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	5N1AT2MV7HC[redacted]
User	KEVIN MACKAY
Case Number	[redacted]
EDR Data Imaging Date	03/09/2018
Crash Date	02/28/2018
Filename	5N1AT2MV7HC[redacted]_ACM.CDRX
Saved on	Friday, March 9 2018 at 13:03:06
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
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      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
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      7F 7F 7F 7F 7F FF FF FF FF FF FF FF FF FF FF FF
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201C  7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
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      7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
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201D  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
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      FF 7F FF 7F FF 7F FF 7F FF 7F FF 7F FF 7F FF 7F
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      FF FF FF FF FF FF FF

F1A0  20


      59 02 09


      59 02 09


      59 0F 08
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Disclaimer of Liability

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



Search

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Case [redacted]

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Case Comments [22] | Case Categorizations [1] | Open Activities [3] | Activity History [0] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | DTS Field Inspections [1] | Attachments [0] | Case History [21] | Emails [0]

Case Detail

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

Account Name	[redacted]	Case Number	[redacted]
Contact Email	[redacted]	Case Owner	[redacted]
Home Phone	[redacted]	Status	Open
Executive Referral		Type	CA
Exec-Received-Date		Case Origin	Phone
Letter Sent Date		Date/Time Opened	2/28/2018 2:08 PM
Letter Received Date		Date/Time Closed	
Follow Up Date	3/30/2018	Multiple Repairs	No
Follow Up Request	Send Follow Up Email		
Supporting Documents		DRT Support Status	Pending
CA Multiple Repairs		DRT Support IIR Status	Accepted
Executive Actions To Resolve		DRT Resolution Status	
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	8,600		

Incident Codes - IIR REQUIRED

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

Customer Requests

IIR Indicator	1		
Custom Links	Create IIR		Create RHR Print Dealer View

Vehicle Information

Vehicle	5N1AT2MV7H[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22617	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	NISSAN 112 SALES CORP	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	07	Dealer Instructions	
Shared With		Requested Dealer Action	please review.

Related Items

Approved Check Requests	$0.00	VCAN	
IIR	[redacted]	Goodwill Offered	
IIR Date		Goodwill Processed	0

RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Primary & Secondary Root Cause Code

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

Action Code

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

DTS Request

Inspection Time/Notes	Appointment Time: Notes to Agent:	Notes for DTS (Vehicle Concerns)	

System Information

Subject	CUSTOMER:[redacted] PHONE:[redacted] VIN: 5N1AT2MV7HC[redacted]		
Created By	Mubah Butt, 2/28/2018 2:08 PM	Root Cause Code	LCIN
Last Modified By	NNAETL, 3/21/2018 9:03 PM	Root Cause Code (2)	
Legacy Case Number		Action Code	
Root Cause		Priority	N/A

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

Case Comments

New — Case Comments Help

Action	Public	Comment
Make Public		**Created By: DeHenry Kidd (3/21/2018 11:30 AM)** Arbs-DK received an email from DTS stating that the inspection is completed. Arbs is now waiting on a decision from PL.
Make Public		**Created By: DeHenry Kidd (3/16/2018 9:54 AM)** [redacted] Arbs-DK called customer at 953am no answer was made. Arbs left a message stating name and number for c to call Arbs back at[redacted] call ended.
Make Public		**Created By: DeHenry Kidd (3/16/2018 9:36 AM)** Arbs reached out to the DTS to see if the report has been uploaded to the FTP site arbs is waiting on a reply.
Make Public		**Created By: DeHenry Kidd (3/12/2018 4:24 PM)** Arbs has contacted customer to informed customer that arbs is waiting on the report and once that is received PL will review and make a decision. At that time arbs will contact customer.
Make Private	✓	**Created By: Samantha Dixon (3/7/2018 3:29 PM)** ARBS received vcmail from C stating that c has the veh from the DLR and will take the veh to the Nissan DLR on 3/9 for the inspection
Make Private	✓	**Created By: Samantha Dixon (3/7/2018 2:34 PM)** ARBS made outbound call to c[redacted] ARBS had to leave a vcmail ARBS advised that ARBS SD is assisting ARBS DK while OOO ARBS advised that NNA will be conducting the inspection on 3/9 @12pm at the Nissan 112 ARBS provided direct[redacted]. ARBS made outbound call to Nissan 112 ARBS had to leave a message with service receptionist because SM wasnt available. ARBS advised that DTS KM will be out to the DLR on 3/9 to do IIR inspection on veh for the FEB concern on veh. ARBS provided direct #[redacted]
Make Private	✓	**Created By: Samantha Dixon (3/6/2018 9:54 AM)** ARBS assisting ARBS DK will OOO. ARBS changing F/up date at DTS date is not available as of yet.
Make Public		**Created By: DeHenry Kidd (3/5/2018 4:20 PM)** Arbs has reached out to customer to discuss case, arbs apologize to customer for the delay on the inspection date, arbs stated once that date has been received arbs would follow up customer.
Make Public		**Created By: Nickoy Reid (3/5/2018 3:28 PM)** CRR-NR received inbound call from sales associate Chris Kunzler on behalf of C Associate stated that C is concerned and wants to know what is happening Associate stated that Associate is assisting C with C's current case CRR-NR informed C that the case is currently with ARBS and CRR is not able to speak on matters pertaining to the case CRR-NR inform C to contact the RCAS that has responsibility for C's DLR to get more INFO Sales associate understood
Make Public		**Created By: David Adediran-Abiola (3/3/2018 1:09 PM)** ***CASE SUMMARY*** C calling into CA for case update CRR-AA provided C follow up date CRR-AA transferred C over to voice mail box of Arbs-DK to leave voice mail
		Created By: David Adediran-Abiola (3/3/2018 1:07 PM) CRR-AA OPENED Account Info including: C's name, home & email address, phone# & best contact#[redacted] CRR-AA VERIFIED VEH Info including: VIN#, Current Mileage, Warranty & Service History CRR-AA CHECKED for open recalls/campaigns and found: NONE CRR-AA CHECKED for previous UNRELATED Case(s) and found: NONE CRR-AA CHECKED previous RELATED Case(s) and found: NONE CRR-AA received inbound call from C CRR-AA NOTED concern is: Follow up

	Sales associate Chris Kunzler calling on behalf of [redacted] C stated C would like to know whats going on with C's Case C stated [redacted] has purchased 10 Nissans C stated [redacted] put $10,000 down on the VEH and still pays $300+ C stated C would like [redacted] taken care of as he is a loyal nissan customer C stated this issues going on with the VEH is a very common issues most VEH are having CRR-AA advised C of follow up date CRR-AA advised C that C should be getting contacted back before the end of next buisness day
Make Public	C agreed C stated C would also like to be contacted C stated C's contact information is [redacted] CRR-AA advised C that case has been documented CRR-AA advised C that C could be sent to voice mail box of Arbs-DK to leave a voice mail C agreed CRR-AA asked C if C would like any further assistance C declined CRR-AA transferred C over to voice mail box of Arbs-DK
Make Public	**Created By: Maricris Abesamis (3/2/2018 3:36 PM)** ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with Case Follow Up CRR-MA sent courtesy email to RCAS-DK regarding C's call
Make Public	**Created By: Maricris Abesamis (3/2/2018 3:36 PM)** CRR-MA VERIFIED Account Info including: C's name, home & email address, phone# & best contact# CRR-MA CHECKED for previous UNRELATED Case(s) and found: [redacted] CRR-MA CHECKED previous RELATED Case(s) and found: 0 CRR-MA NOTED concern is: Case Follow Up C called in regarding Case C stated spoke with ARBS-DK about a follow up today with the DTS inspection date and time C wanted to know if there is any updates CRR-MA informed C that Case is being handled at dept above CRR-MA and what CRR-MA can do is sent courtesy email to ARBS-DK regarding C's call C understood C stated if unable to call via phone that sending an email to C will be fine CRR-MA informed C will note that on Case and inform ARBS-DK C understood and appreciated the assistance Best Contact #: [redacted] CRR-MA thanked C for calling NNA Call ended mutually
Make Public	**Created By: DeHenry Kidd (3/2/2018 9:47 AM)** Arbs has requested DTS inspection on customer vehicle arbs is waiting on date and time
Make Public	**Created By: DeHenry Kidd (3/2/2018 9:46 AM)** Verified Name Address Phone# VIN Mileage Responsible Dealer Checked for open Recalls/Campaigns: 2016-17 - Rogue; Left Hand Engine Mounting Insulator Arbs reached out to the customer to discuss case, Customer stated the vehicle has engaged the auto brake engaged three times on 2/28, 1 on Side Street traveling at 50 mph, two times on Route [redacted] Customer stated he took vehicle to DLR to have it diag, Customer stated it was not snowing or raining and had the vehicle washed. Customer stated that vehicle came to a hard violent stop. Customer stated the indicator light came up on dash and vehicle slowed down but then released itself. 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: Amanda Kapogines (3/2/2018 7:22 AM)** CRR-AK RECEIVED inbound call from C – [redacted] CRR-AK VERIFIED C'S full name, address, telephone number, email, VIN CRR-AK CHECKED for open recalls/campaigns and found: 1 Previous RELATED cases Found: 0 C provided case # C does not understand why C needs to wait for specialist to contact C to provide answers C stated C just wants vehicle back and to make sure it is safe to drive CRR AK apologized for situation CRR AK advised C that noone at Nissan Consumer Affairs would be able to answer C's questions that is why the case has been forwarded to another department CRR AK indicated follow up date on case is set up for today CRR AK sent courtesy email C understood CRR AK offered additional assistance C declined Call ended mutually BEST CONTACT # [redacted]
Make Public	**Created By: Samantha Dixon (3/1/2018 2:47 PM)** C contacted NNA about FEB concerns.
	Created By: Amanda Yett (3/1/2018 9:21 AM) RCAS-AY placed outbound call to C @ [redacted] (BEST CONTACT) 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 concern.

C stated that SM-Mo Khan told C that this is a known issue and there is no fix.

RCAS-AY started IIR.

C stated that another veh almost hit C.
C stated that when C took veh to DLR, SM-MK advised
C stated that SM-MK advised C to not get back into veh.
C stated that C wants veh fixed.
C stated that SM-MK advised NNA does not know when a fix will come out.
C stated that this could cause bodily harm.
C stated that in an ideal world, NNA would already have a fix.
C stated that C has owned Nissan for 25 years.
C stated that if NNA cannot fix veh
C stated that C bought veh in July of 2017.
C stated that in the last few months, warning signal would go off when C's veh was not around anything.

RCAS-AY apologized for experience and advised this has been documented.
RCAS-AY asked how C would like NNA to be involved at this time.

C stated that it seems awfully odd to be asked that question.

RCAS-AY apologized and advised it is required that C be asked this question.

Make Private

C stated that ideal solution would be that this did not occur.
C stated that ideal solution would be for NNA to give C $1 million.
C stated that C wants veh back.
C stated that if NNA cannot fix it, C does not want an unsafe veh.
C stated that ideally, C wants veh back and fixed.
C stated that if this does not go well, C will not buy another NIssan.

RCAS-AY understood.
RCAS-AY advised someone will review case and reach out to C within 3 business days.

C confirmed that this is the best contact number.
C asked how long C is going to be out of veh.

RCAS-AY advised likely that inspection will be scheduled but RCAS-AY cannot guarantee when it will be done.

C stated that C will not pay for loaner veh since this is not C's fault.
C stated that C just wants NNA to know that C will not pay for loaner veh.

RCAS-AY apologized for experience and advised this will be documented.
RCAS-AY advised follow up no later than 3/6.

C understood.
C declined further assistance.

RCAS-AY thanked C for C's time.

Call ended mutually.

Make Private

Created By: Amanda Yett (2/28/2018 3:42 PM)
RCAS-AY unable to datanet.

Make Private

Created By: Amanda Yett (2/28/2018 3:39 PM)
RCAS-AY placed outbound call to DLR.
RCAS-AY spoke with SM-Mo Khan.
SM-MK advised C is having a concern with FEB system.
SM-MK advised C is very concerned about veh.
SM-MK advised C is currently in a loaner veh.

Make Public

Created By: Mubah Butt (2/28/2018 2:24 PM)
****** [CASE SUMMARY] ******

CRR-MB sending case to RCAS for VEH insurance and payment concern due to unable to drive VEH for safety concern.

Make Public

Created By: Mubah Butt (2/28/2018 2:23 PM)
CRR-MB < VERIFIED> Account Info including: C's name, home & phone#
CRR-MB VERIFIED VEH Info including: VIN#, Current Mileage,
CRR-MB CHECKED for open recalls/campaigns and found: 0
CRR-MB CHECKED for previous UNRELATED Case(s) and found: 0
CRR-MB CHECKED previous RELATED Case(s) and found: 0

CRR-MB received a call from C concerning a VEH compliant.

C stated that c is calling in regards to file a complaint against VEH.
C stated that C almost got not an accident due to safety concern with VEH.
C stated that C had this incident occurred 3 times.
C stated that VEH started jolting and C had two kids in VEH.
C stated that C's VEH almost hit to another VEH.
C stated that VEH automatic brake engaging on it's on.
C stated that C drove it to NNA DLR and was advised to not drive VEH due to safety concern.
C stated that DLR advised C that this is computer concern and NNA is working on fix but ah snot found yet.
C stated that DLR advised c not to drive a VEH and provided rental VEH.
C stated that DLr advised C that DLR has sent DOC to NNA and inspector will be sent by NNA to have further investigation on concern with VEH.
C stated that DLR advised that it is known issue with computer system which NNA is still working n fix.
C stated that C is not paying for Rental but C is paying for Cs' VEH insurance and VEH payment.
C stated that c since C's is not able to drive VEH until fix is found by DLR C wants o know what c should do about insurance and payment.

CRR-MB provided C with Case #
CRR-MB informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day <03-01-2018> regarding the C concern

C understood.

Best Contact #[redacted]

Call ended mutually.

Case Categorizations

New Case Categorization | Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code
	[redacted]	NISSAN PRODUCT INQUIRIES	ROGUE	CRITICISM	QF

Open Activities Help

Open Activities

New Task | New Event | Correspondence Request | Collect RO Docs | Send an Email

Action	Subject	Status	Due Date	Type	Action Taken	Name	Assigned To	Last Modified Date/Time	Last Modified By Alias
Edit | Cls	IIR	Not Started	3/2/2018			[redacted]	DeHenry Kidd	3/1/2018 2:48 PM	ARBS-SD
Edit | Cls	DTS Request [redacted] HICKS NISSAN 112 SALES CORP	Not Started	3/4/2018				Kevin MacKay	3/2/2018 9:50 AM	ARBS-DK
Edit | Cls	DTS Follow Up [redacted]: NISSAN 112 SALES CORP	Not Started	3/4/2018				DeHenry Kidd	3/2/2018 9:50 AM	ARBS-DK

Activity History

Log a Call | Mail Merge | Send an Email — Activity History Help

No records to display

Customer Support Tools

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

No records to display

Check Activity

Check Activity Help

No records to display

Forms

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

Action	Form	Request Type	Created By	Created Date	Customer Name	VSC	VIN	VSC Request Comments
	[redacted]	IIR	Amanda Yett, 3/1/2018 9:18 AM	3/1/2018			5N1AT2MV7HC[redacted]	

DTS Field Inspections

DTS Field Inspections Help

Action	Title	DTS Inspection Date	Owner First Name	Owner Last Name	Status
Edit	[redacted]	3/9/2018 12:00 PM	[redacted]	[redacted]	Completed

Attachments

Attach File — Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
3/21/2018 11:32 AM	DeHenry Kidd	Changed **Follow Up Date** from 3/21/2018 to **3/30/2018**.
3/16/2018 9:58 AM	DeHenry Kidd	Changed **Follow Up Date** from 3/16/2018 to **3/21/2018**.
3/7/2018 2:35 PM	Samantha Dixon	Changed **Follow Up Date** from 3/7/2018 to **3/16/2018**.
3/6/2018 9:54 AM	Samantha Dixon	Changed **Follow Up Date** from 3/6/2018 to **3/7/2018**.
3/5/2018 4:20 PM	DeHenry Kidd	Changed **Follow Up Date** from 3/5/2018 to **3/6/2018**.
3/3/2018 1:07 PM	David Adediran-Abiola	Changed **Subject** from CUSTOMER:[redacted] PHONE:[redacted] VIN: 5N1AT2MV7HC[redacted] to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: 5N1AT2MV7HC**[redacted]
3/2/2018 4:37 PM	DeHenry Kidd	Changed **Subject** from CUSTOMER:[redacted] PHONE:[redacted] VIN: 5N1AT2MV7HC[redacted] to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: 5N1AT2MV7HC**[redacted]
		Changed **Follow Up Date** from 3/2/2018 to **3/5/2018**.
3/2/2018 7:22 AM	Amanda Kapogines	Changed **Subject** from CUSTOMER:[redacted] PHONE[redacted] VIN: 5N1AT2MV7HC[redacted] to **CUSTOMER:**[redacted] **CKS PHONE:**[redacted] **VIN: 5N1AT2MV7HC**[redacted].
3/1/2018 3:53 PM	DeHenry Kidd	Changed **Follow Up Date** from 3/6/2018 to **3/2/2018**.
3/1/2018 2:47 PM	Samantha Dixon	Changed **Case Owner** from Amanda Yett to **DeHenry Kidd**.
3/1/2018 2:47 PM	Samantha Dixon	Changed **Description**.
3/1/2018 9:21 AM	Amanda Yett	Changed **Follow Up Date** from 3/1/2018 to **3/6/2018**.
3/1/2018 9:05 AM	Amanda Yett	Changed **Subject** from CUSTOMER:[redacted] PHONE: VIN: 5N1AT2MV7HC[redacted] to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: 5N1AT2MV7HC**[redacted]
2/28/2018 3:33 PM	Amanda Yett	Changed **Description**.
2/28/2018 2:23 PM	Mubah Butt	Changed **Escalated By ID** to **0050G000008WIM7**.
		Changed **Case Owner** from Mubah Butt to **Amanda Yett**.
2/28/2018 2:08 PM	Mubah Butt	Changed **Follow Up Date** from 2/28/2018 to **3/1/2018**.
		Changed **VIN** to **5N1AT2MV7HC**[redacted].
		Changed **Subject** to **CUSTOMER:**[redacted] **PHONE: VIN: 5N1AT2MV7HC**[redacted]
		Created.

Emails

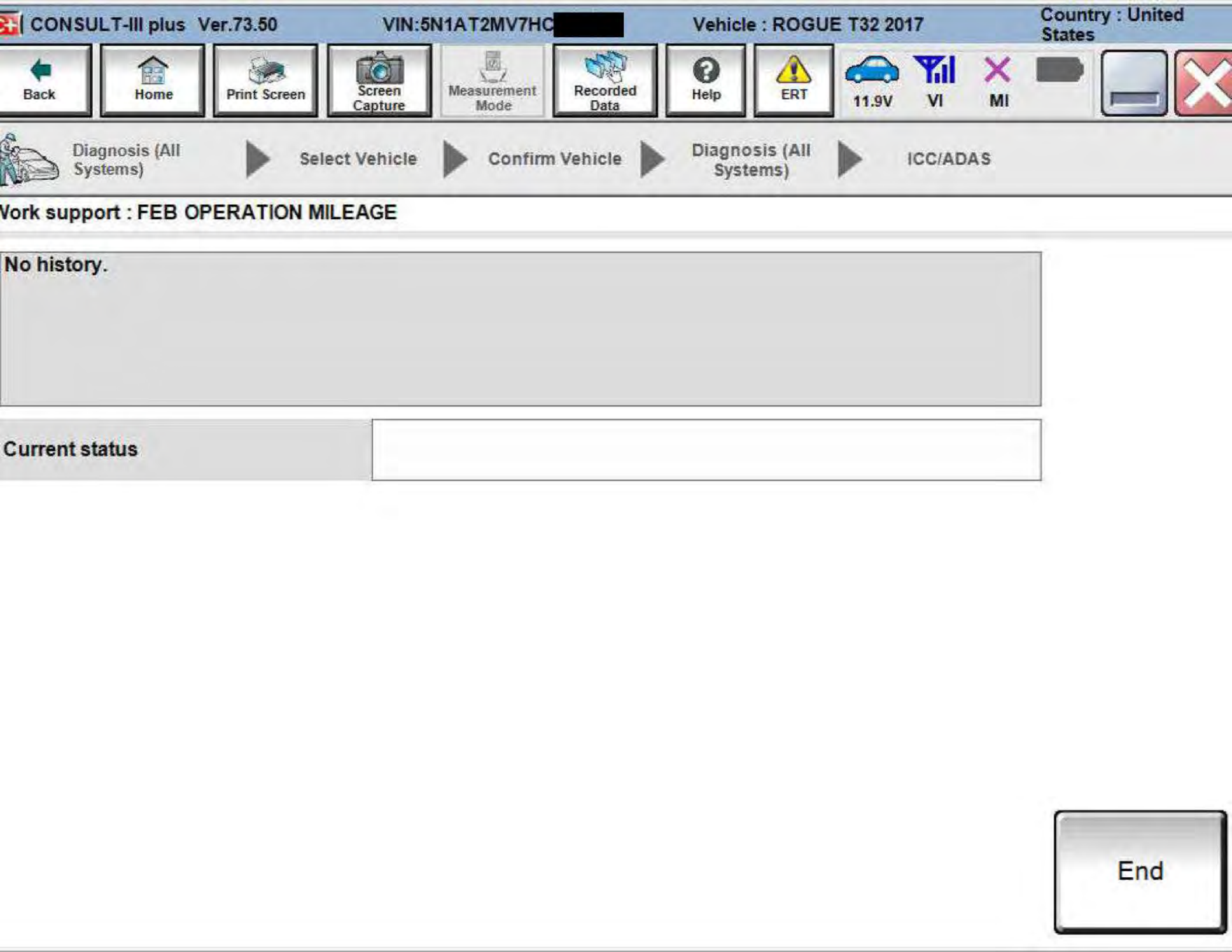
Send an Email — Emails Help

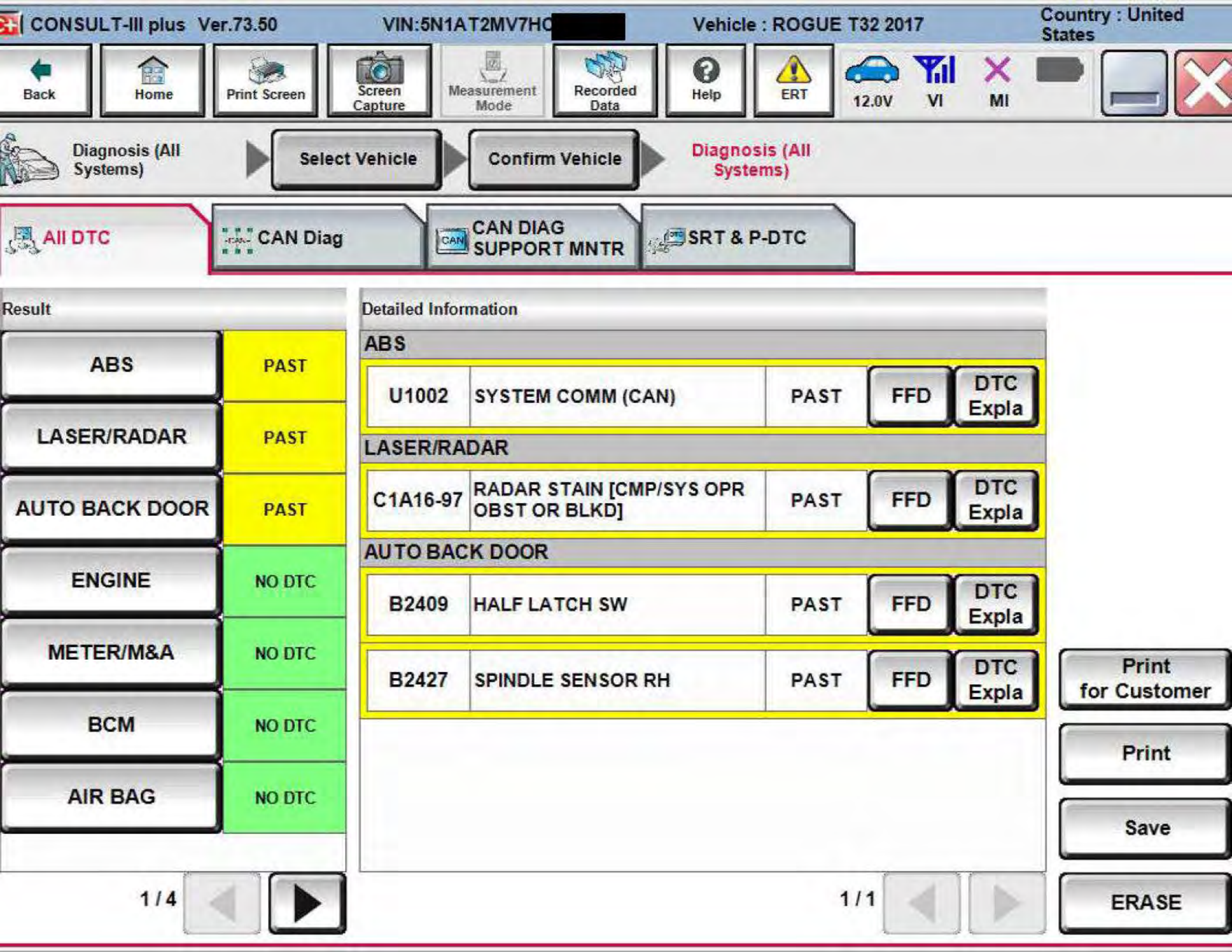
No Emails Available

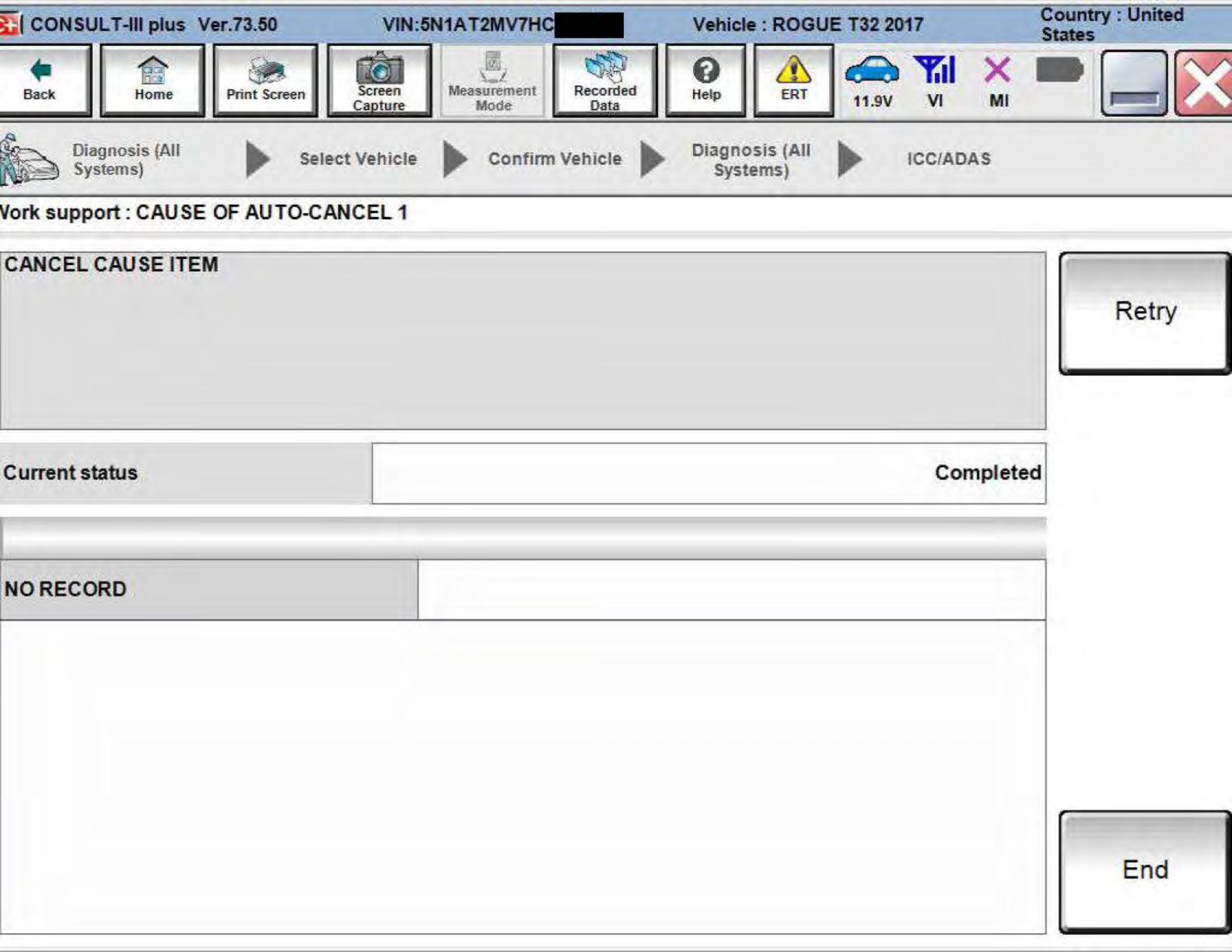
^ Back To Top

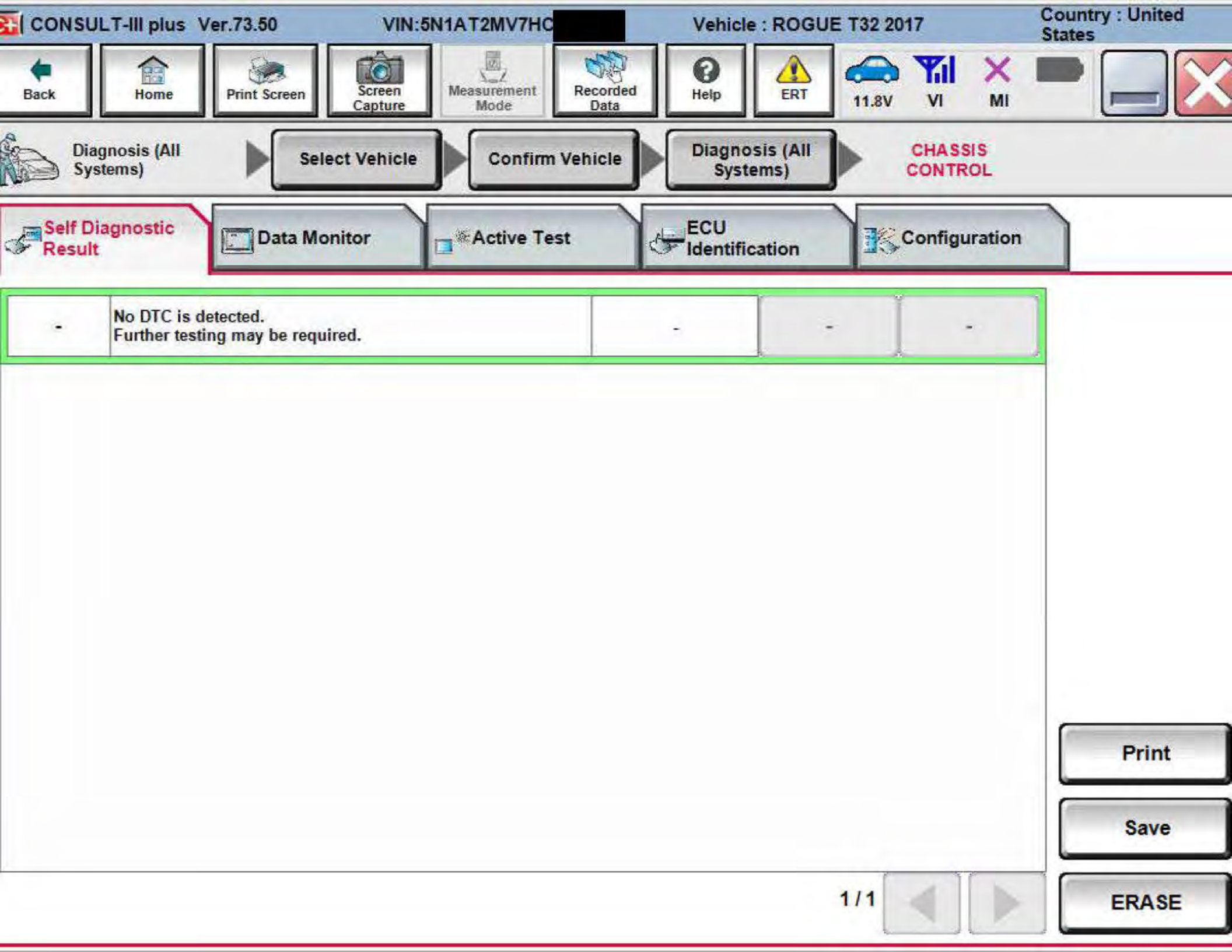
Always show me fewer / more records per related list

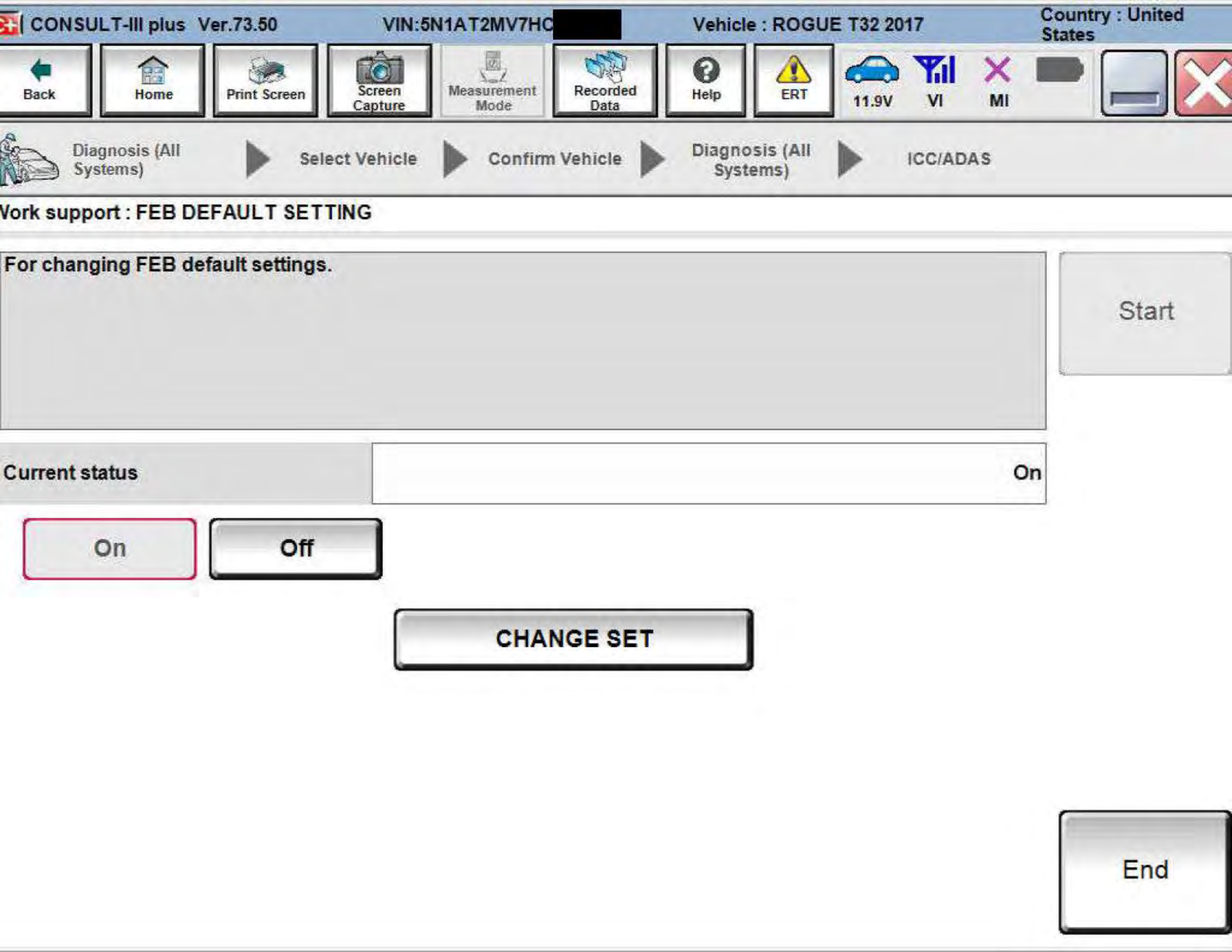
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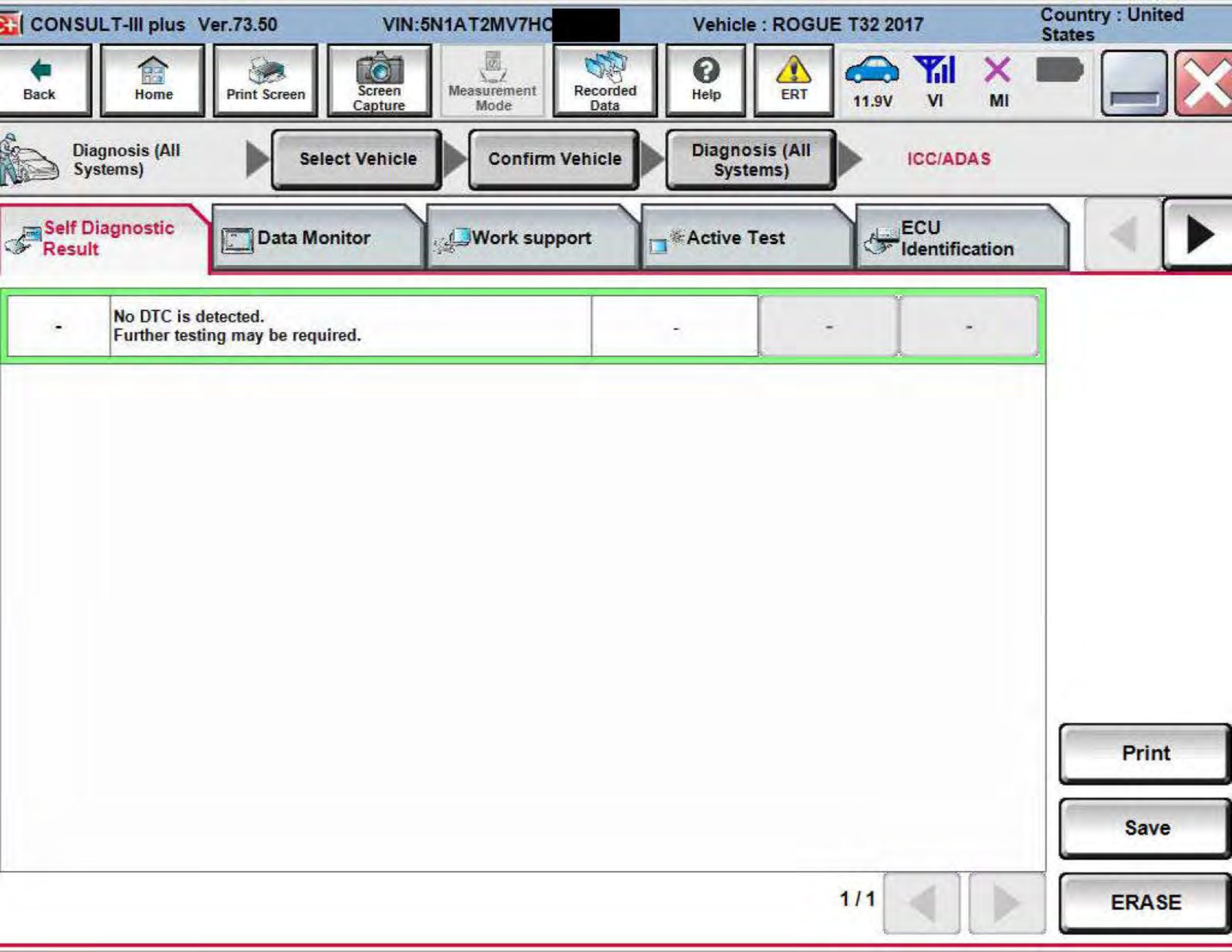

CONSULT-III plus Ver.73.50
VIN:5N1AT2MV7HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.9V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB OPERATION MILEAGE
No history.
Current status
End

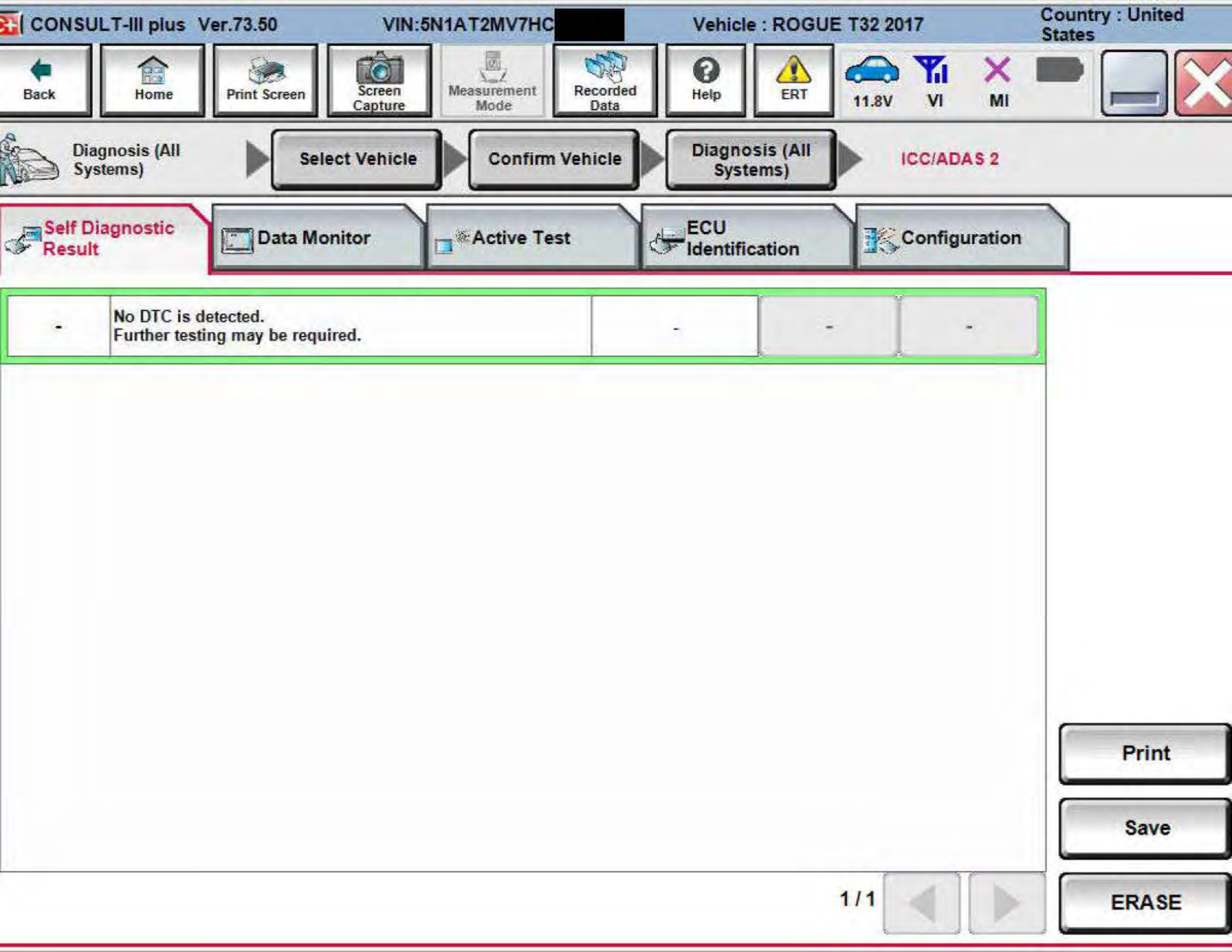

CONSULT-III plus Ver.73.50
VIN:5N1AT2MV7HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
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Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
ABS PAST
LASER/RADAR PAST
AUTO BACK DOOR 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
LASER/RADAR
C1A16-97 RADAR STAIN [CMP/SYS OPR OBST OR BLKD] PAST FFD DTC Expla
AUTO BACK DOOR
B2409 HALF LATCH SW PAST FFD DTC Expla
B2427 SPINDLE SENSOR RH PAST FFD DTC Expla
1 / 1
Print for Customer
Print
Save
ERASE

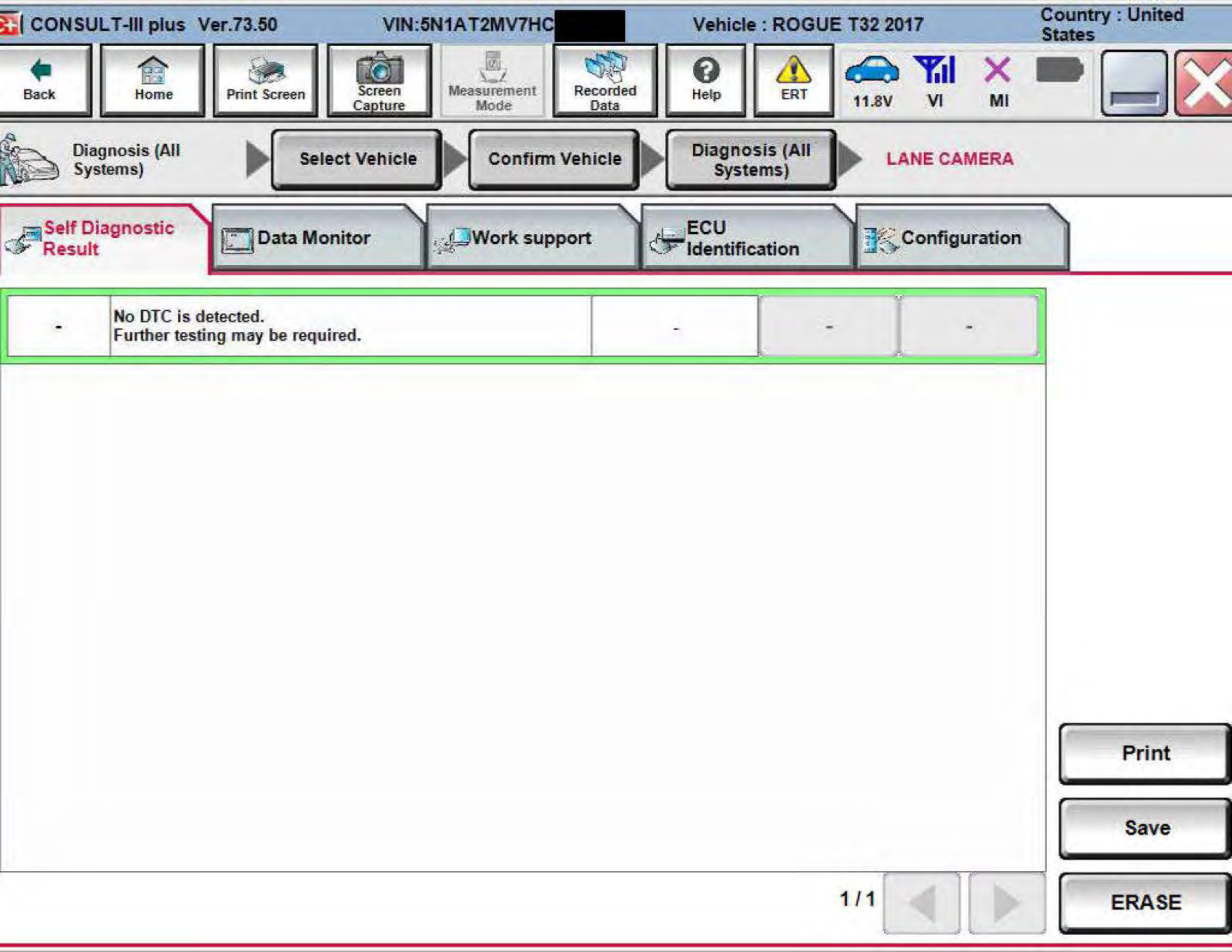

CONSULT-III plus Ver.73.50
VIN:5N1AT2MV7HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
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Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.9V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : CAUSE OF AUTO-CANCEL 1
CANCEL CAUSE ITEM
Retry
Current status
Completed
NO RECORD
End

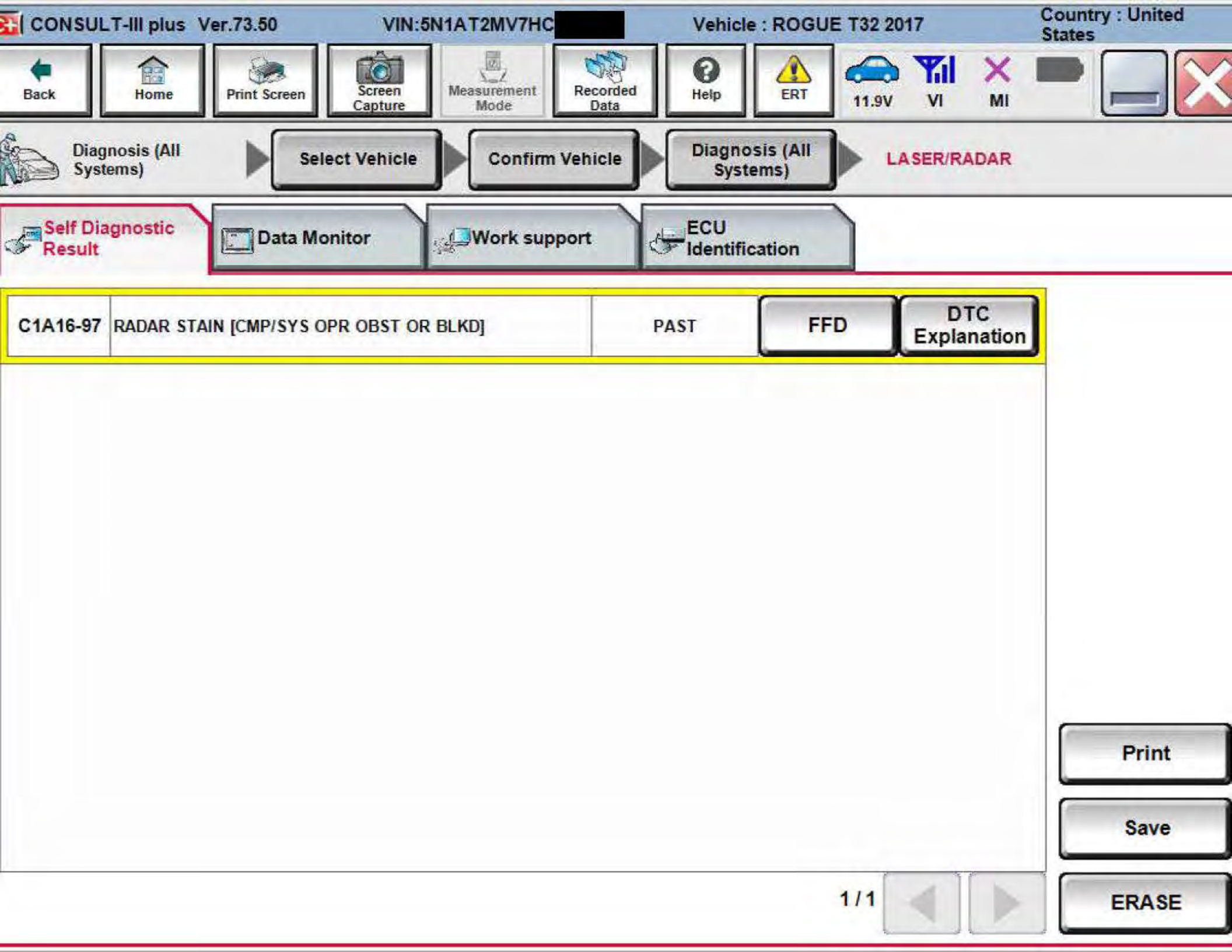

CONSULT-III plus Ver.73.50
VIN:5N1AT2MV7HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.8V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
CHASSIS CONTROL
Self Diagnostic Result
Data Monitor
Active Test
ECU Identification
Configuration
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
ERASE
1 / 1


CONSULT-III plus Ver.73.50
VIN:5N1AT2MV7HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.9V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB DEFAULT SETTING
For changing FEB default settings.
Start
Current status
On
On
Off
CHANGE SET
End


CONSULT-III plus Ver.73.50
VIN:5N1AT2MV7HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.9V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Self Diagnostic Result
Data Monitor
Work support
Active Test
ECU Identification
-
No DTC is detected.
Further testing may be required.
-
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Print
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ERASE


CONSULT-III plus Ver.73.50
VIN:5N1AT2MV7HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.8V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS 2
Self Diagnostic Result
Data Monitor
Active Test
ECU Identification
Configuration
-
No DTC is detected.
Further testing may be required.
-
-
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ERASE


CONSULT-III plus Ver.73.50
VIN:5N1AT2MV7HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
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Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.8V
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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.
-
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Print
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ERASE


CONSULT-III plus Ver.73.50
VIN:5N1AT2MV7HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.9V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
LASER/RADAR
Self Diagnostic Result
Data Monitor
Work support
ECU Identification
C1A16-97
RADAR STAIN [CMP/SYS OPR OBST OR BLKD]
PAST
FFD
DTC Explanation
Print
Save
1 / 1
ERASE

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV7HC[redacted]

Supplements

Check all of the supplements that apply:

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

I. CLAIMANT

Claimant Name	[redacted]	DOB	Not Given	Day Phone	Not Given
Address	[redacted]			Eve. Phone	Not Given
City	Holbrook	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	2/18/2017	VIN	5N1AT2MV7HC[redacted]
Mileage	8687	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
PC601	Rogue Engine Mount NTB18002 (T32)	◉ Open ○ Closed	3/21/2018

Add Row | Remove Row

III. Description of Incident & Claim

Source of Information: Claimant | Incident Date: | Time:

Location of Incident (describe fully): Route [redacted] not far from dealer - Nissan 112.

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

Vision obstruction (describe): None Given

Temperature at time of incident: 39.9°F | Parking location prior to time of incident: Not Given

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV7HC[redacted]

Overnight temperature prior to incident: 39.9°F
Length of time parked: Not Given

Ice/Snow accumulation on vehicle? ○ Yes ◉ No

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

Sequence of Events (according to claimant)	Claimant states that his auto brake engaged three times on 2/28. Claimant states that one time on a side street at 50 mph, and the others on Route 112. Claimant states he took his vehicle to the dealer. Claimant stated it was not snowing or raining and his vehicle had just been washed. Claimant stated that his vehicle came to a hard, violent stop. Claimant stated that he hit brake and vehicle lurched forward. Claimant states that the other two times, an indicator light came up on his dash and his vehicle slowed down but then released itself. Claimant states a beep heard, and a big red vehicle appeared in the center console. Claimant states that there were no hills no guardrails present at the time, however he was close to the train station when it does happen. Claimant states the warning was that the claimant was getting close to a vehicle that was not there.
Relation to Roadway (on-road, off-road, left side, right side)	On roadway, Right hand side
Number of times incident occurred	three
Driver Action (braking, steering, etc.)	Cruising
Special Circumstances	None Given
Actions taken after incident and results of those actions	Vehicle continued to operate normaly following FEB operation / warning operation.

Vehicle Estimated Speed	50 MPH	Source	Claimant	Posted Speed Limit	Not given.
Other Vehicle Estimated Speed	N/A	Source	N/A	Posted Speed Limit	N/A

Witness Present? ○ YES ◉ NO

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 Forward Emergency Braking (FEB) operates with no obstructions in front of the vehicle.	Claimant.

Add Allegation | Remove Allegation

IV. Occupants & Injuries

Source of Information: Claimant

Incident Investigation

CAR # [redacted]
Claimant
VIN 5N1AT2MV7HC[redacted]

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



Occupant Name [redacted] DOB Not Given Height Not Given

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

Location Incident Vehicle Seating Position 1 - Driver

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

Nature & Extent of Injuries None

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

Add Occupant | Remove Occupant

☐ No Occupants Comments N/A

V. Other Property Damage

☒ No Other Property Damage

Source of information N/A

VI. Investigation Results

Date of vehicle inspection 3/9/2018

Location of inspection Nissan 112, Medford NY.

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

Vehicle exhibits no signs of impact or collision trauma.

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

Photos taken by Kevin D. Mackay # Photos 85

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

Exterior/Body No abnormalities found. please see photos 6 - 26, 60 - 69

Incident Investigation

CAR # [redacted]
Claimant
VIN 5N1AT2MV7HC[redacted]

Engine/ Transmission/ Drivetrain	No abnormalities found. please see photos 50 - 57, 70 - 72
Underbody/ Suspension/ Steering/ Wheels & Tires	No abnormalities found. please see photos 70 - 77
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	No abnormalities found. please see photos 28 - 47
Seat Belts/ Child Restraints (if applicable)	No abnormalities found. please see photos 28 - 47
Air Bags	No abnormalities found. please see photos 28 - 47

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 Forward Emergency Braking (FEB) operates with no obstructions in front of the vehicle.	Upon inspection of the vehicle, found that the vehicle exhibits no signs of impact or collision trauma. Performed diagnostic of vehicle's control units and found past codes stored for U1002 system comm in ABS, C1a16-97 Radar stain in Laser/ Radar, and B2409 half latch sw and B2427 spindle sensor RH stored in the auto back door system. Performed inspection of FEB Operation Mileage Log and found no history of any past FEB operation being logged in the ICC / ADAS CU. DTS test drove vehicle on route [redacted] by dealer. Vehicle was driven in both directions in all available lanes as described by claimant however no duplication of any undesired FEB operation was duplicated.

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 Technician Specialist.
Nissan North America, NorthEast Region.

Incident Investigation

CAR # [redacted]
Claimant
VIN 5N1AT2MV7HC[redacted]

IIR Supplement: Advanced Technology Checklist

I. Vehicle equipped with

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

Other (describe)	N/A
Comments	N/A

II. Diagnostic Download and EDR Data

Instructions:

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

	Yes	No	Comments
Full diagnostic download included in report?	(•)	( )	Please see C3+ data file

Incident Investigation

CAR # [redacted]
Claimant
VIN 5N1AT2MV7HC[redacted]

	Yes	No	Comments
EDR download included in report?	◉	○	Please 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 - 27
○	◉	Physical damage to camera? (ie. cracks)	See photos 26 - 27, 47 - 49
○	◉	Obstructions to radar sensor units? (ie. dirt, stickers, etc.)	See Photos 60 - 62
○	○	Physical damage to radar sensor units? (ie. cracks)	See photos 57 -62
◉	○	Electrical connection to radar module firmly seated?	See photos 57 - 59
◉	○	Electrical connection to camera module firmly seated?	see photos 47 - 49
○	○		

End of Form

*Name your file while saving.

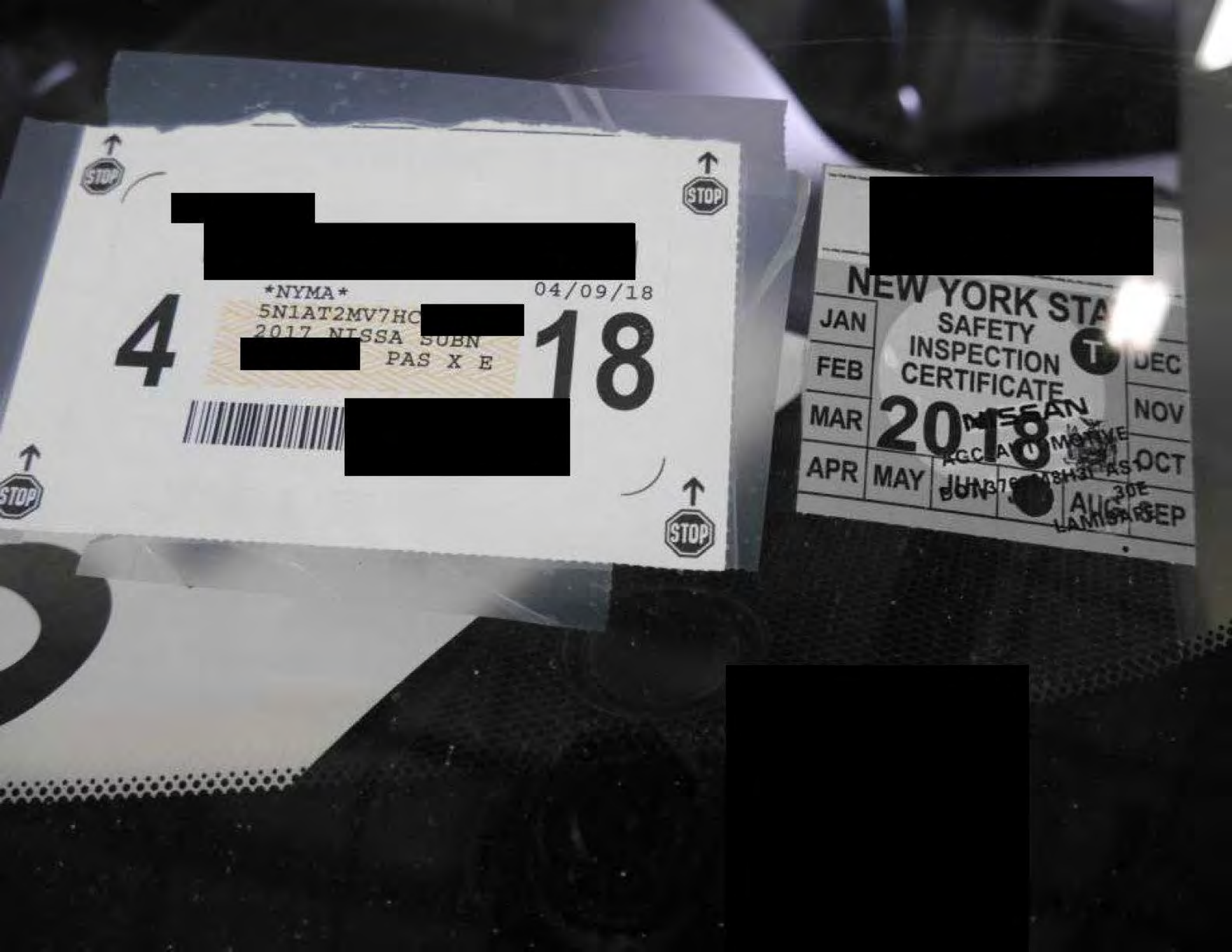
Save Form & Finish Later — Save form with unlocked fields to finish later.

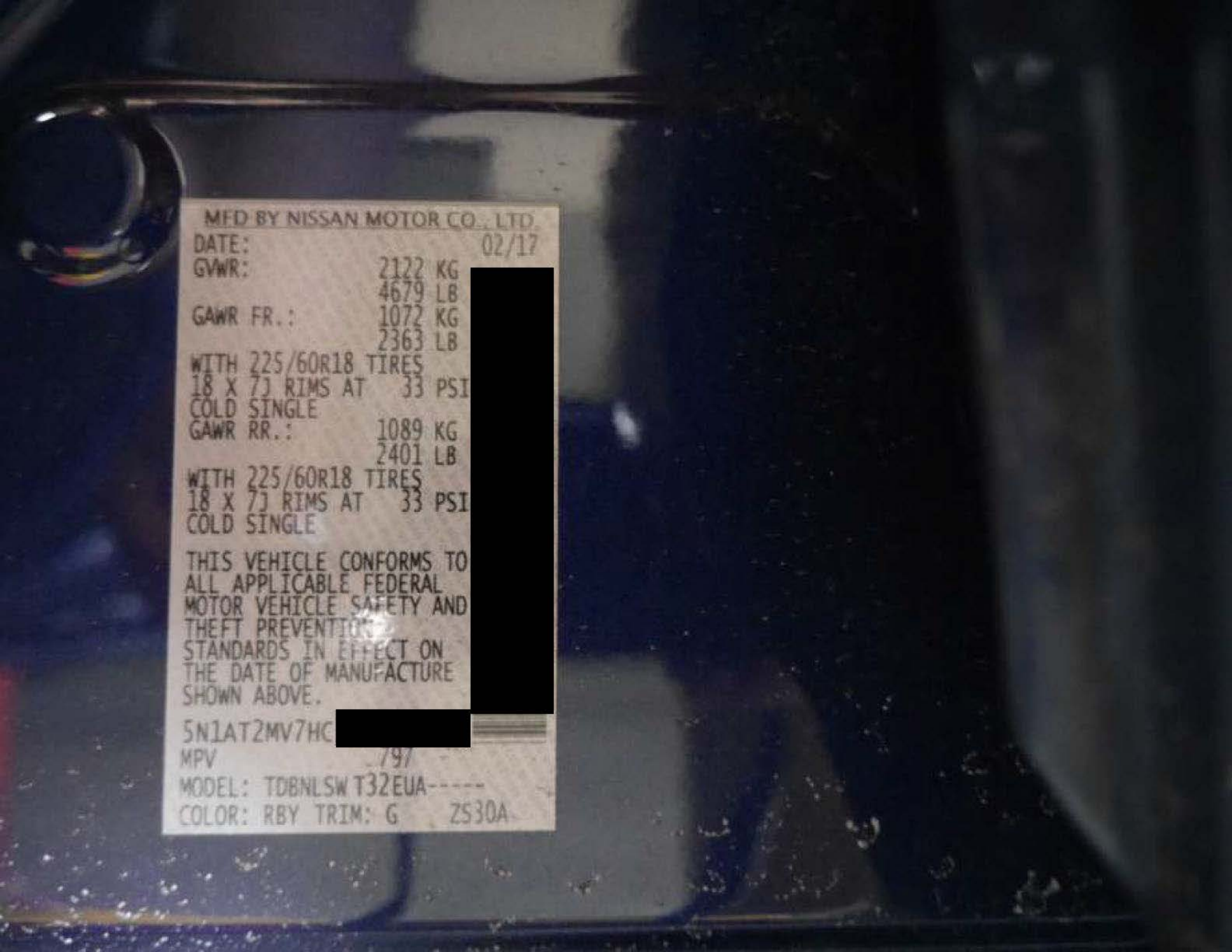
Lock Fields & Save Form for Submission — Save form with locked fields for submission. Print form to Primo PDF or Adobe PDF to save.


1:34 PM
42 °F
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140
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1
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152
8697 miles




5N1AT2MV7HC

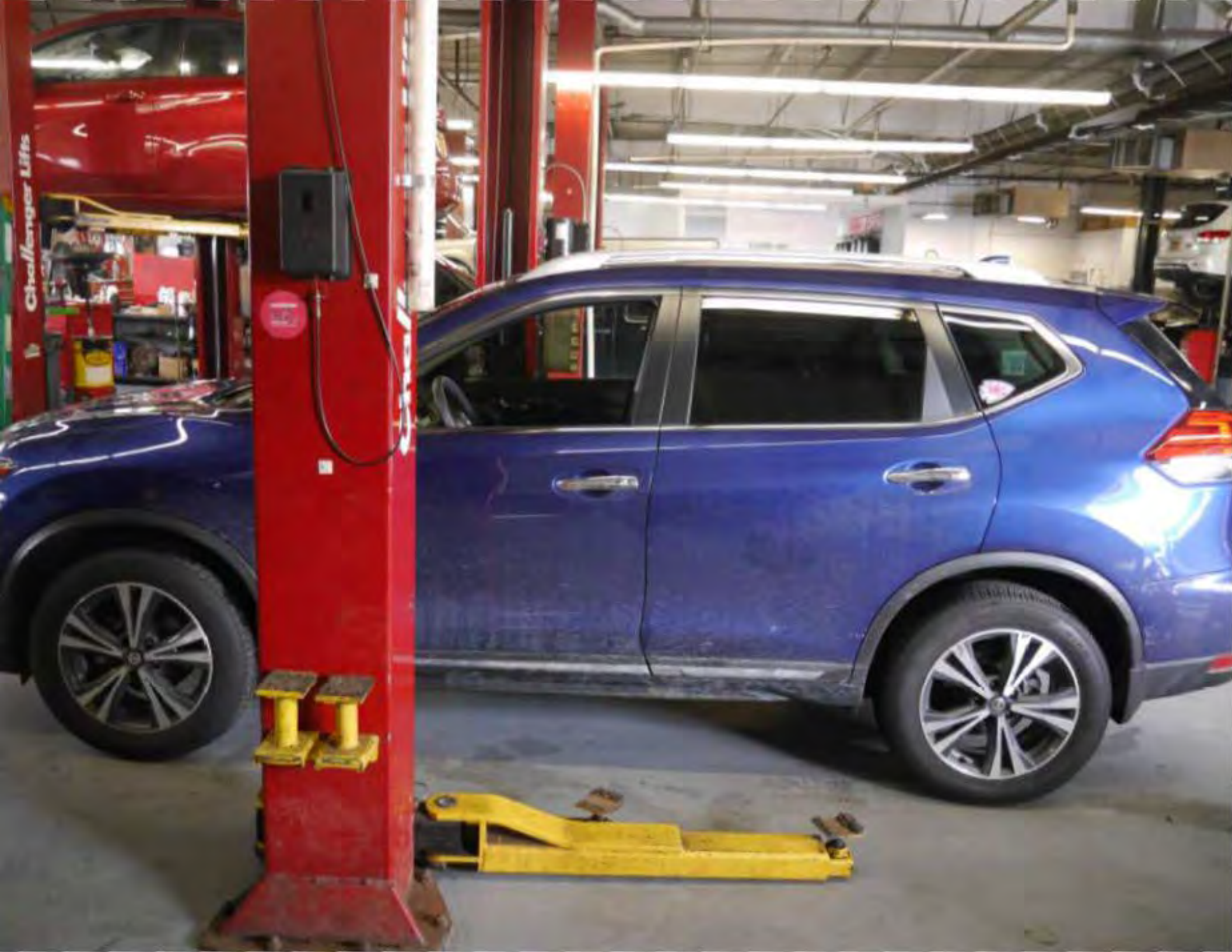

[redacted]
NYMA
04/09/18
5N1AT2MV7HC[redacted]
2017 NISSA SUBN
PAS X E
4
18
[redacted]
[redacted]
NEW YORK STA
JAN
FEB
MAR
APR
MAY
JUN
SAFETY
INSPECTION
CERTIFICATE
2018
NISSAN
DEC
NOV
OCT
SEP
[redacted]


MFD BY NISSAN MOTOR CO., LTD.
DATE: 02/17
GVWR: 2122 KG
4679 LB
GAWR FR.: 1072 KG
2363 LB
WITH 225/60R18 TIRES
18 X 7J RIMS AT 33 PSI
COLD SINGLE
GAWR RR.: 1089 KG
2401 LB
WITH 225/60R18 TIRES
18 X 7J RIMS AT 33 PSI
COLD SINGLE
THIS VEHICLE CONFORMS TO
ALL APPLICABLE FEDERAL
MOTOR VEHICLE SAFETY AND
THEFT PREVENTION
STANDARDS IN EFFECT ON
THE DATE OF MANUFACTURE
SHOWN ABOVE.
5N1AT2MV7HC
MPV
MODEL: TDBNLSWT32EUA-----
COLOR: RBY TRIM: G Z530A


12:09 PM
8687 miles
60
80
100
120
140


NISSAN




Challenger Lifts




NISSAN
ROGUE
SL AWD


SL AWD


































Cha
ger Lifts



LEAD. WIN.


ROGUE




































DO NOT DROP


NISSAN


QR25


NISSAN


DANGER/POISON
DANGER/POISON















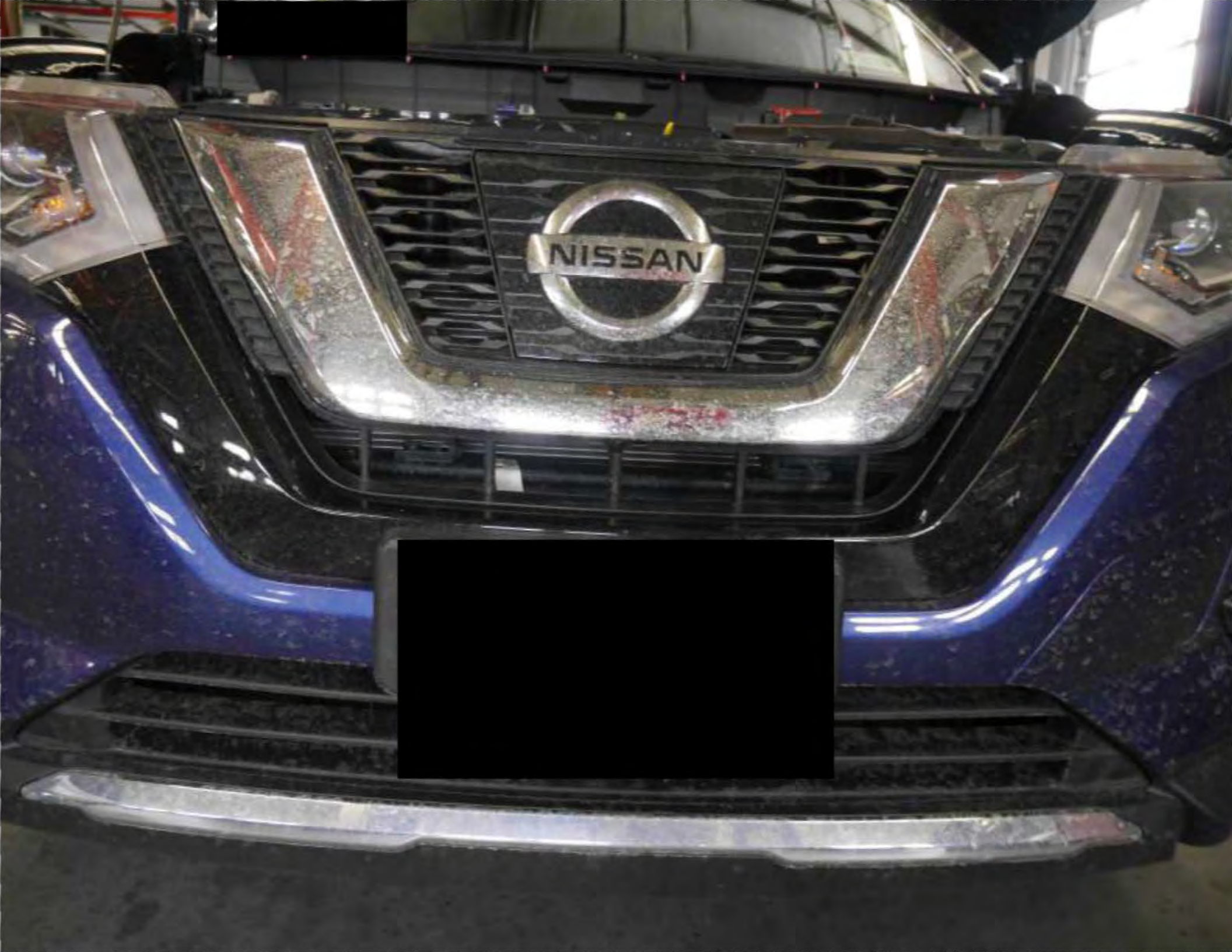

NISSAN


NIS






NISSAN


NISSAN

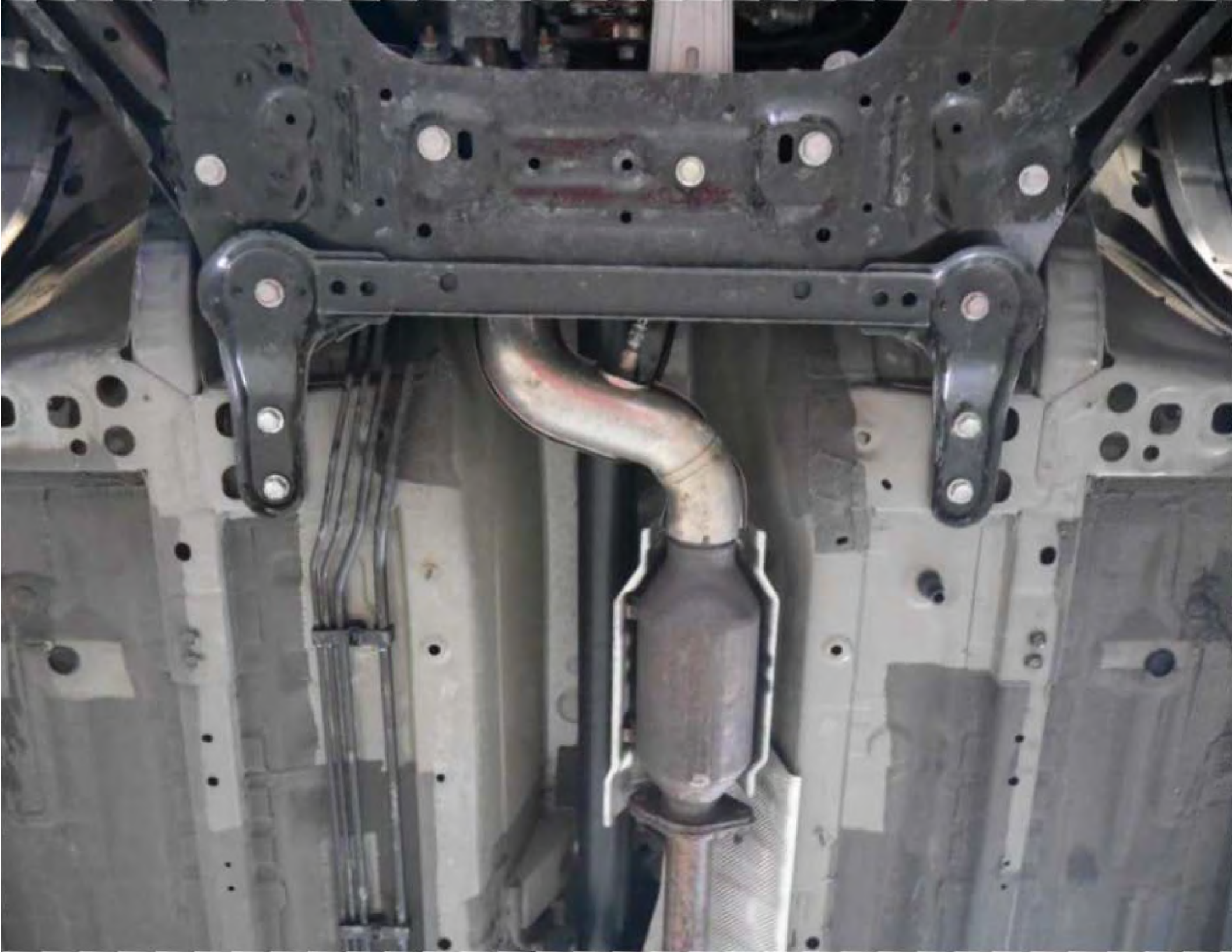

NISSAN






















12:27 PM
38°F
Settings
Driver Assistance
Clock
Meter Settings
Vehicle Settings
Maintenance
Alarm
P
163
8687 miles
RPMx1000
MPH
km/h


12:28 PM
38°F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
163
8687 miles
RPMx1000
MPH
km/h


12:28 PM
38°F
Driving Aids
Emergency Brake
Blind Spot
P
163
8687 miles
RPM x1000
MPH
km/h


12:28 PM
38°F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
163
8687 miles
RPMx1000
MPH
km/h


12:28 PM
38°F
Parking Aids
Moving Object
Cross Traffic
P
163
8687 miles
RPMx1000
MPH
km/h


12:28 PM
38°F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
163
8687 miles
RPM x1000
MPH
km/h


12:28 PM
38°F
Chassis Control
Trace Control
Engine Brake
P
163
8687 miles
RPM x1000
MPH
km/h



Search

Samaritan Potter Help & Training

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Vehicle
5N1AT2MV7HC[redacted]

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

Vehicle Detail

There is an open vehicle campaign for this vehicle.

VIN	5N1AT2MV7HC[redacted]		
Last Modified By	Samaritan Potter, 3/22/2018 2:20 PM	Branded Title	
Created By	NNAETL, 3/7/2017 11:42 AM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage	8,600	MSRP	$35,000
Latest Recorded Mileage Units	M		
In Service Date	7/29/2017		

Manufacturing Data

Make/Model	2017 NISSAN ROGUE	Manufacturer Date	2/18/2017
Model Year	2017	Plant Name	Smyrna (NMM)
Make	NISSAN	PDI Date	
Model Line	ROGUE	Country Code	USA
Model Code	22617	US Specification Indicator	Y
Body Style Type	WAGON 4 DOOR	Emissions Type	50 STATE
Exterior Color	CASPIAN BLUE	Emissions Certification	
Cylinders		Open Recall	✓
Transmission Type	CVT	Head Unit	
Model Series		Model Line Code	RGE
Factory Installed Options	B92B93C03L92M92P01U35Z66		
Factory Installed Options Descriptions	B92 (SPLASH GUARDS), B93 (CHROME REAR BUMPER PROTECTOR), C03 (50 STATE EMISSIONS), L92 (FLOOR MATS (2-PIECE FRONT AND), M92 (RETRACTABLE CARGO COVER), P01 (SL PREMIUM PACKAGE), U35 (NAVIGATION MANUAL), Z66 (ACTIVATION DISCLAIMER)		

Vehicle Tools

Total Approved Checks VIN Decoder

System Information

Latest Owner (BETA) THOMAS HICKS

Warranty Information

S No.	Warranty Description	Warranty Expiration Date	Warranty Expiration Miles	Warranty Exclusion Code	Warranty Exclusion Name	Warranty Extensions/Cust Service Initiatives Flag	Brande
1	BASIC COVERAGE	7/29/2020	36,000				
2	POWERTRAIN COVERAGE	7/29/2022	60,000				
3	SEAT BELT	7/29/2027	999,999				
4	CORROSION COVERAGE (PERFORATION)	7/29/2022	999,999				
5	FEDERAL EMISSION LONG TERM DEFECT	7/29/2025	80,000				

Vehicle Retail Sales

Vehicle Retail Sales

Action	Name	Owner	Selling Dealer	Sale Type	Vehicle Model	Purchase Date	Rewind Indicator
View	[redacted]	[redacted]	NISSAN 112 SALES CORP	Retail Sale	ROGUE	7/29/2017	

Vehicle Ownership

Vehicle Ownership

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

Vehicle Campaigns

Vehicle Campaigns Help

Action	Vehicle Campaign Number	Master Vehicle Campaign	Campaign Type	Campaign Status	Campaign Primary Description	Campaign Secondary Description	Effective Date	TSB Number	GL Code
	[redacted]	[redacted]	Service	Open	2016-17 - Rogue; Left Hand Engine Mounting Insulator	ENGINE MOUNT ROGUE (T32)	1/18/2018	[redacted]	PC603

Warranty Cases

Warranty Cases Help

No records to display

Cases

Print Cases

Cases Help

Action	Case Number	Type	Account Name	Date/Time Opened	Date/Time Closed	Current Mileage	Status	CST Approvals	Owner Name
| Edit | Cls	[redacted]	CA	[redacted]	2/28/2018 2:08 PM		8,600	Open	0	DeHenry Kidd

Service History

Service History Help

Action	SRH Number	PNC Code Description	Coverage Code/Pay Type	Transaction Date/VR Close Date	Vehicle Mileage	Customer	Dealer Code	Work Order #	Claim Line #
	[redacted]		PD	3/7/2017	10	[redacted]	[redacted]	[redacted]	1
	[redacted]		C	2/22/2018	8,323	[redacted]	[redacted]	[redacted]	
	[redacted]		C	2/22/2018	8,323	[redacted]	[redacted]	[redacted]	
	[redacted]		I	2/22/2018	8,323	[redacted]	[redacted]	[redacted]	
	[redacted]		I	2/22/2018	8,323	[redacted]	[redacted]	[redacted]	
	[redacted]		I	1/20/2018	6,826	[redacted]	[redacted]	[redacted]	
	[redacted]		I	1/20/2018	6,826	[redacted]	[redacted]	[redacted]	
	[redacted]		I	11/2/2017	4,191	[redacted]	[redacted]	[redacted]	
	[redacted]		I	8/1/2017	11		[redacted]	[redacted]	
	[redacted]		I	8/1/2017	11		[redacted]	[redacted]	
	[redacted]		I	8/1/2017	11		[redacted]	[redacted]	

Vehicle Service Contracts

Vehicle Service Contracts Help

No records to display

Vehicle History

Vehicle History Help

Date	User	Action
3/2/2018 6:55 AM	NNAETL	Changed **Open Recall** from false to **true**.
3/7/2017 11:42 AM	NNAETL	Created.

DTS Field Inspections

New DTS Field Inspection

DTS Field Inspections Help

Action	Title	Status	Created Date	Related Support Case	Owner First Name	Owner Last Name	DTS Team	DTS Inspection Date	Report Date
Edit	[redacted]	Completed	3/7/2018	[redacted]	[redacted]	[redacted]	NER	3/9/2018 12:00 PM	3/21/2018 9:56 AM

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DP19-001

NISSAN

5/15/2019

ATTACHMENT B

REQUEST NUMBER 2 DOCUMENTS

FIELD REPORTS





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Case [redacted]

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Case Comments [15] | Case Categorizations [1] | Open Activities [4] | Activity History [0] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | DTS Field Inspections [1] | Attachments [0] | Case History [25] | Emails [0]

Case Detail

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

Account Name	[redacted]	Case Number	[redacted]
Contact Email	[redacted]	Case Owner	[redacted]
Home Phone	[redacted]	Status	
Executive Referral		Type	CA
Exec-Received-Date		Case Origin	Phone
Letter Sent Date		Date/Time Opened	2/16/2018 9:06 AM
Letter Received Date		Date/Time Closed	
Follow Up Date	3/28/2018	Multiple Repairs	No
Follow Up Request	Send Follow Up Email		
Supporting Documents		DRT Support Status	Pending
CA Multiple Repairs		DRT Support IIR Status	Accepted
Executive Actions To Resolve		DRT Resolution Status	
Description	IIR - FEB - EST		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	10,000		

Incident Codes - IIR REQUIRED

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

Customer Requests

IIR Indicator	1		
Custom Links	Create IIR		Create RHR Print Dealer View

Vehicle Information

Vehicle	5N1AT2MV3H[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22617	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	NISSAN 112 SALES CORP	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	07	Dealer Instructions	
Shared With		Requested Dealer Action	please review.

Related Items

Approved Check Requests	$0.00	VCAN	
IIR	[redacted]	Goodwill Offered	
IIR Date		Goodwill Processed	0

RHR Started	2/22/2018	Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		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

Inspection Time/Notes	Appointment Time:	Notes for DTS (Vehicle Concerns)	
	Notes to Agent:		

System Information

Subject	CUSTOMER:[redacted] PHONE:[redacted] VIN: 5N1AT2MV3HC[redacted]		
Created By	Keenan Magnuson, 2/16/2018 9:06 AM	Root Cause Code	SCIN
Last Modified By	NNAETL, 3/22/2018 9:03 PM	Root Cause Code (2)	
Legacy Case Number		Action Code	
Root Cause		Priority	N/A

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

Case Comments

New

Case Comments Help

Action	Public	Comment
Make Public		**Created By: Alex Kang (3/22/2018 3:04 PM)** ARBS emailed DTS-Kevin MacKay to see if report will be uploaded to FTP
Make Public		**Created By: Alex Kang (3/15/2018 11:17 AM)** ARBS made outbound call to C a[redacted] ARBS stated ARBS just reminding C of the DTS inspection. C thanked ARBS. ARBS thanked C for C's time. Call ended mutually.
Make Public		**Created By: Alex Kang (3/2/2018 1:31 PM)** ARBS made outbound call to C at[redacted]. ARBS stated the inspector will be at the DLRSHP on 3/16/18 at 12 pm EST. C stated that is fine. ARBS stated ARBS will give C a follow up call. C thanked ARBS. ARBS thanked C for C's time. Call ended mutually.
Make Public		**Created By: Alex Kang (2/27/2018 10:54 AM)** 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 it happened on the express way. C stated it clear day. C stated no one in front of C. C stated [redacted]. C stated happened around 8am. C stated Sun was in front of C. C stated the DLRHSP did contact a field rep and is supposed to come out in March some time. ARBS stated ARBS will get back in contact with C regarding this situation. ARBS stated ARBS will need to speak to the field rep regarding this and see what time the field rep is scheduled to come to the DLRSHP for inspection. ARBS stated the whole process regarding the investigation will take 6-8 weeks to complete. ARBS stated as of right now step one would be to inspect the vehicle. ARBS stated once ARBS gets more information, ARBS will contact C back. C thanked ARBS. ARBS thanked C for C's time. Call ended mutually.
Make Public		**Created By: Alex Kang (2/22/2018 3:36 PM)** **********ARBS RECEIVED CASE, UNDER REVIEW, PENDING PROBE VERIFICATION **********
Make Public		**Created By: DeHenry Kidd (2/22/2018 12:23 PM)** C contacted NNA about FEB concerns and repurchase.
Make Public		**Created By: Amanda Yett (2/22/2018 9:31 AM)** C contacted NNA about FEB concerns.
		Created By: Amanda Yett (2/22/2018 9:30 AM) RCAS-AY placed outbound call to C @[redacted]. RCAS-AY VERIFIED C's name, home & email address, concern, and phone.

	RCAS-AY ADVISED “This call may be recorded for quality and training purposes.” RCAS-AY CHECKED for open recalls/campaigns and found:0 Previous UNRELATED Case(s) Found: [redacted] 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 concerns C stated that veh starts braking on its own. RCAS-AY began IIR. RCAS-AY notes C's wife is primary driver of veh. C stated that it happens frequently with C’s wife and with C 2x. C was unable to provide odometer reading or location of incident. RCAS-AY tried to probe further but was unsuccessful. C stated that C does not want veh anymore. C stated that it happens frequently with C’s wife. RCAS-AY explained RHR process. Why do you want to return the veh to NNA? C stated because veh is unsafe to be driven Where is the veh currently? At Nissan 112 Where was the veh purchased? Leased at Garden City Nissan Was it purchased new or used? New lease If used, when was the veh purchased? n/a Where is the veh serviced? Nissan 112 Has the veh been taken to multiple Nissan/Infinity dealers? Massapequa Nissan 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 the best number to reach you?” C confirmed. RCAS-AY thanked C for C's time. Call ended mutually.
Make Private	**Created By: Amanda Yett (2/20/2018 9:22 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 (2/19/2018 3:23 PM)** RCAS-AY notes unable to datanet.
Make Private	**Created By: Amanda Yett (2/19/2018 3:21 PM)** RCAS-AY sent email to FOM-Victor Rosario requesting loaner assistance.
Make Private	**Created By: Amanda Yett (2/19/2018 3:18 PM)** RCAS-AY placed outbound call to DLR. RCAS-AY spoke with SM-Mo Khan. SM-MK advised C is requesting a loaner veh and DLR is trying to get a Rogue for C. SM-Mk advised C's concern has happened multiple times. SM-MK asked if NNA can authorize loaner veh. RCAS-AY advised will call FOM and see what can be done.
Make Public	**Created By: Ashley Thompson (2/19/2018 1:03 PM)** CRR-AT VERIFIED Account Info including: C's name, home & email address, phone# & best contact# CRR-AT VERIFIED Veh Info including: VIN#, Current Mileage CRR-AT CHECKED for open recalls/campaigns and found: 0 CRR-AT CHECKED for previous UNRELATED Case(s) and found: 0 CRR-AT CHECKED previous RELATED Case(s) and found: 0 CRR-AT NOTED concern is: VEH buyback due to VEH stopping concerns. CRR-AT Received an inbound call from C. C stated C is calling because the VEH is at the DLR. C stated C doesn’t feel safe with Cs wife and kids in the VEH. C stated C would like to get out of the VEH because C does not feel safe. C stated C has had multiple concerns with the VEH stopping while driving. CRR-AT asked C if there was anything else CRR-AT could assist with. C declined. CRR-AT informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day 2/20/2018 regarding C’s concern. C understood. CRR-AT provided C with agent ID [redacted] and case numbe [redacted] CRR-AT noting C’s best contact number is [redacted] Call ended mutually
Make Public	**Created By: Keenan Magnuson (2/16/2018 9:16 AM)** ****** [CASE SUMMARY] ****** CRR-KM closing case as no further assistance can be provided at this time
	Created By: Keenan Magnuson (2/16/2018 9:16 AM) SCRR-KM VERIFIED Account information including: C's name, home & e-mail address, phone number & best contact number SCRR-KM VERIFIED VEH Information including: VIN #, Current Mileage SCRR-KM CHECKED for open recalls/campaigns and found: 0

Make Public

SCRR-KM CHECKED for previous UNRELATED Case(s) and found: 0
SCRR-KM CHECKED previous RELATED Case(s) and found: 0
SCRR-KM NOTED concern is: issues with breaks

SCRR-KM received inbound call from C

C stated C's VEH has been experiencing issues with the breaks

C stated that VEH has been breaking unexpectedly while VEH is being driven

C stated that they had VEH in to DLR a month prior for this issue, did not resolve concern

C stated they were nearly in an accident as a result of this 2/16/18

C inquiring how they ought to proceed

SCRR-KM informed C that if they are looking to have VEH repaired, would need to bring VEH in to DLR for diagnosis

SCRR-KM informed C that if they are still having issues after that time, are welcome to contact NNA back for further assistance

SCRR-KM asked C if there was anything else SCRR-KM could assist with.

C declined.

SCRR-KM provided C with agent ID [redacted] and case number [redacted]

C understood

SCRR-KM closing case.

Call ended mutually.

Case Categorizations

New Case Categorization | Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code
	[redacted]	BRAKES	GEN. BRAKE COMPONENT(S)	MULTIPLE REPAIR ATTEMPTS	03

Open Activities

New Task | New Event | Correspondence Request | Collect RO Docs | Send an Email | Open Activities Help

Action	Subject	Status	Due Date	Type	Action Taken	Name	Assigned To	Last Modified Date/Time	Last Modified By Alias
Edit | Cls	RHR	Not Started	2/22/2018			[redacted]	Alex Kang	2/22/2018 12:24 PM	ARBS-DK
Edit | Cls	IIR	Not Started	2/27/2018			[redacted]	Alex Kang	2/22/2018 12:25 PM	ARBS-DK
Edit | Cls	DTS Reques[redacted] NISSAN 112 SALES CORP	Not Started	3/1/2018				Kevin MacKay	2/27/2018 10:55 AM	ARBS-AK
Edit | Cls	DTS Follow Up[redacted] NISSAN 112 SALES CORP	Not Started	3/1/2018				Alex Kang	2/27/2018 10:55 AM	ARBS-AK

Activity History

Log a Call | Mail Merge | Send an Email | Activity History Help

No records to display

Customer Support Tools

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

No records to display

Check Activity

Check Activity Help

No records to display

Forms

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

Action	Form	Request Type	Created By	Created Date	Customer Name	VSC	VIN	VSC Request Comments
	[redacted]	IIR	Amanda Yett, 2/22/2018 9:27 AM	2/22/2018			5N1AT2MV3HC[redacted]	

DTS Field Inspections

DTS Field Inspections Help

Action	Title	DTS Inspection Date	Owner First Name	Owner Last Name	Status
Edit	[redacted]	3/16/2018 12:00 PM	Kevin	MacKay	Completed

Attachments

Attach File | Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
3/22/2018 3:04 PM	Alex Kang	Changed **Follow Up Date** from 3/23/2018 to **3/28/2018**.
3/15/2018 11:18 AM	Alex Kang	Changed **Follow Up Date** from 3/15/2018 to **3/23/2018**.
3/2/2018 1:32 PM	Alex Kang	Changed **Follow Up Date** from 3/2/2018 to **3/15/2018**.
2/27/2018 10:55 AM	Alex Kang	Changed **Follow Up Date** from 2/27/2018 to **3/2/2018**.
2/22/2018 12:24 PM	DeHenry Kidd	Changed **Case Owner** from Amanda Yett to **Alex Kang**.

2/22/2018 12:23 PM	DeHenry Kidd	Changed **Description**.
2/22/2018 9:31 AM	Amanda Yett	Changed **RHR Started** to **2/22/2018**.
		Changed **Follow Up Date** from 2/22/2018 to **2/27/2018**.
		Changed **Description**.
2/20/2018 9:22 AM	Amanda Yett	Changed **Follow Up Date** from 2/20/2018 to **2/22/2018**.
2/19/2018 3:23 PM	Amanda Yett	Changed **Description**.
2/19/2018 1:03 PM	Ashley Thompson	Changed **Follow Up Date** from 2/19/2018 to **2/20/2018**.
2/19/2018 1:03 PM	Ashley Thompson	Changed **Escalated By ID** to **0050G000009dhIK**.
		Changed **Case Owner** from Ashley Thompson to **Amanda Yett**.
2/19/2018 12:59 PM	Ashley Thompson	Changed **Case Owner** from Keenan Magnuson to **Ashley Thompson**.
2/19/2018 12:59 PM	Ashley Thompson	Changed **Reopen Date** to **2/19/2018 12:59 PM**.
		Changed **Subject** from CUSTOMER: [redacted] PHONE: [redacted] BEST VIN: 5N1AT2MV3HC[redacted] to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: 5N1AT2MV3HC**[redacted].
		Changed **Status** from Closed to **Open**.
2/16/2018 9:16 AM	Keenan Magnuson	Changed **Status** from Open to **Closed**.
		Closed.
2/16/2018 9:06 AM	Keenan Magnuson	Changed **Work Phone** to [redacted]
		Changed **Follow Up Date** from 2/16/2018 to **2/19/2018**.
		Changed **VIN** to **5N1AT2MV3HC**[redacted]
		Changed **Subject** to **CUSTOMER:** [redacted] **PHONE** [redacted] **BEST VIN: 5N1AT2MV3HC**[redacted]
		Created.

Emails Send an Email Emails Help

No Emails Available

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Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV3HC[redacted]

Supplements

Check all of the supplements that apply:

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

I. CLAIMANT

Claimant Name [redacted] DOB not given Day Phone [redacted]

Address [redacted] Eve. Phone [redacted]

City West Babylon State NY Zip Code [redacted] Country United States

☒ Driver Same as Claimant

☐ Owner Same as Claimant

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

Address [redacted] Eve. Phone [redacted]

City West Babylon State NY Zip Code [redacted] Country United States

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

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

II. Vehicle

Model Year 2017 Model Name Rogue Mfg. Date 4/14/2017 VIN 5N1AT2MV3HC[redacted]

Mileage 11041 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
PC601	Rogue Engine Mount NTB18002 (T32)	◉ Open ○ Closed	3/23/2018

Add Row | Remove Row

III. Description of Incident & Claim

Source of Information Claimant Incident Date Not Given Time 8:30 AM

Location of Incident (describe fully) Claimant unable to provide exact locations. Stated it happens on surface streets usually and on the [redacted] expressway one time.

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV3HC[redacted]

Weather Conditions (Rain/Snow/Dry/Etc.) Clament alleges weather sunny and clear.

Vision obstruction (describe) None given

Temperature at time of incident not given | Parking location prior to time of incident not given

Overnight temperature prior to incident not given | 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 vehicle is braking on its own. Claimant states at time of issue, bright yellow display appears in the meter. Claimant states he was able to apply accelerator to be able to disengage system. Claimant states it has happened on the express way. but usually on surface streets. Claimant was unable to provide exact locations of where the issue has occurred. Claimant states it was a clear day and no one in front of Claimant's vehicle. Claimant states the road is a flat road. Claimant stated happened between 8 and 9 am and the sun was in front of 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.) Cruising straight ahead.

Special Circumstances None given

Actions taken after incident and results of those actions: Accelerator pressed to override system and vehicle continued to be operated normally.

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 Forward Emergency Braking (FEB) system operates with no obstructions in front of the vehicle.	Claimant

Add Allegation | Remove Allegation

IV. Occupants & Injuries

Source of Information Claimant

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV3HC[redacted]

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



Occupant Name [redacted] DOB Given Height 5'8

Address [redacted] West Babylon, NY [redacted] USA Weight 140 lbs

Location Incident Vehicle Seating Position 1 - Driver

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

Nature & Extent of Injuries None

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

Add Occupant | Remove Occupant

☐ No Occupants Comments N/A

V. Other Property Damage

☒ No Other Property Damage

Source of information Claimant

VI. Investigation Results

Date of vehicle inspection 3/16/2018

Location of inspection Nissan 112, Medford NY

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

Vehicle exhibits no sighns of impact or collision trauma.

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

Photos taken by Kevin D. Mackay # Photos 85

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

Exterior/Body No abnormalities found. (Please see photos 6 - 25, 49 - 58)

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV3HC[redacted]

Engine/ Transmission/ Drivetrain	No abnormalities found. (Please see photos 59 - 71)
Underbody/ Suspension/ Steering/ Wheels & Tires	No abnormalities found. (Please see photos 69 - 76)
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	No abnormalities found. (Please see photos 26 - 45)
Seat Belts/ Child Restraints (if applicable)	No abnormalities found. (Please see photos 26 - 45)
Air Bags	No abnormalities found. (Please see photos 26 - 45)

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 Forward Emergency Braking (FEB) system operates with no obstructions in front of the vehicle.	Upon inspection of the vehicle, found vehicle exhibits no signs of impact or collision trauma. Performed diagnostic of control units and found one PAST DTC of C1A16-97 RADAR STAIN stored in the Laser/Radar control unit. Retrieved the FEB OPERATION MILEAGE log and found log contains no history of any FEB operation recorded. As claimant was unable to provide any exact locations of where the incident occurred, DTS drove vehicle 38 miles on surface streets, side streets, and on the expressway. During test drive, operated vehicle on [redacted] in Smithtown and found partial brake application and FEB warning lamps operated when crossing over the train tracks that cross the roadway. Found the train tracks are at the bottom of a hill and are at a steep angle in relation to the downward angle of the roadway which presents the steel tracks at an increased angle to the front of the vehicle. Found that at no other point did any abnormal FEB operation occur.

Add Row | Remove Row

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

Reporter's Signature [redacted]

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

Incident Investigation

CAR # [redacted]
Claimant
VIN 5N1AT2MV3HC[redacted]

IIR Supplement: Advanced Technology Checklist

I. Vehicle equipped with

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

Other (describe)	N/A
Comments	N/A

II. Diagnostic Download and EDR Data

Instructions:

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

	Yes	No	Comments
Full diagnostic download included in report?	(•)	( )	Please see C3+ data file.

Incident Investigation

CAR # [redacted]
Claimant
VIN 5N1AT2MV3HC[redacted]

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

III. Sensor and ECM Visual Inspection

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

Yes	No		Comments
○	◉	Obstructions to camera? (ie. dirt, stickers, etc.)	See photo 48
○	◉	Physical damage to camera? (ie. cracks)	See photos 46 - 48
○	◉	Obstructions to radar sensor units? (ie. dirt, stickers, etc.)	See photos 56 - 58
○	◉	Physical damage to radar sensor units? (ie. cracks)	See photos 56 - 58, 66 - 68
◉	○	Electrical connection to radar module firmly seated?	See photos 66 - 68
◉	○	Electrical connection to camera module firmly seated?	See photos 46 - 47
○	○		

End of Form

*Name your file while saving.

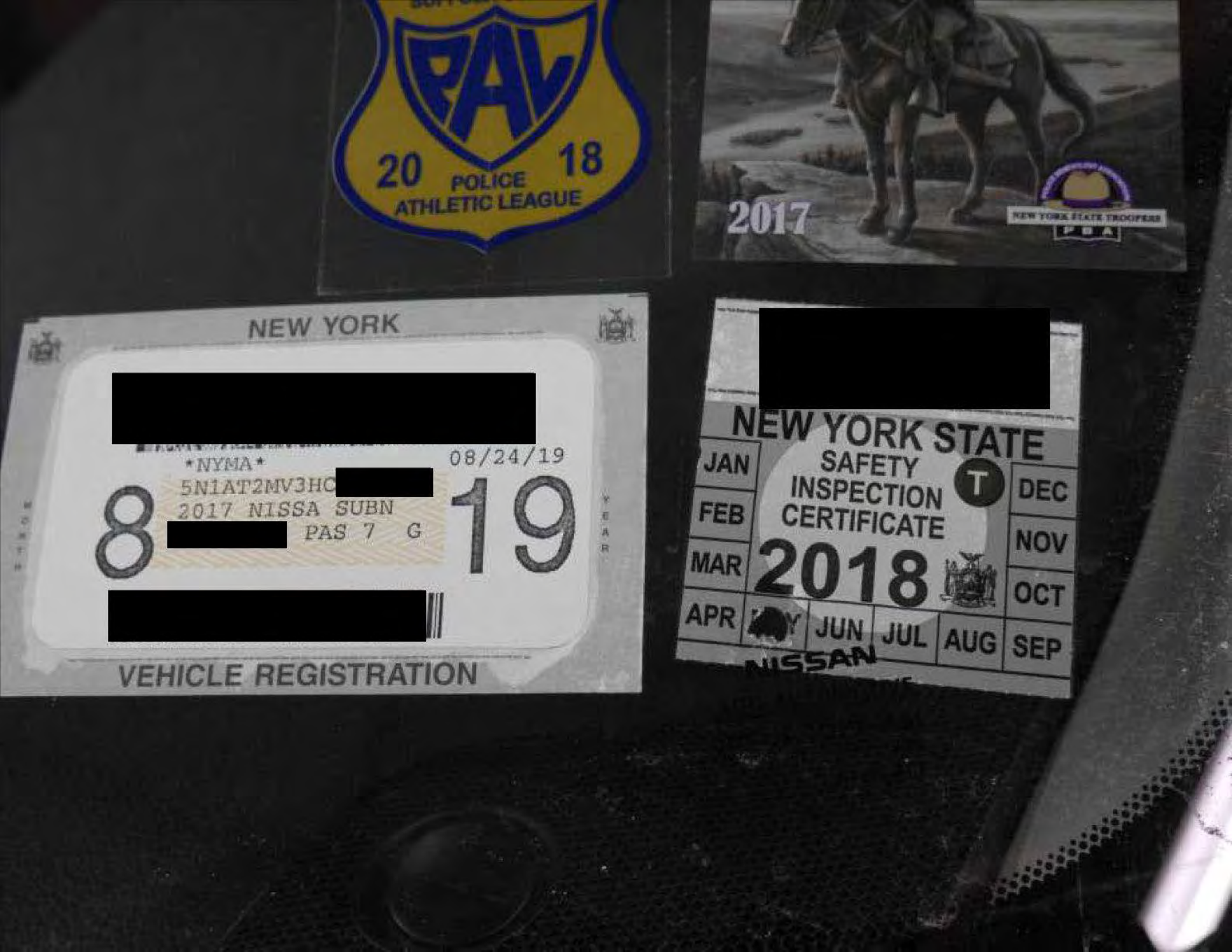
Save Form & Finish Later — Save form with unlocked fields to finish later.

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


12:42 PM
42 °F
No Warnings
P
ECO
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11079 miles
RPMx1000
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5
6
7
8
C
H
MPH
40
60
80
100
140
20
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1/2
1


Challenger Lifts


5N1AT2MV3HC


PAL
20 POLICE 18
ATHLETIC LEAGUE
2017
NEW YORK STATE TROOPERS
NEW YORK
[redacted]
NYMA
08/24/19
5N1AT2MV3HC[redacted]
2017 NISSA SUBN
8 [redacted] PAS 7 G
19
[redacted]
VEHICLE REGISTRATION
[redacted]
NEW YORK STATE
JAN
FEB
MAR
APR
SAFETY
INSPECTION
CERTIFICATE
2018
JUN
JUL
AUG
SEP
OCT
NOV
DEC
NISSAN

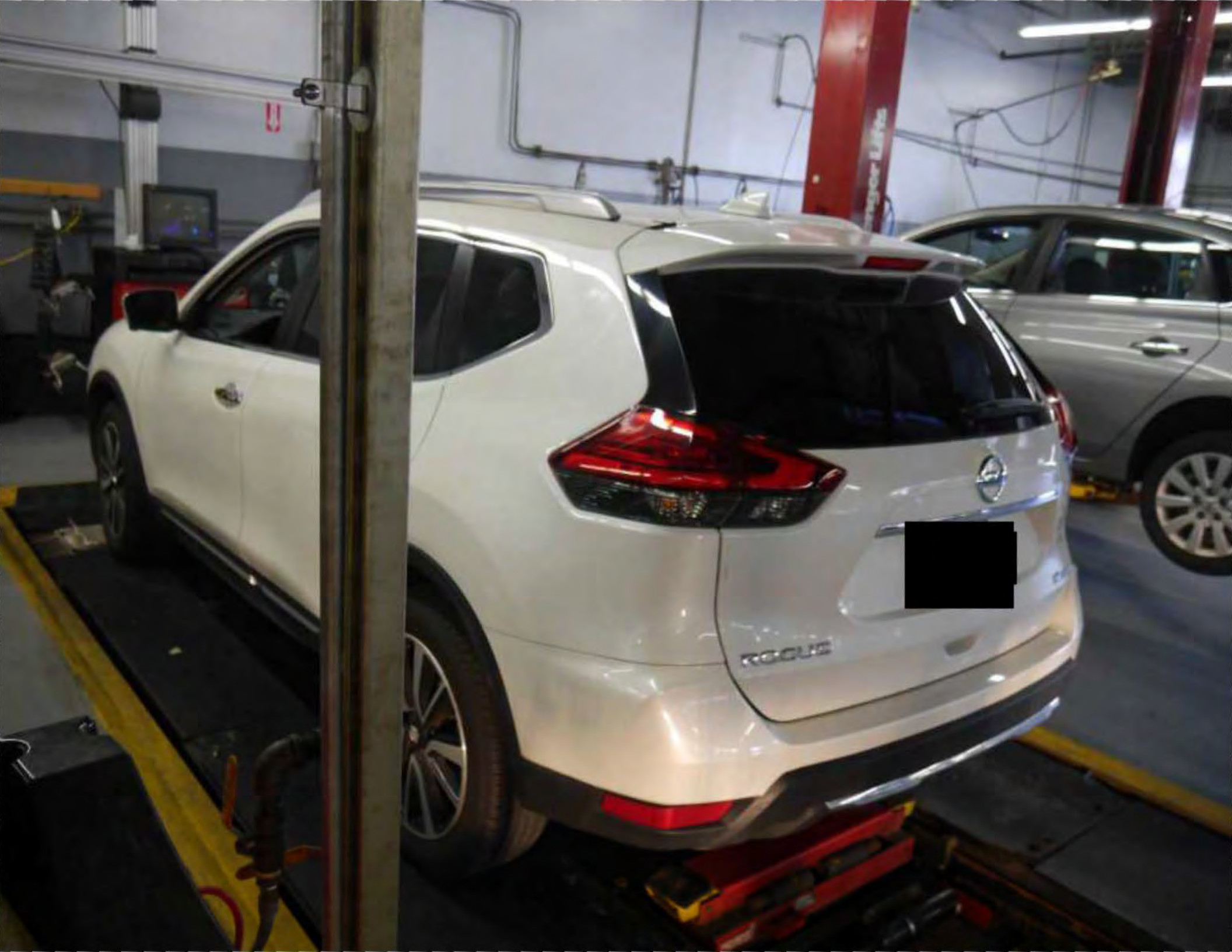

MFD BY NISSAN MOTOR CO., LTD.
DATE: 04/17
GVWR: 2122 KG
4679 LB
GAWR FR.: 1072 KG
2363 LB
WITH 225/55R19 TIRES
19 X 7J RIMS AT 33 PSI
COLD SINGLE
GAWR RR.: 1089 KG
2401 LB
WITH 225/55R19 TIRES
19 X 7J RIMS AT 33 PSI
COLD SINGLE
THIS VEHICLE CONFORMS TO
ALL APPLICABLE FEDERAL
MOTOR VEHICLE SAFETY AND
THEFT PREVENTION
STANDARDS IN EFFECT ON
THE DATE OF MANUFACTURE
SHOWN ABOVE.
MPV
613
MODEL: T0BNLSWT32EUAC--A-
COLOR: QAB TRIM: Z 25J0A


10:19 AM
11041 miles








ROGUE


ROGUE
SL AWD


SL AWD




































ROGUE

ROGUE












Poland Spring










ROGUE










BJ
DO NOT DROP
1708500150D20
1025206


BJ
DO NOT DROP
DXO
284G3 6FL0B
1708500160DXO
234130-254
TRW 1025206








NISSAN


NISSAN


NISSAN



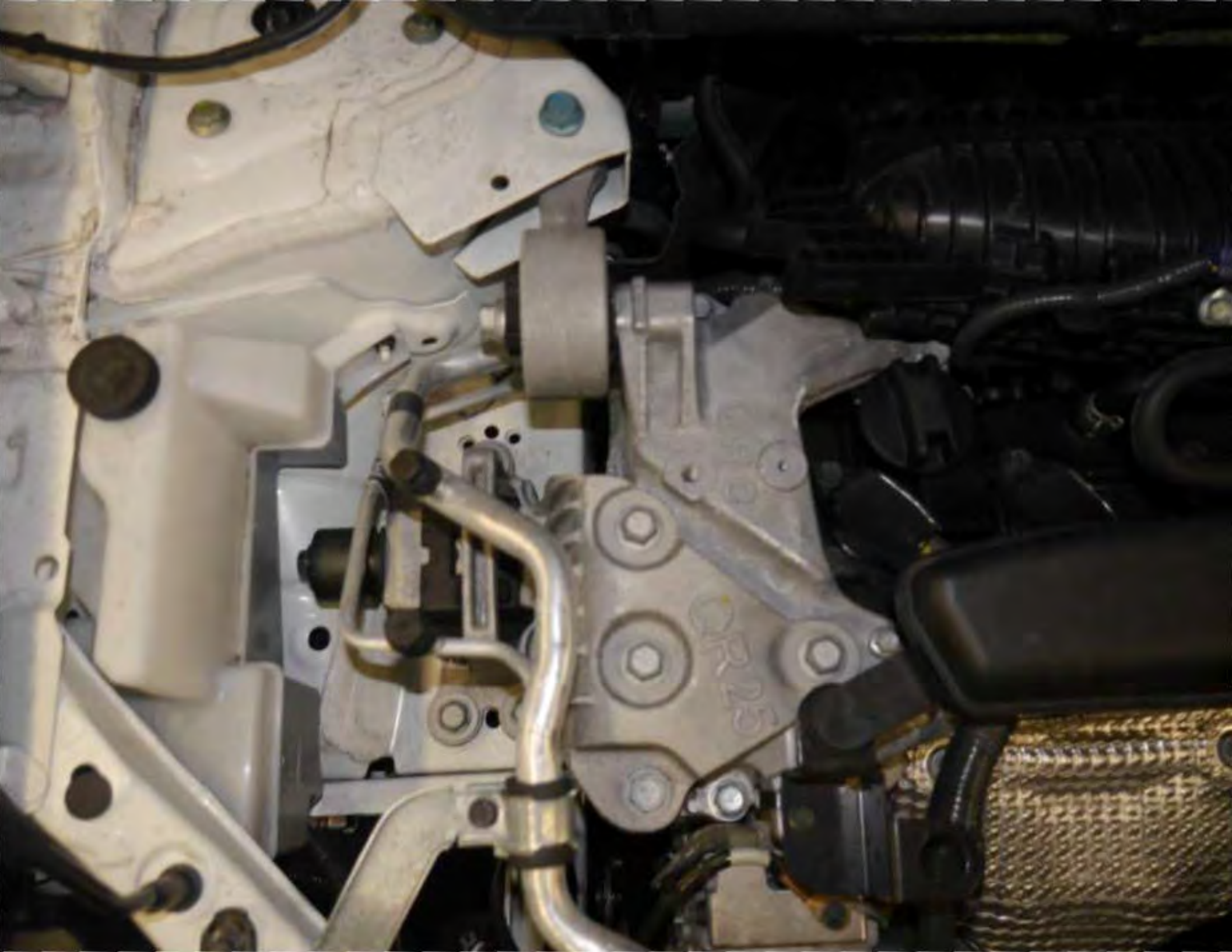





NISSAN





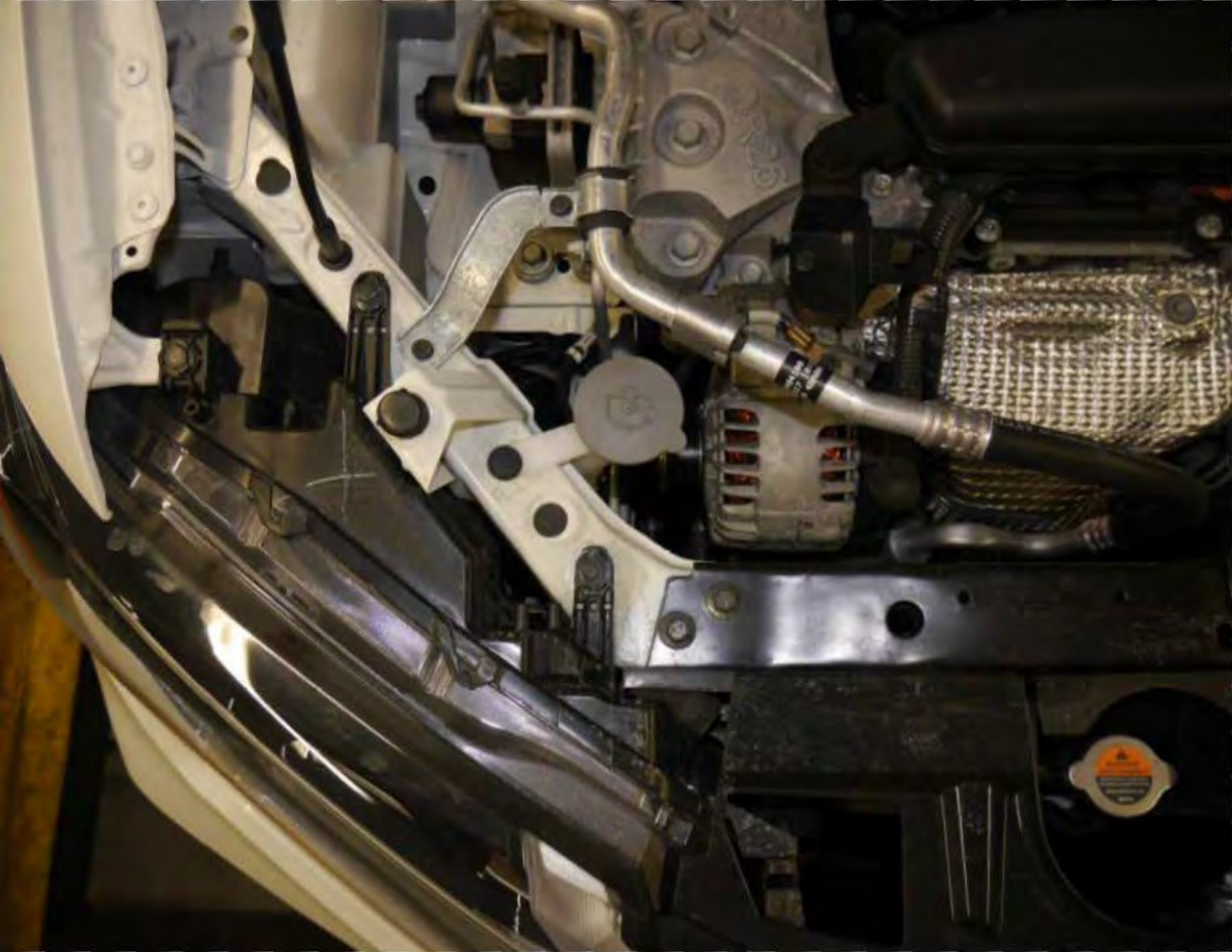







CAUTION / ATTENTION



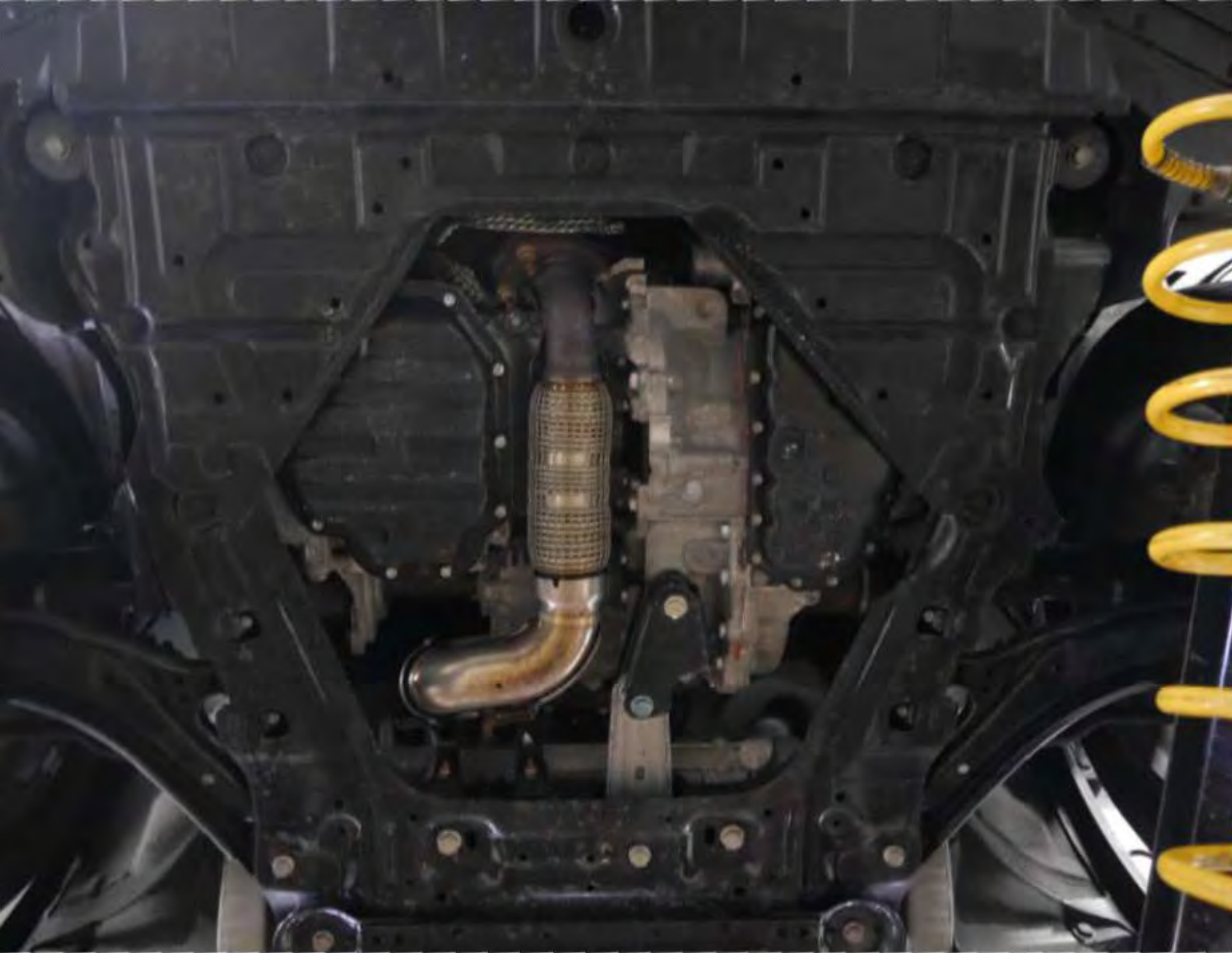

























10:34 AM
33°F
Safety Shield
OK = Settings
P
38
11041 miles
RPMx1000
MPH
km/h


10:34 AM
33°F
Settings
Driver Assistance
Clock
Meter Settings
Vehicle Settings
Maintenance
Alarm
P
38
11041 miles
RPMx1000
MPH
km/h
1/2


10:35 AM
33°F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
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11041 miles
RPMx1000
MPH
km/h
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1/2


10:35 AM
33°F
Driving Aids
Emergency Brake
Lane
Blind Spot
P
38
11041 miles
RPMx1000
MPH
km/h
1/2


10:35 AM
33°F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
38
11041 miles
RPMx1000
MPH
km/h
1/2


10:35 AM
33°F
Parking Aids
Moving Object
Cross Traffic
P
38
11041 miles
RPMx1000
MPH
km/h
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10:35 AM
33°F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
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11041 miles
RPMx1000
MPH
km/h
1/2


10:35 AM
33°F
Chassis Control
Trace Control
Engine Brake
P
38
11041 miles
RPMx1000
MPH
km/h
1/2



Search

Samaritan Potter Help & Training

Home Chatter Cases DTS Field Inspections Warranty Cases Vehicles Service History Vehicle Service Contracts Vehicle Campaigns Accounts Reports

Vehicle
5N1AT2MV3HC[redacted]

Customize Page | Printable View | Help for this Page

Vehicle Campaigns [1] | Warranty Cases [1] | Cases [2] | Service History [22] | Vehicle Service Contracts [2] | Vehicle History [2] | DTS Field Inspections [1]

Vehicle Detail

There is an open vehicle campaign for this vehicle.

VIN	5N1AT2MV3HC[redacted]		
Last Modified By	NNAETL, 3/23/2018 6:08 AM	Branded Title	
Created By	NNAETL, 4/15/2017 11:06 AM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage	10,000	MSRP	$35,685
Latest Recorded Mileage Units	M		
In Service Date	5/31/2017		

Manufacturing Data

Make/Model	2017 NISSAN ROGUE	Manufacturer Date	4/14/2017
Model Year	2017	Plant Name	Smyrna (NMM)
Make	NISSAN	PDI Date	
Model Line	ROGUE	Country Code	USA
Model Code	22617	US Specification Indicator	Y
Body Style Type	WAGON 4 DOOR	Emissions Type	50 STATE
Exterior Color	PEARL WHITE	Emissions Certification	
Cylinders		Open Recall	✓
Transmission Type	CVT	Head Unit	
Model Series		Model Line Code	RGE
Factory Installed Options	C03E10K03P01U35X03Z66		
Factory Installed Options Descriptions	C03 (50 STATE EMISSIONS), E10 (PREMIUM PAINT $), K03 (PLATINUM PACKAGE), P01 (SL PREMIUM PACKAGE), U35 (NAVIGATION MANUAL), X03 (PLATINUM RESERVE INTERIOR), Z66 (ACTIVATION DISCLAIMER)		

Vehicle Tools

Total Approved Checks VIN Decoder

System Information

Latest Owner (BETA) [redacted]

Warranty Information

S No.	Warranty Description	Warranty Expiration Date	Warranty Expiration Miles	Warranty Exclusion Code	Warranty Exclusion Name	Warranty Extensions/Cust Service Initiatives Flag	Brande
1	BASIC COVERAGE	5/31/2020	36,000				
2	POWERTRAIN COVERAGE	5/31/2022	60,000				
3	SEAT BELT	5/31/2027	999,999				
4	CORROSION COVERAGE (PERFORATION)	5/31/2022	999,999				
5	FEDERAL EMISSION LONG TERM DEFECT	5/31/2025	60,000				

Vehicle Retail Sales

Vehicle Retail Sales

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

Vehicle Ownership

Vehicle Ownership

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

Vehicle Campaigns

Vehicle Campaigns Help

Action	Vehicle Campaign Number	Master Vehicle Campaign	Campaign Type	Campaign Status	Campaign Primary Description	Campaign Secondary Description	Effective Date	TSB Number	GL Code
	[redacted]	[redacted]	Service	Open	2016-17 - Rogue; Left Hand Engine Mounting Insulator	ENGINE MOUNT ROGUE (T32)	1/18/2018	[redacted]	PC603

Warranty Cases

Warranty Cases Help

Action	Case Number
	[redacted]

Cases

Print Cases

Cases Help

Action	Case Number	Type	Account Name	Date/Time Opened	Date/Time Closed	Current Mileage	Status	CST Approvals	Owner Name
| Edit | Cls	[redacted]	CA	[redacted]	2/16/2018 9:06 AM		10,000	Open	0	Alex Kang
| Edit | Cls	[redacted]	CA	[redacted]	10/24/2017 11:46 AM	10/24/2017 1:13 PM	3,400	Closed	0	Amaka Okafor

Service History

Service History Help

Action	SRH Number	PNC Code Description	Coverage Code/Pay Type	Transaction Date/VR Close Date	Vehicle Mileage	Customer	Dealer Code	Work Order #	Claim Line #
	[redacted]	*FRONT DOOR FINISHER	FW	8/21/2017	1,982	[redacted]	[redacted]	[redacted]	1
	[redacted]		PD	5/5/2017	5	[redacted]	[redacted]	[redacted]	1
	[redacted]	STOP LAMP SWITCH	FW	12/11/2017	4,010	[redacted]	[redacted]	[redacted]	1
	[redacted]	SIDE MARKER (CLEARANCE)BULB	FW	12/11/2017	4,010	[redacted]	[redacted]	[redacted]	2
	[redacted]		C	1/16/2018	4,105	[redacted]	[redacted]	[redacted]	
	[redacted]		C	1/16/2018	4,105	[redacted]	[redacted]	[redacted]	
	[redacted]		I	12/11/2017	4,010	[redacted]	[redacted]	[redacted]	
	[redacted]		I	12/11/2017	4,010	[redacted]	[redacted]	[redacted]	
	[redacted]		W	12/11/2017	4,010	[redacted]	[redacted]	[redacted]	
	[redacted]		W	12/11/2017	4,010	[redacted]	[redacted]	[redacted]	
	[redacted]		I	10/25/2017	3,421	[redacted]	[redacted]	[redacted]	
	[redacted]		W	10/25/2017	3,421	[redacted]	[redacted]	[redacted]	
	[redacted]		I	8/23/2017	1,985	[redacted]	[redacted]	[redacted]	
	[redacted]		I	8/21/2017	11	[redacted]	[redacted]	[redacted]	
	[redacted]		I	8/14/2017	1,985	[redacted]	[redacted]	[redacted]	
	[redacted]		I	8/14/2017	1,985	[redacted]	[redacted]	[redacted]	
	[redacted]		C	8/14/2017	1,985	[redacted]	[redacted]	[redacted]	
	[redacted]		W	8/10/2017	1,982	[redacted]	[redacted]	[redacted]	
	[redacted]		I	6/7/2017	10	[redacted]	[redacted]	[redacted]	
	[redacted]		I	5/5/2017	5		[redacted]	[redacted]	
	[redacted]		W	5/5/2017	5		[redacted]	[redacted]	
	[redacted]		I	5/4/2017	5	[redacted]	[redacted]	[redacted]	

Vehicle Service Contracts

Vehicle Service Contracts Help

Action	Policy #	Contract Type	Cancel Effective Date	VSC First Name	VSC Last Name	Current Owner	Deductible	Effective Date	Expire Date	Expire Mileage

[redacted]	Sec+Plus Gold Pref	Masapequa	Nissan	[redacted]	100	9/25/2017	5/31/2019	40,000
[redacted]	Sec+Plus Gold Pref	[redacted]	[redacted]	[redacted]	100	5/31/2017	8/31/2020	39,000

Vehicle History

Vehicle History Help

Date	User	Action
3/2/2018 7:01 AM	NNAETL	Changed **Open Recall** from false to **true**.
4/15/2017 11:06 AM	NNAETL	Created.

DTS Field Inspections

New DTS Field Inspection

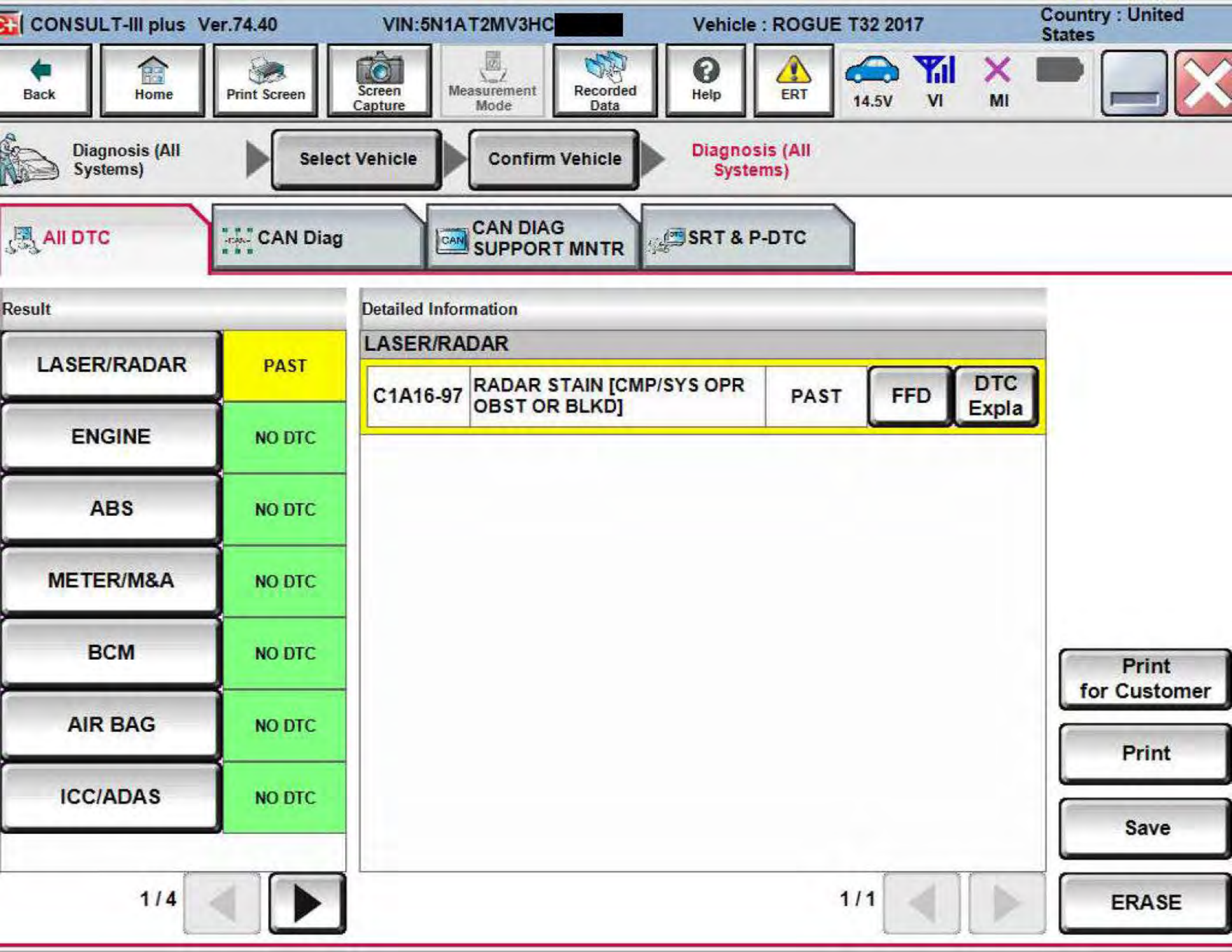
DTS Field Inspections Help

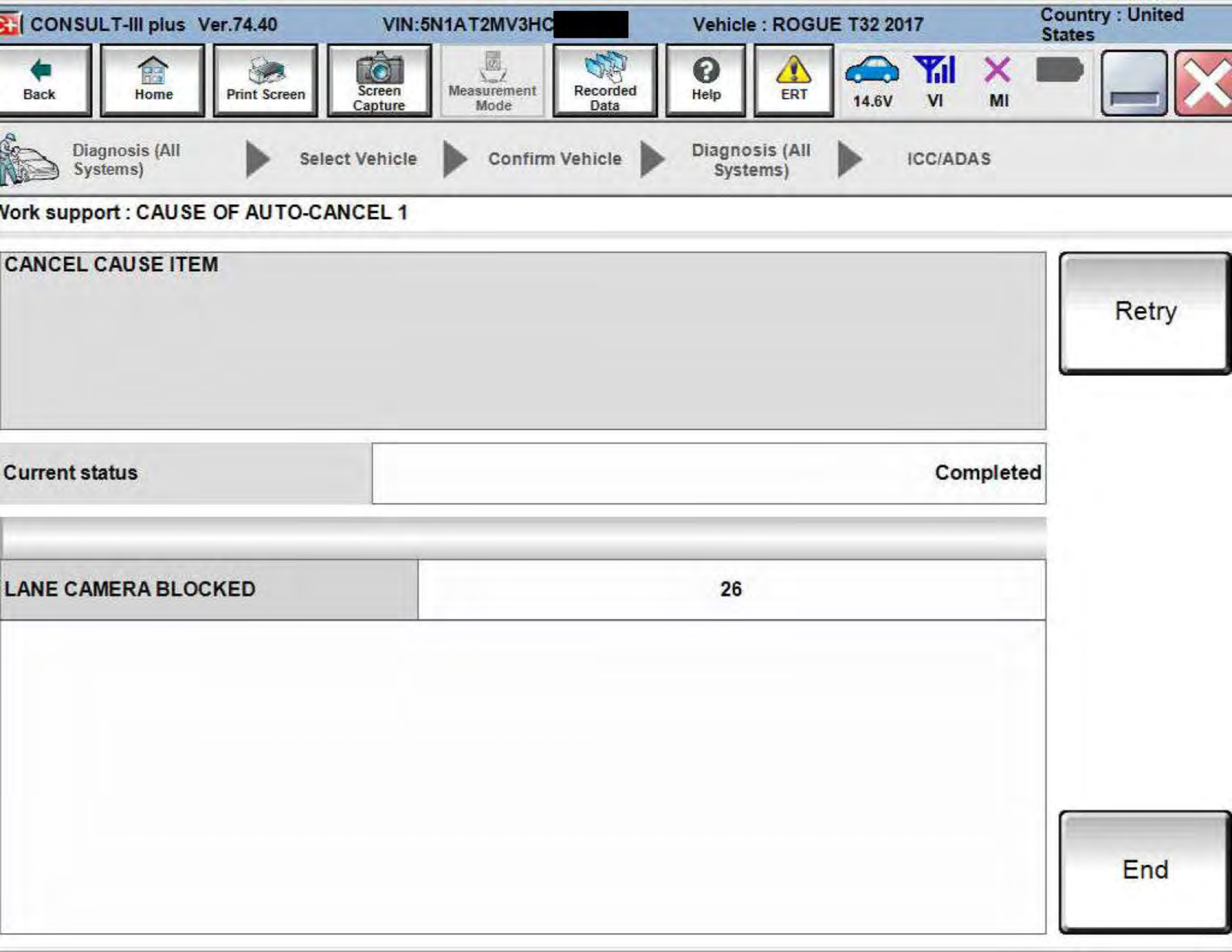
Action	Title	Status	Created Date	Related Support Case	Owner First Name	Owner Last Name	DTS Team	DTS Inspection Date	Report Date
Edit	[redacted]	Completed	3/2/2018	[redacted]	Kevin	MacKay	NER	3/16/2018 12:00 PM	3/23/2018 6:28 AM

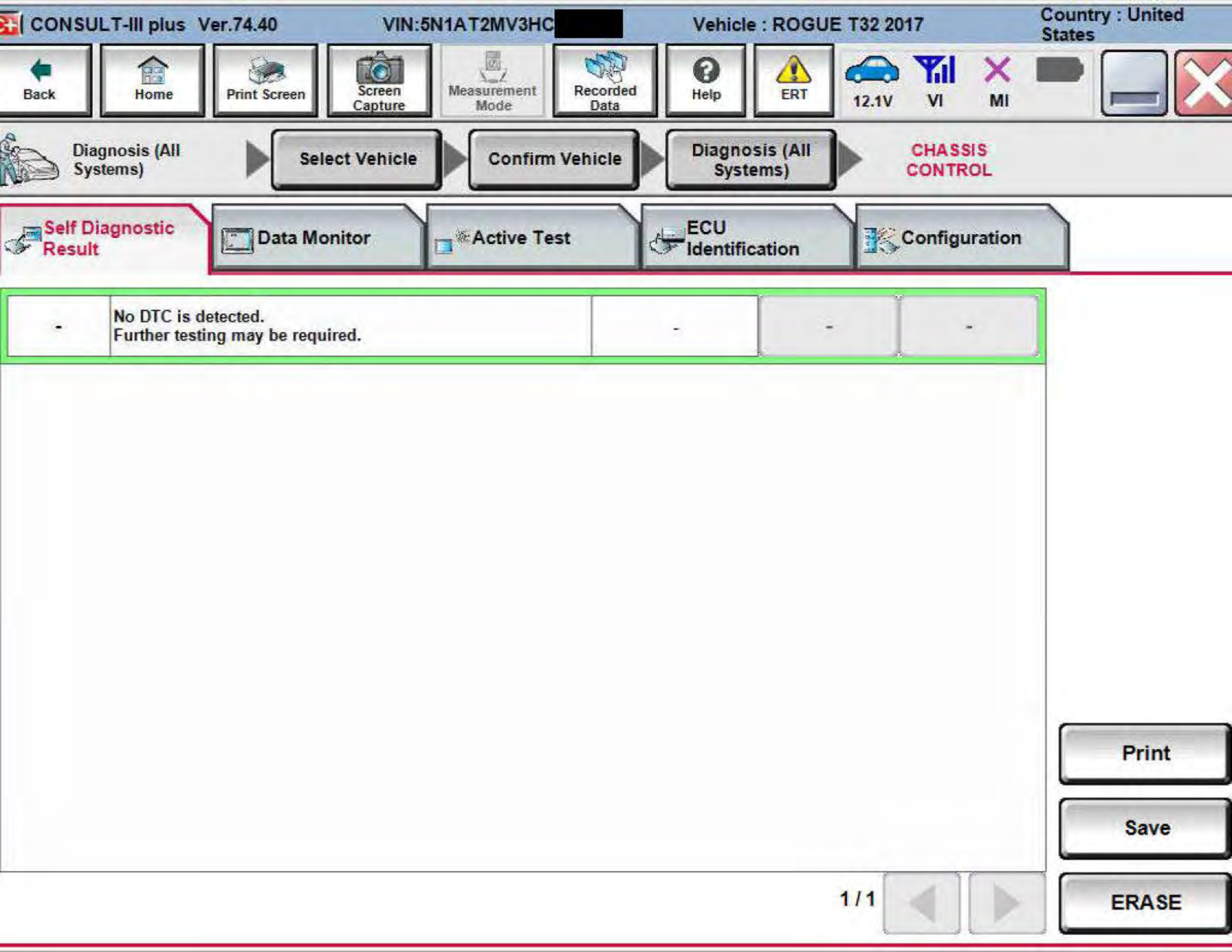
^ Back To Top

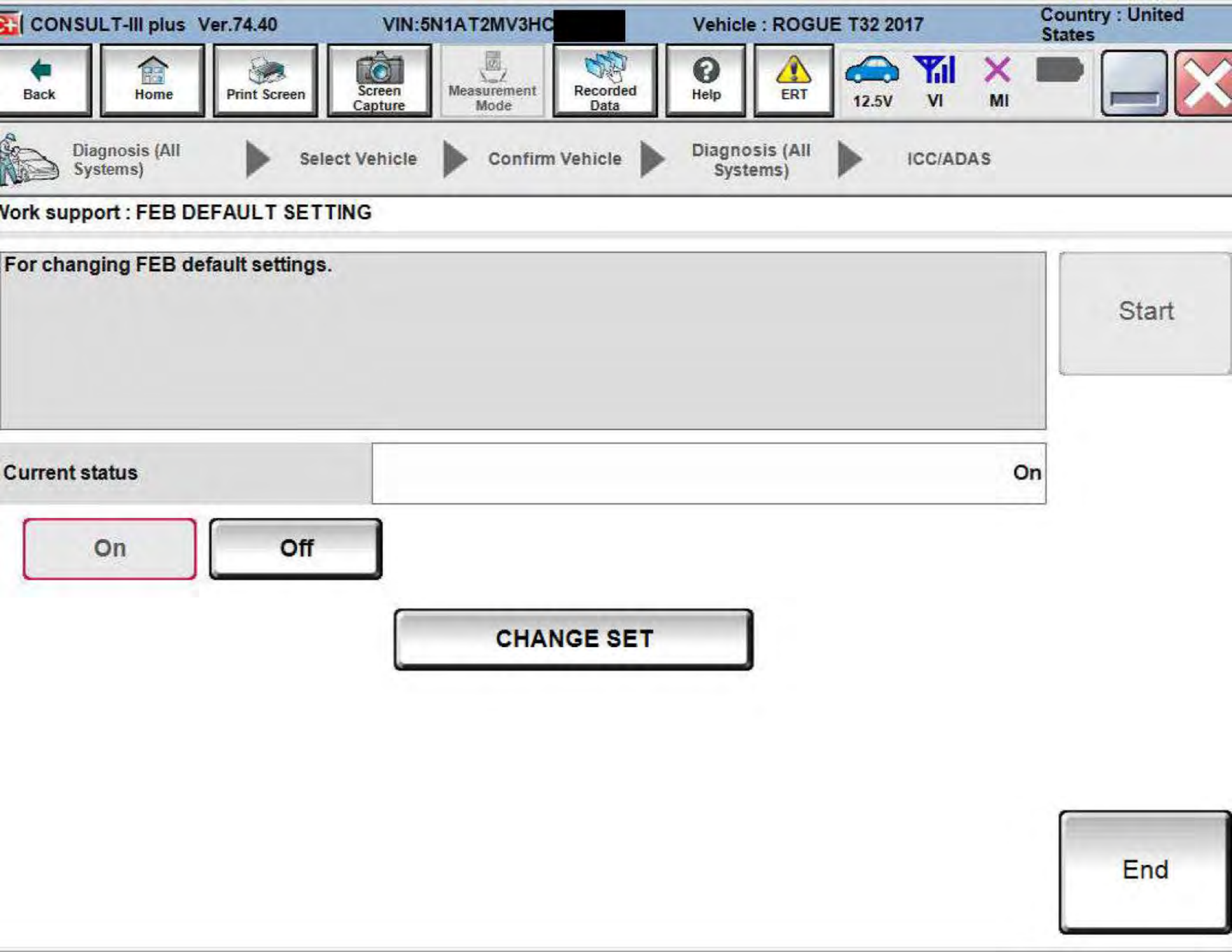
Always show me fewer / more records per related list

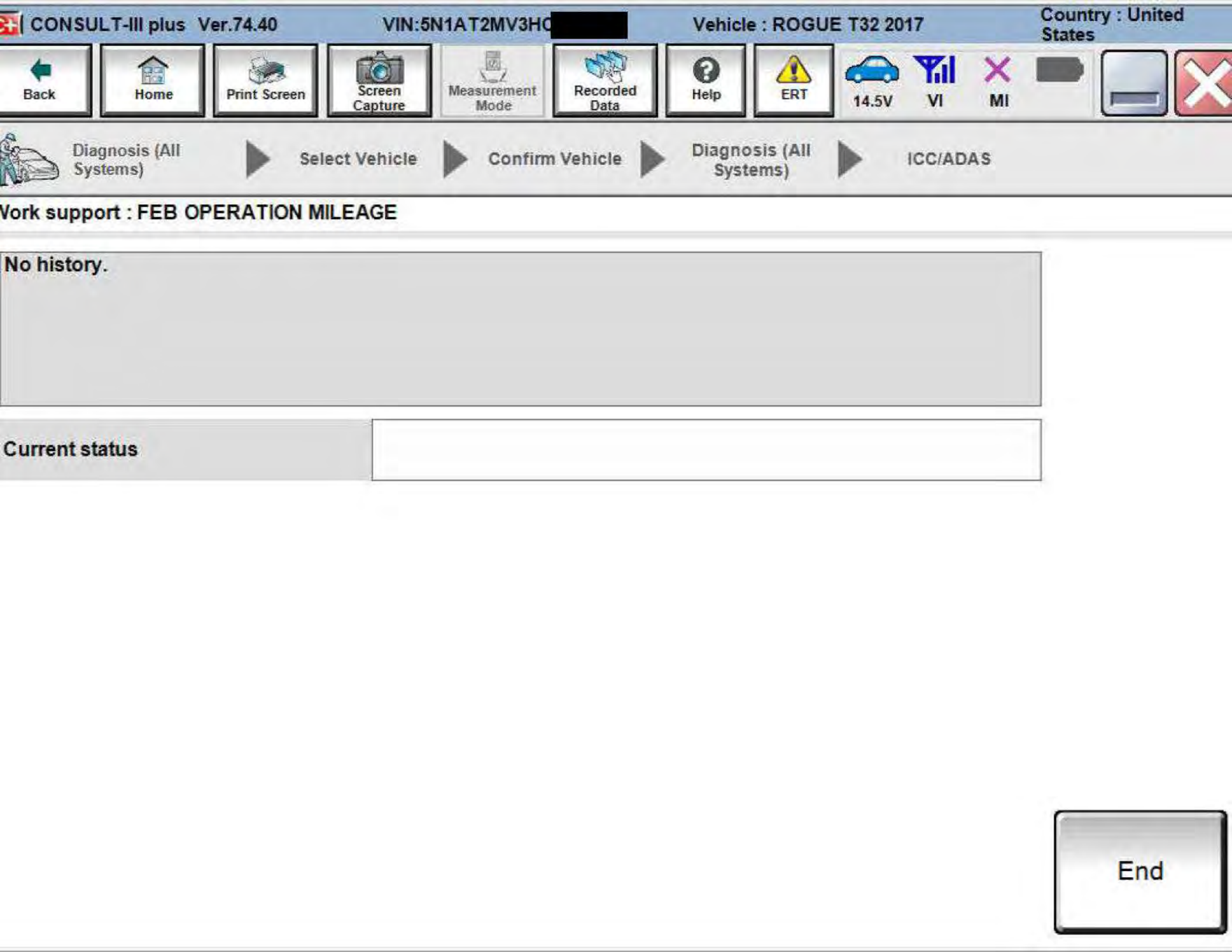
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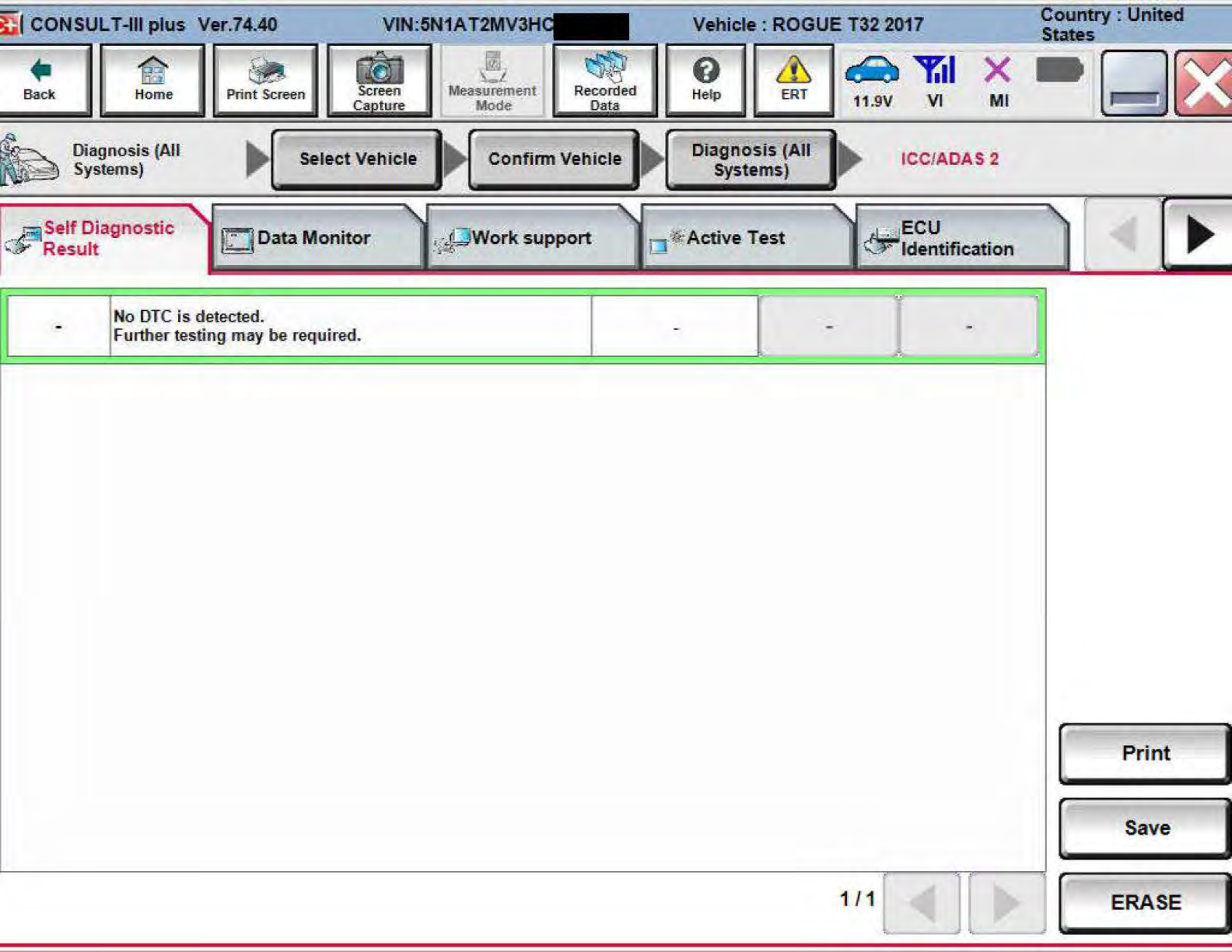

CONSULT-III plus Ver.74.40
VIN:5N1AT2MV3HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.5V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
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

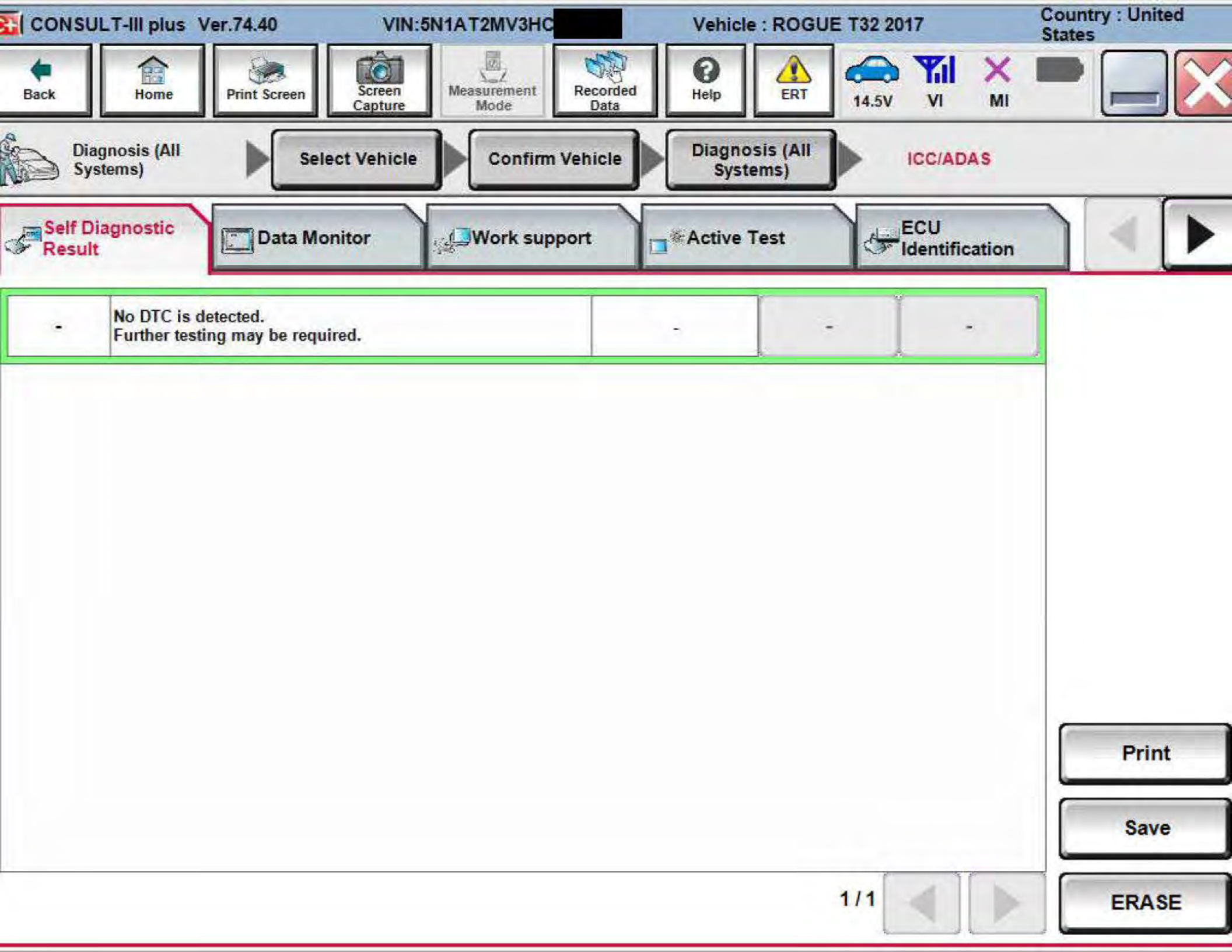

CONSULT-III plus Ver.74.40
VIN:5N1AT2MV3HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.6V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : CAUSE OF AUTO-CANCEL 1
CANCEL CAUSE ITEM
Retry
Current status
Completed
LANE CAMERA BLOCKED
26
End

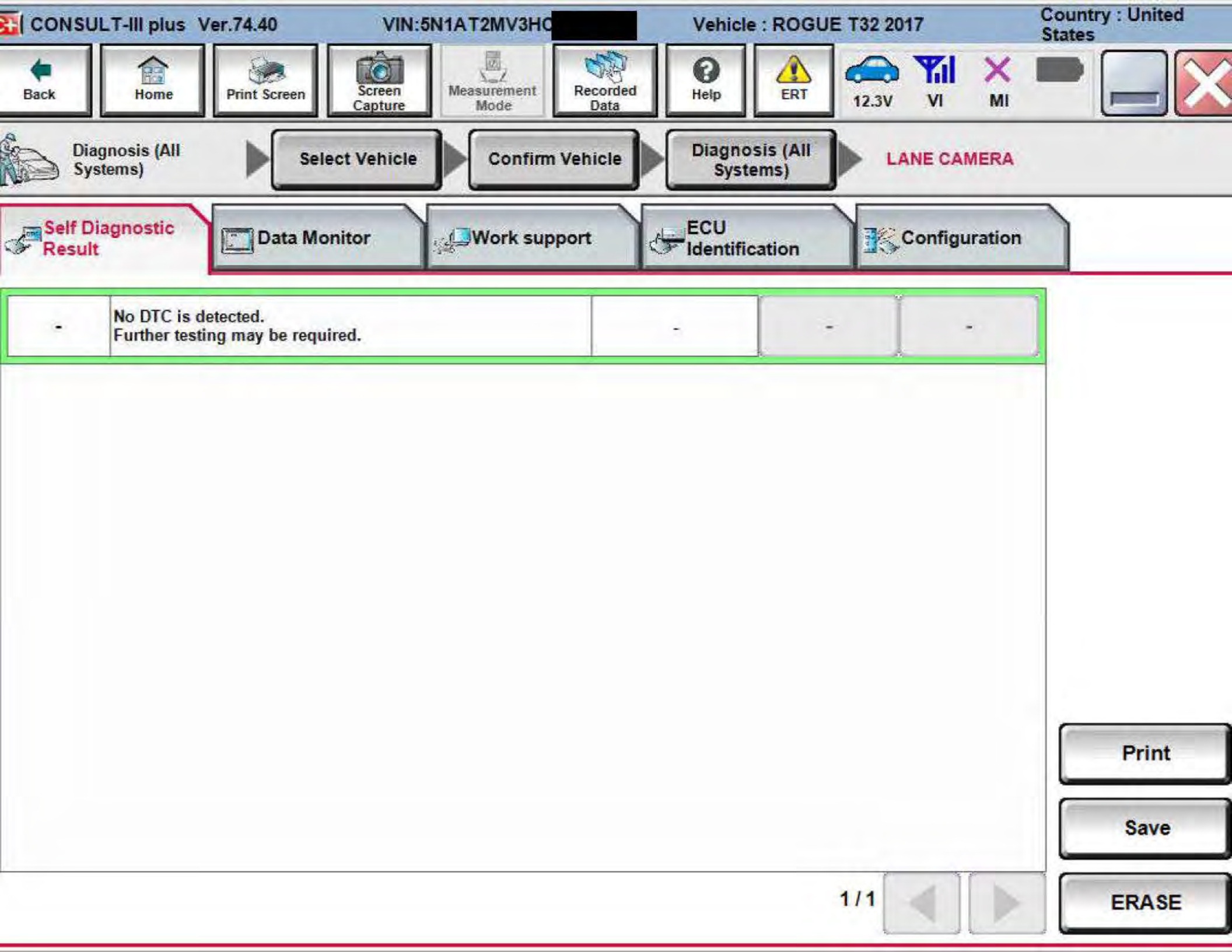

CONSULT-III plus Ver.74.40
VIN:5N1AT2MV3HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.1V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
CHASSIS CONTROL
Self Diagnostic Result
Data Monitor
Active Test
ECU Identification
Configuration
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
ERASE
1 / 1

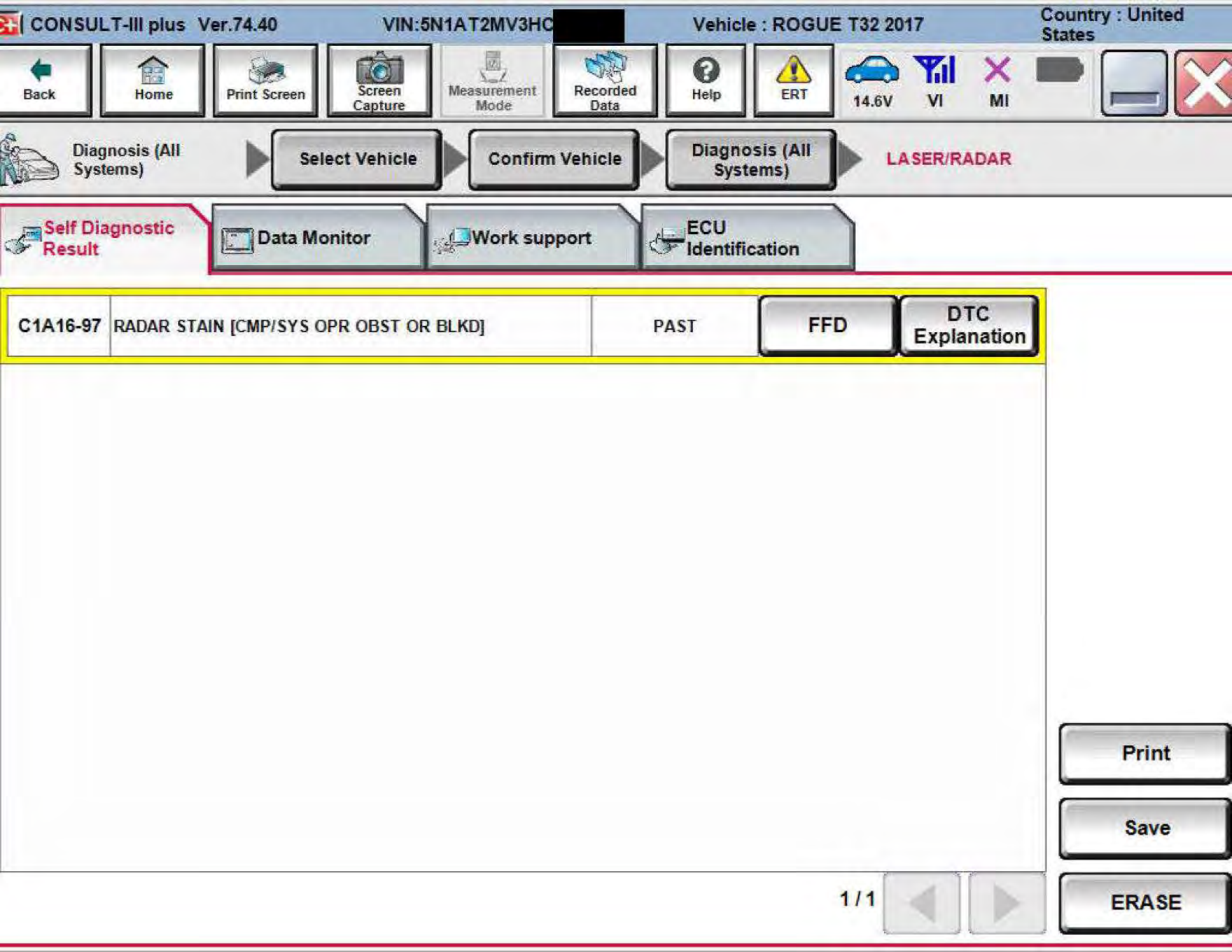

CONSULT-III plus Ver.74.40
VIN:5N1AT2MV3HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.5V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB DEFAULT SETTING
For changing FEB default settings.
Start
Current status
On
On
Off
CHANGE SET
End


CONSULT-III plus Ver.74.40
VIN:5N1AT2MV3HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.5V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB OPERATION MILEAGE
No history.
Current status
End


CONSULT-III plus Ver.74.40
VIN:5N1AT2MV3HC[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.
-
-
-
Print
Save
ERASE
1 / 1


CONSULT-III plus Ver.74.40
VIN:5N1AT2MV3HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.5V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Self Diagnostic Result
Data Monitor
Work support
Active Test
ECU Identification
-
No DTC is detected.
Further testing may be required.
-
-
-
1 / 1
Print
Save
ERASE


CONSULT-III plus Ver.74.40
VIN:5N1AT2MV3HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.3V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
LANE CAMERA
Self Diagnostic Result
Data Monitor
Work support
ECU Identification
Configuration
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
1 / 1
ERASE


CONSULT-III plus Ver.74.40
VIN:5N1AT2MV3HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.6V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
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
1 / 1
Print
Save
ERASE

DP19-001

NISSAN

5/15/2019

ATTACHMENT B

REQUEST NUMBER 2 DOCUMENTS

FIELD REPORTS



Google Maps [redacted]

incident area



Imagery ©2018 Google, Map data ©2018 Google 100 ft



Search Samaritan Potter Help & Training

Home Chatter Cases DTS Field Inspections Warranty Cases Vehicles Service History Vehicle Service Contracts

Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [17] | Case Categorizations [1] | Open Activities [0] | Activity History [3] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | DTS Field Inspections [1] | Attachments [0] | Case History [21] | Emails [0]

Case Detail

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

Account Name	[redacted]	Case Number	[redacted]
[redacted]	[redacted]	Case Owner	[redacted]
Home Phone	[redacted]	Status	
Executive Referral		Type	CA
Exec-Received-Date		Case Origin	Phone
Letter Sent Date		Date/Time Opened	2/26/2018 11:27 AM
Letter Received Date		Date/Time Closed	
Follow Up Date	4/16/2018	Multiple Repairs	No
Follow Up Request	Send Follow Up Email		
Supporting Documents		DRT Support Status	Pending
CA Multiple Repairs		DRT Support IIR Status	Accepted
Executive Actions To Resolve		DRT Resolution Status	
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	6,000		

Incident Codes - IIR REQUIRED

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

Customer Requests

IIR Indicator	1		
Custom Links	Create IIR		Create RHR
			Print Dealer View

Vehicle Information

Vehicle	KNMAT2MV1HP[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	29217	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	STAR NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	6	Dealer Instructions	
Shared With		Requested Dealer Action	

Related Items

Approved Check Requests	$0.00	VCAN	
IIR	[redacted]	Goodwill Offered	
IIR Date		Goodwill Processed	0
RHR Started	2/26/2018	Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		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?	

DTS Request

Inspection Time/Notes	Appointment Time: Notes to Agent:	Notes for DTS (Vehicle Concerns)	

System Information

Subject	CUSTOMER: [redacted] PHONE [redacted] VIN: KNMAT2MV1HP[redacted]		
Created By	Deandra Tavares, 2/26/2018 11:27 AM	Root Cause Code	SCIN
Last Modified By	NNAETL, 4/2/2018 9:04 PM	Root Cause Code (2)	
Legacy Case Number		Action Code	NT
Root Cause		Priority	N/A

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

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By: Samantha Dixon (4/2/2018 10:04 AM)** ARBS received email from DTS advising that report has been uploaded to FTP follow up with PL in 10 business days.
Make Private	✓	**Created By: Samantha Dixon (3/29/2018 8:11 AM)** ARBS sent email to DTS to see when report will be uploaded to FTP.
Make Private	✓	**Created By: Samantha Dixon (3/23/2018 8:52 AM)** ARBS sent email to DTS to see when report will be uploaded to FTP.
		Created By: Samantha Dixon (3/15/2018 9:55 AM) ARBS made outbound call to c[redacted] ARBS advised hat ARBS was calling to remind c of he DTS inspec ion tomorrow at 10am.

Make Private	✓	c thanked ARBS for the call. call ended mutually
Make Private	✓	**Created By: Samantha Dixon (3/6/2018 8:20 AM)** ARBS made outbound call to c[redacted] ARBS advised that NNA will be inspec ing the ven on 3/16 @ 10am. ARBS advised that c can stay in the loaner until the inspection results are available. ARBS advised that the DTS would like to meet with c on the date for a test drive so c can show where the issue is happening. c stated that c will be here. ARBS hanked c for c time. Call ended mutually
Make Private	✓	**Created By: Samantha Dixon (3/6/2018 8:06 AM)** ARBS sent email to SM Alex: Alex, I just wanted to follow up with you and advise tha[redacted] will be out to he dealer to conduct the IIR inspection for this vehicle on 3/16/2018 @ 10am. Thank you, Saman ha Dixon
Make Private	✓	**Created By: Samantha Dixon (3/1/2018 9:54 AM)** ARBS sent email to SM Alex: Alex, I left a message with he receptionist because you weren't available. I wanted to advise hat this customer has contacted NNA in regards to his concerns with the FEB in the vehicle and is requesting an inspection to be completed. I have submitted a DTS request for Javier to come to the dealer to complete an IIR inspec ion on the vehicle and the customer will be bringing the vehicle in on Monday to drop off and obtain a loaner vehicle. The loaner vehicle will be covered by Nissan during the inspection process. If you have any ques ions please let me know. Thank you, Saman ha Dixon
Make Private	✓	**Created By: Samantha Dixon (3/1/2018 9:52 AM)** ARBS received inbound call from Alex. ARBS advised that C has contacted NNA in regards to the FEB concerns that c is having in the veh. ARBS advised that ARBS will be sending DTS out to do an IIR inspection of the veh and that c will be bringing the veh in on Monday 3/5 to drop off and obtain a loaner veh. ARBS explained that NNA will be covering a loaner for the customer during the inspec ion process. SM Alex requested an email with all that information. ARBS agreed. call ended mutually
Make Private	✓	**Created By: Samantha Dixon (3/1/2018 9:42 AM)** ARBS made outbound call to STAR NISSAN left message for service manager Alex. ARBS advised that C has contacted NNA in regards to the FEB concerns that c is having in the veh. ARBS advised that ARBS will be sending DTS out to do an IIR inspection of the veh and that c will be bringing the veh in on Monday 3/5 to drop off and obtain a loaner veh. ARBS provided direct #[redacted].
Make Private	✓	**Created By: Samantha Dixon (3/1/2018 9:26 AM)** ARBS made outbound call to c[redacted] ARBS requested 20-30 mins to speak about case. c stated that when c is driving and this incident and this has happened 5 times. c stated that some imes the veh just stops by itself and the FEB light will come on. c stated that its happened on hwy. c stated that its happened during the day and night. c stated that the veh will stop and then go. c stated that c is afraid that someone will hit c because the veh will stop on its own. c stated that the last incident happened last friday while picking up daughter from school. c stated that c has addressed his concern with the DLR. c stated that DLR will state that the DLR is unable to duplicate the concerns and that c is fine. c stated that the veh keeps doing it. c stated that c is threatening to turn the veh in and go to another manufacture and get another veh. c stated that its happened on [redacted] Express way and some other locations in long island. c stated that c is currently driving and is not in a loaner veh. ARBS advised that NNA would be interested in inspecting the veh. ARBS advised that the process is 6-8 weeks, 2-4 weeks for the inspection to be completed and 2-4 weeks for the inspection results to be completed. ARBS advised that ARBS will contact the DLR to arrange a loaner veh for c.

		c stated that c will go to Star Nissan to get a loaner. ARBS advised that ARBS will contact the DLR to advise when c will be there to get the loaner veh. ARBS advised that ARBS will follow up with c to advise of the inspection date. c understood. call ended mutually
Make Private	✓	**Created By: Samantha Dixon (2/28/2018 8:43 AM)** **********ARBS RECEIVED CASE, UNDER REVIEW, PENDING PROBE VERIFICATION **********
Make Public		**Created By: Samantha Dixon (2/27/2018 2:17 PM)** FEB/IIR
Make Private	✓	**Created By: Earl Scales (2/27/2018 1:08 PM)** RCAS-ES placed outbound call to C at [redacted] RCAS-ES ADVISED "This call may be recorded for quality and training purposes." RCAS-ES VERIFIED C's name, home & email address, concern, phone# RCAS-ES CHECKED for open recalls/campaigns and found: none Previous UNRELATED Case(s) Found: none Previous RELATED Case(s) Found: none RCAS-ES ADVISED "This call may be recorded for quality and training purposes." RCAS-ES informed C that RCAS-ES would be C's case specialist and point of contact. RCAS-ES provided C with RCAS-ES direct line of [redacted] RCAS-ES verified C's concern. C stated that the veh braked by itself. C stated that C is afraid that someone might hit C. RCAS-ES asked how many times he concern occurred. C stated that the concern happened the first ime when C had an LOF. C stated that the DLR checked to computer and every hing was fine. RCAS-ES asked does the concern happen in the same area. C stated that the concern usually happens on the highway. C stated that the concern happened with C's wife on he highway too. RCAS-ES stated hat RCAS-ES would complete IIR. RCAS-ES asked the IIR probing questions. RCAS-ES stated hat NNA will follow up with C 03/02/18. RCAS-ES asked if C had any questions. C stated no. RCAS-ES wished C a good day. Call ended mutually.
Make Private	✓	**Created By: Earl Scales (2/27/2018 12:54 PM)** RCAS-ES placed outbound call to Star Nissan. SA-Kristen stated that he last ime C has been to he DLR was 11/14/17 for an LOF.
Make Public		**Created By: Deandra Tavares (2/26/2018 11:42 AM)** C has a lanuage barrier and cannot speak english very well, so please be aware you may have to speak slow with C as C could not understand me if I spoke too fast.
Make Public		**Created By: Deandra Tavares (2/26/2018 11:41 AM)** ****** [CASE SUMMARY] ****** C contacted Nissan CA reques ing assistance with VEH braking on its own and C does not feel safe in VEH CRR-DT sending case to RCAS for review
Make Public		**Created By: Deandra Tavares (2/26/2018 11:40 AM)** CRR-DT <VERIFIED> Account information including: C's name, home address, phone number & best contact number CRR-DT VERIFIED VEH Informa ion including: Current Mileage, year, model, color CRR-DT CHECKED for open recalls/campaigns and found: NONE CRR-DT CHECKED for previous UNRELATED Case(s) and found: NONE CRR-DT CHECKED previous RELATED Case(s) and found: NONE CRR-DT NOTED concern is: RHR CRR-DT received inbound call from C C stated C is having a VEH concern C stated when C drives on highway he VEH stops by itself C stated this is very dangerous C stated C has family that goes in the VEH C stated this VEH is no safe C stated C has been buying Nissan's since 2000 C stated C asked the DLRSHP about this when C took VEH in for oil change C stated this has happened 3 times C stated C is not complaining about money, C is complaining about safety C stated C does not feel safe C stated C wants to change VEH's C stated C does not want to be in this VEH anymore CRR-DT asked C if there was anything else CRR-DT could assist with.

C declined.

CRR-DT informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day 2/27/2018 regarding C's concern.

C understood.

CRR-DT provided C wi h case number [redacted]
CRR-DT noting C's best contact number is [redacted]

Call ended mutually

Case Categorizations

New Case Categorization | Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code
	[redacted]	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR IMPROPER OPERATION	03

Open Activities

New Task | New Event | Correspondence Request | Collect RO Docs | Send an Email | Open Activities Help

No records to display

Activity History

Log a Call | Mail Merge | Send an Email | View All | Activity History Help

Action	Subject	Type	Name	Due Date	Assigned To	Action Taken	Status	Last Modified Date/Time
Edit | Del	DTS Request [redacted] STAR NISSAN			3/3/2018	Javier Valdes		Complete	3/9/2018 1 56 PM
Edit | Del	DTS Follow Up [redacted] STAR NISSAN			3/3/2018	Saman ha Dixon		Complete	3/1/2018 3:32 PM
Edit | Del	IIR		[redacted]	2/28/2018	Saman ha Dixon		Complete	2/27/2018 2:35 PM

Customer Support Tools

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

No records to display

Check Activity

Check Activity Help

No records to display

Forms

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

Action	Form	Request Type	Created By	Created Date	Customer Name	VSC	VIN	VSC Request Comments
	[redacted]	[redacted]	Earl Scales, 2/27/2018 1:07 PM	2/27/2018			KNMAT2MV1HP[redacted]	

DTS Field Inspections

DTS Field Inspections Help

Action	Title	DTS Inspection Date	Owner First Name	Owner Last Name	Status
Edit	[redacted]	3/16/2018 10:00 AM	[redacted]	[redacted]	Completed

Attachments

Attach File | Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
4/2/2018 10 04 AM	Samantha Dixon	Changed **Follow Up Date** from 4/5/2018 to **4/16/2018**.
3/29/2018 8:12 AM	Samantha Dixon	Changed **Follow Up Date** from 3/29/2018 to **4/5/2018**.
3/23/2018 9 05 AM	Samantha Dixon	Changed **Follow Up Date** from 3/23/2018 to **3/29/2018**.
3/15/2018 10:00 AM	Samantha Dixon	Changed **Follow Up Date** from 3/15/2018 to **3/23/2018**.
3/6/2018 8:17 AM	Samantha Dixon	Changed **Follow Up Date** from 3/6/2018 to **3/15/2018**.

3/1/2018 2:42 PM	Samantha Dixon	Changed **Follow Up Date** from 3/5/2018 to **3/6/2018**.
3/1/2018 9:55 AM	Samantha Dixon	Changed **Follow Up Date** from 3/1/2018 to **3/5/2018**.
2/28/2018 8 50 AM	Samantha Dixon	Changed **Follow Up Date** from 2/28/2018 to **3/1/2018**.
2/27/2018 2:18 PM	Samantha Dixon	Changed **Case Owner** from Earl Scales to **Samantha Dixon**.
2/27/2018 2:17 PM	Samantha Dixon	Changed **Description**.
2/27/2018 1 09 PM	Earl Scales	Changed **Follow Up Date** from 2/27/2018 to **2/28/2018**.
2/27/2018 1 09 PM	Earl Scales	Changed **Description**.
2/27/2018 12:54 PM	Earl Scales	Changed **Subject** from CUSTOMER[redacted] PHONE:[redacted] VIN: KNMAT2MV1HP[redacted] to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: KNMAT2MV1HP**[redacted].
2/26/2018 11:43 AM	Deandra Tavares	Changed **Escalated By ID** to **0050G00000Am1wm**.
		Changed **Case Owner** from Deandra Tavares to **Earl Scales**.
2/26/2018 11:33 AM	Deandra Tavares	Changed **RHR Started** to **2/26/2018**.
2/26/2018 11:27 AM	Deandra Tavares	Changed **Work Phone** to[redacted].
		Changed **Follow Up Date** from 2/26/2018 to **2/27/2018**.
		Changed **VIN** to **KNMAT2MV1HP**[redacted]
		Changed **Subject** to **CUSTOMER**[redacted] **PHONE:**[redacted] **VIN: KNMAT2MV1HP**[redacted]
		Created.

Emails Send an Email Emails Help

No Emails Available

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

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Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN KNMAT2MV1H[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 Oakland Gardens 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 Rouge Mfg. Date 06/06/2017 VIN KNMAT2MV1H[redacted]

Mileage 6451 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	

Add Row Remove Row

III. Description of Incident & Claim

Source of Information Claimant Incident Date 02/27/2018 Time 6:00 PM

Location of Incident (describe fully) East bound [redacted] Long Island

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

Vision obstruction (describe) N/A

Temperature at time of incident 48.9 °F Parking location prior to time of incident Home

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN KNMAT2MV1H[redacted]

Overnight temperature prior to incident: 39.9 °F
Length of time parked: Aprox 6hr

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): On Tuesday Feb 27 at aprox. 6PM, The claimant states he was driving east bound on I [redacted] Expressway. Heading towards his home, coming from dropping off his daughter at school. Claimant states he was traveling at about 50 MPH, in the center lane of a 3 lane road. The vehicle began to slow down (the brakes began applying) at the same time the vehicle began to flash warning indicators in the instrument duster. The vehicle came to a Complete stop, The claimant states there was also an audible noise (like if some one was scraping rocks across the road). During the occurrence he became startled.

Relation to Roadway (on-road, off-road, left side, right side): In the center eastbound lane of travel
Number of times incident occurred: 5

Driver Action (braking, steering, etc.): Maintaining direction of travel

Special Circumstances: N/A

Actions taken after incident and results of those actions: N/A

Vehicle Estimated Speed: 50 Source: Claimant Posted Speed Limit: 55

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

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 states there is a defect with his vehicle, causing it to apply the brakes with no driver input.	Claimant

Add Allegation | Remove Allegation

IV. Occupants & Injuries

Source of Information: Claimant

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 KNMAT2MV1H[redacted]

	Yes	No	Comments
EDR download included in report?	○	◉	Vehicle was not in a collision there is no EDR 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.)	This vehicle is not equipped with a camera forward facing
○	◉	Physical damage to camera? (ie. cracks)	This vehicle is not equipped with a camera forward facing
○	◉	Obstructions to radar sensor units? (ie. dirt, stickers, etc.)	Sensor is clean
○	◉	Physical damage to radar sensor units? (ie. cracks)	None visible
◉	○	Electrical connection to radar module firmly seated?	N/A
○	◉	Electrical connection to camera module firmly seated?	This vehicle is not equipped with a camera forward facing
○	○		N/A

End of Form

*Name your file while saving.

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

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

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN KNMAT2MV1H[redacted]

☒ 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: 03/16/2018

Location of inspection: Star Nissan in Flushing Queens

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

No visible damage to the vehicle

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

Photos taken by: Javier Valdes # Photos: 73

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 visible trauma to the exterior of the vehicle. (photos DSC_001 to DSC-006_
Engine/ Transmission/ Drivetrain	No visible or noticeable issues, concerns or trauma to the power train assembly (photos DSC_0050 to DSC_0056)
Underbody/ Suspension/ Steering/ Wheels & Tires	N/A
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	N/A
Seat Belts/ Child Restraints (if applicable)	N/A
Air Bags	N/A

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

N/A

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN KNMAT2MV1H[redacted]

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

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

#	Allegation	Factual Findings
1	Claimant states there is a defect with his vehicle, causing it to apply the brakes with no driver input.	Found a forward emergency braking warning present in the information center in the instrument cluster.

Add Row | Remove Row

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

Reporter's Signature _____

Reporter's Name & Region Javier Valdes DTS NYC Metro

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN KNMAT2MV1H[redacted]

IIR Supplement: Advanced Technology Checklist

I. Vehicle equipped with

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

Other (describe)	N/A
Comments	N/A

II. Diagnostic Download and EDR Data

Instructions:

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

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



DO YOU HAVE AN EXTENDED WARRANTY OR






AWD


[redacted]
[redacted]
star
ROGUE
AWD


star
ROGUE
















ROGUE


AWD
LOCK
SPORT
PUSH
ON-OFF


IT HAS BEEN A PLEASURE
TO SERVE YOU




















TOYOTA












DRIVE CLOS










DRIVE CLOSE TO DOOR..!
Door will
















DRIVE CLOSE
Door wi
Automatic










NISSAN




NISSAN
RENAULT NISSAN






RENAULT NISSAN


RENAULT NISSAN








NISSAN


WARNING
USE ONLY CLEAN FLUID FROM SEALED CONTAINERS
CLEAN FILLER CAP BEFORE REMOVING
DOT 4 BRAKE FLUID


USE ONLY DOT3 OR DOT4 BRAKE FLUID FROM A SEALED CONTAINER
WARNING
CLEAN FILLER CAP BEFORE REMOVING




11:58 PM
54°F
Driving
Parking
Chassis Control
P
179
6451 miles
RPMx1000
MPH
km/h


11:58 PM
54°F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
179 mi
6451 miles
RPM x1000
MPH


11:58 PM
54°F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
179
6451 miles
RPMx1000
MPH
km/h


11:58 PM
54 °F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
179
6451 miles
MPH
60
40
20
100
0


11:58 PM
54°F
Driving Aids
Emergency Brake
Blind Spot
P
178
6451 miles
RPMx1000
4
5
6
7
8
C
H
40


11:58 PM
54 °F
Blind Spot
Warning
P
178
6451 miles
RPMx1000
4
5
6
7
8
H
40
60
20
-20


12:03 AM
Malfunction
See Owner's Manual
P
178
6451 miles
RPMx1000
MPH
km/h


12:03 AM
54°F
Warning
Malfunction
See Owner's Manual
P
178
6451 miles
RPMx1000
3
4
5
6
7
8
C
H
MPH
20
40
60
80
100
120
140
100
140
180
220
km/h
0
1/2
1


12:03 AM
54°F
Warning
Malfunction
See Owner's Manual
P
178
6451 miles
RPMx1000
4
5
6
C
H
MPH
20
40
60
80
100
120
140
180
220
km/h
0
1/4
1



Search Samaritan Potter Help & Training

Home Chatter Cases DTS Field Inspections Warranty Cases Vehicles Service History Vehicle Service Contracts

Vehicle
KNMAT2MV1HP[redacted]

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Vehicle Campaigns [0] | Warranty Cases [1] | Cases [2] | Service History [8] | Vehicle Service Contracts [0] | Vehicle History [1] | DTS Field Inspections [1]

Vehicle Detail

VIN	KNMAT2MV1HP[redacted]		
Last Modified By	Jordan Mcninch, 4/3/2018 9:22 AM	Branded Title	
Created By	NNAETL, 7/22/2017 11:16 AM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage	6,000	MSRP	$26,955
Latest Recorded Mileage Units	M		
In Service Date	9/7/2017		

Manufacturing Data

Make/Model	2017 NISSAN ROGUE	Manufacturer Date	6/6/2017
Model Year	2017	Plant Name	Renault Samsung
Make	NISSAN	PDI Date	
Model Line	ROGUE	Country Code	USA
Model Code	29217	US Specification Indicator	Y
Body Style Type	WAGON 4 DOOR	Emissions Type	50 STATE
Exterior Color	CASPIAN BLUE	Emissions Certification	
Cylinders		Open Recall	
Transmission Type	CVT	Head Unit	
Model Series		Model Line Code	RGE
Factory Installed Options	C03L92Z66		
Factory Installed Options Descriptions	C03 (50 STATE EMISSIONS), L92 (FLOOR MATS (2-P ECE FRONT AND), Z66 (ACTIVATION DISCLA MER)		

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 Serv
1	BASIC COVERAGE	9/7/2020	36,000			
2	POWERTRAIN COVERAGE	9/7/2022	60,000			
3	SEAT BELT	9/7/2027	999,999			
4	CORROSION COVERAGE (PERFORATION)	9/7/2022	999,999			
5	FEDERAL EMISSION LONG TERM DEFECT	9/7/2025	80,000			

Vehicle Retail Sales

Vehicle Retail Sales

Action	Name	Owner	Selling Dealer	Sale Type	Vehicle Model	Purchase Date	Rewind Indicator
View	[redacted]	[redacted]	STAR NISSAN	NMAC lease	ROGUE	9/7/2017	

Vehicle Ownership

Vehicle Ownership

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

Vehicle Campaigns

Vehicle Campaigns Help

No records to display

Warranty Cases

Warranty Cases Help

Action	Case Number
	[redacted]

Cases

Print Cases

Cases Help

Action	Case Number	Type	Account Name	Date/Time Opened	Date/Time Closed	Current Mileage	Status	CST Approvals	Owner Name
[ ] | Edit | Cls	[redacted]	TECH L NE		3/6/2018 3:47 PM	3/6/2018 4:17 PM	6,450	Pending Dealer Reply	0	Sean Martin
[ ] | Edit | Cls	[redacted]	CA	[redacted]	2/26/2018 11 27 AM		6,000	Open	0	Samantha Dixon

Service History

Service History Help

Action	SRH Number	PNC Code Description	Coverage Code/Pay Type	Transaction Date/VR Close Date	Vehicle Mileage	Customer	Dealer Code	Work Order #	Claim Line #
	[redacted]		PD	8/30/2017	5	[redacted]	[redacted]	[redacted]	1
	[redacted]		I	11/14/2017	2,894	[redacted]	[redacted]	[redacted]	
	[redacted]		I	11/14/2017	2,894	[redacted]	[redacted]	[redacted]	
	[redacted]		I	11/14/2017	2,894	[redacted]	[redacted]	[redacted]	
	[redacted]		W	8/30/2017	5		[redacted]	[redacted]	
	[redacted]	FRONT V EW CAMERA	FW	3/28/2018	6,450	[redacted]	[redacted]	[redacted]	1
	[redacted]		I	3/27/2018	6,455	[redacted]	[redacted]	[redacted]	
	[redacted]		W	3/27/2018	6,455	[redacted]	[redacted]	[redacted]	

Vehicle Service Contracts

Vehicle Service Contracts Help

No records to display

Vehicle History

Vehicle History Help

Date	User	Action
7/22/2017 11:16 AM	NNAETL	Created.

DTS Field Inspections New DTS Field Inspection DTS Field Inspections Help

Action	Title	Status	Created Date	Related Support Case	Owner First Name	Owner Last Name	DTS Team	DTS Inspection Date	Report Date
Edit	[redacted]	Completed	3/6/2018	[redacted]	[redacted]	[redacted]	NER	3/16/2018 10:00 AM	3/16/2018 10:18 PM

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