

PE15-001

NISSAN

4/2/2015

ATTACHMENT A

Request Number Four

CONSUMER COMPLAINTS



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Derek Latta

Help & Training

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Case 02599260

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Case Comments [5] | Case Categorizations [1] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [1] | Live Chat Transcripts [0] | Case History [2] | DTS Field Inspections [0]

Case Detail

Reopen Case Clone Closed Case

Account Name	[REDACTED]	Case Owner	Managed Services <a href="#">[Change]</a>
Contact Email	[REDACTED]	Type	HOST
Home Phone	[REDACTED]	Case Origin	Letter / Fax
Letter Sent Date		Executive Referral	
Letter Received Date	10/14/2011	Status	Closed
Follow Up Date	12/6/2011		
Supporting Documents		Date/Time Opened	10/13/2011 1:00 AM
CA Multiple Repairs		Date/Time Closed	12/21/2011 1:00 AM
Social Support Involvement		Multiple Repairs	
Case Owner Location			
Case Reopen Count			
Description	Legacy ZCA Case		

Call Script

Who contacted us?	1Problem	Vehicle Maintained Location	JOHN YOUNGBLOOD MOTORS
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	N	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	24,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident	<input checked="" type="checkbox"/>	Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0	RHR Started	
IIR Date		RHR Completed	
IIR			

Vehicle Information

Vehicle	JN8AS58T38W [REDACTED]	Part Number 1	
Model Year	2008	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	41
Model Line	ROGUE	Beyond PT Warranty Miles	0
Model Code	77218	Beyond PT Warranty Months	17

Dealer Detail

Case Servicing Dealer	<u>JOHN YOUNGBLOOD MOTORS</u>	Data Net	<input type="checkbox"/>
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	
Responsible District	07	Dealer Instructions	
Shared With		Requested Dealer Action	

**Bluetooth**

Phone Carrier	Bluetooth Ticket Status
Phone Manufacturer	Phone Model
Reported From	Phone Operating System
Issue Categories	

**Related Items**

Approved Check Requests	\$0.00	Goodwill Offered	<input type="checkbox"/>
		VCAN	<input type="checkbox"/>
		Goodwill Processed	0
		Vehicle Service Contract	
		VSC Reprint Request	
		Contact Name	[REDACTED]

**Sales & Service Campaign Specific Information**

Hot Alert Date	Home Phone	[REDACTED]
Hot Alert Age	Work Phone	
	Mobile Phone	
	Email	
	Alternate Email	

**Verbatims**

Alert Trigger Verbatim
Survey Verbatim
Dealer Action History
NNA Notes
Customer Conversation Notes

**DTS Inspection**

DTS Inspection Date	DTS Inspection Date Confirmed?	<input type="checkbox"/>
DTS Request Type	Notes for DTS (Vehicle Concerns)	
Inspection Time/Notes		

**System Information**

Subject	Root Cause Code	SNPP	
Created By	<u>Bryan Fry</u> , 10/13/2011 1:00 AM	Root Cause Code (2)	
Last Modified By	<u>Bill Hughes</u> , 9/5/2012 12:27 AM	Action Code	RP8G
Case Record Type	CA Closed Case [ <a href="#">Change</a> ]	Document ID	CA7284460
Days Closed	1,167		

[Reopen Case](#) [Clone Closed Case](#)

**Case Comments**

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Action	Public	Comment
		<p>Created By: <u>CONVERSION</u> (3/10/2012 12:44 PM)</p> <p>EMPLOYED. C STATES C HAD BRUISES FROM THE SEATBELT AND PASSENGER HAD BRUISES FROM THE SEATBELT AND FROM THE A/B DEPLOYING. @10/19-[REDACTED]@1-[REDACTED]</p> <p>_____ P-1) APPROXIMATE MILEAGE ON VEH AT TIME OF ACCIDENT OR INCIDENT: C STATES 24000 _____</p> <p>_____ P-2) DESCRIPTION OF THE ACCIDENT OR INCIDENT: C STATES P-12)</p>

ESTIMATED SPEED OF VEHICLE AT TIME OF INCIDENT: C STATES C WAS STOPPED \_\_\_\_\_  
 \_\_\_\_\_ P-13) HAS THE VEHICLE BEEN REPAIRED SINCE THE INCIDENT OCCURRED? C STATES VEH IS  
 AT LUCAS AUTO BODY \_\_\_\_\_ C STATES NO. A. HAVE REPAIRS BEEN  
 SCHEDULED? C STATES B. IF SCHEDULED, FOR WHAT DATE? C STATES BEING REPAIRED \_\_\_\_\_  
 @ \_\_\_\_\_ P-14) CURRENT LOCATION OF VEHICLE, INCLUDING COMPANY NAME,  
 CONTACT NAME, ADDRESS, AND TELEPHONE NUMBER. C STATES LUCAS AUTO BODY \_\_\_\_\_  
 SPRINGFIELD MO \_\_\_\_\_ P-15) WAS A POLICE  
 REPORT AND/OR FIRE REPORT FILED? C STATES YES A. REPORTING OFFICER'S NAME. C STATES B. REEVES 1032 B.  
 POLICE REPORT NUMBER AND/OR FIRE REPORT NUMBER. C STATES 11-35368 C. NAME OF THE AGENCY WHERE  
 THE POLICE/FIRE REPORT WAS FILED. C STATES SPRINGFIELD POLICE @ \_\_\_\_\_  
 \_\_\_\_\_ A. WHO WAS INVOLVED? C STATES C AND ANOTHER VEH B. WHAT HAPPENED: C STATES  
 C. WHAT AREAS OF THE VEHICLE ARE AFFECTED: \_\_\_\_\_ C STATES FRONT END OF VEH, DRIVER SIDE IN  
 FRONT OF FRONT WHEEL D. WHEN DID IT HAPPEN? C STATES DATE: 8/19/11 TIME: 4PM E. WHERE DID IT HAPPEN? C  
 STATES ADDRESS: KENTWOOD AND SUNSHINE \_\_\_ X \_\_\_\_\_ P-16)  
 HOW MANY OCCUPANTS WERE IN THE VEHICLE AT THE TIME OF THE INCIDENT? C STATES 2 \_\_\_\_\_  
 \_\_\_\_\_ P-17) DOCUMENT THE NAME, ADDRESS, PHONE  
 NUMBERS, HEIGHT, AND WEIGHT OF EACH OCCUPANT IN THE OWNER'S VEHICLE. A. DRIVER'S NAME: (IF SAME AS  
 OWNER, TYPE \*OWNER\*) C STATES OWNER DRIVER'S HEIGHT: C STATES 5'5 DRIVER'S WEIGHT: C STATES 153 X  
 @ \_\_\_\_\_ RIGHT FRONT PASSENGER'S NAME: C STATES DENITA JACKSON RIGHT FRONT PASSENGER'S  
 HEIGHT: C STATES \_\_\_\_\_ RIGHT FRONT PASSENGER'S WEIGHT: C STATES NOT SURE \_\_\_\_\_  
 \_\_\_\_\_ P-18) WHICH OF THE VEHICLE OCCUPANTS WITNESSED ALL OR PART OF THE INCIDENT? A.  
 DRIVER: C STATES YES B. RIGHT FRONT PASSENGER: C STATES YES ( \_\_\_\_\_  
 \_\_\_\_\_ P-19) WHICH OF THE VEHICLE OCCUPANTS WERE USING A SEATBELT? A. DRIVER: C  
 STATES YES B. RIGHT FRONT PASSENGER: C STATES YES \_\_\_\_\_ P-  
 20) WAS ANYONE INJURED? REQUEST A COPY OF ALL MEDICAL RECORDS/REPORTS. C STATES \_\_\_\_\_  
 \_\_\_\_\_ LOCATION OF INJURED PERSON AT TIME OF INCIDENT: C STATES B. DETAILED DESCRIPTION OF  
 THE NATURE (TYPE AND LOCATION) AND THE EXTENT (SEVERITY) OF THE INJURIES: C STATES DRIVER HAD  
 BRUISES FROM SEATBELT AND PASSENGER HAD BRUISES FROM SEATBELT AND A/B HURT PASSENGER NOSE.  
 WAS HOSPITALIZATION REQUIRED? C STATES NO D. WHERE AND WHEN WERE THEY TREATED? C STATES COX  
 HEALTH SYSTEMS, S

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**Created By: CONVERSION (3/10/2012 12:44 PM)**  
 \_\_\_ X \_\_\_ X \_\_\_ X \_\_\_\_\_ F. HOW DID IT HAPPEN? C STATES \_\_\_\_\_  
 \_\_\_\_\_ P-3) WHAT IS THE CUSTOMER REQUESTING OF NISSAN NORTH AMERICA? C STATES WANTS TO KNOW  
 WHY A/B DIDN'T DEPLOY \_\_\_\_\_ P-4) DRIVER'S NAME, ADDRESS, DAY  
 AND EVENING TELEPHONE NUMBERS, DATE OF BIRTH: C STATES 10/8/46 \_\_\_\_\_  
 \_\_\_\_\_ P-5) OWNER'S NAME, ADDRESS, DAY AND EVENING TELEPHONE NUMBERS, DATE OF  
 BIRTH: C STATES SAME \_\_\_\_\_ P-6)  
 VEHICLE IDENTIFICATION NUMBER IF NOT OBTAINED BY THE CRR: C STATES \_\_\_\_\_  
 \_\_\_\_\_ P-7) VEHICLE LICENSE PLATE NUMBER: C STATES C NOT SURE \_\_\_\_\_  
 \_\_\_\_\_ P-8) STATE IN WHICH VEHICLE IS CURRENTLY REGISTERED: @10/19-  
 \_\_\_\_\_ STATES MO \_\_\_\_\_ P-9) WAS VEHICLE PURCHASED NEW  
 OR USED? C STATES NEW. \_\_\_\_\_ P-10) CONFIRM AND VALIDATE THE  
 DETAILS OF THE INCIDENT: A. ARBS RECONFIRMED ALL DETAILS AND DATA INITIALLY COLLECTED BY THE RCAS. \_\_\_\_\_  
 \_\_\_\_\_ P-11) DETAILED DESCRIPTION OF WEATHER (VISIBILITY) AT TIME  
 OF INCIDENT, C STATES CLEAR \_\_\_\_\_ ACTIVATED  
 & NO CURTAIN OR HIP ACTIVATED. I WAS HIT ON MY SIDE 1ST. YOUNGBLOOD TOLD ME THEY WOULD CHK  
 ACTIVATION OF ALL AIR BAGS ONCE MY ROGUE IS FIXED. I WOULD LIKE.  
 \*\*\*\*\*  
 \_\_\_\_\_ SRCAS-AF REVIEWED FILE AND CALLED C AT  
 12:38PM ET AT # 417 725 5181. SRCAS-AF RE VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY AND EVENING  
 PHONE#, SRCAS-AF CHECKED FOR OPEN RECALLS/CAMPAIGNS: NONE \_\_\_\_\_ C STATES THAT C WAS  
 INVOLVED IN AN INCIDENT WERE C'S AIR BAGS DID NOT DEPLOY. SRCAS-AF TO FILL OUT IIR. @ \_\_\_\_\_ P-1:  
 APPROXIMATE MILEAGE AT TIME OF INCIDENT: C STATES 24,000 P-2: DESCRIPTION OF INCIDENT: A. WHO WAS  
 INVOLVED: C STATES ONE PERSON IN THE OTHER VEH INVOLVED IN INCIDENT AS WELL AS C AND C'S PASSENGER.  
 B. WHAT HAPPEND? C STATES ANOTHER VEH HIT C FROM THE SIDE GOING ABOUT 40 MPH THROUGH A BUSY  
 INTERSECTION. C. AREAS OF VEH THAT ARE AFFECTED: C STATES THE WHOLE FRONT END OF THE VEH WAS  
 TAKEN OFF. D. WHEN DID INCIDENT HAPPEN: DATE 8/19/2011 AT 4:00PM CT. E. WHERE DID INCIDENT OCCURE: C  
 STATES IN SPRINGFIELD MISSOURI ON KENT WOOD DRIVE, GOING WEST ONTO SUNSHINE ROAD. P-3: WHAT IS C  
 REQUESTING FROM NNA: C STATES C WOULD LIKE TO KNOW WHAT CAN BE DONE ABOUT SITUATION. SRCAS-AF  
 ADVISED C THAT A REPRESENTATIVE WILL CALL YOU WITHIN TWO BUSINESS DAYS TO ASK C A SERIES OF  
 DETAILED QUESTIONS. THE CALL SHOULD ONLY TAKE ABOUT 20 MINUTES. C'S BEST CONTACT # IS 417 725 5181.  
 SRCAS-AF SENDING FILE TO NNA DRT IRR MAILBOX. @ \_\_\_\_\_ \*TL-AH SENDING IIR TO APPR PR FOR  
 REVIEW. @ \_\_\_\_\_ BS JM CONTACTED C AT 233PM CT AND LEFT VMX FOR CALLBACK \_\_\_\_\_  
 \_\_\_\_\_ ARBS JM CONTACTED C AT 11AM AND COMPLETED THE PROBE. C STATES C WAS COMING OUT  
 OF A SIDE STREET TO A MAIN STREET AND VEHs HAD STOPPED TO LET C OUT AND ANOTHER VEH AND HIT CS  
 DRIVER SIDE WHEEL AREA AND RIPPED THE FRONT END OFF. C STATES DRIVER A/B BARELY INFLATED AND  
 PASSENGER SIDE A/B AND CURTAIN AND SIDE A/B D

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**Created By: CONVERSION (3/10/2012 12:44 PM)**  
 PRINGFIELD, MO \_\_\_\_\_ P-21) WERE THERE ANY OTHER WITNESSES  
 TO ALL OR PART OF THE INCIDENT? C STATES: YES A. WITNESS #1: C STATES IA \_\_\_\_\_  
 WITNESS #2: C STATES \_\_\_\_\_ WITNESS #3: C STATES \_\_\_\_\_  
 \_\_\_\_\_ P-22) HAS THE VEHICLE OWNER CONTACTED THEIR  
 INSURANCE COMPANY? C STATES AMERICAN FAMILY INSURANCE A. INSURANCE AGENT'S NAME: C STATES  
 \_\_\_\_\_

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**Created By: CONVERSION (3/10/2012 12:42 PM)**  
 B. INSURANCE AGENT'S ADDRESS: C STATES C. INSURANCE CLAIM NUMBER: C STATES \_\_\_\_\_  
 \_\_\_\_\_ P-23) WERE ANY OTHER VEHICLES INVOLVED IN THE INCIDENT? C  
 STATES YES A. NAME, ADDRESS, AND PHONE NUMBERS OF VEHICLE OWNER: C STATES \_\_\_\_\_  
 YEAR, MAKE, AND MODEL OF VEHICLE: C STATES 2003 HONDA ACCORD - ARBS ADVISED C THAT C CAN SEND PICS  
 OF DRIVER A/B AND NNA CAN DETERMINE IF THERE WAS A FAULTY DEPLOYMENT. C STATES C WILL MAIL PICS.  
 ARBS JM PROVIDED MAILING ADDRESS \_\_\_\_\_ ARBS JM RECVD PICS FROM C AND



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FORWARDED TO PL FOR REVIEW TO DETERMINE IF IT CAN BE DETERMINED BY THE PICS THAT THE A/B DID NOT FULLY DEPLOY. (REDACTED) PICTURE 1 - DAMAGE TO THE FRONT OF THE ROGUE PICTURE 2 - DAMAGE TO THE FRONT OF THE ROGUE PICTURE 3 - DAMAGE TO FRONT AND PASSENGER SIDE, C WAS HIT ON THE LEFT SIDE FIRST AT ABOUT 35MPH. C WAS STOPPED. PICTURE 4 - AIRBAG FROM THE STEERING WHEEL PICTURE 5 - SHOWS CURTAIN AIR BAG DID NOT DEPLOY ON DRIVERS SIDE PICTURE 6 - SHOWS AIR BAGS DEPLOYED ON THE PASSENGER SIDE; FRONT AIR BAG, CURTAIN AIR BAG AND SIDE AIR BAG AND CURTAIN AIR BAG BEHIND PASSENGER SEAT DEPLOYED (REDACTED) - ARBS JM EMAILED PICS TO PL-LO TO REVIEW. (REDACTED) ARBS JM CONTACTED C AT 130PM CT AND LEFT VMX ADVISING THAT ARBS RECVD PICS. ARBS ALSO ASKED C IF C WAS IMPACTED ON BOTH DRIVER AND PASSENGER SIDE AND IF SO THAT EXPLAINS WHY ALL PASSENGER SIDE A/B DEPLOYED @ (REDACTED) ARBS JM CONTACTED C AT 309PM AND LEFT VMX ADVISING THAT BODY SHOP HAS BEEN CONTACTED BUT NO CALLBACK. @ (REDACTED) IN ARBS JM CLOSING FILE. AS ARBS WAS NOT ABLE TO GET A HOLD OF BODY SHOP AND C WAS ALREADY ADVISED OF NNA POSITION. @ (REDACTED) - ARBS JM SPOKE WITH PL-LO AND PL STATES THAT A/B APPEAR TO HAVE DEPLOYED PROPERLY. @ (REDACTED) ARBS JM CONTACTED C AT 145PM AND ADVISED THAT DRV A/B APPEARS TO HAVE DEPLOYED PROPERLY ACCORDING TO PL AND ENGINEERING. C STATES IT DIDNT DEPLOY PROPERLY BECAUSE THE BODY SHOP TOLD C SO. ARBS INFORMED C THAT A/B DEPLOYS AND DEFLATES AT 1/20 TH OF A SECOND SO C MAY NOT HAVE NOTICED. C STATES THAT PASSENGER A/B BROKE PASSENGERS NOSE. ARBS INFORMED C THAT IF C IS BASING THE INJURY TO PASSENGER THEN THAT WOULD BE INACCURATE AS PASSENGER COULD HAVE BEEN LEANING FORWARD, OR SEAT SITTING CLOSER AT TIME OF DEPLOYMENT. C STATES THE GUY AT THE BODY SHOP SAID IT DIDNT DEPLOY ALL THE WAY. ARBS ASKED IF THE BODY SHOP GUY WAS TRAINED IN THE OPERATIONS OF THE A/B SYSTEM OR MAYBE JUST REPAIRS THEM WHICH WOULDNT MAKE THE GUY AN EXPERT. C ASKED IF ARBS CAN JUST CALL THE GUY AND ASK ABOUT FINDINGS. ARBS JM INFORMED C THAT ARBS WILL BUT UNDERSTAND THAT ARBS WILL STILL ABIDE BY THE RESULTS FROM PL. (REDACTED) - ARBS JM CONTACTED BODY SHOP AT 215PM AND LEFT VMX TO CALLBACK. (REDACTED) - ARBS JM CONTACTED BODY SHOP AT 230PM AND LEFT VMX TO CALLBACK @11/08/14 (REDACTED) ARBS JM CONTACTED BODY SHOP AT 1139A AND LEFT VMX TO CALLBACK. @11/08/14 (REDACTED) ARBS JM CONTACTED BODY SHOP AT 309PM AND LEFT VMX TO CALLBACK. @ (REDACTED)

**Created By: CONVERSION (3/10/2012 12:34 PM)**  
 THIS CAR WAS CREATED FROM A CRITICAL COMMENT ON A CUSTOMER SATISFACTION SURVEY NO OTHER C.A.R. EXISTS FOR THIS VIN CUSTOMER HAS REQUESTED THAT SURVEY COMMENTS NOT BE FORWARDED TO DEALER: 2890 AFTER MY SVC I WAS IN WRECK WHERE FRONT OF MY VEH WAS TAKEN OFF BY ANOTHER CAR . DASH, SIDE CURTAIN & HIP AIR BAGS ACTIVATED FOR MY PASSENGER. ALSO CURTAIN A IR BAG BEHIND PASSENGER ACTIVATED. AS DRIVER MY STEERING WHEEL AIR BAG BARELY

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**Case Categorizations**

[Case Categorizations Help](#)

Action	Case Categorization #	Concern Description	Category Description	Subcategory Description	Symptom Description
<a href="#">Edit</a>	<a href="#">CC-6613559</a>	VEHICLE CONCERNS	RESTRAINT SYSTEM	LEFT SIDE AIRBAG	NONDEPLOYMENT

**Open Activities**

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No records to display

**Activity History**

[Activity History Help](#)

No records to display

**Emails**

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[Emails Help](#)

No Emails Available

**Customer Support Tools**

[Customer Support Tools Help](#)

No records to display

**Check Activity**

[Check Activity Help](#)

No records to display

**Forms**

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No records to display

**Attachments**

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Action	File Name	Size	Last Modified	Created By
<a href="#">Edit</a>   <a href="#">View</a>   <a href="#">Del</a>	<a href="#">CA7284460N.tif</a>	371KB	5/19/2014 11:45 PM	<a href="#">Managed Services</a>

### Live Chat Transcripts

No records to display

### Case History

[Case History Help](#)

Date	User	Action
3/9/2012 5:27 AM	<a href="#">CONVERSION</a>	Changed <b>Contact Name</b> to [REDACTED]
3/1/2012 4:39 PM	<a href="#">Bryan Fry</a>	Created.

### DTS Field Inspections

[New DTS Field Inspection](#)

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Derek Latta

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Case  
02624389

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### Case Detail

[Reopen Case](#) [Clone Closed Case](#)

Account Name	[REDACTED]	Case Owner	<a href="#">Bob Latta [Change]</a>
Contact Email	[REDACTED]	Type	HOST
Home Phone	[REDACTED]	Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Status	Closed
Follow Up Date	6/1/2011		
Supporting Documents		Date/Time Opened	4/27/2011 1:00 AM
CA Multiple Repairs		Date/Time Closed	6/1/2011 1:00 AM
Social Support Involvement		Multiple Repairs	
Case Owner Location			
Case Reopen Count			
Description	Legacy ZCA Case		

### Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	0	Previous Repair Date	
Vehicle Purchased	N	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	20,000		

### Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0	RHR Started	
IIR Date		RHR Completed	
IIR			

### Vehicle Information

Vehicle	JN8AS58V79W [REDACTED]	Part Number 1	
Model Year	2009	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	33
Model Line	ROGUE	Beyond PT Warranty Miles	0
Model Code	77519	Beyond PT Warranty Months	9

### Dealer Detail

Case Servicing Dealer	<u>SHERIDAN NISSAN</u>	Data Net	<input type="checkbox"/>
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	04	Dealer Instructions	
Shared With		Requested Dealer Action	

**Bluetooth**

Phone Carrier	Bluetooth Ticket Status
Phone Manufacturer	Phone Model
Reported From	Phone Operating System
Issue Categories	

**Related Items**

Approved Check Requests	\$0.00	Goodwill Offered	<input type="checkbox"/>
		VCAN	<input type="checkbox"/>
		Goodwill Processed	0
		Vehicle Service Contract	
		VSC Reprint Request	
		Contact Name	[REDACTED]

**Sales & Service Campaign Specific Information**

Hot Alert Date	Home Phone	[REDACTED]
Hot Alert Age	Work Phone	[REDACTED]
	Mobile Phone	
	Email	[REDACTED]
	Alternate Email	

**Verbatims**

Alert Trigger Verbatim
Survey Verbatim
Dealer Action History
NNA Notes
Customer Conversation Notes

**DTS Inspection**

DTS Inspection Date	DTS Inspection Date Confirmed?	<input type="checkbox"/>
DTS Request Type	Notes for DTS (Vehicle Concerns)	
Inspection Time/Notes		

**System Information**

Subject	Root Cause Code	SCIN
Created By	Root Cause Code (2)	P0376
Last Modified By	Action Code	NT8F
Case Record Type	Document ID	CA7155492
Days Closed		1,370

[Reopen Case](#) [Clone Closed Case](#)

**Case Comments**

[New](#)

[Case Comments Help](#)

Action	Public	Comment
		<p>Created By: <b>CONVERSION</b> (3/10/2012 12:41 PM)</p> <p>- ARBS-BL: REC'D MSG FROM DTS-MW ADVISING THAT DTS DID PULL BAG OUT OF MODULE DURING INSPECTION. WILL NOT BE ABLE TO DETERMINE STATUS OF BAG DEPLOYMENT BY PS GROUP [REDACTED] ARBS-BL: MSG SENT TO NNA-ML REQUESTING FILE REVIEW AND COMMENT RE RETURN OF DEPLOYED AIR BAG MODULE. AWAITING RESPONSE PRIOR TO CALLING C WITH SUMMARY RESULTS OF INSPECTION. [REDACTED]</p>



ARBS-BL: REC'D CALLBACK FROM C AND PROVIDED INFORMATION CONTAINED IN PL INSPECTION SUMMARY REPORT. C AGREED THAT IT WOULD SERVE NO PURPOSE TO RETURN THE \*TAMPERED WITH\* DRIVER SIDE FRONTAL AIR BAG MODULE. C WANTED TO BE REASSURED THAT THE SYSTEM DID FUNCTION NORMALLY IN THE COLLISION AS THE SUMMARY INSPECTION REPORT VERIFIED. - C STATED THAT ARBS CAN CALL BODY SHOP AND TELL THEM TO GO AHEAD AND SCRAP ALL PARTS FROM THE VEH REPAIR. ARBS AGREED. - C THANKED ARBS FOR THE FOLLOW-UP AND ENDED CALL. - ARBS-BL: SENT LETTER OF NO TROUBLE FOUND TO C WITH CC TO PL-TB. ARBS-BL: CALLED RINEHIMERS BODY AND SPOKE TO MIKE AND ADVISED THAT C HAS AUTHORIZED SCRAPPING OF ALL PARTS REMOVED FROM C VEH. MIKE AGREED TO DO SO. ARBS-BL: THANKED ARBS FOR CALL AND INFORMATION AND ENDED CALL. DRTS-CAIRPILL HAS BEEN PROCESSED AND A COPY HAS BEEN \*\*\*\*DRTS-CA SENT TO LEGAL. 05/11/11 \*\*\*\* ARBS-BL: REC'D CALL FROM C BODY SHOP RINEHIMERS - DAVE ASKING IF PARTS FROM @05/24- DAVE THAT ARBS WILL CONTACT DTS-MW THEN CALL BODY SHOP BACK RE DISPOSITION OF PARTS. @05/24- ZBL444N ARBS-BL: PLACED CALL TO C AND LEFT VMX ADVISING C TO CALL DAVE AT RINEHIMERS BODY SHOP AND PROVIDE DAVE THERE WITH DISPOSITION ON REMOVED PARTS AND COMPONENTS FROM REPAIRS. ADVISED BODY SHOP THAT C WILL MAKE DISPOSITION. ARBS ALSO ADVISED C THAT REPORT SHOULD BE AVAILABLE WITHIN THE NEXT WEEK. PROVIDED NAME AND DIRECT # SHOULD C HAVE ANY QUESTIONS. ARBS-BL: REC'D CALLBACK FROM C. EXPLAINED CALL FROM C BODY SHOP RE PARTS AND ASKED C TO CALL BODY SHOP AND PROVIDE PARTS DISPOSITION TO HOLD OR SCRAP. C AGREED TO DO SO. - ARBS-BL: ADVISED C THAT ARBS WILL CALL C IN NEXT WEEK WITH SUMMARY OF INSPECTION. - C STATED THAT C HAS VEH BACK AND ALL IS WELL. C ENDED CALL. ARBS-BL: SENT MSG TO PL-TB FOR UPDATE ON SUMMARY REPORT RESULTS. ARBS-BL: WAITING FOR SUMMARY REPORT (ARBS-BL: REC'D SUMMARY REPORT FROM PL-TB READING AS FOLLOWS: - \* THE CLAIM INVOLVES A CLAIM THAT THE AIRBAG DID NOT FULLY DEPLOY DURING THE ACCIDENT, THE EDR DATA SHOWS NO SPEED DECREASE BEFORE IMPACT BUT THAT DOES HAPPEN AT TIMES WHEN YOU ARE AVOIDING SOMETHING. THERE WAS NOTHING ABNORMAL ABOUT HOW THE AIR BAG MATERIAL LOOKS OR HOW THE DEPLOYMENT FLAPS LOOKS. WE SEE NO REASON TO SAY THE BAG DIDN'T DEPLOY AS IT SHOULD HAVE. HOWEVER PRODUCT @05/31- SAFETY WILL LOOK AT IT FURTHER IF THE CUSTOMER WANTS US TO, WE CAN ARRANGE TO DO SO.\* - END OF SUMMARY REPORT\*\*\*\* ARBS-BL: PLACED CALL TO PL-LO AND DISCUSSED RESULTS OF THE INSPECTION SUMMARY. LO STATED THAT ALL EDR DATA AND INSPECTION INDICATED THAT THE SIR SYSTEM FUNCTIONED AS DESIGNED. PL-LO RESTATED THAT NNA WILL LOOK AT THE STEERING WHEEL SIR MODULE IF THE CUSTOMER DESIRES HOWEVER THE CONCLUSION WAS THAT THE SYSTEM FUNCTIONED NORMALLY.

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**Created By: CONVERSION (3/10/2012 12:41 PM)**  
 VEHICLE MODEL YEAR: 2006 MAKE FORD MODEL OF VEHICLE: ESCAPE HYBRID SPECIAL  
 EQUIPMENT/ACCESSORIES: LICENSE PLATE NUMBER: STATE IN WHICH THE VEH IS REGISTERED: ESTIMATED SPEED OF VEH: DETAILED DAMAGE DESCRIPTION OF VEHICLE: - (CURRENT LOCATION OF VEHICLE: UNKNOWN NAME OR COMPANY NAME: ADDRESS: PHONE NUMBER: CONTACT NAME: NAMES / ADDRESSES OF ALL PASSENGERS IN VEHICLE: MS. FISHER. WAS PASSENGER. C STATES THAT C WAS TOLD THAT OTHER VEH PASSENGER MS. FISHER HAS REPORTED POSSIBLE BACK CONCERNS. NO DETAILS PROVIDED AND UNCONFIRMED BY C. (WAS ANY PROPERTY DAMAGED (OTHER THAN THE OWNER'S VEHICLE)? C STATES: NONE - ARBS-BL: END OF PROBE\*\*\* ARBS-BL: REVIEWED INSPECTION PROCESS AND TIMELINES WITH C. ADVISED C THAT ARBS-BL WILL RECONTACT C WITH INSPECTION DATE. ASKED C TO PLEASE NOTIFY BODY SHOP TO NOT REPAIR VEH UNTIL COMPLETION OF INSPECTION BY DTS. C AGREED-- ARBS-BL: THANKED C FOR INFORMATION AND ENDED CALL. ARBS-BL: INSPECTION REQUEST SUBMITTED TO ORM-RC FOR SCHEDULING. AWAITING DATE NOTIFICATION FOR INSPECTION. ARBS-BL: F/U MESSAGE TO ORM-RC ASKING IF DTS HAS BEEN ASSIGNED TO SCHED AND ALSO IF REGISTRATION TEAM TO DO INSPECT FOR PARTIAL DEPLOYMENT. AWAITING RESPONSE ARBS-BL: REC'D MSG FROM ORM-RC ADVISING INSPECTION TO BE DONE BY DTS-MW. TO ADVISE ON INSPECTION DATE. ARBS-BL: REC'D FROM DTS-MW OF SCHEDULED INSPECTION DATE OF 5/9 AT RINEHIMERS BODY SHOP. ARBS-BL: PLACED CALL TO C TO ADVISE OF INSPECTION DATE AND NEED TO CONTACT LOCAL BODY SHOP RE INSPECTION BY DTS-MW. LEFT VMX WITH NAME AND # REQUESTING CALLBACK. ARBS-BL: PLACED CALL TO RINEHIMERS BODY AND SPOKE TO DONNA AND ADVISED OF SCHEDULED INSPECTION FOR NEXT MONDAY 5/9. PROVIDED BODY SHOP WITH DTS-MW NAME AND ESTIMATED TIME OF ARRIVAL. BODY SHOP DONNA WAS AWARE OF NNA PLANNED INSPECTION AND WILL WELCOME DTS ON ARRIVAL. THANKED RINEHIMERS REPR DONNA AND ENDED CALL. ARBS-BL: SENT MSG TO DTS-MW CONFIRMING INSPECTION AT BODY SHOP FOR MONDAY AND WITH MSG TO C. CC TO ORM-RC AND FOM-JM @05/05- ARBS-BL: REC'D CALLBACK FROM C. ARBS ADVISED OF INSPECTION ON 5/9 AT BODY SHOP. ADVISED C THAT ARBS CONTACTED BODY SHOP RE INSPECTION AND PROVIDED NAME OF DTS-MW TO C AND TO BODY SHOP.

Make Public

**Created By: CONVERSION (3/10/2012 12:41 PM)**  
 ARBS-BL: PLACED CALL TO C AND LEFT VMX WITH NAME AND DIRECT # REQUESTING RETURN CALL TO DISCUSS INSPECTION RESULTS. ARBS-BL: PLACED CALL TO RINEHIMERS BODY SHOP AND SPOKE TO MIKE WHO VERIFIED THAT THE AIRBAG REMOVED PARTS ARE STILL AVAILABLE AND BEING HELD. - ARBS-BL: THANKED MIKE AND ADVISED THAT AFTER SPEAKING WITH THE C ARBS WILL CALL MIKE BACK AND ADVISE IF PARTS ARE NEEDED, BODY SHOP MIKE AGREED TO HOLD.

Make Public

**Created By: CONVERSION (3/10/2012 12:39 PM)**  
 AIRBAG DID A PARTIAL DEPLOYMENT IN C WORDS WHERE THE VINYL ON THE STEERING WHEEL PARTIALLY SPLIT BUT THE BAG DID NOT COME OUT. - C STATES THAT C WOULD LIKE NNA TO LOOK AT VEH TO DETERMINE WHY BAG DID NOT DEPLOY. - ARBS-BL: EXPLAINED TO C THAT AIRBAGS DEPLOY BASED ON THE VEH DECELERATION RATE OR CHANGES IN VELOCITY. ADVISED C THAT IN LOW SPEED COLLISIONS SUCH AS DESCRIBED, AIRBAGS MAY OR MAY NOT DEPLOY. - C STATED THAT VEH IS AT A LOCAL BODY SHOP AWAITING REPAIRS. BODY SHOP IS SCHEDULED TO BEGIN REPAIRS ON 5/6 UNLESS C TELLS THE SHOP TO WAIT FOR NNA INSPECTION.-- @04/29- ARBS-BL: REQUESTED C PROVIDE A PHOTO OF THE VEH STEERING WHEEL TO BETTER DETERMINE IF BAG PARTIALLY DEPLOYED OR THE COVER SIMPLY SPLIT. - C AGREED TO TAKE PHOTO AND SEND BY MONDAY 5/2 TO DETERMINE IF INSPECTION WILL BE NECESSARY. -

Make Public

**Created By: CONVERSION (3/10/2012 12:39 PM)**  
 P-21) WHICH VEHICLE OCCUPANTS WERE USING A SEATBELT? DRIVER: YES RIGHT FRONT: LEFT REAR: YES IN SEATBELT. CENTER REAR: RIGHT REAR: (REDACTED)

Make Public

**Created By: CONVERSION (3/10/2012 12:39 PM)**

ARBS-BL: THANKED C FOR INFORMATION AND ENDED CALL. (REDACTED) ARBS-BL: REC'D VMX FROM C ADVISING THAT PHOTO OF STRG WHEEL AIRBAG PARTIAL DEPLOYMENT SENT. C REQUESTING CALLBACK TO ACKNOWLEDGE RECEIPT. - ARBS-BL: PHOTO REC'D VIA EMAIL FROM C. (REDACTED) ARBS-BL: PLACED CALL TO C TO ACKNOWLEDGE RECEIPT OF PHOTO AND ALSO TO COMPLETE THE REMAINING QUESTIONS ON THE IIR PROBE. (REDACTED) PROBE INFORMATION: - DESCRIPTION OF INCIDENT: C STATES WAS DRIVING AND SWERVED TO AVOID VEH IN FRONT HOWEVER REAR-ENDED THE VEH. THE AIRBAG POPPED OUT OF TEH STEERING WHEEL BUT IT DIDN'T FULLY DEPLOY OR INFLATE. (SEE PHOTO SUPPLIED BY CUSTOMER) P-8) PLEASE DO NOT ASK IF THE CUSTOMER IS REPRESENTED BY AN ATTORNEY. IF SO: ATTORNEY NAME: NOT REPRESENTED AT THIS TIME. - (REDACTED) P-9) DRIVER'S NAME: (REDACTED) ADDRESS: (REDACTED) CITY/STATE: (REDACTED) NEWARK, DE, ZIP (REDACTED) DATE OF BIRTH: (REDACTED) P-10) OWNER'S NAME (REDACTED) WEISS ADDRESS: (REDACTED) CITY/STATE: NEWARK, DE, ZIP: (REDACTED) DAY PHONE (REDACTED) DATE OF BIRTH: (REDACTED) P-11) WAS VEHICLE PURCHASED NEW OR USED? C STATES: NEW NEW-GET PURCHASE AGREEMENT: DOES NOT HAVE AT THIS TIME. (REDACTED) P-12) DATE AND TIME OF INCIDENT: DATE: APRIL 23, 2011 TIME: 4:00 PM. (REDACTED) -13) A DETAILED DESCRIPTION OF LOCATION OF INCIDENT : C STATES: I-95N NEAR CHRISTIANA MALL AND NEW CASTLE EXIT (REDACTED) P-14) A DETAILED DESCRIPTION OF WEATHER (VISIBILITY) AT TIME OF INCIDENT: C STATES: CLEAR, NO VISIBILITY CONCERNS (REDACTED) P-15) ESTIMATED SPEED OF VEHICLE AT TIME OF INCIDENT: C STATES: STOP AND GO EST LESS 10-20 MPH. (REDACTED) -16) HAS THE VEHICLE BEEN REPAIRED SINCE THE INCIDENT OCCURRED? C STATES: NOT REPAIRED WAITING INSPECTION BY NNA, IF NO, HAVE REPAIRS BEEN SCHEDULED? YES BUT C NOTIFIED BODY SHOP TO NOT REPAIR AWAITING INSPECTION BY NNA. PLACE?: RINEHIMERS BODY SHOP (REDACTED) P-17) CURRENT LOCATION OF VEHICLE: RINEHIMERS BODY SHOP COMPANY NAME: RINEHIMERS BODY SHOP ADDRESS: 6 (REDACTED) NEWARK, DE (REDACTED) PHONE NUMBER (REDACTED) CONTACT NAME: UNKNOWN (REDACTED) P-18) WAS A POLICE AND/OR OTHER REPORT FILED? NO. (REDACTED) P-19) # OF VEHICLE OCCUPANTS AT TIME OF INCIDENT: TWO PLUS A SMALL DOG DRIVER: NAME: KIMBERLY STONE-WEISS ADDRESS: (REDACTED) NEWARK, DE (REDACTED) RIGHT FRONT: C) LEFT REAR: 11 YEAR OLD SON BELTED IN SEAT-NO BOOSTER, D) CENTER REAR, E) RIGHT REAR: (REDACTED) P-20) DID ANY OF THE VEHICLE OCCUPANTS WITNESS PART OR ALL OF THE INCIDENT? C STATES: 11 YEAR OLD SON. NOT INJURED. (REDACTED)

Make Public

Created By: **CONVERSION (3/10/2013 12:33 PM)**  
 CR- LD PREVIOUS FILES FOUND: (REDACTED) RELATED - NONE UNRELATED - NONE CRR-LD VERIFIED C-S NAME, VIN, ADDRESS, MILEAGE, DAY AND ALT PHONE NUMBER, E-MAIL ADDRESS AND RESPONSIBLE DLR. CRR-LD CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND ONE (REDACTED)

Make Public

**Case Categorizations**

[Case Categorizations Help](#)

Action	Case Categorization #	Concern Description	Category Description	Subcategory Description	Symptom Description
<a href="#">Edit</a>	<a href="#">CC-6416039</a>	VEHICLE CONCERNS	RESTRAINT SYSTEM	RIGHT FRONT AIRBAG	NONDEPLOYMENT

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**Activity History**

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**Forms**

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**Attachments**

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### Live Chat Transcripts

No records to display

### Case History

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Date	User	Action
3/12/2012 12:54 AM	<a href="#">CONVERSION</a>	Changed <b>Case Owner</b> from Managed Services to <b>Bob Laffin</b> .
3/11/2012 6:03 PM	<a href="#">CONVERSION</a>	Changed <b>Case Owner</b> from Bob Laffin to <b>Managed Services</b> .
3/10/2012 7:42 AM	<a href="#">CONVERSION</a>	Changed <b>Case Owner</b> from Managed Services to <b>Bob Laffin</b> .
3/9/2012 6:02 AM	<a href="#">CONVERSION</a>	Changed <b>Contact Name</b> to <b>KIMBERLY STONE-WEISS</b> .
3/1/2012 4:43 PM	<a href="#">Bryan Fry</a>	Created.

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Case  
**13220954**

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**Case Detail**

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Account Name	[REDACTED]	Case Owner	<a href="#">Michael Lucas [Change]</a>
Contact Email		Type	CA
Home Phone		Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Status	Closed
Follow Up Date	2/21/2014		
Supporting Documents		Date/Time Opened	2/17/2014 7:41 AM
CA Multiple Repairs		Date/Time Closed	2/20/2014 4:51 PM
Social Support Involvement		Multiple Repairs	No
Case Owner Location			
Case Reopen Count	0		
Description	Vehicle Concern/Complaint		

**Call Script**

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	Pre-Owned	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	42,000		

**Incident Codes - IIR REQUIRED**

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident	<input checked="" type="checkbox"/>	Injury Letter	
Airbag	<input checked="" type="checkbox"/>	Number Injured	1
Fire			
IIR Indicator	1	RHR Started	
IIR Date		RHR Completed	
IIR	<u>F21705</u>		

**Vehicle Information**

Vehicle	<u>JN8AS5MVXAW</u> [REDACTED]	Part Number 1	
Model Year	2010	Beyond Basic Warranty Miles	6,000
Make	NISSAN	Beyond Basic Warranty Months	17
Model Line	ROGUE	Beyond PT Warranty Miles	0
Model Code	22210	Beyond PT Warranty Months	0

**Dealer Detail**



Case Servicing Dealer	Data Net	<input type="checkbox"/>
Case Servicing Dealer Region	Datanet Dealer Date	
Responsible District	00	Dealer Instructions
Shared With		Requested Dealer Action

**Bluetooth**

Phone Carrier	Bluetooth Ticket Status
Phone Manufacturer	Phone Model
Reported From	Phone Operating System
Issue Categories	

**Related Items**

Approved Check Requests	\$0.00	Goodwill Offered	<input type="checkbox"/>
		VCAN	<input type="checkbox"/>
		Goodwill Processed	0
		Vehicle Service Contract	
		VSC Reprint Request	Email
		Contact Name	[REDACTED]

**Sales & Service Campaign Specific Information**

Hot Alert Date	Home Phone
Hot Alert Age	Work Phone
	Mobile Phone
	Email
	Alternate Email

**Verbatims**

Alert Trigger Verbatim
Survey Verbatim
Dealer Action History
NNA Notes
Customer Conversation Notes

**DTS Inspection**

DTS Inspection Date	DTS Inspection Date Confirmed?	<input type="checkbox"/>
DTS Request Type	Notes for DTS (Vehicle Concerns)	
Inspection Time/Notes		

**System Information**

Subject	CUSTOMER: [REDACTED] PHONE: [REDACTED] VIN: JN8AS5MVXAW [REDACTED]	Root Cause Code	SCIN
Created By	Mark Chester Carpio, 2/17/2014 7:41 AM	Root Cause Code (2)	
Last Modified By	System Account NNAINT, 2/20/2014 7:18 PM	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	CA13220954
Days Closed	385		

[Reopen Case](#) [Clone Closed Case](#)

**Case Comments**

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Action	Public	Comment
		<p><b>Created By: Michael Lucas (2/20/2014 4:50 PM)</b>            Contacted C and completed probe. C stated that C would like further explanation of the operation of C's airbag system as C stated that the airbag that deployed from C's steering wheel never inflated. ARBS MI explained that the operation of the airbags in Nissan vehicles are designed to operate at a rate equivalent to 1/20 of a second and by the time C would realize</p>

- Make Public 

that the airbag had deployed the airbag will have already begun deflating. C states that C doesn't believe ARBs ML and stated that C will not buy another Nissan. ARBS ML stated that ARBS ML can send C the published consumer safety guide which explains the intended operation of Nissan safety systems and C stated that this is a waste of time and disconnected the call.

CLOSING CASE AS C ELECTED NOT TO MOVE FORWARD WITH RECEIVING INFORMATION ON NISSAN SAFETY SYSTEMS \*\*\*\*\*
- Make Public 

**Created By: Michael Lucas (2/20/2014 10:08 AM)**  
 Contacted C and left a VMX stating that 30 mins of time is needed to fully understand C's situation and to discover what Nissan can do to assist. Gave direct follow up information and case number for reference.

PROBE INCOMPLETE, 1ST CALL \*\*\*\*\*
- Make Public 

**Created By: Michael Lucas (2/18/2014 4:47 PM)**  
 Received Case, Under Review, Verify Probe
- Make Public 

**Created By: Shiela Capuz (2/18/2014 1:36 PM)**  
 CRR-SC received a call from c regarding c's veh.  
 C provided the case number.  
 C would like to know any update on the case.  
 CRR-SC advised c that the case was escalated to a higher department for investigation and the case is being reviewed.  
 CRR-SC advised c that CRR will send an internal message and request a callback from c, c agreed.

CRR-SC offered further assistance, c declined.  
 crr-sc gave name & extension.  
 CRR-SC exiting case.
- Make Public 

**Created By: Mark Chester Carpio (2/17/2014 7:57 AM)**  
 Vehicle Concern
- Make Public 

**Created By: Mark Chester Carpio (2/17/2014 7:55 AM)**  
 CRR-MC receive a call  
 CRR-MC verify c's Name, Mailing Address, Contact Number (s) & Email Address  
 C stated that had an veh incident, c stated that the veh had brakes and airbag failure causing physical injuries and the veh got totaled  
 CRR-MC perform initial probing for IIR  
 CRR-MC ask c to provide the best number,  
 c provided contact [REDACTED]  
 CRR-MC advised that A Nissan representative will call c within two business days from receipt of the Case to ask you a series of detailed questions for further assistance and investigation  
 CRR-MC offered further assistance, c declined.  
 CRR-MC provided a brief call recap, gave name, case number, and ext number

**Case Categorizations**

[Case Categorizations Help](#)

Action	Case Categorization #	Concern Description	Category Description	Subcategory Description	Symptom Description
<a href="#">Edit</a>   <a href="#">Del</a>	<a href="#">CC-7685613</a>	VEHICLE CONCERNS	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	GENERAL INQUIRY

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**Activity History**

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Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
<a href="#">Edit</a>   <a href="#">Del</a>	<a href="#">IIR</a>		<input checked="" type="checkbox"/>	2/18/2014	<a href="#">Michael Lucas</a>	2/18/2014 10:06 AM

**Emails**

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**Customer Support Tools**

[Customer Support Tools Help](#)

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**Check Activity**

[Check Activity Help](#)

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**Forms**

[Forms Help](#)

Action	Form	Request Type	Created By	Created Date
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[Edit](#) [F21705](#)

IIR

[Mark Chester Carpio](#), 2/17/2014 4:45 PM

2/17/2014

### Attachments

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### Live Chat Transcripts

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### Case History

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Date	User	Action
2/20/2014 4:51 PM	<a href="#">Michael Lucas</a>	Changed <b>Case Record Type</b> from CA to <b>CA Closed Case</b> .
		Changed <b>Status</b> from Open to <b>Closed</b> .
		Closed.
2/20/2014 10:09 AM	<a href="#">Michael Lucas</a>	Changed <b>Follow Up Date</b> from 2/20/2014 to <b>2/21/2014</b> .
2/18/2014 4:47 PM	<a href="#">Michael Lucas</a>	Changed <b>Follow Up Date</b> from 2/19/2014 to <b>2/20/2014</b> .

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Case  
14198319

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### Case Detail

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Account Name	[REDACTED]	Case Owner	<a href="#">Angelo Sims [Change]</a>
Contact Email	[REDACTED]	Type	CA Email Nissan
Home Phone	[REDACTED]	Case Origin	Email to Case
Letter Sent Date		Executive Referral	<input checked="" type="checkbox"/>
Letter Received Date		Status	Closed
Follow Up Date	5/14/2014		
Supporting Documents		Date/Time Opened	4/11/2014 9:46 PM
CA Multiple Repairs		Date/Time Closed	5/14/2014 8:11 AM
Social Support Involvement		Multiple Repairs	No
Case Owner Location			
Case Reopen Count	1		
Description	Brakes and Air bag non-deployment		

### Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

### Incident Codes - IIR REQUIRED

Incident Date	4/11/2014	Rollover	<input type="checkbox"/>
Sent to Legal		Property Damage	<input type="checkbox"/>
Accident	<input checked="" type="checkbox"/>	Injury Letter	<input type="checkbox"/>
Airbag	<input type="checkbox"/>	Number Injured	0
Fire	<input type="checkbox"/>		
IIR Indicator	1	RHR Started	<input type="checkbox"/>
IIR Date		RHR Completed	<input type="checkbox"/>
IIR	<a href="#">F24505</a>		

### Vehicle Information

Vehicle	JN8AS5MT1DW [REDACTED]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ROGUE	Beyond PT Warranty Miles	0
Model Code	22113	Beyond PT Warranty Months	0

### Dealer Detail



Case Servicing Dealer	<u>NISSAN OF SAN BERNARDINO</u>	Data Net	<input type="checkbox"/>
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	12	Dealer Instructions	
Shared With		Requested Dealer Action	

**Bluetooth**

Phone Carrier	Bluetooth Ticket Status
Phone Manufacturer	Phone Model
Reported From	Phone Operating System
Issue Categories	

**Related Items**

Approved Check Requests	\$0.00	Goodwill Offered	<input type="checkbox"/>
		VCAN	<input type="checkbox"/>
		Goodwill Processed	0
		Vehicle Service Contract	
		VSC Reprint Request	Email
		Contact Name	[REDACTED]

**Sales & Service Campaign Specific Information**

Hot Alert Date	Home Phone
Hot Alert Age	Work Phone
	Mobile Phone
	Email
	Alternate Email

**Verbatims**

Alert Trigger Verbatim
Survey Verbatim
Dealer Action History
NNA Notes
Customer Conversation Notes

**DTS Inspection**

DTS Inspection Date	DTS Inspection Date Confirmed?	<input type="checkbox"/>
DTS Request Type	Notes for DTS (Vehicle Concerns)	
Inspection Time/Notes		

**System Information**

Subject	My Nissan Vehicle	Web Email	[REDACTED]
Created By	<u>Managed Services</u> , 4/11/2014 9:46 PM	Root Cause Code	[REDACTED]
Last Modified By	<u>System Account NNAINT</u> , 5/23/2014 7:05 PM	Root Cause Code (2)	DR800
Case Record Type	CA Closed Case <a href="#">[Change]</a>	Action Code	NT6A
Days Closed	308	Document ID	CA14198319

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**Case Comments**

[New](#)

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Action	Public	Comment
		<p>Created By: <u>Kalia Johannes</u> (5/23/2014 1:13 PM)            *** [Added after the case is closed.] ***            EXEC-KJ noting BBB response:            CASE ID: 37109233            On May 23, 2014, you provided the following information:</p>

Make Public

Thank you for allowing Nissan North America another opportunity to review Ms. [REDACTED] concern regarding her 2013 Nissan Rogue.

Ms. [REDACTED] has previously worked with one of Nissan North America's Dispute Resolution Specialists, and was offered a full review of all pertinent facts regarding her concern.

Ms. [REDACTED]'s anti-lock braking system was inspected by Engineering Advanced Analysis and the ABS system was found to be operating as intended.

At this time NNA's decision remains the same, that the vehicle is operating as intended.

As a company interested in winning lifetime customers, Nissan apologizes for any inconvenience [REDACTED] may have experienced and we are appreciative that she took the time to contact us regarding her concern. [REDACTED] welcome to contact her specialist with any further questions in regards to this concern.

Thank you.

**Created By: Kalia Johannes (5/19/2014 12:20 PM)**  
 \*\*\* [Added after the case is closed.] \*\*\*  
 EXEC-KJ noting BBB rebuttal received from c:

Make Public

"MORE INFO RECEIVED FROM THE CONSUMER : Nissan did in fact call me today regarding my complaint. However, they were not able to resolve it any further. They were not able to tell me how the car was tested, did not agree to brake test the car under a panic/stop situation as the one I was in, and could not explain why my antilock brakes left 'skid marks' like they did. At that question they became rude, and replied, "I'm not going to go round and round with you on this issue. The car is safe, it has been tested, and you don't need to see the results to know that. The tests results are proprietary." He did say that I could take it to a dealer and they would drive around with me to check the brakes, but not under a panic situation. I can do that myself, which incidentally the dealer originally refused to do with me. I am not satisfied with their customer service at all. If I am in another accident and this occurs again, and anything happens, I will sue the pants off them. However, I intend to unload this car before that happens!"

[REDACTED]  
 Mentone, CA  
 [REDACTED]

**Created By: Angelo Sims (5/14/2014 8:10 AM)**  
 CASE ID: 37109233

Make Public

On May 14, 2014, you provided the following information:  
 Thank you for allowing Nissan North America another opportunity to review Ms. [REDACTED] concern regarding her 2013 Nissan Rogue.

EXEC-AS sent the following response to BG

Ms. [REDACTED] has previously worked with one of Nissan North America's Dispute Resolution Specialists, and was offered a full review of all pertinent facts regarding her concern. Ms. [REDACTED]'s anti-lock braking system in her vehicle was inspected by Engineering Advanced Analysis representative [REDACTED] in April 28, 2014 and at that time, the ABS system was found to be operating as intended. Ms. [REDACTED] has been advised that should she have continued concerns with her ABS system, she should have her vehicle inspected under warranty at any Nissan dealership while within applicable basic warranty parameters.

As a company interested in winning lifetime customers, Nissan apologizes for any inconvenience [REDACTED] may have experienced and we are appreciative that she took the time to contact us regarding her concern. Ms. [REDACTED] is welcome to contact Nissan Consumer Affairs at 1-800-647-7261 with further questions related to this concern.

**Created By: Angelo Sims (5/13/2014 12:38 PM)**

Make Public

EXEC-AS contacted customer Barbara Coffing  
 customer stated customer would like a copy of EAA inspection report detailing how brakes were confirmed to be performing normally  
 EXEC-AS adv customer inspection report is proprietary information  
 adv customer NNA can only advise customer that vehicle was confirmed to be performing normally via EAA and if customer has continued concerns with brakes in vehicle then customer would need to contact any Nissan dealership to schedule an inspection of customer's brakes to confirm vehicle brakes are performing normally  
 customer then stated customer would like brakes tested in a panic stop situation  
 adv customer NNA would be unable to test brakes in a panic stop situation  
 adv customer NNA would only be able to perform a road test with vehicle to confirm normal operation of customer braking system  
 customer was advised EXEC-AS is calling on behalf of customer's complaint with the BBB and calling in response to customer's BBB complaint  
 customer understood  
 call ended.

**Created By: Angelo Sims (5/13/2014 10:45 AM)**

Make Public

EXEC-AS contacted customer and left a vmx for call back at [REDACTED] and also on phone number [REDACTED]

**Created By: Angelo Sims (5/13/2014 10:45 AM)**

Make Public

EXEC-AS reviewed customer case  
 customer states in BBB complaint: I would actually like my car driven and brake tested, especially in a panic stop scenario at least at speeds of 30-40 mph which is about the speed that I was probably traveling. In addition, I would like to be given a reasoning as to why the seat belts lock up after an accident? How are you suppose to drive away safely when you have no access to a seat belt? I also would like to see the test results.  
 EXEC-AS will advised customer vehicle was tested by an outside engineering company and braking system was confirmed to be operating normally  
 will advise customer if customer has continued concerns with braking system then customer is welcomed to schedule an appointment to test drive vehicle with a master technician at a Nissan dealership to confirm normal vehicle operation

**Created By: Angelo Sims (5/13/2014 10:38 AM)**

Make Public EXEC-AS contacted customer and left a vmx for call back at 909.389.0340 and also on phone number 909.709.8414

**Created By: Angelo Sims (5/13/2014 8:46 AM)**

Customer continues to state:

Make Public

I feel like my request is more than reasonable. I just want my car to be checked for safety. From the very beginning I stated that I'm not asking for a brand new car or a tap dance on the table. I can send you a copy of all the communication if you'd like. Incidentally, I asked to speak to someone above Ms. [REDACTED] and was told there was no one I could be referred to. This is my first and will by my LAST experience/mistake I ever have owning a Nissan. Ironically, I bought the Rogue because of its safety Please advise.

**Created By: Angelo Sims (5/13/2014 8:44 AM)**

EXEC-AS responding to customer's letter to the better business bureau that states:

Make Public

My 6 week old Nissan Rogue was in an accident on April 11th, 2014. The anti-lock brakes failed which caused the car to skid 7-10 yards (I have a picture of the skid marks, and the sheriffs verification) before hitting another car. The air bags deployed after I hit the car, blowing me back into the seat. The seat belts locked up, so that I couldn't put them back on and drive safely away from the scene. I called the San Bernardino Nissan dealer and asked if they could look at it, and a man named Philip said to tow the car there and they'd look at the chip, so I did. Twenty minutes later I got a message on my phone by a man named Eddie asking why my car was there, because there was nothing they could do and that they were going to tow it over to some body shop (without my approval!) I told him no, he put Philip on the phone and he said he would see what he could do. On Monday morning I found out my car had been towed against my wishes to the body shop anyway!! I was livid! Luckily, they Philip quickly arranged to have it towed over to H-Street which was the body shop authorized by my insurance company. I then asked Nissan for a technical specialist to look at my car because I did not feel safe driving it after what happened, especially the brakes. The body shop now had to wait to work on the car. The engineer did the inspection. A woman named Pat Reynolds who had been keeping in contact with me emailed me sent a letter stating that "there was nothing wrong with the car", and went on further to say in the letter that "sometimes when we bump our head we misconstrue the way an actual event may have happened," I was highly insulted by this. She encouraged me to look up skid marks and anti-lock brakes, so I did. It did in fact state that it is impossible for anti-lock brakes to skid in that manner, and that ABS systems often leave fainter skid marks than non-ABS systems. So I emailed her back this information, including all the referenced citations and explained that I had my foot depressed the entire time, but the car wouldn't stop! Yet the specialist found nothing wrong? I asked Ms. Reynolds to please have them drive and brake test the vehicle for me as in a panic stop situation, and she refused. I asked her what kind of tests did they run? She wouldn't/couldn't tell me. She also refused to give me a copy of the test results because she said "they are proprietary" and even she doesn't get to see them. I feel as though I have a right to have access to them. Ms. Reynolds told me that the seat belts were suppose to lock up after an accident, is that true? How are you suppose to safely drive away? And I did NOT hit my head that hard, I know the order in which the events occurred. That letter was highly insulting. I feel like I am being patronized, and I don't like it one bit. Things just sound very suspicious to me, almost as though something is being covered up. I believe that fraud may be involved here, and that either my car wasn't tested at all or that a new chip was just put in to hide any evidence that may have been there. Otherwise, how can you ignore a picture and a sheriff's word who was at the accident, as well as cited evidence on ABS braking systems? I am concerned because if the car is not tested under the same scenario, then a similar situation may happen again, and I don't want to end up having my children in the car next time and risk all of our lives.

**Created By: Pat Reynolds (5/9/2014 6:39 AM)**

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

Replied to C:

Make Public

Ma'am, the report is proprietary, I don't even see it.

I apologize profusely for insulting you, it was not my intent. Please forgive me.

The case has been closed, there is nothing further I can do for you, and I have no one I can pass you to.

Sincerely,

**Created By: Pat Reynolds (5/9/2014 6:38 AM)**

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

Received email from C:

Make Public

I'm sorry, I don't quite understand why I can't be informed of what exactly the engineers did to 'test' my car for safety? Is a national secret? Is there something to hide? I think I have a right to know how they tested my car as well as see the results. At this point, how do I know that they even did anything? For all I know, they may have replaced chips and made the whole incident seem like it never happened. If you would bet your life on a car based on results just because someone told you the car was ok, then you are crazy. If you go drop off your car to get your oil changed, what if they just 'told' you they did it. You'd just assume it, and drive away and never know because you wouldn't notice it until something major happens. Do you see where I am going with this? I specifically want to know if car is driven and panic brake tested as in the situation I was in. I'm not asking for anyone to do a tap dance on the table or give me a brand new car. My requests are very reasonable, and have been from the start. However, Nissan has been extremely uncooperative. Your response and the letter I just received about me 'bumping my head' and forgetting how things occurred was insulting. Things are beginning to sound very suspicious. When I went to check the other day to measure how far the seatbelt had been locked up, all the seatbelts had been pulled out all the way. I would like to speak to someone above you, since this still cannot be resolved at this level. I will let you know now that I do plan on contacting the Better Business Bureau about the way this is being handled and if I suspect fraud, I will also contact the FTC. Up until recently my girlfriend was considering buying a Rogue, but I plan on telling her and everyone I know after this experience to stay away from Nissan, and will Facebook this whole experience out to the 600+ people on there so it gets out! As for the part where you said "If you find evidence to the contrary, please submit it", I already sent a picture of the skid marks, as well as the literature stating that it is impossible for antilock brakes to leave skid marks, as well as the sheriff who documented the whole incident. Did anyone contact him? I will be discussing this with my father this weekend who has a friend that is a lawyer and we will decide where to go from there.

**Created By: Pat Reynolds (5/6/2014 11:07 AM)**

~~~~ CLOSING CASE, ACTION MATTER COMPLETE ~~~~

Make Public

Called C and delivered decision, C unable to understand why anti-lock brakes leave skid marks if they are functioning properly. C stated she would have to get an attorney. ARBS recommended C google the question. Call ended mutually.



|             |                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-------------|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Make Public | <input type="checkbox"/> | <p><b>Created By: <u>Pat Reynolds</u> (5/6/2014 7:50 AM)</b><br/>       ~~~~ contact C ~~~~</p> <p>Received email from PL recommending denial on both claims<br/>       - Printed, signed, and emailed copy of NPF letter to PL<br/>       - mailed original to C, FEDEX 2 day, (798762083517)<br/>       - attached documents</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Make Public | <input type="checkbox"/> | <p><b>Created By: <u>Pat Reynolds</u> (5/1/2014 5:06 PM)</b><br/>       ~~~~ waiting for PL recommendation ~~~~</p> <p>Received email, report uploaded 5/1</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Make Public | <input type="checkbox"/> | <p><b>Created By: <u>Pat Reynolds</u> (4/23/2014 10:01 AM)</b><br/>       ~~~~ waiting for report upload ~~~~</p> <p>Received email from EAA, DORZAI inspecting 4/28</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Make Public | <input type="checkbox"/> | <p><b>Created By: <u>Pat Reynolds</u> (4/17/2014 2:54 PM)</b><br/>       ~~~~ waiting for EAA inspection date ~~~~</p> <p>Called C and completed probe except insurance info. Requested C email insurance information. CDR required, requesting EAA complete IIR.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Make Public | <input type="checkbox"/> | <p><b>Created By: <u>Pat Reynolds</u> (4/16/2014 3:28 PM)</b><br/>       ~~~~ call C at (909) 709-8414 (PST) ~~~~</p> <p>Received and reviewed case<br/>       - NO related cases<br/>       - NO campaigns<br/>       - Called C and left VMX with case and phone number, email and requested photos<br/>       - Emailed C and requested photos,</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Make Public | <input type="checkbox"/> | <p><b>Created By: <u>Jacqueline Cruz</u> (4/16/2014 11:05 AM)</b><br/>       case moved</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Make Public | <input type="checkbox"/> | <p><b>Created By: <u>Jacqueline Cruz</u> (4/16/2014 11:05 AM)</b><br/>       crr-jc called c, reached vmx and left message at phone # [REDACTED]</p> <p>crr-jc advised c that c will receive a call back from a specialist with in 2 business days.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Make Public | <input type="checkbox"/> | <p><b>Created By: <u>Jacqueline Cruz</u> (4/16/2014 11:03 AM)</b><br/>       crr-jc completed IIR form.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Make Public | <input type="checkbox"/> | <p><b>Created By: <u>Jacqueline Cruz</u> (4/16/2014 10:32 AM)</b><br/>       ***Email case logged***</p> <p>Thank you for contacting me. The information you requested is below:</p> <p>* Approximate mileage on vehicle at time of accident or incident: 1666</p> <p>* Description of the accident or incident: I hit a car in front of me because my anti-lock brakes failed to work. They locked up, and skidded for between 7-10 yards before hitting the car in front of me. The airbags did not deploy until after my head hit the steering wheel (after the car had been hit). The seatbelts locked up after the accident and I was unable to drive away from the scene safely.</p> <p>* Who was involved? Self ([REDACTED]) and Marcus Dennison (person I hit)</p> <p>* What happened? (Detailed in letter)</p> <p>* What areas of the vehicle are affected? Front of Car, Airbags/Seatbelts/Brakes</p> <p>* When did it happen? Please document date and time. Approximately 3:30 p.m., Friday, April 11th</p> <p>* Where did it happen? Please document detailed description of location of incident (please be as precise as possible). Yucaipa Blvd, going East, just East of 10th St. across from Lil' Darlin's shop. Far left lane. Yucaipa, Ca.</p> <p>* How did it happen? The car in front of me ([REDACTED]) stopped fast because the car in front of him also stopped fast (with no brake lights). Even though I was a ways back, I hit the brakes and they wouldn't stop. I just kept skidding and skidding and bumped right into him. I had my seatbelt on but my head still hit the steering wheel and then the airbag went off and slammed me backward into the seat. I smelled an awful burning smell and saw smoke coming out of the glove compartment. I just rolled down the windows and sat there for a minute, stunned. Then [REDACTED] and I got out to check on each other. When we verified we were just sore, but overall ok,</p> |



the sheriff came and asked us to move out off the way of traffic. It was then that I realized that I couldn't put my seatbelt back on. I check them all and they were all locked up.

\* What are you requesting of Nissan North America? I would like my car repaired so that all the safety devices including the airbags, anti-lock brakes, seatbelts, and whatever else work. I would then like them double and triple checked, so that I feel safe enough to put my children in that car again. I really like my new car, and in fact, safety was one of its selling points, so I am VERY disappointed right now. So in the event that you can't promise me that my car will be in SAFE working condition with respect to all the above areas, I would like a replacement. I am also concerned now because I will be found at fault for an accident that I do not feel is my fault. I could have stopped in plenty of time had the brakes not locked up. The man I hit can verify this [REDACTED] as he also said he seemed shocked to be hit from someone so far back. I have filed a claim with my insurance but I have asked for a full investigation with a technical specialist as I would like this straightened out. Please get back to me as soon as possible.

\*You may contact my insurance company for further information at AAA, or Marcus Dennison's insurance company (the man I hit) at Esurance. The Sheriff's report was done by Roger Loftis [REDACTED] at San Bernardino County Sheriff Station and can verify skid marks, I also have a picture. My car is currently being repaired at H-Street Auto Shop in San Bernardino, and is being looked at by a technical specialist.

Thank you for getting back to me so promptly!

Make Public

Created By: **Jacqueline Cruz** (4/15/2014 2:45 PM)  
case pending

Created By: **Jacqueline Cruz** (4/15/2014 2:43 PM)  
crr-jc called c, reached vmx and left message at phone # [REDACTED]

crr-jc advised c that crr-jc will send an email to ask for some information regarding the accident. crr-jc advised c that c can call back or send an email at 1-800-Nissan-1.

crr-jc thanked c and ended the call.

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

E-mail addressed to: [REDACTED]

Method of contact: E-mail

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

crr-jc checked for previous/related case found: none

\*\*\*

Make Public

crr-jc asked prbing question for IIR.

\* Approximate mileage on vehicle at time of accident or incident:

\* Description of the accident or incident:

\* Who was involved?

\* What happened?

\* What areas of the vehicle are affected?

\* When did it happen? Please document date and time.

\* Where did it happen? Please document detailed description of location of incident (please be as precise as possible).

\* How did it happen?

\* What are you requesting of Nissan North America?

\*\*crr-jc noting that if c calls c please create IIR for c.

Case Categorizations

[Case Categorizations Help](#)

| Action                                     | Case Categorization #      | Concern Description | Category Description | Subcategory Description | Symptom Description        |
|--------------------------------------------|----------------------------|---------------------|----------------------|-------------------------|----------------------------|
| <a href="#">Edit</a>   <a href="#">Del</a> | <a href="#">CC-7792302</a> | VEHICLE CONCERNS    | BRAKES               | ANTI-LOCK BRAKE SYSTEM  | POOR OR IMPROPER OPERATION |
| <a href="#">Edit</a>   <a href="#">Del</a> | <a href="#">CC-7792303</a> | VEHICLE CONCERNS    | RESTRAINT SYSTEM     | LEFT FRONT AIRBAG       | POOR OR IMPROPER OPERATION |

Open Activities

[Open Activities Help](#)

No records to display

### Activity History

[View All](#)

[Activity History Help](#)

| Action                                     | Subject                                                                       | Name       | Task | Due Date  | Assigned To                     | Last Modified Date/Time |
|--------------------------------------------|-------------------------------------------------------------------------------|------------|------|-----------|---------------------------------|-------------------------|
| <a href="#">Edit</a>   <a href="#">Del</a> | <a href="#">IIR</a>                                                           | [REDACTED] | ✓    | 4/16/2014 | <a href="#">Pat Reynolds</a>    | 5/9/2014 4:02 PM        |
| <a href="#">Edit</a>   <a href="#">Del</a> | <a href="#">Email: Your inquiry to Nissan [ref: 00DA09j8L_500F0LCjc3:ref]</a> | [REDACTED] | ✓    | 4/15/2014 | <a href="#">Jacqueline Cruz</a> | 4/15/2014 2:44 PM       |

### Emails

[Send an Email](#)

[Emails Help](#)

| Action                                                               | Status  | Subject                                                                                                                                                        | Email Address | Message Date       |
|----------------------------------------------------------------------|---------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|--------------------|
| <a href="#">Reply</a>   <a href="#">To All</a>   <a href="#">Del</a> | Read    | <a href="#">RE: Your inquiry to Nissan [ref: 00DA09j8L_500F0LCjc3:ref]</a><br><i>Hi Jackie, Thank you for contacting me. The information you requested ...</i> | [REDACTED]    | 4/15/2014 10:10 PM |
| <a href="#">Reply</a>   <a href="#">To All</a>   <a href="#">Del</a> | Sent    | <a href="#">Your inquiry to Nissan [ref: 00DA09j8L_500F0LCjc3:ref]</a><br><i>4/15/2014 Case # 14198319 VIN # JN8AS5MT1DW043284 Dear Barbara Coffing, ...</i>   | [REDACTED]    | 4/15/2014 2:44 PM  |
| <a href="#">Reply</a>   <a href="#">To All</a>   <a href="#">Del</a> | Replied | <a href="#">My Nissan Vehicle</a><br><i>firstname : Barbara lastname : Coffing email : thadandbarb@verizon.net homeph...</i>                                   | [REDACTED]    | 4/11/2014 9:46 PM  |

### Customer Support Tools

[Customer Support Tools Help](#)

No records to display

### Check Activity

[Check Activity Help](#)

No records to display

### Forms

[Forms Help](#)

| Action               | Form                   | Request Type | Created By                                           | Created Date |
|----------------------|------------------------|--------------|------------------------------------------------------|--------------|
| <a href="#">Edit</a> | <a href="#">F24505</a> | IIR          | <a href="#">Jacqueline Cruz</a> , 4/16/2014 10:58 AM | 4/16/2014    |

### Attachments

[Attach File](#) [View All](#)

[Attachments Help](#)

| Action                                                            | File Name                                                 | Size  | Last Modified     | Created By                   |
|-------------------------------------------------------------------|-----------------------------------------------------------|-------|-------------------|------------------------------|
| <a href="#">Edit</a>   <a href="#">View</a>   <a href="#">Del</a> | <a href="#">COFFING_EAA DORZAI 28APR_14198319.msg</a>     | 82KB  | 5/13/2014 8:30 AM | <a href="#">Pat Reynolds</a> |
| <a href="#">Edit</a>   <a href="#">View</a>   <a href="#">Del</a> | <a href="#">COFFING_REPORT UPLOADED 1MAY_14198319.msg</a> | 35KB  | 5/13/2014 8:30 AM | <a href="#">Pat Reynolds</a> |
| <a href="#">Edit</a>   <a href="#">View</a>   <a href="#">Del</a> | <a href="#">COFFING_ACTION MATTER_14198319.msg</a>        | 702KB | 5/13/2014 8:30 AM | <a href="#">Pat Reynolds</a> |
| <a href="#">Edit</a>   <a href="#">View</a>   <a href="#">Del</a> | <a href="#">COFFING_EAA IIR_14198319.doc</a>              | 57KB  | 5/13/2014 8:30 AM | <a href="#">Pat Reynolds</a> |
| <a href="#">Edit</a>   <a href="#">View</a>   <a href="#">Del</a> | <a href="#">COFFING_NPF_14198319.pdf</a>                  | 186KB | 5/13/2014 8:30 AM | <a href="#">Pat Reynolds</a> |

### Live Chat Transcripts

No records to display

### Case History

[Case History Help](#)

| Date               | User                        | Action                                                                                                                                                   |
|--------------------|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
| 5/14/2014 8:11 AM  | <a href="#">Angelo Sims</a> | Changed <b>Case Record Type</b> from CA Email Nissan to <b>CA Closed Case</b> .<br>Changed <b>Status</b> from Open to <b>Closed</b> .<br><b>Closed</b> . |
| 5/13/2014 10:45 AM | <a href="#">Angelo Sims</a> | Changed <b>Follow Up Date</b> from 5/28/2014 to <b>5/14/2014</b> .                                                                                       |
| 5/13/2014 8:30 AM  | <a href="#">Angelo Sims</a> | Changed <b>Case Owner</b> from Pat Reynolds to <b>Angelo Sims</b> .                                                                                      |

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### DTS Field Inspections

[New DTS Field Inspection](#)

[DTS Field Inspections Help](#)

No records to display

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Derek Latta

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Case 17221175

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Case Comments [5] | Case Categorizations [1] | Open Activities [0] | Activity History [1] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | Attachments [5+] | Live Chat Transcripts [0] | Case History [5+] | DTS Field Inspections [0]

Case Detail

Reopen Case Clone Closed Case

|                            |                    |                    |                        |
|----------------------------|--------------------|--------------------|------------------------|
| Account Name               | [REDACTED]         | Case Owner         | Michael Lucas [Change] |
| Contact Email              | [REDACTED]         | Type               | CA                     |
| Home Phone                 | [REDACTED]         | Case Origin        | Phone                  |
| Letter Sent Date           |                    | Executive Referral |                        |
| Letter Received Date       |                    | Status             | Closed                 |
| Follow Up Date             | 1/19/2015          |                    |                        |
| Supporting Documents       |                    | Date/Time Opened   | 1/14/2015 2:11 PM      |
| CA Multiple Repairs        |                    | Date/Time Closed   | 1/19/2015 11:45 AM     |
| Social Support Involvement |                    | Multiple Repairs   | No                     |
| Case Owner Location        | Franklin           |                    |                        |
| Case Reopen Count          | 1                  |                    |                        |
| Description                | IIR - Airbag - CST |                    |                        |

Call Script

|                           |          |                             |        |
|---------------------------|----------|-----------------------------|--------|
| Who contacted us?         | Consumer | Vehicle Maintained Location |        |
| # Vehicles Owned          | 1        | Previous Repair Date        |        |
| Vehicle Purchased         | New      | Previous Repair Location    |        |
| Pre-Owned Initial Mileage |          | Related Vehicle Make        | Nissan |
| Current Mileage           | 13,000   |                             |        |

Incident Codes - IIR REQUIRED

|               |               |                 |   |
|---------------|---------------|-----------------|---|
| Incident Date |               | Rollover        |   |
| Sent to Legal |               | Property Damage |   |
| Accident      |               | Injury Letter   |   |
| Airbag        |               | Number Injured  | 0 |
| Fire          |               |                 |   |
| IIR Indicator | 1             | RHR Started     |   |
| IIR Date      |               | RHR Completed   |   |
| IIR           | <u>F34473</u> |                 |   |

Vehicle Information

|            |                        |                              |   |
|------------|------------------------|------------------------------|---|
| Vehicle    | JN8AS5MV3DW [REDACTED] | Part Number 1                |   |
| Model Year | 2013                   | Beyond Basic Warranty Miles  | 0 |
| Make       | Nissan                 | Beyond Basic Warranty Months | 0 |
| Model Line | Rogue                  | Beyond PT Warranty Miles     | 0 |
| Model Code | 22213                  | Beyond PT Warranty Months    | 0 |

Dealer Detail



|                              |                           |                         |                          |
|------------------------------|---------------------------|-------------------------|--------------------------|
| Case Servicing Dealer        | <u>JOE MACHENS NISSAN</u> | Data Net                | <input type="checkbox"/> |
| Case Servicing Dealer Region | Central Region            | Datanet Dealer Date     |                          |
| Responsible District         | 08                        | Dealer Instructions     |                          |
| Shared With                  |                           | Requested Dealer Action |                          |




**Bluetooth**

|                    |                         |
|--------------------|-------------------------|
| Phone Carrier      | Bluetooth Ticket Status |
| Phone Manufacturer | Phone Model             |
| Reported From      | Phone Operating System  |
| Issue Categories   |                         |

**Related Items**

|                         |        |                          |                                                                                     |
|-------------------------|--------|--------------------------|-------------------------------------------------------------------------------------|
| Approved Check Requests | \$0.00 | Goodwill Offered         | <input type="checkbox"/>                                                            |
|                         |        | VCAN                     | <input type="checkbox"/>                                                            |
|                         |        | Goodwill Processed       | 0                                                                                   |
|                         |        | Vehicle Service Contract |                                                                                     |
|                         |        | VSC Reprint Request      | Email                                                                               |
|                         |        | Contact Name             |  |

**Sales & Service Campaign Specific Information**

|                |                 |                                                                                     |
|----------------|-----------------|-------------------------------------------------------------------------------------|
| Hot Alert Date | Home Phone      |  |
| Hot Alert Age  | Work Phone      |  |
|                | Mobile Phone    |  |
|                | Email           |                                                                                     |
|                | Alternate Email |                                                                                     |


**Verbatims**

|                             |
|-----------------------------|
| Alert Trigger Verbatim      |
| Survey Verbatim             |
| Dealer Action History       |
| NNA Notes                   |
| Customer Conversation Notes |

**DTS Inspection**

|                       |                                  |                          |
|-----------------------|----------------------------------|--------------------------|
| DTS Inspection Date   | DTS Inspection Date Confirmed?   | <input type="checkbox"/> |
| DTS Request Type      | Notes for DTS (Vehicle Concerns) |                          |
| Inspection Time/Notes | Appointment Time:                |                          |
|                       | Notes to Agent:                  |                          |

**System Information**


|                  |                                                                                                                                                 |                     |            |
|------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|------------|
| Subject          | CUSTOMER: CATHY RICHARDS PHONE: 5738754194 VIN: JN8AS5MV3DW  | Root Cause Code     | LCIN       |
| Created By       | <u>Michael Lucas</u> , 1/14/2015 2:11 PM                                                                                                        | Root Cause Code (2) |            |
| Last Modified By | <u>System Account NNAINT</u> , 1/19/2015 7:10 PM                                                                                                | Action Code         | NT8G       |
| Case Record Type | CA Closed Case <a href="#">[Change]</a>                                                                                                         | Document ID         | CA17221175 |
| Days Closed      | 42                                                                                                                                              |                     |            |

[Reopen Case](#) [Clone Closed Case](#)

**Case Comments**

[New](#)

[Case Comments Help](#)

| Action | Public | Comment                                                                                                                                                                                                                                                                                        |
|--------|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|        |        | Created By: <u>Michael Lucas</u> (1/19/2015 11:44 AM)   Last Modified By: <u>Michael Lucas</u> (1/19/2015 11:44 AM)<br>ARBS received an email from Shelter Mutual Insurance Adjuster: Amy Adkisson Cell:  |

Make Public

• I am sorry but our insured, Cathy Richards, would not give consent for us to release the requested documents. She told me that they sent most of the documents you need when they filed the complaint with NTSA

ARBS relayed the final decision on behalf of Shelter Insurance Co. to PS for update.

ARBS CLOSING CASE AS SHELTER INS. DECLINED TO SHARE INFORMATION ON THE BASIS OF NO CUSTOMER AUTHORIZATION \*\*\*\*\*

Created By: Michael Lucas (1/15/2015 4:32 PM)

ARBS received a notification from PS Dept requesting additional information.

ARBS reopened case for interest in additional information.

ARBS contacted Shelter Mutual Insurance Adjuster: Amy Adkisson Cell: [REDACTED] and requested additional information which is the following:

- Photographs of the subject vehicle after the incident
- The damage estimate which expresses the extent of damages from the incident
- Police Report (if one is available)
- Customer statement of the timeline of the incident
- All other relevant and supporting information

Adjuster stated that NNA will need to assemble the request in writing and send to adjuster for forward to obtain approval to release information being requested. ARBS understood and thanked for the time.

ARBS assembled a letter with request for the above information and sent to Adjuster [REDACTED]

WAITING FOR FOLLOW UP FROM INSURANCE COMPANY WITH THE INFORMATION THAT IS REQUESTED \*\*\*\*\*

Make Public

Created By: Michael Lucas (1/15/2015 8:56 AM)

ARBS received a call from Shelter Mutual Insurance Adjuster: Amy Adkisson Cell: [REDACTED] and released the following information:

- Incident Date / Time: October 11, 2014 / 9:00 AM
- Insurance Claim Reported Date / Time: October 11, 2014 / 10:35 AM
- Insurance Claim Settled Date: October 22, 2014
- CoPart (Sold for Salvage) Date: November 25, 2014
- Current Disposition: New vehicle owner has resold the vehicle after purchase from CoPart

ARBS understood and thanked for the time and assistance in providing the tracking information of vehicle disposition. Adjuster apologized for not being able to produce the vehicle and ARBS explained that we have done what we could and appreciates Adjuster following up. ARBS thanked again and disconnected the call.

ARBS followed up with PL DEPT. giving update / tracking and vehicle disposition.

CLOSING CASE AS VEHICLE IS NO LONGER AVAILABLE \*\*\*\*\*

Make Public

Created By: Michael Lucas (1/14/2015 2:42 PM)

ARBS contacted C at [REDACTED] and was advised that the vehicle was left on the parking lot of Joe Machens Ford Lincoln: Address [REDACTED] Columbia, MO 65 [REDACTED] understood and requested the name of the insurance company that removed the vehicle from the dealership lot. C stated Shelter Mutual Insurance Company. ARBS thanked for the information and C disconnected the call.

ARBS contacted Shelter Mutual Insurance Company and spoke with Agent: Xavien Crump and was advised that the individual who may be best suited for answering ARBS questions would be:

- Shelter Mutual Insurance Adjuster: Amy Adkisson
- Office: [REDACTED]
- Cell: 5 [REDACTED]

ARBS contacted Adjuster at Office [REDACTED] and left a VMX stating that Shelter Ins. has a vehicle of strong interest to NNA and would like a follow up call to discuss the current vehicle disposition and what NNA can do to be afforded the opportunity to inspect the vehicle, should that be possible. ARBS gave direct email, phone and case number for reference.

ARBS contacted Adjuster at Cell: [REDACTED] and left a VMX stating that Shelter Ins. has a vehicle of strong interest to NNA and would like a follow up call to discuss the current vehicle disposition and what NNA can do to be afforded the opportunity to inspect the vehicle, should that be possible. ARBS gave direct email, phone and case number for reference.

WAITING FOR FOLLOW UP FROM INSURANCE ADJUSTER TO CONFIRM AVAILABILITY OF SUBJECT VEHICLE \*\*\*\*\*

Make Public

Created By: Michael Lucas (1/14/2015 2:17 PM)

ARBS RECEIVED REQUEST FOR INVESTIGATION FROM PL DEPT.

ARBS provided:  
NHTSA - VOQ - Richards  
Incident Information:

I WAS TRAVELING ON A BLACKTOP ROAD WITH A VEHICLE IN FRONT OF MY VEHICLE ABOUT 4 CAR LENGTHS AHEAD. I HAD TO SUDDENLY STOP TO AVOID A DEER ON MY RIGHT SIDE. I HIT THE CAR IN FRONT OF ME WHICH WAS TURNING LEFT BUT HAD NO BLINKER LIGHTS OR BRAKE SHOWING . AIR BAG ON STIRRING WHEEL DID NOT DEPLOY UNTIL AFTER THE CAR STOPPED AND I WAS GETTING OUT OF VEHICLE, SIDE AIR BAGS CAME OUT BUT HAD

Make Public

NO AIR IN THEM..

ARBS created IIR form and will contact C to understand vehicle availability and more of the incident.

CONTACT C TO COMPLETE PROBE \*\*\*\*\*

**Case Categorizations**

[Case Categorizations Help](#)

| Action               | Case Categorization #      | Concern Description | Category Description | Subcategory Description | Symptom Description |
|----------------------|----------------------------|---------------------|----------------------|-------------------------|---------------------|
| <a href="#">Edit</a> | <a href="#">CC-8105375</a> | VEHICLE CONCERNS    | RESTRAINT SYSTEM     | AIRBAG CONTROL UNIT     | GENERAL INQUIRY     |

**Open Activities**

[Open Activities Help](#)

No records to display

**Activity History**

[View All](#)

[Activity History Help](#)

| Action                                     | Subject             | Name       | Task | Due Date  | Assigned To                   | Last Modified Date/Time |
|--------------------------------------------|---------------------|------------|------|-----------|-------------------------------|-------------------------|
| <a href="#">Edit</a>   <a href="#">Del</a> | <a href="#">IIR</a> | [REDACTED] | ✓    | 1/14/2015 | <a href="#">Michael Lucas</a> | 1/14/2015 4:25 PM       |

**Emails**

[Send an Email](#)

[Emails Help](#)

No Emails Available

**Customer Support Tools**

[Customer Support Tools Help](#)

No records to display

**Check Activity**

[Check Activity Help](#)

No records to display

**Forms**

[Forms Help](#)

| Action               | Form                   | Request Type | Created By                                        | Created Date |
|----------------------|------------------------|--------------|---------------------------------------------------|--------------|
| <a href="#">Edit</a> | <a href="#">F34473</a> | IIR          | <a href="#">Michael Lucas</a> , 1/14/2015 2:17 PM | 1/14/2015    |

**Attachments**

[Attach File](#) [View All](#)

[Attachments Help](#)

| Action                                                            | File Name                                                                                                                            | Size   | Last Modified      | Created By                    |
|-------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|--------|--------------------|-------------------------------|
| <a href="#">Edit</a>   <a href="#">View</a>   <a href="#">Del</a> | <a href="#">RICHARDS - 17221175 - NISSAN - PHOTOS OF INCIDENT VEHICLE.pdf</a>                                                        | 8.47MB | 1/20/2015 11:44 AM | <a href="#">Michael Lucas</a> |
| <a href="#">Edit</a>   <a href="#">View</a>   <a href="#">Del</a> | <a href="#">RICHARDS - SHELTER AT1323297 - NISSAN 17221175 - REQUEST FOR INFORMATION - CONSENT DECLINED TO SHARE INFORMATION.msg</a> | 61KB   | 1/19/2015 11:41 AM | <a href="#">Michael Lucas</a> |
| <a href="#">Edit</a>   <a href="#">View</a>   <a href="#">Del</a> | <a href="#">RICHARDS - SHELTER AT1323297 - NISSAN 17221175 - REQUEST FOR INFORMATION.msg</a>                                         | 351KB  | 1/15/2015 4:25 PM  | <a href="#">Michael Lucas</a> |
| <a href="#">Edit</a>   <a href="#">View</a>   <a href="#">Del</a> | <a href="#">RICHARDS - SHELTER AT1323297 - NISSAN 17221175 - REQUEST FOR INFORMATION.pdf</a>                                         | 286KB  | 1/15/2015 4:25 PM  | <a href="#">Michael Lucas</a> |
| <a href="#">Edit</a>   <a href="#">View</a>   <a href="#">Del</a> | <a href="#">RICHARDS - SHELTER AT1323297 - NISSAN 17221175 - REQUEST FOR INFORMATION.doc</a>                                         | 150KB  | 1/15/2015 4:25 PM  | <a href="#">Michael Lucas</a> |

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**Live Chat Transcripts**

No records to display

**Case History**

[Case History Help](#)

| Date               | User                          | Action                                                                                                                   |
|--------------------|-------------------------------|--------------------------------------------------------------------------------------------------------------------------|
| 1/19/2015 11:45 AM | <a href="#">Michael Lucas</a> | Changed <b>Case Record Type</b> from CA to <b>CA Closed Case</b> .<br>Changed <b>Status</b> from Open to <b>Closed</b> . |

Closed.

|                   |                               |                                                                    |
|-------------------|-------------------------------|--------------------------------------------------------------------|
| 1/15/2015 4:32 PM | <a href="#">Michael Lucas</a> | Changed <b>Follow Up Date</b> from 1/16/2015 to <b>1/19/2015</b> . |
| 1/15/2015 4:25 PM | <a href="#">Michael Lucas</a> | Changed <b>Follow Up Date</b> from 1/15/2015 to <b>1/16/2015</b> . |

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### DTS Field Inspections

[New DTS Field Inspection](#)

[DTS Field Inspections Help](#)

No records to display

[^ Back To Top](#)

Always show me [more](#) records per related list



PE15-001

NISSAN

4/2/2015

ATTACHMENT A

Request Number Four

INCIDENT INVESTIGATION  
REPORTS

██████████.JN8AS58T99W██████████

Consult.██████████.PE15.001

SYSTEM AIR BAG  
DATE 04/17/2009 10:25:54  
PROG No. 3000

SELF-DIAG [PAST]

DTC RESULTS

NO DTC IS DETECTED.  
FURTHER TESTING  
MAY BE REQUIRED.

SYSTEM AIR BAG  
DATE 04/17/2009 10:26:12  
PROG No. 3000

TROUBLE DIAG RECORD

DTC RESULTS

NO DTC IS DETECTED.  
FURTHER TESTING  
MAY BE REQUIRED.

SYSTEM AIR BAG  
DATE 04/17/2009 10:28:08  
PROG No. 3000

RECORDED DATA READOUT

|        |       |       |       |
|--------|-------|-------|-------|
| E5:00  | F1:00 | f:00  | r:01  |
| F2:00  | G:00  | a0:D1 | a1:31 |
| U:0C   | I1:CC | a2:51 | a3:56 |
| J1:FF  | K1:00 | a4:36 | a5:B1 |
| L1:09  | M1:0E | a6:B6 | a7:00 |
| I2:FF  | J2:61 | a8:00 | a9:00 |
| K2:03  | L2:FF | aa:00 | ab:00 |
| M2:0E  | IR:FF | ac:00 | ad:00 |
| JR:FF  | KR:13 | ae:00 | af:00 |
| LR:13  | MR:FF | A1:00 | A2:00 |
| IL:FF  | JL:FF | A3:00 | A4:00 |
| KL:15  | LL:11 | A5:00 | B1:00 |
| ML:FF  | R:81  | B2:00 | B3:00 |
| S1:A5  | S2:06 | B4:00 | B5:00 |
| S3:06  | S4:1D | C1:00 | C2:00 |
| S5:28  | S6:FF | C3:00 | C4:00 |
| S7:FF  | S8:5A | C5:00 | D1:00 |
| W:00   | O1:00 | D2:00 | D3:00 |
| O2:00  | O3:00 | D4:00 | D5:00 |
| O4:00  | O5:00 | E1:00 | E2:00 |
| O6:00  | O7:00 | E3:00 | E4:00 |
| O8:00  | O9:00 |       |       |
| OA:00  | OB:00 |       |       |
| OC:00  | OD:00 |       |       |
| P:FAF7 |       |       |       |

SYSTEM AIR BAG  
DATE 04/17/2009 10:30:41  
PROG No. 3000

FRONTAL DELTA-V

| TIME   | DATA   |
|--------|--------|
| -100ms | FF     |
| -90ms  | FF     |
| -80ms  | FF     |
| -70ms  | FF     |
| -60ms  | FF     |
| -50ms  | FF     |
| -40ms  | FF     |
| -30ms  | FF     |
| -20ms  | FF     |
| -10ms  | FF     |
| 0ms    | 0km/h  |
| 10ms   | 2km/h  |
| 20ms   | 3km/h  |
| 30ms   | 6km/h  |
| 40ms   | 9km/h  |
| 50ms   | 12km/h |
| 60ms   | 14km/h |
| 70ms   | 17km/h |
| 80ms   | 19km/h |
| 90ms   | 20km/h |
| 100ms  | 22km/h |
| 110ms  | 23km/h |
| 120ms  | 23km/h |
| 130ms  | 0km/h  |
| 140ms  | 0km/h  |
| 150ms  | 0km/h  |
| 160ms  | 0km/h  |
| 170ms  | 0km/h  |
| 180ms  | 0km/h  |
| 190ms  | 0km/h  |
| 200ms  | 0km/h  |
| 210ms  | 0km/h  |
| 220ms  | 0km/h  |
| 230ms  | 0km/h  |
| 240ms  | FF     |
| 250ms  | FF     |
| 260ms  | FF     |
| 270ms  | FF     |
| 280ms  | FF     |
| 290ms  | FF     |
| 300ms  | FF     |



SYSTEM AIR BAG

DATE 04/17/2009 10:32:23

PROG No. 3000

LATERAL DELTA-V

| TIME   | DATA |
|--------|------|
| -100ms | FF   |
| -90ms  | FF   |
| -80ms  | FF   |
| -70ms  | FF   |
| -60ms  | FF   |
| -50ms  | FF   |
| -40ms  | FF   |
| -30ms  | FF   |
| -20ms  | FF   |
| -10ms  | FF   |
| 0ms    | FF   |
| 10ms   | FF   |
| 20ms   | FF   |
| 30ms   | FF   |
| 40ms   | FF   |
| 50ms   | FF   |
| 60ms   | FF   |
| 70ms   | FF   |
| 80ms   | FF   |
| 90ms   | FF   |
| 100ms  | FF   |
| 110ms  | FF   |
| 120ms  | FF   |
| 130ms  | FF   |
| 140ms  | FF   |
| 150ms  | FF   |
| 160ms  | FF   |
| 170ms  | FF   |
| 180ms  | FF   |
| 190ms  | FF   |
| 200ms  | FF   |
| 210ms  | FF   |
| 220ms  | FF   |
| 230ms  | FF   |
| 240ms  | FF   |
| 250ms  | FF   |
| 260ms  | FF   |
| 270ms  | FF   |
| 280ms  | FF   |
| 290ms  | FF   |
| 300ms  | FF   |

SYSTEM AIR BAG

DATE 04/17/2009 10:33:04

PROG No. 3000

FRONTAL G

| TIME   | DATA   |
|--------|--------|
| -100ms | -0.49G |
| -90ms  | -0.49G |
| -80ms  | -0.49G |
| -70ms  | -0.49G |
| -60ms  | -0.49G |
| -50ms  | -0.49G |
| -40ms  | 0.00G  |
| -30ms  | -0.49G |
| -20ms  | 0.00G  |
| -10ms  | 0.00G  |
| 0ms    | 1.95G  |
| 10ms   | 8.79G  |
| 20ms   | 4.88G  |
| 30ms   | 4.39G  |
| 40ms   | 8.79G  |
| 50ms   | 8.30G  |
| 60ms   | 7.81G  |
| 70ms   | -0.49G |
| 80ms   | 2.93G  |
| 90ms   | 3.91G  |
| 100ms  | 2.93G  |
| 110ms  | 2.93G  |
| 120ms  | 0.49G  |
| 130ms  | 0.49G  |
| 140ms  | 0.00G  |
| 150ms  | -0.98G |
| 160ms  | -0.98G |
| 170ms  | -0.98G |
| 180ms  | -0.98G |
| 190ms  | -0.98G |
| 200ms  | -0.49G |
| 210ms  | -0.49G |
| 220ms  | -0.49G |
| 230ms  | -0.98G |
| 240ms  | -0.98G |
| 250ms  | -0.98G |
| 260ms  | -0.98G |
| 270ms  | -0.98G |
| 280ms  | -0.98G |
| 290ms  | -0.49G |
| 300ms  | -0.49G |

SYSTEM AIR BAG  
DATE 04/17/2009 10:33:52  
PROG No. 3000

LATERAL G

| TIME   | DATA   |
|--------|--------|
| -100ms | 0.00G  |
| -90ms  | 0.00G  |
| -80ms  | 0.00G  |
| -70ms  | 0.00G  |
| -60ms  | 0.00G  |
| -50ms  | 0.00G  |
| -40ms  | 0.00G  |
| -30ms  | 0.00G  |
| -20ms  | 0.00G  |
| -10ms  | 0.00G  |
| 0ms    | -1.17G |
| 10ms   | 0.00G  |
| 20ms   | -5.57G |
| 30ms   | -2.64G |
| 40ms   | 1.46G  |
| 50ms   | -0.59G |
| 60ms   | 0.00G  |
| 70ms   | -1.46G |
| 80ms   | -3.22G |
| 90ms   | -0.29G |
| 100ms  | 0.88G  |
| 110ms  | 0.88G  |
| 120ms  | 0.00G  |
| 130ms  | 0.00G  |
| 140ms  | 0.29G  |
| 150ms  | -0.88G |
| 160ms  | -0.29G |
| 170ms  | -0.29G |
| 180ms  | 0.00G  |
| 190ms  | 0.00G  |
| 200ms  | 0.59G  |
| 210ms  | 0.00G  |
| 220ms  | 0.00G  |
| 230ms  | 0.29G  |
| 240ms  | 0.00G  |
| 250ms  | 0.00G  |
| 260ms  | 0.00G  |
| 270ms  | 0.00G  |
| 280ms  | 0.00G  |
| 290ms  | 0.00G  |
| 300ms  | 0.00G  |



SYSTEM AIR BAG

DATE 04/17/2009 10:35:06

PROG No. 3000

VEHICLE SPEED

| TIME | DATA   |
|------|--------|
| -7s  | 93km/h |
| -6s  | 91km/h |
| -5s  | 89km/h |
| -4s  | 87km/h |
| -3s  | 84km/h |
| -2s  | 82km/h |
| -1s  | 79km/h |
| 0s   | 51km/h |
| 1s   | 50km/h |
| 2s   | 48km/h |
| 3s   | 47km/h |
| 4s   | 43km/h |
| 5s   | 42km/h |
| 6s   | 41km/h |



SYSTEM AIR BAG  
DATE 04/17/2009 10:35:29  
PROG No. 3000

ENGINE REVOLUTION

| TIME | DATA    |
|------|---------|
| -7s  | 1763rpm |
| -6s  | 1719rpm |
| -5s  | 1678rpm |
| -4s  | 1634rpm |
| -3s  | 1600rpm |
| -2s  | 1550rpm |
| -1s  | 1500rpm |
| 0s   | 894rpm  |
| 1s   | 1144rpm |
| 2s   | 1166rpm |
| 3s   | 1159rpm |
| 4s   | 1103rpm |
| 5s   | 1103rpm |
| 6s   | 1106rpm |

SYSTEM AIR BAG  
DATE 04/17/2009 10:35:54  
PROG No. 3000

THROTTLE PEDAL POSITION

| TIME | DATA |
|------|------|
| -7s  | 0%   |
| -6s  | 0%   |
| -5s  | 0%   |
| -4s  | 0%   |
| -3s  | 0%   |
| -2s  | 0%   |
| -1s  | 0%   |
| 0s   | 0%   |
| 1s   | 0%   |
| 2s   | 0%   |
| 3s   | 0%   |
| 4s   | 0%   |
| 5s   | 0%   |
| 6s   | 0%   |

SYSTEM AIR BAG  
DATE 04/17/2009 10:36:15  
PROG No. 3000

STEERING ANGLE

| TIME | DATA   |
|------|--------|
| -7s  | -6deg  |
| -6s  | -5deg  |
| -5s  | -10deg |
| -4s  | -5deg  |
| -3s  | -3deg  |
| -2s  | -4deg  |
| -1s  | -6deg  |
| 0s   | 22deg  |
| 1s   | 2deg   |
| 2s   | 1deg   |
| 3s   | -3deg  |
| 4s   | -26deg |
| 5s   | 8deg   |
| 6s   | 43deg  |

SYSTEM AIR BAG  
DATE 04/17/2009 10:36:36  
PROG No. 3000

BRAKE PEDAL SW STATE

| TIME | DATA |
|------|------|
| -7s  | OFF  |
| -6s  | OFF  |
| -5s  | OFF  |
| -4s  | OFF  |
| -3s  | OFF  |
| -2s  | OFF  |
| -1s  | OFF  |
| 0s   | OFF  |
| 1s   | OFF  |
| 2s   | OFF  |
| 3s   | OFF  |
| 4s   | OFF  |
| 5s   | OFF  |
| 6s   | OFF  |

SYSTEM AIR BAG  
DATE 04/17/2009 10:36:55  
PROG No. 3000

BACKLE SW STATE[DR]

| TIME | DATA |
|------|------|
| -7s  | ON   |
| -6s  | ON   |
| -5s  | ON   |
| -4s  | ON   |
| -3s  | ON   |
| -2s  | ON   |
| -1s  | ON   |

SYSTEM  
DATE  
PROG No.

SYSTEM AIR BAG  
DATE 04/17/2009 10:37:09  
PROG No. 3000

BACKLE SW STATE[AS]

| TIME | DATA |
|------|------|
| -7s  | OFF  |
| -6s  | OFF  |
| -5s  | OFF  |
| -4s  | OFF  |
| -3s  | OFF  |
| -2s  | OFF  |
| -1s  | OFF  |

TIME  
-7s  
-6s  
-5s  
-4s  
-3s  
-2s  
-1s  
0s  
1s  
2s  
3s  
4s  
5s  
6s

SYSTEM AIR BAG  
DATE 04/17/2009 10:37:23  
PROG No. 3000

ROLL ANGLE

| TIME | DATA |
|------|------|
| -7s  | 0deg |
| -6s  | 0deg |
| -5s  | 0deg |
| -4s  | 0deg |
| -3s  | 0deg |
| -2s  | 0deg |
| -1s  | 0deg |
| 0s   | 0deg |
| 1s   | 0deg |
| 2s   | 0deg |
| 3s   | 0deg |
| 4s   | 0deg |
| 5s   | 0deg |
| 6s   | 0deg |

SYSTEM  
DATE  
PROG No.

DIA

TIME  
-7s  
-6s  
-5s  
-4s  
-3s  
-2s  
-1s  
0s  
1s  
2s  
3s  
4s  
5s  
6s



SYSTEM AIR BAG  
DATE 04/17/2009 10:37:42  
PROG No. 3000

ROLL RATE

| TIME | DATA   |
|------|--------|
| -7s  | 0deg/s |
| -6s  | 0deg/s |
| -5s  | 0deg/s |
| -4s  | 0deg/s |
| -3s  | 0deg/s |
| -2s  | 0deg/s |
| -1s  | 0deg/s |
| 0s   | 0deg/s |
| 1s   | 0deg/s |
| 2s   | 0deg/s |
| 3s   | 0deg/s |
| 4s   | 0deg/s |
| 5s   | 0deg/s |
| 6s   | 0deg/s |

SYSTEM AIR BAG  
DATE 04/17/2009 10:38:01  
PROG No. 3000

DIAGMUXON STATE

| TIME | DATA |
|------|------|
| -7s  | OFF  |
| -6s  | OFF  |
| -5s  | OFF  |
| -4s  | OFF  |
| -3s  | OFF  |
| -2s  | OFF  |
| -1s  | OFF  |
| 0s   | OFF  |
| 1s   | OFF  |
| 2s   | OFF  |
| 3s   | OFF  |
| 4s   | OFF  |
| 5s   | OFF  |
| 6s   | OFF  |



SYSTEM AIR BAG  
DATE 04/17/2009 10:38:34  
PROG No. 3000

MAX.FRONTAL G&TIME

| FRONTAL  | TIME   |
|----------|--------|
| 9.77G    | 16.0ms |
| LATERAL  |        |
| 0.00G    |        |
| VERTICAL |        |
| FF       |        |

SYSTEM AIR BAG  
DATE 04/17/2009 10:38:47  
PROG No. 3000

MAX.LATERAL G&TIME

| FRONTAL  | TIME   |
|----------|--------|
| 5.37G    | 29.0ms |
| LATERAL  |        |
| 12.60G   |        |
| VERTICAL |        |
| FF       |        |

SYSTEM AIR BAG  
DATE 04/17/2009 10:39:00  
PROG No. 3000

IGN CYCLE

|          | CYCLE    |
|----------|----------|
| Event    | 335count |
| Download | FE       |

SYSTEM AIR BAG  
DATE 04/17/2009 10:39:12  
PROG No. 3000

OPERATION TIME

|          | TIME   |
|----------|--------|
| Event    | 43hour |
| Download | 50hour |

SYST  
DATE  
PROG

D

SYS  
DAT  
PRO

ED

Pri  
Pri  
Pri  
Pri

SYS  
DAT  
PRO

SYS  
DA  
PR

SYSTEM AIR BAG  
DATE 04/17/2009 10:39:24  
PROG No. 3000

D/L COUNT AFTER EVENT

STATE  
1count

SYSTEM AIR BAG  
DATE 04/17/2009 10:39:34  
PROG No. 3000

EDR RECORDING COMPLETE

STATE  
Priority 1 SUCCESS  
Priority 2 SUCCESS  
Priority 3 SUCCESS  
Priority 4 SUCCESS

SYSTEM AIR BAG  
DATE 04/17/2009 10:39:47  
PROG No. 3000

GAP TIME FOR EDR

|           | TIME  |
|-----------|-------|
| High Freq | 4.5ms |
| Low Freq  | 360ms |

SYSTEM AIR BAG  
DATE 04/17/2009 10:39:58  
PROG No. 3000

CAN ABNORMALITY

STATE  
NORMAL



SYSTEM AIR BAG  
DATE 04/17/2009 10:25:22  
PROG No. 3000

SELF-DIAG [CURRENT]

DTC RESULTS

FRONTAL COLLISION  
DETECTION  
[B1209]  
DRIVER AIRBAG MODULE  
[OPEN]  
[B1049]  
PRE-TEN FRONT RH  
[OPEN]  
[B1081]  
PRE-TEN FRONT LH  
[OPEN]  
[B1086]  
DRIVER AIRBAG MODULE  
[OPEN]  
[B1054]  
PRE-TEN2 FRONT RH  
[OPEN]  
[B1177]  
PRE-TEN2 FRONT LH  
[OPEN]  
[B1182]

PE15-001

NISSAN

4/2/2015

ATTACHMENT A

Request Number Four

INCIDENT INVESTIGATION  
REPORTS

██████████.JN8AS58T99W██████████

Denial letter.██████████.PE15.001



April 30, 2009

██████████  
██████████  
Nashville, TN ██████████

**RE: Date of Accident: March 27, 2009**  
**Vehicle: 2009 Nissan Rogue**  
**VIN: JN8AS58T99W ██████████**

Dear Mr. ██████████:

Thank you for allowing us the opportunity to review the circumstances of your unfortunate accident. As you probably know, a detailed inspection of your vehicle with specific focus on the Air Bag Supplemental Restraint System (SRS) was performed on January 19, 2009.

Air bags must be made so that they inflate fast enough in a severe accident. The speed at which an air bag inflates and then deflates is similar in all designs. Air bags are designed to inflate in less than 1/20 of a second. It is not uncommon for people involved in the trauma of an accident to believe that the airbag did not properly deploy including exactly when the air bag deployed, as the deployment occurs in the blink of an eye. Air bags are designed to help prevent fatal injuries and reduce the extent of serious skeletal and internal injuries. Unfortunately, because of the speed necessary for inflation, sometimes injury does occur. However, the overall utility of air bags outweighs their risk of injury. Both diagnostic and visual checks confirmed that there was no evidence of a problem with the air bag or seat belt systems in your vehicle.

Although we are sorry to learn about your accident, Nissan has no basis on which to offer you assistance. This appears to be a matter which should be referred to your insurance company. Should any additional factual information become available, Nissan would be happy to reconsider the matter.

Thank you for allowing us the opportunity to review this matter and explain our position. I am sorry a more favorable reply could not be extended at this time.

Sincerely,

Erica Wilburn  
Airbag Coordinator  
Nissan North America

PE15-001

NISSAN

4/2/2015

ATTACHMENT A

Request Number Four

INCIDENT INVESTIGATION  
REPORTS

██████████.JN8AS58T99W██████████

Field Report.██████████.PE15.001



# Incident Investigation Report

CAR #: CA6453002N  
Claimant: [REDACTED]  
VIN: JN8AS58T99W [REDACTED]

## I. Claimant

Claimant name: [REDACTED] Nashville, TN [REDACTED]  
Driver name: [REDACTED] Nashville, TN [REDACTED]  
Owner name: [REDACTED] Nashville, TN [REDACTED]

Who notified NNA of incident? [REDACTED] CAR #: CA6453002N  
If represented, claimant's attorney name, address, phone:

## II. Vehicle

Model year & model name: 2009 Rogue Mfg. date: 9/08 VIN: JN8AS58T99W [REDACTED]  
Mileage: 1000 License #: N/A State: TN  
Special equipment & accessories: None  
List all applicable recall campaign(s): None Recall campaign completed?  
List all applicable service campaign(s): None Service campaign completed?

## III. Description of Incident & Claim

Source of information (unless otherwise noted): [REDACTED]  
Date & time of incident: 3-27-09 @ 5:38 PM  
Location of incident (describe fully): [REDACTED], TN where [REDACTED]

Nature of weather: Daylight, overcast, clear Vision obstruction (describe): None

Drivers description of incident and statement of cause:

Mr. [REDACTED] said he was travelling at about [REDACTED] keeping pace with traffic. He said there was an 18-wheeler in front of him travelling at the same speed. Mr. [REDACTED] said the semi started to slow during the merge and Mr. [REDACTED] took his foot off his accelerator pedal to slow also. He said his foot slipped and he hit the accelerator pedal instead of the brake pedal and he rear-ended the 18-wheeler in front of him. Mr. [REDACTED] said the truck driver told him he did not know he had been hit and pulled over because he had a flat tire. He said he was wearing his seat belt but suffered cuts and bruises because the airbag only deployed about half-way and he hit the steering wheel. Mr. [REDACTED] said he was taken to Baptist Hospital in Nashville where several tests were run and he was treated and released. He said since then he has had some tingling in his side. Mr. [REDACTED] said when he first called Nissan he was told not to start any repairs or move it from the body shop. He said when he talked to Nissan a few days later he was told it was OK to start repairs but to have the body shop hold the airbag parts. Mr. [REDACTED] said the body shop was reluctant to begin at first but did start disassembly. He said they noticed the damage might be more severe than first thought and called the insurance company. Mr. [REDACTED] said Encompass Insurance sent the adjuster back out and Encompass declared the vehicle a total loss. He said he cannot understand why an airbag would only deploy half-way and he wants to know why it did not fully deploy.

# Incident Investigation Report

CAR #: CA6453002N  
 Claimant: [REDACTED]  
 VIN: JN8AS58T99W [REDACTED]

## III. Description of Incident & Claim - continued

Vehicle estimated speed: 70 MPH      Source of estimate: [REDACTED]      Posted speed limit: 55 MPH  
 Other vehicle estimated speed: 60 MPH      Source of estimate: [REDACTED]      Posted speed limit: 55 MPH

Name & address of witnesses:

Police report taken? (Y/N/# ): Y      Reporting officer name & station (if report not attached): Nashville Metro Police Dept.

What vehicle components are alleged to be defective?      Driver front airbag  
 Be as specific as possible.

Why are the components alleged to be defective?      Only deployed half-way  
 Be as specific as possible.

Who made allegation of defect?      Douglas M. Wright

Has alleged defective part(s) been removed from vehicle? (Y/N): No  
 If yes, by whom?      Present location: [REDACTED]

## IV. Occupants & Injuries

Source of information: [REDACTED]

⊙Location: ⊙Seat Pos. ⊙Seat Belts: ⊘Air Bags:      Name: [REDACTED]      DOB: [REDACTED]  
 Address: [REDACTED] Nashville, TN [REDACTED]      Height: [REDACTED]      Weight: [REDACTED]

|   |   |   |   |           |                  |
|---|---|---|---|-----------|------------------|
| 1 | 1 | B | N | Injuries: | Cuts and bruises |
|---|---|---|---|-----------|------------------|

Name:      DOB:  
 Address:      Height:      Weight:

|  |  |  |  |           |  |
|--|--|--|--|-----------|--|
|  |  |  |  | Injuries: |  |
|--|--|--|--|-----------|--|

Name:      DOB:  
 Address:      Height:      Weight:

|  |  |  |  |           |  |
|--|--|--|--|-----------|--|
|  |  |  |  | Injuries: |  |
|--|--|--|--|-----------|--|

Name:      DOB:  
 Address:      Height:      Weight:

|  |  |  |  |           |  |
|--|--|--|--|-----------|--|
|  |  |  |  | Injuries: |  |
|--|--|--|--|-----------|--|

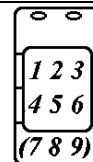
Where, when, and by whom were the injured treated?      [REDACTED] in Nashville, TN

⊙Location:      1. Incident vehicle    2. Other Vehicle    3. Other Vehicle    4. Pedestrian    5. Other

⊙Seat Belts Worn      U-Unknown      L-Lap Only      S-Shoulder Only  
                                          B- L+S belt      N-None Worn      C-Child Restraint

⊘Airbag Status      NA-None equipped      N-Airbag not deployed      D-Airbag deployed

⊙Seating Position:



10. Unknown  
 11. Other



# Incident Investigation Report

CAR #: CA6453002N  
Claimant: [REDACTED]  
VIN: JN8AS58T99W [REDACTED]

## V. Other Property Damage

Source of information (unless otherwise noted): [REDACTED]  
Other vehicle model year, make, model name: N/A  
Name, address, phone of other vehicle owner: N/A  
Name, address, phone of other vehicle driver: N/A  
Nature & extent of other vehicle damage: N/A  
Nature & extent of property (other than motor vehicle) damage & name of owner:  
None known

## VI. Investigation Results

Date of vehicle inspection: [REDACTED] Location of inspection: [REDACTED]  
[REDACTED]  
[REDACTED]

Nature & extent of damages to vehicle & estimated cost of repairs (Attach estimate):

Declared a total loss by Encompass Insurance Co.

Have you located any related prior repair orders? (Y/N): No

Observations / findings: Photos taken by: James P. Goben # photos:

- A technician nearby volunteered that the transmission was "burnt up." He said the fluid had drained out through the broken transmission cooler and when it came in he could smell the transmission and even though the linkage works fine the motor runs and the transmission just spins.
- Disassembly had started and the front bumper fascia, headlamp assemblies, condenser, radiator and fan assemblies, and radiator support frame/supports were lying nearby. See photos 25 thru 38.
- The transmission fluid cooler is lying loose at the front bottom of the motor still connected by its hoses. See photo 18 for the broken corner of the cooler where the fluid apparently leaked out.
- The hood is crushed back about three inches at the front and there a straight line crease across the front of the hood about four inches back from the front center.
- The hood is crumpled upward about two inches from side to side at its midpoint.
- The center of the front bumper is crushed back about one inch.
- The left front fender is crumpled outward about five inches at its front.
- The rear of the left front fender is crushed inward about two inches.
- The left front door will open only about 24 inches.
- The front of the right front door and the rear of the right front fender have a dent about three inches wide located about ten inches from the lower edges.
- Both front headlamp assemblies are intact. See photo 25.
- The upper and lower radiator supports and their three vertical braces are not connected at two of the six joints. See photos 26 thru 28.
- The front fascia has a gash about ten inches wide above the right and left side of the grille.
- The condenser has been crushed back slightly at its center and about one inch at the top left. See photos 33 thru 35.
- The radiator has contact scuffing across the front. Both fan assemblies are still intact. See photos 37 and 38.
- Both front wheels are turned to the left and the left front wheel is turned slightly further from straight than the right front wheel.

CAR #: CA6453002N  
Claimant: [REDACTED]  
VIN: JN8AS58T99W [REDACTED]

## Incident Investigation Report

- Photo 52 is of the driver airbag as found. The airbag is fully out of the doors and is consistent with full deployment.
- There is some scuffing on the driver knee blocker left of the steering wheel.
- There are reddish-brown stains at several points on the driver airbag. See photos 60 thru 66.
- The driver seat belt is extended about 32 inches. The driver seatbelt cannot be further extended and cannot be retracted---consistent with pretensioner deployment.
- The front passenger seatbelt is locked in the fully stowed position---consistent with pretensioner deployment.
- Both hood hinges are functional.
- Other than the airbag deployment, there is no apparent damage to the steering wheel.
- All doors lock and unlock.
- All windows roll fully up and down.

# Incident Investigation Report

CAR #: CA6453002N  
Claimant: [REDACTED]  
VIN: JN8AS58T99W [REDACTED]

•

*Reporter's  
Signature:*

James P. Goben

---

*Reporter's Name & Region:*

James P. Goben, EAA

# Incident Investigation Report

CAR #: CA6453002N  
Claimant: [REDACTED]  
VIN: JN8AS58T99W [REDACTED]

## IIR Supplement: Restraint System Checklist

*\*[On seatbelt systems with more than one belt, buckle, or retractor, please specify (e.g. Lap or Shoulder).]*

### DRIVER'S SEAT BELT\*

Model #: 6094470  
Mfg. Date: 2008  
Lot #: 8811  
Manufacturer: AutoLiv Japan Ltd

### DRIVER'S BELT CONDITION (as found)\*

Fully Stowed? (Yes/No): No  
Extended? (Yes/No): Yes  
- if Yes, length extended: 32"  
Buckled? (Yes/No): No

### DRIVER'S SEATBELT BUCKLE\*

Model #: N/A  
Buckle latches/unlatches (Yes/No): Yes

### DRIVER'S SEATBELT RETRACTOR(S)\*

Retractor(s) spring functioning? (Yes/No): No  
Emergency locking function operable? (Yes/No): No

Describe how ELR was checked:

Could not check. Belt cannot be extended further or retracted. Consistent with pretensioner deployment.

### RF PASSENGER SEAT BELT\*

Model #: 6094469  
Mfg. Date: 2008  
Lot #: 8808  
Manufacturer: AutoLiv Japan Ltd

### RF PASS. BELT CONDITION (as found)\*

Fully Stowed? (Yes/No): Yes  
Extended? (Yes/No): No  
- if Yes, length extended:  
Buckled? (Yes/No): No

### RF PASSENGER SEATBELT BUCKLE\*

Model #: N/A  
Buckle latches/unlatches (Yes/No): No

### RF PASS. SEATBELT RETRACTOR(S)\*

Retractor(s) spring functioning? (Yes/No): No  
Auto locking (ALR) function operable? (Yes/No): No  
Emergency locking function operable? (Yes/No): No

Describe how ELR was checked:

Belt locked in the fully stowed position. Consistent with pretensioner deployment.

### LR PASSENGER SEAT BELT\*

Model #:  
Mfg. Date:  
Lot #:  
Manufacturer:

### LR PASS. BELT CONDITION (as found)\*

Fully Stowed? (Yes/No):  
Extended? (Yes/No):  
- if Yes, length extended:  
Buckled? (Yes/No):

### LR PASSENGER SEATBELT BUCKLE\*

Model #:  
Buckle latches/unlatches (Yes/No):

### RR PASSENGER SEAT BELT\*

Model #:  
Mfg. Date:  
Lot #:  
Manufacturer:

### RR PASS. BELT CONDITION (as found)\*

Fully Stowed? (Yes/No):  
Extended? (Yes/No):  
- if Yes, length extended:  
Buckled? (Yes/No):

### RR PASSENGER SEATBELT BUCKLE\*

Model #:  
Buckle latches/unlatches (Yes/No):



# Incident Investigation Report

CAR #: CA6453002N  
Claimant: Douglas M. Wright  
VIN: JN8AS58T99W

## LR PASS. SEATBELT RETRACTOR(S)\*

Retractor(s) spring functioning? (Yes/No):  
Auto locking (ALR) function operable? (Yes/No):  
Emergency locking function operable? (Yes/No):  
Describe how ELR was checked:

## RR PASS. SEATBELT RETRACTOR(S)\*

Retractor(s) spring functioning? (Yes/No):  
Auto locking (ALR) function operable? (Yes/No):  
Emergency locking function operable? (Yes/No):  
Describe how ELR was checked:

## IIR Supplement: Restraint System Checklist (continued)

### CENTER REAR PASSENGER SEAT BELT\*

Model #:  
Mfg. Date:  
Lot #:  
Manufacturer:

### CR PASSENGER SEATBELT BUCKLE\*

Model #:  
Buckle latches/unlatches (Yes/No):

### CR PASS. BELT CONDITION (as found)\*

Fully Stowed? (Yes/No):  
Extended? (Yes/No):  
    - if Yes, length extended:  
Buckled? (Yes/No):

### CR PASS. SEATBELT RETRACTOR(S)\*

Retractor(s) spring functioning? (Yes/No):  
Auto locking (ALR) function operable? (Yes/No):  
Emergency locking function operable? (Yes/No):  
Describe how ELR was checked:

### AIRBAG INFORMATION (including front, side, and curtain)

|                                             |     |                                              |    |
|---------------------------------------------|-----|----------------------------------------------|----|
| Driver "front" airbag deployed? (Yes/No):   | Yes | RF pass "front" airbag deployed? (Yes/No):   | No |
| Driver "side" airbag deployed? (Yes/No/NA): | No  | RF pass "side" airbag deployed? (Yes/No/NA): | No |
| Left curtain airbag deployed? (Yes/No/NA):  | NA  | Right curtain airbag deployed? (Yes/No/NA):  | NA |

### Airbag I.D. Number Information (list any available ID information for airbag components):

### Airbag Warning Lamp Status (when ignition is turned ON):

|                                     |                                                               |
|-------------------------------------|---------------------------------------------------------------|
| <input type="checkbox"/>            | Illuminates for approximately 7 seconds and goes off (normal) |
| <input type="checkbox"/>            | Does not illuminate at all                                    |
| <input checked="" type="checkbox"/> | Remains illuminated continuously                              |
| <input type="checkbox"/>            | Flashes continuously                                          |

CONSULT conducted? (Yes/No): Yes If not, why?

Note: Attach CONSULT printout on separate page. (Photocopy of printout is needed since CONSULT ink will degrade and disappear over time)

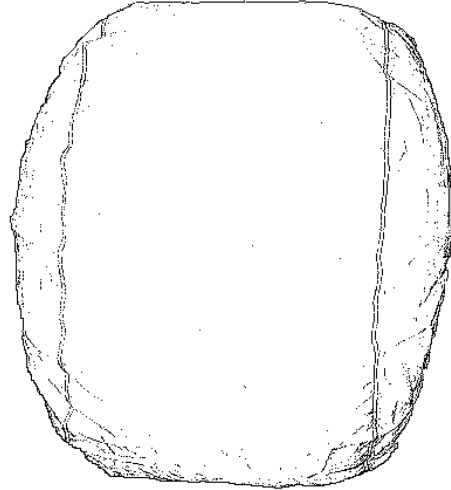
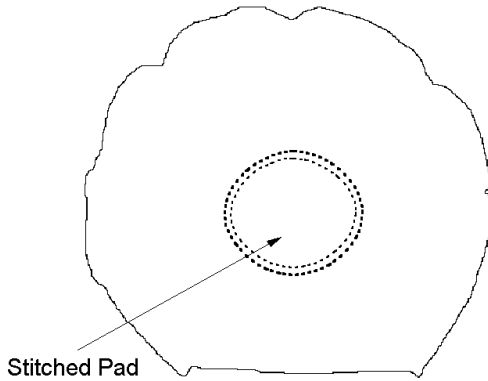
# Incident Investigation Report

CAR #: CA6453002N  
Claimant: [REDACTED]  
VIN: JN8AS58T99W [REDACTED]

## IIR Supplement: Restraint System Checklist (continued)

### Driver "front" Airbag & RF Passenger "front" Airbag

*Note Location of Marks on Airbag(s):*



### Side Airbags & Curtain Airbags

*Draw Sketch of Airbags Below and Note Location of Marks on Airbag(s):*

# Incident Investigation Report

CAR #: CA6453002N

Claimant: [REDACTED]

VIN: JN8AS58T99W [REDACTED]

## IIR Supplement: Restraint System Photograph Checklist

| Photo # |                                                                           | Photo # |                                                          |
|---------|---------------------------------------------------------------------------|---------|----------------------------------------------------------|
| 1       | VIN plate (door jam)                                                      | 88-89   | RF seatbelt - seatbelt label(s)                          |
| 2       | Odometer                                                                  | NA      | RF seatbelt - overall                                    |
| 3-14    | 8 external views                                                          | NA      | RF seatbelt - webbing (any marks-note location)          |
| 3       | Windshield (from standing in front of hood)                               | 90      | RF seatbelt - latchplate metal (both sides)              |
| 15-38   | Exterior damage close-ups                                                 | 90      | RF seatbelt - latchplate pass through (both sides)       |
| 39-42   | Underbody views<br>(if possible and accident circumstances dictate)       | 90      | RF seatbelt - pillar guide loop (D-ring)                 |
|         | Overhead view (if possible)                                               | 91-92   | RF seatbelt - buckle (side view-inboard & outboard)      |
| 43-44   | Engine compartment (hood open)                                            | 93      | RF seatbelt - buckle (end view)                          |
| 45-48   | Engine compartment close-ups (hood open)                                  |         |                                                          |
|         | Front airbag sensors (where applicable)                                   |         | <u>CASE BY CASE BASIS</u>                                |
| 49      | Driver side open door view (angled forward)                               |         | LR seatbelt - seatbelt label(s)                          |
| 50-57   | Driver seat position<br>(perpendicular view documenting initial position) |         | LR seatbelt - overall                                    |
| 52      | Overview of drivers seating area (downward view)                          |         | LR seatbelt - webbing (any marks-note location)          |
| 53      | Driver knee bolster area                                                  |         | LR seatbelt - latchplate metal (both sides)              |
| 54      | Driver side upper instrument panel                                        |         | LR seatbelt - latchplate pass through (both sides)       |
| 55-57   | Header and visor area                                                     |         | LR seatbelt - pillar guide loop (D-ring)                 |
| 55-57   | Headliner over driver and passenger seating area                          |         | LR seatbelt - buckle (side view-inboard & outboard)      |
| 58-66   | Driver "front" airbag overall                                             |         | LR seatbelt - buckle (end view)                          |
| 67-68   | Close-ups of any marks on driver "front" airbag                           |         | CR seatbelt - seatbelt label(s)                          |
| 67-68   | Driver "front" airbag deployment door (upper)                             |         | CR seatbelt - overall                                    |
| 67-68   | Driver "front" airbag deployment door (lower)                             |         | CR seatbelt - webbing (any marks-note location)          |
| 69-70   | Steering wheel rim side view                                              |         | CR seatbelt - latchplate metal (both sides)              |
| 71      | Passenger side open door view (angled forward)                            |         | CR seatbelt - latchplate pass through (both sides)       |
| 72-73   | RF seat position<br>(perpendicular view documenting initial position)     |         | CR seatbelt - buckle (side view-inboard & outboard)      |
| 74      | Overview of RF seating area (downward view)                               |         | CR seatbelt - buckle (end view)                          |
| 75      | RF knee bolster area                                                      |         | RR seatbelt - seatbelt label(s)                          |
| 76      | RF upper instrument panel                                                 |         | RR seatbelt - overall                                    |
| 77      | RF passenger "front" airbag overall                                       |         | RR seatbelt - webbing (any marks-note location)          |
| 77      | Close-ups of any marks on RF pass. "front" airbag                         |         | RR seatbelt - latchplate metal (both sides)              |
| 77      | RF passenger "front" airbag deployment door                               |         | RR seatbelt - latchplate pass through (both sides)       |
| 79      | Driver "side" airbag                                                      |         | RR seatbelt - pillar guide loop (D-ring)                 |
| 79      | RF passenger "side" airbag                                                |         | RR seatbelt - buckle (side view-inboard & outboard)      |
|         | Left curtain airbag                                                       |         | RR seatbelt - buckle (end view)                          |
|         | Right curtain airbag                                                      |         | Any visible prior damage (unrelated to subject accident) |
|         |                                                                           |         | Prior repairs to vehicle                                 |
|         |                                                                           |         | Extrication/towing damage                                |
|         |                                                                           |         | Any non-OEM components (accessories, etc.)               |
|         |                                                                           |         | Center console SRS diagnostic module (if necessary)      |
| 80      | Drivers seatbelt - seatbelt label(s)                                      |         |                                                          |
| 81      | Drivers seatbelt - overall                                                |         |                                                          |
| 81      | Drivers seatbelt - webbing (any marks-note location)                      |         |                                                          |
| 82-83   | Drivers seatbelt - latchplate metal (both sides)                          |         |                                                          |
| 82-83   | Drivers seatbelt - latchplate pass thru (both sides)                      |         |                                                          |
| 84      | Drivers seatbelt - pillar guide loop (D-ring)                             |         |                                                          |
| 85-86   | Driver seatbelt - buckle (side view-inboard & outboard)                   |         |                                                          |
| 87      | Drivers seatbelt - buckle (end view)                                      |         |                                                          |

*If photographs of deformation (damage) is not possible due to inspection conditions such as lighting or proximity, describe deformation (damage) below:*

# Incident Investigation Report

CAR #: CA6453002N

Claimant: [REDACTED]

VIN: JN8AS58T99W [REDACTED]

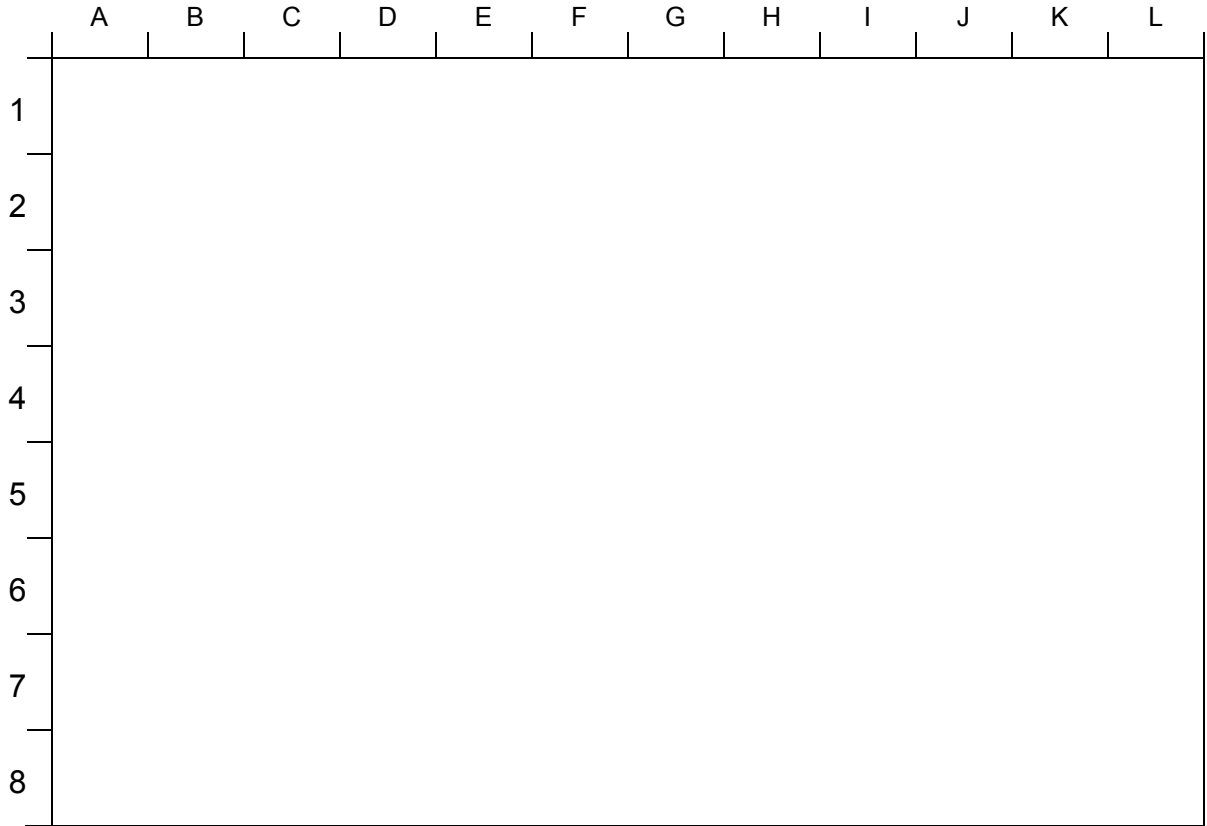


PHOTO 1.



PE15-001

NISSAN

4/2/2015

ATTACHMENT A

Request Number Four

INCIDENT INVESTIGATION  
REPORTS

██████████.JN8AS58T99W██████████

Photos.██████████.PE15.001

PULL















MINI

AUTOMOBILES

ONLY FOR AUTOMOBILES  
PART NO. 209,302  
USE ONLY IN  
VEHICLE WITH AN AIR BAG  
FUNCTION WITH AN AIR BAG  
DANS UN VEHICULE  
A AIR BAG  
GONFLABLE

6094469

2008

Autoliv Japan Ltd.

8808

PRLE

POUR ENFANT

ORIENTE VERS

L'AVANT

SEULEMENT

SECURITE LA CEINTURE DE

SECURITE COMPLETEMENT

POUR LA METTRE EN MODE

DE BLOCCAGE

VOIR MANUEL DU

CONDUCTEUR

어린이 보호장치는  
제조사 설명을 하십시오



FRONT FACING  
CHILD RESTRAINT  
ONLY  
EXTEND BELT TO PUT  
IN THE LOCK MODE.  
SEE OWNER'S  
MANUAL

SEGE DE RETENUE  
POUR ENFANT  
ORIENTE VERS  
L'AVANT  
SEULEMENT  
ETENDRE LA CEINTURE DE  
SECURITE COMPLETEMENT  
POUR LA METTRE EN MODE  
DE BLOCAGE.

VOIR MANUEL DU  
CONDUCTEUR

어린이 보호장치는  
완전히 견방을 향하도록  
하십시오.  
안전하게 밀착시켜 고정하십시오.  
사용설명서를 보십시오.

8674008















MFD. BY NISSAN MOTOR CO., LTD.

DATE 9/08

GVWR/PNBV 4339 LBS.

GAWR/PNBE FR. 2291 LBS.

WITH P225/60R17TIRE,

17X7 RIMS. AT 33 PSI

COLD SINGLE.

GAWR/PNBE RR. 2064 LBS.

WITH P225/60R17TIRE,

17X7 RIMS. AT 33 PSI

COLD SINGLE.

THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE

VIN: JN8AS58T99W

TYPE: MPV

COLOR

TRIM

AXLE

ENGINE

GB61

QR25(DE) 2488CC





















VICTORY  
NISSAN  
ROGUE





VICTORY  
NISSAN  
DECKED IN  
ROGUE





VICTORY  
Nissan  
ROGUE

SL



































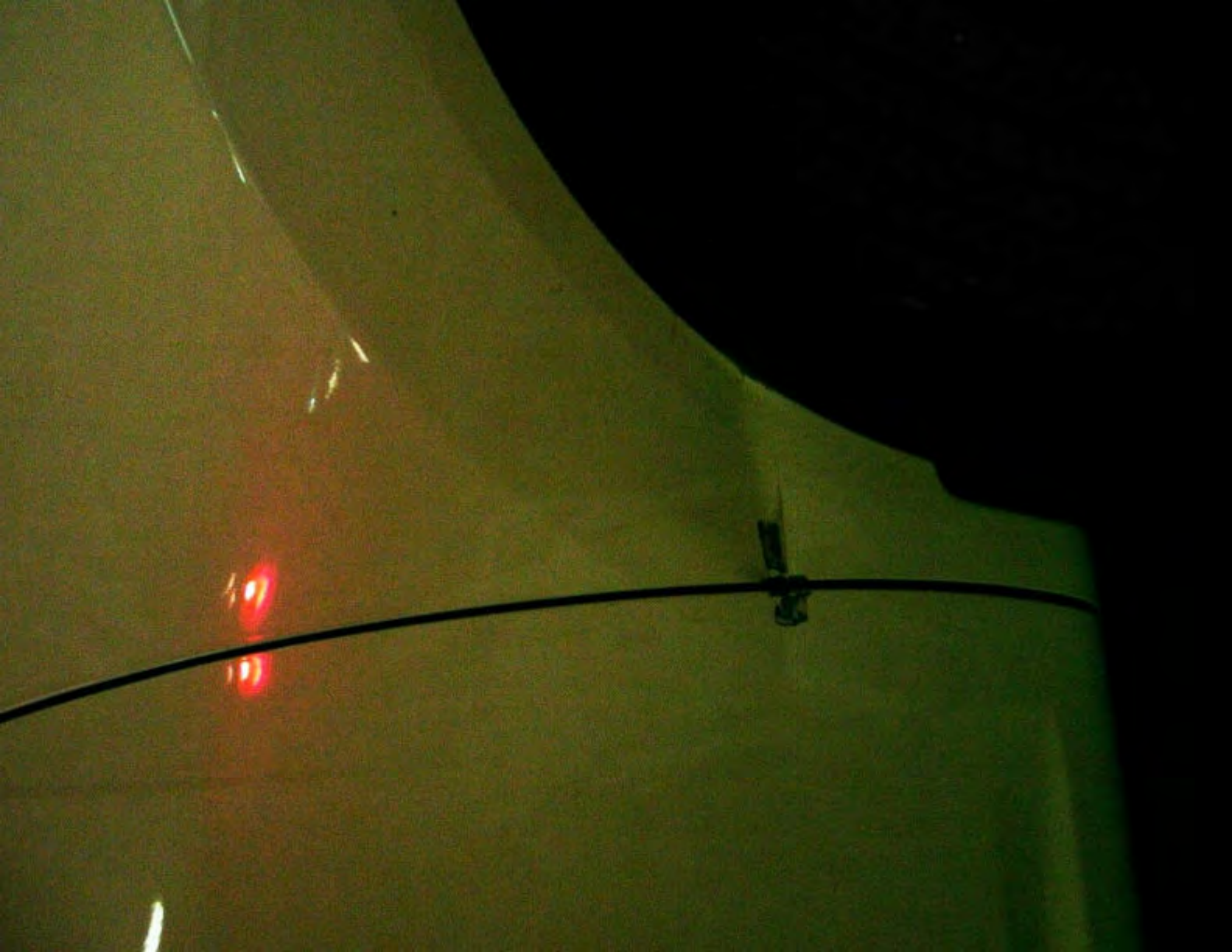












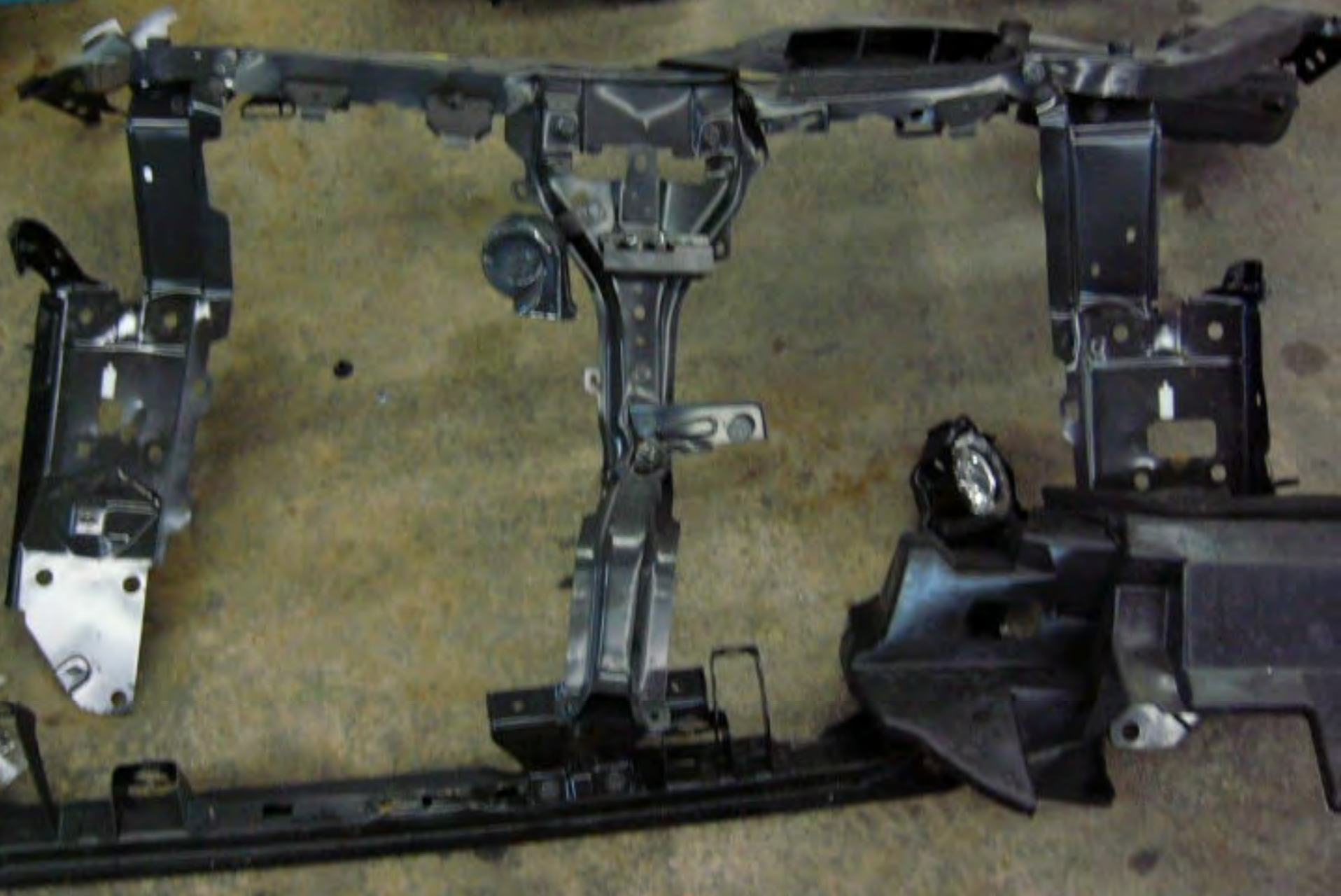








































EMR 509642









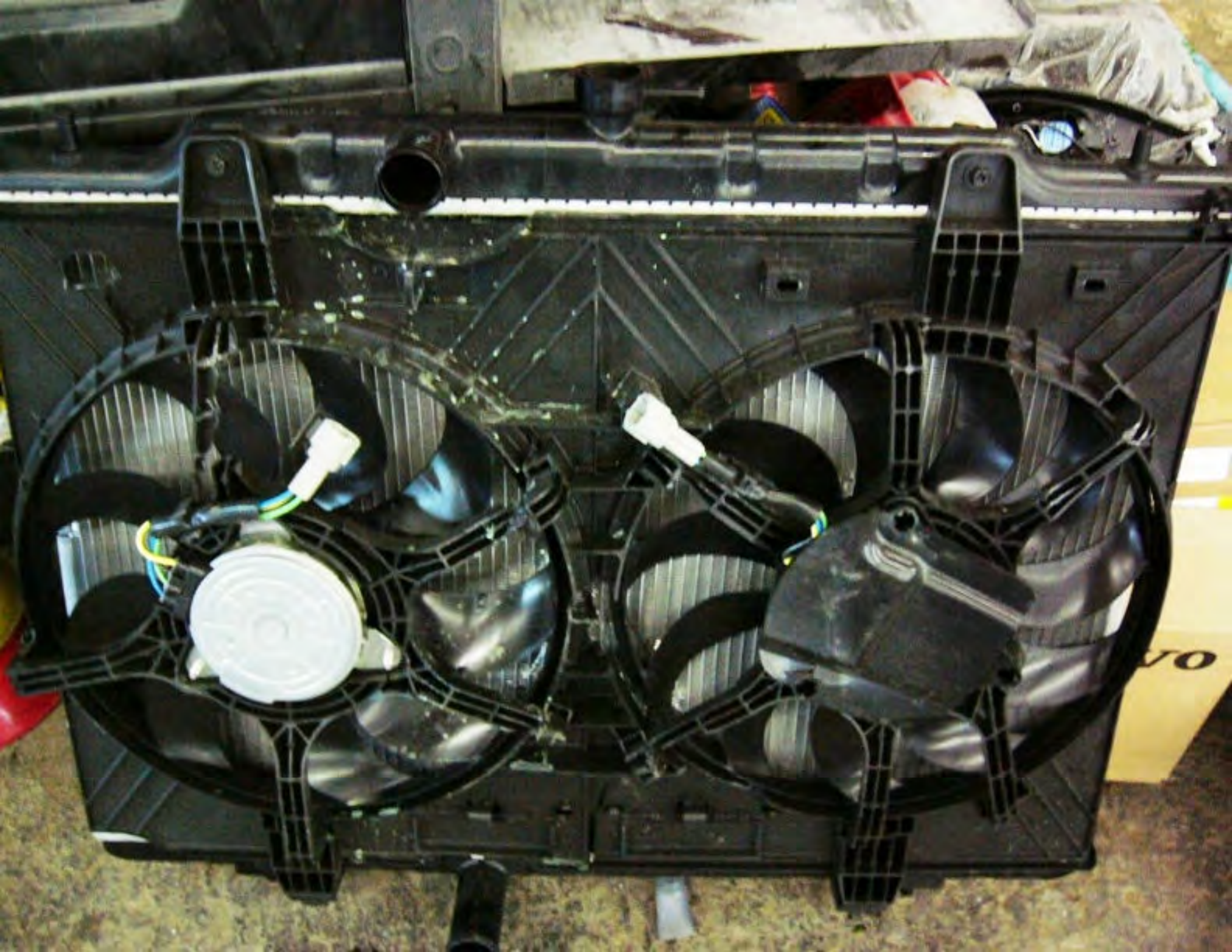


10W  
MOTOR OIL













































NISSAN





















368

PUSH OR  
PUSH OFF





**⚠ WARNING: HIGHER ROLLOVER RISK**

|                                                                                   |                                                                                                                               |                                                                                     |
|-----------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
|  | Avoid Abrupt Maneuvers<br>and Excessive Speed.<br><br>Always Buckle Up.<br><br>See Owner's Manual<br>For Further Information. |  |
|-----------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|

**⚠ AVERTISSEMENT: PLUS GRAND RISQUE DE CULBUTAGE**

*Évitez les manoeuvres brusques et la vitesse excessive.*

*Bouclez toujours votre ceinture et celle des passagers.*

*Reportez-vous au Manuel de l'utilisateur pour un complément d'information.*

  
**AIRBAG WARNING**  
*FLIP VISOR OVER*  
**COUSSIN GONFLABLE AVERTISSEMENT**  
*VOIR L'AUTRE CÔTÉ DU PARE-SOLEIL*

UK

**⚠ WARNING**

**EVEN WITH ADVANCED AIR BAGS**

- Children can be killed or seriously injured by the air bag
- The back seat is the safest place for children
- Never put a rear-facing child seat in the front
- Always use seat belts and child restraints
- See owner's manual for more information about air bags



**⚠ AVERTISSEMENT**

**MÊME AVEC DES COUSSINS GONFLABLES PERFECTIONNÉS**

- Les enfants peuvent être blessés grièvement ou mortellement
- La banquette arrière est la place la plus sécuritaire pour les enfants
- Ne Jamais mettre un siège d'enfant à orientation vers l'arrière sur un siège avant
- Toujours utiliser les ceintures de sécurité et les dispositifs de retenue d'enfant
- Pour de plus amples renseignements sur les coussins gonflables, consultez le manuel du conducteur





**AIRBAG WARNING**  
Please read the owner's manual for complete instructions.  
Do not place any objects on the airbag cover.  
Do not attempt to repair or modify the airbag system.  
Do not use the airbag cover as a storage compartment.  
Do not use the airbag cover as a seat or support for any person or object.  
Do not use the airbag cover as a step or platform.  
Do not use the airbag cover as a work surface.  
Do not use the airbag cover as a surface for any sharp or pointed objects.  
Do not use the airbag cover as a surface for any hot or flammable objects.  
Do not use the airbag cover as a surface for any liquid or spillable substances.  
Do not use the airbag cover as a surface for any heavy or bulky items.  
Do not use the airbag cover as a surface for any items that could obstruct the driver's view or the operation of the vehicle's controls.  
Do not use the airbag cover as a surface for any items that could become projectiles in the event of a crash.  
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**ALL INFORMATION**  
Please read the owner's manual for complete instructions.  
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AIRBAG

3E3

LOCKE



























SRS AIRBAG





SRS AIRBAG



END AIRBAG

RMNI

MOBILES

BELT FOR AUTOMOBILES  
ONLY IN  
209,302  
MVSS 209,302 ONLY BAG  
WITH AN AIR BAG  
UNION WITH AN VEHICULE  
DANS UN VEHICULE  
GONFLABLE

: 6094469

: 2008

: Autoliv Japan Ltd

: 8808

MODEL  
MFD. DATE  
MFD. BY  
LOT NO.

PRLE

INFANT  
VEPS











