INFORMATION REDACTED PURSUANT TOTHE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

DP19-001

NISSAN

5/15/2019

ATTACHMENT B

REQUEST NUMBER 2

DOCUMENTS

FIELD REPORTS

[redacted]

NISSAN

Search... Search Samaritan Potter Help & Training CA

Home Chatter Accounts Cases Vehicles Dealer Locator Infiniti Retailer Locator Articles Ideas

[redacted]

Customize Page | Printable View | Help for this Page

Case Comments [25] | Case Categorizations [1] | Emails [2] | Calls [0] | Open Activities [0] | Activity History [5] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | DTS Field Inspections [1] | Attachments [0] | Case History [21]

Case Detail

Edit | Sharing | Take Ownership | Clone | Escalate | RCAS | Share with Dealer | Close Case | Bluetooth Support | DTS Request | Schedule Dealer Appointment | Correspondence Request

Case Record Type	CA [Change]	Case Number	[redacted]
Account Name	[redacted]	Case Owner Email	[redacted]
Contact Email	[redacted]	Case Owner Location	Murfreesboro
Home Phone	[redacted]	Case Owner	[redacted]
Executive Referral		Status	Open
Exec-Received-Date		Type	CA
Letter Sent Date		Case Origin	Phone
Letter Received Date		Date/Time Opened	10/30/2017 4:40 PM
Follow Up Date	12/5/2017	Date/Time Closed	
Follow Up Request	Send Follow Up Email	Multiple Repairs	No
Supporting Documents		Executive Summary	
CA Multiple Repairs		Executive Actions To Resolve	
Social Media Involvement		Closed at CCF	
Martiz Customer Id			
Alert Trigger Verbatim			
Case Reopen Count	0		
Description	IIR- FEB- EST		

Call Script

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

Incident Codes - IIR REQUIRED

Incident Date			
Number Injured	0	Rollover	
Accident		Sent to Legal	
Airbag		Property Damage	
Fire		Injury Letter	

Customer Requests

IIR Indicator	1	Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Custom Links: Create IIR | Email Documents | Create RHR | Print Dealer View

Vehicle Information

Vehicle	JN8AT2MV1HW[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22617	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	COMMONWEALTH NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	

Responsible District	12	Dealer Instructions	Customer Contact
Shared With		Requested Dealer Action	Please review.

Bluetooth

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

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR	[redacted]	Goodwill Processed	0
IIR Date		Vehicle Service Contract	
RHR Started		VSC Reprint Request	Email
RHR Completed		Contact Name	[redacted]

Primary & Secondary Root Cause Code

What is the issue?	DS - Discourteous Service	What is the issue? (2)	
What Department?	S - Service Department	What Department? (2)	
Where did this originate?	C - Customer	Where did this originate? (2)	
Special Root Cause Closing Code		Special Root Cause Closing Code (2)	

Action Code

Who took action?	
How was the action taken?	
What action was taken?	

DTS Request

DTS Inspection Date		DTS Inspection Date Confirmed?	
DTS Request Type		Notes for DTS (Vehicle Concerns)	
Inspection Time/Notes	Appointment Time: Notes to Agent:		

System Information

Subject	CUSTOMER: [redacted] PHONE: [redacted] VIN: JN8AT2MV1HV[redacted]

Agent Comments

Agent Comments	FEB case. Submit IIR. E-mail sent to SM at DLR.		
Created By	Rebecca Blanchard, 10/30/2017 4:40 PM	Root Cause Code	SCDS
Last Modified By	NNAETL, 11/27/2017 9:04 PM	Root Cause Code (2)	
Legacy Case Number		Action Code	
Root Cause		Priority	N/A

Edit | Sharing | Take Ownership | Clone | Escalate | RCAS | Share with Dealer | Close Case | Bluetooth Support | DTS Request | Schedule Dealer Appointment | Correspondence Request

Case Comments New — Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By: Brandon Johnson (11/27/2017 7:21 AM)** ARBS received email from DTS-PM stating that IIR had been uploaded to the FTP site. ARBS setting case for 12/5/2017 to wait for PL resolution.
Make Private	✓	**Created By: Brandon Johnson (11/20/2017 8:44 AM)** ARBS setting case for 12/1/2017 for inspection to be completed.
Make Private	✓	**Created By: Brandon Johnson (11/20/2017 8:42 AM)** ARBS placed outbound call to C[redacted] @ #[redacted] and left vmx. ARBS reminded C of inspection date and time of 11/21/17 at 9:00 AM EST at DLR- COMMONWEALTH NISSAN. ARBS stated that DLR SM-DN had been made aware of inspection date and time. ARBS stated after inspection was completed NNA had two to four weeks to review the inspection report. ARBS provided ARBS contact # and hours of operation. ARBS stated that ARBS would be OOO on 11/23 and 11/24 for the Thanksgiving holiday. Vmx ended.
Make Private	✓	**Created By: Brandon Johnson (11/2/2017 2:30 PM)** ARBS setting case for 11/20/2017 for ARBS to remind C of inspection appointment.
Make Private	✓	**Created By: Brandon Johnson (11/2/2017 2:28 PM)** ARBS placed outbound call to DLR-COMMONWEALTH NISSAN @ #[redacted] and spoke with SM-David Nadeau. ARBS had an inspection date and time of 11/21/17 at 9:00 AM EST at DLR- COMMONWEALTH NISSAN. ARBS stated that was with DTS-PM. SM stated that SM was aware and SM had contacted DTS to confirm. ARBS understood and call ended.
Make Private	✓	**Created By: Brandon Johnson (11/2/2017 2:14 PM)** ARBS placed outbound call to C[redacted] ARBS stated that ARBS had an inspection date and time of 11/21/17 at 9:00 AM EST at DLR- COMMONWEALTH NISSAN. C understood and C/s that would work for C. ARBS understood and ARBS stated that ARBS would let DLR SM know. C understood and ARBS asked if C would like for ARBS to contact C the date before the inspection to remind C? C agreed and call ended.
Make Private	✓	**Created By: Brandon Johnson (11/2/2017 10:55 AM)** ARBS submitted DTS request.
Make Private	✓	**Created By: Brandon Johnson (11/2/2017 10:52 AM)** ARBS placed outbound call to C[redacted] ARBS stated that ARBS would need 15-30 minutes of C's time to complete probe.

C agreed and ARBS completed probe questions.

C/s that C's husband [redacted] was driving on [redacted] in Haverhill, MA.
C/s that C's husband was going around 30 mph.

C/s that out of nowhere the veh started beeping and the veh then braked on its own.
C/s that after the veh braked on its own the vehs service screen showed a malfunction error on the screen. "photo in email attachments of case."
C/s that there were no other vehs in the area or around C's husband.

C/s that the concern had happened to C once before but the veh did not fully brake on C.

C/s that C would like the veh inspected due to the braking concerns on C's veh.

ARBS understood and ARBS apologized for C's veh concerns.
ARBS stated that NNA would like to send an inspector to look at C's veh.
ARBS stated that the NNA IIR process was a six to eight week long process.
ARBS stated it could be two to four weeks before NNA could get an inspector out to look at C's veh.
ARBS stated that after inspection was completed NNA had two to four weeks to review the inspection report.
ARBS stated that during NNA IIR inspection process NNA did not cover rental, storage, or towing fees.
ARBS stated if C did incur those fees and NNA found some type of manufacturer's defect on C's veh, NNA could reimburse C for those fees.

C understood and ARBS stated that ARBS would reach out to the inspector for a date and time for the inspection at DLR-COMMONWEALTH NISSAN.
ARBS stated as soon as ARBS had further information for C on the date and time for the inspection ARBS would contact C back.
C understood and call ended.

Make Private ✓ **Created By: Brandon Johnson (11/2/2017 9:48 AM)**
ARBS received vmx from C.

Make Private ✓ **Created By: Brandon Johnson (11/2/2017 9:06 AM)**
ARBS setting case for 11/3/2017 for ARBS to follow up with C.

Created By: Brandon Johnson (11/2/2017 9:05 AM)

Make Private ✓ [redacted]

ARBS-BJ called customer no answer was made ARBS left a message stating name and number for C to call ARBS back at [redacted] vmx ended.

Make Private ✓ **Created By: Brandon Johnson (11/2/2017 9:05 AM)**
**********ARBS RECEIVED CASE, UNDER REVIEW, PENDING PROBE VERIFICATION **********

Make Public **Created By: Samantha Dixon (11/1/2017 3:34 PM)**
IIR rejected- Owners contact information is missing from IIR probe. Please correct and resubmit

Make Private ✓ **Created By: Amanda Yett (11/1/2017 2:43 PM)**
RCAS-AY sent email to TL-GD and SRCAS-JW requesting next steps.

Make Private ✓ **Created By: Amanda Yett (11/1/2017 2:40 PM)**
RCAS-AY received inbound call from DTS-PM.
DTS-PM advised was at DLR today to look at veh.
DTS-PM advised FEB worked 3x in 1 driving cycle.
DTS-PM advised C's concerns seem to be with lane departure warning.
DTS-PM advised no lane departure prevention.
DTS-PM advised veh does not have lane departure prevention.
DTS-PM advised if weaving in and out of cars at high speeds, it will beep and apply the brakes.
DTS-PM advised C may need to turn off system in instrument cluster.
DTS-PM advised codes that were stored are with radar which has to do with heavy rain or a lot of leaves on the road.
DTS-PM advised there was another code having to do with how many times feb triggered.
DTS-PM advised would like to meet with customer, walk them through OM and describe system to C.

RCAS-AY advised will consult with TL-GD and RCAS-MS for next steps.

Make Private ✓ **Created By: Amanda Yett (11/1/2017 11:17 AM)**
RCAS-AY corrected IIR form by adding contact info and resubmitted.

Make Public **Created By: Samantha Dixon (11/1/2017 11:11 AM)**
Vehicle concern-Forward Emergency Braking

Created By: Amanda Yett (11/1/2017 8:56 AM)
RCAS-AY received inbound call from C- [redacted]
RCAS-AY advised call may be recorded for quality and training purposes.
RCAS-AY advised calling on behalf of RCAS-MS, C's case manager.
RCAS-AY advised RCAS-MS is out of office.
RCAS-AY advised needs to ask C a few questions.
RCAS-AY completed IIR form.
RCAS-AY advised "Thank you for the information. A Nissan/Infiniti representative will call you within 3 business days after the representative receives the case. Please allow for a minimum of 30 minutes during that call so the representative may best understand the whole situation. Is [redacted] the best number to reach you?"

Make Private ✓ C confirmed.
C stated that C's husband was driving in this particular incident.
C advised C's husband can be reached at [redacted]

RCAS-AY apologized for C's experience and advised someone will be in touch shortly.

C understood.

RCAS-AY thanked C for C's time.

Call ended mutually.

Make Private ✓ **Created By: Amanda Yett (11/1/2017 8:43 AM) | Last Modified By: Amanda Yett (11/1/2017 8:43 AM)**
RCAS-AY placed outbound call to C's wife who will now be referred to as C [redacted]
RCAS-AY left VMX advising of direct line and case number.
RCAS-AY requested callback when C had a few moments to speak.

Make Private ✓ **Created By: Markita Scott (11/1/2017 6:59 AM)**
RCAS-MS consulted TL-GD regarding direction for case movement.

Make Private ✓ **Created By: Markita Scott (11/1/2017 6:58 AM)**
RCAS-MS VERIFIED C's name, mailing address, e-mail, phone #, vehicle
RCAS-MS CHECKED for open recalls/campaigns and found: None
Previous UNRELATED Case(s) Found: None
Previous RELATED Case(s) Found: [redacted]
RCAS-MS ADVISED "This call may be recorded for quality and training purposes."

RCAS-MS placed outbound call to Customer at [redacted] on 10/31/2017 at 4:29pm.

RCAS-MS stated that RCAS-MS is Customer's Regional Consumer Affairs Case Manager and in short, that means that RCAS-MS is Customer's point of contact with Nissan Corporate regarding Customer's concerns or questions with vehicle or DLR.
RCAS-MS stated that RCAS-MS has a few questions to ask regarding the concern that Customer has experienced with vehicle.
RCAS-MS asked Customer how often this concern has taken place.

Customer indicates that it happened once to Customer and twice to Customer's wife.
Customer stated that the lane departure doesn't really work.
Customer stated that the illumination near the mirrors works intermittently.
Customer stated that the FEB concern is the main concern because the concern is a safety concern.

RCAS-MS confirmed that Customer is in a loaner vehicle currently.

Customer agreed.

RCAS-MS proceeded to ask IIR questions.

Customer stated that Customer sent a picture to CRR-RB right after the most recent concern taking place.

Customer stated that the Owner's Manual is extremely unclear on what direction to do when the concern is taking place.
Customer stated that all the Owner's Manual tells customers to do is to restart the vehicle.

RCAS-MS understood.
RCAS-MS asked Customer when the most recent event took place.

Customer stated that the last time that the concern happened was Sunday night around 5:30pm EST.

RCAS-MS asked Customer for Customer's wife's name and best contact information should it be needed.

Customer's wife provided name of [redacted] and contact number of [redacted].

RCAS-MS asked Customer exactly what happens when the concern happens.

Customer's wife stated that Customer's wife will be driving and the vehicle will begin beeping and then all of a sudden the vehicle will slow down but not completely come to a stop.

RCAS-MS asked Customer if Customer's experience is similar.

Customer stated that when Customer was driving, the vehicle did almost come to a complete stop.

RCAS-MS understood.
RCAS-MS stated that RCAS-MS will get the case moving forward.
RCAS-MS stated that Customer will be contacted back within 1-3 business days for additional questions.
RCAS-MS stated that Customer' wife may also be contacted as Customer's wife is the primary driver of the vehicle.

Customer understood.

RCAS-MS provided direct contact information.

Customer thanked RCAS-MS.

RCAS-MS stated that Customer can contact RCAS-MS should any questions or concerns come up prior to contact being made with Customer.

Customer thanked RCAS-MS for all of the help.

Call ended mutually.

Make Private ✓

Created By: Markita Scott (10/31/2017 7:56 AM)
RCAS-MS received e-mail from SM-Dave with the following:

-Vehicle is at the DLR currently.
-Customer is in a loaner vehicle.
-The vehicle has been road-tested several times, however no successful duplication.

Make Private ✓

Created By: Markita Scott (10/31/2017 7:26 AM)
RCAS-MS sent e-mail to SM-Dave on 10/31/2017 at 7:25am requesting that Customer be placed in a loaner vehicle and provided information regarding FEB direction currently.

Make Public

Created By: Rebecca Blanchard (10/30/2017 4:45 PM)
CASE SUMMARY
SCRR-RB sending case to RCAS: DLR complaint regarding a Service Advisor

BEST CONTACT # [redacted]

Make Public

Created By: Rebecca Blanchard (10/30/2017 4:45 PM)
SCRR-RB < VERIFIED> Account Info including: C's name, home & email address, phone# & best contact#
SCRR-RB VERIFIED VEH Info including: VIN#, Current Mileage
SCRR-RB CHECKED for open recalls/campaigns and found: 0
SCRR-RB CHECKED for previous UNRELATED Case(s) and found: 0
SCRR-RB CHECKED previous RELATED Case(s) and found: 0

SCRR-RB NOTED concern is: DLR complaint

SCRR-RB received inbound call from C

C stated that C has been having off and on concerns with the lane departure feature of the VEH
C state that the FEB which stops the VEH automatically has also been experiencing concerns
C stated that it has stopped the VEH a couple of time with nothing in front of the VEH
C stated last night at 5:30PM at 30 mph the VEH started beeping and the VEH stopped
C stated that C described these concerns with C's wife
C stated that today C called the DLR at 9:27AM and spoke with SA-KRISTIN
C stated that SA-K was not very friendly nor did SA-K express concern for C's concerns
C stated that the last time the VEH was taken to the DLR this concern was brought up but the notes did not speak to it
C stated that SA-K spoke to VEH having hiccups like this occasionally
C stated that C will take the VEH back when it is safe to drive
C stated that C advised SA-K that C would need a loner VEH
C stated that C wants this covered under warranty and C has dealt with other DLRs where this is procedure
C stated that SA-K stated that SA-K was not sure if a loner would be available
C stated that C expressed that C would need some sort of accommodation
C stated that C loves the VEH but just does not feel safe with it
C stated that C's wife then went into the DLR to pick the VEH up and the SA advised C that the diagnostics might not be covered by the warranty if the VEH had been in a collision
C stated that the VEH had not been in an incident
C stated that the SA advised C that the VEH diagnostics would still be something that might not be covered
C stated that C believes it should be covered regardless as the VEH is new and only has 10000 miles
C stated that the SA has only been rude and not understanding
C stated that C has never experienced this before at a DLR
C stated that SA-K claimed that the VEH would not be at the DLR until 5 as claimed by C
C stated that this is not true and would like the DLR called pulled

SCRR-RB apologized for the experience C had with this DLR
SCRR-RB informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day 10/31/2017 regarding C's concern

C understood

SCRR-RB inquired how C would like NNA to assist with this concern

C stated that C would like the concern reported
C stated that C wants NNA CA to know how the DLR was responsive with a serious concern as C expressed not feeling safe with the VEH

SCRR-RB stated an email requesting POO will be sent to C
SCRR-RB asked if there was anything else C needed assistance with today

C declined

SCRR-RB provided agent ID

Call ended mutually

BEST CONTACT # [redacted]

Case Categorizations

New Case Categorization | Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	INTERIOR ELECTRICAL	FORWARD EMERGENCY BRAKING (FEB)	POOR OR IMPROPER OPERATION	26	11/2/2017	YX	AV	320500	OA

Emails

Send an Email | Emails Help

Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	Read	Re: Proof of Ownership Document Request [ref: [redacted] Vin# JN8AT2MV1HW[redacted] Sent from my Verizon, Samsung Galaxy smartphone --...	[redacted]	10/30/2017 4:51 PM
Reply | To All | Del	Sent	Proof of Ownership Document Request [ref: [redacted] 10/30/2017 Case #[redacted] VIN # JN8AT2MV1HW[redacted] Dear [redacted], Congr...		10/30/2017 4:42 PM

Calls

New CA Call | Calls Help

No records to display

Open Activities

New Task | New Event | RCAS Task | Correspondence Request | Open Activities Help

No records to display

Activity History

Log a Call | View All | Activity History Help

Action	Subject	Type	Name	Due Date	Assigned To	Action Taken	Status	Last Modified Date/Time
Edit | Del	DTS Request[redacted]: COMMONWEALTH NISSAN			11/4/2017	Peter Merkel		Complete	11/2/2017 1:00 PM
Edit | Del	DTS Follow Up[redacted]: COMMONWEALTH NISSAN			11/4/2017	Brandon Johnson		Complete	11/2/2017 10:55 AM
Edit | Del	IIR		[redacted]	11/2/2017	Brandon Johnson		Complete	11/1/2017 3:41 PM
Edit | Del	Follow Up Action Required- IIR Rejected			11/1/2017	Amanda Yett		Complete	11/1/2017 11:20 AM
Edit | Del	Email: Proof of Ownership Document Request [ref: [redacted]		[redacted]	10/30/2017	Rebecca Blanchard		Complete	10/30/2017 4:42 PM

Customer Support Tools

Check Request | Service Credit | VSC | ECW | VPP | Regional GW Request | Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

VSC Comments | VSC Cancellation | VSC Transfer | VSC Check Trace | VSC Miscellaneous | VSC Reprint | Forms Help

Action	Form	Request Type	Created By	Created Date	Customer Name	VSC	VIN	VSC Request Comments
Edit	[redacted]	IIR	Amanda Yett, 11/1/2017 8:56 AM	11/1/2017			JN8AT2MV1HW[redacted]	

DTS Field Inspections

DTS Field Inspections Help

Action	Title	DTS Inspection Date	Owner First Name	Owner Last Name	Status
Edit	[redacted]	11/21/2017 9:00 AM	[redacted]	[redacted]	Completed

Attachments

Attach File | Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
11/27/2017 7:21 AM	Brandon Johnson	Changed **Follow Up Date** from 12/1/2017 to **12/5/2017**.
11/20/2017 8:44 AM	Brandon Johnson	Changed **Follow Up Date** from 11/20/2017 to **12/1/2017**.
11/2/2017 2:30 PM	Brandon Johnson	Changed **Follow Up Date** from 11/6/2017 to **11/20/2017**.
11/2/2017 10:56 AM	Brandon Johnson	Changed **Follow Up Date** from 11/3/2017 to **11/6/2017**.
11/2/2017 9:07 AM	Brandon Johnson	Changed **Follow Up Date** from 11/2/2017 to **11/3/2017**.
11/1/2017 3:41 PM	Brandon Johnson	Changed **Follow Up Date** from 11/3/2017 to **11/2/2017**.
11/1/2017 3:34 PM	Samantha Dixon	Changed **Case Owner** from Amanda Yett to **Brandon Johnson**.
11/1/2017 3:34 PM	Samantha Dixon	Changed **Description**.
11/1/2017 11:11 AM	Samantha Dixon	Changed **Description**.
11/1/2017 8:19 AM	Grady Douglas	Changed **Escalated By ID** from 0050G000009URsq to **005F0000006mxzJ**.
11/1/2017 8:58 AM	Markita Scott	Changed **Case Owner** from Markita Scott to **Amanda Yett**. Changed **Subject** from CUSTOMER:[redacted] PHONE:[redacted] VIN: JN8AT2MV1HW[redacted] to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: JN8AT2MV1HW**[redacted].
10/31/2017 4:40 PM	Markita Scott	Changed **Follow Up Date** from 10/31/2017 to **11/3/2017**.
10/31/2017 7:09 AM	Markita Scott	Changed **Description**.
10/31/2017 7:06 AM	Markita Scott	Changed **Case Owner** from Amanda Yett to **Markita Scott**.

10/30/2017 4:45 PM	Rebecca Blanchard	Changed **Escalated By ID** to **0050G000009URsq**.
		Changed **Case Owner** from Rebecca Blanchard to **Amanda Yett**.
10/30/2017 4:40 PM	Rebecca Blanchard	Changed **Work Phone** to [redacted].
		Changed **VIN** to **JN8AT2MV1HW**[redacted]
		Changed **Subject** to **CUSTOMER** [redacted] **PHONE** [redacted] **VIN: JN8AT2MV1HW**[redacted]
		Created.

^ Back To Top

Always show me fewer / more records per related list

Copyright © 2000-2017 salesforce.com, inc. All rights reserved. | Privacy Statement | Security Statement | Terms of Use | 508 Compliance


FIRE


5:32 PM
59 °F
Warning
Malfunction
See Owner's Manual
P
250
10708 miles
RPMx1000
4
5
6
7
8
H
MPH
40
60
80
100
140
60
180
20
220
km/h
0
1/2


NISSAN






ROGUE


SHOP US LAS
KIA
NISSAN
COMMONWEALTH
ROGUE
SL AWD


SHOP US LAST!
SL AWD






RR


RR




COMMONWEALTH




NISSAN


NISSAN


NISSAN











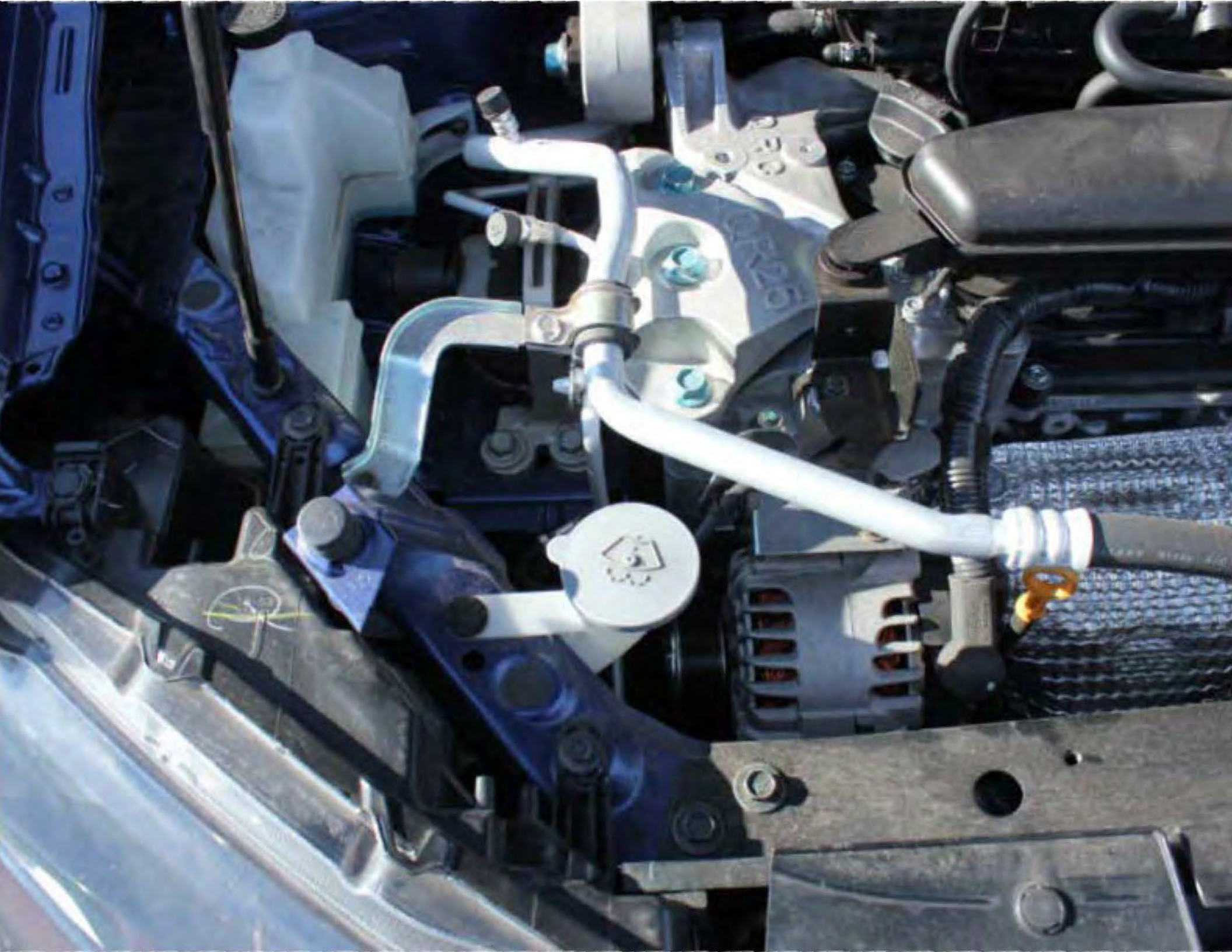







NISSAN





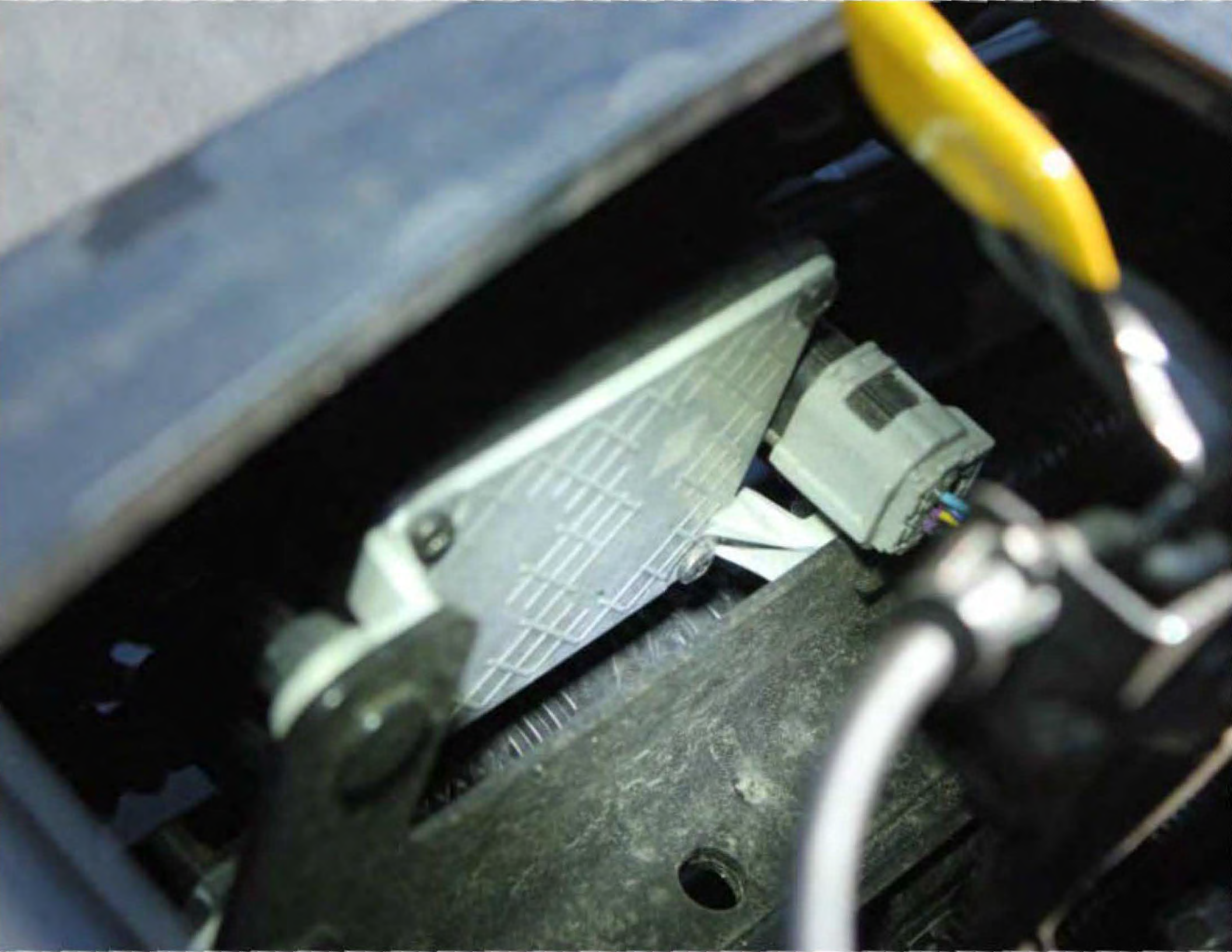

NISSAN


Pb


Pb

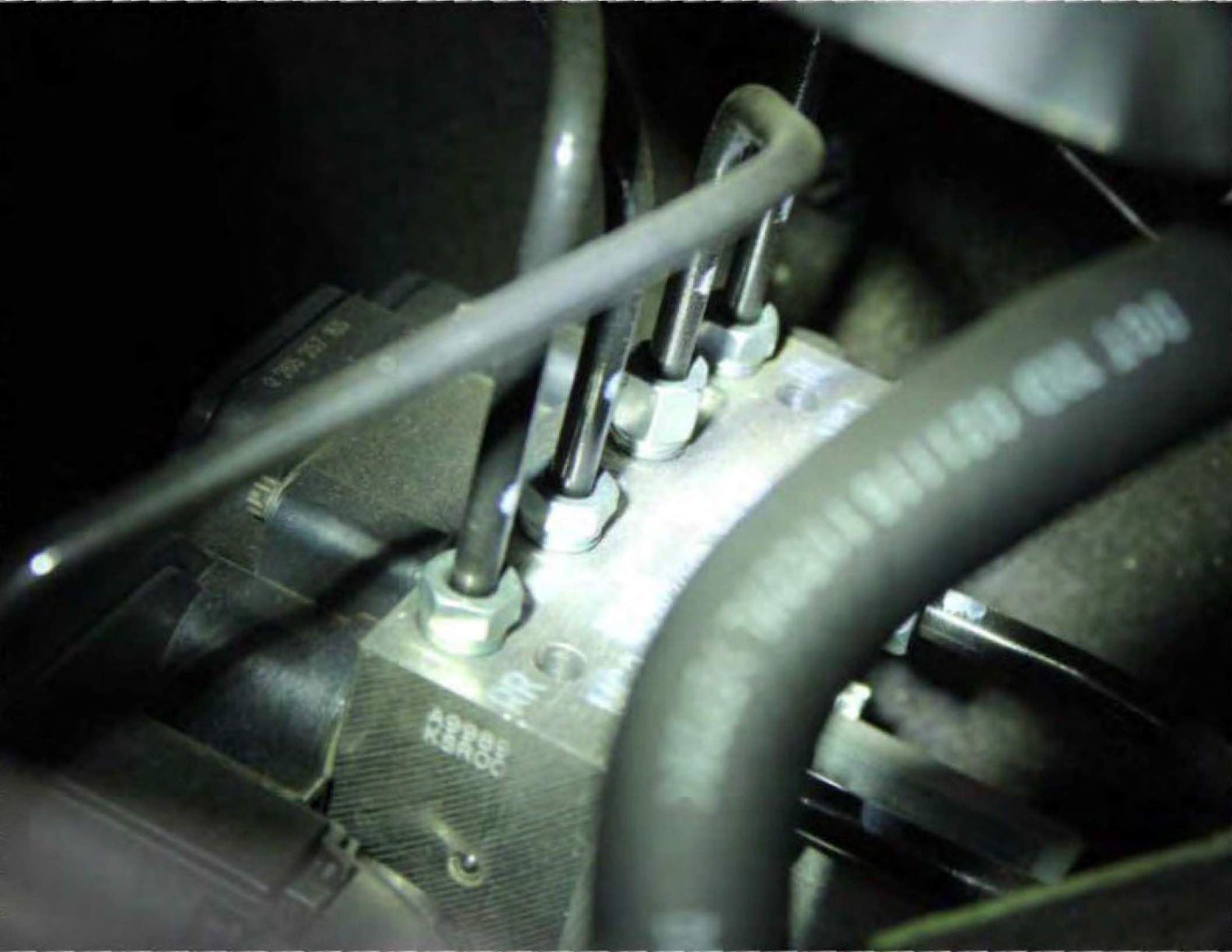

NISSAN








BOSCH






WARNING
USE ONLY FOR WINDSHIELD WASHER FLUID


CLEAN FILLER NECK BEFORE REMOVING
FLUID FROM A SEALED CONTAINER






ROGUE


ROGUE

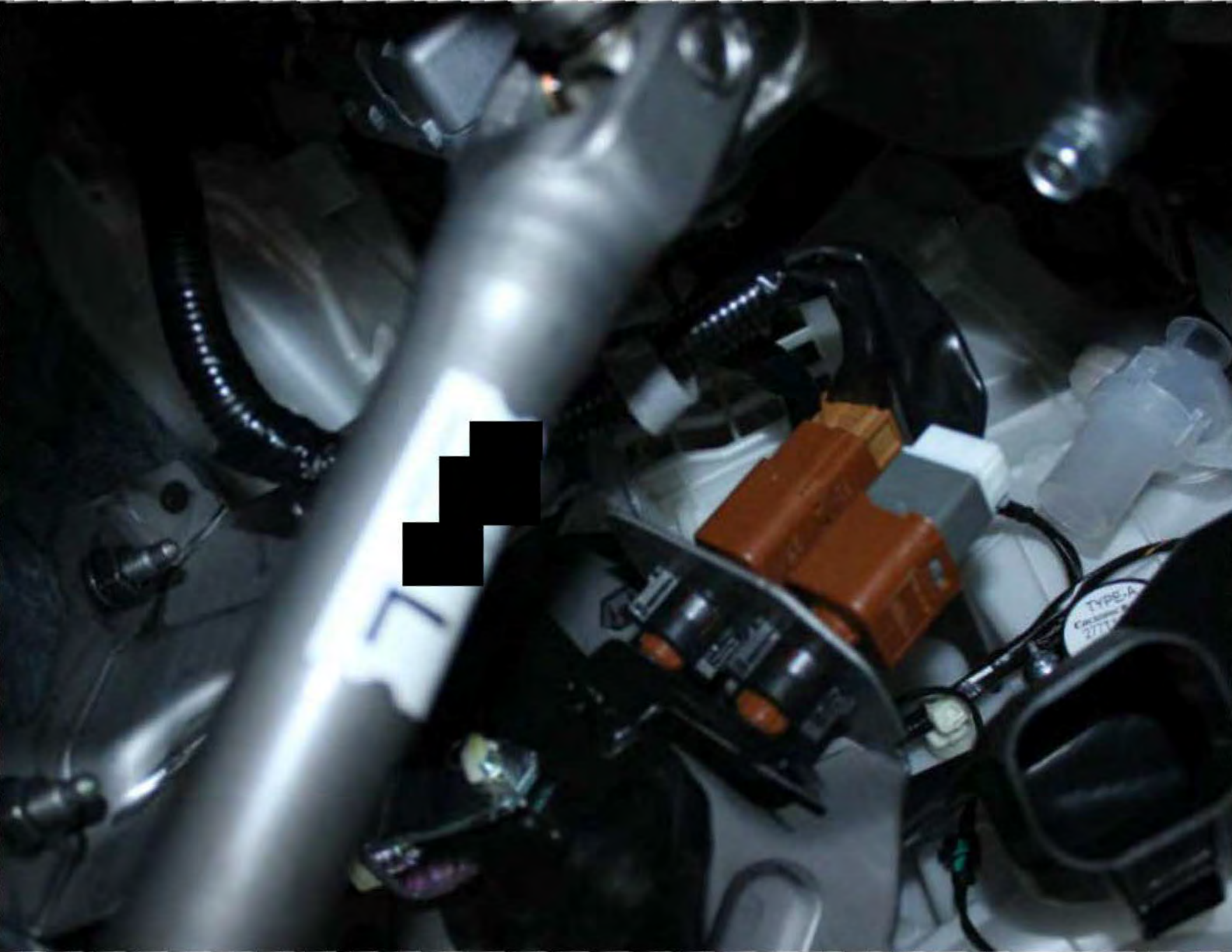

ROGUE








[redacted]
٢-






ABS
BRAKE
60
MPH
80
40
100
20
120
140

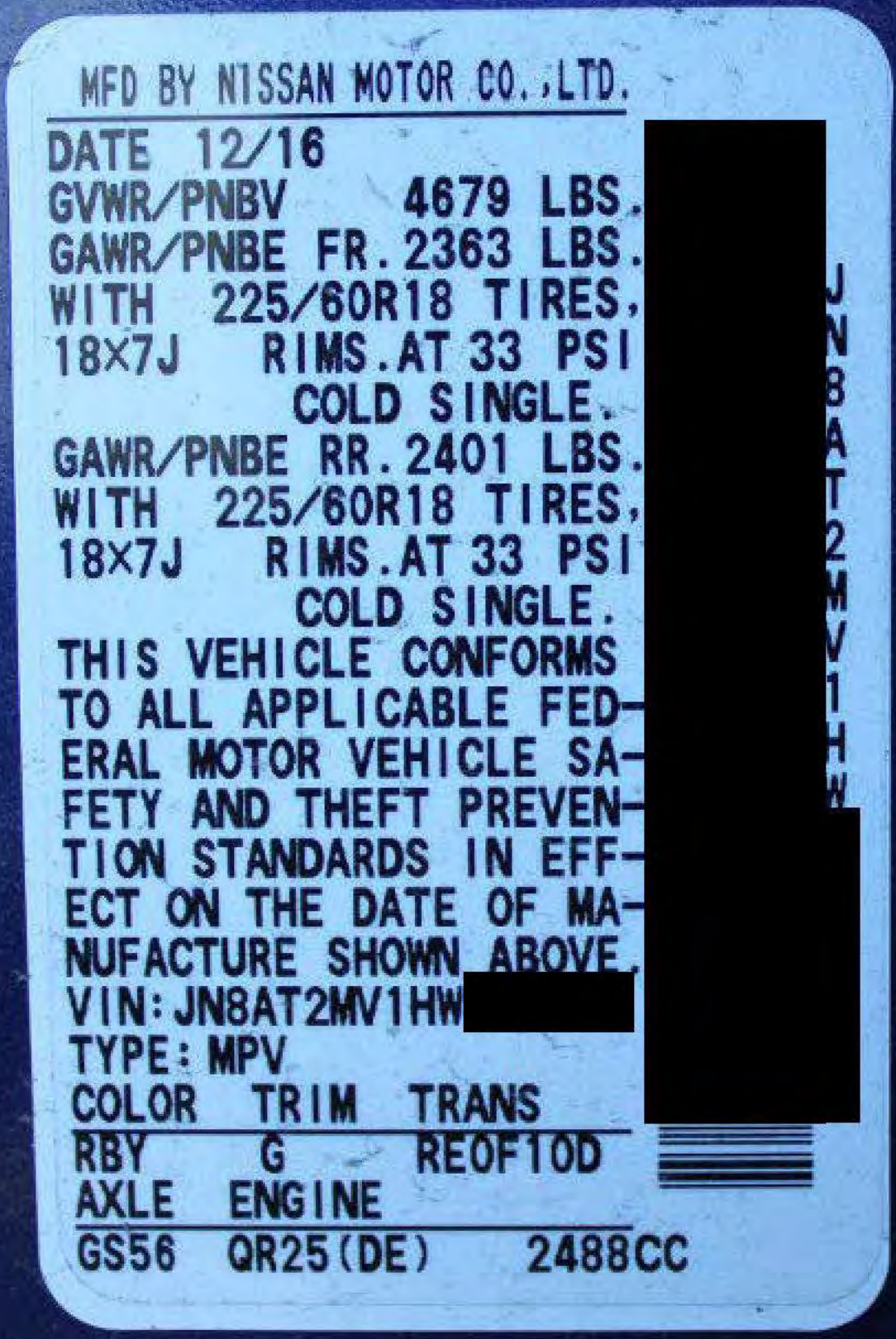

12:14 PM
47°F
BRAKE
P
76
11815 miles
RPM x1000
MPH
km/h


12:14 PM
47°F
Safety Shield
P
76
11815 miles
RPMx1000
MPH
km/h


ABS
BRAKE
60
MPH
80
40
100
20
120
140


12:15 PM
47°F
BRAKE
P
76
11815 miles
RPMx1000
ABS
BRAKE
MPH
km/h


12:15 PM
47°F
Safety Shield
P
76
11815 miles
RPMx1000
MPH
km/h


MFD BY NISSAN MOTOR CO.,LTD.
DATE 12/16
GVWR/PNBV 4679 LBS.
GAWR/PNBE FR. 2363 LBS.
WITH 225/60R18 TIRES,
18X7J RIMS. AT 33 PSI
COLD SINGLE.
GAWR/PNBE RR. 2401 LBS.
WITH 225/60R18 TIRES,
18X7J RIMS. AT 33 PSI
COLD SINGLE.
THIS VEHICLE CONFORMS
TO ALL APPLICABLE FED-
ERAL MOTOR VEHICLE SA-
FETY AND THEFT PREVEN-
TION STANDARDS IN EFF-
ECT ON THE DATE OF MA-
NUFACTURE SHOWN ABOVE.
VIN: JN8AT2MV1HW
TYPE: MPV
COLOR TRIM TRANS
RBY G RE0F10D
AXLE ENGINE
GS56 QR25(DE) 2488CC
JN8AT2MV1HW


JN8AT2MV1HW


SHOP US LAST


This certificate expires on
the last day of the month
in the year indicated on the
face or upon transfer
of ownership
SAFETY DEFECTS MUST
EMISSIONS DEFECTS MUST
TOLL FREE
Web Site:


COMMONWEALTH OF MASSACHUSETTS
04/27/17
NON COMMERCIAL
4
JN8AT2MV1H
NISSAN
EXPIRES
2018

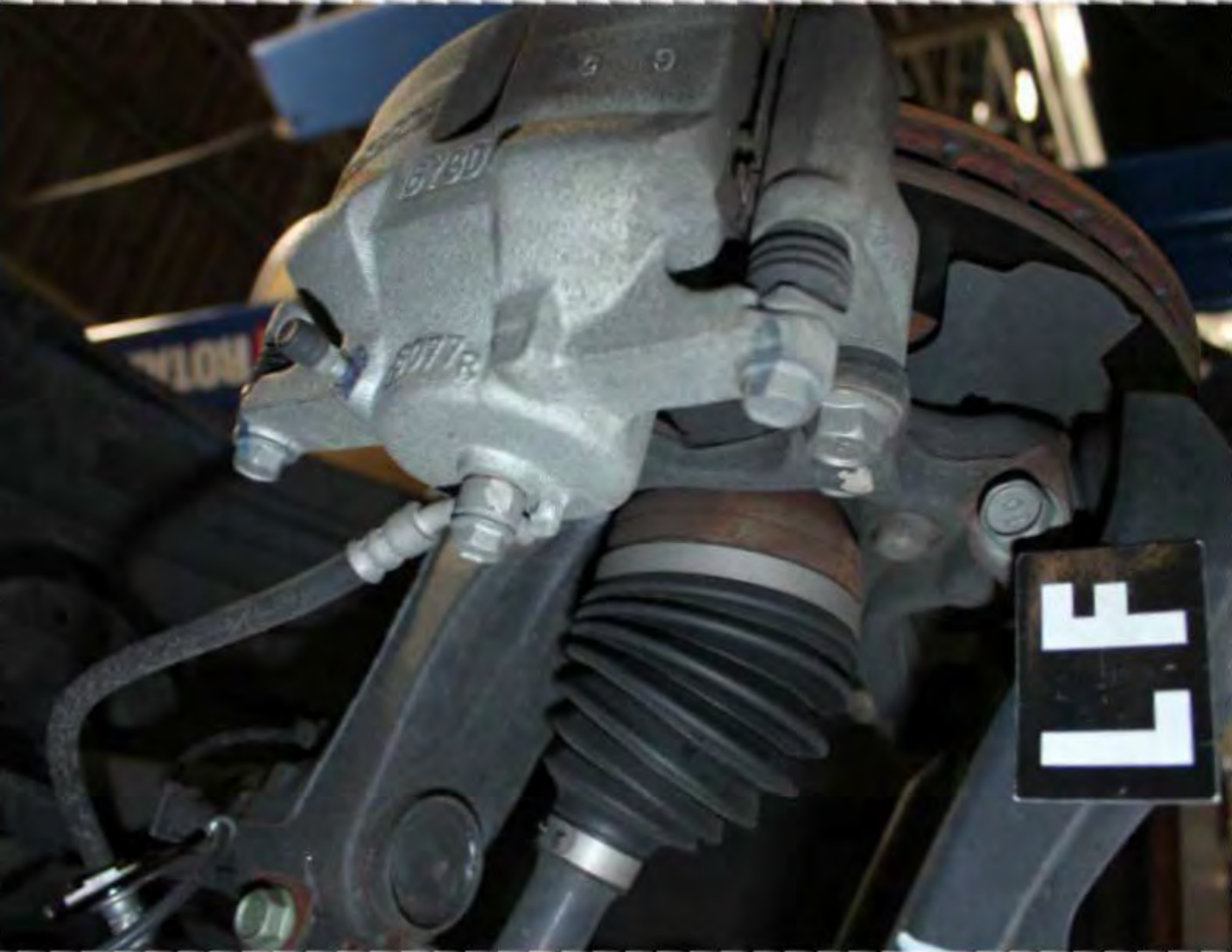





NISSAN


LF


LF
6Y3D
6077


LF


L R


R
672501
L
R


10.7


RR


RR


RR


RF


RF


RF


LF

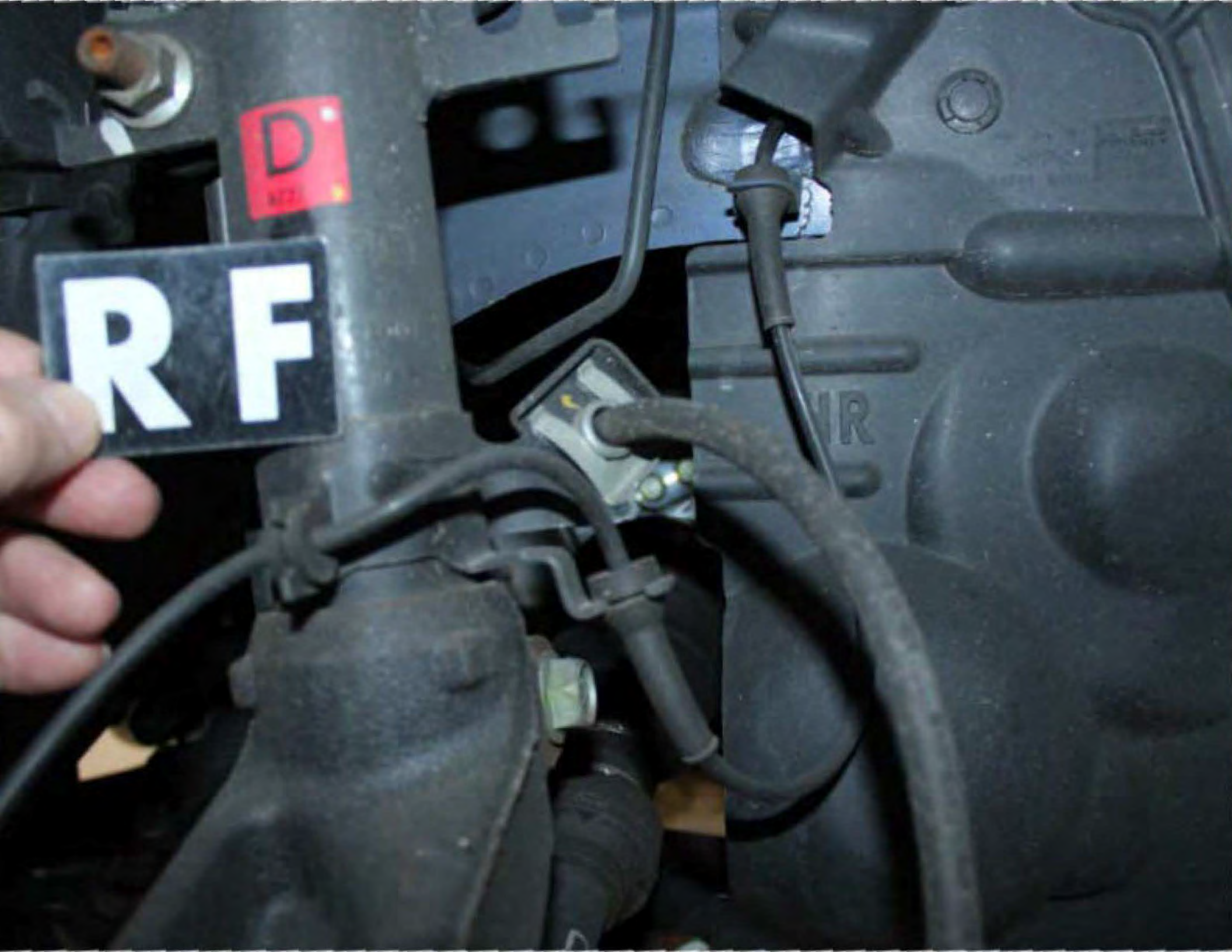

LF


L R


LR


RR


RR


D
RF


RF


LF


MICHELIN
225/60R18 100H
LF


LF




LR


PIRELLI
225/60R18 100H
LR


L R






RR


RR


RR


RF


RF


RF


R F


RF


LF
DOT · V4HD 3A2R5016


LR
DOT - V4HD 3M2R5116


RR
DOT WAHD 3E2R5116


RF


RR



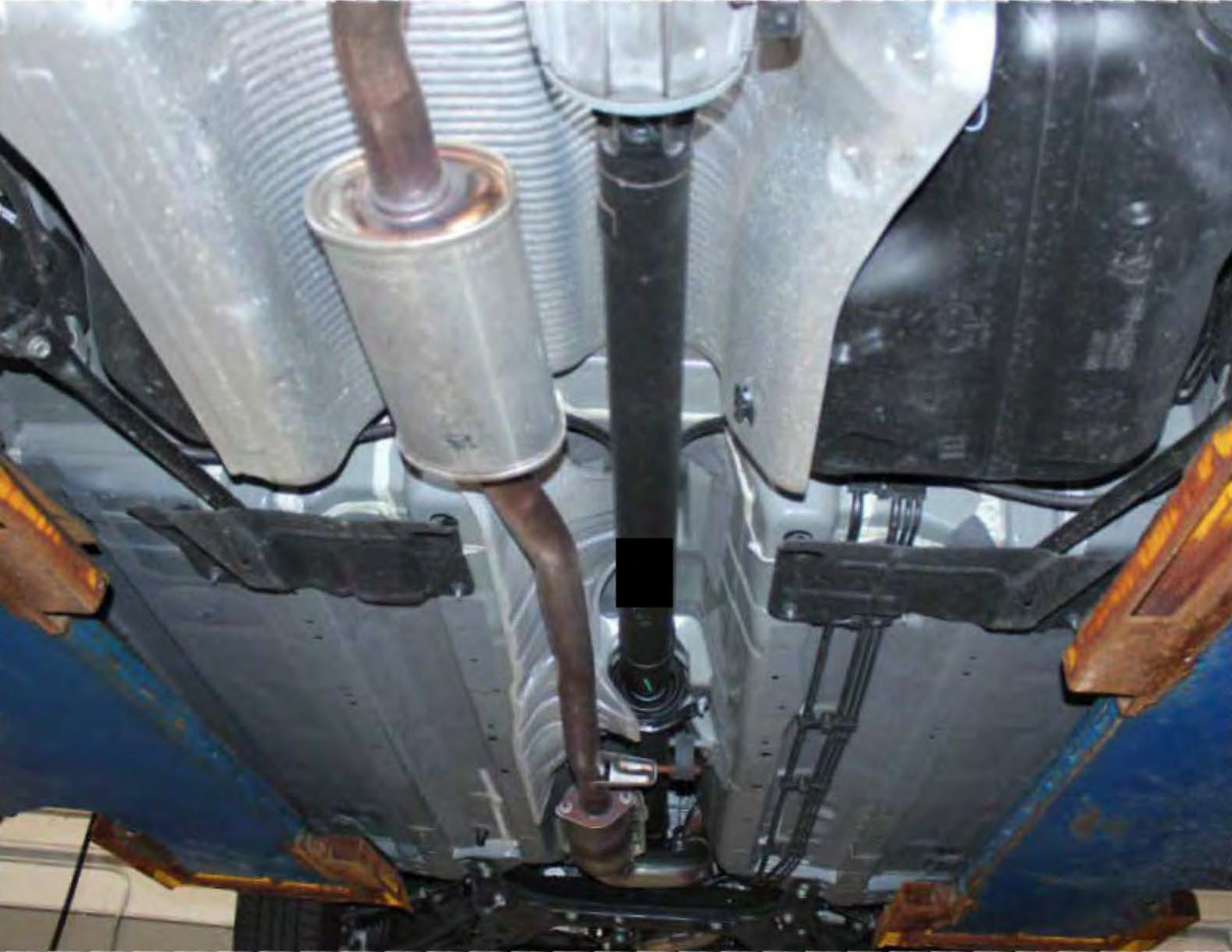














NISSAN

Search... Search Samaritan Potter Help & Training CA

Home Chatter Accounts Cases Vehicles Dealer Locator Infiniti Retailer Locator Articles Ideas

Vehicle
JN8AT2MV1HW[redacted]

Customize Page | Printable View | Help for this Page

Vehicle Campaigns [0] | Warranty Cases [0] | Cases [3] | Service History [10+] | Vehicle Service Contracts [0] | Vehicle History [1] | DTS Field Inspections [1]

Vehicle Detail

VIN	JN8AT2MV1H[redacted]		
Last Modified By	System Account NNAINT, 11/22/2017 9:59 PM	Branded Title	
Created By	NNAETL, 2/18/2017 10:56 AM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage	10,717	MSRP	$35,010
Latest Recorded Mileage Units	M		
In Service Date	4/23/2017		

Manufacturing Data

Make/Model	2017 NISSAN ROGUE	Manufacturer Date	12/28/2016
Model Year	2017	Plant Name	KYUSHYU (NML)
Make	NISSAN	PDI Date	
Model Line	ROGUE	Country Code	USA
Model Code	22617	US Specification Indicator	Y
Body Style Type	WAGON 4 DOOR	Emissions Type	50 STATE
Exterior Color	CASPIAN BLUE	Emissions Certification	
Cylinders		Open Recall	
Transmission Type	CVT	Head Unit	
Model Series		Model Line Code	RGE
Factory Installed Options	[redacted]		
Factory Installed Options Descriptions	B92 (SPLASH GUARDS), B94 (ROOF RAIL CROSS BARS), C03 (50 STATE EMISSIONS), L92 (FLOOR MATS (2-PIECE FRONT AND), P01 (SL PREMIUM PACKAGE), U35 (NAVIGATION MANUAL), Z66 (ACTIVATION DISCLAIMER)		

Vehicle Tools

Total Approved Checks VIN Decoder

System Information

Latest Owner (BETA) [redacted]

Warranty Information

S No.	Warranty Description	Warranty Expiration Date	Warranty Expiration Miles	Warranty Exclusion Code	Warranty Exclusion Name	Warranty Extensions/Cust Service Initiatives Flag	Branded Description	Brand
1	POWERTRAIN COVERAGE	4/23/2022	60,000					
2	SEAT BELT	4/23/2027	999,999					
3	CORROSION COVERAGE (PERFORATION)	4/23/2022	999,999					
4	FEDERAL EMISSION LONG TERM DEFECT	4/23/2025	80,000					
5	FEDERAL EMISSION DEFECT	4/23/2020	36,000					

Vehicle Retail Sales

Vehicle Retail Sales

Action	Name	Owner	Selling Dealer	Sale Type	Vehicle Model	Purchase Date	Rewind Indicator
View	[redacted]	[redacted]	COMMONWEALTH NISSAN	NMAC lease	ROGUE	4/23/2017	

Vehicle Ownership

Vehicle Ownership

New Vehicle Ownership

Action	Name	Owner	Begin Date	End Date
View	[redacted]	[redacted]		

Vehicle Campaigns

Vehicle Campaigns Help

No records to display

Warranty Cases

Warranty Cases Help

No records to display

Cases

Print Cases

Cases Help

Action	Case Number	Type	Account Name	Date/Time Opened	Date/Time Closed	Current Mileage	Status	CST Approvals	Owner Name
| Edit | Cls	[redacted]	DPIC	COMMONWEALTH NISSAN	11/3/2017 9:00 AM	11/3/2017 9:00 AM		Closed	0	Richard Miller
| Edit | Cls	[redacted]	TECH LINE		10/31/2017 7:27 AM	11/6/2017 9:31 AM	10,717	Pending Dealer Reply	0	Timothy Greaux
| Edit | Cls	[redacted]	CA	[redacted]	10/30/2017 4:40 PM			Open	0	Brandon Johnson

Service History

Service History Help

Action	SRH Number	PNC Code Description	Primary Operation Code Description	Coverage Code/Pay Type	Transaction Date/VR Close Date	Vehicle Mileage	Customer	Dealer Code	Work Order #	Claim Line #
	[redacted]			PD	3/6/2017	2	NP COMMONWEALTH NISSAN INC	5307	[redacted]	1
	[redacted]				2/27/2017	1	NP NP	2420	[redacted]	
	[redacted]		PERFORM MULTI POINT VEHICLE INSPECTION	C	7/24/2017	5,143	KRISTINE BIRCHMORE	5307	[redacted]	
	[redacted]		ROTATE TIRES ONLY	C	7/24/2017	5,143	KRISTINE BIRCHMORE	5307	[redacted]	
	[redacted]		CUSTOMER REQUESTS EXPRESS OIL CHANGE	C	7/24/2017	5,143	KRISTINE BIRCHMORE	5307	[redacted]	
	[redacted]		PERFORM INTERNAL STATE INSPECTION	I	4/26/2017	200	KRISTINE BIRCHMORE	5307	[redacted]	
	[redacted]		PDI	W	3/3/2017	4		5307	[redacted]	
	[redacted]		ADD WHEEL LOCKS	I	3/3/2017	4	Heritage On Lanier	5307	[redacted]	
	[redacted]	IDPM CONTROL		FW	11/6/2017	10,717	KRISTINE BIRCHMORE	5307	[redacted]	3
	[redacted]		PERFORM MULTI POINT VEHICLE INSPECTION	I	11/21/2017	11,817	KRISTINE BIRCHMORE	5307	[redacted]	

Show 5 more » | Go to list (15) »

Vehicle Service Contracts

Vehicle Service Contracts Help

No records to display

Vehicle History

Vehicle History Help

Date	User	Action
2/18/2017 10:56 AM	NNAETL	Created.

DTS Field Inspections

New DTS Field Inspection

DTS Field Inspections Help

Action	Title	Status	Created Date	Related Support Case	Owner First Name	Owner Last Name	DTS Team	DTS Inspection Date	Report Date
Edit	[redacted]	Completed	11/2/2017	[redacted]	Peter	Merkel	NER	11/21/2017 8:00 AM	11/21/2017 3:23 PM

^ Back To Top

Always show me fewer / more records per related list

Copyright © 2000-2017 salesforce.com, inc. All rights reserved. | Privacy Statement | Security Statement | Terms of Use | 508 Compliance

Incident Investigation Report

CAR # [redacted]
[redacted] [redacted]
VIN JN8AT2MV1HW[redacted]

Supplements

Check all of the supplements that apply:

- ☐ Restraint System Checklist
- ☒ Brake Checklist
- ☐ U/A Checklist
- ☐ Transmission Checklist
- ☐ Thermal Checklist
- ☐ Steering Checklist
- ☒ Advanced Technology

I. CLAIMANT

Claimant Name [redacted] DOB [redacted] Day Phone [redacted]

Address [redacted] Eve. Phone [redacted]

City Haverhill State MA Zip Code [redacted] Country United States

☒ Driver Same as Claimant

☐ Owner Same as Claimant

Owner Name [redacted] DOB [redacted] Day Phone [redacted]

Address [redacted] Eve. Phone [redacted]

City Haverhill State MA Zip Code [redacted] Country United States

Who notified NNA of incident? [redacted] CAR # [redacted]

If represented, claimant's attorney name, address, phone: N/A

II. Vehicle

Model Year 2017 Model Name Rogue Mfg. Date 12/28/2016 VIN JN8AT2MV1HW[redacted]

Mileage 11,797 License # [redacted] State MA Country United States

Special equipment & accessories N/A

List all recalls and service campaigns applicable to VIN in table below:

Number	Description	Status	Date
N/A	N/A	○ Open ○ Closed	N/A

Add Row | Remove Row

III. Description of Incident & Claim

Source of Information [redacted] Incident Date 10/29/2017 Time 5:30 PM

Location of Incident (describe fully): Heading Eastbound on [redacted] in Haverhill MA, at the driveway just before the Fire Station at [redacted] Haverhill MA [redacted] See Photo #8 of Incident Location Photos.

Incident Investigation Report

CAR # [redacted]
Claimant [redacted]
VIN JN8AT2MV1HW[redacted]

Weather Conditions (Rain/Snow/Dry/Etc.) Roads were wet from earlier rain, sky was overcast and cloudy, and it was dark.

Vision obstruction (describe) No vision obstruction.

Temperature at time of incident 50 F

Parking location prior to time of incident At place of employment parking lot for about an hour.

Overnight temperature prior to incident 50 F

Length of time parked 12-14 hours

Ice/Snow accumulation on vehicle? ○ Yes ◉ No

Claimant's description of incident and statement of cause (be as detailed as possible):

Sequence of Events (according to claimant)

[redacted] stated he left the parking lot of his place of employment on the evening of 10/29/2017 driving his wifes 2017 Nissan Rogue.[redacted] states he had just crossed the Rt [redacted] bridge northbound over the [redacted] river and turned right onto [redacted] heading east, he was driving straight ahead east on water street at approximately 25-30 MPH, as he approached a driveway on his right just before the stop light for the Haverhill fire barn he heard an audible chime noise and saw the FEB emergency warning indicator on the display, immediately the vehicle applied the brakes and the vehicle stopped very quickly, so quickly in fact [redacted]. [redacted] stated the seatbelt cinched him in so tightly that his shoulder was sore for several days after.

[redacted] states that [redacted] is a 2 lane well marked road, it was approximately 5:30 PM and dark at the time of the incident, the street was wet as it had been raining all day and although it was not raining at the time of the incident it was cloudy and overcast and about 50 degrees F.[redacted] stated that there was no vehicle or anything at all in front of his vehicle at the time of the incident that should have caused the vehicle to stop.

[redacted] added that twice before this incident once at about 7 AM and once at about 4 PM she was driving the vehicle to work south on Highway [redacted] near Boston in the HOV lane at approximately 45 MPH and she felt and heard a banging noise like the brakes were applying, she stepped on the brake pedal and applied the brakes to slow the vehicle as she was unsure of what was happening and vehicle operation returned to normal and she continued her drive to work.[redacted] states the highway in that area is under construction and the HOV lane has cement Jersey Barriers on both sides of the lane[redacted] states there was no warning on the display at the time of the incidents she experienced.

Relation to Roadway (on-road, off-road, left side, right side) Driving in the right lane of 2 lane road heading Eastbound.

Number of times incident occurred 1

Driver Action (braking, steering, etc.) Driving straight ahead at 25-30 MPH.

Special Circumstances Cloudy, Dark, and wet road.

Actions taken after incident and results of those actions After vehicle unexpectedly stopped the claimant was able to re-accelerate and the vehicle drove normally but a warning message was displayed in the instrument cluster, when the vehicle was restarted a few hours later the message was no longer displayed and the vehicle drove normally, the claimant took the vehicle to Commonwealth Nissan the next day. See Photo of Customer supplied photo of message during incident.

Vehicle Estimated Speed 25-30 MPH

Source [redacted]

Posted Speed Limit 30 MPH

Incident Investigation Report

CAR # [redacted]
Claimant [redacted]
VIN JN8AT2MV1HW[redacted]

Other Vehicle Estimated Speed: N/A | Source: [redacted] | Posted Speed Limit: N/A

Witness Present? ○ YES ◉ NO

Police/EMS/Fire Report Taken? ○ YES ◉ NO ○ Unknown

List each allegation made. Be as specific as possible and list affected components and detailed reasons for each allegation.

#	Allegation	Allegation made by
1	FEB activated and the vehicle came to a complete stop in the middle of the lane for no apparent reason, nothing was in front of the vehicle at the time.	[redacted]

Add Allegation | Remove Allegation

IV. Occupants & Injuries

Source of Information: Kristine Birchmore

Legend for Section IV.

Seating Position:



Occupant Name: [redacted] | DOB: [redacted] | Height: [redacted]

Address: [redacted], Haverhill MA[redacted] | Weight: [redacted]

Location: Incident Vehicle | Seating Position: 1 - Driver

Seat Belts Worn: Lap + Shoulder Belt | Airbag Status: Airbag not deployed

Nature & Extent of Injuries: [redacted] complained of a sore shoulder due to seat belt cinching tight under braking.

Where, when, and by whom were the injuries treated? [redacted] did not seek treatment for his sore shoulder.

Add Occupant | Remove Occupant

☐ No Occupants | Comments: N/A

V. Other Property Damage

☒ No Other Property Damage

Source of information: [redacted]

VI. Investigation Results

Incident Investigation Report

CAR # [redacted]
Claimant [redacted]
VIN JN8AT2MV1HW[redacted]

Date of vehicle inspection: 11/21/2017

Location of inspection: Commonwealth Nissan DLR [redacted]
[redacted]
Lawrence MA [redacted]
[redacted]

Nature & Extent of damages to vehicle & estimated cost of repairs (Attach estimate if available):

There were no damages as a result of this incident.

Have you located any prior repair orders? If yes, submit with IIR. (•) YES ( ) NO

Photos taken by: NNA DTS Peter Merkel # Photos: 134

Observations/ Findings: Be as detailed as possible, put "Not Available" in sections that you are unable to inspect. Include observations and findings from test drives and Consult diagnostics.

Exterior/Body	Scrape on right rear door and wheelhouse molding. Photo #9-10
Engine/ Transmission/ Drivetrain	Nothing remarkable noted.
Underbody/ Suspension/ Steering/ Wheels & Tires	Minor tire sidewall and wheel damage to RF and RR tire and wheel. Photo #99-101, 106.
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	Nothing remarkable noted.
Seat Belts/ Child Restraints (if applicable)	Nothing remarkable noted.
Air Bags	Nothing remarkable noted.

Additional Observations/ Findings: (describe any inspection items not covered under headings above; ie. vehicle test drive with customer, site observations, etc.)

Past DTC's had been stored in ICC/ADAS, and LASER/RADAR systems, printed and cleared at a previous inspection on 10/30/2017 at Commonwealth Nissan RO [redacted] all past codes were stored at 0-142 miles according to FF Data. See attached File: Original DTC FF Data list from RO# [redacted] 10-30-17.
The vehicle had recorded FEB operation at 10,710 miles. The mileage in on Commonwealth Nissan repair order [redacted] on 10/30/2017 was 10,717. See attached Screen Image FEB Activation Mileage and IIR [redacted] Repair Orders file.
No codes stored and all systems were operating normally at the time of IIR inspection.
DTS PM Road tested 20 miles with [redacted] to place of incident occurrence, [redacted] drove the vehicle, we drove the same route under which the incident allegedly occurred 3 times and the vehicle operated normally with no unintended FEB, the road was dry, temp approximately 45 degrees F, sky was partly cloudy, and it was approximately 10:00 AM on 11/21/2017. See attached Photos of Incident Location.
As you approach the location of the alleged incident there are some metal boxes and a power meter behind a bush just to the east of the driveway where the incident allegedly occurred. See Photo #6 and16 of Incident location photos.
There is a Power Transfer Station just on the east side of the fire department. See Photo #9, 14 and19 of Incident location photos.

Summary: List factual inspection findings pertaining to each allegation made by claimant. Ensure proper IIR supplements are filled out.

***Ensure to address each allegation made by claimant in Section III.**

#	Allegation	Factual Findings

Incident Investigation Report

CAR # [redacted]
Claimant [redacted]
VIN JN8AT2MV1HW[redacted]

#	Allegation	Factual Findings
1	FEB activated and the vehicle came to a complete stop in the middle of the lane for no apparent reason, nothing was in front of the vehicle at the time.	Past DTC's had been stored in ICC/ADAS, and LASER/RADAR systems, printed and cleared at a previous inspection on 10/30/2017 at Commonwealth Nissan RO [redacted] all past codes were stored at 0-142 miles according to FF Data. See attached File: Original DTC FF Data list from RO# [redacted] 10-30-17. The vehicle had recorded FEB operation at 10,710 miles. The mileage in on Commonwealth Nissan repair order [redacted] on 10/30/2017 was 10,717. See attached Screen Image FEB Activation Mileage and IIR [redacted] Repair Orders file. No codes stored and all systems were operating normally at the time of IIR inspection. DTS PM Road tested 20 miles with [redacted] to place of incident occurrence, [redacted] drove the vehicle, we drove the same route under which the incident allegedly occurred 3 times and the vehicle operated normally with no unintended FEB, the road was dry, temp approximately 45 degrees F, sky was partly cloudy, and it was approximately 10:00 AM on 11/21/2017. See attached Photos of Incident Location.

Add Row | Remove Row

Have alleged defective parts been removed from vehicle? ○ YES ◉ NO

Reporter's Signature [redacted]

Reporter's Name & Region NNA DTS Peter Merkel
Northeast Region.

Incident Investigation Report

CAR # [redacted]
Claimant [redacted]
VIN JN8AT2MV1HW[redacted]

IIR Supplement: Brake Checklist

I. Pedal Behavior *(check/ fill-in appropriate boxes per claimant's statement)*

☐ Pedal went to floor and stayed there
☐ Pedal felt solid, would not move
☐ Pedal returned after pumping
☐ Pedal felt spongy
☒ Other (describe): The vehicle came to a complete stop in the middle of the lane for no apparent reason, nothing was in front of the vehicle at the time.

II. Vehicle Inspection *(Include photographs in report)*

Yes	No		Comments
◉	○	ABS equipped, if yes, turn ignition ON:	Road tested for ABS activation during wheel slip under braking and system is functioning normally.
◉	○	- ABS warning lamp illuminates for approximately 1 second and turns off (normal)	Nothing remarkable noted.
◉	○	VDC equipped, if yes, turn ignition ON:	Nothing remarkable noted.
◉	○	- VDC OFF lamp illuminates for approximately 1 second and turns off (normal)	Nothing remarkable noted.
◉	○	- VDC OFF lamp turns on and off as VDC switch is cycled	Nothing remarkable noted.
◉	○	TCS equipped, if yes, turn ignition ON:	Nothing remarkable noted.
◉	○	- TCS OFF lamp illuminates for approximately 1 second and turns off (normal)	Nothing remarkable noted.
◉	○	- TCS OFF lamp turns on and off as TCS switch is cycled	Nothing remarkable noted.
◉	○	Brake controller Consult diagnostic printout included (perform diagnostic if vehicle is equipped)	See attached Consult Data file.
◉	○	PKB adjustment within specifications	Nothing remarkable noted.
◉	○	Fluid quality OK	Fluid is clean and full.
○	◉	Foreign material present in filter screen	Nothing remarkable noted.
◉	○	Visual inspection of brake circuit:	Nothing remarkable noted.
○	◉	- Reservoir and Master cylinder leaks visible	Nothing remarkable noted.
○	◉	- ABS/TCS/VDC actuator leaks visible (if applicable)	Nothing remarkable noted.
○	◉	- Brake line leaks visible in engine compartment	Nothing remarkable noted.
○	◉	- Brake line leaks visible on underbody	Nothing remarkable noted.
○	◉	- Flexible connector line leaks visible by wheel brakes	Nothing remarkable noted.

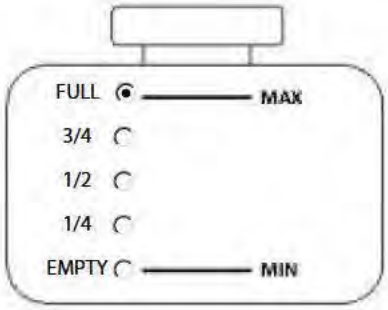
Incident Investigation Report

CAR # [redacted]
Claimant [redacted]
VIN JN8AT2MV1HW[redacted]

Yes	No		Comments
○	◉	- Pistons and piston seal leaks visible (disc brakes)	Nothing remarkable noted.
○	◉	- Wheel cylinder leaks visible (drum brakes)	Nothing remarkable noted.

Master Cylinder Fluid Level

Click on the approximate fluid level

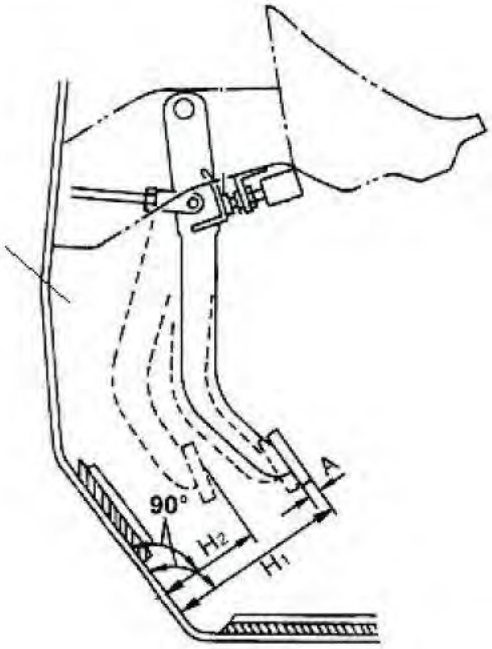


Comments

Fluid is clean and full.

III. Pedal Adjustment *(Refer to Service Manual):*

	Measured Data	Comments
Free height (H1)	130 MM	Nothing remarkable noted.
Free play (A)	1 MM	Nothing remarkable noted.
Depressed Height (pedal to floor - H2)	100 MM	Nothing remarkable noted.
Note: When equipped with adjustable pedal, the pedal must be in the forward most (closest to the floor) position for pedal height measurement.		



IV. Booster Check *(complete if engine can be started)*

☐ Unable to Check (explain in comments)

Instructions: Operation Check

1. Depress brake pedal several times with engine off.
2. Depress brake pedal and hold.
3. Start engine.

Pedal goes down slightly: ◉ Yes ○ No

Comments: Nothing remarkable noted.

Instructions: Airtight Check

1. Start engine, let run 2-3 minutes, turn off.
2. Depress brake pedal several times.

Pedal goes down 1st time then raises 2nd and 3rd : ◉ Yes ○ No

Comments: Nothing remarkable noted.

3. Restart engine.
4. Depress brake pedal and hold.
5. Stop engine.

Pedal height does not change after 30 seconds: (•) Yes ( ) No

Comments: Nothing remarkable noted.

Is vacuum supply hose connected properly? (•) Yes ( ) No

Comments: Nothing remarkable noted.

V. Measurements

Instructions for brake pads/ shoes:

1. Measure friction material thickness only.
2. Report approximate minimum thickness and location measured.
3. Report uneven wear, cracking, and other conditions/ observations in Comments.
4. For rear brakes, fill out either disk or drum section as appropriate for vehicle.
5. Include photographs in report.

		Outboard Pad	Inboard Pad	Comments
Front Pad Thickness	LF	8 MM	8 MM	Nothing remarkable noted.
	RF	8 MM	8 MM	
Front Rotor Thickness	LF	26 MM		Nothing remarkable noted.
	RF	26 MM		

		Outboard Pad	Inboard Pad	Comments
Rear Pad Thickness	LR	6 MM	6 MM	Nothing remarkable noted.
	RR	6 MM	6 MM	
Rear Rotor Thickness	LR	15.8 MM		Nothing remarkable noted.
	RR	16 MM		

		Leading Shoe	Trailing Shoe	Comments
Rear Shoe Thickness	LR	N/A	N/A	N/A
	RR	N/A	N/A	
Drum Inner Diameter	LR	N/A		N/A
	RR	N/A		

VI. Tire Inspection *(Include photographs in report)*

Location	Make	Model	Size	DOT #	Tread Depth	PSI
LF	Falken	ZIEX ZE001 A/S	225/60R18	V4HD 3M2R5016	8/32 INCH	34
Condition/ Comments:	Good Condition.					
RF	Falken	ZIEX ZE001 A/S	225/60R18	V4HD 3M2R5016	8/32 INCH	34
Condition/ Comments:	Light tire sidewall and rim damage. Photo #99-101.					
RR	Falken	ZIEX ZE001 A/S	225/60R18	V4HD 3M2R5116	7/32 INCH	33
Condition/ Comments:	Light tire sidewall damage. Photo #106.					
LR	Falken	ZIEX ZE001 A/S	225/60R18	V4HD 3M2R5116	7/32 INCH	33
Condition/ Comments:	Good Condition.					

Incident Investigation Report

CAR # [redacted]
Claimant [redacted]
VIN JN8AT2MV1HW[redacted]

IIR Supplement: Advanced Technology Checklist

I. Vehicle equipped with

System	System Status at Inspection		
FORWARD			
Forward Collision Warning (FCW)	○ ON	○ OFF	◉ Not Equipped
Forward Emergency Braking (FEB)	◉ ON	○ OFF	○ Not Equipped
Predictive Forward Collision Warning (PFCW)	○ ON	○ OFF	◉ Not Equipped
Intelligent Brake Assist (IBA)	○ ON	○ OFF	◉ Not Equipped
Intelligent Cruise Control (ICC)	○ ON	○ OFF	◉ Not Equipped
Distance Control Assist (DCA)	○ ON	○ OFF	◉ Not Equipped
LANE			
Lane Departure Warning (LDW)	○ ON	○ OFF	◉ Not Equipped
Lane Departure Prevention (LDP)	○ ON	○ OFF	◉ Not Equipped
Active Lane Control (ALC)	○ ON	○ OFF	◉ Not Equipped
BLIND SPOT			
Blind Spot Warning (BSW)	◉ ON	○ OFF	○ Not Equipped
Blind Spot Intervention (BSI)	○ ON	○ OFF	◉ Not Equipped
Back-up Collision Intervention (BCI)	○ ON	○ OFF	◉ Not Equipped
Rear Cross Traffic Alert (RCTA)	◉ ON	○ OFF	○ Not Equipped

Other (describe)	Moving Object Detection MOD is ON.
Comments	Nothing remarkable noted.

II. Diagnostic Download and EDR Data

Instructions:

1. Perform full diagnostic download of vehicle
2. If If vehicle was involved in a collision (even without air bag deployment), download EDR data.
3. Submit downloaded data with report.

	Yes	No	Comments
Full diagnostic download included in report?	◉	○	See attached Consult Data File.

Incident Investigation Report

CAR # [redacted]
Claimant [redacted]
VIN [redacted]

	Yes	No	Comments
EDR download included in report?	◉	○	See attached CDR Data File.

III. Sensor and ECM Visual Inspection

If Diagnostic results returned DTCs or diagnostic could not be performed, perform the following visual inspection.

Yes	No		Comments
○	◉	Obstructions to camera? (ie. dirt, stickers, etc.)	Photo #11, 13, 50.
○	◉	Physical damage to camera? (ie. cracks)	Nothing remarkable noted.
○	◉	Obstructions to radar sensor units? (ie. dirt, stickers, etc.)	Photo #1, 14, 15, 16.
○	◉	Physical damage to radar sensor units? (ie. cracks)	Nothing remarkable noted.
◉	○	Electrical connection to radar module firmly seated?	Photo #32, 33.
◉	○	Electrical connection to camera module firmly seated?	Inspected camera connection and found it fully seated and camera was correctly installed, neglected to get photograph.
○	◉		

End of Form

*Name your file while saving.

Save Form & Finish Later — Save form with unlocked fields to finish later.

Lock Fields & Save Form for Submission — Save form with locked fields for submission. Print form to Primo PDF or Adobe PDF to save.

IMPORTANT NOTICE: Robert Bosch LLC and the manufacturers whose vehicles are accessible using the CDR System urge end users to use the latest production release of the Crash Data Retrieval system software when viewing, printing or exporting any retrieved data from within the CDR program. Using the latest version of the CDR software is the best way to ensure that retrieved data has been translated using the most current information provided by the manufacturers of the vehicles supported by this product.

CDR File Information

User Entered VIN	JN8AT2MV1HW[redacted]
User	NNA DTS PETER MERKEL
Case Number	[redacted]
EDR Data Imaging Date	11/21/2017
Crash Date	10/29/2017
Filename	IIR[redacted].CDRX
Saved on	Tuesday, November 21 2017 at 10:32:25
Imaged with CDR version	Crash Data Retrieval Tool 17.5.1
Imaged with Software Licensed to (Company Name)	Nissan North America, Inc.
Reported with CDR version	Crash Data Retrieval Tool 17.5.1
Reported with Software Licensed to (Company Name)	Nissan North America, Inc.
EDR Device Type	Airbag Control Module
Event(s) recovered	None

Comments

No comments entered.

Data Limitations

General Information:

Data limitations are intended to assist in reading event data that has been imaged from the vehicle's Air bag Control Unit (ACU). Event data should be considered in conjunction with other available physical evidence from the vehicle and scene.

Airbag Control Unit (ACU)

- The Air bag Control Unit (ACU) can store two types of events: Non-Deployment Events and Deployment.
  - A Non-Deployment Event is a crash or other physical occurrence which causes the ACU algorithm to be activated, but in which deployment thresholds are not reached.
  - A Deployment Event is a crash or other physical occurrence which causes ACU deployment thresholds to be reached or exceeded. Depending on the vehicle model, one or more of the following may be activated during a Deployment Event: front air bags, seat-mounted side airbags, roof-mounted or door-mounted curtain air bags, pretensioners, or pop-up roll bars.

- The ACU can record up to two events. If additional events occur subsequently, the older of the two events already recorded (i.e. the one which occurred first) is overwritten.
  - A Non-Deployment Event can be overwritten by another Non-Deployment event, or by a Deployment Event.
  - A Deployment Event has higher priority than a Non-Deployment Event, and cannot be interrupted or overwritten by another event.
  - The data pertaining to a Deployment Event is locked after being recorded. However, a second event can still be recorded subsequently in the portion of the event memory which is not locked.

- Event data includes both pre-crash data and crash data.
  - If the power supply to the ACU is lost during an event, all or part of the event data may not be recorded.
  - In addition to the recording of event data, the ACU has the ability to perform diagnostics and record Diagnostic Trouble Codes (DTCs).

Data Element Sign Convention:

The following table provides an explanation of the sign convention for data elements in the CDR report.

Data Element Name	Positive Sign Notation Indicates
Longitudinal Acceleration	Forward
Delta-V, Longitudinal	Forward
Maximum Delta-V, Longitudinal	Forward
Lateral Acceleration	Left to Right
Delta-V, Lateral	Left to Right
Maximum Delta-V, Lateral	Left to Right
Vehicle Roll Angle	Left to Right Rotation
Steering Input	Left Turn

- "Life Time Counter (sec)" indicates the elapsed time, in seconds, from the vehicle's first ignition activation until the start of the first recorded event. The counter is incremented whenever the vehicle's ignition is on. The counter is reset to 0 if the ACU is replaced.

- "Complete File Recorded" indicates whether a complete EDR data set has been stored after the event. "Yes" indicates that a complete data set has been recorded. "No" indicates that only a portion of the data set has been recorded, for example due to the power to the ACU being lost during the event.
- "Multi-Event, Number of Events (1, 2)" indicates the number of events which are stored during a given ignition cycle. A Multi-Event occurs whenever the time between Event 2 trigger threshold and Event 1 trigger threshold is less than or equal to 5 seconds during the same ignition cycle, and "2" will be recorded in this case. Otherwise, "1" will be recorded.
- "Air Bag Warning Lamp (On, Off)" indicates whether the ACU was in trouble mode or in normal operation mode at the time of the event. "On" indicates that the air bag warning lamp was illuminated at the time of the event, and the ACU was in trouble mode. "Off" indicates that the air bag warning lamp was not illuminated at the time of the event, and the ACU was in normal operation mode.
- "Frontal Air Bag Suppression Switch Status" indicates whether front passenger air bag deployment was suppressed at the time of the event. "On" indicates that the front passenger air bag was suppressed at the time of the event (deployment inhibited). "Off" indicates that the front passenger air bag was not suppressed at the time of the event (deployment enabled).
- "Delta-V, Longitudinal" indicates the cumulative change in velocity along the longitudinal direction.
- "Acceleration, Longitudinal" indicates the rate of change of velocity with time along the longitudinal direction.
- "Delta-V, Lateral" indicates the cumulative change in velocity along the lateral direction.
- "Acceleration, Lateral" indicates the rate of change of velocity with time along the lateral direction.
- "Engine Throttle, % full" indicates the position of the accelerator pedal as a percentage of the fully depressed position.
- "Service Brake (On, Off)" indicates whether the service brake is activated ("On") or not activated ("Off").
- "Steering Input (deg)" indicates the angular displacement of the steering wheel measured in degrees. -250 deg indicates a 250 degree turn to the right of the steering wheel, 0 deg indicates the straight-ahead steering wheel position, and 250 deg indicates a 250 degree turn to the left of the steering wheel.
- The notation "CLP" indicates that the measurement captured by a sensor exceeded the design range of the sensor.
- “Seat Track Position Switch, Foremost, Status, Driver (Yes/No)” indicates whether the driver’s seat is positioned within a designated threshold value of the most forward adjustment position. “Yes” indicates that the driver’s seat is positioned within a designated threshold value of the most forward adjustment position. For all other adjustment positions, “No” is displayed. This data will not be available if the seat track position switch is not installed in the vehicle.
- “Occupant Size Classification, Right Front Passenger, Child (Yes/No)” indicates whether or not the right front passenger is classified as a child (as defined in 49 CFR part 572, subpart N or smaller). This data will not be available for all vehicles.

Hexadecimal Data:
All data that has been specified for retrieval is shown in the Hexadecimal Data section of this report. However, the Hexadecimal Data section may contain data that is not translated by the CDR tool.

Data Sources:
- Crash data is measured internally in the ACU.
- Pre-crash data is not measured internally in the ACU, but is transmitted from other control units through the Controller Area Network (CAN).
- Pre-crash data and crash data are asynchronous.

0701_Nissan001_r005

DTCs at Time of Retrieval

None

Hexadecimal Data

```
DID    Data

2001  00 02 1C 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 FF FF CC 0A 00 00 00 00

2002  00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00

2003  00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00

2004  00 00 00 02 1C 00 00 FF FF CC 0A 00 00 00 00

2006  00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00

2019  00 00 00 01 00 00 00 01 00 00 00 01 00 00 00 01
      00 00 00 01 00 00 00 01 00 00 00 01 00 00 00 01
      00 00 00 01 00 00 00 01 00 00 00 01 00 00 00 01
      00 00 00 01 00 00 00 01

201A  7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
      7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F FF FF FF FF FF
      FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF
      FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF
      FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF
      FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF
      FF FF FF FF FF FF FF FF 7F 7F 7F 7F 7F 7F 7F 7F
      7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
      7F 7F

201B  7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
      7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
      7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
      7F 7F 7F 7F 7F FF FF FF FF FF FF FF FF FF FF FF
      FF FF FF FF FF FF FF FF FF FF FF FF
```

```
201C  7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
      7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
      7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
      7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F FF 7F
      FF 7F FF 7F FF 7F FF 7F FF 7F FF 7F FF 7F FF 7F
      FF 7F FF 7F FF 7F FF FF FF FF FF FF FF FF FF FF
      FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF
      FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF
      FF FF FF FF FF FF FF

201D  7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
      7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F FF FF FF FF FF
      FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF
      FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF
      FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF
      FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF
      FF FF FF FF FF FF FF FF 7F 7F 7F 7F 7F 7F 7F 7F
      7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
      7F 7F

201E  7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
      7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
      7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
      7F 7F 7F 7F 7F FF FF FF FF FF FF FF FF FF FF FF
      FF FF FF FF FF FF FF FF FF FF FF FF

201F  7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
      7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
      7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
      7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F FF 7F
      FF 7F FF 7F FF 7F FF 7F FF 7F FF 7F FF 7F FF 7F
      FF 7F FF 7F FF 7F FF FF FF FF FF FF FF FF FF FF
      FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF
      FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF
      FF FF FF FF FF FF FF

F1A0  20

      59 02 09

      59 02 09

      59 0F 08
```

Disclaimer of Liability

The users of the CDR product and reviewers of the CDR reports and exported data shall ensure that data and information supplied is applicable to the vehicle, vehicle's system(s) and the vehicle ECU. Robert Bosch LLC and all its directors, officers, employees and members shall not be liable for damages arising out of or related to incorrect, incomplete or misinterpreted software and/or data. Robert Bosch LLC expressly excludes all liability for incidental, consequential, special or punitive damages arising from or related to the CDR data, CDR software or use thereof.

Fire station location



Copyright © and (P) 1988–2012 Microsoft Corporation and/or its suppliers. All rights reserved. http://www.microsoft.com/streets/
Certain mapping and direction data © 2012 NAVTEQ. All rights reserved. The Data for areas of Canada includes information taken with permission from Canadian authorities, including: © Her Majesty the Queen in Right of Canada, © Queen's Printer for Ontario. NAVTEQ and NAVTEQ ON BOARD are trademarks of NAVTEQ. © 2012 Tele Atlas North America, Inc. All rights reserved. Tele Atlas and Tele Atlas North America are trademarks of Tele Atlas, Inc. © 2012 by Applied Geographic Solutions. All rights reserved. Portions © Copyright 2012 by Woodall Publications Corp. All rights reserved.

Hourly Weather History & Observations

Time (EDT)	Temp.	Dew Point	Humidity	Pressure	Visibility	Wind Dir	Wind Speed	Gust Speed	Precip	Events	Conditions
12:54 AM	57.9 °F	54.0 °F	87%	29.99 in	10.0 mi	SE	3.5 mph	-	N/A		Clear
1:54 AM	57.9 °F	54.0 °F	87%	29.99 in	10.0 mi	Calm	Calm	-	N/A		Scattered Clouds
2:54 AM	59.0 °F	55.0 °F	87%	29.98 in	10.0 mi	Calm	Calm	-	N/A		Overcast
3:54 AM	57.9 °F	55.0 °F	90%	29.96 in	9.0 mi	Calm	Calm	-	N/A		Scattered Clouds
4:54 AM	60.1 °F	55.9 °F	86%	29.97 in	10.0 mi	Calm	Calm	-	N/A		Overcast
5:54 AM	60.1 °F	55.9 °F	86%	29.95 in	10.0 mi	Calm	Calm	-	N/A		Overcast
6:54 AM	61.0 °F	55.9 °F	83%	29.95 in	10.0 mi	Calm	Calm	-	N/A		Overcast

Time (EDT)	Temp.	Dew Point	Humidity	Pressure	Visibility	Wind Dir	Wind Speed	Gust Speed	Precip	Events	Conditions
7:54 AM	61.0 °F	55.9 °F	83%	29.95 in	10.0 mi	Calm	Calm	-	N/A		Overcast
8:54 AM	62.1 °F	55.0 °F	78%	29.94 in	10.0 mi	ESE	6.9 mph	-	N/A		Overcast
9:54 AM	63.0 °F	55.0 °F	75%	29.94 in	10.0 mi	SE	4.6 mph	-	N/A		Overcast
10:54 AM	64.9 °F	55.9 °F	73%	29.92 in	10.0 mi	East	4.6 mph	-	N/A		Overcast
11:54 AM	64.0 °F	55.9 °F	75%	29.90 in	10.0 mi	East	10.4 mph	-	0.00 in		Overcast
12:54 PM	62.1 °F	57.0 °F	84%	29.86 in	10.0 mi	East	10.4 mph	-	0.01 in	Rain	Light Rain
1:54 PM	62.1 °F	57.0 °F	84%	29.84 in	10.0 mi	East	9.2 mph	-	0.01 in	Rain	Light Rain
2:25 PM	62.1 °F	57.0 °F	84%	29.82 in	10.0 mi	East	9.2 mph	-	0.00 in		Overcast

Time (EDT)	Temp.	Dew Point	Humidity	Pressure	Visibility	Wind Dir	Wind Speed	Gust Speed	Precip	Events	Conditions
2:54 PM	63.0 °F	57.0 °F	81%	29.82 in	10.0 mi	East	8.1 mph	-	0.00 in		Overcast
3:54 PM	62.1 °F	57.9 °F	86%	29.79 in	4.0 mi	East	10.4 mph	-	0.05 in	Rain	Rain
4:54 PM	62.1 °F	57.9 °F	86%	29.77 in	10.0 mi	East	9.2 mph	-	0.02 in	Rain	Light Rain
5:33 PM	63.0 °F	57.9 °F	84%	29.75 in	10.0 mi	East	8.1 mph	-	0.00 in	Rain	Light Rain
5:54 PM	62.1 °F	57.9 °F	86%	29.74 in	2.5 mi	East	10.4 mph	-	0.01 in	Rain	Light Rain
6:04 PM	62.1 °F	57.9 °F	86%	29.73 in	3.0 mi	East	9.2 mph	-	0.00 in	Rain	Light Rain
6:54 PM	63.0 °F	59.0 °F	87%	29.70 in	10.0 mi	East	8.1 mph	-	0.01 in		Overcast
7:12 PM	63.0 °F	59.0 °F	87%	29.69 in	10.0 mi	East	11.5 mph	18.4 mph	N/A		Overcast

Time (EDT)	Temp.	Dew Point	Humidity	Pressure	Visibility	Wind Dir	Wind Speed	Gust Speed	Precip	Events	Conditions
7:47 PM	64.0 °F	59.0 °F	84%	29.66 in	10.0 mi	East	10.4 mph	19.6 mph	N/A		Mostly Cloudy
7:54 PM	64.0 °F	59.0 °F	84%	29.66 in	10.0 mi	ESE	10.4 mph	-	N/A		Mostly Cloudy
8:54 PM	64.9 °F	60.1 °F	84%	29.61 in	6.0 mi	ESE	17.3 mph	31.1 mph	0.08 in	Rain	Rain
9:02 PM	64.9 °F	60.1 °F	84%	29.60 in	5.0 mi	ESE	12.7 mph	32.2 mph	0.03 in	Rain	Rain
9:54 PM	64.9 °F	61.0 °F	87%	29.54 in	4.0 mi	ESE	11.5 mph	26.5 mph	0.18 in	Rain	Heavy Rain
10:04 PM	64.9 °F	61.0 °F	87%	29.52 in	4.0 mi	East	10.4 mph	26.5 mph	0.04 in	Rain	Rain
10:52 PM	66.2 °F	60.8 °F	83%	29.46 in	4.0 mi	ESE	12.7 mph	32.2 mph	0.28 in	Rain	Heavy Rain
10:54 PM	66.0 °F	62.1 °F	87%	29.45 in	4.0 mi	ESE	24.2 mph	38.0 mph	0.29 in	Rain	Heavy Rain

Time (EDT)	Temp.	Dew Point	Humidity	Pressure	Visibility	Wind Dir	Wind Speed	Gust Speed	Precip	Events	Conditions
11:32 PM	66.9 °F	62.1 °F	84%	29.40 in	4.0 mi	ESE	20.7 mph	49.5 mph	0.15 in	Rain	Rain
11:54 PM	66.9 °F	61.0 °F	81%	29.35 in	4.0 mi	ESE	23.0 mph	42.6 mph	0.25 in	Rain	Rain

COMMONWEALTH [redacted]

[redacted] • LAWRENCE, MA [redacted]
CHEVROLET [redacted]
NISSAN • VW • KIA [redacted]
HONDA [redacted]

[redacted]

CUSTOMER NO	[redacted]	VISOR	TAG NO	INVOICE DATE	INVOICE NO
		KICK BARBOZA 3707		03/03/17	[redacted]
COMMONWEALTH NISSAN INC [redacted]		LABOR RATE 110.00 [redacted]	MILEAGE 2	COLOR CASPIAN BLU	STOCK NO
LAWRENCE, MA [redacted]		YEAR / MAKE / MODEL 17/NISSAN/ROGUE/SL AWD		DELIVERY DATE 04/23/17	DELIVERY MILES 25
[redacted]		VEHICLE I.D. NO J N 8 A T 2 M V 1 H W [redacted]		SELLING DEALER NO 5307	PRODUCTION DATE
		E.T.E NO US	P.O. NO.	R.O DATE 03/03/17	
RESIDENCE PHONE	BUSINESS PHONE [redacted]	COMMENTS			MO: [redacted]

JOB# 1 CHARGES----------

LABOR----------

J# 1 55NIZ PDI HOURS: 1.30 TECH(S):3627 WARRANTY

PDI
PERFORMED PDI

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX NICS JOB# 1 TOTAL 0.00

TOTALS----------

* INDICATES GM GOODWRENCH PART MAY BE ELIGIBLE FOR LIFETIME WARRANTY PLEASE ASK FOR DETAILS

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

****
* [ ] CASH [ ] CHECK CK# [ ] *
* *
* [ ] CREDIT CARD [ ] CHARGE [ ] G/C *
* *
* DATE [ ] INITIALS [ ] *
****

**********THANK YOU FOR YOUR BUSINESS*********
IF THERE IS ANY REASON YOU WERE NOT COMPLETELY SATISFIED WITH YOUR VISIT PLEASE LET US KNOW IMMEDIATELY!
WE LOOK FORWARD TO SERVICING YOU IN THE FUTURE!

_____
CUSTOMER SIGNATURE

************************** DUPLICATE INVOICE **************************

Did your advisor review your multi-point inspection with you?

Y / N

Parked In # _____

PAGE 1 OF 1 ACCOUNTING COPY [END OF INVOICE] 02:04pm

The Reynolds and Reynolds Company ERMPRINT
SF649900 Q (11/13)

COMMONWEALTH [redacted]

[redacted] • LAWRENCE, MA [redacted]
CHEVROLET [redacted]
NISSAN • VW • KIA [redacted]
HONDA [redacted]

[redacted]

CUSTOMER NO. [redacted]	ADVISOR: RICK BARBOZA 3707	TAG NO.	INVOICE DATE: 03/03/17	[redacted]
COMMONWEALTH NISSAN INC [redacted]	LABOR RATE: 107.75 [redacted]	MILEAGE: 2	COLOR: CASPIAN BLU	
LAWRENCE, MA [redacted]	YEAR / MAKE / MODEL: 17/NISSAN/ROGUE/SL AWD		DELIVERY DATE: 04/23/17	DELIVERY MILES: 25
[redacted]	VEHICLE I.D. NO: J N 8 A T 2 M V 1 H W [redacted]		SELLING DEALER NO: [redacted]5307	PRODUCTION DATE
	F.T.E. NO: US	P.O. NO.	R.O. DATE: 03/03/17	
RESIDENCE PHONE	BUSINESS PHONE [redacted]	COMMENTS		MO: [redacted]

JOB# 1 CHARGES----------

LABOR----------

J# 1 54NIZ	*ACCESSORIES	HOURS: TECH(S):450	0.00
	ADD WHEEL LOCKS		

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	999H1-A7003	LOCKING LUG NUT-	51.88	51.88
			TOTAL - PARTS		51.88

JOB# 1 TOTALS----------

PARTS	51.88
JOB# 1 JOURNAL PREFIX NIIS JOB# 1 TOTAL	51.88

TOTALS----------

CONTROL#	ACCOUNT NUMBER	AMOUNT..	
		TOTAL LABOR....	0.00
		TOTAL PARTS....	51.88
		TOTAL SUBLET...	0.00
		TOTAL G.O.G....	0.00
		TOTAL MISC.CHG.	0.00
		TOTAL MISC.DISC	0.00
		TOTAL TAX.....	0.00
		TOTAL INVOICE $	**51.88**

APPROVED BY SIGNATURE

********** DUPLICATE INVOICE **********

Parked In # _____

PAGE 1 OF 1 ACCOUNTING COPY-I | END OF INVOICE] 02:04pm

The Reynolds and Reynolds Company, HRAINDIVF
SF643900 O 11/13)

COMMONWEALTH [redacted]

[redacted] • LAWRENCE, MA [redacted]
CHEVROLET [redacted]
NISSAN • VW • KIA
HONDA [redacted]

[redacted]

CELL: [redacted]

CUSTOMER NO	ADVISOR	TAG NO	INVOICE DATE	IN
[redacted]	KYRSTEN SHEDD 4099		04/27/17	[redacted]
	LABOR RATE: 110.00	LICENSE NO: [redacted]	MILEAGE: 200	COLOR: CASPIAN BLU
[redacted] HAVERHILL, MA [redacted]	YEAR / MAKE / MODEL: 17/NISSAN/ROGUE/SL AWD		DELIVERY DATE: 04/23/17	DELIVERY MILES: 25
	VEHICLE I.D. NO: J N 8 A T 2 M V 1 H W [redacted]		SELLING DEALER NO: 5307	PRODUCTION DATE
none	F.T.E. NO	P.O. NO	R.O. DATE: 04/27/17	
[redacted]	BUSINESS PHONE	COMMENTS		MO: [redacted]

JOB# 1 CHARGES----------

LABOR----------

J# 1 07NIZINT INTERNAL INSPECTION HOURS: TECH(S):4127 INTERNAL
PERFORM INTERNAL STATE INSPECTION
INSPECTION
COMPLETED

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX NICS JOB# 1 TOTAL 0.00

TOTALS----------

* INDICATES GM GOODWRENCH PART MAY BE ELIGIBLE FOR LIFETIME WARRANTY PLEASE ASK FOR DETAILS

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

****
* [ ] CASH [ ] CHECK CK# [ ] *
* *
* [ ] CREDIT CARD [ ] CHARGE [ ] G/C *
* *
* DATE [ ] INITIALS [ ] *
****

**********THANK YOU FOR YOUR BUSINESS*********
IF THERE IS ANY REASON YOU WERE NOT COMPLETELY SATISFIED WITH YOUR VISIT PLEASE LET US KNOW IMMEDIATELY!
WE LOOK FORWARD TO SERVICING YOU IN THE FUTURE!

_____
CUSTOMER SIGNATURE

************************** DUPLICATE INVOICE ***************************

Did your advisor review your multi-point inspection with you?

Y / N

Parked In # _____

The Reynolds and Reynolds Company - ERMINVC
SF649900 Q (11/13)

COMMONWEALTH

[redacted] LAWRENCE, MA [redacted]
CHEVROLET [redacted]
NISSAN • VW • KIA
HONDA [redacted]

[redacted]

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	RICK BARBOZA 3707		07/25/17	[redacted]
	LABOR RATE 110.00 [redacted]	MILEAGE 5,143	COLOR CASPIAN BLU	STOCK NO.
[redacted]	YEAR / MAKE / MODEL 17/NISSAN/ROGUE/SL AWD		DELIVERY DATE 04/23/17	DELIVERY MILES 25
HAVERHILL, MA [redacted]	VEHICLE I.D. NO. J N 8 A T 2 M V 1 H W [redacted]		SELLING DEALER NO. 5307	PRODUCTION DATE
none	F.T.E. NO.	P.O. NO.	R.O. DATE 07/25/17	
[redacted]	BUSINESS PHONE	COMMENTS		MO: [redacted]

JOB# 1 CHARGES----------

LABOR----------

J# 1 [redacted]	EXPRESS OIL CHANGE HOURS:	TECH(S):4137	16.08

CUSTOMER REQUESTS EXPRESS OIL CHANGE
PERFORMED LUBE, OIL, AND FILTER CHANGE. SET TIRE PRESSURE,
TOPPED OFF ALL TOP ENGINE FLUIDS. RESET MAINTENANCE LIGHT
EXPRESS OIL CHANGE COMPLETE

PARTS------QTY---FP-NUMBER---------------DESCRIPTION---------LIST PRICE-UNIT PRICE-

	1	PK1	OIL FILTER KIT	8.70	8.70 8.70
	1	11026-JA00A	WASHER DRAIN	****	**** ****
	1	15208-65F0E	OIL FILTER	****	**** ****
				TOTAL - PARTS	8.70

G.O.G. & SUPPLIES----------

1.0	OIL SPECIAL	@	7.980	/UNIT	7.98
1.0		@		/UNIT	0.00
				TOTAL - GOG	7.98

MISC------CODE--------DESCRIPTION----------CONTROL NO---------

NCP	NISSAN COUPON			-9.76
PWR	PORTFOLIO WARRANTY RECEIVABLE		425595	-45.00
		TOTAL - MISC		-54.76

JOB# 1 TOTALS----------

LABOR	16.08
PARTS	8.70
G.O.G.	7.98
MISC	-54.76
JOB# 1 JOURNAL PREFIX NICS JOB# 1 TOTAL	-22.00

JOB# 2 CHARGES----------

LABOR----------

J# 2 02NIZ01	ROTATE TIRES HOURS: 0.30	TECH(S):4137	19.88

ROTATE TIRES ONLY
DUE BY MILEAGE
ROTATED THE TIRES AS REQUESTED

MISC------CODE--------DESCRIPTION----------CONTROL NO---------

-SS	SUBTRACT ENRIVON RECOVERY FEE		-1.24
		TOTAL - MISC	-1.24

JOB# 2 TOTALS----------

LABOR	19.88
MISC	-1.24
JOB# 2 JOURNAL PREFIX NICS JOB# 2 TOTAL	18.64

JOB# 3 CHARGES----------

LABOR----------

J# 3 S5NIZEINSP	NISSAN MPI REPORT HOURS: 0.00	TECH(S):4137	0.00

PERFORM MULTI POINT VEHICLE INSPECTION
DUE BECAUSE OF TIME OR MILEAGE

Did your advisor review your multi-point inspection with you?

Y / N

Parked In # _____

[CONTINUED ON NEXT PAGE]
02:04pm

The Reynolds and Reynolds Company ERAINNVS
SF648900 O (11/13)

COMMONWEALTH [redacted]

[redacted] • LAWRENCE, MA [redacted]
CHEVROLET [redacted]
NISSAN • VW • KIA
HONDA [redacted]

[redacted]

CELL: [redacted]

CUSTOMER NO [redacted]	ADVISOR RICK BARBOZA 3707	TAG NO	INVOICE DATE 07/25/17	[redacted]
[redacted]	LABOR RATE 110.00 [redacted]	MILEAGE 5,143	COLOR CASPIAN BLU	[redacted]
HAVERHILL, MA [redacted]	YEAR / MAKE / MODEL 17/NISSAN/ROGUE/SL AWD		DELIVERY DATE 04/23/17	DELIVERY MILES 25
	VEHICLE I.D. NO J N 8 A T 2 M V 1 H W [redacted]		SELLING DEALER NO 5307	PRODUCTION DATE
none	F.T.E. NO [redacted]		R.O. DATE 07/25/17	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		MO: [redacted]

COMPLETED SEE ATTACHED LIST-MPI REPORT

JOB# 3 TOTALS----------

JOB# 3 JOURNAL PREFIX NICS JOB# 3 TOTAL 0.00

MISC------CODE--------DESCRIPTION----------CONTROL NO---------		
JOB # A	SS ENV REC	2.25
	TOTAL - MISC	2.25

TOTALS----------

* INDICATES GM GOODWRENCH PART MAY BE ELIGIBLE FOR LIFETIME WARRANTY PLEASE ASK FOR DETAILS

TOTAL LABOR....	35.96
TOTAL PARTS....	8.70
TOTAL SUBLET...	0.00
TOTAL G.O.G....	7.98
TOTAL MISC CHG.	2.25
TOTAL MISC DISC	-56.00
TOTAL TAX.....	1.11
TOTAL INVOICE $	**0.00**

* [ ] CASH [ ] CHECK CK# [ ] *
* [ ] CREDIT CARD [ ] CHARGE [ ] G/C *
* DATE [ ] INITIALS [ ] *

**********THANK YOU FOR YOUR BUSINESS*********
IF THERE IS ANY REASON YOU WERE NOT COMPLETELY SATISFIED WITH YOUR VISIT PLEASE LET US KNOW IMMEDIATELY!
WE LOOK FORWARD TO SERVICING YOU IN THE FUTURE!

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

Did your advisor review your multi-point inspection with you?

Y / N

Parked In # _____

The Reynolds and Reynolds Company (ENAMTRAN)
SF649900 O (11/13)

COMMONWEALTH [redacted]

[redacted] AWRENCE, MA [redacted]
CHEVROLET [redacted]
NISSAN • VW • KIA
HONDA [redacted]

[redacted]

CEL[redacted]

CUSTOMER NO [redacted]	ADVISOR KYRSTEN SHEDD 4099	TAG NO	INVOICE DATE 11/02/17
[redacted]	LABOR RATE 110.00 [redacted]	MILEAGE 10,717	COLOR CASPIAN BLU
HAVERHILL, MA [redacted]	YEAR / MAKE / MODEL 17/NISSAN/ROGUE/SL AWD		DELIVERY DATE 04/23/17 — DELIVERY MILES 25
	VEHICLE I.D. NO J N 8 A T 2 M V 1 H W [redacted]		SELLING DEALER NO 5307 — PRODUCTION DATE
	F.T.E. NO	P.O. NO.	R.O. DATE 10/30/17 — REPRINT# 1
[redacted]	BUSINESS PHONE	COMMENTS	MO: [redacted]

JOB# 1 CHARGES----------

LABOR----------

J# 1 55NIZEINSP NISSAN MPI REPORT HOURS: 0.00 TECH(S):3781 0.00
(Multi-point inspection)
DUE BECAUSE OF TIME OR MILEAGE
COMPLETED SEE ATTACHED LIST-MPI REPORT

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX NICS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------

J# 2 02NIZ01 ROTATE TIRES HOURS: 0.30 TECH(S):3781 19.88
(Rotate tires)
DUE BY MILEAGE
ROTATED THE TIRES AS REQUESTED

MISC------CODE--------DESCRIPTION----------CONTROL NO---------

-SS SUBTRACT ENRIVON RECOVERY FEE -1.24

TOTAL - MISC -1.24

JOB# 2 TOTALS----------

LABOR 19.88
MISC -1.24

JOB# 2 JOURNAL PREFIX NICS JOB# 2 TOTAL 18.64

JOB# 3 CHARGES----------

LABOR----------

J# 3 53NIZ ELECTRICAL INSTRUM HOURS: 1.50 TECH(S):3781 WARRANTY
Customer states vehicle auto brakes for no reason when switc
hing lanes with no blinker there is no warning sound Diag (E
lectrical Concern)
TECH ROADTESTED VEHICLE AND COULD NOT RECREATE ISSUE-VEHICLE
DOES NOT HAVE LANE DEPARTURE BRAKING BUT DOES HAVE FORWARD
EMERGENCY BRAKING-POSSIBLY ENGAGING FROM DEBRIS IN THE ROAD
OR FOLLOWING TOO CLOSE IN TRAFFIC BEFORE CHANGING LANES
NISSAN ENG PETER MERKEL ALSO INSPECTED AND ROADTESTED
VEHICLE APPT SET UP FOR 11/21 TO MEET WITH CUSTOMER

SUBLET-----PO#--------VEND INV#-INV.DATE-DESCRIPTION----------

[redacted] [redacted] 11/02/17 RENTAL WARRANTY

TOTAL - SUBLET 0.00

JOB# 3 TOTALS----------

JOB# 3 JOURNAL PREFIX NICS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES----------

LABOR----------

J# 4 01NIZEXP EXPRESS OIL CHANGE HOURS: TECH(S):3781 10.46
CUSTOMER REQUESTS EXPRESS OIL CHANGE
CFM

Did your advisor review your multi-point inspection with you?

Y / N

Parked In # _____

The Reynolds and Reynolds Company [redacted]
SF649900 O (11/13)

COMMONWEALTH [redacted]

[redacted] • LAWRENCE, MA [redacted]
CHEVROLET [redacted]
NISSAN • VW • KIA [redacted]
HONDA [redacted]

[redacted]

CELL [redacted]

CUSTOMER NO. [redacted]	ADVISOR KYRSTEN SHEDD 4099	TAG NO.	INVOICE DATE 11/02/17	[redacted]
[redacted]	LABOR RATE 110.00	LICENSE NO. [redacted]	MILEAGE 10,717	COLOR CASPIAN BLU
HAVERHILL, MA [redacted]	YEAR / MAKE / MODEL 17/NISSAN/ROGUE/SL AWD		DELIVERY DATE 04/23/17	DELIVERY MILES 25
	VEHICLE I.D. NO J N 8 A T 2 M V 1 H V [redacted]		SELLING DEALER NO. 5307	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 10/30/17	REPRINT# 1
R [redacted]	BUSINESS PHONE	COMMENTS		MO: [redacted]

PERFORMED LUBE, OIL, AND FILTER CHANGE. SET TIRE PRESSURE,
TOPPED OFF ALL TOP ENGINE FLUIDS. RESET MAINTENANCE LIGHT
EXPRESS OIL CHANGE COMPLETE

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	PK1	OIL FILTER KIT	8.70	8.70	8.70
	1	11026-JA00A	WASHER DRAIN	****	****	****
	1	15208-65F0E	OIL FILTER	****	****	****
					TOTAL - PARTS	8.70

G.O.G. & SUPPLIES					
1.0	OIL SPECIAL	@ 7.980	/UNIT		7.98
1.0		@	/UNIT		0.00
				TOTAL - GOG	7.98

MISC	CODE	DESCRIPTION	CONTROL NO	
	PWR	PORTFOLIO WARRANTY RECEIVABLE	[redacted]	-48.77
			TOTAL - MISC	-48.77

JOB# 4 TOTALS	
LABOR	10.46
PARTS	8.70
G.O.G.	7.98
MISC	-48.77
JOB# 4 JOURNAL PREFIX NICS JOB# 4 TOTAL	-21.63

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS	ENV REC		1.90
			TOTAL - MISC	1.90

TOTALS

* INDICATES GM GOODWRENCH PART MAY BE ELIGIBLE FOR LIFETIME WARRANTY PLEASE ASK FOR DETAILS

TOTAL LABOR....	30.34
TOTAL PARTS....	8.70
TOTAL SUBLET...	0.00
TOTAL G.O.G....	7.98
TOTAL MISC CHG.	1.90
TOTAL MISC DISC	-50.01
TOTAL TAX.....	1.09
TOTAL INVOICE $	**0.00**

****
* [ ] CASH [ ] CHECK CK# [ ] *
*
* [ ] CREDIT CARD [ ] CHARGE [ ] G/C *
*
* DATE [ ] INITIALS [ ] *
****

Did your advisor review your multi-point inspection with you?

Y / N

Parked In # _____

**********THANK YOU FOR YOUR BUSINESS**********
IF THERE IS ANY REASON YOU WERE NOT COMPLETELY
SATISFIED WITH YOUR VISIT PLEASE LET US KNOW IMMEDIATELY!
WE LOOK FORWARD TO SERVICING YOU IN THE FUTURE!

_____
CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

ACCOUNTING COPY

[END OF INVOICE] 11:18am

The Reynolds and Reynolds Company ERANTRAVE
SF-649900 Q (11/13)

COMMONWEALTH [redacted]

[redacted] • LAWRENCE, MA [redacted]
CHEVROLET [redacted]
NISSAN • VW • KIA
HONDA [redacted]

[redacted]

CELL: [redacted]

CUSTOMER NO	ADVISOR	TAC NO.	INVOICE DATE	INVOICE NO
[redacted]	RICK BARBOZA 3707		11/21/17	[redacted]
	LABOR RATE 110.00 [redacted]	MILEAGE 11,797	COLOR CASPIAN BLU	STOCK NO
[redacted]	YEAR / MAKE / MODEL 17/NISSAN/ROGUE/SL AWD		DELIVERY DATE 04/23/17	DELIVERY MILES 25
HAVERHILL, MA [redacted]	VEHICLE I.D. NO J N 8 A T 2 M V 1 H W [redacted]		SELLING DEALER NO 5307	PRODUCTION DATE
none	F.T.E. NO.	P.O. NO.	R.O. DATE 11/21/17	
[redacted]	BUSINESS PHONE	COMMENTS		MO: [redacted]

JOB# 1 CHARGES----------

LABOR----------

J# 1 14NIZ *BRAKE SYSTEM HOURS: TECH(S):450 WARRANTY

CUSTOMER STATES FROMT EMERGENCY BRAKING SYSTEM COMES ON
WHEN NOTHING IS IN FRONT OF VEHICLE...
NISSAN DTS INSPECTED VEHICLE AND ROADTESTED WITH
CUSTOMER TO LOCATION WHERE INCIDENT OCCURED UNABLE
TO DUPLICATE CUSTOMER COMPLAINT.

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX NICS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------

J# 2 55NIZEINSP NISSAN MPI REPORT HOURS: 0.00 TECH(S):450 WARRANTY

PERFORM MULTI POINT VEHICLE INSPECTION
DUE BECAUSE OF TIME OR MILEAGE
COMPLETED SEE ATTACHED LIST-MPI REPORT

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX NICS JOB# 2 TOTAL 0.00

TOTALS----------

* INDICATES GM GOODWRENCH PART MAY BE ELIGIBLE FOR LIFETIME WARRANTY PLEASE ASK FOR DETAILS

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

****
* [ ] CASH [ ] CHECK CK# [ ] *
*
* [ ] CREDIT CARD [ ] CHARGE [ ] G/C *
*
* DATE [ ] INITIALS [ ] *
****

Did your advisor review your multi-point inspection with you?

Y / N

**********THANK YOU FOR YOUR BUSINESS**********
IF THERE IS ANY REASON YOU WERE NOT COMPLETELY
SATISFIED WITH YOUR VISIT PLEASE LET US KNOW IMMEDIATELY!
WE LOOK FORWARD TO SERVICING YOU IN THE FUTURE!

Parked In # _____

_____
CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

The Reynolds and Reynolds Company [redacted] (11/13)

8:02:02 Wednesday, November 22, 2017

S E R V I C E - C O M M

11/22/17 05:02:01

PRIMARY DATA **NMC MODEL:** [redacted] **VIN:** JN8AT2MV1HW[redacted]

17 ROGUE SL AWD AUTOMATIC **EMISSIONS CERTIFICATION:** 50 STAT

MANUFACTURE DATE: 12/28/16 **PLANT:** KYUSHYU

IN-SERVICE DATE: 04/23/17 **RETAIL DATE:** 04/23/17 **UPFT PKGCD:**

PDI DATE: 03/03/17 **SELLING DEALER:** COMMONWEALTH NISSAN

LAWRENCE MA

----------VIN WARRANTY EXCLUSIONS ON PNC----------

PNC ---------DESCRIPTION---------- PNC ---------DESCRIPTION----------

NO PNC WARRANTY EXCLUSIONS

----------OUTSTANDING SERVICE/RECALL CAMPAIGNS----------

--NUMBER-- --------DESCRIPTION--------- --NUMBER-- --------DESCRIPTION---------

NO OUTSTANDING CAMPAIGNS

NO CONTRACTS EXIST

ENTER = CONTINUE N = NEXT VEHICLE M = RETURN TO SERVICE-COMM MENU =>

8:02:12 Wednesday, November 22, 2017

S E R V I C E - C O M M

11/22/17 05:02:14

CLAIM HISTORY

[redacted]

WARRANTY CLAIM DATA VIN: JN8AT2MV1HW[redacted]

RO DATE: 10/30/17 RO NBR: [redacted] SERVICING DEALER: COMMONWEALTH NISSAN

MILEAGE: 10,717 LAWRENCE MA [redacted]

PNC: 47601 IDPM CONTROL

SUBLET: 0.00

OPERATIONS: [redacted] STRAIGHT TIME

PARTS REPLACED:

476A06FL0A CONTROLLER ASSY-IDM

ENTER = CONTINUE N = NEXT VEHICLE M = RETURN TO SERVICE-COMM MENU>

8:02:18 Wednesday, November 22, 2017

S E R V I C E - C O M M

11/22/17 05:02:14

CLAIM HISTORY

WARRANTY CLAIM DATA **VIN:** JN8AT2MV1H[redacted]

RO DATE: 10/30/17 **RO NBR:** [redacted] **SERVICING DEALER:** COMMONWEALTH NISSAN

MILEAGE: 10,717 LAWRENCE MA [redacted]

PNC: 47601 IDPM CONTROL
SUBLET: 0.00
OPERATIONS: NONE

PARTS REPLACED:

476A06FL0A	CONTROLLER ASSY-IDM
SUBLTRENTX	**********

ENTER = CONTINUE N = NEXT VEHICLE M = RETURN TO SERVICE-COMM MENU>

Lawrence, MA

8:23 AM EST on November 22, 2017 (GMT -0500)
Lawrence Municipal

- Forecast
- **History**
- Calendar
- Rain / Snow
- Health

- Forecast
- **History**
- Calendar
- Rain / Snow
- Health

Weather History for KLWM - October, 2017

Change the Weather History Date:

October | 29 | 2017

View

Sunday, October 29, 2017

« Previous Day
Next Day »

Daily
Weekly
Monthly
Custom

	Actual	Average	Record
Temperature			

	Actual	Average	Record
Mean Temperature	**62** °F	-	
Max Temperature	**66** °F	**59** °F	**77** °F (1989)
Min Temperature	**57** °F	**36** °F	**24** °F (1976)
Degree Days			
Heating Degree Days	4		
Growing Degree Days	12 (Base 50)		
Moisture			
Dew Point	**58** °F		
Average Humidity	84		
Maximum Humidity	90		
Minimum Humidity	73		
Precipitation			
Precipitation	**0.91** in	-	- ()
Sea Level Pressure			
Sea Level Pressure	**29.76** in		
Wind			
Wind Speed	**6** mph (ESE)		
Max Wind Speed	**24** mph		

	Actual	Average	Record
Max Gust Speed	**50** mph		
Visibility	**8** miles		
Events	Rain		

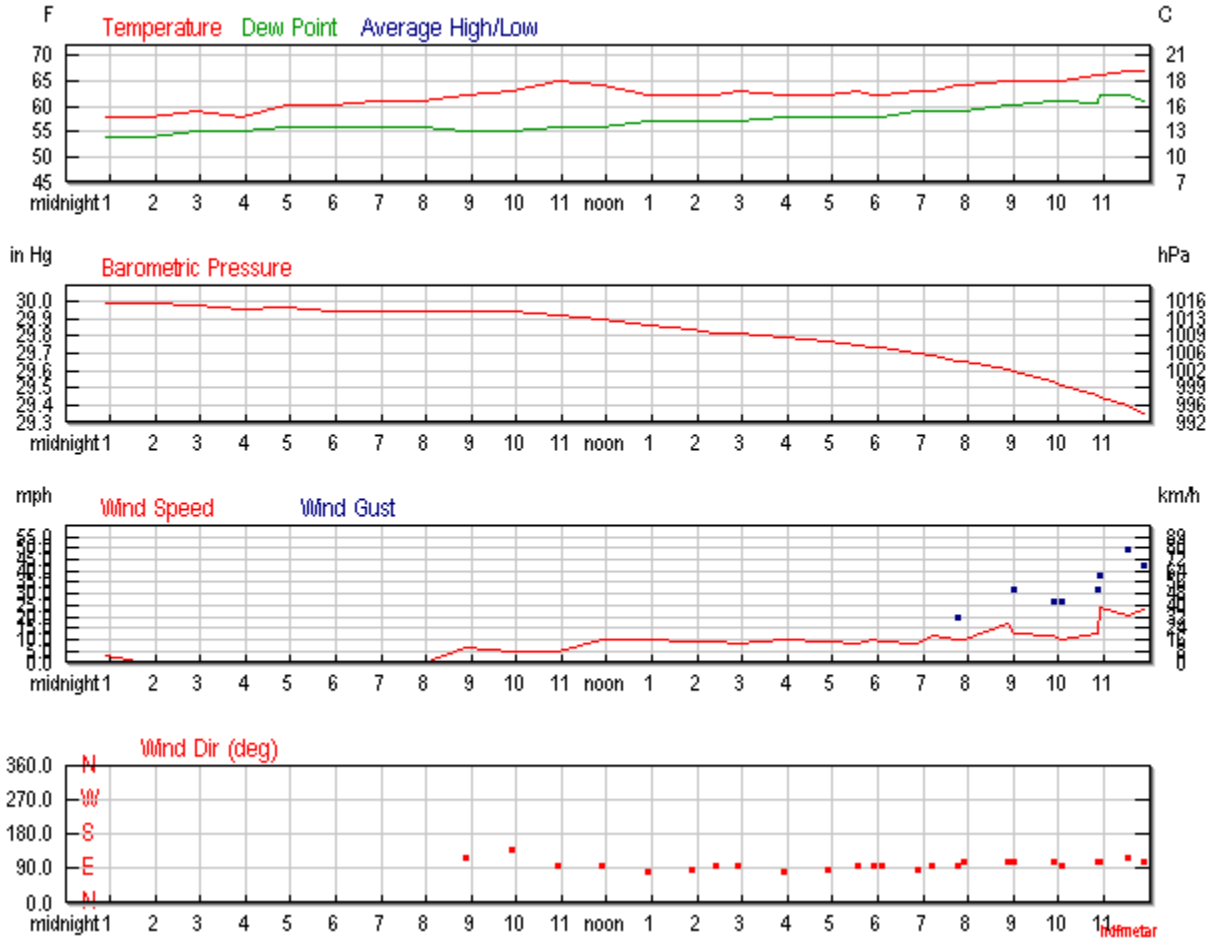
Averages and records for this station are not official NWS values.

T = Trace of Precipitation, MM = Missing Value

Source: NWS Daily Summary

Seasonal Weather Averages

Daily Weather History Graph



Certify This Report







































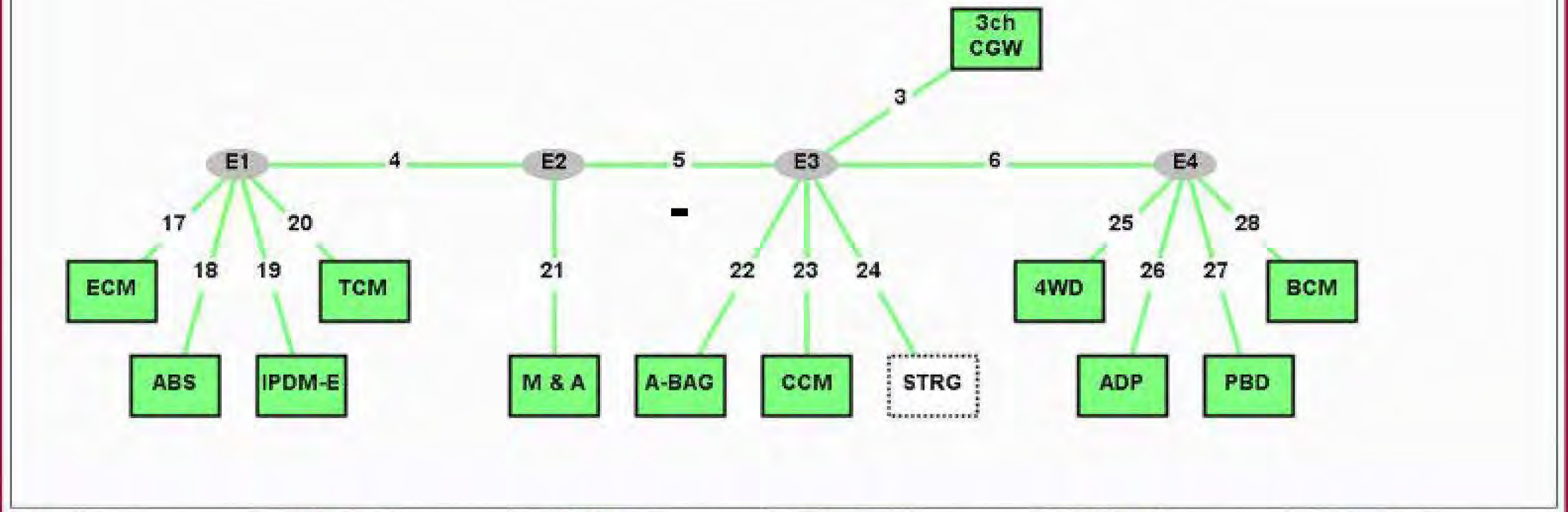
CONSULT-III plus Ver.73.10 Ver.CSP44.21 VIN:JN8AT2MV1HW[redacted] Vehicle : ROGUE T32 2017 Country : United States

Back | Home | Print Screen | Screen Capture | Measurement Mode | Recorded Data | Help | ERT | 13.0V | VI | MI

Diagnosis (All Systems) > Select Vehicle > Confirm Vehicle > Diagnosis (All Systems)

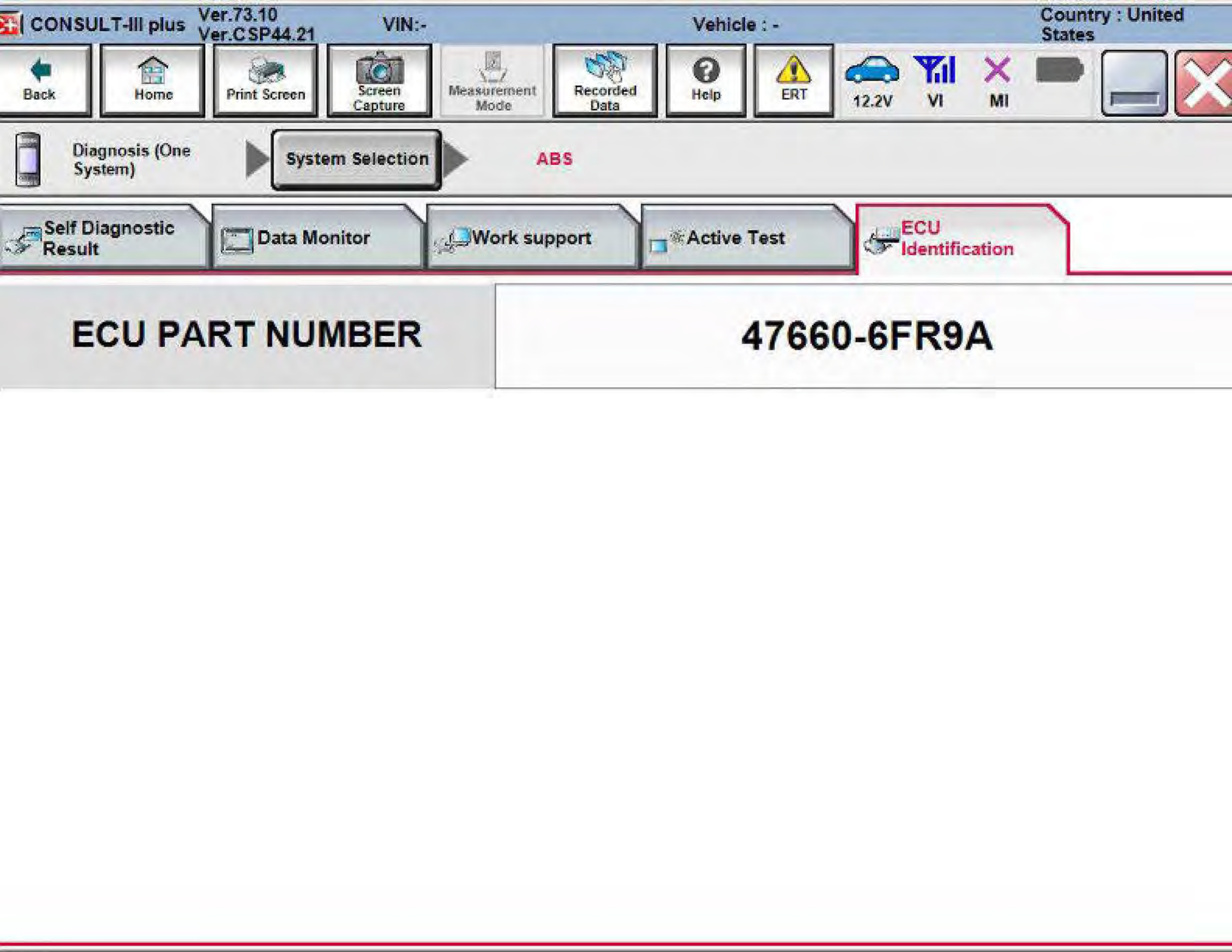
All DTC | CAN Diag | CAN DIAG SUPPORT MNTR | SRT & P-DTC

MACRO | V-CAN | V-CAN2 | ITS-CAN



Battery Voltage	13.015V	IGN SW Status	ON	CAN High Max.	No Data	CAN High Min.	No Data	CAN Low Max.	No Data	CAN Low Min.	No Data

Re-Select CAN Type | List View | Explanation | Print | Save


CONSULT-III plus
Ver.73.10
Ver.CSP44.21
VIN:-
Vehicle : -
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.2V
VI
MI
Diagnosis (One System)
System Selection
ABS
Self Diagnostic Result
Data Monitor
Work support
Active Test
ECU Identification
ECU PART NUMBER
47660-6FR9A

CONSULT-III plus Ver.73.10 Ver.CSP44.21 VIN:JN8AT2MV1HW[redacted] Vehicle : ROGUE T32 2017 Country : United States

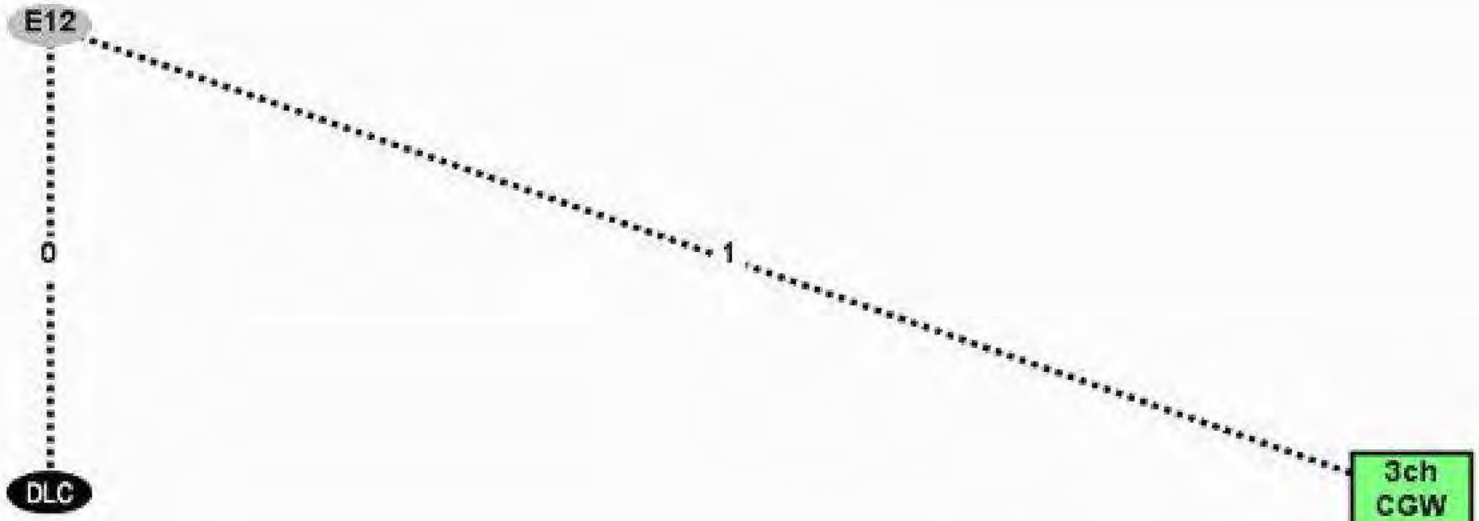
Back | Home | Print Screen | Screen Capture | Measurement Mode | Recorded Data | Help | ERT | 13.0V | VI | MI

Diagnosis (All Systems) > Select Vehicle > Confirm Vehicle > Diagnosis (All Systems)

All DTC | CAN Diag | CAN DIAG SUPPORT MNTR | SRT & P-DTC

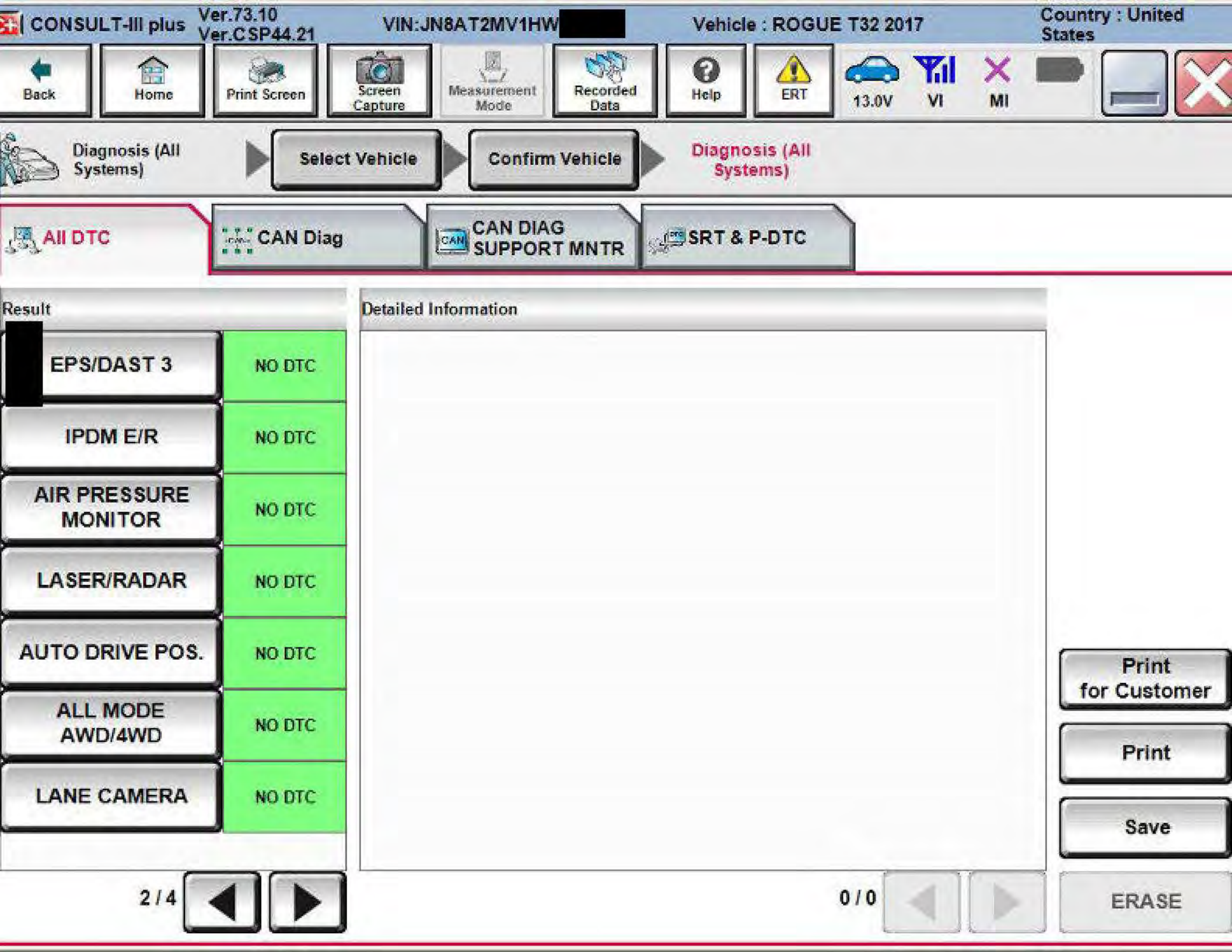
MACRO | ITS-CAN | IC-CAN | DIAGNOSTIC CAN

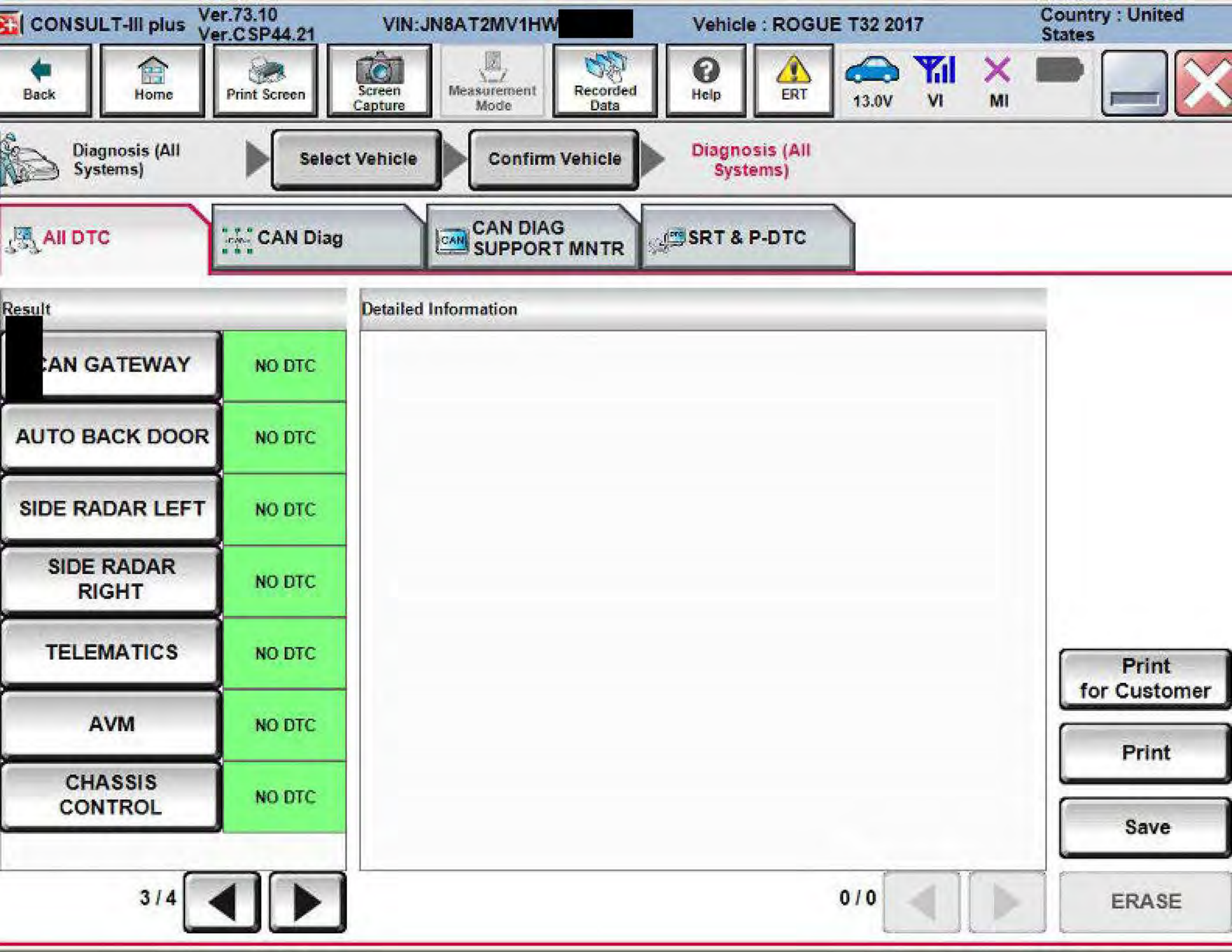
[redacted]

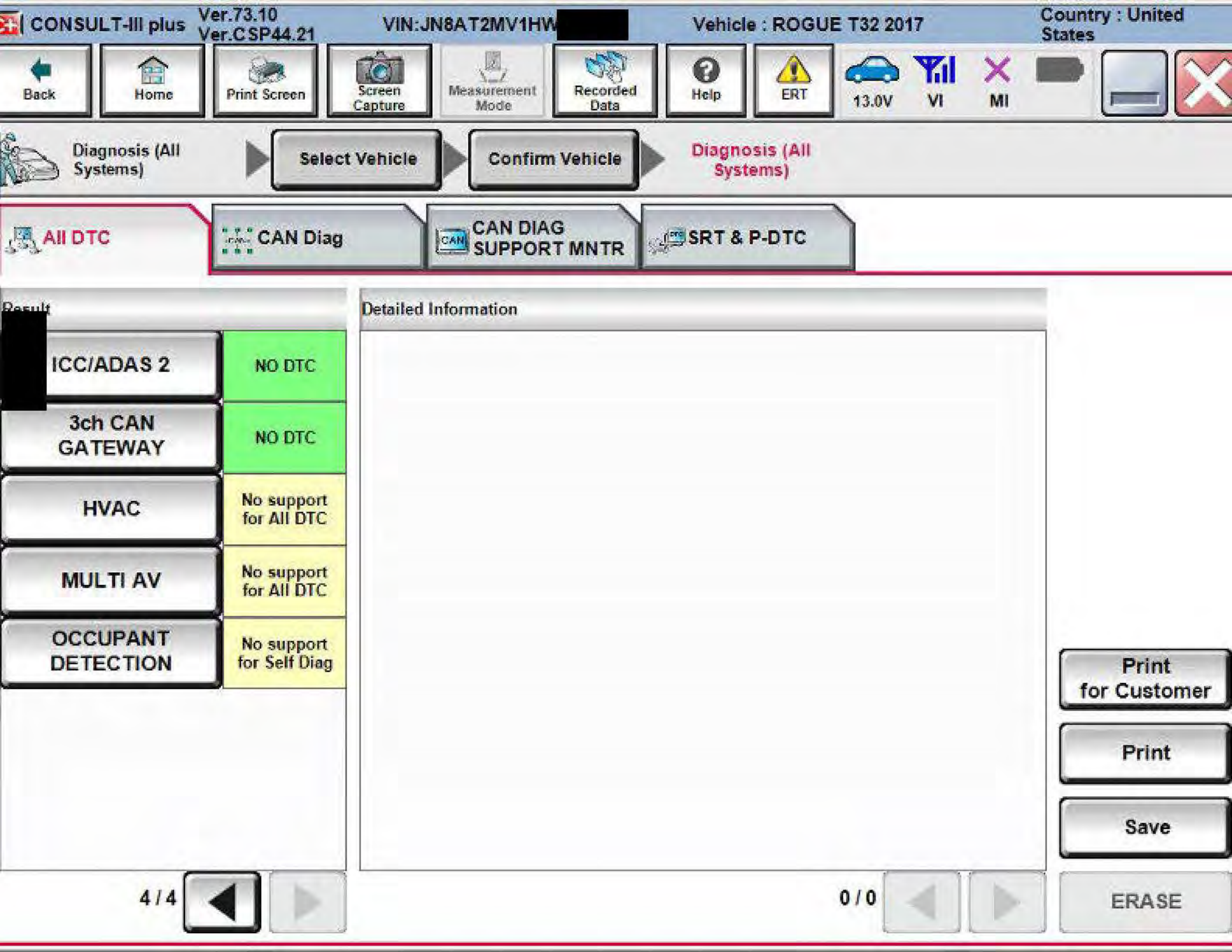


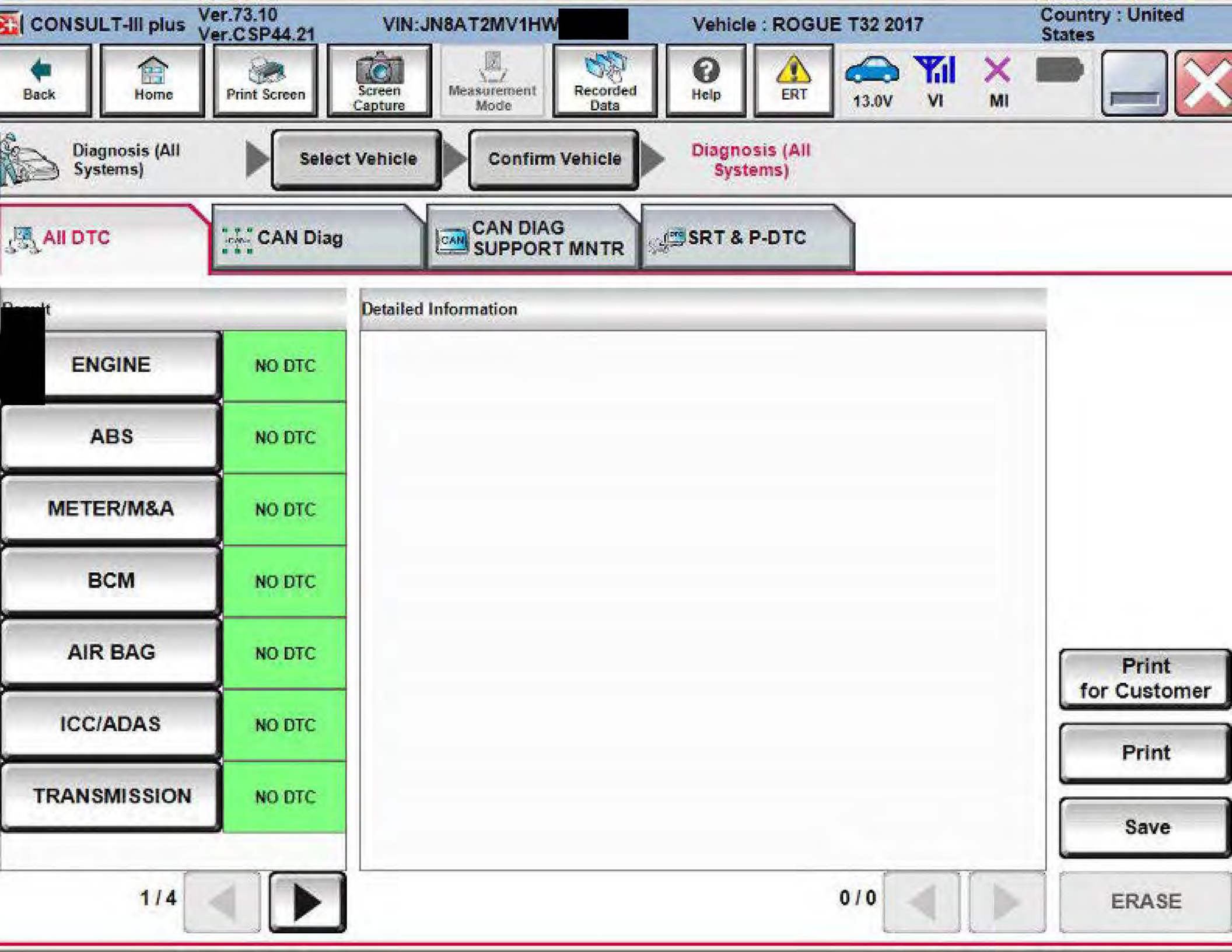
Battery Voltage	13.021V	IGN SW Status	ON	CAN High Max.	2.430V	CAN High Min.	2.396V	CAN Low Max.	2.430V	CAN Low Min.	2.396V

Re-Select CAN Type | List View | Explanation | Print | Save


CONSULT-III plus
Ver.73.10
Ver.CSP44.21
VIN:JN8AT2MV1HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
Detailed Information
[redacted] EPS/DAST 3
NO DTC
IPDM E/R
NO DTC
AIR PRESSURE MONITOR
NO DTC
LASER/RADAR
NO DTC
AUTO DRIVE POS.
NO DTC
ALL MODE AWD/4WD
NO DTC
LANE CAMERA
NO DTC
2 / 4
0 / 0
Print for Customer
Print
Save
ERASE


CONSULT-III plus
Ver.73.10
Ver.CSP44.21
VIN:JN8AT2MV1HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
[redacted]CAN GATEWAY
NO DTC
AUTO BACK DOOR
NO DTC
SIDE RADAR LEFT
NO DTC
SIDE RADAR RIGHT
NO DTC
TELEMATICS
NO DTC
AVM
NO DTC
CHASSIS CONTROL
NO DTC
Detailed Information
Print for Customer
Print
Save
3 / 4
0 / 0
ERASE


CONSULT-III plus
Ver.73.10
Ver.CSP44.21
VIN:JN8AT2MV1HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
Detailed Information
[redacted]
ICC/ADAS 2
NO DTC
3ch CAN GATEWAY
NO DTC
HVAC
No support for All DTC
MULTI AV
No support for All DTC
OCCUPANT DETECTION
No support for Self Diag
4 / 4
0 / 0
Print for Customer
Print
Save
ERASE


CONSULT-III plus
Ver.73.10
Ver.CSP44.21
VIN:JN8AT2MV1HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
Detailed Information
ENGINE
NO DTC
ABS
NO DTC
METER/M&A
NO DTC
BCM
NO DTC
AIR BAG
NO DTC
ICC/ADAS
NO DTC
TRANSMISSION
NO DTC
1/4
0/0
Print for Customer
Print
Save
ERASE

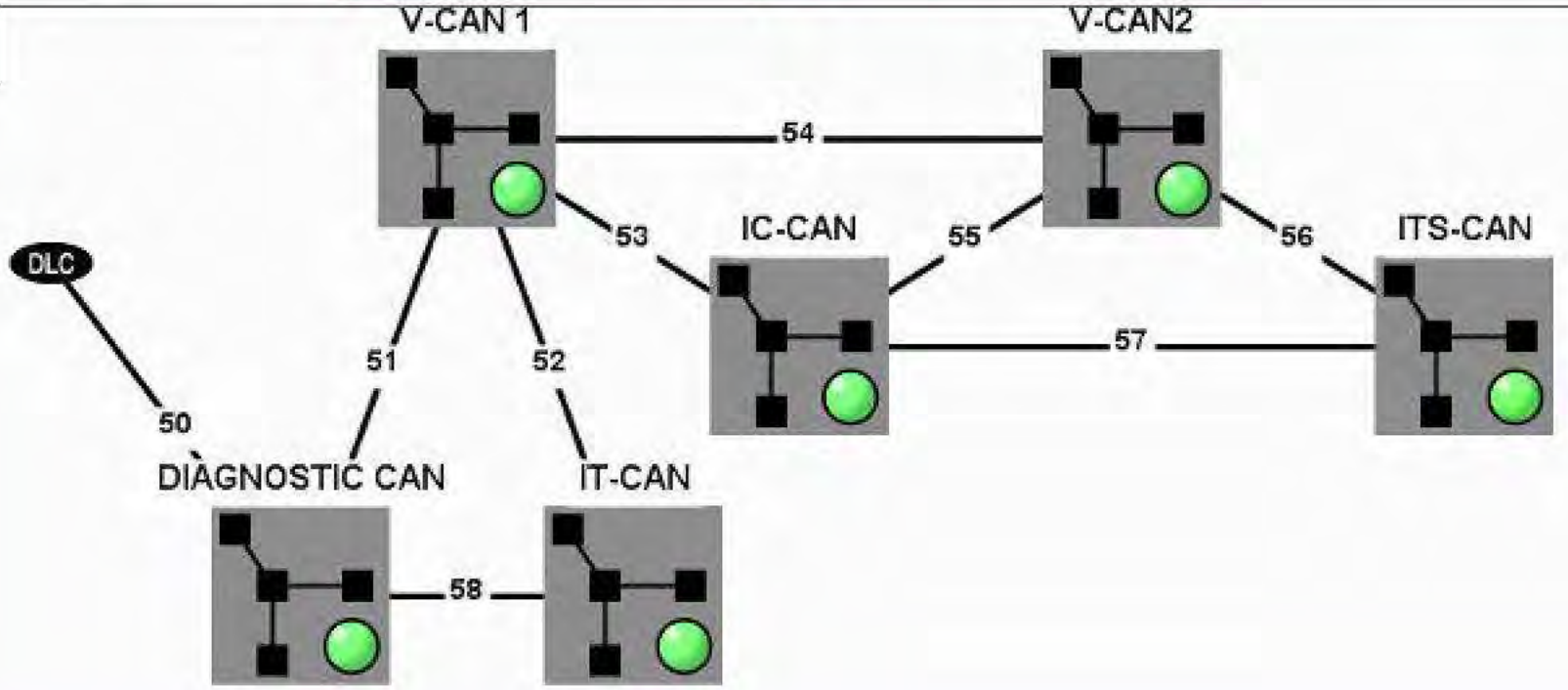
CONSULT-III plus Ver.73.10 Ver.CSP44.21 VIN:JN8AT2MV1HW[redacted] Vehicle : ROGUE T32 2017 Country : United States

Back | Home | Print Screen | Screen Capture | Measurement Mode | Recorded Data | Help | ERT | 13.0V | VI | MI

Diagnosis (All Systems) > Select Vehicle > Confirm Vehicle > Diagnosis (All Systems)

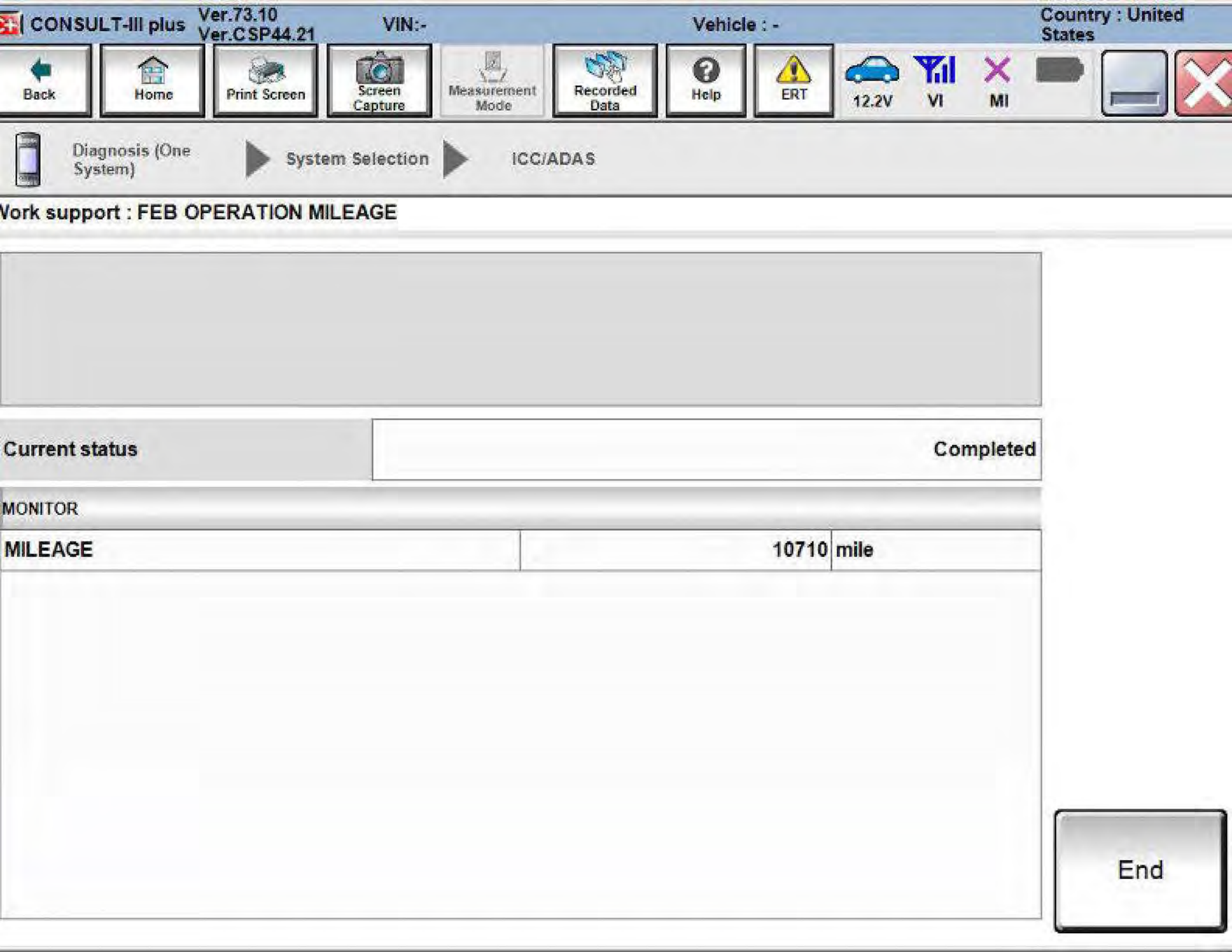
All DTC | CAN Diag | CAN DIAG SUPPORT MNTR | SRT & P-DTC

MACRO | V-CAN | V-CAN2 | ITS-CAN



Battery Voltage	13.015V	IGN SW Status	ON	CAN High Max.	No Data	CAN High Min.	No Data	CAN Low Max.	No Data	CAN Low Min.	No Data

Re-Select CAN Type | List View | Explanation | Print | Save


CONSULT-III plus
Ver.73.10
Ver.CSP44.21
VIN:-
Vehicle : -
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.2V
VI
MI
Diagnosis (One System)
System Selection
ICC/ADAS
Work support : FEB OPERATION MILEAGE
Current status
Completed
MONITOR
MILEAGE
10710
mile
End

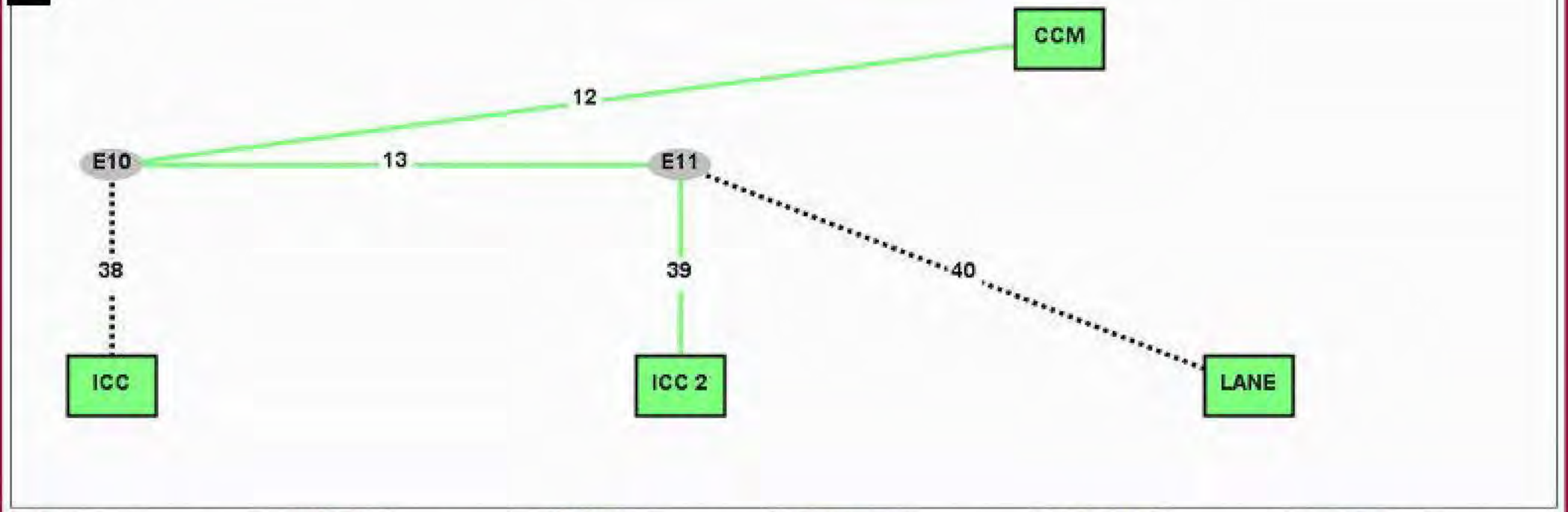
CONSULT-III plus Ver.73.10 Ver.CSP44.21 VIN:JN8AT2MV1HW[redacted] Vehicle : ROGUE T32 2017 Country : United States

Back | Home | Print Screen | Screen Capture | Measurement Mode | Recorded Data | Help | ERT | 13.0V | VI | MI

Diagnosis (All Systems) > Select Vehicle > Confirm Vehicle > Diagnosis (All Systems)

All DTC | CAN Diag | CAN DIAG SUPPORT MNTR | SRT & P-DTC

MACRO | V-CAN2 | ITS-CAN | IC-CAN | DI



Battery Voltage	13.021V	IGN SW Status	ON	CAN High Max.	No Data	CAN High Min.	No Data	CAN Low Max.	No Data	CAN Low Min.	No Data

Re-Select CAN Type | List View | Explanation | Print | Save

CONSULT-III plus Ver.73.10 Ver.CSP44.21 VIN:JN8AT2MV1HW[redacted] Vehicle : ROGUE T32 2017 Country : United States

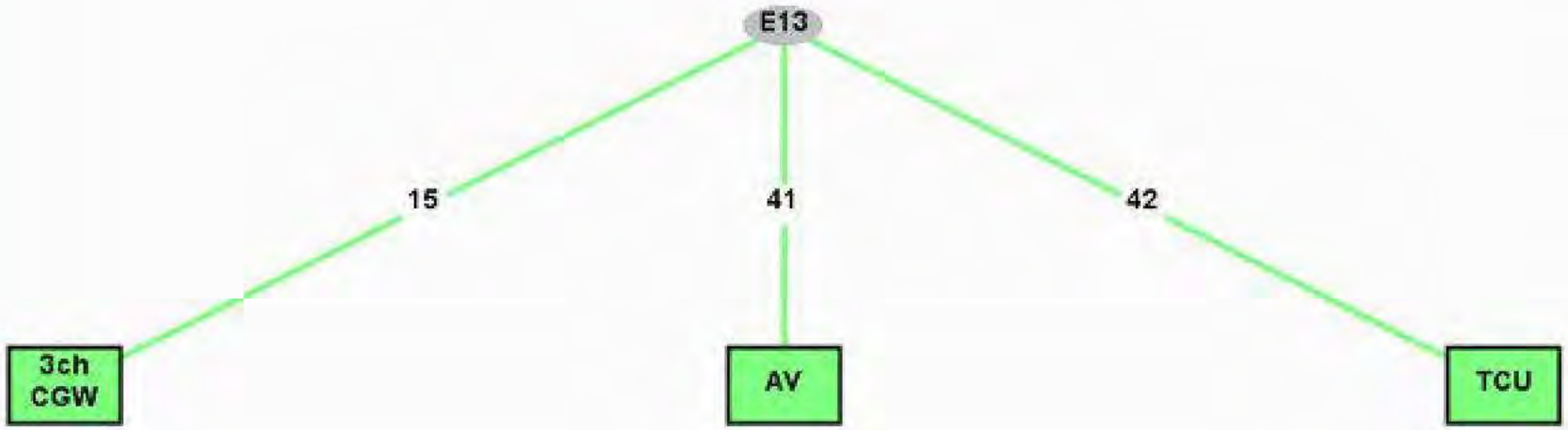
Back | Home | Print Screen | Screen Capture | Measurement Mode | Recorded Data | Help | ERT | 13.0V | VI | MI

Diagnosis (All Systems) > Select Vehicle > Confirm Vehicle > Diagnosis (All Systems)

All DTC | CAN Diag | CAN DIAG SUPPORT MNTR | SRT & P-DTC

MACRO | IC-CAN | DIAGNOSTIC CAN | IT-CAN

[redacted]



Battery Voltage	13.021V	IGN SW Status	ON	CAN High Max.	No Data	CAN High Min.	No Data	CAN Low Max.	No Data	CAN Low Min.	No Data

Re-Select CAN Type | List View | Explanation | Print | Save

CONSULT-III plus Ver.73.10 Ver.CSP44.21 VIN:JN8AT2MV1HW[redacted] Vehicle : ROGUE T32 2017 Country : United States

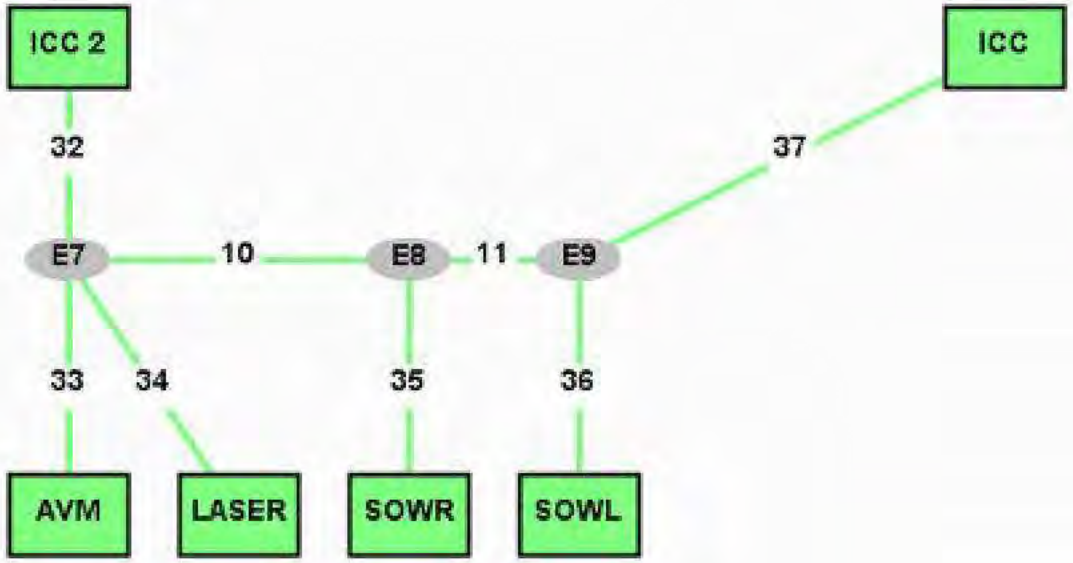
Back | Home | Print Screen | Screen Capture | Measurement Mode | Recorded Data | Help | ERT | 13.0V | VI | MI

Diagnosis (All Systems) > Select Vehicle > Confirm Vehicle > Diagnosis (All Systems)

All DTC | CAN Diag | CAN DIAG SUPPORT MNTR | SRT & P-DTC

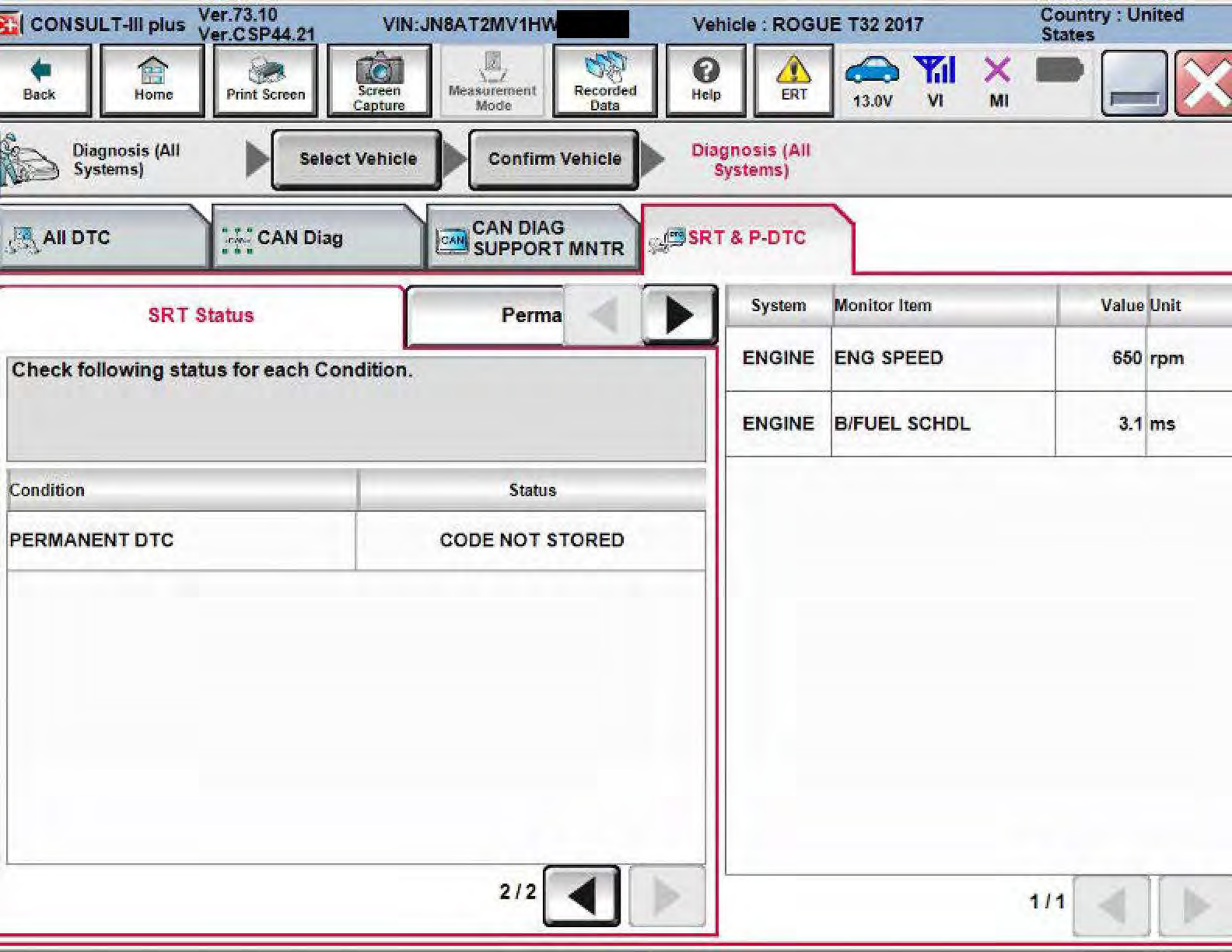
MACRO | V-CAN | V-CAN2 | ITS-CAN

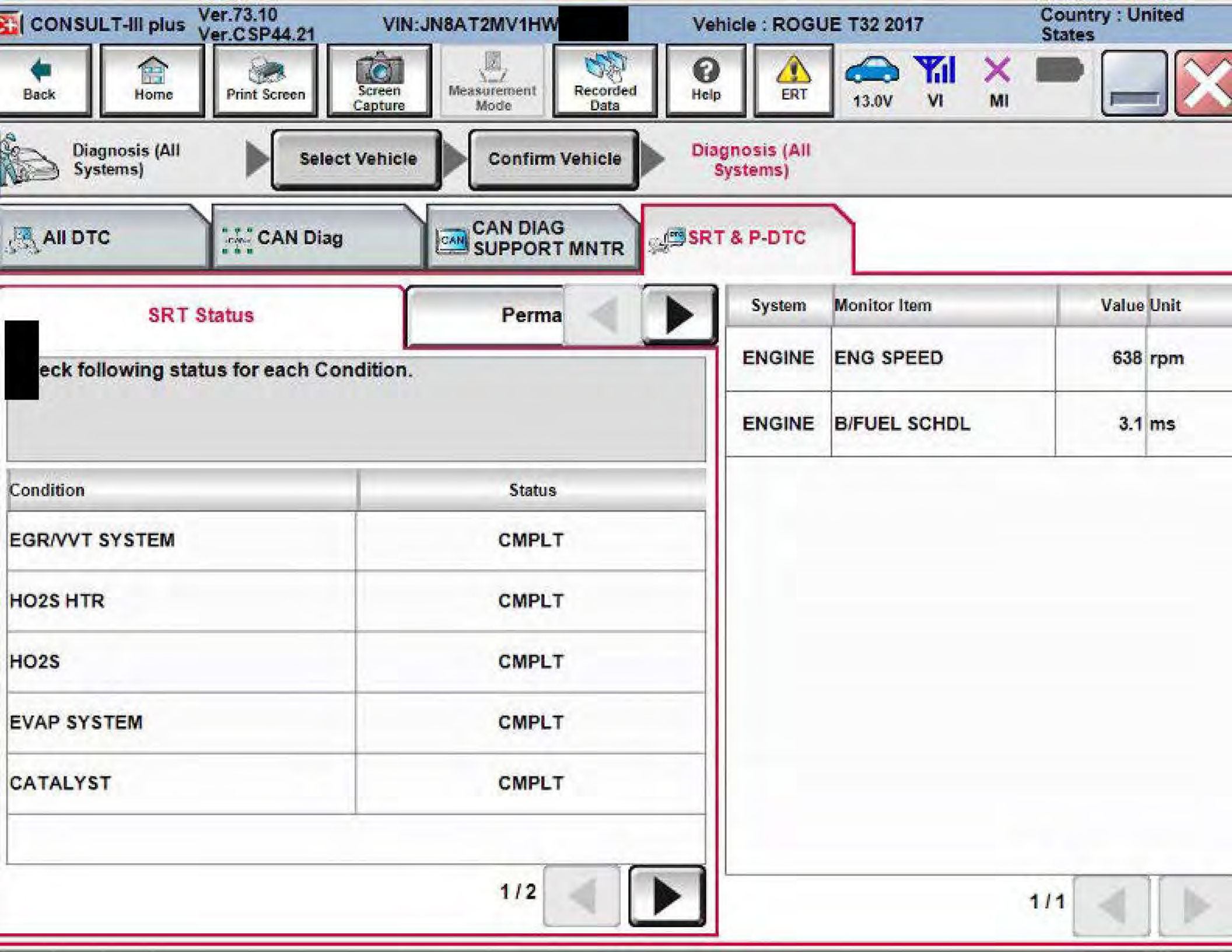
[redacted]



Battery Voltage	13.032V	IGN SW Status	ON	CAN High Max.	No Data	CAN High Min.	No Data	CAN Low Max.	No Data	CAN Low Min.	No Data

Re-Select CAN Type | List View | Explanation | Print | Save


CONSULT-III plus
Ver.73.10
Ver.CSP44.21
VIN:JN8AT2MV1HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
SRT Status
Perma
Check following status for each Condition.
Condition
Status
PERMANENT DTC
CODE NOT STORED
2 / 2
System
Monitor Item
Value
Unit
ENGINE
ENG SPEED
650
rpm
ENGINE
B/FUEL SCHDL
3.1
ms
1 / 1


CONSULT-III plus
Ver.73.10
Ver.CSP44.21
VIN:JN8AT2MV1HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
SRT Status
Perma
[redacted]eck following status for each Condition.
Condition
Status
EGR/VVT SYSTEM
CMPLT
HO2S HTR
CMPLT
HO2S
CMPLT
EVAP SYSTEM
CMPLT
CATALYST
CMPLT
1/2
System
Monitor Item
Value
Unit
ENGINE
ENG SPEED
638
rpm
ENGINE
B/FUEL SCHDL
3.1
ms
1/1

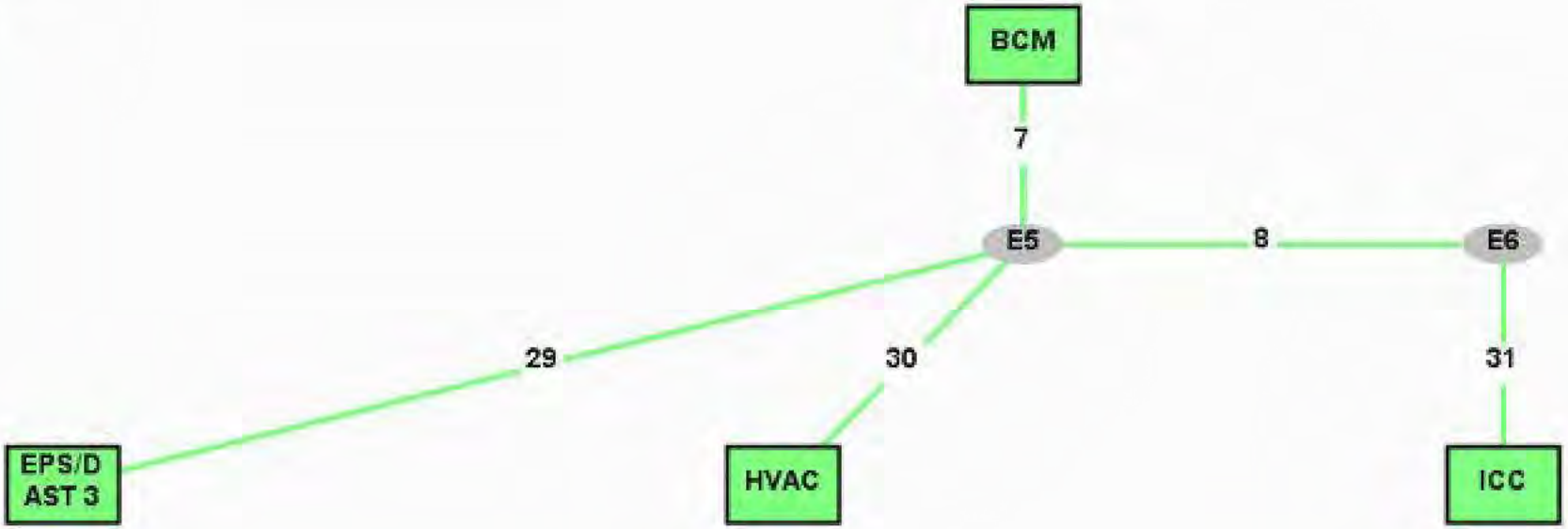
CONSULT-III plus Ver.73.10 Ver.CSP44.21 VIN:JN8AT2MV1HW[redacted] Vehicle : ROGUE T32 2017 Country : United States

Back | Home | Print Screen | Screen Capture | Measurement Mode | Recorded Data | Help | ERT | 13.0V | VI | MI

Diagnosis (All Systems) > Select Vehicle > Confirm Vehicle > Diagnosis (All Systems)

All DTC | CAN Diag | CAN DIAG SUPPORT MNTR | SRT & P-DTC

MACRO | V-CAN | V-CAN2 | ITS-CAN



Battery Voltage	13.032V	IGN SW Status	ON	CAN High Max.	No Data	CAN High Min.	No Data	CAN Low Max.	No Data	CAN Low Min.	No Data

Re-Select CAN Type | List View | Explanation | Print | Save