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

DP19-001

NISSAN

5/15/2019

ATTACHMENT B

REQUEST NUMBER 2

DOCUMENTS

FIELD REPORTS

[redacted]

NISSAN

Search Samaritan Potter Help & Training CA

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

Vehicle
JN8AT2MV4HW[redacted]

Customize Page | Printable View | Help for th

Vehicle Campaigns [0] | Warranty Cases [1] | Cases [2] | Service History [11] | Vehicle Service Contracts [0] | Vehicle History [1] | DTS Field Inspections [1]

Vehicle Detail

VIN	JN8AT2MV4HW[redacted]		
Last Modified By	NNAETL, 1/2/2018 9:05 PM	Branded Title	
Created By	NNAETL, 2/1/2017 11:02 AM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage	4,136	MSRP	$34,270
Latest Recorded Mileage Units	M		
In Service Date	5/16/2017		

Manufacturing Data

Make/Model	2017 NISSAN ROGUE	Manufacturer Date	12/19/2016
Model Year	2017	Plant Name	KYUSHYU (NML)
Make	NISSAN	PDI Date	
Model Line	ROGUE	Country Code	USA
Model Code	22617	US Specification Indicator	Y
Body Style Type	WAGON 4 DOOR	Emissions Type	50 STATE
Exterior Color	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 Des
1	POWERTRAIN COVERAGE	5/16/2022	60,000				
2	SEAT BELT	5/16/2027	999,999				
3	CORROSION COVERAGE (PERFORATION)	5/16/2022	999,999				
4	FEDERAL EMISSION LONG TERM DEFECT	5/16/2025	80,000				
	FEDERAL						

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	5/16/2017	

Vehicle Ownership

Vehicle Ownership

New Vehicle Ownership

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

Vehicle Campaigns

Vehicle Campaigns

No records to display

Warranty Cases

Warranty Cases

Action	Case Number	Dealer Name	Repair/Work Order	Repair/Work Order Open Date	Job/Line Number	HOST Reference Number	Approval Sta
	[redacted]	SMITHTOWN NISSAN	[redacted]	11/4/2017	2	[redacted]	Approved

Cases

Print Cases

Cases

Action	Case Number	Type	Account Name	Date/Time Opened	Date/Time Closed	Current Mileage	Status	CST Approvals	Owner Na
| Edit | Cls	[redacted]	CA	[redacted]	11/14/2017 10:25 AM		4,136	Open	0	DeHenry
| Edit | Cls	[redacted]	TECH LINE		11/6/2017 3:37 PM	11/6/2017 4:25 PM	4,062	Closed	0	Brian Terl

Service History

Service History

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 #	Cl
	[redacted]			PD	2/13/2017	3	[redacted]	[redacted]	[redacted]	1
	[redacted]				1/31/2017	1	[redacted]	[redacted]	[redacted]	
	[redacted]		CUSTOMER REQUEST NEW YORK STATE INSPECTION. $37.00 FOR EMISSIONS AND SAFETY INSPECTION $10.00 FOR NYS SAFETY INSPECTION	I	5/30/2017	3	[redacted]	[redacted]	[redacted]	
	[redacted]		CUSTOMER REQUEST NEW YORK STATE INSPECTION. $37.00 FOR EMISSIONS AND SAFETY INSPECTION $10.00 FOR NYS SAFETY INSPECTION	I	5/16/2017	3	[redacted]	[redacted]	[redacted]	
	[redacted]		INSTALL FACTORY WHEEL LOCKS RECORD WHEEL LOCK KEY ID #	I	2/9/2017	3		[redacted]	[redacted]	
	[redacted]		AS PER REQUEST PERFORM PRE-DELIVERY INSPECTION AND FILL OUT PRE-DELIVERY INSPECTION CHECK LIST	W	2/9/2017	3		[redacted]	[redacted]	
	[redacted]	NO DEFECT FOUND		FW	11/16/2017	4,062	[redacted]	[redacted]	[redacted]	2
	[redacted]		VEHICLE INSPECTION PERFORM VEHICLE INSPECTION (MPI)	C	11/15/2017	4,090	[redacted]	[redacted]	[redacted]	
	[redacted]		CUSTOMER REQUESTS TO REFRESH THE CRYSTAL FUSION WINSHIELD TREATMENT	C	11/15/2017	4,090	[redacted]	[redacted]	[redacted]	
	[redacted]		CUST REPORTED LOUD RUMBLE AND CAR STOPPED ON [redacted] BY [redacted] SCHOOL- NO OBSTRUCTIONS NO TRAIN TRACKS.HAPPENED TWICE 2ND TIME WAS IN [redacted] 230 AM IN MORN - MAKING A RIGHT ONTO [redacted] OFF OF CENTICAL.	W	11/15/2017	4,090	[redacted]	[redacted]	[redacted]	
	[redacted]		CUSTOMER REPORTS RADIO ONLY PLAYS 2 STATIONS. LOCAL BAB AND BLI	C	11/15/2017	4,090	[redacted]	[redacted]	[redacted]	

Vehicle Service Contracts

Vehicle Service Contracts

No records to display

Vehicle History

Vehicle History

Date	User	Action
2/1/2017 11:02 AM	NNAETL	Created.

DTS Field Inspections

New DTS Field Inspection

DTS Field Inspections

Action	Title	Status	Created Date	Related Support Case	Owner First Name	Owner Last Name	DTS Team	DTS Inspection Date	Report Date
Edit	[redacted]	Completed	12/11/2017	[redacted]	[redacted]	[redacted]	NER	12/19/2017 2:00 PM	1/1/2018 10:1

^ Back To Top

Always show me fewer / more records per related list

Copyright © 2000-2018 salesforce.com, inc. All rights reserved. | Privacy Statement | Security Statement | Terms of Use | 508 Compliance

DP19-001

NISSAN

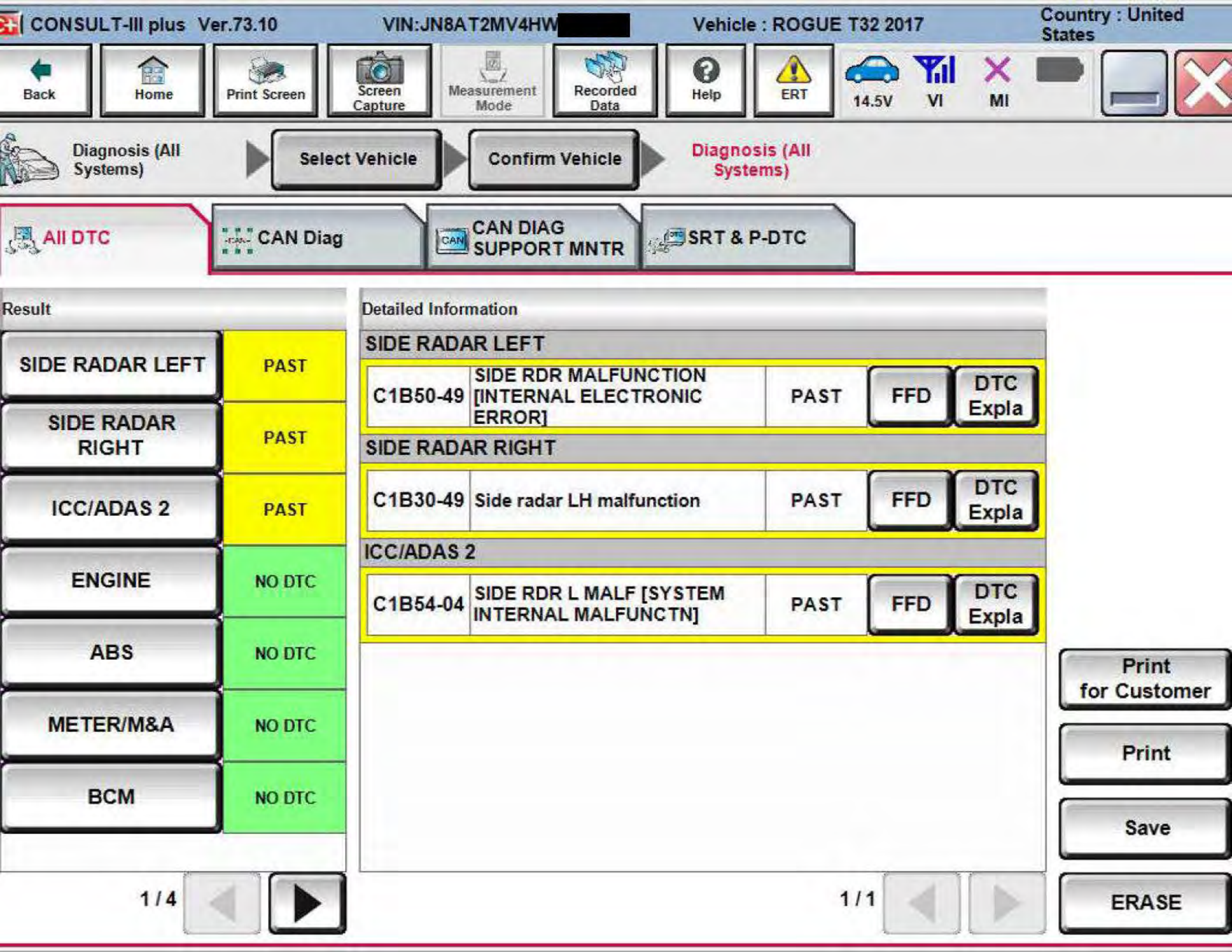
5/15/2019

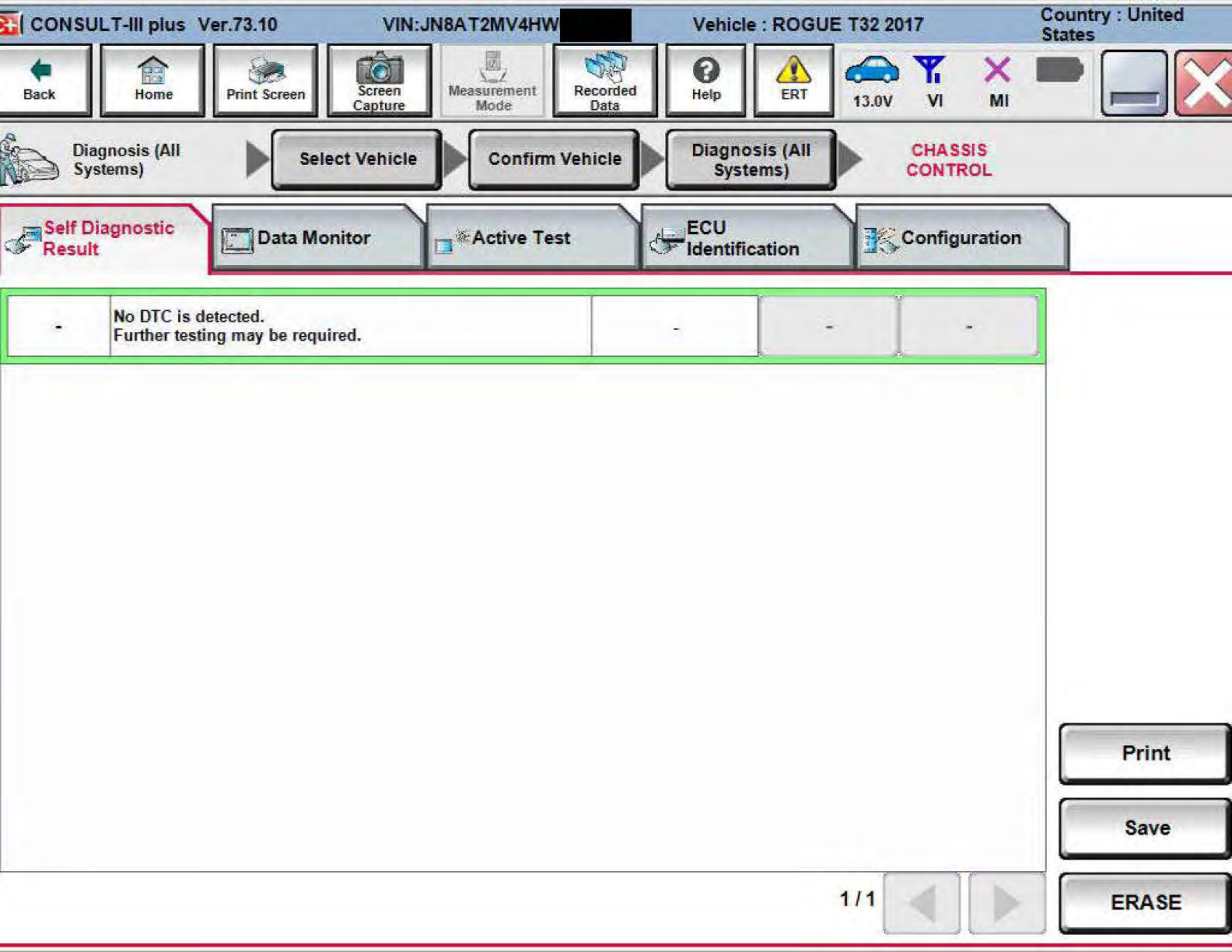
ATTACHMENT B

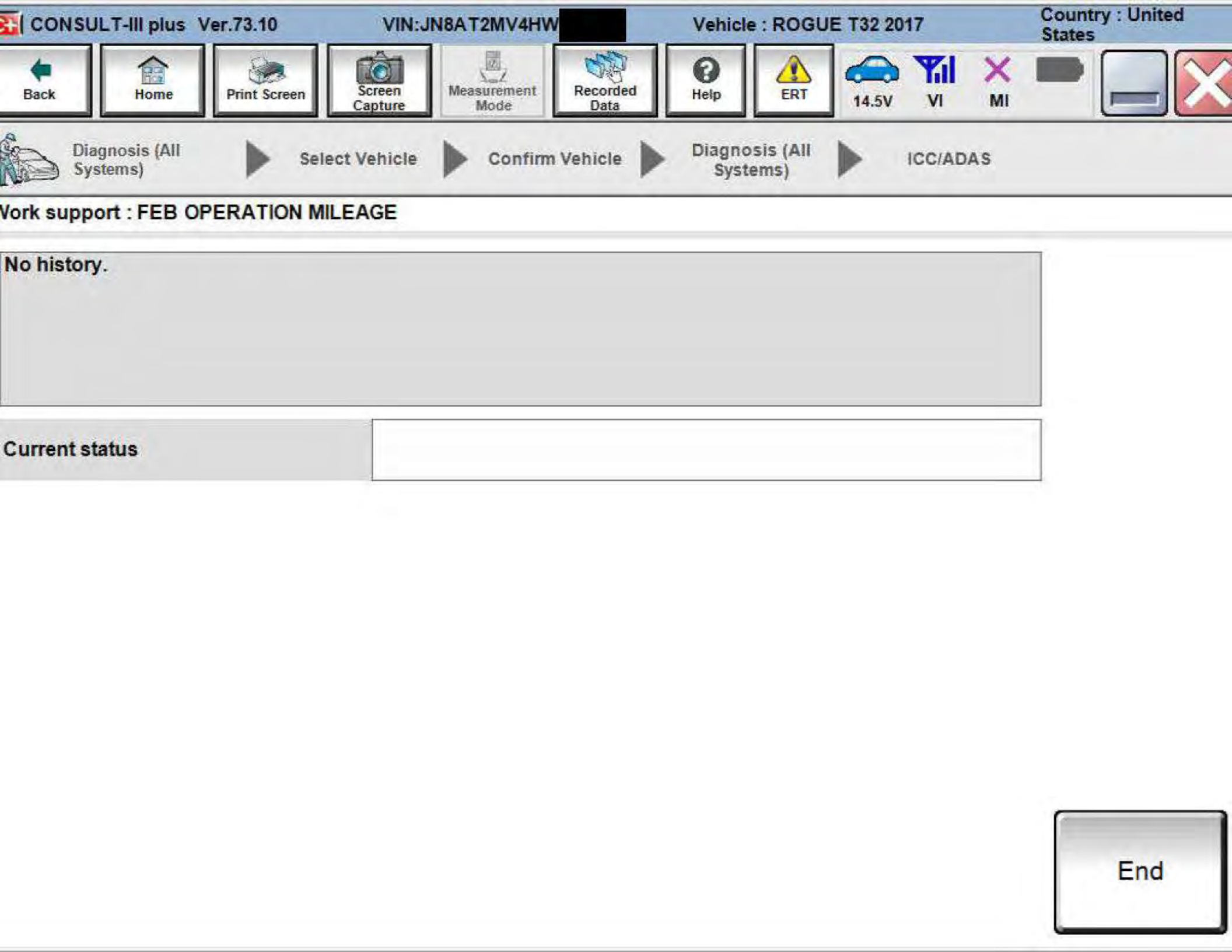
REQUEST NUMBER 2 DOCUMENTS

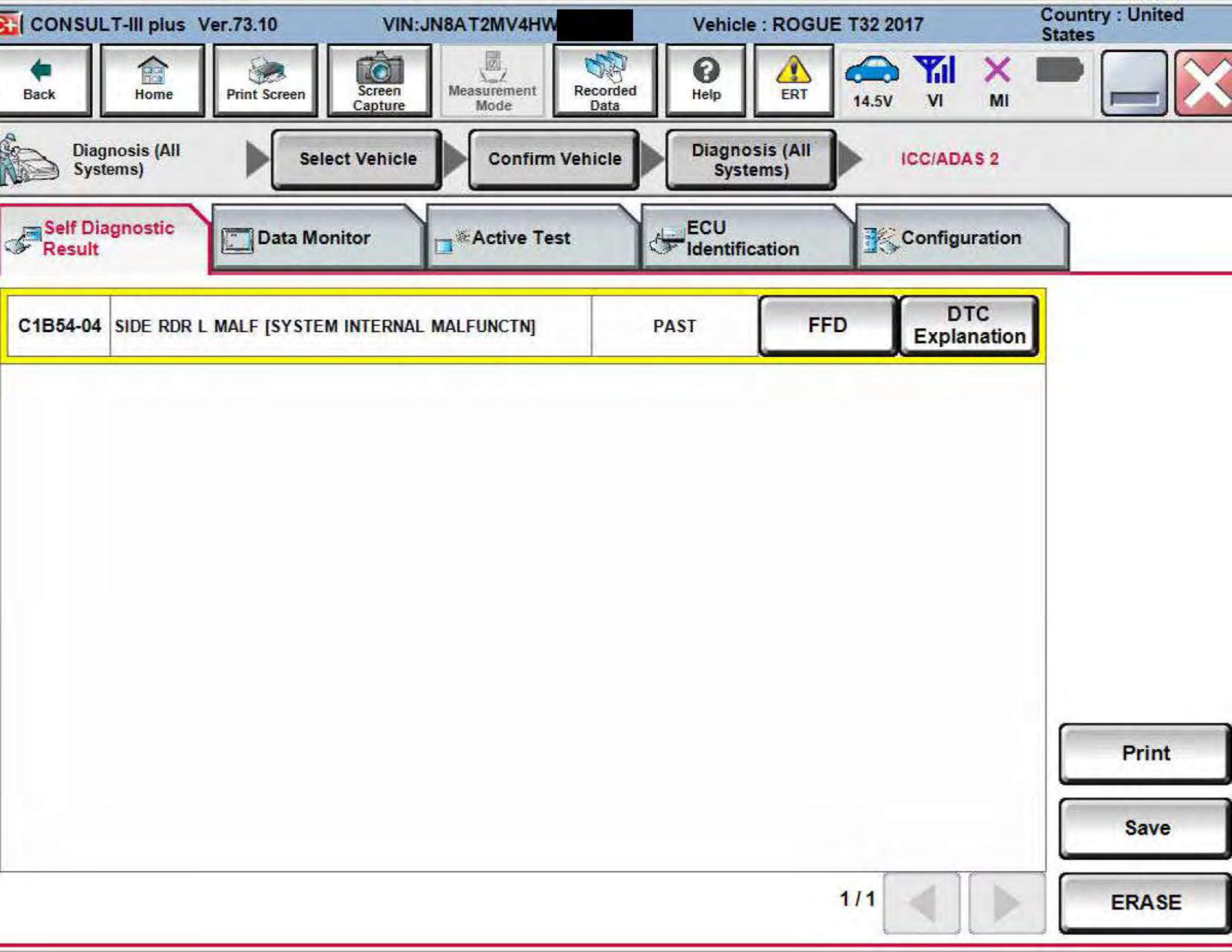
FIELD REPORTS

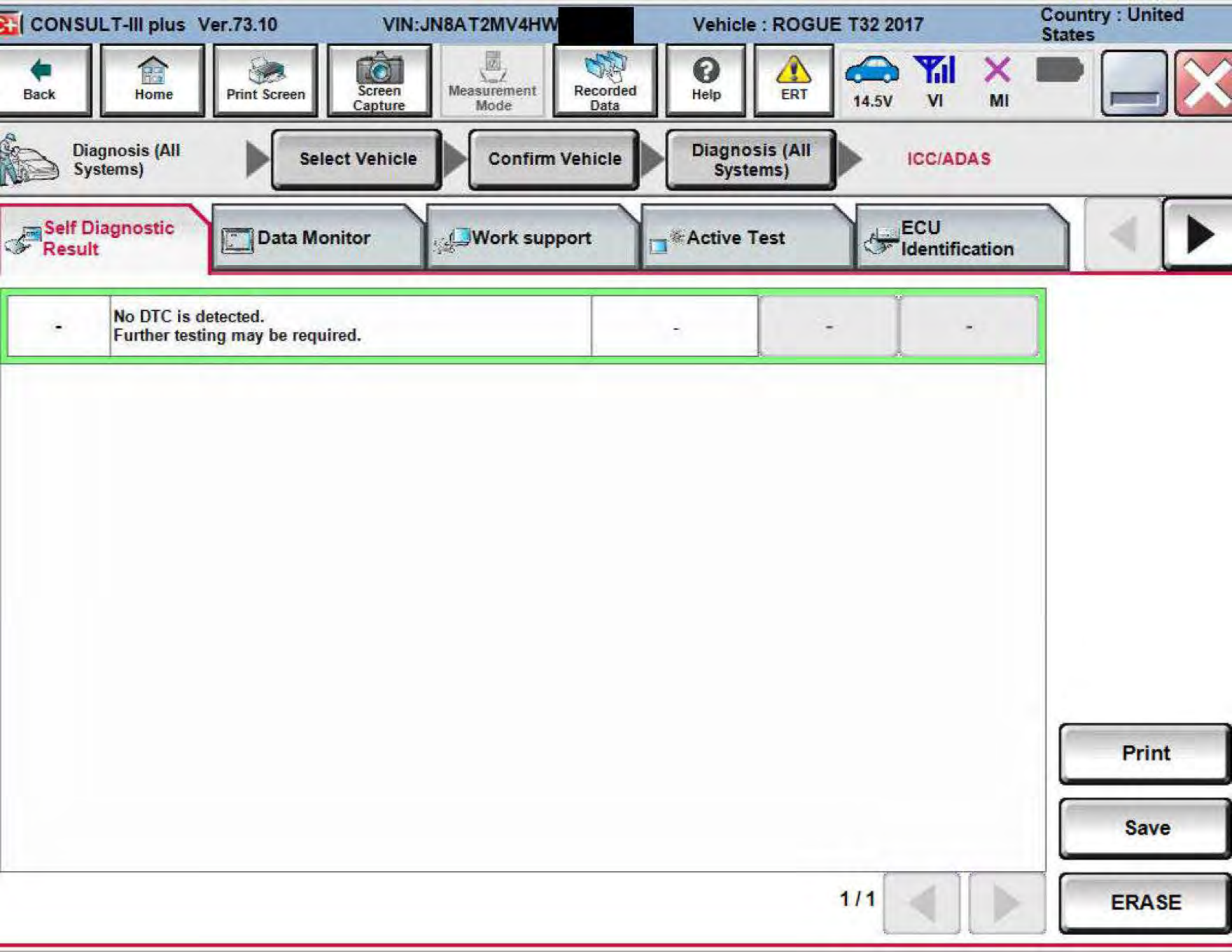


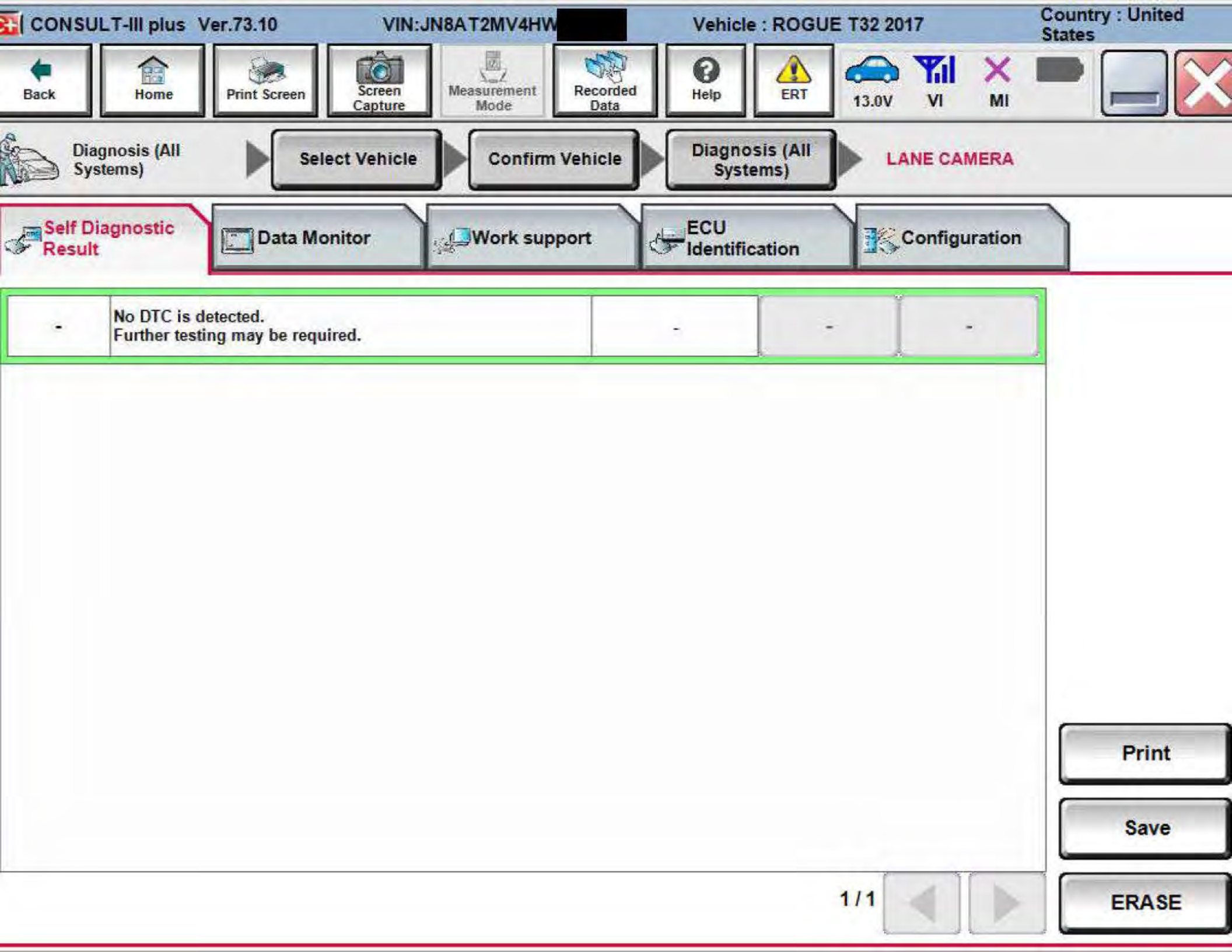

CONSULT-III plus Ver.73.10
VIN:JN8AT2MV4HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.5V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
SIDE RADAR LEFT
PAST
SIDE RADAR RIGHT
PAST
ICC/ADAS 2
PAST
ENGINE
NO DTC
ABS
NO DTC
METER/M&A
NO DTC
BCM
NO DTC
1 / 4
Detailed Information
SIDE RADAR LEFT
C1B50-49
SIDE RDR MALFUNCTION [INTERNAL ELECTRONIC ERROR]
PAST
FFD
DTC Expla
SIDE RADAR RIGHT
C1B30-49
Side radar LH malfunction
PAST
FFD
DTC Expla
ICC/ADAS 2
C1B54-04
SIDE RDR L MALF [SYSTEM INTERNAL MALFUNCTN]
PAST
FFD
DTC Expla
1 / 1
Print for Customer
Print
Save
ERASE

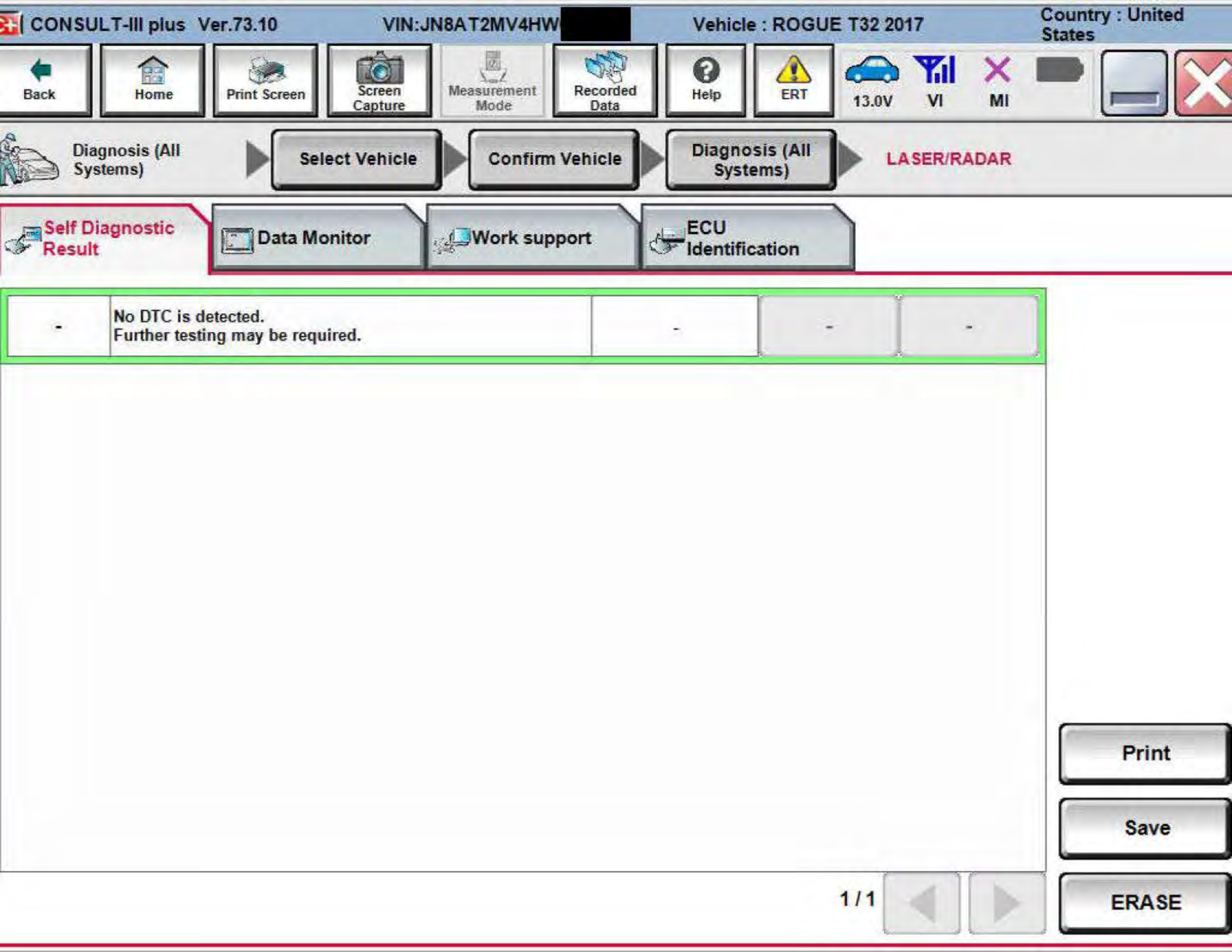

CONSULT-III plus Ver.73.10
VIN:JN8AT2MV4HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
CHASSIS CONTROL
Self Diagnostic Result
Data Monitor
Active Test
ECU Identification
Configuration
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
ERASE
1 / 1


CONSULT-III plus Ver.73.10
VIN:JN8AT2MV4HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.5V
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:JN8AT2MV4HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.5V
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
C1B54-04
SIDE RDR L MALF [SYSTEM INTERNAL MALFUNCTN]
PAST
FFD
DTC Explanation
Print
Save
1 / 1
ERASE


CONSULT-III plus Ver.73.10
VIN:JN8AT2MV4HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.5V
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.
-
-
-
Print
Save
ERASE
1 / 1


CONSULT-III plus Ver.73.10
VIN:JN8AT2MV4HW[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)
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


CONSULT-III plus Ver.73.10
VIN:JN8AT2MV4HW[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)
LASER/RADAR
Self Diagnostic Result
Data Monitor
Work support
ECU Identification
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
ERASE
1 / 1

NISSAN

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 F

Case Comments [35] | Case Categorizations [1] | Emails [3] | Calls [0] | Open Activities [0] | Activity History [8] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | DTS Field Inspections [1] | Attachments [3] | Case History [46]

Case Detail

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

Case Record Type	CA [Change]	Case Number	[redacted]
Account Name	[redacted]	Case Owner Email	[redacted]
Contact Email	[redacted]	Case Owner Location	Murfreesboro
Home Phone	[redacted]	Case Owner	[redacted]
Executive Referral		Status	
Exec-Received-Date		Type	CA
Letter Sent Date		Case Origin	Phone
Letter Received Date		Date/Time Opened	11/14/2017 10:25 AM
Follow Up Date	1/11/2018	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	2		
Description	IIR- FEB- EST		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	DLR
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	4,136	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	JN8AT2MV4HW[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		Dealer Instructions	

	07		Service Dept. Review
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	12/5/2017	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?	
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: JN8AT2MV4HW[redacted]

Agent Comments

Agent Comments	Follow up with C fill out IIR.		
Created By	Deena Shrestha, 11/14/2017 10:25 AM	Root Cause Code	SCIN
Last Modified By	NNAETL, 1/2/2018 9:05 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 Hi

Action	Public	Comment
Make Private	✓	**Created By: Dakota McGregor (1/2/2018 8:24 AM)** ARBS notes assisting ARBS DK ARBS notes that IIR was uploaded to FTP
Make Public		**Created By: DeHenry Kidd (12/29/2017 10:21 AM)** Arbs received a call from customer, arbs has informed customer the case is still under review and a decision has not been made. Arbs stated once the decision has been made arbs contact customer.
Make Public		**Created By: DeHenry Kidd (12/27/2017 7:56 AM)** Arbs has reached out to the DTS to see if the report has been up loaded to the FTP site arbs is waiting on a reply.
Make Public		**Created By: DeHenry Kidd (12/11/2017 8:56 AM)** Arbs received a call from customer stating that the date for 12/19 is ok with customer. Arbs has called the dealer to setup an inspection and provided the DTS name.
Make Public		**Created By: DeHenry Kidd (12/8/2017 9:55 AM)** [redacted] Arbs called customer at 954am and left a message stating that inspection date is set for 12/19 at 2pm. Arbs would need for customer to confirm the inspection to proceed further with case. Arbs is waiting on a reply
Make Public		**Created By: DeHenry Kidd (12/7/2017 2:27 PM)** Verified Name Address Phone# VIN Mileage Responsible Dealer Checked for open Recalls/Campaigns: None Customer stated when she is driving the vehicle it feels like it is going to stall, Customer stated that vehicle would slow down and the engine would rev up. Customer stated that she not around anything nor any train tracks. First incident – sport button came on Second incident – No sport button came on Third incident - In the parking lot – There was a Malfunction on the screen and stated to see owner's manual. Arbs-DK informed customer that Arbs would setup an inspection. Arbs-DK stated once arbs has the date Arbs will let the dealer and customer know. 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 that NNA would provide alternate transpor doing the duration of the investigation. Customer understood.

Make Public		**Created By: Kalia Johannes (12/7/2017 7:00 AM)** ARBS-KJ pending IIR case handling completion for RHR to be completed.
Make Public		**Created By: DeHenry Kidd (12/6/2017 11:16 AM)** [redacted] Arbs-DK called customer at 1116am no answer was made. Arbs left a message stating name and number for c to call Arbs back at 615-725-7639 call ended.
Make Public		**Created By: Nicki Barror (12/5/2017 3:33 PM)** DRTS received the RHR. The RHR was assigned to ARBS Kalia Johannes for review.
Make Public		**Created By: Samantha Dixon (12/5/2017 7:26 AM)** C contacted CA with Rogue concern VEH stopping in the middle of the road.
Make Private		**Created By: Janisha Wilkerson (12/4/2017 4:49 PM)** IMPORTANT: C requests to only be called after 3PM EST Mon-Fri due to C being a teacher and cannot answer the phone before then SRCAS-JW called C at [redacted] SRCAS-JW informed C that the call may recorded for training and quality purposes C stated that C has not received calls back from [redacted] when C asked to be called back after 3 pm EST since C is a teacher C stated the vehicle has concerns and that NNA doesn t have a fix C stated that when C is driving the veh, the veh feels as if it is going to stall out but doesn't C stated the veh slows down and engine revs up on its own C stated the sport light came on the dash and then returned back to normal SRCAS-JW asked C of the IIR questions C stated currently the sport light did not come on this current time C stated the concern has occurred 2 times within a 3 month period C stated C heard a beeping noise and then on the dashboard there was a notification for the collision symbol C stated that C was not aware of the Emergency Braking System C stated that the C was told by the inspector who came to inspect the veh at the dlr to ask for the lemon law or a long term rental C stated C wants a new vehicle C stated C doesn't want the loaner vehicle even if offered SRCAS-JW informed C of the RHR questions and advised not a guarantee and can take an estimate of 10 business days to complete • Why do you want to return the vehicle to Nissan North America? • C stated this is a safety concern • Where is the vehicle currently? • C stated at C's residence • Are you currently in a rental vehicle? • C has veh in C's possession and doesn't want the loaner even if offered • Where was the vehicle purchased? • C stated leased at Smithtown Nissan • Was the vehicle purchased new or used? • C stated new May 2017 • If used, when was the vehicle purchased? • Where is the vehicle serviced? C stated only Smithtown Nissan • Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? If so, document names of dealers/retailers. SRCAS-JW informed C next follow up is every 3 business days C thanked SRCAS-JW Call ended mutually
Make Private		**Created By: Janisha Wilkerson (12/4/2017 12:07 PM)** SRCAS-JW called DTS Mike who stated to complete an IIR at this time
Make Public		**Created By: Chris Bielawski (12/4/2017 10:27 AM)** CRR-CB VERIFIED Account Info including: C's name, home & email address, phone# & best contact# CRR-CB CHECKED for previous UNRELATED Case(s) and found:0 CRR-CB CHECKED previous RELATED Case(s) and found [redacted] CRR-CB NOTED concern is:Case [redacted] C stated C is getting frustrated that C is unable to reach CRT-KC C stated C told specifically that C works in a school C stated they are unable to use cellphones until school is over at 3PM EST C stated that CRT-KC calls before that and when C calls it goes to VMX C stated is getting nervous as there is a forecast of snow Friday C stated the situation with VEH it could be dangerous the way the VEH works now CRR-CB advised C I will document the case CRR-CB C wants a callback by EOB today or tomorrow ahter 3PM EST CRR-CB also advised I will forward an email to CRT-KC C aprreciated CRR-CB offered further assistance Call ended mutually
Make Private		**Created By: Barbara Strobel (12/4/2017 9:39 AM)** CRT-BS is closing case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with VEH stopping in the middle of the road. CRT-KC called C and spoke with C about concern. CRT-KC reached out tot he DLR for more information. CRT-KC placed 3 contact attempts. ***STATEMENT OF DECISION*** CRT-BS is closing case for CRT-KC after placing 3 contact attempts.
Make Private		**Created By: Barbara Strobel (12/4/2017 9:35 AM)** CRT-BS sent unable to contact email for CRT-KC.
Make Private		**Created By: Kelsey Christiansen (12/1/2017 7:49 AM)** CRT-KC placed outbound call to C a [redacted]. CRT- KC provided C with case #, CRT-KC's phone #, and work hours.
Make Private		**Created By: Kelsey Christiansen (11/30/2017 11:36 AM)** CRT-KC placed outbound call to C at [redacted] CRT- KC provided C with case #, CRT-KC's phone #, and work hours. CRT- KC will follow up on Friday.
Make Private		**Created By: Kelsey Christiansen (11/29/2017 12:28 PM)** CRT-KC placed outbound call to C at [redacted]. CRT- KC provided C with case #, CRT-KC's phone #, and work hours. CRT- KC will follow up on Thursday.
Make Private		**Created By: Kelsey Christiansen (11/29/2017 8:11 AM)**

		CRT-KC received VXM from C asking for a call back.
Make Private		**Created By: Kelsey Christiansen (11/27/2017 1:09 PM)** **********UNABLE TO DATANET**********
Make Private		**Created By: Kelsey Christiansen (11/27/2017 1:08 PM)** ***CLOSING CASE*** CRT- KC is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with VEH stopping in the middle of the road. ***STATEMENT OF DECISION*** CRT- KC was unable to contact C. closing pending C response back.
Make Private		**Created By: Kelsey Christiansen (11/27/2017 1:04 PM)** CRT-KC placed outbound call to C at [redacted] CRT- KC provided C with case #, CRT-KC's phone #, and work hours.
Make Private		**Created By: Kelsey Christiansen (11/22/2017 7:56 AM)** CRT-KC sent follow up e-mail.
Make Private		**Created By: Kelsey Christiansen (11/21/2017 3:16 PM)** CRT-KC placed outbound call to C at [redacted] CRT- KC provided C with case #, CRT-KC's phone #, and work hours. CRT- KC will follow up on Wednesday.
Make Private		**Created By: Kelsey Christiansen (11/20/2017 2:47 PM)** CRT-KC placed outbound call to C a[redacted] CRT- KC provided C with case #, CRT-KC's phone #, and work hours. CRT- KC will follow up on
Make Private		**Created By: Kelsey Christiansen (11/20/2017 2:17 PM)** CRT-KC placed outbound call to Smithtown Nissan at [redacted] CRT-KC spoke with Service Manager Andrew SM- found one from the 4th. SM- stated Ro was closed 11/15, did not duplicate it, road testing. CRT-KC understood. Call ended mutually.
Make Private		**Created By: Janisha Wilkerson (11/17/2017 11:59 AM)** C stated C was working with SA Andrew L. in the service dept
Make Private		**Created By: Janisha Wilkerson (11/17/2017 11:57 AM)** SRCAS-JW is assisting with call due to CRT-KC's phone system shutting down in error SRCAS-JW called C at [redacted] SRCAS-JW informed C that the call may be recorded for training and quality purposes C stated that the veh feels as if it will shut down on its own C stated that the engines starts to reve C stated that RPMS drop down but cannot remember what numbers it runs up C stated C feels as if the transmission is about go out C stated there is a sluggish feeling C stated that the concerned occurred about 2 times but intermittent C stated that C's sport light came on the dash board C stated there was no train tracks or anything around C C stated the concerns occur at any given time even after the veh warms up for a long period of time SRCAS-JW informed C that C will be contacted by Monday 11/20/17 to allow CRT-KC to call dlr to get more details.
Make Private		**Created By: Kelsey Christiansen (11/17/2017 11:45 AM)** CRT-KC placed outbound call to C at [redacted] CRT-KC advised that "this call may be recorded for quality and training purposes." CRT-KC verified information e-mail, mailing address, phone, and best contact. CRT-KC advised that CRT is C Consumer Affairs Representative and point of contact. CRT-KC advised that before CRT-KC can move forward with investigating C case. CRT-KC wanted to hear more of what happens with C VEH. CRT-KC asked things like when does the VEH usually stop. Has it been driven for a while? Is there a certain road it stops on? Is there a certain time of day this happened? C stated happened twice, the first time it had been driving for a while, it had been driven at least 2 hours, no obstruction, no button was pushed, no warning sound happened, the spo button had turned on by its self, it felt like something was holding the truck back from moving, it stopped and then started again, no train tracks or anything like that. C stated 3 or 4 months later it happened again in a completely different area and had only been driven for about 10 minutes before it, again nothing in the road, C made a turn and st going straight again. C did not recall if the sport button was on anymore. C stated the problem is that it is something that the DLRSHP could have VEH for months before it could actually happen. C stated that the VEH makes a sound like you are going over rumble strips. DLR stated that an error came up when was there. C stated C had no idea that there was anti-collision in the VEH. C stated that VEH does not come to a complete stop it just slows down a good 20 mph and then starts back up again. C stated factory rep came and told C to contact CA. C asked what C does in the meantime. C is paying a lease. C stated that the Factory Representative stated that C needed to contact CA for a loaner VEH. CRT-KC phone got disconnected.
Make Private		**Created By: Kelsey Christiansen (11/16/2017 11:31 AM)** CRT-Sent follow up e-mail to C.
Make Private		**Created By: Kelsey Christiansen (11/16/2017 11:26 AM)** CRT-KC placed outbound call to C a[redacted] CRT- KC provided C with case #, CRT-KC's phone #, and work hours. CRT- KC will follow up on Friday.
Make Private		**Created By: Kelsey Christiansen (11/15/2017 1:16 PM)** CRT-KC placed outbound call to C at [redacted] CRT- KC provided C with case #, CRT-KC's phone #, and work hours. CRT- KC will follow up on Thursday.
Make Private		**Created By: Kelsey Christiansen (11/15/2017 8:23 AM)** CRT-KC placed outbound call to Smithtown Nissan at [redacted] CRT-KC spoke with Service Manager Andrew SM-A stated that C came in for a radio concern and a loud rumble and VEH stops. SM-A contacted DTS, cleared codes, opened Techline case. SM-A stated that the collision warning is having an issue so the car stops in the middle of the road because it thinks that something is in the way. SM-A states that if a loaner needs to be provided the DLR does have some available and can arrange for that. CRT-KC understood Call ended mutually.
Make Public		**Created By: Deena Shrestha (11/14/2017 10:36 AM)** CRR-DS is forwarding case to RCAS for further assistance C is seeking for long term loaner VEH ********** CUSTOMER [redacted] PHONE: [redacted] VIN: JN8A 4HW[redacted] Mileage: 4,136 Dealer: SMITHTOWN NISSAN
		Created By: Deena Shrestha (11/14/2017 10:34 AM) | Last Modified By: Kelsey Christiansen (11/15/2017 8:10 AM)

CRR-DS VERIFIED Account information including: C's name, home & e-mail address,
phone number & best contact number
CRR-DS VERIFIED VEH Information including: VIN #, Current Mileage, Warranty & Service History
CRR-DS CHECKED for open recalls/campaigns and found:
CRR-DS CHECKED for previous UNRELATED Case(s) and found:
CRR-DS CHECKED previous RELATED Case(s) and found:
CRR-DS NOTED concern is: DLRSHP complain
****
CRR-DS received inbound call from C

C stated C's VEH is at DLRSHP
C stated SM from DLR are not able to find issue with VEH
C stated VEH engine just rave and it shut down
C stated factory Rep came to look after VEH but not able to diagnosis
C stated DLR told C VEH need to be at DLR for at least 4 months
C stated C is seeking for long-term loaner VEH

Make Private ✓

CRR-DS advised did c talked with DLR for loaner VEH?

C stated C was provided with low range VEH than C's leased VEH
C stated C pay $369 per month for $30,000
C stated C was provided with VEH amounted $1500

CRR-DS advised how would C like to assist?
C stated C was told to call NNA for long term loaner

CRR-DS informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day 11/15/2017 regarding C's concern.

C understood.

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

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

Case Categorizations

New Case Categorization | Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern
Edit | Del	[redacted]	NISSAN PRODUCT INQUIRIES	ROGUE	GENERAL INQUIRY	QF	11/14/2017	ZR	AZ	270500	OF

Emails

Send an Email | Emails He

Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	Sent	Your inquiry to Nissan [ref[redacted]ef] *12/4/2017 Case[redacted] VIN #JN8AT2MV4HW[redacted] Dear[redacted]*	[redacted]	12/4/2017 9:35 AM
Reply | To All | Del	Sent	Your inquiry to Nissan [re[redacted]ef] *11/22/2017Case[redacted] Dear[redacted] ,Thank you for taking the time to ...*	[redacted]	11/22/2017 7:55 AM
Reply | To All | Del	Sent	Your inquiry to Nissan [[redacted]:ref] *11/16/2017Case[redacted] ear[redacted] ,Thank you for taking the time to ...*	[redacted]	11/16/2017 11:30 AM

Calls

New CA Call | Calls He

No records to display

Open Activities

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

No records to display

Activity History

Log a Call | View All | Activity History He

Action	Subject	Type	Name	Due Date	Assigned To	Action Taken	Status	Last Modified Date/
Edit | Del	DTS Follow Up[redacted]: SMITHTOWN NISSAN			12/9/2017	DeHenry Kidd		Complete	1/2/2018 9:29 AM
Edit | Del	DTS Reques[redacted] SMITHTOWN NISSAN			12/9/2017	Kevin MacKay		Complete	12/12/2017 10:07 F
Edit | Del	IIR		[redacted]	12/6/2017	DeHenry Kidd		Complete	12/22/2017 10:09 A
Edit | Del	RHR review[redacted]	RHR	[redacted]	12/5/2017	Kalia Johannes	Consumer Affairs RHR	Complete	12/7/2017 7:00 AM
Edit | Del	RHR assigned[redacted]		[redacted]	12/5/2017	DeHenry Kidd		Complete	12/5/2017 3:34 PM
Edit | Del	Email: Your inquiry to Nissan [ref: [redacted] :ref]		[redacted]	12/4/2017	Barbara Strobel		Complete	12/4/2017 9:35 AM
Edit | Del	Email: Your inquiry to Nissan [ref[redacted] :ref]		[redacted]	11/22/2017	Kelsey Christiansen		Complete	11/22/2017 7:55 AI
Edit | Del	Email: Your inquiry to Nissan [ref[redacted] ref]		[redacted]	11/16/2017	Kelsey Christiansen		Complete	11/16/2017 11:30 A

Customer Support Tools

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

No records to display

Check Activity

Check Activity He

No records to display

Forms

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

Action	Form	Request Type	Created By	Created Date	Customer Name	VSC	VIN	VSC Request Comments
Edit	[redacted]	IIR	Janisha Wilkerson, 12/4/2017 4:48 PM	12/4/2017			JN8AT2MV4HW[redacted]	

DTS Field Inspections

DTS Field Inspections He

Action	Title	DTS Inspection Date	Owner First Name	Owner Last Name	Status
Edit	[redacted]	12/19/2017 2:00 PM	[redacted]	[redacted]	Completed

Attachments

Attach File | View All | Attachments He

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	RHR[redacted].doc	48KB	12/5/2017 3:27 PM	Kelsey Christiansen
Edit | View | Del	RO [redacted].pdf	40KB	12/5/2017 3:26 PM	Kelsey Christiansen
Edit | View | Del	_RHR Template- Northeast Region Case[redacted].doc	71KB	12/5/2017 3:07 PM	Kelsey Christiansen

Case History

Case History He

Date	User	Action
1/2/2018 8:46 AM	DeHenry Kidd	Changed **Follow Up Date** from 1/16/2018 to **1/11/2018**.
1/2/2018 8:24 AM	Dakota McGregor	Changed **Follow Up Date** from 1/2/2018 to **1/16/2018**.
12/27/2017 3:36 PM	DeHenry Kidd	Changed **Follow Up Date** from 12/27/2017 to **1/2/2018**.
12/26/2017 9:12 AM	DeHenry Kidd	Changed **Follow Up Date** from 12/26/2017 to **12/27/2017**.
12/11/2017 8:57 AM	DeHenry Kidd	Changed **Follow Up Date** from 12/11/2017 to **12/26/2017**.
12/8/2017 4:24 PM	DeHenry Kidd	Changed **Follow Up Date** from 12/8/2017 to **12/11/2017**.
12/6/2017 11:16 AM	DeHenry Kidd	Changed **Follow Up Date** from 12/6/2017 to **12/8/2017**.
12/5/2017 3:34 PM	Nicki Barror	Changed **DRT Support Status** from Pending to **DRT Assigned**.
12/5/2017 3:27 PM	Kelsey Christiansen	Changed **RHR Completed** to **12/5/2017**.
12/5/2017 7:26 AM	Samantha Dixon	Changed **Case Owner** from Kelsey Christiansen to **DeHenry Kidd**.
12/5/2017 7:26 AM	Samantha Dixon	Changed **Subject** from CUSTOMER:[redacted] PHONE:[redacted] VIN: JN8AT2MV4HW[redacted] to **CUSTOMER:**[redacted] **PHONE**[redacted] **VIN: JN8AT2MV4HW**[redacted]
		Changed **Description**.
12/4/2017 4:50 PM	Janisha Wilkerson	Changed **RHR Started** to **12/4/2017**.
		Changed **Follow Up Date** from 12/5/2017 to **12/6/2017**.
12/4/2017 10:08 AM	Chris Bielawski	Changed **Follow Up Date** from 12/4/2017 to **12/5/2017**.
12/4/2017 10:07 AM	Chris Bielawski	Changed **Reopen Date** from 11/29/2017 8:11 AM to **12/4/2017 10:07 AM**.
		Changed **Subject** from CUSTOMER:[redacted] PHONE:[redacted] VIN: JN8AT2MV4HW[redacted] to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: JN8AT2MV4HW**[redacted]
		Changed **Status** from Closed to **Open**.
12/4/2017 9:40 AM	Barbara Strobel	Changed **Status** from Open to **Closed**.
		Closed.
12/4/2017 9:39 AM	Barbara Strobel	Changed **Case Owner** from Barbara Strobel to **Kelsey Christiansen**.
12/4/2017 8:30 AM	Adrienne Jones	Changed **Case Owner** from Kelsey Christiansen to **Barbara Strobel**.
12/1/2017 7:49 AM	Kelsey Christiansen	Changed **Follow Up Date** from 12/1/2017 to **12/4/2017**.
11/30/2017 11:37 AM	Kelsey Christiansen	Changed **Follow Up Date** from 11/30/2017 to **12/1/2017**.
11/29/2017 12:29 PM	Kelsey Christiansen	Changed **Follow Up Date** from 11/29/2017 to **11/30/2017**.
11/29/2017 8:11 AM	Kelsey Christiansen	Changed **Follow Up Date** from 11/27/2017 to **11/29/2017**.
11/29/2017 8:11 AM	Kelsey Christiansen	Changed **Reopen Date** to **11/29/2017 8:11 AM**.
		Changed **Status** from Closed to **Open**.
11/27/2017 1:10 PM	Kelsey Christiansen	Changed **Status** from Open to **Closed**.
		Closed.
11/24/2017 8:58 AM	Kelsey Christiansen	Changed **Follow Up Date** from 11/24/2017 to **11/27/2017**.
11/22/2017 7:56 AM	Kelsey Christiansen	Changed **Follow Up Date** from 11/22/2017 to **11/24/2017**.
11/21/2017 12:04 PM	Kelsey Christiansen	Changed **Follow Up Date** from 11/21/2017 to **11/22/2017**.
11/20/2017 2:47 PM	Kelsey Christiansen	Changed **Follow Up Date** from 11/20/2017 to **11/21/2017**.
11/17/2017 11:58 AM	Janisha Wilkerson	Changed **Follow Up Date** from 11/17/2017 to **11/20/2017**.
11/17/2017 7:48 AM	Kelsey Christiansen	Changed **Description**.
11/16/2017 11:27 AM	Kelsey Christiansen	Changed **Follow Up Date** from 11/16/2017 to **11/17/2017**.
11/15/2017 1:18 PM	Kelsey Christiansen	Changed **Follow Up Date** from 11/15/2017 to **11/16/2017**.
11/15/2017 7:38 AM	Janisha Wilkerson	Changed **Case Owner** from Kyra Walton to **Kelsey Christiansen**.
11/14/2017 10:36 AM	Deena Shrestha	Changed **Escalated By ID** to **0050G000009eVm8**.

		Changed **Case Owner** from Deena Shrestha to **Kyra Walton**.
11/14/2017 10:25 AM	Deena Shrestha	Changed **Work Phone** to [redacted]
		Changed **Follow Up Date** from 11/14/2017 to **11/15/2017**.
		Changed **VIN** to **JN8AT2MV4HW**[redacted]
		Changed **Subject** to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: JN8AT2MV4HW**[redacted]
		Created.

^ Back To Top

Always show me fewer / more records per related list

Copyright © 2000-2018 salesforce.com, inc. All rights reserved. | Privacy Statement | Security Statement | Terms of Use | 508 Compliance

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV4HW[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 Kings Park 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 12/19/2016 VIN JN8AT2MV4HW[redacted]

Mileage 4704 License # [redacted] State NY Country United States

Special equipment & accessories N/A

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

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

Add Row | Remove Row

III. Description of Incident & Claim

Source of Information Claimant Incident Date 11/30/2017 Time 7:20 AM

Location of Incident (describe fully) [redacted] Huntington NY

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

Vision obstruction (describe) None Given.

Temperature at time of incident 33°F Parking location prior to time of incident Not Given.

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV4HW[redacted]

Overnight temperature prior to incident: 39.9°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 when she is driving the vehicle, the vehicle feels as if it is going to stall out but doesn't. Claimant stated the vehicle slows down on its own and engine revs. Claimant stated that the vehicle has not come to a complete stop, however the vehicle will slow down about 20 mph and then vehicle will resume normal operation. Claimant states when the vehicle is slowing on its own, the vehicle feels as if it is traveling over rumble strips. Claimant stated she was not around anything or any train tracks at the time of the incident. Claimant stated the first time the concern occurred the light did come on the dashboard and the second time it did not. Claimant stated the sport light came on the dash and then returned back to normal. Claimant stated that she doesn't remember the speed she was traveling at, however she stated she was driving straight down the road. Claimant stated issue occurs every 3 - 4 months.

Relation to Roadway (on-road, off-road, left side, right side): In parking lot.
Number of times incident occurred: 3

Driver Action (braking, steering, etc.): driving straight down road. Claimant unsure of other specifics.

Special Circumstances: None Given.

Actions taken after incident and results of those actions: Vehicle was continued to be operated.

Vehicle Estimated Speed: Not Given | Source: Claimant. | Posted Speed Limit: Not Given

Other Vehicle Estimated Speed: None | Source: Claimant. | 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	Claimant alleges vehicle will brake on its own in the middle of the road with no obstructions in front of the vehicle.	Claimant.

Add Allegation | Remove Allegation

IV. Occupants & Injuries

Source of Information: Claimant.

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN JN8AT2MV4HW[redacted]

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



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

Address [redacted] Kings Park, 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 12/9/2017

Location of inspection Smithtown Nissan.

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

Upon inspection, found the vehicle exhibits no signs of trauma or collision.

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

Photos taken by Kevin D Mackay # Photos 88

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 - 38)

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV4HW[redacted]

Engine/ Transmission/ Drivetrain	No Abnormalities found. (Please see Photos 60 - 66, 73 - 75)
Underbody/ Suspension/ Steering/ Wheels & Tires	No Abnormalities found. (Please see Photos 73 - 80)
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	No Abnormalities found. (Please see Photos 39 - 59)
Seat Belts/ Child Restraints (if applicable)	No Abnormalities found. (Please see Photos 39 - 59)
Air Bags	No Abnormalities found. (Please see Photos 39 - 59)

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 vehicle will brake on its own in the middle of the road with no obstructions in front of the vehicle.	Upon inspection, found vehicle exhibits no signs of impact or collision trauma. Performed C3+ control unit diagnostic and found PAST C1B50-49 side radar malfunction code stored in the Left side radar CU. Found PAST C1B30-49 side radar LH malfunction code stored in Right side radar CU. Found PAST C1B54-04 side RDR L Malfunction code stored in ICC / ADAS 2 CU. Performed inspection of FEB OPERATION MILEAGE LOG and found no history stored in system. DTS performed test drive and found that while leaving the dealer and traveling down [redacted] FEB activation was duplicated when traveling over the train tracks. Found full FEB activation duplicated one time, and Level one FCW operation duplicated once (Please see the FEB activation duplication video file). Found that issue only duplicated at specific train track location, and no further duplication was found when operating the vehicle on the rest of the test drive.

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

CAR # [redacted]
Claimant
VIN JN8AT2MV4HW[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?	(•)	( )	See C3+ diagnostic file.

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV4HW[redacted]

	Yes	No	Comments
EDR download included in report?	○	◉	No impact reported, and no signs of impact on vehicle. FEB Allegation.

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 14 - 23
○	◉	Physical damage to radar sensor units? (ie. cracks)	See Photos 67 - 71
◉	○	Electrical connection to radar module firmly seated?	See Photos 67 - 71
○	○	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.




1:04 PM
60 °F
Settings
Driver Assistance
Clock
Meter Settings
Vehicle Settings
Maintenance
Alarm
D
14
4704 miles
RPMx1000
4
5
6
7
8
C
H


1:04 PM
60 °F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
D
14
4704 miles
RPM x1000
4
5
6
7
8
H
60
40
20
0
E
F


1:04 PM
60 °F
Driving Aids
Emergency Brake
Blind Spot
D
14
4704 miles
4
5
6
7
8
H
Mx1000
60
0
20
0


1:04 PM
60 °F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
D
14
4704 miles
4
5
6
7
8
H
RPMx1000
60
40
20
0


1:04 PM
60 °F
Parking Aids
Moving Object
Cross Traffic
D
13
4704 miles
x1000

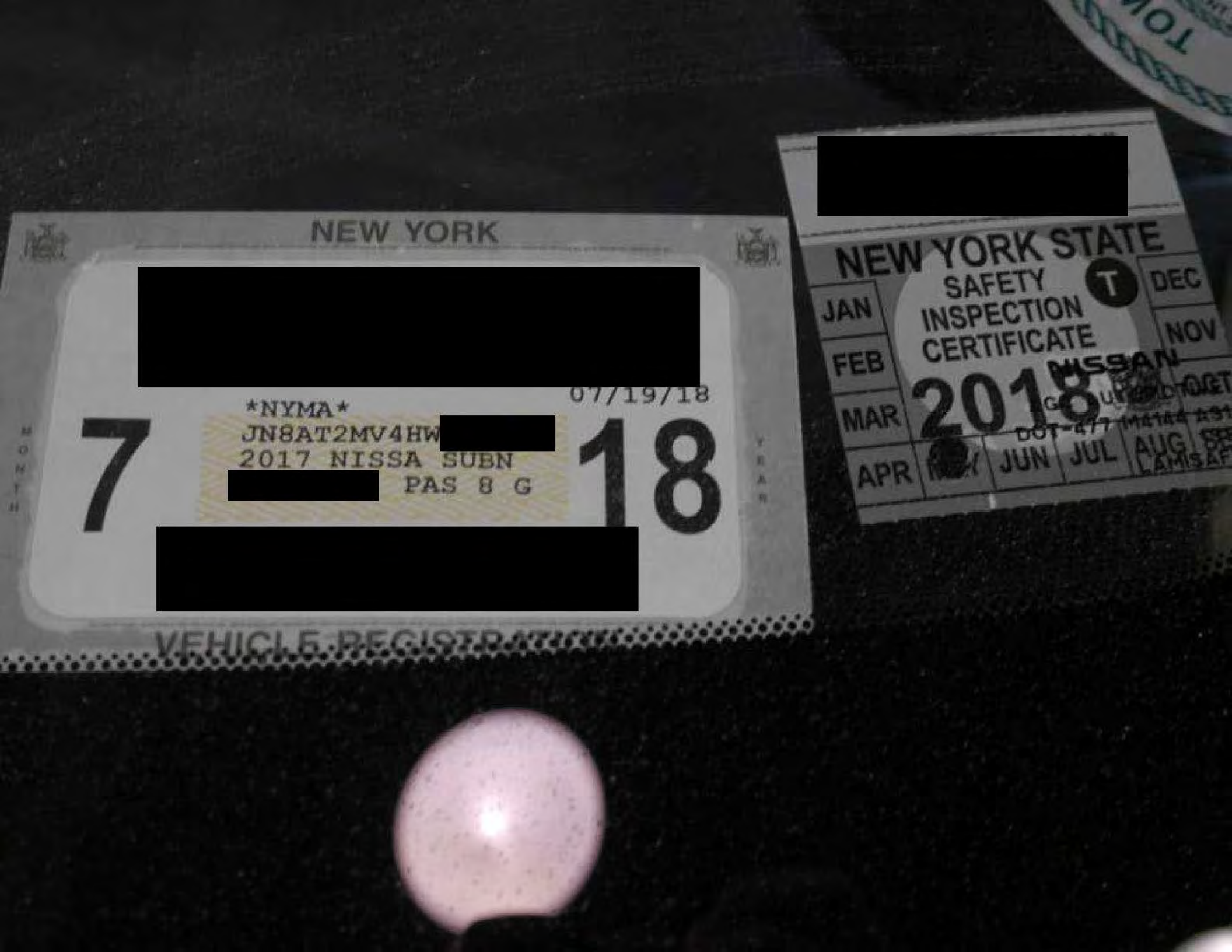

1:04 PM
60 °F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
D
13
4704 miles
x1000
4
5
6
7
8
H
60
40
20
0


1:04 PM
60 °F
Chassis Control
Trace Control
Engine Brake
D
13
4704 miles
x1000
4
5
6
7
8
H
60
60
20
0


1:28 PM
56 °F
No Warnings
P
4709 miles
MPH
60
80
40
100
140
0
20
60
1/2


SL AWD


JN8AT2MV4HW


NEW YORK
[redacted]
07/19/18
NYMA
JN8AT2MV4HW[redacted]
2017 NISSA SUBN
[redacted] PAS 8 G
7
18
MONTH
YEAR
[redacted]
NEW YORK STATE
SAFETY
INSPECTION
CERTIFICATE
T
JAN
FEB
MAR
APR
JUN
JUL
AUG
DEC
NOV
2018
NISSAN


MFD BY NISSAN MOTOR CO.,LTD.
DATE 12/16
GVWR/PNBV 4679 LBS.
GAWR/PNBE FR. 2363 LBS.
WITH 225/60R18 TIRES,
18X7J RIMS. AT 33 PSI
COLD SINGLE.
GAWR/PNBE RR. 2401 LBS.
WITH 225/60R18 TIRES,
18X7J RIMS. AT 33 PSI
COLD SINGLE.
THIS VEHICLE CONFORMS
TO ALL APPLICABLE FED-
ERAL MOTOR VEHICLE SA-
FETY AND THEFT PREVEN-
TION STANDARDS IN EFF-
ECT ON THE DATE OF MA-
NUFACTURE SHOWN ABOVE.
VIN: JN8AT2MV4HW
TYPE: MPV
COLOR TRIM TRANS
G41 G REOF10D
AXLE ENGINE
GS56 QR25(DE) 2488CC
JN8AT2MV4HW


4704miles


NISSAN






WET
KISSES
ROGUE


NISSAN
ROGUE
SL AWD


[redacted]
SL AWD










NISS


NISSAN


NISSAN








































NISSAN




We Take Pride
In Your Vehicle!






PUSH
ON-OFF












NISSAN
















We Take Pride
In Your Vehicle


We Take Pride
In Your Vehicle








NISSAN




Pb











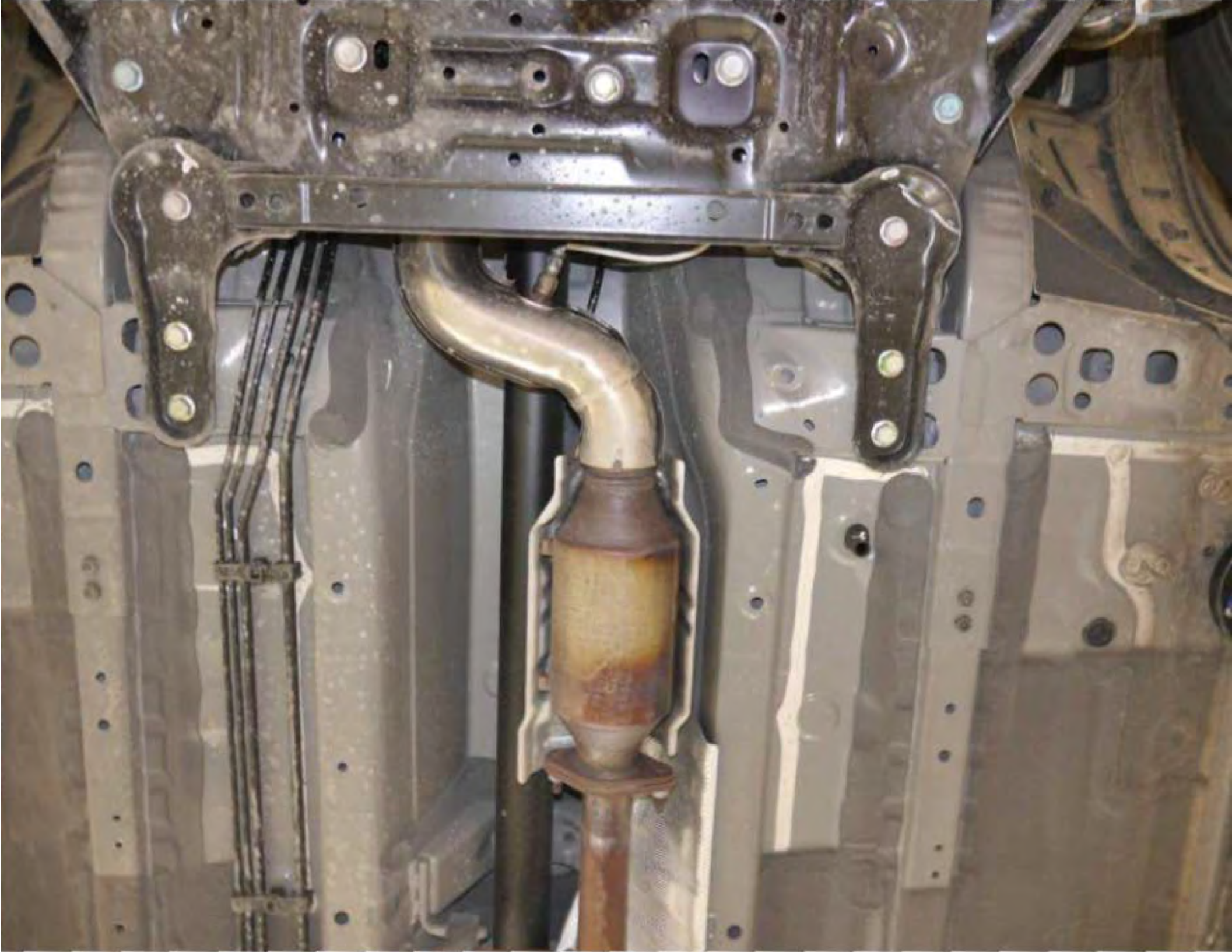




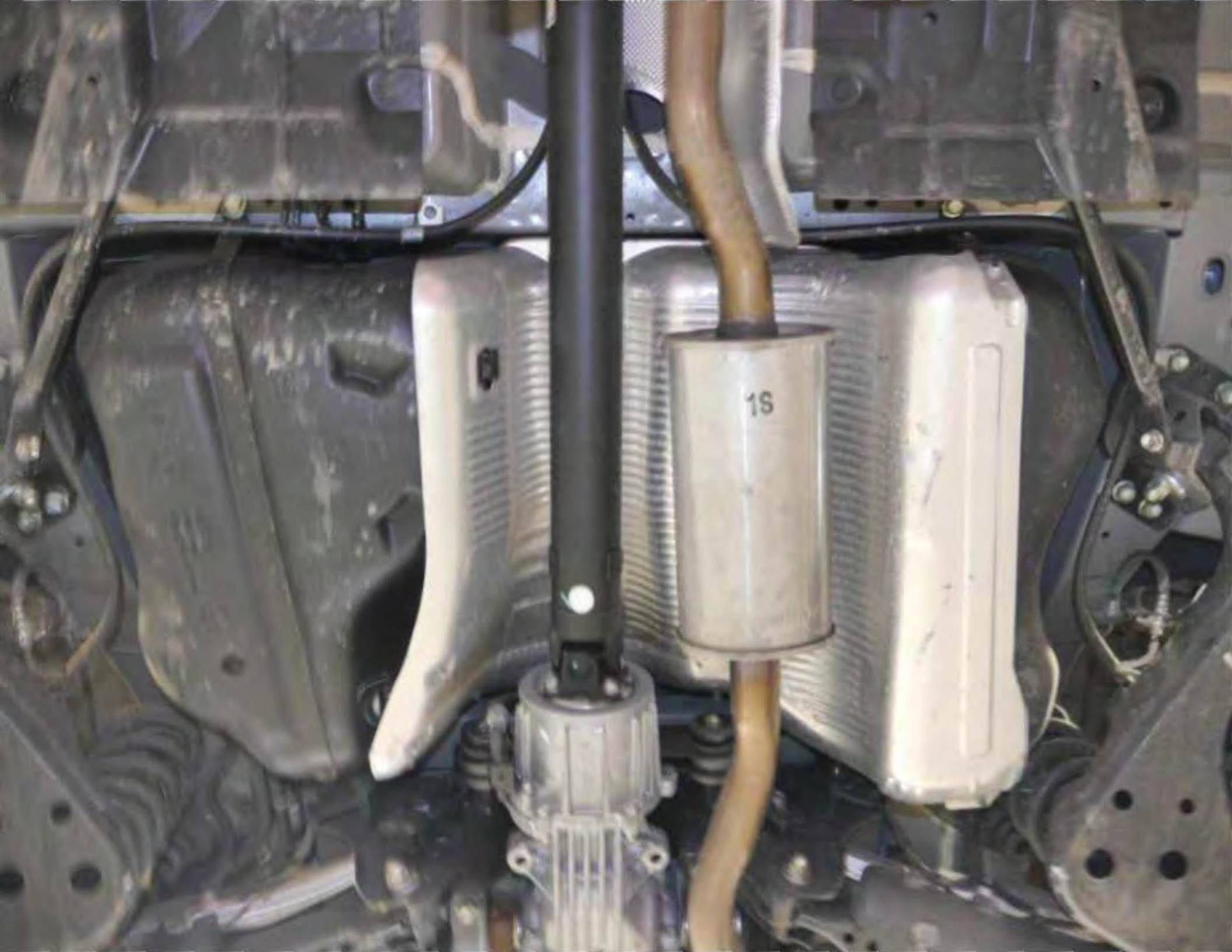











1S





DP19-001

NISSAN

5/15/2019

ATTACHMENT B

REQUEST NUMBER 2 DOCUMENTS

FIELD REPORTS



Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV3HW[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 Hauppauge 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 10/25/2016 VIN JN8AT2MV3HW[redacted]

Mileage 10,228 License # [redacted] State NY Country United States

Special equipment & accessories N/A

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

Number	Description	Status	Date
N/A	NONE	○ Open ◉ Closed	1/1/2017

Add Row | Remove Row

III. Description of Incident & Claim

Source of Information CLAIMANT. Incident Date 11/22/2017 Time 10:40 PM

Location of Incident (describe fully) [redacted] in Central Islip NY was the most recent. The service road right And [redacted] the other 2 times.

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

Vision obstruction (describe) None Given.

Temperature at time of incident 37.9°F Parking location prior to time of incident Not given.

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN JN8AT2MV3HW[redacted]

Overnight temperature prior to incident: 51.1°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 stated that was driving to a parkway on her way to work when automatic braking from FEB occurred. Claimant stated that was almost rear ended. Claimant unaware of a specific address of where incident happened. Claimant stated that she was stopped at light and began to accelerate through. claimant states she had already gone a little past light then the vehicle started to brake on its own. Claimant states that there was no accident or injury. Claimant stated that she heard a beeping noise that sounded like the lane departure warning. Claimant stated that meter screen was red when the vehicle automatically braked. Claimant stated that she did not see screen in time to verify what warning light illuminated. Claimant stated there were no vehicles directly ahead of her vehicle. Claimant stated that roadway was a one lane road, so no one was beside her at the time of incident. Claimant stated that there were no oncoming vehicle coming in opposite direction and no construction was present on the roadway. Claimant stated that there were no overhead obstructions including signs, overpasses, or intersection lights. Claimant states that she had already passed intersection when automatic braking occurred. Claimant stated that vehicle corrected itself as she pressed on the accelerator more. Claimant stated that vehicle continued on and she went to work.
Relation to Roadway (on-road, off-road, left side, right side)	Right side.
Number of times incident occurred	3
Driver Action (braking, steering, etc.)	ACCELERATING STRAIGHT AHEAD.
Special Circumstances	NONE GIVEN.
Actions taken after incident and results of those actions	ACCELERATED THROUGH FEB OPERATION AND VEHICLE THEN OPERATED AS DESIGNED.

Vehicle Estimated Speed	NOT GIVEN.	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 as she was traveling through an intersection, undesired Forward Emergency Braking activated causing the vehicle to come to a complete stop.	Claimant.

Add Allegation | Remove Allegation

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV3HW[redacted]

IV. Occupants & Injuries

Source of Information: Claimant.

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



Occupant Name [redacted] DOB [redacted] Height [redacted]

Address [redacted] Hauppauge, NY [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? 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: 12/19/2017

Location of inspection: Smithtown Nissan.

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

Vehicle exhibits no trauma as vehicle was not involved in any impact or collision.

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

Photos taken by: Kevin D. Mackay # Photos: 92

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN JN8AT2MV3HW[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	No abnormalities noted. (See photos 6 - 13)
Engine/ Transmission/ Drivetrain	No abnormalities noted. (See photos 14 - 19)
Underbody/ Suspension/ Steering/ Wheels & Tires	No abnormalities noted. (See photos 57 - 63)
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	No abnormalities noted. (See photos 36 - 56)
Seat Belts/ Child Restraints (if applicable)	No abnormalities noted. (See photos 36 - 56)
Air Bags	No abnormalities noted. (See photos 36 - 56)

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 as she was traveling through an intersection, undesired Forward Emergency Braking activated causing the vehicle to come to a complete stop.	Upon inspection of the vehicle, found that the vehicle exhibits no signs of any impact or collision trauma (See Photos 6 - 13, 25 - 35, 68 - 83). Performed Control Unit diagnosis via C3+ diagnostic tool and found no codes stored in any system (See C3+ Data file). Performed inspection of the FEB Operation Mileage log and found no history of full FEB operation recorded. DTS test drove vehicle and as vehicle was leaving the dealer, and following river road by dealer and crossing train tracks, found only partial braking duplicated over train tracks (Please see duplication video file). found no duplication of full FEB operation duplicated on test drive. Found no abnormal duplication of any abnormal operation other then when traveling over the train tracks on River Rd near the dealer.

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

CAR # [redacted]
Claimant
VIN JN8AT2MV3HW[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?	(•)	( )	Please see C3+ data.

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV3HW[redacted]

	Yes	No	Comments
EDR download included in report?	○	◉	No collision reported by claimant as well as no signs of collision

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.)	Please see photo 83
○	◉	Physical damage to camera? (ie. cracks)	Please see photo 83
○	◉	Obstructions to radar sensor units? (ie. dirt, stickers, etc.)	Please see photos 32 - 35
○	◉	Physical damage to radar sensor units? (ie. cracks)	Please see photos 21 - 24
◉	○	Electrical connection to radar module firmly seated?	Please see photos 21 - 24
◉	○	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.

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

Vehicle
JN8AT2MV3HW[redacted]

Customize Page | Printable View | Help for this

Vehicle Campaigns [0] | Warranty Cases [0] | Cases [2] | Service History [14] | Vehicle Service Contracts [0] | Vehicle History [1] | DTS Field Inspections [1]

Vehicle Detail

VIN	JN8AT2MV3HW[redacted]		
Last Modified By	NNAETL, 1/2/2018 9:05 PM	Branded Title	
Created By	NNAETL, 11/10/2016 10:58 AM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage	10,226	MSRP	$36,060
Latest Recorded Mileage Units	M		
In Service Date	12/19/2016		

Manufacturing Data

Make/Model	2017 NISSAN ROGUE	Manufacturer Date	10/25/2016
Model Year	2017	Plant Name	KYUSHYU (NML)
Make	NISSAN	PDI Date	
Model Line	ROGUE	Country Code	USA
Model Code	22617	US Specification Indicator	Y
Body Style Type	WAGON 4 DOOR	Emissions Type	50 STATE
Exterior Color	MAGNETIC BLACK	Emissions Certification	
Cylinders		Open Recall	
Transmission Type	CVT	Head Unit	
Model Series		Model Line Code	RGE
Factory Installed Options	B94C03K03L92M92P01U35X03Z66		
Factory Installed Options Descriptions	B94 (ROOF RAIL CROSS BARS), C03 (50 STATE EMISSIONS), K03 (PLATINUM PACKAGE), L92 (FLOOR MATS (2-PIECE FRONT AND), M92 (RETRACTABLE COVER), P01 (SL PREMIUM PACKAGE), U35 (NAVIGATION MANUAL), X03 (PLATINUM RESERVE INTERIOR), 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 Desc
1	BASIC COVERAGE	12/19/2019	36,000				
2	POWERTRAIN COVERAGE	12/19/2021	60,000				
3	SEAT BELT	12/19/2026	999,999				
4	CORROSION COVERAGE (PERFORATION)	12/19/2021	999,999				
5	FEDERAL EMISSION LONG TERM DEFECT	12/19/2024	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	12/19/2016	

Vehicle Ownership

Vehicle Ownership

New Vehicle Ownership

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

Vehicle Campaigns

Vehicle Campaigns

No records to display

Warranty Cases

Warranty Cases

No records to display

Cases

Print Cases

Cases

Action	Case Number	Type	Account Name	Date/Time Opened	Date/Time Closed	Current Mileage	Status	CST Approvals	Owner Name
| Edit | Cls	[redacted]	CA	[redacted]	11/28/2017 12:04 PM		10,226	Open	0	Dakota McGr
| Edit | Cls	[redacted]	TECH LINE		11/27/2017 12:07 PM	11/27/2017 1:22 PM	10,226	Closed	0	Brian Terk

Service History

Service History

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 #	Cla
[redacted]				PD	12/15/2016	10	[redacted]			
					12/10/2016	1				
			CUSTOMER STATES DRIVERS SIDE DOOR SILL IS RUSTED	I	6/22/2017	5,054				
			CUSTOMER REQUESTS SMITHTOWN NISSAN MINIMUM 5000 MILE TYPE SERVICE. SEE YOUR SERVICE ADVISOR FOR ALL THE DETAILS	I	6/22/2017	5,054				
			VEHICLE INSPECTION CUSTOMER REQUESTS PERFORM NISSAN VEHICLE INSPECTION (MPI)	I	6/22/2017	5,054				
			INSATLL SPLASH GAURDS	I	1/17/2017	769				
			CUSTOMER REQUESTS INSTALL ILLUMINATED KICK PLATES	I	1/17/2017	769				
			INSTALL WHEEL LOCKS	I	12/21/2016	1				
			PERFORM PREDELIVERY INSPECTION AND FILL WITH FUEL	I	12/21/2016	1				
			CUSTOMER REQUESTS INSTALL ILLUMINATED KICK PLATES	I	12/20/2016	4				
			CUSTOMER REQUESTS INSTALL BUMPER PROTECTOR	I	12/20/2016	4				
			CUSTOMER REQUESTS INSTALL SPLASH GUARDS	I	12/20/2016	4				
			CUSTOMER REQUEST NEW YORK STATE INSPECTION. $37.00 FOR EMISSIONS AND SAFETY INSPECTION $10.00 FOR NYS SAFETY INSPECTION	I	12/16/2016	3				
			AS PER REQUEST PERFORM PRE-DELIVERY INSPECTION AND FILL OUT PRE-DELIVERY INSPECTION CHECK LIST	I	12/16/2016	3				

Vehicle Service Contracts

Vehicle Service Contracts

No records to display

Vehicle History

Vehicle History

Date	User	Action
11/10/2016 10:58 AM	NNAETL	Created.

DTS Field Inspections

New DTS Field Inspection

DTS Field Inspections

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]	Kevin	MacKay	NER	12/19/2017 12:00 PM	1/1/2018 8:

Back To Top

Always show me fewer / more records per related list

Copyright © 2000-2018 salesforce.com, inc. All rights reserved. | Privacy Statement | Security Statement | Terms of Use | 508 Compliance

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 F

Case Comments [20] | Case Categorizations [2] | Emails [0] | Calls [0] | Open Activities [0] | Activity History [4] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | DTS Field Inspections [1] | Attachments [0] | Case History [22]

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	
Exec-Received-Date		Type	CA
Letter Sent Date		Case Origin	Phone
Letter Received Date		Date/Time Opened	11/28/2017 12:04 PM
Follow Up Date	1/16/2018	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	DLR
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	10,226	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	JN8AT2MV3HW[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	Service Dept. Review
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?	
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: JN8AT2MV3HW[redacted]

Agent Comments

Agent Comments	Next Steps: Please Call C and begin IIR for C.		
Created By	Brandi Zimmerman, 11/28/2017 12:04 PM	Root Cause Code	SCIN
Last Modified By	NNAETL, 1/2/2018 9:05 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 He

Action	Public	Comment
Make Private	✓	**Created By: Dakota McGre[redacted] 8:23 AM)** ARBS placed outbound to C[redacted] ARBS informed that does take 2-4 weeks from inspection date before resolution is available ARBS informed that due to holidays may be a small delay
Make Private	✓	**Created By: Dakota McGregor (1/2/2018 8:19 AM)** ARBS notes that IIR was uploaded to FTP
Make Public		**Created By: Barbara Adamson (12/29/2017 10:16 AM)** SCRR-BA received inbound call from C who provided Case # SCRR-BA authenticated name, address, tel and email C states Nissan sent an engineer out two weeks ago and C is following up with status because the VEH is still at DLRSHP C states the last time C spoke with anyone was when C was called to make the appointment SCRR-BA advised per Case that a callback is scheduled for 1/2/18 C accepted C confirmed BEST CALLBACK is [redacted] SCRR-BA to email ARBS, cc TL with update
Make Private	✓	**Created By: Dakota McGregor (12/8/2017 8:41 AM)** ARBS placed outbound to DLR Smithtown Nissan ARBS spoke to Receptionist Kim ARBS informed that SM wanted ARBS to leave date with SM Receptionist informed that would handle this and informed is okay Receptionist informed that would put date for inspection on SM's desk ARBS understood
Make Private	✓	**Created By: Dakota McGregor (12/8/2017 8:38 AM)** ARBS placed outbound to DLR Smithtown Nissan ARBS spoke to Receptionist Kim Receptionist states will take date for inspection ARBS provided inspection date of 12/19/17 at 12 with DTS Receptionist confirmed
Make Private	✓	**Created By: Dakota McGregor (12/8/2017 8:37 AM)** ARBS placed outbound to C[redacted] ARBS verified C had time to speak to ARBS ARBS informed that inspection is set for 12/19/17 at 12 C states ok and confirmed ARBS thanked C

C thanked ARBS
Call ended mutually

Make Private

Created By: Dakota McGregor (12/6/2017 12:33 PM)
ARBS submitted DTS Request

Make Private

Created By: Dakota McGregor (12/6/2017 12:33 PM)
ARBS placed outbound to DLR Smithtown Nissan
ARBS spoke to SM Mike
ARBS informed that DTS will be coming out to perform an inspection of the veh and informed of process and time period for process
*SM requested ARBS leave DTS appointment date with SM
ARBS agreed
ARBS informed that rental/loaner veh would be provided to C for duration of review process
SM understood and agreed

Make Private

Created By: Dakota McGregor (12/6/2017 12:17 PM)
ARBS placed outbound to C [redacted]
ARBS verified C had time to speak to ARBS
ARBS apologized and informed that phone line was down, so the call dropped
ARBS offered further assistance
C declined
ARBS thanked C
C thanked ARBS
Call ended mutually

Make Private

Created By: Dakota McGregor (12/6/2017 11:49 AM)
ARBS notes that placed immediate outbound to C [redacted]
ARBS notes that phones are down
ARBS unable to place any outbound calls to DLR or C currently

Make Private

Created By: Dakota McGregor (12/6/2017 11:48 AM)
ARBS placed outbound to C [redacted]
ARBS verified C had time to speak to ARBS
ARBS verified and completed partial probe

C states that was driving to a parkway
C states that was driving to work
C states that had automatic braking from FEB
C states that was almost rear ended
C states that does not have a specific address of where incident happened
C states that stopped at light, and had already gone a little past light then C stated veh started to brake on own
C states that there was no accident or injury
C states that heard beeping noise that sounded like warning that C was going over the lane
C states that screen was red and the veh automatically braked
C states that did not see screen in time to verify what warning light illuminated
C states no vehicles directly ahead of C
C states that was a one lane road, so no one was beside C
C states that one lane road across way had no one coming from opposite direction either
C states there was no construction
C states that there were no overhead obstructions including signs overpasses or intersection lights
C states that C had already passed intersection when automatic braking occurred
C states that veh corrected itself as C pressed on the gas more
C states that veh continued on
C states that just went to work
C states that was the day before Thanksgiving so DLR was not open
C states that C had an appointment the Monday after
C states that DLR could not duplicate concern

ARBS advised c that NNA would be interested in inspecting the veh
ARBS advised c that it can take 3-5 weeks to get an inspector out and another 2-4 weeks to get the results depending on the inspector's schedule
ARBS advised c that c would have to make the vehicle available at the Nissan dealer for the inspection and the inspection would take 4-6 hours then c would take the veh back with wait for the results
c stated ok
C states C is already in a loaner/rental from DLR
C inquired about leaving the veh at DLR
ARBS advised that if C can store veh at DLR on property or not will be between DLR and C
C understood
ARBS advised rental/loaner would be provided during review process only
c stated ok
ARBS advised c that ARBS will request the inspection and will call c once a date is available
C agreed
ARBS offered further assistance
C had a question
ARBS attempted to answer
ARBS notes that call dropped

Make Private

Created By: Dakota McGregor (12/6/2017 11:41 AM)
ARBS RECEIVED CASE, UNDER REVIEW, VERIFY PROBE
****

Make Public

Created By: Samantha Dixon (12/5/2017 11:17 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 a resubmit.

Make Public

Created By: Samantha Dixon (11/30/2017 2:52 PM)
C contacted CA with 2017 Rogue FEB concern.

Make Private

Created By: Kelsey Christiansen (11/30/2017 1:02 PM)
CRT-KC placed outbound call to C at [redacted]
CRT-KC advised that "this call may be recorded for quality and training purposes."
CRT-KC verified information e-mail, mailing address, phone, and best contact.
CRT-KC apologized for C concerns.
CRT-KC asked for C to explain concerns
C stated the EOB is braking out of known
C stated [redacted] was the most recent. The service rode right before the long island express way overpass. And Phil's Rode the other 2 times.
C stated DLR has been in touch with Techline.
Almost was reended both
CRT-KC asked IIR questions.
CRT-KC advised that someone will follow up within 3 business days. by the end of business day Tuesday.
C declined further questions.
Call ended mutually.

Make Private

Created By: Kyra Walton (11/29/2017 2:30 PM)
RCAS-KW placed outbound call to C on [redacted]
RCAS-KW left VMX for C.
RCAS-KW provided C with case #, CRT-KC's phone #, and work hours.
RCAS-KW set follow up for 11/30/17.

Make Private

Created By: Kelsey Christiansen (11/29/2017 11:08 AM)
CRT-KC received an e-mail from Service Manager Michael Scanlon.
SM stated There is no diagnostic on this vehicle as the customer concern has not been duplicated yet.
SM stated that the 2017 Rogues are having issues with FEB braking on the VEH when not needed.
SM stated This is currently under engineering investigation. Please contact the technical department for further details.

Make Private

Created By: Kelsey Christiansen (11/29/2017 10:45 AM)
CRT-KC sent e-mail to Service Manager and Service Director.

Make Public

Created By: Brandi Zimmerman (11/28/2017 12:08 PM)
CASE SUMMARY
CRR-BZ Is transferring case to RCAS for VEH concerns

Make Private

Created By: Brandi Zimmerman (11/28/2017 12:08 PM) | Last Modified By: Kelsey Christiansen (11/29/2017 9:10 AM)
CRR-BZ Verified Account information including: C's name, home & e-mail address,
Phone number & best contact number

CRR-BZ VERIFIED VEH Information including:
VIN: JN8AT2MV3HW[redacted]
Current Mileage: 10,101

CRR-BZ CHECKED for open recalls/campaigns and found: None
CRR-BZ CHECKED for previous UNRELATED Case(s) and found: None
CRR-BZ CHECKED previous RELATED Case(s) and found: None

CRR-BZ received inbound call from C
CRR-BZ NOTED concern is: VEH concerns

C Stated the front collision doesn't work correctly
C Stated the VEH just stopped
C Stated took VEH to DLRSHP yesterday and DLRSHP has the VEH
C Stated DLRSHP informed C the VEH is under engineering investigation
C Stated DLRSHP cannot duplicate C's concerns
C Stated C got a loaner VEH and would like to know what5 C should do with the loaner

CRR-BZ Empathized with C and informed C that CRR-BZ will document all C's concerns
CRR-BZ Informed C that C should contact DLRSHP about the policy for the loaner
CRR-BZ Advised C that the case will now be forwarded to RCAS for further review. Set Follow-Up date for 11/29/2017 no later than EOB

C understood.

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

C declined.

CRR-BZ provided C with agent ID [redacted] and case number

Call ended mutually

Case Categorizations

New Case Categorization | Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	[redacted]	NISSAN PRODUCT INQUIRIES	ROGUE	CRITICISM	QF	11/28/2017	ZH	AZ	270500	OF
Edit | Del		BRAKES	INTELLIGENT BRAKE ASSIST (IBA)	POOR OR IMPROPER OPERATION	26	11/28/2017	YX	AD	328000	OA

Emails

Send an Email | Emails He

No Emails Available

Calls

New CA Call | Calls He

No records to display

Open Activities

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

No records to display

Activity History

Log a Call | View All | Activity History He

Action	Subject	Type	Name	Due Date	Assigned To	Action Taken	Status	Last Modified Date
Edit | Del	DTS Request [redacted] SMITHTOWN NISSAN			12/8/2017	Kevin MacKay		Complete	12/12/2017 10:06
Edit | Del	DTS Follow Up [redacted] SMITHTOWN NISSAN			12/8/2017	Dakota McGregor		Complete	12/6/2017 12:37 F
Edit | Del	IIR		[redacted]	12/6/2017	Dakota McGregor		Complete	12/6/2017 11:13 A
Edit | Del	Follow Up Action Required- IIR Rejected			11/30/2017	Dakota McGregor		Complete	12/5/2017 11:18 A

Customer Support Tools

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

No records to display

Check Activity

Check Activity He

No records to display

Forms

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

Action	Form	Request Type	Created By	Created Date	Customer Name	VSC	VIN	VSC Request Comments
Edit	[redacted]	IIR	Kelsey Christiansen, 11/30/2017 1:02 PM	11/30/2017			JN8AT2MV3HW[redacted]	

DTS Field Inspections

DTS Field Inspections He

Action	Title	DTS Inspection Date	Owner First Name	Owner Last Name	Status
Edit	[redacted]	12/19/2017 12:00 PM	Kevin	MacKay	Completed

Attachments

Attach File

Attachments He

No records to display

Case History

Case History He

Date	User	Action
1/2/2018 8:23 AM	Dakota McGregor	Changed **Follow Up Date** from 1/2/2018 to **1/16/2018**.
12/27/2017 8:56 AM	Dakota McGregor	Changed **Follow Up Date** from 12/27/2017 to **1/2/2018**.
12/8/2017 2:32 PM	Dakota McGregor	Changed **Follow Up Date** from 12/26/2017 to **12/27/2017**.
12/8/2017 8:38 AM	Dakota McGregor	Changed **Follow Up Date** from 12/8/2017 to **12/26/2017**.
12/7/2017 4:16 PM	Dakota McGregor	Changed **Follow Up Date** from 12/7/2017 to **12/8/2017**.
12/6/2017 12:17 PM	Dakota McGregor	Changed **Follow Up Date** from 12/6/2017 to **12/7/2017**.
12/5/2017 11:17 AM	Samantha Dixon	Changed **Case Owner** from Kelsey Christiansen to **Dakota McGregor**.
12/5/2017 11:17 AM	Samantha Dixon	Changed **Follow Up Date** from 12/5/2017 to **12/6/2017**.
		Changed **Description**.
11/30/2017 2:52 PM	Samantha Dixon	Changed **Description**.
11/30/2017 1:03 PM	Kelsey Christiansen	Changed **Follow Up Date** from 11/30/2017 to **12/5/2017**.
11/29/2017 2:30 PM	Kyra Walton	Changed **Follow Up Date** from 11/29/2017 to **11/30/2017**.
11/29/2017 12:37 PM	Kelsey Christiansen	Changed **Description**.
11/29/2017 8:56 AM	Janisha Wilkerson	Changed **Case Owner** from Kyra Walton to **Kelsey Christiansen**.
		Changed **Subject** from CUSTOMER: [redacted] PHONE: [redacted] VIN: JN8AT2MV3HW[redacted] to **CUSTOMER:** [redacted] **VIN: JN8AT2MV3HW**[redacted]
11/28/2017 12:10 PM	Brandi Zimmerman	Changed **Escalated By ID** to **0050G000008Vk3f**.
		Changed **Case Owner** from Brandi Zimmerman to **Kyra Walton**.
11/28/2017 12:04 PM	Brandi Zimmerman	Changed **Work Phone** to [redacted]
		Changed **Follow Up Date** from 11/28/2017 to **11/29/2017**.
		Changed **VIN** to **JN8AT2MV3HW**[redacted]
		Changed **Subject** to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: JN8AT2MV3HW**[redacted]
		Created.

^ Back To Top

Always show me fewer / more records per related list

Copyright © 2000-2018 salesforce.com, inc. All rights reserved. | Privacy Statement | Security Statement | Terms of Use | 508 Compliance


11:11 AM
10232 miles
60
MPH
80
100
120
140
160
180
200
220
240
20
40
60
-20
6
7
8




JN8AT2MV3HW


NEW YORK
[redacted]
NYMA
[redacted]
217 NISSA SUBN
[redacted]
PAS 2 G
18
[redacted]
NEW YORK STATE
JAN
FEB
MAR
SAFETY
INSPECTION
CERTIFICATE
2017
NOV
OCT
MAY
JUN
JUL
AUG
SEP


MFD BY NISSAN MOTOR CO.,LTD.
DATE 10/16
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: JN8AT2MV3HW
TYPE: MPV
COLOR TRIM TRANS
G41 Z RE0F10D
AXLE ENGINE
GS56 QR25(DE) 2488CC
JN8AT2MV3HW


10:23 AM
49°F
RPMx1000
60
MPH
80
40
100
140
P
222
10228


NISSAN








NISSAN
ROGUE
SL AWD










QR25


NISSAN




Pb


















NISSAN


NISSAN


NISSAN

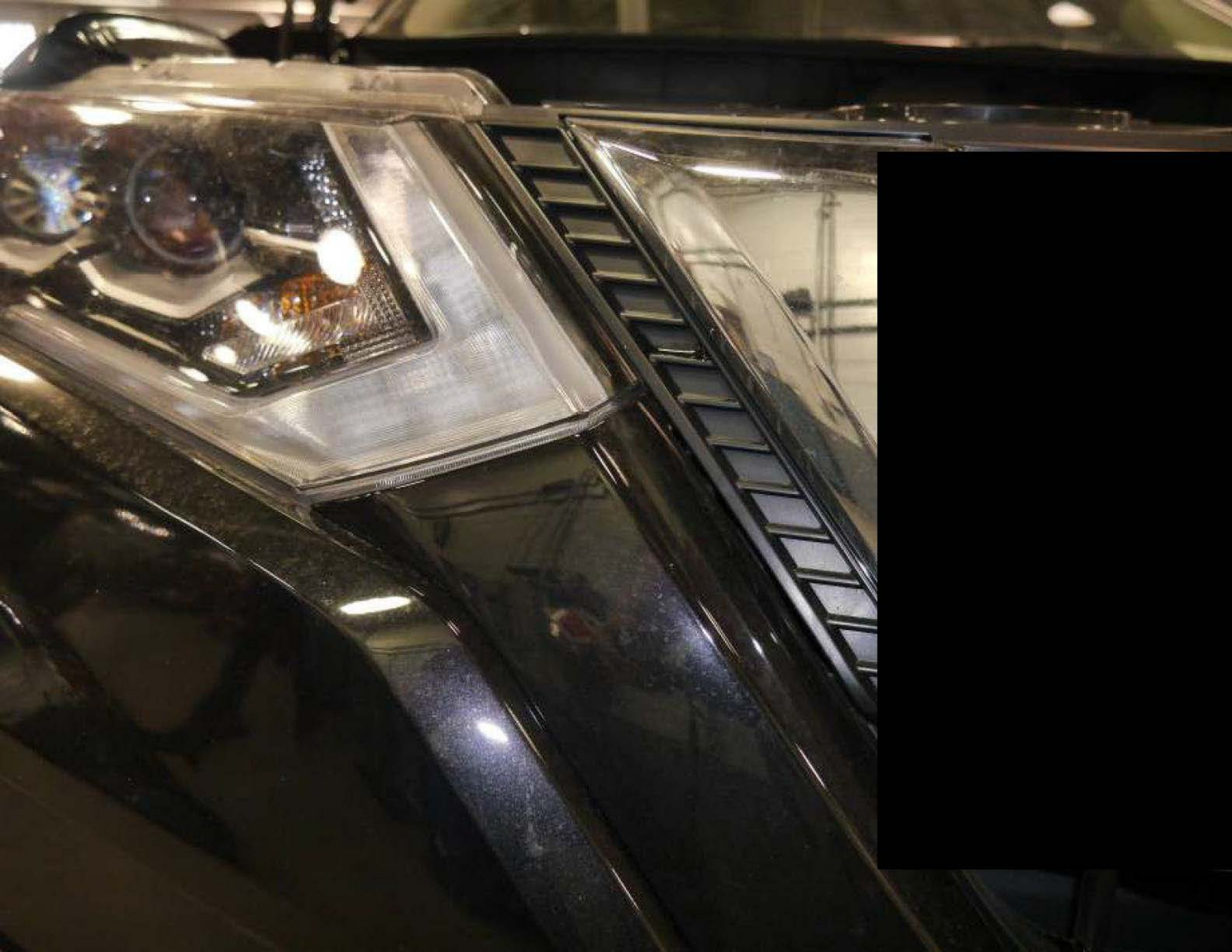







NISSAN


NISSAN






ROGUE




ROGUE




45080
45A0A
L


48080
4BA0A
L


















ROGUE


ROGU

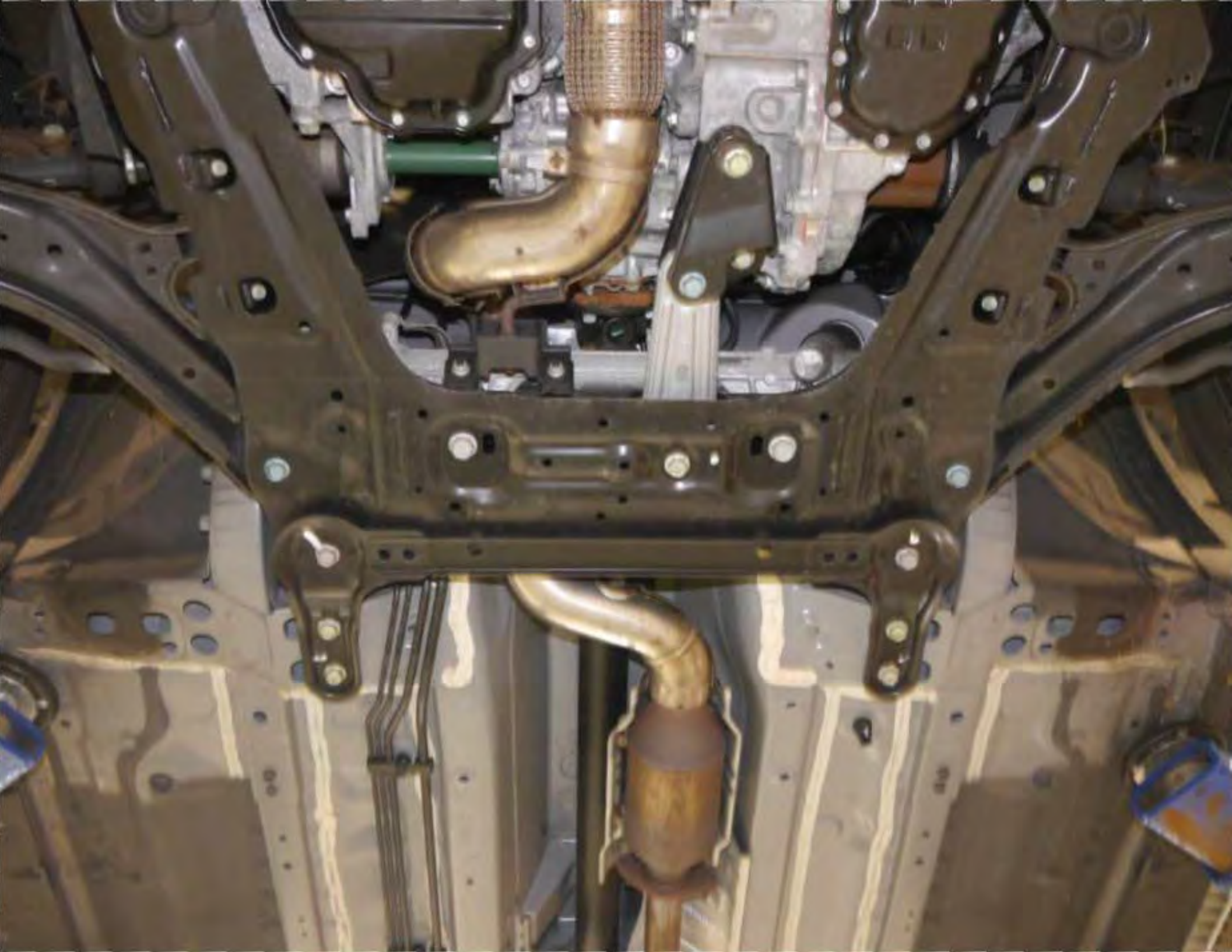


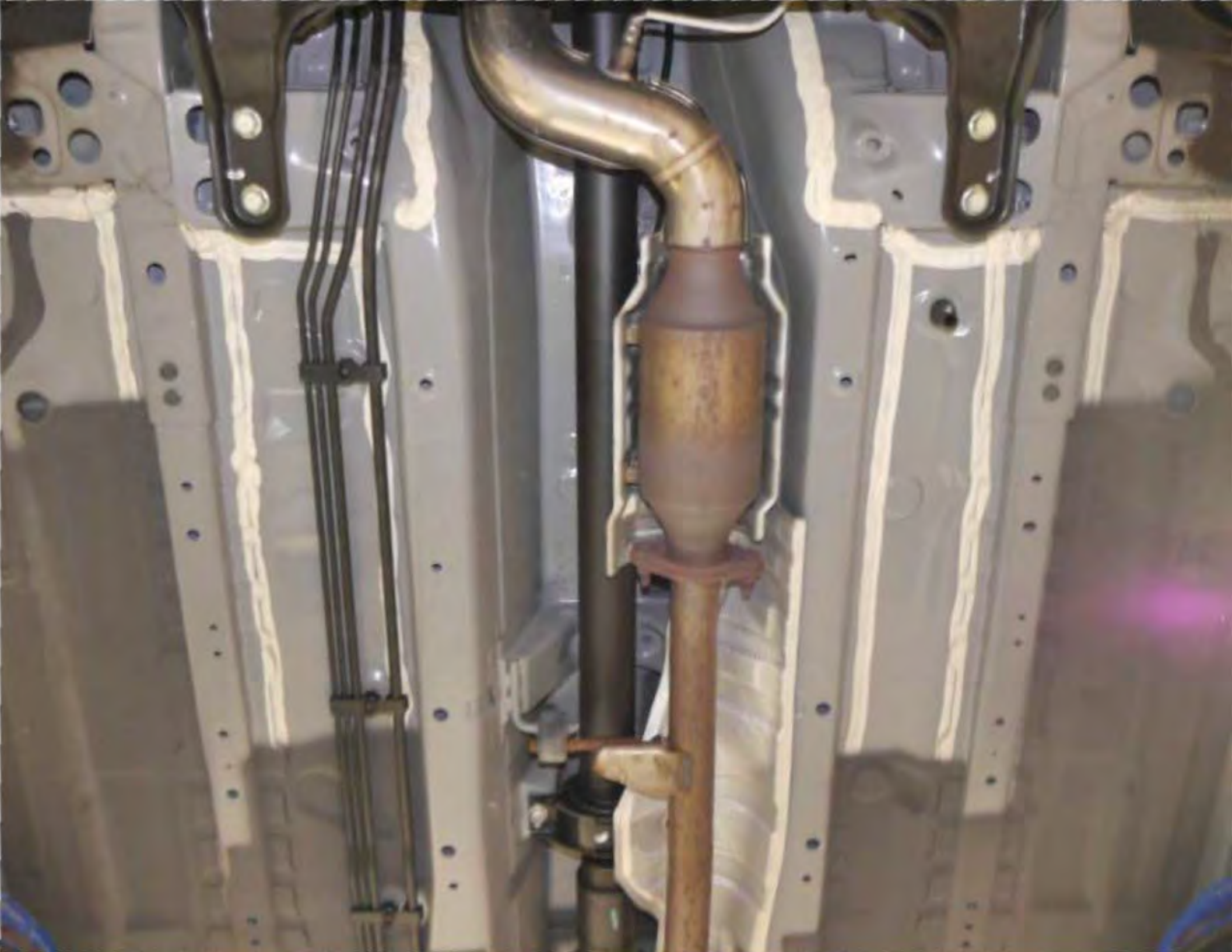














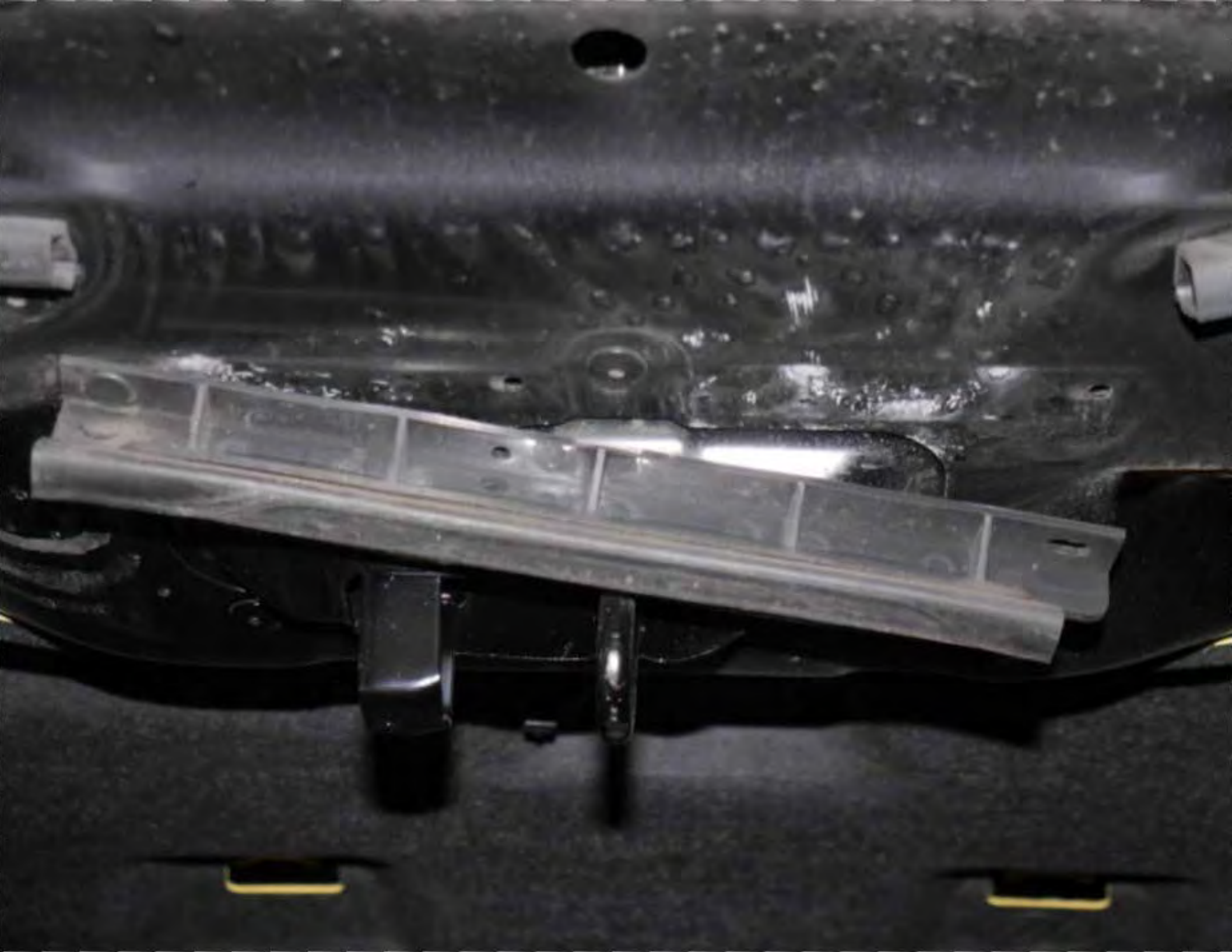















































10:39 AM
49°F
Safety Shield
222 mi
10228 miles
RPMx1000
MPH
km/h


10:39 AM
49°F
Settings
Driver Assistance
Clock
Meter Settings
Vehicle Settings
Maintenance
Alarm
P
222
10228 miles
x1000
H
0


10:39 AM
49°F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
222
10228 miles
60
MPH
40
100
60
20
0
1/2
H

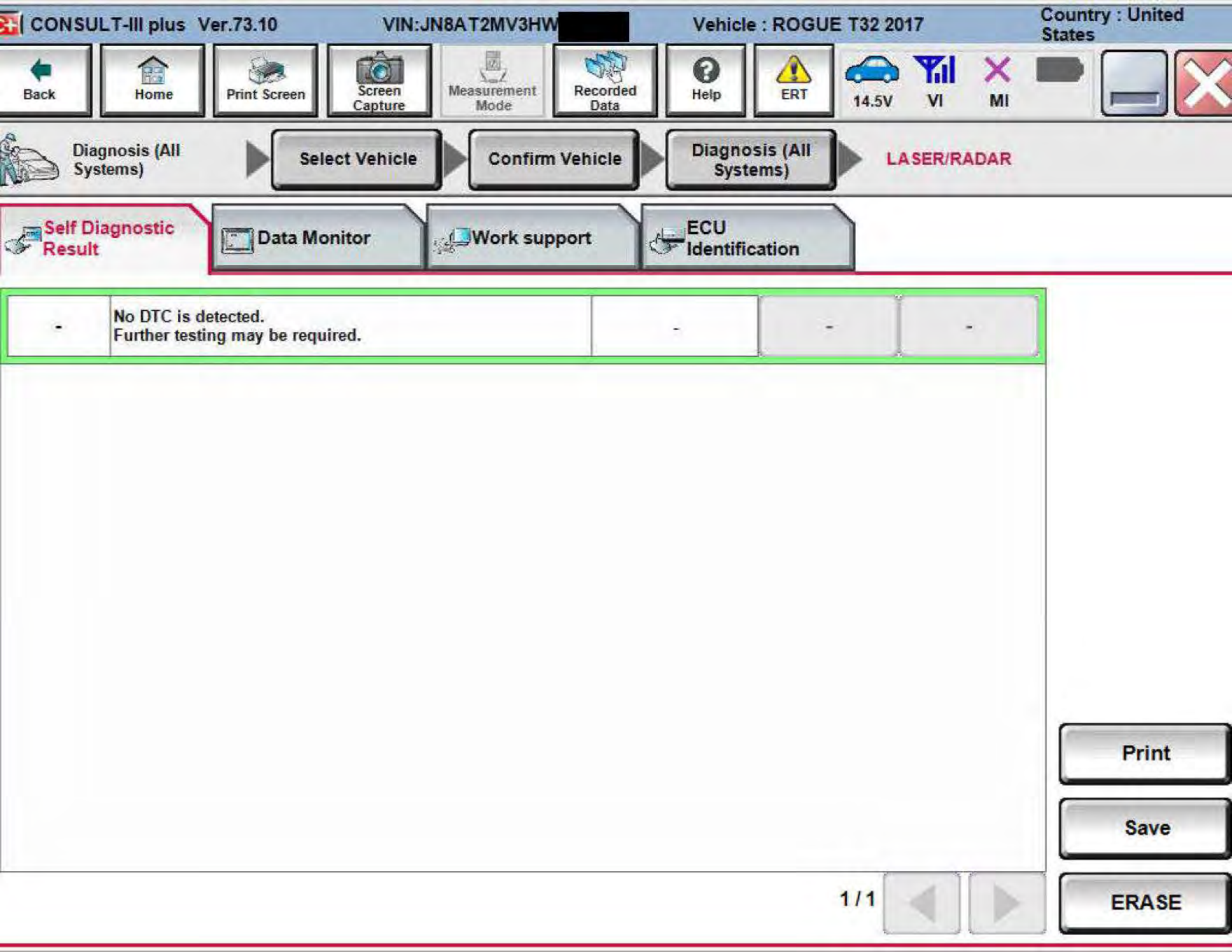

10:39 AM
49°F
Driving Aids
Emergency Brake
Lane
Blind Spot
P
222
10228 miles
60
MPH
40
100
60
20
0
1/2

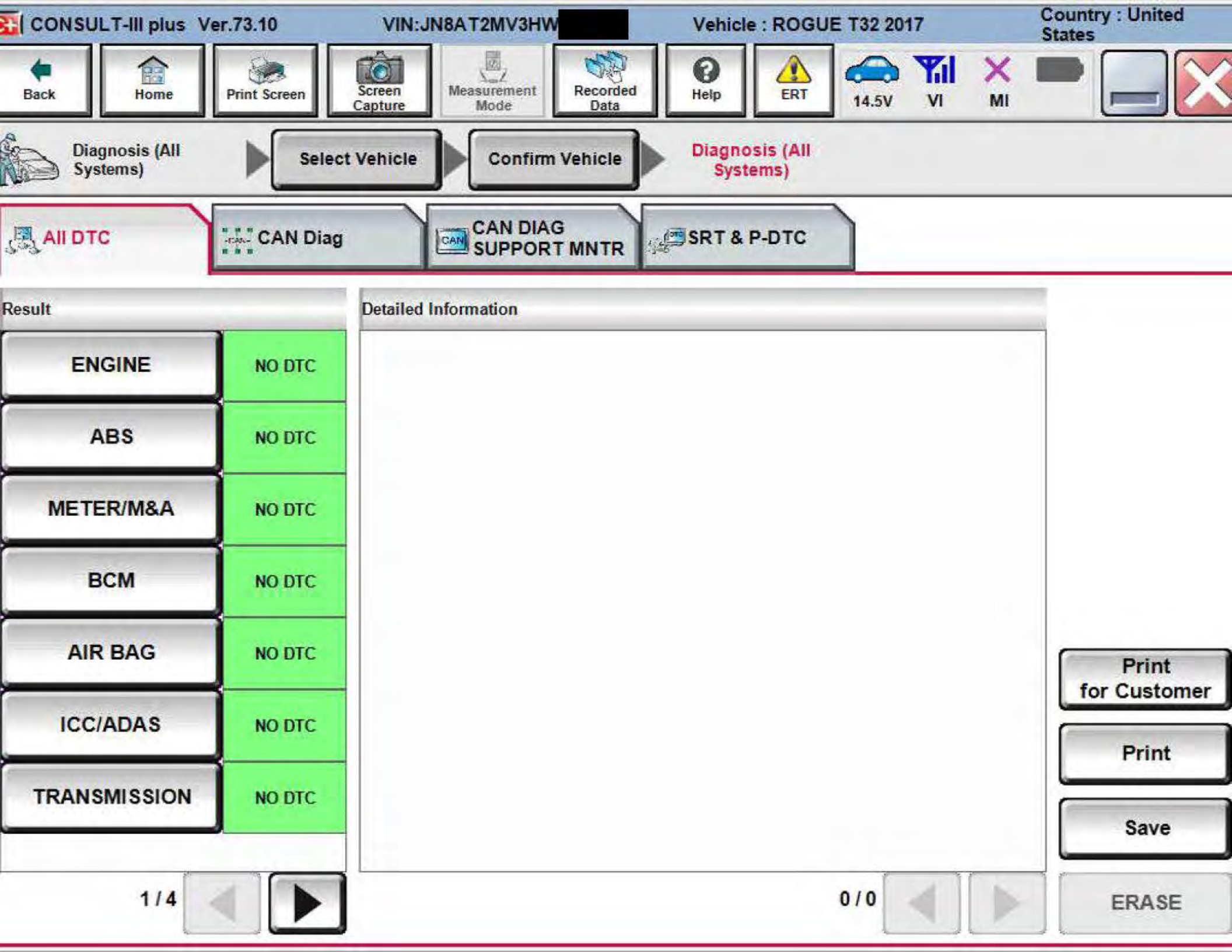

10:39 AM
49°F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
222
10228 miles
60
MPH
80
40
100
140
60
20
20
0
1/2

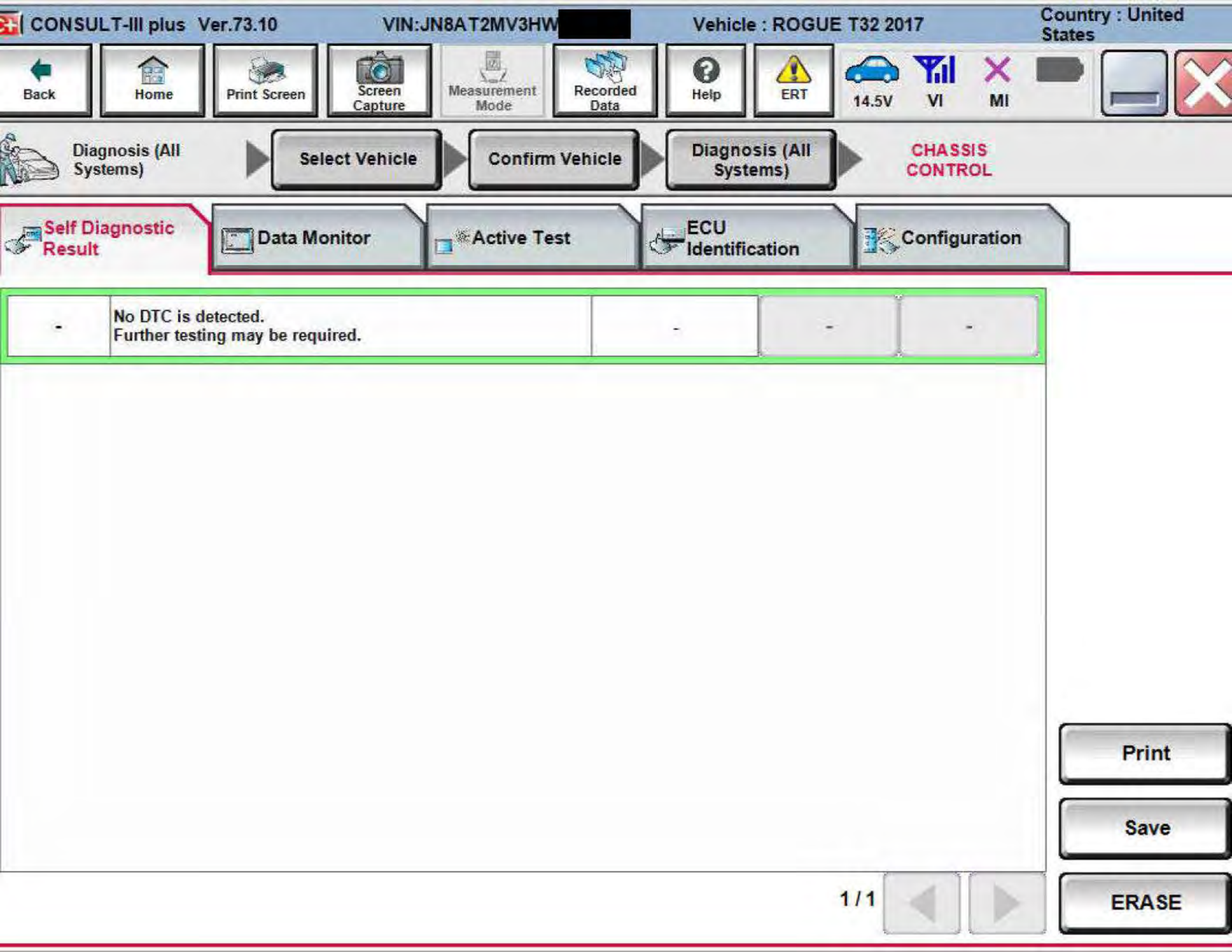

10:39 AM
49°F
Parking Aids
Moving Object
Cross Traffic
222
10228miles
MPH
60
80
40
100
140
60
20
20
0
1/2

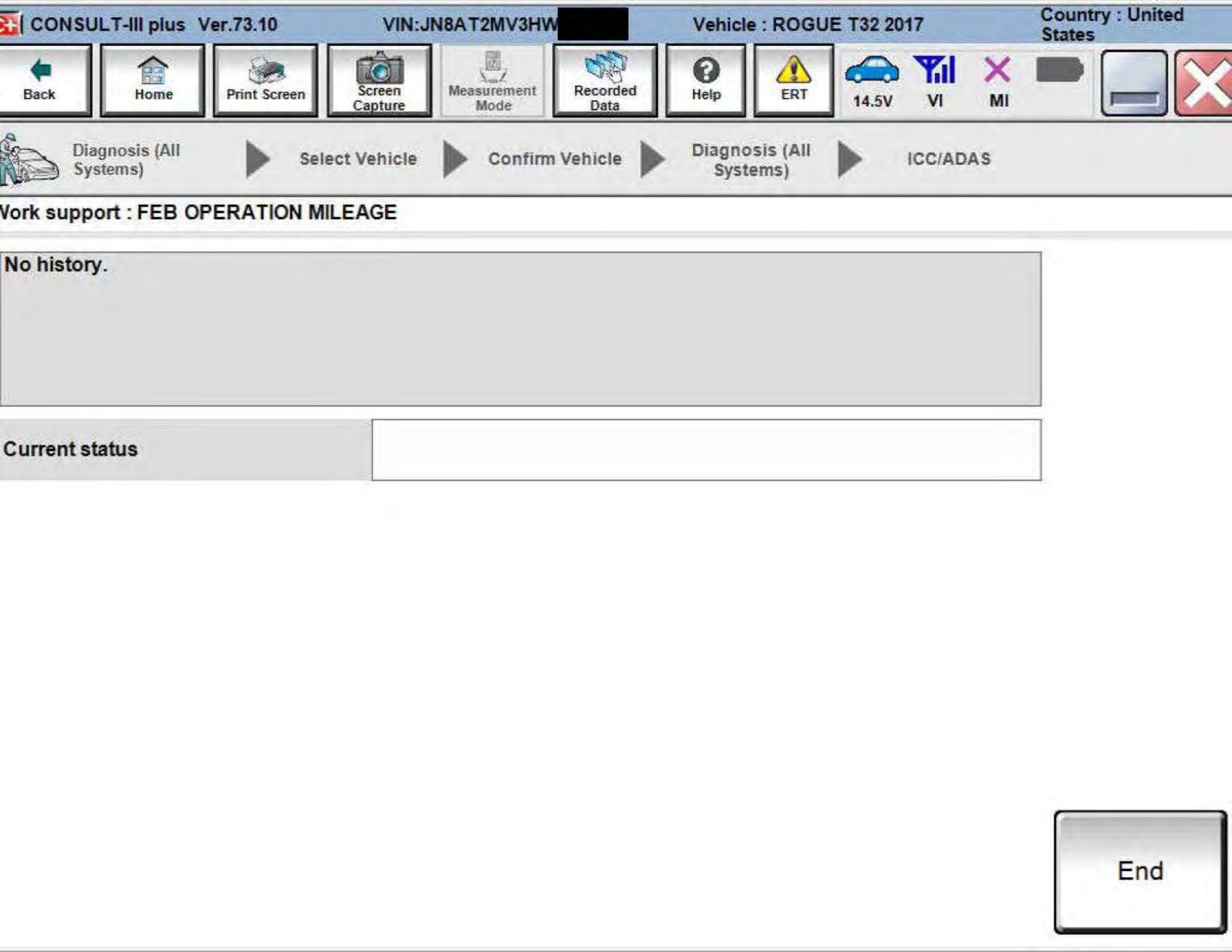

10:39 AM
49°F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
222
10228 miles
6
7
8
40
60
MPH
80
100
140
60
20
20
0
1/2

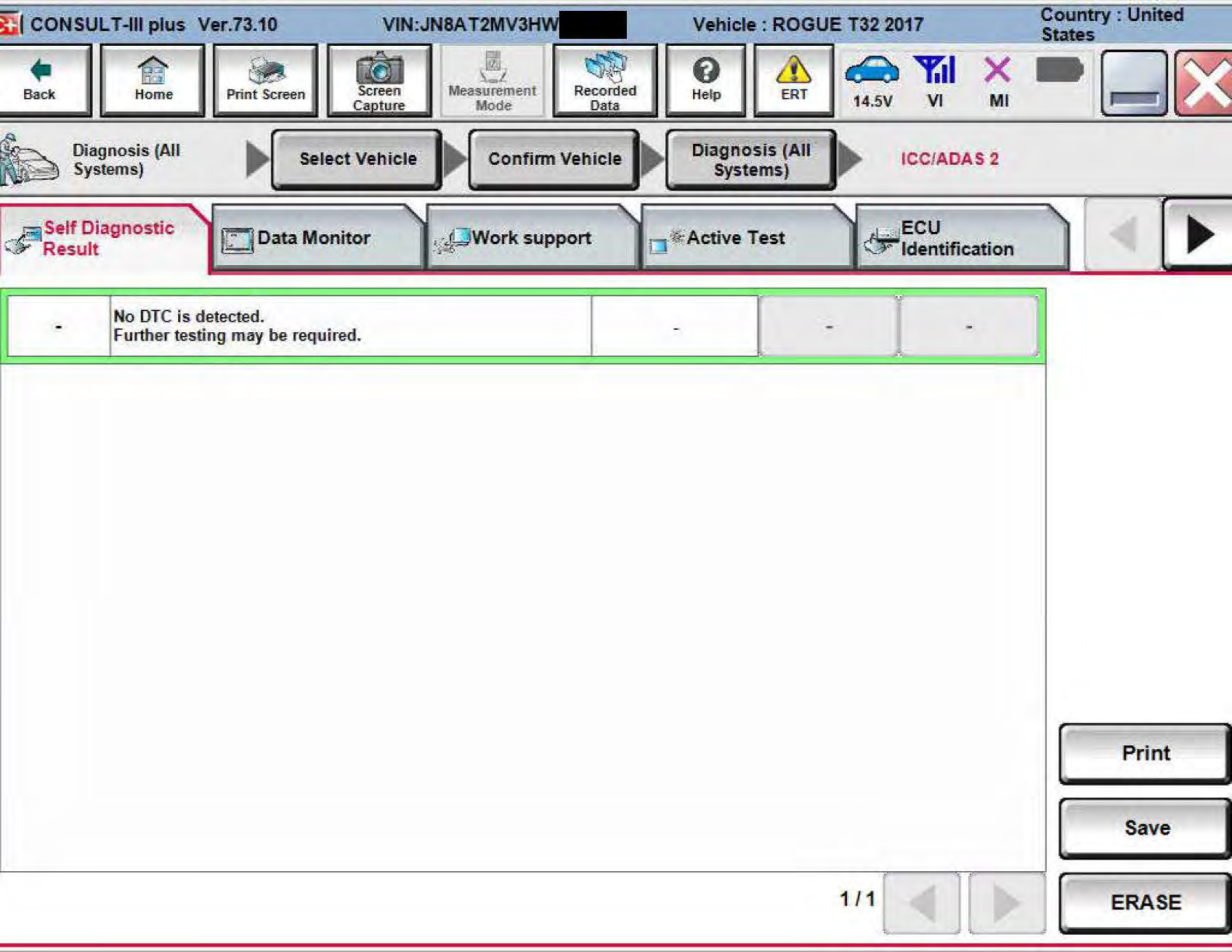

10:39 AM
49°F
Chassis Control
Trace Control
Engine Brake
222
10228 miles
60
MPH
80
40
100
140
60
20
20
0
1/2

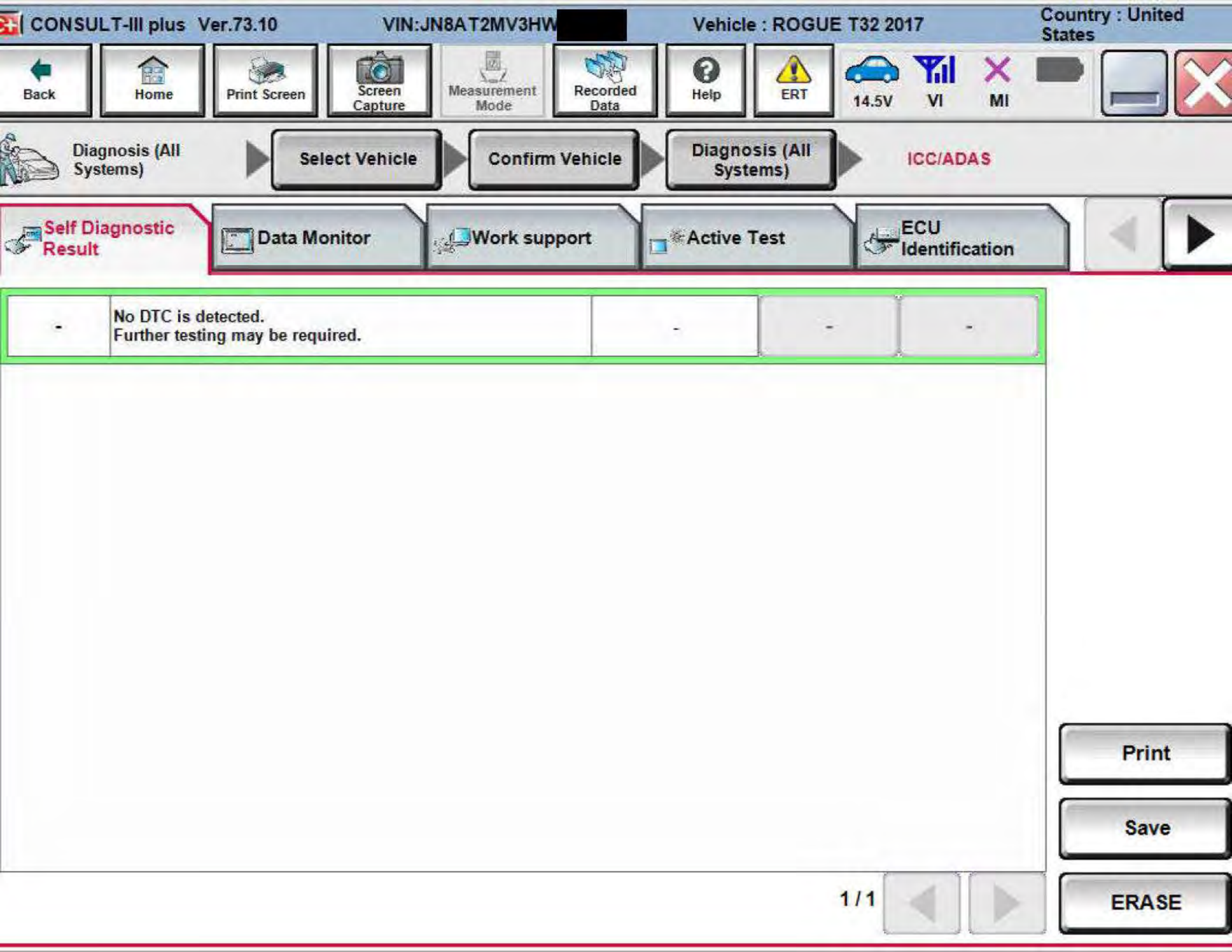

CONSULT-III plus Ver.73.10
VIN:JN8AT2MV3HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.5V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
LASER/RADAR
Self Diagnostic Result
Data Monitor
Work support
ECU Identification
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
1 / 1
ERASE

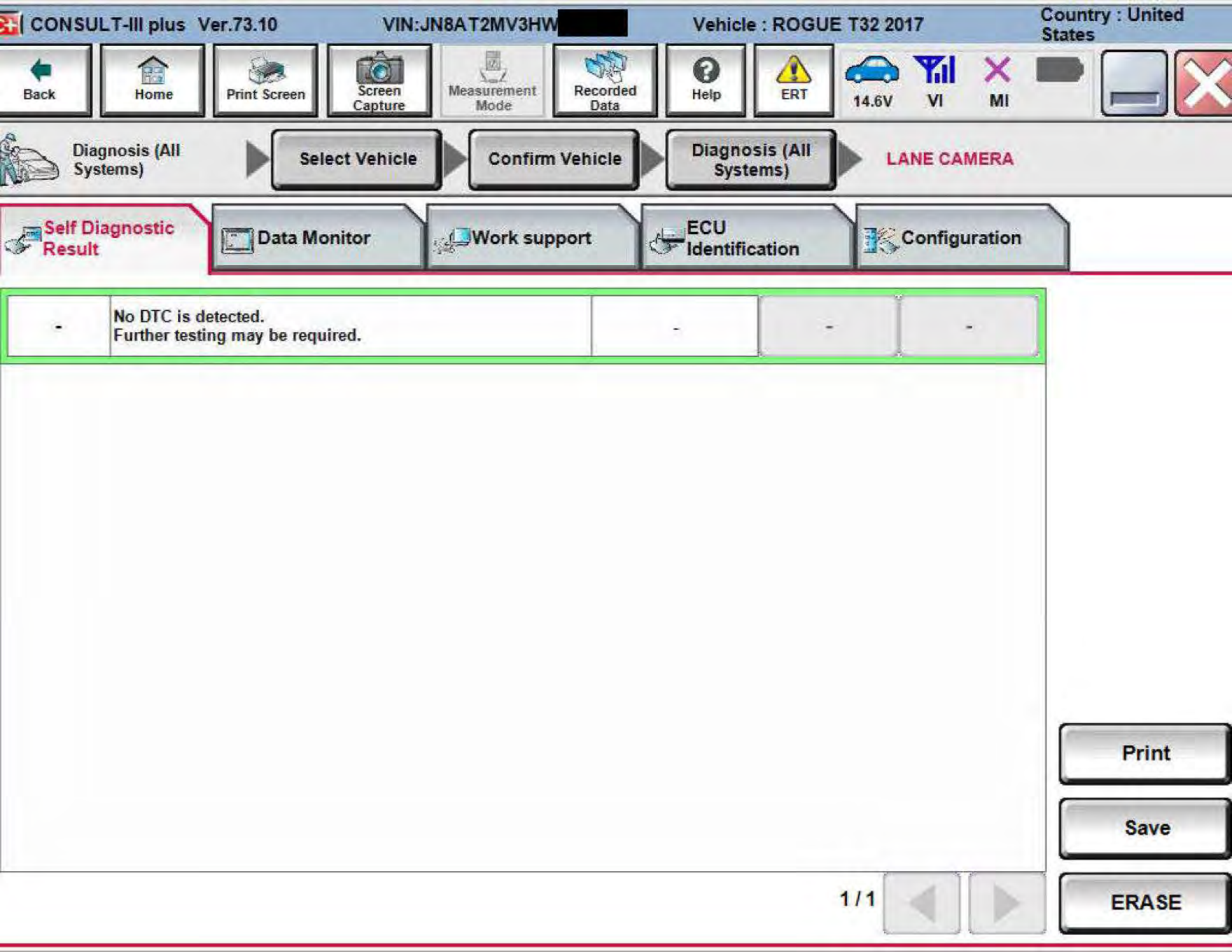

CONSULT-III plus Ver.73.10
VIN:JN8AT2MV3HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.5V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
Detailed Information
ENGINE
NO DTC
ABS
NO DTC
METER/M&A
NO DTC
BCM
NO DTC
AIR BAG
NO DTC
ICC/ADAS
NO DTC
TRANSMISSION
NO DTC
1 / 4
0 / 0
Print for Customer
Print
Save
ERASE


CONSULT-III plus Ver.73.10
VIN:JN8AT2MV3HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.5V
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
ERASE
1 / 1


CONSULT-III plus Ver.73.10
VIN:JN8AT2MV3HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.5V
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:JN8AT2MV3HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.5V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS 2
Self Diagnostic Result
Data Monitor
Work support
Active Test
ECU Identification
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
1 / 1
ERASE


CONSULT-III plus Ver.73.10
VIN:JN8AT2MV3HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.5V
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.
-
-
-
Print
Save
ERASE
1 / 1


CONSULT-III plus Ver.73.10
VIN:JN8AT2MV3HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.6V
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	JN8AT2MV8HW[redacted]
User	KEVIN D MACKAY
Case Number	[redacted]
EDR Data Imaging Date	01/09/2018
Crash Date	12/08/2017
Filename	JN8AT2MV8HW[redacted]_ACM.CDRX
Saved on	Tuesday, January 9 2018 at 10:47:16
Imaged with CDR version	Crash Data Retrieval Tool 17.6
Imaged with Software Licensed to (Company Name)	Nissan North America, Inc.
Reported with CDR version	Crash Data Retrieval Tool 17.6
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.
- "e-pedal ON/OFF Status" indicates whether "e-pedal" is activated (ON), or not activated (OFF). 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_r006

DTCs at Time of Retrieval

None

Hexadecimal Data

```
DID    Data

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

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

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

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

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

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

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

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

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

```
      7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
      7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
      7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F FF 7F
      FF 7F FF 7F FF 7F FF 7F FF 7F FF 7F FF 7F FF 7F
      FF 7F FF 7F FF 7F FF FF FF FF FF FF FF FF FF FF
      FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF
      FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF
      FF FF FF FF FF FF FF

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

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

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

F1A0  20

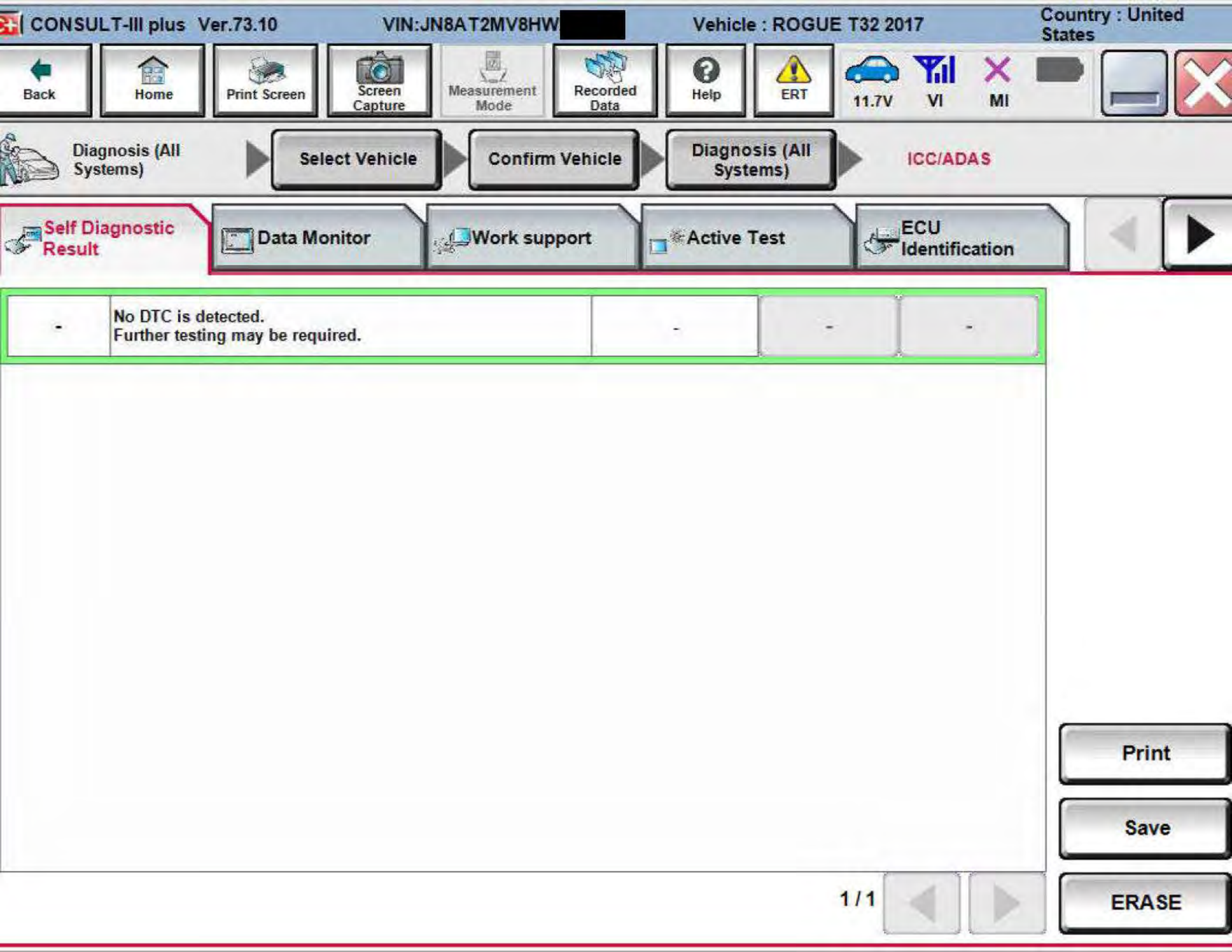

      59 02 09

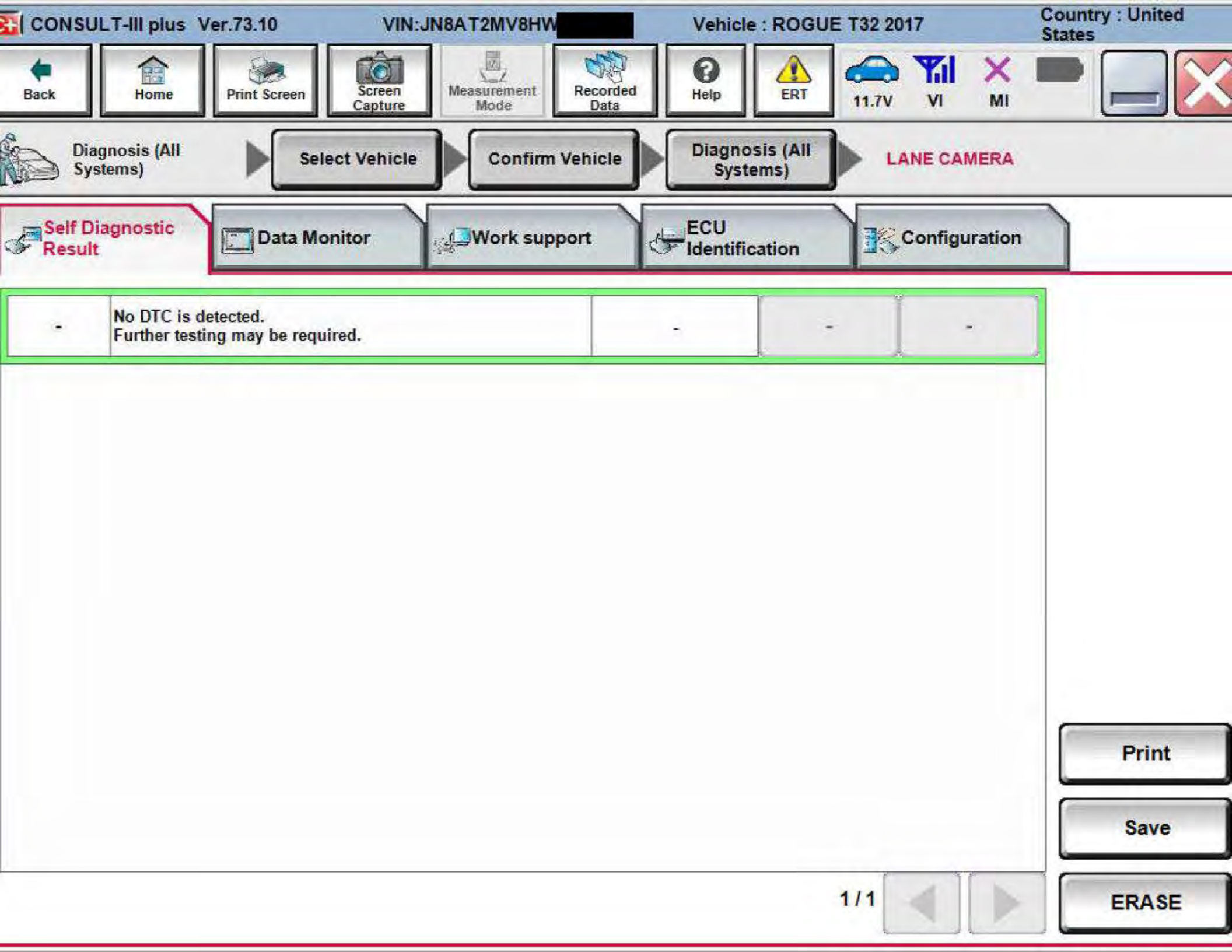

      59 02 09

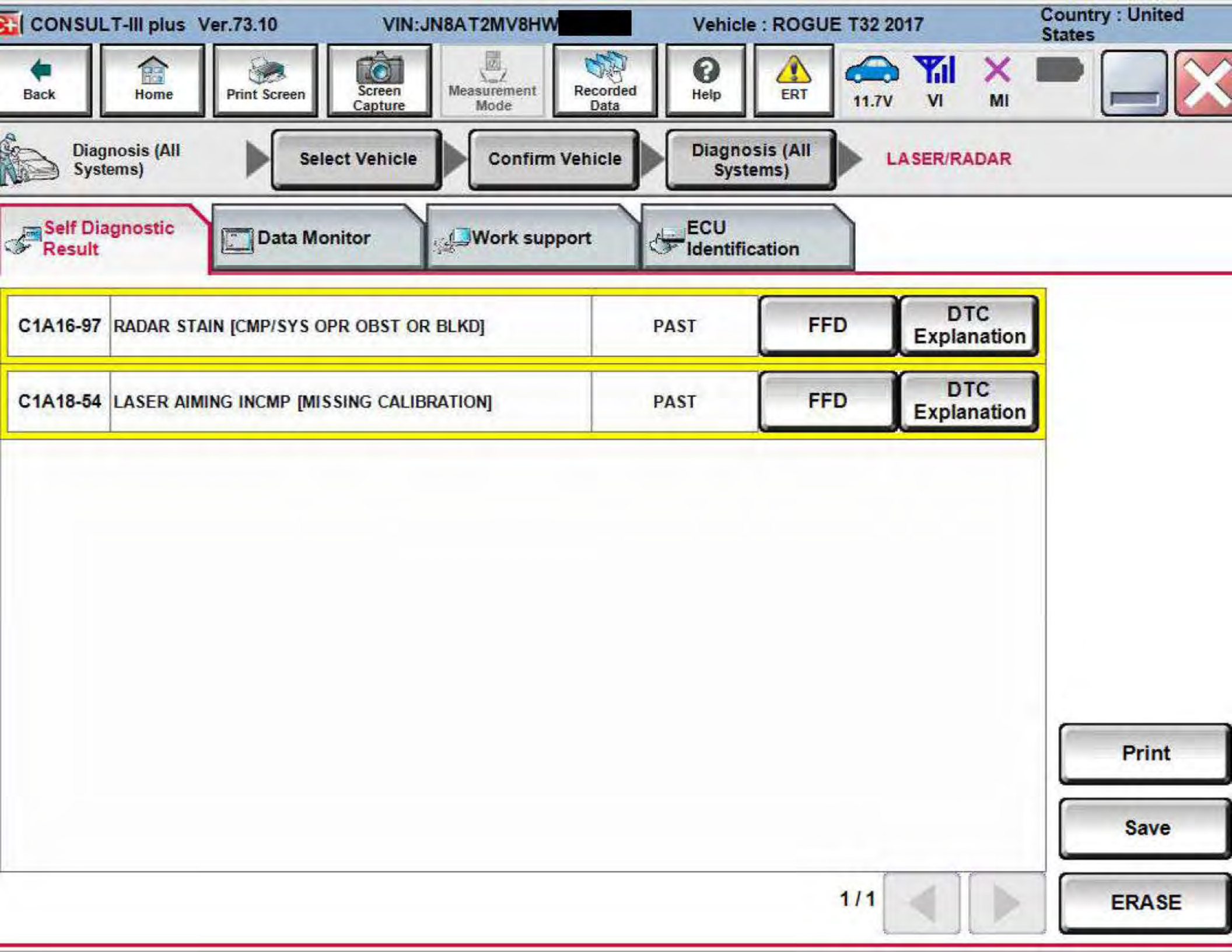

      59 0F 08
```

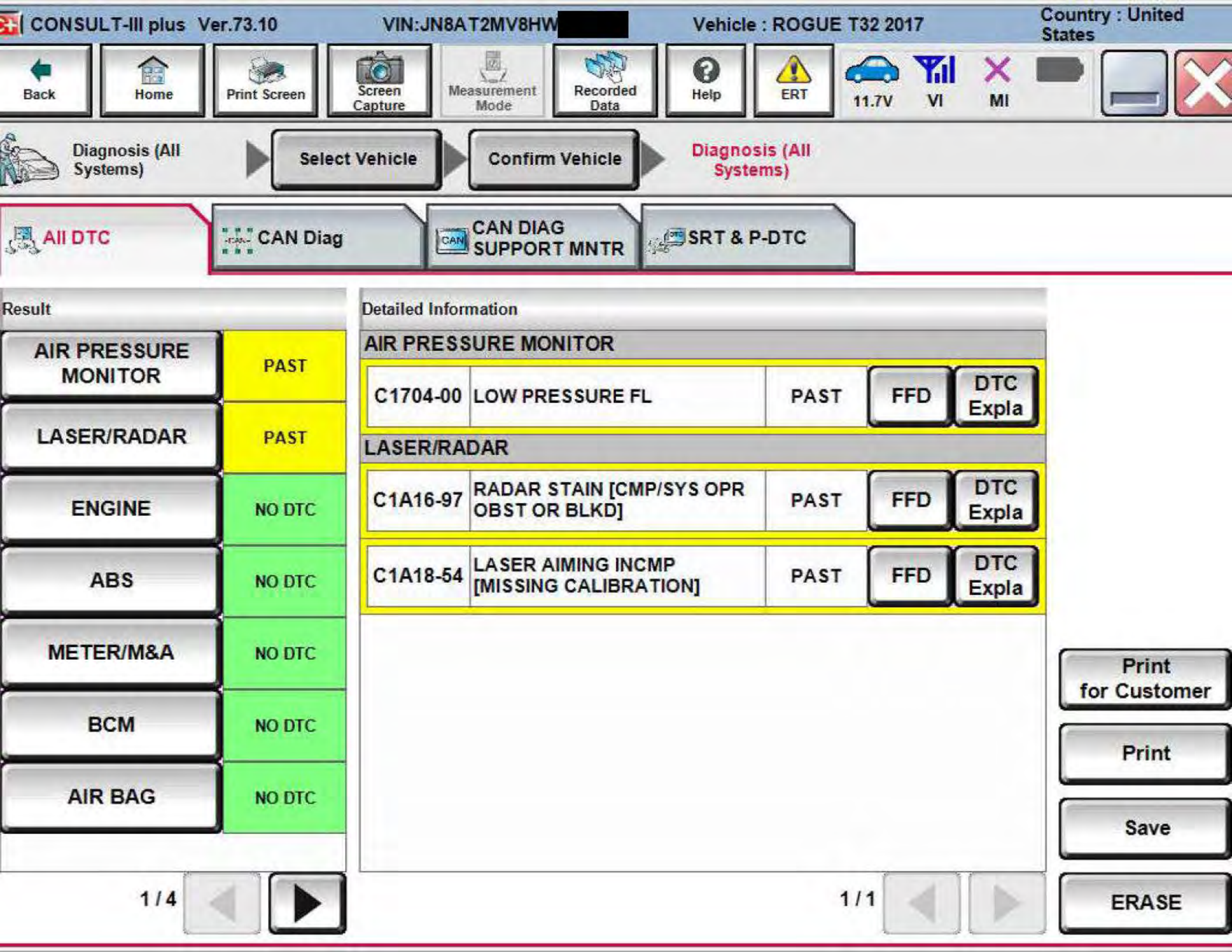
Disclaimer of Liability

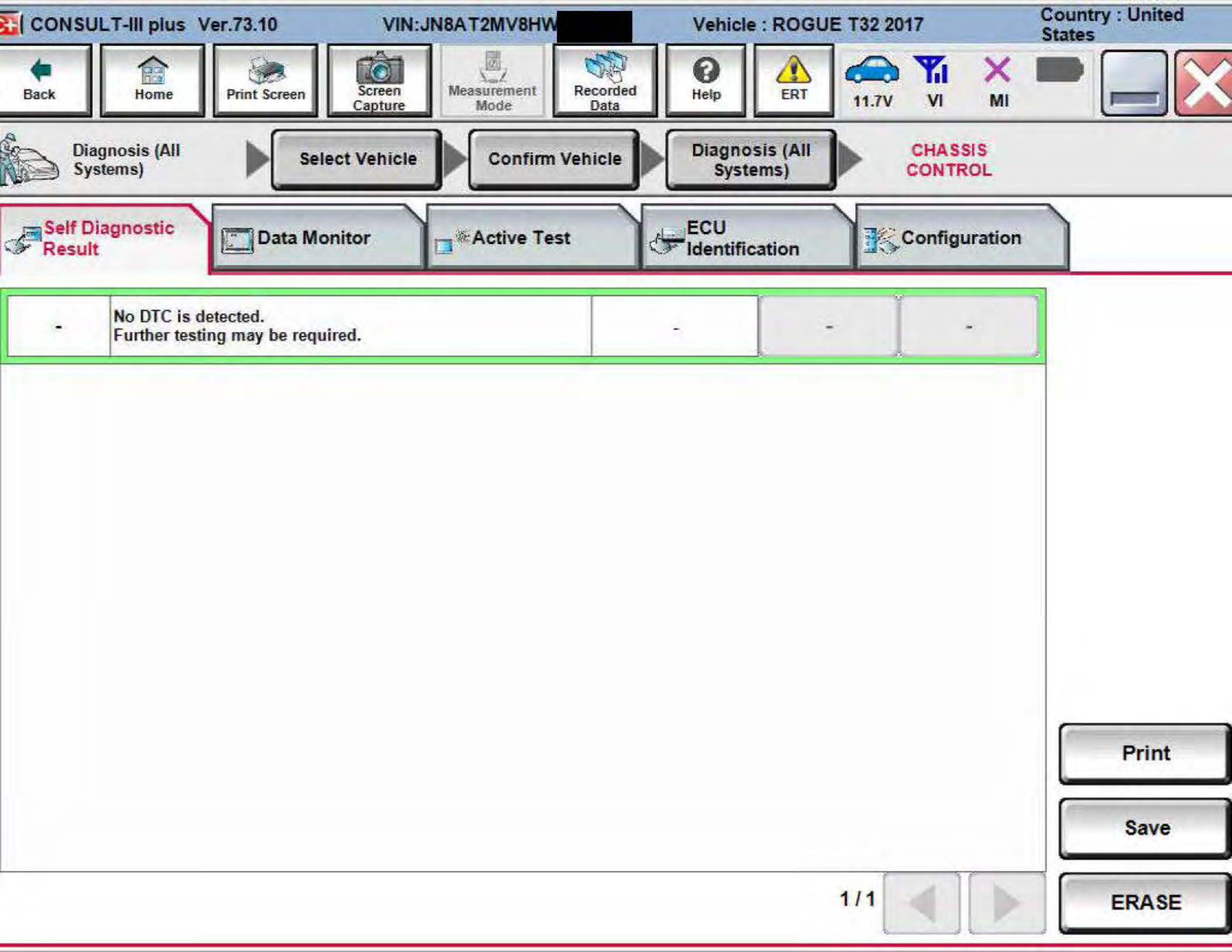
The users of the CDR product and reviewers of the CDR reports and exported data shall ensure that data and information supplied is applicable to the vehicle, vehicle's system(s) and the vehicle ECU. Robert Bosch LLC and all its directors, officers, employees and members shall not be liable for damages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

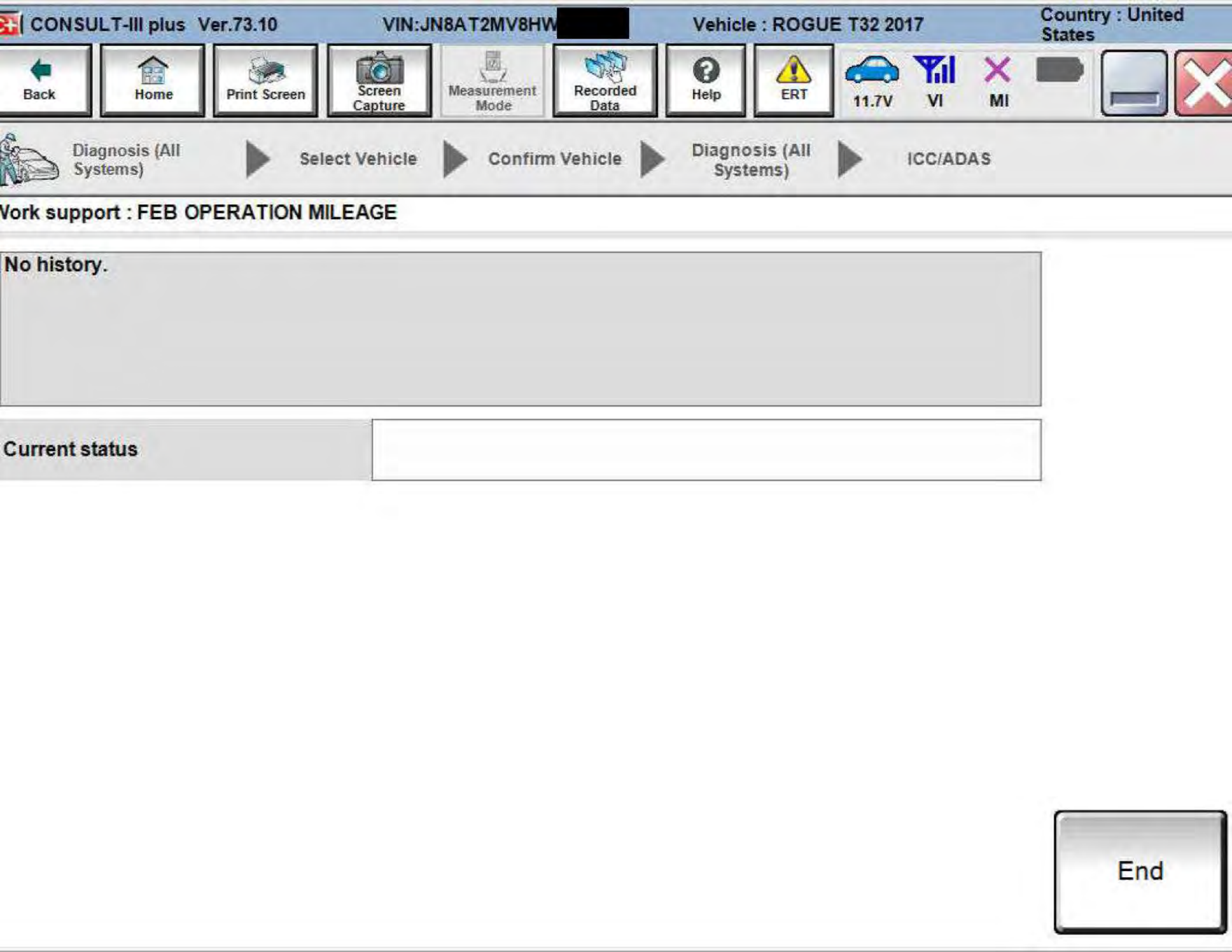

CONSULT-III plus Ver.73.10
VIN:JN8AT2MV8HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.7V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Self Diagnostic Result
Data Monitor
Work support
Active Test
ECU Identification
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
1 / 1
ERASE

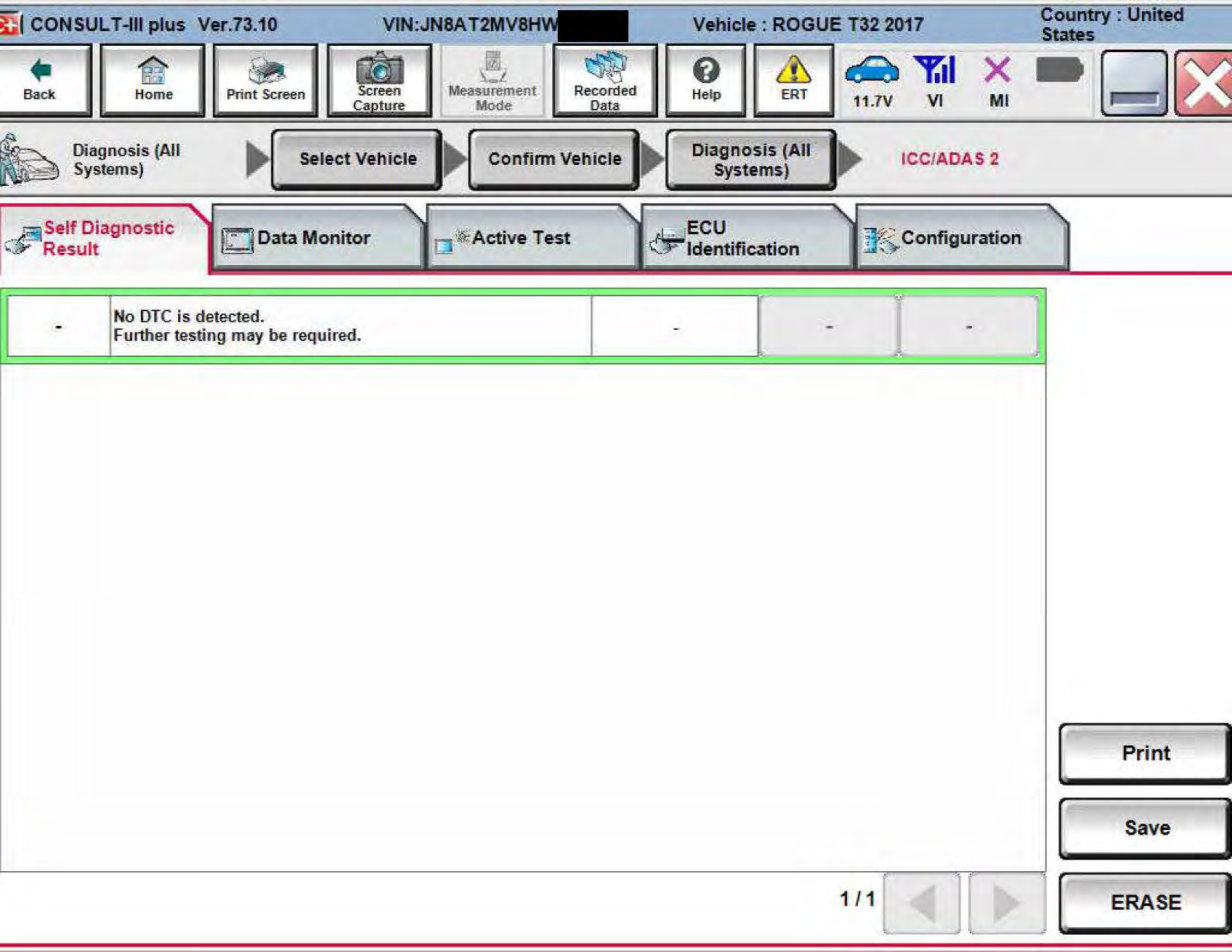

CONSULT-III plus Ver.73.10
VIN:JN8AT2MV8HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.7V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
LANE CAMERA
Self Diagnostic Result
Data Monitor
Work support
ECU Identification
Configuration
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
1 / 1
ERASE


CONSULT-III plus Ver.73.10
VIN:JN8AT2MV8HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.7V
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


CONSULT-III plus Ver.73.10
VIN:JN8AT2MV8HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.7V
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
ENGINE
NO DTC
ABS
NO DTC
METER/M&A
NO DTC
BCM
NO DTC
AIR BAG
NO DTC
1 / 4
Detailed Information
AIR PRESSURE MONITOR
C1704-00
LOW PRESSURE FL
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
1 / 1
Print for Customer
Print
Save
ERASE


CONSULT-III plus Ver.73.10
VIN:JN8AT2MV8HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.7V
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
ERASE
1 / 1


CONSULT-III plus Ver.73.10
VIN:JN8AT2MV8HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.7V
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:JN8AT2MV8HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.7V
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
ERASE
1 / 1

NISSAN

Search Samaritan Potter Help & Training CA

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

[redacted]

Customize Page | Printable View | Help for this F

Case Comments [35] | 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	CA [Change]	Case Number	[redacted]
Account Name	[redacted]	Case Owner Email	[redacted]
Contact Email	[redacted]	Case Owner Location	[redacted]
Home Phone	[redacted]	Case Owner	[redacted]
Executive Referral		Status	Open
Exec-Received-Date		Type	CA
Letter Sent Date		Case Origin	Phone
Letter Received Date		Date/Time Opened	12/8/2017 11:05 AM
Follow Up Date	1/30/2018	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	Baron Nissan
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	8,100	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	JN8AT2MV8HW[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	BARON NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District		Dealer Instructions	

	07		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: JN8AT2MV8HW[redacted]

Agent Comments

Agent Comments	FEB case. IIR completed.		
Created By	Courtney Gordon, 12/8/2017 11:05 AM	Root Cause Code	
Last Modified By	NNAETL, 1/15/2018 9:02 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 Hi

Action	Public	Comment
Make Private	✓	**Created By: Dakota McGregor (1/15/2018 10:59 AM)** ARBS notes per DTS-KM that IIR has been uploaded to FTP
Make Private	✓	**Created By: Dakota McGregor (1/11/2018 11:22 AM)** ARBS placed outbound to SM Frank SM inquired about decision ARBS informed will probably be about 2 weeks or a little more before resolution is available SM understood
Make Private	✓	**Created By: Dakota McGregor (1/11/2018 11:21 AM)** ARBS received vmx from SM Frank requesting callback
Make Private	✓	**Created By: Dakota McGregor (1/8/2018 1:45 PM)** ARBS placed outbound to C [redacted] C confirmed inspection date of 01/09/18 at 10AM and pickup of loaner veh at that time C understood C inquired about campaigns or recalls for either rogue on file ARBS informed that is currently showing no campaigns for either rogue on file for C C understood and agreed ARBS offered further assistance C declined Call ended mutually
Make Private	✓	**Created By: Dakota McGregor (1/8/2018 1:42 PM)** ARBS received vmx from C requesting callback
Make Private	✓	**Created By: Dakota McGregor (1/8/2018 12:00 PM)** [redacted] ARBS placed outbound to C ARBS left vmx informing that soonest inspection date is 01/09/18 at 10AM and loaner/rental could be provided at that time ARBS informed that Baron Nissan has been willing to work with C and ARBS even provided short notice ARBS informed that will require a callback by close of business today or a voicemail received confirming the appointment date and time ARBS left best contact info
Make Private	✓	**Created By: Dakota McGregor (1/8/2018 11:58 AM)** ARBS placed outbound to DLR Baron Nissan ARBS spoke to SM Frank SM informed that soonest DLR could provide rental veh would be 01/09/18 at 10AM ARBS informed that inspection date is actually set for same time

		SM confirmed inspection
Make Private		**Created By: Dakota McGregor (1/8/2018 11:57 AM)** ARBS placed outbound to DTS-KM ARBS verified alternative date if 01/09/18 would not work and DTS-DM informed that would be for 01/22/18 if rescheduled and would be at 10AM ARBS understood
Make Private		**Created By: Dakota McGregor (1/8/2018 8:36 AM)** ARBS received vmx from C requesting callback
Make Private		**Created By: Dakota McGregor (1/5/2018 4:23 PM)** ARBS placed outbound to C [redacted] ARBS left vmx informing that due to inclement weather, ARBS has been unable to reschedule appointment yet ARBS informed that would provide C an update in several business days
Make Private		**Created By: Dakota McGregor (1/5/2018 4:21 PM)** ARBS placed outbound to DLR Baron Nissan ARBS spoke to SA in service department SA informed that SM is OOO and will be back in office on 01/08/18 SA informed that SM is who ARBS will need to speak to regarding claim ARBS understood ARBS thanked SA
Make Private		**Created By: Dakota McGregor (1/4/2018 2:56 PM)** ARBS notes that reviewed DLR info with RCAS-AY ARBS notes per RCAS that BARON DLR is not open due to inclement weather (blizzard)
Make Private		**Created By: Dakota McGregor (1/4/2018 2:55 PM)** ARBS notes that placed outbound to DLR Baron Nissan 2X ARBS notes that is unable to reach a representative and goes to general voice mailbox
Make Private		**Created By: Dakota McGregor (1/3/2018 4:39 PM)** ARBS sent e-mail to DTS-KM inquiring about new inspection date
Make Private		**Created By: Dakota McGregor (1/2/2018 5:15 PM)** ARBS placed outbound to C [redacted] ARBS verified C had time to speak to ARBS ARBS informed that inspection has to be rescheduled and that DLR was not provided enough time to procure a loaner/rental veh for C ARBS informed that SM did indicate that inclement weather is also coming for the old inspection date C states that is correct, and would be very difficult to manage ARBS informed that is working on getting C a new date for inspection and with DLR to procure a loaner/rental veh C understood ARBS informed that would give C a callback within several business days C understood and agreed C inquired if C can call ARBS back on 01/05/18 if C does not hear from ARBS ARBS states that is fine Call ended mutually
Make Private		**Created By: Dakota McGregor (1/2/2018 10:23 AM)** ARBS sent e-mail to DTS-KM inquiring about new inspection date for C
Make Private		**Created By: Dakota McGregor (1/2/2018 10:23 AM)** ARBS placed outbound to DLR SM Frank [redacted] SM informed that cannot provide a loaner/rental with such short notice SM advised that inspection be rescheduled ARBS informed that would reschedule the appointment, and would update SM once DTS has updated ARBS SM agreed SM informed then would provide ARBS date SM can have loaner/rental avaiable
Make Private		**Created By: Dakota McGregor (1/2/2018 10:21 AM)** ARBS placed outbound to C [redacted] ARBS verified C had time to speak to ARBS ARBS inquired if C would be attending inspection C states would like to but needs a rental/loaner veh ARBS informed that DLR held rental/loaner for C for several days without C dropping off veh or picking up loaner C states C got confused after ARBS left C a vmx ARBS informed that per DLR rental/loaner may not be available with such short notice ARBS inquired if C can attend inspection date without a rental/loaner C states no ARBS informed then inspection may have to rescheduled C understood C states that incident has happened 3 more times C states while going over a sewer line and while going over some white traffic lines ARBS informed would reach back out to C to further discuss later C understood Call ended mutually
Make Private		**Created By: Dakota McGregor (1/2/2018 10:19 AM)** ARBS notes additional notes from SM Frank: SM informed that large amount of inclement weather is supposed to arrive on or before 01/04/18 SM informed that with such little notice, SM may not be able to procure a rental/loaner for C
Make Private		**Created By: Dakota McGregor (1/2/2018 9:26 AM)** ARBS placed outbound to DLR SM Frank [redacted] SM informed that C never dropped off Cs veh, and never picked up the loaner/rental veh SM informed that SM reserved the loaner/rental for several days SM informed that has spoken to C and Cs daughter without resolution ARBS thanked SM
Make Private		**Created By: Dakota McGregor (1/2/2018 9:18 AM)** ARBS received vmx from C informing that SM informed C to pick up veh C states C is confused
Make Private		**Created By: Dakota McGregor (12/18/2017 11:23 AM)** ARBS received vmx from SM requesting callback at [redacted] ARBS placed outbound to [redacted] ARBS spoke to SM Frank SM informed C has not picked up the loaner/ rental veh yet SM informed would call the C ARBS provided [redacted] and informed that is daughter who is authorized on account currently SM understood ARBS thanked SM SM thanked ARBS Call ended mutually
Make Private		**Created By: Dakota McGregor (12/18/2017 11:14 AM)** ARBS received vmx from C on 12/15/17 confirming appointment and informed would pick up rental/loaner veh on 12/18
		Created By: Dakota McGregor (12/15/2017 9:18 AM) ARBS placed outbound to C 2X [redacted]

Make Private	ARBS left vmx on second call ARBS informed that inspection is scheduled for 01/04 at 10AM ARBS informed that rental will be ready for C on 12/18/17 ARBS informed that needs C to confirm pickup of veh and appointment, or ARBS will have to cancel ARBS provided best contact info and requested callback
Make Private	**Created By: Dakota McGregor (12/15/2017 9:06 AM)** ARBS placed outbound to DLR SM Frank Rodgers ARBS spoke to SM ARBS informed that inspection is scheduled for 01/04 at 10AM SM confirmed SM informed that rental will be ready for C on 12/18/17 ARBS thanked SM
Make Private	**Created By: Dakota McGregor (12/13/2017 4:02 PM)** ARBS submitted DTS request
Make Private	**Created By: Dakota McGregor (12/13/2017 4:02 PM)** ARBS placed outbound to C[redacted] ARBS left vmx for C informing that a rental/loaner veh would not be available for several business days, and ARBS referred C to speak to DLR further in several business days ARBS informed that SM informed that would have to procure a rental/loaner as does not have one currently ARBS informed if C has questions or concerns to let ARBS know
Make Private	**Created By: Dakota McGregor (12/13/2017 3:57 PM)** ARBS placed outbound to DLR Baron Nissan ARBS spoke to SM Frank Rodgers ARBS informed that would be sending a DTS out for inspection for Cs FEB concerns ARBS informed that rental/loaner would be provided for duration of review ARBS inquired when C could pick up rental/ loaner SM informed in several business days SM requested e-mail from ARBS regarding rental ARBS sent SM e-mail with rental instructions attached
Make Private	**Created By: Dakota McGregor (12/13/2017 2:59 PM) | Last Modified By: Dakota McGregor (12/13/2017 2:59 PM)** ARBS received vmx from Cs mother[redacted] Customer informed is authorizing Cs daughter[redacted] on the account
Make Private	**Created By: Dakota McGregor (12/13/2017 2:57 PM)** ARBS placed outbound to C[redacted] ARBS verified and completed probe ARBS spoke to[redacted] C states C was not aware that had brake assist on the veh First incident C states was on a parkway C states was going 55 mph C states that veh will make a grinding nosie like trying to stop C states that veh will not stop but does act like is trying to stop Second incident C states that was going about 30 mph C states that veh stopped going over the lines in the crosswalk C states that does not remember if a veh was in front of C, but does not know that was not near Cs veh C states that was going over crosswalk with white striped lines on it at an intersection C states that there was a vehicle to the right of C diagonally behind C C states that no construction was going on around the road or area C states that there were no overhead obstructions, no signs, no overpasses, no railroad tracks C states there were intersection lights on poles from the street nearby C states there was no inclement weather C states that Cs veh automatically braked, and C heard a grinding noise C states that veh did not come to a complete stop but did slow down C states C kept driving the veh and called the DLR to discuss C states that cannot provide an exact location of the incident only what was provided in probe C states no one was injured and there was no property damage ARBS offered inspection and process to C ARBS explained that is a 6-8 week process C states that C is not owner of the veh ARBS inquired who ARBS is speaking to C states is daughter daughter of the owner[redacted] ARBS informed that would have to have authorization from the owner for case to proceed C understood ARBS provided contact info ARBS thanked C C thanked ARBS Call ended mutually
Make Private	**Created By: Dakota McGregor (12/13/2017 12:37 PM)** ARBS RECEIVED CASE, UNDER REVIEW, VERIFY PROBE **********
Make Public	**Created By: Samantha Dixon (12/12/2017 7:09 AM)** Vehicle concern-Forward Emergency Braking
	Created By: Markita Scott (12/11/2017 4:38 PM) 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's daughter,[redacted], (hereafter known as Customer) at[redacted] on 12/11/2017 at 4:15pm. RCAS-MS stated that RCAS-MS is Customer's Regional Consumer Affairs Case Manager and in short, that means that RCAS-MS is Customer's point of contact with Nissan Corpor regarding Customer's concerns or questions with vehicle or DLR. RCAS-MS provided direct contact information. RCAS-MS confirmed Customer's concern. Customer agreed. RCAS-MS asked Customer to tell RCAS-MS a little bit about the concern that Customer has been experiencing. Customer stated that Customer wasn't even aware that Customer's vehicle had this feature on it. Customer stated that Customer was driving down the street and the vehicle started making a grinding sound. Customer stated that it was like the brakes and the gas were being pressed simultaneously. Customer stated that the vehicle stopped for like 20 seconds and then the vehicle began to move again. Customer stated that the DLR advised Customer to contact NNA rather than bring the vehicle to the DLR.

RCAS-MS understood.
RCAS-MS thanked Customer for the background on the event.
RCAS-MS asked Customer how many times that this type of concern has happened.

Customer stated that the concern has happened twice since owning the vehicle.
Customer stated that Customer was going over a crosswalk when the concern happened.

RCAS-MS asked Customer if Customer remembers the roads that Customer was traveling on.

Customer stated that the concern happened on [redacted] and [redacted]

Make Private ✓ RCAS-MS thanked Customer for that information.
RCAS-MS stated that the next steps in the case will be Customer's case will be transferred to the appropriate department for further handling.
RCAS-MS stated that Customer will be contacted within 1-3 business days and will need to have 20-30 minutes available to speak.

Customer understood.

RCAS-MS stated that Customer can reach out to RCAS-MS if any questions should come up before Customer is contacted.

Customer understood.
Customer thanked RCAS-MS.

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

Customer declined.

Call ended mutually.

Created By: Courtney Gordon (12/8/2017 11:14 AM)
CASE SUMMARY
Make Public C contacted Nissan CA requesting assistance with:

VEH stopping on its own / DLR advised C contact NNA for software update

Created By: Courtney Gordon (12/8/2017 11:13 AM)
CRR-CG VERIFIED Account Info including: C's name, home & email address, phone# & best contact#
CRR-CG VERIFIED VEH Info including: VIN#, Current Mileage
CRR-CG CHECKED for open recalls/campaigns and found:0
CRR-CG CHECKED for previous UNRELATED Case(s) and found:0
CRR-CG CHECKED previous RELATED Case(s) and found: 0

CRR-CG received inbound call:
CRR-CG Noted concern is: VEH stopping on its own

C states that C was driving Dec 7th when the VEH tried to stop on its own
C states C went over a white line in the orad and then began to grind as if the VEH was trying to stop
C states C contacted BARON NISSAN regarding this and was advised that this is just something that happens with these VEHS
C states C was advised that C should contact NNA rather than bring the VEH in to the DLRSHP
C states C was advised that NNA will be releasing a software update that would address the concern

Make Public CRR-CG advised C bring the VEH in to the DLRSHP
CRR-CG offered to transfer C

C declined
C states C is dropping Cs child off and then will contact the DLRSHP
C requesting to know if a software update will be released that addresses the concern with the VEH stopping on its own

CRR-CG advised C will be followed up with not later than EOB DEC 11th regarding this concern

C understood

CRR-CG offered further assistance

C declined

CRR-CG provided C with employee ID & Case #
Call ended mutually

Case Categorizations

New Case Categorization | Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern
Edit | Del	[redacted]	NISSAN PRODUCT INQUIRIES	ROGUE	GENERAL INQUIRY	QF	12/8/2017	ZR	AZ	270500	OF

Emails

Send an Email | Emails He

No Emails Available

Calls

New CA Call | Calls He

No records to display

Open Activities

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

No records to display

Activity History

Log a Call | View All | Activity History He

Action	Subject	Type	Name	Due Date	Assigned To	Action Taken	Status	Last Modified Date/
Edit | Del	DTS Request [redacted] BARON NISSAN			12/15/2017	Kevin MacKay		Complete	1/2/2018 9:40 AM
Edit | Del	DTS Follow Up [redacted] BARON NISSAN			12/15/2017	Dakota McGregor		Complete	12/15/2017 9:07 AM
Edit | Del	IIR		[redacted]	12/13/2017	Dakota McGregor		Complete	12/13/2017 12:43 F

Customer Support Tools

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

No records to display

Check Activity

Check Activity Hi

No records to display

Forms

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

Form

Action	Form	Request Type	Created By	Created Date	Customer Name	VSC	VIN	VSC Request Comments
Edit	[redacted]	IIR	Markita Scott, 12/11/2017 4:34 PM	12/11/2017			JN8AT2MV8HW[redacted]	

DTS Field Inspections

DTS Field Inspections Hi

Action	Title	DTS Inspection Date	Owner First Name	Owner Last Name	Status
Edit	[redacted]	1/9/2018 10:00 AM	Kevin	MacKay	Completed

Attachments

Attach File

Attachments Hi

No records to display

Case History

Case History Hi

Date	User	Action
1/15/2018 10:59 AM	Dakota McGregor	Changed **Follow Up Date** from 1/16/2018 to **1/30/2018**.
1/8/2018 1:46 PM	Dakota McGregor	Changed **Follow Up Date** from 1/8/2018 to **1/16/2018**.
1/5/2018 4:21 PM	Dakota McGregor	Changed **Follow Up Date** from 1/5/2018 to **1/8/2018**.
1/4/2018 2:57 PM	Dakota McGregor	Changed **Follow Up Date** from 1/4/2018 to **1/5/2018**.
1/3/2018 4:40 PM	Dakota McGregor	Changed **Follow Up Date** from 1/3/2018 to **1/4/2018**.
1/2/2018 5:12 PM	Dakota McGregor	Changed **Follow Up Date** from 1/11/2018 to **1/3/2018**.
12/15/2017 11:41 AM	Dakota McGregor	Changed **Follow Up Date** from 12/15/2017 to **1/11/2018**.
12/14/2017 1:51 PM	Dakota McGregor	Changed **Follow Up Date** from 12/14/2017 to **12/15/2017**.
12/12/2017 7:10 AM	Samantha Dixon	Changed **Case Owner** from Markita Scott to **Dakota McGregor**.
12/12/2017 7:09 AM	Samantha Dixon	Changed **Description**.
12/11/2017 4:38 PM	Markita Scott	Changed **Follow Up Date** from 12/11/2017 to **12/14/2017**.
12/11/2017 8:44 AM	Markita Scott	Changed **Description**.
12/9/2017 3:58 AM	NNAETL	Changed **Subject** from CUSTOMER:[redacted] PHONE:[redacted] VIN: JN8AT2MV8HW[redacted] to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: JN8AT2MV8HW**[redacted]
12/8/2017 11:14 AM	Courtney Gordon	Changed **Escalated By ID** to **0050G000009eVm3**.
		Changed **Case Owner** from Courtney Gordon to **Markita Scott**.
12/8/2017 11:05 AM	Courtney Gordon	Changed **VIN** to **JN8AT2MV8HW**[redacted]
		Changed **Subject** to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: JN8AT2MV8HW**[redacted]
		Created.

Back To Top

Always show me fewer / more records per related list

Copyright © 2000-2018 salesforce.com, inc. All rights reserved. | Privacy Statement | Security Statement | Terms of Use | 508 Compliance

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV8HW[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 Oceanside 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 12/13/2016 VIN JN8AT2MV8HW[redacted]

Mileage 8836 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
None	N/A	○ Open ◉ Closed	N/A

Add Row Remove Row

III. Description of Incident & Claim

Source of Information Claimant. Incident Date 12/8/2017 Time 4:20 PM

Location of Incident (describe fully) [redacted] and [redacted] intersection, in the crosswalk, Baldwin, NY[redacted]

Weather Conditions (Rain/Snow/Dry/Etc.) Dry, Overcast

Vision obstruction (describe) None Given

Temperature at time of incident 37.0°F Parking location prior to time of incident Not Given

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN JN8AT2MV8HW[redacted]

Overnight temperature prior to incident: 32.9°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 states she was not aware that had Forward Emergency Braking / Forward Emergency Warning equipped on her vehicle. Claimant states that the first time incident occurred, she was on a parkway and was traveling at 55 mph when the vehicle made a grinding noise like it was trying to stop. Claimant stated that vehicle did not stop but does acted like it was trying to stop. Claimant states that on the second time the incident occurred, she was traveling at about 30 mph when the vehicle stopped going over the lines in the crosswalk. Claimant stated that does not remember if a vehicle was in front of her. Claimant stated that she was going over crosswalk with white striped lines on it at an intersection and that there was a vehicle to the right of her diagonally behind her vehicle. Claimant stated that there was no construction going on around the road or area that the issue happened.
Claimant stated that there were no overhead obstructions, no signs, no overpasses, and no railroad tracks present. Claimant states there were intersection lights on poles from the street nearby. Claimant stated there was no inclement weather. Claimant states that car warning illuminated on dash when her vehicle automatically braked, and she heard a grinding noise. Claimant stated that vehicle did not come to a complete stop but did slow down. Claimant stated she kept driving the vehicle and called the DLR to discuss afterwards. Claimant stated that cannot provide an exact location of the incident only what was provided in probe. Claimant stated no one was injured and there was no property damage

Relation to Roadway (on-road, off-road, left side, right side): On Roadway, Right Side
Number of times incident occurred: 2

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

Special Circumstances: None Given.

Actions taken after incident and results of those actions: Vehicle continued to be operated following incidents.

Vehicle Estimated Speed: 55 / 30mph Source: Claimant Posted Speed Limit: Not Provided.

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 on two different occasions, FEB activated with no forward obstructions, causing the vehicle to brake on its own.	Claimant

Add Allegation | Remove Allegation

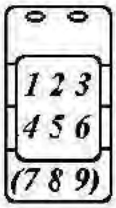
Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV8HW[redacted]

IV. Occupants & Injuries

Source of Information: Claimant

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



Occupant Name [redacted] DOB [redacted] Height [redacted]

Address [redacted] Oceanside, NY [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: N/A

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

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

Address: Not Given 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: N/A

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: N/A

VI. Investigation Results

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN JN8AT2MV8HW[redacted]

Date of vehicle inspection: 1/9/2018

Location of inspection: Baron Nissan, Glen Cove NY

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

Vehicle exhibits no impact or collision trauma. See Photos

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

Photos taken by: Kevin D. Mackay # Photos: 57

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 (See photos 6 - 37)
Engine/ Transmission/ Drivetrain	No abnormalities found (See photos 38 - 46, 50 - 52)
Underbody/ Suspension/ Steering/ Wheels & Tires	No abnormalities found (See photos 50 - 56)
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	No abnormalities found.
Seat Belts/ Child Restraints (if applicable)	No abnormalities found with seat belts. No Child Restraints in vehicle.
Air Bags	No Air Bag Deployment.

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 on two different occasions, FEB activated with no forward obstructions, causing the vehicle to brake on its own.	Upon inspection, found no impact or collision trauma to the vehicle. Performed Consult 3+ diagnostic and found Past C1704 low pressure FL code stored in AIR PRESSURE MONITOR system, Past C1A16-97 Radar Stain and Past C1A18-54 Laser Aiming INCMP stored in Laser Radar CU. Performed inspection of FEB OPERATION MILEAGE Log and found that there is no history recorded of FEB operation logged. DTS drove vehicle 12 miles from highway speeds to low speeds and was unable to duplicate any undesired FEB or FCW operation.

Add Row | Remove Row

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

Reporter's Signature [redacted]

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV8HW[redacted]

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

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV8HW[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?	(•)	( )	See C3+ Data

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV8HW[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.)	See Photo 36
○	◉	Physical damage to camera? (ie. cracks)	See Photo 36
○	◉	Obstructions to radar sensor units? (ie. dirt, stickers, etc.)	See Photos 16 - 24
○	◉	Physical damage to radar sensor units? (ie. cracks)	See Photos 16 - 24
◉	○	Electrical connection to radar module firmly seated?	See Photos 47 - 49
◉	○	Electrical connection to camera module firmly seated?	
○	○		

End of Form

*Name your file while saving.

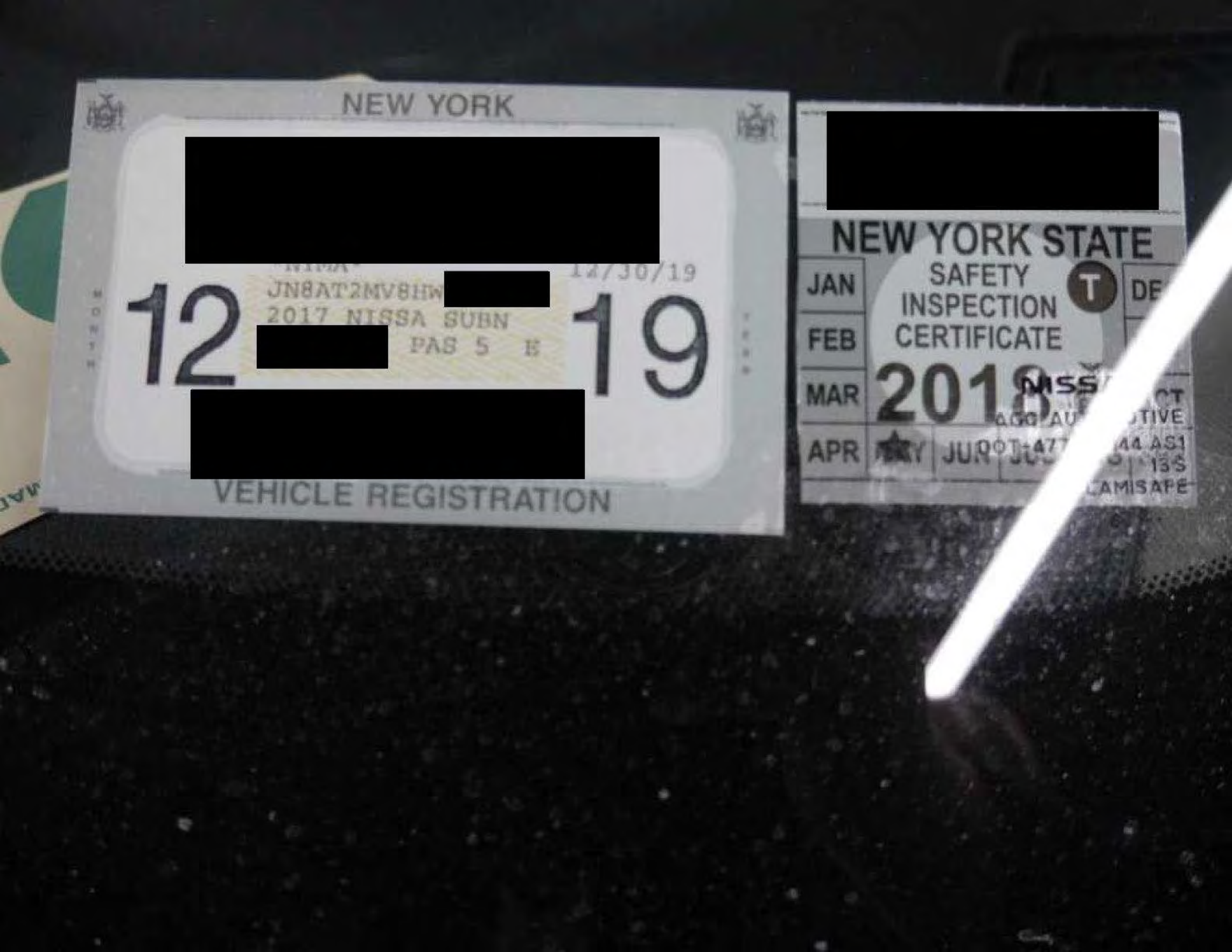
Save Form & Finish Later — Save form with unlocked fields to finish later.

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


11:42 AM
44°F
P
172
8848 miles




JN8AT2MV8HW


NEW YORK
[redacted]
12/30/19
JN8AT2MV8HW[redacted]
2017 NISSA SUBN
PAS 5 E
12 [redacted] 19
[redacted]
VEHICLE REGISTRATION
[redacted]
NEW YORK STATE
JAN
FEB
MAR
APR
SAFETY
INSPECTION
CERTIFICATE
2018
MAY
JUN
DE
13S


MFD BY NISSAN MOTOR CO.,LTD.
DATE 12/16
GVWR/PNBV 4679 LBS.
GAWR/PNBE FR. 2363 LBS.
WITH 225/60R18 TIRES.
18X7J RIMS. AT 33 PSI
COLD SINGLE.
GAWR/PNBE RR. 2401 LBS.
WITH 225/60R18 TIRES.
18X7J RIMS. AT 33 PSI
COLD SINGLE.
THIS VEHICLE CONFORMS
TO ALL APPLICABLE FED-
ERAL MOTOR VEHICLE SA-
FETY AND THEFT PREVEN-
TION STANDARDS IN EFF-
ECT ON THE DATE OF MA-
NUFACTURE SHOWN ABOVE.
VIN: JN8AT2MV8HW
TYPE: MPV
COLOR TRIM TRANS
G41 G RE0F10D
AXLE ENGINE
GS56 QR25(DE) 2488CC


RPMx1000
10:05 AM
BRAKE
8836miles
MPH


NISSAN





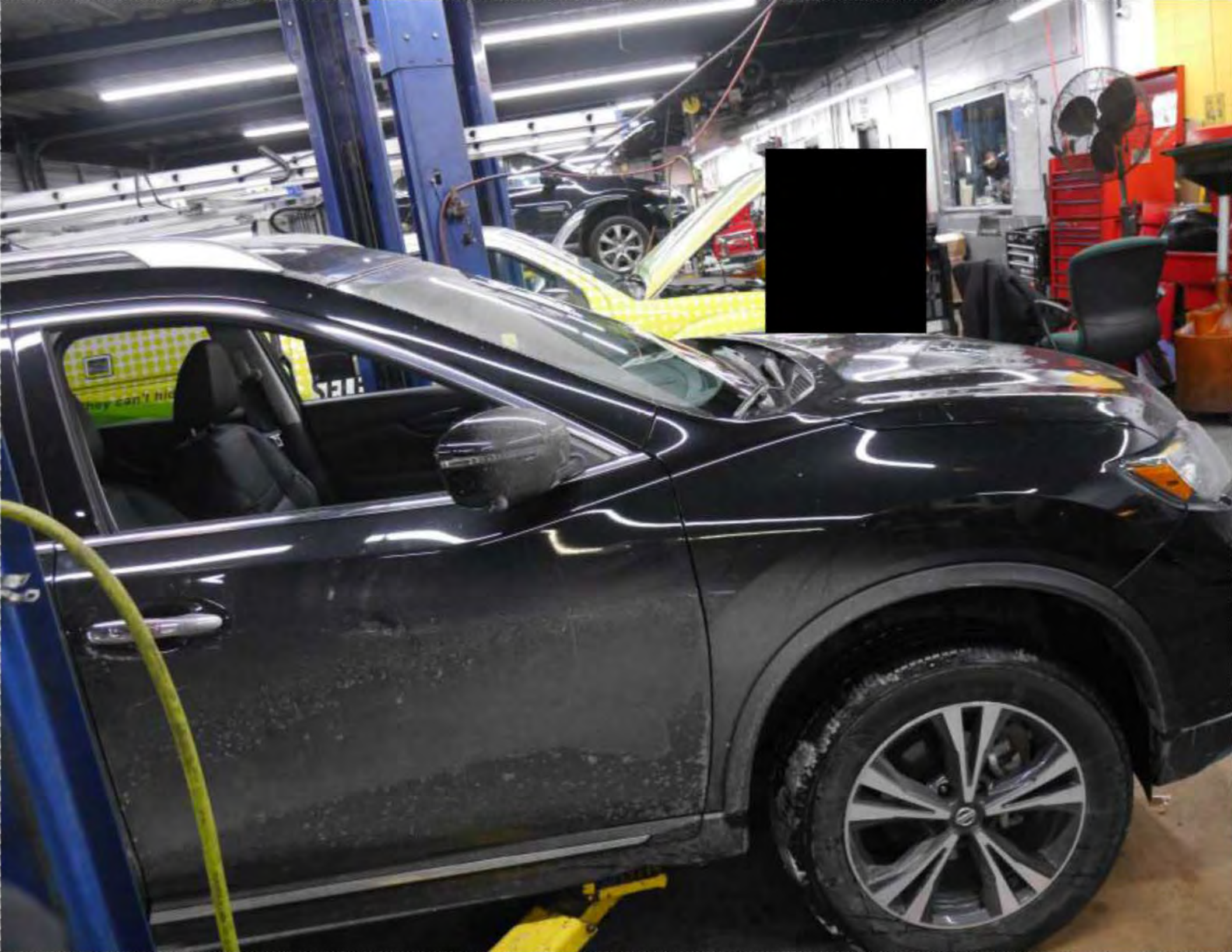



ROGUE


NISSAN
ROGUE
SL AWD


SL AWD












NISSAN


NISSAN








NISSAN



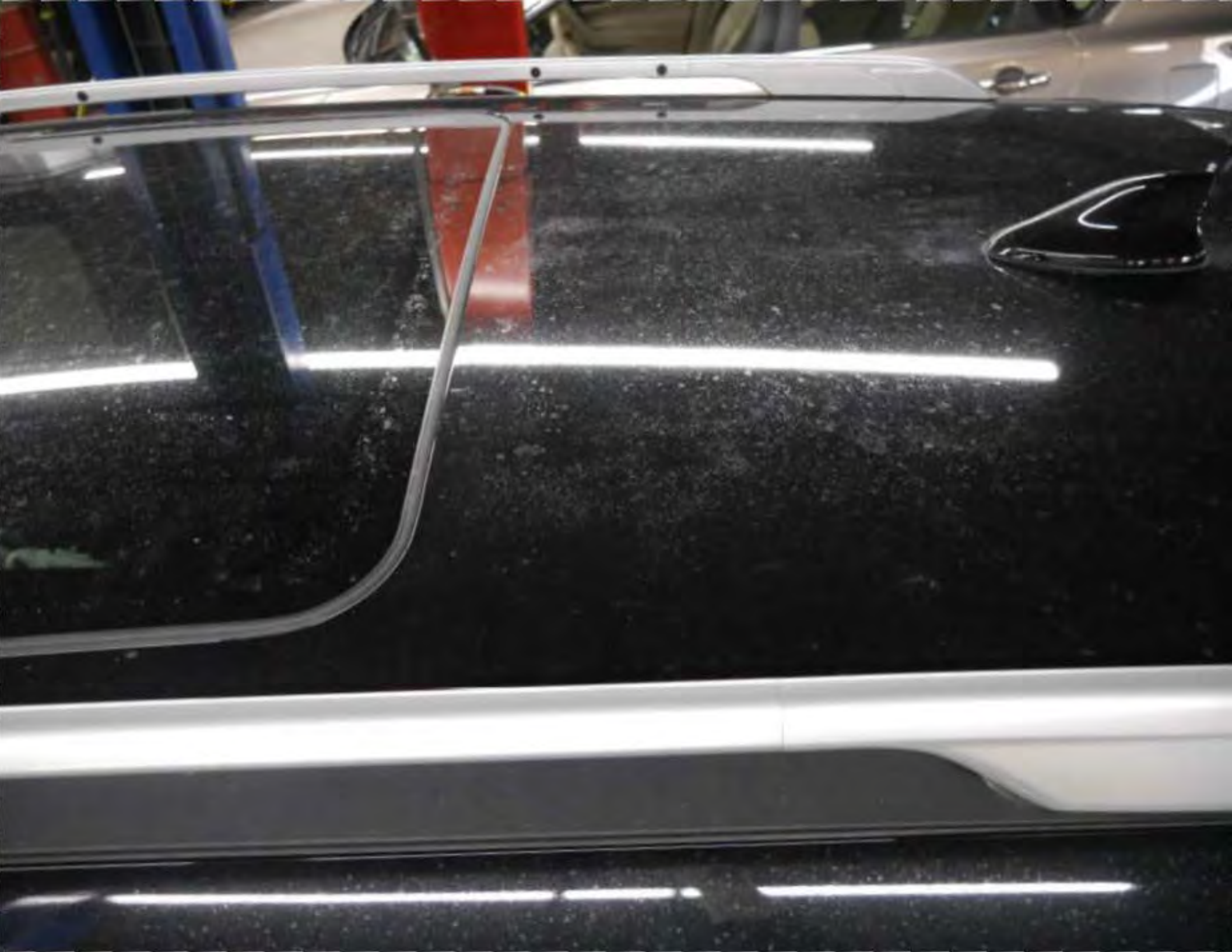



















Bugs can run, but they can't hide.












NISSAN


Pb




Pb
CAUTION / ATTENTION

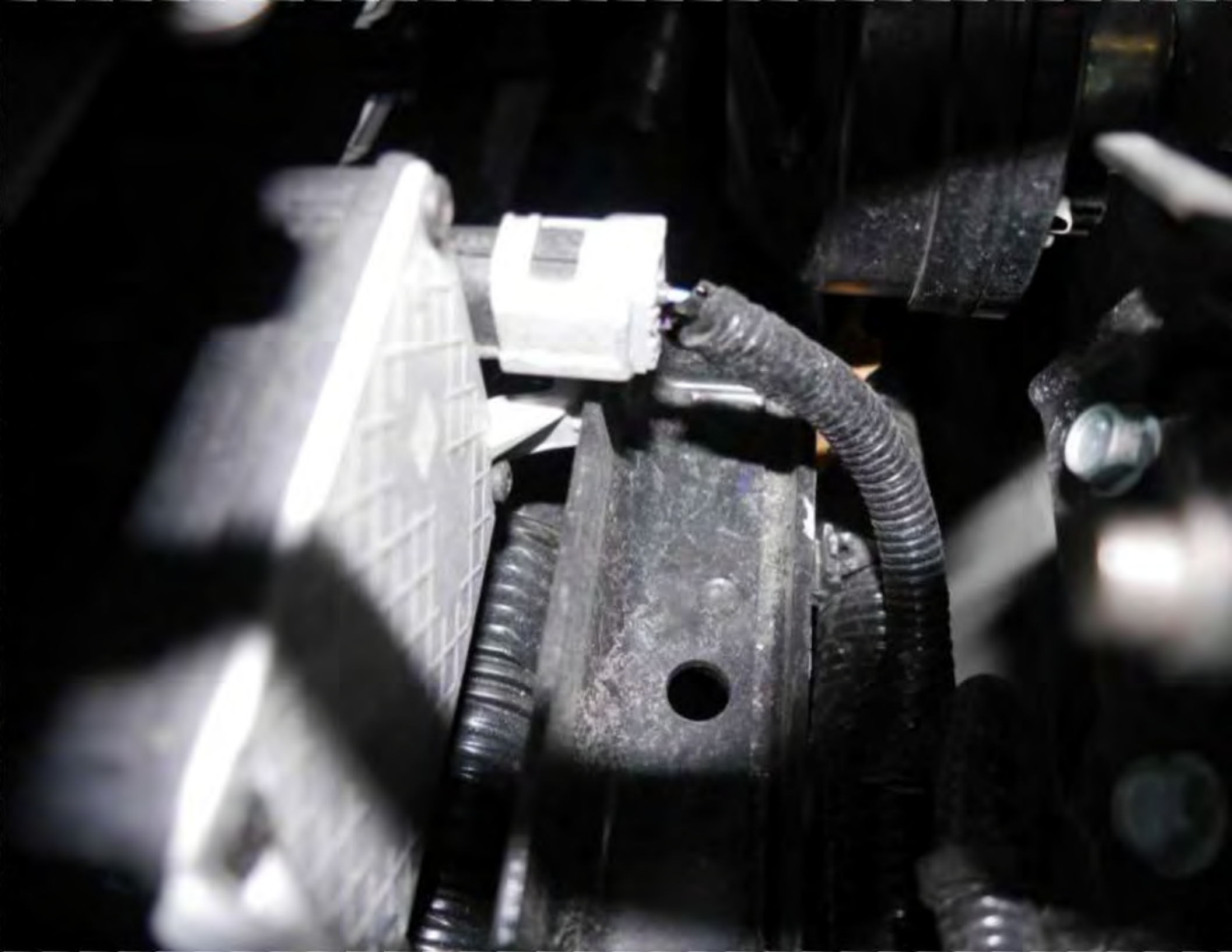

NISSAN
Pb



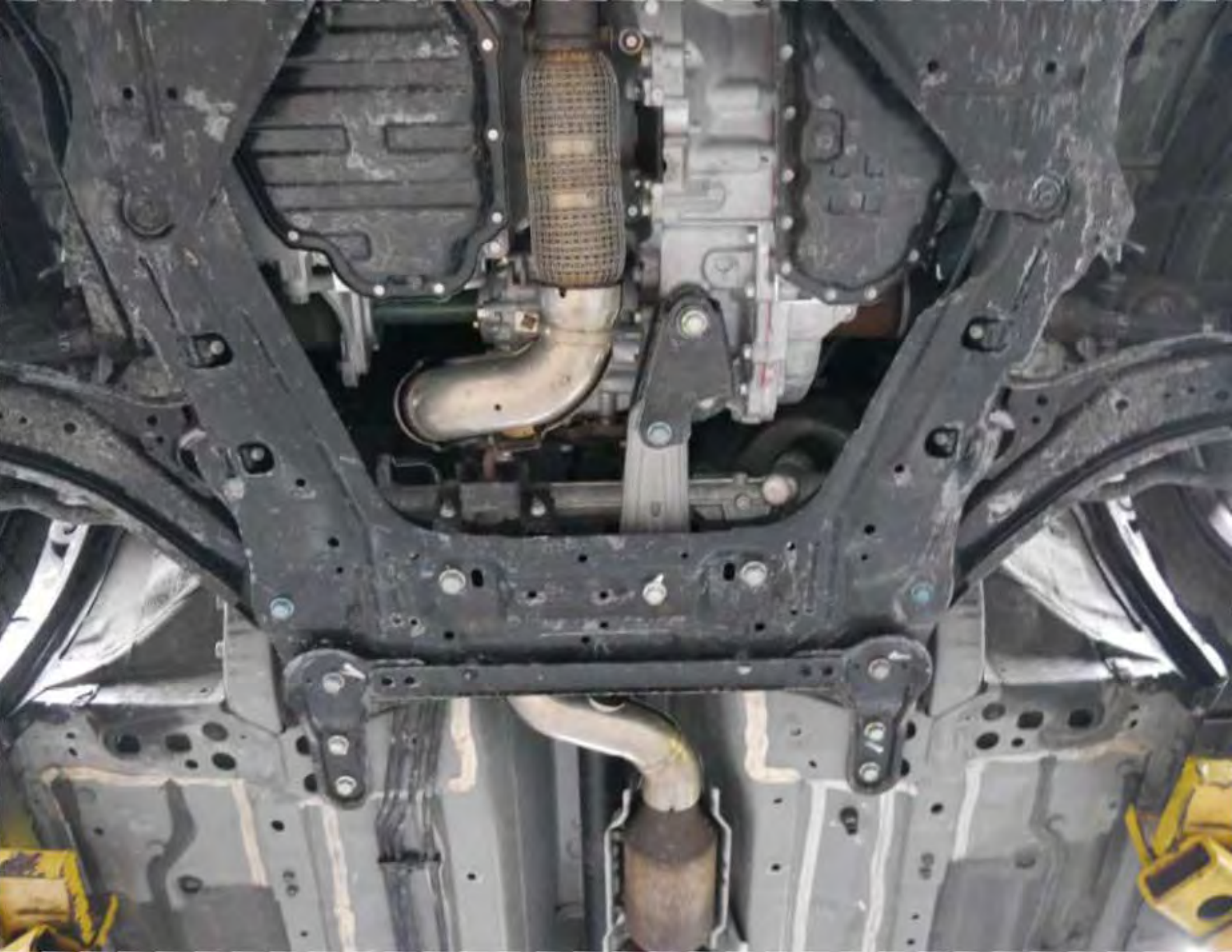






















NISSAN

Search Samaritan Potter Help & Training CA

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

Vehicle
JN8AT2MV8HW[redacted]

Customize Page | Printable View | Help for this Pa

Vehicle Campaigns [0] | Warranty Cases [0] | Cases [1] | Service History [4] | Vehicle Service Contracts [0] | Vehicle History [1] | DTS Field Inspections [1]

Vehicle Detail

VIN	JN8AT2MV8HW[redacted]		
Last Modified By	NNAETL, 1/15/2018 9:02 PM	Branded Title	
Created By	NNAETL, 1/20/2017 10:58 AM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage	8,100	MSRP	$34,685
Latest Recorded Mileage Units	M		
In Service Date	4/25/2017		

Manufacturing Data

Make/Model	2017 NISSAN ROGUE	Manufacturer Date	12/13/2016
Model Year	2017	Plant Name	KYUSHYU (NML)
Make	NISSAN	PDI Date	
Model Line	ROGUE	Country Code	USA
Model Code	22617	US Specification Indicator	Y
Body Style Type	WAGON 4 DOOR	Emissions Type	50 STATE
Exterior Color	MAGNETIC BLACK	Emissions Certification	
Cylinders		Open Recall	
Transmission Type	CVT	Head Unit	
Model Series		Model Line Code	RGE
Factory Installed Options	C03L92M92P01U35Z66		
Factory Installed Options Descriptions	C03 (50 STATE EMISSIONS), L92 (FLOOR MATS (2-PIECE FRONT AND), M92 (RETRACTABLE CARGO COVER), P01 (SL PREMIUM PACKAGE), U35 (NAVIGA 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 Des
1	POWERTRAIN COVERAGE	4/25/2022	60,000				
2	SEAT BELT	4/25/2027	999,999				
3	CORROSION COVERAGE (PERFORATION)	4/25/2022	999,999				
4	FEDERAL EMISSION LONG TERM DEFECT	4/25/2025	80,000				
	FEDERAL						

Vehicle Retail Sales

Vehicle Retail Sales

Action	Name	Owner	Selling Dealer	Sale Type	Vehicle Model	Purchase Date	Rewind Indicator
View	[redacted]	[redacted]	BARON NISSAN	NMAC lease	ROGUE	4/25/2017	

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]	12/8/2017 11:05 AM		8,100	Open	0	Dakota McGregor

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 I
	[redacted]			PD	1/30/2017	2	NP BARON NISSAN INC	2404	[redacted]	1
					1/26/2017	1	NP NP	2420		
			C/S PERFORM SAFETY INSPECTION	I	5/4/2017	7	BARON NISSAN	2404		
			C/S CK FOR PDI	W	1/27/2017	2		2404		

Vehicle Service Contracts

Vehicle Service Contracts Help

No records to display

Vehicle History

Vehicle History Help

Date	User	Action
1/20/2017 10:58 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	12/15/2017	[redacted]	Kevin	MacKay	NER	1/9/2018 10:00 AM	1/15/2018 10:49

Back To Top

Always show me fewer / more records per related list

Copyright © 2000-2018 salesforce.com, inc. All rights reserved. | Privacy Statement | Security Statement | Terms of Use | 508 Compliance

DP19-001

NISSAN

5/15/2019

ATTACHMENT B

REQUEST NUMBER 2 DOCUMENTS

FIELD REPORTS



NISSAN

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 F

Case Comments [37] | Case Categorizations [1] | Emails [1] | Calls [0] | Open Activities [0] | Activity History [6] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | DTS Field Inspections [2] | Attachments [2] | Case History [35]

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 1:16 PM
Follow Up Date	2/5/2018	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	1		
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	2,900	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	JN8AT2MV7HW[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		Dealer Instructions	

	07		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?	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?	
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: JN8AT2MV7HW[redacted]

Agent Comments

Agent Comments	FEB case. IIR.		
Created By	Alina Kingston, 11/13/2017 1:16 PM	Root Cause Code	SCIN
Last Modified By	NNAETL, 1/22/2018 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 Hi

Action	Public	Comment
Make Private	✓	**Created By: Dakota McGregor (1/22/2018 8:12 AM)** ARBS notes per DTS-KM that IIR was uploaded to FTP
Make Private	✓	**Created By: Dakota McGregor (1/15/2018 2:37 PM)** ARBS sent e-mail to DTS-KM informing that inspection has been confirmed and informed that C has pictures/ a potential video that C might share with DTS
Make Private	✓	**Created By: Dakota McGregor (1/15/2018 2:36 PM)** ARBS notes additional notes: ARBS notes C mentioned that has some pictures and potential video of Cs concerns C informed that might provide to inspector ARBS informed that would let inspector know
Make Private	✓	**Created By: Dakota McGregor (1/15/2018 2:35 PM)** ARBS placed outbound to C[redacted] ARBS spoke to C ARBS informed that spoke to SA Andy and that DLR does have a rental/loaner veh C confirmed appointment ARBS offered further assistance C requested ARBS explain inspection process again ARBS explained inspection process 2-4 weeks after inspection date before resolution C understood ARBS thanked C C thanked ARBS call ended mutually
Make Private	✓	**Created By: Dakota McGregor (1/15/2018 2:14 PM)** ARBS placed outbound to DLR Smithtown Nissan Service Department ARBS notes that SM is not available and ASM is OOO ARBS spoke with SA Andy ARBS informed that DTS-KM will be conducting inspection for 01/16/18 tomorrow for FEB concerns ARBS informed for DTS to open RO stating FEB concerns, and Nissan will be covering the rental ARBS offered to send rental claim instructions SA declined rental claim instructions ARBS inquired if DLR knew how to submit a rental only claim SA states yes and has done so for Versas SA informed that will have the loaner/rental veh ready for C SA confirmed appointment

Make Private	**Created By: Dakota McGregor (1/15/2018 2:11 PM) | Last Modified By: Dakota McGregor (1/15/2018 2:11 PM)** ARBS placed outbound to C[redacted] ARBS verified C had time to speak to ARBS ARBS informed that inspector does have an inspection date of 01/16/2018 at 10AM ARBS inquired if C would be able to confirm inspection C states as long as a loaner/rental is provided ARBS informed that will check with DLR then let C know C understood C requested to stay in rental until review is completed ARBS informed that would be fine and is Cs discretion C inquired about Cs rights as a consumer ARBS informed is unable to advise on this ARBS informed that Nissan's position is that Nissan would like to continue working with C to review Cs concerns with FEB further C understood ARBS offered further assistance C declined ARBS thanked C C thanked ARBS Call ended mutually
Make Private	**Created By: Dakota McGregor (1/15/2018 1:38 PM)** ARBS Received e-mail from DTS-KM informing ARBS to submit new request first
Make Private	**Created By: Dakota McGregor (1/15/2018 8:56 AM)** ARBS sent e-mail to DTS-KM requesting new inspection date for C
Make Private	**Created By: Dakota McGregor (1/12/2018 2:21 PM)** ARBS received vmx from C requesting to reschedule Cs missed appointment ARBS sent e-mail to DTS-KM requesting new inspection date for C
Make Private	**Created By: Dakota McGregor (1/12/2018 2:18 PM)** ARBS notes that note from 01/02/18 is not applicable to case please omit IIR has not been uploaded to FTP
Make Private	**Created By: Dakota McGregor (1/2/2018 8:25 AM)** ARBS notes that IIR was uploaded to FTP
Make Private	**Created By: Dakota McGregor (12/27/2017 8:54 AM)** ARBS sent e-mail to DTS-KM inquiring about when the IIR will be uploaded to FTP
Make Private	**Created By: Dakota McGregor (12/11/2017 11:03 AM)** ARBS placed outbound to DLR Smithtown Nissan ARBS spoke to SA Kim SA confirmed the inspection date of 12/19/17 at 10AM ARBS requested SA open RO with FEB concerns ARBS informed that if C would like rental/loaner assistance Rental/loaner assistance will be provided until review is completed SA inquired about 30 day limit ARBS informed is unaware about limit, but might not run over 30 days and C seemed interested in only one day of rental during call SA understood ARBS informed that if SA has concerns to let ARBS know SA agreed
Make Private	**Created By: Dakota McGregor (12/11/2017 10:45 AM)** ARBS placed outbound to C[redacted] ARBS verified c had time to speak to ARBS ARBS informed that inspection date is set for 12/19/17 at 10AM C confirmed inspection ARBS inquired about rental/loaner assistance C states would just like for the inspection day ARBS understood ARBS informed that would let DLR know ARBS offered further assistance to C C declined ARBS thanked C C Thanked ARBS Call ended mutually
Make Private	**Created By: Dakota McGregor (11/30/2017 4:15 PM)** ARBS did review case with SRPLNR FD and inspection will be only for FEB
Make Private	**Created By: Dakota McGregor (11/30/2017 4:09 PM)** ARBS submitted DTS request
Make Private	**Created By: Dakota McGregor (11/30/2017 4:09 PM)** ARBS placed outbound to C[redacted] at 2PM CST ARBS verified and completed probe ARBS verified c had time to speak to ARBS Regarding most recent incident C states that incident has happened about 11 different times C states that light came on C states that there were no vehicles directly ahead of or beside the veh C states that there was no construction going on C states that was near a library C states that has happened twice at this location C states that there are no overhead obstructions including - no metal or regular signs, overpasses, intersection lights or traffic lights C states that was before or after 2,718 miles on the veh when most recent incident occurred C states that looked in Cs rearview mirror C states that C noticed that a veh was very far behind C C states that C heard a series of beeping C states that a warning light with 2 circles with a fire illuminated, the brake warning light illuminated C states that veh went into neutral C states that C does keep hand on the transmission shifter but did not change shifter C states that veh came to an abrupt stop C states that C put the veh into drive and continued with no problems C states that veh seemed sluggish after this incident C states that C does not have the specific street address but provided as much info as could *ARBS updated the probe appropriately C states there was no accident, property damage or injury ARBS advised c that NNA would be interested in inspecting the veh ARBS advised c that it can take 3-5 weeks to get an inspector out and another 2-4 weeks to get the results depending on the inspector's schedule ARBS advised c that c would have to make the vehicle available at the Nissan dealer for the inspection and the inspection would take 4-6 hours c stated ok ARBS advised c that ARBS will request the inspection and will call c once a date is available **C states C will be on a Cruise until 12/10/17** C states that C will not need a rental/ loaner veh until then ARBS informed that C will need to notify ARBS with at least 1 business day of when C would like a rental veh C understood

	ARBS verified that case servicing DLR is where C would like inspection performed at ARBS verified C had ARBS direct contact info ARBS offered further assistance C declined ARBS thanked C C thanked ARBS call ended mutually
Make Private	**Created By: Dakota McGregor (11/29/2017 12:50 PM)** ARBS placed outbound to C[redacted] ARBS spoke to C C informed that is a bad time and that has a meeting C states that C would like a callback at 1:30 CST ARBS understood C requested to be called at ***[redacted] *** for this call ARBS understood Call ended mutually
Make Private	**Created By: Dakota McGregor (11/28/2017 5:37 PM)** ARBS received vmx from C requesting callback specifically from 11-1PM EST on 11/29/17
Make Private	**Created By: Dakota McGregor (11/28/2017 5:35 PM)** ARBS received vmx from C after business hours on 11/27/17 requesting callback
Make Private	**Created By: Dakota McGregor (11/22/2017 9:22 AM)** CASE CLOSING SUMMARY ARBS sent lack of C response letter to C via FEDEX ARBS closing case pending C callback
Make Private	**Created By: Dakota McGregor (11/22/2017 9:22 AM)** ARBS sent lack of C response letter to C via FEDEX ARBS notes FEDEX Tracking #[redacted] ARBS attached letter and label to case
Make Private	**Created By: Dakota McGregor (11/22/2017 9:16 AM)** ARBS placed outbound to C[redacted] ARBS left vmx for C with best contact info ARBS requested 25-30 minutes of Cs time should C call back
Make Private	**Created By: Dakota McGregor (11/21/2017 7:58 AM)** ARBS placed outbound to C[redacted] ARBS left vmx for C with best contact info
Make Private	**Created By: Dakota McGregor (11/20/2017 4:53 PM)** ARBS RECEIVED CASE, UNDER REVIEW, VERIFY PROBE **********
Make Public	**Created By: Samantha Dixon (11/20/2017 10:32 AM)** Vehicle Concern-Braking concern
Make Private	**Created By: Markita Scott (11/20/2017 8:28 AM)** RCAS-MS reviewed case with TL-GD and RCAS-MS to submit IIR without initial Customer contact at this time.
Make Private	**Created By: Markita Scott (11/17/2017 8:42 AM)** RCAS-MS placed outbound call to Customer at[redacted] on 11/17/2017 at 8:39am. Customer did not answer. RCAS-MS left VMX with update in the case and direct contact information.
Make Private	**Created By: Markita Scott (11/16/2017 10:32 AM)** RCAS-MS placed outbound call to Customer at[redacted] on 11/16/2017 at 10:29am. Customer answered but could not hear RCAS-MS. RCAS-MS placed outbound call to Customer at[redacted]45 on 11/16/2017 at 10:31am. Customer answered but could not hear RCAS-MS.
Make Private	**Created By: Markita Scott (11/15/2017 1:21 PM)** RCAS-MS placed outbound call to Customer at[redacted] on 11/15/2017 at 1:10pm. Customer did not answer. RCAS-MS left VMX with direct contact information and follow up date of 11/16/2017.
Make Private	**Created By: Markita Scott (11/15/2017 1:18 PM)** RCAS-MS received VMX from Customer on 11/15/2017 at 12:24pm requesting call back regarding case and stated that Customer is available before 3:00pm EST.
Make Private	**Created By: Markita Scott (11/15/2017 8:05 AM)** RCAS-MS received e-mail from SM-Mike that Customer is not currently in a loaner vehicle.
Make Private	**Created By: Markita Scott (11/14/2017 2:20 PM)** RCAS-MS placed outbound call to Customer at[redacted] on 11/14/2017 at 2:17pm. Customer did not answer. RCAS-MS left VMX with direct contact information, request for best contact time, and follow up date of 11/15/2017.
Make Private	**Created By: Markita Scott (11/14/2017 2:16 PM)** RCAS-MS received e-mail from SM-Mike that the concern is Forward Emergency Braking. RCAS-MS responded and inquired if Customer is currently in a loaner vehicle.
Make Private	**Created By: Markita Scott (11/14/2017 8:46 AM)** RCAS-MS sent e-mail to SM-Mike on 11/14/2017 at 8:46am requesting information regarding Customer's concern with vehicle.
Make Public	**Created By: Alina Kingston (11/13/2017 1:20 PM)** ***** CASE SUMMARY ***** C contacted NNA for assistance with a VEH concern. CRR-AK sending Case to RCAS for further review.
	Created By: Alina Kingston (11/13/2017 1:20 PM) CRR-AK VERIFIED Account Info including: C's name, home & email address, phone# & best contact# CRR-AK VERIFIED VEH Info including: VIN, Current Mileage CRR-AK CHECKED for open recalls/campaigns & found: 0 CRR-AK CHECKED for previous UNRELATED Case(s) & found: 0 CRR-AK CHECKED for previous RELATED Case(s) & found: 0 CRR-AK NOTED concern is: Unable to duplicate concern CRR-AK received inbound call from C. C stated C took VEH to DLR on Nov. 9th, 2017.

C stated this concern has re-occurred 9-10 times.
C stated ABS comes on intermittently.
C stated VEH stops when ABS is activated.
C stated DLR couldn't duplicate concern.
C stated DLR told C to call NNA.
C stated it is scary when this occurs.

CRR-AK advised C that CRR-AK will send Case to RCAS & C will be contacted on 11/14/17.

C understood & appreciated the assistance.

Make Public

CRR-AK provided C with Case #, first name & agent ID.

CRR-AK offered further assistance.

C declined.

CRR-AK thanked C for calling Nissan Consumer Affairs.

Call ended mutually.

Best Contact #: [redacted]
VIN: JN8AT2MV7HW[redacted]

Case Categorizations

New Case Categorization | Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern
Edit | Del	[redacted]	INTERIOR ELECTRICAL	FORWARD EMERGENCY BRAKING (FEB)	POOR OR IMPROPER OPERATION	26	11/21/2017	YX	AV	320500	OA

Emails

Send an Email | Emails He

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	Sent		Your inquiry to Nissan [ref: [redacted] ref] *11/15/2017 Case [redacted] VIN #JN8AT2MV7HW[redacted] Dear [redacted]*	[redacted]	11/15/2017 1:24 PM

Calls

New CA Call | Calls He

No records to display

Open Activities

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

No records to display

Activity History

Log a Call | View All | Activity History He

Action	Subject	Type	Name	Due Date	Assigned To	Action Taken	Status	Last Modified Date/T
Edit | Del	DTS Request [redacted] SMITHTOWN NISSAN			1/17/2018	Kevin MacKay		Complete	1/15/2018 2:05 PM
Edit | Del	DTS Follow Up [redacted] SMITHTOWN NISSAN			1/17/2018	Dakota McGregor		Complete	1/15/2018 1:38 PM
Edit | Del	DTS Request [redacted] SMITHTOWN NISSAN			12/2/2017	Kevin MacKay		Complete	12/12/2017 10:05 P
Edit | Del	DTS Follow Up [redacted] SMITHTOWN NISSAN			12/2/2017	Dakota McGregor		Complete	12/1/2017 4:04 PM
Edit | Del	IIR		[redacted]	11/21/2017	Dakota McGregor		Complete	11/21/2017 7:52 AM
Edit | Del	Email: Your inquiry to Nissan [ref: [redacted] ref]			11/15/2017	Markita Scott		Complete	11/15/2017 1:24 PM

Customer Support Tools

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

No records to display

Check Activity

Check Activity He

No records to display

Forms

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

Action	Form	Request Type	Created By	Created Date	Customer Name	VSC	VIN	VSC Request Comments
Edit	[redacted]	IIR	Markita Scott, 11/20/2017 8:31 AM	11/20/2017			JN8AT2MV7HW[redacted]	

DTS Field Inspections

DTS Field Inspections He

Action	Title	DTS Inspection Date	Owner First Name	Owner Last Name	Status
Edit	[redacted]	12/19/2017 10:00 AM	Kevin	MacKay	No Show
Edit		1/16/2018 10:00 AM	Kevin	MacKay	Completed

Attachments

Attach File | View All | Attachments He

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	FEDEX Tracking Label [redacted] pdf	105KB	11/22/2017 9:21 AM	Dakota McGregor
Edit | View | Del	Lack of C response letter [redacted] pdf	164KB	11/22/2017 9:21 AM	Dakota McGregor

Case History

Case History He

Date	User	Action
1/22/2018 8:13 AM	Dakota	Changed **Follow Up Date** from 1/23/2018 to **2/5/2018**.

	McGregor	
1/15/2018 2:14 PM	Dakota McGregor	Changed **Follow Up Date** from 1/16/2018 to **1/23/2018**.
1/15/2018 11:37 AM	Dakota McGregor	Changed **Follow Up Date** from 1/15/2018 to **1/16/2018**.
1/12/2018 3:32 PM	Dakota McGregor	Changed **Follow Up Date** from 1/16/2018 to **1/15/2018**.
1/2/2018 8:26 AM	Dakota McGregor	Changed **Follow Up Date** from 1/2/2018 to **1/16/2018**.
12/27/2017 8:55 AM	Dakota McGregor	Changed **Follow Up Date** from 12/27/2017 to **1/2/2018**.
12/19/2017 10:21 AM	Dakota McGregor	Changed **Follow Up Date** from 12/26/2017 to **12/27/2017**.
12/11/2017 11:03 AM	Dakota McGregor	Changed **Follow Up Date** from 12/11/2017 to **12/26/2017**.
12/4/2017 8:38 AM	Dakota McGregor	Changed **Follow Up Date** from 12/4/2017 to **12/11/2017**.
12/1/2017 4:03 PM	Dakota McGregor	Changed **Follow Up Date** from 12/1/2017 to **12/4/2017**.
11/30/2017 4:09 PM	Dakota McGregor	Changed **Follow Up Date** from 11/30/2017 to **12/1/2017**.
11/29/2017 12:50 PM	Dakota McGregor	Changed **Follow Up Date** from 11/29/2017 to **11/30/2017**.
11/28/2017 5:35 PM	Dakota McGregor	Changed **Follow Up Date** from 11/22/2017 to **11/29/2017**.
11/28/2017 5:35 PM	Dakota McGregor	Changed **Reopen Date** to **11/28/2017 5:35 PM**.
		Changed **Status** from Closed to **Open**.
11/22/2017 9:23 AM	Dakota McGregor	Changed **Status** from Open to **Closed**.
		Closed.
11/21/2017 1:29 PM	Dakota McGregor	Changed **Follow Up Date** from 11/21/2017 to **11/22/2017**.
11/20/2017 11:38 AM	Dakota McGregor	Changed **Follow Up Date** from 11/22/2017 to **11/21/2017**.
11/20/2017 10:50 AM	DeHenry Kidd	Changed **Case Owner** from DeHenry Kidd to **Dakota McGregor**.
11/20/2017 10:32 AM	Samantha Dixon	Changed **Case Owner** from Markita Scott to **DeHenry Kidd**.
11/20/2017 10:32 AM	Samantha Dixon	Changed **Description**.
11/17/2017 8:43 AM	Markita Scott	Changed **Follow Up Date** from 11/17/2017 to **11/22/2017**.
11/16/2017 1:10 PM	Markita Scott	Changed **Follow Up Date** from 11/16/2017 to **11/17/2017**.
11/15/2017 1:22 PM	Markita Scott	Changed **Follow Up Date** from 11/15/2017 to **11/16/2017**.
11/14/2017 2:21 PM	Markita Scott	Changed **Follow Up Date** from 11/14/2017 to **11/15/2017**.
11/14/2017 8:47 AM	Markita Scott	Changed **Description**.
11/14/2017 7:29 AM	Markita Scott	Changed **Case Owner** from Kyra Walton to **Markita Scott**.
		Changed **Subject** from CUSTOMER:[redacted] PHONE:[redacted] VIN: JN8AT2MV7HW[redacted] to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: JN8AT2MV7HW**[redacted]
11/13/2017 1:20 PM	Alina Kingston	Changed **Subject** from CUSTOMER:[redacted] PHONE:[redacted] VIN: JN8AT2MV7HW[redacted] to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: JN8AT2MV7HW**[redacted].
		Changed **Escalated By ID** to **0050G000008Wm4c**.
		Changed **Case Owner** from Alina Kingston to **Kyra Walton**.
11/13/2017 1:16 PM	Alina Kingston	Changed **VIN** to **JN8AT2MV7HW**[redacted]
		Changed **Subject** to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: JN8AT2MV7HW**[redacted]
		Created.

^ Back To Top Always show me fewer / more records per related list

Copyright © 2000-2018 salesforce.com, inc. All rights reserved. | Privacy Statement | Security Statement | Terms of Use | 508 Compliance

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV7HW[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 Not Given Day Phone [redacted]

Address [redacted] Eve. Phone [redacted]

City Port Jefferson Station 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 11/8/2016 VIN JN8AT2MV7HW[redacted]

Mileage 4481 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
NONE	N/A	○ Open ◉ Closed	1/21/2018

Add Row | Remove Row

III. Description of Incident & Claim

Source of Information CLAIMANT. Incident Date 11/24/2017 Time 7:40 pm

Location of Incident (describe fully) [redacted] Port Jefferson Station, NY

Weather Conditions (Rain/Snow/Dry/Etc.) DRY, CLEAR SKYS.

Vision obstruction (describe) NONE GIVEN

Temperature at time of incident 41.0°F Parking location prior to time of incident NOT GIVEN.

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV7HW[redacted]

Overnight temperature prior to incident: 30.0°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 incident has happened about 11 different times. Claimant states that light comes on when issue occurs. Claimant states that there were no vehicles directly ahead of her or beside the vehicle when issue occurs. Claimant states that there was no construction going on when issue occurs. Claimant states that she was near a library. Claimant states that the incident has happened twice at this location in Terryville NY. Claimant states that there are no overhead obstructions including - no metal or regular signs, overpasses, intersection lights or traffic lights at the location the issue occurs. Claimant states that issue occurred around 2,718 miles on the vehicle. Claimant states that she looked in her rear view mirror and that a vehicle was very far behind her. Claimant states that she heard a series of beeping sounds. Claimant states that a warning light with what looked like 2 circles and a fire illuminated, as well as the brake warning light illuminated. Claimant states that vehicle felt like it went into neutral. Claimant states that she keeps a hand on the transmission shifter but did not change shifter position at the time of incident. Claimant states that her vehicle came to an abrupt stop. Claimant states that she put the vehicle into drive and continued with no problems. Claimant states that vehicle seemed sluggish after this incident. Claimant states there was no accident, property damage or injury.
Relation to Roadway (on-road, off-road, left side, right side)	ON-ROAD. RIGHT SIDE.
Number of times incident occurred	11
Driver Action (braking, steering, etc.)	COASTING / ACCELERATING.
Special Circumstances	NONE GIVEN.
Actions taken after incident and results of those actions	VEHICLE CONTINUED TO BE OPERATED WITH NO ISSUES DIRECTLING FOLLOWING INCIDENT.

Vehicle Estimated Speed	less 40mph	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 / Forward Collision Warning occurs with no obstruction present in front of the vehicle.	Claimant.

Add Allegation | Remove Allegation

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV7HW[redacted]

IV. Occupants & Injuries

Source of Information: CLAIMANT.

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



Occupant Name: [redacted] DOB: NOT GIVEN Height: [redacted]

Address: [redacted] Port Jefferson Station, NY [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: N/A

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: N/A

VI. Investigation Results

Date of vehicle inspection: 1/16/2018

Location of inspection: SMITHTOWN NISSAN, SMITHTOWN NY.

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

Vehicle exhibits no signs of impact or collision trauma.

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

Photos taken by: Kevin D. Mackay # Photos: 83

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN JN8AT2MV7HW[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	No Abnormalities found (See Photos 6 - 35)
Engine/ Transmission/ Drivetrain	No Abnormalities found (See Photos 36 - 42, 70 - 72)
Underbody/ Suspension/ Steering/ Wheels & Tires	No Abnormalities found (See Photos 70 - 76)
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	No Abnormalities found (See Photos 45 - 66)
Seat Belts/ Child Restraints (if applicable)	No Abnormalities found (See Photos 45 - 66)
Air Bags	No Abnormalities found (See Photos 45 - 66)

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 Emergency Braking / Forward Collision Warning occurs with no obstruction present in front of the vehicle.	Upon inspection, found that the vehicle exhibits no signs of impact / collision trauma. Performed DTC diagnostic check and found PAST C1A16-97 radar stain code stored in LASER / RADAR control unit. Inspected FEB OPERATION MILEAGE LOG, and found log reflects that the last FEB operation occurred at 1022 miles. Found front radar sensor intact, with no obstructions or trauma and the connector to unit fully seated. Found front lane camera intact with no obstructions or trauma and the connector to the camera unit fully seated. DTS drove vehicle to the customer's described location of the library on [redacted] in Port Jefferson NY. Found when driving the vehicle in both directions, unable to duplicate any abnormal FEB / FCW 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

CAR # [redacted]
Claimant
VIN JN8AT2MV7HW[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?	(•)	( )	See C3+ Data file.

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV7HW[redacted]

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

III. Sensor and ECM Visual Inspection

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

Yes	No		Comments
○	◉	Obstructions to camera? (ie. dirt, stickers, etc.)	See Photo 24, 64 - 66
○	◉	Physical damage to camera? (ie. cracks)	See Photo 24, 64 - 66
○	○	Obstructions to radar sensor units? (ie. dirt, stickers, etc.)	See Photos 46 - 44
○	◉	Physical damage to radar sensor units? (ie. cracks)	See Photos 46 - 44
◉	○	Electrical connection to radar module firmly seated?	See Photos 46 - 44
◉	○	Electrical connection to camera module firmly seated?	See Photo 24, 64 - 66
○	○		

End of Form

*Name your file while saving.

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

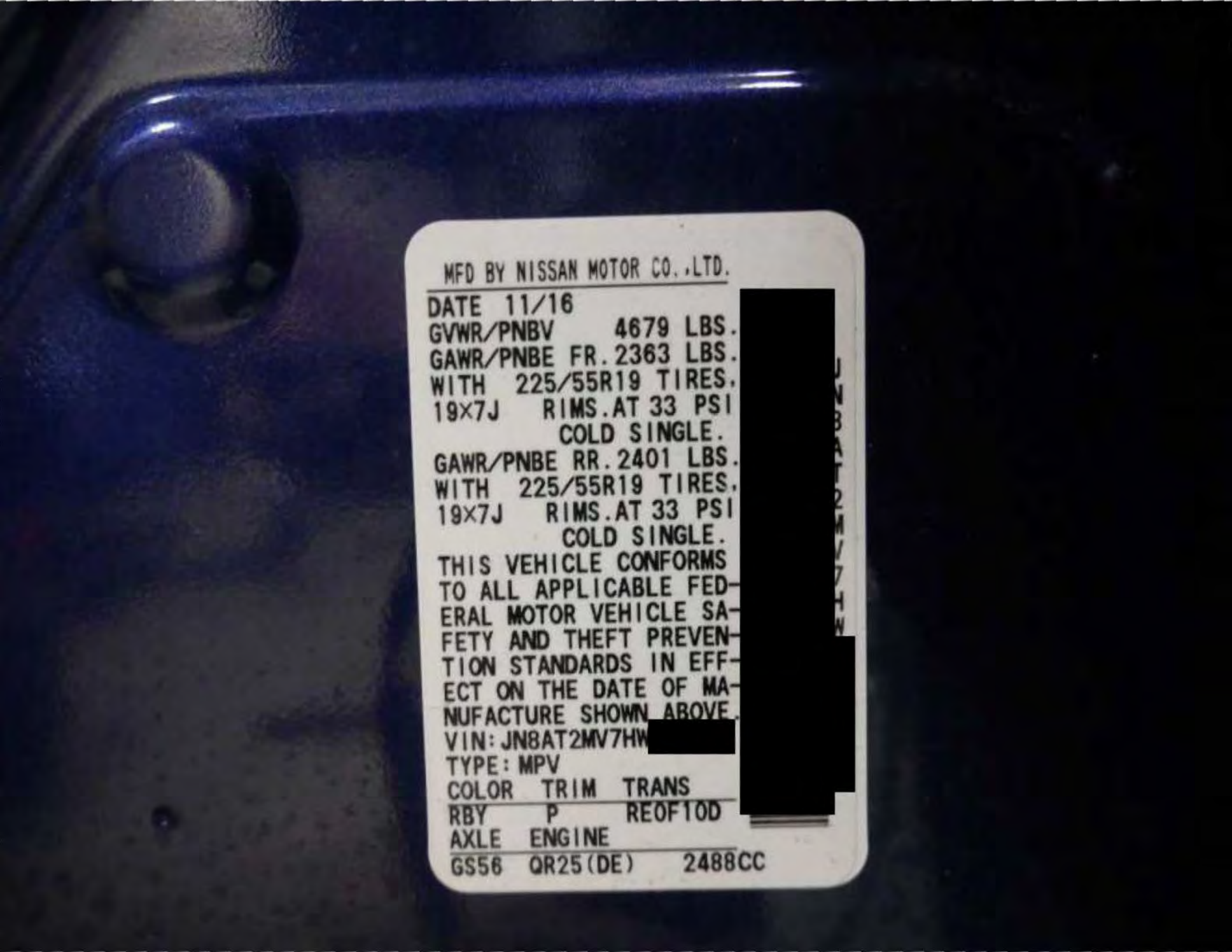
Lock Fields & Save Form for Submission — Save form with locked fields for submission. Print form to Primo PDF or Adobe PDF to save.


12:16 PM
38°F
Chassis Control
Trace Control
Engine Brake
P
140
4481
RPMx1000
MPH




JN8AT2MV7HW


NEW YORK
[redacted]
1
NYMA
JN8AT2MV7HW[redacted]
2017 NISSA SUBN
[redacted]
PAS 1 G
01/01/19
19
[redacted]
NEW YORK STATE
SAFETY
INSPECTION
CERTIFICATE
2018
JAN
FEB
MAR
APR
MAY
JUN
JUL
AUG
SEP
OCT
NOV
DEC


MFD BY NISSAN MOTOR CO.,LTD.
DATE 11/16
GVWR/PNBV 4679 LBS.
GAWR/PNBE FR. 2363 LBS.
WITH 225/55R19 TIRES,
19X7J RIMS. AT 33 PSI
COLD SINGLE.
GAWR/PNBE RR. 2401 LBS.
WITH 225/55R19 TIRES,
19X7J 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: JN8AT2MV7HW
TYPE: MPV
COLOR TRIM TRANS
RBY P RE0F10D
AXLE ENGINE
GS56 QR25(DE) 2488CC


12:02 PM
60
100
120
4481 miles


NISSAN






ROGUE


NISSAN
ROGUE
SL AWD




































NISSAN


NISSAN


NISSAN
















NISSAN























48080
L






















































12:15 PM
38°F
Settings
Driver Assistance
Clock
Meter Settings
Vehicle Settings
Maintenance
Alarm
P
140
4481 miles
RPMx1000
MPH
km/h

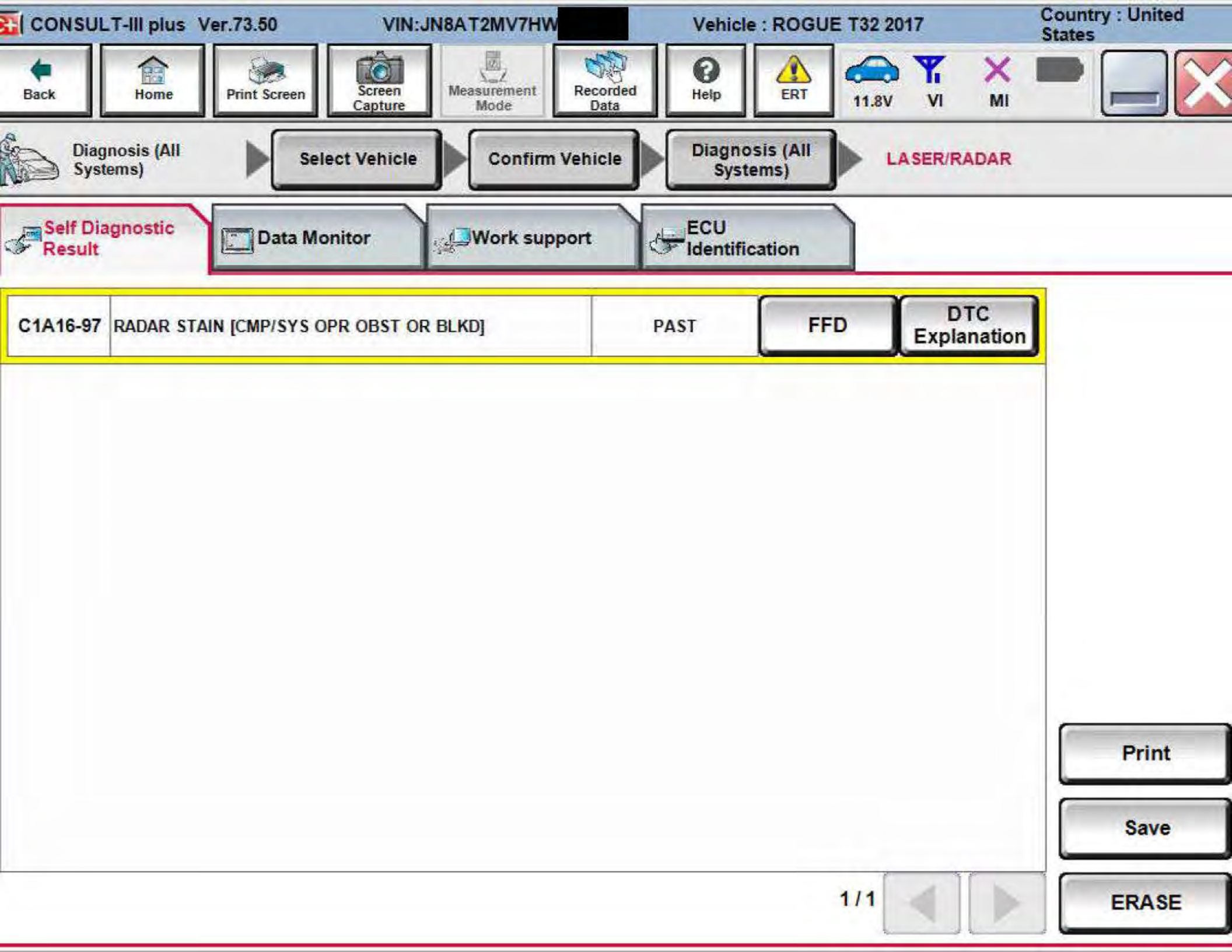

12:15 PM
38°F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
140
4481 miles
RPMx1000
MPH
km/h

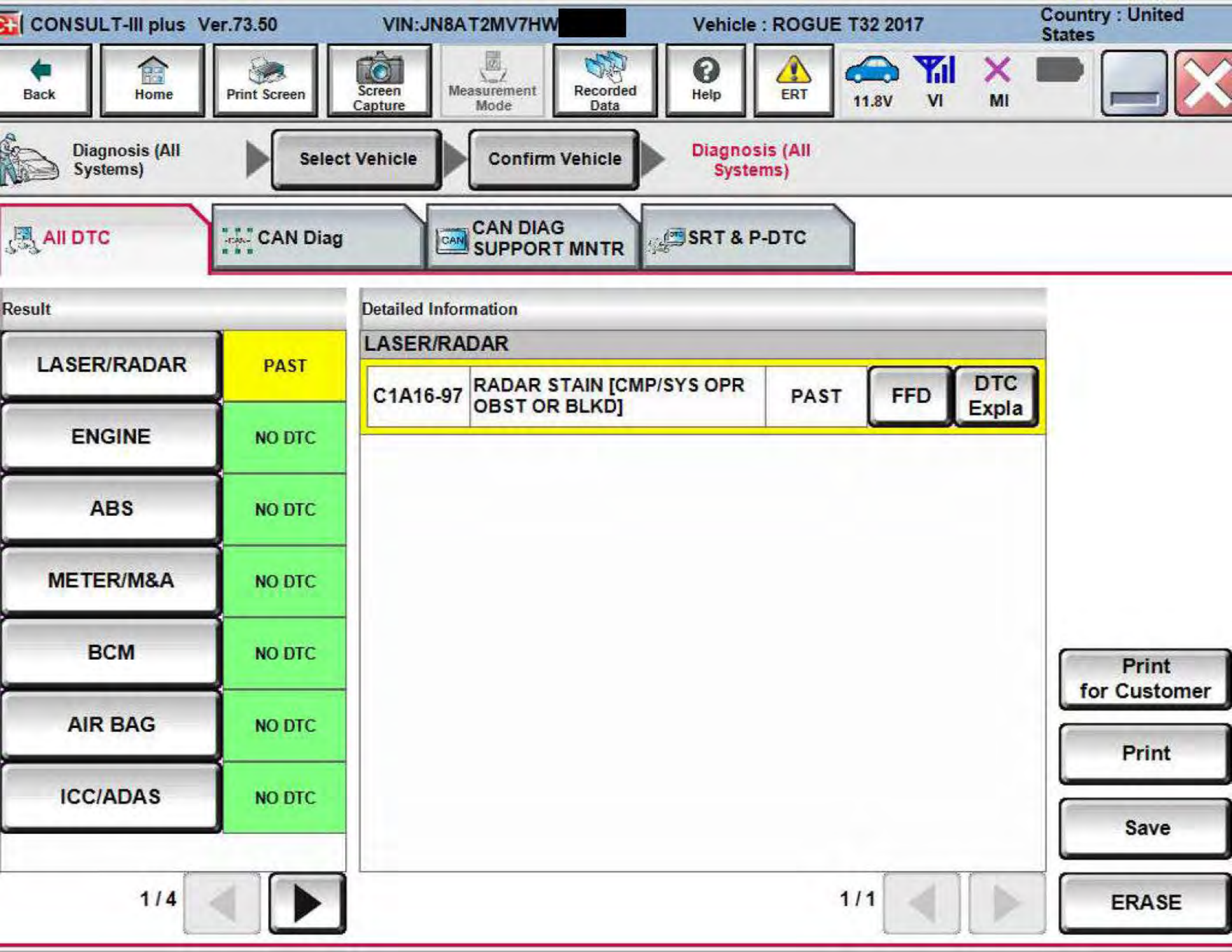

12:15 PM
38°F
Driving Aids
Emergency Brake
Lane
Blind Spot
P
140
4481 miles
RPMx1000
MPH

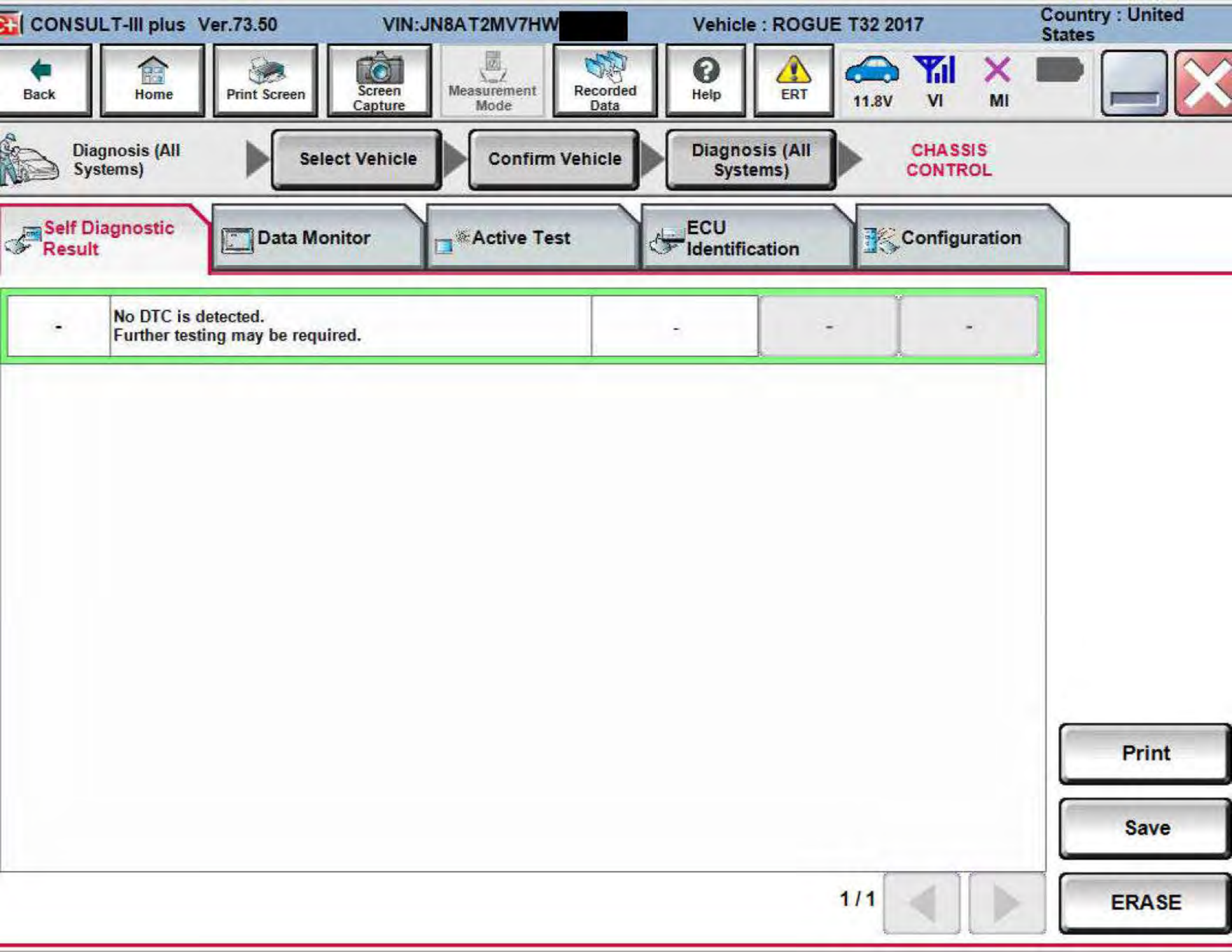

12:15 PM
38°F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
140
4481 miles
RPMx1000
MPH
km/h

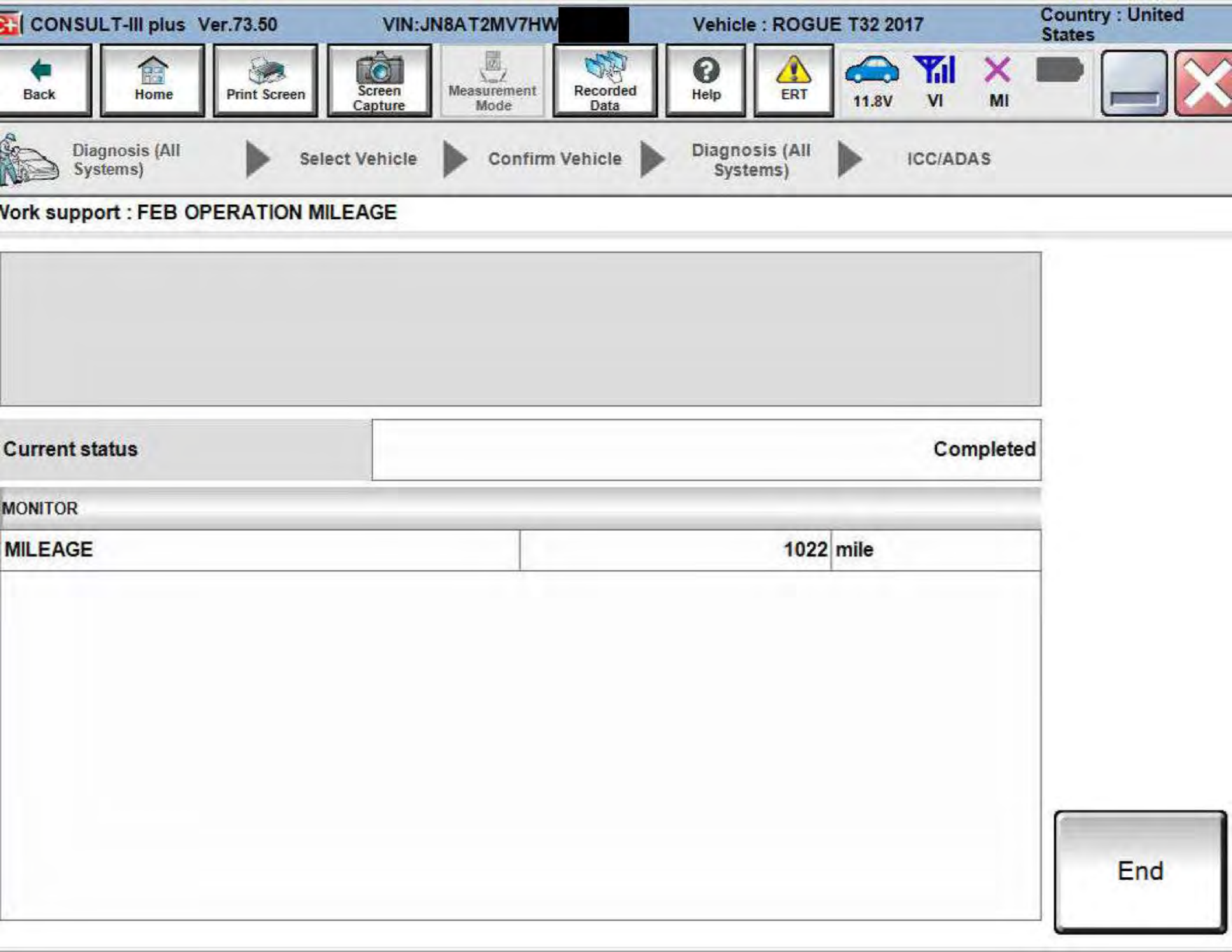

12:16 PM
38°F
Parking Aids
Moving Object
Cross Traffic
P
140
4481 miles
RPMx1000
MPH

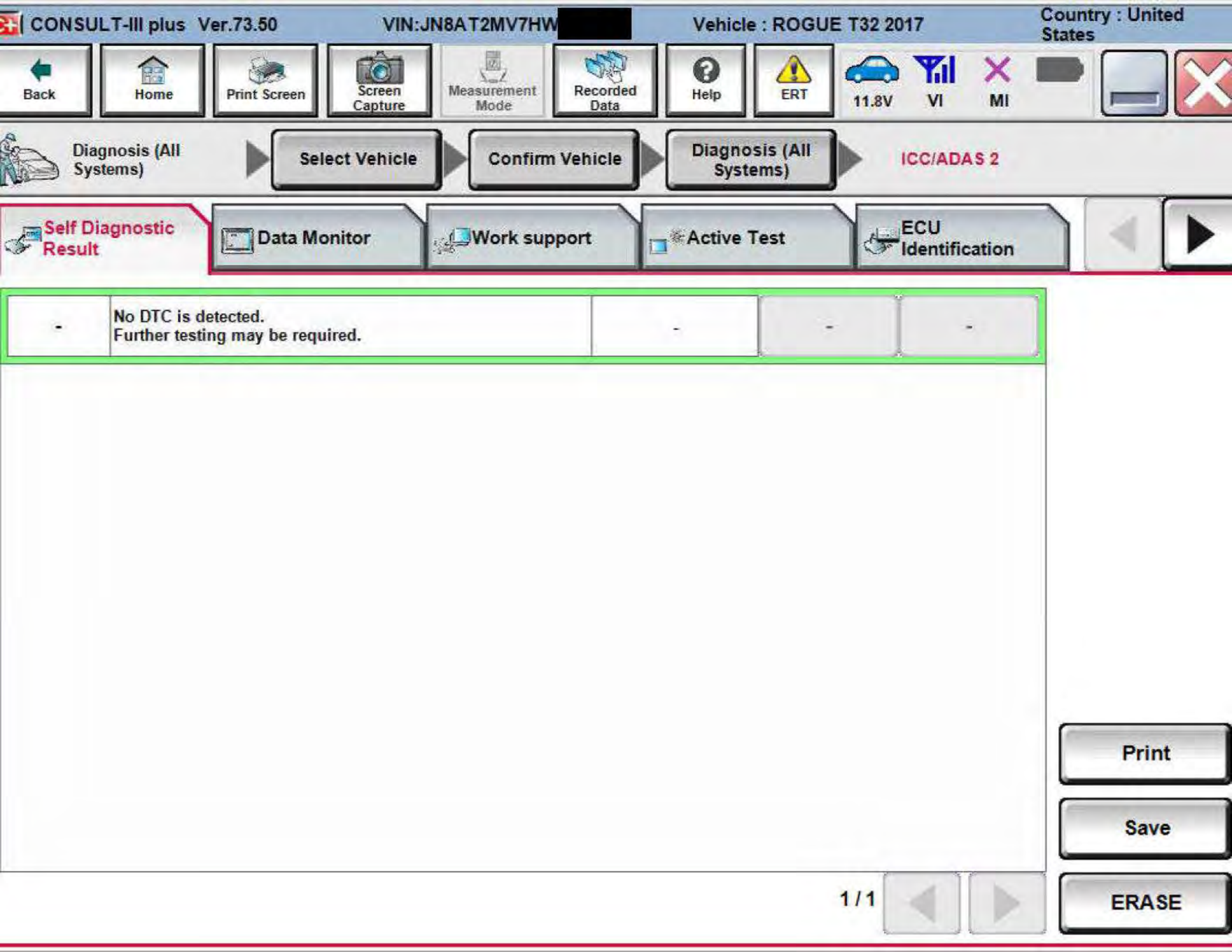

12:16 PM
38°F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
140
4481 miles
RPMx1000
MPH
km/h

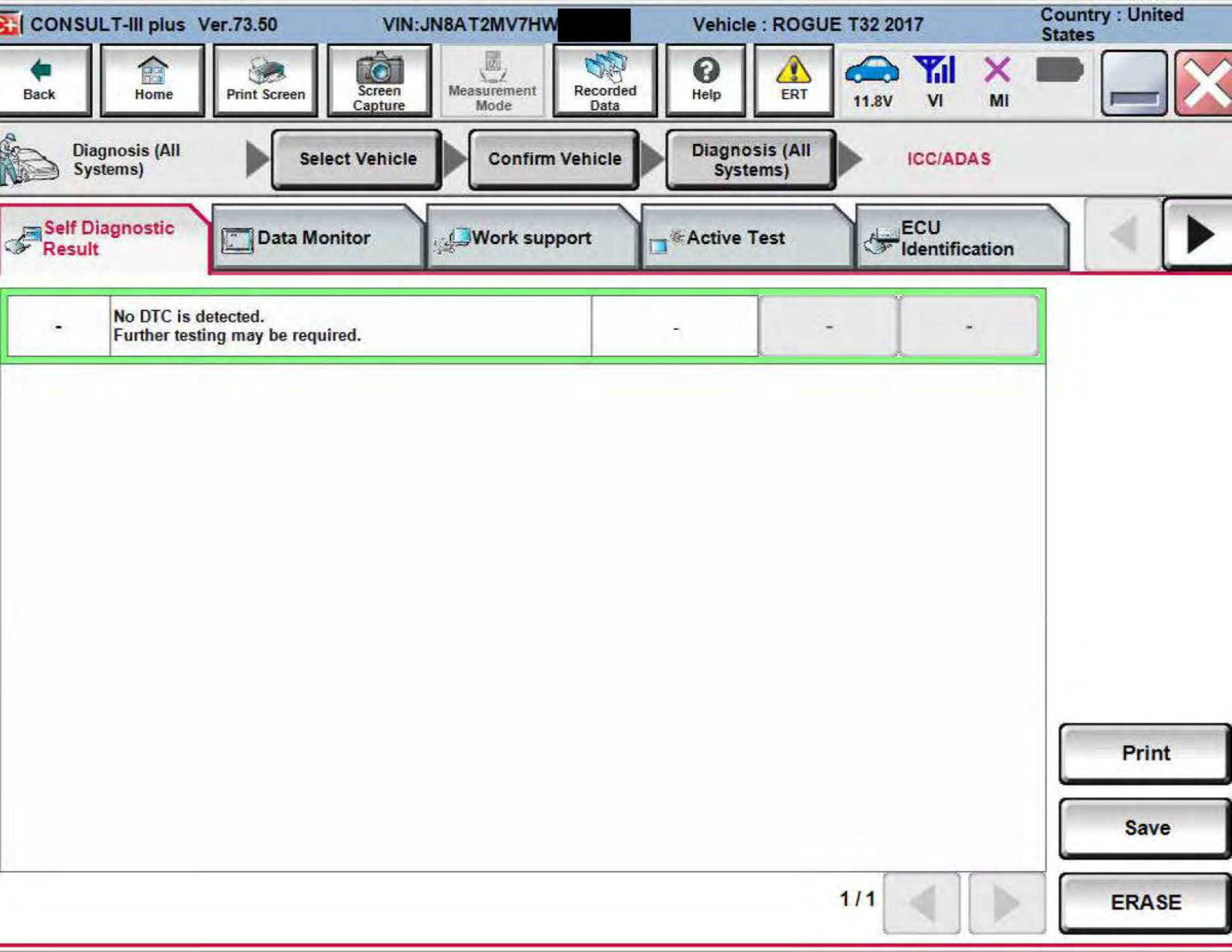

CONSULT-III plus Ver.73.50
VIN:JN8AT2MV7HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.8V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
LASER/RADAR
Self Diagnostic Result
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

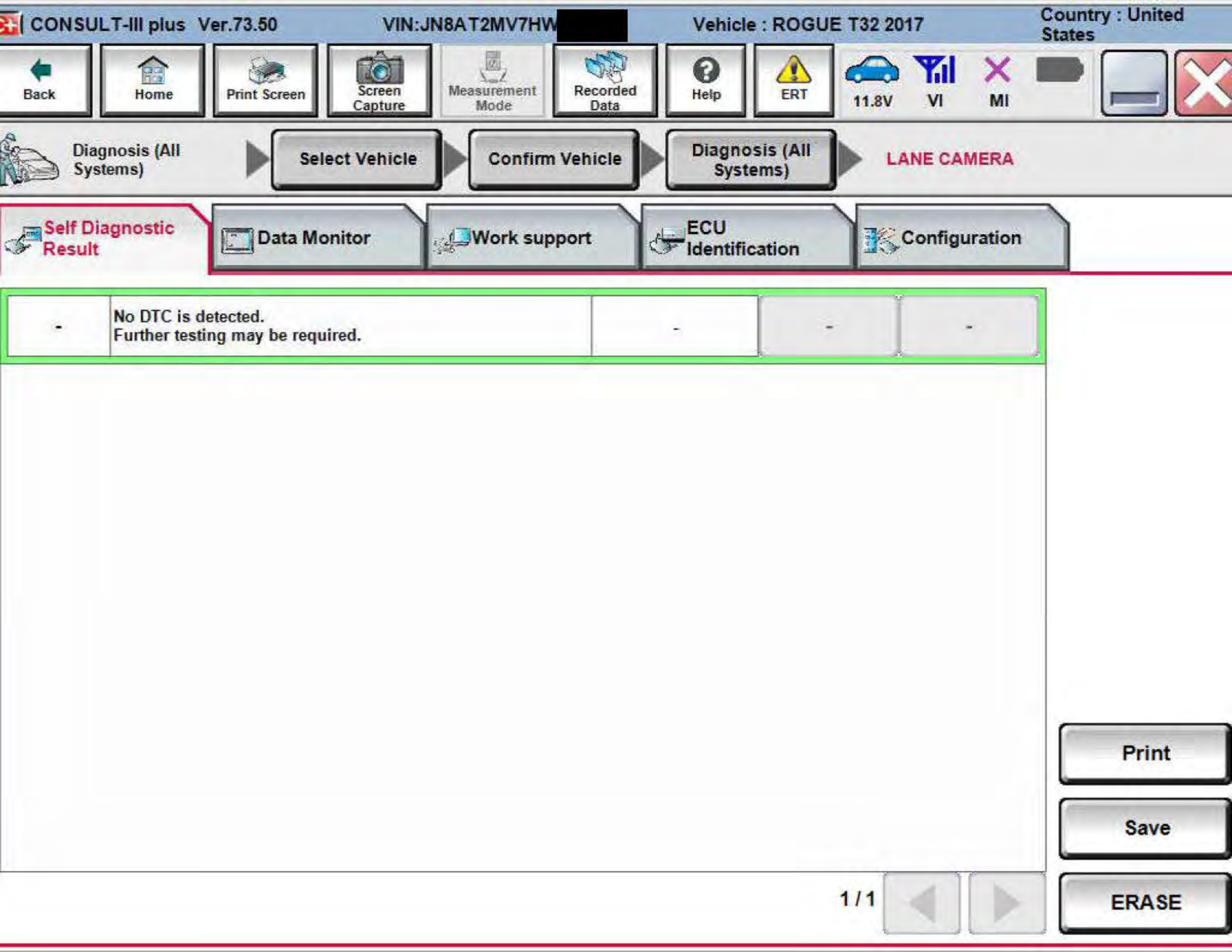

CONSULT-III plus Ver.73.50
VIN:JN8AT2MV7HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.8V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
LASER/RADAR PAST
ENGINE NO DTC
ABS NO DTC
METER/M&A NO DTC
BCM NO DTC
AIR BAG NO DTC
ICC/ADAS NO DTC
1 / 4
Detailed Information
LASER/RADAR
C1A16-97 RADAR STAIN [CMP/SYS OPR OBST OR BLKD] PAST FFD DTC Expla
1 / 1
Print for Customer
Print
Save
ERASE


CONSULT-III plus Ver.73.50
VIN:JN8AT2MV7HW[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)
CHASSIS CONTROL
Self Diagnostic Result
Data Monitor
Active Test
ECU Identification
Configuration
-
No DTC is detected.
Further testing may be required.
-
-
-
1 / 1
Print
Save
ERASE


CONSULT-III plus Ver.73.50
VIN:JN8AT2MV7HW[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)
ICC/ADAS
Work support : FEB OPERATION MILEAGE
Current status
Completed
MONITOR
MILEAGE
1022
mile
End


CONSULT-III plus Ver.73.50
VIN:JN8AT2MV7HW[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)
ICC/ADAS 2
Self Diagnostic Result
Data Monitor
Work support
Active Test
ECU Identification
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
ERASE
1 / 1


CONSULT-III plus Ver.73.50
VIN:JN8AT2MV7HW[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)
ICC/ADAS
Self Diagnostic Result
Data Monitor
Work support
Active Test
ECU Identification
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
1 / 1
ERASE


CONSULT-III plus Ver.73.50
VIN:JN8AT2MV7HW[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)
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

NISSAN

Search Samaritan Potter Help & Training CA

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

Vehicle
JN8AT2MV7HW[redacted]

Customize Page | Printable Vie

Vehicle Campaigns [0] | Warranty Cases [0] | Cases [1] | Service History [12] | Vehicle Service Contracts [0] | Vehicle History [1] | DTS Field Inspections [2]

Vehicle Detail

VIN	JN8AT2MV7HW[redacted]		
Last Modified By	NNAETL, 1/22/2018 9:03 PM	Branded Title	
Created By	NNAETL, 11/16/2016 10:59 AM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage	2,900	MSRP	$35,580
Latest Recorded Mileage Units	M		
In Service Date	5/31/2017		

Manufacturing Data

Make/Model	2017 NISSAN ROGUE	Manufacturer Date	11/8/2016
Model Year	2017	Plant Name	KYUSHYU (NML)
Make	NISSAN	PDI Date	
Model Line	ROGUE	Country Code	USA
Model Code	22617	US Specification Indicator	Y
Body Style Type	WAGON 4 DOOR	Emissions Type	50 STATE
Exterior Color	CASPIAN BLUE	Emissions Certification	
Cylinders		Open Recall	
Transmission Type	CVT	Head Unit	
Model Series		Model Line Code	RGE
Factory Installed Options	B92B93C03K03L92P01U35Z66		
Factory Installed Options Descriptions	B92 (SPLASH GUARDS), B93 (CHROME REAR BUMPER PROTECTOR), C03 (50 STATE EMISSIONS), K03 (PLATINUM PACKAGE), L92 (FLOOR MATS (2-P P01 (SL PREMIUM PACKAGE), U35 (NAVIGATION MANUAL), Z66 (ACTIVATION DISCLAIMER)		

Vehicle Tools

Total Approved Checks VIN Decoder

System Information

Latest Owner (BETA) PATRICIA CAHILL

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 Des
1	POWERTRAIN COVERAGE	5/31/2022	60,000				
2	SEAT BELT	5/31/2027	999,999				
3	CORROSION COVERAGE (PERFORATION)	5/31/2022	999,999				
4	FEDERAL EMISSION LONG TERM DEFECT	5/31/2025	80,000				
	FEDERAL						

Vehicle Retail Sales

Vehicle Retail Sales

Action	Name	Owner	Selling Dealer	Sale Type	Vehicle Model	Purchase Date	Rewind I
View	[redacted]	[redacted]	SMITHTOWN NISSAN	NMAC lease	ROGUE	5/31/2017	

Vehicle Ownership

Vehicle Ownership

New Vehicle Ownership

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

Vehicle Campaigns

Vehic

No records to display

Warranty Cases

W

No records to display

Cases

Print Cases

Action	Case Number	Type	Account Name	Date/Time Opened	Date/Time Closed	Current Mileage	Status	CST Approvals	Own
| Edit | Cls	[redacted]	CA	[redacted]	11/13/2017 1:16 PM		2,900	Open	0	Dakc

Service History

S

Action	SRH Number	PNC Code Description	Primary Operation Code Description	Coverage Code/Pay Type	Transaction Date/VR Close Date	Vehicle Mileage	Customer	Dealer Code	Worl
[redacted]	[redacted]			PD	12/29/2016	3	[redacted]	[redacted]	[redacted]
		NO DEFECT FOUND		FW	11/9/2017	2,715			
					12/22/2016	1			
			#[redacted] CUSTOMER REQUEST NEW YORK STATE INSPECTION. $37.00 FOR EMISSIONS AND SAFETY INSPECTION $10.00 FOR NYS SAFETY INSPECTION	I	6/1/2017	4			
			INSTALL FACTORY WHEEL LOCKS RECORD WHEEL LOCK KEY ID #	I	12/29/2016	3			
			AS PER REQUEST PERFORM PRE-DELIVERY INSPECTION AND FILL OUT PRE-DELIVERY INSPECTION CHECK LIST	W	12/29/2016	3			
			VEHICLE INSPECTION PERFORM VEHICLE INSPECTION (MPI)	I	11/9/2017	2,718			
			C/R; CRYSTAL FUSION APPLICATION	I	11/9/2017	2,718			
			C/S: SINCE VEH WAS PICKED UP THE COLLISION WARNING BEEPS FOUR TIMES THE THE VEH AUTOMATICALLY BRAKES.HAS HAPPENED AT LEAST 8 TIMES,HIGHWAYS AND SIDE ROADS.....	W	11/9/2017	2,718			
			C/R: CHECK FOR R/SIDE HUB BEARING NOISE AND ADVISE ?	I	11/9/2017	2,718			
			VEHICLE INSPECTION PERFORM VEHICLE INSPECTION (MPI)	I	1/16/2018	4,481			
			C/S: COLLISION AVOIDANCE SIGNAL,BEEPS THEN BRAKES ARE APPLIED, FOR NO APPARENT REASON	I	1/16/2018	4,481			

Vehicle Service Contracts

Vehicle Ser

No records to display

Vehicle History

V

Date	User	Action
11/16/2016 10:59 AM	NNAETL	Created.

DTS Field Inspections

New DTS Field Inspection

DTS Fie

Action	Title	Status	Created Date	Related Support Case	Owner First Name	Owner Last Name	DTS Team	DTS Inspection Date	R
Edit	[redacted]	No Show	12/11/2017	[redacted]	Kevin	MacKay	NER	12/19/2017 10:00 AM	1/
Edit		Completed	1/15/2018		Kevin	MacKay	NER	1/16/2018 10:00 AM	1/

Back To Top

Always show me fewer / more records per related list

Copyright © 2000-2018 salesforce.com, inc. All rights reserved. | Privacy Statement | Security Statement | Terms of Use | 508 Compliance

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV7HW[redacted]

Supplements

Check all of the supplements that apply:

D Restraint System Checklist D Brake Checklist D U/A Checklist D Transmission Checklist
D Thermal Checklist D Steering Checklist [g] Advanced Technology

I. CLAIMANT

Claimant Name [redacted] | DOB | Not Given | Day Phone [redacted] |
Address [redacted] | Eve. Phone | [redacted] |
City | Port Jefferson Station | State | NY | Zip Code [redacted] | Country | United States |

[g] Driver Same as Claimant
[g] 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 | 11/8/2016 | VIN | JN8AT2MV7HW[redacted] |
Mileage 14481 | License # [redacted] | State | NY | Country | United States |
Special equipmeM & acreori | NONE |
List all recalls and service campaigns applicable to VIN in table below:

Number	Description	Status	Date
NONE	N/A	(' Open (i' Closed	1/21/2018
Add Row	Remove Row		

III. Description of Incident & Claim

Source of Information | CLAIMANT. | Incident Date | 11/24/2017 | Time | 7:40 pm |
Location of Incident (describe fully) [redacted], Port Jefferson Station, NY
[redacted]
Vision obstruction (describe) | NONE GIVEN
, Temperature at time of incident
| 41.0°F | Parking location prior to time of incident. | NOT GIVEN.

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN JN8AT2MV7HW[redacted]

Overnight temperature prior to incident 30.0°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 incident has happened about 11 different times. Claimant states that light comes on when issue occurs. Claimant states that there were no vehicles directly ahead of her or beside the vehicle when issue occurs. Claimant states that there was no construction going on when issue occurs. Claimant states that she was near a library.Claimant states that the incident has happened twice at this location in Terryville NY.Claimant states that there are no overhead obstructions including - no metal or regular signs, overpasses, intersection lights or traffic lights at the location the issue occurs.Claimant states that issue occurred around 2,718 miles on the vehicle. Claimant states that she looked in her rear view mirror and that a vehicle was very far behind her. Claimant states that she heard a series of beeping sounds. Claimant states that a warning light with what looked like 2 circles and a fire illuminated, as well as the brake warning light illuminated. Claimant states that vehicle felt like it went into neutral. Claimant states that she keeps a hand on the transmission shifter but did not change shifter position at the time of incident. Claimant states that her vehicle came to an abrupt stop. Claimant states that she put the vehicle into drive and continued with no problems.Claimant states that vehicle seemed sluggish after this incident. Claimant states there was no accident, property damage or injury.

Relation to Roadway (on-road, off-road, left side, right side) ON-ROAD. RIGHT SIDE.

Number of times incident occurred 11,

Driv Action (bran rin ettJ COASTING ACCELERATING.

Special Circumstances INONEGIVEN.

Actions taken after ncident and results of those actions: VEHICLE CONTINUED TO BE OPERATED WITH NO ISSUES DIRECTLING FOLLOWING INCIDENT.

Vehicle Estimated Speed less 40mph 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 ReportTaken? 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 / Forward Collision Warning occurs with no obstruction present in front of the vehicle.	Claimant.

Add Allegation !Remove Allegation!

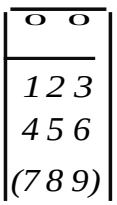
Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN JN8AT2MV7HW[redacted]

IV. Occupants & Injuries

Source of Information | CLAIMANT. |

Legend for Section IV. Seating Position:



Occupant Name [redacted] | DOB | NOT GIVEN | Height | s·s ,

Address [redacted] Port Jefferson Station, NY [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 N/A

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

| Add Occupant | Remove Occupant |

D No Occupants Comments N/A

V. Other Property Damage

[gJ No Other Property Damage

Source of information N/A

VI. Investigation Results

Date of vehicle inspection | 11/6/2018

Location of inspection SMITHTOWN NISSAN SMITHTOWN NY. ,

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

Vehicle exhibits no signs of impact or collision trauma.

Have you located any prior repair orders? If yes, submit with IIR. r YES (i' NO

Photos taken by | Kevin D. Mackay | # Photos | 83

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN JN8AT2MV7HW[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	No Abnormalities found (See Photos 6 - 35)
Engine/ Transmission/ Drivetrain	No Abnormalities found (See Photos 36 - 42, 70 - 72)
Underbody/ Suspension/ Steering/Wheels & Tires	No Abnormalities found (See Photos 70 - 76)
Interior Observations/ Seats/ Instrument Panel/ Headliner	No Abnormalities found (See Photos 45 - 66)
Seat Belts/ Child Restraints (if applicable)	No Abnormalities found (See Photos 45 - 66)
Air Bags	No Abnormalities found (See Photos 45 - 66)

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	Emergency Braking / Forward Collision Warning occurs with no obstruction present in front of the vehicle.	Upon inspection, found that the vehicle exhibits no signs of impact / collision trauma. Performed DTC diagnostic check and found PAST CIA 16-97 radar stain code stored in LASER / RADAR control unit. Inspected FEB OPERATION MILEAGE LOG, and found log reflects that the last FEB operation occurred at 1022 miles. Found front radar sensor intact, with no obstructions or trauma and the connector to unit fully seated. Found front lane camera intact with no obstructions or trauma and the connector to the camera unit fully seated. DTS drove vehicle to the customer's described location of the library on [redacted] in Port Jefferson NY. Found when driving the vehicle in both directions, unable to duplicate any abnormal FEB / FCW operation.

Add Row | Remove Row

Have alleged defective parts been removed from vehicle? (' YES (i' NO

Reporter's Signature [redacted]

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

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN JN8AT2MV7HW[redacted]

IIR Supplement: Advanced Technology Checklist

I. Vehicle equipped with

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

Other (describe) IN/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?	r.	r	See C3+ Data file.

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN JN8AT2MV7HW[redacted]

	Yes	No	Comments
EDR download included in report?	☉	☐	See CDR Data file.

III. Sensor and ECM Visual Inspection

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

Yes	No		Comments
☐	☉	Obstructions to camera? (ie. dirt, stickers, etc.)	See Photo 24, 64 - 66
☐	☉	Physical damage to camera? (ie. cracks)	See Photo 24, 64 - 66
☐	☐	Obstructions to radar sensor units? (ie. dirt, stickers, etc.)	See Photos 46 - 44
☐	☉	Physical damage to radar sensor units? (ie. cracks)	See Photos 46 - 44
☉	☐	Electrical connection to radar module firmly seated?	See Photos 46 - 44
☉	☐	Electrical connection to camera module firmly seated?	See Photo 24, 64 - 66
☐	☐		

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.