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]

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	JN8AT2MV6HW[redacted]
User	KEVIN MACKAY
Case Number	[redacted]
EDR Data Imaging Date	11/28/2017
Crash Date	10/17/2017
Filename	JN8AT2MV6HW[redacted]_ACM.CDRX
Saved on	Tuesday, November 28 2017 at 10:23:27
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 inh bited). "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

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DID    Data

2001  00 02 1C 00 00 00 00 00 00 00 00 00 00 00 00 00
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      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
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2006  00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
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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
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201A  7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
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      7F 7F

201B  7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
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201C  7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
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      7F 7F

201E  7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
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201F  7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
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      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
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      FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF
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F1A0  20


      59 02 09


      59 02 09


      59 0F 08
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Disclaimer of Liability

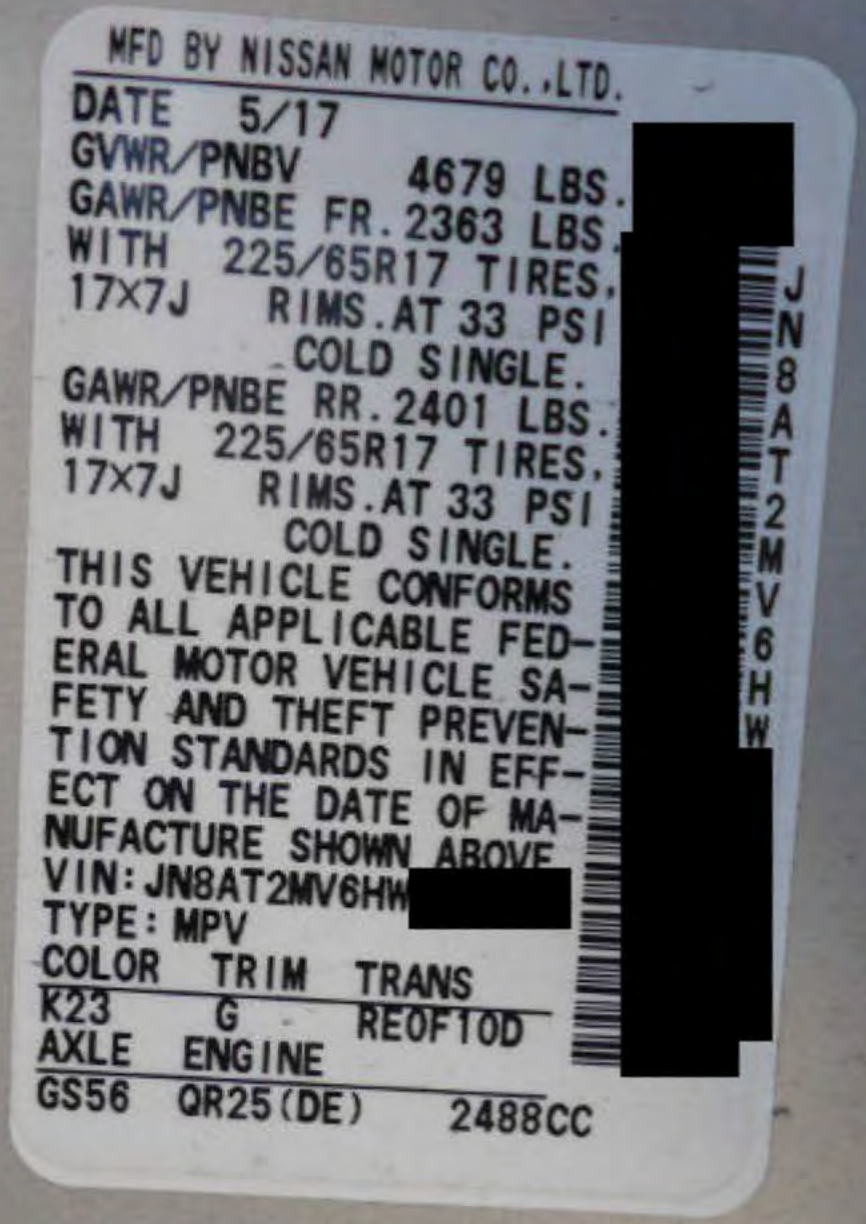
The users of the CDR product and reviewers of the CDR reports and exported data shall ensure that data and information supplied is applicable to the vehicle, vehicle's system(s) and the vehicle ECU. Robert Bosch LLC and all its directors, officers, employees and members shall not be liable for damages 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.


12:04 PM
48 °F
No Warnings
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57
5716 miles
RPM x1000
MPH
km/h
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1/2
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ROGUE


JN8AT2MV6HW


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JN8AT2MV6HW[redacted]
2017 NISSA SUBN
[redacted]
PAS X G
07/03/18
18
YEAR
[redacted]
REGISTRATION
[redacted]
NEW YORK STATE
JAN
FEB
MAR
APR
MAY
JUN
AUG
SEP
OCT
NOV
DEC
SAFETY
INSPECTION
CERTIFICATE
2018
NISSAN
AUTOMOTIVE
[redacted]


MFD BY NISSAN MOTOR CO.,LTD.
DATE 5/17
GVWR/PNBV 4679 LBS.
GAWR/PNBE FR. 2363 LBS.
WITH 225/65R17 TIRES,
17X7J RIMS.AT 33 PSI
COLD SINGLE.
GAWR/PNBE RR. 2401 LBS.
WITH 225/65R17 TIRES,
17X7J 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: JN8AT2MV6HW[redacted]
TYPE: MPV
COLOR TRIM TRANS
K23 G RE0F10D
AXLE ENGINE
GS56 QR25(DE) 2488CC
[redacted]
JN8AT2MV6HW


9:41 AM
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5
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1/2








ROGUE


ROGUE
SV AWD
Challenger Lifts


SV AWD



























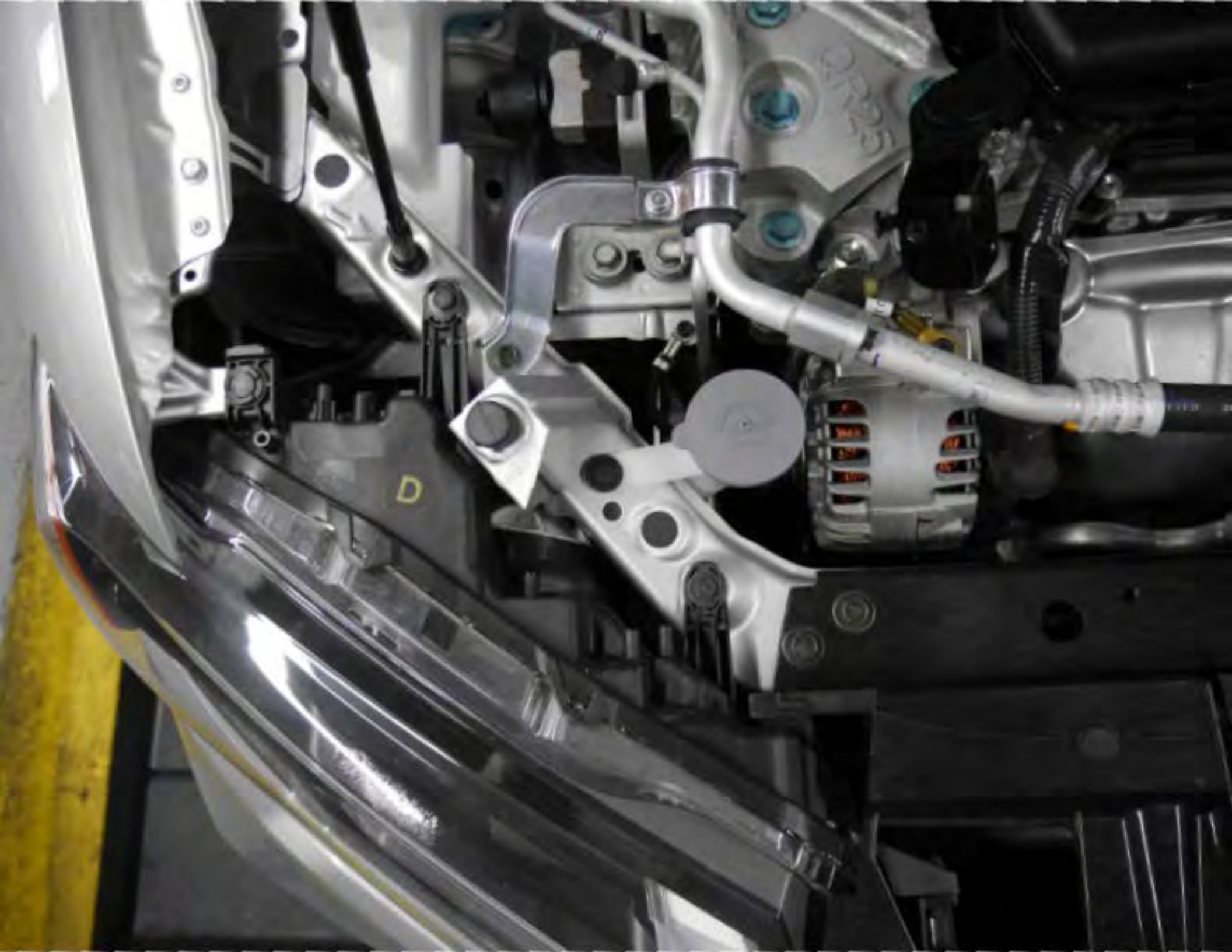



NISSAN




Pb




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NISSAN








NISSAN


NISSAN


NISSAN


SHOP


DUNLOP


PENNZOIL
THANK YOU!








ROGUE

























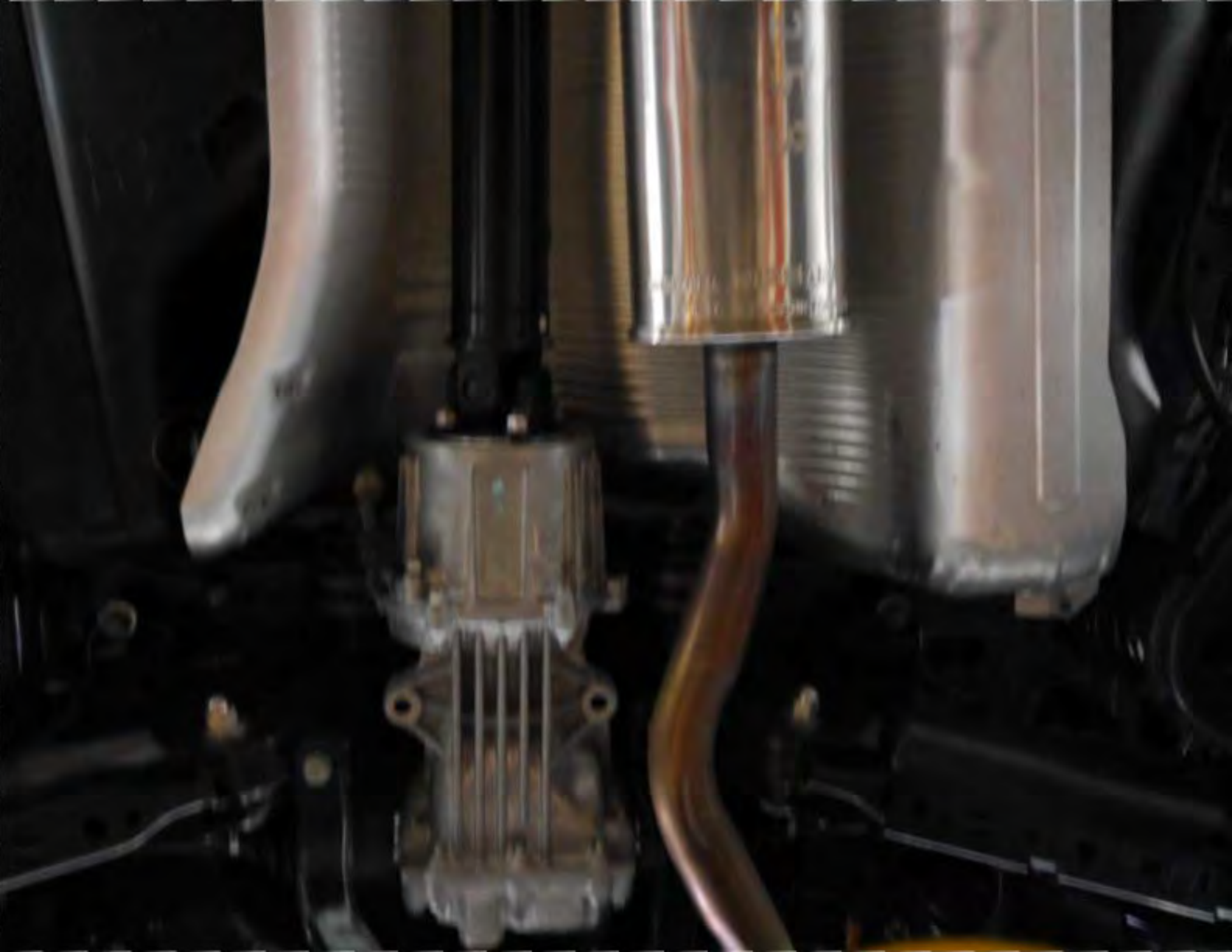

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53

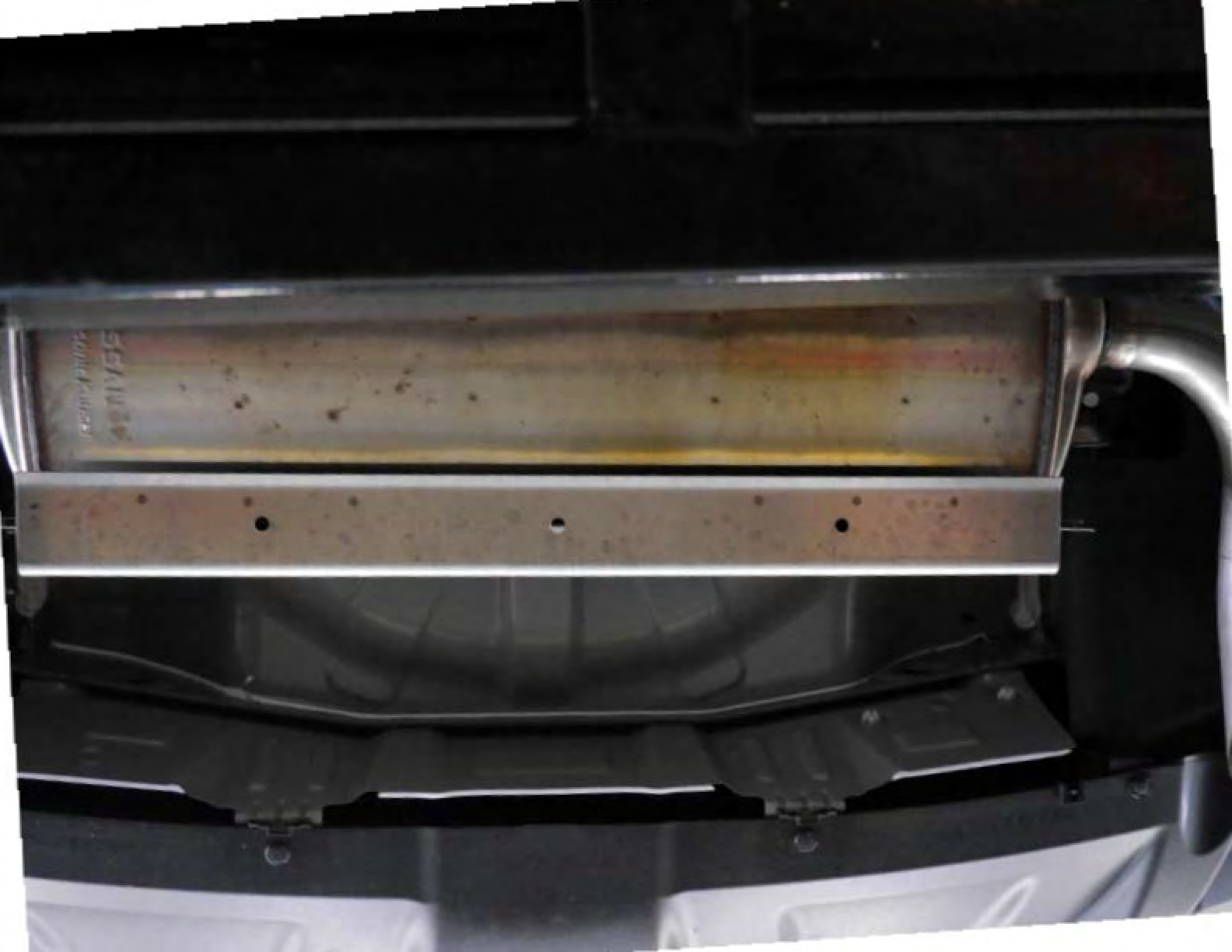













S






9:56 AM
39°F
No Warnings
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RPMx1000
MPH
km/h


9:57 AM
39°F
Settings
Driver Assistance
Clock
Meter Settings
Vehicle Settings
Maintenance
Alarm
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9:57 AM
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Driver Assistance
Driving Aids
Parking Aids
Chassis Control
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9:57 AM
39°F
Driving Aids
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9:57 AM
39°F
Parking Aids
Moving Object
Cross Traffic
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5667 miles
MPH
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9:57 AM
39°F
Chassis Control
Trace Control
Engine Brake
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NISSAN

Search... Search Samaritan Potter Help & Training CA

Home Chatter Accounts Cases Vehicles Dealer Locator Infiniti Retailer Locator Articles Ideas Warranty Cases FAQ-Regional Goodwill

Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [25] | Case Categorizations [1] | Emails [4] | Calls [0] | Open Activities [1] | Activity History [4] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | DTS Field Inspections [1] | Attachments [0] | Case History [23]

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	[redacted]	Case Number	[redacted]
Account Name		Case Owner Email	
Contact Email		Case Owner Location	
Home Phone		Case Owner	
Executive Referral		Status	Open
Exec-Received-Date		Type	CA
Letter Sent Date		Case Origin	Phone
Letter Received Date		Date/Time Opened	10/24/2017 1:12 PM
Follow Up Date	12/8/2017	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?	Dealer	Vehicle Maintained Location	Nissan 112 Sales Corp
# Vehicles Owned	4	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	5,000	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	JN8AT2MV6HW[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	29417	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	NISSAN 112 SALES CORP	Data Net	✓
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	11/6/2017

Responsible District	07	Dealer Instructions	Service Dept. Review
Shared With	NISSAN 112 SALES CORP	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?		What is the issue? (2)	
What Department?		What Department? (2)	
Where did this originate?		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: JN8AT2MV6HW[redacted]

Agent Comments

Agent Comments	#FEB . Pending direction from TL-GD.		
Created By	Markita Scott, 10/24/2017 1:12 PM	Root Cause Code	
Last Modified By	NNAETL, 11/29/2017 9:03 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 (11/29/2017 7:34 AM)** ARBS received email from DTS-KM stating that the IIR had been uploaded to the FTP site. ARBS setting case for 12/8/2017 to wait for PL resolution.
Make Private	✓	**Created By: Brandon Johnson (11/13/2017 10:11 AM)** ARBS setting case for 12/7/2017 for inspection to be completed.
Make Private	✓	**Created By: Brandon Johnson (11/13/2017 10:08 AM)** ARBS emailed DLR SM-Mohamed Khan via email: [redacted] ARBS stated that NNA had an inspection with the DTS on 11/28/2017 at 10 AM EST. ARBS stated for SM to have a lift and a technician available for the below inspection.
Make Private	✓	**Created By: Brandon Johnson (11/13/2017 10:03 AM)** ARBS placed outbound call to DLR-NISSAN 112 SALES CORP @ [redacted] and spoke with DLR secretary. ARBS stated that ARBS wanted to make SM aware of an inspection date and time. Secretary took down ARBS information and stated that SM-Mohamed Khan would contact ARBS back. ARBS understood and call ended.
Make Private	✓	**Created By: Brandon Johnson (11/13/2017 9:56 AM)** ARBS placed outbound call to [redacted] ARBS stated that ARBS had an inspection date and time set for 11/28/2017 at 10:00 AM EST at DLR-NISSAN 112 SALES CORP. C understood and ARBS stated that after inspection was completed NNA had two to four weeks to review the inspection report. C understood and ARBS stated that ARBS would contact C back when ARBS had further information for C. Call ended.
Make Private	✓	**Created By: Brandon Johnson (11/10/2017 8:19 AM)** ARBS emailed DTS-KM for an update on the date and time for C's veh inspection. ARBS setting case for 11/13/2017 for ARBS to wait for a date and time.
Make Private	✓	**Created By: Brandon Johnson (11/8/2017 9:29 AM)** ARBS submitted DTS request.
Make Private	✓	**Created By: Brandon Johnson (11/8/2017 9:27 AM)** ARBS placed outbound call to [redacted] ARBS stated that ARBS would need 15-30 minutes of C's time to complete probe. C agreed and ARBS completed probe questions. ARBS asked for C to explain the concern that occurred on C's veh.

C/s that C was driving back into the parking lot of C's work on [redacted] in Melville, NY.
C/s that C was going around 15 mph.

C/s that a red collision warning light comes on for couple of seconds.
C/s that the veh started to brake on its own.

C/s that the concern had happened once before when C first got the veh.
C/s that C did not impact anything but C felt that the sensors on C's veh were not operating correctly.

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.
ARBS stated that no repairs could be done to C veh before inspection was completed.

C understood and C/s that DLR had C in a loaner veh and C did not want to be charged.
ARBS stated that was something that C would have to take up with the DLR.
ARBS stated that NNA had no control over the rental of loaner vehs that were owned by DLR.

C understood and C agreed to inspection.
ARBS understood and ARBS stated that ARBS would contact the inspector for a date and time of inspection.
ARBS stated that ARBS would contact C back with that information on ARBS had that information.
C understood and call ended.

Make Private ✓ **Created By: Brandon Johnson (11/8/2017 8:56 AM)**
ARBS received vmx from C.

Make Private ✓ **Created By: Brandon Johnson (11/8/2017 8:44 AM)**
ARBS setting case for 11/9/2017 for ARBS to follow up with C.

Make Private ✓ **Created By: Brandon Johnson (11/8/2017 8:43 AM)**
[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 (11/8/2017 8:41 AM)**
**********ARBS RECEIVED CASE, UNDER REVIEW, PENDING PROBE VERIFICATION **********

Make Public **Created By: Samantha Dixon (11/7/2017 7:24 AM)**
Vehicle concern-Forward Emergency Braking/ and Warning light on dash appeared

C requests vehicle to be repaired

Make Private ✓ **Created By: Janisha Wilkerson (11/6/2017 4:54 PM)**
SRCAS-JW data net the case

Make Public **Created By: Janisha Wilkerson (11/6/2017 4:53 PM)**
Vehicle concern-Forward Emergency Braking

Make Private ✓ **Created By: Janisha Wilkerson (11/6/2017 4:52 PM)**
SRCAS-JW will wait on further detail from dlr and Region at this time for status update

PREVIOUS RELATED CASE:
PREVIOUS UNRELATED CASE:
CHECKED FOR OPEN RECALLS/CAMPAIGNS/UP GRADES and Found:
VERIFIED C's name, address, phone number, email
Best Contact [redacted]
SRCAS-JW informed C that the call may be recorded for training and quality purposes
SRCAS-JW called C at [redacted]
C stated that C is in a loaner vehicle
C stated that C is experiencing the warning light appearing on the dashboard for the forward collision
C stated C has had the veh for about 3 months
C stated that the veh also braked on its own
SRCAS-JW completed the IIR to be submitted
SRCAS-JW informed C that the dlr will be following up with C and if there are any status updates
SRCAS-JW provided C with SRCAS-JW contact number
C thanked SRCAS-JW
Call ended mutually

Make Public **Created By: Jeremy Angelini (11/6/2017 10:53 AM)**
CRR-JA VERIFIED Account Info including: C's name, home & email address, phone# & best contact#

CRR-JA received inbound call from C

C stated that C has been trying to get a callback from RCAS
C stated that C is only reached at [redacted]

CRR-JA informed C that CRR-JA will try to get C a call back no later than tomorrow, November 7, 2017

C understood and appreciated the assistance

CRR-JA asked if there was anything else with which CRR-JA could assist C

C declined

Best Contact # [redacted]

Call ended mutually

Make Private ✓ **Created By: Janisha Wilkerson (11/3/2017 8:43 AM)**
SRCAS-JW sent email to SM Mo and OLM-Raquel in regard to concern-waiting on response

Make Private ✓ **Created By: Janisha Wilkerson (11/3/2017 8:26 AM)**
SRCAS-JW sent C an email to return call back to RCAS-MS to discuss case

Make Private ✓ **Created By: Janisha Wilkerson (11/3/2017 8:24 AM)**
SRCAS-JW called C at [redacted] - number not in service

SRCAS-JW called 2nd number on file [redacted] - wrong number for C

Make Private ✓ **Created By: Markita Scott (10/30/2017 2:26 PM)**
RCAS-MS sent e-mail to OLM-Raquel on 10/30/2017 at 2:26pm requesting best contact number for Customer.

Make Private ✓ **Created By: Markita Scott (10/30/2017 2:25 PM)**
RCAS-MS placed outbound call to Customer at [redacted] on 10/30/2017 at 2:23pm.

RCAS-MS received message, "The number you dialed is not in service."

Make Private ✓ **Created By: Markita Scott (10/25/2017 2:07 PM)**
RCAS-MS sent contact attempt e-mail on 10/25/2017 at 2:07pm.

Make Private ✓ **Created By: Markita Scott (10/25/2017 2:07 PM)**
RCAS-MS placed outbound call to Customer at [redacted] on 10/25/2017 at 2:05pm.

Customer did not answer.

RCAS-MS disconnected call following eight rings.

Make Private ✓

Created By: Markita Scott (10/24/2017 1:13 PM)
RCAS-MS received e-mail from OLM-Raquel indicating that Customer has experienced concerns with Forward Emergency Braking system.

OLM-Raquel provided information that Customer is currently in a loaner vehicle.

RCAS-MS responded inquiring if vehicle has experienced actual braking or if the system sound or warning lights are activating only.

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	11/8/2017	YX	AV	320500	OA

Emails

Send an Email | Emails Help

Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	New	Re: Your inquiry to Nissan [redacted] *Hello [redacted] I can be reached at my cell [redacted] anytime of the day. ...*	[redacted]	11/6/2017 8:36 AM
Reply | To All | Del	New	Re: Your inquiry to Nissan [redacted] *Hi [redacted] Sorry I missed your call. I can be reached at [redacted]...*	[redacted]	11/3/2017 9:52 AM
Reply | To All | Del	Sent	Your inquiry to Nissan [redacted] *11/3/2017 Case [redacted] VIN #JN8AT2MV6HW[redacted] Dear [redacted] ERO...*	[redacted]	11/3/2017 8:25 AM
Reply | To All | Del	Sent	Your inquiry to Nissan [redacted] *10/25/2017Case [redacted] ear [redacted] ,Thank you for taking the time to...*	[redacted]	10/25/2017 2:08 PM

Calls

New CA Call | Calls Help

No records to display

Open Activities

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

Action	Subject	Status	Type	Task	Name	Due Date	Priority	Assigned To
Edit | Cls	DTS Request [redacted] NISSAN 112 SALES CORP	Not Started		✓		11/10/2017	Normal	Kevin MacKay

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 Follow Up [redacted] NISSAN 112 SALES CORP			11/10/2017	Brandon Johnson		Complete	11/8/2017 9:29 AM
Edit | Del	IIR		[redacted]	11/7/2017	Brandon Johnson		Complete	11/7/2017 7:45 AM
Edit | Del	Email: Your inquiry to Nissan [redacted] :ref:]		[redacted] EROS	11/3/2017	Janisha Wilkerson		Complete	11/3/2017 8:25 AM
Edit | Del	Email: Your inquiry to Nissan [redacted] :ref:]		[redacted]	10/25/2017	Markita Scott		Complete	10/25/2017 2:08 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	Janisha Wilkerson, 11/6/2017 4:47 PM	11/6/2017			JN8AT2MV6HW[redacted]	

DTS Field Inspections

DTS Field Inspections Help

Action	Title	DTS Inspection Date	Owner First Name	Owner Last Name	Status
Edit	[redacted]	11/28/2017 10:00 AM	Kevin	MacKay	Completed

Attachments

Attach File | Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
11/29/2017 7:36 AM	Brandon Johnson	Changed **Follow Up Date** from 12/7/2017 to **12/8/2017**.
11/13/2017 10:11 AM	Brandon Johnson	Changed **Follow Up Date** from 11/13/2017 to **12/7/2017**.
11/10/2017 8:20 AM	Brandon Johnson	Changed **Follow Up Date** from 11/10/2017 to **11/13/2017**.
11/8/2017 9:30 AM	Brandon Johnson	Changed **Follow Up Date** from 11/9/2017 to **11/10/2017**.
11/8/2017 8:44 AM	Brandon Johnson	Changed **Follow Up Date** from 11/8/2017 to **11/9/2017**.
11/7/2017 7:45 AM	Brandon Johnson	Changed **Follow Up Date** from 11/10/2017 to **11/8/2017**.

11/7/2017 7:24 AM	Samantha Dixon	Changed Case Owner from Janisha Wilkerson to Brandon Johnson.
11/7/2017 7:24 AM	Samantha Dixon	Changed Subject from CUSTOMER:[redacted] PHONE:[redacted] VIN: JN8AT2MV6HW[redacted] to CUSTOMER:[redacted] PHONE:[redacted] VIN: JN8AT2MV6HW[redacted]
		Changed Description.
11/6/2017 4:53 PM	Janisha Wilkerson	Changed Data Net from false to true.
11/6/2017 4:53 PM	Janisha Wilkerson	Changed Description.
11/6/2017 4:51 PM	Janisha Wilkerson	Changed Follow Up Date from 11/7/2017 to 11/10/2017.
11/6/2017 4:37 PM	Janisha Wilkerson	Changed Subject from CUSTOMER:[redacted] PHONE:[redacted] VIN: JN8AT2MV6HW[redacted] to CUSTOMER:[redacted] PHONE:[redacted] VIN: JN8AT2MV6HW[redacted]
11/6/2017 10:19 AM	Janisha Wilkerson	Changed Case Owner from Markita Scott to Janisha Wilkerson.
11/3/2017 8:43 AM	Janisha Wilkerson	Changed Follow Up Date from 11/3/2017 to 11/7/2017.
11/1/2017 8:18 AM	Markita Scott	Changed Follow Up Date from 11/1/2017 to 11/3/2017.
10/30/2017 2:25 PM	Markita Scott	Changed Case Servicing Dealer to NISSAN 112 SALES CORP.
		Changed Follow Up Date from 10/30/2017 to 11/1/2017.
10/25/2017 2:08 PM	Markita Scott	Changed Follow Up Date from 10/25/2017 to 10/30/2017.
10/24/2017 1:12 PM	Markita Scott	Changed Work Phone to[redacted].
		Changed VIN to JN8AT2MV6HW[redacted]
		Changed Subject to CUSTOMER:[redacted] PHONE:[redacted] VIN: JN8AT2MV6HW[redacted]
		Created.

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NISSAN

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Home Chatter Accounts Cases Vehicles Dealer Locator Infiniti Retailer Locator Articles Ideas Warranty Cases FAQ-Regional Goodwill

Vehicle
JN8AT2MV6HW[redacted]

Customize Page | Printable View | Help for this Page

Vehicle Campaigns [0] | Warranty Cases [0] | Cases [1] | Service History [5] | Vehicle Service Contracts [0] | Vehicle History [1] | DTS Field Inspections [1]

Vehicle Detail

VIN	JN8AT2MV6HW[redacted]		
Last Modified By	NNAETL, 11/29/2017 9:03 PM	Branded Title	
Created By	NNAETL, 6/26/2017 11:14 AM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage	5,000	MSRP	$31,905
Latest Recorded Mileage Units	M		
In Service Date	7/3/2017		

Manufacturing Data

Make/Model	2017 NISSAN ROGUE	Manufacturer Date	5/12/2017
Model Year	2017	Plant Name	KYUSHYU (NML)
Make	NISSAN	PDI Date	
Model Line	ROGUE	Country Code	USA
Model Code	29417	US Specification Indicator	Y
Body Style Type	WAGON 4 DOOR	Emissions Type	50 STATE
Exterior Color	BRILLIANT SILVE	Emissions Certification	
Cylinders		Open Recall	
Transmission Type	CVT	Head Unit	
Model Series		Model Line Code	RGE
Factory Installed Options	B92B93C03K02L92N10U01U35Z66		
Factory Installed Options Descriptions	B92 (SPLASH GUARDS), B93 (CHROME REAR BUMPER PROTECTOR), C03 (50 STATE EMISSIONS), K02 (SUN & SOUND PACKAGE), L92 (FLOOR MATS (2-PIECE FRONT AND), N10 (AUTO DIMMING INSIDE MIRROR), U01 (SV 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 Descripti
1	POWERTRAIN COVERAGE	7/3/2022	60,000				
2	SEAT BELT	7/3/2027	999,999				
3	CORROSION COVERAGE (PERFORATION)	7/3/2022	999,999				
4	FEDERAL EMISSION LONG TERM DEFECT	7/3/2025	80,000				
5	FEDERAL EMISSION DEFECT	7/3/2020	36,000				

Vehicle Retail Sales

Vehicle Retail Sales

Action	Name	Owner	Selling Dealer	Sale Type	Vehicle Model	Purchase Date	Rewind Indicator
View	[redacted]	[redacted]	NISSAN 112 SALES CORP	NMAC lease	ROGUE	7/3/2017	

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]	CA	[redacted]	10/24/2017 1:12 PM		5,000	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	6/22/2017	10	[redacted]	[redacted]	[redacted]	[redacted]
	[redacted]				6/20/2017	1	[redacted]	[redacted]	[redacted]	
	[redacted]		MARC SPOT	I	7/4/2017	11		[redacted]	[redacted]	
	[redacted]		CUSTOMER REQUESTS PERFORM NEW YORK STATE SAFETY INSPECTION	I	7/4/2017	11		[redacted]	[redacted]	
	[redacted]		PRE-DELIVERY INSPECTION AND GAS TECHNICIAN TO BE PAID 1.0 AND BALANCE OF PDI GOES TO WASHBAY ACCOUNT	I	7/4/2017	11		[redacted]	[redacted]	

Vehicle Service Contracts

Vehicle Service Contracts Help

No records to display

Vehicle History

Vehicle History Help

Date	User	Action
6/26/2017 11:14 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	11/13/2017	[redacted]	Kevin	MacKay	NER	11/28/2017 10:00 AM	11/29/2017 6:47 AM

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Incident Investigation Report

CAR # [redacted]
Claimant [redacted]
VIN JN8AT2MV6HW[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 Port Washington State NY Zip Code [redacted] Country United States

☒ Driver Same as Claimant
☒ Owner Same as Claimant

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

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

II. Vehicle

Model Year 2017 Model Name Rogue Mfg. Date 5/12/2017 VIN JN8AT2MV6HW[redacted]

Mileage 5667 License # [redacted] State CA Country United States

Special equipment & accessories None

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

Number	Description	Status	Date
N/A	None	○ Open ◉ Closed	N/A

Add Row | Remove Row

III. Description of Incident & Claim

Source of Information Claimant Incident Date 10/17/2017 Time 2:20 PM

Location of Incident (describe fully) [redacted]
Melville, NY[redacted]
USA

Weather Conditions (Rain/Snow/Dry/Etc.) Dry, Clear skys

Vision obstruction (describe) None.

Temperature at time of incident 56.0°F Parking location prior to time of incident Not Given

Incident Investigation Report

CAR # [redacted]
Claimant [redacted]
VIN JN8AT2MV6HW[redacted]

Overnight temperature prior to incident: 46.9°F
Length of time parked: Not Given

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): Claimant stated that he was driving back into the parking lot of his work on [redacted] in Melville, NY. Claimant stated that he was traveling around 15 mph when a red collision warning light comes on for couple of seconds and that the vehicle started to brake on its own. Claimant stated that the concern had happened once before when he first got the vehicle. Claimant stated he did not impact anything but felt that the sensors on Claimant's vehicle were not operating correctly.

Relation to Roadway (on-road, off-road, left side, right side): In parking lot.
Number of times incident occurred: 2

Driver Action (braking, steering, etc.): Coasting / steering straight.

Special Circumstances: None Given.

Actions taken after incident and results of those actions: Customer continued to operate vehicle, and then brought vehicle into local dealer.

Vehicle Estimated Speed: 15 mph | Source: Claimant | Posted Speed Limit: none given.

Other Vehicle Estimated Speed: N/A | Source: Claimant | 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.

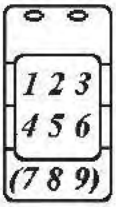
#	Allegation	Allegation made by
1	Claimant alleges that while making low speed maneuvers in parking lot, Forward Emergency Braking activated with no objects near front of vehicle.	Claimant.

Add Allegation | Remove Allegation

IV. Occupants & Injuries

Source of Information: Claimant

Legend for Section IV. **Seating Position:**



Incident Investigation Report

CAR # [redacted]
Claimant [redacted]
VIN JN8AT2MV6HW[redacted]

Occupant Name	[redacted]	DOB	[redacted]	Height	Not Given
Address	[redacted] Port Washington, NY [redacted]			Weight	Not Given
Location	Incident Vehicle	Seating Position	1 - Driver		
Seat Belts Worn	Lap + Shoulder Belt	Airbag Status	Airbag not deployed		
Nature & Extent of Injuries	None				
Where, when, and by whom were the injuries treated?	N/A				

Add Occupant | Remove Occupant

☐ No Occupants Comments N/A

V. Other Property Damage

☒ No Other Property Damage

Source of information: Claimant.

VI. Investigation Results

Date of vehicle inspection: 11/28/2017

Location of inspection: Nissan 112 Sales Corp.

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

Upon inspection, found vehicle in good operational condition. (Please see photos

Have you located any prior repair orders? If yes, submit with IIR. ○ YES ◉ NO

Photos taken by: Kevin D. Mackay # Photos: 78

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	No abnormalities found (Please see photos 6 - 24, 34 - 43)
Engine/ Transmission/ Drivetrain	No abnormalities found (Please see photos 25 - 30, 61 -3)
Underbody/ Suspension/ Steering/ Wheels & Tires	No abnormalities found (Please see photos 61 - 68)
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	No abnormalities found (Please see photos 44 - 60)

Incident Investigation Report

CAR # [redacted]
Claimant [redacted]
VIN JN8AT2MV6HW[redacted]

Seat Belts/ Child Restraints (if applicable)	No abnormalities found (Please see photos 44 - 60)
Air Bags	No abnormalities found (Please see photos 44 - 60)

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

N/A

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
1	Claimant alleges that while making low speed maneuvers in parking lot, Forward Emergency Braking activated with no objects near front of vehicle.	Upon inspection, found no visual abnormalities to the vehicle. Performed test drive of the vehicle to the location provided by the Claimant. Vehicle was driven at multiple speeds from 1 - 55 mph. Found that during the test drive, the vehicle did not exhibit any abnormal FEB operation. Performed FEB Operation Mileage Log inspection using C3+ and found the log contained no history of any FEB operation event. CDR Data indicates no event capture for collision. Found Past code C1A16-97 and past code C1A18-54 Laser Aiming INCMP stored in Laser / Radar system, past code U1002 system comm stored in ABS Control Unit, past code B2427 spindle sensor RH stored in Auto Back Door Control Unit, and past code C1B55-97 Radar blockage stored in Side Radar Right Control Unit. Found that at the time of inspection, vehicle operated as designed with no abnormal FEB operation.

Add Row | Remove Row

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

Reporter's Signature [redacted]

Reporter's Name & Region Kevin D. Mackay
Dealer Technical Specialist
Nissan North America, Northeast Region.

Incident Investigation Report

CAR # [redacted]
Claimant [redacted]
VIN JN8AT2MV6HW[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)	N/A
Comments	See Photos 73-77

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?	(•)	( )	Please see C3+ screenshots.

Incident Investigation Report

CAR # [redacted]
Claimant [redacted]
VIN JN8AT2MV6HW[redacted]

	Yes	No	Comments
EDR download included in report?	○	○	CDR Data indicates no events recorded.

III. Sensor and ECM Visual Inspection

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

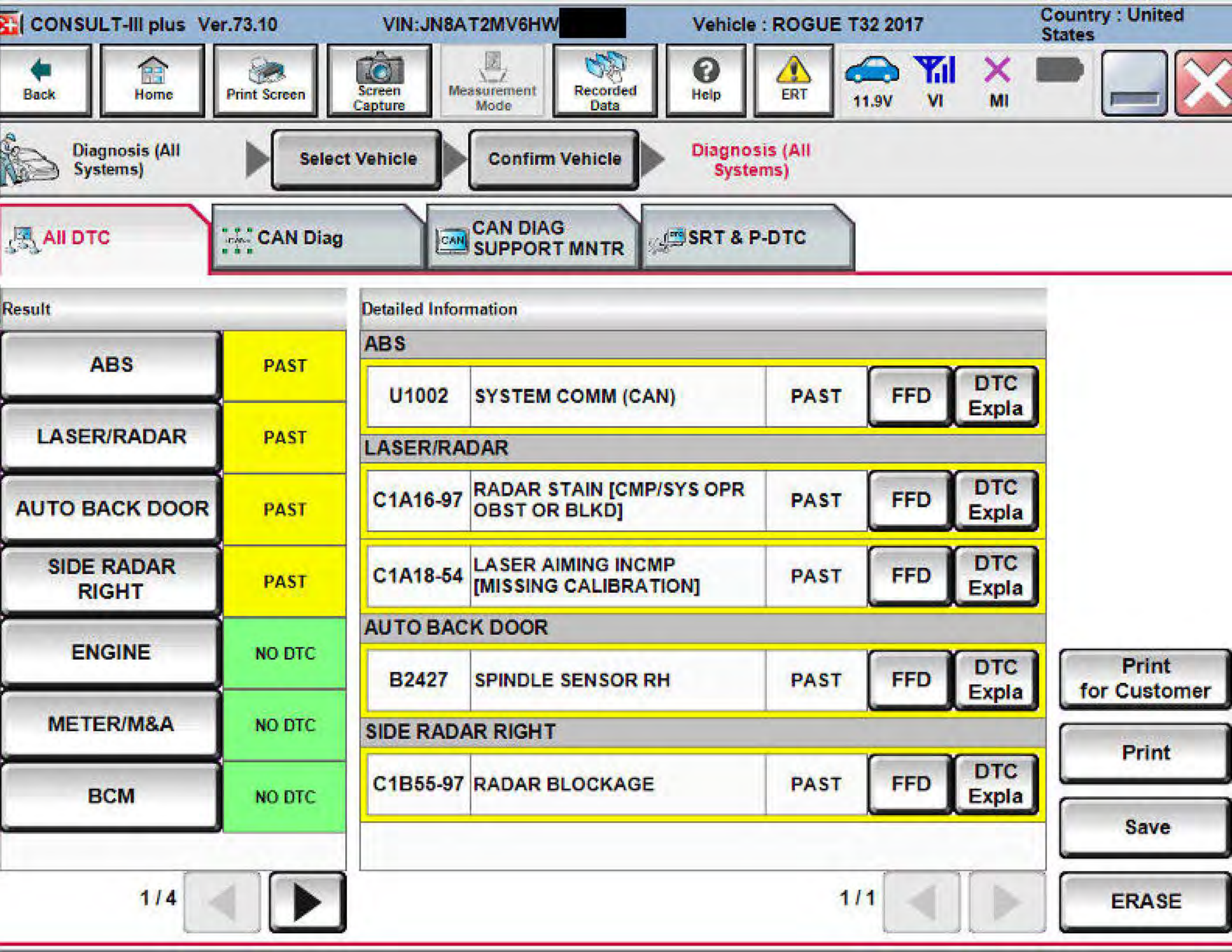
Yes	No		Comments
○	◉	Obstructions to camera? (ie. dirt, stickers, etc.)	N/A
○	◉	Physical damage to camera? (ie. cracks)	N/A
○	◉	Obstructions to radar sensor units? (ie. dirt, stickers, etc.)	See photos 31 - 43
○	◉	Physical damage to radar sensor units? (ie. cracks)	See photos 31 - 43
○	◉	Electrical connection to radar module firmly seated?	See photos 31 - 33
○	◉	Electrical connection to camera module firmly seated?	N/A
○	○		

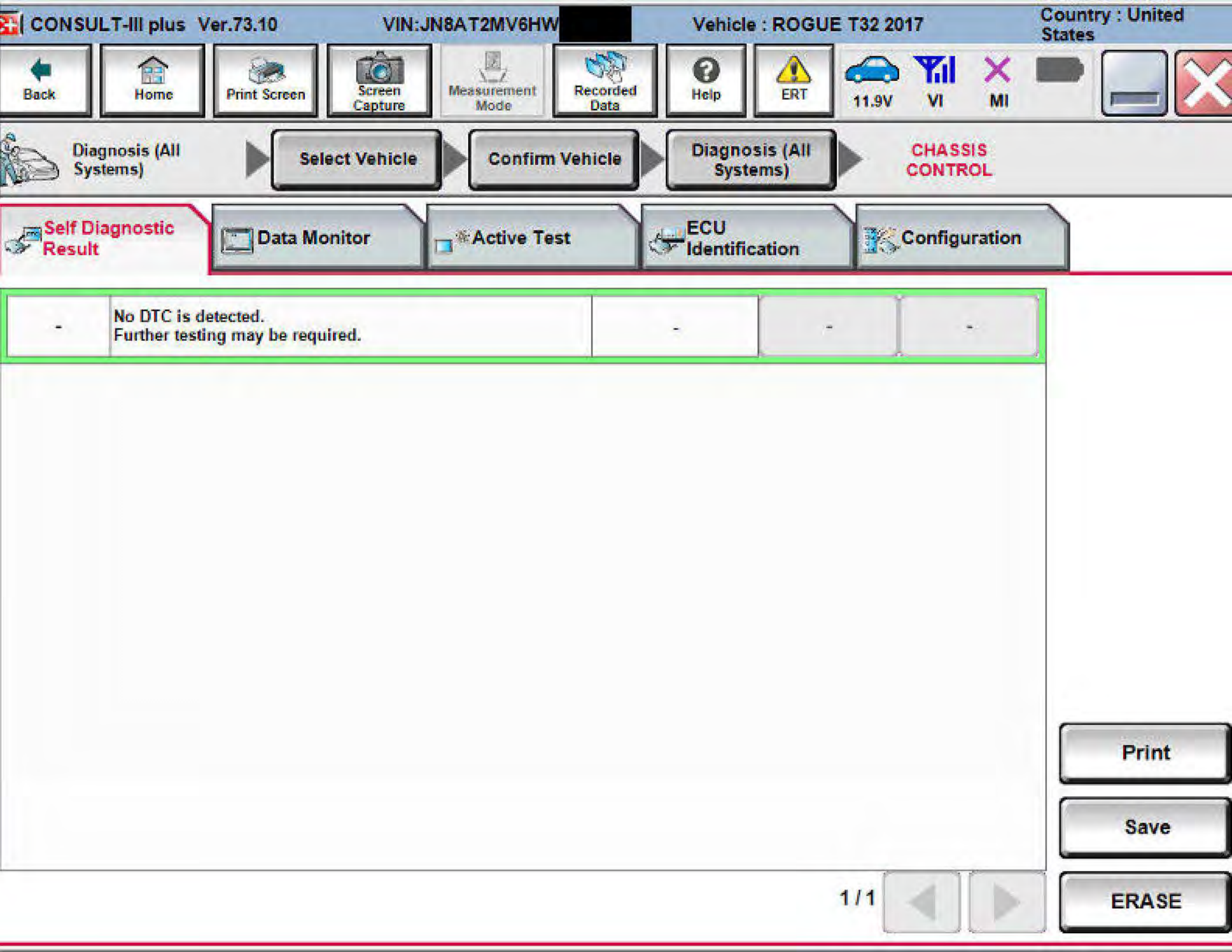
End of Form

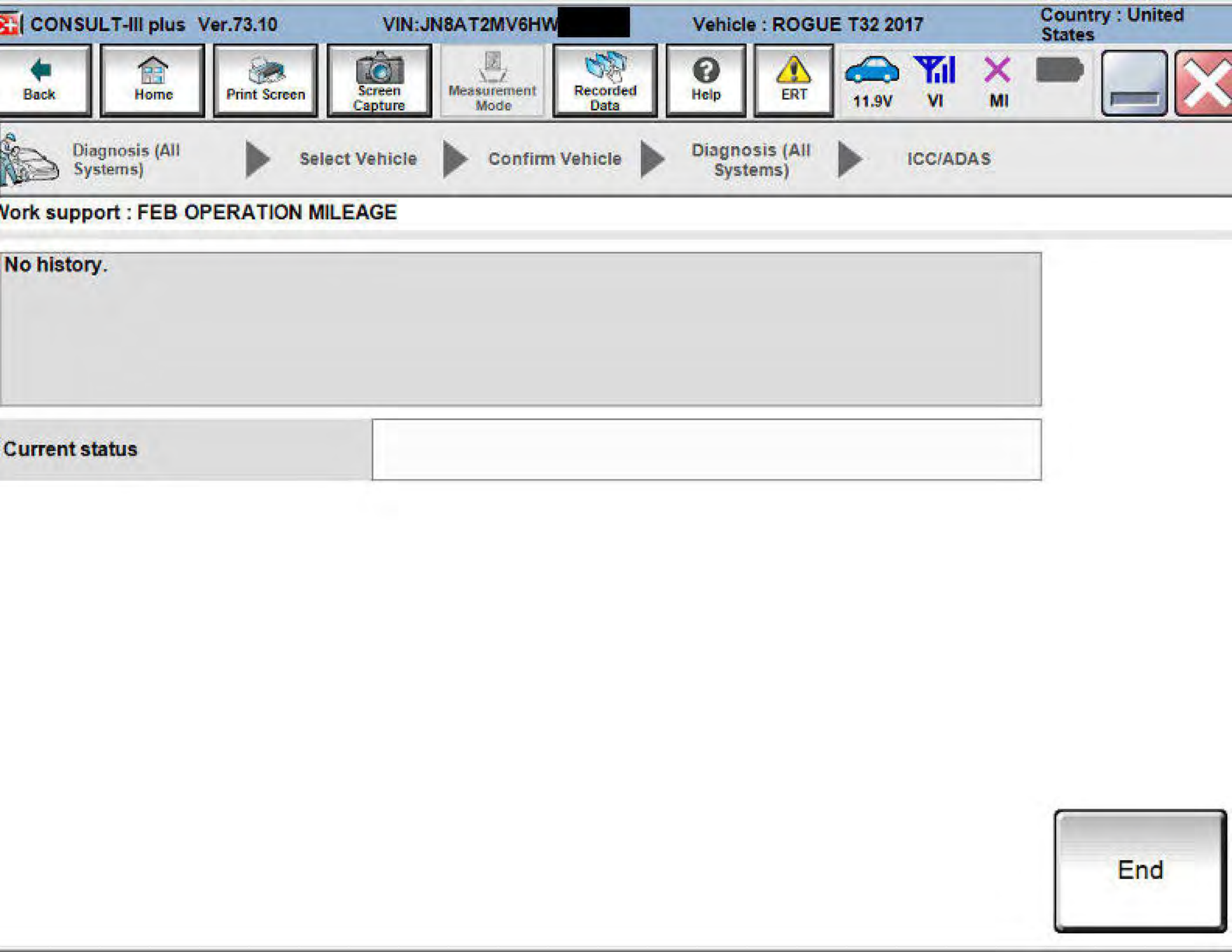
*Name your file while saving.

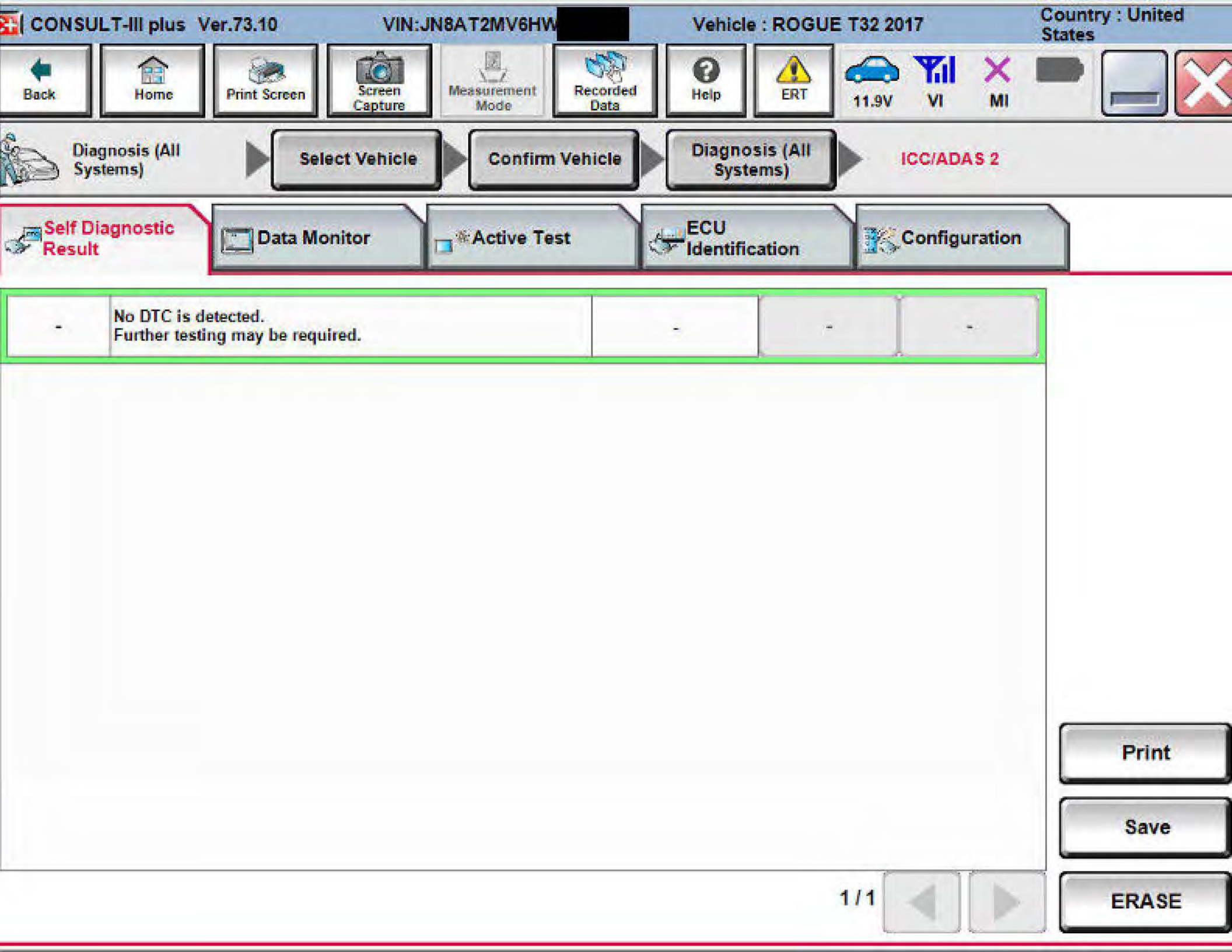
Save Form & Finish Later — Save form with unlocked fields to finish later.

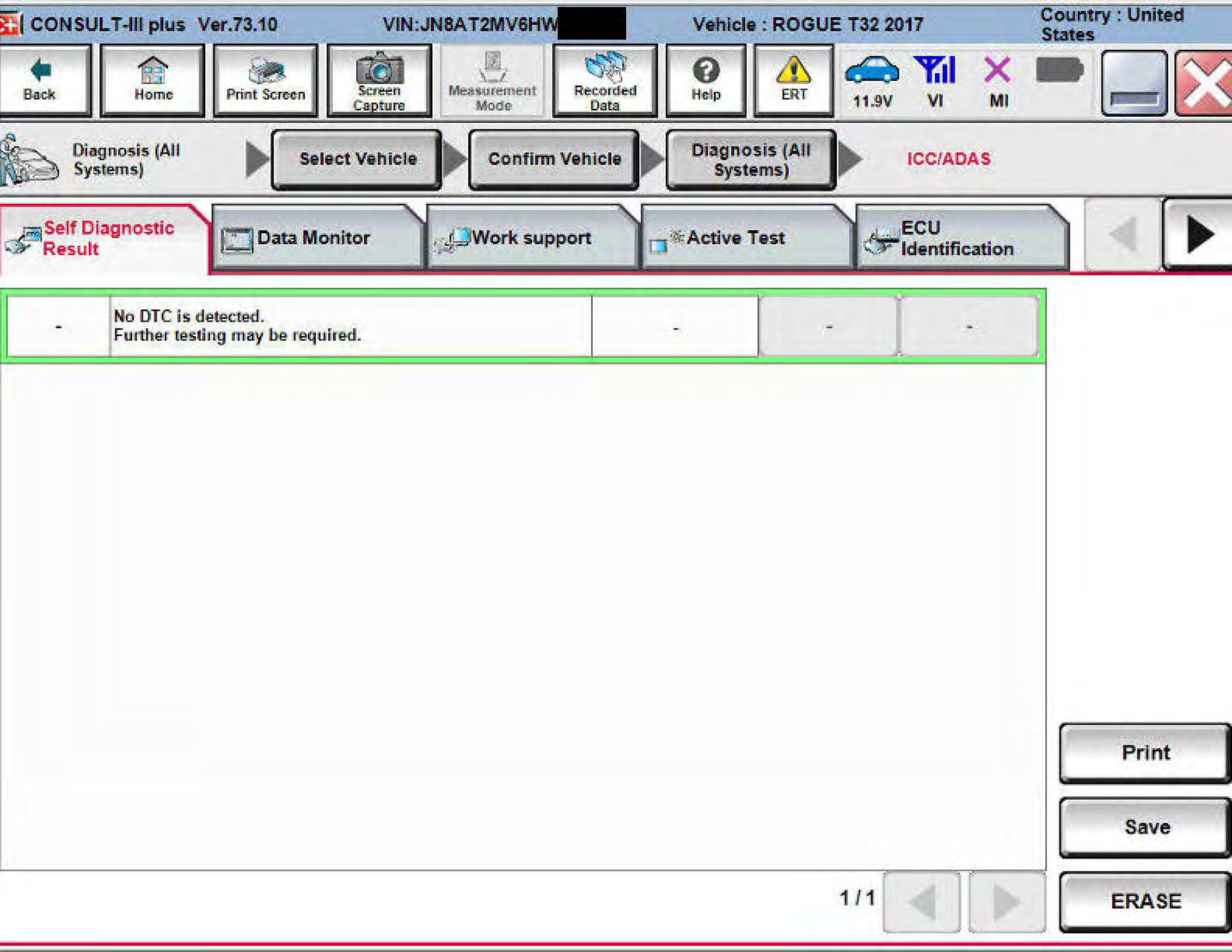
Lock Fields & Save Form for Submission — Save form with locked fields for submission. Print form to Primo PDF or Adobe PDF to save.

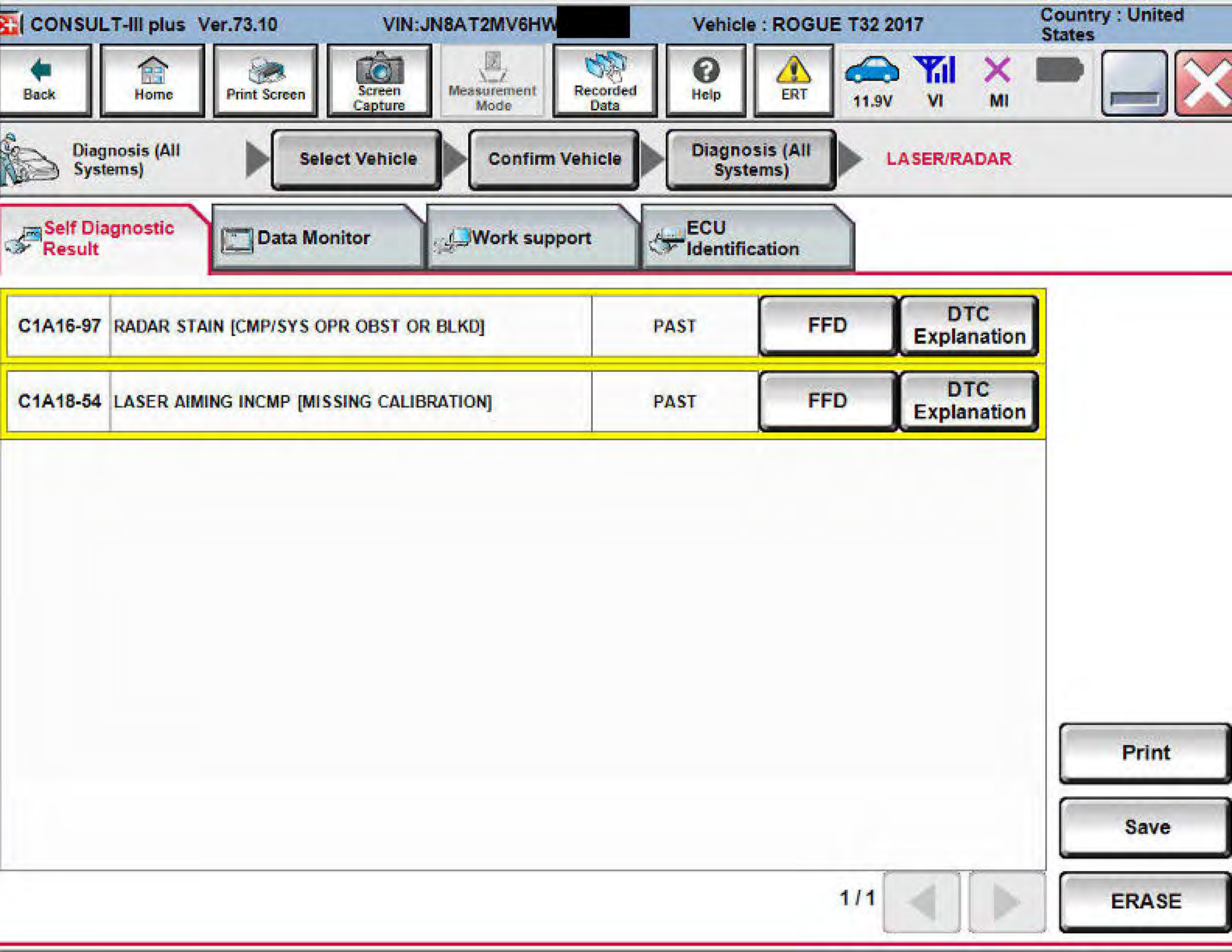

CONSULT-III plus Ver.73.10
VIN:JN8AT2MV6HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.9V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
ABS PAST
LASER/RADAR PAST
AUTO BACK DOOR PAST
SIDE RADAR RIGHT PAST
ENGINE NO DTC
METER/M&A NO DTC
BCM NO DTC
1 / 4
Detailed Information
ABS
U1002 SYSTEM COMM (CAN) PAST FFD DTC Expla
LASER/RADAR
C1A16-97 RADAR STAIN [CMP/SYS OPR OBST OR BLKD] PAST FFD DTC Expla
C1A18-54 LASER AIMING INCMP [MISSING CALIBRATION] PAST FFD DTC Expla
AUTO BACK DOOR
B2427 SPINDLE SENSOR RH PAST FFD DTC Expla
SIDE RADAR RIGHT
C1B55-97 RADAR BLOCKAGE PAST FFD DTC Expla
1 / 1
Print for Customer
Print
Save
ERASE


CONSULT-III plus Ver.73.10
VIN:JN8AT2MV6HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.9V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
CHASSIS CONTROL
Self Diagnostic Result
Data Monitor
Active Test
ECU Identification
Configuration
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
1 / 1
ERASE


CONSULT-III plus Ver.73.10
VIN:JN8AT2MV6HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.9V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB OPERATION MILEAGE
No history.
Current status
End


CONSULT-III plus Ver.73.10
VIN:JN8AT2MV6HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.9V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS 2
Self Diagnostic Result
Data Monitor
Active Test
ECU Identification
Configuration
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
1 / 1
ERASE


CONSULT-III plus Ver.73.10
VIN:JN8AT2MV6HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.9V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Self Diagnostic Result
Data Monitor
Work support
Active Test
ECU Identification
-
No DTC is detected.
Further testing may be required.
-
-
-
1 / 1
Print
Save
ERASE


CONSULT-III plus Ver.73.10
VIN:JN8AT2MV6HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.9V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
LASER/RADAR
Self Diagnostic Result
Data Monitor
Work support
ECU Identification
C1A16-97 RADAR STAIN [CMP/SYS OPR OBST OR BLKD] PAST FFD DTC Explanation
C1A18-54 LASER AIMING INCMP [MISSING CALIBRATION] PAST FFD DTC Explanation
Print
Save
ERASE
1 / 1

DP19-001

NISSAN

5/15/2019

ATTACHMENT B

REQUEST NUMBER 2 DOCUMENTS

FIELD REPORTS



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	5N1AT2MV9HC[redacted]
User	KEVIN MACKAY
Case Number	[redacted]
EDR Data Imaging Date	11/29/2017
Crash Date	11/13/2017
Filename	5N1AT2MV9HC[redacted]_ACM.CDRX
Saved on	Wednesday, November 29 2017 at 15:29:36
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 inh bited). "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
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2003  00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
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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
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      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
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      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      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
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      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
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      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
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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
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      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
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      FF 7F FF 7F FF 7F FF 7F FF 7F FF 7F FF 7F FF 7F
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      FF FF FF FF FF FF FF

F1A0  20


      59 02 09


      59 02 09


      59 0F 08
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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.

NISSAN

Search... Search Samaritan Potter Help & Training CA

Home Chatter Accounts Cases Vehicles Dealer Locator Infiniti Retailer Locator Articles Ideas Warranty Cases FAQ-Regional Goodwill

Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [27] | Case Categorizations [1] | Emails [1] | Calls [0] | Open Activities [1] | Activity History [3] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | DTS Field Inspections [1] | Attachments [0] | Case History [18]

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	[redacted]	Case Number	[redacted]
Account Name		Case Owner Email	
Contact Email		Case Owner Location	
Home Phone		Case Owner	
Executive Referral		Status	Open
Exec-Received-Date		Type	CA
Letter Sent Date		Case Origin	Phone
Letter Received Date		Date/Time Opened	11/13/2017 9:59 AM
Follow Up Date	12/18/2017	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	Smithtown Nissan
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	12,000	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		Create RHR
	Email Documents		Print Dealer View

Vehicle Information

Vehicle	5N1AT2MV9H[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	SMITHTOWN NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	

Responsible District	07	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?		What is the issue? (2)	
What Department?		What Department? (2)	
Where did this originate?		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: 5N1AT2MV9HC[redacted]

Agent Comments

Agent Comments	IIR.		
Created By	Taylor Willock, 11/13/2017 9:59 AM	Root Cause Code	
Last Modified By	NNAETL, 12/4/2017 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 (12/4/2017 7:56 AM)** **12/18/2017**
Make Private	✓	**Created By: Brandon Johnson (12/4/2017 7:55 AM)** ARBS setting case for 11/18/2017 to wait for PL resolution.
Make Private	✓	**Created By: Brandon Johnson (12/4/2017 7:54 AM)** ARBS placed outbound call to [redacted]. ARBS asked how ARBS could assist further? C asked for an update on C's case as C's veh was still having the concerns. ARBS stated that NNA was still reviewing the inspection report. ARBS stated that it was explained to C in the beginning that NNA had two to four weeks to review the inspection report from C's veh and make a determination. C understood and call ended.
Make Private	✓	**Created By: Brandon Johnson (12/4/2017 7:35 AM)** ARBS received email from DTS-KM stating that the IIR had been uploaded to the FTP site for review.
Make Public		**Created By: Mubah Butt (11/30/2017 9:17 AM)** C provided best conatct # [redacted].
Make Public		**Created By: Mubah Butt (11/30/2017 9:10 AM)** CRR-MB <OPENED or VERIFIED> Account Info including: C's name, home & phone# CRR-MB VERIFIED VEH Info including: VIN#, Current Mileage, CRR-MB CHECKED for open recalls/campaigns and found: 0 CRR-MB CHECKED for previous UNRELATED Case(s) and found: 0 CRR-MB CHECKED previous RELATED Case(s) and found: 0 CRR-MB received a call from C concerning speaking with ARBS-BJ. C stated that c have a case #. CRR-Mb reviewed case and advised that Case is under ARBS specialist. CRR-Mb provided follow update. C stated that c cannot wait until 12/08/2017. C stated that NNA came and inspected VEH yesterday. C stated that same thing happened again today. C stated that c want ARBS-BJ to contact C today. C asked to transfer C's call to ARBS.BJ. CRR-Mb apologized to C for VEH issue and advised that CRR-MB can send internal message on C's behalf.

C stated that C want to speak today.

CRR-Mb advised C that CRR-MB can send that request through internal message.

C understood.

Call ended mutually.

Make Private ✓ **Created By: Brandon Johnson (11/17/2017 2:21 PM)**
ARBS setting case for 12/8/2017 for inspection to be completed.

Make Private ✓ **Created By: Brandon Johnson (11/17/2017 2:19 PM)**
ARBS placed outbound call to DLR-SMITHTOWN NISSAN @[redacted] and spoke with SM-Andrew Jones.
ARBS stated that ARBS had an inspection date and time for C of 11/29/2017 at 10:21 AM EST at DLR.
ARBS stated that was with DTS-KM.
ARBS stated for DLR to have a lift and an extra technician available for the DTS if need be.
SM understood and SM stated that SM would notate that.
ARBS understood and call ended.

Make Private ✓ **Created By: Brandon Johnson (11/17/2017 2:15 PM)**
ARBS placed outbound call to C[redacted].
ARBS stated that ARBS had an inspection date and time for C of 11/29/2017 at 10:21 AM EST at DLR-SMITHTOWN NISSAN.
C/s that would work for C and ARBS stated that ARBS would make DLR SM aware.
C understood and ARBS stated ARBS had informed DLR that C was going to get the loaner veh as well.
C understood and call ended.

Make Private ✓ **Created By: Brandon Johnson (11/17/2017 10:13 AM)**
ARBS placed outbound call to DLR-SMITHTOWN NISSAN @[redacted] and spoke with SM-Andrew Jones.
ARBS stated that NNA was in the process of sending DTS-KM to look at C's veh for C's vehs FEB concern.
ARBS stated that NNA would be covering a loaner veh for C for the duration of the veh inspection.
SM understood and ARBS stated that C should be dropping the veh by tomorrow 11/18/2017.
SM understood and ARBS stated that ARBS would be back in contact with SM when ARBS had a date and time for the inspection.
SM understood and call ended.

Make Private ✓ **Created By: Brandon Johnson (11/17/2017 10:13 AM)**
ARBS submitted DTS request.

Make Private ✓ **Created By: Brandon Johnson (11/17/2017 10:05 AM)**
ARBS placed outbound call to[redacted]
ARBS stated that ARBS would need 15-30 minutes of C's time to complete probe.
C agreed and ARBS completed probe questions.

ARBS asked C what occurred with C's veh FEB system.

C/s that C had an FEB concern with the veh twice before.

C/s that the most recent time the concern happened C was traveling on[redacted] in Hicksville, NY.
C/s that C was going around 40 mph.

C/s that C heard some audible beeps and C/s veh came to a complete stop in the middle of the road.
ARBS asked if there were any vehs in front of C?
C/s that there were but C/s that C was not close enough to those other vehs for C's veh to come to a complete stop in the middle of the road.

ARBS understood and ARBS stated that NNA would like to get and inspector out 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 C's veh had to be left in its original damaged state until inspection was completed.
ARBS stated that ARBS would get in contact with DLR for DLR to place C in a loaner veh for the duration of the inspection.

C understood and C/s that C would probably drop C's veh off tomorrow and get the loaner veh.
ARBS understood and ARBS stated that ARBS would get in contact with the inspector for the soonest date and time the inspector could look at C's veh.
ARBS stated that once ARBS had further information for C ARBS would contact C back.
C understood and call ended.

Make Private ✓ **Created By: Brandon Johnson (11/17/2017 9:47 AM)**
ARBS received vmx from C.

Make Private ✓ **Created By: Brandon Johnson (11/17/2017 9:34 AM)**
[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 (11/16/2017 12:57 PM)**
ARBS setting case for 11/17/2017 for ARBS to follow up with C.

Make Private ✓ **Created By: Brandon Johnson (11/16/2017 12:56 PM)**
[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 (11/16/2017 8:16 AM)**
ARBS placed outbound call to[redacted]
ARBS requested 15 minutes of C's time to speak in reference to C's FEB concerns.
C/s that C could not speak right now.
ARBS asked when would be a good time to contact C back.
C requested a callback at 2 pm EST.
ARBS understood and call ended.

Make Private ✓ **Created By: Brandon Johnson (11/16/2017 8:11 AM)**
**********ARBS RECEIVED CASE, UNDER REVIEW, PENDING PROBE VERIFICATION **********

Make Public **Created By: Samantha Dixon (11/15/2017 12:22 PM)**
Vehicle concern-Forward Emergency Braking

Make Private ✓ **Created By: Markita Scott (11/15/2017 10:48 AM)**
RCAS-MS sent e-mail to SM-Mike on 11/15/2017 at 10:47am and requested that Customer be placed in a loaner vehicle until further notice.

Make Private ✓ **Created By: Markita Scott (11/15/2017 10:43 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: None
RCAS-MS ADVISED "This call may be recorded for quality and training purposes."

RCAS-MS placed outbound call to Customer at[redacted] on 11/15/2017 at 10:25am.

RCAS-MS stated that RCAS-MS is Customer's Regional Consumer Affairs Case Manager with Nissan North America.
RCAS-MS stated that the number that RCAS-MS provided on Customer's VMX on 11/14/2017 is RCAS-MS's direct phone number.

Customer confirmed having RCAS-MS's phone number.

RCAS-MS confirmed Customer's concern.

Customer agreed.

RCAS-MS asked Customer if Customer is currently in a loaner vehicle.

Customer declined.
Customer stated that Customer works for the DLR.

RCAS-MS understood.
RCAS-MS stated that RCAS-MS has a few questions regarding the concern that Customer is having with vehicle.
RCAS-MS asked Customer how many times the concern has happened.

Customer stated that the events only happened twice.

RCAS-MS understood.
RCAS-MS asked Customer for an estimate of the vehicle mileage.

Customer stated that the mileage is 12,000.

RCAS-MS asked Customer when the concern happened last.

Customer stated that the concern last happened on 11/13/2017.

RCAS-MS asked Customer to describe where the concern has happened and what exactly happens.

Customer stated that the first time it happened in a school zone.
Customer stated that the vehicle will make the beeping sound and shudder normally.
Customer stated that only once, the vehicle came to a complete stop after the beeping occurred.
Customer stated that the second time that the event happened, Customer was near the [redacted] Train Station.
Customer stated that the vehicle was traveling about 40 MPH and then came to a complete stop.

RCAS-MS understood.
RCAS-MS stated that RCAS-MS can understand this being a point of concern for Customer.
RCAS-MS stated that RCAS-MS is going to reach out to SM-Mike at the DLR regarding the vehicle.
RCAS-MS stated that Customer will be contacted by another agent from NNA within 1-3 business days.
RCAS-MS advised Customer that the next call that Customer receives may take up to 30 minutes.

Customer understood.

RCAS-MS asked Customer if Customer has any other questions that Customer has at this time.

Customer declined.
Customer thanked RCAS-MS for calling.

Call ended mutually.

Make Private ✓ **Created By: Markita Scott (11/15/2017 7:57 AM)**
RCAS-MS received VMX from Customer on 11/14/2017 at 2:01pm requesting call back regarding case.

Make Private ✓ **Created By: Markita Scott (11/14/2017 1:44 PM)**
RCAS-MS sent contact attempt e-mail to Customer on 11/14/2017 at 1:44pm.

Make Private ✓ **Created By: Markita Scott (11/14/2017 1:44 PM)**
RCAS-MS placed outbound call to Customer at [redacted] on 11/14/2017 at 1:42pm.

Customer did not answer.

RCAS-MS left VMX with direct contact information and follow up date of 11/15/2017.

Make Private ✓ **Created By: Markita Scott (11/14/2017 8:32 AM)**
RCAS-MS sent e-mail to SM-Mike on 11/14/2017 at 8:31am requesting information on vehicle concerns.

Make Public **Created By: Taylor Willock (11/13/2017 10:06 AM)**
CASE SUMMARY
CRR-TW is forwarding the Case to RCAS for further review as no further assistance can be offered at this time.
C contacted Nissan CA requesting assistance with DLRSHP UNABLE TO RESOLVE FRONT BRAKING CONCERN

Make Public **Created By: Taylor Willock (11/13/2017 10:05 AM)**
CRR-TW VERIFIED VEH Info including: VIN#, Current Mileage, Warranty & Service History, Address, Best Contact, and Email.
CRR-TW CHECKED for OPEN Campaign(s) and Found: NONE
CRR-TW CHECKED for RELATED Case(s) and Found: NONE
CRR-TW CHECKED for previous UNRELATED Case(s) and Found: NONE
CRR-TW NOTED Concern is: DLRSHP UNABLE TO RESOLVE FRONT BRAKING CONCERN
C Stated C would like to know if NNA is having concerns with the ROGUE
C Stated C was driving C's VEH and the VEH stopped functioning
C Stated C took the VEH in for an oil change as C's tire pressure light came on.
C Stated the DLRSHP gave C back C's keys and advised C there is nothing the DLRSHP can do to resolve C's concerns
C Stated the DLRSHP advised C there's a concern with the front braking system in the ROGUE and NNA is aware but NNA does not know how to resolve the concern
C Stated all C knows is C's VEH stopped during driving.
C Stated C's concern was documented at the DLRSHP but the DLRSHP advised C to contact NNA CA as well.

CRR-TW Advised C that C's case has been documented and C's case will be forwarded to RCAS for further review. Set Follow-Up date for 11/14/2017 no later than EOB

C Asked if C's VEH is safe to drive
C Stated the DLRSHP advised C that C is able to drive the VEH
C Stated C is concerned the issue will happen again with the VEH.

CRR-TW Advised C that CRR-TW would be unable to advise C if the VEH is safe to drive or not
CRR-TW Advised C that CRR-TW is not a certified technician so C would need to go with the advice from the DLRSHP in regards to driving C's VEH

CRR-TW Assured C that C's case and concerns will be looked into by a RCAS with NNA and C will receive follow-up tomorrow no later than EOB 11/14/2017

C Understood and appreciated assistance

CRR-TW Provided C with Case # [redacted] and agent ID
Best Contact Number [redacted]
Call ended mutually.

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	11/16/2017	YX	AV	320500	OA

Emails

Send an Email | Emails Help

Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	Sent	Your inquiry to Nissan [redacted] *11/14/2017 Case [redacted] VIN #5N1AT2MV9H[redacted] Dear [redacted]* ...	[redacted]	11/14/2017 1:45 PM

Calls

New CA Call | Calls Help

No records to display

Open Activities

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

Action	Subject	Status	Type	Task	Name	Due Date	Priority	Assigned To
Edit | Cls	DTS Request [redacted] SMITHTOWN NISSAN	Not Started		✓		11/19/2017	Normal	Kevin MacKay

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 Follow U[redacted]: SMITHTOWN NISSAN			11/19/2017	Brandon Johnson		Complete	11/17/2017 10:14 AM
Edit | Del	IIR		[redacted]Y	11/16/2017	Brandon Johnson		Complete	11/15/2017 1:08 PM
Edit | Del	Email: Your inquiry to Nissan [ref[redacted]]		[redacted]	11/14/2017	Markita Scott		Complete	11/14/2017 1:45 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	[redacted], 11/15/2017 10:47 AM	11/15/2017			5N1AT2MV9HC[redacted]	

DTS Field Inspections

DTS Field Inspections Help

Action	Title	DTS Inspection Date	Owner First Name	Owner Last Name	Status
Edit	[redacted]	11/29/2017 10:21 AM	Kevin	MacKay	Completed

Attachments

Attach File — Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
12/4/2017 7:56 AM	Brandon Johnson	Changed Follow Up Date from 12/8/2017 to 12/18/2017.
11/17/2017 2:20 PM	Brandon Johnson	Changed Follow Up Date from 11/20/2017 to 12/8/2017.
11/17/2017 10:14 AM	Brandon Johnson	Changed Follow Up Date from 11/17/2017 to 11/20/2017.
11/16/2017 1:00 PM	Brandon Johnson	Changed Follow Up Date from 11/16/2017 to 11/17/2017.
11/15/2017 1:08 PM	Brandon Johnson	Changed Follow Up Date from 11/20/2017 to 11/16/2017.
11/15/2017 12:23 PM	Samantha Dixon	Changed Case Owner from Markita Scott to Brandon Johnson.
11/15/2017 12:22 PM	Samantha Dixon	Changed Description.
11/15/2017 10:50 AM	Markita Scott	Changed Follow Up Date from 11/15/2017 to 11/20/2017.
11/14/2017 1:45 PM	Markita Scott	Changed Follow Up Date from 11/14/2017 to 11/15/2017.
11/14/2017 8:28 AM	Markita Scott	Changed Description.
11/14/2017 7:28 AM	Markita Scott	Changed Case Owner from Kyra Walton to Markita Scott.
		Changed Subject from CUSTOMER:[redacted] PHONE:[redacted] VIN: 5N1AT2MV9HC[redacted] to CUSTOMER:[redacted] PHONE:[redacted] VIN: 5N1AT2MV9HC[redacted]
11/13/2017 10:06 AM	Taylor Willock	Changed Escalated By ID to 0050G000009dbC4.
		Changed Case Owner from Taylor Willock to Kyra Walton.
11/13/2017 9:59 AM	Taylor Willock	Changed Work Phone to[redacted]
		Changed VIN to 5N1AT2MV9HC[redacted]
		Changed Subject to CUSTOMER:[redacted] PHONE:[redacted] VIN: 5N1AT2MV9HC[redacted]
		Created.

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NISSAN

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Vehicle
5N1AT2MV9HC[redacted]

Customize Page | Printable View | Help for this Page

Vehicle Campaigns [0] | Warranty Cases [0] | Cases [1] | Service History [18] | Vehicle Service Contracts [1] | Vehicle History [1] | DTS Field Inspections [1]

Vehicle Detail

VIN	5N1AT2MV9HC[redacted]		
Last Modified By	NNAETL, 12/4/2017 9:04 PM	Branded Title	
Created By	NNAETL, 3/31/2017 11:42 AM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage	12,000	MSRP	$34,270
Latest Recorded Mileage Units	M		
In Service Date	5/1/2017		

Manufacturing Data

Make/Model	2017 NISSAN ROGUE	Manufacturer Date	3/30/2017
Model Year	2017	Plant Name	Smyrna (NMM)
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	MAGNETIC BLACK	Emissions Certification	
Cylinders		Open Recall	
Transmission Type	CVT	Head Unit	
Model Series		Model Line Code	RGE
Factory Installed Options	C03P01U35Z66		
Factory Installed Options Descriptions	C03 (50 STATE EMISSIONS), 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	B
1	POWERTRAIN COVERAGE	5/1/2022	60,000					
2	SEAT BELT	5/1/2027	999,999					
3	CORROSION COVERAGE (PERFORATION)	5/1/2022	999,999					
4	FEDERAL EMISSION LONG TERM DEFECT	5/1/2025	80,000					
5	FEDERAL EMISSION DEFECT	5/1/2020	36,000					

Vehicle Retail Sales

Vehicle Retail Sales

Action	Name	Owner	Selling Dealer	Sale Type	Vehicle Model	Purchase Date	Rewind Indicator
View	[redacted]	[redacted]	NISSAN OF HUNTINGTON	NMAC lease	ROGUE	5/1/2017	

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]	CA	[redacted]	11/13/2017 9:59 AM		12,000	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]	ROADSIDE ASSISTANCE CLAIMS		FW	11/7/2017	380	[redacted]	[redacted]	[redacted]	[redacted]
	[redacted]			PD	5/7/2017	6	[redacted]	[redacted]	[redacted]	[redacted]
	[redacted]		CUSTOMER STATES SOUND SYSTEM GETS NO RECEPTION	I	8/1/2017	6,555	[redacted]	[redacted]	[redacted]	
	[redacted]		VEHICLE INSPECTION CUSTOMER REQUESTS PERFORM NISSAN VEHICLE INSPECTION (MPI)	C	8/1/2017	6,555	[redacted]	[redacted]	[redacted]	
	[redacted]		CUSTOMER REQUESTS TIRE ROTATION	I	8/1/2017	6,555	[redacted]	[redacted]	[redacted]	
	[redacted]		INSPECT BRAKES AS PER MULTIPOINT	I	6/20/2017	3,798	[redacted]	[redacted]	[redacted]	
	[redacted]		CKED TIRE TREAD DEPTH	I	6/20/2017	3,798	[redacted]	[redacted]	[redacted]	
	[redacted]		CKED BRAKES AS PER MULTI POINT INSPECTION	I	6/20/2017	3,798	[redacted]	[redacted]	[redacted]	
	[redacted]		PERFORM MULTIPOINT INSPECTION	I	6/20/2017	3,798	[redacted]	[redacted]	[redacted]	
	[redacted]		CUSTOMER CARE $8.95 OIL AND FILTER CHANGE AND MULTI POINT INSPECTION	C	6/20/2017	3,798	[redacted]	[redacted]	[redacted]	
	[redacted]		INSPECT BRAKES AS PER MULTIPOINT	I	5/8/2017	545	[redacted]	[redacted]	[redacted]	
	[redacted]		PERFORM MULTIPOINT INSPECTION	I	5/8/2017	545	[redacted]	[redacted]	[redacted]	
	[redacted]		CKED TIRE TREAD DEPTH	I	5/8/2017	545	[redacted]	[redacted]	[redacted]	
	[redacted]		CKED BRAKES AS PER MULTI POINT INSPECTION	I	5/8/2017	545	[redacted]	[redacted]	[redacted]	
	[redacted]		AS PER SALES WE OWE INSTALL HEADREST DVD PLAYERS	I	5/8/2017	545	[redacted]	[redacted]	[redacted]	
	[redacted]		CUSTOMER REQUEST TO PERFORM NYS SAFETY INSPECTION WINDOWS TINTED YES( ) NO( )	I	5/8/2017	14	[redacted]	[redacted]	[redacted]	
	[redacted]		INSTALL WHEEL LOCKS	I	5/8/2017	6		[redacted]	[redacted]	
	[redacted]		REQUEST PDI/GAS	W	5/8/2017	6		[redacted]	[redacted]	

Vehicle Service Contracts

Vehicle Service Contracts Help

Action	Policy #	Contract Type	Cancel Effective Date	VSC First Name	VSC Last Name	Current Owner	Deductible	Effective Date	Expire Date	Expire Mileage
	[redacted]	Sec+Plus Gold Pref		[redacted]	[redacted]		100	5/1/2017	8/1/2020	39,000

Vehicle History

Vehicle History Help

Date	User	Action
3/31/2017 11:42 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	11/17/2017	[redacted]	Kevin	MacKay	NER	11/29/2017 10:21 AM	12/3/2017 11:31 PM

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Incident Investigation Report

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV9HC[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 Bethpage State NY Zip Code [redacted] Country United States

☒ Driver Same as Claimant
☒ Owner Same as Claimant

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 03/30/2017 VIN 5N1AT2MV9HC[redacted]

Mileage 13603 License # [redacted] State NY Country United States

Special equipment & accessories Vehicle equipped with Visualogic DVD headrests. (See photos 29 - 39)

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

Number	Description	Status	Date
N/A	None	○ Open ◉ Closed	N/A

Add Row Remove Row

III. Description of Incident & Claim

Source of Information Claimant. Incident Date 11/13/2017 Time 10:26 AM

Location of Incident (describe fully) [redacted] in Hicksville NY. Exact Location not given.

Weather Conditions (Rain/Snow/Dry/Etc.) Light Rain

Vision obstruction (describe) None given

Temperature at time of incident 45.0° F Parking location prior to time of incident Not Given

Incident Investigation Report

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV9HC[redacted]

Overnight temperature prior to incident: 39.0° F
Length of time parked: Not Given

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)	Claimant states that her concern has happened on two occasions. Claimant states that the first time, the vehicle was being operated in a school zone when the warning beeping occurred and the vehicle came to a stop. Claimant states the second time, the vehicle was being operated at 40 MPH when the warning beeping occurred and the vehicle came to a complete stop on [redacted] in Hicksville, NY. Claimant states that there were other vehicles in front of her vehicle, but the claimant was not close enough to those other vehicles for Claimant's vehicle to come to a complete stop in the middle of the road.
Relation to Roadway (on-road, off-road, left side, right side)	Right side. Lane position not given.
Number of times incident occurred	Twice
Driver Action (braking, steering, etc.)	maintaining steady speed, steering straight ahead.
Special Circumstances	None Given.
Actions taken after incident and results of those actions	Vehicle was continued to be operated and eventually taken to dealer.

Vehicle Estimated Speed	40 mph	Source	Claimant	Posted Speed Limit	Not given
Other Vehicle Estimated Speed	N/A	Source	Claimant	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	Claimant alleges that undesired Forward Emergency Braking operates with no obstructions in front of vehicle that warrant FEB operation.	Claimant.

Add Allegation | Remove Allegation

IV. Occupants & Injuries

Source of Information: Claimant.

Incident Investigation Report

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV9HC[redacted]

Legend for Section IV. **Seating Position:**



Occupant Name	[redacted]	DOB	[redacted]	Height	Not Given
Address	[redacted] Bethpage, NY [redacted] USA			Weight	Not given
Location	Incident Vehicle	Seating Position	1 - Driver		
Seat Belts Worn	Lap + Shoulder Belt	Airbag Status	Airbag not deployed		
Nature & Extent of Injuries	None				
Where, when, and by whom were the injuries treated?	N/A				

Add Occupant | Remove Occupant

☐ No Occupants Comments N/A

V. Other Property Damage

☒ No Other Property Damage

Source of information Claimant

VI. Investigation Results

Date of vehicle inspection 11/29/2017

Location of inspection Smithtown Nissan

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

Upon inspection of the vehicle, found no trauma to the vehicle. Claimant is not alleging vehicle was involved in any collision. (Please see photos)

Have you located any prior repair orders? If yes, submit with IIR. ○ YES ◉ NO

Photos taken by Kevin D. Mackay # Photos 79

Incident Investigation Report

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV9HC[redacted]

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	Upon inspection, found no abnormalities (Please see photos 6 - 25, 51 - 59)
Engine/ Transmission/ Drivetrain	Upon inspection, found no abnormalities (Please see photos 44 - 50 66 - 68)
Underbody/ Suspension/ Steering/ Wheels & Tires	Upon inspection, found no abnormalities (Please see photos 66 - 72)
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	Upon inspection, found no abnormalities (Please see photos 26 - 43)
Seat Belts/ Child Restraints (if applicable)	Upon inspection, found no abnormalities (Please see photos 26 - 43)
Air Bags	Upon inspection, found no abnormalities (Please see photos 26 - 43)

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

N/A

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
1	Claimant alleges that undesired Forward Emergancy Braking operates with no obstructions in front of vehicle that warrant FEB operation.	Upon inspection of the vehicle, found Code C1A16-97 Radar Stain code stored in the past for Laser / Radar CU. Found FEB OPERATION MILEAGE Log indicates no history of full brake force application stored. Upon test drive of the vehicle, found FEB activation was duplicated when traveling Northbound over a set of train tracks near the dealer on NY highway [redacted] just north of [redacted]. Vehicle was being operated at 20 mph and as the vehicle approached to 1-2 feet of the beginning of the train tracks, the audible warning activated, the red / white FEB warning bar flashed in the meter, ABS motor activation was heard, and the vehicle came to a complete stop on top of the train tracks. Issue only duplicated in the northbound direction and not during the southbound. Found train tracks are at a different angle and are not flat with the roadway. During the rest of the test drive, no further duplication was noted.

Add Row | Remove Row

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

Reporter's Signature [redacted]

Reporter's Name & Region Kevin D. Mackay
Dealer Technical Specialist.
Nissan North America, Northeast Region.

Incident Investigation Report

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV9HC[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)	None
Comments	N/A

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?	(•)	( )	Please see C3+ screenshots.

Incident Investigation Report

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV9HC[redacted]

	Yes	No	Comments
EDR download included in report?	◉	○	Please see CDR Data.

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.)	
○	◉	Physical damage to camera? (ie. cracks)	
○	◉	Obstructions to radar sensor units? (ie. dirt, stickers, etc.)	
○	◉	Physical damage to radar sensor units? (ie. cracks)	
◉	○	Electrical connection to radar module firmly seated?	
◉	○	Electrical connection to camera module firmly seated?	
○	◉		

End of Form

*Name your file while saving.

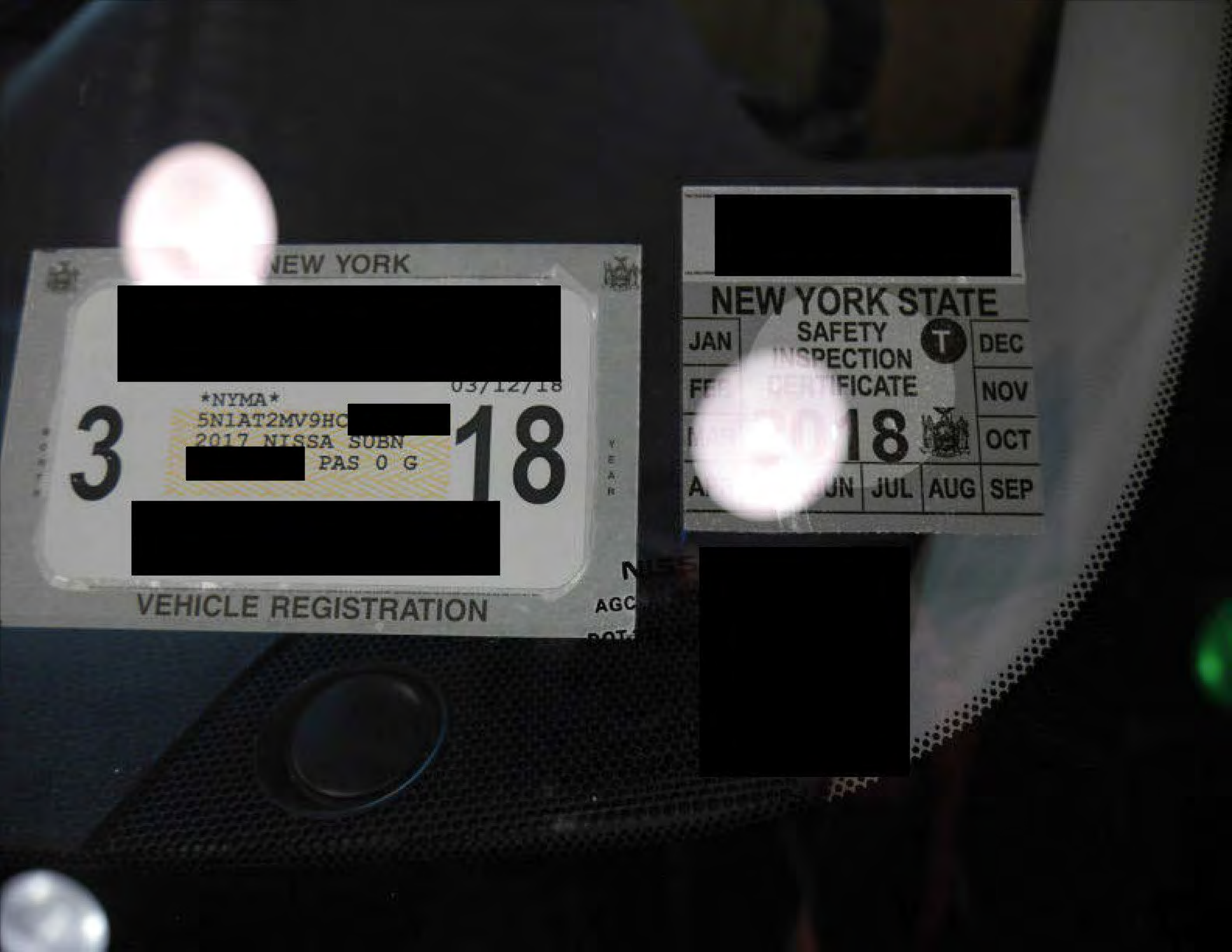
Save Form & Finish Later — Save form with unlocked fields to finish later.

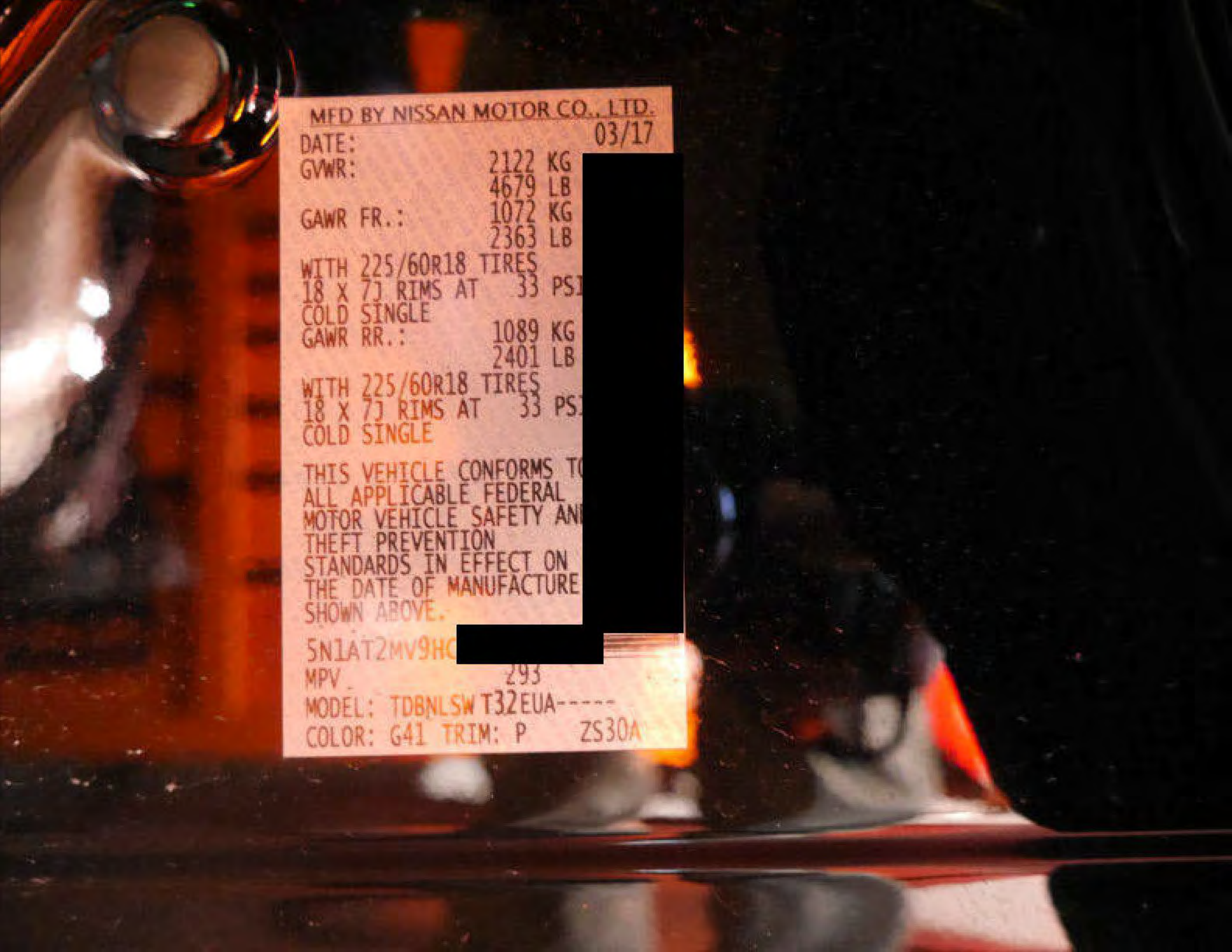
Lock Fields & Save Form for Submission — Save form with locked fields for submission. Print form to Primo PDF or Adobe PDF to save.


3:55 PM
63°F
No Warnings
P
309 mi
13608 miles
MPH
C
H
1/2




[redacted]
5N1AT2MV9HC[redacted]
[redacted]


NEW YORK
[redacted]
03/12/18
NYMA
5N1AT2MV9HC[redacted]
2017 NISSA SUBN
[redacted] PAS 0 G
3
18
YEAR
[redacted]
VEHICLE REGISTRATION
AGC
[redacted]
NEW YORK STATE
[redacted]
SAFETY
INSPECTION
CERTIFICATE
JAN
DEC
NOV
OCT
JUL
AUG
SEP


MFD BY NISSAN MOTOR CO., LTD.
DATE: 03/17
GVWR: 2122 KG
4679 LB
GAWR FR.: 1072 KG
2363 LB
WITH 225/60R18 TIRES
18 X 7J RIMS AT 33 PSI
COLD SINGLE
GAWR RR.: 1089 KG
2401 LB
WITH 225/60R18 TIRES
18 X 7J RIMS AT 33 PSI
COLD SINGLE
THIS VEHICLE CONFORMS TO
ALL APPLICABLE FEDERAL
MOTOR VEHICLE SAFETY AND
THEFT PREVENTION
STANDARDS IN EFFECT ON
THE DATE OF MANUFACTURE
SHOWN ABOVE.
5N1AT2MV9HC
MPV 293
MODEL: TDBNLSW T32EUA-----
COLOR: G41 TRIM: P ZS30A


2:59 PM
13603 miles
RPM x1000
MPH


NISSAN
NEW YORK






ROGUE


NISSAN
ROGUE
SL AWD






RIGID





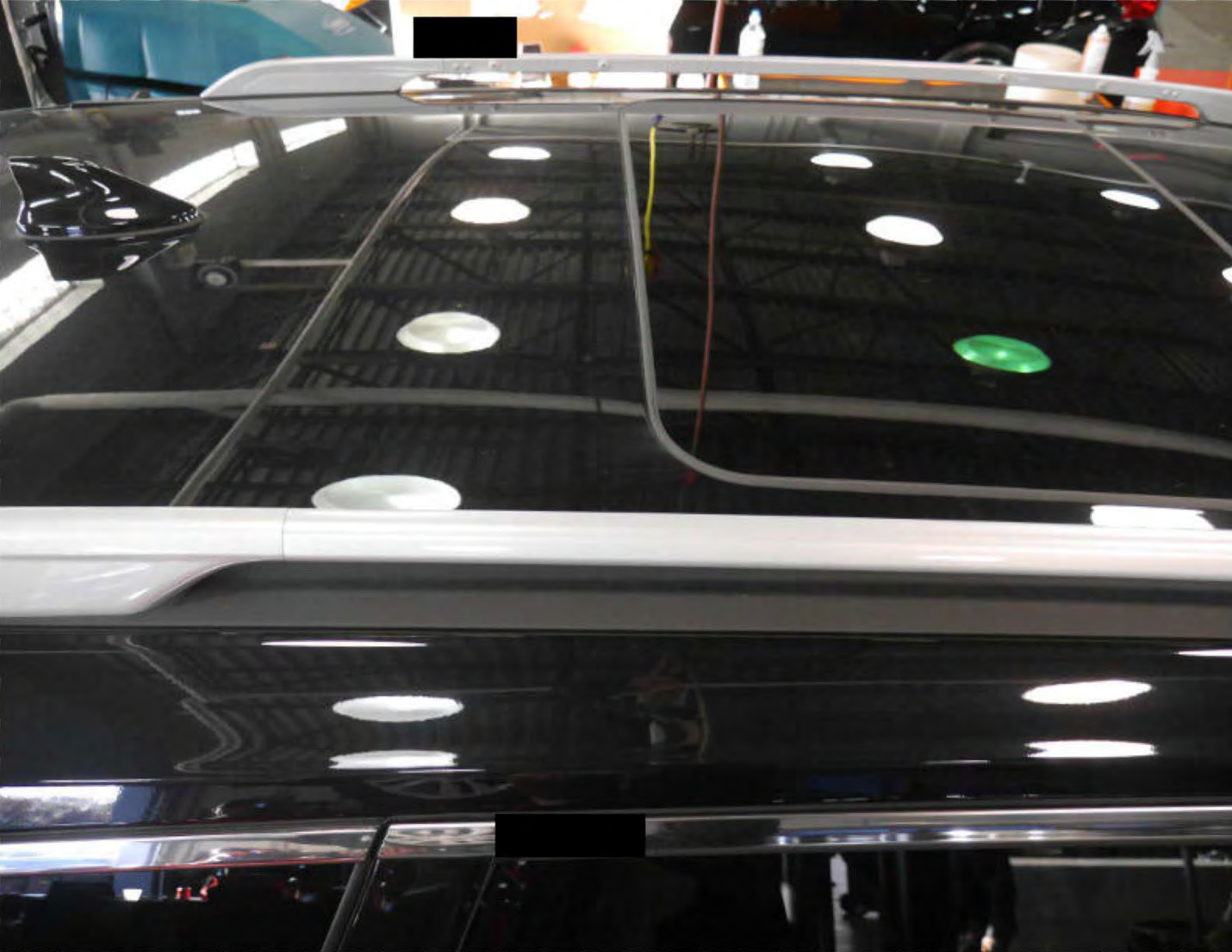















Tech Series
















Introduction
Thank you for choosing Vizualogic as your Rear Seat Infotainment Company. Please Register your tablet now. This process may be skipped, although registering the tablet will optimize customer satisfaction.
Skip
Continue
source


Introduction


PIZZA STONE










Introduction
Thank you for choosing Vizualogic as your Rear Seat Infotainment Company. Please Register your tablet now. This process may be skipped, although registering the tablet will optimize customer satisfaction.
Skip
Continue
source

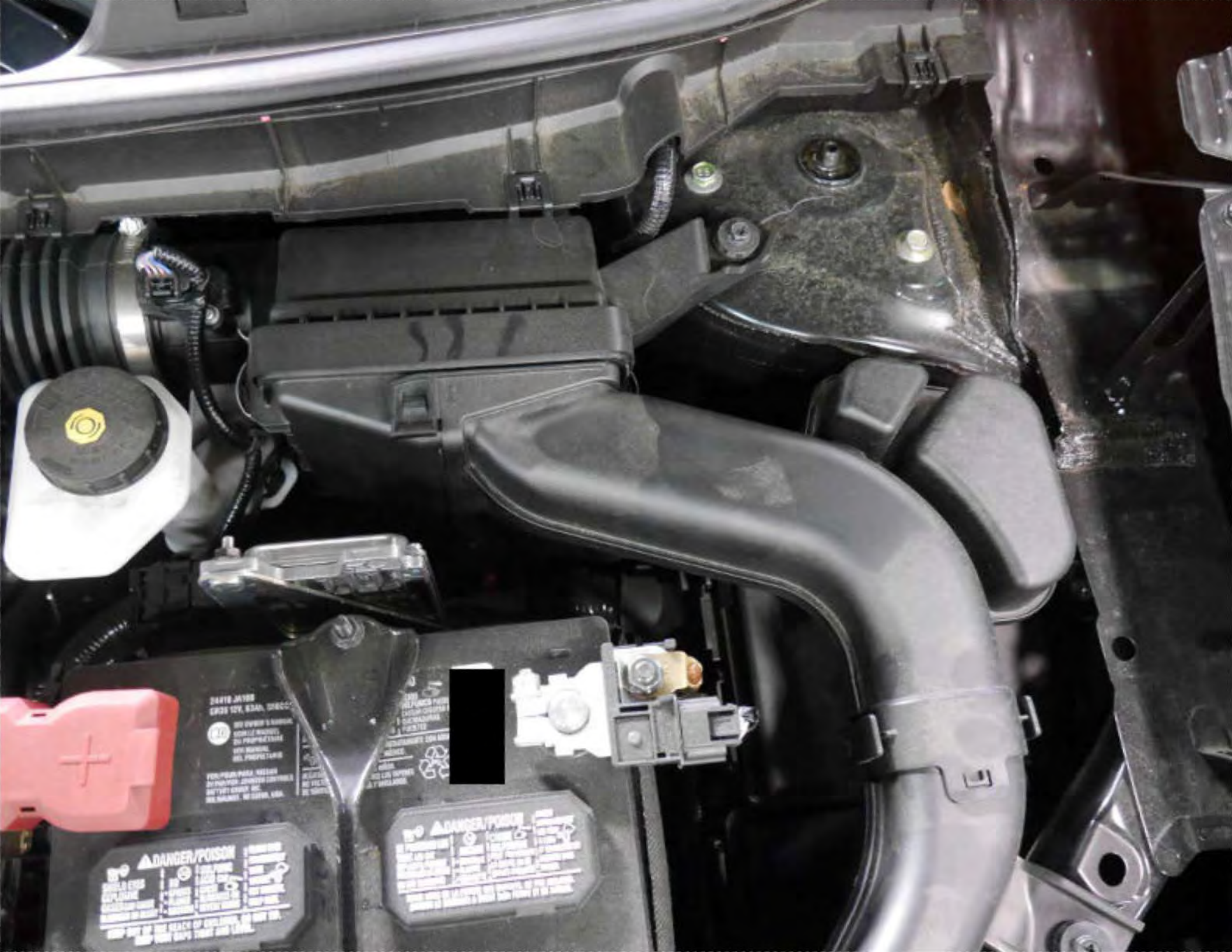











DANGER/POISON
DANGER/POISON




NISSAN










NISSAN


NISSAN


NISSAN








NISSAN





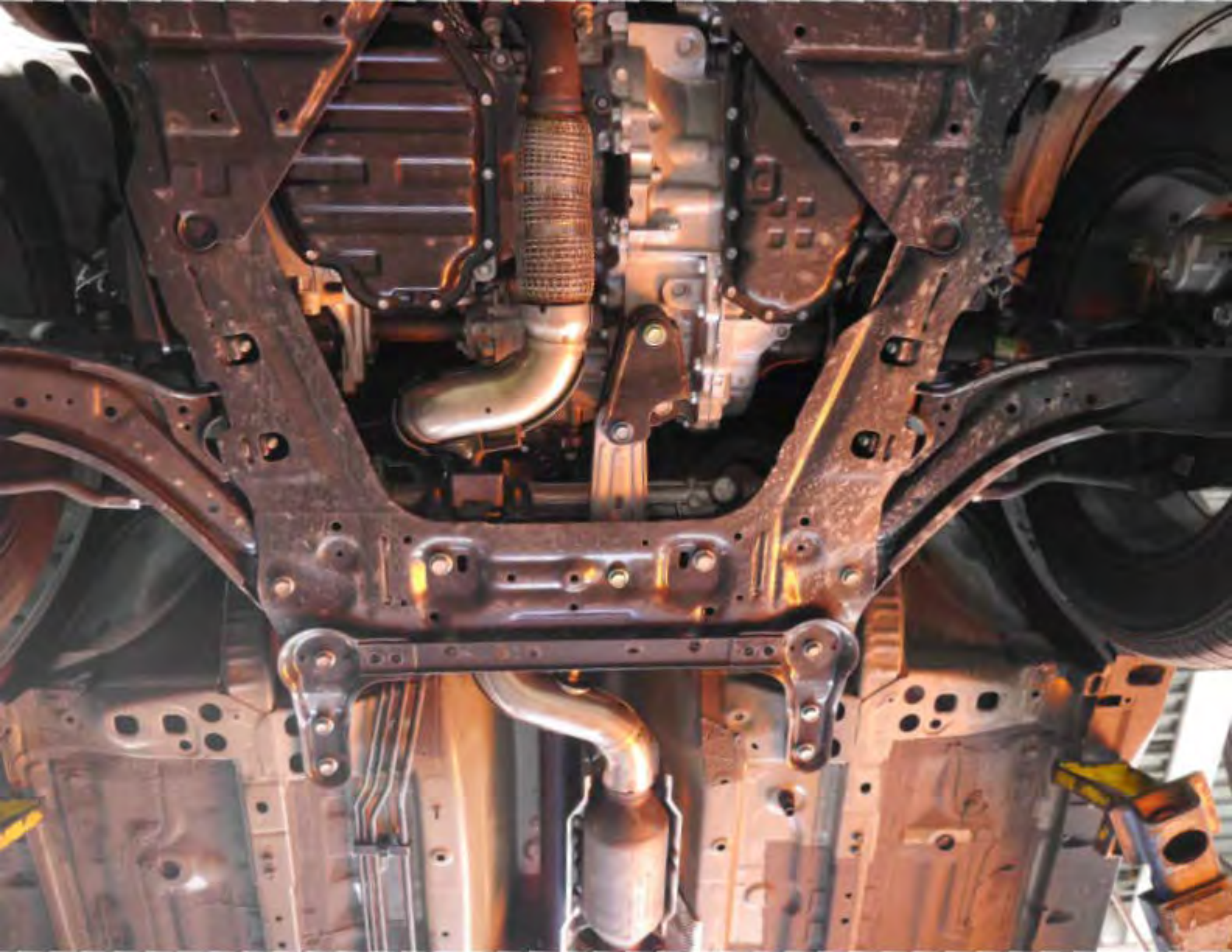


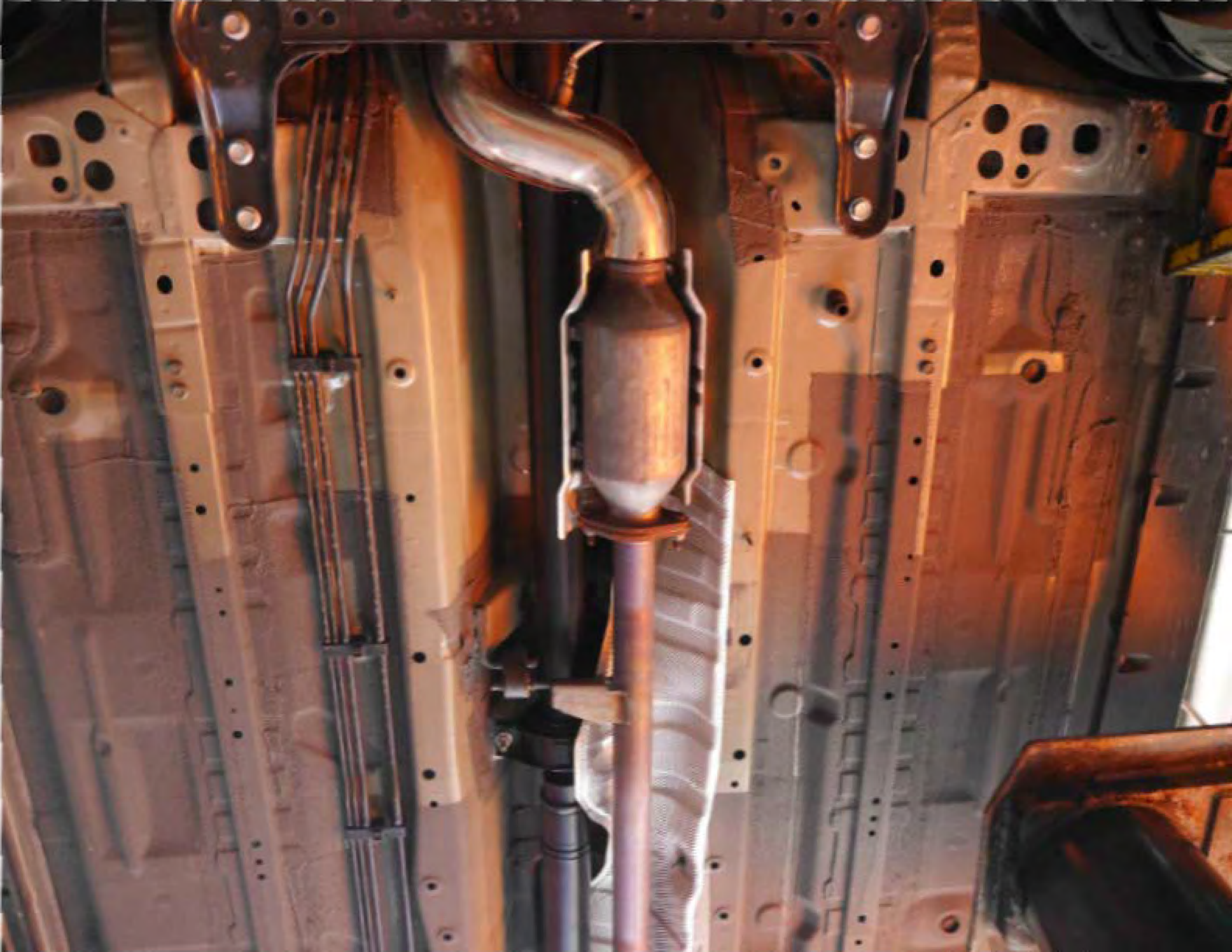


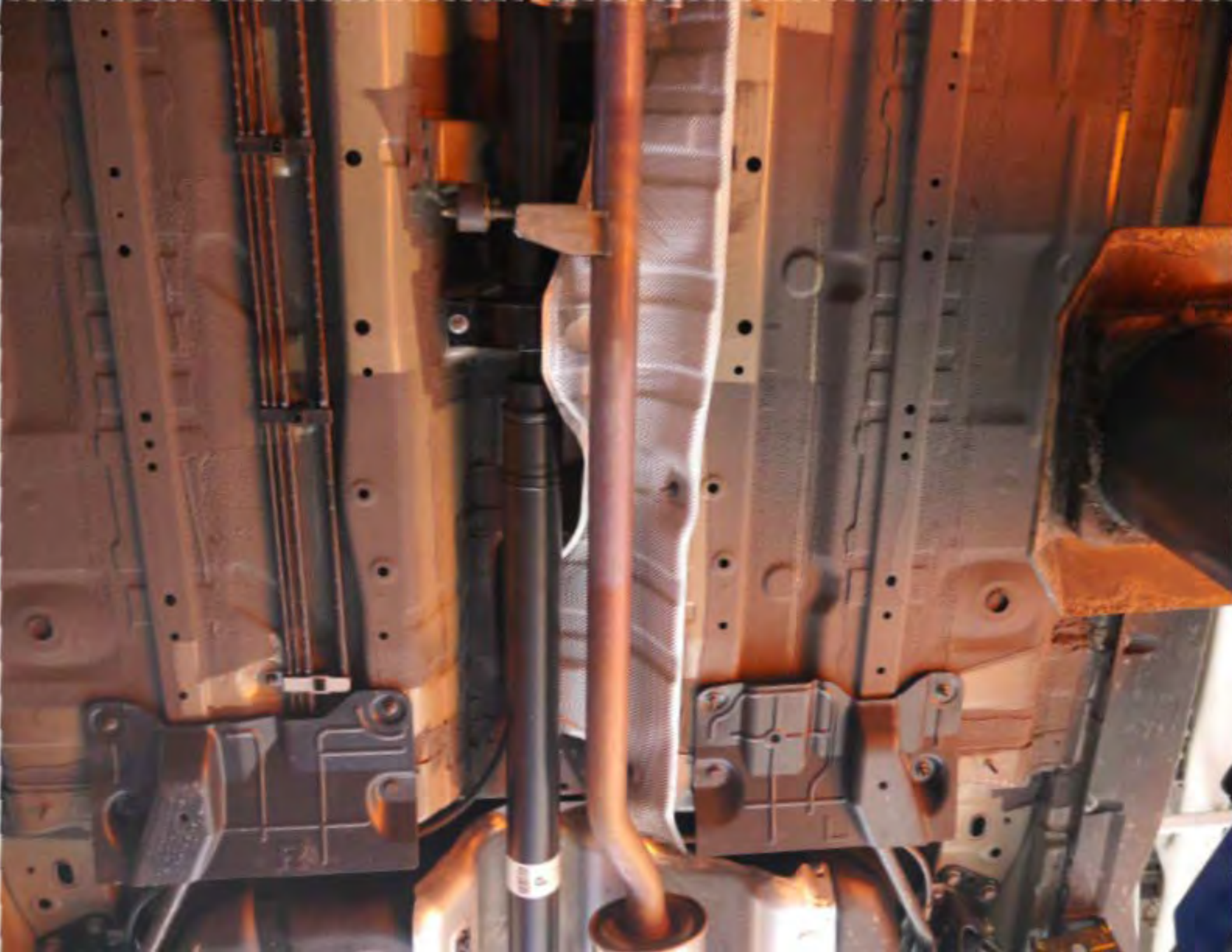


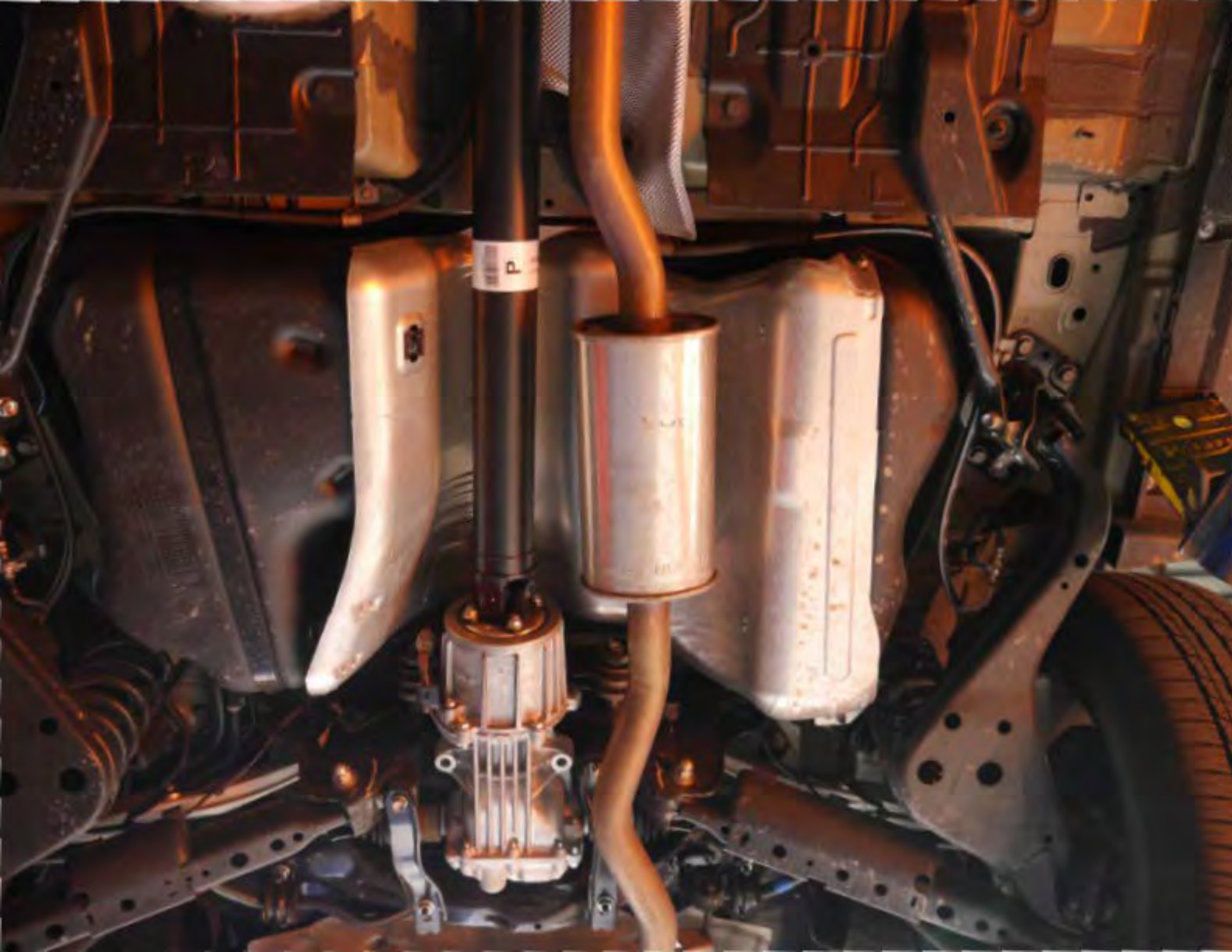















NISSAN


3:16 PM
64°F
Average Speed
0 MPH
OK = Reset
318 MI
13603 miles
RPM x1000
0
1
2
3
4
5
6
7
8
C
H
20
40
60
80
100
120
140

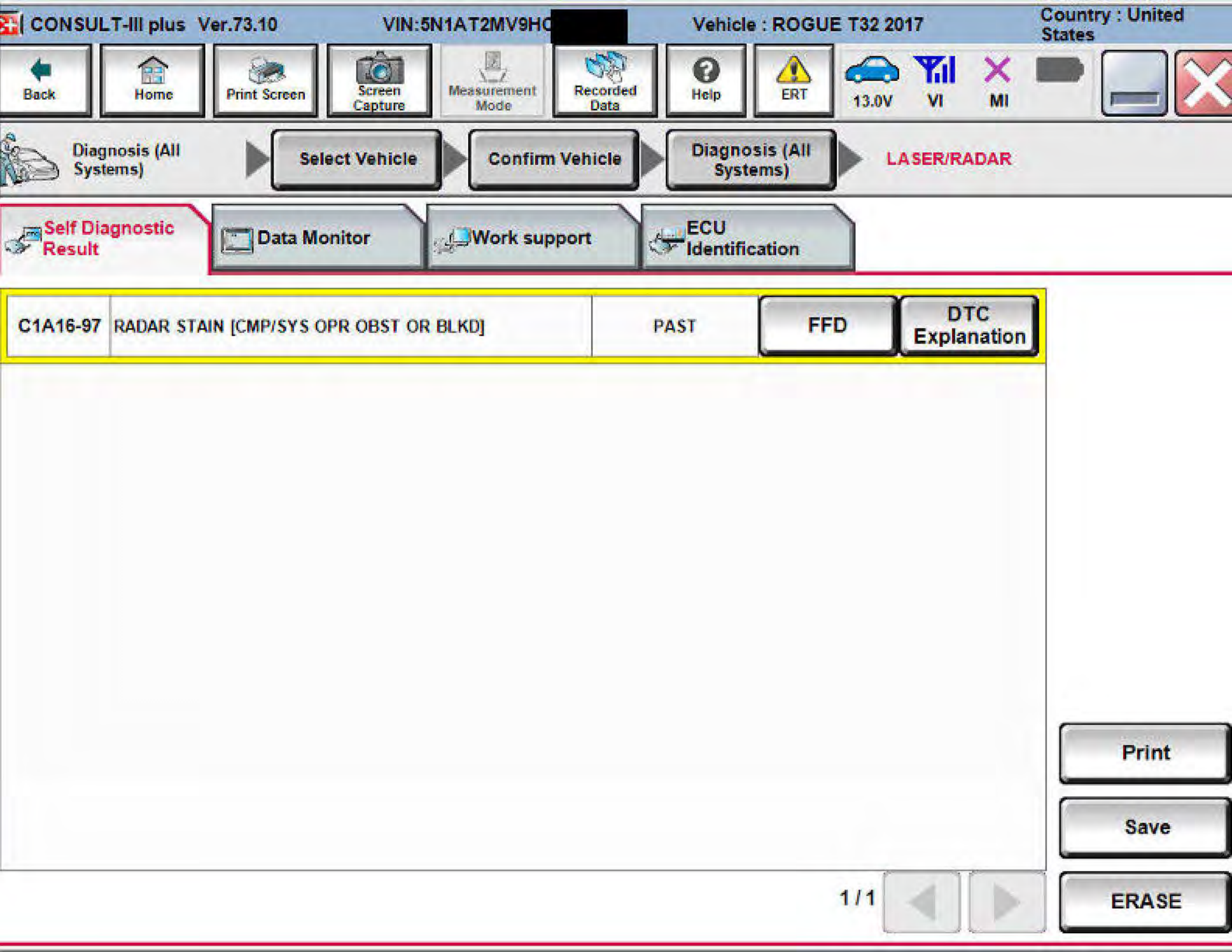

3:16 PM
64°F
Settings
Driver Assistance
Clock
Meter Settings
Vehicle Settings
Maintenance
Alarm
P
318
13603
20
40
60
80
100
120
140
MPH
0
1/2

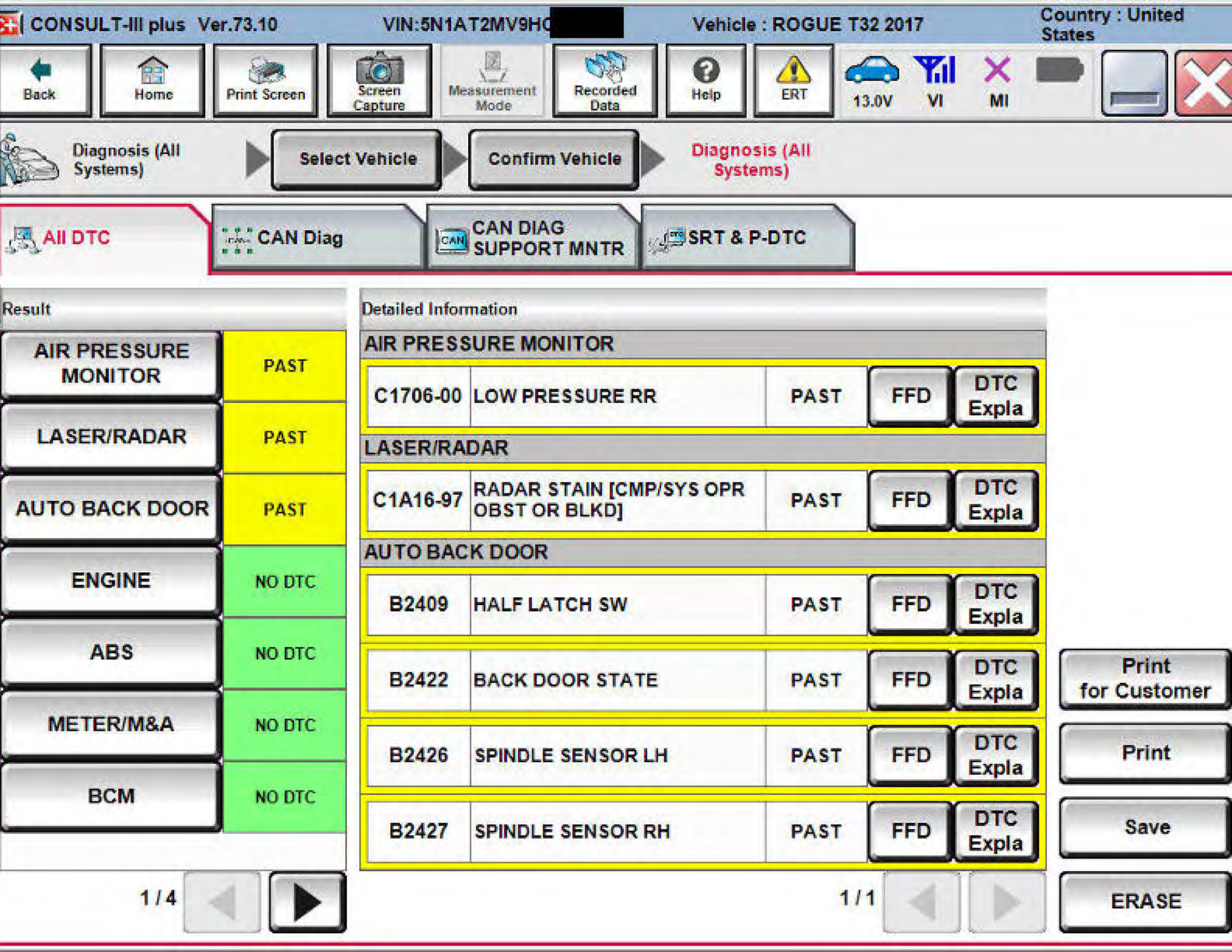

3:16 PM
64°F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
318
13603
20
40
60
80
100
120
140

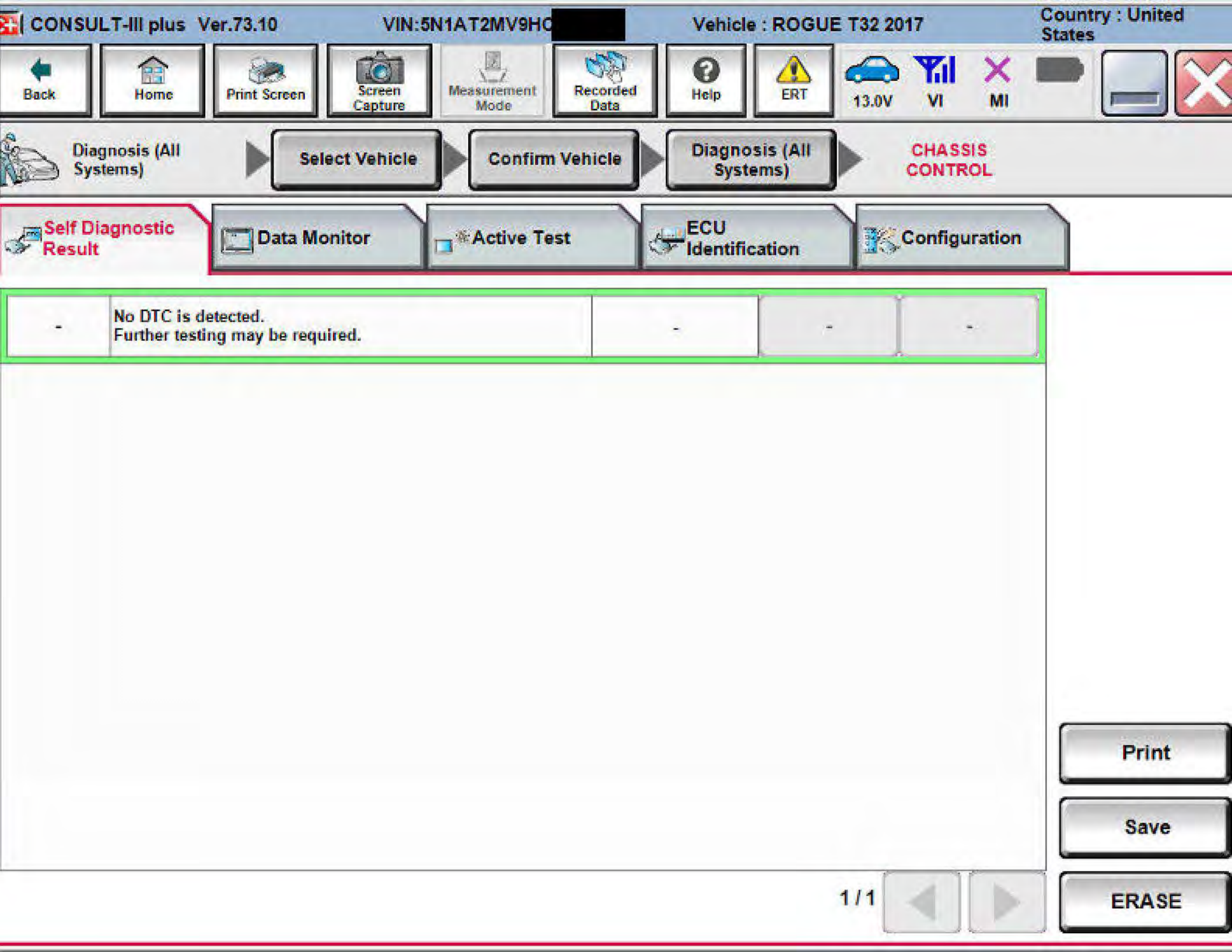

3:16 PM
64°F
Driving Aids
Emergency Brake
Blind Spot
P
318
13603
MPH
20
40
60
80
100
120
140
0
1/2

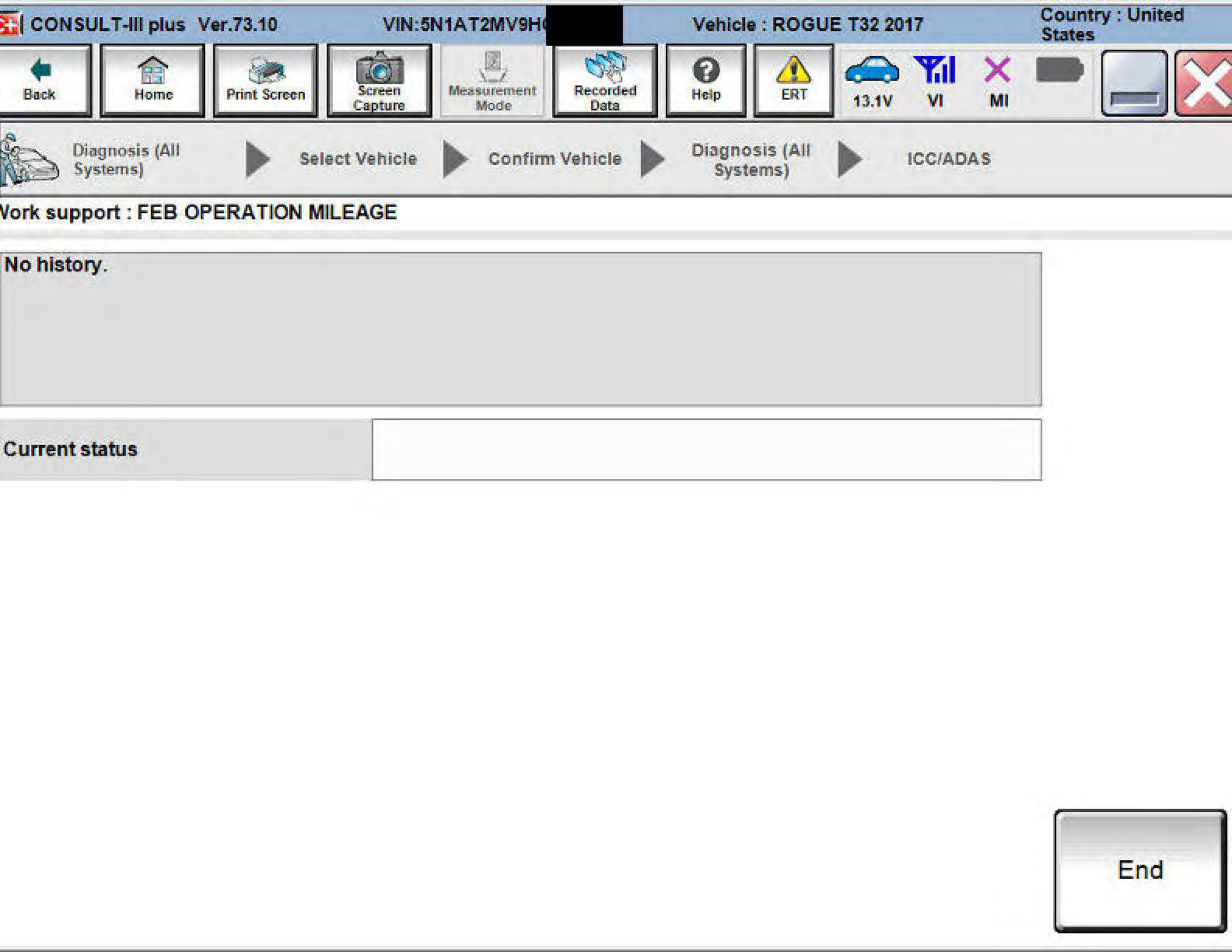

3:16 PM
64°F
Parking Aids
Moving Object
Cross Traffic
P
318
13603
20
40
60
80
100
120
140
MPH
0
1/2
1

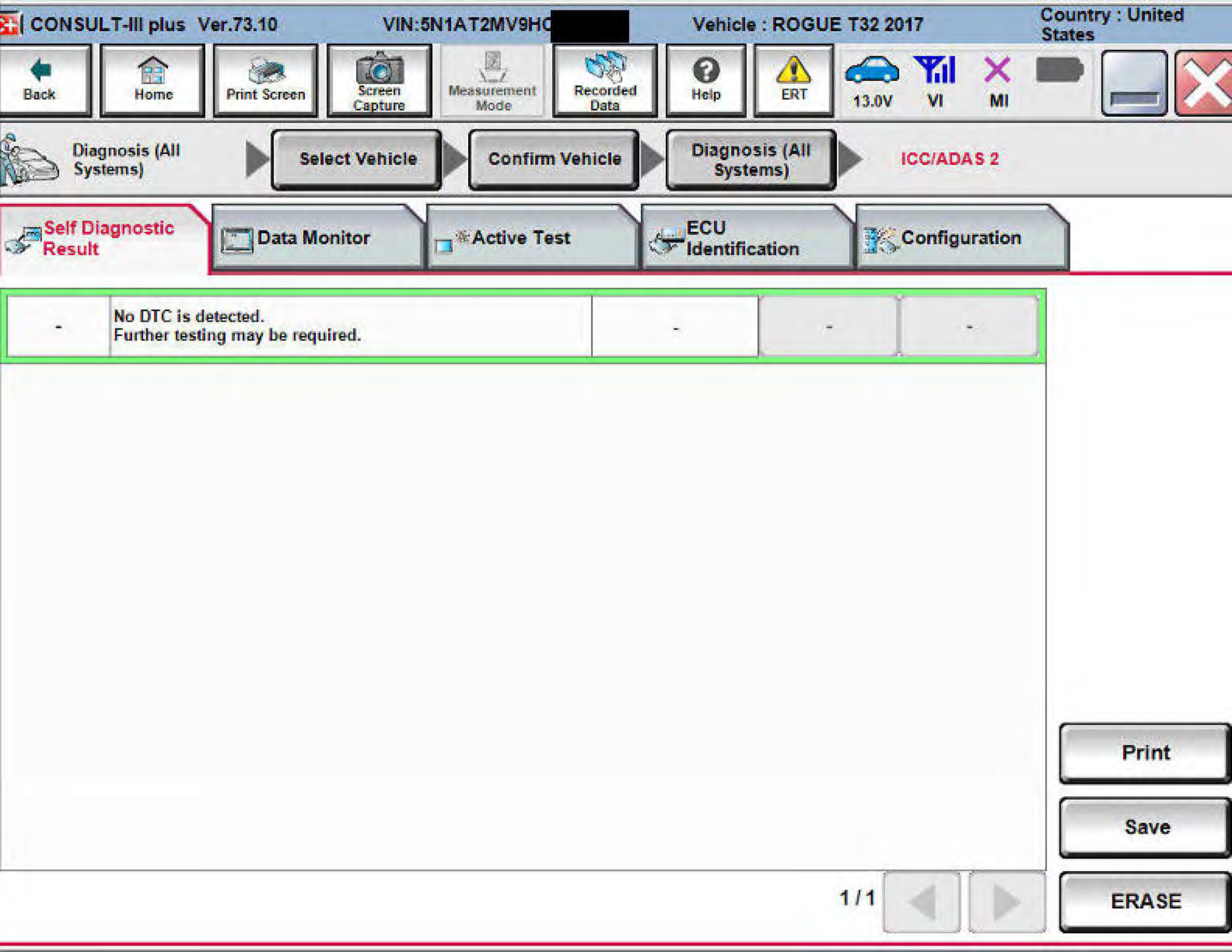

3:16 PM
64°F
Chassis Control
Trace Control
Engine Brake
P
318
13603
20
40
60
80
100
120
140
MPH
0

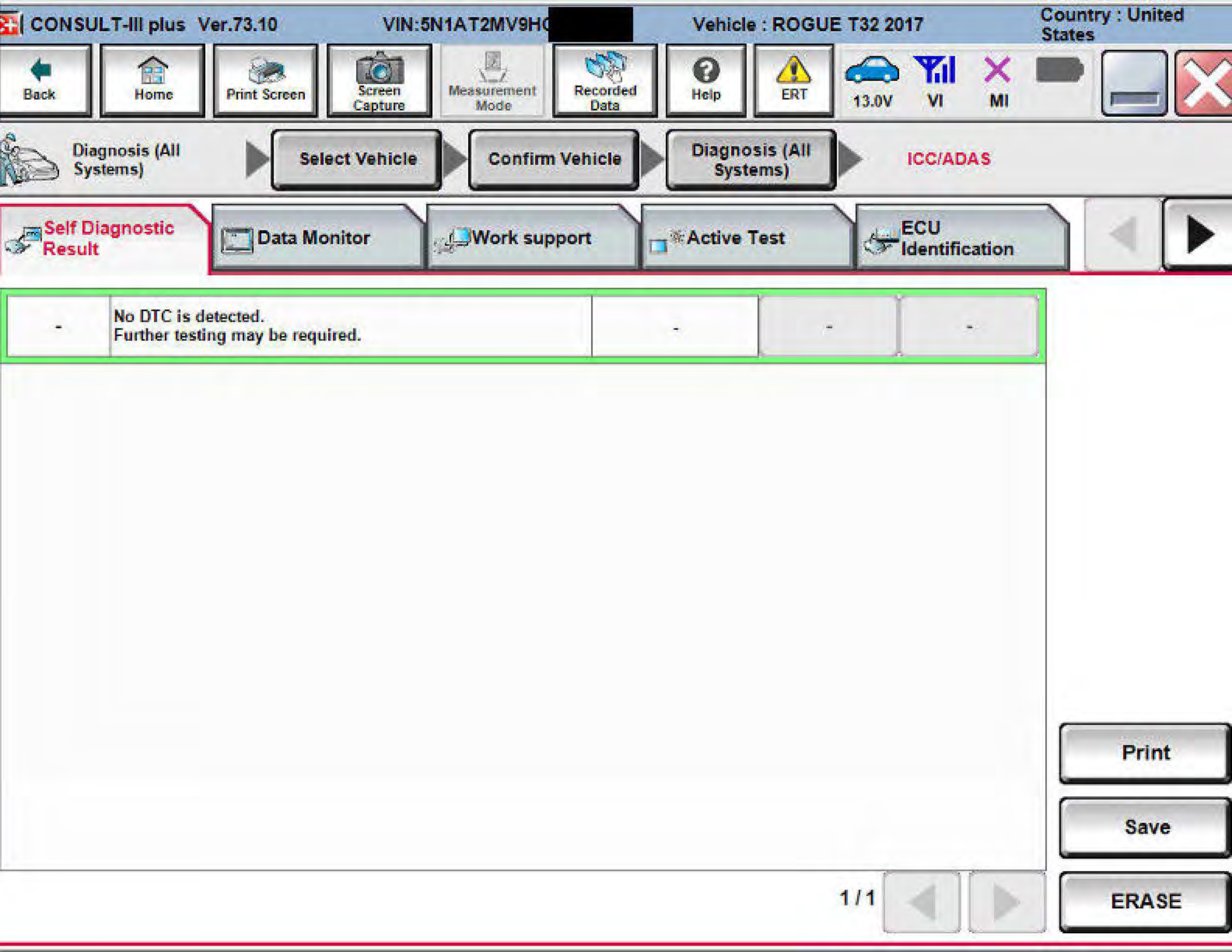

CONSULT-III plus Ver.73.10
VIN:5N1AT2MV9HC
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
LASER/RADAR
Self Diagnostic Result
Data Monitor
Work support
ECU Identification
C1A16-97
RADAR STAIN [CMP/SYS OPR OBST OR BLKD]
PAST
FFD
DTC Explanation
Print
Save
1 / 1
ERASE

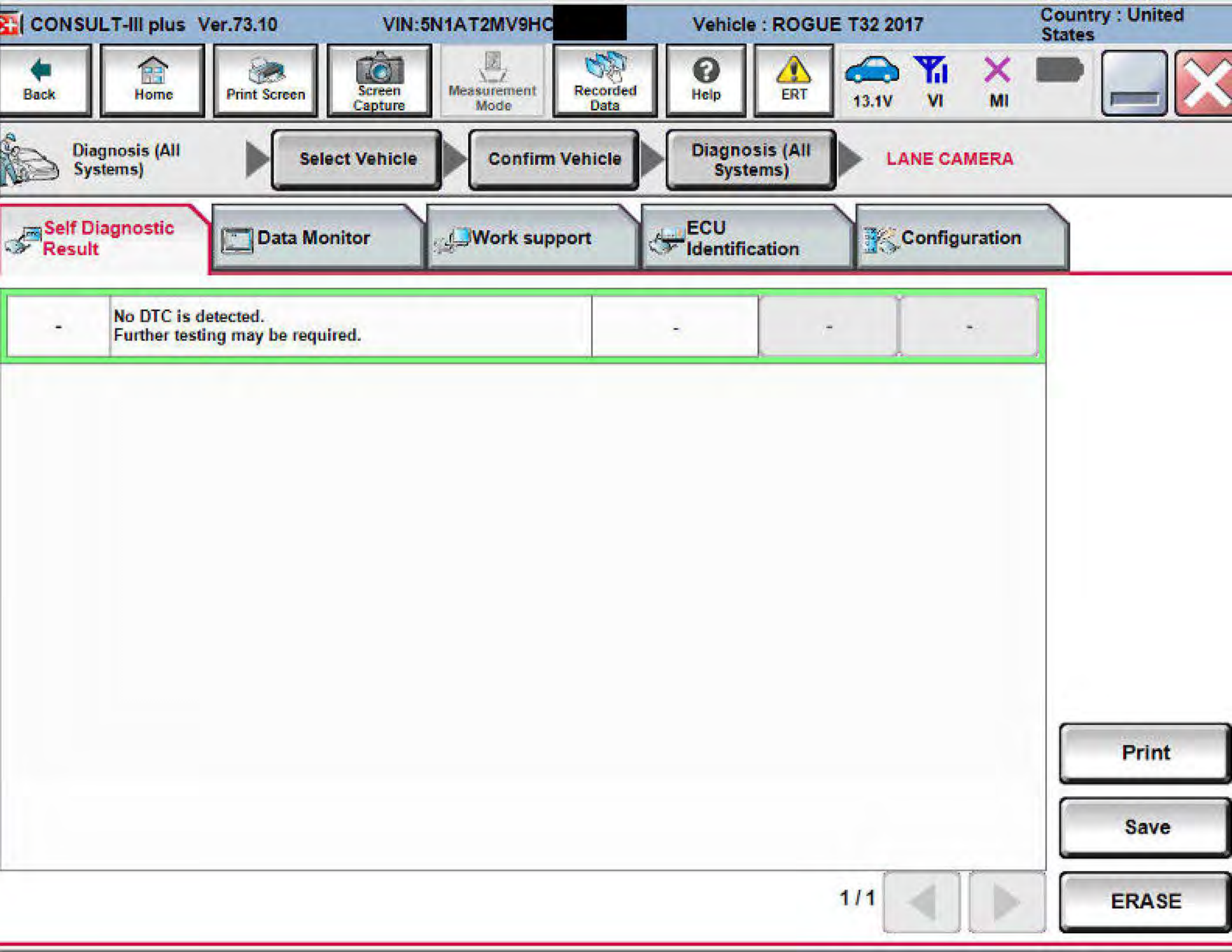

CONSULT-III plus Ver.73.10
VIN:5N1AT2MV9H[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
AIR PRESSURE MONITOR
PAST
LASER/RADAR
PAST
AUTO BACK DOOR
PAST
ENGINE
NO DTC
ABS
NO DTC
METER/M&A
NO DTC
BCM
NO DTC
1/4
Detailed Information
AIR PRESSURE MONITOR
C1706-00
LOW PRESSURE RR
PAST
FFD
DTC Expla
LASER/RADAR
C1A16-97
RADAR STAIN [CMP/SYS OPR OBST OR BLKD]
PAST
FFD
DTC Expla
AUTO BACK DOOR
B2409
HALF LATCH SW
PAST
FFD
DTC Expla
B2422
BACK DOOR STATE
PAST
FFD
DTC Expla
B2426
SPINDLE SENSOR LH
PAST
FFD
DTC Expla
B2427
SPINDLE SENSOR RH
PAST
FFD
DTC Expla
1/1
Print for Customer
Print
Save
ERASE


CONSULT-III plus Ver.73.10
VIN:5N1AT2MV9HC
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)
CHASSIS CONTROL
Self Diagnostic Result
Data Monitor
Active Test
ECU Identification
Configuration
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
1 / 1
ERASE


CONSULT-III plus Ver.73.10
VIN:5N1AT2MV9H
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.1V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB OPERATION MILEAGE
No history.
Current status
End


CONSULT-III plus Ver.73.10
VIN:5N1AT2MV9HC
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)
ICC/ADAS 2
Self Diagnostic Result
Data Monitor
Active Test
ECU Identification
Configuration
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
1 / 1
ERASE


CONSULT-III plus Ver.73.10
VIN:5N1AT2MV9H[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)
ICC/ADAS
Self Diagnostic Result
Data Monitor
Work support
Active Test
ECU Identification
-
No DTC is detected.
Further testing may be required.
-
-
-
1 / 1
Print
Save
ERASE


CONSULT-III plus Ver.73.10
VIN:5N1AT2MV9HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.1V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
LANE CAMERA
Self Diagnostic Result
Data Monitor
Work support
ECU Identification
Configuration
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
1 / 1
ERASE

DP19-001

NISSAN

5/15/2019

ATTACHMENT B

REQUEST NUMBER 2 DOCUMENTS

FIELD REPORTS



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	5N1AT2MV6HC[redacted]
User	KEVIN D. MACKAY
Case Number	[redacted]
EDR Data Imaging Date	12/04/2017
Crash Date	10/31/2017
Filename	5N1AT2MV6HC[redacted]_ACM.CDRX
Saved on	Monday, December 4 2017 at 10:57:11
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 inh bited). "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
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      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 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
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      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 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 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
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      7F 7F

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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.

NISSAN

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

Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [17] | Case Categorizations [0] | Emails [1] | Calls [0] | Open Activities [3] | Activity History [2] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | DTS Field Inspections [1] | Attachments [0] | Case History [25]

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	[redacted]	Case Number	[redacted]
Account Name		Case Owner Email	
Contact Email		Case Owner Location	
Home Phone		Case Owner	
Executive Referral		Status	Open
Exec-Received-Date		Type	CA
Letter Sent Date		Case Origin	Phone
Letter Received Date		Date/Time Opened	11/2/2017 5:27 PM
Follow Up Date	12/19/2017	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	SMITHTOWN NISSAN
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	865	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	5N1AT2MV6H[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	29417	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	SMITHTOWN NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	07	Dealer Instructions	
Shared With		Requested Dealer Action	

Bluetooth

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

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
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?	IN - Information	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?	National (CRR and RCAS)
How was the action taken?	Telephone
What action was taken?	8F Provided Vehicle Information

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: 5N1AT2MV6HC[redacted]

Agent Comments

Agent Comments	IIR has been submitted for C with FEB system.		
Created By	Earl (Chase) Comell, 11/2/2017 5:27 PM	Root Cause Code	SCIN
Last Modified By	DeHenry Kidd, 12/8/2017 7:53 AM	Root Cause Code (2)	
Legacy Case Number		Action Code	NT8F
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 Public		**Created By: DeHenry Kidd (12/8/2017 7:53 AM)** Arbs-DK received an email from DTS stating that the inspection is completed. Arbs is now waiting on a decision from PL.
Make Public		**Created By: DeHenry Kidd (11/30/2017 4:10 PM)** [redacted] Arbs called customer at 410pm to remind customer that the DTS inspection is set for 12/4 at 10am EST
Make Public		**Created By: DeHenry Kidd (11/15/2017 3:12 PM)** Arbs called customer and call the dealer to let them know the DTS inspection date is set for 12/4 at 10am arbs did call the dealer to let them know customer can be placed in a loaner vehicle.
Make Public		**Created By: DeHenry Kidd (11/15/2017 10:54 AM)** [redacted] Arbs-DK called customer at 1053am no answer was made. Arbs left a message stating name and number for c to call Arbs back at [redacted] call ended
Make Public		**Created By: DeHenry Kidd (11/13/2017 3:30 PM)** Arbs has requested DTS inspection on customer vehicle arbs is waiting on date and time
Make Public		**Created By: DeHenry Kidd (11/13/2017 3:24 PM)** Verified Name Address Phone# VIN Mileage Responsible Dealer Checked for open Recalls/Campaigns: None

		Customer stated there were three incidents the first two times the car made a noise as the customer was driving over railroad tracks. The Third time the customer stated that the brake system engaged on its own as the customer car was sitting on top of the railroad tracks and the customer was unable to move the vehicle for about 5 minutes. Customer stated that when it goes over a railroad it start beeping and this happen two days ag. Customer stated this experience terrified them and they are afraid this will happen again.
Make Public		**Created By: DeHenry Kidd (11/13/2017 2:47 PM)** [redacted] Arbs-DK called customer at 247pm no answer was made. Arbs left a message stating name and number for c to call Arbs back at [redacted] call ended
Make Public		**Created By: DeHenry Kidd (11/13/2017 2:45 PM)** Arbs received a voicemail from customer, arbs will back out to customer.
Make Public		**Created By: DeHenry Kidd (11/9/2017 10:27 AM)** [redacted] Arbs-DK called customer at 1027am no answer was made. Arbs left a message stating name and number for c to call Arbs back at [redacted] call ended
Make Public		**Created By: DeHenry Kidd (11/7/2017 9:13 AM)** [redacted] Arbs-DK called customer at 913am no answer was made. Arbs left a message stating name and number for c to call Arbs back at [redacted] call ended.
Make Public		**Created By: Samantha Dixon (11/6/2017 11:10 AM)** IIR rejected- In the Quick Description or Summary of Incident on the IIR probe the allegation of defect is not clear on what the customer is alleging failed on the veh. Please correct and resubmit.
Make Public		**Created By: Samantha Dixon (11/6/2017 7:15 AM)** C requesting assistance with forward emergency braking system.
Make Private	✓	**Created By: Kyra Walton (11/3/2017 4:12 PM)** RCAS-KW sent C an email with RCAS-KW contact information.
Make Private	✓	**Created By: Kyra Walton (11/3/2017 3:47 PM)** RCAS-KW placed outbound call to C on [redacted]. RCAS-KW VERIFIED C's name, home & email address, concern, phone RCAS-KW ADVISED "This call may be recorded for quality and training purposes." RCAS-KW CHECKED for open recalls/campaigns and found: 0 RCAS-KW CHECKED for previous UNRELATED Case(s) and found: 0 RCAS-KW CHECKED previous RELATED Case(s) and found: 0 RCAS-KW advised that RCAS-KW is C's case manager and point of contact for C. RCAS-KW asked was C have concerns with brakes locking up. C understood. C stated that happened 3 times. C stated the 3rd time it stopped and the first time it just made a noise. C stated C is driving right now. RCAS-KW apologized to C. RCAS-KW asked C IIR questions on incident. RCAS-KW informed C that IIR does take 3 business days for someone to be in contact with C. C understood. C stated C just wants to be safe. RCAS-KW understood and apologized to C. RCAS-KW asked C is C requesting a buyback of VEH. C understood. C stated C just wants VEH fixed and to be safe to drive. C stated can C request a time frame to be called. C stated C would be available to call after 3:30 Eastern time. C stated if it happens again what does C do again. RCAS-KW understood and explained that RCAS-KW will send C an email with RCAS-KW number in the meantime for C to call. RCAS-KW informed C that if this happens again C can take VEH back to DLR for further assistance. C understood. C thanked RCAS-KW for calling. RCAS-KW understood and thanked C. Call Ended Mutually.
Make Private	✓	**Created By: Kyra Walton (11/3/2017 11:41 AM)** RCAS-KW spoke to SM-Mike at Smithtown Nissan. SM-Mike stated that C's concern is with the Forward Emergency Braking System. SM-Mike stated that SM has been in contact with DTS on this one and these issues are happening with many new Nissan Rogues. SM-Mike stated that SM has driven another VEH with this concern and it just stopped on the railroad tracks while SM was in VEH with the DTS. SM stated SM has driven C's VEH and it did not stop on the railroad track that C stated when SM drove it, but that is not to say this is not happening. SM stated SM has seen VEHs repurchased for this and does not blame C for wanting a repurchase for this. RCAS-KW understood and asked SM RHR questions: • How many times has the customer's vehicle been to the dealer/retailer for repairs? One time for this concern. • What repairs were performed? None were performed as the DLR could not duplicate the concern. • Are there currently any OPEN ROs? Just warranty, but no open ROs by the DLR. • Is the vehicle currently at the dealership? C already picked up VEH. • How many days has the vehicle been kept out of service at your dealer for repairs? Just a day. • Has TECH LINE been involved? Yes • Has a Dealer Technical Specialist (DTS) been involved? Yes.
Make Public		**Created By: Earl (Chase) Cornell (11/2/2017 5:34 PM)** ****** [CASE SUMMARY] ****** C Concern: Buy Back/Lemon Law CRR-EC sending case to RCAS for follow up
Make Public		**Created By: Earl (Chase) Cornell (11/2/2017 5:33 PM)** CRR-EC <VERIFIED> Account Info including: C's name, home & email address, phone# CRR-EC VERIFIED VEH Info including: VIN#, Current Mileage CRR-EC checked for related cases: 0 CRR-EC checked for unrelated cases: 0 CRR-EC checked for Open Campaigns: 0

C stated 3 Weeks old new Nissan Rogue brakes are locking up after C goes over railroad tracks.
C stated DLR is not able to duplicate
C stated Railroad on [redacted] is what is causing
C stated It makes a noise and C got stuck on the tracks for a few seconds

CRR-EC asked C what C would like to request from Nissan

C stated C does not feel safe

CRR-EC advised C of RCAS follow up timeframe
CRR-EC Asked C if there is anything else I can assist with or document

C Stated No

CRR-EC Provided C with Case#: [redacted]
C Best Contact#: [redacted]
CRR-EC Provided C with Name and Agent ID [redacted]
Call Ended Mutually

Case Categorizations

New Case Categorization | Case Categorizations Help

No records to display

Emails

Send an Email | Emails Help

Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	Sent	Your inquiry to Nissan [ref[redacted]] *11/3/2017 Case[redacted] VIN #5N1AT2MV6H[redacted] Dear[redacted]...*	[redacted]	11/3/2017 4:11 PM

Calls

New CA Call | Calls Help

No records to display

Open Activities

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

Action	Subject	Status	Type	Task	Name	Due Date	Priority	Assigned To
Edit | Cls	IIR	Not Started		✓	[redacted]	11/7/2017	N/A	DeHenry Kidd
Edit | Cls	DTS Request[redacted] SMITHTOWN NISSAN	Not Started		✓		11/15/2017	Normal	Kevin MacKay
Edit | Cls	DTS Follow Up[redacted]: SMITHTOWN NISSAN	Not Started		✓		11/15/2017	High	DeHenry Kidd

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	Follow Up Action Required- IIR Rejected			11/6/2017	DeHenry Kidd		Complete	11/6/2017 11:13 AM
Edit | Del	Email: Your inquiry to Nissan [[redacted]		[redacted]	11/3/2017	Kyra Walton		Complete	11/3/2017 4:11 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	Kyra Walton, 11/3/2017 3:42 PM	11/3/2017			5N1AT2MV6H[redacted]	

DTS Field Inspections

DTS Field Inspections Help

Action	Title	DTS Inspection Date	Owner First Name	Owner Last Name	Status
Edit	[redacted]	12/4/2017 10:00 AM	Kevin	MacKay	Completed

Attachments

Attach File | Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
12/8/2017 7:53 AM	DeHenry Kidd	Changed **Follow Up Date** from 12/11/2017 to **12/19/2017**.
11/30/2017 4:12 PM	DeHenry Kidd	Changed **Follow Up Date** from 12/1/2017 to **12/11/2017**.
11/15/2017 3:12 PM	DeHenry Kidd	Changed **Follow Up Date** from 11/15/2017 to **12/1/2017**.
11/13/2017 3:31 PM	DeHenry Kidd	Changed **Follow Up Date** from 11/13/2017 to **11/15/2017**.
11/9/2017 10:28 AM	DeHenry Kidd	Changed **Follow Up Date** from 11/9/2017 to **11/13/2017**.

11/7/2017 9:15 AM	DeHenry Kidd	Changed **Follow Up Date** from 11/7/2017 to **11/9/2017**.
11/7/2017 8:48 AM	DeHenry Kidd	Changed **Follow Up Date** from 11/8/2017 to **11/7/2017**.
11/6/2017 11:10 AM	Samantha Dixon	Changed **Case Owner** from Kyra Walton to **DeHenry Kidd**.
11/6/2017 11:10 AM	Samantha Dixon	Changed **Description**.
11/6/2017 7:15 AM	Samantha Dixon	Changed **Description**.
11/3/2017 3:47 PM	Kyra Walton	Deleted 11/2/2017 in **RHR Started**.
		Changed **Follow Up Date** from 11/3/2017 to **11/8/2017**.
		Changed **Description**.
11/3/2017 3:04 PM	Dezerick Frazier	Changed **Case Owner** from Dezerick Frazier to **Kyra Walton**.
11/3/2017 2:49 PM	Janisha Wilkerson	Changed **Case Owner** from Kyra Walton to **Dezerick Frazier**.
11/3/2017 12:38 PM	Janisha Wilkerson	Changed **Case Owner** from Markita Scott to **Kyra Walton**.
11/3/2017 11:35 AM	Kyra Walton	Changed **Case Owner** from Kyra Walton to **Markita Scott**.
11/2/2017 5:34 PM	Earl (Chase) Cornell	Changed **Escalated By ID** to **0050G000008WCZj**.
		Changed **Case Owner** from Earl (Chase) Cornell to **Kyra Walton**.
11/2/2017 5:31 PM	Earl (Chase) Cornell	Changed **RHR Started** to **11/2/2017**.
11/2/2017 5:27 PM	Earl (Chase) Cornell	Changed **Work Phone** to [redacted]
		Changed **Follow Up Date** from 11/2/2017 to **11/3/2017**.
		Changed **VIN** to **5N1AT2MV6H[redacted]**
		Changed **Subject** to **CUSTOMER:[redacted] PHONE:[redacted] VIN: 5N1AT2MV6H[redacted]**
		Created.

^ Back To Top

Always show me fewer / more records per related list

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10:22 AM
35°F
Settings
Driver Assistance
Clock
Meter Settings
Vehicle Settings
Maintenance
Alarm
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10:22 AM
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Driver Assistance
Driving Aids
Parking Aids
Chassis Control
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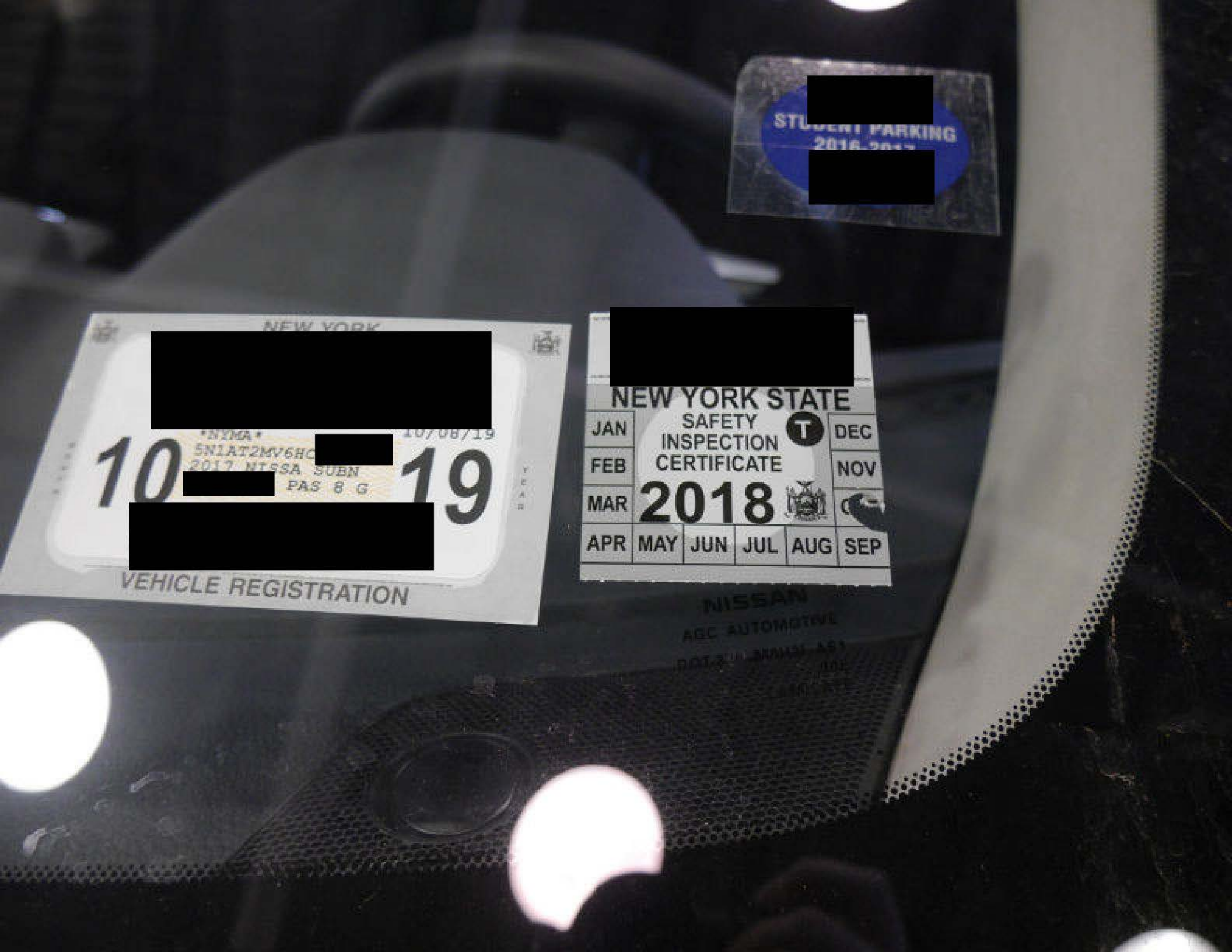

10:22 AM
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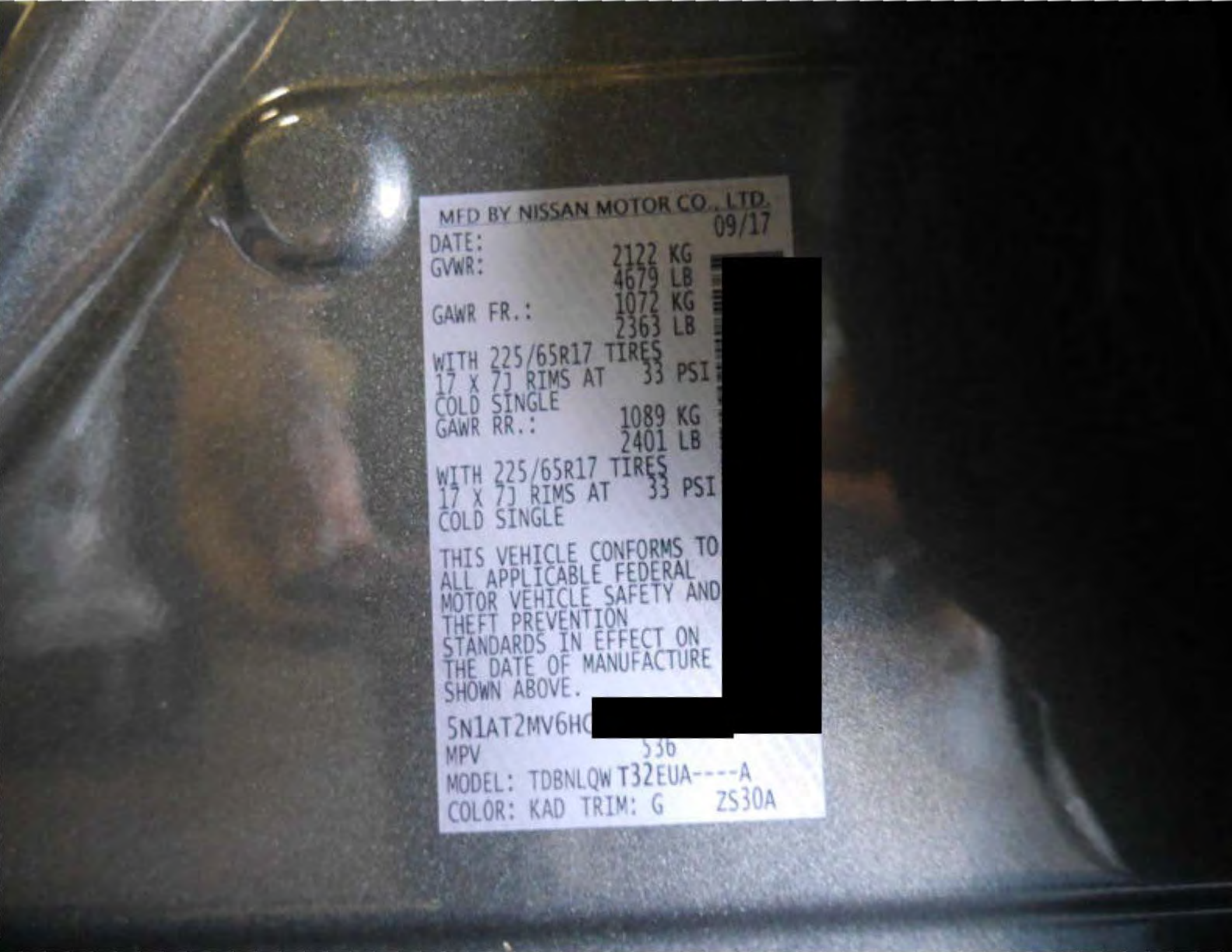

10:22 AM
35°F
Chassis Control
Trace Control
Engine Brake
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1870 miles
MPH
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11:24 AM
48 °F
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5N1AT2MV6HC


[redacted]
STUDENT PARKING
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NEW YORK
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10/08/19
5N1AT2MV6HC[redacted]
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[redacted]
VEHICLE REGISTRATION
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NEW YORK STATE
SAFETY
INSPECTION
CERTIFICATE
2018
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SEP
OCT
NOV
DEC
NISSAN


MFD BY NISSAN MOTOR CO., LTD.
09/17
DATE:
GVWR: 2122 KG
4679 LB
GAWR FR.: 1072 KG
2363 LB
WITH 225/65R17 TIRES
17 X 7J RIMS AT 33 PSI
COLD SINGLE
GAWR RR.: 1089 KG
2401 LB
WITH 225/65R17 TIRES
17 X 7J RIMS AT 33 PSI
COLD SINGLE
THIS VEHICLE CONFORMS TO
ALL APPLICABLE FEDERAL
MOTOR VEHICLE SAFETY AND
THEFT PREVENTION
STANDARDS IN EFFECT ON
THE DATE OF MANUFACTURE
SHOWN ABOVE.
5N1AT2MV6HC
MPV 536
MODEL: TDBNLQW T32EUA----A
COLOR: KAD TRIM: G ZS30A


10:06 AM
35°F
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MPH
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NISSAN






ROGUE


SMITHTOWN
ROGUE
AWD




EXIT



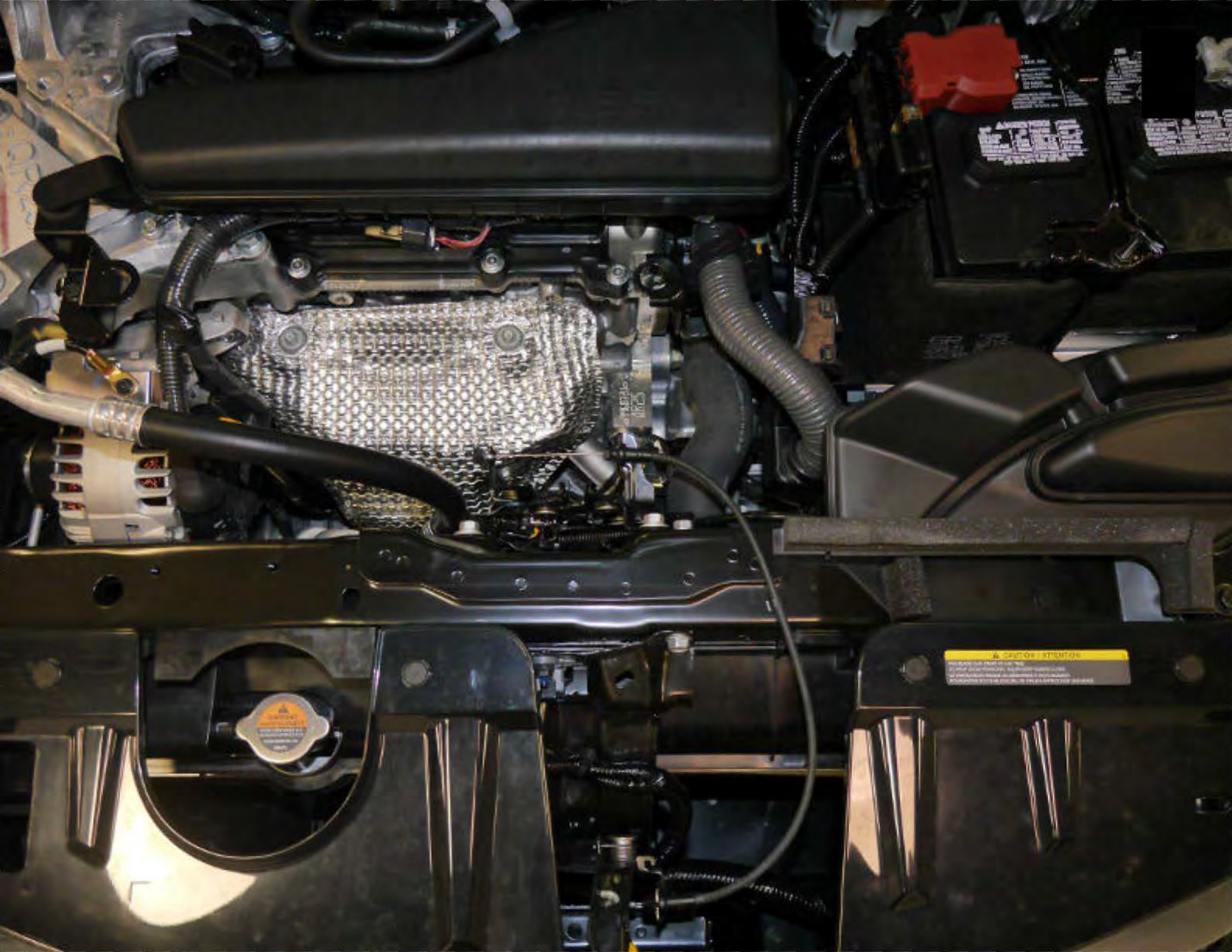



















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NISSAN


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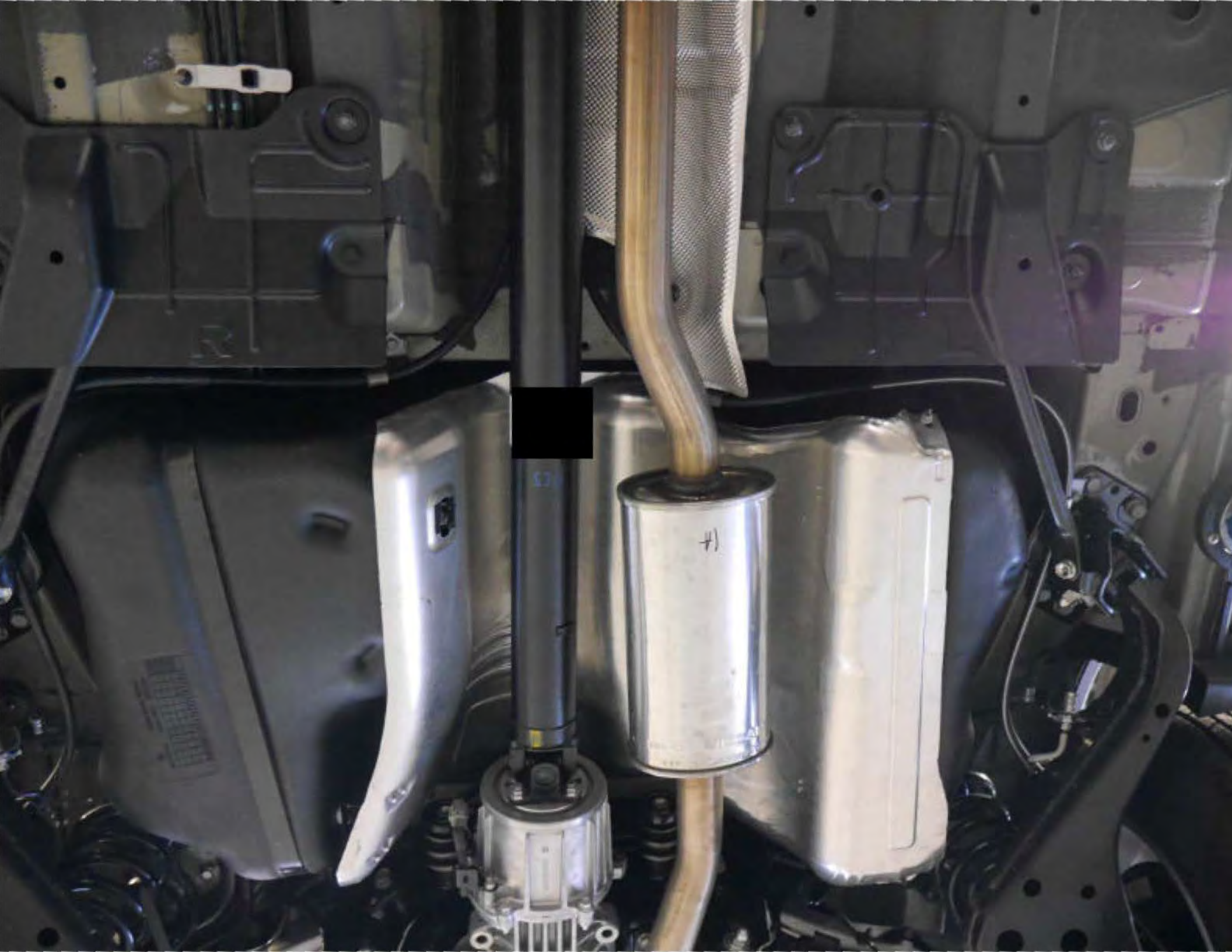



















ROGUE






CVS




ROGUE






Pharmacy







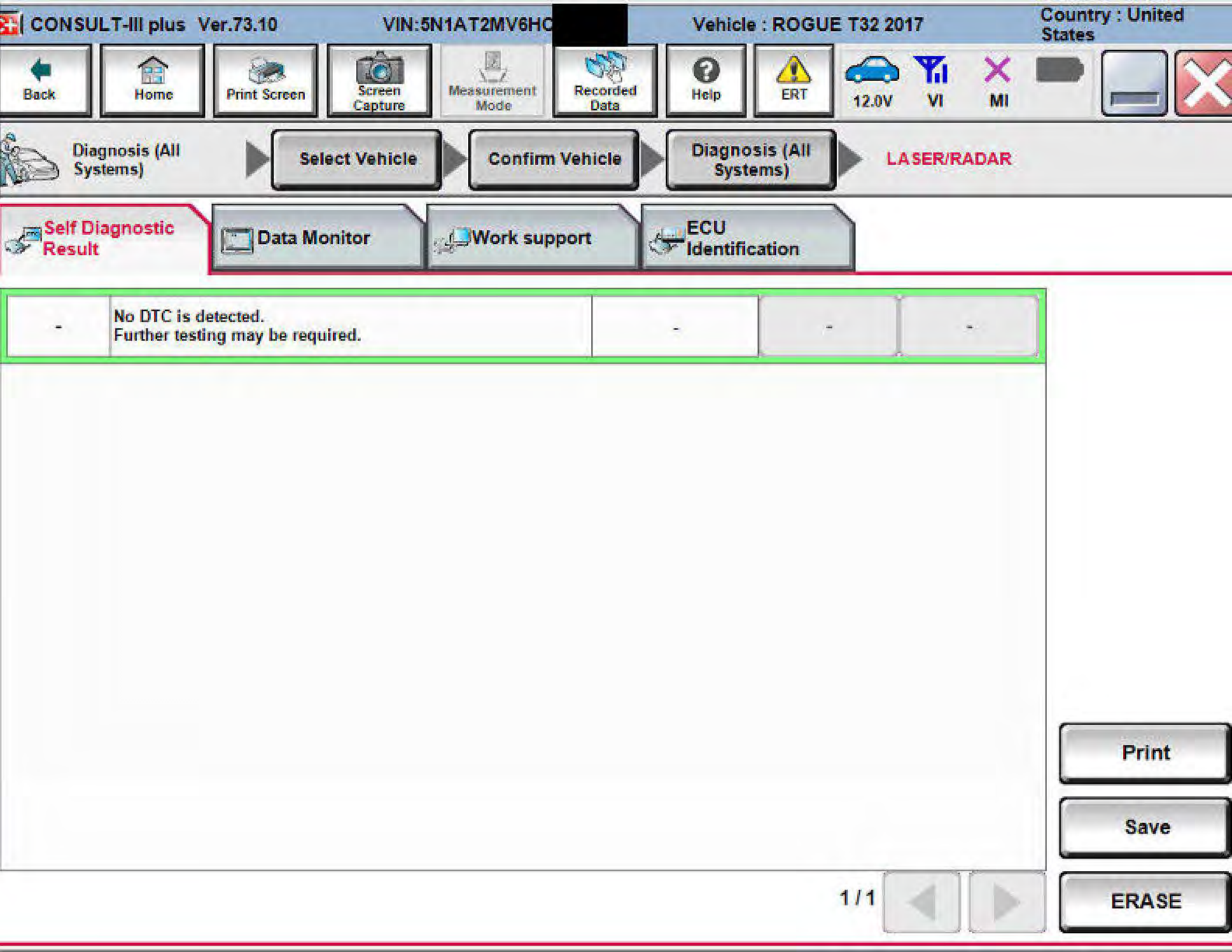


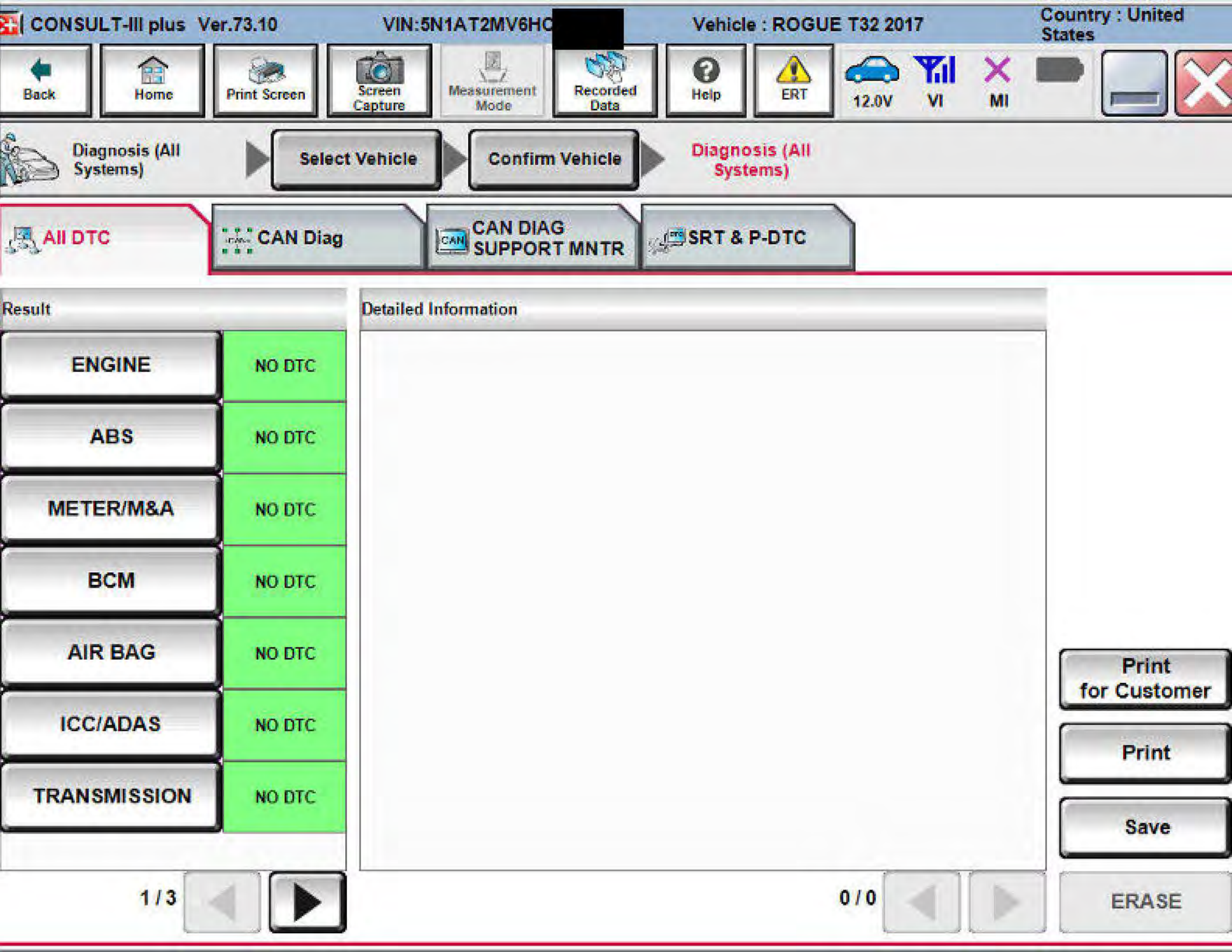


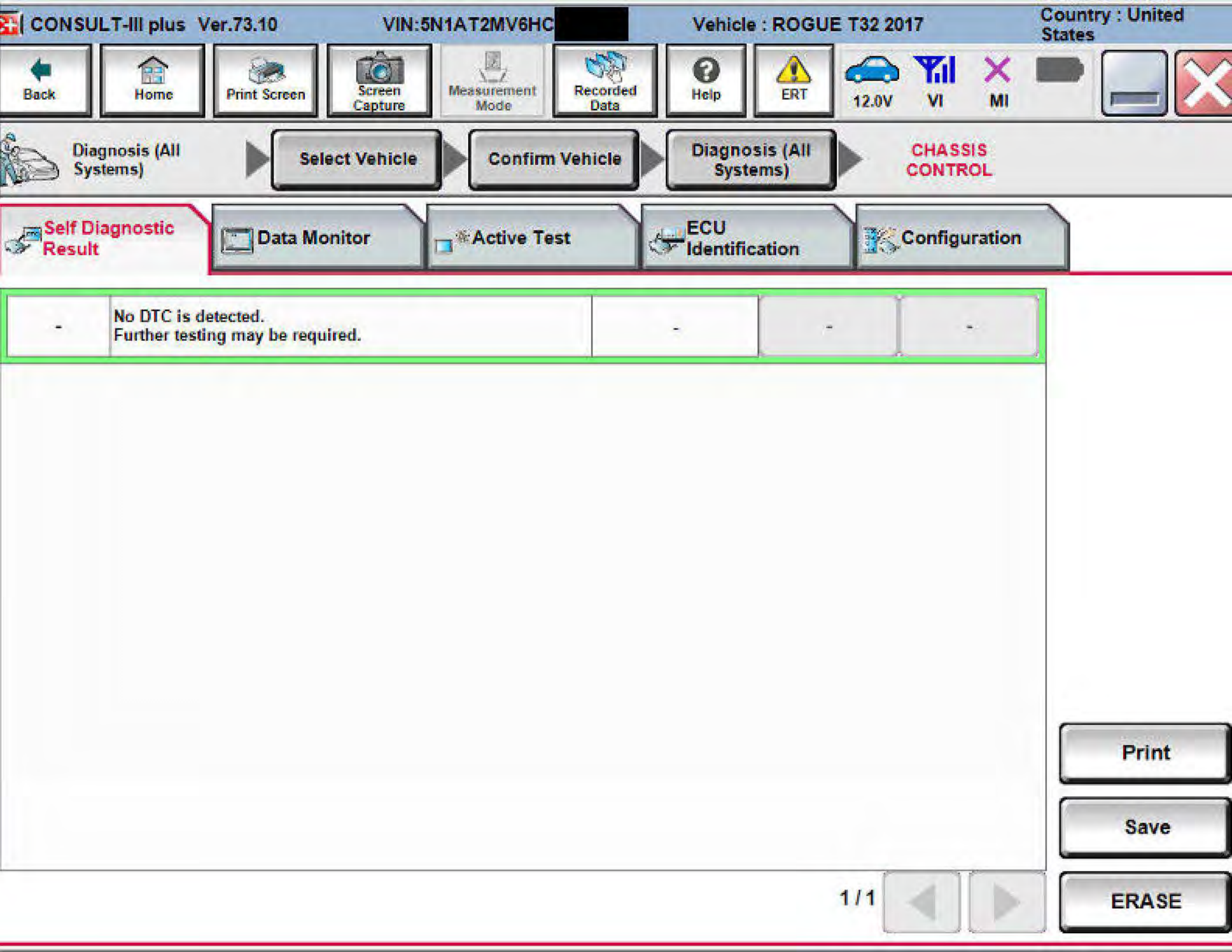


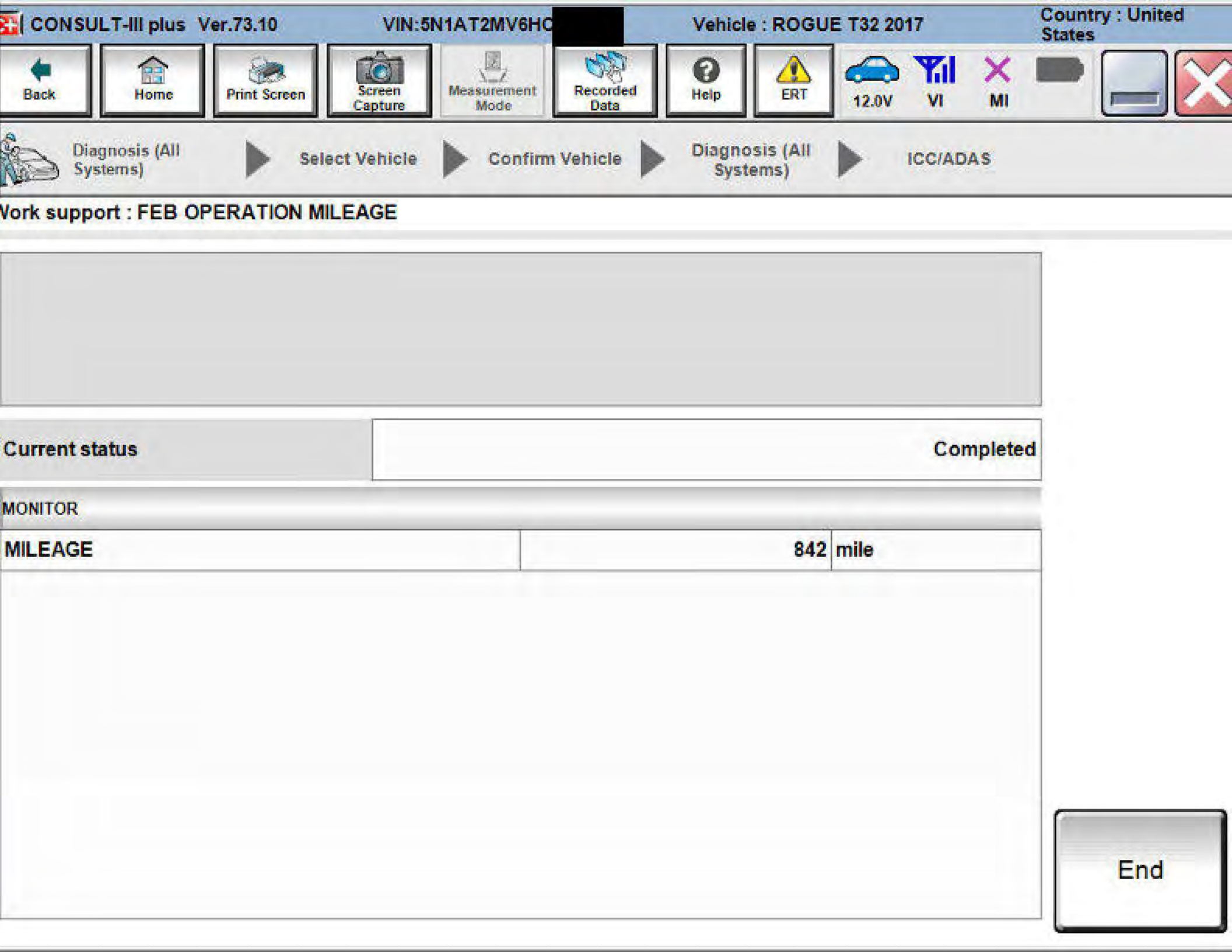


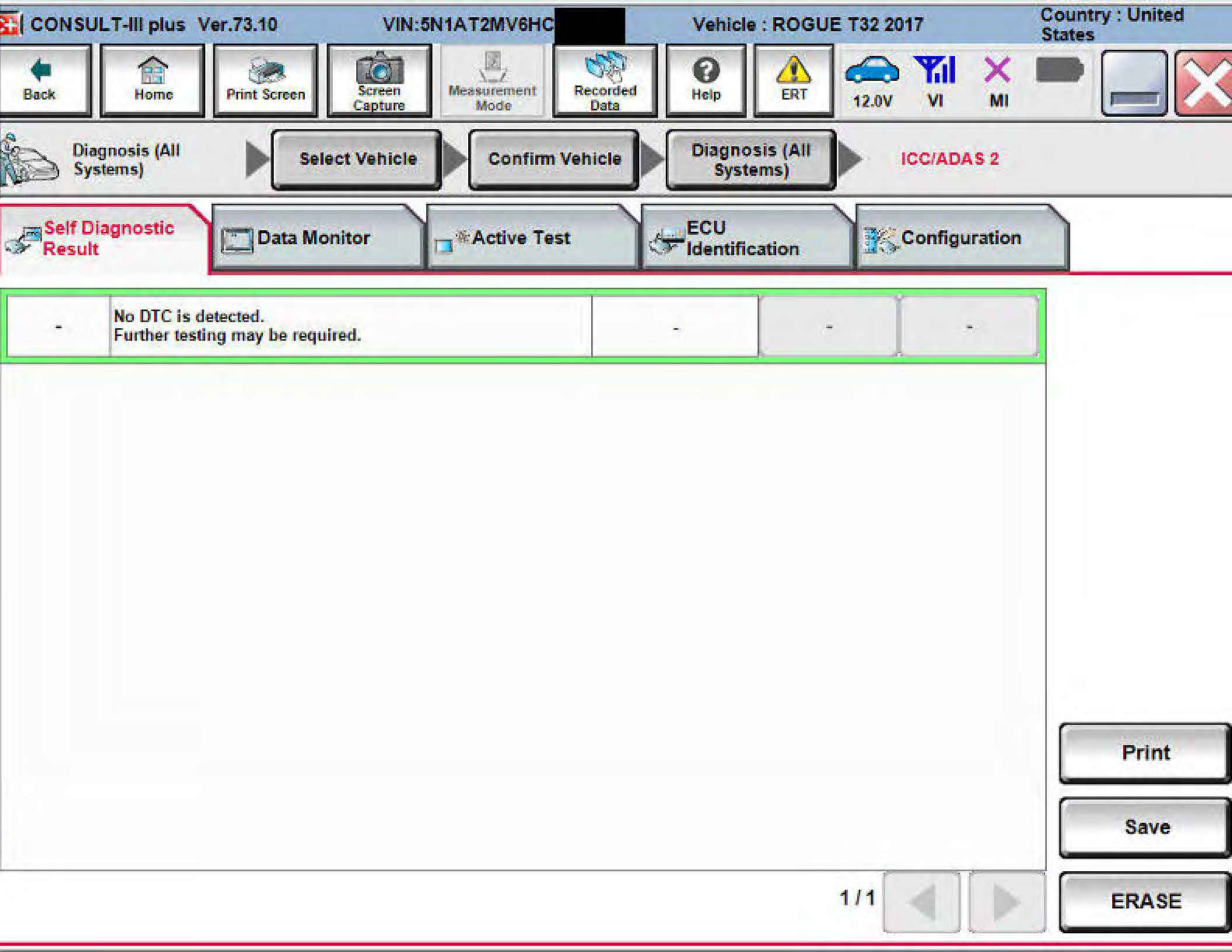


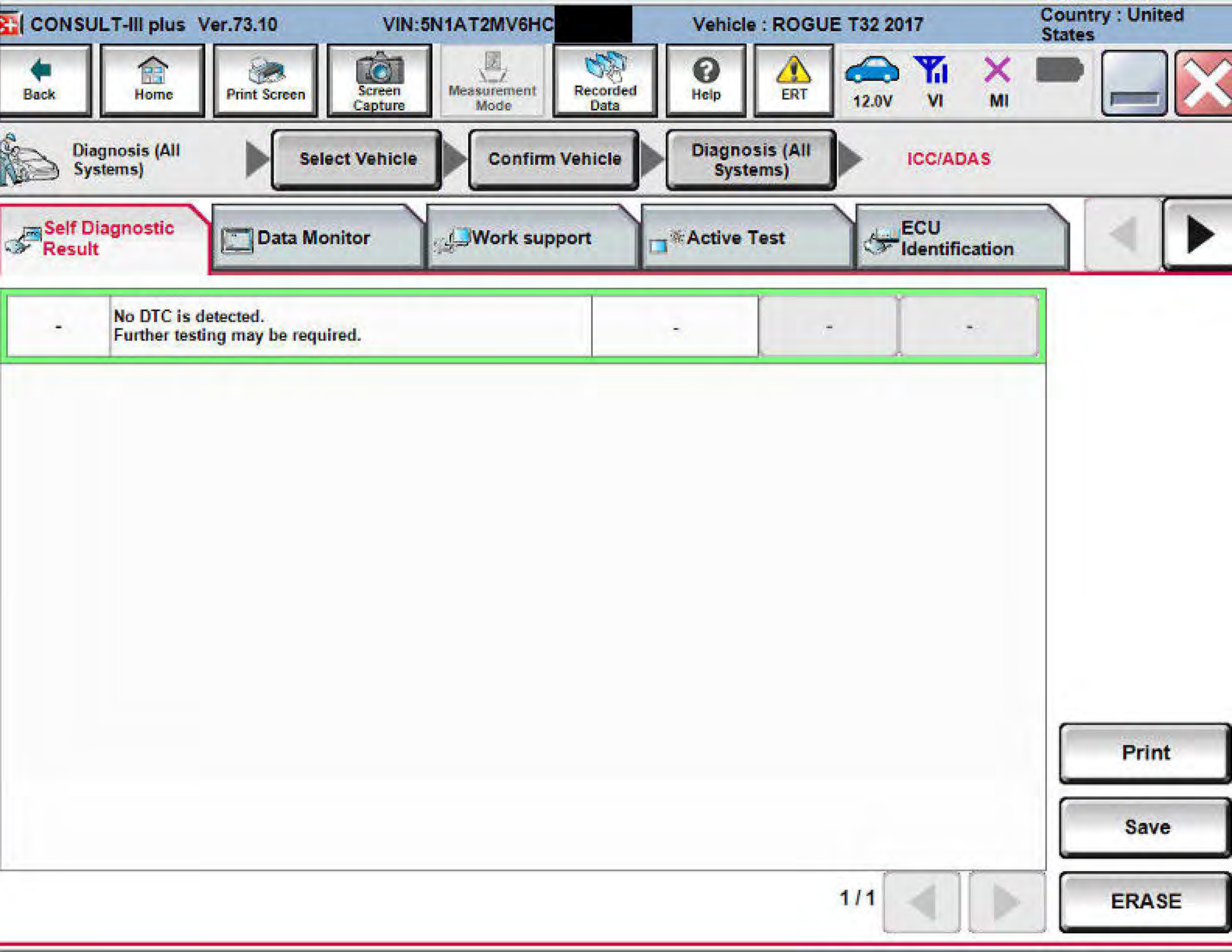

CONSULT-III plus Ver.73.10
VIN:5N1AT2MV6HC
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
LASER/RADAR
Self Diagnostic Result
Data Monitor
Work support
ECU Identification
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
1 / 1
ERASE


CONSULT-III plus Ver.73.10
VIN:5N1AT2MV6HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
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ABS
NO DTC
METER/M&A
NO DTC
BCM
NO DTC
AIR BAG
NO DTC
ICC/ADAS
NO DTC
TRANSMISSION
NO DTC
1 / 3
0 / 0
Print for Customer
Print
Save
ERASE


CONSULT-III plus Ver.73.10
VIN:5N1AT2MV6HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
CHASSIS CONTROL
Self Diagnostic Result
Data Monitor
Active Test
ECU Identification
Configuration
-
No DTC is detected.
Further testing may be required.
-
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Print
Save
1 / 1
ERASE


CONSULT-III plus Ver.73.10
VIN:5N1AT2MV6HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB OPERATION MILEAGE
Current status
Completed
MONITOR
MILEAGE
842
mile
End


CONSULT-III plus Ver.73.10
VIN:5N1AT2MV6HC
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
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12.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS 2
Self Diagnostic Result
Data Monitor
Active Test
ECU Identification
Configuration
-
No DTC is detected.
Further testing may be required.
-
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-
Print
Save
1 / 1
ERASE


CONSULT-III plus Ver.73.10
VIN:5N1AT2MV6HC
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.0V
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MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Self Diagnostic Result
Data Monitor
Work support
Active Test
ECU Identification
-
No DTC is detected.
Further testing may be required.
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1 / 1
Print
Save
ERASE

NISSAN

Search... Search Samaritan Potter Help & Training CA

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

Vehicle
5N1AT2MV6HC[redacted]

Customize Page | Printable View | Help for this Page

Vehicle Campaigns [0] | Warranty Cases [1] | Cases [1] | Service History [6] | Vehicle Service Contracts [0] | Vehicle History [1] | DTS Field Inspections [1]

Vehicle Detail

VIN	5N1AT2MV6HC[redacted]		
Last Modified By	NNAETL, 12/8/2017 11:12 AM	Branded Title	
Created By	NNAETL, 9/16/2017 6:58 PM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage	865	MSRP	$28,505
Latest Recorded Mileage Units	M		
In Service Date	10/9/2017		

Manufacturing Data

Make/Model	2017 NISSAN ROGUE	Manufacturer Date	9/14/2017
Model Year	2017	Plant Name	Smyrna (NMM)
Make	NISSAN	PDI Date	
Model Line	ROGUE	Country Code	USA
Model Code	29417	US Specification Indicator	Y
Body Style Type	WAGON 4 DOOR	Emissions Type	50 STATE
Exterior Color	GUN METALLIC	Emissions Certification	
Cylinders		Open Recall	
Transmission Type	CVT	Head Unit	
Model Series		Model Line Code	RGE
Factory Installed Options	B92B93C03L92Z86		
Factory Installed Options Descriptions	B92 (SPLASH GUARDS), B93 (CHROME REAR BUMPER PROTECTOR), C03 (50 STATE EMISSIONS), L92 (FLOOR MATS (2-PIECE FRONT AND), Z86 (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	B
1	BASIC COVERAGE	10/9/2020	36,000					
2	POWERTRAIN COVERAGE	10/9/2022	60,000					
3	SEAT BELT	10/9/2027	999,999					
4	CORROSION COVERAGE (PERFORATION)	10/9/2022	999,999					
5	FEDERAL EMISSION LONG TERM DEFECT	10/9/2025	80,000					

Vehicle Retail Sales

Vehicle Retail Sales

Action	Name	Owner	Selling Dealer	Sale Type	Vehicle Model	Purchase Date	Rewind Indicator
View	[redacted]	[redacted]	SMITHTOWN NISSAN	NMAC lease	ROGUE	10/9/2017	

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

Action	Case Number	Dealer Name	Repair/Work Order	Repair/Work Order Open Date	Job/Line Number	HOST Reference Number	Approval Status
	[redacted]	SMITHTOWN NISSAN	[redacted]	11/1/2017	1	[redacted]	Approved

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]	CA	[redacted]	11/2/2017 5:27 PM		865	Open	0	DeHenry Kidd

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	9/29/2017	2	[redacted]	[redacted]	[redacted]	[redacted]
	[redacted]		CUSTOMER REQUEST NEW YORK STATE INSPECTION. $37.00 FOR EMISSIONS AND SAFETY INSPECTION $10.00 FOR NYS SAFETY INSPECTION	I	10/10/2017	6	[redacted]	[redacted]	[redacted]	
	[redacted]		AS PER REQUEST PERFORM PRE-DELIVERY INSPECTION AND FILL OUT PRE-DELIVERY INSPECTION CHECK LIST	W	9/28/2017	2		[redacted]	[redacted]	
	[redacted]	NO DEFECT FOUND		FW	11/7/2017	863	[redacted]	[redacted]	[redacted]	1
	[redacted]		VEHICLE INSPECTION PERFORM VEHICLE INSPECTION (MPI)	I	11/2/2017	865	[redacted]	[redacted]	[redacted]	
	[redacted]		CUSTOMER STATES WHEN GOING OVER TRAIN TRACKS NEAR RIVER RD AND LANDING AV VEHICLE BRAKES ON ITS OWN	W	11/2/2017	865	[redacted]	[redacted]	[redacted]	

Vehicle Service Contracts

Vehicle Service Contracts Help

No records to display

Vehicle History

Vehicle History Help

Date	User	Action
9/16/2017 6:58 PM	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	11/15/2017	[redacted]	Kevin	MacKay	NER	12/4/2017 10:00 AM	12/8/2017 5:40 AM

^ Back To Top

Always show me fewer / more records per related list

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Incident Investigation Report

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV6HC[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 Smithtown State NY Zip Code [redacted] Country United States

☒ Driver Same as Claimant
☒ Owner Same as Claimant

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

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

II. Vehicle

Model Year 2017 Model Name Rogue Mfg. Date 9/14/2017 VIN 5N1AT2MV6HC[redacted]

Mileage 1870 License # [redacted] State NY Country United States

Special equipment & accessories None

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

Number	Description	Status	Date
N/A	None	○ Open ◉ Closed	N/A

Add Row | Remove Row

III. Description of Incident & Claim

Source of Information Claimant Incident Date 10/31/2017 Time 6:00 PM

Location of Incident (describe fully) Railroad tracks on [redacted] in Smithtown, NY.

Weather Conditions (Rain/Snow/Dry/Etc.) Dry, Partly Cloudy

Vision obstruction (describe) None Given

Temperature at time of incident 54.0° F Parking location prior to time of incident Not Given

Incident Investigation Report

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV6H[redacted]

Overnight temperature prior to incident: 53.1°F | Length of time parked: Not Given

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)	Claimant states there were three incidents. The first two times the car made a beeping noise as the Claimant was driving over railroad tracks. The Third time the Claimant states that the brake system engaged on its own as the Claimant's vehicle was sitting on top of the railroad tracks and the customer was unable to move the vehicle for about 5 minutes. Claimant states that when it goes over a railroad it starts beeping. Claimant states this experience terrified them and they are afraid this will happen again.
Relation to Roadway (on-road, off-road, left side, right side)	Right side.
Number of times incident occurred	3
Driver Action (braking, steering, etc.)	coasting, steering straight ahead.
Special Circumstances	Traveling over train tracks.
Actions taken after incident and results of those actions	Continued to operate vehicle then brought vehicle into the local dealer.

Vehicle Estimated Speed	Not Given	Source	Claimant	Posted Speed Limit	30 MPH
Other Vehicle Estimated Speed	N/A	Source	Claimant	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	Claimant alleges that when traveling over the train tracks on [redacted] in Smithtown NY north of [redacted], FCW and or FEB systems operate with no obstructions in front of vehicle.	Claimant.

Add Allegation | Remove Allegation

IV. Occupants & Injuries

Source of Information: Claimant.

Incident Investigation Report

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV6HC[redacted]

Legend for Section IV. **Seating Position:**



Occupant Name [redacted] DOB [redacted] Height Not Given

Address [redacted] Smithtown, NY [redacted] USA Weight Not Given

Location Incident Vehicle Seating Position 1 - Driver

Seat Belts Worn Lap + Shoulder Belt Airbag Status Airbag deployed

Nature & Extent of Injuries None

Where, when, and by whom were the injuries treated? N/A

Add Occupant | Remove Occupant

☐ No Occupants Comments N/A

V. Other Property Damage

☒ No Other Property Damage

Source of information Claimant

VI. Investigation Results

Date of vehicle inspection 12/4/2017

Location of inspection Smithtown Nissan

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

Vehicle exhibits no visual trauma.

Have you located any prior repair orders? If yes, submit with IIR. ○ YES ◉ NO

Photos taken by Kevin D. Mackay # Photos 63

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 No abnormalities found (Please see photos 6 - 13, 21 - 27)

Incident Investigation Report

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV6HC[redacted]

Engine/ Transmission/ Drivetrain	No abnormalities found (Please see photos 14 - 20, 28 - 30)
Underbody/ Suspension/ Steering/ Wheels & Tires	No abnormalities found (Please see photos 28 - 34)
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	No abnormalities found (Please see photos 35 - 50)
Seat Belts/ Child Restraints (if applicable)	No abnormalities found (Please see photos 35 - 50)
Air Bags	No abnormalities found (Please see photos 35 - 50)

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

N/A

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
1	Claimant alleges that when traveling over the train tracks on [redacted] in Smithtown NY north of [redacted], FCW and or FEB systems operate with no obstructions in front of vehicle.	Upon inspection, found no DTCs stored in any control units (Please see C3+ Data). Performed inspection of FEB OPERATION MILEAGE, and found that the log indicated last FEB operation occurred at 842 miles (Please see FEB OPERATION MILEAGE in C3+ Data file). Pulled CDR data and found no events recorded (Please see CDR Data file). DTS performed Test drive of the vehicle to the train tracks that the customer is concerned with. On the first pass, found only the FCW beeps and yellow car warning on the center upper meter activated (See "FIRST PASS OVER TRACKS VIDEO" in the video file). On the second time driving over the tracks found full FEB activation occurred with ABS activation, FEB warning chime beeps, and RED / WHITE warning in the upper center meter screen (Please see "SECOND PASS OVER TRACKS VIDEO" in video file)

Add Row | Remove Row

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

Reporter's Signature [redacted]

Reporter's Name & Region Kevin D. Mackay
Dealer Technical Specialist
Nissan North America, Northeast Region.

Incident Investigation Report

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV6HC[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)	None
Comments	N/A

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 C3+ Data

Incident Investigation Report

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV6HC[redacted]

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

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.)	Not Equipped
○	◉	Physical damage to camera? (ie. cracks)	Not Equipped
○	◉	Obstructions to radar sensor units? (ie. dirt, stickers, etc.)	See Photos 51 - 57
○	◉	Physical damage to radar sensor units? (ie. cracks)	See Photos 51 - 57
○	◉	Electrical connection to radar module firmly seated?	See Photos 51 - 57
○	◉	Electrical connection to camera module firmly seated?	Not Equipped
○	○		

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.

DP19-001

NISSAN

5/15/2019

ATTACHMENT B

REQUEST NUMBER 2 DOCUMENTS

FIELD REPORTS



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	JN8AT2MV6HW[redacted]
User	Silverthorn
Case Number	[redacted]
EDR Data Imaging Date	12/15/2017
Crash Date	
Filename	JN8AT2MV6HW[redacted]_ACM.CDRX
Saved on	Friday, December 15 2017 at 08:28:52
Imaged with CDR version	Crash Data Retrieval Tool 17.1
Imaged with Software Licensed to (Company Name)	Nissan North America, Inc.
Reported with CDR version	Crash Data Retrieval Tool 17.1
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.

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

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      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
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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
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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
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      FF FF FF FF FF FF FF

F1A0  20


      59 02 09


      59 02 09


      59 0F 08
```

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NISSAN

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Case [redacted]

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Case Comments [12] | Case Categorizations [1] | Emails [0] | Calls [0] | Open Activities [0] | Activity History [3] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | DTS Field Inspections [1] | Attachments [0] | Case History [18]

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	[redacted]	Case Number	[redacted]
Account Name		Case Owner Email	
Contact Email		Case Owner Location	
Home Phone		Case Owner	
Executive Referral		Status	Open
Exec-Received-Date		Type	CA
Letter Sent Date		Case Origin	Phone
Letter Received Date		Date/Time Opened	12/4/2017 10:37 AM
Follow Up Date	1/3/2018	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	
# Vehicles Owned	0	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	3,500	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	JN8AT2MV6HW[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	29617	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	NISSAN OF MANSFIELD	Data Net	
Case Servicing Dealer Region	Midwest Region	Datanet Dealer Date	

Responsible District	15	Dealer Instructions	
Shared With		Requested Dealer Action	

Bluetooth

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

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR	[redacted]	Goodwill Processed	0
IIR Date		Vehicle Service Contract	
RHR Started	12/4/2017	VSC Reprint Request	Email
RHR Completed		Contact Name	[redacted]

Primary & Secondary Root Cause Code

What is the issue?		What is the issue? (2)	
What Department?		What Department? (2)	
Where did this originate?		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: JN8AT2MV6HW[redacted]

Agent Comments

Agent Comments			
Created By	Anshroop Sidhu, 12/4/2017 10:37 AM	Root Cause Code	
Last Modified By	NNAETL, 12/19/2017 9:03 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 (12/19/2017 9:58 AM)** **1/3/2018**
Make Private	✓	**Created By: Brandon Johnson (12/19/2017 9:57 AM)** ARBS received email from DTS-JS stating that IIR was uploaded to the FTP site. ARBS setting case for 1/3/2017 to wait for PL resolution.
Make Private	✓	**Created By: Brandon Johnson (12/18/2017 1:17 PM)** ARBS placed outbound call to[redacted] and left vmx. ARBS stated that ARBS did not have an update for C as of yet. ARBS stated that NNA had two to four weeks to review the inspection report after that was received. ARBS stated that ARBS would contact C back once ARBS had further information for C. ARBS provided ARBS contact # and hours of operation. Vmx ended.
Make Private	✓	**Created By: Brandon Johnson (12/18/2017 1:13 PM)** ARBS received vmx from C requesting an update on C's case.
Make Private	✓	**Created By: Brandon Johnson (12/11/2017 9:20 AM)** ARBS placed outbound call to DLR-NISSAN OF MANSFIELD[redacted] and spoke with SM-Jason Rupp. ARBS stated that ARBS had an inspection date and time for C's veh on 12/15/17 at 10:00 AM EST at DLR. ARBS stated that was with DTS-JS. ARBS stated that C would be placed into a loaner veh for the duration of C's veh inspection. ARBS stated that DTS may want the FEB turned back on. ARBS stated to ARBS knowledge the FEB system should not be turned off. SM understood and SM stated that SM would make C an appointment for Friday 12/15/2017. ARBS understood and call ended.
Make Private	✓	**Created By: Brandon Johnson (12/11/2017 9:13 AM)** ARBS placed outbound call to[redacted] C/s that C took C's veh to DLR last Friday for 12/8/2017. C/s that the DLR stated that the veh was not throwing any codes. C/s that the DLR turned off C's FEB system as well. C/s that the DLR would not issue C a rental veh. ARBS understood and ARBS stated that ARBS would contact DLR in reference to the rental veh as well. C understood and call ended.
Make Private	✓	**Created By: Brandon Johnson (12/11/2017 9:05 AM)** ARBS received vmx from C.

Make Private ✓ **Created By: Brandon Johnson (12/8/2017 9:11 AM)**
*12/27/2017

Make Private ✓ **Created By: Brandon Johnson (12/8/2017 9:08 AM)**
ARBS setting case for 12/26/2017 for inspection to be completed.

Make Private ✓ **Created By: Brandon Johnson (12/8/2017 9:06 AM)**
ARBS placed outbound call to DLR-NISSAN OF MANSFIELD @[redacted] and left vmx for SM-Jason Rupp.
ARBS stated that ARBS had an inspection date and time of 12/15/17 at 10:00 AM EST at DLR.
ARBS stated that was with DTS-JS.
ARBS stated for DLR to have a lift and extra technician available for the DTS if need be.
ARBS provided ARBS contact # and hours of operation.
Vmx ended.

Make Private ✓ **Created By: Brandon Johnson (12/8/2017 9:00 AM)**
ARBS placed outbound call to [redacted].
ARBS stated that ARBS had an inspection date and time of 12/15/17 at 10:00 AM EST at DLR-NISSAN OF MANSFIELD.
ARBS asked if that date and time would work for C?
C/s that it would and ARBS stated that NNA would be covering a rental veh for C for the duration of the inspection if C did not want to drive the veh.
C understood and ARBS stated that ARBS would make DLR SM or SD aware of inspection date and time and that C would be issued a rental/loaner veh.
C understood and call ended.

Make Private ✓ **Created By: Brandon Johnson (12/6/2017 9:05 AM)**
ARBS submitted DTS request.

Make Private ✓ **Created By: Brandon Johnson (12/6/2017 9:01 AM)**
ARBS placed outbound call to [redacted]
ARBS stated that ARBS would need 15-30 minutes of C's time to complete probe.
C agreed and ARBS completed probe questions.

ARBS asked for C to explain the concern that had occurred in C's veh.

C/s that C had the concern where the veh gave C three audible beeps and then braked itself once before on November 11-12, 2017.
C/s that C took veh to DLR-NISSAN OF MANSFIELD once before on November 15, 2017 and DLR-NISSAN OF MANSFIELD stated that C's veh/sensor was dirty.

C/s that on 12/3/2017 C had the concern happen again with C's husband and child in the veh.
C/s that C was driving on [redacted] in Mansfield, OH.
C/s that C was going around 35-40 mph.

C/s that there was nothing in front of C and nothing in the road for C to impact.
C/s that C heard an audible beep three times and the veh braked on its own.
C/s that C was taking C's veh back to DLR-NISSAN OF MANSFIELD for further diagnosis on Friday 12/8/2017.

C/s that C would like to have the vehs braking system repaired or C's veh to be repurchased due to the braking concern.

ARBS understood and ARBS apologized for C's concerns on C's veh.
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 C's veh had to be left in its original damaged state until inspection was completed.
ARBS stated that C could still have diagnosis done from DLR-NISSAN OF MANSFIELD on Friday 12/8/2017 but ARBS would not recommend C having any repairs done to C's veh.
ARBS stated that having any repairs done to C's veh could hinder NNA's inspection results.
C understood and ARBS stated that ARBs would reach out to NNA's inspector for a date and time for NNA's inspection at DLR-NISSAN OF MANSFIELD.
ARBS stated that once ARBS had that ARBS would make C and DLR aware.
ARBS stated at that time ARBS would also make DLR-NISSAN OF MANSFIELD aware that C would be issued a rental veh for the duration of the inspection process.
C understood and ARBS stated that ARBs would contact C back once ARBS had further information for C.
C understood and call ended.

Make Private ✓ **Created By: Brandon Johnson (12/6/2017 8:26 AM)**
**********ARBS RECEIVED CASE, UNDER REVIEW, PENDING PROBE VERIFICATION **********

Make Private ✓ **Created By: Kevahanna Alexander (12/5/2017 3:07 PM)**
RCAS-KA notes IIR submitted for review.

Make Private ✓ **Created By: Kevahanna Alexander (12/5/2017 3:07 PM)**
RCAS-KA placed outbound call to C @[redacted]
RCAS-KA VERIFIED C's name, home & email address, concern, phone#, VIN#, mileage
RCAS-KA CHECKED for open recalls/campaigns and found: 0
Previous UNRELATED Case(s) Found: 0
Previous RELATED Case(s) Found: 0
RCAS-KA ADVISED "This call may be recorded for quality and training purposes."
RCAS-KA ADVISED that RCAS-KA would be C best point of contact as RCAS-KA is case manager.
****

RCAS verified that C contacted NNA seeking assistance with an emergency braking system concern.

C stated that the veh acts up at the same intersection.
C stated that the concern is not constant.
C stated that C will be driving, the veh will beep 3 times, and brake while driving.
C stated that C took the veh to the DLR, and was told that the veh was dirty.
C stated that the DLR washed the veh, and sent C away.
C stated that the veh acted up again on Sunday.
C stated that C does not get along with the DLR.
C stated that the DLR is making C sound crazy.
C stated that C's son was in the veh when the concern happened on Sunday, and C's son was terrified.
C stated that C is afraid to drive the veh.
C stated that the veh is a death trap.

RCAS apologized for the experience with the veh.
RCAS asked for further information on the concern.

C stated that the incident happened at the [redacted] on Sunday.
C stated the veh is with C.
C stated that C's date of birth is 8/8/86.
C stated that C would love to get the veh fixed, if the concern can be fixed.
C stated that if the concern cannot be fixed, C would like to lease another veh.

RCAS understood and thanked C for the information.
RCAS advised C that the information provided will be reviewed, and C will be followed up with no later than Friday.
RCAS provided contact information, in case C needs anything before Friday.

C understood.
C declined further assistance.

Call ended mutually.

Make Private ✓ **Created By: Kevahanna Alexander (12/5/2017 2:45 PM)**
RCAS-KA placed outbound call to C a[redacted]
RCAS-KA provided RCAS-KA's contact # as[redacted]
RCAS-KA advised that RCAS will follow up Friday.

Make Public **Created By: Anshroop Sidhu (12/4/2017 10:42 AM)**
CRR-AS sending case to RCAS

Make Public **Created By: Anshroop Sidhu (12/4/2017 10:42 AM)**
CRR-AS <VERIFIED> Account Info including: C's name, home & email address, phone# & best contact#
CRR-AS VERIFIED VEH Info including: VIN#, Current Mileage
CRR-AS CHECKED for open recalls/campaigns and found: 0
CRR-AS CHECKED for previous UNRELATED Case(s) and found: 0
CRR-AS CHECKED previous RELATED Case(s) and found: 0
CRR-AS received an inbound call from C

C stated C called the DLR and the VEH is going back to the DLR
C stated it is the emergency breaking system it's breaking itself
C stated DLR told c that there is nothing wrong with the
C stated C had the VEH for just 4 months and it is already going to the DLR for 2 time on Thursday

CRR-AS asked c what does the VEH actually do before the braking

C stated the VEH beeps 3 times and the emergency breaks come on

CRR-AS asked c if there is any similarity that C find when the VEH have the concern

C stated yes it happened at the same intersection

CRR-AS asked C when was the last time C felt the concern

C stated yesterday

CRR-AS asked C was it at the same intersection

C stated yes
C stated DLR told C that there is nothing wrong with the VEH and it is just dirty
C stated the VEH is not dirty and there was no bug that came in or anything

CRR-AS asked C what would C like NNA to assist c with

C stated C if NNA cannot fix the concern C would like to get out of the lease

CRR-AS provided case# [redacted]
CRR-AS informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by the end of business day December 5, 2017 regarding to C's concern

C understood and appreciated the assistance

Best contact# [redacted]

Call ended mutually

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]	BRAKES	INTELLIGENT BRAKE ASSIST (IBA)	POOR OR IMPROPER OPERATION	26	12/4/2017	YX	AD	328000	OA

Emails

Send an Email | Emails Help

No Emails Available

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] NISSAN OF MANSFIELD			12/8/2017	Jeff Silverthorn		Complete	12/7/2017 7:57 AM
Edit | Del	DTS Follow Up[redacted]: NISSAN OF MANSFIELD			12/8/2017	Brandon Johnson		Complete	12/8/2017 9:04 AM
Edit | Del	IIR		[redacted]	12/8/2017	Brandon Johnson		Complete	12/5/2017 3:56 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	Keyahanna Alexander, 12/5/2017 2:58 PM	12/5/2017			JN8AT2MV6HW[redacted]	

DTS Field Inspections

DTS Field Inspections Help

Action	Title	DTS Inspection Date	Owner First Name	Owner Last Name	Status
Edit	[redacted]	12/15/2017 9:00 AM	[redacted]	[redacted]	Completed

Attachments

Attach File | Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
12/19/2017 9:58 AM	Brandon Johnson	Changed Follow Up Date from 12/27/2017 to 1/3/2018.

12/8/2017 9:11 AM	Brandon Johnson	Changed Follow Up Date from 12/26/2017 to 12/27/2017.
12/8/2017 9:08 AM	Brandon Johnson	Changed Follow Up Date from 12/8/2017 to 12/26/2017.
12/7/2017 7:56 AM	Jeff Silverthorn	Changed Subject from CUSTOMER:[redacted] PHONE:[redacted] VIN: JN8AT2MV6HW[redacted] to CUSTOMER:[redacted] PHONE: [redacted]: JN8AT2MV6HW[redacted]
12/6/2017 9:05 AM	Brandon Johnson	Changed Follow Up Date from 12/6/2017 to 12/8/2017.
12/5/2017 3:56 PM	Brandon Johnson	Changed Follow Up Date from 12/8/2017 to 12/6/2017.
12/5/2017 3:53 PM	Samantha Dixon	Changed Case Owner from Keyahanna Alexander to Brandon Johnson.
12/5/2017 3:52 PM	Samantha Dixon	Changed Description.
12/5/2017 3:07 PM	Keyahanna Alexander	Changed Follow Up Date from 12/5/2017 to 12/8/2017.
12/5/2017 2:58 PM	Keyahanna Alexander	Changed Subject from CUSTOMER:[redacted] PHONE:[redacted] VIN: JN8AT2MV6HW[redacted] to CUSTOMER:[redacted] PHONE:[redacted] VIN: JN8AT2MV6HW[redacted]
12/5/2017 2:24 PM	Keyahanna Alexander	Changed Subject from CUSTOMER:[redacted] PHONE: VIN: JN8AT2MV6HW[redacted] to CUSTOMER:[redacted] PHONE:[redacted]4 VIN: JN8AT2MV6HW[redacted]
12/4/2017 10:42 AM	Anshroop Sidhu	Changed Escalated By ID to 0050G000009URtF.
		Changed Case Owner from Anshroop Sidhu to Keyahanna Alexander.
12/4/2017 10:38 AM	Anshroop Sidhu	Changed RHR Started to 12/4/2017.
12/4/2017 10:37 AM	Anshroop Sidhu	Changed Follow Up Date from 12/4/2017 to 12/5/2017.
		Changed VIN to JN8AT2MV6HW[redacted]
		Changed Subject to CUSTOMER:[redacted] PHONE: VIN: JN8AT2MV6HW[redacted].
		Created.

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Vehicle
JN8AT2MV6HW[redacted]

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Vehicle Campaigns [0] | Warranty Cases [0] | Cases [1] | Service History [5] | Vehicle Service Contracts [0] | Vehicle History [1] | DTS Field Inspections [1]

Vehicle Detail

VIN	JN8AT2MV6HW[redacted]		
Last Modified By	castiron, 12/20/2017 4:01 AM	Branded Title	
Created By	NNAETL, 8/26/2017 11:13 AM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage	3,500	MSRP	$35,510
Latest Recorded Mileage Units	M		
In Service Date	8/7/2017		

Manufacturing Data

Make/Model	2017 NISSAN ROGUE	Manufacturer Date	6/1/2017
Model Year	2017	Plant Name	KYUSHYU (NML)
Make	NISSAN	PDI Date	
Model Line	ROGUE	Country Code	USA
Model Code	29617	US Specification Indicator	Y
Body Style Type	WAGON 4 DOOR	Emissions Type	50 STATE
Exterior Color	MONARCH ORANGE	Emissions Certification	
Cylinders		Open Recall	
Transmission Type	CVT	Head Unit	
Model Series		Model Line Code	RGE
Factory Installed Options	C03K03P04U35X03Z86		
Factory Installed Options Descriptions	C03 (50 STATE EMISSIONS), K03 (PLATINUM PACKAGE), P04 (SL PREMIUM PACKAGE), U35 (NAVIGATION MANUAL), X03 (PLATINUM RESERVE INTERIOR), Z86 (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 Descriptic
1	POWERTRAIN COVERAGE	8/7/2022	60,000				
2	SEAT BELT	8/7/2027	999,999				
3	CORROSION COVERAGE (PERFORATION)	8/7/2022	999,999				
4	FEDERAL EMISSION LONG TERM DEFECT	8/7/2025	80,000				
5	FEDERAL EMISSION DEFECT	8/7/2020	36,000				

Vehicle Retail Sales

Vehicle Retail Sales

Action	Name	Owner	Selling Dealer	Sale Type	Vehicle Model	Purchase Date	Rewind Indicator
View	[redacted]	[redacted]	NISSAN OF MANSFIELD	NMAC lease	ROGUE	8/7/2017	

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]	CA	[redacted]	12/4/2017 10:37 AM		3,500	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	7/25/2017	8	[redacted]	[redacted]	[redacted]	A
	[redacted]				6/22/2017	1	[redacted]	[redacted]	[redacted]	
	[redacted]			C	11/15/2017	3,030	[redacted]	[redacted]	[redacted]	
	[redacted]			C	11/15/2017	3,030	[redacted]	[redacted]	[redacted]	
	[redacted]		3030 TEST DROVE AND WAS ABLE TO GET ALL SAFETY SHIELD WORKING. LANE DEPARTURE, ACTIVE CRUISE CONTROL AND EMERGENCY BRAKING ALL WORKING AS DESIGNED AT THIS TIME. CHECK FOR ANY DTC'S. FOUND ONLY ON STAIN CODE THAT WAS PAST, POSSIBLY SOMETHING ON RADAR COVE...	W	11/15/2017	3,030	[redacted]	[redacted]	[redacted]	
	[redacted]			I	8/7/2017	8	[redacted]	[redacted]	[redacted]	
	[redacted]			I	7/18/2017	8		[redacted]	[redacted]	
	[redacted]		8 PDI SERVICES IS COMPLETE	I	7/18/2017	8		[redacted]	[redacted]	

Vehicle Service Contracts

Vehicle Service Contracts Help

No records to display

Vehicle History

Vehicle History Help

Date	User	Action
6/26/2017 11:13 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	12/8/2017	[redacted]	[redacted]	[redacted]	MWR	12/15/2017 9:00 AM	12/19/2017 9:53 AM

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Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN JN8AT2MV6HV[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 Mansfield State OH Zip Cod[redacted] Country United States

☒ Driver Same as Claimant
☒ Owner Same as Claimant

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

If represented, claimant's attorney name, address, phone: NA

II. Vehicle

Model Year 2017 Model Name Rogue Mfg. Date NA VIN JN8AT2MV6HV[redacted]

Mileage 3,745 at License # [redacted] State OH Country United States

Special equipment & accessories NA

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

Number	Description	Status	Date
NA	NA	○ Open ○ Closed	NA

Add Row Remove Row

III. Description of Incident & Claim

Source of Information CA probe and vehicle inspection. Incident Date 12/3/2017 Time 8:30pm

Location of Incident (describe fully) [redacted] intersection a[redacted] Claimant stated to DTS JS that she was heading east on [redacted], and the incident occurred as she was approaching the light at [redacted] and Briggs. The claimant noted to the DTS that there was a[redacted] in the LH side of the road.

Weather Conditions (Rain/Snow/Dry/Etc.) NA

Vision obstruction (describe) NA

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN JN8AT2MV6HV[redacted]

Temperature at time of incident	NA	Parking location prior to time of incident	Claimant stated to DTS JS that they had been out for a while driving around.
Overnight temperature prior to incident	NA	Length of time parked	NA

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)	C/s that C had the concern where the veh gave C three audible beeps and then braked itself once before on November 11-12, 2017. C/s that C took veh to DLR-NISSAN OF MANSFIELD once before on November 15, 2017 and DLR-NISSAN OF MANSFIELD stated that C's veh/sensor was dirty. C/s that on 12/3/2017 C had the concern happen again with C's husband and child in the veh. C/s that C was driving on [redacted] Mansfield, OH. C/s that C was going around 35-40 mph. C/s that there was nothing in front of C and nothing in the road for C to impact. C/s that C heard an audible beep three times and the veh braked on its own. C/s that C was taking C's veh back to DLR-NISSAN OF MANSFIELD for further diagnosis on Friday 12/8/2017. C/s that C would like to have the vehs braking system repaired or C's veh to be repurchased due to the braking concern.

Relation to Roadway (on-road, off-road, left side, right side)	On-road traveling eastbound	Number of times incident occurred	2
Driver Action (braking, steering, etc.)	NA		
Special Circumstances	NA		
Actions taken after incident and results of those actions	Claimant took their vehicle to local Nissan dealer, Nissan of Mansfield.		

Vehicle Estimated Speed	35-40mph	Source	CA probe	Posted Speed Limit	NA
Other Vehicle Estimated Speed	NA	Source	Ca probe	Posted Speed Limit	NA

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	From the probe, it appears that the claimant believes the FEB activated when it should not have. Claimant would like the vehicle fixed. If the issue can not be fixed the claimant wants to lease a new vehicle.	Claimant

Add Allegation | Remove Allegation

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN JN8AT2MV6HV[redacted]

	Yes	No	Comments
EDR download included in report?	◉	○	CDR

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.)	
○	◉	Physical damage to camera? (ie. cracks)	
○	◉	Obstructions to radar sensor units? (ie. dirt, stickers, etc.)	
○	◉	Physical damage to radar sensor units? (ie. cracks)	
◉	○	Electrical connection to radar module firmly seated?	
◉	○	Electrical connection to camera module firmly seated?	
○	○		

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.

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN JN8AT2MV6HV[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)

Comments

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 photos, CDR also included.

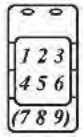
Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN JN8AT2MV6HV[redacted]

IV. Occupants & Injuries

Source of Information: CA probe.

Legend for Section IV. **Seating Position:**



Occupant Name [redacted] DOB [redacted] Height [redacted]
Address 1[redacted] Mansfield Ohio[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: None
Where, when, and by whom were the injuries treated? NA

Occupant Name [redacted] DOB NA Height [redacted]
Address [redacted] Mansfield Ohio[redacted] Weight [redacted]
Location: Incident Vehicle Seating Position: 3 - Front Row Right
Seat Belts Worn: Lap + Shoulder Belt Airbag Status: Airbag not deployed
Nature & Extent of Injuries: None
Where, when, and by whom were the injuries treated? NA

Occupant Name [redacted] DOB 5 years old Height [redacted]
Address [redacted]. Mansfield Ohio[redacted] Weight [redacted]
Location: Incident Vehicle Seating Position: 4 - 2nd Row Left
Seat Belts Worn: Lap + Shoulder Belt Airbag Status: Airbag not deployed
Nature & Extent of Injuries: None
Where, when, and by whom were the injuries treated? NA

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN JN8AT2MV6HV[redacted]

Add Occupant | Remove Occupant

☐ No Occupants Comments: Three occupants in the vehicle total.

V. Other Property Damage

☒ No Other Property Damage

Source of information: CA probe

VI. Investigation Results

Date of vehicle inspection: 12/15/2017

Location of inspection: Nissan of Mansfield - Mansfield Ohio

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

None

Have you located any prior repair orders? If yes, submit with IIR. ○ YES ◉ NO

Photos taken by [redacted] # Photos: 67

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	Vehicle was not damaged during the incident so no exterior damage noted to the vehicle. The area around the front grill appeared to be fairly clean.
Engine/ Transmission/ Drivetrain	During the test drive the vehicle performed a designed. DTS JS drove the claimants vehicle over the claimants incident location approximately eight times, and there was no inadvertent FEB activation in any of the instances. See photo 5991 for an indication of the area and terrain of the claimants incident. The claimant stated to the DTS that she was approaching the light at [redacted] driving eastbound. The claimant noted the [redacted] on the LH (north) side of [redacted]
Underbody/ Suspension/ Steering/ Wheels & Tires	Nothing unusual observed while inspecting the under-body/suspension/steering or tires and wheels.
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	Nothing unusual noted or observed on the interior of the vehicle. The dealer SM had mentioned to the DTS that the last time the customer was in to the dealer on 12/8/17, a technician had turned off the FEB in the meter. However upon inspection of the vehicle the FEB was active (orange tell tale not illuminated, FEB indicator in the meter was checked).
Seat Belts/ Child Restraints (if applicable)	Nothing unusual observed.
Air Bags	CDR data pulled and is part of the file package. No airbag DTC's

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

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN JN8AT2MV6HV[redacted]

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
1	From the probe it appears that the claimant believes the FEB activated when it should not have. Claimant would like the vehicle fixed. If the issue can not be fixed, the claimant wants to lease a new vehide.	No DTC' s in any subsystem. Under FEB mileage, there was no history. An indication there had not been level 2 braking. Nothing noted during the incident area inspection ,that would have activated the FEB.

Add Row | Remove Row

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

Reporter's Signature [redacted]

Reporter's Name & Region: Jeffrey Silverthorn DTS Midwest region NNA


NISSAN
OHIO






NISSAN




SAFETY
TODAY
ROGUE


NISSAN
ROGUE
SL AWD


SL AWD










ROGUE


ROGUE


d
Pb






NISSAN





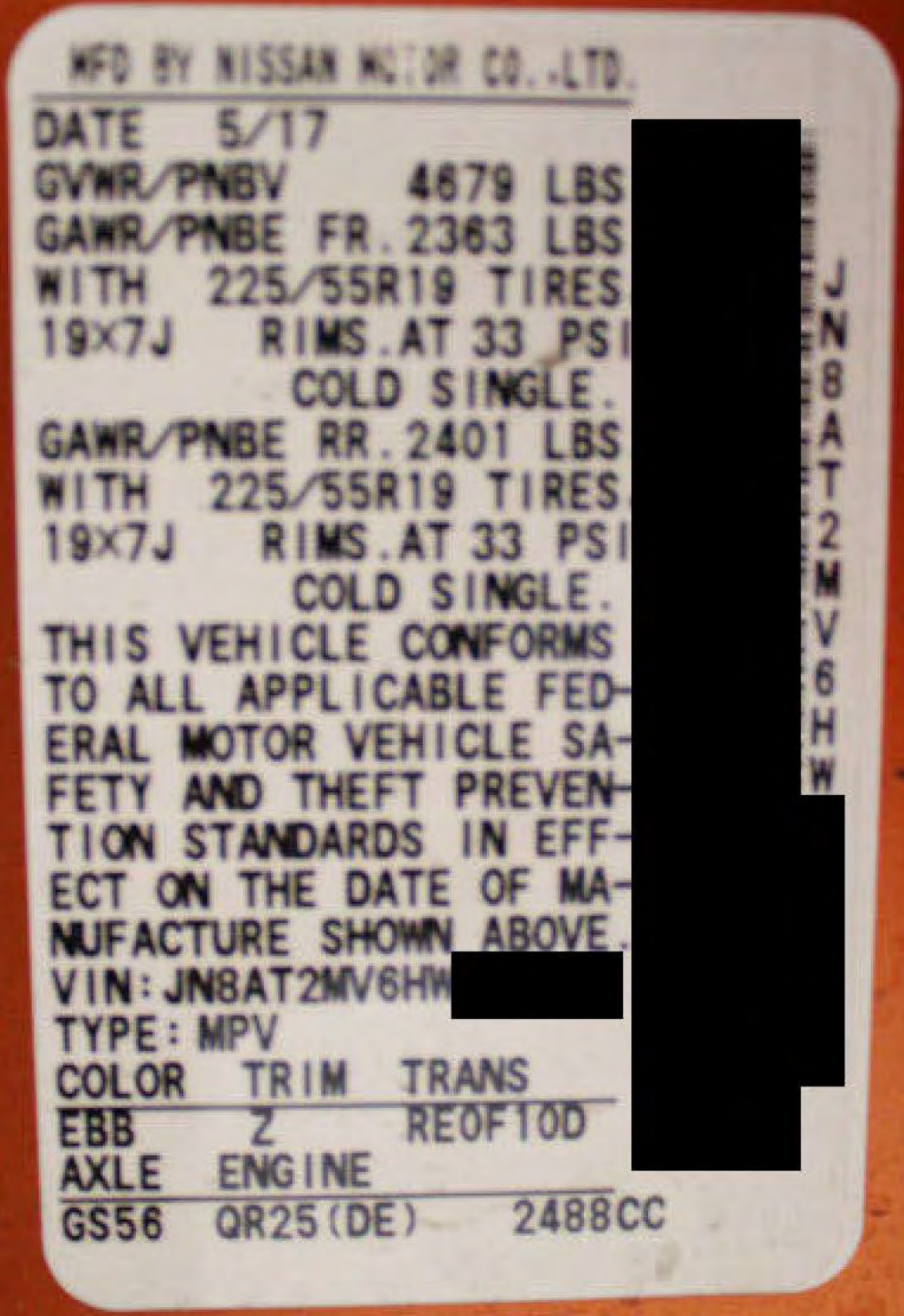


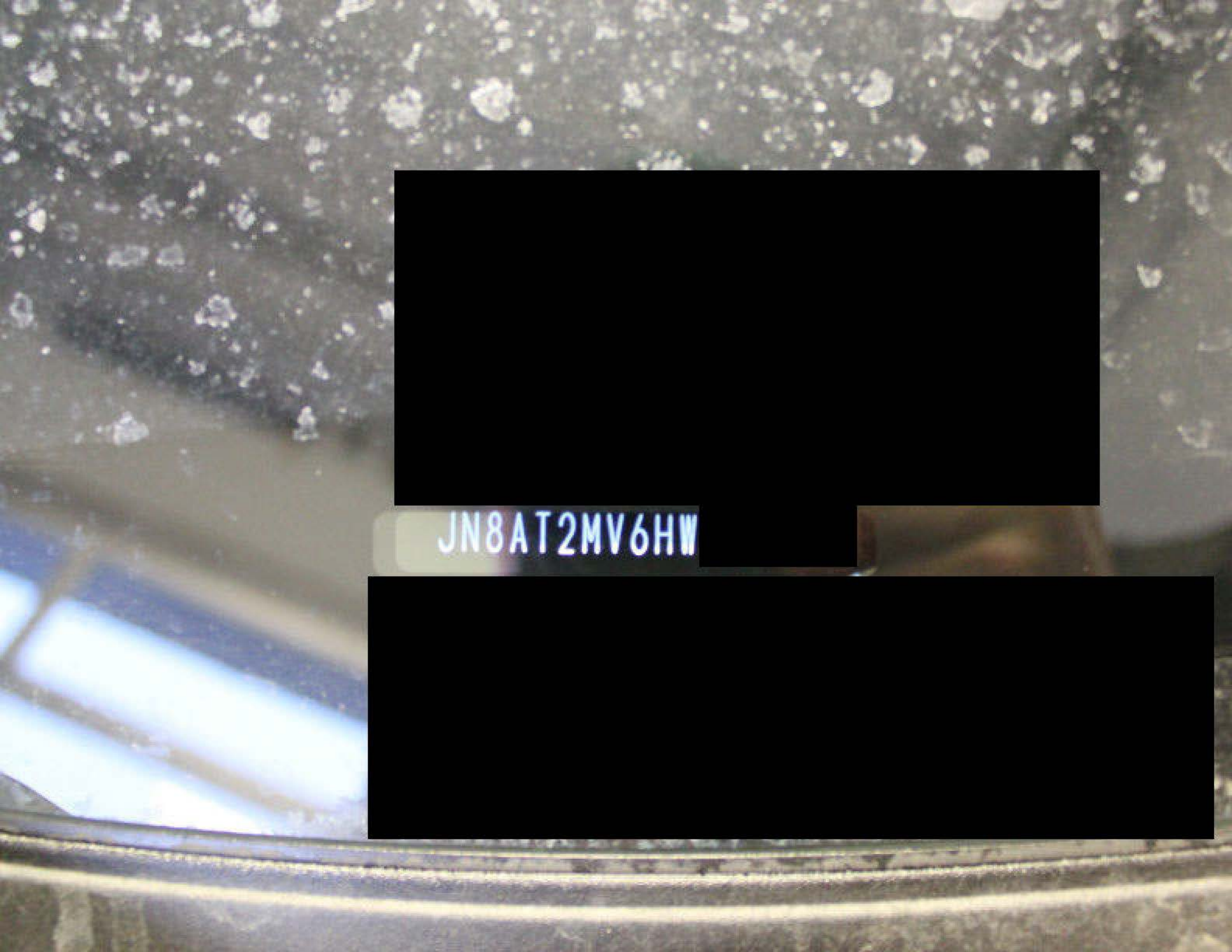


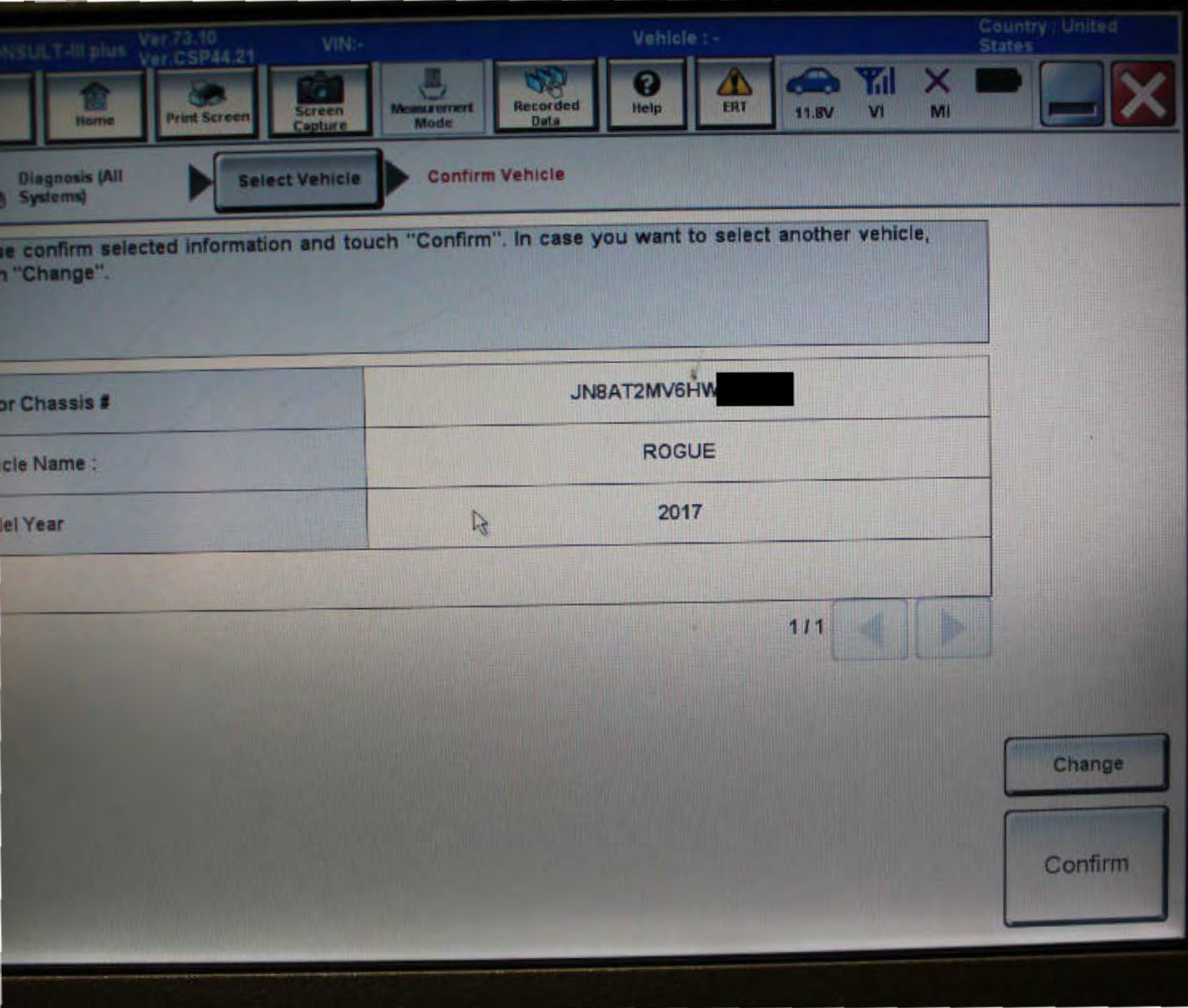

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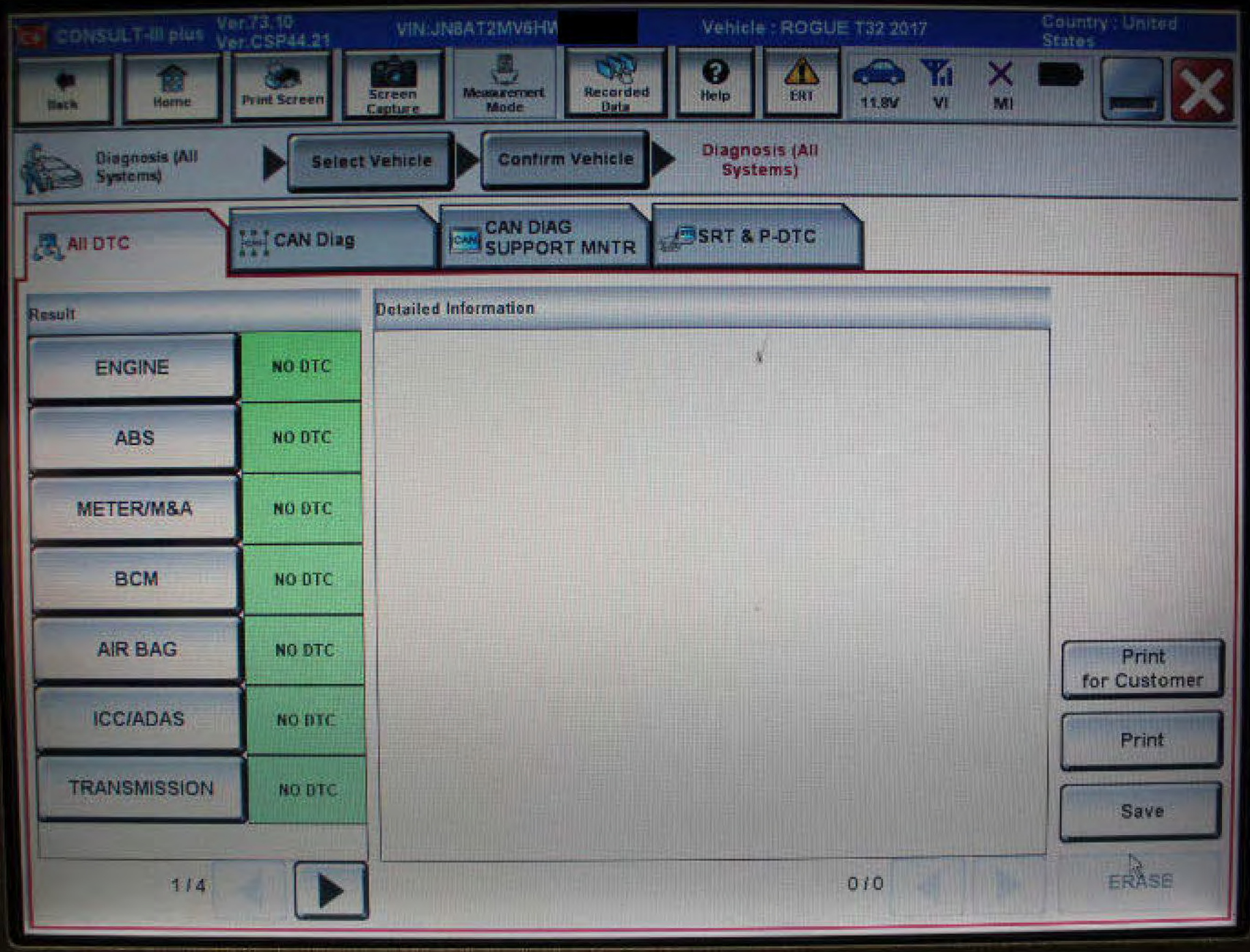

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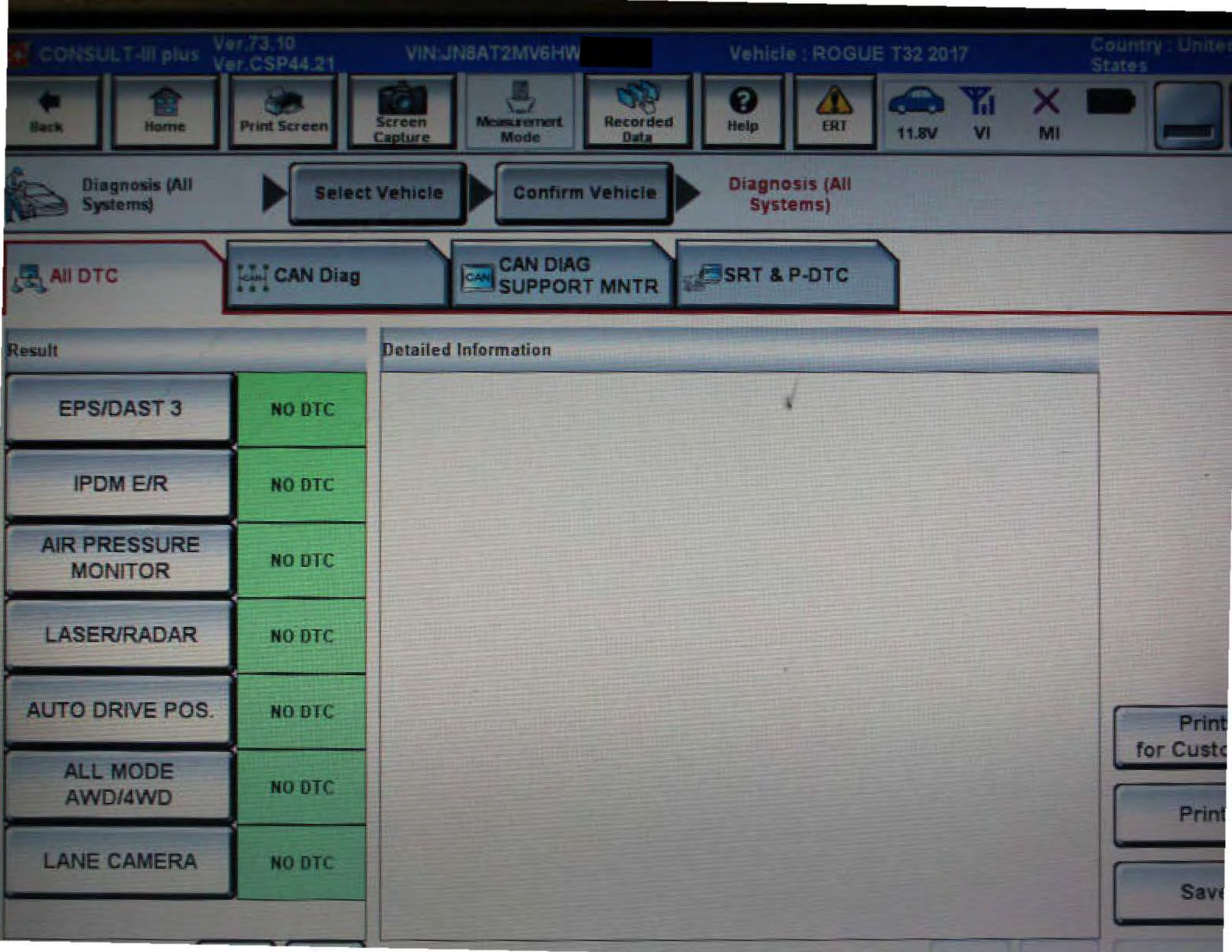

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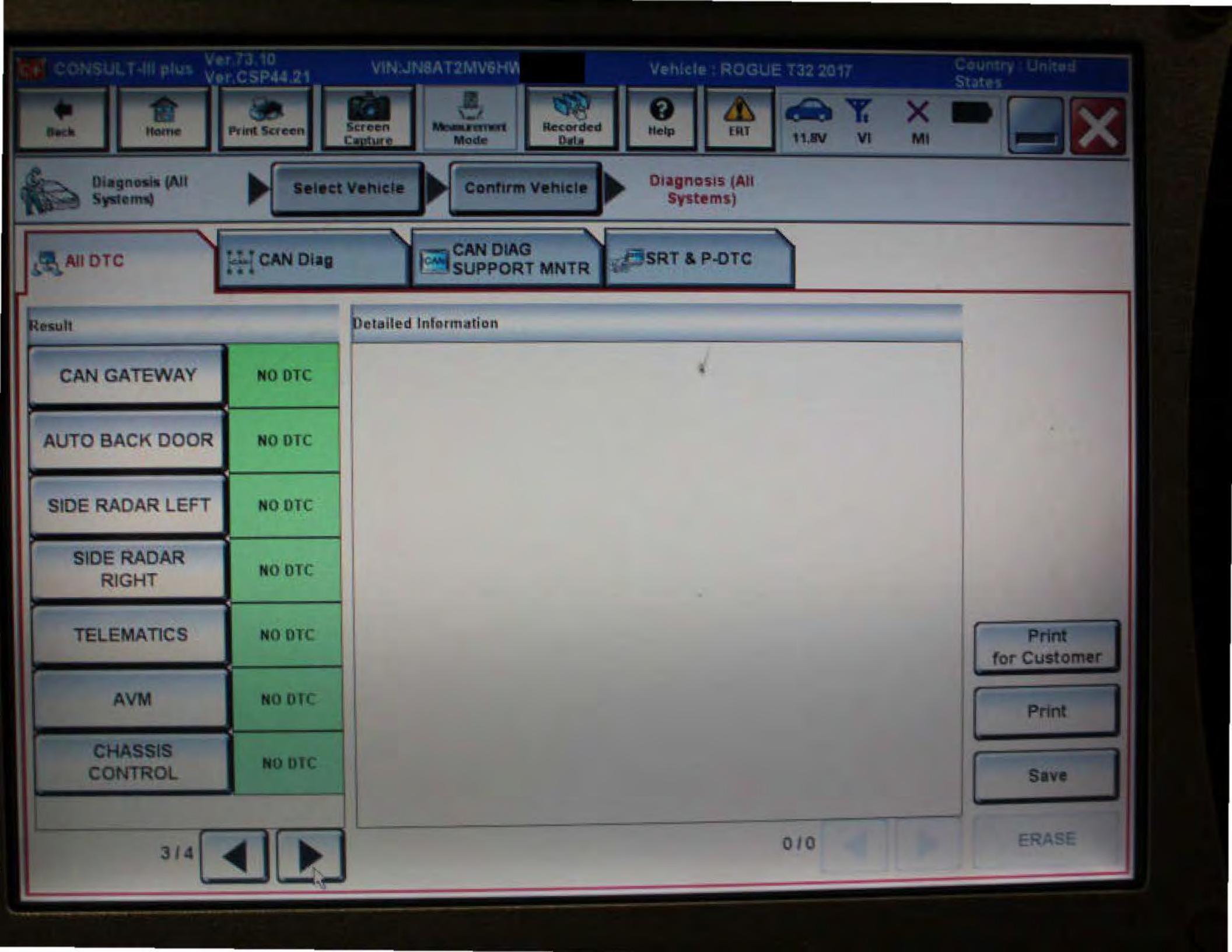

MFD BY NISSAN MOTOR CO.,LTD.
DATE 5/17
GVWR/PNBV 4679 LBS
GAWR/PNBE FR. 2363 LBS
WITH 225/55R19 TIRES
19×7J RIMS. AT 33 PSI
COLD SINGLE.
GAWR/PNBE RR. 2401 LBS
WITH 225/55R19 TIRES
19×7J RIMS. AT 33 PSI
COLD SINGLE.
THIS VEHICLE CONFORMS
TO ALL APPLICABLE FED-
ERAL MOTOR VEHICLE SA-
FETY AND THEFT PREVEN-
TION STANDARDS IN EFF-
ECT ON THE DATE OF MA-
NUFACTURE SHOWN ABOVE.
VIN: JN8AT2MV6HW[redacted]
TYPE: MPV
COLOR TRIM TRANS
EBB Z RE0F10D
AXLE ENGINE
GS56 QR25(DE) 2488CC
JN8AT2MV6HW[redacted]

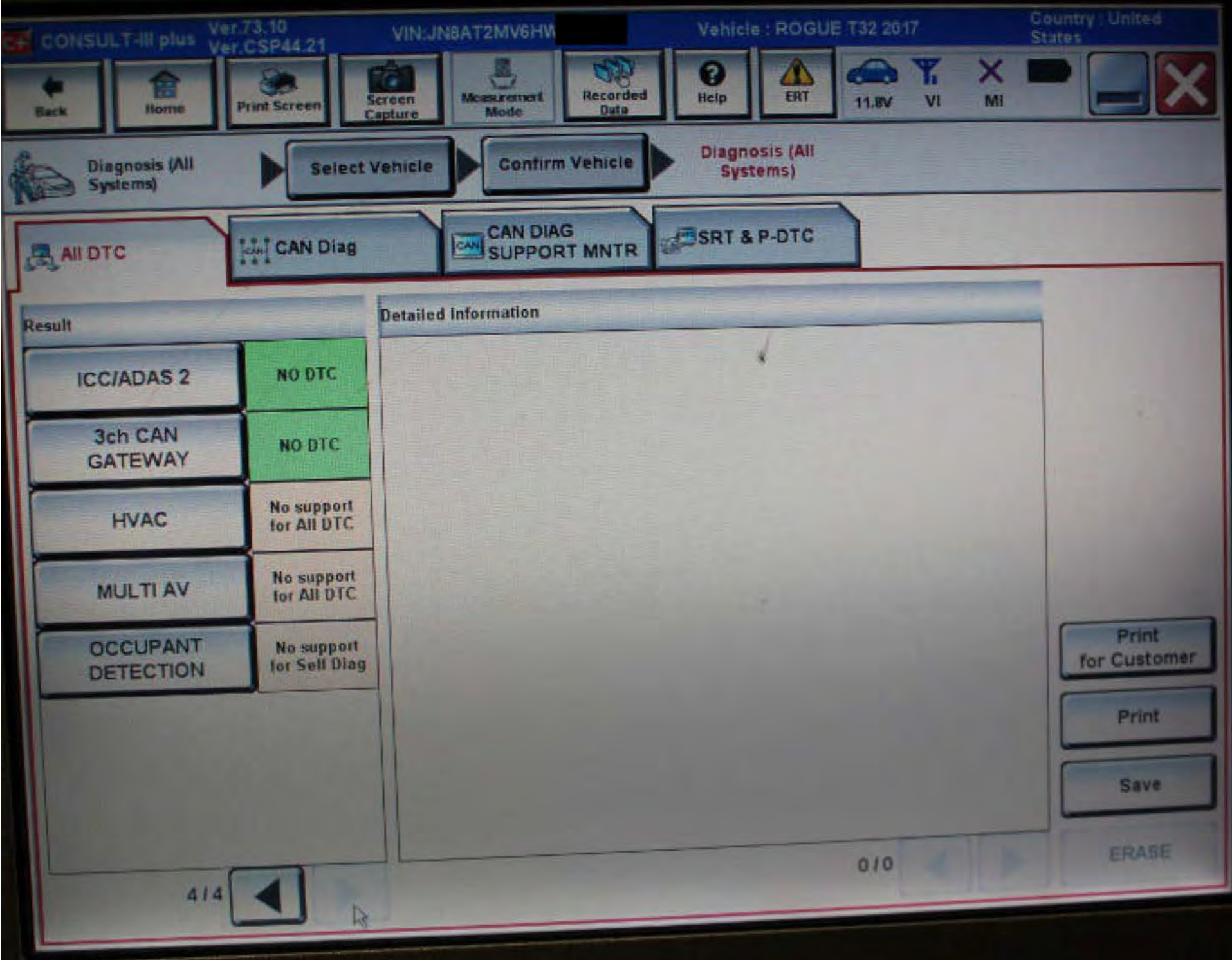

JN8AT2MV6HW

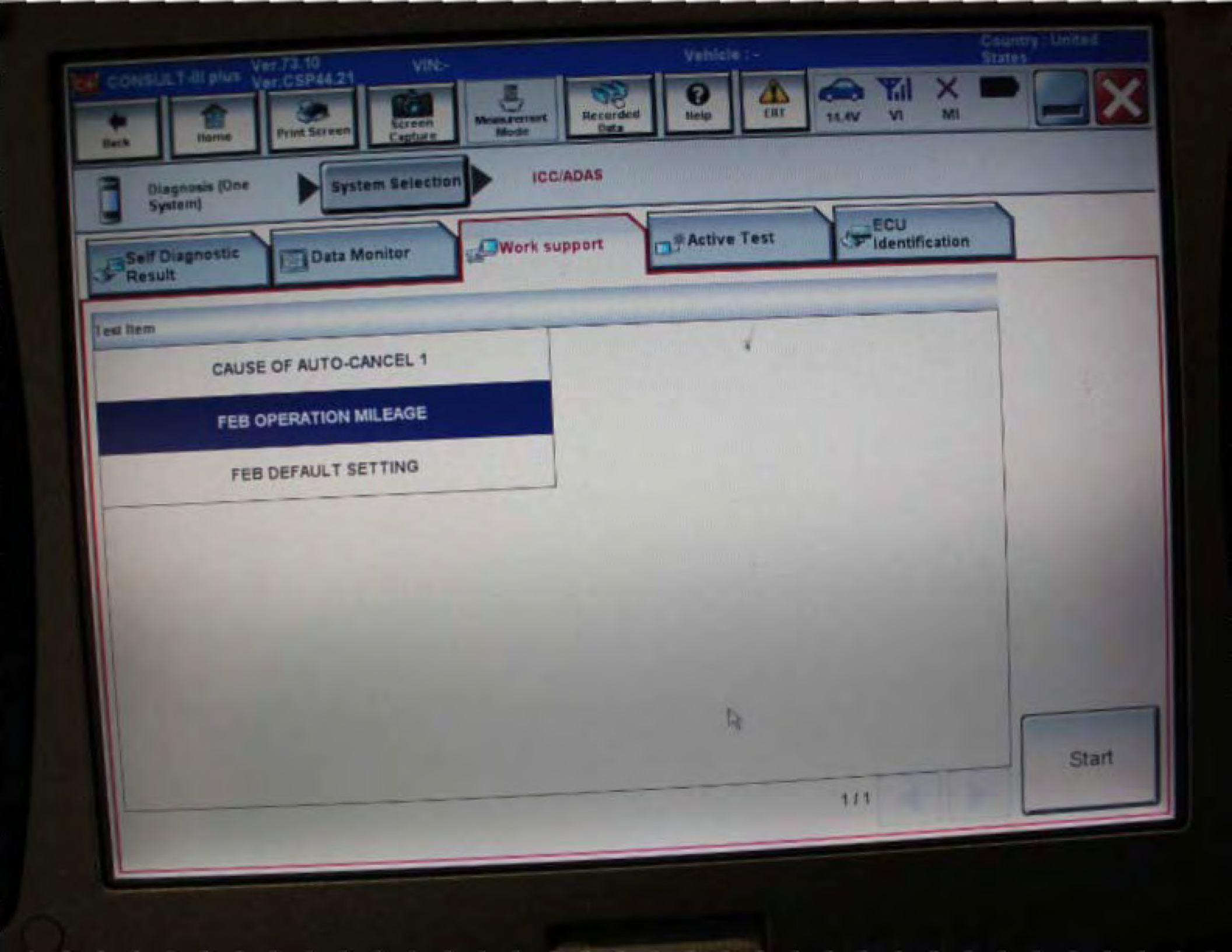

NSULT-III plus Ver.73.10 Ver.CSP44.21
VIN:-
Vehicle : -
Country : United States
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.8V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
e confirm selected information and touch "Confirm". In case you want to select another vehicle,
"Change".
or Chassis #
JN8AT2MV6HW[redacted]
cle Name :
ROGUE
el Year
2017
1/1
Change
Confirm

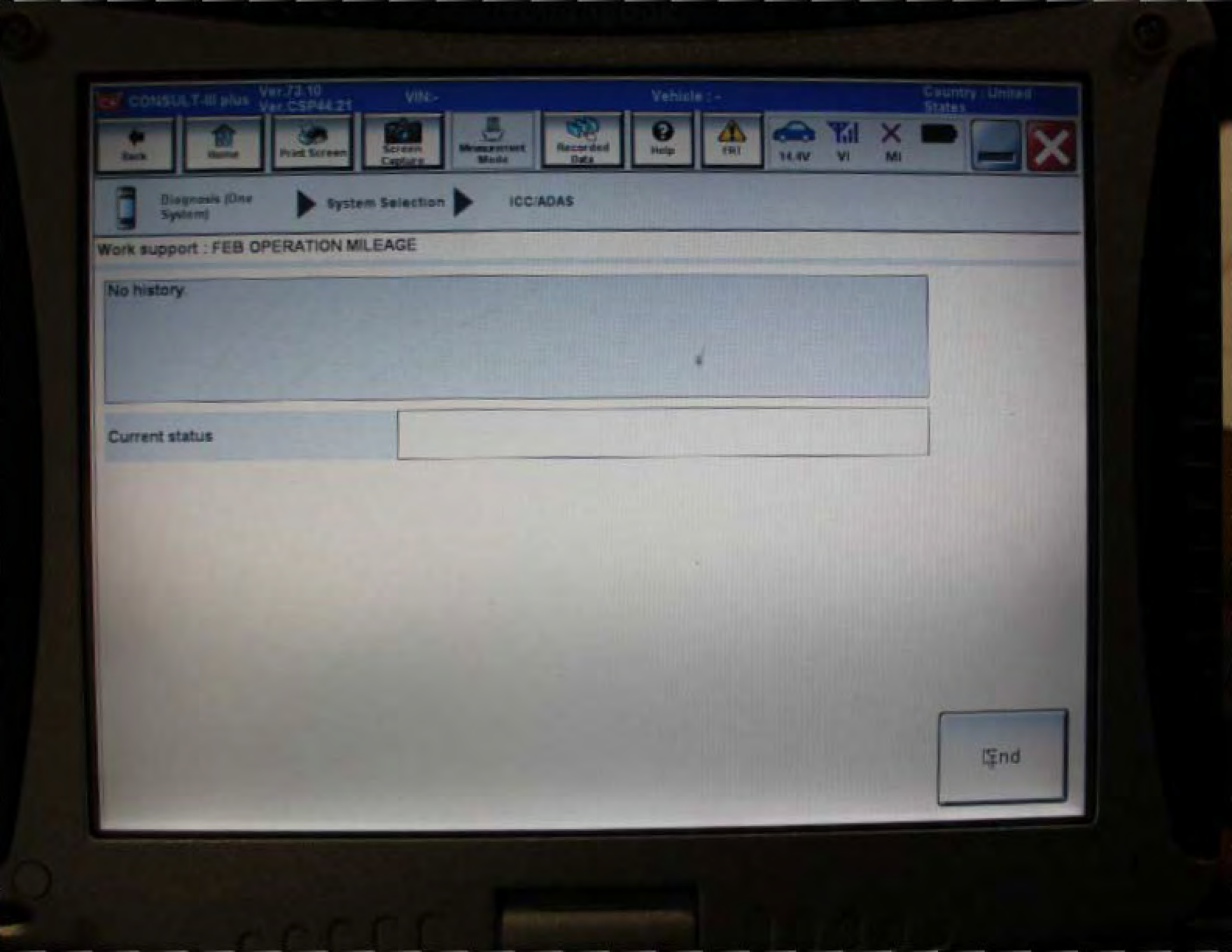

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Ver.CSP44.21
VIN:JN8AT2MV6HW
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.8V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All 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

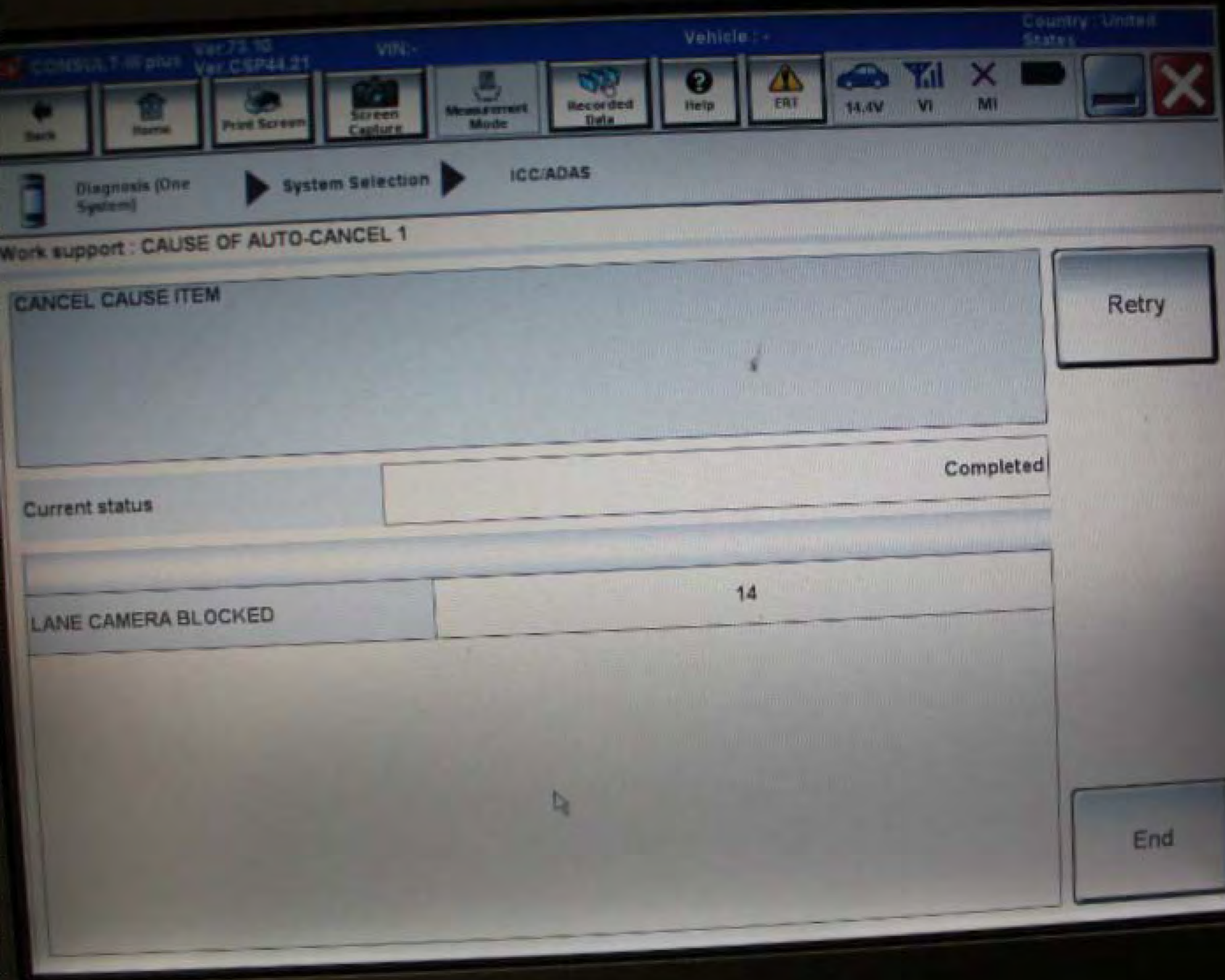

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Vehicle : ROGUE T32 2017
Country : United States
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Screen Capture
Measurement Mode
Recorded Data
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Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
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CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
Detailed Information
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
Print for Custo
Print
Save

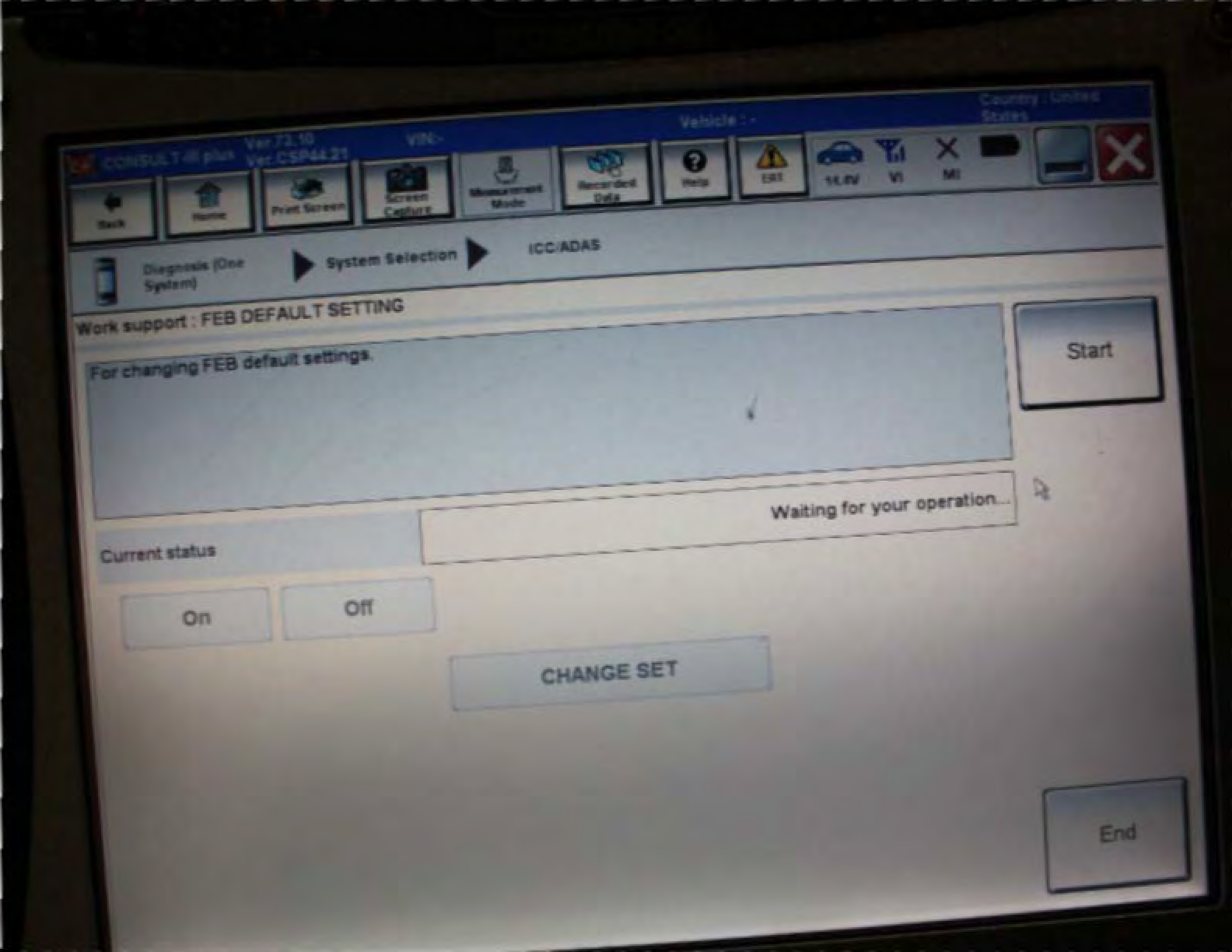

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VIN:JN8AT2MV6HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
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Print Screen
Screen Capture
Measurement Mode
Recorded Data
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MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
Detailed Information
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
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Print for Customer
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ERASE

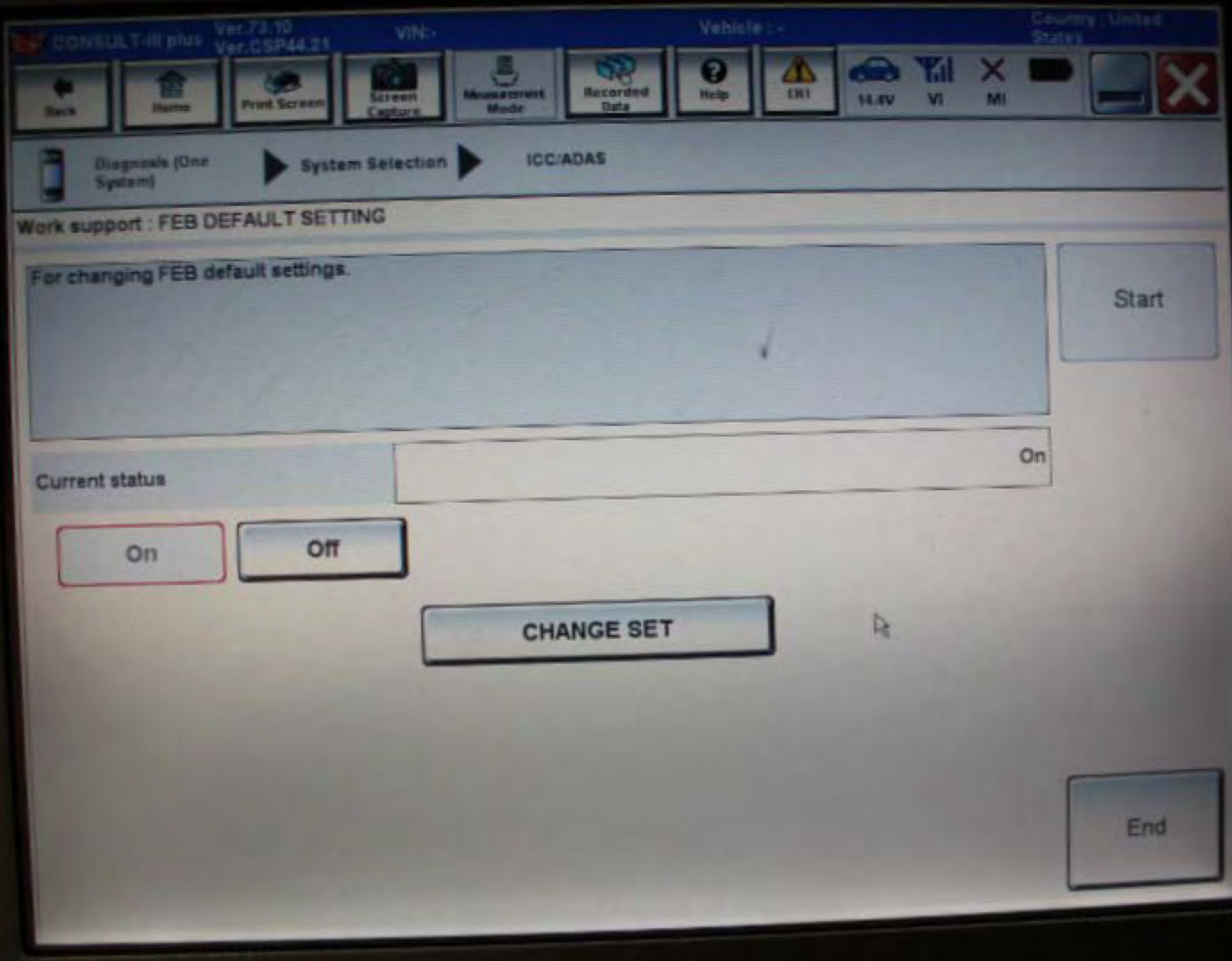

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Ver.73.10
Ver.CSP44.21
VIN:JN8AT2MV6HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.8V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
Detailed Information
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
Print for Customer
Print
Save
ERASE
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4/4


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Ver.CSP44.21
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Vehicle : -
Country : United States
Back
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Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
CRT
14.4V
VI
MI
Diagnosis (One System)
System Selection
ICC/ADAS
Self Diagnostic Result
Data Monitor
Work support
Active Test
ECU Identification
Test Item
CAUSE OF AUTO-CANCEL 1
FEB OPERATION MILEAGE
FEB DEFAULT SETTING
1/1
Start


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
FRI
14.4V
VI
MI
Diagnosis (One System)
System Selection
ICC/ADAS
Work support : FEB OPERATION MILEAGE
No history
Current status
End


Vehicle : -
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.4V
VI
MI
Diagnosis (One System)
System Selection
ICC/ADAS
Work support : CAUSE OF AUTO-CANCEL 1
CANCEL CAUSE ITEM
Retry
Completed
Current status
14
LANE CAMERA BLOCKED
End


Vehicle : -
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
EXIT
14.8V
VI
MI
Diagnosis (One System)
System Selection
ICC/ADAS
Work support : FEB DEFAULT SETTING
For changing FEB default settings.
Start
Waiting for your operation...
Current status
On
Off
CHANGE SET
End


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
ERI
14.6V
VI
MI
Diagnosis (One System)
System Selection
ICC/ADAS
Work support : FEB DEFAULT SETTING
For changing FEB default settings.
Start
Current status
On
On
Off
CHANGE SET
End






LEFT TURN
YIELD
ON GREEN
EAST


LEFT TURN
YIELD
ON GREEN
drug mart
EAST


8:56 AM
17°F
Fuel Economy
Average 20.6 mpg
0 20 40 60
OK = Reset
P
97
3745 miles
RPMx1000
MPH
km/h


8:56 AM
17°F
Fuel Economy
Average 20.6 mpg
0
20
40
60
OK = Reset
P
97
3745 miles
MPH
60
80
40
100
140
20
180
220
km/h
0
1/2
1
H


8:56 AM
17°F
Driving Aids
Emergency Brake
Lane
Blind Spot
P
97
3745 miles
Mx1000
MPH


8:56 AM
17°F
Lane
Warning
P
97
3745 miles
MPH
60
40
20
100
60
20
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1000
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6
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8:56 AM
17°F
Blind Spot
Warning
P
97
3745 miles
4
5
6
7
8
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PMx1000
60
MPH
40
100
60
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20
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1/2


NISSAN
ROTARY LIFT


NISSAN
OHIO


































NISSAN
OHIO


NISSAN

DP19-001

NISSAN

5/15/2019

ATTACHMENT B

REQUEST NUMBER 2 DOCUMENTS

FIELD REPORTS



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	JN1BJ1CP8HW[redacted]
User	Bryan Hayden
Case Number	[redacted]
EDR Data Imaging Date	12/18/2017
Crash Date	
Filename	JN1BJ1CP8HW[redacted] ACM.CDRX
Saved on	Monday, December 18 2017 at 12:29:39
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.

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
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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
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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

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      FF FF FF FF FF FF FF FF FF FF FF FF

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      7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
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      7F 7F

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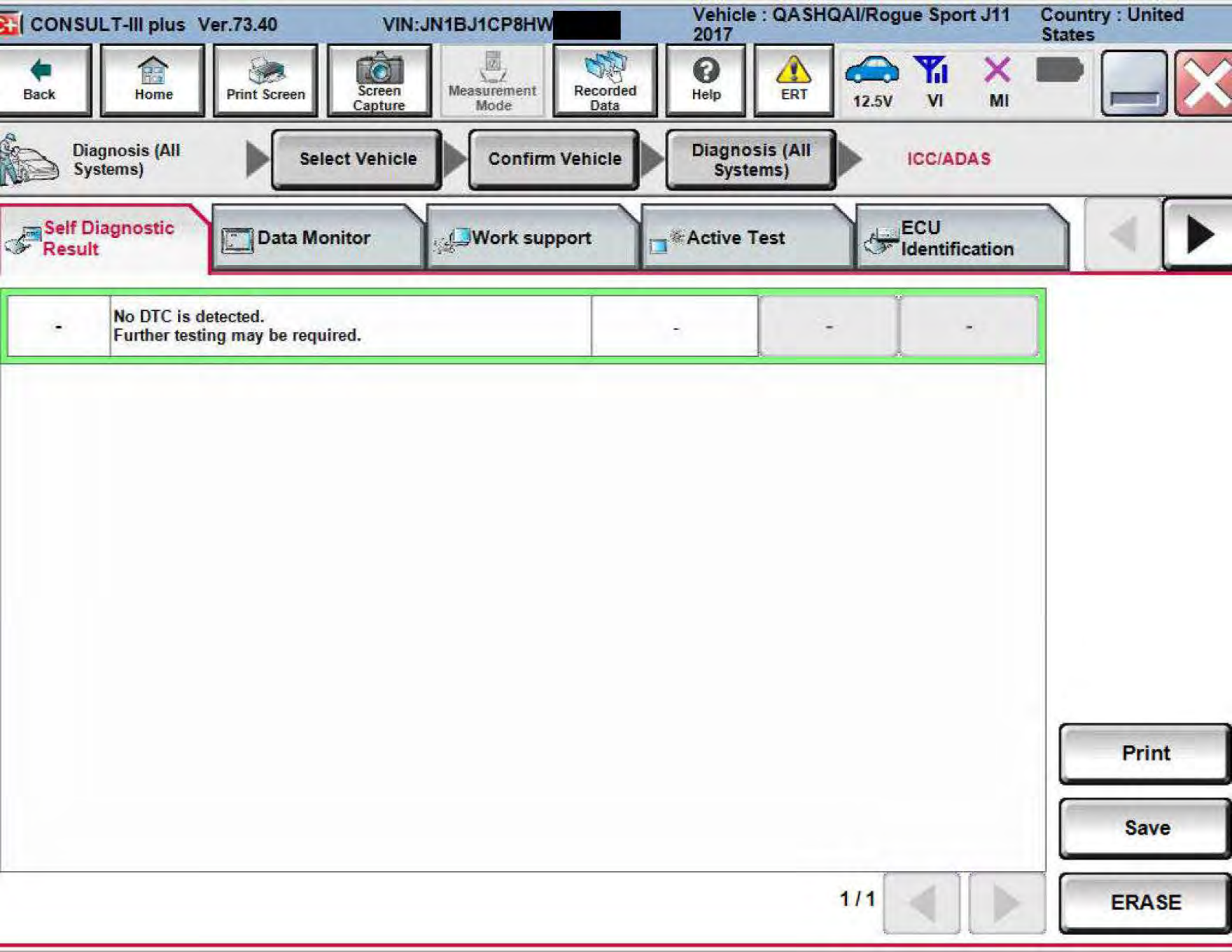

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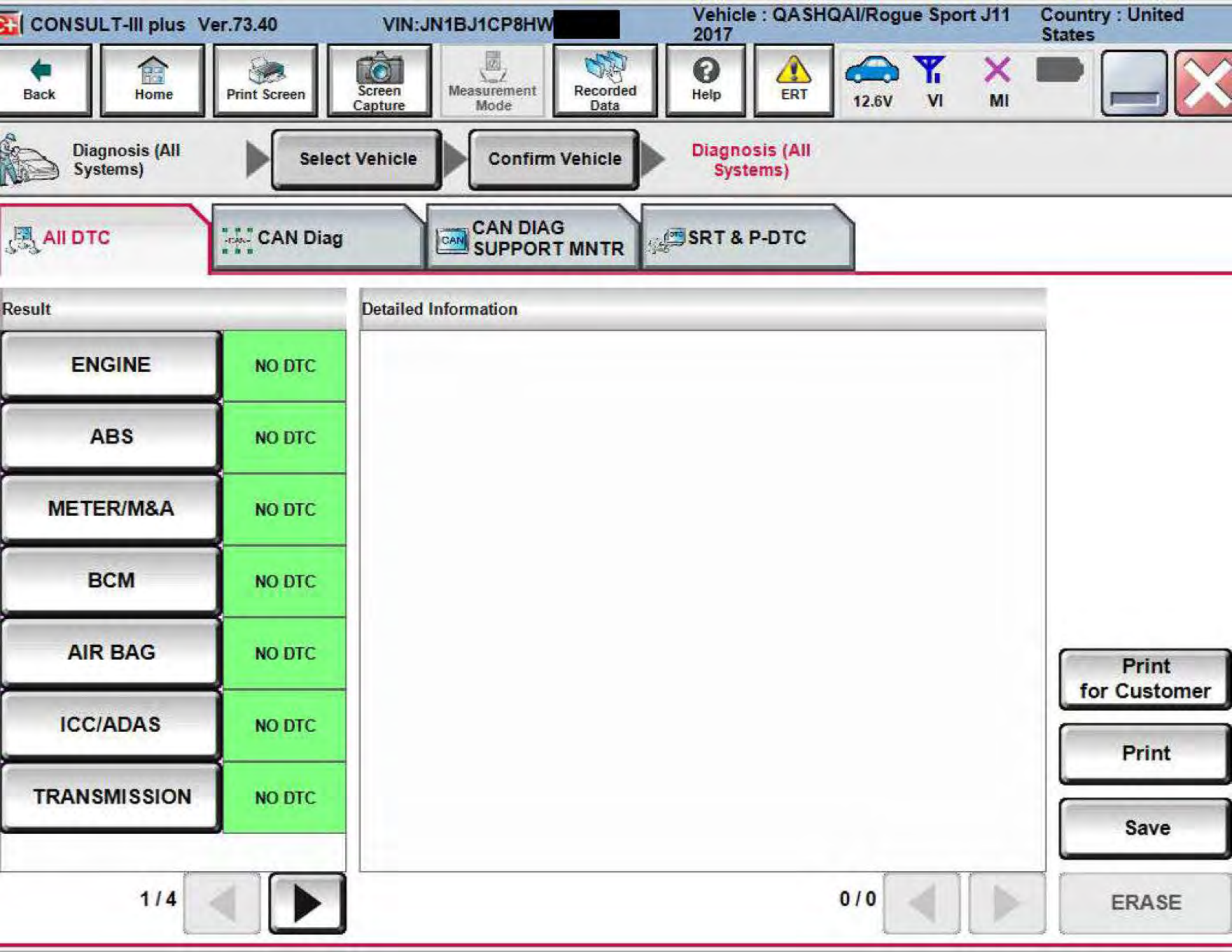

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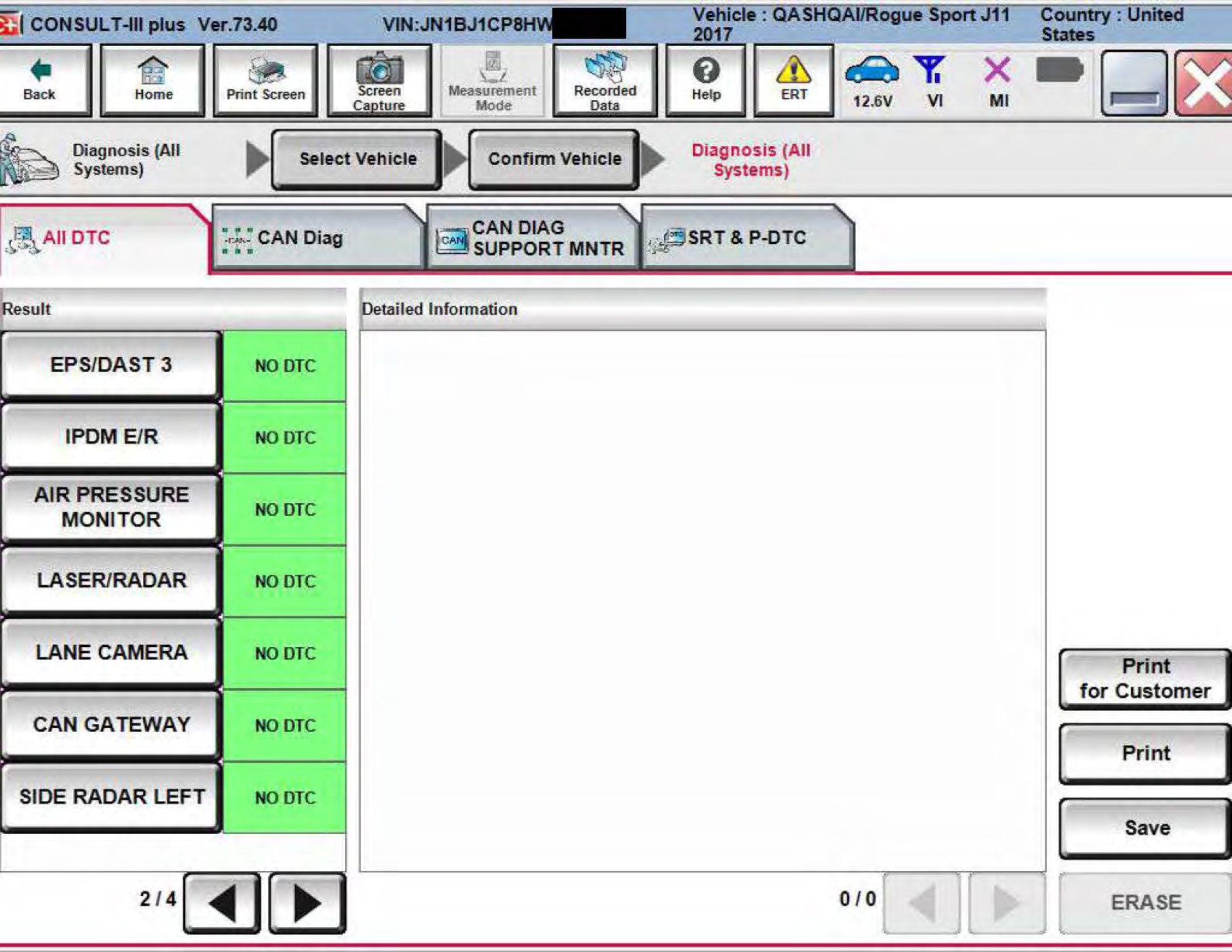

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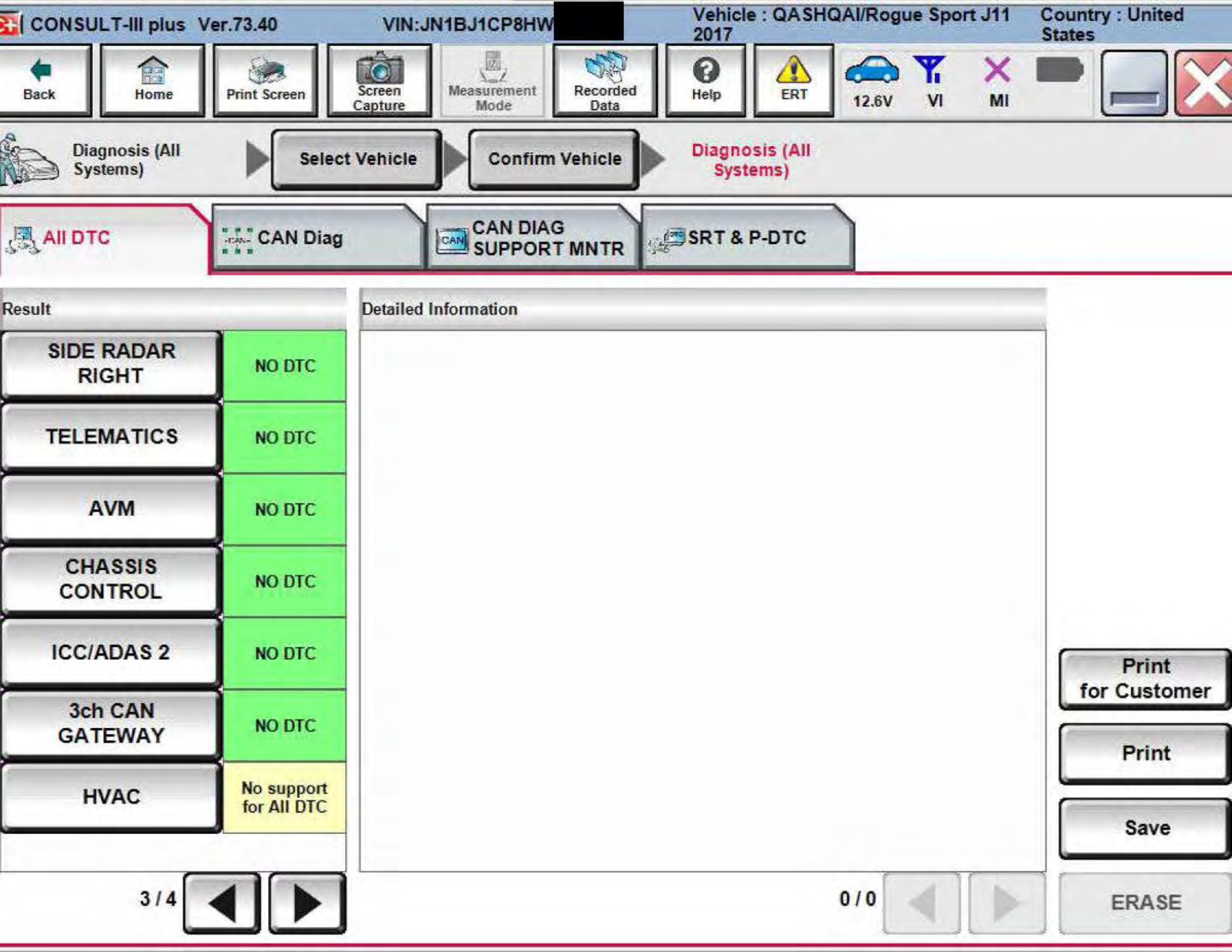
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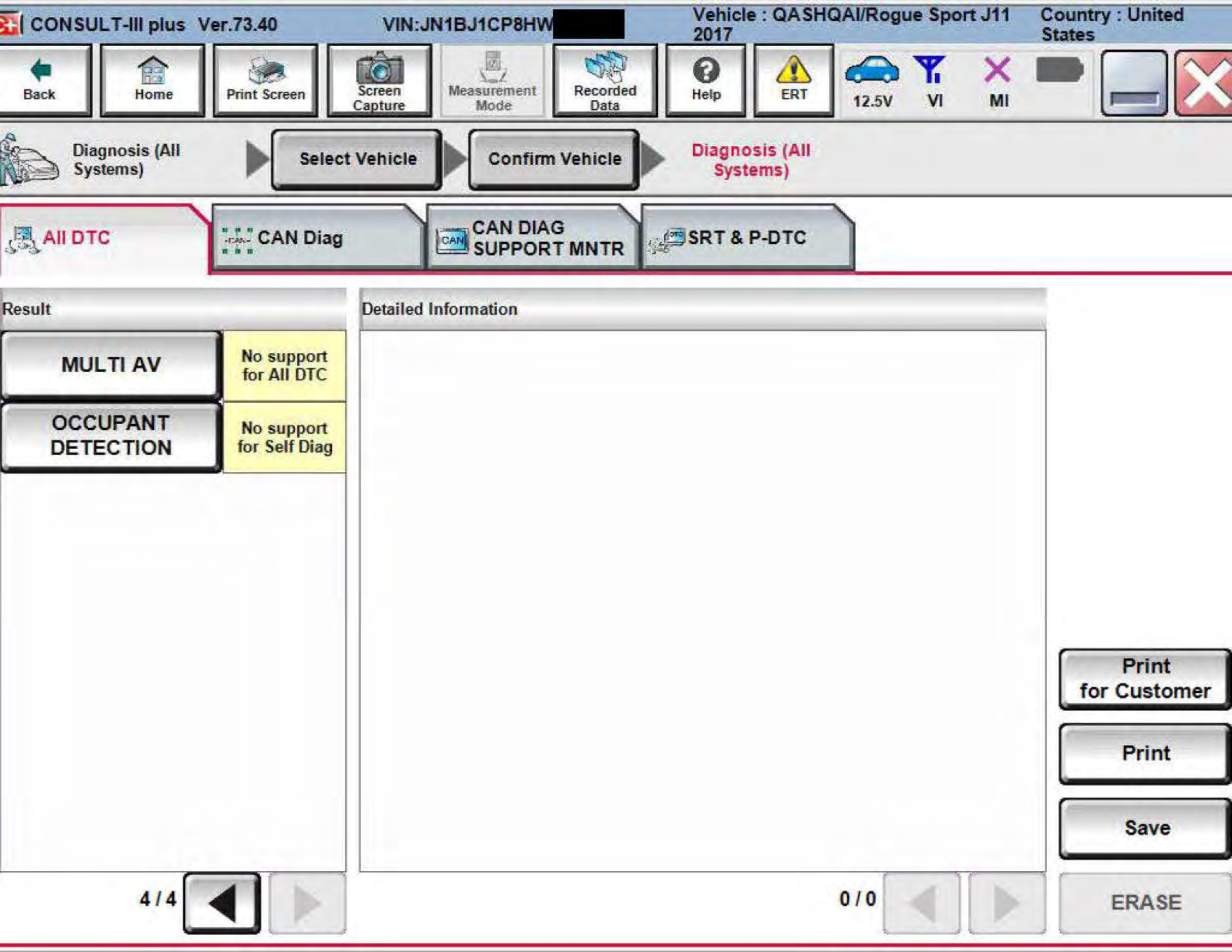
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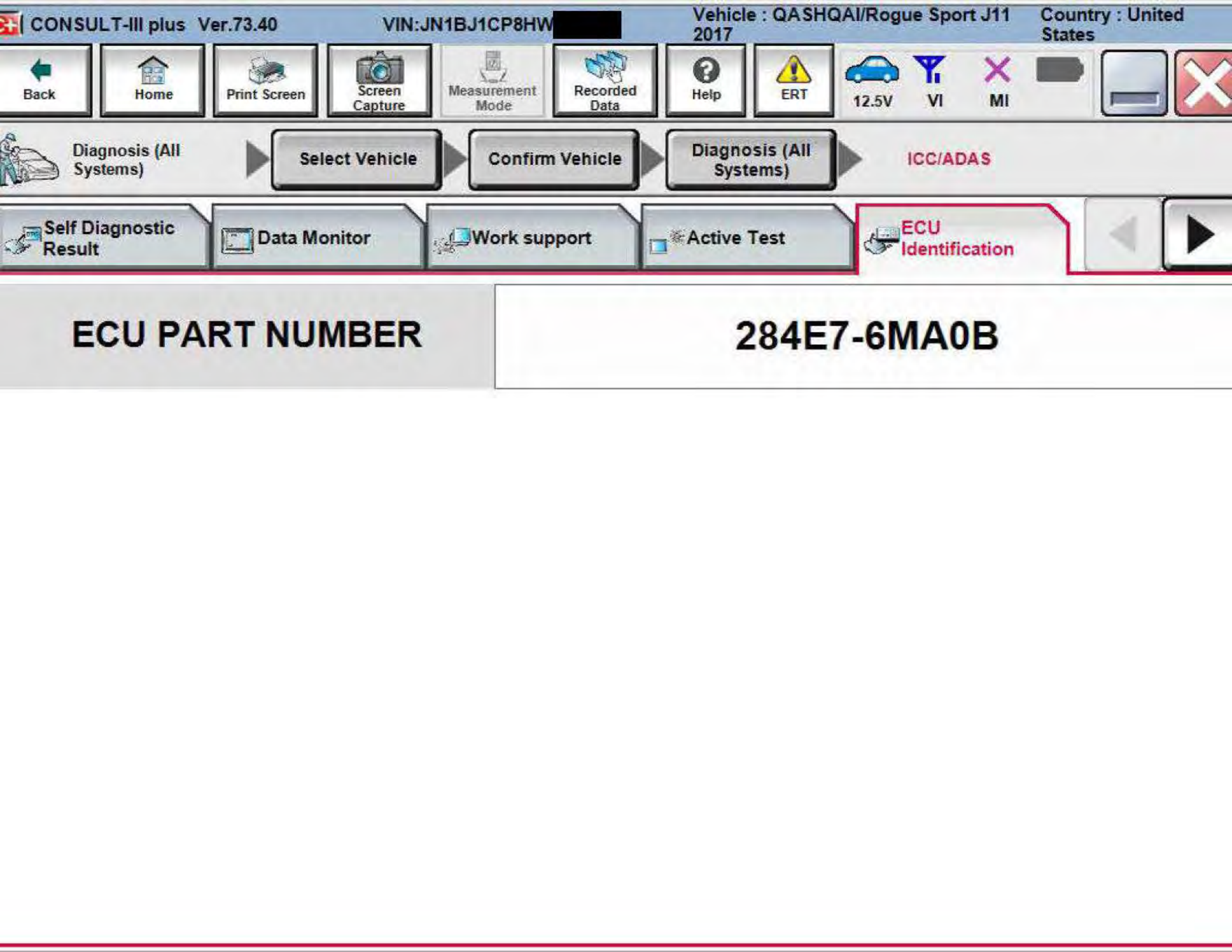

CONSULT-III plus Ver.73.40
VIN:JN1BJ1CP8HW[redacted]
Vehicle : QASHQAI/Rogue Sport J11 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.5V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Self Diagnostic Result
Data Monitor
Work support
Active Test
ECU Identification
-
No DTC is detected.
Further testing may be required.
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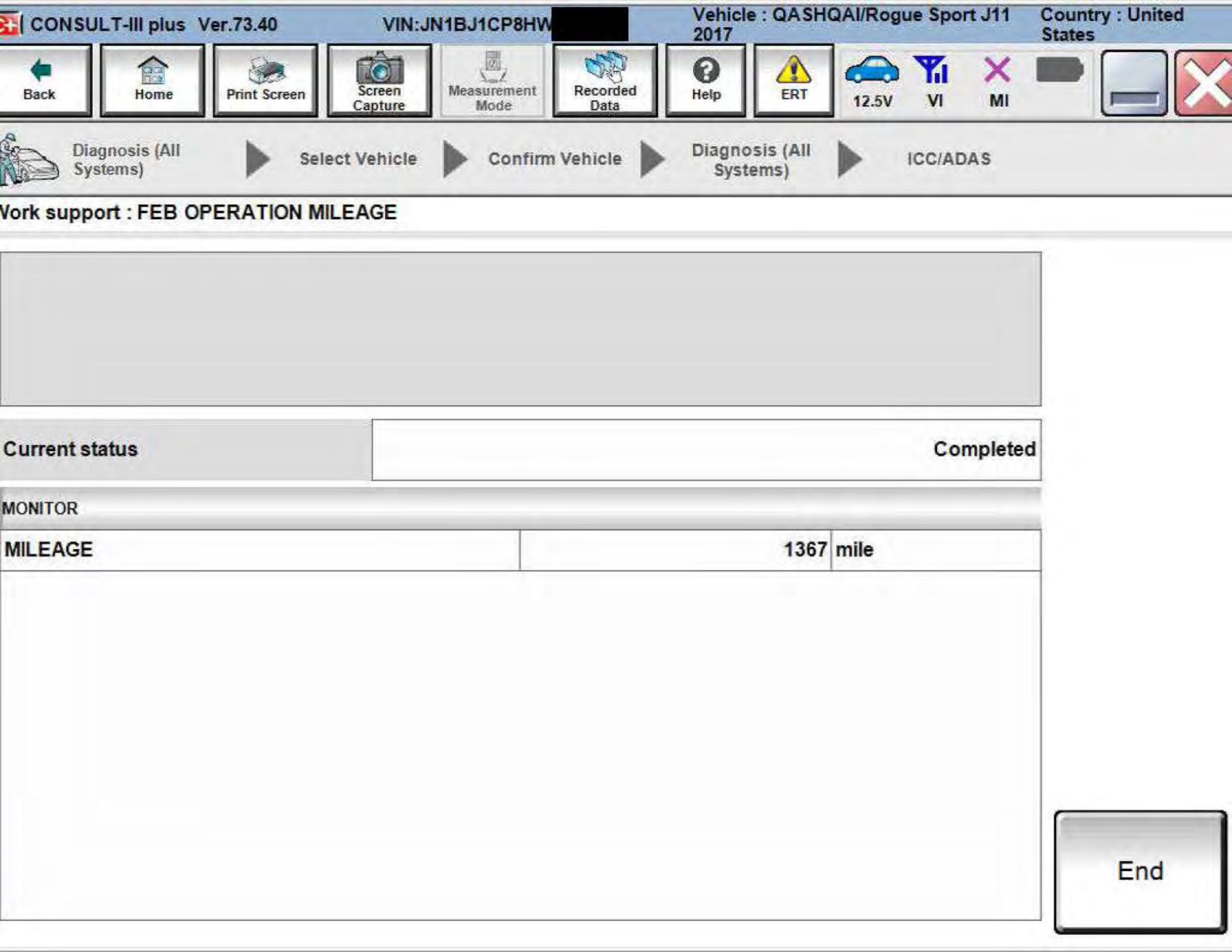

CONSULT-III plus Ver.73.40
VIN:JN1BJ1CP8HW[redacted]
Vehicle : QASHQAI/Rogue Sport J11 2017
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ABS
NO DTC
METER/M&A
NO DTC
BCM
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AIR BAG
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ICC/ADAS
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CONSULT-III plus Ver.73.40
VIN:JN1BJ1CP8HW[redacted]
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IPDM E/R
NO DTC
AIR PRESSURE MONITOR
NO DTC
LASER/RADAR
NO DTC
LANE CAMERA
NO DTC
CAN GATEWAY
NO DTC
SIDE RADAR LEFT
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CONSULT-III plus Ver.73.40
VIN:JN1BJ1CP8HW[redacted]
Vehicle : QASHQAI/Rogue Sport J11 2017
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CONSULT-III plus Ver.73.40
VIN:JN1BJ1CP8HW[redacted]
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CONSULT-III plus Ver.73.40
VIN:JN1BJ1CP8HW[redacted]
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Data Monitor
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Active Test
ECU Identification
ECU PART NUMBER
284E7-6MA0B


CONSULT-III plus Ver.73.40
VIN:JN1BJ1CP8HW[redacted]
Vehicle : QASHQAI/Rogue Sport J11 2017
Country : United States
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NISSAN Search... Search Larry Okuneff Help & Training CA

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Chatter Acceptance Terms

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Number
Search

Shortcut

Unresolved Items

Recent Items

[redacted]

Recent Content

QAS Apex Session

QAS Apex Session

QAS Console Helper Custom

Recycle Bin

[redacted] Cust

Case Comments [14] | Case Categorizations [1] | Emails [0] | Calls [0] | Open Activities [1] | Activity History [2] | Customer Support Tools [0] | Check Activity [0]
Attachments [0] | Case History [15+]

Case Detail

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

Case Record Type	[redacted]	Case Number	[redacted]
Account Name		Case Owner Email	
Contact Email		Case Owner Location	
Home Phone		Case Owner	
Executive Referral	☐	Status	Open
Exec-Received-Date		Type	CA
Letter Sent Date		Case Origin	Phone
Letter Received Date		Date/Time Opened	11/15/2017 2:16 P
Follow Up Date	1/8/2018	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- CST		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	DOWNTOWN NA
# Vehicles Owned	4	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	2,600	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		Create RI
	Email Documents		Print Dea

Vehicle Information

Vehicle	JN1BJ1CP8HW[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE SPORT	Beyond PT Warranty Miles1	0
Model Code	27517	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	DOWNTOWN NASHVILLE NISSAN	Data Net	☐
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	02	Dealer Instructions	Service Dept. Rev
Shared With		Requested Dealer Action	IIR- 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	11/15/2017	VSC Reprint Request	Email
RHR Completed		Contact Name	[redacted]

Primary & Secondary Root Cause Code

What is the issue?	IN - Information	What is the issue? (2)	
What Department?	L - Sales 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?	National (CRR and RCAS)
How was the action taken?	Telephone
What action was taken?	8F Provided Vehicle Information

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: JN1BJ1CP8HW[redacted]

Agent Comments

Agent Comments			
Created By	Lisa Duffney, 11/15/2017 2:16 PM	Root Cause Code	LCIN
Last Modified By	DeHenry Kidd, 1/8/2018 9:35 AM	Root Cause Code (2)	
Legacy Case Number		Action Code	NT8F
Root Cause		Priority	N/A

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

Case Comments New

Action	Public	Comment
Make Public	☐	**Created By: DeHenry Kidd (1/8/2018 9:35 AM)** Arbs has sent a follow up email to PL to see if a decision has been made on customer case arbs is waiting on a reply.
Make Public	☐	**Created By: DeHenry Kidd (12/21/2017 9:42 AM)** Arbs-DK received an email from DTS stating that the inspection is completed. Arbs is now waiting on a decision from PL.
Make Public	☐	**Created By: DeHenry Kidd (12/14/2017 12:28 PM)** Arbs called customer to let the customer know the inspection is still set for 12/20
Make Public	☐	**Created By: DeHenry Kidd (12/13/2017 8:12 AM)** DTS inspection is still set for 12/20
Make Public	☐	**Created By: DeHenry Kidd (12/6/2017 9:26 AM)** DTS inspection is still set for 12/20
Make Public	☐	**Created By: DeHenry Kidd (11/21/2017 2:28 PM)** Arbs has contacted customer and the dealer to let them know the DTS inspection date is set for 12/20. Arbs has informed customer and the dealer that NNA PL is covering the rental for the duration of the investigation. Arbs stated arbs will send and email to warranty admin about NNA PL covering the rental.
Make Public	☐	**Created By: DeHenry Kidd (11/20/2017 4:11 PM)** Verified Name Address Phone# VIN Mileage Responsible Dealer Checked for open Recalls/Campaigns: None Arbs called customer to discuss case, customer stated she was driving on [redacted] traveling around 55-60 miles per hour, when the vehicle starte it slowed down to 20mph, customer took her foot off the gas and when she pressed on it started back accelerating. Customer stated that ther vehicle to brake. Customer stated that customer is afraid that this will happen again an customer would be hit. Customer stated that this has [redacted] and once on [redacted] Customer stated the dealer has placed the customer in a loaner vehicle. Arbs-DK informed customer that Arbs would setup an inspection. Arbs-DK stated once arbs has the date Arbs will let the dealer and custome Arbs-DK also stated that the process could take up to 6 weeks for everything to be done and process to determine a decision. Arbs stated th transportation it will be at the customer expense due to NNA does not offer assistance during the inspection period customer understood.
Make Public	☐	**Created By: DeHenry Kidd (11/20/2017 11:21 AM)** [redacted] Arbs-DK called customer at 1121am no answer was made. Arbs left a message stating name and number for c to call Arbs back at [redacted]
Make Public	☐	**Created By: Samantha Dixon (11/16/2017 3:49 PM)** IIR- spontaneous braking

Make Private ☑ **Created By: Shirley Finchum (11/16/2017 1:56 PM)**
*** CRT-SF notes unable to data net. ***

Created By: Shirley Finchum (11/16/2017 1:53 PM)
CRT-SF received inbound call from C at [redacted]
CRT-SF VERIFIED C's name, home & email address, concern, phone#, mileage
CRT-SF CHECKED for open recalls/campaigns and found: none
Previous UNRELATED Case(s) Found: none
Previous RELATED Case(s) Found: none
CRT-SF ADVISED "This call may be recorded for quality and training purposes."

CRT-SF confirmed that C has concern with emergency braking while on the interstate.

C stated that C purchased VEH in the end of August.
C stated that concern has happened 5 times.
C stated 2 times in a garage, one on the interstate and once while on a road near C's house.
C stated that no VEH's are in front of VEH.
C stated last time was on [redacted] going 55-60 mph and brake assist went on and VEH slowed down to around 20mph.
C stated at that time C pressed on gas.

CRT-SF apologized for concern.
CRT-SF confirmed that VEH is at DLRSHP.
CRT-SF advised that NNA will be doing an IIR.
CRT-SF asked questions to fill out IIR.
CRT-SF advised if C still wanted NNA to review for RHR.

C stated what does that imply?

Make Private ☑ CRT-SF advised that NNA will review history records.

C stated that VEH has only been to DLRSHP once.
C stated that C wants VEH fixed.
C stated that C does not feel comfortable in VEH.

CRT-SF advised that IIR can be completed and then if VEH is not repaired than RHR can be reviewed for C.

C stated what does C do know?
C stated that VEH is at DLRSHP.
C stated does C need to go get VEH.

CRT-SF advised that IIR will go to different department and will be reached out by that department.
CRT-SF advised that if C wanted to get VEH then C can.
CRT-SF advised that will call DRLSHP to let DLR know what process that NNA is taking.
CRT-SF advised that it is C discretion to get VEH.

C stated that C did not want to pick up VEH.
C stated that C will like to keep loaner.

CRT-SF advised that will let DLR know the process that NNA is taking.
CRT-SF provided direct number and case number.
CRT-SF asked if any other questions.
C stated no.
CRT-SF thanked C.
C thanked CRT-SF.
Call ended mutually.

Created By: Shirley Finchum (11/16/2017 11:26 AM)
CRT-SF made outbound call to DRLSHP.
CRT-SF spoke to Service Manager-Rich.

SM-Rich advised that VEH is at DRLSHP.
SM-Rich stated that [redacted] does know about concern.
SM-Rich advised that C stated concern never happens on cruise, no lights appear.
Make Private ☑ SM-Rich stated that C's concern happened on highway when going 40mph and when in parking garage.
SM-Rich stated that SM took VEH on highway, main streets and in garage and can not duplicate concern.
SM-Rich stated that everything works on VEH.
SM-Rich stated that front grill emblem had paint coming off on side and is backordered but was advised that this would not affect concern.

CRT-SF advised will see what NNA can do for C.
CRT-SF thanked C.
C thanked CRT-SF.
Call ended mutually.

Make Public ☐ **Created By: Lisa Duffney (11/15/2017 2:28 PM)**
****** [CASE SUMMARY] ******

CRR-LD sending case to RCAS buy back request for front collision braking system for stooping VEH 5 times while on HWY. DOWNTOWN N

Created By: Lisa Duffney (11/15/2017 2:27 PM)
CRR-LD VERIFIEDAccount information including: C's name, home & e-mail address,
phone number & best contact number
CRR-LD VERIFIED VEH information including: VIN #, Current Mileage
CRR-LD CHECKED for open recalls/campaigns and found: None
CRR-LD CHECKED for previous UNRELATED Case(s) and found: None
CRR-LD CHECKED previous RELATED Case(s) and found: None
CRR-LD NOTED concern is: Buy back

CRR-LD received inbound call from C

C-Advised has 2017 rogue that was purchased thru DOWNTOWN NASHVILLE NISSAN 2.5 months ago
C-Advised since purchase VEH's collision brake has stopped VEH 5 times without any warning while driving on highway
C-Advised SA-Rick advised C cannot fix concern and DLRSHP is requesting rental VEH back

Make Public ☐ CRR-LD-Apologized for concern
CRR-LD-Asked C what is it NNA can do for you today?

C-Advised has purchased many Nissan VEH and does not feel safe in VEH any longer
C-Advised if Nissan cannot fix concern C wants VEH purchased back
C-Advised if C drives VEH and this concern happens again causing an accident with VEH C will be suing NNA

CRR-LD asked C if there was anything else CRR-LD could assist with.

C declined

CRR-LD informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day 1

CRR-LD provided C with agent ID [redacted] and case number [redacted]
CRR-LD noting C's best contact number is [redacted]
Call ended mutually

Case Categorizations

New Case Categorization

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Cat
Edit | Del	[redacted]	BRAKES	INTELLIGENT BRAKE ASSIST (IBA)	POOR OR IMPROPER OPERATION	26	11/15/2017	YX	AD

Emails

Send an Email

No Emails Available

Calls

New CA Call

No records to display

Open Activities

New Task | New Event | RCAS Task | Correspondence Request

Action	Subject	Status	Type	Task	Name
Edit | Cls	DTS Follow Up [redacted] DOWNTOWN NASHVILLE NISSAN	Not Started		☑	

Activity History

Log a Call | View All

Action	Subject	Type	Name	Due Date	Assigned To	Action T
Edit | Del	DTS Request [redacted] DOWNTOWN NASHVILLE NISSAN			11/22/2017	Bryan Hayden	
Edit | Del	IIR	[redacted]		11/17/2017	DeHenry Kidd	

Customer Support Tools

Check Request | Service Credit | VSC | ECW | VPP | Regional GW Request

No records to display

Check Activity

No records to display

Forms

VSC Comments | VSC Cancellation | VSC Transfer | VSC Check Trace | VSC Miscellaneous | VSC

Action	Form	Request Type	Created By	Created Date	Customer Name	VSC	VIN
Edit	[redacted]	IIR	Shirley Finchum, 11/16/2017 1:43 PM	11/16/2017			JN1BJ1CP8HW[redacted]

DTS Field Inspections

Action	Title	DTS Inspection Date	Owner First Name	Owner Last
Edit	[redacted]	12/20/2017 10:00 AM	Bryan	Hayden

Attachments

Attach File

No records to display

Case History

Date	User	Action
12/29/2017 1:14 PM	DeHenry Kidd	Changed Follow Up Date from 12/29/2017 to 1/8/2018.
12/21/2017 9:46 AM	DeHenry Kidd	Changed Follow Up Date from 12/27/2017 to 12/29/2017.
12/14/2017 12:27 PM	DeHenry Kidd	Changed Follow Up Date from 12/15/2017 to 12/27/2017.
12/13/2017 8:12 AM	DeHenry Kidd	Changed Follow Up Date from 12/13/2017 to 12/15/2017.
12/6/2017 9:26 AM	DeHenry Kidd	Changed Follow Up Date from 12/6/2017 to 12/13/2017.
11/21/2017 2:29 PM	DeHenry Kidd	Changed Follow Up Date from 11/22/2017 to 12/6/2017.
11/20/2017 11:22 AM	DeHenry Kidd	Changed Follow Up Date from 11/20/2017 to 11/22/2017.
11/16/2017 4:05 PM	DeHenry Kidd	Changed Follow Up Date from 11/21/2017 to 11/20/2017.
11/16/2017 3:50 PM	Samantha Dixon	Changed Case Owner from Shirley Finchum to DeHenry Kidd.
11/16/2017 3:49 PM	Samantha Dixon	Changed Description.
11/16/2017 1:55 PM	Shirley Finchum	Changed Follow Up Date from 11/16/2017 to 11/21/2017.
11/16/2017 7:45 AM	Shonecia Johnson	Changed Description. Changed Case Owner from Shonecia Johnson to Shirley Finchum. Changed Subject from CUSTOMER [redacted] PHONE: [redacted] VIN: JN1BJ1CP8HW[redacted] to CUSTOI VIN: JN1BJ1CP8HW[redacted]
11/15/2017 2:30 PM	Lisa Duffney	Changed Escalated By ID to 0050G000008Vk4s.

Show more » | Go to list »

Back To Top

Always show me fewer / more records per related list

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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	JN1BJ1CP8HW[redacted]
User	Bryan Hayden
Case Number	[redacted]
EDR Data Imaging Date	12/18/2017
Crash Date	
Filename	JN1BJ1CP8HW[redacted] ACM.CDRX
Saved on	Monday, December 18 2017 at 12:29:39
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.

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
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

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      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
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      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
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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.

Incident Investigation

CAR # [redacted]
Claimant
VIN JN1BJ1CP8HW[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 Nashville State TN Zip Code [redacted] Country United States

☒ Driver Same as Claimant
☒ Owner Same as Claimant

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 Rouge Sport Mfg. Date 7/7/2017 VIN JN1BJ1CP8HW[redacted]

Mileage 2,730 License # [redacted] State TN Country United States

Special equipment & accessories None

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 Not Given Time Not Given

Location of Incident (describe fully) [redacted] and [redacted] Nashville, TN [redacted]

Weather Conditions (Rain/Snow/Dry/Etc.) Unknown

Vision obstruction (describe) Unknown

Temperature at time of incident Unknown Parking location prior to time of incident Unknown

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN JN1BJ1CP8HW[redacted]

Overnight temperature prior to incident: Unknown
Length of time parked: Unknown

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] was going 55-60 mph on interstate [redacted] when the vehicle starting slowing down, the vehicle slowed down to about 20 mph. She pressed on gas on slowing down happened. Customer states that she was depressing the throttle pedal during the incident but the vehicle would not accelerate and kept slowing down. There were about 6 cars around vehicle but not in close perimeter. [redacted] states that the cruise control was not on. [redacted] states there was a warning light flashing but could not remember what it was.

Relation to Roadway (on-road, off-road, left side, right side): on-road
Number of times incident occurred: Not Given

Driver Action (braking, steering, etc.): Driving straight on the interstate

Special Circumstances: None Given

Actions taken after incident and results of those actions: Took vehicle to the dealer and contacted Nissan North America

Vehicle Estimated Speed: 55-60 MPH
Source: [redacted]
Posted Speed Limit: Not Given

Other Vehicle Estimated Speed: Not Given
Source: [redacted]
Posted Speed Limit: Not Given

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	While operating the vehicle at 55-60 MPH on the interstate, undesired FEB will operate without apparent cause.	[redacted]

Add Allegation | Remove Allegation

IV. Occupants & Injuries

Source of Information: Diane Butler

Incident Investigation

CAR # [redacted]
Claimant
VIN JN1BJ1CP8HW[redacted]

Legend for Section IV. **Seating Position:**



Occupant Name [redacted] DOB [redacted] Height Not Given

Address [redacted] Nashville, TN [redacted] Weight Not Given

Location Incident Vehicle Seating Position 1 - Driver

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

Nature & Extent of Injuries None

Where, when, and by whom were the injuries treated? N/A

Add Occupant | Remove Occupant

☐ No Occupants Comments N/A

V. Other Property Damage

☒ No Other Property Damage

Source of information [redacted]

VI. Investigation Results

Date of vehicle inspection 12/18/2017

Location of inspection Downtown Nashville Nissan

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

No damage

Have you located any prior repair orders? If yes, submit with IIR. ◉ YES ○ NO

Photos taken by Bryan Hayden # Photos 37

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 No damage

Incident Investigation

CAR # [redacted]
Claimant
VIN JN1BJ1CP8HW[redacted]

Engine/ Transmission/ Drivetrain	No damage. Engine starts and runs good. All fluid levels are good. Transmission is good.
Underbody/ Suspension/ Steering/ Wheels & Tires	No damage
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	No damage
Seat Belts/ Child Restraints (if applicable)	No damage. All seat belts latch and unlatch as designed
Air Bags	No codes. Air Bags did not deploy

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

Upon inspection, found no abnormalities with vehicle. Found no signs of any impact trauma. DTS drove vehicle to location provided by [redacted] Vehicle was driven in both directions in all available lanes at varying speeds from 20 - 70 MPH and was unable to duplicate any abnormal FEB operation. Performed inspection of the FEB Operation Mileage log in Consult 3 Plus on the incident vehicle and found the FEB Operation Mileage Log has one recorded of event operation at 1,367 miles (Please see FEB Operation Mileage Screenshot). During test drive, found vehicle is currently operating as designed.

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
1	While operating the vehicle at 55-60 MPH on the interstate, undesired FEB will operate without apparent cause.	Upon inspection, found no abnormalities with vehicle. Found no signs of any impact trauma. DTS drove vehicle to location provided by [redacted] Vehicle was driven in both directions in all available lanes at varying speeds from 20 - 70 MPH and was unable to duplicate any abnormal FEB operation. Performed inspection of the FEB Operation Mileage log in Consult 3 Plus on the incident vehicle and found the FEB Operation Mileage Log has one recorded of event operation at 1,367 miles (Please see FEB Operation Mileage Screenshot). During test drive, found vehicle is currently operating as designed.

Add Row | Remove Row

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

Reporter's Signature [redacted]

Reporter's Name & Region Bryan Hayden, Southeast Region 34

Incident Investigation

CAR # [redacted]
Claimant
VIN JN1BJ1CP8HW[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)	N/A
Comments	N/A

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?	◉	○	N/A

Incident Investigation

CAR # [redacted]
Claimant
VIN JN1BJ1CP8HW[redacted]

	Yes	No	Comments
EDR download included in report?	◉	○	N/A

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.)	N/A
○	◉	Physical damage to camera? (ie. cracks)	N/A
○	◉	Obstructions to radar sensor units? (ie. dirt, stickers, etc.)	N/A
○	◉	Physical damage to radar sensor units? (ie. cracks)	N/A
◉	○	Electrical connection to radar module firmly seated?	N/A
◉	○	Electrical connection to camera module firmly seated?	N/A
○	○		

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.


JN1BJ1CP8HW


MANUFACTURED BY NISSAN MOTOR CO.,LTD.
DATE: 7/17
GAWR/PNBE FR: 2325 LBS. RR: 2050 LBS.
GVWR/PNBV: 4340 LBS.
THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY,BUMPER,AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.
VIN: JN1BJ1CP8HW
PASSENGER CAR
COLOR TRIM TRANS AXLE ENGINE
KAD G RE0F10D GS63 MR20(DD) 1997CC
JN1BJ1CP8HW


12:43 PM
51°F
Safety Shield
P
257 mi
2730 miles
RPMx1000
MPH
km/h


EXIT
NISSAN


EXIT


EXIT


NOTICE
ROGUE


ROGUE
SPORT
SL


SL








NISSAN
























NISSAN

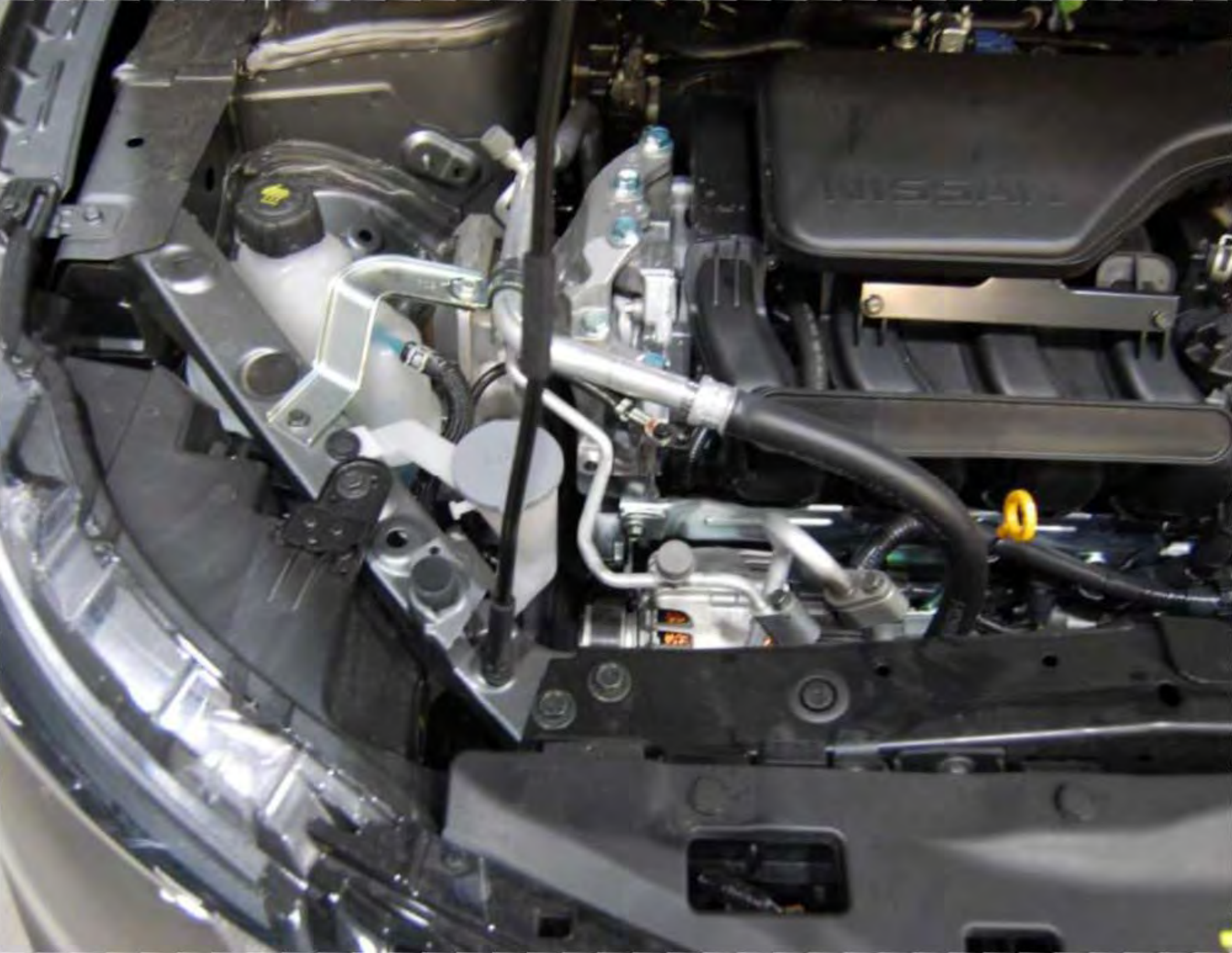

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