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

DP19-001

NISSAN

5/15/2019

ATTACHMENT B

REQUEST NUMBER 2

DOCUMENTS

FIELD REPORTS

[redacted]

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

CDR File Information

User Entered VIN	KNMAT2MV5JP[redacted]
User	KEVIN MACKAY
Case Number	[redacted]
EDR Data Imaging Date	04/27/2018
Crash Date	03/15/2018
Filename	KNMAT2MV5JP[redacted]_ACM.CDRX
Saved on	Friday, April 27 2018 at 14:30:32
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

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DID    Data

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

2002  00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
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2003  00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
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2004  00 00 00 02 1C 00 00 FF FF CC 0A 00 00 00 00

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

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

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

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

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

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

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

F1A0  20


      59 02 09


      59 02 09


      59 0F 08
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Disclaimer of Liability

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



Search

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Case [redacted]

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Case Comments [22] | Case Categorizations [3] | Open Activities [0] | Activity History [6] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | DTS Field Inspections [1] | Attachments [3] | Case History [22] | 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		Case Owner	[redacted]
Home Phone	[redacted]	Status	
Executive Referral		Type	CA
Exec-Received-Date		Case Origin	Phone
Letter Sent Date		Date/Time Opened	4/3/2018 2:19 PM
Letter Received Date		Date/Time Closed	
Follow Up Date	5/18/2018	Multiple Repairs	No
Follow Up Request	No Email Address-Send Correspondence Request		
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	NISSAN OF HUNTINGTON
# Vehicles Owned	1	Previous Repair Date	3/15/2018
Vehicle Purchased	New	Previous Repair Location	NISSAN OF HUNTINGTON
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	530		

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	KNMAT2MV5JP[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	22218	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	NISSAN OF HUNTINGTON	Data Net	✓
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	4/3/2018
Responsible District	07	Dealer Instructions	
Shared With	NISSAN OF HUNTINGTON	Requested Dealer Action	please review.

Related Items

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

RHR Started	4/4/2018	Vehicle Service Contract	
RHR Completed	4/4/2018	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: KNMAT2MV5JP[redacted]		
Created By	Andrew Allen, 4/3/2018 2:19 PM	Root Cause Code	SCIN
Last Modified By	NNAETL, 5/4/2018 9:03 PM	Root Cause Code (2)	
Legacy Case Number		Action Code	
Root Cause		Priority	N/A

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

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By: Samantha Dixon (5/4/2018 7:43 AM)** ARBS received email from DTS advising that report has been uploaded to FTP follow up with pl in 10 business days.
Make Private	✓	**Created By: Samantha Dixon (4/26/2018 8:24 AM)** ARBS made outbound call to C[redacted] ARBS advised that ARBS was calling to remind of the inspection tomorrow. ARBS advised that ARBS will follow up with c when the inspection results are available which is typically 2-4 weeks after the inspection is completed. C stated that c is dropping the veh off today and obtaining a loaner veh. c stated that c has had the concerns by the railroads tracks by c house on[redacted] ARBS understood. call ended mutually
Make Private	✓	**Created By: Samantha Dixon (4/16/2018 8:57 AM)** ARBS sent email to [redacted] Good Morning, I just wanted to make the DLR aware that the customer has contacted NNA alleging a manufacture defect with the FEB in the vehicle. DTS Kevin McKay will be out at the dlr on 4/27 to perform a DTS inspection. The customer stated that she is going to contact the DLR to accept the loaner vehicle that was offered to her and ensure that her vehicle will be at the dealer on 4/27 for the inspection. If you have any questions please let me know. Thank you, Samantha Dixon
Make Private	✓	**Created By: Samantha Dixon (4/16/2018 8:57 AM)** ARBS received undeliverable email back. ARBS contacted RCAS for email address for the service manager. ARBS received email address for ASM: [redacted]
Make Public		**Created By: Samantha Dixon (4/16/2018 8:54 AM)** ARBS sent email to SM[redacted] Good Morning, I just wanted to make the DLR aware that the customer has contacted NNA alleging a manufacture defect with the FEB in the vehicle. DTS Kevin McKay will be out at the dlr on 4/27 to perform a DTS inspection. The customer stated that she is going to contact the DLR to accept the loaner vehicle that was offered to her and ensure that her vehicle will be at the dealer on 4/27 for the inspection. If you have any questions please let me know. Thank you, Samantha Dixon
Make Private	✓	**Created By: Samantha Dixon (4/16/2018 8:50 AM)** ARBS made outbound call to C[redacted]1. ARBS advised that the inspection date is for 4/27 @ 1pm. c stated that c will contact the DLR to accept the loaner veh that way the veh will be at the dlr for the 27th inspection. ARBS understood. call ended mutually

Make Private	✓	**Created By: Samantha Dixon (4/11/2018 8:58 AM)** ARBS made outbound call to C[redacted]. ARBS had to leave a vcmail ARBS requested c to call ARBS back. ARBS provided direct #[redacted].
Make Private	✓	**Created By: Samantha Dixon (4/6/2018 9:56 AM)** ARBS SUBMITTED DTS REQUEST
Make Private	✓	**Created By: Samantha Dixon (4/6/2018 9:53 AM)** ARBS made outbound call to C[redacted]. ARBS requested 20-30 mins to speak about case. c stated that the FEB concerns happens in the same spot, C stated on[redacted] in Farmingdale NY going over railroad tracks. C stated that it happened again the next day. c stated that c had one incident 2 weeks after purchase where there was no dip in the road no railroad tracks. c stated that c has the veh. c stated that c had the veh in the dlr about 3 weeks ago for the FEB issues. c stated when c goes over the railroad tracks will chime then the brakes will start being pressed and c felt that had no control over the brakes and the steering. c stated that the FEB alert will come on on the dash. c stated that the compass on the dash will start spinning around. c stated that it felt like the whole veh shuts off and then restarted. c stated that during this time c felt like c had no control over the veh. c stated that c was told that this is happening only in long island and only in rogues. c stated that c has contacted CA and advised that there wasnt any up coming recalls. c stated that c is wanting the veh either fixed or repurchased. c stated that c was told by the DLR that c can go into the settings and turn the FEB off but will have to be done every time the veh is started. c stated that ever since the DLR has told c about turning the feature off that is what c has been doing. c stated that c was called by the DLR saying that if c wants a rental that one is available. c stated that the 3 times that the incidents have occurred the veh just chimed but no warning light came on. c stated that when c does deactivate the system the FEB light stays illuminated. ARBS advised that NNA would be interested in inspecting the vehicle. ARBS explained the process of the investigation 6-8 weeks, 2-4 weeks for the inspection to take place and 2-4 weeks for the results to be made available. ARBS advised that since the DLR has offered c a loaner that it is c discretion if c wants to take the loaner veh or not. ARBS advised that ARBS will follow up with c once an inspection date is available on when c needs to make the veh available at nissan of huntington. c understood. c asked if ARBS has heard of this issue before. ARBS explained that NNA is actively investigating the FEB concerns that have been brought to NNA attention. ARBS explained the role of the IIR department and how recalls get issued from the manufacture. ARBS advised that NNA wants to investigate thoroughly to ensure that Nissan customers are safe so that is why NNA is looking into the FEB concerns in so much depth. c understood and stated that c is glad that NNA has this option. ARBS advised that ARBS will follow up with c once an inspection date is available. call ended mutually
Make Private	✓	**Created By: Samantha Dixon (4/5/2018 8:15 AM)** **********ARBS RECEIVED CASE, UNDER REVIEW, PENDING PROBE VERIFICATION **********
Make Public		**Created By: Jacklyn Capers (4/4/2018 2:02 PM)** ARBS notes after careful consideration - At this time, NNA is not in a position to offer a repurchase or replacement of this vehicle, as the vehicle has not been subject to an unreasonable number of repair attempts for any warrantable concerns. NNA will continue to honor the terms and conditions of all applicable warranties.
Make Public		**Created By: Jacklyn Capers (4/4/2018 2:02 PM)** ARBS noting: 0 days down for FW repair ----- Vehicle acquired: Retail Sale In Service Date: 12/17/2017 - Open campaigns: NONE Additional cases found: NONE Tech line case found: NONE - DTS involved: NONE VSC found: NONE State: NY ----- ARBS reviewed with case owner-IIR-SD ARBS noting 0 FW repairs / 1 day down
Make Public		**Created By: Jacklyn Capers (4/4/2018 1:57 PM)** ARBS noting SH: 3/16/2018 @ 556 miles under RO:[redacted]- day down: 1 Concern: CUSTOMER STATES WHEN WENT OVER TRAIN TRACKS VEHICLE CUT OUT HAD LOSS OF POWER BRAKES AND STEERING CK AND REPORT. Action: COULD NOT DUPLICATE CONCERN AT THIS TIME BUT FOUND MULTIPLE CODES B1309-11, C1A17-49, B2128-00, C1B40-49, U0104-82 C1B30-49 AND U0104-82. COULD NOT PERFORM ANY REPAIR AT THIS TIME AS PER NISSAN THE SITUATION IS UNDER INVESTIGATION.
Make Public		**Created By: Samantha Dixon (4/4/2018 1:30 PM)** C contacted NNA about FEB concern, repurchase/replacement.
Make Public		**Created By: Nicki Barror (4/4/2018 11:10 AM)** DRTS received the RHR. The RHR was assigned to ARBS Jacklyn Capers for review.
Make Public		**Created By: Amanda Yett (4/4/2018 10:26 AM)** C contacted NNA about FEB concern.
		Created By: Amanda Yett (4/4/2018 10:25 AM) RCAS-AY placed outbound call to Customer at[redacted] on 4/4/18 at 10:10 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:[redacted] Previous UNRELATED Case(s) Found:0 Previous RELATED Case(s) Found: 0 RCAS-AY advised POC. RCAS-AY advised of case number and direct line. RCAS-AY verified C's concerns—FEB concern. C stated that C is having concern with FEB system. C stated that C spoke to Andrew yesterday. C stated that DLR is waiting on a recall. RCAS-AY started IIR. RCAS-AY advised NNA is investigating concern but there is no recall at this time. RCAS-AY advised would like to gather as much info as possible from C about concerns C is having. C understood.

RCAS-AY asked how many times event has occurred.

C stated 3-4x.

C stated that DLR advised that this is happening with Rogues in Long Island.
C stated that DLR recommended turning off feature so that is what C has been doing.
C stated that when C goes over the railroad tracks, the street has a hump on it.
C stated that C does not know if that has to do with it.
C stated that C does not feel safe in the veh.

RCAS-AY advised of RHR process.

Why do you want to return the veh to NNA?
due to FEB concerns

Where is the veh currently?
with C

Where was the veh purchased?
Nissan of Huntington

Make Private ✓ Was it purchased new or used?
New

If used, when was the veh purchased?
N/A

Where is the veh serviced?
Has the veh been taken to multiple Nissan/Infinity dealers? IF YES- document names of dealers/retailers.

RCAS-AY advised DLR will be in contact with C regarding loaner veh.

C asked about repurchase.
C asked if C would be able to get another veh like C's.

RCAS-AY advised NNA will review for possible repurchase or replacement but RCAS-AY is unable to discuss specifics.

C understood.

RCAS-AY advised follow up no later than 4/9.

C declined further assistance.

RCAS-AY thanked C for C's time.

Call ended mutually.

Make Private ✓ **Created By: Amanda Yett (4/4/2018 10:09 AM)**
RCAS-AY received email from FOM-VR authorizing rental veh for C.

Make Private ✓ **Created By: Amanda Yett (4/4/2018 9:49 AM)**
RCAS-AY sent email to FOM-Victor Rosario inquiring about loaner veh for C.

Make Private ✓ **Created By: Amanda Yett (4/4/2018 9:49 AM)**
RCAS-AY placed outbound call to NISSAN OF HUNTINGTON at 9:39 AM on 4/4/18 and spoke with SM-Mike.
RCAS-AY provided last six of VIN.
SM-Mike advised C has been to DLR on 3/16.
SM-Mike advised unsure if C is in a loaner veh.
RCAS-AY asked that C be provided with a loaner veh.
RCAS-AY advised will email FOM-Victor Rosario.

Make Public **Created By: Andrew Allen (4/3/2018 2:33 PM)**
****** [CASE SUMMARY] ******

CRR-AA sending case to RCAS for assistance for VEH repair.

Make Public **Created By: Andrew Allen (4/3/2018 2:32 PM)**
CRR-AA < VERIFIED> Account information including: C's name, home & e-mail address,
phone number & best contact number
CRR-AA VERIFIED VEH Information including: Current Mileage
CRR-AA CHECKED for open recalls/campaigns and found: none
CRR-AA CHECKED for previous UNRELATED Case(s) and found: none
CRR-AA CHECKED previous RELATED Case(s) and found: none
CRR-AA NOTED concern is: VEH malfunction.

CRR-AA received inbound call from C

C stated C is having concern with C's VEH

CRR-AA verified C's account

C could not recall VIN at time of call.
C stated c purchased new VEH in December of 2017.
C stated every time C goes over railroad tracks C's VEH always turns off.
C stated C has no control of steering wheel or brakes for 30 feet and C's VEH dashboard beeped three times and instrumentation spun wildly.
C stated C went to DLRSHP for diagnostic and DLR informed C that C's VEH behaved as if in impact.
C stated DLR informed C that DLR has seen this situation a lot to Nissan Rogues in Long Island NY.
C stated DLRSHP informed C that Nissan is aware and DLRSHP is waiting for recall part for VEH.
DLR informed C that DLR has been waiting for over a month.
C stated C also would like not that C's VEH stopped without pressing brake pedal once while out in open road.

CRR-AA informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day 4/4/2018 regarding C's concern.

C understood.

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

C declined.

CRR-AA provided C with agent ID [redacted] and case number [redacted]
CRR-AA noting C's best contact number is [redacted]

Call ended mutually

Case Categorizations

New Case Categorization | Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code
	[redacted]	STEERING	GEN. STEERING COMPONENT(S)	POOR OR IMPROPER OPERATION	01

[redacted]	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR IMPROPER OPERATION	03
[redacted]	INSTRUMENTATION	CONSOLE/DISPLAY (ELECTRICAL)	POOR OR IMPROPER OPERATION	11

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] NISSAN OF HUNTINGTON			4/8/2018	Kevin MacKay		Completed	4/24/2018 11:21 PM
Edit | Del	DTS Follow Up[redacted]: NISSAN OF HUNTINGTON			4/8/2018	Samantha Dixon		Complete	4/6/2018 10:02 AM
Edit | Del	IIR		[redacted]	4/5/2018	Samantha Dixon		Complete	4/4/2018 3:44 PM
Edit | Del	RHR attached		[redacted]	4/4/2018	Samantha Dixon		Complete	4/4/2018 3:43 PM
Edit | Del	RHR review[redacted]	RHR	[redacted]	4/4/2018	Jacklyn Capers	Consumer Affairs RHR	Complete	4/4/2018 2:03 PM
Edit | Del	RHR assigned[redacted]		[redacted]	4/4/2018	Amanda Yett		Complete	4/4/2018 11:10 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, 4/4/2018 10:18 AM	4/4/2018			KNMAT2MV5JR[redacted]	

DTS Field Inspections

DTS Field Inspections Help

Action	Title	DTS Inspection Date	Owner First Name	Owner Last Name	Status
Edit	[redacted]	4/27/2018 1:00 PM	Kevin	MacKay	Completed

Attachments

Attach File | View All | Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted].pdf	31KB	4/4/2018 10:29 AM	Kyra Walton
Edit | View | Del	[redacted].doc	45KB	4/4/2018 10:26 AM	Kyra Walton
Edit | View | Del	RHR Template- Northeast Region Case[redacted].doc	71KB	4/4/2018 10:22 AM	Kyra Walton

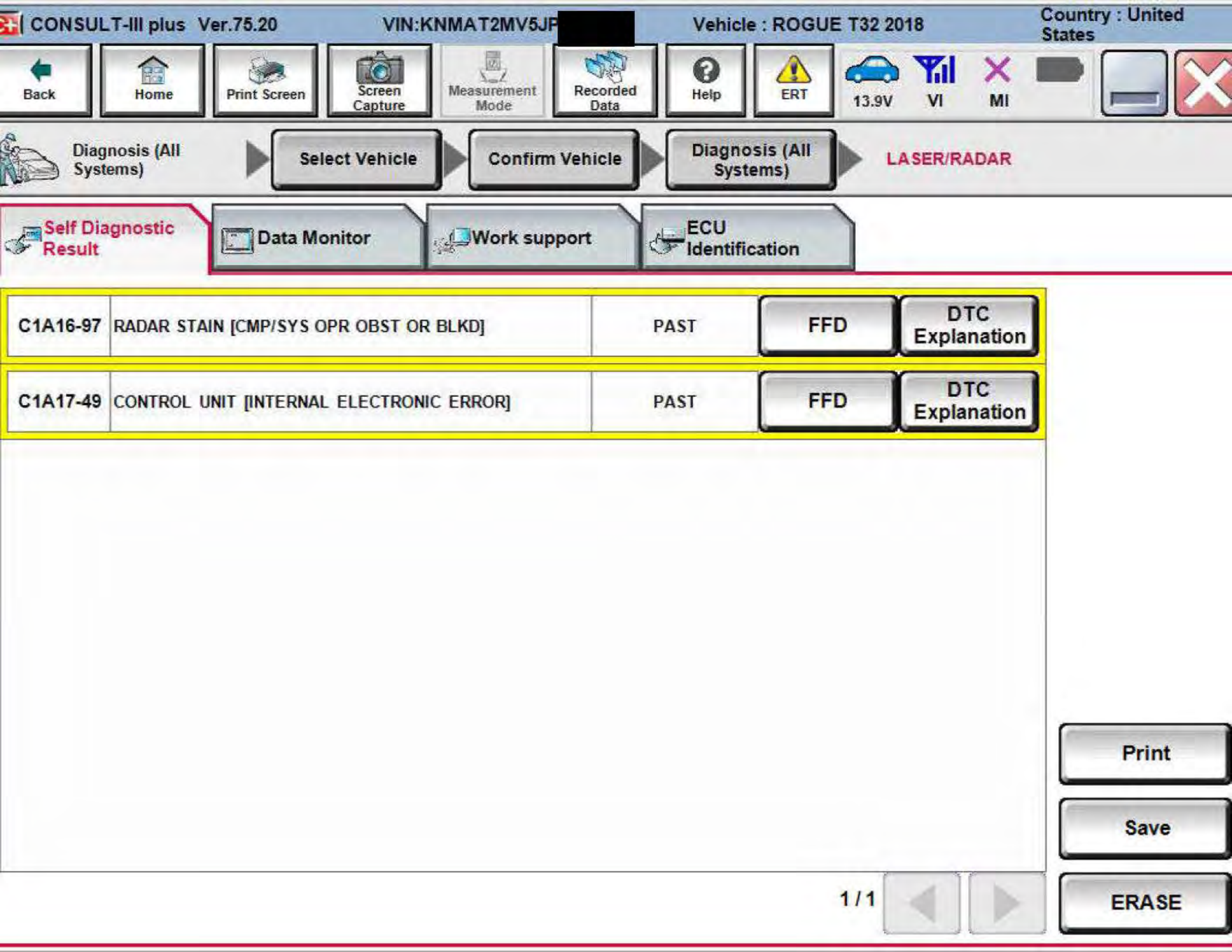
Case History

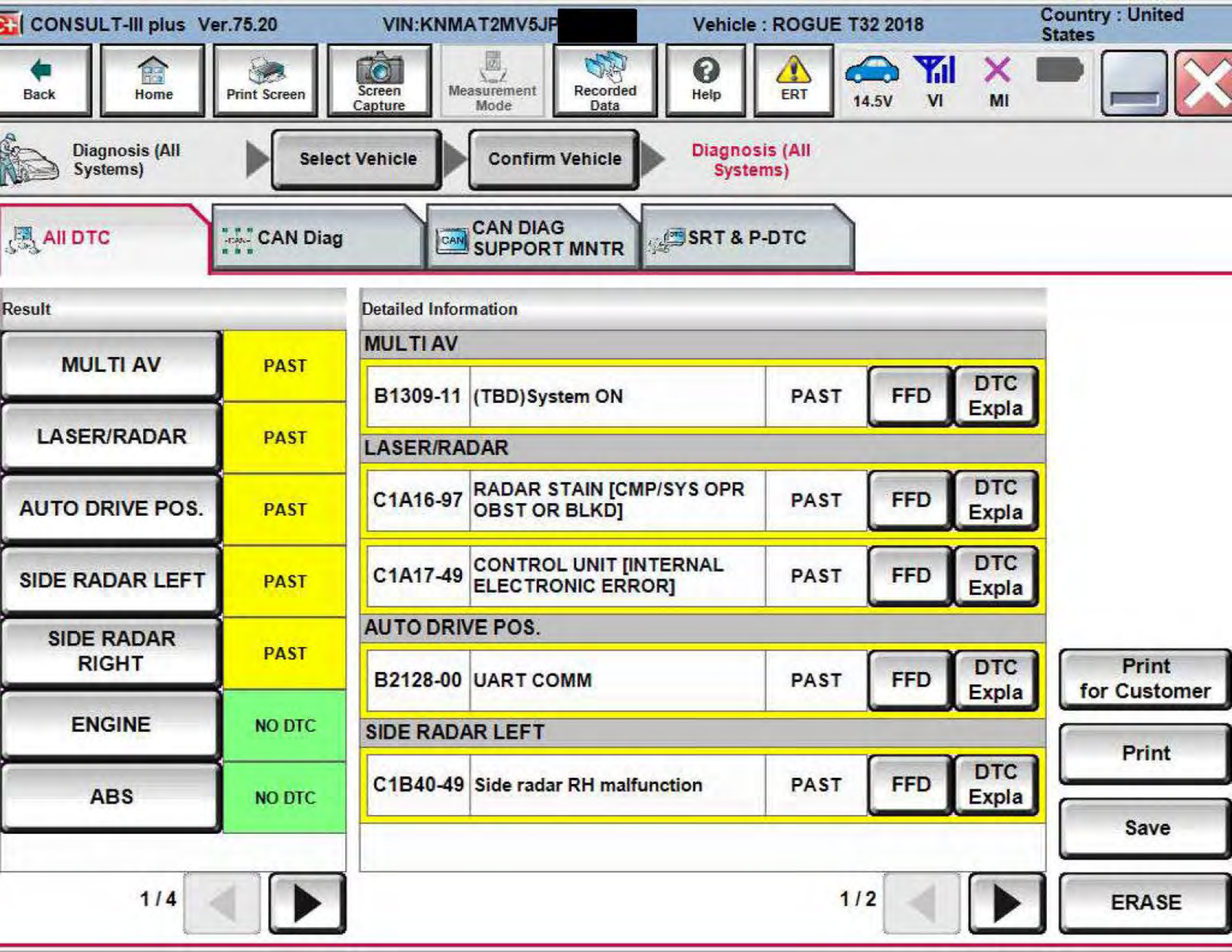
Case History Help

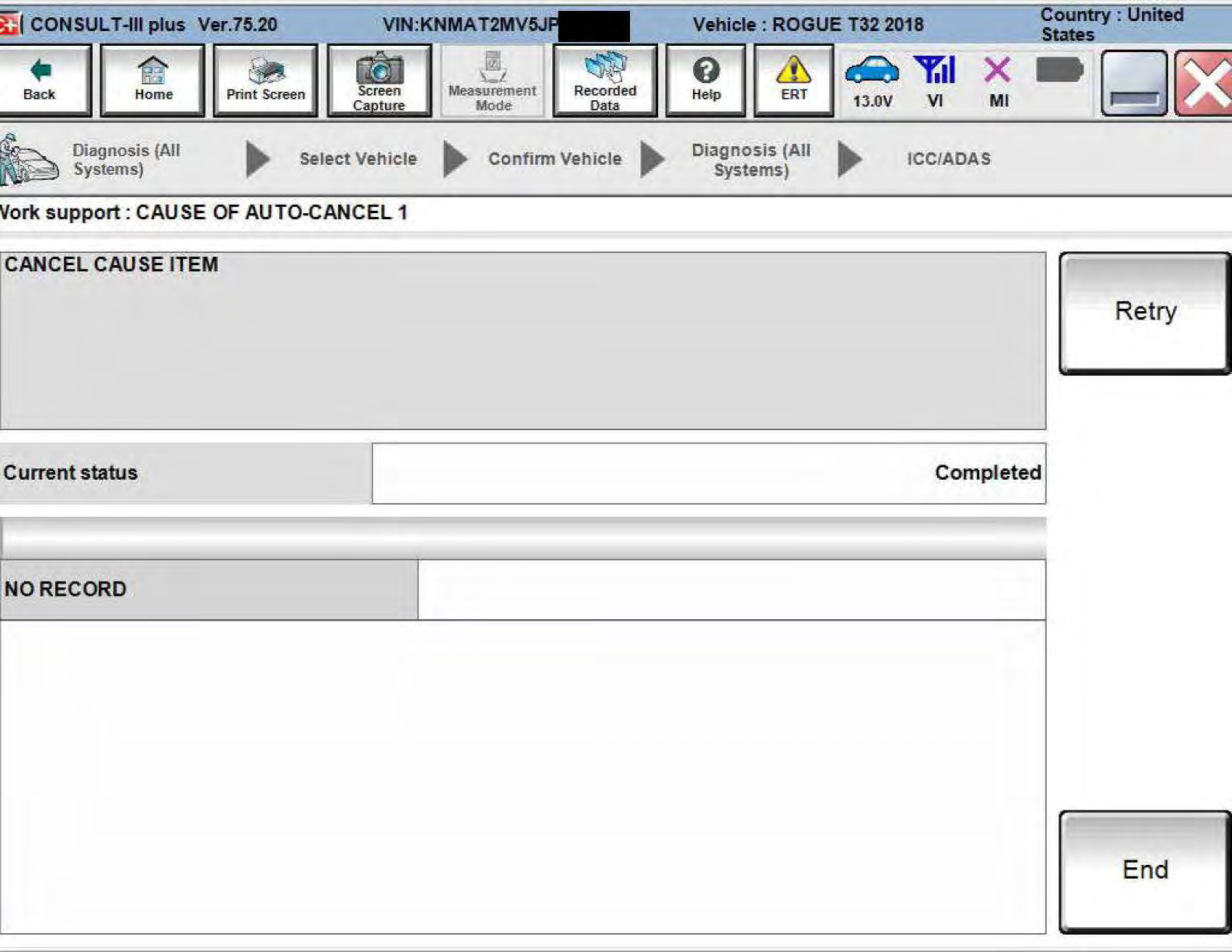
Date	User	Action
5/4/2018 7:44 AM	Samantha Dixon	Changed **Follow Up Date** from 5/4/2018 to **5/18/2018**.
4/26/2018 8:25 AM	Samantha Dixon	Changed **Follow Up Date** from 4/26/2018 to **5/4/2018**.
4/16/2018 8:51 AM	Samantha Dixon	Changed **Follow Up Date** from 4/16/2018 to **4/26/2018**.
4/11/2018 8:58 AM	Samantha Dixon	Changed **Follow Up Date** from 4/11/2018 to **4/16/2018**.
4/6/2018 9:57 AM	Samantha Dixon	Changed **Follow Up Date** from 4/9/2018 to **4/11/2018**.
4/4/2018 1:30 PM	Samantha Dixon	Changed **Case Owner** from Amanda Yett to **Samantha Dixon**.
4/4/2018 1:30 PM	Samantha Dixon	Changed **Description**.
4/4/2018 11:11 AM	Nicki Barror	Changed **DRT Support Status** from Pending to **DRT Assigned**.
4/4/2018 10:29 AM	Kyra Walton	Changed **RHR Completed** to **4/4/2018**.
4/4/2018 10:26 AM	Amanda Yett	Changed **RHR Started** to **4/4/2018**.
		Changed **Follow Up Date** from 4/4/2018 to **4/9/2018**.
		Changed **Description**.
4/3/2018 2:54 PM	Amanda Yett	Changed **Data Net** from false to **true**.
4/3/2018 2:54 PM	Amanda Yett	Changed **Description**.
4/3/2018 2:34 PM	Andrew Allen	Changed **Escalated By ID** to **0050G00000AmB2e**.
		Changed **Case Owner** from Andrew Allen to **Amanda Yett**.
4/3/2018 2:30 PM	Andrew Allen	Changed **Case Servicing Dealer** to **NISSAN OF HUNTINGTON**.
4/3/2018 2:19 PM	Andrew Allen	Changed **Work Phone** to[redacted]
		Changed **Follow Up Date** from 4/3/2018 to **4/4/2018**.
		Changed **VIN** to **KNMAT2MV5JR**[redacted]
		Changed **Subject** to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: KNMAT2MV5JR**[redacted]
		Created.

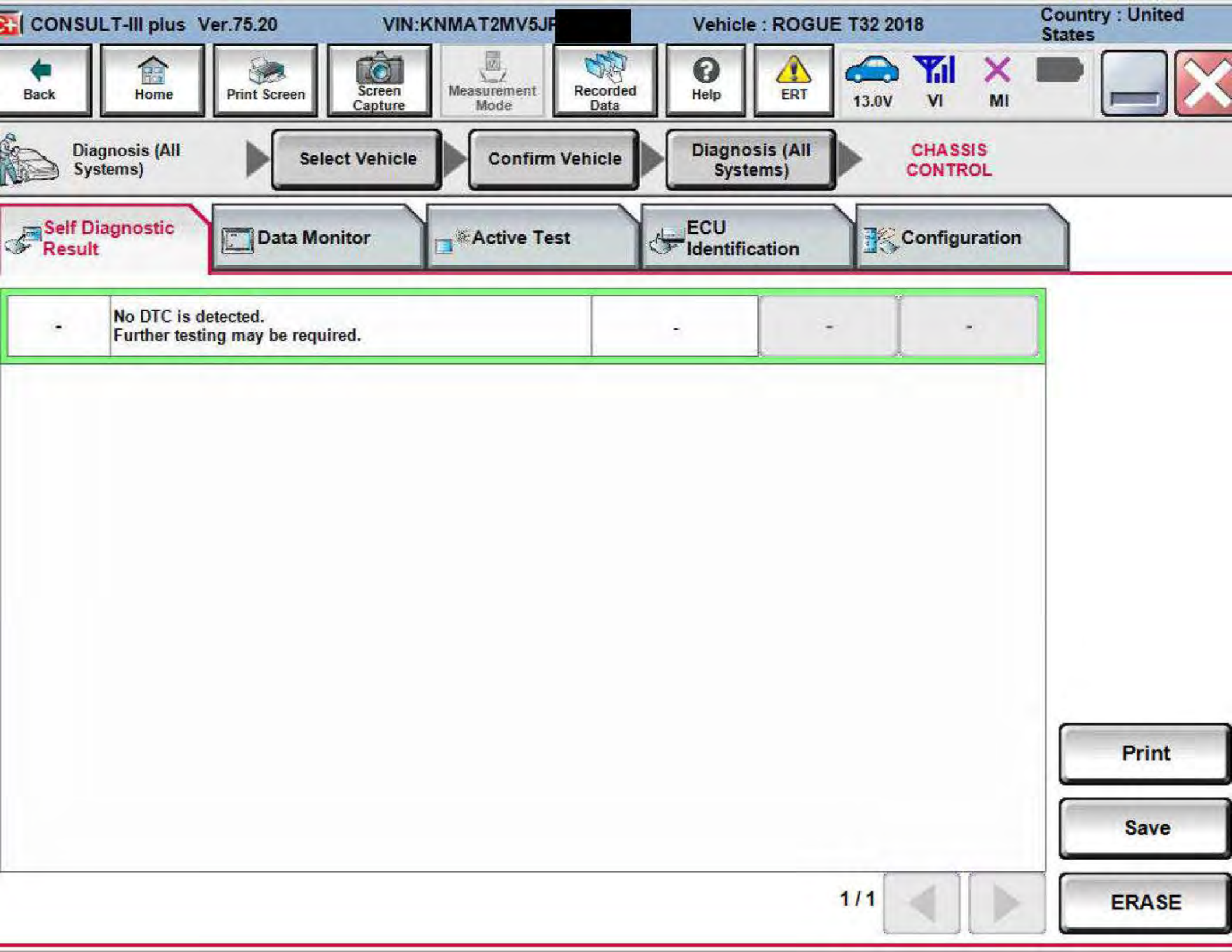


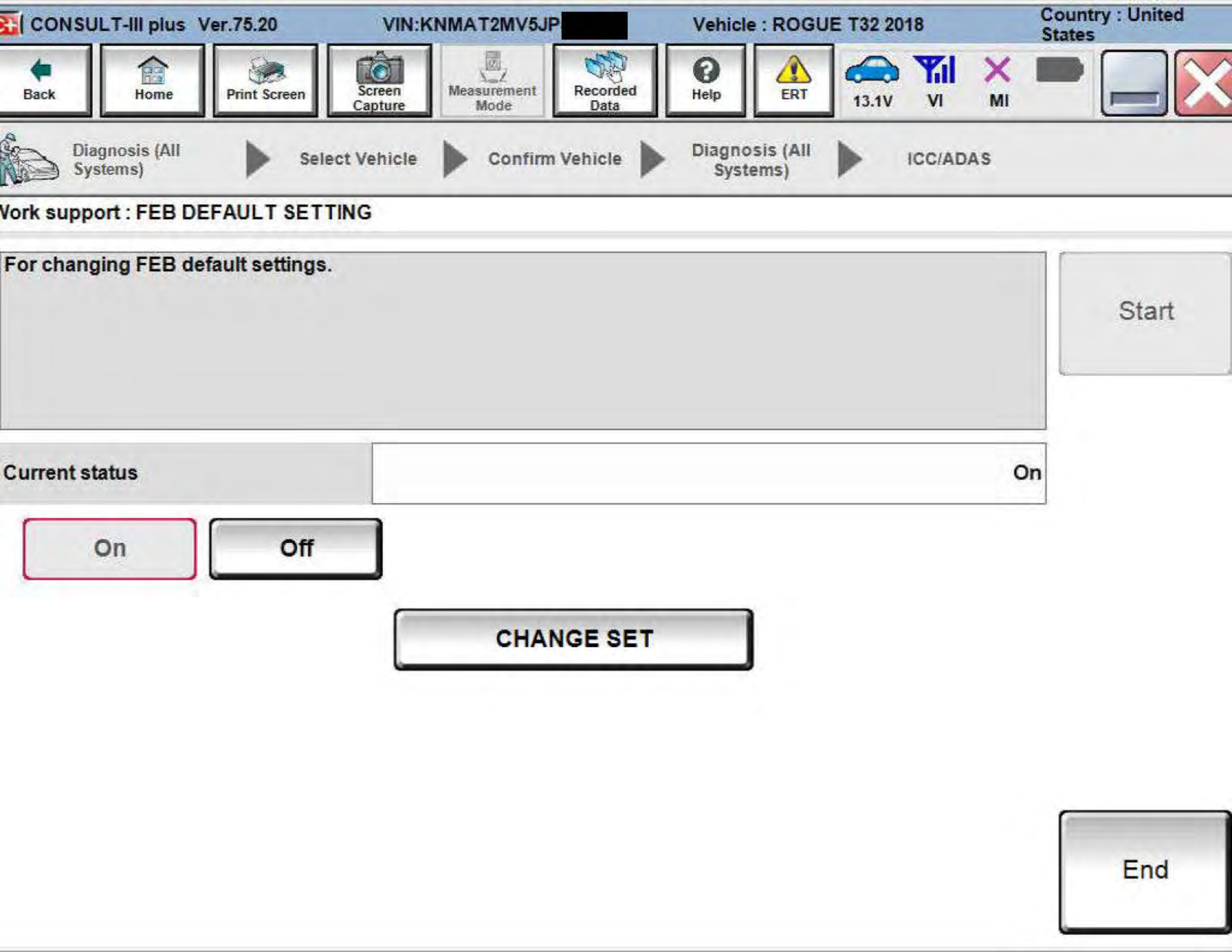
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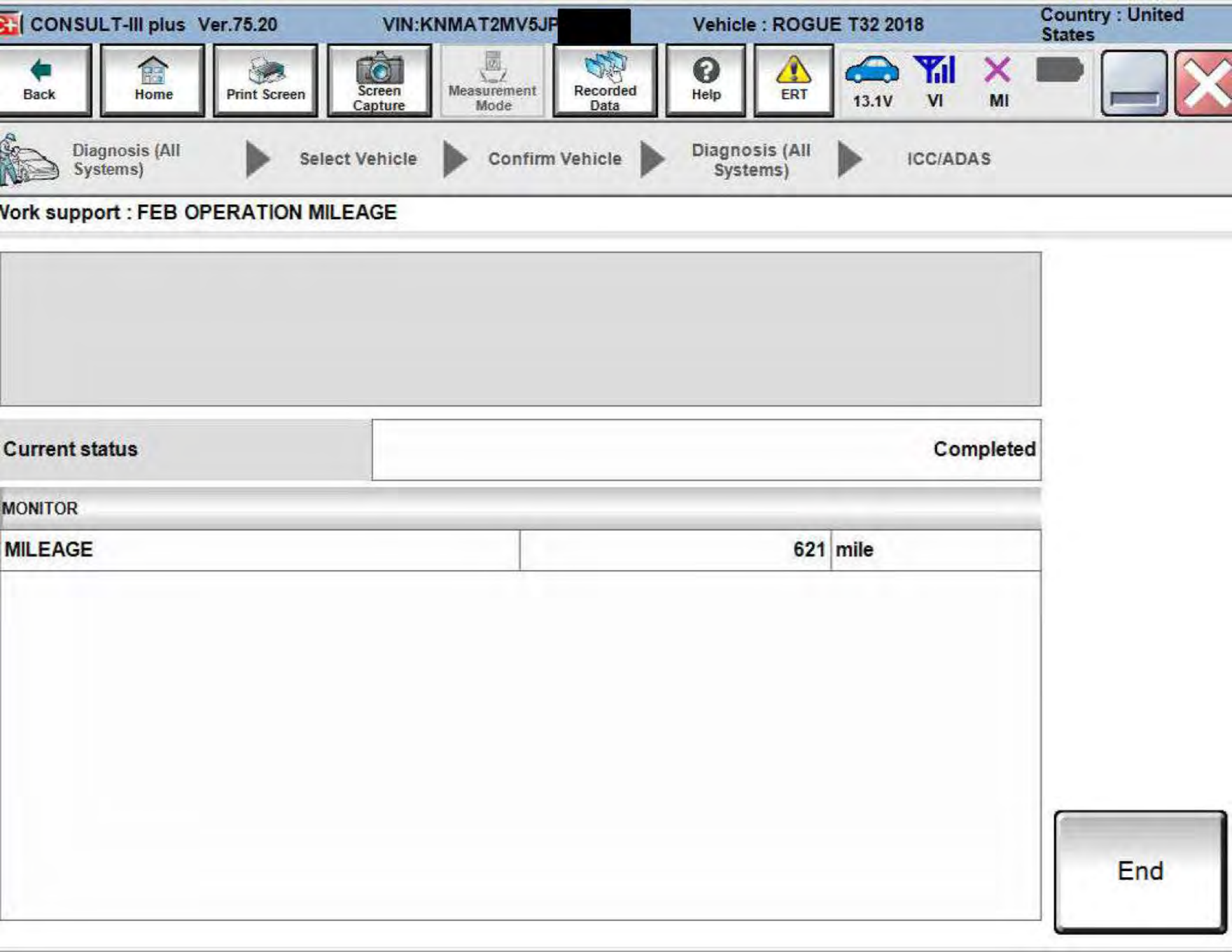

CONSULT-III plus Ver.75.20
VIN:KNMAT2MV5JP[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.9V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
LASER/RADAR
Self Diagnostic Result
Data Monitor
Work support
ECU Identification
C1A16-97 RADAR STAIN [CMP/SYS OPR OBST OR BLKD] PAST FFD DTC Explanation
C1A17-49 CONTROL UNIT [INTERNAL ELECTRONIC ERROR] PAST FFD DTC Explanation
Print
Save
ERASE
1 / 1

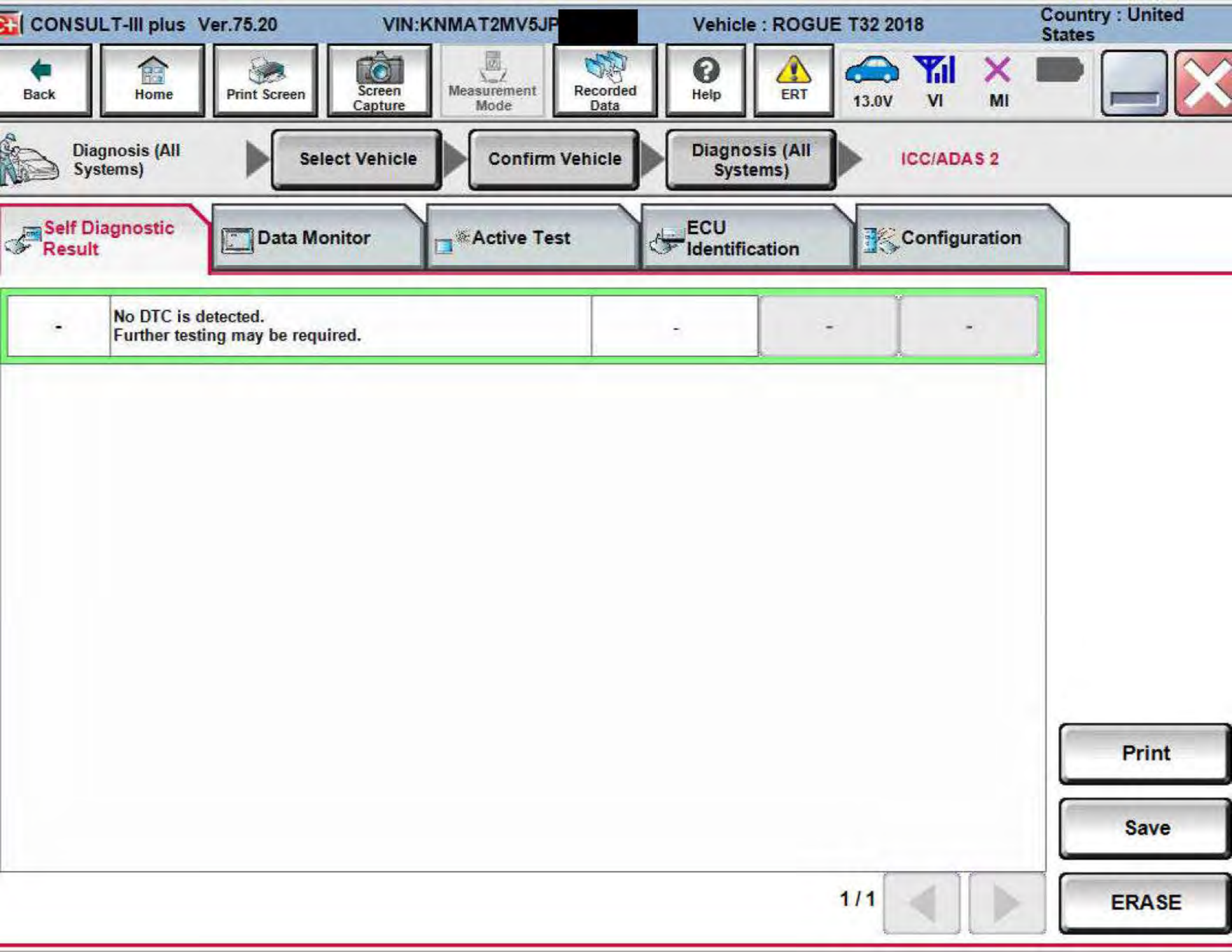

CONSULT-III plus Ver.75.20
VIN:KNMAT2MV5JP[redacted]
Vehicle : ROGUE T32 2018
Country : United States
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Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.5V
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Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
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CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
MULTI AV
PAST
LASER/RADAR
PAST
AUTO DRIVE POS.
PAST
SIDE RADAR LEFT
PAST
SIDE RADAR RIGHT
PAST
ENGINE
NO DTC
ABS
NO DTC
1 / 4
Detailed Information
MULTI AV
B1309-11 (TBD)System ON PAST FFD DTC Expla
LASER/RADAR
C1A16-97 RADAR STAIN [CMP/SYS OPR OBST OR BLKD] PAST FFD DTC Expla
C1A17-49 CONTROL UNIT [INTERNAL ELECTRONIC ERROR] PAST FFD DTC Expla
AUTO DRIVE POS.
B2128-00 UART COMM PAST FFD DTC Expla
SIDE RADAR LEFT
C1B40-49 Side radar RH malfunction PAST FFD DTC Expla
1 / 2
Print for Customer
Print
Save
ERASE

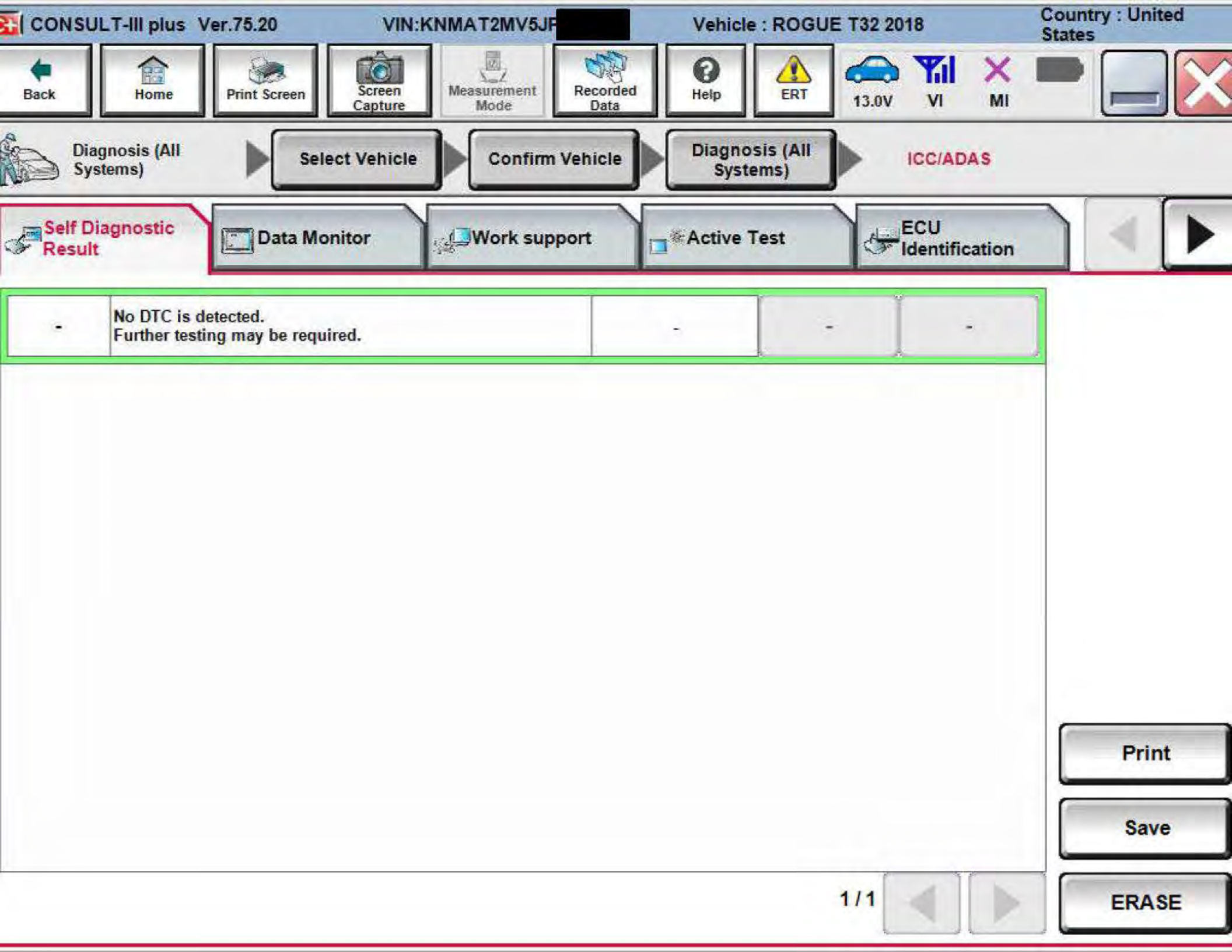

CONSULT-III plus Ver.75.20
VIN:KNMAT2MV5JP[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
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Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (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.75.20
VIN:KNMAT2MV5JR[redacted]
Vehicle : ROGUE T32 2018
Country : United States
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Print Screen
Screen Capture
Measurement Mode
Recorded Data
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Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
CHASSIS CONTROL
Self Diagnostic Result
Data Monitor
Active Test
ECU Identification
Configuration
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
ERASE
1 / 1


CONSULT-III plus Ver.75.20
VIN:KNMAT2MV5JP[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)
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:KNMAT2MV5JP[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)
ICC/ADAS
Work support : FEB OPERATION MILEAGE
Current status
Completed
MONITOR
MILEAGE
621
mile
End


CONSULT-III plus Ver.75.20
VIN:KNMAT2MV5JP[redacted]
Vehicle : ROGUE T32 2018
Country : United States
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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
ERASE
1 / 1


CONSULT-III plus Ver.75.20
VIN:KNMAT2MV5JP[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.0V
VI
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Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Self Diagnostic Result
Data Monitor
Work support
Active Test
ECU Identification
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
1 / 1
ERASE

Incident Investigation

CAR # [redacted]
Claimant
VIN KNMAT2MV5JP[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 Farmingdale 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: Claimant

II. Vehicle

Model Year 2018 Model Name Rogue Mfg. Date 10/19/2017 VIN KNMAT2MV5JP[redacted]

Mileage 1274 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 3/15/2018 Time 2:00 PM

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

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

Vision obstruction (describe) None

Temperature at time of incident 45.0°F Parking location prior to time of incident Not Given

Incident Investigation

CAR # [redacted]
Claimant
VIN KNMAT2MV5JP[redacted]

Overnight temperature prior to incident: 32.0°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 that incident occurred on railroad tracks. Claimant stated that she got a warning chime and then her vehicle's brakes applied. Claimant stated that she lost power and steering for 30 ft. Claimant stated that compass is on dashboard and it spun around. Claimant stated that it was almost like the vehicle shut off and restarted.

Relation to Roadway (on-road, off-road, left side, right side): On Roadway, Right hand side, on train tracks
Number of times incident occurred: twice

Driver Action (braking, steering, etc.): Steering straight, braking over train tracks

Special Circumstances: Vehicle was traveling over train tracks at time of incident.

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

Vehicle Estimated Speed: Not provided Source: Claimant Posted Speed Limit: 35 mph

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 Forward Emergency Braking Operation with no obstructions in roadway.	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 KNMAT2MV5JP[redacted]

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

Address [redacted] Farmingdale, NY [redacted] Weight [redacted]

Location: Incident Vehicle | Seating Position: 1 - Driver

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

Nature & Extent of Injuries: N/A

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

Add Occupant | Remove Occupant

☐ No Occupants Comments: N/A

V. Other Property Damage

☒ No Other Property Damage

Source of information: N/A

VI. Investigation Results

Date of vehicle inspection: 4/27/2018

Location of inspection: Nissan of Huntington

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

Vehicle exhibits no signs of impact trauma or collision.

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

Photos taken by: Kevin D. Mackay # Photos: 80

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)
Engine/ Transmission/ Drivetrain	No abnormalities found (Please see photos 63 - 74)
Underbody/ Suspension/ Steering/ Wheels & Tires	No abnormalities found (Please see photos 73 - 79)
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	No abnormalities found (Please see photos 44 - 62)

Incident Investigation

CAR # [redacted]
Claimant
VIN KNMAT2MV5JP[redacted]

Seat Belts/ Child Restraints (if applicable)	No abnormalities found (Please see photos 44 - 62)
Air Bags	No abnormalities found (Please see photos 44 - 62)

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 Forward Emergency Braking Operation with no obstructions in roadway.	Upon inspection of vehicle, found vehicle exhibits no signs of impact or collision. Performed control unit DTC diagnostic inspection, and found PAST code C1A16-97 radar stain / C1A17-49 Control Unit stored in the LASER RADAR control unit. Upon inspection of FEB OPERATION MILEAGE LOG, found a past history of operation at 621 miles. DTS Performed inspection of the Laser Radar sensor unit and found no trauma to unit, and found that the harness connector is connected and fully seated. DTS drove vehicle 30 miles in total. Vehicle was driven over the train tracks in question at [redacted] in Farmingdale Ny. DTS drove vehicle in both directions in all lanes multiple times at varying speeds. DTS was unable to duplicate any abnormal FEB operation at time of inspection. Found that in the south bound direction, the roadway just prior to the rail road tracks dips just prior to the tracks. In addition, found the train tracks are making a banking turn that cause an increased angle of the tracks to face the southbound traffic. the combination of both factors cause the iron tracks to face the front of the vehicle at a much greater angle.

Add Row | Remove Row

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

Reporter's Signature *Kevin D. Mackay*

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

Incident Investigation

CAR # [redacted]
Claimant
VIN KNMAT2MV5JP[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 KNMAT2MV5JP[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.

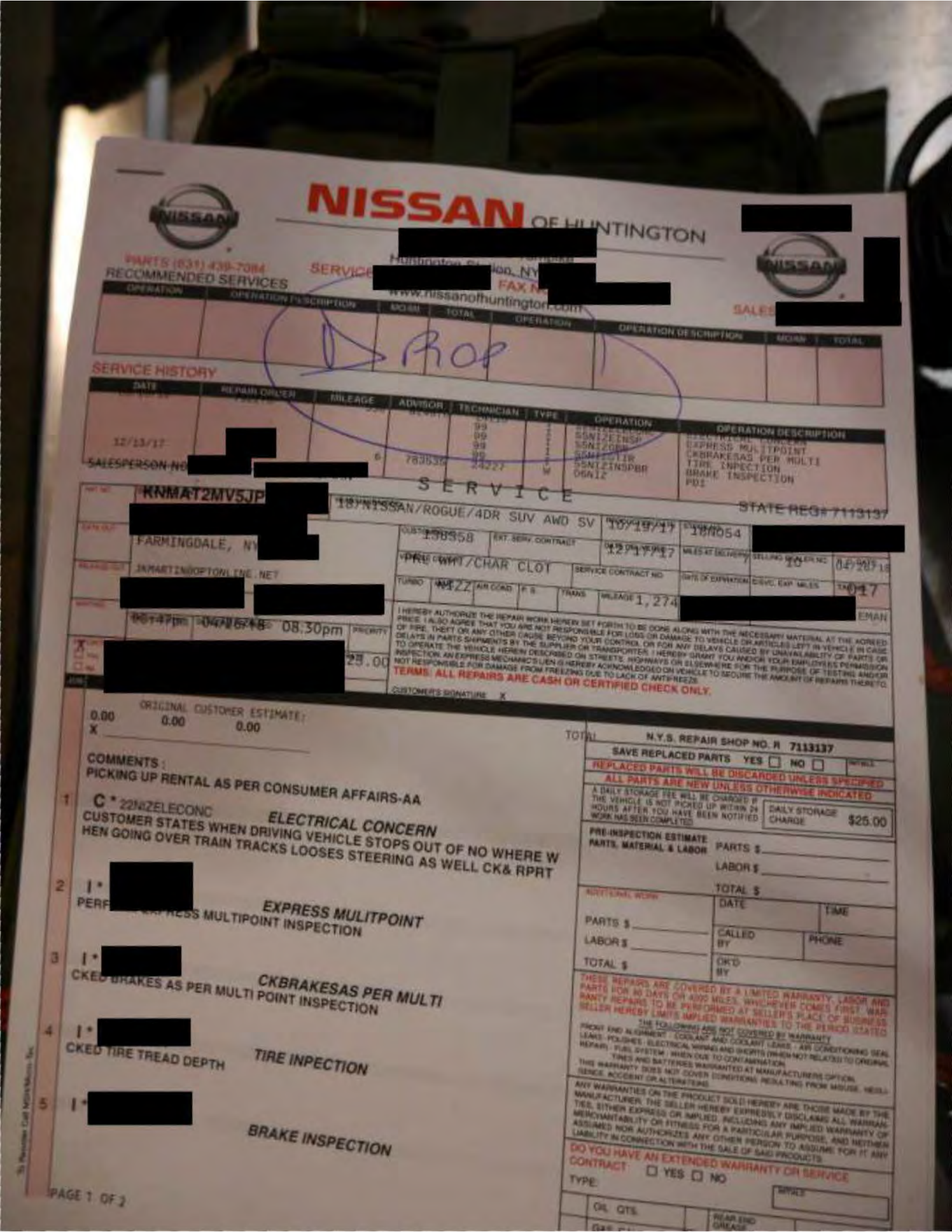
Yes	No		Comments
○	◉	Obstructions to camera? (ie. dirt, stickers, etc.)	Lane camera not equipped.
○	◉	Physical damage to camera? (ie. cracks)	Lane camera not equipped.
○	◉	Obstructions to radar sensor units? (ie. dirt, stickers, etc.)	Please see photos 29 - 31, 70 - 72
○	◉	Physical damage to radar sensor units? (ie. cracks)	Please see photos 29 - 31, 70 - 72
◉	○	Electrical connection to radar module firmly seated?	Please see photos 29 - 31, 70 - 72
○	◉	Electrical connection to camera module firmly seated?	Lane camera 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.



NISSAN OF HUNTINGTON

[redacted]

PARTS (631) 439-7084 SERVICE [redacted] FAX [redacted]

www.nissanofhuntington.com

SALES [redacted]

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MOMI	TOTAL	OPERATION	OPERATION DESCRIPTION	MOMI	TOTAL

D Rod

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/13/17	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
				99	I	SSNIZELNSP	EXPRESS MULITPOINT
				99	I	SSNIZCORR	CKBRAKESAS PER MULTI
				99	I	SSNIZTIR	TIRE INPECTION
				99	I	SSNIZINSPBR	BRAKE INSPECTION
		783539		24227	W	06NIZ	PDI

SALESPERSON NO [redacted]

SERVICE

STATE REG# 7113137

KNMAT2MV5JP [redacted]

18/NISSAN/ROGUE/4DR SUV AWD SV

[redacted]

FARMINGDALE, NY

JAMARTIN@OPTONLINE.NET

[redacted]

CUST NO 198558 | EXT. SERV. CONTRACT | DATE OF DELIVERY 12/17/17 | 1800054 | [redacted]

PRE WHT/CHAR CLOT | SERVICE CONTRACT NO | DATE OF EXPIRATION | SERVC. EXP. MILES

TURBO | AWD | AIR COND | P.S. | TRANS | MILEAGE 1,274

08:47pm 08:30pm PRIORITY

[redacted]

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL AT THE AGREED PRICE. I ALSO AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. NOT RESPONSIBLE FOR DAMAGE FROM FREEZING DUE TO LACK OF ANTI-FREEZE.

TERMS: ALL REPAIRS ARE CASH OR CERTIFIED CHECK ONLY.

CUSTOMER'S SIGNATURE X

ORIGINAL CUSTOMER ESTIMATE:

0.00 0.00 0.00

X

TOTAL

COMMENTS:
PICKING UP RENTAL AS PER CONSUMER AFFAIRS-AA

1 C * 22NZELECONC ELECTRICAL CONCERN
CUSTOMER STATES WHEN DRIVING VEHICLE STOPS OUT OF NO WHERE W HEN GOING OVER TRAIN TRACKS LOOSES STEERING AS WELL CK& RPRT

2 I * [redacted] EXPRESS MULITPOINT
PERF[redacted]RESS MULTIPOINT INSPECTION

3 I * [redacted] CKBRAKESAS PER MULTI
CKED BRAKES AS PER MULTI POINT INSPECTION

4 I * [redacted] TIRE INPECTION
CKED TIRE TREAD DEPTH

5 I * [redacted] BRAKE INSPECTION

N.Y.S. REPAIR SHOP NO. R 7113137

SAVE REPLACED PARTS YES ☐ NO ☐

REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

A DAILY STORAGE FEE WILL BE CHARGED IF THE VEHICLE IS NOT PICKED UP WITHIN 24 HOURS AFTER YOU HAVE BEEN NOTIFIED WORK HAS BEEN COMPLETED. DAILY STORAGE CHARGE $25.00

PRE-INSPECTION ESTIMATE PARTS, MATERIAL & LABOR PARTS $ LABOR $ TOTAL $

ADDITIONAL WORK PARTS $ LABOR $ TOTAL $

DATE TIME CALLED BY PHONE OKD BY

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. SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE PERIOD STATED

THE FOLLOWING 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 SYSTEM - WHEN DUE TO CONTAMINATION

TIRES AND BATTERIES WARRANTED AT MANUFACTURERS OPTION.

THIS WARRANTY DOES NOT COVER CONDITIONS RESULTING FROM MISUSE, NEGLIGENCE, ACCIDENT OR ALTERATIONS.

ANY WARRANTIES ON THE PRODUCT 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 NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

DO YOU HAVE AN EXTENDED WARRANTY OR SERVICE CONTRACT ☐ YES ☐ NO

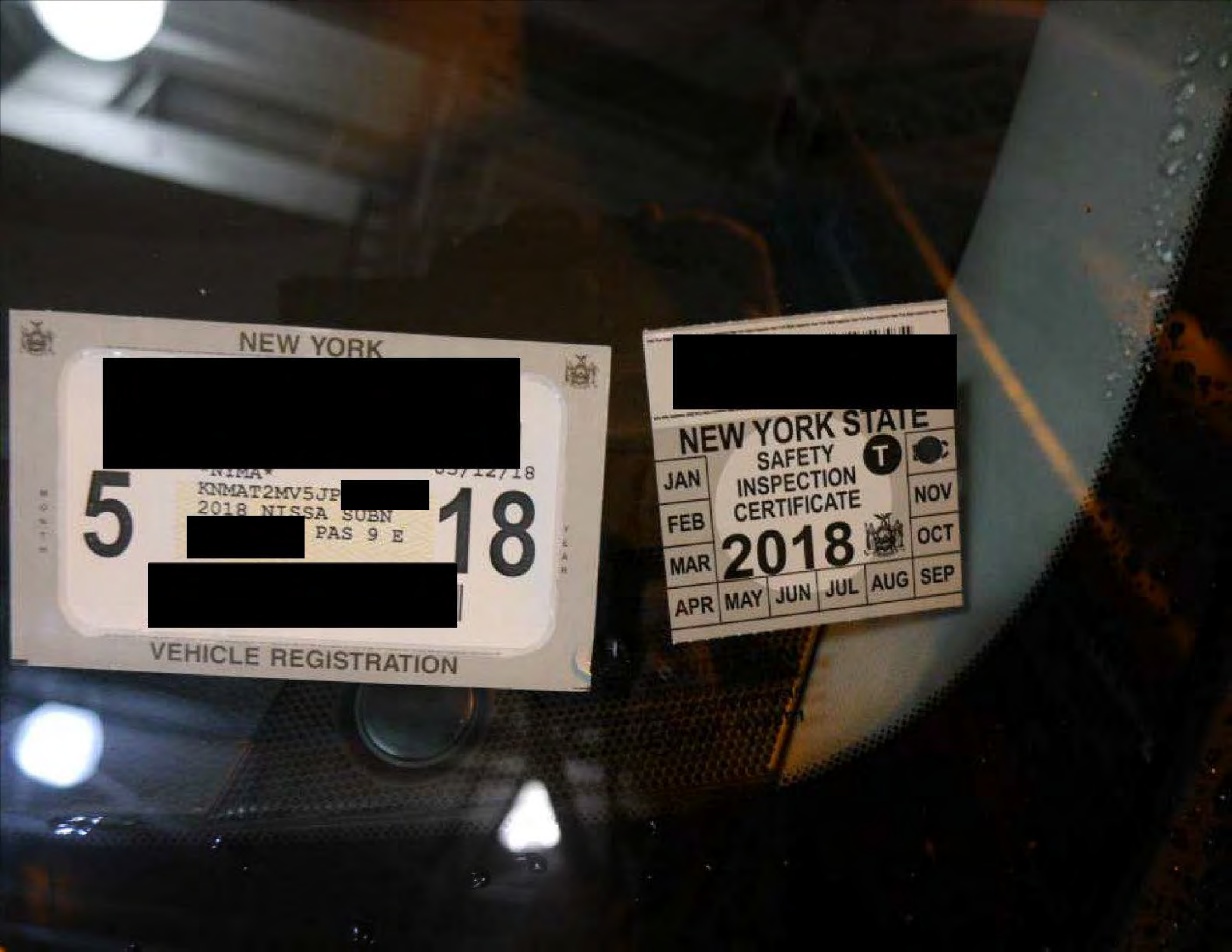
TYPE:

OIL QTS.		REAR END GREASE	
GAS GALS.			

PAGE 1 OF 2




KNMAT2MV5JP


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VEHICLE REGISTRATION
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NEW YORK STATE
SAFETY
INSPECTION
CERTIFICATE
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ROGUE


NISSAN
ROGUE
SV AWD


SV AWD










NISSAN


NISSAN










NISSAN




























Thank you


Thank You
For Your Business
ROGUE




ROGUE


































QR25




RENAULT NISSAN
12V - 80D23L 62Ah 562A (SAE
24410 JY13B

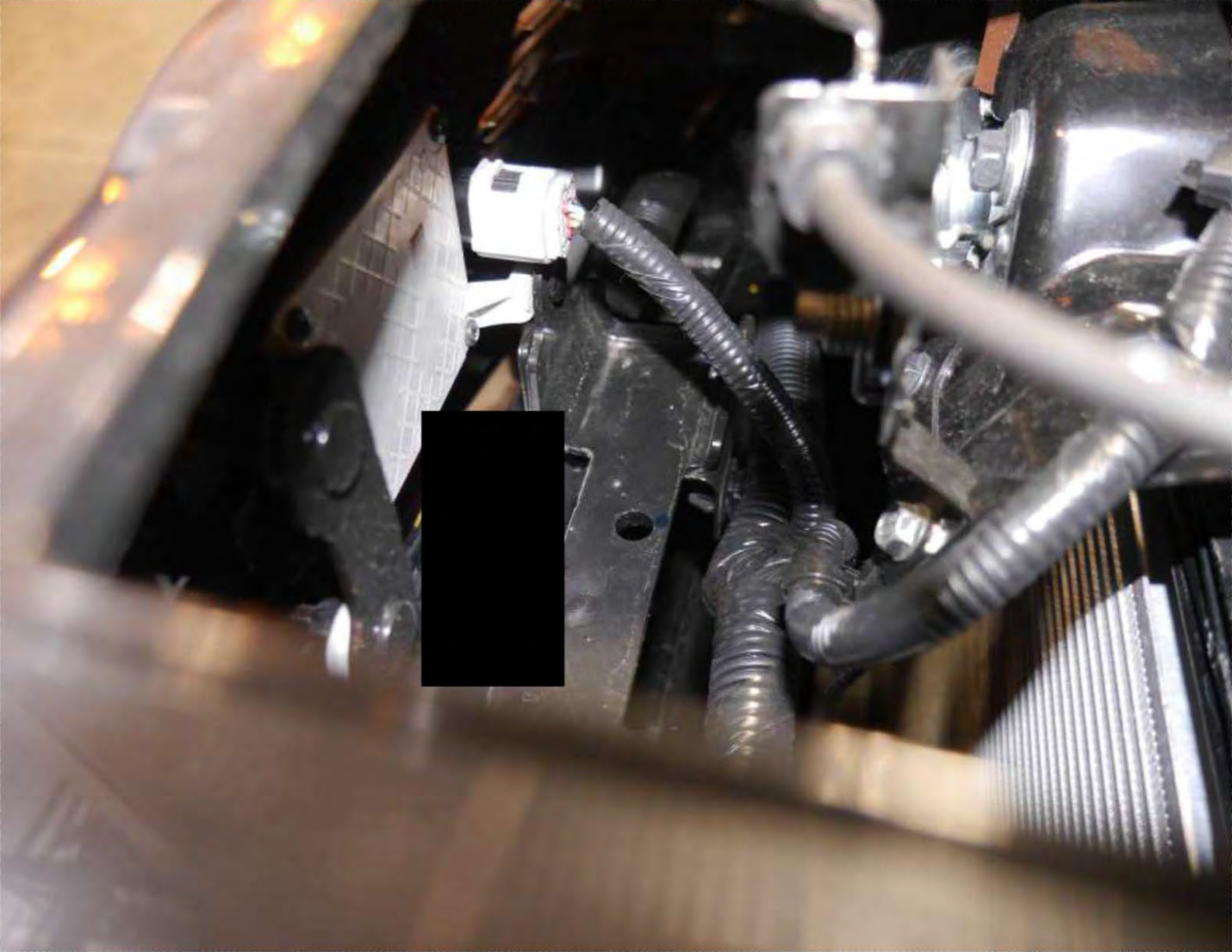

RENAULT NISSAN



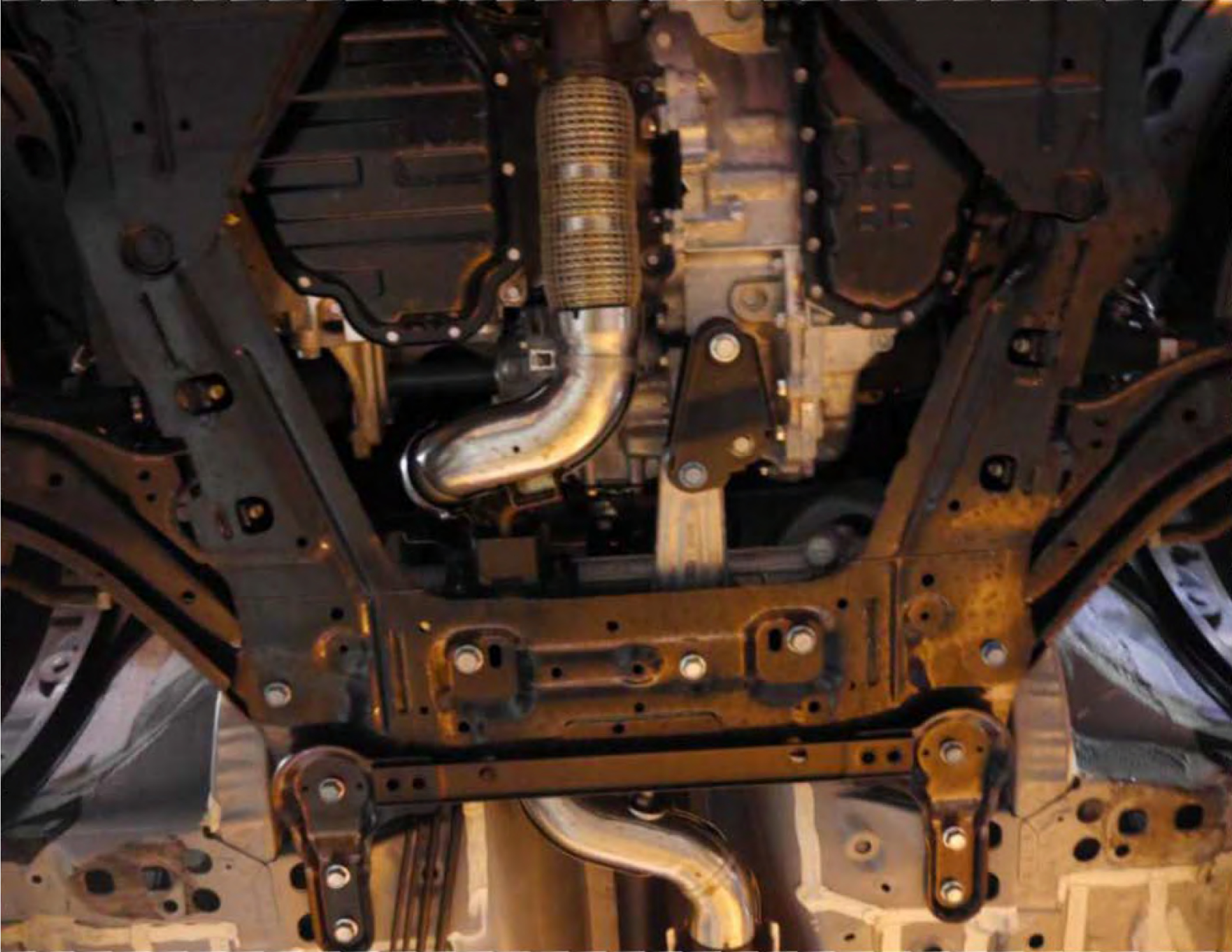


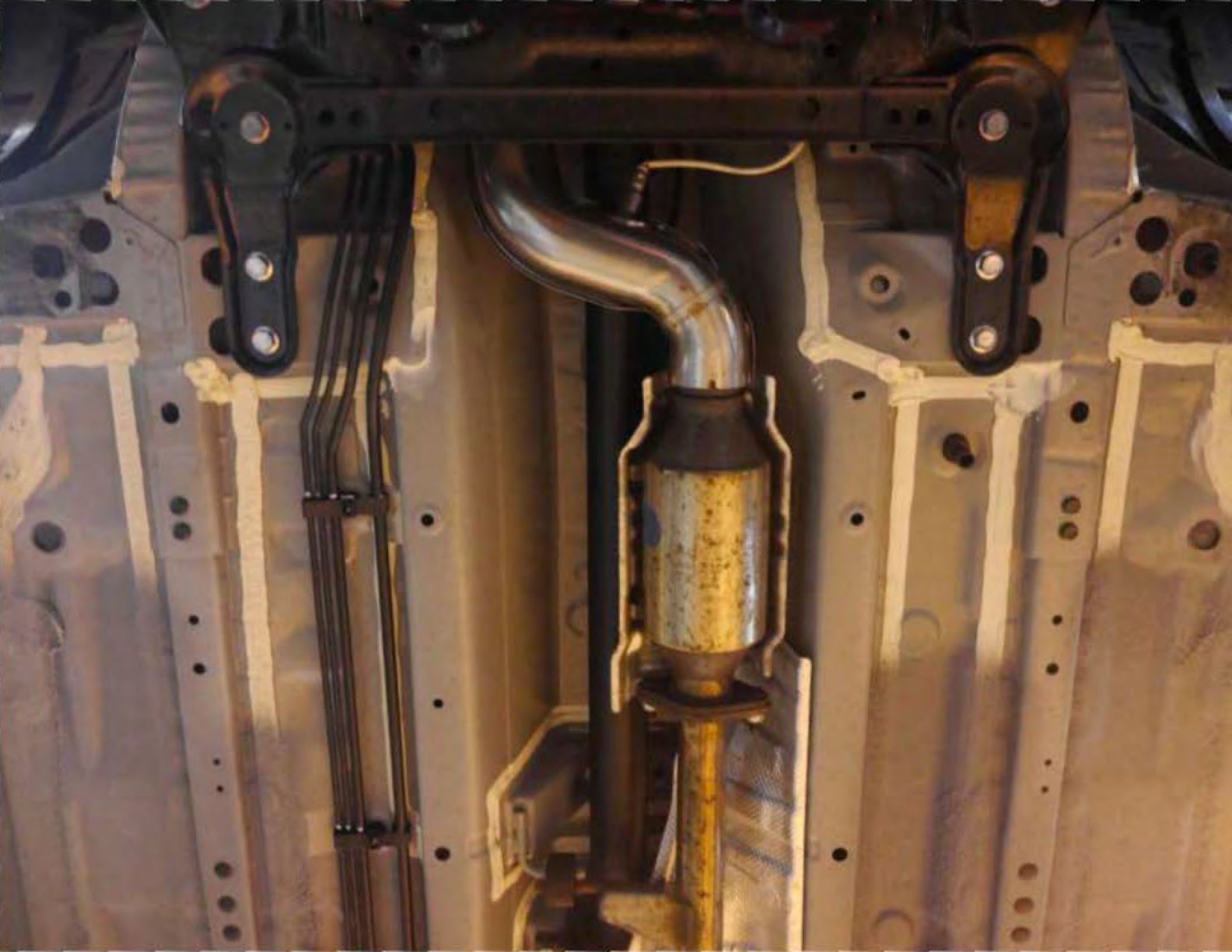




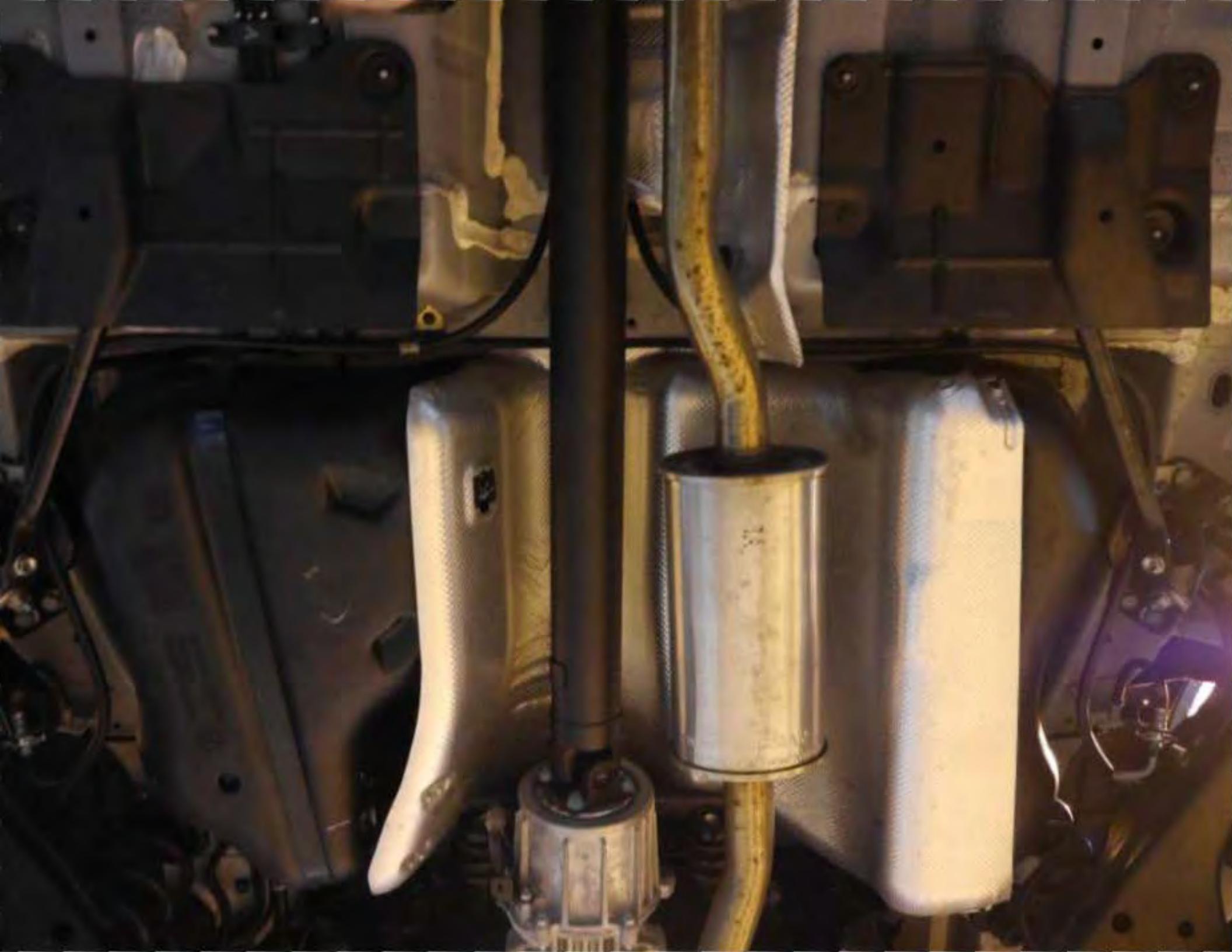

















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Search

Samaritan Potter Help & Training

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

Vehicle
KNMAT2MV5JP[redacted]

Customize Page | Printable View | Help for this Page

Vehicle Campaigns [0] | Warranty Cases [0] | Cases [1] | Service History [9] | Vehicle Service Contracts [0] | Vehicle History [1] | DTS Field Inspections [1]

Vehicle Detail

VIN	KNMAT2MV5JP[redacted]		
Last Modified By	NNAETL, 5/4/2018 9:03 PM	Branded Title	
Created By	NNAETL, 12/11/2017 11:26 AM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage	530	MSRP	$30,110
Latest Recorded Mileage Units	M		
In Service Date	12/17/2017		

Manufacturing Data

Make/Model	2018 NISSAN ROGUE	Manufacturer Date	10/19/2017
Model Year	2018	Plant Name	Renault Samsung
Make	NISSAN	PDI Date	
Model Line	ROGUE	Country Code	USA
Model Code	22218	US Specification Indicator	Y
Body Style Type	WAGON 4 DOOR	Emissions Type	50 STATE
Exterior Color	PEARL WHITE	Emissions Certification	
Cylinders		Open Recall	
Transmission Type	CVT	Head Unit	AIVI
Model Series		Model Line Code	RGE
Factory Installed Options	C03E10U01U35Z66		
Factory Installed Options Descriptions	C03 (50 STATE EMISSIONS), E10 (PREMIUM PAINT E10), U01 (PREMIUM PACKAGE), U35 (NAVIGATION MANUAL), Z66 (ACTIVATION DISCLAIMER)		

Vehicle Tools

Total Approved Checks VIN Decoder

System Information

Latest Owner (BETA) [redacted]

Warranty Information

S No.	Warranty Description	Warranty Expiration Date	Warranty Expiration Miles	Warranty Exclusion Code	Warranty Exclusion Name	Warranty Extensions/Cust Service Initiatives Flag	Brand
1	BASIC COVERAGE	12/17/2020	36,000				
2	POWERTRAIN COVERAGE	12/17/2022	60,000				
3	SEAT BELT	12/17/2027	999,999				
4	CORROSION COVERAGE (PERFORATION)	12/17/2022	999,999				
5	FEDERAL EMISSION LONG TERM DEFECT	12/17/2025	80,000				

Vehicle Retail Sales

Vehicle Retail Sales

Action	Name	Owner	Selling Dealer	Sale Type	Vehicle Model	Purchase Date	Rewind Indicator
View	[redacted]	[redacted]	NISSAN OF HUNTINGTON	Retail Sale	ROGUE	12/17/2017	

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]	4/3/2018 2:19 PM		530	Open	0	Samantha Dixon

Service History

Service History Help

Action	SRH Number	PNC Code Description	Coverage Code/Pay Type	Transaction Date/VR Close Date	Vehicle Mileage	Customer	Dealer Code	Work Order #	Claim Line #
	[redacted]		PD	12/20/2017	6	NP NISSAN OF HUNTINGTON	[redacted]		1
	[redacted]		I	3/15/2018	556	[redacted]	[redacted]		
	[redacted]		I	3/15/2018	556	[redacted]	[redacted]		
	[redacted]		I	3/15/2018	556	[redacted]	[redacted]		
	[redacted]		I	3/15/2018	556	[redacted]	[redacted]		
	[redacted]		I	3/15/2018	556	[redacted]	[redacted]		
	[redacted]		I	12/20/2017	6		[redacted]		
	[redacted]		I	12/20/2017	6		[redacted]		
	[redacted]		W	12/20/2017	6		[redacted]		

Vehicle Service Contracts

Vehicle Service Contracts Help

No records to display

Vehicle History

Vehicle History Help

Date	User	Action
12/11/2017 11:26 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	4/16/2018	[redacted]	Kevin	MacKay	NER	4/27/2018 1:00 PM	5/3/2018 8:00 PM

^ Back To Top

Always show me fewer / more records per related list

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DP19-001

NISSAN

5/15/2019

ATTACHMENT B

REQUEST NUMBER 2 DOCUMENTS

FIELD REPORTS



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

CDR File Information

User Entered VIN	5N1AT2MV5HC[redacted]
User	KEVIN D MACKAY
Case Number	[redacted]
EDR Data Imaging Date	05/01/2018
Crash Date	04/02/2018
Filename	5N1AT2MV5HC[redacted]_ACM.CDRX
Saved on	Tuesday, May 1 2018 at 11:16:16
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

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DID    Data

2001  00 02 1C 00 00 00 00 00 00 00 00 00 00 00 00 00
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2002  00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
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2004  00 00 00 02 1C 00 00 FF FF CC 0A 00 00 00 00

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2019  00 00 00 01 00 00 00 01 00 00 00 01 00 00 00 01
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201A  7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
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201E  7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
      7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
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      FF 7F FF 7F FF 7F FF FF FF FF FF FF FF FF FF FF
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      FF FF FF FF FF FF FF

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      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.



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Case [redacted]

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Case Comments [24] | Case Categorizations [1] | Open Activities [0] | Activity History [6] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | DTS Field Inspections [1] | Attachments [3] | Case History [22] | 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	4/3/2018 11:31 AM
Letter Received Date		Date/Time Closed	
Follow Up Date	5/18/2018	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	16,407		

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	5N1AT2MV5H[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	SOUTH SHORE NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	07	Dealer Instructions	
Shared With		Requested Dealer Action	please review.

Related Items

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

RHR Started	4/3/2018	Vehicle Service Contract	
RHR Completed	4/3/2018	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] : 5N1AT2MV5H[redacted]		
Created By	Patience Million, 4/3/2018 11:31 AM	Root Cause Code	SCIN
Last Modified By	NNAETL, 5/4/2018 9:03 PM	Root Cause Code (2)	
Legacy Case Number		Action Code	
Root Cause		Priority	N/A

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

Case Comments

New

Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By: Dakota McGregor (5/4/2018 8:26 AM)** ARBS notes per DTS-KM that IIR is uploaded to FTP
Make Private	✓	**Created By: Dakota McGregor (5/3/2018 8:27 AM)** ARBS placed outbound to C[redacted] ARBS verified C had time to speak to ARBS ARBS informed that case is still under review ARBS informed that specialists will need 2-4 weeks from inspection date before resolution will be available C understood C had a question about servicing of loaner/rental veh ARBS referred C to DLR C understood ARBS thanked C C thanked ARBS call ended mutually
Make Private	✓	**Created By: Dakota McGregor (5/3/2018 8:22 AM) | Last Modified By: Dakota McGregor (5/3/2018 8:22 AM)** ARBS received vmx from C requesting update on case
Make Private	✓	**Created By: Dakota McGregor (4/30/2018 10:35 AM)** ARBS placed outbound to South Shore Nissan ARBS spoke to SA Dylan ARBS informed of inspection date for 05/01/18 with DTS-KM ARBS provided C info
Make Private	✓	**Created By: Dakota McGregor (4/10/2018 3:30 PM)** ARBS placed outbound to South Shore Nissan 2X ARBS was sent straight to vmx both times ARBS notes that vmx is not identified ARBS did not leave a vmx
Make Private	✓	**Created By: Dakota McGregor (4/10/2018 11:32 AM)** ARBS placed outbound to C[redacted] ARBS left vmx informing that inspection date would be 05-01-18 ARBS informed that inspector may be able to address concern upon visit and if so, then ARBS would notify C ARBS informed that update from inspector can take several business days ARBS informed otherwise specialists may need to review info
Make Private	✓	**Created By: Dakota McGregor (4/5/2018 5:48 PM)** ARBS submitted DTS request
Make Private	✓	**Created By: Dakota McGregor (4/5/2018 5:47 PM)** ARBS notes continued: C did not provide FEB incidents in order C states on all incidents: C states that no one was in front behind or beside C C waited for automatic braking to cease then C reapplied foot to accelerator and kept going C states that there has been no accident or injury C states that hears a beeping noise C states there was no construction in the area C states that regarding locations, what information C can provide C will C states C also does not mind if DTS needs to call C to take a statement also C states [redacted] location C states that was headed north approaching trestle railroad bridge, before going underneath C states that was at 4PM C states that incident happened in Commack, NY 9PM Headed southbound on [redacted] approaching the Chic fil A C states that railroad crossing at Farmingdale, New York headed south day and night

		C states that had a warning light illuminate at this time C states that veh stopped on the railroad tracks C states that avoids neighborhood due to FEB concerns C states that FEB concerns will go away for long periods of time, then will come back C states that C will go extremely slow around problem areas, C described as areas where FEB has previously incorrectly engaged, like 5 mph to avoid having concerns with FEB and FEB will still malfunction C states there was no debris on the veh or sensor C states that incident happens most often at night and on [redacted] and [redacted] turnpike and is near I24 C states that C and Cs wife do not feel safe in the veh ARBS informed that would garner an inspection date and in several business days, ARBS would provide inspection date to C ARBS informed that rental/loaner would be continued to be provided at this time until ARBS has new update for C in case or until inspection and review process is completed C understood ARBS offered further assistance C declined ARBS provided direct contact number ARBS thanked C C thanked ARBS Call ended mutually
Make Private	✓	**Created By: Dakota McGregor (4/5/2018 5:34 PM)** ARBS notes call was placed at 3:11PM
Make Private	✓	**Created By: Dakota McGregor (4/5/2018 5:34 PM)** ARBS placed outbound to C [redacted] ARBS verified and completed probe ARBS verified C had time to speak to ARBS ARBS spoke to C and Cs wife C states that C has FEB automatic braking concerns when no vehicles are around C states C had three incidents in one day recently on 04-02 ARBS offered inspection and explained inspection process to C C states that C already spoke to Service Adviser Reniel Williams and with the Service manager of Shore Line Nissan. C states SA informed C that Nissan has already agreed to repurchase the customer's vehicle eventually, and that the customer would be reimbursed his down payment at that time C detailed that C and SA discussed repurchase process at length, and how veh will be repurchased C states DLR informed C that Nissan has a known concern for the forward emergency braking with the vehicle automatically braking for no reason, and that no repair is available and will not be available C states that other customers with the same make and model vehicles have already been repurchased from South Shore Nissan for forward emergency braking concerns, and that DLR discussed these further with C C states SA and SM informed C that Cs vehicle will just sit at the dealership until it is repurchased, then after 30 days, his vehicle will be repurchased ARBS apologized to c and informed that there were several miscommunications that have occurred ARBS informed that does see on file that Cs request for repurchase has been reviewed and NNA is not in a position to offer a repurchase of this vehicle. NNA will continue to honor the terms and conditions of all applicable warranties. C inquired about other vehicles that have been repurchased at Shore Line Nissan ARBS informed that is unable to advise on other cases or other customer's vehicles ARBS explained VIN specific to C, and that every case is different C understood C states C wants veh repurchased and does not feel safe in the veh C states then C will work with Nissan on inspection C states that at end of process though, C does want Nissan to repurchase Cs veh ARBS informed that would have Cs request for re-review on file, and once inspection is completed, then ARBS will have repurchase request reviewed for C ARBS did inform that is not guaranteed that Nissan will be in a position to repurchase Cs veh C understood C inquired about end of process if no defects are found ARBS informed that is unable to advise as every case is different C understood
Make Public		**Created By: Trisha Zamarron (4/5/2018 10:33 AM)** ARBS-TZ notes based upon the RHR provided and a good faith review of C's concerns, NNA is not in a position to offer a repurchase of this vehicle. NNA will continue to honor the terms and conditions of all applicable warranties.
Make Public		**Created By: Trisha Zamarron (4/5/2018 10:32 AM)** ARBS-TZ reviewed the following repair history: 8/12/2017- 8/12/2017 @ 2,551 RO[redacted] 1 day down Concerns: 1. client states transmission slips while driving. 2. client states car brakes by itself while driving when no object is in front. Actions: 1. customer new to cvt transmission.. normal driving no repairs made. 2. found dirt on collision sensor. recommend cust keep car clean ========== ARBS-TZ notes the following: State: NY In Service Date 6/25/2017 Retail Sale DTS inspection has a VSC
Make Public		**Created By: Nicki Barror (4/3/2018 3:51 PM)** DRTS received the RHR. The RHR was assigned to ARBS Trisha Zamarron for review.
Make Public		**Created By: Samantha Dixon (4/3/2018 3:45 PM)** C contacted NNA about FEB concerns, repurchase/replacement.
Make Private	✓	**Created By: Amanda Yett (4/3/2018 3:43 PM)** RCAS-AY attached ROs and RHR to case.
Make Public		**Created By: Amanda Yett (4/3/2018 3:36 PM)** C contacted NNA about FEB concerns.
Make Private	✓	**Created By: Amanda Yett (4/3/2018 3:34 PM)** RCAS-AY submitted IIR.
		Created By: Amanda Yett (4/3/2018 3:34 PM) RCAS-AY placed outbound call to Customer at [redacted] on 4/3/2018 at 3:13 PM. 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, radio concerns, fan concern.

C stated that veh keeps stopping on C.
C asked how C is supposed to explain it to insurance company if C gets into an accident.
C stated that it is happening all the time now.
C stated that C is a technician for another company.
C stated that C wants to be put in a loaner veh.
C stated that C has other concerns with DLR.
C stated that C's main concern is with veh stopping.

RCAS-AY apologized for experience.
RCAS-AY advised that RCAS-AY needs to ask C some questions and if C could be as thorough as possible in C's response.

C stated that C is driving around in a veh that is unsafe.

RCAS-AY advised has contacted SM-JL and asked that loaner veh be provided to C.

C stated that C will drive to DLR and get a veh.
C stated that C has to get out of this veh.
C stated that C has to take alternate routes to avoid railroad tracks.
C stated that C is on vacation without a veh until Monday.
C stated that C's wife is primary driver of veh.

RCAS-AY understood.

C stated that it has happened so many times.
C stated that C went to DLR today and DLR said there was no fix.
C stated that DLR told C to call NNA CA.
C stated that C left Hyundai because of bad service.
C stated that C does not want this to happen with Nissan.

RCAS-AY asked how C would like NNA to be involved.

C stated that veh needs to stop doing this or C needs to be put in a new veh.
C stated that C does not want to just turn the feature off.

Make Private

RCAS-AY advised of RHR process.

Why do you want to return the veh to NNA?
C stated due to safety concerns with veh.

Where is the veh currently?
With C, but C is going to DLR shortly to get a loaner veh.

Where was the veh purchased?
Massapequa Nissan

Was it purchased new or used?
New

If used, when was the veh purchased?
N/A

Where is the veh serviced?
Massapequa Nissan/South Shore Nissan

Has the veh been taken to multiple Nissan/Infinity dealers?
No

C stated that C will call DLR and get a loaner veh.
C asked if Nissan will charge C.

RCAS-AY advised C will not be charged for a loaner.

C asked about repurchase.

RCAS-AY advised does not have specific info on that.

C understood and declined further assistance.

RCAS-AY advised follow up in 3 business days.
RCAS-AY thanked C for C's time.

Call ended mutually.

Make Private

Created By: Amanda Yett (4/3/2018 2:23 PM)
RCAS-AY sent email to SM-Jimmy Lennon and FOM-Victor Rosario regarding loaner veh request.

Make Private

Created By: Amanda Yett (4/3/2018 2:22 PM)
RCAS-AY placed outbound call to SOUTH SHORE NISSAN on 4/3/18 at 2:11 PM and spoke with SM-Jimmy Lennon.
RCAS-AY provided last six of VIN.
SM-JL advised called DTS-Kevin MacKay and DTS-KM advised C should call NNA to create a case.
SM-JL advised no repairs were completed.
SM-JL advised C is not in a loaner veh.
RCAS-AY requested that C be put in a loaner veh.
RCAS-AY advised will notify FOM-Victor Rosario.

Make Private

Created By: Amanda Yett (4/3/2018 12:42 PM)
RCAS-AY placed outbound call to DLR.
RCAS-AY left VMX for SM-Jimmy Lennon requesting callback.

Make Private

Created By: Amanda Yett (4/3/2018 12:34 PM)
RCAS-AY unable to datanet.

Make Public

Created By: Patience Million (4/3/2018 11:41 AM)
****
CASE SUMMARY

C'S concern: C filing DLR complaint

CRR-PM advised C that case would be transferred to RCAS who'll be contacting C by end of business day 4/4/2018

CRR-PM transferring case

Created By: Patience Million (4/3/2018 11:41 AM)
CRR- PM VERIFIED Account information including: C's name, home & email address and best contact number.
CRR- PM VERIFIED VEH Information including: VIN & MILEAGE
CRR- PM CHECKED for open recalls/campaigns and found: PC601
CRR- PM CHECKED for previous UNRELATED Case(s) and found: 0

CRR- PM CHECKED previous RELATED Case(s) and found: 0
CRR- PM NOTED C'S concern as: C filing DLR complaint

CRR- PM received inbound call from C.

C stated at DLR service department
C stated wife's truck automatically stopping all the time
C stated for C's wife's safety
C stated requesting loaner VEH

CRR-PM asked how long concern occurring

C stated concern occurred right after C purchased VEH
C stated brought VEH to DLR twice already
C stated DLR

CRR-PM asked whom C spoke

C stated spoke to Reniel Williams

Make Public

CRR-PM inquired how C would like NNA to assist

C stated would like VEH repaired & loaner
C stated wife is terrified to drive VEH
C stated DLR changed ownership & now C no longer gets free oil changes & car wash
C stated free oil changes & car wash were part of VEH purchase
C stated upset that C wasted money
C stated main thing is repairing VEH
C stated almost rear ended twice
C stated concern occurring more often lately

CRR-PM advised C that case would be transferred to RCAS who'll be contacting C by end of business day 4/4/2018
CRR-PM verified with C about open campaign
CRR-PM offered case & agent ID
CRR-PM offered further assistance

C declined & 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]	INTERIOR ELECTRICAL	FORWARD EMERGENCY BRAKING (FEB)	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] SOUTH SHORE NISSAN			4/7/2018	Kevin MacKay		Completed	5/3/2018 5:28 PM
Edit | Del	DTS Follow Up[redacted] : SOUTH SHORE NISSAN			4/7/2018	Dakota McGregor		Complete	4/5/2018 5:54 PM
Edit | Del	Completed RHR reveiw		[redacted]	4/5/2018	Dakota McGregor		Complete	4/5/2018 11:29 AM
Edit | Del	IIR		[redacted]	4/4/2018	Dakota McGregor		Complete	4/5/2018 2:25 PM
Edit | Del	RHR review[redacted]	RHR	[redacted]	4/3/2018	Trisha Zamarron	Consumer Affairs RHR	Complete	4/5/2018 10:32 AM
Edit | Del	RHR assigned[redacted]		[redacted]	4/3/2018	Dakota McGregor		Complete	4/3/2018 3:51 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, 4/3/2018 3:24 PM	4/3/2018			5N1AT2MV5H[redacted]	

DTS Field Inspections

DTS Field Inspections Help

Action	Title	DTS Inspection Date	Owner First Name	Owner Last Name	Status
Edit	[redacted]	5/1/2018 10:00 AM	Kevin	MacKay	Completed

Attachments

Attach File | View All | Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	RHR Template- Northeast Region Case[redacted] .doc	74KB	4/3/2018 3:46 PM	Amanda Yett
Edit | View | Del	RO[redacted] .pdf	46KB	4/3/2018 3:46 PM	Amanda Yett

Edit | View | Del	RHR [redacted] doc	47KB	4/3/2018 3:46 PM	Amanda Yett

Case History

Case History Help

Date	User	Action
5/4/2018 8:26 AM	Dakota McGregor	Changed **Follow Up Date** from 5/8/2018 to **5/18/2018**.
4/30/2018 10:36 AM	Dakota McGregor	Changed **Follow Up Date** from 5/2/2018 to **5/8/2018**.
4/10/2018 11:27 AM	Dakota McGregor	Changed **Follow Up Date** from 4/10/2018 to **5/2/2018**.
4/9/2018 12:18 PM	Dakota McGregor	Changed **Follow Up Date** from 4/9/2018 to **4/10/2018**.
4/6/2018 3:34 PM	Dakota McGregor	Changed **Subject** from CUSTOMER: [redacted] PHONE: [redacted] VIN: 5N1AT2MV5HC[redacted] to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: 5N1AT2MV5HC**[redacted]
		Changed **Follow Up Date** from 4/6/2018 to **4/9/2018**.
4/5/2018 5:55 PM	Dakota McGregor	Changed **Follow Up Date** from 4/5/2018 to **4/6/2018**.
4/3/2018 5:06 PM	Dakota McGregor	Changed **Follow Up Date** from 4/6/2018 to **4/5/2018**.
4/3/2018 3:52 PM	Nicki Barror	Changed **DRT Support Status** from Pending to **DRT Assigned**.
4/3/2018 3:46 PM	Samantha Dixon	Changed **Case Owner** from Amanda Yett to **Dakota McGregor**.
4/3/2018 3:45 PM	Samantha Dixon	Changed **Description**.
4/3/2018 3:43 PM	Amanda Yett	Changed **RHR Completed** to **4/3/2018**.
4/3/2018 3:36 PM	Amanda Yett	Changed **RHR Started** to **4/3/2018**.
		Changed **Follow Up Date** from 4/4/2018 to **4/6/2018**.
		Changed **Description**.
4/3/2018 12:34 PM	Amanda Yett	Changed **Description**.
4/3/2018 11:41 AM	Patience Million	Changed **Escalated By ID** to **0050G000009szQA**.
		Changed **Case Owner** from Patience Million to **Amanda Yett**.
4/3/2018 11:31 AM	Patience Million	Changed **Work Phone** to [redacted].
		Changed **VIN** to **5N1AT2MV5HC**[redacted]
		Changed **Subject** to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: 5N1AT2MV5HC**[redacted]
		Created.

Emails

Send an Email

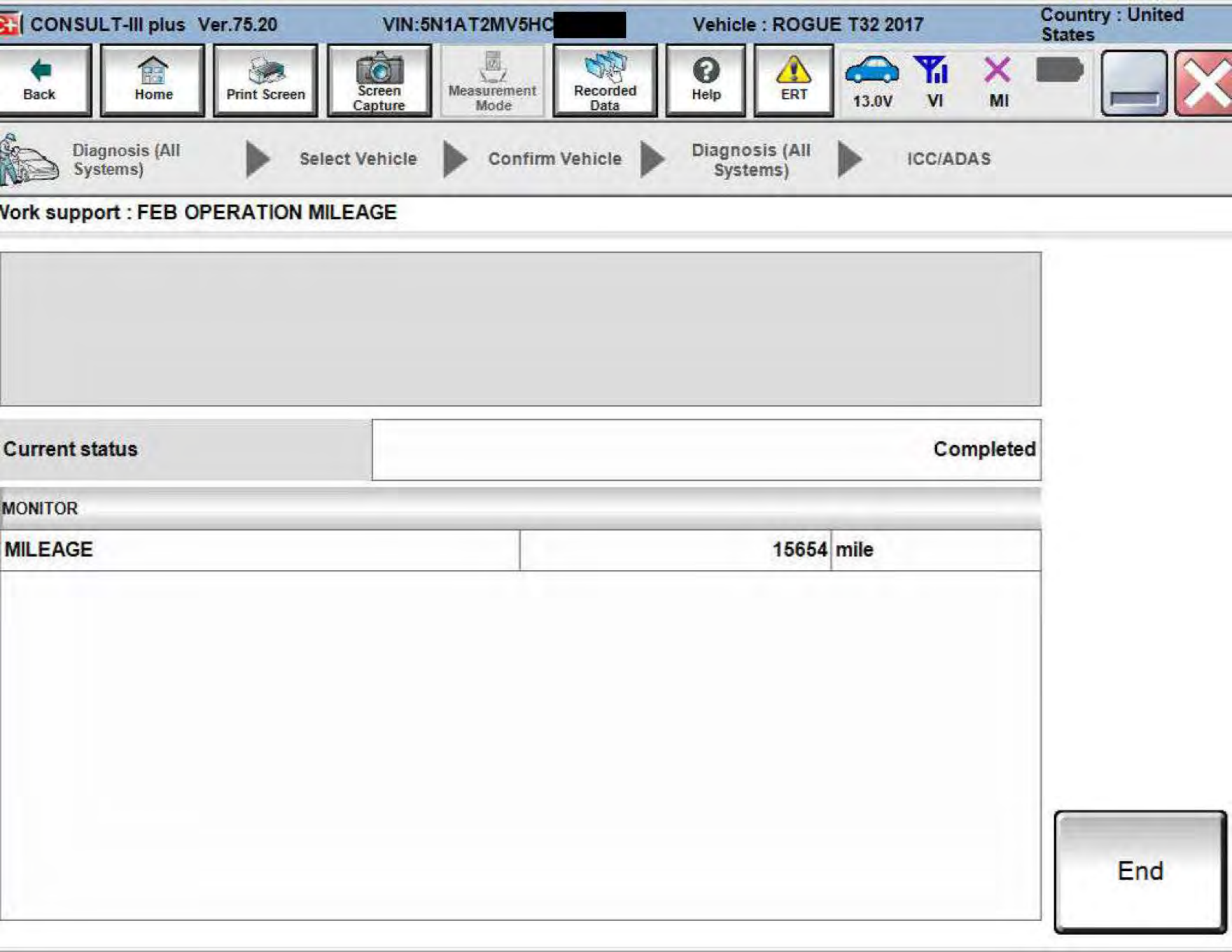
Emails Help

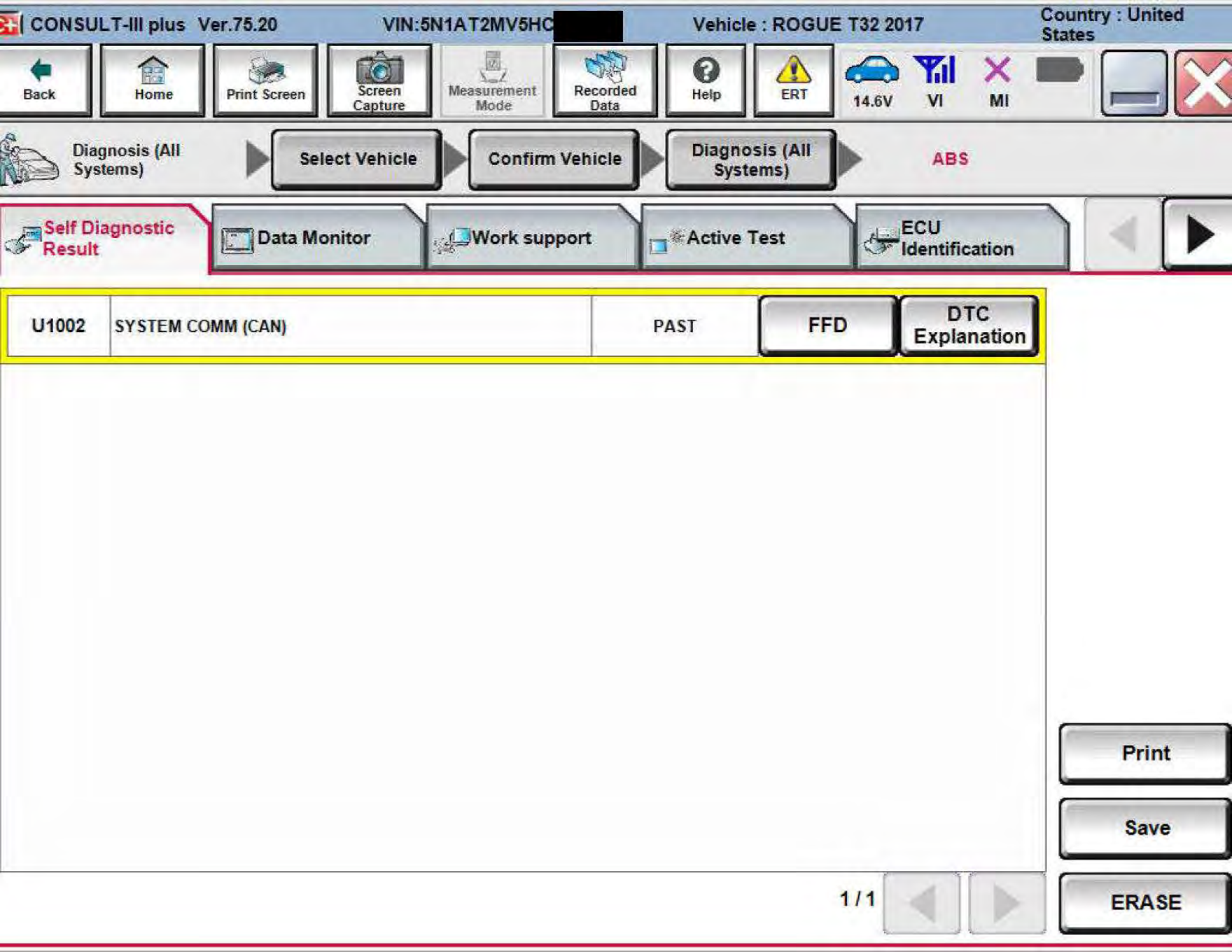
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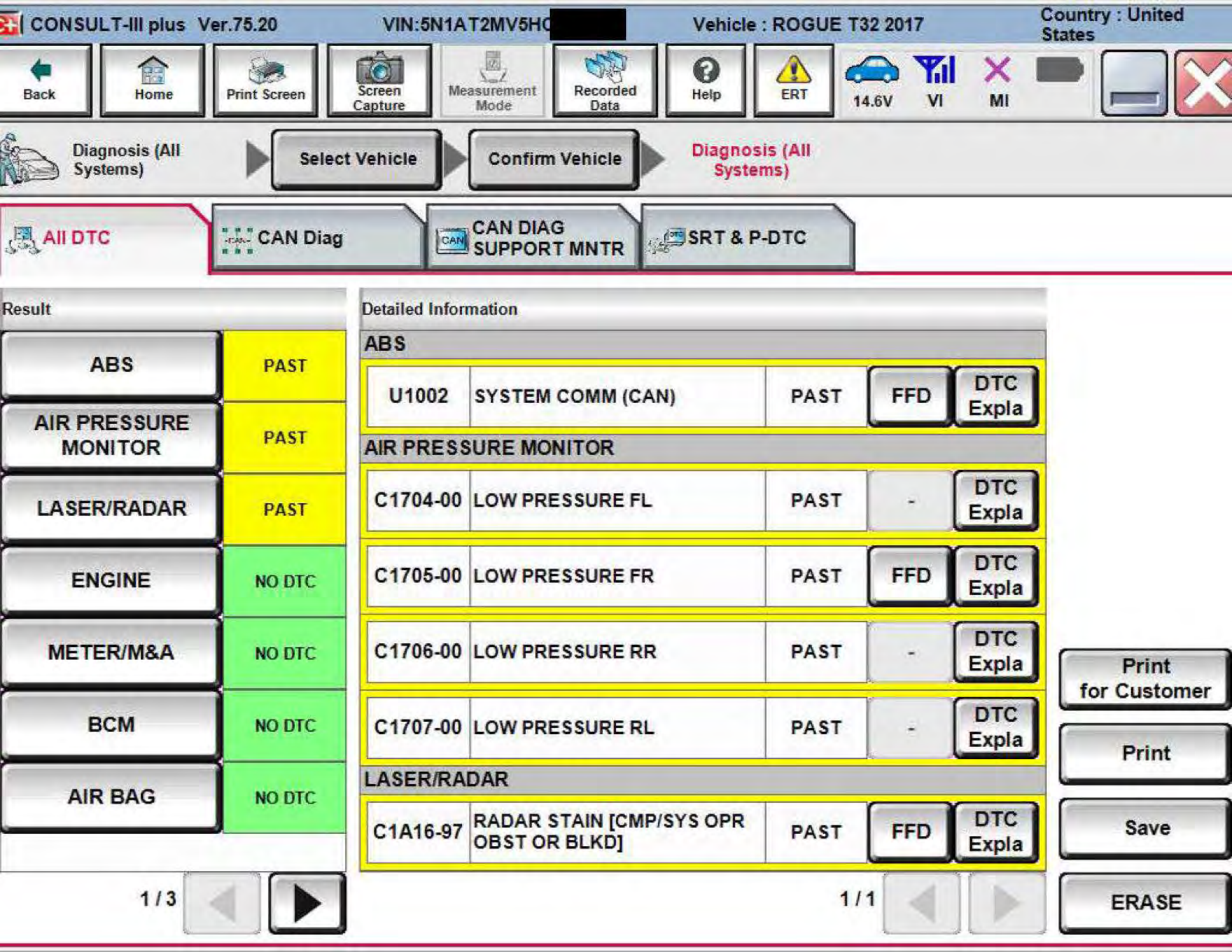
^ Back To Top

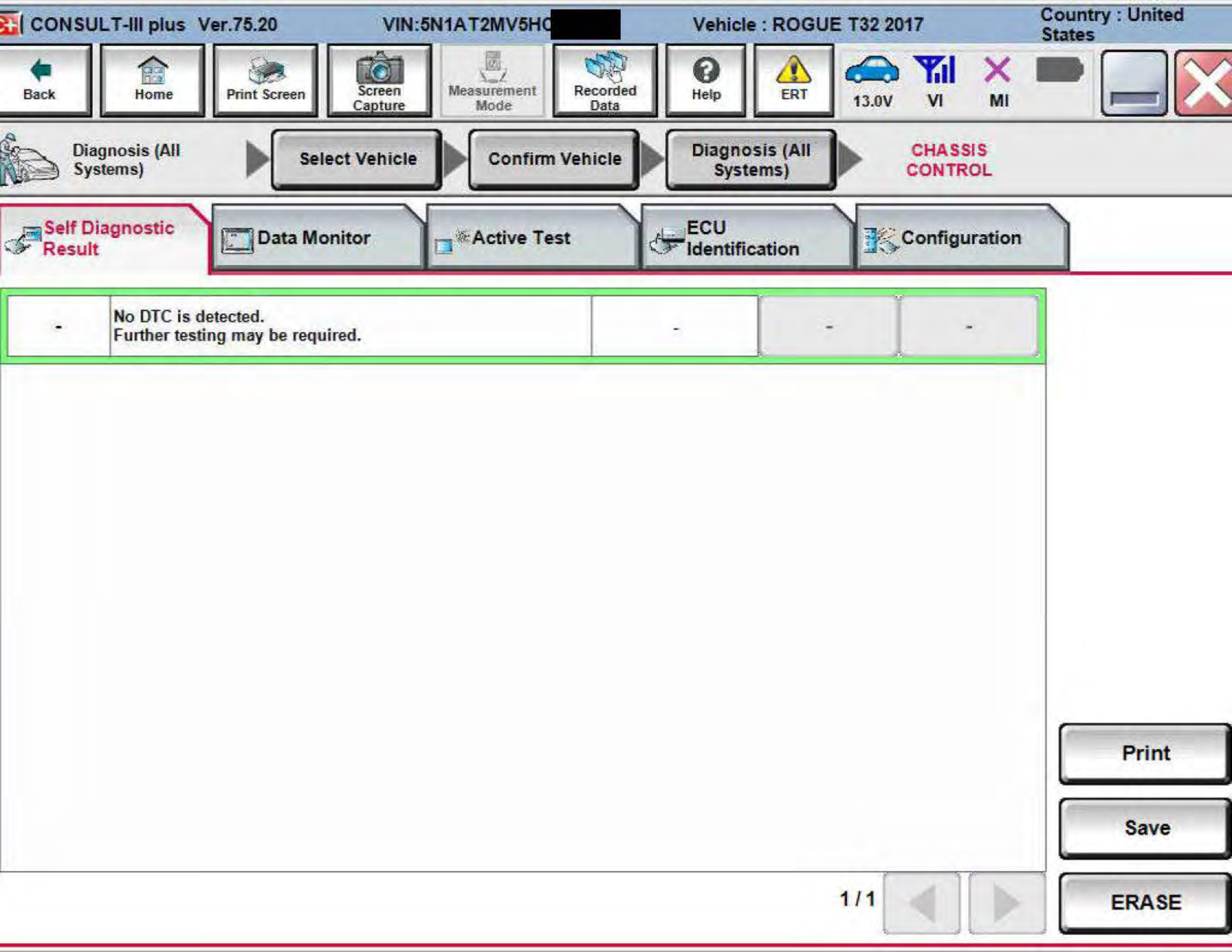
Always show me fewer / more records per related list

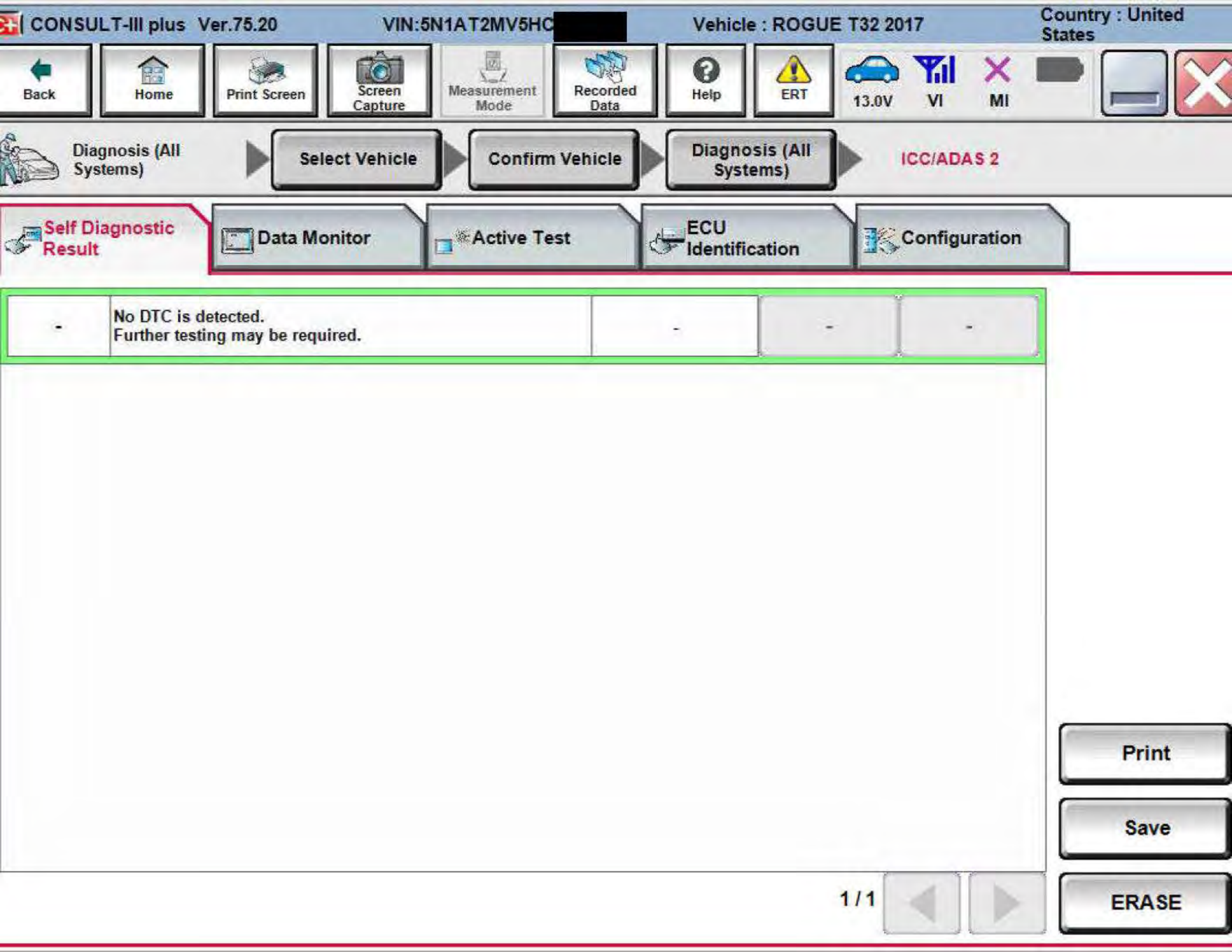
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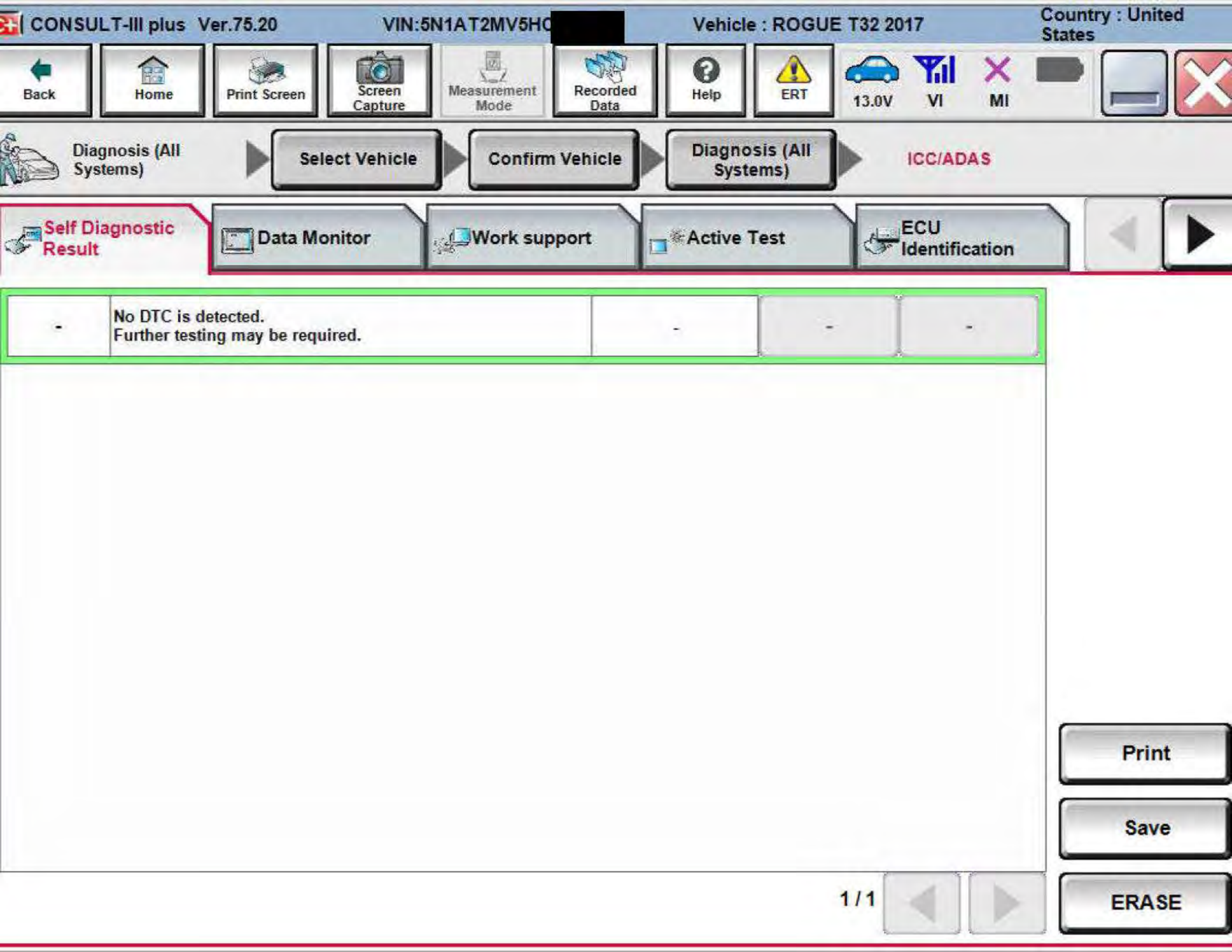

CONSULT-III plus Ver.75.20
VIN:5N1AT2MV5HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB OPERATION MILEAGE
Current status
Completed
MONITOR
MILEAGE
15654
mile
End

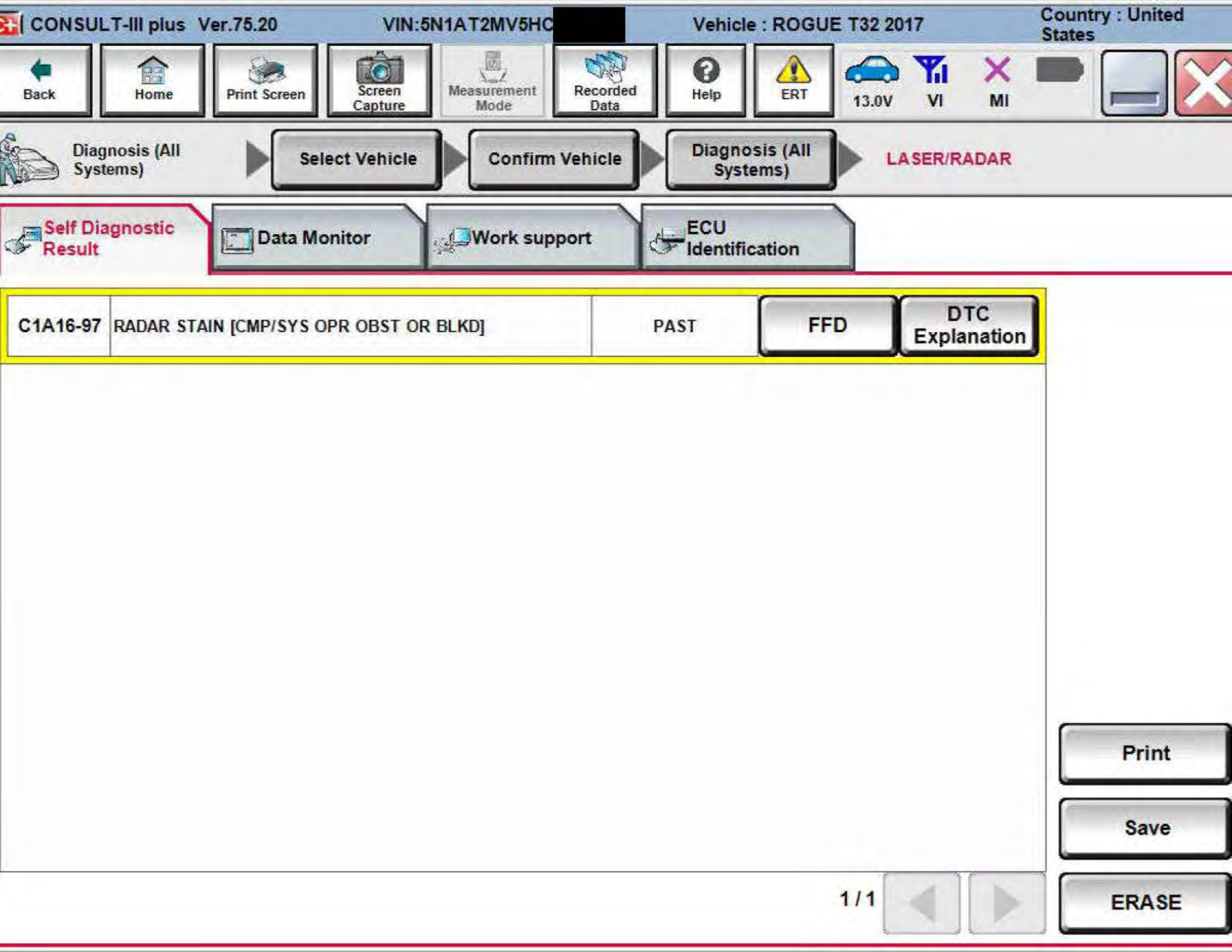

CONSULT-III plus Ver.75.20
VIN:5N1AT2MV5HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.6V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ABS
Self Diagnostic Result
Data Monitor
Work support
Active Test
ECU Identification
U1002
SYSTEM COMM (CAN)
PAST
FFD
DTC Explanation
Print
Save
1 / 1
ERASE

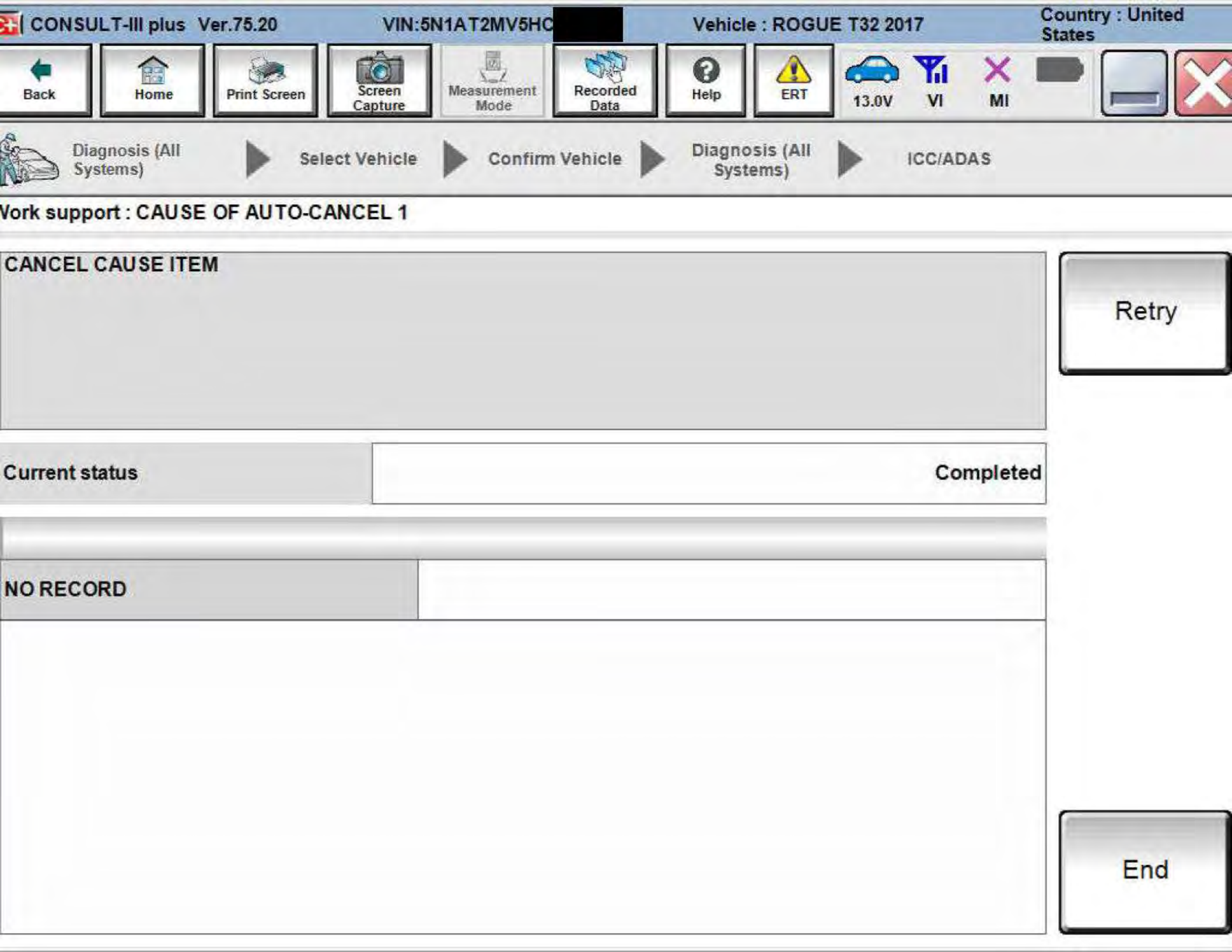

CONSULT-III plus Ver.75.20
VIN:5N1AT2MV5HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.6V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
ABS
PAST
AIR PRESSURE MONITOR
PAST
LASER/RADAR
PAST
ENGINE
NO DTC
METER/M&A
NO DTC
BCM
NO DTC
AIR BAG
NO DTC
1 / 3
Detailed Information
ABS
U1002
SYSTEM COMM (CAN)
PAST
FFD
DTC Expla
AIR PRESSURE MONITOR
C1704-00
LOW PRESSURE FL
PAST
-
DTC Expla
C1705-00
LOW PRESSURE FR
PAST
FFD
DTC Expla
C1706-00
LOW PRESSURE RR
PAST
-
DTC Expla
C1707-00
LOW PRESSURE RL
PAST
-
DTC Expla
LASER/RADAR
C1A16-97
RADAR STAIN [CMP/SYS OPR OBST OR BLKD]
PAST
FFD
DTC Expla
1 / 1
Print for Customer
Print
Save
ERASE

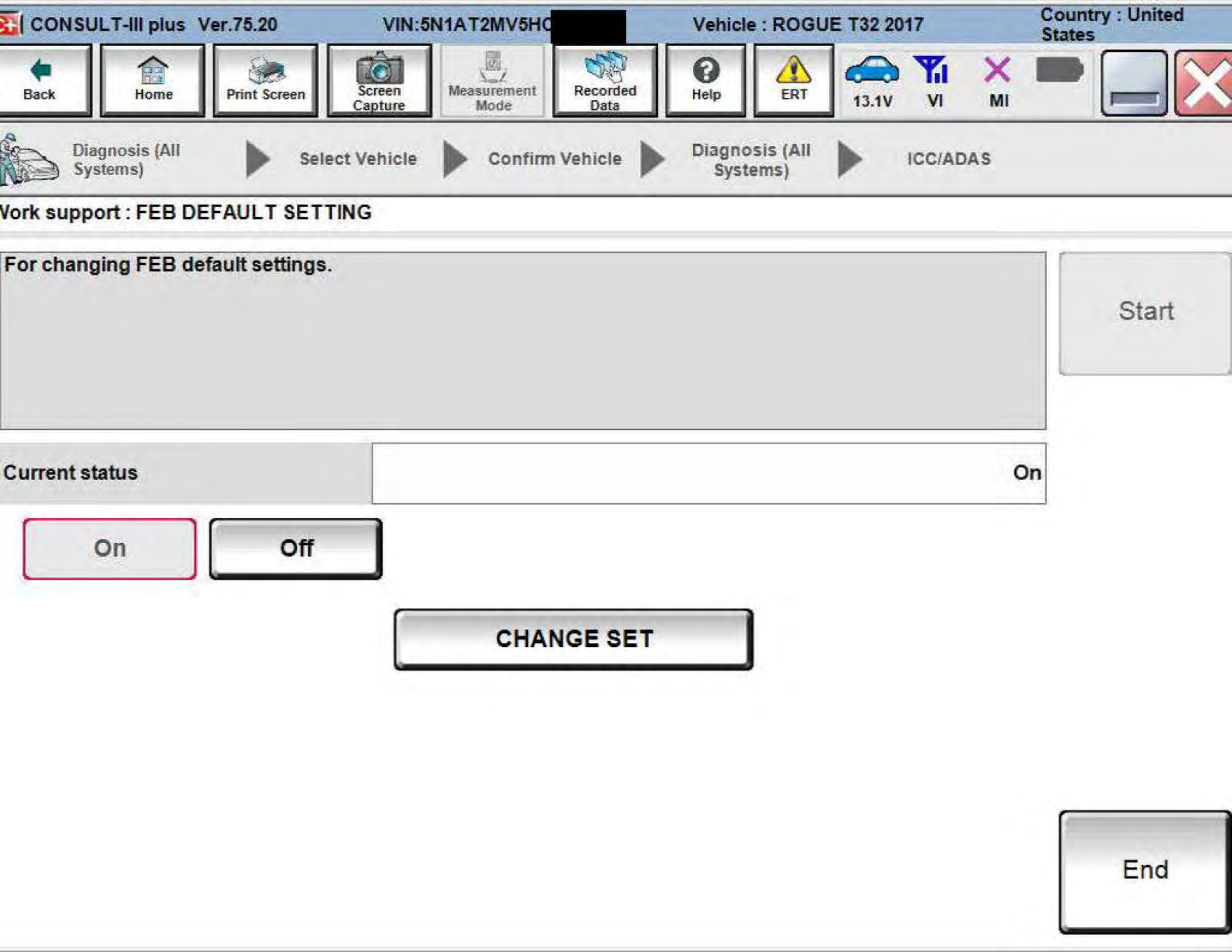

CONSULT-III plus Ver.75.20
VIN:5N1AT2MV5HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
CHASSIS CONTROL
Self Diagnostic Result
Data Monitor
Active Test
ECU Identification
Configuration
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
ERASE
1 / 1


CONSULT-III plus Ver.75.20
VIN:5N1AT2MV5HC[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
ERASE
1 / 1


CONSULT-III plus Ver.75.20
VIN:5N1AT2MV5HC[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
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.75.20
VIN:5N1AT2MV5HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
LASER/RADAR
Self Diagnostic Result
Data Monitor
Work support
ECU Identification
C1A16-97
RADAR STAIN [CMP/SYS OPR OBST OR BLKD]
PAST
FFD
DTC Explanation
Print
Save
1 / 1
ERASE


CONSULT-III plus Ver.75.20
VIN:5N1AT2MV5HC[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.75.20
VIN:5N1AT2MV5HC
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
Work support : FEB DEFAULT SETTING
For changing FEB default settings.
Start
Current status
On
On
Off
CHANGE SET
End

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV5HC[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 Lindenhurst State NY Zip Code [redacted] Country United States

☒ Driver Same as Claimant

☐ Owner Same as Claimant

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

Address [redacted] Eve. Phone [redacted]

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

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 6/6/2017 VIN 5N1AT2MV5HC[redacted]

Mileage 16417 License # [redacted] State NY Country United States

Special equipment & accessories None

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

Number	Description	Status	Date
PC601	Rogue Engine Mount NTB18002 engine mount Rogue (T32)	◉ Open ○ Closed	5/3/2018

Add Row | Remove Row

III. Description of Incident & Claim

Source of Information Claimant Incident Date 4/2/2018 Time 4:00 PM

Location of Incident (describe fully) Over railroad tracks of [redacted] and turnpike in front of the [redacted] in Farmingdale

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV5HC[redacted]

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

Vision obstruction (describe) None Given

Temperature at time of incident 39.9°F

Parking location prior to time of incident Not Given

Overnight temperature prior to incident 39.0°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 that as Claimant approaches intersection or railroad track, their vehicle beeps and then stops on its own. Claimant stated that their vehicle comes to a complete stop. Claimant stated that they get a warning even when there is plenty of distance between vehicles.

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

Number of times incident occurred twice.

Driver Action (braking, steering, etc.) Cruising, steering straight.

Special Circumstances Issue occurs over train tracks or when traveling through intersections.

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

Vehicle Estimated Speed Not Provided Source Claimant Posted Speed Limit 35mph

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

Witness Present? ○ YES ◉ NO

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

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

#	Allegation	Allegation made by
1	Claimant alleges that the Forward Emergency Braking (FEB) operates with no obstructions in front of vehicle.	Claimant.

Add Allegation | Remove Allegation

IV. Occupants & Injuries

Source of Information Claimant.

Incident Investigation

CAR # [redacted]
Claimant
VIN 5N1AT2MV5HC[redacted]

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



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

Address [redacted] Lindenhurst, NY [redacted] Weight [redacted]

Location: Incident Vehicle | Seating Position: 1 - Driver

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

Nature & Extent of Injuries: None

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

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

Address [redacted] Lindenhurst, NY [redacted] Weight [redacted]

Location: Incident Vehicle | Seating Position: 3 - Front Row Right

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

Nature & Extent of Injuries: None

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

Add Occupant | Remove Occupant

☐ No Occupants Comments: N/A

V. Other Property Damage

☒ No Other Property Damage

Source of information: Claimant.

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV5HC[redacted]

VI. Investigation Results

Date of vehicle inspection: 5/1/2018

Location of inspection: South Shore Nissan.

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

Vehicle exhibits no signs of impact trauma or collision.

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

Photos taken by: Kevin D. Mackay # Photos: 80

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 13 - 44)
Engine/ Transmission/ Drivetrain	No Abnormalities found. (Please see photos 62 - 71)
Underbody/ Suspension/ Steering/ Wheels & Tires	No Abnormalities found. (Please see photos 72 - 78)
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	No Abnormalities found. (Please see photos 45 - 61)
Seat Belts/ Child Restraints (if applicable)	No Abnormalities found. (Please see photos 45 - 61)
Air Bags	No Abnormalities found. (Please see photos 45 - 61)

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

Incident Investigation

CAR # [redacted]
Claimant
VIN 5N1AT2MV5HC[redacted]

#	Allegation	Factual Findings
1	Claimant alleges that the Forward Emergency Braking (FEB) operates with no obstructions in front of vehicle.	Upon inspection, found no signs of impact or collision trauma. DTS performed DTC diagnostic using C3+ and found PAST U1002 system comm stored in ABS system, C1A16-97 Radar Stain stored in Laser/Radar. DTS inspected the Laser radar CU and found no signs of impact or trauma to the sensor. Additionally, found the laser radar unit harness connector connected and fully seated. Upon inspection of FEB OPERATION MILEAGE LOG, found history of FEB operating at 15654 stored in log. DTS test drove vehicle to the customer described location of [redacted] in farmingdale, NY at the railroad crossing. DTS noted that in the south bound direction, the roadway just prior to the rail road tracks dips just prior to the tracks. In addition, found the train tracks are making a banking turn that cause an increased angle of the tracks to face the southbound traffic. the combination of both factors cause the iron tracks to face the front of the vehicle at a much greater angle. Upon operating vehicle across the train tracks, DTS verified FEB operation as the vehicle crossed the railroad tracks.

Add Row | Remove Row

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

Reporter's Signature *Kevin D. Mackay*

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

Incident Investigation

CAR # [redacted]
Claimant
VIN 5N1AT2MV5H[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 5N1AT2MV5H[redacted]

	Yes	No	Comments
EDR download included in report?	◉	○	Please see the 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.)	Vehicle not equipped with Lane Camera
○	◉	Physical damage to camera? (ie. cracks)	Vehicle not equipped with Lane Camera
○	◉	Obstructions to radar sensor units? (ie. dirt, stickers, etc.)	Please see photos 28 - 30, 69 - 71
○	◉	Physical damage to radar sensor units? (ie. cracks)	Please see photos 28 - 30, 69 - 71
◉	○	Electrical connection to radar module firmly seated?	Please see photos 28 - 30, 69 - 71
○	◉	Electrical connection to camera module firmly seated?	Vehicle not equipped with Lane Camera
○	○		

End of Form

*Name your file while saving.

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

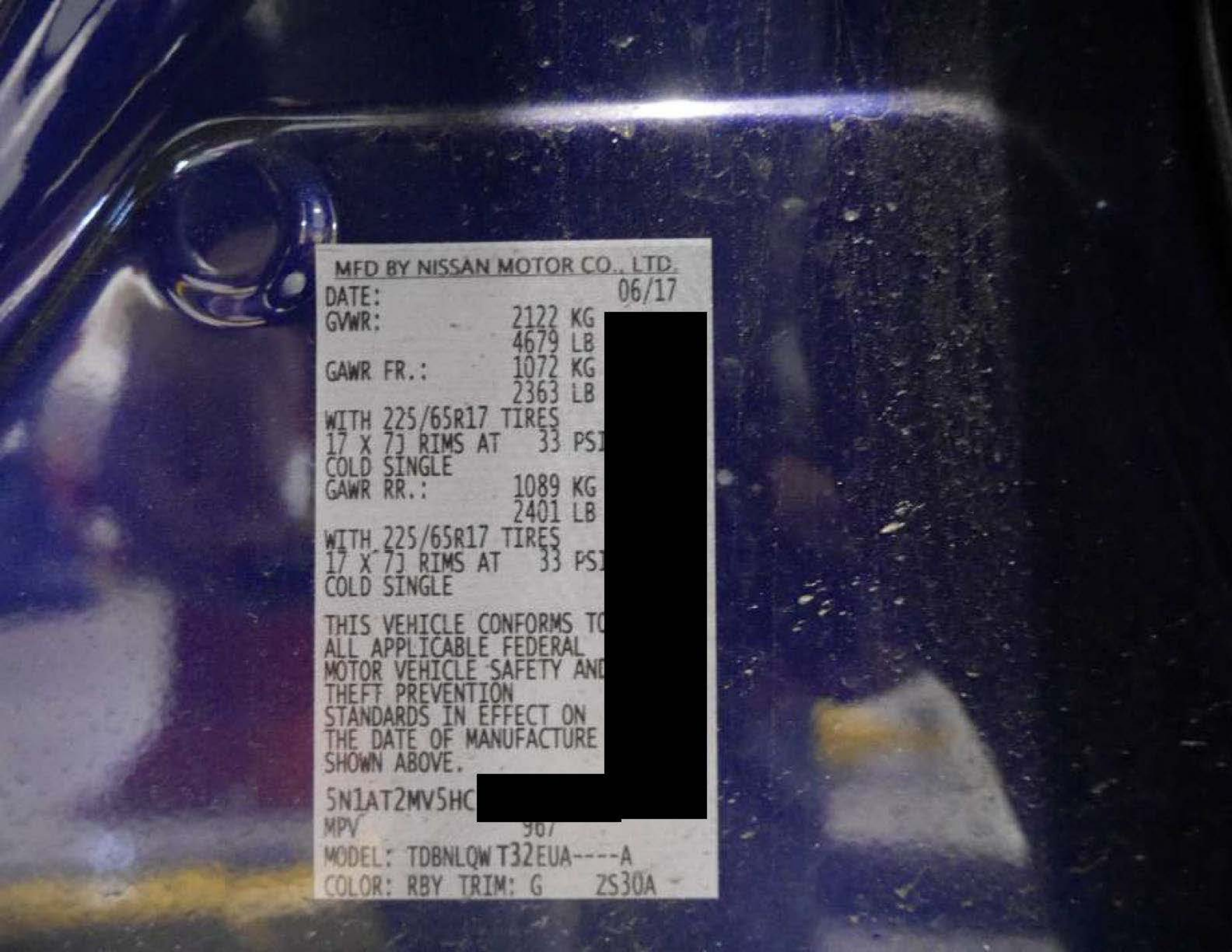
Lock Fields & Save Form for Submission — Save form with locked fields for submission. Print form to Primo PDF or Adobe PDF to save.


12:05 PM
71 °F
P
ECO
158
16430 miles
60
80
MPH
40
20
0




[redacted]
5N1AT2MV5HC[redacted]


NEW YORK
[redacted]
NYMA
5N1AT2MV5HC[redacted]
2017 NISSA SUBN
[redacted] PAS 2 G
7
18
[redacted]
VEHICLE REGISTRATION
[redacted]
NEW YORK STATE
SAFETY INSPECTION CERTIFICATE
2018
JAN
FEB
MAR
APR
MAY
JUL
AUG
SEP
OCT
NOV
DEC
NISSAN


MFD BY NISSAN MOTOR CO., LTD.
DATE: 06/17
GVWR: 2122 KG
4679 LB
GAWR FR.: 1072 KG
2363 LB
WITH 225/65R17 TIRES
17 X 7J RIMS AT 33 PSI
COLD SINGLE
GAWR RR.: 1089 KG
2401 LB
WITH 225/65R17 TIRES
17 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.
5N1AT2MV5HC
MPV
MODEL: TDBNLQWT32EUA----A
COLOR: RBY TRIM: G ZS30A


10:21 AM
16417 miles


10:21 AM
63°F
Settings
Driver Assistance
Clock
Meter Settings
Vehicle Settings
Maintenance
Alarm
P
181
16417 miles
RPMx1000
MPH


10:21 AM
63°F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
181
16417 miles
RPMx1000
MPH


10:21 AM
63°F
Driving Aids
Emergency Brake
Blind Spot
P
181
16417


10:21 AM
63°F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
181
16417
60
40
0
H


10:21 AM
63°F
Parking Aids
Cross Traffic
181
16417 miles


10:21 AM
63°F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
181
16417 miles
RPM x1000
MPH


10:21 AM
63°F
Chassis Control
Trace Control
Engine Brake
P
181
16417
60
40
20
0


NISSAN






ROGUE


ROGUE
SV AWD


SV AWD




NISSAN








NISSAN







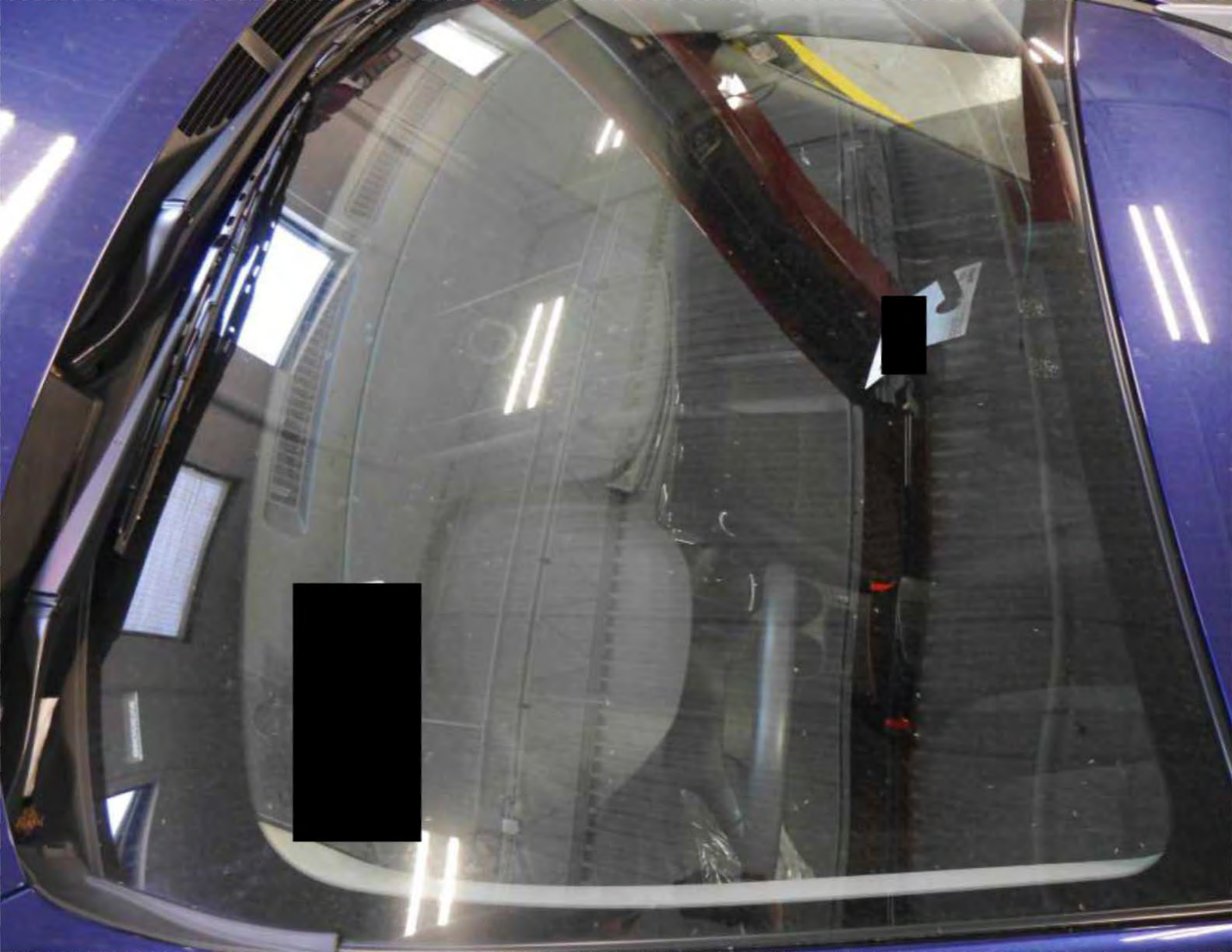



NISSAN




NISSAN


































ROGUE












ROGUE










IN FRONT
OF DOOR


ROGUE








NISSAN


DANGER/POISON
DANGER/POISON




NISSAN

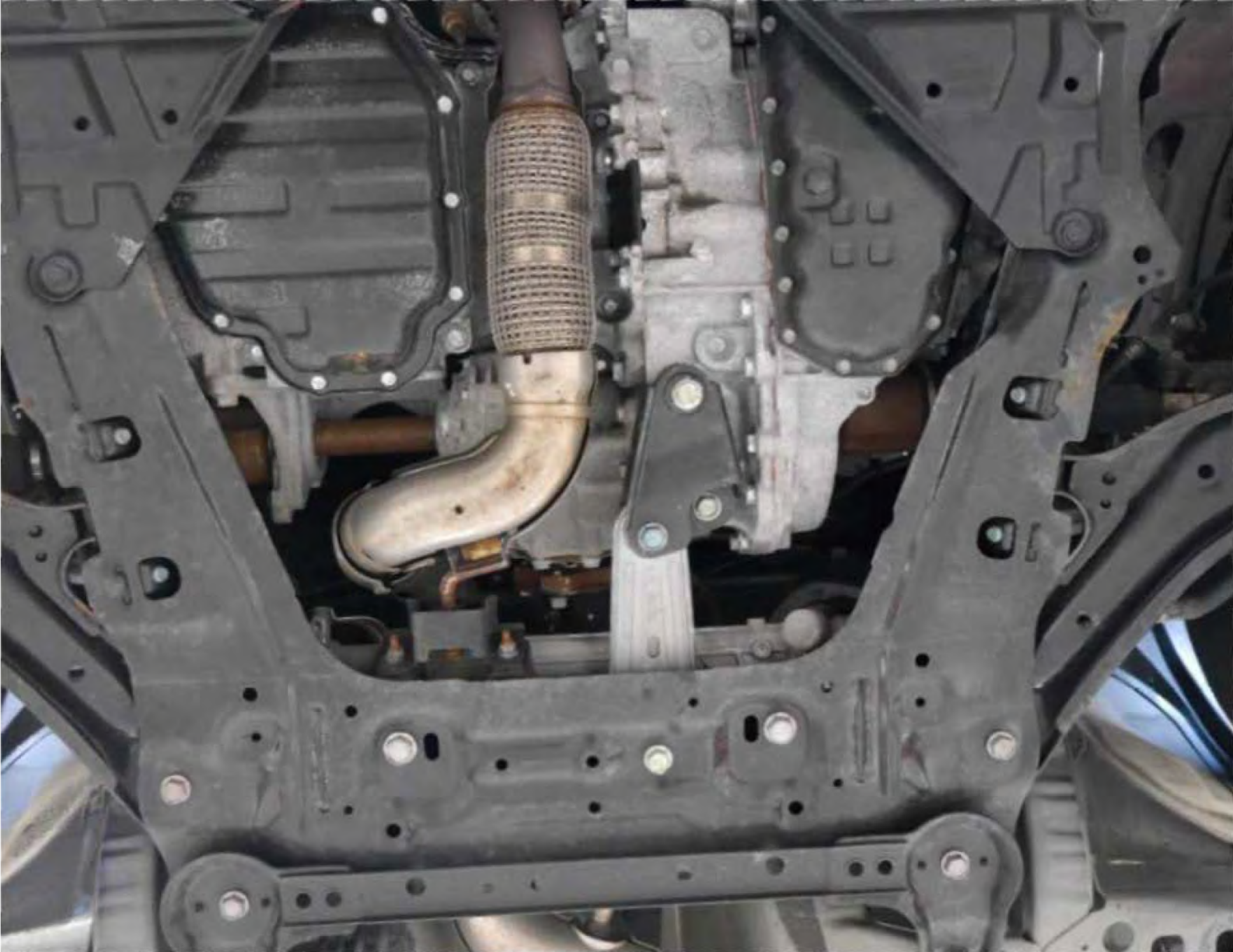








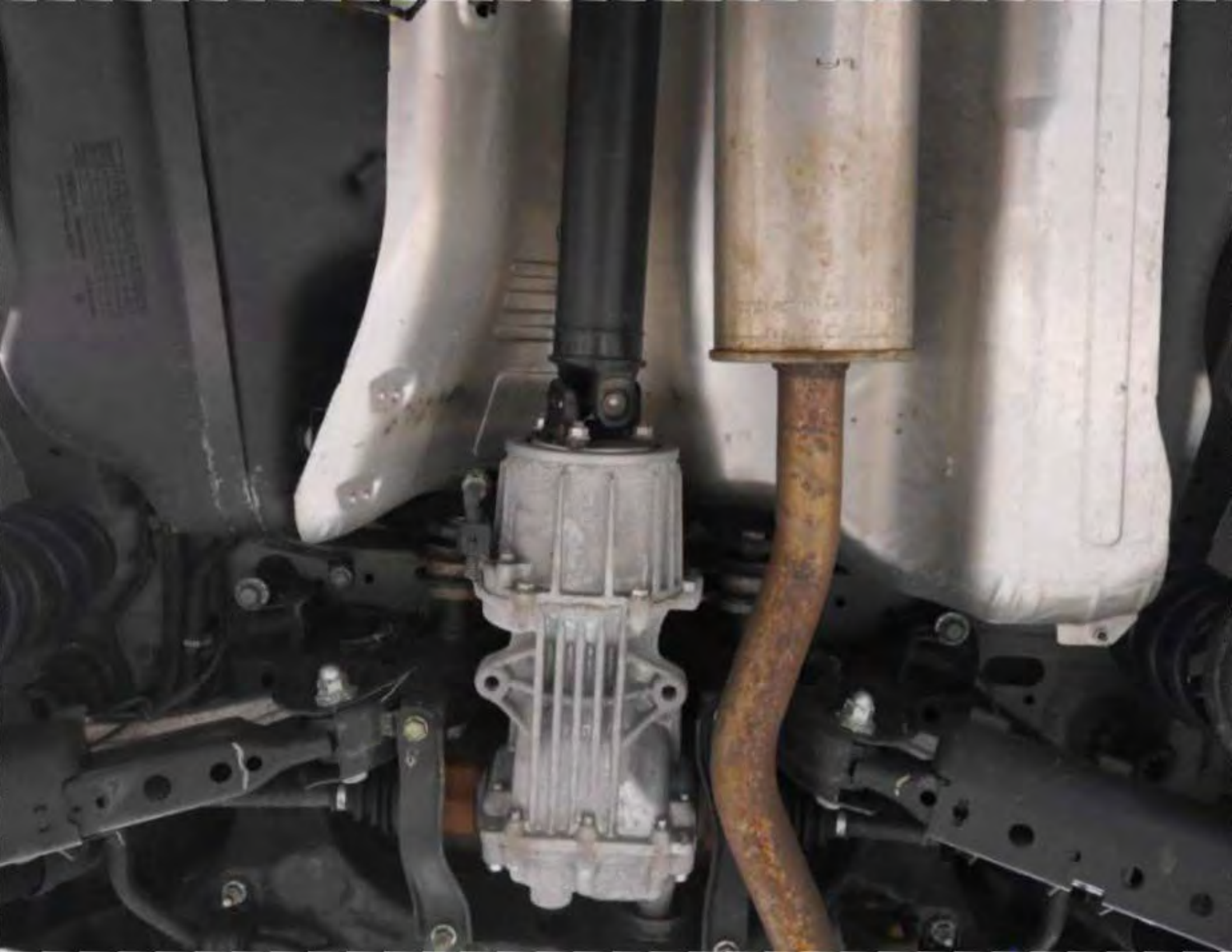









6









Search

Samaritan Potter Help & Training

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

Vehicle
5N1AT2MV5HC[redacted]

Customize Page | Printable View | Help for this Page

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

Vehicle Detail

There is an open vehicle campaign for this vehicle.

VIN	5N1AT2MV5HC[redacted]		
Last Modified By	NNAETL, 5/8/2018 6:39 AM	Branded Title	
Created By	NNAETL, 6/7/2017 11:08 AM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage	16,407	MSRP	$27,950
Latest Recorded Mileage Units	M		
In Service Date	6/25/2017		

Manufacturing Data

Make/Model	2017 NISSAN ROGUE	Manufacturer Date	6/6/2017
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	CASPIAN BLUE	Emissions Certification	
Cylinders		Open Recall	✓
Transmission Type	CVT	Head Unit	
Model Series		Model Line Code	RGE
Factory Installed Options	C03Z66		
Factory Installed Options Descriptions	C03 (50 STATE EMISSIONS), 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	6/25/2020	36,000				
2	POWERTRAIN COVERAGE	6/25/2022	60,000				
3	SEAT BELT	6/25/2027	999,999				
4	CORROSION COVERAGE (PERFORATION)	6/25/2022	999,999				
5	FEDERAL EMISSION LONG TERM DEFECT	6/25/2025	80,000				

Vehicle Retail Sales

Vehicle Retail Sales

Action	Name	Owner	Selling Dealer	Sale Type	Vehicle Model	Purchase Date	Rewind Indicator
View	[redacted]	[redacted]	MASSAPEQUA NISSAN	Retail Sale	ROGUE	6/25/2017	

Vehicle Ownership

Vehicle Ownership

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

Vehicle Campaigns

Vehicle Campaigns Help

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

Warranty Cases

Warranty Cases Help

No records to display

Cases

Print Cases

Cases Help

Action	Case Number	Type	Account Name	Date/Time Opened	Date/Time Closed	Current Mileage	Status	CST Approvals	Owner Name
[ ] | Edit | Cls	[redacted]	CA	[redacted]	4/3/2018 11:31 AM		16,407	Open	0	Dakota McGregor

Service History

Service History Help

Action	SRH Number	PNC Code Description	Coverage Code/Pay Type	Transaction Date/VR Close Date	Vehicle Mileage	Customer	Dealer Code	Work Order #	Claim Line #
	[redacted]		PD	6/22/2017	2	NP MASSAPEQUA NISSAN	[redacted]	[redacted]	1
	[redacted]		I	9/15/2017	5,370	[redacted]	[redacted]	[redacted]	
	[redacted]		I	9/15/2017	5,370	[redacted]	[redacted]	[redacted]	
	[redacted]		I	9/15/2017	5,370	[redacted]	[redacted]	[redacted]	
	[redacted]		C	9/15/2017	5,370	[redacted]	[redacted]	[redacted]	
	[redacted]		I	8/11/2017	2,551	[redacted]	[redacted]	[redacted]	
	[redacted]		C	8/11/2017	2,551	[redacted]	[redacted]	[redacted]	
	[redacted]		C	8/11/2017	2,551	[redacted]	[redacted]	[redacted]	
	[redacted]		C	8/11/2017	2,551	[redacted]	[redacted]	[redacted]	
	[redacted]		I	6/25/2017	3	[redacted]	[redacted]	[redacted]	
	[redacted]		W	6/22/2017	3	Amity Nissan Inc	[redacted]	[redacted]	
	[redacted]		I	4/2/2018	16,407	[redacted]	[redacted]	[redacted]	
	[redacted]		I	4/2/2018	16,407	[redacted]	[redacted]	[redacted]	
	[redacted]		I	4/2/2018	16,407	[redacted]	[redacted]	[redacted]	

Vehicle Service Contracts

Vehicle Service Contracts Help

Action	Policy #	Contract Type	Cancel Effective Date	VSC First Name	VSC Last Name	Current Owner	Deductible	Effective Date	Expire Date	Expire Mileage
	[redacted]	Sec+Plus Gold Pref		[redacted]	[redacted]	[redacted]	100	6/25/2017	9/25/2023	75,000

Vehicle History

Vehicle History Help

Date	User	Action
3/2/2018 6:30 AM	NNAETL	Changed **Open Recall** from false to **true**.
6/7/2017 11:08 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	4/10/2018	[redacted]	Kevin	MacKay	NER	5/1/2018 10:00 AM	5/3/2018 8:03 PM

Back To Top

Always show me fewer / more records per related list

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DP19-001

NISSAN

5/15/2019

ATTACHMENT B

REQUEST NUMBER 2 DOCUMENTS

FIELD REPORTS



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

CDR File Information

User Entered VIN	JN8AT2MV2JW[redacted]
User	KEVIN D MACKAY
Case Number	[redacted]
EDR Data Imaging Date	05/03/2018
Crash Date	04/02/2018
Filename	JN8AT2MV2JW[redacted]_ACM.CDRX
Saved on	Thursday, May 3 2018 at 11:36:26
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
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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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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

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

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

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

F1A0  20


      59 02 09


      59 02 09


      59 0F 08
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Disclaimer of Liability

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



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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 [19] | Case Categorizations [1] | Open Activities [4] | Activity History [3] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | DTS Field Inspections [1] | Attachments [4] | Case History [19] | 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	4/3/2018 9:29 AM
Letter Received Date		Date/Time Closed	
Follow Up Date	5/24/2018	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	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	1,500		

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	JN8AT2MV2JW[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	22218	Beyond PT Warranty Months1	0

Dealer Access

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

Related Items

Approved Check Requests	$0.00	VCAN	
IIR	[redacted]	Goodwill Offered	
IIR Date		Goodwill Processed	0
RHR Started	4/3/2018	Vehicle Service Contract	
RHR Completed	4/3/2018	VSC Reprint Request	Email

Contact Name [redacted]

Primary & Secondary Root Cause Code

What is the issue?	BR - Buyer's Remorse	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: JN8AT2MV2JW[redacted]		
Created By	Brandi Zimmerman, 4/3/2018 9:29 AM	Root Cause Code	SCBR
Last Modified By	NNAETL, 5/4/2018 9:03 PM	Root Cause Code (2)	
Legacy Case Number		Action Code	
Root Cause		Priority	N/A

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

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By: Bereniz Lopez (5/4/2018 8:37 AM)** ARBS received notification that IIR has been completed and uploaded to FTP site.
Make Public		**Created By: Bereniz Lopez (5/2/2018 10:12 AM)** ARBS placed call to C at [redacted] ARBS reminded C of inspection for tomorrow. C thanked ARBS. Call ended.
Make Public		**Created By: Bereniz Lopez (4/9/2018 10:31 AM)** ARBS placed call to C at [redacted]. ARBS informed C that inspection will take place on 5/3 at 10AM at Legend Nissan. C stated okay. C asked how much longer after inspection will case be reviewed? ARBS stated after inspection the results will be reviewed which takes about another 2 weeks or so. ARBS stated ARBS will contact C once results have been provided. C thanked ARBS. Call ended.
Make Public		**Created By: Bereniz Lopez (4/9/2018 10:28 AM)** ARBS spoke with SM-Vinny. ARBS informed SM that DTS will be inspecting vehicle on 5/3 at 10AM. SM thanked ARBS. Call ended.
Make Public		**Created By: Bereniz Lopez (4/6/2018 10:15 AM)** ARBS send DTS request, pending date.
Make Public		**Created By: Bereniz Lopez (4/6/2018 10:13 AM)** ARBS spoke with SM-Vinny. ARBS informed SM that ARBS will be requesting inspection date from DTS for C's vehicle. SM stated DTS already has a date that DTS will be going out to DLRSHP so maybe DTS can arrange to do inspection on same day. ARBS stated DTS will inform ARBS of date. SM thanked ARBS. ARBS thanked SM. Call ended.
Make Public		**Created By: Bereniz Lopez (4/6/2018 10:07 AM)** 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 if C knew the status of the vehicle whether vehicle has been fixed? C stated C does not know. C stated C has not been told. ARBS asked about height and weigh for every occupant in vehicle? C stated C does not know C's mom's weight nor C's child's measurements. ARBS informed C that inspection will need to be completed on the vehicle.

ARBS stated inspection can be 2-4 weeks out.
ARBS stated once inspection is completed Nissan will review the information which also takes about another 2-4 weeks.
ARBS stated in total the investigation takes about 6-8 weeks.

C stated C has a loaner right now.
C asked what is C supposed to do in the mean time?

ARBS stated C can keep the loaner.
ARBS stated ARBS just needs the vehicle at the DLRSHP on the day of the inspection.

C stated okay.

ARBS informed C that ARBS will contact C once inspection date has been issued.

C thanked ARBS.

ARBS thanked C.

Call ended.

Make Public

Created By: Courtney Smith (4/4/2018 3:30 PM)
ARBS reviewed the repair history and at this time, NNA is not in a position to offer a repurchase or replacement of this vehicle, as the vehicle has not been subject to an unreasonable number of repair attempts. NNA will continue to honor the terms and conditions of all applicable warranties.

Make Public

Created By: Courtney Smith (4/4/2018 3:29 PM)
ARBS CTS notes the following INITIAL RHR Review & Summary:

4-3-2018 @ 1,876 miles RO#[redacted].....2 days and counting
Issues:
1. C/s veh stopped out of nowhere with no one in front or around on a main road.
2. C/s using FM radio and out of nowhere radio went into CD mode
Action:
Unknown at this time

Nissan placed C in a rental veh

1 day down
State: NY
In service date: 2/23/2018
Miles: 1,876

1 visit related to eh stopped out of nowhere with no one in front or around on a main road
1 visit related to FM radio went into CD mode out of nowhere

No Vehicle Campaign(s)
No Warranty Case(s)
No Additional case(s) found
1 Tech Line Case(s) found
[redacted] customer states vehicle stop out of no where with no one in front or around on a main road
No Vehicle Service Contract(s)
No DTS Service found

Make Public

Created By: Courtney Smith (4/4/2018 3:25 PM)
ARBS CTS contacted DLR and requested copy of open RO#.
ARBS received from SM-Vinny and attached to file

Make Public

Created By: Samantha Dixon (4/3/2018 3:34 PM)
C contacted NNA about FEB concern, repurchase/replacement.

Make Public

Created By: Nicki Barror (4/3/2018 2:05 PM)
DRTS received the RHR. The RHR was assigned to ARBS Courtney Smith for review.

Make Private ✓

Created By: Amanda Yett (4/3/2018 1:46 PM)
RCAS-AY notes RHR and ROs attached to case.

Make Public

Created By: Amanda Yett (4/3/2018 1:43 PM)
C contacted NNA about FEB concern.

Make Private ✓

Created By: Amanda Yett (4/3/2018 1:37 PM)
RCAS-AY submitted IIR.

Make Private ✓

Created By: Amanda Yett (4/3/2018 1:36 PM)
RCAS-AY placed outbound call to Customer a[redacted] on 4/3/2018 at 1:20 PM.
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:[redacted]

RCAS-AY advised POC.
RCAS-AY advised of case number and direct line.
RCAS-AY verified C's concerns—FEB concerns, radio concerns, fan concern.

C stated that when C is driving, the alerts start flashing and veh does not move.
C stated that C is very nervous that this will happen on the highway.
C stated also that when veh is off, fans start blowing.
C stated C has a third concern that C was listening to the radio and CD turned on by itself.

RCAS-AY advised will follow up with DLR to get updated diag.
RCAS-AY advised would like to gather more info regarding FEB concerns.

C understood.
C stated that veh is at DLR now and C is in a loaner veh.
C stated that it has happened 5x.
C stated that it sounded like C was going over grates, it was very loud.
C stated that C does not feel comfortable driving.
C stated that C has a daughter.
C stated that there is a feature that can be turned off every time.

RCAS-AY apologized for experience.
RCAS-AY asked how C would like to NNA to be further involved.

C stated that C does not want veh.
C stated that C does not feel safe.

RCAS-AY understood.
RCAS-AY advised of RHR process.

C stated that C just got the veh.
C stated that it has only been a month.

RCAS-AY understood.

Why do you want to return the veh to NNA?
C stated because veh is unsafe and C is worried that C will be in an accident.

Where is the veh currently?
At Legend Nissan

Where was the veh purchased?
Legend Nissan

Was it purchased new or used?
New lease

If used, when was the veh purchased?
N/A

Where is the veh serviced?
Legend Nissan

Has the veh been taken to multiple Nissan/Infinity dealers?
N/A

RCAS-AY advised someone will review case and follow up with C within 3 business days.

C stated that radio screen also was not working for a whole day.
C stated that C contacted DLR but it went away.

RCAS-AY advised this will be documented.

C stated that C just wants a new veh.

RCAS-AY understood.
RCAS-AY advised someone will follow up with C in 3 business days.

C declined further assistance.

RCAS-AY thanked C for C's time.

Call ended mutually.

Make Private

Created By: Amanda Yett (4/3/2018 9:58 AM)
RCAS-AY placed outbound call to LEGEND NISSAN on 4/3/18 at 9:47 AM and spoke with SA-Francisco as SM-Vinny Gianni was unavailable.
RCAS-AY provided last six of VIN.
SA-Francisco advised C is having concerns with FEB and C is in a loaner veh.
SA-Francisco advised veh is Inside the shop now getting diagnosis.

Make Public

Created By: Brandi Zimmerman (4/3/2018 9:33 AM)
CASE SUMMARY
CRR-BZ Is transferring case to RCAS for

C Contacted NNA as C doesn't feel safe in the VEH anymore and would like to know what options C has

Make Public

Created By: Brandi Zimmerman (4/3/2018 9:33 AM)
CRR-BZ Verified Account information including: C's name, home
Phone number & best contact number & Email address

CRR-BZ VERIFIED VEH Information including
VIN: JN8AT2MV2JW[redacted]
Current Mileage: 1500

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

CRR-BZ NOTED concern is: VEH concerns

C Stated C took VEH to DLRSHP called LEGEND NISSAN
C Stated the fan in the VEH turns on all by itself
C Stated the fan is really loud and C cannot turn them off
C Stated C will be driving and the safety alerts will come on and it's very loud
C Stated the VEH then stops out of no where
C Stated the DLRSHP informed C there is no cure for this and NNA knows about this concern
C Stated C doesn't feel safe in the VEH anymore and would like to know what NNA is going to do about this

CRR-BZ Empathized and Apologized to C
CRR-BZ Advised C that the case will now be forwarded to RCAS for further review. Set Follow-Up date for 04/04/2018 no later than EOB

C understood.

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

C declined.

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

Call ended mutually

Case Categorizations

New Case Categorization | Case Categorizations Help

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

Open Activities

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	4/3/2018			[redacted]	Bereniz Lopez	4/3/2018 3:35 PM	ARBS-SD
Edit | Cls	IIR	Not Started	4/4/2018			[redacted]	Bereniz Lopez	4/3/2018 3:35 PM	ARBS-SD
Edit | Cls	DTS Follow Up[redacted]: LEGEND NISSAN	Not Started	4/8/2018				Bereniz Lopez	4/6/2018 10:15 AM	ARBS-BL
Edit | Cls	Review RHR Decision	Not Started				[redacted]	Bereniz Lopez	4/4/2018 3:31 PM	ARBS-CS

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 Reques[redacted] LEGEND NISSAN			4/8/2018	Kevin MacKay		Completed	4/24/2018 11:20 PM
Edit | Del	RHR[redacted]	RHR	[redacted]	4/3/2018	Courtney Smith	Consumer Affairs RHR	Complete	4/4/2018 3:30 PM
Edit | Del	RHR assigned[redacted]		[redacted]	4/3/2018	Amanda Yett		Complete	4/3/2018 2:06 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, 4/3/2018 1:33 PM	4/3/2018			JN8AT2MV2JW[redacted]	

DTS Field Inspections

DTS Field Inspections Help

Action	Title	DTS Inspection Date	Owner First Name	Owner Last Name	Status
Edit	[redacted]	5/3/2018 10:00 AM	Kevin	MacKay	Completed

Attachments

Attach File | View All — Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	RO[redacted].pdf	1.32MB	4/4/2018 3:31 PM	Courtney Smith
Edit | View | Del	RHR[redacted].docx	21KB	4/3/2018 3:35 PM	Amanda Yett
Edit | View | Del	RO[redacted].pdf	35KB	4/3/2018 3:35 PM	Amanda Yett
Edit | View | Del	RHR Template- Northeast Region Case[redacted].doc	66KB	4/3/2018 3:35 PM	Amanda Yett

Case History

Case History Help

Date	User	Action
5/4/2018 8:37 AM	Bereniz Lopez	Changed **Follow Up Date** from 5/10/2018 to **5/24/2018**.
5/2/2018 10:13 AM	Bereniz Lopez	Changed **Follow Up Date** from 5/2/2018 to **5/10/2018**.
4/9/2018 10:32 AM	Bereniz Lopez	Changed **Follow Up Date** from 4/11/2018 to **5/2/2018**.
4/6/2018 10:15 AM	Bereniz Lopez	Changed **Follow Up Date** from 4/6/2018 to **4/11/2018**.
4/3/2018 3:35 PM	Samantha Dixon	Changed **Case Owner** from Amanda Yett to **Bereniz Lopez**.
4/3/2018 3:34 PM	Samantha Dixon	Changed **Description**.
4/3/2018 2:06 PM	Nicki Barror	Changed **DRT Support Status** from Pending to **DRT Assigned**.
4/3/2018 1:47 PM	Amanda Yett	Changed **Follow Up Date** from 4/4/2018 to **4/6/2018**.
4/3/2018 1:43 PM	Amanda Yett	Changed **RHR Completed** to **4/3/2018**.
		Changed **Description**.
4/3/2018 9:38 AM	Amanda Yett	Changed **Description**.
4/3/2018 9:35 AM	Brandi Zimmerman	Changed **Escalated By ID** to **0050G000008Vk3f**.
		Changed **Case Owner** from Brandi Zimmerman to **Amanda Yett**.
4/3/2018 9:33 AM	Brandi Zimmerman	Changed **RHR Started** to **4/3/2018**.
4/3/2018 9:29 AM	Brandi Zimmerman	Changed **Work Phone** to[redacted].
		Changed **Follow Up Date** from 4/3/2018 to **4/4/2018**.
		Changed **VIN** to **JN8AT2MV2JW**[redacted]
		Changed **Subject** to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: JN8AT2MV2JW**[redacted]
		Created.

Emails

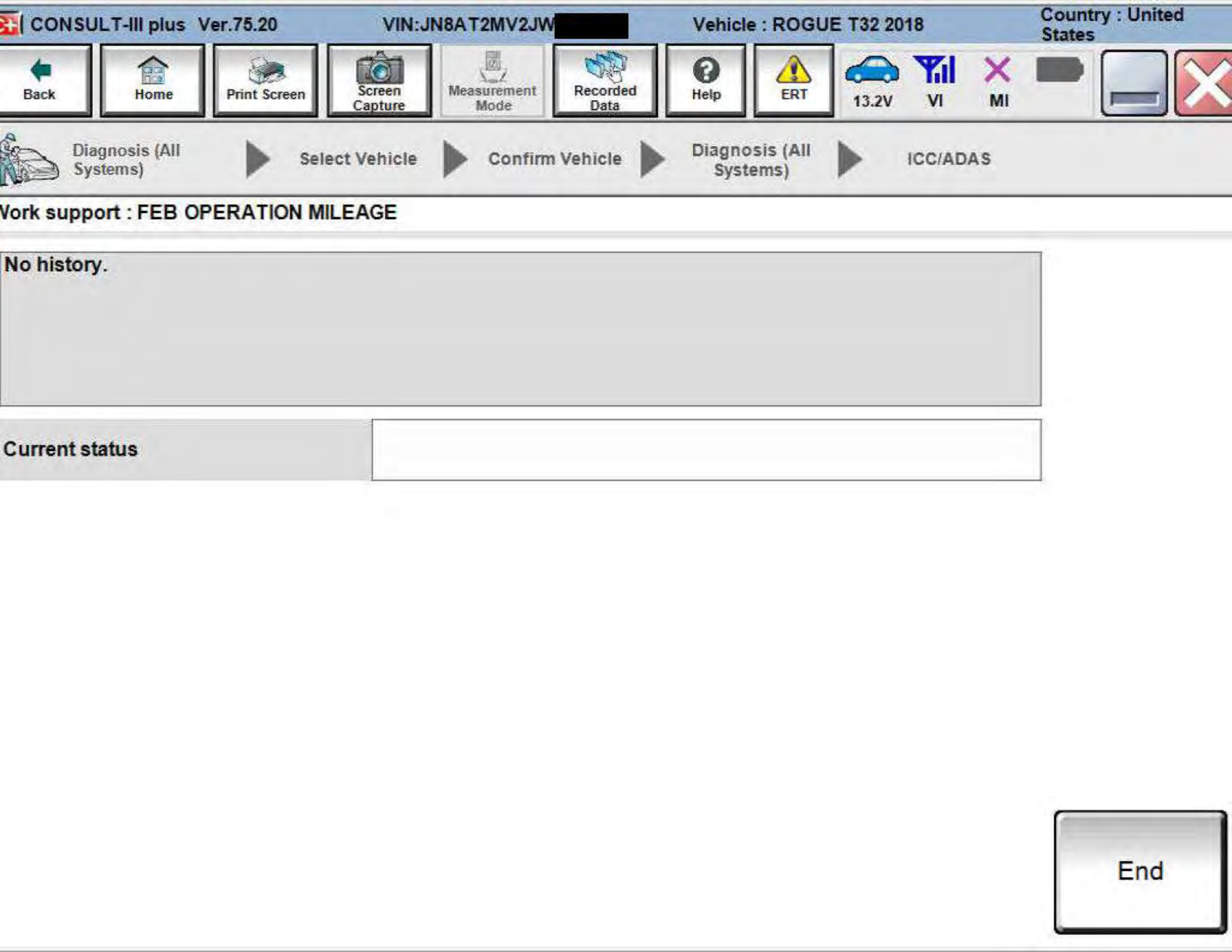
Send an Email — Emails Help

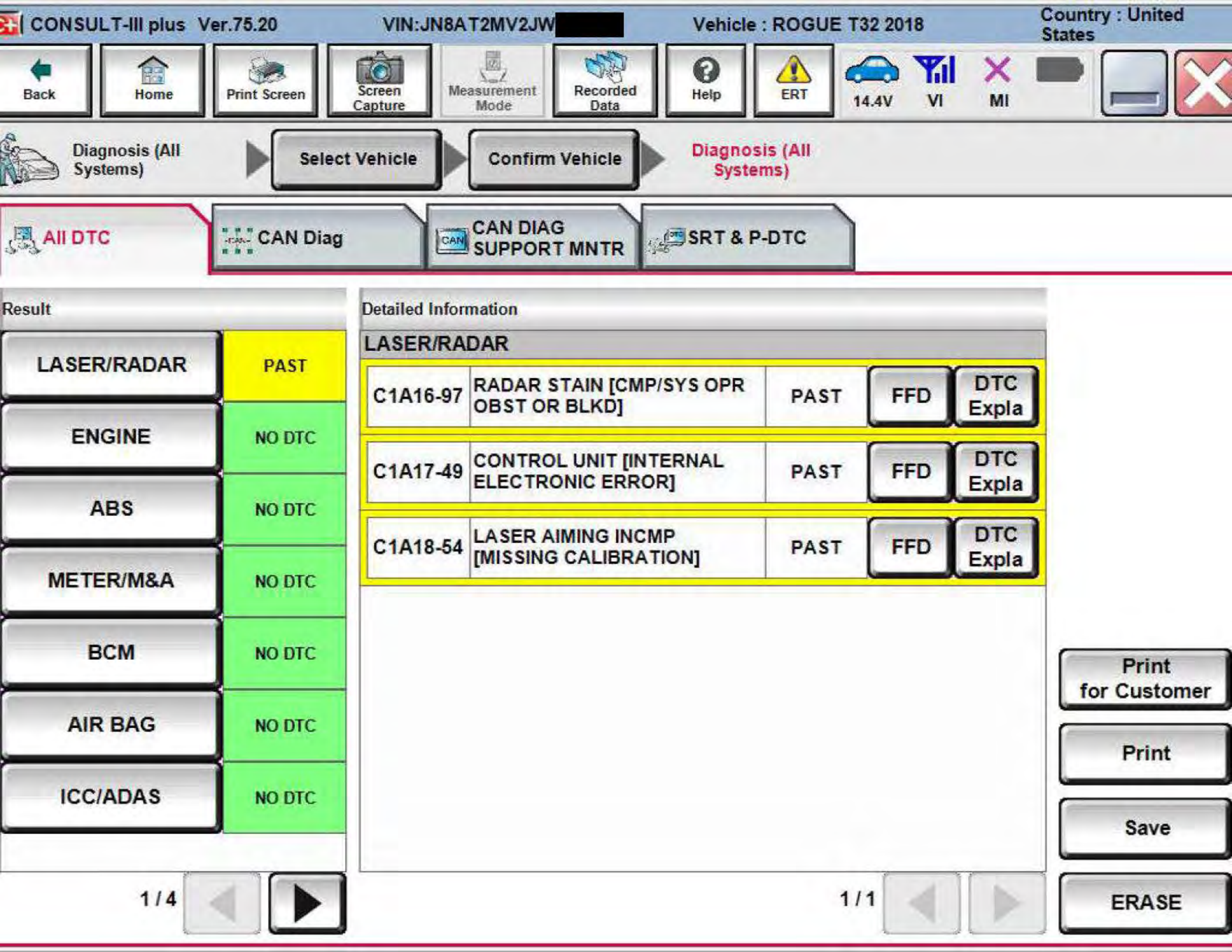
No Emails Available

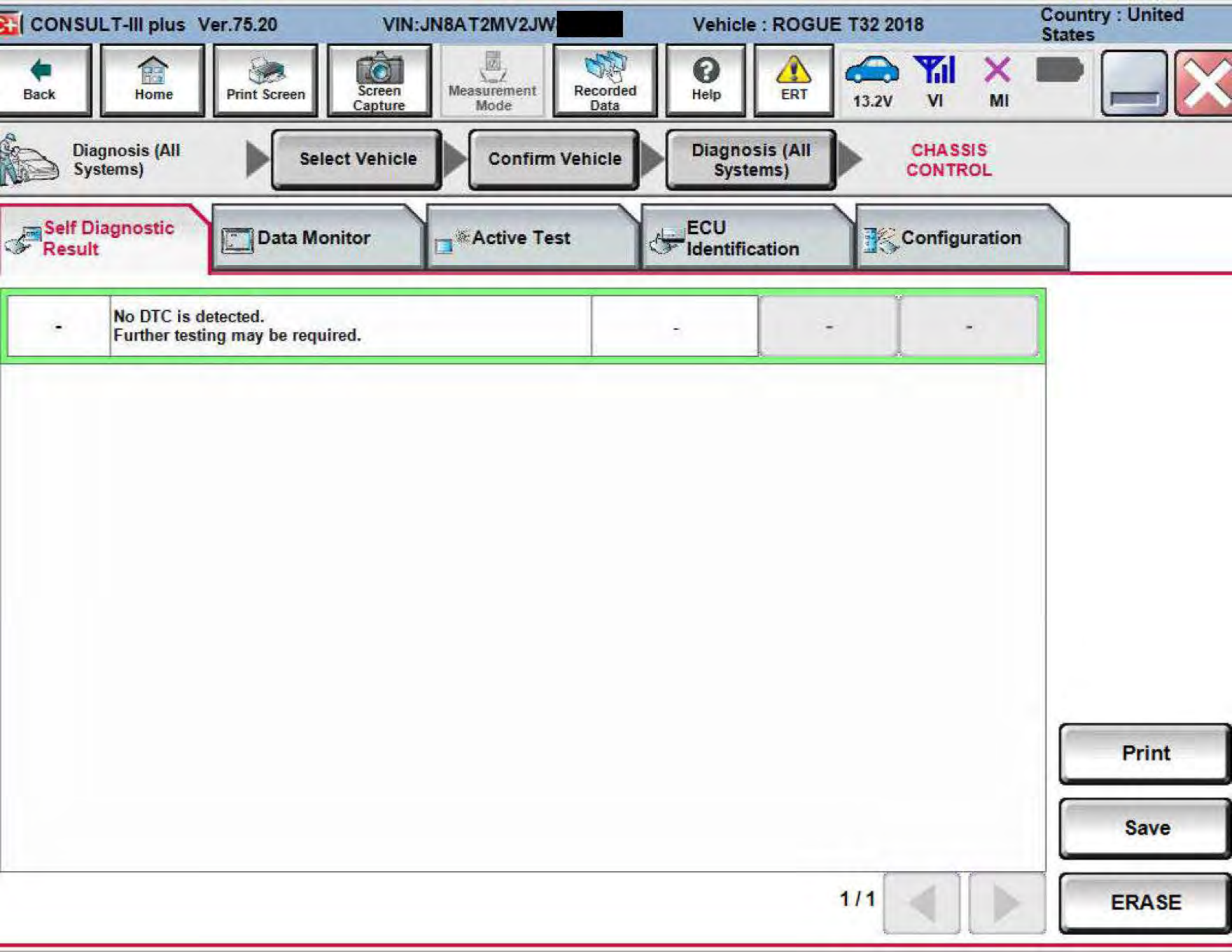
^ Back To Top

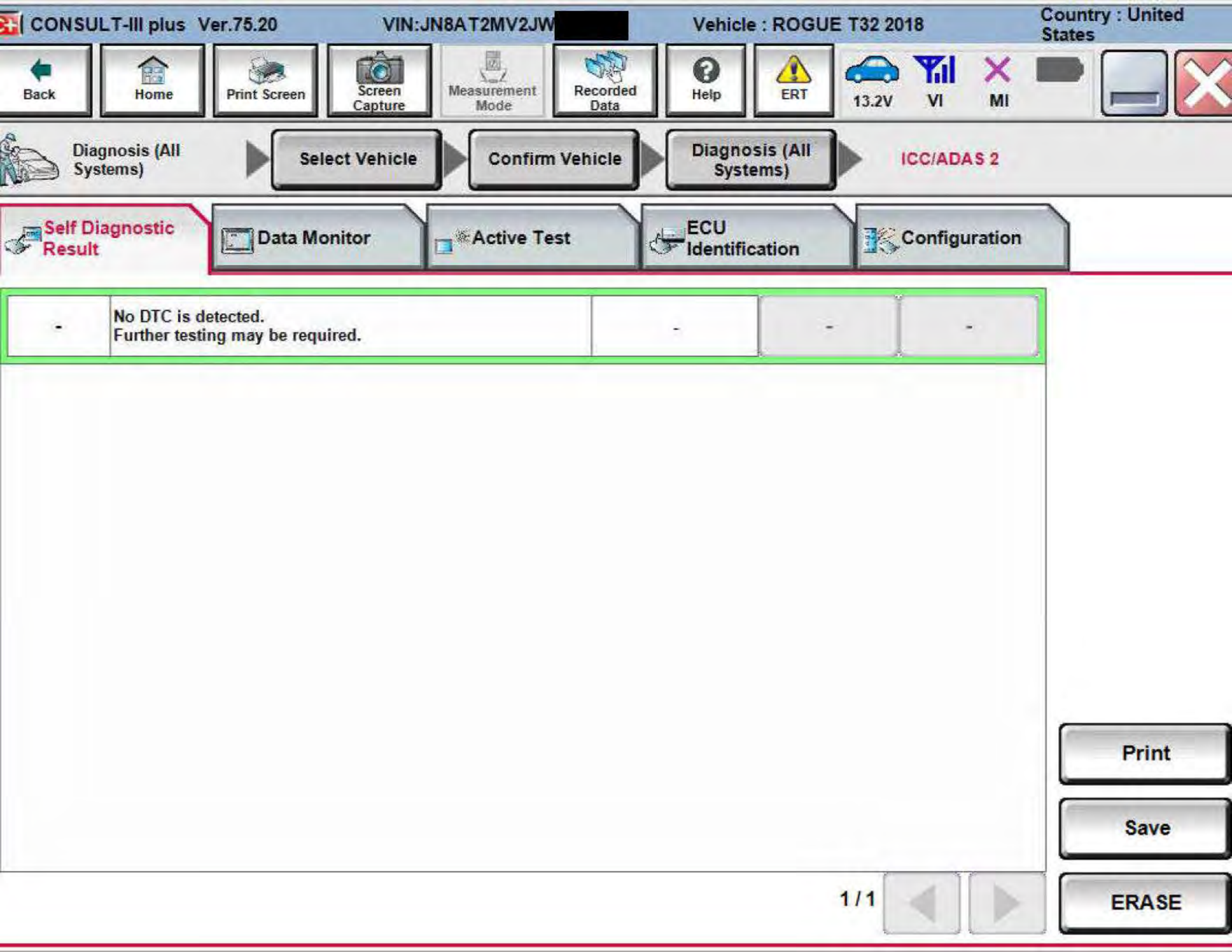
Always show me fewer / more records per related list

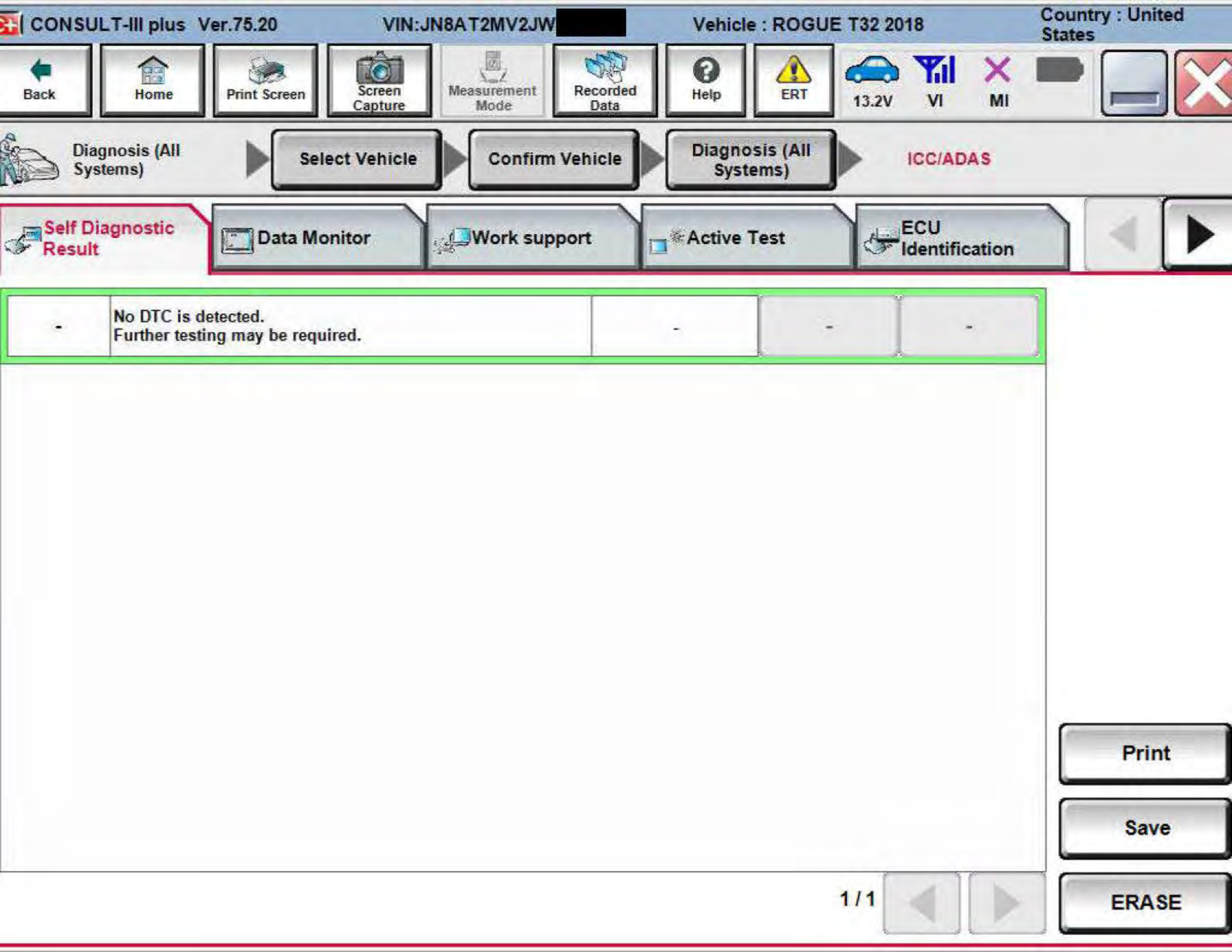
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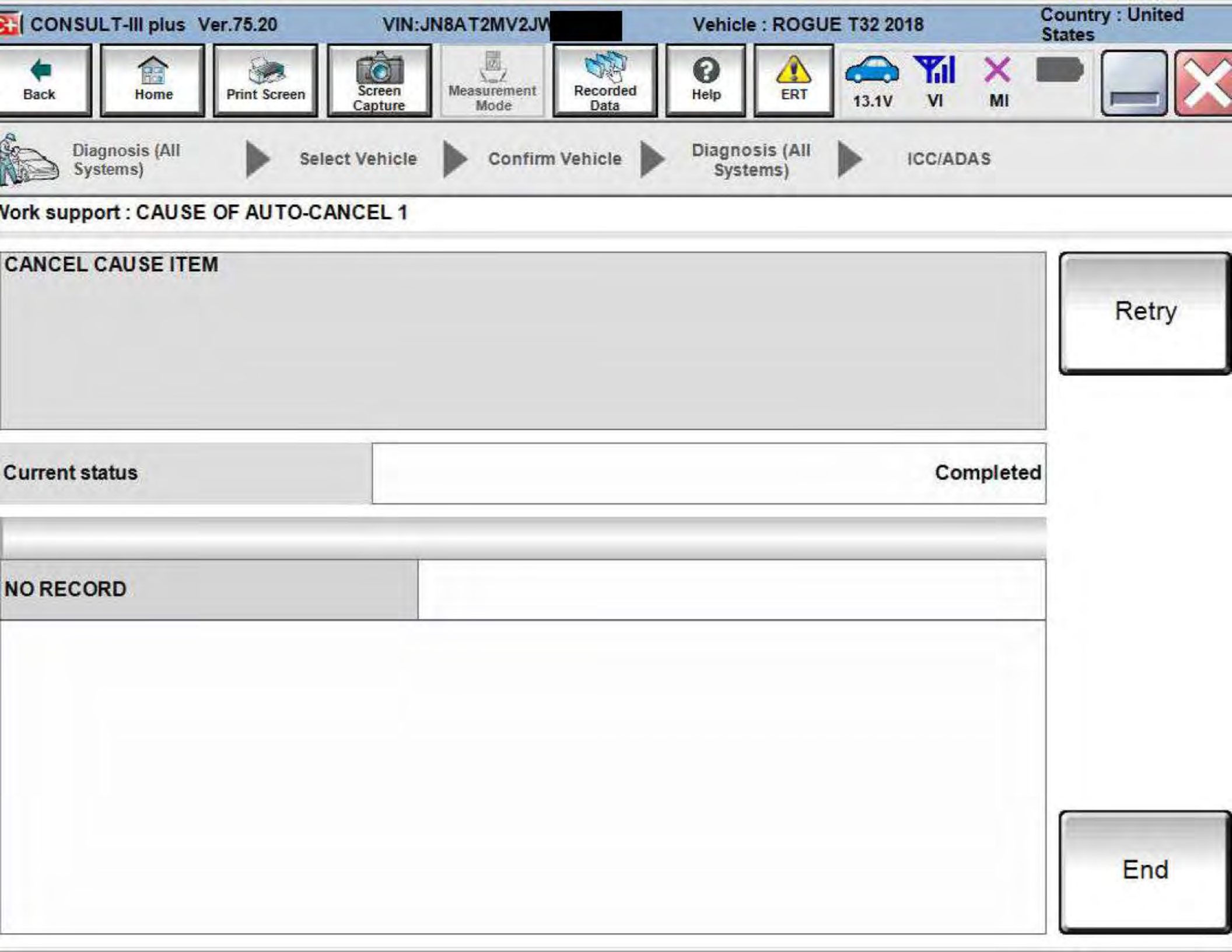

CONSULT-III plus Ver.75.20
VIN:JN8AT2MV2JW[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.2V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB OPERATION MILEAGE
No history.
Current status
End

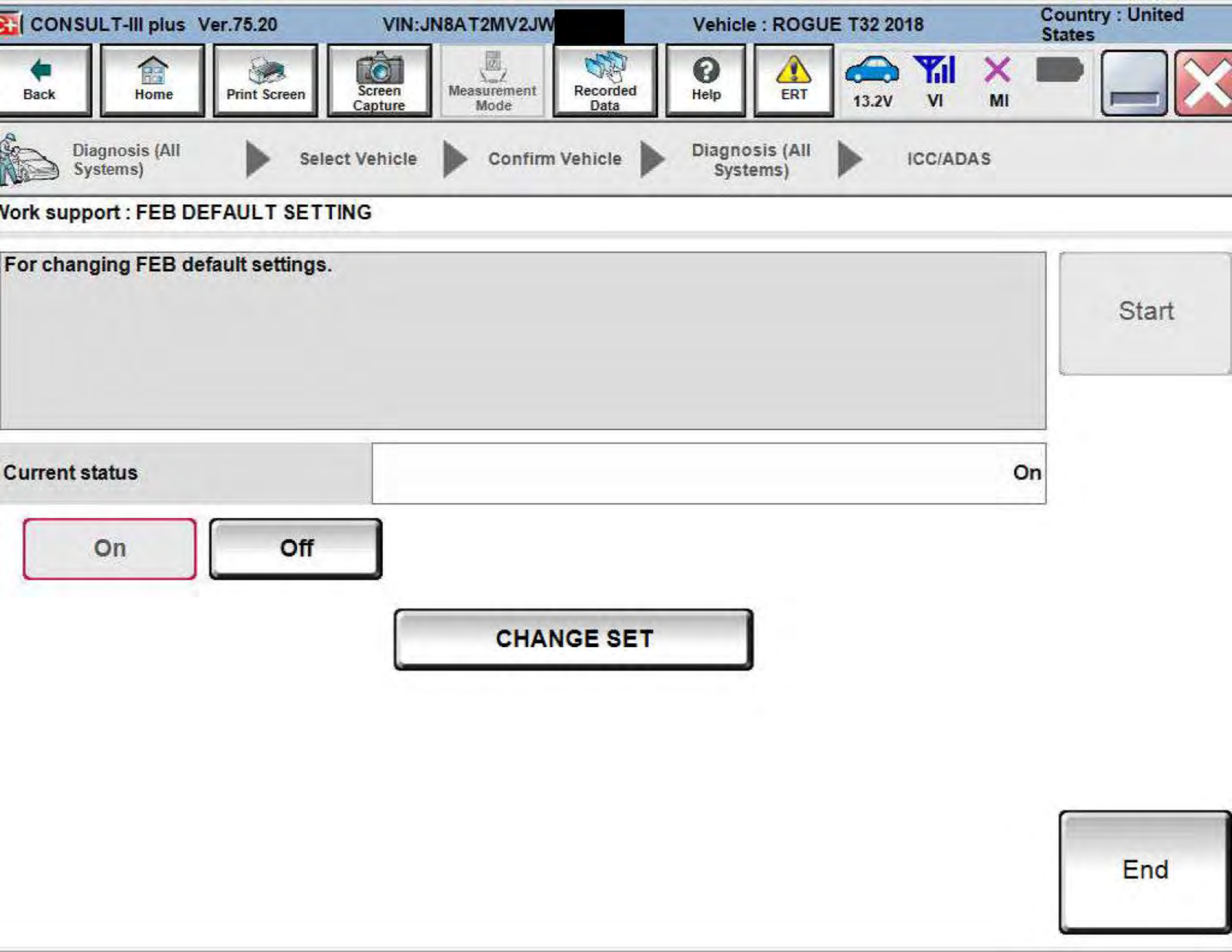

CONSULT-III plus Ver.75.20
VIN:JN8AT2MV2JW[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.4V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
LASER/RADAR PAST
ENGINE NO DTC
ABS NO DTC
METER/M&A NO DTC
BCM NO DTC
AIR BAG NO DTC
ICC/ADAS NO DTC
1 / 4
Detailed Information
LASER/RADAR
C1A16-97 RADAR STAIN [CMP/SYS OPR OBST OR BLKD] PAST FFD DTC Expla
C1A17-49 CONTROL UNIT [INTERNAL ELECTRONIC ERROR] PAST FFD DTC Expla
C1A18-54 LASER AIMING INCMP [MISSING CALIBRATION] PAST FFD DTC Expla
1 / 1
Print for Customer
Print
Save
ERASE


CONSULT-III plus Ver.75.20
VIN:JN8AT2MV2JW[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.2V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
CHASSIS CONTROL
Self Diagnostic Result
Data Monitor
Active Test
ECU Identification
Configuration
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
ERASE
1 / 1


CONSULT-III plus Ver.75.20
VIN:JN8AT2MV2JW[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.2V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS 2
Self Diagnostic Result
Data Monitor
Active Test
ECU Identification
Configuration
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
ERASE
1 / 1


CONSULT-III plus Ver.75.20
VIN:JN8AT2MV2JW[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.2V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Self Diagnostic Result
Data Monitor
Work support
Active Test
ECU Identification
-
No DTC is detected.
Further testing may be required.
-
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-
Print
Save
ERASE
1 / 1


CONSULT-III plus Ver.75.20
VIN:JN8AT2MV2JW[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)
ICC/ADAS
Work support : CAUSE OF AUTO-CANCEL 1
CANCEL CAUSE ITEM
Retry
Current status
Completed
NO RECORD
End


CONSULT-III plus Ver.75.20
VIN:JN8AT2MV2JW[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.2V
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

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV2JW[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 Plainview 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 11/16/2017 VIN JN8AT2MV2JW[redacted]

Mileage 1900 License # [redacted] State NY Country United States

Special equipment & accessories N/A

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

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

Add Row | Remove Row

III. Description of Incident & Claim

Source of Information Claimant Incident Date 4/2/2018 Time 12:30 PM

Location of Incident (describe fully) [redacted] Road in Plainview, NY in between two shopping centers.

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

Vision obstruction (describe) None Given

Temperature at time of incident 35.1°F Parking location prior to time of incident Not Given

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN JN8AT2MV2JW[redacted]

Overnight temperature prior to incident: 39.0°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 that when she was driving at 30-35 mph, all of a sudden the safety alerts started beeping and meter began blinking yellow. Claimant stated meter read "Safety". Claimant stated that she was eventually able to Accelerate. Claimant stated there was a noise that sounded as if she was driving over warning rumble bumps.
Relation to Roadway (on-road, off-road, left side, right side)	On-Road, in LH lane traveling southbound
Number of times incident occurred	once.
Driver Action (braking, steering, etc.)	Cruising, steering straight ahead.
Special Circumstances	None.
Actions taken after incident and results of those actions	Vehicle continued to be operated normally following incident.

Vehicle Estimated Speed	35mph	Source	Claimant.	Posted Speed Limit	40mph
Other Vehicle Estimated Speed	N/A	Source	Claimant	Posted Speed Limit	N/A

Witness Present? ○ YES ◉ NO

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

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

#	Allegation	Allegation made by
1	Claimant alleges that the Forward Emergency Braking (FEB) system operates with no obstructions in front of the vehicle.	Claimant

Add Allegation | Remove Allegation

IV. Occupants & Injuries

Source of Information: Claimant.

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



Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN JN8AT2MV2JW[redacted]

Occupant Name	[redacted]	DOB	[redacted]	Height	5'4
Address	[redacted] Plainview, NY [redacted]			Weight	140 lbs
Location	Incident Vehicle	Seating Position	1 - Driver		
Seat Belts Worn	Lap + Shoulder Belt	Airbag Status	Airbag not deployed		
Nature & Extent of Injuries	None				
Where, when, and by whom were the injuries treated?	N/A				

Occupant Name	Olga (last name not given)	DOB	[redacted](date not given	Height	5'4
Address	Not provided			Weight	Not provided
Location	Incident Vehicle	Seating Position	3 - Front Row Right		
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				

Occupant Name	[redacted]ast name not provided)	DOB	[redacted]Date not provided)	Height	Not provided
Address	Not provided			Weight	[redacted]
Location	Incident Vehicle	Seating Position	4 - 2nd Row Left		
Seat Belts Worn	Lap + Shoulder Belt	Airbag Status	Airbag not deployed		
Nature & Extent of Injuries	None				
Where, when, and by whom were the injuries treated?	N/A				

Add Occupant | Remove Occupant

☐ No Occupants Comments N/A

V. Other Property Damage

☒ No Other Property Damage

Source of information Claimant.

VI. Investigation Results

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN JN8AT2MV2JW[redacted]

Date of vehicle inspection: 5/3/2018

Location of inspection: Legend Nissan.

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

Vehicle exhibits no signs of impact trauma / collision.

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

Photos taken by: Kevin D. Mackay # Photos: 71

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

Exterior/Body	No Abnormalities found. (Please see photos 6 - 37)
Engine/ Transmission/ Drivetrain	No Abnormalities found. (Please see photos 54 - 63)
Underbody/ Suspension/ Steering/ Wheels & Tires	No Abnormalities found. (Please see photos 64 - 71)
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	No Abnormalities found. (Please see photos 38 - 53)
Seat Belts/ Child Restraints (if applicable)	No Abnormalities found. (Please see photos 38 - 53)
Air Bags	No Abnormalities found. (Please see photos 38 - 53)

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

N/A

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

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

#	Allegation	Factual Findings
1	Claimant alleges that the Forward Emergency Braking (FEB) system operates with no obstructions in front of the vehicle.	Upon inspection of the vehicle, found that the vehicle exhibits no signs of impact trauma or collision. Performed control unit DTC diagnostic and found PAST DTCs C1A16-97 RADAR STAIN, C1A17-49 CONTROL UNIT, C1A18-54 LASER AIMING INCMP. Performed inspection of FEB OPERATION MILEAGE LOG, and found no history of any FEB operation. Performed inspection of the Laser radar unit and found no impact or trauma to the sensor. Found electrical connector to the laser radar unit connected and fully seated on unit. DTS performed test drive of the vehicle with the customer to the location she directed to and found no FEB operation duplicated upon test drive. DTS drove vehicle in both directions of the road with the customer and found no abnormal braking occurred.

Add Row | Remove Row

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

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV2JW[redacted]

Reporter's Signature *Kevin D. Mackay*

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

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV2JW[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	None.

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 JN8AT2MV2JW[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.)	Vehicle not equipped with Lane Camera.
○	◉	Physical damage to camera? (ie. cracks)	Vehicle not equipped with Lane Camera.
○	◉	Obstructions to radar sensor units? (ie. dirt, stickers, etc.)	Please see photos 35 - 37, 61 - 63
○	◉	Physical damage to radar sensor units? (ie. cracks)	Please see photos 35 - 37, 61 - 63
◉	○	Electrical connection to radar module firmly seated?	Please see photos 35 - 37, 61 - 63
○	◉	Electrical connection to camera module firmly seated?	Vehicle not equipped with Lane Camera.
○	○		

End of Form

*Name your file while saving.

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

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





LEGEND NISSAN

Service [redacted]
[redacted] Syosset, NY [redacted]
www.legendautogroup.com
Sales [redacted] Syosset, NY
Parts [redacted] [redacted] Syosset, NY [redacted]

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MI/HR	TOTAL	OPERATION	OPERATION DESCRIPTION	MI/HR	TOTAL

May 3rd 10:00 D/O

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/26/18	[redacted]	12	2749	9999	I	50NIZGAS	GAS
02/26/18				9999	I	50NIZROGUESW1	ROGUE
02/22/18		12	2749	9999	I	04NIZ01	WHEEL LOCKS
		12	6706	9999	I	96NIZCLEANN	CLEAN FOR DEL (NEW)
				3199	I	98NIZNYSIN	NYS INSPECTION (NEW)

SALESPERSON NO. 1205 JAVID AHMAD

SERVICE

STATE REG# [redacted]

SERIAL NO/VIN: JN8AT2MV2JW[redacted]
YEAR/MAKE/MODEL: 18/NISSAN/ROGUE SV AWD/4 DR AUTO
STOCK NO: [redacted]
DATE DELIVERED: 02/23/18
10
04/03/18
[redacted]
PLAINVIEW, NY [redacted]
MAGNETIC BLACK/CH
TURBO | MAKE | AIR COND. | P.S. | TRANS. | MILEAGE: NIZZ | 1,876
SERVICE ADVISOR: FRANCISCO MADERA
[redacted]
09:47am 04/03/18 07:00pm
APPOINTMENT: X
LABOR RATE: 128.00
CELL: [redacted]

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE AND THE NECESSARY MATERIAL AT THE ADVISED PRICE. I ALSO AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. NOT RESPONSIBLE FOR DAMAGE FROM FREEZING DUE TO LACK OF ANTIFREEZE.
TERMS: ALL REPAIRS ARE CASH, CERTIFIED CHECK OR APPROVED CREDIT CARD
CUSTOMER'S SIGNATURE X

JOB:

[DEAL TYPE] L

ORIGINAL CUSTOMER ESTIMATE:	PARTS	LABOR	TOTAL
	0.00	0.00	0.00

X _____

COMMENTS :
created 2018-02-23 01:58:00pm taken by

1 C 24NIZ **DRIVEABILITY**
CUSTOMER STATE VEHICLE STOP OUT OF NO WERE WITH NO ONE IN FRONT OR AROUND ON A MAIN ROADE
Contacted tech line

2 C 09NIZ00 **HEATING / A/C**
CUSTOMER STATE OUT OF NO WERE WHILE DRIVING FRONT VENT GOES ON AND CANT TURN IT OFF WHEN IS HAPPENING AFTER 20 MIN DRIVING CHECK AND ADVISE
NPF

3 C 51NIZ **ENTERTAINMENT SYSTEM**
CUSTOMER STATE USING FM RADIO AND OUT OF NO WERE RADIO WENT INTO CD MODE
NPF

4 W 88NIZ **RENTAL CAR**
LEGEND NISSAN IS SUPPLING A RENTAL CAR FOR YOUR CONVENIENCE
CUSTOMER IS RESPONSIBLE FOR ALL DAMAGES,TICKETS AND GAS.
CUSTOMER IS RESPONSIBLE FOR ALL DAMAGES, TICKETS AND GAS.
ONCE CUSTOMER IS NOTIFIED THAT THEIR VEHICLE IS READY TO BE

Not responsible for unforeseen circumstances or acts of God. Info _____
N.Y.S. REPAIR SHOP NO. R708 4021
SAVE REPLACED PARTS YES ☐ NO ☐
REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED
ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED
A DAILY STORAGE FEE WILL BE CHARGED IF THE VEHICLE IS NOT PICKED UP WITHIN 24 HOURS AFTER YOU HAVE BEEN NOTIFIED WORK HAS BEEN COMPLETED. DAILY STORAGE CHARGE $25.00
PRE-INSPECTION ESTIMATE PARTS, MATERIAL & LABOR
PARTS $ _____
LABOR $ _____
TOTAL $
ADDITIONAL WORK
DATE | TIME
PARTS $ _____ | CALLED BY | PHONE
LABOR $ _____ | OK'D BY
TOTAL $

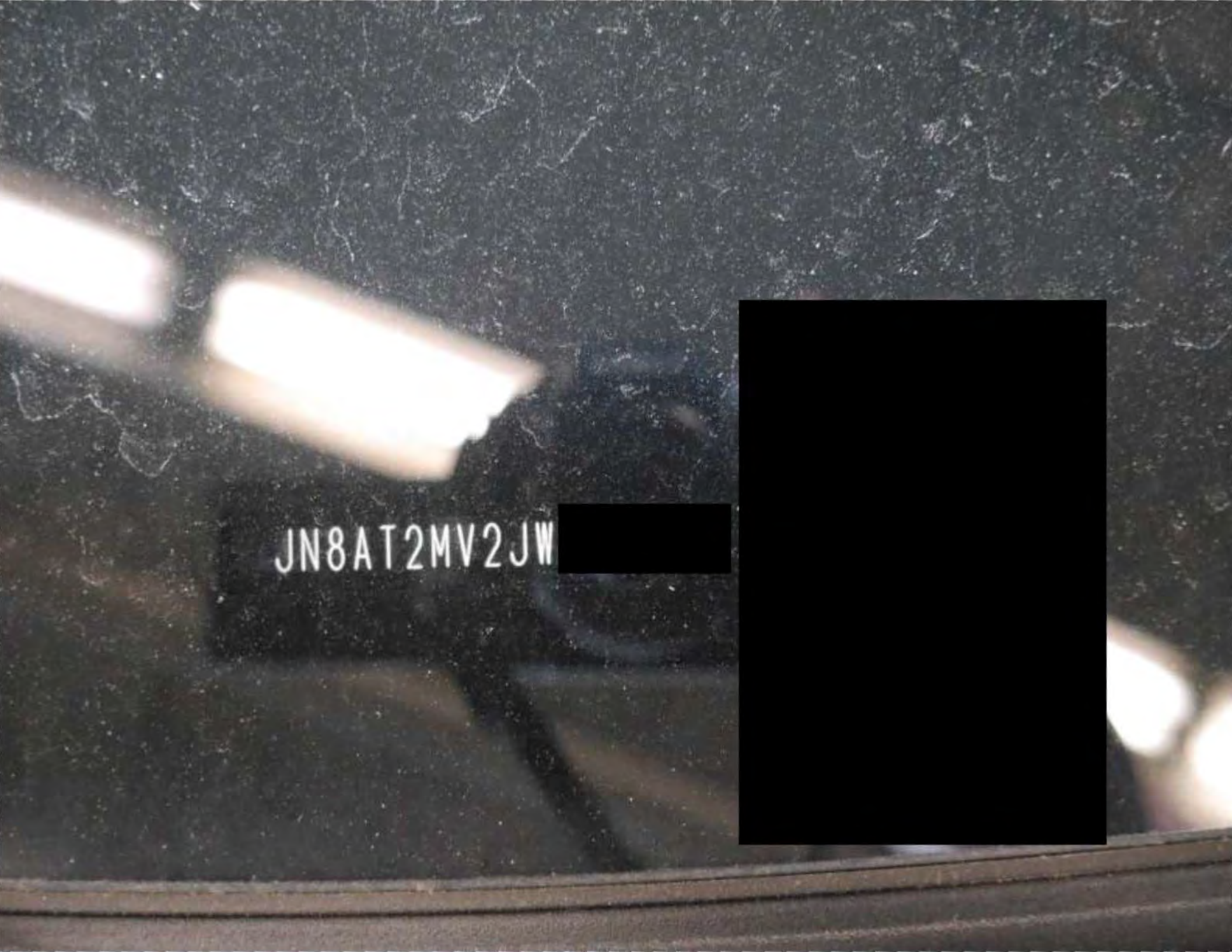
THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY. LABOR AND PARTS FOR 90 DAYS OR 4000 MILES, WHICHEVER COMES FIRST. WARRANTY WORKING TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS. SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE PERIOD STATED HEREIN. SELLER DOES NOT COVER BY WARRANTY:
FRONT END ALIGNMENT - COOLANT AND COOLANT LOSS - AIR CONDITIONING SEALS, LEAKS - FOUNDED ELECTRICAL WIRING AND CHARTS (INCIDENT RELATED TO ORIGINAL REPAIR) - FUEL SYSTEM - WHEN DUE TO CONTAMINATION
TIRES AND BATTERIES WARRANTED AT MANUFACTURERS OPTION
THIS WARRANTY DOES NOT COVER CONDITIONS RESULTING FROM MISUSE, ABUSE, SERVICE ACCIDENT OR ALTERATIONS.
ANY WARRANTIES ON THE PRODUCT SOLD HEREIN 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 NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.
DO YOU HAVE AN EXTENDED WARRANTY OR SERVICE CONTRACT ☐ YES ☐ NO
TYPE
[redacted]
OIL QTS | REAR END
GAS GAL | TRANS. FLUID
[redacted]

DP SALES DISTRIBUTORS (631) 842-7549

SERVICE COPY

[CONTINUED ON NEXT PAGE]


10:40 AM
1904 miles
60
MPH
80
100
140
40
20


JN8AT2MV2JW

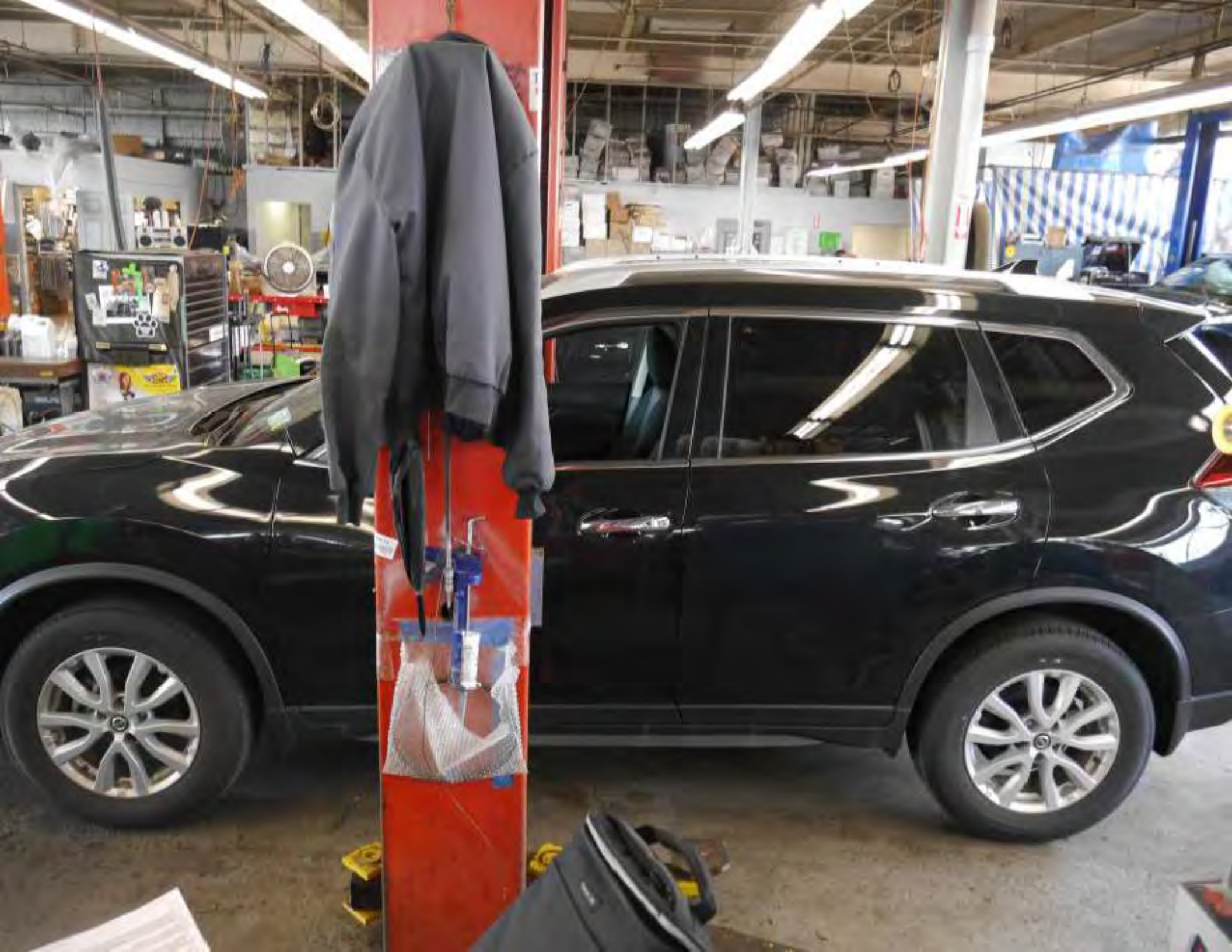

NEW YORK
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JN8AT2MV2JW[redacted]
2018 NISSA SUBN
PAS 6 E
[redacted]
7
18
YEAR
[redacted]
VEHICLE REGISTRATION


[redacted]
NEW YORK STATE
SAFETY
INSPECTION
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NISSAN
AUTOMOTIVE

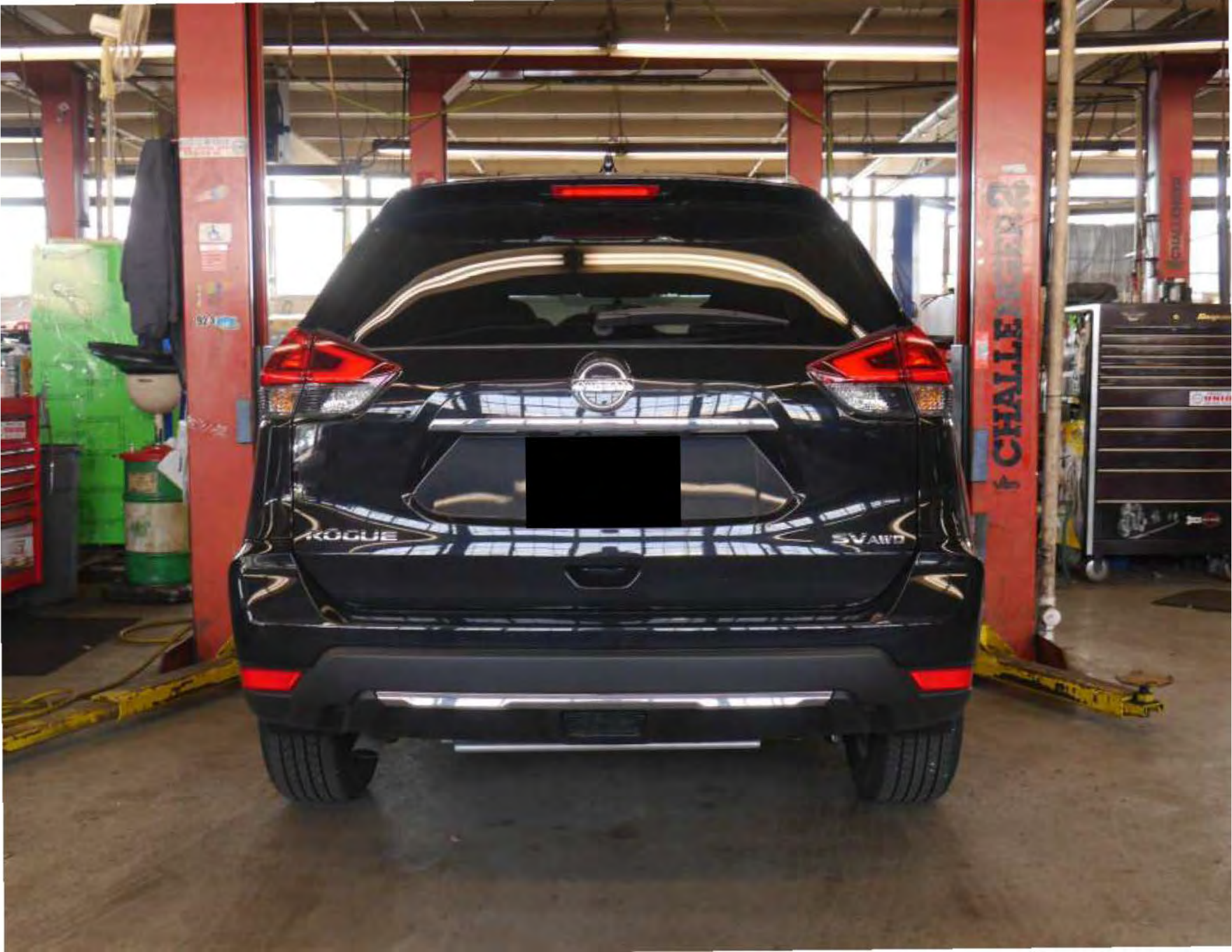

[redacted]
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Blue-Point
ST REMOVE


NISSAN

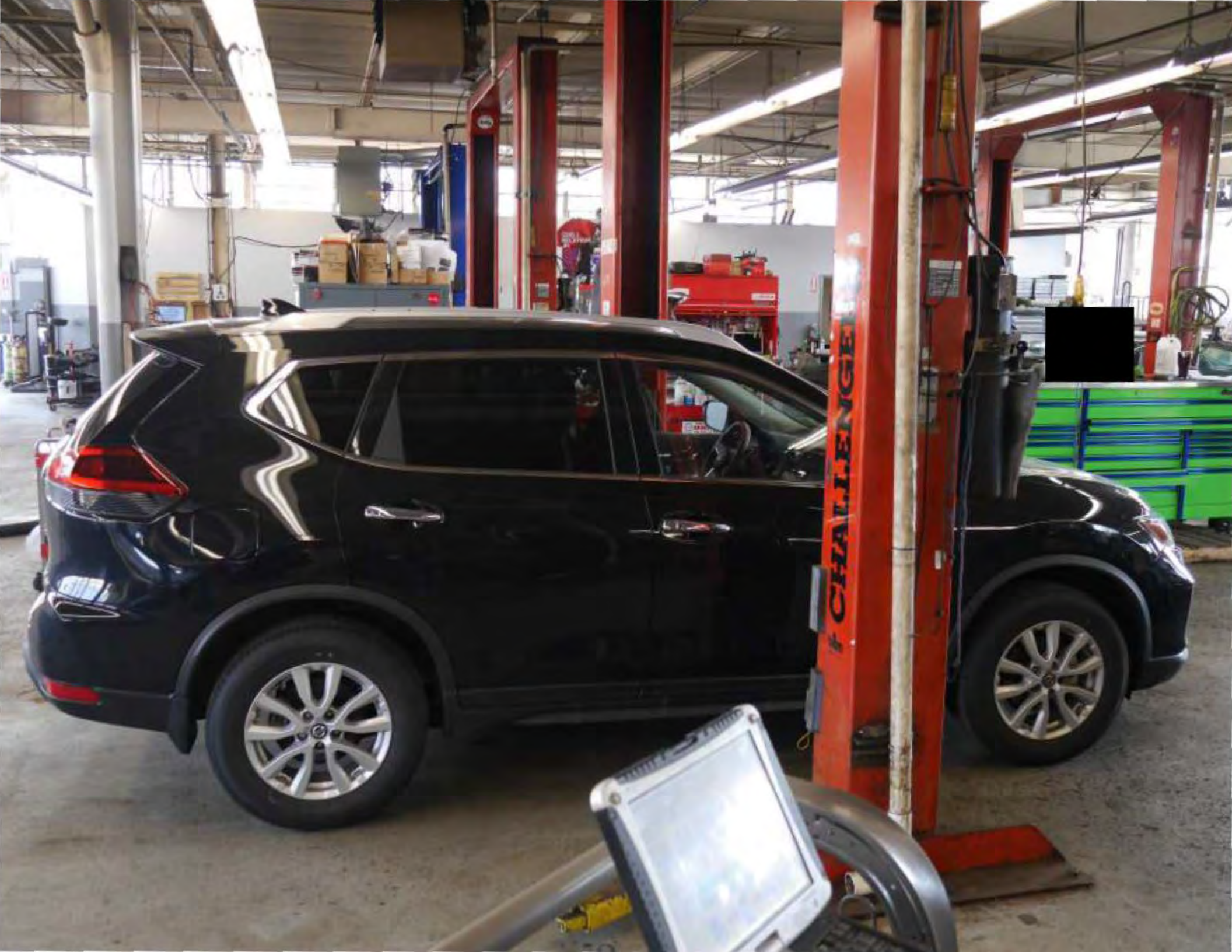





ROGUE


ROGUE
SV AWD


SV AWD


CHALLENGER



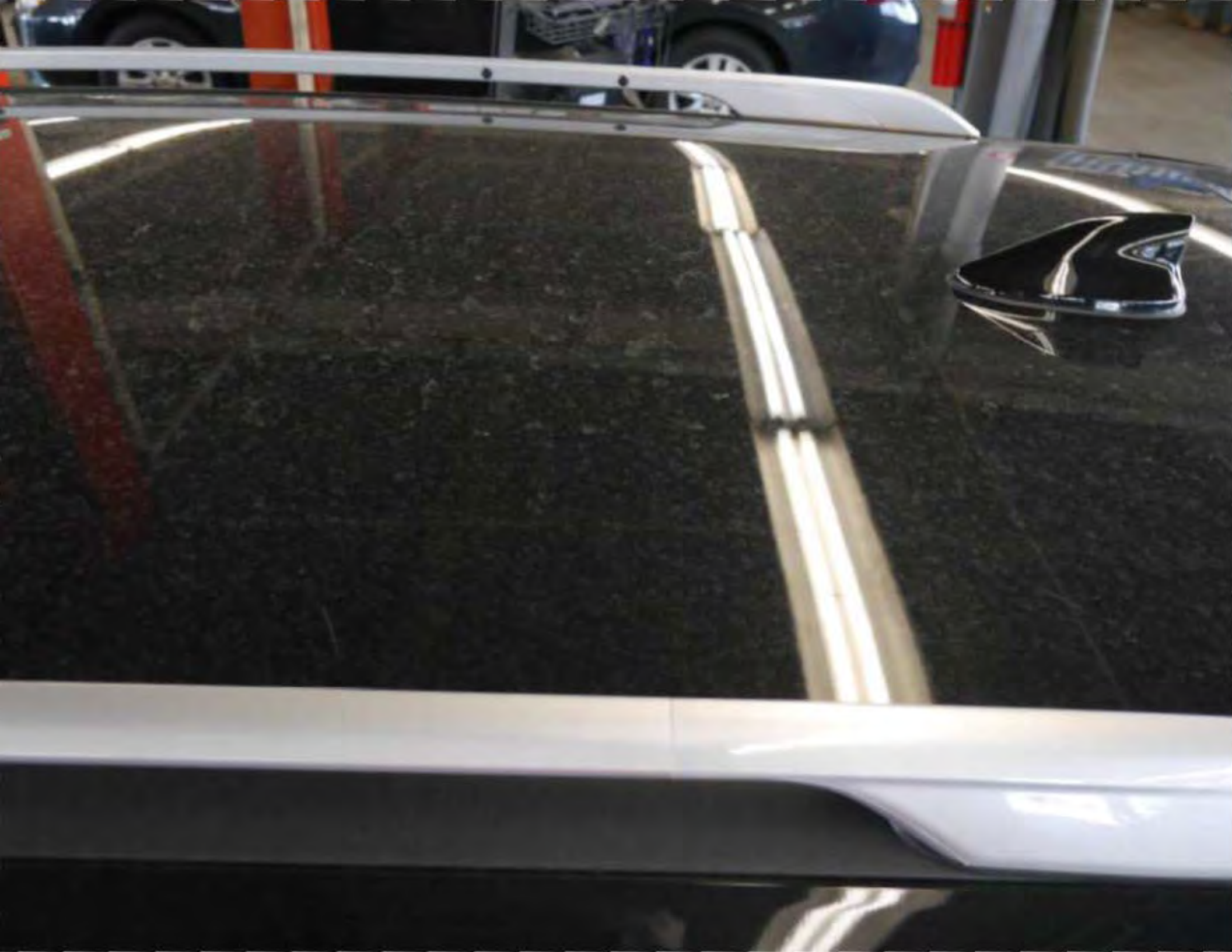















CHALLENGER


UNION




UNION
UNION












NISSAN


NISSAN


NISSAN








NISSA








































NISSAN


d
Pb


Pb


Pb
CAUTION / ATTENTION

















[redacted]


1S



Search... Search Samaritan Potter Help & Training

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

Vehicle
JN8AT2MV2JW[redacted]

Customize Page | Printable View | Help for this Page

Vehicle Campaigns [0] | Warranty Cases [0] | Cases [2] | Service History [6] | Vehicle Service Contracts [0] | Vehicle History [1] | DTS Field Inspections [1]

Vehicle Detail

Checking for Warranty Exclusions/ Branded VINs..

VIN	JN8AT2MV2JW[redacted]		
Last Modified By	Samaritan Potter, 5/9/2018 8:44 AM	Branded Title	
Created By	NNAETL, 12/28/2017 1:11 PM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage	1,876	MSRP	$28,780
Latest Recorded Mileage Units	M		
In Service Date	2/23/2018		

Manufacturing Data

Make/Model	2018 NISSAN ROGUE	Manufacturer Date	11/16/2017
Model Year	2018	Plant Name	KYUSHYU (NML)
Make	NISSAN	PDI Date	
Model Line	ROGUE	Country Code	USA
Model Code	22218	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	B92C03L92Z66		
Factory Installed Options Descriptions	B92 (SPLASH GUARDS (SET OF 4-BLACK)), 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) [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	2/23/2021	36,000				
2	POWERTRAIN COVERAGE	2/23/2023	60,000				
3	SEAT BELT	2/23/2028	999,999				
4	CORROSION COVERAGE (PERFORATION)	2/23/2023	999,999				
5	FEDERAL EMISSION LONG TERM DEFECT	2/23/2026	80,000				

Vehicle Retail Sales

Vehicle Retail Sales

Action	Name	Owner	Selling Dealer	Sale Type	Vehicle Model	Purchase Date	Rewind Indicator
View	[redacted]	[redacted]	LEGEND NISSAN	NMAC lease	ROGUE	2/23/2018	

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]	TECH LINE		4/3/2018 9:56 AM	4/3/2018 10:03 AM	1,876	Pending Dealer Reply	0	[redacted]
| Edit | Cls	[redacted]	CA	[redacted]	4/3/2018 9:29 AM		1,500	Open	0	

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]			1/16/2018	1	NP NP	[redacted]		
			I	2/26/2018	12	Legend Nissan Ltd			
			I	2/26/2018	12	Legend Nissan Ltd			
			I	2/26/2018	12	Legend Nissan Ltd			
			I	2/24/2018	12				
			I	2/24/2018	12				

Vehicle Service Contracts

Vehicle Service Contracts Help

No records to display

Vehicle History

Vehicle History Help

Date	User	Action
12/28/2017 1:11 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]	Completed	4/9/2018	[redacted]	Kevin	MacKay	NER	5/3/2018 10:00 AM	5/3/2018 8:42 PM

^ Back To Top

Always show me fewer / more records per related list

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DP19-001

NISSAN

5/15/2019

ATTACHMENT B

REQUEST NUMBER 2 DOCUMENTS

FIELD REPORTS



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

CDR File Information

User Entered VIN	KNMAT2MV2HP[redacted]
User	Kevin D Mackay
Case Number	[redacted]
EDR Data Imaging Date	05/08/2018
Crash Date	04/25/2018
Filename	KNMAT2MV2HP[redacted]_ACM.CDRX
Saved on	Tuesday, May 8 2018 at 12:33:51
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
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
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      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
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      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00

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.

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [20] | Case Categorizations [1] | Open Activities [0] | Activity History [3] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | DTS Field Inspections [1] | Attachments [0] | Case History [13] | 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		Case Owner	
Home Phone		Status	Open
Executive Referral		Type	CA
Exec-Received-Date		Case Origin	Phone
Letter Sent Date		Date/Time Opened	5/3/2018 9:59 AM
Letter Received Date		Date/Time Closed	
Follow Up Date	5/23/2018	Multiple Repairs	No
Follow Up Request	Send Follow Up Email		
Supporting Documents		DRT Support Status	Pending
CA Multiple Repairs		DRT Support IIR Status	Accepted
Executive Actions To Resolve		DRT Resolution Status	
Description	IIR- FEB- EST		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	2,900		

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	KNMAT2MV2HF[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	SMITHTOWN NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	07	Dealer Instructions	
Shared With		Requested Dealer Action	

Related Items

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

RHR Started		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: KNMAT2MV2HP[redacted]		
Created By	Taylor Willock, 5/3/2018 9:59 AM	Root Cause Code	
Last Modified By	Lydia Ristic, 5/10/2018 8:32 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 Private	✓	**Created By: Dakota McGregor (5/10/2018 11:07 AM)** ARBS notes that SRPLNR FD informed that if IIR is uploaded then SRPLNR will request review be expedited by PL-LO and PL-WR ARBS sent e-mail to SRPLNR informing that IIR has been uploaded to FTP on 05/09 by DTS-KM
		Created By: Dakota McGregor (5/10/2018 11:03 AM) ARBS notes that SD Andrew informed that C was contacting DLR multiple times prior to ARBS sending below e-mail ARBS placed outbound to DLR Smithtown Nissan at or around 9:38AM ARBS notes receptionist transferred ARBS to generic vmx ARBS did not leave a vmx ARBS sent e-mail to SD "I tried to give you a call to further discuss. I was transferred to a general mailbox, and I did not leave a message.
Make Private	✓	Our office did speak to the customer this morning before you sent this e-mail out. Our office is in the process of sending him an e-mail about his case too reiterating some of the information provided to him in the phone call. A resolution is not available yet. Nissan is having specialists look at the information from the inspection, and our office has asked that this review be expedited. When the customer called in he was made aware that this process does take time, and he agreed to the process. We explained to the customer on the phone multiple times that the dealership (Smithtown) does not conduct the review nor would they [you] be able to provide any further information to him [the customer] regarding this process. We also reminded him that this inspection and review is conducted by the manufacturer"
		Created By: Dakota McGregor (5/10/2018 11:00 AM) ARBS sent e-mail to C at 10:19 AM e-mail was reviewed by SPRLNR FD "Good Morning [redacted] Thank you for taking the time to let me know about your concerns today and for taking the time to speak to our office. The inspection process that was requested from our office typically takes six to eight weeks to complete, which is comprised of two to four weeks to get an inspector out to complete the inspection and two to four weeks for our specialists to review the information from the inspection.
Make Private	✓	Our office has already been able to expedite the first part of the process for your case, and the inspection was completed within four days of your initial call to Nissan. We have requested for the second part of the process to be expedited as well, and we will try our best to have this part of the process completed quickly also. Nissan understands that this process can be rather lengthy. An additional option that Nissan can provide is to review to repurchase or replace your vehicle, but this is not a guarantee as it is based off of your state's lemon laws. If you would like for Nissan to review for the above option, please contact me. Thank you again for choosing Nissan,"
		Created By: Dakota McGregor (5/10/2018 9:59 AM) ARBS additional notes: C inquired why DLR does not have resolution ARBS informed that C requested and agreed upon inspection from Nissan the manufacturer ARBS informed that DLR is not conducting review and would not have or be able to provide any further information about the resolution at this time C inquired why DLR does not have resolution again ARBS explained that inspector from Nissan conducted inspection, inspector does not make sole determination, specialists will be reviewing information ARBS informed DLR is not conducting review
Make Private	✓	

Make Private

Created By: Dakota McGregor (5/10/2018 9:29 AM)
*ARBS notes C was very combative

ARBS placed outbound to C [redacted]
ARBS informed that ARBS received vmx from C, and ARBS inquired how ARBS could assist C
C states that C would like to know status of veh now
ARBS reminded C that ARBS and C spoke on 04/07, and ARBS informed C that specialists will need time to review the information from inspection
C inquired how long this will take
ARBS informed anywhere from 1-4 weeks as can be less than 2-4 weeks some times
C states that this time period is absurd
C states that C will not wait this amount of time without a veh
ARBS inquired if C was not in a loaner/rental veh
C states C is in a loaner veh but the loaner veh does not have as many options as Cs veh
C states C refuses to suffer any further
ARBS informed C that if C feels more comfortable in Cs veh, then C can pick up Cs veh and wait for resolution
ARBS informed that this would Cs discretion as Nissan has offered C the loaner veh as a courtesy
C states C does not care
C states that C would like resolution immediately
C states C does not know why it would take a specialist several weeks to look at one piece of paper
ARBS explained multiple items included in inspection such as pictures of the veh, information/ technology garnered from the veh
C responded with C still does not know why would take time to look at how pretty Cs veh is in the pictures
C states C would like to speak to the specialists reviewing Cs case
ARBS informed that they are not customer facing
C states C would like to know if there is a government concern with Cs veh
ARBS explained VIN and that there are no campaigns or recalls for the veh
ARBS informed that ARBS can offer to review to see what other options C has
C states C does not care about other options, C states C wants decision now
ARBS informed that Nissan needs time, and C has not allowed Nissan time to review case
C terminated call

Make Private

Created By: Dakota McGregor (5/10/2018 8:54 AM)
ARBS received vmx from C requesting callback

Make Public

Created By: Lydia Ristic (5/10/2018 8:39 AM)
Correction:

CRR-LR couldn't provide C with agent ID / name and case numbe[redacted].

C would like to reach only the person taking care of the case.
C was transferred to VMX.

Make Public

Created By: Lydia Ristic (5/10/2018 8:32 AM)
****case summary ****

C contacted Nissan CA requesting assistance with follow up case./ sent an email to ARBS-DM.

Make Public

Created By: Lydia Ristic (5/10/2018 8:32 AM)
CRR-LR VERIFIED Account information including: C's name, home & e-mail address & best contact number.
CRR-LR VERIFIED VEH Information including: VIN #, Current Mileage.
CRR-LR CHECKED for open recalls/campaigns and found:0
CRR-LR CHECKED for previous UNRELATED Case(s) and found: 0
CRR-LR CHECKED previous RELATED Case(s) and found: 0
CRR-LR NOTED concern.: follow up case.
CRR-LR received inbound call from C.

C called stated has a lease VEH in the shop.
C stated hasn't heard anyone.
C is very upset and would like to speak with ARBS-DM who is taken care of case.
C is very frustrated that there is noone to speak with today.

CRR-LR advised C for follow date 5/23/2018.

C stated would stop payment.
C stated Nissan was at DLRSHP 2 days ago and no answer from Nissan.
C stated would go to newspaper.

CRR-LR apologized to C.
CRR-LR advised would transfer to VMX.
CRR-LR asked C if there was anything else CRR-LR could assist with.

C declined.

CRR-LR provided C with agent ID / name and case number[redacted]

C understood

Best contact #[redacted].
Call ended mutually.

Make Private

Created By: Dakota McGregor (5/9/2018 8:42 AM)
ARBS notes that IIR was uploaded to FTP per DTS-KM

Make Private

Created By: Dakota McGregor (5/7/2018 11:07 AM)
ARBS placed outbound to DLR Smithtown Nissan
ARBS spoke to SD Andrew
ARBS discussed and e-mailed below info with SD

Thank you very much for your assistance on the case relayed in the subject line. Nissan will be providing a loaner/rental vehicle for this customer until our review is completed unless our office provides other instruction. Please make sure that you have an open RO stating that customer is having FEB automatic braking concerns, so you can submit for payment once the review is completed.

If you have any questions or concerns, please let me know.

The DTS Kevin McKay will be coming out to inspect the vehicle, then Nissan specialists will be reviewing the information from the inspection. This process can take several weeks.

Thanks again.

SD agreed with process

SD inquired about other case number of Martin Tiger with ARBS CS
ARBS referred SD to ARBS CS

Make Private

Created By: Dakota McGregor (5/7/2018 10:34 AM)
[redacted] ARBS placed outbound to C
ARBS informed that DTS will be completing inspection on 05/08 at 11AM
ARBS reminded C that specialists will need time to review information
C understood
ARBS thanked C
C thanked ARBS
call ended mutually

Make Private

Created By: Dakota McGregor (5/7/2018 9:41 AM)
ARBS submitted DTS request

Created By: Dakota McGregor (5/7/2018 9:38 AM)
[redacted] ARBS placed outbound to C
ARBS verified and completed probe
ARBS verified C had time to speak to ARBS

C states that was coming home west bound on highway[redacted]
C states was going about 40 mph
C states that veh slowed down abruptly
C states that went into a lower shift
C states that heard several beeps
C states that there was no injury, property damage or accident
C states that concerns have happened seven or eight times to C
C states that has happened since C purchased the veh in September of 2017
C states C does not remember if anyone was behind or beside C
C states that no one was in front of C during incident
C states that there were no overhead obstructions including traffic light, signs or
C states that veh slowed down abruptly, C states C did not do anything during incident
C states that C waited and the veh went back to normal

Make Private

C states veh has been at DLRs for several weeks
C states that DLR has not given C an update regarding findings, and C has been in a loaner/rental

ARBS advised c that NNA would be interested in inspecting the veh relating to the FEB system in the veh
C states C was not aware that even had FEB
ARBS reviewed monroney label and informed C that Cs veh does have FEB
C understood
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 4-6 hours
c stated ok
ARBS advised that loaner/rental would continue to be provided to C until review was completed, ARBS had update regarding Cs concerns or C was notified by ARBS
C understood
ARBS advised c that ARBS will request the inspection and will call c once a date is available
ARBS offered further assistance
C declined
ARBS thanked C
C thanked ARBS
Call ended mutually

Make Private

Created By: Dakota McGregor (5/7/2018 8:50 AM)
ARBS RECEIVED CASE, UNDER REVIEW, VERIFY PROBE
****

Make Private

Created By: Kelli Donovan (5/4/2018 9:14 AM)
RCAS-KD submitted IIR.

Created By: Kelli Donovan (5/4/2018 9:13 AM)
RCAS-KD placed call to c @[redacted]
RCAS verified address, email address, and phone numbers.
RCAS advised the call may be recorded for quality and training purposes.

RCAS verified concerns.

C stated that c knows a little about it.
C stated it's happened when c was in veh with c's husband driving.
C stated that c will get c's husband.
C put c's husband on the line.

RCAS inquired to c's concern.

Make Private

C stated that c does not know what it's called.
C stated it goes into a a lower shift.
C stated c has had concern since September and it is infrequent.
C stated that c will be going 30-40 mph on the parkway and all of the sudden the veh will come out of drive and lunge forward and beep beep.
C stated then the veh will come out of that all by c's self.
C stated it happens intermittently

RCAS understood and apologized.
RCAS asked c IIR questions.
RCAS submitting IIR.

RCAS set follow up for 5/7.

Call ended mutually.

Created By: Kelli Donovan (5/4/2018 7:45 AM)
RCAS-KD placed call to Smithtown Nissan and spoke to ASM-Mike Scanlon

Make Private

ASM stated ASM drove veh
ASM stated that ASM could not duplicate the forward emergency braking concern. .
ASM stated that ASM will drive again today in attempt to duplicate.

Call ended mutually.

Make Public

Created By: Taylor Willock (5/3/2018 10:03 AM)
CASE SUMMARY
SCRR-TW is forwarding the Case to RCAS for further review as no further assistance can be offered at this time.
C contacted Nissan CA requesting assistance with DLR UNABLE TO DUPLICATE

Make Public

Created By: Taylor Willock (5/3/2018 10:03 AM)
SCRR-TW Verified Customer Info Including: Name, Address, Best Contact, and Email
SCRR-TW VERIFIED VEH Info including: VIN#, Current Mileage
SCRR-TW CHECKED for OPEN Campaign(s) and Found: NONE
SCRR-TW CHECKED for RELATED Case(s) and Found: NONE
SCRR-TW CHECKED for previous UNRELATED Case(s) and Found: NONE
SCRR-TW NOTED Concern is: DLR UNABLE TO DUPLICATE

C Stated C was just at a Nissan DLRSHP
C Stated C has a 2017 Nissan Rogue and C's service advisor told C to call NNA CA with the concern to document a case
C Stated the DLRSHP cannot duplicate the concern
C stated the VEH has 2,900 miles
C Stated in several locations going 30-40MPH the VEH goes into low gear on the VEHS own and starts beeping
C Stated the VEH lunges forward and slows down dramatically into a lower gear than drive
C Stated C is worried C will be hit from behind when the concern happens
C Stated the concern is intermittent.
C Stated C is working with SA- ANTHONY JAKUP[redacted]
C Stated the SA mentioned a few concerns such as a sensor, or the computer
C Stated the SM took the VEH for a ride and could not duplicate the concern

C Stated the SA-ANTHONY advised C that the DLRSHP will need to keep the VEH for a couple days and C has a loaner
C stated the concern was inconvenient as C is handicapped and had to take things out of the that help facilitate C to drive and put into the loaner VEH

SCRR-TW Advised C that the case will now be forwarded to RCAS for further review. Set Follow-Up date for 05/04/2018 no later than EOB
SCRR-TW asked C if C requires any further assistance

C Declined

C Understood and appreciated assistance.

SCRR-TW Provided C with Case [redacted] and agent ID
Best Contact Number: [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]	ENGINE ELECTRICAL	GEN. ENGINE ELECTRIC COMPONENT(S)	UNABLE DIAGNOSE/DUPLICATE	11

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] SMITHTOWN NISSAN			5/9/2018	Kevin MacKay		Complete	5/7/2018 10:35 AM
Edit | Del	DTS Follow Up [redacted] SMITHTOWN NISSAN			5/9/2018	Dakota McGregor		Complete	5/7/2018 9:44 AM
Edit | Del	IIR		[redacted]	5/7/2018	Dakota McGregor		Complete	5/7/2018 9:16 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	Kelli Donovan, 5/4/2018 9:13 AM	5/4/2018			KNMAT2MV2HP[redacted]	

DTS Field Inspections

DTS Field Inspections Help

Action	Title	DTS Inspection Date	Owner First Name	Owner Last Name	Status
Edit	[redacted]	5/8/2018 11:00 AM	Kevin	MacKay	Completed

Attachments

Attach File | Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
5/9/2018 8:42 AM	Dakota McGregor	Changed **Follow Up Date** from 5/15/2018 to **5/23/2018**.
5/7/2018 11:07 AM	Dakota McGregor	Changed **Follow Up Date** from 5/8/2018 to **5/15/2018**.
5/7/2018 9:17 AM	Dakota McGregor	Changed **Follow Up Date** from 5/7/2018 to **5/8/2018**.
5/4/2018 10:46 AM	Samantha Dixon	Changed **Case Owner** from Kelli Donovan to **Dakota McGregor**.
5/4/2018 10:46 AM	Samantha Dixon	Changed **Description**.
5/4/2018 9:14 AM	Kelli Donovan	Changed **Follow Up Date** from 5/4/2018 to **5/7/2018**.
5/4/2018 7:45 AM	Kelli Donovan	Changed **Subject** from CUSTOMER: [redacted] PHONE: [redacted] VIN: KNMAT2MV2HP[redacted] **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: KNMAT2MV2HP**[redacted]
5/3/2018 11:55 AM	Amanda Yett	Changed **Case Owner** from Amanda Yett to **Kelli Donovan**.
5/3/2018 10:04 AM	Taylor Willock	Changed **Escalated By ID** to **0050G000009dbC4**.
		Changed **Case Owner** from Taylor Willock to **Amanda Yett**.
5/3/2018 9:59 AM	Taylor Willock	Changed **VIN** to **KNMAT2MV2HP**[redacted]
		Changed **Subject** to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: KNMAT2MV2HP**[redacted]
		Created.

Emails

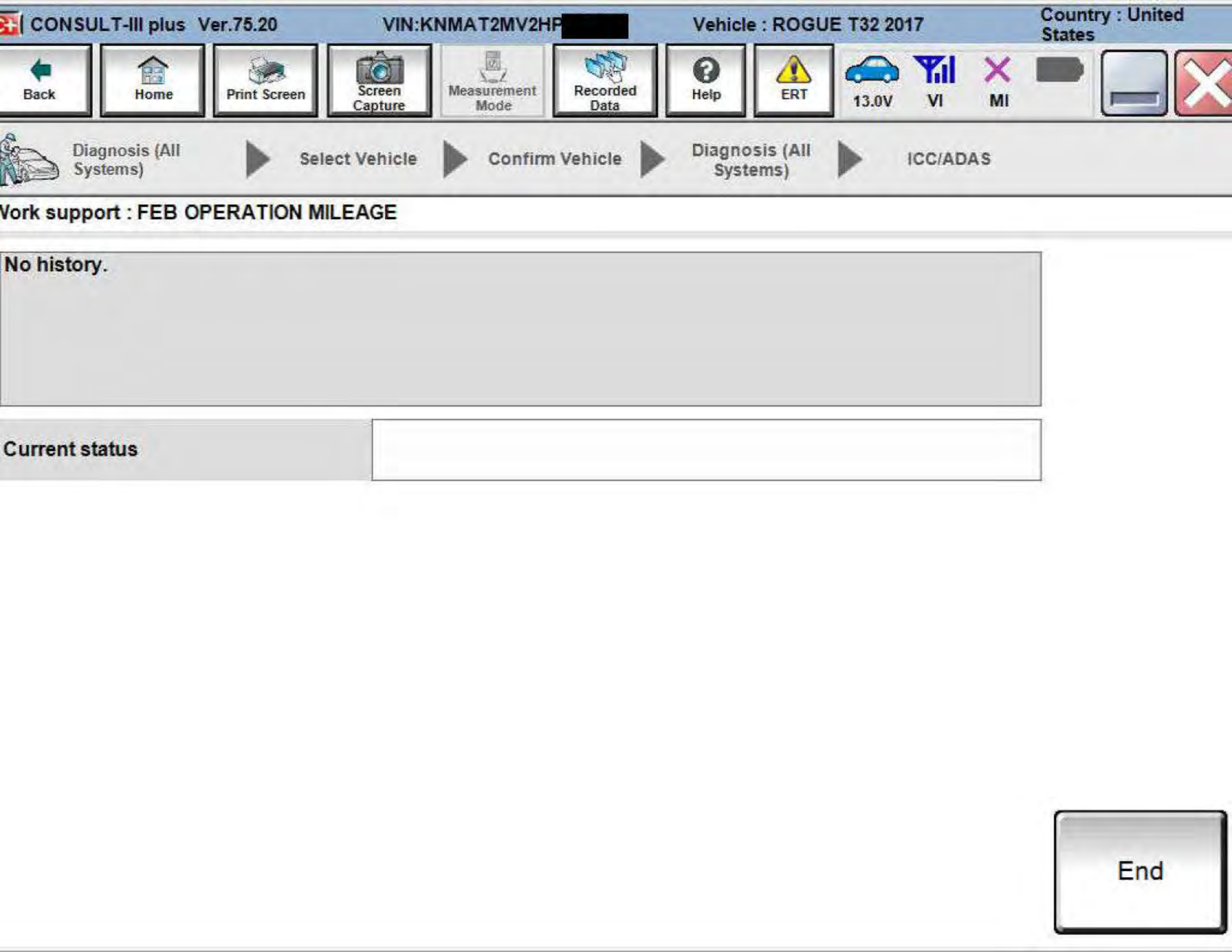
Send an Email | Emails Help

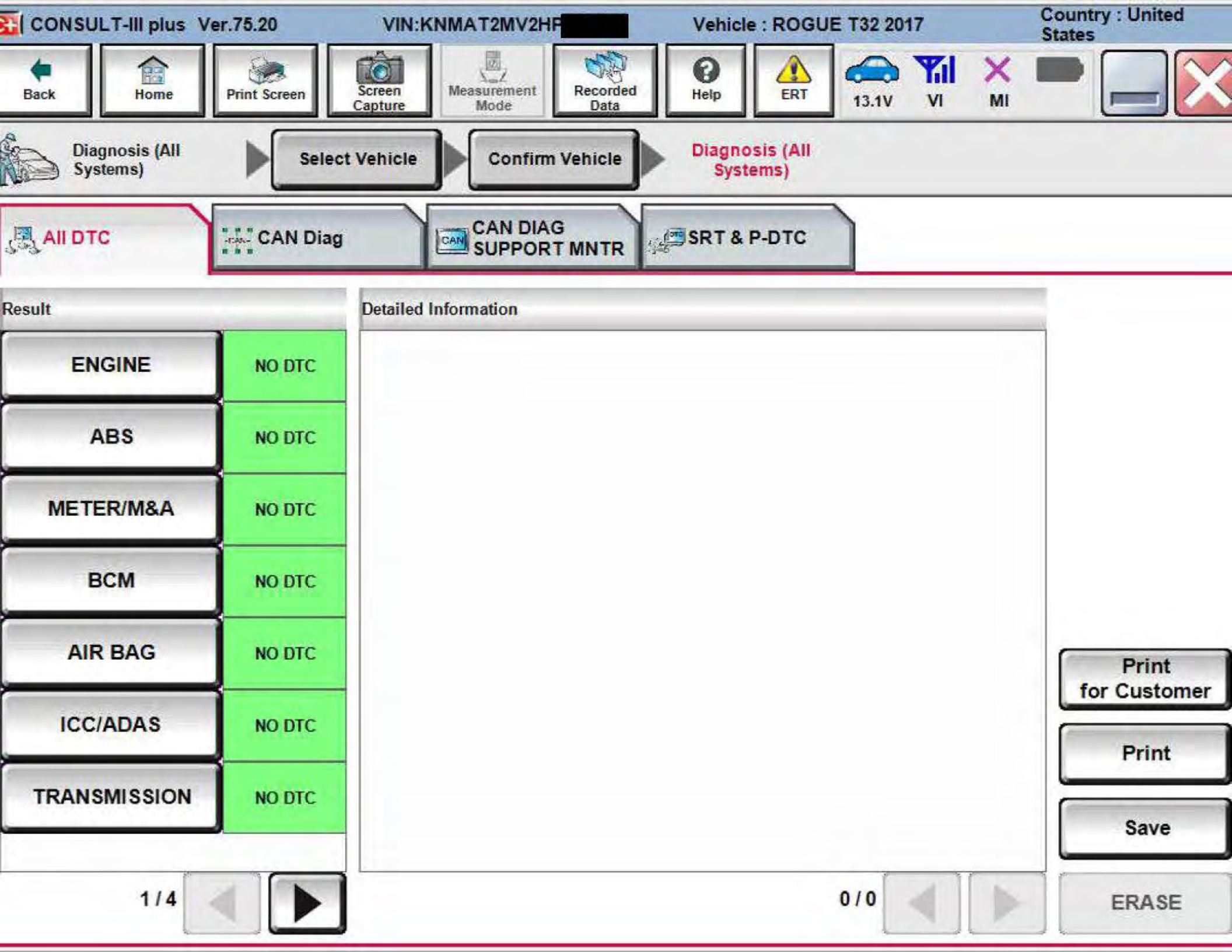
No Emails Available

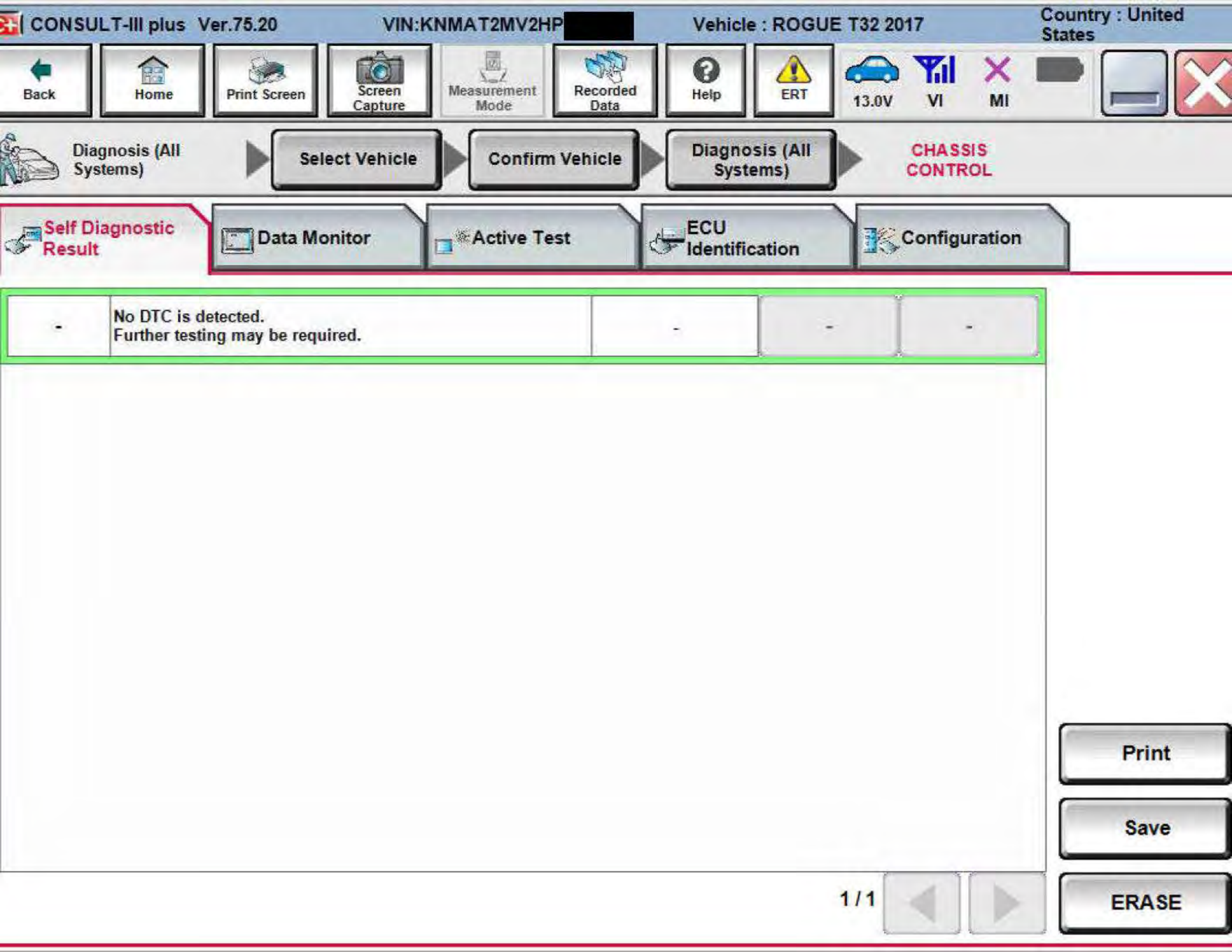
Back To Top

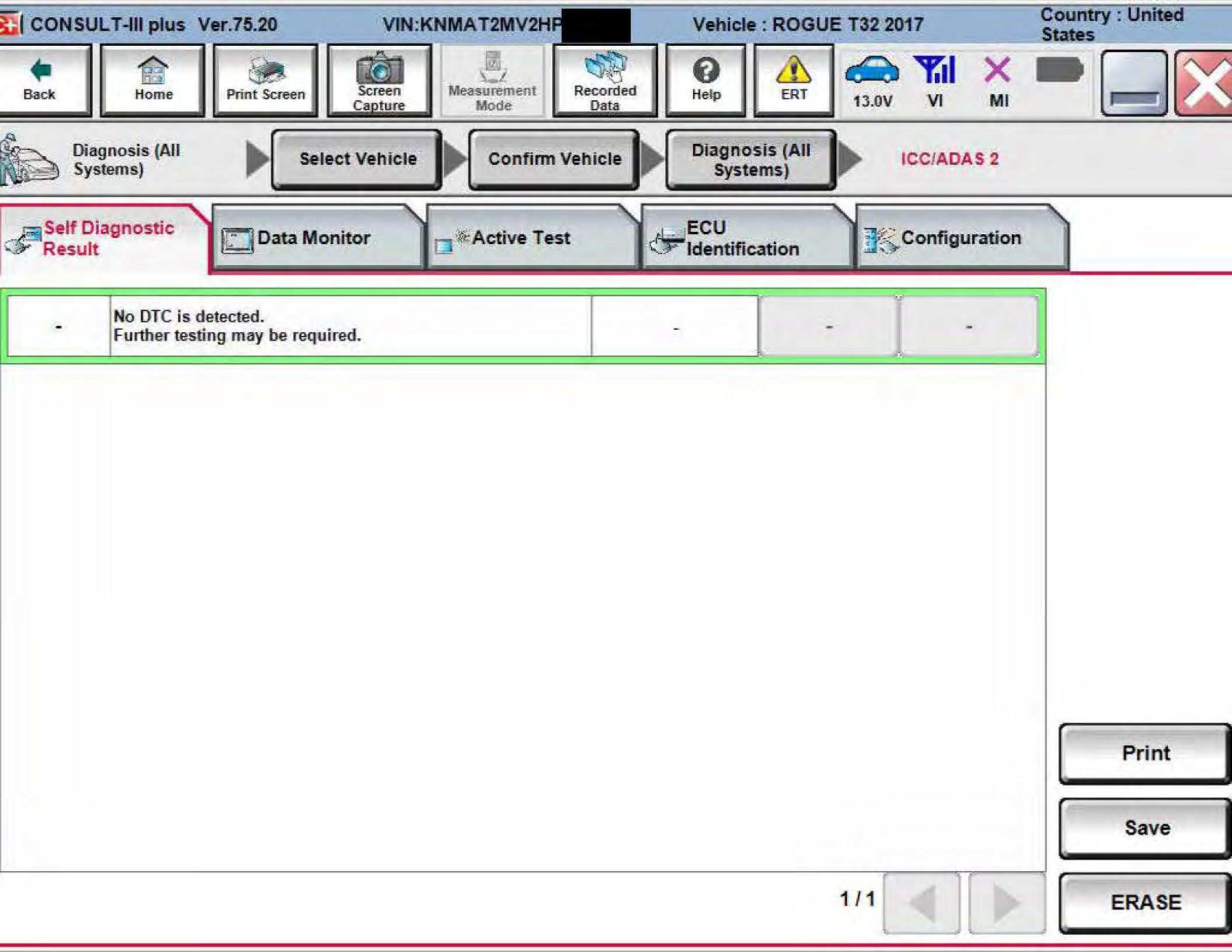
Always show me fewer / more records per related list

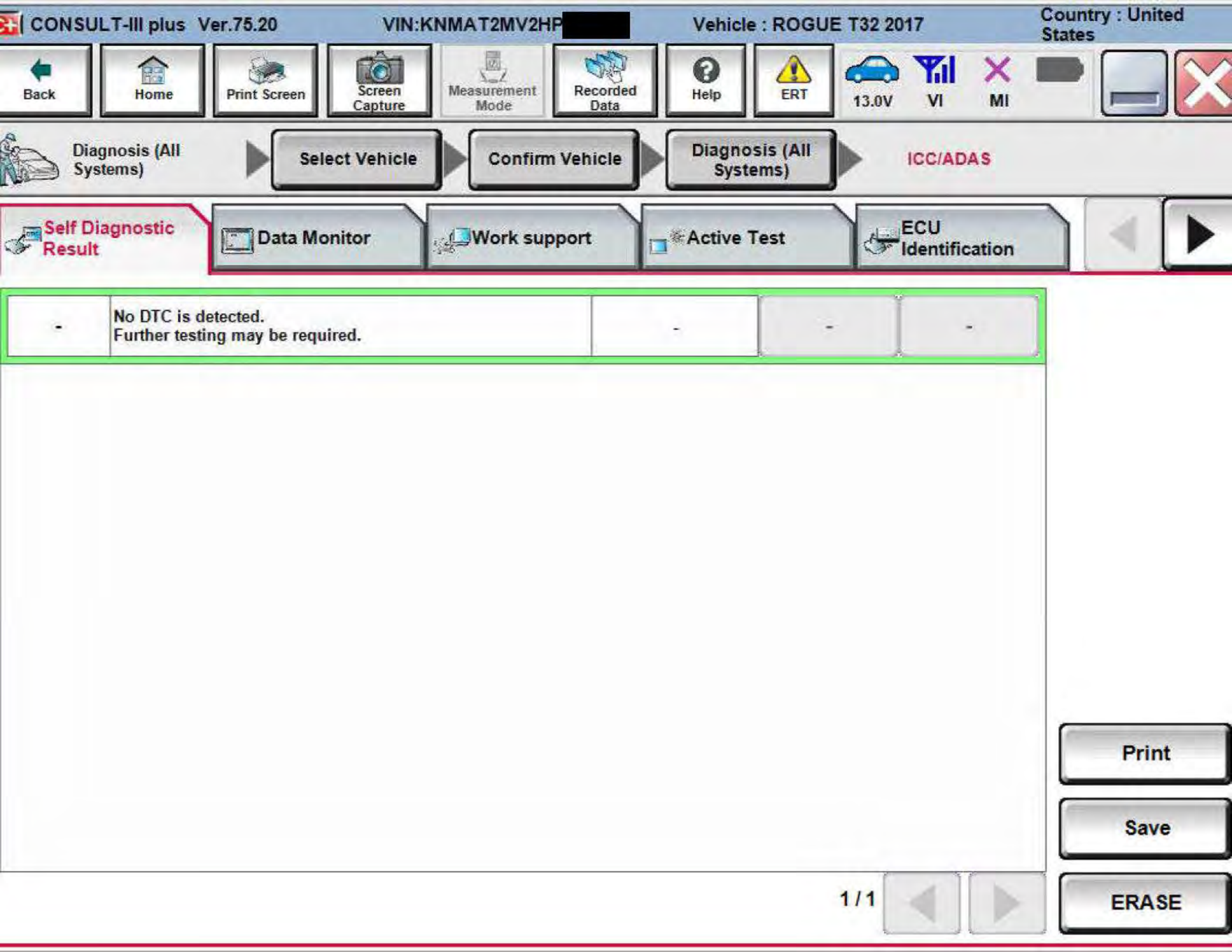
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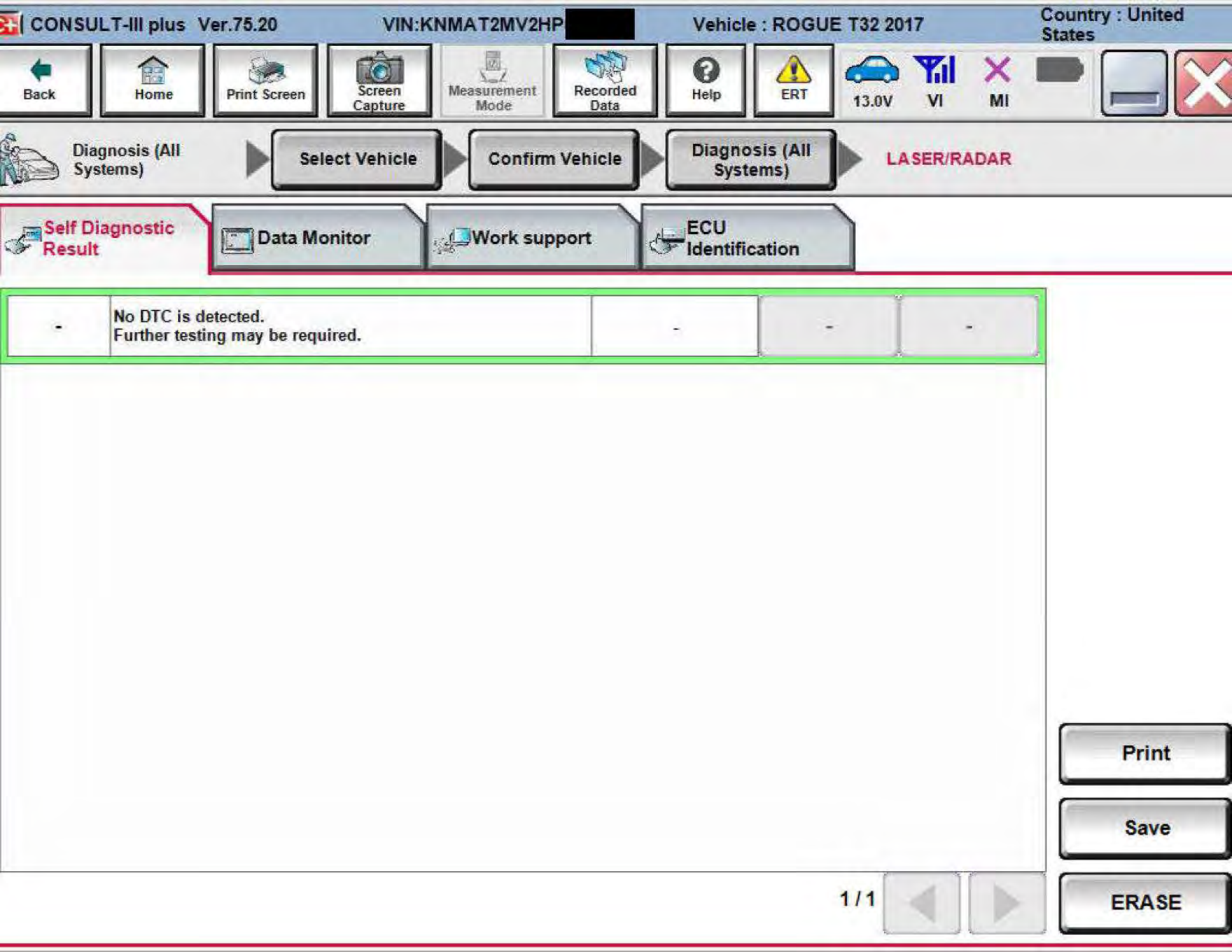

CONSULT-III plus Ver.75.20
VIN:KNMAT2MV2HP[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB OPERATION MILEAGE
No history.
Current status
End

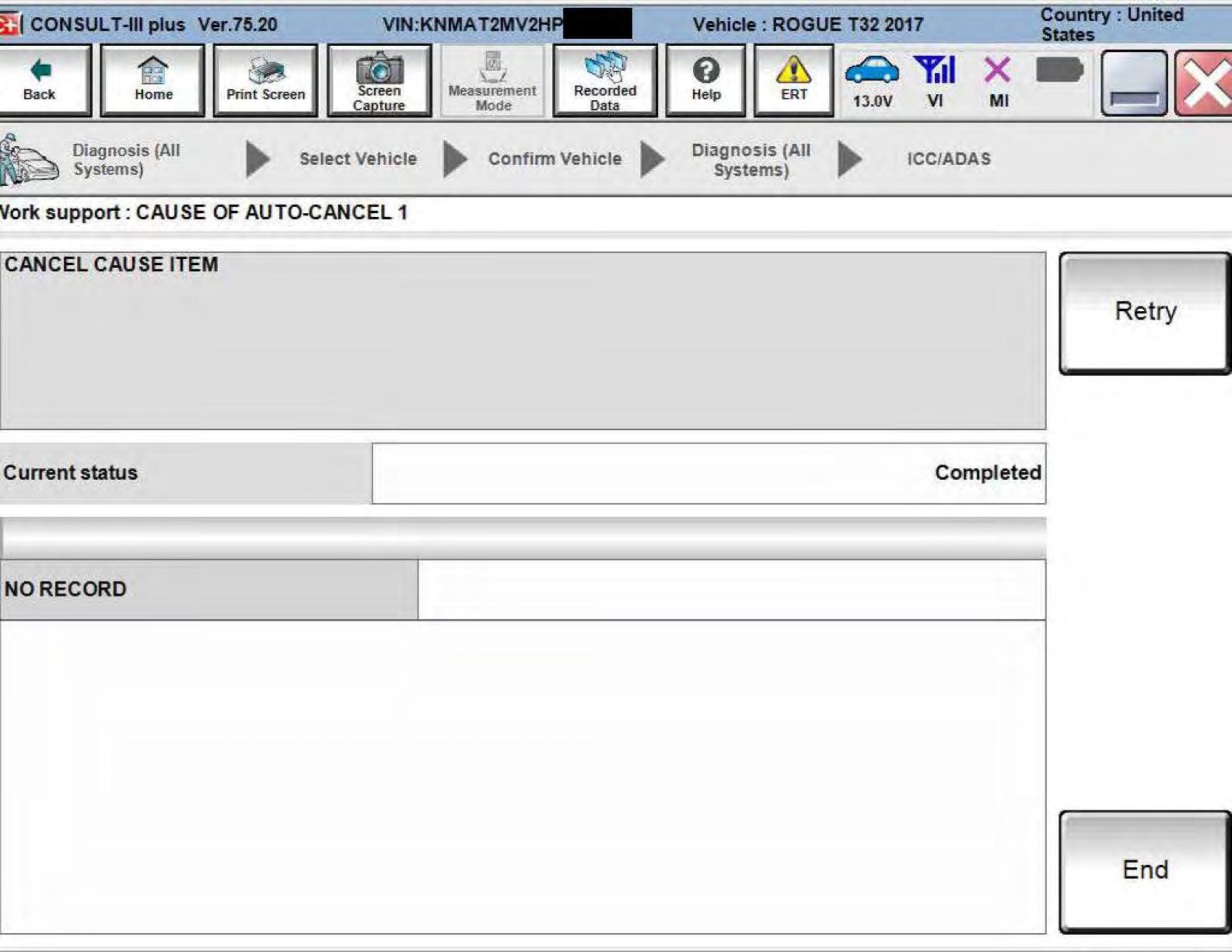

CONSULT-III plus Ver.75.20
VIN:KNMAT2MV2HP[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.1V
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MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
Detailed Information
ENGINE
NO DTC
ABS
NO DTC
METER/M&A
NO DTC
BCM
NO DTC
AIR BAG
NO DTC
ICC/ADAS
NO DTC
TRANSMISSION
NO DTC
1 / 4
0 / 0
Print for Customer
Print
Save
ERASE

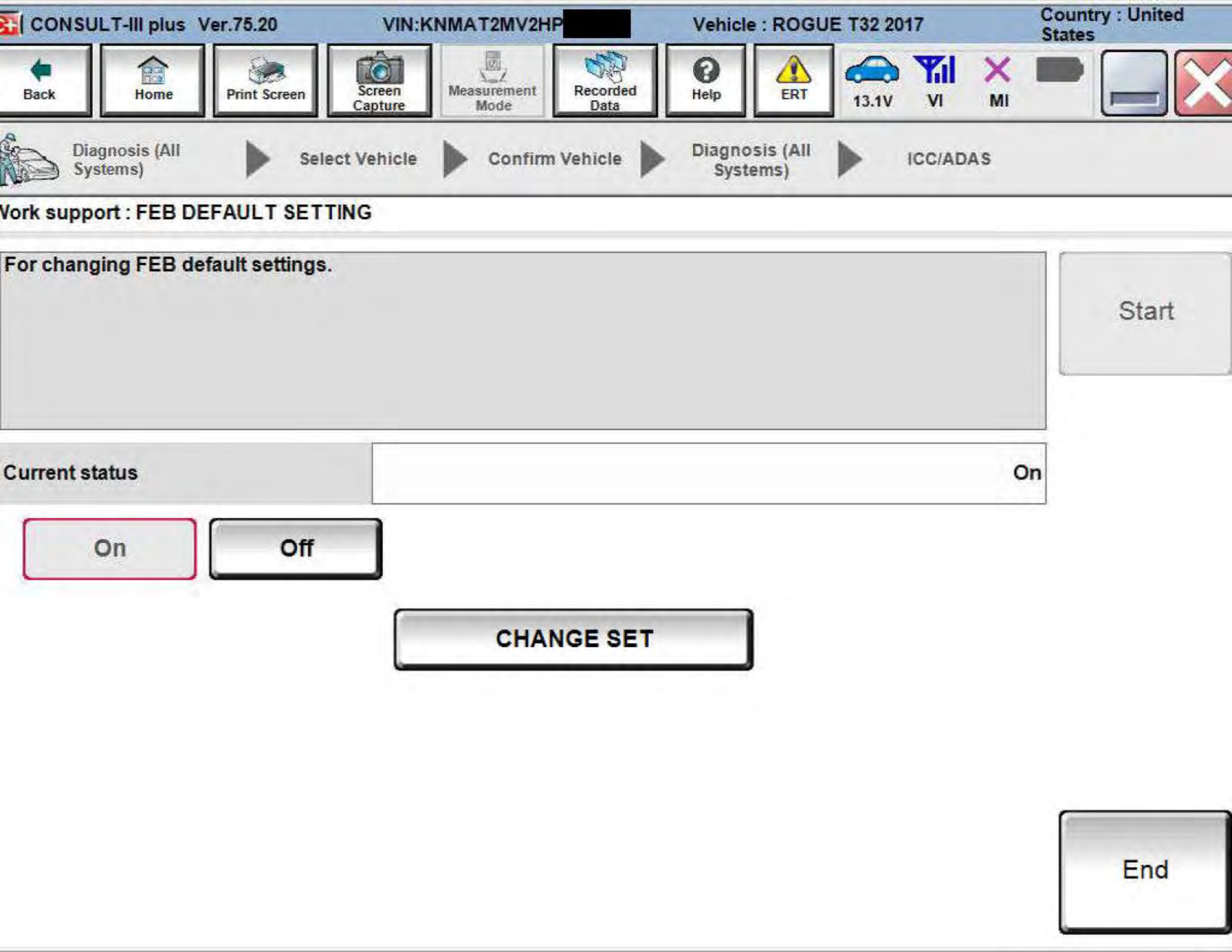

CONSULT-III plus Ver.75.20
VIN:KNMAT2MV2HP[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
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Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
CHASSIS CONTROL
Self Diagnostic Result
Data Monitor
Active Test
ECU Identification
Configuration
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
1 / 1
ERASE


CONSULT-III plus Ver.75.20
VIN:KNMAT2MV2HP[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


CONSULT-III plus Ver.75.20
VIN:KNMAT2MV2HP[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
Self Diagnostic Result
Data Monitor
Work support
Active Test
ECU Identification
-
No DTC is detected.
Further testing may be required.
-
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-
Print
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ERASE
1 / 1


CONSULT-III plus Ver.75.20
VIN:KNMAT2MV2HP[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
LASER/RADAR
Self Diagnostic Result
Data Monitor
Work support
ECU Identification
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
1 / 1
ERASE


CONSULT-III plus Ver.75.20
VIN:KNMAT2MV2HP[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.75.20
VIN:KNMAT2MV2HP[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
Work support : FEB DEFAULT SETTING
For changing FEB default settings.
Start
Current status
On
On
Off
CHANGE SET
End

Incident Investigation

CAR # [redacted]
Claimant
VIN KNMAT2MV2HP[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 Nesconset State NY Zip Code [redacted] Country United States

☒ Driver Same as Claimant
☒ Owner Same as Claimant

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

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

II. Vehicle

Model Year 2017 Model Name Rogue Mfg. Date 6/9/2017 VIN KNMAT2MV2HP[redacted]

Mileage 2954 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 4/25/2018 Time 7:00 PM

Location of Incident (describe fully) west bound on [redacted]t night time

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

Vision obstruction (describe) None Given

Temperature at time of incident 55.9°F Parking location prior to time of incident Not Given

Incident Investigation

CAR # [redacted]
Claimant
VIN KNMAT2MV2HP[redacted]

Overnight temperature prior to incident: 41.0°F
Length of time parked: Not Given

Ice/Snow accumulation on vehicle? ○ Yes ◉ No

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

Sequence of Events (according to claimant): Claimant states that he was coming home west bound on highway [redacted] at about 40mph when his vehicle slowed down abruptly. Claimant states that his vehicle went into a lower shift and he heard several beeps. Claimant states that there was no injury, property damage or accident. Claimant states that concern has happened seven or eight times. Claimant states that the issue has happened since he purchased his vehicle in September of 2017. Claimant states he does not remember if anyone was behind or beside him, however Claimant states that no one was in front of him during incident. Claimant states that there were no overhead obstructions including traffic lights, or signs. Claimant states that when his vehicle slowed down abruptly, he did not do anything during incident. Claimant states that he waited and the vehicle went back to operating normal.

Relation to Roadway (on-road, off-road, left side, right side): On Roadway, Right side.
Number of times incident occurred: 7-8

Driver Action (braking, steering, etc.): Cruising, steering straight.

Special Circumstances: None Given

Actions taken after incident and results of those actions: Vehicle continues to operate normally following incident.

Vehicle Estimated Speed: 40 Source: Claimant Posted Speed Limit: 55 mph

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

Witness Present? ○ YES ◉ NO

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

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

#	Allegation	Allegation made by
1	Claimant alleges that the Forward Emergency Braking (FEB) operates on roadway 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 KNMAT2MV2HP[redacted]

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



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

Address [redacted] Nesconset, 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 5/9/2018

Location of inspection Smithtown Nissan, Smithtown NY

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

Vehicle exhibits no signs of impact trauma or collision.

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

Photos taken by Kevin D. Mackay # Photos 77

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 7 - 38)

Incident Investigation

CAR # [redacted]
Claimant
VIN KNMAT2MV2HP[redacted]

Engine/ Transmission/ Drivetrain	No abnormalities found. (Please see photos 59 - 68)
Underbody/ Suspension/ Steering/ Wheels & Tires	No abnormalities found. (Please see photos 69 - 76)
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	No abnormalities found. (Please see photos 39 - 58)
Seat Belts/ Child Restraints (if applicable)	No abnormalities found. (Please see photos 39 - 58)
Air Bags	No abnormalities found. (Please see photos 39 - 58)

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

N/A

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

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

#	Allegation	Factual Findings
1	Claimant alleges that the Forward Emergency Braking (FEB) operates on roadway with no obstructions in front of the vehicle.	Upon inspection, found vehicle exhibits no signs of impact or collision trauma. Performed inspection of control unit diagnostics and found no codes stored in any system. Inspected FEB operation mileage log and found no history stored of FEB operation. Performed inspection of the front laser radar electrical connector and found that the connector is fully seated and connected properly. DTS drove vehicle in east bound and west bound directions of highway [redacted] for a total of 15 miles. DTS was unable to duplicate any abnormal FEB activation during inspection / test drive.

Add Row | Remove Row

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

Reporter's Signature *Kevin D. Mackay*

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

Incident Investigation

CAR # [redacted]
Claimant
VIN KNMAT2MV2HP[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 KNMAT2MV2HP[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.

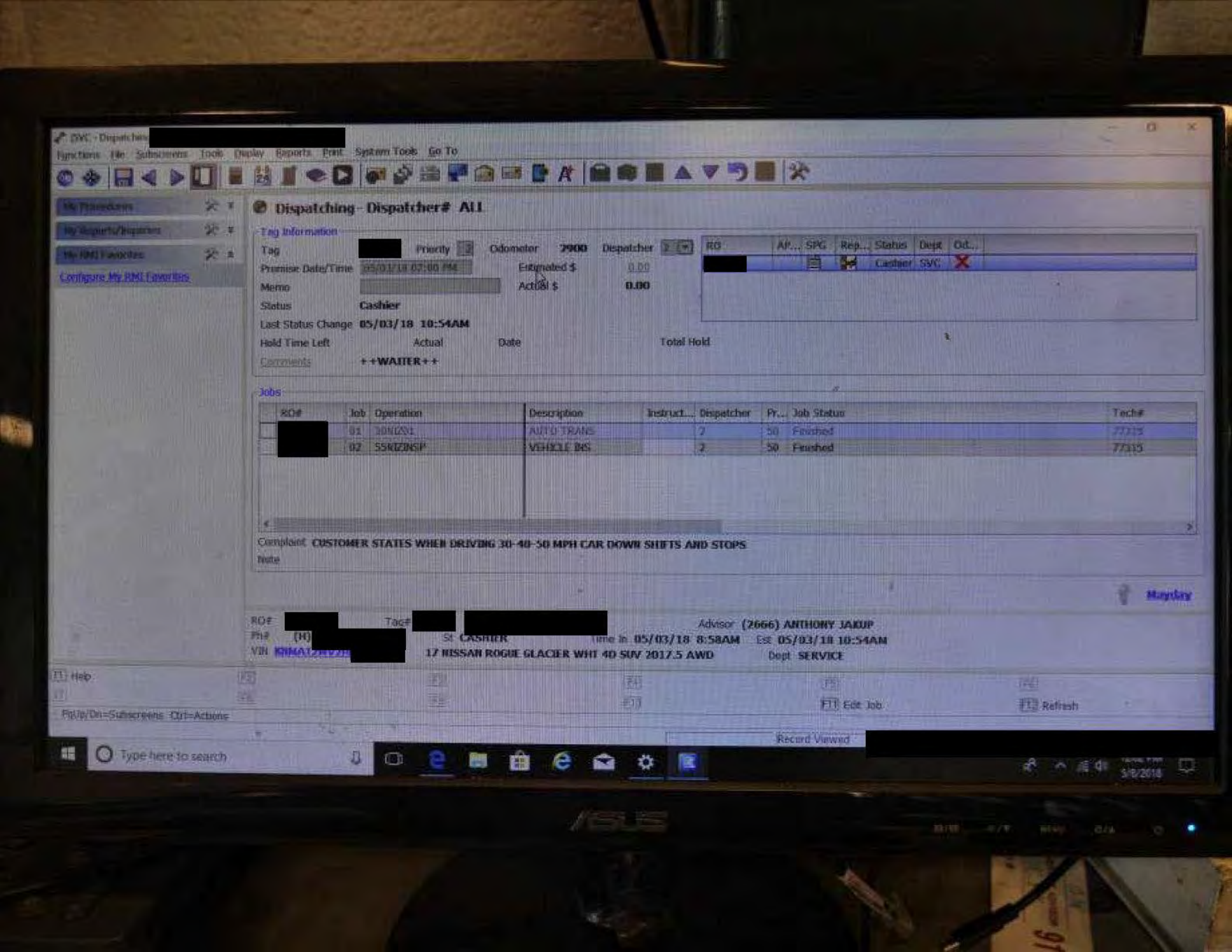
Yes	No		Comments
○	◉	Obstructions to camera? (ie. dirt, stickers, etc.)	Vehicle not equipped with Lane Camera.
○	◉	Physical damage to camera? (ie. cracks)	Vehicle not equipped with Lane Camera.
○	◉	Obstructions to radar sensor units? (ie. dirt, stickers, etc.)	Please see photos 22 - 24, 66 - 68.
○	◉	Physical damage to radar sensor units? (ie. cracks)	Please see photos 22 - 24, 66 - 68.
◉	○	Electrical connection to radar module firmly seated?	Please see photos 22 - 24, 66 - 68.
○	◉	Electrical connection to camera module firmly seated?	Vehicle not equipped with Lane Camera.
○	○		

End of Form

*Name your file while saving.

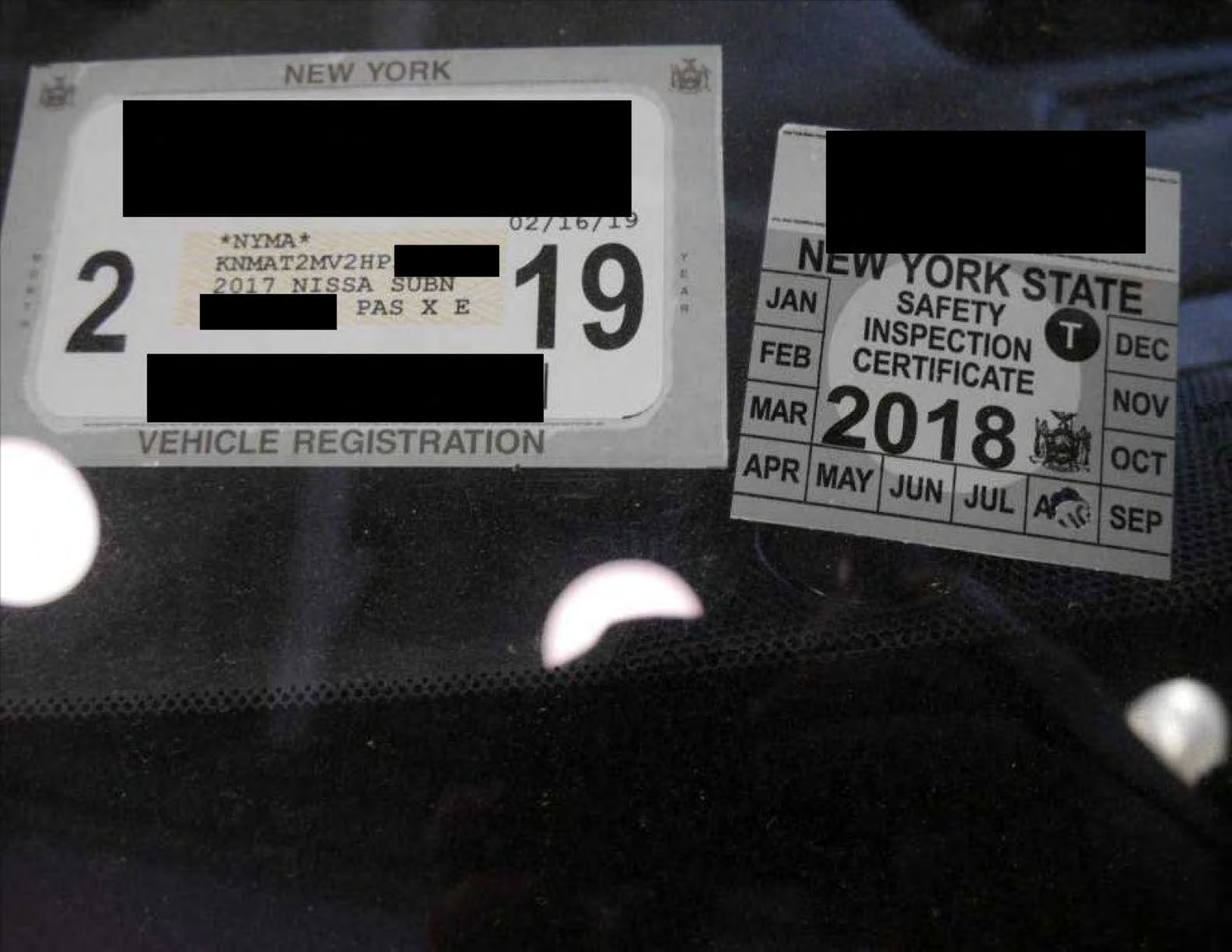
Save Form & Finish Later — Save form with unlocked fields to finish later.

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


Functions File Subscreens Tools Display Reports Print System Tools Go To
Dispatching - Dispatcher# ALL
Tag Information
Tag
Priority
Odometer 2900
Dispatcher
Promise Date/Time
Estimated $ 0.00
Memo
Actual $ 0.00
Status Cashier
Last Status Change 05/03/18 10:54AM
Hold Time Left
Actual Date
Total Hold
Comments ++WAITER++
RO
AP...
SPG
Rep...
Status
Dept
Od...
Cashier SVC
Jobs
RO#
Job
Operation
Description
Instruct...
Dispatcher
Pr...
Job Status
Tech#
01 30NDNL AUTO TRANS 2 50 Finished
02 SSRZBNSP VEHICLE INS 2 50 Finished
Complaint CUSTOMER STATES WHEN DRIVING 30-40-50 MPH CAR DOWN SHIFTS AND STOPS
Note
RO#
Tag#
Ph#
(H)
St CASHIER
Time In 05/03/18 8:58AM
Est 05/03/18 10:54AM
VIN
17 NISSAN ROGUE GLACIER WHT 4D SUV 2017.5 AWD
Advisor (2666) ANTHONY JAKUP
Dept SERVICE
F1 Help
F11 Edit Job
F12 Refresh
PgUp/Dn=Subscreens Ctrl=Actions
Record Viewed
Type here to search




KNMAT2MV2HP


NEW YORK
[redacted]
02/16/19
NYMA
KNMAT2MV2HP[redacted]
2017 NISSA SUBN
[redacted] PAS X E
2
19
YEAR
[redacted]
VEHICLE REGISTRATION
[redacted]
NEW YORK STATE
JAN
FEB
MAR
APR
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JUN
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AUG
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OCT
NOV
DEC
SAFETY
INSPECTION
CERTIFICATE
T
2018


MFD BY RENAULT SAMSUNG MOTORS
CO., LTD. FOR NISSAN MOTOR CO., LTD.
DATE: 06 / 17
GVWR: 2122 KG
4679LB
GAWR FR: 1072 KG
2363 LB
WITH 225/65R17 TIRES
17X7J RIMS AT 33 PSI
COLD SINGLE
GAWR RR: 1089 KG
2401 LB
WITH 225/65R17 TIRES
17X7J RIMS AT 33 PSI
COLD SINGLE
THIS VEHICLE CONFORMS TO
ALL APPLICABLE FEDERAL
MOTOR VEHICLE SAFETY AND
THEFT PREVENTION STANDARDS
IN EFFECT ON THE DATE OF
MANUFACTURE SHOWN ABOVE
KNMAT2MV2HP
MPV
MODEL: TDBNLTWT32EUA——A
COLOR: QAK TRIM: G ZS30A


2954miles


NISSAN






ROGUE


ROGUE
SV AWD


SV AWD










NISSAN


NISSAN


NISSAN






AN


NISSAN
































Mac Tools
Tech Series
50
MAC TOOLS


ROGUE




ROGUE
























Tech Series
80














NISSAN


RENAULT NISSAN
12V - 80D23L 62Ah 582A (SA
24410 JY13B

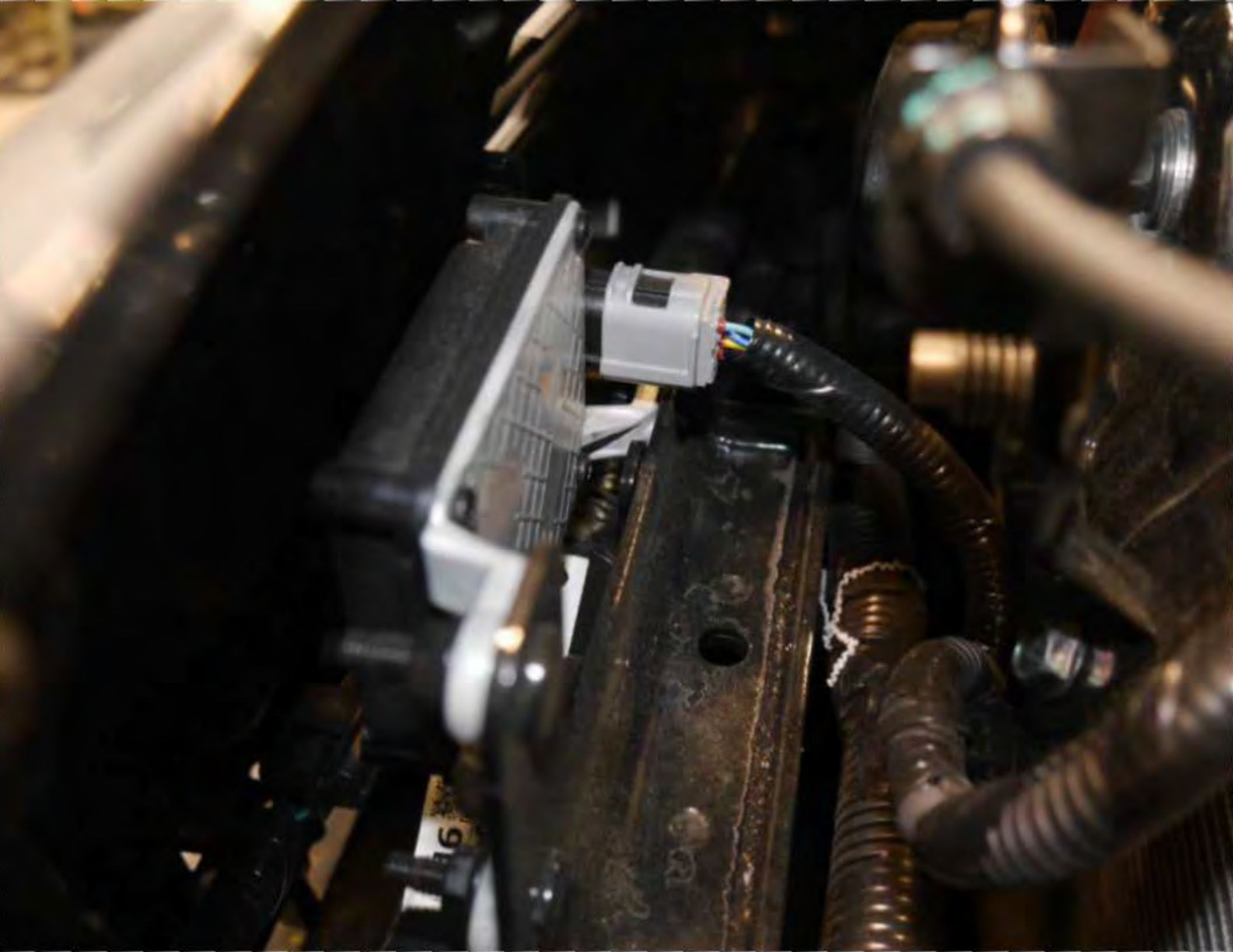

RENAULT NISSAN


NISSAN
RENAULT NISSA


























2969 miles
60
40
0



Search

Samaritan Potter Help & Training

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

Vehicle
KNMAT2MV2HP[redacted]

Customize Page | Printable View | Help for this Page

Vehicle Campaigns [0] | Warranty Cases [0] | Cases [1] | Service History [9] | Vehicle Service Contracts [0] | Vehicle History [1] | DTS Field Inspections [1]

Vehicle Detail

VIN	KNMAT2MV2HP[redacted]		
Last Modified By	Dakota McGregor, 5/10/2018 8:45 AM	Branded Title	
Created By	NNAETL, 8/11/2017 11:18 AM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage	2,900	MSRP	$29,870
Latest Recorded Mileage Units	M		
In Service Date	8/23/2017		

Manufacturing Data

Make/Model	2017 NISSAN ROGUE	Manufacturer Date	6/9/2017
Model Year	2017	Plant Name	Renault Samsung
Make	NISSAN	PDI Date	
Model Line	ROGUE	Country Code	USA
Model Code	29417	US Specification Indicator	Y
Body Style Type	WAGON 4 DOOR	Emissions Type	50 STATE
Exterior Color	GLACIER WHITE	Emissions Certification	
Cylinders		Open Recall	
Transmission Type	CVT	Head Unit	
Model Series		Model Line Code	RGE
Factory Installed Options	B92B93C03L92U01U35Z66		
Factory Installed Options Descriptions	B92 (SPLASH GUARDS), B93 (CHROME REAR BUMPER PROTECTOR), C03 (50 STATE EMISSIONS), L92 (FLOOR MATS (2-PIECE FRONT AND), U01 (SV PREMIUM PACKAGE), U35 (NAVIGATION MANUAL), Z66 (ACTIVATION DISCLAIMER)		

Vehicle Tools

Total Approved Checks VIN Decoder

System Information

Latest Owner (BETA) [redacted]

Warranty Information

S No.	Warranty Description	Warranty Expiration Date	Warranty Expiration Miles	Warranty Exclusion Code	Warranty Exclusion Name	Warranty Extensions/Cust Service Initiatives Flag	Brand
1	BASIC COVERAGE	8/23/2020	36,000				
2	POWERTRAIN COVERAGE	8/23/2022	60,000				
3	SEAT BELT	8/23/2027	999,999				
4	CORROSION COVERAGE (PERFORATION)	8/23/2022	999,999				
5	FEDERAL EMISSION LONG TERM DEFECT	8/23/2025	80,000				

Vehicle Retail Sales

Vehicle Retail Sales

Action	Name	Owner	Selling Dealer	Sale Type	Vehicle Model	Purchase Date	Rewind Indicator
View	[redacted]	[redacted]	SMITHTOWN NISSAN	NMAC lease	ROGUE	8/23/2017	

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]	5/3/2018 9:59 AM		2,900	Open	0	Dakota McGregor

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]	NO DEFECT FOUND	FW	1/23/2018	1,606	[redacted]			1
			PD	8/9/2017	3				1
			C	4/29/2018	2,697				
			C	4/29/2018	2,697				
			W	1/19/2018	1,606				
			I	1/19/2018	1,606				
			I	1/19/2018	1,606				
			I	8/23/2017	7				
			W	8/9/2017	3				

Vehicle Service Contracts

Vehicle Service Contracts Help

No records to display

Vehicle History

Vehicle History Help

Date	User	Action
8/11/2017 11:18 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	5/7/2018	[redacted]	Kevin	MacKay	NER	5/8/2018 11:00 AM	5/9/2018 12:40 AM

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