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]



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Samaritan Potter Help & Training

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Case [redacted]

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Case Comments [28] | Case Categorizations [1] | Open Activities [0] | Activity History [8] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | DTS Field Inspections [2] | Attachments [3] | 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	3/16/2018 9:06 AM
Letter Received Date		Date/Time Closed	
Follow Up Date	4/27/2018	Multiple Repairs	No
Follow Up Request	Send Follow Up Email		
Supporting Documents		DRT Support Status	DRT Assigned
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	4,000		

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	5N1AT2MV0H[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	29417	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	GARDEN CITY NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	7	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	3/20/2018	Vehicle Service Contract	
RHR Completed	3/20/2018	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 to Agent:	Notes for DTS (Vehicle Concerns)	

System Information

Subject	CUSTOMER:[redacted] PHONE:[redacted] VIN: 5N1AT2MV0HC[redacted]		
Created By	Denise Rosacker, 3/16/2018 9:06 AM	Root Cause Code	SCIN
Last Modified By	NNAETL, 4/12/2018 9:09 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 Private	✓	**Created By: Dakota McGregor (4/12/2018 4:26 PM)** ARBS notes that IIR was uploaded to FTP
Make Private	✓	**Created By: Dakota McGregor (4/4/2018 11:47 AM)** ARBS placed outbound to DLR Garden City Nissan ARBS spoke to Service Receptionist Bebe as ARBS could not get SA or SM Service Receptionist confirmed appointment for 04/06/18 at 10AM ARBS informed C will need a rental/loaner for inspection ARBS informed that C has requested an SUV, but C has been informed is based of of DLR's availability Service Receptionist understood
Make Private	✓	**Created By: Dakota McGregor (4/4/2018 11:45 AM)** ARBS placed outbound to c[redacted] ARBS informed that inspector does have an inspection date for 04/06/18 at 10 AM C confirmed inspection date ARBS informed that if C cannot make this appointment that Nissan will not be in a position to reschedule C understood ARBS offered further assistance C declined ARBS thanked C c thanked ARBS Call ended mutually
Make Private	✓	**Created By: Dakota McGregor (4/3/2018 10:08 AM)** ARBS submitting DTS request for reschedule ARBS e-mailed DTS requesting new inspection date be put in salesforce
Make Private	✓	**Created By: Dakota McGregor (4/3/2018 10:06 AM)** ARBS placed outbound to c[redacted] C states that C was not able to make appointment C states would like reschedule ARBS informed that would check on rescheduled date then get back with C C agreed C states is with a customer and will have to let ARBS go ARBS understood Call ended mutually
Make Private	✓	**Created By: Dakota McGregor (3/27/2018 5:23 PM)** ARBS placed outbound to DLR Garden City Nissan ARBS notes was transferred straight to vmx ARBS placed outbound to DLR Garden City Nissan ARBS spoke to SA Omar ARBS provided inspection date and time to SA 04/03/18 at 10AM ARBS informed C would drop off the veh at 9AM that day and has requested SUV loaner rental SA informed that would have a rogue ready for C ARBS did inform that C is aware that is based off of what DLR has available SA understood ARBS informed that loaner/rental would be provided for inspection date only unless C contacts ARBS back SA understood and agreed SA confirmed inspection date SA states SA requires nothing further from ARBS ARBS thanked SA
		Created By: Dakota McGregor (3/27/2018 5:20 PM) ARBS placed outbound to C[redacted] ARBS verified C had time to speak to ARBS C confirmed inspection date of 04/03/18 at 10AM C informed that would drop veh off at 9AM and would like to pick up the loaner at that time C requested an SUV and not regular sedan ARBS informed that would be at DLRs discretion and is based off of what DLR has available

Make Private	ARBS informed would let DLR know Cs request C understood C offered product suggestion ARBS informed that Nissan does not take unsolicited product suggestions C states C might send Nissan a letter with Cs suggestion ARBS reminded C that would be a several hour inspection ARBS reminded C that would be 2-4 weeks after inspection before resolution ARBS offered further assistance C declined ARBS thanked C C thanked ARBS Call ended mutually
Make Private	**Created By: Dakota McGregor (3/26/2018 2:33 PM)** ARBS submitting DTS request
Make Private	**Created By: Dakota McGregor (3/26/2018 2:33 PM)** ARBS additional notes: C did inform that there was no accident, no injury and no property damage
Make Private	**Created By: Dakota McGregor (3/26/2018 2:26 PM)** ARBS received inbound from C ARBS verified C had time to speak to ARBS ARBS verified and completed probe C states most recent incident happened on March 7th and 2 weeks ago C states that happened close to exit [redacted] and was the exit before [redacted] C states that was close to [redacted] street or [redacted] arkway C states that veh suddenly stopped with no vehicles in front of C C states that received a message and the veh stopped with a red image C states that was very surprising, and C was not able to read what the warning was that popped up C states that after a couple of seconds, c pressed the gas then everything went back to normal C states that there was only one vehicle 20 to 30 feet behind C in the right lane C states that there was another vehicle eventually behind C C states that otherwise the highway was empty C states that there were no signs, no intersection lights C states that there were no overhead obstructions whatsoever C states that does not remember the exact mileage at time of the incident C states that DLR informed C that is a known problem C states that DLR Garden City Nissan informed C of this C states that also if snows and rains veh informs that FEB is not working C states that C has a picture of two vehicles that pulls up ARBS explained this is correct operation of the system and explained some system obstructions/ limitations C understood ARBS advised c that NNA would be interested in inspecting the veh ARBS advised c that it can take 2-4 weeks to get an inspector out and another 2-4 weeks to get the results depending on the inspector's schedule c stated ok ARBS advised c that c would have to make the vehicle available at the Nissan dealer for the inspection and the inspection would take several hours ARBS offered C a rental/loaner veh during entire process C states C would only like a rental/loaner for day of inspection ARBS understood C informed would like to know how to disable the FEB System from Cs end ARBS put C on brief hold and reviewed case with SRPLNR FD ARBS apologized to C for hold ARBS informed C of how C can disable temporarily the FEB by using the instrument control panel menu C understood c stated ok ARBS advised c that ARBS will request the inspection and will call c once a date is available ARBS offered further assistance C inquired about repurchase ARBS informed at this time that Cs veh does not qualify for repurchase C inquired about after process and if is a defect ARBS informed would be Cs discretion if C would like reviewed or not at that time C states C would just like problem to go away whether veh is repaired or replaced ARBS understood and informed that any review would be at Cs discretion, and C would need to inquire at that time if C is interested C understood ARBS thanked C C thanked ARBS Call ended mutually
Make Private	**Created By: Dakota McGregor (3/23/2018 3:22 PM)** ARBS placed outbound to C [redacted] C states that C does not have 20-25 minutes C states that C will call ARBS back on 03/26/18 at 11AM CST ARBS understood ARBS thanked C C thanked ARBS Call ended mutually
Make Private	**Created By: Dakota McGregor (3/23/2018 3:06 PM)** [redacted] ARBS placed outbound to C C states is a bad time as C is with a customer and would like a callback in 5 or more minutes ARBS understood and apologized Call ended mutually
Make Private	**Created By: Dakota McGregor (3/23/2018 3:04 PM)** ARBS Reviewed case with SRPLNR FD ARBS notes if applicable, ARBS can provide C a loaner/rental veh
Make Private	**Created By: Dakota McGregor (3/23/2018 3:04 PM)** ARBS RECEIVED CASE, UNDER REVIEW, VERIFY PROBE **********
Make Public	**Created By: Samantha Dixon (3/22/2018 3:04 PM)** ARBS DM OOO ARBS changing follow up
Make Public	**Created By: Courtney Smith (3/21/2018 1:03 PM)** ARBS reviewed the repair history and at this time, NNA is not in a position to offer a repurchase of this vehicle, as the vehicle has not been subject to an unreasonable number of repair attempts for any warrantable concerns that significantly impair the operation of the vehicle. NNA will continue to honor the terms and conditions of all applicable warranties. ARBS recommends RCAS review the file with RCAS's TL and CSM to determine the best course of action for the file.
	Created By: Courtney Smith (3/21/2018 1:02 PM) ARBS CTS notes the following INITIAL RHR Review & Summary:

		11/27/2017 @ 653 miles RO#[redacted].....1 day down Issue: 1. C/s gas pedal shifted position to the right. Action: 1. Could not duplicate customer concern. No repairs needed. 3/14/2018 @ 4,006 miles RO#[redacted]....1 day down Issue: 1. C/s that on the highway the vehicle was braking when there was no vehicle around Action: 1. Tech checked and scanned system and found stored DTC's for radar stain tech erased DTC.
Make Public		2 days down State: ny In service date: 11/13/2017 Miles: 4,006 1 repair related to gas pedal shifting position to the right 1 repair related to vehicle braking when there is no vehicle around No Vehicle Campaigns No Warranty Cases No Additional cases found No Tech Line Case found No Vehicle Service Contracts No DTS Service found _____
Make Public		**Created By: Samantha Dixon (3/20/2018 11:39 AM)** C contacted NNA about FEB concern, repurchase/replacement
Make Public		**Created By: Nicki Barror (3/20/2018 8:37 AM)** DRTS received the RHR. The RHR was assigned to ARBS Courtney Smith for review.
Make Public		**Created By: Amanda Yett (3/20/2018 7:41 AM)** C contacted NNA about FEB concern.
		Created By: Amanda Yett (3/20/2018 7:40 AM) RCAS-AY placed outbound call to Customer at[redacted] on 3/20/18 at 7:35 AM. 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 concerns. C stated that veh without any reason stopped in the middle of highway. RCAS-AY started IIR. C stated that it occurred on the highway, 2 Wednesdays ago around 8:30 PM. C stated that C had just gotten oil changed so it was 4,000 miles. RCAS-AY asked how C would like NNA to be involved. C stated that DLR told C it is a known problem. C stated that C wants NNA to replace C's veh. C stated that abruptly stopping can cause accident. RCAS-AY advised of RHR process.
Make Private		Why do you want to return the veh to NNA? C stated because of FEB concerns. Where is the veh currently? With C Where was the veh purchased? 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? Garden City Nissan Has the veh been taken to multiple Nissan/Infinity dealers? C confirmed this is the best contact number. RCAS-AY understood. RCAS-AY reiterated follow up on 3/23. C declined further assistance. RCAS-AY thanked C for C's time. Call ended mutually.
Make Private		**Created By: Amanda Yett (3/19/2018 1:56 PM)** RCAS-AY placed outbound call to Customer's at[redacted] on 3/19/18 @ 1:41 PM. RCAS-AY left VMX with case number and direct line. RCAS-AY requested callback.
Make Private		**Created By: Amanda Yett (3/19/2018 1:35 PM)** RCAS-AY placed outbound call to GARDEN CITY NISSAN on 3/19/18 at 1:30 PM and spoke with Service Manager-Will Rosano. RCAS-AY provided last six of VIN. SM-WR advised Radar stain, cleaned and could not duplicate further concerns.
Make Private		**Created By: Amanda Yett (3/19/2018 1:25 PM)** RCAS-AY placed outbound call to DLR. RCAS-AY left VMX for SM-Will Rosano requesting callback.
		Created By: Amanda Yett (3/19/2018 10:43 AM)

Make Private ✓ RCAS-AY placed outbound call to DLR.
RCAS-AY left VMX for SM-Will Rosano requesting callback.

Make Private ✓ **Created By: Amanda Yett (3/16/2018 10:19 AM)**
RCAS-AY unable to datanet.

Make Public **Created By: Denise Rosacker (3/16/2018 9:14 AM)**
****** [CASE SUMMARY] ******

CRR-DR sending case to RCAS for inspection and assistance for Radar Stain repair as DLRSHP requested C do.

Created By: Denise Rosacker (3/16/2018 9:13 AM)
CRR-DR VERIFIED Account information including: C's name, home & e-mail address,
phone number & best contact number
CRR-DR VERIFIED VEH Information including: VIN #, Current Mileage,
CRR-DR CHECKED for open recalls/campaigns and found: 0
CRR-DR CHECKED for previous UNRELATED Case(s) and found: 0
CRR-DR CHECKED previous RELATED Case(s) and found: 0

CRR-DR Noted Main Concern: Intelligent Braking System – Radar Stain

CRR-DR received inbound call from C: [redacted]

C stated C was calling as C is having a concern with VEH
C stated C took VEH to DLRSHP as VEH just stops moving while driving
C stated C has a 2017 Rogue with 4,000 miles on it
C stated DLRSHP told C to call NNA to start case to have an inspector come down and look at VEH for the Radar Stain

Make Public CRR-DR apologized for this concern and agreed to put in request for C
CRR-DR verified C's info name, address, phone, email, VIN and mileage
CRR-DR informed C a case would be made and forwarded to RCAS for further review
CRR-DR informed C that RCAS would contact C by COB Mar. 19, 2018

C acknowledged and thanked CRR-DR for assistance

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

C declined.

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

C understood

CRR-DR closing case.

Call ended mutually.

Best contact # [redacted]

Case Categorizations

New Case Categorization | Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code
	[redacted]	BRAKES	INTELLIGENT BRAKE ASSIST (IBA)	POOR OR IMPROPER OPERATION	26

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] GARDEN CITY NISSAN			4/5/2018	Carlos Albert		Complete	4/3/2018 4:18 PM
Edit | Del	DTS Follow Up [redacted] : GARDEN CITY NISSAN			4/5/2018	Dakota McGregor		Complete	4/3/2018 10:09 AM
Edit | Del	DTS Reques [redacted] GARDEN CITY NISSAN			3/28/2018	Carlos Albert		Complete	3/26/2018 4:23 PM
Edit | Del	DTS Follow Up [redacted] : GARDEN CITY NISSAN			3/28/2018	Dakota McGregor		Complete	3/26/2018 2:40 PM
Edit | Del	IIR		[redacted] H	3/21/2018	Dakota McGregor		Complete	3/26/2018 12:08 PM
Edit | Del	RHR review [redacted]	RHR	[redacted]	3/20/2018	Courtney Smith	Consumer Affairs RHR	Complete	3/21/2018 1:03 PM
Edit | Del	RHR assigned [redacted]		[redacted]	3/20/2018	Amanda Yett		Complete	3/20/2018 8:38 AM
Edit | Del	Review RHR Decision		[redacted]		Dakota McGregor		Complete	3/26/2018 2:15 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]	IIR	Amanda Yett, 3/20/2018 7:36 AM	3/20/2018			5N1AT2MV0HC[redacted]	

DTS Field Inspections

DTS Field Inspections Help

Action	Title	DTS Inspection Date	Owner First Name	Owner Last Name	Status
Edit	[redacted]	4/3/2018 9:00 AM	[redacted]	[redacted]	No Show
Edit	[redacted]	4/6/2018 9:00 AM	[redacted]	[redacted]	Completed

Attachments

Attachments Help

Attach File | View All

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	RO[redacted].pdf	56KB	3/20/2018 11:40 AM	Amanda Yett
Edit | View | Del	RHR[redacted].doc	55KB	3/20/2018 11:40 AM	Amanda Yett
Edit | View | Del	RHR Template- Northeast Region Case[redacted].doc	80KB	3/20/2018 11:40 AM	Amanda Yett

Case History

Case History Help

Date	User	Action
4/12/2018 4:26 PM	Dakota McGregor	Changed **Follow Up Date** from 4/26/2018 to **4/27/2018**.
4/12/2018 4:26 PM	Dakota McGregor	Changed **Follow Up Date** from 4/13/2018 to **4/26/2018**.
4/4/2018 11:48 AM	Dakota McGregor	Changed **Follow Up Date** from 4/4/2018 to **4/13/2018**.
4/3/2018 10:10 AM	Dakota McGregor	Changed **Follow Up Date** from 4/10/2018 to **4/4/2018**.
3/27/2018 5:15 PM	Dakota McGregor	Changed **Follow Up Date** from 3/27/2018 to **4/10/2018**.
3/26/2018 2:14 PM	Dakota McGregor	Changed **Follow Up Date** from 3/26/2018 to **3/27/2018**.
3/23/2018 3:22 PM	Dakota McGregor	Changed **Follow Up Date** from 3/23/2018 to **3/26/2018**.
3/22/2018 3:05 PM	Samantha Dixon	Changed **Follow Up Date** from 3/22/2018 to **3/23/2018**.
3/21/2018 4:31 PM	Dakota McGregor	Changed **Follow Up Date** from 3/21/2018 to **3/22/2018**.
3/20/2018 5:26 PM	Dakota McGregor	Changed **Follow Up Date** from 3/23/2018 to **3/21/2018**.
3/20/2018 11:40 AM	Samantha Dixon	Changed **Case Owner** from Amanda Yett to **Dakota McGregor**.
3/20/2018 11:39 AM	Samantha Dixon	Changed **Description**.
3/20/2018 8:38 AM	Nicki Barror	Changed **DRT Support Status** from Pending to **DRT Assigned**.
3/20/2018 7:47 AM	Amanda Yett	Changed **RHR Completed** to **3/20/2018**.
		Changed **Follow Up Date** from 3/20/2018 to **3/23/2018**.
3/20/2018 7:41 AM	Amanda Yett	Changed **RHR Started** to **3/20/2018**.
		Changed **Description**.
3/19/2018 1:56 PM	Amanda Yett	Changed **Follow Up Date** from 3/19/2018 to **3/20/2018**.
3/19/2018 10:43 AM	Amanda Yett	Changed **Subject** from CUSTOMER:[redacted] PHONE:[redacted] VIN: 5N1AT2MV0HC[redacted] to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: 5N1AT2MV0HC**[redacted]
3/16/2018 10:19 AM	Amanda Yett	Changed **Description**.
3/16/2018 9:14 AM	Denise Rosacker	Changed **Escalated By ID** to **0050G000008Wm7g**.
		Changed **Case Owner** from Denise Rosacker to **Amanda Yett**.
3/16/2018 9:06 AM	Denise Rosacker	Changed **VIN** to **5N1AT2MV0HC**[redacted]
		Changed **Subject** to **CUSTOMER:**[redacted] **PHONE**[redacted] **VIN: 5N1AT2MV0HC**[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
VIN 5N1AT2MV0HC[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 Rockaway Beach State NY Zip Code [redacted] Country United States

☒ Driver Same as Claimant
☒ Owner Same as Claimant

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

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

II. Vehicle

Model Year 2017 Model Name ROGUE Mfg. Date 09/20/2017 VIN 5N1AT2MV0HC[redacted]

Mileage 4690 License # [redacted] State NY Country United States

Special equipment & accessories: Dash Camera, Extended view after market clip-on rear view mirror. After market floor mats. Photos 19, 23, and 81.

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

Number	Description	Status	Date
NA	NA	○ Open ◉ Closed	NA

Add Row | Remove Row

III. Description of Incident & Claim

Source of Information Claimant Incident Date 03/7/2018 Time 9:30 PM

Location of Incident (describe fully) West bound on [redacted] Pkwy heading towards Manhattan near Exit [redacted]

Weather Conditions (Rain/Snow/Dry/Etc.) Light Snow mixed with scattered rain.

Vision obstruction (describe) NG

Temperature at time of incident 34.0° Parking location prior to time of incident NG

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV0HC[redacted]

Overnight temperature prior to incident: 37.4° | Length of time parked: NG

Ice/Snow accumulation on vehicle? ○ Yes ◉ No

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

Sequence of Events (according to claimant)	Claimant states while driving on the [redacted] Pkwy vehicle suddenly stopped with no other vehicles in front accompanied by a warning on dash stating obstruction of radar.
Relation to Roadway (on-road, off-road, left side, right side)	On Roadway right side.
Number of times incident occurred	2
Driver Action (braking, steering, etc.)	Claimant states was driving approaching exit [redacted] and [redacted]
Special Circumstances	NG
Actions taken after incident and results of those actions	Claimant states a few seconds after vehicle came to a stop Claimant depressed the accelerator and vehicle continued driving normally.

Vehicle Estimated Speed	NG	Source	Claimant	Posted Speed Limit	50 MPH
Other Vehicle Estimated Speed	NA	Source	Claimant	Posted Speed Limit	50 MPH

Witness Present? ○ YES ◉ NO

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

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

#	Allegation	Allegation made by
1	Claimant alleges vehicle came to a stop unprovoked accompanied by a "radar obstruction" message on the dash.	Claimant

Add Allegation | Remove Allegation

IV. Occupants & Injuries

Source of Information: Claimant

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



Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV0H[redacted]

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

Address [redacted] Rockaway Beach, NY [redacted] USA Weight [redacted]

Location: Incident Vehicle | Seating Position: 1 - Driver

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

Nature & Extent of Injuries: NG

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

Add Occupant | Remove Occupant

☐ No Occupants Comments: NA

V. Other Property Damage

☒ No Other Property Damage

Source of information: Claimant

VI. Investigation Results

Date of vehicle inspection: 04/06/2018

Location of inspection: Garden City Nissan

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

NA

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

Photos taken by: Carlos Albert # Photos: 91

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 - 1-22, 64-79.
Engine/ Transmission/ Drivetrain	No abnormalities found. Please see photos - 46-54.
Underbody/ Suspension/ Steering/ Wheels & Tires	No abnormalities found. Please see photos - 55-62.
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	After market floor mats installed on top of factory carpet mats. No abnormalities found. Please see photos - 23-45.
Seat Belts/ Child Restraints (if applicable)	No abnormalities found. Seat belts in the stowed unlocked position. Please see photos - 23-45.

Incident Investigation

CAR # [redacted]
Claimant
VIN 5N1AT2MV0HC[redacted]

Air Bags	No abnormalities found. Airbags are in the un-deployed and stowed position. Please see photos - 23-45.

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

Vehicle has a dash cam mounted, DTS removed prior to test drive along with removal of clip-on rear view mirror. Please see photos - 19, 80-81.

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

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

#	Allegation	Factual Findings
1	Claimant alleges vehicle came to a stop unprovoked accompanied by a "radar obstruction" message on the dash.	During DTS inspection of vehicle code C1A16-97 Radar Stain was stored in Laser/Radar in past state along with U1002 stored in ABS also in past state. Please see uploaded C3+ screen shots. No FEB activation mileage stored and no CDR Events stored. DTS test drove for approximately 28 miles with mixed highway and regular street driving with no duplication or activation of any warnings. Vehicle is performing characteristic of model.

Add Row | Remove Row

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

Reporter's Signature [redacted]

Reporter's Name & Region Carlos Albert
North East Region

Incident Investigation

CAR # [redacted]
Claimant
VIN 5N1AT2MV0HC[redacted]

IIR Supplement: Advanced Technology Checklist

I. Vehicle equipped with

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

Other (describe): NA

Comments: For status of above mentioned features please see photos - 82-91.

II. Diagnostic Download and EDR Data

Instructions:

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

	Yes	No	Comments
Full diagnostic download included in report?	◉	○	Please see uploaded C3+ Screen Shots.

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV0HC[redacted]

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

III. Sensor and ECM Visual Inspection

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

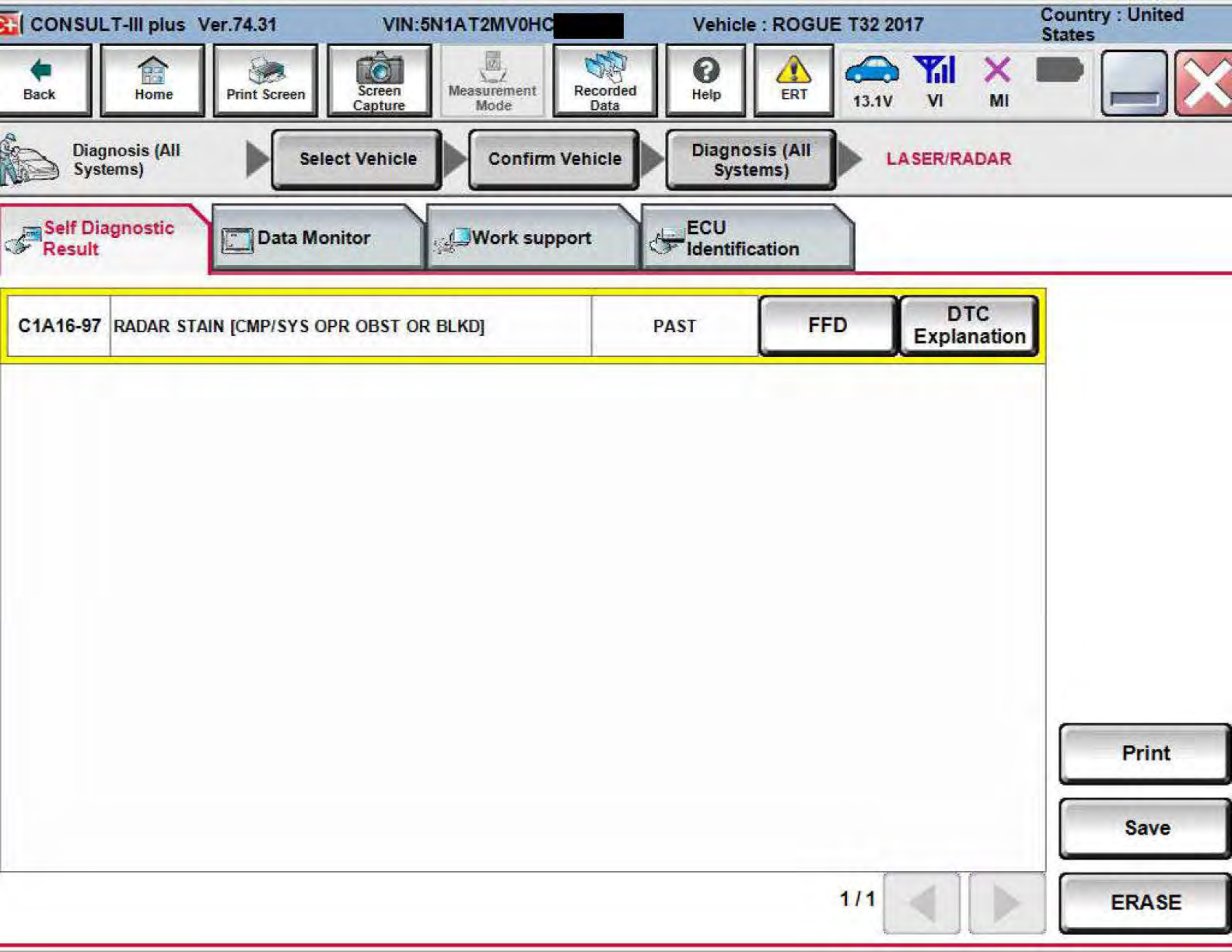
Yes	No		Comments
○	◉	Obstructions to camera? (ie. dirt, stickers, etc.)	Not Equipped.
○	◉	Physical damage to camera? (ie. cracks)	Not Equipped.
○	◉	Obstructions to radar sensor units? (ie. dirt, stickers, etc.)	No abnormalities found. Please see photos - 53-54
○	◉	Physical damage to radar sensor units? (ie. cracks)	No abnormalities found. Please see photos - 53-54, 15-17.
◉	○	Electrical connection to radar module firmly seated?	No abnormalities found.
○	◉	Electrical connection to camera module firmly seated?	Not Equipped.
○	◉		NA

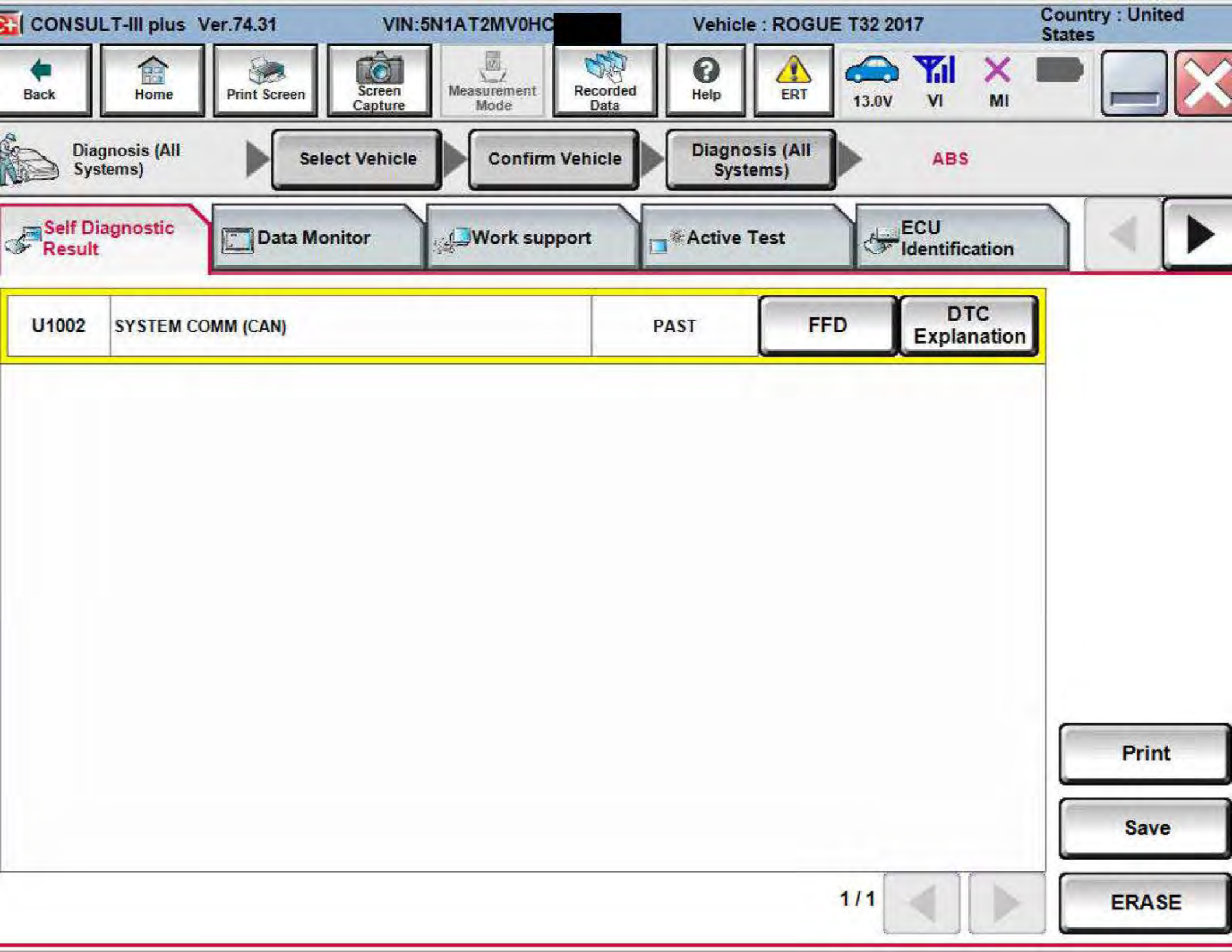
End of Form

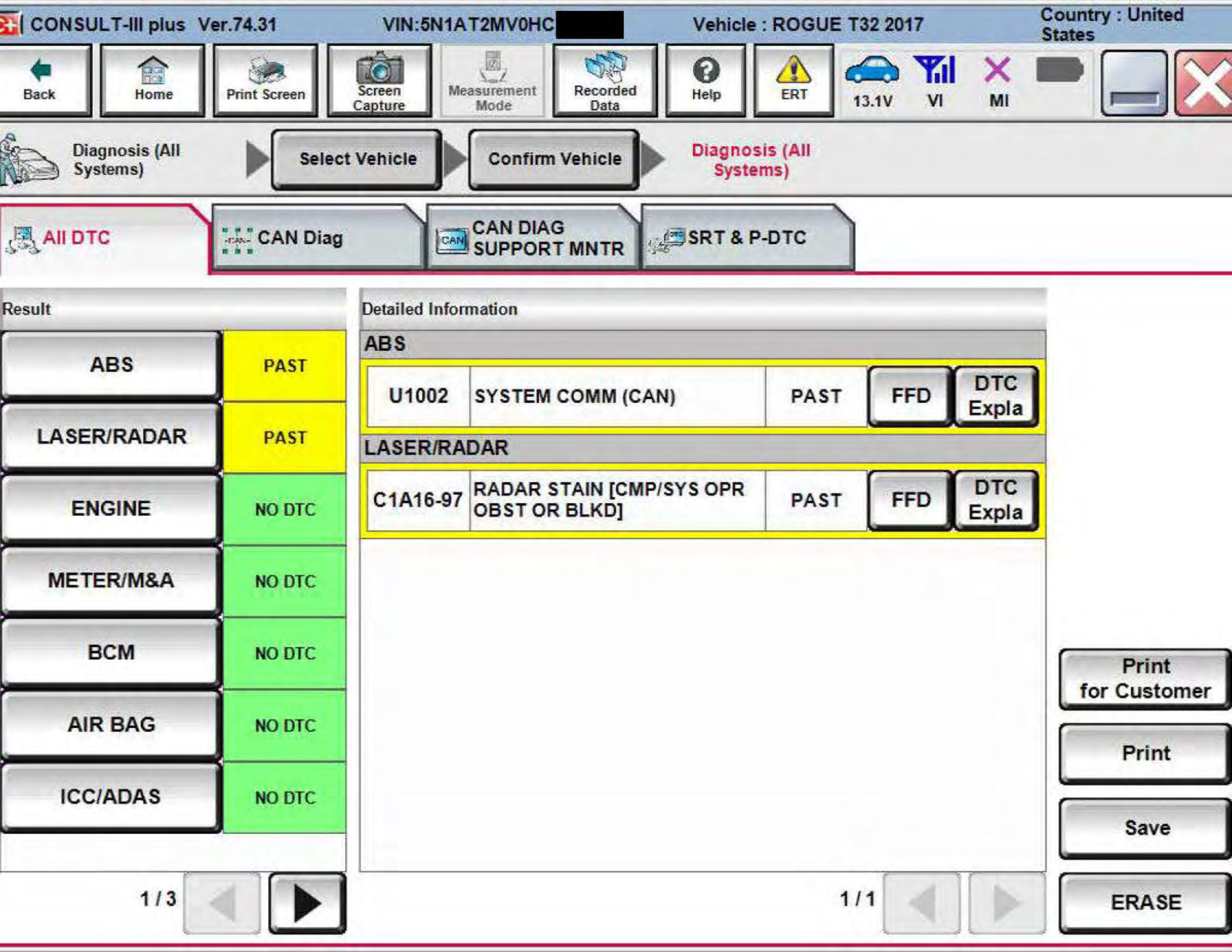
*Name your file while saving.

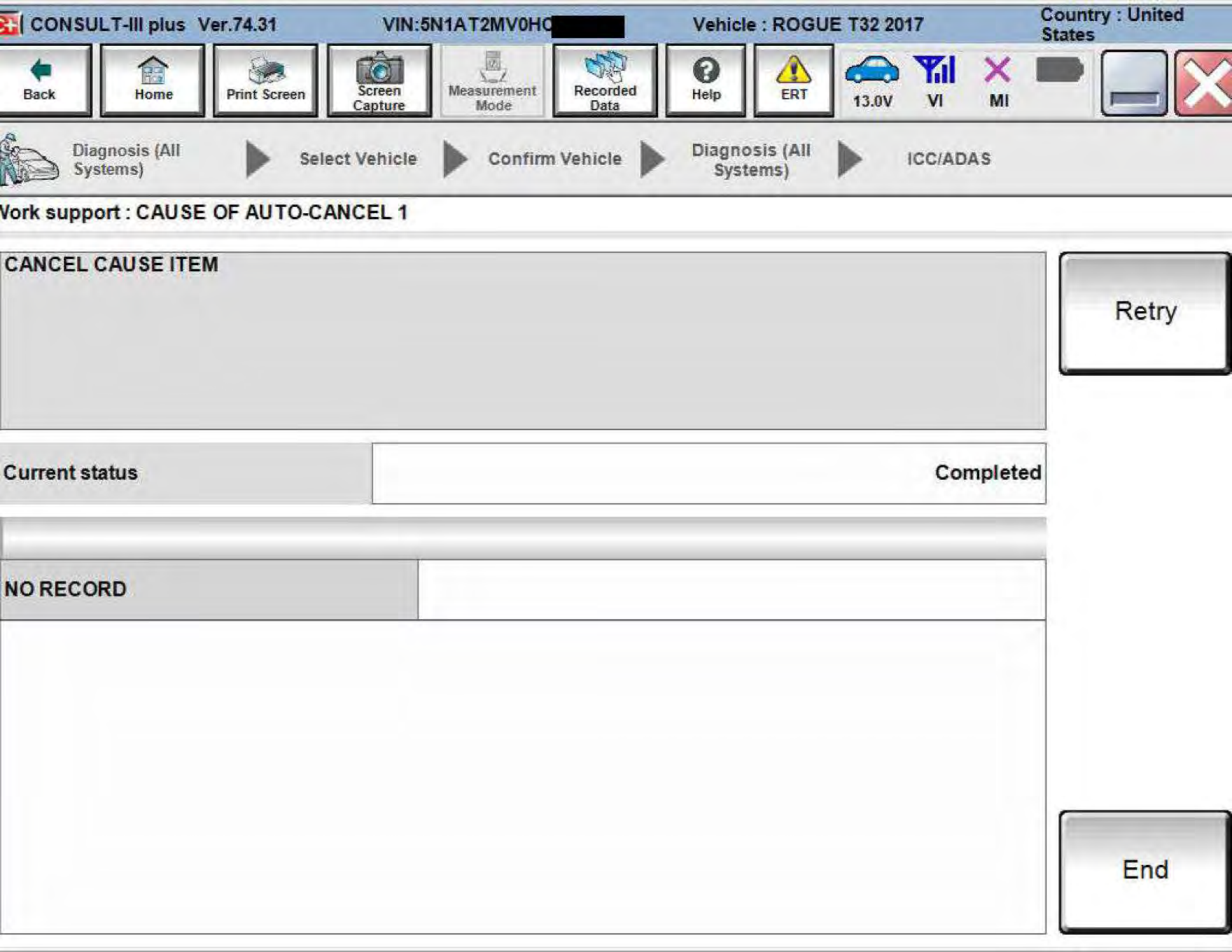
Save Form & Finish Later — Save form with unlocked fields to finish later.

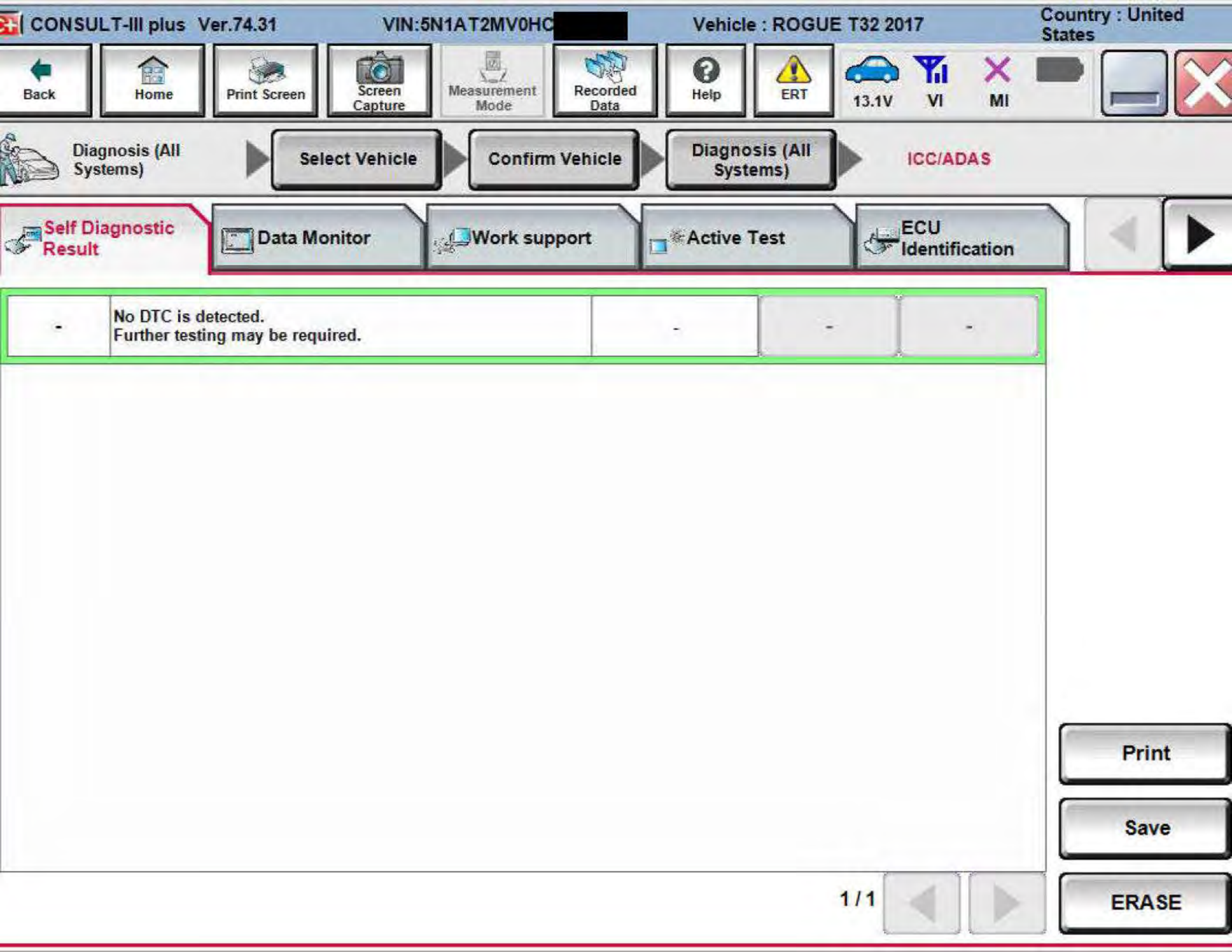
Lock Fields & Save Form for Submission — Save form with locked fields for submission. Print form to Primo PDF or Adobe PDF to save.

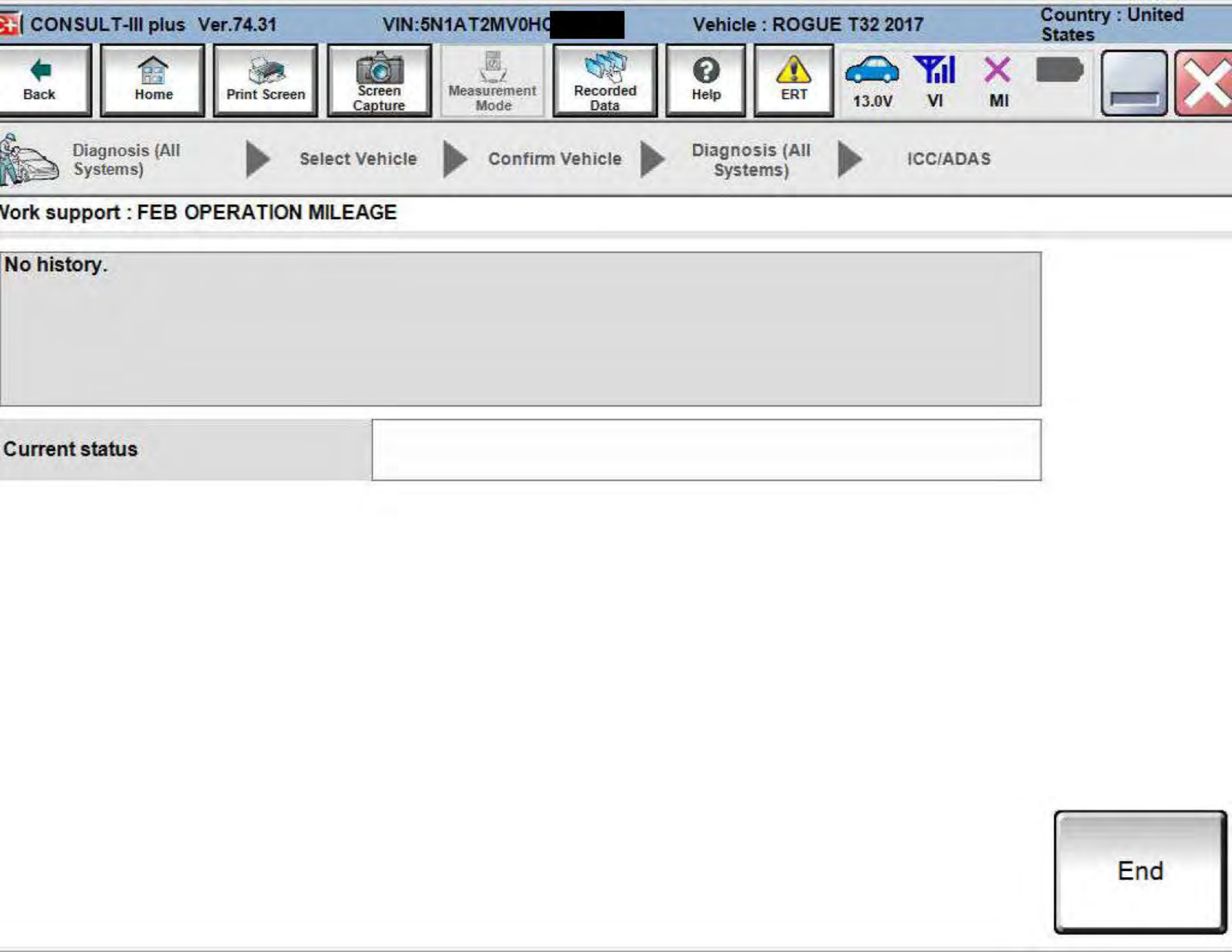

CONSULT-III plus Ver.74.31
VIN:5N1AT2MV0HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.1V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
LASER/RADAR
Self Diagnostic Result
Data Monitor
Work support
ECU Identification
C1A16-97
RADAR STAIN [CMP/SYS OPR OBST OR BLKD]
PAST
FFD
DTC Explanation
Print
Save
1 / 1
ERASE

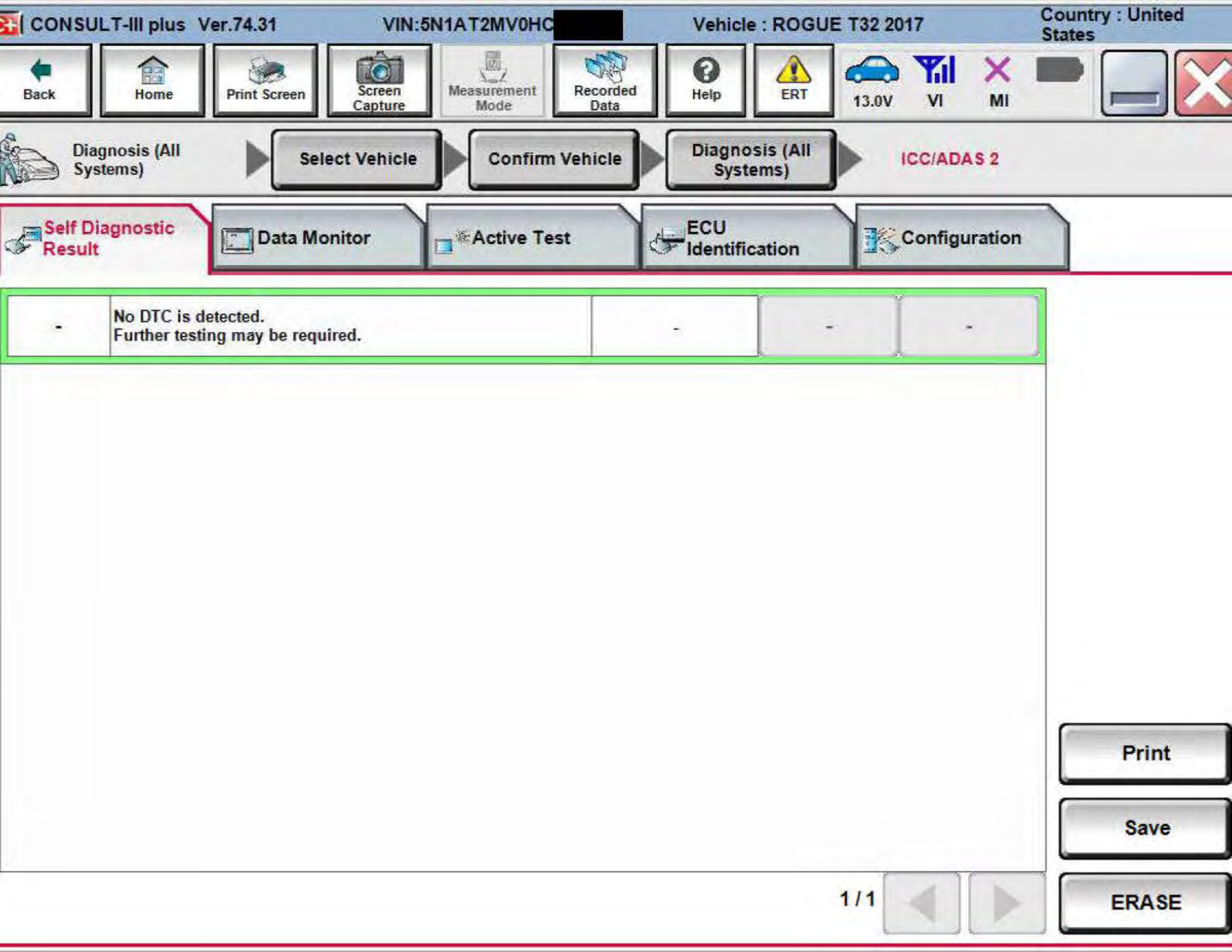

CONSULT-III plus Ver.74.31
VIN:5N1AT2MV0HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ABS
Self Diagnostic Result
Data Monitor
Work support
Active Test
ECU Identification
U1002
SYSTEM COMM (CAN)
PAST
FFD
DTC Explanation
Print
Save
1 / 1
ERASE


CONSULT-III plus Ver.74.31
VIN:5N1AT2MV0HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.1V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
ABS
PAST
LASER/RADAR
PAST
ENGINE
NO DTC
METER/M&A
NO DTC
BCM
NO DTC
AIR BAG
NO DTC
ICC/ADAS
NO DTC
1 / 3
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
1 / 1
Print for Customer
Print
Save
ERASE


CONSULT-III plus Ver.74.31
VIN:5N1AT2MV0HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : CAUSE OF AUTO-CANCEL 1
CANCEL CAUSE ITEM
Retry
Current status
Completed
NO RECORD
End


CONSULT-III plus Ver.74.31
VIN:5N1AT2MV0HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.1V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Self Diagnostic Result
Data Monitor
Work support
Active Test
ECU Identification
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
1 / 1
ERASE


CONSULT-III plus Ver.74.31
VIN:5N1AT2MV0HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB OPERATION MILEAGE
No history.
Current status
End


CONSULT-III plus Ver.74.31
VIN:5N1AT2MV0HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS 2
Self Diagnostic Result
Data Monitor
Active Test
ECU Identification
Configuration
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
1 / 1
ERASE



Search

Samaritan Potter Help & Training

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

Vehicle
5N1AT2MV0HC[redacted]

Customize Page | Printable View | Help for this Page

Vehicle Campaigns [0] | Warranty Cases [0] | Cases [2] | Service History [20] | Vehicle Service Contracts [1] | Vehicle History [1] | DTS Field Inspections [2]

Vehicle Detail

VIN	5N1AT2MV0HC[redacted]		
Last Modified By	NNAETL, 4/12/2018 9:09 PM	Branded Title	
Created By	NNAETL, 9/22/2017 2:59 PM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage	4,000	MSRP	$28,505
Latest Recorded Mileage Units	M		
In Service Date	11/3/2017		

Manufacturing Data

Make/Model	2017 NISSAN ROGUE	Manufacturer Date	9/20/2017
Model Year	2017	Plant Name	Smyrna (NMM)
Make	NISSAN	PDI Date	
Model Line	ROGUE	Country Code	USA
Model Code	29417	US Specification Indicator	Y
Body Style Type	WAGON 4 DOOR	Emissions Type	50 STATE
Exterior Color	BRILLIANT SILVE	Emissions Certification	
Cylinders		Open Recall	
Transmission Type	CVT	Head Unit	
Model Series		Model Line Code	RGE
Factory Installed Options	B92B93C03L92Z66		
Factory Installed Options Descriptions	B92 (SPLASH GUARDS), B93 (CHROME REAR BUMPER PROTECTOR), C03 (50 STATE EMISSIONS), L92 (FLOOR MATS (2-PIECE FRONT AND), Z66 (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	Brand
1	BASIC COVERAGE	11/3/2020	36,000				
2	POWERTRAIN COVERAGE	11/3/2022	60,000				
3	SEAT BELT	11/3/2027	999,999				
4	CORROSION COVERAGE (PERFORATION)	11/3/2022	999,999				
5	FEDERAL EMISSION LONG TERM DEFECT	11/3/2025	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	11/3/2017	

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

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]	3/16/2018 9:06 AM		4,000	Open	0	Dakota McGregor
| Edit | Cls	[redacted]	VCS	[redacted]	11/18/2017 11:09 AM	11/18/2017 11:09 AM		Closed	0	Shewanda Bryant

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]		I	11/29/2017	653	[redacted]	[redacted]		
			I	11/29/2017	653				
			I	11/29/2017	653				
			I	11/29/2017	653				
			I	11/29/2017	653				
			I	11/29/2017	653				
			I	3/13/2018	4,007				
			I	3/13/2018	4,007				
			I	3/13/2018	4,007				
			I	3/13/2018	4,007				
			C	3/13/2018	4,007				
			PD	10/30/2017	5				
			I	4/5/2018	4,691				
			I	4/5/2018	4,691				
			I	4/5/2018	4,691				
			I	4/5/2018	4,691				
			I	11/10/2017	6				
			I	10/30/2017	5				
			W	10/30/2017	5				
			I	10/30/2017	5				

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		Baron	Nissan	[redacted]	100	4/2/2018	11/3/2019	40,000

Vehicle History

Vehicle History Help

Date	User	Action
9/22/2017 2:59 PM	NNAETL	Created.



DTS Field Inspections New DTS Field Inspection DTS Field Inspections Help

Action	Title	Status	Created Date	Related Support Case	Owner First Name	Owner Last Name	DTS Team	DTS Inspection Date	Report Date
Edit	[redacted]	No Show	3/27/2018	[redacted]	[redacted]		NER	4/3/2018 9:00 AM	4/3/2018 10:01 AM
Edit		Completed	4/4/2018				NER	4/6/2018 9:00 AM	4/12/2018 4:08 PM

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

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No Warnings
P
233
4718 miles




NISSAN












NISSAN
ROGUE


ROGUE












NISSAN



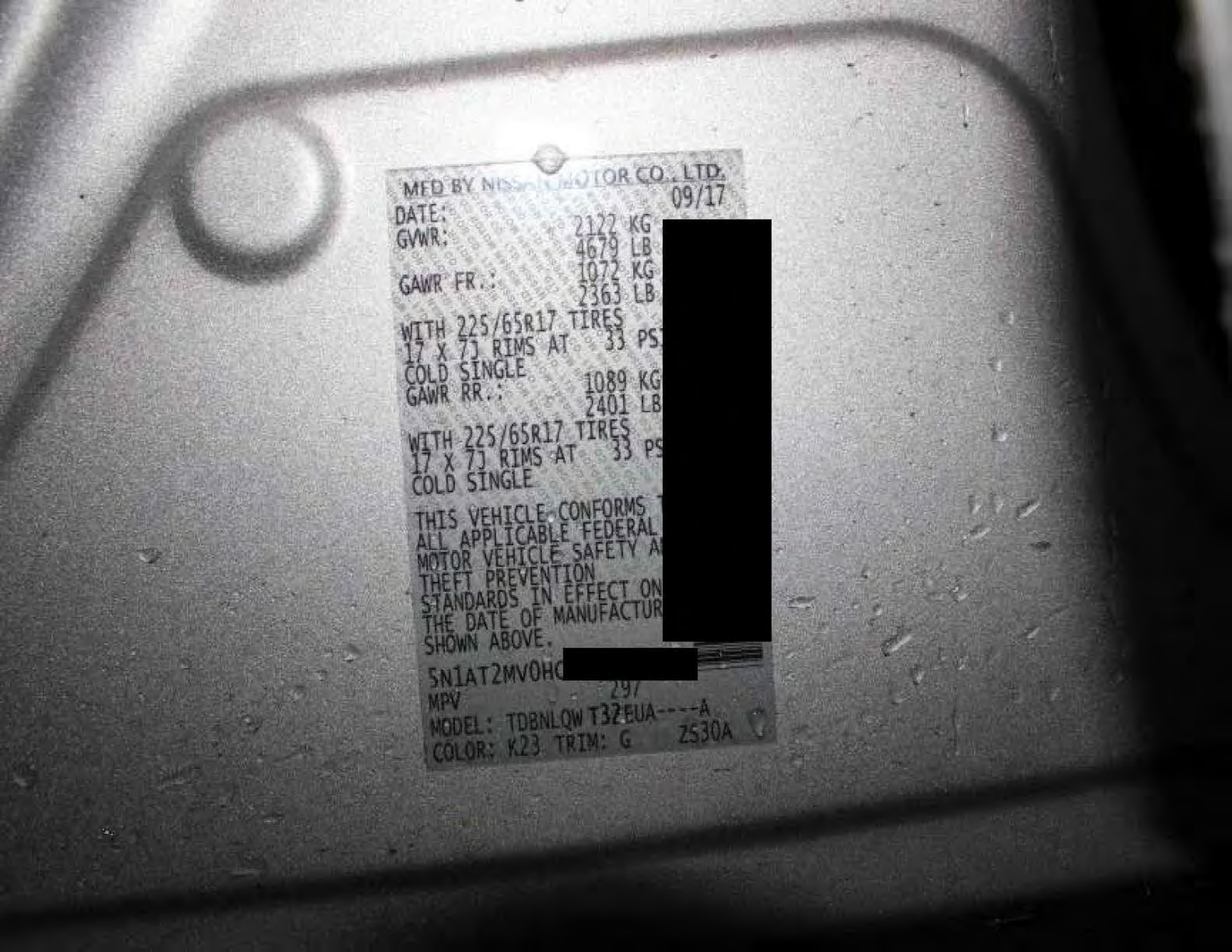







5N1AT2MV0HC


NEW YORK
12
19
12/19/19
VEHICLE REG
NATION
NEW
STATE
SAFETY
INSPECTION
CERTIFICATE
2018
JAN
FEB
MAR
APR
MAY
JUN
JUL
AUG
DEC


MFD BY NISSAN MOTOR CO., LTD.
DATE: 09/17
GVWR: 2122 KG
4679 LB
GAWR FR.: 1072 KG
2363 LB
WITH 225/65R17 TIRES
17 X 7J RIMS AT 33 PS
COLD SINGLE
GAWR RR.: 1089 KG
2401 LB
WITH 225/65R17 TIRES
17 X 7J RIMS AT 33 PS
COLD SINGLE
THIS VEHICLE CONFORMS
ALL APPLICABLE FEDERAL
MOTOR VEHICLE SAFETY A
THEFT PREVENTION
STANDARDS IN EFFECT ON
THE DATE OF MANUFACTUR
SHOWN ABOVE.
MPV
MODEL: TDBNLQW T32EUA----A
COLOR: K23 TRIM: G Z530A








AWD
LOCK
SPORT


PUSH
ON ⇔ OFF




























10:24 AM
BRAKE
4690 miles
H
1/2


RES +
CANCEL
SET −
OK










QRC
QR25


NISSAN


DANGER/POISON
DANGER/POISON


DANGER/POISON
CAUTION / ATTENTION




QR25











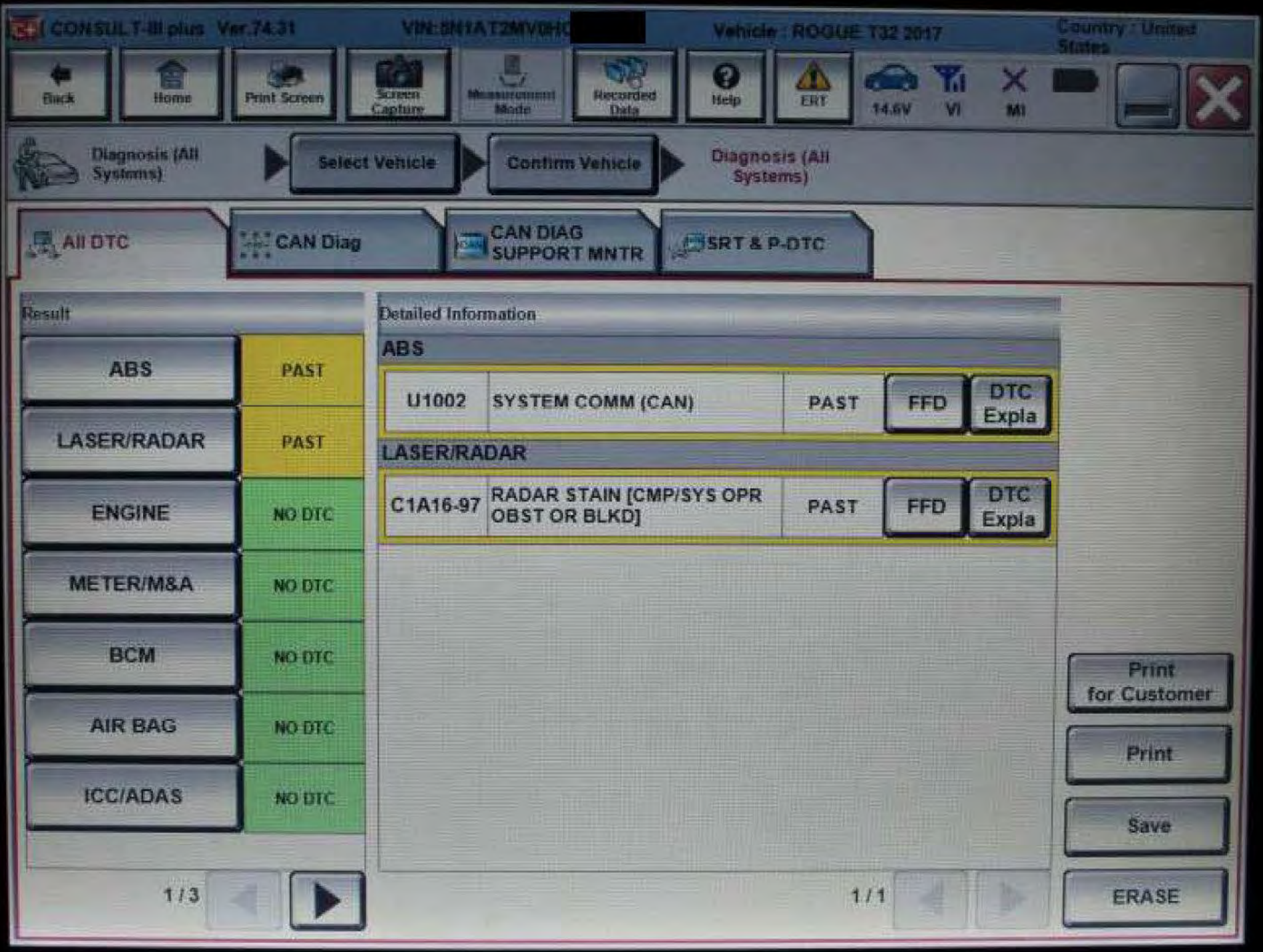











CONSULT-III plus Ver.74.31
VIN:5N1AT2MV0H[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.6V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
ABS
PAST
LASER/RADAR
PAST
ENGINE
NO DTC
METER/M&A
NO DTC
BCM
NO DTC
AIR BAG
NO DTC
ICC/ADAS
NO DTC
1/3
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
1/1
Print for Customer
Print
Save
ERASE




























BWR
Visualiser










11:31 AM
42 °F
Settings
Driver Assistance
Clock
Meter Settings
Vehicle Settings
Maintenance
Alarm
D
252
4700 miles


11:32 AM
42 °F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control


11:32 AM
42 °F
Driving Aids
Emergency Brake
Blind Spot
0
60
20


11:32 AM
42 °F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
6


11:32 AM
42 °F
Chassis Control
Trace Control
Engine Brake
6


11:33 AM
42 °F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control


11:33 AM
42 °F
Parking Aids
Cross Traffic


11:33 AM
42 °F
Driving Aids
Emergency Brake
Blind Spot


11:33 AM
42 °F
Blind Spot
Warning

DP19-001

NISSAN

5/15/2019

ATTACHMENT B

REQUEST NUMBER 2 DOCUMENTS

FIELD REPORTS





Search

Samaritan Potter Help & Training

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

Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [40] | Case Categorizations [1] | Open Activities [2] | Activity History [5] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | DTS Field Inspections [1] | Attachments [0] | Case History [39] | Emails [4]

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		Case Owner	
Home Phone		Status	Open
Executive Referral		Type	CA
Exec-Received-Date		Case Origin	Phone
Letter Sent Date		Date/Time Opened	2/15/2018 12:45 PM
Letter Received Date		Date/Time Closed	
Follow Up Date	4/30/2018	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	MIDDLETOWN NISSAN
# Vehicles Owned	1	Previous Repair Date	3/16/2018
Vehicle Purchased	New	Previous Repair Location	HARTE NISSAN
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	28,012		

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	5N1AT2MV1HC[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	HARTE NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	9	Dealer Instructions	Service Dept. Review
Shared With		Requested Dealer Action	FYI

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?	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 to Agent:	Notes for DTS (Vehicle Concerns)	

System Information

Subject	CUSTOMER: [redacted] PHONE: VIN: 5N1AT2MV1HC[redacted]		
Created By	Patience Million, 2/15/2018 12:45 PM	Root Cause Code	SCIN
Last Modified By	Bereniz Lopez, 4/16/2018 8:16 AM	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: Bereniz Lopez (4/16/2018 8:15 AM)** ARBS notes receiving notification on 4/15 that IIR has been uploaded to FTP.
Make Public		**Created By: Bereniz Lopez (4/16/2018 8:13 AM)** ARBS received notification on 4/13 that inspection has been completed.
Make Public		**Created By: James Borbath (4/14/2018 10:07 AM)** CRR-JB verified Account information including: C's name, home & e-mail address, phone number & best contact number CRR-JB CHECKED for open recalls/campaigns and found: None CRR-JB CHECKED for previous UNRELATED Case(s) and found:0 CRR-JB CHECKED previous RELATED Case(s) and found: [redacted] CRR-JB NOTED concern is: Case Update CRR-JB took inbound call from C C- was seeking update on his case C- stated was looking for info based on Veh being at DLR CRR-JB stated to C a follow up for his case had been set for 04/16/18 C- Understood CRR-JB asked C if there was anything else CRR-JB could assist with. CRR-JB provided C with agent ID and case number Call ended mutually.
Make Public		**Created By: Bereniz Lopez (4/6/2018 8:31 AM)** ARBS placed call to C at [redacted] ARBS left VM stating ARBS is calling to remind C of appointment for April 9th at 9:30 at Harte Nissan.
Make Public		**Created By: Bereniz Lopez (3/29/2018 11:40 AM)** ARBS placed call to C at [redacted] ARBS informed C that inspection will be taking place on April 9th. C stated okay. C asked if in the meantime C has to pick up the vehicle? ARBS stated no. C thanked ARBS. ARBS thanked C. Call ended.
Make Public		**Created By: Bereniz Lopez (3/29/2018 11:32 AM)** ARBS placed call to DLRSHP to confirm inspection date. ARBS spoke with SM-Victor. ARBS informed SM that DTS will be inspecting vehicle on April 9th. SM stated that is great. ARBS thanked SM. Call ended.
Make Public		**Created By: Bereniz Lopez (3/29/2018 11:25 AM)** ARBS placed call to DLRSHP to confirm inspection date. ARBS notes call went to VM box after selecting Service.
Make Public		**Created By: Bereniz Lopez (3/28/2018 3:04 PM)** ARBS sent DTS request, pending date.

	Created By: Bereniz Lopez (3/28/2018 3:00 PM) ARBS placed call to C at [redacted]. ARBS asked if C had about 10-15 minutes to discuss case? C stated yes. ARBS confirmed initial probe. ARBS asked how C was seeking for Nissan to be involved? C stated C wants a solution to the incident. C stated C loves the vehicle but does not want the issue to be happening. ARBS asked the status of the vehicle? C stated the vehicle is at the DLRSHP and was told that DLRSHP would contact Nissan because of the codes that were found.
Make Public	ARBS stated ARBS will get an inspection date for inspector to go look at the vehicle. ARBS stated the date can be 2-4 weeks out and the entire investigation can take 6-8 weeks total. C stated okay. ARBS stated ARBS will contact C once inspection date has been provided. C stated C was issued a rental from the DLRSHP for the meantime. ARBS understood. C thanked ARBS. ARBS thanked C. Call ended.
Make Public	**Created By: Samantha Dixon (3/23/2018 1:34 PM)** VEH beeped and stopped while driving as if a VEH was going to collide
Make Private	**Created By: Rodrick Pewitt (3/23/2018 10:58 AM)** Outbound call to C. [redacted] 3/23/2018 10:39 AM RCAS-RP ADVISED "This call may be recorded for quality and training purposes." RACS-rp stated that the RCAS will be working with the customer in regards to the c. C understood. RCAS-rp verified the c's concern with the veh. C stated that a few days after, the concern happened again. C stated that the veh stops on its own. RCAS-rp stated that the customer has to fill out an IIR report. C understood. C stated that the crash light comes on in the veh. C stated that the c pulled over to cut off the veh. C stated that the c turned the veh back on . C stated that advisors at the dlrshp are having the same concerns with the lights as well. RCAS-rp understood. RCAS-rp asked if the customer will be able to get the veh back to the dlrshp. C stated tht the c will call harte Nissan to make an appointment. RCAS-rp stated that the RCAS will follow back up with the customer on Tuesday. RCAS-rp asked the c for anymore concerns. C declined. RCAS-rp thanked the c.
Make Public	**Created By: Vijantie Osbourne (3/22/2018 11:43 AM)** CRR-VO < VERIFIED> Account information including: C's name, home & e-mail address, phone number & best contact number CRR-VO VERIFIED VEH Information including: VIN #, Current Mileage, Warranty & Service History CRR-VO CHECKED for open recalls/campaigns and found: CRR-VO CHECKED for previous UNRELATED Case(s) and found: CRR-VO CHECKED previous RELATED Case(s) and found: [redacted] CRR-VO NOTED concern is: callback time CRR-VO received inbound call from C C stated C was contacted yesterday and C did not answer C was also left email C wants to know when C will be contacted again CRR-VO notified C that callback date was set to tomorrow C stated C would make sure to answer call CRR-VO asked C if there was anything else CRR-VO could assist with. C declined. C understood Call ended mutually.
Make Private	**Created By: Rodrick Pewitt (3/22/2018 11:13 AM)** Outbound call to C. [redacted] 3/22/2018 11:12 AM Left Vm.
Make Private	**Created By: Rodrick Pewitt (3/21/2018 1:27 PM)** Outbound call to C. [redacted] 3/21/2018 1:26 PM Left VM.
Make Private	**Created By: Rodrick Pewitt (3/21/2018 1:26 PM)** Outbound call to Harte Nissan. [redacted] 3/21/2018 1:23 PM Left VM for service department. RO[redacted] CUSTOMER STATES VEHICLE CRASH LIGHT COMES ON WITH NOTHING IN FRONT OF THE VEHICLE AND THE VEHICLE BRAKES ON ITS OWN WHEN IT HAPPENS. THIS HAS HAPPENED MULTIPLE TIMES. CHECK AND ADVISE. EMAIL VIDEO RECORDINGS. VERIFIED CUSTOMER CONCERN SCANNED VEHICLE FOR CODES FOUND UPON INSPECTION FOUND DEBRIS ON ICC SENSOR COVER. CLEANED ICC SENSOR COVER, RECHECKED ALL OK AT THIS TIME.
Make Private	**Created By: Rodrick Pewitt (3/21/2018 1:13 PM)** unable to datanet
	Created By: Jeremy Angelini (3/20/2018 8:35 AM) ECRR-JA received email in case [redacted]

Make Public	ECRR-JA noting email had no attachments ECRR-JA sent an email to C requesting the required documents again ECRR-JA exiting case
Make Private	**Created By: Sharla Oresanya (3/19/2018 2:08 PM)** RCAS-SO placed outbound call to C at [redacted] RCAS-SO ADVISED "This call may be recorded for quality and training purposes." C stated has paperwork that stated engine mount recall C stated March 16th is when C went to Harte Nissan C stated the DLRSHP completed multi point inspection C stated if the VEH is designed like that why is C having concerns C stated technician stated if the VEH gives C a warning for C to keep driving the VEH C stated wife does not want to drive the VEH C stated it only happens at night and at inter sections C stated it happens 45 mph C stated before stopping the VEH it would stop on its own C stated warning light comes on and there is a beeping noise as if there is something in front of C C stated would like to show RCAS a video of concern RCAS-SO stated C can send in the video for review however the DLRSHP has to diagnose the VEH and the DLR could not duplicate the concern C stated will send email to RCAS today RCAS-SO understood. Call ended mutually.
Make Public	**Created By: Krina Patel (3/19/2018 1:53 PM)** CRR-KP VEFIRIED ACCOUNT Information including: Name, Address, Best Contact, and Email. CRR-KP VERIFIED VEH Info including: VIN# CRR-KP CHECKED for OPEN Campaign(s) and Found:0 CRR-KP CHECKED for RELATED Case(s) and Found:0 CRR-KP CHECKED for previous UNRELATED Case(s) and Found[redacted] CRR-KP NOTED Concern is: missed call C Stated Cs cell phone no. is not working at c work. C Stated C was talking with someone and call got disconnected. CRR-KP informed C that CRR will send an internal email to RCAS and asked to put on hold. CRR-KP informed that follow-up date is of 3/19/2018 C stated yes and requested a call on [redacted] C disconnected while on hold. ********SUMMARY********** CRR-KP send internal email to RCAS.
Make Private	**Created By: Sharla Oresanya (3/19/2018 1:51 PM)** RCAS-SO placed outbound call to C at[redacted] RCAS-SO ADVISED "This call may be recorded for quality and training purposes." RCAS-SO stated C has been to the DLRSHP for a second opinion C stated Harte Nissan stated the same as Nissan of Middletown C stated sent video to the DLRSHP C stated when the VEH gives a warning for collision that is normal design C stated did not test drive the VEH C stated if the VEH stops again Nissan should be responsible C stated is getting paperwork to inform RCAS what the DLR stated RCAS-SO stated in order for Nissan to provide recommendations the DLR would have to duplicate the concern RCAS-SO stated as C has been to two DLRSHPs who both stated the VEH is operating as designed NNA does not have any information for C Call disconnected.
Make Public	**Created By: Mubah Butt (3/17/2018 9:19 AM)** ****** [CASE SUMMARY] ****** CRR-MB sending case to RCAS to resolve the concern due to safety concern.
Make Public	**Created By: Mubah Butt (3/17/2018 9:19 AM)** 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: 1 CRR-MB CHECKED previous RELATED Case(s) and found: 0 CRR-MB received a call from C concerning VEH concern. C stated that C brought VEH to DLR and was advised that there is nothing DLR can do. C stated that DLR advised C that VEH is designed this way. C stated that C contacted NNA and spoke with RACS-SO. C stated that C was advised to take it to a different DLR for second opinion. C stated that C brought the VEH in to different DLR and was advised the same that VE is designed this way. C stated that C has safety concern if someone hit Cs' VEH due to VEH stops while C is driving it. C stated usually I stops on intersection. C stated that C want NA to resolve this concern because C has safety concern. 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 <03-19-2018> regarding the C concern C understood and appreciated the assistance Call ended mutually
Make Private	**Created By: Sharla Oresanya (3/7/2018 1:39 PM)** RCAS-SO is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with VEH stopping without warning ***STATEMENT OF DECISION*** RCAS-SO referred C to the DLR for second opinion
Make Private	**Created By: Sharla Oresanya (3/7/2018 1:38 PM)** RCAS-SO placed outbound call to C at[redacted] RCAS-SO ADVISED "This call may be recorded for quality and training purposes." RCAS-SO asked if C took the VEH to a DLRSHP C stated no however is having the same concerns RCAS-SO stated Harte Nissan is the second closest to C C stated would like the information via email

	RCAS-SO stated will email C C stated will attend the DLRSHP after the 13th RCAS-SO understood. Call ended mutually.
Make Public	**Created By: Daniela Ahtchiev (3/5/2018 1:22 PM)** ****** CASE SUMMARY****** C contacted Nissan CA requesting assistance with case follow up CRR-DA sending RCAS a courtesy email
Make Public	**Created By: Daniela Ahtchiev (3/5/2018 1:22 PM)** CRR-DA VERIFIED Account Info including: C's name, home address, phone# & best contact# CRR-DA VERIFIED VEH Info including: VIN#, Current Mileage CRR-DA CHECKED for open recalls/campaigns and found: 0 CRR-DA CHECKED previous RELATED Cases and found: 0 CRR-DA RECEIVED inbound call from: [redacted] CRR-DA NOTED concern is: case follow up C advised C wants to know who is going to be responsible if something happens to C as a result of C's VEH concern C was advised by DLR that the concern is normal and that is how the VEH was made CRR-DA advised C of follow up date with RCAS for 3/7/18 CRR-DA advised C that CRR-DA will send RCAS a courtesy email C understood CRR-DA provided case#, agent ID and offered further assistance C declined CRR-DA thanked C for calling NNA CA Call ended mutually
Make Private	**Created By: Sharla Oresanya (3/5/2018 12:36 PM)** RCAS-SO placed outbound call to C at [redacted] RCAS-SO VERIFIED C's name, home & email address, concern, mileage RCAS-SO CHECKED for open recalls/campaigns and found: Left Hand Engine Mounting Insulator Previous UNRELATED Case(s) Found: [redacted] Previous RELATED Case(s) Found: None RCAS-SO ADVISED "This call may be recorded for quality and training purposes." RCAS-SO stated RCAS is the Regional Specialist and asked if C would like to write down RCAS number. C stated yes. RCAS-SO stated C's concern with VEH stopping unexpectedly C stated yes C stated went to the DLRSHP as the DLR stated the VEH was built like that C stated the DLR kept the VEH for a couple of days C stated has platinum version C stated had a Sentra for as a loaner VEH and it was not stopping RCAS-SO stated for C to test drive the same model VEH RCAS-SO asked if C has test driven the VEH with any of the technicians C stated has two small kids and if anything does not want to have anything happen to them C stated went to the DLRSHP twice and the DLR kept the VEH C stated recorded a video and showed the DLRSHP C stated the DLR stated there is nothing the DLR can do for C C stated the DLR stated the VEH is operating as design C stated is within warranty nothing should be going wrong RCAS-SO apologized and stated the DLRSHP would have to duplicate the concern so that Nissan can provide recommendations to C C understood and stated will contact the DLR and arrive at the DLR tomorrow for the DLR to try to duplicate the concern RCAS-SO understood and stated C can have recall performed as well. C understood. Call ended mutually.
Make Private	**Created By: Sharla Oresanya (3/5/2018 12:17 PM)** RCAS-SO placed outbound call to C at [redacted] RCAS-SO proceeded to verify the information however call failed.
Make Public	**Created By: John Slabbert (3/2/2018 11:56 AM)** ***CASE SUMMARY*** C contacted CA regarding Case follow-up C disconnected call likely due to audio error after providing case update, CRR-JS reopen case, changed follow-up CRR-JS noting case remains open for RCAS-SO follow-up 03/05/18
Make Public	**Created By: John Slabbert (3/2/2018 11:52 AM)** CRR-JS received inbound call from C CRR-JS VERIFIED Account information including: C's name, home & e-mail address, phone number & best contact number CRR-JS VERIFIED VEH Information including: CRR-JS CHECKED for open recalls/campaigns and found: 0 CRR-JS CHECKED for previous UNRELATED Case(s) and found: [redacted] CRR-JS CHECKED previous RELATED Case(s) and found: 0 CRR-JS NOTED concern is: Case follow-up C provided case# [redacted] CRR-JS verified C's account information CRR-JS stated case was closed as C was unable to be contacted CRR-JS stated case could be reopened however C stated C took VEH to DLRSHP C stated DLRSHP informed C concern could be repaired C stated when C is driving at night, VEH fully stops C stated C is worried for self and C's wife C stated C was informed by DLRSHP that DLRSHP was not responsible for concern CRR-JS asked if this was Middletown Nissan C confirmed CRR-JS asked if C had safety concern with VEH C spoke with a seeming audio error then went silent CRR-JS stated C's last name asking for response multiple times with only silence heard CRR-JS stated NNA ghost call protocol CRR-JS disconnected call CRR-JS placed outbound call to C

CRR-JS could not reach VMX and was directed to a different phone number in unknown error
CRR-JS reopened case and changed follow-up date to 03/05/18
CRR-JS sent e-mail to C informing of RCAS reopen and follow-up, with case# and agent ID
CRR-JS e-mailed RCAS-SO regarding case update, TL-NB cc'd

Best Contact #[redacted]

Make Private ✓ **Created By: Sharla Oresanya (2/22/2018 3:54 PM)**
RCAS-SO is closing Case as no further assistance can be offered at this time.

CASE SUMMARY
C contacted Nissan CA requesting assistance with VEH beeping and stopping while there is not a VEH in sight
RCAS-SO received email from SM Gino stating is unable to duplicate C's concern

STATEMENT OF DECISION
RCAS-SO is unable to contact C

Make Private ✓ **Created By: Sharla Oresanya (2/22/2018 3:53 PM)**
RCAS-SO is unable to data net case.

This Case can not be shared with the Dealer because the Dealer is not Enabled for the Dealer Portal. Please Datanet the Case.

Make Private ✓ **Created By: Sharla Oresanya (2/22/2018 3:52 PM)**
RCAS-SO received email from SM Gino stating is unable to duplicate C's concern, driving the VEH overnight

Make Private ✓ **Created By: Sharla Oresanya (2/22/2018 3:51 PM)**
RCAS-SO contacted C at [redacted] -eft VMX including Case number, name, and RCAS-SO contact of [redacted]

Make Private ✓ **Created By: Sharla Oresanya (2/20/2018 1:50 PM)**
RCAS-SO contacted C at [redacted] eft VMX including Case number, name, and RCAS-SO contact of [redacted]
RCAS-SO stated on VMX that RCAS-SO will continue to follow up with C no later than 02/22/18.

Make Private ✓ **Created By: Sharla Oresanya (2/20/2018 1:50 PM)**
RCAS-SO placed outbound call to Middletown Nissan
RCAS-SO left a message for the DLRSHP stating C's concern

RCAS-SO emailed SM Gino stating C's concern.

Make Private ✓ **Created By: Sharla Oresanya (2/16/2018 1:17 PM)**
RCAS-SO contacted C at [redacted] -eft VMX including Case number, name, and RCAS-SO contact of [redacted]
RCAS-SO stated SM Gino informed RCAS that the VEH has not been finished diagnosed just yet
RCAS-SO stated on VMX that RCAS-SO will continue to follow up with C no later than 02/20/18.

Make Private ✓ **Created By: Sharla Oresanya (2/16/2018 1:10 PM)**
RCAS-SO received an email form SM Gino Giamminonni stating the VEH has been to the DLRSHP for a formal diagnosis yet.

Make Private ✓ **Created By: Sharla Oresanya (2/16/2018 1:08 PM)**
RCAS-SO placed outbound call to Middletown Nissan
RCAS-SO left a message for the DLRSHP stating C's concern

RCAS-SO emailed SM Gino stating C's concern.

Make Public **Created By: Patience Million (2/15/2018 12:48 PM)**
CRR- PM VERIFIED Account information including: C's name, home address and best contact number.
CRR- PM VERIFIED VEH Information including: VIN & Mileage
CRR- PM CHECKED for open recalls/campaigns and found: 0
CRR- PM CHECKED for previous UNRELATED Case(s) and found: [redacted]
CRR- PM CHECKED previous RELATED Case(s) and found: 0
CRR- PM NOTED concern is: C filing DLR complaint

CRR- PM received inbound call from C.

C stated bought VEH from Middle town
C stated VEH has concerns
C stated at night VEH beeping advising C that someone in front of VEH
C stated VEH stopped randomly when no one in front of C or behind C
C stated scared
C stated DLR advised C that C should turn off all sensor
C stated paid for functions & would like to use them
C stated spoke to DLR twice
C stated DLR advised C that C could be placed under campaign

CRR-PM asked if C has taken VEH to DLR for diagnosis

C stated DLR advised C that DLR will not be able to assist C with concern

CRR-PM advised C that Case will be transferred to RCAS
CRR-PM advised C that RCAS agent will be contacting C 2/16/2018 end of business day
CRR-PM gave C case & agent ID
CRR-PM offered further assistance
CRR-PM thanked C for contacting NNA

C declined
C appreciated assistance

Best contact #: [redacted]

Call ended mutually

Case Categorizations

New Case Categorization | Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code
	[redacted]	AUDIO/VIDEO/NAVI	NAVI VIDEO MONITOR	POOR OR IMPROPER OPERATION	11

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	IIR	Not Started	3/26/2018			[redacted]	Bereniz Lopez	3/23/2018 1:34 PM	ARBS-SD
Edit | Cls	DTS Follow Up [redacted] HARTE NISSAN	Not Started	3/30/2018				Bereniz Lopez	3/28/2018 3:04 PM	ARBS-BL

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] HARTE NISSAN	[redacted]	3/30/2018	Benjamin Foss	Complete	3/29/2018 9:30 AM
Edit | Del	Email: Your inquiry to Nissan [ref: [redacted]		3/20/2018	Jeremy Angelini	Complete	3/20/2018 8:44 AM
Edit | Del	Email: Your inquiry to Nissan [ref: [redacted]		3/7/2018	Sharla Oresanya	Complete	3/7/2018 1:44 PM
Edit | Del	Email: Regional Specialist [ref: [redacted]		3/2/2018	John Slabbert	Complete	3/2/2018 11:54 AM
Edit | Del	Email: Your inquiry to Nissan [ref: [redacted]		2/15/2018	Patience Million	Complete	2/15/2018 12:49 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]	IIR	Rodrick Pewitt, 3/23/2018 10:56 AM	3/23/2018			5N1AT2MV1HC[redacted]	

DTS Field Inspections

DTS Field Inspections Help

Action	Title	DTS Inspection Date	Owner First Name	Owner Last Name	Status
Edit	[redacted]	4/13/2018 7:14 PM	[redacted]		Completed

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
4/16/2018 8:16 AM	Bereniz Lopez	Changed **Follow Up Date** from 4/16/2018 to **4/30/2018**.
4/6/2018 8:32 AM	Bereniz Lopez	Changed **Follow Up Date** from 4/6/2018 to **4/16/2018**.
4/6/2018 8:31 AM	Bereniz Lopez	Changed **Subject** from CUSTOMER: [redacted] PHONE: [redacted] VIN: 5N1AT2MV1HC[redacted] to **CUSTOMER:** [redacted] **PHONE: VIN: 5N1AT2MV1HC**[redacted]
3/29/2018 11:33 AM	Bereniz Lopez	Changed **Follow Up Date** from 4/3/2018 to **4/6/2018**.
3/28/2018 3:01 PM	Bereniz Lopez	Changed **Follow Up Date** from 3/28/2018 to **4/3/2018**.
3/23/2018 2:22 PM	Bereniz Lopez	Changed **Follow Up Date** from 3/27/2018 to **3/28/2018**.
3/23/2018 1:34 PM	Samantha Dixon	Changed **Case Owner** from Rodrick Pewitt to **Bereniz Lopez**.
3/23/2018 1:34 PM	Samantha Dixon	Changed **Description**.
3/23/2018 10:59 AM	Rodrick Pewitt	Changed **Follow Up Date** from 3/23/2018 to **3/27/2018**.
3/22/2018 11:13 AM	Rodrick Pewitt	Changed **Follow Up Date** from 3/22/2018 to **3/23/2018**.
3/21/2018 1:27 PM	Rodrick Pewitt	Changed **Follow Up Date** from 3/21/2018 to **3/22/2018**.
3/20/2018 3:55 PM	Janisha Wilkerson	Changed **Case Owner** from Sharla Oresanya to **Rodrick Pewitt**.
3/20/2018 8:35 AM	Jeremy Angelini	Changed **Subject** from CUSTOMER: [redacted] PHONE: VIN: 5N1AT2MV1HC[redacted] to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: 5N1AT2MV1HC**[redacted]
3/19/2018 2:09 PM	Sharla Oresanya	Changed **Follow Up Date** from 3/19/2018 to **3/21/2018**.
3/19/2018 1:51 PM	Sharla Oresanya	Changed **Subject** from CUSTOMER: [redacted] PHONE: [redacted] VIN: 5N1AT2MV1HC[redacted] to **CUSTOMER:** [redacted] **PHONE: VIN: 5N1AT2MV1HC**[redacted]
3/17/2018 9:13 AM	Mubah Butt	Changed **Follow Up Date** from 3/7/2018 to **3/19/2018**.
3/17/2018 9:12 AM	Mubah Butt	Changed **Case Servicing Dealer** from MIDDLETOWN NISSAN to **HARTE NISSAN**.
3/17/2018 9:11 AM	Mubah Butt	Changed **Reopen Date** from 3/2/2018 11:49 AM to **3/17/2018 9:11 AM**.
		Changed **Subject** from CUSTOMER: [redacted] PHONE: [redacted] VIN: 5N1AT2MV1HC[redacted] to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: 5N1AT2MV1HC**[redacted]
		Changed **Status** from Closed to **Open**.
3/7/2018 1:45 PM	Sharla Oresanya	Changed **Status** from Open to **Closed**.
		Closed.
3/5/2018 12:40 PM	Sharla Oresanya	Changed **Follow Up Date** from 3/5/2018 to **3/7/2018**.
3/5/2018 12:17 PM	Sharla Oresanya	Changed **Subject** from CUSTOMER: [redacted] PHONE: [redacted] C VIN: 5N1AT2MV1H[redacted] to **CUSTOMER: PHONE:** [redacted] **IN: 5N1AT2MV1HC**[redacted]
3/2/2018 11:50 AM	John Slabbert	Changed **Follow Up Date** from 2/22/2018 to **3/5/2018**.
3/2/2018 11:49		

AM	John Slabbert	Changed **Reopen Date** to **3/2/2018 11:49 AM**.
		Changed **Subject** from CUSTOMER: [redacted] PHONE: [redacted] VIN: 5N1AT2MV1HC[redacted] to **CUSTOMER:** [redacted] **PHONE:** [redacted] **BC VIN: 5N1AT2MV1HC**[redacted]
		Changed **Status** from Closed to **Open**.
2/22/2018 3:55 PM	Sharla Oresanya	Changed **Status** from Open to **Closed**.
		Closed.
2/20/2018 1:50 PM	Sharla Oresanya	Changed **Follow Up Date** from 2/20/2018 to **2/22/2018**.
2/16/2018 1:18 PM	Sharla Oresanya	Changed **Follow Up Date** from 2/16/2018 to **2/20/2018**.
2/16/2018 1:13 PM	Sharla Oresanya	Changed **Description**.
2/15/2018 12:50 PM	Patience Million	Changed **Escalated By ID** to **0050G000009szQA**.
		Changed **Case Owner** from Patience Million to **Sharla Oresanya**.
2/15/2018 12:45 PM	Patience Million	Changed **Work Phone** to [redacted]
		Changed **VIN** to **5N1AT2MV1HC**[redacted]
		Changed **Subject** to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: 5N1AT2MV1HC**[redacted]
		Created.

Emails

Send an Email

Emails Help

Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	Sent	Your inquiry to Nissan [ref: *3/20/2018 Case [redacted] VIN #5N1AT2MV1HC*[redacted]	[redacted]	3/20/2018 8:44 AM
Reply | To All | Del	Sent	Your inquiry to Nissan [ref: *3/7/2018 Case [redacted] IN #5N1AT2MV1HC*[redacted]		3/7/2018 1:44 PM
Reply | To All | Del	Sent	Regional Specialist [ref: *3/2/2018 Case # [redacted] VIN # 5N1AT2MV1HC*[redacted]		3/2/2018 11:54 AM
Reply | To All | Del	Sent	Your inquiry to Nissan [ref: *2/15/2018 Case # [redacted] VIN # 5N1AT2MV1HC*[redacted]		2/15/2018 12:49 PM

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Incident Investigation

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

Supplements

Check all of the supplements that apply:

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

I. CLAIMANT

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

Address [redacted] Eve. Phone [redacted]

City Rocky Hill State CT Zip Code [redacted] Country United States

☒ Driver Same as Claimant
☒ Owner Same as Claimant

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

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

II. Vehicle

Model Year 2017 Model Name Rogue Mfg. Date 1/21/2017 VIN 5N1AT2MV1HC[redacted]

Mileage 30491 License # [redacted] State CT Country United States

Special equipment & accessories none

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

Number	Description	Status	Date
PC601	2016-17 - Rogue; Left Hand Engine Mounting Insulator	○ Open ◉ Closed	3/16/2018 12:00 AM

Add Row | Remove Row

III. Description of Incident & Claim

Source of Information IIR probe Incident Date 3/19/2018 Time 12:00 AM

Location of Incident (describe fully) [redacted] Rocky Hill, C[redacted]

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

Vision obstruction (describe) none

Temperature at time of incident 30 Parking location prior to time of incident na

Incident Investigation

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

Overnight temperature prior to incident: 30 | Length of time parked: na

Ice/Snow accumulation on vehicle? ○ Yes ◉ No

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

Sequence of Events (according to claimant)	C was driving at night and flashed that someone was in front of vehicle when no one was in front of the vehicle. C stated the vehicle brakes on its own. C stated the incident only happens at night.
Relation to Roadway (on-road, off-road, left side, right side)	on road
Number of times incident occurred	1
Driver Action (braking, steering, etc.)	
Special Circumstances	none
Actions taken after incident and results of those actions	took vehicle to dealer for dianosis

Vehicle Estimated Speed	45mph	Source	IIR probe	Posted Speed Limit	na
Other Vehicle Estimated Speed	na	Source	na	Posted Speed Limit	na

Witness Present? ○ YES ◉ NO

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

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

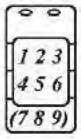
#	Allegation	Allegation made by
1	C was driving at night and flashed that someone was in front of vehicle when no one was in front of the vehicle. C stated the vehicle brakes on its own. C stated the incident only happens at night.	Muhammad Shaikh

Add Allegation | Remove Allegation

IV. Occupants & Injuries

Source of Information: IIR probe

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



Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV1H[redacted]

	Yes	No	Comments
EDR download included in report?	○	◉	non impact incident

III. Sensor and ECM Visual Inspection

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

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

End of Form

*Name your file while saving.

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

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

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV1H[redacted]

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

Address [redacted] Rocky Hill, CT [redacted] USA Weight [redacted]

Location: Incident Vehicle | Seating Position: 1 - Driver

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

Nature & Extent of Injuries: none

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

Add Occupant | Remove Occupant

☐ No Occupants Comments

V. Other Property Damage

☒ No Other Property Damage

Source of information

VI. Investigation Results

Date of vehicle inspection: 4/13/18

Location of inspection: Harte Nissan

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

non impact incident

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

Photos taken by: Benjamin Foss # Photos: 27

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	non impact incident. ICC/radar area clean on contacts secure
Engine/ Transmission/ Drivetrain	non impact incident
Underbody/ Suspension/ Steering/ Wheels & Tires	non impact incident
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	non impact incident

Incident Investigation

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

Seat Belts/ Child Restraints (if applicable)	na
Air Bags	na non impact incident

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

none

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

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

#	Allegation	Factual Findings
1	C was driving at night and flashed that someone was in front of vehicle when no one was in front of the vehicle. C stated the vehicle brakes on its own. C stated the incident only happens at night.	see attached data. no FEB operation detected. Some related DTCs stored

Add Row | Remove Row

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

Reporter's Signature [redacted]

Reporter's Name & Region Benjamin Foss
Dealer technical specialist
Nissan North America
Northeast Region

Incident Investigation

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

IIR Supplement: Advanced Technology Checklist

I. Vehicle equipped with

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

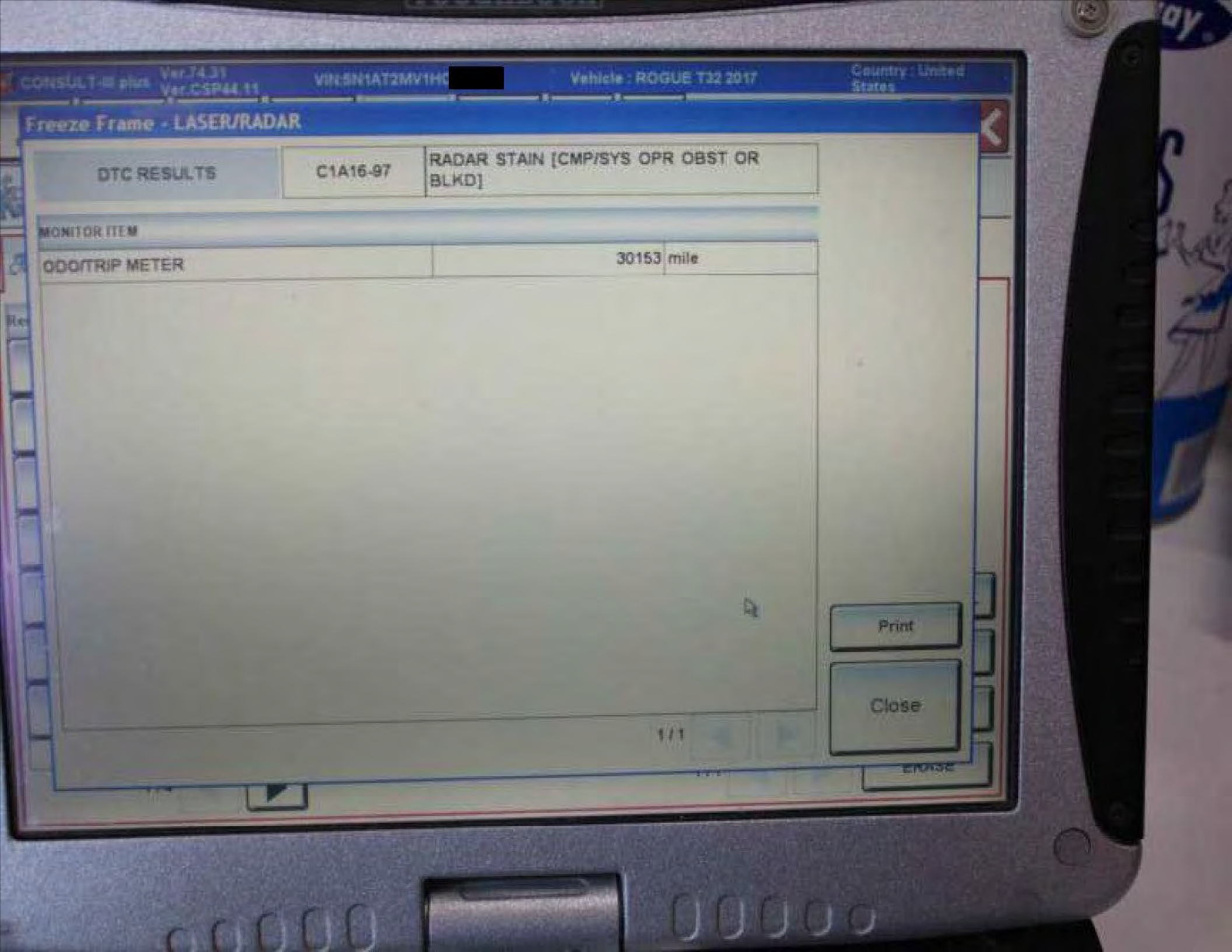
Other (describe)	
Comments	

II. Diagnostic Download and EDR Data

Instructions:

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

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


CONSULT-III plus Ver.74.31 Ver.CSP44.11
VIN:5N1AT2MV1HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Freeze Frame - LASER/RADAR
DTC RESULTS
C1A16-97
RADAR STAIN [CMP/SYS OPR OBST OR BLKD]
MONITOR ITEM
ODO/TRIP METER
30153 mile
1/1
Print
Close


MFD BY NISSAN MOTOR CO., LTD.
DATE: 01/17
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
MODEL: 70RNLSWT32EWAC--A
COLOR: KAD TRIM: Z ZS30A


NISSAN








ROGUE
MIDDLETOWN


SL AWD






RPM x1000
2
3
4
5
6
7
8
80
100
120
3049 1 miles






NISSAN







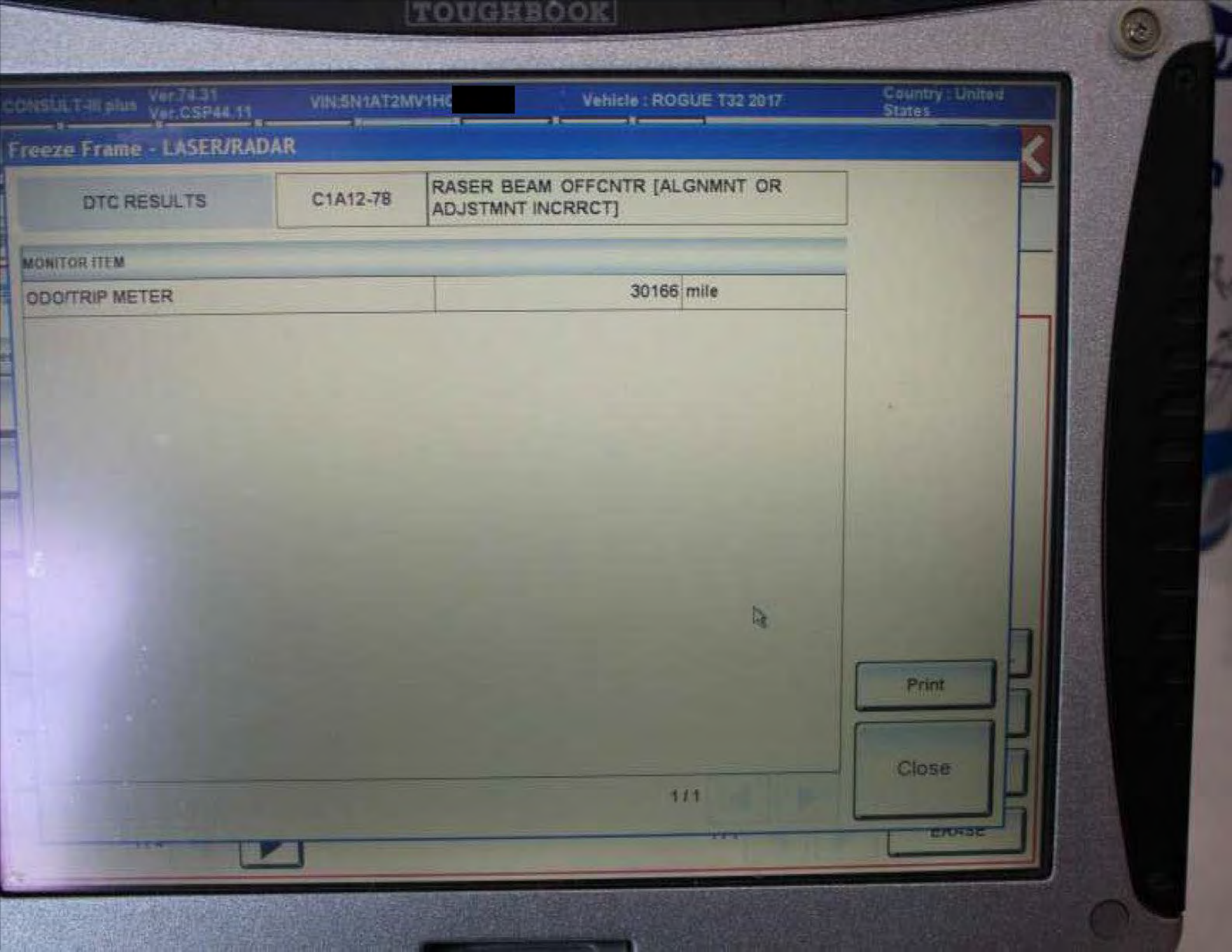









TOUGHBOOK
Select Vehicle
Confirm Vehicle
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
Detailed Information
ABS
PAST
ICCIADAS
PAST
LASER/RADAR
PAST
ENGINE
BCM
AIR BAG
ABS
U1002 SYSTEM COMM (CAN) PAST FFD DTC Explа
ICCIADAS
C1B82 DIST SEN OFF-CENTER PAST FFD DTC Explа
LASER/RADAR
C1A12-78 LASER BEAM OFF CNTR [ALGNMNT OR ADJSTMNT INCORRCT] PAST FFD DTC Explа
C1A15-97 RADAR STAIN [CMPSYS DPR OBST OR BLKD] PAST FFD DTC Explа
Print for Customer
Print
Save
ERASE
Panasonic


TOUGHBOOK
CONSULT-III plus Ver.74.31 Ver.CSP44.11
VIN.5N1AT2MV1H[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Freeze Frame - LASER/RADAR
DTC RESULTS
C1A12-78
RASER BEAM OFFCNTR [ALGNMNT OR ADJSTMNT INCRRCT]
MONITOR ITEM
ODO/TRIP METER
30166 mile
1/1
Print
Close


76
3049
P
ECO
140

ms)

Select Vehicle

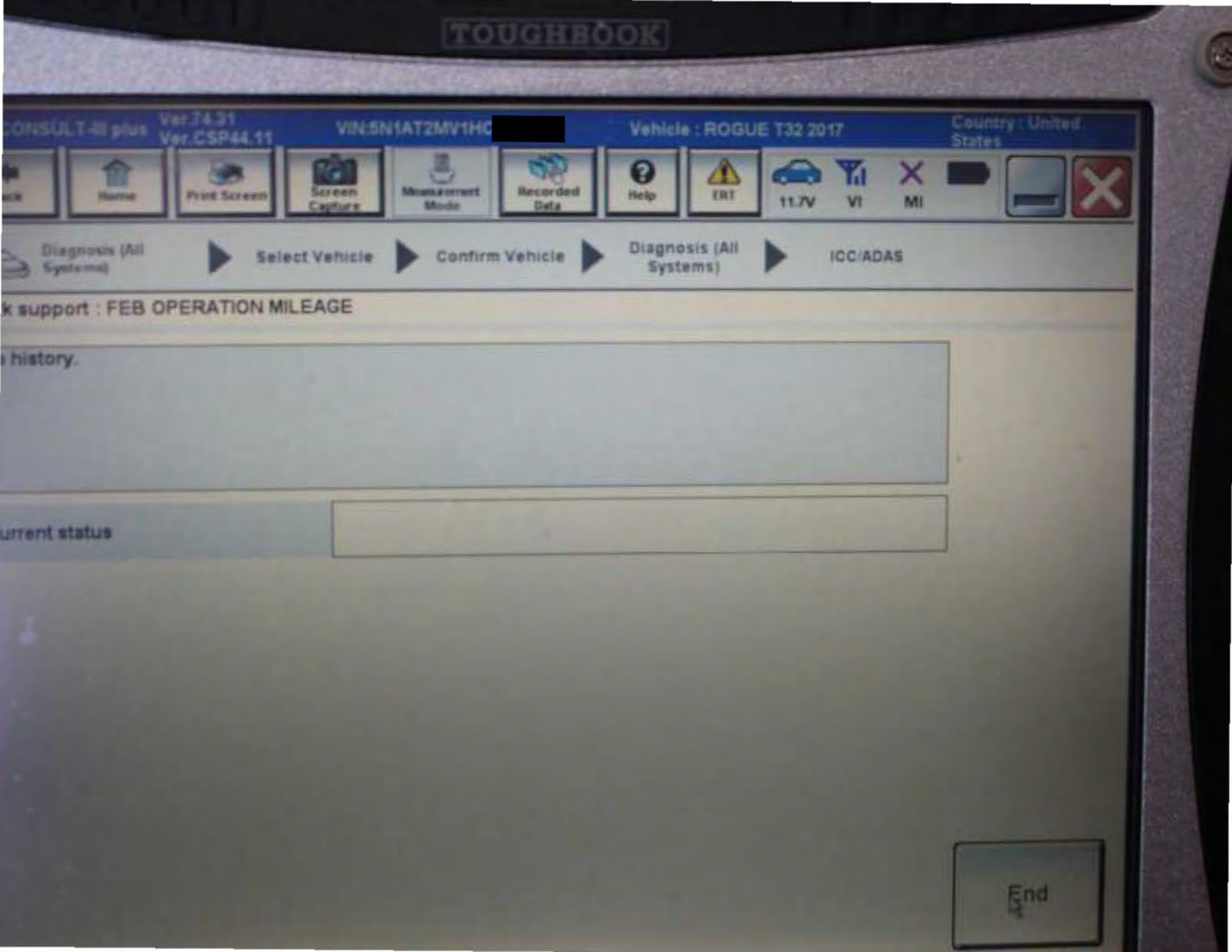
Systems)

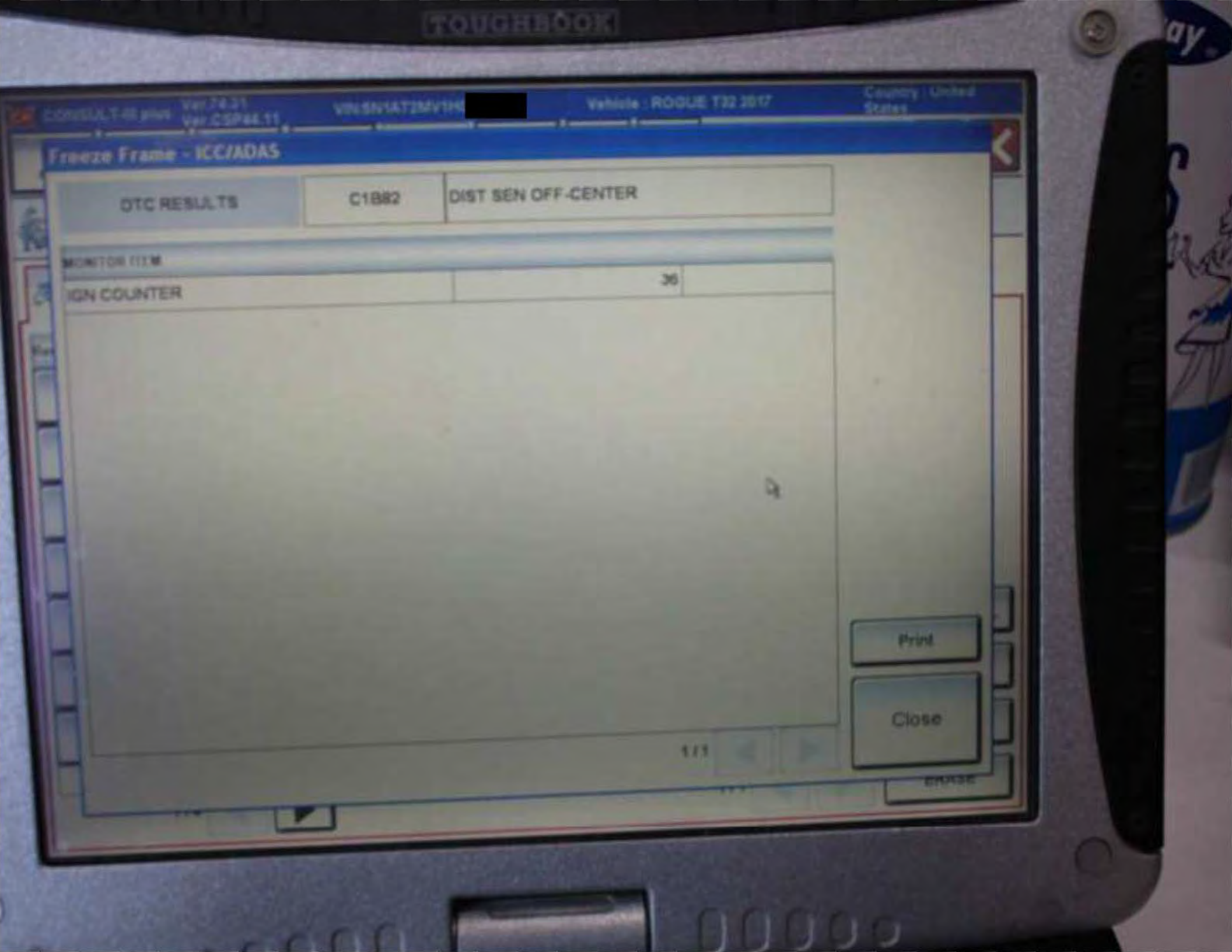
t : CAUSE OF AUTO-CANCEL 1

AUSE ITEM	
tatus	Completed
AMERA BLOCKED	115
LOST	189
PD DOWN	189
AR BLOCKED	254
RCUIT	254

Retry

End


TOUGHBOOK
CONSULT-III plus
Ver.74.31
Ver.CSP44.11
VIN:5N1AT2MV1HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.7V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
k support : FEB OPERATION MILEAGE
history.
urrent status
End


TOUGHBOOK
Vehicle : ROGUE T32 2017
Freeze Frame - ICC/ADAS
OTC RESULTS
C1B82
DIST SEN OFF-CENTER
IGN COUNTER
36
1/1
Print
Close



Search

Samaritan Potter Help & Training

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

Vehicle
5N1AT2MV1HC[redacted]

Customize Page | Printable View | Help for this Page

Vehicle Campaigns [1] | Warranty Cases [0] | Cases [4] | Service History [60] | Vehicle Service Contracts [2] | Vehicle History [3] | DTS Field Inspections [1]

Vehicle Detail

VIN	5N1AT2MV1HC[redacted]		
Last Modified By	Bereniz Lopez, 4/16/2018 8:16 AM	Branded Title	
Created By	NNAETL, 1/23/2017 11:01 AM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage	28,012	MSRP	$36,020
Latest Recorded Mileage Units	M		
In Service Date	2/15/2017		

Manufacturing Data

Make/Model	2017 NISSAN ROGUE	Manufacturer Date	1/21/2017
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	GUN METALLIC	Emissions Certification	
Cylinders		Open Recall	
Transmission Type	CVT	Head Unit	
Model Series		Model Line Code	RGE
Factory Installed Options	B92B93C03K03L92M92P01U35X03Z66		
Factory Installed Options Descriptions	B92 (SPLASH GUARDS), B93 (CHROME REAR BUMPER PROTECTOR), C03 (50 STATE EMISSIONS), K03 (PLATINUM PACKAGE), L92 (FLOOR MATS (2-PIECE FRONT AND), M92 (RETRACTABLE CARGO COVER), P01 (SL PREMIUM PACKAGE), U35 (NAVIGATION MANUAL), X03 (PLATINUM RESERVE INTERIOR), Z66 (ACTIVATION DISCLAIMER)		

Vehicle Tools

Total Approved Checks VIN Decoder

System Information

Latest Owner (BETA) [redacted]

Warranty Information

S No.	Warranty Description	Warranty Expiration Date	Warranty Expiration Miles	Warranty Exclusion Code	Warranty Exclusion Name	Warranty Extensions/Cust Service Initiatives Flag	Brande
1	BASIC COVERAGE	2/15/2020	36,000				
2	POWERTRAIN COVERAGE	2/15/2022	60,000				
3	SEAT BELT	2/15/2027	999,999				
4	CORROSION COVERAGE (PERFORATION)	2/15/2022	999,999				
5	FEDERAL EMISSION LONG TERM DEFECT	2/15/2025	80,000				

Vehicle Retail Sales

Vehicle Retail Sales

Action	Name	Owner	Selling Dealer	Sale Type	Vehicle Model	Purchase Date	Rewind Indicator
View	[redacted]		MIDDLETOWN NISSAN	APR	ROGUE	2/15/2017	

Vehicle Ownership

Vehicle Ownership

Action	Name	Owner	Begin Date	End Date
View	[redacted]	[redacted]		
View			2/17/2017	2/15/2017

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	Closed	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]	TECH LINE		3/26/2018 3:26 PM		30,490	Open	0	Michael Lemmons
[ ] | Edit | Cls		Support	[redacted]	3/19/2018 2:22 PM	3/20/2018 8:45 AM		Closed	0	Jeremy Angelini
[ ] | Edit | Cls		CA		2/15/2018 12:45 PM		28,012	Open	0	Bereniz Lopez
[ ] | Edit | Cls		VCS		2/17/2017 1:17 PM	2/17/2017 1:22 PM		Closed	0	Jacob Manley

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]	NEW MAINTENANCE PRODUCTS	SC	9/6/2017	15,649	[redacted]			A
		NEW MAINTENANCE PRODUCTS	SC	6/26/2017	10,436				A
		NEW MAINTENANCE PRODUCTS	SC	11/17/2017	20,801				B
		NEW MAINTENANCE PRODUCTS	SC	1/19/2018	25,846				A
			PD	2/6/2017	6				A
		SUN ROOF PANEL WEATHERSTRIP	FW	8/26/2017	14,635				B
			I	1/18/2018	25,846				
			I	1/18/2018	25,846				
			I	1/18/2018	25,846				
			I	1/18/2018	25,846				
			W	1/18/2018	25,846				
			C	11/14/2017	20,801				
			C	11/14/2017	20,801				
			W	11/14/2017	20,801				
			I	11/14/2017	20,801				
			I	11/14/2017	20,801				
			I	11/14/2017	20,801				
			I	11/14/2017	20,801				
			I	9/5/2017	15,649				
			I	9/5/2017	15,649				
			I	9/5/2017	15,649				
			C	9/5/2017	15,649				
			W	9/5/2017	15,649				

[redacted]		W	8/24/2017	14,637	[redacted]	
		W	8/24/2017	14,637		
		I	8/24/2017	14,637		
		I	8/24/2017	14,637		
		I	8/24/2017	14,637		
		I	8/24/2017	14,637		
		I	6/25/2017	10,436		
		I	6/25/2017	10,436		
		I	6/25/2017	10,436		
		I	6/25/2017	10,436		
		W	6/25/2017	10,436		
		I	4/16/2017	5,193		
		I	4/16/2017	5,193		
		I	4/16/2017	5,193		
		I	4/16/2017	5,193		
		C	4/16/2017	5,193		
		W	2/3/2017	8		
	NO DEFECT FOUND	FW	2/28/2018	28,385		C
		I	2/26/2018	28,385		
		W	2/26/2018	28,385		
		W	2/26/2018	28,385		
		I	2/26/2018	28,385		
		I	2/26/2018	28,385		
		I	2/26/2018	28,385		
		I	2/26/2018	28,385		
	HAND BRAKE CONTROL ASS'Y	FW	3/8/2018	28,755		C
	RENTAL TOW GOODWILL ADJUST	FG	3/15/2018	28,385		D
		W	3/5/2018	28,755		
		W	3/5/2018	28,755		
		I	3/5/2018	28,755		
		I	3/5/2018	28,755		
		I	3/5/2018	28,755		
		I	3/16/2018	29,721		
		W	3/16/2018	29,721		
		W	3/16/2018	29,721		
	ENGINE MOUNT ROGUE (T32)	CM	3/19/2018	29,721		2
	DISTANCE SENSOR ASSY	FW	3/19/2018	29,721		1

Vehicle Service Contracts

Vehicle Service Contracts Help

Action	Policy #	Contract Type	Cancel Effective Date	VSC First Name	VSC Last Name	Current Owner	Deductible	Effective Date	Expire Date	Expire Mileage
	[redacted]	Sec+Plus Gold Pref		[redacted]			100	2/15/2017	2/15/2023	100,000
		Basic 6/5000 MY14+					0	2/15/2017	2/15/2020	36,008

Vehicle History

Vehicle History Help

Date	User	Action
3/21/2018 7:27 AM	NNAETL	Changed **Open Recall** from true to **false**.
3/2/2018 7:00 AM	NNAETL	Changed **Open Recall** from false to **true**.
1/23/2017 11:01 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	3/29/2018	[redacted]	[redacted]		NER	4/13/2018 7:14 PM	4/13/2018 7:15 PM

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Always show me fewer / more records per related list

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DP19-001

NISSAN

5/15/2019

ATTACHMENT B

REQUEST NUMBER 2 DOCUMENTS

FIELD REPORTS



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

CDR File Information

User Entered VIN	JN8AT2MV7HW[redacted]
User	[redacted]
Case Number	[redacted]
EDR Data Imaging Date	03/26/2018
Crash Date	
Filename	JN8AT2MV7HW[redacted] ACM.CDRX
Saved on	Monday, March 26 2018 at 09:46:49
Imaged with CDR version	Crash Data Retrieval Tool 17.6
Imaged with Software Licensed to (Company Name)	Nissan North America, Inc.
Reported with CDR version	Crash Data Retrieval Tool 17.6
Reported with Software Licensed to (Company Name)	Nissan North America, Inc.
EDR Device Type	Airbag Control Module
Event(s) recovered	None

Comments

No comments entered.

Data Limitations

General Information:

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

Airbag Control Unit (ACU)

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

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

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

Data Element Sign Convention:

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

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

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

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

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

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

0701_Nissan001_r006

DTCs at Time of Retrieval

None

Hexadecimal Data

```
DID    Data

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

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

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

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

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

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

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

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

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

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

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

F1A0  20


      59 02 09


      59 02 09


      59 0F 08
```

Disclaimer of Liability

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



Search

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Case [redacted]

Customize Page | Printable View | Help for this Page

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

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		Case Owner	
Home Phone		Status	Open
Executive Referral		Type	CA
Exec-Received-Date		Case Origin	Phone
Letter Sent Date		Date/Time Opened	3/7/2018 2:54 PM
Letter Received Date		Date/Time Closed	
Follow Up Date	4/19/2018	Multiple Repairs	No
Follow Up Request	No Email Address-Send Correspondence Request		
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	HADDAD NISSAN
# Vehicles Owned	1	Previous Repair Date	3/6/2018
Vehicle Purchased	New	Previous Repair Location	NISSAN OF KEENE
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	18,642		

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	JN8AT2MV7HW[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22617	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	HADDAD NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	10	Dealer Instructions	Service Dept. Review
Shared With		Requested Dealer Action	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?		What is the issue? (2)	
What Department?		What Department? (2)	
Where did this originate?		Where did this originate? (2)	
Special Root Cause Closing Code		Special Root Cause Closing Code (2)	

Action Code

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

DTS Request

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

System Information

Subject	CUSTOMER[redacted] PHONE[redacted] VIN: JN8AT2MV7HW[redacted]		
Created By	Leah Kinoshita-Robicheau, 3/7/2018 2:54 PM	Root Cause Code	
Last Modified By	Dakota McGregor, 4/19/2018 12:03 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 Private	✓	**Created By: Dakota McGregor (4/19/2018 12:03 PM)** ARBS sent e-mail to pl-wr inquiring about resolution
Make Private	✓	**Created By: Dakota McGregor (4/11/2018 9:13 AM)** ARBS notes that is moving followup due to new info that an update for FEB will be released soon
Make Private	✓	**Created By: Dakota McGregor (3/28/2018 4:08 PM)** ARBS placed outbound to C[redacted] ARBS verified C had time to speak to ARBS ARBS informed that would be 2-4 weeks from inspection date , potentially less before resolution would be available ARBS offered further assistance C declined ARBS thanked c C thanked ARBS Call ended mutually
Make Private	✓	**Created By: Dakota McGregor (3/28/2018 4:03 PM)** ARBS received vmx from C requesting update on case
Make Private	✓	**Created By: Dakota McGregor (3/28/2018 3:15 PM)** ARBS notes per DTS that IIR was uploaded to FTP
Make Private	✓	**Created By: Dakota McGregor (3/23/2018 10:36 AM)** ARBS sent e-mail to DTS-MG informing of new appointment confirmation for 03/26/18 at 9AM
Make Private	✓	**Created By: Dakota McGregor (3/23/2018 10:32 AM)** ARBS placed outbound to C[redacted] ARBS verified with C of Cs appointment change to 03/26/18 at 9AM C inquired when authorization was provided for loaner/rental veh ARBS informed that ARBS office provided to DLR SA and SM Todd on 03/14 ARBS informed that ARBS gave info to SA as SM was not available C understood C states that DLR did not provide C a loaner/rental veh at first, and C was given a hard time ARBS apologized C inquired why reschedule occurred so late ARBS informed that ARBS office was provided late notice and in regard to weather was deemed safer to reschedule C understood and agreed ARBS apologized and informed that ARBS was OOO C understood and thanked ARBS ARBS offered further assistance C declined ARBS thanked C C thanked ARBS Call ended mutually
Make Private	✓	**Created By: Dakota McGregor (3/23/2018 8:32 AM)** ARBS received vmx from C requesting callback and confirming inspection date and time of 03/26 at 9AM
Make Private	✓	**Created By: Samantha Dixon (3/22/2018 3:51 PM)** ARBS placed outbound to C[redacted] ARBS had to leave a vcmail ARBS advised that ARBS DM is OOO and there was a message received by the inspector advising that DTS is unable to meet tomorrow 3/23 due to weather and wanted to inspect on monday 3/26 @ 9am and if that doesnt work next date is 4/6 @ 9am. ARBS advised for c to call ARBS DM back to advise if c can make it on 3/26.
Make Private	✓	**Created By: Samantha Dixon (3/22/2018 3:47 PM)** ARBS received email from SR PLR FD requesting ARBS to call C as ARBS DM OOO. DTS needs to change inspection to 3/26 @9am and if that date doesnt work, next date is 4/6 @ 9am
		Created By: Dakota McGregor (3/14/2018 1:24 PM) ARBS placed outbound to DLR Haddad Nissan ARBS spoke to SA as SM Todd is not available SA confirmed inspection for 03/23/18 at 9AM ARBS informed that rental/loaner would be provided during inspection and up to review process ARBS informed C is authorized for loaner/rental veh, and C has requested to have from 03/22-3/24 or less

Make Private	SA understood SA requested e-mail from ARBS ARBS took e-mails for SA and SM: [redacted] ARBS sent e-mail to SA and SM informing that Nissan will be providing rental/loaner for C ARBS attached rental claim instructions
Make Private	**Created By: Dakota McGregor (3/14/2018 12:13 PM)** ARBS placed outbound to C [redacted] C confirmed inspection date for 03/23/18 at DLR Haddad Nissan C states C will be dropping the veh off on 03/22/18 at 4:30PM and would like to pick up loaner/rental veh then C states C would only like to have rental/loaner for 03/22/18,03/23/18 and some of 03/24/18 ARBS understood ARBS offered further assistance C declined ARBS thanked C C thanked ARBS Call ended mutually
Make Private	**Created By: Dakota McGregor (3/13/2018 4:22 PM)** ARBS placed outbound to C [redacted] ARBS left vmx informing that inspection is scheduled for 03/23/18 at 9 AM ARBS informed that needs C to confirm or decline appointment ARBS informed that if C leaves a vmx confirming then ARBS will assume that C only requires the loaner/rental veh for the inspection date only like previously discussed ARBS provided best contact info and requested a callback
Make Private	**Created By: Dakota McGregor (3/12/2018 1:34 PM)** ARBS notes that updated probe: ARBS notes corrections: C states C is calling most recently because C has had another incident with the automatic braking C states that was driving home from work C states that there was 5 inches of snow C states that brakes automatically applied C states that DLR stated that the radar system need to be replaced C states that DLR did not replace the radar C states that left veh for a week then the DLR said that the DLR could not duplicate Cs concerns C states that there were no vehicles behind or in front of C C states that there was another veh coming toward C a bit down the road in another lane C states that there was no construction C states that was about to go under a bridge C states that gripped the steering wheel, and C picked foot off of the accelerator and then reapplied C states that flashed red, but no warning lights illuminated C states that there was no accident or injury
Make Private	**Created By: Dakota McGregor (3/12/2018 1:25 PM)** ARBS submitted DTS request
Make Public	**Created By: Dakota McGregor (3/12/2018 12:07 PM)** IIR- FEB/STEERING- EST
Make Private	**Created By: Dakota McGregor (3/12/2018 12:06 PM)** [redacted] ARBS placed outbound to C ARBS verified and completed probe ARBS verified C had time to speak to ARBS C states that C purchased the veh in February C states that 2 weeks after purchase C states that brakes automatically applied with no one in front of C C states that over summer C was driving on the highway C states that was raining and was using ICC C states that ICC just shut off immediately C states that collision light keeps becoming illuminated C states that has automatic high beams on the veh, and the high beams will intermittently turn on and off C states that C noticed that his frequently happens when Cs veh passes other vehicles C states that was driving home from work C states that there was 5 inches of snow C states that brakes automatically applied C states that DLR stated that the radar system need to be replaced C states that DLR did not replace the radar C states that left veh for a week then the DLR said that the DLR could not duplicate Cs concerns C states C is calling most recently because C has had another incident with the automatic braking C states that there were no vehicles behind or in front of C C states that there was another veh coming toward C a bit down the road in another lane C states that there was no construction C states that was about to go under a bridge C states that gripped the steering wheel, and C picked foot off of the accelerator and then reapplied C states that flashed red, but no warning lights illuminated C states that there was no accident or injury ARBS informed that inspection process would take 6-8 weeks and would be 2-4 weeks to get inspector out and 2-4 weeks for specialists to review info ARBS informed that inspection would only be for the FEB concern and not the other concerns C inquired about getting other concerns addressed *ARBS informed that ARBS could transfer case to regional specialist at end of process for other concerns C agreed ARBS offered rental/loaner to C for duration of process C states so far C would like just for inspection date and nothing else ARBS understood ARBS informed that would contact C back in several business days with inspection date C agreed ARBS offered further assistance C requested ARBS phone number ARBS provided to C and case number ARBS thanked C C thanked ARBS Call ended mutually
Make Private	**Created By: Dakota McGregor (3/12/2018 11:04 AM)** ARBS RECEIVED CASE, UNDER REVIEW, VERIFY PROBE **********
Make Public	**Created By: Samantha Dixon (3/9/2018 7:27 AM)** FEB concern. Headlights and steering wheel concerns

Created By: Dezerick Frazier (3/8/2018 8:42 AM)
RCAS-DF placed outbound call to the dealership.

RCAS-DF spoke with service manager Steve.

RCAS-DF asked for a update on C's VEH.

Make Private ✓ RCAS-DF informed SM-S that C's collision light is coming on.

SM-S stated that SM-S has not seen the VEH. SM-Jason Airtoli left in February.

SM-S informed RCAS-DF to tell Ct o make sure C's grill is clean.

RCAS-DF stated ok thanks.

Call ended mutually.

Created By: Leah Kinoshita-Robicheau (3/7/2018 3:08 PM) | Last Modified By: Dezerick Frazier (3/8/2018 8:36 AM)
*****{CASE SUMMARY}*****
Make Private ✓ C is seeking assistance with VEH navigation system repair

CRR-Lk sent case to RCAS

Created By: Leah Kinoshita-Robicheau (3/7/2018 3:08 PM) | Last Modified By: Dezerick Frazier (3/8/2018 8:36 AM)
CRR-LK VERIFIED Account information including: C's name, address, phone#, Best contact, email
CRR-LK VERIFIED VEH Information including: VIN #, mileage
CRR-LK CHECKED for open recalls/campaigns and found: 0
CRR-LK CHECKED for previous UNRELATED Case(s) and found: 0
CRR-LK CHECKED previous RELATED Case(s) and found: 0
CRR-LK NOTED concern is: C is seeking assistance with VEH navigation system repair

CRR-LK received inbound call from C

C stated that C took VEH to DLRSHP where C purchased VEH, Nissan of Keene
C stated that VEH was not able to duplicate issue therefore could not diagnose VEH
C stated that C took VEH to Haddad Nissan
C stated that DLRSHP refused to replace part
C stated that DLRSHP stated there was no error in the system but was able to duplicate issue and told C that there is a faulty radar system
C stated that C spoke to SM Jason airtori
C stated that everyday collision light is coming on
C stated that C wants radar taken care of

Make Private ✓

CRR-Lk apologized to C for the inconvenience
CRR-LK stated that CRR-Lk will be sending C an email with case information as well as agent name and id that C would need for the survey that C would receive in two weeks in regards to CRR-Lk service during the call
CRR-Lk stated that C will be transferring case to RCAS to further assist C

C thanked CRR-LK for assistance
C stated that C would like RCAS to please call around 4:15 or 4:30

CRR-Lk stated that CRR-Lk will sent the request to RCAS

C thanked CRR-Lk

CRR-LK asked C if CRR-Lk could assist further

C declined

CRR-LK thanked C for contacting NNA

Call ended mutually

Case Categorizations

New Case Categorization | Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code
	[redacted]	AUDIO/VIDEO/NAVI	NAVI/GPS SYSTEM	GENERAL INQUIRY	QA

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] HADDAD NISSAN			3/14/2018	Michael Gorrill		Complete	3/12/2018 7:21 PM
Edit | Del	DTS Follow Up [redacted] HADDAD NISSAN			3/14/2018	Dakota McGregor		Complete	3/12/2018 1:38 PM
Edit | Del	IIR		[redacted]	3/12/2018	Dakota McGregor		Complete	3/12/2018 11:03 AM
Edit | Del	Email: Your inquiry to Nissan [ref [redacted] sv:ref]			3/7/2018	Leah Kinoshita-Robicheau		Complete	3/7/2018 2:58 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]	IIR	Dezerick Frazier, 3/8/2018 4:28 PM	3/8/2018			JN8AT2MV7HW[redacted]	

DTS Field Inspections

DTS Field Inspections Help

Action	Title	DTS Inspection Date	Owner First Name	Owner Last Name	Status

Edit	[redacted]	3/26/2018 9:00 AM	Michael	Gorrill	Completed

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
4/19/2018 12:51 PM	Dakota McGregor	Changed **Follow Up Date** from 4/19/2018 to **4/24/2018**.
4/11/2018 9:12 AM	Dakota McGregor	Changed **Follow Up Date** from 4/11/2018 to **4/19/2018**.
3/28/2018 3:15 PM	Dakota McGregor	Changed **Follow Up Date** from 4/2/2018 to **4/11/2018**.
3/23/2018 10:36 AM	Dakota McGregor	Changed **Follow Up Date** from 3/30/2018 to **4/2/2018**.
3/22/2018 3:47 PM	Samantha Dixon	Changed **Subject** from CUSTOMER: [redacted] PHONE: [redacted] VIN: JN8AT2MV7HW[redacted] to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: JN8AT2MV7HW**[redacted]
3/14/2018 12:14 PM	Dakota McGregor	Changed **Follow Up Date** from 3/14/2018 to **3/30/2018**.
3/13/2018 4:22 PM	Dakota McGregor	Changed **Follow Up Date** from 3/13/2018 to **3/14/2018**.
3/12/2018 1:47 PM	Dakota McGregor	Changed **Follow Up Date** from 3/12/2018 to **3/13/2018**.
3/12/2018 12:07 PM	Dakota McGregor	Changed **Description**.
3/9/2018 7:28 AM	Samantha Dixon	Changed **Case Owner** from Dezerick Frazier to **Dakota McGregor**.
3/9/2018 7:27 AM	Samantha Dixon	Changed **Subject** from CUSTOMER: [redacted] PHONE: VIN: JN8AT2MV7HW[redacted] to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: JN8AT2MV7HW**[redacted]
		Changed **Description**.
3/8/2018 4:29 PM	Dezerick Frazier	Changed **Follow Up Date** from 3/8/2018 to **3/12/2018**.
		Changed **Description**.
3/7/2018 3:09 PM	Leah Kinoshita-Robicheau	Changed **Escalated By ID** to **0050G000009szP7**.
		Changed **Case Owner** from Leah Kinoshita-Robicheau to **Dezerick Frazier**.
3/7/2018 2:54 PM	Leah Kinoshita-Robicheau	Changed **Follow Up Date** from 3/7/2018 to **3/8/2018**.
		Changed **VIN** to **JN8AT2MV7HW**[redacted]
		Changed **Subject** to **CUSTOMER:** [redacted] **PHONE: VIN: JN8AT2MV7HW**[redacted]
		Created.

Emails Send an Email Emails Help

Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	Sent	Your inquiry to Nissan [redacted] *3/7/2018 Case* [redacted] *VIN # JN8AT2MV7HW*[redacted]	[redacted]	3/7/2018 2:58 PM

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

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CONSULT-III plus Ver.72.20 Ver.CSP31.10 VIN:JN8AT2MV7HW[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

Configuration

Operation Log and Vehicle specification (Configuration data) have been saved to CONSULT. Touch "End" to back to Home Screen. And refer to Service Manual, and replace ECU.

After replacement of ECU, touch "Configuration" on Home Screen to continue to write configuration.



File Label	JN8AT2MV7HW[redacted]Config_Backup
Vehicle	ROGUE
System	ICC/ADAS
Part number/Type ID	284E7-6FL4D
Saved Date	3/26/2018 8:20:24 AM

End

All Self Diagnostic Results ROGUE T32 /2017- JN8AT2MV7HW[redacted]

SYSTEM	PART NUMBER	DTC	Detailed Information	TIME
ICC/ADAS	284E7-6FL1B	U1500	CAN CAN CIR2	PAST
LASER/RADAR	284385FA1A	C1A16-97	RADAR STAIN [CMP/SYSOPROBSTOR BLKD]	PAST
AUTO BACK DOOR	284G4-4BA3A	82409	HALF LATCH SW	PAST
AUTO BACK DOOR	284G4-4BA3A	82422	BACK DOOR STATE	PAST
ENGINE	23710-7FP5C	No DTC		
ABS	47660-6FP9A	No DTC		
METER/M&A	24810-7FR0A	No DTC		
BCM	284B24BA6A	No DTC		
AIR BAG	98820-6FL0A	No DTC		
TRANSMISSION	31036-5HK1A	No DTC		
EPS/DAST 3	28504-6FL5A	No DTC		
IPDM E/R	28487-5NA0B	No DTC		
AIR PRESSURE MONITOR	284B24BAA0	No DTC		
AUTO DRIVE POS.	28565-6FL0B	No DTC		
ALL MODE AWD/4WD	41650-4BA2A	No DTC		
LANE CAMERA	284G36FL0B	No DTC		
CAN GATEWAY	284D24BA0A	No DTC		
SIDE RADAR LEFT	284K1-6FL0A	No DTC		
SIDE RADAR RIGHT	284K0-6FL0A	No DTC		
TELEMATICS	28275-5AA2B	No DTC		
AVM	284A1-6FL1A	No DTC		
CHASSIS CONTROL	476A06FL0A	No DTC		
ICC/ADAS 2	284P16FL1C	No DTC		
3ci CAN GATEWAY	284T26FL0A	No DTC		

start 2 CONSULT-III plus ... Viewer ASIST Terminal Desktop 8:10 AM

Freeze Frame - ICC/ADAS

DTC RESULTS	U1500	CAM CAN CIR2

MONITOR ITEM		
IGN COUNTER	49	

1/1

Print

Close

ERASE

Freeze Frame - LASER/RADAR

DTC RESULTS	C1A16-97	RADAR STAIN [CMP/SYS OPR OBST OR BLKD]

MONITOR ITEM		
ODO/TRIP METER	14597	mile

1 / 1

Print

Close

Freeze Frame - AUTO BACK DOOR

DTC RESULTS	B2409	HALF LATCH SW

MONITOR ITEM		
IGN COUNTER	39	

1/1

Print

Close

Freeze Frame - AUTO BACK DOOR

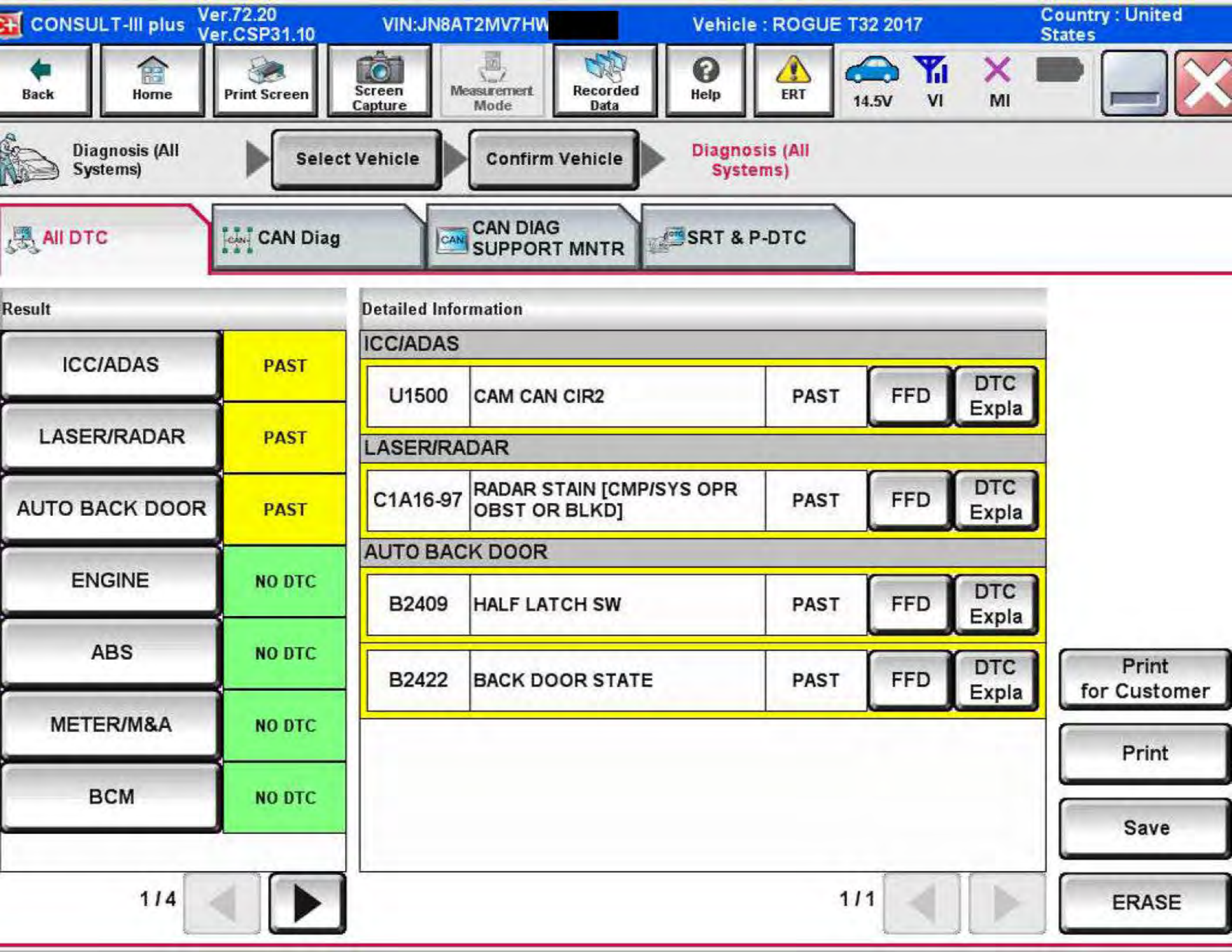
DTC RESULTS	B2422	BACK DOOR STATE

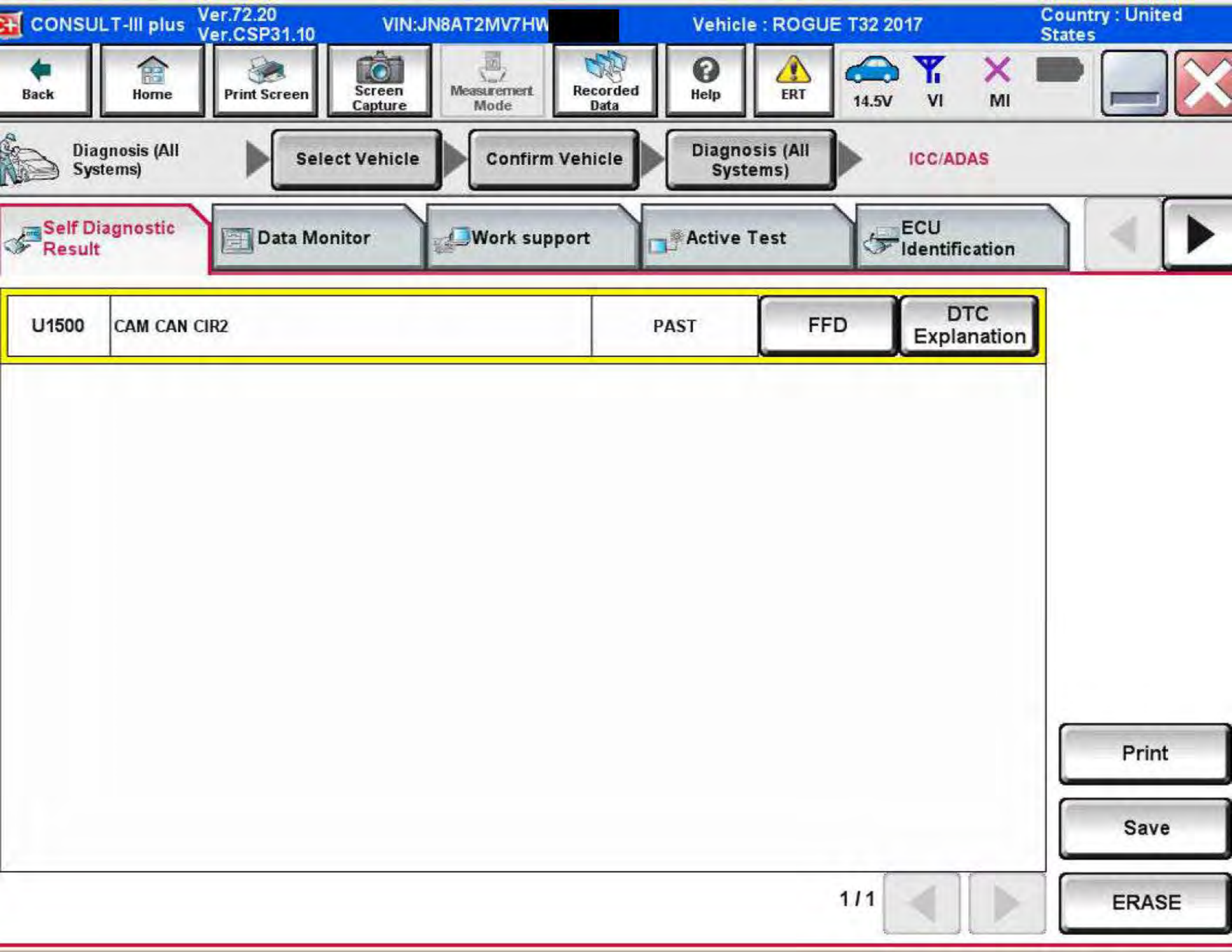
MONITOR ITEM		
IGN COUNTER	39	

1/1

Print

Close


CONSULT-III plus
Ver.72.20
Ver.CSP31.10
VIN:JN8AT2MV7HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.5V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
Detailed Information
ICC/ADAS
PAST
LASER/RADAR
PAST
AUTO BACK DOOR
PAST
ENGINE
NO DTC
ABS
NO DTC
METER/M&A
NO DTC
BCM
NO DTC
ICC/ADAS
U1500
CAM CAN CIR2
PAST
FFD
DTC Expla
LASER/RADAR
C1A16-97
RADAR STAIN [CMP/SYS OPR OBST OR BLKD]
PAST
FFD
DTC Expla
AUTO BACK DOOR
B2409
HALF LATCH SW
PAST
FFD
DTC Expla
B2422
BACK DOOR STATE
PAST
FFD
DTC Expla
Print for Customer
Print
Save
ERASE
1/4
1/1

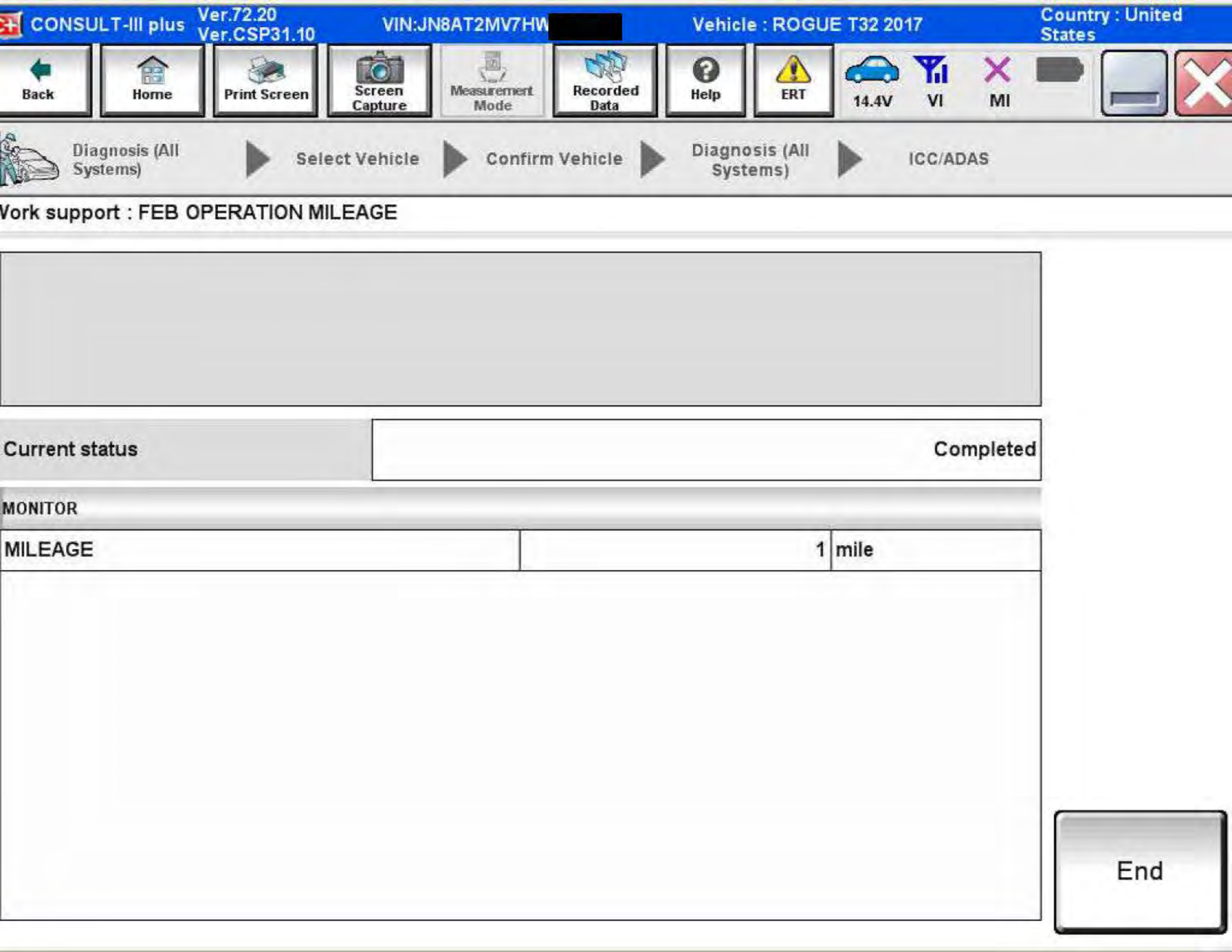

CONSULT-III plus
Ver.72.20
Ver.CSP31.10
VIN:JN8AT2MV7HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.5V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Self Diagnostic Result
Data Monitor
Work support
Active Test
ECU Identification
U1500
CAM CAN CIR2
PAST
FFD
DTC Explanation
Print
Save
1 / 1
ERASE

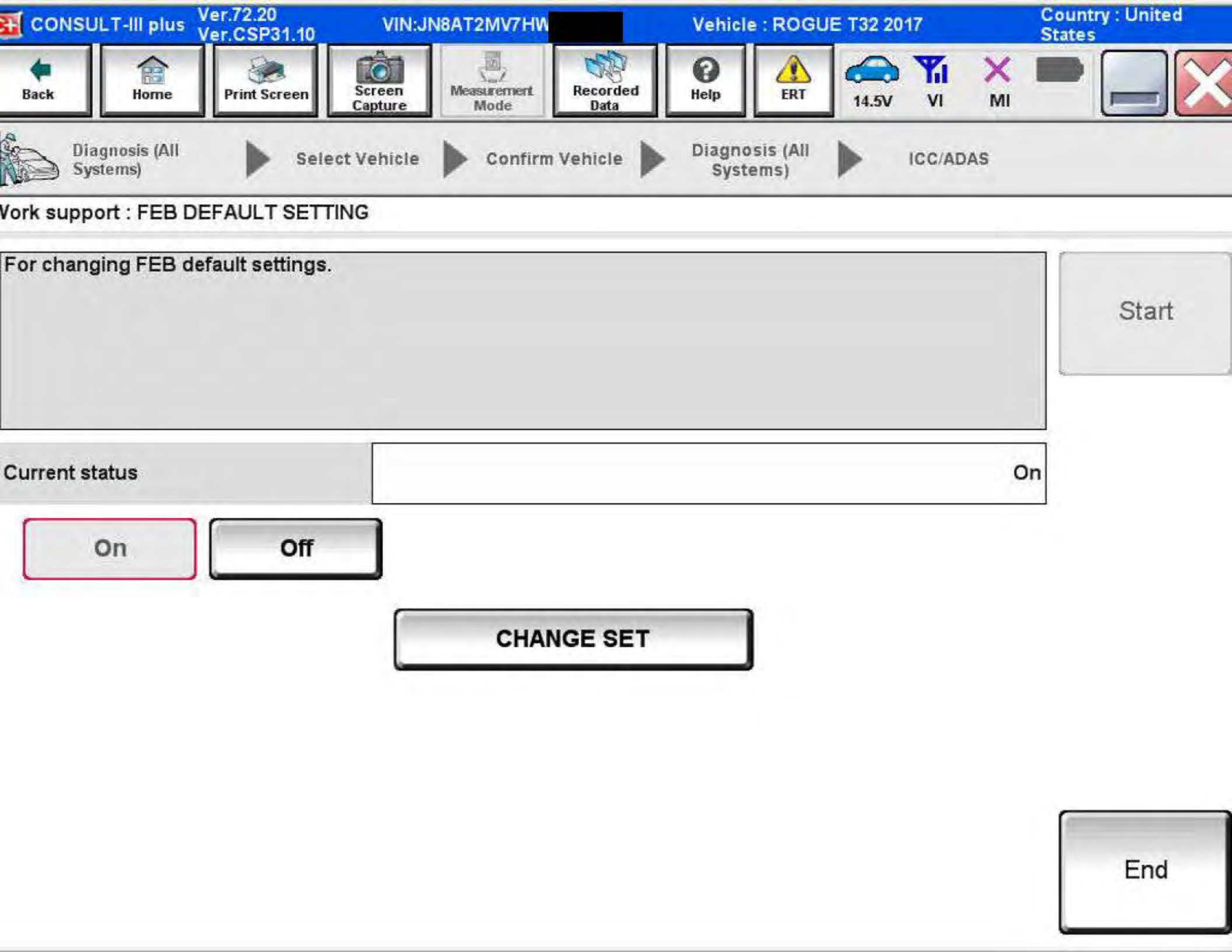
Work support : CAUSE OF AUTO-CANCEL 1

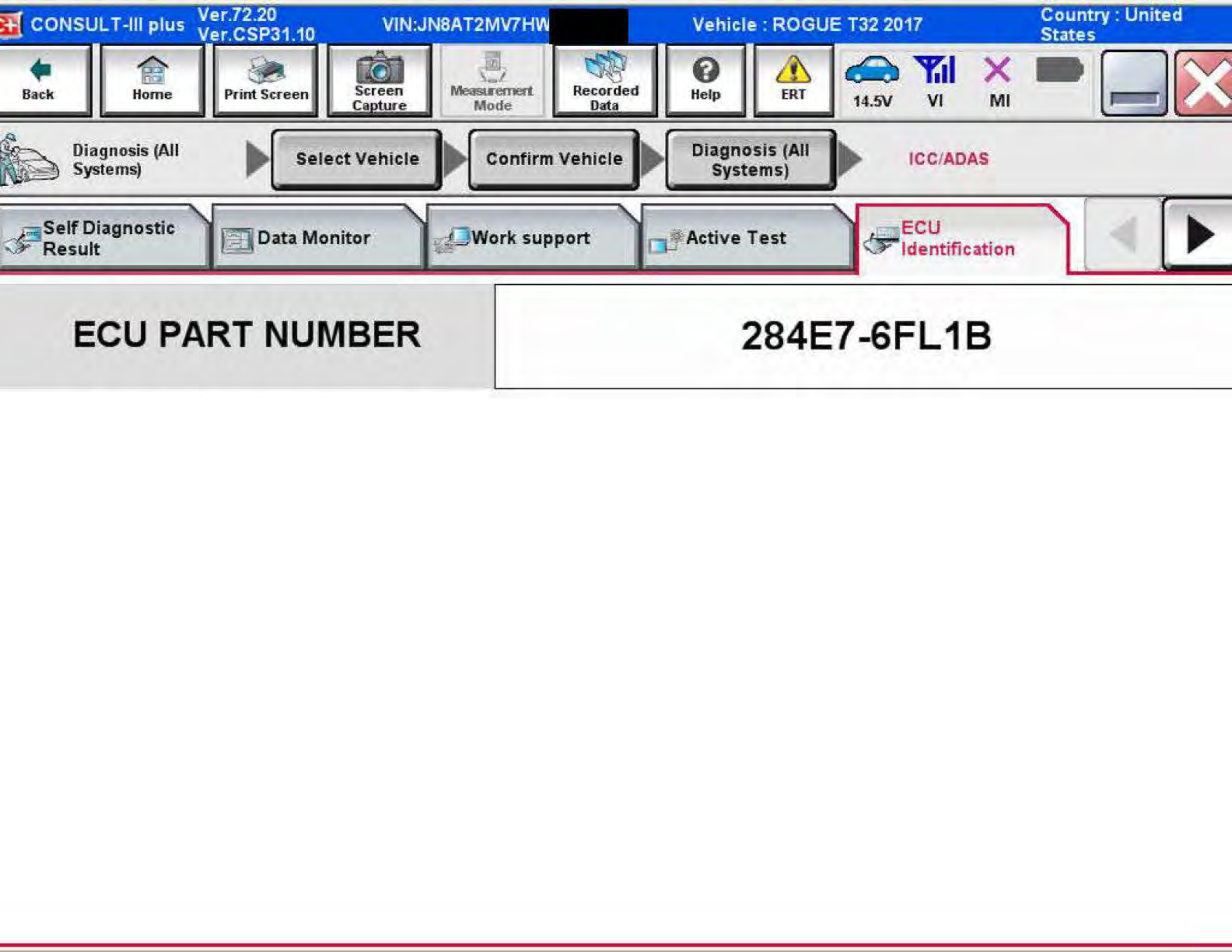
CANCEL CAUSE ITEM	
Current status	Completed
LANE CAMERA BLOCKED	56
INCHING LOST	254
FR RADAR BLOCKED	254

Retry

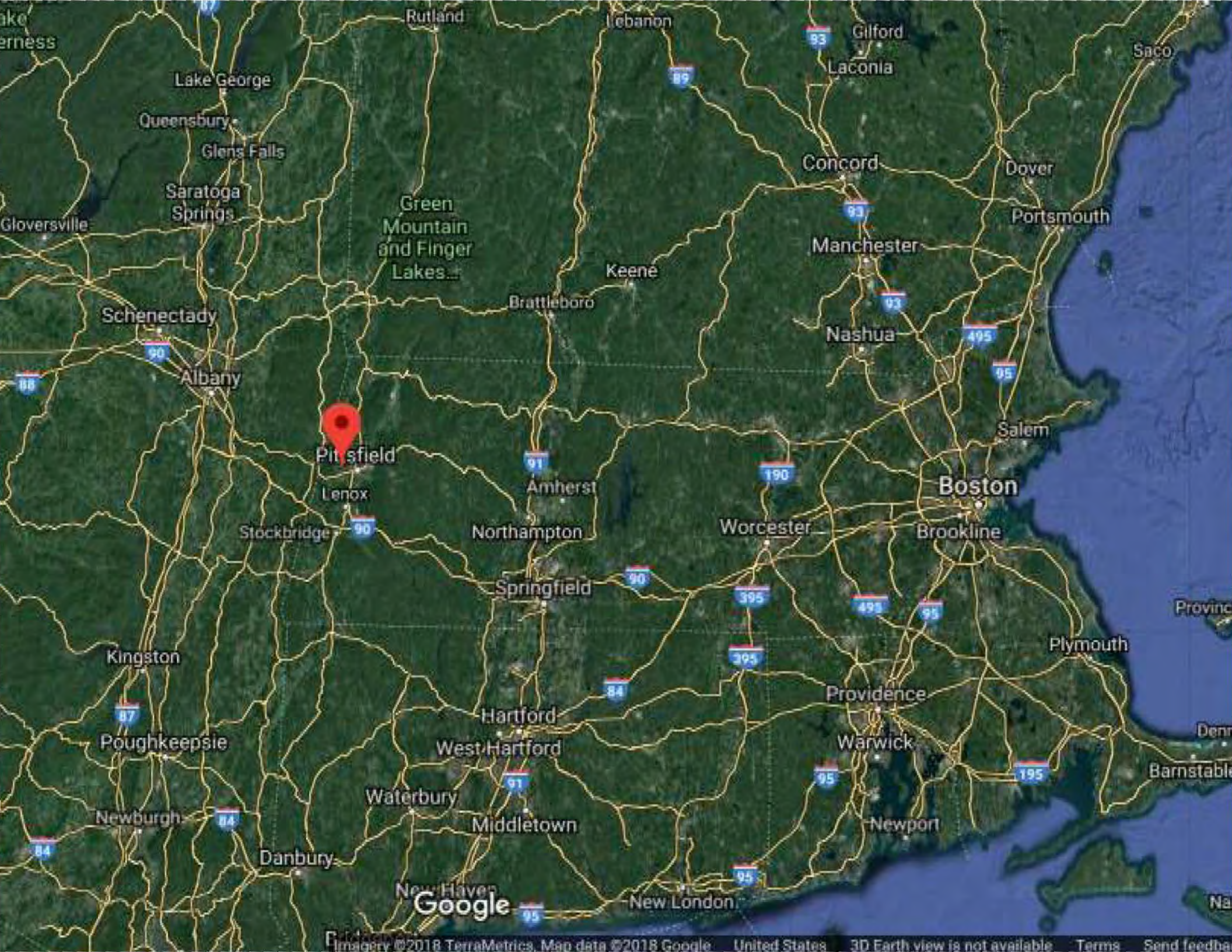
End

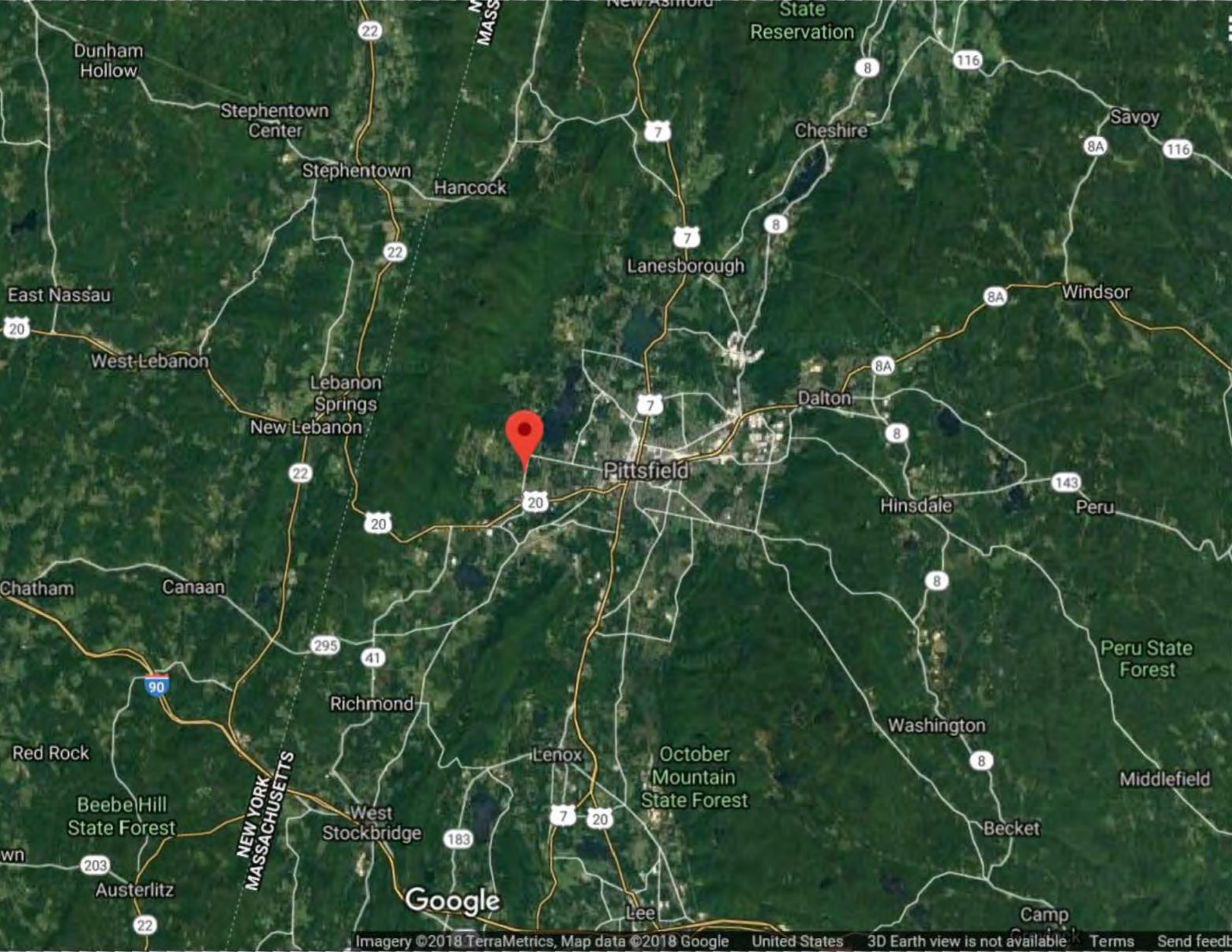

CONSULT-III plus
Ver.72.20
Ver.CSP31.10
VIN:JN8AT2MV7HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.4V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB OPERATION MILEAGE
Current status
Completed
MONITOR
MILEAGE
1
mile
End

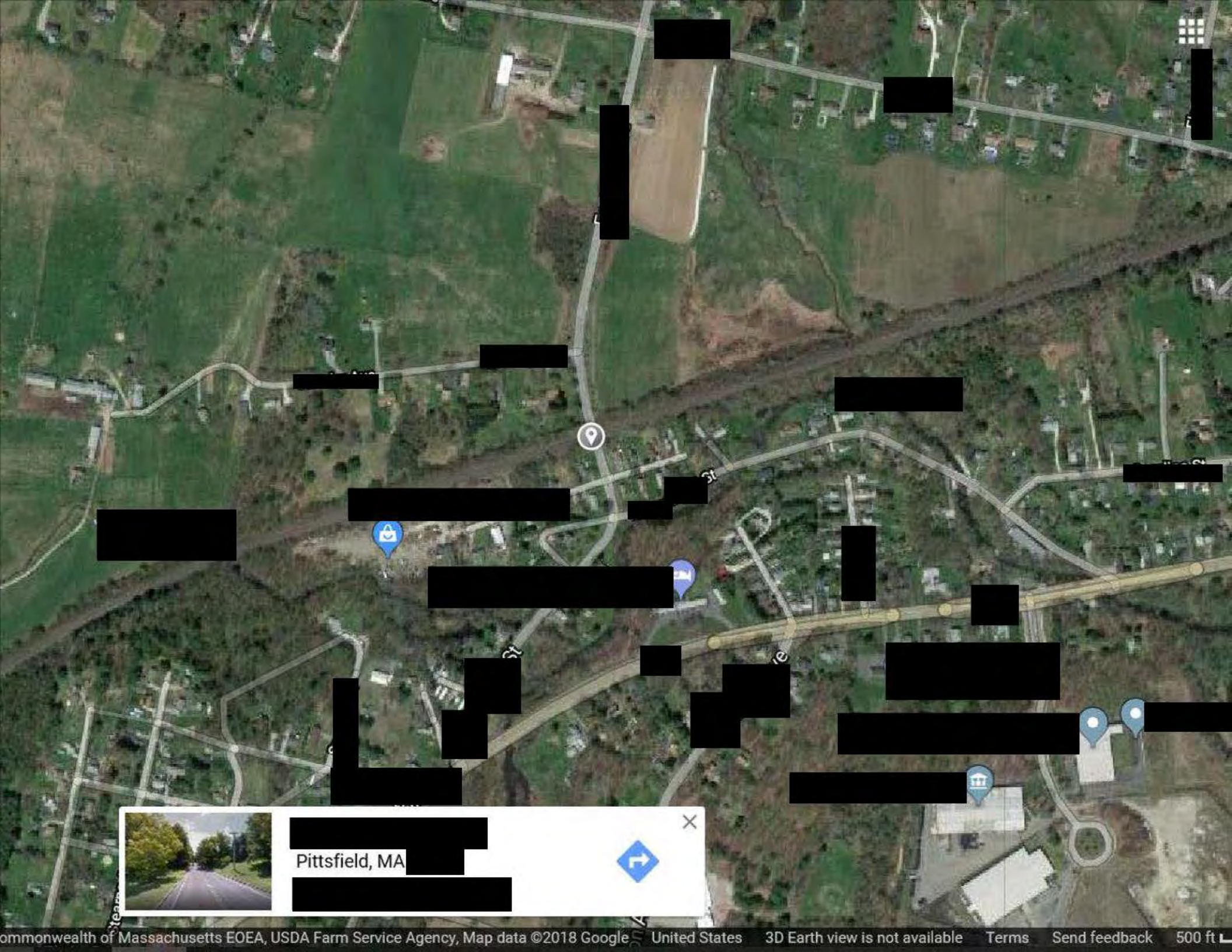

CONSULT-III plus
Ver.72.20
Ver.CSP31.10
VIN:JN8AT2MV7HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.5V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB DEFAULT SETTING
For changing FEB default settings.
Start
Current status
On
On
Off
CHANGE SET
End

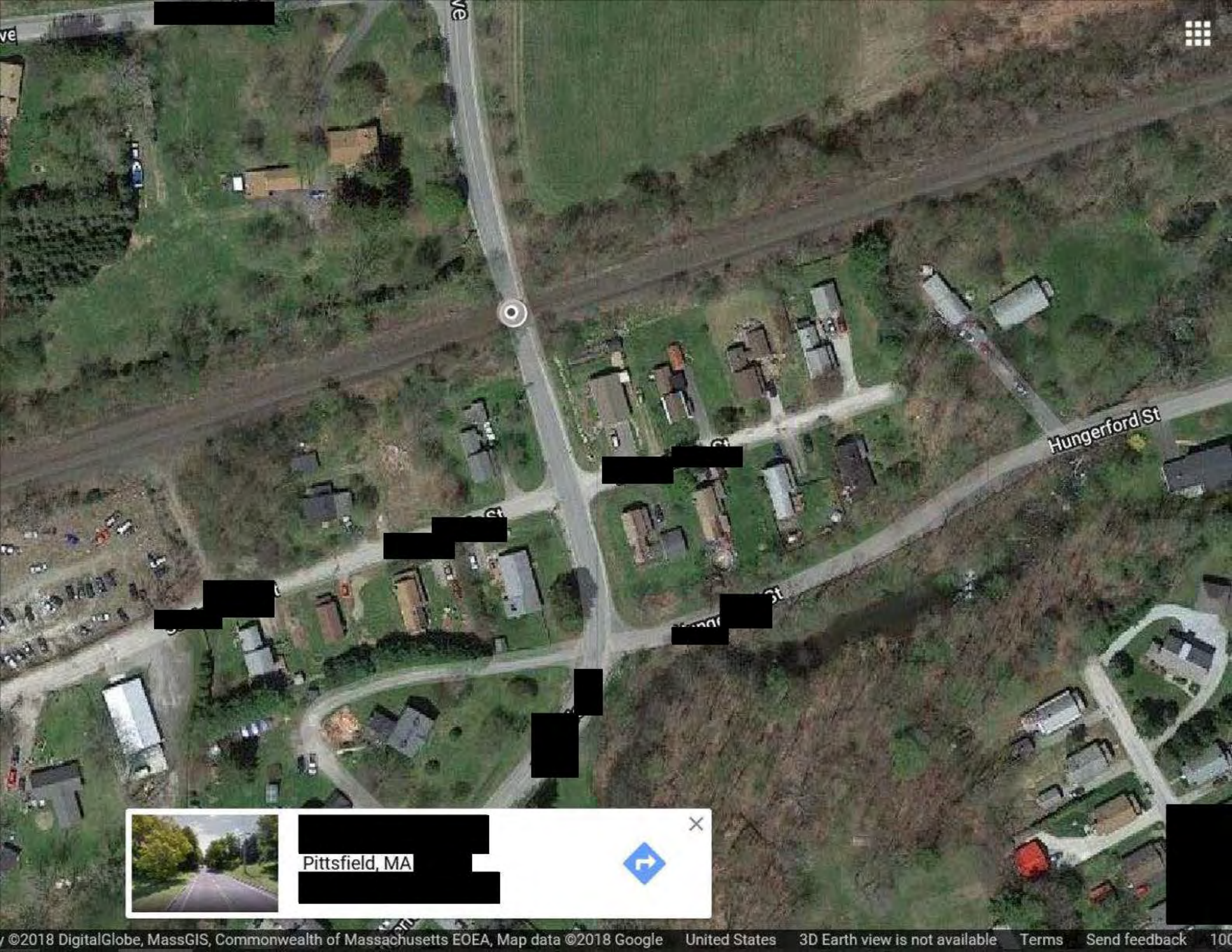

CONSULT-III plus
Ver.72.20
Ver.CSP31.10
VIN:JN8AT2MV7HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.5V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Self Diagnostic Result
Data Monitor
Work support
Active Test
ECU Identification
ECU PART NUMBER
284E7-6FL1B


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Map data ©2018 Google
United States
3D Earth view is not available
Terms
Send fe


Rutland
Lebanon
Gilford
Laconia
Saco
Lake George
Queensbury
Glens Falls
Saratoga Springs
Gloversville
Green Mountain and Finger Lakes...
Concord
Dover
Portsmouth
Manchester
Keene
Brattleboro
Schenectady
Albany
Nashua
Salem
Pittsfield
Lenox
Stockbridge
Amherst
Northampton
Worcester
Boston
Brookline
Springfield
Kingston
Poughkeepsie
Hartford
West Hartford
Waterbury
Middletown
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Danbury
New Haven
New London
Providence
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Plymouth
Newport
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Dunham Hollow
Stephentown Center
Stephentown
Hancock
State Reservation
Cheshire
Savoy
Lanesborough
East Nassau
West Lebanon
Lebanon Springs
New Lebanon
Windsor
Dalton
Pittsfield
Hinsdale
Peru
Chatham
Canaan
Peru State Forest
Richmond
Washington
Red Rock
Lenox
October Mountain State Forest
Middlefield
Beebe Hill State Forest
West Stockbridge
Becket
NEW YORK MASSACHUSETTS
Austerlitz
Lee
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[redacted]
Pittsfield, MA [redacted]
[redacted]
Commonwealth of Massachusetts EOEA, USDA Farm Service Agency, Map data ©2018 Google
United States
3D Earth view is not available
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Hungerford St
[redacted]
Pittsfield, MA
[redacted]
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United States
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Incident Investigation

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

Supplements

Check all of the supplements that apply:

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

I. CLAIMANT

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

Address [redacted] Eve. Phone [redacted]

City Cheshire State MA Zip Code [redacted] Country United States

☒ Driver Same as Claimant
☒ Owner Same as Claimant

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

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

II. Vehicle

Model Year 2017 Model Name Rogue Mfg. Date 10/16 VIN JN8AT2MV7HW[redacted]

Mileage 19,483 License # [redacted] State MA Country United States

Special equipment & accessories N/A

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

Number	Description	Status	Date
N/A	N/A	○ Open ○ Closed	N/A

Add Row | Remove Row

III. Description of Incident & Claim

Source of Information [redacted] Incident Date 3/8/18 Time 4:16PM EST

Location of Incident (describe fully) Traveling North on [redacted] in Pittsfield, MA at railroad bridge.

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

Vision obstruction (describe) N/A

Temperature at time of incident 30F Parking location prior to time of incident Unknown

Incident Investigation

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

Overnight temperature prior to incident: 28F
Length of time parked: Unknown

Ice/Snow accumulation on vehicle? ○ Yes ◉ No

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

Sequence of Events (according to claimant)

Claimant states that she purchased the vehicle in February of 2018. Claimant states that two weeks after purchase, the brakes automatically applied with no one in front of her vehicle. Claimant states that the collision light keeps becoming illuminated during the incidents.

Claimant states that at the time of incident, she was driving home from work. Claimant states that during one incident, she was driving north on [redacted] in Pittsfield, MA. Claimant states that there was 5 inches of snow on the ground and a coating of snow on the vehicle. Claimant states that the brakes automatically applied. Claimant states that the dealer stated that the radar system need to be replaced. Claimant states that dealer did not replace the radar. Claimant states that she left the vehicle for a week then the dealer said that they could not duplicate her concerns.

Claimant states that she is calling most recently because she has had another incident with the automatic braking. Claimant states that she was driving north on [redacted] in Pittsfield, MA. Claimant states that there were no vehicles behind or in front of her. Claimant states that there was another vehicle coming toward her a bit down the road in another lane. Claimant states that there was no construction. Claimant states that she was abo ut to go under a bridge. Claimant states that she gripped the steering wheel,picked her foot off of the accelerator and then reapplied. Claimant states that warning lamp flashed red, but no warning lights illuminated.

Claimant states that there was no accident or injury.

Claimant denies any prior repairs, collisions, modifications, or abuse of the vehicle prior to, or after the incident.

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

Driver Action (braking, steering, etc.): Claimant states that she gripped the steering wheel, picked her foot off of the accelerator and then reapplied.

Special Circumstances: N/A

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

Vehicle Estimated Speed: 20mph
Source: [redacted]
Posted Speed Limit: 20mph

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

Witness Present? ○ YES ◉ NO

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

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV7HW[redacted]

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

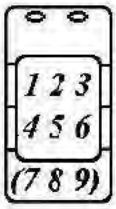
#	Allegation	Allegation made by
1	Claimant states that the vehicle applied the brakes on its own.	Kate Reardon

Add Allegation | Remove Allegation

IV. Occupants & Injuries

Source of Information [redacted]

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



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

Address [redacted] Cheshire, MA [redacted] Weight [redacted]

Location: Incident Vehicle | Seating Position: 1 - Driver

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

Nature & Extent of Injuries: None reported.

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: Kate Reardon

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV7HW[redacted]

VI. Investigation Results

Date of vehicle inspection: 3/26/18

Location of inspection: Hadaad Nissan
[redacted]
Pittsfield, MA [redacted]

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

No damage reported.

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

Photos taken by: Michael Gorrill, NNA Northeast Region DTS # Photos: 93

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

Exterior/Body	**Note: LF, RF, RR, LR, and tailgate glass have aftermarket tint applied. See Photos: IMG(7-16). **Note: Windshield has a approximately 6 inch strip of aftermarket tint along the upper inside edge. See Photos: IMG(73).
Engine/ Transmission/ Drivetrain	**Note: Nothing remarkable noted.
Underbody/ Suspension/ Steering/ Wheels & Tires	**Note: Aftermarket floor mat on the drivers side contacting the steering shaft creating a noise when turning the steering wheel. See Photos: IMG(67-72).
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	**Note: Headlamp switch in the Auto and HI-Beam position at the time of inspection. See Photos: IMG(27-32). **Note: Vehicle has unsecured aftermarket floor mats installed on top of factory floor mats. See Photos: IMG(67-72). **Note: Aftermarket floor mat on the drivers side contacting the steering shaft. See Photos: IMG(67-72).
Seat Belts/ Child Restraints (if applicable)	**Note: Nothing remarkable noted.
Air Bags	**Note: Nothing remarkable noted.

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

**Note: Incident location photos attached. See Photos: IMG(33-43).
**Note: Incident location historical weather data attached. See Folder: WeatherData.
**Note: Map of incident location attached. See Folder: GoogleMaps.
**Note: FEB OPERATION MILEAGE shows: 1 mile. See Folder: CIII+Data/ScreenImage (4).
**Note: ICC/ADAS CAUSE OF AUTO-CANCEL 1 shows:
LANE CAMERA BLOCKED, 56
INCHING LOST, 254
FR RADAR BLOCKED, 254
**CIII+ ALL SYSTEMS DIAGNOSIS revealed the following DTC's:
ICC/ADAS, U1500, CAM CAN CIR2, PAST, 49
LASER/RADAR, C1A16-97, RADAR STAIN [CMP/SYS OPR OBST OR BLKD], 14597 mile
AUTO BACK DOOR, B2409, HALF LATCH SWITCH, 39

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV7HW[redacted]

AUTO BACK DOOR, B2422, BACK DOOR STATE, 39
**Note: At the time of inspection, DTS MJG road tested the vehicle to the incident location (aproximately 3 miles from the inspection location). DTS made multiple drives past the incident location without duplication of the claimants concern. DTS road test the vehicle a total of 32 miles (from odometer reading of 19,483 to 19,515 miles).

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 that the vehicle applied the brakes on its own.	1. FEB OPERATION MILEAGE shows: 1 mile. 2. DTS road tested the vehicle 32 miles at the time of inspection and made multiple drives past the incident location without duplication of the claimants concern.

Add Row | Remove Row

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

Reporter's Signature [redacted]

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

Incident Investigation

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

IIR Supplement: Advanced Technology Checklist

I. Vehicle equipped with

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

Other (describe)	**Note: Vehicle equipped with High Beam Assist.
Comments	**Note: Nothing remarkable noted.

II. Diagnostic Download and EDR Data

Instructions:

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

	Yes	No	Comments
Full diagnostic download included in report?	◉	○	**Note: Full diagnostic download included in report. See Folder: CIII+Data.

Incident Investigation

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

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

III. Sensor and ECM Visual Inspection

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

Yes	No		Comments
○	◉	Obstructions to camera? (ie. dirt, stickers, etc.)	**Note: Nothing remarkable noted. See Photos: IMG(84-85).
○	◉	Physical damage to camera? (ie. cracks)	**Note: Nothing remarkable noted. See Photos: IMG(73-77).
○	◉	Obstructions to radar sensor units? (ie. dirt, stickers, etc.)	**Note: Nothing remarkable noted. See Photos: IMG(78-79).
○	◉	Physical damage to radar sensor units? (ie. cracks)	**Note: Nothing remarkable noted. See Photos: IMG(78-82).
○	◉	Electrical connection to radar module firmly seated?	**Note: Electrical connection to radar module firmly seated. See Photos: IMG(80-82).
○	◉	Electrical connection to camera module firmly seated?	**Note: Electrical connection to camera module firmly seated. See Photos: IMG(76-77).
○	○		

End of Form

*Name your file while saving.

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

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


11:36 AM
38°F
Safety Shield
P
249 mi
19515 miles
RPM x1000
MPH
km/h


NISSAN




JN8AT2MV7HW


MFD BY NISSAN MOTOR CO.,LTD.
DATE 10/16
GVWR/PNBV 4679 LBS
GAWR/PNBE FR.2363 LBS
WITH 225/55R19 TIRES
19×7J RIMS.AT 33 PSI
COLD SINGLE.
GAWR/PNBE RR.2401 LBS
WITH 225/55R19 TIRES
19×7J RIMS.AT 33 PSI
COLD SINGLE.
THIS VEHICLE CONFORMS
TO ALL APPLICABLE FED
ERAL MOTOR VEHICLE SA
FETY AND THEFT PREVEN
TION STANDARDS IN EFF
ECT ON THE DATE OF MA
NUFACTURE SHOWN ABOVE
VIN: JN8AT2MV7HW
TYPE: MPV
COLOR TRIM TRANS
G41 Z RE0F10D
AXLE ENGINE
GS56 QR25(DE) 2488CC
JN8AT2MV7HW


9:02 AM
RPMx1000
3
4
5
6
7
8
H
19483 miles
MPH
40
60
80
100
140
180
20
20
60
220
km/h
1/2
1


COMMONWEALTH OF MASSACHUSETTS
03/10/2018
INITIAL
[redacted]
NON COMMERCIAL
3
JN8AT2MV7HW[redacted]
[redacted]
ES
[redacted]
NISSAN
EXPIRES
2019


NISSAN








ROGUE


NISSAN
NISSAN of KEENE
ROGUE
SL AWD


SL AWD



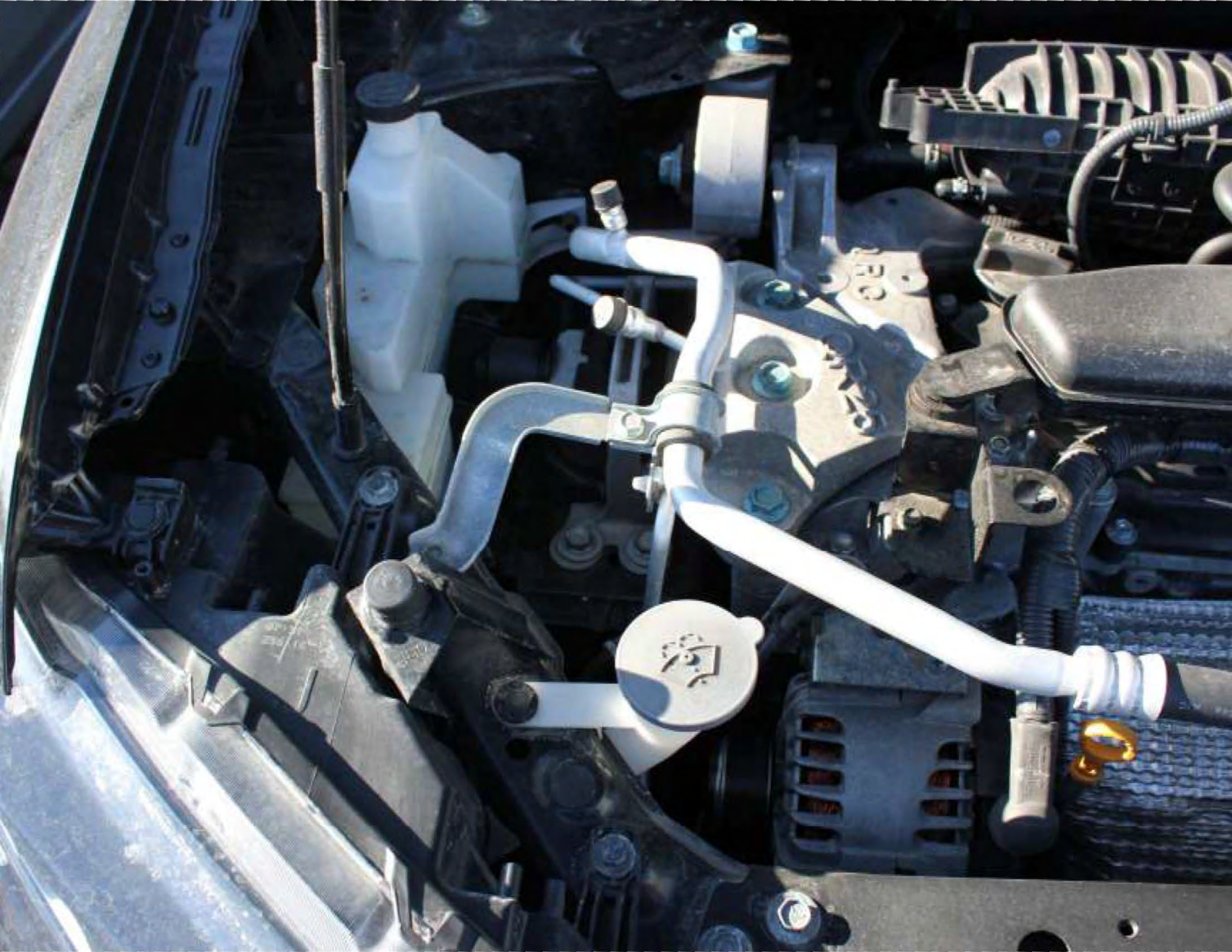









NISSAN






NISSAN




NISSAN


NISSAN




AUTO


AUTO












SPEED LIMIT
20


ROAD
NARROWS








20


ROAD
NARROWS
SPEED
LIMIT
20




12'0"
LOW
CLEARANCE




10:40 AM
38 °F
Fuel Economy 2
Average 23.0 mpg
OK = Reset
P
ECO
249
19515 miles
RPMx1000
4
5
6
7
8
C
H
60
MPH
40
100
60
20
20
0
1/2


10:40 AM
38°F
Settings
Driver Assistance
Clock
Meter Settings
Vehicle Settings
Maintenance
Alarm
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ECO
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19515 miles
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1/2
1000
5
6
7
8
H


10:40 AM
38 °F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
ECO
249
19515 miles
RPMx1000
4
5
6
7
8
C
H
60
40
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20
0


10:41 AM
38°F
Driving Aids
Emergency Brake
Lane
Blind Spot
P
ECO
249
19515 miles
RPMx1000
4
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C
H
ABS
BRAKE
60
40
60
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20
0


10:41 AM
38°F
Lane
Warning
RPMx1000
4
5
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8
C
H
P
ECO
249
19515 miles
60
40
60
20
20
0


10:41 AM
38°F
Driving Aids
Emergency Brake
Lane
Blind Spot
P
ECO
249
19515 miles
RPMx1000
4
5
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60
40
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20
20
0


10:41 AM
38°F
Blind Spot
Warning
RPMx1000
3
4
5
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7
8
C
H
P
ECO
249
19515 miles
40
60
20
-20


10:41 AM
38°F
Parking Aids
Moving Object
Cross Traffic
P
ECO
249
19515 miles
RPMx1000
4
5
6
7
8
C
H
60
40
20
20


10:41 AM
38°F
Chassis Control
Trace Control
Engine Brake
P
ECO
249
19515 miles
RPMx1000
3
4
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C
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40
60
20
-20


First Aid




























ROGUE


ROGUE


ROGUE




B KHTZDA
0004










BJ


BJ
DO NOT DROP
DX5
284G3 6FL0
1626400662DX5
234130-233
TRW 1025206
NISSAN


NISSAN


NISSAN











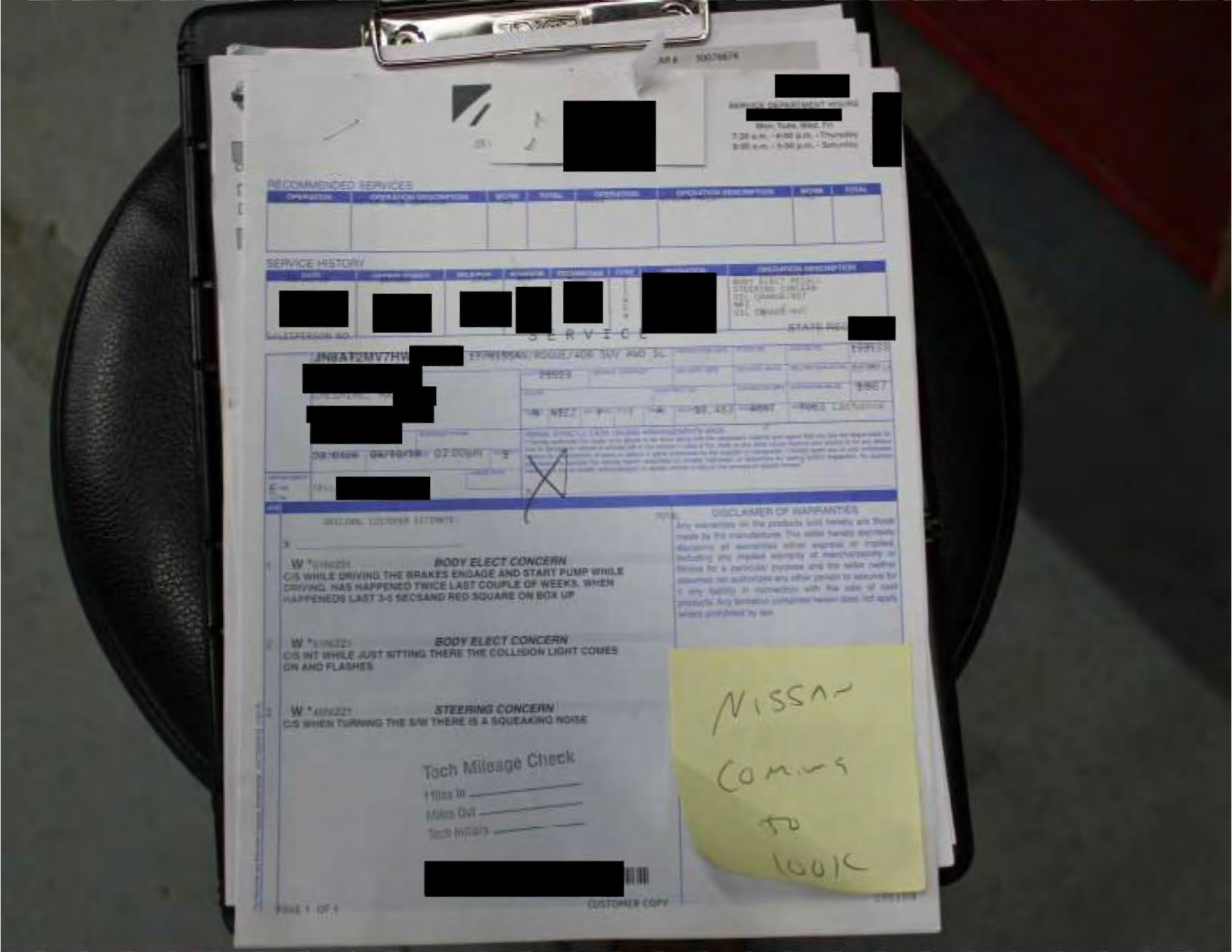












RECOMMENDED SERVICES

SERVICE HISTORY

JN8AT2MV7HW

W *
BODY ELECT CONCERN
C/S WHILE DRIVING THE BRAKES ENGAGE AND START PUMP WHILE DRIVING. HAS HAPPENED TWICE LAST COUPLE OF WEEKS. WHEN HAPPENEDS LAST 3-5 SECSAND RED SQUARE ON BOX UP

W *
BODY ELECT CONCERN
C/S INT WHILE JUST SITTING THERE THE COLLISION LIGHT COMES ON AND FLASHES

W *
STEERING CONCERN
C/S WHEN TURNING THE S/W THERE IS A SQUEAKING NOISE

Tech Mileage Check
Miles In
Miles Out
Tech Initials

CUSTOMER COPY

DISCLAIMER OF WARRANTIES

NISSAN
COMING
TO
100K


11:36 AM
BRAKE
19515
RPM x1000
1
2
3
4
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6
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8
20
40
60
80
100
120
140
MPH


60
80
100
120
140
40
20
5
6
7
8



Search

Samaritan Potter Help & Training

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

Vehicle
JN8AT2MV7HW[redacted]

Customize Page | Printable View | Help for this Page

Vehicle Campaigns [0] | Warranty Cases [1] | Cases [3] | Service History [37] | Vehicle Service Contracts [2] | Vehicle History [1] | DTS Field Inspections [1]

Vehicle Detail

VIN	JN8AT2MV7HW[redacted]		
Last Modified By	Dakota McGregor, 4/19/2018 12:51 PM	Branded Title	
Created By	NNAETL, 11/10/2016 10:59 AM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage	18,642	MSRP	$35,830
Latest Recorded Mileage Units	M		
In Service Date	2/11/2017		

Manufacturing Data

Make/Model	2017 NISSAN ROGUE	Manufacturer Date	10/24/2016
Model Year	2017	Plant Name	KYUSHYU (NML)
Make	NISSAN	PDI Date	
Model Line	ROGUE	Country Code	USA
Model Code	22617	US Specification Indicator	Y
Body Style Type	WAGON 4 DOOR	Emissions Type	50 STATE
Exterior Color	MAGNETIC BLACK	Emissions Certification	
Cylinders		Open Recall	
Transmission Type	CVT	Head Unit	
Model Series		Model Line Code	RGE
Factory Installed Options	B92B93C03K03L92P01U35X03Z66		
Factory Installed Options Descriptions	B92 (SPLASH GUARDS), B93 (CHROME REAR BUMPER PROTECTOR), C03 (50 STATE EMISSIONS), K03 (PLATINUM PACKAGE), L92 (FLOOR MATS (2-PIECE FRONT AND), 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	Brand
1	BASIC COVERAGE	2/11/2020	36,000				
2	POWERTRAIN COVERAGE	2/11/2022	60,000				
3	SEAT BELT	2/11/2027	999,999				
4	CORROSION COVERAGE (PERFORATION)	2/11/2022	999,999				
5	FEDERAL EMISSION LONG TERM DEFECT	2/11/2025	80,000				

Vehicle Retail Sales

Vehicle Retail Sales

Action	Name	Owner	Selling Dealer	Sale Type	Vehicle Model	Purchase Date	Rewind Indicator
View	[redacted]		NISSAN OF KEENE	APR	ROGUE	2/11/2017	

Vehicle Ownership

Vehicle Ownership

Action	Name	Owner	Begin Date	End Date
View	[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
[redacted]	[redacted]	CA	[redacted]	3/7/2018 2:54 PM		18,642	Open	0	Dakota McGregor
[redacted]	[redacted]	TECH LINE		11/9/2017 9:22 AM	11/9/2017 9:33 AM	16,359	Pending Dealer Reply	0	Matthew Mead
[redacted]	[redacted]	CCC	[redacted]	2/6/2017 10:25 AM	2/11/2017 9:00 AM		Closed	0	DQR Email Only

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]	NEW MAINTENANCE PRODUCTS	SC	9/5/2017	10,350	[redacted]			5
		NEW MAINTENANCE PRODUCTS	SC	3/6/2018	18,907				1
		NEW MAINTENANCE PRODUCTS	SC	5/26/2017	5,005				1
			PD	12/29/2016	10				1
		NO DEFECT FOUND	FW	11/24/2017	14,079				3
		NEW MAINTENANCE PRODUCTS	SC	12/7/2017	13,959				1
		DISTANCE SENSOR ASSY	FW	12/7/2017	13,959				3
		SQUEAKS & RATTLES	FW	11/24/2017	14,079				5
		NO DEFECT FOUND	FW	9/5/2017	10,350				1
				12/16/2016	1				
			C	3/4/2018	18,907				
			W	3/4/2018	18,907				
			W	12/7/2017	16,360				
			I	12/7/2017	16,360				
			W	12/7/2017	16,360				
			I	11/20/2017	14,079				
			W	11/20/2017	14,079				
			W	11/20/2017	14,079				
			I	11/20/2017	14,079				
			I	9/18/2017	11,026				
			I	9/18/2017	11,026				
			W	9/5/2017	10,350				
			I	9/5/2017	10,350				
			I	9/5/2017	10,350				

[redacted]		I	9/5/2017	10,350	[redacted]	
		W	9/5/2017	10,350		
		C	5/26/2017	5,006		
		W	5/26/2017	5,006		
		W	12/28/2016	10		
		I	12/28/2016	10		
	HOLE COVER ASSY	FW	3/28/2018	19,483		3
		W	3/28/2018	19,515		
		I	3/28/2018	19,515		
		W	3/28/2018	19,515		
		I	3/21/2018	19,401		
		I	3/21/2018	19,401		
		I	3/21/2018	19,401		

Vehicle Service Contracts

Vehicle Service Contracts Help

Action	Policy #	Contract Type	Cancel Effective Date	VSC First Name	VSC Last Name	Current Owner	Deductible	Effective Date	Expire Date	Expire Mileage
	[redacted]	Sec+Plus Gold Pref		[redacted]			100	2/11/2017	2/11/2022	100,000
		Basic 6/5000 MY14+					0	2/11/2017	2/11/2020	36,029

Vehicle History

Vehicle History Help

Date	User	Action
11/10/2016 10:59 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	3/14/2018	[redacted]	[redacted]		NER	3/26/2018 9:00 AM	3/28/2018 3:09 PM

^ Back To Top

Always show me fewer / more records per related list

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Pittsfield, MA

Pittsfield Municipal

1:02 PM EDT on March 28, 2018 (GMT -0400)

Weather History for KPSF - March, 2018

March

8

2018

View

Thursday, March 8, 2018

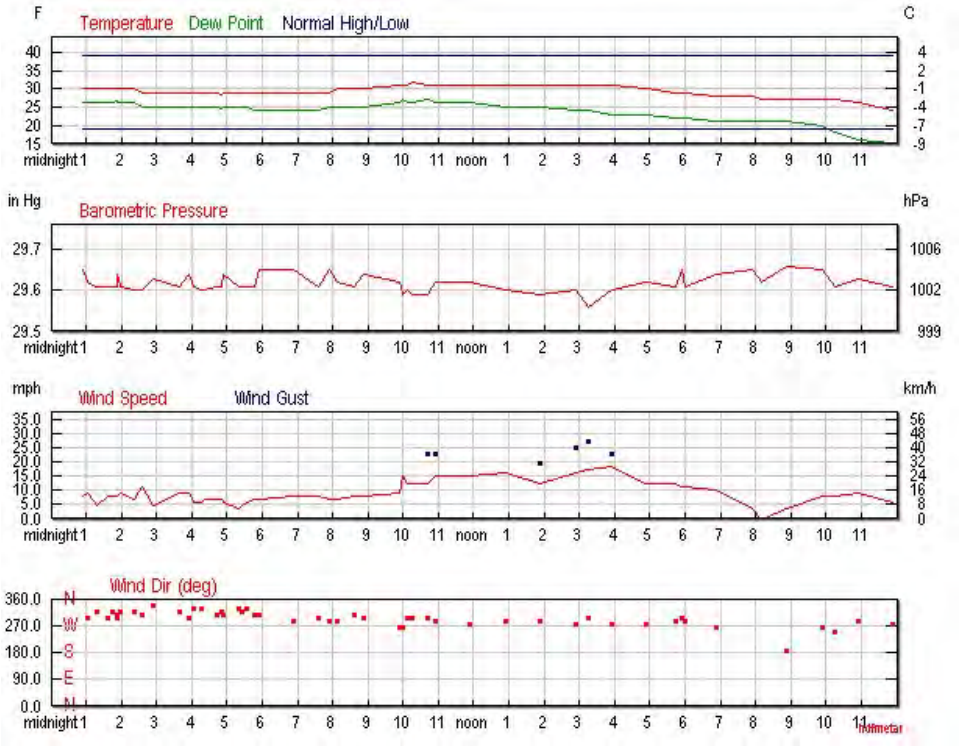
Daily | Weekly | Monthly | Custom

	Actual	Average	Record
Temperature			
Mean Temperature	**28** °F	**29** °F	
Max Temperature	**32** °F	**39** °F	**64** °F (2012)
Min Temperature	**24** °F	**19** °F	**1** °F (2007)
Degree Days			
Heating Degree Days	37	36	
Month to date heating degree days	256	295	
Since 1 July heating degree days	5098	5675	
Cooling Degree Days	0	0	
Month to date cooling degree days	0	0	
Year to date cooling degree days	0	0	
Moisture			
Dew Point	**24** °F		
Average Humidity	79		
Maximum Humidity	85		
Minimum Humidity	72		
Precipitation			
Precipitation	**0.14** in	**0.09** in	**1.71** in (2008)

	Actual	Average	Record
Month to date precipitation	1.78	0.67	
Year to date precipita ion	10.53	6.27	
Sea Level Pressure			
Sea Level Pressure	**29.62** in		
Wind			
Wind Speed	**10** mph (WNW)		
Max Wind Speed	**22** mph		
Max Gust Speed	**31** mph		
Visibility	**5** miles		
Events	Snow		

T = Trace of Precipitation, MM = Missing Value Source: NWS Daily Summary

Daily Weather History Graph



Search for Another Location

Airport or City:

KPSF

Submit

Trip Planner

Search our weather history database for the weather conditions in past years. The results will help you decide how hot, cold, wet, or windy it might be!

Date:

March

8

Submit

Astronomy

Mar. 08, 2018	Rise	Set
Actual Time	6:17 AM EST	5:51 PM EST

Mar. 08, 2018	Rise	Set
Civil Twilight	5:49 AM EST	6:19 PM EST
Nautical Twilight	5:16 AM EST	6:52 PM EST
Astronomical Twilight	4:43 AM EST	7:24 PM EST
Moon	12:01 AM EST (3/8)	10:13 AM EST (3/8)
Length of Visible Light	12h 30m	
Length of Day	11h 34m	

Waning Gibbous, 57% of the Moon is Illuminated

Mar 8	Mar 9	Mar 17	Mar 24	Mar 31
Waning Gibbous	Last Quarter	New	First Quarter	Full

Hourly Weather History & Observations

Time (EST)	Temp.	Windchill	Dew Point	Humidity	Pressure	Visibility	Wind Dir	Wind Speed	Gust Speed	Precip	Events	Conditions
12:54 AM	**30.0** °F	**22.4** °F	**26.1** °F	85%	**29.65** in	**2.0** mi	NW	**8.1** mph	-	**0.01** in	Snow	Light Snow
1:02 AM	**30.0** °F	**21.7** °F	**26.1** °F	85%	**29.62** in	**1.8** mi	WNW	**9.2** mph	-	**0.00** in	Snow	Light Snow
1:18 AM	**30.0** °F	**25.2** °F	**26.1** °F	85%	**29.61** in	**0.8** mi	NW	**4.6** mph	-	**0.01** in	Snow	Light Snow
1:37 AM	**30.0** °F	**22.4** °F	**26.1** °F	85%	**29.61** in	**1.0** mi	WNW	**8.1** mph	-	**0.03** in	Snow	Light Snow
1:45 AM	**30.0** °F	**22.4** °F	**26.1** °F	85%	**29.61** in	**1.8** mi	NW	**8.1** mph	-	**0.03** in	Snow	Light Snow
1:52 AM	**30.2** °F	**22.6** °F	**26.6** °F	86%	**29.61** in	**2.5** mi	NW	**8.1** mph	-	**0.04** in	Snow	Light Snow
1:54 AM	**30.0** °F	**22.4** °F	**26.1** °F	85%	**29.64** in	**2.5** mi	WNW	**8.1** mph	-	**0.04** in	Snow	Light Snow
1:59 AM	**30.0** °F	**21.7** °F	**26.1** °F	85%	**29.61** in	**3.0** mi	NW	**9.2** mph	-	**0.00** in	Snow	Light Snow
2:21 AM	**30.0** °F	**23.2** °F	**26.1** °F	85%	**29.60** in	**2.5** mi	NW	**6.9** mph	-	**0.00** in	Snow	Light Snow
2:35 AM	**28.9** °F	**19.2** °F	**25.0** °F	85%	**29.60** in	**3.0** mi	NW	**11.5** mph	**21.9** mph	**0.01** in	Snow	Light Snow
2:54 AM	**28.9** °F	**23.9** °F	**25.0** °F	85%	**29.63** in	**5.0** mi	NNW	**4.6** mph	-	**0.01** in	Snow	Light Snow
3:40 AM	**28.9** °F	**20.4** °F	**25.0** °F	85%	**29.61** in	**2.5** mi	NW	**9.2** mph	-	**0.00** in	Snow	Light Snow
3:54 AM	**28.9** °F	**20.4** °F	**25.0** °F	85%	**29.64** in	**1.8** mi	WNW	**9.2** mph	-	**0.01** in	Snow	Light Snow
4:04 AM	**28.9** °F	**22.8** °F	**25.0** °F	85%	**29.61** in	**0.8** mi	NNW	**5.8** mph	-	**0.02** in	Snow	Light Snow
4:16 AM	**28.9** °F	**22.8** °F	**25.0** °F	85%	**29.60** in	**0.8** mi	NNW	**5.8** mph	-	**0.03** in	Snow	Light Snow

Time (EST)	Temp.	Windchill	Dew Point	Humidity	Pressure	Visibility	Wind Dir	Wind Speed	Gust Speed	Precip	Events	Conditions
4:23 AM	**28.9** °F	**21.9** °F	**25.0** °F	85%	**29.60** in	**1.0** mi	Variable	**6.9** mph	-	**0.03** in	Snow	Light Snow
4:43 AM	**28.9** °F	**21.9** °F	**25.0** °F	85%	**29.61** in	**1.0** mi	NW	**6.9** mph	-	**0.04** in	Snow	Light Snow
4:51 AM	**28.4** °F	**21.2** °F	**24.8** °F	86%	**29.61** in	**0.8** mi	NW	**6.9** mph	-	**0.05** in	Snow	Light Snow
4:54 AM	**28.9** °F	**22.8** °F	**25.0** °F	85%	**29.64** in	**0.8** mi	NW	**5.8** mph	-	**0.05** in	Snow	Light Snow
5:20 AM	**28.9** °F	**25.2** °F	**25.0** °F	85%	**29.61** in	**1.0** mi	NNW	**3.5** mph	-	**0.01** in	Snow	Light Snow
5:26 AM	**28.9** °F	**23.9** °F	**25.0** °F	85%	**29.61** in	**2.0** mi	NW	**4.6** mph	-	**0.01** in	Snow	Light Snow
5:34 AM	**28.9** °F	**22.8** °F	**25.0** °F	85%	**29.61** in	**5.0** mi	NNW	**5.8** mph	-	**0.01** in	Snow	Light Snow
5:46 AM	**28.9** °F	**21.9** °F	**24.1** °F	82%	**29.61** in	**7.0** mi	NW	**6.9** mph	-	**0.01** in		Overcast
5:54 AM	**28.9** °F	**21.9** °F	**24.1** °F	82%	**29.65** in	**9.0** mi	NW	**6.9** mph	-	**0.01** in		Overcast
6:54 AM	**28.9** °F	**21.1** °F	**24.1** °F	82%	**29.65** in	**10.0** mi	WNW	**8.1** mph	-	**0.00** in		Overcast
7:35 AM	**28.9** °F	**21.1** °F	**24.1** °F	82%	**29.61** in	**10.0** mi	WNW	**8.1** mph	**19.6** mph	N/A		Overcast
7:54 AM	**28.9** °F	**21.9** °F	**25.0** °F	85%	**29.65** in	**4.0** mi	WNW	**6.9** mph	-	**0.00** in	Snow	Light Snow
8:07 AM	**30.0** °F	**23.2** °F	**25.0** °F	82%	**29.62** in	**2.5** mi	WNW	**6.9** mph	-	**0.01** in	Snow	Light Snow
8:36 AM	**30.0** °F	**22.4** °F	**25.0** °F	82%	**29.61** in	**4.0** mi	NW	**8.1** mph	-	**0.01** in	Snow	Light Snow
8:54 AM	**30.0** °F	**22.4** °F	**25.0** °F	82%	**29.64** in	**8.0** mi	WNW	**8.1** mph	-	**0.01** in		Overcast
9:54 AM	**30.9** °F	**22.8** °F	**26.1** °F	82%	**29.62** in	**1.8** mi	West	**9.2** mph	**20.7** mph	**0.00** in	Snow	Light Snow
9:59 AM	**30.9** °F	**20.2** °F	**27.0** °F	85%	**29.59** in	**0.8** mi	West	**15.0** mph	-	**0.00** in	Snow	Light Snow
10:08 AM	**30.9** °F	**21.2** °F	**26.1** °F	82%	**29.60** in	**2.5** mi	WNW	**12.7** mph	-	**0.00** in	Snow	Light Snow
10:15 AM	**32.0** °F	**22.5** °F	**26.1** °F	79%	**29.59** in	**4.0** mi	WNW	**12.7** mph	**19.6** mph	**0.00** in		Haze
10:41 AM	**30.9** °F	**21.2** °F	**27.0** °F	85%	**29.59** in	**4.0** mi	WNW	**12.7** mph	**23.0** mph	**0.00** in		Overcast
10:54 AM	**30.9** °F	**20.2** °F	**26.1** °F	82%	**29.62** in	**3.0** mi	WNW	**15.0** mph	**23.0** mph	**0.00** in		Haze
11:54 AM	**30.9** °F	**20.2** °F	**26.1** °F	82%	**29.62** in	**10.0** mi	West	**15.0** mph	-	N/A		Overcast
12:54 PM	**30.9** °F	**19.8** °F	**25.0** °F	79%	**29.60** in	**10.0** mi	WNW	**16.1** mph	**23.0** mph	N/A		Overcast
1:54 PM	**30.9** °F	**21.2** °F	**25.0** °F	79%	**29.59** in	**10.0** mi	WNW	**12.7** mph	**19.6** mph	N/A		Overcast

Time (EST)	Temp.	Windchill	Dew Point	Humidity	Pressure	Visibility	Wind Dir	Wind Speed	Gust Speed	Precip	Events	Conditions
2:54 PM	**30.9** °F	**19.8** °F	**24.1** °F	76%	**29.60** in	**10.0** mi	West	**16.1** mph	**25.3** mph	N/A		Overcast
3:16 PM	**30.9** °F	**19.4** °F	**24.1** °F	76%	**29.56** in	**10.0** mi	WNW	**17.3** mph	**27.6** mph	N/A		Overcast
3:54 PM	**30.9** °F	**19.1** °F	**23.0** °F	72%	**29.60** in	**10.0** mi	West	**18.4** mph	**23.0** mph	N/A		Overcast
4:54 PM	**30.0** °F	**20.0** °F	**23.0** °F	75%	**29.62** in	**4.0** mi	West	**12.7** mph	-	**0.00** in	Snow	Light Snow
5:45 PM	**28.9** °F	**18.6** °F	**21.9** °F	75%	**29.61** in	**2.5** mi	WNW	**12.7** mph	-	**0.00** in	Snow	Light Snow
5:54 PM	**28.9** °F	**19.2** °F	**21.9** °F	75%	**29.65** in	**2.5** mi	WNW	**11.5** mph	-	**0.00** in	Snow	Light Snow
6:01 PM	**28.9** °F	**19.2** °F	**21.9** °F	75%	**29.61** in	**4.0** mi	WNW	**11.5** mph	-	**0.00** in	Snow	Light Snow
6:54 PM	**28.0** °F	**18.6** °F	**21.0** °F	75%	**29.64** in	**6.0** mi	West	**10.4** mph	**20.7** mph	**0.00** in	Snow	Light Snow
7:54 PM	**28.0** °F	**24.2** °F	**21.0** °F	75%	**29.65** in	**6.0** mi	Variable	**3.5** mph	-	**0.00** in	Snow	Light Snow
8:09 PM	**27.0** °F	-	**21.0** °F	78%	**29.62** in	**7.0** mi	Calm	Calm	-	**0.00** in	Snow	Light Snow
8:54 PM	**27.0** °F	**23.0** °F	**21.0** °F	78%	**29.66** in	**7.0** mi	Sou h	**3.5** mph	-	**0.00** in	Snow	Light Snow
9:54 PM	**27.0** °F	**18.7** °F	**19.9** °F	75%	**29.65** in	**5.0** mi	West	**8.1** mph	-	**0.00** in	Snow	Light Snow
10:16 PM	**27.0** °F	**18.7** °F	**18.0** °F	69%	**29.61** in	**10.0** mi	WSW	**8.1** mph	-	**0.00** in		Overcast
10:54 PM	**26.1** °F	**16.8** °F	**16.0** °F	66%	**29.63** in	**10.0** mi	WNW	**9.2** mph	-	**0.00** in		Overcast
11:54 PM	**24.1** °F	**17.0** °F	**15.1** °F	69%	**29.61** in	**10.0** mi	West	**5.8** mph	-	N/A		Overcast

2017 NISSAN ROGUE
SL AWD

Scan QR code for general model information & options

Standard Equipment Included at No Extra Charge

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

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

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

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

EXTERIOR
LED Daytime Running Lights
Halogen Headlights w/ Auto On/Off
Fog Lights
Heated Outside Mirrors w/LED Turn Signals
Chrome Outside Door Handles
Privacy Glass
Roof Rails
**SiriusXM Satellite Radio includes activation & 3 months of service only; subscription sold seperately. SiriusXM Traffic & Travel Link includes activation & service for a trial period, subscription required thereafter. SiriusXM services are not available in AK, HI and some markets.
****Only use NissanConnectSM Services powered by SiriusXM® and NissanConnectSM Mobile Apps when safe to do so. NissanConnect Services and Mobile Apps availability is dependent on vehicle model, trim level, packaging, and/or options. See NissanUSA.com/Connect for complete product and service availability details, Subscriber Agreement and limitations. Never program while driving. GPS mapping may not be detailed in all areas or reflect current road status.
*****Compatible smartphone required. Standard text rates and/or data usage may apply.
******Additional cost required.
*******Siri®Eyes Free is a registered trademark of Apple, Inc. Compatible smartphone required.

Manufacturer's Suggested Retail Base Price:	$31,310.00
Options Included by Manufacturer	
SL Premium Package*** Power Panoramic Moonroof LED Headlights Forward Emergency Braking (FEB)	2,020.00
Platinum Package*** 19" Alloy Wheels Intelligent Cruise Control (ICC) Lane Departure Warning (LDW) Lane Departure Prevention (LDP) Forward Emergency Braking (FEB) with Pedestrian Detection (replaces Premium Package FEB)	770.00
Platinum Reserve Interior*** Tan Leather-Appointed Seats with Quilted Leather Inserts	250.00
Splash Guards	160.00
Chrome Rear Bumper Protector	155.00
Floor Mats with Cargo Area Protector	225.00
DESTINATION CHARGES	940.00
Total*	**$35,830.00**

*****Optional Equipment Replaces Standard Where Applicable

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

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

EPA DOT Fuel Economy and Environment

Gasoline Vehicle

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

Small SUVs range from 18 to 33 MPG
The best vehicle rates 119 MPGe

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

Annual fuel cost $1,350

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

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

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

fueleconomy.gov
Calculate personalized estimates and compare vehicles

Smartphone QR Code*

GOVERNMENT 5-STAR SAFETY RATINGS

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

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

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

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

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

This Vehicle qualifies for Nissan's

Security+Plus Extended Protection Plan

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

DELIVERY

VEHICLE COLORS:
EXT: MAGNETIC BLACK
INT: PLATINUM RESERV

FINAL ASSEMBLY POINT:
ELIZABETH

TRANSPORT METHOD:
TRUCK

DEALER:
NISSAN OF KEENE, INC
[redacted]
SWANZEY NH
[redacted]

VIN: JN8AT2MV7HW[redacted]
EMS: 50 STATE EMISSIONS
MDL [redacted]
OPT [redacted]
[redacted]

Unofficial Document

DP19-001

NISSAN

5/15/2019

ATTACHMENT B

REQUEST NUMBER 2 DOCUMENTS

FIELD REPORTS



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

CDR File Information

User Entered VIN	KNMAT2MV0JP[redacted]
User	[redacted]
Case Number	[redacted]
EDR Data Imaging Date	04/11/2018
Crash Date	03/12/2018
Filename	KNMAT2MV0JP[redacted] ACM.CDRX
Saved on	Wednesday, April 11 2018 at 12:30:49
Imaged with CDR version	Crash Data Retrieval Tool 17.7
Imaged with Software Licensed to (Company Name)	Nissan North America, Inc.
Reported with CDR version	Crash Data Retrieval Tool 17.7
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). This data will not be available for all vehicles.
- "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_r007

DTCs at Time of Retrieval

None

Hexadecimal Data

```
DID    Data

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

2002  00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
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2003  00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
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      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00

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

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

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

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

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

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

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

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

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

F1A0  20


      59 02 09


      59 02 09


      59 0F 08
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Disclaimer of Liability

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

SERVICE ADVISOR [redacted]

R.O. #

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday
7:30 a.m. to 2:00 p.m. Saturday

R/O Open Date	[redacted]
4/11/18	
Time Received	Time Promised
7:32	4/11 17:00
Current Mileage [redacted]	Mileage Out
Estimate of Repairs	Service Advisor / Key Tag #
257.95	[redacted]

[redacted]
OYSTER BAY, NY [redacted]

Work Phone	Vehicle Identification Number
	JN8AT2MV6HW[redacted]
Home Phone [redacted]	Delivery Date / In-Service Date
	10/02/17 10/02/17

Year	Make	Model	Body	Color	License Number
2017	NISSAN	ROGUE	AWD SV		
72013					

Job Number	Description of Work	Code [redacted]
1.	MULTI-PT INSPECT C/S PERFORM EXPRESS MULTI-POINT INSPECTION	Customer Pay Customer Pay
2.	DEALER MAINT OIL CHANGE CUSTOMER STATES PERFORM DEALER MAINT OIL CHANGE	DEALER MA DEALER MA
3.	BRAKE SYSTEM DIAG CUST STATES AUTO BRAKING ENGAGES ON ITS OWN, NISSAN CA/DTM TO LOOK AT CAR	Customer Pay
4.	LOANER CAR CUSTOMER IS RESPONSIBLE FOR DAMAGE, FUEL, SUMMONS, $50/DAY IF NOT RETURNED ON SAME DAY, PLUS TERMS O	Customer Pay
5.		

LABOR RATE $125.00

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

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

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED

Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

These repairs are covered by a limited warranty, labor and parts for 90 days or 4000 miles, whichever comes first. Warranty repairs to be performed at seller's place of business.

[redacted] ARE NOT COVERED BY WARRANTY - Front end alignment, coolant and coolant leaks, air conditioning seal leaks, polishes, electrical wiring and shorts (when not related to original repair), fuel [redacted] manufacturer's option. This warranty does not cover conditions resulting from misuse, negligence, accident or alteration.

[redacted]

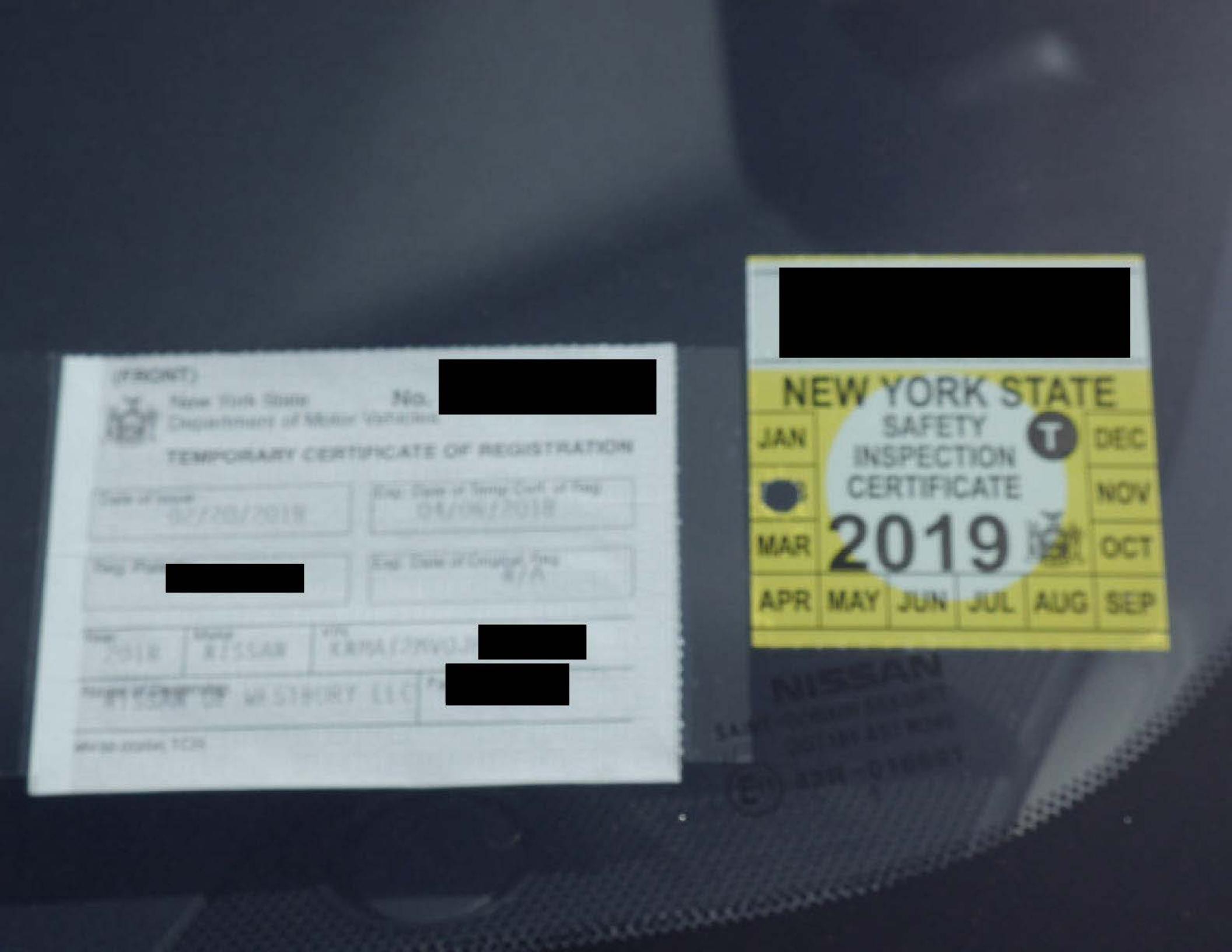
ADD'L REPAIRS CAUSED BY

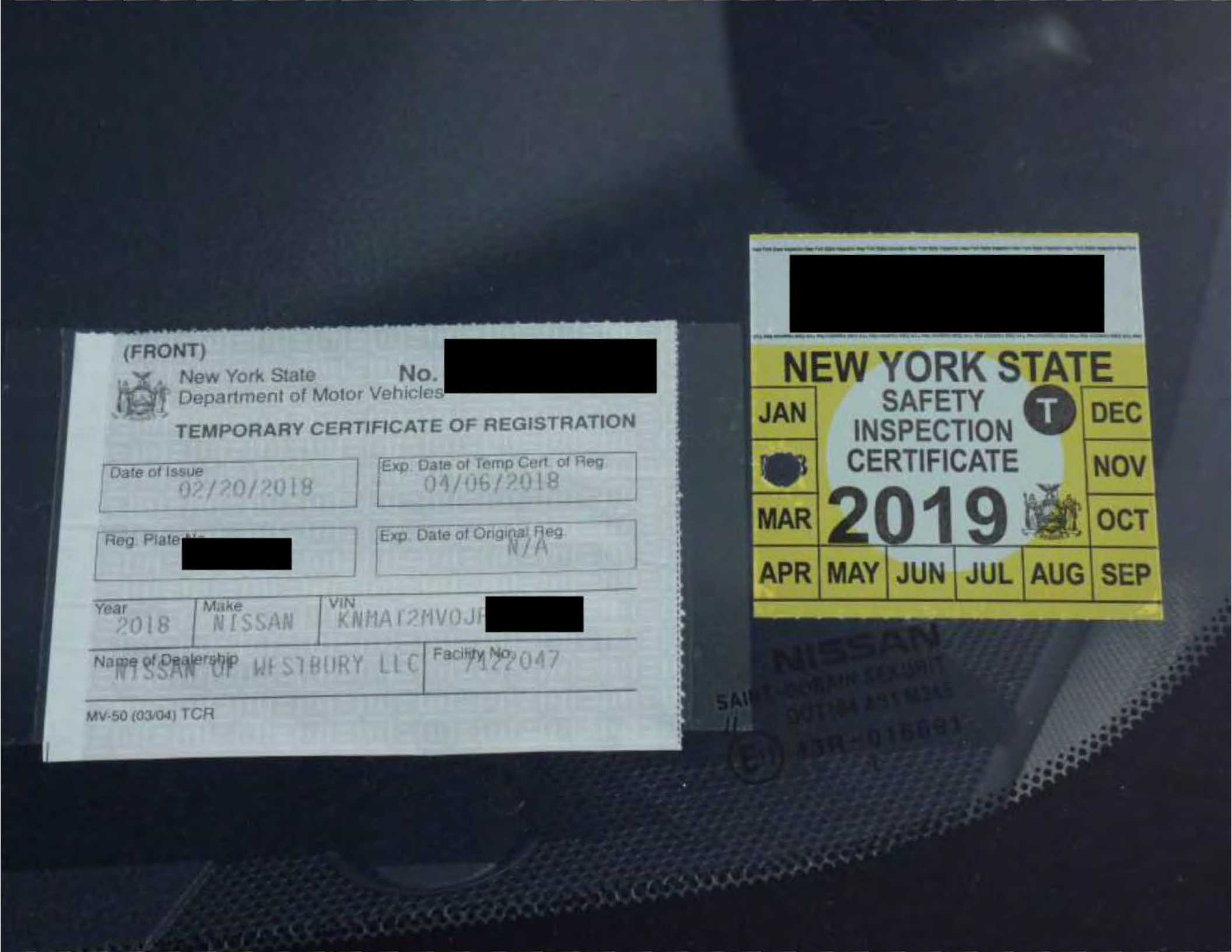
DATE TIME

DO YOU HAVE AN EXTENDED WARRANTY OR SERVICE CONTRACT
☐ YES ☐ NO MILES [redacted]
TYPE


NISSAN


KNMAT2MV0JP


(FRONT)
New York State
Department of Motor Vehicles
No.
TEMPORARY CERTIFICATE OF REGISTRATION
Date of Issue
02/20/2019
Exp. Date of Temp Cert. of Reg
04/06/2019
Reg. Plate
Exp. Date of Original Reg
N/A
Year
2018
Make
NISSAN
VIN
KMHA73HVDJ
NEW YORK STATE
JAN
SAFETY
INSPECTION
CERTIFICATE
DEC
NOV
MAR
2019
OCT
APR
MAY
JUN
JUL
AUG
SEP
NISSAN



(FRONT)

New York State Department of Motor Vehicles

No. [redacted]

TEMPORARY CERTIFICATE OF REGISTRATION

Date of Issue	Exp. Date of Temp Cert. of Reg.
02/20/2018	04/06/2018

Reg. Plate No.	Exp. Date of Original Reg.
[redacted]	N/A

Year	Make	VIN
2018	NISSAN	KNMAT2MV0J[redacted]

Name of Dealership	Facility No.
NISSAN OF WESTBURY LLC	7122047

MV-50 (03/04) TCR

[redacted]

NEW YORK STATE

SAFETY INSPECTION CERTIFICATE

T

2019

JAN					DEC
[redacted]					NOV
MAR					OCT
APR	MAY	JUN	JUL	AUG	SEP

NISSAN


12:07 PM
44 °F
Safety Shield
P
20.1
708 miles
5
6
7
8
40
20
-20


12:53 PM
46°F
Safety Shield
Settings
P
176
726 miles
RPMx1000
MPH
km/h
C
H
1/2


12:53 PM
46°F
Settings
Driver Assistance
Clock
Meter Settings
Vehicle Settings
Maintenance
Alarm
P
176
726 miles
RPMx1000
MPH
C
H
0
1/2
1


12:54 PM
46°F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
176
726 miles
RPMx1000
MPH
km/h
C
H
0
1/2
1


12:54 PM
46°F
Driving Aids
Emergency Brake
Blind Spot
P
176
726 miles
RPMx1000
MPH
km/h
C
H
0
1/2
1


12:54 PM
46°F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
176
726 miles
RPMx1000
4
5
6
7
8
C
H
MPH
60
80
40
100
140
100
120
140
220
km/h
0
1/2
1


12:54 PM
46°F
Parking Aids
Cross Traffic
P
176
726 miles
RPMx1000
4
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C
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MPH
40
60
80
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120
140
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1/2
1


12:54 PM
46°F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
176
726 miles
RPMx1000
4
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MPH
60
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12:54 PM
46°F
Chassis Control
Trace Control
Engine Brake
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176
726 miles
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1


NISSAN

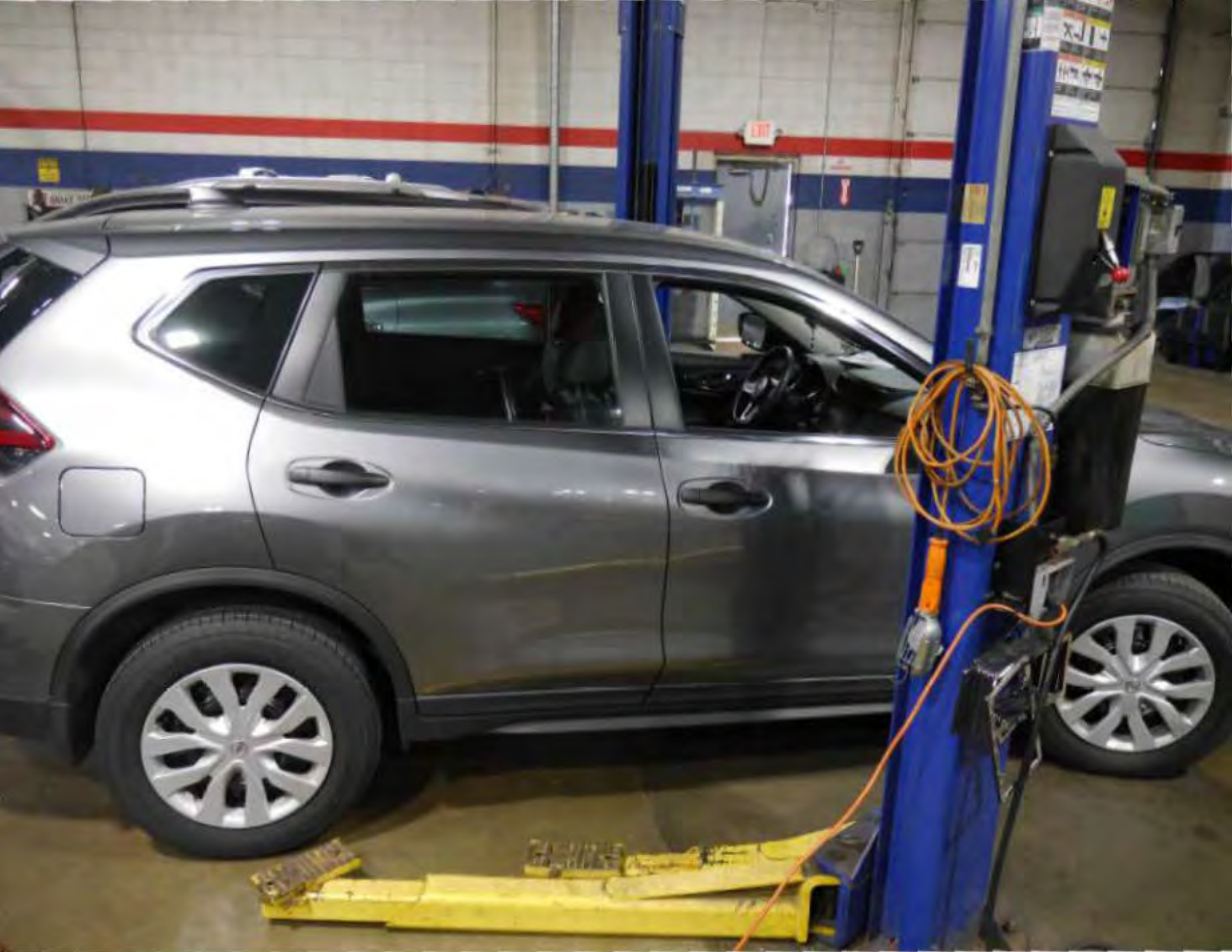





ROGUE


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1A









Search

Samaritan Potter Help & Training

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

Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [40] | Case Categorizations [1] | Open Activities [4] | Activity History [4] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | DTS Field Inspections [1] | Attachments [4] | Case History [31] | Emails [1]

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		Case Owner	
Home Phone		Status	Open
Executive Referral		Type	CA
Exec-Received-Date		Case Origin	Phone
Letter Sent Date		Date/Time Opened	3/8/2018 3:39 PM
Letter Received Date		Date/Time Closed	
Follow Up Date	5/7/2018	Multiple Repairs	No
Follow Up Request	Send Follow Up Email		
Supporting Documents		DRT Support Status	DRT Assigned
CA Multiple Repairs		DRT Support IIR Status	Accepted
Executive Actions To Resolve		DRT Resolution Status	
Description	IIR- FEB- EST		

Call Script

Who contacted us?	Dealer	Vehicle Maintained Location	Nissan of Westbury
# Vehicles Owned	1	Previous Repair Date	2/27/2018
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	68		

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	KNMAT2MV0JP[redacted]	Part Number 1	
Model Year	2018	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22018	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	NISSAN OF WESTBURY	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	7	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	3/13/2018	Vehicle Service Contract	
RHR Completed	3/13/2018	VSC Reprint Request	Email
		Contact Name	[redacted]

Primary & Secondary Root Cause Code

What is the issue?	SV - Difficult to Service/Repair	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 to Agent:	Notes for DTS (Vehicle Concerns)	

System Information

Subject	CUSTOMER: [redacted] PHONE: [redacted] VIN: KNMAT2MV0JP[redacted]		
Created By	Amanda Yett, 3/8/2018 3:39 PM	Root Cause Code	SCSV
Last Modified By	Alex Kang, 4/23/2018 8:25 AM	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 (4/23/2018 8:24 AM)** ARBS notating DTS uploaded inspection to FTP on 4/22/18. ARBS moving case out for PL resolution.
Make Public		**Created By: Alex Kang (4/19/2018 9:03 AM)** ARBS moving case to 4/23 as DTS- Kevin Mackay is OOO until 4/23
Make Public		**Created By: Alex Kang (4/16/2018 9:14 AM)** ARBS emailed DTS-Kevin Mackay regarding if inspection report will be uploaded to FTP or not.
Make Public		**Created By: Alex Kang (4/13/2018 9:19 AM)** ARBS made outbound call to C at [redacted] ARBS stated ARBS received the VXM C has left., ARBS stated the inspection just took place. ARBS stated there is no updates regarding the inspection as the engineering department has not gotten back to ARBS. ARBS stated as of right now there are no new updates. ARBS stated once ARBS receives information, ARBS will give C a call back. C stated this is ridiculous. C stated the inspection took place on Monday. ARBS stated again Nissan has sent out an inspector regarding C's allegations. ARBS stated there is no way to expedite this process as everything has a standard procedure and policy. C stated C is being held hostage. ARBS asked if C is in a rental vehicle. C stated yes. ARBS stated Nissan had provided C a rental vehicle free of charge while this investigation is taken place. ARBS stated ARBS is not sure how C is feeling C is being held hostage. C stated C is paying for a vehicle that C doesn't have. ARBS stated C did sign a legal binding contract. ARBS stated C would have to pay for the car note. C stated ARBS is not understanding what C is saying. C stated what if Nissan says well time is up and there is nothing wrong with the vehicle. ARBS stated Nissan wouldn't have any reason to do that. ARBS stated again Nissan is looking into C's concern. C stated C wants this case to go to someone else. ARBS stated unfortunately, that can't happen. C state C wants to speak to a supervisor. ARBS stated ARBS is C's highest point of contact. C stated what ARBS doesn't have a supervisor. ARBS stated ARBS has a supervisor. C stated C wants to speak to that supervisor. ARBS stated again ARBS is C's highest point of contact and there is no escalation process.

C stated C willl go to social media but isn't fair to the DLRSHP because the DLRSHP has been nice to C.

ARBS stated C can do what ever C would like to do as it is C's discretion, but ARBS will be notified if C does say anything on social media.
ARBS stated It still won't expedite this process.
ARBS stated There is no way to expedite this.

C thanked ARBS.

C ended call.

Make Public

Created By: Matthew Yu (4/13/2018 9:10 AM)
CRR-MY VERIFIED Account Info including: C's name, home & email address, phone# & best contact#
CRR-MY VERIFIED Veh Info including: VIN#, Current Mileage, Warranty & Service History
CRR-MY CHECKED for open recalls/campaigns and found: 0
CRR-MY CHECKED for previous UNRELATED Case(s) and found: 0
CRR-MY CHECKED previous RELATED Case(s) and found: 0
CRR-MY NOTED concern is: ARBS follow up

C advised CRR-MY that C has been trying to call ARBS at least 5 times but is getting increasingly frustrated that ARBS-AK has not been calling C back

CRR-MY advised C that ARBS-AK is the only one that is handling C's case

C states that C is getting upset

CRR-MY called ARBS-AK but only reached VMX
CRR-MY relayed this to C

C was upset but insisted that CRR-MY transfer C to ARBS-AK VMX

Make Public

Created By: Keenan Magnuson (4/12/2018 9:46 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
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: contact regarding case

SCRR-KM received inbound call from C

C stated C was seeking contact regarding case
C stated that VEH was inspected at DLR as of 4/9/18, however has had no further contact regarding the matter, and DLR seems to be unaware of what the next steps to be taken are
C unhappy with situation and delay, particularly with the lack of contact from ARBS- AK
C seeking information regarding the status of their case

SCRR-KM apologized for situation, informed C that would be unable to provide further information on the status of inspection
SCRR-KM informed C that case owner would be contacted, altered that C is seeking contact as soon as possible

C inquired if they could work with somebody other than ARBS – AK, as followup has been so slow

SCRR-KM informed C that would not be able to make any promises in this regard, but informed C that their request would be documented
SCRR-KM asked C if there was anything else SCRR-KM could assist with.

C declined.

Call ended mutually.

Make Public

Created By: Alex Kang (3/26/2018 11:18 AM)
ARBS made outbound call at[redacted]

ARBS left VXM for stating C can stay in the rental until C gets back and resolution has been provided.

Make Public

Created By: Alex Kang (3/26/2018 11:16 AM)
ARBS made outbound call to NISSAN OF WESTBURY.

ARBS spoke with SM-Alex.

ARBS inform DTS inspection on April 9th.

Call ended mutually.

Make Public

Created By: Alex Kang (3/26/2018 11:12 AM)
ARBS received inbound call from C.

ARBS stated Nissan inspector will be able to come out to the DLRSHP on the 9th of April to inspect the vehicle.

C stated that is fine.
C stated C will be out of the country on April 2nd- 12th.
C stated if the inspector says it's fine and ready to go, would C be charged those two days.

ARBS stated ARBS will verify and give C a call back.

C thanked ARBS.

Call ended mutually.

Make Public

Created By: Alex Kang (3/26/2018 10:47 AM)
ARBS made outbound call at[redacted]
ARBS left VXM providing case number, best contact information and requesting call back.

Make Public

Created By: Alex Kang (3/26/2018 10:46 AM)
ARBS received VXM from C requesting call back.

Make Public

Created By: Christine Shackleton (3/22/2018 12:19 PM)
****** [CASE SUMMARY] ******

CRR-CS leaving case for ARBS to follow up
CRR-CS emailed ARBS with update

Created By: Christine Shackleton (3/22/2018 12:18 PM)
CRR-CS < VERIFIED> Account information including: C's name, home & e-mail address,
phone number & best contact number
CRR-CS CHECKED for previous UNRELATED Case(s) and found: 1
CRR-CS CHECKED previous RELATED Case(s) and found: 1
CRR-CS NOTED concern is: ARBS follow up

CRR-CS received inbound call from C

C stated Alex called yesterday and C tried to call back 10 times

CRR-CS stated CRR-CS will email ARBS that C has been trying to call

	CRR-CS asked if there is a particular time that works well for C C stated any time is fine CRR-CS stated the follow up date has now been set for 03/26/2018 C understood
Make Public	CRR-CS asked if there is anything else CRR-CS can help with. C declined CRR-CS provided C with case number [redacted] C did not want agent ID Call ended mutually.
Make Public	**Created By: Alex Kang (3/21/2018 9:32 AM)** ARBS made outbound call at [redacted] ARBS left VXM providing case number, best contact information and requesting call back.
Make Public	**Created By: Taylor Blanchard (3/19/2018 3:58 PM)** SECRR-TB received incoming call from C. SECRR-TB verified account info including: C's name, home & email address, phone# & best contact# [redacted] SECRR-TB verified VEH Info including: VIN#, make, model, and year. SECRR-TB checked for open recalls/campaigns and found: 0 SECRR-TB checked for previous unrelated Case(s) and found: 1 SECRR-TB checked previous related Case(s) and found: 0 C stated that C is wishing to follow up with C's case and the process. SECRR-TB understood. SECRR-TB explained that C was followed up with last on the 16th and verified this with C. C stated that since that contact C has not received additional information. C stated that this is a brand new VEH and should not be having so many concerns. SECRR-TB understood and apologized for the inconvenience. SECRR-TB explained that C's next follow up is scheduled for Wednesday. C inquired if there was a direct number for ARBS. SECRR-TB stated if C was not provided a number SECRR-TB does not have one to provide and apologized for the inconvenience. C understood. C inquired if C missed ARBS's follow up how C will get in contact with agent. SECRR-TB stated that if C misses a follow up for Wednesday to contact NNA CA and NNA CA agents can email ARBS agent accordingly. C inquired if SECRR-TB could email ARBS-AK for a follow up today. SECRR-TB apologized for inconvenience however, explained that ARBS-AK has set a follow up date for C. C understood. C stated C will be patient then. SECRR-TB noting C did not wish for agent ID# and has case#. Call ended mutually
Make Public	**Created By: Alex Kang (3/16/2018 1:53 PM)** ARBS made outbound call to C at [redacted] ARBS asked if C has 15-20 minutes to speak about the case. ARBS proceeded with probing questions. ARBS asked for detail description on the incident. C stated C was driving down [redacted] C stated C feels like there is a box and C is dragging something underneath the vehicle. C stated there is a loud noise and feels like c is driving over the reflectors on the ground. C stated C feels like it wants to brake but it keeps going. C stated it sounds like C is dragging something. C stated DLRSHP hasn't able to duplicate the concern. C stated [redacted]. C stated it was at night time so no sun. C stated it was raining that evening when it happened. ARBS stated ABRS will be sending out an inspector to come out to look at the vehicle. ARBS stated it will take about 2-4 weeks for the inspector to inspect the vehicle. C stated this is ridiculous. C stated 2-4 weeks? C stated C is driving a crappy rental. C stated C is paying for a brand new vehicle and can't even drive it. ARBS stated if C is not wanting Nissan to investigate then ARBS will send the case back to RCAS-AY. C stated No C wants Nissan to investigate. ARBS stated ok, ARBS will get everything processed and will give C a call back once the inspection date has been offered. C stated C is going to put everything on social media. ARBS stated that is C's discretion if C wants to do so. C stated maybe someone will give C a better rental vehicle. ARBS stated ok. C ended call.
Make Public	**Created By: Rick Boccaccio (3/16/2018 1:27 PM)** ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with follow up with case CRR-RB is keeping case in hands with ARBS-AK
	Created By: Rick Boccaccio (3/16/2018 1:26 PM) CRR-RB <VERIFIED> Account Info including: C's name, home & email address, phone# & best contact# CRR-RB NOTED concern is: follow up with case

Make Public	C stated that C was calling in for an update on case CRR-RB stated to C that CRR-RB will be sending an email for the specialist for follow up with C C stated that C has a new VEH and that it is at the shop and been in a rental and wanted to know what is going on with C's VEH CRR-RB stated to C that the follow up is scheduled for end of business day today 3/16/2018 C understood CRR-RB stated is there anything else that C needs assistance with C declined Call ended mutually
Make Public	**Created By: Markita Scott (3/14/2018 4:08 PM)** ARBS-MS notes based on a good faith review, NNA is not in a position to offer a repurchase/replacement of this vehicle, as the vehicle has not been subject to an unreasonable number of repair attempts for any warrantable concerns that would substantially impair the use, safety, or value of the vehicle. NNA will continue to honor the terms and conditions of all applicable warranties.
Make Public	**Created By: Markita Scott (3/14/2018 4:08 PM)** ARBS-MS notes that vehicle has no warrantable repairs in history to review. ********** In Service Date: 02/20/2018 State: NY NMAC Lease: Nissan of Westbury Open campaigns: None Related CA cases found: None Unrelated CA cases found: None Tech line case found: [redacted] DTS involved: None VSC found: Sec+Plus Gold Preferred Expiration 05/20/2021 or 39,000 miles Total Days Down: 2
Make Public	**Created By: Markita Scott (3/14/2018 4:08 PM)** ARBS-MS notes the following: 03/08/2018 @ 496 miles -- RO[redacted] -- 1 day down Concern: 1. When driving, vehicle feels like it is braking on it's own accompanied by loud noise Action: 1. Unable to duplicate/Concern under NNA Engineering review ARBS-MS notes that vehicle recently returned to Dealership as of 03/13/2018 for same concern.
Make Public	**Created By: Alex Kang (3/14/2018 11:17 AM)** **********ARBS RECEIVED CASE, UNDER REVIEW, PENDING PROBE VERIFICATION **********
Make Public	**Created By: Samantha Dixon (3/13/2018 1:18 PM)** DLR contacted NNA about an FEB concern.
Make Private	**Created By: Amanda Yett (3/13/2018 12:08 PM)** RCAS-AY received VMX from C. C stated that C had veh towed to DLR and DLR gave C a loaner veh.
Make Public	**Created By: Nicki Barror (3/13/2018 8:58 AM)** DRTS received the RHR. The RHR was assigned to ARBS Courtney Smith for review.
Make Private	**Created By: Amanda Yett (3/13/2018 8:45 AM)** RCAS-AY received inbound call from C. RCAS-AY ADVISED "This call may be recorded for quality and training purposes." C asked if DLR can come and pick up C. RCAS-AY advised RCAS-AY can ask but cannot guarantee. C stated that C will reach out to DLR. C asked what will happen next. RCAS-AY advised someone will be in touch with C shortly. RCAS-AY advised it is possible that someone from Nissan will come to inspect C's veh. C understood. C thanked RCAS-AY. RCAS-AY thanked C for C's time. Call ended mutually.
Make Private	**Created By: Amanda Yett (3/13/2018 8:37 AM)** RCAS-AY sent email to FOM-Victor Rosario inquiring about loaner veh assistance.
Make Private	**Created By: Amanda Yett (3/13/2018 8:35 AM)** RCAS-AY placed outbound call to DLR. RCAS-AY spoke with SA-Mike. SA-Mike advised codes came up, called techline and was told it was under engineering review. SA-Mike advised now C has a concern with flat tire but the two are unrelated. RCAS-AY understood and asked to speak with SM-Alex Roberti. RCAS-AY requested that SM-AR offer C a loaner veh. SM-AR advised only Altimas are available. RCAS-AY advised will reach out to FOM-Victor Rosario to make FOM-VR aware. SM-AR understood.
	Created By: Amanda Yett (3/13/2018 8:29 AM) RCAS-AY received inbound call from C. C stated that C has a flat tire. C stated that C feels very unsafe. 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 verified C's concerns—FEB concerns

	C stated that it sounds like C is dragging a box under the veh. C stated that veh starts braking by itself. C stated that it sounds like C is going over a speed bump. C stated that it is very loud. C stated that there is a huge snow storm. C stated that C feels very unsafe. RCAS-AY apologized for experience. RCAS-AY started IIR. C stated that this has happened 5x now. C stated that it is getting worse. C stated that before veh did not feel jumpy, and it C stated that C called SM. C stated that SM told C that C would have to call Nissan to authorize loaner veh. RCAS-AY advised will reach out to DLR regarding loaner veh. C asked what C can do. C stated that RSA came this morning for C's flat tire. C stated that C called DLR and Mike told C to Why do you want to return the veh to NNA? Braking concern
Make Private	Where is the veh currently? With C Where was the veh purchased? Nissan of Westbury Was it purchased new or used? New lease If used, when was the veh purchased? No Where is the veh serviced? Nissan of Westbury Has the veh been taken to multiple Nissan/Infinity dealers? No C declined further assistance. RCAS-AY advised case will be reviewed and C will receive a callback within 3 business days. RCAS-AY advised someone from DLR will be calling C. C stated that C has doctor's appointment this morning at 11 AM ET. RCAS-AY thanked C for C's time. Call ended mutually.
Make Private	**Created By: Amanda Yett (3/13/2018 8:12 AM)** RCAS-AY placed outbound call to Customer at [redacted] on 3/13/18 8:11 AM. RCAS-AY left VMX with case number and direct line. RCAS-AY requested callback.
Make Private	**Created By: Amanda Yett (3/13/2018 7:08 AM)** RCAS-AY received VMX from C on 3/13/18 @ 6:46 AM. C stated that C does not feel safe in C's veh. C stated that DLR told C to call [redacted]. C stated that DLR told C that concern is under review. C stated that C cannot drive C's veh like this.
Make Private	**Created By: Amanda Yett (3/12/2018 3:26 PM)** RCAS-AY placed outbound call to Customer at [redacted] on 3/12 @ 3:25 PM. RCAS-AY left VMX with case number and direct line. RCAS-AY requested callback.
Make Private	**Created By: Amanda Yett (3/12/2018 3:25 PM)** RCAS-AY received VMX from C requesting callback @ [redacted]
Make Private	**Created By: Amanda Yett (3/12/2018 10:04 AM)** RCAS-AY placed outbound call to Customer at [redacted] on 3/12/18 10:02 AM. RCAS-AY left VMX with case number and direct line. RCAS-AY requested callback.
Make Private	**Created By: Amanda Yett (3/12/2018 10:01 AM)** *** [Added after the case is closed.] *** RCAS-AY received VMX from C. C stated C received RCAS-AY's email. C requested callback @ [redacted].
Make Private	**Created By: Amanda Yett (3/9/2018 9:32 AM)** RCAS-AY unable to datanet.
Make Private	**Created By: Amanda Yett (3/9/2018 9:30 AM)** RCAS-AY is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** RCAS-AY created infield case per SM-Alex Roberti. SM-AR advised C is having concerns with FEB system, veh stopping on its own. RCAS-AY reached out to C but was unable to verify C's information. RCAS-AY sent email to C with case number and direct line if C would like to discuss case at a later time. ***STATEMENT OF DECISION*** RCAS-AY is closing case pending further customer contact.
Make Private	**Created By: Amanda Yett (3/9/2018 9:29 AM)** RCAS-AY sent case number and direct phone number email to C.
Make Private	**Created By: Amanda Yett (3/9/2018 9:28 AM)** RCAS-AY placed outbound call to Customer at [redacted] on 3/9/18 at 9:25 AM. RCAS-AY advised that SM-Alex Roberti requested that RCAS-AY reach out to C about some concerns C is having with C's Rogue. C understood. RCAS-AY attempted to verify C's info. C stated C was not comfortable doing this. RCAS-AY advised will send email with case number and direct line and C can call back if C would like to further discuss.

C understood.

Call ended mutually.

Make Private

Created By: Amanda Yett (3/8/2018 3:42 PM)
RCAS-AY received call from SM-Alex Roberti @ Nissan of Westbury.
SM-AR advised C is having a concern with veh brakes applying on their own.
SM-AR advised veh also makes loud noise when braking.
SM-AR advised contacted tech line and concern is under engineering reviews, no repairs recommended at this time.
SM-AR advised tech line advised to contact NNA to open case.
RCAS-AY confirmed C's best contact number and advised C will be contacted by EOB 3/9.

Case Categorizations

New Case Categorization | Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code
	[redacted]	BRAKES	INTELLIGENT BRAKE ASSIST (IBA)	POOR OR IMPROPER OPERATION	26

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	3/13/2018			[redacted]	Alex Kang	3/13/2018 1:18 PM	ARBS-SD
Edit | Cls	Review RHR Decision	Not Started	3/14/2018				Alex Kang	3/14/2018 4:09 PM	ARBS-MS
Edit | Cls	IIR	Not Started	3/14/2018				Alex Kang	3/13/2018 1:18 PM	ARBS-SD
Edit | Cls	DTS Follow Up [redacted] NISSAN OF WESTBURY	Not Started	3/18/2018				Alex Kang	3/16/2018 1:54 PM	ARBS-AK

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] NISSAN OF WESTBURY			3/18/2018	Kevin MacKay		Complete	4/22/2018 11:59 AM
Edit | Del	RHR review- [redacted]	RHR	[redacted]	3/13/2018	Markita Scott	Consumer Affairs RHR	Complete	3/14/2018 4:09 PM
Edit | Del	RHR assigned- [redacted]			3/13/2018	Amanda Yett		Complete	3/13/2018 8:59 AM
Edit | Del	Email: Your inquiry to Nissan [ref: [redacted] ref]			3/9/2018	Amanda Yett		Complete	3/9/2018 9:29 AM

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, 3/13/2018 8:22 AM	3/13/2018			KNMAT2MV0JP[redacted]	

DTS Field Inspections

DTS Field Inspections Help

Action	Title	DTS Inspection Date	Owner First Name	Owner Last Name	Status
Edit	[redacted]	4/9/2018 12:00 PM	[redacted]		Completed

Attachments

Attach File | View All | Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	RHR [redacted]	39KB	3/13/2018 1:18 PM	Amanda Yett
Edit | View | Del	ROs [redacted]	35KB	3/13/2018 1:18 PM	Amanda Yett
Edit | View | Del	RHR [redacted]	39KB	3/13/2018 1:18 PM	Amanda Yett
Edit | View | Del	RHR Template- Northeast Region Case [redacted] doc	63KB	3/13/2018 1:18 PM	Amanda Yett

Case History

Case History Help

Date	User	Action
4/23/2018 8:25 AM	Alex Kang	Changed **Follow Up Date** from 4/23/2018 to **5/7/2018**.
4/19/2018 9:03 AM	Alex Kang	Changed **Follow Up Date** from 4/19/2018 to **4/23/2018**.
4/16/2018 9:14 AM	Alex Kang	Changed **Follow Up Date** from 4/16/2018 to **4/19/2018**.
4/16/2018 9:14 AM	Alex Kang	Changed **Subject** from CUSTOMER: [redacted] PHONE: [redacted] VIN: KNMAT2MV0JP[redacted] to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: KNMAT2MV0JP**[redacted]
4/12/2018 9:46 AM	Keenan Magnuson	Changed **Subject** from CUSTOMER [redacted] PHONE: [redacted] VIN: KNMAT2MV0JP[redacted] to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: KNMAT2MV0JP**[redacted]
3/26/2018 11:15 AM	Alex Kang	Changed **Follow Up Date** from 3/29/2018 to **4/16/2018**.
3/26/2018 10:47 AM	Alex Kang	Changed **Follow Up Date** from 3/26/2018 to **3/29/2018**.

3/26/2018 10:46 AM	Alex Kang	Changed **Subject** from CUSTOMER: [redacted] PHONE: [redacted] VIN: KNMAT2MV0JP[redacted] to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: KNMAT2MV0JP**[redacted]
3/22/2018 12:18 PM	Christine Shackleton	Changed **Subject** from CUSTOMER: [redacted] PHONE [redacted] VIN: KNMAT2MV0JP[redacted] to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: KNMAT2MV0JP**[redacted]
3/21/2018 9:32 AM	Alex Kang	Changed **Follow Up Date** from 3/21/2018 to **3/26/2018**.
3/21/2018 9:32 AM	Alex Kang	Changed **Subject** from CUSTOMER: [redacted] PHONE: [redacted] VIN: KNMAT2MV0JP[redacted] to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: KNMAT2MV0JP**[redacted]
3/16/2018 1:55 PM	Alex Kang	Changed **Follow Up Date** from 3/16/2018 to **3/21/2018**.
3/16/2018 1:26 PM	Rick Boccaccio	Changed **Subject** from CUSTOMER: [redacted] PHONE: [redacted] VIN: KNMAT2MV0JP[redacted] to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: KNMAT2MV0JP**[redacted]
3/13/2018 1:18 PM	Samantha Dixon	Changed **Case Owner** from Amanda Yett to **Alex Kang**.
3/13/2018 1:18 PM	Samantha Dixon	Changed **Description**.
3/13/2018 8:59 AM	Nicki Barror	Changed **DRT Support Status** from Pending to **DRT Assigned**.
3/13/2018 8:45 AM	Amanda Yett	Changed **RHR Started** to **3/13/2018**.
		Changed **RHR Completed** to **3/13/2018**.
3/13/2018 8:31 AM	Amanda Yett	Changed **Follow Up Date** from 3/14/2018 to **3/16/2018**.
3/13/2018 8:12 AM	Amanda Yett	Changed **Follow Up Date** from 3/13/2018 to **3/14/2018**.
3/12/2018 10:04 AM	Amanda Yett	Changed **Follow Up Date** from 3/12/2018 to **3/13/2018**.
3/12/2018 10:02 AM	Amanda Yett	Changed **Follow Up Date** from 3/9/2018 to **3/12/2018**.
3/12/2018 10:01 AM	Amanda Yett	Changed **Reopen Date** to **3/12/2018 10:01 AM**.
		Changed **Status** from Closed to **Open**.
3/9/2018 9:32 AM	Amanda Yett	Changed **Status** from Open to **Closed**.
		Closed.
3/8/2018 3:40 PM	Amanda Yett	Changed **Work Phone** to [redacted]
		Changed **Follow Up Date** from 3/8/2018 to **3/9/2018**.
		Changed **VIN** to **KNMAT2MV0JP**[redacted]
		Changed **Subject** to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: KNMAT2MV0JP**[redacted]
		Created.

Emails Send an Email Emails Help

Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	Sent	Your inquiry to Nissan [ref: [redacted] *3/9/2018 Case [redacted] VIN #KNMAT2MV0JP[redacted] Dea[redacted]*	[redacted]	3/9/2018 9:29 AM

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Incident Investigation

CAR # [redacted]
Claimant
VIN KNMAT2MV0JP[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 Garden City 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 2018 Model Name Rogue Mfg. Date 12/13/2017 VIN KNMAT2MV0JP[redacted]

Mileage 708 License # [redacted] State NY Country United States

Special equipment & accessories NONE

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

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

Add Row | Remove Row

III. Description of Incident & Claim

Source of Information Claimant Incident Date 3/12/2018 Time 9:45 PM

Location of Incident (describe fully) [redacted]in Garden City

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

Vision obstruction (describe) None Given

Temperature at time of incident 35.6°F Parking location prior to time of incident Not Given

Incident Investigation

CAR # [redacted]
Claimant
VIN KNMAT2MV0JP[redacted]

Overnight temperature prior to incident: 34.0 ° F
Length of time parked: Not Given

Ice/Snow accumulation on vehicle? ○ Yes ◉ No

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

Sequence of Events (according to claimant): Claimant stated she was driving down [redacted] when incident occurred. Claimant stated her vehicle feels like there is a box or something dragging underneath the vehicle. Claimant stated there is a loud noise and feels like she is driving over the reflectors on the ground in-between the lanes. Claimant stated her vehicle feels like it wants to brake but it keeps going. Claimant stated the dealership hasn't able to duplicate the concern. Claimant stated issue occurred on Flat road and it was at night time so no sun was present. Claimant stated it was raining the evening it occurred.

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

Driver Action (braking, steering, etc.): Steering straight ahead.

Special Circumstances: None Given.

Actions taken after incident and results of those actions: Incident occurred for about 10 seconds, and then vehicle was 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 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
VIN KNMAT2MV0JP[redacted]

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



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

Address [redacted] Garden City, NY [redacted] Weight Not Given

Location Incident Vehicle Seating Position 1 - Driver

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

Nature & Extent of Injuries None

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

Add Occupant | Remove Occupant

☐ No Occupants Comments N/A

V. Other Property Damage

☒ No Other Property Damage

Source of information N/A

VI. Investigation Results

Date of vehicle inspection 4/9/2018

Location of inspection Nissan of Westbury.

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 82

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 14 - 43)

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN KNMAT2MV0JP[redacted]

Engine/ Transmission/ Drivetrain	No Abnormalities found. (Please see photos 64 - 72)
Underbody/ Suspension/ Steering/ Wheels & Tires	No Abnormalities found. (Please see photos 74 - 81)
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	No Abnormalities found. (Please see photos 44 - 63)
Seat Belts/ Child Restraints (if applicable)	No Abnormalities found. (Please see photos 44 - 63)
Air Bags	No Abnormalities found. (Please see photos 44 - 63)

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

N/A

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

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

#	Allegation	Factual Findings
1	Claimant alleges that the Forward Emergency Braking system operates with no obstructions in front of the vehicle.	Upon inspection, found vehicle exhibits no signs of impact or collision trauma. Performed control unit diagnosis inspection, and found PAST code of C1705-00 Low pressure FR in Air Pressure Monitor, C1B40-49 SIDE RADAR RH, U01014-82 ADAS CAN CIR1 stored in Side Radar Left, C1B30-49 SIDE RADAR LH, U0104-82 ADAS CAN CIR1 stored in Side Radar Right. Performed inspection of the laser radar unit and found that the connector is fully seated and locked on to sensor. Found no obstructions or trauma to the sensor itself. Upon inspection of CDR data, found no data recorded. Performed inspection of the FEB OPERATION MILEAGE LOG, and found the last recorded operation of FEB operation was logged at mile 4. DTS drove vehicle to customer described location of [redacted] in Garden City NY. vehicle was drive a total of 18 miles. At no point during test drive was any abnormal FEB / auto braking concern 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 Technical specialist.
Nissan North America, Northeast region.

Incident Investigation

CAR # [redacted]
Claimant
VIN KNMAT2MV0JP[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 KNMAT2MV0JP[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.)	Not Equipped.
○	◉	Physical damage to camera? (ie. cracks)	Not Equipped.
○	◉	Obstructions to radar sensor units? (ie. dirt, stickers, etc.)	see photos 41 - 43
○	◉	Physical damage to radar sensor units? (ie. cracks)	see photos 41 - 43 , 71 - 73
◉	○	Electrical connection to radar module firmly seated?	See photos 71 - 73
○	◉	Electrical connection to camera module firmly seated?	Not Equipped.
○	○		

End of Form

*Name your file while saving.

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

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



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Vehicle
KNMAT2MV0JP[redacted]

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Vehicle Campaigns [0] | Warranty Cases [0] | Cases [2] | Service History [4] | Vehicle Service Contracts [1] | Vehicle History [1] | DTS Field Inspections [1]

Vehicle Detail

VIN	KNMAT2MV0JP[redacted]		
Last Modified By	NNAETL, 4/23/2018 12:02 PM	Branded Title	
Created By	NNAETL, 2/12/2018 11:16 AM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage	68	MSRP	$27,715
Latest Recorded Mileage Units	M		
In Service Date	2/20/2018		

Manufacturing Data

Make/Model	2018 NISSAN ROGUE	Manufacturer Date	12/13/2017
Model Year	2018	Plant Name	Renault Samsung
Make	NISSAN	PDI Date	
Model Line	ROGUE	Country Code	USA
Model Code	22018	US Specification Indicator	Y
Body Style Type	WAGON 4 DOOR	Emissions Type	50 STATE
Exterior Color	GUN METALLIC	Emissions Certification	
Cylinders		Open Recall	
Transmission Type	CVT	Head Unit	
Model Series		Model Line Code	RGE
Factory Installed Options	B92B93C03L92Z66		
Factory Installed Options Descriptions	B92 (SPLASH GUARDS (SET OF 4-BLACK)), B93 (CHROME REAR BUMPER PROTECTOR), C03 (50 STATE EMISSIONS), L92 (FLOOR MATS (2PC FRONT, 2PC SEC), Z66 (ACTIVATION DISCLAIMER)		

Vehicle Tools

Total Approved Checks VIN Decoder

System Information

Latest Owner (BETA) MARIA DURAN

Warranty Information

S No.	Warranty Description	Warranty Expiration Date	Warranty Expiration Miles	Warranty Exclusion Code	Warranty Exclusion Name	Warranty Extensions/Cust Service Initiatives Flag	Brand
1	BASIC COVERAGE	2/20/2021	36,000				
2	POWERTRAIN COVERAGE	2/20/2023	60,000				
3	SEAT BELT	2/20/2028	999,999				
4	CORROSION COVERAGE (PERFORATION)	2/20/2023	999,999				
5	FEDERAL EMISSION LONG TERM DEFECT	2/20/2026	80,000				

Vehicle Retail Sales

Vehicle Retail Sales

Action	Name	Owner	Selling Dealer	Sale Type	Vehicle Model	Purchase Date	Rewind Indicator
View	[redacted]		NISSAN OF WESTBURY	NMAC lease	ROGUE	2/20/2018	

Vehicle Ownership

Vehicle Ownership

Action	Name	Owner	Begin Date	End Date
View	[redacted]			

Vehicle Campaigns

Vehicle Campaigns Help

No records to display

Warranty Cases

Warranty Cases Help

No records to display

Cases

Print Cases

Cases Help

Action	Case Number	Type	Account Name	Date/Time Opened	Date/Time Closed	Current Mileage	Status	CST Approvals	Owner Name
| Edit | Cls	[redacted]	CA	[redacted]	3/8/2018 3:39 PM		68	Open	0	Alex Kang
| Edit | Cls	[redacted]	TECH LINE		3/8/2018 1:06 PM	3/8/2018 1:36 PM	496	Pending Dealer Reply	0	Steve Berger

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]		I	2/27/2018	68	[redacted]			
			I	3/8/2018	497				
			I	3/8/2018	497				

Vehicle Service Contracts

Vehicle Service Contracts Help

Action	Policy #	Contract Type	Cancel Effective Date	VSC First Name	VSC Last Name	Current Owner	Deductible	Effective Date	Expire Date	Expire Mileage
	[redacted]	Sec+Plus Gold Pref		[redacted]			100	2/20/2018	5/20/2021	39,000

Vehicle History

Vehicle History Help

Date	User	Action
2/12/2018 11:16 AM	NNAETL	Created.

DTS Field Inspections

New DTS Field Inspection

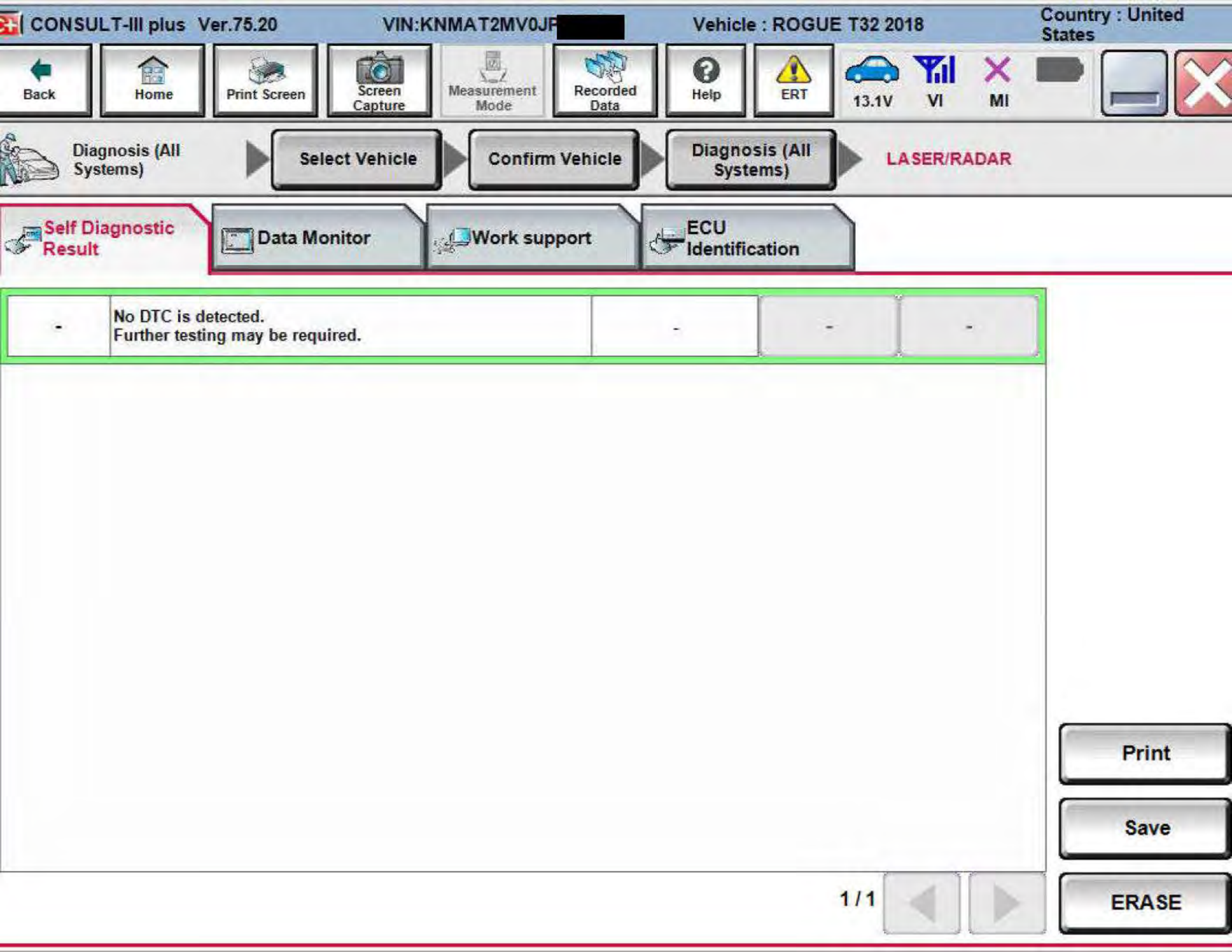
DTS Field Inspections Help

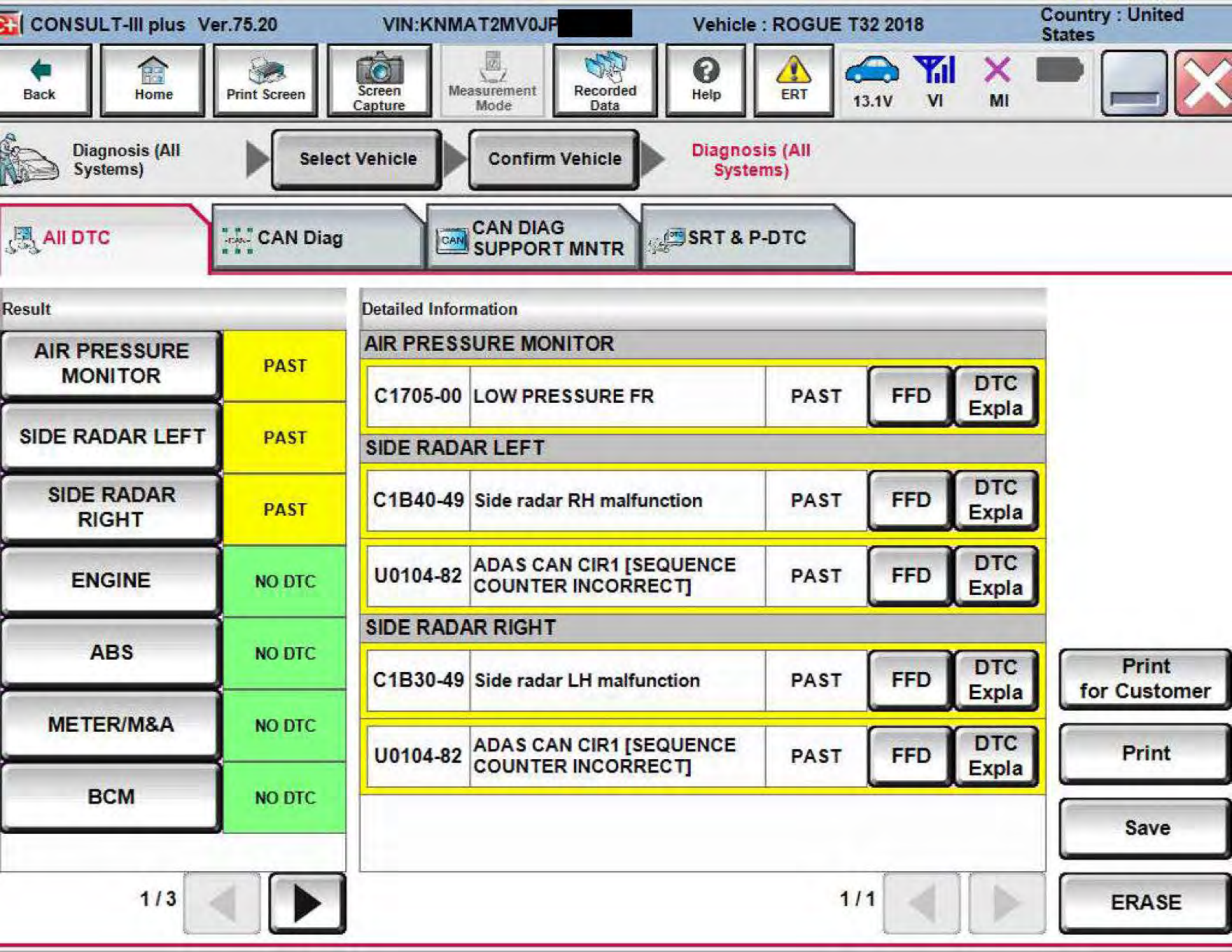
Action	Title	Status	Created Date	Related Support Case	Owner First Name	Owner Last Name	DTS Team	DTS Inspection Date	Report Date
Edit	[redacted]	Completed	3/26/2018	[redacted]	Kevin	MacKay	NER	4/9/2018 12:00 PM	4/22/2018 8:13 AM

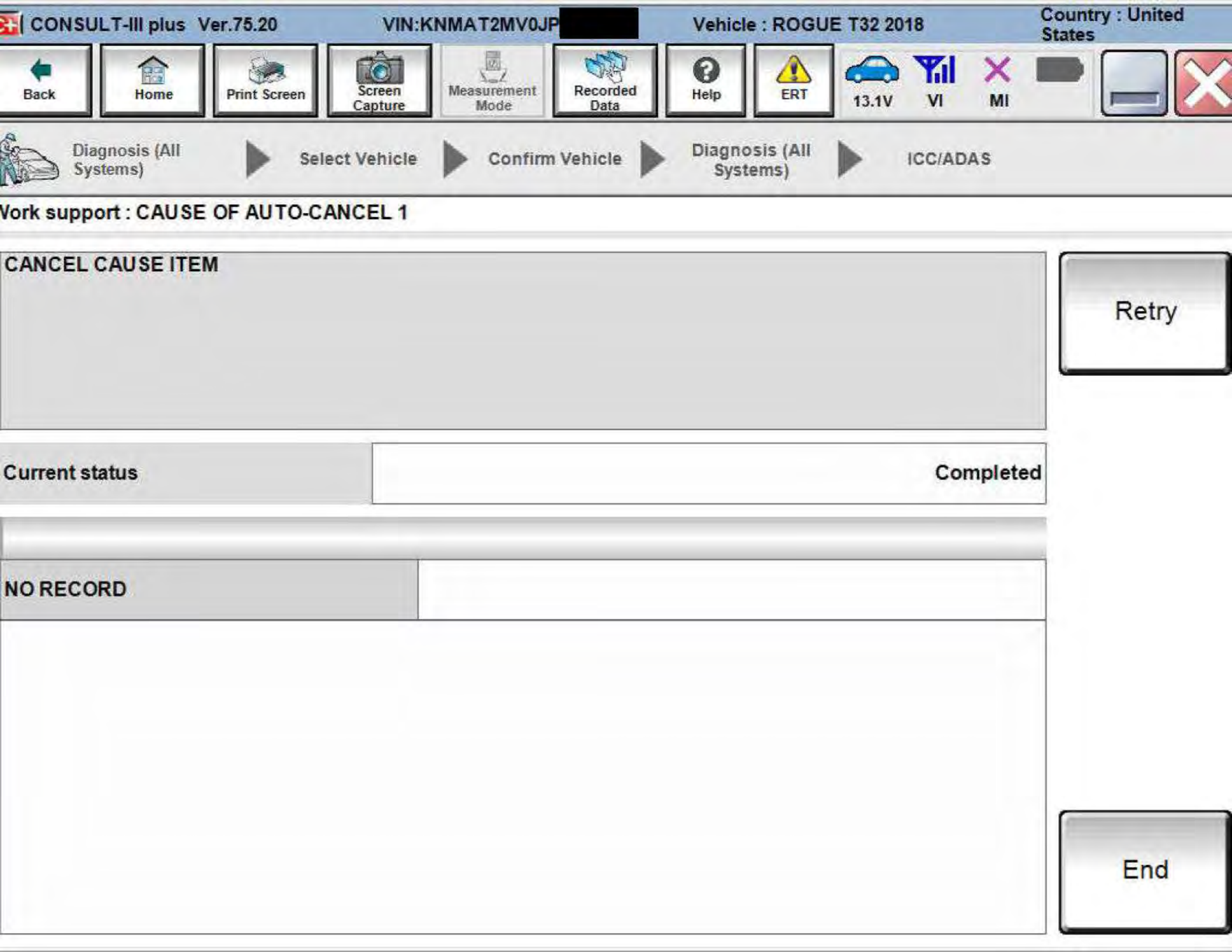
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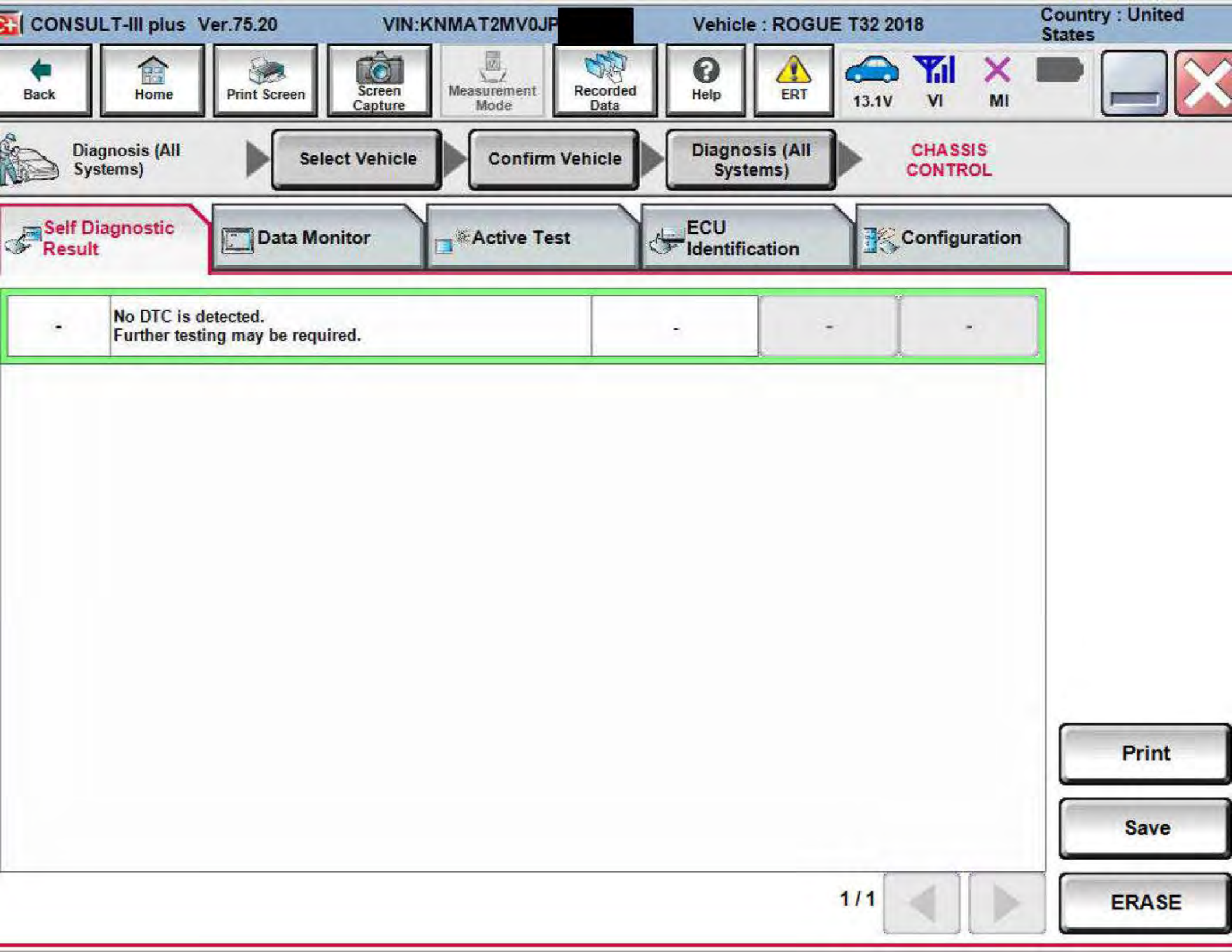
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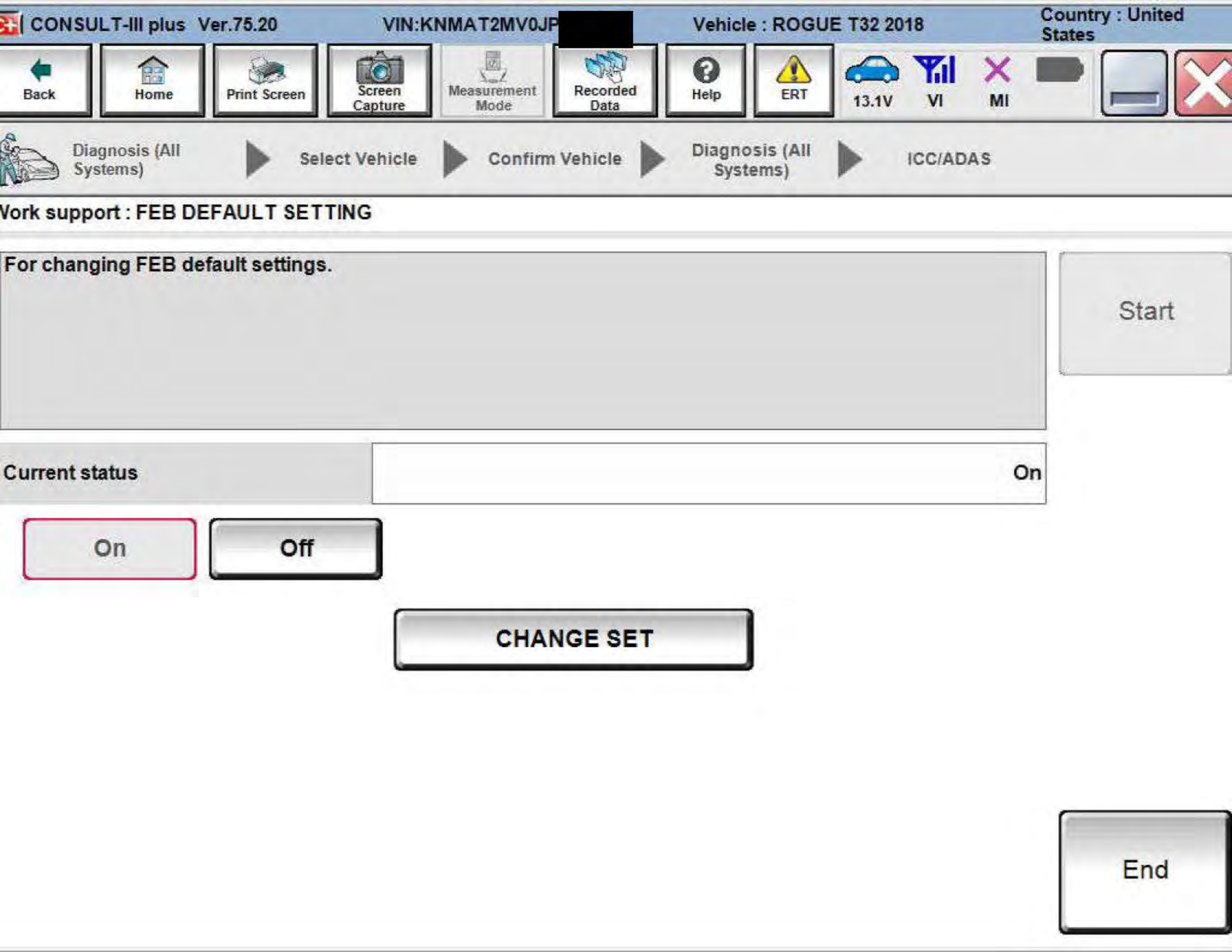
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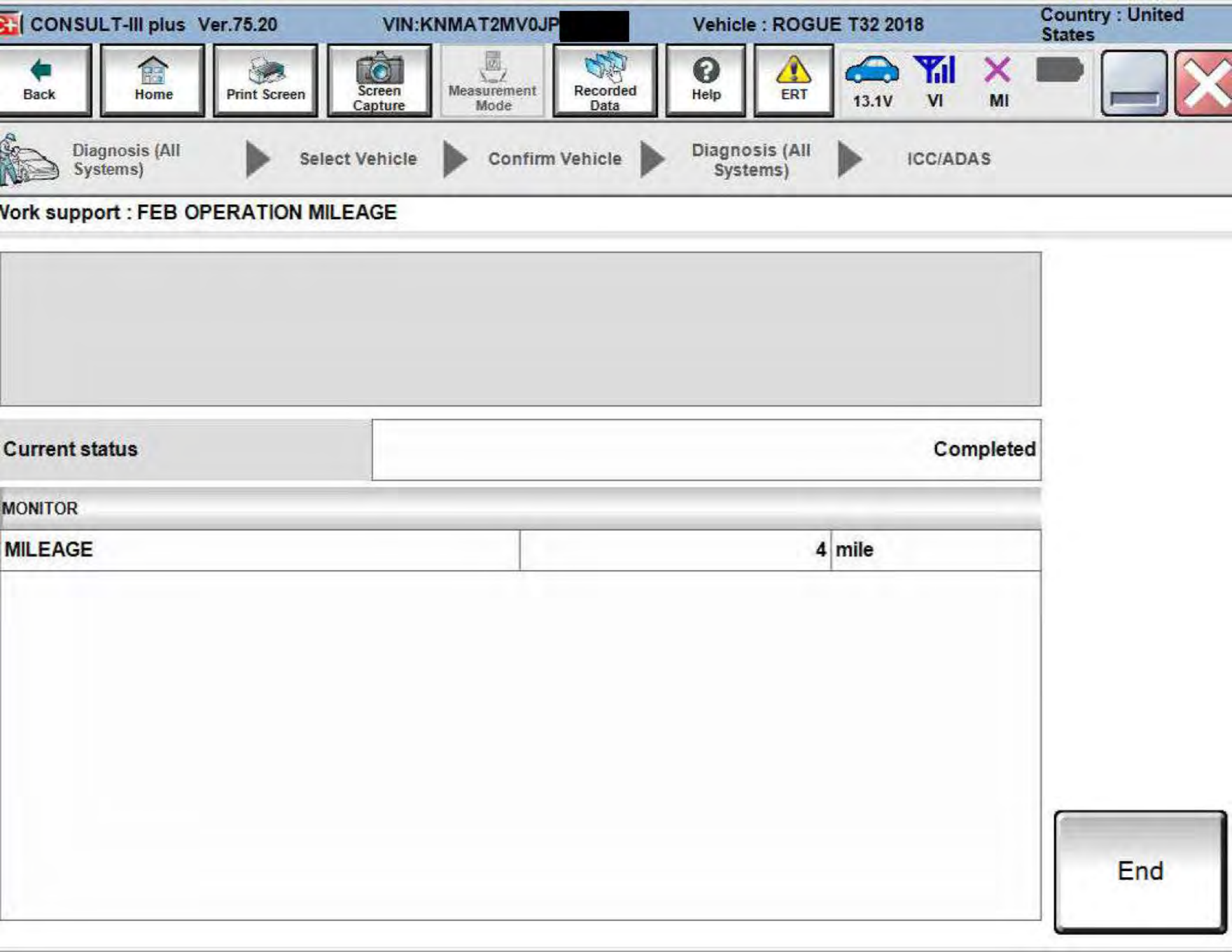

CONSULT-III plus Ver.75.20
VIN:KNMAT2MV0JP[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.1V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
LASER/RADAR
Self Diagnostic Result
Data Monitor
Work support
ECU Identification
-
No DTC is detected.
Further testing may be required.
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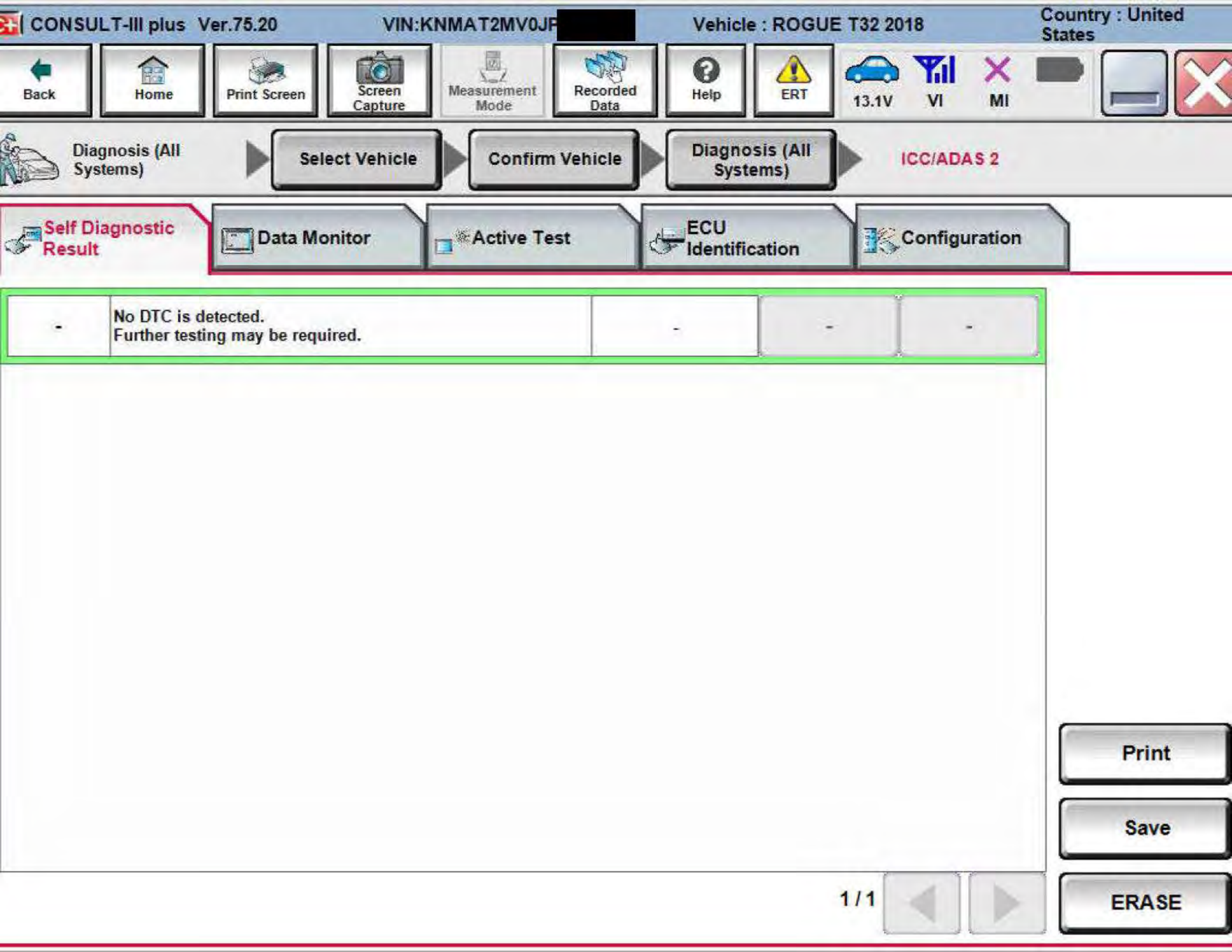

CONSULT-III plus Ver.75.20
VIN:KNMAT2MV0JP[redacted]
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SRT & P-DTC
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PAST
SIDE RADAR RIGHT
PAST
ENGINE
NO DTC
ABS
NO DTC
METER/M&A
NO DTC
BCM
NO DTC
1 / 3
Detailed Information
AIR PRESSURE MONITOR
C1705-00 LOW PRESSURE FR PAST FFD DTC Expla
SIDE RADAR LEFT
C1B40-49 Side radar RH malfunction PAST FFD DTC Expla
U0104-82 ADAS CAN CIR1 [SEQUENCE COUNTER INCORRECT] PAST FFD DTC Expla
SIDE RADAR RIGHT
C1B30-49 Side radar LH malfunction PAST FFD DTC Expla
U0104-82 ADAS CAN CIR1 [SEQUENCE COUNTER INCORRECT] PAST FFD DTC Expla
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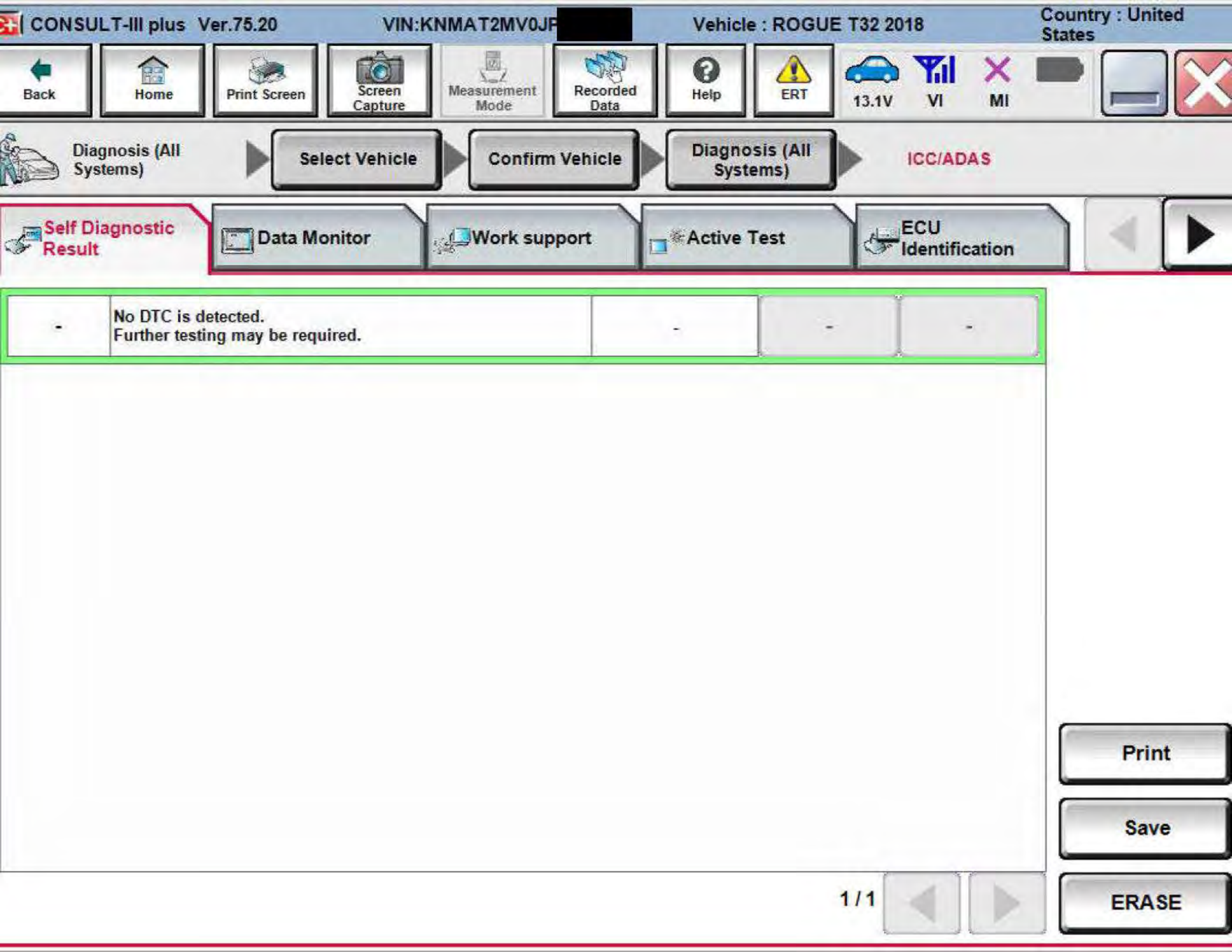

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Confirm Vehicle
Diagnosis (All Systems)
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Current status
Completed
NO RECORD
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Active Test
ECU Identification
Configuration
-
No DTC is detected.
Further testing may be required.
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CONSULT-III plus Ver.75.20
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Country : United States
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Screen Capture
Measurement Mode
Recorded Data
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Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
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.75.20
VIN:KNMAT2MV0JP[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.1V
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MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB OPERATION MILEAGE
Current status
Completed
MONITOR
MILEAGE
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mile
End


CONSULT-III plus Ver.75.20
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Further testing may be required.
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CONSULT-III plus Ver.75.20
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No DTC is detected.
Further testing may be required.
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