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

DP19-001

NISSAN

5/15/2019

ATTACHMENT B

REQUEST NUMBER 2 DOCUMENTS

FIELD REPORTS

[redacted]

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

CDR File Information

User Entered VIN	JN8AT2MVXHW[redacted]
User	KEVIN MACKAY
Case Number	[redacted]
EDR Data Imaging Date	01/25/2018
Crash Date	12/11/2017
Filename	JN8AT2MVXHW[redacted]_ACM.CDRX
Saved on	Thursday, January 25 2018 at 09:30:06
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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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
      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
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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 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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Case [redacted]

Customize Page | Printable View | Help for this F

Case Comments [28] | Case Categorizations [1] | Emails [4] | Calls [0] | Open Activities [0] | Activity History [7] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | DTS Field Inspections [1] | Attachments [1] | Case History [25]

Case Detail

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

Case Record Type	CA [Change]	Case Number	[redacted]
Account Name	[redacted]	Case Owner Email	[redacted]
Contact Email	[redacted]	Case Owner Location	Murfreesboro
Home Phone	[redacted]	Case Owner	[redacted]
Executive Referral		Status	Open
Exec-Received-Date		Type	CA
Letter Sent Date		Case Origin	Phone
Letter Received Date		Date/Time Opened	1/3/2018 8:23 AM
Follow Up Date	2/19/2018	Date/Time Closed	
Follow Up Request	Send Follow Up Email	Multiple Repairs	No
Supporting Documents		Executive Summary	
CA Multiple Repairs		Executive Actions To Resolve	
Social Media Involvement		Closed at CCF	
Martiz Customer Id			
Alert Trigger Verbatim			
Case Reopen Count	1		
Description	IIR- FEB- EST		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	4,000	XTIME Appointment Number	

Incident Codes - IIR REQUIRED

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

Customer Requests

IIR Indicator	1	Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	
Custom Links	Create IIR		Create RHR
	Email Documents		Print Dealer View

Vehicle Information

Vehicle	JN8AT2MVXHW[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	SMITHTOWN NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District		Dealer Instructions	

07

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	1/8/2018	VSC Reprint Request	Email
RHR Completed		Contact Name	[redacted]

Primary & Secondary Root Cause Code

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

Action Code

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

DTS Request

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

System Information

Subject	CUSTOMER: [redacted] PHONE: [redacted] VIN: JN8AT2MVXHW[redacted]

Agent Comments

Agent Comments	#IIR Completed.		
Created By	Jane Wills, 1/3/2018 8:23 AM	Root Cause Code	SCIN
Last Modified By	Dakota McGregor, 2/5/2018 9:07 AM	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 (2/5/2018 9:06 AM)** ARBS notes that IIR was uploaded to FTP per DTS-KM
Make Private	✓	**Created By: Dakota McGregor (2/1/2018 8:20 AM)** ARBS sent e-mail to DTS-KM inquiring when IIR would be uploaded to FTP
Make Private	✓	**Created By: Dakota McGregor (1/30/2018 3:34 PM)** ARBS received inbound from C C informed that rental veh is going off rental, and DLR is replacing with another rental/loaner veh C informed that SA Jim made a remark about C potentially having to pay for a rental/loaner C inquired if C is going to be charged for rental/loaner veh ARBS informed that infomation and authorization was provided to SM Mike at DLR on 01/16/18 ARBS informed that C can request to speak to SM if has any concerns, then if any further concerns arise, then C can notify ARBS ARBS did inform that sometimes the DLR does require a credit card on file before rental can be obtained which is standard policy C understood C thanked ARBS ARBS thanked C Call ended mutually
Make Private	✓	**Created By: Dakota McGregor (1/17/2018 1:02 PM)** ARBS placed outbound to C ARBS verified C had time to speak to ARBs ARBS informed that got Cs vmx, and C can pick up a rental/loaner veh at Cs discretion C states that C was driving on the road was raining and the warning malfunction orange FEB light illuminated C states that C pulled over immediately and restarted veh and light disappeared ARBS inquired if was the obstruction warning as C was experiencing inclement weather C states C is sure was malfunction ARBS understood ARBS offered further assistance C declined ARBS thanked C C thanked ARBS Call ended mutually
Make Private		**Created By: Dakota McGregor (1/17/2018 12:58 PM)** ARBS placed outbound to DLR Smithtown Nissan ARBS spoke to SM Mike

	✓	SM informed that would have rental/loaner veh ready for C whenever C needs to pick up ARBS thanked SM
Make Public		**Created By: Dakota McGregor (1/17/2018 12:57 PM)** ARBS received vmx from c informing that C has had more concerns with the veh and would like a rental/loaner veh
Make Private	✓	**Created By: Dakota McGregor (1/16/2018 4:38 PM)** ARBS placed outbound to C[redacted] ARBS left vmx informing that is fine that C drop off veh on 01/24 ARBS informed that spoke to service recep who was aware of inspection and said would be fine ARBS informed that service recep also informed that if is after hours there is a drop box ARBS informed that if C is needing a loaner/rental veh, c will have to drop the veh off during business hours ARBS informed rental/loaner would only be provided for duration of review process ARBS informed C to let ARBS know if C has any questions
Make Private	✓	**Created By: Dakota McGregor (1/16/2018 4:36 PM)** ARBS placed outbound to DLR Smithtown Nissan ARBS spoke to Service Recep Kim who is aware of inspection and inspector Service Recep informed that would be fine for C to drop off the veh on 01/24 Service Recep informed that DLR has a drop box if is after business hours ARBS informed that would let C know that C would have to come during business hours if needing a loaner/rental Service Recep understood
Make Private	✓	**Created By: Dakota McGregor (1/16/2018 4:33 PM)** ARBS received vmx from C inquiring if C can drop off the veh on 01/24
Make Private	✓	**Created By: Dakota McGregor (1/16/2018 11:08 AM)** ARBS placed outbound to DLR Smithtown Nissan ARBS spoke to SM Mike ARBS informed of inspection on 01/25/18 at 10 AM with DTS SM confirmed inspection ARBS informed that rental/loaner is to be provided to C until Nissan review is completed should C want rental/loaner SM understood ARBS verified SM's e-mail address ARBS sent e-mail to SM with rental instructions and C info
Make Private	✓	**Created By: Dakota McGregor (1/16/2018 10:38 AM)** ARBS received vmx from C confirming inspection
Make Private	✓	**Created By: Dakota McGregor (1/15/2018 3:02 PM)** ARBS placed outbound to C[redacted] ARBS left vmx informing that inspection date has been set for 01/25/18 at 10 AM at Smithtown ARBS informed that inspection does have to be confirmed or will be cancelled ARBS left best contact info and requested callback ARBS did inform that C can confirm via vmx
Make Private	✓	**Created By: Dakota McGregor (1/12/2018 4:52 PM)** ARBS submitted DTS request
Make Private	✓	**Created By: Dakota McGregor (1/12/2018 4:51 PM)** ARBS placed outbound to C[redacted] ARBS verified and completed probe ARBS verified C had time to speak to ARBS C has other concerns not related to IIR: when backing the veh up to park, C states that rear sonar did not activate when a veh was sitting where C was backing up C states C did not hit anything because C was using Cs mirror C states that C called Cs wife using the veh C states that afterward none of the audio would work in the veh C states that veh was stuck on audio mute C states that wife has had concerns with the FEB prior to Cs most recent incident C states that C had several vehicles around C and veh was being tailgated C states that warning flashed up on screen and slowed the veh down C states that was a white screen with red letters C states that when C was driving the veh recently C states that the veh had 3,800 miles C staets that the veh started to slow down and brake but did not fully stop when no other vehicles were around C none to the side, behind C or in front of Cs veh C states that there was no construction around C states that there were no overhead obstructions like street lights, overpasses, street signs or poles C states that C was on a two way street and was a secondary road C states that concern has never occurred on a highway C states that there has never been an accident with the veh due to this concern C states that there has been no injuries related to incidents C states that C panicked and did not do anything when the veh started to slow down other than keep Cs foot on the accelerator pedal C states that concern eventually dissipated, so C just drove the veh to Cs desired location without pulling over C did inform that DLR has diagnosed and inspected veh and found no concerns C states that C had been working with the DLR ARBS advised c that NNA would be interested in inspecting the veh ARBS advised c that it can take 2-4 weeks to get an inspector out and another 2-4 weeks to get the results depending on the inspector's schedule ARBS advised c that c would have to make the vehicle available at the Nissan dealer for the inspection and the inspection would take 4-6 hours c stated ok and informed would like inspection at Smithtown Nissan ARBS advised c that ARBS will request the inspection and will call c once a date is available ARBS did advise that area is having inclement weather, so ARBS would provide C with inspection date as soon as office is able to and office open C understood and states this is fine ARBS offered further assistance C declined ARBS thanked C C thanked ARBS Call ended mutually
Make Private	✓	**Created By: Dakota McGregor (1/12/2018 4:03 PM)** ARBS placed outbound to C[redacted] C states is still a bad time and requested callback in 5 minutes ARBS informed that office may be closing early for inclement weather just in case ARBS is not able to reach C down the road C understood ARBS thanked c
Make Private	✓	**Created By: Dakota McGregor (1/12/2018 2:57 PM)** ARBS placed outbound to C[redacted] C states is a bad time C requested callback at 4 PM CST ARBS informed that would try to reach C then ARBS apologized for inconvenience Call ended mutually
Make Private	✓	**Created By: Dakota McGregor (1/12/2018 12:16 PM)** ARBS RECEIVED CASE, UNDER REVIEW, VERIFY PROBE **********
		Created By: Samantha Dixon (1/11/2018 11:29 AM)

Make Public	☐	IIR due to FEB system.
Make Private	☑	**Created By: Kyra Walton (1/11/2018 10:15 AM)** RCAS-KW sent C an email with case number and RCAS-KW contact number.
Make Private	☑	**Created By: Kyra Walton (1/11/2018 10:14 AM)** RCAS-KW placed outbound call to C on [redacted]. RCAS-KW VERIFIED C's name, home & email address, concern, phone RCAS-KW ADVISED "This call may be recorded for quality and training purposes." RCAS-KW VERIFIED VEH Info including: VIN#, Current Mileage, Warranty & Service History RCAS-KW CHECKED for open recalls/campaigns and found: 0 RCAS-KW CHECKED for previous UNRELATED Case(s) and found: 0 RCAS-KW CHECKED previous RELATED Case(s) and found: 0 RCAS-KW advised that RCAS-KW is C's case manager and point of contact for C. RCAS-KW stated RCAS-KW understands that C is having concerns with FEB system. C stated yes. C stated C's wife is saying a warning light came up on the dash. C stated when C was driving the light came on which is the front sensor which is disabled. C stated when it got really cold C was being tailgated and the brakes came on. C stated when C drove the VEH there were no cars around and a warning light came up with a white triangle and a red exclamatory mark. C stated C's wife no longer feels safe driving the VEH. RCAS-KW understood and apologized to C. RCAS-KW informed C that RCAS-KW will submit IIR for C and C will receive contact within the next 3 business days. C understood and thanked RCAS-KW for all the assistance. C asked for email with case number and contact number. RCAS-KW understood and informed C that RCAS-KW will send C an email with information. Call Ended Mutually.
Make Public	☐	**Created By: Tyler Robinson (1/10/2018 4:30 PM)** CRR-DM <OPENED or VERIFIED> Account Info including: C's name, home & email address, phone# & best contact# CRR-TR CHECKED for open recalls/campaigns and found: 01 CRR-TR CHECKED for previous UNRELATED Case(s) and found:00 CRR-TR CHECKED previous RELATED Case(s) and found: 01 CRR-TR NOTED concern is: RCAS F/U CCR-TR Received INBOUND PHONECALL C stated supposed to have received a phone call C stated not sure why it takes so long C advised C of maybe wrong number CCR-TR stated there is a wrong number on file CCR-TR advised C removed unknown number CCR-TR sent email in regards to F/U date 01/11/2018 CCR-TR advised C that RCAS agent will still be in touch with C tomorrow CCR-TR offered any further assistance C declined CCR-TR thanked C for calling Nissan Call ended mutually
Make Public	☐	**Created By: Raveena Kaler (1/9/2018 4:40 PM)** CRR-RK VERIFIED Account Info including: C's name, home, phone# & best contact# CRR-RK VERIFIED VEH Info including: VIN#, CRR-RK CHECKED for open recalls/campaigns and found: none CRR-RK CHECKED for previous UNRELATED Case(s) and found: none CRR-RK STATED C concern is: missed followup call C stated C was expecting a call and never got it CRR-RK stated RCAS agent called and left a voicemail C stated C never recieved it CRR-RK verifiied if C got the call on [redacted] C stated C want to get a a call on [redacted] as thats the number that C gave earlier CRR-RK stated will send an email to the RACS agent and they most probably would call back toaady or by end of business day C got irate and said C cant wait this long CRR-RK stated will address the concern and C will be contacted C asked to send the email to C for employee id CRR-RK understood C appreciated call ended mutually
Make Private	☑	**Created By: Kyra Walton (1/9/2018 3:38 PM)** RCAS-KW placed outbound call to C on [redacted] RCAS-KW left VMX for C. RCAS-KW provided C with case #, RCAS-KW's phone #, and work hours. RCAS-KW will follow up on 1/11/18.
Make Private	☑	**Created By: Kyra Walton (1/9/2018 3:05 PM)** RCAS-KW placed outbound call to Smithtown Nissan. RCAS-KW discussed details with Service Director Andrew. SD stated that the concern is with the forward emergency braking system. SD sated that C was very upset and DLR informed C there are no issues with the FEB and system is operating as designed SD sent over screen print of RO[redacted] of diagnosis of concern. SD stated C reports that the concern happens in the morning between 7AM - 8:30AM and happened while C was heading westbound in town of Coram. SD stated C said the 2nd incident happened around 11AM where the VEH just stopped out of nowhere in Calverton and C stated it was very cold each morning. SD stated technician road tested VEH and could not duplicate the concern. SD stated the sensors were clear of debris and no codes were found. SD stated DLR referred C to owners manual for detailed operation of braking system and then referred C to Nissan CA for further assistance.
Make Public	☐	**Created By: Anshroop Sidhu (1/8/2018 11:29 AM)** CRR-AS sending case to RCAS C want NNA to replace the VEH
		Created By: Anshroop Sidhu (1/8/2018 11:29 AM)

CRR-AS <VERIFIED> Account Info including: C's name, home & email address, phone# & best contact#
CRR-AS VERIFIED VEH Info including: VIN#, Current Mileage
CRR-AS CHECKED for open recalls/campaigns and found: 0
CRR-AS CHECKED for previous UNRELATED Case(s) and found: 0
CRR-AS CHECKED previous RELATED Case(s) and found: 0
CRR-AS received an inbound call from C

C stated C have Case#[redacted]
C stated problem is that the VEH have the concern on the small road not on the highway and DLR was not able to find any concern with the VEH
C stated C's wife was driving the VEH someone was back tailing the VEH and that could have caused it

Make Public

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

C stated C don't feel comfortable driving the VEH
C stated C wants NNA to replace the VEH

CRR-AS informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by the end of business day January 9, 2018 regarding to C's conc

C understood and appreciated the assistance

Best contact#[redacted]

Call ended mutually

Make Public

Created By: Jane Wills (1/3/2018 8:34 AM)
CRR-JW closing case after documenting the case as VEH is at DLRSHP for diagnosis.

Created By: Jane Wills (1/3/2018 8:33 AM)
CRR-JW VERIFIED> Account Info including: C's name, home & email address, phone# & best contact#[redacted]
CRR-JW VERIFIED Veh Info including: VIN#, Current Mileage, Warranty & Service History
CRR-JW CHECKED for open recalls/campaigns and found: none
CRR-JW CHECKED for previous UNRELATED Case(s) and found: none
CRR-JW CHECKED previous RELATED Case(s) and found: none
CRR-JW NOTED concern is: Vehicle is slowing down while foot not on the brake.
CRR-JW received inbound call from C.

C stated C's wife is really scared as the VEH is slowing down when foot is not on the brake.
C stated a white rectangular screen pops up on the middle of the dash.
C stated that C's wife is scared to drive the VEH.
C stated that the VEH is at the DLRSHP for diagnosis.

CRR-JW advised C that if C needs to contact NCA back after diagnosis depending on the results will provide C with a case #.

C stated that this should be covered under warranty at only 4000 miles and this is scaring C.

Make Public

CRR-JW stated that does not mean to scare C.
CRR-JW stated that most customers are calling with a request after diagnosis has been given.
CRR-JW asked how can assist C at this time.

C stated is just calling to tell Nissan what is going on.
C asked if CRR-JW can send the case # via email as C is driving.

CRR-JW stated will definately send via email and stated a 2nd email could be received with a survey.

****
CRR-JW provided C with Case #[redacted] name and id.
CRR-JW offered further assistance.

C declined.

Best Contact #:[redacted]
Call ended mutually

Case Categorizations

New Case Categorization | Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern
Edit | Del	[redacted]	POWERTRAIN	GEN. POWERTRAIN COMPONENT	POOR OR IMPROPER OPERATION	10	1/3/2018	YX	BG	227000	OA

Emails

Send an Email | Emails He

Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	Sent	Your inquiry to Nissan [ref[redacted]:ref] *1/11/2018 Case #[redacted] VIN #JN8AT2MVXHW[redacted] Dear[redacted]*	[redacted]	1/11/2018 10:14 AM
Reply | To All | Del	Sent	Your inquiry to Nissan [[redacted]] *1/10/2018 Case[redacted] VIN #JN8AT2MVXHW[redacted] Dear[redacted] Thank ...*	[redacted]	1/10/2018 4:23 PM
Reply | To All | Del	Sent	Your inquiry to Nissan [ref[redacted]f] *1/9/2018 Case[redacted] VIN #JN8AT2MVXHW[redacted] Dear[redacted] ..*	[redacted]	1/9/2018 4:42 PM
Reply | To All | Del	Sent	Your inquiry to Nissan [ref:[redacted]] *1/3/2018 Case #[redacted] VIN # JN8AT2MVXHW[redacted] Dear[redacted] ,Thank you ...*	[redacted]	1/3/2018 8:26 AM

Calls

New CA Call | Calls He

No records to display

Open Activities

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

No records to display

Activity History

Log a Call | View All | Activity History He

Action	Subject	Type	Name	Due Date	Assigned To	Action Taken	Status	Last Modified Date/Ti
Edit | Del	DTS Request[redacted] SMITHTOWN NISSAN			1/14/2018	Kevin MacKay		Completed	1/26/2018 5:44 PM
Edit | Del	DTS Follow Up[redacted] ; SMITHTOWN NISSAN			1/14/2018	Dakota McGregor		Complete	1/12/2018 5:01 PM
Edit | Del	IIR		[redacted]	1/12/2018	Dakota McGregor		Complete	1/12/2018 2:54 PM

Edit | Del	Email: Your inquiry to Nissan [redacted]	[redacted]	1/11/2018	Kyra Walton	Complete	1/11/2018 10:14 AM
Edit | Del	Email: Your inquiry to Nissan [redacted]	[redacted]	1/10/2018	Tyler Robinson	Complete	1/10/2018 4:23 PM
Edit | Del	Email: Your inquiry to Nissan [redacted]	[redacted]	1/9/2018	Raveena Kaler	Complete	1/9/2018 4:42 PM
Edit | Del	Email: Your inquiry to Nissan [redacted]	[redacted]	1/3/2018	Jane Wills	Complete	1/3/2018 8:26 AM

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	Kyra Walton, 1/11/2018 10:08 AM	1/11/2018			JN8AT2MVXHW[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 10:00 AM	Kevin	MacKay	Completed

Attachments

Attach File | View All | Attachments He

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	RO [redacted].docx	12KB	1/11/2018 11:29 AM	Kyra Walton

Case History

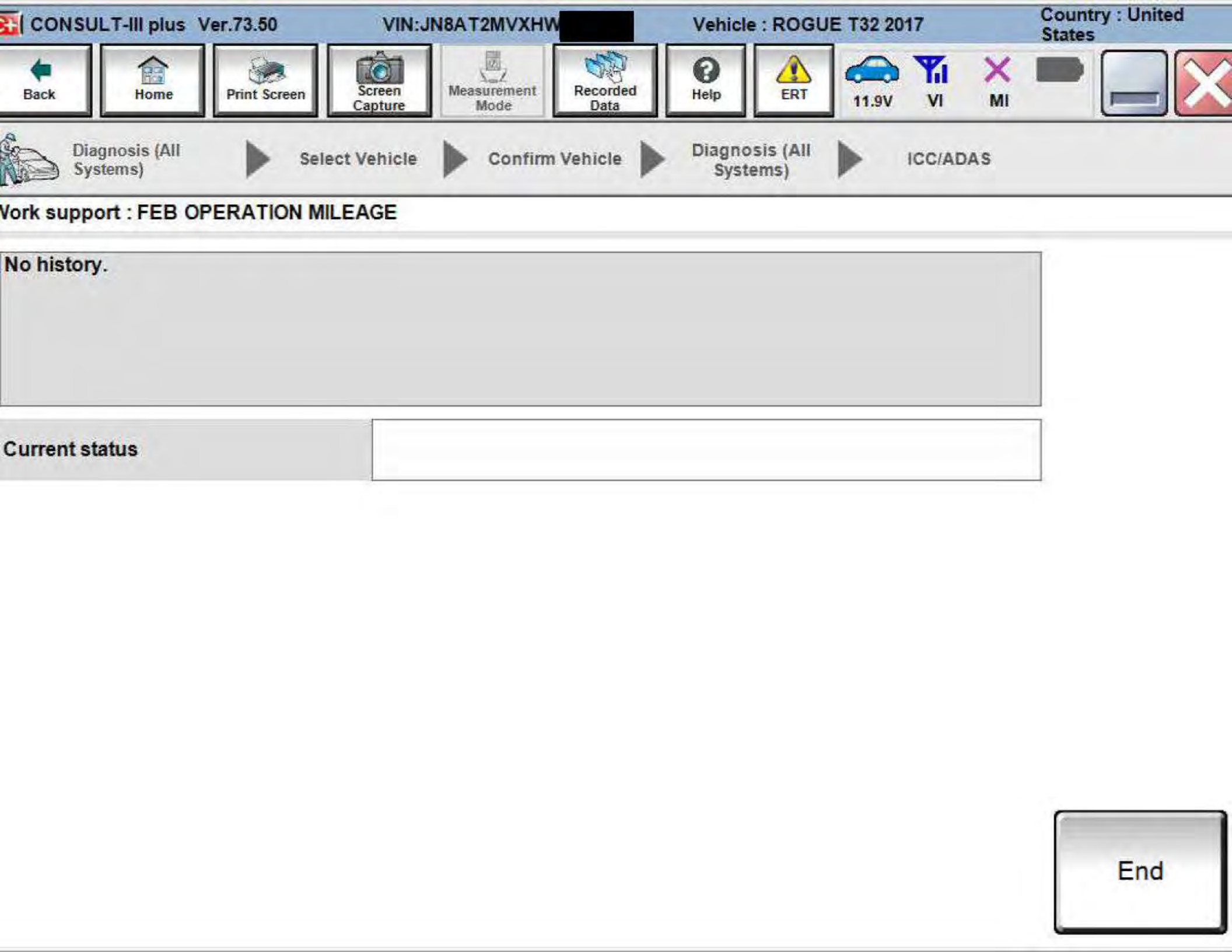
Case History He

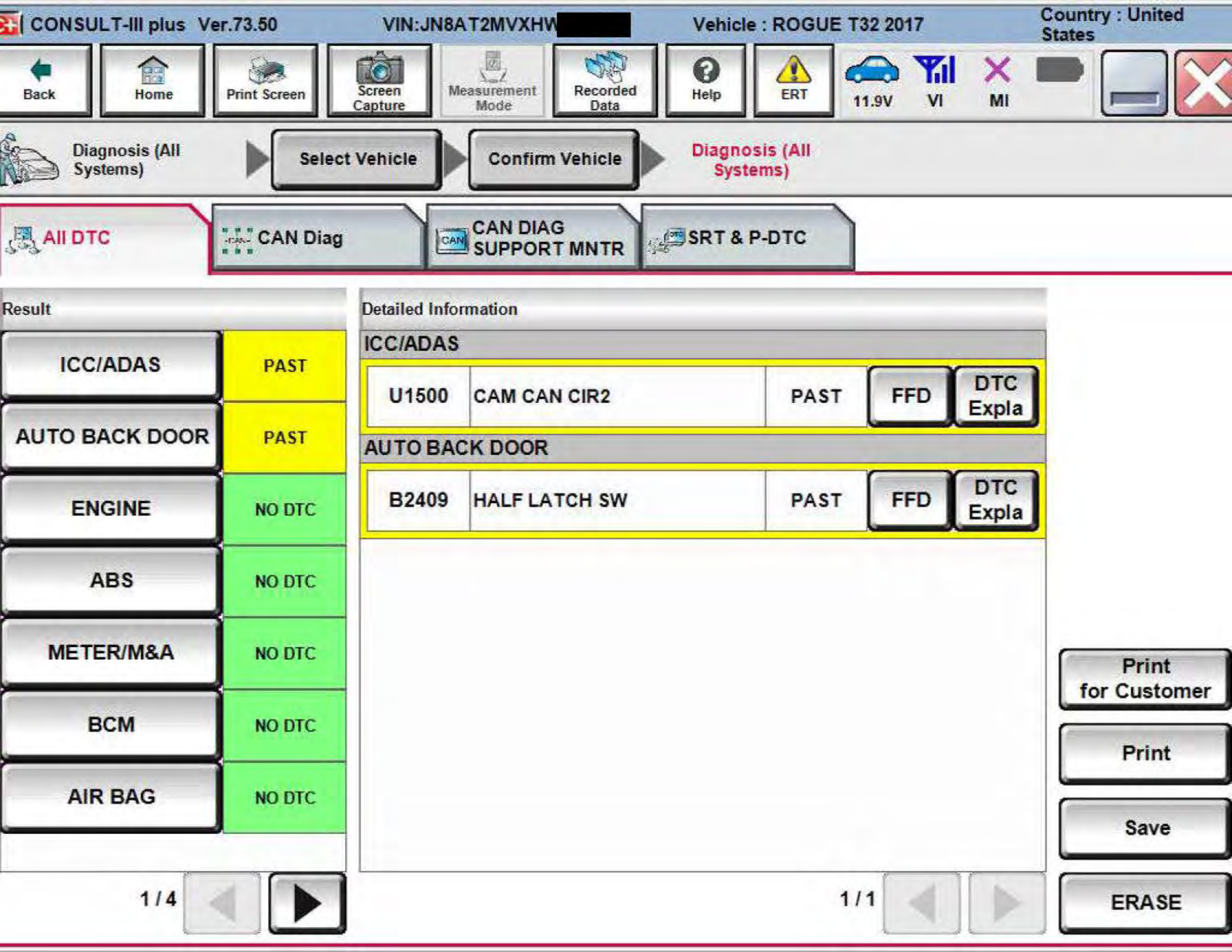
Date	User	Action
2/5/2018 9:07 AM	Dakota McGregor	Changed **Follow Up Date** from 2/5/2018 to **2/19/2018**.
2/1/2018 10:56 AM	Dakota McGregor	Changed **Follow Up Date** from 2/1/2018 to **2/5/2018**.
1/16/2018 10:39 AM	Dakota McGregor	Changed **Follow Up Date** from 1/17/2018 to **2/1/2018**.
1/16/2018 9:35 AM	Dakota McGregor	Changed **Follow Up Date** from 1/16/2018 to **1/17/2018**.
1/11/2018 11:29 AM	Samantha Dixon	Changed **Case Owner** from Kyra Walton to **Dakota McGregor**.
1/11/2018 11:29 AM	Samantha Dixon	Changed **Description**.
1/11/2018 10:08 AM	Kyra Walton	Changed **Follow Up Date** from 1/11/2018 to **1/16/2018**.
1/11/2018 7:36 AM	Kyra Walton	Changed **Subject** from CUSTOMER[redacted] PHONE: VIN: JN8AT2MVXHW[redacted] to **CUSTOMER**[redacted] **PHONE:**[redacted] **VIN: JN8AT2MVXHW**[redacted]
		Changed **Description**.
1/10/2018 4:30 PM	Tyler Robinson	Changed **Subject** from CUSTOMER:[redacted] PHONE:[redacted] VIN: JN8AT2MVXHW[redacted] to **CUSTOMER:**[redacted] **PHONE: VIN: JN8AT2MVXHW**[redacted]
1/9/2018 3:38 PM	Kyra Walton	Changed **Follow Up Date** from 1/9/2018 to **1/11/2018**.
1/8/2018 11:30 AM	Anshroop Sidhu	Changed **Escalated By ID** to **0050G000009URtF**.
		Changed **Case Owner** from Anshroop Sidhu to **Kyra Walton**.
1/8/2018 11:29 AM	Anshroop Sidhu	Changed **Follow Up Date** from 1/4/2018 to **1/9/2018**.
1/8/2018 11:29 AM	Anshroop Sidhu	Changed **Case Owner** from Jane Wills to **Anshroop Sidhu**.
1/8/2018 11:27 AM	Anshroop Sidhu	Changed **RHR Started** to **1/8/2018**.
1/8/2018 11:24 AM	Anshroop Sidhu	Changed **Reopen Date** to **1/8/2018 11:24 AM**.
		Changed **Subject** from CUSTOMER:[redacted] PHONE: VIN: JN8AT2MVXHW[redacted] to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: JN8AT2MVXHW**[redacted]
		Changed **Status** from Closed to **Open**.
1/3/2018 8:34 AM	Jane Wills	Changed **Status** from Open to **Closed**.
		Closed.
1/3/2018 8:23 AM	Jane Wills	Changed **Follow Up Date** from 1/3/2018 to **1/4/2018**.
		Changed **VIN** to **JN8AT2MVXHW**[redacted]
		Changed **Subject** to **CUSTOMER:**[redacted] **PHONE: VIN: JN8AT2MVXHW**[redacted]
		Created.

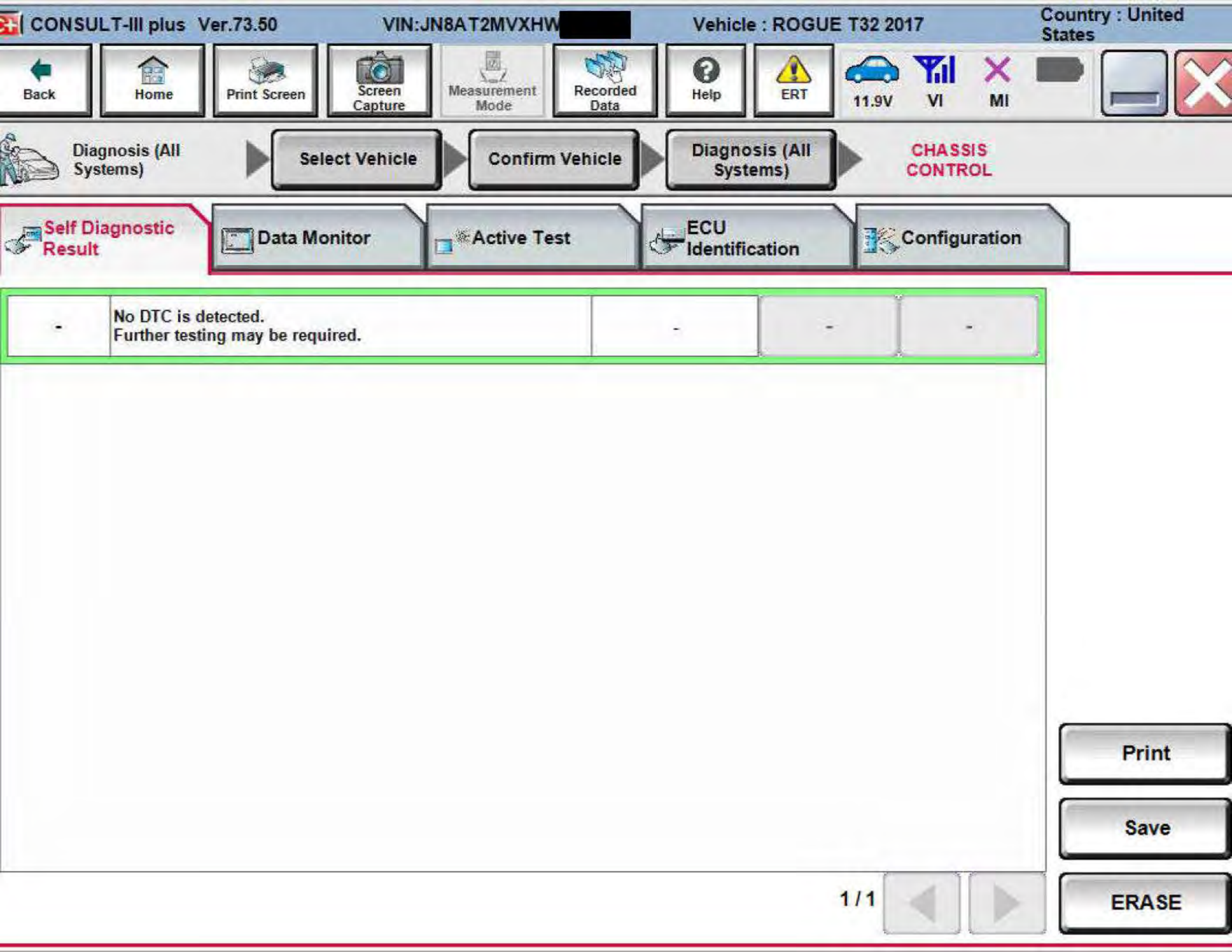
^ Back To Top

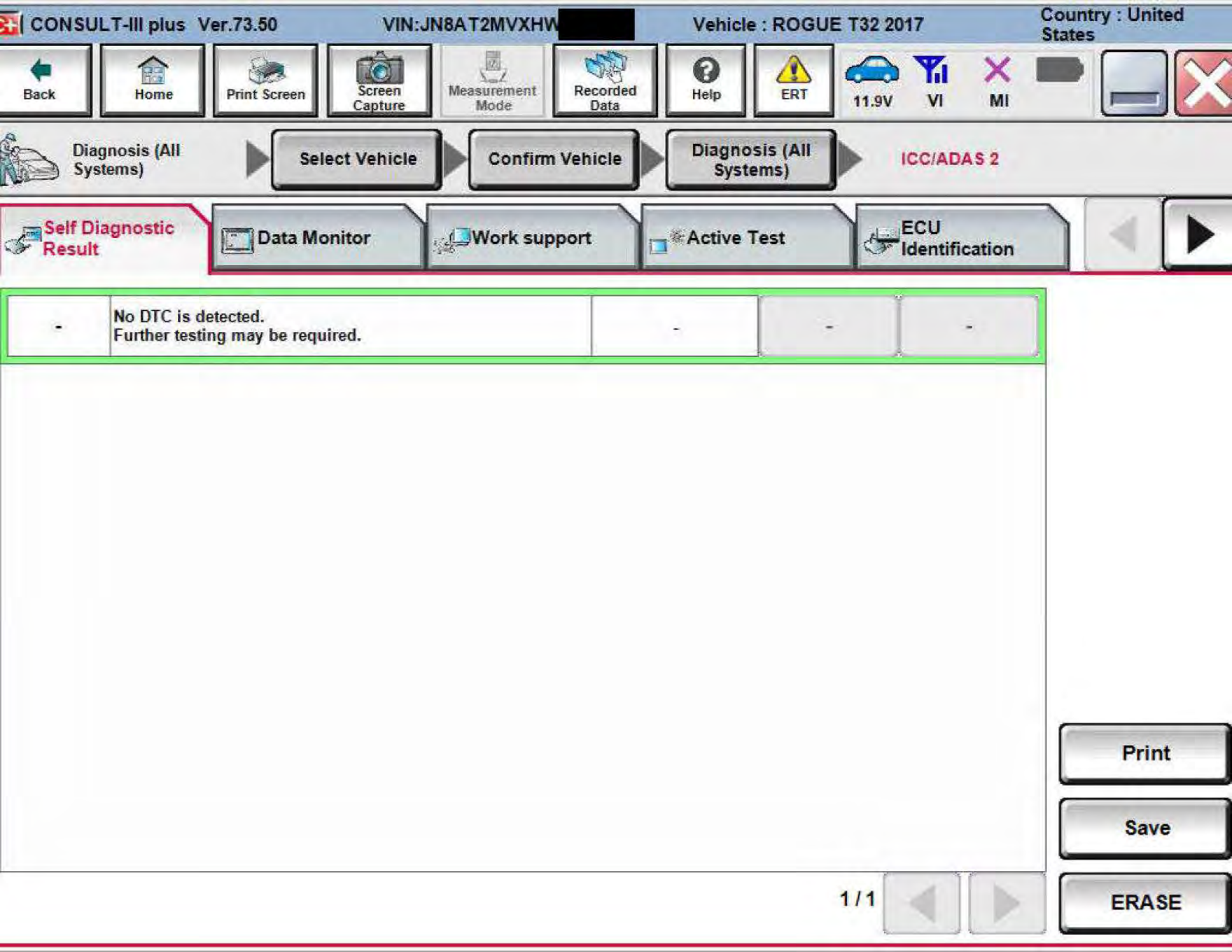
Always show me fewer / more records per related list

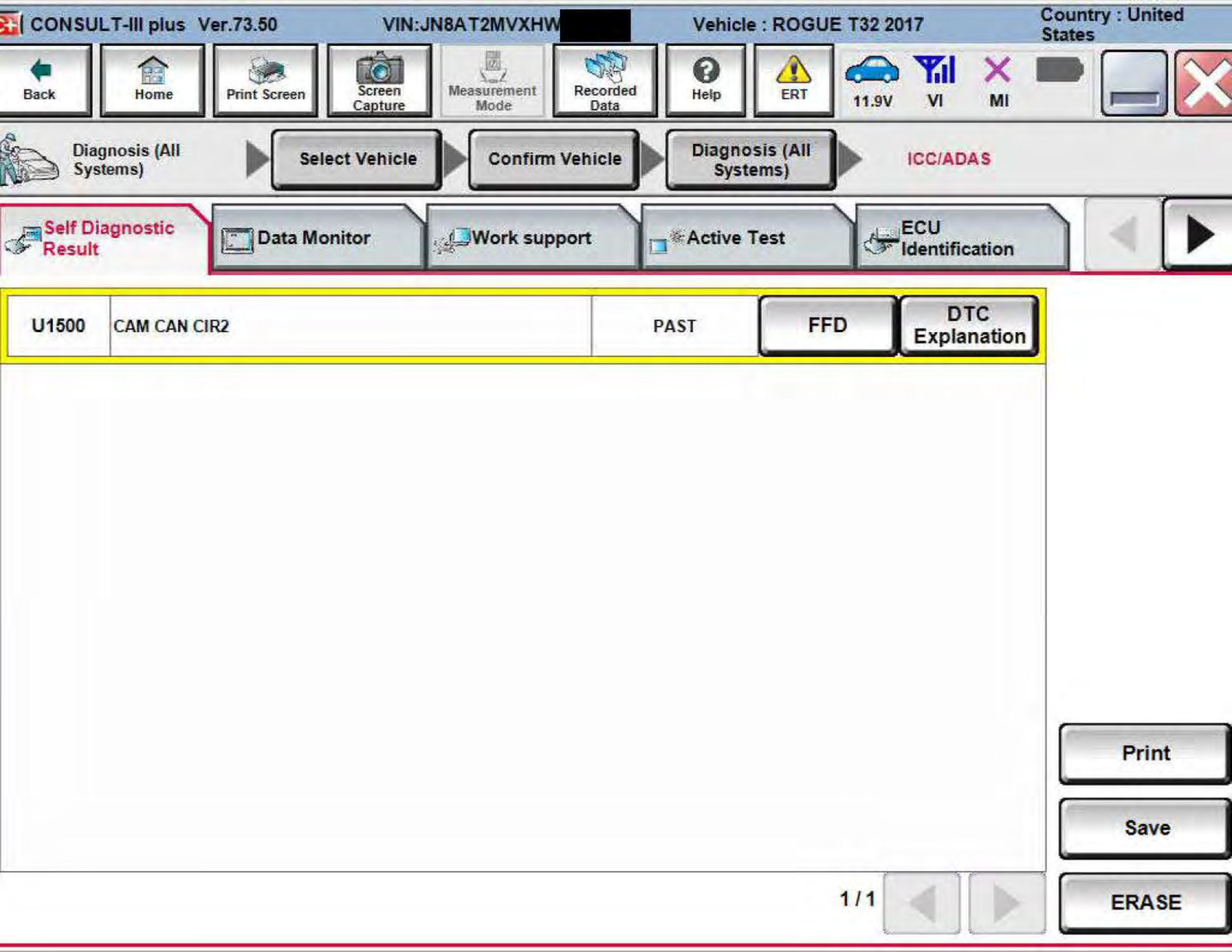
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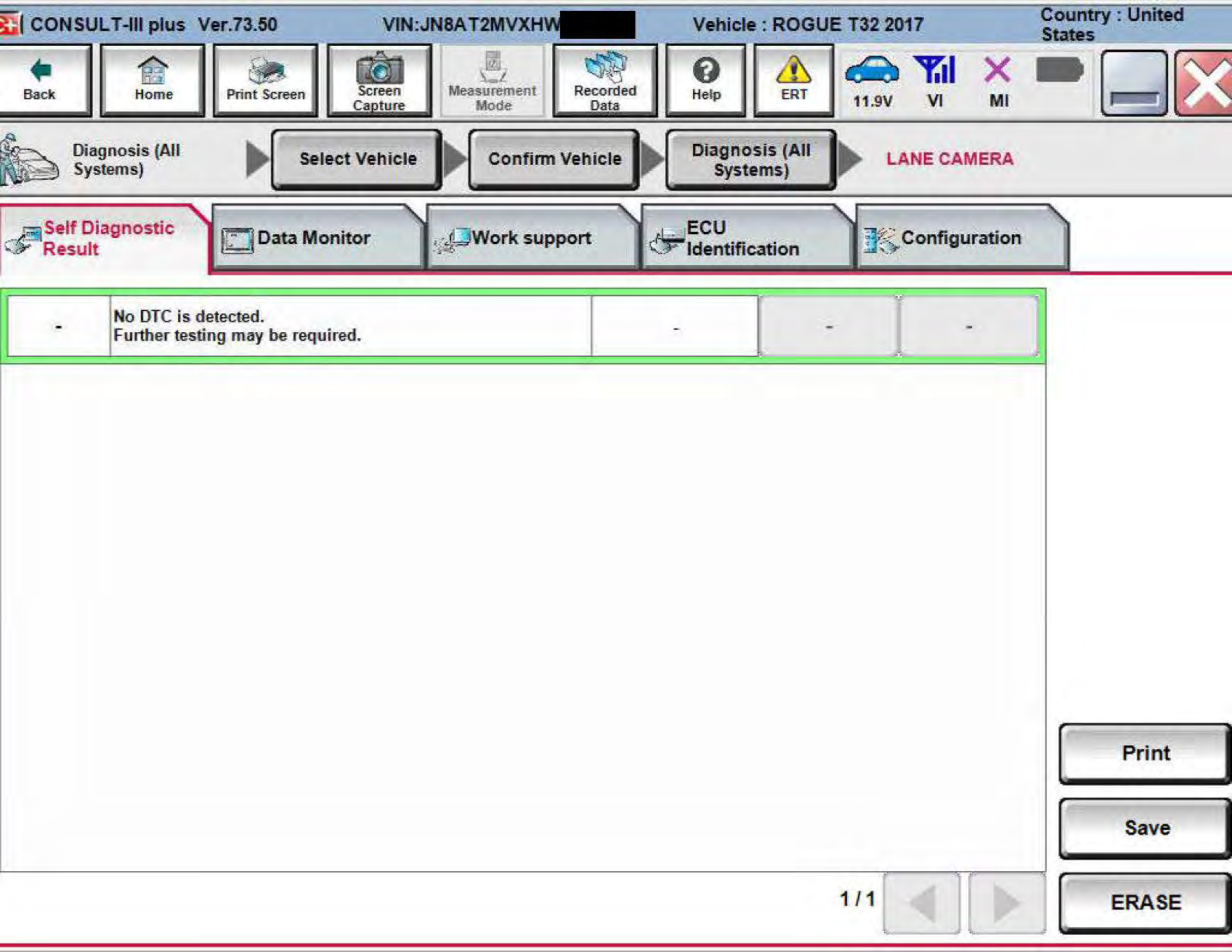

CONSULT-III plus Ver.73.50
VIN:JN8AT2MVXHW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.9V
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Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB OPERATION MILEAGE
No history.
Current status
End

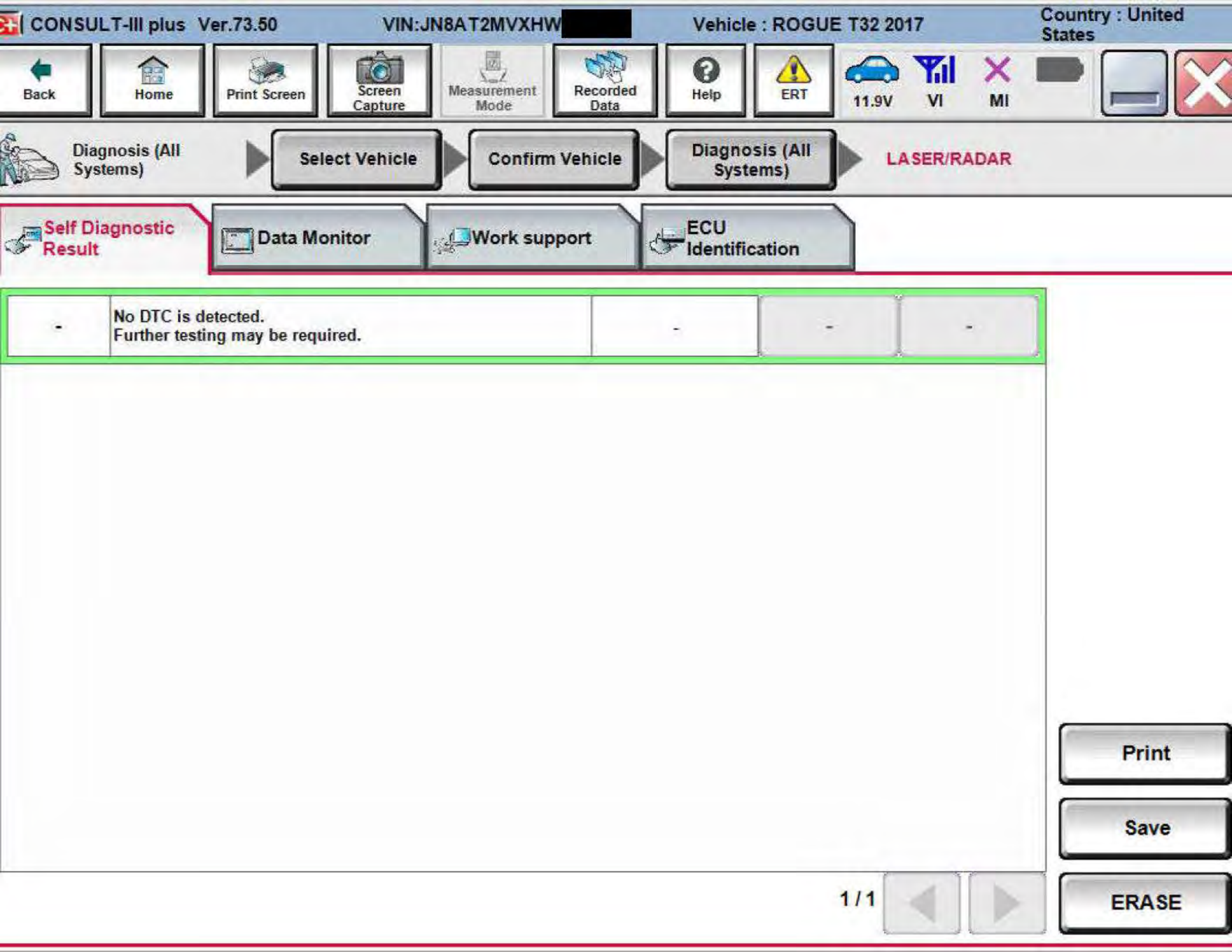

CONSULT-III plus Ver.73.50
VIN:JN8AT2MVXHW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
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Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
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Confirm Vehicle
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ICC/ADAS PAST
AUTO BACK DOOR PAST
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ABS NO DTC
METER/M&A NO DTC
BCM NO DTC
AIR BAG NO DTC
1 / 4
Detailed Information
ICC/ADAS
U1500 CAM CAN CIR2 PAST FFD DTC Expla
AUTO BACK DOOR
B2409 HALF LATCH SW PAST FFD DTC Expla
1 / 1
Print for Customer
Print
Save
ERASE


CONSULT-III plus Ver.73.50
VIN:JN8AT2MVXHW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
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Screen Capture
Measurement Mode
Recorded Data
Help
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VI
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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.
-
-
-
Print
Save
ERASE
1 / 1


CONSULT-III plus Ver.73.50
VIN:JN8AT2MVXHW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.9V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS 2
Self Diagnostic Result
Data Monitor
Work support
Active Test
ECU Identification
-
No DTC is detected.
Further testing may be required.
-
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-
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ERASE


CONSULT-III plus Ver.73.50
VIN:JN8AT2MVXHW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.9V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Self Diagnostic Result
Data Monitor
Work support
Active Test
ECU Identification
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DTC Explanation
Print
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1 / 1
ERASE


CONSULT-III plus Ver.73.50
VIN:JN8AT2MVXHW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
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Screen Capture
Measurement Mode
Recorded Data
Help
ERT
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Diagnosis (All Systems)
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Self Diagnostic Result
Data Monitor
Work support
ECU Identification
Configuration
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No DTC is detected.
Further testing may be required.
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1 / 1
ERASE


CONSULT-III plus Ver.73.50
VIN:JN8AT2MVXHW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.9V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
LASER/RADAR
Self Diagnostic Result
Data Monitor
Work support
ECU Identification
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
ERASE
1 / 1

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN JN8AT2MVXHW[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 Middle Island 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 6/21/2017 VIN JN8AT2MVXHW[redacted]

Mileage 4355 License # [redacted] State NY Country United States

Special equipment & accessories NONE.

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

Number	Description	Status	Date
N/A	None	○ Open ◉ Closed	2/2/2018

Add Row | Remove Row

III. Description of Incident & Claim

Source of Information Claimant Incident Date 12/11/2017 Time 9:59 AM

Location of Incident (describe fully) On [redacted] in Ronkonkoma, NY

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

Vision obstruction (describe) None given.

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

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN JN8AT2MVXHW[redacted]

Overnight temperature prior to incident: 35.1°F
Length of time parked: Not Given.

Ice/Snow accumulation on vehicle? ○ Yes ◉ No

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

Sequence of Events (according to claimant): Claimant states his vehicle began to brake and did not go to a complete stop, it just slowed down and a warning light (white triangle with red lettering) pops up on the dash board and then the car would operate normally. Claimant stated Claimant's wife was being tailgated by cars and the concern happened and when Claimant was driving that he was not surrounded by cars. Claimant states issue has occurred 3 times.

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

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

Special Circumstances: None Given.

Actions taken after incident and results of those actions: Vehicle continued to operate following issue.

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

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

Witness Present? ○ YES ◉ NO

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

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

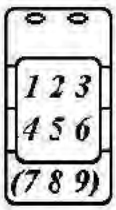
#	Allegation	Allegation made by
1	Claimant alleges that the vehicle's FEB operates on its own with no objects in front of the vehicle.	Claimant.

Add Allegation | Remove Allegation

IV. Occupants & Injuries

Source of Information: Claimant.

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



Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN JN8AT2MVXHW[redacted]

Occupant Name	[redacted]	DOB	[redacted]	Height	6'2
Address	[redacted] Middle Island, NY [redacted]			Weight	212 Lbs
Location	Incident Vehicle	Seating Position	1 - Driver		
Seat Belts Worn	Lap + Shoulder Belt	Airbag Status	Airbag not deployed		
Nature & Extent of Injuries	N/A				
Where, when, and by whom were the injuries treated?	N/A				

Occupant Name	Claimant's Wife (Name Not Given)	DOB	Not Given	Height	5'5
Address	[redacted] Middle Island, NY [redacted]			Weight	93 Lbs
Location	Incident Vehicle	Seating Position	3 - Front Row Right		
Seat Belts Worn	Lap + Shoulder Belt	Airbag Status	Airbag not deployed		
Nature & Extent of Injuries	N/A				
Where, when, and by whom were the injuries treated?	N/A				

Add Occupant | Remove Occupant

☐ No Occupants Comments N/A

V. Other Property Damage

☒ No Other Property Damage

Source of information N/A

VI. Investigation Results

Date of vehicle inspection 1/25/2018

Location of inspection Smithtown Nissan, Smithtown NY.

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

Vehicle exhibits no signs of impact or trauma.

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

Photos taken by Kevin D. Mackay # Photos 83

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN JN8AT2MVXHW[redacted]

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

Exterior/Body	No Abnormalities found (See Photos 6 - 35)
Engine/ Transmission/ Drivetrain	No Abnormalities found (See Photos 58- 71)
Underbody/ Suspension/ Steering/ Wheels & Tires	No Abnormalities found (See Photos 69 - 75)
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	No Abnormalities found (See Photos 36 - 56)
Seat Belts/ Child Restraints (if applicable)	No Abnormalities found (See Photos 36 - 56)
Air Bags	No Abnormalities found (See Photos 36 - 56)

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

N/A

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

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

#	Allegation	Factual Findings
1	Claimant alleges that the vehicle's FEB operates on its own with no objects in front of the vehicle.	Upon inspection of vehicle, found no signs of impact or collision trauma to the vehicle. Performed C3+ inspection and found a PAST U1500 CAM CAN CIR2 Code stored in ICC/ADAS control unit. Found no other related codes stored. Performed FEB Operation Mileage Log inspection and found no recorded FEB event stored. DTS test drove vehicle. upon leaving the dealer and traveling over a set of train tracks near the dealer on [redacted] north of [redacted] in Smithtown NY, FEB operated with no items in front of vehicle as the vehicle approached and traveled over the set of train tracks. At time of duplicated incident, no vehicles were in front of the Claimant's vehicle. Found following the incident, the vehicle continued to operate. DTS found following the initial incident, no further duplication of any further undesired FEB operation occurred.

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 [redacted]
VIN JN8AT2MVXHW[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 [redacted]
VIN JN8AT2MVXHW[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 photos 26, 35
○	◉	Physical damage to camera? (ie. cracks)	See photos 55 - 57
○	◉	Obstructions to radar sensor units? (ie. dirt, stickers, etc.)	See photos 21 - 23
○	◉	Physical damage to radar sensor units? (ie. cracks)	See photos 21 - 23, 65 - 68
◉	○	Electrical connection to radar module firmly seated?	See photos 65 -68
◉	○	Electrical connection to camera module firmly seated?	See photos 55 -57
○	○		

End of Form

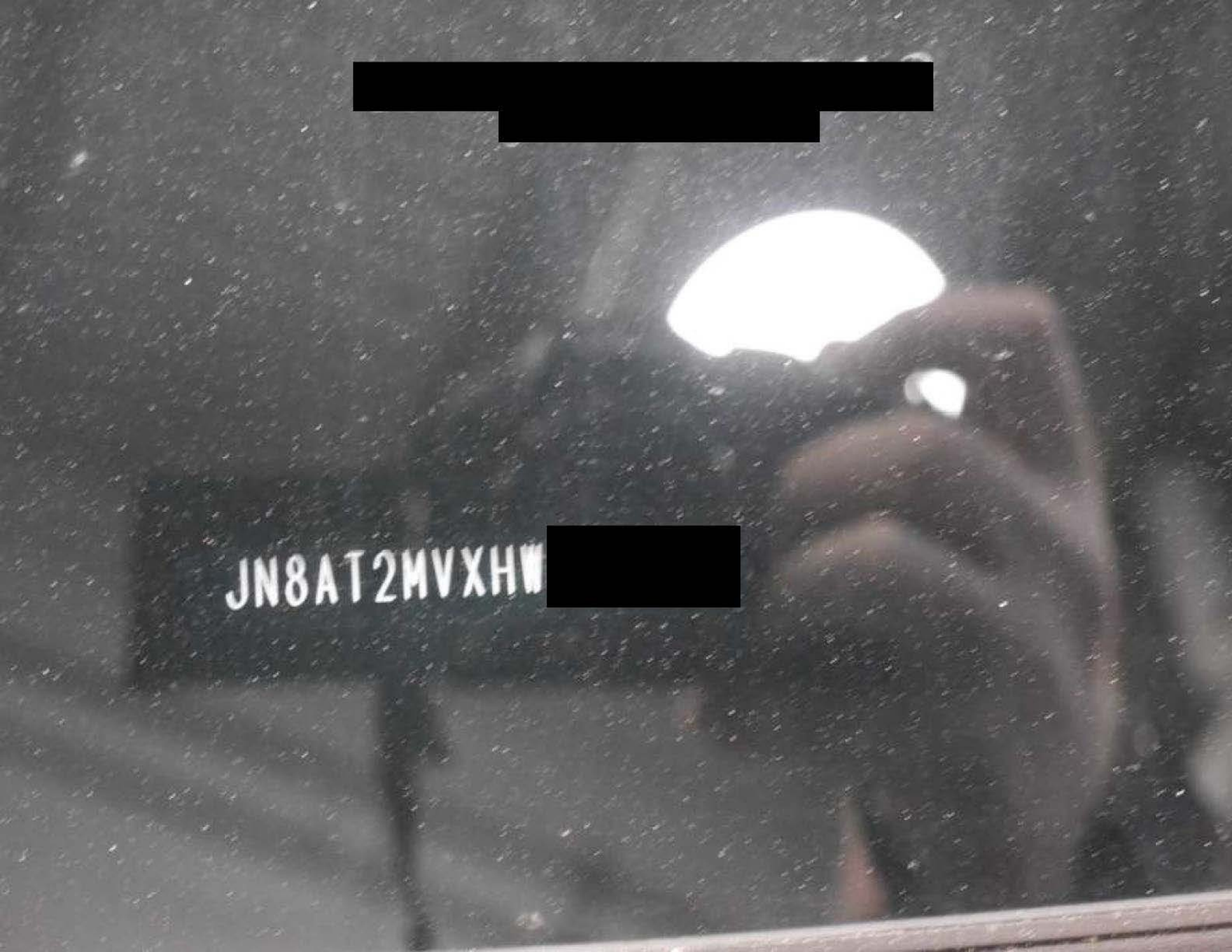
*Name your file while saving.

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.


10:03 AM
4359 miles
RPM x1000
MPH




JN8AT2MVXH


NEW YORK
[redacted]
[redacted]
05/03/19
NYMA
JN8AT2MVXHW[redacted]
2017 NISSA SUBN
[redacted] PAS 4 G
5
19
YEAR
[redacted]
VEHICLE REGISTRATION


[redacted]
NEW YORK STATE
JAN
SAFETY
INSPECTION
CERTIFICATE
T
DEC
FEB
MAR
2018
NOV
APR
MAY
JUN
JUL
[redacted]G
OCT
SEP


MFD BY NISSAN MOTOR CO.,LTD.
DATE 6/17
GVWR/PNBV 4679 LBS.
GAWR/PNBE FR. 2363 LBS.
WITH 225/55R19 TIRES,
19X7J RIMS. AT 33 PSI
COLD SINGLE.
GAWR/PNBE RR. 2401 LBS.
WITH 225/55R19 TIRES,
19X7J RIMS. AT 33 PSI
COLD SINGLE.
THIS VEHICLE CONFORMS
TO ALL APPLICABLE FED-
ERAL MOTOR VEHICLE SA-
FETY AND THEFT PREVEN-
TION STANDARDS IN EFF-
ECT ON THE DATE OF MA-
NUFACTURE SHOWN ABOVE.
VIN: JN8AT2MVXHW
TYPE: MPV
COLOR TRIM TRANS
EAN Z RE0F10D
AXLE ENGINE
GS56 QR25(DE) 2488CC
JN8AT2MVXHW


4355 miles
60
0
20


NISSAN






ROGUE


NISSAN
ROGUE
SL AWD












NISSAN


NISSAN


NISSAN








NASSIN























[redacted]






ROGUE




ROGUE














ROGUE












ROGUE









[redacted]

[redacted]

[redacted]

[redacted]













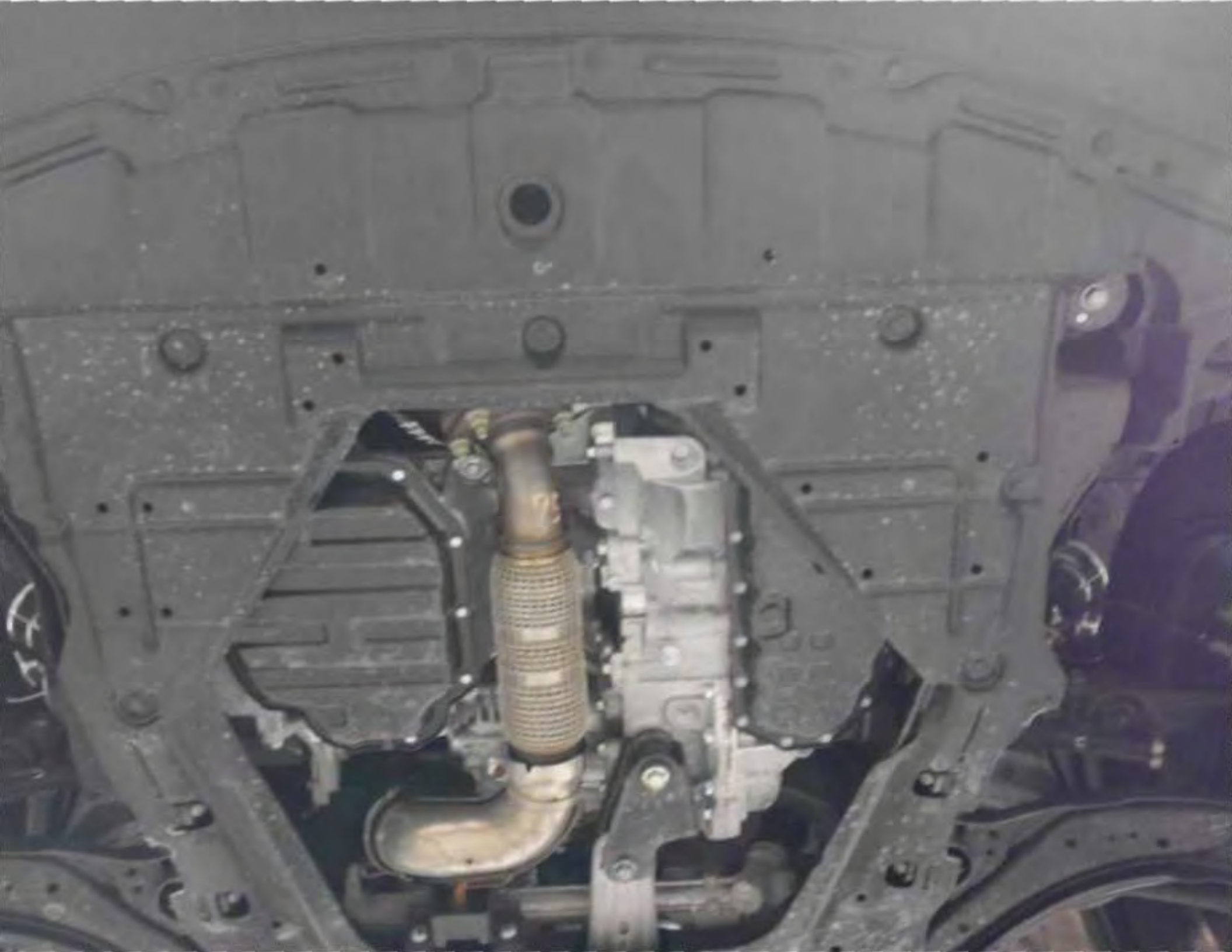


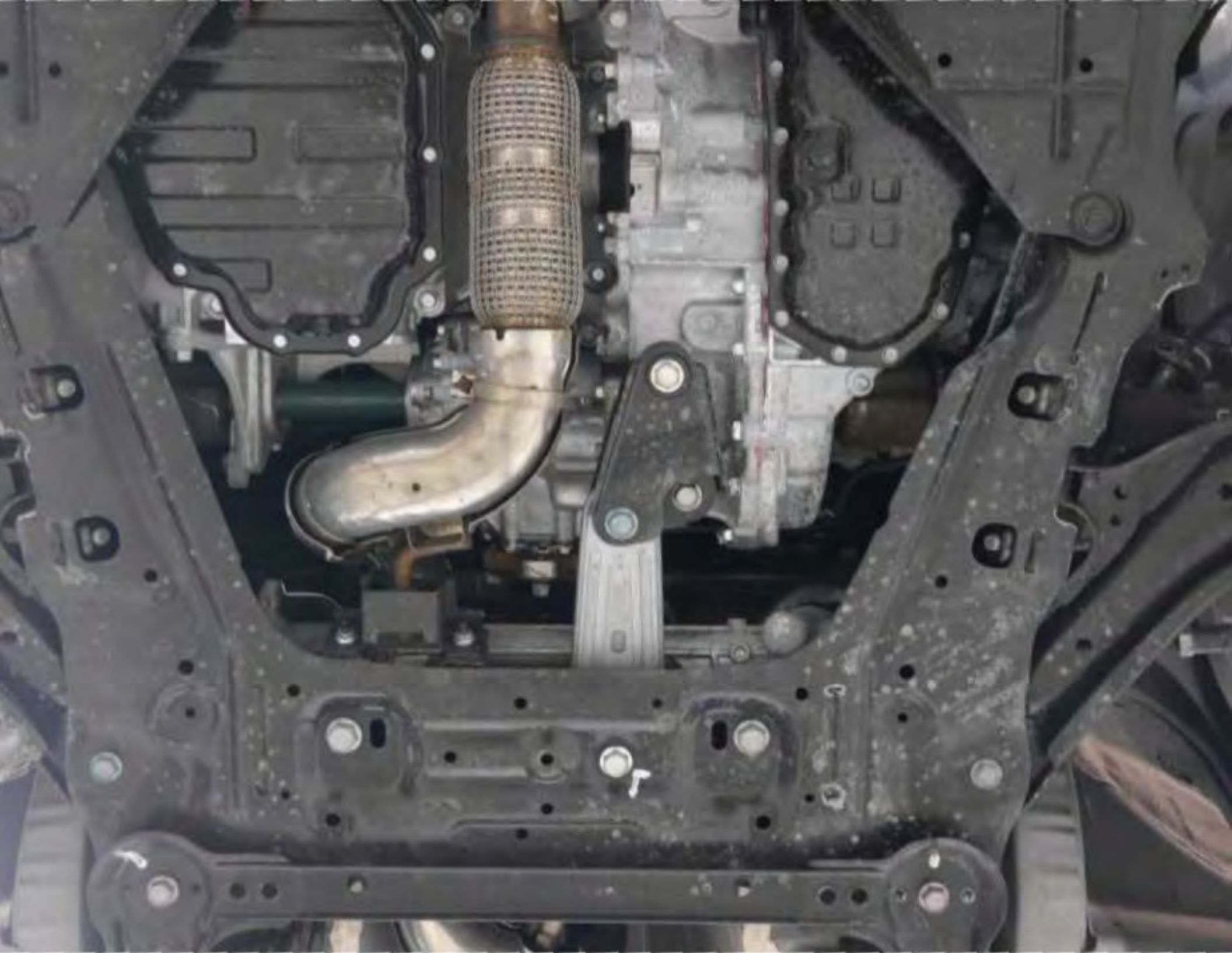

















15






9:08 AM
26°F
Settings
Driver Assistance
Clock
Meter Settings
Vehicle Settings
Maintenance
Alarm
P
170
4355 miles
60
40
0
20
100


9:08 AM
26°F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
170
4355miles
60
40
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9:08 AM
26 °F
Driving Aids
Emergency Brake
Lane
Blind Spot
P
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4355 miles
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9:08 AM
26 °F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
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4355 miles
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MPH
40
100
60
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20
0
H


9:08 AM
26°F
Parking Aids
Moving Object
Cross Traffic
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170
4355 miles
60
MPH
40
100
60
0
20
0
H


9:08 AM
26 °F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
170
4355 miles
60
MPH
40
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60
0
20
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9:08 AM
26°F
Chassis Control
Trace Control
Engine Brake
P
170
4355 miles
60
MPH
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0

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
JN8AT2MVXHW[redacted]

Customize Page | Printable View | Help for th

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

Vehicle Detail

VIN	JN8AT2MVXHW[redacted]		
Last Modified By	Dakota McGregor, 2/5/2018 9:07 AM	Branded Title	
Created By	NNAETL, 8/11/2017 11:18 AM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage	4,000	MSRP	$36,050
Latest Recorded Mileage Units	M		
In Service Date	8/29/2017		

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	B92B93C03K03L92P04U35X03Z66		
Factory Installed Options Descriptions	B92 (SPLASH GUARDS), B93 (CHROME REAR BUMPER PROTECTOR), C03 (50 STATE EMISSIONS), K03 (PLATINUM PACKAGE), L92 (FLOOR MATS (2-PIE FRONT AND), P04 (SL PREMIUM PACKAGE), U35 (NAVIGATION MANUAL), X03 (PLATINUM RESERVE INTERIOR), Z66 (ACTIVATION DISCLAIMER)		

Vehicle Tools

Total Approved Checks VIN Decoder

System Information

Latest Owner (BETA) ARVILS OZOLS

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	8/29/2020	36,000				
2	POWERTRAIN COVERAGE	8/29/2022	60,000				
3	SEAT BELT	8/29/2027	999,999				
4	CORROSION COVERAGE (PERFORATION)	8/29/2022	999,999				
5	FEDERAL EMISSION LONG TERM DEFECT	8/29/2025	60,000				

Vehicle Retail Sales

Vehicle Retail Sales

Action	Name	Owner	Selling Dealer	Sale Type	Vehicle Model	Purchase Date	Rewind Indicator
View	[redacted]	[redacted]	SMITHTOWN NISSAN	NMAC lease	ROGUE	8/29/2017	

Vehicle Ownership

Vehicle Ownership

New Vehicle Ownership

Action	Name	Owner	Begin Date	End Date
View	[redacted]	[redacted]		
View	[redacted]	[redacted]	8/30/2017	8/29/2017

Vehicle Campaigns

Vehicle Campaigns

No records to display

Warranty Cases

Warranty Cases

No records to display

Cases

Print Cases

Cases

Action	Case Number	Type	Account Name	Date/Time Opened	Date/Time Closed	Current Mileage	Status	CST Approvals	Owner Name
Edit | Cls	[redacted]	CA	[redacted]	1/3/2018 8:23 AM		4,000	Open	0	Dakota McGreg
Edit | Cls	[redacted]	VCS	[redacted]	8/30/2017 7:16 AM	8/30/2017 7:16 AM		Closed	0	Sean Watts

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]		CUSTOMER REQUESTS NITROFILL CONVERSION, LIFE TIME TOP-OFFS, AND ONE YEAR FREE MEMBERSHIP IN OUR AUTO CLUB	I	10/22/2017	1,756	[redacted]	[redacted]	[redacted]	
	[redacted]		CUSTOMER REQUEST NEW YORK STATE INSPECTION. $37.00 FOR EMISSIONS AND SAFETY INSPECTION $10.00 FOR NYS SAFETY INSPECTION	I	8/28/2017	5	[redacted]	[redacted]	[redacted]1	
	[redacted]			PD	8/15/2017	2	NP SMITHTOWN NISSAN INC	[redacted]	[redacted]	1
	[redacted]				8/13/2017	1	NP NP	[redacted]	[redacted]	
	[redacted]		AS PER REQUEST PERFORM PRE-DELIVERY INSPECTION AND FILL OUT PRE-DELIVERY INSPECTION CHECK LIST	W	8/15/2017	2		[redacted]	[redacted]	
	[redacted]	TAILGATE & TRUNK LID LOCK		FW	1/15/2018	4,080	[redacted]	[redacted]	[redacted]	3
	[redacted]	NO DEFECT FOUND		FW	1/15/2018	4,080	[redacted]	[redacted]	[redacted]	1
	[redacted]		VEHICLE INSPECTION PERFORM VEHICLE INSPECTION (MPI)	C	1/10/2018	4,080	[redacted]	[redacted]	[redacted]	
	[redacted]2		CUSTOMER REPORTS A RATTLE COMING FROM REAR OF VEHICLE. CHECK AND REPORT	W	1/10/2018	4,080	[redacted]	[redacted]	[redacted]	
	[redacted]		CUSTOMER REPORTS THE HEATED STEERING WHEEL SYSTEM IS NOT HEATING TOP OF STEERING WHEEL. CHECK AND REPORT.	I	1/10/2018	4,080	[redacted]	[redacted]	[redacted]	
	[redacted]		CUSTOMER STATES THE VEHICLES EMERGENCY BRAKING SYSTEM IS KICKING ON WHILE NO CARS PRESENT. CUSTOMER REPORTS IT HAPPENS USUALLY IN THE MORNING TIME BETWEEN 7-830 AM ON ST R[redacted] HEADED WESTBOUND IN THE TOWN OF CORAM. 2ND INCIDENT WAS 11AM IN CALVERTON ALSO...	W	1/10/2018	4,080	[redacted]	[redacted]	[redacted]	

Vehicle Service Contracts

Vehicle Service Contracts

No records to display

Vehicle History

Vehicle History

Date	User	Action
8/11/2017 11:18 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	1/16/2018	[redacted]	[redacted]	[redacted]	NER	1/25/2018 10:00 AM	2/5/2018 6:3

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

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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	JN8AT2MV3HW[redacted]
User	[redacted]
Case Number	29581272
EDR Data Imaging Date	02/01/2018
Crash Date	01/17/2018
Filename	JN8AT2MV3HW[redacted]_ACM.CDRX
Saved on	Thursday, February 1 2018 at 10:25:34
Imaged with CDR version	Crash Data Retrieval Tool 17.6
Imaged with Software Licensed to (Company Name)	Nissan North America, Inc.
Reported with CDR version	Crash Data Retrieval Tool 17.6
Reported with Software Licensed to (Company Name)	Nissan North America, Inc.
EDR Device Type	Airbag Control Module
Event(s) recovered	None

Comments

No comments entered.

Data Limitations

General Information:

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

Airbag Control Unit (ACU)

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

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

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

Data Element Sign Convention:

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

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

- "Life Time Counter (sec)" indicates the elapsed time, in seconds, from the vehicle's first ignition activation until the start of the first recorded event. The counter is incremented whenever the vehicle's ignition is on. The counter is reset to 0 if the ACU is replaced.
- "Complete File Recorded" indicates whether a complete EDR data set has been stored after the event. "Yes" indicates that a complete data set has been recorded. "No" indicates that only a portion of the data set has been recorded, for example due to the power to the ACU being lost

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

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

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

0701_Nissan001_r006

DTCs at Time of Retrieval

None

Hexadecimal Data

```
DID    Data

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

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

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
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      FF FF FF FF FF FF FF FF 7F 7F 7F 7F 7F 7F 7F 7F
      7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
      7F 7F

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

201C  7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
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      7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
      7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
      7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F FF 7F
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201D  7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
      7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F FF FF FF FF FF
      FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF
      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
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      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
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201F  7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
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      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 [19] | Case Categorizations [1] | Emails [0] | Calls [0] | Open Activities [3] | Activity History [4] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | DTS Field Inspections [1] | Attachments [3] | 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	CA [Change]	Case Number	[redacted]
Account Name	[redacted]	Case Owner Email	[redacted]
Contact Email	[redacted]	Case Owner Location	Murfreesboro
Home Phone	[redacted]	Case Owner	[redacted]
Executive Referral		Status	Open
Exec-Received-Date		Type	CA
Letter Sent Date		Case Origin	Phone
Letter Received Date		Date/Time Opened	1/18/2018 1:47 PM
Follow Up Date	2/16/2018	Date/Time Closed	
Follow Up Request	Send Follow Up Email	Multiple Repairs	No
Supporting Documents		Executive Summary	
CA Multiple Repairs		Executive Actions To Resolve	
Social Media Involvement		Closed at CCF	
Martiz Customer Id			
Alert Trigger Verbatim			
Case Reopen Count	0		
Description	IIR- FEB- EST		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	4	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	4,000	XTIME Appointment Number	

Incident Codes - IIR REQUIRED

Incident Date	1/17/2018		
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	JN8AT2MV3HW[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	29617	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	GREAT NECK NISSAN	Data Net	✓
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	1/18/2018
Responsible District		Dealer Instructions	

07

Shared With	GREAT NECK NISSAN	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	1/22/2018	VSC Reprint Request	Email
RHR Completed	1/22/2018	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: JN8AT2MV3HW[redacted]

Agent Comments

Agent Comments	#RHR. case under review.		
Created By	Helen Baglole, 1/18/2018 1:47 PM	Root Cause Code	SCIN
Last Modified By	DeHenry Kidd, 2/6/2018 1:27 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 He

Action	Public	Comment
Make Public		**Created By: DeHenry Kidd (2/6/2018 1:26 PM)** 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 (1/29/2018 3:55 PM)** Arbs has contacted customer and dealer to let them know the inspection date is set for 2/1 at 10am EST
Make Public		**Created By: DeHenry Kidd (1/26/2018 9:53 AM)** Verified Name Address Phone# VIN Mileage Responsible Dealer Checked for open Recalls/Campaigns: None Customer stated she was driving on[redacted], NY going 40mph. Customer stated she felt a pulling and FEB alarm went off. Customer stated there was no one near custome Customer stated the vehicle was stopping and grinding, FEB indicators were beeping, the vehicle did not come to a complete stop but enough to scare customer. Customer stated the few time it has happen was on[redacted] and the[redacted]. Two of the incidents happen in the morning and one in the afternoon. Weather conditi was after it had snow and the road was wet and the other two times the roads were dry. Customer stated she has not experience any other issues with the vehicle. Arbs-DK informed customer that Arbs would setup an inspection. Arbs-DK stated once arbs has the date Arbs will let the dealer and 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: DeHenry Kidd (1/24/2018 9:01 AM)** [redacted] Arbs-DK called customer at 901am no answer was made. Arbs left a message stating name and number for c to call Arbs back at[redacted] call ended.
Make Private	✓	**Created By: Chase McBryar (1/23/2018 9:38 AM)** ARBS-CM notes IIR will need to be processed before RHR review is necessary. ARBS-CM closing task and agent may resubmit if necessary.
Make Public		**Created By: Samantha Dixon (1/23/2018 7:13 AM)** C contacted NNA about veh repurchase or replacement.
Make Public		**Created By: Amanda Yett (1/22/2018 3:25 PM)** IIR rejected- In the Quick Description or Summary of Incident on the IIR probe the allegation of defect is not clear on what the customer is alleging failed on the veh. Please correct a resubmit.
		Created By: Samantha Dixon (1/22/2018 3:04 PM)

Make Public		C contacted NNA about FEB concern and repurchase/replacement of veh.
Make Public		**Created By: Michelle Simpson (1/22/2018 2:01 PM)** DRTS received the RHR. The RHR was assigned to ARBS Chase McBryar for review.
Make Private		**Created By: Amanda Yett (1/22/2018 1:51 PM)** RCAS-AY placed outbound call to DLR. RCAS-AY spoke with SM-Frank Diagostino. SM-FD advised gave C print outs regarding how FEB works and advised C that veh is operating as designed. SM-FD advised SA dropped off veh to C on Friday.
Make Public		**Created By: Amanda Yett (1/22/2018 12:40 PM)** C contacted NNA about veh concern.
Make Private		**Created By: Amanda Yett (1/22/2018 12:33 PM)** 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 POC. RCAS-AY advised of case number and direct line. RCAS-AY verified C's concerns—FEB system deploys without cause. RCAS-AY advised would like to get some more information. C stated that C does not trust veh. C stated that it has happened 3x but only come up with one code. C stated that there does not seem to be anything in front of veh. C stated that C has opened other Nissans in the past. RCAS-AY completed IIR. C was unable to produce exact odometer reading at time of incident. C stated that C would like NNA to replace the veh. C stated that C went to DLR but DLR said they could not help C. RCAS-AY advised of RHR process. RCAS-AY advised RHR is conducted based on state lemon laws and repair history. RCAS-AY advised process takes 10 business days and someone will follow up with C every 3 business days. Why do you want to return the veh to NNA? C stated because of lost trust Where is the veh currently? With C Where was the veh purchased? Great Neck Nissan-lease Was it purchased new or used? new lease If used, when was the veh purchased? NA Where is the veh serviced? Great Neck Nissan Has the veh been taken to multiple Nissan/Infinity dealers? No RCAS-AY thanked C for the information. RCAS-AY advised all of this has been documented and will forward it to the proper department for review. 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 this number the best number to reach you?" C confirmed. RCAS-AY offered further assistance. C declined. RCAS-AY thanked C for C's time. Call ended mutually.
Make Private		**Created By: Amanda Yett (1/22/2018 12:18 PM)** RCAS-AY placed outbound call to C @[redacted]. RCAS-AY left VMX with case number and direct line. RCAS-AY requested callback.
Make Private		**Created By: Amanda Yett (1/19/2018 8:36 AM)** RCAS-AY reviewed case with TL-Grady Douglas who advised RCAS-AY to proceed with IIR.
Make Private		**Created By: Amanda Yett (1/19/2018 8:35 AM)** RCAS-AY placed outbound call to C @[redacted]. RCAS-AY left VMX with case number and direct line. RCAS-AY requested callback.
Make Private		**Created By: Amanda Yett (1/19/2018 8:33 AM)** RCAS-AY placed outbound call to C @[redacted]. RCAS-AY left VMX with case number and direct line. RCAS-AY requested callback.
Make Private		**Created By: Amanda Yett (1/19/2018 8:14 AM)** RCAS-AY received email from SM-FD advising DLR could not verify concern. SM-FD advised C had a past radar stain code at 800 miles, no current concern. SM-FD advised C claimed something happened 2 or 3 days ago, but DLR could not verify any malfunction. SM-FD advised discussed with DTS and will supply NNA documentation on functionality of technology. SM-FD advised preparing to deliver veh today to C.
Make Private		**Created By: Amanda Yett (1/19/2018 7:34 AM)** RCAS-AY sent email to SM-Frank Diagostino asking for clarification on C's concern.
		Created By: Helen Baglole (1/18/2018 1:57 PM) CRR-HB VERIFIED Account information including: C's name, home & e-mail address, phone number & best contact number CRR-HB VERIFIED VEH Information including: VIN #, Current Mileage, CRR-HB CHECKED for open recalls/campaigns and found: 0 CRR-HB CHECKED for previous UNRELATED Case(s) and found: 0

CRR-HB CHECKED previous RELATED Case(s) and found: 0
CRR-HB NOTED concern is: RHR

CRR-HB received inbound call from C

C stated is calling to complain about C's VEH
C stated VEH has been using the forward trip system alarm
C stated has happened 3 times with nothing in front or around C
C stated the first time C took VEH to DLR stated there was a trip code
C stated DLR stated there was a stain on the camera
C stated the second time C did not bring VEH in to DLR
C stated third time happened yesterday
C stated DLR stated did not see any trip code when did diagnoses

Make Public

CRR-HB asked how C would like Nissan Consumer Affairs to assist with this concern

C stated would like another VEH
C stated does not trust VEH
C stated C is going to get into an accident due to this

CRR-HB informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day 1/19/2018 regarding C's concern.

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

C declined.

CRR-HB gave case number and agent id
Sending to RCAS
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]5	INTERIOR ELECTRICAL	BLIND SPOT INTERVENTION® (BSI®)	BROKEN/CRACKED	27	1/18/2018	ZB	AV	327000	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

Action	Subject	Status	Type	Task	Name	Due Date	Priority	Assigned T
Edit | Cls	RHR	Not Started		✓	[redacted]	1/22/2018	N/A	DeHenry K
Edit | Cls	IIR	Not Started		✓	[redacted]	1/24/2018	N/A	DeHenry K
Edit | Cls	DTS Follow Up[redacted]: GREAT NECK NISSAN	Not Started		✓		1/28/2018	High	DeHenry K

Activity History

Log a Call | View All | Activity History He

Action	Subject	Type	Name	Due Date	Assigned To	Action Taken	Status	Last Modified Dat
Edit | Del	DTS Request[redacted] GREAT NECK NISSAN			1/28/2018	Carlos Albert		Complete	1/26/2018 3:24 P
Edit | Del	RHR Review[redacted]	RHR	[redacted]	1/22/2018	Chase McBryar	Consumer Affairs RHR	Complete	1/23/2018 9:39 A
Edit | Del	Follow Up Action Required- IIR Rejected			1/22/2018	Amanda Yett		Complete	1/22/2018 3:26 P
Edit | Del	RHR Assigned[redacted]		[redacted]	1/22/2018	Amanda Yett		Complete	1/22/2018 2:02 P

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, 1/22/2018 12:29 PM	1/22/2018			JN8AT2MV3HW[redacted]	

DTS Field Inspections

DTS Field Inspections He

Action	Title	DTS Inspection Date	Owner First Name	Owner Last Name	Status
Edit	[redacted]	2/1/2018 9:00 AM	[redacted]	[redacted]	Completed

Attachments

Attach File | View All | Attachments He

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	ROs[redacted].pdf	57KB	1/23/2018 7:14 AM	Amanda Yett
Edit | View | Del	RHR Template- Northeast Region Case[redacted].doc	80KB	1/23/2018 7:14 AM	Amanda Yett
Edit | View | Del	RHR[redacted]doc	58KB	1/23/2018 7:14 AM	Amanda Yett

Case History

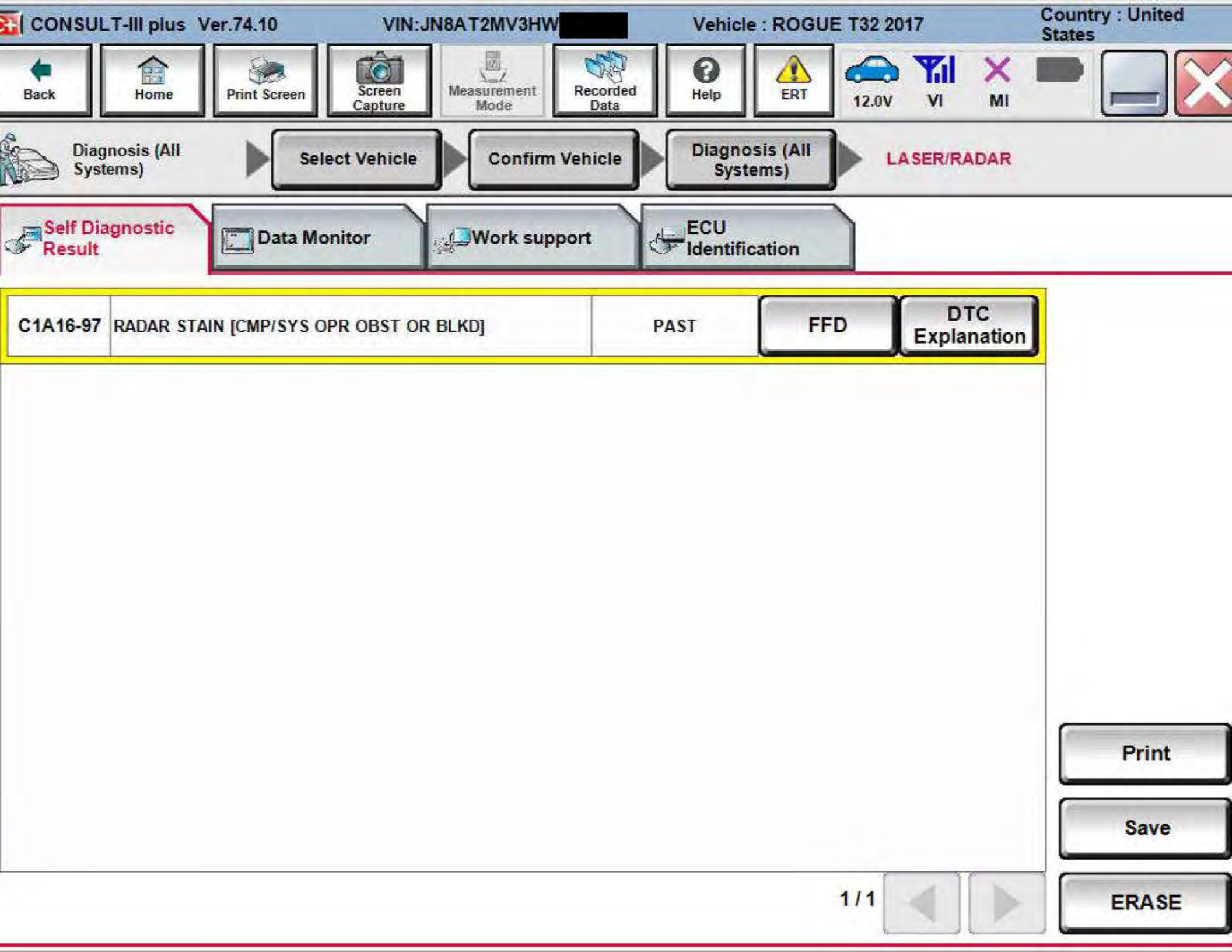
Case History He

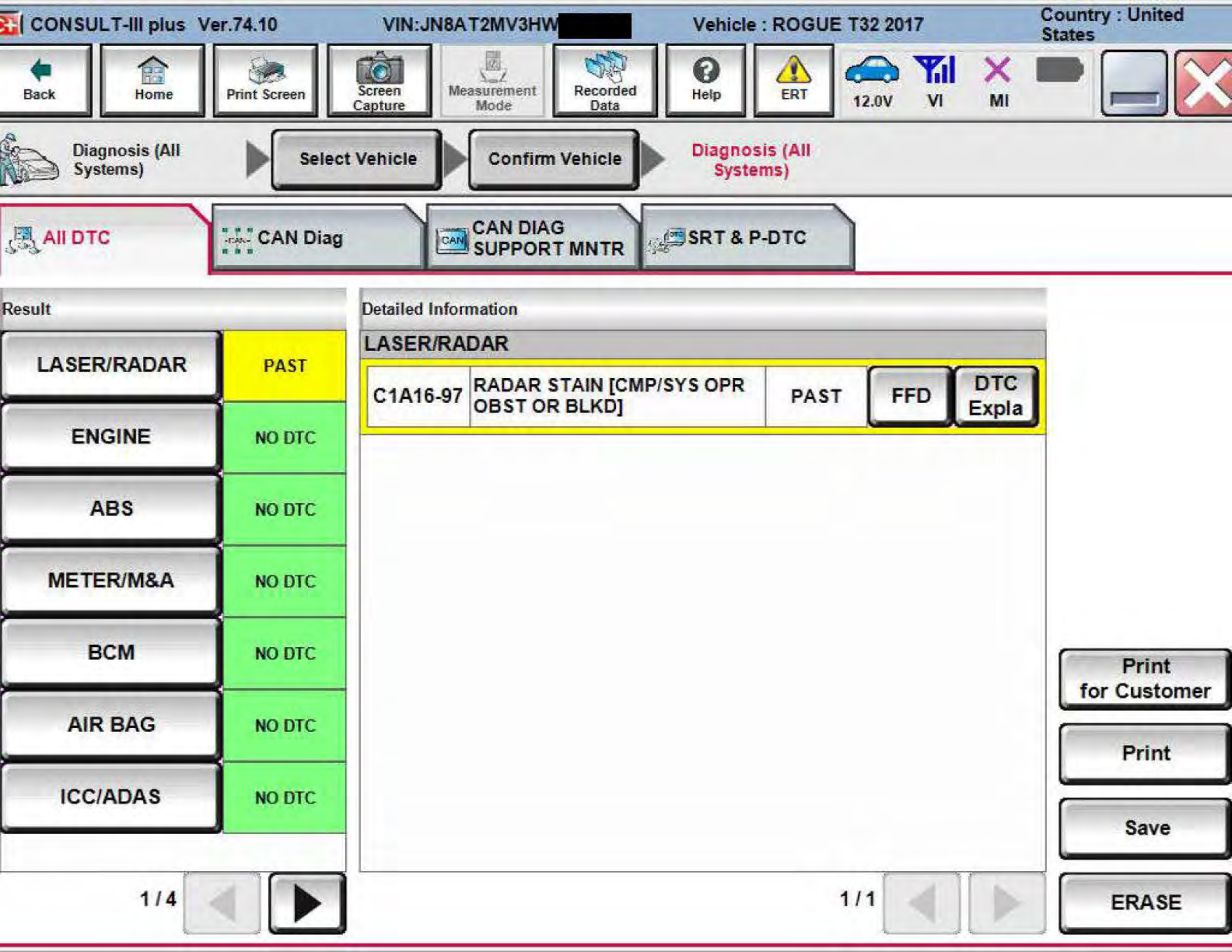
Date	User	Action
2/6/2018 1:27 PM	DeHenry Kidd	Changed **Follow Up Date** from 2/8/2018 to **2/16/2018**.
1/29/2018 3:54 PM	DeHenry Kidd	Changed **Follow Up Date** from 1/29/2018 to **2/8/2018**.
1/26/2018 9:56 AM	DeHenry Kidd	Changed **Follow Up Date** from 1/26/2018 to **1/29/2018**.
1/24/2018 9:01 AM	DeHenry Kidd	Changed **Follow Up Date** from 1/24/2018 to **1/26/2018**.
1/23/2018 11:31 AM	DeHenry Kidd	Changed **Follow Up Date** from 1/25/2018 to **1/24/2018**.
1/23/2018 7:14 AM	Samantha Dixon	Changed **Case Owner** from Amanda Yett to **DeHenry Kidd**.
1/23/2018 7:13 AM	Samantha Dixon	Changed **Description**.
1/22/2018 3:25 PM	Amanda Yett	Changed **Description**.
1/22/2018 3:04 PM	Samantha Dixon	Changed **Description**.
1/22/2018 2:02 PM	Michelle Simpson	Changed **DRT Support Status** from Pending to **DRT Assigned**.
1/22/2018 1:52 PM	Amanda Yett	Changed **RHR Completed** to **1/22/2018**.
1/22/2018 12:40 PM	Amanda Yett	Changed **RHR Started** to **1/22/2018**.
		Changed **Description**.
1/22/2018 12:33 PM	Amanda Yett	Changed **Follow Up Date** from 1/22/2018 to **1/25/2018**.
1/19/2018 8:35 AM	Amanda Yett	Changed **Follow Up Date** from 1/19/2018 to **1/22/2018**.
1/18/2018 2:05 PM	Amanda Yett	Changed **Data Net** from false to **true**.
1/18/2018 2:04 PM	Amanda Yett	Changed **Description**.
1/18/2018 1:58 PM	Helen Baglole	Changed **Escalated By ID** to **0050G00000Am1ub**.
		Changed **Case Owner** from Helen Baglole to **Amanda Yett**.
1/18/2018 1:50 PM	Helen Baglole	Changed **Case Servicing Dealer** to **GREAT NECK NISSAN**.
1/18/2018 1:47 PM	Helen Baglole	Changed **Work Phone** to [redacted]
		Changed **Follow Up Date** from 1/18/2018 to **1/19/2018**.
		Changed **VIN** to **JN8AT2MV3HW[redacted]**.
		Changed **Subject** to **CUSTOMER:[redacted] PHONE:[redacted] VIN: JN8AT2MV3HW[redacted]**.
		Created.

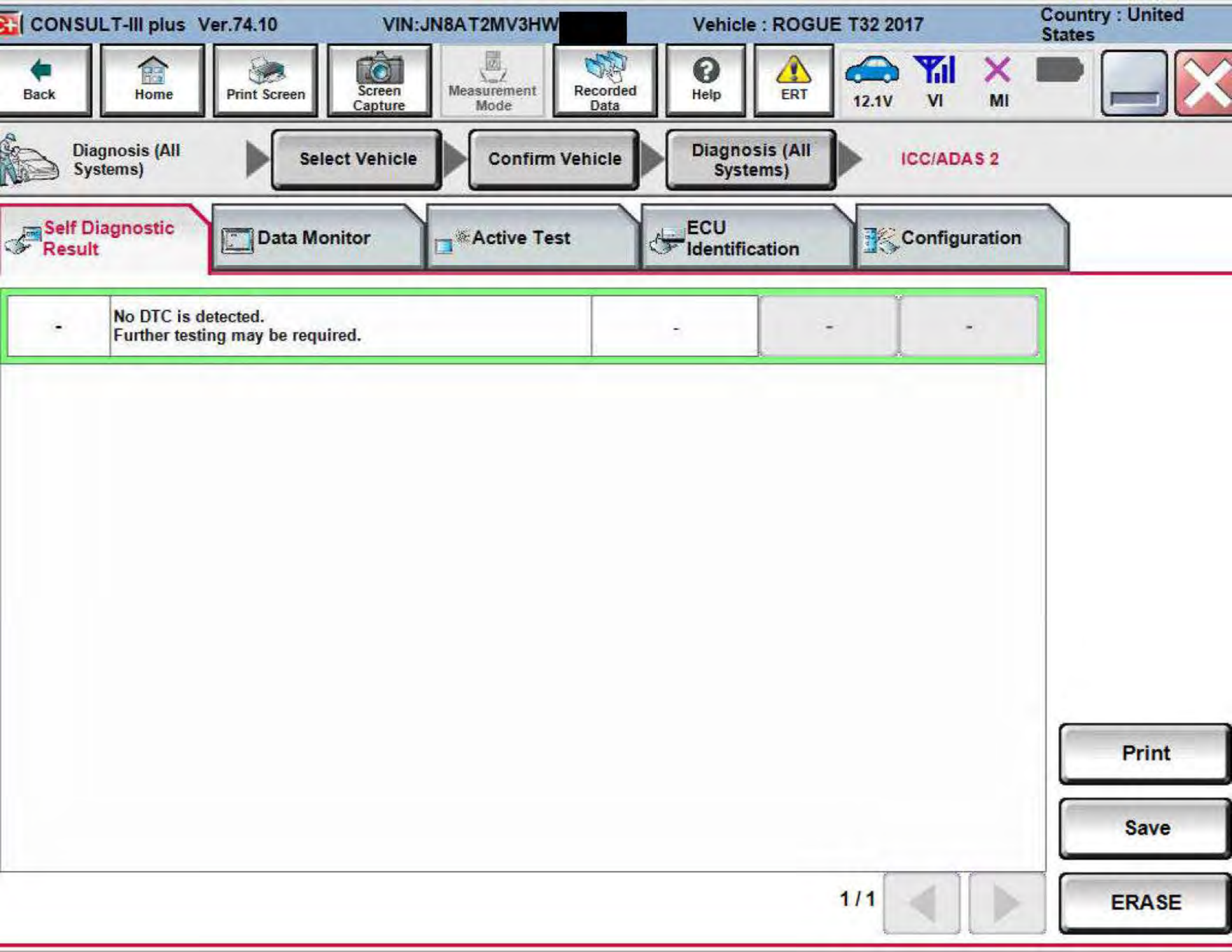
Back To Top

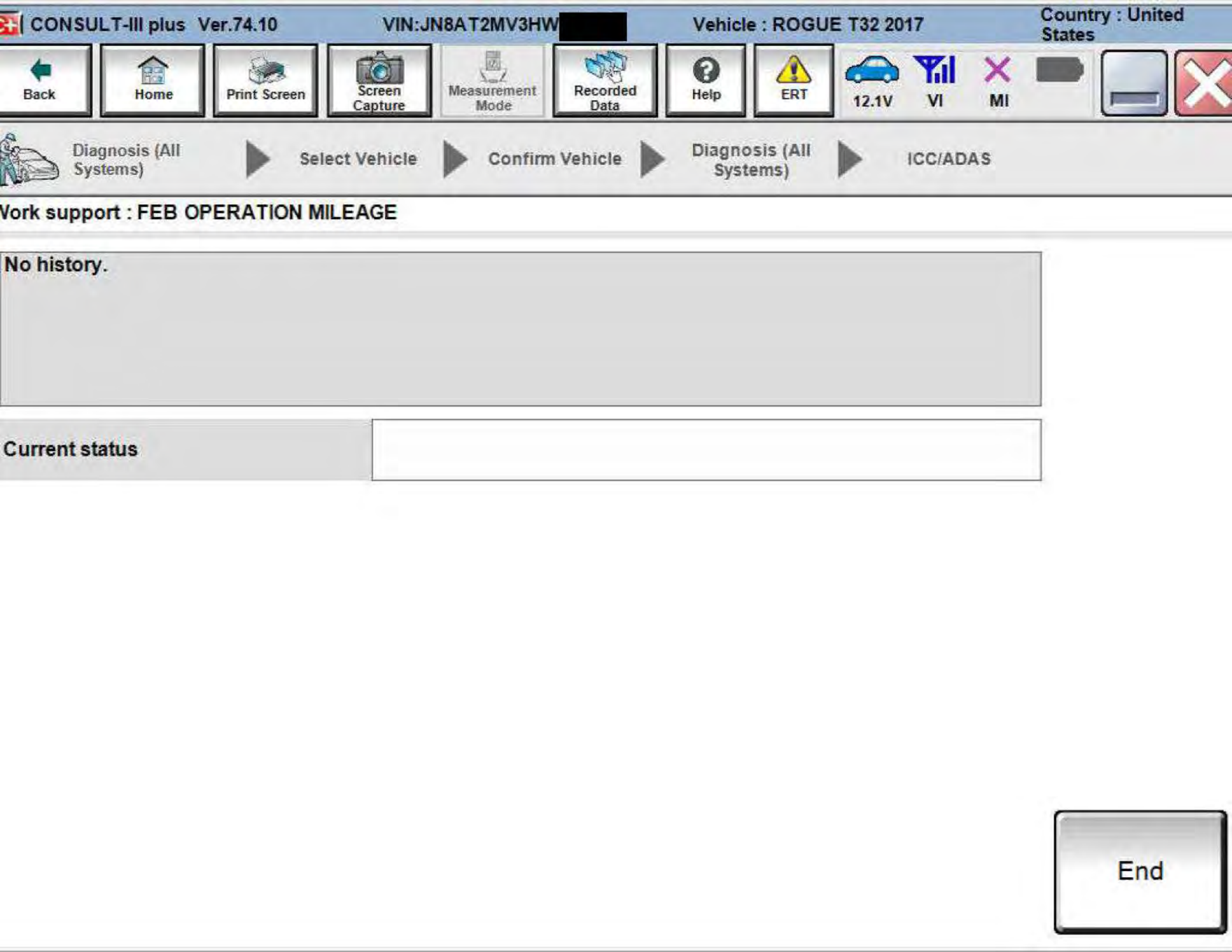
Always show me fewer / more records per related list

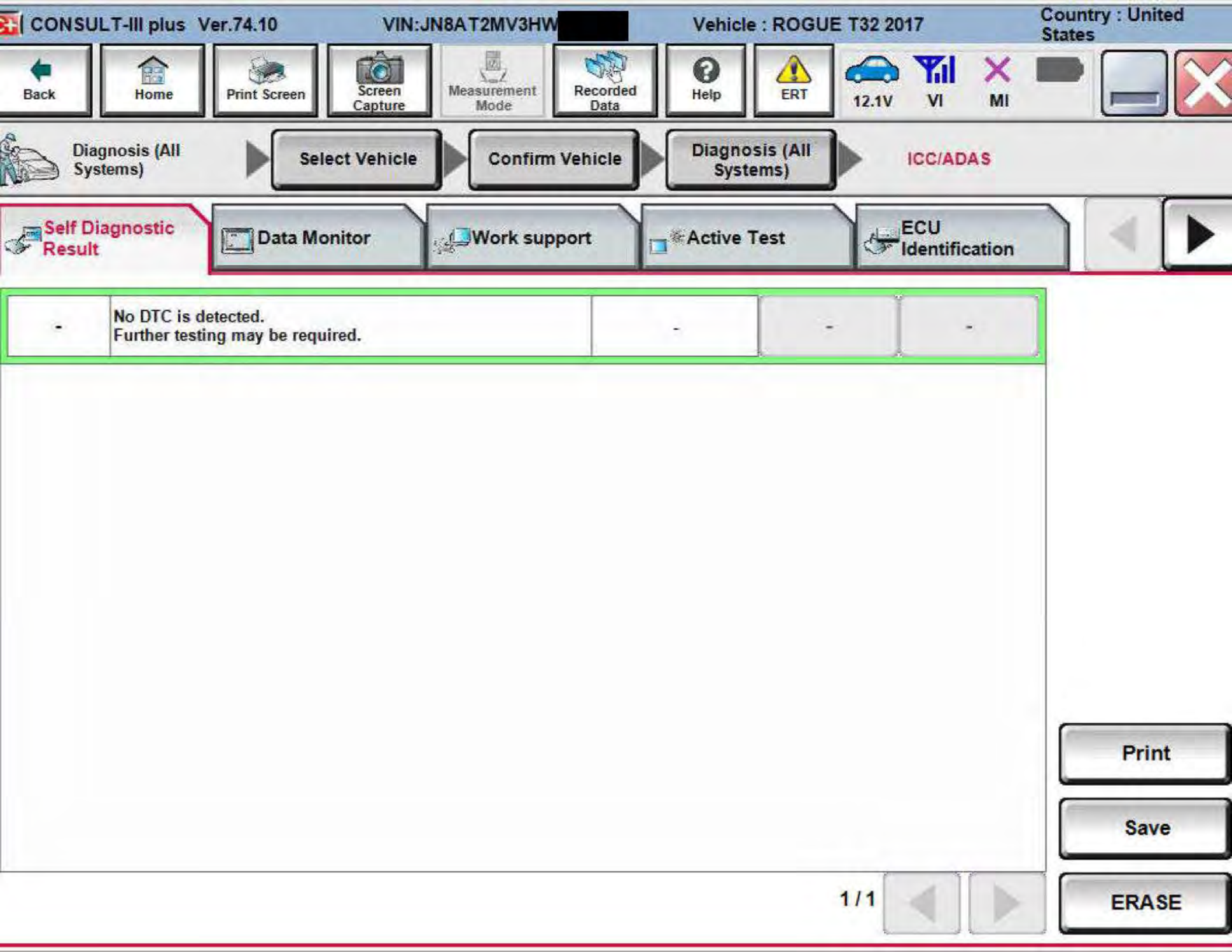
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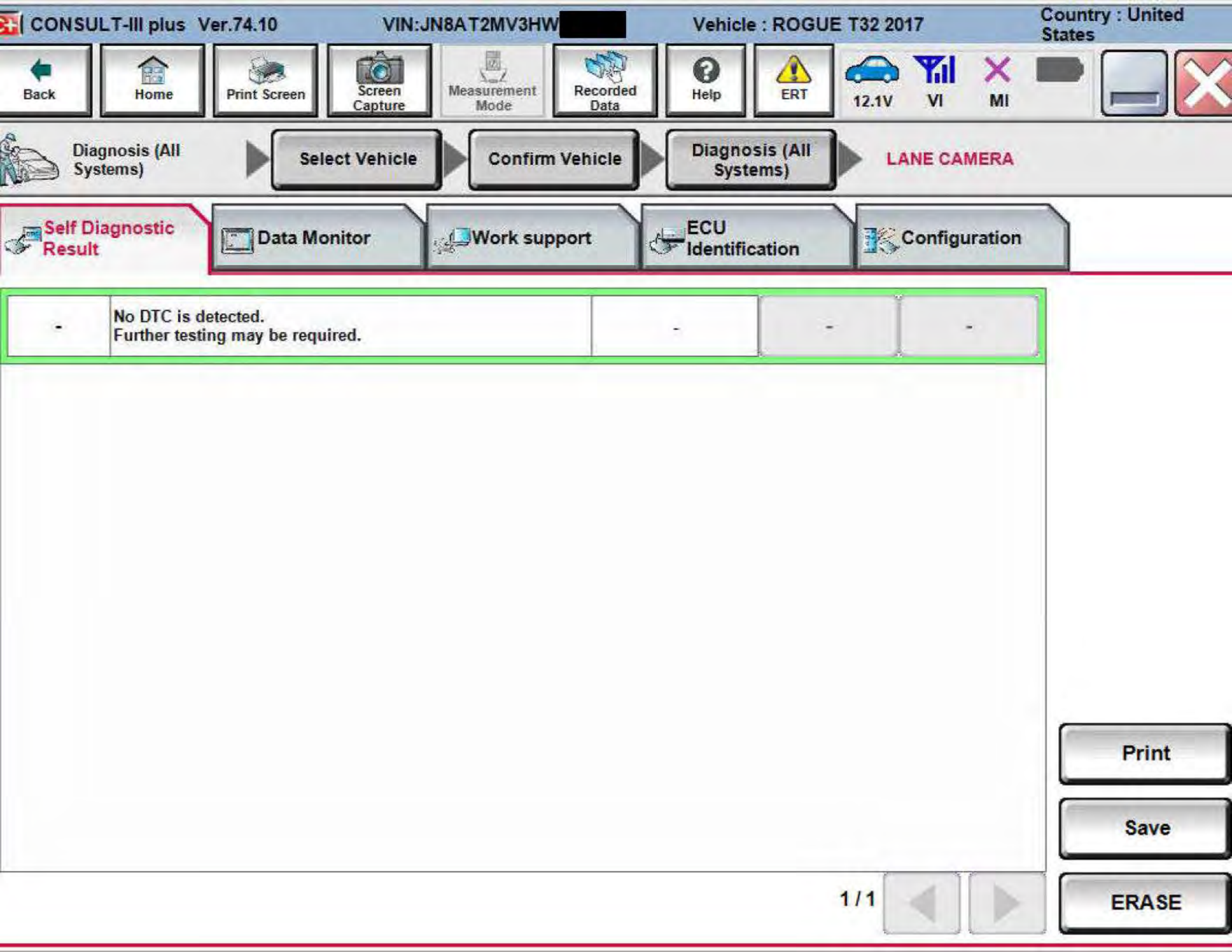

CONSULT-III plus Ver.74.10
VIN:JN8AT2MV3HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
LASER/RADAR
Self Diagnostic Result
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.74.10
VIN:JN8AT2MV3HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
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VI
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Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
LASER/RADAR PAST
ENGINE NO DTC
ABS NO DTC
METER/M&A NO DTC
BCM NO DTC
AIR BAG NO DTC
ICC/ADAS NO DTC
1 / 4
Detailed Information
LASER/RADAR
C1A16-97 RADAR STAIN [CMP/SYS OPR OBST OR BLKD] PAST FFD DTC Expla
1 / 1
Print for Customer
Print
Save
ERASE


CONSULT-III plus Ver.74.10
VIN:JN8AT2MV3HW[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 2
Self Diagnostic Result
Data Monitor
Active Test
ECU Identification
Configuration
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
1 / 1
ERASE


CONSULT-III plus Ver.74.10
VIN:JN8AT2MV3HW[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
No history.
Current status
End


CONSULT-III plus Ver.74.10
VIN:JN8AT2MV3HW[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
Self Diagnostic Result
Data Monitor
Work support
Active Test
ECU Identification
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
1 / 1
ERASE


CONSULT-III plus Ver.74.10
VIN:JN8AT2MV3HW[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)
LANE CAMERA
Self Diagnostic Result
Data Monitor
Work support
ECU Identification
Configuration
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
1 / 1
ERASE

Incident Investigation

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

Supplements

Check all of the supplements that apply:

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

I. CLAIMANT

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

Address [redacted] Eve. Phone NA

City Hicksville 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: NA

II. Vehicle

Model Year 2017 Model Name Rogue Mfg. Date 05/17/2017 VIN JN8AT2MV3HW[redacted]

Mileage 5483 License # [redacted] State NY Country United States

Special equipment & accessories NA

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

Number	Description	Status	Date
NA	NA	○ Open ◉ Closed	NA

Add Row | Remove Row

III. Description of Incident & Claim

Source of Information Claimant Incident Date 1/17/2018 Time 8:30 AM

Location of Incident (describe fully) [redacted] Woodbury NY.

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

Vision obstruction (describe) NG

Temperature at time of incident 37.9°F Parking location prior to time of incident NG

Incident Investigation

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

Overnight temperature prior to incident: 36°F
Length of time parked: NG

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 she was driving on [redacted] NY going 40 mph. Claimant stated she felt a pulling and FEB alarm went off. Claimant stated there was no one near customer. Claimant stated the vehicle was stopping and grinding, and FEB indicators were beeping, the vehicle did not come to a complete stop but enough to scare Claimant.
Claimant stated the few time it has happened were on [redacted] and the [redacted] Two of the incidents happen in the morning and one in the afternoon. Weather conditions during one event were after it had snowed and the road was wet and the other two times the roads were dry. Claimant stated she has not experienced any other issues with the vehicle.

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

Driver Action (braking, steering, etc.):

Special Circumstances: NG

Actions taken after incident and results of those actions: Claimant continued to drive vehicle.

Vehicle Estimated Speed: 40 MPH Source: Claimant Posted Speed Limit: 40 MPH

Other Vehicle Estimated Speed: NG Source: Claimant Posted Speed Limit:

Witness Present? ○ YES ◉ NO

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

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

#	Allegation	Allegation made by
1	Claimant alleges while driving with no visible obstructions in front of vehicle the FEB system makes audible warnings and applies braking force, notably while driving through the [redacted] and [redacted] intersection.	Claimant

Add Allegation | Remove Allegation

IV. Occupants & Injuries

Source of Information: Claimant

Incident Investigation

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

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



Occupant Name [redacted] DOB [redacted] Height NG

Address [redacted] Hicksville, NY [redacted] Weight NG

Location Incident Vehicle Seating Position 1 - Driver

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

Nature & Extent of Injuries NA

Where, when, and by whom were the injuries treated? NA

Add Occupant | Remove Occupant

☐ No Occupants Comments NA

V. Other Property Damage

☒ No Other Property Damage

Source of information Claimant

VI. Investigation Results

Date of vehicle inspection 02/01/2018

Location of inspection Great Neck Nisan

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

Vehicle has not sustained any damages as a result of alleged incident or otherwise.

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

Photos taken by [redacted] # Photos 74

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 1-36.

Incident Investigation

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

Engine/ Transmission/ Drivetrain	No abnormalities noted. See photos 37-45.
Underbody/ Suspension/ Steering/ Wheels & Tires	No abnormalities noted. See photos 66-73.
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	No abnormalities noted. See photos 46-65.
Seat Belts/ Child Restraints (if applicable)	No abnormalities noted. Seat belts in the stowed and unlocked position. See photos 46-62.
Air Bags	No abnormalities noted. Airbags in the stowed un-deployed position. See photos 46-62.

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

NA

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 while driving with no visible obstructions in front of vehicle the FEB system makes audible warnings and applies braking force, notably while driving through the Jericho Turnpike and Woodbury Rd intersection.	Inspection findings do not show any abnormalities. FEB operation mileage does not have an event recorded. DTS test drove vehicle for 35 miles including alleged incident location with no FEB activation. See photo 6, 74.

Add Row | Remove Row

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

Reporter's Signature [redacted]

Reporter's Name & Region Carlos Albert North East Region

Incident Investigation

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

IIR Supplement: Advanced Technology Checklist

I. Vehicle equipped with

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

Other (describe)	NA
Comments	NA

II. Diagnostic Download and EDR Data

Instructions:

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

	Yes	No	Comments
Full diagnostic download included in report?	(•)	( )	Please see uploaded files.

Incident Investigation

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

	Yes	No	Comments
EDR download included in report?	◉	○	Please see uploaded files.

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.)	Camera is clear of debris. Please see photo 32
○	◉	Physical damage to camera? (ie. cracks)	Camera is clear of damage. Please see photo 32
◉	○	Obstructions to radar sensor units? (ie. dirt, stickers, etc.)	Radar unit has light road grime build up due to road conditions. Please see photo 19.
○	◉	Physical damage to radar sensor units? (ie. cracks)	Radar unit is free from damage please see photos, 17-19, 45.
◉	○	Electrical connection to radar module firmly seated?	Electrical connection to radar module is firmly seated. See photo 45.
◉	○	Electrical connection to camera module firmly seated?	Electrical connector to camera module is firmly seated. See photos 63-65.
○	◉		NA

End of Form

*Name your file while saving.

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

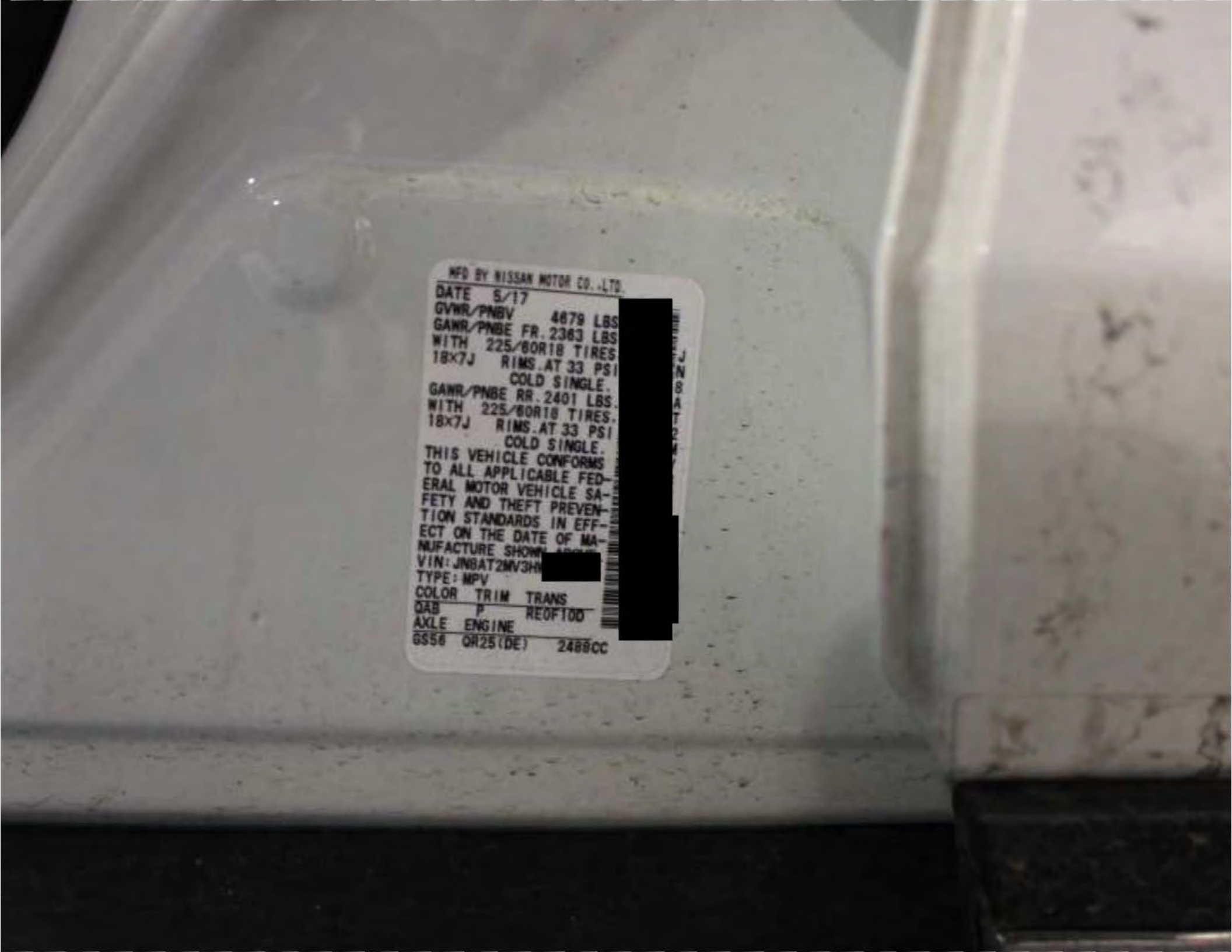
Lock Fields & Save Form for Submission — Save form with locked fields for submission. Print form to Primo PDF or Adobe PDF to save.




JN8AT2MV3HW


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MFD BY NISSAN MOTOR CO.,LTD.
DATE 5/17
GVWR/PNBV 4679 LBS.
GAWR/PNBE FR. 2363 LBS.
WITH 225/60R18 TIRES.
18×7J RIMS.AT 33 PSI
COLD SINGLE.
GAWR/PNBE RR. 2401 LBS.
WITH 225/60R18 TIRES.
18×7J 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:JNSAT2MV3HW
TYPE:MPV
COLOR TRIM TRANS
DAB P RE0F10D
AXLE ENGINE
GS58 QR25(DE) 2488CC


MFD BY NISSAN MOTOR CO.,LTD.
DATE 5/17
GVWR/PNBV 4679 LBS
GAWR/PNBE FR.2363 LBS
WITH 225/60R18 TIRES
18×7J RIMS.AT 33 PSI
COLD SINGLE.
GAWR/PNBE RR.2401 LBS.
WITH 225/60R18 TIRES.
18×7J RIMS.AT 33 PSI
COLD SINGLE.
THIS VEHICLE CONFORMS
TO ALL APPLICABLE FED-
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ECT ON THE DATE OF MA-
NUFACTURE SHOWN
VIN:JN8AT2MV3H
TYPE:MPV
COLOR TRIM TRANS
QAB P REOFTOD
AXLE ENGINE
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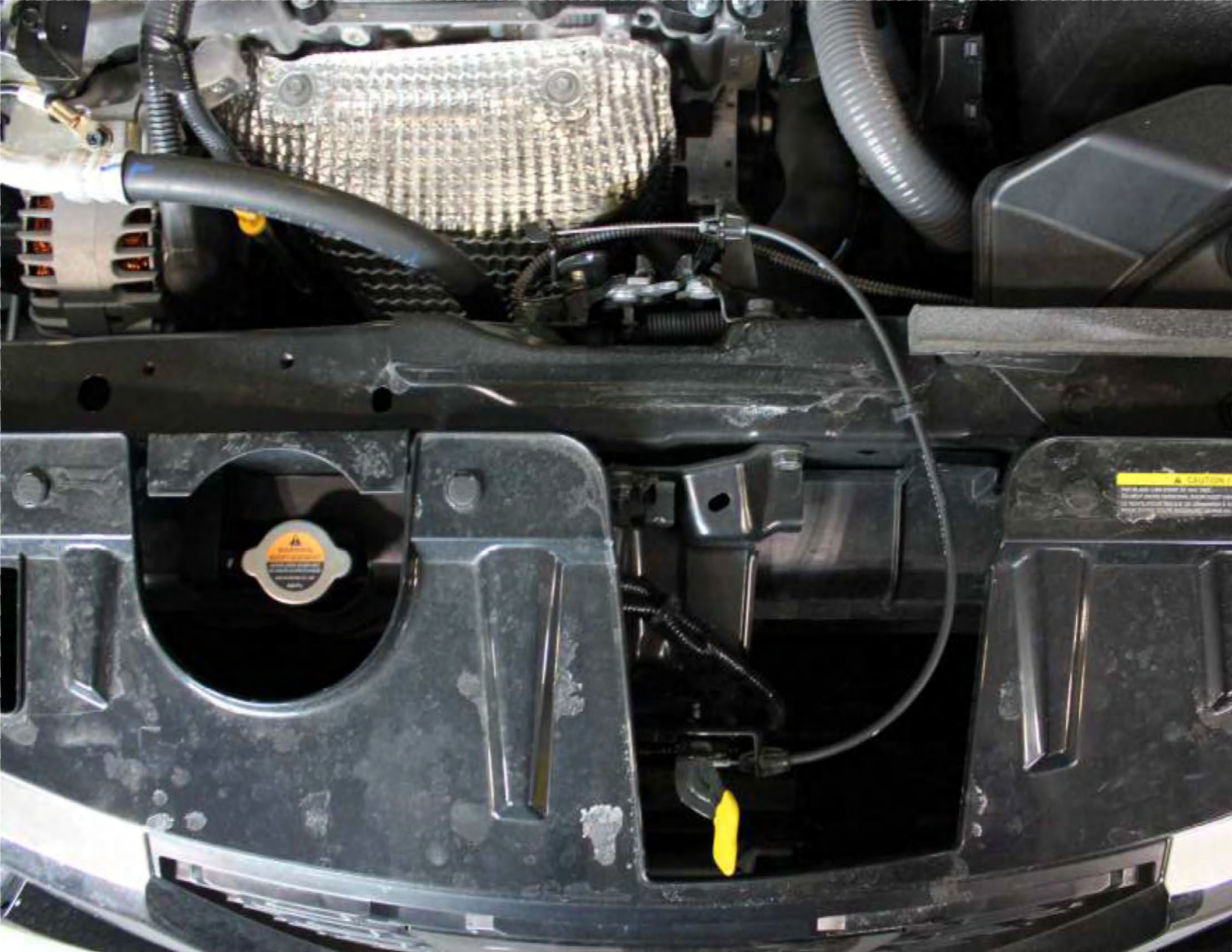


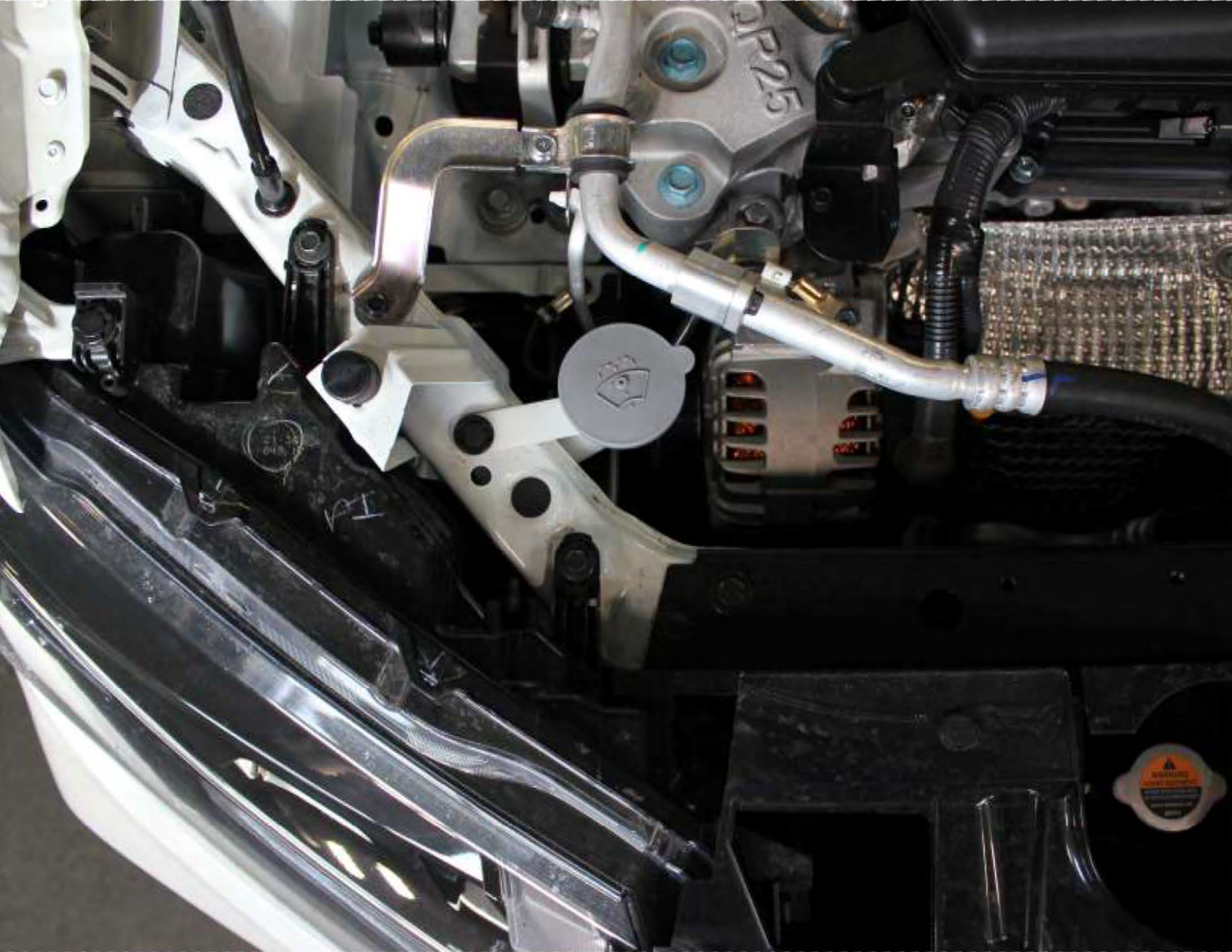

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NISSAN

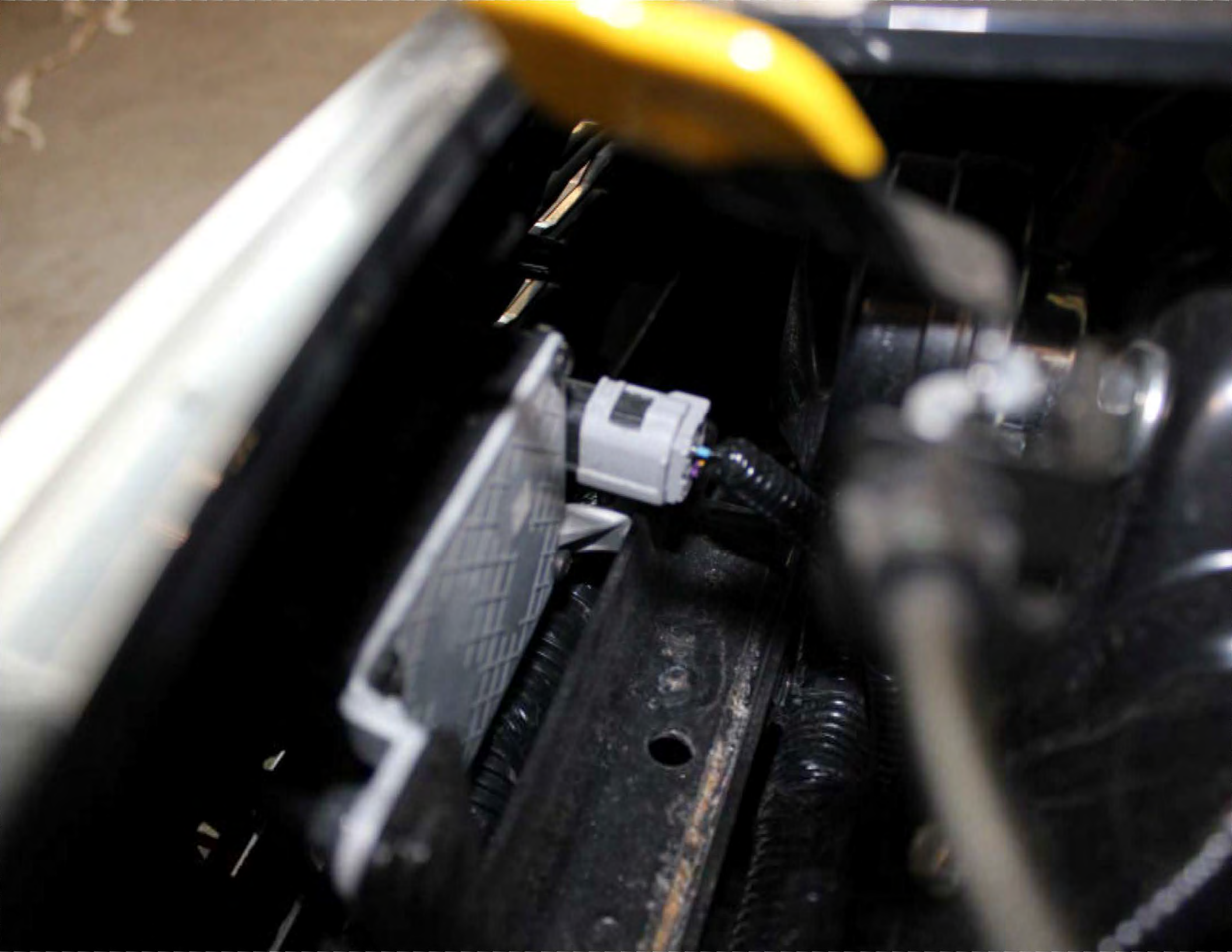

DANGER/POISON


Pb
CAUTION / ATTENTION
















ROGUE












ROGU












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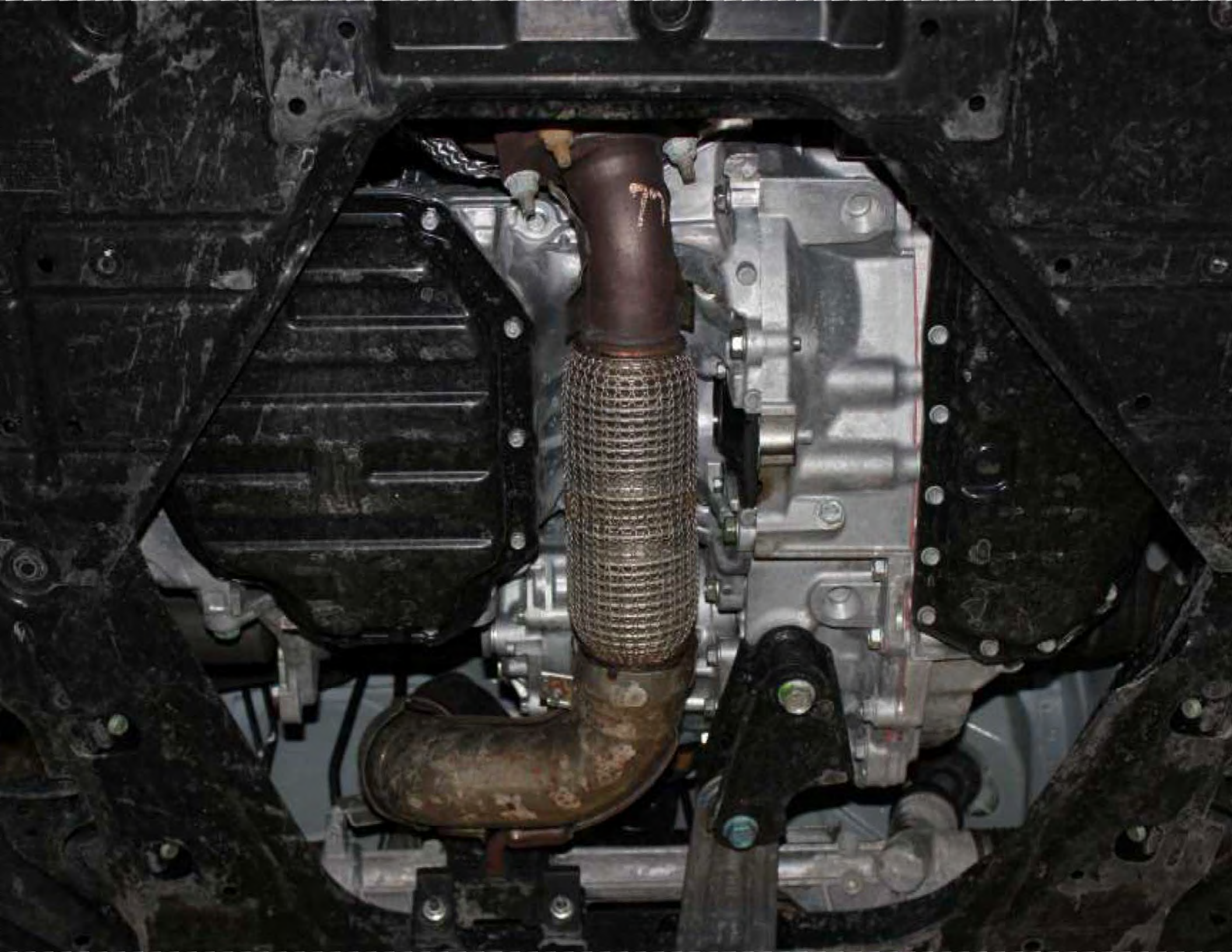




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NISSAN

Search Samaritan Potter Help & Training CA

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

Vehicle
JN8AT2MV3HW[redacted]

Customize Page | Printable View | Help fo

Vehicle Campaigns [0] | Warranty Cases [0] | Cases [1] | Service History [24] | Vehicle Service Contracts [0] | Vehicle History [1] | DTS Field Inspections [1]

Vehicle Detail

VIN	JN8AT2MV3HW[redacted]		
Last Modified By	DeHenry Kidd, 2/6/2018 1:27 PM	Branded Title	
Created By	NNAETL, 6/28/2017 11:53 AM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage	4,000	MSRP	$35,110
Latest Recorded Mileage Units	M		
In Service Date	9/4/2017		

Manufacturing Data

Make/Model	2017 NISSAN ROGUE	Manufacturer Date	5/17/2017
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	PEARL WHITE	Emissions Certification	
Cylinders		Open Recall	
Transmission Type	CVT	Head Unit	
Model Series		Model Line Code	RGE
Factory Installed Options	C03E10L92P04U35Z66		
Factory Installed Options Descriptions	C03 (50 STATE EMISSIONS), E10 (PREMIUM PAINT $), L92 (FLOOR MATS (2-PIECE FRONT AND), P04 (SL PREMIUM PACKAGE), U35 (NAVIGATION MANU (ACTIVATION DISCLAIMER)		

Vehicle Tools

Total Approved Checks VIN Decoder

System Information

Latest Owner (BETA) [redacted]

Warranty Information

S No.	Warranty Description	Warranty Expiration Date	Warranty Expiration Miles	Warranty Exclusion Code	Warranty Exclusion Name	Warranty Extensions/Cust Service Initiatives Flag	Branded Desc
1	BASIC COVERAGE	9/4/2020	36,000				
2	POWERTRAIN COVERAGE	9/4/2022	60,000				
3	SEAT BELT	9/4/2027	999,999				
4	CORROSION COVERAGE (PERFORATION)	9/4/2022	999,999				
5	FEDERAL EMISSION LONG TERM DEFECT	9/4/2025	60,000				

Vehicle Retail Sales

Vehicle Retail Sales

Action	Name	Owner	Selling Dealer	Sale Type	Vehicle Model	Purchase Date	Rewind Indicat
View	[redacted]	[redacted]	GREAT NECK NISSAN	NMAC lease	ROGUE	9/4/2017	

Vehicle Ownership

Vehicle Ownership

New Vehicle Ownership

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

Vehicle Campaigns

Vehicle Campai

No records to display

Warranty Cases

Warranty Ca

No records to display

Cases

Print Cases

Ca

Action	Case Number	Type	Account Name	Date/Time Opened	Date/Time Closed	Current Mileage	Status	CST Approvals	Owner
Edit | Cls	[redacted]	CA	[redacted]	1/18/2018 1:47 PM		4,000	Open	0	DeHen

Service History

Service His

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]	DISTANCE SENSOR ASSY		FW	12/19/2017	3,954	[redacted]	[redacted]	[redacted]
	[redacted]			PD	7/17/2017	5	[redacted]	[redacted]	[redacted]
	[redacted]	REMOTE CONTROL SWITCH(I-KEY)		FW	12/12/2017	3,765	[redacted]	[redacted]	[redacted]
	[redacted]				6/26/2017	1	[redacted]	[redacted]	[redacted]
	[redacted]		CUSTOMER STATES VEHICLE APPLIED COLLISION AVOIDANCE BRAKING WHEN THERE WAS NO OBSTRUCTION IN FRONT OF OR BESIDE VEHICLE, HAPPENED AT ABOUT 20 TO 30 MPH AND VEHICLE WOULD ONLY SLOWLY LURCH FORWARD WITH ACCELERATOR PEDAL PUSHED ALL THE WAY DOWN TO THE FLOO...	W	12/18/2017	3,955	[redacted]	[redacted]	[redacted]
	[redacted]		PERFORM COURTESY BATTERY CONDITION TEST	I	12/18/2017	3,955	[redacted]	[redacted]	[redacted]
	[redacted]		PERFORMED MULTI POINT INSPECTION	I	12/18/2017	3,955	[redacted]	[redacted]	[redacted]
	[redacted]		PERFORM EXPRESS OIL CHANGE CHECK FLUIDS, TIRE PRESSURE, ETC.	I	12/11/2017	3,766	[redacted]	[redacted]	[redacted]
	[redacted]		CUSTOMER STATES THAT 1 VEHICLE I KEY DOES NOT OPERATE ANY VEHICLE FUNCTIONS. PLEASE CHECK AND ADVISE.	W	12/11/2017	3,766	[redacted]	[redacted]	[redacted]
	[redacted]		CUSTOMER STATES THAT VEHICLE KICK MOTION LIFT GATE FEATURE DOES NOT ALWAYS OPERATE. PLEASE CHECK AND ADVISE	I	12/11/2017	3,766	[redacted]	[redacted]	[redacted]
	[redacted]		AS PER CUSTOMER ALEX IN SALES AWARE OF SCRATCHES ON VEHICLE SUNROOF. PLEASE DETAIL/ADDRESS	I	12/11/2017	3,766	[redacted]	[redacted]	[redacted]
	[redacted]		CUSTOMER STATES THAT VEHICLE MILEAGE SEEMS LOW, VEHICLE AVERAGING ABOUT 23MPG. CUSTOMER WOULD LIKE VEHICLE CHECKED B/C MILEAGE SHOULD BE HIGHER. PLEASE CHECK AND ADVISE	W	12/11/2017	3,766	[redacted]	[redacted]	[redacted]
	[redacted]		PERFORM COURTESY BATTERY CONDITION TEST	I	12/11/2017	3,766	[redacted]	[redacted]	[redacted]
	[redacted]		PERFORMED MULTI POINT INSPECTION	I	12/11/2017	3,766	[redacted]	[redacted]	[redacted]
	[redacted]		DEAL 71924 MUDGUARDS $123.84 MARK + $124 LABOR (FRANK). COSTED OUT IN DEAL	I	12/11/2017	12	[redacted]	[redacted]	[redacted]
	[redacted]		PERFORM COURTESY BATTERY CONDITION TEST	C	12/11/2017	12	[redacted]	[redacted]	[redacted]

[redacted]	PERFORMED MULTI POINT INSPECTION	C	12/11/2017	12	[redacted]		
[redacted]	NYS SAFETY INSPECTION STICKER #	I	9/4/2017	11	[redacted]		
[redacted]	PERFORM A COMPLETE PDI CHECKOUT - AS REQUESTED BY NISSAN	W	7/16/2017	5			
[redacted]	PERFORMED MULTI POINT INSPECTION	I	1/22/2018	4,989	[redacted]		
[redacted]	PERFORM COURTESY BATTERY CONDITION TEST	I	1/22/2018	4,989	[redacted]		
[redacted]	CUSTOMER STATES THAT VEHICLE COLLISION AVOIDANCE SYSTEM IS ENGAGING BY ITSELF CAUSING VEHICLE TO GO INTO LIMP MODE WITH A LACK OF ACCELERATION PLEASE CHECK AND ADVISE.	W	1/22/2018	4,989	[redacted]		
[redacted]	DTS INSPECTION OF VEHICLE	W	2/2/2018	5,483	[redacted]		
[redacted]	CUSTOMER STATES THAT VEHICLE COLLISION AVOIDANCE SYSTEM IS OPERATING BY ITSELF WITH NO OBJECTS AROUND VEHICLE CAUSING VEHICLE TO SLOW ITSELF DOWN AND GO INTO LIMP MODE. PLEASE CHECK AND ADVISE.	W	2/2/2018	5,483	[redacted]		

Vehicle Service Contracts

Vehicle Service Contra

No records to display

Vehicle History

Vehicle Hist

Date	User	Action
6/28/2017 11:53 AM	NNAETL	Created.

DTS Field Inspections

New DTS Field Inspection

DTS Field Inspecti

Action	Title	Status	Created Date	Related Support Case	Owner First Name	Owner Last Name	DTS Team	DTS Inspection Date	Report I
Edit	[redacted]	Completed	1/29/2018	[redacted]	[redacted]	[redacted]	NER	2/1/2018 9:00 AM	2/6/201

^ Back To Top

Always show me fewer / more records per related list

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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	JN8AT2MV5HW[redacted]
User	[redacted]
Case Number	[redacted]
EDR Data Imaging Date	02/16/2018
Crash Date	
Filename	JN8AT2MV5HW[redacted]_ACM.CDRX
Saved on	Friday, February 16 2018 at 09:56:28
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

DTC	Status	Description
B1427	Trouble Diag. Record	not configured
B0020	Trouble Diag. Record	SIDE AIRBAG MODULE LH CIRCUIT [OPEN]

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  94 27 55 00 00 01 01 FF FF FF 00 00 80 20 13 00
      89 01 03 00 2A 5A 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
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      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
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      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00

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

2004  00 00 01 02 1C 00 00 FF FF CC 0A 00 00 00 00

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

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

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

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

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

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

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

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

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

F1A0  20


      59 02 09


      59 02 09


      59 0F 08 94 27 55 08 80 20 13 08
```

Disclaimer of Liability

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

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 [18] | Case Categorizations [1] | Emails [1] | Calls [0] | Open Activities [2] | Activity History [2] | 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	CA [Change]	Case Number	[redacted]
Account Name	[redacted]	Case Owner Email	[redacted]
Contact Email	[redacted]	Case Owner Location	Murfreesboro
Home Phone	[redacted]	Case Owner	[redacted]
Executive Referral		Status	
Exec-Received-Date		Type	CA
Letter Sent Date		Case Origin	Phone
Letter Received Date		Date/Time Opened	1/29/2018 4:59 PM
Follow Up Date	3/9/2018	Date/Time Closed	
Follow Up Request	Send Follow Up Email	Multiple Repairs	No
Supporting Documents		Executive Summary	
CA Multiple Repairs		Executive Actions To Resolve	
Social Media Involvement		Closed at CCF	
Martiz Customer Id			
Alert Trigger Verbatim			
Case Reopen Count	0		
Description	IIR- FEB- EST		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	DLR
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	16,839	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	JN8AT2MV5HW[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	FUCCILLO NISSAN OF LATHAM	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District		Dealer Instructions	

	14		Service Dept. Review
Shared With		Requested Dealer Action	

Bluetooth

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

Related Items

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

Primary & Secondary Root Cause Code

What is the issue?		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: JN8AT2MV5HW[redacted]

Agent Comments

Agent Comments	IIR		
Created By	Vivian Luu, 1/29/2018 4:59 PM	Root Cause Code	
Last Modified By	Alex Kang, 2/23/2018 9:55 AM	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 Public		**Created By: Alex Kang (2/23/2018 9:56 AM)** ARBS received email from DTS Michael Gorrill stating inspection has been uploaded to FTP. ARBS moving case pending PL resolution.
Make Public		**Created By: Alex Kang (2/15/2018 2:26 PM)** ARBS made outbound call to C at[redacted] ARBS stated regarding the rental or loaner vehicle, C would need to speak to the DLRSHP about that. ARBS stated ARBS doesn't have any authorization to provide one to C. C stated how long would the inspection take? ARBS stated it would take around 30minutes to an hour. ARBS stated the inspector will be there at the DLRSHP and if it would need to take longer than that, C would need to speak to the DLRSHP. C stated ok. C stated last time the DLRSHP kept the vehicle for like a month. ARBS stated well the inspector is very well trained by Nissan regarding any issues. ARBS stated ARBS would recommend C speaking ot the DLRSHP about the rental. C stated ok. C thanked ARBS. Call ended mutually.
Make Public		**Created By: Alex Kang (2/15/2018 2:22 PM)** ARBS received VXM from C stating C received the message and C would need a call back regarding a rental vehicle.
Make Public		**Created By: Alex Kang (2/15/2018 8:43 AM)** ARBS made outbound call to C a[redacted] ARBS left VXM regarding DTS inspection.
		Created By: Alex Kang (2/9/2018 3:38 PM) ARBS made outbound call to C a[redacted]

ARBS stated DTS has contact ARBS back with an inspection date.
ARBS stated the inspector can come out to the DLRSHP on 2/16/18 at 8 AM est.
ARBS asked if that was good for C.

C stated yes.

Make Public

ARBS stated ARBS will give C a remainder call on 2/15/18.

C stated ok.

C thanked ARBS.

ARBS thanked C for C's time.

call ended mutually.

Created By: Alex Kang (2/9/2018 3:16 PM)
ARBS made outbound call to C at [redacted]
ARBS asked if C has 15-20 minutes to speak about the case.
ARBS proceeded with probing questions.
ARBS asked for detail description on the incident.

C stated C was driving normally around 40mph.
C stated it wasn't raining and clear day.
C stated all of sudden the vehicle wheels made a sound and warning light came on
C stated the warning light said warning and flashed red and went away.
C stated it was jerking because it wanted to stop but c was still accelerating.
C stated it happened at night time around 6

Make Public

ARBS stated ARBS is going to schedule for an inspector to come out to come look at the vehicle.
ARBS stated it will take at least 2-4 weeks for the inspector to come inspect the vehicle.
ARBS stated this whole entire process will take 6-8 weeks.
ARBS stated but ARBS would like for an inspector to come out and look at the vehicle.

C stated that is fine.

ARBS verified Fuccillo Nissan of Latham as a good Nissan DLRSHP for C to bring the vehicle too.
C stated yes.
ARBS stated ABRS will give C a call back once ARBS receives the inspection date.
C thanked ARBS.

ARBS thanked C for C's time.
Call ended mutually.

Make Public

Created By: Alex Kang (2/9/2018 9:40 AM)
ARBS received VXM from C requesting call back

Make Public

Created By: Alex Kang (2/7/2018 8:33 AM)
ARBS made outbound call at [redacted]
ARBS left VXM providing case number, best contact information and requesting call back.

Make Public

Created By: Alex Kang (2/2/2018 9:49 AM)
ARBS made outbound call at [redacted]
ARBS left VXM providing case number, best contact information and requesting call back.

Make Public

Created By: Alex Kang (1/31/2018 11:10 AM)
**********ARBS RECEIVED CASE, UNDER REVIEW, PENDING PROBE VERIFICATION **********

Make Public

Created By: Samantha Dixon (1/31/2018 11:06 AM)
C contacted CA for the VEH stopping while driving.

Created By: Kelsey Christiansen (1/31/2018 7:48 AM)
RCAS-KC placed outbound call to C on [redacted])
RCAS-KC ADVISED "This call may be recorded for quality and training purposes."
RCAS-KC VERIFIED C's name, home & email address, concern, phone
RCAS-KC CHECKED for OPEN recalls/campaigns and found: 0
RCAS-KC CHECKED for previous UNRELATED Case(s) and found: 0
RCAS-KC CHECKED previous RELATED Case(s) and found: 0
RCAS-KC ADVISED that RCAS-KC is C's case manager and point of contact for C.
RCAS-KC stated RCAS-KC understands that C is having concerns with: VEH stopping while driving.

RCAS-KC asked for C to explain C concerns.

When: 3 times a month minimum.

Make Private

Where: no specific area but the last time was [redacted], in Albany New York.

Time of day: night time

Where is VEH now: with the customer.

RCAS-KC ADVISED of looking into this further for C.

RCAS-KC ADVISED that someone from NNA may call C within the next 3 business day and try to allow about 30 minutes to fully discuss this.

RCAS-KC ADVISED that someone will follow up within the next 3 business days.

C declined further questions.

Call ended mutually.

Make Private

Created By: Kelsey Christiansen (1/31/2018 7:39 AM)
RCAS-KC placed outbound call to C at #[redacted].

mailbox is full and not excepting messages at this time.

Make Private

Created By: Kelsey Christiansen (1/30/2018 9:29 AM)
RCAS-KC placed outbound call to C at #[redacted]

RCAS-KC left VXM for C.

RCAS-KC provided C with case #, CRT-KC's phone #, and work hours.

RCAS-KC ADVISED C of following up by EOB on Wednesday.

Make Private

Created By: Kelsey Christiansen (1/30/2018 9:26 AM)
RCAS-KC placed outbound call to C at #[redacted]

RCAS-KC left VXM for C.

RCAS-KC provided C with case #, CRT-KC's phone #, and work hours.

RCAS-KC ADVISED C of following up by EOB on Wednesday.

Created By: Kelsey Christiansen (1/30/2018 8:13 AM)
RCAS-KC placed outbound call to Fuccilo Nissan of Latham.

RCAS-KC Spoke with Service Manager Kevin.

SM stated that C has not been in for a while.

Make Private

SM stated that C came in for engine concerns the engine was running poorly and had the engine light on.

SM- stated that as an afterthought she brought up the stopping and the DLR could not verify the concern.

RCAS-KC thanked SM.

Call ended mutually.

Created By: Vivian Luu (1/29/2018 5:07 PM)
****** [CASE SUMMARY] ******

Make Private

Concern: VEH concern that the DLR is unable to resolve after several attempts.

Action: CRR-VL sent the case to RCAS for assistance.

Created By: Vivian Luu (1/29/2018 5:06 PM)
Best contact number: [redacted]

CRR-VL received inbound call from C.
CRR-VL VERIFIED Account Info including: C's name, home & email address, concern, best contact#
CRR-VL VERIFIED VEH Info including: VIN#, Current Mileage, Servicing DLR, Warranty & Service History
CRR-VL CHECKED for open recalls/campaigns and found: 0
CRR-VL CHECKED for previous UNRELATED Case(s) and found: 0
CRR-VL CHECKED previous RELATED Case(s) and found: 0
CRR-VL NOTED Concern is: VEH concern that the DLR is unable to resolve

C stated C has been having concern with the VEH.
C stated there was a grinding noise on the road and then the VEH stopped in the middle of the road while C was driving.
C stated then the VEH continued to drive normally.
C stated there is a yellow triangle warning light with the exclamation mark on the dash board when the concern happened.
C stated the concern happened once per trip and it happened 3 times per month.
C stated C kept taking the VEH to the Nissan DLR but the DLR informed C that there is nothing wrong.

Make Private

C stated the DLR kept the VEH one time for a month to look into the concern.
C stated the DLR replaced the front sensor of the VEH but C still has the same concern.
C stated the DLR didn't notice the warning light when the VEH was in at the DLR.
C stated when C took the VEH back to the DLR about a month ago, and the DLR informed C that there is nothing the DLR can do.
C stated C called NNA because the concern happened again 5 seconds ago.

CRR-VL notified C that CRR-VL has created a case and documented C's concern.
CRR-VL informed C that the case will be transferred to a Regional Consumer Affairs Specialist who will contact C by close of the next business day which is 1/30/2018 regarding C's concern.

C understood.

CRR-VL emailed C to provide the case number, name and agent ID [redacted] as requested.
CRR-VL offered further assistance.

C declined.

CRR-VL thanked C for calling Nissan.
Call ended mutually.

Case Categorizations

New Case Categorization | Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern
Edit | Del	[redacted]	POWERTRAIN	GEN. POWERTRAIN COMPONENT	MULTIPLE REPAIR ATTEMPTS	10	1/29/2018	YE	BG	227000	OA

Emails

Send an Email | Emails He

Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	Sent	Your Inquiry to Nissan [ref: [redacted] *1/29/2018 Case # [redacted] VIN # JN8AT2MV5HW[redacted] Dear [redacted]*	[redacted]	1/29/2018 5:02 PM

Calls

New CA Call | Calls He

No records to display

Open Activities

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

Action	Subject	Status	Type	Task	Name	Due Date	Priority	Assigned
Edit | Cls	IIR	Not Started		✓	[redacted]	2/1/2018	N/A	Alex Kan
Edit | Cls	DTS Follow Up [redacted] FUCCILLO NISSAN OF LATHAM	Not Started		✓		2/11/2018	High	Alex Kan

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] FUCCILLO NISSAN OF LATHAM			2/11/2018	Michael Gorrill		Complete	2/9/2018 3:34 PM
Edit | Del	Email: Your Inquiry to Nissan [[redacted]		[redacted]	1/29/2018	Vivian Luu		Complete	1/29/2018 5:02 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	Kelsey Christiansen, 1/31/2018 7:48 AM	1/31/2018			JN8AT2MV5HW[redacted]	

DTS Field Inspections

DTS Field Inspections He

Action	Title	DTS Inspection Date	Owner First Name	Owner Last Name	Status
Edit	[redacted]	2/16/2018 8:00 AM	Michael	Gorrill	Completed

Attachments

Attach File

Attachments He

No records to display

Case History

Case History He

Date	User	Action
2/23/2018 9:55 AM	Alex Kang	Changed **Follow Up Date** from 2/23/2018 to **3/9/2018**.
2/19/2018 2:54 PM	Alex Kang	Changed **Follow Up Date** from 2/20/2018 to **2/23/2018**.
2/15/2018 8:44 AM	Alex Kang	Changed **Follow Up Date** from 2/15/2018 to **2/20/2018**.
2/9/2018 3:38 PM	Alex Kang	Changed **Follow Up Date** from 2/14/2018 to **2/15/2018**.
2/9/2018 3:18 PM	Alex Kang	Changed **Follow Up Date** from 2/9/2018 to **2/14/2018**.
2/7/2018 8:34 AM	Alex Kang	Changed **Follow Up Date** from 2/7/2018 to **2/9/2018**.
2/2/2018 9:50 AM	Alex Kang	Changed **Follow Up Date** from 2/2/2018 to **2/7/2018**.
1/31/2018 11:11 AM	Alex Kang	Changed **Follow Up Date** from 2/5/2018 to **2/2/2018**.
1/31/2018 11:07 AM	Samantha Dixon	Changed **Case Owner** from Kelsey Christiansen to **Alex Kang**.
1/31/2018 11:06 AM	Samantha Dixon	Changed **Description**.
1/31/2018 7:49 AM	Kelsey Christiansen	Changed **Follow Up Date** from 1/31/2018 to **2/5/2018**.
1/31/2018 7:36 AM	Kelsey Christiansen	Changed **Subject** from CUSTOMER:[redacted] PHONE:[redacted] VIN: JN8AT2MV5HW[redacted] to **CUSTOMER:**[redacted] **PHONE**[redacted] **VIN: JN8AT2MV5HW**[redacted]
1/30/2018 9:29 AM	Kelsey Christiansen	Changed **Follow Up Date** from 1/30/2018 to **1/31/2018**.
1/30/2018 7:02 AM	Kelsey Christiansen	Changed **Description**.
1/29/2018 5:08 PM	Vivian Luu	Changed **Escalated By ID** to **0050G000008VkFv**.
		Changed **Case Owner** from Vivian Luu to **Kelsey Christiansen**.
1/29/2018 5:00 PM	Vivian Luu	Changed **Case Servicing Dealer** from BARON NISSAN to **FUCCILLO NISSAN OF LATHAM**.
1/29/2018 4:59 PM	Vivian Luu	Changed **VIN** to **JN8AT2MV5HW**[redacted]
		Changed **Subject** to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: JN8AT2MV5HW**[redacted].
		Created.

^ Back To Top

Always show me fewer / more records per related list

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Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN JN8AT2MV5HW[redacted]

Supplements

Check all of the supplements that apply:

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

I. CLAIMANT

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

Address [redacted] Eve. Phone [redacted]

City Port Washington State NY Zip Code [redacted] Country United States

☒ Driver Same as Claimant
☒ Owner Same as Claimant

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

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

II. Vehicle

Model Year 2017 Model Name Rogue Mfg. Date 12/16 VIN JN8AT2MV5HW[redacted]

Mileage 18,140 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	N/A

Add Row | Remove Row

III. Description of Incident & Claim

Source of Information [redacted] Incident Date Unknown Time Unknown

Location of Incident (describe fully) Unknown

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

Vision obstruction (describe) Unknown

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

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN JN8AT2MV5HW[redacted]

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

Ice/Snow accumulation on vehicle? ○ Yes ◉ No

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

Sequence of Events (according to claimant)

***Claimant stated that she was driving normally around 40mph. Claimant stated that it wasn't raining and it was a clear day. Claimant stated that all of sudden the vehicle wheels made a sound and warning light came on. Claimant describes warning light as a triangle with an exclamation point. Claimant stated the warning light flashed red and went away. Claimant stated that the vehicle was jerking because it wanted to stop but that she was still accelerating.

***Claimant stated that it happened at night time around 6.

***Claimant stated that she is unsure of the date and time of this incident.

***Claimant is unaware or unsure of the exact location of the incident, direction of travel, exact weather conditions, or speed.

***Claimant is unsure, but stated that she believes there were no objects, vehicles, or pedestrians behind, to either side, or in front of the vehicle at the of the incident.

***Claimant stated that the "braking sensor" was previous replaced for the same incident occurring in the past. Claimant stated that the incident occurs approximately one time per month but can not recall or isolate concern to a particular location or any specific conditions or speeds.

***Claimant denies any prior repairs to the vehicle other than repairs performed at Fuccillo Nissan.

***Claimant denies any prior damage to the vehicle.

***Claimant denies any misuse of the vehicle.

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

Driver Action (braking, steering, etc.): Accelerating.

Special Circumstances: None.

Actions taken after incident and results of those actions: None.

Vehicle Estimated Speed: 40mph | Source: [redacted] | Posted Speed Limit: 40mph

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

Witness Present? ○ YES ◉ NO

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

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN JN8AT2MV5HW[redacted]

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

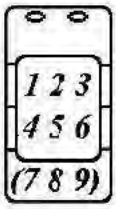
#	Allegation	Allegation made by
1	Forward Emergency Braking activated with no vehicle in front.	Digna Saravia

Add Allegation | Remove Allegation

IV. Occupants & Injuries

Source of Information [redacted]

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



Occupant Name [redacted] DOB [redacted] Height 5'3"

Address [redacted] Port Washington, NY [redacted] Weight 180lbs

Location Incident Vehicle Seating Position 1 - Driver

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

Nature & Extent of Injuries N/A

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

Occupant Name [redacted] DOB [redacted] Height 5'3"

Address [redacted] Port Washington, NY [redacted] Weight 187lbs

Location Incident Vehicle Seating Position 3 - Front Row Right

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

Nature & Extent of Injuries N/A

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

Add Occupant | Remove Occupant

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN JN8AT2MV5HW[redacted]

☐ No Occupants Comments N/A

V. Other Property Damage

☒ No Other Property Damage

Source of information [redacted]

VI. Investigation Results

Date of vehicle inspection 2/16/18

Location of inspection Fuccillo Nissan
[redacted]
Latham, NY [redacted]

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

N/A

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

Photos taken by Michael Gorrill, NNA Northeast Region DTS # Photos 99

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	**Note: Exterior of the vehicle dirty at the time of inspection. See Photos: IMG(6-13). **Note: No damage visible to exterior. See Photos: IMG(6-13). **Note: Radiator Grille was removed at the time of inspection to facilitate inspection of the Distance Sensor. See Photos: IMG(37-38). **Note: Dirt present on front of Distance Sensor. See Photos: IMG(41-50). **Note: Left Lower Pawl on Front Grille damaged. See Photos: IMG(39). **Note: Dirt present on Windshield in the area of the Lane Camera. See Photos: IMG(41-50). **Note: Scratch present on Windshiled in the area of Lane Camera. See Photos: IMG(53).
Engine/ Transmission/ Drivetrain	**Note: Nothing remarkable noted.
Underbody/ Suspension/ Steering/ Wheels & Tires	**Note: Nothing remarkable noted.
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	**Note: Dirt and cigarette ashes present on all interior surfaces at the time of inspection. See Photos: IMG(14-23). **Note: Interior of the vehicle has multiple household items, trash, soda bottles present in all seating positions. See Photos: IMG(14-23,75-84). **Note: Seat cushion outer finisher (LH) broken and not properly secured. See Photos: IMG(75). **Note: Receipt for Safelite Autoglass showing windshield replacement at 2,476 miles found in glovebox. See Photos: IMG(93-95).
Seat Belts/ Child Restraints (if applicable)	**Note: Nothing remarkable noted.
Air Bags	**Note: Nothing remarkable noted.

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN JN8AT2MV5HW[redacted]

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

**Note: Photos of Monroney Label attached. See Photos: IMG(97-99).
**Note: FEB Operation Mileage shows "No history". See Folder: CIII+ScreenImages.
**Note: CAUSE OF AUTO-CANCEL 1 shows "NO RECORD". See Folder: CIII+ScreenImages.

**Note: CIII+ All Systems Diagnosis revealed the following DTC's:
ABS, U1002, SYSTEM COMM (CAN), PAST
AIR PRESSURE MONITOR, C1704-00 LOW PRESSURE FL, PAST
AIR PRESSURE MONITOR, C1705-00 LOW PRESSURE FR, PAST
AIR PRESSURE MONITOR, C1706-00 LOW PRESSURE RR, PAST
AIR PRESSURE MONITOR, C1707-00 LOW PRESSURE RL, PAST
LASER/RADAR, C1A16-97, RADAR STAIN [CMP/SYS OPR OBST OR BLKD], PAST

**Note: Vehicle was road tested 14 miles at the time of inspection without incident or any abnormal operation. Mileage at the start of road test was 18,140 miles and the mileage at the conclusion of the road test was 18,154 miles. See Photos: IMG(4,92).

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	Forward Emergency Braking activated with no vehicle in front.	1. Claimant unable to provide specific incident location or conditions. 2. FEB Operation Mileage shows "No history". 3. CAUSE OF AUTO-CANCEL 1 shows "NO RECORD".

Add Row | Remove Row

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

Reporter's Signature [redacted]

Reporter's Name & Region Michael Gorrill, NNA Northeast Region DTS

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN JN8AT2MV5HW[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?	◉	○	**Note: See Folder: CIII+ScreenImages.

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN JN8AT2MV5HW[redacted]

	Yes	No	Comments
EDR download included in report?	◉	○	**Note: See Folder: CDR Data.

III. Sensor and ECM Visual Inspection

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

Yes	No		Comments
◉	○	Obstructions to camera? (ie. dirt, stickers, etc.)	**Note: Dirt present on windshield at the time of inspection. See Photos: IMG(53). **Note: Windshield scratched in the area of the camera. See Photos: IMG(67-69).
◉	○	Physical damage to camera? (ie. cracks)	**Note: Camera not properly mounted. See Photos: IMG(56-62).
○	◉	Obstructions to radar sensor units? (ie. dirt, stickers, etc.)	**Note: Dirt present on Radar Sensor. See Photos: IMG(41-50).
○	◉	Physical damage to radar sensor units? (ie. cracks)	**Note: No physical damage to radar sensor units. See Photos: IMG(41-50).
◉	○	Electrical connection to radar module firmly seated?	**Note: Electrical connection to radar module firmly seated. See Photos: IMG(47-48).
◉	○	Electrical connection to camera module firmly seated?	**Note: Electrical connection to camera module firmly seated. See Photos: IMG(60).
○	○		

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.

2017 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
Fuel 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)

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**
USB Connection Port

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
Illuminated Visor Vanity Mirrors
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
Chrome Outside Door Handles
Privacy Glass
Roof Rails

**SiriusXM Satellite Radio includes activation & 3 months of service only; subscription sold seperately. 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 NissanConnectSM Services powered by SiriusXM® and NissanConnectSM Mobile Apps when safe to do so. NissanConnect Services and Mobile Apps 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. Never program while driving. GPS mapping may not be detailed in all areas or reflect current road status.
*****Compatible smartphone required. Standard text rates and/or data usage may apply.
******Additional cost required
*******Siri® Eyes Free is a registered trademark of Apple, Inc. Compatible smartphone required.

Manufacturer's Suggested Retail Base Price:	$31,310.00
Options Included by Manufacturer	
SL Premium Package* **	2,020.00
Power Panoramic Moonroof	
LED Headlights	
Forward Emergency Braking (FEB)	
Floor Mats with Cargo Area Protector	225.00
Retractable Cargo Cover	190.00
DESTINATION CHARGES	840.00
Total*	**$34,685.00**

***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.

Fuel Economy

27 MPG

combined city/hwy — 25 city — 32 highway

3.7 gallons per 100 miles

Annual fuel cost

$1,350

Actual results will vary for many reasons, including your vehicle. The average new vehicle gets 26 MPG and are based on 15,000 miles per year at $2.45 per gallon. Vehicle emissions are a significant cause of climate

fueleconomy.gov

Calculate personalized estimates and compare

GOVERNMENT 5-STAR

Overall Vehicle Score
Based on the combined ratings of frontal, side & rollover. Should ONLY be compared to other vehicles.

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

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
Source: National Highway Traffic Safety Administration
www.safercar.gov

This Vehicle

Security+Plus Ex

The only service
Nissan Extended
Ask your dealer for d
for m


MFD BY NISSAN MOTOR CO.,LTD.

DATE 12/16

GVWR/PNBV 4679 LBS.

GAWR/PNBE FR. 2363 LBS.
WITH 225/60R18 TIRES.
18×7J RIMS. AT 33 PSI
COLD SINGLE.

GAWR/PNBE RR. 2401 LBS.
WITH 225/60R18 TIRES.
18×7J 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.

VIN: JN8AT2MV5HW[redacted]

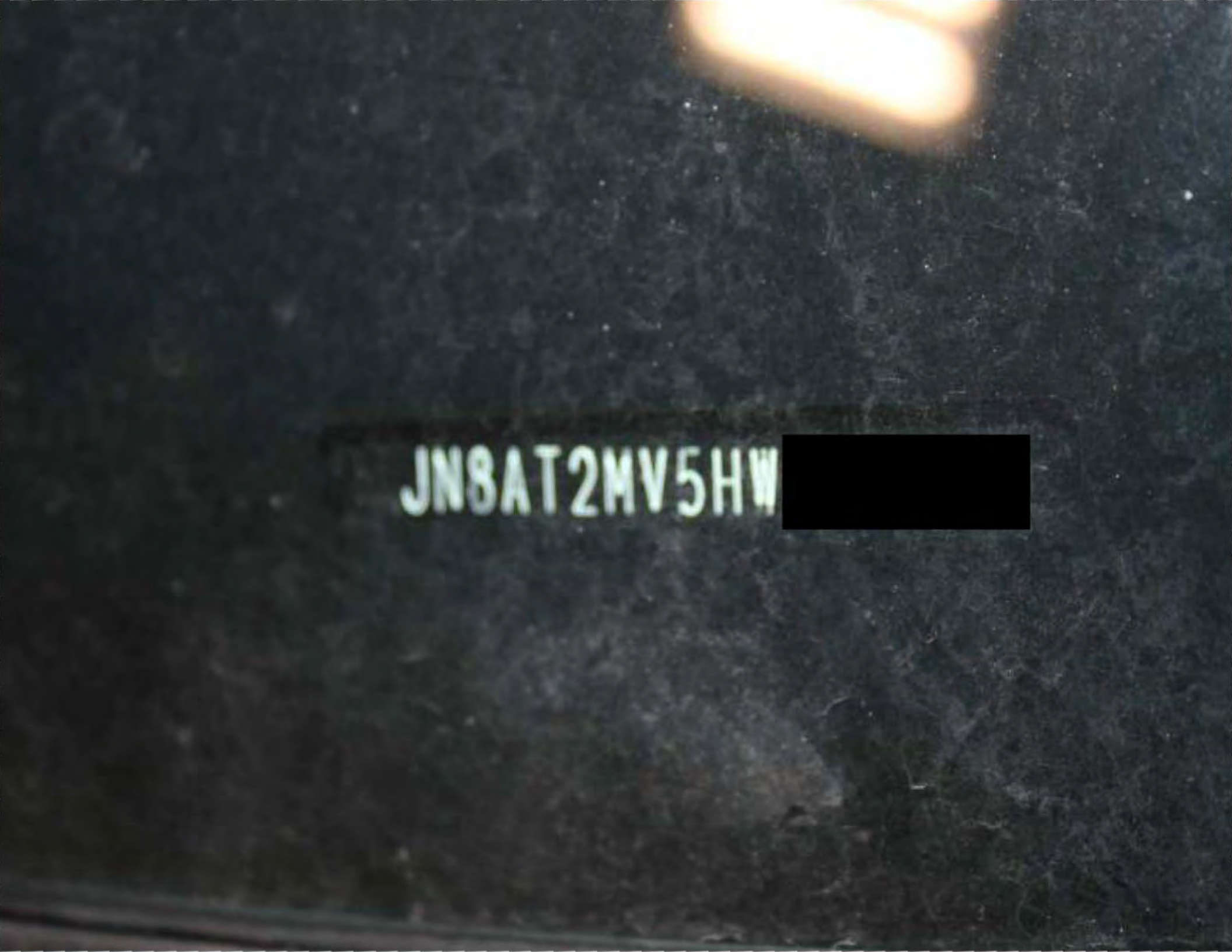
TYPE: MPV

COLOR	TRIM	TRANS
G41	G	RE0F10D

AXLE	ENGINE	
GS56	QR25(DE)	2488CC

JN8AT2MV5HW[redacted]


NEW YORK
[redacted]
[redacted]
03/14/19
NYMA
JN8AT2MV5HW[redacted]
2017 NISSA SUBN
[redacted] PAS 8 G
3
MONTH
19
YEAR
[redacted]
VEHICLE REGISTRATION


JN8AT2MV5HW


8:37 AM
18 140 miles
6
7
8
20
20
220
km/h
140
1/2
1
H


8:38 AM
3
4
5
6
7
8
RPM x1000
H
BRAKE
18140 miles
40
60
20
20


NISSAN






ROGUE


NISSAN
ROGUE
SL AWD


SL AWD








ROGUE


A3
A3


ULTRA DOG PADS
A3
A3






[redacted]


top paw
ULTRA DOG PADS
XL
24-HOUR
PROTECTION**
SwiftDry
32








Pb
CAUTION / ATTENTION


NISSAN



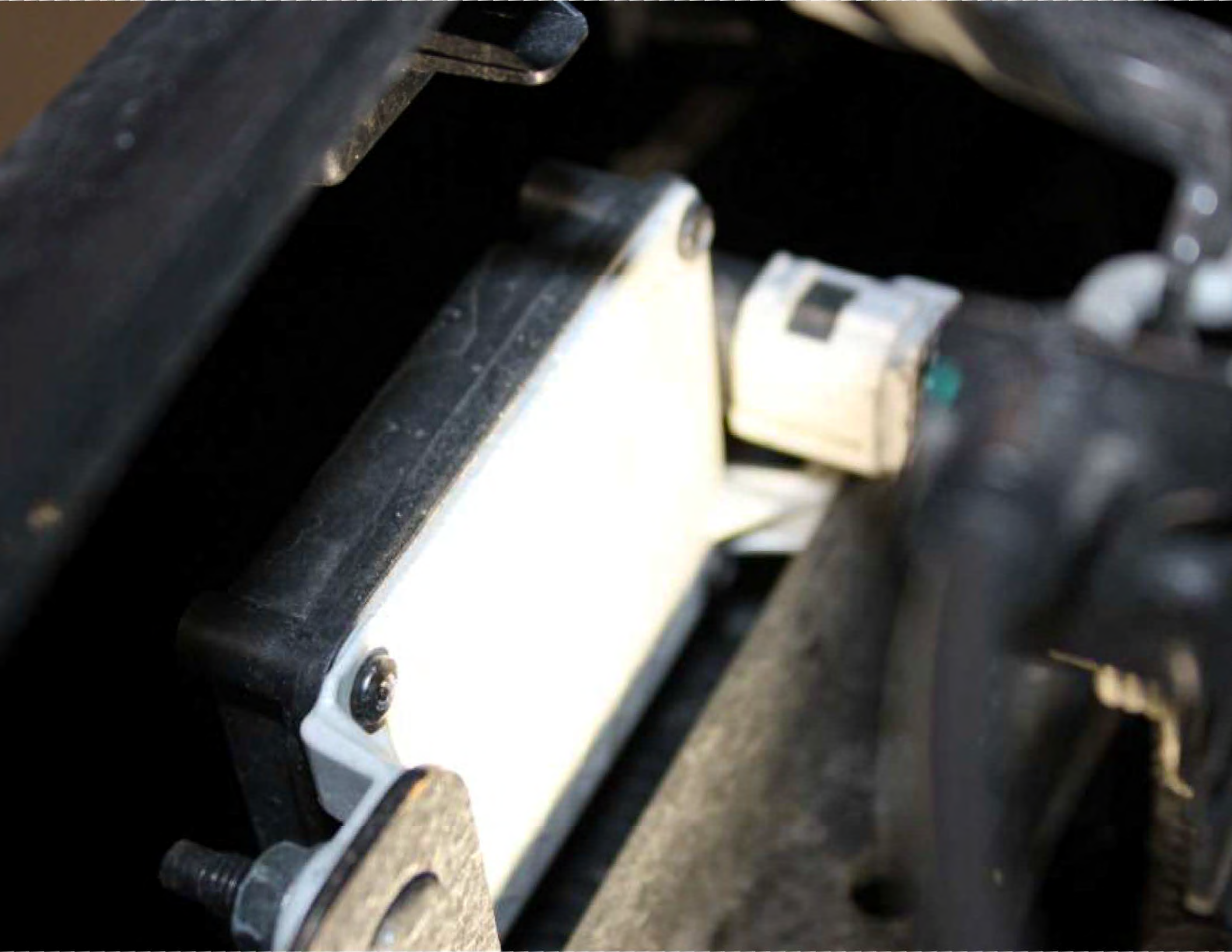

QR25

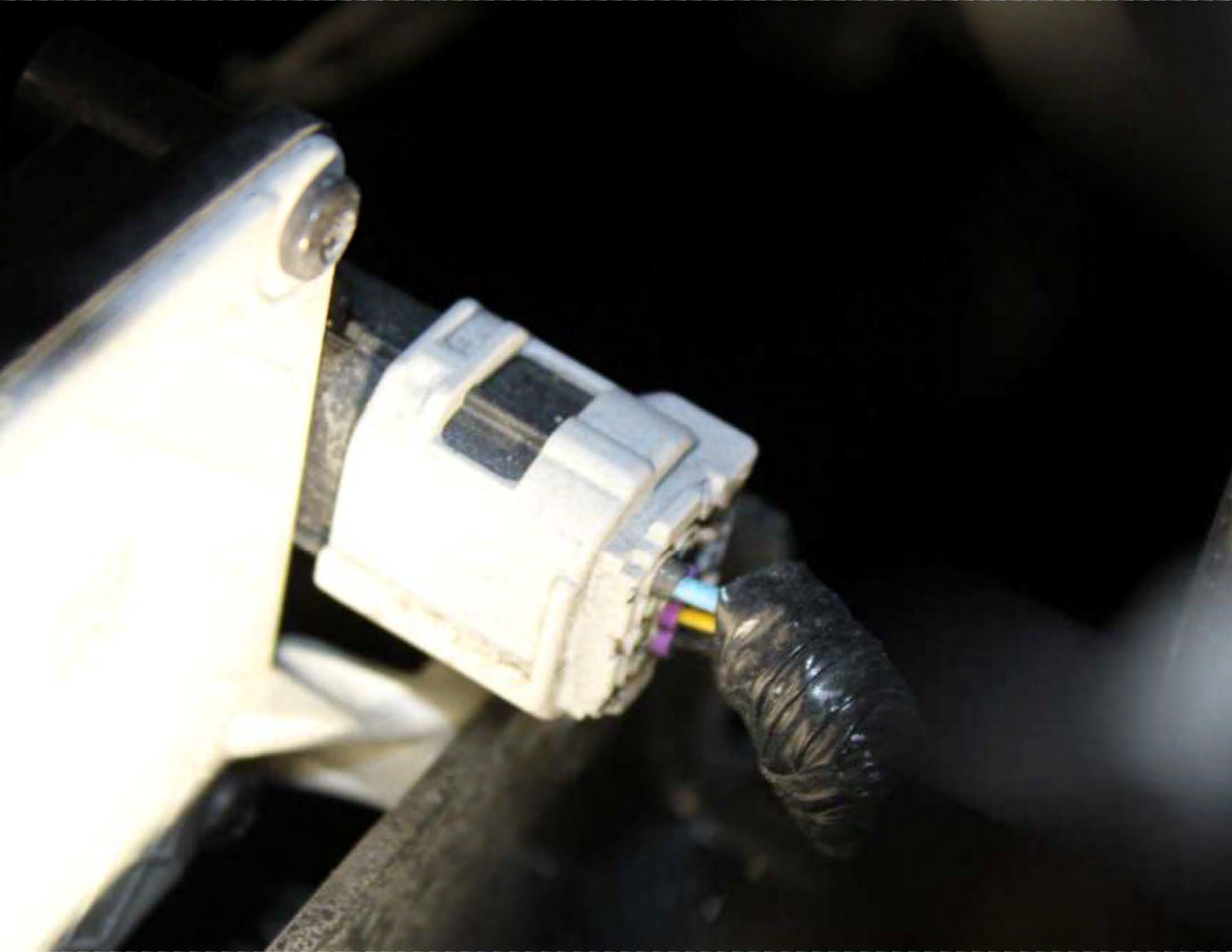

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NISSAN


NISSAN





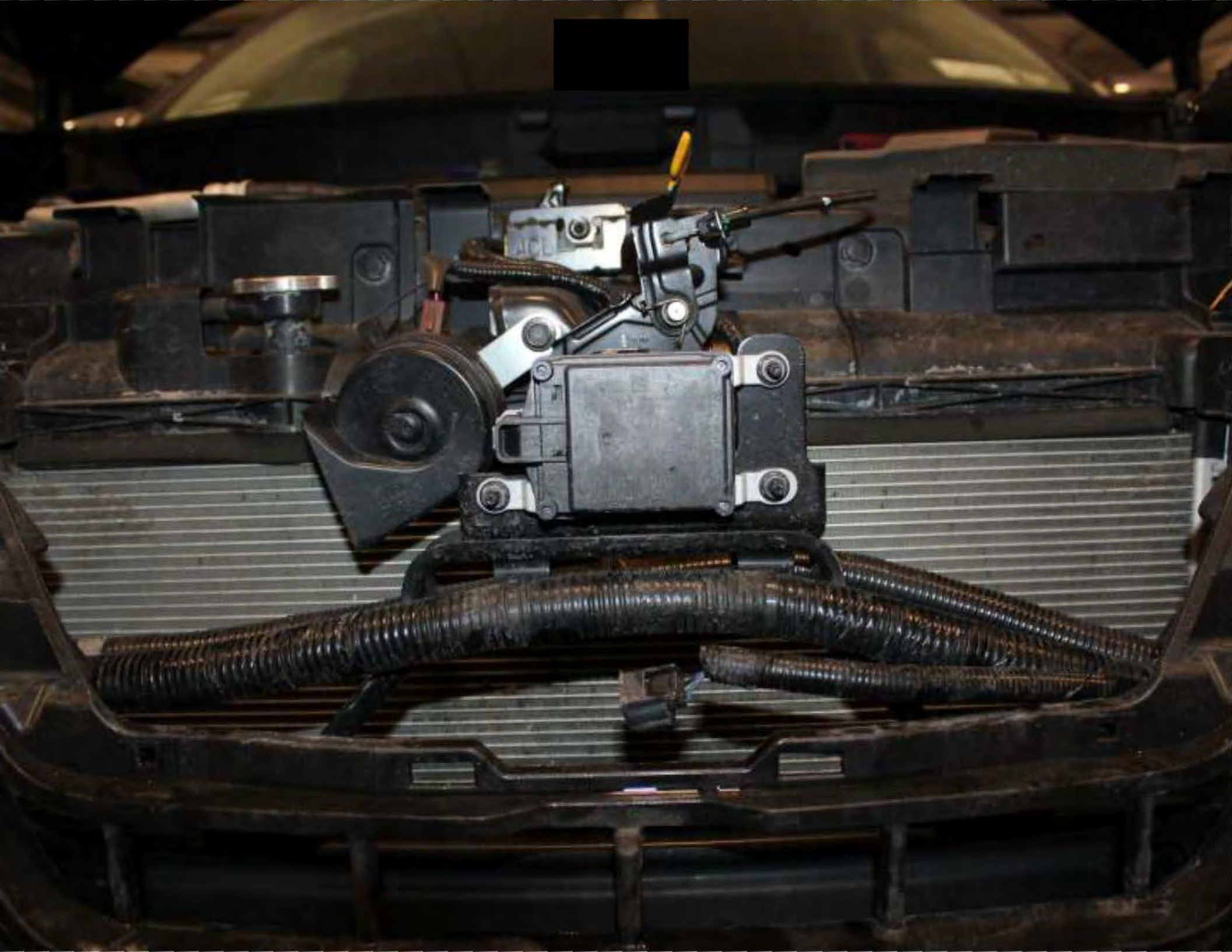


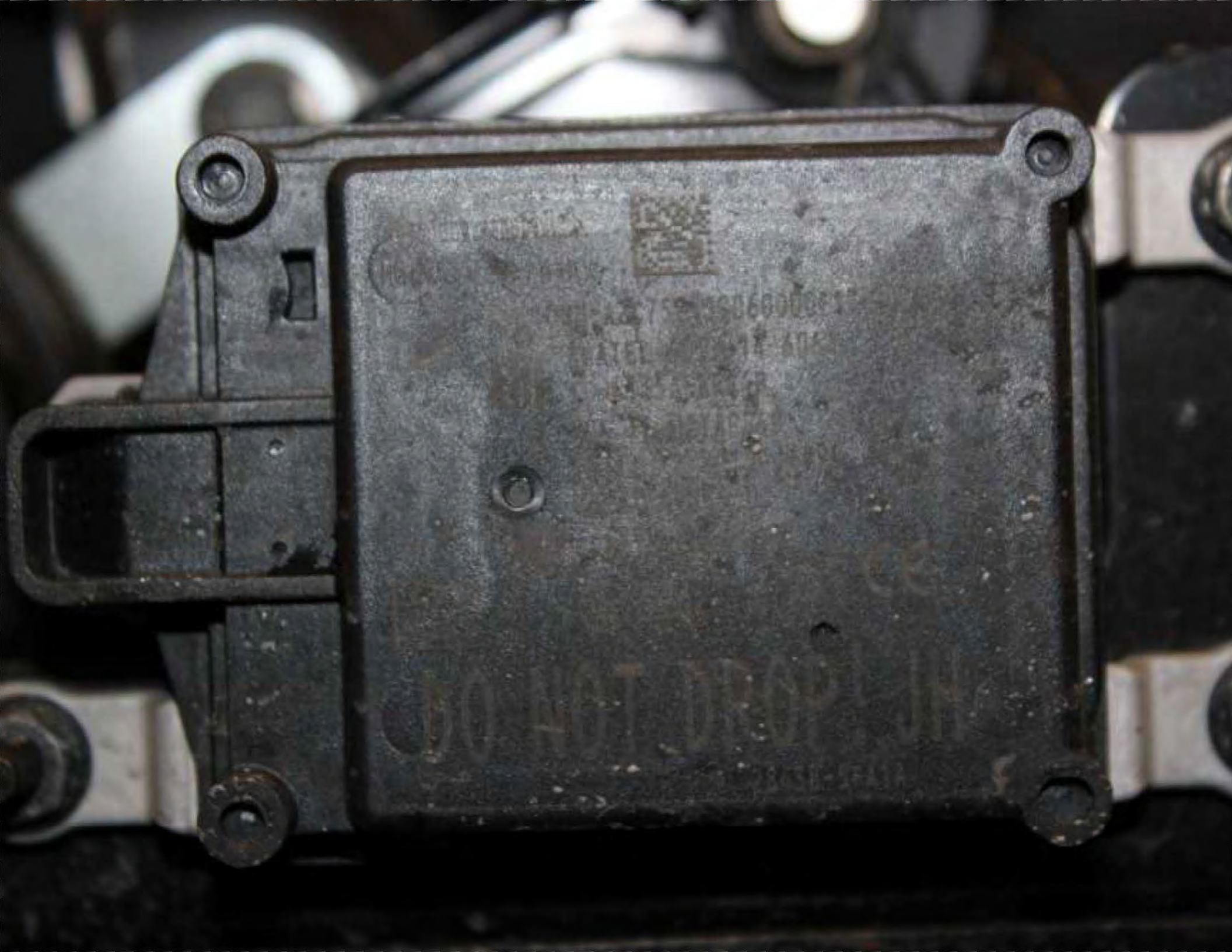

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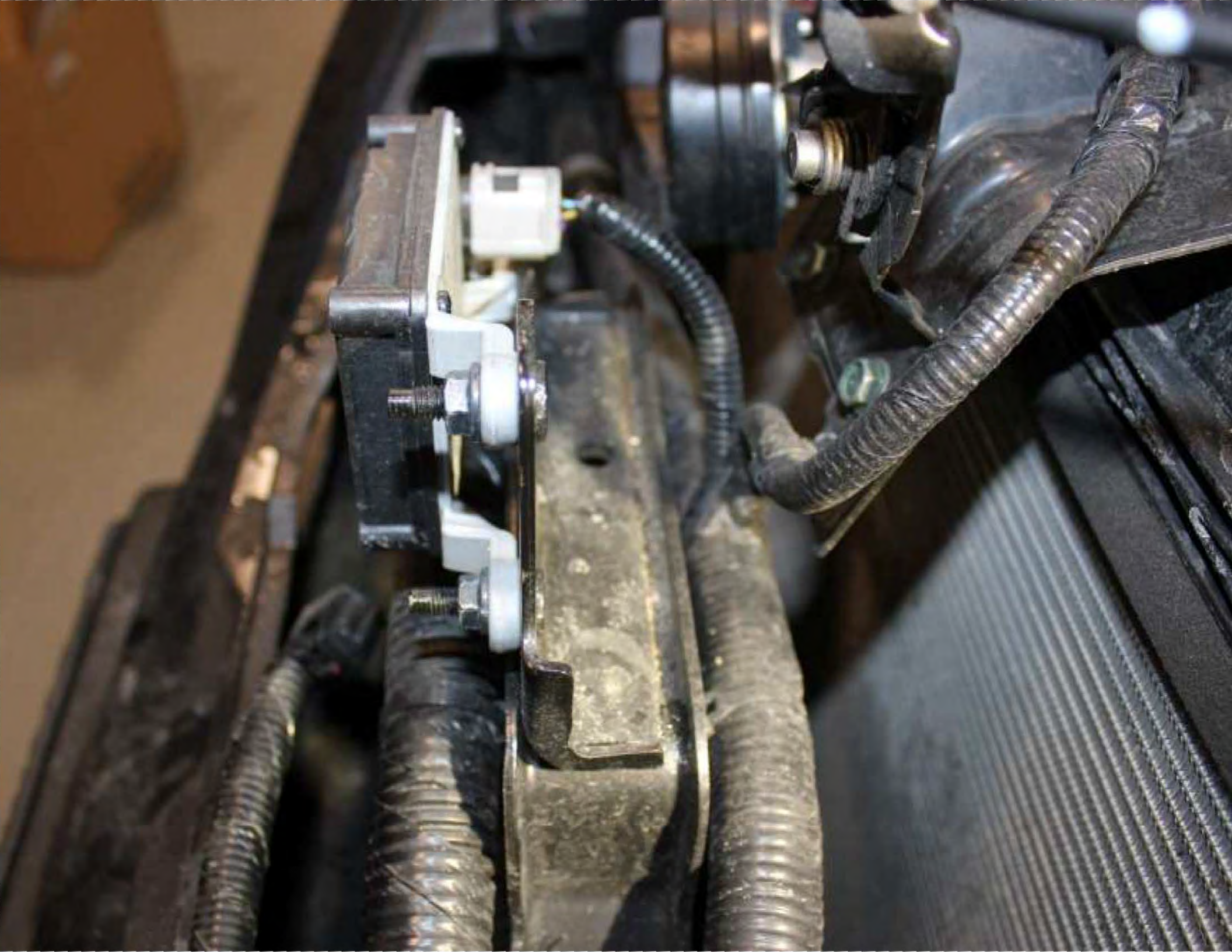


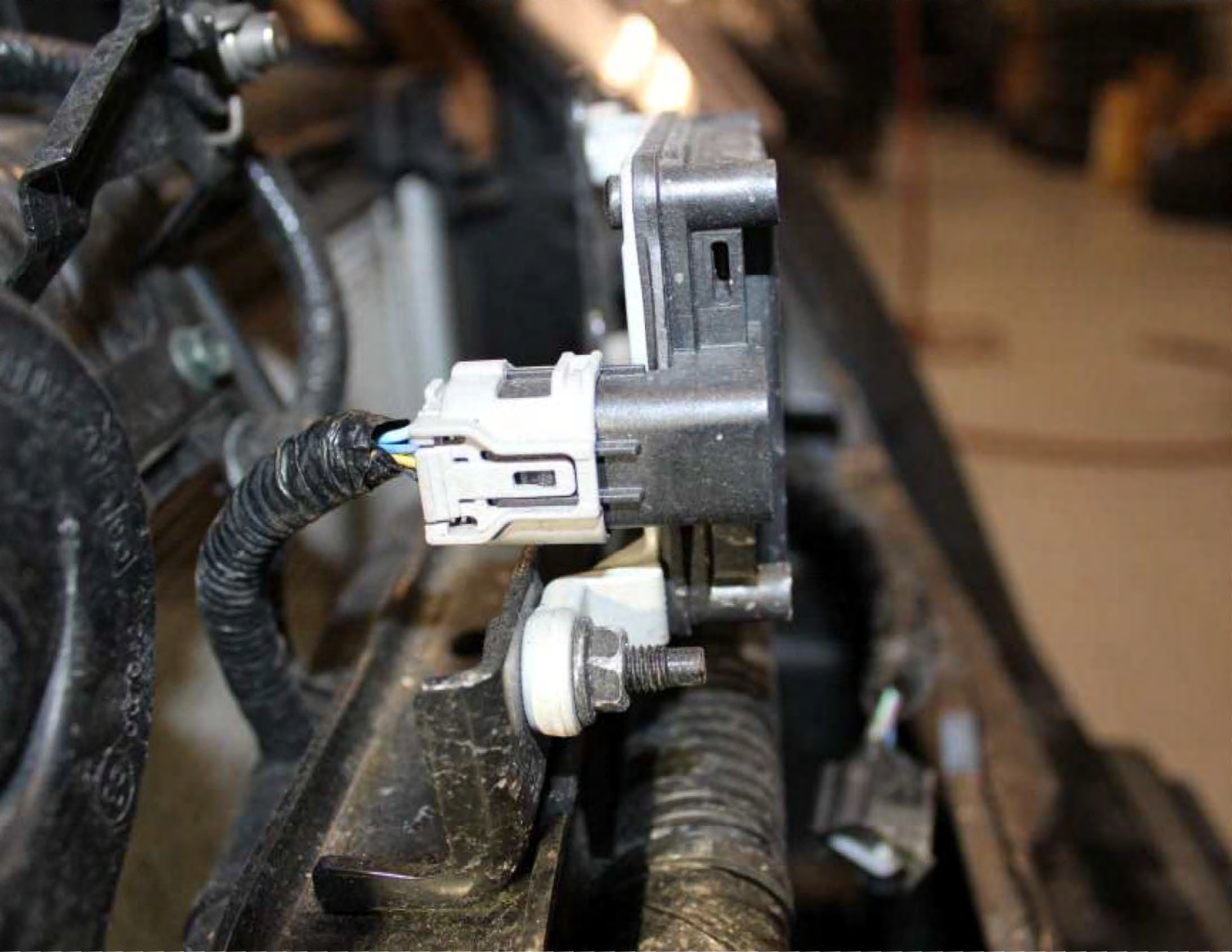


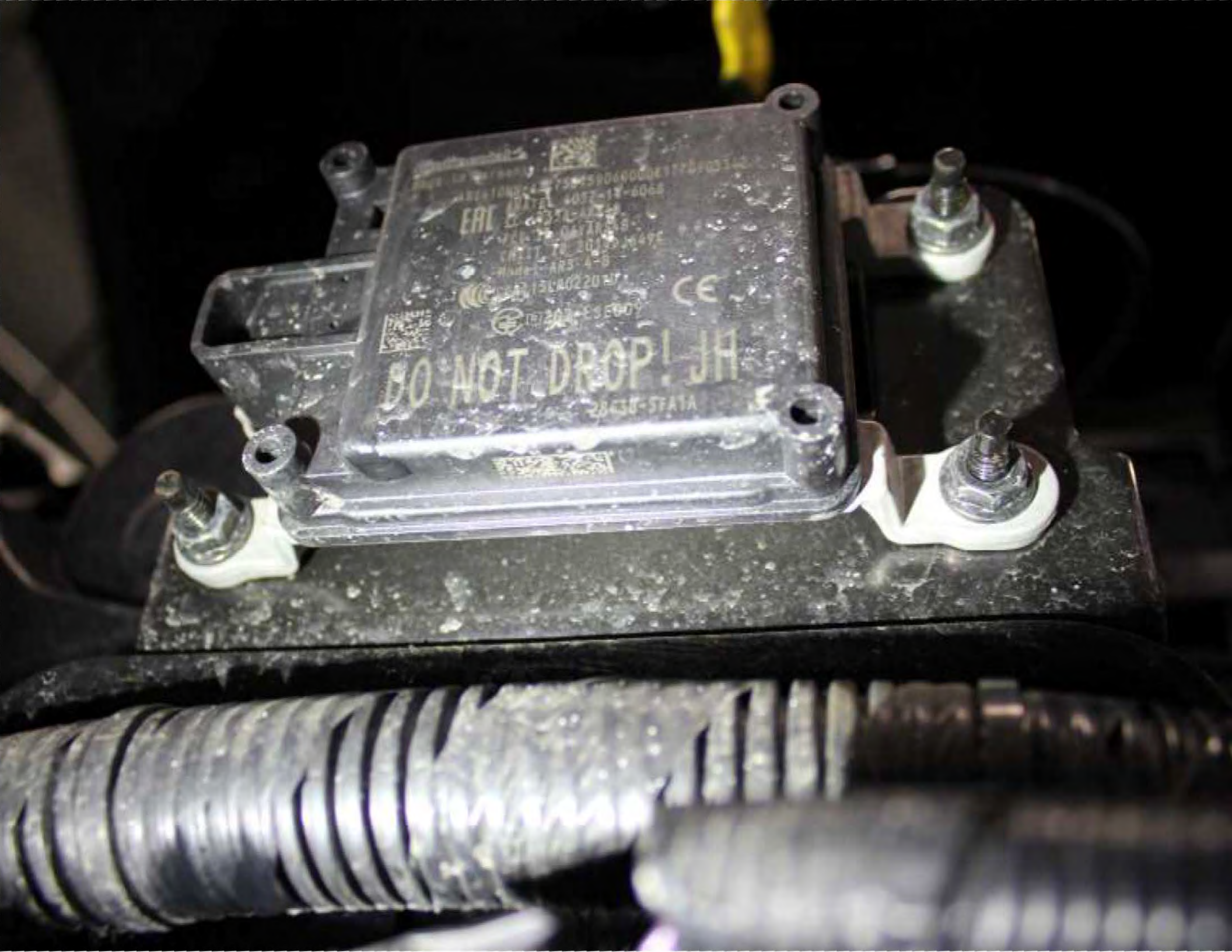


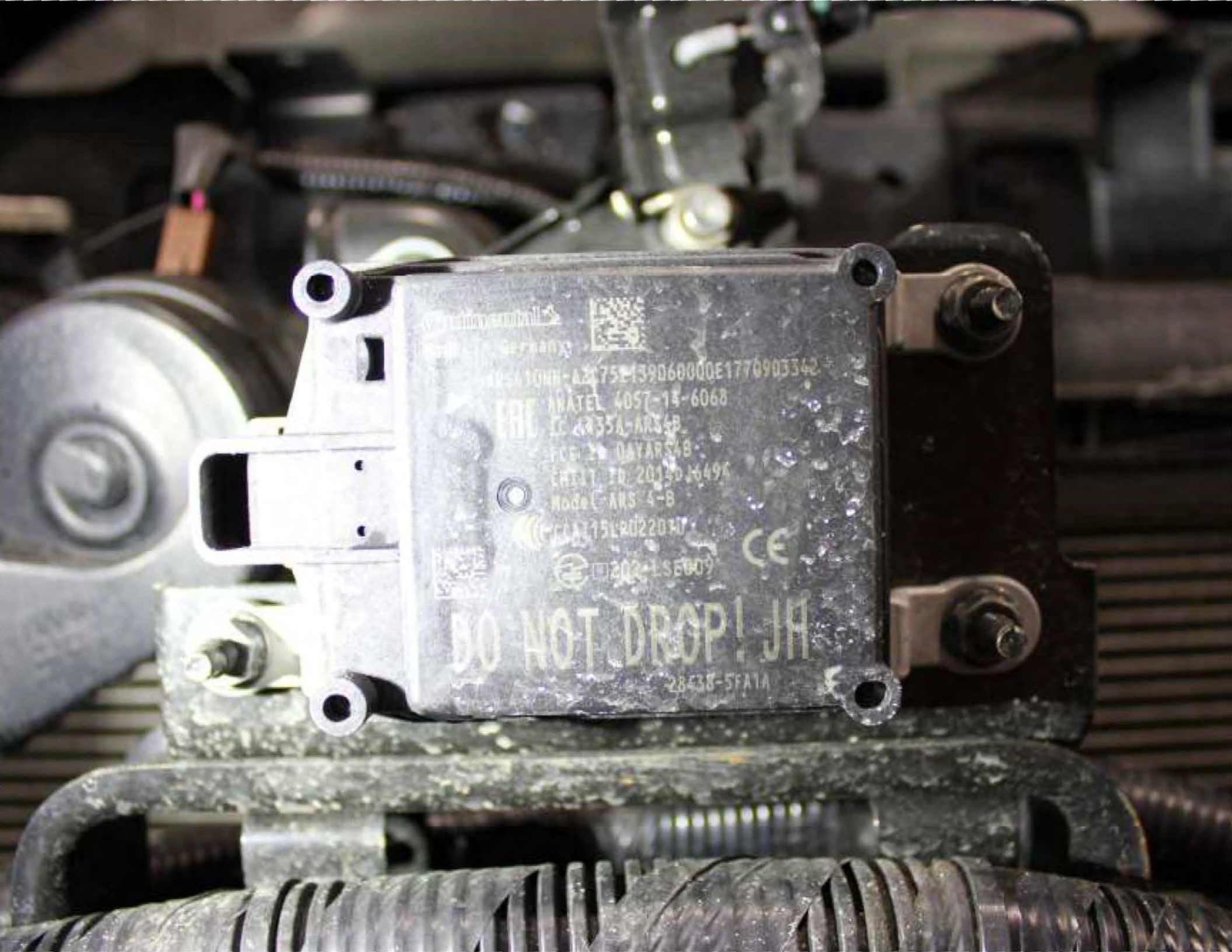



ANATEL 4057-14-6068
DO NOT DROP ! JH
28438-5FA1A



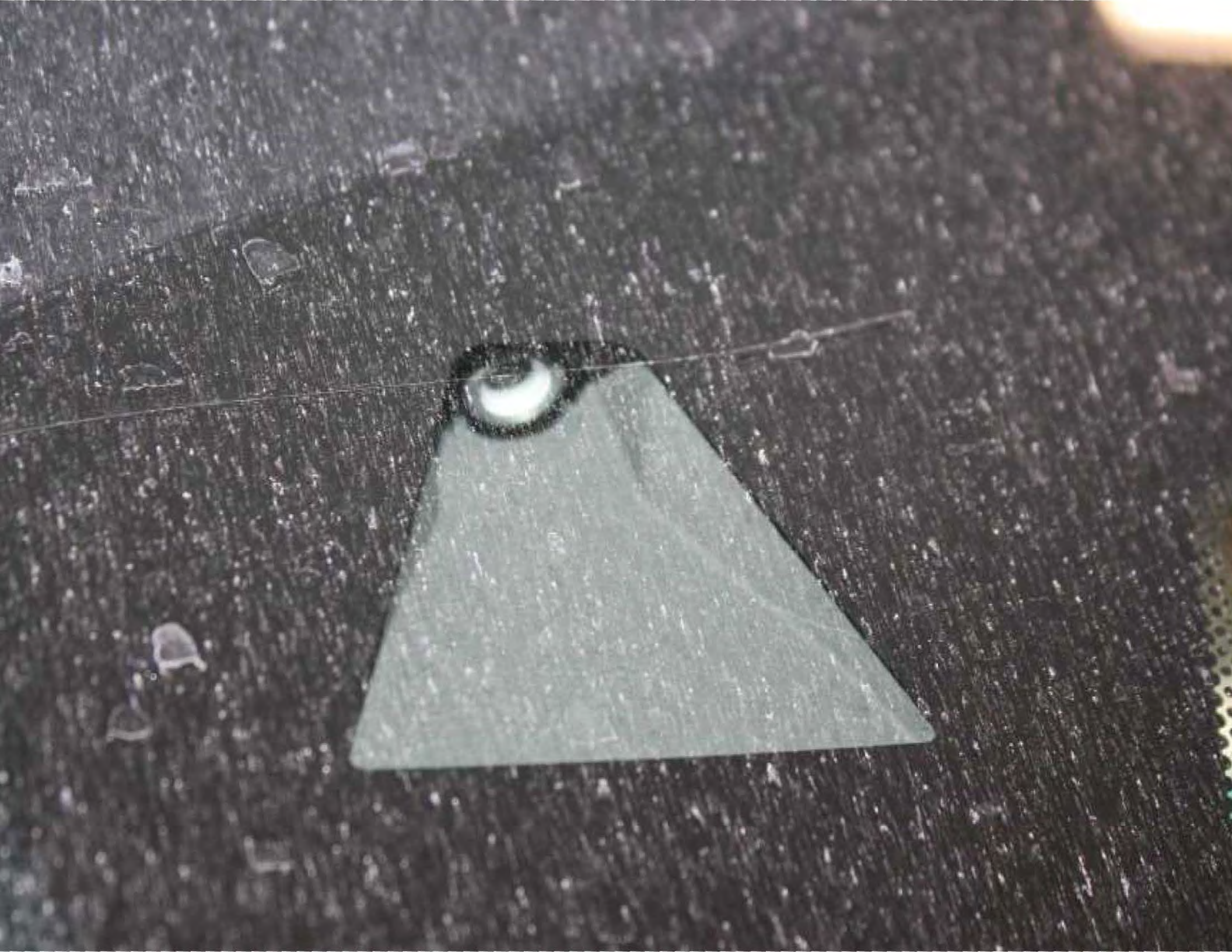



DO NOT DROP! JH


DO NOT DROP! JH








[redacted]
03/14/19
19
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[redacted]
NEW YORK STATE
SAFETY
INSPECTION
CERTIFICATE
2018
JAN
FEB
MAR
APR
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NISSAN
AGC AUTOMOTIVE
DOT-477 M4144 AS1
LAMISAFE

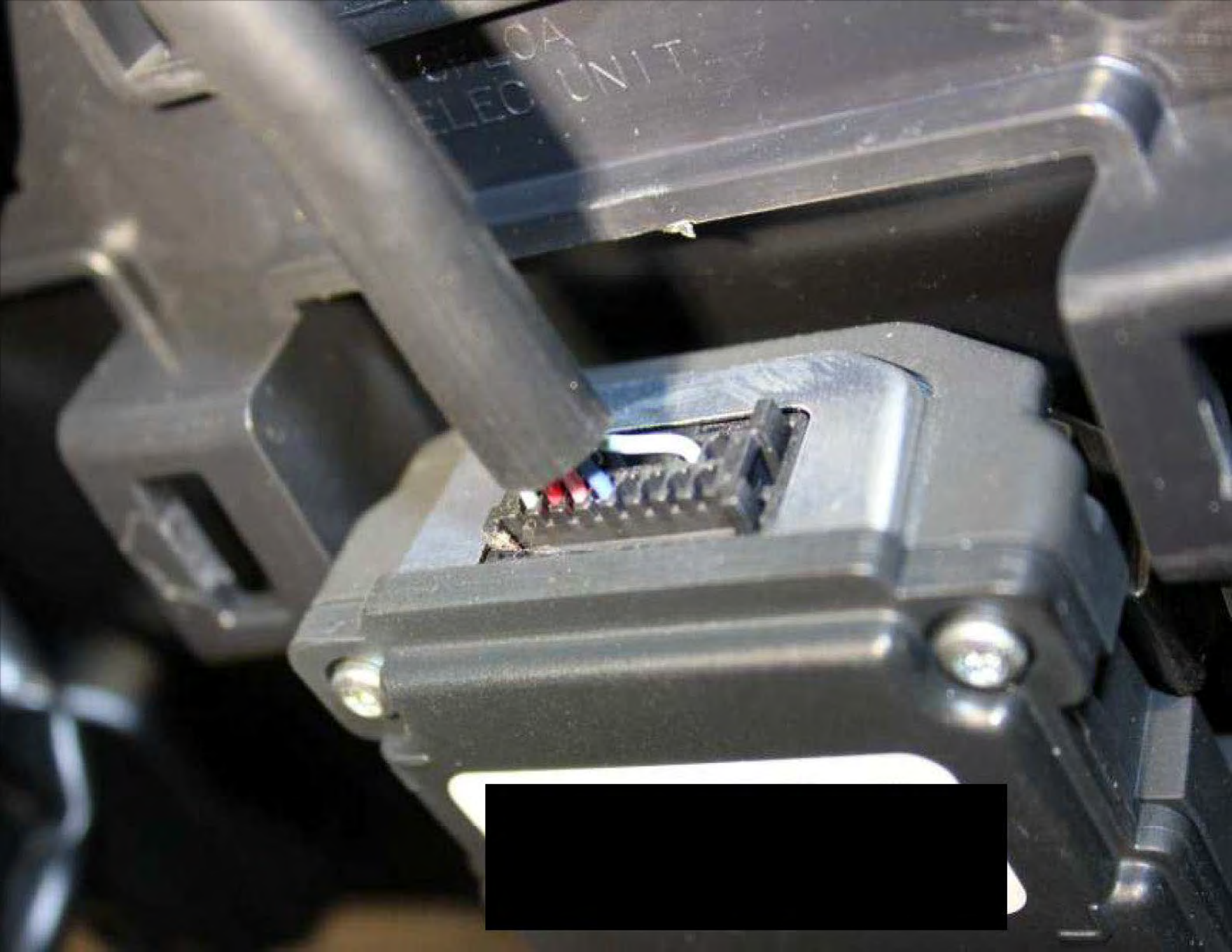











UNIT

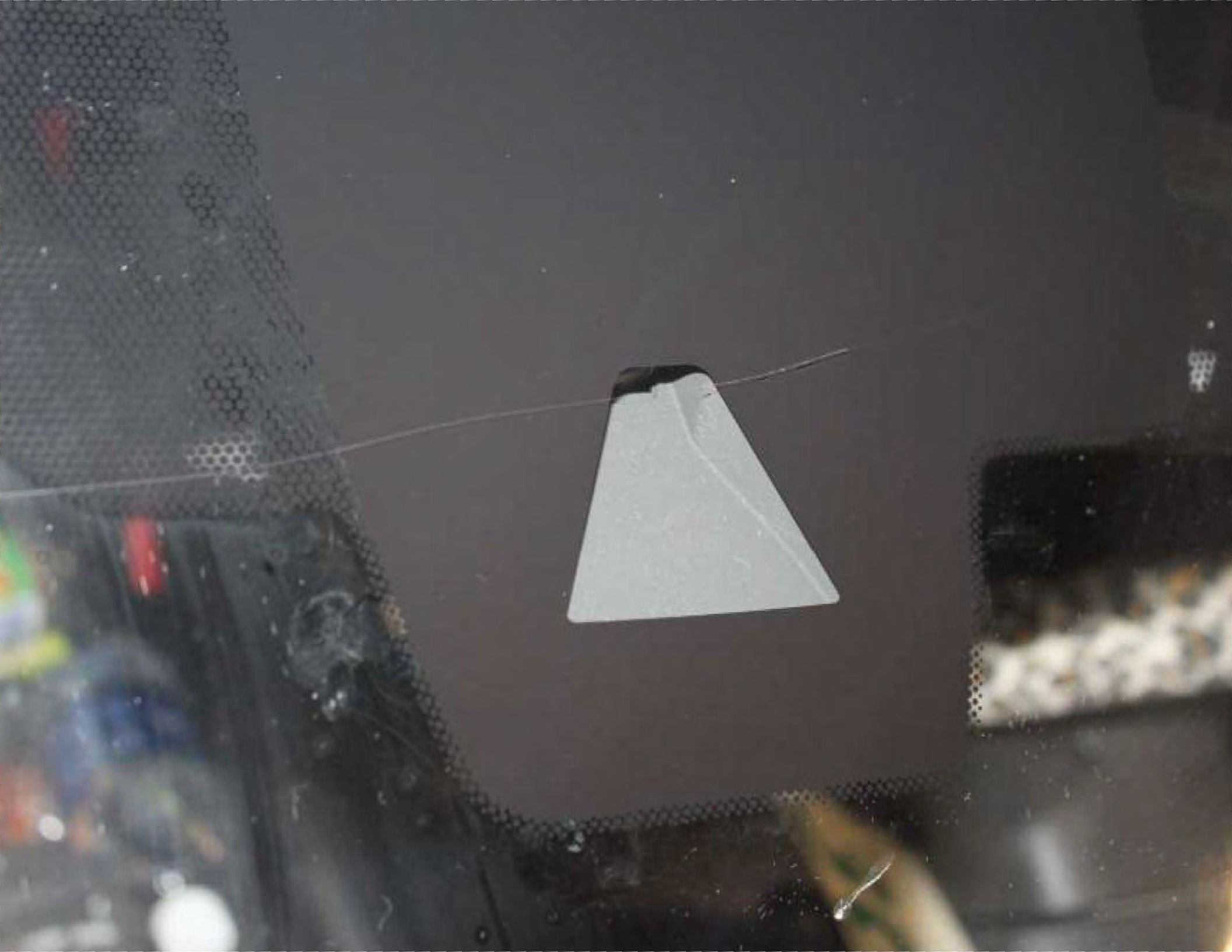


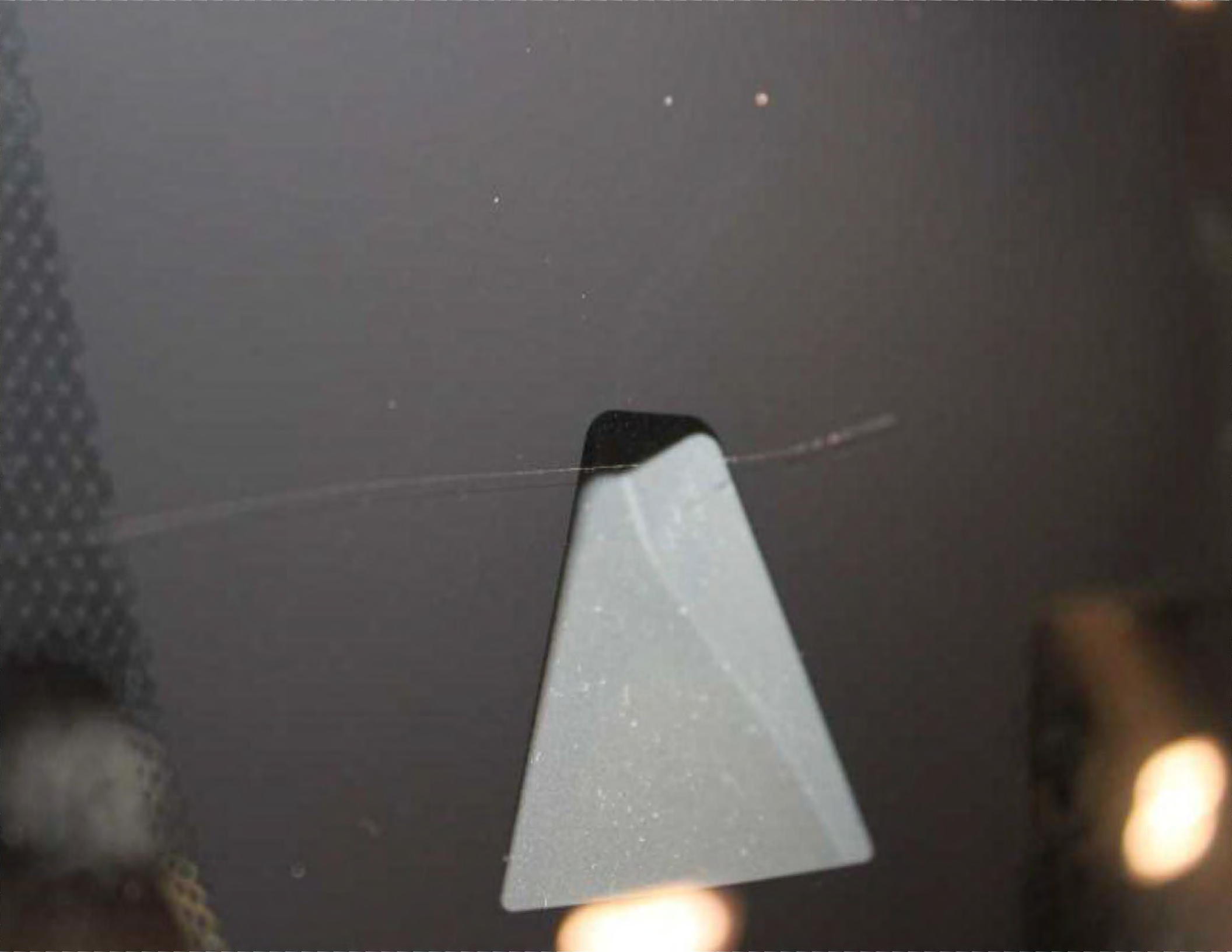



















NISSAN


11:10 AM
mpg
60
40
20
0
Current 17.6
Best 33.1
18150 miles
60
MPH
80
100
120
140


4
5
6
7
8
ABS
BRAKE
60
MPH
80
100
120
140


11:10 AM
45°F
Safety Shield
RPMx1000
MPH
P
ECO
121
18150 miles






6
7
8






AQUAFINA.




Schweppes




Schweppes


12:12 PM
47 °F
Settings
Driver Assistance
Clock
Meter Settings
Vehicle Settings
Maintenance
Alarm
P
ECO
114
18,154 miles
RPMx1000
4
5
6
7
8
H
40
60
20
20
60
0


12:12 PM
47 °F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
ECO
114
18,154 miles
x1000
4
5
6
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8
H
60
40
20
20


12:12 PM
47 °F
Driving Aids
Emergency Brake
Blind Spot
P
ECO
114
18154 miles
RPMx1000
4
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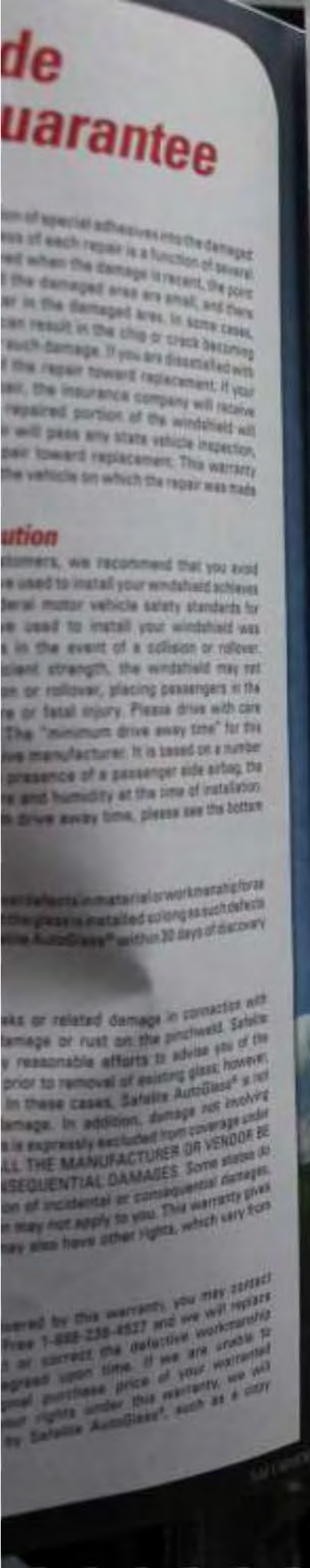

12:12 PM
47 °F
Blind Spot
Warning
P
ECO
114
18154 miles
PMx1000
4
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8
H
60
40
20
60
20


12:13 PM
Parking Aids
Moving Object
Cross Traffic
P
ECO
114
18154 miles
4
5
6
7
8
x1000
H
60
40
20
20


12:13 PM
Chassis Control
Trace Control
Engine Brake
P
60
40
20
20
0




12:14 PM
47 °F
Tire Pressures
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52
33
51
50
33
51
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114 mi
16,154 miles
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8
RPMx1000
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de
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ution

Safelite AutoGlass

[redacted]

Home Phone
Work Phone
Service Phone
Work Order #

Year	Make	Model
2017	NISSAN	ROGUE

License	Style	Stock/Unit #
[redacted]	4 DOOR UTILITY	1

Mileage	VIN
2476	JN8AT2MV5H[redacted]

Purchase Order#

Claim #

Qty	Part	List Price	Selling Price	Flat Labor
1	WSREPAIR	0.00	0.00	0.00
1	MISCMOLD	0.00	39.71	0.00
1	MISCMOLD	0.00	82.48	0.00
1	MISCFLW	0.00	766.98	0.00

Urethane Product: [redacted]
Urethane Lot Numbe

Technician Name

Technician ID

Stephen

867372

Technician Notes

Part Subtotal	889.27
Flat Labor Subtotal	60.00
Subtotal	949.27
Sales Tax	75.85
Total	1025.27
Deductible	0.00
Amount to Collect	0.00
Payment Amount	0.00
Amount Due	0.00

Signature

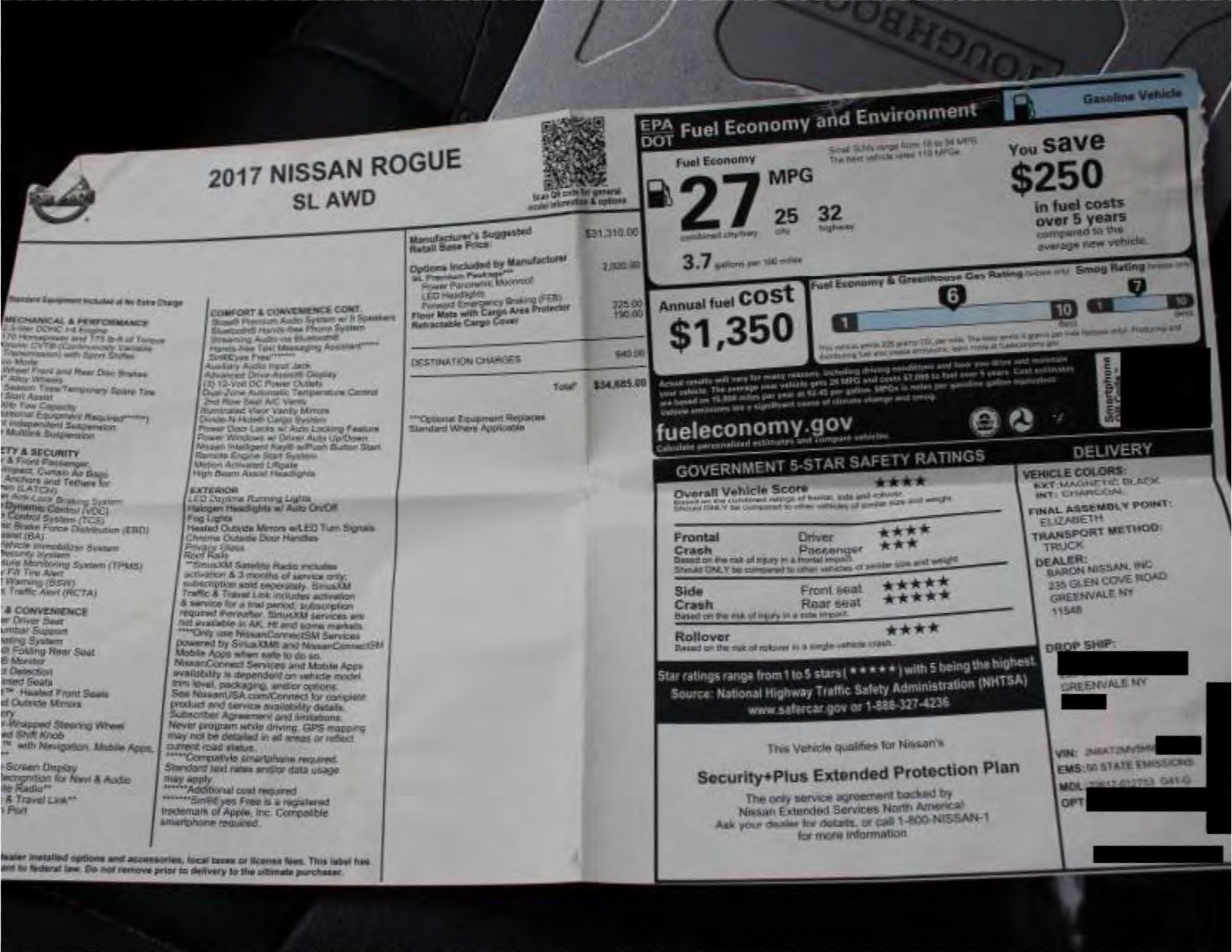
Authorization Comments: INSHOP

[redacted]









2017 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
17" Alloy Wheels
All-Season Tires/Temporary Spare Tire
Hill Start Assist
1,000 lbs Tow Capacity
Towing Personal Equipment Required*****)
Front Independent Suspension
Rear Multilink Suspension

SAFETY & SECURITY
Driver & Front Passenger, Front-Impact, Curtain Air Bags
Child Seat 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
Tire Pressure Monitoring System (TPMS)
Easy Fill Tire Alert
Blind Spot Warning (BSW)
Rear Cross Traffic Alert (RCTA)

COMFORT & CONVENIENCE
8-Way Driver Seat
Lumbar Support
Cruise Control System
60/40 Split-Folding Rear Seat
7" Color Monitor
Intelligent Key Detection
Heated Front Seats
Power Heated Front Seats
Heated Outside Mirrors
Memory
Leather-Wrapped Steering Wheel
Manual Shift Knob
NissanConnect® with Navigation, Mobile Apps, 5" Color Screen Display
Voice Recognition for Navi & Audio
SiriusXM® Satellite Radio**
NissanConnect Services & Travel Link**
USB Input Port

COMFORT & CONVENIENCE CONT.
Bose® Premium Audio System w/ 8 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
(2) 12-Volt DC Power Outlets
Dual-Zone Automatic Temperature Control
2nd Row Seat A/C Vents
Illuminated Visor Vanity Mirrors
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
Chrome Outside Door Handles
Privacy Glass
Roof Rails

**SiriusXM Satellite Radio includes activation & 3 months of service only; subscription sold seperately. 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 NissanConnectSM Services powered by SiriusXM® and NissanConnectSM Mobile Apps when safe to do so. NissanConnect Services and Mobile Apps 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. Never program while driving. GPS mapping may not be detailed in all areas or reflect current road status.
****Compatible smartphone required. Standard text rates and/or data usage may apply.
*****Additional cost required.
******Siri® eyes Free is a registered trademark of Apple, Inc. Compatible smartphone required.

Manufacturer's Suggested Retail Base Price:	$31,310.00
Options Included by Manufacturer	
SL Premium Package***	2,920.00
Power Panoramic Moonroof	
LED Headlights	
Forward Emergency Braking (FEB)	225.00
Floor Mats with Cargo Area Protector	190.00
Retractable Cargo Cover	
DESTINATION CHARGES	940.00
Total	**$34,685.00**

***Optional Equipment Replaces Standard Where Applicable

Dealer installed options and accessories, local taxes or license fees. This label has point to federal law. Do not remove prior to delivery to the ultimate purchaser.

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 16 to 34 MPG
The best vehicle rates 113 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 (1=low, 10=high): 6
Smog Rating: 7

This vehicle emits 325 grams CO2 per mile. The best emits 0 grams per mile (tailpipe only). Producing fuel also creates 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 $7,000 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. Tailpipe emissions are a significant cause of climate change and smog.

fueleconomy.gov
Calculate personalized estimates and compare vehicles

Smartphone link

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: MAGNETIC BLACK
INT: CHARCOAL

FINAL ASSEMBLY POINT:
ELIZABETH

TRANSPORT METHOD:
TRUCK

DEALER:
BARON NISSAN, INC
235 GLEN COVE ROAD
GREENVALE NY
11548

DROP SHIP:
[redacted]
GREENVALE NY
[redacted]

VIN: JN8AT2MV5H[redacted]
EMS: 50 STATE EMISSIONS
MDL: [redacted]
OPT [redacted]

2017 NISSAN ROGUE
SL AWD

Scan QR code for general model information & options

...ndard Equipment Included at No Extra Charge

...CHANICAL & PERFORMANCE
...ter DOHC I-4 Engine
... Horsepower and 175 lb-ft of Torque
...sic CVT® (Continuously Variable ...mission) with Sport Shifter
...Mode
...eel Front and Rear Disc Brakes
...loy Wheels
...ation Tires/Temporary Spare Tire
...art Assist
...Tow Capacity
...onal Equipment Required*******)
...ndependent Suspension
...Multilink Suspension

...Y & SECURITY
... Front Passenger
...pact, Curtain Air Bags
...chors and Tethers for
...n (LATCH)
... Anti-Lock Braking System
...Dynamic Control (VDC)
... Control System (TCS)
... Brake Force Distribution (EBD)
...ist (BA)
...ehicle Immobilizer System
...ecurity System
...ure Monitoring System (TPMS)
... Fill Tire Alert
... Warning (BSW)
... Traffic Alert (RCTA)

... & CONVENIENCE
...er Driver Seat
...umbar Support
...eating System
...lit Folding Rear Seat
...w/ Monitor
...ct Detection
...inted Seats
...t™ Heated Front Seats
...nd Outside Mirrors
...rory
...er-Wrapped Steering Wheel
...ped Shift Knob
...t™ with Navigation, Mobile Apps, ...****
...ch-Screen Display
... Recognition for Navi & Audio
...ellite Radio**
...ffic & Travel Link**
...ion Port

COMFORT & CONVENIENCE CONT.
Bose® Premium Audio System w/ 9 Speakers
Bluetooth® Hands-free Phone System
Streaming Audio via Bluetooth®
*Hands-free Text Messaging Assistant*****
*SiriEyes 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
Illuminated Visor Vanity Mirrors
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
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High Beam Assist Headlights

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

***SiriusXM Satellite Radio includes activation & 3 months of service only, subscription sold seperately. 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 NissanConnectSM Services powered by SiriusXM® and NissanConnectSM Mobile Apps when safe to do so. NissanConnect Services and Mobile Apps 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. Never program while driving. GPS mapping may not be detailed in all areas or reflect current road status.
*****Compatible smartphone required. Standard text rates and/or data usage may apply.
******Additional cost required.
*******SiriEyes Free is a registered trademark of Apple, Inc. Compatible smartphone required.

Manufacturer's Suggested Retail Base Price:	$31,310.00
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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 16 to 34 MPG
The best vehicle rates 119 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 (higher is better) 6 (1–10 Best)

Smog Rating (higher is better) 7 (1–10 Best)

This vehicle emits 328 grams CO2 per mile. The best emits 0 grams per mile (tailpipe only). Producing and distributing fuel also creates 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 25 MPG and costs $7,500 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*

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

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

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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: MAGNETIC BLACK
INT: CHARCOAL

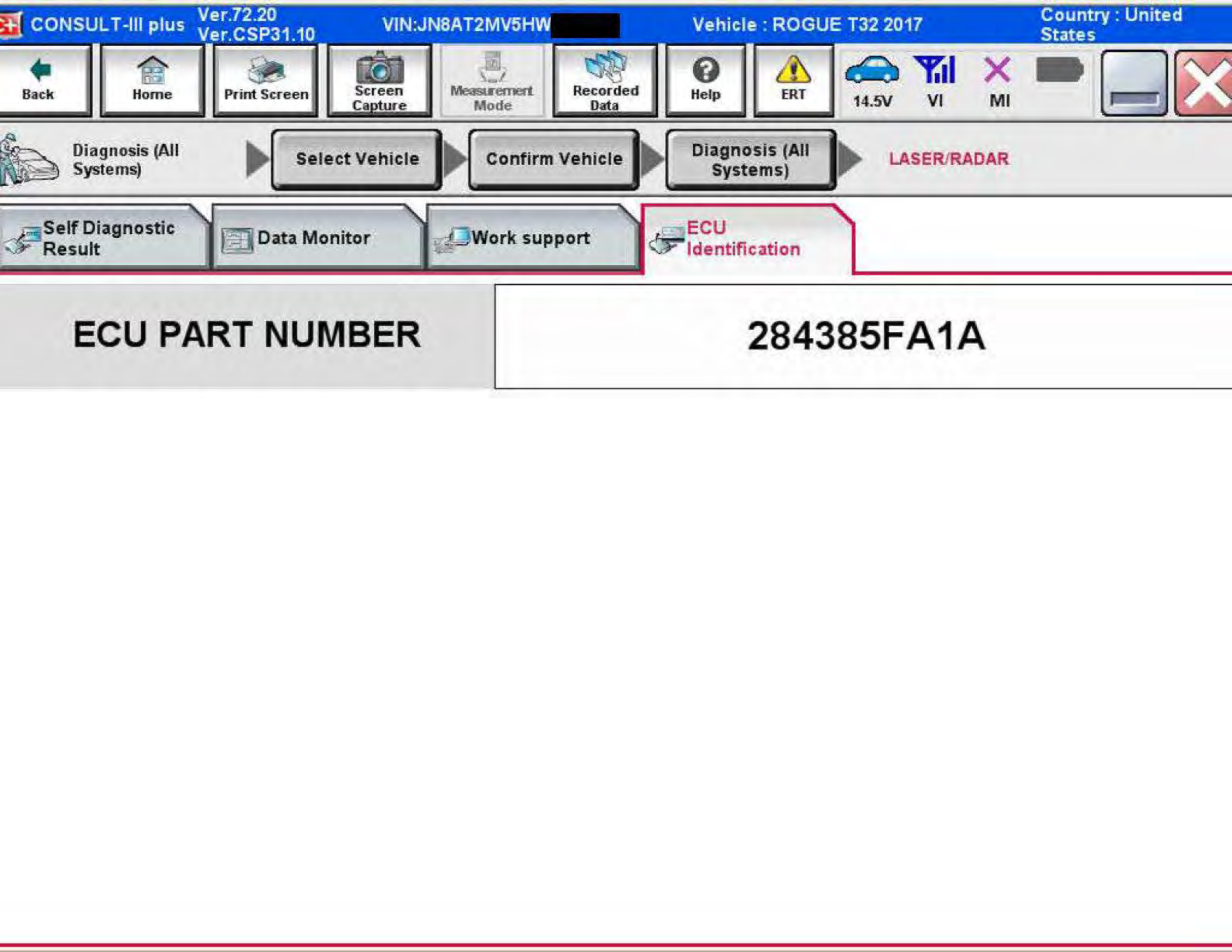
FINAL ASSEMBLY POINT:
ELIZABETH

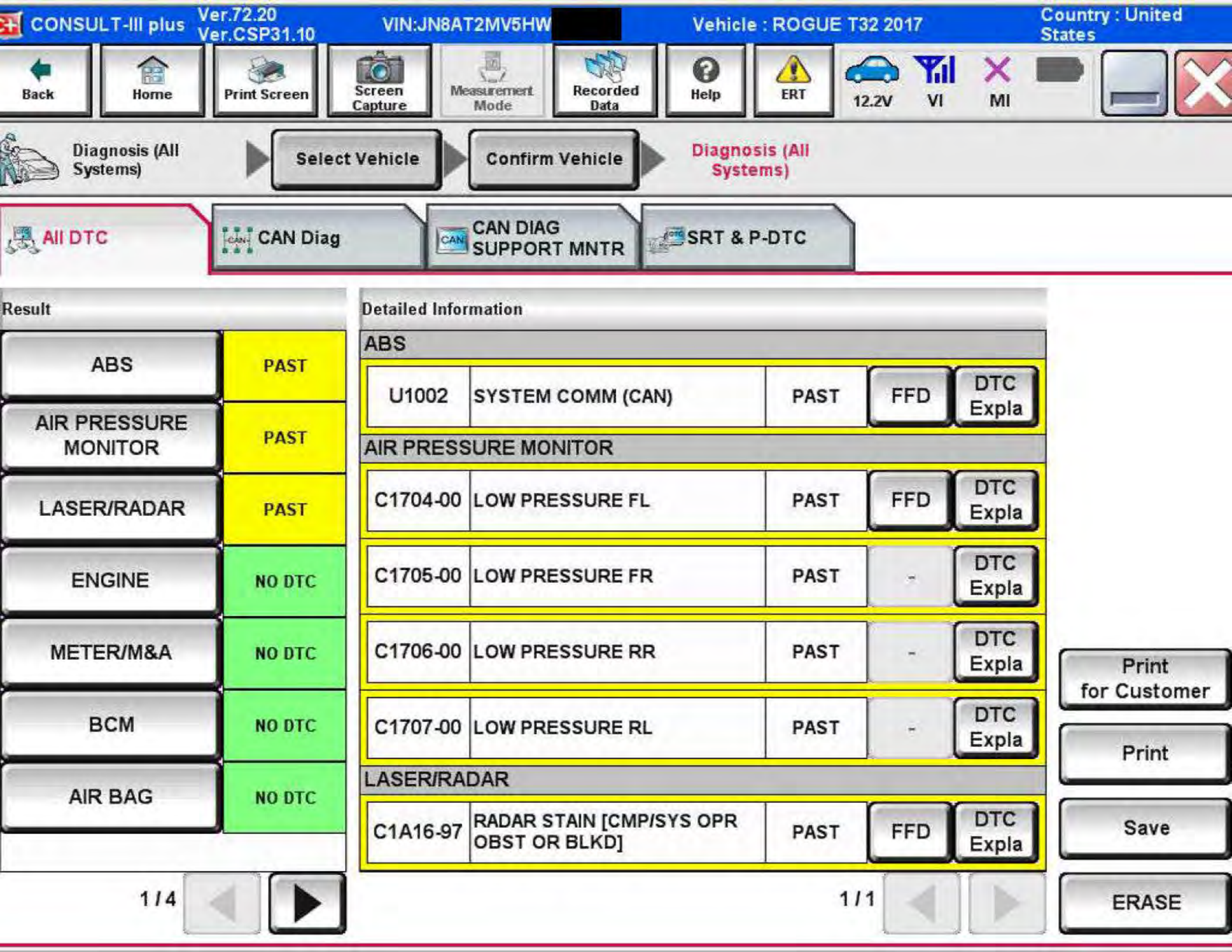
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TRUCK

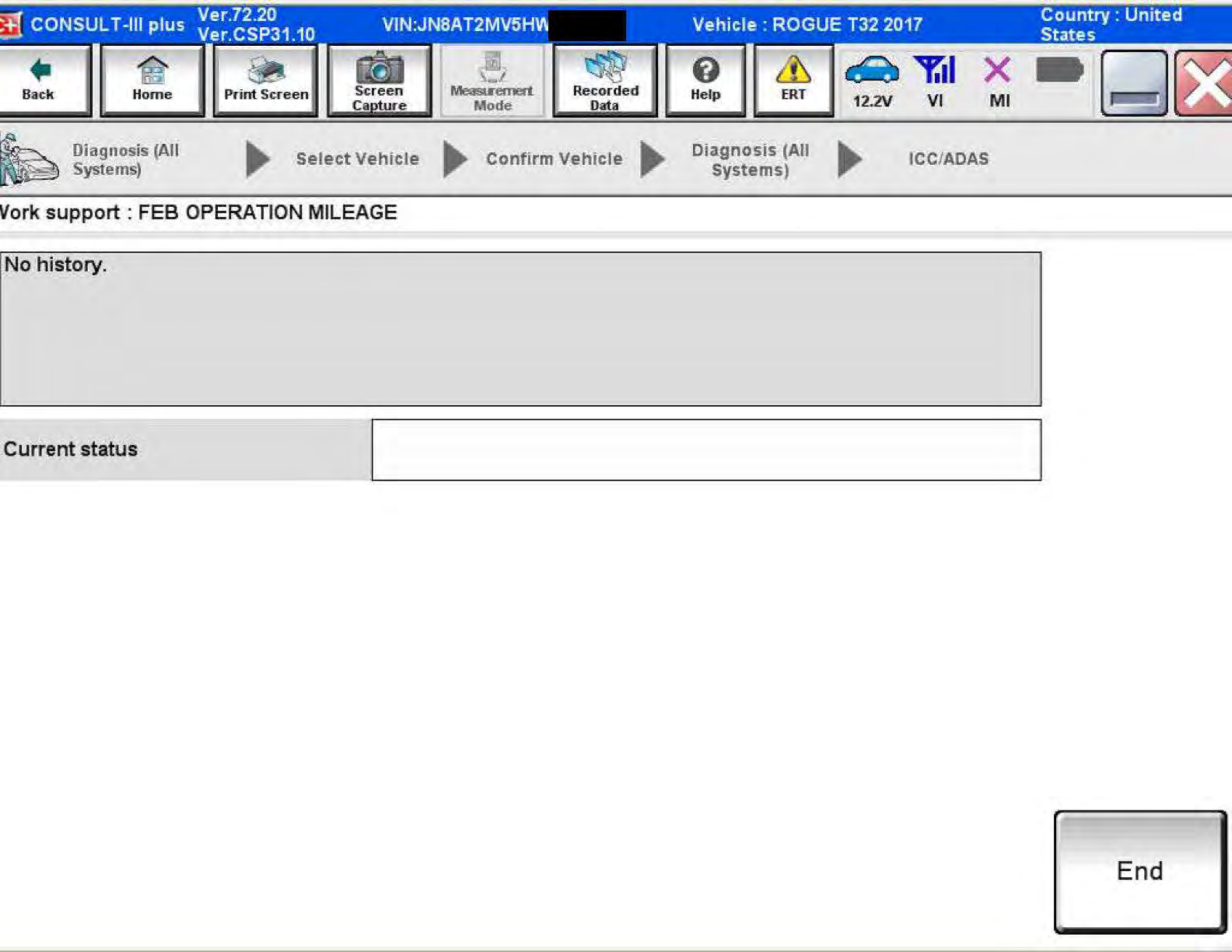
DEALER:
BARON NISSAN, INC.
[redacted]
GREENVALE NY
[redacted]

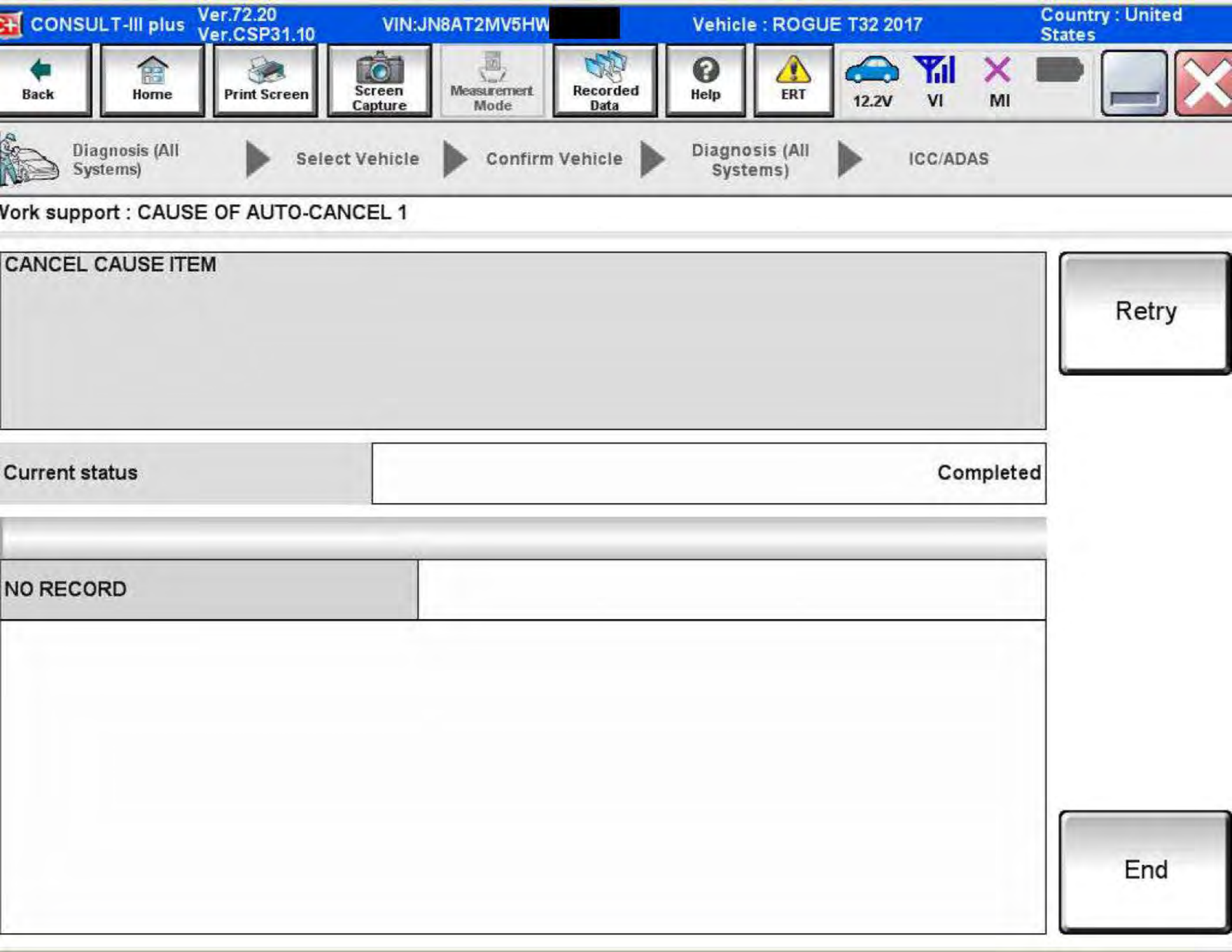
DROP SHIP:
[redacted]
GREENVALE NY
[redacted]

VIN: JN8AT2MV5HW[redacted]
EMS: 50 STATE EMISSIONS
MDL: 22617-0J753 G41-G
OPT [redacted]


CONSULT-III plus
Ver.72.20
Ver.CSP31.10
VIN:JN8AT2MV5HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.5V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
LASER/RADAR
Self Diagnostic Result
Data Monitor
Work support
ECU Identification
ECU PART NUMBER
284385FA1A


CONSULT-III plus
Ver.72.20
Ver.CSP31.10
VIN:JN8AT2MV5HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.2V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
ABS PAST
AIR PRESSURE MONITOR PAST
LASER/RADAR PAST
ENGINE NO DTC
METER/M&A NO DTC
BCM NO DTC
AIR BAG NO DTC
1/4
Detailed Information
ABS
U1002 SYSTEM COMM (CAN) PAST FFD DTC Expla
AIR PRESSURE MONITOR
C1704-00 LOW PRESSURE FL PAST FFD DTC Expla
C1705-00 LOW PRESSURE FR PAST - DTC Expla
C1706-00 LOW PRESSURE RR PAST - DTC Expla
C1707-00 LOW PRESSURE RL PAST - DTC Expla
LASER/RADAR
C1A16-97 RADAR STAIN [CMP/SYS OPR OBST OR BLKD] PAST FFD DTC Expla
1/1
Print for Customer
Print
Save
ERASE


CONSULT-III plus
Ver.72.20
Ver.CSP31.10
VIN:JN8AT2MV5HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.2V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB OPERATION MILEAGE
No history.
Current status
End


CONSULT-III plus
Ver.72.20
Ver.CSP31.10
VIN:JN8AT2MV5HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.2V
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
NO RECORD
End

NISSAN

Search Samaritan Potter Help & Training CA

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Vehicle
JN8AT2MV5HW[redacted]

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Vehicle Campaigns [0] | Warranty Cases [2] | Cases [2] | Service History [30] | Vehicle Service Contracts [0] | Vehicle History [1] | DTS Field Inspections [2]

Vehicle Detail

VIN	JN8AT2MV5HW[redacted]		
Last Modified By	Alex Kang, 2/23/2018 9:55 AM	Branded Title	
Created By	NNAETL, 1/20/2017 10:57 AM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage	16,839	MSRP	$34,685
Latest Recorded Mileage Units	M		
In Service Date	3/15/2017		

Manufacturing Data

Make/Model	2017 NISSAN ROGUE	Manufacturer Date	12/10/2016
Model Year	2017	Plant Name	KYUSHYU (NML)
Make	NISSAN	PDI Date	
Model Line	ROGUE	Country Code	USA
Model Code	22617	US Specification Indicator	Y
Body Style Type	WAGON 4 DOOR	Emissions Type	50 STATE
Exterior Color	MAGNETIC BLACK	Emissions Certification	
Cylinders		Open Recall	
Transmission Type	CVT	Head Unit	
Model Series		Model Line Code	RGE
Factory Installed Options	C03L92M92P01U35Z66		
Factory Installed Options Descriptions	C03 (50 STATE EMISSIONS), L92 (FLOOR MATS (2-PIECE FRONT AND), M92 (RETRACTABLE CARGO COVER), P01 (SL PREMIUM PACKAGE), U35 (NAVIGA MANUAL), Z66 (ACTIVATION DISCLAIMER)		

Vehicle Tools

Total Approved Checks VIN Decoder

System Information

Latest Owner (BETA) [redacted]

Warranty Information

S No.	Warranty Description	Warranty Expiration Date	Warranty Expiration Miles	Warranty Exclusion Code	Warranty Exclusion Name	Warranty Extensions/Cust Service Initiatives Flag	Branded Des
1	BASIC COVERAGE	3/15/2020	36,000				
2	POWERTRAIN COVERAGE	3/15/2022	60,000				
3	SEAT BELT	3/15/2027	999,999				
4	CORROSION COVERAGE (PERFORATION)	3/15/2022	999,999				
5	FEDERAL EMISSION LONG TERM DEFECT	3/15/2025	60,000				

Vehicle Retail Sales

Vehicle Retail Sales

Action	Name	Owner	Selling Dealer	Sale Type	Vehicle Model	Purchase Date	Rewind Indicator
View	[redacted]	[redacted]	BARON NISSAN	Retail Sale	ROGUE	3/15/2017	

Vehicle Ownership

Vehicle Ownership

New Vehicle Ownership

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

Vehicle Campaigns

Vehicle Campaigns Hel

No records to display

Warranty Cases

Warranty Cases Hel

Action	Case Number	Dealer Name	Repair/Work Order	Repair/Work Order Open Date	Job/Line Number	HOST Reference Number	Approval Statu
	[redacted]	FUCCILLO NISSAN OF LATHAM	[redacted]		1		
	[redacted]	FUCCILLO NISSAN OF LATHAM	[redacted]	7/10/2017	2	[redacted]	Approved

Cases

Print Cases

Cases Hel

Action	Case Number	Type	Account Name	Date/Time Opened	Date/Time Closed	Current Mileage	Status	CST Approvals	Owner Na
Edit | Cls	[redacted]	CA	[redacted]	1/29/2018 4:59 PM		16,839	Open	0	Alex Kanc
Edit | Cls	[redacted]	TECH LINE		7/11/2017 12:26 PM	7/11/2017 3:26 PM	6,737	Pending Dealer Reply	0	Brian Terk

Service History

Service History Hel

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]		DURING THE MULTIPOINT INSPECTION THE BRAKE WEAR WAS FOUND TO BE MINIMAL	C	9/10/2017	9,264	[redacted]	[redacted]	[redacted]	
	[redacted]		DURING MULTI POINT INSPECTION, TECHNICIAN FOUND THAT TIRES HAVE OVER 6/32" OF TREAD REMAINING	C	9/10/2017	9,264	[redacted]	[redacted]	[redacted]	
	[redacted]		CUSTOMER REQUESTS THE BASIC BG 5K INTERVAL SERVICE WHICH INCLUDES LUBE OIL AND FILTER, BG MOA, TIRE ROTATION AND SET TIRE PRESSURES	C	9/10/2017	9,264	[redacted]	[redacted]	[redacted]	
	[redacted]		(Multi-point inspection)	C	9/10/2017	9,264	[redacted]	[redacted]	[redacted]	
	[redacted]	BRAKE BOOSTER ASS'Y		FW	12/4/2017	13,788	[redacted]	[redacted]	[redacted]	5
	[redacted]	EC-FUEL FILLER CAP		FW	12/4/2017	13,788	[redacted]	[redacted]	[redacted]	1
	[redacted]		CUSTOMER STATES THE VEHICLE STOPS ON ITS OWN ON THE HIGHWAY	W	11/30/2017	13,795	[redacted]	[redacted]	[redacted]	
	[redacted]		DURING THE MULTIPOINT INSPECTION THE BRAKE WEAR WAS FOUND TO BE MINIMAL	I	11/30/2017	13,795	[redacted]	[redacted]	[redacted]	
	[redacted]		DURING MULTI POINT INSPECTION, TECHNICIAN FOUND THAT TIRES HAVE OVER 6/32" OF TREAD REMAINING	I	11/30/2017	13,795	[redacted]	[redacted]	[redacted]	
	[redacted]		(Multi-point inspection)	I	11/30/2017	13,795	[redacted]	[redacted]	[redacted]	
	[redacted]		Customer states that the vehicle is skipping and just stops (Check Engine Light MIL)	W	11/30/2017	13,795	[redacted]	[redacted]	[redacted]	
	[redacted]			PD	1/31/2017	2	[redacted]	[redacted]	[redacted]	1
	[redacted]	SIDE AIR BAG MODULE		FW	8/13/2017	6,711	[redacted]	[redacted]	[redacted]	1
	[redacted]	DISTANCE SENSOR ASSY		FW	11/21/2017	6,711	[redacted]	[redacted]	[redacted]	2
	[redacted]	DISTANCE SENSOR ASSY		FW	7/10/2017	6,389	[redacted]	[redacted]	[redacted]	1
	[redacted]				1/26/2017	1	[redacted]	[redacted]	[redacted]	
	[redacted]		DURING THE MULTIPOINT INSPECTION THE BRAKE WEAR WAS FOUND TO BE MINIMAL	I	8/9/2017	6,737	[redacted]	[redacted]	[redacted]	
			DURING MULTI POINT							

[redacted]	INSPECTION, TECHNICIAN FOUND THAT TIRES HAVE OVER 6/32" OF TREAD REMAINING	I	8/9/2017	6,737	[redacted]
[redacted]	PERFORM MULTI-POINT INSPECTION	I	8/9/2017	6,737	[redacted]
[redacted]	CUSTOMER STATES THAT ON LAST VISIT ON THE WAY HOME AIR BAG LIGHT APPEARED ON DASH AND ALSO WHILE DRIVING TODAY AROUND 9:30-10:00 AM BRAKE SYSTEM LOCKED UP..NOTE ON LAST VISIT MASTER TECHNICIAN DIAGNOSED CONCERN AND CHECK FOR CODES BUT FOUND NO CODES IN S...	W	8/9/2017	6,737	[redacted]
[redacted]	CLIENT REPORTS AIR BAG LIGHT IS ON 99.00 PLUS TAX	W	8/9/2017	6,737	[redacted]
[redacted]	DURING THE MULTIPOINT INSPECTION THE BRAKE WEAR WAS FOUND TO BE MINIMAL	I	7/6/2017	6,399	[redacted]
[redacted]	DURING MULTI POINT INSPECTION, TECHNICIAN FOUND THAT TIRES HAVE OVER 6/32" OF TREAD REMAINING	I	7/6/2017	6,399	[redacted]
[redacted]	PERFORM MULTI-POINT INSPECTION	I	7/6/2017	6,399	[redacted]
[redacted]	CUSTOMER STATES THAT WHILE DRIVING AT 55MPH ON THE HIGHWAY WARNING LIGHT CAME UP ON DASH IN A TRIANGLE SHAPE DISPLAY THEN VEHICLE BRAKE LOCKED UP STOPPING VEHICLE IMMIDIATELY WITHOUT CUST DEPRESSING THE BRAKE...CHECK AND ADVISE	W	7/6/2017	6,399	[redacted]
[redacted]	C/S PERFORM NY SAFETY INSPECTION	I	3/15/2017	5	[redacted]
[redacted]	C/S CK FOR PDI	W	1/30/2017	2	[redacted]
[redacted]	CUSTOMER REQUESTS THE BASIC BG 5K INTERVAL SERVICE WHICH INCLUDES LUBE OIL AND FILTER, BG MOA, TIRE ROTATION AND SET TIRE PRESSURES	C	2/17/2018	18,145	[redacted]
[redacted]	CUSTOMER STATES DTS TO PERFORM INSPECTION FOR FEB CONCERN	C	2/17/2018	18,145	[redacted]
[redacted]	(Multi-point inspection)	C	2/17/2018	18,145	[redacted]

Vehicle Service Contracts

Vehicle Service Contracts Help

No records to display

Vehicle History

Vehicle History Help

Date	User	Action
1/20/2017 10:57 AM	NNAETL	Created.

DTS Field Inspections

New DTS Field Inspection

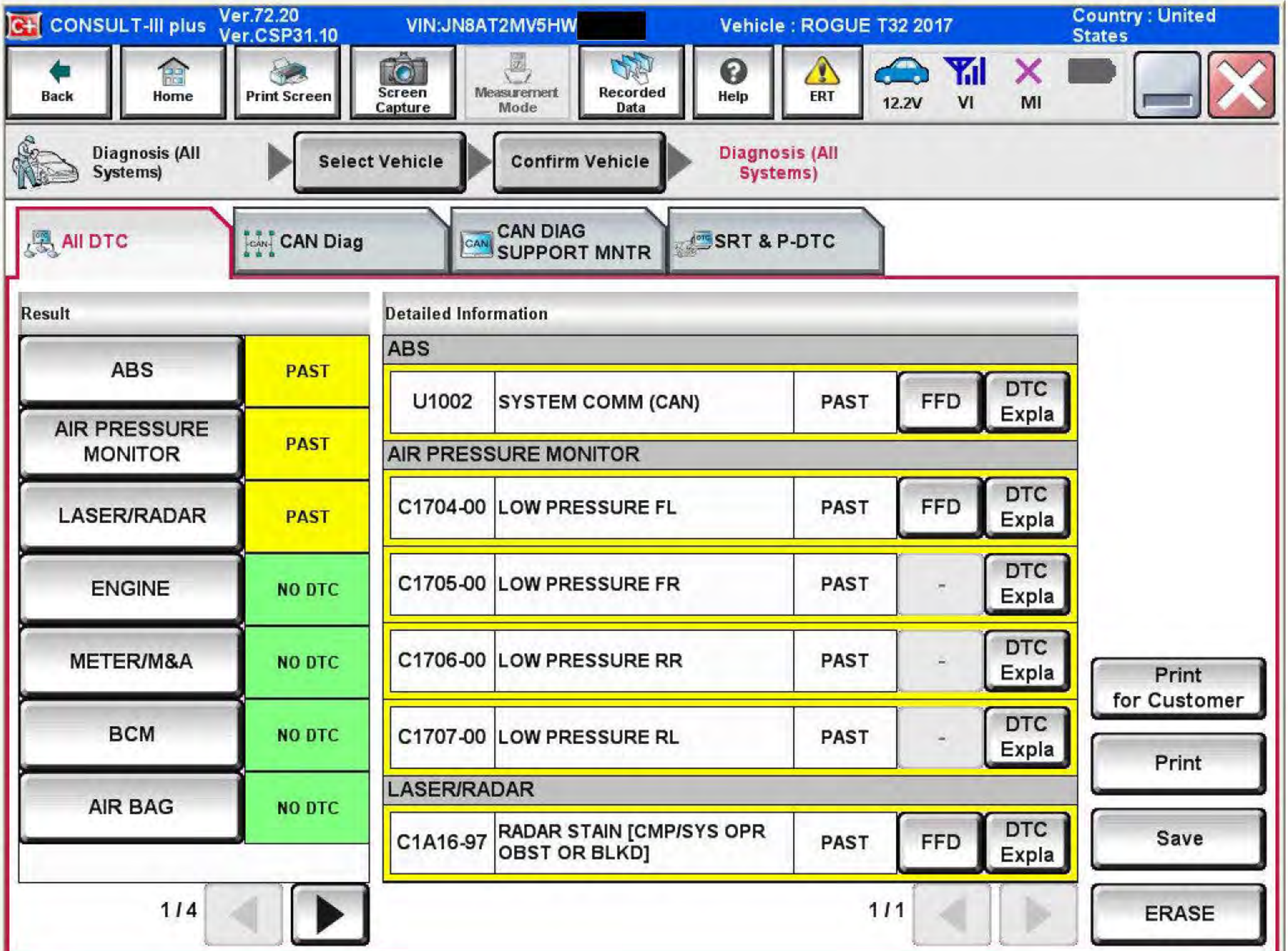
DTS Field Inspections Help

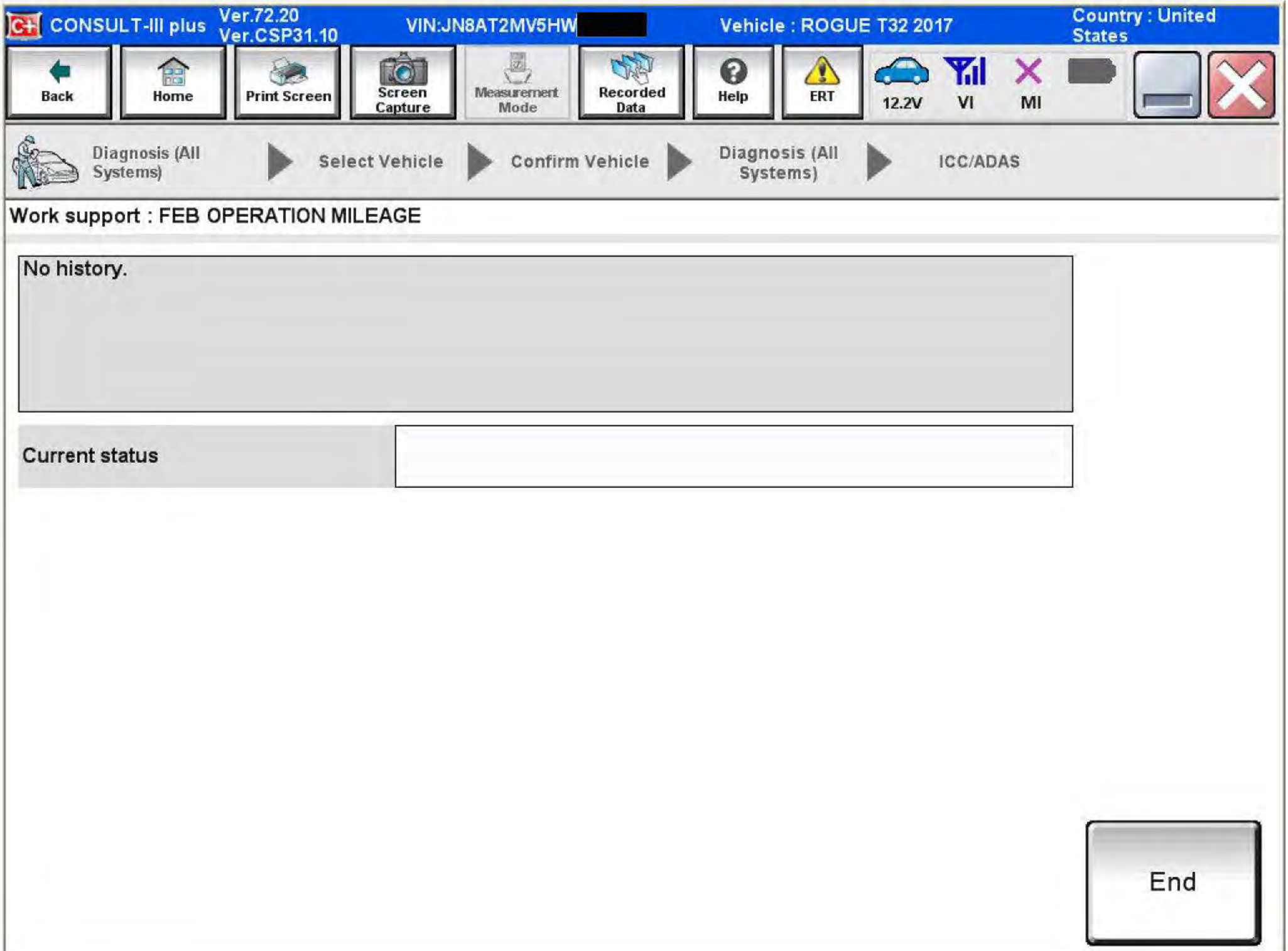
Action	Title	Status	Created Date	Related Support Case	Owner First Name	Owner Last Name	DTS Team	DTS Inspection Date	Report Date
Edit	JN8AT2MV5HW[redacted]	Completed	7/13/2017		Michael	Gorrill	NER	7/13/2017 1:00 PM	7/13/2017 1:44
Edit	[redacted]	Completed	2/9/2018	[redacted]	Michael	Gorrill	NER	2/16/2018 8:00 AM	2/23/2018 9:51

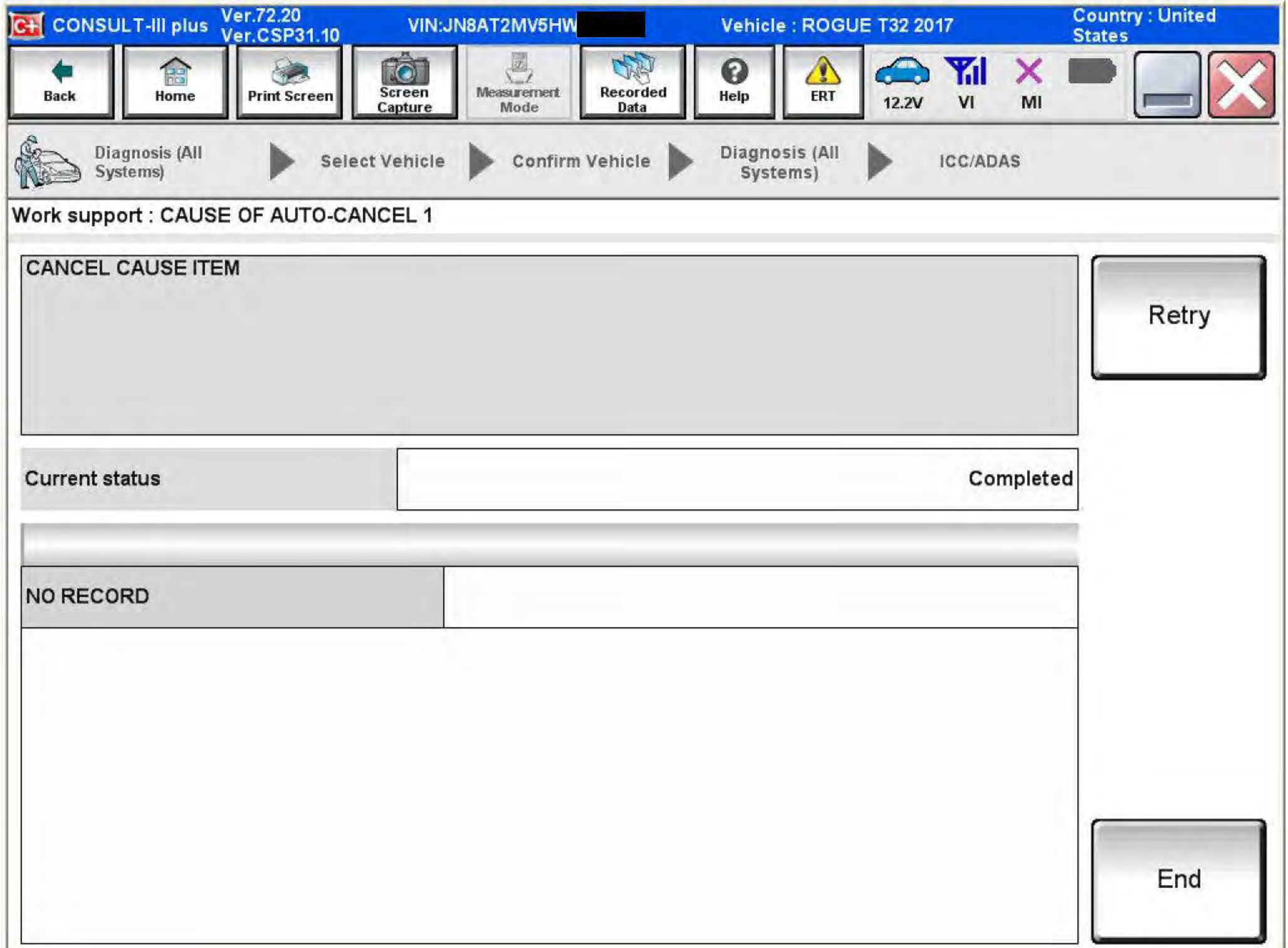
Back To Top

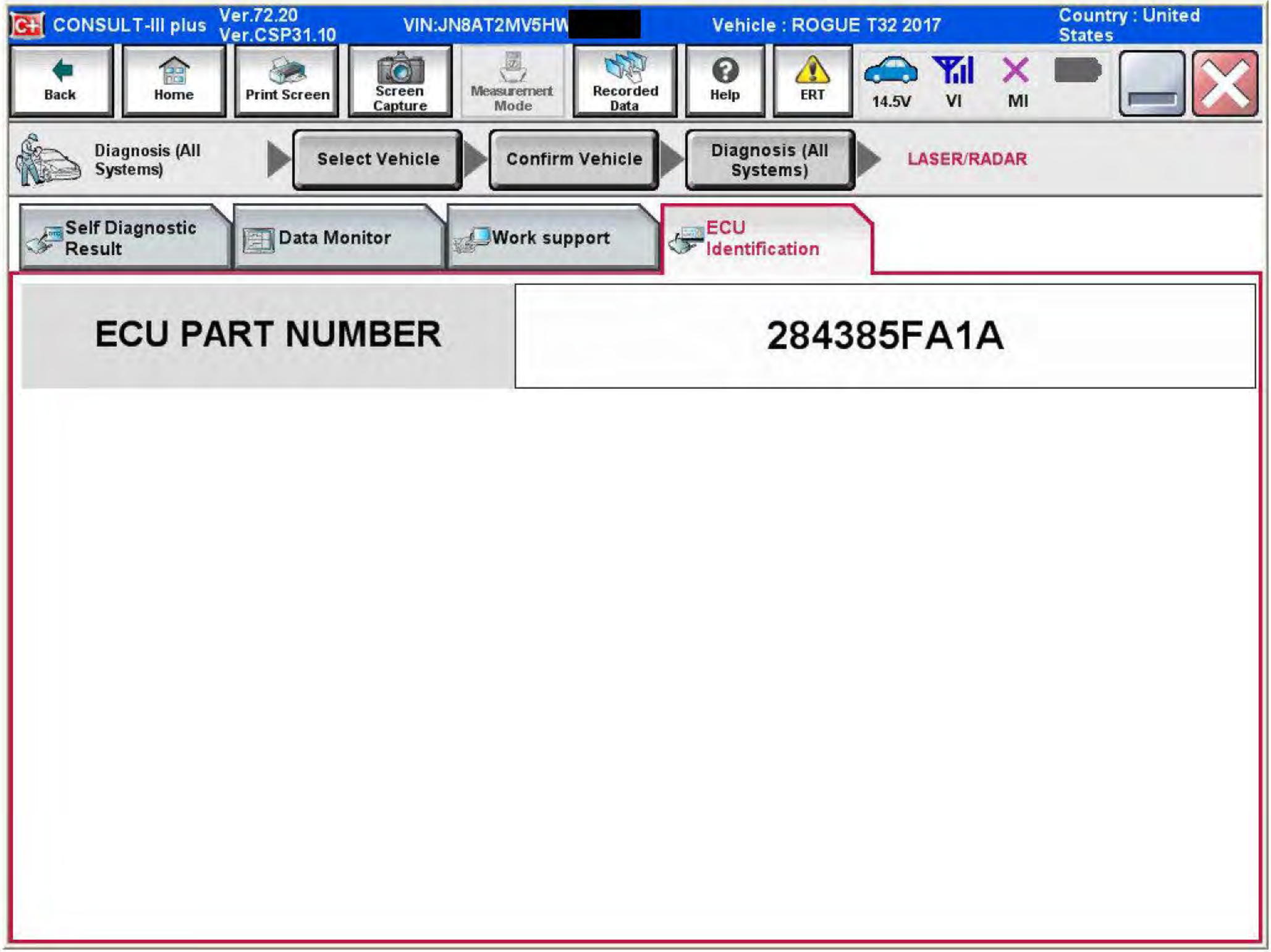
Always show me fewer / more records per related list

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CONSULT-III plus Ver.72.20 Ver.CSP31.10
VIN:JN8AT2MV5HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.2V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
ABS PAST
AIR PRESSURE MONITOR PAST
LASER/RADAR PAST
ENGINE NO DTC
METER/M&A NO DTC
BCM NO DTC
AIR BAG NO DTC
1/4
Detailed Information
ABS
U1002 SYSTEM COMM (CAN) PAST FFD DTC Expla
AIR PRESSURE MONITOR
C1704-00 LOW PRESSURE FL PAST FFD DTC Expla
C1705-00 LOW PRESSURE FR PAST - DTC Expla
C1706-00 LOW PRESSURE RR PAST - DTC Expla
C1707-00 LOW PRESSURE RL PAST - DTC Expla
LASER/RADAR
C1A16-97 RADAR STAIN [CMP/SYS OPR OBST OR BLKD] PAST FFD DTC Expla
1/1
Print for Customer
Print
Save
ERASE


CONSULT-III plus
Ver.72.20
Ver.CSP31.10
VIN:JN8AT2MV5HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
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ERT
12.2V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB OPERATION MILEAGE
No history.
Current status
End


CONSULT-III plus
Ver.72.20
Ver.CSP31.10
VIN:JN8AT2MV5HW[redacted]
Vehicle : ROGUE T32 2017
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12.2V
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
NO RECORD
End


CONSULT-III plus
Ver.72.20
Ver.CSP31.10
VIN:JN8AT2MV5HW[redacted]
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Country : United States
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14.5V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
LASER/RADAR
Self Diagnostic Result
Data Monitor
Work support
ECU Identification
ECU PART NUMBER
284385FA1A