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

DP19-001

NISSAN

5/15/2019

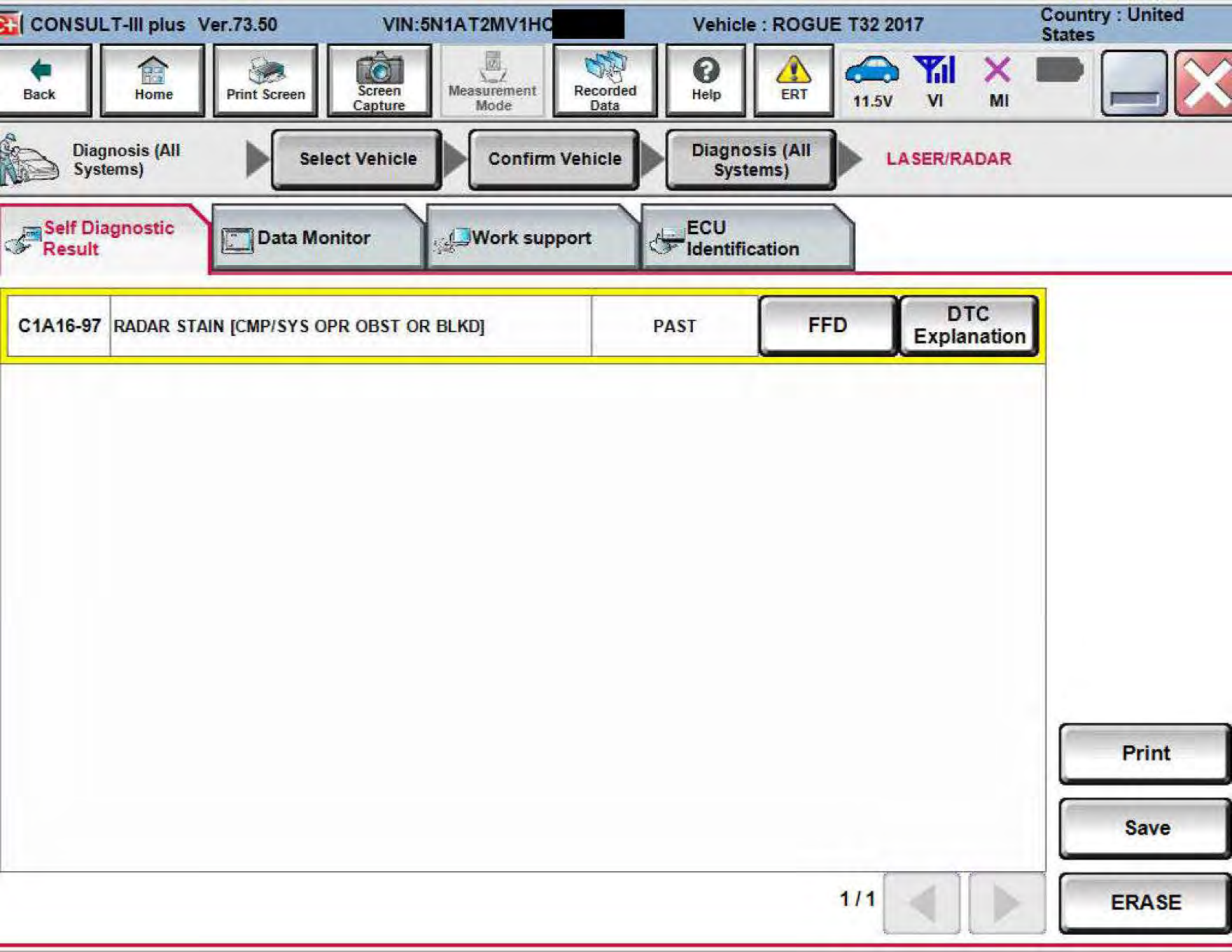
ATTACHMENT B

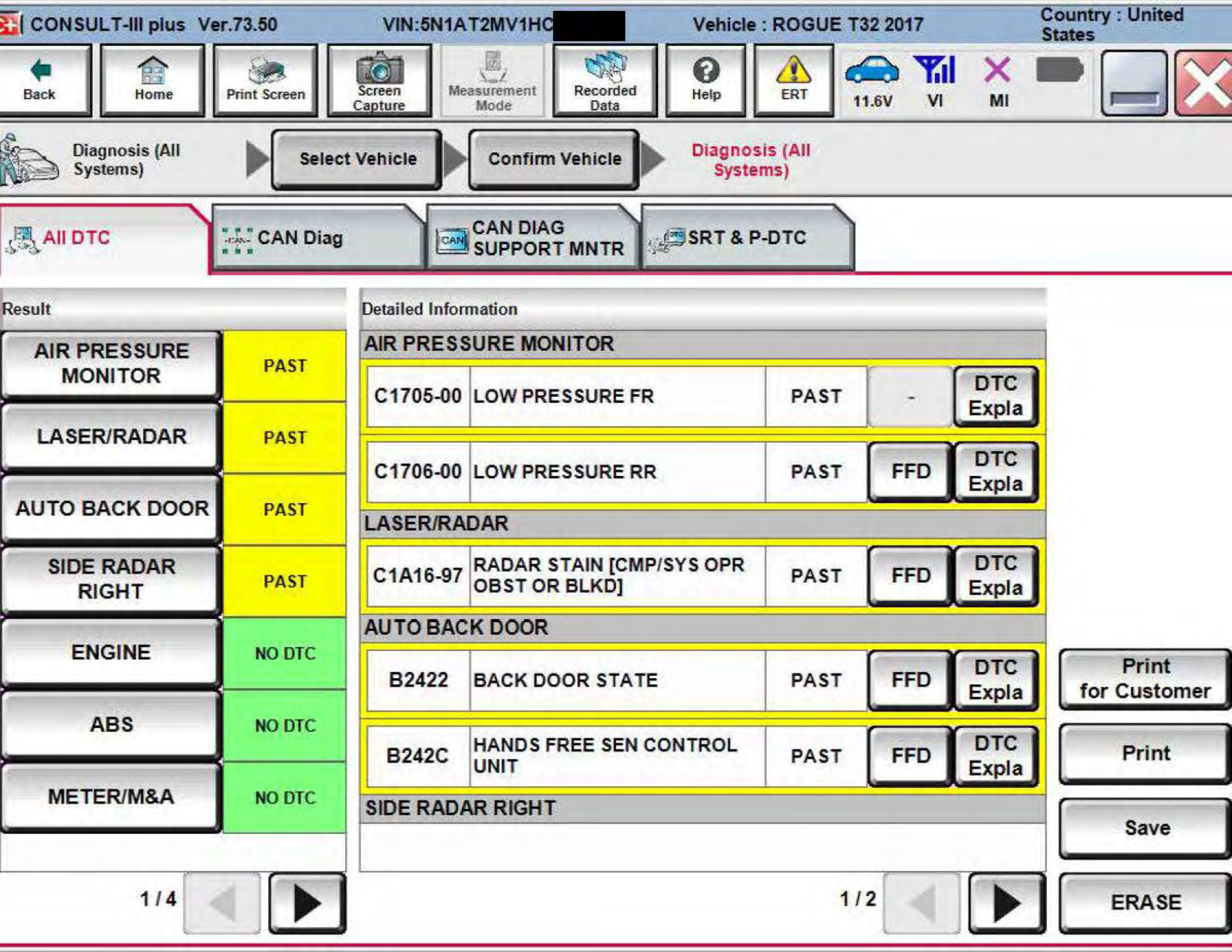
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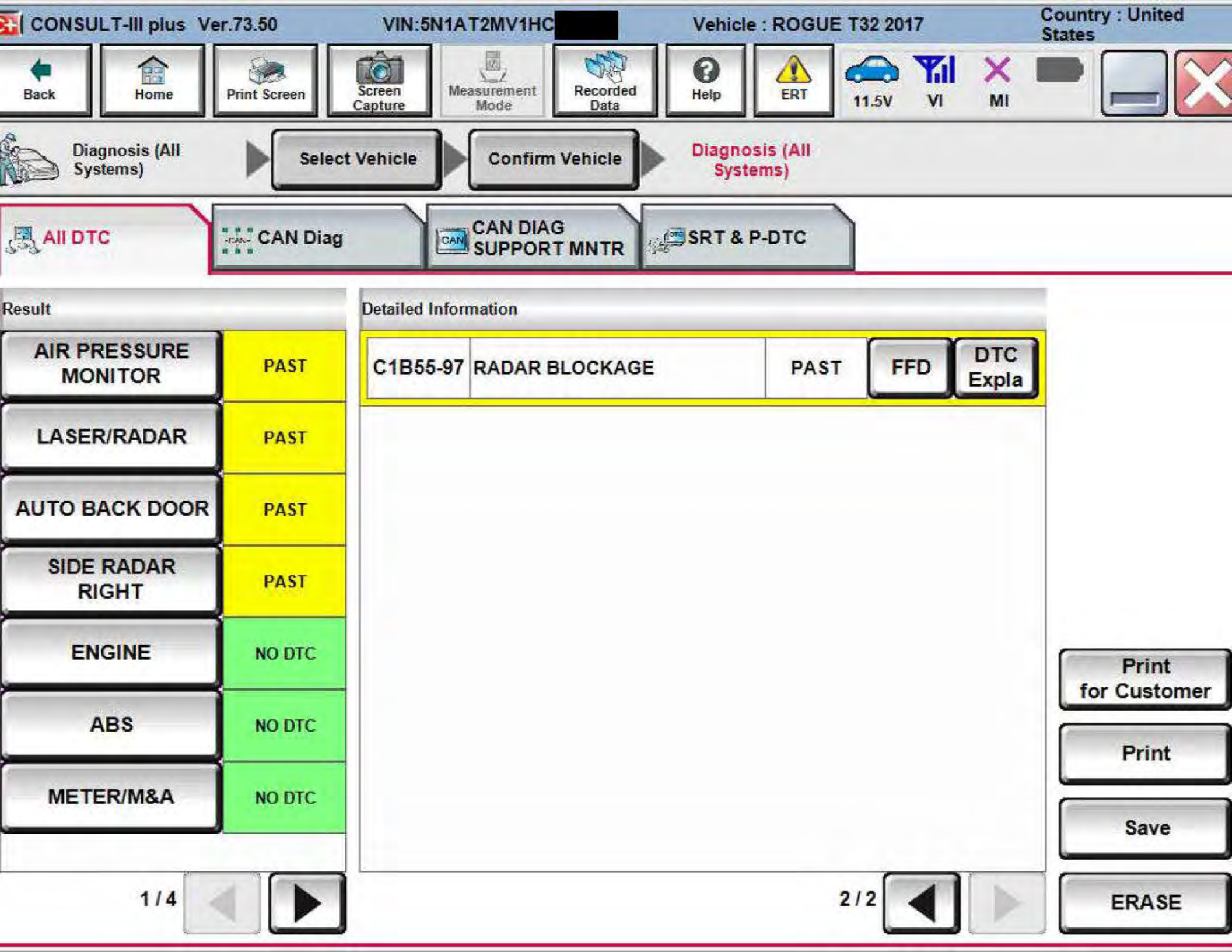
DOCUMENTS

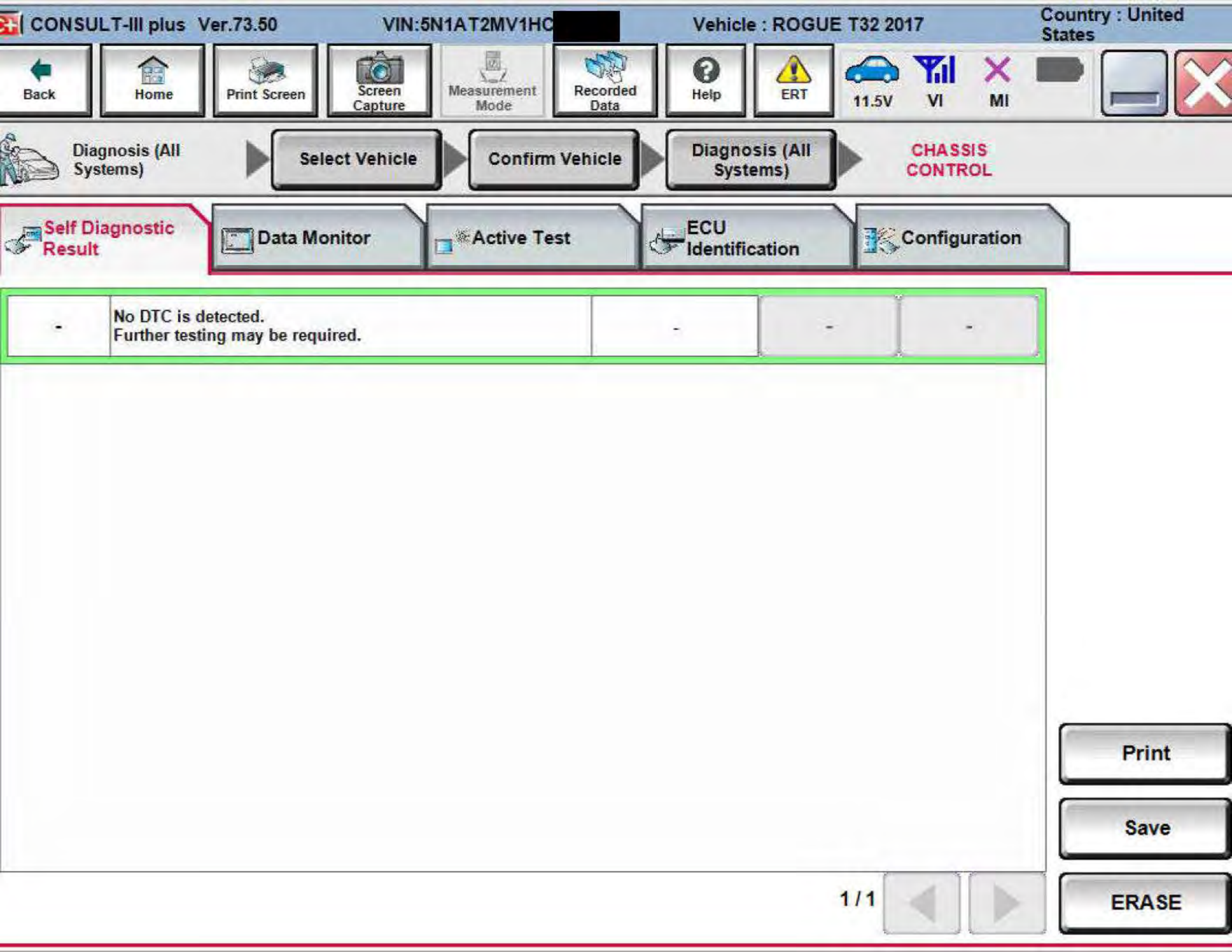
FIELD REPORTS

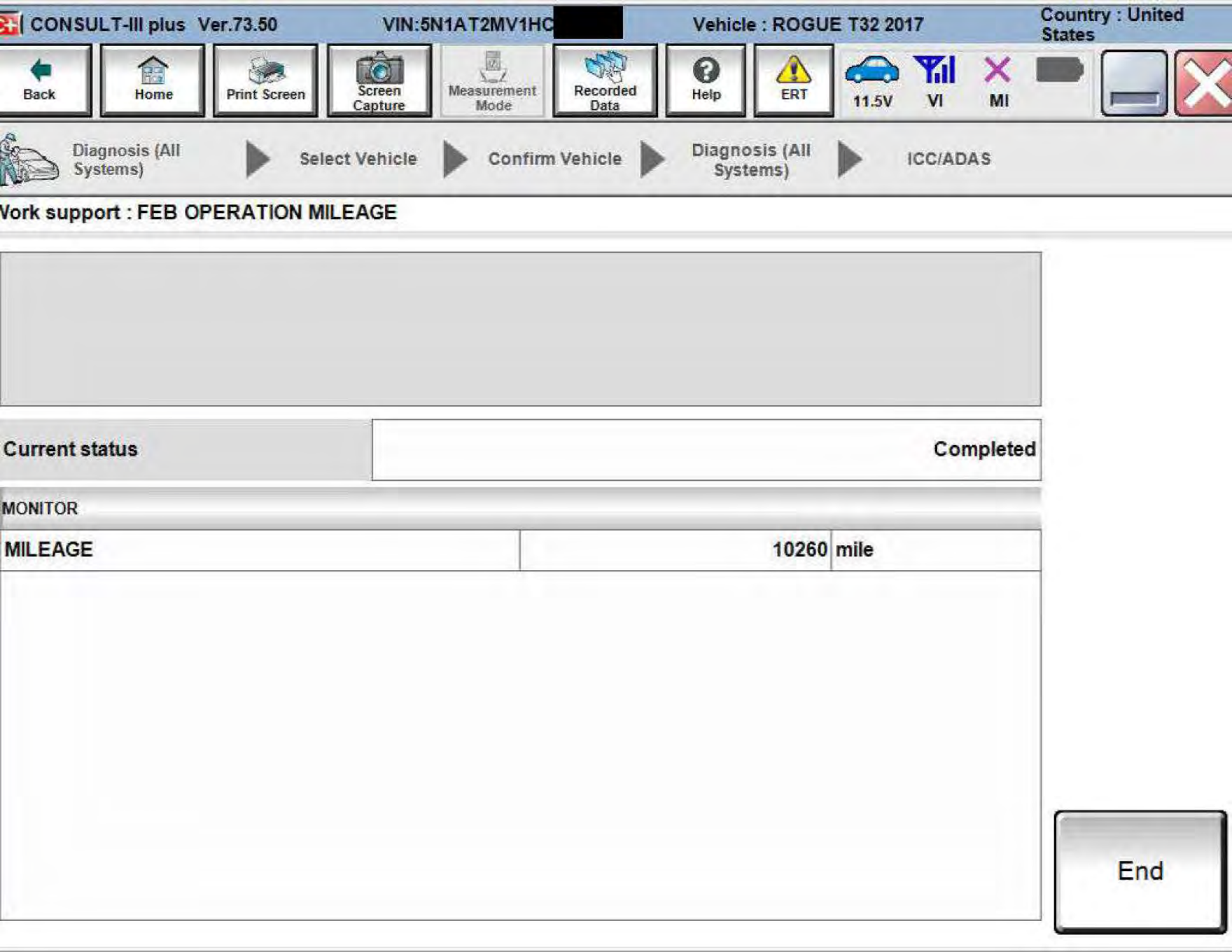


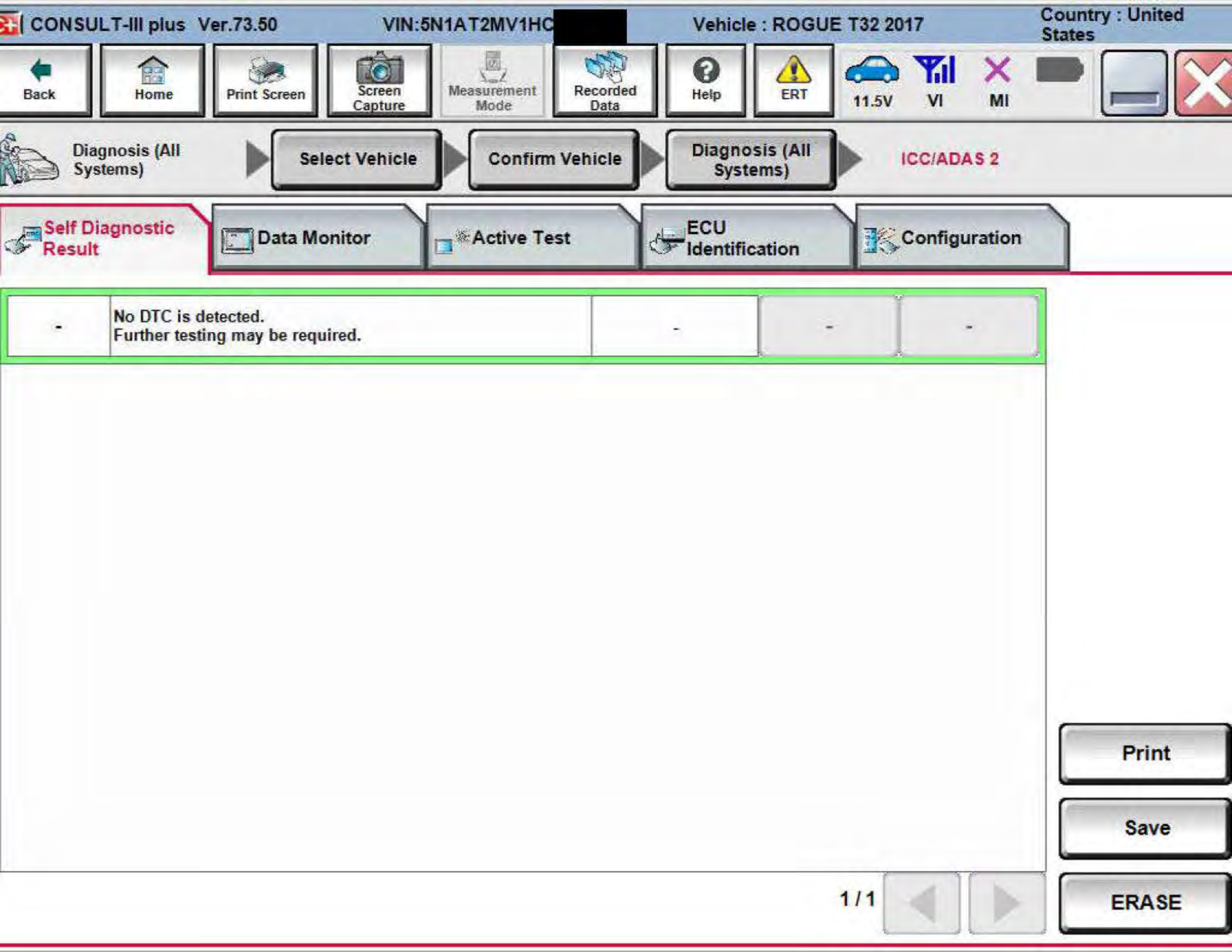

CONSULT-III plus Ver.73.50
VIN:5N1AT2MV1HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
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Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
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Diagnosis (All Systems)
Select Vehicle
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LASER/RADAR
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Data Monitor
Work support
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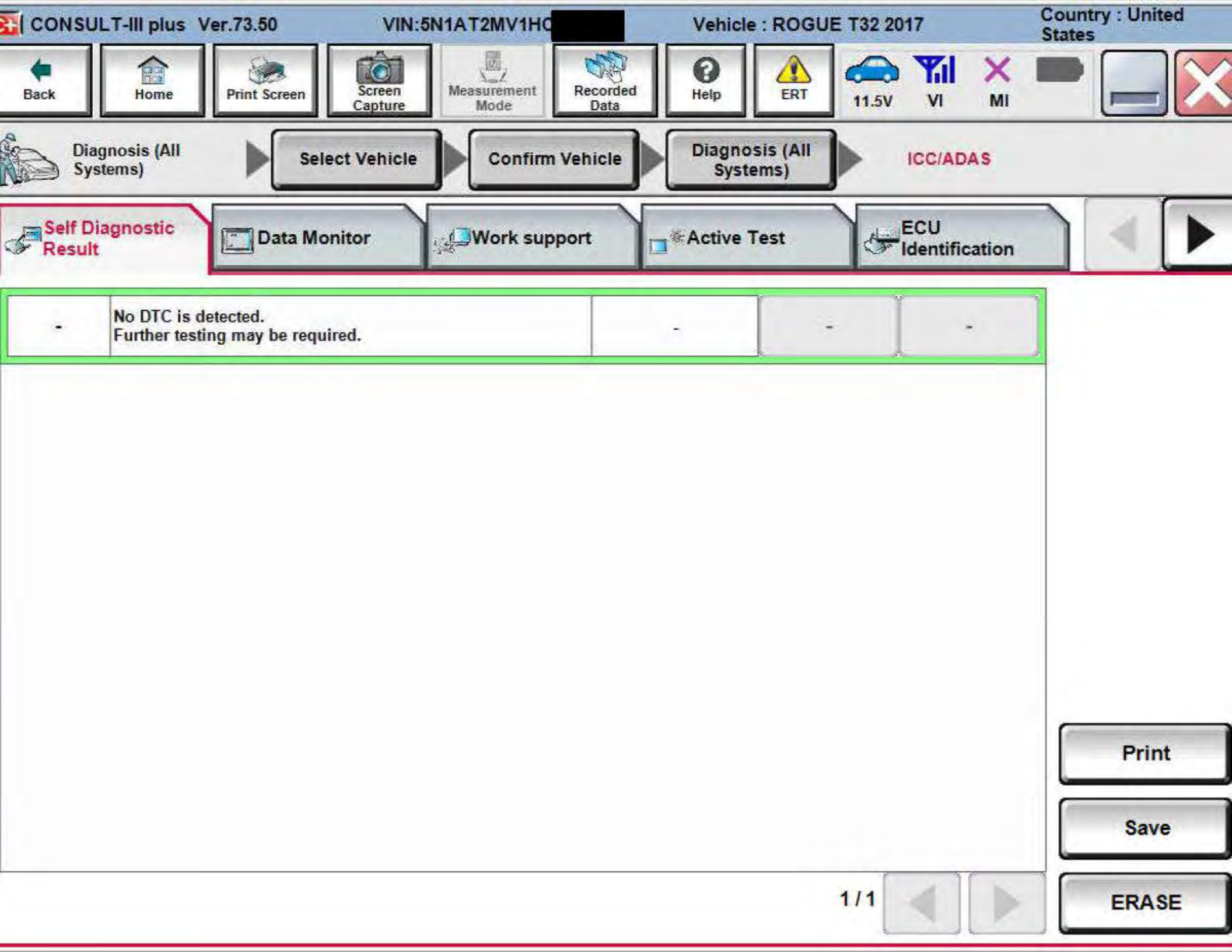

CONSULT-III plus Ver.73.50
VIN:5N1AT2MV1HC[redacted]
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Country : United States
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SIDE RADAR RIGHT PAST
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ABS NO DTC
METER/M&A NO DTC
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Detailed Information
AIR PRESSURE MONITOR
C1705-00 LOW PRESSURE FR PAST - DTC Expla
C1706-00 LOW PRESSURE RR PAST FFD DTC Expla
LASER/RADAR
C1A16-97 RADAR STAIN [CMP/SYS OPR OBST OR BLKD] PAST FFD DTC Expla
AUTO BACK DOOR
B2422 BACK DOOR STATE PAST FFD DTC Expla
B242C HANDS FREE SEN CONTROL UNIT PAST FFD DTC Expla
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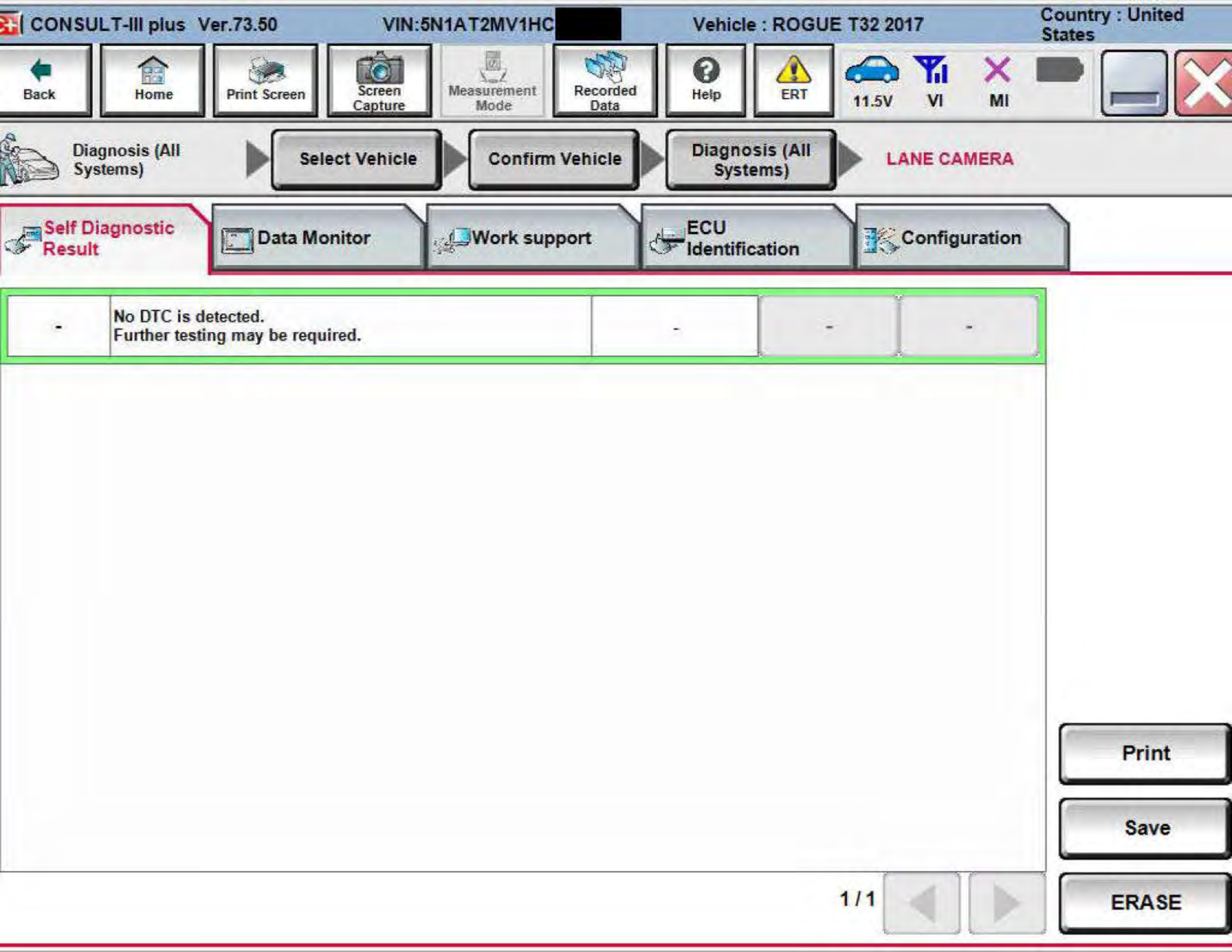

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Country : United States
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Further testing may be required.
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NISSAN

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

Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [27] | Case Categorizations [0] | 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 [17]

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 Emai		Case Owner Location	
Home Phone		Case Owner	
Executive Referral		Status	Open
Exec-Received-Date		Type	CA
Letter Sent Date		Case Origin	Phone
Letter Received Date		Date/Time Opened	12/15/2017 1:26 PM
Follow Up Date	2/2/2018	Date/Time Closed	
Follow Up Request	Send Follow Up Email	Multiple Repairs	No
Supporting Documents		Executive Summary	
CA Multiple Repairs		Executive Actions To Resolve	
Social Media Involvement		Closed at CCF	
Martiz Customer Id			
Alert Trigger Verbatim			
Case Reopen Count	0		
Description	IIR - FEB - EST		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	11,000	XTIME Appointment Number	

Incident Codes - IIR REQUIRED

Incident Date	12/1/2017		
Number Injured	1	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	5N1AT2MV1H[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	NISSAN 112 SALES CORP	Data Net	

Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	07	Dealer Instructions	
Shared With		Requested Dealer Action	

Bluetooth

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

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR	[redacted]	Goodwill Processed	0
IIR Date		Vehicle Service Contract	
RHR Started		VSC Reprint Request	Email
RHR Completed		Contact Name	[redacted]

Primary & Secondary Root Cause Code

What is the issue?	SD - Vehicle Damage	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: 5N1AT2MV1H[redacted]

Agent Comments

Agent Comments			
Created By	Iain Hadden, 12/15/2017 1 26 PM	Root Cause Code	SCSD
Last Modified By	NNAETL 1/25/2018 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 Help

Action	Public	Comment
Make Private	✓	**Created By Brandon Johnson (1/24/2018 7 27 AM)** ARBS received email from DTS-KM stating that the I R had been uploaded to the FTP site for review. ARBS setting case for 2/2/2018 to wait for PL resolution.
Make Private	✓	**Created By Brandon Johnson (1/3/2018 3 29 PM)** ARBS placed outbound call to C[redacted] @ #[redacted]. ARBS stated that ARBS informed the DLR SM that NNA would be covering a rental veh for the duration of the inspection process. C understood and C/s that C would pick up a rental veh when C dropped of C's veh on 1/13/2018. ARBS understood and call ended.
Make Private	✓	**Created By Brandon Johnson (1/3/2018 3 24 PM)** ARBS placed outbound call to DLR-NISSAN 112 SALES CORP @[redacted] and left vmx for SM-Mohamed Khan. ARBS stated that NNA would be covering a rental veh for C for the duration of the inspection process. ARBS stated if SM had any questions to contact ARBS. ARBS provided ARBS contact # and call ended.
Make Private	✓	**Created By Brandon Johnson (1/3/2018 3 15 PM)** ARBS received vmx from C. C/s that DLR was unaware that a rental will be covered during inspection process.
Make Private	✓	**Created By Brandon Johnson (1/2/2018 3 48 PM)** ARBS setting case for 1/29/2018 for inspection to be completed.
Make Private	✓	**Created By Brandon Johnson (1/2/2018 3 46 PM)** ARBS placed outbound call to[redacted] ARBS stated that DLR SM stated that C could drop C's veh off on 1/13/2018 to wait for C's veh to be inspected. ARBS stated that SM wanted to make sure that C knew that DLR/SM would not be responsible for any damages that C's veh may incur. C understood and call ended.
Make Private		**Created By Brandon Johnson (1/2/2018 3 44 PM)** ARBS placed outbound call to DLR-NISSAN 112 SALES CORP @[redacted] and spoke with SM-Mohamed Khan. ARBS stated that ARBS had an inspection date and time for C on 1/18/2018 at 10:00 AM EST at DLR. SM understood and ARBS stated that C was going to drop off C's veh off on 1/13/2018 to wait for C's veh to be inspected.

		SM understood and SM stated that C needed to be made aware that SM was not going to be responsible for any damages on C's veh if that does occur. ARBS understood and ARBS stated that ARBS would make C aware. SM understood and ARBS stated for SM to have an extra technician and a lift available for DTS if need be. SM understood and call ended.
Make Private		**Created By Brandon Johnson (1/2/2018 3 28 PM) Last Modified By Brandon Johnson (1/2/2018 3 35 PM)** ARBS placed outbound call to [redacted]. ARBS stated that ARBS had an inspection date and time for C on 1/18/2018 at 10 00 AM EST at DLR- NISSAN 112 SALES CORP. C understood and C/s that C would drop off C's veh on 1/13/2018 to wait for C's veh to be inspected. ARBS understood and ARBS stated that the DLR could charge C storage fees. C understood and ARBS stated that ARBS would make DLR aware of inspection date and time. C understood and call ended.
Make Private		**Created By Brandon Johnson (12/29/2017 8 15 AM)** ARBS setting case for 1/3/2018 to wait for an update on a date and time for C's veh inspection.
Make Private		**Created By Brandon Johnson (12/29/2017 8 14 AM)** ARBS emailed DTS-KM for an update on a date and time for C's veh inspection.
Make Private		**Created By Brandon Johnson (12/27/2017 10 37 AM)** ARBS submitted DTS request.
Make Private		**Created By Brandon Johnson (12/27/2017 10 28 AM)** ARBS placed outbound call to [redacted] ARBS stated that ARBS would need 15-30 minutes of C s time to complete probe. C agreed and ARBS completed probe questions. ARBS asked if C had a police report filed. C/s that C did and ARBS requested C send that to ARBS. ARBS provided ARBS fax # for C to send in the police report. ARBS asked for C to explain the incident that occurred in C's veh. C/s that C was driving to work on County Road [redacted] going east. C/s that C was going around 45 mph. C/s that the veh came to a stop all of a sudden. C/s that C heard no beeps and saw nothing on the dashboard of C's veh. C/s that there were no other vehs around C besides the veh behind C. C/s that the veh behind C was far enough away that the other veh was not tailgating C. C/s that after the veh stopped on its own the veh behind C rear ended C. C/s that C would like the veh inspected due to the sudden stopping concern on C's veh. C/s that C had the body damage to the rear of the veh repaired, but not any type of mechanical braking repairs done. ARBS understood and ARBS apologized for C's incident. ARBS stated that NNA would like to send an inspector to look at C's veh. ARBS stated that the NNA IIR process was a six to eight week long process. ARBS stated it could be two to four weeks before NNA could get an inspector out to look at C's veh. ARBS stated that after inspection was completed NNA had two to four weeks to review the inspection report. ARBS stated that ARBS would reach out to NNA inspector for an inspection date and time at DLR- NISSAN 112 SALES CORP. ARBS stated that once ARBS had further information on a date and time for C ARBS would contact C back. C understood and call ended.
Make Private		**Created By Brandon Johnson (12/21/2017 8 05 AM)** ARBS setting case for 12/27/2017 for ARBS to follow up with C.
Make Private		**Created By Brandon Johnson (12/21/2017 8 04 AM)** ARBS placed outbound call to [redacted] and left vmx. ARBS reached vmx stating that vmx was full. ARBS was unable to leave vmx from C. Vmx ended.
Make Private		**Created By Brandon Johnson (12/20/2017 2 04 PM)** *C/s to contact C around 9 AM EST.*
Make Private		**Created By Brandon Johnson (12/20/2017 2 04 PM)** ARBS received vmx from C.
Make Private		**Created By Brandon Johnson (12/20/2017 10 28 AM)** ARBS setting case for 12/21/2017 for ARBS to follow up with C.
Make Private		**Created By Brandon Johnson (12/20/2017 10 27 AM)** [redacted] ARBS-BJ called customer no answer was made ARBS left a message stating name and number for C to call ARBS back at [redacted] vmx ended.
Make Private		**Created By Brandon Johnson (12/20/2017 7 39 AM)** ARBS noting email from DRT-FD: If the new allegation resulted in an accident, please inspect the vehicle. I R will treat this as a separate incident.
Make Private		**Created By Brandon Johnson (12/19/2017 1 27 PM)** ARBS emailed DRT-FD about previous case and ARBS asked DRT-FD how to proceed with case.
Make Private		**Created By Brandon Johnson (12/19/2017 1 24 PM)** ARBS noting previous case with same concern # [redacted]. ARBS noting no defect was found in C's previous case.
Make Private		**Created By Brandon Johnson (12/19/2017 1 23 PM)** ARBS received vmx from C.
Make Private		**Created By Brandon Johnson (12/19/2017 10 28 AM)** ARBS setting case for 12/20/2017 for ARBS to follow up with C.
Make Private		**Created By Brandon Johnson (12/19/2017 10 22 AM)** ARBS placed outbound call to [redacted] C/s that C would have to contact ARBS back this afternoon. ARBS provided C with ARBS contact #. Call ended.
Make Private		**Created By Brandon Johnson (12/19/2017 10 17 AM)** **********ARBS RECEIVED CASE, UNDER REV EW, PENDING PROBE VER FICATION **********
Make Public		**Created By Iain Hadden (12/15/2017 1 38 PM)** ***CASE SUMMARY*** C is seeking to file accident report CRR- H creating IIR and sending case to appropriate department
		Created By Iain Hadden (12/15/2017 1 37 PM) CRR-I.H <OPENED or VER F ED> Account Info including: C's name, home address, & best contact#

CRR-I.H VERIFIED VEH Info including: V N#, Current Mileage, Warranty & Service History
CRR-I.H CHECKED for open recalls/campaigns and found: 0
CRR-I.H CHECKED for previous UNRELATED Case(s) and found: 0
CRR-I.H CHECKED previous RELATED Case(s) and found: 0
CRR-I.H NOTED concern is: seeking to file accident report
****
C called in asking to file accident report
C stated that 2 weeks ago C was driving to work when C's "safety shield" feature must have malfunctioned and detected object in front of C causing VWEH to suddenly stop and C was consequently rear ended
C would like to report this to Nissan so that appropriate action may be taken

Make Public

CRR- H advised C that case will be started to document C's concern
CRR- H recorded details of incident
CRR- H advised C that case will be sent to appropriate department and C will be contacted within 1-2 business days regarding C's concern

C understood

CRR- H asked C if any further assistance may be provided
C declined
CRR- H provided C with case# [redacted]
Best contact# [redacted]
Call ended mutually

Case Categorizations

New Case Categorization | Case Categorizations Help

No records to display

Emails

Send an Email | Emails Help

No Emails Available

Calls

New CA Call | Calls Help

No records to display

Open Activities

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

No records to display

Activity History

Log a Call | View All | Activity History Help

Action	Subject	Type	Name	Due Date	Assigned To	Action Taken	Status	Last Modified Date/Time
Edit | Del	DTS Reques[redacted] NISSAN 112 SALES CORP			12/29/2017	Kevin MacKay		Complete	1/26/2018 5 28 PM
Edit | Del	DTS Follow Up[redacted]; NISSAN 112 SALES CORP			12/29/2017	Brandon Johnson		Complete	12/27/2017 10 31 AM
Edit | Del	I R		[redacted]	12/18/2017	Brandon Johnson		Complete	12/15/2017 2:47 PM

Customer Support Tools

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

No records to display

Check Activity

Check Activity Help

No records to display

Forms

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

Action	Form	Request Type	Created By	Created Date	Customer Name	VSC	VIN	VSC Request Comments
Edit	[redacted]	I R	Iain Hadden, 12/15/2017 1 34 PM	12/15/2017			5N1AT2MV1HC[redacted]	

DTS Field Inspections

DTS Field Inspections Help

Action	Title	DTS Inspection Date	Owner First Name	Owner Last Name	Status
Edit	[redacted]	1/18/2018 10 00 AM	Kevin	MacKay	Completed

Attachments

Attach File | Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
1/25/2018 2:44 PM	Samantha Dixon	Changed **Case Owner** from Brandon Johnson to **Alex Kang**.
1/24/2018 7:27 AM	Brandon Johnson	Changed **Follow Up Date** from 1/29/2018 to **2/2/2018**.
1/2/2018 3:49 PM	Brandon Johnson	Changed **Follow Up Date** from 1/3/2018 to **1/29/2018**.
12/29/2017 8:15 AM	Brandon Johnson	Changed **Follow Up Date** from 12/29/2017 to **1/3/2018**.
12/27/2017 10:39 AM	Brandon Johnson	Changed **Follow Up Date** from 12/27/2017 to **12/29/2017**.
12/27/2017 10:20 AM	Brandon Johnson	Changed **Case Servicing Dealer** to **NISSAN 112 SALES CORP**.
12/21/2017 8:05 AM	Brandon Johnson	Changed **Follow Up Date** from 12/21/2017 to **12/27/2017**.
12/20/2017 10:29 AM	Brandon Johnson	Changed **Follow Up Date** from 12/20/2017 to **12/21/2017**.

12/19/2017 10:27 AM	Brandon Johnson	Changed **Follow Up Date** from 12/19/2017 to **12/20/2017**.
12/15/2017 2:46 PM	Brandon Johnson	Changed **Follow Up Date** from 12/18/2017 to **12/19/2017**.
12/15/2017 2:38 PM	DeHenry Kidd	Changed **Case Owner** from Iain Hadden to **Brandon Johnson**.
12/15/2017 2:38 PM	DeHenry Kidd	Changed **Description**.
12/15/2017 1:26 PM	Iain Hadden	Changed **Work Phone** to [redacted].
		Changed **Follow Up Date** from 12/15/2017 to **12/18/2017**.
		Changed **VIN** to **5N1AT2MV1HC**[redacted]
		Changed **Subject** to **CUSTOMER** [redacted] **PHONE** [redacted] **VIN 5N1AT2MV1HC**[redacted]
		Created.

^ Back To Top

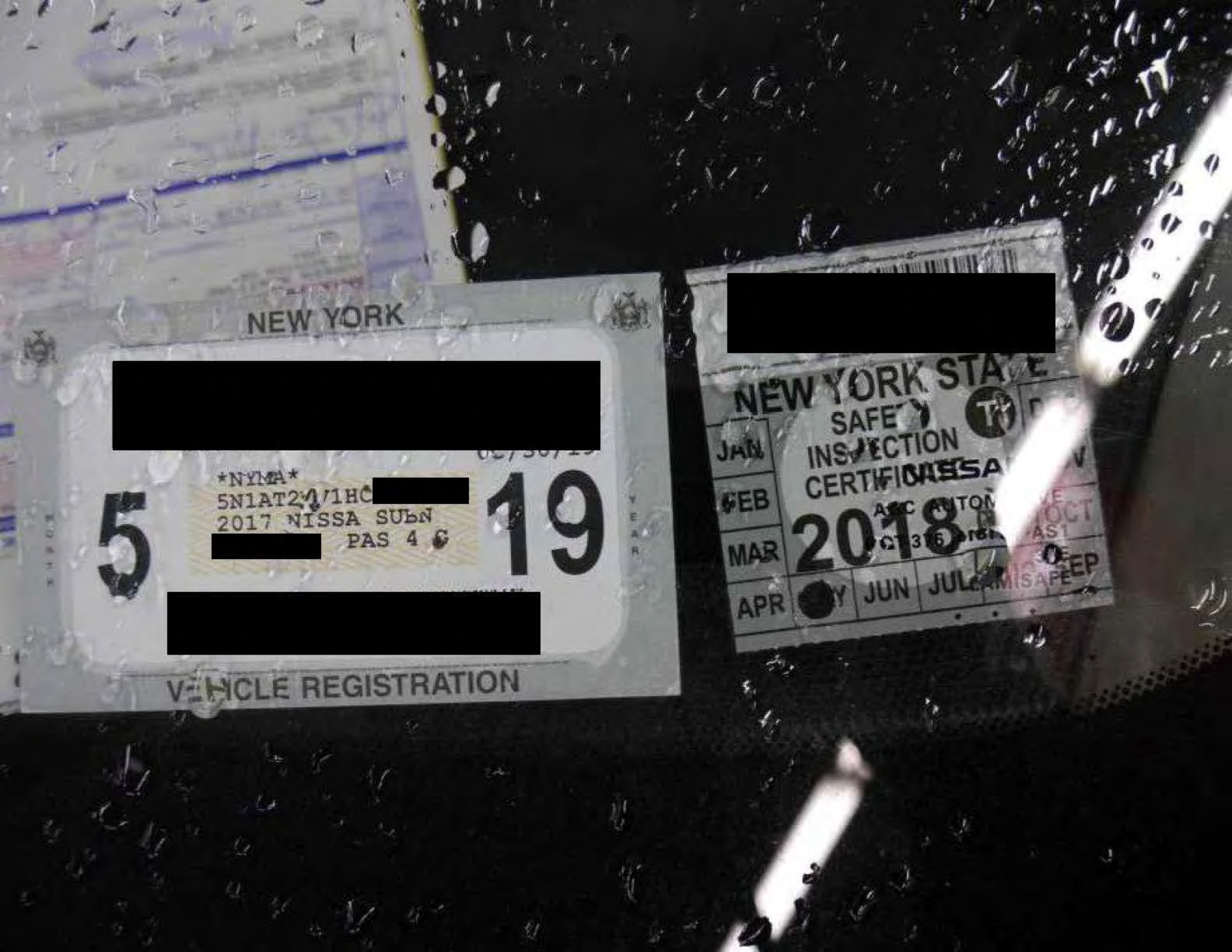
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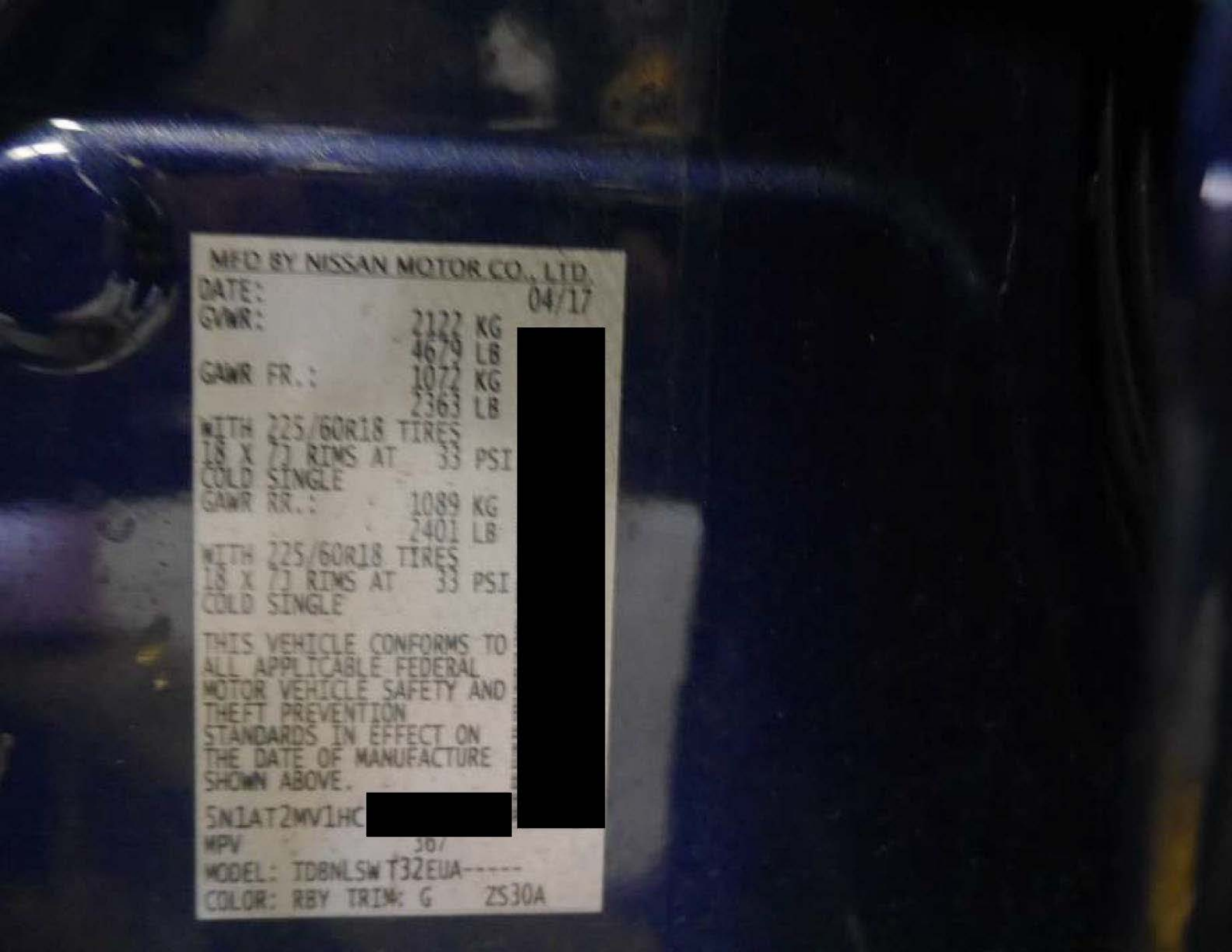
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RPMx1000
MPH
km/h


Challenger Lifts


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INSPECTION
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MFD BY NISSAN MOTOR CO., LTD.
DATE: 04/17
GVWR: 2122 KG
4679 LB
GAWR FR.: 1072 KG
2363 LB
WITH 225/60R18 TIRES
18 X 7J RIMS AT 33 PSI
COLD SINGLE
GAWR RR.: 1089 KG
2401 LB
WITH 225/60R18 TIRES
18 X 7J RIMS AT 33 PSI
COLD SINGLE
THIS VEHICLE CONFORMS TO
ALL APPLICABLE FEDERAL
MOTOR VEHICLE SAFETY AND
THEFT PREVENTION
STANDARDS IN EFFECT ON
THE DATE OF MANUFACTURE
SHOWN ABOVE.
5N1AT2MV1HC
MPV
MODEL: TD8NLSWT32EUA-----
COLOR: RBY TRIM: G ZS30A


MFD BY NISSAN MOTOR CO., LTD.
DATE: 04/17
GVWR: 2122 KG
4679 LB
GAWR FR.: 1072 KG
2363 LB
WITH 225/60R18 TIRES
18 X 7J RIMS AT 33 PSI
COLD SINGLE
GAWR RR.: 1089 KG
2401 LB
WITH 225/60R18 TIRES
18 X 7J RIMS AT 33 PSI
COLD SINGLE
THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.
5N1AT2MV1HC
MPV
MODEL: TDBNLSWT32EUA-----
COLOR: RBY TRIM: G ZS30A


8:51 AM
Warning
P
Shift to Park
14380 miles








Challenger Lifts
ROGUE


NISSAN
ROGUE
SL AWD


SL AWD










NISSAN


NISSAN


NISSAN











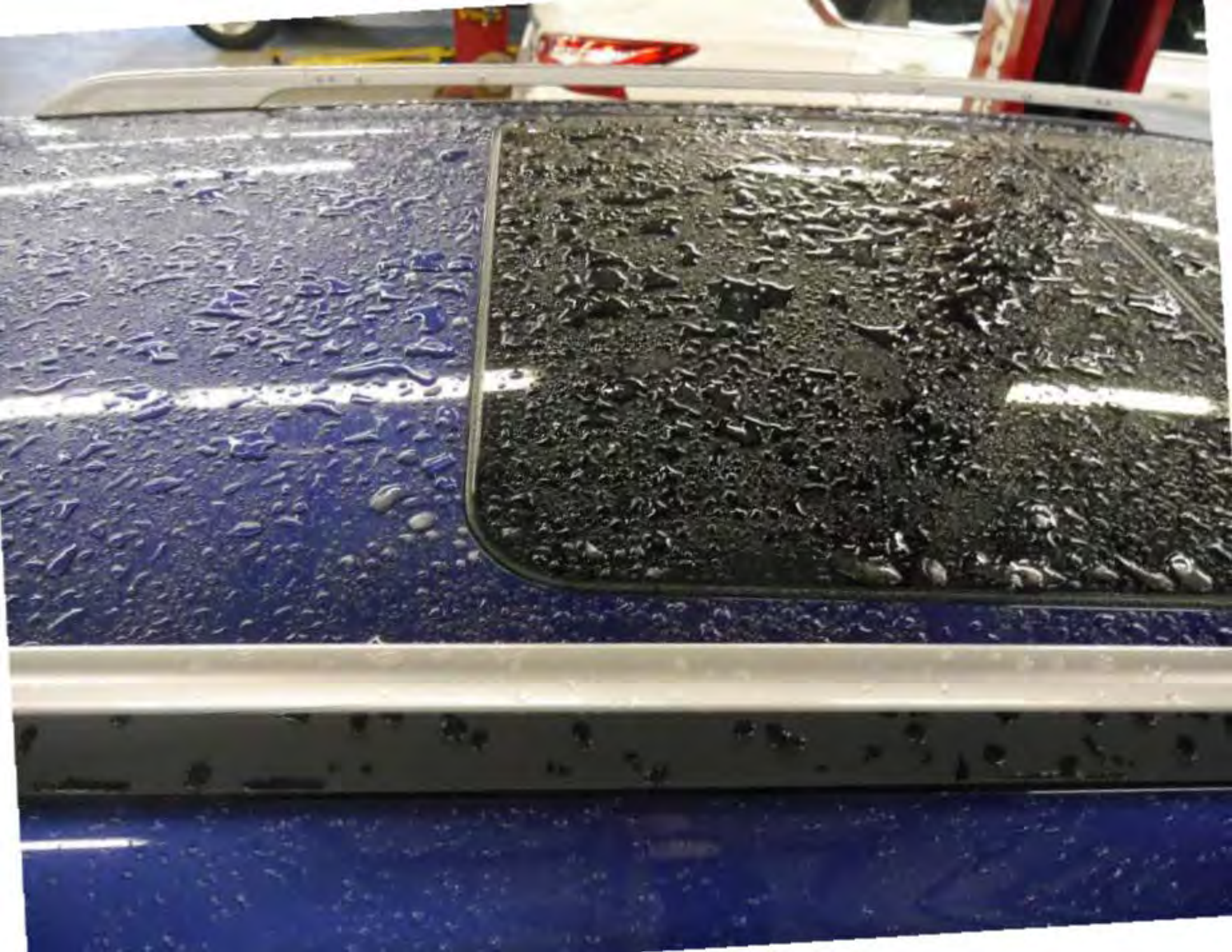























QR25


















ROGUE














Challenger













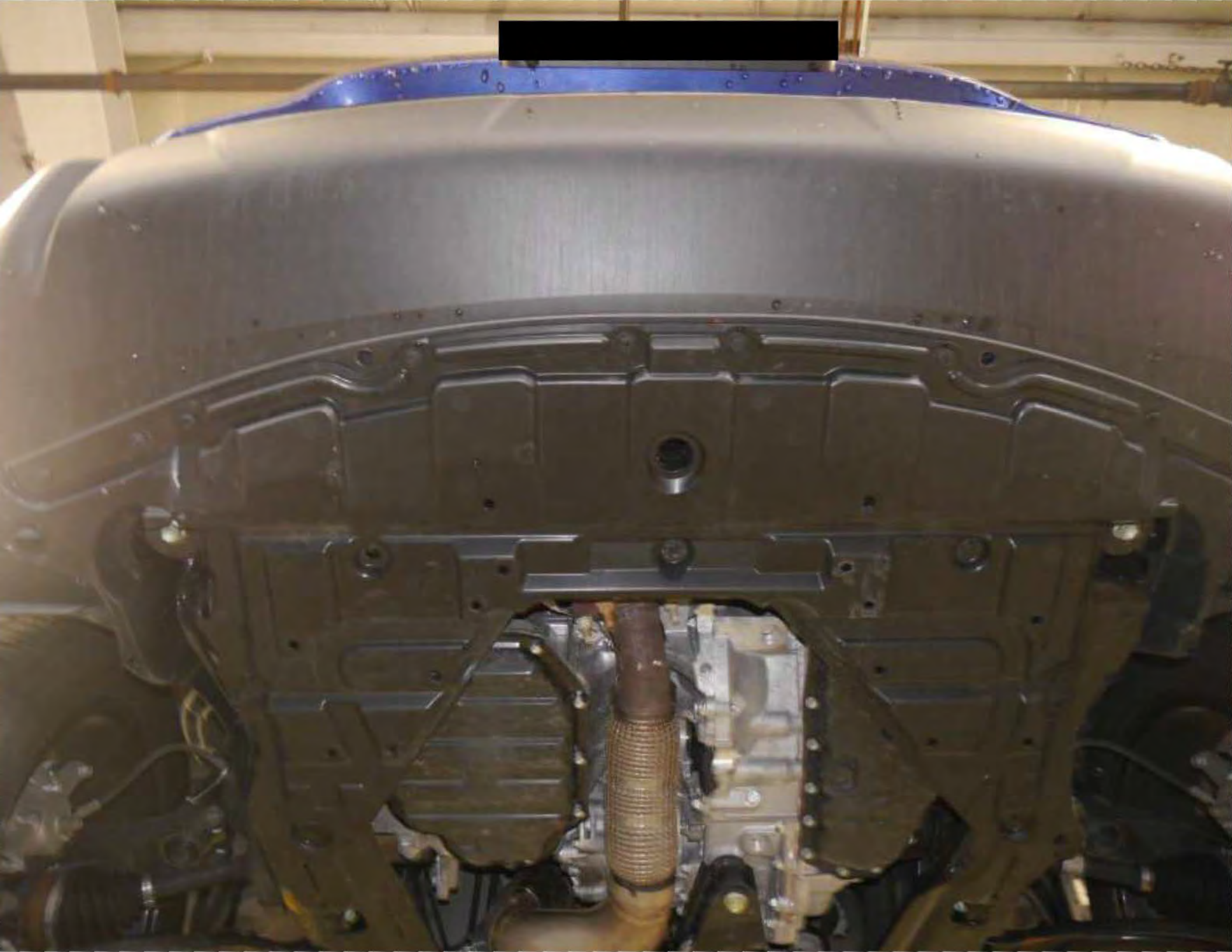










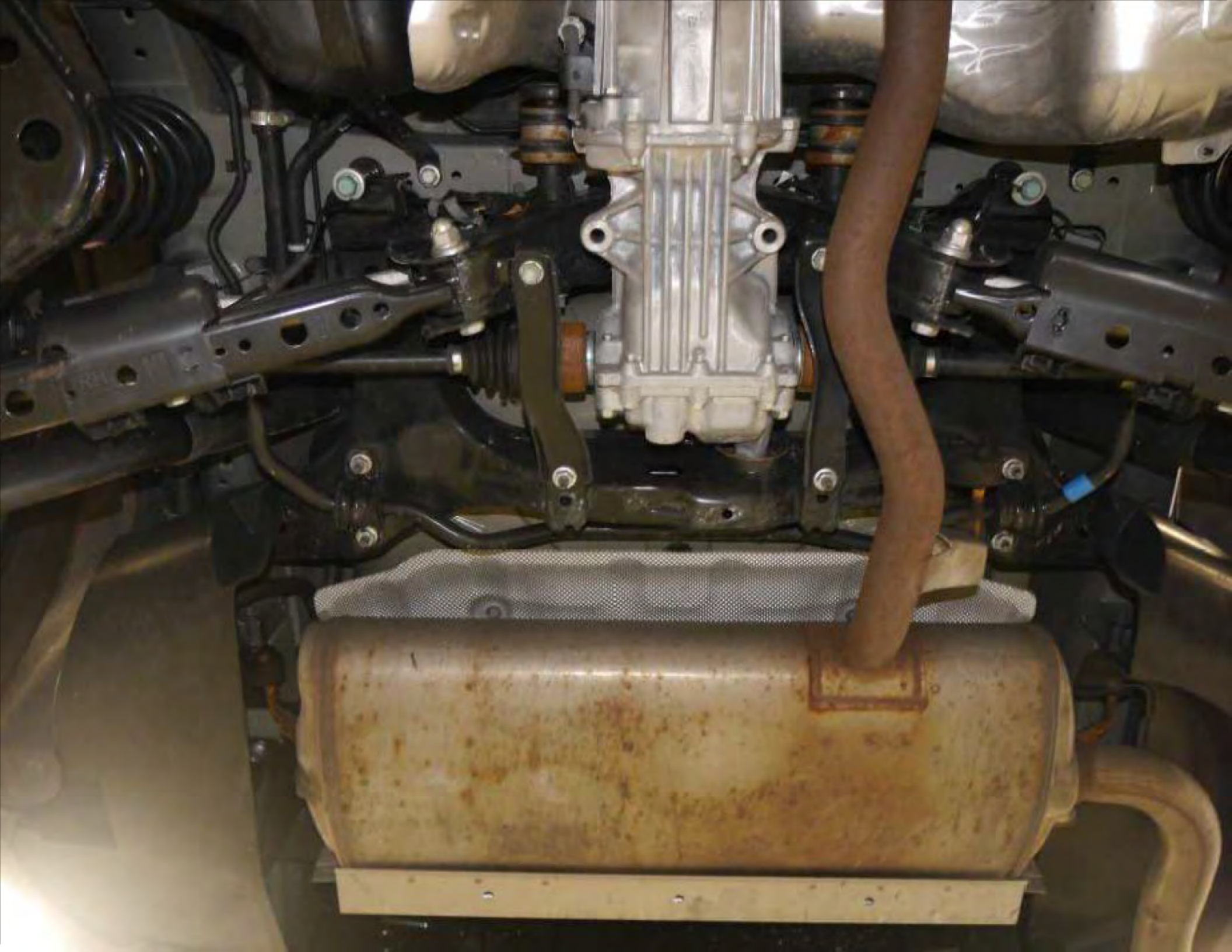





















NISSAN




9:05 AM
22°F
Settings
Driver Assistance
Clock
Meter Settings
Vehicle Settings
Maintenance
Alarm
P
182
14380 miles
RPMx1000
MPH
km/h
0
1/2
1
H


9:05 AM
22°F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
182
14380 miles
RPMx1000
3
4
5
6
MPH
40
60
80
100
120
140
220 km/h
0
1/2
1


9:05 AM
22 °F
Driving Aids
Emergency Brake
Blind Spot
P
182
14380 miles
RPMx1000
3
4
5
6
H
MPH
40
60
80
100
120
140
20
60
100
140
180
220
km/h
0
1/2
1


9:05 AM
22°F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
182
14380 miles
RPMx1000
MPH
km/h


9:06 AM
22°F
Parking Aids
Moving Object
Cross Traffic
RPMx1000
MPH
km/h
P
182
14380 miles


9:06 AM
22°F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
182
14380 miles
RPMx1000
MPH
km/h
0
1/2
1


9:06 AM
22°F
Chassis Control
Trace Control
Engine Brake
P
182
14380 miles
RPMx1000
4
5
6
MPH
40
60
80
100
120
140
20
100
140
180
220
km/h
0
1/2
1




ROGUE


ROGUE


SUE


SLAWD


SLAWD



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
5N1AT2MV1HC[redacted]

Customize Page | Printable View | Help for th

Vehicle Campaigns [1] | Warranty Cases [2] | Cases [3] | Service History [2] | Vehicle Service Contracts [0] | Vehicle History [1] | DTS Field Inspections [2]

Vehicle Detail

VIN	5N1AT2MV1HC[redacted]		
Last Modified By	NNAETL, 1/29/2018 5:42 AM	Branded Title	
Created By	NNAETL, 4/7/2017 11:15 AM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage	11,000	MSRP	$34,270
Latest Recorded Mileage Units	M		
In Service Date	5/31/2017		

Manufacturing Data

Make/Model	2017 NISSAN ROGUE	Manufacturer Date	4/6/2017
Model Year	2017	Plant Name	Smyrna (NMM)
Make	NISSAN	PDI Date	
Model Line	ROGUE	Country Code	USA
Model Code	22617	US Specification Indicator	Y
Body Style Type	WAGON 4 DOOR	Emissions Type	50 STATE
Exterior Color	CASPIAN BLUE	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	BASIC COVERAGE	5/31/2020	36,000				
2	POWERTRAIN COVERAGE	5/31/2022	60,000				
3	SEAT BELT	5/31/2027	999,999				
4	CORROSION COVERAGE (PERFORATION)	5/31/2022	999,999				
5	FEDERAL EMISSION LONG TERM DEFECT	5/31/2025	80,000				

Vehicle Retail Sales

Vehicle Retail Sales

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

Vehicle Ownership

Vehicle Ownership

New Vehicle Ownership

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

Vehicle Campaigns

Vehicle Campaigns

Action	Vehicle Campaign Number	Master Vehicle Campaign	Campaign Type	Campaign Status	Campaign Primary Description	Campaign Secondary Description	Effective Date	TSB Number
	[redacted]		Service	Closed	2016-2018 - Rogue; Left Hand Engine Mounting Insulator	ENGINE MOUNT ROGUE (T32)	1/18/2018	[redacted]

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]		1		
	[redacted]	SMITHTOWN NISSAN	[redacted]	7/25/2017	1	[redacted]	Approved

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]	12/15/2017 1:26 PM		11,000	Open	0	Alex Kang
| Edit | Cls	[redacted]	CA	[redacted]	8/8/2017 10:22 AM	9/7/2017 9:09 AM	3,400	Closed	0	Dakota McGre
| Edit | Cls	[redacted]	CA	[redacted]	7/26/2017 3:02 PM	7/31/2017 8:56 AM		Closed	0	Morgan Robin

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]	NO DEFECT FOUND		FW	8/27/2017	4,748	[redacted]	[redacted]	[redacted]	[redacted]
	[redacted]		VEHICLE INSPECTION PERFORM VEHICLE INSPECTION (MPI)	C	8/27/2017	4,769	[redacted]	[redacted]	[redacted]	
	[redacted]		CUST REPORTS DOING 50 MPH ON ROUTE [redacted] AT NIGHT BRAKES CAME ON AND CAME TO A DEAD STOP- ALSO HAPPENED ON A TURN CAUSED CUST TO LOOSE CONTROL AND DRIVE OFF THE ROAD. ROCKS KICKED UP AND CHIPPED THE WINDSHIELD. HAS HAPPENED 6 TIMES SINCE MAY.	W	8/27/2017	4,769	[redacted]	[redacted]	[redacted]	
	[redacted]				4/20/2017	1	[redacted]	[redacted]	[redacted]	
	[redacted]		CUSTOMER STATES VEHICLE COMES TO A COMPLETE STOP WHILE DRIVING AT 50 MPH INTERMITTENTLY. HAS HAD PREVIOUS REPAIRS DONE AT SMITHTOWN NISSAN.	C	9/28/2017	6,136	[redacted]	[redacted]	[redacted]	
	[redacted]			PD	5/28/2017	3	[redacted]	[redacted]	[redacted]	1
	[redacted]				5/11/2017	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	5	[redacted]	[redacted]	[redacted]	
	[redacted]		AS PER REQUEST PERFORM PRE-DELIVERY INSPECTION AND FILL OUT PRE-DELIVERY INSPECTION CHECK LIST	W	5/24/2017	3	[redacted]	[redacted]	[redacted]	

Vehicle Service Contracts

Vehicle Service Contracts

No records to display

Vehicle History

Vehicle History

Date	User	Action
4/7/2017 11:15 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	8/17/2017	[redacted]	Kevin	MacKay	NER	8/21/2017 10:00 AM	8/24/2017 3:
Edit	[redacted]	Completed	1/2/2018	[redacted]	Kevin	MacKay	NER	1/18/2018 10:00 AM	1/23/2018 9:

^ Back To Top

Always show me fewer / more records per related list

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Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV1HC[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 Mastic Beach 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 4/6/2017 VIN 5N1AT2MV1HC[redacted]

Mileage 14380 License # [redacted] State NY Country United States

Special equipment & accessories None

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

Number	Description	Status	Date
N/A	N/A	○ Open ◉ Closed	1/23/2018

Add Row | Remove Row

III. Description of Incident & Claim

Source of Information Claimant Incident Date 12/1/2017 Time 7:40 AM

Location of Incident (describe fully) County Road [redacted] going East in between [redacted] and Calverton, NY.

Weather Conditions (Rain/Snow/Dry/Etc.) Dry, Scattered clouds.

Vision obstruction (describe) None Given

Temperature at time of incident 46.0°F Parking location prior to time of incident Not Given.

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV1HC[redacted]

Overnight temperature prior to incident: 52.0°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 she was driving to work on County Road [redacted] going east and traveling at around 45 mph. Claimant states that her vehicle came to a sudden stop. Claimant states that she heard no beeps and saw nothing on the dashboard of her vehicle. Claimant states that there were no other vehicles around her besides the vehicle behind her. Claimant states that the vehicle behind her was far enough away that the other vehicle was not tailgating her. Claimant stats that after her vehicle stopped on its own the vehicle behind her rear ended her. Claimant states that she had the body damage to the rear of her vehicle repaired, but not any type of mechanical braking repairs done.
Relation to Roadway (on-road, off-road, left side, right side)	On-road, Right hand side.
Number of times incident occurred	Twice
Driver Action (braking, steering, etc.)	Cruising.
Special Circumstances	None Given.
Actions taken after incident and results of those actions	Vehicle brought to a body shop and unspecified rear end body repairs performed.

Vehicle Estimated Speed	45mph.	Source	Claimant.	Posted Speed Limit	50 mph
Other Vehicle Estimated Speed	Not Given	Source	Claimant	Posted Speed Limit	50 mph

Witness Present? ○ YES ◉ NO

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

Report Number: report number not given.

Reporter's Name & Station/Organization (if report not attached): Reporter's name not given.

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 an undesired Forward Emergency Braking event occurred automatically with no frontal obstructions present that resulted in the incident vehicle being rear ended.	Claimant.

Add Allegation | Remove Allegation

IV. Occupants & Injuries

Source of Information: Claimant.

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV1HC[redacted]

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



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

Address [redacted] Mastic Beach, 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: "concussion with side effects"

Where, when, and by whom were the injuries treated? None given.

Add Occupant | Remove Occupant

☐ No Occupants Comments: N/A

V. Other Property Damage

☐ No Other Property Damage

Source of information: Claimant

Other Vehicle model year, make, model name: 1993 Nissan Sentra

Name, address, phone of other party involved: Not Given.

Other party involved: ☒ Owner ☒ Driver

Nature & Extent of other vehicle damage: Not Specified.

Nature & Extent of other property (other than motor vehicle) damage & Name of owner:

N/A

VI. Investigation Results

Date of vehicle inspection: 1/18/2018

Location of inspection: Nissan 112, Medford NY

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

Vehicle currently exhibits no impact or collision trauma.

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV1HC[redacted]

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

Photos taken by Kevin D. Mackay # Photos 90

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 7 - 33, 83 - 89)
Engine/ Transmission/ Drivetrain	No abnormalities noted (See Photos 35 - 41, 64 - 66)
Underbody/ Suspension/ Steering/ Wheels & Tires	No abnormalities noted (See Photos 64 - 70)
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	No abnormalities noted (See Photos 42 - 63)
Seat Belts/ Child Restraints (if applicable)	No abnormalities noted (See Photos 42 - 63)
Air Bags	No abnormalities noted (See Photos 42 - 63)

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 an undesired Forward Emergency Braking event occurred automatically with no frontal obstructions present that resulted in the incident vehicle being rear ended.	Upon inspection, found vehicle exhibits no signs of impact or collision trauma. Found PAST C1A16-97 Radar Stain code stored in Laser / Radar system. Upon inspection of FEB OPERATION MILEAGE LOG, a recording of 10260 miles was recorded. Found no obstructions to the lane camera or radar unit and both electrical connectors are fully seated. DTS performed test drive of vehicle at speeds from low speed parking lot maneuvers to highways speeds and was unable to duplicate any abnormal automatic braking occurrences.

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 5N1AT2MV1HC[redacted]

IIR Supplement: Advanced Technology Checklist

I. Vehicle equipped with

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

Other (describe)

Comments

II. Diagnostic Download and EDR Data

Instructions:

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

	Yes	No	Comments
Full diagnostic download included in report?	(•)	( )	See C3+ Data file.

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV1HC[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 34
○	◉	Physical damage to camera? (ie. cracks)	See Photos 34, 61 - 63
○	◉	Obstructions to radar sensor units? (ie. dirt, stickers, etc.)	See Photos 73 - 75, 71 - 72
○	◉	Physical damage to radar sensor units? (ie. cracks)	See Photos 73 - 75, 71 - 72
◉	○	Electrical connection to radar module firmly seated?	
◉	○	Electrical connection to camera module firmly seated?	See Photo 72
○	○		

End of Form

*Name your file while saving.

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

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

DP19-001

NISSAN

5/15/2019

ATTACHMENT B

REQUEST NUMBER 2 DOCUMENTS

FIELD REPORTS



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

CDR File Information

User Entered VIN	KNMAT2MV3HP[redacted]
User	KEVIN MACKAY
Case Number	[redacted]
EDR Data Imaging Date	01/22/2018
Crash Date	12/30/2017
Filename	KNMAT2MV3HP[redacted]_ACM.CDRX
Saved on	Monday, January 22 2018 at 08:50:05
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

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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
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      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
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2003  00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
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2004  00 00 00 02 1C 00 00 FF FF CC 0A 00 00 00 00

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

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

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

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

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

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

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

F1A0  20


      59 02 09


      59 02 09


      59 0F 08
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Disclaimer of Liability

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

NISSAN

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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 [24] | 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 [20]

Case Detail

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

Case Record Type	[redacted]	Case Number	[redacted]
Account Name		Case Owner Email	
Contact Email		Case Owner Location	
Home Phone		Case Owner	
Executive Referral		Status	Open
Exec-Received-Date		Type	CA
Letter Sent Date		Case Origin	Phone
Letter Received Date		Date/Time Opened	12/30/2017 9:56 AM
Follow Up Date	2/7/2018	Date/Time Closed	
Follow Up Request	Send Follow Up Email	Multiple Repairs	No
Supporting Documents		Executive Summary	
CA Multiple Repairs		Executive Actions To Resolve	
Social Media Involvement		Closed at CCF	
Martiz Customer Id			
Alert Trigger Verbatim			
Case Reopen Count	0		
Description	IIR- FEB- EST		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	200	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	KNMAT2MV3HR[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	29417	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	LEGEND NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District		Dealer Instructions	

07

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: KNMAT2MV3HP[redacted]

Agent Comments

Agent Comments	IIR		
Created By	Taylor Willock, 12/30/2017 9:56 AM	Root Cause Code	
Last Modified By	NNAETL, 1/24/2018 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 (1/24/2018 8:20 AM)** ARBS notes per DTS that IIR was uploaded to FTP
Make Private	✓	**Created By: Dakota McGregor (1/11/2018 1:39 PM)** ARBS notes per SM Vinny that C dropped off Cs veh and picked up a loaner veh
Make Private	✓	**Created By: Dakota McGregor (1/10/2018 1:31 PM)** ARBS sent e-mail to DTS confirming the inspection date for 01/22/18 at 10
Make Private	✓	**Created By: Dakota McGregor (1/10/2018 1:28 PM)** *ARBS additional note: ARBS confirmed inspection with C for 01/22/18 at 10 AM ARBS did inform that will be 2-4 weeks after inspection date before result is available C understood and agreed
Make Private	✓	**Created By: Dakota McGregor (1/10/2018 1:27 PM)** ARBS received inbound from C C inquired about missed call ARBS inquired if Legend Nissan has spoken to C C states no ARBS informed that ARBS has been able to reach Legend Nissan, and informed that C can pick up a loaner/ rental veh as soon as today C states C will not be able to pick up the veh today C states C might be able to pick up tomorrow C states C will call the DLR to further discuss ARBS informed that ARBS spoke to SM Vinny C understood ARBS offered further assistance C insisted to know about other customer's with same concern and same claim ARBS informed that is not able to speak to anyones case other than Cs case ARBS informed that is only able to advise on Cs case C states C feels like Nissan is not addressing the concern with the FEB well ARBS explained VIN specific and informed that there are currently no campaigns or recalls issued for the veh C understood ARBS informed that Nissan is happy to inspect Cs veh, but did inform that Nissan has not verified that there is a concern with Cs veh at this point in time C understood C states that ARBS is telling C to mind Cs own business ARBS informed that is not what ARBS stated

	C thanked ARBS for time ARBS thanked C for time Call ended mutually
Make Private	**Created By: Dakota McGregor (1/10/2018 1:03 PM)** ARBS placed outbound ot C [redacted] C states is a bad time and requested callback in 5 minutes or longer ARBS understood and apologized for inconvenience Call ended mutually
Make Private	**Created By: Dakota McGregor (1/10/2018 10:57 AM)** ARBS received inbound from SM Vinny ARBS informed that Nissan will be providing C a loaner/rental veh for duration of review for C s concerns with the FEB automatic braking concerns ARBS informed that inspection is set for 01/22/18 at 10 AM SM confirmed inspection date SM requested e-mail with Cs info and informed that would provide a rental/loaner to C today SM informed that would call C to discuss drop off/ pickup info ARBS verified e-mail : [redacted]
Make Private	**Created By: Dakota McGregor (1/10/2018 10:54 AM)** ARBS received inbound from C ARBS verified C had time to speak to ARBS C states that is unhappy with Nissan and ARBS C states that C has not heard back from ARBS ARBS apologized and informed that Cs DLR had a blizzard and inclement weather ARBS informed that ARBS has been working on Cs claim and informed that inspection is set for 01/22/18 at 10 AM at Legend Nissan ARBS informed that DLR was closed, so aRBS was unable to verify loaner/rental veh info C states C does not care , C states C has to live in the blizzard and ARBS doesnt ARBS informed that is out of ARBS and Nissan control ARBS informed that has reached out to Legend Nissan and is waiting on a callback C inquired about inspection process again ARBS explained entire inspection process again C inquired about rental/loaner veh again ARBS explained that is working with DLR to get C a rental/loaner veh again C states that C is still unhappy and claim has been open for over 2 weeks without C having a rental veh yet ARBS informed that claim was opened on 12/30/17, and there was a holiday after C called in C states C understands that but does not care, and C knows claim was opened on 12/24/17 C later states maybe C got confused C states that C will not argue with ARBS C states C is done speaking with ARBS C inquired if ARBS would call C with update ARBS states ARBS will call C with update once ARBS has one C states if C cannot get rental soon, then C would like to change venue of inspection ARBS understood and informed would have on file ARBS thanked C Call ended mutually
Make Private	**Created By: Dakota McGregor (1/10/2018 8:56 AM)** ARBS placed outbound to Legend Nissan ARBS spoke to service receptionist Service Receptionist informed that no SA or SM is available Receptionist took ARBS phone number and informed that SM would give ARBS a callback ARBS thanked receptionist
Make Private	**Created By: Dakota McGregor (1/9/2018 10:49 AM)** ARBS sent e-mail to SRDTS-GC and DTS-KM requesting inspection date be input into case
Make Private	**Created By: Dakota McGregor (1/8/2018 11:39 AM)** ARBS placed outbound to DTS-KM ARBS requested an inspection date from DTS, as ARBS needs to provide an inspection date to C DTS understood and informed would look at later today
Make Private	**Created By: Dakota McGregor (1/4/2018 3:29 PM)** ARBS submitted DTS request
Make Private	**Created By: Dakota McGregor (1/4/2018 2:50 PM)** ARBS notes that reviewed DLR info with RCAS-AY ARBS notes per RCAS the LEGEND DLR is closed due to inclement weather (blizzard)
Make Private	**Created By: Dakota McGregor (1/4/2018 11:36 AM)** ARBS placed outbound to LEGEND NISSAN 2X ARBS notes that per DLR message DLR is closed ARBS not able to reach any representative
Make Private	**Created By: Dakota McGregor (1/4/2018 10:50 AM)** ARBS notes correction ARBS informed that would reach out to DLR and verify when a loaner/ rental veh could be provided as well as get C an inspection date ARBS informed that would give C a callback in several business days with an update C understood and agreed
	Created By: Dakota McGregor (1/4/2018 10:49 AM) [redacted] ARBS placed outbound to C ARBS verified C had time to speak to ARBS ARBS verified C had time to speak to ARBS ARBS spoke to Cs husband referred to as C C states that first incident with FEB automatically braking occurred when wife was driving, C was not present C states wife indicated that happened over railroad tracks C states that there was no accident during either incident C states that wife pumped gas and the FEB disengaged C states C and Cs wife were present for most recent incident C states no vehicles ahead of C C states that there was a veh to Cs left hand side a little behind C C states that does not happen at other railroad tracks C states that Cs wife is [redacted] years old C did not know if anyone was behind C C states that goes over railroad tracks all the time C states that stops usually in the middle of the tracks C states that is a two set of railroad tracks and one set of railroad tracks is elevated C states there was no construction C states that there were no overhead obstructions C states that mileage is about 380 C states that C tried hitting the accelerator C states that eventually released C states that incidents only take about 1 minute C states that pumped the gas

C states that happens almost every time C goes over the tracks going at a certain direction North only
C states that veh came to a screeching halt
C states that C thinks smoke comes from underneath the veh sometimes when braking occurs
C states that there has not been an accident in the veh

C states that spoke to SM
C states that C requested that the veh be taken back by DLR and/ or a loaner be provided
C states that C was told by SM that feature can be disabled while going over tracks
C states that SM showed C how to disconnect and connect the system
C states that C was very unhappy with DLR, and C informed that would and should not have to disconnect the system
C states that was Massapequa Nissan DLR
C states that DLR refused to provide a card with name on it to C

C states going forward C would like to use another Nissan DLR
ARBS verified that LEGEND Nissan would be Cs desired DLR for inspection process
C states yes

ARBS explained inspection process
ARBS informed that would be a 6-8 week process
ARBS informed that a rental/loaner would be provided for duration of review only
C states that there is inclement weather, and C will not be able to attend an inspection if is too soon
ARBS understood

Make Private

C requested ARBS tell C about other claims regarding FEB from other customers
ARBS informed that is unable to discuss any other claims or customers cases, and ARBS is only able to discuss Cs case
C states this confirms that there are other cases
ARBS informed that the information provided to C does not indicate this, and informed that ARBS was informing C of Nissan's policy
C states is very unhappy with this policy
C states that Nissan only has this policy to protect Nissan
ARBS explained that this is for privacy reasons
C states C does not agree with policy
ARBS informed that would have this on file for C
C inquired about other customers cases again
ARBS informed that has already answered this question for C
C inquired if C has to pay for Cs veh
ARBS informed that C is financially responsible for the veh, and this is at Cs discretion
C states C is unhappy with this as well
C demanded that Nissan provide C with an SUV rental/loaner
ARBS informed that is between DLR and C, and cannot guarantee that DLR will have an SUV available for C
C understood
ARBS informed that would reach out to the DLR
ARBS offered further assistance
C declined
ARBS thanked C
C thanked ARBS
Call ended mutually

Make Private

Created By: Dakota McGregor (1/3/2018 4:53 PM)
ARBS RECEIVED CASE, UNDER REVIEW, VERIFY PROBE
****

Make Public

Created By: Samantha Dixon (1/2/2018 11:13 AM)
C contacted NNA about veh concerns.

Make Private

Created By: Amanda Yett (1/2/2018 9:00 AM)
RCAS-AY submitted IIR.

Created By: Amanda Yett (1/2/2018 8:59 AM)
RCAS-AY placed outbound call to C @[redacted]
RCAS-AY VERIFIED C's name, home & email address, concern, and phone.
RCAS-AY ADVISED "This call may be recorded for quality and training purposes."

RCAS-AY CHECKED for open recalls/campaigns and found: 0
Previous UNRELATED Case(s) Found: 0
Previous RELATED Case(s) Found: 0

RCAS-AY advised calling to gather some more information about C's concern.
RCAS-AY filled out IIR form.

C stated that DLR is aware of concern.
C stated that C is very concerned.
C stated that C is scared.
C stated that C's husband could probably speak better on it
C stated that it is very dangerous.
C stated that C's husband just got home.
C asked if RCAS-AY can speak with C's husband.

RCAS-AY spoke to C's husband [redacted] who will now be referred to as C.
RCAS-AY introduced self.
RCAS-AY advised that RCAS-AY is gathering info about incident.

Make Private

C stated that veh started beeping as C approached railroad tracks.
C stated that brake system locked up.
C stated that when C was coming back heading north, it did not occur again.
C stated that C did a U-turn and heading back south and it reoccurred.
C stated that C lives 1.5 blocks from railroad track.
C stated that C brought veh to DLR right away.
C stated that DLR personnel was arrogant.
C stated that DLR advised could disconnect FEB.
C stated that C wants the veh fixed but DLR stated cannot do it.
C stated that C's wife got stuck on rail road tracks.
C stated that veh would not go forward.
C stated that brakes released and C was able to reverse.
C stated that DLR manager said DLR was aware of veh concern.
C stated that DLR should have warned C if DLR was aware.
C stated that veh does not come to a slow stop but stops dead.
C stated that C tried it again and had C's daughter video it.
C stated that DLR is not able to do anything but disconnect feature.
C stated that is one of the reasons C bought veh.
C stated that DLR told C to disconnect the feature before getting to tracks and then reconnect it after.
C stated that it is not convenient to do that.

RCAS-AY understood and apologized for C and C's wife experiences with veh.
RCAS-AY advised "Thank you for the information. A Nissan/Infiniti representative will call you within 3 business days after the representative receives the case. Please allow for a minimum of 30 minutes during that call so the representative may best understand the whole situation. Is [redacted] the best number to reach you?"

C confirmed.
C stated that it should not take 3 days to get back to C.
C stated that C does not want someone to get hurt in the interim.

RCAS-AY understood.

C asked if call was being recorded.

RCAS-AY confirmed.

C stated C was not told.

RCAS-AY advised C's wife was told at beginning of call.

C sated CRR agent said C could not record RCAS-AY.

RCAS-AY advised company policy dictates that C is unable to record calls..

C stated if something happens to C, C will come forward.
C stated NNA is leaving itself open to liability.
C stated C just wants this known.

RCAS-AY advised case has been documented.
RCAS-AY advised someone will follow up with C within 3 business days.

C thanked RCAS-AY.

Call ended mutually.

Make Private

Created By: Amanda Yett (1/2/2018 7:12 AM)
RCAS-AY notes unable to datanet.

Make Public

Created By: Taylor Willock (12/30/2017 10:26 AM)
CASE SUMMARY
CRR-TW is forwarding the Case to RCAS for further review as no further assistance can be offered at this time.
C contacted Nissan CA requesting assistance with DLRSHP UNABLE TO RESOLVE CONCERN WITH FEB

Created By: Taylor Willock (12/30/2017 10:25 AM)
****NOTES CONTINUED****

CRR-TW guided C to page 5-85 in the 2017 Nissan Rogue Owner's manual for instructions on turning the FEB system off
CRR-TW Advised C that once the VEH restarts the FEB system turns back on.
CRR-TW Advised C that if C has any other questions at all to contact NNA CA back with C's case number for assistance

Make Public

CRR-TW Advised C that the case will now be forwarded to RCAS for further review. Set Follow-Up date for no later than EOB 01/02/2018

C Understood and appreciated assistance.

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

Created By: Taylor Willock (12/30/2017 10:24 AM)
CRR-TW VERIFIED VEH Info including: VIN#, Current Mileage, Warranty & Service History, Address, Best Contact, and Email.
CRR-TW CHECKED for OPEN Campaign(s) and Found: NONE
CRR-TW CHECKED for RELATED Case(s) and Found: NONE
CRR-TW CHECKED for previous UNRELATED Case(s) and Found: NONE
CRR-TW NOTED Concern is: DLRSHP UNABLE TO RESOLVE CONCERN

C Stated C's wife recently leased a Nissan Rogue
C Stated C just came back from the DLRSHP where C purchased the VEH from
C Stated the DLRSHP just advised C there is nothing the DLRSHP can do
C Stated the VEH has the crash preventive feature
C Stated when C crosses the railroad tracks at night and the VEH stops moving.
C Stated after 60 seconds the brakes release and C can move again but the VEH was stopping on the railroad tracks.
C Stated C went to the DLRSHP and the DLRSHP turned off accident preventive feature
C Stated now C's wife is driving in a VEH that WONT stop if C's wife gets in an accident
C Stated the DLRSHP advised C that there has been a number of complaints about the activation of the feature while crossing rail road tracks.
C Stated C does not want to get killed as the VEH stops and if someone if behind C than someone will crash into the VEH
C Stated the DLRSHP advised C nothing can be done and C needs the concern resolved.
C Stated the DLRSHP cannot do anything to fix the feature as the DLRSHP can only turn the feature off
C Stated the DLRSHP would not give C a loaner VEH as C did not want to drive the VEH home due to the DLRSHP being unable to resolve the concern.

CRR-TW Advised C that the case will now be forwarded to RCAS for further review. Set Follow-Up date for no later than EOB 01/02/2018

C Asked if there is anyway C can contact RCAS
C Stated C is paying for a VEH that C is unable to drive
C Stated C's concern is C's wife is going to get in an accident or get rear ended due to the VEH stopping automatically.
C Stated C is recording the call

Make Public

CRR-TW Advised C that if C is recording the call than CRR-TW will need to end the call.

C Stated C stopped the recording
C Stated C needs to speak with RCAS.
C Asked for CRR-TWs agent ID, Name and C's case number.

CRR-TW Advised C that it is procedure that the follow-up days are one business day.
CRR-TW Advised C that the case can be forwarded to RCAS with a follow-up of 01/02/2018

C Stated the concern is a grave concern to C
C Stated the DLRSHP knows of the concern and is not telling people and that is a grave concern to C
C Stated C's wife was stuck on the railroad tracks the first time the feature activated on the tracks due to the gates coming down
C Stated C's wife was able to back up off the tracks and C's concern is dangerous
C Stated C's wife does not want to drives C's VEH
C Stated C drove C's wife over the tracks three times south and the feature activated all three times
C Stated heading north over the track three times the concern did not activate.
C Stated the feature activating probably has something to due with the train station but that is a fault in the VEH due to the feature activating
C Stated Nissan will advise C that the concern is due to the train but C can get in an accident
C Stated C's concern is the DLRSHP knows of the concern and the Manager advised C that the DLRSHP heard of the concern happening on the same tracks near C's home.
C Stated C will be putting Nissan at fault if C's wife gets in an accident.
C Stated C's wife hit her head on the windshield the first time due to the VEH stopping.
C Stated C does not even want to go to the DLRSHP as the DLRSHP annoyed C
C Stated C's wife drives over the tracks multiple times a day with children in the VEH
C Stated the train tracks are two blocks from C's home and C's wife crosses the tracks every time C's wife goes out
C Stated the DLRSHP showed C how to turn the feature off but C hit a button and C does not know if the feature is on or off.

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	1/3/2018	YX	AV	320500	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/T
Edit | Del	DTS Request [redacted] LEGEND NISSAN			1/6/2018	Kevin MacKay		Complete	1/10/2018 1:32 PM
Edit | Del	DTS Follow Up [redacted] LEGEND NISSAN			1/6/2018	Dakota McGregor		Complete	1/4/2018 3:42 PM
Edit | Del	IIR		[redacted]	1/3/2018	Dakota McGregor		Complete	1/3/2018 4:51 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	Amanda Yett, 1/2/2018 8:59 AM	1/2/2018			KNMAT2MV3HP[redacted]	

DTS Field Inspections

DTS Field Inspections He

Action	Title	DTS Inspection Date	Owner First Name	Owner Last Name	Status
Edit	[redacted]	1/22/2018 10:00 AM	Kevin	MacKay	Completed

Attachments

Attach File | Attachments He

No records to display

Case History

Case History He

Date	User	Action
1/24/2018 8:21 AM	Dakota McGregor	Changed **Follow Up Date** from 1/29/2018 to **2/7/2018**.
1/10/2018 1:31 PM	Dakota McGregor	Changed **Follow Up Date** from 1/10/2018 to **1/29/2018**.
1/9/2018 6:39 PM	Dakota McGregor	Changed **Follow Up Date** from 1/9/2018 to **1/10/2018**.
1/8/2018 5:45 PM	Dakota McGregor	Changed **Follow Up Date** from 1/8/2018 to **1/9/2018**.
1/5/2018 5:09 PM	Dakota McGregor	Changed **Follow Up Date** from 1/5/2018 to **1/8/2018**.
1/4/2018 11:33 AM	Dakota McGregor	Changed **Case Servicing Dealer** from MASSAPEQUA NISSAN to **LEGEND NISSAN**.
1/4/2018 9:34 AM	Dakota McGregor	Changed **Follow Up Date** from 1/4/2018 to **1/5/2018**.
1/3/2018 11:12 AM	Dakota McGregor	Changed **Follow Up Date** from 1/5/2018 to **1/4/2018**.
1/2/2018 11:13 AM	Samantha Dixon	Changed **Case Owner** from Amanda Yett to **Dakota McGregor**.
1/2/2018 11:13 AM	Samantha Dixon	Changed **Description**.
1/2/2018 9:00 AM	Amanda Yett	Changed **Follow Up Date** from 1/2/2018 to **1/5/2018**.
1/2/2018 7:12 AM	Amanda Yett	Changed **Subject** from CUSTOMER: [redacted] PHONE: [redacted] /IN: KNMAT2MV3HP[redacted] to **CUSTOMER:** [redacted] PHON [redacted] **/IN: KNMAT2MV3HP**[redacted]
		Changed **Description**.
12/30/2017 10:26 AM	Taylor Willock	Changed **Escalated By ID** to **0050G000009dbC4**.
		Changed **Case Owner** from Taylor Willock to **Amanda Yett**.
12/30/2017 10:26 AM	Taylor Willock	Changed **Follow Up Date** from 1/1/2018 to **1/2/2018**.
12/30/2017 9:56 AM	Taylor Willock	Changed **Follow Up Date** from 1/2/2018 to **1/1/2018**.
		Changed **VIN** to **KNMAT2MV3HP**[redacted]
		Changed **Subject** to **CUSTOMER:** [redacted] **PHONE:** [redacted] **/IN: KNMAT2MV3HP**[redacted]
		Created.

Back To Top

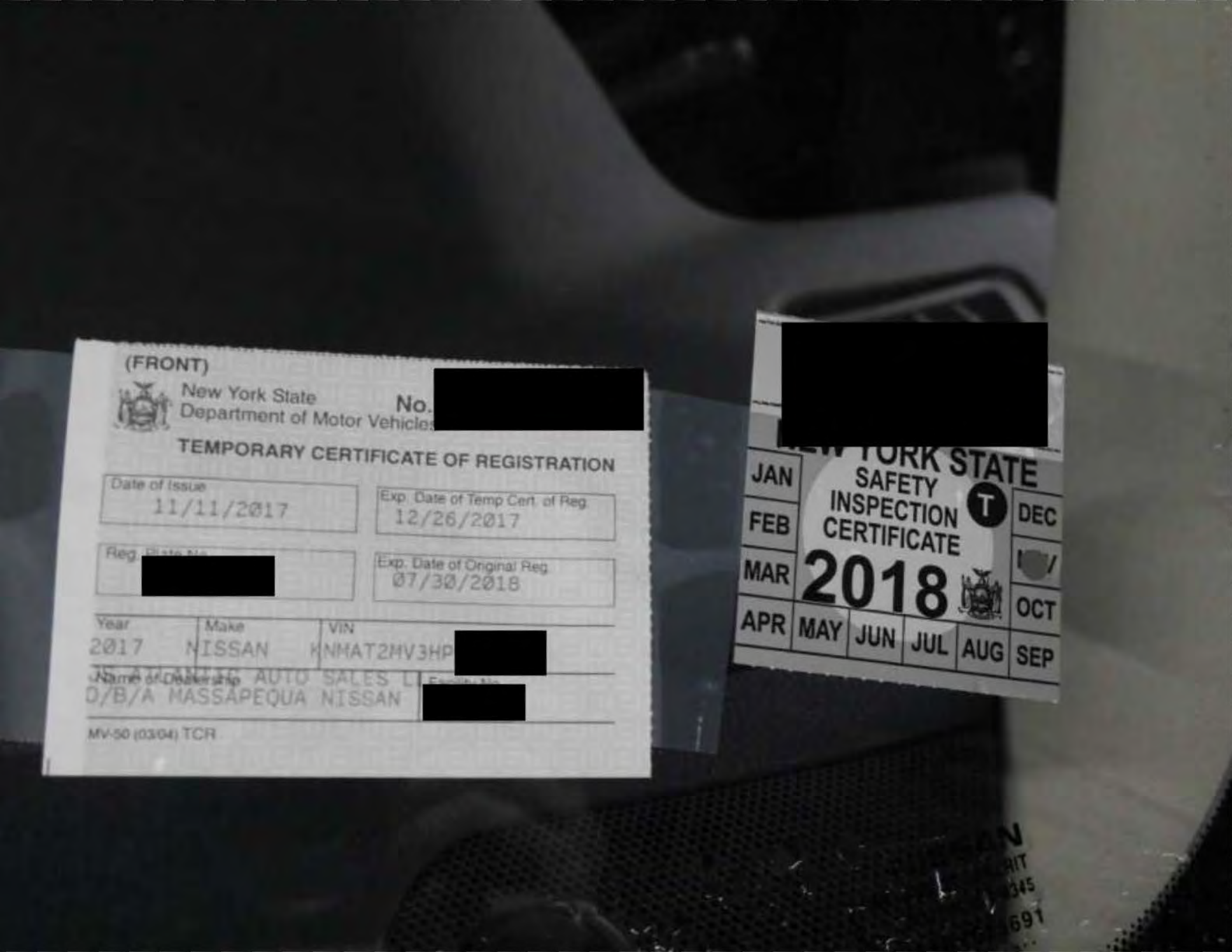
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9:39 PM
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CHALLENGER
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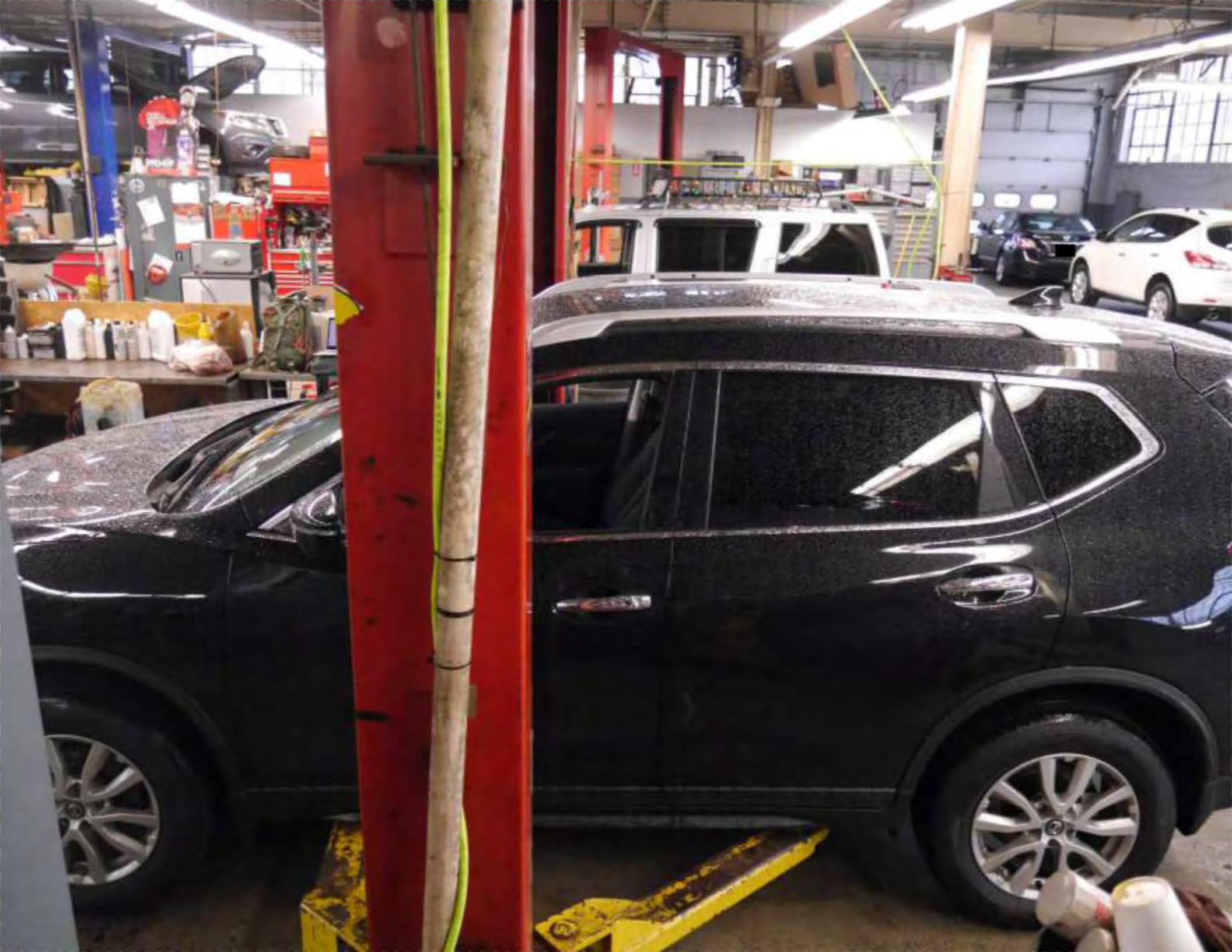

KNMAT2MV3HP


(FRONT)
New York State
Department of Motor Vehicles
No.
TEMPORARY CERTIFICATE OF REGISTRATION
Date of Issue
11/11/2017
Exp. Date of Temp Cert. of Reg.
12/26/2017
Reg. Plate No.
Exp. Date of Original Reg.
07/30/2018
Year
2017
Make
NISSAN
VIN
D/B/A MASSAPEQUA NISSAN
MV-50 (03/04) TCR
NEW YORK STATE
SAFETY
INSPECTION
CERTIFICATE
2018
JAN
FEB
MAR
APR
MAY
JUN
JUL
AUG
SEP
OCT
DEC


MFD BY RENAULT SAMSUNG MOTORS CO., LTD. FOR NISSAN MOTOR CO., LTD.
DATE: 08/17
GVWR: 2122 KG 4679 LB
GAWR FR: 1072 KG 2363 LB
WITH 225/65R17 TIRES
17X7J RIMS AT 33 PSI
COLD SINGLE
GAWR RR: 1089 KG 2401 LB
WITH 225/65R17 TIRES
17X7J RIMS AT 33 PSI
COLD SINGLE
THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE
KNMAT2MV3H[redacted]
MPV
MODEL: TDBNLQWT32EUA——A
COLOR: G41 TRIM: G ZS30A


NISSAN






ROGUE


NISSAN
ROGUE
SV AWD


SV AWD




2005










NISSAN


NISSAN


NISSAN








NISSAN


















2014
















ROGUE



8080
4BA0A
L










ROGUE


ROGUE






















NISSAN

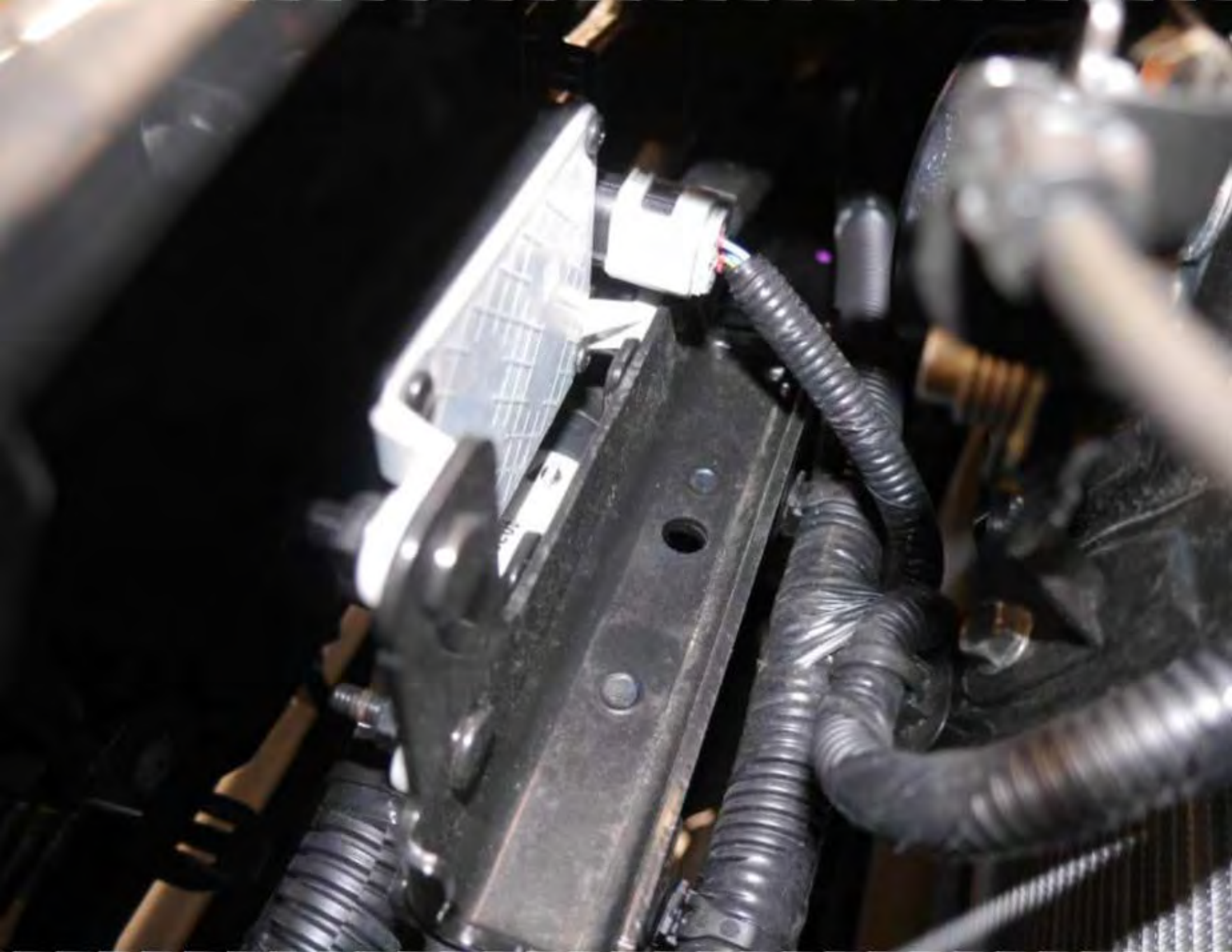

RENAULT NISSAN


RENAULT NISSAN



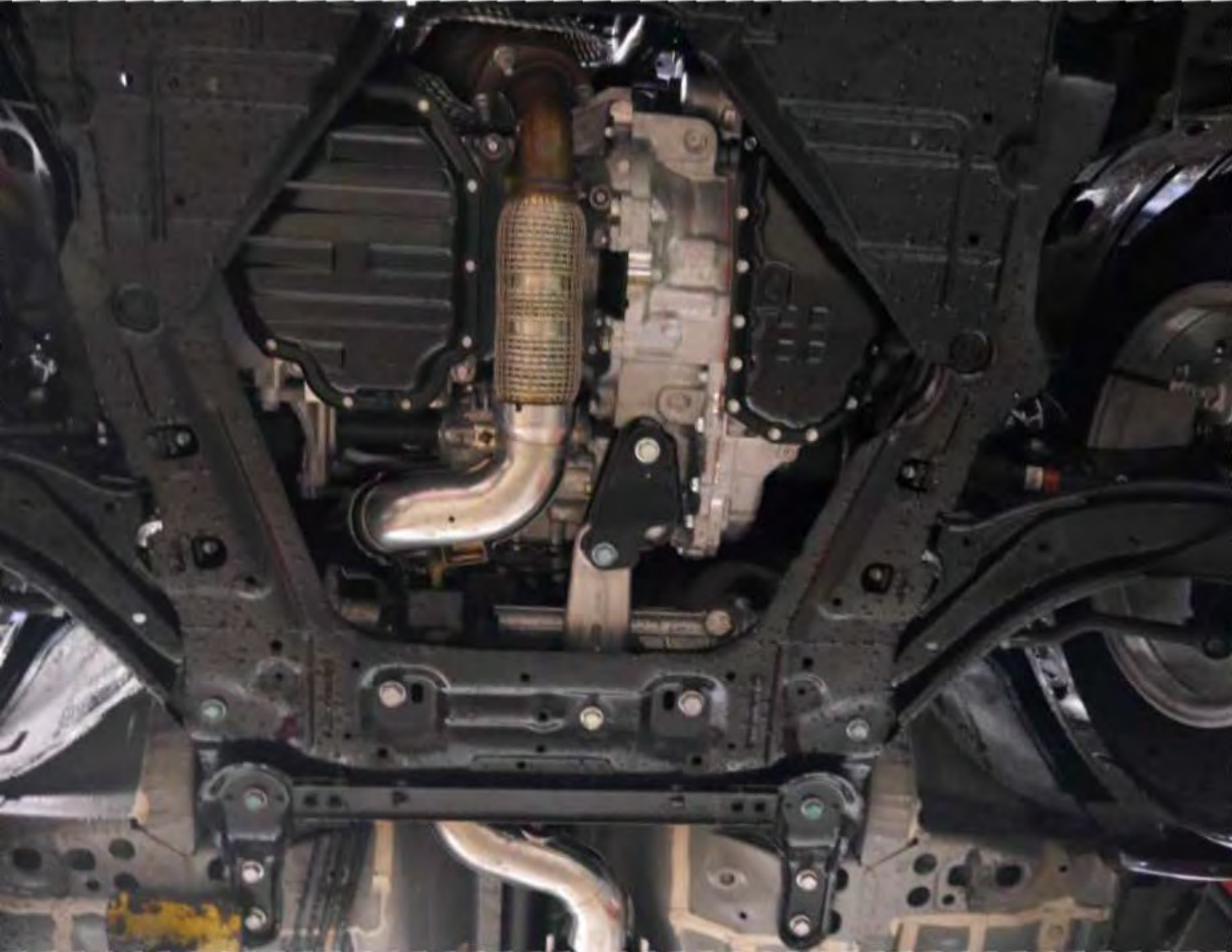























9:05 PM
41°F
Safety Shield
P
169 mi
473 miles
RPMx1000
MPH
km/h
1/2


9:05 PM
41°F
Settings
Driver Assistance
Clock
Meter Settings
Vehicle Settings
Maintenance
Alarm
P
169 mi
473 miles
RPMx1000
MPH
km/h


9:05 PM
41°F
Driver Assistance
Parking Aids
Chassis Control
P
169
473 miles
RPMx1000
MPH
km/h
1/2


9:05 PM
41°F
Driving Aids
Blind Spot
P
169
473 miles
RPMx1000
MPH
km/h
1/2


9:05 PM
41°F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
169
473 miles
RPMx1000
MPH
km/h


9:05 PM
41°F
Parking Aids
Cross
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9:05 PM
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Driver Assistance
Driving Aids
Parking Aids
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9:05 PM
41°F
Chassis Control
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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
KNMAT2MV3HF[redacted]

Customize Page | Printable View | Help for

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

Vehicle Detail

VIN	KNMAT2MV3HF[redacted]		
Last Modified By	NNAETL, 1/24/2018 9:03 PM	Branded Title	
Created By	NNAETL, 10/18/2017 11:16 AM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage	200	MSRP	$28,505
Latest Recorded Mileage Units	M		
In Service Date	11/12/2017		

Manufacturing Data

Make/Model	2017 NISSAN ROGUE	Manufacturer Date	8/25/2017
Model Year	2017	Plant Name	Renault Samsung
Make	NISSAN	PDI Date	
Model Line	ROGUE	Country Code	USA
Model Code	29417	US Specification Indicator	Y
Body Style Type	WAGON 4 DOOR	Emissions Type	50 STATE
Exterior Color	MAGNETIC BLACK	Emissions Certification	
Cylinders		Open Recall	
Transmission Type	CVT	Head Unit	
Model Series		Model Line Code	RGE
Factory Installed Options	B92B93C03L92Z66		
Factory Installed Options Descriptions	B92 (SPLASH GUARDS), B93 (CHROME REAR BUMPER PROTECTOR), C03 (50 STATE EMISSIONS), L92 (FLOOR MATS (2-PIECE FRONT AND), Z66 (ACTI 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	BASIC COVERAGE	11/12/2020	36,000				
2	POWERTRAIN COVERAGE	11/12/2022	60,000				
3	SEAT BELT	11/12/2027	999,999				
4	CORROSION COVERAGE (PERFORATION)	11/12/2022	999,999				
5	FEDERAL EMISSION LONG TERM DEFECT	11/12/2025	80,000				

Vehicle Retail Sales

Vehicle Retail Sales

Action	Name	Owner	Selling Dealer	Sale Type	Vehicle Model	Purchase Date	Rewind Indicator
View	[redacted]	[redacted]	MASSAPEQUA NISSAN	NMAC lease	ROGUE	11/12/2017	

Vehicle Ownership

Vehicle Ownership

New Vehicle Ownership

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

Vehicle Campaigns

Vehicle Campaig

No records to display

Warranty Cases

Warranty Cas

No records to display

Cases

Print Cases

Cas

Action	Case Number	Type	Account Name	Date/Time Opened	Date/Time Closed	Current Mileage	Status	CST Approvals	Owner Name
| Edit | Cls	[redacted]	CA	[redacted]	12/30/2017 9:56 AM		200	Open	0	Dakota McG

Service History

Service Histc

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 #
	[redacted]			PD	10/24/2017	2	[redacted]		
			[redacted]	I	11/15/2017	3			
				W	10/24/2017	3			

Vehicle Service Contracts

Vehicle Service Contrac

No records to display

Vehicle History

Vehicle Histc

Date	User	Action
10/18/2017 11:16 AM	NNAETL	Created.

DTS Field Inspections

New DTS Field Inspection

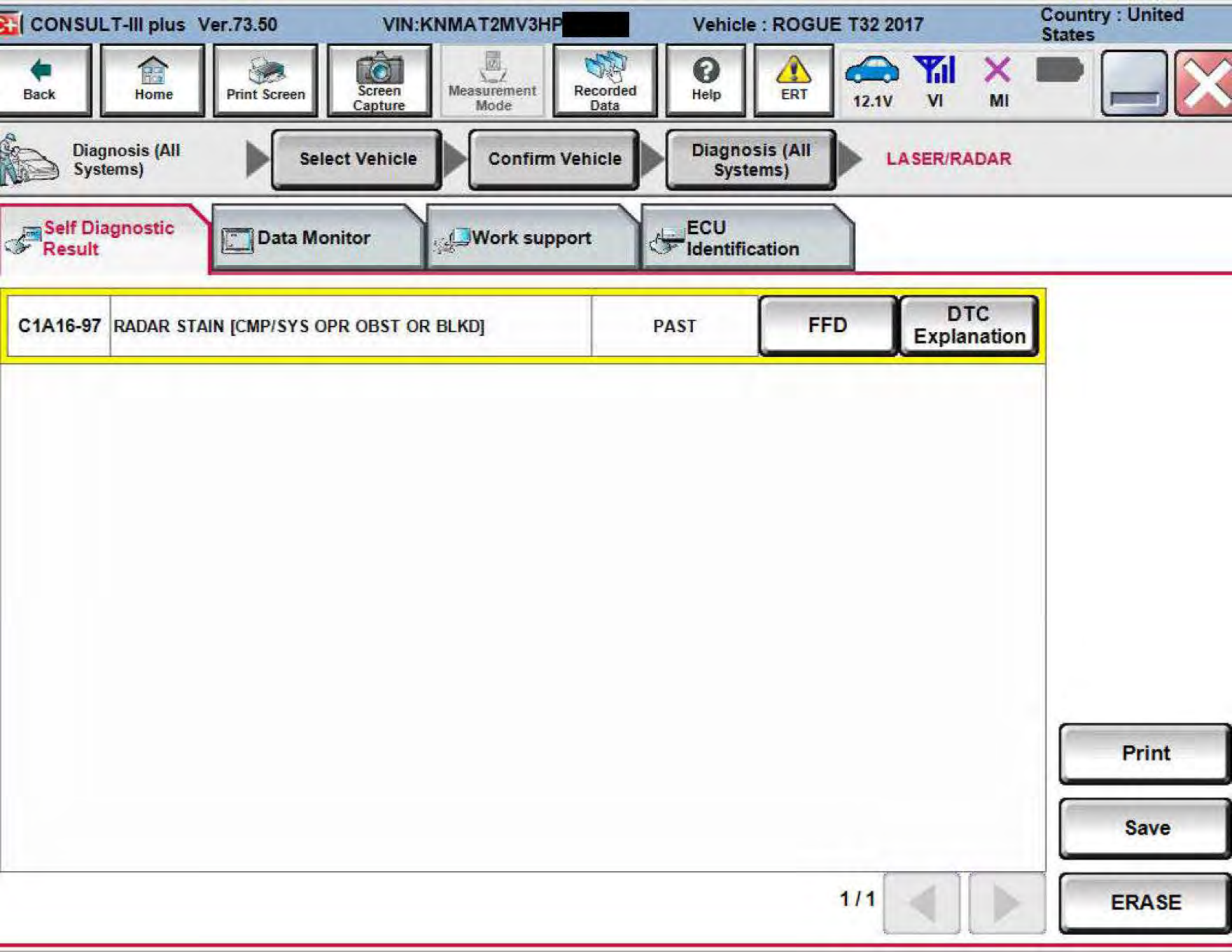
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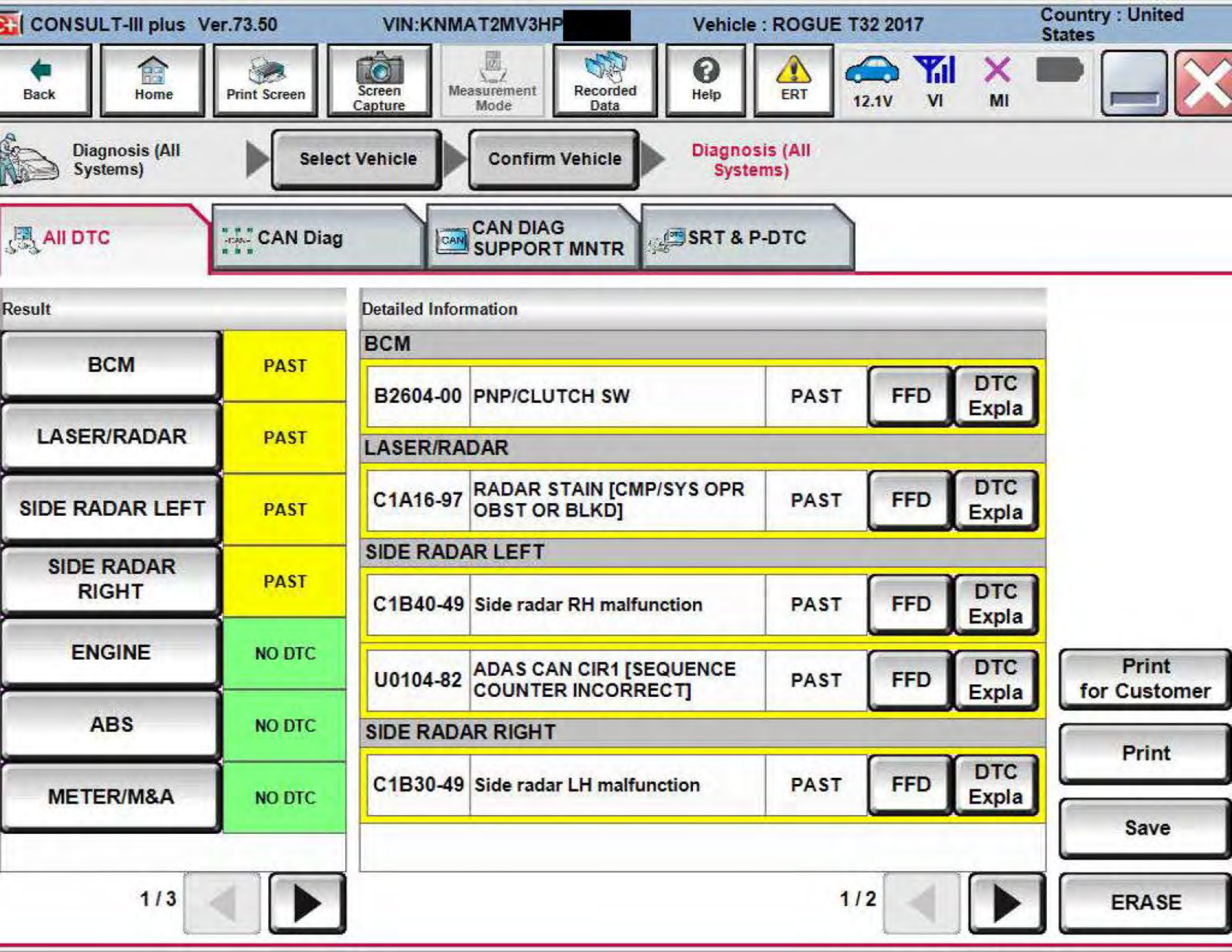
Action	Title	Status	Created Date	Related Support Case	Owner First Name	Owner Last Name	DTS Team	DTS Inspection Date	Report Date
Edit	[redacted]	Completed	1/10/2018	[redacted]	Kevin	MacKay	NER	1/22/2018 10:00 AM	1/23/2018 1

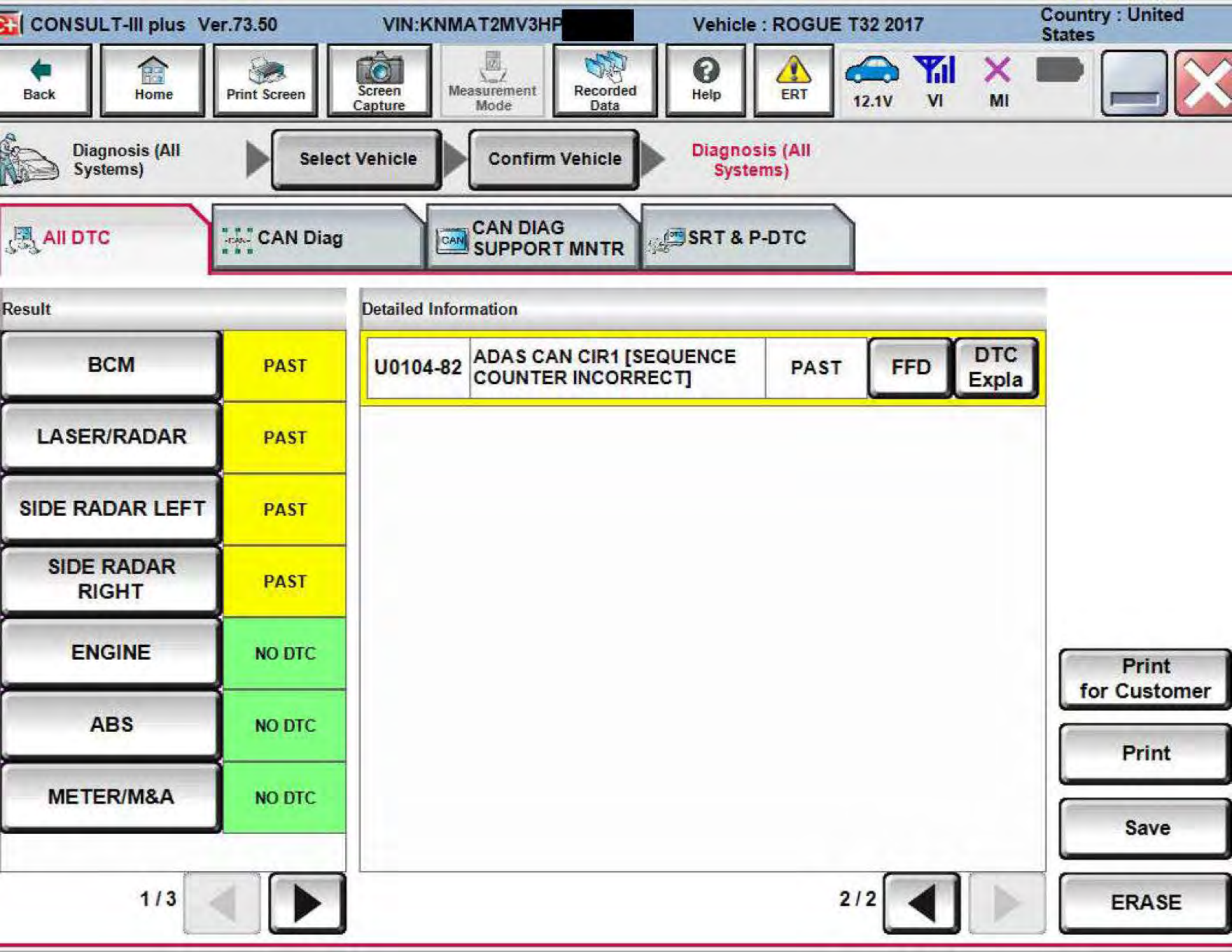
^ Back To Top

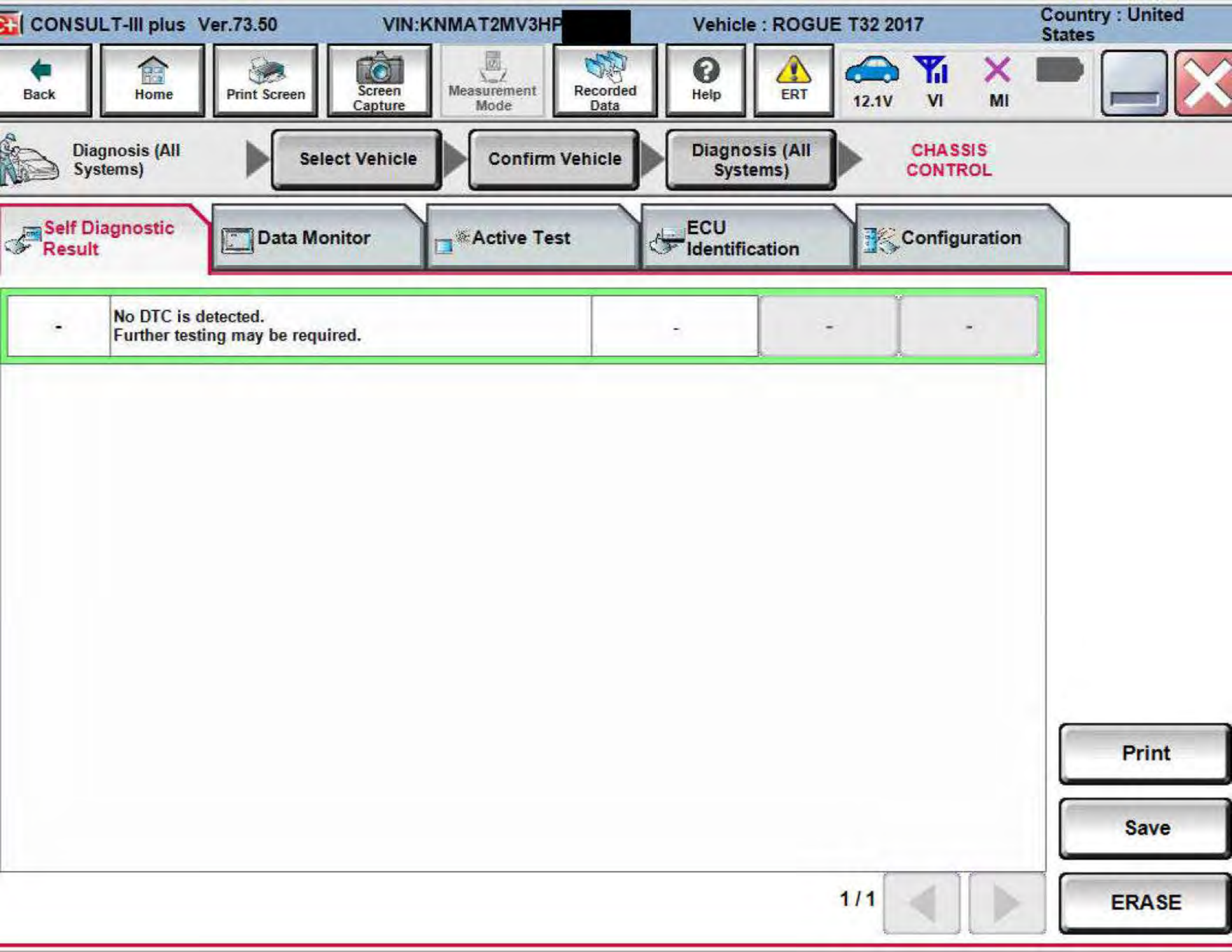
Always show me fewer / more records per related list

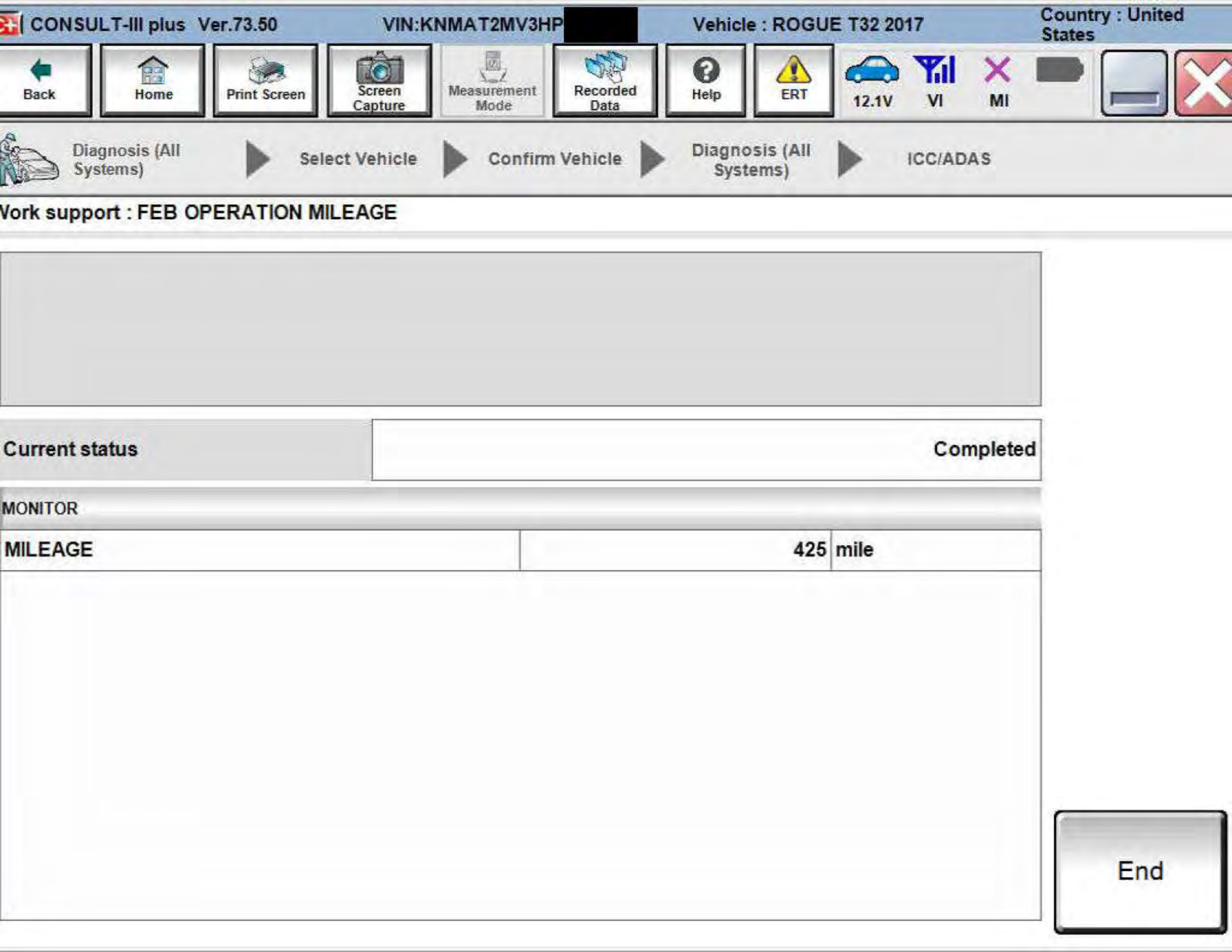
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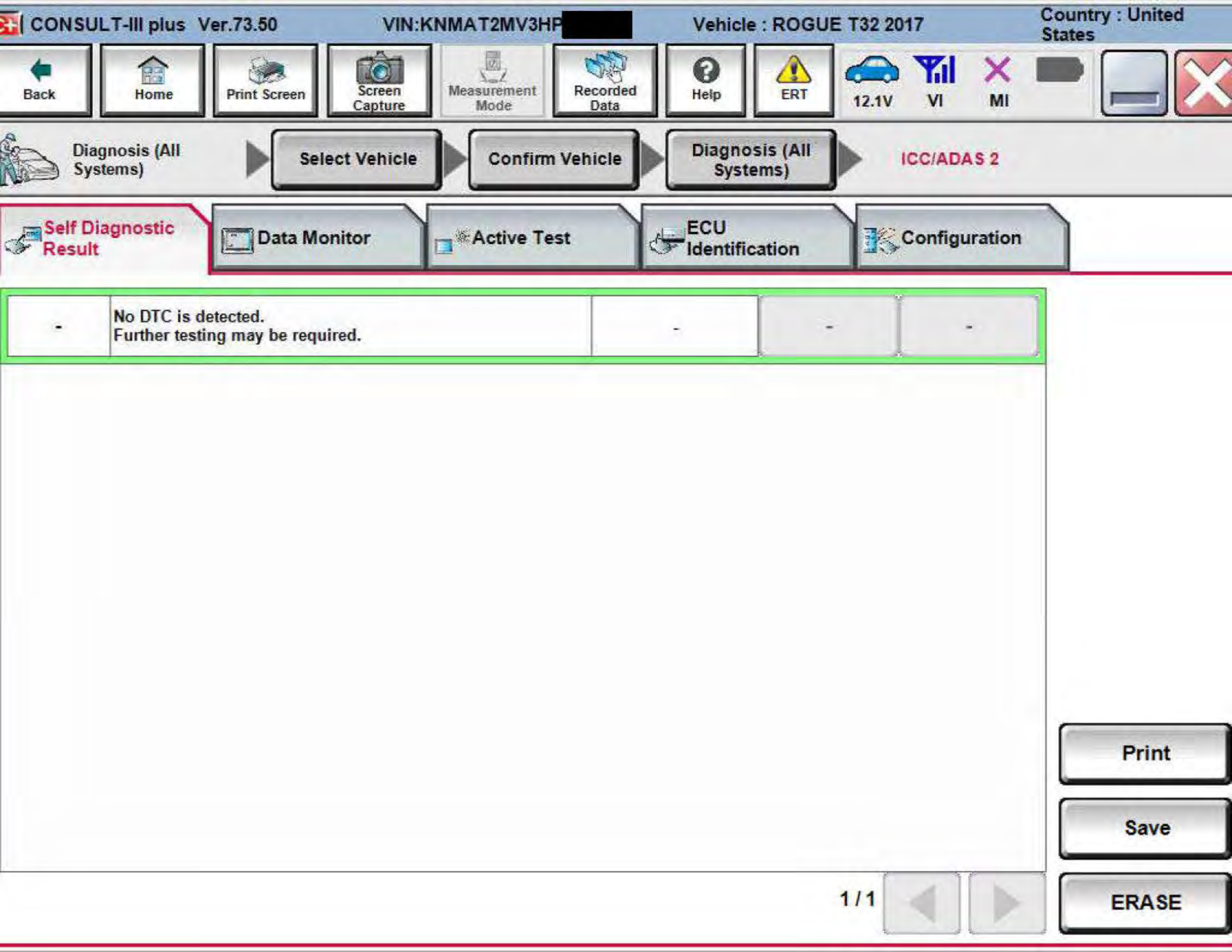

CONSULT-III plus Ver.73.50
VIN:KNMAT2MV3HP[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.1V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
LASER/RADAR
Self Diagnostic Result
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

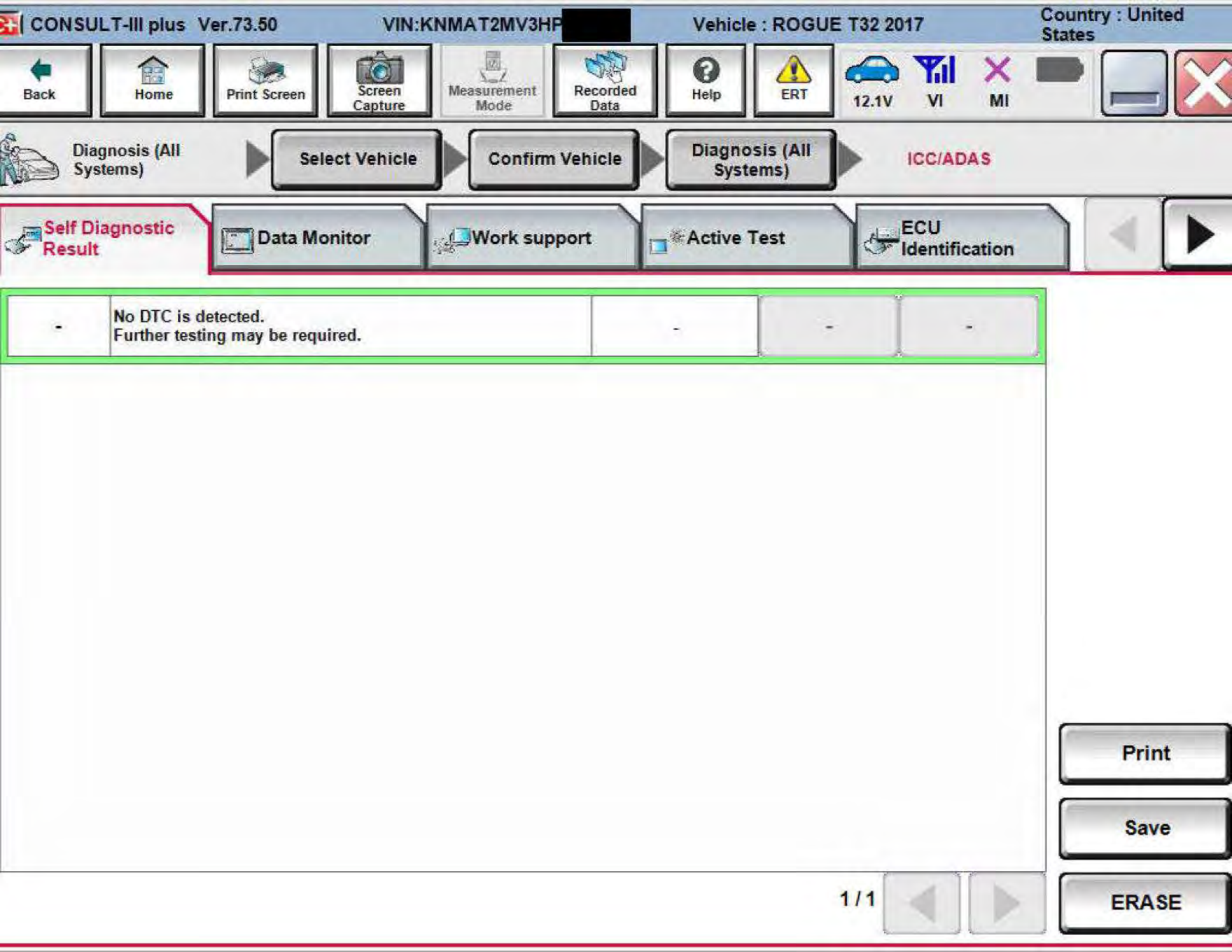

CONSULT-III plus Ver.73.50
VIN:KNMAT2MV3HP[redacted]
Vehicle : ROGUE T32 2017
Country : United States
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Screen Capture
Measurement Mode
Recorded Data
Help
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Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
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CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
BCM
PAST
LASER/RADAR
PAST
SIDE RADAR LEFT
PAST
SIDE RADAR RIGHT
PAST
ENGINE
NO DTC
ABS
NO DTC
METER/M&A
NO DTC
1 / 3
Detailed Information
BCM
B2604-00 PNP/CLUTCH SW PAST FFD DTC Expla
LASER/RADAR
C1A16-97 RADAR STAIN [CMP/SYS OPR OBST OR BLKD] PAST FFD DTC Expla
SIDE RADAR LEFT
C1B40-49 Side radar RH malfunction PAST FFD DTC Expla
U0104-82 ADAS CAN CIR1 [SEQUENCE COUNTER INCORRECT] PAST FFD DTC Expla
SIDE RADAR RIGHT
C1B30-49 Side radar LH malfunction PAST FFD DTC Expla
1 / 2
Print for Customer
Print
Save
ERASE


CONSULT-III plus Ver.73.50
VIN:KNMAT2MV3HP[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
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Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
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SRT & P-DTC
Result
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PAST
LASER/RADAR
PAST
SIDE RADAR LEFT
PAST
SIDE RADAR RIGHT
PAST
ENGINE
NO DTC
ABS
NO DTC
METER/M&A
NO DTC
1 / 3
Detailed Information
U0104-82
ADAS CAN CIR1 [SEQUENCE COUNTER INCORRECT]
PAST
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DTC Expla
2 / 2
Print for Customer
Print
Save
ERASE


CONSULT-III plus Ver.73.50
VIN:KNMAT2MV3HP[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
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Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
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Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
CHASSIS CONTROL
Self Diagnostic Result
Data Monitor
Active Test
ECU Identification
Configuration
-
No DTC is detected.
Further testing may be required.
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ERASE


CONSULT-III plus Ver.73.50
VIN:KNMAT2MV3HP[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.1V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB OPERATION MILEAGE
Current status
Completed
MONITOR
MILEAGE
425
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End


CONSULT-III plus Ver.73.50
VIN:KNMAT2MV3HP[redacted]
Vehicle : ROGUE T32 2017
Country : United States
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Measurement Mode
Recorded Data
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ECU Identification
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No DTC is detected.
Further testing may be required.
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CONSULT-III plus Ver.73.50
VIN:KNMAT2MV3HP[redacted]
Vehicle : ROGUE T32 2017
Country : United States
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Screen Capture
Measurement Mode
Recorded Data
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12.1V
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Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Self Diagnostic Result
Data Monitor
Work support
Active Test
ECU Identification
-
No DTC is detected.
Further testing may be required.
-
-
-
1 / 1
Print
Save
ERASE

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN KNMAT2MV3HP[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 Farmingdale State NY Zip Code [redacted] Country United States

☐ Driver Same as Claimant

Driver Name [redacted] DOB Not Given Day Phone [redacted]

Address [redacted] Eve. Phone [redacted]

City Farmingdale State NY Zip Code [redacted] Country United States

☒ 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 8/25/2017 VIN KNMAT2MV3HP[redacted]

Mileage 473 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	N/A	○ Open ◉ Closed	1/23/2018

Add Row | Remove Row

III. Description of Incident & Claim

Source of Information Claimant. Incident Date 12/30/2017 Time 6:30 PM

Location of Incident (describe fully) on [redacted] Farmingdale going south over railroad tracks.

Incident Investigation

CAR # [redacted]
Claimant
VIN KNMAT2MV3HP[redacted]

Weather Conditions (Rain/Snow/Dry/Etc.) Clear, Snow prior in the day.

Vision obstruction (describe) None Given

Temperature at time of incident 19°F

Parking location prior to time of incident Not given

Overnight temperature prior to incident 16°F

Length of time parked Not Given

Ice/Snow accumulation on vehicle? (•) Yes ( ) No

Amount of Ice/Snow Not given

Ice location on Vehicle (upper surface, underbody, etc.) Snow prior in day ice location not given

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

Sequence of Events (according to claimant)

Claimant and Claimant's husband were present for most recent incident. Claimant states that her husband was driving and she was the front right passenger. Claimant states no vehicles where ahead of her vehicle. Claimant states that there was a vehicle to the left hand side a little behind claimant's vehicle. Claimant states that issue does not occur at any other railroad tracks. Claimant states that she is [redacted] years old. Claimant did not know if anyone was behind them. Claimant states that they go over railroad tracks all the time. Claimant states that their vehicle stops usually in the middle of the tracks. Claimant states that at location, there are two sets of railroad tracks and one set of railroad tracks is elevated in front of the road at an angle. Claimant states there was no construction or over head obstructions present at the time of incidents. Claimant states that mileage was about 380 miles. Claimant states that she tried hitting the accelerator and the brakes eventually released when issue occurred for her. Claimant states that incidents only take about 1 minute. Claimant states that pumped the gas to travel forward off the tracks. Claimant states issue occurs almost every time Claimant goes over the tracks traveling south only. Claimant states that vehicle comes to a screeching halt. Claimant states that they think smoke comes from underneath the vehicle sometimes when issue occurs. Claimant states that there has not been an accident as a result of FEB operation.

Relation to Roadway (on-road, off-road, left side, right side) On-Roadway, Right hand side.

Number of times incident occurred twice.

Driver Action (braking, steering, etc.) coasting / braking.

Special Circumstances Issue only occurs on southbound [redacted] at the train tracks in Farmingdale NY.

Actions taken after incident and results of those actions Accelerator is applied to override FEB to move vehicle over tracks and vehicle operates normally once off the tracks.

Vehicle Estimated Speed 20 Source Claimant. Posted Speed Limit Not given.

Other Vehicle Estimated Speed N/A Source N/A Posted Speed Limit N/A

Witness Present? (•) YES ( ) NO

Witness Name Carmine Giordano

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN KNMAT2MV3HP[redacted]

Witness Address [redacted]
Farmingdale, NY [redacted]
USA

Add Witness | Remove Witness

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

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

#	Allegation	Allegation made by
1	Claimant alleges that when traveling southbound over the train tracks crossing [redacted] in Farmingdale NY, undesired Forward Emergency Braking operates with no obstructions in front of vehicle other than train tracks crossing the roadway.	Claimant.

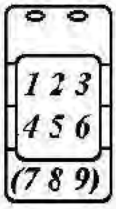
Add Allegation | Remove Allegation

IV. Occupants & Injuries

Source of Information: Claimant.

Legend for Section IV.

Seating Position:



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

Address: [redacted]
Farmingdale, NY [redacted]
USA

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

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN KNMAT2MV3HP[redacted]

Occupant Name	[redacted]	DOB	Not Given.	Height	[redacted]
Address	[redacted] Farmingdale, NY [redacted] USA			Weight	[redacted]
Location	Incident Vehicle	Seating Position	3 - Front Row Right		
Seat Belts Worn	Lap + Shoulder Belt	Airbag Status	Airbag not deployed		

Nature & Extent of Injuries: Claimant stated claimant hit Claimant's head/ No residual injuries noted.

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: 1/22/2018

Location of inspection: Legend Nissan Service Department, Syosset NY.

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

Vehicle exhibits no signs of any 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

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 5 - 36
Engine/ Transmission/ Drivetrain	No abnormalities found. See photos 58 - 70
Underbody/ Suspension/ Steering/ Wheels & Tires	No abnormalities found. See photos 68 - 74
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	No abnormalities found. See photos 37 - 57

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN KNMAT2MV3HP[redacted]

Seat Belts/ Child Restraints (if applicable)	No abnormalities found. See photos 37 - 57
Air Bags	No abnormalities found. See photos 37 - 57

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

N/A

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

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

#	Allegation	Factual Findings
1	Claimant alleges that when traveling southbound over the train tracks crossing [redacted] in Farmingdale NY, undesired Forward Emergency Braking operates with no obstructions in front of vehicle other than train tracks crossing the roadway.	Upon inspection, found vehicle exhibits no external visual signs of impact or collision trauma. Inspected for DTCs and found PAST C1A16-97 Radar Stain code stored in Laser / Radar. Inspected FEB OPERATION MILEAGE LOG and found a recorded entry for 425 miles. Inspected laser radar sensor and found no obstructions to the sensor, and the electrical connector is fully seated to the unit. DTS drove vehicle to the customer's described location. Found when approaching the train tracks crossing [redacted] in Farmingdale in the far LH lane at 20 mph, full FEB operation occurred with no obstructions other than the train tracks that cross the roadway. Found that there are two sets of train tracks that cross the roadway at a banking angle. Also found that the roadway dips down just prior to the tracks increasing the angle of the racks in front of approaching vehicles. Found following the FEB operation, normal operation resumed when accelerator pedal was pressed.

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 KNMAT2MV3HP[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 KNMAT2MV3HP[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.)	Not equipped with lane camera
○	◉	Physical damage to camera? (ie. cracks)	Not equipped with lane camera
○	◉	Obstructions to radar sensor units? (ie. dirt, stickers, etc.)	See Photos 22 - 24, 65 - 67
○	◉	Physical damage to radar sensor units? (ie. cracks)	See Photos 22 - 24, 65 - 67
◉	○	Electrical connection to radar module firmly seated?	See Photos 65 - 67
○	◉	Electrical connection to camera module firmly seated?	Not equipped with lane camera
○	○		

End of Form

*Name your file while saving.

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

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

DP19-001

NISSAN

5/15/2019

ATTACHMENT B

REQUEST NUMBER 2 DOCUMENTS

FIELD REPORTS



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

CDR File Information

User Entered VIN	JN8AT2MV8HW[redacted]
User	KEN HYATT
Case Number	[redacted]
EDR Data Imaging Date	01/25/2018
Crash Date	12/18/2017
Filename	JN8AT2MV8HW[redacted] ACM.CDRX
Saved on	Thursday, January 25 2018 at 15:25:48
Imaged with CDR version	Crash Data Retrieval Tool 17.5.1
Imaged with Software Licensed to (Company Name)	Nissan North America, Inc.
Reported with CDR version	Crash Data Retrieval Tool 17.5.1
Reported with Software Licensed to (Company Name)	Nissan North America, Inc.
EDR Device Type	Airbag Control Module
Event(s) recovered	None

Comments

No comments entered.

Data Limitations

General Information:

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

Airbag Control Unit (ACU)

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

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

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

Data Element Sign Convention:

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

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

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

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

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

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

0701_Nissan001_r005

DTCs at Time of Retrieval

None

Hexadecimal Data

DID	Data
2001	00 02 1C 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 FF FF CC 0A 00 00 00 00
2002	00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
2003	00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
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

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

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

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

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
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      FF FF FF FF FF FF FF

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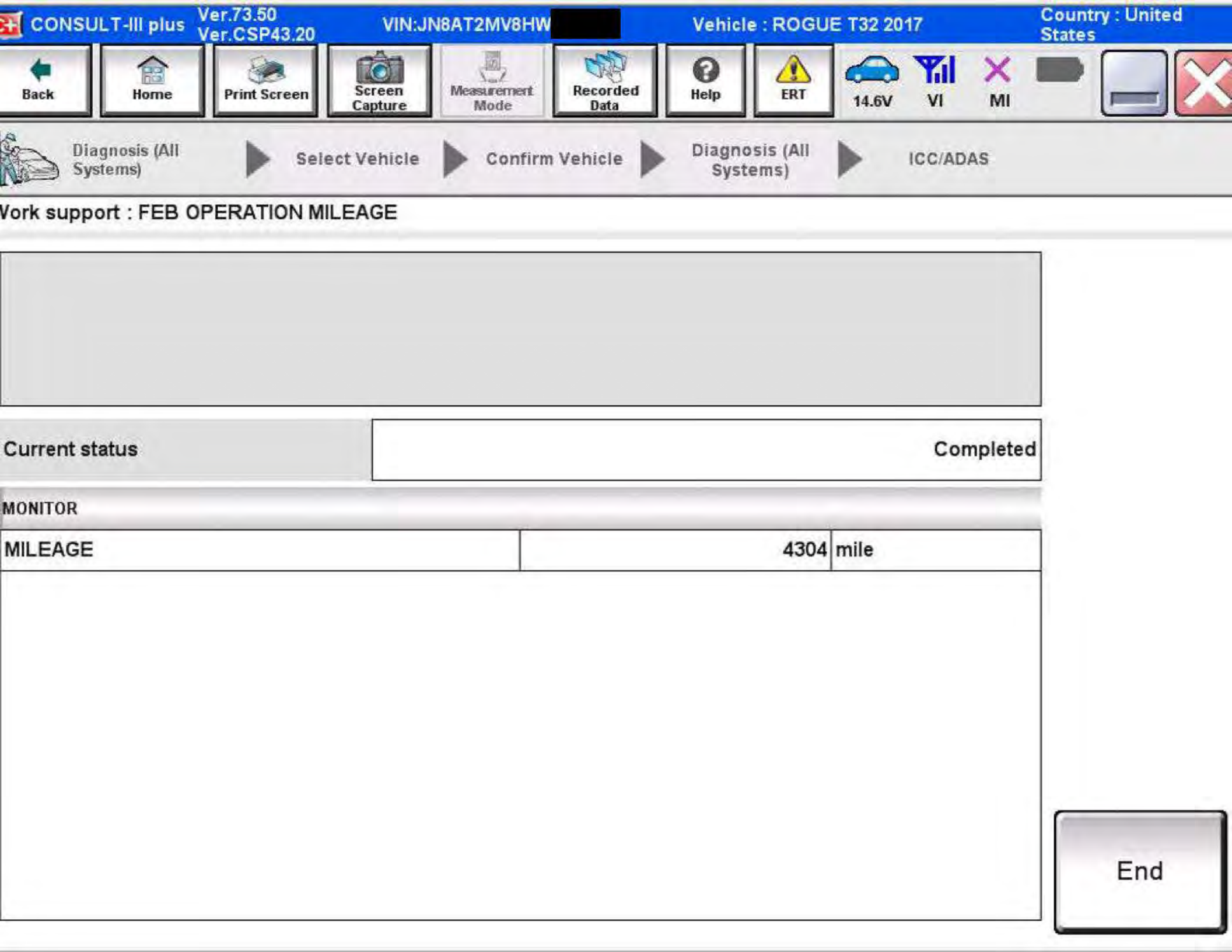

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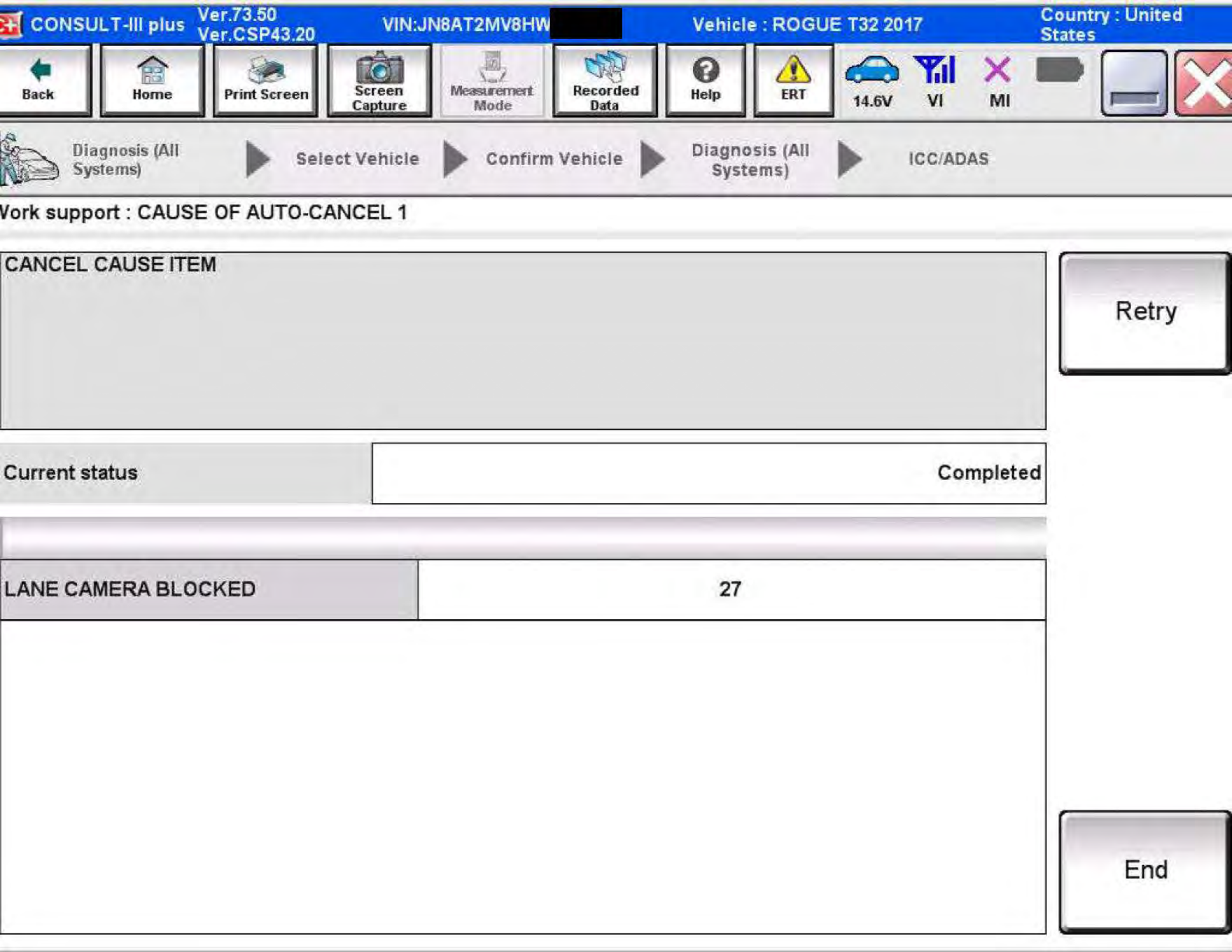

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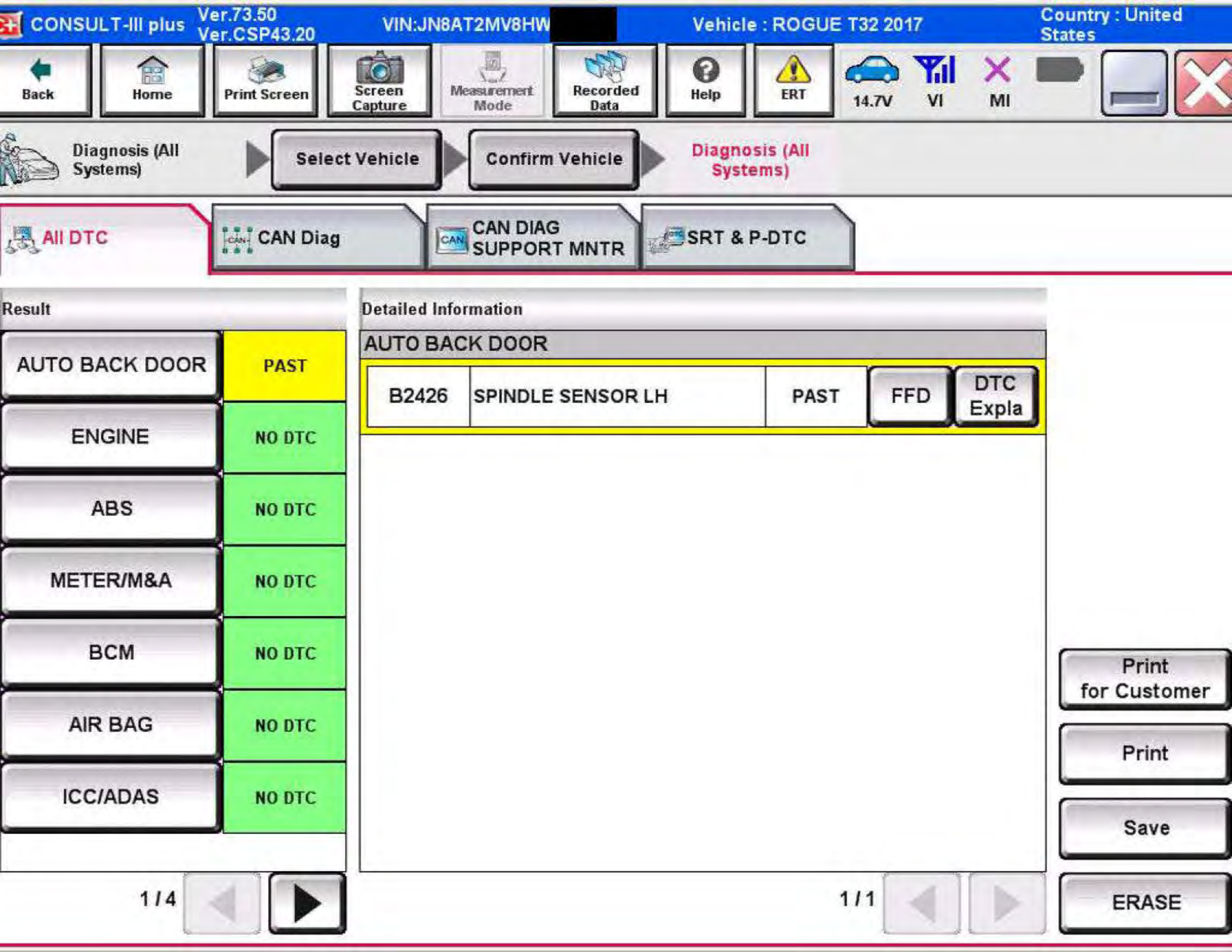

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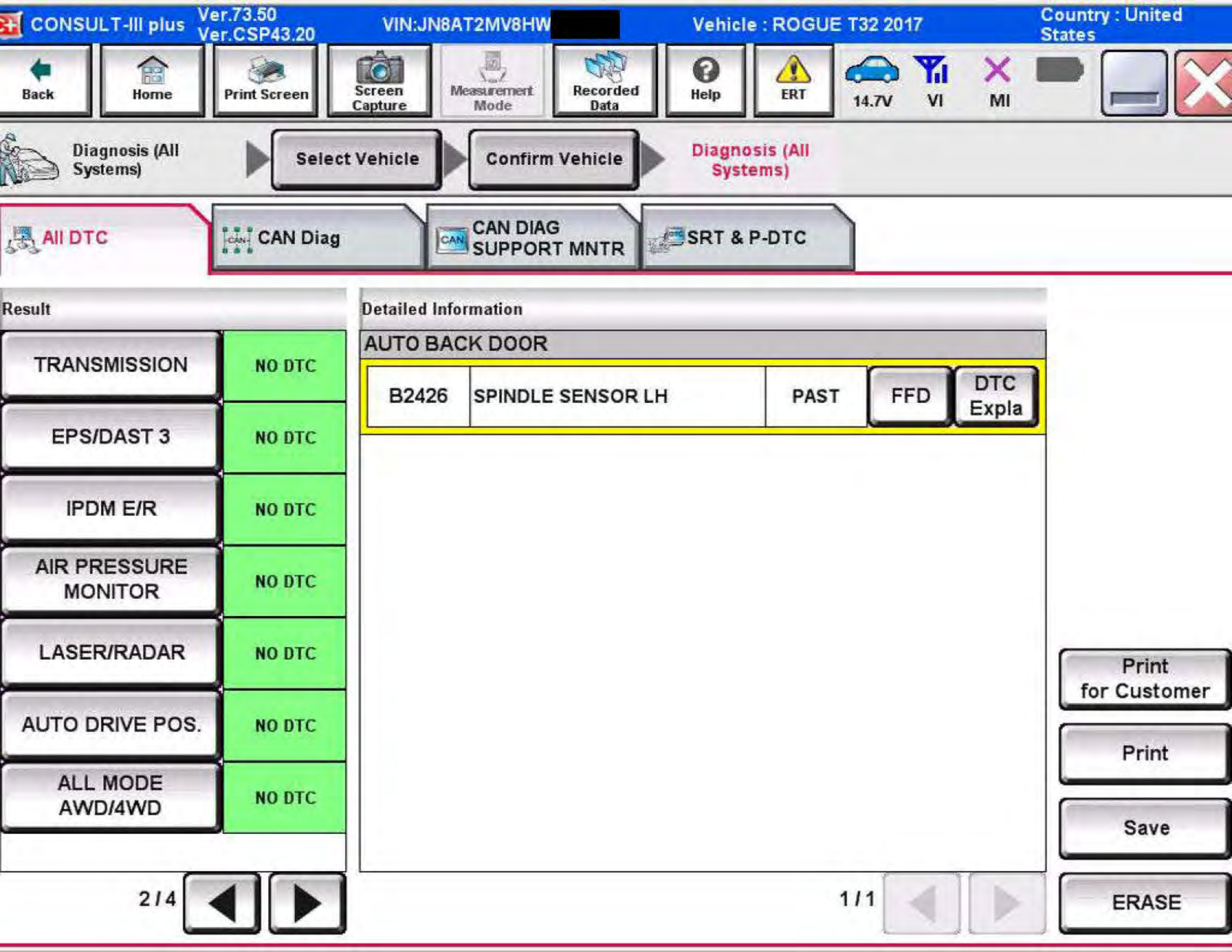
Disclaimer of Liability

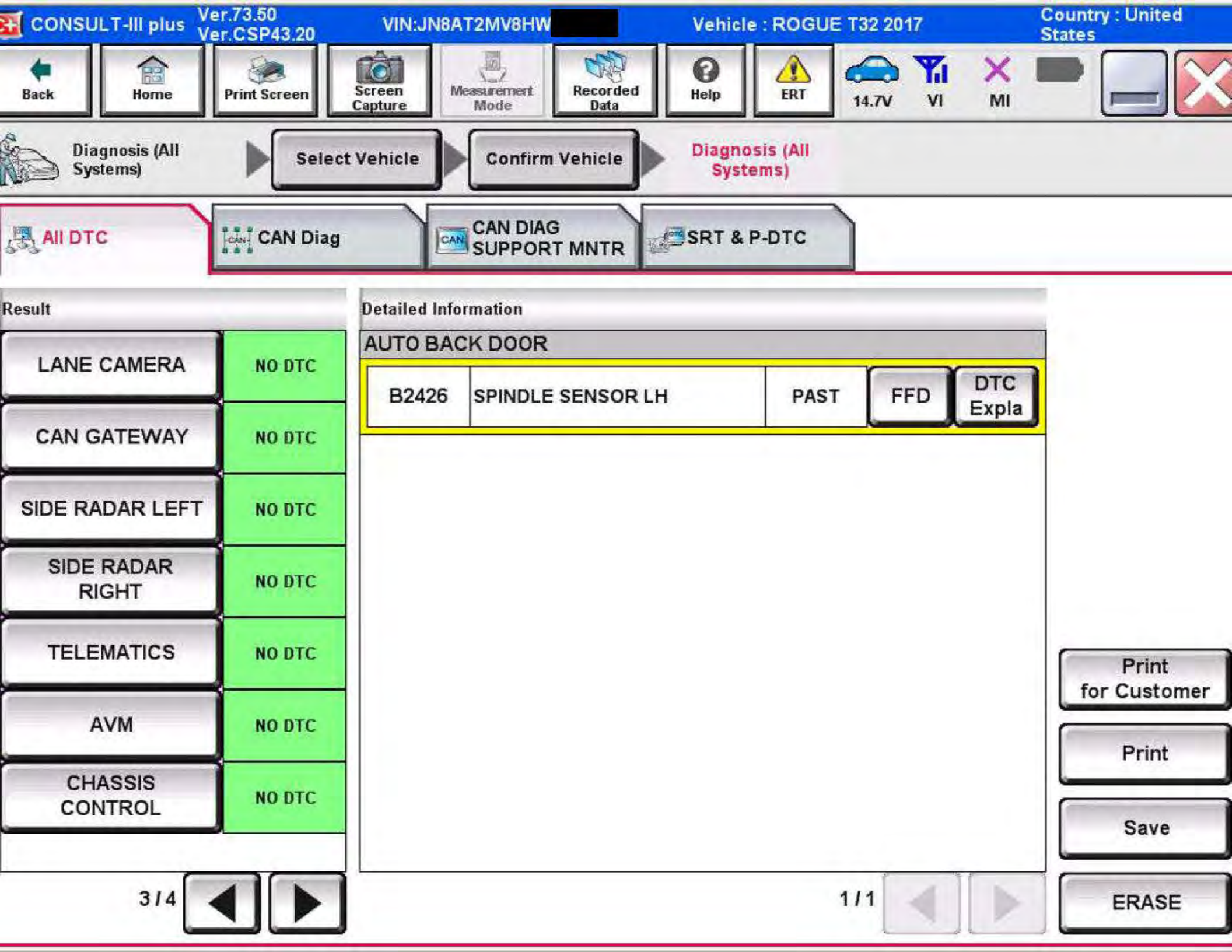
The users of the CDR product and reviewers of the CDR reports and exported data shall ensure that data and information supplied is applicable to the vehicle, vehicle's system(s) and the vehicle ECU. Robert Bosch LLC and all its directors, officers, employees and members shall not be liable for damages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

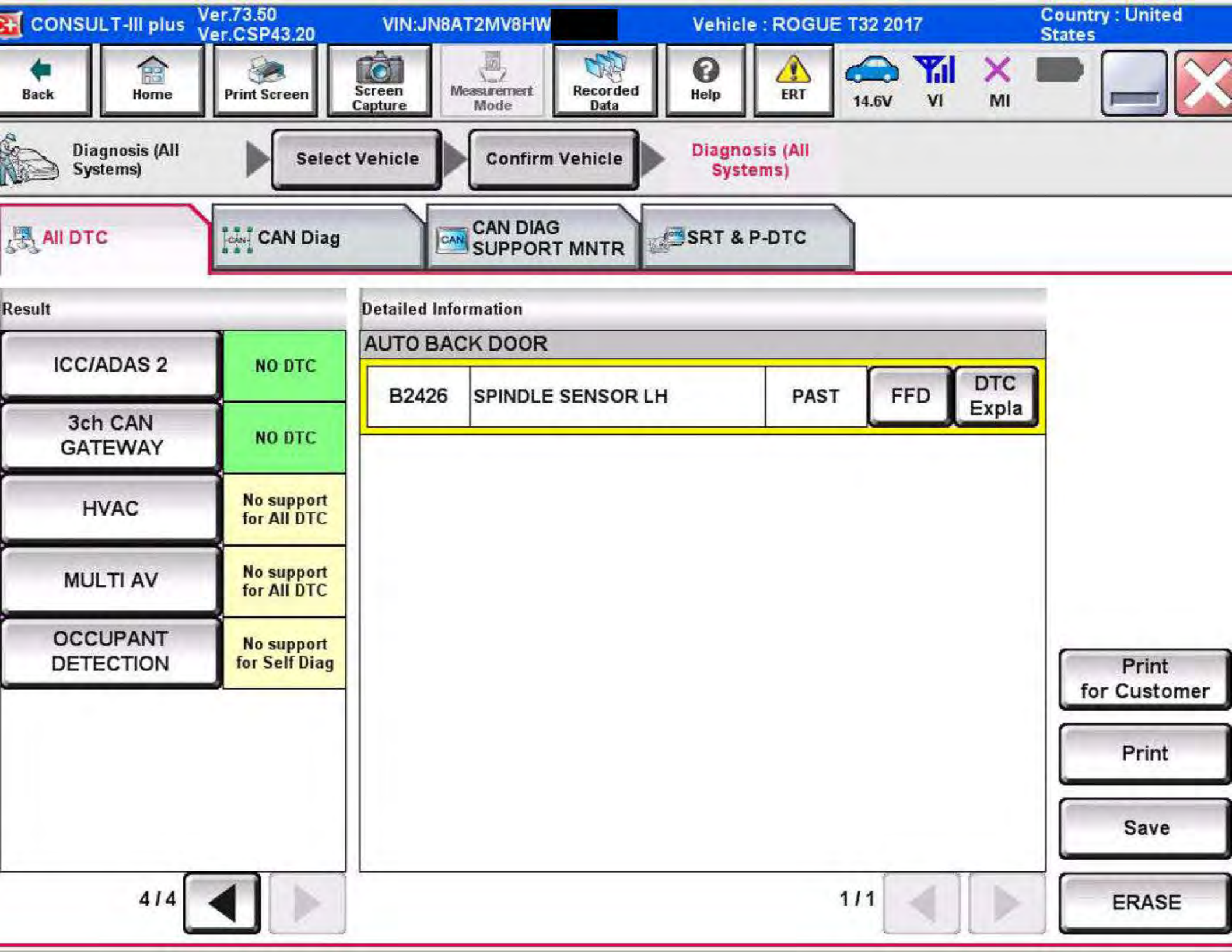

CONSULT-III plus
Ver.73.50
Ver.CSP43.20
VIN:JN8AT2MV8HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.6V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB OPERATION MILEAGE
Current status
Completed
MONITOR
MILEAGE
4304
mile
End


CONSULT-III plus
Ver.73.50
Ver.CSP43.20
VIN:JN8AT2MV8HW[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)
ICC/ADAS
Work support : CAUSE OF AUTO-CANCEL 1
CANCEL CAUSE ITEM
Retry
Current status
Completed
LANE CAMERA BLOCKED
27
End


CONSULT-III plus
Ver.73.50
Ver.CSP43.20
VIN:JN8AT2MV8HW
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.7V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
AUTO BACK DOOR
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
AUTO BACK DOOR
B2426
SPINDLE SENSOR LH
PAST
FFD
DTC Expla
1/1
Print for Customer
Print
Save
ERASE


CONSULT-III plus
Ver.73.50
Ver.CSP43.20
VIN:JN8AT2MV8HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.7V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
TRANSMISSION
NO DTC
EPS/DAST 3
NO DTC
IPDM E/R
NO DTC
AIR PRESSURE MONITOR
NO DTC
LASER/RADAR
NO DTC
AUTO DRIVE POS.
NO DTC
ALL MODE AWD/4WD
NO DTC
2/4
Detailed Information
AUTO BACK DOOR
B2426
SPINDLE SENSOR LH
PAST
FFD
DTC Expla
1/1
Print for Customer
Print
Save
ERASE


CONSULT-III plus
Ver.73.50
Ver.CSP43.20
VIN:JN8AT2MV8HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.7V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
Detailed Information
LANE CAMERA
NO DTC
CAN GATEWAY
NO DTC
SIDE RADAR LEFT
NO DTC
SIDE RADAR RIGHT
NO DTC
TELEMATICS
NO DTC
AVM
NO DTC
CHASSIS CONTROL
NO DTC
AUTO BACK DOOR
B2426
SPINDLE SENSOR LH
PAST
FFD
DTC Expla
3/4
1/1
Print for Customer
Print
Save
ERASE


CONSULT-III plus
Ver.73.50
Ver.CSP43.20
VIN:JN8AT2MV8HW[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)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
Detailed Information
ICC/ADAS 2
NO DTC
3ch CAN GATEWAY
NO DTC
HVAC
No support for All DTC
MULTI AV
No support for All DTC
OCCUPANT DETECTION
No support for Self Diag
AUTO BACK DOOR
B2426
SPINDLE SENSOR LH
PAST
FFD
DTC Expla
4/4
1/1
Print for Customer
Print
Save
ERASE

Incident Investigation

CAR # [redacted]
Claimant [redacted]
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 Sterling State VA Zip Code [redacted] Country United States

☒ Driver Same as Claimant
☒ Owner Same as Claimant

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

If represented, claimant's attorney name, address, phone: None given

II. Vehicle

Model Year 2017 Model Name Rogue Mfg. Date 6/21/2017 VIN JN8AT2MV8HW[redacted]

Mileage 4579 License # [redacted] State VA Country United States

Special equipment & accessories None Found

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

Number	Description	Status	Date
N/A	None at the time of inspection	○ Open ○ Closed	N/A

Add Row | Remove Row

III. Description of Incident & Claim

Source of Information Nissan Probe F56831 Incident Date 12/18/2017 Time 7:30 AM

Location of Incident (describe fully) It was on hwy [redacted] between Virginia and Washington (east bound).

Weather Conditions (Rain/Snow/Dry/Etc.) Overcast and dry

Vision obstruction (describe) None Given

Temperature at time of incident 30°F Parking location prior to time of incident Not Given

Incident Investigation

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

Overnight temperature prior to incident: 37°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 Claimant was driving on highway [redacted] east bound.
Claimant was driving in the right lane when the incident occurred.
Claimant states there were no vehicles to the left or right of the Claimants vehicle.
Claimant states there were no vehicles in front of Claimant.
Claimant states that traffic was moderate.
Claimant states that the road was flat and straight.
Claimant states had been driving for about 40 minutes before the incident occurred.
Claimant states vehicle suddenly stopped completely and was almost hit from behind.
Claimant states that Claimant was doing a speed of 55-60 mph when the incident occurred.
Claimant also stated that Claimant was having a light come on (but Claimant was not sure what it was and it would go on and off).

Relation to Roadway (on-road, off-road, left side, right side): Right Lane
Number of times incident occurred: 1

Driver Action (braking, steering, etc.): Vehicle came to a stop and the claimant was then able to drive off according to the service manager at Priority Nissan of Tysons Corner

Special Circumstances: Claimant was not using cruise control at the time of the incident.

Actions taken after incident and results of those actions: Vehicle was taken to Priority Nissan of Tysons corner for inspection. Dealer contacted Nissan Techline to see how to proceed.

Vehicle Estimated Speed: 55-60 MPH Source: Nissan Probe F56831 Posted Speed Limit: 55 MPH

Other Vehicle Estimated Speed: N/A Source: Nissan Probe F56831 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 was driving eastbound on highway [redacted] in Virginia when all the sudden the vehicle came to a complete stop unexpectedly.	[redacted]

Add Allegation | Remove Allegation

IV. Occupants & Injuries

Source of Information: Nissan Probe F56831

Incident Investigation

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

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



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

Address [redacted] Sterling, VA [redacted] Weight Not Given

Location Incident Vehicle Seating Position 1 - Driver

Seat Belts Worn Lap + Shoulder Belt Airbag Status

Nature & Extent of Injuries None Given

Where, when, and by whom were the injuries treated? None Given

Add Occupant | Remove Occupant

☐ No Occupants Comments No Comment

V. Other Property Damage

☒ No Other Property Damage

Source of information Nissan Probe F56831

VI. Investigation Results

Date of vehicle inspection 1-25-18

Location of inspection Priority Nissan of Tysons Corner

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

No damages to the vehicle were found

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

Photos taken by Ken Hyatt # Photos 108

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 were found

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV8HW[redacted]

Engine/ Transmission/ Drivetrain	No abnormalities were found
Underbody/ Suspension/ Steering/ Wheels & Tires	No abnormalities were found
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	No abnormalities were found
Seat Belts/ Child Restraints (if applicable)	No abnormalities were found
Air Bags	No abnormalities were found

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

Work support for FEB Operation Mileage shows an operation happened at 4304 Miles. DTS KH test drove the vehicle from 4579 miles to 4588 miles, a total of 9.1 miles. During the test drive no abnormalities were found.

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 was driving eastbound on highway [redacted] in Virginia when all the sudden the vehicle came to a complete stop unexpectedly.	Data shows an FEB operation happened at 4304 miles. No abnormalities were found to show the FEB operation happened unexpectedly.

Add Row | Remove Row

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

Reporter's Signature [redacted]

Reporter's Name & Region Kenneth C. Hyatt Mid-Atlantic Region

Incident Investigation

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

IIR Supplement: Brake Checklist

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

- ☐ Pedal went to floor and stayed there
- ☐ Pedal returned after pumping
- ☐ Pedal felt solid, would not move
- ☐ Pedal felt spongy
- ☒ Other (describe): FEB System brought the vehicle to a complete stop

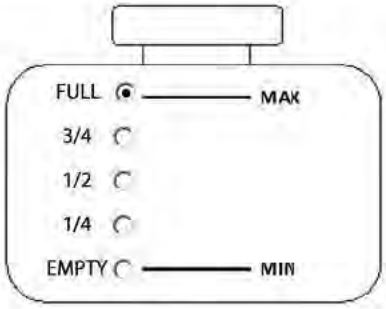
II. Vehicle Inspection *(Include photographs in report)*

Yes	No		Comments
◉	○	ABS equipped, if yes, turn ignition ON:	No abnormalities were found
◉	○	- ABS warning lamp illuminates for approximately 1 second and turns off (normal)	No abnormalities were found
◉	○	VDC equipped, if yes, turn ignition ON:	No abnormalities were found
◉	○	- VDC OFF lamp illuminates for approximately 1 second and turns off (normal)	No abnormalities were found
◉	○	- VDC OFF lamp turns on and off as VDC switch is cycled	No abnormalities were found
○	○	TCS equipped, if yes, turn ignition ON:	VDC Equipped
○	○	- TCS OFF lamp illuminates for approximately 1 second and turns off (normal)	VDC Equipped
○	○	- TCS OFF lamp turns on and off as TCS switch is cycled	VDC Equipped
◉	○	Brake controller Consult diagnostic printout included (perform diagnostic if vehicle is equipped)	No abnormalities were found
◉	○	PKB adjustment within specifications	No abnormalities were found
◉	○	Fluid quality OK	No abnormalities were found
○	◉	Foreign material present in filter screen	No abnormalities were found
◉	○	Visual inspection of brake circuit:	No abnormalities were found
○	◉	- Reservoir and Master cylinder leaks visible	No abnormalities were found
○	◉	- ABS/TCS/VDC actuator leaks visible (if applicable)	No abnormalities were found
○	◉	- Brake line leaks visible in engine compartment	No abnormalities were found
○	◉	- Brake line leaks visible on underbody	No abnormalities were found
○	◉	- Flexible connector line leaks visible by wheel brakes	No abnormalities were found
○	◉	- Pistons and piston seal leaks visible (disc brakes)	No abnormalities were found

Yes	No		Comments
○	◉	- Wheel cylinder leaks visible (drum brakes)	Not Aplicable

Master Cylinder Fluid Level

Click on the approximate fluid level



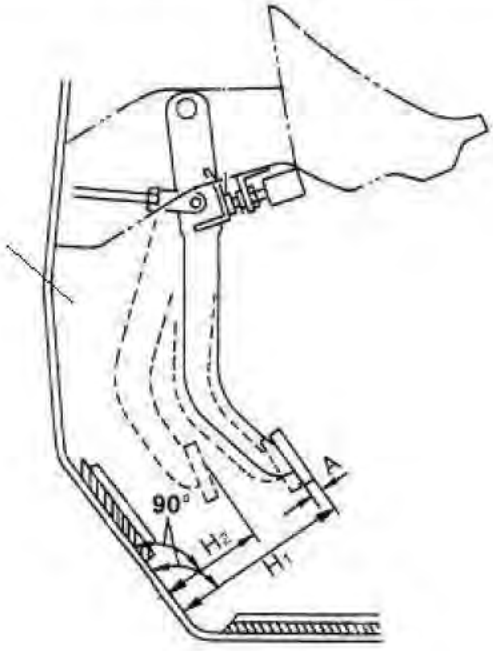
Comments

No abnormalities were found

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

	Measured Data	Comments
Free height (H1)	179 mm	No abnormalities were found
Free play (A)	2 mm	No abnormalities were found
Depressed Height (pedal to floor - H2)	177 mm	No abnormalities were found

Note: When equipped with adjustable pedal, the pedal must be in the forward most (closest to the floor) position for pedal height measurement.



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

☐ Unable to Check (explain in comments)

Instructions: Operation Check

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

Pedal goes down slightly: ◉ Yes ○ No

Comments: No abnormalities were found

Instructions: Airtight Check

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

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

Comments: No abnormalities were found

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

Pedal height does not change after 30 seconds: ◉ Yes ○ No

Comments: No abnormalities were found

Is vacuum supply hose connected properly? ◉ Yes ○ No

Comments: No abnormalities were found

V. Measurements

Instructions for brake pads/ shoes:

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

		Outboard Pad	Inboard Pad	Comments
Front Pad Thickness	LF	9 mm	9 mm	No abnormalities were found
	RF	9 mm	9 mm	
Front Rotor Thickness	LF	1.021"		No abnormalities were found
	RF	1.023"		

		Outboard Pad	Inboard Pad	Comments
Rear Pad Thickness	LR	7 mm	7 mm	No abnormalities were found
	RR	7 mm	7 mm	
Rear Rotor Thickness	LR	.628"		No abnormalities were found
	RR	.627"		

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

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

Location	Make	Model	Size	DOT #	Tread Depth	PSI
LF	Bridgestone	Ecopia	225/55 R19	H4T4DNL2217	8/32"	40
Condition/ Comments:	No abnormalities were found					
RF	Bridgestone	Ecopia	225/55 R19	H4T4DNL2217	8/32"	40
Condition/ Comments:	No abnormalities were found					
RR	Bridgestone	Ecopia	225/55 R19	H4T4DNL2217	8/32"	40
Condition/ Comments:	No abnormalities were found					
LR	Bridgestone	Ecopia	225/55 R19	H4T4DNL2217	8/32"	40
Condition/ Comments:	No abnormalities were found					

Incident Investigation

CAR # [redacted]
Claimant [redacted]
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)	No comment
Comments	No comment

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

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV8HW[redacted]

	Yes	No	Comments
Full diagnostic download included in report?	◉	○	No codes were stored at the time of inspection. Dealer had inspected the vehicle when it first came in and had cleared the codes. DTS KH pulled the codes from dealers consult and have included them in the case file. Codes stored were C1A16-97, C1A18-54,B2426,B2427, and C1B01-54
EDR download included in report?	◉	○	No events were recorded

III. Sensor and ECM Visual Inspection

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

Yes	No		Comments
○	◉	Obstructions to camera? (ie. dirt, stickers, etc.)	No abnormalities found
○	◉	Physical damage to camera? (ie. cracks)	No abnormalities found
○	◉	Obstructions to radar sensor units? (ie. dirt, stickers, etc.)	No abnormalities found
○	◉	Physical damage to radar sensor units? (ie. cracks)	No abnormalities found
○	◉	Electrical connection to radar module firmly seated?	No abnormalities found
○	◉	Electrical connection to camera module firmly seated?	No abnormalities found
○	○		N/A

End of Form

*Name your file while saving.

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

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


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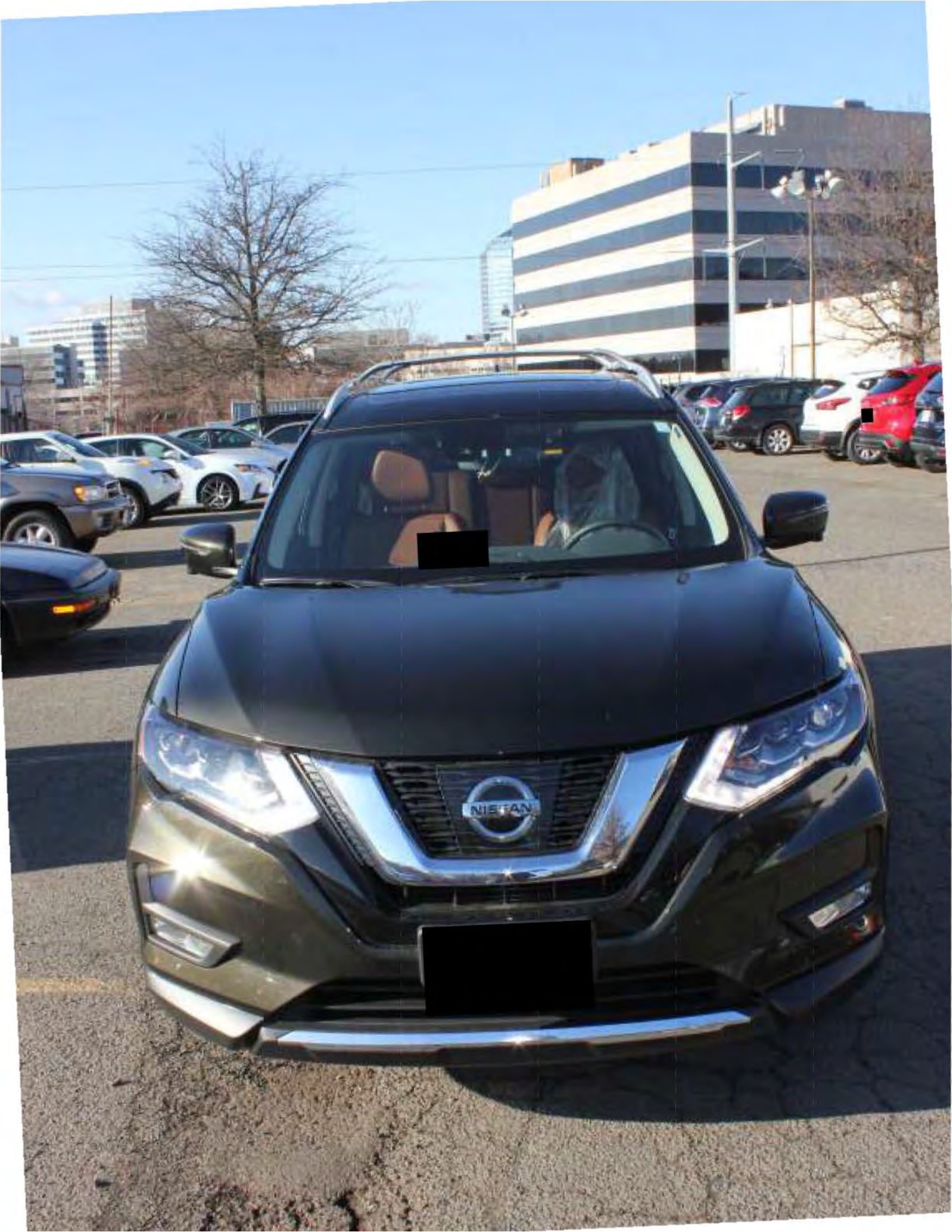

MFD BY NISSAN MOTOR CO.,LTD.
DATE 6/17
GVWR/PNBV 4679 LBS.
GAWR/PNBE FR. 2363 LBS.
WITH 225/55R19 TIRES.
19×7J RIMS. AT 33 PSI
COLD SINGLE.
GAWR/PNBE RR. 2401 LBS.
WITH 225/55R19 TIRES.
19×7J RIMS. AT 33 PSI
COLD SINGLE.
THIS VEHICLE CONFORMS
TO ALL APPLICABLE FED-
ERAL MOTOR VEHICLE SA-
FETY AND THEFT PREVEN-
TION STANDARDS IN EFF-
ECT ON THE DATE OF MA-
NUFACTURE SHOWN ABOVE
VIN: JN8AT2MV8HW
TYPE: MPV
COLOR TRIM TRANS
EAN Z REOF10D
AXLE ENGINE
GS56 QR25(DE) 2488CC
[redacted]
JN8AT2MV8HW
[redacted]


2:57 PM
47 °F
RPM x1000
MPH
P
233
4579 miles






NISSAN


NISSAN


NISSAN








PRIORITY
AUTOMOTIVE








ROGUE
SL AWD


ROGUE
SL AWD


ROGUE




THANKS FOR




















ROGUE


ROGUE














NISSAN

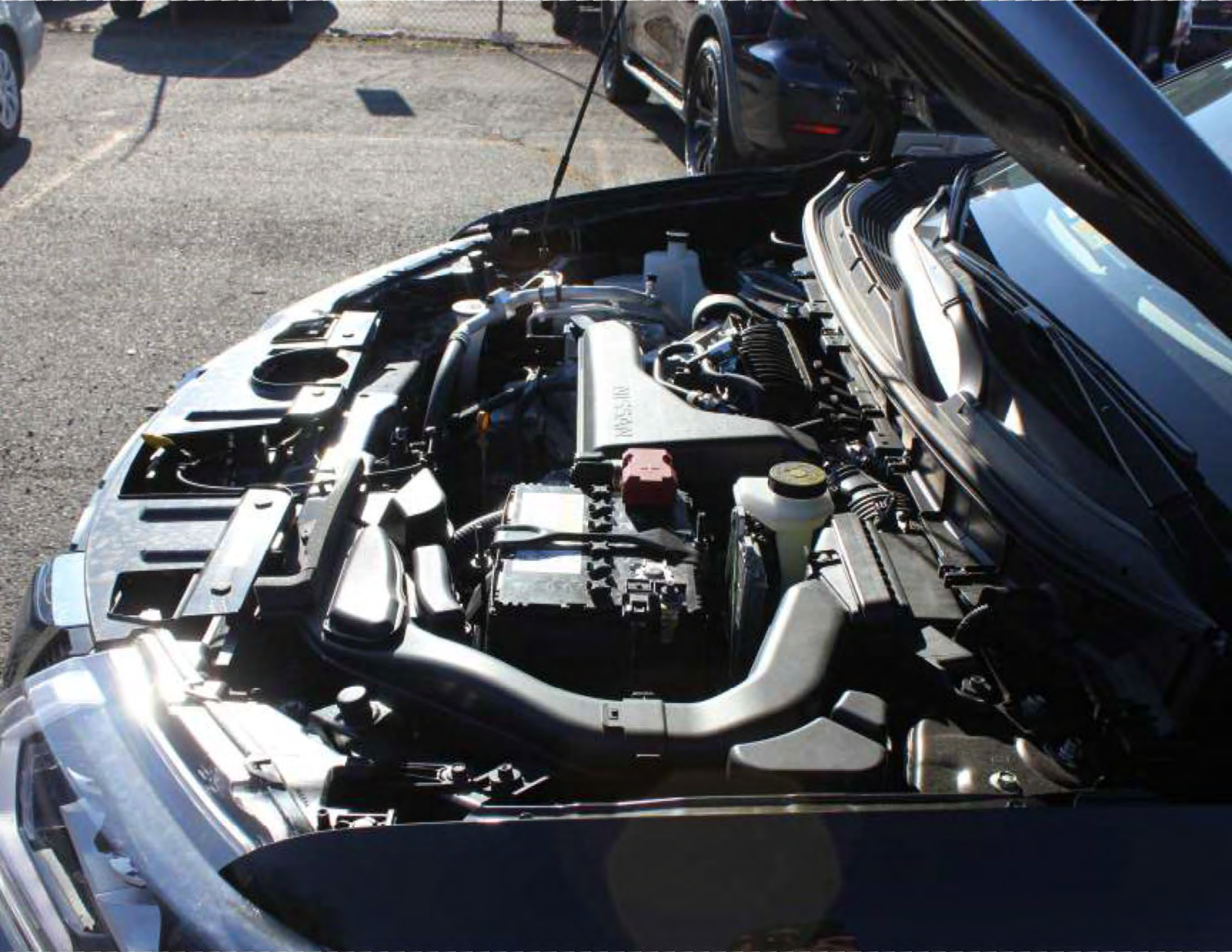





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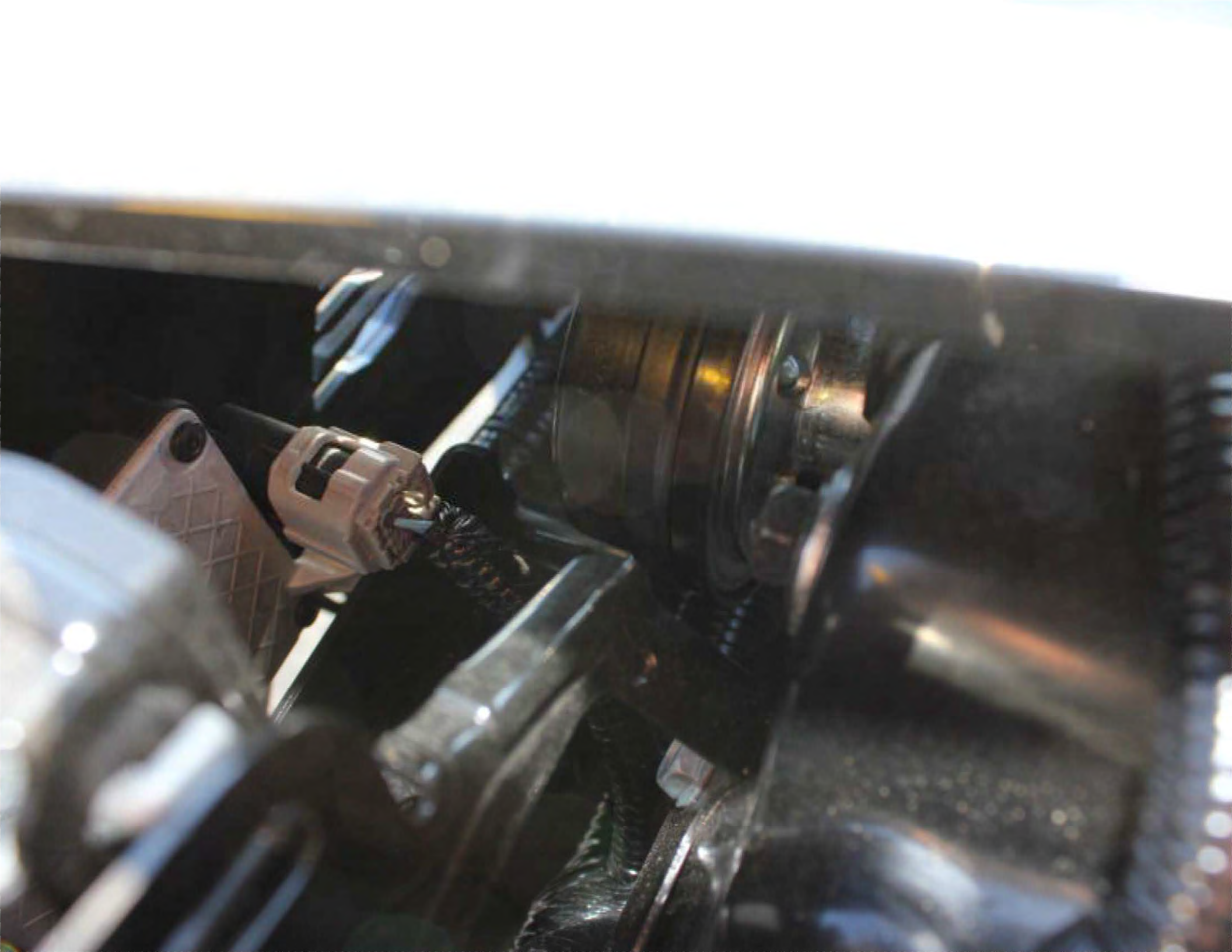




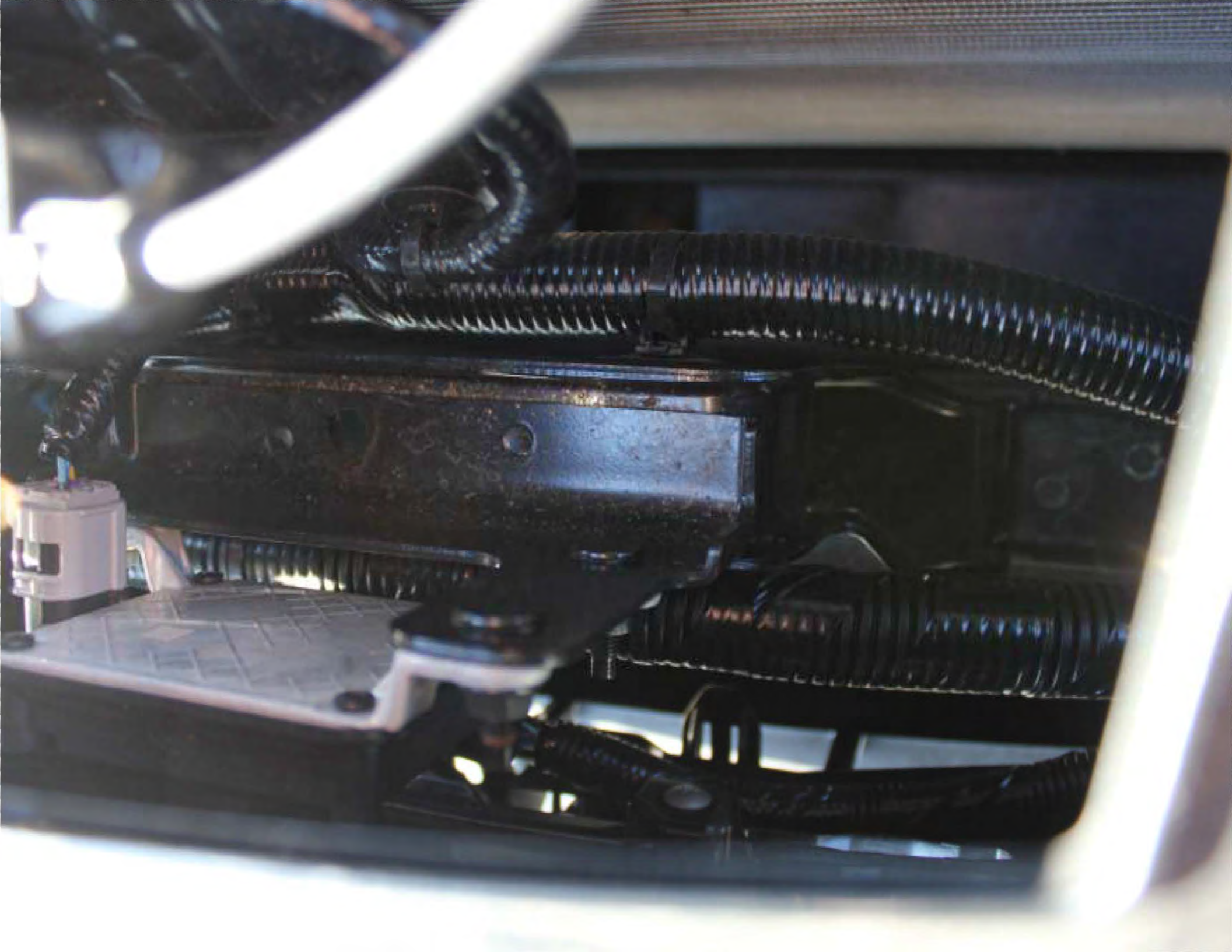


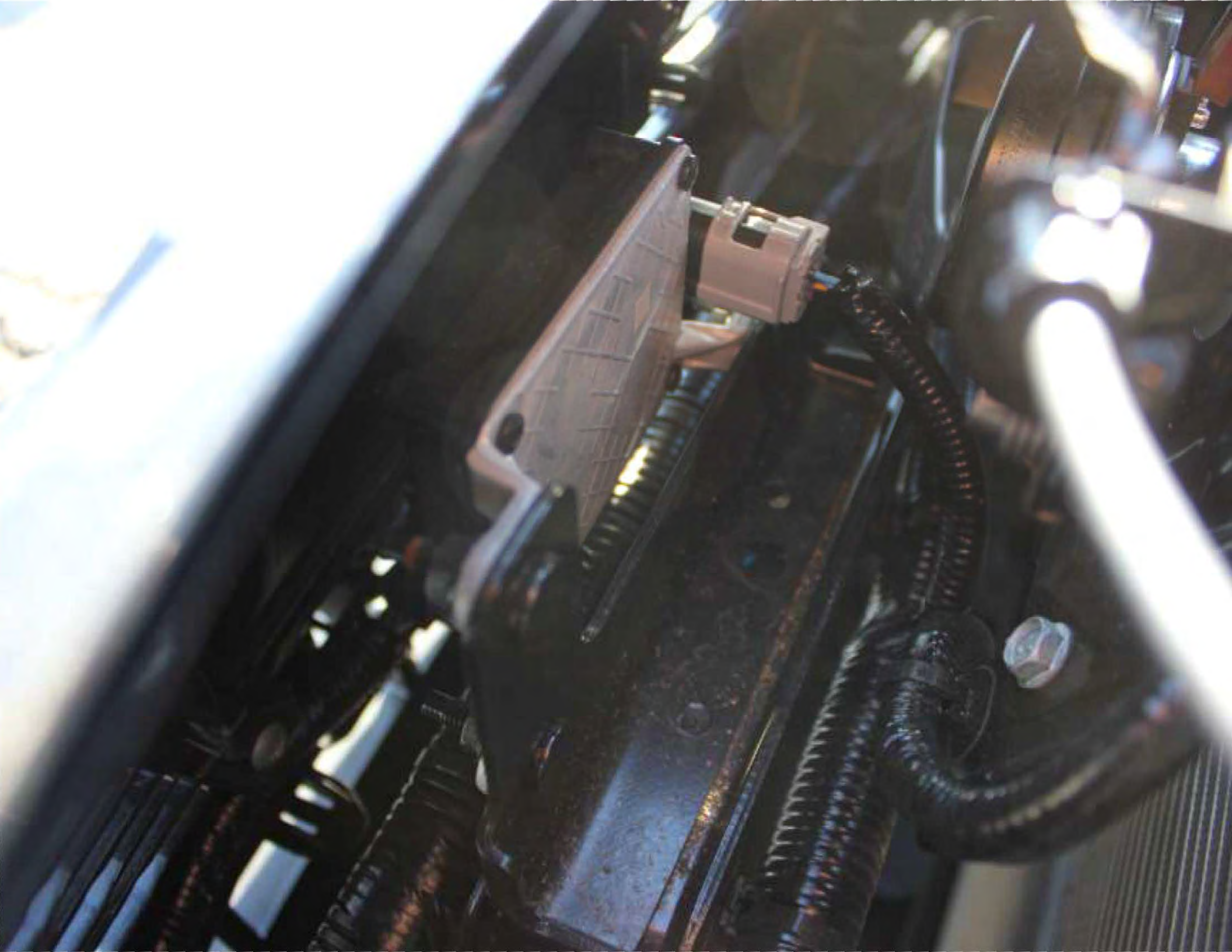


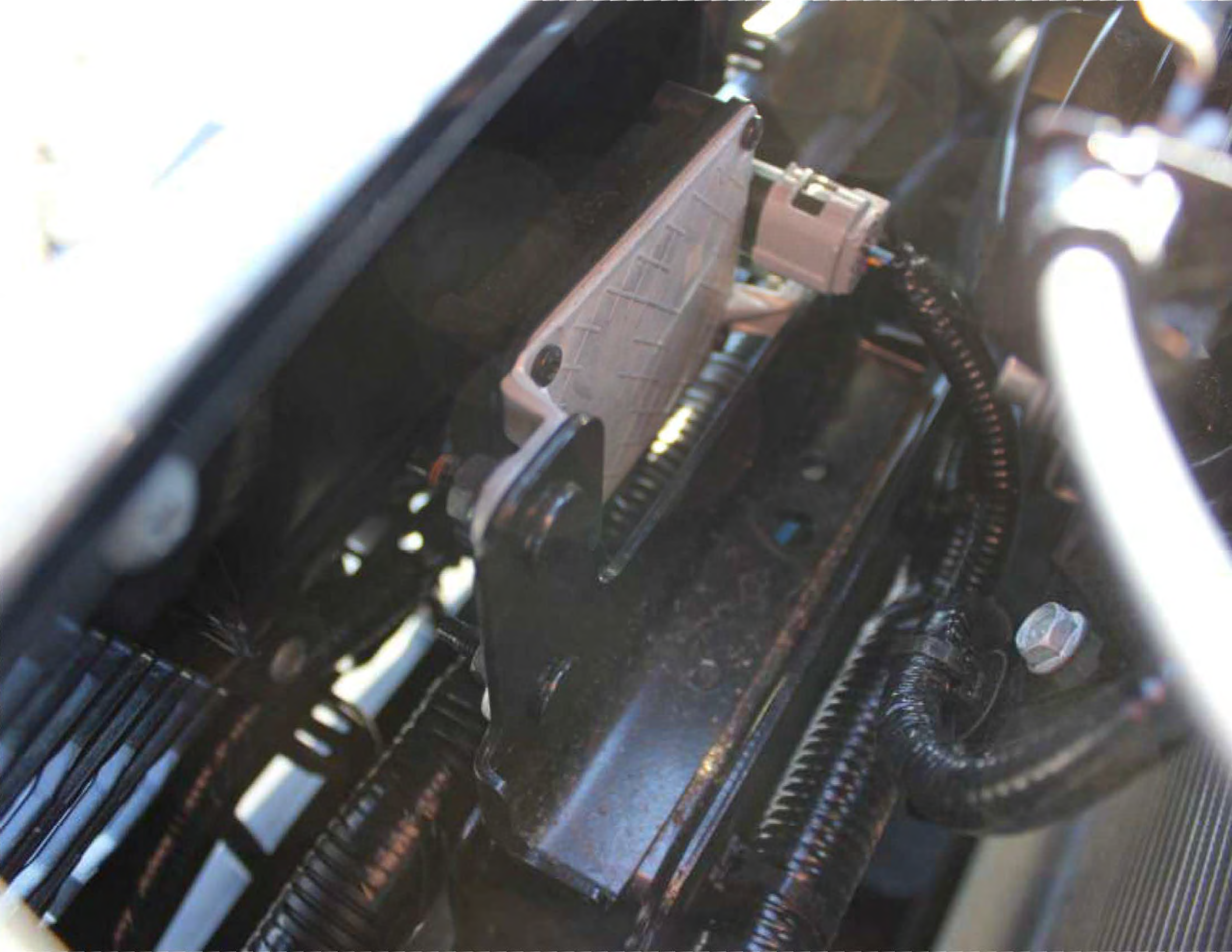





















BJ




BJ
DO NOT DROP


BJ
DO NOT DROP
DXL
284G3 6FL0B
1701300202DXL
234130-251
1025206
TRW
NISSAN



CUSTOMER # [redacted]

[redacted]

[redacted]

[redacted]

WORKORDER [redacted]

PAGE 1

PRIORITY NISSAN - MAZDA

TYSONS CORNER

WE PUT YOU 1ST

[redacted]

www.prioritynissanmazda.com

HOME [redacted] CONT.

BUS. [redacted] CELL [redacted]

SERVICE ADVISOR: 11209 PONCE,ROGER FELIX

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
EAN/MIDNIG	17	NISSAN ROGUE	JN8AT2MV8H[redacted]	[redacted]	4579/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
			13:30 21DEC17		0.00	CASH	

096EPIT DIT

OPTIONS: SOLD-STE [redacted] DLR:5443 ENG:2.5_LITER TRN:XTRONIC_CVT_AUTOMATIC

R.O OPENED	READY
20DEC2017 17:54	

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	55NIZINSP		CN	CUSTOMER STATES PERFORM NISSAN MULTI POINT INSPECTION
# B	01NIZ		CN	-CUSTOMER STATES FEB LIGHT COMES ON WHILE DRIVING. CONTACT NISSAN TECHNICAL LINE. -ATTENTION TO PHIL PER ERIC.
# C	RENTAL		CN	NISSAN MAZDA RENTAL $35.00 DAILY CHARGE. ADDITIONAL CHARGES MAY APPLY (I.E. GAS, TOLL, PARKING, SPEEDING VIOLATIONS)

[redacted]

DISCLAIMER OF WARRANTIES

The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary materials and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

X _____
CUSTOMER SIGNATURE

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X _____

	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES.

X _____
CUSTOMER SIGNATURE

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TECHNICIAN COPY


3:36 PM
47 °F
Safety Shield
OK = Settings
P
229
4579 miles
RPMx1000
MPH
km/h
C
H
0
1/2
1


3:36 PM
47 °F
Driving Aids
Emergency Brake
Lane
Blind Spot
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4579 miles
RPMx1000
MPH
km/h
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H
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1/2
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3:36 PM
47°F
Lane
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3:36 PM
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3:36 PM
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Parking Aids
Moving Object
Cross Traffic
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RPMx1000
MPH
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3:36 PM
47 °F
Chassis Control
Trace Control
Engine Brake
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229
4579 miles
RPMx1000
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km/h


3:37 PM
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Driving Aids
Emergency Brake
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Blind Spot
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4579 miles
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km/h
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4:07 PM
43 °F
RPMx1000
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39
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217
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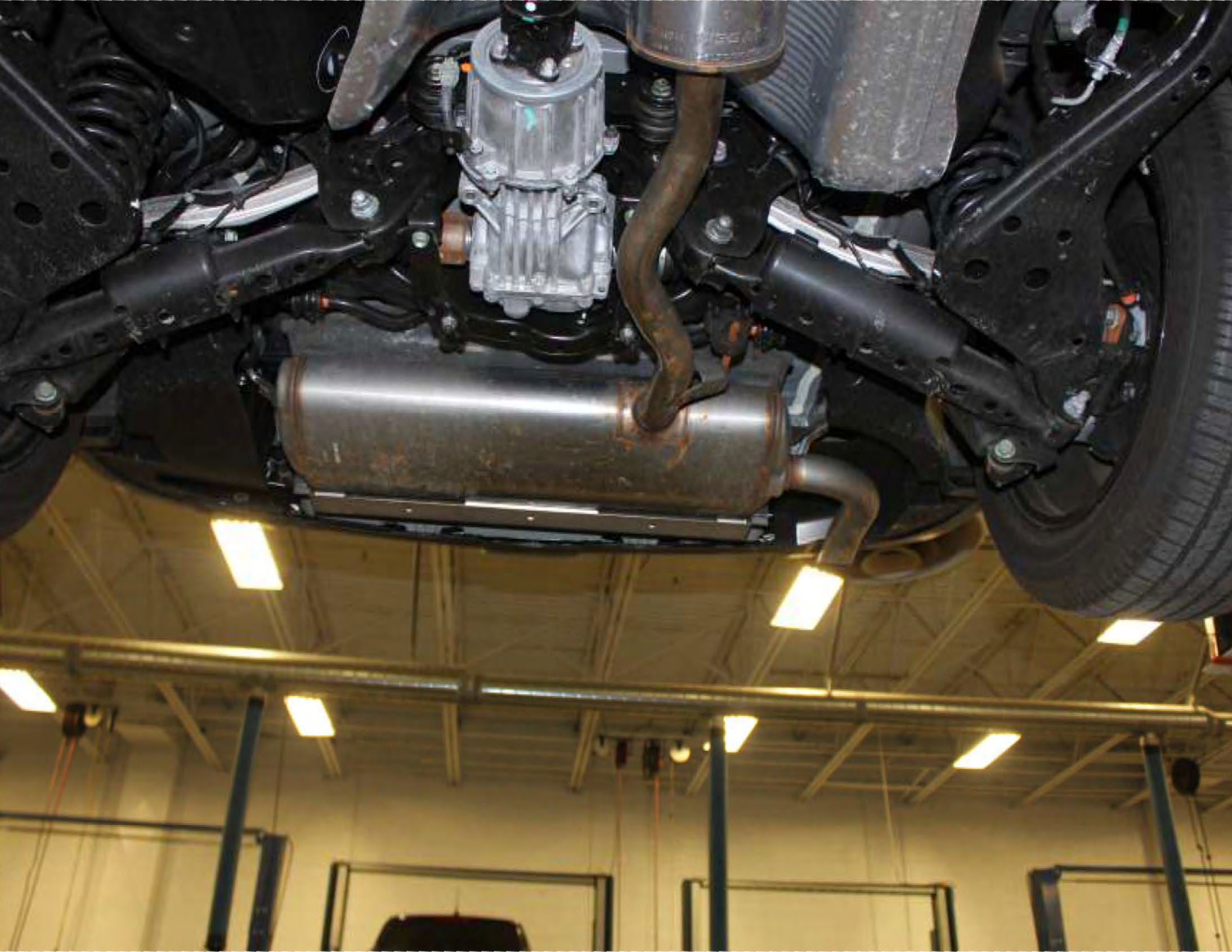

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43 °F
Tire Pressures
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39
33
39
P
217
4588 miles
RPMx1000
MPH
km/h
C
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1/2
1




25










PRIORITY


725










ROGUE
PRIORITY


ROGUE
PRIORITY
Challenger Lifts




RF


RF

RF


RF
BRIDGESTONE


RF


RR


RR


RR


RR


RR

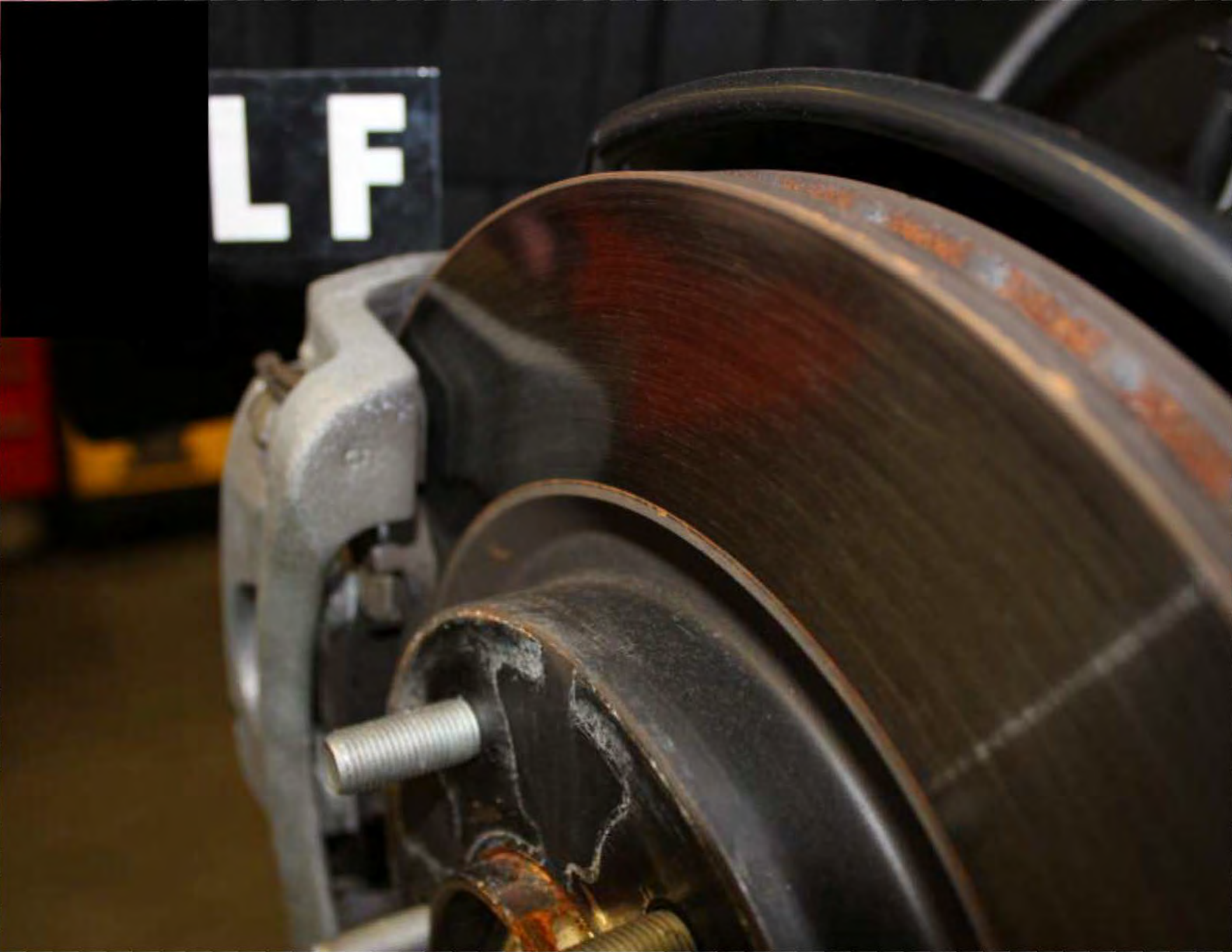

RR


RR




LF


LF
BREMBO
6047
7490


LF


ROSENTHAL
LF


ROSENTHAL
LF


LR


LR


LR


LR

Nissan DBS

National Service History

National Service History			
Open Campaigns:	No Active Campaigns		
TSB:	No Active TSB(s)	Warranty Information:	
Service Contract:	Active Service Contract(s) - Name Mismatch	Branded Title:	

Vehicle Detail	
VIN:	JN8AT2MV8HW[redacted]
Model Year:	2017
Make:	Nissan
Model Line:	ROGUE
Model Code:	29617
Model:	ROGUE SL AWD
Exterior Color:	EAN-MIDNIGHT JADE
Interior Color:	Z-PLATINUM RESERV
Manufacturer Date:	06/21/2017
In Service Date:	09/09/2017
PDI Date:	
Sold By:	PRIORITY NISSAN TYSO VIENNA VA
Odometer:	4,525
Date:	12/20/2017

Customer	
Customer/ Company Name:	[redacted]
Address:	[redacted]
City, State, Zip:	POTOMAC FALLS, VA [redacted]
Home Phone Number:	[redacted]
Work Number:	[redacted]
Cell Phone Number:	
Email Address:	[redacted]
Last updated on 09/12/17 at 09:15 AM	

Vehicle Options

Code	Description
C03	50S 50 STATE EMISSION
B94	BAR ROOF RAIL CROSS B
B93	BUM CHROME REAR BUMPE
L92	FL2 FLOOR MATS (2-PIE
X03	INT PLATINUM RESERVE
K03	PLA PLATINUM PACKAGE
P04	PR4 SL PREMIUM PACKAG
B92	SGD SPLASH GUARDS

Open Campaign Information

Warranty Coverage Information

	Expiration	
Warranty Type	Date	Odometer
CORROSION COVERAGE (PERFORATION)	09/09/2022	999,999
FEDERAL EMISSION LONG TERM DEFECT	09/09/2025	80,000
EVAPORATIVE EMISSION VENT TUBE CLOG	09/09/2032	150,000
SEAT BELT	09/09/2027	999,999
CALIFORNIA EMISSION LONG TERM DEFEC	09/09/2024	70,000
OUTER TRIM CORROSION	09/09/2018	12,500
REFRIGERANT RECHARGE ONLY	09/09/2018	999,999
POWERTRAIN COVERAGE	09/09/2022	60,000
FEDERAL EMISSIONS PERFORMANCE	09/09/2019	24,000
CALIFORNIA EMISSION DEFECT	09/09/2020	50,000
FEDERAL EMISSION DEFECT	09/09/2020	36,000
ADJUSTMENTS	09/09/2018	12,000

Warranty Extensions/Customer Service Initiative

Warranty Exclusion Information

Service Contracts

Plan Type	Plan Effective		Expiration		Cancelled	
	Plan Effective Date	Plan Effective Miles	Date	Odometer	Date	Odometer
SECURITY+PLUS PREFERRED GOLD PREFERRED	09/27/2017	1	09/09/2019	40,000		
Contract Owner Name:	Nissan, Priority					
Reference#/Agreement#:	[redacted]					
Deductible Amount:	$100.00					

Repair Order Information

Repair Order	RO Open Date	RO Close Date	Dealer / Service Advisor	Odometer	Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total
[redacted]	12/19/2017	12/20/2017	PRIORITY NISSAN TYSON'S / roger, ponce	4,524	5	N/A	N/A	$28.57

Repair Order Comment
~!PIND!PFL !**35.71!***35.71! 8875

Job Line	Pay Type	Goodwill	Operation Code	Operation Description	Technician Notes
A	Internal Pay		55NIZI	-	

Customer Complaint	Cause Description	Correction Statement
CUSTOMER STATES PERFORM NISSAN MULTI POINT INSPECTION		

Job Line	Pay Type	Goodwill	Operation Code	Operation Description	Technician Notes

Job Line	Pay Type	Goodwill	Operation Code	Operation Description	Technician Notes
B	Internal Pay		01NIZ	-	CUSTOMER ADVISED. ADVISED TO CUSTOMER TO TURN FEATURE OFF WHILE DRIVING AS DEALER RECOMMENDATION.

Customer Complaint	Cause Description	Correction Statement
CUSTOMER STATES FEB LIGHT CAME ON WHILE DRIVING ABOUT 50MPH THEN SUDDENLY VEHICLE CAME TO A COMPLETE STOP IN THE MIDDLE OF THE ROAD, CK AND ADVISE / C	TECH WAS NOT ABLE TO VERIFY CONCERN, DIAGNOSED AND RETRIEVE FAILURE CODES C1A16-97 RADAR STAIN (CMP/SYS OPR OBST OR BLKD), C1A18-54 LASER AIMING INCMP	

Job Line	Pay Type	Goodwill	Operation Code	Operation Description	Technician Notes
C	Internal Pay		02NIZ1	-	

Customer Complaint	Cause Description	Correction Statement
CUSTOMER STATES PERFORM LUBE, OIL AND FILTER SERVICE RESET MAINTENANCE REMINDERS AND REMINDER STICKER	ROUTINE MAINT.	

Part Number	Part Description	Part Quantity
1520865F0E	OIL FILTER	1
11026JA00A	WASHER DRAIN	1
00W20SS	MOBIL SPR SYN 0W20	5

Job Line	Pay Type	Goodwill	Operation Code	Operation Description	Technician Notes
D	Internal Pay		TIME	-	

Customer Complaint	Cause Description	Correction Statement
PROMISE TIME: DROP... NEEDS BY 2PM	COMPLETED SERVICE	

Job Line	Pay Type	Goodwill	Operation Code	Operation Description	Technician Notes
E	Internal Pay		CW	-	

Customer Complaint	Cause Description	Correction Statement
PERFORM COMPLIMENTARY CAR WASH AND VACUUM		

Repair Order	RO Open Date	RO Close Date	Dealer / Service Advisor	Odometer	Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total
[redacted]	09/05/2017	09/12/2017	PRIORITY NISSAN TYSON'S / john, self	5	3	N/A	$163.80	$23.99

Repair Order Comment
[redacted]

Job Line	Pay Type	Goodwill	Operation Code	Operation Description	Technician Notes

A	Internal Pay		55NIZI	CUSTOMER STATES PERFORM NISSAN MULTI POINT INSPECTION	

Customer Complaint	Cause Description	Correction Statement
SOLD UNIT NEED ASAP - SEND TO CLEAN UP WHEN DONE		

Job Line	Pay Type	Goodwill	Operation Code	Operation Description	Technician Notes
B	Warranty Pay		YX10AA	NISSAN PDI	Completed

Customer Complaint	Cause Description	Correction Statement
PERFORM PRE DELIVERY INSPECTION RESET MAINTENANCE REMINDERS AND REMINDER STICKER	.	

Job Line	Pay Type	Goodwill	Operation Code	Operation Description	Technician Notes
C	Internal Pay		01NIZV	PERFORM VA STATE SAFETY INSPECTION	

Customer Complaint	Cause Description	Correction Statement
PERFORM VA STATE SAFETY INSPECTION		

Part Number	Part Description	Part Quantity
99	WASH SOLV	1

Warranty Information

2017.5 NISSAN ROGUE
SL AWD

Scan QR code for general model information & options

Standard Equipment Included at No Extra Charge

MECHANICAL & PERFORMANCE
2.5-liter DOHC I-4 Engine
170 Horsepower and 175 lb-ft of Torque
Xtronic CVT® (Continuously Variable Transmission) with Sport Shifter
Eco Mode
4-Wheel Front and Rear Disc Brakes
18" Alloy Wheels
All Season Tires/Temporary Spare Tire
Hill Start Assist
1000lb Tow Capacity
(Additional Equipment Required******)
Front Independent Suspension
Rear Multilink Suspension

SAFETY & SECURITY
Driver & Front Passenger, Side-Impact, Curtain Air Bags
Lower Anchors and Tethers for CHildren (LATCH)
4-Wheel Anti-Lock Braking System
Vehicle Dynamic Control (VDC)
Traction Control System (TCS)
Electronic Brake Force Distribution (EBD)
Brake Assist (BA)
Nissan Vehicle Immobilizer System
Vehicle Security System
Tire Pressure Monitoring System (TPMS) with Easy Fill Tire Alert
Blind Spot Warning (BSW)
Rear Cross Traffic Alert (RCTA)
Forward Emergency Braking (FEB)

COMFORT & CONVENIENCE
6-Way Power Driver Seat w/ Power Lumbar Support
EZ Flex® Seating System
40/20/40 Split Folding Rear Seat
Around View® Monitor
Moving Object Detection
Leather Appointed Seats
Quick Comfort™ Heated Front Seats
Driver Seat and Outside Mirrors Position Memory
Heated Leather-Wrapped Steering Wheel
Leather-Wrapped Shift Knob
NissanConnect™ with Navigation, Mobile Apps, and Services****
7" Color Touch-Screen Display
Nissan Voice Recognition for Navi & Audio
SiriusXM Satellite Radio**
SiriusXM Traffic & Travel Link**

COMFORT & CONVENIENCE CONT.
Bose® Premium Audio System w/ 9 Speakers
Bluetooth® Hands-free Phone System
Streaming Audio via Bluetooth®
Hands-free Text Messaging Assistant*****
Siri®Eyes Free*******
Auxiliary Audio Input Jack
Advanced Drive-Assist® Display
(3) 12-Volt DC Power Outlets
Dual-Zone Automatic Temperature Control
2nd Row Seat A/C Vents
Divide-N-Hide® Cargo System
Power Door Locks w/ Auto Locking Feature
Power Windows w/ Driver Auto Up/Down
Nissan Intelligent Key® w/Push Button Start
Remote Engine Start System
Motion Activated Liftgate
High Beam Assist Headlights

EXTERIOR
LED Daytime Running Lights
Halogen Headlights w/ Auto On/Off
Fog Lights
Heated Outside Mirrors w/LED Turn Signals
Privacy Glass
Roof Rails

**SiriusXM Satellite Radio includes activation & 3 months of service only; subscription sold separately. SiriusXM Traffic & Travel Link includes activation & service for a trial period; subscription required thereafter. SiriusXM services are not available in AK, HI and some markets.
***Only use when safe to do so.
Availability is dependent on vehicle model, trim level, packaging, and/or options. See NissanUSA.com/Connect for complete product and service availability details, Subscriber Agreement and limitations. GPS mapping may not be detailed in all areas or reflect current road status.
*****Compatible smartphone required. Standard text rates/data usage may apply.
******Additional cost required.
*******Availability of specific feature dependent upon phone's Bluetooth® support and compatible smartphone. Certain services provided by independent companies. Nissan not responsible for any costs that may be required for continued operation due to service changes or termination.

Manufacturer's Suggested Retail Base Price:	$31,710.00
Options Included by Manufacturer	
SL Premium Package*** Power Panoramic Moonroof LED Headlights	1,820.00
Platinum Package*** 19" Alloy Wheels Intelligent Cruise Control (ICC) Lane Departure Warning (LDW) Lane Departure Prevention (LDP) Forward Emergency Braking (FEB) with Pedestrian Detection	770.00
Platinum Reserve Interior*** Tan Leather-Appointed Seats with Quilted Leather Inserts	250.00
Splash Guards	160.00
Chrome Rear Bumper Protector	155.00
Roof Rail Cross Bars	355.00
Floor Mats with Cargo Area Protector	225.00
DESTINATION CHARGES	960.00
Total*	**$36,405.00**

*****Optional Equipment Replaces Standard Where Applicable

***Does not include dealer installed options and accessories, local taxes or license fees. This label has been applied pursuant to federal law. Do not remove prior to delivery to the ultimate purchaser.**

****Not actual Monroney Label. Provided for informational purposes only. Vehicle features, pricing and other information subject to change, may vary from actual vehicle content and/or Monroney label description. While Nissan makes reasonable efforts to ensure accuracy of information, Nissan is not responsible for changes, errors or omissions. See actual vehicle and/or verify information in question with your Nissan dealer.**

EPA DOT Fuel Economy and Environment

Gasoline Vehicle

Fuel Economy
27 MPG
combined city/hwy — 25 city — 32 highway
3.7 gallons per 100 miles

Small SUVs range from 18 to 34 MPG. The best vehicle rates 136 MPGe.

You save $250 in fuel costs over 5 years compared to the average new vehicle

Annual fuel cost $1,350

Fuel Economy & Greenhouse Gas Rating (tailpipe only) 6 (1–10, Best)
Smog Rating (tailpipe only) 7 (1–10, Best)

This vehicle emits 326 grams CO2 per mile. The best emits 0 grams per mile (tailpipe only). Producing and distributing fuel also create emissions; learn more at fueleconomy.gov.

Actual results will vary for many reasons, including driving conditions and how you drive and maintain your vehicle. The average new vehicle gets 26 MPG and costs $7,600 to fuel over 5 years. Cost estimates are based on 15,000 miles per year at $2.45 per gallon. MPGe is miles per gasoline gallon equivalent. Vehicle emissions are a significant cause of climate change and smog.

fueleconomy.gov
Calculate personalized estimates and compare vehicles

Smartphone QR Code®

GOVERNMENT 5-STAR SAFETY RATINGS

Overall Vehicle Score ★★★★
Based on the combined ratings of frontal, side and rollover.
Should ONLY be compared to other vehicles of similar size and weight.

Frontal Crash — Driver ★★★★ / Passenger ★★★
Based on the risk of injury in a frontal impact.
Should ONLY be compared to other vehicles of similar size and weight.

Side Crash — Front seat ★★★★★ / Rear seat ★★★★★
Based on the risk of injury in a side impact.

Rollover ★★★★
Based on the risk of rollover in a single-vehicle crash.

Star ratings range from 1 to 5 stars (★★★★★) with 5 being the highest.
Source: National Highway Traffic Safety Administration (NHTSA)
www.safercar.gov or 1-888-327-4236

This Vehicle qualifies for Nissan's

Security+Plus Extended Protection Plan

The only service agreement backed by Nissan Extended Services North America!
Ask your dealer for details, or call 1-800-NISSAN-1 for more information

DELIVERY

VEHICLE COLORS:
EXT: MIDNIGHT JADE
INT: PLATINUM RESERV

FINAL ASSEMBLY POINT:
NORFOLK

TRANSPORT METHOD:
TRUCK

DEALER:
PRIORITY NISSAN TYSON'S
[redacted]
VIENNA VA
[redacted]

VIN: JN8AT2MV8HW[redacted]
EMS: 50 STATE EMISSIONS
MDL: 29617-277554 EAN-Z
OPT: [redacted]

[redacted]

Unofficial Copy**

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 [23] | 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 [26]

Case Detail

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

Case Record Type	[redacted]	Case Number	[redacted]
Account Name		Case Owner Email	
Contact Email		Case Owner Location	
Home Phone		Case Owner	
Executive Referral		Status	Open
Exec-Received-Date		Type	CA
Letter Sent Date		Case Origin	Phone
Letter Received Date		Date/Time Opened	12/20/2017 3:08 PM
Follow Up Date	2/7/2018	Date/Time Closed	
Follow Up Request	Send Follow Up Email	Multiple Repairs	No
Supporting Documents		Executive Summary	
CA Multiple Repairs		Executive Actions To Resolve	
Social Media Involvement		Closed at CCF	
Martiz Customer Id			
Alert Trigger Verbatim			
Case Reopen Count	0		
Description	IIR- FEB- EST		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	4,500	XTIME Appointment Number	

Incident Codes - IIR REQUIRED

Incident Date	12/18/2017		
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	29617	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	PRIORITY NISSAN TYSON'S	Data Net	
Case Servicing Dealer Region		Datanet Dealer Date	
Responsible District		Dealer Instructions	

	01		Service Dept. Review
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	12/20/2017	VSC Reprint Request	Email
RHR Completed		Contact Name	[redacted]

Primary & Secondary Root Cause Code

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

Action Code

Who took action?	National (CRR and RCAS)
How was the action taken?	Telephone
What action was taken?	8F Provided Vehicle Information

DTS Request

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

System Information

Subject	CUSTOMER:[redacted] PHONE[redacted] VIN: JN8AT2MV8HW[redacted]

Agent Comments

Agent Comments	Do IIR.		
Created By	Maricris Abesamis, 12/20/2017 3:08 PM	Root Cause Code	SCIN
Last Modified By	NNAETL, 1/29/2018 9:03 PM	Root Cause Code (2)	
Legacy Case Number		Action Code	NT8F
Root Cause		Priority	N/A

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

Case Comments

New

Case Comments Hi

Action	Public	Comment
Make Public		**Created By: DeHenry Kidd (1/29/2018 7:27 AM)** Arbs-DK received an email from DTS stating that the inspection is completed. Arbs is now waiting on a decision from PL.
Make Public		**Created By: DeHenry Kidd (1/17/2018 11:49 AM)** Arbs has received an email from DTS stating the inspection has been moved to 1/26
Make Public		**Created By: DeHenry Kidd (1/17/2018 8:57 AM)** [redacted] Arbs called customer at 856am and left a message stating the DTS inspection has been pushed back due to weather concerns and once arbs receives a new date arbs would conta customer.
Make Public		**Created By: DeHenry Kidd (1/17/2018 8:52 AM)** Arbs received an email from DTS stating to due the weather he would not be able to do the inspection schedule for today. DTS state he will provide a new date today.
Make Public		**Created By: DeHenry Kidd (1/10/2018 10:58 AM)** Arbs contacted customer to let the customer know the inspection date is still for 1/17 once the inspection is completed the report will be sent in for review and arbs will follow up with customer on the results customer understood.
Make Public		**Created By: Maricris Abesamis (12/28/2017 4:29 PM)** ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with Case Follow Up CRR-MA documented C's concern
		Created By: Maricris Abesamis (12/28/2017 4:29 PM) CRR-MA VERIFIED Account Info including: C's name, home & email address, phone# & best contact# CRR-MA CHECKED for previous UNRELATED Case(s) and found: [redacted] CRR-MA CHECKED previous RELATED Case(s) and found: 0 CRR-MA NOTED concern is: Case Follow Up CRR-MA received transfer from NMAC Specialist-Kimberley C called in regarding Case C wants to speak with right dept regarding Case CRR-MA reviewed Case and informed C that Case is being handled to dept that is way above CRR-MA's dept

C stated that received call from Specialist and was not helpful
C stated Specialist was extremely rude
C stated when spoke with Specialist was told wanted to speak to someone above Specialist and was told there was no one else

CRR-MA informed C that the Case is in the dept where it should be and that dept will be able to assist with the Case

Make Public
C stated Specialist was not helpful and was not given any directives of what needs to be done while waiting for the inspection date
C stated was not working with C and Specialist was a robot

CRR-MA informed C can document experience C had with Specialist, but unable to send it to anyone else
CRR-MA apologized

C understood and appreciated the assistance
Best Contact #: [redacted]

Call ended mutually

Make Public
Created By: DeHenry Kidd (12/28/2017 3:31 PM)
Arbs has contacted the customer and dealer to let them know the inspection date for this vehicle is for 1/17 at 1030am

Make Public
Created By: DeHenry Kidd (12/27/2017 10:24 AM)
Arbs has requested DTS inspection on customer vehicle arbs is waiting on date and time

Created By: DeHenry Kidd (12/27/2017 10:22 AM)
Verified Name Address Phone# VIN Mileage Responsible Dealer

Checked for open Recalls/Campaigns: None

Make Public
• C states that C was driving on Hwy [redacted] road/HWY travelling approximately 50-55 mph.
• In which direction (N, S, E, W?) "Northbound/Southbound/Eastbound/Westbound…" East
• How many lanes was the road and in each direction? 4
• Is the road divided by a concrete barrier, grass median or turning lane: No
• Which lane where you traveling in? Right
• Where there any vehicles to your left or right? no
• How far were you from the vehicle in front of you? No
• Was the road grade level on an incline or decline? Flat
• Is the road condition newly paved, moderate or poor in condition? Moderate
• Where you accelerating, coasting, braking or cruising (maintaining speed)? Cruising
• Was traffic level moderate, heavy, or light? moderate
• Just before the incident occurred, was the orientation of the steering wheel and the vehicle in a straight line? yes
• Was the cruise control in use? No
• Before the incident occurred how long had the vehicle been in operation? 30-40mins
• Weather: Clear
• Did any airbags deploy: No
• Point of impact: No Impact
• Customer stated this is the first time this has happen.

Arbs-DK informed customer that Arbs would setup an inspection for the FEB. 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 if customer decide to get alternate transportation it will be at the customer expense due to NNA does not offer assistance during the inspection period customer understood.

Make Public
Created By: Samantha Dixon (12/22/2017 11:51 AM)
C is upset and inquiring about emergency braking system on veh making the veh stop in the middle of traffic.

Make Private
Created By: Brittany Puryear (12/22/2017 11:41 AM)
**********Addition to last entry**********

CRT-BP also provided C with contact info and case number.

Created By: Brittany Puryear (12/22/2017 11:37 AM)
CRT-BP placed outbound call to C @
CRT-BP VERIFIED C's name, home & email address, concern, phone#
CRT-BP CHECKED and ADVISED of open recalls/campaigns and found:0
Previous UNRELATED Case(s) Found [redacted]
Previous RELATED Case(s) Found: 0

CRT-BP ADVISED "This call may be recorded for quality and training purposes."

Make Private
C asked if C had a lawyer?
C stated no.
C stated that C has one but has not gone that far.
C stated that when C was calling in C and felt that inbound did not take C serious.
C stated that the veh stopped completely but almost got hit.
C stated that C loves veh and its C's second or third veh.
C stated that the DLR could not give C a loaner.
C stated that C asked to speak to a supervisor when speaking to inbound.
C stated C got very bad customer service and elaborated on frustrations between inbound and the DLRSHP.
C stated that C had to fight to get a loaner from DLRSHP.
CRT-BP clarified that C got a loaner veh?
C stated yes.
C elaborated more on frustrations and brought up previous experience with NNA veh and campaign.
CRT-BP apologized about C's experience.
CRT-BP stated that NNA takes this very seriously and CRT-BP is going to file out an IIR report for C and NNA would investigate.
CRT-BP asked IIR questions.
C stated that C has a good driving record.
C stated that C would like to be taken out of leased veh if the veh cannot be fixed.
CRT-BP thanked C for feedback and assured C that NNA takes this seriously.
CRT-BP offered to file a DLR complaint.
CRT-BP stated that C would be followed up with IIR team on Tuesday by EOB day.
C stated that C just wants to feel safe in veh.
CRT-BP understood.
CRT-BP thanked C for time.
Call ended mutually.

Make Private
Created By: Gabriela Rosales (12/21/2017 4:25 PM) | Last Modified By: Brittany Puryear (12/22/2017 11:29 AM)
CASE SUMMARY
C contacted Nissan CA requesting assistance with call back request. CRR-GR emailing CRT- BP for case update.

Created By: Gabriela Rosales (12/21/2017 4:24 PM) | Last Modified By: Brittany Puryear (12/22/2017 11:28 AM)
CRR-GR VERIFIED Account information including: C's name, home & e-mail address, phone number & best contact number: [redacted]
CRR-GR VERIFIED VEH Information including: VIN #
CRR-GR CHECKED for open recalls/campaigns and found: None
CRR-GR CHECKED for previous UNRELATED Case(s) and found: None
CRR-GR CHECKED previous RELATED Case(s) and found: none
CRR-GR NOTED concern is: Call back request

CRR-GR received inbound call from C

Make Private	C stated C was informed that C was going to receive a call C stated C was contacted but RCAS called home and not C`s cell phone and C asked only to be contacted on cell phone C stated C was looking forward to call and is hoping C can get into contact today  CRR-GR apologized to C for the inconvenience and informed C that a call was made to all 3 contact #`s listed and RCAS-BP was unable to reach C C stated C did not hear the phone ring and asked to be transferred to RCAS-BP CRR-GR informed C that CRR-GR can try and transfer C to RCAS-BP as well as email RCAS-BP for C C asked to be transferred to RCAS and wants it noted that C`s best contact # is [redacted] CRR-GR asked C if there was anything else CRR-GR could assist with. C declined. CRR-GR transferred C to RCAS-BP work #. CRR-GR emailing RCAS-BP for case update.
Make Private	**Created By: Brittany Puryear (12/21/2017 4:06 PM)** CRT-BP placed outbound call to C [redacted]. CRT-BP left VXM with case #, contact #, and best hours to reach CRT-BP.
Make Private	**Created By: Brittany Puryear (12/21/2017 4:05 PM)** CRT-BP placed outbound call to C @ [redacted] CRT-BP left VXM with case, contact number, and the best times to reach CRT-BP.
Make Private	**Created By: Brittany Puryear (12/21/2017 4:04 PM)** CRT-BP placed outbound call to C @ [redacted]. C's mom picked up and advised that C was not home. CRT-BP checked cell number for C and was told it was correct. Call ended mutually.
Make Private	**Created By: Gabriela Rosales (12/21/2017 3:59 PM) | Last Modified By: Brittany Puryear (12/22/2017 11:28 AM)** ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with case update and information. CRR-GR emailing RCAS for case update.
Make Private	**Created By: Gabriela Rosales (12/21/2017 3:59 PM) | Last Modified By: Brittany Puryear (12/22/2017 11:28 AM)** CRR-GR VERIFIED Account information including: C's name, home & e-mail address, phone number & best contact number: [redacted] CRR-GR VERIFIED VEH Information including: VIN # CRR-GR CHECKED for open recalls/campaigns and found: None CRR-GR CHECKED for previous UNRELATED Case(s) and found: None CRR-GR CHECKED previous RELATED Case(s) and found: None CRR-GR NOTED concern is: Case update CRR-GR received inbound call from C C stated C needs the case # because C was not provided the case # when C had called yesterday C stated C would also like information on case because C was supposed to be contacted and has not heard from anyone on case CRR-GR provided C case # and informed C that there is a scheduled call back for today and C should hear from RCAS sometime today but CRR-GR cannot guarantee what time C receive a call back C understood and thanked CRR-GR CRR-GR asked C if there was anything else CRR-GR could assist with. C declined. CRR-GR provided C with name, agent ID [redacted] and case number [redacted] C understood Call ended mutually.
Make Private	**Created By: Brittany Puryear (12/21/2017 1:28 PM)** CRT-BP reviewed with RCAS-Adrienne Jones and IIR specialist -Samantha Dixon who advised that CRT-BP do an IIR for C since the veh is stopping in the middle of traffic by itself.
Make Private	**Created By: Maricris Abesamis (12/20/2017 3:36 PM) | Last Modified By: Brittany Puryear (12/22/2017 11:29 AM)** ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with RHR CRR-MA escalated Case as per C's request as C is wanting a call today CRR-MA transferred Case to RCAS who will contact the C by close of business day 12/21/2017 regarding concern
Make Private	**Created By: Maricris Abesamis (12/20/2017 3:35 PM) | Last Modified By: Brittany Puryear (12/22/2017 11:29 AM)** CRR-MA VERIFIED Account Info including: C's name, home & email address, phone# & best contact # CRR-MA VERIFIED VEH Info including: VIN# CRR-MA CHECKED for open recalls/campaigns and found: 0 CRR-MA CHECKED for previous UNRELATED Case(s) and found [redacted] CRR-MA CHECKED previous RELATED Case(s) and found: 0 CRR-MA NOTED concern is: RHR C called in stating has a leased VEH that is a lemon C stated life is at risk when driving VEH C stated manufacture defect C stated VEH is stopping on C C stated automatic brakes comes on and will brake in middle of road during traffic C is stressed and insecure to driving VEH C has gone to DLRSHP and was told will look into it but was not providing loaner VEH C stated VEH would do an immediate stop for no reason C stated DLRSHP is aware of concern C stated DLRSHP informed C to put off automatic brakes manually C wanted to call NNA before taking further actions with lawyer CRR-MA asked if attained an attorney C stated no CRR-MA informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day 12/21/2017 regarding the C concern C wants someone to speak with now C wants Case escalated CRR-MA informed C that dept CRR-MA is sending Case to is above NNA CA CRR-MA will escalate Case and cannot guarantee if would get a call before COB today C stated that CRR-MA is not helping C and is a robot

CRR-MA unable to speak during conversation as C is constantly speaking above CRR-MA while trying to explain

C stated will be going to lawyer

CRR-MA informed C that is C's right

C stated will be going to media regarding this
C ended call prematurely

Best Contact #: [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]	BRAKES	INTELLIGENT BRAKE ASSIST (IBA)	POOR OR IMPROPER OPERATION	26	12/20/2017	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 Follow Up [redacted] PRIORITY NISSAN TYSON'S			12/29/2017	DeHenry Kidd		Complete	1/10/2018 10:52 AI
Edit | Del	DTS Request [redacted] PRIORITY NISSAN TYSON'S			12/29/2017	Ken Hyatt		Complete	12/28/2017 2:05 PI
Edit | Del	IIR		[redacted]	12/27/2017	DeHenry Kidd		Complete	12/22/2017 11:58 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	Brittany Puryear, 12/22/2017 11:28 AM	12/22/2017			JN8AT2MV8HW[redacted]	

DTS Field Inspections

DTS Field Inspections He

Action	Title	DTS Inspection Date	Owner First Name	Owner Last Name	Status
Edit	[redacted]	1/25/2018 3:00 PM	Ken	Hyatt	Completed

Attachments

Attach File | Attachments He

No records to display

Case History

Case History He

Date	User	Action
1/29/2018 7:28 AM	DeHenry Kidd	Changed **Follow Up Date** from 2/2/2018 to **2/7/2018**.
1/17/2018 11:50 AM	DeHenry Kidd	Changed **Follow Up Date** from 1/24/2018 to **2/2/2018**.
1/10/2018 11:00 AM	DeHenry Kidd	Changed **Follow Up Date** from 1/10/2018 to **1/24/2018**.
1/10/2018 10:58 AM	DeHenry Kidd	Changed **Subject** from CUSTOMER: [redacted] PHONE: [redacted] VIN: JN8AT2MV8HW[redacted] to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: JN8AT2MV8HW**[redacted]
12/28/2017 9:03 PM	NNAETL	Changed **Subject** from CUSTOMER: [redacted] PHONE: [redacted] VIN: JN8AT2MV8HW[redacted] to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: JN8AT2MV8HW**[redacted]
12/28/2017 3:29 PM	DeHenry Kidd	Changed **Follow Up Date** from 12/28/2017 to **1/10/2018**.
12/27/2017 10:29 AM	DeHenry Kidd	Changed **Follow Up Date** from 12/27/2017 to **12/28/2017**.
12/22/2017 11:51 AM	Samantha Dixon	Changed **Case Owner** from Brittany Puryear to **DeHenry Kidd**.
12/22/2017 11:51 AM	Samantha Dixon	Changed **Follow Up Date** from 12/26/2017 to **12/27/2017**.
		Changed **Description**.
12/22/2017 11:39 AM	Brittany Puryear	Changed **Follow Up Date** from 12/22/2017 to **12/26/2017**.

12/22/2017 11:28 AM	Brittany Puryear	Changed **Subject** from CUSTOMER: [redacted] PHONE: [redacted] VIN: JN8AT2MV8HW[redacted] to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: JN8AT2MV8HW**[redacted]
12/21/2017 4:07 PM	Brittany Puryear	Changed **Follow Up Date** from 12/21/2017 to **12/22/2017**.
12/21/2017 1:29 PM	Brittany Puryear	Changed **Description**.
12/21/2017 9:08 AM	Courtney Crockett	Changed **Case Owner** from Tyrus Smith to **Brittany Puryear**.
12/21/2017 9:07 AM	Courtney Crockett	Changed **Escalated By ID** from 0050G000009sGGy to **005F0000005e3MO**.
		Changed **Case Owner** from Grady Douglas to **Tyrus Smith**.
12/20/2017 3:36 PM	Maricris Abesamis	Changed **Case Owner** from Tyrus Smith to **Grady Douglas**.
12/20/2017 3:36 PM	Maricris Abesamis	Changed **Escalated By ID** to **0050G000009sGGy**.
		Changed **Case Owner** from Maricris Abesamis to **Tyrus Smith**.
12/20/2017 3:36 PM	Maricris Abesamis	Changed **RHR Started** to **12/20/2017**.
12/20/2017 3:08 PM	Maricris Abesamis	Changed **Work Phone** to [redacted]
		Changed **Follow Up Date** from 12/20/2017 to **12/21/2017**.
		Changed **VIN** to **JN8AT2MV8HW**[redacted].
		Changed **Subject** to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: JN8AT2MV8HW**[redacted]
		Created.

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NISSAN

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Vehicle
JN8AT2MV8HW[redacted]

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Vehicle Campaigns [0] | Warranty Cases [0] | Cases [2] | Service History [18] | Vehicle Service Contracts [1] | Vehicle History [1] | DTS Field Inspections [1]

Vehicle Detail

VIN	JN8AT2MV8HW[redacted]		
Last Modified By	NNAETL, 1/29/2018 9:03 PM	Branded Title	
Created By	NNAETL, 8/8/2017 11:11 AM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage	4,500	MSRP	$36,405
Latest Recorded Mileage Units	M		
In Service Date	9/9/2017		

Manufacturing Data

Make/Model	2017 NISSAN ROGUE	Manufacturer Date	6/21/2017
Model Year	2017	Plant Name	KYUSHYU (NML)
Make	NISSAN	PDI Date	
Model Line	ROGUE	Country Code	USA
Model Code	29617	US Specification Indicator	Y
Body Style Type	WAGON 4 DOOR	Emissions Type	50 STATE
Exterior Color	MIDNIGHT JADE	Emissions Certification	
Cylinders		Open Recall	
Transmission Type	CVT	Head Unit	
Model Series		Model Line Code	RGE
Factory Installed Options	B92B93B94C03K03L92P04U35X03Z66		
Factory Installed Options Descriptions	B92 (SPLASH GUARDS), B93 (CHROME REAR BUMPER PROTECTOR), B94 (ROOF RAIL CROSS BARS), C03 (50 STATE EMISSIONS), K03 (PLATINUM PACI L92 (FLOOR MATS (2-PIECE FRONT AND), P04 (SL PREMIUM PACKAGE), U35 (NAVIGATION MANUAL), X03 (PLATINUM RESERVE INTERIOR), Z66 (ACTIVA 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	9/9/2020	36,000				
2	POWERTRAIN COVERAGE	9/9/2022	60,000				
3	SEAT BELT	9/9/2027	999,999				
4	CORROSION COVERAGE (PERFORATION)	9/9/2022	999,999				
5	FEDERAL EMISSION LONG TERM DEFECT	9/9/2025	80,000				

Vehicle Retail Sales

Vehicle Retail Sales

Action	Name	Owner	Selling Dealer	Sale Type	Vehicle Model	Purchase Date	Rewind Indicator
View	[redacted]	[redacted]	PRIORITY NISSAN TYSON'S	Retail Sale	ROGUE	9/9/2017	

Vehicle Ownership

Vehicle Ownership

New Vehicle Ownership

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

Vehicle Campaigns

Vehicle Campaigns He

No records to display

Warranty Cases

Warranty Cases He

No records to display

Cases

Print Cases

Cases He

Action	Case Number	Type	Account Name	Date/Time Opened	Date/Time Closed	Current Mileage	Status	CST Approvals	Owner Name
| Edit | Cls	[redacted]	TECH LINE		12/21/2017 7:47 AM	12/21/2017 8:09 AM	4,579	Closed	0	Brian Terk
| Edit | Cls	[redacted]	CA	[redacted]	12/20/2017 3:08 PM		4,500	Open	0	DeHenry Ki

Service History

Service History He

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
[redacted]				PD	9/11/2017	5	[redacted]			B
					8/6/2017	1				
					8/29/2017	1				
					8/8/2017	1				
				I	9/11/2017	5				
			2 Completed	W	9/11/2017	5				
				W	9/11/2017	5				
				I	9/11/2017	5				
				I	9/11/2017	5				
				I	12/20/2017	4,525				
				I	12/20/2017	4,525				
				I	12/20/2017	4,525				
				I	12/20/2017	4,525				
			[redacted] CUSTOMER ADVISED. ADVISED TO CUSTOMER TO TURN FEATURE OFF WHILE DRIVING AS DEALER RECOMMENDATION.	I	12/20/2017	4,525				
				I	12/20/2017	4,525				
				I	12/20/2017	4,525				
				I	12/20/2017	4,525				
					8/29/2017	1				

Vehicle Service Contracts

Vehicle Service Contracts He

Action	Policy #	Contract Type	Cancel Effective Date	VSC First Name	VSC Last Name	Current Owner	Deductible	Effective Date	Expire Date	Expire Mi
	[redacted]	Sec+Plus Gold Pref		Priority	Nissan	[redacted]	100	9/27/2017	9/9/2019	4

Vehicle History

Vehicle History Hel

Date	User	Action
8/8/2017 11:12 AM	NNAETL	Created.

DTS Field Inspections

New DTS Field Inspection

DTS Field Inspections Hel

Action	Title	Status	Created Date	Related Support Case	Owner First Name	Owner Last Name	DTS Team	DTS Inspection Date	Report Date
Edit	[redacted]	Completed	12/28/2017	[redacted]	[redacted]		MAR	1/25/2018 3:00 PM	1/29/2018 5:50

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