NISSAN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]			
[redacted] [redacted] Desc	Date-Open TL	Date-Revision TL	Date-Close TL	
[redacted] FULL	4/4/2017	10/22/18	4/5/17	

Text-Incd Desc TL

See Comments

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
128	[redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	JN8AT2MV1HW[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	4172	22617	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	K23
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	10/25/2016	12/28/2016	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
K03 PLATINUM PACKAGE
L92 FLOOR MATS (2-PIECE FRONT AND
M92 RETRACTABLE CARGO COVER
P01 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
X03 PLATINUM RESERVE INTERIOR
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
CV26	26	NISSAN NORTH AMERIC	SOMERSET	New Jersey

Serv Dlr TL

Code	Region	Name	City	State
5563	26	GARDEN CITY NISSAN	HEMPSTEAD	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED | Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

WHEN DRIVING THE FRONT COLLISION PREVENTION ACTIVATES ON ITS OWN WHEN NOTHING IS IN FRONT OF

Created by Survey Site Guest User at 2017-04-04 12:13:14

Customer Comments: WHEN DRIVING THE FRONT COLLISION PREVENTION ACTIVATES ON ITS OWN WHEN NOTHING IS IN FRONT OF IT.

Technician Findings: CUSTOMER STATES FEB ACTIVATES BY ITSELF ON OPEN ROADS.CK CODES NONE,CK TSBS NONE,PERF DATA BASE SEARCH NO RESULTS.TEST DROVE 1 MI

LE THEN TEST DROVE 8 MILES.NO CODES COULD NOT DUPLICATE CONCERN

Repairs Made: NONE

Created by David Blunkall at 2017-04-04 12:44:18

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Recommended Action: DUPLICATE

Recommendation Detail: See Comments

Customer Comments: WHEN DRIVING THE FRONT COLLISION PREVENTION ACTIVATES ON ITS OWN WHEN NOTHING IS IN FRONT OF IT.

Technician Findings: CUSTOMER STATES FEB ACTIVATES BY ITSELF ON OPEN ROADS.CK CODES NONE,CK TSBS NONE,PERF DATA BASE SEARCH NO RESULTS.TEST DROVE 1 MI

LE THEN TEST DROVE 8 MILES.NO CODES COULD NOT DUPLICATE CONCERN

Repairs Made: NONE

Created by David Blunkall at 2017-04-04 12:53:29

Description:

CUSTOMER STATES FEB ACTIVATES BY ITSELF ON OPEN ROADS.CK CODES NONE,CK TSBS NONE,PERF DATA BASE SEARCH NO RESULTS.TEST DROVE 1 MILE THEN TEST DROVE 8

MILES.NO CODES COULD NOT DUPLICATE CONCERN

Recommendation:

Check radar sensor mounting for loose condition.

Inspect for debris or obstructions on sensor.

REF OWNERS MAN 5-84:

In some road or traffic conditions, the

FEB system may unexpectedly apply

partial braking. When acceleration is

necessary, continue to depress the accelerator

pedal to override the system

Created by Michael Cramer at 2017-04-05 09:30:23

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

Description:

Radar mounting is solid

No debris or obstructions found concerning the radar sensor

Dealer is unable to duplicate abnormal operation

Recommendation:

Sounds like we may be experiencing normal operation.

Due to the nature of the FEB system, there are limitations.

Please refer to the owner?s manual for proper system operation.

Limitation examples are provided on 5-84 in the owner?s manual.

Created by Michael Cramer at 2017-04-05 09:31:23

Description:

Radar mounting is solid

No debris or obstructions found concerning the radar sensor

Dealer is unable to duplicate abnormal operation

Recommendation:

Sounds like we may be experiencing normal operation.

Due to the nature of the FEB system, there are limitations.

Please refer to the owner?s manual for proper system operation.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Limitation examples are provided on 5-84 in the owner?s manual.

NISSAN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	6/20/2017	10/22/18	6/20/17

Text-Incd Desc TL

-see comments

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	JN8AT2MVXHW[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	590	29417	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	G41

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	4/6/2017	5/29/2017	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2-PIECE FRONT AND
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3670	26	LEGEND NISSAN, LTD	SYOSSET	New York

Serv Dlr TL

Code	Region	Name	City	State
3670	26	LEGEND NISSAN, LTD	SYOSSET	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	Y	6/21/2017	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: SM to contact Nissan C.A.

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

Vehicle stops in middle of the rail road tracks auto breaking 2x

Created by Survey Site Guest User at 2017-06-20 10:00:21

Customer Comments: Vehicle stops in middle of the rail road tracks auto breaking 2x

Technician Findings: CUST SAID AUTO BREAKING LIGHT COMES ON EVERY TIME CROSSING RAIL RD TRACKS...I HAVE PAST CODES

Repairs Made: NONE

Created by Brian Terk at 2017-06-20 11:19:57

-DESCRIPTION:

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-all vehicle operation is normal as tested at dealer

-customer states vehicle stops, auto brakes in middle of all railroad tracks

-ICC/ADAS

C1B53 SIDE RDR R MALF ??????????????????CURRENT

C1B54 SIDE RDR L MALF ??????????????????.CURRENT

U1000 CAN COMM CIRCUIT ??????????????????.CURRENT

C1B53 SIDE RDR R MALF -04??????????????????.PAST

U100-01?????????

-case opening indicates no aftermarket or factory accessories installed

-RECOMMENDATION DETAIL:

-ICC/ADAS past code noted of U100-01 is missing a digit

-case notes indicated the vehicle has past codes

-codes noted in your case opening DTC columns have some codes stored in the current column and some in the past column

-what codes are current?

-what codes are past?

-is there a specific location the customer states this happens at? If so have we test driven the vehicle there yet?

-F1 DTS request sent due to new vehicle incident

-

Created by Brian Terk at 2017-06-20 11:23:30

-DTS inspection date set for 06/21/2017

Created by Brian Terk at 2017-06-20 12:37:45

-DESCRIPTION:

-Out-call to dealer and dealer email reply received, updated case summary below

-customer states that on 2 occasions when crossing the same set of tracks there was an FEB warning on the meter and then the vehicle began to auto sto

p and did stop completely on the tracks

-technician is familiar with the crossing and crosses the same tracks at times, tracks are rasied and could be detected by sensor

-all vehicle operation is normal as tested at dealer but vehicle has not been tested on railroad crossings, nearest crossings are over 20 miles away

-ICC/ADAS

C1B53 SIDE RDR R MALF ??????????????????PAST

C1B54 SIDE RDR L MALF ??????????????????.PAST

U1000 CAN COMM CIRCUIT ??????????????????....PAST

C1B53-04 SIDE RDR R MALF.??????????????????...PAST

-case opening indicates no aftermarket or factory accessories installed

-RECOMMENDATION DETAIL:

-tss to research and follow up

-

Created by Brian Terk at 2017-06-20 14:58:53

-DESCRIPTION:

-Out-call to dealer and dealer email reply received, updated case summary below

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-customer states that on 2 occasions when crossing the same set of tracks there was an FEB warning on the meter and then the vehicle began to auto sto

p and did stop completely on the tracks

-technician is familiar with the crossing and crosses the same tracks at times, tracks are rasied and could be detected by sensor

-all vehicle operation is normal as tested at dealer but vehicle has not been tested on railroad crossings, nearest crossings are over 20 miles away

-ICC/ADAS

C1B53 SIDE RDR R MALF ??????????????????PAST

C1B54 SIDE RDR L MALF ??????????????????.PAST

U1000 CAN COMM CIRCUIT ????????????????....PAST

C1B53-04 SIDE RDR R MALF.????????????????...PAST

-case opening indicates no aftermarket or factory accessories installed

-RECOMMENDATION DETAIL:

-Tech Line recommends that your Service Manager opens a case with Nissan consumer affairs and follows whatever recommendations they may have due to th

e customer believes this is a safety concern

-also please note that a DTS request was sent due to low mileage in an F1 market

-

Created by Brian Terk at 2017-06-26 07:57:47

-DTS inspection results:

CONCERN: FCP activation when approaching particular set of train tracks.

CAUSE: Normal operation.

FINDINGS: Upon inspection, found that the vehicle is operating as designed.

DTS drove vehicle 15 miles with no duplication of any abnormal operation.

Found codes stored are not current. the FFD indicates odo of 0 miles at the of DTC trigger.

Customer states issue only occurs as he approaches a particular set of train tracks.

Found in all other conditions, vehicle operates as designed.

Performed inspection of train tracks, and found that the train tracks are raised pavement up to the tracks from the road.

Advised dealer that the system is activating due to the object being detected that is the pavement.

Advised the system is operating as designed.

Advised the dealer to direct the customer to drive the vehicle and see is issue occurs at any other situations other than that location.

STATUS: Vehicle to be returned to the customer.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	7/25/2017	10/22/18	7/25/17

Text-Incd Desc TL

see comments

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	5N1AT2MV9HC[redacted]
Mileage-Initial TL	**Mileage-Current TL**	**Code-NNA Model VC**	**Code-Body Type TL**
0	4513	22617	
Code-Engine Prefix VC	**Number-Engine Serial VC**	**Code-Trans Type VC**	**Code-Vehicle Color VC**
QR25	[redacted]	CVT	RBY
Name-Plant VC	**Date-Manufacture VC**	**Date-In Service TL**	**Code-Distributor TL**
Smyrna (NMM)	10/28/2016	3/26/2017	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2-PIECE FRONT AND
P01 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5639	26	NISSAN OF WESTBURY,	HICKSVILLE	New York

Serv Dlr TL

Code	Region	Name	City	State
2214	26	NISSAN 112 SALES CORP	PATCHOGUE	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	Y	8/3/2017	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

CAR RANDOMLY JAMS ON THE BRAKES WHEN DRIVING

Created by Survey Site Guest User at 2017-07-25 09:52:55

Customer Comments: CAR RANDOMLY JAMS ON THE BRAKES WHEN DRIVING

Technician Findings: C/S CAR RANDOMLY JAMS ON THE BRAKES WHEN DRIVING AND WHEN FOOT IS ON THE GAS AT THIS TIME I DID NOT FINE NOTHING WRONG THE CAR

SEEMS TO BE DRING FINE

Repairs Made: NONE AT THIS TIME

Created by Billy Haines at 2017-07-25 10:27:52

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Description:

C/s car randomly jams on the brakes when driving and when foot is on the gas at this time i did not fine nothing wrong the car seems to be driving fin

e.

Recommendation:

Sometimes the symptom is not present when the vehicle is brought in for service. If possible, re-create the conditions present at the time of the inci

dent. Doing so may help avoid a No Trouble Found.

Get a thorough description of the incident from the customer. It is important for simulating the conditions of the problem.

Please refer to ESM GI-46 for intermittent incident.

Per ESM CCS-113 Diagnosis Procedure - (49)

1.CHECK ICC SENSOR POWER SUPPLY AND GROUND CIRCUIT

Check power supply and ground circuit of ICC sensor. Refer to CCS-126, "ICC SENSOR : Diagnosis Procedure".

Is the inspection result normal?

YES >> Replace ICC sensor. Refer to CCS-145, "Removal and Installation".

NO >> Repair or replace the malfunctioning parts.

Created by Billy Haines at 2017-07-25 10:38:38

DTS Inspection Date 8/3/2017 11:00 AM

Created by Billy Haines at 2017-08-08 04:04:00

DTS Notes:

CAUSE: Front Laser radar unit.

FINDINGS: Upon arrival at the dealer, found the vehicle is no longer at the dealer.

Dealer reports that the connections were inspected as per TL's recommendation to no resolution, and the Laser radar unit was ordered.

STATUS: Vehicle has been returned to the customer pending vehicle return for part installation.

DTS advised the dealer when the vehicle returns to the dealer, gather from the customer information on exactly where the issue occurs on a map and att

empt to duplicate the undesired FEB activation.

Dealer to follow up with information.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]		
[redacted] [redacted] Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted] FULL	7/27/2017	10/22/18	7/27/17

Text-Incd Desc TL

see comments

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	JN8AT2MV6HW[redacted]
Mileage-Initial TL	*Mileage-Current TL*	*Code-NNA Model VC*	*Code-Body Type TL*
0	6092	22617	
Code-Engine Prefix VC	*Number-Engine Serial VC*	*Code-Trans Type VC*	*Code-Vehicle Color VC*
QR25	[redacted]	CVT	K23
Name-Plant VC	*Date-Manufacture VC*	*Date-In Service TL*	*Code-Distributor TL*
KYUSHYU (NML)	11/3/2016	12/30/2016	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
K03 PLATINUM PACKAGE
L92 FLOOR MATS (2-PIECE FRONT AND
P01 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
1847	24	CONTINENTAL NISSAN	COUNTRYSIDE	Illinois

Serv Dlr TL

Code	Region	Name	City	State
5561	24	ZEIGLER NISSAN ORLAND PK	ORLAND PARK	IL

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — *Flag-Attachment TL:* Y

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

WHEN DRIVING 40MPH AFTER A WHILE CAR WILL MAKE A BEEPING NOISE AND THE VEHICLE WILL BRAKE BY

Created by Survey Site Guest User at 2017-07-27 12:54:34

Customer Comments: WHEN DRIVING 40MPH AFTER A WHILE CAR WILL MAKE A BEEPING NOISE AND THE VEHICLE WILL BRAKE BY ITSELF

Technician Findings: C/S WHEN DRIVING AT 40 MPH AFTER A WHILE VEHICLE WILL MAKE BEEPING NOISE AND THEN BRAKE BY ITS SELF. CUSTOMER THINKS FEB IS OPERA

TING. CUST UNSURE OF ANY LIGHTS ON DASH. C/S NOT DURRING ICC OPERATION. TEST DROVE 66 MILES OVER 2 DAYS NO ISSUES. NO DTCS. FEB HISTORY SHOW NO RECORD

OF OPERATING. C/S HAD AT ANOTHER DEALER TWICE FOR SAME CONCERN. LOOKING FOR ADVISE DUE TO SENSITIVE NATURE OF FEB OPERATION.

Repairs Made: NONE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Kenneth Walker at 2017-07-27 14:58:43

FEB randomly engages on its own

Third time to a dealer for this concern

Brakes apply during concern

Does not occur during ICC usage

Drove 66 miles over 2 days without duplication

No FEB operation history

Recommendation:

Check for foreign objects/debris on Lane camera and ICC radar assy

Verify lane camera is not loose in its mounting

Verify no aftermarket accessories interfering with sensors operation, IE paint films, covers, etc

Inspect for front license plate and or mounting bracket trauma on front bumper

A traumatized bracket, plate, or even a license plate surround can affect operation off the radar unit

Obtain from customer the conditions the concern occurs, attempt to duplicate under similar conditions

Created by Kenneth Walker at 2017-08-02 08:49:26

Tech replied with:

?Have driven over 100 miles without duplication. Inspected items recommended. The only thing that stands out to me is the first thing noted a new chro

me license plate frame. Wondering if it is possible that at times of bright, direct sunlight, if the reflection off the frame could "dazzle" the icc s

ensor or lane camera causing interruption. However still unable to duplicate on sunny days. Please see attached photos.?

Recommendation:

The license plate bracket is most like the cause of the concern

Remove aftermarket accessory and recheck

If no longer occur, concern is customer equipment related

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	9/6/2017	10/22/18	9/6/17

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
165	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	JN8AT2MV1H[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	6424	22617	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	K23
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	10/25/2016	12/28/2016	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
K03 PLATINUM PACKAGE
L92 FLOOR MATS (2-PIECE FRONT AND
M92 RETRACTABLE CARGO COVER
P01 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
X03 PLATINUM RESERVE INTERIOR
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
CV26	26	NISSAN NORTH AMERIC	SOMERSET	New Jersey

Serv Dlr TL

Code	Region	Name	City	State
5563	26	GARDEN CITY NISSAN	HEMPSTEAD	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED
Flag-Attachment TL: Y

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

When Driving the front collision prevention activates on its own when there is nothing in front of the vehicle

Created by Survey Site Guest User at 2017-09-06 11:22:35

Customer Comments: When Driving the front collision prevention activates on its own when there is nothing in front of the vehicle

Technician Findings: customer is complaining of unwanted brake activation. Has happened 3 times. Last time was 9/3. driving 30mph hears buzzing and ca

r slows to 5mph quickly then releases and drives fine. Tech can not duplicate. ABS U1002, BCM u1000-00 and Laser radar C1a16-97. all past with counter

at 39. ICC works correctly and The FEB light comes on when getting close to car. did no have guts to see if it would stop with the FEB.

Repairs Made: none

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by John Irion at 2017-09-06 11:39:36

Description:

customer is complaining of unwanted brake activation. Has happened 3 times. Last time was 9/3. driving 30mph hears buzzing and car slows to 5mph quick

ly then releases and drives fine. Tech can not duplicate. ABS U1002, BCM u1000-00 and Laser radar C1a16-97. all past with counter at 39. ICC works cor

rectly and The FEB light comes on when getting close to car. did no have guts to see if it would stop with the FEB.

Recommendation:

Do not attempt to test the forward emergency braking system.

Please provide printout of all pages of CAN DIAG SUPPORT MONITOR.

Has the vehicle had any previous repairs or collision repairs?

Created by John Irion at 2017-09-06 12:45:39

Description:

As far as I know there has never been and accident. The Dealership did

have the rear bumper repaired last visit. The rear bumper got scratched.

They customer was having this issue before that. I am sending pdf files

withe the Codes, Freeze Frame and CAN monitor sheets.

Recommendation:

Please replace the ICC sensor.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	10/3/2017	10/22/18	10/3/17

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	KNMAT2MV6HP[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	1141	29417	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	K23
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	6/14/2017	8/21/2017	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2-PIECE FRONT AND
N10 AUTO DIMMING INSIDE MIRROR
S10 FOG LAMPS
U01 SV PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3078	26	HILLTOP NISSAN, INC.	EAST HANOVER	New Jersey

Serv Dlr TL

Code	Region	Name	City	State
3078	26	HILLTOP NISSAN, INC.	EAST HANOVER	NJ

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED
Flag-Attachment TL: Y

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: No repair recommended

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CUSTOMER STATES CK EMERGENCY BREAKING SYSTEM STOPS WHEN TRYING TO ENTER OPEN DOOR

Created by Survey Site Guest User at 2017-10-03 12:10:03

Customer Comments: CUSTOMER STATES CK EMERGENCY BREAKING SYSTEM STOPS WHEN TRYING TO ENTER OPEN DOOR

Technician Findings: FORWARD BREAKING SYSTEM ACTIVATING ONLY HAPPENS AT HER GARAGE [redacted] CLIFFSIDEPARK NEW JERSEY 07010 I DID GO TO HER GARAGE AND DUPLICATE PROBLEM,PROBLEM ONLY HAPPENS WHEN CUSTOMER EXIT THE GARAGE AND THERE IS MIRROR FRONT OF VEHICLE ON THE RIGHT WHEN YOU ARE EXITING I

WILL ATTACH PICTURES OF GARAGE SEEM LIKE MIRROR REFLECTION AND FORWARD BREAKING SYSTEM SEEING VEHICLE IF SHE AVOIDS MIRROR IT WORKS FINE NO DTC STORE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

D EVERYTHING SEEM TO BE WORKING FINE AND AGAIN ONLY HAPPENS IN TAHT GARAGE AND AT THE EXIT DOOR PICTURES ATTACHED THANKS

Repairs Made: NONE

Created by Kenneth Walker at 2017-10-03 12:49:01

FEB engages at customer?s residence

Only occurs at the customers garage complex

There is a mirror that can be seen in garage that resides in front of vehicle

Not setting any codes

Recommendation:

If the concern is only occurring when there is a mirror present, or going up a steep incline, then no repair recommended. This is being caused by out

side environmental factors that are beyond our control. This not a vehicle concern. There are not any testing procedures to verify FEB operation oth

er than DTC inspection.

Created by Kenneth Walker at 2017-10-03 12:50:07

Heads up sent on 2017-10-03 12:50:06 to [redacted]

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	10/16/2017	10/22/18	10/16/17

Text-Incd Desc TL

see comments

Code-TSS1 TL [redacted] Code-TSS1 TL Name [redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	KNMAT2MT4H[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	4972	29117	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	G41
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	5/30/2017	7/16/2017	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2-PIECE FRONT AND
M92 RETRACTABLE CARGO COVER
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
A000	34	COMPANY VEHICLES	FRANKLIN	TN

Serv Dlr TL

Code	Region	Name	City	State
5668	44	NISSAN OF DOWNTOWN LA	LOS ANGELES	CA

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	Y	10/16/2017	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CUTOMER STATES SHE WAS DRIVING AROUND 60 TO 65 MPH VEHCILE STARTED TO BEEP THEN STARTED TO

Created by Survey Site Guest User at 2017-10-16 12:48:47

Customer Comments: CUTOMER STATES SHE WAS DRIVING AROUND 60 TO 65 MPH VEHCILE STARTED TO BEEP THEN STARTED TO BRAKE BY ITSELF , TOWED IN

Technician Findings: FOUND NO DTC , CUSTOMER STATES VEHICLE STARTING BEEPING AND STARTED TO BRAKE

Repairs Made: NONE

Created by Billy Haines at 2017-10-16 13:34:07

Description:

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Found no dtc , customer states vehicle starting beeping and started to brake

Recommendation:

What is the exact location of the alleged forward emergency braking activation? (Gather address of intersection or road if possible).

Are we able to gather a photo or a video of the exact location?

Any and all landmarks where the event occurred.

Created by Billy Haines at 2017-10-16 13:52:24

DTS Notes:

Cause: Under investigation

Correction: None at this time.

Status: Pending

NISSAN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	10/18/2017	3/5/19	10/18/17

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	5N1AT2MTXHC[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
3025	12104	22517	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	QAB
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	2/7/2017	3/18/2017	

Installed Options

C03 50 STATE EMISSIONS
E10 PREMIUM PAINT $
K03 PLATINUM PACKAGE
L92 FLOOR MATS (2-PIECE FRONT AND
P01 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
X03 PLATINUM RESERVE INTERIOR
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
98003	48	NEW CITY NISSAN	HONOLULU	Hawaii

Serv Dlr TL

Code	Region	Name	City	State
98003	48	NEW CITY NISSAN	HONOLULU	HI

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED
Flag-Attachment TL: Y

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: operating as designed, only happens in one specific parking lot

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

C/S THE FORWARD COLLISION LITE COMES ON AND ACTIVATED THE BRAKES, DOWNHILL [redacted]

Created by Survey Site Guest User at 2017-10-18 13:09:39

Customer Comments: WHEN DRIVING UP OR DOWN THE [redacted] PARKING RAMP, THE BRAKES LOCK UP AND WARNINGLIGHT FLASHES LIKE THERE IS SOMEONE WALKING I

N FRONT OF THE VEHICLE. SHE SAID IT HAPPENED WHEN GOING DOWN THE OPPOSITE RAMP. MAJORITY OF THE TIME ITS ON AN INCLINE.

Technician Findings: VERIFED CUSTOMER CONCERN WITH CUSTOMER VEHICLE. FEB WARNING LAMP ILLUMINATES AND CHIMES INTERMITTENTLY. FEB ALSO ENGAGES AT ONE

PARTICULAR LOCATION IN THE [redacted] SHOPPING CENTER (EWA) WEST PARKING STRUCTURE. FEB WARNING FLASHES AND CHIMES GOING UP THE STRUCTURE RAMP.AND FEB

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ENGAGES AT ONE PARTICULAR SECTION OF THE RAMP COMING DOWN THE STRUCTURE. ROAD TESTED KGV AT SAME LOCATION AND SAME EXACT RESULTS PRESENT. SUBMITTING

A REPORT AS A REFERENCE. ISSUE IS MOST LIKELY RELATED TO THE DESIGN OF THE PARKING STRUCTURE.

Repairs Made: NONE

Created by Steve Berger at 2017-10-18 13:39:05

Description:

Customer Comments: WHEN DRIVING UP OR DOWN THE [redacted] PARKING RAMP, THE BRAKES LOCK UP AND WARNINGLIGHT FLASHES LIKE THERE IS SOMEONE WALKING I

N FRONT OF THE VEHICLE. SHE SAID IT HAPPENED WHEN GOING DOWN THE OPPOSITE RAMP. MAJORITY OF THE TIME ITS ON AN INCLINE.

Technician Findings: VERIFED CUSTOMER CONCERN WITH CUSTOMER VEHICLE. FEB WARNING LAMP ILLUMINATES AND CHIMES INTERMITTENTLY. FEB ALSO ENGAGES AT ONE

PARTICULAR LOCATION IN THE [redacted] SHOPPING CENTER (EWA) WEST PARKING STRUCTURE. FEB WARNING FLASHES AND CHIMES GOING UP THE STRUCTURE RAMP.AND FEB

ENGAGES AT ONE PARTICULAR SECTION OF THE RAMP COMING DOWN THE STRUCTURE. ROAD TESTED KGV AT SAME LOCATION AND SAME EXACT RESULTS PRESENT. SUBMITTING A

REPORT AS A REFERENCE. ISSUE IS MOST LIKELY RELATED TO THE DESIGN OF THE PARKING STRUCTURE.

Repairs Made: NONE

Recommendation:

Thank you for the update on this. I will forward this information to engineering and follow up within 24 hours.

Created by Steve Berger at 2017-10-18 13:49:39

Heads up sent on 2017-10-18 13:49:38 to [redacted]

Created by Steve Berger at 2017-10-19 13:43:34

Description:

Email sent to tech.

Recommendation:

This incident is under engineering review.

There is not a repair recommendation available at this time.

The case information has been sent to engineering.

Please let us know if you have any questions or if additional assistance is needed.

Created by Steve Berger at 2017-10-19 14:53:11

Description:

Email received form Engineer DW.

Recommendations:

Questions:

1. What is the vehicle speed at the time of the concern?

2. Can this be duplicated consistently?

3. If possible, please take a picture of the parking garage exactly where the issue occurs.

Created by Steve Berger at 2017-10-19 15:02:06

Also requested a video taken by a passenger or DTS to show the incident taking place.

Service Manager and DTS cc'd on email.

Created by Steve Berger at 2017-10-23 12:38:06

Description:

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Thank you for the quick reply.

1. Incident can be duplicated anywhere from approximately 10-20mph in the parking structure. 2. Yes, the incident can be duplicated consistently wit

h the customers vehicle and with a brand new 2017.5 Rogue.

3. Please see attached photos. I will attach videos on a separate email.

Recommendation:

Thank you for the photos. We did not receive the video. Has that been sent yet?

Created by Steve Berger at 2017-10-23 13:42:35

Description:

Email received:

HELLO,

I AM HAVING ISSUES SUBMITTING THE VIDEOS. EMAILS KEEPS BOUNCING BACK

BECAUSE THE OF THE FILE SIZE.. WHAT ARE THE SIZE LIMITS FOR THESE TYPES OF

FILES? OR ARE THERE OTHER ALTERNATIVES IN SUBMITTING THESE VIDEOS.

THANK YOU,

----- end of email ---------

Recommendation:

If the file size is larger then 10 mb, please send to [redacted]

also

When I looked at photos, there are several locations at Level3,5,6.

Do you mean that dealer duplicated the issue at multiple locations in parking garage ?

Created by Steve Berger at 2017-10-31 16:09:17

Description:

Email received:

PLEASE CLOSE TECHLINE REPORT AT THIS TIME. COMPLETED RE-CALIBRATION OF ICC

SENSOR. ROAD TESTED AND SAME RESULTS PRESENT. RELEASED VEHICLE TO CUSTOMER

PENDING INVESTIGATION.

----- end of email ----------

Created by Brian Terk at 2019-03-05 14:46:09

-DESCRIPTION:

-Duplicate case# [redacted] created. Closed case, updated contact information with new technician and updated current case with information

-customer comments copied from case opening;

? C/S THE FORWARD COLLISION LITE COMES ON AND ACTIVATED THE BRAKES, [redacted] PARKING GARAGE

-technician findings from duplicate case copied below:

? No codes stored.

? Vehicle has been in since it had 197 miles on it for same exact concern.

? Vehicle has been in techline support prior and case was sent to engineering.

? Only repairs that have been done were 1 ICC aiming during last techline case (10/17/17 - RO[redacted] and the last time it was in, vehicle had ICC sen

sor replaced, ICC/ADAS Reprogrammed, Alignment, and ICC aiming.

? No codes stored currently.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

? Checked for TSBs - No TSB's apply.

? Checked P/N's on TSB NTB18-041a and all part numbers are up to date and do not apply.

-repairs made: Replaced ICC sensor, Reprogrammed ICC/ADAS, Alignment, ICC Aiming

-BCM

-C1706 FLAT/LOW TIRE REAR RIGHT ??????????????PAST

-case opening indicates no aftermarket or factory accessories installed

-RECOMMENDATION DETAIL:

-Dio the prior case noted in your case opening was already in our systems, the duplicate case has been closed, please reply and/or update this case on

ly. Thank you!

-the case stated this is the 7th repair attempt?

-if this is correct please list date and repair of each of the 7 repair attempts?

-the customer comment notes that this happens only when driving downhill at the [redacted]

-if this is the only location this happens in then likely the system is operating as designed

-there are some environmental conditions and road conditions that the distance sensor may pick up during normal operation

-please refer to the Owner's Manual "FEB SYSTEM LIMITATIONS" beginning on page 5-85 for a general overview and information about this

-if the concern is different from this please follow up with additional information, thank you

Created by Brian Terk at 2019-03-05 15:35:58

-DESCRIPTION:

-technician replied by email

"As stated in "Technician Findings" only 1 repair was made but vehicle had been in on 7 different occasions with the same exact concern. Forwarded the

recommendations to advisor and let them know it is normal operation. Thank you."

-RECOMMENDATION DETAIL:

-thank you for the update on this Dio

-we will close the case out since this is the only location this happens in

-the case can be reopened at any time by replying to this email or by updating the case in the portal

-let us know if you have any additional questions and have a great day!

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	10/18/2017	10/22/18	10/18/17

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	5N1AT2MV9HC[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	5914	22617	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	G41
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	2/27/2017	6/9/2017	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2-PIECE FRONT AND
M92 RETRACTABLE CARGO COVER
P01 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
2296	24	CROWN NISSAN OF DEC	DECATUR	Illinois

Serv Dlr TL

Code	Region	Name	City	State
2296	24	CROWN NISSAN OF DECATUR	DECATUR	IL

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: under engineering review

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

C/S THAT WHEN APPROACHING A RAILROAD CROSSING AT TIMES EMERGENCY BRAKING WILL ENGUAGE AN

Created by Survey Site Guest User at 2017-10-18 14:25:34

Customer Comments: C/S THAT WHEN APPROACHING A RAILROAD CROSSING AT TIMES EMERGENCY BRAKING WILL ENGUAGE AND A BURNING SMELL OCCURS

Technician Findings: ONWER STATES THAT FOWARD EM BRAKING OCCURS AT CERTAIN RAILROAD CROSSINGS - SPEED OF APPROACH IS UNKNOWN - HEIGHT OF CROSSING IS U

NKNOWN - STATES HAS ALSO HAPPENED ON INTERSTATE IN HEAVY RAIN. WE HAVE ANOTHER ROGUE CUSTOMER WHO HAS ALSO STATED THESE SAME THINGS. NO CODES

Repairs Made: NONE

Created by Brian Terk at 2017-10-18 14:44:41

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-DESCRIPTION:

-all vehicle operation is normal as tested at dealer

-customer states FEB will activate when approaching railroad crossing

-dealer states they also have another vehicle with the same concern

-no codes stored in any system

-RECOMMENDATION DETAIL:

-this is currently engineering review and no repairs are recommended at this time

-

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	10/26/2017	12/21/17	12/20/17

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	JN8AT2MT9H[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	4379	29117	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	KAD
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	6/26/2017	9/16/2017	

Installed Options

B92 SPLASH GUARDS
C03 50 STATE EMISSIONS
K01 APPEARANCE PACKAGE
L92 FLOOR MATS (2-PIECE FRONT AND
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5253	44	NISSAN OF VACAVILLE	VACAVILLE	California

Serv Dlr TL

Code	Region	Name	City	State
5253	44	NISSAN OF VACAVILLE	VACAVILLE	CA

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FRONT SONAR SYSTEM	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
11	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED
Flag-Attachment TL: Y

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
Y	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up
Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

VEHICLE APPLIED BRAKES AT APROX 30 MPH AND WARNING CAME ON

Created by Survey Site Guest User at 2017-10-26 12:12:30

Customer Comments: VEHICLE APPLIED BRAKES AT APROX 30 MPH AND WARNING CAME ON

Technician Findings: MULT CODES SEE ATTACHED,
CUST STATED WAS IN STOP AND GO TRAFFIC AND VEHICLE APPLIED BRAKES AND ATTACHED WARNING ILLUMINATED - UNCLEAR HOW CLOSE TO OTHER VEHICLE CUST WAS OR HO

W FAST THEY WERE GOING OR WHETHER CUST APPLIED BRAKES AS WELL

Repairs Made: none

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Robert Aponte at 2017-10-26 12:40:10

DESCRIPTION-

MULT CODES SEE ATTACHED,
CUST STATED WAS IN STOP AND GO TRAFFIC AND VEHICLE APPLIED BRAKES AND ATTACHED WARNING ILLUMINATED - UNCLEAR HOW CLOSE TO OTHER VEHICLE CUST WAS OR HO

W FAST THEY WERE GOING OR WHETHER CUST APPLIED BRAKES AS WELL

RECOMMENDATION-

No codes attached.

Can you resend the list of codes stored?

Any after market accessorys or evidence accidents we can see?

Can we get more specific information from customer as to where/when this concern duplicates?

Created by Robert Aponte at 2017-10-26 12:41:26
Heads up sent on 2017-10-26 13:41:25 to [redacted]

Created by Robert Aponte at 2017-10-26 12:41:48

Heads up/New vehicle.

Created by Survey Site Guest User at 2017-12-19 15:23:35
Cust not comfortable driving vehicle, does not know if FEB is going to operate normally. Found multiple past codes also attached the customers emails

and description of incident

Created by Survey Site Guest User at 2017-12-20 11:43:56

Waiting for reply on previous email. 12/19/2017

Created by Robert Aponte at 2017-12-20 11:55:44

Dealer reply

Waiting for reply on previous email.
Cust not comfortable driving vehicle, does not know if FEB is going to operate normally. Found multiple past codes also attached the customers emails

and description of incident

RECOMMENDATION-

Sorry for the delay. Looks like I just received update status from email.

Looks like we have u1002 codes stored in past {abs}

We want to go after the U1002 code 1st.

In the diagnostic Can monitor , Whats cu reads past for no communication?

Created by Robert Aponte at 2017-12-20 11:57:43
Heads up sent on 2017-12-20 12:57:42 to [redacted]

Created by Robert Aponte at 2017-12-20 11:58:10

Heads up/Days down

Created by Michael Behning at 2017-12-21 12:59:31

Description-

From tech e-mail-

Having a hard time finding correct can type for vehicle.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

2wd with emergency braking should be type 5, but also that should have options this vehicle

does not have.

ECM U1001 CAN COMM CIRCUIT 37T

ABS U1002 CAN COMM CIR past

BCM U1000 CAN COMM CIRCUIT -00 past

Laser/Radar U1000 CAN COMM CIRCUIT -00 past

C1A16 RADAR STAIN -97 past

Side Radar Left C1B40 SOW RIGHT UNIT FAILURE -49 past

Side Radar Right C1B30 SOW LEFT UNIT FAILURE -49 past

Chassis Control U1000 CAN COMM CIRCUIT -00 past

ICC/ADAS C1B5D FEB OPE COUNT LIMIT past

ICC/ADAS 2 C1B53 SIDE RDR R MALF -04 past

C1B54 SIDE RDR L MALF -04 past

U1000 CAN COMM CIRCUIT -01 past

Follow up call to tech.

Tech heading going to lunch.

Will follow up at 12/21/2017 3:00PM

Created by Michael Behning at 2017-12-21 14:58:27

Description-

Follow up call to tech.

Performed tech link.

Performed all system call.

ECM U1001 CAN COMM CIRCUIT 37T past

ABS U1002 CAN COMM CIR past

BCM U1000 CAN COMM CIRCUIT past

Laser/Radar U1000 CAN COMM CIRCUIT past

Side Radar left C1B40 SOW RIGHT UNIT FAILURE -49 past

Side Radar right C1B30 SOW LEFT UNIT FAILURE -49 past

Chassis control U1000 CAN COMM CIRCUIT past

ICC/ADAS 2 C1B53 SIDE RDR R MALF -04 past

C1B54 SIDE RDR L MALF -04 past

U1000 CAN COMM CIRCUIT past

Checked configuration on all control units.

Cleared codes, cycle ignition, no codes returned.

Recommendation-

Advise tech test drive vehicle and monitor BA WARNING, MODE SIG, and DISTANCE.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	10/28/2017	10/22/18	10/30/17

Text-Incd Desc TL

see comments

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
J11	2017	RSP	JN1BJ1CP1HW[redacted]
Mileage-Initial TL	**Mileage-Current TL**	**Code-NNA Model VC**	**Code-Body Type TL**
0	1102	27517	
Code-Engine Prefix VC	**Number-Engine Serial VC**	**Code-Trans Type VC**	**Code-Vehicle Color VC**
MR20	[redacted]	CVT	CAS
Name-Plant VC	**Date-Manufacture VC**	**Date-In Service TL**	**Code-Distributor TL**
KYUSHYU (NML)	5/10/2017	9/30/2017	

Installed Options

C03 50 STATE EMISSIONS
K02 SL PLATINUM PACKAGE
L92 CARPETED FLOOR MATS
U02 SL PREMIUM PACKAGE
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
98009	48	TONY NISSAN	WAIPAHU	Hawaii

Serv Dlr TL

Code	Region	Name	City	State
98009	48	TONY NISSAN	WAIPAHU	HI

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: **NOT IDENTIFIED** Flag-Attachment TL: **Y**

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

CHECK BRAKE ASSIST. CUSTOMER STATES THAT IT WENT OFF 3 TIMES ON A STRAIGH AWAY.

Created by Survey Site Guest User at 2017-10-28 17:46:58

Customer Comments: CHECK BRAKE ASSIST. CUSTOMER STATES THAT IT WENT OFF 3 TIMES ON A STRAIGH AWAY.

Technician Findings: TECH COULD NOT DUPLICATE INCIDENT IN 48 MILES OF ROAD TESTING. THROUGH CUSTOMER, STATES WAS NOT USING ICC AND TRAVELING ON STRAI

GHT AWAYS, WITH NO VEHICLES IN FRONT, AND WHAT APPEARS TO BE FEB OPERATION OCCURRED ON THREE SEPARATE OCCASIONS. TECH DID MONITOR DISTANCE SENSOR, AN

D OTHER ITEMS IN LASER/RADAR DATA MONITOR AND FOUND DISTANCE SENSOR WITH ERRATIC READINGS. AT A CONSTANT SPEED OF 41-42 MPH, YAW RATE AT -0.2 TO 0.4

TECH LINE INCIDENT REPORT - CONFIDENTIAL

DEGREES, RADAR HEIGHT CONSTANT AT 2.62 FT., AND A RADAR OFFSET OF 0.03FT, DISTANCE SENSOR READING 73.5 FT. TO THE TRIGGER POINT OF 2.6 FT. AND CLOSING

AT 34.4 FT. ON A 0.9 MILE STRAIGHT AWAY, IN THE LEFT LANE OF A HIGHWAY, THERE WERE NO ONCOMING VEHICLES FOR AT LEAST 1/4 MILE, NO VEHICLES IN FRONT

THAT TECH COULD SEE, AND WITH TREES AND LIGHT POSTS APPROXIMATELY 40 FT. TO THE RIGHT, AND ABOUT 100 FT TO THE LEFT. I COULD PRODUCE THIS READING ON

NEARLY EVERY TEST DRIVE, BUT NO INCIDENT OF FEB ACTIVATION.

Repairs Made: NONE

Created by Billy Haines at 2017-10-30 07:43:14

Heads up sent on 2017-10-30 07:43:13 to [redacted]

Created by Billy Haines at 2017-10-30 07:45:27

Description:

Tech could not duplicate incident in 48 miles of road testing. Through customer, states was not using icc and traveling on straight always, with no ve

hicles in front, and what appears to be feb operation occurred on three separate occasions. Tech did monitor distance sensor, and other items in laser

/radar data monitor and found distance sensor with erratic readings. At a constant speed of 41-42 mph, yaw rate at -0.2 to 0.4 degrees, radar height c

onstant at 2.62 ft., and a radar offset of 0.03ft, distance sensor reading 73.5 ft. To the trigger point of 2.6 ft. And closing at 34.4 ft. On a 0.9 m

ile straight away, in the left lane of a highway, there were no oncoming vehicles for at least 1/4 mile, no vehicles in front that tech could see, and

with trees and light posts approximately 40 ft. To the right, and about 100 ft to the left. I could produce this reading on nearly every test drive,

but no incident of feb activation.

Recommendation:

Thank you for your excellent information.

Please gather from the customer the exact location of the activation.

If possible please gather photos of the area of activation.

This incident is currently under engineering review.

There are no repairs recommended at this time.

Created by Billy Haines at 2017-11-01 08:14:45

Description:

Attached are the three incident areas using Google Maps. First incident

was on 10/4/17, daytime, southbound on [redacted]**. before the**

[redacted] **intersection. Second was on 10/16/17, nighttime, northbound on**

[redacted]**. before the** [redacted] **intersection. Third was**

on 10/23/17, nighttime, westbound about 1/2 mile before [redacted]

I'm going on vacation tomorrow (off island) and will be back 11/3/17.

Recommendation:

Thank you for your feedback!

Information is being emailed to engineering.

Have a great day Dwayne!

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	11/6/2017	10/22/18	11/6/17

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options
T32	2017	RGE	JN8AT2MV4HW[redacted]	C03 50 STATE EMISSIONS P01 SL PREMIUM PACKAGE U35 NAVIGATION MANUAL Z66 ACTIVATION DISCLAIMER

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	4062	22617	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	G41

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	12/19/2016	5/16/2017	

Dlr Retl Last VC

Code	Region	Name	City	State
CV26	26	NISSAN NORTH AMERIC	SOMERSET	New Jersey

Serv Dlr TL

Code	Region	Name	City	State
2691	26	SMITHTOWN NISSAN, INC.	SMITHTOWN	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: Y

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: under engineering review

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

c/s heard a rumbling noise and veh came to a stop

Created by Survey Site Guest User at 2017-11-06 15:37:53

Customer Comments: c/s heard a rumbling noise and veh came to a stop

Technician Findings: c/s veh made a rumbling noise and came to a stop

Repairs Made: NONE

Created by Brian Terk at 2017-11-06 16:25:46

-DESCRIPTION:

-customers comments ?c/s heard a rumbling noise and veh came to a stop?

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-technician findings ?c/s veh made a rumbling noise and came to a stop?

-verified ?No?

-multiple past codes stored

-LASER/RADAR

-C1A16 RADAR STAIN

-C1A17-46 ICC SENSOR MALF

-C1A17-49 ICC SENSOR MALF

-C1A18-54 LASER AIMING INCMP

-C1A39-97 STRG SEN CIR

-RECOMMENDATION DETAIL:

-please confirm the codes noted above, many of the ones entered in were missing a digit so I am not sure that what I entered is correct

-have any codes returned?

-can we duplicate any symptoms, warning lamps or anything at the dealer?

-what was the actual concern and under what conditions?

-what inspections, diagnosis or repairs have been performed so far?

Created by Brian Terk at 2017-11-06 17:09:58

-DESCRIPTION:

-customers comments ?c/s heard a rumbling noise and veh came to a stop?

-technician findings ?c/s veh made a rumbling noise and came to a stop?

-verified ?No?

-all codes listed are PAST

-LASER/RADAR

-C1A16-97 RADAR STAIN

-C1A17-46 ICC SENSOR MALF

-C1A17-49 ICC SENSOR MALF

-C1A18-54 LASER AIMING INCMP

-C1A39-97 STRG SEN CIR

-C1A50-48 ADAS CONTROL UNIT

-U1000-01 CAN COMM CIRCUIT

-AUTO BACK DOOR

-B2409 HALF LATCH SWITCH

-B2427 ENCODER RH

-RECOMMENDATION DETAIL:

-thank you for the reply with the stored codes

-however in addition to knowing what codes are/were stored I will still need to know the answers the following questions please:

-have any codes returned?

-can we duplicate any symptoms, warning lamps or anything at the dealer?

-what was the actual concern and under what conditions?

-what inspections, diagnosis or repairs have been performed so far?

Created by Brian Terk at 2017-11-07 08:24:59

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-DESCRIPTION:

-all vehicle operation is normal as tested at dealer

-customer information is limited at this time: "driving, heard a noise and ver felt like it slowed down"

-CAN DIAG SUPPORT Monitor has multiple 0 counts in the past listed in Laser Radar

-all codes listed are PAST

-LASER/RADAR

-C1A16-97 RADAR STAIN

-C1A17-46 ICC SENSOR MALF

-C1A17-49 ICC SENSOR MALF

-C1A18-54 LASER AIMING INCMP

-C1A39-97 STRG SEN CIR

-C1A50-48 ADAS CONTROL UNIT

-U1000-01 CAN COMM CIRCUIT

-AUTO BACK DOOR

-B2409 HALF LATCH SWITCH

-B2427 ENCODER RH

-technician is aware of current review item for undesired FEB operation

-RECOMMENDATION DETAIL:

-thank you again for the update!

-if the concern can be isolated to an undesired FEB operation, even with stored DTC's, this concern is under engineering review at this time with no r

epairs recommended

-if the customer provides additional information that identifies this as something different please follow up with that information

-

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	11/27/2017	10/22/18	11/27/17

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	JN8AT2MV3HW[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	10226	22617	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	G41
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	10/25/2016	12/19/2016	

Installed Options

B94 ROOF RAIL CROSS BARS
C03 50 STATE EMISSIONS
K03 PLATINUM PACKAGE
L92 FLOOR MATS (2-PIECE FRONT AND
M92 RETRACTABLE CARGO COVER
P01 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
X03 PLATINUM RESERVE INTERIOR
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
CV26	26	NISSAN NORTH AMERIC	SOMERSET	New Jersey

Serv Dlr TL

Code	Region	Name	City	State
2691	26	SMITHTOWN NISSAN, INC.	SMITHTOWN	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED
Flag-Attachment TL: Y

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up
Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

VEHICLE CRASH LIGHT STAYS ON AND VEHICLE BRAKES ON ITS OWN 3X

Created by Survey Site Guest User at 2017-11-27 12:07:35

Customer Comments: VEHICLE CRASH LIGHT STAYS ON AND VEHICLE BRAKES ON ITS OWN 3X

Technician Findings: FOUND MULTIPLE CODES STORED ALL PAST CLEARED CODES ROAD TESTED UNABLE TO DUPLICATE CONCERN. CUSTOMER STATES HAPPENS AT RAILROAD C

ROSSING. WOULD LIKE TO REPLACE DISTANCE SENSOR, CALIBRATE AND RELEASE TO CUSTOMER.

Repairs Made: NONE

Created by Brian Terk at 2017-11-27 13:22:54

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-DESCRIPTION:

-all vehicle operation is normal as tested at dealer other than past codes stored

-customer states FEB warning lamp came on and vehicle brakes on its own when approaching railroad crossings

-all codes are noted as past in case opening

-LASER/RADAR

-C1A16-97 RADAR STAIN

-C1A17-49 ICC SENSOR MALF

-C1A18-54 LASER AIMING INCMP

-C1B01-54 LDW CAMERA AIMING IS NOT ADJUSTED

-C1B53-04 SIDE RDR R MALF

-RECOMMENDATION DETAIL:

-this is currently under engineering review and no repairs are recommended at this time

-if possible, engineering would like us to collect all of the incident details for this concern (specific location/intersection/address, speed, traffi

c, direction)

-

Created by Brian Terk at 2017-11-29 14:08:39

-DESCRIPTION:

-dealer email reply

"HI BRIAN, COLLECTED INFO AS TO WHERE CAR IS WHEN UNDESIRED BRAKING OCCURS 1 TIME ON [redacted] HEADING EAST TOWARD [redacted] PARKWAY BEFORE [redacted] IN CENTRAL ISLIP VEHICLE SPEED 30-35 MPH 10:40 PM, 1 TIME ON RTE 111 AND LONG ISLAND EXPRESSWAY UNDER OVERPASS IN HAUPPAUAGE AT 5 PM 25-30 MPH

IN TRAFFIC, 2 TIMES ON SILLS RD HEADING EAST NEAR [redacted] HIGHWAY AT 11:40 PM UNKNOWN SPEED, HOPE THIS HELPS, IF THERE IS ANY OTHER INFO YOU NEED PLE

ASE LET ME KNOW. THANKS [redacted]

-RECOMMENDATION DETAIL:

-perfect and thank you very much!

-as noted earlier this is currently under engineering review and no repairs are recommended at this time but I will forward this information to engine

ering as requested

-

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	12/5/2017	10/22/18	12/6/17

Text-Incd Desc TL

Question for TECH LINE: TO PROVIDE MORE INFORMATION ON INVESTIGATION.

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	JN8AT2MT8HW[redacted]
Mileage-Initial TL	**Mileage-Current TL**	**Code-NNA Model VC**	**Code-Body Type TL**
0	17644	22517	
Code-Engine Prefix VC	**Number-Engine Serial VC**	**Code-Trans Type VC**	**Code-Vehicle Color VC**
QR25	[redacted]	CVT	G41
Name-Plant VC	**Date-Manufacture VC**	**Date-In Service TL**	**Code-Distributor TL**
KYUSHYU (NML)	1/30/2017	3/28/2017	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2-PIECE FRONT AND
M92 RETRACTABLE CARGO COVER
P01 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3931	34	JENKINS NISSAN, INC.	LAKELAND	Florida

Serv Dlr TL

Code	Region	Name	City	State
3931	34	JENKINS NISSAN, INC.	LAKELAND	FL

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	Y	12/5/2017	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

CUSTOMER STATES HER CLUSTER FLASHED A YELLOW BAR AND EMERGENCY BRAKES ENGAGED FOR NO R

Created by Survey Site Guest User at 2017-12-05 13:13:58

Customer Comments: CUSTOMER STATES HER CLUSTER FLASHED A YELLOW BAR AND EMERGENCY BRAKES ENGAGED FOR NO REASON CHECK AND ADVISE

Technician Findings: COULD NOT DUPLICATE CONCERN AT THIS TIME. FOUND MULTIPLE CASES ON DATABASE SEARCH ABOUT UNDER INVESTIGATION. DTC'S IN LASER/RADAR : C1A16-97, C1A17-46, C1A18-54, C1A39-97, C1A50-48, U1000-0. DTC IN LANE CAMERA: C1B00-4B. ALL DTC'S ARE IN PAST WHEN CAME IN.

Repairs Made: 0

Created by Robert Aponte at 2017-12-05 13:36:04

TECH LINE INCIDENT REPORT - CONFIDENTIAL

DESCRIPTION-

Customer Comments CUSTOMER STATES HER CLUSTER FLASHED A YELLOW BAR AND EMERGENCY BRAKES ENGAGED FOR NO REASON CHECK AND ADVISE

Technician Findings COULD NOT DUPLICATE CONCERN AT THIS TIME. FOUND MULTIPLE CASES ON DATABASE SEARCH ABOUT UNDER INVESTIGATION. DTC'S IN LASER/RADAR:

C1A16-97, C1A17-46, C1A18-54, C1A39-97, C1A50-48, U1000-0. DTC IN LANE CAMERA: C1B00-4B. ALL DTC'S ARE IN PAST WHEN CAME IN.

RECOMMENDATION-

I did not see that this was under engineering review.

If we have u1000 codes lets diag these 1st.

What cu lost past communication looking at can diagnosis monitor?

Created by Robert Aponte at 2017-12-06 12:32:41

Dealer reply

The customer needed to take the vehicle. I have to speak with the service advisor to reschedule to leave vehicle with us for further diagnosis.

RECOMMENDATION-

Not a problem.

Thanks for the update.

Reply to this same case when vehicle returns.

Created by Robert Aponte at 2017-12-12 08:01:56

DTS notes

1.CUSTOMER STATES HER CLUSTER FLASHED A YELLOW BAR AND EMERGENCY BRAKES ENGAGED FOR NO REASON CHECK AND ADVISE Technician Findings COULD NOT DUPLICATE

CONCERN AT THIS TIME. FOUND MULTIPLE CASES ON DATABASE SEARCH ABOUT UNDER INVESTIGATION. DTC'S IN LASER/RADAR: C1A16-97, C1A17-46, C1A18-54, C1A39-97

, C1A50-48, U1000-0. DTC IN LANE CAMERA: C1B00-4B. ALL DTC'S ARE IN PAST WHEN CAME IN. RECOMMENDATION- I did not see that this was under engineering r

eview. If we have u1000 codes lets diag these 1st. What cu lost past communication looking at can diagnosis monitor?

DTS TL case notes.

Dlr was unable to duplicate the given FEB.

TL and DTS recommended diagnosis the U1000 DTC 1st.

Vehicle was released prior to Dlr's Diagnosis attempt.

In the event if the vehicle resurfaces, please contact the DTS.

Cause: TBD, vehicle was released prior to diagnosis of U1000

Correction: None taken

Status: Unresolved

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	12/21/2017	10/22/18	12/21/17

Text-Incd Desc TL

Question for TECH LINE: WANTED TO KNOW IF THERE IS ANY OTHER PROCEDURE OR ADJUSTMENTS TO PREV

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	JN8AT2MV8HW[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	4579	29617	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	EAN

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	6/21/2017	9/9/2017	

Dlr Retl Last VC

Code	Region	Name	City	State
5558	36	PRIORITY NISSAN TYSO	VIENNA	Virginia

Serv Dlr TL

Code	Region	Name	City	State
5558	36	PRIORITY NISSAN TYSON'S	VIENNA	VA

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
B94 ROOF RAIL CROSS BARS
C03 50 STATE EMISSIONS
K03 PLATINUM PACKAGE
L92 FLOOR MATS (2-PIECE FRONT AND
P04 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
X03 PLATINUM RESERVE INTERIOR
Z66 ACTIVATION DISCLAIMER

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: under engineering review

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CUSTOMER STATES FOWARD EMERGENCY BRAKING LIGHT COMES ON, CAR ENGAGED BRAKES AT 50MPH.

Created by Survey Site Guest User at 2017-12-21 07:47:26

Customer Comments: CUSTOMER STATES FOWARD EMERGENCY BRAKING LIGHT COMES ON, CAR ENEGAGED BRAKES AT 50MPH.

Technician Findings: CUSTOMER STATES FOWARD EMERGENCY BRAKING LIGHT COMES ON. CAR ENGAGED BRAKES WHILE DRIVING AT 50MPH. FOUND CODES C1A16-RADAR BLOCK ED(PAST) C1A18-RADAR AIMING INCOMPLETE(PAST) C1B01-CAM AIMING INCOMPLETE(PAST). NO DEBRIS FOUND IN FRONT OF RADAR. CLEANED SALT RESIDUE IN FRONT GRILL

. TESTED FOWARD EMERGENCY BRAKING AND WORKS AS DESIGNED.

Repairs Made: CLEAN SALT IN FRONT OF RADAR

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Brian Terk at 2017-12-21 08:09:42

-DESCRIPTION:

-all vehicle operation is normal as tested at dealer

-customer states FEB lamp comes on, engaged at 50mph

-codes are stored in Past

-ICC/ADAS

-C1A16 RADAR STAIN

-C1A18 LASER AIMING INCMP

-C1B01 LDW CAMERA AIMING IS NOT ADJUSTED

-no debris found in front of radar

-cleaned all salt residue from front grill

-RECOMMENDATION DETAIL:

-this is currently under engineering review and no repairs are recommended
-if the information is available, engineering would like some feedback on the incident details (location, speed, traffic, direction) please

Created by Survey Site Guest User at 2017-12-21 08:38:49
The client was driving on Monday, 12/18/2017 around 7:30am. The weather was clear and the traffic was light while driving on [redacted] in Viginia. While d
riving approximately 50-55mph, the car unexpectedly came to a severe and sudden stop. the client was not braking, the vehicle was "automatically braki
ng". After incident client checked and saw vehicle was still in "drive" and upon acceleration the car drove normal. However, there was a warning light

by the speedometer. Client believes the light is the automatic brake light.
After stopping the vehicle and driving again, car responded normal but light continued to intermittently/ randomly come on and off.

Created by Brian Terk at 2017-12-21 08:48:48

-DESCRIPTION:

-dealer comment added, see below

-RECOMMENDATION DETAIL:

-perfect and thank you for the detailed description
-as noted in the earlier reply this is under engineering review and no repairs are recommended at this time, I will provide this information to them

Created by Brian Terk at 2017-12-21 11:21:23

-RECOMMENDATION DETAIL:

-engineering has requested if possible to get a few more questions answered:

Just a few more questions...

- **Where exactly on Rte [redacted] does this occur?**
- **Has this issue occurred more than once?**
- **Were all codes able to clear?**
- **Did dealership perform camera and laser/radar alignment at any time?**

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	12/21/2017	10/22/18	12/21/17

Text-Incd Desc TL

Question for TECH LINE: INFORMATIONAL HELP

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	JN8AT2MT5HW[redacted]
Mileage-Initial TL	**Mileage-Current TL**	**Code-NNA Model VC**	**Code-Body Type TL**
0	9719	22517	
Code-Engine Prefix VC	**Number-Engine Serial VC**	**Code-Trans Type VC**	**Code-Vehicle Color VC**
QR25	[redacted]	CVT	KAD
Name-Plant VC	**Date-Manufacture VC**	**Date-In Service TL**	**Code-Distributor TL**
KYUSHYU (NML)	2/15/2017	4/25/2017	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
K03 PLATINUM PACKAGE
L92 FLOOR MATS (2-PIECE FRONT AND
M92 RETRACTABLE CARGO COVER
P01 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5416	44	AUTOCOM NIS OF WALN	WALNUT CREEK	California

Serv Dlr TL

Code	Region	Name	City	State
5441	44	AUTOCOM NISSAN EAST BAY	SAN LEANDRO	CA

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: **NOT IDENTIFIED** Flag-Attachment TL: **N**

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

1 TIME FEB EVENT GOING INTO A SHADOW

Created by Survey Site Guest User at 2017-12-21 15:52:43

Customer Comments: 1 TIME FEB EVENT GOING INTO A SHADOW

Technician Findings: FEB ACTIVATES WHEN GOING INTO SHADOWS AT TIMES. NO CODES STORED IN ANY SYSTEM. WE WERE WARNED TO LOOK FOR FEB ISSUES ON 2017 ROGU

E AND TO CALL DTS FOR ASSISTANCE. DTS IS NOT AVAILABLE RIGHT NOW. ADVISED TO CONACT TECHLINE FOR INFORMATION.

Repairs Made: NONE

Created by Brian Terk at 2017-12-21 16:33:54

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-DESCRIPTION:

-all vehicle operation is normal as tested at dealer, unable to verify

-customer states FEB activates when going into shadows at times

-no codes stored in any system

-RECOMMENDATION DETAIL:

-this is currently under engineering review and no repairs are recommended at this time

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	12/21/2017	10/22/18	12/21/17

Text-Incd Desc TL

Question for TECH LINE: I see similar issues and engineering may be involved??

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	5N1AT2MV1HC[redacted]
Mileage-Initial TL	**Mileage-Current TL**	**Code-NNA Model VC**	**Code-Body Type TL**
0	8889	22617	
Code-Engine Prefix VC	**Number-Engine Serial VC**	**Code-Trans Type VC**	**Code-Vehicle Color VC**
QR25	[redacted]	CVT	G41
Name-Plant VC	**Date-Manufacture VC**	**Date-In Service TL**	**Code-Distributor TL**
Smyrna (NMM)	10/25/2016	4/10/2017	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2-PIECE FRONT AND
P01 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
40019	24	DAVE WRIGHT NISSAN	HIAWATHA	Iowa

Serv Dlr TL

Code	Region	Name	City	State
40019	24	DAVE WRIGHT NISSAN	HIAWATHA	IA

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	Y	1/30/2018	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

while driving on the Intersate the instrument panel flashed red and white and there was a message but is unsure w

e and the brake pedal very stiff for 15 seconds. fter that inormal driving and no lights on.

Created by Survey Site Guest User at 2017-12-21 15:57:19

Customer Comments: while driving on the Intersate the instrument panel flashed red and white and there was a message but is unsure what it was.Tried t

o take out of cruise and the brake pedal very stiff for 15 seconds. fter that inormal driving and no lights on.

Technician Findings: Could Not Duplicate.

Repairs Made: none

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Brian Terk at 2017-12-21 16:39:50

-DESCRIPTION:

-all vehicle operation is normal as tested at dealer

-customer states while driving on the interstate the meter had a red and white flashing lamp and there was a message, unsure what it was, brake pedal

felt very stiff during this concern

-all codes are noted as past

-ABS

-U1002 CAN COMM CIR

-LASER/RADAR

-C1A16 RADAR STAIN

-C1A17 ICC SENSOR MALF

-TELEMATICS

-B130D TCU (TELEMATICS SYSTEM)

-technician notes there were similar concerns under review in the TL DB

-RECOMMENDATION DETAIL:

-unfortunately without more information about what specific indicator lamp was illuminated and/or what message was displayed we are unable to recommen

d any repairs at this time

-if the concern is specifically that there was undesired FEB operation, that is currently under engineering review and no repairs are recommended at t

his time

-if the concern is different please provide more information so Tech Line knows how best we can assist

-

Created by Steve Berger at 2017-12-26 13:32:05

Description:

? Email received.

? Customer unwilling to take vehicle until resolved.

? She is upset but has not provided very good info regarding what happened.

? I would say it's safe to say that the lights were the lights for FEB(white/ red).

? Also with her statement of brake pedal being firm.

? She is sketchy about if there were other cars around her when it happened but it doesn't sound like there was.

? Given the real codes that we have I also feel there is an issue with this vehicle.

? What's next? Consumer affairs?

Carfax report:

? 1 Owner.

? No accidents reported.

DBS History:

? 4-19-17 - 314 miles - FABCARE. FABCARE

? 11-17-16 - 5 miles - CHECK RIGHT FRONT SEAT BOTTOM COVER DISCOLORED W RINKLED ON RIGHT FRONT CORNER. REPLACED RIGHT FRONT SEAT BOTTOM COVER.

? Refer to DBS/National Service History for full report.

Called Tech on cell phone to follow up.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

No other information available from the customer.

No other information available at this time in relation to location, speed, traffic, and direction.

Recommendation:

Thank you for your time on the phone to discuss this incident.
Since this is a safety related concern that has not been duplicated, please have the Dealer?s Service Manager contact Consumer affairs to create a cas

e.

Created by Steve Berger at 2017-12-26 13:34:01
Heads up sent on 2017-12-26 13:34:00 to [redacted]

[redacted]

Created by Brian Terk at 2018-01-18 09:15:52

-DESCRIPTION:

-customer states the concern is still present, beeping and white/red lights

-customer also states they were unable to depress the brake pedal for an intersectdion

-radar unit was replaced on prior visit and was aimed, codes were cleared

-no codes stored on return visit

-after a 10 mile road trip technician duplicate the following:

--display indicated "side radar disabled"

--amber light was displayed, looked like FEB warning lamp

--ambient temperature was 0 F

--roads were partially covered with snow and ice

--no vehicles were near the car or in detection range

--brake pedal operation was normal

--ABS operation was normal when testing

--no codes stored after duplication either

--have not duplicated again since

-RECOMMENDATION DETAIL:

-thank you for the update!
-additional details from the customer regarding what was meant by the unable to depress brake pedal at intersection will be needed

--did the car not stop?

--the car did stop normally but the pedal felt like it was stiffer than normal or traveled too far?
-I do not see a CA case opened as per the prior recommendation, has CA been contacted by the dealer yet?
-regarding the duplicated FEB warning lamp, there are "reasons" for the lamp to come on that are not related to malfunctions/ codes, etc.
-please review in Work Support> Cause of Auto Cancel in each of your DAS control units (ADAS, Brake, Side Radar Left, etc.)

-not all of these control units will have this option, as this varies from model to model

-please reply with your findings in the Work Support function

-

Created by Michael Behning at 2018-01-20 11:08:44

Description-

From tech E-mail-

TECH LINE INCIDENT REPORT - CONFIDENTIAL

[redacted] contacted me this afternoon. It was the forward radar that was disabled. We are going to drive more. We can try and get more info from cust

omer. Thanks. Dave Brown.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	1/11/2018	10/22/18	1/11/18

Text-Incd Desc TL

see comments Question for TECH LINE: Recommendation on what to do

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	JN8AT2MV8H[redacted]
Mileage-Initial TL	**Mileage-Current TL**	**Code-NNA Model VC**	**Code-Body Type TL**
0	18096	22617	
Code-Engine Prefix VC	**Number-Engine Serial VC**	**Code-Trans Type VC**	**Code-Vehicle Color VC**
QR25	[redacted]	CVT	G41
Name-Plant VC	**Date-Manufacture VC**	**Date-In Service TL**	**Code-Distributor TL**
KYUSHYU (NML)	11/25/2016	4/13/2017	

Installed Options

C03 50 STATE EMISSIONS
K03 PLATINUM PACKAGE
L92 FLOOR MATS (2-PIECE FRONT AND
P01 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3892	24	THOMAS NISSAN OF JOL	JOLIET	Illinois

Serv Dlr TL

Code	Region	Name	City	State
3802	24	HAWKINSON NISSAN, L.L.C.	MATTESON	IL

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: **NOT IDENTIFIED** Flag-Attachment TL: **N**

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

Customer states that vehicle came to a sudden stop on its own while on expressway

Created by Survey Site Guest User at 2018-01-11 15:11:12

Customer Comments: Customer states that vehicle came to a sudden stop on its own while on expressway

Technician Findings: Used C-3 plus to ck for codes. ABS-U1000. Laser/Radar-C1A16-97, C1A17-49, C1A18-54, U1000-01. Auto Back Door-B2426. Side Radar Le

ft-C1B40-49. Side Radar Right-C1B30-49, C1B55-97. Chassis Control-U1000-00. ICC/ADAS 2-C1B00-49, C1B01-54, C1B53-04, C1B54-04, U1000-01. All codes sto

red as PAST.

Repairs Made: NONE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Survey Site Guest User at 2018-01-11 15:12:02

DTCs cleared and vehicle test driven several times without incident

Created by Billy Haines at 2018-01-11 17:18:03

Description:

Used C-3 plus to ck for codes. ABS-U1000. Laser/Radar-C1A16-97, C1A17-49, C1A18-54, U1000-01. Auto Back Door-B2426. Side Radar Left-C1B40-49. Side Rad

ar Right-C1B30-49, C1B55-97. Chassis Control-U1000-00. ICC/ADAS 2-C1B00-49, C1B01-54, C1B53-04, C1B54-04, U1000-01. All codes stored as PAST.

Recommendation:

Thank you for your information.

This incident is currently under engineering review.

Please gather all details from the customer to be provided to engineering.

Exact address of FEB activation.

Photos of the location of the concern.

The vehicle speed in which the incident occurred.

What direction was the customer traveling?

Please let us know if further assistance is needed.

Have a great rest of your day!

Created by Billy Haines at 2018-01-12 10:45:40

Description:

Customer was driving north on [redacted] expressway, between [redacted] and [redacted] streets traveling about 65-70 mph. Cannot get photos of location, 35 mi

les from dealership.

Recommendation:

Thank you for your feedback.

Just to clarify, no repairs are recommended at this time.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	1/17/2018	9/28/18	1/17/18

Text-Incd Desc TL

Question for TECH LINE: HELP

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	JN8AT2MV3H[redacted]
Mileage-Initial TL	**Mileage-Current TL**	**Code-NNA Model VC**	**Code-Body Type TL**
0	6375	22617	
Code-Engine Prefix VC	**Number-Engine Serial VC**	**Code-Trans Type VC**	**Code-Vehicle Color VC**
QR25	[redacted]	CVT	K23
Name-Plant VC	**Date-Manufacture VC**	**Date-In Service TL**	**Code-Distributor TL**
KYUSHYU (NML)	2/24/2017	8/29/2017	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
K03 PLATINUM PACKAGE
L92 FLOOR MATS (2-PIECE FRONT AND
P01 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3410	26	QUIRK NISSAN, INC.	QUINCY	Massachuset

Serv Dlr TL

Code	Region	Name	City	State
3410	26	QUIRK NISSAN, INC.	QUINCY	MA

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
ECCS (SENSORS & SWITCHES)	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
06	N	N	1/1/0001	

Code-Reason For Call TL Desc: **NOT IDENTIFIED** Flag-Attachment TL: **Y**

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

DRIVING 30 MPH VEHICLE STOPPED NO FOOT ON BRAKE. MALFUNCTION LIGHT CAME ON FOR FEB. NO BEEPI

HAS HAPPENED 4 TIMES SO FAR SINCE PURCHASE DATE.

Created by Survey Site Guest User at 2018-01-17 13:11:58

Customer Comments: DRIVING 30 MPH VEHICLE STOPPED NO FOOT ON BRAKE. MALFUNCTION LIGHT CAME ON FOR FEB. NO BEEPING. NO ABS ENGAGEMENT. HAPPEN GOING DOW

N A TWO LANE ROAD. HAS HAPPENED 4 TIMES SO FAR SINCE PURCHASE DATE.

Technician Findings: C1B82, C1A12-78, C1A16-97. FRONT BUMPER COVER NOT ALIGNED PROPERLY. CLOSE VISUAL. FACTORY PAINT FINISH QUESTIONABLE.

Repairs Made: FEB ACTION TEST.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Survey Site Guest User at 2018-01-17 13:15:18

first visit, recommended vehicle stay or come back.
second visit, c1b5d, c1704-00, c1705-00, c1706-00, c1a16-97. performed feb action test per dtc diag. unable to duplicate concern.

third visit, c1b82, c1a12-78, c1a16-97. contacting techline. icc sensor re calibration?

Created by Steve Berger at 2018-01-17 14:41:32

Description:

? Customer comments: driving 30 mph vehicle stopped no foot on brake

? Malfunction light came on for FEB.

? No beeping

? No ABS engagement.

? Happen going down a two lane road.

? Has happened 4 times so far since purchase date.

? Technician findings:

? c1b82 , c1a12-78, c1a16-97.

? Front bumper cover not aligned properly.

? Close visual. factory paint finish questionable.

? Repairs made: feb action test.

Called Tech to follow up.

? Has not been able to duplicate at the dealer.

? Has happened when drivinging down a 2 lane road.

? Has happened 4 times so far.

? Most recent was on January13, 2017.

? Was driving at 30 mph, FEB light came on vehicle came to a stop.

? The front bumper, where is aligns near fender appears that it has popped out.

? Tape lines/paint chipping noticed (unsure if bumper was repainted or not)

? Tech is not sur eif it has been to a body shop.

Carfax report:

? 1 owner

? No accidents reported

DBS History:

? Multiple visits to dealer for FEB concern.

? Refer to DBS/National Service History for full report.

Recommendation:
? As discussed, this incident is currently under engineering review. Unfortunately, because of this review, we do not recommend any repairs at this t

ime.
We understand the customer has a legitimate concern, and what we want to avoid is recommending any unnecessary repairs that may not resolve their conc
ern. Please assure the customer that this is part of Nissan?s commitment to continuous improvement of our products.
If Engineering concludes that further action is needed, typically a publication of some kind will be released; not all engineering reviews result in a

vehicle repair, or additional required action.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

? Since this is also a potential safety related concern that has not been duplicated, please have the Service Manager contact Nissan Consumer Affairs

to start a case.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	1/20/2018	10/22/18	1/22/18

Text-Incd Desc TL

Question for TECH LINE: DUE TO LOW MILES NEED TO KNOW IF WE SHOULD BE CHECKING INTO ANYTHING

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	KNMAT2MV3J[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	433	22018	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	G41
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	9/14/2017	1/14/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5326	26	NISSAN OF HUNTINGTON	HUNTINGTON STA	New York

Serv Dlr TL

Code	Region	Name	City	State
5326	26	NISSAN OF HUNTINGTON	HUNTINGTON STA	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

C/S FCW SOUND CAME OFF AND CAR STOPPED BY IT SELF

Created by Survey Site Guest User at 2018-01-20 13:42:18

Customer Comments: C/S FCW SOUND CAME OFF AND CAR STOPPED BY IT SELF

Technician Findings: CUSTOMERS COMPLAINT SEEMS TO BE IMPROPER OPERATION OF AEB CUSTOMER STATES HAPPENED 2 TIMES IN 2 DIFFERENT AREAS CUSTOMER STATES T

HERE WERE NO CARS OR OBJECTS IN FRONT OF HER AND SHE HEARD A BEEPING NOISE IN THE CAR AND CAR "HYDROPLAINED" "LOCKED UP" "COULD NOT DO ANYTHING" THEN

CAR DROVE NORMAL NOISE WAS CONFIRMED TO BE AEB WARNING BEEP NO LIGHTS WERE SEEN ON DASH DURING INCIDENT NO LIGHTS ARE ON NOW NO CURRENT CODES UNABLE T

O DUPLICATE CONCERN POSSIBLE NORMAL OPERATION UNABLE TO GET ANYMORE INFO FROM CUSTOMER

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Repairs Made: NONE

Created by Sean Martin at 2018-01-22 07:23:42

DESCRIPTION

Customer states FCW sound came on and vehicle stopped by itself

States that issue has happened twice so far

Not duplicated at dealer

RECOMMENDATION

Issue under engineering review. Sent Template.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	1/22/2018	10/22/18	1/22/18

Text-Incd Desc TL

Question for TECH LINE: RECOMMENDATIONS WITH SUCH FEW MILES

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	5N1AT2MV7HC[redacted]
Mileage-Initial TL	**Mileage-Current TL**	**Code-NNA Model VC**	**Code-Body Type TL**
0	3583	29417	
Code-Engine Prefix VC	**Number-Engine Serial VC**	**Code-Trans Type VC**	**Code-Vehicle Color VC**
QR25	[redacted]	CVT	QAB
Name-Plant VC	**Date-Manufacture VC**	**Date-In Service TL**	**Code-Distributor TL**
Smyrna (NMM)	8/4/2017	10/2/2017	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT $
L92 FLOOR MATS (2-PIECE FRONT AND
U01 SV PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3079	24	JIM M'LADY NISSAN	CRYSTAL LAKE	Illinois

Serv Dlr TL

Code	Region	Name	City	State
3079	24	JIM M'LADY NISSAN	CRYSTAL LAKE	IL

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: **NOT IDENTIFIED** Flag-Attachment TL: **N**

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

CUST STATES THE FEB LIGHT COMES ON, THE MALFUNCTION SEE DEALER MESSAGE APPEARS. ONE TIME T

AND FAST. THE PEDAL WENT TO FLOOR. THERE WAS NO OBJECTS IN FRONT OF CUSTOMER WHEN THIS HAF

Created by Survey Site Guest User at 2018-01-22 09:45:34

Customer Comments: CUST STATES THE FEB LIGHT COMES ON, THE MALFUNCTION SEE DEALER MESSAGE APPEARS. ONE TIME THE LIGHT CAME ON AND BROUGHT VEHICLE TO

COMPLETE STOP HARD AND FAST. THE PEDAL WENT TO FLOOR. THERE WAS NO OBJECTS IN FRONT OF CUSTOMER WHEN THIS HAPPENS

Technician Findings: VEHICLE HAS THREE CODES IN SYSTEM C1B84 DISTANCE SENSOR (ICC/ADAS) C1A17-49 CONTROL UNIT (LASER/RADAR) C1A16-97 RADAR STAIN (LASE

R/RADAR). INSPECTED VEHICLE TO FIND VEHICLE WAS NOT IN ACCIDENT.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Repairs Made: NONE

Created by Sean Martin at 2018-01-22 10:01:14

DESCRIPTION

Customer states FEB lamp comes on and vehicle was brought to a stop hard and fast with no objects in front

ADAS

C1B84 DISTANCE SENSOR

C1A16 RADAR STAIN

C1A17 ICC SENSOR MALF

RECOMMENDATION

Issue under engineering review, no repairs recommended.

Sent review template

Created by Sean Martin at 2018-01-22 14:21:10

TECHNICIAN RESPONSE RECEIVED AND PASTED BELOW:

"Is it ok to release the vehicle to customer with no other actions?"

PLEASE REVIEW THE FOLLOWING ITEMS:

? Releasing the vehicle to the customer is at the dealers discretion. TECH LINE cannot advise on this matter.

? We can only advise that at this time, there is not a repair available for this concern.

Created by Survey Site Guest User at 2018-01-30 13:22:13

SINCE 1/19/2018 VEHICLE HAS RETURNED TODAY 1/30/2018 WITH ONE CODE C1A16-97 RADAR STAIN(CMP/SYS OPR OBST OR BLKD) CUSTOMER STATES THAT SAME CONCERN I

S HAPPENING. CAN I REQUEST DTS ASSISTANCE OR IS THERE NOW AN AVAILABLE REPAIR FOR THIS CONCERN? THANKS

Created by Brandt Boster at 2018-01-30 17:10:52

Tech replied by dealer comment:

Since 1/19/2018 vehicle has returned today 1/30/2018 with one code c1a16-97 radar stain

Customer states that same concern is happening.

Can I request DTS assistance or is there now an available repair for this concern?

Thanks

Recommendation:

This concern is still under review.

Unfortunately, because of this review, we do not recommend any repairs at this time.

We understand the customer has a legitimate concern, and what we want to avoid is recommending any unnecessary repairs that may not resolve their conc

ern. Please assure the customer that this is part of Nissan?s commitment to continuous improvement of our products.

If Engineering concludes that further action is needed, typically a publication of some kind will be released; not all engineering reviews result in a

vehicle repair, nor additional required action.

Created by Survey Site Guest User at 2018-02-15 07:51:20

ICC SENSOR AND ADAS CONTROL UNIT HAVE BEEN REPLACED PER BILL HAYES TECHINAL SERVICES MANAGER. RESET ALL SYSTEMS AND TEST DROVE. EVERYTHING HAS CHECK

ED OK ON 01-30-18 . ON 02-13-18 CUSTOMER HAS BROUGHT VEHICLE BACK SAYING THAT BRAKING STILL HAS ISSUES. RECHECKED FOR CODES NONE FOUND. TEST DROVE

VEHICLE FOR PROPER OPERATIONS. SERVICE MANAGER AND SERVICE DIRECTOR ARE ASKING FOR ENGINEERING TO GET INVOLVED AND GO FOR A RIDE WITH CUSTOMER TO SHO

W NOTHING IS WRONG WITH VEHICLE.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Sean Martin at 2018-02-15 11:01:04

TECHNICIAN RESPONSE RECEIVED AND PASTED BELOW:

"ICC SENSOR AND ADAS CONTROL UNIT HAVE BEEN REPLACED PER BILL HAYES TECHINAL SERVICES MANAGER. RESET ALL SYSTEMS AND TEST DROVE. EVERYTHING HAS CHECKE

D OK ON 01-30-18 . ON 02-13-18 CUSTOMER HAS BROUGHT VEHICLE BACK SAYING THAT BRAKING STILL HAS ISSUES. RECHECKED FOR CODES NONE FOUND. TEST DROVE VEHI

CLE FOR PROPER OPERATIONS. SERVICE MANAGER AND SERVICE DIRECTOR ARE ASKING FOR ENGINEERING TO GET INVOLVED AND GO FOR A RIDE WITH CUSTOMER TO SHOW NOT

HING IS WRONG WITH VEHICLE."

PLEASE REVIEW THE FOLLOWING ITEMS:

? As previously advised on 01/30/2018, this issue is under engineering review and there is not currently a repair available to correct the concern. Pa

rts replacement was not recommended at this time due to this.

? Engineering is aware of this issue and is working towards resolution.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	1/31/2018	10/22/18	1/31/18

Text-Incd Desc TL

Question for TECH LINE: aid with diag

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	5N1AT2MVXHC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	949	29617	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	KAD

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	4/26/2017	12/23/2017	

Dlr Retl Last VC

Code	Region	Name	City	State
16007	34	DICK SMITH NISSAN	COLUMBIA	South Carolir

Serv Dlr TL

Code	Region	Name	City	State
5206	34	DICK SMITH NISSAN	LEXINGTON	SC

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
B94 ROOF RAIL CROSS BARS
C03 50 STATE EMISSIONS
K03 PLATINUM PACKAGE
L92 FLOOR MATS (2-PIECE FRONT AND
P04 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: **NOT IDENTIFIED** Flag-Attachment TL: **N**

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

Customer states brake warning (vehicle ahead) will come on even when theres no vehicle around you and you can

Created by Survey Site Guest User at 2018-01-31 10:58:25

Customer Comments: Customer states brake warning (vehicle ahead) will come on even when theres no vehicle around you and you can be at a stop light.

Technician Findings: test drove vehicle was not able to duplicate customer concern. Had service advisor to call customer when do this concern happen s

he said it was dry outside on the interstate where it occur test drove vehicle was not able to duplacte

Repairs Made: none

Created by Kenneth Walker at 2018-01-31 11:19:05

TECH LINE INCIDENT REPORT - CONFIDENTIAL

FEB light comes on at times

Concern has not been duplicated at the dealer

Occurs when stopped, and at highway speeds

Past DTC

ABS U1002 CAN COMM CIR

ICC/ADAS U1500 (LDP) CAM CAN CIR1 - OR - CAM CAN CIR 2

Recommendation:

Based on the DTC?s provided, we have a concern with the Lane Camera?s connection or the camera itself.

Check power, ground, and pin fit at the Lane Camera. This may just be a loose connection. If no concern found, clear codes and attempt to reset / du

plicate the concern.

Created by Kenneth Walker at 2018-01-31 11:20:27

Heads up sent on 2018-01-31 11:20:27 to [redacted]

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	2/6/2018	10/22/18	2/6/18

Text-Incd Desc TL

Question for TECH LINE: FURTHER INFO

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MV6J[redacted]
Mileage-Initial TL	**Mileage-Current TL**	**Code-NNA Model VC**	**Code-Body Type TL**
0	10054	22218	
Code-Engine Prefix VC	**Number-Engine Serial VC**	**Code-Trans Type VC**	**Code-Vehicle Color VC**
QR25	[redacted]	CVT	NBL
Name-Plant VC	**Date-Manufacture VC**	**Date-In Service TL**	**Code-Distributor TL**
Smyrna (NMM)	11/6/2017	11/25/2017	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT E10
K02 SUN & SOUND TOURING PACKAGE
S10 FOG LIGHTS
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3985	48	BELLEVUE NISSAN	BELLEVUE	Washington

Serv Dlr TL

Code	Region	Name	City	State
3985	48	BELLEVUE NISSAN	BELLEVUE	WA

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: **NOT IDENTIFIED** Flag-Attachment TL: **N**

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

CUST STATES WARNING GOES OFF AND AUTO BRAKE ENGAGES INTERMITANTLY WHEN THERE IS NO OBSTR

WORKED.

Created by Survey Site Guest User at 2018-02-06 15:48:12

Customer Comments: CUST STATES WARNING GOES OFF AND AUTO BRAKE ENGAGES INTERMITANTLY WHEN THERE IS NO OBSTRUCTION. WHEN THERE WAS SOMETHING IN FRONT O

F CAR IT HAS NEVER WORKED.

Technician Findings: UNABLE TO VERIY CONCERN.

Repairs Made: NONE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Survey Site Guest User at 2018-02-06 15:59:07

I HAVE DONE A DATA BASE SEARCH AND DONE A TECH LINE CHAT AND FOUND ISSUE IS UNDER INVESTIGATION BY ENGINERING. WILLIAM AT TECH LINE CHAT WANTED TO KNO

W EXACT LOCATIONS WHEN CONCERN HAPPENS. CUST UNABLE GIVE LOCATION AS IT HAPPENS RANDOMLY. ALL FEB IN WORKING ORDER AT TIME OF TEST DRIVE. CUST ALSO ST

ATES FEB WILL ENGAGE EVEN WHEN SYSTEM TURNED OFF. ALSO UNABLE TO VERIFY.

Created by Brandt Boster at 2018-02-06 17:28:29

Description:

Customer concern of warning goes off and auto brake engages intermittently when there is no obstruction

When there was something in front of vehicle it has never worked

Tech unable to duplicate concern.

Recommendation:

Is there a certain road/drive pattern that the customer notices this concern?

Does the customer remember specifically where the last occurred?

- If so gather information relating to specific location. Provide in reply email

If no additional information can be provided- This concern is under review.

Unfortunately, because of this review, we do not recommend any repairs at this time.

We understand the customer has a legitimate concern, and what we want to avoid is recommending any unnecessary repairs that may not resolve their conc

ern. Please assure the customer that this is part of Nissan?s commitment to continuous improvement of our products.

If Engineering concludes that further action is needed, typically a publication of some kind will be released; not all engineering reviews result in a

vehicle repair, nor additional required action.

Created by Brandt Boster at 2018-02-07 09:20:56

Tech replied by email:

No certain road or drive pattern when concern happens.

Cust states totally random.

Cust also claims FEB still operates when system is turned off.

Unable to verify. Service writers is asking if we should disable system completely like unplug front ICC sensor.

Recommendation:

That is not something we would recommend.

Driver input always over-rules any Driver Assistance System.

No repairs are recommended at this time for this concern.

Created by Brandt Boster at 2018-02-07 09:36:10

Tech replied by email:

Ok...thank you...returning vehicle back to customer

Recommendation:

My pleasure [redacted]

Let us know if we can assist any further!

Have a great day!

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	2/12/2018	10/22/18	2/12/18

Text-Incd Desc TL

see comments Question for TECH LINE: Is there Anything Else we need to do before returning Vehicle to Customer

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
J11	2017	RSP	JN1BJ1CR6H[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	4348	27617	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
MR20	[redacted]	CVT	KAD
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	9/1/2017	11/25/2017	

Installed Options

B92 SPLASH GUARDS
B93 REAR BUMPER PROTECTOR (CHROM
C03 50 STATE EMISSIONS
K02 SL PLATINUM PACKAGE
L92 CARPETED FLOOR MATS
M93 REAR CARGO PROTECTOR 2 PIECE
N93 FRAMELESS REAR VIEW MIRROR WIT
U02 SL PREMIUM PACKAGE
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
08064	26	ACME NISSAN	MONMOUTH JUNC	New Jersey

Serv Dlr TL

Code	Region	Name	City	State
08064	26	ACME NISSAN	MONMOUTH JUNC	NJ

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED
Flag-Attachment TL: Y

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

Customer States that the Auto Braking System stopped the Vehicle with No Objects in front of them, Activated on i

Created by Survey Site Guest User at 2018-02-12 10:44:28

Customer Comments: Customer States that the Auto Braking System stopped the Vehicle with No Objects in front of them, Activated on its own.

Technician Findings: Road Tested with Customer, He was Unable to Duplicate,

I Have driven many times and have not Been able to duplicate,Customer has stated that it was that the morning of drop off the FEB had brought the Vehi

cle to a full stop from approx. 30mph for no reason, There was nothing in front of him at the time, The Customer had been in with 3554miles on the odo

meter, for the yellow FEB Sensor warning light coming on at different times, At that time only code stored was a radar stain code past codes.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

this time there is a C1a16-97 and U1500 stored as past codes,

have performed 4 wheel alignment and Radar Sensor alignment procedure, the only thing off was the rear Toe from side to side but showed in.

Radar Sensor was with in factory specs.

I spoke to Nicholas Famini our Dealer Tech Specalist in case he had any input, As Per Nicholas F Checked FEB Operation Mileage in Work Support, No His

tory Shown.

Repairs Made: None

Created by Survey Site Guest User at 2018-02-12 10:54:08

As To Line D or RO, it would appear that every time the FEB yellow warning light has come on for the Customer is was Either very late at night (AM)

or early In the Morning 12:03am, 2:53am 6:30am range.

Created by Billy Haines at 2018-02-12 11:08:04

Heads up sent on 2018-02-12 11:08:03 to [redacted]

Created by Billy Haines at 2018-02-12 11:14:18

Description:

Road Tested with Customer, He was Unable to Duplicate,

I Have driven many times and have not Been able to duplicate,Customer has stated that it was that the morning of drop off the FEB had brought the Vehi

cle to a full stop from approx. 30mph for no reason, There was nothing in front of him at the time, The Customer had been in with 3554miles on the odo

meter, for the yellow FEB Sensor warning light coming on at different times, At that time only code stored was a radar stain code past codes.

this time there is a C1a16-97 and U1500 stored as past codes,

have performed 4 wheel alignment and Radar Sensor alignment procedure, the only thing off was the rear Toe from side to side but showed in.

Radar Sensor was with in factory specs.

I spoke to N. F. our Dealer Tech Specialist in case he had any input, As Per N. F. Checked FEB Operation Mileage in Work Support, No History Shown.

Recommendation:

Thank you for your information.

Please gather the exact location of the activation. (Address or GPS)

Photos of the area of duplication from all angles if possible.

Created by Billy Haines at 2018-02-20 15:09:26

Description:

Hi Billy, Sorry For the Long Delay In My Reply,.

I was Told By My service adviser that when he spoke with the customer that

they were not happy and was not able to get the info on location of the

Activation, and they were going to contact Nissan Them Selves,

Now I have just found out that My Service Manager was notified that CA was

Involved And that Nissan was sending someone here to look at the Vehicle

And Had I Heard Of anything.

I have not received and CA case Id # or Name from my Service Manager but

was asked to drop you an email asking if you have any info about any of

this ?

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Apparently the Vehicle is still at our Dealership as the Customer refused

to pic his Vehicle up and is in a rental car.

again Sorry..

any info would be greatly Appreciated.

Recommendation:

Sending review template.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	2/14/2018	10/22/18	2/14/18

Text-Incd Desc TL

Question for TECH LINE: ASSISTANCE

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
J11	2017	RSP	JN1BJ1CRXH[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	6898	27617	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
MR20	[redacted]	CVT	NBF

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	6/29/2017	10/2/2017	

Dlr Retl Last VC

Code	Region	Name	City	State
3422	26	EXECUTIVE NISSAN	NORTH HAVEN	Connecticut

Serv Dlr TL

Code	Region	Name	City	State
3422	26	EXECUTIVE NISSAN	NORTH HAVEN	CT

Installed Options

B92 SPLASH GUARDS
B93 REAR BUMPER PROTECTOR (CHROM
C03 50 STATE EMISSIONS
K02 SL PLATINUM PACKAGE
L92 CARPETED FLOOR MATS
M93 REAR CARGO PROTECTOR 2 PIECE
N93 FRAMELESS REAR VIEW MIRROR WIT
U02 SL PREMIUM PACKAGE
Z66 ACTIVATION DISCLAIMER

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
INTELLIGENT CRUISE CONTROL	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED | Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

CUSTOMER STATES THE FEB LIGHT COMES ON A LOT WHILE DRIVING AND THERE IS NOBODY AROUND HER C

LIED THE BRAKES WHEN THERE WAS NOBODY AROUND OR IN FRONT OF HER. CHECK

Created by Survey Site Guest User at 2018-02-14 11:05:05

Customer Comments: CUSTOMER STATES THE FEB LIGHT COMES ON A LOT WHILE DRIVING AND THERE IS NOBODY AROUND HER OR IN FRONT OF HER. ALSO A COUPLE TIMES T

HE CAR ACTUALLY APPLIED THE BRAKES WHEN THERE WAS NOBODY AROUND OR IN FRONT OF HER. CHECK

Technician Findings: FOUND DTC U1000, C1A16-97, C1B40-49, B130-49, C1B00-49, C1B53-04, C1B54-04 LCEARED ALL DTC AND PERFORMED FRONT CAMERA CALIBRATION

, ICC CALIBRATION, 4W ALIGNMENT. TEST DROVE THE VEHICLE AND WHILE DRIVING THE SYSTEM STOPPED WORKING. DTC C1B00-49, C1B53-04, C1B54-04 AND U1000-01 CA

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ME BACK. PERFOMRED VCAN DIAGNOSIS AND ALL MODULES ARE ACTIVE ON THE BUS.

Repairs Made: FRONT CAMERA CALIBRATION, ICC CALIBRATION, 4W ALIGNMENT

Created by Brian Terk at 2018-02-14 11:49:18

-DESCRIPTION:

-FEB warning lamp illuminates at times with nothing around

-all codes noted in case below, cleared codes

-U1000 CAN COMM CIRCUIT

-C1A16 RADAR STAIN

-C1B40 SOW RIGHT UNIT FAILURE

-C1B30 SOW LEFT UNIT FAILURE

-C1B00 LDW CAMERA UNIT INERNAL MALFUNCTION

-C1B53 SIDE RDR R MALF

-C1B54 SIDE RDR L MALF

-cleared all codes and performed front camera calibration, ICC calibration, alignment

-concern returned again after driving the vehicle and some DTC?s returned

-all control units are Green in VCAN diagnosis

-RECOMMENDATION DETAIL:

-the case does not indicate which control units the codes are stored

-please provide a list of what control units have what codes and if they are current or past

-have any parts been replaced?

-how often does this concern happen?

-if U1000 codes are stored please do not clear codes

Created by Brian Terk at 2018-02-14 16:13:21

-DESCRIPTION:

-FEB warning lamp illuminates at times with nothing around

-ICC/ADAS 2 all codes return after clearing shortly after test drive

-U1000 CAN COMM CIRCUIT

-C1A16 RADAR STAIN

-C1B40 SOW RIGHT UNIT FAILURE

-C1B30 SOW LEFT UNIT FAILURE

-C1B00 LDW CAMERA UNIT INERNAL MALFUNCTION

-C1B53 SIDE RDR R MALF

-C1B54 SIDE RDR L MALF

-cleared all codes and performed front camera calibration, ICC calibration, alignment

-concern returned again after driving the vehicle and some DTC?s returned

-all control units are Green in VCAN diagnosis

-RECOMMENDATION DETAIL:

-thank you for the update

-have any parts been replaced?

-with the U1000 still stored and Current please inspect the Can Diagnosis (V-CAN) with Consult a provide a photo of the Consult screen (not a printout

TECH LINE INCIDENT REPORT - CONFIDENTIAL

) of any screen that is not all Green

-please provide a photo of the C3 screen of the Can Diag Support Monitor, select the ICC/ADAS 2 on the left side and provide a photo of the list on th

e right side

-

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	2/22/2018	10/22/18	2/22/18

Text-Incd Desc TL

Question for TECH LINE: HELP

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	JN8AT2MV4JW[redacted]
Mileage-Initial TL	**Mileage-Current TL**	**Code-NNA Model VC**	**Code-Body Type TL**
0	381	22418	
Code-Engine Prefix VC	**Number-Engine Serial VC**	**Code-Trans Type VC**	**Code-Vehicle Color VC**
QR25	[redacted]	CVT	QAB
Name-Plant VC	**Date-Manufacture VC**	**Date-In Service TL**	**Code-Distributor TL**
KYUSHYU (NML)	10/11/2017	1/23/2018	

Installed Options

C03 50 STATE EMISSIONS
E10 PREMIUM PAINT E10
K03 PLATINUM PACKAGE
L92 FLOOR MATS (2PC FRONT, 2PC SEC
M92 RETRACTABLE CARGO COVER
P01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3213	34	AUTONATION NISSAN M	MARIETTA	Georgia

Serv Dlr TL

Code	Region	Name	City	State
3213	34	AUTONATION NISSAN MARIET	MARIETTA	GA

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: **NOT IDENTIFIED** Flag-Attachment TL: **N**

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

CAR WILL FORCE ITESLF TO BRAKE WITH NOTHING IN FRONT OF IT. ONLY HAPPENED ONCE.

Created by Survey Site Guest User at 2018-02-22 13:36:02

Customer Comments: CAR WILL FORCE ITESLF TO BRAKE WITH NOTHING IN FRONT OF IT. ONLY HAPPENED ONCE.

Technician Findings: CODES STORED IN PAST, SAW SIMILAR CASE ON TLDB SEARCH AND SAW UNDER ENGINEERING REVIEW

Repairs Made: NONE

Created by Survey Site Guest User at 2018-02-22 13:36:43

CONTACT [redacted]

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Sean Martin at 2018-02-22 14:11:41

DESCRIPTION

Customer states Forward Emergency Braking stopped vehicle with nothing in front of it

LASER/RADAR

C1A18 LASER AIMING INCMP

ICC/ADAS

C1B01 LDW CAMERA AIMING IS NOT ADJUSTED

Vehicle has dash cam and items on dashboard

RECOMMENDATION

? This issue us under engineering review with no repairs recommended.

? Ensure the dash cam does not block the forward facing camera in the windshield.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	2/27/2018	10/22/18	2/27/18

Text-Incd Desc TL

Question for TECH LINE: LOOKING FOR MORE INFORMATION ON THE CODE AND DIAGNOSIS

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
165	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MV0J[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	1156	22218	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	G41

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	11/21/2017	1/12/2018	

Installed Options

C03 50 STATE EMISSIONS
K01 MIDNIGHT EDITION
K11 MIDNIGHT EDITION (BLACK SPLASH
L93 MIDNIGHT EDITION CARPETED FLOO
M92 RETRACTABLE CARGO COVER
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
2602	24	GANDRUD NISSAN	GREEN BAY	Wisconsin

Serv Dlr TL

Code	Region	Name	City	State
2602	24	GANDRUD NISSAN	GREEN BAY	WI

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

CUSTOMER STATES THE VEHICLE WAS CRUISING AT ABOUT 25 - 30 MPH. THE CUSTOMER HEARD 2 DINGS AN D. ALSO THE CENTER DRIVER INFO DISPLAY ON METER WAS FLICKERING, PLEASE.

Created by Survey Site Guest User at 2018-02-27 08:45:45

Customer Comments: CUSTOMER STATES THE VEHICLE WAS CRUISING AT ABOUT 25 - 30 MPH. THE CUSTOMER HEARD 2 DINGS AND THE VEHICLE MADE A SHUDDER AND A GRIN DING NOISE WAS HEARD. ALSO THE CENTER DRIVER INFO DISPLAY ON METER WAS FLICKERING, PLEASE.

Technician Findings: TEST DROVE TO VERIFY CUSTOMER CONCERN, COULD NOT GET FORWARD EMERGENCY BRAKING SYSTEM TO ACT UP DURING A 5 MILE TEST DRIVE ON THE HIGHWAY. FOUND DTC C1A17-49 STORED AS PAST IN THE LASER/RADAR SYSTEM. CUSTOMER'S DESCRIPITION SOUNDS LIKE THEY EXPERIENCED THE "FEB" SYSTEM ACTIVATIN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

G WHILE DRIVING. CUSTOMER SAID THERE WAS NO CARS IN FRONT OF THEM AT THAT TIME. NO INFORMATION IN ASSIST ON THE CODE. FOUND ONE TECH CASE [redacted]

THAT HAD THE SAME CODE BUT A FEW OTHERS ALSO. THIS CASE IS UNDER ENGINEERING REVIEW. C3+ WAS UPDATED TO THE NEWEST UPDATE (02/27/2018: 74.31)

Repairs Made: NONE

Created by John Irion at 2018-02-27 08:59:35

Description:

Technician Findings TEST DROVE TO VERIFY CUSTOMER CONCERN, COULD NOT GET FORWARD EMERGENCY BRAKING SYSTEM TO ACT UP DURING A 5 MILE TEST DRIVE ON THE

HIGHWAY. FOUND DTC C1A17-49 STORED AS PAST IN THE LASER/RADAR SYSTEM. CUSTOMER'S DESCRIPITION SOUNDS LIKE THEY EXPERIENCED THE "FEB" SYSTEM ACTIVATING

WHILE DRIVING. CUSTOMER SAID THERE WAS NO CARS IN FRONT OF THEM AT THAT TIME. NO INFORMATION IN ASSIST ON THE CODE. FOUND ONE TECH CASE [redacted]

THAT HAD THE SAME CODE BUT A FEW OTHERS ALSO. THIS CASE IS UNDER ENGINEERING REVIEW. C3+ WAS UPDATED TO THE NEWEST UPDATE (02/27/2018: 74.31)

Recommendation:

This incident is under engineering review.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	2/28/2018	10/22/18	2/28/18

Text-Incd Desc TL

Question for TECH LINE: DOCUMENTATION

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	5N1AT2MTXHC[redacted]

Installed Options

C03 50 STATE EMISSIONS
K05 MIDNIGHT EDITION PACKAGE
K12 MNE (BLACK SPLASH GUARDS, BLAC
Z66 ACTIVATION DISCLAIMER

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	539	29317	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	G41

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	8/8/2017	1/18/2018	

Dlr Retl Last VC

Code	Region	Name	City	State
02005	26	PETER'S NISSAN OF NAS	NASHUA	New Hampsh

Serv Dlr TL

Code	Region	Name	City	State
02005	26	PETER'S NISSAN OF NASHUA	NASHUA	NH

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: **NOT IDENTIFIED** Flag-Attachment TL: **N**

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Concern is under Engineering Review.**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

C/S THAT THE EMERGENCY BRAKES ACTIVATE ON THEIR OWN GOING OVER RAIL ROAD TRACK

Created by Survey Site Guest User at 2018-02-28 11:47:35

Customer Comments: C/S THAT THE EMERGENCY BRAKES ACTIVATE ON THEIR OWN GOING OVER RAIL ROAD TRACK

Technician Findings: CUSTOMER STATES FEB WARNING LIGHT CAME ON AND VEHCILE CAME TO A STOP AFTER HITTING RAILROAD TRACKS. CODE C1B5D PAST IN ICC/ADAS.

FOUND THREW DATA BASE SEARCH THAT CODE IS UNDER ENGINEERING REVIEW AND CONFIRMED WITH RYAN M THREW TECHLINE CHAT THAT THIS IS UNDER REVIEW. HE RECCOME

NEDED OPENING A CASE FOR DOCUMENTATION PURPOSES.

Repairs Made: NONE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Matthew Mead at 2018-02-28 11:57:49

Description:

- Customer states that the FEB activates on its own when going over rail road tracks. FEB warning light came on and vehicle came to a stop after going

over railroad tracks.

- CODE C1B5D PAST IN ICC/ADAS.

- Technician created case to document the concern.

Recommendation:

- This concern is under engineering review.

- No repairs are recommended.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	3/1/2018	10/1/18	3/1/18

Text-Incd Desc TL

Question for TECH LINE: should I repair the vehicle according to assist or wait

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	KNMAT2MV6JP[redacted]
Mileage-Initial TL	*Mileage-Current TL*	*Code-NNA Model VC*	*Code-Body Type TL*
0	1553	22218	
Code-Engine Prefix VC	*Number-Engine Serial VC*	*Code-Trans Type VC*	*Code-Vehicle Color VC*
QR25	[redacted]	CVT	QAB
Name-Plant VC	*Date-Manufacture VC*	*Date-In Service TL*	*Code-Distributor TL*
Renault Samsung	10/19/2017	1/2/2018	

Installed Options

C03 50 STATE EMISSIONS
E10 PREMIUM PAINT E10
L92 FLOOR MATS (2PC FRONT, 2PC SEC
U01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3820	26	WEST-HERR NISSAN	ORCHARD PARK	New York

Serv Dlr TL

Code	Region	Name	City	State
3820	26	WEST-HERR NISSAN	ORCHARD PARK	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
ABS BRAKE SYSTEM	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
03	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — *Flag-Attachment TL:* N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

grinding noise and vehicle jerked to a stop with no vehicle in front of them ,it has happened twice

Created by Survey Site Guest User at 2018-03-01 11:25:38

Customer Comments: grinding noise and vehicle jerked to a stop with no vehicle in front of them ,it has happened twice

Technician Findings: u1002 stored in abs past ,c1a16-97 ,c1a17-49 stored in laser/radar past customer says feb is activating with nothing in front of

them . I see several cases in data base stating this is under review.

Repairs Made: none

Created by Survey Site Guest User at 2018-03-01 11:35:54

TECH LINE INCIDENT REPORT - CONFIDENTIAL

feb activating on its own

Created by Steve Berger at 2018-03-01 11:44:17

DESCRIPTION:

CASE NOTES:

? Customer Comments: grinding noise and vehicle jerked to a stop with no vehicle in front of them ,it has happened twice.

? Technician Findings: U1002 CAN COMM CIR stored in abs past.

? C1A16 -97 RADAR STAIN AND C1A17 -49 ICC SENSOR MALF stored in laser/radar past .

? Customer says feb is activating with nothing in front of them .

? I see several cases in data base stating this is under review.

? Repairs Made: none.

? Question for TECH LINE: Should I repair the vehicle according to assist or wait

CARFAX REPORT:

? 1 owner.

? No accidents reported.

DBS HISTORY:

? 1-6-18 - 5 miles - New York Safety Inspection.

? 12-20-17 - 2 miles - PDI

? Refer to DBS/National Service History for full report.

RECOMMENDATION:

? TSS SB will call Tech to follow up.

Created by Steve Berger at 2018-03-01 11:57:41

DESCRIPTION:

CASE NOTES:

? Customer Comments: grinding noise and vehicle jerked to a stop with no vehicle in front of them ,it has happened twice.

? Technician Findings: U1002 CAN COMM CIR stored in abs past.

? C1A16 -97 RADAR STAIN AND C1A17 -49 ICC SENSOR MALF stored in laser/radar past .

? Customer says feb is activating with nothing in front of them .

? I see several cases in data base stating this is under review.

? Repairs Made: none.

? Question for TECH LINE: Should I repair the vehicle according to assist or wait

CARFAX REPORT:

? 1 owner.

? No accidents reported.

DBS HISTORY:

? 1-6-18 - 5 miles - New York Safety Inspection.

? 12-20-17 - 2 miles - PDI

? Refer to DBS/National Service History for full report.

CALLED TECH TO DISCUSS INCIDENT:

? The FEB concern has happened on 2 occasions.

? Unsure of exact location where it happens.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

? The issue has not been duplicated at the dealer.

RECOMMENDATION:

? Thank you for the time on the phone today.

? As discussed, since this is a potential safety related concern that has not been duplicated, please have the Service Manager contact Nissan Consumer

Affairs to create a case.

Also note:

This incident is also under Engineering review. (Undesired FEB operation)

? Unfortunately, because of this review, we do not recommend any repairs at this time.

We understand the customer has a legitimate concern, and what we want to avoid is recommending any unnecessary repairs that may not resolve their conc

ern. Please assure the customer that this is part of Nissan?s commitment to continuous improvement of our products.

If Engineering concludes that further action is needed, typically a publication of some kind will be released; not all engineering reviews result in a

vehicle repair, or additional required action.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	3/2/2018	10/22/18	3/2/18

Text-Incd Desc TL

Question for TECH LINE: GUIDENCE/REVIEW

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	5N1AT2MT4HC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	9170	22517	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	KAD

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	3/11/2017	4/21/2017	

Dlr Retl Last VC

Code	Region	Name	City	State
5303	34	SUTHERLIN NISSAN ORL	ORLANDO	Florida

Serv Dlr TL

Code	Region	Name	City	State
5303	34	SUTHERLIN NISSAN ORLANDO	ORLANDO	FL

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
B94 ROOF RAIL CROSS BARS
C03 50 STATE EMISSIONS
K03 PLATINUM PACKAGE
L92 FLOOR MATS (2-PIECE FRONT AND
P01 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
X03 PLATINUM RESERVE INTERIOR
Z66 ACTIVATION DISCLAIMER

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
INTELLIGENT CRUISE CONTROL	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	Y	3/5/2018	

Code-Reason For Call TL Desc: **NOT IDENTIFIED** Flag-Attachment TL: **Y**

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Replaced ADAS C/U to Resolve**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

CAR BRAKES ON ITS OWN....WARNING MESSAGE THAT CAR IS STOPPING AND NISSAN CALLED CUSTOMER FC

Created by Survey Site Guest User at 2018-03-02 07:08:48

Customer Comments: CAR BRAKES ON ITS OWN....WARNING MESSAGE THAT CAR IS STOPPING AND NISSAN CALLED CUSTOMER FOLLOWING EVENT

Technician Findings: COMPLAINT IS ABOUT FEB= CAN NOT DUPLICATE YET. FOUND ICC AND CONVENTIAL CRUISE WONT SET. DISTANCE SENSOR OUT OF SPEC UNLESS IN CO

NVENTIAL CRUISE AT TIMES. CAN OK. PERFORMED DIAG FOR ESM CCS 131 AND STEP 1 DOES NOT CORRDIATE WITH C3+ FINDINGS. AND ALL OTHER FINDS ARE TO SPEC IN S

TEPS 2 AND 4. POINTING TO ANADAS CONTROL UNIT. ASKING FOR YOU CHECK MY FINDINGS AND CLEAR UP STEP 1

Repairs Made: NONE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Survey Site Guest User at 2018-03-02 07:11:07

FEB COMPLAINT BUT FOUND ICC AND CRUISE INOP

Created by Kenneth Walker at 2018-03-02 07:51:48

Cruise control inop

Also has FEB engaged for unknown reason concern

Concern has not been duplicated at the dealer

Unable to engage ICC nor cruise at times

Past U1002 CAN COMM CIR in ABS

Supplied CAN Dlag is after codes cleared

?Step 4? findings in spec

(Data items: - ?VHCL SPEED SE? - ?D RANGE SW?- ?SET/COAST SW?- ?BRAKE SW?- ?PKB SW?)

Recommendation:
We concur, per the ESM, ADAS C/U replacement is the next step. Be sure to save / write down the configuration # and install the same ADAS C/U Part Nu

mber.

Afterwards, align the radar to 0.0 and verify cruise operates.

Created by Kenneth Walker at 2018-03-02 11:37:43

Tech replied with:

?Thank you. Part ordered. Will update u on Monday when part is here?

Recommendation:

Thank you for the update. Please, let us know if you need any additional assistance

Created by Kenneth Walker at 2018-03-06 10:05:56

Tech replied with:
?Replaced adas and save and wrote and performed icc adjustment....now icc and conveniental cruise work and distance reads correct?

Recommendation:

Thank you for the update.

Please, let us know if you need any additional assistance

If you have just a few moments, please take the survey

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	3/4/2018	10/22/18	3/5/18

Text-Incd Desc TL

Question for TECH LINE: customer contacted consumer affeirs

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	JN8AT2MT5HW[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	10838	29517	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	008721	CVT	NBF

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	6/14/2017	8/26/2017	

Installed Options

C03 50 STATE EMISSIONS
L92 FLOOR MATS (2-PIECE FRONT AND
P04 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5480	36	PRIORITY NISSAN CHAN	CHANTILLY	Virginia

Serv Dlr TL

Code	Region	Name	City	State
5480	36	PRIORITY NISSAN CHANTILLY	CHANTILLY	VA

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: **NOT IDENTIFIED** Flag-Attachment TL: **N**

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

vehicle braked on its own while driving. happened twice whithin the past two months

Created by Survey Site Guest User at 2018-03-04 10:08:34

Customer Comments: vehicle braked on its own while driving. happened twice whithin the past two months

Technician Findings: found past code for distance sensor, cleaned out sensor as per esm. was not ale to duplicate customers concern

Repairs Made: cleaned out the distance sensor

Created by Kenneth Walker at 2018-03-05 07:50:48

FEB engaged on its own

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Concern has occurred twice for customer

Concern has not been duplicated at the dealer

Had a past code, not provided by dealer

Recommendation:

The FEB braking concern is currently under engineering review. Unfortunately, because of this review, we do not recommend any repairs at this time.

We understand the customer has a legitimate concern, and what we want to avoid is recommending any unnecessary repairs that may not resolve their conc

ern. Please assure the customer that this is part of Nissan?s commitment to continuous improvement of our products.

If Engineering concludes that further action is needed, typically a publication of some kind will be released; not all engineering reviews result in a

vehicle repair, nor additional required action.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	3/6/2018	10/1/18	3/6/18

Text-Incd Desc TL

Question for TECH LINE: USURE HOW TO PROCEDE

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	JN8AT2MV3HW[redacted]

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2-PIECE FRONT AND
Z66 ACTIVATION DISCLAIMER

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	3548	29417	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	NBF

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	6/1/2017	11/11/2017	

Dlr Retl Last VC

Code	Region	Name	City	State
5127	36	CROSSROADS NIS WAKE	WAKE FOREST	North Carolin

Serv Dlr TL

Code	Region	Name	City	State
5127	36	CROSSROADS NIS WAKE FRS	WAKE FOREST	NC

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
ABS BRAKE SYSTEM	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
03	N	N	1/1/0001	

Code-Reason For Call TL Desc: **NOT IDENTIFIED** Flag-Attachment TL: **N**

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

SAFETY SHIELD SYSTEM STOP VEHICLE WITHOUT WARNING AND NOTHING IN FRONT OF VEHICLE AND WILL N

Created by Survey Site Guest User at 2018-03-06 15:25:36

Customer Comments: SAFETY SHIELD SYSTEM STOP VEHICLE WITHOUT WARNING AND NOTHING IN FRONT OF VEHICLE AND WILL NOT RESPOND TO GAS PEDAL

Technician Findings: CUST STATES VEHICLE STOPPED WITHOUT WARNING ON RAILROAD TRACKS. [redacted] WAS AT DEALER FOR A DIFFERENT ISSUE. SPOKE WITH HIM ABOUT THIS VEHICLE. HE SPOKE WITH AN ENGINEER AND ASKED FOR THE MILEAGE FOR THE ACTIVATION EVENT. WE WERE ADVISED TO CHECK RADAR AIM. WHEN SETTING UP TARGET BOARD AND LASER I CANNOT GET THE LASER SET UP RIGHT PER CCS-96 AND 97. IN ORDER TO GET THE Dr AND Df MEASUREMENTS THE SAME THE STEERING WHE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

EL NEEDS TO BE EXTREMELY OFF CENTER. WILL THIS AFFECT CALIBRATION? PERFORMED ALIGNMENT TO MAKE SURE THIS WASNT THE ISSUE AND IT IS SPEC.

Repairs Made: ATTEMPTED TO CALIBRATE RADAR SENSOR

Created by Steve Berger at 2018-03-06 18:57:22

DESCRIPTION:

CASE NOTES:

? customer comments: safety shield system stop vehicle without warning and nothing in front of vehicle and will not respond to gas pedal.

? Technician findings: cust states vehicle stopped without warning on railroad tracks.

? [TSM SW] was at dealer for a different issue.

? Spoke with him about this vehicle.

? He spoke with an engineer and asked for the mileage for the activation event.

? We were advised to check radar aim.

? When setting up target board and laser I cannot get the laser set up right per ccs-96 and 97.

? In order to get the dr and df measurements the same the steering wheel needs to be extremely off center.

? Will this affect calibration?

? Performed alignment to make sure this wasn?t the issue and it is spec.

? Repairs made: attempted to calibrate radar sensor.

RECOMMENDATION:

? My apologies for the delayed response.

? Was the incident that the customer described duplicated?

Created by Steve Berger at 2018-03-07 10:09:45

DESCRIPTION:

EMAIL RECEIVED:

? We did not duplicate the concern but there is a work support function that says an event happened less than 100 miles ago.

Created by Steve Berger at 2018-03-07 10:54:12

DESCRIPTION:

CALLED TSM (left voicemail)

CALLED TECH TO FOLLOW UP.

? Tech is currently working with TSM SW for the concern.

? Tech is having issues with radar aiming.

? Compared radar aiming readings with another vehicle and same results.

? Has not been able to duplicate the customer?s concern related to FEB operation.

? Tech knows location where the incident happened.

RECOMMENDATION:

? Please double check all measurement for the target board since the same issue has occurred on another vehicle.

? If additional assistance is needed, please provide photos to show the front sides and from driver?s seat looking out

? As discussed, Since this is a potential safety related concern that has not been duplicated, please have the Service Manager contact Nissan Consumer

Affairs to create a case.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	3/7/2018	10/22/18	3/7/18

Text-Incd Desc TL

Question for TECH LINE: INFORMATION

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
165	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MT8JC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	944	22518	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	QAB

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	10/14/2017	2/18/2018	

Dlr Retl Last VC

Code	Region	Name	City	State
3029	34	DAYTONA NISSAN	DAYTONA BEACH	Florida

Serv Dlr TL

Code	Region	Name	City	State
3029	34	DAYTONA NISSAN	DAYTONA BEACH	FL

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
B94 ROOF RAIL CROSS BARS
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT E10
L92 FLOOR MATS (2PC FRONT, 2PC SEC
P01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CS BRAKE ASSIST CAME ON AND VEHICLE CAME TO A COMPLETE STOP

Created by Survey Site Guest User at 2018-03-07 10:06:22

Customer Comments: CS BRAKE ASSIST CAME ON AND VEHICLE CAME TO A COMPLETE STOP

Technician Findings: CHECKED WITH CONSULT, FOUND C1A16-97 AND B1309.
CUST STATES FORWARD EMERGENCY BRAKING ACTIVATED WITH NOTHING IN FRONT OF CAR. WAS ON A 2 LANE STREET, WAS A CAR FOLLOWING. [redacted] IN DELAND FL)

STORY COMES SECOND HAND FROM HUSBAND.

Repairs Made: NONE SO FAR

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Survey Site Guest User at 2018-03-07 10:08:02

MAKING CASE FOR YOUR INFORMATION. WONDERING IF DEBRIS BLOWING ACROSS ROAD COULD CAUSE THIS.

Created by John Irion at 2018-03-07 10:11:17

Description:

Technician Findings CHECKED WITH CONSULT, FOUND C1A16-97 AND B1309.

CUST STATES FORWARD EMERGENCY BRAKING ACTIVATED WITH NOTHING IN FRONT OF CAR. WAS ON A 2 LANE STREET, WAS A CAR FOLLOWING. [redacted] IN DELAND FL)

STORY COMES SECOND HAND FROM HUSBAND.

Recommendation:

This incident is under engineering review

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	3/16/2018	12/7/18	3/16/18

Text-Incd Desc TL

Question for TECH LINE: open a case ongoing problem with rogues and this complaint

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options
T32	2017	RGE	5N1AT2MV7HC[redacted]	B92 SPLASH GUARDS B93 CHROME REAR BUMPER PROTECTOR C03 50 STATE EMISSIONS L92 FLOOR MATS (2-PIECE FRONT AND Z66 ACTIVATION DISCLAIMER

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
4116	12454	29417	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	K23

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	9/23/2017	10/29/2017	

Dlr Retl Last VC

Code	Region	Name	City	State
3670	26	LEGEND NISSAN, LTD	SYOSSET	New York

Serv Dlr TL

Code	Region	Name	City	State
3670	26	LEGEND NISSAN, LTD	SYOSSET	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	Y	12/5/2018	

Code-Reason For Call TL Desc: **NOT IDENTIFIED** Flag-Attachment TL: **N**

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

customer states vehicle stop on its own again with no one in front of vehicle front laser was replaced recently for b

m off

Created by Survey Site Guest User at 2018-03-16 07:37:56

Customer Comments: customer state vehicle stop out of no were with no one in front check and advise

Technician Findings: could not duplicate customers concern. on test drive vehicle seemed to function properly. i do have codes in past c1b82,c1a12-78,

c1a16-97,

Repairs Made: zero

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Survey Site Guest User at 2018-03-16 07:39:37

intermittant issue. all codes in past, freeze frame data is c1a16 = 2632 mile. c1a12 = 2623, and c1b82 is ign counter 49

Created by John Irion at 2018-03-16 07:43:03

Description:

Technician Findings: could not duplicate customers concern. on test drive vehicle seemed to function properly. i do have codes in past c1b82,c1a12-78,

c1a16-97,

Repairs Made: zero

Recommendation:

This incident is under engineering review

Created by Brian Terk at 2018-12-04 08:19:57

-DESCRIPTION:

-Duplicate case# [redacted] created. Closed case, confirmed contact information matches and updated current case with information

-unexpected FEB operation

-dealer is unable to duplicate the customers concern

-LASER/RADAR

-C1A16 RADAR STAIN ??????????????????.PAST

-?once it happened once customer went back to same spot to see if it would happen again and it wouldn?t. Intermittent incident. tech cannot duplicate

all systems functioning properly on my test drive?

-RECOMMENDATION DETAIL:

[redacted] there was a case already for this VIN with the same concern please update and reply to this case only

-please confirm part numbers are updated and that NTB18-041 no longer applies

-note that C1A16 does not require any action if set very intermittently, copied from the ESM DTC description:

"NOTE:

DTC ?C1A16-97? may be detected under the following conditions. (Explain to the customer about the difference between the contamination detection funct

ion and the indication when the malfunction is detected and tell them, ?This is not a malfunction?)

?When contamination or foreign materials adhere to the ICC sensor area.

?When driving while it is snowing or when frost forms on the ICC sensor area.

?When ICC sensor area is temporarily fogged."

-please also refer to the Owner's Manual on page 5-85 for "FEB SYSTEM LIMITATIONS" for conditions that may cause this type of concern under normal ope

ration

-if the concern does not apply to the above then please follow up with the following:

-what is the specific concern (speed, turning, action, etc.)

-what is the specific location it happens at (address, intersection, etc.)

-what were the weather conditions at the time (fog, rain, condensation, etc.)

-if the vehicle is operating as designed, NTB18-041 has been confirmed to no longer apply, there are no related DTC's and all vehicle operation is nor

mal when tested at the dealer TECH LINE has no repair recommendations at this time

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	3/19/2018	4/1/19	3/19/18

Text-Incd Desc TL

Question for TECH LINE: LOOKING FOR GUIDANCE ON A FIX. NOTICED THERE WAS A SIMILAR CASE IN THE DA

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	KNMAT2MVXHP[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
14729	45562	29217	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	QAK

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	6/7/2017	10/2/2017	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
K01 APPEARANCE PACKAGE
L92 FLOOR MATS (2-PIECE FRONT AND
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
06041	26	COUNTY LINE NISSAN	MIDDLEBURY	Connecticut

Serv Dlr TL

Code	Region	Name	City	State
06041	26	COUNTY LINE NISSAN	MIDDLEBURY	CT

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — *Flag-Attachment TL:* N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CUSTOMER STATES THE VEHICLE'S EMERGENCY BRAKING ACTIVATED - CAR MADE BEEP NOISE - VEHICLE C

Created by Survey Site Guest User at 2018-03-19 13:23:15

Customer Comments: CUSTOMER STATES THE VEHICLE'S EMERGENCY BRAKING ACTIVATED - CAR MADE BEEP NOISE - VEHICLE CAME TO AN ABRUPT STOP - NO ONE IN FRONT

OF VEHICLE

Technician Findings: CUSTOMER HAS UNEXPECTED FEB ACTIVATION. VEHICLE DOES NOT HAVE ICC BUT CONVENTIONAL CRUISE ONLY. SHE CAME IN WITH SAME COMPLAINT O

N 10-23-17 WITH 1654 MILES ON VEHICLE BUT COMPLAINT COULDN'T BE DUPLICATED. 10-31-17 RETURNED WITH 2231 MILES WITH SAME COMPLAINT AGAIN OF UNEXPECTED

FEB ACTIVATION. TECH FOUND DTC C1A16-97 FOR RADAR STAIN AND UNTIMATELY ENDED UP REPLACING AND CALIBRATING DISTANCE SENSOR. CAR WAS FINE UNTIL SHE CAME

TECH LINE INCIDENT REPORT - CONFIDENTIAL

IN TODAY WITH SAME COMPLAINT. HAPPENED TO HER THIS MORNING AND THERE WAS NO VEHICLE IN FRONT OF HER AND THE WEATHER CONDITIONS WERE CLEAR AND SUNNY.

SHE SAID SHE WAS DRIVING ALONG AND HEARD BEEP BEEP BEEP AND THE VEHICLE CAME TO AN ABRUPT STOP. FOUND DTC C1A16-97 IN PAST HISTORY AND COULDN'T DUPLIC

ATE ON TEST DRIVE. FOUND NO FOREIGN MATERIAL IN FRONT OF SENSOR.

Repairs Made: NONE ON THIS R.O.

Created by John Irion at 2018-03-19 13:59:34

Description:

Technician Findings CUSTOMER HAS UNEXPECTED FEB ACTIVATION. VEHICLE DOES NOT HAVE ICC BUT CONVENTIONAL CRUISE ONLY. SHE CAME IN WITH SAME COMPLAINT ON

10-23-17 WITH 1654 MILES ON VEHICLE BUT COMPLAINT COULDN'T BE DUPLICATED. 10-31-17 RETURNED WITH 2231 MILES WITH SAME COMPLAINT AGAIN OF UNEXPECTED F

EB ACTIVATION. TECH FOUND DTC C1A16-97 FOR RADAR STAIN AND UNTIMATELY ENDED UP REPLACING AND CALIBRATING DISTANCE SENSOR. CAR WAS FINE UNTIL SHE CAME

IN TODAY WITH SAME COMPLAINT. HAPPENED TO HER THIS MORNING AND THERE WAS NO VEHICLE IN FRONT OF HER AND THE WEATHER CONDITIONS WERE CLEAR AND SUNNY. S

HE SAID SHE WAS DRIVING ALONG AND HEARD BEEP BEEP BEEP AND THE VEHICLE CAME TO AN ABRUPT STOP. FOUND DTC C1A16-97 IN PAST HISTORY AND COULDN'T DUPLICA

TE ON TEST DRIVE. FOUND NO FOREIGN MATERIAL IN FRONT OF SENSOR.

Recommendation:

This incident is under engineering review

Created by Survey Site Guest User at 2019-04-01 10:13:37

LET ME START WITH THE FACT THAT THE VEHICLE HAS BEEN BACK SEVERAL TIMES FOR THE SAME ISSUE OF FEB WITHOUT A VEHICLE IN FRONT OF HER. CUSTOMER IS VERY

FRUSTRATED AT THIS POINT AND IS IN CONTACT WITH NISSAN TO CLAIM LEMON LAW AND BUY BACK. CURRENT VEHICLE MILEAGE IS 45,562. ON 11-2-18 SHE CAME IN WITH

SAME COMPLAINT AND WE PERFORMED NTB18-041B WITH NEW DISTANCE SENSOR AND UPDATED LASER AND ADAS MODULES. CURRENT PROGRAM OF LASER/RADAR IS 28438-5FA3A

AND ICC/ADAS IS 284E7-7FP3A. VEHICLE CAME BACK WITH SAME COMPLAINT ON 1-25-19 AND HAD CODE C1A16-97 FOR RADAR STAIN. FRONT OF GRILLE WAS CLEAN AND CU

STOMER SAID IT HAPPENED ON A CLEAR DAY WITHOUT A VEHICLE IN FRONT OF HER AGAIN. WE REPLACED AND ALIGNED THE DISTANCE SENSOR AGAIN AND RELEASED BACK TO

CUTOMER. CUSTOMER RETURNED ON 3-27-19 WITH SAME COMPLAINT AND SAME DTC C1A16-97. CHECKED ALIGNMENT OF DISTANCE SENSOR AND MADE SURE PROGRAM IN LASER

AND ICC WERE UP TO DATE. I PERSONALLY DROVE THE VEHICLE FOR ABOUT 100 MILES AND COULDN'T DUPLICATE CONCERN SO VEHICLE WAS RELEASED TO CUSTOMER. CUSTOM

ER RETURNED ON 4-1-19 WITH SAME COMPLAINT OF UNWANTED FEB ACTIVATION AND FOUND SAME DTC C1A16-97. FFD SHOWES C1A16-97 SET AT 45,499 MILES AND CURRENT

MILES ARE 45,562. BASICALLY I'M ASKING IF THERE HAS BEEN SIMILAR CASES OR A DIRECTION TO GO IN BECAUSE CUSTOMER IS CLAIMING LEMON LAW AND WANTS NISSAN

BUY BACK.

Created by Brian Terk at 2019-04-01 10:52:32

-DESCRIPTION:

-technician updated case with case comment, updated case summary below:

-Vehicle has returned to the dealer several times for unexpected FEB operation

-11/2/2018 customer concern is unexpected FEB operation

? performed NTB18-041b including new distance sensor and updated laser and ADAS c/u?s

? LASER/RADAR part number is 28438-5FA3A

? ICC/ADAS part number is 284E7-7FP3A

-1/25/2019 vehicle returned with customer concern of unexpected FEB operation

? C1A16-97 RADAR STAIN stored

? Front of grille is clean

TECH LINE INCIDENT REPORT - CONFIDENTIAL

? Customer states concern happened on clear day without a vehicle in front

? Replaced distance sensor again

-3/27/2019 vehicle returned with customer concern of unexpected FEB operation

? C1A16-97 RADAR STAIN stored

? Checked distance sensor alignment

? Confirmed laser/radar and ADAS c/u programming was up to date

? Dealer was unable to duplicate the customers concern after 100 mile of test driving

-4/1/2019 vehicle returned with customer concern of unexpected FEB operation

? C1A16-97 RADAR STAIN stored

? FFD shows DTC set at 45,499 miles, current mileage is 45,562

-Technician checking if there are similar cases or for a repair recommendation

-RECOMMENDATION DETAIL:

-good afternoon [redacted] and thank you for the detailed information this one
-the Laser/Radar and the ADAS c/u both do not require programming as noted in your case notes and NTB18-041b does not apply with these part numbers

-C1A16 will set intermittently under normal operation and requires no action if intermittent

-the following information is copied from the ESM DTC description for C1A16:

"NOTE:
DTC ?C1A16? may be detected under the following conditions. (Explain to the customer about the difference between the contamination detection function

and the indication when the malfunction is detected and tell them ?This is not malfunction?.)

?When contamination or foreign materials adhere to the distance sensor area of the front bumper

?When driving while it is snowing or when frost forms on the distance sensor area of the front bumper

?When distance sensor area of the front bumper is temporarily fogged"
-please also review the Owner's Manual beginning on page 5-85 for "FEB SYSTEM LIMITATIONS" which includes this among other information "In some road o

r traffic conditions, the
FEB system may unexpectedly apply partial braking. When acceleration is necessary, continue to depress the accelerator pedal to override the system"
-if additional information is available regarding under what specific conditions thia happens with please reply with that information and we will forw

ard this information to engineering

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	3/23/2018	10/22/18	3/23/18

Text-Incd Desc TL

Question for TECH LINE: resolve issue

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options
T32	2018	RGE	KNMAT2MV1JP[redacted]	C03 50 STATE EMISSIONS E10 PREMIUM PAINT E10 L92 FLOOR MATS (2PC FRONT, 2PC SEC Z66 ACTIVATION DISCLAIMER

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	6693	22218	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	QAB

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	10/12/2017	11/26/2017	

Dlr Retl Last VC

Code	Region	Name	City	State
22003	24	NISSAN/NORTH, INC.	WORTHINGTON	Ohio

Serv Dlr TL

Code	Region	Name	City	State
22003	24	NISSAN/NORTH, INC.	WORTHINGTON	OH

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: **NOT IDENTIFIED** Flag-Attachment TL: **N**

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

customer states collision alert stopped vehicle in parking lot, customer states driving slowly in airport parking gara

suddenly stopped

Created by Survey Site Guest User at 2018-03-23 10:48:52

Customer Comments: customer states collision alert stopped vehicle in parking lot, customer states driving slowly in airport parking garage with nothi

ng around, vehicle suddenly stopped

Technician Findings: codes in laser radar

Repairs Made: none

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Sean Martin at 2018-03-23 11:14:14

DESCRIPTION

Unintended FEB operation in airport parking lot with nothing around

C1A16 RADAR STAIN current

C1B40 SOW RIGHT UNIT FAILURE past

U0104 (LDP) ICC CAM CAN CIR2 past

C1B40 SOW RIGHT UNIT FAILURE past

RECOMMENDATION

? Under engineering review, sent template

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	3/23/2018	10/22/18	3/24/18

Text-Incd Desc TL

Question for TECH LINE: ANY SIMILAR REPAIRS OR CONCERNS?

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MT3JC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	570	22318	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	KAD

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	11/10/2017	2/26/2018	

Installed Options

C03 50 STATE EMISSIONS
K01 MIDNIGHT EDITION
K11 MIDNIGHT EDITION (BLACK SPLASH
L93 MIDNIGHT EDITION CARPETED FLOO
M92 RETRACTABLE CARGO COVER
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
98002	48	KING WINDWARD NISSA	KANEOHE	Hawaii

Serv Dlr TL

Code	Region	Name	City	State
98002	48	KING WINDWARD NISSAN	KANEOHE	HI

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CUSTOMER STATES THERE IS A BEEPING NOISE THAT COMES ON THEN VEHICLE BRAKES.

Created by Survey Site Guest User at 2018-03-23 18:50:45

Customer Comments: CUSTOMER STATES THERE IS A BEEPING NOISE THAT COMES ON THEN VEHICLE BRAKES.

Technician Findings: COULD NOT DUPLICATE CONCERN. NO TROUBLE CODES ARE STORED. PER SVC ADVISOR, AEB SYSTEM ACTIVATING WITH NO VEHICLE IN FRONT OF CAR.

HAPPENED ONCE AT LOW SPEEDS IN PARKING GARAGE AND ANOTHER TIME GETTING ON TO FREEWAY 30-40 MPH. PER CUSTOMER, YELLOW AEB WARNING LAMP CAME ON AND AU

DIBLE WARNING SOUNDED. SLIGHT BRAKING FELT. CUSTOMER LEFT OFF GAS, AND DRIVING RETURNED TO NORMAL.

Repairs Made: 0

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Sean Martin at 2018-03-24 09:14:12

DESCRIPTION

Unintended FEB operation

Happened two times so far, once in parking garage, once on entrance ramp to highway

No DTCs stored

RECOMMENDATION

? Under engineering review, sent template

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	3/26/2018	10/22/18	3/26/18

Text-Incd Desc TL

Question for TECH LINE: Diagnosis

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	5N1AT2MT5HC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	22577	22517	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	RBY

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	10/1/2016	2/27/2017	

Dlr Retl Last VC

Code	Region	Name	City	State
3825	34	BEN MYNATT NISSAN	SALISBURY	North Carolin

Serv Dlr TL

Code	Region	Name	City	State
3825	34	BEN MYNATT NISSAN	SALISBURY	NC

Installed Options

B93 CHROME REAR BUMPER PROTECTOR
B94 ROOF RAIL CROSS BARS
C03 50 STATE EMISSIONS
K03 PLATINUM PACKAGE
L92 FLOOR MATS (2-PIECE FRONT AND
M92 RETRACTABLE CARGO COVER
P01 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: under engineering review

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

Says was driving about 40mph and vehicle applied the brakes and came to complete stop and would not respond pushing the throttle it would finally move and drove straight here.

Created by Survey Site Guest User at 2018-03-26 09:21:47

Customer Comments: Says was driving about 40mph and vehicle applied the brakes and came to complete stop and would not respond to throttle and after

about 15 seconds of pushing the throttle it would finally move and drove straight here.

Technician Findings: Customer states vehicle applied brakes stopped itself in the road. One code stored. C1a16-97 radar stain but freeze frame showed

this occurred 680 miles prior. checked FEB operation mileage in C3 and it shows no history.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Repairs Made: none

Created by Survey Site Guest User at 2018-03-26 09:25:05

CUSTOMER WAS NOT USING CRUISE AT TIME OF INCIDENT. SENSOR APPEARS FINE. NOTHING ON THE GRILL IN FRONT OF IT.

Created by Brian Terk at 2018-03-26 09:46:12

-DESCRIPTION:

-vehicle operates normally when tested at dealer

-C1A16-97 RADAR STAIN ??????????????..PAST, FF data indicates set 680 miles ago

-customer states ?Says was driving about 40mph and vehicle applied the brakes and came to complete stop and would not respond to throttle and after ab

out 15 seconds of pushing the throttle it would finally move and drove straight here.?

-Where is vehicle when concern occurs? ?DRIVING ON STRAIGHT RAOD. NOTHING AHEAD OR BEHIND?

-?CUSTOMER WAS NOT USING CRUISE AT TIME OF INCIDENT. SENSOR APPEARS FINE. NOTHING ON THE GRILL IN FRONT OF IT.?

-case opening indicates no aftermarket or factory accessories installed

-RECOMMENDATION DETAIL:

This incident is currently under engineering review. Unfortunately, because of this review, we do not recommend any repairs at this time.

We understand the customer has a legitimate concern, and what we want to avoid is recommending any unnecessary repairs that may not resolve their conc

ern. Please assure the customer that this is part of Nissan?s commitment to continuous improvement of our products.

If Engineering concludes that further action is needed, typically a publication of some kind will be released; not all engineering reviews result in a

vehicle repair, or additional required action.

Created by Cameron McBride at 2018-04-17 11:35:58

Description;

Dealer followed up via chat;

Dealer is asking for any update on the engineering review item

Recommendation;

This concern is still under engineering review, no repairs recommended at this time.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	3/26/2018	10/22/18	3/26/18

Text-Incd Desc TL

Question for TECH LINE: UPDATED REPAIRS OR PROCEDURES TO FIX CONCERN

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	JN8AT2MT6HW[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	4089	29517	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	K23

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	5/11/2017	11/24/2017	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2-PIECE FRONT AND
M92 RETRACTABLE CARGO COVER
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
977	32	ED HICKS NISSAN, LTD.	CORPUS CHRISTI	Texas

Serv Dlr TL

Code	Region	Name	City	State
977	32	ED HICKS NISSAN, LTD.	CORPUS CHRISTI	TX

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED | Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

CUSTOMER STATES WHILE DRIVING THE VEHICLE STARTED BEEPING THEN THE BRAKES LOCKED UP FOR A

Created by Survey Site Guest User at 2018-03-26 12:02:45

Customer Comments: CUSTOMER STATES WHILE DRIVING THE VEHICLE STARTED BEEPING THEN THE BRAKES LOCKED UP FOR A FEW SECONDS THEN VEHICLE STARTED DRIVING

NORMAL AGAIN

Technician Findings: CUST HAS STATED IN ONE INCIDENT FEB WARNING WENT OFF BUT BRAKES DID NOT APPLY BUT THERE WAS NO OBJECT IN FRONT ON VEHICLE. CUST S

TATED JUST HAD INCIDENT WHERE FEB WARNING WENT OFF AND VEHICLE APPLIED BRAKES HARD WITHOUT AN OBJECT IN FRONT OF VEHICLE. HAVE TEST DROVE AND HAVE NOT

DUPLICATED CONERN. THERE IS NO OBSTRUCTION OF SENSOR OR ON BUMPER. HAVE PAST DTC C1A16-97 BUT DTC WILL CANCEL FEB IF CURRENT. DID DATABASE SEARCH TO

TECH LINE INCIDENT REPORT - CONFIDENTIAL

FIND THIS IS UNDER ENGINEERING REVIEW

Repairs Made: NONE

Created by Brandt Boster at 2018-03-26 12:12:55

Description:
Customer concern of when driving, the vehicle started beeping then the brakes locked up for a few seconds

Then vehicle started driving normally again

Tech unable to duplicate the concern

Customer states 1 incident of FEB warning when off, but brakes did not apply

No object in front of vehicle at that time.

Only had 1 incident where FEB applied with braking without object in front of vehicle

DTC stored

C1A16 RADAR STAIN -97 ? PAST

No obstruction of sensor or on the bumper

Recommendation:

This concern is under review with no repairs currently recommended.

Unfortunately, because of this review, we do not recommend any repairs at this time.
We understand the customer has a legitimate concern, and what we want to avoid is recommending any unnecessary repairs that may not resolve their conc
ern. Please assure the customer that this is part of Nissan?s commitment to continuous improvement of our products.
If Engineering concludes that further action is needed, typically a publication of some kind will be released; not all engineering reviews result in a

vehicle repair, nor additional required action.

****Customer input overrides Driver Assistance Systems****

Let us know if we can assist any further on this one [redacted]

Have a great rest of your day!

Created by Brandt Boster at 2018-03-26 12:14:11
Heads up sent on 2018-03-26 12:14:11 to [redacted]

Created by Brandt Boster at 2018-03-26 15:22:08

Tech replied by email:

Thank you Brandt for the information but I have another question from my service manager.
I explained from your email that the customer can override driver assistance systems or turn it off through the cluster.
Even though it will reset after an ignition cycle, but the customer has concerns about what happens if the brakes ?lock up completely? while she or an

other person is driving and they forget to turn off the FEB every time.

How can I explain this in a better way to inform the customer due to the nature of this concern?

Recommendation:

The vehicle braking system would not lock the brakes completely.
If the FEB were to activate if the throttle is held the vehicle will cease its braking and override the assistance system.
If the customer has safety concerns with the vehicle we would recommend having the customer contact Consumer Affairs.

Created by Brandt Boster at 2018-03-26 15:34:11

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Tech replied by email:

Ok will do, thank your for your time and assistance

Recommendation:

My pleasure [redacted]

If we can assist in any way on this one, please reply to this email

Have a great rest of your day!

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	3/26/2018	10/22/18	8/22/18

Text-Incd Desc TL

Question for TECH LINE: assistance

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
102	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	5N1AT2MV1H[redacted]
Mileage-Initial TL	*Mileage-Current TL*	*Code-NNA Model VC*	*Code-Body Type TL*
0	30490	22617	
Code-Engine Prefix VC	*Number-Engine Serial VC*	*Code-Trans Type VC*	*Code-Vehicle Color VC*
QR25	[redacted]	CVT	KAD
Name-Plant VC	*Date-Manufacture VC*	*Date-In Service TL*	*Code-Distributor TL*
Smyrna (NMM)	1/21/2017	2/15/2017	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
K03 PLATINUM PACKAGE
L92 FLOOR MATS (2-PIECE FRONT AND
M92 RETRACTABLE CARGO COVER
P01 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
X03 PLATINUM RESERVE INTERIOR
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5492	26	MIDDLETOWN NISSAN	MIDDLETOWN	Connecticut

Serv Dlr TL

Code	Region	Name	City	State
2148	26	HARTE NISSAN, INC.	HARTFORD	CT

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — *Flag-Attachment TL:* Y

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

Customer states vehicle flashes the shape of another vehicle in the message center when there is nothing in front

on the brake pedal when this happens customer has also experience the vehicle stopping on its own

Created by Survey Site Guest User at 2018-03-26 15:26:36

Customer Comments: Customer states vehicle flashes the shape of another vehicle in the message center when there is nothing in front of the vehicle cu

stomer is pressing on the brake pedal when this happens customer has also experience the vehicle stopping on its own

Technician Findings: Can not duplicate customer concern

Repairs Made: no repairs

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Michael Lemmons at 2018-03-26 16:47:31

Description:

Customer states vehicle flashes the shape of another vehicle in the message center when there is nothing in front of the vehicle.

Customer is pressing on the brake pedal when this happens.

Customer has also experience the vehicle stopping on its own.

Verified No

Technician Findings Can not duplicate customer concern

Questions for TechLine assistance

Past DTC

C1A12-78 LASER BEAM OFF CNTR

C1A16-97 RADAR STAIN

C1B82 DISTANCE SENSOR OFF-CENTER

Repairs Made no repairs

Observed Modifications & Accessories no accessories

Recommendation:

Please check ?cause of auto cancel 1? in ICC/ADAS (with ICC) or

?FEB operation mileage? in Laser/Radar Work Support (without ICC) and follow up with the information shown.

Once this information is received I will forward all the details to engineering for review.

Created by Michael Lemmons at 2018-03-26 16:50:58

Heads up sent on 2018-03-26 16:50:58 to [redacted]

[redacted]

Created by Michael Lemmons at 2018-03-27 13:31:42

Received reply from tech with two pictures.

Replied to tech:

Thank you for the information.

This has been sent to engineering for review.

Please allow us 24 hours to reply.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/3/2018	10/22/18	4/3/18

Text-Incd Desc TL

Question for TECH LINE: foe assistance

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MVXJC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	909	22418	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	KAD

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	2/6/2018	3/9/2018	

Dlr Retl Last VC

Code	Region	Name	City	State
5171	24	NISSAN OF MANSFIELD	MANSFIELD	Ohio

Serv Dlr TL

Code	Region	Name	City	State
5171	24	NISSAN OF MANSFIELD	MANSFIELD	OH

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
B94 ROOF RAIL CROSS BARS
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2PC FRONT, 2PC SEC
P01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

forward emergency braking engaging on its own vehicle stopped in middle of the road

Created by Survey Site Guest User at 2018-04-03 12:17:05

Customer Comments: forward emergency braking engaging on its own vehicle stopped in middle of the road

Technician Findings: road test 10 miles could duplicate concern. inspect camera and radar system no problem found

Repairs Made: none

Created by Survey Site Guest User at 2018-04-03 12:20:21

I SEE THERE ARE SEVERAL CASES OF THIS ON DATA BASE SEARCH AND IS UNDER REVIEW BY NISSAN IS THERE ANY UPDATES I HAVE DRIVEN CAR AND HAVE YET TO DUPLICA

TECH LINE INCIDENT REPORT - CONFIDENTIAL

TE NOTE CUSTOMER DOES NOT WANT CAR BACK UNTIL REPAIRED

Created by Kelby Hausman at 2018-04-03 12:44:47

Description

- Customer states forward emergency braking engaged on its own and stopped vehicle

- Unable to duplicate the concern

- Road tested 10 miles

- Inspected camera and radar system

- No concerns found

Recommendation

Thank you for the information.

This concern is currently under engineering review. Unfortunately, because of this review, we do not recommend any repairs at this time.

We understand the customer has a legitimate concern, and what we want to avoid is recommending any unnecessary repairs that may not resolve their conc

ern. Please assure the customer that this is part of Nissan?s commitment to continuous improvement of our products.

If Engineering concludes that further action is needed, typically a publication of some kind will be released; not all engineering reviews result in a

vehicle repair, or additional required action. Keep ASIST up to date to receive the latest TSB and service information

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/4/2018	10/22/18	4/4/18

Text-Incd Desc TL

Question for TECH LINE: Noted several Techline DB that concern is under engineering review at this time. Opening

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	JN8AT2MV1HW[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	12035	22617	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	EBB
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	2/21/2017	4/29/2017	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT $
K03 PLATINUM PACKAGE
L92 FLOOR MATS (2-PIECE FRONT AND
M92 RETRACTABLE CARGO COVER
P01 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
2655	24	TOM NAQUIN CHEV-NISS	ELKHART	Indiana

Serv Dlr TL

Code	Region	Name	City	State
2655	24	TOM NAQUIN CHEV-NISSAN	ELKHART	IN

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

Collision warning sensor comes up at random times

Created by Survey Site Guest User at 2018-04-04 07:52:53

Customer Comments: Collision warning sensor comes up at random times

Technician Findings: Customer states collision warning sensor comes on at times, also FEB activation with no obstructions. Past fault U1500 in ADAS an

d C1A16-97 in laser/radar

Repairs Made: no repairs made

Created by Sean Martin at 2018-04-04 08:10:33

TECH LINE INCIDENT REPORT - CONFIDENTIAL

DESCRIPTION

Undesired FEB operation at times

FCW lamp comes on at times

ADAS

U1500 (LDP) CAM CAN CIR1 - OR - CAM CAN CIR 2 past

LASER RADAR

C1A16 RADAR STAIN past

RECOMMENDATION

? Issue under engineering review, sent template.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/5/2018	10/22/18	4/5/18

Text-Incd Desc TL

Question for TECH LINE: LOOKING FOR GUIDENCE IN WITCH CODE TO FALLOW FIRST SINCEALL ARE IN PAST

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options
T32	2017	RGE	KNMAT2MV7HP[redacted]	C03 50 STATE EMISSIONS E10 PREMIUM PAINT $ L92 FLOOR MATS (2-PIECE FRONT AND Z66 ACTIVATION DISCLAIMER

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	2174	29417	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	QAB

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	7/25/2017	12/1/2017	

Dlr Retl Last VC

Code	Region	Name	City	State
22047	24	BUCKEYE NISSAN, INC.	HILLIARD	Ohio

Serv Dlr TL

Code	Region	Name	City	State
22047	24	BUCKEYE NISSAN, INC.	HILLIARD	OH

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

FRONT END COLLISION FEATURE IS ENGAGING AND SLOWING VEHICLE DOWN WHEN THERE IS NO ONE IN FR

Created by Survey Site Guest User at 2018-04-05 07:19:44

Customer Comments: FRONT END COLLISION FEATURE IS ENGAGING AND SLOWING VEHICLE DOWN WHEN THERE IS NO ONE IN FRONT OF YOU . HAPPEN 4 TIMES

Technician Findings: DRIVING THOUGH A PARKING LOT NO CAR INFRONT OR IN BACK OF YOU . OR DRIVING DOWN A OPEN HIGHWAY NO NONE IN FRONT OR BEHIND YOU THE

VEHICLE WILL ENGAGE FORWARD EMERGENCY BRAKING INTERMITTENTLY , CODES IN PAST C1A16-97,C1B40-49,U104-82,C1B30-49, . . BEING ALL CODES ARE IN PAST

LOOKING FOR GUIDENCE FOR WITCH DIRRECTION I SHOULD GO FIRST

Repairs Made: NONE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Sean Martin at 2018-04-05 08:04:33

DESCRIPTION

Vehicle is braking on its own with no obstructions present

Issue has happened 4 times now

C1A16 RADAR STAIN

C1B40 SOW RIGHT UNIT FAILURE

U0104 (LDP) ICC CAM CAN CIR2

C1B30 SOW LEFT UNIT FAILURE

All DTCs past

RECOMMENDATION

? Under engineering review, sent template

Created by Sean Martin at 2018-04-05 08:19:26

TECHNICIAN RESPONSE RECEIVED AND PASTED BELOW:

"Thank you can I be updated for repairs"

PLEASE REVIEW THE FOLLOWING ITEMS:

? Since we are not provided with a timeline for available repairs, we are unable to track cases with this concern.

? If a repair is released for this concern, it is likely there will be a TSB or NNA document released. Please monitor these channels for an available

repair in the future.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/5/2018	10/22/18	4/5/18

Text-Incd Desc TL

Question for TECH LINE: Would you recommend any action at this time, what should do moving forward

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options
T32	2018	RGE	5N1AT2MV9JC[redacted]	C03 50 STATE EMISSIONS Z66 ACTIVATION DISCLAIMER

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	794	22018	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	G41

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	1/9/2018	3/26/2018	

Dlr Retl Last VC

Code	Region	Name	City	State
3033	26	GEORGE HARTE NISSAN	WEST HAVEN	Connecticut

Serv Dlr TL

Code	Region	Name	City	State
3033	26	GEORGE HARTE NISSAN, INC.	WEST HAVEN	CT

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: **NOT IDENTIFIED** Flag-Attachment TL: **N**

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

Vehicle is breaking on its own, has happened 3 times is a week, jumping on ramp on 91 foot on accelerator and the bs noise. No cars in front or on the side.

Created by Survey Site Guest User at 2018-04-05 13:36:13

Customer Comments: Vehicle is breaking on its own, has happened 3 times is a week, jumping on ramp on 91 foot on accelerator and the vehicle brake on

own. beeping and abs noise. No cars in front or on the side.

Technician Findings: Could not duplicate concern. Have past DTC C1A16-97 FFD shows 413 miles. Customer states that concern happened three times sinc

e purchasing vehicle. 1st time was in the morning. 2nd time was at night 30 mph car slammed on the brakes on its own. 3rd time in the morning after 1

TECH LINE INCIDENT REPORT - CONFIDENTIAL

.5 hours of driving. No one in front of him. Ne debris on front of car, and no signs of impact damage.

Repairs Made: none

Created by Sean Martin at 2018-04-05 13:41:48

DESCRIPTION

Vehicle has undesired FEB operation with no obstructions present

Customer state the issue has occurred 3 times in a week

Issue not duplicated at dealer

RECOMMENDATION

? Issue under engineering review, sent template

Created by Sean Martin at 2018-04-05 16:03:14

TECHNICIAN RESPONSE RECEIVED AND PASTED BELOW:

"Okay, thank you. The customer doesn't feel safe driving the vehicle, what should we do moving forward? Do you know when engineering might release a

resolve? Can we put the customer in a long term rental? "

PLEASE REVIEW THE FOLLOWING ITEMS:

? TECH LINE is not provided a timeline for repair on issues that are under engineering review.

? Releasing the vehicle or placing the customer is at the discretion of the dealer. TECH LINE is unable to advise on this subject.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/9/2018	10/22/18	4/9/18

Text-Incd Desc TL

Question for TECH LINE: DIAGNOSTIC HELP

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	5N1AT2MT1HC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	19012	22517	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	QAB

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	3/11/2017	9/14/2017	

Installed Options

B92 SPLASH GUARDS
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT $
L92 FLOOR MATS (2-PIECE FRONT AND
P01 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
15033	36	SIMMONS NISSAN, INC.	MOUNT AIRY	North Carolin

Serv Dlr TL

Code	Region	Name	City	State
15033	36	SIMMONS NISSAN, INC.	MOUNT AIRY	NC

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: **NOT IDENTIFIED** Flag-Attachment TL: **N**

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

C/S THE FRONT COLLISION SENSOR LIGHT IS COMING ON AND STOPPING VEHICLE

Created by Survey Site Guest User at 2018-04-09 12:45:36

Customer Comments: C/S THE FRONT COLLISION SENSOR LIGHT IS COMING ON AND STOPPING VEHICLE

Technician Findings: DTC C1A16-97 PAST C1A17-49 PAST ALL DTCS PAST UNABLE TO DUPLICATE CUST CONCERN. FOUND NOTHING BLOCKING SENSOR.

Repairs Made: NONE

Created by Sean Martin at 2018-04-09 13:41:33

DESCRIPTION

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Customer states vehicle stopped on it's own and FEB lamp is coming on

C1A16 RADAR STAIN past

C1A17 ICC SENSOR MALF past

Not duplicated at the dealer

RECOMMENDATION

? Under engineering review, sent template.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/9/2018	10/22/18	4/9/18

Text-Incd Desc TL

Question for TECH LINE: CUST IS CONCERNED HER VEHICLE IS MALFUNCTIONING. I ADVISED HER THAT IF IT O

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
165	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	KNMAT2MT1JP[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	1840	22118	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	K23

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	10/14/2017	2/19/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3773	44	NISSAN OF ELK GROVE	ELK GROVE	California

Serv Dlr TL

Code	Region	Name	City	State
3773	44	NISSAN OF ELK GROVE	ELK GROVE	CA

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED | Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

DIAGNOSIS OF CLIENT CONCERN CUSTOMER STATES THAT WHEN DRIVING UP ENCLINE THE EMERGENCY BR

HE VHEICLE WILL BRAKE AND EVEMRGENCY LIGHT AND BEEP OCCURS CHECK AND REPORT.

Created by Survey Site Guest User at 2018-04-09 17:41:16

Customer Comments: DIAGNOSIS OF CLIENT CONCERN CUSTOMER STATES THAT WHEN DRIVING UP ENCLINE THE EMERGENCY BRAKES SEEM TO COME ON WHEN IN PARKING STRUC

TURE AND GOING UP THE VHEICLE WILL BRAKE AND EVEMRGENCY LIGHT AND BEEP OCCURS CHECK AND REPORT.

Technician Findings: CUST STATED THAT THE VEHICLE STOPS BY ITSELF IN THE PARKING GARAGE WHERE SHE WORKS AT HAPPENS ALMOST EVERY TIME ON THE 1 - 3 FLOO

R. HAPPENS AS SHES GOING UP THE RAMP TO THE NEXT LEVEL. WE VERIFIED THAT ITS THE FEB SYSTEM OPERATING BY HAVING HER VERIFY THAT IT DOESNT HAPPEN IF SH

TECH LINE INCIDENT REPORT - CONFIDENTIAL

E TURNS OFF EMERGENCY BRAKING. CUST IS CONCERNED AND BELIEVES THIS SHOULD BE HAPPENING. TECH LINE DATA BASES SHOWS THE CONCERN IS UNDER INVESTIGATION.

ONLY DIFFERENCE IS HER UNINTENDED OPERATION IS IN THE PARKING GARAGE. NOTE PAST CODE C1A16-97 WAS STORED.

Repairs Made: NONE VERIFIED IT WAS FEB OPERATING

Created by John Irion at 2018-04-09 18:50:48

Description:

Technician Findings CUST STATED THAT THE VEHICLE STOPS BY ITSELF IN THE PARKING GARAGE WHERE SHE WORKS AT HAPPENS ALMOST EVERY TIME ON THE 1 - 3 FLOOR

. HAPPENS AS SHES GOING UP THE RAMP TO THE NEXT LEVEL. WE VERIFIED THAT ITS THE FEB SYSTEM OPERATING BY HAVING HER VERIFY THAT IT DOESNT HAPPEN IF SHE

TURNS OFF EMERGENCY BRAKING. CUST IS CONCERNED AND BELIEVES THIS SHOULD BE HAPPENING. TECH LINE DATA BASES SHOWS THE CONCERN IS UNDER INVESTIGATION.

ONLY DIFFERENCE IS HER UNINTENDED OPERATION IS IN THE PARKING GARAGE. NOTE PAST CODE C1A16-97 WAS STORED.

Recommendation:

This incident is under engineering review.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/11/2018	10/22/18	4/11/18

Text-Incd Desc TL

Question for TECH LINE: all codes past vehicle operating normal. direction for concern

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options
T32	2018	RGE	KNMAT2MV8JP[redacted]	C03 50 STATE EMISSIONS L92 FLOOR MATS (2PC FRONT, 2PC SEC Z66 ACTIVATION DISCLAIMER

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	874	22218	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	RBY

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	1/5/2018	3/16/2018	

Dlr Retl Last VC

Code	Region	Name	City	State
5004	42	NISSAN OF OMAHA, LLC	OMAHA	Nebraska

Serv Dlr TL

Code	Region	Name	City	State
5004	42	NISSAN OF OMAHA, LLC	OMAHA	NE

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: **NOT IDENTIFIED** Flag-Attachment TL: **Y**

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

at times when accelerating from a stop a alert will go off and vehicle will auto brake this happens with nobody in fr

Created by Survey Site Guest User at 2018-04-11 09:47:29

Customer Comments: at times when accelerating from a stop a alert will go off and vehicle will auto brake this happens with nobody in front of you

Technician Findings: ipdm show past in can diag mntr for both side radars. abs show no history of can issue.

Repairs Made: none

Created by Matthew Mead at 2018-04-11 10:03:15

Description:

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- Customer states at times when accelerating from a stop an alert will go off and vehicle will auto brake this happens when no one is in front of you.

- Technician found IPDM shows Past in CAN DIAG MONITOR for both side radars, and ABS shows no history of a CAN concern.

- all codes past vehicle operating normal. direction for concern.

- Past DTC ABS u1002 SIDE RADAR LH c1b40-49 SIDE RADAR LH u0104-82 SIDE RADAR RH c1b30-49 SIDE RADAR RH u0104-82

Recommendation:

- Please review with the customer and find out if any warning lights were illuminated in the meter when the concern occurred. Also, please find out wh

at conditions/surroundings were present when the concern occurred.

- Please attach a copy of the CAN DIAG SUPPORT MONITOR to the email reply.

- If a warning light was illuminated please check for any ?Cause of Auto Cancel 1? in ICC/ADAS Work Support for FEB with ICC and note any ?FEB operati

on mileage? in Laser/Radar Work Support for FEB without ICC.

Created by Matthew Mead at 2018-04-11 13:04:56

Description:

Customer stated the cluster displayed message during incident just pops on then off could not read it. no warning lights illuminated. feb shows no his

tory of activation

- Technician sent in the CAN DIAG SUPPORT MONITOR results.

Recommendation:

- Review with the customer and find out if the concern occurred near a railroad track crossing or before crossing over a raised intersection.

- This concern is under engineering review.

Created by Matthew Mead at 2018-04-11 13:34:58

Recommendation:

- After reviewing the case with engineering they advised to first diagnose the ABS DTC stored before continuing diagnosis of the FEB system.

- Since the concern has not been duplicated please review with the customer and find out more information about the conditions when the concern occurr

ed. Continue to operate the vehicle in similar conditions and attempt to duplicate the concern.

Created by Matthew Mead at 2018-04-11 13:36:07

Heads up sent on 2018-04-11 13:36:06 to [redacted]

Created by Matthew Mead at 2018-04-16 08:59:29

Description:

customer can not contribute any additional information. can not duplicate incident. abs can code diag as per esm show no cause of code.

Recommendation:

- Since we are unable to duplicate the incident and no codes are returning during the DTC confirmation procedure the codes are likely the result of an

intermittent harness concern.

- If the U1002 returns in ABS please save and print the CAN DIAG SUPPORT MONITOR while the code is stored.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/11/2018	10/22/18	4/11/18

Text-Incd Desc TL

Question for TECH LINE: ANY DIAGNOSITIC HELP WOULD BE APPRECIATED

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MT4JC[redacted]
Mileage-Initial TL	*Mileage-Current TL*	*Code-NNA Model VC*	*Code-Body Type TL*
0	970	22518	
Code-Engine Prefix VC	*Number-Engine Serial VC*	*Code-Trans Type VC*	*Code-Vehicle Color VC*
QR25	[redacted]	CVT	QAB
Name-Plant VC	*Date-Manufacture VC*	*Date-In Service TL*	*Code-Distributor TL*
Smyrna (NMM)	10/18/2017	3/24/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT E10
L92 FLOOR MATS (2PC FRONT, 2PC SEC
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
2869	32	BAKER NISSAN NORTH	HOUSTON	Texas

Serv Dlr TL

Code	Region	Name	City	State
2869	32	BAKER NISSAN NORTH	HOUSTON	TX

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — *Flag-Attachment TL:* Y

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CUSTOMER STATES THE EMERGENCY BRAKES ENGAGE ON THEIR OWN THE FORWARD COLLISION SYMBOL F

Created by Survey Site Guest User at 2018-04-11 10:06:00

Customer Comments: CUSTOMER STATES THE EMERGENCY BRAKES ENGAGE ON THEIR OWN THE FORWARD COLLISION SYMBOL FLASHES AT TIMES

Technician Findings: C1A16 RADAR STAIN

NO DEBRIS OR CONTAMINATION NEAR RADAR AREA OF BUMPER

Repairs Made: NONE

Created by Survey Site Guest User at 2018-04-11 10:06:58

TECH LINE INCIDENT REPORT - CONFIDENTIAL

DTC

Created by Sean Martin at 2018-04-11 10:12:32

DESCRIPTION

Undesired FEB operation

Sometimes FEB lamp flashes

C1A16 RADAR STAIN

Not duplicated at dealer

No debris or contamination at front bumper

RECOMMENDATION

? Issue under engineering review

? Sent engineering review email template

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/11/2018	10/22/18	4/11/18

Text-Incd Desc TL

Question for TECH LINE: TO SEE IF ISSUE IS STILL UNDER REVIEW OR IF ANY REPAIRS ARE RECOMMENED YET

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options
T32	2017	RGE	5N1AT2MV6HC[redacted]	C03 50 STATE EMISSIONS K03 PLATINUM PACKAGE P01 SL PREMIUM PACKAGE U35 NAVIGATION MANUAL Z66 ACTIVATION DISCLAIMER
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL	
0	17744	22617		
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC	
QR25	[redacted]	CVT	EAN	
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL	
Smyrna (NMM)	3/21/2017	4/29/2017		

Dlr Retl Last VC

Code	Region	Name	City	State
5326	26	NISSAN OF HUNTINGTON	HUNTINGTON STA	New York

Serv Dlr TL

Code	Region	Name	City	State
5326	26	NISSAN OF HUNTINGTON	HUNTINGTON STA	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

C/S AEB IS ACTIVATING ON ITS OWN AND VEHICLE BRAKING ON ITS OWN

Created by Survey Site Guest User at 2018-04-11 15:02:55

Customer Comments: C/S AEB IS ACTIVATING ON ITS OWN AND VEHICLE BRAKING ON ITS OWN

Technician Findings: CANNOT DUPLICATE PAST CODE C1A16-97 FFD SHOWS 1613 MILE FEB OPERATION MILEAGE SHOWS NO HISTORY CLEANED OUTTER LENSE IN FRONT OF S

ENSOR

Repairs Made: NONE

Created by Sean Martin at 2018-04-11 15:09:50

TECH LINE INCIDENT REPORT - CONFIDENTIAL

DESCRIPTION

Undesired FEB operation

Unable to duplicate at dealer

C1A16 RADAR STAIN past

RECOMMENDATION

? Advised technician issue is under engineering review

Created by Sean Martin at 2018-04-11 15:36:58

TECHNICIAN RESPONSE RECEIVED AND PASTED BELOW:

"Understood just want to update case with new info customer states it consistently happens at [redacted] and [redacted] turnpike in the right lane with a passenger in front seat also happened at [redacted] in Melville going southbound"

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/12/2018	10/22/18	4/12/18

Text-Incd Desc TL

Question for TECH LINE: WHY IS 3CH GATEWAY AND LANE CAM NOT DETECTED?

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MV1JC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	532	22218	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	RBY

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	3/2/2018	3/31/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5360	26	FUCCILLO NISSAN	LIVERPOOL	New York

Serv Dlr TL

Code	Region	Name	City	State
5360	26	FUCCILLO NISSAN	LIVERPOOL	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

C/S FORWARD EMERGENCY BRAKING ENGAGED YESTERDAY WHEN THERE WAS NOTHING IN FRONT OF VEHI

Created by Survey Site Guest User at 2018-04-12 14:25:35

Customer Comments: C/S FORWARD EMERGENCY BRAKING ENGAGED YESTERDAY WHEN THERE WAS NOTHING IN FRONT OF VEHICLE AT ABOUT 40 MPH.

Technician Findings: U1002 STORED IN ABS PAST. VCAN1 DIAG SHOWS 3CH. GATEWAY NOT DETECTED. ITCAN SHOWS 3CH. GATWAY NOT DETECTED. CHASSIS CAN2 SHOWS LA

NE CAMERA NOT DETECTED. VEH IS NOT EQUIPT WITH FRONT LANE CAMERA. IN CAN DIAG SUPPORT MON. SHOWS 3CH. GATEWAY OK PAST AND PRESENT. CHECKED POWER AND G

ROUND SUPPLY AT 3CH. CAN GATEWAY UNIT BEHIND GLOVEBOX OK.

Repairs Made: NONE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Sean Martin at 2018-04-12 14:33:28

DESCRIPTION

Undesired FEB operation

Vehicle stopped with no obstructions at approx. 40mph

ABS

U1002 CAN COMM CIR

3CH Gateway shows as red on CAN DIAG

RECOMMENDATION

? The undesired FEB operation concern is currently under engineering review. Due to this review, we do not recommend any repairs pending the results o

f the review.

? We have seen other vehicles with 3CH CAN Gateway appearing as if it is offline, but all systems operate normally.

? Please compare 3 CH CAN Gateway communication to known good vehicle with same options. If all systems operate normally (with exception of FEB), DTCs

can be cleared and no repairs are recommended.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/13/2018	10/22/18	4/13/18

Text-Incd Desc TL

Question for TECH LINE: VEHICLE IS NEW AND DOUBLE CHECKING MY DIAG

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	JN8AT2MV6JW[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	612	22018	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	KAD

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	12/22/2017	3/30/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3897	26	CENTRAL AVENUE NISS	YONKERS	New York

Serv Dlr TL

Code	Region	Name	City	State
3897	26	CENTRAL AVENUE NISSAN IN	YONKERS	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: **NOT IDENTIFIED** Flag-Attachment TL: **N**

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

C/S WARNING MALFUNCTION KIGHT ON FORWARD COLLISION ENGAGED AND CAR STOPPED BY ITSELF

Created by Survey Site Guest User at 2018-04-13 07:47:15

Customer Comments: C/S WARNING MALFUNCTION KIGHT ON FORWARD COLLISION ENGAGED AND CAR STOPPED BY ITSELF

Technician Findings: CUSTOMER STATED VEHICLE CRASH WARNING ICON CAME ON DASH AND VEHICLE STOPPED ON HIGHWAY. DTCS C1B5D/C1A18 STORED. ATTEMPTED TO ADJ UST MILLIWAVE SENSOR AND IT WOULD NOT ADJUST. NOW DTC C1A12 STORED. AS PER ESM IT SAYS TO REPLACE SENSOR. JUST WANTED TO MAKE SURE ITS JUSTIFIED

Repairs Made: NONE

Created by Sean Martin at 2018-04-13 08:15:22

TECH LINE INCIDENT REPORT - CONFIDENTIAL

DESCRIPTION

Vehicle has undesired FEB operation

FEB warning lamp came on during concern

Attempted to adjust distance sensor

RECOMMENDATION

? Advised issue is under engineering review.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/16/2018	10/22/18	4/16/18

Text-Incd Desc TL

Question for TECH LINE: unable to verify customer complaint

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
165	Z [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	JN8AT2MT0JW[redacted]
Mileage-Initial TL	*Mileage-Current TL*	*Code-NNA Model VC*	*Code-Body Type TL*
0	2303	22518	
Code-Engine Prefix VC	*Number-Engine Serial VC*	*Code-Trans Type VC*	*Code-Vehicle Color VC*
QR25	[redacted]	CVT	KAD
Name-Plant VC	*Date-Manufacture VC*	*Date-In Service TL*	*Code-Distributor TL*
KYUSHYU (NML)	11/8/2017	3/2/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
B94 ROOF RAIL CROSS BARS
C03 50 STATE EMISSIONS
K03 PLATINUM PACKAGE
L92 FLOOR MATS (2PC FRONT, 2PC SEC
P01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
CV34	34	NISSAN NORTH AMERIC	SMYRNA	Tennessee

Serv Dlr TL

Code	Region	Name	City	State
18064	34	JOHN ROBERTS NISSAN	MANCHESTER	TN

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — *Flag-Attachment TL:* N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

FEB warning chimed lines were present on dash vehicle slowed down while on back road with no cars present

Created by Survey Site Guest User at 2018-04-16 15:11:27

Customer Comments: FEB warning chimed lines were present on dash vehicle slowed down while on back road with no cars present

Technician Findings: could not verify customer concern

Repairs Made: none

Created by Survey Site Guest User at 2018-04-16 15:19:37

drove about 200 hundred miles operating pro pilot and icc cruise on 1 of the trips my lane departure operating with pro pilot turned off

TECH LINE INCIDENT REPORT - CONFIDENTIAL

the rest of may trips everthing normal spoke to customer to verify pro pilot turned off she was making a turn when vehicle slowed to a stop.

I have been unable to duplicate this concern.spoke with dts and performed a 4 wheel alignment and aiming lane camera checked data base found 2 otjer c

ases with similar concern and found it is in engineering rerview and customer has contacted consumer affairs.Is ther

any input you can provide to help resolve this incident thank you

Created by John Irion at 2018-04-16 15:40:46

Description:

drove about 200 hundred miles operating pro pilot and icc cruise on 1 of the trips my lane departure operating with pro pilot turned off

the rest of may trips everthing normal spoke to customer to verify pro pilot turned off she was making a turn when vehicle slowed to a stop.

I have been unable to duplicate this concern.spoke with dts and performed a 4 wheel alignment and aiming lane camera checked data base found 2 otjer c

ases with similar concern and found it is in engineering rerview and customer has contacted consumer affairs.Is ther

any input you can provide to help resolve this incident thank you

Recommendation:

This incident is under engineering review

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/17/2018	10/22/18	4/17/18

Text-Incd Desc TL

Question for TECH LINE: DIAG PROCEDURE

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
159	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	KNMAT2MV9JP[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	8463	22018	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	K23
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	10/18/2017	1/19/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5563	26	GARDEN CITY NISSAN	HEMPSTEAD	New York

Serv Dlr TL

Code	Region	Name	City	State
5563	26	GARDEN CITY NISSAN	HEMPSTEAD	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: **NOT IDENTIFIED** Flag-Attachment TL: **N**

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

WHILE DRIVING VEHICLE STOPS WHILE NOTHING IS AROUND

Created by Survey Site Guest User at 2018-04-17 14:28:58

Customer Comments: WHILE DRIVING VEHICLE STOPS WHILE NOTHING IS AROUND

Technician Findings: FIRST VISIT DTCS C1710 C1A16 C1840-49 U0104-82, C1B30-49, AND U0104-82 STORED IN PAST STATUS. CUST CAME IN AFTER SNOW STORM. CLEA

NED OFF DISTANCE SENSOR AND RELEASE VEHICLE.

SECOND VISIT. NO STORED DTCS.

Repairs Made: NONE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by J.R. Jackson at 2018-04-17 15:24:02

ABS

C1710 TRANSMITTER (NO DATA) [RR TPMS]

ADAS

C1A16 RADAR BLOCKED/ RADAR STAIN

C1840-49

U0104-82 SIDE RADAR/ LANE CAMERA UNIT

C1B30-49 SOW LEFT UNIT FAILURE

U0104-82 SIDE RADAR/ LANE CAMERA UNIT

CUST CAME IN AFTER SNOW STORM.

CLEANED OFF DISTANCE SENSOR AND RELEASE VEHICLE.

SECOND VISIT:

- NO STORED DTCs.

Vehicle is not equipped with ICC.

-

Advised to collect information about the location where the incident duplicates.

Does it duplicate over railroad tracks, or when approaching tracks?

On what road or route does it duplicate?

Check for any ?FEB operation mileage? in Laser/Radar Work Support for FEB without ICC.

This concern is under engineering review.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/17/2018	10/22/18	4/17/18

Text-Incd Desc TL

Question for TECH LINE: documentation, repair recommendations

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	KNMAT2MT5JP[redacted]
Mileage-Initial TL	**Mileage-Current TL**	**Code-NNA Model VC**	**Code-Body Type TL**
0	763	22318	
Code-Engine Prefix VC	**Number-Engine Serial VC**	**Code-Trans Type VC**	**Code-Vehicle Color VC**
QR25	[redacted]	CVT	QAB
Name-Plant VC	**Date-Manufacture VC**	**Date-In Service TL**	**Code-Distributor TL**
Renault Samsung	12/29/2017	3/26/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT E10
L92 FLOOR MATS (2PC FRONT, 2PC SEC
S10 FOG LIGHTS
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3902	42	UNITED NISSAN	LAS VEGAS	Nevada

Serv Dlr TL

Code	Region	Name	City	State
3902	42	UNITED NISSAN	LAS VEGAS	NV

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: **NOT IDENTIFIED** Flag-Attachment TL: **N**

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

when driving up parking garage to go to work the vehicle brakes by itself

Created by Survey Site Guest User at 2018-04-17 16:06:29

Customer Comments: when driving up parking garage to go to work the vehicle brakes by itself
Technician Findings: test drove no abnormal actions observed, fwd emergency braking activating on customer when entering parking garage at work. steep

incline on ramp. no dtcs set

Repairs Made: none

Created by Brandt Boster at 2018-04-17 16:12:33

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Description:

Customer concern: When driving up parking garage to work- vehicle brakes by itself

Tech unable to duplicate

Drove vehicle- no abnormal actions observed

FEB activating on customer when entering parking garage at work.

No DTCs stored

Recommendation:

Review item template sent.

Created by Survey Site Guest User at 2018-05-08 11:58:53

per Ray Rice (our DTS) we removed and reinstalled camera and completed radar and camera adjustments per esm.

test drove and verified no unwanted FEB occurrences. customer picked up and states that it still happens in the [redacted] employee parking garage where

he works, noted that the garage ramps are a steeper incline than most normal parking garages. I understand that this incident is under investigation.

please notify us if there is a fix available soon. thank you.

Created by Brandt Boster at 2018-05-08 12:20:41

Description:

Tech replied by dealer comment:

Per Ray Rice (our DTS) we removed and reinstalled camera and completed radar and camera adjustments per esm.

Test drove and verified no unwanted FEB occurrences.

Customer picked up and states that it still happens in the [redacted] employee parking garage where he works, noted that the garage ramps are a steeper i

ncline than most normal parking garages.

I understand that this incident is under investigation.

Please notify us if there is a fix available soon. Thank you.

Recommendation:

This incident is currently under engineering review. Unfortunately, because of this review, we do not recommend any repairs at this time.

We understand the customer has a legitimate concern, and what we want to avoid is recommending any unnecessary repairs that may not resolve their conc

ern. Please assure the customer that this is part of Nissan?s commitment to continuous improvement of our products.

If Engineering concludes that further action is needed, typically a publication of some kind will be released; not all engineering reviews result in a

vehicle repair, or additional required action.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/18/2018	10/22/18	4/18/18

Text-Incd Desc TL

Question for TECH LINE: advice

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options
T32	2017	RGE	KNMAT2MV4HP[redacted]	C03 50 STATE EMISSIONS L92 FLOOR MATS (2-PIECE FRONT AND Z66 ACTIVATION DISCLAIMER

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	25955	29217	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	G41

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	6/1/2017	8/19/2017	

Dlr Retl Last VC

Code	Region	Name	City	State
2976	26	STAR NISSAN, INC.	BAYSIDE	New York

Serv Dlr TL

Code	Region	Name	City	State
2976	26	STAR NISSAN, INC.	BAYSIDE	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: **NOT IDENTIFIED** Flag-Attachment TL: **N**

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

on multiple ocassionvehicle slows down on its own and frontal collision light flashes

Created by Survey Site Guest User at 2018-04-18 13:53:17

Customer Comments: on multiple ocassionvehicle slows down on its own and frontal collision light flashes

Technician Findings: could not duplicate

Repairs Made: none

Created by Sean Martin at 2018-04-18 14:06:25

DESCRIPTION

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Vehicle slows on its own and FEB warning lamp flashes

Unable to duplicate at dealer

RECOMMENDATION

? Advised issue is under engineering review.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/23/2018	10/22/18	4/23/18

Text-Incd Desc TL

Question for TECH LINE: FQI REQUESTED CASE BE OPENED

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
165	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MV5JC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	1015	22218	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	G41

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	1/26/2018	3/30/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
K02 SUN & SOUND TOURING PACKAGE
L92 FLOOR MATS (2PC FRONT, 2PC SEC
S10 FOG LIGHTS
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
CV26	26	NISSAN NORTH AMERIC	SOMERSET	New Jersey

Serv Dlr TL

Code	Region	Name	City	State
3064	26	NISSAN OF KEENE, INC.	SWANZEY	NH

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

RO#[redacted]LINE #2- CUSTOMER STATES THE AUTOMATIC BRAKING FUNCTION HAS BEEN ACTIVATING ON ITS

.

Created by Survey Site Guest User at 2018-04-23 08:44:38

Customer Comments: RO[redacted]LINE #2- CUSTOMER STATES THE AUTOMATIC BRAKING FUNCTION HAS BEEN ACTIVATING ON ITS OWN. ACTIVATES TODAY ON HIGHWAY WITH

NO TRAFFIC IN FRONT.

Technician Findings: TEST DROVE VEHICLE WITH VARIOUS ROAD AND TRAFFIC CONDITIONS, NO ACTIVATION OF FEB. CHECKED FOR DTC'S. C1A16-97 STORED IN LASER/RA

DAR. B1309-11 STORED IN MULTI-AV. ALL PAST DTC'S. FFD INDICATES RADAR STAIN STORED AT 88 MILES. CLEARED DTC'S AND RETURNED VEHICLE TO CUSTOMER. CUSTOM

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ER REFUSES TO DRIVE VEHICLE. STATES VEHICLE CAME TO A COMPLETE STOP IN MIDDLE OF INTERSTATE. FEB OPERATION MILEAGE INDICATES- NO HISTORY.

Repairs Made: NONE

Created by John Irion at 2018-04-23 08:50:09

Heads up sent on 2018-04-23 08:50:09 to [redacted]

[redacted]

Created by John Irion at 2018-04-23 08:51:43

Description:

Technician Findings TEST DROVE VEHICLE WITH VARIOUS ROAD AND TRAFFIC CONDITIONS, NO ACTIVATION OF FEB. CHECKED FOR DTC'S. C1A16-97 STORED IN LASER/RAD

AR. B1309-11 STORED IN MULTI-AV. ALL PAST DTC'S. FFD INDICATES RADAR STAIN STORED AT 88 MILES. CLEARED DTC'S AND RETURNED VEHICLE TO CUSTOMER. CUSTOME

R REFUSES TO DRIVE VEHICLE. STATES VEHICLE CAME TO A COMPLETE STOP IN MIDDLE OF INTERSTATE. FEB OPERATION MILEAGE INDICATES- NO HISTORY.

Recommendation:

This incident is under engineering review

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/24/2018	10/22/18	4/24/18

Text-Incd Desc TL

Question for TECH LINE: fix recommends

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	KNMAT2MT0HP[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
13707	18774	29117	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	QAK

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	6/22/2017	8/21/2017	

Installed Options

B92 SPLASH GUARDS
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2-PIECE FRONT AND
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3902	42	UNITED NISSAN	LAS VEGAS	Nevada

Serv Dlr TL

Code	Region	Name	City	State
3902	42	UNITED NISSAN	LAS VEGAS	NV

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED | Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

while driving up the freeway onramp by the [redacted] the vehicle stopped on its own. this has happened m

Created by Survey Site Guest User at 2018-04-24 10:46:50

Customer Comments: while driving up the freeway onramp by the [redacted] the vehicle stopped on its own. this has happened many times

Technician Findings: test drove vehicle and was able to duplicate forward emergency braking activating on steep parking garage ramps

Repairs Made: none

Created by Sean Martin at 2018-04-24 10:56:45

DESCRIPTION

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Vehicle stops on its own on inclines

Issue has occurred multiple times

RECOMMENDATION

? Advised issue is under engineering review

Created by John Irion at 2018-09-25 07:32:55

Description

info from duplicate case

Technician Findings TEST DROVE VEHICLE AND WAS UNABLE TO DUPLICATE THE CONCERN AT THIS TIME, HOWEVER VEHICLE WAS HERE ONCE BEFORE FOR SIMILAR INSCIDEN

T IN THE PAST THAT WAS INDEED DUPLICATED. REPLACED FRONT RADAR/DISTANCE SENSOR PER DTS RAY RICE AND PERFORMED A MILLIWAVE RADAR ADJUSTMENT AND TEST DR

OVE. VEHICLE WAS OPERATING AS DESIGNED BACK THEN AFTER REPAIRS. THIS RECENT VISIT TECH DID NOT DUPLICATE CONCERN, CHECKED FOR DTC'S ONLY DTC STORED WA

S U1002 SYSTEM COMM (CAN) PAST UNDER ABS. CHECKED FOR TSB AND FOUND TSB NTB18-041a CHECKED TSB FLOW CHART AND FOUND THAT CURRENT VEHICLE LASER/RADAR P

ART NUMBER MATCHES FLOW CHARTS (28438-5FA1A) AND IS APPLICABLE FOR REPLACEMENT.

Recommendation

Perform NTB18041

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/25/2018	10/22/18	4/25/18

Text-Incd Desc TL

Question for TECH LINE: TO HAVE CUSTOMERS CONCERN NOTED DOWN AND INQUIRE ABOUT PENDING INVES

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options
T32	2018	RGE	5N1AT2MT0JC[redacted]	C03 50 STATE EMISSIONS L92 FLOOR MATS (2PC FRONT, 2PC SEC Z66 ACTIVATION DISCLAIMER

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	1559	22318	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	KAD

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	11/2/2017	2/18/2018	

Dlr Retl Last VC

Code	Region	Name	City	State
98003	48	NEW CITY NISSAN	HONOLULU	Hawaii

Serv Dlr TL

Code	Region	Name	City	State
98003	48	NEW CITY NISSAN	HONOLULU	HI

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: **NOT IDENTIFIED** Flag-Attachment TL: **Y**

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **under engineering review**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

THE FOWARD EMERGENCY BRAKING FEATURE WILL ENGAGE WHEN GOING UP RAMPS AT ALA MOANA. CHEC

Created by Survey Site Guest User at 2018-04-25 15:14:57

Customer Comments: THE FOWARD EMERGENCY BRAKING FEATURE WILL ENGAGE WHEN GOING UP RAMPS AT ALA MOANA. CHECK AND ADVISE

Technician Findings: CUSTOMERS EXPERIENCE SAME CONCERN AS MULTIPLE OTHER FEB EQUIPPED ROGUES IN SAME LOCATION (ALA MOANA SHOPPING CENTER RAMP). FEB

ACTIVATES .

Repairs Made: NONE

Created by Survey Site Guest User at 2018-04-25 15:15:38

TECH LINE INCIDENT REPORT - CONFIDENTIAL

THANK YOU FOR YOUR TIME

Created by Brian Terk at 2018-04-25 16:36:22

-DESCRIPTION:

-customer states FEB engages when going up ramps at Ala Moana

-dealer has other customers with the same concern at the same location

-dealer checking about status of current review item

-RECOMMENDATION DETAIL:

-This incident is currently under engineering review. Unfortunately, because of this review, we do not recommend any repairs at this time.

-We understand the customer has a legitimate concern, and what we want to avoid is recommending any unnecessary repairs that may not resolve their con

cern. Please assure the customer that this is part of Nissan?s commitment to continuous improvement of our products.

-If Engineering concludes that further action is needed, typically a publication of some kind will be released; not all engineering reviews result in

a vehicle repair, or additional required action.

-heads up sent due to new vehicle incident

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/27/2018	10/22/18	4/27/18

Text-Incd Desc TL

Question for TECH LINE: is there a fix for this

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	JN8AT2MV8JW[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	2922	22218	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	G41

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	10/16/2017	1/31/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2PC FRONT, 2PC SEC
U01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3545	24	YARK NISSAN	TOLEDO	Ohio

Serv Dlr TL

Code	Region	Name	City	State
3545	24	YARK NISSAN	TOLEDO	OH

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — *Flag-Attachment TL:* N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: under engineering review

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

c/s vehicle emergency braking system has engaged several times with nothing in front of vehicle

Created by Survey Site Guest User at 2018-04-27 08:07:14

Customer Comments: c/s vehicle emergency braking system has engaged several times with nothing in front of vehicle

Technician Findings: false activation of forward emergency braking

Repairs Made: none at this time

Created by Brian Terk at 2018-04-27 08:21:51

-DESCRIPTION:

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-customer comments ?c/s vehicle emergency braking system has engaged several times with nothing in front of vehicle?

-verified ?yes?

-technician findings ?false activation of forward emergency braking?

-questions for Tech Line ?is there a fix for this?

-RECOMMENDATION DETAIL:

-if the concern is that there is undesired FEB operation at times then this incident is currently under engineering review. Unfortunately, because of

this review, we do not recommend any repairs at this time.

-We understand the customer has a legitimate concern, and what we want to avoid is recommending any unnecessary repairs that may not resolve their con

cern. Please assure the customer that this is part of Nissan?s commitment to continuous improvement of our products.

-If Engineering concludes that further action is needed, typically a publication of some kind will be released; not all engineering reviews result in

a vehicle repair, or additional required action.

-if the concern is different then what we have described above then please provide more information

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/27/2018	10/22/18	4/27/18

Text-Incd Desc TL

Question for TECH LINE: repair assistance

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	JN8AT2MV3HW[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	2275	29617	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	NBF

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	5/9/2017	11/29/2017	

Installed Options

C03 50 STATE EMISSIONS
L92 FLOOR MATS (2-PIECE FRONT AND
P04 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3367	26	NISSAN OF MIDDLETOW	NEW HAMPTON	New York

Serv Dlr TL

Code	Region	Name	City	State
3367	26	NISSAN OF MIDDLETOWN	NEW HAMPTON	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED | Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

the forward collision warning indicator came on and the vehicle started braking. the vehicle was on the road by itse

Created by Survey Site Guest User at 2018-04-27 08:56:01

Customer Comments: the forward collision warning indicator came on and the vehicle started braking. the vehicle was on the road by itself.

Technician Findings: unable to duplicate customers concern. only happened once. checked for codes looked for tsb/contacted techline chat since custome

r was waiting, was advised to contact techline since it is a safety concern. service manager put them into a loaner car. cases I found on the database

for both codes say under engineering review.

Repairs Made: none

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Sean Martin at 2018-04-27 09:05:39

DESCRIPTION

Vehicle began braking on its own

FEB warning lamp came on

LASER RADAR

C1A17 ICC SENSOR MALF

C1A18 LASER AIMING INCMP

RECOMMENDATION

? Advised issue is under engineering review

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/27/2018	10/22/18	4/27/18

Text-Incd Desc TL

Question for TECH LINE: looking to see if there is any fix for this particular incident

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	JN8AT2MV6JW[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	3873	22218	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	KAD

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	10/3/2017	1/16/2018	

Installed Options

C03 50 STATE EMISSIONS
K02 SUN & SOUND TOURING PACKAGE
L92 FLOOR MATS (2PC FRONT, 2PC SEC
M92 RETRACTABLE CARGO COVER
S10 FOG LIGHTS
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
CV26	26	NISSAN NORTH AMERIC	SOMERSET	New Jersey

Serv Dlr TL

Code	Region	Name	City	State
5555	32	WAXAHACHIE NISSAN	WAXAHACHIE	TX

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — *Flag-Attachment TL:* N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

customer states vehicle stops while customer is driving, it has happened about 5 times and it happened last night

customer feels unsafe driving vehicle.

Created by Survey Site Guest User at 2018-04-27 11:49:44

Customer Comments: customer states vehicle stops while customer is driving, it has happened about 5 times and it happened last night and customer almo

st got rear ended. customer feels unsafe driving vehicle.

Technician Findings: scanned for DTCs. found DTCs C1A16-97, C1A17-49, C1A18-54.

Repairs Made: none

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Sean Martin at 2018-04-27 12:27:16

DESCRIPTION

Vehicle stops on its own while driving

FEB lamp on

LASER RADAR

C1A16 RADAR STAIN

C1A17 ICC SENSOR MALF

C1A18 LASER AIMING INCMP

RECOMMENDATION

? Advised issue is under engineering review.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/27/2018	10/22/18	4/27/18

Text-Incd Desc TL

Question for TECH LINE: ANY NEW INFORMATION REGUARDING THIS TYPE OF COMPLAINT

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options
T32	2017	RGE	KNMAT2MV3HP[redacted]	C03 50 STATE EMISSIONS L92 FLOOR MATS (2-PIECE FRONT AND U01 SV PREMIUM PACKAGE U35 NAVIGATION MANUAL Z66 ACTIVATION DISCLAIMER
Mileage-Initial TL	*Mileage-Current TL*	*Code-NNA Model VC*	*Code-Body Type TL*	
0	11006	29417		
Code-Engine Prefix VC	*Number-Engine Serial VC*	*Code-Trans Type VC*	*Code-Vehicle Color VC*	
QR25	[redacted]	CVT	RBY	
Name-Plant VC	*Date-Manufacture VC*	*Date-In Service TL*	*Code-Distributor TL*	
Renault Samsung	6/5/2017	8/23/2017		

Dlr Retl Last VC

Code	Region	Name	City	State
5326	26	NISSAN OF HUNTINGTON	HUNTINGTON STA	New York

Serv Dlr TL

Code	Region	Name	City	State
5326	26	NISSAN OF HUNTINGTON	HUNTINGTON STA	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — *Flag-Attachment TL:* N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: under engineering review

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

C/S WHILE DRIVING VEHICLE DECELERATES ON ITS OWN WITH NO CARS IN FRONT OF IT

Created by Survey Site Guest User at 2018-04-27 13:53:59

Customer Comments: C/S WHILE DRIVING VEHICLE DECELERATES ON ITS OWN WITH NO CARS IN FRONT OF IT

Technician Findings: CANNOT CONFIRM AT THIS TIME FEB OPERATION MILEAGE SHOWS 1044 MILES PAST CODES C1A16-97

Repairs Made: NONE

Created by Brian Terk at 2018-04-27 14:51:59

-DESCRIPTION:

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-customer states decelerates on it?s own with no cars in front of it

-unable to verify

-FEB shows 1,044 miles

-codes are past

-ABS

-U1002 CAN COMM CIR

-LASER/RADAR

-C1A16 RADAR STAIN

-RECOMMENDATION DETAIL:

This incident is currently under engineering review. Unfortunately, because of this review, we do not recommend any repairs at this time.

We understand the customer has a legitimate concern, and what we want to avoid is recommending any unnecessary repairs that may not resolve their conc

ern. Please assure the customer that this is part of Nissan?s commitment to continuous improvement of our products.

If Engineering concludes that further action is needed, typically a publication of some kind will be released; not all engineering reviews result in a

vehicle repair, or additional required action.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/28/2018	10/22/18	4/28/18

Text-Incd Desc TL

Question for TECH LINE: SAW IN DATABASE THIS PARTICULAR CONCERN IS BEING INVESTIGATED BY ENGINEE

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
168	Z [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	KNMAT2MV0HP[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	4170	29417	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	KAD

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	7/25/2017	12/26/2017	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2-PIECE FRONT AND
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3042	26	NISSAN OF TURNERSVIL	TURNERSVILLE	New Jersey

Serv Dlr TL

Code	Region	Name	City	State
3042	26	NISSAN OF TURNERSVILLE	TURNERSVILLE	NJ

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
AUTOMATIC BRAKE CONTROL	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
04	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED

Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

CUSTOMER STATES BRAKING SYSTEM LIGHT COMES ON AND STOPS CAR WHEN I GO OVER BUMPS

Created by Survey Site Guest User at 2018-04-28 08:42:26

Customer Comments: CUSTOMER STATES BRAKING SYSTEM LIGHT COMES ON AND STOPS CAR WHEN I GO OVER BUMPS

Technician Findings: CUSTOMER STATES FORWARD EMERGENCY BRAKING SYSTEM IS ACTIVATING AND STOPPING VEHICLE OVER SPECIFIC BUMPS AND SPECIFIC ROADS.

Repairs Made: NO REPAIRS MADE

Created by Carlos Nunez at 2018-04-28 08:50:11

DESCRIPTION:

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Chat Summary:

Tech inquiring about update from engineering for concern

Tech opened case for concern minutes prior to chat

RECOMMENDATION:

Specialist will review case and follow up

Created by Michael Aceves at 2018-04-28 09:09:01

Description:

Technician comments "CUSTOMER STATES FORWARD EMERGENCY BRAKING SYSTEM IS ACTIVATING AND STOPPING VEHICLE OVER SPECIFIC BUMPS AND SPECIFIC ROADS."

Laser/Radar code C1A16 RADAR STAIN

Recommendation:

This is under engineering review and no current repairs recommended at this time.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/28/2018	10/22/18	4/28/18

Text-Incd Desc TL

Question for TECH LINE: CUST IS SCARED TO GETTING REAR ENDED. HAD ANOTHER VEHICLE WITH UNINTEND

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MT0JC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	897	22518	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	KAD

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	2/8/2018	3/17/2018	

Dlr Retl Last VC

Code	Region	Name	City	State
A000	34	COMPANY VEHICLES	FRANKLIN	TN

Serv Dlr TL

Code	Region	Name	City	State
3773	44	NISSAN OF ELK GROVE	ELK GROVE	CA

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2PC FRONT, 2PC SEC
M92 RETRACTABLE CARGO COVER
P01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
AUTOMATIC BRAKE CONTROL	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
04	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: Y

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

CLIENT STATES WHILE DRIVING ON OVER PASS APPROX 35 MPH AS HE WAS REACHING TOP HE FELT BRAKE

ON ABS ACTIVATED NO VHEICLE IN FRONT OF HIM BRAKES ACTIVATED HARD STOP CHECK AND ADVISE

Created by Survey Site Guest User at 2018-04-28 09:16:03

Customer Comments: CLIENT STATES WHILE DRIVING ON OVER PASS APPROX 35 MPH AS HE WAS REACHING TOP HE FELT BRAKE PEDAL FADED DOWN ALARM SOUNDED AND RED

LIGHT ON DASH CAME ON ABS ACTIVATED NO VHEICLE IN FRONT OF HIM BRAKES ACTIVATED HARD STOP CHECK AND ADVISE

Technician Findings: DID NOT VERIFY CUST CONCERN. CONCERN HAPPENED ONCE WHEN CLIMBING A HILL AND GETTING TO THE TOP OF THE HILL FEB OPERATED WITH NO V

EHICLES OR OBJECTS IN FRONT.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Repairs Made: NONE

Created by Survey Site Guest User at 2018-04-28 09:16:22

CHECKED NO CODES.

Created by Michael Aceves at 2018-04-28 09:36:32

Description:

Technician comments "DID NOT VERIFY CUST CONCERN. CONCERN HAPPENED ONCE WHEN CLIMBING A HILL AND GETTING TO THE TOP OF THE HILL FEB OPERATED WITH NO V

EHICLES OR OBJECTS IN FRONT."

Recommendation:

We seen where the FEB would activate at specific locations depending on the street or objects in that area.

This incident is currently under engineering review and we advise no repairs at this time.

Created by Michael Aceves at 2018-05-02 08:21:35

Description:

Email reply from tech.

"Hello.. the cust is very concerned for his familys saftey and doesnt want drive if this happens then if someone rear ends them.. what should i tell t

he cust.."

Recommendation:

Lets first try and understand the situation on what the customer is describing since the incident cannot be duplicated.

Does this happen at a specific location?

Have we tried driving to that location for duplication?

Are there any objects that cross the road that the radar can detect such as railroad tracks, metal signs over the road or any other objects?

Created by Robert McCormick at 2018-05-04 07:41:05

Tech replied by email with no reference number in subject, attachment added, email sent to TSS.

Created by Wesley Roberts at 2018-05-04 08:47:08

Description:

? I am now overseeing this case please include me in all emails.

? I spoke with customer personally.

? He indicated where the incident occurred and his driving situation when it occurred.

? I took the vehicle to that specific location and performed the exact driving conditions as he stated and the event did not occur.

? During that time I took a video during one of the passes, and on a second pass I took multiple stills.

? Customer stated he was traveling northbound on [redacted] in the furthest right lane to get onto highway 50 westbound at approx. 30 mph.

? There was no other traffic traveling in his direction other than a car that was right next to him and not leading.

? He stated they were aligned door to door while traveling.

? When he crested the overpass he placed his foot very lightly on the brake pedal to prepare for braking into the sharp turn to enter the freeway.

? At the point he touched the brake pedal going straight at the crest of the over pass warnings in the ADAS started going off, chimes started going of

f and the vehicle began braking hard activating the abs control unit.

? He was not applying any real force to the pedal when the event started.

? It was at approx. 1pm in the afternoon on a dry day with light overcast conditions.

? The event only last a second or 2 he stated.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

? It has however scared him into not driving the vehicle until he is assured it will not do that again.

? I will include the photos in this image and attempt to send the video in another email.

? Note in all 3 attempts I made I was unable to make event occur.

Recommendation:

? Thank you for the information.

? Can we clarify if this was an ABS event or a FEB event?

? I have both mentioned and we need to be sure which it is for proper diagnostics.

? In the original complaint the customer did have his foot on the brake pedal, so let?s work with that for a moment.

? If the customer tapped the brakes right as the asphalt dropped to concrete on the bridge, going off the video, it?s possible the ABS C/U saw a diffe

rence in wheel speed sensors as the front tires transitioned to the concrete.

? This could be an issue depending on how even, or uneven, the transition actually is.

? Now that we have a video of the area in question, where exactly did the incident occur?

? Center of the bridge, asphalt to concrete transition, right before the overhanging sign, etc.?

? What exactly was the red light that activated?

Created by Wesley Roberts at 2018-05-04 12:19:40

Description:

? As stated in the previous response the even occurred at the crest of the overpass (in the middle of the bridge) there were no surface transitions at

that point and he was not applying the brakes yet.

? His foot was positioned over the pedal and had not pressed down to create braking force.

? The vehicle slowed by itself so it was an AEB event the ABS was a result of the sudden application which may have been as a result of the vehicle sl

owing so fast and his foot being where it was it applied the brakes to activate the ABS.

? He stated it happened so fast he did not see what specific warning was being displayed but it was a worded warning in the ADAS.

Recommendation:

? Thank you for the information.

? I have contacted engineering with the case details and the video of incident area.

? We have several instances in other vehicles with unintended FEB due to certain road conditions.

? Please allow 24 business hours for them to research the case details and get back to us.

? As soon as I hear from them I will contact you with their information.

? If you have any other questions let me know and have a great weekend.

Created by Carlos Nunez at 2018-05-07 15:05:24

DESCRIPTION:

TSS followed up with technician

Shop foreman S, now working on vehicle.

RECOMMENDATION:

Shop foreman to follow up with TSS CN

Created by Carlos Nunez at 2018-05-08 11:26:18

DESCRIPTION:

Technician replied to case email:

?Called twice today once at 1:52 and again at 2:46 left message for (name extracted)

TECH LINE INCIDENT REPORT - CONFIDENTIAL

on his voice mail at the number he supplied to K. Got no response back.?

Technician called back

During phone call, technician provided information:
Vehicle driven at 30-40 as approaching turn, customer removed foot from accelerator, put foot on brake with no pressure, then unintended braking conc

ern occurred

Concern lasted 1 to 2 seconds

Concern occurred as vehicle traveled in middle of overpass CA called tech

Technician attempted to duplicate 3 times at same location????..unable to duplicate

Overcast on day concern occurred for customer

Sunny on day technician attempted

While on call, technician provided contact information

TSS updated contact information

RECOMMENDATION:

TSS to forward information to Engineering DW

Created by Carlos Nunez at 2018-05-09 13:03:47

DESCRIPTION:

Technician replied to case email:

"Customer is requesting an update on this as well as my service manager. Do

we have anything yet?"

RECOMMENDATION:

We have forwarded information to engineering

We will provide update status by 4 PM CT today.

Created by Carlos Nunez at 2018-05-09 14:06:48

DESCRIPTION:

TSS discussed case with Engineering DW

RECOMMENDATION:

Concern is under engineering review

No repair recommendation

Created by Carlos Nunez at 2018-05-10 10:02:58

DESCRIPTION:

Technician replied to case email:

?Please remove (Name extracted) from the response list.

he is no longer the service manager here. R R is our service manager.

(email extracted)

As far as the response is this the response promised by 4pm today?

RECOMMENDATION:

Yes, the email sent yesterday afternoon was our scheduled update for yesterday by 4 pm

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/30/2018	10/22/18	4/30/18

Text-Incd Desc TL

Question for TECH LINE: NEED TO FIND OUT WHAT DIRECTION TO GO IN FOR DIAG

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MV2JC[redacted]
Mileage-Initial TL	**Mileage-Current TL**	**Code-NNA Model VC**	**Code-Body Type TL**
0	6323	22218	
Code-Engine Prefix VC	**Number-Engine Serial VC**	**Code-Trans Type VC**	**Code-Vehicle Color VC**
QR25	[redacted]	CVT	KAD
Name-Plant VC	**Date-Manufacture VC**	**Date-In Service TL**	**Code-Distributor TL**
Smyrna (NMM)	10/25/2017	2/5/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5328	24	MENTOR NISSAN	MENTOR	Ohio

Serv Dlr TL

Code	Region	Name	City	State
5328	24	MENTOR NISSAN	MENTOR	OH

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: **NOT IDENTIFIED** Flag-Attachment TL: **N**

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

EMERGEENCY BRAKING INTERMITTENLY APPLIES WHILE DRIVING AND HAPPENS BETWEEN 35-45 WITH NO VE

Created by Survey Site Guest User at 2018-04-30 06:52:16

Customer Comments: EMERGEENCY BRAKING INTERMITTENLY APPLIES WHILE DRIVING AND HAPPENS BETWEEN 35-45 WITH NO VEHICLES IN FRONT OF HER

Technician Findings: C1A16-97 STORED FOR SECOND TIME AND FRONT OF DISTANCE SENSOR AND GRILL AREA WERE CLEAN NEVER ABLE TO DUPLICATE COMPLIANT

Repairs Made: NONE

Created by Harold Meyer at 2018-04-30 07:34:59

FEB unexpectedly activates while driving

TECH LINE INCIDENT REPORT - CONFIDENTIAL

The concern has occurred while driving between 35-45mph with no vehicle ahead

The concern has not been verified at the dealer

Laser/Radar

C1A16 RADAR STAIN -97 past

The distance sensor and grille were clean when the vehicle arrived at the dealer

TECH LINE

The concern is under engineering review

Engineering review email sent to the dealer on the concern

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	5/1/2018	10/22/18	5/1/18

Text-Incd Desc TL

Question for TECH LINE: is there a fix for this concern yet

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	JN8AT2MV6HW[redacted]
Mileage-Initial TL	*Mileage-Current TL*	*Code-NNA Model VC*	*Code-Body Type TL*
0	19391	29617	
Code-Engine Prefix VC	*Number-Engine Serial VC*	*Code-Trans Type VC*	*Code-Vehicle Color VC*
QR25	[redacted]	CVT	KAD
Name-Plant VC	*Date-Manufacture VC*	*Date-In Service TL*	*Code-Distributor TL*
KYUSHYU (NML)	7/19/2017	9/18/2017	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
K03 PLATINUM PACKAGE
L92 FLOOR MATS (2-PIECE FRONT AND
P04 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
X03 PLATINUM RESERVE INTERIOR
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
CV26	26	NISSAN NORTH AMERIC	SOMERSET	New Jersey

Serv Dlr TL

Code	Region	Name	City	State
06033	26	GIRARD MOTORS, INC	GROTON	CT

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — *Flag-Attachment TL:* N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: under engineering review

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

when coming to 4 way stop emergency brake engages

Created by Survey Site Guest User at 2018-05-01 14:25:35

Customer Comments: when coming to 4 way stop emergency brake engages

Technician Findings: found code c1a16-97 radar stain

also found tldb reports on matter and both said that there is not a fix yet

Repairs Made: perfromed reline of system

Created by Survey Site Guest User at 2018-05-01 14:26:25

we have had other people with same issues

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Brian Terk at 2018-05-01 16:07:35

-DESCRIPTION:

-vehicle operation is normal as tested at dealer

-customer states when coming to a 4 way stop emergency brakes engage

-LASER/RADAR

-C1A16 RADAR STAIN ??????????????????CURRENT

-aimed sensor

-RECOMMENDATION DETAIL:

-C1A16 may set during normal operation and if intermittent does not indicate a malfunction, please refer to NOTE in the DTC diagnosis

-regarding the unexpected FEB operation, This incident is currently under engineering review. Unfortunately, because of this review, we do not recomm

end any repairs at this time.

-We understand the customer has a legitimate concern, and what we want to avoid is recommending any unnecessary repairs that may not resolve their con

cern. Please assure the customer that this is part of Nissan?s commitment to continuous improvement of our products.

-If Engineering concludes that further action is needed, typically a publication of some kind will be released; not all engineering reviews result in

a vehicle repair, or additional required action.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	5/3/2018	10/22/18	5/3/18

Text-Incd Desc TL

Question for TECH LINE: info

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	JN8AT2MV0HW[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
2873	5321	29217	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	RBY

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	4/19/2017	1/2/2018	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2-PIECE FRONT AND
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
2976	26	STAR NISSAN, INC.	BAYSIDE	New York

Serv Dlr TL

Code	Region	Name	City	State
2976	26	STAR NISSAN, INC.	BAYSIDE	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: **NOT IDENTIFIED** Flag-Attachment TL: **N**

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

when driving at local speeds vehicle brakes on its own

Created by Survey Site Guest User at 2018-05-03 10:27:21

Customer Comments: was driving vehicle and vehicle came to a complete stop on its own

Technician Findings: road test vehicle,frontal collision light came on,car starts braking..vehicle in front was about 5 car lengths ahead,road conditi

ons great...

Repairs Made: none

Created by Sean Martin at 2018-05-03 11:00:53

TECH LINE INCIDENT REPORT - CONFIDENTIAL

DESCRIPTION

Undesired FEB operation, vehicle came to complete stop with no obstructions on clear day

LASER/RADAR

C1A16 RADAR STAIN

ICC/ADAS

C1B53 SIDE RDR R MALF

C1B54 SIDE RDR L MALF

U1000 CAN COMM CIRCUIT

All DTCs are past

RECOMMENDATION

? Advised issue is under engineering review

Created by Brian Terk at 2018-07-23 10:53:07

-DESCRIPTION:
-Duplicate case# [redacted] created. Closed case, confirmed contact information matches and updated current case with information

-"vehicle brakes on it?s own"

-performed NTB18-041
-?reprogram icc-adas,no prog reprogramming for laser/radar rep laser /radar control unit part [redacted] -5fa3a ..will not calibrate..(did one last week)?

-replaced distance sensor

-ADAS

-C1A18-54 LASER AIMING INCMP??????????????????????CURRENT

-RECOMMENDATION DETAIL:

-please clear a few things up for us to confirm our understanding of the concern Vijay
-the original laser/radar was unable to be programmed and the new replacement laser radar is [redacted] -5FA3A, is this correct?

-what is the current ICC/ADAS part number as per Consult?
-the only concern is that we are currently unable to calibrate the replacement distance sensor, is this correct?

-if this is correct is there an error message displayed during aiming?

-what is the factory L/R and U/D values?

-is the C1A18 the only DTC stored?

-what is the current Consult version installed?

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	5/8/2018	4/18/19	5/8/18

Text-Incd Desc TL

Question for TECH LINE: GUIDANCE FOR REPAIR

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options
T32	2018	RGE	KNMAT2MV8JP[redacted]	C03 50 STATE EMISSIONS L92 FLOOR MATS (2PC FRONT, 2PC SEC Z66 ACTIVATION DISCLAIMER

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	334	22018	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	KAD

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	10/12/2017	4/21/2018	

Dlr Retl Last VC

Code	Region	Name	City	State
3033	26	GEORGE HARTE NISSAN	WEST HAVEN	Connecticut

Serv Dlr TL

Code	Region	Name	City	State
3033	26	GEORGE HARTE NISSAN, INC.	WEST HAVEN	CT

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: **NOT IDENTIFIED** Flag-Attachment TL: **N**

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

CUSTOMER STATES THE FORWARD COLLISION WARNING MALFUNCTION AND THE VEHICLE STOPPED ON ITS

Created by Survey Site Guest User at 2018-05-08 07:45:34

Customer Comments: CUSTOMER STATES THE FORWARD COLLISION WARNING MALFUNCTION AND THE VEHICLE STOPPED ON ITS OWN

Technician Findings: CUST STATES THE FORWARD COLLISION WARNING MALFUNTION CAME ON DASH AND THE VEHICLE STOPED ON IT'S OWN, TECH DIDNT DUPLICATE CONCER

N, INCIDENT HAPPEN 1ST TIME DRIVING STRAIGHT ON LEVEL GROUND IN PARKING GARAGE (CUSTOMER WORKS IN HOSPITAL). FEW DAYS LATER 5/2/18 2ND INCIDENT HAPPEN

ED IN SAME PARKING GARAGE BUT ON ROUND STYLE RAMP TO DIFFERENT LEVELS OF GARAGE. CUSTOMER COMES IN REPAIR ORDER IS MADE, SCANNED DTC'S

ICC/ADAS-C1B5D-FEB OPE COUNT LIMIT

TECH LINE INCIDENT REPORT - CONFIDENTIAL

LASER/RADAR-C1A17-49-CONTROL UNIT(INTERNAL ELECTRONIC ERROR)

BOTH DTCS PAST

CLEARED AND ROAD TESTED BUT PERSONALLY DIDNT DUPLIACTE INCIDENT.

TECH THEN CLEARED DTC'S TURNED OFF FEB ON DASH AND RELEASED VEHICLE.
5/7/18 CUSTOMER STATES INCIDENT INCIDENT HAPPENED AGAIN GOING UP ROUND RAMP IN GARAGE AND IS SCARED INCIDENT WILL HAPPEN ON ROAD AND CAUSE A ACCIDENT
DIAG PER EMS FOR C1A17 STATES IF THERE IS NOT A U1000 DTC DETECTED WITH C1A17 IT STATES TO REPLACE ICC SENSOR SHOULD THIS BE THE ACTION I TAKE

Repairs Made: NO REPAIRS MADE

Created by Sean Martin at 2018-05-08 07:53:37

DESCRIPTION

Vehicle had undesired FEB event

FEB warning lamp came on during issue

ICC/ADAS

C1B5D FEB OPE COUNT LIMIT

LASER RADAR

C1A17 CONTROL UNIT(INTERNAL ELECTRONIC ERROR)

All DTCs past

RECOMMENDATION

? Advised issue is under engineering review

Created by Sean Martin at 2018-05-08 09:36:43

TECHNICIAN RESPONSE RECEIVED AND PASTED BELOW:
"I turned off the feb on the dash but it turns back on when cycling the key. Is there a way to disable it in the mean time till a solution comes up so
the cust can drive with confidence that the incident won?t happen again, she was very upset because she has only had the car about 3 weeks"

PLEASE REVIEW THE FOLLOWING ITEMS:

? The FEB must be disabled on each ignition cycle, there is no way to disable it permanently.

Created by Survey Site Guest User at 2019-04-18 07:50:57
CUSTOMER RETURNED TO DEALERSHIP TODAY 04/18/2019 STATING PREVIOUS ISSUE STILL OCCURING 90% OFF OCCURANCES OCCUR INSIDE PARKING GARAGE WHERE CUSTOMER W

ORKS. FOUND ON PREVIOS VISIT NTB18-041 WAS COMPLETED.
TODAY DTC -C1A16-97 PAST CODE IN LASER/RADAR. TECH FOUND NO DEBRIS OR FOREIGN MATERIALS, TECH RECHECKED NTB18-041B AGAIN FOR POSSIBLE NTB UPDATE BUT F
LOW CHART LEADS ME TO DONE WITHOUT NEEDING AND REPROGRAMING OF LASER/RADAR NOR ICC/ADAS SYSTEMS

Created by Sean Martin at 2019-04-18 08:15:18

PLEASE REVIEW THE FOLLOWING:

? We have seen this occur in parking garages on the same models. This is usually related to the incline of the garage ramps affecting the sensor detec

tion.
? NTB19-033 was recently released for AEB undesired operation, please review and complete any repairs that are required as outlined in the TSB.

Created by Sean Martin at 2019-04-18 10:36:54

TECHNICIAN RESPONSE RECEIVED AND PASTED BELOW:
"According to table A in ntb19-033 there?s no match in vehicles listed bringing me in flow chart to ?this bulletin does not apply? result"

Created by Sean Martin at 2019-04-18 10:37:29

TECH LINE INCIDENT REPORT - CONFIDENTIAL

PLEASE REVIEW THE FOLLOWING:

? We have contacted engineering regarding this concern. Once we receive a follow up, we will contact you.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	5/10/2018	10/22/18	5/10/18

Text-Incd Desc TL

Question for TECH LINE: help

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	KNMAT2MV1JP[redacted]
Mileage-Initial TL	*Mileage-Current TL*	*Code-NNA Model VC*	*Code-Body Type TL*
0	1749	22218	
Code-Engine Prefix VC	*Number-Engine Serial VC*	*Code-Trans Type VC*	*Code-Vehicle Color VC*
QR25	[redacted]	CVT	QAB
Name-Plant VC	*Date-Manufacture VC*	*Date-In Service TL*	*Code-Distributor TL*
Renault Samsung	9/2/2017	1/31/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT E10
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
CV26	26	NISSAN NORTH AMERIC	SOMERSET	New Jersey

Serv Dlr TL

Code	Region	Name	City	State
2393	26	PINE BELT AUTOMOTIVE, INC	TOMS RIVER	NJ

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — *Flag-Attachment TL:* N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: under engineering review

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

customer states feb braking is activing when it shouldnt ,no vehicle in front of it and will be driving at 60mph and c

Created by Survey Site Guest User at 2018-05-10 14:49:37

Customer Comments: customer states feb braking is activing when it shouldnt ,no vehicle in front of it and will be driving at 60mph and comes to a com

plete stop

Technician Findings: no dtc's no tsbs

database search said issue is being reviewed with other similar cases

Repairs Made: none

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Brian Terk at 2018-05-10 14:54:26

-DESCRIPTION:

-customer states vehicle has unexpected FEB operation at times

-verified ?no?

-no codes stored

-RECOMMENDATION DETAIL:

This incident is currently under engineering review. Unfortunately, because of this review, we do not recommend any repairs at this time.

We understand the customer has a legitimate concern, and what we want to avoid is recommending any unnecessary repairs that may not resolve their conc

ern. Please assure the customer that this is part of Nissan?s commitment to continuous improvement of our products.

If Engineering concludes that further action is needed, typically a publication of some kind will be released; not all engineering reviews result in a

vehicle repair, or additional required action.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	5/11/2018	10/3/18	5/11/18

Text-Incd Desc TL

Question for TECH LINE: VEHICLE BRAKES ON ITS OWN WHILE TURNING AND GOING OVER CERTAIN BUMPS LI

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	JN8AT2MT5HW[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	2409	29517	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	K23

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	7/28/2017	9/9/2017	

Dlr Retl Last VC

Code	Region	Name	City	State
3810	44	NISSAN OF BAKERSFIEL	BAKERSFIELD	California

Serv Dlr TL

Code	Region	Name	City	State
3810	44	NISSAN OF BAKERSFIELD	BAKERSFIELD	CA

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
K03 PLATINUM PACKAGE
L92 FLOOR MATS (2-PIECE FRONT AND
P04 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
X03 PLATINUM RESERVE INTERIOR
Z66 ACTIVATION DISCLAIMER

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
ABS BRAKE SYSTEM	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
03	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED | Flag-Attachment TL: Y

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

CUSTOMER STATES FORWARD EMERGENCY BRAKE SYSTEM IS INOP. VEHICLE BRAKES ON ITS OWN WHEN A

ICLE IS IN THE LANE GOING FORWARD.

Created by Survey Site Guest User at 2018-05-11 12:42:50

Customer Comments: CUSTOMER STATES FORWARD EMERGENCY BRAKE SYSTEM IS INOP. VEHICLE BRAKES ON ITS OWN WHEN A VEHICLE IS ON THE LEFT AND ITS TURNING LEF

T AND CUSTOMERS VEHICLE IS IN THE LANE GOING FORWARD.

Technician Findings: UNABLE TO DUPLICATE ISSUE.

Repairs Made: NONE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Steve Berger at 2018-05-11 13:38:25

DESCRIPTION:

TSS will follow up via phone.

Created by Steve Berger at 2018-05-11 14:02:48

DESCRIPTION:

CONCERN:

? Customer states forward emergency brake system is inop.
? Vehicle brakes on its own when a vehicle is on the left and its turning left and customer?s vehicle is in the lane going forward.

CASE SUMMARY:

? Tech has not been able to duplicate the issue.
? Case notes indicate that the vehicle brakes on its own while turning and going over certain bumps like train tracks.

? Carfax report: 1 Owner, no accidents reported.

? No DTCs listed in case notes.

CALLED TO FOLLOW UP:

? Voice mail left on phone # attached to case.

? Called Dealer land line and spoke to Service Manager and Technician.

RECOMMENDATION:

? Thank you for the time on the phone today.
? As discussed, please have the Service Manager contact Nissan Consumer Affairs to create a case due to un-duplicated FEB related concern.

? Also note, regarding the FEB concern:
This incident is currently under engineering review. Unfortunately, because of this review, we do not recommend any repairs at this time.
We understand the customer has a legitimate concern, and what we want to avoid is recommending any unnecessary repairs that may not resolve their conc
ern. Please assure the customer that this is part of Nissan?s commitment to continuous improvement of our products.
If Engineering concludes that further action is needed, typically a publication of some kind will be released; not all engineering reviews result in a

vehicle repair, or additional required action.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	5/14/2018	10/22/18	5/14/18

Text-Incd Desc TL

Question for TECH LINE: NEED UPDATE ON FINDINGS FOR THIS CONCERN

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options
T32	2018	RGE	JN8AT2MV6JW[redacted]	C03 50 STATE EMISSIONS L92 FLOOR MATS (2PC FRONT, 2PC SEC Z66 ACTIVATION DISCLAIMER

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	4394	22218	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	G41

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	10/16/2017	2/3/2018	

Dlr Retl Last VC

Code	Region	Name	City	State
3773	44	NISSAN OF ELK GROVE	ELK GROVE	California

Serv Dlr TL

Code	Region	Name	City	State
3773	44	NISSAN OF ELK GROVE	ELK GROVE	CA

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

CUST STATES VEHICLE BRAKES ON ITS OWN--NO VEHICLE AROUND AND ALSO BEEPS WHEN NO VEHICLE AR

Created by Survey Site Guest User at 2018-05-14 11:29:47

Customer Comments: CUST STATES VEHICLE BRAKES ON ITS OWN--NO VEHICLE AROUND AND ALSO BEEPS WHEN NO VEHICLE AROUND--CHECK AND ADVISE

Technician Findings: ROAD TESTED VEHICLE, BUT WAS UNABLE TO DUPLICATE CONCERN AT THIS TIME. ADVISOR PROVIDED ADDITIONAL INFORMATION FROM CUSTOMER STAT

ING INCIDENT HAS HAPPENED 3 TIMES WHILE ENTERING FREEWAY. >>>CHECKED SYSTEMS AND FOUND DTCS C1A16-97, C1A18-54. CHECKED TECHLINE DATABASE AND FOUND SI

MILAR CONCERN WITH DTCS AND UNINTENDED BRAKING. CASES INDICATE CONCERN IS UNDER ENGINEER REVIEW.

Repairs Made: NONE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Sean Martin at 2018-05-14 11:44:04

DESCRIPTION

Vehicle experienced undesired FEB operation

Vehicle will also beep when no vehicles are around

Unable to duplicate at dealer

C1A16 RADAR STAIN

C1A17 ICC SENSOR MALF

C1A18 LASER AIMING INCMP

RECOMMENDATION

? Advised issue is under engineering review

Created by Cameron McBride at 2018-05-16 13:11:24

Description;

Dealer followed up via chat;

Dealer reports they have not received any email yet

Confirm the dealers email is correct

Recommendation;

Resent the original recommendation to the dealer

Created by Survey Site Guest User at 2018-05-17 16:03:05
SERVICE MANAGER HAS ASKED ME TO CONTACT YOU GUYS FOR FOLLOW UP ON THIS. WE HAVE MULTIPLE VEHICLES NOW WITH THIS CONCERN AND CUSTOMERS VERY UNHAPPY THE
Y HAVE TO DRIVE THIER CAR WITH THE RISK OF BEING REAR ENDED IF THIS SYSTEM DOES IT WHILE THEY ARE BEING FOLLOWED. IS THERE ANY PROGRESS BEING MADE WIT

H THIS?

Created by Sean Martin at 2018-05-18 07:10:49

TECHNICIAN RESPONSE RECEIVED AND PASTED BELOW:
"SERVICE MANAGER HAS ASKED ME TO CONTACT YOU GUYS FOR FOLLOW UP ON THIS. WE HAVE MULTIPLE VEHICLES NOW WITH THIS CONCERN AND CUSTOMERS VERY UNHAPPY TH
EY HAVE TO DRIVE THIER CAR WITH THE RISK OF BEING REAR ENDED IF THIS SYSTEM DOES IT WHILE THEY ARE BEING FOLLOWED. IS THERE ANY PROGRESS BEING MADE WI

TH THIS?"

PLEASE REVIEW THE FOLLOWING ITEMS:

? This issue remains under engineering review. At this time, no repairs are available.
? TECH LINE is not provided a timeline on when repairs might be available for engineering reviews. Please check on new TSBs as they are released for i

nformation regarding this concern.
? If desired, the customer can disable the FEB system by pressing the button at the left knee area each ignition cycle.

Created by Survey Site Guest User at 2018-06-06 10:24:54
HELLO, CUST BROUGHT VEHICLE IN TODAY 5/6/18 STATING THAT SHE SPOKE TO DARIOUS FROM CONSUMERS AFFAIRS AND WAS TOLD THERE WAS AN UPDATE FOR THE VEHICLE
FOR THIS CONCERN BUT CHECKED BOTH NNANET AND ASIST AND WAS UNABLE TO FIND ANY INFO ON ANY UPDATES FOR THIS CONCERN. CASE #[redacted]

Created by Sean Martin at 2018-06-06 11:55:25

TECHNICIAN RESPONSE RECEIVED AND PASTED Below;
"HELLO, CUST BROUGHT VEHICLE IN TODAY 5/6/18 STATING THAT SHE SPOKE TO DARIOUS FROM CONSUMERS AFFAIRS AND WAS TOLD THERE WAS AN UPDATE FOR THE VEHICLE
FOR THIS CONCERN BUT CHECKED BOTH NNANET AND ASIST AND WAS UNABLE TO FIND ANY INFO ON ANY UPDATES FOR THIS CONCERN. CASE[redacted]

TECH LINE INCIDENT REPORT - CONFIDENTIAL

TSS verified that CA has recommended customer visit dealer for resolution in case [redacted]

TSS contacted tech by phone and advised the issue remains under review and a repair is not available at this time.

Tech understood and had already looked for TSBs and NNAnet documents, so was assuming this was the case.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	5/16/2018	10/3/18	5/16/18

Text-Incd Desc TL

Question for TECH LINE: customer states veichle stops out of no where

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options
T32	2018	RGE	JN8AT2MVXJW[redacted]	C03 50 STATE EMISSIONS L92 FLOOR MATS (2PC FRONT, 2PC SEC U35 NAVIGATION MANUAL Z66 ACTIVATION DISCLAIMER
Mileage-Initial TL	*Mileage-Current TL*	*Code-NNA Model VC*	*Code-Body Type TL*	
0	7583	22418		
Code-Engine Prefix VC	*Number-Engine Serial VC*	*Code-Trans Type VC*	*Code-Vehicle Color VC*	
QR25	[redacted]	CVT	KAD	
Name-Plant VC	*Date-Manufacture VC*	*Date-In Service TL*	*Code-Distributor TL*	
KYUSHYU (NML)	11/1/2017	12/30/2017		

Dlr Retl Last VC

Code	Region	Name	City	State
5053	26	FRED BEANS NISSAN/DO	DOYLESTOWN	Pennsylvania

Serv Dlr TL

Code	Region	Name	City	State
3670	26	LEGEND NISSAN, LTD	SYOSSET	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
ABS BRAKE SYSTEM	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
03	N	N	1/1/0001	

Code-Reason For Call TL Desc: **NOT IDENTIFIED** *Flag-Attachment TL:* **Y**

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

customer state vehicle stop out of no were with no one in front check and advise

Created by Survey Site Guest User at 2018-05-16 13:35:40

Customer Comments: customer state vehicle stop out of no were with no one in front check and advise

Technician Findings: none

Repairs Made: none

Created by Steve Berger at 2018-05-16 13:59:20

DESCRIPTION:

Created By: Survey Site Guest User (5/16/2018 1:35 PM)

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Customer Comments: customer state vehicle stop out of no were with no one in front check and advise

Technician Findings: none

Repairs Made: none

Recommendation:

TSS SB will call to discuss

Created by Steve Berger at 2018-05-16 14:36:52

DESCRIPTION:

CONCERN:

? Customer state vehicle stop out of no were with no one in front check and advise

CASE SUMMARY:

? The case note indicate the concern has not been verified.

? The case note indicate a customer concern of undesired FEB operation.

? DTCs listed in case notes as past DTCs.

? ABS ? U1002 CAN COMM CIR

? MULTI AV ? B1309 -11 SATELLITE SEN RH

? LASER/RADAR ? C1A16 -97 RADAR STAIN

? ICC ? C1B01 -54 LDW CAMERA AIMING IS NOT ADJUSTED

? Carfax report: 1 Owner, No accidents reported.

? DBS : 1/2018 PDI and Inspection (refer to DBS/National Service History for full report)

CALLED TECH TO FOLLOW UP:

? No other information other than listed in case notes.

? Has not been able to duplicate the concern.

RECOMMENDATION:

? Thank you for the time on the phone today.

? As discussed, please have the Service Manager at the Dealer contact Nissan Consumer Affairs to create a case.

Please also note that this incident is currently under engineering review. Unfortunately, because of this review, we do not recommend any repairs at

this time.

We understand the customer has a legitimate concern, and what we want to avoid is recommending any unnecessary repairs that may not resolve their conc

ern. Please assure the customer that this is part of Nissan?s commitment to continuous improvement of our products.

If Engineering concludes that further action is needed, typically a publication of some kind will be released; not all engineering reviews result in a

vehicle repair, or additional required action.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	5/21/2018	10/22/18	5/21/18

Text-Incd Desc TL

Question for TECH LINE: ANY NEW INFORMATION SHOULD WE BE FOLLOWING ESM FOR THESE ISSUES

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MV7JC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	48	22218	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	G41

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	4/26/2018	5/19/2018	

Installed Options

C03 50 STATE EMISSIONS
G01 MARCH SOP SPEC
K02 SUN & SOUND TOURING PACKAGE
L92 FLOOR MATS (2PC FRONT, 2PC SEC
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5326	26	NISSAN OF HUNTINGTON	HUNTINGTON STA	New York

Serv Dlr TL

Code	Region	Name	City	State
5326	26	NISSAN OF HUNTINGTON	HUNTINGTON STA	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

C/S WHILE DRIVING VEHICLE APPLIED BRAKES WITH NO OBJECT IN FRONT OF VEHICLE AND FEB LIGHTS CAM

Created by Survey Site Guest User at 2018-05-21 11:35:25

Customer Comments: C/S WHILE DRIVING VEHICLE APPLIED BRAKES WITH NO OBJECT IN FRONT OF VEHICLE AND FEB LIGHTS CAME ON

Technician Findings: CANNOT CONFIRM PAST CODES C1B84, C1A16-97, C1A17-49 ESM FOR C1A17-49 STATES REPLACE 1CC SENSOR NO HISTORY IN FEB OPERATION MILEAG

E

Repairs Made: NONE

Created by Sean Martin at 2018-05-21 11:55:47

TECH LINE INCIDENT REPORT - CONFIDENTIAL

DESCRIPTION

Vehicle had undesired FEB operation incident

ICC ADAS

C1B84 DISTANCE SENSOR

LASER RADAR

C1A16 RADAR STAIN

C1A17 ICC SENSOR MALF

All DTCs are past

RECOMMENDATION

? Advised issue is under engineering review

Created by Survey Site Guest User at 2018-06-06 16:30:49

C/S COLLISION LIGHT IN FRONT IS COMING ON ITS OWN AFTER SHUTING OFF CAR WILL GO AWAY THEN COME BACK ON 15 MIN LATER

CONFIRMED CUSTOMERS COMPLAINT LIGHT ON DASH CODES C1B84 AND C1A17-49 STORED IN SYSTEM CHECK AND FOUND E21 TERMINAL 8 IN LOOSE PUSHED TERMINAL IN TO LO

CK SECURED AT THIS TIME POWER AND GROUNDS ALL OK AT THIS TIME CAN H AND CAN L VOLTAGES ALL OK DASH LIGHTS AND CODES TRIP EVERYTIME KEY IS CYCLED ESM S

TATES TO REPLACE ICC SENSOR SHOULD WE BE REPLACING ICC SENSOR

Created by Sean Martin at 2018-06-07 07:07:29

TECHNICIAN RESPONSE RECEIVED AND PASTED BELOW:

"C/S COLLISION LIGHT IN FRONT IS COMING ON ITS OWN AFTER SHUTING OFF CAR WILL GO AWAY THEN COME BACK ON 15 MIN LATER

CONFIRMED CUSTOMERS COMPLAINT LIGHT ON DASH CODES C1B84 AND C1A17-49 STORED IN SYSTEM CHECK AND FOUND E21 TERMINAL 8 IN LOOSE PUSHED TERMINAL IN TO LO

CK SECURED AT THIS TIME POWER AND GROUNDS ALL OK AT THIS TIME CAN H AND CAN L VOLTAGES ALL OK DASH LIGHTS AND CODES TRIP EVERYTIME KEY IS CYCLED ESM S

TATES TO REPLACE ICC SENSOR SHOULD WE BE REPLACING ICC SENSOR"

PLEASE REVIEW THE FOLLOWING ITEMS:

? With these specific DTCs setting current with each ignition cycle, this indicates an active fault in the ICC sensor. Please replace the ICC sensor a

nd calibrate.

Created by Sean Martin at 2018-06-12 10:55:08

TECHNICIAN RESPONSE RECEIVED AND PASTED BELOW:

"CC sensor has been replaced and calibrated car was driven several time all

ok at this time however should TSB NTB18-041 be performed prior to being

released to customer it would require both reprograms"

PLEASE REVIEW THE FOLLOWING ITEMS:

? If NTB18-041 is applicable based on programmed part numbers, it should be applied to avoid future concerns.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	5/25/2018	1/31/19	5/26/18

Text-Incd Desc TL

Question for TECH LINE: need further assistance, i believe this is the forward emergency braking feature activating

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MT3JC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	653	22318	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	KAD

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	12/13/2017	3/15/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2PC FRONT, 2PC SEC
S10 FOG LIGHTS
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
98002	48	KING WINDWARD NISSA	KANEOHE	Hawaii

Serv Dlr TL

Code	Region	Name	City	State
98002	48	KING WINDWARD NISSAN	KANEOHE	HI

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED | Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

Customer states its happening again when going at slow speeds vehicle jerks and feels like brakes applied and wa

mp vehicle jerks slows down but no chime

Created by Survey Site Guest User at 2018-05-25 19:24:37

Customer Comments: Customer states its happening again when going at slow speeds vehicle jerks and feels like brakes applied and warning chime comes o

n, shopping mall ramp vehicle jerks slows down but no chime

Technician Findings: No codes stored in all systems, road test vehicle about 2-3 miles no warning lights or driver assistance warning lamps on during

road test, check front grill for debris and obstacles ok, tire pressure ok, vehicle drives normal, customer is experiencing vehicle braking/holding ba

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ck by itself at certain ramps/hills/parking lot speeds, also a chime/beep comes on during incidents, concern was never duplicate by any dealership emp

loyees customer is worried when that is happening might get hit from vehicle behind.

Repairs Made: none

Created by Brandt Boster at 2018-05-26 09:17:05

Description:

Customer concern: When travelling at slow speeds- vehicle jerks and has feeling similar to brakes applied.

Warning chime comes on.

When at shopping mall ramp warning chimes, but not slowly noticed

Tech unable to duplicate concern

Drove vehicle 2-3 miles.

No warning lights illuminated

No debris present on front grill.

Tire pressure normal

Vehicle drives normal.

Customer is experiencing concern at specific ramps and hills at parking lot speeds.

Question for TECH LINE: Need further assistance, i believe this is the forward emergency braking feature activating on vehicle is what customer is exp

eriencing

Recommendation:

Review item template sent

Created by Survey Site Guest User at 2018-10-03 16:03:37

Customer brought vehicle in again for same concern, scanned with consult, no codes in all system. No warning lamps are on. Drove vehicle around did no

t experience any abnormal symptoms or FEB activating during road test. Current part for ICC/ADAS 284E7-7FP6A LASER/RADAR 284385FA3A

6/27/18 when vehicle was in shop, performed NTB18-041, double check again with NTB18-041a follow flow chart, lead to inspection end. Both control modu

le part number does not qualify for reprogram or replacement at this time. Please advise. Thank you

Created by Brandt Boster at 2018-10-04 10:05:23

Description:

Tech replied by email:

Customer brought vehicle in again for same concern, scanned with consult, no codes in all system.

No warning lamps are on.

Drove vehicle around did not experience any abnormal symptoms or FEB activating during road test.

Current part for ICC/ADAS 284E7-7FP6A LASER/RADAR 284385FA3A

6/27/18 when vehicle was in shop, performed NTB18-041

Double check again with NTB18-041a follow flow chart, lead to inspection end.

Both control module part number does not qualify for reprogram or replacement at this time.

Please advise. Thank you

Recommendation:

I appreciate the update on this one George.

If we have re-occurring undesired FEB operation concerns after NTB performed

Engineering has requested the following information relating to this concern

TECH LINE INCIDENT REPORT - CONFIDENTIAL

(This would need to be gathered from the customer since we are unable to duplicate)

Exact location of duplication (Street, intersection, etc?)

What is the direction of travel during concern (N, S, E, or W)

What is the vehicle speed at the time of the concern.

What other specifics can be provided about location or vehicle conditions.

Follow up with findings on this one George

Have a great rest of your day!

Created by Brandt Boster at 2018-10-05 08:30:19

Description:

Tech replied by email:

I was able to have the service advisor contact the customer this morning and got some answers.

Exact location that it was happening was going up the ramp at [redacted] Shopping center going

Southeast direction during daytime

Normal weather conditions around 15mph.

According to customer no cars were in front or behind him when FEB was activating.

Let me know if this will help our situation.

Recommendation:

Thank you for the information George.

Do you happen to know if this concern will regularly duplicate at this same location?

Engineering is looking for specific locations we can regularly duplicate the concern for review.

I will be passing this information along to Engineering for review.

Please allow up to 24 hours for response/review.

Please provide if the concern is able to be regularly duplicated at that specific location.

Created by Brandt Boster at 2018-10-08 08:06:40

Recommendation:

George, I appreciate your patience on this one.
Engineering has been informed of this specific area where this concern duplications on an additional vehicle as well.
Unfortunately at this time I am awaiting further information as to the next steps on this one- but wanted to touch base and let you know we are still

working on this one

As soon as additional information is passed down- I will relay that information to you immediately.

Have a great Monday George!

Created by Brandt Boster at 2018-10-11 14:27:18

Description:

Customer concern:

Outbound call performed: VXM

Recommendation:

George, I attempted to reach your by phone to provide an update on this case.

If possible, can we schedule a time to speak about this vehicle?

Please follow up with an ideal time for you either today (Until 3:30 CT, 1 hour from now- or tomorrow)

Created by Survey Site Guest User at 2019-01-29 14:17:42

TECH LINE INCIDENT REPORT - CONFIDENTIAL

CUSTOMER IS BACK AND WANTS TO KNOW IF THERE ARE ANY UPDATES ON THIS CASE, CONSULT HAS NO CODES AND NO UPDATES FOR ICC/ADAS AND LASER/RADAR WHEN ATTEMP

TING AS OF TODAY.

Created by Steve Berger at 2019-01-30 12:04:15

DESCRIPTION:

REVIEWED DEALER COMMENT

RECOMMENDATION:

The last case update we have was back in October 2018.

Have any symptoms occurred or repairs been made since then?

Created by Carlos Nunez at 2019-01-31 08:38:35

DESCRIPTION:

Dealer replied to case:

?No repairs or new symptoms occur on vehicle, customer only experiencing

this issue at the same location as mentioned before.

Customer wants to know if there is any updates regarding his concern.?

RECOMMENDATION:

TSS to follow up with engineering

Please allow 24 hours for update

Created by Carlos Nunez at 2019-01-31 09:25:27

DESCRIPTION:

TSS following up with technician

RECOMMENDATION:

Concern is under engineering review with no repair recommendations at this time

TSS to send under engineering review email

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	5/29/2018	10/22/18	5/29/18

Text-Incd Desc TL

Question for TECH LINE: DUE TO THE MILEAGE OF THE VEHICLE I THOUGHT I SHOULD START A TECH LINE CAS

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
186	Z * [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	KNMAT2MV6JP[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	131	22018	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	K23

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	11/29/2017	5/21/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5372	26	DESTINATION NISSAN	ALBANY	New York

Serv Dlr TL

Code	Region	Name	City	State
5372	26	DESTINATION NISSAN	ALBANY	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED
Flag-Attachment TL: Y

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

C/S THAT THE VEHICLE DIED WHILE DRIVING AND THAT THE VEHICLE STARTED BACK UP BY ITSELF. HAPPEN

Created by Survey Site Guest User at 2018-05-29 08:48:55

Customer Comments: C/S THAT THE VEHICLE DIED WHILE DRIVING AND THAT THE VEHICLE STARTED BACK UP BY ITSELF. HAPPENED AT CITY SPEEDS.

Technician Findings: I HAVE BEEN UNABLE TO DUP. THE CUSTOMER'S CONCERN CONCERN OF THE VEHICLE STALLING AND THAN RESTARTING ON ITS OWN WHILE GOING UNDE

R AN OVERPASS. SHE STATES IT FEELS LIKE THE CAR GOES THROUGH A "FORCE FIELD" CUSTOMER STATES THAT IT HAS HAPPENED TWICE SINCE SHE HAS PURCHASED THE C

AR.

Repairs Made: NONE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Dave Sattler at 2018-05-29 09:32:52

Description:

Tech starting ECC.
I HAVE BEEN UNABLE TO DUP. THE CUSTOMER'S CONCERN CONCERN OF THE VEHICLE STALLING AND THAN RESTARTING ON ITS OWN WHILE GOING UNDER AN OVERPASS. SHE ST
ATES IT FEELS LIKE THE CAR GOES THROUGH A "FORCE FIELD" CUSTOMER STATES THAT IT HAS HAPPENED TWICE SINCE SHE HAS PURCHASED THE CAR.

Recommendation:

Thank you for the case update.
Instead of us driving vehicle in an attempt to verify, witch is fine to do Let's get customer in and verify their incident with customer.
It was stated when going under an overpass, is the incident becoming present at the same location each time or just similar overpass.

The incident is sounding like FEB/FCW is picking up on something and reacting to it.

The incident is under engineering review and no repair to be made at this times.
If we can verify incident follow up incident with all details of location or locations that incident becomes present and if we could get a picture of

that incident area/intersection we can get the details to VQI for there review.

Created by Dave Sattler at 2018-05-29 14:24:23

Description:

tech sent email update.

I put some information in the original request incorrectly, their was some

stored codes and freeze frame data that'll attach with this email. I

apologise for not attaching them to start with. Also the customer added

some information about when the incident occurred. She was at a stop light

when the dash lights went off with the exception of a red triangle. After a

few seconds the light came back on and the the red triangle went away. The

incident occurred again a day or two later 200 hundred feet up the road

from the stop light, where the incident occurred originally. If you go on

Google maps and look for a [redacted] in Cobleskill NY

[redacted] Cobleskill, NY [redacted]

you'll find a traffic light directly in front of the store. That is the

light where the original incident occurred. Also I've been in contact with

my DTS and he may be coming by this Friday. (06/01/18)

Recommendation:

Thank you for the case information.

Thank you for the DTC that were stored.

let perform inspection for the DTC stored for the side radar.
Is this location very far from dealer to attempt and verify customers inciden? looks to far for test drive it's like 40 miles away.

It was stated meter lighting went out all but red triangle.
looking at wire diagram our side radars has different power supply input from IPDM from ignition switch.

If DTC are cleared will they return on test drive?

inspect ignition power supply at IPDM at time of incident

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Dave Sattler at 2018-05-29 14:25:19

Heads up sent on 2018-05-29 14:25:19 to [redacted]

[redacted]

Created by Dave Sattler at 2018-05-29 15:26:03

Descripotion:

Tech sent email update.

The location is too far of a drive to try to duplicate the customer's

concern. I have cleared the codes. I may thought perhaps the codes were

unrelated due to the mileage listed in the freeze frame?

Recommendation:

Thank you for the case update.

Yes we did see itt was to for for test drive to the locatiomn customer had incident

The incident became present both times in same area

Perform inspections for the DTC stored C1B40-49 and C1B40-49. the u0104 is a comm code more then likely a result of the side radar DTC

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	5/29/2018	10/22/18	5/29/18

Text-Incd Desc TL

Question for TECH LINE: ADVISE ON BEHALF OF SERVICE MANAGER

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
165	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	5N1AT2MT9HC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	2366	29317	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	QAK

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	8/15/2017	12/1/2017	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2-PIECE FRONT AND
S10 FOG LAMPS
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5439	34	BENTON NISSAN OF HOC	BIRMINGHAM	Alabama

Serv Dlr TL

Code	Region	Name	City	State
5439	34	BENTON NISSAN OF HOOVER	BIRMINGHAM	AL

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CUSTOMER STATES FORWARD EMERGENY BRAKING ACTIVATED WHILE DRIVING BESIDE A TRACTOR TRAILE

BY SIDE AND WENT UNDER AN OVERPASS TOGETHER. CAUSING THE VEHICLE TO SLOW DOWN.

Created by Survey Site Guest User at 2018-05-29 14:37:45

Customer Comments: CUSTOMER STATES FORWARD EMERGENY BRAKING ACTIVATED WHILE DRIVING BESIDE A TRACTOR TRAILER, FEB LIGHTS CAME ON AND TAPPED THE BRAKES

, AS THEY WERE SIDE BY SIDE AND WENT UNDER AN OVERPASS TOGETHER. CAUSING THE VEHICLE TO SLOW DOWN.

Technician Findings: FOUND PAST CODE OF C1A16-97 RADAR STAIN/BLOCKAGE

CLEARED CODE, TEST DROVE VEHICLE NO CODES COME BACK, NO PROBLEMS FOUND AT THIS TIME. DTS, REQUESTED SERVICE MANAGER TO MAKE A TECHLINE CASE TO DOCUMEN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

T CONCERN AND ADVISE

Repairs Made: 0

Created by John Irion at 2018-05-29 15:15:02

Description:

Technician Findings FOUND PAST CODE OF C1A16-97 RADAR STAIN/BLOCKAGE
CLEARED CODE, TEST DROVE VEHICLE NO CODES COME BACK, NO PROBLEMS FOUND AT THIS TIME. DTS, REQUESTED SERVICE MANAGER TO MAKE A TECHLINE CASE TO DOCUMEN

T CONCERN AND ADVISE

Recommendation

This incident is under engineering review

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	5/30/2018	10/22/18	5/30/18

Text-Incd Desc TL

Question for TECH LINE: NEED TO KNOW WHAT TO DO TO FIXE THE VEHICLE

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MV7JC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	1036	22218	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	NBL

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	3/6/2018	4/7/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT E10
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3670	26	LEGEND NISSAN, LTD	SYOSSET	New York

Serv Dlr TL

Code	Region	Name	City	State
3670	26	LEGEND NISSAN, LTD	SYOSSET	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CUSTOMER STATES VEHICLE STOP 5 TIMES OUT OF NO WERE ON THE TRAIN TRACK CHECK AND ADVISE

Created by Survey Site Guest User at 2018-05-30 08:19:36

Customer Comments: CUSTOMER STATES VEHICLE STOP 5 TIMES OUT OF NO WERE ON THE TRAIN TRACK CHECK AND ADVISE

Technician Findings: TWO CODES WAS STORED C1B5D B2426

Repairs Made: none

Created by Sean Martin at 2018-05-30 08:24:18

DESCRIPTION

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Undesired FEB operation

Has happened 5 times at train tracks

C1B5D FEB OPE COUNT LIMIT

B2426 ENCODER LH

Not duplicated at dealer

RECOMMENDATION

? Advised issue is under engineering review

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	5/31/2018	10/22/18	5/31/18

Text-Incd Desc TL

Question for TECH LINE: To be able to tell my customer that it's being looked at by engineering

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	5N1AT2MT5HC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	16664	22517	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	G41

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	11/3/2016	1/20/2017	

Dlr Retl Last VC

Code	Region	Name	City	State
5211	34	QUALITY NISSAN/GREEN	GREENWOOD	South Carolir

Serv Dlr TL

Code	Region	Name	City	State
5211	34	QUALITY NISSAN/GREENWOO	GREENWOOD	SC

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2-PIECE FRONT AND
M92 RETRACTABLE CARGO COVER
P01 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED | Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

The master warning will blink and sound 3 times then car make a grinding soundlike an emergency brake has been

throwing everything forward. Once the car stops the light disengages and the car works properly.

Created by Survey Site Guest User at 2018-05-31 13:42:08

Customer Comments: The master warning will blink and sound 3 times then car make a grinding soundlike an emergency brake has been applied . The car co

mes an abrupt halt throwing everything forward. Once the car stops the light disengages and the car works properly.

Technician Findings: It had code C1A16-97 stored in laser/radar and I did database search and saw that other vehicles were having same issue of unexpe

cted FEB. I just wanted add another one to the list

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Repairs Made: none

Created by Sean Martin at 2018-05-31 13:47:47

DESCRIPTION

Undesired FEB operation

C1A16 RADAR STAIN

RECOMMENDATION

? Advised issue is under engineering review

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
FI31547440	FULL	6/4/2018	10/22/18	6/4/18

Text-Incd Desc TL

Question for TECH LINE: I THINK THAT THIS IS A KNOWN ISSUE AND NISSAN MAYBE COMING OUT WITH A FIX S

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	JN8AT2MT6HW[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	11361	29317	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	KAD

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	8/24/2017	10/28/2017	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2-PIECE FRONT AND
U01 SV PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5524	34	MCDONOUGH NISSAN	MCDONOUGH	Georgia

Serv Dlr TL

Code	Region	Name	City	State
5524	34	MCDONOUGH NISSAN	MCDONOUGH	GA

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED

Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

WHEN GOING OVER RAILROAD TRACK IN GRIFFIN GA ONLY, THE VEHICLE BRAKE ASSIST COMES ON AND ST

Created by Survey Site Guest User at 2018-06-04 12:05:59

Customer Comments: WHEN GOING OVER RAILROAD TRACK IN GRIFFIN GA ONLY, THE VEHICLE BRAKE ASSIST COMES ON AND STOPS VEHICLE

Technician Findings: NO MALFUNTIONS FOUND BUT CUSTOMER SAYS VEHICLE STOP WHEN CROSSING RAIL ROAD TRACKS IN GRIFFIN GA.

Repairs Made: RE-CALIBRATED ICC SENSOR

Created by Sean Martin at 2018-06-04 12:35:58

DESCRIPTION

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Undesired FEB operation

Customer states issue is only present at specific railroad track crossing

ICC sensor has been recalibrated

RECOMMENDATION

? Advised issue is under engineering review

Created by Survey Site Guest User at 2018-08-03 09:03:45

I AM ABOUT TO VENT ON AN ISSUE THAT HAS ALWAYS BEEN A PROBLEM FOR THE WAY ESM'S ARE WRITEN. SO WHOEVER IS READING THIS PLEASE DO NOT FEEL THAT THIS IS

DIRECTED TOWARDS YOU IN ANY WAY.

SO THIS VEHICLE HAS BEEN HERE A FEW TIMES FOR THE EMERGENCY BRAKING WORKING WHEN IT IS NOT SUPPOSE TO. WE FINALLY GET A FIX FOR IT DUE TO NTB18-041A

BASED ON THE PART NUMBER OF THE DISTANCE SENSOR, THIS VEHICLE WILL NEED TO HAVE THE DISTANCE SENSOR REPLACED. I ORDER THE PART AND INSTALL IT. SO I TR

Y TO FIND THE CALIBRATION STEPS TO DO THE ADJUSTMENTS NEEDED AND I SPEND ABOUT 30 MINUTES TRYING TO FIND IT WITH NO LUCK. MY PROBLEM IS THAT I DO NOT

HAVE TIME TO SPEND HOURS OF MY TIME DURING THE WEEK SEARCHING FOR CALIBRATION PROCEDURES FOR PROBLEMS LIKE THIS. NOT TO MENTION IT WILL DEPEND ON WHAT

YEAR THE VEHICLE IS SINCE SOME HAVE A PDF ESM WITH ONLINE WIRING DIAGRAM AND SOME WHERE IT IS ALL ONLINE. A 2016 ROGUE HAS A PDF ESM AND I CAN EASILY

FIND WHAT I NEED FOR DISTANCE SENSOR CALIBRATION BUT A 2017 JUST TELLS TO MAKE SURE YOU CALIBRATE SENSOR BY CLICKING THE DISCRIPTION ICON. WHEN I CLI

CK THIS FAST AND EASY WAY TO GET TO THE POINT THE PAGE POPS UP AND SAYS "ALWAYS PERFORMING THE RADAR ALIGNMENT AIMING ADJUSTMENT AFTER REMOVING AND IN

STALLING OR REPLACING ICC SENSOR" WITH NO OTHER MEANS TO FIND HOW TO CALIBRATE THE SENSOR. SOMEONE NEEDS TO TELL THE PERSON THAT IS TRYING TO CHANGE T

HINGS JUST TO KEEP A JOB. WE NEED TO TELL WHOEVER IS IN CHARGE THAT THEY NEED TO DO A BETTER JOB SUPPORING TECHNICIANS AS IT IS ALREADY HARD ENOUGH FI

GURING OUT ALL THIS NEW TECHNOLOGY THAT IS ADDED TO THESE VEHICLES. HOW ABOUT HAVING A DEDICATED AFTER REPLACEMENT SECTION THAT LISTS EVERYTHING THAT

CAN BE CALIBRATED ON THE VEHICLE AND WOULD LEAD YOU TO WHAT YOU NEED TO SEE INSTEAD OF SEARCHING WITH A HORRIBLE SEARCH ENGINE ON THIS ONLINE ESM THAT

ALL NEW VEHICLES ARE GOING TO. OK I THINK I AM DONE. I NEED TO KNOW HOW TO CALIBRATE THE ICC SENSOR ON THIS 2017 ROGUE. THANKS

Created by Sean Martin at 2018-08-03 10:53:41

PLEASE REVIEW THE FOLLOWING:

? The ICC alignment procedure by selecting the following path in the ESM: CRUISE CONTROL & DRIVER ASSISTANCE > CRUISE CONTROL SYSTEM > ICC > BASIC IN

SPECTION > ICC SENSOR ALIGNMENT

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	6/4/2018	10/22/18	6/5/18

Text-Incd Desc TL

Question for TECH LINE: NO INFORMATION FOR CODES ON ASSIST

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MT0JC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	744	22318	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	DAL

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	4/20/2018	5/20/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
C03 50 STATE EMISSIONS
G01 MARCH SOP SPEC
L92 FLOOR MATS (2PC FRONT, 2PC SEC
M92 RETRACTABLE CARGO COVER
S10 FOG LIGHTS
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3928	42	AVONDALE NISSAN	AVONDALE	Arizona

Serv Dlr TL

Code	Region	Name	City	State
3928	42	AVONDALE NISSAN	AVONDALE	AZ

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: **NOT IDENTIFIED** Flag-Attachment TL: **N**

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

C/S SYMBOL OF TWO VEHICLES COLLIDING GOES ON AND WARNING LIGHT ON SCREEN, VEH BRAKES ON ITS

Created by Survey Site Guest User at 2018-06-04 18:52:18

Customer Comments: C/S SYMBOL OF TWO VEHICLES COLLIDING GOES ON AND WARNING LIGHT ON SCREEN, VEH BRAKES ON ITS OWN AND MAKES A SCRAPING NOISE AND VEHI

CLE SHAKES

Technician Findings: VEHICLE HAS COLLISION ICON COME ON IN DASH, VEHICLE HAS CODE C1B84, C1A16-97, C1A17-49, ONCE YOU SHUT VEHICLE OFF THEY GO TO PAST

CODES AND LIGHTS COME OFF, ONCE YOU DRIVE CAR FOR ABOUT 5-10 MINS LIGHTS AND CODE COMES BACK ON NO INFORMATION AVAILABLE ON ASSIST

Repairs Made: 0

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Kelby Hausman at 2018-06-05 07:32:34

Description

- Customer states FEB warning light comes on and vehicle brakes on its own

- Found FEB light on

- C1B84 DISTANCE SENSOR

- C1A16 RADAR STAIN -97

- C1A17 ICC SENSOR MALF -49

- Code go to past after key cycle

- Code return after driving 5-10 minutes

- No information for codes in ASIST

Recommendation

Thank you for the case information.

The DTC and its related diagnosis procedure are found in the new web based ESM. Click the ?Service Manual? tab in ASIST, then enter the code in the ne

w ESM in the box under ?DTC?.

If unable to access the new ESM for this vehicle, please contact the ASIST Hotline at [redacted] for assistance

The codes stored indicate a concern with the ICC sensor.

Please verify power, ground, and pin fit are all ok at the ICC sensor.

If ok, replace the ICC sensor.

Created by Kelby Hausman at 2018-06-05 07:33:31

Heads up sent on 2018-06-05 07:33:30 to [redacted]

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	6/5/2018	3/15/19	3/14/19

Text-Incd Desc TL

Question for TECH LINE: IS THIS INCIDENT STILL UNDER REVIEW WITH ENGINEERING ?

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
194	Z * [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options
T32	2018	RGE	KNMAT2MV6JP[redacted]	C03 50 STATE EMISSIONS Z66 ACTIVATION DISCLAIMER

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	949	22218	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	G41

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	2/26/2018	5/19/2018	

Dlr Retl Last VC

Code	Region	Name	City	State
5704	24	NISSAN OF STREETSBO	STREETSBORO	Ohio

Serv Dlr TL

Code	Region	Name	City	State
5761	24	NISSAN OF STREETSBORO	STREETSBORO	OH

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CUST STATES THAT THE EMERGENCY BRAKING CAME ON WHILE DRIVING WITH NO CARS IN THE AREA

Created by Survey Site Guest User at 2018-06-05 08:25:24

Customer Comments: CUST STATES THAT THE EMERGENCY BRAKING CAME ON WHILE DRIVING WITH NO CARS IN THE AREA

Technician Findings: C1B40- 49, U0104-82, C1B30-49,U0104-82, STORED IN SIDE RADAR LEFT AND RIGHT,

PERFORMED VISUAL INSPECTIONS OF FRONT RADAR AND SIDE RADAR AND ADAS CU. NOTHING UNUSUAL CHECKED PIN FITMENT AND GROUND CONNECTIONS, NORMAL.

FOUND SIMILAR INSTANCE OF ROGUE EMERGENCY BRAKE ACTIVATION IN DATABASE SEARCH.

Repairs Made: 0

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Sean Martin at 2018-06-05 08:28:51

DESCRIPTION

Undesired FEB operation with no obstructions present

C1B40 SOW RIGHT UNIT FAILURE

U0104 (LDP) ICC CAM CAN CIR2

C1B30 SOW LEFT UNIT FAILURE

RECOMMENDATION

? Advised issue under engineering review

Created by Survey Site Guest User at 2019-03-09 11:50:49

CUSTOMER ORIGINAL CONCERN OF AEB ACTIVATION 06/05/18. CONTACTED TECH LINE AND TSM AND WE EVENTUALLY REPLACED LASER/RADAR WITH UPDATED PART # , CUSTOM

ER RETURNED FOR UNEXPECTED AEB OPERATION ON 12/26/18 AND TECHNICIAN UPDATED LASER/ RADAR AND ICC/ADAS TO [redacted] 5FA3A AND 284E7 7FP0B RESPECTIVELY. CUST

OMER RETURNED 3/9/19 WITH SAME CONCERN OF UNEXPECTED AEB OPERATION. LASER/RADAR HAS C1A16-97 STORED AS A PAST CODE. CUSTOMER SAYS ISSUE DOES NOT OCCUR

IN THE SAME PLACE, NO RHYME OR REASON. PERFORMED VISUAL INSPECTION OF SYSTEM, NO OBVIOUS PROBLEMS FOUND. LOOKING FOR RECOMMENDATION ON HOW TO PROCEED

? THANKS.

Created by Sean Martin at 2019-03-11 09:36:29

PLEASE REVIEW THE FOLLOWING:

? To clarify, is the customer reporting braking operation during the concern or just the warning chime?

Created by Sean Martin at 2019-03-12 09:46:05

TECHNICIAN RESPONSE RECEIVED AND PASTED BELOW:

She says AEB is "slamming on the brakes " .

Created by Sean Martin at 2019-03-12 09:49:10

PLEASE REVIEW THE FOLLOWING:

? Since the latest hardware and programming is already installed, we next look to environmental conditions that can activate AEB.

? Usually we can tie the instances to one particular area, but since the customer states it is random, please have the customer determine if there are

similar structures in the areas when this issue is occurring.

Created by Michael Cramer at 2019-03-14 08:20:26

Description:

? Tech email report:

? She says 'no,

? I was driving on the freeway with nothing around,

? no cars,

? snow or rain...'

Recommendation:

? Thank you for the information, [redacted]

? My name is Mike and I will be assisting with your case.

? I was unable to find any trending issues related to your concern.

? Let's get the back story here.

? When/ where did the issue begin?

? What types of aftermarket equipment are installed?

TECH LINE INCIDENT REPORT - CONFIDENTIAL

? Any signs of previous collision repairs?

? This information can sometimes point to a previous event or repair, saving valuable diagnosis time.

? Looks like we had a previous repair where the distance sensor was replaced, confirmed with DTCs.

? Are we able to reproduce the incident or any further DTCs at this time?

? If not, we will need to focus on duplication.

? Let?s get the exact duplicating conditions from the customer.

? We may be able to use this information to reproduce the issue, giving us the opportunity to complete diagnosis.

? Remember we are here to help, let us know if you have any questions.

Created by Michael Cramer at 2019-03-15 15:33:28

Description:

? Tech email report:

? Looks like the issue began 9 months ago

? When it only had about 900 miles on it.

? We looked it over at that time

? For any signs of front end damage

? And couldn't find any.

? There is no aftermarket equipment installed.

? We have never been able to duplicate the concern,

? It went 6 months between her first visit

? When we replaced the laser/radar

? And the second visit when she said it happened again

? And that was when another tech did the update on laser and ICC/ADAS.

? Then it went 3 months before it happened this last time.

? It's going to be very difficult to confirm,

? If it happens that infrequently.

? And she insists that nothing is around when it happens.

? I also checked the Feb operation mileage

? And there was no history recorded.

Recommendation:

? Thank you for the update, [redacted]

? We can appreciate the challenge in diagnosing intermittent issues.

? Let?s investigate with the customer about the exact place that the issue has duplicated.

? Investigating the area may indicate an obstruction there that is inducing the issue.

? Without being able to duplicate the issue and no DTCs to indicate abnormal operation, no further repairs can be recommended.

? Remember we are here to help, let me know if you have any further questions.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	6/5/2018	10/22/18	7/9/18

Text-Incd Desc TL

Question for TECH LINE: DIAGNOSIS ASSISTANCE

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	JN8AT2MT7HW[redacted]
Mileage-Initial TL	**Mileage-Current TL**	**Code-NNA Model VC**	**Code-Body Type TL**
0	11588	22517	
Code-Engine Prefix VC	**Number-Engine Serial VC**	**Code-Trans Type VC**	**Code-Vehicle Color VC**
QR25	[redacted]	CVT	K23
Name-Plant VC	**Date-Manufacture VC**	**Date-In Service TL**	**Code-Distributor TL**
KYUSHYU (NML)	3/1/2017	4/15/2017	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
B94 ROOF RAIL CROSS BARS
C03 50 STATE EMISSIONS
K03 PLATINUM PACKAGE
L92 FLOOR MATS (2-PIECE FRONT AND
P01 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
X03 PLATINUM RESERVE INTERIOR
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5401	32	CENTRAL HOUSTON NIS	HOUSTON	Texas

Serv Dlr TL

Code	Region	Name	City	State
5401	32	CENTRAL HOUSTON NISSAN	HOUSTON	TX

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	Y	7/24/2018	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

BRAKE ASSIST MALFUNCTION FLASHES THEN REMAINS SOLID AND DISTANCE GUIDE WILL NOT OPERATE

Created by Survey Site Guest User at 2018-06-05 13:50:27

Customer Comments: BRAKE ASSIST MALFUNCTION FLASHES THEN REMAINS SOLID AND DISTANCE GUIDE WILL NOT OPERATE

Technician Findings: FOUND CODE C1A16 RADAR STAIN STORED IN THE PAST. CLEARED CODE AND DROVE VEHICLE FOR ABOUT 10-15 MINUTES. LIGHT CAME BACK ON FLASH

ING. HOOKED UP THE CONSULT AND NO CODES WERE STORED. PERFORMED A HARD RESET AND LIGHT STAYED ON. PERFORMED DISTANCE SENSOR CALIBRATION AND LIGHT REMAI

NS ON. JUST SPOKE WITH THE CUSTOMER AND MENTIONED A PREVIOUS TIME THAT WHILE COMING TO AN INTERSECTION VEHICLE APPLIED BRAKES. IT WAS ON A CLEAR DAY A

ND NOT DEBRIS IN FRONT OF VEHICLE.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

CRUISE CONTROL DOES WORK, VEHICLE DOES SLOW DOWN WHEN APPROACHING VEHICLE, AND IT DOES STOP WHEN VEHICLE IS STOPPED IN FRONT. IT ALSO WILL RESUME SPEE

D

Repairs Made: HARD RESET AND DISTANCE SENSOR CALIBRATION

Created by Kelby Hausman at 2018-06-05 14:42:15

Description

- Customer states brake assist warning flashes then remains solid

- Unable to duplicate concern

- C1A16 RADAR STAIN stored

- Cleared code and test drove 15 miles

- Light came back on flashing

- No codes stored

- Performed battery reset and light stayed on

- Performed distance sensor calibration and light remains on

- Customer mentioned when coming to intersection the brakes applied

- Occurred on clear day with nothing in front of vehicle

- Cruise control works

- Vehicle does slow when approaching another vehicle

- Does stop when vehicle is stopped in front

- Will resume speed normally

Recommendation

Thank you for the case information.

We may have two separate concerns present.
The concern with the brakes applying on their own with no objects in front is currently under engineering review.

No repairs are recommended.

Is the flashing light that we are referring to the FEB light?

If so, we have seen this light flash with no codes due to the lane camera.

We have seen cases in the past where the camera will not be positioned correctly in the bracket.

Inspect the installation of the lane camera.

Created by Kelby Hausman at 2018-06-05 16:20:40

Description

- Referring to FEB light

- Inspected lane camera

- Camera was resting on cover and not clipped into bracket

- Reinstalled camera

- Unsure if this would cause light to flash

Recommendation

Yes, this will cause the light to flash and in most cases will not set codes.

Confirm the light is no longer flashing now that the camera is installed.

If the light is still flashing, we will need to perform the lane camera aiming procedure.

Created by Kelby Hausman at 2018-06-08 13:13:30

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Description

- Performed lane camera aiming procedure multiple times

- Will not accept lane camera calibration

Recommendation

Your DTS could be scheduled multiple weeks out.

We will need to continue to attempt to resolve this concern.

What happens when we attempt to calibrate the camera?

Are we getting any error messages?

Please take a photo of the target set up as viewed from inside the vehicle.

Also take a photo of the lane camera from the front of the vehicle.

Created by Wesley Roberts at 2018-06-08 15:04:46

Description:

? I attached a copy of what I am getting when I perform the lane departure calibration

? Also the 2 pictures you have requested.

Recommendation:

? Error 4 indicates we have an issue with camera installation, target board, or our numbers entered.

? We removed and reinstalled the camera unit correct?

? Have we performed an aiming procedure in this location before?

? We are unsure if the variation in the wall color will affect the aiming procedure.

? This could possibly cause an issue.

? Also, can we screenshot the values we are entering during the process and attach to reply email?

Created by Wesley Roberts at 2018-06-12 08:03:47

Description:

? I attached the measurements I am inputting in the consult.

? We have not performed a lane departure calibration in the area before.

? The camera has been inspected for proper mounting multiple times

? Thank you

Recommendation:

? Thank you for the information.

? Our numbers look to be correct.

? Let?s perform the aiming process with a solid light colored background wall.

? We have seen this cause issues in the past.

? Let me know if we still have issues and we will continue digging into this one [redacted]

Created by Wesley Roberts at 2018-06-14 12:13:52

Description:

? A tech here is having the same issue and has a tech line case open.
? He mentioned the same thing and he performed his in this wall and still had to same error as we were at the previous wall.

? Still cannot get the lane departure camera to calibrate

Recommendation:

? I believe we should be able to calibrate at this point.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

? Let?s verify our Dh reading

? In researching, it seems a little high from we normally see.

? What are our left and right fender measurements?

? Verify Lane Camera Configuration: [redacted]-6FL3B

? We have seen concerns with Consult as well.

? Perform Camera Aiming with another consult.

Created by Wesley Roberts at 2018-07-09 11:03:10

Description:

? I replaced lane departure camera and was able to calibrate the new camera.

? Drove vehicle for about 15 miles.

? Light remained off.

? We returned vehicle back to the customer.

? The FEB light came back on flashing over the weekend.

? No codes stored in system.

? Could we have a faulty distance sensor or ADAS unit?

Recommendation:

? With no DTCs present and the light flashing, this would lead us to a camera concern.

? Verify it is installed correctly.

? The clips in the front can be misplaced and the back lock in, causing it to seat, but not properly.

? Compare to KGV.

? Verify lane camera configuration.

Created by Tony Ellis at 2018-07-11 07:29:55

Description:

Did you receive my last email?
I attached some of the pictures. Camera looks to be seating correctly. Compared to KGV. The vehicle has had the windshield replaced. Customer stated t
hat it became more persistent after replacing the windshield. Could it also be the way the windshield was made?

Recommendation:

We did not receive an email with photo?s attached that I can see.
It is possible for the windshield to be the cause of the concern, and in this case, we would still review the images of the camera mounting to confirm

it?s placement, and likely need to replace the windshield.

If additional assistance is needed for this case, simply reply to this email.

Created by Tony Ellis at 2018-07-11 07:31:58

Description:

Did you receive my last email?
I attached some of the pictures. Camera looks to be seating correctly. Compared to KGV. The vehicle has had the windshield replaced. Customer stated t
hat it became more persistent after replacing the windshield. Could it also be the way the windshield was made?

Recommendation:

We did not receive an email with photo?s attached that I can see.
It is possible for the windshield to be the cause of the concern, and in this case, we would still review the images of the camera mounting to confirm

TECH LINE INCIDENT REPORT - CONFIDENTIAL

it?s placement, and likely need to replace the windshield.

At this point the case has DTS involvement noted, please continue to work with your DTS to resolve this concern.

If additional assistance is needed for this case, simply reply to this email.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	6/6/2018	1/15/19	6/6/18

Text-Incd Desc TL

Question for TECH LINE: CUST HAS CA NUMBER 31497256

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MV5JC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	3069	22218	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	G41

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	2/21/2018	3/29/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3042	26	NISSAN OF TURNERSVIL	TURNERSVILLE	New Jersey

Serv Dlr TL

Code	Region	Name	City	State
3042	26	NISSAN OF TURNERSVILLE	TURNERSVILLE	NJ

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: **NOT IDENTIFIED** Flag-Attachment TL: **N**

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

EMERGENCY BRAKING OPERATED WHE NO NEED FOR THIS NO ONE IN FRT AND BRIGHT SUNNY DAY

Created by Survey Site Guest User at 2018-06-06 13:13:20

Customer Comments: EMERGENCY BRAKING OPERATED WHE NO NEED FOR THIS NO ONE IN FRT AND BRIGHT SUNNY DAY

Technician Findings: NO PROBLEM FOUND

Repairs Made: NONE

Created by Sean Martin at 2018-06-06 13:55:32

DESCRIPTION

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Vehicle had undesired FEB operation event

No obstacles in front of vehicle at time of concern

LASER RADAR C1A16 RADAR STAIN

RECOMMENDATION

? Advised issue is under engineering review

Created by Survey Site Guest User at 2018-11-09 07:02:29

THE CUSTOMER STATES THE CAR IS STOPPING BY ITSELF WHEN GOING OVER A BRIDGE.

Created by Sean Martin at 2018-11-09 07:54:04

TECHNICIAN RESPONSE RECEIVED AND PASTED BELOW:

"THE CUSTOMER STATES THE CAR IS STOPPING BY ITSELF WHEN GOING OVER A BRIDGE."

PLEASE REVIEW THE FOLLOWING ITEMS:

? Please complete NTB18-041. If the issue remains after completing this NTB, the issue remains under engineering review with no further repairs recomm

ended.

Created by Sean Martin at 2018-11-09 08:12:48

TECHNICIAN RESPONSE RECEIVED AND PASTED BELOW:

"Ok thanks, that bulletin was already performed. I did find one of the grill

brackets on the drivers side is broken and the grill is a little loose. Do

you think that could set off the Feb at times?"

PLEASE REVIEW THE FOLLOWING ITEMS:

? If the front end components are loose, we should make repairs to ensure that every thing is secure as any movement could potentially cause an FEB ev

ent.

Created by Survey Site Guest User at 2018-11-23 10:32:20

FEB ACTIVATED AGAIN TODAY. TSB [redacted] CHECKED PREVIOUSLY. ICC ADAS P# [redacted] -7FP6A. LASAR/RADAR P# [redacted] FA3A. CUTOMER HEARD THE TONE AND SAW THE LAMP

ILLUMINATE AND BRAKING ACTIVATED HEADING S SE ON [redacted], LAWNSIDE NJ BY THE [redacted]. NO DTCS NO APPLICABLE TSB'S. CUSTOMER PUT IN LOANER VEHI

CLE. CANNOT DUPLICATE. LOOKING FOR RECOMMENDATIONS.

Created by Sean Martin at 2018-11-23 11:46:35

TECHNICIAN RESPONSE RECEIVED AND PASTED BELOW:

"FEB ACTIVATED AGAIN TODAY. TSB 18041 CHECKED PREVIOUSLY. ICC ADAS P# [redacted] -7FP6A. LASAR/RADAR P# [redacted] FA3A. CUTOMER HEARD THE TONE AND SAW THE LAMP

ILLUMINATE AND BRAKING ACTIVATED HEADING S SE ON [redacted], LAWNSIDE NJ BY THE [redacted]. NO DTCS NO APPLICABLE TSB'S. CUSTOMER PUT IN LOANER VEHI

CLE. CANNOT DUPLICATE. LOOKING FOR RECOMMENDATIONS."

PLEASE REVIEW THE FOLLOWING ITEMS:

? This issue is under engineering review at this time. No repairs are recommended.

Created by Survey Site Guest User at 2019-01-15 10:34:19

CHECKED AIMING OF SYSTEM FOUND AIMING BOTH WITHIN +-.5DEGREES. CUSTOMER CONCERN IS THE SAME AS PREVIOUSLY STATED. VEHICLE WAS NO DROPPED OFF WITH CUST

OMER STATING SHE NO LONGER FEELS SAFE DRIVING THE CAR. IS THERE ANY UPDATE ON THE ENGINEERING REVIEW AT THIS TIME? IF NOT ARE THERE ANY TEMPORARY RECO

MMENDATIONS TO PREFORM? NTB18-041A HAS BEEN COMPLETED PREVIOUSLY, AND DOUBLE CHECKED TODAY.

Created by Sean Martin at 2019-01-15 10:42:24

TECHNICIAN RESPONSE RECEIVED AND PASTED BELOW:

TECH LINE INCIDENT REPORT - CONFIDENTIAL

"CHECKED AIMING OF SYSTEM FOUND AIMING BOTH WITHIN +-.5DEGREES. CUSTOMER CONCERN IS THE SAME AS PREVIOUSLY STATED. VEHICLE WAS NO DROPPED OFF WITH CUS

TOMER STATING SHE NO LONGER FEELS SAFE DRIVING THE CAR. IS THERE ANY UPDATE ON THE ENGINEERING REVIEW AT THIS TIME? IF NOT ARE THERE ANY TEMPORARY REC

OMMENDATIONS TO PREFORM? NTB18-041A HAS BEEN COMPLETED PREVIOUSLY, AND DOUBLE CHECKED TODAY."

PLEASE REVIEW THE FOLLOWING ITEMS:

? This issue remains under engineering review.

? Have we been able to duplicate the concern at the dealer?

? Can the customer provide specific addresses or locations of where the issue occurs?

? What speed is the vehicle at when the concern occurs?

? What are the part numbers after completing NTB18-041?

Created by Sean Martin at 2019-01-15 13:42:15

Technician response received and pasted below:

"We have not been able to duplicate the concern. Customer states it happens

very intermittently.

This time she was doing 35-40mph merging onto [redacted] Bridge. It had

just started snowing. (It was a light snow storm).

Grill was clean with very few small dots of salt on entry."

Please review the following:

? Thank you for providing this information. We have documented the conditions the issue occurs in.

? At this time, there is not a repair recommended pending the results of the engineering review.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	6/7/2018	10/22/18	6/7/18

Text-Incd Desc TL

Question for TECH LINE: HELP WITH DIAGNOSIS OR VERIFICATION

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	5N1AT2MV7HC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	40039	22617	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	QAB

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	10/3/2016	11/25/2016	

Dlr Retl Last VC

Code	Region	Name	City	State
2940	26	TEAM NISSAN, INC.	MANCHESTER	New Hampsh

Serv Dlr TL

Code	Region	Name	City	State
2940	26	TEAM NISSAN, INC.	MANCHESTER	NH

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
B94 ROOF RAIL CROSS BARS
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT $
L92 FLOOR MATS (2-PIECE FRONT AND
M92 RETRACTABLE CARGO COVER
P01 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: advised to contact Nissan C.A.

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

C/S: CUSTOMER STATES HER BRAKES GAVE OUT AND A WARNING MESSAGE IS COMING ON AND THE CAR M

NT AND THEN A RED BAR APPEARS AND THEN A CUSTOMER IS HEARING A GRINDING NOISE.

Created by Survey Site Guest User at 2018-06-07 15:37:05

Customer Comments: C/S: CUSTOMER STATES HER BRAKES GAVE OUT AND A WARNING MESSAGE IS COMING ON AND THE CAR MAKES A BEEPING ALERT. THE MESSAGE IS A YEL

LOW EXPLANATION POINT AND THEN A RED BAR APPEARS AND THEN A CUSTOMER IS HEARING A GRINDING NOISE.

Technician Findings: MULTIPLE ROAD TESTS AND HAVE BEEN UNABLE TO VERIFY CONCERN . JUDGING FROM CONVERSATIONS WITH SERVICE WRITER I SUSPECT CUSTOMER EX

PERIANCED UNWANTED FEB OPERATION. ONLY DTC IS PAST C1A16-97. I BELIEVE THIS CONCERN OR SIMILAR TO BE UNDER ENGINEERING REVIEW. IS THERE ANY NEW INFO

TECH LINE INCIDENT REPORT - CONFIDENTIAL

AT THIS TIME

Repairs Made: 0

Created by Brian Terk at 2018-06-07 15:48:27

-DESCRIPTION:

-customer comments ?C/S: CUSTOMER STATES HER BRAKES GAVE OUT AND A WAR NING MESSAGE IS COMING ON AND THE CAR MAKES A BEEP ING ALERT. THE MESSAGE IS A

YELLOW EXPLANATION POI NT AND THEN A RED BAR APPEARS AND THEN A CUSTOMER IS HEARING A GRINDING NOISE.?

-verified ?no?

-technician findings ?MULTIPLE ROAD TESTS AND HAVE BEEN UNABLE TO VERIFY CONCERN . JUDGING FROM CONVERSATIONS WITH SERVICE WRITER I SUSPECT CUSTOMER E

XPERIANCED UNWANTED FEB OPERATION. ONLY DTC IS PAST C1A16-97. I BELIEVE THIS CONCERN OR SIMILAR TO BE UNDER ENGINEERING REVIEW. IS THERE ANY NEW INFO

AT THIS TIME?

-LASER/RADAR

-C1A16 RADAR STAIN ??????????????.PAST

-RECOMMENDATION DETAIL:

-please check if the concern was that the vehicle did not stop as expected or if the vehicle would not stop

-as you had noted the description sounds like this may have been an ABS type of event triggered by either FEB operation or something similar

-when specifically did this happen?

-under what circumstances did this happen?

-please describe all vehicle behavior during the concern

-how many times did this happen?

-what were the specific road conditions when this happened: RR tracks, large bump (driveway type), etc?

Created by Survey Site Guest User at 2018-06-08 08:53:38

additional customer info. happened 6-6-18 4;45am . CUSTOMER STATES ; " alone on flat dry road . fcw beeped then made grinding noise. customer press

ed brake pedal when she heard the grinding. the brakes began working roughly 3 seconds /55feet after depressing pedal. brakes have given out twice. gr

inding and beeping has happened 10 times." /// tech and service manager have road tested multiple times and haven't been able to get it to act

up

Created by Brian Terk at 2018-06-08 10:35:56

-DESCRIPTION:

-technician replied with case comment

"additional customer info. happened 6-6-18 4;45am . CUSTOMER STATES ; " alone on flat dry road . fcw beeped then made grinding noise. customer pressed

brake pedal when she heard the grinding. the brakes began working roughly 3 seconds /55feet after depressing pedal. brakes have given out twice. grin

ding and beeping has happened 10 times." /// tech and service manager have road tested multiple times and haven't been able to get it to act up"

-RECOMMENDATION DETAIL:

-out-call to technician to review case details

-please have your service department contact Nissan C.A. and follow any recommendations that they may have

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	6/8/2018	10/22/18	6/8/18

Text-Incd Desc TL

Question for TECH LINE: diag help

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MV7JC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
58	109	22218	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	RBY

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	4/20/2018	6/6/2018	

Dlr Retl Last VC

Code	Region	Name	City	State
5548	26	LIA NISSAN OF GLENS F	QUEENSBURY	New York

Serv Dlr TL

Code	Region	Name	City	State
5548	26	LIA NISSAN OF GLENS FALLS	QUEENSBURY	NY

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
G01 MARCH SOP SPEC
L92 FLOOR MATS (2PC FRONT, 2PC SEC
U01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED

Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

C/S while driving the collision alarm goes off and loses power.Customer turned off the collision function but vehicl

ot want to drive this vehicle until corrected. Purchased yesterday.

Created by Survey Site Guest User at 2018-06-08 10:55:56

Customer Comments: C/S while driving the collision alarm goes off and loses power.Customer turned off the collision function but vehicle still does th

e same thing.Does not want to drive this vehicle until corrected. Purchased yesterday.

Technician Findings: Inspected E21 terminals 8 and 1 found 12.32 volts.

I saw in data base that replacement of distance sensor was advised. Wondering if any update to concern.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Repairs Made: NONE

Created by Brian Terk at 2018-06-08 11:34:13

-DESCRIPTION:

-customer comments ?C/S while driving the collision alarm goes off and loses power.Customer turned off the collision function but vehicle still does t

he same thing.Does not want to drive this vehicle until corrected. Purchased yesterday.?

-verified ?no?

-technician findings ?Inspected E21 terminals 8 and 1 found 12.32 volts.

I saw in data base that replacement of distance sensor was advised. Wondering if any update to concern.?

-all DTC?s are noted as past in case opening

-ICC/ADAS

-C1B84 DISTANCE SENSOR

-LASER/RADAR

-C1A16-97 RADAR STAIN

-C1A17-17 ICC SENSOR MALF

-RECOMMENDATION DETAIL:

-under engineering review template sent to technician

Created by Brian Terk at 2018-06-08 11:35:10

Heads up sent on 2018-06-08 11:35:10 to [redacted]

Created by Survey Site Guest User at 2018-06-13 06:45:39

I performed NTB18041 and test drove car and had no problem.Customer picked up car and after a few miles reported unwanted braking.

I pulled codes this morning and have C1B84 in ICC/ADAS. past.

C1A16-97,C1A17-49 in Laser/radar, past.

These are the same dtc's I had before reprograming was done. What direction do I go in now? Thanks for your help.

Created by Brian Terk at 2018-06-13 08:27:16

-DESCRIPTION:

-technician updated case with case comment

-customer states vehicle has unexpected FEB operation

-ICC/ADAS

-C1B84 DISTANCE SENSOR

-LASER/RADAR

-C1A16-97 RADAR STAIN

-C1A17-17 ICC SENSOR MALF

-performed NTB18-041

-vehicle operated normally during test drive

-customer reports the vehicle again has unexpected FEB operation, the below DTC's are now stored again

-ICC/ADAS

-C1B84 DISTANCE SENSOR

-LASER/RADAR

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-C1A17-17 ICC SENSOR MALF

-RECOMMENDATION DETAIL:

-good morning Mike and thank you for the update

-please confirm the following things for us if possible

-were all of the DTC's cleared following performing NTB18-041?

-what is the current ICC/ADAS c/u part number as per Consult?

-is there only a specific location, address or road condition type that triggers this unexpected FEB operation?

-if operating the vehicle in that location can the customers concern be duplicated?

-what is the current vehicle mileage? the updated repair order number and opening date please?

Created by Brian Terk at 2018-06-13 10:44:25

-DESCRIPTION:

-technician replied by email and updated case summary below:

-customer vehicle has unexpected FEB operation

-ICC/ADAS

-C1B84 DISTANCE SENSOR

-LASER/RADAR

-C1A16-97 RADAR STAIN

-C1A17-17 ICC SENSOR MALF

-performed NTB18-041

-Icc/adas# 284E7-7FP0D

-Laser/Radar#[redacted]-5FA3A

-vehicle operated normally during test drive

-customer reports the vehicle again has unexpected FEB operation, the below DTC's are now stored again

--was driving between 30-40 mph

--happened on the same road as the prior concern but at a different location

-ICC/ADAS

-C1B84 DISTANCE SENSOR

-LASER/RADAR

-C1A17-17 ICC SENSOR MALF

-technician to test drive vehicle in the same location as the concern and follow up following this

-RECOMMENDATION DETAIL:

-thanks again for the details Mike!

-we'll wait for your next reply so we have more details about what the conditions are that this concern is happening under

Created by Brian Terk at 2018-06-13 12:29:03

-DESCRIPTION:

-technician replied by email

"Hello just got back from driving car in the area the owner had it do it. Nothing happened on the way up so I turned around and headed back. After 1/2

mile I had activation. Turned around and drove though area again. No activation. Continued driving after about a mile had 3 beeps but no activation.

Speed between 35 and 45.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Drove a few more miles on 4 lane road, some traffic no a lot , activation happened 2 times , almost got rear-ended. Malfunction light came on.

Got it back to shop, left running.

Now have c1b84 and c1a17-49 stored as current.

Going to lunch now will be back at 2:00 eastern time if you want to call me.

Got to let you know that will make your heart stop!"

-RECOMMENDATION DETAIL:

-thanks again for the update Mike!

-due to the returning C1A17-49 let's replace and aim the distance sensor please

-please retest the vehicle following this and follow up with your results, have a great day!

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	6/8/2018	10/22/18	6/9/18

Text-Incd Desc TL

Question for TECH LINE: WHAT SHOULD I DO AND IS IT SAFE TO RELEASE THE VEHICLE AT THIS TIME.

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	KNMAT2MT9HP[redacted]
Mileage-Initial TL	**Mileage-Current TL**	**Code-NNA Model VC**	**Code-Body Type TL**
0	3421	29317	
Code-Engine Prefix VC	**Number-Engine Serial VC**	**Code-Trans Type VC**	**Code-Vehicle Color VC**
QR25	[redacted]	CVT	KAD
Name-Plant VC	**Date-Manufacture VC**	**Date-In Service TL**	**Code-Distributor TL**
Renault Samsung	8/23/2017	11/24/2017	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2-PIECE FRONT AND
S10 FOG LAMPS
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
98009	48	TONY NISSAN	WAIPAHU	Hawaii

Serv Dlr TL

Code	Region	Name	City	State
98009	48	TONY NISSAN	WAIPAHU	HI

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

C/S SOMETIMES WHILE DRIVING ON FREEWAY THE VEHICLE WILL AUTO BRAKE ITSELF. NO ONE AROUND BUT HE DRIVERS SIDE BUT NO ONE IS AROUND.

Created by Survey Site Guest User at 2018-06-08 18:52:34

Customer Comments: C/S SOMETIMES WHILE DRIVING ON FREEWAY THE VEHICLE WILL AUTO BRAKE ITSELF. NO ONE AROUND BUT IT SAYS SOMEONE IS ON THE SIDE. ALWAYS SHOWS SOMEONE ON THE DRIVERS SIDE BUT NO ONE IS AROUND.

Technician Findings: PAST CODES STORED, C1B40-49, U0104-82, U0104-82, C1B30-49 FOR LEFT AND RIGHT SIDE RADARS. CLEARED CODES AND PERFORMED DTC CONFIRMATION. TURN ON ENGINE AND TURN ON BLIND SPOT SYSTEM AND PERFORMED SYSTEM SCNA NO CODES CAME BACK ON. DURING ROAD TEST VEHICLE DID NOT DO AUTO BRAKING

TECH LINE INCIDENT REPORT - CONFIDENTIAL

OR WARNING LIGHTS FOR BLIND SPOT DID NOT COME ON WHEN DRIVING ON FREEWAY. AND NO CODE CAME BACK ON.

Repairs Made: NONE

Created by Harold Meyer at 2018-06-09 08:50:11

Description

FEB operates unexpectedly

The concern has not been duplicated at the dealer

The side radar sensors also have a concern

The driver side indicates there is an object present

C1B40 SOW RIGHT UNIT FAILURE-49 past

U0104 (LDP) ICC CAM CAN CIR2 -82 past

C1B30 SOW LEFT UNIT FAILURE-49

The codes were cleared and the vehicle test driven

The codes have not returned

The technician is asking if the vehicle should be released to the customer

TECH LINIE

The concern is under engineering review

Engineering review email sent to the technician on the concern

Created by Harold Meyer at 2018-06-18 13:21:05

Description

Tss called the dealer Service Manager at the request of the technician

The concern with the FEB unexpected activation was discussed with SM S.M.

The concern is under engineering review, with no repair recommended

TECH LINE is unable to recommend holding or releasing the vehicle

Please discuss the concern with the FOM, T.M.

Please recheck for NTBs on the concern at a later time

Created by Harold Meyer at 2018-06-20 14:56:40

Description

The technician replied by email

> Tech performed road test with customer near the air port where they experienced auto braking.

>During road test no codes or auto braking did not occurr....

>customer would like to take the vehicle...

> please keep us informed if any updates or solutions are found for this concern

TECH LINE

If Engineering concludes that further action is needed, typically a publication of some kind will be released; not all engineering reviews result in a

vehicle repair, or additional required action.

NISSAN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	6/9/2018	10/22/18	6/11/18

Text-Incd Desc TL

Question for TECH LINE: ASSISTANCE

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MV3JC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	1000	22218	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	NBL

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	4/27/2018	5/29/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT E10
G01 MARCH SOP SPEC
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
2393	26	PINE BELT AUTOMOTIVE	TOMS RIVER	New Jersey

Serv Dlr TL

Code	Region	Name	City	State
2393	26	PINE BELT AUTOMOTIVE, INC	TOMS RIVER	NJ

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — *Flag-Attachment TL:* Y

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Resync ASIST and perform reprogram per NTB to resolve

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

FEB ACTIVATES W/O OBSTACLE

Created by Survey Site Guest User at 2018-06-09 09:58:34

Customer Comments: FEB ACTIVATES W/O OBSTACLE

Technician Findings: AS PER NTB18-041,
CONSULT HAS "DATA DEFINITION ERROR" WHEN TRYING TO UPDATE LASER/RADAR. PN MATCH TO TABLE.

PLEASE ADVISE

Repairs Made: ATTEMPTING TSB

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Survey Site Guest User at 2018-06-09 09:58:54

pic of error

Created by Harold Meyer at 2018-06-09 10:03:02

Description

FEB activates unexpectedly

The technician is performing reprogramming per NTB18-041

Consult shows ?Data definition error? when performing update on Laser/Radar

Recommendation

Please verify and report the part number of the unit per Consult in Laser/Radar

Created by Harold Meyer at 2018-06-09 10:05:35

Heads up sent on 2018-06-09 10:05:34 to [redacted]

Created by Harold Meyer at 2018-06-09 10:24:39

Description

The technician replied by email

> Laser: [redacted] **-5FA2A**

>ADAS [redacted] **-5HR5E**

Recommendation

Please verify the Consult version, and the date of last synchronization

Shut down the Toughbook and restart, and recheck for the concern

If no change, is there another Consult available?

Created by Harold Meyer at 2018-06-09 12:03:30

Description

The technician replied by email

> Both consults are:

81.20

CSP46.10

Both have same error.

Tss called the technician to follow up on the concern

There was no answer at the phone number listed on the case

A voicemail was left for the technician

Recommendation

Please reply with an available time for a follow up call on the case

We will need to perform a tech link to retrieve an error report

Created by Harold Meyer at 2018-06-09 12:55:00

Description

Tss called the technician to techlink

Last sync 6/8/2018 @ 11:34:21PM

Consult version 81.2 Ver CSP46.10

The country version is United States

TECH LINE INCIDENT REPORT - CONFIDENTIAL

The reprogramming on Laser/Radar was attempted

The part number per Consult of Laser/Radar is 28438-5FA2A

When selecting reprogram after the save data was performed, the ?Diagnosis function could not be continued.? Message was displayed

The show detail states ?Please contact to support center?

The error window was moved, and under the error window it can be seen that the new program number is 28438-5FA3A

The ERT was collected and is saved to the case

Snips of the concern are saved to the case

The same concern is present using the other Consult at the dealer

The technician located a similar vehicle to recheck the concern

The same concern when reprogramming the Laser/radar is present on the second vehicle at the dealer with similar build date.

Tss to email engineering on the concern

Tss to email Tss CC and Tss SB on the concern

Created by Harold Meyer at 2018-06-11 08:34:51

Description

Tss is following up with the technician on the case

TECH LINE

The concern has been forwarded to the Consult group

Tss will follow up when the concern has been located

Created by Harold Meyer at 2018-06-11 09:40:42

Description

Tss called the technician to follow up on the concern

Recommendation

Resync ASIST and perform the reprogram

Please follow up when the concern is resolved, or if additional assistance is needed.

Created by Harold Meyer at 2018-06-11 11:24:44

Description

The technician replied by email

> Confirm was able to update consult and apply updates to both laser/radar and icc/adas ecus.

>Road tested to confirm no abnormal safety shield operation

Tss is closing the case

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	6/11/2018	10/22/18	6/11/18

Text-Incd Desc TL

Question for TECH LINE: trying to complete reprogram for TSB 18-041

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MT3JC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	5153	22318	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	QAB

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	12/22/2017	2/6/2018	

Installed Options

C03 50 STATE EMISSIONS
E10 PREMIUM PAINT E10
K01 MIDNIGHT EDITION
K11 MIDNIGHT EDITION (BLACK SPLASH
L93 MIDNIGHT EDITION CARPETED FLOO
S10 FOG LIGHTS
U01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5001	34	WESLEY CHAPEL NISSA	WESLEY CHAPEL	Florida

Serv Dlr TL

Code	Region	Name	City	State
5001	34	WESLEY CHAPEL NISSAN	WESLEY CHAPEL	FL

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — *Flag-Attachment TL:* Y

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

customer states that the emergency brake light will engage on its own and the crash sensor light will flicker on anc

Created by Survey Site Guest User at 2018-06-11 09:02:31

Customer Comments: customer states that the emergency brake light will engage on its own and the crash sensor light will flicker on and off

Technician Findings: trying to follow TSB18-041, everything applies to vehicle. When trying to reprogram there is an error, attached a picture of erro

r. tried to reprogram with 2 different consult, updated, restarted and still not successful. When trying to connect the consults wont auto read the VI

N, only after manual selecting vehicle the vin is read. tried to select 2018 ver1 and 2018 ver2 for vehicle year both aren't successful. Don't know wh

ere to go from here

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Repairs Made: none

Created by Survey Site Guest User at 2018-06-11 09:03:09

picture of error when trying to reprogram

Created by Sean Martin at 2018-06-11 09:12:25

DESCRIPTION

Unable to complete FEB reprogram as per NTB18-041

Receive error of "DATA DEFINITION ERROR" when attempting to complete

Duplicated on multiple consult laptops

RECOMMENDATION

? Some consults had an issue actually downloading the required reprogramming files for this TSB.
? The issue has been corrected and all consults should be able to download the necessary files after a manual sync of ASIST.

? Please manually sync ASIST and reattempt the reprogramming.

Created by Survey Site Guest User at 2018-07-09 10:28:20
customer still complaining that the automatic braking is engaging intermittently, ICC an Laser reprogrammed, part #7FP0D, 5FA3A. code stored in laser
is C1A16-97. went into ICC work support checked FEB operation mileage-no history, checked cause of auto-cancel 1- no record. test drove 130 miles coul
dn't duplicate. I assume radar stain code will not cause random operation of FEB, is this correct? do you have any suggestions

Created by Brandt Boster at 2018-07-09 13:14:56

Description:

Tech replied by dealer comment:
Customer still complaining that the automatic braking is engaging intermittently, ICC an Laser reprogrammed, part #7FP0D, 5FA3A.

Code stored in laser is C1A16-97.
Went into ICC work support checked FEB operation mileage-no history, checked cause of auto-cancel 1- no record.
Test drove 130 miles couldn't duplicate. I assume radar stain code will not cause random operation of FEB, is this correct?

Do you have any suggestions?

Recommendation:

We see the radar stain often set with this concern.

What information can the customer provide surrounding this concern?

What is the frequency of the concern?

Is that any locations in particular that the concern is duplicable?

Please provide findings so we can pass this information along to Engineering

Thank you.

Created by Harold Meyer at 2018-07-09 14:46:07

Description

The technician replied by email

> The incident occurred three times, random and on different roads

Reported first incident happened while travelling on the interstate 60-70mph

Other two times were traveling 40-50mph

All incidents stated no vehicle in front of them and no obstructions

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Recommendation

Please verify if the locations the concern occurred are travelled more than the one time in that location the concern occurred.

How often does the concern occur?

Please inspect the front bumper for signs of repair or repaint

What were the weather conditions when the concern occurred?

Created by Harold Meyer at 2018-07-10 07:57:16

Description

The technician replied by email

> The incident occurred 3 times, started happening the beginning of June, then was programmed after first incident.

>Then reoccurred a week later the second time, then a week after that the third incident.

>Location where incident happened are in 3 different places

>The location were traveled on more than once, without occurring again at the same location

>It was raining at the time of one incident

>The bumper is not damaged and no sign of debris

>The distance sensor is located behind the Nissan emblem, which is clean, no sign of modification or damage

>No previous collisions or body repair

TECH LINE

[redacted] thank you for the good information. We will discuss the concern with engineering. Please allow 48 hours for engineering to respond.

Created by Harold Meyer at 2018-07-13 11:08:40

Description

Tss is following up on the case

Engineering has not responded on the concern

Recommendation

Please replace the ICC sensor

Please verify the programming is current after replacement

Please follow up when the concern is resolved, or if additional assistance is needed.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	6/12/2018	10/22/18	6/12/18

Text-Incd Desc TL

Question for TECH LINE: CHANGE OF CODES FROM BLINKING LIGHT TO-ON SOLID 1ST C1A16-16 RADAR STAIN.

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	5N1AT2MT7HC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	12485	29517	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	G41

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	6/2/2017	6/20/2017	

Dlr Retl Last VC

Code	Region	Name	City	State
2190	32	COURTESY NISSAN	RICHARDSON	Texas

Serv Dlr TL

Code	Region	Name	City	State
3939	32	NISSAN OF MCKINNEY	MCKINNEY	TX

Installed Options

B92 SPLASH GUARDS
B94 ROOF RAIL CROSS BARS
C03 50 STATE EMISSIONS
K03 PLATINUM PACKAGE
L92 FLOOR MATS (2-PIECE FRONT AND
P04 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
X03 PLATINUM RESERVE INTERIOR
Z66 ACTIVATION DISCLAIMER

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	Y	6/29/2018	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CRASH SENSOR IS BLINKING

Created by Survey Site Guest User at 2018-06-12 07:46:26

Customer Comments: CRASH SENSOR IS BLINKING

Technician Findings: HAVE CODES STORED FOR C1A0A-C1A50-48 ICC/ADAS,LASER/RADAR. FEB LIGHT STAYS ON. WAS JUST FLASHING WHEN STARTED CAR TO SCAN W CONS

ULTW NO MESSAGE NOW IT HAS MESSAGE (MALFUNCTION).TEST DROVE CAR SYSTEM WAS WORKING ASIT SHOULD W/LIGHT ON. NOW ITS TELLING ME CONFIG UNFINISHED ? MALF

UNCTION SOFTWARE ERROR.

Repairs Made: NO REPAIRS

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Brian Terk at 2018-06-12 08:07:34

-DESCRIPTION:

-FEB warning lamp blinking

-DTC?s are noted as current in case opening unless otherwise noted

-ICC/ADAS

-C1A0A CONFIG UNFINISHED

-U1000-01 CAN COMM CIRCUIT noted as both current and past in case opening

-U1000 CAN COMM CIRCUIT ???????????..PAST

-LASER RADAR

-C1A50 ADAS CONTROL UNIT

-C1A16

-TELEMATICS

-U1A0B MICROPHONE (Telematics System)

-TPMS

-C1704 FLAT/LOW TIRE FRONT LEFT

-ABS

-U1002 CAN COMM CIR ??????????????????PAST

-questions for Tech Line ?CHANGE OF CODES FROM BLINKING LIGHT TO-ON SOLID 1ST C1A16-16 RADAR STAIN.PAST. U1000-01 PAST?

-RECOMMENDATION DETAIL:

[redacted] **we apologize but after reading the list of DTC?s and the findings we are not clear on a few things, please confirm for us the following:**

-is the FEB lamp the only lamp on?

-if the lamp on solid or blinking?

-are all the DTC?s noted above correct, including the status of the code (current, past, etc.)?

Created by Survey Site Guest User at 2018-06-13 08:11:54

CODES THAT ARE CURRANTLY ACTIVE,(ONLY) WITH CRASH LIGHT ON SOLID. ARE! C1A0A CONFIG UNFINISHED..& C1A50-48 ADAS MALFUNCTION(SUPERVISION SOFTWARE ERROR

). ONLY LIGHT ON IN CLUSTER IS CRASH LIGHT. IS ON SOLID. WHEN CAR CAME IN IT WAS BLINKING, WITH PAST CODES.U1002-U1000-C1A16-97-U1000-01 THESE PAST CO

DES NO LONGER EXIST IN SYSTEM. NOTE: THE CONSULT DID CRASH DURING DATA MONITOR IN DIAGNOSING THIS SYSTEM. WHEN THE PAST CODES WERE PRESENT & LIGHT BL

INKING THE SYSTEM WAS WORKING AS SHOULD. ????? CAR WOULD BRAKE ON ITS OWN AT A 2 CAR DISTANCE, THEN ACCELERATE IF FORWARD VEHICLE TURNED OFF. WITH THE

CRASH LIGHT BLINKING THERE WAS NO EVEDINCE OF ANY CODES,AFTER PAST CODES ERASED.

Created by Brian Terk at 2018-06-13 09:05:50

-DESCRIPTION:

-FEB warning lamp is on, lamp was blinking when car first arrived

-"CAR WOULD BRAKE ON ITS OWN AT A 2 CAR DISTANCE, THEN ACCELERATE IF FORWARD VEHICLE TURNED OFF. WITH THE CRASH LIGHT BLINKING THERE WAS NO EVEDINCE O

F ANY CODES,AFTER PAST CODES ERASED"

-DTC?s are noted as current in case opening unless otherwise noted

-ICC/ADAS

-C1A0A CONFIG UNFINISHED

-U1000-01 CAN COMM CIRCUIT .....PAST

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-U1000 CAN COMM CIRCUIT ???????????..PAST

-LASER RADAR

-C1A50 ADAS CONTROL UNIT

-C1A16-57 RADAR STAIN.....PAST

-TELEMATICS

-U1A0B MICROPHONE (Telematics System) .....PAST

-TPMS

-C1704 FLAT/LOW TIRE FRONT LEFT.....PAST

-ABS

-U1002 CAN COMM CIR ??????????????????PAST

-questions for Tech Line ?CHANGE OF CODES FROM BLINKING LIGHT TO-ON SOLID 1ST C1A16-16 RADAR STAIN.PAST. U1000-01 PAST?

-RECOMMENDATION DETAIL:

-C1A50 sets in Laser/Radar when a DTC is stored in ICC/ADAS

-C1A0A sets when the ADAS c/u configuration is not complete

-if this is a current DTC please configure the ADAS c/u and recheck operation

Created by Survey Site Guest User at 2018-06-14 12:27:10

WAS INSTRUCTED TO CONFIGURE THE ASAS C/U FOR THIS CODE TRIED TO CONFIGURE IN ADAS IT WONT ALLOW ME TO DO SO IT PROMPTS ME OUT, SAYING CANNONT SPECIFY

ECU. PN#284E7-6FL1B...WONT ALLOW ME TO CONFIGURE

Created by Brian Terk at 2018-06-14 12:34:39

-DESCRIPTION:

-unable to complete ADAS c/u configuration

-RECOMMENDATION DETAIL:

[redacted] Consult is unable to complete configuration on ADAS c/u on 2018 T32 Rogue, we are unaware of this concern on 2017 models

-however since the error is coming up a member of our support team will be in touch to apply a Consult patch

-please retry configuring the ADAS c/u following that

-if still unable to configure please replace the ADAS c/u and then configure

-please follow up with an update when one is available

Created by Brian Terk at 2018-06-14 12:35:34

-attn support team: please provide Consult patch for 2018 T32 Rogue, unable to configure ADAS c/u

Created by Steve Stutzman at 2018-06-14 13:01:30

Attached patch to dealers consult,

Note consult version is 81.30

Created by Survey Site Guest User at 2018-06-14 13:47:49

OK HAD A CALL BACK ON THIS PROBLEM ICC/ADAS GOT THE C/U CONFIGURED AS SHOULD LATEST SOFTWARE. NOW I HAVE A BLINKING CRASH LIGHT W/NO CODES STORED. SYS

TEM WORKS TOO! ? PLEASE GIVE ANY HELP ON THIS INCIDENT. HAVE HAD QUESTIONABLE DOUBT FORWARD RADAR SENSOR IS ANY GOOD. THANKS GUY FOR ALL UR INFO 830

[redacted] IS MY CELL. S,TECH [redacted]

Created by Brian Terk at 2018-06-14 15:30:00

-DESCRIPTION:

-dealer replied with case comment:

TECH LINE INCIDENT REPORT - CONFIDENTIAL

"OK HAD A CALL BACK ON THIS PROBLEM ICC/ADAS GOT THE C/U CONFIGURED AS SHOULD LATEST SOFTWARE. NOW I HAVE A BLINKING CRASH LIGHT W/NO CODES STORED. SY

STEM WORKS TOO! ? PLEASE GIVE ANY HELP ON THIS INCIDENT. HAVE HAD QUESTIONABLE DOUBT FORWARD RADAR SENSOR IS ANY GOOD. THANKS GUY FOR ALL UR INFO 830

[redacted] IS MY CELL. S,TECH [redacted]

-RECOMMENDATION DETAIL:

-out-call to technician to review case details

-Consult not available during call

-as discussed during our call, please review the Cause of Auto Cancel listed in Work Support for ICC/ ADAS and any other DAS c/u (BSW, LDW. etc.)

-any Cause of Auto Cancel condition with a 0 beside it is the current concern causing the blinking lamp

-please follow up with your findings and have a great day!

Created by Survey Site Guest User at 2018-06-15 08:12:49

HAVE NOT BEEN ABLE TO TURN OFF BLINKING CRASH LIGHT, SYSTEM FUNCTIONAL,NO CODES STORED. PERFORM WORK SUPPORT IN ALL AREAS CANCEL SYSTEM SHOWS "0" NO

HISTORY PERFORM DIAGNISTIC PROCEDURE IN ESM VISUAL CHECK,. VISUAL CHECK 2 OK VISUAL CHECK 3 NO DAMAGE LOOSNESS NO SCRATCHES,. INTERVEIW 4 NO FOGGING

, ICE ECT.. 5 NO CURRANT CODES, END INSPECTION...

Created by Brian Terk at 2018-06-15 08:18:23

-DESCRIPTION:

-dealer replied with case comment:

"HAVE NOT BEEN ABLE TO TURN OFF BLINKING CRASH LIGHT, SYSTEM FUNCTIONAL,NO CODES STORED. PERFORM WORK SUPPORT IN ALL AREAS CANCEL SYSTEM SHOWS "0" NO

HISTORY PERFORM DIAGNISTIC PROCEDURE IN ESM VISUAL CHECK,. VISUAL CHECK 2 OK VISUAL CHECK 3 NO DAMAGE LOOSNESS NO SCRATCHES,. INTERVEIW 4 NO FOGGING ,

ICE ECT.. 5 NO CURRANT CODES, END INSPECTION..."

-RECOMMENDATION DETAIL:

-good morning [redacted] and thank you for the update

-we'd like to set up a Tech Link for the day sometime if that is good for you

-times that we are available for review today would be between 9:30-12:00 and from 2:00-3:00 CT

-please let us know what is best for you

Created by Survey Site Guest User at 2018-06-25 14:45:20

NEED DIRECT ASSISTANCE ON THIS CAR / OR INCIDENT. CRASH LIGHT BLINKING NO CODES, SYSTEM W/ PEDESTRIAN IS WORKING. HAVE EXHAUSTED ALL ALL POINTS OF DIA

GNOSIS WHICH INCLUDE CAMERA ADJ,ESM CANCEL 1 OR CANCEL 2 SHOWS NO HISTORY NO MALFUNCTION IN SYSTEM. THANKS MARK....

Created by Brian Terk at 2018-06-25 15:34:25

-DESCRIPTION:

-dealer replied with case comment:

"NEED DIRECT ASSISTANCE ON THIS CAR / OR INCIDENT. CRASH LIGHT BLINKING NO CODES, SYSTEM W/ PEDESTRIAN IS WORKING. HAVE EXHAUSTED ALL ALL POINTS OF DI

AGNOSIS WHICH INCLUDE CAMERA ADJ,ESM CANCEL 1 OR CANCEL 2 SHOWS NO HISTORY NO MALFUNCTION IN SYSTEM. THANKS [redacted] "

-RECOMMENDATION DETAIL:

-good afternoon [redacted]

-we did not receive a reply to our prior email requesting to Tech Link review the case

-please let us know if there is anything new since our last email on 06/25

Created by Survey Site Guest User at 2018-06-26 08:02:05

TECH LINE INCIDENT REPORT - CONFIDENTIAL

NOW I HAVE A C1AOA CONFIG UNFINISHED. C1A50-48.. CURRANT PN# 248E7-6FL1B ICC/ADAS PN# LASER/RADAR 28438-5FA1A. THE SYSTEM WONT CONFIGURE.

Created by Harold Meyer at 2018-06-26 09:53:58

Description

Tss reviewed the dealer comment

Tss called the technician to follow up on the case

The configuration has been completed

The FEB lamp is flashing

The radar sensor alignment has been performed with no change

The lane camera aiming has not been performed

While in contact, the cover for the lane camera was removed

The lane camera is not attached to the windshield

Recommendation

Secure the lane camera to the windshield and perform lane camera aiming procedure.

Please follow up when the concern is resolved, or if additional assistance is needed.

Created by Brian Terk at 2018-06-26 15:09:50

-DTS inspection results:

1.Complaint: FEB lamp off, there are no codes and no causes of auto cancel stored.

Cause: Found front windshield camera not attached due to broken mounting on windshield.

Correction: Recommend replacement of brake and windshield assembly and perform camera aiming.

Status: Dealer to work with customer to resolve.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	6/12/2018	10/22/18	6/12/18

Text-Incd Desc TL

Question for TECH LINE: repair

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
J11	2017	RSP	JN1BJ1CR0HW[redacted]
Mileage-Initial TL	**Mileage-Current TL**	**Code-NNA Model VC**	**Code-Body Type TL**
0	9814	27617	
Code-Engine Prefix VC	**Number-Engine Serial VC**	**Code-Trans Type VC**	**Code-Vehicle Color VC**
MR20	[redacted]	CVT	NBF
Name-Plant VC	**Date-Manufacture VC**	**Date-In Service TL**	**Code-Distributor TL**
KYUSHYU (NML)	6/15/2017	9/25/2017	

Installed Options

C03 50 STATE EMISSIONS
K02 SL PLATINUM PACKAGE
L92 CARPETED FLOOR MATS
U02 SL PREMIUM PACKAGE
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3644	32	MCCARTHY OLATHE NIS	OLATHE	Kansas

Serv Dlr TL

Code	Region	Name	City	State
3644	32	MCCARTHY OLATHE NISSAN	OLATHE	KS

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: **NOT IDENTIFIED** Flag-Attachment TL: **N**

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

Driving in parking garage vehicle just stopped as if brake had applied, no warning lights came on driving straight. v

r. can shift gears but no movement, turned off then restarted all o.k

Created by Survey Site Guest User at 2018-06-12 09:54:50

Customer Comments: Driving in parking garage vehicle just stopped as if brake had applied, no warning lights came on driving straight. vehicle did not

want to mover after. can shift gears but no movement, turned off then restarted all o.k

Technician Findings: could not duplicate concern at this time,

bcm low voltage code past, freeze frame data says 0.04 miles. Radar stain past code freeze frame data 2834 miles, laser Radar control unit past 4 mile

TECH LINE INCIDENT REPORT - CONFIDENTIAL

s.

Repairs Made: none

Created by Cameron McBride at 2018-06-12 10:07:49

Description;

Driving in parking garage vehicle just stopped as if brake had applied

No warning lights came on driving straight.

Vehicle did not want to mover after.

Can shift gears but no movement

Turned off then restarted all o.k

Could not duplicate concern at this time,

BCM

B2562 LOW VOLTAGE/ past

LAZAR/ RADAR

C1A16 RADAR STAIN/ past

C1A17 ICC SENSOR MALF/ past

Recommendation;

We have seen similar cases with Undesired Frontal Emergence Braking (FEB) operation.

Since we have C1A17 we would recommend replacing the ICC/ Distance sensor, aim and retest.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	6/12/2018	10/22/18	6/12/18

Text-Incd Desc TL

Question for TECH LINE: INFORMATION

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
J11	2017	RSP	JN1BJ1CRXHW[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	3478	27617	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
MR20	049310	CVT	QAB

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	5/15/2017	7/10/2017	

Dlr Retl Last VC

Code	Region	Name	City	State
2840	36	LANCASTER NISSAN, INC	EAST PETERSBUR	Pennsylvania

Serv Dlr TL

Code	Region	Name	City	State
2840	36	LANCASTER NISSAN, INC.	EAST PETERSBUF	PA

Installed Options

B92 SPLASH GUARDS
B93 REAR BUMPER PROTECTOR (CHROM
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT $
K02 SL PLATINUM PACKAGE
L92 CARPETED FLOOR MATS
M93 REAR CARGO PROTECTOR 2 PIECE
N92 ILLUMINATED KICK PLATES
N93 FRAMELESS REAR VIEW MIRROR WIT
U02 SL PREMIUM PACKAGE
Z66 ACTIVATION DISCLAIMER

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

C/S VEHICLE LOCKED UP WHILE DRIVING. WAS SUNNY DAY, SHE WAS PULLING THROUGH AN INTERSECTION,

ING THE VEHICLE MADE A NOISE AND STOPPED. CUSTOMER HAD TO RESTART VEHICLE. SEEMS OK SINCE.

Created by Survey Site Guest User at 2018-06-12 12:05:45

Customer Comments: C/S VEHICLE LOCKED UP WHILE DRIVING. WAS SUNNY DAY, SHE WAS PULLING THROUGH AN INTERSECTION, VEHICLE SLOWED DOWN BUT DID NOT STOP,

THEN WHEN ACCELERATING THE VEHICLE MADE A NOISE AND STOPPED. CUSTOMER HAD TO RESTART VEHICLE. SEEMS OK SINCE.

Technician Findings: COULD NOT DUPLICATE CUSTOMERS CONCERN. DID FIND DTCS AND CHECK DATA BASE FOR SIMILAR SITUATIONS.

Repairs Made: NONE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Survey Site Guest User at 2018-06-12 12:06:49

NO BULLETINS NOTICED FOR U1002 DTC IN ABS. DID SEE A FEW CASES ON TECH LINE DATA BASE SEARCH THAT STATE CONCERN IS UNDER ENGINEERING REVIEW.

Created by Brian Terk at 2018-06-12 12:36:14

-DESCRIPTION:

-customer comments ?C/S VEHICLE LOCKED UP WHILE DRIVING. WAS SUNNY DAY, SHE WAS PULLING THROUGH AN INTERSECTION, VEHICLE SLOWED DOWN BUT DID NOT STOP,

THEN WHEN ACCELERATING THE VEHICLE MADE A NOISE AND STOPPED. CUSTOMER HAD TO RESTART VEHICLE. SEEMS OK SINCE.?

-verified ?no?

-all DTC?s are noted as past in case opening

-ABS

-U1002 CAN COMM CIR

-ICC/ADAS

-C1A04 ABS/TCS/VDC CIRC

-C1B53 SIDE RDR R MALF

-C1B54 SIDE RDR L MALF

-U1000 CAN COMM CIRCUIT

-found similar concerns in Tech Line data base

-RECOMMENDATION DETAIL:

-window sticker show equipped with ICC and FEB

-sent under review email to technician

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	6/13/2018	10/22/18	6/13/18

Text-Incd Desc TL

Question for TECH LINE: Repair

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - [redacted]	Ralph McCain

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	JN8AT2MVXJW[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	2102	22218	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	G41

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	9/14/2017	2/5/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2PC FRONT, 2PC SEC
N93 FRAMELESS AUTO-DIMMING REARVIE
S10 FOG LIGHTS
U01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3644	32	MCCARTHY OLATHE NIS	OLATHE	Kansas

Serv Dlr TL

Code	Region	Name	City	State
3644	32	MCCARTHY OLATHE NISSAN	OLATHE	KS

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: **NOT IDENTIFIED** Flag-Attachment TL: **N**

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

Driving in light traffic (5-7 car links behind other car) Forward emergency braking engaged and warning light came

Created by Survey Site Guest User at 2018-06-13 10:42:05

Customer Comments: Driving in light traffic (5-7 car links behind other car) Forward emergency braking engaged and warning light came on info screen.

Technician Findings: vehicle drives normal

Repairs Made: none

Created by Survey Site Guest User at 2018-06-13 10:44:30

Thank you.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Sean Martin at 2018-06-13 10:47:09

DESCRIPTION

Vehicle had an undesired FEB even with no obstructions

RECOMMENDATION

? Please review NTB18-041

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	6/14/2018	10/22/18	6/14/18

Text-Incd Desc TL

Question for TECH LINE: any known issues

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	JN8AT2MTXHW[redacted]
Mileage-Initial TL	**Mileage-Current TL**	**Code-NNA Model VC**	**Code-Body Type TL**
0	21164	22517	
Code-Engine Prefix VC	**Number-Engine Serial VC**	**Code-Trans Type VC**	**Code-Vehicle Color VC**
QR25	[redacted]	CVT	QAB
Name-Plant VC	**Date-Manufacture VC**	**Date-In Service TL**	**Code-Distributor TL**
KYUSHYU (NML)	10/27/2016	12/23/2016	

Installed Options

C03 50 STATE EMISSIONS
E10 PREMIUM PAINT $
K03 PLATINUM PACKAGE
L92 FLOOR MATS (2-PIECE FRONT AND
P01 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
X03 PLATINUM RESERVE INTERIOR
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
2304	32	TOWN NORTH NISSAN	AUSTIN	Texas

Serv Dlr TL

Code	Region	Name	City	State
3394	32	ROUND ROCK NISSAN	ROUND ROCK	TX

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: **NOT IDENTIFIED** Flag-Attachment TL: **N**

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

collision warning has activated recently a couple of times. in one instance the vehicle automaticly stopped when n

Created by Survey Site Guest User at 2018-06-14 09:36:13

Customer Comments: collision warning has activated recently a couple of times. in one instance the vehicle automaticly stopped when no vehicle was in

front of them

Technician Findings: several codes present u1002 in abs and several radar codes lasar/radar c1a16-97, c1a18-54 side radar left,c1b40-49,c1b50-49 side

radar right ,c1b30-49,c1b50-49, icc/adas 2 c1b01-54,c1b53-04,c1b54-04

Repairs Made: none

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Sean Martin at 2018-06-14 09:41:01

DESCRIPTION

Vehicle had undesired FEB even

C1A16 RADAR STAIN

C1A18 LASER AIMING INCMP

RECOMMENDATION

? Advised issue is under engineering review

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	6/14/2018	10/22/18	6/14/18

Text-Incd Desc TL

Question for TECH LINE: please advise?

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	5N1AT2MV6HC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	10655	29617	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	QAB

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	5/7/2017	6/27/2017	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT $
L92 FLOOR MATS (2-PIECE FRONT AND
P04 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5047	24	KOCOUREK NISSAN	WAUSAU	Wisconsin

Serv Dlr TL

Code	Region	Name	City	State
5047	24	KOCOUREK NISSAN	WAUSAU	WI

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED | Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

Guest states vehicle has stop twice when going over railroad tracks

Created by Survey Site Guest User at 2018-06-14 09:59:31

Customer Comments: Guest states vehicle has stop twice when going over railroad tracks

Technician Findings: Guest concerned of her forward emergency braking system activating during inclines with railroad tracks, no concerns found with f

ront sonar system or FEB system operation, guest lives out of town and the dealer area has no inclines with railroad tracks to serve as an obstacle, h

as there been any concerns of similar nature that you have seen?

Repairs Made: none

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Sean Martin at 2018-06-14 10:06:40

DESCRIPTION

Vehicle has undesired FEB operation over railroad tracks

RECOMMENDATION

? Advised issue under engineering review

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	6/21/2018	10/22/18	6/21/18

Text-Incd Desc TL

Question for TECH LINE: diagnosis

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MT4JC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	1827	22518	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	NBL

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	10/5/2017	2/12/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT E10
L92 FLOOR MATS (2PC FRONT, 2PC SEC
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
A000	34	COMPANY VEHICLES	FRANKLIN	TN

Serv Dlr TL

Code	Region	Name	City	State
5380	44	NISSAN OF DUARTE	DUARTE	CA

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: **NOT IDENTIFIED** Flag-Attachment TL: **N**

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

customer states crash zone sensor flashing and veh slows on its own after light came on

Created by Survey Site Guest User at 2018-06-21 13:06:13

Customer Comments: customer states crash zone sensor flashing and veh slows on its own after light came on

Technician Findings: EBS warning light flashing

No DTC stored

In information display, forward detection indicator flashes with warning light.

forward camera gets hot while on.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Repairs Made: Windshield Replaced

Created by Survey Site Guest User at 2018-06-21 13:07:51

camera calibration previously performed after windshield repaced

Created by Sean Martin at 2018-06-21 13:41:09

DESCRIPTION

FEB warning lamp flashed and vehicle slows on it's own

No DTCs stored

Windshield previously replaced and camera aimed

RECOMMENDATION

? Emergency braking is related to the ICC sensor and not the lane camera (with the exception of pedestrian detection).

? Please review NTB18-041 for undesired emergency braking events.

? Retest after TSB performed.

Created by Sean Martin at 2018-06-21 15:16:08

TECHNICIAN RESPONSE RECEIVED AND PASTED BELOW:

"This vehicle only required the ADAS reprogramming according to the

bulletin. The same condition is present no change no codes and warning is

flashing."

PLEASE REVIEW THE FOLLOWING ITEMS:

? Please provide the location where the undesired braking is occurring. We will need to forward this information to engineering.

Created by Sean Martin at 2018-06-22 08:09:04

TECHNICIAN RESPONSE RECEIVED AND PASTED BELOW:

"The vehicle was driving <40 mph and 4-5 car lengths before a vehicle in front when this vehicle brakes aggressively and the warning came on.She was d

riving on city streets locally."

PLEASE REVIEW THE FOLLOWING ITEMS:

? We will need specific locations or intersections where incident occurred. Engineering will review these locations against other cases with this conc

ern to see if there are locations that are commonly causing this issue.

Created by Sean Martin at 2018-06-22 14:16:56

TECHNICIAN RESPONSE RECEIVED AND PASTED BELOW:

"Sean, Our customer was on [redacted] heading north from [redacted] in

Monrovia,Ca around 6pm. Clear weather"

PLEASE REVIEW THE FOLLOWING ITEMS:

? Thank you for providing this information. Engineers are reviewing cases of undesired FEB operation after NTB18-041 has been completed.

? No further repairs are recommended at this time.

Created by Stacy Jefcoat at 2018-06-25 14:58:06

Tech emailed to ask what to tell the customer.

RECOMMENDATION:

This concern is currently under engineering review. Unfortunately, because of this review, we do not recommend any repairs at this time.

We understand the customer has a legitimate concern, and what we want to avoid is recommending any unnecessary repairs that may not resolve their conc

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ern. Please assure the customer that this is part of Nissan?s commitment to continuous improvement of our products.

If Engineering concludes that further action is needed, typically a publication of some kind will be released; not all engineering reviews result in a

vehicle repair, or additional required action. Keep ASIST up to date to receive the latest TSB and service information

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	6/25/2018	10/22/18	6/25/18

Text-Incd Desc TL

Question for TECH LINE: looking for another possible fix for this issue

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options
T32	2018	RGE	KNMAT2MVXJP[redacted]	C03 50 STATE EMISSIONS Z66 ACTIVATION DISCLAIMER
Mileage-Initial TL	**Mileage-Current TL**	**Code-NNA Model VC**	**Code-Body Type TL**	
0	5465	22218		
Code-Engine Prefix VC	**Number-Engine Serial VC**	**Code-Trans Type VC**	**Code-Vehicle Color VC**	
QR25	[redacted]	CVT	KAD	
Name-Plant VC	**Date-Manufacture VC**	**Date-In Service TL**	**Code-Distributor TL**	
Renault Samsung	12/28/2017	4/9/2018		

Dlr Retl Last VC

Code	Region	Name	City	State
5489	26	LANGWAY NISSAN/BENN	BENNINGTON	Vermont

Serv Dlr TL

Code	Region	Name	City	State
5489	26	LANGWAY NISSAN/BENNINGT	BENNINGTON	VT

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: **NOT IDENTIFIED** Flag-Attachment TL: **N**

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

ABS-premature activaction or slowing down check and advise

Created by Survey Site Guest User at 2018-06-25 12:28:11

Customer Comments: ABS-premature activaction or slowing down check and advise

Technician Findings: emergency braking activations with no vehicle in front of or behind vehicle. found bulletin ntb18-041 to not apply current part n

umber is 28438-5fa1a.

Repairs Made: none have been made

Created by Survey Site Guest User at 2018-06-25 12:31:35

TECH LINE INCIDENT REPORT - CONFIDENTIAL

as of last Monday the 18th we changed dealer codes to 5725. it would not let me create a case under the new dealer code

Created by Robert Aponte at 2018-06-25 13:39:05

DESCRIPTION-

Customer Comments: ABS-premature activaction or slowing down check and advise

Technician Findings: emergency braking activations with no vehicle in front of or behind vehicle. found bulletin ntb18-041 to not apply current part n

umber is [redacted]-5fa1a.

as of last Monday the 18th we changed dealer codes to 5725. it would not let me create a case under the new dealer code

Repairs Made: none have been made

Questions for TechLine looking for another possible fix for this issue

Recommendation:

Thanks for the info

I was unable to find that dealer code.{5725} Check with your service manager to correct

Since ntb18-041 does not apply and we have not been able to duplicate,

Lets get information from customer as to when/under what conditions concern duplicates. {rail road crossings or a certain road}

Is the FEB light flashing with no codes stored?

Please Inspect the installation of the lane camera.

Confirm there are no obstructions on the windshield near or in front of the camera.

Created by Harold Meyer at 2018-06-25 14:39:22

Description

Tss is following up on the case

The concern was discussed with ENG DW

The concern with this part number on MY18 is under engineering review

Engineering review sent to the technician on the concern

Created by Harold Meyer at 2018-06-25 16:27:52

Description

The technician replied by email

> received two replays one stating recommending no repairs at this time. the other states to gain more information from the customer.

> I have no FEB light flashing and no codes.

Tss called the technician to follow up on the concern

The concern of the FEB under engineering review was discussed

Recommendation

The concern is under engineering review as per the previous email

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	6/27/2018	10/22/18	6/27/18

Text-Incd Desc TL

Question for TECH LINE: help

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MV1JC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	1574	22218	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	KAD

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	4/25/2018	5/19/2018	

Installed Options

C03 50 STATE EMISSIONS
G01 MARCH SOP SPEC
K01 MIDNIGHT EDITION
K11 MIDNIGHT EDITION (BLACK SPLASH
L93 MIDNIGHT EDITION CARPETED FLOO
S10 FOG LIGHTS
U01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5512	26	THRUWAY NISSAN	NEWBURGH	New York

Serv Dlr TL

Code	Region	Name	City	State
5512	26	THRUWAY NISSAN	NEWBURGH	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — *Flag-Attachment TL:* N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

cars brakes on its own

Created by Survey Site Guest User at 2018-06-27 07:24:45

Customer Comments: cars brakes on its own

Technician Findings: customer states car brakes on its own. we drove many many miles before a light came on we have codes c1b84 c1a16-97 c1a17-49 b13

09-11 very hard to duplicate iisue

Repairs Made: none

Created by Sean Martin at 2018-06-27 07:46:57

TECH LINE INCIDENT REPORT - CONFIDENTIAL

DESCRIPTION

Vehicle has had undesired FEB operation events

C1A17 ICC SENSOR MALF

C1B84 DISTANCE SENSOR

Hard to duplicate concern

RECOMMENDATION

? Review NTB18-041 and perform if TSB applies based on part numbers. If TSB does not apply, issue is under engineering review with no repair available

at this time.

Created by Brandt Boster at 2018-07-11 15:46:20

Description:

Tech replied by email:

Hello there we have reprogrammed the ICC and the ADA ass control unit to the updated part numbers and the customer still complains about erratic opera

tion.

Not sure what the fix would be at this time.

We have contacted our local FOM

The part number before reprogramming for the laser radar was 5FA2a now it is 5Fa3a.

The part number for ICC was five HR 0A now it is 7FP0D

Any help would be greatly appreciated thank you

Recommendation:

If concern is present after NTB 18-041 this would be under engineering review.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	6/27/2018	10/22/18	6/27/18

Text-Incd Desc TL

Question for TECH LINE: CREATE FILE/ WOULD NTB18-041 POSSIBLY BE APPLICABLE?

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
J11	2017	RSP	JN1BJ1CR0HW[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	9431	27617	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
MR20	[redacted]	CVT	NBF

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	6/23/2017	8/25/2017	

Installed Options

C03 50 STATE EMISSIONS
K02 SL PLATINUM PACKAGE
L92 CARPETED FLOOR MATS
N93 FRAMELESS REAR VIEW MIRROR WIT
U02 SL PREMIUM PACKAGE
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
06037	26	DECORMIER MOTOR SAL	MANCHESTER	Connecticut

Serv Dlr TL

Code	Region	Name	City	State
5682	26	MANCHESTER CITY NISSAN	MANCHESTER	CT

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED | Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

CUSTOMER STATES THEY WERE DRIVING AT APPROX. 40MPH, VEHICLE BEEPED AND THEN AUTOMATICALLY ROVE NORMAL, ONLY HAPPENED ONCE, NO VEHICLES OR PEDESTRIANS WERE NEARBY

Created by Survey Site Guest User at 2018-06-27 13:41:12

Customer Comments: CUSTOMER STATES THEY WERE DRIVING AT APPROX. 40MPH, VEHICLE BEEPED AND THEN AUTOMATICALLY SLOWED DOWN ALMOST TO A COMPLETE STOP, HI T THE GAS AND CAR DROVE NORMAL, ONLY HAPPENED ONCE, NO VEHICLES OR PEDESTRIANS WERE NEARBY

Technician Findings: UNABLE TO DUPLICATE CUSTOMER COMPLAINT OF FALSE FEB ACTIVATION. NO VISIBLE DAMAGE OR ACCIDENT REPORTED, DISTANCE SENSOR AND LANE CAMERA PROPERLY AND SECURELY MOUNTED. FACTORY, CLEAN WINDSHIELD. DID FIND STEERING WHEEL SIGNIFICANTLY OFF CENTER-RF TOE AT .89 DEGREES, SPEC -.02-.16

TECH LINE INCIDENT REPORT - CONFIDENTIAL

. NO DAMAGE TO TIRE, RIM, OR SUSPENSION, CUSTOMER DOESNT KNOW HOW LONG STEERING WHEEL HAS BEEN OFF CENTER

Repairs Made: PERFORMED 4 WHEEL ALIGNMENT

Created by Cameron McBride at 2018-06-27 14:16:12

Description;

Customer states they were driving at approx. 40mph, vehicle beeped and then automatically slowed down almost to a complete stop

Hit the gas and car drove normal

Only happened once,

No vehicles or pedestrians were nearby

Unable to duplicate customer complaint of false FEB activation.

No visible trauma or accident reported

Distance sensor and lane camera properly and securely mounted.

Factory, clean windshield.

Fid find steering wheel significantly off center-RF toe at .89 degrees, spec -.02-.16.

No trauma to tire, rim, or suspension

Customer does not know how long steering wheel has been off center

Create file/ would NTB18-041 possibly be applicable?

Recommendation;

NTB18-041 does not apply to this vehicle.

NTB18-041 only apply to 2018 year models.

This incident is currently under engineering review, no repairs recommended at this time

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	7/3/2018	10/22/18	7/3/18

Text-Incd Desc TL

Question for TECH LINE: help

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
J11	2017	RSP	JN1BJ1CR1HW[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	6922	27617	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
MR20	[redacted]	CVT	G41

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	7/6/2017	11/26/2017	

Dlr Retl Last VC

Code	Region	Name	City	State
3441	26	COUNTRY NISSAN	HADLEY	Massachuset

Serv Dlr TL

Code	Region	Name	City	State
3441	26	COUNTRY NISSAN	HADLEY	MA

Installed Options

B92 SPLASH GUARDS
B93 REAR BUMPER PROTECTOR (CHROM
C03 50 STATE EMISSIONS
K02 SL PLATINUM PACKAGE
L92 CARPETED FLOOR MATS
M93 REAR CARGO PROTECTOR 2 PIECE
N93 FRAMELESS REAR VIEW MIRROR WIT
U02 SL PREMIUM PACKAGE
Z66 ACTIVATION DISCLAIMER

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: **NOT IDENTIFIED** Flag-Attachment TL: **N**

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

cust states after 20 mins of driving cruise will stop and feb warning light will come on and cruise is inop

Created by Survey Site Guest User at 2018-07-03 14:11:00

Customer Comments: cust states after 20 mins of driving cruise will stop and feb warning light will come on and cruise is inop

Technician Findings: scanned found code 1a16 for radar stain, checked front bumper and grille no obstruction present, no cracks visible on distance se

nsor, reinstalled grille and erased and road test and got feb cruise and pilot to stop working, on way tback to shop, regained cruise advised at this

time. checked data base nothing similar

Repairs Made: none

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Survey Site Guest User at 2018-07-03 14:11:50

feb warning and los of feb icc, and pilot or safety shield. vehicle isn't equipped with pro pilot.

Created by Kelby Hausman at 2018-07-03 14:41:28

Description

- Customer states after 20 minutes of driving cruise will stop and FEB light will come on

- C1A16 RADAR STAIN

- No obstructions to front bumper or grille

- No trauma to distance sensor

- Reinstalled grille, cleared codes, test drove

- FEB stopped working on way back to dealer

Recommendation

Thank you for the case information.

This code can set if the vehicle is driven in rain, mist, or fog.

If the code has returned on a clear day, perform the ICC sensor aiming procedure and retest.

If still returning, replace the ICC sensor.

NISSAN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	7/5/2018	10/22/18	7/5/18

Text-Incd Desc TL

Question for TECH LINE: further repairs available?

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MV9JC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	752	22218	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	G41

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	5/24/2018	6/16/2018	

Installed Options

C03 50 STATE EMISSIONS
G01 MARCH SOP SPEC
K01 MIDNIGHT EDITION
K11 MIDNIGHT EDITION (BLACK SPLASH
L93 MIDNIGHT EDITION CARPETED FLOO
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3471	26	DORSCHEL NISSAN	ROCHESTER	New York

Serv Dlr TL

Code	Region	Name	City	State
3471	26	DORSCHEL NISSAN	ROCHESTER	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	Y	7/26/2018	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

customer states emergency braking still activates after repairs.

Created by Survey Site Guest User at 2018-07-05 10:14:16

Customer Comments: customer states emergency braking still activates after repairs.

Technician Findings: customer states unexpected aeb operation after repogramming performed. unable to duplicate customer states happens at least once

a day

Repairs Made: performed repogrammed for icc/adas and laser/radar as per tsb

Created by Kelby Hausman at 2018-07-05 10:58:55

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Description

- Customer states FEB still activates after repairs

- Unable to duplicate concern

- Customer states concern still present after reprogramming

- Customer states concern happens at least once per day

Repairs Made performed reprogrammed for icc/adas and laser/radar as per tsb

Recommendation

Thank you for the case information.

I would like to gather some additional information and discuss this case with engineering.

Please provide the current LASER/RADAR and ICC/ADAS part numbers after reprogramming.

Where does the customer experience the concern? (Street name, location, direction of travel)

Does it typically occur at or around the same location.

What are the surroundings like in that area? (Trees, signs, building, bridges, traffic lights, etc.)

Created by Kelby Hausman at 2018-07-05 10:59:42

Heads up sent on 2018-07-05 10:59:41 to [redacted]

Created by Kelby Hausman at 2018-07-19 12:32:29

Description

- Concern occurs randomly around town

- Occurs 2-3 times per day

- One time was going over road plate in construction zone

- Has occurred in rural areas with trees near the road

- Has occurs in a village area with crosswalks and railroad tracks

- Current ICC/ADAS part number is 284E7-7FP6A

- Current LASER/RADAR part number is 28438-5FA3A

- Codes stored in past

ABS

U1002 CAN COMM CIR

ICC/ADAS

C1B84 DISTANCE SENSOR

LASER/RADAR

C1A16 RADAR STAIN

C1A18 LASER AIMING INCMP

Recommendation

Thank you for the update.

With the codes that are stored, we likely have a concern with the ICC sensor.

Lets perform the ICC sensor aiming procedure and see if any codes or concerns return.

Created by Kelby Hausman at 2018-07-20 15:34:34

Description

- Performed ICC sensor alignment procedure

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- Completed first try with no concern

- Test drove 15 miles

- FEB warning light came on

- U1002 CAN COMM CIR in ABS

- C1A16 RADAR STAIN in Laser/Radar

- FEB warning light on with trees and signs on side of rural road

Recommendation

Thank you for the update.

Please replace the ICC sensor.

Created by Kelby Hausman at 2018-08-01 11:37:50

DTS inspection complete

- Internal concern in ICC sensor

- Replaced ICC sensor. Performed updates per NTB18-041

- Complete

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	7/5/2018	10/22/18	7/5/18

Text-Incd Desc TL

Question for TECH LINE: ???

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MTXJC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	27777	22318	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	RBY

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	4/21/2018	5/19/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
C03 50 STATE EMISSIONS
G01 MARCH SOP SPEC
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
19029	34	REED NISSAN	ORLANDO	Florida

Serv Dlr TL

Code	Region	Name	City	State
2936	26	CONCORDVILLE NISSAN	CONCORDVILLE	PA

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: **NOT IDENTIFIED** Flag-Attachment TL: **N**

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

forward emergency braking malfunction light comes on. seems to brake when nothing in front of them. also seems saus radar unavailable obstruction.

Created by Survey Site Guest User at 2018-07-05 14:34:47

Customer Comments: forward emergency braking malfunction light comes on. seems to brake when nothing in front of them. also seems like when coming clo

se to a vehicle is saus radar unavailable obstruction.

Technician Findings: followed service bulletin to reprogram adas/icc module and radar module vehicle returned within 2 days for brakes activating by t

hemselves found code c1b84 stored in idas module for dist sensor malfunctioni and c1a16-97 and c1a17-49 stored in radar unit

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Repairs Made: reprogramed adas and radar module

Created by Kelby Hausman at 2018-07-05 15:29:50

Description

- Customer states FEB warning light on

- Seems to brake when nothing is in front

- Radar unavailable message

- Verified concern

- Reprogrammed ICC/ADAS and LASER/RADAR 2 days ago

- Now have codes stored

Repairs Made reprogramed adas and radar module

ADAS

C1B84 DISTANCE SENSOR

LASER/RADAR

C1A17 ICC SENSOR MALF

Recommendation

Thank you for the case information.

Confirm there is power and ground at the ICC sensor.

Replace the ICC sensor and perform the aiming procedure.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	7/6/2018	10/22/18	7/6/18

Text-Incd Desc TL

Question for TECH LINE: fix cruise control

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MV1JC[redacted]
Mileage-Initial TL	**Mileage-Current TL**	**Code-NNA Model VC**	**Code-Body Type TL**
0	742	22018	
Code-Engine Prefix VC	**Number-Engine Serial VC**	**Code-Trans Type VC**	**Code-Vehicle Color VC**
QR25	[redacted]	CVT	QAK
Name-Plant VC	**Date-Manufacture VC**	**Date-In Service TL**	**Code-Distributor TL**
Smyrna (NMM)	5/14/2018	6/23/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
G01 MARCH SOP SPEC
K04 VALUE PACKAGE
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3428	24	NISSAN OF MUSKEGON	MUSKEGON	Michigan

Serv Dlr TL

Code	Region	Name	City	State
3428	24	NISSAN OF MUSKEGON	MUSKEGON	MI

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: **NOT IDENTIFIED** Flag-Attachment TL: **Y**

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

automatic brake control, vehicle will apply brakes with nothing is near it

Created by Survey Site Guest User at 2018-07-06 07:35:18

Customer Comments: automatic brake control, vehicle will apply brakes with nothing is near it

Technician Findings: vehicle will apply brakes with nothing in front of it. Checked codes and found 3

Repairs Made: none

Created by Sean Martin at 2018-07-06 07:45:07

DESCRIPTION

Vehicle had undesired FEB operation with nothing around

TECH LINE INCIDENT REPORT - CONFIDENTIAL

C1A17 ICC SENSOR MALF

C1A16 RADAR STAIN

C1B84 DISTANCE SENSOR

RECOMMENDATION

? Please review and complete NTB18-041 for this concern.

Created by Survey Site Guest User at 2018-07-12 08:32:58

car has returned with codes in laser/radar C1A17-49 and C1A16-97 also C1B84 in ICC/ADAS

Created by Brandt Boster at 2018-07-12 12:10:08

Description:

Tech replied by dealer comment:

Car has returned with codes in laser/radar C1A17-49 and C1A16-97 also C1B84 in ICC/ADAS

Recommendation:

Has the customer stated the AEB, FEB, FCW is operating without request?

Please provide the P/Ns for Laser/Radar and ICC/ADAS as read by Consult

Follow up with findings on this one [redacted]

Have a great rest of your day!

Created by Michael Behning at 2018-07-12 14:22:07

Description-

From tech E-mail-

Yes customer states the emergency brake activates without being requested.

Laser/Radar part #28438-5FA3A as read in consult ICC/ADAS part #284E7-7FP6A as read in consult.

Recommendation-

Please refer to NTB18-041 and perform the re-programming.

See attachment to E-mail.

Created by Michael Behning at 2018-07-12 14:41:16

Description-

From tech E-mail-

I have completed NTB18-042 on 7/5/2018

Follow up call to tech, no answer voice mail box full.

Recommendation-
Part number for Laser Radar 28438-5FA3A indicates that Laser/Radar control unit has not been reprogrammed.

ICC/ADAS Reprogramming
IMPORTANT: LASER/RADAR control unit reprogramming must be performed first (if indicated by Table A) before proceeding.

Please reprogram the Laser/Radar control unit and then reprogram the ICC/ADAS control unit.

Created by Michael Behning at 2018-07-12 15:13:21

Description-

From tech E-mail-

I followed the NTB exactly last time but I will completed again and get back to you

How do I determine if this Rogue is version 1 or 2?

Consult does not show there is an update for Laser/Radar version 1 or 2

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Recommendation-

Version 2.

What is the current Version of consult?

Created by Michael Behning at 2018-07-12 15:23:04

Description-

From tech E-mail-

Current consult Ver.81.20. VerCSP46.10

Recommendation-

Please update your consult.

Current Version available is 81.50.

Created by Michael Behning at 2018-07-13 08:37:20

Description-

From tech E-mail-

I have updated Consult to 81.50. I tried to reprogram Laser/Radar and there is no new program available.

When I completed the NTB on the 5th the Laser/radar old part number was 28438-5FA2A.

So I proceeded with the reprogram of Laser/Radar and Consult updated it to the 5FA3A then I updated the ICC/ADAS module after updating the Laser/Radar

per the NTB instructions.

If the Laser/Radar part number was 5FA3A then I wouldn't have to reprogram the Laser/Radar module and would just skip to page 20 and reprogram ICC/ADA

S module only.

C1A17 ICC SENSOR MALF -49

C1A16 RADAR STAIN -97

C1B84 DISTANCE SENSOR

Follow up call to tech, tech answered and hung-up.

Recommendation-

Thank you for the update.

Error on my part regarding Laser/Radar programming.

Do we have any other codes stored under all system call?

Does the vehicle trigger undesired braking in certain locations?

Please provide screen shot of google maps with all locations where unintended braking has occurred.

Please supply addresses if available so we can forward to engineering for review.

Created by Michael Behning at 2018-07-13 13:38:14

Description-

From tech E-mail-

There is a U1000 code in ABS. Yes we have undesired braking at random speeds and random locations.

Recommendation-

Thank you for the update and map with locations.

I will forward to engineering for review.

Created by Michael Behning at 2018-07-13 13:46:28

Recommendation-

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Have we performed CAN Diag Support Monitor to see which modules show as unknown in the past?

Created by Michael Behning at 2018-07-13 14:43:09

Recommendation-

Due to the C1A17 code, please order new front radar part # 28438-5FA3A.
Let us know what the order number is so that we can release the part. Please let us know if issue is resolved after replacement.

Created by Michael Behning at 2018-07-13 15:10:35

Description-

From tech E-mail-

The dealer reference #44756 if that will work we don?t get an order number until it goes through.

Created by Michael Behning at 2018-07-13 15:55:24

Recommendation-

Your new order number is [redacted]

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	7/14/2018	10/22/18	7/16/18

Text-Incd Desc TL

Question for TECH LINE: CUSTOMER STATES WHEN DRIVING THROUGHT INTERSECTION CAR WILL TRY TO STC

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	JN8AT2MV0HW[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	11220	29417	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	KAD

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	7/18/2017	9/30/2017	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2-PIECE FRONT AND
U01 SV PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5492	26	MIDDLETOWN NISSAN	MIDDLETOWN	Connecticut

Serv Dlr TL

Code	Region	Name	City	State
5492	26	MIDDLETOWN NISSAN	MIDDLETOWN	CT

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CUSTOMER SAY WHEN DRIVING THROUGHT INTERSECTION CAR WILL TRY TO STOP ON ITS OWN AND LIGHTS

ERSECTION

Created by Survey Site Guest User at 2018-07-14 11:42:37

Customer Comments: CUSTOMER SAY WHEN DRIVING THROUGHT INTERSECTION CAR WILL TRY TO STOP ON ITS OWN AND LIGHTS ON DASH FLASH HAPPEND MORE THEN 5 TIMES

IN ALL DIFFRENT INTERSECTION

Technician Findings: CHECK FOR CODES NO CODES IN SYSTEM CHECK FOR BULLETING NO BULLETING AT THIS TIME

Repairs Made: NONE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Carlos Nunez at 2018-07-14 12:53:56

DESCRIPTION:

Vehicle at dealership 1st visit for unintended operation of AEB,FEB or FWC

Concern has occurred more than 5 times for customer

Concern no verified by dealer

No DTCs present in all system self-diagnosis

RECOMMENDATION:

Concern is under engineering review

No repair recommendation at this time

Created by Survey Site Guest User at 2018-07-16 06:58:28

ok thank u

Created by Carlos Nunez at 2018-07-16 10:28:28

DESCRIPTION:

Dealer made case comment:

?ok thank u?

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	7/17/2018	10/22/18	7/17/18

Text-Incd Desc TL

Question for TECH LINE: Determine further repair

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MT3JC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	1267	22518	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	QAB

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	4/21/2018	6/30/2018	

Dlr Retl Last VC

Code	Region	Name	City	State
2800	32	PELTIER NISSAN	TYLER	Texas

Serv Dlr TL

Code	Region	Name	City	State
2800	32	PELTIER NISSAN	TYLER	TX

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT E10
G01 MARCH SOP SPEC
L92 FLOOR MATS (2PC FRONT, 2PC SEC
M92 RETRACTABLE CARGO COVER
P01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — *Flag-Attachment TL:* N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

Vehicle randomly slams on the brakes, makes loud noise. shows crash sensor warning when this happens

Created by Survey Site Guest User at 2018-07-17 14:25:50

Customer Comments: Vehicle randomly slams on the brakes, makes loud noise. shows crash sensor warning when this happens

Technician Findings: Foun codes C1b84, c1a16-97, c1a17-49 stored in icc and laser/radar units

Repairs Made: none

Created by Brian Terk at 2018-07-17 14:49:35

-DESCRIPTION:

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-customer comments ?Vehicle randomly slams on the brakes, makes loud noise. shows crash sensor warning when this happens?

-verified ?no?

-all codes noted as past in case opening

-ICC/ADAS

-C1B84 DISTANCE SENSOR

-LASER/RADAR

-C1A16 RADAR STAIN

-C1A17 ICC SENSOR MALF

-RECOMMENDATION DETAIL:

-what is the Laser/Radar part number as per Consult please?

Created by Brian Terk at 2018-07-18 07:28:46

-DESCRIPTION:

-customer comments ?Vehicle randomly slams on the brakes, makes loud noise. shows crash sensor warning when this happens?

-verified ?no?

-all codes noted as past in case opening

-ICC/ADAS

-C1B84 DISTANCE SENSOR

-LASER/RADAR

-C1A16 RADAR STAIN

-C1A17 ICC SENSOR MALF

-"The Laser/Radar par number per Consult is 28438-5FA2A"

-RECOMMENDATION DETAIL

-thank you for the update

-please perform NTB18-041 and follow up with repair confirmation when the repairs have been completed, have a great day!

Created by Survey Site Guest User at 2018-08-27 13:12:27

Vehicle returned with same codes. C1B84, C1A16-97, AND C1A17-49 STORED. Customer states While going down 155 with no cars

around the car slammed on the brakes and the crash malfunction light warning came on the center instrument cluster this has happened

around 10 times.

Created by Brian Terk at 2018-08-27 14:16:40

-DESCRIPTION:

-technician added case comment

"Vehicle returned with same codes. C1B84, C1A16-97, AND C1A17-49 STORED. Customer states While going down 155 with no cars

around the car slammed on the brakes and the crash malfunction light warning came on the center instrument cluster this has happened

around 10 times."

-RECOMMENDATION DETAIL

-for very intermittent concerns of AEB activation please review "ICC system limitations" in the Owner's Manual on pages 5-107 and 108

-does this only happen when in the same location?

-does this only happen in areas with similar conditions?

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-regarding the DTC's

-C1B84 sets in ICC/ADAS when Laser/radar code is stored

-C1A17 sets in Laser/Radar when a DTC is stored in ICC/ADAS

-C1A16 is the reason for each of the other 2 codes stored

-C1A16 will not cause AEB operation, fail-safe of C1A16 as per the ESM is "AEB system is canceled"

-if C1A16 sets very intermittently and does not return with duplication then this is likely normal operation, please refer to note in DTC description,

copy/pasted below:

"NOTE:

DTC ?C1A16-97? may be detected under the following conditions. (Explain to the customer about the difference between the contamination detection funct

ion and the indication when the malfunction is detected and tell them, ?This is not a malfunction?)

?When contamination or foreign materials adhere to the ICC sensor area.

?When driving while it is snowing or when frost forms on the ICC sensor area.

?When ICC sensor area is temporarily fogged."

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	7/18/2018	11/5/18	7/18/18

Text-Incd Desc TL

Question for TECH LINE: ANY DIFFERNT INFO FOR A 17 ROGUE SPORT

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
121	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options
J11	2017	RSP	JN1BJ1CRXHW[redacted]	C03 50 STATE EMISSIONS U02 SL PREMIUM PACKAGE Z66 ACTIVATION DISCLAIMER
Mileage-Initial TL	*Mileage-Current TL*	*Code-NNA Model VC*	*Code-Body Type TL*	
0	5987	27617		
Code-Engine Prefix VC	*Number-Engine Serial VC*	*Code-Trans Type VC*	*Code-Vehicle Color VC*	
MR20	[redacted]	CVT	G41	
Name-Plant VC	*Date-Manufacture VC*	*Date-In Service TL*	*Code-Distributor TL*	
KYUSHYU (NML)	6/20/2017	9/16/2017		

Dlr Retl Last VC

Code	Region	Name	City	State
5326	26	NISSAN OF HUNTINGTON	HUNTINGTON STA	New York

Serv Dlr TL

Code	Region	Name	City	State
5326	26	NISSAN OF HUNTINGTON	HUNTINGTON STA	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc:	NOT IDENTIFIED	Flag-Attachment TL:	N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL:	Replaced ICC Sensor To Resolve Concern
Code-Status TL Desc:	F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

C/S VEHICLE BRAKES ON ITS OWN WITH NOTHING IN FRONT ! SHOWS UP ON SCREEN

Created by Survey Site Guest User at 2018-07-18 10:24:17

Customer Comments: C/S VEHICLE BRAKES ON ITS OWN WITH NOTHING IN FRONT ! SHOWS UP ON SCREEN

Technician Findings: CANNOT CONFIRM PAST CODE C1A16-97, FEB OPERATION MILEAGE SHOWS 4305 LASER/RADAR PART#[redacted]

Repairs Made: NONE

Created by Ryan Mansolo at 2018-07-18 10:43:54

Description:

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Tech Findings

CANNOT CONFIRM PAST CODE C1A16-97,

FEB OPERATION MILEAGE SHOWS 4305 LASER/RADAR PART# [redacted]

Past DTC

LASER/RADAR C1A16 RADAR STAIN -97

Questions for Tech Line

ANY DIFFERNT INFO FOR A 17 ROGUE SPORT

Recommendation:

This incident is currently under engineering review. Unfortunately, because of this review, we do not recommend any repairs at this time.

We understand the customer has a legitimate concern, and what we want to avoid is recommending any unnecessary repairs that may not resolve their conc

ern. Please assure the customer that this is part of Nissan?s commitment to continuous improvement of our products.

If Engineering concludes that further action is needed, typically a publication of some kind will be released; not all engineering reviews result in a

vehicle repair, or additional required action.

Let us know if any additional assistance is needed with this concern, have a great rest of your day!

Created by Service Manager at 2018-10-09 09:51:19

fixed with icc sensor replacement and reprograms of laser/radar icc/adas

Created by Survey Site Guest User at 2018-11-05 07:52:13

cust still has same problem even with the updates

Created by Ryan Mansolo at 2018-11-05 08:31:05

Description:

cust still has same problem even with the updates

Recommendation:

Thank you for the update! what exactly is the customer experiencing?

also, what is the part number of Laser/Radar and ICC/ADAS?

Created by Ryan Mansolo at 2018-11-05 11:51:07

Description:

Customer says it stops on its own with nothing in Front of it.

Did not duplicate customers complaint.

Laser/radar part number is [redacted]

ICC/ADAS part number is 284E7-6MF1A

Recommendation:

Thank you for the updated information. I am going to forward this information on to engineering.

We also need to gather the specific location where the customer experienced the concern. Such as a specific address, an intersection, location on a hi

ghway, ETC.

Also what direction and speed of travel (Eastbound @60mph, west bound @ 60mph, ETC)

The time and date might also help.

Based on the specific information provided by the customer, see if the concern can be duplicated in the same scenario.

Let us know what is found, and we will forward this info onto engineering as well.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	7/19/2018	10/22/18	7/19/18

Text-Incd Desc TL

Question for TECH LINE: CUSTOMER CONCERN

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MV1JC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
6127	8762	22418	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	KAD

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	10/20/2017	1/29/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2PC FRONT, 2PC SEC
P01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3403	26	BAY RIDGE NISSAN, INC.	BROOKLYN	New York

Serv Dlr TL

Code	Region	Name	City	State
3403	26	BAY RIDGE NISSAN, INC.	BROOKLYN	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — *Flag-Attachment TL:* N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Replace the ICC sensor

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CUSTOMER STATES CAR STOPS WHILE DRIVING

Created by Survey Site Guest User at 2018-07-19 08:15:23

Customer Comments: CUSTOMER STATES CAR STOPS WHILE DRIVING

Technician Findings: DROVE VEHICLE AND WHILE DRIVING NO PROBLEM WAS RECORDED. DROVE ABOUT 30 MINUTES. PERFORMED CODE SCAN AND FOUND CODE C1A16. ERASED

CODE AND AS OF NOW HASNT RETURNED.

Repairs Made: NONE

Created by Kelby Hausman at 2018-07-19 08:35:49

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Description

- Customer states car stops while driving

- Unable to duplicate the concern

- Test drove for 30 minutes

- C1A16 RADAR STAIN past codes stored

- Cleared code and has not returned

Recommendation

Thank you for the case information.

It sounds like the customer is experiencing unexpected FEB operation.

Please refer to NTB18-041 and perform the reprograms if they apply.

Created by John Seaborn at 2018-10-04 14:33:40

Description

Deleted Duplicate Case [redacted]

Transferred duplicate case information to original case.

Copied & pasted Customer's Comment from duplicate case, below.
"C/S ALL OF THE SUDDEN THE VEHICLE STOPPED WHILE DRIVING ON 50MPH WITH A GRINDING NOISE, CHECK AND REPORT."

Copied & pasted Tech's findings from duplicate case, below.

"NO PROBLEM FOUND

NO DTC STORED

NO RE-PROGRAM NEEDED."

Recommendation

Refer to Original Case [redacted]

Mukash, well done, please see recommendations listed below.

1) What is the current Laser / Radar software PN#?

2) Wht is the current ICC / ADAS PN#?

3) Customer to duplicate concern for Service manager & Technician.
4) Tech to follow up with duplicated & clarified incident details, if additional technical assistance is required.

Tech to reply to all on email response if additional technical assistance is required.

Created by Survey Site Guest User at 2018-10-05 13:55:46

ICC/ADAS 284E7-7FP7A

ICC/ADAS 2 284P16FL1C

WAITING ON CUSTOMER FOR VEHICLE ROAD TEST TO DUPLICATE CUSTOMER CONCERN.

Created by Timothy Greaux at 2018-10-08 08:17:53

Description:

ICC/ADAS 284E7-7FP7A

ICC/ADAS 2 284P16FL1C

WAITING ON CUSTOMER FOR VEHICLE ROAD TEST TO DUPLICATE CUSTOMER CONCERN.

Recommendation:
Reviewing the national service history it look like on 7/18 - 7/20 we only reprogrammed the ADAS control unit but we did not replace the ICC sensor. D

TECH LINE INCIDENT REPORT - CONFIDENTIAL

iagnostic history from CONSULT shows the Laser/Radar part number is 28438-5FA1A Per page 2 of NTB18-041 we should have replaced the ICC sensor when re

programming the ADAS. Replace the ICC sensor (Laser/Radar control unit).

Created by Timothy Greaux at 2018-10-09 08:19:13

Description:

Ok. Thank you. I order the sensor

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	7/20/2018	10/22/18	7/21/18

Text-Incd Desc TL

Question for TECH LINE: DIAG

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
102	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MTXJC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	1413	22318	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	K23

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	4/10/2018	5/30/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
G01 MARCH SOP SPEC
L92 FLOOR MATS (2PC FRONT, 2PC SEC
M92 RETRACTABLE CARGO COVER
S10 FOG LIGHTS
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3387	44	CERRITOS NISSAN	CERRITOS	California

Serv Dlr TL

Code	Region	Name	City	State
3387	44	CERRITOS NISSAN	CERRITOS	CA

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	Y	7/23/2018	

Code-Reason For Call TL Desc: **NOT IDENTIFIED** Flag-Attachment TL: **N**

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

C/S VEHICLE IS STOPPING BY ITSELF AGAIN. IT HAPPENED ONCE AFTER REPROGRAMMING WAS DONE A MON

Created by Survey Site Guest User at 2018-07-20 18:05:50

Customer Comments: C/S VEHICLE IS STOPPING BY ITSELF AGAIN. IT HAPPENED ONCE AFTER REPROGRAMMING WAS DONE A MONTH AGO. DRIVING AT ABOUT 35 MPH. CHECK

AND ADVISE

Technician Findings: CUSTOMER STATES UNEXPECTED FEB ACTIVATION HAPPENED ONCE AFTER NTB 18-041 WAS PERFORMED.

NO DTCS - VERIFIED PROPER UPDATED PART NUMBERS

Repairs Made: REPROGRAM PER NTB 18-041

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Michael Lemmons at 2018-07-21 10:45:50

Description:

C/S VEHICLE IS STOPPING BY ITSELF AGAIN. IT HAPPENED ONCE AFTER REPROGRAMMING WAS DONE A MONTH AGO. DRIVING AT ABOUT 35 MPH. CHECK AND ADVISE

Verified No

Technician Findings

CUSTOMER STATES UNEXPECTED FEB ACTIVATION HAPPENED ONCE AFTER NTB 18-041 WAS PERFORMED.

NO DTCS - VERIFIED PROPER UPDATED PART NUMBERS

Repairs Made REPROGRAM PER NTB 18-041

Recommendation:

Please review NTB18-041 again because it was revised two days ago.

Carefully review the flowchart on pg 2 for Laser/Radar part numbers that require c/u replacement.

If you review the TSB and find no other action is necessary then please reply with pictures of Consult screen showing the Laser/Radar and ICC/ADAS par

t numbers.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	8/1/2018	2/12/19	8/1/18

Text-Incd Desc TL

Question for TECH LINE: requesting guidance on any further repairs or adjustments

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	JN8AT2MV1JW[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
7926	16635	22218	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	KAD

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	11/11/2017	4/4/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5544	34	MODERN NISSAN OF HIC	CLEMMONS	North Carolin

Serv Dlr TL

Code	Region	Name	City	State
5544	34	MODERN NISSAN OF HICKORY	CLEMMONS	NC

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: NTB18-041a

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

forward collision activating randomly

Created by Survey Site Guest User at 2018-08-01 09:07:36

Customer Comments: forward collision activating randomly

Technician Findings: no dtc stored. have never been able to duplicate concern. no history of activation in FEB work support setting. camera properly m

ounted in bracket. no apparent damage to any part of the vehicle. no aftermarket components installed.

Repairs Made: tsb 18-041a

Created by Survey Site Guest User at 2018-08-01 09:08:59

TECH LINE INCIDENT REPORT - CONFIDENTIAL

current part number is [redacted] 5fa3a

Created by Brian Terk at 2018-08-01 09:24:30

-DESCRIPTION:

-customer states FEB activates randomly

-no DTC?s stored

-unable to duplicate concern

-FEB work support shows no history of activation

-Lane camera properly mounted at bracket

-no trauma to vehicle

-no aftermarket accessories installed

-current part number is [redacted] 5fa3a

-RECOMMENDATION DETAIL:

-good morning Andy, please perform NTB18-041a

-please reply to this email with repair confirmation when the repairs have been completed

Created by Brian Terk at 2018-08-01 10:47:41

-DESCRIPTION:

-technician replied by email:
"As stated in case creation, tsb was performed and no other update available in consult 3. Current part number cannot be updated."

-RECOMMENDATION DETAIL:

-[redacted] we apologize but we did miss the "Repairs Made: tsb 18-041a" field
-if NTB18-041a has been completed, no DTC's are stored and all vehicle operation is normal when it is tested, Tech Line has no repair recommendations

at this time

Created by Survey Site Guest User at 2019-02-04 14:39:53
Vehicle has returned with dtc c1a16-97 past code. Was unable to duplicate concern on test drive. From vehicle history previous tech had performed repr
ogram, the later had replaced sensor. Conditions are what was described earlier with no problems with mounting in bracket aftermarket components. Sens

or not overly dirty or obstructed

Created by Brian Terk at 2019-02-05 07:50:47

-DESCRIPTION:

-case comment added by new technician
"Vehicle has returned with dtc c1a16-97 past code. Was unable to duplicate concern on test drive. From vehicle history previous tech had performed rep
rogram, the later had replaced sensor. Conditions are what was described earlier with no problems with mounting in bracket aftermarket components. Sen

sor not overly dirty or obstructed"

-RECOMMENDATION DETAIL:

-[redacted] our last update on this case was at 7,926 miles and on 8/1/2018

-what is the current repair order number? Repair order open date? Mileage?
-the prior comment was "forward collision activating randomly," please specify exactly what happens and under what conditions?

-can this be duplicated?
-the C1A16 may be normal operation, below is information copied from the NOTE in the DTC description in the ESM:

TECH LINE INCIDENT REPORT - CONFIDENTIAL

NOTE:
DTC ?C1A16-97? may be detected under the following conditions. (Explain to the customer about the difference between the contamination detection funct

ion and the indication when the malfunction is detected and tell them, ?This is not a malfunction?)

?When contamination or foreign materials adhere to the distance sensor (ICC sensor) area.

?When driving while it is snowing or when frost forms on the distance sensor (ICC sensor) area.

?When distance sensor (ICC sensor) area is temporarily fogged.

Created by Brian Terk at 2019-02-12 10:19:24

-DESCRIPTION:

-technician replied by email

? Two more test drives and still haven?t been able to duplicate.

? Customer states that the light comes on randomly even in clear weather.

-RECOMMENDATION DETAIL:

-[redacted] thank you for the reply

-what is the current repair order open date please?

-has the C1A16-97 DTC returned with DTC confirmation?

-is the customer concern that a lamp illuminates?

-if so please confirm which lamp

-is there also a concern of unexpected AEB operation?

-if so please follow up with the following:

Created by Brian Terk at 2019-02-12 12:21:51

-DESCRIPTION:

-technician replied by email

? Haven?t been able to duplicate issue at all.

? Concern is only the lamp being set.

? Have been unable to obtain direction and speed from customer at this time. No AEB concern.

-RECOMMENDATION DETAIL:

-thank you again for the update Kevin
-the prior case notes indicate that NTB18-041a may have already been performed, if so there are no known AEB concerns with this vehicle
-the AEB may illuminate if the"SYSTEM TEMPORARILY UNAVAILABLE" during normal operation as per the Owner's Manual (O.M.) on page 5-128
-the AEB may illuminate, the chime will activate and the message "malfunction" will appear if a DTC is detected
-if this is the concern and C1A16 set and this is very intermittent, this is normal as per the DTC description in the ESM copied below:

NOTE:
DTC ?C1A16-97? may be detected under the following conditions. (Explain to the customer about the difference between the contamination detection funct

ion and the indication when the malfunction is detected and tell them, ?This is not a malfunction?)

?When contamination or foreign materials adhere to the distance sensor (ICC sensor) area.

?When driving while it is snowing or when frost forms on the distance sensor (ICC sensor) area.

?When distance sensor (ICC sensor) area is temporarily fogged.
-AEB lamp may blink when an auto cancel condition is present via normal operation to notify the driver that the system is cancelled due to various nor

TECH LINE INCIDENT REPORT - CONFIDENTIAL

mal conditions as per the ESM possible cancel conditions listed here: CRUISE CONTROL & DRIVER ASSISTANCE - DRIVER ASSISTANCE SYSTEM - DRIVER ASSISTANC

E SYSTEM - SYSTEM DESCRIPTION - DIAGNOSIS SYSTEM (ADAS CONTROL UNIT) - Display Items for The Cause of Automatic Cancellation 1

-if the vehicle is operating as designed and the customers concern cannot be duplicated TECH LINE has no repair recommendations at this time

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	8/16/2018	10/22/18	8/16/18

Text-Incd Desc TL

Question for TECH LINE: need further instruction

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
J11	2017	RSP	JN1BJ1CR3HW[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	3867	27617	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
MR20	[redacted]	CVT	KAD

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	8/28/2017	12/30/2017	

Dlr Retl Last VC

Code	Region	Name	City	State
5535	26	NISSAN OF STATEN ISLA	STATEN ISLAND	New York

Serv Dlr TL

Code	Region	Name	City	State
5535	26	NISSAN OF STATEN ISLAND	STATEN ISLAND	NY

Installed Options

B92 SPLASH GUARDS
B93 REAR BUMPER PROTECTOR (CHROM
B94 ROOF RAIL CROSS BARS
C03 50 STATE EMISSIONS
K02 SL PLATINUM PACKAGE
L92 CARPETED FLOOR MATS
M93 REAR CARGO PROTECTOR 2 PIECE
N93 FRAMELESS REAR VIEW MIRROR WIT
U02 SL PREMIUM PACKAGE
Z66 ACTIVATION DISCLAIMER

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: NTB18-041

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

customer states that automatic braking keeps stopping randomly

Created by Survey Site Guest User at 2018-08-16 10:45:22

Customer Comments: customer states that automatic braking keeps stopping randomly

Technician Findings: can not confirm customer concern.no dtc present .

Repairs Made: none

Created by Wesley Roberts at 2018-08-16 10:58:50

Description:

? Customer Comments: customer states that automatic braking keeps stopping randomly

TECH LINE INCIDENT REPORT - CONFIDENTIAL

? Technician Findings: cannot confirm customer concern. No DTC present.

Recommendation:

? Refer to NTB18-041.

? If condition is still current after performing bulletin please supply pictures of location where FEB activated.

? If any further assistance is needed let me know and have a great day.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	8/18/2018	10/22/18	8/18/18

Text-Incd Desc TL

Question for TECH LINE: for Nissan to come look at this car because of complant

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options
T32	2018	RGE	5N1AT2MT9JC[redacted]	C03 50 STATE EMISSIONS K01 MIDNIGHT EDITION K11 MIDNIGHT EDITION (BLACK SPLASH L93 MIDNIGHT EDITION CARPETED FLOO M92 RETRACTABLE CARGO COVER Z66 ACTIVATION DISCLAIMER

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	10537	22318	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	G41

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	1/30/2018	4/9/2018	

Dlr Retl Last VC

Code	Region	Name	City	State
2445	34	COURTESY NISSAN OF T	TAMPA	Florida

Serv Dlr TL

Code	Region	Name	City	State
3740	34	AUTONATION NISSAN BRAND	TAMPA	FL

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: **NOT IDENTIFIED** Flag-Attachment TL: **N**

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

c/s vehcile came to a complete stop on its own then started to accelerate on its own happened 2 times

Created by Survey Site Guest User at 2018-08-18 08:50:02

Customer Comments: c/s vehcile came to a complete stop on its own then started to accelerate on its own happened 2 times

Technician Findings: haven't road test car because of complant

Repairs Made: 0

Created by Carlos Nunez at 2018-08-18 09:40:30

DESCRIPTTION:

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Vehicle at dealership for coming to a complete stop then accelerating on its own 2X

Dealer has not verified concern due to concern

RECOMMENDATION:

Let's refer to NTB18-041.

Created by Carlos Nunez at 2018-08-18 11:34:33

DESCRIPTION:

Dealer replied to case email:

"Yes I know about the tsb this is my question to you how will a failer of feb, CCW or Aeb make the car accelerate on it own customer isn?t using cruis

e control I think a DTS should come look at this car because if there is a problem with that car accelerate on its own and the customer crashes it a b

ig liability this is the 1st time In at are dealer but customer told me they have brought it into courtesy Nissan and they just give it back to them"

RECOMMENDATION:

Thank you for providing the additional information regarding no use of cruise control at time of concern.

Please provide Laser/Radar part #

We will need to turn to Engineering on Monday morning

We will provide update by Tuesday morning.

Created by Carlos Nunez at 2018-08-20 07:46:26

DESCRIPTION:

Dealer replied to case email:

Image attached to case:

Laser/ Radar part #: 28438-5FA2A

RECOMMENDATION:

Thank you for the information

We will forward case information to Engineering

Please allow 24 hours for update.

Created by Carlos Nunez at 2018-08-20 12:23:57

DESCRIPTION:

TSS followed up with technician

No waring indication during concern.

Customer has never used ICC on

Customer did not know if foot on brake during concern.

RECOMMENDATION:

Please refer to NTB18-041

Attempt to duplicate concern

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	8/18/2018	10/5/18	8/18/18

Text-Incd Desc TL

Question for TECH LINE: HELP WITH DIAGNOSIS OF REBOOTING AV UNIT

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MV9JC[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	1963	22218	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	KAD
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	6/7/2018	7/4/2018	

Installed Options

C03 50 STATE EMISSIONS
G01 MARCH SOP SPEC
K01 MIDNIGHT EDITION
K11 MIDNIGHT EDITION (BLACK SPLASH
L93 MIDNIGHT EDITION CARPETED FLOO
S10 FOG LIGHTS
U01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5456	26	NISSAN OF NEW ROCHE	NEW ROCHELLE	New York

Serv Dlr TL

Code	Region	Name	City	State
5456	26	NISSAN OF NEW ROCHELLE	NEW ROCHELLE	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
NAVIGATION SYSTEM	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
11	N	Y	8/20/2018	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CUSTOMER STATES NEDIA SYSTEM RESTARTS

Created by Survey Site Guest User at 2018-08-18 12:51:58

Customer Comments: CUSTOMER STATES NEDIA SYSTEM RESTARTS

Technician Findings: TECHNICIAN CONFIRMED THAT THE AV UNIT INTERMITTENTLY REBOOTS ITSELF. SERVICE BULLETIN NTB 17-111A PERFORMED TO CHECK THE SOFTWARE VERSION OF THE AV UNIT AND IT IS CURRENTLY UP TO DATE WITH NO UPDATES AVAILABLE AT THE MOMENT. VEHICLE WAS CONNECTED TO THE DEALERSHIPS WIFI.

Repairs Made: NONE

Created by Brandt Boster at 2018-08-18 12:59:25

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Description:

Customer concern: Media system restarts

Tech duplicated concern

Intermittent rebooting

No updates available per NTB 17-111

Recommendation:

Simon

AV unit reboots can be caused by a large number of items.
On this model in particular- stored contacts/address books can become overloaded or abnormal contacts store (such as emoji?s) causing the unit to malf

unction and reboot

We would recommend confirming no devices or accessories present

Also inspect address book and unit for excessive or abnormal storage

If no concerns found, replacement of the AV unit would be recommended

Let us know if we can assist further on this one [redacted]

Have a great rest of your day!

Created by Brandt Boster at 2018-08-20 14:04:41

DTS FIR Complete:
1.Complaint- C/S The nav screen blanks out at times. C/S the FEB activated with no objects in front of the vehicle
Cause- (NAV) DTS was unable to verify the customers concern. DTS verified the customers phone is compatible. The customer stated they have emojis on s
ome contact names in they're phone on they're cell phone. (FEB) DTS verified Laser/Radar PN is most current, DTS unable to duplicate the concern
Correction- (NAV) un pair customers phone from the vehicle & drive for some time to see if the concern returns. (FEB) Dlr performed bulletin NTB18-041

a.

Status- Repairs are completed.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	8/20/2018	10/22/18	8/20/18

Text-Incd Desc TL

Question for TECH LINE: I WAS TOLD BY ANOTHER TECH THAT SENSOR IN BUMPER MAT HAVE INTERNAL FAIL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MVXJC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	356	22218	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	NBL

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	4/24/2018	8/14/2018	

Dlr Retl Last VC

Code	Region	Name	City	State
5694	42	LARRY H MILLER NIS AR	CENTENNIAL	Colorado

Serv Dlr TL

Code	Region	Name	City	State
5694	42	LARRY H MILLER NIS ARAPAH	CENTENNIAL	CO

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT E10
G01 MARCH SOP SPEC
L92 FLOOR MATS (2PC FRONT, 2PC SEC
M92 RETRACTABLE CARGO COVER
S10 FOG LIGHTS
Z66 ACTIVATION DISCLAIMER

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
INTELLIGENT CRUISE CONTROL	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED | Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Replaced ICC sensor

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CRASH LIGHT COMES ON BRAKES ARE ON WHEN NOBODY IS AROUND.

Created by Survey Site Guest User at 2018-08-20 10:03:56

Customer Comments: CRASH LIGHT COMES ON BRAKES ARE ON WHEN NOBODY IS AROUND.

Technician Findings: OLD LASER RADAR #28438-5FA2A. NEW # 28438-5FA3A. OIL ICC/ADAS # 284E7-5HR5E . NEW # 284E7-7FP6A. CUST RETURNED WITH CODES C1V84 I

N ICC/ADAS , AND CODES C1A16-97. C1A17-49 IN LASER RADAR . BUMPER IS CLEAN . ALL PAST CODES

Repairs Made: ON 08/17/2018 I PERFORMED NTB18-041A

Created by Cody Collins at 2018-08-20 10:55:34

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Description:

? FEB warning lamp turns on while driving and the vehicle stops on its own when no vehicles are around.

? DTC?s set

? Adas-C1B84 DISTANCE SENSOR

? Laser/Radar-C1A16 RADAR STAIN -97

? Laser/Radar- C1A17 ICC SENSOR MALF -49

? Reprogrammed the ICC sensor and the ADAS control unit per NTB18-041 released the vehicle and customer called in and said the concern still occured

? Called the tech to discuss the case

? The tech notes he has been unable to duplicate the concern

? Drove the vehicle less than 10 miles with no duplication

Recommendation:

[redacted]

Thank you for your time on the phone this morning. At this point we are going to proceed with replacement of the ICC sensor.

? After replacement Please perform ICC sensor aiming.

? Follow NTB18-041 to verify new ICC sensor has the latest programming

Created by Cody Collins at 2018-08-23 07:19:13

Tech replied:" I THINK WHEN I TALKED TO YOU I SAID CAR HAD ICC. IT DOES NOT , HAS BACK UP WARNING AND EMERGENCY BRAKING. I REPLCED LASER RADAR CONTROL

UNIT . NEW CONTROL UNIT # IS [redacted]. DID NOT REPROGRAMMING . PERFORMED ALIGNMENT AND LASER MILLIWAVE RADAR ADJUSTMENT . TEST DROVE 44 MILES AND N

O PROBLEMS . ALSO EMERGENCY BRAKING SYSTEM IS WORKING NORMAL."

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	8/22/2018	10/22/18	8/22/18

Text-Incd Desc TL

Question for TECH LINE: what should be the next step in diagnosing this problem?

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options
T32	2018	RGE	5N1AT2MV5JC[redacted]	C03 50 STATE EMISSIONS G01 MARCH SOP SPEC K01 MIDNIGHT EDITION K11 MIDNIGHT EDITION (BLACK SPLASH L93 MIDNIGHT EDITION CARPETED FLOO Z66 ACTIVATION DISCLAIMER
Mileage-Initial TL	*Mileage-Current TL*	*Code-NNA Model VC*	*Code-Body Type TL*	
0	1604	22218		
Code-Engine Prefix VC	*Number-Engine Serial VC*	*Code-Trans Type VC*	*Code-Vehicle Color VC*	
QR25	[redacted]	CVT	G41	
Name-Plant VC	*Date-Manufacture VC*	*Date-In Service TL*	*Code-Distributor TL*	
Smyrna (NMM)	5/14/2018	6/25/2018		

Dlr Retl Last VC

Code	Region	Name	City	State
3670	26	LEGEND NISSAN, LTD	SYOSSET	New York

Serv Dlr TL

Code	Region	Name	City	State
3670	26	LEGEND NISSAN, LTD	SYOSSET	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	Y	8/23/2018	

Code-Reason For Call TL Desc: NOT IDENTIFIED — *Flag-Attachment TL:* N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

customer states when driving automatic brake system comes on

Created by Survey Site Guest User at 2018-08-22 08:39:53

Customer Comments: customer states when driving automatic brake system comes on

Technician Findings: customer states car brakes on its own. bulletin NTB18-041A doesnt apply. checked the lasar radar part number which was a 5FA3A, t

hen checked the ADAS part number which was 7FP6A and no mathces to continue the reprogram.

Repairs Made: none

Created by Brian Terk at 2018-08-22 08:53:39

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-DESCRIPTION:

-customer states AEB comes on while driving

-verified ?no?

-codes are noted as past codes in case opening

-MULTI AV

-B1309-11

-LASER/RADAR

-C1A16-97 RADAR STAIN

-Laser/radar part number is 5FA3A, ADAS c/u part number is 7FP6A, NTB18-041a does not apply

-?what should be the next step in diagnosing this problem??

-RECOMMENDATION DETAIL:

-C[redacted] on vehicles that do not apply to this bulletin this is not a known concern

-please follow up if this concern happens only at specific addresses, intersections, parking lots, etc. and provide the exact address if so

-does this only happen under certain conditions?

-how often does this happen?

-TECH LINE has no repair recommendations if the concern cannot be duplicated and the vehicle is operating as designed

Created by Brian Terk at 2018-08-24 07:11:06

-DTS inspection results:

1.Complaint: FCW malfunction lamp and indication in meter comes on C1A16

Cause: Front Laser Radar CU.

Correction: Upon inspection, found that the customer's concern was acutally not unexpected FEB operation, but the "system Malfunction" displayed in th

e center display of the meter and the FCW indicator lamp in the meter coming on coupled with a repetitive C1a16 DTC.

DTS advised dealer to inspect the sensor, and emblem for debris / trauma, and if none found, to replace the sensor.

Status: Dealer in the process of replacing the sensor.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	8/29/2018	10/22/18	8/30/18

Text-Incd Desc TL

Question for TECH LINE: to detrmine if this is just normal operation or if its something we need to adress further

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options
T32	2018	RGE	5N1AT2MV1JC[redacted]	C03 50 STATE EMISSIONS E10 PREMIUM PAINT E10 K01 MIDNIGHT EDITION K11 MIDNIGHT EDITION (BLACK SPLASH L93 MIDNIGHT EDITION CARPETED FLOO Z66 ACTIVATION DISCLAIMER
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL	
0	2433	22218		
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC	
QR25	[redacted]	CVT	QAB	
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL	
Smyrna (NMM)	1/5/2018	5/28/2018		

Dlr Retl Last VC

Code	Region	Name	City	State
3818	32	FRANK FLETCHER NISSA	JOPLIN	Missouri

Serv Dlr TL

Code	Region	Name	City	State
3818	32	FRANK FLETCHER NISSAN	JOPLIN	MO

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: NTB 18-041

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

emergency braking engages when coming to an underpass

Created by Survey Site Guest User at 2018-08-29 15:16:50

Customer Comments: emergency braking engages when coming to an underpass

Technician Findings: customer has video of emergancy braking working at a underpass where the road goes under the bridge. did the reprograms to the la

sar radar and icc/adas units as the part numbers fell into the pc637. the area where this happens at is close to a hour away from dealership.

Repairs Made: distance sensor replaced and configured

Created by Paul Legnon at 2018-08-30 07:21:21

TECH LINE INCIDENT REPORT - CONFIDENTIAL

TSS-

Unexpected FEB operation when approaching an underpass or bridge would not be considered normal operation. We have seen FEB operation on certain road

inclinations with a metal bridge in view of the distance sensor. The distance sensor may see this object as an oncoming vehicle. NTB 18-041 is the res

olution for this random concern

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	9/4/2018	10/22/18	9/4/18

Text-Incd Desc TL

Question for TECH LINE: need further assistance

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	KNMAT2MTXJP[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	1433	22118	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	K23

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	2/13/2018	7/28/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
98002	48	KING WINDWARD NISSA	KANEOHE	Hawaii

Serv Dlr TL

Code	Region	Name	City	State
98002	48	KING WINDWARD NISSAN	KANEOHE	HI

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: **NOT IDENTIFIED** Flag-Attachment TL: **N**

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

Customer states FEB sensor is not working properly will engage with nothing in front of vehicle.

Created by Survey Site Guest User at 2018-09-04 13:31:45

Customer Comments: Customer states FEB sensor is not working properly will engage with nothing in front of vehicle.

Technician Findings: No codes presents in all systems, road test vehicle FEB warning did not come on during road test, FEB seems to be working normal.

Last visit 8/17/18 @ 885 miles, same concern and NTB18-041a was performed/completed, reprogrammed ICC/ADAS and replaced LASER/RADAR control (part num

ber was unable to reprogram) Current part # for ICC/ADAS 284E7-7FP0B

current part # for LASER/RADAR [redacted]

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Customer stated at her work parking structure, FEB will come on and vehicle will stop by itself, does not happen at other places and she will have to

manually turn off FEB every time she drives to work, she is concern because of vehicle behind her almost hit her car a few times from FEB activating.

Need to know if there is another update or TSB to reduce sensitivity of FEB system

Repairs Made: performed NTB18-041a

Created by Kelby Hausman at 2018-09-04 14:33:57

Description

- Customer states FEB will engage with nothing in front of vehicle

- No codes stored

- FEB warning did not come on during test drive

- FEB seems to be working normally

- Last visit 8-17-18 at 885 miles customer had same concern

- Performed NTB18-041a

- Reprogrammed ICC/ADAS control unit

- LASER/RADAR control unit was unable to be reprogrammed

- Current ICC/ADAS part number is 284E7-7FP0B

- Current LASER/RADAR part number is 28438-5FA3A

- Customer states this occurs at work parking structure

- FEB will come on and vehicle will stop itself

- Does not happen at other places

- Will have to manually turn off FEB every time she drives to work

Recommendation

Thank you for the case information.

Engineering is currently reviewing cases with FEB operation after NTB18-041a.

I will forward this case information on to engineering.

Please allow 24 hours for review and a follow up.

Created by Kelby Hausman at 2018-09-05 15:24:05

Recommendation

Thank you for your patience.

We are still waiting for a response from engineering on this case.

In the meantime, lets inspect the installation of the ICC sensor and bracket.

Confirm the sensor is secure in the bracket.

Perform ICC sensor alignment and note the values displayed on the Consult screen.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	9/17/2018	10/22/18	9/17/18

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	KNMAT2MV8HP[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	6706	29417	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	QAK

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	5/25/2017	8/25/2017	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2-PIECE FRONT AND
N10 AUTO DIMMING INSIDE MIRROR
U01 SV PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3678	36	BOWSER NISSAN	PLEASANT HILLS	Pennsylvania

Serv Dlr TL

Code	Region	Name	City	State
3678	36	BOWSER NISSAN	PLEASANT HILLS	PA

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

C/S AEB auto engages and car will stop and shut down when around railroad tracks.

Created by Survey Site Guest User at 2018-09-17 12:18:06

Customer Comments: C/S AEB auto engages and car will stop and shut down when around railroad tracks.

Technician Findings: DTC C1A0A Config. Unfinished, and DTC C1A50-48 present. Replaced and configured laser/radar control unit according to TSB 18041.

Performed ICC/ADAS reprogram next but did not realize that the VIN on consult was not correct at the reprogram screen and clicked confirm.

Repairs Made: Replacement of laser/radar control unit.

Created by Sean Martin at 2018-09-17 13:27:46

TECH LINE INCIDENT REPORT - CONFIDENTIAL

DESCRIPTION

Vehicle had undesired FEB operation

Performed NTB18-041 and replaced/configured laser/radar control unit

Performed ICC ADAS reprogram but wrong VIN was showing on before screen

After reprogram:

C1A0A CONFIG UNFINISHED

C1A50 ADAS CONTROL UNIT

RECOMMENDATION

? Have we attempted to perform the reprogram again with correct information?
? If unable to perform reprogram again, replace ADAS control unit and ensure replacement module is at latest programming.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	9/19/2018	10/22/18	9/19/18

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	5N1AT2MVXHC[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	19053	29617	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	QAB
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	5/1/2017	6/17/2017	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT $
L92 FLOOR MATS (2-PIECE FRONT AND
P04 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3364	24	GALESBURG NISSAN, CC	GALESBURG	Illinois

Serv Dlr TL

Code	Region	Name	City	State
3364	24	GALESBURG NISSAN, CORP.	GALESBURG	IL

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

While driving auto braking system engaged and slowed vehicle down. Has been alerting with chime

Created by Survey Site Guest User at 2018-09-19 14:01:30

Customer Comments: While driving auto braking system engaged and slowed vehicle down. Has been alerting with chime

Technician Findings: Found TSB relating to issue. Checked original part# which was [redacted] In TSB it says with that part # to replace Laser/radar

with new one and reprogram. Did such and as soon as I was done collision light came on with hard fault of C1A18-54? The car is none ICC and cant find

anything in the ESM. Also nothing in the TSB about having to aim laser?

Repairs Made: Performed TSB 18-041e

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Wesley Roberts at 2018-09-19 14:14:08

Description:

? Customer Comments: While driving auto braking system engaged and slowed vehicle down. Has been alerting with chime

? Technician Findings: Found TSB relating to issue.

? Checked original part# which was 28438-5FA1A.

? In TSB it says with that part # to replace Laser/radar with new one and reprogram.

? Did such and as soon as I was done collision light came on with hard fault of C1A18-54?

? The car is none ICC and can?t find anything in the ESM.

? Also nothing in the TSB about having to aim laser?

? Repairs Made: Performed TSB 18-041e

? C1A18 LASER AIMING INCMP

Recommendation:

? This DTC sets with FEB systems as well.

? Perform radar alignment procedure per ESM, refer to DTC procedure and it will guide you to aiming process.

? **NOTE When adjusting sensor, UP/Down - value should be less than +/- 0.3 or less-(ESM spec +/- 3.0 is incorrect)**

? If any further assistance is needed let me know and have a great day.

Created by Wesley Roberts at 2018-09-19 15:00:51

Description:

? Ok, my question is where is ESM to I find that procedure?

? I have done that with the ICC but this one is without?

? Also the radar unit that was replaced behind the grill has no adjustments

? 2nd email:

? Do you set up like you adjusting a ICC radar or set the target for lane camera aiming??

? This ESM is no help when you go to section ICC sensor replacement??

Recommendation:

? This is performed in the same manner as the ICC distance sensor, as the same sensor is used for similar operation.

? There should be a small adjustment screw for U/D adjustment.

? **NOTE When adjusting sensor, UP/Down - value should be less than +/- 0.3 or less-(ESM spec +/- 3.0 is incorrect)**

? ESM - CRUISE CONTROL & DRIVER ASSISTANCE - CRUISE CONTROL SYSTEM - ICC - BASIC INSPECTION - ICC SENSOR ALIGNMENT

Created by Wesley Roberts at 2018-09-20 07:05:54

Description:

? Ok I figured it would be set up like other ICC sensors, but if you look at set up on vehicle and in sec. 235-620 in ESM this is a fixed set with no a

djustment screw

Recommendation:

? With a little research I have also found the new updated units do not have an adjustment screw.

? I apologize, we have not had one in our hands to see that.

? We still perform similar aiming procedure, we just do not adjust it.

? Either it completes or doesn?t, if it doesn?t then then the bracket, or other mounting pieces, or bent.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

? Keep me posted and have a great day.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	9/24/2018	10/22/18	9/24/18

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MV3JC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	9007	22018	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	KAD

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	11/16/2017	4/3/2018	

Dlr Retl Last VC

Code	Region	Name	City	State
22047	24	BUCKEYE NISSAN, INC.	HILLIARD	Ohio

Serv Dlr TL

Code	Region	Name	City	State
5703	24	HUGH WHITE NIS LANCASTER	LANCASTER	OH

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

vehicle still brakes at random

Created by Survey Site Guest User at 2018-09-24 12:18:23

Customer Comments: vehicle still brakes at random

Technician Findings: customer states having issue with vehicle braking at random for no apparent reason.. drove vehicle operated cruise everything dro

ve and tested fine checked part numbers per service bulletin and they are good numbers I could not get the vehicle to act up for me however this is he

r second visit for the same concern and all recommended repairs have been made vehicle has no codes current is there any other non problems with these

rogues intelligent systems I should be aware of to guide my diagnosis

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Repairs Made: ntb18-041a

Created by Brian Terk at 2018-09-24 12:36:07

-DESCRIPTION:

-customer comments ?vehicle still brakes at random?

-verified ?no?

-technician findings ?customer states having issue with vehicle braking at random for no apparent reason.. drove vehicle operated cruise everything dr

ove and tested fine checked part numbers per service bulletin and they are good numbers I could not get the vehicle to act up for me however this is h

er second visit for the same concern and all recommended repairs have been made vehicle has no codes current is there any other known problems with th

ese rogues intelligent systems I should be aware of to guide my diagnosis?

-RECOMMENDATION DETAIL:

-[redacted] there are no additional known concerns for this if NTB18-041a has been completed

-there are certain environmental and road conditions that may cause AEB activation via normal operation as per the ?System Limitations? listed in the

Owner?s Manual on page 5-127

-if the concern happens at one particular location please follow up with the following information and we can forward this information to engineering

for review:

-specific location (address, intersection, etc.)

-direction of travel (eastbound, etc.)

-speed travelling

-can this be duplicated at this location/conditions easily?

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	9/24/2018	1/4/19	9/24/18

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options
T32	2018	RGE	KNMAT2MV7JP[redacted]	C03 50 STATE EMISSIONS L92 FLOOR MATS (2PC FRONT, 2PC SEC Z66 ACTIVATION DISCLAIMER

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	8281	22218	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	RBY

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	9/4/2017	3/3/2018	

Dlr Retl Last VC

Code	Region	Name	City	State
40018	24	JOHN DEERY MOTORS, I	CEDAR FALLS	Iowa

Serv Dlr TL

Code	Region	Name	City	State
40018	24	JOHN DEERY MOTORS, INC.	CEDAR FALLS	IA

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

c/s was driving around 30-35 mph when they heard 3 beeps went off a hazard light came on and vehicle shut down

y.

Created by Survey Site Guest User at 2018-09-24 15:36:05

Customer Comments: c/s was driving around 30-35 mph when they heard 3 beeps went off a hazard light came on and vehicle shut down and lost all power.

happened twice today.

Technician Findings: Couldn't duplicate, no DTC'S not sure what to look for, different technician had it and he couldn't duplicate the concern. the cu

stomer states, was driving around 30-35 mph when they heard 3 beeps went off, a hazard light came on and vehicle shut down and lost all power. happene

TECH LINE INCIDENT REPORT - CONFIDENTIAL

d twice today. Drove vehicle multiple times and couldn't get it duplicated.

Repairs Made: NONE

Created by Zach Hayward at 2018-09-24 16:26:02

Description:
C/s was driving around 30-35 mph when they heard 3 beeps went off a hazard light came on and vehicle shut down and lost all power. Happened twice toda

y.

Unable to duplicate concern

No DTCs

Recommendation:

-Advised to gather the warning lamp from the customer that was illuminated.

-Advised if it was related to the FEB to review and if needed perform NTB18-041

Created by Survey Site Guest User at 2019-01-02 15:56:33
couldn't duplicate customer states that vehicle shuts down no matter what speed. customer states it has happened 6 times in past month was not able t

o duplicate, did performed bulletin NTB18-041 on previous visit. This time I have found DTC U1002 in ABS PAST. FFD indicates ign counter value 39. not

sure if that DTC would cause vehicle to shut off.

Created by Harold Meyer at 2019-01-03 08:59:59

Description

TSS reviewed the dealer comment.

Recommendation

Please discuss the concern with the customer.

Please obtain all information about ?vehicle shut down?.

Did the engine stop operation?

Did the brakes activate to stop the vehicle?
Were any lamps illuminated in the meter when the concern occurred? If unsure about which lamp, use the owners manual to determine which lamps illumin

ated.

What were the weather conditions when the concern occurred?

Created by Harold Meyer at 2019-01-04 08:29:00

Description

The technician replied by email

> Engine was still running

>Vehicle came to stop on its own

>Hazard lights start flashing and starts to beep grinding noise from ABS

>Happened 6 times weather was nice

>Happened randomly highway in town no vehicles in the front

TSS is researching the concern, and will follow up with the technician after research.

Support, please obtain Sigma data, and attach to the case if available.

Created by Steve Stutzman at 2019-01-04 08:34:07

Attached Sigma data to case.

Created by Harold Meyer at 2019-01-04 10:39:08

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Description

TSS researched the concern.

Per vehicle specifications the vehicle is not equipped with Pro Pilot.

Per DBS, the vehicle was at the dealer for the concern on 9/27/2018 @ 8282 miles for the concern.

Per the RO, the ICCADAS control unit was reprogrammed from 284E7-5HR9A to 284E7-7FP0B

Per Sigma, the Part number for Laser/Radar is currently 28438-5FA1A
Per NTB18-041a, if the Laser/Radar part number is 28438-5FA1A, the Laser/Radar control unit should be replaced.

Recommendation

Please replace the Laser/Radar control unit with part number 28438-5FA3A

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	9/26/2018	10/22/18	9/26/18

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MV2JC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	2145	22218	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	NBL

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	5/3/2018	5/31/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT E10
G01 MARCH SOP SPEC
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5169	36	MARK ARBUCKLE NISSA INDIANA		Pennsylvania

Serv Dlr TL

Code	Region	Name	City	State
5169	36	MARK ARBUCKLE NISSAN	INDIANA	PA

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

C/S the crash sensor malfunction is coming on mostly in the rain.

Created by Survey Site Guest User at 2018-09-26 07:58:18

Customer Comments: C/S the crash sensor malfunction is coming on mostly in the rain.

Technician Findings: 1st visit, C/S the FCW sensor is malfunctioning. The symbol on the dash illuminates when the malfunction occurs. C/S this was hap

pening in the rain. Performed NTB18041 as it fit and was applicable. Released vehicle to customer. Customer returned vehicle today 9-26-18 stating the

vehicle is still acting up occasionally, this has been very intermittent, this time however it is acting up when the sunlight hits it just right. Onl

y code stored is C1A16-97 however is past. I interviewed customer and this malfunction has occurred about 4 times.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

1st time-crossing a steel grate bridge in rain, FCW light came on and vehicle activated brakes, she said there was a grinding sound, I suspect ABS act

ivation.

2nd time-She was coming across a road in a field area with trees on the far side as the vehicle came from the shadows and into the light it activated

the FCW and ABS again.

3rd time- they where running [redacted] to [redacted] and it activated in the rain a couple times on that trip again with FCW light coming on and ABS activatio

n. Never stops the vehicle just slows it.

Vehicle was reprogrammed at this point according to NTB18041.

4th time-same place and time of day as time #2.

I have NO idea why sunlight at the right angle would affect the system. Fail safe appears to be system shut down but why is the brakes applying?

I see no obvious debris or damage to the radar unit or front bumper area or grill.

We have not got it act up but its unlikely due to intermittent nature.

Repairs Made: NTB18-041a performed

Created by Brian Terk at 2018-09-26 08:34:29

-DESCRIPTION:

-AEB lamp is illuminated

-LASER/RADAR

-C1A16-97 RADAR STAIN??????????????????.PAST

-prior visit performed NTB18-041

-the concern has happened 4 times:

-?1st time-crossing a steel grate bridge in rain, FCW light came on and vehicle activated brakes, she said there was a grinding sound, I suspect ABS a

ctivation.?

-?2nd time-She was coming across a road in a field area with trees on the far side as the vehicle came from the shadows and into the light it activate

d the FCW and ABS again.?

-?3rd time- they were running [redacted] to [redacted] and it activated in the rain a couple times on that trip again with FCW light coming on and ABS activati

on. Never stops the vehicle just slows it. Vehicle was reprogrammed at this point according to NTB18041.?

-?4th time-same place and time of day as time #2.?

-?I have NO idea why sunlight at the right angle would affect the system. Fail safe appears to be system shut down but why is the brakes applying?

I see no obvious debris or damage to the radar unit or front bumper area or grill.

We have not got it act up but its unlikely due to intermittent nature.?

-RECOMMENDATION DETAIL:

[redacted] thank you very much for such a detailed report of the actual concern in the case opening, this is fantastic!

-regarding the intermittent setting of the C1A16, this operation is normal if very intermittent, please refer to the "note" in the DTC description fro

m the ESM copy/pasted below. As you had noted the symptom for when this happens is the AEB lamp may turn on for a while and AEB operation stops

"DTC ?C1A16-97? may be detected under the following conditions. (Explain to the customer about the difference between the contamination detection func

tion and the indication when the malfunction is detected and tell them, ?This is not a malfunction?)

?When contamination or foreign materials adhere to the ICC sensor area.

?When driving while it is snowing or when frost forms on the ICC sensor area.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

?When ICC sensor area is temporarily fogged."

-regarding the concern for very intermittent AEB operation, this is also normal operation under very specific conditions as well. Please refer to the

vehicle Owner's Manual under "AEB SYSTEM LIMITATIONS" on 5-127

-please let us know if you have any additional questions and have a great day!

Created by Brian Terk at 2018-09-26 09:13:21

-DESCRIPTION:

-technician replied by email

"What about the abs kicking on?"

-RECOMMENDATION DETAIL:

-Hi Shawn without duplication or stored DTC's it will be difficult to determine why ABS activated on those drives

-however the "1st time" the vehicle was crossing a "steel grate bridge in rain" and this certainly may trigger a wheel slip condition that will trigge

r ABS activation

-AEB/FEB operation may slow the vehicle as well and be interpreted as ABS activation during vehicle slowing as well

-please let us know if you have any additional questions and have a great day!

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	10/3/2018	10/22/18	10/3/18

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		Alex

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	JN8AT2MV5HW[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	8000	29617	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	K23
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	8/4/2017	11/24/2017	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2-PIECE FRONT AND
P04 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
2691	26	SMITHTOWN NISSAN, INC	SMITHTOWN	New York

Serv Dlr TL

Code	Region	Name	City	State
2691	26	SMITHTOWN NISSAN, INC.	SMITHTOWN	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED | Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

THAT WHILE DRIVING, THE FOWARD EMERGENCY BRAKING SYSTEM ACTIVATED WITH NO OTHER VEHICLES C

TES VEHICLE LOCKED UP AGAIN ON SAME ROAD AS LAST TIME

Created by Alex Knepper at 2018-10-03 07:43:24

Customer Comments: THAT WHILE DRIVING, THE FOWARD EMERGENCY BRAKING SYSTEM ACTIVATED WITH NO OTHER VEHICLES OR OBSTRUCTIONS AROUND, PLEASE CHECK AND R

EPORT. CUSTOMER STATES VEHICLE LOCKED UP AGAIN ON SAME ROAD AS LAST TIME

Created by Alex Knepper at 2018-10-03 07:53:33

Description (Chat summary):

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ICC activates on its own with no vehicles around

customer states incident occurs on 1 specific intersection:

[redacted] **and** [redacted]

Dealer updated system as per NTB18-041 on 8/23/18

tech notes intersection is about 20min away from dealer

tech has not driven there yet to duplicate concern

Created by Wesley Roberts at 2018-10-03 08:26:33

Recommendation:

?[redacted] keep me updated on our Rogue if with undesired FEB activation now that we have performed the bulletin.

? If concern is still present please supply pictures of location from driver?s point of view.

? Have a great rest of your day.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	10/15/2018	10/23/18	10/16/18

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	KNMAT2MV1JP[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	1249	22218	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	KAD
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	7/19/2018	9/25/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
C03 50 STATE EMISSIONS
G01 MARCH SOP SPEC
L92 FLOOR MATS (2PC FRONT, 2PC SEC
M92 RETRACTABLE CARGO COVER
S10 FOG LIGHTS
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5716	42	EMPIRE LITTLETON NISS	LITTLETON	Colorado

Serv Dlr TL

Code	Region	Name	City	State
5716	42	EMPIRE LITTLETON NISSAN	LITTLETON	CO

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
INTELLIGENT CRUISE CONTROL	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED
Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up
Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CUSTOMER STATES EMERGENCY BRAKING ENGAGING WHILE DRIVING

Created by Survey Site Guest User at 2018-10-15 17:35:16

Customer Comments: CUSTOMER STATES EMERGENCY BRAKING ENGAGING WHILE DRIVING
Technician Findings: FOLLOWING SERVICE BULLETIN OLD COLLOSION SENSOR PART NUMBER IS SUPERCEDED. AFTER REPLACEMENT I COMPLETED PROGAM BUT ON FIRST TES

T DRIVE FORWARD COLLOSION WARNING LIGHT RETURNED IMMEDIATELY

Repairs Made: REPLACED COLLOSION SENSOR

Created by Brian Terk at 2018-10-16 07:12:45

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-DESCRIPTION:

-AEB warning lamp comes on immediately during test drive

-replaced ICC distance sensor due to customer comment of AEB engages while driving

-ICC/ADAS

-C1A0A CONFIG UNFINISHED ??????????????????????CURRENT

-RECOMMENDATION DETAIL:

-what is the laser/radar part number?

-what is the ICC/ADAS part number?

-is the lamp blinking or on solid?

-is the C1A0A a hard code?

-if so please configure the ADAS c/u as per the DTC diagnosis

Created by Survey Site Guest User at 2018-10-16 09:49:08

28438-5FA3A IS THE PART NUMBER. THE ICC PART NUMBER IS 284E7-7FP0B THE LAMP IS SOLID. THE C1A0A IS A HARD CODE BUT THE ONLY OPTION THE CONSULT WILL G

IVE US IS TO USE THE AFTER REPLACEMENT PROGRAM. FALLOWING THE TSB IT SAYS TO REFER TO REMOVAL AND ISTALATION IN MANUAL BUT THERE ARE NO PROGRAM INSTRU

CTIONS IN THAT SECTION.

Created by Brian Terk at 2018-10-16 10:33:06

-DESCRIPTION:

-AEB warning lamp comes on solid immediately during test drive

-replaced ICC distance sensor due to customer comment of AEB engages while driving

-current Laser/Radar part number is 28438-5FA3A

-current ICC/ADAS part number is 284E7-7FP0B

-ICC/ADAS

-C1A0A CONFIG UNFINISHED ??????????????????????CURRENT

-"THE ONLY OPTION THE CONSULT WILL GIVE US IS TO USE THE AFTER REPLACEMENT PROGRAM. FALLOWING THE TSB IT SAYS TO REFER TO REMOVAL AND ISTALATION IN MA

NUAL BUT THERE ARE NO PROGRAM INSTRUCTIONS IN THAT SECTION."

-RECOMMENDATION DETAIL:

-thank you for the update[redacted]

-please select ADAS c/u> After ECU replacement> Manual configuration and complete the configuration

-please let us know if you have any other questions and have a great day!

Created by Brian Terk at 2018-10-16 10:55:22

-DESCRIPTION:

-unable to complete ADAS c/u configuration

-photos of C3 are attached to email

-RECOMMENDATION DETAIL:

-Zackery the screen shots show they C3 is currently at version 83.11, C3's latest update we believe is 83.2

-this was a known concern with earlier versions of Consult

-let's please synchronize ASIST and download all Consult program files and then retry this before we look at any other steps, thank you!

Created by Brian Terk at 2018-10-16 14:50:15

-DESCRIPTION:

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-updated C3 to latest version.....no change

-RECOMMENDATION DETAIL:

-thank you for the update [redacted]

-there was an incident where Consult was unable to configure ADAS c/u on version 82 and there is a patch available for this

-although this may not be a Consult related concern we'd like to first confirm this

-a member of our support team will be in touch to provide the Consult patch for the earlier version

-please let us know if there is any change after retrying following this, thank you!

Created by Steve Stutzman at 2018-10-17 09:07:28

Performed roll back from vision 83.20 to 82.11 and installed ADAS patch,

Tech to continue with configuration and follow up with TECH LINE.

Note, was unable to tech link in windows on dealers Tough Book, used Google Chrome, and was unable to use mouse or key board function on dealers consu

lt.

Created by Brian Terk at 2018-10-17 12:14:06

-DESCRIPTION:

-AEB warning lamp comes on solid immediately during test drive

-replaced ICC distance sensor due to customer comment of AEB engages while driving

-current Laser/Radar part number is 28438-5FA3A

-current ICC/ADAS part number is 284E7-7FP0B

-ICC/ADAS codes are current

-C1A0A CONFIG UNFINISHED

-C1B82 DISTANCE SENSOR OFF-CENTER

-LASER/RADAR

-C1A18-54 LASER AIMING INCMP

-C1A50-5A ADAS CONTROL UNIT

-"THE ONLY OPTION THE CONSULT WILL GIVE US IS TO USE THE AFTER REPLACEMENT PROGRAM. FALLOWING THE TSB IT SAYS TO REFER TO REMOVAL AND ISTALATION IN MA

NUAL BUT THERE ARE NO PROGRAM INSTRUCTIONS IN THAT SECTION."

-updated C3 to latest software (83.20).....no change

-rolled C3 version back to 82.11 and loaded Consult patch.....no change

-RECOMMENDATION DETAIL:

-thank you for your time on the phone today Zackery, it was great to talk with you!

-as we discussed please complete the distance sensor aiming to resolve C1B82 and C1A18-54 codes.

---Note NTB18-041a page 20 "Refer to the ESM, section CRUISE CONTROL & DRIVER ASSISTANCE > DRIVER ASSISTANCE SYSTEM > ICC, for removal and re-installa

tion information"

---reference the "caution" listed at the bottom of this procedure "?Always perform ICC sensor alignment and check operation after removal, installatio

n or replacement of ICC sensor. Refer to Description."

-the C1A50-5A is stored in Laser/Radar due to the DTC's stored in ICC/ADAS

-to resolve the C1A0A and the C1A50-5A please replace and configure the ADAS c/u

-please reply to this email with repair confirmation when the repairs have been completed

Created by Tony Ellis at 2018-10-22 09:07:59

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Description:

We replaced the ADAS control unit as recommended and tried to configure the

vehicle once more but it failed again. I will attach a picture of the

message that pops up on consult when it fails. Also consult will never

automatically register the VIN, must select vehicle manually.

Also, we looked into it further and found the CAN communication line is not

talking to the adas unit because the lane keep unit is not responding. Went

to check the connector and there?s not a lane keep unit installed in this

vehicle. I will attach pictures from consult.

Out call to dealer.

Tech unavailable at this time.

Recommendation:

Please provide the best time for a phone call and tech link to attempt vehicle configuration.

If additional assistance is needed for this case, simply reply to this email.

Created by Tony Ellis at 2018-10-23 11:22:11

Description:

Out call to dealer.

Performed tech link and configured ICC ADAS to 7FP9C.

Codes cleared after a key cycle other than 1 lazar aiming DTC.

Recommendation:

Tech to complete aiming per the ESM and follow up as needed.

If additional assistance is needed for this case, simply reply to this email.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	10/23/2018	10/24/18	10/24/18

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MT0JC[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	637	22318	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	KAD
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	7/12/2018	10/9/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
C03 50 STATE EMISSIONS
G01 MARCH SOP SPEC
L92 FLOOR MATS (2PC FRONT, 2PC SEC
S10 FOG LIGHTS
U01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
98009	48	TONY NISSAN	WAIPAHU	Hawaii

Serv Dlr TL

Code	Region	Name	City	State
98009	48	TONY NISSAN	WAIPAHU	HI

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

WHEN DRIVING UP RAMP AT WORK GARAGE VEHICLE BOGGS AND STOPS THE VEHICLE

Created by Survey Site Guest User at 2018-10-23 19:31:07

Customer Comments: WHEN DRIVING UP RAMP AT WORK GARAGE VEHICLE BOGGS AND STOPS THE VEHICLE

Technician Findings: "FEB" OPERATES AND STOPS VEHICLE IN PARKING STRUCTURE. VERFIFIED AFTER GOING UP RAMP AND VEHICLE STARTS TO LEVEL OUT "FEB" OPERAT

ES AND STOPS VEHICLE. FOUND TSB NTB18-041a, VERIFIED # MATCHES, COMPLETED LASER \RADAR REPROGRAMMING, WILL HAVE CUST MONITOR "FEB"OPERATION N PARKING S

TRUCTURE AFTER REPROGRAMMING

Repairs Made: NONE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Survey Site Guest User at 2018-10-23 19:32:40

HAVE YOU SEEN THIS BEFORE? ANY POSSIBLE ADJUSTMENTS TO RADAR?

Created by Cody Collins at 2018-10-24 07:40:17

Description:

? FEB brings vehicle to a stop when entering parking garage

? Reprogrammed laser/radar per NTB18-041

? Tech released vehicle to customer

? Tech unsure if additional steps should be taken with the vehicle

Recommendation

[redacted]

Thank you for providing your case details. The TSB NTB18-041 was created due to the concern the customer was experiencing. If you have completed all

of the steps in the TSB the concern should be resolved.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	10/24/2018	10/24/18	10/24/18

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MTXJC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	731	22518	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	QAB

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	8/7/2018	10/8/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT E10
G01 MARCH SOP SPEC
L92 FLOOR MATS (2PC FRONT, 2PC SEC
M92 RETRACTABLE CARGO COVER
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
2802	32	ROBBINS NISSAN	HUMBLE	Texas

Serv Dlr TL

Code	Region	Name	City	State
2802	32	ROBBINS NISSAN	HUMBLE	TX

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Perform NTB18-041

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

customer states when driving down the parking garage the car will brake hard. there is a loud noise. it happens wi

ppened when driving down the road also,.

Created by Survey Site Guest User at 2018-10-24 08:49:51

Customer Comments: customer states when driving down the parking garage the car will brake hard. there is a loud noise. it happens with the emergency

braking on. it happened when driving down the road also,.

Technician Findings: no codes, unable to duplicate. customer states; while driving auto braking engages. once in a parking garage and once while drivi

ng on a road.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Repairs Made: na

Created by Cody Collins at 2018-10-24 08:58:54

Description:

? C/S FEB operates bringing the car to a stop in when going into the parking garage, occurs going down the road at times

? Dealer has been unable to duplicate the concern

? No DTC?s stored

Recommendation

Bill,

Thank you for providing your case details.

? Please perform NTB18-041a

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	10/24/2018	10/24/18	10/24/18

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	KNMAT2MT6JP[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	7678	22118	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	G41
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	4/13/2018	7/20/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
C03 50 STATE EMISSIONS
G01 MARCH SOP SPEC
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3939	32	NISSAN OF MCKINNEY	MCKINNEY	Texas

Serv Dlr TL

Code	Region	Name	City	State
3939	32	NISSAN OF MCKINNEY	MCKINNEY	TX

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
INTELLIGENT CRUISE CONTROL	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED | Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

COLLISION LIGHT ON DASH, VEHICLE SLAMS ON BRAKES BY ITSELF

Created by Survey Site Guest User at 2018-10-24 09:04:06

Customer Comments: COLLISION LIGHT ON DASH, VEHICLE SLAMS ON BRAKES BY ITSELF

Technician Findings: VEHICLE WILL APPLY BRAKES IT SELF, VERIFIED FEB BRAKING AT 7652 MILEAGE. CHECKED ICC AND LASER FOR SOFTWARE UPDATES AND NONE WER

E AVAILABLE. C/S IS SCARED TO DRIVE. I KNOW BOSCH HAD PROBLEMS WITH PREVIOUS SENSORS WITH INTERNAL COOLING MAT. HAS CODE C1A16 STORED AGAIN

Repairs Made: INSTALLED NEW DISTANCE SENSOR 28438-5FA3A CALIBRATED IN SEPTEMBER

Created by Steve Berger at 2018-10-24 09:59:48

TECH LINE INCIDENT REPORT - CONFIDENTIAL

DESCRIPTION:

REVIEWED CASE NOTES.

RECOMMENDATION:

TSS will call the Technician to discuss.

Created by Steve Berger at 2018-10-24 10:41:14

DESCRIPTION:

CONCERN:

? Collision light on dash, vehicle [applies] brakes by itself

CASE SUMMARY:

? Vehicle has undesired brake application.

? Current mileage listed as 7,678 miles.

? Case notes indicate the following information:

- FEB braking occurred at 7,652 miles.

- No ICC or Laser related updates available.

- DTC stored: C1A16 RADAR STAIN

- Repairs made: installed new distance sensor 28438-5FA3A calibrated in September.

? Carfax report: 1 Owner, no accidents reported.

? DBS (most recent report): 8-30-18 , 4,000 miles

- Cust states the vehicle is not shifting correclty...and twice in the past 2weeks.....the vehicle will stop all the sudden and the vehicle beeps.

- Test drove vehicle to duplicate cs concern for shifting issue and was unable to duplicate. test drove again for sudden braking and found ntb18-041a

that addresses this concern. replace distance sensor and reprogram adas unit. once distance sensor was calibrated and reprogrammed test drove and veri

fied repair.

? DBS: 6-20-18 , 8 miles - Tint four windows and back glass.

? DBS: 6-19-18 , 7 miles - PDI

? Refer to DBS/National Service History for full report.

OUTBOUND CALL TO TECH:

? Tech has not been able to duplicate the incident.

? No software updates available.

? No DTCs returned (DTCs were stored in the past).

? Unsure of address, direction of travel or vehicle speed at the time of the concern.

RECOMMENDATION:

? Thank you for your time on the phone today.

? As discussed, please have the Service Manager contact Nissan Consumer Affairs to create a case.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	10/25/2018	2/11/19	2/9/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MT1JC[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
13880	18210	22318	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	KAD
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	12/22/2017	1/25/2018	

Installed Options

C03 50 STATE EMISSIONS
K01 MIDNIGHT EDITION
K11 MIDNIGHT EDITION (BLACK SPLASH
L93 MIDNIGHT EDITION CARPETED FLOO
S10 FOG LIGHTS
U01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5063	32	PAT PECK NISSAN	GULFPORT	Mississippi

Serv Dlr TL

Code	Region	Name	City	State
5063	32	PAT PECK NISSAN	GULFPORT	MS

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

automatic braking is not working properly

Created by Survey Site Guest User at 2018-10-25 10:52:04

Customer Comments: automatic braking is not working properly

Technician Findings: automatic braking not working right

Repairs Made: changed icc unit

Created by Sean Martin at 2018-10-25 10:57:09

DESCRIPTION

Customer states AEB not operating correctly

TECH LINE INCIDENT REPORT - CONFIDENTIAL

C1A17 ICC SENSOR MALF

ICC sensor has been replaced

RECOMMENDATION

? There is not enough information provided to make a recommendation.

? Please clarify "automatic braking not working right". It is not clear exactly what is occurring.

? Is the DTC still setting after the ICC sensor was replaced?

Created by Carlos Nunez at 2019-01-25 17:18:56

DESCRIPTION:

Vehicle at dealership for undesired FEB

New technician working on vehicle now.

TSS transferred all new info to original case

Previous RO [redacted]

Previous RO date: 10/18/2018

Previous current DTC: LASER/RADAR C1A17-49

Dealer now duplicating concern

Past DTC: ABS u1002 MULTI AV b1309-11 LASER/RADAR c1a16-97

Customer Comments: Car will brake on its own without anything around.

Verified : Yes

New technician findings:

? car had code for radar stain.

? cleaned sensor and grill.

? Cleared codes. test drove.

? all drives normal.

? cruise work as it should.

? feb should work correctly.

? the icc and laser are up to date.

? the milli wave radar has been replaced 3 times.

No repairs made this visit

Aftermarket LED lights inside of vehicle

RECOMMENDATION:

Please refer to NTB18-041

If NTB has already been performed, please provide the following information:

? Part numbers from NTB18-041

From location where concern is duplicated, please provide:

? Specific location (address, intersection, etc.)

? Direction of travel (eastbound, etc.)

? Speed travelling

Created by Carlos Nunez at 2019-01-25 17:21:12

DESCRIPTION:

Vehicle at dealership for undesired FEB

TECH LINE INCIDENT REPORT - CONFIDENTIAL

New technician working on vehicle now.

TSS transferred all new info to original case

Previous RO # [redacted]

Previous RO date: 10/18/2018

Previous current DTC: LASER/RADAR C1A17-49

Dealer now duplicating concern

Past DTC: ABS u1002 MULTI AV b1309-11 LASER/RADAR c1a16-97

Customer Comments: Car will brake on its own without anything around.

Verified : Yes

New technician findings:

? car had code for radar stain.

? cleaned sensor and grill.

? Cleared codes. test drove.

? all drives normal.

? cruise work as it should.

? feb should work correctly.

? the icc and laser are up to date.

? the milli wave radar has been replaced 3 times.

No repairs made this visit

Aftermarket LED lights inside of vehicle

Vehicle had previous DTS involvement for concern.

RECOMMENDATION:

Please refer to NTB18-041

If NTB has already been performed, please provide the following information:

? Part numbers from NTB18-041

From location where concern is duplicated, please provide:

? Specific location (address, intersection, etc.)

? Direction of travel (eastbound, etc.)

? Speed travelling

Created by Survey Site Guest User at 2019-02-07 14:31:24

update contacted customer. cust. states they are driving down a well traveled highway with nothing around when feb will operate. and then the car wil

l go back to normal op.

Created by Carlos Nunez at 2019-02-09 10:13:45

DESCRIPTION:

Dealer replied to case:

?update contacted customer.
cust. states they are driving down a well traveled highway with nothing around when feb will operate. and then the car will go back to normal op.?

RECOMMENDATION:

We need additional information to provide assistance with case

From previous recommendation:

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Please refer to NTB18-041

If NTB has already been performed, please provide the following information:

? Laser/Radar part number

? ICC/ADAS part number

From location where concern is duplicated, please provide:

? Specific location (address, intersection, etc.)

? Direction of travel (eastbound, etc.)

? Speed travelling

Also please provide All System diagnosis results

Created by Carlos Nunez at 2019-02-11 12:14:49

DESCRIPTION:

Dealer replied to case:

The laser/radar # is 28438-5fa3a

the icc/adas # is 284e7-7fp0d.

yes ntb 18-041 has been performed.

TSS followed up with technician at cell phone?????. Voice mail

438-5FA3A listed on page #2 of NTB18-041

28284E7-7FP0D is not listed on page #22 of NTB18-041

Concern occurs at difference locations/ different settings

Radar replaced multiple times

ICC working as designed

DTC found when vehicle returned to shop on 1/18/2019 (current visit)

Mulit AV: B1309 -11 (TBD SYSTEN ON)

ABS: U1002 CAN COMM CIRCUIT

Laser C1A16 RADAR STAIN -97

Cleared DTC

Updated as per NTB18-041 during this visit

Multiple test drives / multiple drives ???????. Unable to duplicate

RECOMMENDATION:

No additional recommendations with NTB18-041 completed during this visit.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	10/25/2018	4/4/19	10/25/18

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MV3JC[redacted]
Mileage-Initial TL	**Mileage-Current TL**	**Code-NNA Model VC**	**Code-Body Type TL**
913	3782	22218	
Code-Engine Prefix VC	**Number-Engine Serial VC**	**Code-Trans Type VC**	**Code-Vehicle Color VC**
QR25	[redacted]	CVT	QAB
Name-Plant VC	**Date-Manufacture VC**	**Date-In Service TL**	**Code-Distributor TL**
Smyrna (NMM)	8/17/2018	9/7/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT E10
G01 MARCH SOP SPEC
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3035	26	RAMSEY NISSAN, INC.	RAMSEY	New Jersey

Serv Dlr TL

Code	Region	Name	City	State
3035	26	RAMSEY NISSAN, INC.	RAMSEY	NJ

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
ELECTRONIC CONTROL UNIT	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
06	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED | Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CUSTOMER STATES VEHICLE LOST POWER WHILE DRIVING CHECK ALL SYSTEMS INCLUDING FEB AND TRAN

Created by Survey Site Guest User at 2018-10-25 14:32:25

Customer Comments: VEHICLE STALLED IN PARKING LOT AND TURNED BACK ON BY ITSELF. ALSO EXPERIENCING POOR FUEL ECONOMY

Technician Findings: CONCERNS COULD NOT BE DUPLICATED. VEHICLE DID NOT STALL AND VEHICLE AVERAGES 25 MPG WITH 70 MILES OF MIXED DRIVING

Repairs Made: NONE

Created by Wesley Roberts at 2018-10-25 15:20:21

Recommendation:

TECH LINE INCIDENT REPORT - CONFIDENTIAL

? For further diagnosis we will need to duplicate the concern.

? We can get further details about the incident from the customer, did the engine quit and then crank on its own and start?

? Without duplication no repairs are recommended.

? Keep me posted and have a great day.

Created by Wesley Roberts at 2018-10-26 07:09:18

Description:

? Here's the full customer concern.

? While driving in parking lot about 10 mph gas pedal started shaking

? Sounded like marble rolling in dash board

? Heard knocking noise from engine area.

? Vehicle stalled warning lights came on vehicle turned back on by itself,

? Lurched, was able to pull into spot.

? Sat an hour. Started and drove home ok.

? Customer states poor fuel economy

? Customer stated vehicle stalled then cranked on its own.

Recommendation:

? All Nissan vehicles are equipped with an Auto restart Function.

? It operates when the engine quits unexpectedly, and under only certain conditions.

? The conditions that are required for function are not available to us.

? We need to focus on the engine quit concern, as the restart is normal.

? Verify oil level and pressure.

? Verify fuel pressure.

? Verify ECM connections and grounds.

? For further diagnosis we will want to duplicate so we don?t dig too far in the wrong direction.

? If we cannot duplicate no further checks are recommended.

Created by John Seaborn at 2019-04-03 13:17:32

Description

Deleted Duplicate Case [redacted]

Updated original case with duplicate case information, including customer's comment.

Vehicle has intermittent lack of acceleration / power.

Vehicle intermittently stops running.

Cannot duplicate concern.

No codes.

No accessories or modifications.

Copied & pasted customer's comment & technician's findings, below.

"CUSTOMER STATES VEHICLE LOST POWER WHILE DRIVING

CHECK ALL SYSTEMS.

INCLUDING FEB AND TRANSMISSIONS."

"CAN NOT DUPLICATE CUSTOMER CONCERN,

NO DTCs,

TECH LINE INCIDENT REPORT - CONFIDENTIAL

STATES FEB ACTIVATES AND VEHICLE STALLS."

Recommendation

Please Refer to Original Case [redacted]

Eduardo, well done, please see recommendations listed below.

A) Incident symptoms are not currently under engineering review for T32.

B) Several different vehicle systems can contribute to incident symptoms, so we will need to proceed using the process listed below.

1) Duplication is the first step of diagnosis and sometimes, it is the most difficult step.

2) We cannot proceed with repairs until we know what the root cause is.

3) We cannot determine root cause until the symptom is duplicated enough to isolate.

4) Customer to duplicate concern for Service manager & Technician.

5) Tech to follow up with duplicated & clarified incident details, if additional technical assistance is required.

6) Service manager to consult with Dealer FOM in regards to all goodwill related questions.

Tech to reply to all on email response if additional technical assistance is required.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	11/2/2018	11/2/18	11/2/18

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	5N1AT2MV0HC[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	15500	29617	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	QAB
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	9/7/2017	12/29/2017	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT $
L92 FLOOR MATS (2-PIECE FRONT AND
P04 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5533	34	TED RUSSELL NISSAN	KNOXVILLE	Tennessee

Serv Dlr TL

Code	Region	Name	City	State
5533	34	TED RUSSELL NISSAN	KNOXVILLE	TN

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED | Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

Cutomer states vehicle came to a abrupt stop without driver applying brakes at 9 AM this morning.

Created by Survey Site Guest User at 2018-11-02 15:46:57

Customer Comments: Cutomer states vehicle came to a abrupt stop without driver applying brakes at 9 AM this morning.

Technician Findings: customer said car stopped on its on without pushing brake pedal.No DTCs. The first time car was here it had DTCs C1A16 & CA171,we

nt to service bulletin NTB18-041a and replaced distance sensor and aligned car & sensor.I have driven for awhile this time without feb system braking.

there are no DTCs this time.I did find a leaf close to sensor.dont know if it has been in front of sensor.

Repairs Made: service bulletin NTB18-041a

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Survey Site Guest User at 2018-11-02 15:51:59

Service bulletin NTB18-041a was followed the first time car was here by another tech.I installed sensor and aligned on 10/29/18.No DTCs this time & I

have not hqad it happen when I am driving.Do you have anything on this that can help.

Created by Brian Terk at 2018-11-02 16:35:57

-DESCRIPTION:

-customer states vehicle slowed without brake pedal input

-no codes stored

-first visit performed NTB18-041a

-second visit (10/29/18) replaced ICC distance sensor due to C1A16 and C1A17 were stored

-unable to duplicate concern during test drives

-a leaf was found in front of the sensor

-RECOMMENDATION DETAIL:

-[redacted] please confirm all part numbers are post counter measure as per NTB18-041a

-if they are then there are no known concerns for this that TECH LINE is aware of

-check if there were any specific circumstances or road conditions when this happened such as rail road tracks, raised speed bumps, large inclines, et

c.

-please also review the Owner?s Manual ?FEB SYSTEM LIMITATIONS? beginning on page 5-85 for certain conditions that may cause similar concerns during n

ormal operation

-please let us know if you have any additional questions and have a great day!

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	11/3/2018	11/5/18	11/3/18

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	JN8AT2MV2JW[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	1787	22218	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	QAB

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	6/27/2018	8/25/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT E10
G01 MARCH SOP SPEC
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3544	26	NISSAN 46	LITTLE FALLS	New Jersey

Serv Dlr TL

Code	Region	Name	City	State
3544	26	NISSAN 46	LITTLE FALLS	NJ

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED
Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

pre collision lights goes on by itself & car starts to brake on its own with no one around

Created by Survey Site Guest User at 2018-11-03 07:14:19

Customer Comments: pre collision lights goes on by itself & car starts to brake on its own with no one around

Technician Findings: road tested car I could not reproduce brake issue, but noticed that steering wheel was way off & traction control lights & abs ca

me on. ck with consult . codes found c1a18-54 laser aiming incmp missing calibration, c1143 st ang sen, c1a04 abs/tce/vdc, c1a26 abs/tcs/vdc. I did f

ind bulletin in assist that applied to customer issue -NTB18-041a 2017-2018 ROGUE, ROGUE HYBRID AND ROGUE SPORT; UNEXPECTED OPERATION OF AEB, FEB OR

TECH LINE INCIDENT REPORT - CONFIDENTIAL

FCW. ck laser/radar c/u & icc/adas c/u (5hk2a , 5hr5e) up dated both control units . also noticed that front wheels were not straight when steering w

heel was straight & r/f wheel was tilted in on top . performed alignment checked to confirm how bad it was (toe was off to left & r/f wheel camber was

in negative -2.2 (which could be seen by looking at wheel). after service writer talked with customer . we found out that feb operated with no one i

n front of car & customer when to right to avoid causing an accident - hitting a curb . (damaging r/f rim & strut assembly). how do we go about repa

iring car now do to this feb issue .

Repairs Made: reprogramed laser/rader & icc/adas c/u

Created by Paul Legnon at 2018-11-03 08:40:39

TSS-

FEB feature will not steer the vehicle, it will apply brakes to avoid a collision.

For this particular incident- Your Service Manager should contact CA to open a case, since this customer has a safety concern

Created by Paul Legnon at 2018-11-05 07:28:15

TSS- Followed up with the tech by phone

Advised to have SM contact CA

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	11/5/2018	11/5/18	11/5/18

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	JN8AT2MV1JW[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	1148	22218	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	QAK
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	6/18/2018	9/6/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
G01 MARCH SOP SPEC
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3670	26	LEGEND NISSAN, LTD	SYOSSET	New York

Serv Dlr TL

Code	Region	Name	City	State
3670	26	LEGEND NISSAN, LTD	SYOSSET	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
AUTOMATIC BRAKE CONTROL	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
04	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED | Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

customer states 2nd time that this happened car came to a complete stop after crossing the same railroad corssing

Created by Survey Site Guest User at 2018-11-05 07:56:03

Customer Comments: customer states 2nd time that this happened car came to a complete stop after crossing the same railroad corssing

Technician Findings: Customer states that this is the second time that the car came to a complete stop after crossing the same railroad crossing. cust

omer came in before and had bulletin NTB18-041a preformed. technician replaced the distance sensor and reprogramed the ICC/ADAS also with a recalibrat

ion. customer came back a month later complaining about the same problem occurring. scanned car for codes and different codes were found.

Repairs Made: none

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Steve Berger at 2018-11-05 08:03:17

DESCRIPTION:

Created By: Survey Site Guest User (11/5/2018 7:56 AM)

Customer Comments: customer states 2nd time that this happened car came to a complete stop after crossing the same railroad corssing

Technician Findings: Customer states that this is the second time that the car came to a complete stop after crossing the same railroad crossing. cust

omer came in before and had bulletin NTB18-041a preformed. technician replaced the distance sensor and reprogramed the ICC/ADAS also with a recalibrat

ion. customer came back a month later complaining about the same problem occurring. scanned car for codes and different codes were found.

Repairs Made: none

RECOMMENDATION:

TSS will call to discuss.

Created by Steve Berger at 2018-11-05 08:51:14

DESCRIPTION:

CONCERN:

? Customer states 2nd time that this happened car came to a complete stop after crossing the same railroad crossing.

CASE SUMMARY:

? The vehicle has come to a complete stop after driving across a railroad crossing.

? This has happened 2 times and at the same location.

? NTB18-041a was performed on a previous visit.

- Technician replaced the distance sensor and reprogramed the ICC/ADAS also with a recalibration.

? Customer returned with the same concern.

? DTCs stored : (past codes)

- ABS: U1002 CAN COMM CIR

- ICC/ADAS: C1B5D FEB OPE COUNT LIMIT

- Multi AV: B132A -01 EXTERNAL USB (DISPLAY AUDIO WITHOUT BOSE)

? Carfax report: 1 Owner, no accidents reported.

? DBS (most recent report): 10-2-18 , 480 miles

- ?Customer states car is stopping itself, check and advise.?

- ?Tech could not duplicate customers concern, tech scanned for codes and found codes for radar stain, tech reprogrammed icc/adas and laser radar unit

, set all to specs. everything working as designed?

? Refer to DBS/National Service History for full report.

? DBS/RO work in progress: 11-3-18 , 1,148 miles

- Line 1: ?Customer states 2nd time that this happen car came to a complete stop after crossing the same railroad crossing [redacted] where central m

eets [redacted] turnpike.?

? Called Tech to follow up:

- Happen on same railroad every time.

- Tech has not been able to duplicate.

- Spoke with Service advisor AH.

- According to customer happens at same railroad crossing [redacted] where central meets [redacted] turnpike.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- According to customer happens when headed North. (will need to confirm to be sure)

- Unsure of speed at the time of the concern.

RECOMMENDATION:

? Thank you for the time on the phone today.

? As discussed, please have the Service Manger contact Nissan Consumer Affairs.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	11/5/2018	11/5/18	11/5/18

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MVXJC[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	6021	22218	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	DAL
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	5/12/2018	6/29/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
C03 50 STATE EMISSIONS
G01 MARCH SOP SPEC
L92 FLOOR MATS (2PC FRONT, 2PC SEC
S10 FOG LIGHTS
U01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3035	26	RAMSEY NISSAN, INC.	RAMSEY	New Jersey

Serv Dlr TL

Code	Region	Name	City	State
3035	26	RAMSEY NISSAN, INC.	RAMSEY	NJ

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED
Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up
Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

FEB GOES OFF RANDOMLY

Created by Survey Site Guest User at 2018-11-05 10:47:21

Customer Comments: FEB GOES OFF RANDOMLY

Technician Findings: C1A16-97 RADAR STAIN

Repairs Made: REPROGRAMMED LASER AND ADAS AS PER BULLETIN

Created by Brian Terk at 2018-11-05 10:50:34

-DESCRIPTION:

-customer states AEB goes off unexpectedly

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-LASER/RADAR

-C1A16-97 RADAR STAIN

-reprogrammed laser and ADAS c/u as per bulletin

-RECOMMENDATION DETAIL:

-can this be duplicated?

-has the concern happened again since performing the bulletin?

-is there a specific location or area only where this happens?

-what is the actual concern please?

Created by Brian Terk at 2018-11-05 11:49:39

-DESCRIPTION:

-technician replied by email

-"Again feb goes off randomly while driving latest program installed last visit highway speeds"

-RECOMMENDATION DETAIL:

-Tim there are no known concerns for this vehicle that TECH LINE is aware of with post counter measure programming

-can this be duplicated when tested at the dealer?

-if so what is the concern?

--AEB activates unexpectedly?

--AEB light illuminates but does not activate unexpectedly?

-does the C1A16 return or has it bee cleared and cannot be duplicated with DTC confirmation?

-is there any current or past collision trauma to the vehicle?

Created by Brian Terk at 2018-11-05 12:26:40

-DESCRIPTION:

-technician replied by email

-"Correct me if I?m wrong but aren?t radar stain codes under engineering investigation"

-RECOMMENDATION DETAIL:

-thanks for your time on the phone today Tim, was great talking with you!

-if the concern cannot be duplicated TECH LINE has no repair recommendations at this time

-please review the "AEB SYSTEM LIMITATIONS" in the Owner's Manual beginning on page 5-127

-if the concern is different from this please follow up with:

--AEB activates unexpectedly?

--AEB light illuminates but does not activate unexpectedly?

-does the C1A16 return or has it bee cleared and cannot be duplicated with DTC confirmation?

-is there any current or past collision trauma to the vehicle?

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	11/7/2018	11/8/18	11/7/18

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
J11	2018	RSP	JN1BJ1CR7JW[redacted]

Installed Options

C03 50 STATE EMISSIONS
L92 CARPETED CARGO AREA PROTECTOR
Z66 ACTIVATION DISCLAIMER

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	10799	28018	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
MR20	[redacted]	CVT	G41

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	3/26/2018	5/17/2018	

Dlr Retl Last VC

Code	Region	Name	City	State
5520	32	BOMMARITO NISSAN BA	BALLWIN	Missouri

Serv Dlr TL

Code	Region	Name	City	State
1864	24	KELLY NISSAN, INC.	OAK LAWN	IL

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CUSTOMER STATES THAT THE COLLISION WARNING COMES ON. VEHICLE HAS STOPPED MID DRIVE

Created by Survey Site Guest User at 2018-11-07 15:33:23

Customer Comments: CUSTOMER STATES THAT THE COLLISION WARNING COMES ON. VEHICLE HAS STOPPED MID DRIVE

Technician Findings: DTC C1B5D C1A16-97 PAST

INSPECT SENSOR NO CONTAMINATION OR DEBRIS

NO IMPACT. INSPECT CONNECTION OK

Repairs Made: NONE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Survey Site Guest User at 2018-11-07 15:34:56

NOT ABLE TO DUPLICATE CONCERN. NO DEBRIS OR CONTAMINATION. INSPECT SENSOR AND CONNECTION. OK

Created by Cameron McBride at 2018-11-07 17:12:32

Description;

Customer states that the collision warning comes on.

Vehicle has stopped mid drive

ICC/ ADAS

C1B5D FEB OPE COUNT LIMIT/ current

LASAR/ RADAR

C1A16 RADAR STAIN/ current

Inspect sensor no contamination or debris

No impact.

Inspect connection ok

Not able to duplicate concern

Recommendation;

Thank you for the information;

To clarify, what does the customer mean, ?Vehicle has stopped mid drive? exactly?

Did the engine quit mid drive and we had to restart?

Did the Automatic Emergency Braking (AEB) activate mid drive and stop the vehicle?

Created by Cameron McBride at 2018-11-08 09:09:03

Description;

(11/7/2018 5:29 PM)

?They are not sure.

This is an Enterprise rental vehicle.

I?m guessing they meant the brakes are applied.?

Recommendation;

Thank you for the update.

I would recommend we gather as much information about the ?vehicle has stopped mid drive? concern and try to duplicate first;

Where did the concern happen exactly?

How often does the concern happen?

When did the concern start happening?

What does the customer do to correct the concern?

As for the C1A16 DTC, this DTC is currently under engineering review no repairs recommended at this time.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	11/13/2018	11/20/18	11/13/18

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		Nick

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	JN8AT2MV4JW[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	4235	22418	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	RBY
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	9/15/2017	2/3/2018	

Installed Options

C03 50 STATE EMISSIONS
K03 PLATINUM PACKAGE
L92 FLOOR MATS (2PC FRONT, 2PC SEC
P01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
X03 PLATINUM RESERVE INTERIOR PACK
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
08073	26	SANSONE NISSAN, INC.	AVENEL	New Jersey

Serv Dlr TL

Code	Region	Name	City	State
5535	26	NISSAN OF STATEN ISLAND	STATEN ISLAND	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED | Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: NTB18-041

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

THE VEHICLE IS BRAKING ON ITS OWN WITH OUT APPLING THE BRAKES

Created by Survey Site Guest User at 2018-11-13 07:22:04

Customer Comments: THE VEHICLE IS BRAKING ON ITS OWN WITH OUT APPLING THE BRAKES

Technician Findings: CUSTOMER STATES VEHICLE IS BRAKING ON ITS OWN WITH OUT APPLIING BRAKES. ROADTESTED VEHCILE COULD NOT DUPLICATE CUSTOMERS CONCERN

RAN CONSULT NO CODES FOUND FOR THIS CONCERN

Repairs Made: NONE

Created by Wesley Roberts at 2018-11-13 07:26:56

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Recommendation:

? We have seen similar cases of undesired FEB activation.

? Please refer to NTB18-041.

? If any further assistance is needed let me know and have a great rest of your day.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	11/13/2018	11/20/18	11/13/18

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MV7JC[redacted]
Mileage-Initial TL	**Mileage-Current TL**	**Code-NNA Model VC**	**Code-Body Type TL**
0	4619	22418	
Code-Engine Prefix VC	**Number-Engine Serial VC**	**Code-Trans Type VC**	**Code-Vehicle Color VC**
QR25	[redacted]	CVT	KAD
Name-Plant VC	**Date-Manufacture VC**	**Date-In Service TL**	**Code-Distributor TL**
Smyrna (NMM)	5/18/2018	6/30/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
G01 MARCH SOP SPEC
L92 FLOOR MATS (2PC FRONT, 2PC SEC
P01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5535	26	NISSAN OF STATEN ISLA	STATEN ISLAND	New York

Serv Dlr TL

Code	Region	Name	City	State
5535	26	NISSAN OF STATEN ISLAND	STATEN ISLAND	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED
Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: NTB18-041
Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

WHEN DRIVING THE VEHICLEFEELS THE VEHICLE APPLING BRAKES ON ITS OWN

Created by Survey Site Guest User at 2018-11-13 07:44:27

Customer Comments: WHEN DRIVING THE VEHICLEFEELS THE VEHICLE APPLING BRAKES ON ITS OWN

Technician Findings: RAN CONSULT FOUND CODE C1A16-97 STOREDIN LASER/RADAR ALONG WITH U1500 SET IN THE ICC/ADAS ALSO CHECKED THE LASER/RADAR PART NUMB

ER FOUND PART NUMBER TO BE 5FA2A FOUND QUALITY ACCTION FOR LASER/ RADAR REPROGRAMMING DOES THIS APPLY TO THIS VEHICLE FOR THIS CONCERN

Repairs Made: NONE

Created by Wesley Roberts at 2018-11-13 07:53:19

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Recommendation:

? Yes, if our current Laser/Radar P/N matches to bulletin and the customer has a concern of undesired FEB then it applies.

? Please perform NTB18-041.

? We have seen separate concerns for C1A16, clear DTC and retest after all repairs.

? If it returns replace the distance sensor and re-calibrate.

? **NOTE When adjusting sensor, UP/Down and L/R - value should be less than +/- 0.3 or less-(ESM spec +/- 3.0 is incorrect)**

? If any further assistance is needed let me know and have a great day.

Created by Wesley Roberts at 2018-11-13 10:09:48

Description:

? After NTB was preformed road test vehicle found code c1a16-97 to return after road test what should the next step be in fixing this concern?

Recommendation:

? Let?s replace the distance sensor and re-calibrate.

? **NOTE When adjusting sensor, UP/Down and L/R - value should be less than +/- 0.3 or less-(ESM spec +/- 3.0 is incorrect)**

? If any further assistance is needed let me know and have a great day.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	11/13/2018	11/13/18	11/13/18

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	KNMAT2MV5JF[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	860	22218	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	KAD
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	5/30/2018	8/28/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
G01 MARCH SOP SPEC
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5535	26	NISSAN OF STATEN ISLA	STATEN ISLAND	New York

Serv Dlr TL

Code	Region	Name	City	State
5535	26	NISSAN OF STATEN ISLAND	STATEN ISLAND	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
INTELLIGENT CRUISE CONTROL	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: NTB18-041

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

HER CAR WILL DO A AUTOMATIC EMERGENCY BRAKE ON THE HIGHWAY WHILE THERE IS NO VEHICLE IN FRO

Created by Survey Site Guest User at 2018-11-13 11:20:00

Customer Comments: HER CAR WILL DO A AUTOMATIC EMERGENCY BRAKE ON THE HIGHWAY WHILE THERE IS NO VEHICLE IN FRONT

Technician Findings: ROADTESTED VEHICLE VERIFIED BRAKING ABNORMALY ON ITS OWN RAN CONSULT FOUND CODE C1A16-97 FOUND NTB 18-041 SHOULD THIS BE APPLYED

TO THE VEHCILE AND ALSO WHAT SHOULD BE DONE WITH THE C1A16 CODE

Repairs Made: NONE

Created by Brian Terk at 2018-11-13 11:30:17

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-DESCRIPTION:

-unexpected AEB operation while driving

-LASER/RADAR

-C1A16 RADAR STAIN ??????????????????.PAST

-?Found ntb 18-041 should this be applied to the vehicle and also what should be done with the c1a16 code?

-RECOMMENDATION DETAIL:

-Nick both the customer symptom and the stored DTC are related to AEB operation and the ICC distance sensor operation

-C1A16 setting intermittently does not require any action, please refer to the NOTE copied below from the DTC description in the ESM:

"DTC ?C1A16-97? may be detected under the following conditions. (Explain to the customer about the difference between the contamination detection func

tion and the indication when the malfunction is detected and tell them, ?This is not a malfunction?)

?When contamination or foreign materials adhere to the ICC sensor area.

?When driving while it is snowing or when frost forms on the ICC sensor area.

?When ICC sensor area is temporarily fogged."

-regarding the unexpected AEB operation please perform NTB18-041a

-please reply to this email with repair confirmation when the repairs have been completed

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	11/13/2018	11/28/18	11/13/18

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
177	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MV9JC[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	2076	22218	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	KAD
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	6/20/2018	9/13/2018	

Installed Options

C03 50 STATE EMISSIONS
G01 MARCH SOP SPEC
K01 MIDNIGHT EDITION
K11 MIDNIGHT EDITION (BLACK SPLASH
L93 MIDNIGHT EDITION CARPETED FLOO
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3353	24	HOVE NISSAN INC.	BRADLEY	Illinois

Serv Dlr TL

Code	Region	Name	City	State
3353	24	HOVE NISSAN INC.	BRADLEY	IL

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
ABS BRAKE SYSTEM	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
03	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED | Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

cust states while driving down the road the veh stopped itself and lights all came on on the dash

Created by Survey Site Guest User at 2018-11-13 11:32:44

Customer Comments: cust states while driving down the road the veh stopped itself and lights all came on on the dash

Technician Findings: dtc u1002 stored in past abs system

was curious if this code is related to campaign pc6370.

code was stored in past, cleared as instructed in esm, no return , performed pc6370 , no duplication of dtc

Repairs Made: 0

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Kelby Hausman at 2018-11-13 12:13:50

Description

- Customer states while driving down the road the vehicle stopped itself

- Unable to duplicate concern

- U1002 CAN COMM CIR stored in ABS

- Code was past

- Cleared code

- Performed PC637

- Code has not duplicated

- Was curious if code was related to PC637

Recommendation

Thank you for the case information.

It is unlikely that the code was related.

If the code returns, look at the CAN Diag Support Monitor.

See what is showing as unknown or has a number in the past column.

This will tell us what the ABS control unit lost communication with.
If the code returns and further assistance is needed, print and attach the CAN Diag Support Monitor to your email reply.

Created by Kelby Hausman at 2018-11-13 15:29:20

Description

- Two version options for 2018

- Unsure which one to choose

- Code returned on test drive

- CAN support shows all ok except ICC/ADAS shows ICC/ADAS error

Recommendation

Thank you for the update.

We are unsure the difference between version one and versions two.

So far, we have not ran into any concerns with either version.

Is the codes still setting in ABS?

Does ABS show anything as unknown or transmit diag error?

Please print and attach a copy of the CAN support monitor to your email reply.

Created by Kelby Hausman at 2018-11-14 10:07:41

Description

- Attached CAN diag information

Called out to technician

No answer at provided number

Left voicemail to respond to email

Recommendation

Thank you for the CAN information.

The CAN support monitor does not show anything as unknown or have any past errors.

Was the code stored when the information was printed?

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Previously we had U1002 CAN COMM CIR stored in ABS.

Is this still the same code and same system setting the code?

Created by Michael Aceves at 2018-11-14 13:09:39

Email reply from tech:

"Yes same code and same system (ABS)Yes code was stored past at time of can diag printCleared and duplicated on several test drives with same results

in can diagwith consult plugged in will not code but with consult disconnect will code under normal driving conditions and will show in past when I sc

an after returning to shop"

Recommendation:

How often does this incident occur?

Does this happen on every test drive?

Anything aftermarket on the vehicle?

Disconnect ABS connector and inspect pins and reconnect.

Inspect ground bolt E126.

Created by Michael Aceves at 2018-11-16 13:16:22

Email reply from tech:

"have test driven the veh 4 times all around 10-15 miles each time same route, initially when veh came in with dtc u1002 in abs stored past 3, cleared

, no return on first test drive w consult, second test drive return to shop let veh sit over night code stored past 1, cleared , inspected items as i

nstructed, test drove again scanned before cycling igniton code stored past 1 again, code will clear and not return until test drive with consult unho

oked, was curious on attached can printouts chasis can 2 shows errors , veh not equipped with lane camera but branch shows red 2503: start point icc

end point E2501 2505:start point lane end point E2501, could this be a configuration issue? abs 47660-9tf6a icc/adas 284e7-5hr5e

icc/adas2 284p17fwob laser/radar 284385fa2a"

Recommendation:

Disconnect ABS connector and inspect pins and reconnect.

Inspect ground bolt E126.

Created by Phillip Page at 2018-11-19 12:51:03

DESCRIPTION:

? ABS connecter inspected. no corrosion , pin fit good.

? Ground e126 ok

? DTC u1002 still returns and shows past 1trip after test drive

RECOMMENDATION:

? If the U1002 is stored in ABS, then there is a control unit on the CAN system ABS expects to see but does not

? Under ABS, there are no current or past errors, so it sounds as if there may be an issue with ABS configuration

? A configuration concern would only have occurred after a repair. Have there been any recent repairs related to ABS?

? To clarify the symptoms, the customer states the vehicle stopped? Does this mean the engine quit while driving? Does this mean the engine lost throt

tle response but continued to run/idle?

1. Please recheck and verify the code is currently stored and that there are no errors under ?ABS? in CAN DIAG SUPPORT MNTR

2. If the code was erased and will not duplicate, we need to know under what conditions the code sets. Try and get the customer ?story? about what occ

TECH LINE INCIDENT REPORT - CONFIDENTIAL

urred

3. Configure ABS using type ID [redacted]-9TF6A

Created by Phillip Page at 2018-11-21 15:45:13

DESCRIPTION:

? No repairs made to abs recently or at all to my knowledge

? Upon further communications with customer, customer states was driving down station st (rt17) in Kankakee at 32mph

? Car beeped a lot

? Yellow light on dash flashed

? Veh made a grinding noise

? Decelled fast to less the 10 mph, almost stopped

? Cust then pulled over ran veh at idle about 10 mins, then drove home

? Veh has been fine since.

? Attempted to recreate cust concern unable

? Code U1002 CAN COMM CIR in abs comes back stores past with no changes in can support diag

? All items indicate ok

? Veh abs currently configured [redacted]-9tf6A

RECOMMENDATION:

? The ABS appears to be configured correctly

? The beeping described almost sounds like AEB/FEB operation instead of ABS activation ? is the vehicle equipped with the laser/radar sensor and/or la

ne camera?

? Is the code currently stored or have we already erased?

? We would like to link into your CONSULT-lll plus if still stored

Created by Phillip Page at 2018-11-27 11:20:17

DESCRIPTION:

? Veh has radar/laser for the feb , no lane camera

? Code had been cleared several times, returned on test drive several times prior to checking pin fit on abs actuator, pin fit good

? Reassembled veh and retested 8-10 different test drives, same route and conditions as prior dtc occurrence

? DTC U1002 CAN COMM CIR will not/ has not returned

RECOMMENDATION:

? I see, it seems we may have captured the CAN DIAG SUPPORT MNTR results after the DTC was erased?

? If we were to drive the vehicle, would we experience any symptoms?

? The customer concern of beeping and vehicle stopping leads me to think the primary concern is with the laser/radar sensor and not the ABS

? If we duplicate the concern without U1002 CAN COMM CIR stored, we would want to review NTB18-041

Created by Phillip Page at 2018-11-28 08:04:37

DESCRIPTION:

? Can diag monitor was printed first trip of dtc u1002

? Code will not set now

? Can not duplicate any abnormal conditions as described by customer, just normal operation of feb

TECH LINE INCIDENT REPORT - CONFIDENTIAL

? Campaign pc6370 has been done

? Laser/radar before 284385fa2a after 284385fa3a

? ICC/ADAS before 284e75hr5e after 284e77fp6a

RECOMMENDATION:

? The CAN results provided does not support a stored CAN DTC

? Unfortunately, because the CAN results does not identify the communication concern, this must be duplicated to continue diagnosis

? The customer description supports FEB activation and not loss of control unit communication

? Because we cannot duplicate, we should question the customer about which light was flashing

? If needed, we can have the customer pick it out from pictures in the owner?s manual

? If related to NTB18-041a, the concern may no longer be experienced since the ICC/ADAS and LASER/ RADAR have been updated

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	11/14/2018	11/14/18	11/14/18

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	KNMAT2MV2JP[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	8859	22018	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	KAD

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	1/3/2018	5/26/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
2691	26	SMITHTOWN NISSAN, INC	SMITHTOWN	New York

Serv Dlr TL

Code	Region	Name	City	State
2691	26	SMITHTOWN NISSAN, INC.	SMITHTOWN	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
AUTOMATIC BRAKE CONTROL	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
04	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CUSTOMER STATES FOWARD EMERGENCY BRAKING SYSTEM ACTIVATED, RADIO SHUTS OFF AND ON RANDO

Created by Survey Site Guest User at 2018-11-14 13:35:08

Customer Comments: CUSTOMER STATES FOWARD EMERGENCY BRAKING SYSTEM ACTIVATED, RADIO SHUTS OFF AND ON RANDOMLY

Technician Findings: FOUND PAST CODES B1375-11(REAR CAMERA POWER SUPPLY) AND CODE C1A16-97(RADAR STAIN).CAN TELL WHEN AND HOW MANY TIMES THE CODE B137

5-11 HAS BEEN TRIGGERED(2 TIMES IN ABOUT 450 MILES). CANNOT TELL HOW MANY TIMES OR WHEN THE CODE C1A16-97 HAS OCCURED. HAVE NOT DUPLICATED CUSTOMER C

ONCERN ABOUT THE RADIO TURNING ON AND OFF WHILE DRIVING RANDOMLY. NO TSB FOUND ON THIS PROBLEM WITH VEHICLE, OR SOFTWARE UPDATE.

Repairs Made: NONE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Steve Berger at 2018-11-14 14:51:35

DESCRIPTION:

Created By: Survey Site Guest User (11/14/2018 1:35 PM)

Customer Comments: CUSTOMER STATES FOWARD EMERGENCY BRAKING SYSTEM ACTIVATED, RADIO SHUTS OFF AND ON RANDOMLY

Technician Findings: FOUND PAST CODES B1375-11(REAR CAMERA POWER SUPPLY) AND CODE C1A16-97(RADAR STAIN).CAN TELL WHEN AND HOW MANY TIMES THE CODE B137

5-11 HAS BEEN TRIGGERED(2 TIMES IN ABOUT 450 MILES). CANNOT TELL HOW MANY TIMES OR WHEN THE CODE C1A16-97 HAS OCCURED. HAVE NOT DUPLICATED CUSTOMER C

ONCERN ABOUT THE RADIO TURNING ON AND OFF WHILE DRIVING RANDOMLY. NO TSB FOUND ON THIS PROBLEM WITH VEHICLE, OR SOFTWARE UPDATE.

Repairs Made: NONE

RECOMMENDATION:

Thank you for the information. It appears that we may be dealing with 2 concerns (FEB and and audio concern).

Please reference NTB18-041 for the FEB concern.

If additional assistance is needed for this concern, please respond to this email.

For audio related concerns, please reference NTB17-111a and also inspect for any after market accessories or phone concerns.

- Temporarily unpair/unplug any devices (phone, audio device, USB, 12 volt charger etc.) and re-test to see if the issue still happens.

- We will want to verify that there is not any outside interference caused by accessories or paired devices.

- Device compatibility can be inspected at : https://www.nissanusa.com/bluetooth

Phone make, model, software version and cell phone provider all need to be verified.

- If additional assistance is needed for the audio concern, please create a new case (that way we are not combining a case with an FEB concern with a

n audio concern)

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	11/19/2018	11/19/18	11/19/18

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MV0JC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	1969	22018	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	K23

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	4/4/2018	7/13/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5423	26	ELITE NIS OF BERGENFI	BERGENFIELD	New Jersey

Serv Dlr TL

Code	Region	Name	City	State
5423	26	ELITE NIS OF BERGENFIELD	BERGENFIELD	NJ

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED
Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

c/s that while driving the feb activated byb itself the car came to stop and stalled out

Created by Survey Site Guest User at 2018-11-19 08:39:48

Customer Comments: c/s that while driving the feb activated byb itself the car came to stop and stalled out

Technician Findings: road test vehicle mulpti times could not get the feb system to act up while I drove the vehicle no dtc were stored . first visit

replace the laser and reprogram icc/adas sytem as per ntb18-041a . c/s that it will activated itself come to stop . we have program the laser mulpi ti

mes and road test vehicle never act up on us only when the customer drives it ..

Repairs Made: replace the front laser and update the icc/adas

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Sean Martin at 2018-11-19 09:06:48

DESCRIPTION

Undesired FEB operation

NTB18-041 has been completed.....no change

Unable to duplicate at dealer

RECOMMENDATION

? Please have the customer demonstrate the concern. Usually what we find is the issue happens in specific areas that have obstructions such as railroa

d tracks or overpasses.

? Please review with the customer where exactly the concern is occurring.

? Follow up with results.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	11/19/2018	11/19/18	11/19/18

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	JN8AT2MV5JW[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	2741	22418	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	QAB

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	2/22/2018	3/31/2018	

Dlr Retl Last VC

Code	Region	Name	City	State
5263	44	NISSAN SUNNYVALE	SAN JOSE	California

Serv Dlr TL

Code	Region	Name	City	State
5263	44	NISSAN SUNNYVALE	SAN JOSE	CA

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT E10
K03 PLATINUM PACKAGE
L92 FLOOR MATS (2PC FRONT, 2PC SEC
M92 RETRACTABLE CARGO COVER
P01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
X03 PLATINUM RESERVE INTERIOR PACK
Z66 ACTIVATION DISCLAIMER

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

c/s car will come to sudden stop

Created by Survey Site Guest User at 2018-11-19 13:18:54

Customer Comments: c/s car will come to sudden stop

Technician Findings: found codes in laser radar and ADAS system for missing calibration aiming incmp both systems customer reports sudden operation of

FEB bulletin 18-041 applies due to program will I need to adjust camera and radar aim also

Repairs Made: none

Created by Brian Terk at 2018-11-19 14:04:02

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-DESCRIPTION:

-unexpected AEB operation

-codes are listed as current in case opening

-LASER/RADAR

-C1A18-54 LASER AIMING INCMP

-ICC/ADAS

-C1B01-54 LDW CAMERA AIMING IS NOT ADJUSTED

-?bulletin 18-041 applies due to program will I need to adjust camera and radar aim also??

-RECOMMENDATION DETAIL:

-Dave regarding unexpected AEB operation please continue with performing NTB18-041

-the case indicates this cannot be duplicated, the concern is intermittent but the codes are current

-please confirm for us the 2 codes noted in the case if they are current codes, hard codes and if they return with DTC confirmation

-are these the only 2 codes stored?

-were any recent or prior repairs done on the vehicle whether or not they are related to this concern?

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	11/19/2018	1/10/19	11/20/18

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	JN8AT2MT5JW[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	30960	22518	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	KAD
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	1/17/2018	4/22/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
K03 PLATINUM PACKAGE
L92 FLOOR MATS (2PC FRONT, 2PC SEC
M92 RETRACTABLE CARGO COVER
P01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
X03 PLATINUM RESERVE INTERIOR PACK
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5222	44	PREMIER NISSAN	SAN JOSE	California

Serv Dlr TL

Code	Region	Name	City	State
5222	44	PREMIER NISSAN	SAN JOSE	CA

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CUSTOMERS STATES FORWARD BRAKING ACTIVATES INTERMITTENTLY, C/S THIS HAS BEEN AN ON GOING C

RN SELLING DEALER FOR FURTHER DIAGNOSIS.

Created by Survey Site Guest User at 2018-11-19 21:59:48

Customer Comments: CUSTOMERS STATES FORWARD BRAKING ACTIVATES INTERMITTENTLY, C/S THIS HAS BEEN AN ON GOING CONCERN. PLEASE CHECK AND ADVISE. C/S NNA

ADVISED HIM TO RETURN SELLING DEALER FOR FURTHER DIAGNOSIS.

Technician Findings: VERIFIED CUSTOMERS CONCERN. WHILE ON THE FREEWAY, FRONT COLLISION WARNING IS FLASHING. NO OBSTACLES WERE IN FRONT OF VEHICLE. NO

DTC'S WERE FOUND. PERFORMED RADAR REPROGRAMMING FROM PREVIOUS VISIT.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Repairs Made: PERFORMED SERVICE BULLETIN NTB18-041a

Created by Survey Site Guest User at 2018-11-19 22:00:47

RECOMMEND PERFORM LANE CAMERA ALIGNMENT?

Created by Kelby Hausman at 2018-11-20 07:49:47

Description

- Customer states brakes activate on their own intermittently

- Verified customers concern

- While on highway the FEB light is flashing

- No obstacles in front of vehicle

- No codes stored

- Performed radar reprogramming from previous visit

Repairs Made PERFORMED SERVICE BULLETIN NTB18-041a

Recommendation

Thank you for the case information.

That is correct.

We typically see this when there is a concern with the lane camera next to the rear view mirror.

We have seen cases where the camera is not properly mounted in the bracket.

Confirm the camera is fully clipped into the bracket.

Confirm there is nothing blocking the view of the lane camera.

If no camera concerns are found, perform the lane camera aiming procedure.

Created by Survey Site Guest User at 2019-01-09 15:50:40

PERFORMED LANE CAMERA ADJUSMENT AND RADAR REPROGRAM. CUSTOMER STATES FEB ACTIVATES INTERMITTENTLY. PREVIOUSLY, WHEN VEHICLE WAS HERE, TECHNICIAN DROVE

VEHICLE DURING THE WEEK(200 MILES) AND FEB FLASHED ONCE. NO DTC'S WERE FOUND.

Created by Wesley Roberts at 2019-01-10 08:48:05

Recommendation:

? Due to undesired FEB activation still present, we will need an address/location of where concern happens.

? Please also supply direction of travel and weather conditions when incident occurred.

? Pictures of the location form the passenger point of view where incident occurred would be very helpful as well.

? We have seen some circumstances where external conditions and objects have still caused the concern, and this information will help us narrow it dow

n.

? Does it tend to happen in the same locations?

? What are the exact conditions, driving characteristics, when incident occurs?

? Keep me posted and have a great day

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	11/27/2018	11/27/18	11/27/18

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	KNMAT2MT8JP[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	6860	22318	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	G41
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	11/14/2017	6/28/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2PC FRONT, 2PC SEC
S10 FOG LIGHTS
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
2192	42	JIM CLICK NISSAN	TUCSON	Arizona

Serv Dlr TL

Code	Region	Name	City	State
2192	42	JIM CLICK NISSAN	TUCSON	AZ

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: NTB18-041

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

WHEN DRIVING THROUGH TUNNELS OR UNDER PARKING STRUCTURES AND LIGHTING OUTSIDE OF THE VEHC

IC BRAKING SYSTEM.

Created by Survey Site Guest User at 2018-11-27 11:06:03

Customer Comments: WHEN DRIVING THROUGH TUNNELS OR UNDER PARKING STRUCTURES AND LIGHTING OUTSIDE OF THE VEHCILE SWITCHES FROM LIGHT TO DARK THE VEHICL

E INITIATES AUTOMATIC BRAKING SYSTEM.

Technician Findings: PARKING LOT BRAKE ACTION UNDER SHADE COVERS

Repairs Made: NONE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Wesley Roberts at 2018-11-27 11:37:54

Recommendation:

? Refer to NTB18-041 for unexpected FEB activation.

? Apply bulletin as necessary.

? Retest after repairs made.

? Keep me posted and have a great day.

Created by Wesley Roberts at 2018-11-27 12:01:14

Description:

? Thank you

? Had I looked for the issue for a rogue instead of a Murano I might have found it. OPP'S

Recommendation:

? No worries Bill.

? Glad we could assist you today.

? Keep me posted on repair and have a great rest of your day.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	11/29/2018	11/29/18	11/29/18

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MV0JC[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	4163	22218	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	G41
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	4/27/2018	7/31/2018	

Installed Options

C03 50 STATE EMISSIONS
G01 MARCH SOP SPEC
K01 MIDNIGHT EDITION
K11 MIDNIGHT EDITION (BLACK SPLASH
L93 MIDNIGHT EDITION CARPETED FLOO
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3035	26	RAMSEY NISSAN, INC.	RAMSEY	New Jersey

Serv Dlr TL

Code	Region	Name	City	State
3035	26	RAMSEY NISSAN, INC.	RAMSEY	NJ

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

customer states the feb light starts flashing (orange light). at highway speeds the feb lights flash and the brakes ap

ory) customer is afraid to drive the car. At times, will happen multiple times in a row.

Created by Survey Site Guest User at 2018-11-29 07:57:02

Customer Comments: customer states the feb light starts flashing (orange light). at highway speeds the feb lights flash and the brakes apply at highwa

y speeds. (see history) customer is afraid to drive the car. At times, will happen multiple times in a row.

Technician Findings: code c1a16-97 stored in past. both laser/radar and icc/adas p/n's are up to date as reprogramming was done last visit for an "una

vailable radar obstruction" concern @ 2511 miles (RO[redacted] found front fascia covered in road grime and dirt. cleaned off front fascia and test drove

TECH LINE INCIDENT REPORT - CONFIDENTIAL

15 miles. could not duplicate customer concern and code did not return. additional technician took for overnight road test of 52 miles, and they coul

d not duplicate customer concern.

Repairs Made: no repairs made at this time

Created by Paul Legnon at 2018-11-29 08:42:39

TSS-

Contacted tech by phone-
Tech states that the concern may be related to current weather conditions, Ice,snow and salt residue on the front of the vehicle.

Recommendation-

Get more information from the customer about weather and road conditions during the incident

-Advised SM to contact CA for the Customer's personal safety concern.

ESM NOTE:
DTC ?C1A16-97? may be detected under the following conditions. (Explain to the customer about the difference between the contamination detection funct

ion and the indication when the malfunction is detected and tell them, ?This is not a malfunction?)

?When contamination or foreign materials adhere to the ICC sensor area.

?When driving while it is snowing or when frost forms on the ICC sensor area.

?When ICC sensor area is temporarily fogged.

Created by Paul Legnon at 2018-11-29 14:34:48
Tech response-The customer describes road conditions as normal, clear days. Most of the time, no vehicle is immediately in front of them in order to w
arrant an emergency braking response from the vehicle. It also happens when in light/normal traffic. The customer is however very adamant about the mu
ltiple, consecutive occurrences. They say that the FEB will activate unwarranted, vehicle will come to a stop, and then once the vehicle releases the
brake and allows them to continue moving, it will re-activate again. This chain of events can sometimes happen up to 4 times, according to customer. P

lease advise.

TSS-
Since the customer has a safety concern that we are unable to duplicate and the incident is occurring after NTB-18-041, TECH LINE would not be able to

make any further repair recommendations.

Please have your Service Manager relay this additional information to CA for documentation.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	12/3/2018	12/5/18	12/4/18

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MT7J[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	657	22118	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	G41

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	5/21/2018	12/14/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
G01 MARCH SOP SPEC
K04 VALUE PACKAGE
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3902	42	UNITED NISSAN	LAS VEGAS	Nevada

Serv Dlr TL

Code	Region	Name	City	State
3902	42	UNITED NISSAN	LAS VEGAS	NV

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
INTELLIGENT CRUISE CONTROL	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	Y	12/5/2018	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: replaced ICC distance sensor

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CUSTOMER STATES UPON LEAVING YESTERDAY AFTER VEHICLE REPAIR AND TODAY OBSTRUCTIOKN CONT

CHECK AND ADVISE.

Created by Survey Site Guest User at 2018-12-03 17:25:41

Customer Comments: CUSTOMER STATES UPON LEAVING YESTERDAY AFTER VEHICLE REPAIR AND TODAY OBSTRUCTIOKN CONTROL LIGHT CAME BACK ON AND VEHICLE BRAKED WI

TH NOTHING IN FRONT CHECK AND ADVISE.

Technician Findings: PART# APPLIES TO TSB. REPROGRAMMD RADAR UNIT. ROAD TEST VEHICLE AND OPERATES AS INTENDED AT THIS TIME.

Repairs Made: FOUND TSB NTB18-041

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Brian Terk at 2018-12-04 07:09:15

-DESCRIPTION:

-customer comments ?customer states upon leaving yesterday after vehicle repair and today obstructiokn control light came back on and vehicle braked w

ith nothing in front check and advise.?

-technician findings ?part# applies to tsb. Reprogrammd radar unit. Road test vehicle and operates as intended at this time.?

-codes listed in current column of case opening:

-ICC/ADAS

-CB84

-LASER/RADAR

-C1A16 RADAR STAIN

-C1A17 ICC SENSOR MALF

-RECOMMENDATION DETAIL:

-Jonard the customer comment states there was unexpected AEB braking, the technician findings states a TSB was performed and now operates as intended

and the verified column states yes?

-was this case opened for documentation purposes and the repairs are complete or is there something TECH LINE can help you with today?

-if there is a present concern please confirm the codes above, the first one on the list was entered as a 4 digit code

-the codes are listed as current codes, are these hard codes?

-they cleared but returned after the repair and return again after each test drive?

Created by Brian Terk at 2018-12-04 11:29:21

-DESCRIPTION:

-technician replied by email, updated case summary below:

-AEB warning lamp came on and unexpected AEB operation with no obstruction

-codes listed in current column of case opening:

-ICC/ADAS

-C1B54 SIDE RDR L MALF

-U1000 CAN COMM CIRCUIT

-LASER/RADAR

-C1A16-97 RADAR STAIN

-C1A17-49 ICC SENSOR MALF

-prior visit:

---customer states vehicle had unexpected AEB operation

---technician performed NTB18-041, including reprogramming of the laser/radar

---vehicle operation was normal after 6 mile test drive

-"Do I install a new distant sensor? "

-RECOMMENDATION DETAIL:

-thank you for the update on this one Jonard

-C1A16 does not require any repair if set intermittently as per the ESM DTC description "Note"

-C1B54 stored in ADAS indicates there was a malfunction in the side radar left and generally we find side radar left and/or right codes stored with th

is

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-the DTC diagnosis for C1A17 indicates that if a U1000 is stored in the ADAS c/u to perform that first

-U1000 CAN communication codes that are in the past are diagnosed by reviewing the error reports stored in the CAN DIAG SUPPORT MONITOR

-however if the codes were cleared already please note that these error reports would have also been cleared and diagnostic information would no longe

r be available

-were the codes cleared following the prior repair or is it possible that the codes noted in the case were stored during the reprogram and repair? oft

en U1000 and other related codes will store during these procedures

-the case lists all of these codes as current codes, are they current? are they past? are they hard codes?

Created by Brian Terk at 2018-12-04 12:55:53

-DESCRIPTION:

-technician replied by email, updated case summary below:

-AEB warning lamp came on and unexpected AEB operation with no obstruction

-all stored codes are past codes

-ICC/ADAS

-U1000 CAN COMM CIRCUIT

-LASER/RADAR

-C1A16-97 RADAR STAIN

-C1A17-49 ICC SENSOR MALF

-unsure if DTC's are stored due to prior repair or if these are stored after clearing

-prior visit:

---customer states vehicle had unexpected AEB operation

---technician performed NTB18-041, including reprogramming of the laser/radar

---vehicle operation was normal after 6 mile test drive

-"Do I install a new distant sensor? "

-RECOMMENDATION DETAIL:

-thanks again for the update Jonard

-C1A17-49 may cause unexpected AEB operation but we do not generally see this cause unexpected activation

-C1A17 DTC diagnosis indicates to first perform any CAN/U1000 diagnosis

-is the U1000 still stored? if so we will need to review the CAN DIAG SUPPORT MONITOR (CDSM) to see why the U1000 was stored in ADAS

-if the codes were cleared then that history will also have been cleared and we will be unable to determine why this code was stored'

-if this is the case please clear all DTC's and test drive the vehicle, recheck for DTC's setting after driving

-if unable to duplicate the DTC's replace the ICC distance sensor due to the C1A17

-be sure to clear all codes and confirm the repair

-please follow up with an update after the repairs are complete or with any additional questions you may have and have a great day!

Created by Brian Terk at 2018-12-05 12:42:31

-DTS inspection results:

1.Complaint FCW light comes on in dash

Cause distance sensor

Correction replace distance sensor

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Status complete

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	12/12/2018	12/12/18	12/12/18

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	KNMAT2MTXJP[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	2189	22118	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	KAD
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	3/22/2018	7/16/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5674	44	UNIVERSAL CITY NISSAN	LOS ANGELES	California

Serv Dlr TL

Code	Region	Name	City	State
5667	44	CARSON NISSAN	CARSON	CA

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
ELECTRONIC CONTROL UNIT	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
06	N	Y	12/12/2018	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CUSTOMER REPORTS STOP WHILE DRIVING AFTER 10 MINUTES @10 MPH WHILE ACCELERATING FROM A CO
ATED

Created by Survey Site Guest User at 2018-12-12 10:13:33

Customer Comments: CUSTOMER REPORTS STOP WHILE DRIVING AFTER 10 MINUTES @10 MPH WHILE ACCELERATING FROM A COMEPLETE STOP VEHICLE STOPS OUT OF NO WHERE

VEHICLE HORN ACTIVATED

Technician Findings: WARMED VEHICLE UP TO NORMAL OPERATING TEMP CHECKED FOR ANY STORED DTCS AND NO CODES STORED IN SYSTEM CHECKED FOR ANY BULLETINS / CAMPAIGNS FOR STALLING AND NONE FOUND TEST DROVE VEHICLE AND COULD NOT RE DUPLICATE CONCERN CHECKED FOR ECM REPROGRAM BUT UNAVAILABLE FOR THIS VEHICL

TECH LINE INCIDENT REPORT - CONFIDENTIAL

E ECM PART NUMBER IS NOT ON LIST FOR PREVIOUS YEAR ROGUE WITH STARTING AND STALLING CONCERNS NTB17-113A IS FOR ROGUE SPORTS AND NTB13-054D FOR ALTIM

AS AND ROGUES

Repairs Made: NONE

Created by Brian Terk at 2018-12-12 11:08:32

-DESCRIPTION:

-customer comments ?CUSTOMER REPORTS STOP WHILE DRIVING AFTER 10 MINUTES @10 MPH WHILE ACCELERATING FROM A COMEPLETE STOP VEHICLE STOPS OUT OF NO WHER

E VEHICLE HORN ACTIVATED?

-technician findings ?WARMED VEHICLE UP TO NORMAL OPERATING TEMP CHECKED FOR ANY STORED DTCS AND NO CODES STORED IN SYSTEM CHECKED FOR ANY BULLETINS /

CAMPAIGNS FOR STALLING AND NONE FOUND TEST DROVE VEHICLE AND COULD NOT RE DUPLICATE CONCERN CHECKED FOR ECM REPROGRAM BUT UNAVAILABLE FOR THIS VEHICL

E ECM PART NUMBER IS NOT ON LIST FOR PREVIOUS YEAR ROGUE WITH STARTING AND STALLING CONCERNS NTB17-113A IS FOR ROGUE SPORTS AND NTB13-054D FOR ALTIMAS

AND ROGUES?

-RECOMMENDATION DETAIL:

[redacted] we tried reaching out to you on the phone and left a voicemail

-we are not clear after reading the case notes on what the actual concerns/s is here?

-is the concern that the engine quits?

-is the concern that the vehicle has unexpected FEB operation?

-something else?

-please be as specific as possible so TECH LINE knows how to best assist you, thank you

Created by Brian Terk at 2018-12-12 11:26:16

-DESCRIPTION:

-technician replied by email, TSS made out-call to technician to review case details

-customer states the engine quit after about 10 minutes of driving when accelerating from a stop at about 10 mph

-dealer is unable to duplicate the customers concern

-engine and vehicle performance is normal when tested at the dealer

-there are no codes stored in any system

-no ECM reprograms available

-note: technician adjusted idle speed to address customers other concern of passenger seat vibration

-RECOMMENDATION DETAIL:

-thank you for your time on the phone today [redacted], was great talking to you!

-there are no common or known concerns related to the customers comment that TECH LINE is aware of or has been seeing

-it may be helpful to get additional information in order to duplicate:

---has this only happened one time?

---when the engine quit did it judder? just feel like the ignition turned off?

---did it restart normally?

---were there any special circumstances: very cold morning? just ran through a car wash, etc.?

-TECH LINE has no repair recommendations if the vehicle is operating as designed, no DTC's are stored and the the concern cannot be duplicated

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	12/13/2018	12/14/18	12/13/18

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	5N1ET2MV6HC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	12270	29817	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
MR20	[redacted]	CVT	QAK

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	4/25/2017	10/2/2017	

Dlr Retl Last VC

Code	Region	Name	City	State
1847	24	CONTINENTAL NISSAN	COUNTRYSIDE	Illinois

Serv Dlr TL

Code	Region	Name	City	State
2160	24	BERMAN NIS OF CHICAGO INC	CHICAGO	IL

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L94 FLOOR MATS (2-PIECE FRONT
M92 RETRACTABLE CARGO COVER
U02 SV HEV PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED

Flag-Attachment TL: Y

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: NTB18-041

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CAR CAME TO A COMPLETE STOP BY IT SELF WITH OUT ALOMOST GOT REAR ENDED

Created by Survey Site Guest User at 2018-12-13 14:38:17

Customer Comments: CAR CAME TO A COMPLETE STOP BY IT SELF WITH OUT ALOMOST GOT REAR ENDED

Technician Findings: FOUND MULTIPLE CODES IN SYSTEMS , (SEE ATTACHED) CAR HAS FRONT WARNING COLLISITON BUT NOT INTELEGENT CUISE CONTORL.

Repairs Made: NONE

Created by Survey Site Guest User at 2018-12-13 14:39:13

COSTUMER VERY PIST OFF , DOES NOT WANT THIS FETURE AND WANT TO DISABLE IT.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Brian Terk at 2018-12-13 15:32:47

-DESCRIPTION:

-unexpected FEB operation, FEB lamp is on

-equipped with FEB, not equipped with ICC

-all codes are past (photo attached)

-ICC/ADAS

-C1B5D FEB OPE COUNT LIMIT

-C1B82 DISTANCE SENSOR OFF-CENTER

-TPMS

-C1704 FLAT/LOW TIRE FRONT LEFT

-C1705 FLAT/LOW TIRE FRONT RIGHT

-C1706 FLAT/LOW TIRE REAR RIGHT

-C1707 FLAT/LOW TIRE REAR LEFT

-LASER/RADAR

-C1A12 LASER BEAM OFF CNTR

-C1A16 RADAR STAIN

-ABD

-B242B MOTION ACTIVATED BACK DOOR SENSOR

-customer does not want feature and requests it turned off

-RECOMMENDATION DETAIL:

-what is the laser/radar part number please?

-have any of the DTC's returned after clearing?

-have we been able to duplicate this concern?

-does the vehicle have any collision trauma or repairs?

-FEB can be turned off as per the Owner's Manual on page 5-85 if the customer desires it to be off

Created by Brian Terk at 2018-12-14 11:38:43

-DESCRIPTION:

-technician replied by email

"laser/radar part # 28438-5FA1A

no codes came back after driving

no damage to icc or front collision

was not able to duplicate

I am worried about code U1000 in VSP don't why is there.

Today I performed laser aiming procedure and will test drive again.

Is this under engineering review or it can be solved by alignment or icc sensor replacement?"

-RECOMMENDATION DETAIL:

-thank you for the update Sargon

-NTB18-041 addresses this concern and the part number provided is listed on page 2

-please perform NTB18-041

-please reply to this email with repair confirmation when the repairs have been completed

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	1/10/2019	1/10/19	1/10/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	5N1AT2MV9HC[redacted]
Mileage-Initial TL	**Mileage-Current TL**	**Code-NNA Model VC**	**Code-Body Type TL**
0	16114	22617	
Code-Engine Prefix VC	**Number-Engine Serial VC**	**Code-Trans Type VC**	**Code-Vehicle Color VC**
QR25	[redacted]	CVT	NBF
Name-Plant VC	**Date-Manufacture VC**	**Date-In Service TL**	**Code-Distributor TL**
Smyrna (NMM)	2/18/2017	5/20/2017	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2-PIECE FRONT AND
M92 RETRACTABLE CARGO COVER
P01 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3288	26	SHERIDAN NISSAN, L.L.C	NEW CASTLE	Delaware

Serv Dlr TL

Code	Region	Name	City	State
3288	26	SHERIDAN NISSAN, L.L.C.	NEW CASTLE	DE

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED | Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: NTB18-041

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

Vehicle slowed down by itself after driving symbol illuminated and went off..

Created by Survey Site Guest User at 2019-01-10 10:48:01

Customer Comments: Vehicle slowed down by itself after driving symbol illuminated and went off..

Technician Findings: DTC C1A16-97 - Radar Stain [CMP/SYS OPR OBST OR BLKD]. (PAST)

Customer states that vehicle stops on its own while driving 35MPH. Symbols illuminated and went off.
I found the front grille(Nissan Logo) inside the clear plastic housing the symbol has some sort of discoloration, possibly water intrusion into that p

iece. I don't see any physical damage to the front grille. Ill submit a picture update as well.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

I have not been able to duplicate the fault, only a past code.

Is it recommended to replace the front grille and the radar or just the front grille?

Repairs Made: 0

Created by Wesley Roberts at 2019-01-10 11:03:01

Recommendation:

? Refer to NTB18-041.

? Perform bulletin as necessary.

? If only C1A16 resets, and no undesired FEB, replace the distance sensor.

? ** When adjusting sensor, U/D - value should be less than +/- 1.0* or less, and typically we like to see L/R within +/- 2.0*.

? Keep me posted on our repair for documentation.

? Have a great rest of your day.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	1/16/2019	1/17/19	1/16/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options
T32	2018	RGE	JN8AT2MTXJW[redacted]	C03 50 STATE EMISSIONS E10 PREMIUM PAINT E10 L92 FLOOR MATS (2PC FRONT, 2PC SEC S10 FOG LIGHTS Z66 ACTIVATION DISCLAIMER
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL	
0	1947	22318		
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC	
QR25	[redacted]	CVT	QAB	
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL	
KYUSHYU (NML)	4/24/2018	10/30/2018		

Dlr Retl Last VC

Code	Region	Name	City	State
98003	48	NEW CITY NISSAN	HONOLULU	Hawaii

Serv Dlr TL

Code	Region	Name	City	State
98003	48	NEW CITY NISSAN	HONOLULU	HI

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED

Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

FORWARD EMERGENCY BRAKING SYSTEM IS STILL ACTING UP. OCCURS AT HER GARAGE BUILDING 555 SOU

O A STOP.

Created by Survey Site Guest User at 2019-01-16 14:43:17

Customer Comments: FORWARD EMERGENCY BRAKING SYSTEM IS STILL ACTING UP. OCCURS AT HER GARAGE BUILDING [redacted] SOUTH. STATES SAFETY SHIELD WILL DETECT AND

BRAKE WITH CRUNCH TO A STOP.

Technician Findings: ON LAST VISIT CUSTOMER SAID ON CERTAIN INCLINES HER BRAKES WILL ENGAGE, A CRUNCH SOUND WILL BE HEARD AND A WARNING LIGHT WILL COM

E ON THE DASH. PERFORMED NTB18-041A AND REPROGRAMMED ICC/ADS AND LASAR/RADAR CONTROL UNITS. CUSTOMER IS BACK WITH THE SAME CONCERN AND SAYS IT HAPPENS

TECH LINE INCIDENT REPORT - CONFIDENTIAL

AT HER BUILDING.
I HAVE JUST RECEIVED THE VEHICLE AND HAVE NOT YET DRIVEN IT TO HER PARKING GARAGE, BUT I WAS WONDERING WHAT STEPS I SHOULD TAKE IF I VERIFY THE CONCER

N, OR IF THERE IS ANY DATA I SHOULD BE MONITORING WHEN THE INCIDENT OCCURS.

Repairs Made: NTB18-041a. REPROGRAMMED LASAR/RADAR AND ICC/ADAS

Created by Survey Site Guest User at 2019-01-16 14:44:22
I HAVE ATTACHED THE DTCS PRINT OUT WITH PART NUMBERS, AND ALL DATA READINGS IN LASER/RADAR UNIT WHILE VEHICLE IS STOPPED IN THE SHOP.

Created by Kelby Hausman at 2019-01-16 15:22:40

Description

- Customer states EB is still acting up

- Occurs at her garage building

- Unable to duplicate concern

- Last visit customer states brakes will apply

- A crunch sound will be heard

- Warning light will come on dash

- Performed NTB18-041

- Reprogrammed LASER/RADAR and ICC control units

- Customer is back with same concern

- Have not driven to her garage yet

- Unsure what to monitor if concern can be duplicated

Recommendation

Thank you for the case information.
If we are able to duplicate the concern, please take a few photos of the area viewed from the drivers seat through the windshield.

This will give us a visual of what the vehicle is seeing.

Created by Kelby Hausman at 2019-01-17 09:39:19

Description

- Currently at customers parking garage

- Unable to duplicate concern

- Customer says it is not consistent

- Have driven through garage 4-5 times

- Said it happens when going up

- Parking garage has a light incline then levels off

- Then another incline

- She says it occurs at another parking structure with the same layout

- Most of the dealer FEB concerns have happened there prior to the bulletin release

Recommendation

Thank you for the photo and the information.

I will forward the information on to engineering.

Please allow 24 hours for review and a follow up.

Created by Kelby Hausman at 2019-01-17 13:24:37

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Response received from FQI

FQI will scramble to vehicle

Recommendation

Thank you for your patience.

Engineering is interested in investigating this vehicle.

Some one will be in contact with your dealer with more information.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	1/25/2019	1/25/19	1/25/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	KNMAT2MV2JP[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	1536	22218	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	G41
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	7/4/2018	12/13/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
G01 MARCH SOP SPEC
L92 FLOOR MATS (2PC FRONT, 2PC SEC
U01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
2691	26	SMITHTOWN NISSAN, INC	SMITHTOWN	New York

Serv Dlr TL

Code	Region	Name	City	State
2691	26	SMITHTOWN NISSAN, INC.	SMITHTOWN	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
ABS BRAKE SYSTEM	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
03	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CUSTOMER STATES WHILE PULLING OUT OF PARKING GARRAGE, THE

Created by Survey Site Guest User at 2019-01-25 13:24:27

Customer Comments: CUSTOMER STATES WHILE PULLING OUT OF PARKING GARRAGE, THE

Technician Findings: scanned for codes found u1002 stored in ABS past code

performed database search inspected ground e126 ok not loose or corroded

I do not know if the distance sensor was replaced or reprogrammed by the other dealer

the part number in laser radar is [redacted] fa3a and the part number in icc/adas is 284e77fp1b

also checked feb operating mileage in work support and it says 767 miles

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Repairs Made: a different dealer followed NTB18-041a

Created by Paul Legnon at 2019-01-25 13:57:07

TSS-

What is the Customer's Concern? Please give detail

DBS History shows that the Distance sensor was replaced and the ADAS was reprogrammed on 12/21/2018

Customer concern at that time- CUSTOMER STATES FEB ACTIVATES WHEN LEAVING PARKING GARAGE, HAPPENS ALL THE TIME, CHECK AND ADVISE

Recommendation-

Remove, clean and re-torque ABS Ground E126

-If the Customers concern is the same as previous and the incident only occurs at the same location of the parking garage then this will most likely c

ompare to a like vehicle. If so, collect pictures of the garage exit/entrance where the incident occurs.

This may be related to the garage ramping design and the Distance sensor could be detecting the metal object in front of the vehicle.

For Customer satisfaction- Inspect the Distance sensor bracket and sensor for abnormalities.

-If no concerns are found- Perform Laser aiming procedure.

-Make sure that Distance sensor Up/Down and Left/Right adjustments are as close to 0 as possible (+/- 0.3)

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	1/30/2019	1/30/19	1/30/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	JN8AT2MV3JW[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	20688	22418	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	G41

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	11/8/2017	1/18/2018	

Installed Options

C03 50 STATE EMISSIONS
K03 PLATINUM PACKAGE
L92 FLOOR MATS (2PC FRONT, 2PC SEC
M92 RETRACTABLE CARGO COVER
P01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
X03 PLATINUM RESERVE INTERIOR PACK
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
2691	26	SMITHTOWN NISSAN, INC	SMITHTOWN	New York

Serv Dlr TL

Code	Region	Name	City	State
2691	26	SMITHTOWN NISSAN, INC.	SMITHTOWN	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED | Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

C/S: F.E.B ACTIVATES FOR NO REASON,PLEASE ADVISE?

Created by Survey Site Guest User at 2019-01-30 08:43:16

Customer Comments: C/S: F.E.B ACTIVATES FOR NO REASON,PLEASE ADVISE?

Technician Findings: FEB ACTIVATED ON ITS OWN. TSB FOR REPROGRAMS AND ADJUSTMENTS ALREADY COMPLETED IN PAST

Repairs Made: REPROGRAM LASER/RADAR AND ICC/ADAS

Created by Sean Martin at 2019-01-30 09:09:46

DESCRIPTION

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Vehicle had undesired FEB operation event

All reprograms already completed for concern

RECOMMENDATION

? This issue is under engineering review. Engineering is interested in specific addresses or areas where this issue occurs.

? Please gather the approximate address or location where this issue occurs and follow up with information.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	2/2/2019	2/19/19	2/2/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
177	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	JN8AT2MV4JW[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	12799	22418	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	G41
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	9/14/2017	1/30/2018	

Installed Options

C03 50 STATE EMISSIONS
K03 PLATINUM PACKAGE
L92 FLOOR MATS (2PC FRONT, 2PC SEC
P01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
X03 PLATINUM RESERVE INTERIOR PACK
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3670	26	LEGEND NISSAN, LTD	SYOSSET	New York

Serv Dlr TL

Code	Region	Name	City	State
3670	26	LEGEND NISSAN, LTD	SYOSSET	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
INTELLIGENT CRUISE CONTROL	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED | Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

car stopped in the middle of an intersection

Created by Survey Site Guest User at 2019-02-02 11:55:16

Customer Comments: car stopped in the middle of an intersection

Technician Findings: found past code for c1a16-87 radar stain, I could not duplicate the complaint.

Repairs Made: reprogramed the laser/rader

Created by Survey Site Guest User at 2019-02-02 11:55:38

should I replace the laser/radar control unit?

Created by John Seaborn at 2019-02-02 12:19:06

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Description

C1A16 RADAR STAIN past

Performed NTB 18-041a, performed laser radar reprogramming.

No accessories or modifications.

Copied & pasted technician's findings & dealer case comment, below.

"found past code for c1a16-87 radar stain,

I could not duplicate the complaint."

"should I replace the laser/radar control unit?"

Recommendation

Esteban, well done, please see recommendations listed below.

1) Incident is currently under engineering review, with the following information requested.

2) What is the current Laser / Radar software PN# after reprogramming?

3) What is the current ICC / ADAS software PN# after reprogramming?

4) Specific location (address, intersection, etc.)

5) Direction of travel (eastbound, etc.)

6) Speed travelling

7) If dealer can duplicate concern

Tech to reply to all on email response, if additional technical assistance is required.

Created by John Seaborn at 2019-02-02 12:21:57

****************Follow Up Team**

1) Please forward requested information to FQI R.D.

Created by Phillip Page at 2019-02-05 10:44:18

DESCRIPTION:

? Laser/radar part number 28438-5FA3A

? Icc/adas part number 284E7-7FP2D

? Customer heading east going about 20-25 mph

? She was at exit 32s on southern state parkway on the intersection of county line rd and ritter ave

RECOMMENDATION:

? Thank you Esteban! We have forwarded this information to engineering and are awaiting further direction

? To confirm, this is not something we have duplicated at the dealer?

? We will follow up with you tomorrow if we do not receive a recommendation sooner

Created by Phillip Page at 2019-02-05 12:37:48

DESCRIPTION:

? FQI R.D.: Let?s confirm with the tech/customer, the customer had used exit [redacted] to get off of [redacted] Pkwy eastbound lanes and was driving sou

thbound down County Line Rd. and had FEB activation at the intersection with [redacted].? I have marked the location that I think that it is happening

on the map below.

RECOMMENDATION:

? We have been asked for clarification on the location of the FEB activation

? Can you please confirm the customer has used exit [redacted] to get off of [redacted] Pkwy eastbound lanes and was driving southbound down County Line

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Rd. and had FEB activation at the intersection with [redacted]

Created by Phillip Page at 2019-02-11 15:56:48

DESCRIPTION:

? The location previously discussed is the correct location.

? I will not be at the dealer this week as i will be in nissan technical training until thursday.

? When I get back I will follow up on this case.

RECOMMENDATION:

? Very good, we will research this location and we will discuss further once you get back from training

Created by Phillip Page at 2019-02-19 10:57:36

DESCRIPTION:

? Any update on this case?

RECOMMENDATION:

? Under Engineering review

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	2/6/2019	2/6/19	2/6/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	JN8AT2MT3JW[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	8618	22518	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	QAB
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	12/13/2017	4/14/2018	

Dlr Retl Last VC

Code	Region	Name	City	State
3439	44	MOSSY NISSAN EL CAJO	EL CAJON	California

Serv Dlr TL

Code	Region	Name	City	State
3439	44	MOSSY NISSAN EL CAJON	EL CAJON	CA

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT E10
K03 PLATINUM PACKAGE
L92 FLOOR MATS (2PC FRONT, 2PC SEC
M92 RETRACTABLE CARGO COVER
P01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

customer states brakes engaged by itself one time on freeway, customer slowed down and pulled over, was ok afte

Created by Survey Site Guest User at 2019-02-06 13:14:16

Customer Comments: customer states brakes engaged by itself one time on freeway, customer slowed down and pulled over, was ok after that

Technician Findings: TEST DROVE VEHICLE DID NOT DUPLICATE CUSTOMER CONCERN, CHECKED DTC`S FOUND MULTI AV B1309-11 (TBD) SYSTEM ON, LASAR/RADAR C1A18-5

4 LASAR AIMING INCMP [MISSING CALIBRATION] FREEZE FRAME DATA SHOWS STORED ON ING COUNT AT 0, ICC ADAS 2 C1B01-54 CAM AIMING INCMP [MISSING CALIBRATION

] FREEZE FRAME DATA SHOWS STORED ON ING COUNT 0, SPOKE WITH CUSTOMER, CUSTOMER STATES ONLY HAPPENED ONCE WHILE DRIVING WITH CRUISE CONTROL ON FREEWAY

TECH LINE INCIDENT REPORT - CONFIDENTIAL

WITH NO OTHER CARS ON FRONT OF HER, TEST DROVE WITH PRO PILOT ON FOUND NORMAL OPERATION. HOWEVER WINDSHIELD IS CRACKED NEAR **BUT NOT ON LANE CAMERA**

AREA. ERASED CODES BEFORE TEST DRIVE ONLY OTHER CODE TO RETURN IN IN MULTI AV B1309-11 (TBD) SYSTEM ON. ALSO THE WINDSHIELD IS BEING REPLACED AT THIS

MOMENT DOES A LANE CAMERA ALIGNMENT NEED TO BE PERFORMED AFTER WINDSHIELD REPLACEMENT? PLEASE ADVISE.

Repairs Made: NONE

Created by Cameron McBride at 2019-02-06 13:36:40

Description:

Customer states brakes engaged by itself one time on freeway

Customer slowed down and pulled over, was ok after that

Test drove vehicle did not duplicate customer concern

Checked DTC`s

Multi-AV

B1309

LASAR/RADAR

C1A18 LASER AIMING INCMP/ past

Freeze frame data shows count 0

ICC ADAS 2

C1B01 LDW CAMERA AIMING IS NOT ADJUSTED

Freeze frame data shows count 0

Spoke with customer

Customer states only happened once while driving with cruise control on freeway with no other cars on front of her

Test-drove with pro pilot on found normal operation.

However windshield is cracked near **but not on lane camera area.**

Erased codes before test-drive only other code to return in in multi av b1309-11 (tbd) system on.

In addition, the windshield is being replaced at this moment

Does a lane camera alignment need to be performed after windshield replacement?

Recommendation:

Thank you for the information.

We have seen similar cases with unexpected Auto Emergency Braking (AEB) operation.

Most of the time we find the concern related with the front windshield or front distance sensor.

A crack on or near the LANE cases can effect the AEB operation.

In addition, we will need to re-aim the LANE camera after windshield replacement.

(Refer to Asist > Service Manual > Search ?camera aiming?)

I would also recommend we perform NTB18-041a and confirm the LASAR/ RADAR and ICC/ ADAS is up to date.

Lastly, if we do not need to replace the front distance sensor per NTB18-041a, please re-aim the front distance sensor (since we ad C1A18)

NISSAN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	2/7/2019	2/7/19	2/7/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	KNMAT2MT3JP[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	3222	22118	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	QAK
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	6/7/2018	9/2/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
G01 MARCH SOP SPEC
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5274	44	CROWN NISSAN	REDDING	California

Serv Dlr TL

Code	Region	Name	City	State
5274	44	CROWN NISSAN	REDDING	CA

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

Created by Survey Site Guest User at 2019-02-07 15:45:14

Customer Comments: CUSTOMER STATES THAT WHEN DRIVING ON [redacted] AND [redacted]HE CAR FLASHED OBSTRUCTION AND SLAMMED ON BRAKES WITH NOTHING AROUND

Technician Findings: CANNOT DUPLICATE UNWANTED FEB OPPERATION. VEHICLE DOES NOT HAVE ICC. USED C3+ AND CHECKED FEB ACTIVATION AND SHOWS NO RECORD OF A

UTO CANCEL, NO HISTORY FOR FEB OPPERATION MILEAGE. NO CODES STORED IN ANY SYSTEM. DO NOT KNOW WHERE TO START

Repairs Made: PERFORMED NTB18-041 REPLACED RADAR SENSOR AND REPROGRAMMED

Created by Brian Terk at 2019-02-07 15:58:47

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-DESCRIPTION:

-unexpected AEB operation when driving on [redacted] and [redacted]

-FEB lamp flashed and brakes applied unexpectedly

-dealer is unable to duplicate the customers concern

-no FEB operation history stored

-no auto cancel conditions stored

-no codes stored in any system

-equipped w/out ICC

-prior visit replaced distance sensor and performed NTB18-041

-RECOMMENDATION DETAIL:

-Bryan please note if the concern only happens when driving in that one specific location

-if so please follow up with the following so this can be reported to engineering

-for concerns that are intermittent please refer to the Owner?s Manual on page 5-127 for ?AEB SYSTEM LIMITATIONS,?

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	2/9/2019	2/9/19	2/9/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	KNMAT2MT1JP[redacted]
Mileage-Initial TL	**Mileage-Current TL**	**Code-NNA Model VC**	**Code-Body Type TL**
0	7832	22318	
Code-Engine Prefix VC	**Number-Engine Serial VC**	**Code-Trans Type VC**	**Code-Vehicle Color VC**
QR25	[redacted]	CVT	QAB
Name-Plant VC	**Date-Manufacture VC**	**Date-In Service TL**	**Code-Distributor TL**
Renault Samsung	12/22/2017	4/30/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT E10
L92 FLOOR MATS (2PC FRONT, 2PC SEC
S10 FOG LIGHTS
U01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5537	34	HUDSON NISSAN/ CHARL	CHARLESTON	South Carolir

Serv Dlr TL

Code	Region	Name	City	State
5537	34	HUDSON NISSAN/ CHARLESTC	CHARLESTON	SC

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: NTB18-041

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CUSTOMER STATES AUTOMATIC EMERGENCY BRAKING IS STOPPING THE VEHICLE BETWEEN 45-50 MPH, THE

D ADVISE. CUSTOMER ALSO STATES THESE INCIDENTS WILL HAPPEN 3-4 TIMES A MONTH.

Created by Survey Site Guest User at 2019-02-09 11:35:29

Customer Comments: CUSTOMER STATES AUTOMATIC EMERGENCY BRAKING IS STOPPING THE VEHICLE BETWEEN 45-50 MPH, THE CRASH SENSOR IS GIVING OUT FALSE POSITIV

ES, PLEASE CHECK AND ADVISE. CUSTOMER ALSO STATES THESE INCIDENTS WILL HAPPEN 3-4 TIMES A MONTH.

Technician Findings: ROAD TESTED AND COULD NOT VERIFY CUSTOMER COMPLAINT AT THIS TIME. CHECK FOR CODE, THERE IS NO CODE STORE IN THE SYSTEM.

Repairs Made: NONE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Wesley Roberts at 2019-02-09 11:40:21

Description:

? Customer states automatic emergency braking is stopping the vehicle between 45-50 mph

? The crash sensor is giving out false positives

? Please check and advise.

? Customer also states these incidents will happen 3-4 times a month.

? Technician findings: road tested and could not verify customer complaint at this time.

? Check for code, there is no code store in the system.

Recommendation:

? We have seen undesired FEB activation on other cases.

? Refer to NTB18-041.

? If any further assistance is needed let me know and have a great day.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	2/9/2019	2/11/19	2/11/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MT7JC[redacted]

Installed Options

C03 50 STATE EMISSIONS
L92 FLOOR MATS (2PC FRONT, 2PC SEC
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	22931	22518	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	KAD

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	1/11/2018	2/9/2018	

Dlr Retl Last VC

Code	Region	Name	City	State
5520	32	BOMMARITO NISSAN BA	BALLWIN	Missouri

Serv Dlr TL

Code	Region	Name	City	State
5675	44	WEST COVINA NISSAN	WEST COVINA	CA

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CUSTOMER STATES EBS LIGHT ON AND VEHICLE BRAKED ON ITS OWN. CUSTOMER ALSO STATES THERE IS A

Created by Survey Site Guest User at 2019-02-09 16:58:23

Customer Comments: CUSTOMER STATES EBS LIGHT ON AND VEHICLE BRAKED ON ITS OWN. CUSTOMER ALSO STATES THERE IS A RECALL LETTER FOR EBS

Technician Findings: FOUND RADAR CODE C1A16-97 STORED IN LASER/RADAR SYSTEM. CUSTOMER STATES EBS LIGHT ON AND VEHICLE BRAKED ON ITS OWN. CUSTOMER ALSO

STATES THERE IS A RECALL LETTER FOR EBS??

Repairs Made: NONE

Created by Sean Martin at 2019-02-11 07:09:09

TECH LINE INCIDENT REPORT - CONFIDENTIAL

DESCRIPTION

Vehicle had an undesired FEB operation event

Tech found DTC stored

C1A16 RADAR STAIN

Tech states customer says there is a service campaign open on their vehicle for this

RECOMMENDATION

? Checking the VIN in Service Comm will tell us if there are any active service campaigns. Please check VIN in service comm or have your service write

r perform this. Complete any active service campaigns.

? If no active service campaigns are present, follow up for diagnostic assistance.

Created by Sean Martin at 2019-02-11 10:55:47

TECHNICIAN RESPONSE RECEIVED AND PASTED BELOW:

"No active service campaigns on service comm. As for the dtc c1a16-97 following dtc diagnosis there is no visible damage or looseness to bracket or s

ensor. im recommending replacement of radar sensor. Do you recommend replacement?"

PLEASE REVIEW THE FOLLOWING ITEMS:

? Prior to any replacements, please review and complete NTB18-041 if it applies. This will provide updated part numbers if a replacement is required.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	2/12/2019	2/25/19	2/12/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MT4JC[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	10964	22318	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	NBL
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	4/16/2018	5/19/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT E10
G01 MARCH SOP SPEC
L92 FLOOR MATS (2PC FRONT, 2PC SEC
M92 RETRACTABLE CARGO COVER
U01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3606	34	AUTONATION NISSAN KE	PALMETTO BAY	Florida

Serv Dlr TL

Code	Region	Name	City	State
3606	34	AUTONATION NISSAN KENDAL	PALMETTO BAY	FL

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
CAN SYSTEM	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
11	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED

Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

the aeb system randomly activates

Created by Survey Site Guest User at 2019-02-12 12:32:03

Customer Comments: the aeb system randomly activates

Technician Findings: no rear view camera or electronic failure

Repairs Made: reprogramed aeb

Created by Zach Hayward at 2019-02-12 12:46:33

Description:

C/s: the aeb system randomly activates

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Tech Findings:

No rear view camera or electronic operation stopped

Reprogrammed AEB

DTC

Multi AV

B1375 REAR CAMERA POWER SUPPLY (DISPLAY AUDIO WITHOUT BOSE)

AVM

U1000 CAN COMM CIRCUIT

Laser

C1A17 ICC SENSOR MALF -49 /past

Recommendation:

-Advised unsure of request from TECH LINE for assistance

-Advised to clarify ?reprogrammed AEB?

-Advised to correct U1000 concern first:
Please refer to the CAN Diag Support Monitor (not VCAN with colored lines). For each control unit with a current CAN DTC look for the ?unknown?. Check
power supply, ground voltage drop (Back probed, Key on; less than 0.1V = OK), CAN voltage/resistance to each unknown ECU(s) as per NTB10-066/ITB10-02

9.

Created by Zach Hayward at 2019-02-12 14:22:53

Description:

Tech email reply:

Tech replied with photo of ICC/ADAS CAN Diag Support Monitor showing ADAS 2: error/error

Recommendation:

-Advised to print and save the CAN Diag Support Monitor as a PDF to reply with

-Advised to reply with all DTCs stored in all ECUs

-Advised to clarify ?reprogrammed AEB?

Created by Zach Hayward at 2019-02-15 13:36:15

Description:

Tech email reply:

Performed reprogram on AEB

Review camera is inop

Recommendation:

-Advised AEB isn?t an ECU, provide what procedure was followed to perform the "AEB reprogram"
-Advised to perform B1375 DTC diag, replace all continuity inspections with a loaded voltage drop wire test (OK = less than 0.1V drop)

Created by Adam Hoff at 2019-02-18 12:41:22

Description:

U1000 code came on after I did a AEB reprogrammed.

Recommendation:

Please provide a photo of a printout of the CAN diag support monitor information.

This is the tab to the right of CAN diag.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Also please provide the number for ECU ID for the control unit that we reprogrammed from within Consult.

Created by Adam Hoff at 2019-02-19 15:54:06

Email response from dealer:

ECU # [redacted]-5FA3A

Created by Adam Hoff at 2019-02-19 15:54:23

TSS recommendation:

The part number provided is for the distance sensor.

From the codes that we have stored we may have more than one concern present.

With the B1375 we should be checking power and ground to the rear camera as this is a circuit code (open) for the power supply to the camera.

The diagnostic procedure starts here: DRIVER INFORMATION & MULTIMEDIA - AUDIO, VISUAL & NAVIGATION SYSTEM - DISPLAY AUDIO WITHOUT BOSE - DTC/CIRCUIT D

IAGNOSIS - B1375 REAR CAMERA POWER SUPPLY.

Additionally with the AVM having a U1000 we would still like to see the CAN diag support monitor information so we can see what exactly the AVM is not

communicating with.

This may just be due to the loss of power supply to the camera but we will need CAN diag support monitor to know for sure.

Created by Adam Hoff at 2019-02-21 07:26:15

Response from dealer:

Good afternoon the rear camera power supply.

Only puts out 6 volts and has good ground.

Created by Adam Hoff at 2019-02-21 07:27:50

TSS recommendation:

Thank you for the update and the voltage test results.

With everything checking ok for the rear camera we can swap one to see if the code clears and operation returns.

If the communication codes returns or the concern is not resolved we should continue with CAN diagnosis.

We can see that we had an Error under ICC/ADAS for ADAS 2 but this has been found to be normal and is like just caused by consult.

What we will want to look for is under AVM (since it is setting the U1000 CAN COMM CIRCUIT we should have a past counter or unknown in current for one

of the control units it communicates with shown in CAN diag support monitor.

Anytime a communication code is stored this information will be stored in CAN diag support monitor.

Once the unit is identified we will need to verify it has correct power, ground, CAN circuit resistance, and correct pin fit then replace the unit.

Created by Adam Hoff at 2019-02-25 09:33:28

Email response from dealer:

Good morning I replaced the backup camera and still the same concern.

Created by Adam Hoff at 2019-02-25 09:33:45

TSS recommendation:

Thank you for the update, please continue with the additional steps recommended on previous recommendation below:

If the communication codes return or the concern is not resolved we should continue with CAN diagnosis.

We can see that we had an Error under ICC/ADAS for ADAS 2 but this has been found to be normal and is like just caused by consult.

What we will want to look for is under AVM (since it is setting the U1000 CAN COMM CIRCUIT we should have a past counter or unknown in current for one

TECH LINE INCIDENT REPORT - CONFIDENTIAL

of the control units it communicates with shown in CAN diag support monitor.

Anytime a communication code is stored this information will be stored in CAN diag support monitor.

Once the unit is identified we will need to verify it has correct power, ground, CAN circuit resistance, and correct pin fit then replace the unit.

Note: ERROR is not the only thing we can see if a communication concern is present.

We can see ?unknown? or simply a counter in the past column which all indicate that a communication concern is or was present.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	2/14/2019	3/6/19	3/1/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MV4JC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	6859	22018	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	KAD

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	4/9/2018	8/21/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5612	26	CARBONE NISSAN	YORKVILLE	New York

Serv Dlr TL

Code	Region	Name	City	State
5567	26	TREIBER NISSAN	JOHNSTOWN	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
CAN SYSTEM	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
11	N	Y	3/22/2019	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

check automatic emergency braking

Created by Survey Site Guest User at 2019-02-14 12:04:05

Customer Comments: check automatic emergency braking

Technician Findings: another tech was trying to reprogram the Radar/ADAS system for the unintended braking problem. The reprogram failed, 1st with th

e '!?' then after re-trying. he got the red 'X' failed reprogram. Now I have the vehicle and Consult will not access ANY control units. No communica

tion with CAN, Consult can not read the VIN I have tried restarting everything, re-booting Consult, unplugging the radar cu, I have no clue what

happened or how to proceed Can you help?

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Repairs Made: none

Created by Steve Berger at 2019-02-14 12:21:48

DESCRIPTION:

Created By: Survey Site Guest User (2/14/2019 12:04 PM)

Customer Comments: check automatic emergency braking

Technician Findings: another tech was trying to reprogram the Radar/ADAS system for the unintended braking problem. The reprogram failed, 1st with the

'!?' then after re-trying. he got the red 'X' failed reprogram. Now I have the vehicle and Consult will not access ANY control units. No communicatio

n with CAN, Consult can not read the VIN I have tried restarting everything, re-booting Consult, unplugging the radar cu, I have no clue what happened

or how to proceed Can you help?

Repairs Made: none

RECOMMENDATION:

There is a similar case in the data base where ICC sensor and the ADAS control unit were replaced to resolve.

If an interuption occurred during programming, this could have caused trauma to the unit.

Please let us know if we can be of further assistance.

Created by Survey Site Guest User at 2019-02-15 13:40:20

I could not locate the similar case file but I ordered and have replaced the ICC Sensor and the ADAS control unit and tried the reprogramming and it s

till is not recognizing any control units or VIN??

Created by Adam Hoff at 2019-02-15 15:24:29

Description:

Reviewed dealer comment.

Recommendation:

With us not being able to communicate with any control units within the vehicle first we would recommend trying a different consult and VI.

Then we will want to check the condition of the vehicles CAN circuits.

We can do this with checks at the DLC pins 6 and 14.

We should have 60ohms across pins 6 and 14 and a minimum of 1k ohms to ground at either pin with the battery disconnected.

With the battery connected we should have approx. 2.2V and 2.7V at the pins indicating if any control unit is able to communicate.

If no unit is still able to communicate we should be able to communicate to a couple units with the hazard switch on and manually inputting vehicle in

formation instead of trying to read VIN.

It?s possible that the control units are not getting power due to no ignition switch operation or a concern with the IPDM or BCM and this would be our

next step if no concerns are found.

Created by Survey Site Guest User at 2019-02-18 09:46:11

This vehicle has been handed back to me [redacted]) with the last comments from tech line. I have checked resistance between can H and can L (6 an

d 14) at the DLC- it is a open circuit. I plugged in a known good IPDM with no change, Am I correct in thinking it has to be the ECM at this point

?

Created by Adam Hoff at 2019-02-18 09:57:20

Description:

Reviewed dealer comment.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Recommendation:

If we are reading 120ohms then it is possible that we may have an open circuit in the CAN or an open terminating resister within the ECM.

We can verify if the concern is with the ECM by checking the resistance from the ECM and seeing if we read 120 ohms from there which would indicate th

e rest of the circuit is ok and the ECM should be replaced.

If we are reading 1K ohms or higher this indicates we have a circuit concern that the ECM could not, by itself, cause and we have a completely open ci

rcuit which is usually due to inline connectors being disconnected.

Another possible cause for very high resistance readings on the CAN circuit is the battery still being connected during resistance testing.

Created by Survey Site Guest User at 2019-02-19 08:18:14

turns out the original tech on this case had unplugged a control unit behind the glove box during a blower motor repair. I have everything back to

normal except I can not configure the ADAS control unit, either the original or the replacement which was changed With the replacement CU, I get a

U1000 The original CU I get U1000 and C1A0A- unfinished configuration. Ive tried manual configuration as well as the saved data. I get err

or message 'operation stopped, vehicle out of test condition or no response from ECU Is it possible we have ruined both of these CUs with the ong

oing 'mess' or can you help me out again?

Created by Adam Hoff at 2019-02-19 10:08:31

Description:

Reviewed dealer comment.

Unable to perform ADAS C/U configuration.

Set to support Queue for ADAS configuration patch installation.

Created by Steve Stutzman at 2019-02-19 10:28:18

Installed patch on dealers consult,

Tech to continue with repairs and follow up

Created by Survey Site Guest User at 2019-02-19 10:41:35

just completed a patch to assist with tech line I still have the same problem I can not configure the addas control unit, the same part

numbers are listed, not the 5NA0B that parts tells me I need. If I use the 7FP6A which was saved to the unit, I get the same error message just af

ter it begins to transfer

Created by Adam Hoff at 2019-02-19 12:20:19

Description:

Reviewed dealer comment.

Recommendation:

Let?s verify the part number on the new ADAS control unit.

If the last 5 digits start with 7 then we may have the incorrect part installed and would lead to us not having the correct option.

Recommend having your parts department contact DPIC as the part number we show to be correct is 284E7-5HR5E.

Created by Adam Hoff at 2019-02-20 10:09:59

Response from dealer:

The part number for the one that came out and the new one are correct and identical.

Created by Adam Hoff at 2019-02-20 10:10:15

TSS recommendation:

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Please clarify what that part number is?
Also please send a picture of all the options that are available for configuration for ADAS while in this screen.

Once we get these photos we may want to tech link and attempt to configure the unit.

It may require a different configuration than what is called for in parts catalog.

Created by Adam Hoff at 2019-02-20 13:40:02

Response from dealer:

The picture requested is attached.

Extra picture of screen.

Photos attached to emails.

Created by Adam Hoff at 2019-02-20 13:40:14

Summary of phone conversation:

Called and performed tech link.

7FP6A original unit and selected in manual config for ADAS, stops after transfer to VI.

With VIN out EPC shows 7FL4B for ADAS, not an option.

No concerns until after AEB reprogram.

Dealer only has 1 VI, none to swap.

Created by Adam Hoff at 2019-02-20 13:40:26

TSS recommendation:

Thank you for your time on the phone today.

As discussed, please allow us some time to do some additional research on this concern.

We typically ask for up to 24hrs to perform some additional research.

Someone will be in contact as soon as possible.

Created by Adam Hoff at 2019-02-21 13:37:33

TSS recommendation:

We are still waiting for a response from engineering on this one.

We will update you once we get a response back.

Created by Adam Hoff at 2019-02-25 09:57:17

Email response from dealer:

Do you have any updates my customer wants there vehicle back badly.

Plus they are in a rental.

Created by Adam Hoff at 2019-02-25 09:58:18

TSS recommendation:

We apologize for the delay in response.

We still have not heard back from engineering on this case.
Previously during tech link we could see that under configuration ADAS showed to have been configured to 7FP6A since is comes up as selected when tryi

ng to perform configuration manual selection.
Additionally we could see that the ICC sensor/laser was showing as not communicating and it communicates directly to the ADAS control unit.
Let?s check the CAN circuit, power, grounds, and pin fit at the ICC ADAS sensor as something is preventing it from communicating with ADAS and may be

the reason for the configuration concern that we are seeing.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Branch circuit testing for laser can be found here: ELECTRICAL & POWER CONTROL - LAN SYSTEM - CAN - DTC/CIRCUIT DIAGNOSIS - LASER BRANCH LINE CIRCUIT

Repair or replace harness or distance sensor as needed.

Also recommend verifying the part number on the ICC/distance sensor during inspections.

Created by Adam Hoff at 2019-02-25 12:40:40

Set to support queue to collect an error log for ADAS 1 configuration.

Please note the consult version and make sure it is at the latest.

Created by Adam Hoff at 2019-02-25 12:43:41

Email response from dealer:

Everything has the correct part numbers pin fits are good but no communication.

Also on the last scan C1A50-48 for supervision software error showed up.

Created by Steve Stutzman at 2019-02-25 14:04:37

Attached Error Log to case,

Dealers consult version is 85.11

Created by Adam Hoff at 2019-02-27 08:49:03

TSS recommendation:

We got a response from consult group that the 7FP6A is showing up and we should select 248E9-7FP2A for configuration.

When time allows, please attempt configuration by manually selecting this number.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	2/21/2019	2/21/19	2/21/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
J11	2018	RSP	JN1BJ1CP7JW[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	13779	28518	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
MR20	[redacted]	CVT	KAD

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	3/3/2018	7/22/2018	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L93 CARPETED CARGO AREA PROTECTOR
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
98002	48	KING WINDWARD NISSA	KANEOHE	Hawaii

Serv Dlr TL

Code	Region	Name	City	State
98002	48	KING WINDWARD NISSAN	KANEOHE	HI

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED | Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

Customer states emergency brake will engage intermittently

Created by Survey Site Guest User at 2019-02-21 02:24:37

Customer Comments: Customer states emergency brake will engage intermittently

Technician Findings: Customer concern is Forward Emergency Braking will activate by itself and warning lamp (FEB indicator) will come on

DTC's stored in vehicle (all past codes)

C1A04 ABS/TCS/VDC/CIRC

C1A14 ECM CIRCUIT

TECH LINE INCIDENT REPORT - CONFIDENTIAL

C1A26 ABS/TCS/VDC CIRC

C1A16-97 RADAR STAIN (CMP/SYS OPR OBST OR BLKD)

Current part number on vehicle

LASER/RADAR 284385FA3A

ICC/ADAS 284E7-6MF3A

No reprogramming or updates for both ICC/ADAS and LASER/RADAR

inspected front bumper/grill area, cleaned, no debris or signs of collision, distance sensor mounting and bracket is ok, no signs of defects. able to

clear all the codes and road test vehicle, FEB did not activate during road test and no warning lamps are on during road test. Per customer when FEB a

ctivated no car was in front of him and weather was clear.

Repairs Made: None so far

Created by Wesley Roberts at 2019-02-21 07:18:49

Recommendation:

? Let?s focus on only the C1A16, as the other DTCs are finger pointing DTCs.

? *Note, adverse weather conditions, heavy rain or fog or even debris on sensor, can set this DTC.

? If no concerns duplicate- no repairs would be recommended

? If the concern duplicates frequently with no radar obstructions then replacement of the ICC Radar is recommended.

? NTB 18-041 does have improved ICC sensor operation software, so if replacement is necessary, perform this bulletin with it as well.

? Keep me posted and have a great day.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	3/4/2019	3/4/19	3/4/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
186	Z * [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	JN8AT2MV4JW[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	4439	22418	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	K23

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	11/7/2017	9/17/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
B94 ROOF RAIL CROSS BARS
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2PC FRONT, 2PC SEC
P01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
2734	36	BOB BELL CHEVROLET/	BALTIMORE	Maryland

Serv Dlr TL

Code	Region	Name	City	State
2734	36	BOB BELL CHEVROLET/NISSA	BALTIMORE	MD

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED
Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

VEHICLES FRONT CRASH SENSOR WARNING LIGHT CAME ONAND STARTED TO FLASH. WHEN THE LIGHT STA

BJECT OR VEHICLE IN FRONT OF IT. LIGHT STAYED ON AND FLASHING FOR 20 MINUTES

Created by Survey Site Guest User at 2019-03-04 08:29:49

Customer Comments: VEHICLES FRONT CRASH SENSOR WARNING LIGHT CAME ONAND STARTED TO FLASH. WHEN THE LIGHT STARTED TO FLASH THE VEHICLE WAS BRAKING ON I

TS OWN WITHOUT AN OBJECT OR VEHICLE IN FRONT OF IT. LIGHT STAYED ON AND FLASHING FOR 20 MINUTES

Technician Findings: CAR CAME IN WITH THE COMPLAINT THAT THE FORWARD COLLISION LIGHT KEEPS COMING ON. FOUND CODE C1A16 RADAR STAIN. REPLACED FRONT RAD

AR AND BRACKET. CUSTOMER RETURNED AND SAID THE LIGHT IS COMING ON AND THE CAR WILL BRAKE BY ISTELF AT TIMES. I HAVE NOT BEEN ABLE TO DUPLICATE THIS. T

TECH LINE INCIDENT REPORT - CONFIDENTIAL

HE CUSTOMER HAS A CASE WITH NISSAN AND SAID THEY EMAILED A VIDEO THAT SHOWS THE CAR BRAKING BY ITSELF WHILE DRIVING. THE CASE NUMBER IS [redacted] WITH

[redacted]

Repairs Made: REPLACED FRONT RADAR AND BRACKET

Created by Dave Sattler at 2019-03-04 08:46:18

Description:

Tech starting ECC.

CAR CAME IN WITH THE COMPLAINT THAT THE FORWARD COLLISION LIGHT KEEPS COMING ON. FOUND CODE C1A16 RADAR STAIN. REPLACED FRONT RADAR AND BRACKET. CUSTO

MER RETURNED AND SAID THE LIGHT IS COMING ON AND THE CAR WILL BRAKE BY ISTELF AT TIMES. I HAVE NOT BEEN ABLE TO DUPLICATE THIS. THE CUSTOMER HAS A CAS

E WITH NISSAN AND SAID THEY EMAILED A VIDEO THAT SHOWS THE CAR BRAKING BY ITSELF WHILE DRIVING. THE CASE NUMBER IS [redacted] WITH [redacted]

Recommendation:

Thank you for the case information, [redacted]

We have a vehicle that customer is stating FEB is operating when not needed.

We verified C1A16 RADAR STAIN and replaced sensor last visit.

Refer to NTB18-041 and confirm correct parts installed and verify programming update date.

Get more details from customer and condition of incident, road conditions, weather conditions, any overpasses or rail track in front or close by at ti

me if incident.

Refer to ECM for C1A16 RADAR STAIN for other condition that could cause this incident DTC to set.

If further assistance is needed contact TECH LINE any time

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	3/4/2019	3/4/19	3/4/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	JN8AT2MVXJW[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	9410	22418	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	KAD
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	3/23/2018	9/17/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
B94 ROOF RAIL CROSS BARS
C03 50 STATE EMISSIONS
K03 PLATINUM PACKAGE
L92 FLOOR MATS (2PC FRONT, 2PC SEC
P01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5662	26	BATTLES NISSAN, LLC	BOURNE	Massachuset

Serv Dlr TL

Code	Region	Name	City	State
5662	26	BATTLES NISSAN, LLC	BOURNE	MA

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED
Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: NTB18-041a
Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CS FEB IS ACTIVATING WHEN IT SHOULD NOT

Created by Survey Site Guest User at 2019-03-04 15:45:33

Customer Comments: CS FEB IS ACTIVATING WHEN IT SHOULD NOT

Technician Findings: CS WHEN TRAVELING UP AN INCLINE IN A PARKING GARAGE, FEB ACTIVATES UNEXPECTEDLY. I ROAD TESTED VEH ON ROADS WHERE I AM FAMILIAR W

ITH HOW WELL PROPILOT, ICC, FEB, ETC. WILL FUNCTION. I DID NOT EXPERIENCE ANYTHING UNUSUAL. I ALSO ASCENDED STEEP HILLS WITHOUT ISSUE. CUSTOMER PROVID

ED A VIDEO (ATTATCHED) OF INCIDENT. MY OPINION IS THAT THIS FEB ACTION IS A RESULT OF DRIVING CONDITIONS.

IN ONE CUSTOMER RECOREDED EVENT (PARKING GARAGE), THERE IS A STEEP CONCRETE INCLINE WITH A LOW CONCRETE CEILING ABOVE IT. I SUSPECT THE RADAR IS REFLE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

CTING FROM THE CEILING. LATER IN THE VIDEO WHEN THE CAR ARRIVES AT THE TOP OF THE INCLINE, THERE IS A CONCRETE WALL DIRECTLY AHEAD OF, AND PERPENDICUL

AR TO THE VEHICLE. I SUSPECT THIS WALL IS RELECTING THE RADAR BACK. CUST MADE NO MENTION OF ISSUE ON FLAT OPEN ROADS.

THERE WERE NO DTC'S PAST OR PRESENT IN LASER/RADAR. ONLY A B1309-11(PAST) IN MULTI AV.

THERE WAS NO VISIBLE OBSTRUCTION OR DAMMAGE NEAR FRONT OF CAR.

THE OWNERS MANUAL DOES VAGUELY STATE THAT ROAD CONDITIONS CAN CAUSE UNEXPECTED FEB ACTIVATION, BUT IT DOESNT SPECIFY WHAT THOSE CONDITIONS MAY BE.

I SUSPECT THE FEB IS REACTING TO ROAD CONDITIONS, OR THE CONDITIONS SURROUNDING THE CAR (CONCRETE STRUCTURES).

COULD YOU PLEASE CONFIRM OR REBUT MY OPINION?

Repairs Made: ROAD TEST, CHECK W C3. VISUAL INSPECTION

Created by Survey Site Guest User at 2019-03-04 15:56:08

VIDEO

Created by Brian Terk at 2019-03-04 16:00:27

-DESCRIPTION:

-unexpected AEB operation

-technician findings copied below:

? CS WHEN TRAVELING UP AN INCLINE IN A PARKING GARAGE, FEB ACTIVATES UNEXPECTEDLY.

? I ROAD TESTED VEH ON ROADS WHERE I AM FAMILIAR WITH HOW WELL PROPILOT, ICC, FEB, ETC. WILL FUNCTION.

? I DID NOT EXPERIENCE ANYTHING UNUSUAL.

? I ALSO ASCENDED STEEP HILLS WITHOUT ISSUE. CUSTOMER PROVIDED A VIDEO (ATTATCHED) OF INCIDENT.

? MY OPINION IS THAT THIS FEB ACTION IS A RESULT OF DRIVING CONDITIONS.

? IN ONE CUSTOMER RECOREDED EVENT (PARKING GARAGE), THERE IS A STEEP CONCRETE INCLINE WITH A LOW CONCRETE CEILING ABOVE IT.

? I SUSPECT THE RADAR IS REFLECTING FROM THE CEILING.

? LATER IN THE VIDEO WHEN THE CAR ARRIVES AT THE TOP OF THE INCLINE, THERE IS A CONCRETE WALL DIRECTLY AHEAD OF, AND PERPENDICULAR TO THE VEHICLE. I S

USPECT THIS WALL IS RELECTING THE RADAR BACK.

? CUST MADE NO MENTION OF ISSUE ON FLAT OPEN ROADS.

? THERE WERE NO DTC'S PAST OR PRESENT IN LASER/RADAR. ONLY A B1309-11(PAST) IN MULTI AV.

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? THE OWNERS MANUAL DOES VAGUELY STATE THAT ROAD CONDITIONS CAN CAUSE UNEXPECTED FEB ACTIVATION, BUT IT DOESNT SPECIFY WHAT THOSE CONDITIONS MAY BE.

? I SUSPECT THE FEB IS REACTING TO ROAD CONDITIONS, OR THE CONDITIONS SURROUNDING THE CAR (CONCRETE STRUCTURES).

-NOTE: video of concern attached to case

-RECOMMENDATION DETAIL:

-thanks for your time on the phone this afternoon [redacted] it was great talking with you!

-as we discussed please perform NTB18-041a, this bulletin does specifically address "UNEXPECTED OPERATION OF AEB, FEB OR FCW"

-additionally you are absolutely correct that as per the Owner's Manual beginning on page 5-127 there is general information regarding "UNEXPECTED OPE

RATION OF AEB, FEB OR FCW"

-very specific locations that cause AEB operation are often caused by environmental or physical conditions that are covered by these system limitation

s due to the system operating as deisgned

-please let us know if you have any questions and have a great day!

TECH LINE INCIDENT REPORT - CONFIDENTIAL

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	[redacted]	3/6/2019	3/6/19	3/6/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	JN8AT2MV1JW3[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	14978	22418	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	G41
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	3/2/2018	7/20/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
K03 PLATINUM PACKAGE
L92 FLOOR MATS (2PC FRONT, 2PC SEC
P01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
878A	34	JIM BURKE NISSAN	BIRMINGHAM	Alabama

Serv Dlr TL

Code	Region	Name	City	State
5605	34	BENTON NISSAN OF BESSEME	BESSEMER	AL

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

c/s brakes are being applied at random on their own with no car in front. This happened 4 times since the customer

Created by Survey Site Guest User at 2019-03-06 12:54:43

Customer Comments: c/s brakes are being applied at random on their own with no car in front. This happened 4 times since the customer purchased vehicl

e

Technician Findings: Opening case per Consumer affairs. Checked codes and found C1A16-97. Code stored at 9387 miles. Current Mileage 14978. Checked f

or stain or obstruction, none found. Cleared code and test drove.

Also verified program from previous dealer had been completed. No updates were available as reprogram had been completed. Used data monitor to verify

TECH LINE INCIDENT REPORT - CONFIDENTIAL

the distance sensors were operating normally. Verified normal operation. Checked the FEB operation using work support to see when the last time the F

EB engaged, no history recorded.

Repairs Made: reprogram of the FEB was completed at another dealership prior to customer visiting our dealership.

Created by Zach Hayward at 2019-03-06 13:26:30

Description:

C/s: brakes are being applied at random on their own with no car in front. This happened 4 times since the customer purchased vehicle

Tech Findings:

Unable to duplicate concern

Past DTC @ 9387 miles

ADAS

C1A16 RADAR STAIN -97

Verified program from previous dealer completed?no updates available

Used data monitor to inspect for distance sensor normal operation?operating normally

FEB work support shows no history recorded

Recommendation:

-Advised C1A16 may be normal operation, refer to DTC description and the owner?s manual ICC system limitation for more info

-Gather more info about what is needed to duplicate the concern such as:

-When did the concern begin?

-How often does the concern occur (times per day/week/month)?

-When does it occur (cold/warm, short/long trip, rain/dry, etc.)?

-Is there a specific location(s) or drive pattern that duplicates the concern?

-Was there anything that triggered the incident?

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	3/8/2019	3/8/19	3/8/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MV9JC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	8631	22218	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	NBL

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	5/10/2018	6/21/2018	

Dlr Retl Last VC

Code	Region	Name	City	State
5372	26	DESTINATION NISSAN	ALBANY	New York

Serv Dlr TL

Code	Region	Name	City	State
5372	26	DESTINATION NISSAN	ALBANY	NY

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT E10
G01 MARCH SOP SPEC
L92 FLOOR MATS (2PC FRONT, 2PC SEC
U01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED | Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

Customer states that on Feb25th the car had ABS system looked at, Customer states that since he has left vehicle

Lights on the dash say front ABS disabled

Created by Survey Site Guest User at 2019-03-08 13:11:51

Customer Comments: Customer states that on Feb25th the car had ABS system looked at, Customer states that since he has left vehicle will beep and brak

es engage randomly. Lights on the dash say front ABS disabled

Technician Findings: last tech verified customers concern and then followed the procedure from NTB18-041A, which he then reprogrammed both control uni

ts. Customer comes back having the same concern, following the same procedure I'm finding that the flow chart is saying "done" meaning the proper step

TECH LINE INCIDENT REPORT - CONFIDENTIAL

s were completed. Why is it still occurring ?

Repairs Made: Tech reprogrammed laser/radar and ICC/ADAS control

Created by Zach Hayward at 2019-03-08 13:35:51

Description:

C/s: On Feb25th the car had ABS system looked at, Customer states that since he has left vehicle will beep and brakes engage randomly. Lights on the

dash say front ABS disabled

Tech Findings:

Previously performed NTB18-041

Reprogrammed both ECUs

Customer returned with the same conecrn

Recommendation:

-Advised to refer to the owner?s manual for AEB system limitation; refer to 5-127:

AEB system may unexpectedly apply partial braking. When acceleration is necessary, continue to depress the accelerator pedal to override the system.

-Advised to gather concern duplication details (location, time of day, driving conditions etc.) and compare to a known good vehicle; if the concern co

mpares this is most likely normal operation

-Advised to reply with location of concern duplication

Created by Zach Hayward at 2019-03-08 15:02:42

Description:

Tech email reply:

C/s duplicates anytime; after reprogramming drove 10 miles and vehicle braked; pulled over and turned off brake assist

Recommendation:

-Advised to duplicate the concern at the same location the customer indicates it occurs, once duplicated compare to known good vehicle for similar ope

ration

-Advised to reply with address of the location concern occurs (intersection, direction of travel etc.)

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	3/11/2019	3/11/19	3/11/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	KNMAT2MT7JP[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	5445	22318	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	KAD
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	5/2/2018	8/16/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
G01 MARCH SOP SPEC
L92 FLOOR MATS (2PC FRONT, 2PC SEC
N93 FRAMELESS AUTO-DIMMING REARVIE
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
2963	32	SUPERIOR NISSAN	FAYETTEVILLE	Arkansas

Serv Dlr TL

Code	Region	Name	City	State
2963	32	SUPERIOR NISSAN	FAYETTEVILLE	AR

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: NTB18-041a

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CUSTOMER STATES COLLISION WARNING LIGHT TURNED ON AND BRAKES ENGAGED AUTOMATICALLY WHIL

Created by Survey Site Guest User at 2019-03-11 10:59:41

Customer Comments: CUSTOMER STATES COLLISION WARNING LIGHT TURNED ON AND BRAKES ENGAGED AUTOMATICALLY WHILE DRIVING

Technician Findings: TEST DROVE VEHICLE. WARNING SONAR LIGHT CAME ON BRAKES ON VEHCIEL WHERE APPLY AND I DID DONT APPLY THEM. BROUGHT VEHICLE BACK TO

SHOP CHECKED FOR CODES . FOUND C1B40-49,U0104-82,C1B30-49,U0104-82. INSPECTED DISTNACE SENSOR AND SIDE RADARS . FOUND TO BE OKAY . NO ABUSE TO VEHICLE

NO DAMAGE .FOUND TO BE OKAY . NO BULLITINES FOUND . FOUND SIMIALER CASE IN DATA BASE BUT DID NOT SEE WHAT WE REPAIR FIX IT . HAVE WE HAD OTHER CASE L

IKE THESE. OR DID WE FIND WHAT WAS WRONG WITH THAT OTHER VEHICLE . ?

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Repairs Made: NONE

Created by Survey Site Guest User at 2019-03-11 11:00:36

IS THESE CASE UNDER ENGNEER REVIEW ? DO WE HAVE A FIX ? ARE WE REPLACING ANYTHING AT THESE TIME ?

Created by Brian Terk at 2019-03-11 11:13:16

-DESCRIPTION:

-unexpected AEB operation

-technician findings copied below:

? TEST DROVE VEHICLE.

? WARNING SONAR LIGHT CAME ON BRAKES ON VEHCIEL WHERE APPLY AND I DID DONT APPLY THEM. BROUGHT VEHICLE BACK TO SHOP CHECKED FOR CODES. FOUND C1B40-49,

U0104-82,C1B30-49,U0104-82.

? INSPECTED DISTNACE SENSOR AND SIDE RADARS. FOUND TO BE OKAY.

? NO ABUSE TO VEHICLE NO TRAUMA.

? FOUND TO BE OKAY.

? NO BULLITINES FOUND

? FOUND SIMIALER CASE IN DATA BASE BUT DID NOT SEE WHAT WE REPAIR FIX IT.

? HAVE WE HAD OTHER CASE LIKE THESE. OR DID WE FIND WHAT WAS WRONG WITH THAT OTHER VEHICLE?

-RECOMMENDATION DETAIL:

-good afternoon [redacted]e and thank you for the information

-NTB18-041a was released on 07/19/2018 to address this concern

-please perform NTB18-041a and let us know if you have any additional questions, thank you!

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	3/13/2019	3/13/19	3/13/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MV5JC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	10594	22218	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	KAD

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	7/30/2018	9/28/2018	

Installed Options

C03 50 STATE EMISSIONS
G01 MARCH SOP SPEC
K01 MIDNIGHT EDITION
K11 MIDNIGHT EDITION (BLACK SPLASH
L93 MIDNIGHT EDITION CARPETED FLOO
M92 RETRACTABLE CARGO COVER
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5341	36	NISSAN OF BOWIE	BOWIE	Maryland

Serv Dlr TL

Code	Region	Name	City	State
3807	36	ANTWERPEN NISSAN, INC.	CLARKSVILLE	MD

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED
Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

FRONT RADAR DETECTION WILL ENGAGE EMERGENCY BRAKING WHEN NOTHING THERE

Created by Survey Site Guest User at 2019-03-13 10:34:49

Customer Comments: FRONT RADAR DETECTION WILL ENGAGE EMERGENCY BRAKING WHEN NOTHING THERE

Technician Findings: CUSTOMER COMPLAINT OF AEB ACTIVIATING WITH NOTHING IN FRONT OF CAR. FOUND C1A16 STORED. PERFORMED NTB18-041A, WITH THE LASAR/RADA

R NUMBER BEING 5FA3A, AND ICC/ADAS NUMBER BEING 7FP6A. FOLLOWING BULLETIN THE OUTCOME IS TO DO NOTHING. ANY SUGGESTIONS ON WHAT TO DO NEXT? I HAVEN'T

DUPLICATED CUSTOMER CONCERN.

Repairs Made: NONE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Cameron McBride at 2019-03-13 10:53:00

Description:

Front radar detection will engage emergency braking when nothing there

Customer complaint of AEB activating with nothing in front of car.

LASAR/ RADAR

C1A16 RADAR STAIN

Performed NTB18-041a

The LASAR/RADAR number being 5FA3A

ICC/ADAS number being 7FP6A.

Following bulletin, the outcome is to do nothing.

Any suggestions on what to do next?

I haven't duplicated customer concern.

Recommendation:

Thank you for the information.

This concern is currently under engineering review.
Since we are unable to duplicate the concern, please ask the customer and provide answers to all questions below.
Where exactly does the concern happen? (Street name, city, intersection, GPS location if possible, travelling lane, etc. (more details the better))

What direction was the customer traveling at the time of the concern? (North, South, East or West)

What was the vehicle speed at the time of the concern?

Was the cruise control set at the time of the concern? If so, what was it set too exactly?

How long does the concern happen?
What level of AEB intervention is happening? (Warning light only, light braking, or emergency braking, etc.)

How often does the concern happens?

Does the concern happens in the same location every time?
If we drive the vehicle in the same location as the customer describes, are we able to duplicate the concern?

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	3/15/2019	3/28/19	3/15/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options
T32	2017	RGE	5N1AT2MV8HC[redacted]	C03 50 STATE EMISSIONS P04 SL PREMIUM PACKAGE U35 NAVIGATION MANUAL Z66 ACTIVATION DISCLAIMER

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	33573	29617	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	G41

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	6/5/2017	8/11/2017	

Dlr Retl Last VC

Code	Region	Name	City	State
3840	26	NISSAN WORLD OF RED	RED BANK	New Jersey

Serv Dlr TL

Code	Region	Name	City	State
3840	26	NISSAN WORLD OF RED BANK	RED BANK	NJ

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED | Flag-Attachment TL: Y

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

the front radar is not working again and the sun roof is sticking

Created by Survey Site Guest User at 2019-03-15 07:31:02

Customer Comments: the front radar is not working again and the sun roof is sticking

Technician Findings: found lots of past can codes in abs icc/adas, laser/radar, side radar rear left, side radar rear right, and icc/adas2

Repairs Made: replaced radar and reprogramed icc

Created by Survey Site Guest User at 2019-03-15 07:34:03

customer was here for radar causing car to brake on its own in December. followed bulletin ntb18041. now is back and is doing it again with lots of pa

TECH LINE INCIDENT REPORT - CONFIDENTIAL

st codes.

Created by Wesley Roberts at 2019-03-15 07:45:59

Description:

? ABS

? U1000 CAN COMM CIRCUIT

? ICC/ADAS

? U1000 CAN COMM CIRCUIT

? EPS

? U1000 CAN COMM CIRCUIT

? LASER/RADAR

? C1A16 RADAR STAIN

? U1000 CAN COMM CIRCUIT

? Lane Camera

? U1000 CAN COMM CIRCUIT

? LH Side Radar

? C1B40 SOW RIGHT UNIT FAILURE

? RD Side Radar

? C1B30 SOW LEFT UNIT FAILURE

? ICC/ADAS 2

? C1A39 STRG SEN CIR

? C1B53 SIDE RDR R MALF

? C1B54 SIDE RDR L MALF

? U1000 CAN COMM CIRCUIT

Recommendation:

? We have seen various causes for U1000s.

? Please clarify, is FCW inop or is it performing undesired braking?

? Supply installed P/N.

? Please print and attach all pages of

? - CAN DIAG

? - CAN DIAG SUPPORT MONITOR

? Please PRINT and attach all pages.

? Photos of the C3+ screen do not have all of the information contained in printouts.

? We can also change Printer Name to Windows XPS Document Writer, the select Print.

? This will save them as a PDF on your desktop, and attach them to reply email.

? Keep me posted and have a great day.

Created by Survey Site Guest User at 2019-03-15 17:19:25

icc/adas-284e7-7fp3a, laser/radar-[redacted]fa3a

Created by Kelby Hausman at 2019-03-16 12:35:12

Description

- Updated case

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- Looking for update

Recommendation

Thank you for the photos.

With the codes being past, we will need to look at the CAN DiaG Support Monitor.

Please print the CAN Diag Support Monitor.

When printing, change the printer to XPS Document Writer.

This will save the file as a PDF.

Attach the file to your email reply.

Let's also gather some additional information from the customer on where the unwanted braking is occurring.

Find out what street, direction of travel, location on the street, weather conditions, and time of day.

Created by Survey Site Guest User at 2019-03-18 07:10:15

happens on highway, will say obstruction. can happen 5 min into drive. nothing around. abs will kick and stop the car. has happened in the middle of t

he day and at night. nothing around the car on the highway also. sensor is also clear.

Created by Wesley Roberts at 2019-03-18 07:43:47

Description:

? CAN DIAG SUPPORT MONITOR:

? ABS has Past count for BCM

? Meter shows past count for ICC/ADAS and EPS

? ICC/ADAS shows past count for BCM

? HVAC shows past count for IPDM

? Multi A/V shows 39 counts for AVM

? EPS shows past count for BCM and IPDM

? Laser/Radar shows past count for BCM and IPDM

? Lane Camera shows past count for BCM

? ABD shows 39 counts for IPDM

? SOWL shows past counts for BCM and IPDM

? SOWR shows past counts for BCM and IPDM

? AVM shows past counts for BCM and IPDM

? ICC/ADAS 2 shows past count for ABS, Meter, BCM, TCM, STRG, and IPDM.

Recommendation:

? Were any of these DTCs present before bulletin was performed?

? Manually configure ADAS to 284E9-7FP3B, cycle ignition off for 10 seconds, then back on and retest for DTCs.

? Verify BCM configuration and a secure connection, as all the modules that set U1000s had a past communication loss with it.

? Verify sensor is aimed within the below specs:

? U/D - value should be less than +/- 1.0* or less, and typically we like to see L/R within +/- 2.0*.

? Verify there are no aftermarket covers or trauma on the front bumper.

? If undesired FEB is still occurring please supply exact location, direction of travel, and weather at the time of incident.

? Keep me posted and have a great day.

Created by Wesley Roberts at 2019-03-18 09:41:40

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Description:

? So, the reading I sent you would be out of spec?

Recommendation:

? We have seen C1A16 set when a reading is over 2.5*, even though it is within ESM specs.

? Let?s get it as close to 0* as possible.

? The specs we provided are tighter than what we would normally see a DTC set, but we have not seen any DTC reset within these spec without an interna

l sensor or bracket concern.

? Have any of our communications DTCs reset after configuration?

? Keep me posted.

Created by Wesley Roberts at 2019-03-19 10:24:21

Description:

? So just to be clear this Is more what you?re looking for.

? Screenshot shows U/D at 0.27*, L/R at 0.37*.

Recommendation:

? These specs are almost perfect, great job [redacted]

? Does DTC still set?

? Test drive and let me know.

? Also please supply installed distance sensor P/N for documentation.

? Keep me posted

Created by Jesse Adams at 2019-03-22 10:10:31

Technician Update:

- I drove the car like 38 miles with no issues.

- Customer picked it up and drove 2 miles and it came back on with obstruction.

- Hasn?t happened again since last night.

- Has code b20bd and c1a16-97, both past codes.

- The part number that it was replaced with on the first visit was, 28438-5fa3a

Recommendation:

Hello, [redacted]

Thank you for the update on the latest occurrence and the part number documentation.

Let?s confirm some details in order to better understand what is causing this DTC to set.

- What other concerns or DTC?s are there with this vehicle?

- Is there any evidence of aftermarket components on the vehicle?

- When did this concern first start occurring for the customer?

- What condition is the battery in?

- Let?s make sure the connection for the battery and related components are clean and tight.

- We should also ask if the customer can provide the specific location and time when the DTC set.

- Let?s also verify the sensor aiming is still similar to the latest measurement.

Let us know if we can help in any other way.

Created by Jesse Adams at 2019-03-28 09:27:46

Technician Update:

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- The battery is new. Everything tight and clean. Only code now is the

- c1a16-97 code. It set the code at 6:40ish at night, doing roughly 40mph.

Recommendation:

Called Technician:

- DTS was at dealer for another concern

- Happened to look at this vehicle

- Found bracket was bent to bring numbers into specification

- Recommended Sensor and bracket replacement

- Let?s proceed with that recommendation

- No braking operation experienced with recent concern

- Be sure to document the numbers from the alignment process

- It may be helpful to drive the vehicle after the repair under the same conditions the customer most recently experienced the concern

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	3/19/2019	3/21/19	3/19/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
J11	2018	RSP	JN1BJ1CR3JW[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	4588	27418	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
MR20	[redacted]	CVT	QAB
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	10/31/2017	3/24/2018	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT E10
N93 FRAMELESS AUTO-DIMMING REARVIE
P01 SL PREMIUM PACKAGE
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5639	26	NISSAN OF WESTBURY,	HICKSVILLE	New York

Serv Dlr TL

Code	Region	Name	City	State
5639	26	NISSAN OF WESTBURY, LLC	HICKSVILLE	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	Y	3/20/2019	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

C/S WHEN GOING OVER RAILROAD AT 5MP CAR WILL STOP

Created by Survey Site Guest User at 2019-03-19 07:01:33

Customer Comments: C/S WHEN GOING OVER RAILROAD AT 5MP CAR WILL STOP

Technician Findings: CUSTOMER CAME IN SAYIMG AEB IS ACTIVATING OVER RAIL ROAD TRACKS
SCAN FOR CODES AND FOUND CODE C1B82 IN ICC AND CODE C1A16-97 IN

LASER WE REPLACE SENSOR AND REPROGRAMED ICC ON 7/11/18

Repairs Made: UPDATED AEB ON 7/11/2018

Created by Brian Terk at 2019-03-19 07:14:29

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-DESCRIPTION:

-customer states AEB activates and vehicle stops when going over railroad tracks

-dealer is unable to duplicate the customers concern

-past codes are stored

-ICC/ADAS

-C1B82 DISTANCE SENSOR OFF-CENTER

-LASER/RADAR

-C1A16-97 RADAR STAIN

-7/11/2018 replaced distance sensor and reprogrammed ICC

-RECOMMENDATION DETAIL:

-Stephen there are some objects that the distance sensor may detect during normal operation

-please refer to the Owner's Manual "AEB SYSTEM LIMITATIONS" on page 5-86

-if the concern happens consistently in one specific location we will report the information to engineering for information, no repairs are recommende

d

-what is the current Laser/Radar part number as per Consult?

-what is the current ICCA/DAS part number as per Consult?

-please note anything listed in ICC/ADAS> Work Support> "FEB OPERATION MILEAGE"

-provide the following information:

Created by Brian Terk at 2019-03-19 09:23:47

-DESCRIPTION:

-technician replied by email:

"Icc # is [redacted]

And laser#is [redacted] **fa3a**

It's at the school street train tracks in Westbury ny. 5mp.

She is nervous to go over the tracks so she pulls over and turns the system off

Hope this helps"

-RECOMMENDATION DETAIL:

-Stephen thank you for the update

-TECH LINE has no repair recommendations if the concern cannot be duplicated and the vehicle is operating as designed

-if the concern happens at only one specific location then the vehicle is likely operating as designed as per the "AEB SYSTEM LIMITATIONS" listed in t

he Owner's Manual on page 5-86

-the current Laser/Radar and ICC/ADAS c/u part numbers are current as per NTB18-041a

-if we would like this information to be reported to engineering they require all of the information to be provided, no repairs are recommended

-please note anything listed in ICC/ADAS> Work Support> "FEB OPERATION MILEAGE"

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	3/27/2019	4/4/19	3/27/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	5N1AT2MV7HC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	10740	29617	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	QAB

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	5/6/2017	7/22/2017	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT $
L92 FLOOR MATS (2-PIECE FRONT AND
P04 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
1864	24	KELLY NISSAN, INC.	OAK LAWN	Illinois

Serv Dlr TL

Code	Region	Name	City	State
1864	24	KELLY NISSAN, INC.	OAK LAWN	IL

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: replaced distance sensor and completed NTB18-041

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CUSTOMER STATES WHEN IN A PARKING GARAGE AND MANEUVERING THE VEHICLE BRAKES ON ITS OWN, A

AND ADVISE.

Created by Survey Site Guest User at 2019-03-27 15:36:14

Customer Comments: CUSTOMER STATES WHEN IN A PARKING GARAGE AND MANEUVERING THE VEHICLE BRAKES ON ITS OWN, AFTER EXITING THE PARKING GARAGE THE VEHICL

E SEEMS FINE, CHECK AND ADVISE.

Technician Findings: VEHICLE CAME IN WITH CONCERN OF EXPERIENCING EMERGENCY BRAKING WHEN COMING OUT OF THEIR PARKING GARAGE. PRINTED OUT BULLETIN NTB1

8-041b, CHECKED PART NUMBER OF LASER/RADAR SYSTEM TO SEE IF IT NEEDED THE REPROGRAM, IT DID. WHEN IT BEGINS TO REPROGRAM, IT WILL GO STRAIGHT TO 100%

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ON BOTH PROGRESS BARS, AND BRING ME TO THE PAGE THAT SAYS REPROGRAMMING IS NOT COMPLETED PROPERLY WITH THE "!?" ICON. I CHECKED ALL THE THINGS THE BU

LLETIN SAYS TO CHECK IF THIS OCCURS, BUT COULD NEVER GET THE REPROGRAM TO GO THROUGH. I DID NOTICE AFTER ALL THIS THAT THE CONSULT I WAS USING HAS NOT

BEEN UPDATED. I TRIED TO USE OUR SECOND CONSULT, BUT IT WOULD NOT LET ME.

I DID NOT CHECK CODES BEFORE ATTEMPTING THIS PROCESS, BUT I NOW HAVE A U1000 CODE UNDER ICC/ADAS.

Repairs Made: ATTEMPTED LASER/RADAR AND ICC/ADAS REPROGRAMS, BUT COULD NOT COMPLETE THE LASER/RADAR REPROGRAM. DID NOT ATTEMPT ICC/ADAS REPROGRAM.

Created by Brian Terk at 2019-03-27 15:52:42

-DESCRIPTION:

-customer comment is unexpected FEB operation

-Laser/Radar programming will not complete

-both progress bars go to 100% immediately and stop

-reviewed all steps in NTB18-041, still unable to complete programming

-no change when using other Consult

-did not check for codes before reprogramming began

-currently ICC/ADAS now has a U1000 stored

-RECOMMENDATION DETAIL:

-Chris if this was an intermittent concern with no warning lamps initially then likely the current U1000 is caused by the incomplete programming

-review CAN DIAG SUPPORT MONITOR

-select ADAS

---note this may show up as ICC, ADAS or ICC/ADAS, any of these listings will be the ADAS c/u

---note there may be more than one listing for this as well

-confirm if Laser, Radar, (may be a different similar name) shows as Unknown in the present column and 0 in the past column

-if it does replace the distance sensor and continue with NTB18-041

-please reply to this email with repair confirmation when the repairs have been completed or with any additional questions you may have, thank you!

Created by Brian Terk at 2019-03-28 14:47:59

-DESCRIPTION:

-technician replied by email

"Ok I checked can diag support for ICC/ADAS, but laser is showing OK in present and 0 in past. Also the U1000 code under ICC/ADAS is now past."

-RECOMMENDATION DETAIL:

[redacted] this indicates that the ADAS c/u is currently communicating with the laser/radar but had a communication error with it during this key cycle (0

times)

-due to being unable to complete laser/radar programming please replace the distance sensor

-perform after replacement procedures as per the ESM

-continue with NTB18-041 additional steps

-please reply to this email with repair confirmation when the repairs have been completed or with any additional questions you may have, thank you!

Created by Brian Terk at 2019-04-04 07:26:02

-DESCRIPTION:

-technician replied by email

TECH LINE INCIDENT REPORT - CONFIDENTIAL

"I replaced the distance sensor, and continued with the rest of the steps on the bulletin and everything went through."

-RECOMMENDATION DETAIL:

-perfect and thank you for the update, I will close this case now that the vehicle is resolved

-please feel free to reply to this email if any additional assistance is needed in the future on this vehicle

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/1/2019	4/3/19	4/1/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	5N1AT2MV0HC7[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	13253	22617	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	G41
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	11/4/2016	8/31/2017	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
B94 ROOF RAIL CROSS BARS
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2-PIECE FRONT AND
M92 RETRACTABLE CARGO COVER
P01 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5333	26	AUTOFAIR NISSAN	STRATHAM	New Hampsh

Serv Dlr TL

Code	Region	Name	City	State
5333	26	AUTOFAIR NISSAN	STRATHAM	NH

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
CASE, FITTING, LINE & TORQUE	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
10	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Performed Sub Assembly Repair to Resolve.

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

suddenly stopping-grinding noise

Created by Survey Site Guest User at 2019-04-01 08:44:26

Customer Comments: suddenly stopping-grinding noise

Technician Findings: in last week with code c1a17-49-----replaced distance sensor and reprogrammed icc/adas per bulletin 18-041..returned today statin

g feb activation-----grinding noise-abs activating?-----code in icc/adas---c1a04+c1a24+c1a26....manual states possible cause of abs actuator

Repairs Made: replaced distance sensor-reprogrammed icc/adas

Created by Adam Hoff at 2019-04-01 09:13:37

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Technician findings:

C1A04 ABS/TCS/VDC CIRC

C1A24 NP RANGE

C1A26 ECD MODE MALFUNCTION

Replaced distance sensor and reprogrammed ADAS.

Created by Adam Hoff at 2019-04-01 09:13:48

TSS recommendation:

Let?s verify our type id that is selected for configuration for the ADAS control unit.

Should be 284E9-6FL3D.
Let?s also check our battery condition as the ABS system is verify sensitive to battery voltage concerns.

Let?s back probe at the ABS actuator and check power and ground to the unit.
If we find that the voltage is not correct on the ground circuit we should remove and reinstall the ground fastener a couple times to verify a good co

nnection for ground and retest.

Created by Adam Hoff at 2019-04-01 13:29:11

Email response from dealer:

These are my current codes today.

Pictures of codes last week plus reprogramming info.

Cleaning abs ground.

Photos attached to emails.

Created by Adam Hoff at 2019-04-01 13:29:22

TSS recommendation:

Thank you for the photos.

We can see that the configuration of the ADAS control unit appears to be correct per the bulletin.

Let?s see if we can duplicate the customer?s concern.
I?m curious as to what exactly is occurring for the customer such as cruise cancels or full brake activation, etc.

Let?s also pay attention to what the noise is that the customer is experiencing.
If we are able to duplicate an undesired FEB activation please note where the concern occurs (specific location (address, intersection, etc.), directi

on of travel, and speed traveling.

Created by Adam Hoff at 2019-04-03 13:58:17

Email response from dealer:

Road tested vehicle.

Cvt starting slipping and the engaging.

Codes P17F0 CVT JUDDER (T/M INSPECTION) and p1715 stored.

Replaced sub assembly. Road tested 60 miles.

No issues in any system. Thanks again.

Created by Adam Hoff at 2019-04-03 13:58:24

TSS recommendation:

Excellent.

Thank you for the update after repairs.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Have a great rest of the day.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/2/2019	4/2/19	4/2/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	5N1AT2MV0HC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	13084	29417	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	KAD

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	9/23/2017	10/26/2017	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2-PIECE FRONT AND
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5165	36	BOARDMAN NISSAN	BOARDMAN	Ohio

Serv Dlr TL

Code	Region	Name	City	State
5165	36	BOARDMAN NISSAN	BOARDMAN	OH

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED
Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

customer states forward collosion warning coming on intermittently when not needed

Created by Survey Site Guest User at 2019-04-02 08:54:55

Customer Comments: customer states forward collosion warning coming on intermittently when not needed

Technician Findings: Found radar stain code and unexpected AEB, Followed Revised TSB which says not to replace the control module distance sensor anym

ore? Customer came back with same issue after reprogramming icc adas and laser radar, should I replace the sensor now.

Repairs Made: Followed TSB Reprogrammed ICC/ADAS and Laser/Radar

Created by Cameron McBride at 2019-04-02 09:20:50

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Description:

Customer states forward collision warning coming on intermittently when not needed

Found radar stain code and unexpected AEB

Followed Revised TSB, which says not to replace the control module distance sensor anymore?

Customer came back with same issue after reprogramming ICC/ ADAS and LASER/ RADAR

Should I replace the sensor now.

Recommendation:

Thank you for the information.

We do not have any common or known concerns with ?unattended AEB? after NTB18-041b.

To help TECH LINE better understand your concern; please provide all addition information below:
What is the customer experiencing exactly? (AEB light only, unattended light brake, unattended heavy (emergency) braking, etc.)
How long does the concern happens exactly? (a few seconds, quick tap/ shock, to a complete stop, etc.)
Where exactly does the concern happen? (Street name, HWY name, intersection name, cross intersection, GPS coordinates if possible)

What time of the day does the concern happen? (night time, mid-day, early morning, etc.)

Which direction was the vehicle traveling at the time of the concern? (North, South, East or West)

What were the weather conditions at the time of the concern?

What was the vehicle speed roughly at the time of the concern? (MPH)

What is the current LASAR/ RADAR part number?

What is the current ICC/ ADAS past number?

(Provide the all DTC?s print out with DTC?s stored and part numbers listed)
In addition, if we drive the vehicle in the same area and condition described by the customer, are we able to duplicate the concern?

Created by Cameron McBride at 2019-04-02 09:57:18

Description:

Email received from the dealer:

(4/2/2019 9:34 AM)
?NTB18-041b has been fixing this issue on these cars for months until it was revised down to just reprogramming

When replacing the distance sensor it was correcting the issue until the process was revised.

The customer says this happens at all times randomly brakes

In all weather conditions

I told you the code in the system is a radar stain code.

I performed the reprograms listed in the procedure.

What am I to do now?

Typically like I said when replacing the distance sensor as per the old TSB this would correct the issue.

So is that what I am to do now?

Recommendation:

Thank you for the update.
If you are confident the Front Distance sensor (LASAR/ RADAR) will correct this concern, replace the distance sensor, aim and retest.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/8/2019	4/11/19	4/8/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	JN8AT2MV5JW[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	7891	22418	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	KAD
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	2/22/2018	8/28/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
K03 PLATINUM PACKAGE
L92 FLOOR MATS (2PC FRONT, 2PC SEC
N92 ILLUMINATED KICK PLATES
P01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
08053	26	BRIDGEWATER NISSAN	BRIDGEWATER	New Jersey

Serv Dlr TL

Code	Region	Name	City	State
08053	26	BRIDGEWATER NISSAN	BRIDGEWATER	NJ

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
AUTOMATIC BRAKE CONTROL	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
04	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

FEB activates when going to the 7' high parking Garage at work.

Created by Survey Site Guest User at 2019-04-08 06:54:46

Customer Comments: FEB activates when going to the 7' high parking Garage at work.

Technician Findings: last visit we reprogramed the ICC and laser as per NTB. Customer states that the FEB activates ONLY when entering the low 7' high

Garage at her job. No other time. Is There anything that can be done to address this issue?

Repairs Made: performed reprogram NTB

Created by Steve Berger at 2019-04-08 07:39:04

TECH LINE INCIDENT REPORT - CONFIDENTIAL

RECOMMENDATION:

Thank you for the case information. It looks like this issue may only occur when driving in a parking garage with low ceilings,

There is an item under engineering review for this concern:

Undesired FEB/FCW operation after NTB18-041

?Concern may include:

Please provide the information (part numbers, etc.) from NTB18-041

Please also include:

- If possible, please try to capture a photo or video of the location where this happens.

Created by Steve Berger at 2019-04-08 08:36:03

DESCRIPTION:

EMAIL RECEIVED:

This concern was present before any programming. Was hoping programming

would resolve it. I'll update with info soon. Thanks

Created by Steve Berger at 2019-04-09 11:47:54

DESCRIPTION:

EMAIL RECEIVED:

[redacted], islen NJ. Attached is picture of garage. 5 to 10 mph. Too far

from dealer for me to drive to. But besides that even if I verify the

complaint is there a solution yet? Or is engineering still gathering data

to come up with a fix?

Photo attached.

Created by Steve Berger at 2019-04-09 11:56:46

RECOMMENDATION:

Thank you for the update. We will forward these details to Engineering.

There is one other item requested that we will also need to include in the information to engineering.

Please provide the part #s that are in the vehicle (part numbers, etc. from NTB18-041)

Created by Steve Berger at 2019-04-11 09:48:12

DESCRIPTION:

CONCERN:

? FEB activates when going to the 7' high parking Garage at work.

CASE SUMMARY:

? Customer states that the FEB activates ONLY when entering the low 7' high Garage at her job.

? Issue occurs at [redacted], islen NJ.

- Photo of location is attached to the case..

? The issues occurs at vehicle speeds of 5-10 mph.

? No DTCs stored.

? ICC/ADAS part # 284E7-5HR0E

? LASER/RADAR PART # 28438-5FA3A

? Carfax report: 1 owner, No accidents reported.

? DBS (most recent report): 4/8/19 , 7,891 miles

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- Customer states when pulling into work garage aeb goes off every time - height is 7ft of parking deck check and advise.

- Tech could not duplicate concern, drove vehicle under similar parking deck, scanned for codes.

? DBS: 2/15/19 , 5,856 miles

- Customer states vehicle will brake on its own aeb light comes on check and advise.

- Tech confirmed complaint, found laser/radar control unit and icc/adas control unit needed re-programing. tech re-programed laser/radar control unit

and icc/adas control unit as per ntb18-041a.

? Refer to DBS/National Service History for full report.

POSSIBLE CAUSES:

? ICC/ADAS need to be re-programmed.

RECOMMENDATION:

? ICC/ADAS part # 5HR0E is listed on the chart (Table A) on page 21 of NTB18-041b.

? Is the ICC/ADAS part # still displayed as 5HR0E after the re-programming or is it different?

? Perform ICC/ADAS Reprogramming beginning on page 20 and re-test operation.

? Please follow up to confirm the repair or request additional assistance

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/10/2019	4/10/19	4/10/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
159	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	KNMAT2MV3JP[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	3706	22218	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	KAD
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	6/22/2018	10/23/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
G01 MARCH SOP SPEC
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
2976	26	STAR NISSAN, INC.	BAYSIDE	New York

Serv Dlr TL

Code	Region	Name	City	State
2976	26	STAR NISSAN, INC.	BAYSIDE	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED | Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

as driving locally vehicle came to a forcefull stop with beeping and warning signs almost causing accident,had kid

Created by Survey Site Guest User at 2019-04-10 08:24:23

Customer Comments: as driving locally vehicle came to a forcefull stop with beeping and warning signs almost causing accident,had kids in car

Technician Findings: no dtc's stored for laser/radar or icc/adas

Repairs Made: none

Created by Paul Legnon at 2019-04-10 08:35:36

TSS-

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Alleged safety concern email sent for Team Lead response

Created by Survey Site Guest User at 2019-04-10 08:44:41

CALL ME ANYTIME AT CELL NUMBER 19172258767...VIJAY

Created by J.R. Jackson at 2019-04-10 09:47:39

Called tech to discuss.

Spoke to SM and tech.

-

Customer states the incident only occurs in a construction zone in a place where there is a small bump.

Tech states NTB18-041 was performed with no change

Vehicle had ABS U1002 - Can Communication in past

Tech was unable to duplicate any DTCs or the incident

-

Advised that the incident is under Engineering review, no repair recommended.

Advised to inform customer how to turn the system off and let them know that pressing the accelerator will override the untended FEB event.

Advised SM to contact Consumer Affairs.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/10/2019	4/11/19	4/10/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MV7JC[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	10824	22218	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	NBL
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	3/6/2018	4/7/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT E10
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3670	26	LEGEND NISSAN, LTD	SYOSSET	New York

Serv Dlr TL

Code	Region	Name	City	State
3670	26	LEGEND NISSAN, LTD	SYOSSET	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

customer states vehicle stops on its own again over the same rail road tracks

Created by Survey Site Guest User at 2019-04-10 09:35:18

Customer Comments: customer states vehicle stops on its own again over the same rail road tracks

Technician Findings: customer states vehicle stops over certain train tracks, states it happened 8 times over the past 5 months. service advisor test

drove car over same rail road tracks and couldn't duplicate problem, customer also had the Bulletin performed a couple months back, sensor wasn't chan

ged only both the laser/ radar and icc/adas reprograms were performed. also checked the FEB operation mileage on work support and shows car came to a

complete stop at 10,668 miles..... couldnt fit all the DTCS, these dtcs were all past codes stored... MULTI AV-B1339-8F, APMS C1706-00, LASER RADAR C1

TECH LINE INCIDENT REPORT - CONFIDENTIAL

A16-97, LASER RADAR U1000-01, ABD B2426, SIDE RADAR REAR LEFT C1B40-49, SIDE RADAR REAR RIGHT C1B30-49, CHASSIS CONTROL U1000-00, ICC ADADS2 C1B53-04,

ICC ADAS2 C1B54-04, ICCADAS2 U1000-01

Repairs Made: none

Created by Robert Aponte at 2019-04-10 10:00:05

DESCRIPTION-

Customer Comments: customer states vehicle stops on its own again over the same rail road tracks

Technician Findings: customer states vehicle stops over certain train tracks, states it happened 8 times over the past 5 months. service advisor test

drove car over same rail road tracks and couldn't duplicate problem, customer also had the Bulletin performed a couple months back, sensor wasn't chan

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A16-97, LASER RADAR U1000-01, ABD B2426, SIDE RADAR REAR LEFT C1B40-49, SIDE RADAR REAR RIGHT C1B30-49, CHASSIS CONTROL U1000-00, ICC ADADS2 C1B53-04,

ICC ADAS2 C1B54-04, ICCADAS2 U1000-01

Repairs Made: none

Current DTC TCM U0121

Past DTC ABS u1002 ICC/ADAS c1a26 ICC/ADAS c1a33 ICC/ADAS u1000 MULTI AV b132a-01

U1000-01, ABD B2426, SIDE RADAR REAR LEFT C1B40-49, SIDE RADAR REAR RIGHT C1B30-49, CHASSIS CONTROL U1000-00, ICC ADADS2 C1B53-04, ICC ADAS2 C1B54-04,

ICCADAS2 U1000-01

Recommendation:

Thank you for the information

This issue with vehicle stopping at railroad tracks is is under engineering review if NTB18-041b has already been done.

Please follow/perform related TSB NTB18-041b if not already done.

Does the part number shown on TSB Figure 27 Compare to the P/N you wrote down ? Does it match Current ICC/ADAS Part

Number column in Table A?

If there is Not a match in Table A, Provide the information (all part numbers, etc.) from NTB18-041

If there is a match, continue with the reprogramming procedure.

If no change or not applicable,

Since we have multiple can codes, please do not clear and inspect can diagnosis monitor to see which control modules are losing communication.

Test power/grounds/pin fits to cu losing communication. Use NTB10-066 as a guide if needed.

Please provide all can diagnosis results and send in can screenshots and code screenshots as needed.

Also Please gather the approximate address or location where this issue occurs and follow up with information.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/11/2019	4/12/19	4/11/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	5N1AT2MV8HC[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	628845	22617	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	K23
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	3/23/2017	4/23/2017	

Installed Options

B92 SPLASH GUARDS
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2-PIECE FRONT AND
P01 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3999	48	TONKIN NISSAN	WILSONVILLE	Oregon

Serv Dlr TL

Code	Region	Name	City	State
5653	48	TONKIN NISSAN	WILSONVILLE	OR

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

C/S the AEB system is still engaging randomly when no cars are around. She also hears an abnormal grinding nois

when taking off from a stop and going up a slight incline, also when going over train tracks.

Created by Survey Site Guest User at 2019-04-11 14:40:48

Customer Comments: C/S the AEB system is still engaging randomly when no cars are around. She also hears an abnormal grinding noise when this happens.

Typically happens when taking off from a stop and going up a slight incline, also when going over train tracks.

Technician Findings: Costumer states the AEB system is still engaging randomly when no cars are around. She also hears an abnormal grinding noise when

this happens. Typically happens when taking off from a stop and going up a slight incline, has also happened when going over train tracks. I cannot d

TECH LINE INCIDENT REPORT - CONFIDENTIAL

uplicate any of the complaints. Documenting per service manager request. Cause of auto cancel No record. FEB operation mileage 14869, (is that when la

st activation occurred?)

Repairs Made: NTB18-041b

Created by Cameron McBride at 2019-04-11 14:53:47

Description:

C/S the AEB system is still engaging randomly when no cars are around.

She also hears an abnormal grinding noise when this happens.
Typically happens when taking off from a stop and going up a slight incline, also when going over train tracks.

Costumer states the AEB system is still engaging randomly when no cars are around.

She also hears an abnormal grinding noise when this happens.
Typically happens when taking off from a stop and going up a slight incline, has also happened when going over train tracks

I cannot duplicate any of the complaints.

Documenting per service manager request.

Cause of auto cancel No record.

FEB operation mileage 14869, (is that when last activation occurred?)

Recommendation:

Thank you for the information.

I?m unsure what ?FEB operation mileage? is referring too exactly.

This is something we do not normally look at.

As for the concern, Please provide all addition information below for TECH LINE review:
What is the customer experiencing exactly? (AEB/ FEB light only, unattended light braking, unattended heavy (emergency) braking, etc.)
How long does the concern happens exactly? (a few seconds, quick tap/ shock, to a complete stop, etc.)
Where exactly does the concern happen? (Street name, HWY name, intersection name, cross intersection, GPS coordinates or Google Map street view if pos

sible)

Which direction was the vehicle traveling at the time of the concern? (North, South, East or West)

What time of the day does the concern happen? (Nighttime, mid-day, early morning, etc.)

What were the weather conditions at the time of the concern?

What was the vehicle speed roughly at the time of the concern? (MPH)

What is the current ICC/ ADAS part number listed in Consult?

What is the current LASAR/ RADAR part number listed in Consult?

(Picture of the all DTC?s print out is preferred.)
If we drive the vehicle in the same area and condition described by the customer, are we able to duplicate the concern?

Created by Cameron McBride at 2019-04-12 10:29:31

Description:

Email received from the dealer:

(4/12/2019 9:59 AM)

?The current laser/radar part #28438-5FA3A

Current ICC/ADAS 284E7-7FP3A

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Since the update going up incline towards an automatic gate the vehicle has tried to stop

I think during the gate opening.

Grinding noise, abs actuator applying brakes?

Vehicle has stopped when rolling back on drive way? hill start assist?

NO warning lights, no codes in any systems.?

Called dealer called to follow:

Concern happened at the customer apartment building.
Customer start when going into the parking garage when the gate opens the brakes apply automatically.

Location of the concern [redacted] **Portland, Oregon.**

Recommendation:

As discussed over the phone.

Test the vehicle in the same location as the customer describes and try to duplicate the concern.
If we are able to duplicate the concern, take a short audio/ video of the concern and email to TECH LINE for review.
If we are able to duplicate the concern consistently, try to duplicate the concern with a Known Good Vehicle (KGV) (anther 17-19 Rogue with AEB) in th

e same area.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/13/2019	4/13/19	4/13/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
168	Z * [redacted]	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MV4JC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	11356	22218	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	[redacted]	CVT	NBL

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	6/7/2018	7/28/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT E10
G01 MARCH SOP SPEC
L92 FLOOR MATS (2PC FRONT, 2PC SEC
U01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3670	26	LEGEND NISSAN, LTD	SYOSSET	New York

Serv Dlr TL

Code	Region	Name	City	State
3670	26	LEGEND NISSAN, LTD	SYOSSET	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

received notice in mail about aeb update

Created by Survey Site Guest User at 2019-04-13 07:57:33

Customer Comments: received notice in mail about aeb update

Technician Findings: car had been here before for the bulletin ntb18-041a now the customer says it has stopped again

Repairs Made: we did ntb18-041a

Created by Michael Aceves at 2019-04-13 08:49:35

Technician comments:

TECH LINE INCIDENT REPORT - CONFIDENTIAL

"car had been here before for the bulletin ntb18-041a now the customer says it has stopped again"

Repairs Made:

"we did ntb18-041a"

Recommendation:

This sounds like this has not been duplicated at the dealer.

We would need more information from the customer as to where this occurs for them.

An exact address or cross streets will be helpful and also if there is a railroad crossing.

Also needed would be the direction of travel (eastbound, westbound, etc...).

Ask about the speed of the vehicle when this occurs for them.

What is the part number that was previously replaced or reprogrammed too?