissan Warranty Information Booklet & 2012 Nissan OWNER'S MANUAL" for additional information.

**(Continued on next page)**

1 Nissan indicates Nissan North America, Inc., P.O. Box 685003, Franklin, TN 37068-5003 which distributes Nissan vehicles in the United States.

2 See the Owner's Manual for information relevant to proper operation of the vehicle, including the recommended fuels and fluids.

**LIMITATION OF WARRANTIES AND OTHER WARRANTY TERMS AND STATE LAW RIGHTS**

**EXTRA EXPENSES - LIMITATIONS OF DAMAGES**

This warranty does not cover incidental or consequential damages such as loss of the use of the vehicle, inconvenience or commercial loss.

ANY IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE SHALL BE LIMITED TO THE DURATION OF THIS WRITTEN WARRANTY.

Some states do not allow the exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Nissan does not authorize any person to create for it any other warranty, obligation or liability in connection with this vehicle.

**THE WARRANTY BEGINS**

The warranty period begins on the date the vehicle is delivered to the first retail buyer or put into use, whichever is earlier.

**FOR HOW LONG AND WHAT IS COVERED**

■ **BASIC COVERAGE**

- The basic coverage period is 36 months or 36,000 miles, whichever comes first.
- This warranty covers any repairs needed to correct defects in materials or workmanship of all parts and components of each new Nissan vehicle supplied by Nissan subject to the exclusions listed under the heading "WHAT IS NOT COVERED" or, if the part is covered by one of the separate coverages described in the following sections of this warranty, that specific coverage applies instead of the basic coverage.
- Bedliners will be repaired to commercially acceptable standards subject to the conditions and limitations listed in "WHAT IS NOT COVERED."

■ **POWERTRAIN COVERAGE**

- The Powertrain coverage period is 60 months or 60,000 miles, whichever comes first.
- This warranty covers any repairs needed to correct defects in materials or workmanship.
- Powertrain coverage applies to components listed below under the headings, Engine, Transmission and Transaxle, Drivetrain, and Restraint System, supplied by Nissan subject to the exclusions listed under the heading "WHAT IS NOT COVERED".

**ENGINE**

Cylinder heads and block and all internal parts, rocker covers and oil pan, valve train and front cover, timing chain and tensioner, oil pump, water pump and fuel pump, fuel injectors, intake and exhaust manifolds and supercharger, flywheel, seals, and gaskets.

**TRANSMISSION AND TRANSAXLE**

Case and all internal parts, torque converter and converter housing, automatic transmission control module, transfer case and all internal parts, seals and gaskets, clutch cover and housing A/T cooler, and electronic transmission controls.

**DRIVETRAIN**

Drive shafts, final drive housing, and all internal parts, propeller shafts, universal joints, bearings, seals and gaskets.

**RESTRAINT SYSTEM**

Air bags and related electronic control systems.

■ **CORROSION COVERAGE (PERFORATION FROM CORROSION)**

Any body sheet metal panel supplied by Nissan found to have developed perforation (rust-through) due to corrosion in normal use is covered for 60 months, regardless of mileage, subject to the exclusions listed under the heading "WHAT IS NOT COVERED". No additional rust proofing applications are required. Perforation is a condition in which any body sheet metal panel has corroded from one surface through to another.

**(Continued on next page)**

### ■ TOWING COVERAGE

If your vehicle is inoperative due to the failure of a warranted part, during any of the New Vehicle Limited Warranties, including Emission and Seat-belt warranties, towing service to the nearest authorized Nissan dealership is covered.

### ■ ADJUSTMENT COVERAGE

Service adjustments not usually associated with the replacement of parts, such as wheel alignment, are covered only during the first 12 months or 12,000 miles, whichever comes first.

### ■ REFRIGERANT RECHARGE ONLY COVERAGE

Refrigerant recharge not associated with the repair or replacement of a warranted part is covered only during the first 12 months, regardless of the mileage.

### **NO CHARGE**

Warranty repairs will be made at no charge for parts and/or labor (except for tires, in which case you may pay certain charges as noted above or as described in the applicable tire warranty found later in this booklet). Any needed parts replacement will be made using Genuine Nissan or Nissan approved new or remanufactured parts. Nissan reserves the right to make changes at any time, without notice, to production and service parts in their specifications, colors, and materials, including those used in connection with warranty repairs. For this reason, when approved by Nissan and at Nissan's discretion, functionally equivalent replacement parts may be used that do not exactly match the original production part.

### **OBTAINING WARRANTY SERVICE**

- You must take the vehicle to an authorized Nissan dealer in the United States or Canada during regular business hours at your expense in order to obtain warranty service. The names and addresses of authorized Nissan dealers are listed in telephone directories and in [WWW.NISSANUSA.COM](http://WWW.NISSANUSA.COM).
- If you require warranty service outside of the United States (see terms under caption "APPLICABILITY"), contact an authorized Nissan dealer in that country.

### **MAINTENANCE, DATA ACCESS, AND RECORDS**

As a condition of this warranty, you are responsible for properly using, maintaining and caring for your vehicle as outlined in your OWNER'S MANUAL and your NISSAN SERVICE & MAINTENANCE GUIDE, and maintaining copies of all maintenance records & receipts for review by Nissan.

You are also required to provide consent to give Nissan access to data stored on vehicle systems. Failure to do so is likely to result in the denial of warranty coverage.

Evidence of the performance of the required maintenance should be kept and presented as proof of such maintenance in connection with related warranty repairs. To assist you in maintaining appropriate records, the maintenance log located in your NISSAN SERVICE & MAINTENANCE GUIDE can be used along with supporting repair invoices, receipts and other such records.

### **WHAT IS NOT COVERED**

#### **GENERAL EXCLUSIONS**

This warranty does not cover damage, failures or corrosion resulting from or caused by:

- Failure to operate the vehicle in accordance with the OWNER'S MANUAL
- Misuse, such as using the vehicle to tow
- Failure of a component not covered by warranty
- Racing and competitive driving
- Theft, vandalism, fire, or flooding (including engine water ingestion)
- Accident, collision, being towed
- Repairs performed by anyone other than an authorized Nissan dealer
- Glass breakage, unless resulting from defects in material or workmanship
- Normal wear and tear, including dings, dents, chips, or scratches
- Damage caused by any automated or manually operated car wash or by using a pressure washer

Note that complaints related to failure to comply with proper use of the vehicle as described in the applicable OWNER'S MANUAL (including the lack of availability or use of proper fluid), or the vehicle's lack of compliance with local regulations or environmental requirements of any country (other than the U.S. or Canada) are NOT covered by this warranty.

**(Continued on next page)**

**DAMAGE OR FAILURES DUE TO ALTERATION OR MODIFICATION**

This warranty does not cover damage, failures or corrosion resulting from or caused by:

- Alteration, tampering, or improper repair.
- Installation of non-Nissan approved accessories or components.
- Improper installation of any Nissan approved aftermarket accessory or component.
- A vehicle whose odometer mileage has been altered, or the odometer repaired or replaced and the actual vehicle mileage cannot be correctly and readily determined.

**SALVAGE TITLE**

This limited warranty does not apply to any vehicle, and is rendered VOID if the vehicle is (or ever has been) issued a "salvage" or similar title including, but not limited to junk, scrap, rebuilt, or flood titles under any state's law; or has ever been determined to be a "total loss" or equivalent by any insurance company, such as by payment of a cash payment of claim in lieu of repairs because of a determination that the cost of repairs exceeded the actual cash value of the vehicle.

**DAMAGE, FAILURES OR CORROSION FROM ENVIRONMENTAL CONDITIONS**

This warranty does not cover damage, failures or corrosion resulting from or caused by:

- Stone chipping, chemical fallout (acid rain), tree sap, salt, hail, windstorm, lightning, flood or other environmental conditions.

- The items listed below are not covered under corrosion coverage (perforation from corrosion).

- Exhaust system components.
- Corrosion of outer trim parts, such as moldings. However, corrosion of outer trim parts is warranted for 12 months or 12,500 miles, whichever comes first.
- Corrosion other than perforation, such as cosmetic or surface corrosion due to defects in materials or workmanship. This is covered under the Basic Coverage of the New Vehicle Limited Warranty.
- Special bodies or equipment not manufactured or supplied by Nissan.

**DAMAGE, FAILURES OR CORROSION DUE TO LACK OF OR IMPROPER MAINTENANCE OR REPAIRS**

This warranty does not cover damage, failures or corrosion resulting from or caused by:

- Lack of performance of proper maintenance services as outlined in your NISSAN SERVICE & MAINTENANCE GUIDE.
- Use of improper or dirty fuel, fluids or lubricants.
- Use of parts not equivalent in quality or design to parts supplied by Nissan.

**MAINTENANCE SERVICE EXPENSE**

This warranty does not cover normal maintenance services as specified in your NISSAN SERVICE & MAINTENANCE GUIDE such as engine tune-up; cleaning and polishing; wheel alignment; headlight aiming; replacement of filters, replacement of windshield wiper inserts, lubricants, coolant; worn brake shoes, pads, drums and rotors and worn clutch discs.

**SEAT BELTS, TIRES, DROP-IN BEDLINERS AND EMISSION CONTROL SYSTEM**

Seat belts, tires, drop-in bedliners and the emission control system are not covered by this warranty, but are covered by separate warranties.

**NISSAN SPRAY-IN BEDLINERS**

Nissan Spray-in Bedliners will be repaired to commercially acceptable standards which may include minor appearance differences from the original bedliner.

(See following pages for separate warranties which may apply to your Nissan, such as those covering vehicle emissions, seat belts, and tires.)

## **EMISSION DEFECTS WARRANTY**

Nissan<sup>1</sup> warrants that your vehicle was designed, built and equipped to conform at the time of sale with all applicable United States emission standards.

This warranty covers any repairs needed to correct defects in materials or workmanship which would cause your vehicle not to meet these standards.

## **WHAT IS COVERED UNDER THE DEFECTS WARRANTY**

Covered components are listed below under the caption "WARRANTY PARTS LIST." Exceptions to this warranty are listed below under the caption "WHAT IS NOT COVERED UNDER EITHER THE DEFECTS OR PERFORMANCE WARRANTIES."

## **HOW LONG IS THE DEFECTS WARRANTY**

This warranty is for 3 years or 36,000 miles, whichever occurs first. The warranty begins the date the vehicle is delivered to the first retail buyer or put into use, whichever is earlier. Additionally, the engine control module / onboard diagnostic device and catalytic converter(s) listed below and indicated by an "O" under the caption "Warranty Parts List" are covered for 8 years or 80,000 miles, whichever occurs first.

## **EMISSIONS PERFORMANCE WARRANTY WHEN DOES THIS WARRANTY APPLY**

The Emission Performance warranty applies to your 2012 Nissan vehicle ONLY when both of the following occur.

1. The vehicle fails to meet applicable emissions standards as judged by an emissions test approved by the Environmental Protection Agency (EPA).
2. This failure results or will result in some penalty to you, such as a monetary fine or the denial of the right to use your vehicle, under local, state or federal law.

For example, if your state requires an EPA approved yearly vehicle inspection before you receive a renewed license, this warranty applies to your vehicle. In areas where there is no approved test program, this warranty does not apply.

## **WHAT IS COVERED AND FOR HOW LONG UNDER THE PERFORMANCE WARRANTY**

Nissan<sup>1</sup> warrants that it will remedy any non-conformity in your vehicle which causes it to fail an approved emissions test during the first 24 months or 24,000 miles, whichever occurs first. This warranty begins the date the vehicle is delivered to the first retail buyer or put into use, whichever is earlier.

Additionally, failure of an approved emissions test resulting from the failure of those parts listed below under the caption "Warranty Parts List" are covered by the Emissions Defects Warranty described above.

Exceptions to this warranty are listed below under the caption "WHAT IS NOT COVERED UNDER EITHER THE DEFECTS OR PERFORMANCE WARRANTIES."

### **LIMITATION OF WARRANTIES AND OTHER WARRANTY TERMS AND STATE LAW RIGHTS**

#### **EXTRA EXPENSES - LIMITATIONS OF DAMAGES**

**This warranty does not cover incidental or consequential damages such as loss of the use of the vehicle, inconvenience or commercial loss.**

ANY IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE SHALL BE LIMITED TO THE DURATION OF THIS WRITTEN WARRANTY.

Some states do not allow the exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Nissan does not authorize any person to create for it any other warranty, obligation or liability in connection with this vehicle.

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### **WHAT IS NOT COVERED UNDER EITHER THE DEFECTS OR PERFORMANCE WARRANTIES**

These warranties do not cover:

1. Normal maintenance, service and parts replacement as outlined in the emissions control maintenance instructions of your OWNER'S MANUAL and your NISSAN SERVICE & MAINTENANCE GUIDE.
2. Failures directly as a result of:
  - Failure to perform required emission control maintenance as outlined in your OWNER'S MANUAL and your NISSAN SERVICE & MAINTENANCE GUIDE.
  - Misuse, accident or modification.
  - Improper adjustment or installation of parts during the performance of maintenance services.
  - Tampering with or disconnecting any part affecting vehicle emissions.
  - The use of contaminated fuel or fuel other than that specified in your OWNER'S MANUAL.
3. In the case of the Performance Warranty, the use of any part not certified in accordance with Federal requirements which is defective or not equivalent from an emissions standpoint to the original equipment part.
4. In the case of the Performance Warranty, costs of determining the cause of a vehicle failing an EPA approved emissions test if such failure is found not to be covered.

5. In the case of the Defects Warranty, parts not supplied by Nissan or damage to other parts caused directly by non-Nissan parts.

### **WHAT YOU MUST DO**

In order to obtain warranty service you must deliver the vehicle to an authorized Nissan dealer in the United States at your expense.

You must also maintain your vehicle as outlined in the maintenance instructions in your NISSAN SERVICE & MAINTENANCE GUIDE.

### **WHAT NISSAN WILL DO**

Warranty repairs will be made at no charge for parts and/or labor, including diagnosis and tax. Any needed parts replacement will be made using new or remanufactured parts.

### **OTHER WARRANTY TERMS**

#### **PERFORMANCE WARRANTY CLAIMS PROCEDURE**

You may make a claim under the Performance Warranty immediately after the failure of an EPA approved emissions test. You must provide proof of this failure when making your claim.

You will be told whether Nissan will honor your claim within 30 days of the date you make the claim unless a shorter time period is required by law. If your claim is denied, Nissan will notify you in writing of the reason. If we do not notify you within this time period, we will repair your vehicle under this warranty at no cost to you. The time period for notification will not apply if you request a delay or a delay is caused by events not under the control of Nissan dealers.

No claim will be denied under the Performance Warranty because you use a non-Nissan but EPA certified part for maintenance or repair.

### **MAINTENANCE SERVICE AND REPLACEMENT PARTS**

Important information concerning maintenance service and replacement parts is in the Limited Warranty on Nissan Parts and Accessories section of this booklet.

### **MAINTENANCE RECORDS**

Receipts covering the performance of regular maintenance should be kept in the event questions arise concerning maintenance. The receipts should be transferred to subsequent owners.

### **IF YOU HAVE QUESTIONS**

You may obtain further information concerning these warranties by following the procedure outlined in the "CUSTOMER CARE" section of this booklet. In the case of the Performance Warranty, you may also contact or report any violations to the Office of Transportation and Air Quality, Vehicle Compliance Programs Group, U.S. Environmental Protection Agency, Ariel Rios Building (6405J), 1200 Pennsylvania Avenue, N.W., Washington, D.C. 20460

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## WARRANTY PARTS LIST

- Fuel injection system
- Engine control module/onboard diagnostic device
- Oxygen sensor(s)
- Mass air flow sensor
- Intake manifold
- Throttle body
- Catalytic converter(s)
- Exhaust manifold(s)
- Exhaust tube from manifold to catalytic converter
- Front exhaust tube with catalytic converter permanently attached
- Camshaft position sensor(s)
- Crankshaft position sensor(s)
- Spark plugs, ignition coil and wires
- Ignition control module
- Exhaust manifold with catalytic converter permanently attached
- Evaporative emission control system
- Fuel filler neck restrictor and check valve
- Fuel tank and filler cap
- Idle air control system
- Positive crankcase ventilation system
- Exhaust gas recirculation (EGR) control system
- Pulsed secondary air injection system and valves
- Hoses, clamps, fittings, tubing, sealing gaskets or devices and mounting hardware used in above systems
- Vacuum and temperature sensitive valves and switches used in above systems
- Electronic sensors and controls used in above systems

**The Emission Performance or Defect Warranty may be subject to future governmental administrative action. Nissan reserves the right to change the terms of the warranty to be consistent with these actions. See your dealer for information regarding possible changes.**

The following statement is required to be provided by regulations of the California Air Resources Board.

### **YOUR WARRANTY RIGHTS AND OBLIGATIONS**

The California Air Resources Board is pleased to explain the emission control system warranty on your 2012 vehicle<sup>3</sup>. In California, new motor vehicles must be designed, built and equipped to meet the State's stringent anti-smog standards. Nissan<sup>4</sup> must warrant the emission control system on your vehicle for the periods of time listed below provided there has been no abuse, neglect or improper maintenance of your vehicle.

Your emission control system may include parts such as the fuel-injection system, the ignition system, catalytic converter and engine computer. Also included may be hoses, belts, connectors and other emission-related assemblies.

Where a warrantable condition exists, Nissan will repair your vehicle at no cost to you including diagnosis, parts and labor.

### **MANUFACTURER'S WARRANTY COVERAGE<sup>5</sup>**

For 3 years or 50,000 miles (whichever occurs first):

- 1) If your vehicle fails a Smog Check inspection, all necessary repairs and adjustments will be made by Nissan to ensure that your vehicle passes the inspection. This is your emission control system **PERFORMANCE WARRANTY**.
- 2) If any emission-related part on your vehicle is defective, the part will be repaired or replaced by Nissan. This is your short-term emission control system **DEFECTS WARRANTY**.

For 7 years or 70,000 miles (8 years/100,000 miles for Altima SULEV only) (whichever occurs first):

If an emission-related part listed in this warranty booklet specially noted with coverage for 7 years or 70,000 miles (Altima SULEV ONLY is 8 years/100,000 miles) is defective, the part will be repaired or replaced by Nissan. This is your long-term emission control system **DEFECTS WARRANTY**.

### **OWNER'S WARRANTY RESPONSIBILITIES**

As the vehicle owner, you are responsible for the performance of the required maintenance listed in your **OWNER'S MANUAL**. Nissan recommends that you retain all receipts covering maintenance on your vehicle, but Nissan cannot deny warranty solely for the lack of receipts or for your failure to ensure the performance of all scheduled maintenance.

You are responsible for presenting your vehicle to a Nissan dealer as soon as a problem exists. The warranty repairs should be completed in a reasonable amount of time, not to exceed 30 days.

As the vehicle owner, you should also be aware that Nissan may deny you warranty coverage if your vehicle or a part has failed due to abuse, neglect, improper maintenance or unapproved modifications.

If you have any questions regarding your warranty rights and responsibilities, you should contact Nissan's Consumer Affairs Department at 1-800-NISSAN-1 (1-800-647-7261) or the California Air Resources Board at 9528 Telstar Avenue, El Monte CA 91731.

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1 These warranties apply to all California and 50-state emission equipped 2012 model year Nissan vehicles sold for registration as new vehicles in California, Arizona, Connecticut, Maine, Maryland, Massachusetts, New Jersey, New Mexico, Oregon, Pennsylvania, Rhode Island, Vermont, or Washington only.

2 These warranties additionally apply to all Model Year 2012 Zero Emission Vehicles (ZEVs) and Partial Zero Emission Vehicles (PZEVs) sold in the state of New York.

3 Throughout this Limited Emission Control Warranty, "vehicle" means a Nissan model vehicle.

4 Nissan indicates Nissan North America, Inc., P.O. Box 685003, Franklin, TN 37068-5003 which manufactures and distributes Nissan vehicles in the United States.

5 The performance and defect warranty coverage for the California Emission Sentra-SULEV-PZEV is 15 years / 150,000 miles, whichever occurs first.

The following is Nissan's<sup>1</sup> new vehicle emission control warranty statement for vehicles certified for sale in California and sold for registration as a new vehicle in California, Arizona, Connecticut, Maine, Maryland, Massachusetts, New Jersey, New Mexico, Oregon, Pennsylvania, Rhode Island, Vermont or Washington only.

**LIMITATION OF WARRANTIES AND OTHER WARRANTY TERMS AND STATE LAW RIGHTS**

**EXTRA EXPENSES - LIMITATIONS OF DAMAGES**

This warranty does not cover incidental or consequential damages such as loss of the use of the vehicle, inconvenience or commercial loss.

**ANY IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE SHALL BE LIMITED TO THE DURATION OF THIS WRITTEN WARRANTY.**

Some states do not allow the exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Nissan does not authorize any person to create for it any other warranty, obligation or liability in connection with this vehicle.

**EMISSIONS DEFECTS WARRANTY**

**WHAT IS COVERED**

Nissan warrants that your vehicle was designed, built and equipped to conform with all applicable requirements of the California Air Resources Board. This warranty covers any part which affects applicable regulated emission(s).

Exceptions to this warranty are listed below under the caption "WHAT IS NOT COVERED."

**HOW LONG IS THE WARRANTY**

This warranty is for 3 years or 50,000 miles, whichever occurs first. Additionally, the components listed under the caption "Long-Term Emission System Defects Warranty Parts List" are covered for 7 years or 70,000 miles, (except for Altima SULEV ONLY which is 8 years or 100,000 miles) whichever occurs first, and except that the catalytic converter and engine control module (ECM) are warranted for 8 years or 80,000 miles, whichever occurs first. The warranty begins the date the vehicle is delivered to the first retail buyer or put into use, whichever is earlier.

Some items require scheduled replacement before 50,000 miles. These items are warranted only up to the replacement interval. The replacement intervals are outlined in the maintenance instructions in your NISSAN SERVICE & MAINTENANCE GUIDE.

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**LONG-TERM EMISSION SYSTEM  
DEFECTS WARRANTY PARTS LIST**

	EGI Wiring Harness	Throttle Body	Intake Manifold	Engine Control Module <sup>o</sup>	Fuel Tank	Exhaust Manifold w/Catalytic Converter <sup>o</sup>	Front Exhaust Tube w/Catalytic Converter RH <sup>o</sup>	Front Exhaust Tube w/Catalytic Converter <sup>o</sup>	Flywheel	Torque Converter Drive Plate	Transmission Control Module	Air Fuel Ratio Sensor, Front (LH)	Air Fuel Ratio Sensor, Front	Front Exhaust Tube	Muffler Assy w/Catalytic Converter <sup>o</sup>	Three-Way Catalyst <sup>o</sup>	Intake Manifold Collector	Exhaust Manifold, RH	Exhaust Manifold	Knock Sensor	Mass Air Flow Sensor	Turbocharger
Juke	X	X	X	X	X	X		X		X									X		X	X
Versa 1.6L	X	X	X	X	X					X									X		X	
Versa 1.8L	X	X	X	X	X																X	
cube	X	X	X	X	X	X		X														X
Sentra 2.0L	X	X	X	X	X	X		X	X	X												X
Rogue	X	X	X	X	X	X		X		X												X
Altima 2.5L	X	X		X	X	X		X		X		X										X
Altima SULEV 2.5L <sup>oo</sup>	X	X		X	X	X		X		X		X										X
Sentra 2.5L	X	X	X	X	X	X				X				X	X							X
Frontier 2.5L	X	X	X	X	X	X			X	X												X
Murano	X	X		X	X			X		X	X		X			X	X	X				X
Murano Convertible	X	X		X	X			X		X	X		X			X	X	X				X
Quest	X	X		X	X			X		X	X	X				X	X	X				X
Altima 3.5L	X	X		X	X				X	X	X					X	X					X
Maxima	X	X		X	X			X		X	X					X		X		X	X	X
370Z Coupe	X	X	X	X	X				X	X			X	X		X			X	X	X	
370Z Roadster	X	X	X	X	X				X	X			X	X		X			X	X	X	

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	EGI Wiring Harness	Throttle Body	Intake Manifold	Engine Control Module <sup>o</sup>	Fuel Tank	Exhaust Manifold w/Catalytic Converter <sup>o</sup>	Front Exhaust Tube w/Catalytic Converter RH <sup>o</sup>	Front Exhaust Tube w/Catalytic Converter <sup>o</sup>	Flywheel	Torque Converter Drive Plate	Transmission Control Module	Air Fuel Ratio Sensor, Front (LH)	Air Fuel Ratio Sensor, Front	Front Exhaust Tube	Muffler Assy w/Catalytic Converter <sup>o</sup>	Three-Way Catalyst <sup>o</sup>	Intake Manifold Collector	Exhaust Manifold, RH	Exhaust Manifold	Knock Sensor	Mass Air Flow Sensor	Turbocharger
Frontier 4.0L		X		X	X		X		X	X					X		X		X	X		
Xterra		X		X	X		X		X	X					X		X		X	X		
Pathfinder 4.0L		X		X	X		X		X	X					X				X	X	X	
Pathfinder 5.6L	X	X		X	X	X															X	
Armada		X		X	X	X															X	
Titan		X		X	X	X															X	

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<sup>o</sup> = Long Term Federal Emission Parts covered for 96 months or 80,000 miles.

<sup>oo</sup> = Altima SULEV ONLY: All Long Term Emission Parts covered for 96 months or 100,000 miles. Please refer to underhood Vehicle Emission Information label to determine emission certification level.

## **EMISSIONS PERFORMANCE WARRANTY**

### **WHEN DOES THIS WARRANTY APPLY**

This warranty applies to your 2012 Nissan vehicle only if it fails to pass a California "smog check" test or equivalent.

### **WHAT IS COVERED AND FOR HOW LONG<sup>5</sup>**

Nissan warrants that if your vehicle fails to pass a California "smog check" test, it will make the necessary repairs so that your vehicle will pass. This warranty is for 3 years or 50,000 miles, whichever occurs first. The warranty begins the date the vehicle is delivered to the first retail buyer or the date it is first put in to service, whichever is earlier.

Exceptions to this warranty are listed under the caption "WHAT IS NOT COVERED".

### **WHAT IS NOT COVERED**

These warranties do not cover:

1. Normal maintenance, service and parts replacement as outlined in the emission control maintenance instructions of your OWNER'S MANUAL and your NISSAN SERVICE & MAINTENANCE GUIDE.
2. Failures directly as a result of:
  - Lack of performance of required emission control maintenance as outlined in your OWNER'S MANUAL and your NISSAN SERVICE & MAINTENANCE GUIDE.
  - Misuse, accident or modification.

- Improper adjustment or installation of parts during the performance of maintenance (non-warranty) services.
  - Tampering with or disconnecting any part affecting vehicle emissions.
  - The use of fuel other than that specified in your OWNER'S MANUAL or fuel with contaminants which the fuel filter is not designed to remove.
3. In the case of the Performance Warranty, the use of any non-Nissan part not certified in accordance with Federal requirements which is defective or not equivalent from an emissions stand point to the original equipment part.
  4. In the case of the Defects Warranty, parts not supplied by Nissan or damage to other parts caused directly by non-Nissan parts.
  5. In the case of the Performance Warranty, costs of determining the cause of a vehicle failing a California "smog check" test if such failure is found not to be covered.

### **WHAT YOU MUST DO**

In order to obtain warranty service you must deliver the vehicle to any authorized Nissan dealer in the United States at your expense. You are responsible for the required maintenance on your vehicle as outlined in the maintenance instructions in your NISSAN SERVICE & MAINTENANCE GUIDE. Nissan recommends that you retain all receipts covering maintenance on your vehicle, but Nissan cannot deny warranty solely for the lack of receipts or for your failure to ensure the performance of all scheduled maintenance.

### **WHAT NISSAN WILL DO**

Warranty repairs will be made at no charge for parts and/or labor, including diagnosis and tax. Any needed parts replacement will be made using new or remanufactured parts.

### **OTHER WARRANTY TERMS**

#### **Performance Warranty Claims Procedure**

You may make a claim under the Performance Warranty immediately after the failure of a "smog check" test. You must provide proof of this failure when making your claim in order to avoid additional "smog check" test charges.

You will be told whether Nissan will honor your claim within 30 days of the date you make the claim, unless a shorter time period is required by law. If your claim is denied, Nissan will notify you in writing of the reason. If we do not notify you within this time period, we will repair your vehicle under this warranty at no cost to you. The time period for notification will not apply if you request a delay or a delay is caused by events not under the control of Nissan dealers. No claim will be denied under the Performance Warranty because you use a certified part for maintenance or repair.

#### **Maintenance Service and Replacement Parts**

Important information concerning maintenance service and replacement parts is in the Limited Warranty on Nissan Replacement Parts and Accessories section of this booklet. No warranty claim will be denied solely because a non-Nissan part was used for maintenance or repair.

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### California Vehicle Inspection Program

Under this program, if your vehicle fails a "smog check" test, you may choose to have diagnosis of the failure and repairs made at a Nissan dealer or at another service facility. If the inspection failure is the result of a condition covered by these warranties, you must take your vehicle to an authorized Nissan dealer for warranty repairs. This includes parts, labor and diagnosis. You must pay for diagnostic costs if performed at another service facility except in the case of emergency repairs as outlined below.

You must pay for all diagnostic and repair costs of an inspection failure as required by law if the failure was caused by conditions not covered by these warranties. If the failure is the result of a combination of conditions, you must pay for only the diagnostic and repair costs related to items not covered by these warranties.

After the 3 year/50,000 mile performance warranty has passed, a "smog check" test failure due to a defect in a part which is warranted for 7 years/70,000 miles (except for Altima SULEV ONLY which is 8 years/100,000 miles) is covered<sup>5</sup>.

### Emergency Repairs

In case of an emergency, when an authorized Nissan dealer is not reasonably available, warranty repairs may be performed at any service facility or by the owner using any replacement parts. Nissan will reimburse you for such repairs, including diagnosis, up to the amount of Nissan's suggested retail price for parts and labor charges based on Nissan's recommended time allowance for the warranty repair and the geographically appropriate hourly labor rate. A part not being available or a repair not being complete within 30 days also constitutes an emergency. You must take the replaced part and paid receipts to an authorized Nissan dealer for repayment in such emergency situations.

### Maintenance Records

Receipts covering the performance of regular maintenance are not required but should be kept in the event questions arise concerning maintenance. The receipts should be transferred to subsequent owners.

### If you have Questions

You may obtain further information concerning these warranties by following the procedure outlined in the "CUSTOMER CARE" section of this booklet. You may also contact or report any violations to the Office of Transportation and Air Quality, Vehicle Compliance Programs Group, U.S. Environmental Protection Agency, Ariel Rios Building (6405J), 1200 Pennsylvania Avenue, N.W., Washington, D.C. 20460 or the Chief, Mobile Source Division, Air Resources Board, 9528 Telstar Ave., El Monte, CA. 91731.

### Other Obligations

Nissan does not authorize any person to create for it any other warranty, obligation or liability in connection with this vehicle.

**Warranty for 2012 vehicles certified for sale in California may be subject to future governmental administrative or judicial action. As a result, this warranty may be changed because Nissan reserves the right to, and, will make those changes required by future law, regulation, or judicial or administrative action in order to be consistent with such governmental actions.**

**WHO IS THE WARRANTOR**

Nissan<sup>1</sup> warrants all parts of your 2012 Nissan vehicle seat belt system supplied by Nissan.

**WHAT IS COVERED AND FOR HOW LONG**

This warranty covers any Nissan supplied seat belt or related component, that fails to function properly during normal use within ten (10) years of the date the vehicle is delivered to the first retail buyer or put into service, whichever is earlier. Warranty repairs are free of charge for parts and labor.

**OBTAINING WARRANTY SERVICE**

You must take the vehicle to an authorized Nissan dealer in the United States or Canada during regular business hours at your expense in order to obtain warranty service. The names and addresses of authorized Nissan dealers are listed in telephone directories.

**WHAT IS NOT COVERED**

- Damage or failure due to misuse, alteration, accident or collision damage. (Proper use is outlined in your OWNER'S MANUAL).
- Color fading, spotting or other cosmetic items when the belt is otherwise functioning properly.
- Air bags and related electronic control systems which are covered by the Powertrain warranty.

**LIMITATION OF WARRANTIES AND OTHER WARRANTY TERMS AND STATE LAW RIGHTS****EXTRA EXPENSES - LIMITATIONS OF DAMAGES**

**This warranty does not cover incidental or consequential damages such as loss of the use of the vehicle, inconvenience or commercial loss.**

ANY IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE SHALL BE LIMITED TO THE DURATION OF THIS WRITTEN WARRANTY.

Some states do not allow the exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Nissan does not authorize any person to create for it any other warranty, obligation or liability in connection with this vehicle.

<sup>1</sup> Nissan indicates Nissan North America, Inc., P.O. Box 685003, Franklin, TN 37068-5003, which distributes Nissan vehicles in the United States.

### **WHO IS COVERED**

The owner of a BFGoodrich Passenger or Light Truck tire which bears the BFGoodrich name and complete DOT identification number.

### **WHAT IS COVERED AND FOR HOW LONG**

BFGoodrich Passenger and Light Truck tires, used in normal service on the vehicle on which they were originally fitted and in accordance with the maintenance recommendations and safety warnings contained in the owner's manual and in the Important Tire Safety Information Section of this booklet, are covered by this limited warranty against defects in workmanship and material for the life of the original usable tread, or 6 years from the date of purchase, whichever comes first. At that time, all warranties, express or implied, are terminated. The usable tread is the original tread down to the level of the tread wear indicators - 2/32nds of an inch (1.6mm) of tread remaining. Date of purchase is documented by new vehicle registration or tire sales invoice. If no proof of purchase is available, the date of manufacture, as molded on the sidewall, will be used. Replacement will be made in accordance with the terms and conditions described under "What BFGoodrich Will Do".

### **WHAT IS NOT COVERED**

Tires which become unserviceable due to:

- Road hazard injury (e.g., a cut, snag, bruise, impact damage, or puncture, whether repairable or not);
- Incorrect mounting of the tire, tire/wheel imbalance, or improper repair;
- Misapplication, underinflation, overinflation, improper maintenance, racing or other abuse;
- Uneven or rapid wear which is caused by mechanical irregularity in the vehicle such as wheel misalignment (a measured tread difference of 2/32nds of an inch (1.6mm) or more across the tread on the same tire) resulting in uneven or rapid wear;
- Accident, fire, chemical corrosion, tire alteration, or vandalism;
- Ozone or weather cracking;
- Flat spotting caused by improper storage or brake-lock;
- The adding of liquid, solid or gaseous materials other than air, nitrogen, or carbon dioxide (e.g. waterbase sealers or balancing substances).

### **WHAT BFGOODRICH WILL DO**

#### **PASSENGER AND LIGHT TRUCK TIRES**

A tire which becomes unserviceable due to a condition covered by this limited warranty will be replaced with a comparable new BFGoodrich tire, free of charge, when 2/32nds of an inch (1.6mm) or less of the original tread is worn, (or 25% or less, whichever is most beneficial to the user) and within 12 months of the date of purchase. Mounting and balancing of tires is included. The cost of any other service charges and applicable taxes are payable by the user.

When more than 2/32nds of an inch of original tread has been worn (or more than 25%, whichever is most beneficial to the user) or after 12 months from date of purchase, the user must pay the cost of a comparable new BFGoodrich passenger or light truck replacement tire on a pro rata basis. The dealer shall determine the charge by multiplying the percentage of the original usable tread worn by the current actual selling price at the adjustment location or the price on the current BFGoodrich Brand Base Price List, whichever is lower. This List is based on a predetermined price intended to fairly represent the actual selling price of the tire. The cost of mounting, balancing and any other service charges and applicable taxes are payable by the user.

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**WHAT THE CONSUMER MUST DO**

When making a claim under the terms of this limited warranty, the consumer must present the tire to an authorized BFGoodrich Dealer. To locate an Authorized Tire Dealer, check the yellow pages under "Tire Dealers - Retail."

The vehicle on which the tire was used should be available for inspection.

It is essential that you read and understand the safety and maintenance recommendations (see Safety Maintenance Information) for your tires.

**CONDITIONS AND EXCLUSIONS**

THIS LIMITED WARRANTY DOES NOT PROVIDE COMPENSATION FOR LOSS OF TIME, LOSS OF USE OF VEHICLE, INCONVENIENCE, INCIDENTAL, OR CONSEQUENTIAL DAMAGE.

TIRES PRESENTED FOR CLAIM REMAIN THE PROPERTY OF THE CONSUMER AND BFGOODRICH BRAND ACCEPTS NO RESPONSIBILITY FOR LOSS OF, OR DAMAGE TO, TIRES WHICH ARE IN THE CUSTODY OR CONTROL OF A BFGOODRICH TIRE DEALER FOR THE PURPOSE OF INSPECTION FOR WARRANTY ADJUSTMENT. IN THE EVENT OF A DISPUTED CLAIM, THE CONSUMER MUST MAKE THE TIRE AVAILABLE FOR FURTHER INSPECTION.

NO BFGOODRICH REPRESENTATIVE, EMPLOYEE OR DEALER HAS THE AUTHORITY TO MAKE OR IMPLY ANY REPRESENTATION, PROMISE OR AGREEMENT, WHICH IN ANY WAY VARIES THE TERMS OF THIS WARRANTY.

THIS LIMITED WARRANTY APPLIES ONLY IN THE UNITED STATES AND CANADA.

**CONSUMER RIGHTS**

THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE AND PROVINCE TO PROVINCE.

**SAFETY MAINTENANCE INFORMATION**

Read your vehicle owners manual, the information on the sidewall of your tires, the vehicle tire information placard and the Important Tire Safety Information section of this booklet for essential safety and maintenance information.

**THE WARRANTOR**

The warrantor of BFGoodrich Tires is Michelin North America, Inc. 1 Parkway South, P.O. Box 19001, Greenville, South Carolina 29602-9001.

For Consumer Assistance, Please Call Toll Free:

1-877-788-8899 (U.S.)

1-888-871-6666 (Canada)

[www.bfgoodrichtires.com](http://www.bfgoodrichtires.com) (U.S.)

[www.bfgoodrich.ca](http://www.bfgoodrich.ca) (Canada)

Or Write:

Consumer Care

P.O. Box 19026, Greenville, SC 29602-9026

**DANGER**

Disregarding any of the safety precautions and instructions contained in the Owner's Manual or the Important Tire Safety Information in this booklet may result in tire failure or explosion causing serious personal injury or death.

### **ORIGINAL EQUIPMENT PASSENGER AND LIGHT TRUCK TIRES INCLUDING RFT TIRES WITH RUN-FLAT TECHNOLOGY ELIGIBILITY**

This Limited Warranty covers BRIDGESTONE and FIRESTONE brand passenger and light truck tires, including RFT and temporary spare tires, originally installed by the vehicle manufacturer on a new vehicle. You are covered under the terms of this Limited Warranty if the tire was produced after July 4, 2004 (DOT serial 2704 or later) and has been used only on the vehicle on which it was originally installed in non-commercial service.

### **WHAT IS WARRANTED AND FOR HOW LONG**

Before wearing down to 2/32 inch (1.6 mm) remaining original tread depth (i.e. worn down to the top of the built-in indicators in the tread grooves) and within 6 years from the date of purchase (proof of purchase date required; without proof of purchase date, then within 6 years from the date of tire manufacture), for any reason other than those excluded in the section entitled "What This Limited Warranty Does Not Cover," any eligible tire that becomes unusable for any reason within the manufacturer's control will be replaced with an equivalent new tire on the basis set forth in this Limited Warranty.

### **WHAT THE WARRANTY DOES NOT COVER**

This Limited Warranty does not cover the following:

1. Tire damage or irregular wear due to:
  - A. **Road hazards**, including, without limitation: Puncture, cut, impact break, stone drill, bruise, bulge, snag, etc.
  - B. **Improper use or operation**, including, without limitation: Improper inflation pressure, overloading, tire/wheel spinning, use of an improper wheel, tire chain damage, misuse, misapplication, negligence, tire alteration, or for racing or competition purposes.
  - C. **Insufficient or improper maintenance**, including, without limitation: Failure to rotate tires as recommended in this manual, wheel misalignment, worn suspension components, improper tire mounting or demounting, tire/wheel assembly imbalance, or other vehicle conditions, defects, or characteristics.
  - D. **Contamination or degradation** by petroleum products or other chemicals, fire or other externally generated heat, or water or other material trapped inside the tire during mounting or inflation.
  - E. **Improper repair**. Improper repair voids this Limited Warranty.
  - F. **For RFT tires only, improper run-flat or low tire pressure operation**, including, without limitation: Exceeding speed, distance, or other run-flat/low pressure operation limitations.

2. Rapid tread wear or wear-out. Original equipment tires have no mileage warranty.
3. Weather/ozone cracking after 4 years from date of tire manufacture.
4. Ride disturbance or vibration after 1/32 inch (0.8 mm) of tread wear use.
5. Tires with sealant, balance, or other filler material that was not originally applied or inserted by the tire manufacturer.
6. Tires used in commercial service.
7. Tires purchased and normally used outside the United States and Canada.
8. The cost of applicable federal, state, and local taxes.
9. Failure to follow any of the safety and maintenance recommendations or warnings contained in this manual.

This Limited Warranty is in addition to and/or may be limited by any other applicable written warranty you may have received concerning special tires or situations.

### **REPLACEMENT PRICE**

Radial passenger and light truck tires adjusted under this Limited Warranty will be replaced free of charge during the first 25% of tread wear or within 12 months from the date of purchase (proof of purchase date required; without proof of purchase date, then within 12 months from the date of tire manufacture), whichever occurs first. During the free replacement period, mounting and balancing are included free of charge.

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To determine the replacement price after the free tire replacement period, the percent of used tread wear is multiplied by the current selling price for the replacement tire(s). The appropriate taxes, mounting, balancing, disposal fee, and other service charges may be added to the adjustment replacement price.

In Canada, the tire will be adjusted at dealerships (subject to dealer discretion) at a predetermined "Adjustment Price."

## REPLACEMENT WARRANTY

If you receive a replacement tire under this Limited Warranty, it will be covered by the manufacturer's warranty, if any, given on that tire at that time.

## WHERE TO GO

Tire adjustments under this Limited Warranty will only be made at an authorized Bridgestone Firestone retailer. Consult a phone directory (often listed in the Yellow Pages under "Tire Dealers" or the internet at [www.bridgestonetire.com](http://www.bridgestonetire.com) for the location nearest you.

## CONSUMER RIGHTS

This Limited Warranty gives you specific legal rights, and you may also have other rights which vary from state to state or in Canada from province to province.

## CONDITIONS AND EXCLUSIONS

To the extent permitted by law, Bridgestone Firestone North American Tire, LLC disclaims all other warranties, including but not limited to the implied warranties of merchantability and fitness for a particular purpose and any liability for inconvenience, incidental, or consequential damages, loss of time, loss of vehicle use or, inconvenience. Some states do not allow the exclusion or

limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

This Limited Warranty applies only to consumers actually using the tire in the United States and Canada. For warranty conditions outside the United States and Canada, see your local Bridgestone Firestone distributor.

Obligations under this policy may not be enlarged or altered by anyone.

In accordance with Federal Law, this Limited Warranty has been designated as a "Limited Warranty." Nothing in this Limited Warranty is intended to be a representation that tire failures cannot occur. This Limited Warranty is given in the United States by Bridgestone Firestone North American Tire, LLC, 535 Marriott Dr., Nashville, TN 37214 and in Canada by Bridgestone Firestone Canada Inc., 5770 Hurontario St., Suite 400, Mississauga, Ontario, Canada L5R 3G5.

## OWNER'S OBLIGATIONS

In order to keep this Limited Warranty valid, we require you to have your tires regularly inspected and rotated per the vehicle OWNER'S MANUAL and to furnish proof of same in order to receive an adjustment. Such proof should show the date, mileage, and servicing location. A sales receipt containing this information will suffice. It is your obligation to maintain proper tire inflation pressures as specified by the vehicle manufacturer and to operate the vehicle within tire/vehicle load capacity and speed limitations. It is also your obligation to maintain proper wheel alignment and tire/wheel assembly balance. To request an adjustment, you must present the tire to an authorized Bridgestone Firestone retailer. Complete and sign the customer section of the Bridgestone Firestone North American Tire, LLC Limited War-

ranty adjustment form and pay appropriate replacement price, taxes, disposal fee, and service charges, if any.

## ARBITRATION

You and Bridgestone Firestone North American Tire, LLC agree that all claims, disputes, and controversies between you and it, including any of its agents, employees, successors, or assigns, arising out of or in connection with this Limited Warranty, or any other warranties, express or implied, including a failure of warranty and the validity of this arbitration clause, but excluding claims for personal injury or property damage, shall be resolved by binding arbitration between you and it, according to the formal dispute resolution procedures of the National Arbitration Forum, under the Code of Procedure then in effect. This arbitration will be conducted as a document hearing. If you request any procedures beyond a document hearing, you will be responsible for all fees, including filing and administrative fees, above and beyond the fees required for document hearings. The arbitration between you and Bridgestone Firestone North American Tire, LLC shall not include any other customers, be combined or consolidated in any fashion with arbitrations involving other customers, or proceed in any form of class action in which the claims of numerous customers are considered together. Any award of the arbitrator(s) may be entered as a judgment in any court of competent jurisdiction. The arbitrators will have no authority to award punitive or other damages not measured by the prevailing party's actual damages, except as may be required by statute. Information may be obtained and claims may be filed at any office of the National Arbitration Forum or at P.O. Box 50191, Minneapolis, MN 55405.

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**THE WARRANTOR**

The warrantor of Bridgestone and Firestone tires is:  
Bridgestone Firestone North American Tire LLC  
535 Marriott Dr.  
Nashville, TN 37214

Please contact Bridgestone Firestone for a copy of their  
"Tire Maintenance, Safety and Warranty Manual".

For Customer Assistance:  
1-800-847-3272

***SAFETY INFORMATION***

Any tire, no matter how well constructed, may fail in use as a result of punctures, impact damage, improper inflation, overloading, or other conditions resulting from use or misuse. Tire failure may create a risk of serious personal injury or property damage. To reduce risk of tire failure, we strongly recommend you read and follow all safety information contained in the Important Tire Safety Information section contained in this booklet, the tire placard in the vehicle or the OWNER'S MANUAL.

## HIGHWAY AUTO AND LIGHT TRUCK TIRE REPLACEMENT AND ADJUSTMENT POLICY (EXCLUDES GOODYEAR UNISTEEL® RADIAL LIGHT TRUCK TIRES)

### WHO IS ELIGIBLE?

You are eligible for the benefits of this Limited Warranty if you meet all the following criteria:

- You are the owner or authorized agent of the owner of new Goodyear or Dunlop highway auto or light truck tires supplied as Original Equipment on your vehicle.
- Your tires bear Department of Transportation prescribed tire identification numbers.
- Your tires have been used only on the vehicle on which they were originally installed according to the vehicle manufacturer or Goodyear's recommendations.
- Your tires were purchased on or after March 1, 2009.

Light truck tires are defined as all tires identified with the "LT" designation in the sidewall stamping plus the 8-19.5 and 8R19.5 sizes which do not carry the "LT" designation.

### WHAT IS COVERED AND FOR HOW LONG?

#### FREE TIRE REPLACEMENT

Any new Goodyear or Dunlop highway radial auto or radial light truck tire, covered by this policy, removed from service due to a covered warranty condition during the first 2/32" of usable treadwear or twelve months from date of purchase, whichever comes first, will be

replaced with a comparable new Goodyear or Dunlop tire at no charge, including mounting and balancing. (Without proof of purchase the date of manufacture will be used to determine eligibility.)

#### ALL OTHER HIGHWAY AUTO OR LIGHT TRUCK TIRES

Any new Goodyear or Dunlop highway auto or light truck tire, other than radial auto, radial light truck tires, removed from service due to a covered warranty condition during the first 1/32" of usable treadwear will be replaced with a comparable new Goodyear or Dunlop tire at no charge, including mounting and balancing.

#### TEMPORARY SPARE TIRES

Any Goodyear or Dunlop temporary spare tire removed from service due to a covered warranty condition during the first 50% of usable treadwear (1/32") will be replaced with a comparable new Goodyear or Dunlop temporary spare tire at no charge, including mounting.

#### PRORATED ADJUSTMENT

Tires not eligible for free replacement that are removed from service due to a covered warranty condition will be replaced with a comparable new Goodyear or Dunlop tire on a prorated basis for up to six (6) years from the date of original new tire purchase or when the treadwear indicators become visible (worn to 2/32"), whichever occurs first. (Without proof of purchase the date of manufacture will be used to determine eligibility.)

### HOW WILL PRORATED CHARGES BE CALCULATED?

Replacement price will be calculated by multiplying the tire's advertised retail selling price at the time of adjustment by the percentage of usable original tread that has

been worn off. You pay for mounting and balancing, and an amount equal to the current Federal Excise Tax (F.E.T. – U.S. only) any other applicable taxes and government-mandated charges.

EXAMPLE: If your disabled tire had an original 8/32" of usable treadwear and is worn to 4/32" usable tread remaining, you have used 50%, and therefore must pay 50% of the advertised retail selling price of the comparable tire.

In addition, you must pay an amount equal to the full current Federal Excise Tax (U.S. only) or any other applicable taxes and government-mandated charges for the comparable new replacement tire at the time of adjustment. If the price of the new comparable tire is \$80, the cost to you would be \$40 plus F.E.T. (U.S. only) plus any other applicable taxes and government-mandated charges.

### WHAT IS A COMPARABLE TIRE?

A "comparable" new Goodyear or Dunlop tire will be the same brand tire and may either be the same line of tire or, in the event that the tire is not available, the same brand tire with the same basic construction and quality with a different sidewall or tread configuration. If a higher priced tire is accepted as replacement, the difference in price will be at an additional charge to you.

Any replacement tire provided pursuant to this warranty will be covered by the Goodyear or Dunlop warranty in effect at the time of replacement.

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## ADDITIONAL PROVISIONS

A tire has delivered its full original tread life and the coverage of this limited warranty ends when the tread-wear indicators become visible (worn to 2/32"), or six (6) years from the date of new tire purchase, whichever occurs first. (Without proof of purchase the date of manufacture will be used to determine eligibility.)

## LIMITATIONS

This limited warranty is applicable only in the United States and Canada.

## WHAT IS NOT COVERED BY THIS WARRANTY?

This limited warranty does not cover the following:

- Tires submitted for ride disturbance complaints that are worn beyond the first two thirty-seconds of an inch (2/32") tread depth or 6 months from date of new vehicle purchase, whichever occurs first, or tires submitted for ride disturbance due to damaged wheels or any vehicle condition.
- Goodyear & Dunlop do not warrant or give credit in any adjustment transaction for any kind of material added to a tire (e.g., tire fillers, sealants, balancing substances) after the tire leaves a factory producing Goodyear or Dunlop tires, nor will it adjust any tire that has failed as a result of adding such material.
- Irregular wear or damage due to mechanical condition of the vehicle, improper inflation, overloading, high speed spin-up, misapplication, misuse, negligence, racing, use of tire chains, improper mounting or demounting, improper repair, wreck, collision or fire.

- Road hazards (includes, but not limited to, punctures, cuts, snags, impact breaks, etc.).
- Any tire that, after leaving a factory producing Goodyear or Dunlop tires, has been intentionally altered to change its appearance (e.g., white inlay on a black tire or regrooved).
- Tires with weather-cracking that were purchased more than four (4) years prior to presentation for adjustment or, if purchase date cannot be verified, manufactured more than four years prior to presentation for adjustment.
- Tires removed from service due to improper repairs.
- Temporary spare tires used on vehicles used in racing and on passenger cars in special applications such as police pursuit service.
- Goodyear Unisteel Commercial Radial Light Truck Tires.
- Loss of time, inconvenience, loss of vehicle use, incidental or consequential damages.
- Tires supplied as Original Equipment are not eligible for any tread life warranty consideration.

## WHAT ARE YOUR LEGAL RIGHTS?

No Representative or Dealer has authority to make any representation, promise, or agreement on behalf of Goodyear or Dunlop except as stated herein.

Any tire, no matter how well constructed, may fail in service or otherwise become unserviceable due to conditions beyond the control of the manufacturer. Under no circumstances is this warranty a representation that a tire failure cannot occur.

This warranty gives you specific legal rights and you may also have other rights that vary from state to state or province to province.

DISCLAIMER: THIS WARRANTY IS IN LIEU OF, AND GOODYEAR HEREBY DISCLAIMS, ANY AND ALL OTHER WARRANTIES AND REPRESENTATIONS, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NO OTHER WARRANTY OR REPRESENTATION OF ANY KIND IS MADE BY GOODYEAR OR SHALL BE IMPLIED BY LAW.

LIMITATION OF DAMAGES: IN NO EVENT AND UNDER NO CIRCUMSTANCE SHALL GOODYEAR BE LIABLE TO THE BUYER FOR ANY INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL, LOST PROFIT, LOSS OF BUSINESS, LOSS OF GOODWILL OR REPUTATION, PUNITIVE OR OTHER DAMAGE, COST (INCLUDING FOR REPLACEMENT TRANSPORTATION), EXPENSE OR LOSS OF ANY KIND. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

## HOW DO YOU OBTAIN AN ADJUSTMENT?

- A. You must present the tire to be adjusted to an authorized Goodyear or Dunlop service facility. Tires replaced on an adjustment basis become the property of The Goodyear Tire & Rubber Company, Goodyear Dunlop Tires North America, Ltd. or Goodyear Canada Inc.

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- B. You must pay for taxes and any additional services you order at the time of adjustment plus any additional service that may be unique to your application, e.g. Tire Pressure Monitoring System.
- C. You must submit your claim on an approved claim form supplied by an authorized Goodyear or Dunlop service facility. The form must be filled out completely and signed, where you the owner or your authorized agent presented the tire for adjustment.

### **SAFETY WARNINGS**

Property damage, serious injury or death may result from:

- **TIRE FAILURE DUE TO UNDERINFLATION/OVERLOADING/ MISAPPLICATION.**  
Follow the vehicle owner's manual or tire placard in vehicle.
- **TIRE FAILURE DUE TO IMPACT DAMAGE/IMPROPER MAINTENANCE.**  
Tires should be inspected regularly by a qualified technician for signs of damage, such as punctures or impacts.
- **TIRE FAILURE DUE TO IMPROPER REPAIRS.**  
See Rubber Manufacturer's Association (RMA) established repair procedures at [www.rma.org](http://www.rma.org) and/or go to [www.goodyear.com](http://www.goodyear.com) for information on proper repair procedures.
- **EXPLOSION OF TIRE/RIM ASSEMBLY DUE TO IMPROPER MOUNTING.**  
Only specially-trained persons should mount tires. When mounting tires, use safety cage and clip-on extension air hose to inflate.
- **FAILURE TO MOUNT RADIAL TIRES ON APPROVED RIMS.**

- **FAILURE TO DEFLATE SINGLE OR DUAL ASSEMBLIES COMPLETELY BEFORE DEMOUNTING.**

- **TIRE SPINNING.**

On slippery surfaces such as snow, mud, ice, etc., do not spin tires in excess of 35 mph (55 kph), as indicated on the speedometer.

- **EXCESSIVE WHEEL SPINNING.**

This can also result in tire disintegration or axle failure.

**WARNING:** Vehicle handling, traction, ride comfort and other performance parameters may be significantly affected by a change in tire size or type. Before replacing tires, always consult and follow the vehicle owner's manual because some vehicle manufacturers prohibit changing tire size. When selecting tires that are different from the original equipment size make certain: (1) The tires have adequate load carrying capacity based on the vehicle placard, (2) The tires have sufficient inflation pressure to carry the load and (3) There is proper clearance with no interference points between the tire and vehicle. The consumer must be aware to always drive safely and obey all traffic laws. Avoid sudden, sharp turns or lane changes. Failure to follow any of these warnings may result in loss of control of the vehicle, leading to an accident and serious injury or death.

### **TIRE CARE AND MAINTENANCE GUIDE**

The easiest way to help ensure satisfactory mileage and performance from your Goodyear or Dunlop tires is to give them a simple but frequent (at least monthly) inspection for proper inflation, even treadwear, and the presence of any damage.

### **DO MAINTAIN PROPER INFLATION PRESSURE IN YOUR TIRES**

Proper inflation pressure is necessary for optimum tire performance, safety and fuel economy. To maintain proper inflation pressure, frequently (at least monthly) check tires (when they are cool) with an accurate tire pressure gauge.\*

For example, it is difficult to tell just by looking at radial tires whether they are underinflated.

Furthermore, when operating a vehicle equipped with radial tires, it is difficult to notice when a tire has gone flat or nearly flat since the "feel" of the vehicle does not change significantly.

**\*Evidence of air loss or repeated underinflation always requires expert inspection to determine the source of leakage and tire removal to determine repairability.** To avoid injury, NEVER attempt to inflate a tire that has been run severely underinflated.

Progressive air loss may result from punctures, cuts, curbing, impacts or partial bead unseating. Some fitment causes for air loss are (1) incomplete bead seating, (2) bead tearing caused by a machine tool due to insufficient lubrication or improper adjustment, (3) leaking valve core or rubber valve components. These should be replaced when problems are detected and whenever tires are replaced.

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**Always maintain inflation pressure at the level recommended by the vehicle manufacturer as shown on the vehicle placard, vehicle certification label or in the vehicle owner's manual:**

Underinflation is the leading cause of tire failure and may result in severe cracking, component separation or "blowout." It reduces tire load capacity, allows excessive sidewall flexing and increases rolling resistance, resulting in heat and mechanical damage. Maintaining proper inflation pressure is the single most important thing you can do to promote tire durability and maximize tread life.

Overinflation increases stiffness, which may deteriorate ride and generate unwanted vibration. Overinflation also increases the chances of impact damage.

### **DON'T OVERLOAD YOUR VEHICLE OR TIRES**

Check your vehicle owner's manual to determine the load limits. Overloading your vehicle places stress on your tires and other critical vehicle components. Overloading a vehicle can cause poor handling, increased fuel consumption and may cause tire failure. Overloading your tires can result in severe cracking, component separation or "blowout".

Never fit your vehicle with new tires that have less load capacity than shown on the vehicle tire placard and remember that optimum rim width is important for proper tire load distribution and function.

The maximum load capacity stamped on the sidewalls of P-Metric tires is reduced by 10% when used on a light truck, utility vehicle or trailer. Never fit P-Metric tires to light trucks that specify LT-type replacement tires.

### **DON'T SPIN YOUR TIRES EXCESSIVELY**

Avoid excessive tire spinning when your vehicle is stuck in snow, ice, mud or sand. The centrifugal forces generated by a free-spinning tire/wheel assembly may cause sudden tire explosion resulting in vehicle damage and/or serious personal injury to you or a bystander. Never exceed 35 mph/55 km/h, as indicated on your speedometer. Use a gentle backward and forward rocking motion to free your vehicle for continued driving. Never stand near or behind a tire spinning at high speeds. For example, while attempting to push a vehicle that is stuck or when an on-the-car spin balance machine is in use.

### **DO CHECK YOUR TIRES FOR WEAR**

Always remove tires from service when they reach two thirty-seconds of an inch (2/32) remaining tread depth. All new tires have treadwear indicators which appear as smooth banks in the tread grooves when they wear to the two thirty-seconds of an inch (2/32) level. Many wet weather accidents result from skidding on bald or nearly bald tires. Excessively worn tires are also more susceptible to penetrations.

### **DO CHECK YOUR TIRES FOR DAMAGE**

Frequent (at least monthly) inspection of your tires for signs of damage and their general condition is important for safety. If you have any questions, have your tire Dealer inspect them. Impacts, penetrations, cracks, knots, bulges or air loss always require tire removal and expert inspection. Never perform a temporary repair or use an inner tube as a substitute for a proper repair. Only qualified persons should repair tires.

### **PROPER TIRE REPAIR NOTE:**

Goodyear and Dunlop do not warrant any inspection or repair process. The repair is entirely the responsibility of the repairer and should be made in accordance with established Rubber Manufacturers Association (RMA) procedures.

### **THE CONVENIENCE (TEMPORARY) SPARE**

The Convenience (Temporary) Spare is designed, built, and tested to the high engineering standards set by North America's leading car manufacturers and to Goodyear and Dunlop's own high standards of quality control. It is designed to take up a minimum of storage space and, at the same time, fulfill the function of a spare tire when needed. The spare is kept in its storage space, fully inflated at 60 psi. To be sure it is always ready for use, the air pressure should be checked on a regular basis.

The Convenience (Temporary) Spare can be used in combination with the original tires on your vehicle. You can expect a tire tread life of up to 3,000 miles (4,800 kilometers), depending on road conditions and your driving habits. To conserve tire tread life, return the spare to the storage area as soon as it is convenient to have the standard tire repaired or replaced.

The Convenience (Temporary) Spare weighs less than a standard tire so it's easier to handle. It also helps reduce the total car weight which contributes to fuel economy.

The wheels used with the Convenience (Temporary) Spare are specifically designed for use with high pressure spares and should never be used with any other type tire.

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### ***DON'T ATTEMPT TO MOUNT YOUR OWN TIRES***

Serious injury or Death may result from explosion of tire/rim assembly due to improper mounting procedures. Follow tire manufacturer's instructions and match tire diameter to rim diameter. Mount light truck radials on rims approved for radial service. Do not apply bead sealer. This can inhibit bead seating. Lubricate beads and tire rim (including tube or flap) contact surfaces. Lock assembly on mounting machine or place in safety cage. **STAND BACK** and never exceed 40 psi to seat beads. Never use a volatile substance or a rubber "donut" (also known as a bead expander or "O-Ring") to aid bead seating. Only specially-trained persons should mount tires.

### ***DON'T MIX TIRES OF DIFFERENT SIZES AND TYPES ON THE SAME AXLE***

For optimum handling and control, Goodyear and Dunlop recommend fitment of four (4) tires of the same type and size unless otherwise specified by the vehicle manufacturer.

**WARNING:** Before you replace your tires, always consult the vehicle owner's manual and follow the vehicle manufacturer's replacement tire recommendations. Vehicle handling may be significantly affected by a change in tire size or type. When selecting tires that are different than the Original Equipment size, see a professional installer in order to make certain that proper clearance, load carrying capacity and inflation pressure is selected. Never exceed the maximum load capacity and inflation

pressure listed on the sidewall of the tire. Always drive safely and obey all traffic laws. Avoid sudden, sharp turns or lane changes. Failure to follow this warning may result in loss of control of the vehicle, leading to an accident and serious injury or death.

When replacing tires, you must maintain the outside diameter and load carrying capacity of the Original Equipment tire. Inflation pressure may need to be adjusted to avoid overloading the tire. Consult the Tire & Rim Association Load and Inflation Tables, ETRTO or JATMA standards for correct load and inflation information.

### ***NEVER FIT TIRES TO A VEHICLE THAT HAVE LESS LOAD CARRYING CAPACITY THAN AS REQUIRED BY THE ORIGINAL EQUIPMENT MANUFACTURER***

Examples: Many vehicles, such as large passenger vans, require Load Range E tires as designated by the vehicle manufacturer. Fitment of a tire, such as a Load Range D, with less carrying capacity is not allowed.

In other cases, tires of the same size may carry different load indexes in the service description. You must make certain the replacement tires fitted to the vehicle have a load carrying capacity equal to or greater than what the Original Equipment manufacturer specifies.

### ***FOLLOW THESE ADDITIONAL GUIDELINES***

Fit newest tires on rear axle. If radials and non-radials must be fitted to the same vehicle, fit radials on rear axle.

Never mix radials and non-radials on the same axle. When fitting snow tires or all-season tires to performance vehicles, always fit in sets of four. It is not recommended to fit tires with different speed ratings. If tires with different speed ratings are installed on a vehicle, they should be installed with like pairs on the same axle. The speed capability of the vehicle will become limited to that of the lowest speed rated tires. It is also recommended that the lower speed rated tires be placed on the front axle regardless of which axle is driven to help prevent potential oversteer.

Use of lift kits with some vehicle/tire combinations can cause instability. When changing tire sizes, always consult Dealer for optimum rim width and carefully check vehicle/tire clearances.

### ***RETRADED TIRES***

Retreaded passenger and light truck tires are not warranted by Goodyear and Dunlop for any reason. Goodyear and Dunlop speed ratings and U.S. Department of Transportation test compliance certifications are voided for retreaded tires.

### ***DO MAINTAIN VEHICLE SUSPENSION, WHEEL ALIGNMENT AND BALANCE AND ROTATE YOUR TIRES***

Lack of rotation, worn suspension parts, underinflation/overinflation, wheel imbalance and misalignment can cause vibration or irregular tire wear. Rotate your tires according to your vehicle manufacturer's recommendations or at maximum intervals of 6,000 miles/10,000 km.

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**FOR ADDITIONAL INFORMATION, SEE THE “CONSUMER TIRE GUIDE” PUBLISHED BY THE TIRE INDUSTRY SAFETY COUNCIL, P.O. BOX 1801, WASHINGTON, DC 20013-1801, OR WRITE THE GOODYEAR CONSUMER RELATIONS, DEPT. 728, 1144 E. MARKET ST., AKRON, OH 44316. IN CANADA YOU CAN WRITE TO GOODYEAR CUSTOMER ASSISTANCE CENTRE, 450 KIPLING AVENUE, TORONTO, ONT. M8Z 5E1. YOU MAY ALSO CALL GOODYEAR AT 1-800-321-2136 IN THE UNITED STATES OR AT 1-800-387-3288 IN CANADA.**

You must go to an authorized Goodyear or Dunlop outlet for replacement tires and all warranty service.

## **TIRE SERVICE LIFE**

Tires are designed and built to provide many thousands of miles of excellent service. For maximum benefit, tires must be maintained properly to avoid tire damage that may result in removal from service before the tread is worn down to minimum depth.

It is not practical to accurately predict the service life of any specific tire in chronological time since service conditions vary widely. The serviceability of a tire over time is a function of the storage and service conditions (inflation pressure, load, speed, road hazard injury, etc.) to which a tire is subjected. Consumers should not rely solely on the appearance of the tire, but should be aware of any change in dynamic performance such as increased air loss, noise or vibration, which could be a sign to remove the tire. Therefore, it is essential to have tires, including spares, inspected regularly (at least monthly) for proper inflation pressure, damage and treadwear.

**FOR SERVICE ASSISTANCE OR INFORMATION, FIRST CONTACT THE NEAREST GOODYEAR OR DUNLOP RETAILER.**

- 1) For assistance in locating the nearest Goodyear or Dunlop Retailer, look in the Yellow Pages under Tire Dealers – New.
- 2) If additional assistance is required:  
In U.S.A., call the Customer Assistance Center  
at 1-800-321-2136 or write to:  
Customer Assistance Center  
Dept 728  
1144 East Market Street  
Akron, OH 44316-0001  
  
In Canada, call the Customer Assistance Centre  
at 1-800-387-3288 or write to:  
Customer Assistance Centre  
450 Kipling Avenue  
Toronto, Ont. M8Z 5E1

### GENERAL TIRE LIMITED WARRANTY AND ADJUSTMENT POLICY

This Limited Warranty and Adjustment (the "Policy") is issued by Continental Tire North America, Inc. (the "Company") and is applicable for Continental and General-brand original equipment tires and is a promise of replacement under certain specified conditions. This Policy applies to tires in normal service displaying adjustable conditions (see Section 4) and does not require the existence of a workmanship or material related condition in order to qualify for adjustment. THIS POLICY IS NOT A WARRANTY THAT YOUR TIRE WILL NOT FAIL OR BECOME UNSERVICEABLE IF NEGLECTED OR MISTREATED.

#### 1. ELIGIBILITY

- This Policy applies to the owner of Passenger Car, Light Truck and Serva-Spare tires bearing the Continental or General brand name and serial numbers, and operated in normal service.
- Eligible tires must be the original equipment tires, used on the vehicle on which they were originally installed by the vehicle manufacturer.
- Tires branded "used" are not eligible under this Policy.

#### 2. WHAT IS THE ADJUSTMENT POLICY AND FOR HOW LONG?

Limited warranty coverage is for a maximum period of 72 months from the date of purchase\*, determined by the new vehicle registration date or new vehicle sales invoice showing date of purchase.

If an eligible Passenger or Light Truck or Serva-Spare tire, used in normal service, becomes unserviceable from a condition other than those listed under Section 4, during or after the time or treadwear periods shown below, it will be replaced with a comparable\*\* new Continental or General brand tire according to (A) and (B) below.

#### (A) Free Replacement Policy:

	Time*	Treadwear
<b>Passenger Tire</b>	<b>First 12 Months or First 2/32nds</b> , (whichever comes first).	Mounting & Balancing included free of charge. Owner pays all applicable taxes.
<b>Light Truck Tire</b>	<b>First 12 Months or First 2/32nds</b> , (whichever comes first).	Mounting & Balancing included free of charge. Owner pays all applicable taxes. (Excluding F.E.T.)
<b>Serva-Spare Tires</b>	<b>No Time Limit First 1/32nd</b>	Mounting & Balancing included free of charge. Owner pays all applicable taxes.

#### (B) Pro Rata Replacement Policy: Passenger/Light Truck Tires

After the "Free Replacement Policy" expires (set forth in section 2A), and the tire is still within 72 months from the date of purchase\*, you will pay, on a pro rata basis, for a comparable\*\* new Continental or General brand replacement tire. A tire is eligible for an adjustment on a pro rata basis until the tread is worn down to the tread wear indicators (2/32nds of an inch of tread remaining). The tire tread is worn out at this point and this Policy ends regardless of time period. Owner pays all applicable taxes (including F.E.T.), mounting and balancing charges.

#### Serva-Spare Tires

After the "Free Replacement Policy" expires (set forth in section 2A), no adjustment will be made.

\* At the time of claim, you need to present your new vehicle registration or new vehicle sales invoice showing date of purchase. If satisfactory proof-of-purchase date is not provided, the D.O.T. certification date of manufacture (tire serial number) will be used.

\*\* A "comparable" new Continental or General brand tire may be either the same tire line or the same basic construction but with a different sidewall or tread configuration. If a higher-priced tire is accepted as replacement, the owner will pay the difference in price. Any tire replaced under this Policy will be covered by the current Continental/ General Tire Limited Warranty and Adjustment Policy

**(Continued on next page)**

### 3. HOW A PRO RATA PRICE IS CALCULATED

The replacement tire price will be determined by multiplying the percentage of the usable tread worn by the Dealers Selling Price (excluding all applicable taxes) at the time of the adjustment or the Continental/General brand current published Adjustment Base Price, whichever is lower. The usable tread is the original tread down to the tread wear indicators (2/32nds of an inch of tread remaining). The Adjustment Base Price is intended to fairly represent a Dealer's Selling Price for the same or comparable tire.

### 4. WHAT IS NOT COVERED BY THE ADJUSTMENT POLICY

#### a. The following conditions are not covered:

Road Hazard: Cuts, snags, punctures, bruises or impact breaks and any damage caused by puncture or tire repair.

Ride/Vibration: After "Free Replacement Policy" (set forth in section 2A) expires.

Tire Damage or Failure Resulting From Improper Operation or Maintenance: Load, speed, and inflation practices causing excessive operational temperatures to exceed the tire capabilities.

Tire damage (including irregular treadwear) or failure resulting from: improper mounting or demounting, damaged rim, wheel alignment, tire trueing, chain damage, brakes or any similar mechanical problem, extreme temperature exposure, misuse, negligence, and abusive driving such as tire spinning, racing or accident damage.

Tire failure resulting from intentional alterations: such as adding a white inlay on a blackwall or sealant materials.

Age Conditions: Weather checking/cracking coverage is for a maximum period of 48 months from the date of purchase.

#### b. Continental/General Exclusions -

Tire(s) submitted for an adjustment in service for longer than 72 months from date of purchase\*, are not covered by this policy.

Tire(s) on any vehicle registered and normally operated outside the United States and Canada are not covered under this Policy. For tires on vehicles normally operated outside the United States and Canada, see the nearest Continental or General Tire dealer or distributor for local coverage.

Tire(s) transferred from the vehicle on which they were originally installed are not covered under this Policy.

Company does not offer tread wearout coverage up to a predetermined mileage under this Policy. Tire(s) used in racing related activities or competitive events are not covered by this Policy.

THIS LIMITED WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. NO OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE MADE OR INTENDED BY COMPANY. COMPANY DISCLAIMS ALL IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PAR-

TICULAR PURPOSE. ANY IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE DURATION OF THIS WRITTEN WARRANTY. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

NO COMPANY EMPLOYEE, RETAILER OR DEALER HAS THE AUTHORITY TO MAKE ANY WARRANTY, REPRESENTATION, PROMISE OR AGREEMENT ON BEHALF OF COMPANY EXCEPT AS STATED IN THIS LIMITED WARRANTY.

TO THE EXTENT PERMITTED BY LAW, COMPANY DISCLAIMS LIABILITY FOR ALL CONSEQUENTIAL AND INCIDENTAL DAMAGES. THE REMEDIES SET FORTH IN THIS LIMITED WARRANTY ARE THE SOLE AND EXCLUSIVE REMEDIES FOR BREACH OF WARRANTY. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES SO THE ABOVE LIMITATIONS OR EXCLUSION MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH MAY VARY FROM STATE TO STATE.

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### 5. COMPANY'S OBLIGATIONS

Any replacement qualifying under this Adjustment Policy will be made by any Continental/General brand authorized dealer or vehicle dealer authorized to handle Continental or General brand tire adjustments. Company will replace the tire pursuant to the terms of this Adjustment Policy.

### 6. OWNER'S OBLIGATIONS

To make a claim under this Policy concerning any tire which is covered by this Policy, you must present your claim with the tire to any Continental or General brand tire dealer or vehicle dealer authorized to handle Continental or General brand tires. For the nearest Continental or General brand tire dealer, check the Yellow Pages, or use the Continental or General brand Internet address, or one of the "800" numbers shown under "For Customer Assistance." To be eligible for the terms of this Policy, you need to present your new vehicle registration form or new vehicle sales invoice showing date of purchase. Tires replaced on an adjustment basis become the property of Company. You will be required to sign the Company Limited Warranty Claim Form or dealer replacement sales receipt.

You are responsible for payment of all applicable taxes demounting, mounting and balancing charges set forth under this Policy. You are also responsible for payment of local tire-disposal fees and any parts or service regardless of mileage or months of service. This includes payment for tire rotation, alignment, towing, road service, valve stems and tire repairs.

Owner is responsible for maintaining proper tire air pressure and for proper maintenance of the tire.

### THE WARRANTOR

The warrantor of Continental and General brand tires is Continental Tire North America, Inc., 1830 McMillan Park Drive, Fort Mill, SC 29707.

For Customer Assistance:  
1-800-847-3349 (Nationwide)  
1-800-461-1776 (In Canada)  
<http://www.generaltire.com>  
<http://www.continentaltire.com>

#### **SAFETY WARNING**

Disregarding any of the safety precautions and instructions contained in the Owner's Manual or the Important Tire Safety Information in this booklet may result in tire failure or explosion causing serious personal injury or death.

## WHO IS COVERED

The owner of a Michelin Passenger or Light Truck tire which bears the Michelin name and complete DOT identification number.

## WHAT IS COVERED AND FOR HOW LONG

Michelin Passenger and Light Truck tires, used in normal service on the vehicle on which they were originally fitted and in accordance with the maintenance recommendations and safety warnings contained in the owner's manual and in the Important Tire Safety Information Section of this booklet, are covered by this limited warranty against defects in workmanship and material for the life of the original usable tread, or 6 years from the date of purchase, whichever comes first. At that time, all warranties, express or implied, are terminated. The usable tread is the original tread down to the level of the tread wear indicators - 2/32nds of an inch (1.6mm) of tread remaining. Date of purchase is documented by new vehicle registration or tire sales invoice. If no proof of purchase, coverage will be based on date of manufacture. Replacement will be made in accordance with the terms and conditions described under "What Michelin Will Do".

## WHAT IS NOT COVERED

Tires which become unserviceable due to:

- Road hazard injury (e.g., a cut, snag, bruise, impact damage, or puncture, whether repairable or not);
- Incorrect mounting of the tire, tire/wheel imbalance, or improper repair;
- Misapplication, underinflation, overinflation, improper maintenance, racing, or other abuse;
- Uneven or rapid wear which is caused by mechanical irregularity in the vehicle such as wheel misalignment (a measured tread difference of 2/32nds of an inch (1.6mm) or more across the tread on the same tire) resulting in uneven or rapid wear;
- Accident, fire, chemical corrosion, tire alteration, or vandalism;
- Ozone or weather cracking;
- Flat spotting caused by improper storage or brake-lock;
- The adding of liquid, solid or gaseous materials other than air, nitrogen, or carbon dioxide (e.g. waterbase sealers or balancing substances).

## WHAT MICHELIN WILL DO

### PASSENGER AND LIGHT TRUCK TIRES

A tire which becomes unserviceable due to a condition covered by this limited warranty will be replaced with a comparable new Michelin tire, free of charge, when 2/32nds of an inch (1.6mm) or less of the original tread is worn, (or 25% or less, whichever is most beneficial to the user) and within 12 months of the date of purchase. Mounting and balancing of tires is included. The cost of any other service charges or applicable taxes are payable by the user.

When more than 2/32nds of an inch of original tread has been worn (or more than 25%, whichever is most beneficial to the user) or after 12 months from date of purchase, the user must pay the cost of a comparable new Michelin passenger or light truck replacement tire on a pro-rata basis. The dealer shall determine the charge by multiplying the percentage of the original usable tread worn by the current actual selling price at the adjustment location or the price on the current Michelin Base Price List, whichever is lower. This List is based on a predetermined price intended to fairly represent the actual selling price of the tire. The cost of mounting, balancing and any other service charges or applicable taxes are payable by the user.

## WHAT THE CONSUMER MUST DO

When making a claim under the terms of this limited warranty, the consumer must present the tire to an authorized Michelin Dealer. To locate an Authorized Tire Dealer, check the yellow pages under "Tire Dealers - Retail."

The vehicle on which the tire was used should be available for inspection.

It is essential that you read and understand the safety and maintenance recommendations (see Safety Maintenance Information) for your tires.

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**CONDITIONS AND EXCLUSIONS**

THIS LIMITED WARRANTY DOES NOT PROVIDE COMPENSATION FOR LOSS OF TIME, LOSS OF USE OF VEHICLE, INCONVENIENCE, INCIDENTAL, OR CONSEQUENTIAL DAMAGE.

TIRES PRESENTED FOR CLAIM REMAIN THE PROPERTY OF THE CONSUMER AND MICHELIN ACCEPTS NO RESPONSIBILITY FOR LOSS OF, OR DAMAGE TO, TIRES WHICH ARE IN THE CUSTODY OR CONTROL OF A MICHELIN TIRE DEALER FOR THE PURPOSES OF INSPECTION FOR WARRANTY ADJUSTMENT. IN THE EVENT OF A DISPUTED CLAIM, THE CONSUMER MUST MAKE THE TIRE AVAILABLE FOR FURTHER INSPECTION.

NO MICHELIN REPRESENTATIVE, EMPLOYEE OR DEALER HAS THE AUTHORITY TO MAKE OR IMPLY ANY REPRESENTATION, PROMISE OR AGREEMENT, WHICH IN ANY WAY VARIES THE TERMS OF THIS LIMITED WARRANTY.

THIS LIMITED WARRANTY APPLIES ONLY IN THE UNITED STATES AND CANADA.

**CONSUMER RIGHTS**

THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE AND PROVINCE TO PROVINCE.

**SAFETY MAINTENANCE INFORMATION**

Read your vehicle owners manual, the information on the sidewall of your tires, the vehicle tire information placard and the Important Tire Safety Information section of this booklet for essential safety and maintenance information.

**THE WARRANTOR**

The warrantor of Michelin Tires is Michelin North America, Inc. 1 Parkway South, P.O. Box 19001, Greenville, South Carolina 29602-9001.

For Customer Assistance:  
1-800-TIRE HELP (800-847-3435) (U.S.)  
1-888-871-4444 (Canada)  
[www.michelinman.com](http://www.michelinman.com) (U.S.)  
[www.michelin.ca](http://www.michelin.ca) (Canada)

Or write to:  
Consumer Care  
P.O. Box 19026  
Greenville, SC 29602-9026

**DANGER**

Disregarding any of the safety precautions and instructions contained in the Owner's Manual or the Important Tire Safety Information in this booklet may result in tire failure or explosion causing serious personal injury or death.

### **PASSENGER TIRES AND LIGHT TRUCK TIRES LIMITED WARRANTY**

Toyo Tire (U.S.A.) Corporation warrants Toyo brand passenger tires, light truck tires and "T" Type temporary spare tires mounted on vehicles as original equipment for adjustable conditions as follows:

**Important:** In accordance with Federal Law, this warranty has been designated as a "Limited Warranty." Nothing in this limited warranty is intended to be a representation that tire failures cannot occur:

#### **WHAT IS COVERED BY THE LIMITED WARRANTY**

Toyo brand passenger tires, light truck tires and full size spare tires are warranted for adjustable conditions for the new, original usable tread until worn down to the tread wear indicators (2/32nds of an inch of tread remaining) or for 60 months from the date of purchase (as verified by a copy of the original new vehicle purchase invoice), whichever comes first. In the event the original new vehicle purchase invoice is unavailable, the DOT serial number will be used to determine eligibility. See "What Is Not Covered" listed below. Presence of a manufacturing anomaly is not necessarily required to qualify for adjustment.

- (1) When 25% or less of the original usable tread of a radial tire has been worn, the tire will be replaced with a comparable new Toyo tire free of charge, including mounting and balancing. The original usable tread is the original tread down to the level of the tread wear indicators (2/32nds of an inch of tread remaining). Adjustments for ride disturbances or vibration, which cannot be corrected by balancing, are only adjustable in the first 25% of usable tread (a set of four tires will not be accepted for ride disturbance). Service charges or any applicable taxes are payable by you.
- (2) When more than 25% of the original usable tread of a radial tire has been worn, the user must pay for the cost of a comparable new Toyo replacement tire based on the amount of tread used. This is calculated by dividing the number of 32nds of an inch used by the original usable tread depth and multiplying by the actual current dealer selling price. The original usable tread is the original tread down to the level of the tread wear indicators (2/32nds of an inch of tread remaining). Service charges or any applicable taxes are payable by you.
- (3) The tires must be used in normal highway service on the vehicle they were originally installed, used in non-commercial service and in accordance with the maintenance recommendations and safety warnings contained in the Owner's Manual and in the Important Tire Safety Information section of this booklet.

#### **"T" TYPE TEMPORARY SPARE TIRE**

If an examination by Toyo shows that the "T" Type temporary spare tire does not conform to this limited warranty, it will be replaced with a comparable new Toyo tire by an authorized Toyo dealer as follows:

- (1) When 50% or less of the original usable tread has been worn, the tire will be replaced with a comparable new Toyo tire free of charge. Mounting and balancing, service charges or any applicable taxes are payable by you.
- (2) When more than 50% of the original usable tread has been worn, you must pay for the cost of a comparable new Toyo replacement tire based on the amount of tread used. Mounting and balancing, service charges or any applicable taxes are payable by you.

**(Continued on next page)**

- (3) Limited warranty duration is the life of the original usable tread (down to 2/32nds of an inch of tread remaining) or for 60 months from the date of purchase (as verified by a copy of the original new vehicle purchase invoice), whichever comes first. In the event the original new vehicle purchase invoice is unavailable, the DOT serial number will be used to determine eligibility.

### **TEMPORARY SPARE TIRE SAFETY INFORMATION**

The spare tire your car is equipped with may be of a different size and construction from the other tires on your vehicle. When using any temporary type spare tire, be sure to follow the vehicle manufacturer's instructions. **FAILURE TO OBSERVE RECOMMENDED PRECAUTIONS COULD LEAD TO ERRATIC VEHICLE BEHAVIOR AND/OR TIRE DAMAGE POSSIBLY RESULTING IN AN ACCIDENT.**

- (1) A "T" Type temporary spare tire is designed for temporary use only. It must not be used as a standard tire continuously. The temporary spare tire should be returned to the trunk as soon as it is convenient to have your standard tire repaired or replaced.
- (2) "T" Type temporary spare tires should NOT BE used for speeds exceeding 50 miles per hour.
- (3) NEVER use chains on "T" Type temporary spare tires because it could cause damage to your vehicle.
- (4) When you replace the temporary spare tire, replace it only with the same type of tire.
- (5) Check inflation pressure before use. Failure to have proper inflation pressure when using your spare tire can result in serious personal injury or death. Maintain inflation pressure of 35 psi for the temporary full size spare and 60 psi for the "T" Type, high pressure, temporary spare tire. When inflating or adding air to a "T" Type temporary spare tire, be very careful since the smaller tire volume can gain pressure much more rapidly than a normal full size tire.
- (6) Placing (mounting) your temporary use tire on a wheel which is not specifically designed for use with the temporary use tire or placing another type tire on your temporary use wheel can be dangerous. Your vehicle's handling characteristics can be seriously affected. You could have an accident resulting in serious personal injury or death. Consult your vehicle Owner's Manual for proper use of your "temporary use" spare tire.
- (7) The "T" Type high pressure temporary spare tire should not be used with any other wheel nor should standard tires, snow tires, wheel covers or trim rings be used on the high pressure spare tire wheel.
- (8) Do not operate your vehicle with more than one temporary spare in use (this does not apply to a full size spare) and only at limited speeds and distances as indicated on the sidewall of the tire.
- (9) The "T" Type temporary spare tire may lower ground clearance when used. Avoid driving over large obstacles and other road hazards. Check your vehicle Owner's Manual for other special clearance precautions when using the "T" Type temporary spare tire provided in your vehicle.
- (10) Follow the maintenance recommendations and safety warnings contained in the Owner's Manual and in the Important Tire Safety Information section of this booklet.

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**WHAT IS NOT COVERED BY THIS LIMITED WARRANTY**

- (1) **Mileage is not warranted.**
- (2) Damage due to road hazards, whether repairable or not (such as cut, snag, bruise, impact break, bulge, puncture, improper use of tire chains, stone drill, chip, scale). These types of damages or air loss always require tire removal and inspection by a qualified tire professional.
- (3) Irregular tread wear or rapid tread wear due to failure to rotate the tires at recommended intervals or from vehicle misalignment.
- (4) Damage resulting from improper repair materials or procedures such as rope type plugs. Toyo does not warrant any inspection or repair process. The repair is entirely the responsibility of the repairer and should be made in accordance with procedures as specified by the Rubber Manufacturers Association (RMA).
- (5) Damage from incorrect mounting or dismounting of the tire, incorrect wheel size, water or other material trapped inside the tire during mounting or failure to balance the tires.
- (6) Damage or uneven tread wear from incorrect inflation, overloading, fire, theft, defective mechanical conditions such as brakes, shocks, rims, wreck or collision, misuse, misapplication, negligence, willful damage or abuse, vandalism, tire alteration, tire spinning, racing or competition purposes.
- (7) Damage, corrosion or rubber deterioration due to the use of oil-based chemicals, water-based sealers, balancing substances, or flammable gases.
- (8) Uniformity problems such as ride, balance and vibration complaints after the first 25% of tread wear.
- (9) Replacement of four (4) or more tires from the same vehicle will not be accepted for ride disturbance complaints i.e. vibration, out of round, out of balance, pulling, noise, due to the unlikely event of multiple tires with uniformity problems.
- (10) Claims for weather/ozon cracking after 5 years from the date of manufacture.
- (11) Any tire which has been run with low air pressure or while flat.
- (12) Tires used in commercial service.
- (13) Tires on vehicles regularly operated outside the United States.
- (14) Claims made by anyone other than the original retail purchaser of the vehicle.
- (15) Tires with the D.O.T. identification number removed or rendered illegible.
- (16) Any tire not presented and available for Toyo's inspection.
- (17) Any tire for which mileage and tire rotation records are not available or verifiable.
- (18) Any tires worn beyond the wear bars (less than 2/32nds of an inch of tread remaining).
- (19) Tires not supplied as original equipment on new vehicles (refer to Owner's Manual for coverage).
- (20) "T" Type temporary spare tires used at speeds over 50 miles per hour, exhibiting such damage.
- (21) Dealer service charges are not covered for routine or required maintenance of the tires such as alignments, rotation or balancing.
- (22) The cost of applicable federal, state and local taxes and fees.
- (23) Retreaded passenger and light truck tires are not warranted.

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**CONSUMER'S OBLIGATION**

The consumer is responsible for proper tire care and maintenance:

- (1) It is recommended tires be rotated every 3,500 miles or less for high performance (low profile) tires or every 7,500 miles or less for standard passenger and light truck tires. More frequent rotation may be necessary if, upon inspection, irregular or erratic tread wear is beginning to appear. As a general rule, front and rear tire tread depth differential should be kept to 2/32nds of an inch or less. Keep a record of the rotation.
- (2) The consumer must maintain the recommended air pressure in the tires according to vehicle manufacturer's recommendation. Check inflation pressures on all your tires, including the spare tire, when tires are cold, at least once a month before driving. Maintaining proper inflation pressure is the single most important thing you can do to ensure optimum tread life and tire durability. To avoid injury, NEVER inflate a tire that has been run severely underinflated.
- (3) The consumer must maintain the vehicle's alignment in accordance with vehicle manufacturer's specifications.
- (4) The load capacity of the tires must not be exceeded.

- (5) The tire's maximum speed capability must not be exceeded.
- (6) Follow the maintenance recommendations and safety warnings contained in the Owner's Manual and in the Important Tire Safety Information section of this booklet.

**TO MAKE A CLAIM UNDER THIS LIMITED WARRANTY**

In the event that you make a claim under the terms of the warranty, we ask the consumer to:

- (1) Present your tires and your vehicle to an authorized Toyo dealer. Call consumer relations at (800) 442- 8696 (Pacific Time) or (888) 444-8696 (Eastern Time) for assistance locating the nearest Toyo tire dealer or visit our web site at [www.toyo.com](http://www.toyo.com) for our dealer locator.
- (2) Complete and sign the Toyo Limited Warranty Claim form provided by the dealer and leave the tire with the dealer for warranty processing.

**NOTE:** Check with your vehicle dealership. They may also assist you with your tire service requirements or in obtaining tire warranty service from the tire manufacturer.

The consumer is entitled to an adjustment in accordance with the warranty that was in effect when the tire was installed on the vehicle as original equipment. The adjustment policy provides for replacement with a comparable new Toyo tire if a Toyo tire becomes unservice-

able due to an adjustable condition verified by Toyo's inspection of the tire. Free replacement or a pro rata charge depends on the remaining usable tread when tire is presented for adjustment.

**LIMITATIONS AND EXCLUSIONS**

**THIS LIMITED WARRANTY APPLIES ONLY TO THE 50 UNITED STATES, AND THE DISTRICT OF COLUMBIA. THIS WARRANTY IS THE ONLY WRITTEN WARRANTY PROVIDED BY TOYO.** No

Toyo employee, representative or dealer has the authority to make or imply any representation, promise or agreement, which in any way varies the terms of this limited warranty.

**LIMITATION AND EXCLUSION ON DAMAGES:** TOYO SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR BREACH OF THIS LIMITED WARRANTY OR ANY IMPLIED WARRANTY, (including, for example loss of time, loss of use of vehicle, towing charges, road service or inconveniences). Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusions may not apply to you.

**YOUR RIGHTS UNDER STATE LAW**

This limited warranty gives you specific legal rights; and you may also have other rights, which vary from state to state.

**THE WARRANTOR**

The warrantor of Toyo Tires is Toyo Tire (U.S.A.) Corporation, 6261 Katella Ave., Suite 2B, Cypress, California 90630.

**(Continued on next page)**

**FOR ASSISTANCE**

Contact your authorized Toyo Tire retailer or call Toyo Tire Consumer Relations at (800) 442-8696 (Pacific Time) or (888) 444-8696 (Eastern Time) Monday through Friday 8:00 am to 4:45 pm.

**IMPORTANT SAFETY AND MAINTENANCE INFORMATION!**

Any tire, no matter how well constructed, can fail as a result of punctures, impact damage, improper inflation or other conditions resulting from use. Tire failures may create a risk of property damage or personal injury. To reduce the risk of tire failure, we strongly recommend the following:

**WARNING!****SERIOUS INJURY MAY RESULT FROM:**

- (1) Tire failure due to underinflation, vehicle overloading or use in excess of legal speeds – follow Owner's Manual and tire data placard in your vehicle.
- (2) Explosion of tire/rim assembly due to improper mounting – only specially trained persons should mount tires.

Refer to the tire data placard, the Owner's Manual and Important Tire Safety Information and instructions contained in this booklet.

**WHO IS THE WARRANTOR**

The warrantor of the tires supplied as original equipment on your new Nissan vehicle is the tire manufacturer or tire distributor of your specific tires. Nissan is **NOT** the warrantor of your original equipment tires. The warrantor for each of the tire brands which may be installed as original equipment on your new Nissan is listed below.

- **BFGoodrich Tires**  
P.O. Box 19026  
Greenville, South Carolina 29602-9026  
**1-877-788-8899 (U.S.)**  
**1-888-871-6666 (Canada)**
- **Bridgestone Firestone North American Tire LLC**  
535 Marriott Dr.  
Nashville, Tennessee 37214  
**1-800-847-3272**
- **Continental General Tire, Inc.**  
1830 McMillan Park Drive,  
Fort Mill, South Carolina 29707  
**1-800-847-3349**  
**1-800-461-1776** (In Canada)  
<http://www.continentaltire.com>  
<http://www.continentaltire.ca>  
<http://www.generaltire.com>
- **Goodyear Tire & Rubber Company**  
(Goodyear and Dunlop Tires)  
1144 E. Market Street  
Akron, Ohio 44316  
**1-800-321-2136**

- **Michelin North America, Inc.**  
1 Parkway South  
P.O. Box  
19001 Greenville, South Carolina 29602-9001  
**1-800-TIRE HELP** (1-800-847-3435) - U. S.  
**1-888-871-4444** (Canada)
- **Toyo Tire (U.S.A.) Corporation**  
6261 Katella Ave., Suite 2B  
Cypress, California 90630  
**1-800-442-8696** (Pacific Time)  
**1-888-444-8696** (Eastern Time)  
<http://www.toyo.com>

**WHAT IS COVERED**

The tire manufacturer's warranty for the specific tires supplied as original equipment on your vehicle may be found on the preceding pages.

**Please refer to the following pages for important safety information.**

**WHAT YOU MUST DO**

To obtain information on tire warranties and tire dealer service locations or for customer service, contact the appropriate warrantor listed above.

In order to obtain warranty service, you must present the unserviceable tire to an authorized Nissan dealer or to an authorized dealer of the warrantor in the United States or Canada. Their names and addresses are listed in your local telephone directory. Your Nissan dealer will also assist you with your tire service requirements or in obtaining tire warranty service from the tire manufacturer.

Any tire, no matter how well constructed, may fail due to improper maintenance or service factors. This could create a risk of property damage and serious or fatal injury. Disregarding any of the safety precautions and instructions contained in this manual may result in tire failure or explosion causing serious personal injury or death. For your safety, comply with the following:

## TIRE INFLATION

Keep tires inflated to the pressures recommended on the tire data placard. (See your OWNER'S MANUAL for location.) These inflation pressures must be maintained as a minimum. However, do not exceed the maximum pressure rating indicated on the tire sidewall.

**CHECK INFLATION PRESSURES ON ALL YOUR TIRES, INCLUDING THE SPARE, WHEN TIRES ARE COLD, AT LEAST ONCE A MONTH BEFORE DRIVING.**

Failure to maintain correct inflation may result in improper vehicle handling and may cause rapid and irregular tire wear, sudden tire destruction, loss of vehicle control and serious personal injury. Therefore, inflation pressures should be checked at least once a month and always prior to long distance trips.

Pressures should be checked when tires are cold. The tires are cold when your vehicle has been driven less than a mile at moderate speed after being stopped for three or more hours.

## CHECKING PRESSURE WHEN TIRES ARE HOT

If you must add air when your tires are hot, add four pounds per square inch (psi) (28kPa) above the recommended cold air pressure. Recheck the inflation pressure when the tire is cold.

For Example Only:

Gauge reading of hot tire: 32psi

If recommended pressure is: 30psi

Desired gauge reading of hot tire  $30 + 4\text{psi} = 34\text{psi}$

Check cold pressures as soon as possible, at least by the next day. Never "bleed" air from hot tires as your tire will be underinflated. Use an accurate tire gauge to check pressures. Never allow children to air up tires.

**DRIVING ON ANY TIRE THAT DOES NOT HAVE THE CORRECT INFLATION PRESSURE IS DANGEROUS.** For replacement tires, the correct inflation pressure will be provided by your tire dealer. If not, refer to the vehicle decal.

Underinflation produces extreme flexing of the sidewalls and builds up heat which may result in sudden tire destruction and serious personal injury. Overinflating can cause the tire to be more susceptible to impact damage.

## LOAD LIMITS

**DO NOT OVERLOAD. DRIVING ON ANY OVERLOADED TIRE IS DANGEROUS.** Never load your tires beyond the load carrying limits molded into the sidewall of the tires or the maximum vehicle load limit as shown on the vehicle tire data placard, whichever is

less. Overloading causes heat to build up which can lead to sudden tire failure and serious personal injury.

## SPEED LIMITS AND SPEED RATED TIRES

**HIGH SPEED DRIVING CAN BE DANGEROUS.** Never operate your vehicle in excess of lawful speeds or the maximum speeds justified by the driving conditions. Excessive speeds or racing can cause heat buildup in a tire leading to possible failure and serious personal injury.

**Correct inflation pressure is especially important.** However, at high speeds, even with the correct inflation pressure, a road hazard, for example, is more difficult to avoid and if contact is made, there is a greater chance of causing tire damage than at the lower speed. Moreover, driving at high speed reduces the reaction time available to avoid accidents and bring your vehicle to a safe stop. If you see any damage to a tire or wheel, replace it with your spare tire and see your tire dealer at once.

Tire speed ratings do not imply that a vehicle can be safely driven at the maximum speed for which the tire is rated. In addition, some damages or improper repairs may cause a speed-rated tire to lose its speed rating. Exceeding the tire's maximum speed rating will cause the tire to build up excessive heat which can cause tire damage that could result in sudden tire destruction and rapid air loss. Failure to control a vehicle with sudden air loss can lead to an accident. In any case, you should not exceed reasonable speeds as indicated by the legal limits and driving conditions.

**(Continued on next page)**

<sup>1</sup> Provided by and published at the request of the tire manufacturers/warrantors.

**SPEED SYMBOLS** - are shown on the sidewall of some tires. The following table shows the maximum speed corresponding to the symbol.

#### SPEED RATINGS

†Speed Maximum Rating	Speed	
	mph	km/Hr
M	81	130
N	87	140
P	93	150
R	99	160
R	106	170
S	112	180
T	118	190
H	130	210
W	168	270
Y	186	300
V*	149	240
Z**	149	240

**\*Some V (or VR) rated tires may have a speed capacity of greater than 149 mph (240 km/h).**

Consult your tire manufacturer for maximum speed ratings if your vehicle capability exceeds this speed.

**\*\*Z (or ZR) rated tires are designed for use on cars with maximum speed capabilities in excess of 149 mph (240 km/h).** Consult your tire manufacturer for maximum speed capabilities.

†Although a tire may be speed rated, we do not endorse the operation of any vehicle in an unsafe or unlawful manner. Speed ratings are based on laboratory tests

which relate to performance on the road, but are not applicable if tires are underinflated, overloaded, worn out, damaged, altered, improperly repaired, or re-treaded. Furthermore, tire speed ratings do not imply that vehicles can be safely driven at the maximum speed for which the tire is rated, particularly under adverse road and weather conditions or if the vehicle has unusual characteristics. Most highway passenger tires that do not have a speed symbol in the sidewall have a maximum speed rating of 105 mph. Light truck highway tires that do not have a speed symbol on the sidewall of the tire have a maximum speed of 87 mph. Some light truck tires may have higher maximum speeds; consult your tire dealer. The speed and other ratings of re-treaded tires are assigned by the retreader and voids the original manufacturer's ratings.

**IMPORTANT:** In order to maintain the speed capability of the vehicle, replacement tires must have speed ratings equal to or higher than those fitted as original equipment (as indicated on the vehicle placard or OWNER'S MANUAL). If tires with lower speed ratings are fitted, the speed capability of the vehicle will be lowered to the maximum speed capability of the replacement tire as indicated on the above table.

Remember...High speed driving can be dangerous and may be damaging to your tires.

And...When driving at highway speeds, correct inflation pressure is especially important.

Contact the manufacturer of your tires for their position and assistance on the repair of speed-rated tires. When you are replacing tires that have a speed rating, you

must replace with tires of the same or higher speed rating if the speed capability of the vehicle is to be maintained.

#### VISUAL INSPECTION

**INSPECT YOUR TIRES. DO NOT DRIVE ON A DAMAGED TIRE OR WHEEL.** Check your tires frequently for scrapes, bulges, separations, cuts, snags, cracks, penetrations or excessive localized wear from hard braking. Also check for abnormal tire wear, particularly on the edges of the tire tread which may be caused by misalignment or underinflation. Impacts can damage the inner portion of the tire without being visible on the outside. If damage can be seen on the tires or wheels, or if you suspect that possible impact damage may have occurred, replace with spare at once and have your tire store or dealer inspect your tires immediately. Use of a damaged tire could result in tire destruction. When inspecting your tires, including the spare, check your air pressures. If your pressure check indicates that one of your tires has lost pressure of two pounds or more, look for signs of penetrations, valve leakage, or wheel damage that may account for the air loss.

All tires will wear out faster when subjected to high speeds as well as hard cornering, rapid starts, sudden stops, frequent driving on roads which are in poor condition, and off-road use. Roads with holes and rocks or other objects can damage tires and cause misalignment of your vehicle. When you drive on such roads, drive on them carefully and slowly, and before driving again at normal or highway speeds, examine your tires for any damage, such as cuts, bulges, penetrations, unusual wear patterns, etc.

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**TREAD WEAR INDICATORS (WEAR BARS):** Tires contain Tread Wear Indicators (Wear Bars) in the grooves of the tire tread which **show up when only 2/32nds of an inch (1.6mm) of tread is remaining. At this stage, your tires must be replaced. Tires worn beyond this stage are dangerous.**

\* Provided by and published at the request of the tire manufacturers/warrantors.

## HAZARDS

Objects in the road that threaten a tire should be safely avoided. These objects are potholes, glass, metal, rocks, wood debris and the like. Unavoidable contact should prompt a thorough tire inspection.

You may not always recall hitting an object that can damage or injure your tires. If while driving your vehicle experiences any unusual vibrations, ride disturbance or noise and/or you suspect that possible damage to the tires or vehicle has occurred, **DO NOT JAM OR LOCK YOUR BRAKES!** Rather reduce your speed and drive with caution until you can safely pull off the road. Stop and inspect the tires. If the tire is underinflated or damaged, deflate, remove the tire and rim assembly and replace it with your spare. If you cannot detect a cause, have the vehicle towed to the nearest vehicle or tire dealer to have the vehicle inspected.

## REPAIRING, MOUNTING AND DEMOUNTING OF TIRES

Do not attempt to repair, mount or demount a tire yourself. Tire changing can be dangerous and must be done by professionally trained persons using proper tools and procedures as specified by the Rubber Manufacturers Association (RMA). Follow these mounting recommendations. Your tires should be mounted on wheels of correct size and type and which are in good, clean condition. Bent, chipped or rusted wheels may cause tire damage. The inside of the tire must be free from foreign materials. Have your dealer check the wheels before mounting new tires. Mismatched tires and rims can explode during mounting. Also, mismatched tires and rims can result in dangerous tire failure on the road. If a tire is mounted by error on the wrong-sized rim, do not remount it on the proper rim - scrap it. It may be damaged internally (which is not externally visible) by being dangerously stretched and could fail on the highway.

Old valves may leak. When new tubeless tires are mounted, have new valves of the correct type installed. Tubeless tires must be mounted only on wheels designed for tubeless tires, i.e., wheels which have safety humps or ledges.

Never perform a temporary repair, use an innertube or inject sealant as a permanent substitute for a proper repair. Only qualified persons should repair tires.

Be sure that all your valves have suitable valve caps. This will keep valve cores clean and clear and guard against leakage.

**REPAIRS - WHENEVER POSSIBLE, SEE A TIRE DEALER AT ONCE.** Some tire manufacturers do not warrant any inspection or repair process. The repair is entirely the responsibility of the repairer. Punctures in the tread of a passenger tire which do not exceed 1/4 of an inch (6mm) in diameter can usually be repaired by following the Rubber Manufacturer's Association (RMA) Passenger and Light Truck Repair procedures. Contact the manufacturer of your tires for its position and assistance as to the acceptable location for a proper repair and the repair of speed rated tires. **Do not use plug repairs. They may cause further damage to the tire. They are not always air tight and the plug may fail.** Do not exceed posted speed limits on any repaired tire. Certain tire manufacturers speed ratings are voided if the tire is repaired.

Although a tire was properly repaired, internal structural damage resulting from the puncture may have occurred. Sometime later the damage may cause the tire to be removed from service.

If the tire has a puncture in the tread which exceeds 1/4 inch (6mm), the tire must be replaced. If any tire has sustained a puncture, have the tire inspected internally by a tire dealer for possible damage that may have occurred.

Improper mounting and inflation procedures can cause an explosion of the tire/rim assembly. Only specially trained persons should perform these tasks. Contact your tire store or dealer for assistance.

**CAUTION - Never, under any circumstance, introduce a flammable substance into a tire.**

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<sup>1</sup> Provided by and published at the request of the tire manufacturers/warrantors.

### **WHEEL ALIGNMENT AND BALANCING**

Wheel alignment and balancing are important for safety and maximum mileage from your tires. Check how your tires are wearing at least once a month. If your tires are wearing unevenly, such as the inside shoulder of the tire wearing faster than the rest of the tread, or if you detect excessive vibration, your vehicle may be out of alignment or balance. These conditions not only shorten the life of your tires, but adversely affect the handling characteristics of your vehicle which could be dangerous. If you detect irregular wear or vibration, have your alignment and balance checked immediately. Tires which have been run underinflated will show more wear on the shoulders than in the center of the tread.

### **HARD BRAKING**

You must inspect your tires after any hard braking circumstances or after tires have slid on the pavement. This can cause a flat spot in a section of the tire tread.

### **TIRE SPINNING**

Never spin your tires above a speedometer reading of 35 mph (55 km/h) if your vehicle becomes stuck. The centrifugal force generated by the free spinning tire/wheel assembly may cause a sudden tire explosion, resulting in vehicle damage and/or serious personal injury or death. Never allow anyone to stand near or behind a tire spinning at high speed while attempting to push a vehicle that is stuck. When in mud, sand, snow, ice or other slippery conditions, do not indulge in excessive wheel spin. In such conditions, with automatic transmission vehicles, by accelerating the engine excessively, it is possible to spin one of the drive tires

1 Provided by and published at the request of the tire manufacturers/warrantors.

beyond its speed capability. This is also true when balancing a drive tire/wheel assembly using the engine of the vehicle to spin the wheel.

### **TIRE TREAD**

Tires must be replaced when the depth of the tread reaches 2/32 inch (1.6 mm). Tires are manufactured with tread wear indicators molded into the tire grooves which indicate tread wearout. As tires approximate 2/32 inch (1.6 mm) wearout, the tread gauge becomes thinner and more vulnerable to the effects of road hazards. Also, worn tires are more subject to hydroplaning, which can cause loss of control. Therefore, visual tire inspection becomes more crucial as the tires wear out.

### **WORN TIRES**

Never drive on worn tires. Tires should be replaced by trained personnel when 2/32nds of an inch tread depth remains, as indicated by the tread wear indicators molded into the tread grooves. In most states, it is illegal to drive with less than 2/32nds of an inch of tread remaining.

### **TIRE MIXING**

For best performance select tires similar in size and load rating to the original equipment tires. It is recommended that the same size and type of tire be used on all four wheel positions. In certain tires, casing ply material and ply construction may vary as indicated on the sidewall of the tire. When changing or replacing tires, it is preferred that all four tires are the same construction type (i.e., High Performance, All Season, Mud & Snow) and construction (Radial or Bias Ply). Before mixing tires of

different types on a vehicle in any configuration, be sure to check the vehicle OWNER'S MANUAL for its recommendations.

Tires which meet the Rubber Manufacturer's Association (RMA) definition of mud and snow tires are marked M/S, M+S, M&S. On such tires, this designation is molded into the sidewall. Tires without this notation are not recommended for mud and/or snow driving.

If snow tires are needed, it is necessary to select tires equivalent in size and load rating to the original equipment tires. Always fit performance snow tires in sets of four (4) for optimum mud & snow traction and maintenance of vehicle handling characteristics. If you do not, it may adversely affect the safety and handling of your vehicle. It is also important to check the vehicle OWNER'S MANUAL before mixing or matching tires on 4-wheel drive vehicles as this may require special precautions.

Please refer to your OWNER'S MANUAL for more information on tire replacement precautions.

### **TIRE ROTATION**

Tires on your Nissan vehicle should be rotated every 7,500 miles or as irregular wear develops. If irregular wear becomes apparent or if the wear rate on the tires is perceptibly uneven, the tires should be rotated in such a way to alleviate the problem. Check your vehicle for any mechanical problems and correct if necessary. Any rotation pattern or procedure may be followed including those indicated in the OWNER'S MANUAL. Some tires have arrows on the sidewall showing the direction in

**(Continued on next page)**

which the tire should turn. When rotating this type of tire, care must be taken to maintain the proper turning direction as indicated by the arrows. Some vehicles have different tire sizes specified for front and rear axles. Tires on these vehicles should not be rotated side to side (unless they are non-directional). Where a temporary type spare tire is available, it should not be included in the tire rotation schedule. Such tires are intended for temporary use only.

## REPLACING TWO TIRES

If your vehicle was originally equipped with four tires that were the same size and you are only replacing two of the four tires, install the new tires on the rear axle. Placing new tires on the front axle may cause loss of vehicle control in some driving conditions and cause an accident and personal injury.

## TRAILER TOWING

If you anticipate towing a trailer, you should see a tire dealer for advice concerning the correct size of tire and pressure. Tire size and pressure will depend on the type and size of the trailer and hitch utilized, but in no case must the maximum cold inflation pressure or the tire load rating be exceeded. Check the tire decal and your OWNER'S MANUAL for further recommendations on trailer towing.

## TIRE ALTERATIONS

Do not perform any alterations on your tires. Alterations may prevent proper performance, leading to tire damage, which can result in an accident. Tires which become unserviceable due to alterations such as truing, whitewall inlays, addition of balancing or sealant liquids, may be excluded from warranty coverage. Consult your tire warranty.

## HIGH PRESSURE TEMPORARY SPARE TIRES

- 1) The high-pressure spare tire in your Nissan vehicle is designed for temporary use only and must not be used continually as a regular tire. The standard tire should be repaired and/or replaced as soon as possible.
- 2) Avoid driving over obstacles that may damage the tire through impact or cutting, such as potholes, glass, metal, etc.
- 3) Speed must not exceed 50MPH (80km/h) for non-speed-rated temporary spare tires.
- 4) Temporary spare tires have a limited treadlife which can vary depending on road conditions and your driving habits. The spare tire should be returned to the trunk as soon as the standard tire can be repaired or replaced.
- 5) Because the high-pressure spare tire was specifically designed for your car, it should not be used on any other vehicle.

- 6) Do not use snow chains on your high-pressure spare. This could cause damage to your vehicle.
- 7) Check the tire's cold inflation pressure monthly and maintain at 60psi (4.2kg/cm<sup>2</sup>) even when not in use.
- 8) The high-pressure spare tire should not be used with any other rim nor should standard tires, wheel covers, or trim rings be used on the high-pressure spare tire rim which was originally installed.
- 9) When the tread wear indicator appears on the tire, replace it only with the same type spare tire.
- 10) Do not enter an automatic carwash with a temporary spare tire fitted.
- 11) Do not make a sharp turn or apply the brakes suddenly when driving on a high-pressure temporary spare.

**Note:** When using any temporary type spare tire, be sure to follow the vehicle OWNER'S MANUAL instructions.

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**TIRE STORAGE**

All tires should be stored in a cool dry place indoors so that there is no danger of water collecting inside them.

When tires are stored they should be stored in a cool place away from sources of heat and ozone such as hot pipes and electric generators. Be sure that surfaces on which tires are stored are clean and free from grease, gasoline or other substances which could deteriorate the rubber. (Tires exposed to these materials during storage or driving could be subject to sudden failure.)

**To Avoid Damage to your Tires and Possible Accident:**

- Check tire pressure at least once a month when tires are cold and before long trips.
  - Do not underinflate/overinflate.
  - Do not overload.
- Drive at moderate speeds, observe legal limits.
- Avoid driving over potholes, obstacles, curbs or edges of pavement.
- Avoid excessive wheel spinning.
- If you see any damage to a tire, replace with spare and see the tire manufacturer's dealer or your Nissan dealership.

For further information, the Consumer Tire Guide on passenger tire care, safety and mileage performance is available in the United States by writing the Tire Industry Safety Council, Box 1801, Washington, D.C. 20013.

### **WHAT IS COVERED**

Nissan<sup>2</sup> warrants to correct defects in materials or workmanship in all genuine Nissan replacement parts, Genuine NISMO S-tune parts, and Genuine Nissan accessories, distributed by Nissan North America in the United States, installed and used on Nissan (if an appropriate use and application of the part, accessory, or Genuine NISMO S-tune part) vehicles only, except as described under the caption below, "WHAT IS NOT COVERED."

This warranty covers any repairs needed to correct defects in materials or workmanship. Bedliners will be repaired to commercially acceptable standards subject to the conditions and limitations listed in "WHAT IS NOT COVERED."

### **HOW LONG IS THE WARRANTY**

Except for replacement audio components, this warranty is for 12 months or 12,000 miles from the date of installation or purchase, whichever is earlier. However, the warranty on Genuine Nissan replacement parts, Genuine NISMO S-tune parts, and Genuine Nissan accessories installed during the Nissan New Vehicle Limited Warranty will extend through, and will not end before, the end of that original warranty.

### **REPLACEMENT AUDIO COMPONENTS**

A replacement Radio, Amplifier navigation, Bluetooth®, control unit, or Compact Disc Player/Auto Changer supplied by Nissan is covered for 12 months from the time of installation or the balance of the Basic Vehicle Warranty as it applies to audio components, whichever is greater.

### **WHAT IS NOT COVERED**

This warranty does not cover:

1. Tires or replacement batteries. These items are covered by separate warranties.
2. Nissan Motorsports and NISMO R-tune parts, including NISMO Legacy parts are sold "AS IS" without warranties, express or implied unless expressly prohibited from doing so by applicable law, in which case the warranty provided is the minimum required by law.
3. Normal maintenance service and parts replacement as outlined in the maintenance schedule of your NISSAN SERVICE & MAINTENANCE GUIDE.
4. Damage or failures of parts resulting from:
  - Misuse (your OWNER'S MANUAL is your guide to proper use).
  - Accident, theft, fire, driving through water resulting in engine water ingestion.

- Chemical fallout, tree sap, salt, sand, hail, flood or other environmental conditions
  - Modification or improper repair of the part or of the vehicle in which the part is installed.
  - Use of parts not equivalent in quality or design to parts supplied by Nissan.
  - Lack of performance of required maintenance services as outlined in your NISSAN SERVICE & MAINTENANCE GUIDE.
  - Use of improper or dirty fuel, fluids or lubricants.
  - Normal wear and tear, including dings, dents, dents, chips or scratches.
5. SALVAGE TITLE. This warranty does not cover damage, failures or corrosion to any Nissan replacement part, Genuine NISMO S-Tune Part, or Genuine Nissan Accessory, installed in the vehicle, if the vehicle is issued a "salvage" or similar title including, but not limited to junk, scrap, rebuilt, or flood titles, under any state's law. (This exclusion does not extend to new Genuine Nissan replacement parts, NISMO S-tune parts or Genuine Nissan accessories, installed in a Nissan vehicle after the issuance of a "salvage" or similar title.)

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<sup>1</sup> Actual warranty is provided by the dealer at time of purchase and should be read carefully. This warranty is subject to change and the applicable warranty will be that which is in effect on the date of purchase.

<sup>2</sup> Nissan indicates Nissan North America, Inc., P.O. Box 685003, Franklin, TN 37068-5003 which distributes and provides consumer services for Nissan Vehicles in the United States.

### **WHAT YOU MUST DO**

In order to obtain warranty service you must deliver the warranted part or accessory, or the vehicles, on which the part or accessory is installed, to an authorized Nissan dealer in the United States or Canada at your expense with proof of purchase (parts invoice or service repair order from an authorized Nissan dealer).

#### **LIMITATION OF WARRANTIES AND OTHER WARRANTY TERMS AND STATE LAW RIGHTS**

##### **EXTRA EXPENSES - LIMITATIONS OF DAMAGES**

**This warranty does not cover incidental or consequential damages such as loss of the use of the vehicle, inconvenience or commercial loss.**

ANY IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE SHALL BE LIMITED TO THE DURATION OF THIS WRITTEN WARRANTY.

Some states do not allow the exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state.

Nissan does not authorize any person to create for it any other warranty, obligation or liability in connection with this vehicle.

The names and addresses of authorized Nissan dealers are listed in telephone directories.

You must also pay for labor charges to remove and replace the part or accessory if it was not originally installed on your vehicle by an authorized Nissan dealer.

### **WHAT NISSAN WILL DO**

If the part or accessory to be repaired was originally installed by an authorized Nissan dealer, it will be removed and reinstalled after repair at no charge for parts and labor. If the part or accessory was not installed by an authorized Nissan dealer, the part or accessory will be repaired or exchanged only. Any needed parts replacement will be made using Genuine Nissan or Nissan approved new or remanufactured parts. Nissan reserves the right to make changes at any time, without notice, to production and service parts in their specifications, colors, and materials, including those used in connection with warranty repairs. For this reason, when approved by Nissan and at Nissan's discretion, functionally equivalent replacement parts may be used that do not exactly match the original production part.

## WHAT IS COVERED

Nissan<sup>2</sup> warrants to the first retail purchaser ("Original Repairing Vehicle Owner"), that Nissan will either repair or replace the Genuine Nissan Outer Sheet Metal Panels you install or have installed on your Nissan vehicle should the purchased panels develop inside out rust-through corrosion perforation. Replacement sheet metal panels must be installed on vehicles owned and operated in the United States and Canada. Nissan warrants to the Original Repairing Vehicle Owner that the replacement and refinishing of panels will be carried out at no cost to the Original Repairing Vehicle Owner subject to the exclusions listed below under the heading What is not Covered.

## WHAT IS NOT COVERED

This warranty becomes void when damage results from:

1. Accidents, collision, faulty installation, or any alteration to the panel, panels, or vehicle that could be reasonably expected to affect the performance of the covered panels.
2. Environmental pollution or conditions, including acid rain, hail, or lightning.
3. Vehicle neglect, abuse, or use of the vehicle for unintended purposes.
4. Stone chips, scratches, or other paint damage that lead to surface rust damage.
5. Cleaning and polishing agents, chemicals, and solvents, including improper undercoating or use of other rust prevention materials.

<sup>1</sup> Actual warranty is provided by the dealer at time of purchase and should be read carefully. This warranty is subject to change and the applicable warranty will be that which is in effect on the date of purchase.

<sup>2</sup> Nissan indicates Nissan North America, Inc., P.O. Box 685003, Franklin, TN 37068-5003, which distributes Nissan vehicles in the United States.

## WHAT YOU MUST DO

The purchaser must present the original receipts and/or repair orders to a Nissan dealer in order to invoke this warranty. The dealership will then validate and verify warranty coverage prior to authorization for replacement or repair of the panels.

## WHAT NISSAN WILL DO

Nissan will pay for the cost of the repair, including parts, labor, paint, and supplies necessary to repair or replace and refinish the panels purchased.

The repair may be completed at an authorized Nissan dealership's collision repair shop or an independent collision repair shop that will install Genuine Nissan replacement parts. Whether a Nissan dealership collision repair shop or independent collision repair shop completes the repair, only authorized Nissan dealership personnel or authorized Nissan personnel can approve a repair or replacement under this warranty.

## LIMITATION OF WARRANTIES AND OTHER WARRANTY TERMS AND STATE LAW RIGHTS

**EXTRA EXPENSES - LIMITATIONS OF DAMAGES**  
**This warranty does not cover incidental or consequential damages such as loss of the use of the vehicle, inconvenience or commercial loss.**

ANY IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE SHALL BE LIMITED TO THE DURATION OF THIS WRITTEN WARRANTY.

Some states do not allow the exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Nissan does not authorize any person to create for it any other warranty, obligation or liability in connection with this vehicle.

## WHAT IS COVERED AND FOR HOW LONG

Nissan<sup>2</sup> warrants to correct defects in materials or workmanship, or for failure due to normal wear and tear, of all replacement **Genuine Nissan Original Equipment muffler assemblies, Genuine Nissan** vehicle suspension system **shock absorbers and strut assemblies** installed on Nissan vehicles only, except as described under the caption below, "WHAT IS NOT COVERED". **THE LIFETIME FEATURE OF THIS WARRANTY APPLIES ONLY IF** the parts are purchased and paid for by the owner of the vehicle on which they are installed, and only if they are installed by an authorized Nissan dealer, for as long as the original purchaser of the replacement muffler assembly, shock absorber and/or strut assembly owns the Nissan vehicle on which the parts are installed.

**IMPORTANT:** The lifetime feature of this warranty does not apply to parts (a) paid for in whole or in part by Nissan, to include warranty replacement, campaigns or goodwill adjustments, or (b) which are paid for under the terms of any service contract. Such parts are instead warranted against defects in material or workmanship only (but not failure due to normal wear and tear) for 12 months or 12,000 miles from the date of installation or purchase, whichever is earlier. In no case shall the warranty from defects in material or workmanship end prior to the end of the applicable Nissan New Vehicle Limited Warranty on the Nissan vehicle on which the parts are installed, had the part(s) been installed in the vehicle at manufacture.

1 Actual warranty is provided by the dealer at time of purchase and should be read carefully. This warranty is subject to change and the applicable warranty will be that which is in effect on the date of purchase.

2 Nissan indicates Nissan North America, Inc., P.O. Box 685003, Franklin, TN 37068-5003 which provides consumer service for Nissan vehicles in the United States.

### LIMITATION OF WARRANTIES AND OTHER WARRANTY TERMS AND STATE LAW RIGHTS

#### Extra Expenses - Limitations of Damages

**This warranty does not cover incidental or consequential damages such as loss of the use of a vehicle, substitute transportation, inconvenience or commercial loss.**

ANY IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE SHALL BE LIMITED TO THE DURATION OF THIS WRITTEN WARRANTY.

Some states do not allow the exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitations may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Nissan does not authorize any person to create for it any other warranty, obligation or liability in connection with the part(s) subject to this express limited warranty.

### WHAT IS NOT COVERED

This warranty does not cover:

1. Genuine Nissan Key Value<sup>®</sup> Muffler Assemblies.

2. Shock absorbers and strut assemblies installed before July 1, 1999. Muffler assemblies installed before October 1, 1999.
3. Motorsports Parts and Genuine NISMO R-Tune parts are sold "AS IS" without warranties, express or implied unless expressly prohibited from doing so by applicable law, in which case the warranty is the minimum provided by law.
4. Damage or failure(s) of parts resulting from:
  - Misuse (your OWNER'S MANUAL is your guide to proper use.)
  - Accident, theft, fire, driving through water.
  - Salt, sand, flood or other environmental conditions.
  - Modification or improper repair of the part or of the vehicle in which the part is installed.
  - Use of parts not equivalent in quality or design to parts supplied by Nissan.
5. Salvage Title. This warranty does not apply and is rendered VOID if the vehicle is issued a "salvage," "flood," or similar title under any state's law after the part(s) is purchased unless state law expressly states otherwise. (This exclusion does not extend to new Genuine Nissan Original Equipment muffler assemblies, Genuine Nissan shock absorbers or strut assemblies purchased and installed in the vehicle after the issuance of a "salvage," "flood," or similar title.)

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**WHAT YOU MUST DO**

In order to obtain lifetime limited warranty service, bring your vehicle, proof-of-purchase (service repair order from an authorized Nissan dealer in the United States) and personal identification (driver's license, etc.) to any authorized Nissan dealer in the United States. The names and addresses of authorized Nissan dealers are listed in telephone directories.

**WHAT NISSAN WILL DO**

If the lifetime feature of this warranty applies to a Genuine Nissan Original Equipment **muffler assembly, shock absorber** or **strut assembly** it will be removed and reinstalled after repair at an authorized Nissan dealer at no charge for parts or labor.

Otherwise a warranted Genuine Nissan Original Equipment **muffler assembly, shock absorber** or **strut assembly** will be exchanged only unless you can provide proof that it was originally installed by a Nissan dealer, in which case it will be removed and reinstalled after repair at no charge to you for parts or labor during the term of the warranty. Any needed parts replacement or exchange will be made using new or remanufactured parts at Nissan's option.

**WHAT IS COVERED?**

Nissan<sup>2</sup> warrants your Genuine Nissan Replacement Battery as described below except as stated under "What is not covered?"

This warranty covers defects in materials and workmanship.

**HOW LONG IS THE WARRANTY AND WHAT WILL NISSAN DO**

If your battery becomes unserviceable within the first 24 months of service Nissan will replace your battery, including labor, without charge, providing the battery was originally installed in your vehicle by an authorized Nissan dealer.

If the battery becomes unserviceable after 24 months of use, Nissan will provide a replacement battery at a reduced price, charging only for the portion of the life of the battery actually used. This is called a "pro-rata adjustment". You will be responsible for all labor charges for the replacement of the battery.

This warranty and the "pro-rata adjustment" end 84 months after the date of the battery's purchase or installation, whichever is earlier. However, the warranty on a Genuine Nissan replacement battery installed during the Nissan New Vehicle Limited Warranty will extend through, and will not end before, the end of that original warranty.

1 Actual warranty is provided by the dealer at time of purchase and should be read carefully. This warranty is subject to change and the applicable warranty will be that which is in effect on the date of purchase.  
2 NISSAN indicates Nissan North America, Inc. PO Box 685003, Franklin, TN 37068-5003, which distributes Nissan vehicles and provides related consumer services in the United States of America.

**WHAT IS NOT COVERED?**

This warranty does not cover:

1. Damage or failure resulting from:
  - Accident, theft, fire or freezing.
  - Misuse of the battery or vehicle in which it is installed, including the use in applications for which the battery was not designed. Proper use is described in the vehicles OWNER'S MANUAL.
  - Improper installation or battery charging.
  - Vehicle electrical malfunctions not covered by your New Vehicle Limited Warranty.
  - Modification or improper repair of the vehicle or a part of the vehicle.
  - Use of parts not equivalent in quality or design to parts supplied by Nissan.
  - Environmental conditions, including, but not limited to flood, and salt spray or salt water.
2. Normal maintenance service and recharging of discharged batteries.
3. Batteries in service more than 84 months.
4. Salvage Title. This warranty does not cover damage, failure, or corrosion to any Genuine Nissan battery installed in the vehicle, if the vehicle is issued a "salvage" or similar title under any state's law, and this warranty is rendered void for any battery installed in a vehicle prior to the vehicle being issued a "salvage" or similar title unless state law expressly states otherwise. (This exclusion does not extend to a new

Genuine Nissan battery installed in the vehicle after the issuance of a "salvage" or similar title).

**WHAT YOU MUST DO**

In order to obtain warranty service, you must deliver the warranted battery or the vehicle in which the battery is installed to an authorized Nissan dealer in the U.S. or Canada at your expense, with proof of purchase (parts invoice or service repair order from an authorized Nissan dealer). The names and addresses of authorized Nissan dealers are listed in telephone directories or [www.NissanUSA.com](http://www.NissanUSA.com)

If the "pro-rata adjustment" applies, you must pay for the portion of the 84 month warrantable life that you actually used. The amount you pay is computed in two steps. First, the customer pay percentage is determined from the chart shown below based upon the months of actual battery service.

Months In Service	Customer Pay Percentage
0-24	0%
25-32	25%
33-50	50%
51-84	75%

Second, the current suggested retail price of the new battery is multiplied by the customer pay percentage. For example, should the battery fail after 40 months of service you would pay 50% of the suggested retail price of the new battery.

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**LIMITATION OF WARRANTIES AND OTHER WARRANTY TERMS AND STATE LAW RIGHTS*****EXTRA EXPENSES-LIMITATIONS OF DAMAGES***

**This warranty does not cover incidental or consequential damages such as, but not limited to, loss of wages or loss of use of the vehicle, inconvenience, or commercial loss.**

ANY IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE IS LIMITED TO THE DURATION OF THE LIMITED WARRANTY.

Some states do not allow the exclusion or limitation of incidental or consequential damages or limitations, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state.

Nissan does not authorize any person to create for it any other warranty, obligation or liability in connection with this vehicle.

Nissan North America, Inc. and your Nissan dealer realize that there are numerous sources for parts and accessories in today's automotive parts aftermarket. However, Genuine Nissan parts and accessories are designed and manufactured to meet the same factory fit, performance and quality specifications of your Nissan vehicle.

The Parts Department of your Nissan dealership maintains a complete inventory of high quality Genuine Nissan new and remanufactured replacement parts - parts that are backed by one of the most comprehensive parts warranties available in the automotive industry today.

To ensure that your warranty, maintenance and repair parts requirements are satisfied as quickly as possible, Nissan and the Nissan dealer organization maintain a combined inventory consisting of several hundred million dollars worth of readily available parts and popular accessories. In the event a critical part is required that is not stocked by your local dealership, Nissan's ordering system includes a computerized means of ensuring the quickest possible shipment to Nissan dealers by the use of expeditious handling and premium transportation - all of which is supported by one of the most extensive and efficient parts distribution systems in the United States.

Nissan North America, Inc., has a total of 11 Parts Distribution Centers. Five Parts Distribution Centers (Speed Centers), stock 25,000 of the highest demand part numbers. Four Parts Distribution Centers (Mega Centers), stock approximately 60,000 different parts, including the 25,000 highest demand parts. Nissan's Parts Distribution Center in Memphis Tennessee (Low Volume Center) maintains an inventory of 100,000 low volume part numbers and services all Nissan dealers

nationally. The Nissan Parts Redistribution Center in Mt. Juliet, Tennessee, processes North American supplier receipts and expedites high priority back ordered parts direct to dealers. All Nissan parts distribution facilities are linked via a computer system which searches and fills orders to ensure coordinated parts ordering, inventory and distribution of available parts.

The Nissan name represents quality and a commitment to your satisfaction as a valued customer. So when you select parts or accessories for your Nissan vehicle, see your Nissan dealer. Only Nissan builds Nissan replacement parts and accessories to exact factory specifications.

### ***RECOMMENDATION FOR MAINTENANCE SERVICE AND REPLACEMENT PARTS FOR YOUR VEHICLE'S EMISSION SYSTEM***

To assure best results and to maintain the original quality built into the emission control systems, it is recommended that genuine Nissan parts be used when servicing or repairing the systems. **THE WARRANTY OBLIGATIONS ARE NOT DEPENDENT UPON THE USE OF ANY PARTICULAR BRAND OF REPLACEMENT PARTS AND THE OWNER MAY ELECT TO USE EQUIVALENT NON-GENUINE NISSAN PARTS FOR REPLACEMENT PURPOSES.**

The use of replacement parts which are not equivalent to genuine Nissan parts may reduce the effectiveness of the emission control system.

Therefore, if it becomes necessary to use other than genuine Nissan parts, the owner should assure himself that such parts are warranted by their manufacturer to be equivalent in quality to genuine Nissan parts.

**MAINTENANCE, REPLACEMENT OR REPAIR OF THE EMISSION CONTROL DEVICES AND SYSTEMS MAY BE PERFORMED BY ANY AUTOMOTIVE REPAIR ESTABLISHMENT OR INDIVIDUAL USING ANY EQUIVALENT REPLACEMENT PART.**

**HOWEVER, UNLESS OTHERWISE REQUIRED BY LAW, WARRANTY SERVICE MUST BE PERFORMED BY AN AUTHORIZED NISSAN DEALER.**

The emission standards may be satisfied by having the vehicle inspected periodically and by following the requirements outlined in your OWNER'S MANUAL and your NISSAN SERVICE MAINTENANCE GUIDE.

In order to help protect your vehicle against corrosion, it is important that you care for your vehicle regularly, following these suggestions:

- Wash your vehicle regularly using cold clean water and a mild vehicle wash soap.
- If insects, tar or other similar deposits have accumulated on your vehicle, wash it as soon as possible.
- If you drive on salted or dust controlled roads, or if you drive near the ocean, hose off the under carriage at least once a month.
- It is important that the drain holes in the lower edges of the doors and rocker panels be kept clear.
- If you detect any stone chips or scratches in the paint, touch them up immediately.
- If you do much driving on gravel roads, consider installing mud or stone shields behind each wheel.
- If your Nissan is damaged due to an accident or similar cause which destroys the paint and protective coating, have your vehicle repaired as soon as possible. The cost of such repairs is considered the responsibility of the owner.
- This corrosion warranty does not cover non-genuine sheet metal parts or damage caused by the installation of such non-genuine sheet metal parts.

SEE YOUR OWNER'S MANUAL FOR FURTHER DETAILS.



# Security+Plus®

## VEHICLE PROTECTION PLAN

### **LONG TERM MECHANICAL PROTECTION FOR YOUR NISSAN...**

For extra peace of mind you can add Nissan's own Security+Plus® Vehicle Protection Plan which provides you with long term mechanical breakdown protection. Backed by Nissan, and designed exclusively for Nissan owners, Security+Plus® is available from your Nissan dealer in a variety of comprehensive coverages and a multitude of time and mileage intervals enabling you to customize a plan to suit your personal driving habits and length of ownership.

Just a few of its major features:

1. **With Security+Plus®, you can choose from a full spectrum of term options to fit your ownership (time) and driving (mileage) needs.**
2. **Repairs are performed at participating Nissan dealerships throughout the U.S., excluding U.S. Territories. Repairs at these dealerships are performed by factory trained technicians using Genuine Nissan or Nissan approved new or remanufactured parts, to keep your vehicle in top running condition.**
3. **All new Security+Plus® Service Agreements are transferable to subsequent owners, thus ensuring flexibility of your investment and enhancing the resale value of your Nissan.**

### **YOU SIMPLY CAN'T GET BETTER LONG-TERM PROTECTION FOR YOUR MONEY THAN WITH NISSAN'S SECURITY+PLUS®!**

For details, please contact your authorized Nissan Dealer or complete the attached business reply card (no postage necessary) and mail it to:

**Nissan Security+Plus® Headquarters  
P.O. Box 685004  
Franklin, TN 37068-9965**

We'll send you a complete information packet by return mail. Do it today! The quicker you act, the sooner you can have the full protection of a Nissan Security+Plus® Service Agreement.

**NOTE:** Security+Plus® Service Agreements for previously owned Nissan vehicles can only be purchased from your authorized Nissan dealership at the time of vehicle sale. Vehicles still under the Basic 3 year 36,000 miles New Vehicle Limited Warranty are eligible for a Pre-owned Security+Plus® Service agreement. See your local Nissan dealer for details.



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PE12-023

NISSAN

10/15/2012

ATTACHMENT C

Security+Plus Maintenance



# Security+Plus®

PREPAID MAINTENANCE PLAN

## PREPAID MAINTENANCE



Enjoy peace of mind with superior benefits and protection



### Why Prepaid Maintenance?

As a condition of your new vehicle limited warranty, you are responsible for properly using, maintaining and caring for your vehicle as outlined in your OWNER'S MANUAL, and Nissan's SERVICE & MAINTENANCE GUIDE, and maintaining copies of all maintenance records & receipts for review by Nissan. Failure to do so is likely to result in the denial of warranty coverage.

Evidence of the performance of the required maintenance should be kept and presented as proof of such maintenance in connection with related warranty repairs.

### Security+Plus® Prepaid Maintenance Plans provide:

- Proof of required maintenance maintained by Nissan
- Maintenance with zero deductible
- Convenient and affordable
- Genuine Nissan Parts†
- Factory-trained technicians
- Enhanced vehicle resale value
- Protection against price increases
- Honored at all participating Nissan dealers

Disclaimer: THIS BROCHURE, WHICH IS LIMITED BY SIZE, IS NOT A CONTRACT. READ A SAMPLE SECURITY+PLUS CONTRACT AT YOUR DEALER, AND READ YOUR ACTUAL CONTRACT/AGREEMENT WHEN IT ARRIVES IN THE MAIL BECAUSE ITS TERMS, CONDITIONS, EXCLUSIONS, AND LIMITATIONS CONTROL.

†Genuine Nissan or Nissan-approved parts will be utilized for all covered replacements.

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## Protect your investment with a Security+Plus® Prepaid Maintenance Plan

### Service you can trust

You can rest easy knowing that your Nissan will receive superior parts and service designed exclusively for your vehicle.

**Genuine Nissan Parts†** are engineered to give you maximum performance. Ask for genuine Nissan parts which help to maintain your vehicle's reliability and value.

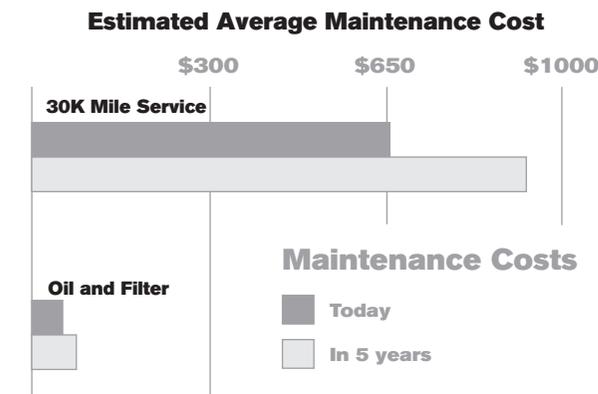
**Advanced diagnostics** keep your vehicle running at its peak with equipment specially designed for Nissan vehicles.

**Factory-trained technicians** give your vehicle the attention it deserves with the best service possible.

† Genuine Nissan or Nissan-approved parts will be utilized for all covered replacements.

### Protection against rising inflation

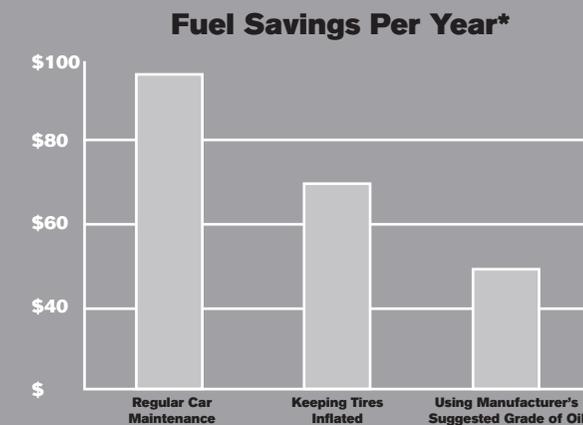
Lock in lower costs by pre-paying for maintenance.



This chart is for illustrative purposes only.

### Save money on fuel

Properly maintained vehicles consume less fuel.



Graph based on average price of \$3.65/gallon  
\*Source: <http://fuelconomy.gov>, maintained by U.S. Department of Energy and U.S. EPA

### Regular Scheduled Maintenance Protection

#### Protection against rising fuel costs

Regular maintenance helps your vehicle run at its peak efficiency.

#### Protection against loss of warranty coverage

Failure to perform scheduled maintenance with Genuine Nissan Parts may void your factory warranty.

#### Protection for the environment

A well-maintained vehicle consumes less fuel and has lower emissions.

Security+Plus®  
PREPAID MAINTENANCE PLAN

## Benefits

### Prepaid maintenance plans for your Nissan including Commercial Vehicles

- **Convenient** – since zero deductible, no payment needed at time of service
- **Flexibility** – seven plans and multiple time & mileage options to choose from
- **Intelligent** – follows maintenance schedule recommended by Nissan
- **Matches unique requirements of your Nissan vehicle** – don't trust maintenance to anyone other than Nissan factory-trained technicians
- **Protect your investment** – well-maintained vehicles usually earn higher resale value
- **Transferable** – if you sell your Nissan\*
- **Genuine Nissan Parts** – ask for Genuine Nissan replacement parts which are engineered to give you maximum performance, and help maintain your vehicle's reliability and value.
- **Lease agreement** - maintenance is often a requirement of your lease agreement
- **Peace of mind** – tire road hazard protection adds security to your driving experience

## Choose the plan that best fits you

### Prepaid Scheduled Maintenance Plans for New Nissans

Begin on the original in-service date and zero miles on the odometer and can be purchased anytime within the first 6 months / 7,500 miles

#### GOLD PREFERRED†

**Premium – Every 3 months or 3,750 miles**

Our most comprehensive level of scheduled maintenance with 20 different services and replacements and 33 covered inspections. Plus, Tire Road Hazard Protection†† and Car Rental Allowance every 15,000 miles

#### GOLD

**Schedule 1 – Every 3 months or 3,750 miles**

**Schedule 2 – Every 6 months or 7,500 miles**

Provides for the scheduled maintenance as outlined in the Nissan SERVICE & MAINTENANCE GUIDE. With 12 different services and replacements and 15 covered inspections. Plus, Tire Road Hazard Protection†† and Car Rental Allowance every 30,000 miles

### Prepaid Basic Maintenance Plans for new and pre-owned Nissans

Are additive term contracts that can be purchased at any time and mileage

#### SILVER

**Value 1 – Every 3 months or 3,750 miles**

**Value 2 – Every 6 months or 7,500 miles**

These plans provide for the replacement of engine oil and filters and tire rotation service like the BRONZE plan. Plus, the routine inspection of maintenance trouble areas and Tire Road Hazard Protection††

#### BRONZE

**Basic 1 – Every 3 months or 3,750 miles**

**Basic 2 – Every 6 months or 7,500 miles**

These plans offer the most basic preventative maintenance including replacement of engine oil and filter and tire rotation service

#### Time & Mileage Options

12 months / 15,000 miles	60 months / 75,000 miles
24 months / 30,000 miles	72 months / 90,000 miles
36 months / 45,000 miles	84 months / 105,000 miles
48 months / 60,000 miles	96 months / 120,000 miles

† Not available for Commercial Vehicles  
 ††Tire Road Hazard Protection not available in Florida.

## Services & Replacements

	GOLD Preferred Premium	GOLD Schedule 1 & 2	SILVER Value 1 & 2	BRONZE Basic 1 & 2
Four Wheel Tire Rotation (except 350Z and 370Z)	■	■	■	■
Replace Engine Oil & Filter (Ester oil is not required on any models)	■	■	■	■
Tire Road Hazard Protection (not available in Florida)	■	■	■	■
Car Rental	■	■	■	■
Replace Climate Controlled Seat Filter <sup>(1)</sup>	■	■	■	■
Replace Engine Air Filter	■	■	■	■
Replace Engine Coolant <sup>(1)</sup>	■	■	■	■
Replace Brake Fluid <sup>(2)</sup> (2011+MY vehicles)	■	■	■	■
Replace Spark Plugs	■	■	■	■
Replace HEV Inverter Coolant	■	■	■	■
Replace In-Cabin Micro Filter	■	■	■	■
Replace Manual Transmission Oil <sup>(3)</sup> (if applicable)	■	■	■	■
Lubricate All Locks / Hinges	■	■	■	■
Replace Automatic Transmission / CVT / eCVT Fluid (except 370Z)	■	■	■	■
Replace Differential Oil	■	■	■	■
Replace Engine Drive Belts	■	■	■	■
Replace Radiator Cap	■	■	■	■
Replace Transfer Case Oil (4WD / AWD)	■	■	■	■
Replace Wiper Blades	■	■	■	■
Road Test Vehicle	■	■	■	■

## Enhanced Features



### Tire Road Hazard Protection††

Tire manufacturer's warranties only cover defects in materials and workmanship. Tire Road Hazard Protection covers damage caused by potholes, nails, glass and other roadway debris. Includes flat tire repairs up to \$35 per tire with \$0 deductible plus pro-rated replacement of your vehicle's original four tires to a maximum of \$250/tire. Available for up to the first three years of a plan.



### Car Rental Allowance

Nissan will pay for a one-day car rental up to \$35 while your car is being serviced. This is included at 15,000 mile intervals on the Gold Preferred Plan and 30,000 mile intervals on the Gold Plan

(1) At the specified interval according to the Nissan Service & Maintenance Guide for the applicable model year.  
 (2) Added for 2011MY vehicles per the 2011 Nissan Service and Maintenance Guide.  
 (3) GOLD Schedule 1 & 2: Frontier only

## Inspections

	GOLD Preferred Premium	GOLD Schedule 1 & 2	SILVER Value 1 & 2
Automatic Transmission/CVT/eCVT (HEV) Fluid	■	■	■
Brake Lines and Cables	■	■	■
Brake Pads, Rotors, Drums & Linings	■	■	■
Differential Oil	■	■	■
Drive Shaft Boots	■	■	■
Exhaust System	■	■	■
Fuel Line / Connections	■	■	■
Fuel Tank Vapor Vent System Hoses	■	■	■
Manual Transmission Oil	■	■	■
Steering Gear and Linkage	■	■	■
Steering Linkage Ball Joints	■	■	■
Transfer Case Oil (4WD / AWD)	■	■	■
Axle and Suspension Parts	■	■	■
Front Suspension Ball Joints	■	■	■
Propeller Shaft (4WD / AWD / RWD)	■	■	■
Air Conditioning System	■	■	■
Cruise Control Vacuum Hoses	■	■	■
Engine Air Filter	■	■	■
Battery Fluid Levels / Terminals	■	■	■
Brake Fluid Level	■	■	■
Charging / Starting System	■	■	■
Clutch Fluid	■	■	■
Coolant Level / Top Off	■	■	■
Engine Drive Belts	■	■	■
All Lights	■	■	■
Headlights / Adjust if Necessary	■	■	■
Horn Operation	■	■	■
Power Steering Fluid / Top Off	■	■	■
Radiator Hoses	■	■	■
Shock Absorbers / Struts	■	■	■
Tires / Adjust Air Pressure	■	■	■
Washer Fluid Level / Top Off	■	■	■
Wiper Blades	■	■	■

\*A nominal transfer fee may apply. For details, please refer to the Security+Plus Prepaid Maintenance Plan agreement or contact your local Nissan dealer.

PE12-023

NISSAN

10/15/2012

ATTACHMENT D

2012 Versa Airbag Dealer  
Inventory Quality Assurance  
Inspection Revision 1A



## DEALER INVENTORY QUALITY ASSURANCE INSPECTION

Revision 1A

Date:

September 26, 2011

### 2012 VERSA DRIVER AIR BAG MODULE DEALER QUALITY ASSURANCE INSPECTION

ID #: PM164

**APPLIED VEHICLES:** 2012 Versa Sedan

**Check Service COMM to confirm inspection eligibility.**

#### REVISION

Due to the potential of connector damage, the instructions have been revised so the air bag module is **NOT TO BE** fully removed from the steering wheel. The instructions now read to remove only the top of the airbag module and inspect connectors with J-50079 Bore Scope.

#### INTRODUCTION

Nissan is conducting a dealer inventory quality assurance inspection of certain specific 2012 Nissan Versa sedan vehicles. The dealers are being asked to inspect the Driver Air Bag Module and report the results back to Nissan.

#### IDENTIFICATION NUMBER

Nissan has assigned identification number PM164 to this quality assurance inspection. This number must appear on all communications and documentation of any nature dealing with this quality assurance inspection.

#### DEALER RESPONSIBILITY

It is the dealer's responsibility to check Service Comm for the status of each vehicle falling into the range of the quality assurance inspection that is currently in **dealer inventory**. Nissan strongly urges dealers to perform this quality assurance inspection on any affected vehicles in their inventory before they are retailed.

## Warning

**If you try to remove airbag completely by excessive pulling force on airbag module, there is the potential to connector damage, due to the airbag connector harness being only 5 inches long.**

**Dealers must closely follow all instructions in the bulletin.**

### SERVICE PROCEDURE

#### Air Bag Light Inspection

1. Turn Ignition on, wait 7 seconds.
  - If air bag light remains "ON", stop and use CONSULT III to verify and record DTC's. **If the DTC is verified to be driver air bag module, stop and call TECH LINE at 1-800-662-3497.** Do not repair vehicle.
  - If air bag light goes "OFF", turn ignition off and go to the next step (step 2).



2. Disconnect the negative and positive battery terminals and then wait at least three minutes.



3. Locate air bag release holes on the side of the steering wheel.



4. Using a blunt end object like a 3/8 inch hex key or long punch. Place end of object into release hole and push on spring to release air bag. After air bag releases, repeat on opposite side of steering wheel to release top of air bag.



This is a photo with the air bag removed to illustrate where to place air bag release tool.



5. When clips release, top of module can be moved slightly, **DO NOT** pull to disengage bottom of air bag module from the steering wheel.



6. Using the J-50079 Bore Scope with the 4.5 MM flexible probe, insert the probe into left release hole.

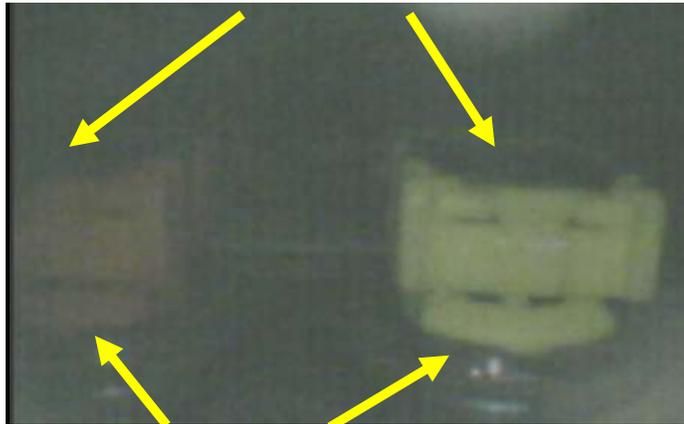


7. Visually inspect both air bag module connectors.

- Locate two air bag module connectors (1 orange and 1 yellow).
- Inspect connectors and black locking clips.



Visually inspect black locking tabs being completely seated



Visually inspect connectors being completely seated.

**Note:** The picture on the bore scope is of better quality.

## Air Bag Module Connector Inspection

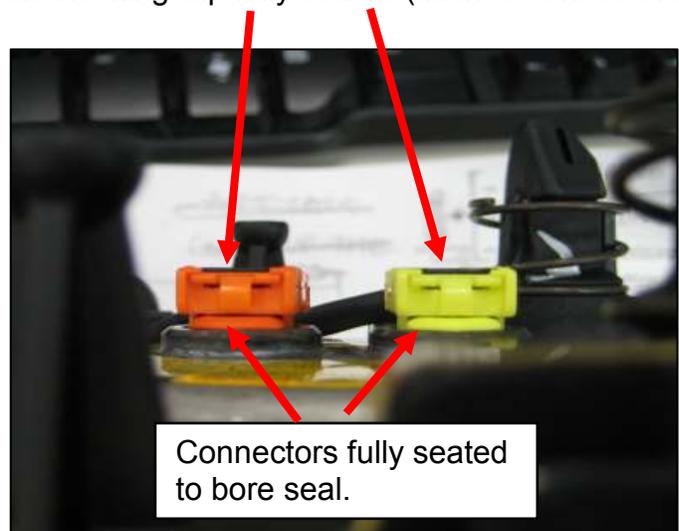
**CALL**

Black locking clips not fully seated.



**OK**

Black locking clip fully seated (flush to connectors).



## CALL

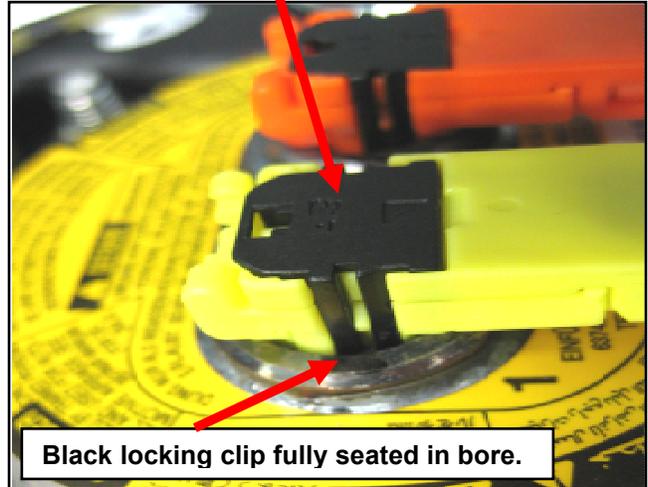
Black locking clip not fully seated.



Black locking clip not fully seated in bore.

## OK

Black locking clip fully seated.



Black locking clip fully seated in bore.

If any of the following occur call TECH LINE at 1-800-662-3497.

- If black locking clip is not fully engaged in bore.
- If there is visible pry marks on connectors or black locking clips.
- If connector not intact

8. If both air bag module connectors are fully seated into bore and black locking clips are fully seated, carefully reinstall air bag module and reconnect the negative and positive battery terminals.

## PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY
Parts Not Required For Inspection	N/A	N/A

## CLAIMS INFORMATION

Submit a (CM) line claim using the following claims coding:

CM" I.D.: PM164

**IF VEHICLE REQUIRES A CALL TO TECH LINE, DO NOT SUBMIT A CLAIM FOR THE INSPECTION. TECH LINE WILL PROVIDE YOUR DEALER WITH ADDITIONAL INFORMATION.**

DESCRIPTION	OP CODE	FRT
2012 Versa Airbag Inspection	PM1640	0.4H

PE12-023

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10/15/2012

ATTACHMENT D

2012 Versa Sedan Driver Air  
Bag Dealer Inspection  
Announcement.FINAL.09-20-

11

## FINAL

Subject: **2012 Nissan Versa Sedan, Driver Air Bag Module  
Dealer Inventory Quality Assurance Inspection**

Attention: **Dealer Principals, Sales, Parts and Service Managers**

### \*\*\*\*\* Quality Assurance Inspection Announcement \*\*\*\*\*

Nissan is conducting a dealer inventory quality assurance inspection of certain specific 2012 Nissan Versa sedan vehicles. The dealers are being asked to inspect the Driver Air Bag Module in certain specific vehicles and report the results back to Nissan.

### **IMPORTANT**

**Nissan requests dealers to inspect all affected vehicles in dealer inventory prior to retailing.**

### \*\*\*\*\* Vehicle Identification \*\*\*\*\*

2012 Versa Sedan vehicles subject to this inspection can be identified through two methods:

- **Service Comm** – Beginning September 21, dealership sales and service departments can complete an inquiry on Service Comm – **I.D. PM164** to determine an affected vehicle.
- **VIN List** – as a courtesy, posted with this announcement is a list of affected VINs in dealer inventory by region, district and dealer.

### \*\*\*\*\* Dealer Responsibility \*\*\*\*\*

It is the dealer's responsibility to check Service Comm – **I.D. PM164** for the dealer inventory inspection status on each vehicle falling within the range of this requested inspection.

### \*\*\*\*\* Inspection Instructions \*\*\*\*\*

**Nissan dealers should perform the inspection only on vehicles specifically identified in Service Comm.**

Nissan has developed a Dealer Inventory Inspection Bulletin containing inspection instructions and claim information. These instructions are included with this announcement and are available on NNAnet.com under My Documents in the Sales, Parts, and Service categories.

**Dealers must closely follow all instructions in the bulletin.**

### \*\*\*\*\* Parts Availability \*\*\*\*\*

Replacement parts should not be required for this inspection. Additional instructions are included in the bulletin.

Nissan Service Support & Quality  
9/20/11