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	5N1AT2MV6HC[redacted]
User	[redacted]
Case Number	[redacted]
EDR Data Imaging Date	05/08/2018
Crash Date	03/10/2018
Filename	5N1AT2MV6HC[redacted] ACM.CDRX
Saved on	Tuesday, May 8 2018 at 11:11:05
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
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00

2003  00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      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
```

```
      7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
      7F 7F 7F 7F 7F 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

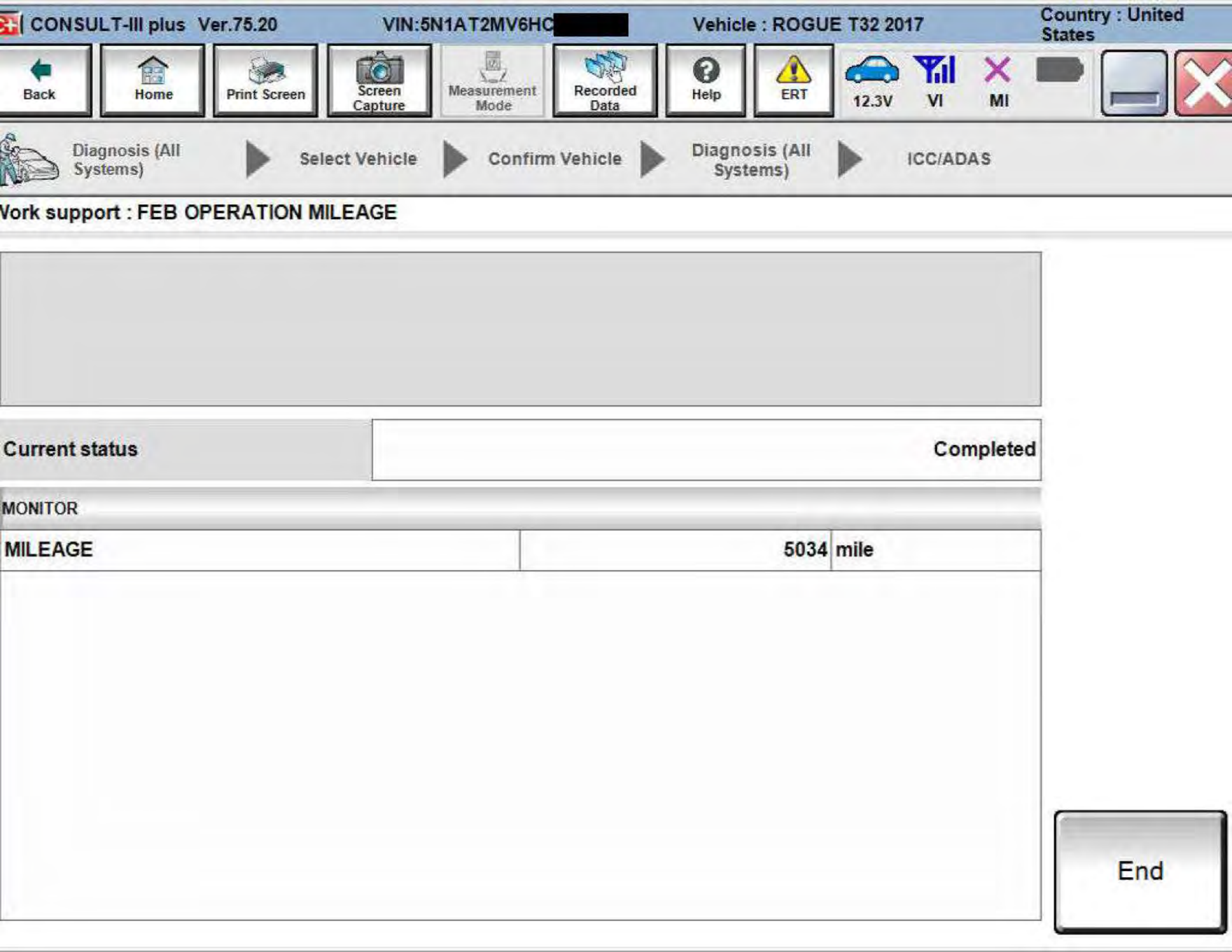

      59 02 09

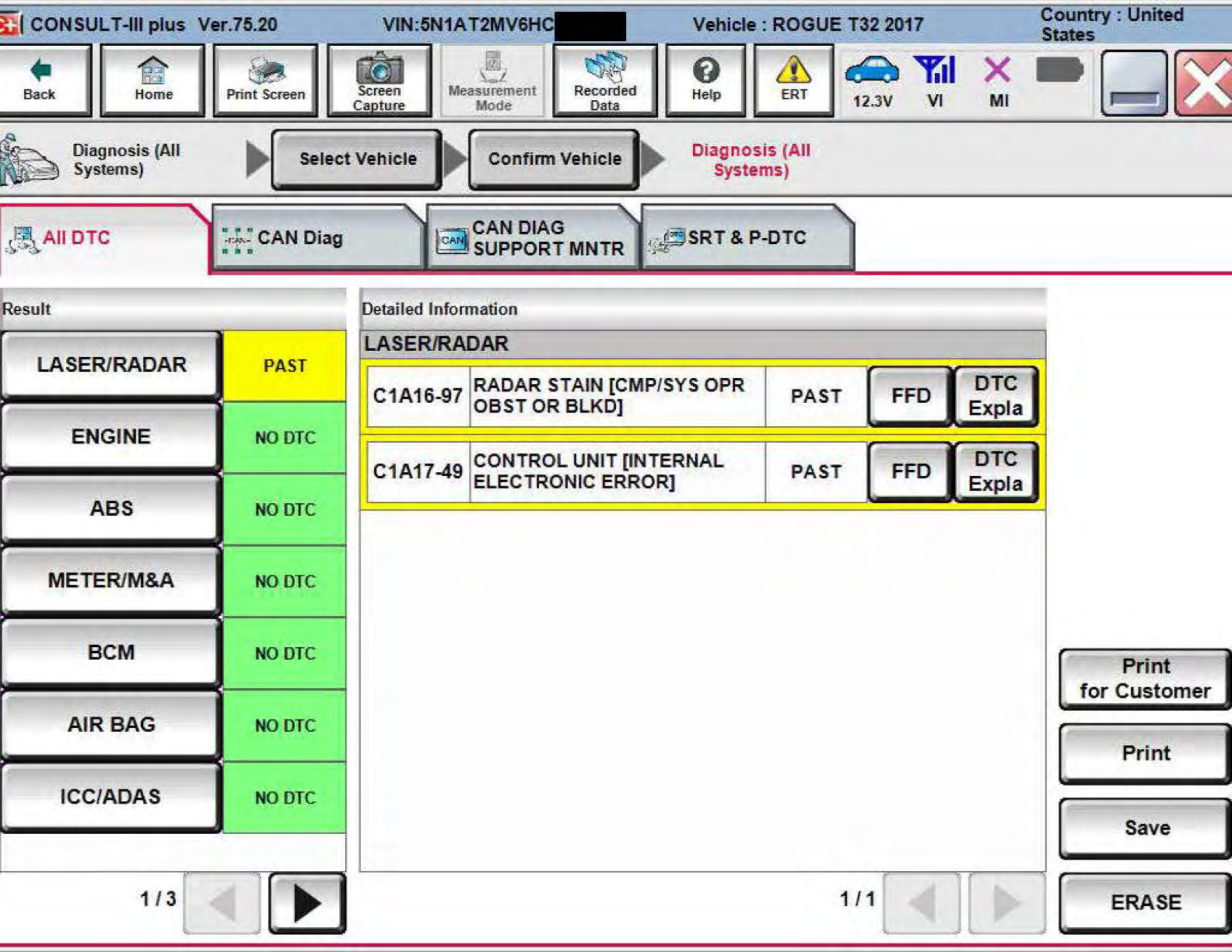

      59 02 09

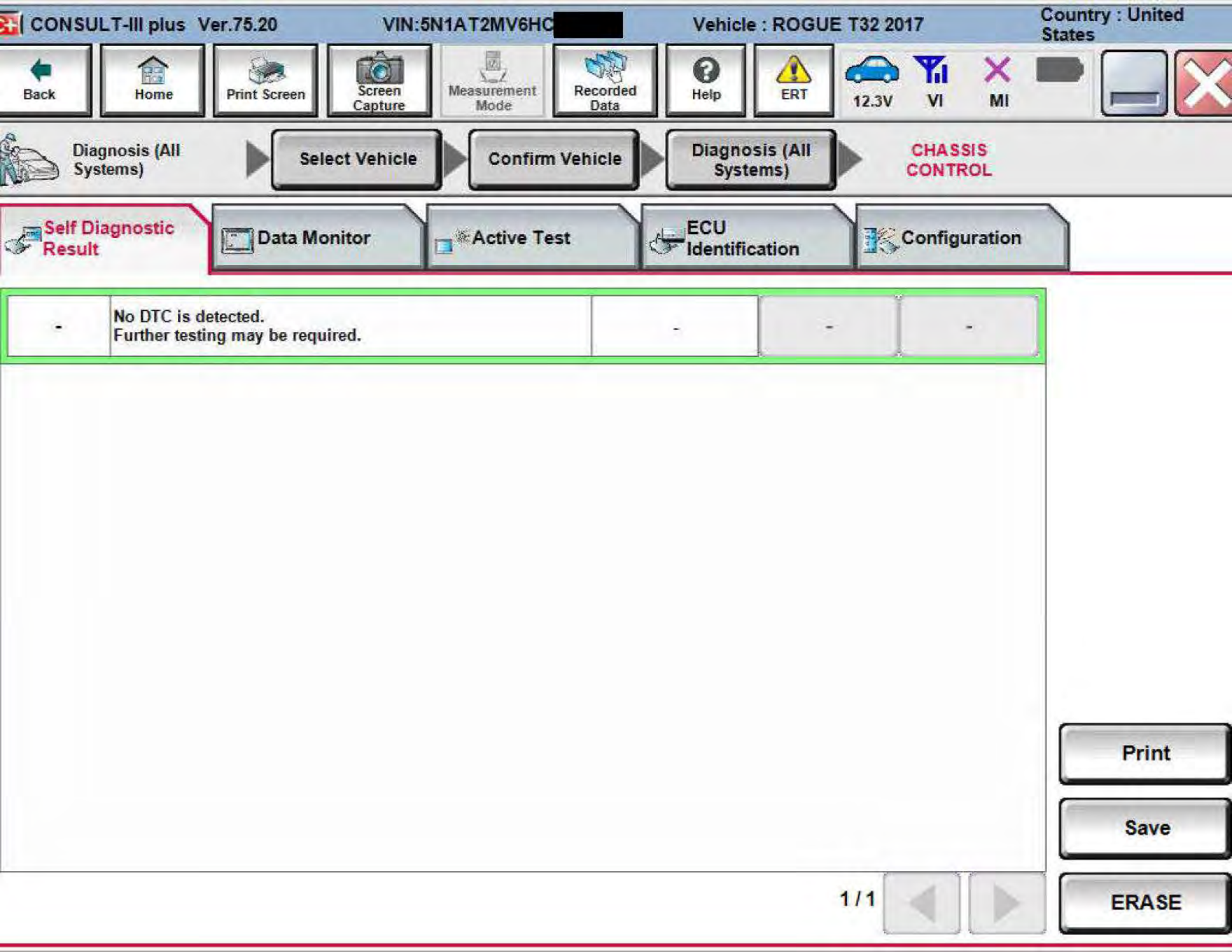

      59 0F 08
```

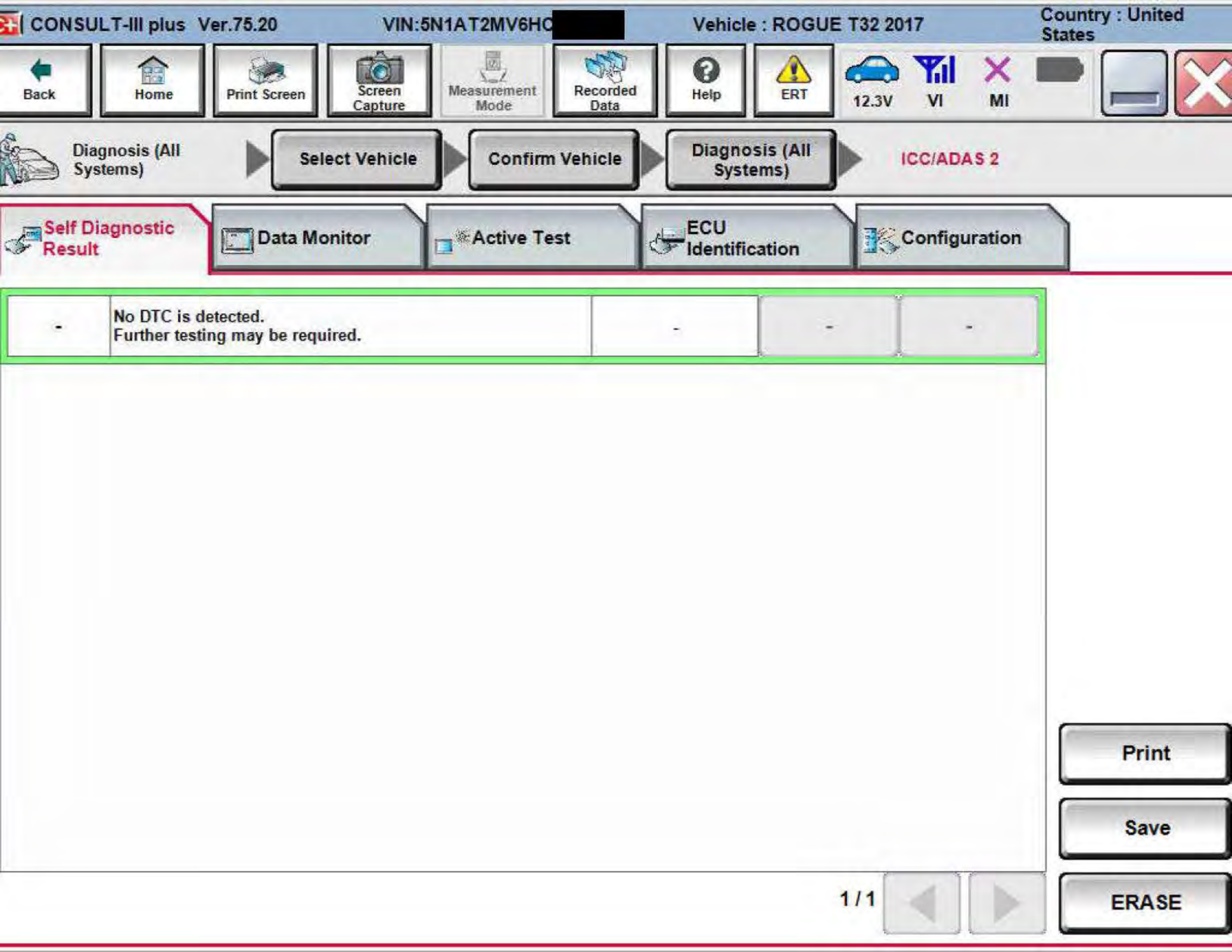
Disclaimer of Liability

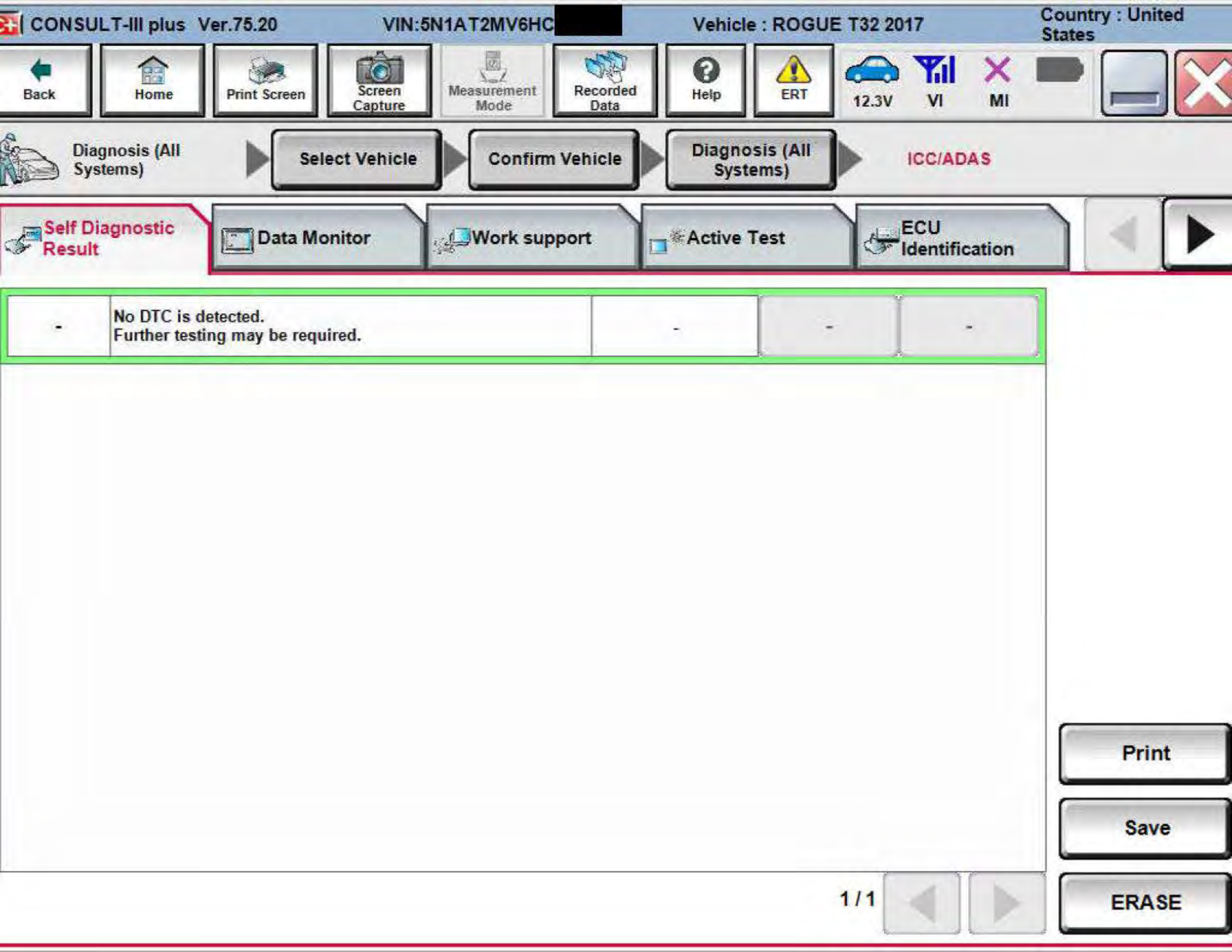
The users of the CDR product and reviewers of the CDR reports and exported data shall ensure that data and information supplied is applicable to the vehicle, vehicle's system(s) and the vehicle ECU. Robert Bosch LLC and all its directors, officers, employees and members shall not be liable for damages 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.

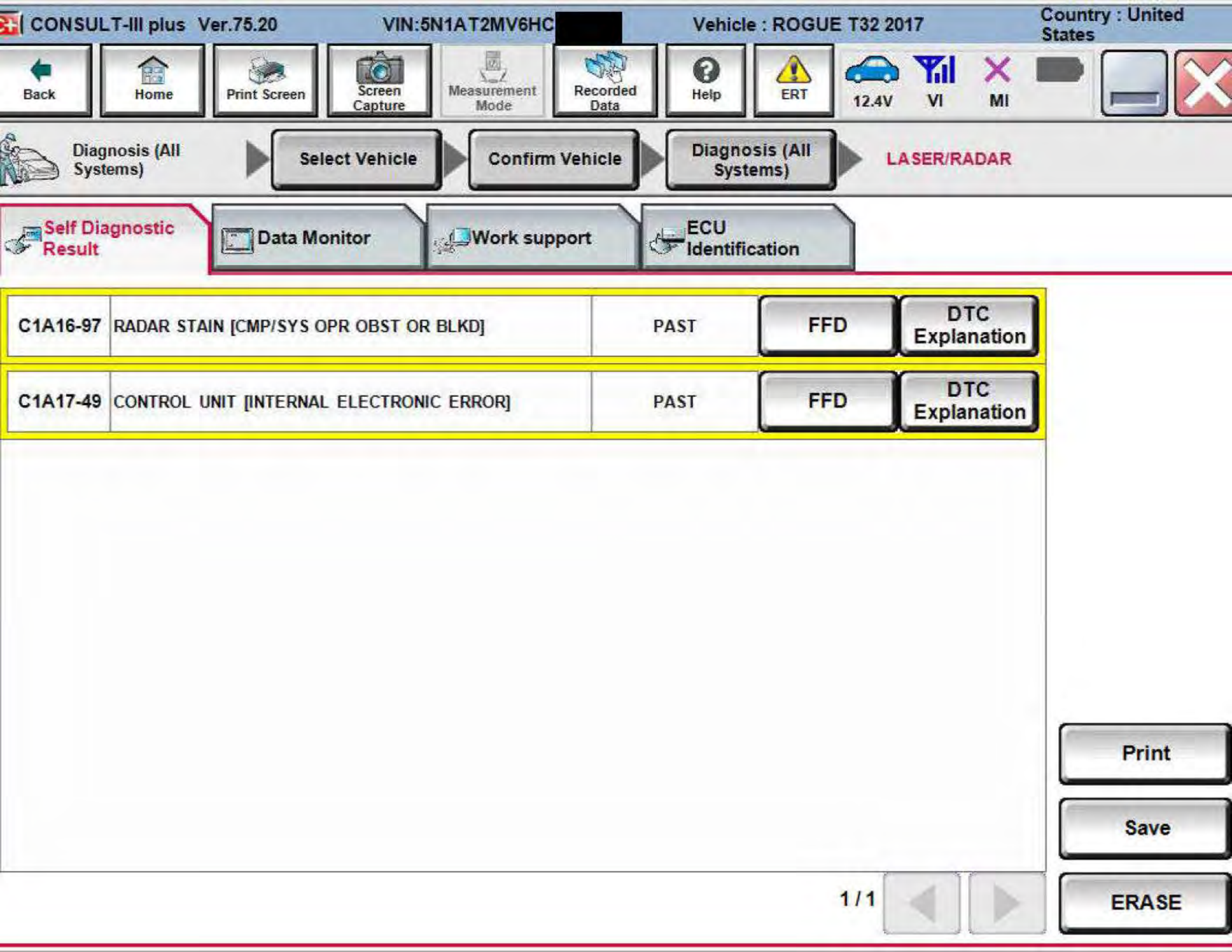

CONSULT-III plus Ver.75.20
VIN:5N1AT2MV6HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.3V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB OPERATION MILEAGE
Current status
Completed
MONITOR
MILEAGE
5034
mile
End

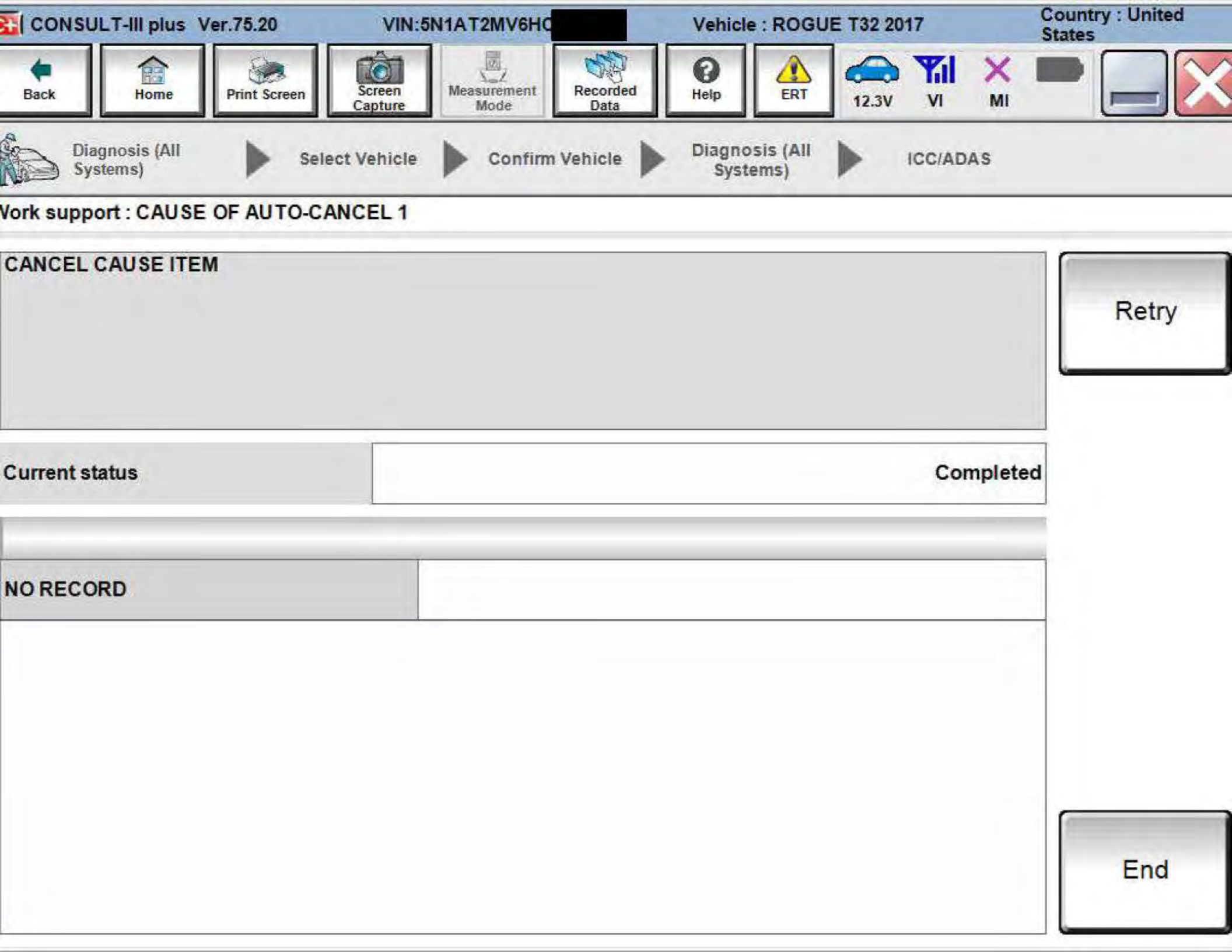

CONSULT-III plus Ver.75.20
VIN:5N1AT2MV6HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.3V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT 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 / 3
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
1 / 1
Print for Customer
Print
Save
ERASE

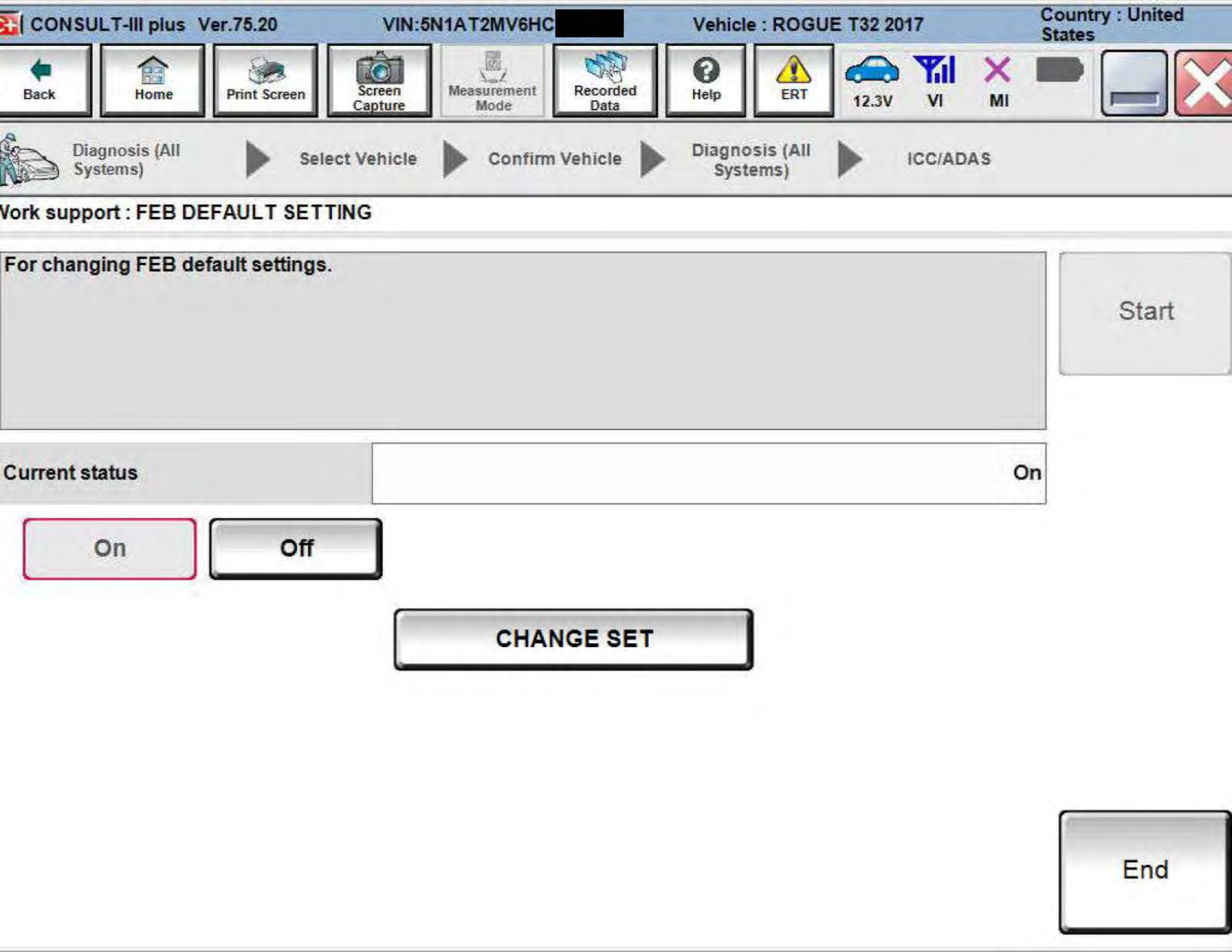

CONSULT-III plus Ver.75.20
VIN:5N1AT2MV6HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.3V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
CHASSIS CONTROL
Self Diagnostic 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:5N1AT2MV6HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.3V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
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:5N1AT2MV6HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.3V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
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:5N1AT2MV6HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.4V
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:5N1AT2MV6HC
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.3V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
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:5N1AT2MV6HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.3V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB DEFAULT SETTING
For changing FEB default settings.
Start
Current status
On
On
Off
CHANGE SET
End



Search

Samaritan Potter Help & Training

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

Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [34] | Case Categorizations [0] | Open Activities [3] | Activity History [4] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | DTS Field Inspections [2] | Attachments [0] | Case History [29] | Emails [1]

Case Detail

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

Account Name	[redacted]	Case Number	[redacted]
Contact Email	[redacted]	Case Owner	[redacted]
Home Phone	[redacted]	Status	
Executive Referral		Type	CA
Exec-Received-Date		Case Origin	Phone
Letter Sent Date		Date/Time Opened	3/10/2018 12:16 PM
Letter Received Date		Date/Time Closed	
Follow Up Date	5/22/2018	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	Smithtown Nissan
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	Smithtown Nissan
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	5,000		

Incident Codes - IIR REQUIRED

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

Customer Requests

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

Vehicle Information

Vehicle	5N1AT2MV6H[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	Service Dept. Review
Shared With		Requested Dealer Action	FYI

Related Items

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

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

Primary & Secondary Root Cause Code

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

Action Code

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

DTS Request

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

System Information

Subject	CUSTOMER:[redacted] PHONE[redacted] VIN: 5N1AT2MV6HC[redacted]		
Created By	Denzel Gordon, 3/10/2018 12:16 PM	Root Cause Code	SCIN
Last Modified By	NNAETL, 5/9/2018 9:03 PM	Root Cause Code (2)	
Legacy Case Number		Action Code	NT8G
Root Cause		Priority	N/A

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

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By: Alex Kang (5/9/2018 7:52 AM)** ARBS received email from DTS- Kevin Mackay stating: IIR[redacted] has been completed and uploaded to the FTP site.
Make Public		**Created By: Alex Kang (5/7/2018 3:26 PM)** ARBS made outbound call at[redacted] ARBS left VXM regarding C's inspection set for tomorrow
Make Public		**Created By: Alex Kang (4/23/2018 3:25 PM)** ARBS made outbound call to C at[redacted] ARBS stated ARBS was given a new inspection date and time and it will be on the 8th of May at 10 AM. C stated that works. ARBS stated ARBS will get this processed and will give C a friendly reminder call on the 7th. C thanked ARBS. Call ended mutually.
Make Public		**Created By: Alex Kang (4/23/2018 7:34 AM)** ARBS received email from DTS-Kevin Mackay stating: Please resubmit the DTS request on this case. My next date available is may 8th at 10 am. Please let me know if this date works.
Make Public		**Created By: Alex Kang (4/20/2018 8:47 AM)** ARBS moving case out to 4/23 as DTS is not in the office and will be returning back on 4/23
Make Public		**Created By: Alex Kang (4/18/2018 8:48 AM)** ARBS emailed DTS-Kevin Mackay requesting for new date and time.
Make Public		**Created By: Alex Kang (4/16/2018 8:45 AM)** ARBS emailed DTS-Kevin Mackay requesting for new date and time.
Make Public		**Created By: Alex Kang (4/12/2018 2:39 PM)** ARBS made outbound call to DTS-Kevin Mackay. ARBS stated C can not make the inspection date. ARBS stated ARBS would need a new date nad time. DTS stated ok will send ARBS an email once DTS gets to the computer. call ended mutually.
Make Public		**Created By: Alex Kang (4/11/2018 4:09 PM)** ARBS emailed DTS-Kevin Mackay regarding C will not be able to do the DTS inspection.
Make Public		**Created By: Alex Kang (4/11/2018 4:07 PM)** ARBS made outbound call to C at[redacted] ARBS stated ARBS received C's voicemail that C would not be able to meet with the inspector. ARBS stated when would be a good time for C. C stated soonest as possible in the morning.. ARBS stated ARBS will get in touch with the inspector regarding this. ARBS stated ARBS will mention that an update will be coming out soon for the vehicle regarding the FEB system. ARBS stated it is under C's discretion if C would like to wait for the inspection date and time or the update. C stated can C get the inspection date and if it is longer than the update, then C will do the update and try that? ARBS stated not a problem. ARBS stated ARBS will get back in touch with C about this.

	Call ended mutually.
Make Public	**Created By: Alex Kang (4/11/2018 3:57 PM)** ARBS received VXM from C stating C could not make the appointment time and would like to request for a different date and time.
Make Public	**Created By: Alex Kang (4/9/2018 3:06 PM)** ARBS made outbound call to C at [redacted] ARBS stated ARBS spoke with ARBS's inspector and it wouldn't be an issue for the inspector to give C a call. ARBS stated it will come from a restricted number or from the dealership. ARBS stated ARBS wanted to give C a heads up about that. ARBS stated ARBS did inform the DLRSHp as well. ARBS stated C can speak to SM-Andrew of at the DLRSH pfor any questions. C thanked ARBS. ARBS stated ARBS will give C a friendly reminder call on the 12th. ARBS thanked C Call ended mutually.
Make Public	**Created By: Alex Kang (4/9/2018 3:01 PM)** ARBS made outbound call to SMITHTOWN NISSAN. ARBS spoke with SM- Andrew. ARBS stated DTS will be coming out on 4/13 at 10 AM to inspect the vehicle. ARBS stated C would also need a rental or a loaner vehicle and not sure how the DLRSHP schedule is for that, but ARBS did tell C to speak to the DLRSHP about that. Sm-Andrew thanked ARBS. call ended mutually.
Make Public	**Created By: Alex Kang (4/9/2018 2:56 PM)** ARBS made outbound call to DTS-Kevin Mackay. ARBS asked if there was any way for DTS-KM to speak to C regarding that C isn't able to meet with DTS. DTS-KM stated shouldn't be an issue. DTS-KM requested to be emailed regarding this. ARBS stated not a problem. Call ended mutually.
Make Public	**Created By: Alex Kang (4/9/2018 2:53 PM)** ARBS received inbound call from C at [redacted] ARBS stated the the inspector has given ARBS an inspection date and time for April 13th at 10AM est. ARBS asked if this would work for C. C stated C would like to meet with the inspector or talk with the inspector and C wouldn't be able to due to C's work schedule. ARBS stated if C would like to tlak to the inspector, then ARBS can try and reach out to the inspector regarding this. ARBS stated there isn't any guarantee that this can happen C stated C's other concern is that C would need a rental or loaner vehicle to go to work. C stated is this something that Nissan can help out with or would C need to speak to the dealerhsip. ARBS stated as of right now C would need to speak to the DLRSHP. ARBS stated ARBS doesn't have any way of knowing if the dealership has any loaners or rentals available. C stated ok. ARBS stated ARBS will give C a call back regarding if the inspector can speak to C. C stated what should C do then about the inspection. ARBS stated well if C wants to confirm the inspection date then that it is fine. ARBS stated the vehicle would just need to be brought to the DLRSHP prior to the inspection time. c stated C will wait for ARBS call. C thanked ARBS. Call ended mutually.
Make Public	**Created By: Alex Kang (4/9/2018 2:39 PM)** ARBS made outbound call at [redacted] ARBS left VXM providing case number, best contact information and requesting call back.
Make Public	**Created By: Alex Kang (4/4/2018 3:05 PM)** ARBS made outbound call to C at [redacted] ARBS asked if C has 10-15 minutes to speak about the case. ARBS proceeded with probing questions. ARBS asked where is the rail road tracks C stated Right before [redacted]. on [redacted] ARBS asked for detail description on the incident. C stated was coming towards the railroad tracks and it didn't stop all the way. C stated it started to make a grinding noise. C stated as C was going over it, it felt like it was going over it. C stated it's not the same when it stops, it tries to lock on the surface. C stated the rail road tracks are on a slight hill. C stated the weather was clear. C stated it happens to C all the time on this railroad track. ARBS stated ARBS will get in touch with the inspector regarding C's concern. ARBS stated it would take about 2-4 weeks for this to be completed. ARBS stated it will take about 6-8 weeks for the entire investigation to be completed.

		C stated C has a sister with the same concern and the engineer was with the sister at that time. C stated C was wondering if the engineer can do the same as C would like to take the vehicle to the rail road tracks with the inspector. ARBS stated that would be something the inspector would have to answer but C can meet with the inspector. ARBS stated ARBS will call C back regarding when the inspection date and time can be taken place. C stated C will like to note that C can not answer the phone until it's after 3:30 EST. ARBS stated ARBS will notate this and will call C back after 3:30 est. C thanked ARBS. Call ended mutually.
Make Public		**Created By: Alex Kang (4/4/2018 1:31 PM)** ARBS received VXM from C requesting call back.
Make Public		**Created By: Alex Kang (3/29/2018 1:40 PM)** ARBS made outbound call a[redacted] ARBS left VXM providing case number, best contact information and requesting call back.
Make Public		**Created By: Alex Kang (3/26/2018 1:44 PM)** ARBS made outbound call at[redacted] ARBS left VXM providing case number, best contact information and requesting call back.
Make Public		**Created By: Alex Kang (3/26/2018 8:25 AM)** ARBS made outbound call to Smithtown Nissan ARBS spoke with SD-Andrew Jones ARBS asked if DTS came out to inspect this vehicle. SD-AJ stated 2/20 it was last time at the DLRSHP. SD-AJ stated there was no DTS appointment at that time. SD-AJ stated 12/4 1800 miles there was a DTS appointment at that time and it was a no problem found concern. SD-AJ stated C is not in a rental now. ARBS thanked SD-AJ. Call ended mutually.
Make Public		**Created By: Alex Kang (3/22/2018 7:40 AM)** **********ARBS RECEIVED CASE, UNDER REVIEW, PENDING PROBE VERIFICATION **********
Make Public		**Created By: Samantha Dixon (3/22/2018 7:18 AM)** C states while driving over railroad tracks VEH just stopped.
Make Private		**Created By: Kyra Walton (3/21/2018 4:05 PM)** RCAS-KW VERIFIED C's name, home & email address, concern, phone RCAS-KW ADVISED "This call may be recorded for quality and training purposes." RCAS-KW advised that RCAS-KW is C's case manager and point of contact for C. RCAS-KW VERIFIED Account Info including: C's name, home & email address, phone# & best contact# RCAS-KW VERIFIED VEH Info including: VIN#, Current Mileage, Warranty & Service History RCAS-KW CHECKED for open recalls/campaigns and found: 0 RCAS-KW CHECKED for previous UNRELATED Case(s) and found: 0 RCAS-KW CHECKED previous RELATED Case(s) and found[redacted] RCAS-KW advised RCAS-KW is case manager and understands C is having concerns with FEB. C stated C thinks that is the issue. C stated VEH just stops by rail road tracks. C stated engineer looked at VEH and could not duplicate. RCAS-KW understood and apologized to C. RCAS-KW asked C IIR questions. RCAS-KW advised that C will receive contact within 3 business days. RCAS-KW asked C did C have any questions. C declined and stated C just wished to be called after 3:30 EST. RCAS-KW understood and advised. Call Ended Mutually.
Make Private		**Created By: Kyra Walton (3/20/2018 9:41 AM)** RCAS-KW placed outbound call to C on[redacted] RCAS-KW left VMX for C in regards to case. RCAS-KW setting follow up for 3/22/18.
Make Private		**Created By: Kyra Walton (3/20/2018 9:39 AM)** RCAS-KW received VMX from C advising C is not available to speak until after 3:30PM EST (2:30 Central.)
Make Private		**Created By: Kyra Walton (3/16/2018 9:30 AM)** RCAS-KW placed outbound call to C on work[redacted] Operator answered the phone and asked for RCAS-KW contact # and name. Operator advised that Operator will inform C that RCAS-KW called and will provide RCAS-KW message for C to get back in contact with RCAS-KW. RCAS-KW understood and thanked operator for assistance. Call Ended Mutually.
Make Private		**Created By: Kyra Walton (3/16/2018 9:27 AM)** RCAS-KW placed outbound call to C on[redacted] RCAS-KW left VMX for C in regards to case. RCAS-KW closing case pending C contact.
Make Private		**Created By: Kyra Walton (3/14/2018 8:54 AM)** RCAS-KW placed outbound call to C on[redacted] RCAS-KW left VMX for C in regards to case. RCAS-KW setting follow up for 11/16/18.
Make Private		**Created By: Kyra Walton (3/12/2018 11:32 AM)** RCAS-KW placed outbound call to C on[redacted]. RCAS-KW left VMX for C in regards to case. RCAS-KW setting follow up for 11/14/18.
Make Private		**Created By: Kyra Walton (3/12/2018 11:24 AM)** RCAS-KW sent email to SD-Andrew Jones and SM-Michael Scanlon in regards to C's complaint and request for diagnosis and Open RO information.
		Created By: Kyra Walton (3/12/2018 11:17 AM) RCAS-KW placed outbound call to Smithtown Nissan. RCAS-KW spoke to Operator. RCAS-KW asked to speak to SD-Andrew Jones.

Operator advised that SD is not available.

RCAS-KW asked to speak to Service Advisors.

Make Private ✓ Operator advised that SA's are not available and will take message to have first SA return call.

RCAS-KW provided Operator with RCAS-KW contact information.
Call Ended Mutually.

Created By: Denzel Gordon (3/10/2018 12:35 PM)
****** [CASE SUMMARY] ******

Make Public

C has VEH that is stopping and error lights and messages
CRR-DG sending case to RCAS

Created By: Denzel Gordon (3/10/2018 12:33 PM)
CRR-DG OPENED VERIFIED Account information including: C's name, home & e-mail address, phone number & best contact number
CRR-DG VERIFIED VEH Information including: VIN #, Current Mileage, Warranty & Service History
CRR-DG CHECKED for open recalls/campaigns and found: 0
CRR-DG CHECKED for previous UNRELATED Case(s) and found: 0
CRR-DG CHECKED previous RELATED Case(s) and found: [redacted]
CRR-DG NOTED concern is: VEH is stopping

CRR-DG received inbound call from C

C stated VEH stopped after driving onto railroad tracks
C stated C feels in danger in the VEh
C stated DLRPSHP couldn't diagnose it or do anything about this concern
Make Public C stated VEH has new feature where VEH is supposed to stop if VEH is too close in front of it
C stated there is error message stating that feature isn't working correctly
C stated that there is a red and white warning sign comes up when VEH stop
C stated C turned car on this morning
C stated 3 lights came on then VEH locked up
C stated the fact that C's VEH is currently having reoccuring problems with the VEH is concenring.

C understood and appreciated the assistance
C declined further assistance and call ended mutually

C stated BEST CONTACT IS [redacted] after 3:30PM EST

CRR-DG provided C with agent ID/name and case #
CRR-DG closing case

Case Categorizations

New Case Categorization | Case Categorizations Help

No records to display

Open Activities

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

Action	Subject	Status	Due Date	Type	Action Taken	Name	Assigned To	Last Modified Date/Time	Last Modified By Alias
Edit | Cls	IIR	Not Started	3/23/2018			[redacted]	Alex Kang	3/22/2018 7:19 AM	ARBS-SD
Edit | Cls	DTS Follow Up [redacted] SMITHTOWN NISSAN	Not Started	4/6/2018				Alex Kang	4/4/2018 3:10 PM	ARBS-AK
Edit | Cls	DTS Follow Up [redacted] SMITHTOWN NISSAN	Not Started	4/25/2018				Alex Kang	4/23/2018 7:35 AM	ARBS-AK

Activity History

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

Action	Subject	Type	Name	Due Date	Assigned To	Action Taken	Status	Last Modified Date/Time
Edit | Del	DTS Request [redacted] SMITHTOWN NISSAN			4/25/2018	Kevin MacKay		Completed	4/24/2018 11:28 PM
Edit | Del	DTS Request [redacted] SMITHTOWN NISSAN			4/6/2018	Kevin MacKay		Completed	4/24/2018 11:17 PM
Edit | Del	Call		[redacted]	3/20/2018	Alex Kang		Complete	3/22/2018 7:19 AM
Edit | Del	Email: Your inquiry to Nissan [ref [redacted] :ref]		[redacted]	3/10/2018	Denzel Gordon		Complete	3/10/2018 12:26 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	Kyra Walton, 3/21/2018 3:57 PM	3/21/2018			5N1AT2MV6H[redacted]	

DTS Field Inspections

DTS Field Inspections Help

Action	Title	DTS Inspection Date	Owner First Name	Owner Last Name	Status
Edit	[redacted]	4/13/2018 10:00 AM	[redacted]	[redacted]	No Show
Edit	[redacted]	5/8/2018 10:00 AM	[redacted]	[redacted]	Completed

Attachments

Attach File | Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
5/9/2018 7:52 AM	Alex Kang	Changed **Follow Up Date** from 5/15/2018 to **5/22/2018**.
5/7/2018 3:27 PM	Alex Kang	Changed **Follow Up Date** from 5/7/2018 to **5/15/2018**.
4/23/2018 3:25 PM	Alex Kang	Changed **Follow Up Date** from 4/23/2018 to **5/7/2018**.
4/20/2018 8:47 AM	Alex Kang	Changed **Follow Up Date** from 4/20/2018 to **4/23/2018**.
4/18/2018 10:18 AM	Alex Kang	Changed **Follow Up Date** from 4/18/2018 to **4/20/2018**.
4/16/2018 2:20 PM	Alex Kang	Changed **Follow Up Date** from 4/16/2018 to **4/18/2018**.
4/13/2018 4:10 PM	Alex Kang	Changed **Follow Up Date** from 4/13/2018 to **4/16/2018**.
4/12/2018 2:42 PM	Alex Kang	Changed **Follow Up Date** from 4/12/2018 to **4/13/2018**.
4/9/2018 3:06 PM	Alex Kang	Changed **Follow Up Date** from 4/11/2018 to **4/12/2018**.
4/9/2018 2:43 PM	Alex Kang	Changed **Follow Up Date** from 4/9/2018 to **4/11/2018**.
4/4/2018 3:10 PM	Alex Kang	Changed **Follow Up Date** from 4/4/2018 to **4/9/2018**.
3/29/2018 1:41 PM	Alex Kang	Changed **Follow Up Date** from 3/29/2018 to **4/4/2018**.
3/26/2018 1:45 PM	Alex Kang	Changed **Follow Up Date** from 3/26/2018 to **3/29/2018**.
3/22/2018 7:18 AM	Samantha Dixon	Changed **Case Owner** from Kyra Walton to **Alex Kang**.
3/22/2018 7:18 AM	Samantha Dixon	Changed **Description**.
3/21/2018 4:01 PM	Kyra Walton	Changed **Follow Up Date** from 3/22/2018 to **3/26/2018**.
3/20/2018 9:40 AM	Kyra Walton	Changed **Follow Up Date** from 3/20/2018 to **3/22/2018**.
3/16/2018 9:31 AM	Kyra Walton	Changed **Follow Up Date** from 3/16/2018 to **3/20/2018**.
3/14/2018 8:54 AM	Kyra Walton	Changed **Follow Up Date** from 3/14/2018 to **3/16/2018**.
3/12/2018 11:32 AM	Kyra Walton	Changed **Follow Up Date** from 3/12/2018 to **3/14/2018**.
3/12/2018 11:20 AM	Kyra Walton	Changed **Description**.
3/10/2018 12:35 PM	Denzel Gordon	Changed **Escalated By ID** to **0050G00000AmA3W**.
		Changed **Case Owner** from Denzel Gordon to **Kyra Walton**.
3/10/2018 12:21 PM	Denzel Gordon	Changed **Case Servicing Dealer** to **SMITHTOWN NISSAN**.
3/10/2018 12:16 PM	Denzel Gordon	Changed **Work Phone** to [redacted].
		Changed **Follow Up Date** from 3/19/2018 to **3/12/2018**.
		Changed **VIN** to **5N1AT2MV6HC**[redacted].
		Changed **Subject** to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: 5N1AT2MV6HC**[redacted]
		Created.

Emails Send an Email Emails Help

Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	Sent	Your inquiry to Nissan [ref: [redacted] *3/10/2018 Case #*[redacted] *VIN # 5N1AT2MV6HC*[redacted] *Thank ...*	[redacted]	3/10/2018 12:26 PM

Back To Top

Always show me fewer / more records per related list

Copyright © 2000-2018 salesforce.com, inc. All rights reserved. | Privacy Statement | Security Statement | Terms of Use | 508 Compliance

Incident Investigation

CAR #
Claimant [redacted]
VIN 5N1AT2MV6HC[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 Smithtown 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 9/14/2017 VIN 5N1AT2MV6HC[redacted]

Mileage 6656 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 3/10/2018 Time 12:00 PM

Location of Incident (describe fully) Railroad tracks on [redacted] in Smithtown New York.

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

Vision obstruction (describe) None Given

Temperature at time of incident 37.9°F Parking location prior to time of incident Not Given.

Incident Investigation

CAR # [redacted]
Claimant
VIN 5N1AT2MV6HC[redacted]

Overnight temperature prior to incident: 30.0°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 issue has happened more than once. Claimant states she was approaching rail road tracks and her vehicle made a load noise and stopped for a moment without moving. Claimant saw indicators pop up on her dashboard and her vehicle stopped right over tracks. Claimant stated the rail road tracks are on a slight hill. Claimant stated the weather was clear. Claimant stated it happens to her all the time on this railroad track.

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

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

Special Circumstances: Issue occurs as the vehicle is traveling over the railroad tracks at the bottom of a hill on [redacted]

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

Vehicle Estimated Speed: 20 Source: Claimant Posted Speed Limit: 25

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.

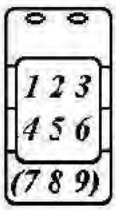
#	Allegation	Allegation made by
1	Claimant alleges that the Forward Emergency Braking (FEB) activates while traveling over the rail road tracks that cross [redacted]	Claimant

Add Allegation | Remove Allegation

IV. Occupants & Injuries

Source of Information: Claimant

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



Incident Investigation

CAR # [redacted]
Claimant
VIN 5N1AT2MV6HC[redacted]

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

Address [redacted] Smithtown, 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 Claimant

VI. Investigation Results

Date of vehicle inspection 5/8/2018

Location of inspection Smithtown Nissan, Smithtown NY

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

Vehicle exhibit 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 89

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 - 25, 72 - 86)
Engine/ Transmission/ Drivetrain	No abnormalities found (Please see photos 43 - 53)
Underbody/ Suspension/ Steering/ Wheels & Tires	No abnormalities found (Please see photos 65 - 71)
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	No abnormalities found (Please see photos 26 - 42, 87 - 88)

Incident Investigation

CAR # [redacted]
Claimant
VIN 5N1AT2MV6H[redacted]

Seat Belts/ Child Restraints (if applicable)	No abnormalities found (Please see photos 26 - 42, 87 - 88)
Air Bags	No abnormalities found (Please see photos 26 - 42, 87 - 88)

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) activates while traveling over the rail road tracks that cross River road.	Upon inspection, found that the vehicle exhibits no signs of impact collision or trauma. Performed C3+ diagnostics, and found PAST DTCs of C1A16-97 radar stain and C1A17-49 Control unit. Performed inspection of FEB operation mileage log and found past history recorded at 5034 miles. Performed inspection of the laser radar control unit and found that the electrical connector is fully seated and properly connected. DTS performed test drive to the claimant described location of the train tracks that cross the roadway on [redacted] in Smithtown NY. Upon arrival at the tracks, found that a 4-6 inch strip of asphalt has recently been added to the leading edge of the front of the train tracks. DTS made 20 passes over the tracks in both directions and was unable to duplicate any abnormal FEB operation. Vehicle was driven a total of 10 miles during DTS test drive.

Add Row | Remove Row

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

Reporter's Signature [redacted]

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

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV6H[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 5N1AT2MV6HC[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 23 - 25, 50 - 53
○	◉	Physical damage to radar sensor units? (ie. cracks)	Please see photos 23 - 25, 50 - 53
◉	○	Electrical connection to radar module firmly seated?	Please see photos 23 - 25, 50 - 53
○	◉	Electrical connection to camera module firmly seated?	Vehicle not equipped with lane camera.
○	○		

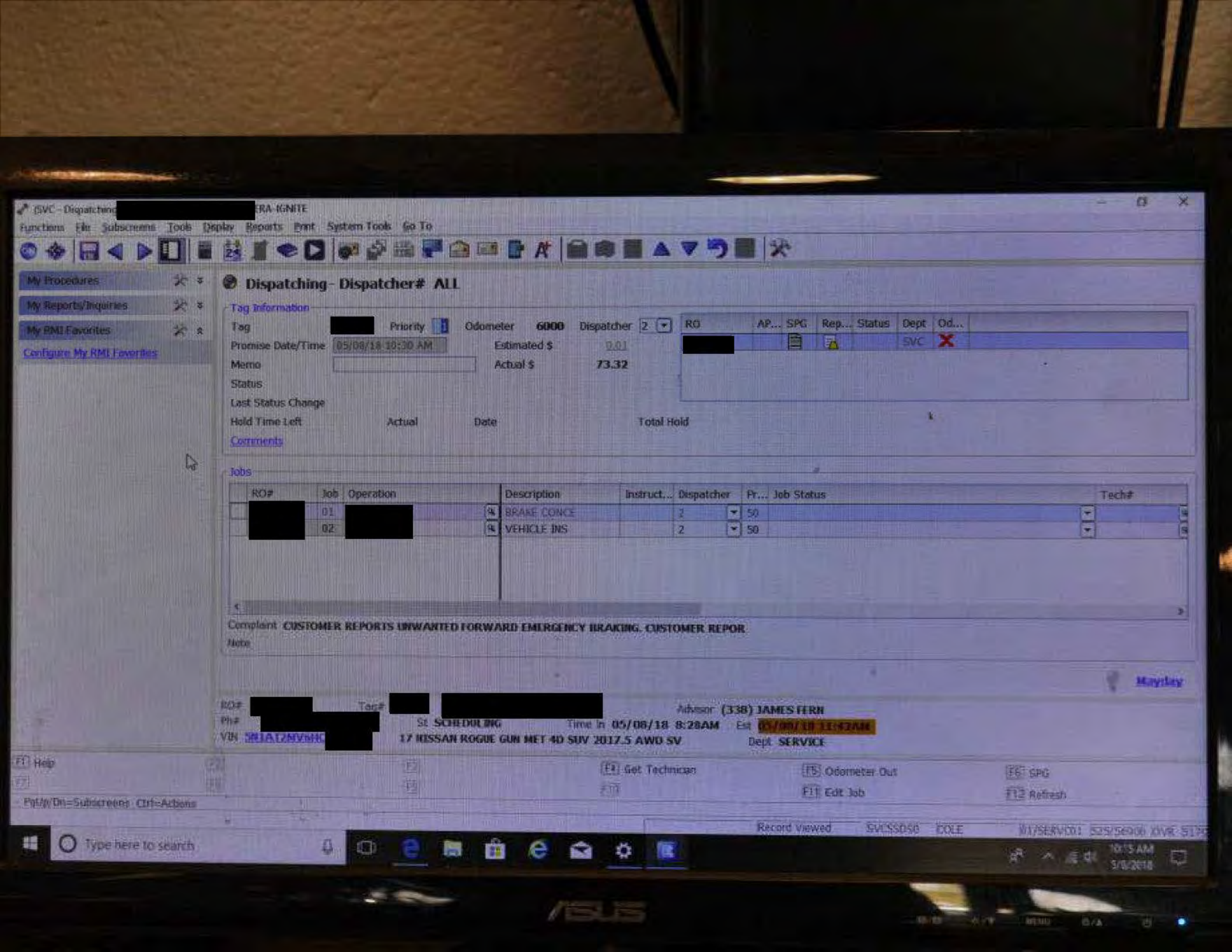
End of Form

*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.

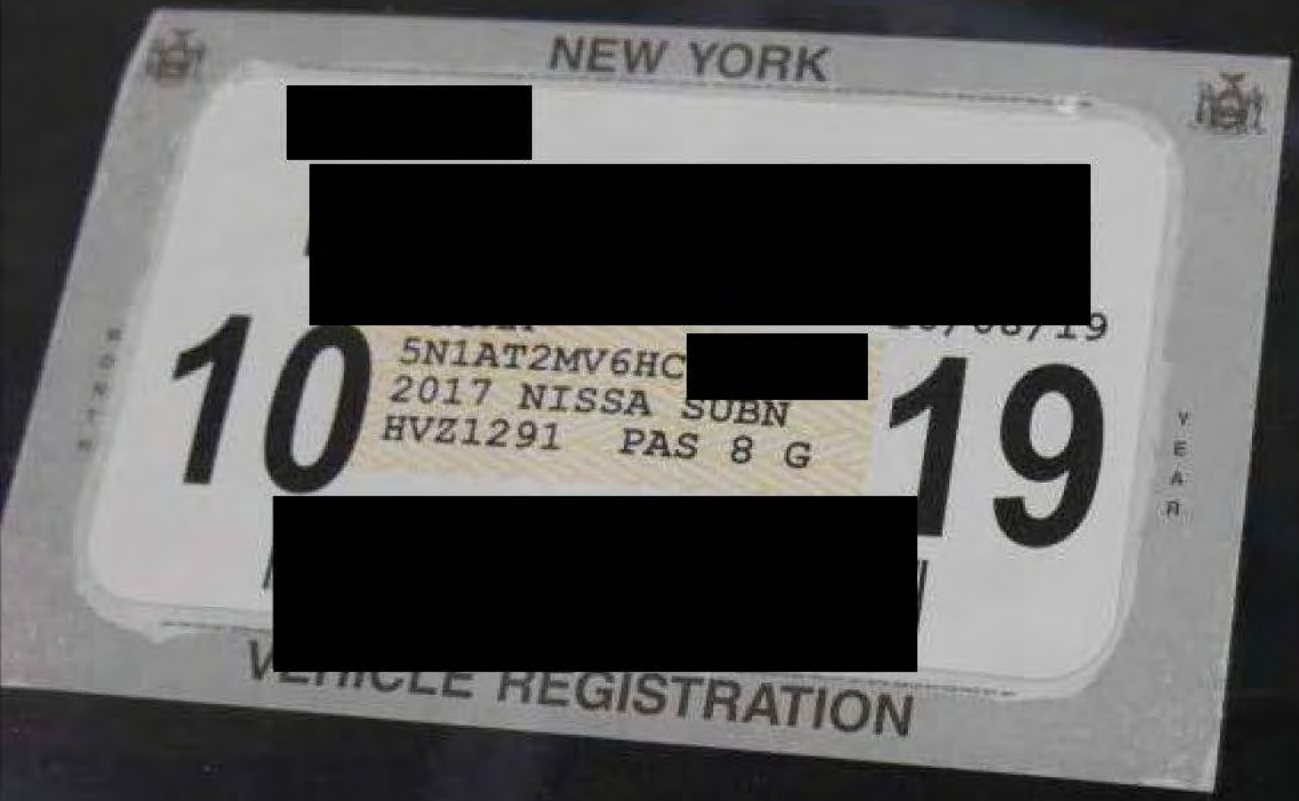

11:50 AM
72 °F
Safety Shield
OK = Settings
P
ECO
133
6666 miles
MPH
60
100
40
60
20
0


Functions File Subscreens Tools Display Reports Print System Tools Go To
My Procedures
My Reports/Inquiries
My RMI Favorites
Configure My RMI Favorites
Dispatching - Dispatcher# ALL
Tag Information
Tag
Priority
Odometer 6000
Dispatcher 2
Promise Date/Time 05/08/18 10:30 AM
Estimated $ 0.01
Memo
Actual $ 73.32
Status
Last Status Change
Hold Time Left
Actual
Date
Total Hold
Comments
RO
AP...
SPG
Rep...
Status
Dept
Od...
SVC
Jobs
RO#
Job
Operation
Description
Instruct...
Dispatcher
Pr...
Job Status
Tech#
01
BRAKE CONCE
2
50
02
VEHICLE INS
2
50
Complaint CUSTOMER REPORTS UNWANTED FORWARD EMERGENCY BRAKING. CUSTOMER REPOR
Note
Mayday
RO#
Tag#
Ph#
St SCHEDULING
Time In 05/08/18 8:28AM
Advisor (338) JAMES FERN
VIN
17 NISSAN ROGUE GUN MET 4D SUV 2017.5 AWD SV
Dept SERVICE
F1 Help
F4 Get Technician
F5 Odometer Out
F6 SPG
F11 Edit Job
F12 Refresh
Pgt/y/Dn=Subscreens Ctrl=Actions
Record Viewed
Type here to search
10:15 AM
5/8/2018




10:15 AM
6656miles
60
MPH
40
20
0


ADI 0362892
877 427 2234
[redacted]
5N1AT2MV6H[redacted]


NEW YORK
[redacted]
[redacted]
10
5N1AT2MV6HC[redacted]
2017 NISSA SUBN
HVZ1291 PAS 8 G
19
YEAR
[redacted]
VEHICLE REGISTRATION


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


MFD BY NISSAN MOTOR CO., LTD.
DATE: 09/17
GVWR: 2122 KG
4679 LB
GAWR FR.: 1072 KG
2363 LB
WITH 225/65R17 TIRES
17 X 7J RIMS AT 33 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.
5N1AT2MV6HC
MPV
MODEL: TDBNLQWT32EUA----A
COLOR: KAD TRIM: G ZS30A










NISSAN
ROGUE
SV AWD












NISSAN


NISSAN


NISSAN










NISSA




Mac Tools
Tech Series
60
MAC


ROGUE




ROGUE












ROGUE










Mac Tools
Tech Series
60


ROGUE


























10:24 AM
59°F
Settings
Driver Assistance
Clock
Meter Settings
Vehicle Settings
Maintenance
Alarm
P
ECO
146
6656 miles
RPMx1000
MPH


10:24 AM
59 °F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
ECO
146
6656 miles
RPMx1000
MPH


10:24 AM
59°F
Driving Aids
Emergency Brake
Blind Spot
P
ECO
146
6656 miles
RPMx1000
4
5
6
8
H
MPH
60
80
100
140
40
60
20
0
1/2
1


10:24 AM
59 °F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
ECO
146
6656 miles
RPMx1000
4
5
6
H
MPH
40
60
80
100
140
20
0
1/2
1


10:24 AM
59°F
Parking Aids
Cross Traffic
P
146
6656 miles
RPMx1000
4
5
6
H
MPH
60
80
100
140
40
60
20
0
1/2
1


10:24 AM
59°F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
ECO
146
6656 miles
RPMx1000
4
5
6
H
MPH
40
60
80
100
140
0
20
60
0
1/2
1

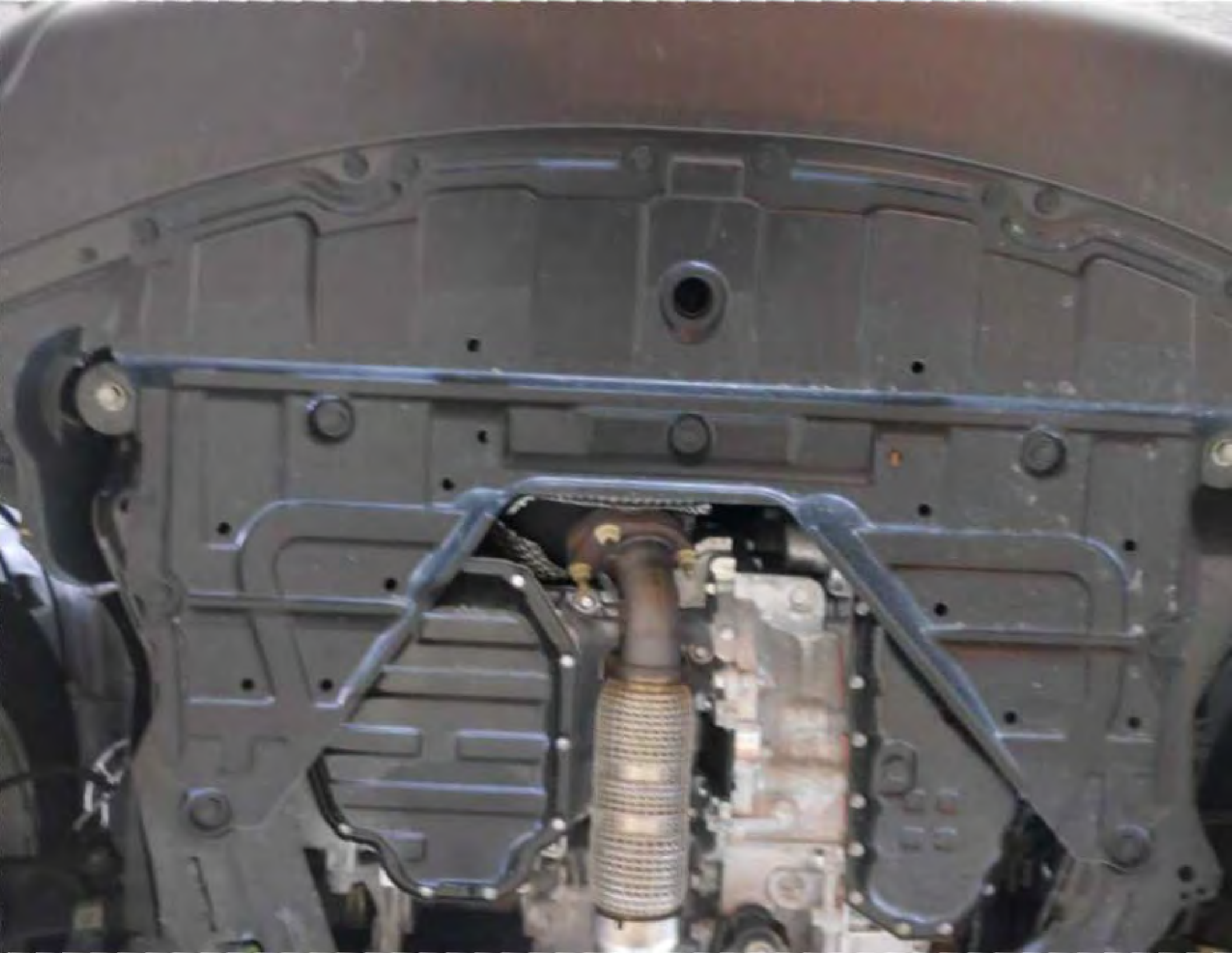

10:24 AM
59°F
Chassis Control
Trace Control
Engine Brake
P
ECO
146
6656 miles
RPMx1000
4
5
6
H
MPH
40
60
80
100
140
0
20
60
0
1/2
1








































Mac Tools
Tech Series














Thec Tools


Mac Tools
Tech Series



Search

Samaritan Potter Help & Training

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

Vehicle
5N1AT2MV6HC[redacted]

Customize Page | Printable View | Help for this Page

Vehicle Campaigns [0] | Warranty Cases [3] | Cases [2] | Service History [19] | Vehicle Service Contracts [0] | Vehicle History [1] | DTS Field Inspections [3]

Vehicle Detail

VIN	5N1AT2MV6HC[redacted]		
Last Modified By	NNAETL, 5/9/2018 9:03 PM	Branded Title	
Created By	NNAETL, 9/16/2017 6:58 PM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage	5,000	MSRP	$28,505
Latest Recorded Mileage Units	M		
In Service Date	10/9/2017		

Manufacturing Data

Make/Model	2017 NISSAN ROGUE	Manufacturer Date	9/14/2017
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	GUN METALLIC	Emissions Certification	
Cylinders		Open Recall	
Transmission Type	CVT	Head Unit	
Model Series		Model Line Code	RGE
Factory Installed Options	B92B93C03L92Z66		
Factory Installed Options Descriptions	B92 (SPLASH GUARDS), B93 (CHROME REAR BUMPER PROTECTOR), C03 (50 STATE EMISSIONS), L92 (FLOOR MATS (2-PIECE FRONT AND), Z66 (ACTIVATION DISCLAIMER)		

Vehicle Tools

Total Approved Checks VIN Decoder

System Information

Latest Owner (BETA) JENNA GREENBERG

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	10/9/2020	36,000				
2	POWERTRAIN COVERAGE	10/9/2022	60,000				
3	SEAT BELT	10/9/2027	999,999				
4	CORROSION COVERAGE (PERFORATION)	10/9/2022	999,999				
5	FEDERAL EMISSION LONG TERM DEFECT	10/9/2025	60,000				

Vehicle Retail Sales

Vehicle Retail Sales

Action	Name	Owner	Selling Dealer	Sale Type	Vehicle Model	Purchase Date	Rewind Indicator
View	[redacted]	[redacted]	SMITHTOWN NISSAN	NMAC lease	ROGUE	10/9/2017	

Vehicle Ownership

Vehicle Ownership

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

Vehicle Campaigns

Vehicle Campaigns Help

No records to display

Warranty Cases

Warranty Cases Help

Action	Case Number
	[redacted]
	[redacted]
	[redacted]

Cases

Print Cases

Cases Help

Action	Case Number	Type	Account Name	Date/Time Opened	Date/Time Closed	Current Mileage	Status	CST Approvals	Owner Name
| Edit | Cls	[redacted]	CA	[redacted]	3/10/2018 12:16 PM		5,000	Open	0	Alex Kang
| Edit | Cls	[redacted]	CA	[redacted]	11/2/2017 5:27 PM	12/14/2017 3:02 PM	865	Closed	0	DeHenry Kidd

Service History

Service History Help

Action	SRH Number	PNC Code Description	Coverage Code/Pay Type	Transaction Date/VR Close Date	Vehicle Mileage	Customer	Dealer Code	Work Order #	Claim Line #
	[redacted]	NO DEFECT FOUND	FW	2/26/2018	4,347	[redacted]	[redacted]	[redacted]	1
	[redacted]		I	2/23/2018	4,347	[redacted]	[redacted]	[redacted]	
	[redacted]		I	2/23/2018	4,347	[redacted]	[redacted]	[redacted]	
	[redacted]		W	2/23/2018	4,347	[redacted]	[redacted]	[redacted]	
	[redacted]	NO DEFECT FOUND	FW	11/7/2017	863	[redacted]	[redacted]	[redacted]	1
	[redacted]		PD	9/29/2017	2	[redacted]	[redacted]	[redacted]	1
	[redacted]		I	11/2/2017	865	[redacted]	[redacted]	[redacted]	
	[redacted]		W	11/2/2017	865	[redacted]	[redacted]	[redacted]	
	[redacted]		I	10/10/2017	6	[redacted]	[redacted]	[redacted]	
	[redacted]		W	9/28/2017	2		[redacted]	[redacted]	
	[redacted]		C	4/13/2018	5,952	[redacted]	[redacted]	[redacted]	
	[redacted]		C	4/13/2018	5,952	[redacted]	[redacted]	[redacted]	
	[redacted]		I	12/7/2017	1,875	[redacted]	[redacted]	[redacted]	
	[redacted]		W	12/7/2017	1,875	[redacted]	[redacted]	[redacted]	
	[redacted]		I	12/7/2017	1,875	[redacted]	[redacted]	[redacted]	
	[redacted]	NO DEFECT FOUND	FW	12/7/2017	1,875	[redacted]	[redacted]	[redacted]	2
	[redacted]			5/7/2018	6,665	[redacted]	[redacted]	[redacted]	
	[redacted]		I	5/8/2018	6,665	[redacted]	[redacted]	[redacted]	
	[redacted]		W	5/8/2018	6,665	[redacted]	[redacted]	[redacted]	

Vehicle Service Contracts

Vehicle Service Contracts Help

No records to display

Vehicle History

Vehicle History Help

Date	User	Action
9/16/2017 6:58 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	11/15/2017	[redacted]	Kevin	MacKay	NER	12/4/2017 10:00 AM	12/8/2017 5:40 AM
Edit	[redacted]91	No Show	4/9/2018	[redacted]	Kevin	MacKay	NER	4/13/2018 10:00 AM	4/22/2018 11:21 AM
Edit	[redacted]	Completed	4/23/2018	[redacted]	Kevin	MacKay	NER	5/8/2018 10:00 AM	5/8/2018 11:55 PM

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

Copyright © 2000-2018 salesforce.com, inc. All rights reserved. | Privacy Statement | Security Statement | Terms of Use | 508 Compliance

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	JN8AT2MV9HW[redacted]
User	[redacted]
Case Number	[redacted]
EDR Data Imaging Date	04/27/2018
Crash Date	
Filename	JN8AT2MV9HW[redacted] ACM.CDRX
Saved on	Friday, April 27 2018 at 11:20:35
Imaged with CDR version	Crash Data Retrieval Tool 17.5.1
Imaged with Software Licensed to (Company Name)	Nissan North America, Inc.
Reported with CDR version	Crash Data Retrieval Tool 17.5.1
Reported with Software Licensed to (Company Name)	Nissan North America, Inc.
EDR Device Type	Airbag Control Module
Event(s) recovered	None

Comments

[redacted]

Claimed unexpected FEB operation.

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.



Search

Samaritan Potter Help & Training

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

Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [23] | Case Categorizations [0] | Open Activities [2] | Activity History [1] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | DTS Field Inspections [1] | Attachments [0] | Case History [23] | 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	Social-USA
Exec-Received-Date		Case Origin	Twitter
Letter Sent Date		Date/Time Opened	2/22/2018 7:35 AM
Letter Received Date		Date/Time Closed	
Follow Up Date	5/17/2018	Multiple Repairs	No
Follow Up Request	Send Follow Up Email		
Supporting Documents		DRT Support Status	Pending
CA Multiple Repairs		DRT Support IIR Status	Accepted
Executive Actions To Resolve		DRT Resolution Status	
Description	IIR - FEB - EST		

Call Script

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

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	JN8AT2MV9HW[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	Nissan	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	29617	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	CHERRY HILL NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	01	Dealer Instructions	
Shared With		Requested Dealer Action	

Related Items

Approved Check Requests	$0.00	VCAN	
IIR	F58022	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 to Agent:	Notes for DTS (Vehicle Concerns)	

System Information

Subject	CUSTOMER:[redacted] PHONE:[redacted] VIN: JN8AT2MV9HW[redacted]		
Created By	Sprinklr, 2/22/2018 7:35 AM	Root Cause Code	
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: Alex Kang (5/4/2018 8:42 AM)** ARBS notating DTS-Nick Flamini has uploaded inspection report on FTP on 5/3/18. ARBS moving case out for PL resolution.
Make Public		**Created By: Alex Kang (4/2[redacted])** ARBS made outbound call at[redacted] ARBS stated ARBS wanted to give C a friendly reminder clal that the appointment has been set for tomorrow at 10 AM at Cherry Hill Nissan. C thanked ARBS. Call ended mutually.
Make Private	✓	**Created By: Kathryn Ludwikowski (4/13/2018 8:48 AM)** SMS-KL documenting C's social media activity via Twitter. ***** C:[redacted] Yeah, thanks for nothing @NissanUSA. ☹ *****
Make Public		**Created By: Alex Kang (4/5/2018 1:59 PM)** ARBS made outbound call at[redacted] ARBS asked if April 27th at 10AM at Cherry Hill Nissan would work for C to bring in the vehicle C stated yes. ARBS stated ok, ARBS will notify the inspector regarding this. C stated there is nothing that anyone can do about the navigation unit. ARBS stated unfortunately, the inspector will only look at the FEB system. C stated C cares about the navi unit more than the FEB concern as it only happened once. C stated C did call Nissan about it and no one seems to care. ARBS apologized and stated the navigation system is from a third party vendor and there isn't much Nissan would be able to do. ARBS stated everything has been notated in C's case though. C stated ok. ARBS stated ARBS will give C a friendly reminder call on the 26th. C thanked ARBS. ARBS thanked C for C's time. Call ended mutually.
Make Public		**Created By: Alex Kang (4/2/2018 10:46 AM)** ARBS made outbound call at[redacted] ARBS left VXM providing case number, best contact information and requesting call back.
Make Public		**Created By: Alex Kang (4/2/2018 9:15 AM)** ARBS emailed DTS-Nick Flamini requesting next date and time for DTS appointment.
Make Public		**Created By: Alex Kang (3/26/2018 9:39 AM)** ARBS made outbound call at[redacted] ARBS left VXM providing case number, best contact information and requesting call back.

Make Public

Created By: Alex Kang (3/26/2018 9:36 AM)
ARBS received inbound call from DTS-Nick Flamini.

DTS-NF stated the customer is a no show.

ARBS thanked DTS-NF.

Call ended mutually.

Make Public

Created By: Alex Kang (3/23/2018 10:29 AM)
ARBS made outbound call at[redacted]
ARBS left VXM providing case number, best contact information and requesting call back.

Make Private

Created By: John Michael Pahlavan (3/21/2018 4:56 PM)
SMS-JMP documenting C's social media activity via Facebook:

*****

SMS:[redacted]

At this time, if you would like to speak with someone about your case, please contact a Specialist directly, using the number provided above.

Thank you,
Curtis

*****

Make Private

Created By: John Michael Pahlavan (3/21/2018 4:54 PM)
SMS-JMP documenting C's social media activity via Facebook:

*****

C:[redacted]

At this time, if you would like to speak with someone about your case, please contact a Specialist directly, using the number provided above.

Thank you,
Curtis

*****

Make Private

Created By: John Michael Pahlavan (3/21/2018 4:49 PM)
SMS-JMP documenting C's social media activity via Facebook:

*****

C: What do you mean they are working dilligently? They never followed up about the cruise control problem, as they said they would and no one was willing to help with the navigation issues. I was sent to three different people who all sent me to each other. It's a joke. This is my sixth Nissan/Infiniti and I've never had issues like this before. The navigation system is garbage and is completely ruining the experience of the car.

*****

Make Private

Created By: John Michael Pahlavan (3/21/2018 11:43 AM)
SMS-JMP documenting C's social media activity via Facebook:

*****

C: You guys have been very little help. No follow up on promises made and now I'm having even more GPS problems, to which I was already passed around to 3 different people. No one there seems to care about anything and it's very disappointing, to say the least.

Hello again[redacted]

We're sorry for your continued frustration and assure you that our team of Specialists are working diligently to resolve your concerns. Should you wish to speak with someone directly regarding your case, please don't hesitate to call the phone number listed above and be ready to reference your

Thank you,
Curtis

*****

Make Private

Created By: Lauren Bowling (3/20/2018 2:51 PM)
SMS-LB documenting C's social media activity via Facebook:

*****

C: My last 6 cars have been @NissanUSA/@INFINITIUSA but I might be done. This POS Rogue stops on its own, and now the GPS says ok to a destination but does nothing. Nissan hasn't followed up about braking (SAFETY) issue and won't do anything about the GPS. Not who they used to be.

*****

Make Public

Created By: Alex Kang (3/2/2018 10:05 AM)
ARBS made outbound call to C a[redacted]
ARBS stated DTS inspection has been made for 3/26 at 10 AM EST.
ARBS stated DTS would also like to conduct a phone interview for C regarding the vehicle.
ARBS stated it will come from a restricted number.
ARBS asked if this was good for C.
C stated yes
ARBS asked what time would be a good time for the inspector to call C.
C stated later this afternoon if inspector can.
C stated later Monday afternoon.
C stated around 3:00 PM EST.
C stated this is the best contact number.
ARBS stated ARBS will get in touch with the inspector and let the inspector know of the date and time.
C thanked ARBS.
ARBS thanked C for C's time.
Call ended mutually.

Created By: Alex Kang (2/27/2018 9:51 AM) | Last Modified By: Alex Kang (2/27/2018 9:51 AM)
ARBS made outbound call to C at[redacted]
ARBS asked if C has 15-20 minutes to speak about the case.
ARBS proceeded with probing questions.
ARBS asked for detail description on the incident.

C stated it was cloudy and normal weather.
C stated C was going around 45mph.
C stated no one in front of C.
C stated as C was driving through an intersection it was in the middle of the intersection and made an audible beep.
C stated C saw flashing red on the dash, C doesn't know which was flashing.
C stated the vehicle slow down to 20mph and it was sudden.
C stated C didn't hit the brakes
C stated C kept driving through.

C stated the road had a slight decline after the intersection than incline after the intersection.

ARBS stated ARBS will be sending out an inspector to look at the vehicle.
ARBS stated the vehicle would need to be brought to Cherry Hill Nissan.
ARBS stated ARBS will get back in touch with C once ARBS receives more information regarding the inspection date and time.

C asked if C has to bring it to the DLRSHp.

ARBS stated yes as the inspector can not come to C's house.

C stated C has a problem with the navigation as well.
C stated it is very slow.
Make Public
C stated it kind of ruins the experience, of owning an navigation system.
C stated if C goes to C's vehicle and C wants to go to the destination, but doesn't load the traffic.
C stated it has a limitation with Sirius.
C stated it doesn't really load it fast.
C stated can C use Apple Carplay?

ARBS stated ARBS would have to refer C to the Nissanconnect department as the department can assist C with getting everything set up.

C stated ok
C thanked ARBS.

ARBS thanked C for C's time.

Call ended mutually.

Make Public **Created By: Alex Kang (2/26/2018 7:41 AM)**
**********ARBS RECEIVED CASE, UNDER REVIEW, PENDING PROBE VERIFICATION **********

Make Public **Created By: DeHenry Kidd (2/23/2018 11:21 AM)**
C alleged malfunction of the FEB system.

Created By: Andario Howard (2/22/2018 3:48 PM)
Initial Call to Customer:

RCAS-AH VERIFIED C's name, mailing address, e-mail, phone #, vehicle
RCAS-AH CHECKED for open recalls/campaigns and found: 0
Previous UNRELATED Case(s) Found: 0
Previous RELATED Case(s) Found:0
RCAS-AH ADVISED "This call may be recorded for quality and training purposes."

RCAS-AH placed outbound call to C at [redacted]
RCAS-AH stated that RCAS-AH is Customer's Regional Consumer Affairs Case Manager and in short, that means that RCAS-AH is C's point of contact with Nissan Corporate regarding Customer's concerns or questions with vehicle or DLR
C stated that it happened one time on 40 mph road.
C stated C everything went red on dash
Make Private ✓
C stated the VEH braked by itself.
C stated concern lasted for a few seconds and the VEH has been operating normal since then.
RCAS-AH apologized for C's experience.
RCAS-AH asked C the info to complete IIR form.

C stated C is not too worried about this concern at the moment.
C stated C has had 7 Nissan/Infinities.
C stated the one concern C is having is that GPS is awful.
C stated that GPS doesn't work correctly.
C stated that C has to use a separate service in order to Sirius XM
C stated C is frustrated with this
C inquired if there was any way that C can get an updated software.
RCAS-AH advised that someone will be in touch with C no later than 3 business days to further address C's concerns.
C understood.
Call ended mutually.

Created By: Carrie Featherstone (2/22/2018 9:50 AM)
SMS-CF documenting C's Twitter DM:
*****
Make Private ✓
C: Ok, thanks.

****

Created By: Lauren Bowling (2/22/2018 7:46 AM)
Make Private ✓ ******SMS-LB DOCUMENTING C'S PREFERRED CONTACT NUMBER******
[redacted]

Created By: Lauren Bowling (2/22/2018 7:46 AM)
********** SMS-LB ESCALATING CASE TO RCAS **********
Make Private ✓ SMS-LB advising C that concerns have been documented and case has been created.
SMS-LB requesting that RCAS contact C no later than COB 2/23/2018.
SMS-LB providing C with 800 number and case number for reference.

Created By: Lauren Bowling (2/22/2018 7:44 AM)
SMS-LB documenting C's social media activity via Twitter:

*****

C: Apparently my @NissanUSA Rogue saw a ghost car or something. Driving through an intersection, it freaked out (red on dash, audible warning) then it slammed the brakes on its own. If a car was close behind, definitely would have been an accident. Thanks, Nissan. ☺

SMS: Hello, [redacted] We would appreciate the opportunity to forward your concerns along to a Specialist to have your experience properly reviewed & addressed. Please DM us your VIN, the name on your Rogue's registration, your phone number & name of servicing Nissan dealer. Thank you.

C: Hi. It's a 2017 Rogue SL AWD. vin: JN8AT2MV9HW[redacted] Under my name [redacted] Got it from Cherry Hill Nissan.
Make Private ✓
C: And my number is [redacted]

SMS: Hello [redacted]

Thank you for sending us this information, as it allowed us to create Consumer Affairs Case [redacted] A Specialist will be in touch with you by the close of business tomorrow, Feb. 23, to further discuss your experience, and we have made sure to update your case with our Twitter conversation for the Specialist's review. If wish to speak with someone sooner, you may do so by calling [redacted] Monday through Friday between 7 a.m. to 10 p.m. or on Saturday from 7 a.m. to 5 p.m. CT. Be sure to reference your VIN upon calling.

Warm regards,
Alex

*****

Case Categorizations New Case Categorization Case Categorizations Help

No records to display

Open Activities

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

Action	Subject	Status	Due Date	Type	Action Taken	Name	Assigned To	Last Modified Date/Time	Last Modified By Alias
Edit | Cls	IIR	Not Started	2/27/2018			[redacted]	Alex Kang	2/23/2018 11:22 AM	ARBS-DK
Edit | Cls	DTS Follow Up [redacted] CHERRY HILL NISSAN	Not Started	3/1/2018				Alex Kang	2/27/2018 9:56 AM	ARBS-AK

Activity History

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

Action	Subject	Type	Name	Due Date	Assigned To	Action Taken	Status	Last Modified Date/Time
Edit | Del	DTS Request [redacted] CHERRY HILL NISSAN			3/1/2018	Nicholas Flamini		Complete	2/27/2018 7:12 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	Andario Howard, 2/22/2018 3:42 PM	2/22/2018			JN8AT2MV9HW[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 9:00 AM	[redacted]	[redacted]	Completed

Attachments

Attach File | Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
5/4/2018 8:42 AM	Alex Kang	Changed **Follow Up Date** from 5/4/2018 to **5/17/2018**.
4/26/2018 8:21 AM	Alex Kang	Changed **Follow Up Date** from 4/26/2018 to **5/4/2018**.
4/5/2018 2:35 PM	Alex Kang	Changed **Follow Up Date** from 4/5/2018 to **4/26/2018**.
4/2/2018 10:47 AM	Alex Kang	Changed **Follow Up Date** from 4/2/2018 to **4/5/2018**.
3/23/2018 10:29 AM	Alex Kang	Changed **Follow Up Date** from 3/23/2018 to **4/2/2018**.
3/2/2018 10:07 AM	Alex Kang	Changed **Follow Up Date** from 3/2/2018 to **3/23/2018**.
2/27/2018 9:59 AM	Alex Kang	Changed **Follow Up Date** from 2/27/2018 to **3/2/2018**.
2/23/2018 11:22 AM	DeHenry Kidd	Changed **Case Owner** from Andario Howard to **Alex Kang**.
2/23/2018 11:21 AM	DeHenry Kidd	Changed **Subject** from CUSTOMER: [redacted] PHONE: [redacted] VIN: JN8AT2MV9HW[redacted] to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: JN8AT2MV9HW**[redacted]
		Changed **Follow Up Date** from 2/23/2018 to **2/27/2018**.
		Changed **Description**.
2/22/2018 3:23 PM	Andario Howard	Changed **DRT Support Status** to **Pending**.
2/22/2018 12:19 PM	Andario Howard	Changed **Follow Up Date** from 2/22/2018 to **2/23/2018**.
2/22/2018 10:59 AM	Andario Howard	Changed **Subject** from SOCIAL: Product CUSTOMER: [redacted] to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: JN8AT2MV9HW**[redacted]
2/22/2018 7:50 AM	Lauren Bowling	Changed **Escalated By ID** to **005F0000004ACXY**.
		Changed **Case Owner** from Social Media CRM Team to **Andario Howard**.
2/22/2018 7:45 AM	Lauren Bowling	Changed **Case Owner** from Managed Services to **Social Media CRM Team**.
2/22/2018 7:45 AM	Lauren Bowling	Changed **Case Servicing Dealer** to **CHERRY HILL NISSAN**.
		Changed **Vehicle** to **JN8AT2MV9HW**[redacted]
2/22/2018 7:36 AM	Sprinklr	Changed **Subject** to **SOCIAL: Product CUSTOMER:** [redacted]
		Changed **Owner (Assignment)** from Sprinklr to **Managed Services**.
		Changed **Account Name** to [redacted]
		Created.



Copyright © 2000-2018 salesforce.com, inc. All rights reserved. | Privacy Statement | Security Statement | Terms of Use | 508 Compliance

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN JN8AT2MV9HW[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	Unknown.
City	Camden	State	NJ	Zip Code	[redacted]
Country	United States				

☒ Driver Same as Claimant
☒ Owner Same as Claimant

Who notified NNA of incident? Claimant - [redacted] via tweet. CAR # [redacted]

If represented, claimant's attorney name, address, phone: Unknown at time of inspection.

II. Vehicle

Model Year	2017	Model Name	Rogue SL AWD	Mfg. Date	04/05/2017	VIN	JN8AT2MV9HW[redacted]
Mileage	14,605	License #	[redacted]	State	NJ	Country	United States

Special equipment & accessories: B94 - [redacted] B93 - Chrome rear bumper protector. L92 - Floor mats. X03 - Platinum Reserve. K03 - Platinum Package. E10 - Premium Paint. P04 - Premium Package. B92 - Splash Guards. Aftermarket window tint. 25mm spacers installed between each wheel and brake rotor.

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 [redacted] (Interviewed on 4/27/19)& IIR Pg Incident Date 2/21/2018 Time 2:00 pm (EST)

Location of Incident (describe fully): Claimant not completely sure of exact location, however he traced his route that day and identified that the incident most likely happened on Delaware Route [redacted] aka [redacted] Wilmington, Delaware [redacted] Claimant stated that he was traveling in a SE direction.

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

Vision obstruction (describe): None

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN JN8AT2MV9HW[redacted]

Temperature at time of incident	75F	Parking location prior to time of incident	[redacted] Wilmington, DE.
Overnight temperature prior to incident	54F	Length of time parked	2 hours

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)	Copied from the Salesforce case [redacted] - IIR Probe. Quick description or summary of incident: The customer was driving through an intersection. The customer stated that the vehicle slammed on the brakes by itself. The customer stated that everything went red on the dash. Detailed incident description: Claimant stated it was cloudy and normal weather. Claimant stated Claimant was going around 45mph. Claimant stated no one in front of Claimant. Claimant stated as Claimant was driving through an intersection it was in the middle of the intersection and made an audible beep. Claimant stated Claimant saw flashing red on the dash, Claimant doesn't know which was flashing. Claimant stated the vehicle slow down to 20mph and it was sudden. Claimant stated Claimant didn't hit the brakes Claimant stated Claimant kept driving through. Claimant stated the road had a slight decline after the intersection than incline after the intersection. Claimant statement made during IIR interview with DTS on 4/27 at Cherry Hill Nissan: Claimant stated that he was traveling through a traffic light intersection at approximately 50mph when the claimant heard a beeping sound and something flash red on the instrument cluster. Claimant stated that he felt the brakes apply aggressively and the vehicle speed reduced rapidly to 20mph. The claimant stated that there were no other vehicles around him at the time and nothing in front of him. The claimant stated that his first reaction was to release the accelerator when the incident happened and after a few seconds he reapplied the accelerator and the vehicle speed increased. Claimant stated that there was a slight decline before the intersection and a slight incline after the intersection. The claimant stated that he drove home after the incident and that the vehicle behaved normally without incident for the remainder of the journey. The claimant stated that this unexpected FEB operation has happened one more time near his home, but the second incident was a much milder braking event.

Relation to Roadway (on-road, off-road, left side, right side)	On road.	Number of times incident occurred	2

Driver Action (braking, steering, etc.)	Released the accelerator and then reapplied the accelerator. Steering was held straight.
Special Circumstances	None identified by the claimant.

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV9HW[redacted]

Actions taken after incident and results of those actions: Claimant drive home.

Vehicle Estimated Speed: 50mph | Source: Claimant - [redacted] | Posted Speed Limit: 55mph

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

Witness Present? ○ YES ◉ NO

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

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

#	Allegation	Allegation made by
1	Unexpected FEB operation	Claimant - Michael BURKE

Add Allegation | Remove Allegation

IV. Occupants & Injuries

Source of Information: Claimant - [redacted] Interviewed in person on 4/27/18 at Cherry Hill Nissan.

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



Occupant Name: [redacted] | DOB: [redacted] | Height: [redacted]

Address: [redacted] Camden, NJ [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

Add Occupant | Remove Occupant

☐ No Occupants Comments: Driver was the only occupant in the vehicle.

V. Other Property Damage

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV9HW[redacted]

☒ No Other Property Damage

Source of information: Claimant - [redacted]

VI. Investigation Results

Date of vehicle inspection: 04/27/2018

Location of inspection: Cherry Hill Nissan #2372

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

None.

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

Photos taken by: Nicholas Flamini # Photos: 113

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	The roof rack cross bars have been painted red. (Pic 37). There is window tint installed on all glass except the front windshield.
Engine/ Transmission/ Drivetrain	No notable observations made.
Underbody/ Suspension/ Steering/ Wheels & Tires	The vehicle has been fitted with 25mm spacers fitted between the wheels and the brake rotor. (Picture 97).
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	No notable observations made.
Seat Belts/ Child Restraints (if applicable)	No abnormalities of the vehicles seat belts were noted.
Air Bags	No abnormalities of the SRS system were noted.

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

A vehicle test drive was conducted on 4/27 for a distance of 26 miles at varying engine and road speeds. During the test drive the ICC system was turned on and set to 45mph. With the ICC system active and set it identified vehicles in front of the radar sensor unit, displaying a car icon in the ADAD and slowed the vehicle down to maintain a following distance. During the test drive on multiple occasions with the ICC system active and set it reduced vehicle speed to a complete stop in response to the vehicle in front stopping.

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 JN8AT2MV9HW[redacted]

#	Allegation	Factual Findings
1	Unexpected FEB operation	The ADAS control unit has no history for 'FEB operation mileage'. The camera and radar sensor unit have no physical damage and their respective electrical connectors are firmly seated into the modules. On the day of the vehicle inspection there was no obstructions to the camera or radar sensor unit. During a 26 mile road test there was no duplication of the unexpected FEB operation. Laser/Radar C1A16-97 - Radar stain diagnostic trouble code is set in past.

Add Row | Remove Row

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

Reporter's Signature [redacted]

Reporter's Name & Region Nicholas Flamini NER

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV9HW[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	No additional comments.

II. Diagnostic Download and EDR Data

Instructions:

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

	Yes	No	Comments
Full diagnostic download included in report?	◉	○	Consult III+ All Self Diagnosis screen images attached to IIR.

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV9HW[redacted]

	Yes	No	Comments
EDR download included in report?	◉	○	A no event CDR report is attached to the IIR.

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.)	Picture 41.
○	◉	Physical damage to camera? (ie. cracks)	Pictures 75 & 78.
○	◉	Obstructions to radar sensor units? (ie. dirt, stickers, etc.)	Pictures 34 & 35.
○	◉	Physical damage to radar sensor units? (ie. cracks)	Pictures 91 & 96.
○	◉	Electrical connection to radar module firmly seated?	Picture 92.
○	◉	Electrical connection to camera module firmly seated?	Picture 76.
○	○		

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.




JN8AT2MV9HW


JN8AT2MV9HW


MFD BY NISSAN MOTOR CO.,LTD.
DATE 4/17
GVWR/PNBV 4679 LBS.
GAWR/PNBE FR. 2363 LBS.
WITH 225/55R19 TIRES.
19×7J RIMS.AT 33 PSI
COLD SINGLE.
GAWR/PNBE RR. 2401 LBS.
WITH 225/55R19 TIRES.
19×7J RIMS.AT 33 PSI
COLD SINGLE.
THIS VEHICLE CONFORMS
TO ALL APPLICABLE FED-
ERAL MOTOR VEHICLE SA-
FETY AND THEFT PREVEN-
TION STANDARDS IN EFF-
ECT ON THE DATE OF MA-
NUFACTURE SHOWN ABOVE.
VIN: JN8AT2MV9H
TYPE: MPV
COLOR TRIM TRANS
EBB Z RE0F10D
AXLE ENGINE
GS56 QR25(DE) 2488CC


11:39 AM
56 °F
Maintenance
Oil and Filter
P
237
14605 miles
RPM x1000
MPH
km/h
C
H
1/2


ABS
BRAKE
MPH
km/h


RPM x1000
ABS
BRAKE
MPH
km/h


Cheary Hill
NISSAN
NISSAN


NISSAN




NISSAN














ROGUE


ROGUE


NISSAN
ROGUE
SL AWD


NISSAN
ROGUE
SL AWD


NISSAN
ROGUE
SL AWD


NISSAN
ROGUE
SL AWD


































INSPECTION
Nº AB-
[redacted]
NISSAN
AGC AUTOMOTIVE
DOT-477 M4144 AS1
13 S
LAMISAFE
6 ..






NISSAN


NISSAN


NISSAN


























ROGUE




















ROGUE


NISSAN




BJ
DO NOT DROP


BJ
60 HOT DROP
DXL

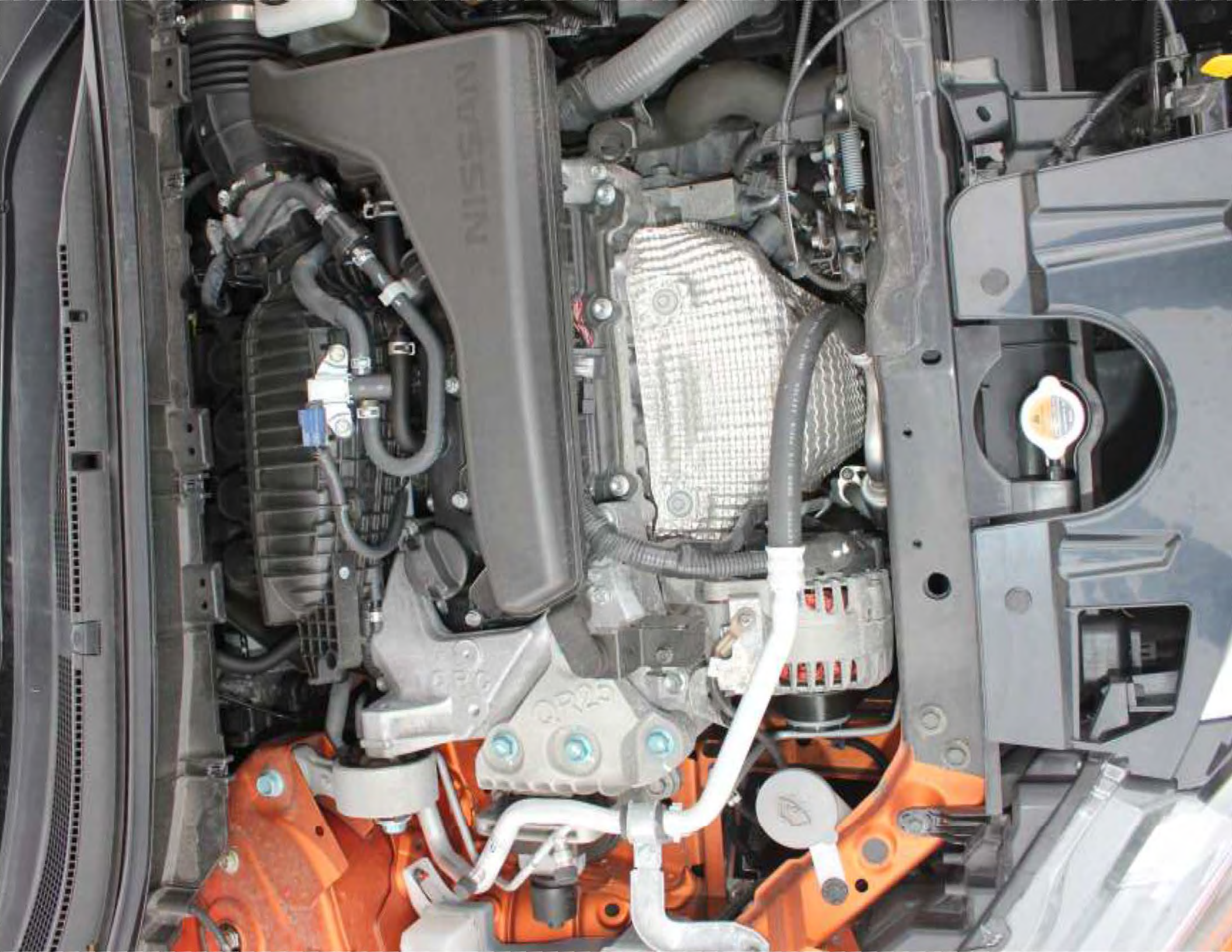
37

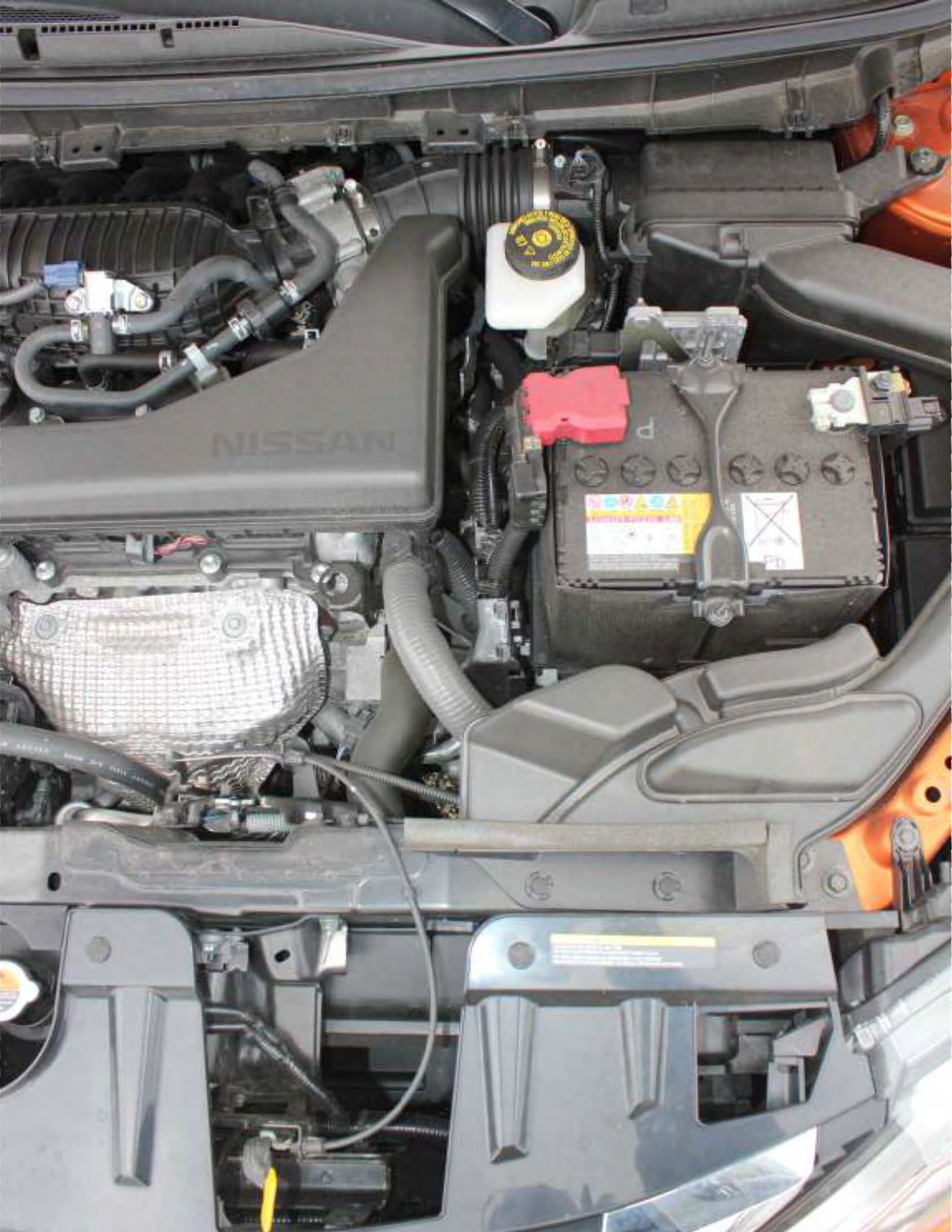

BJ
DO NOT DROP
DXL
284G3 6FL0B
1630701049DXL
234130-251
TRW
1025206
NISSAN


NISSAN






NISSAN


NISSAN

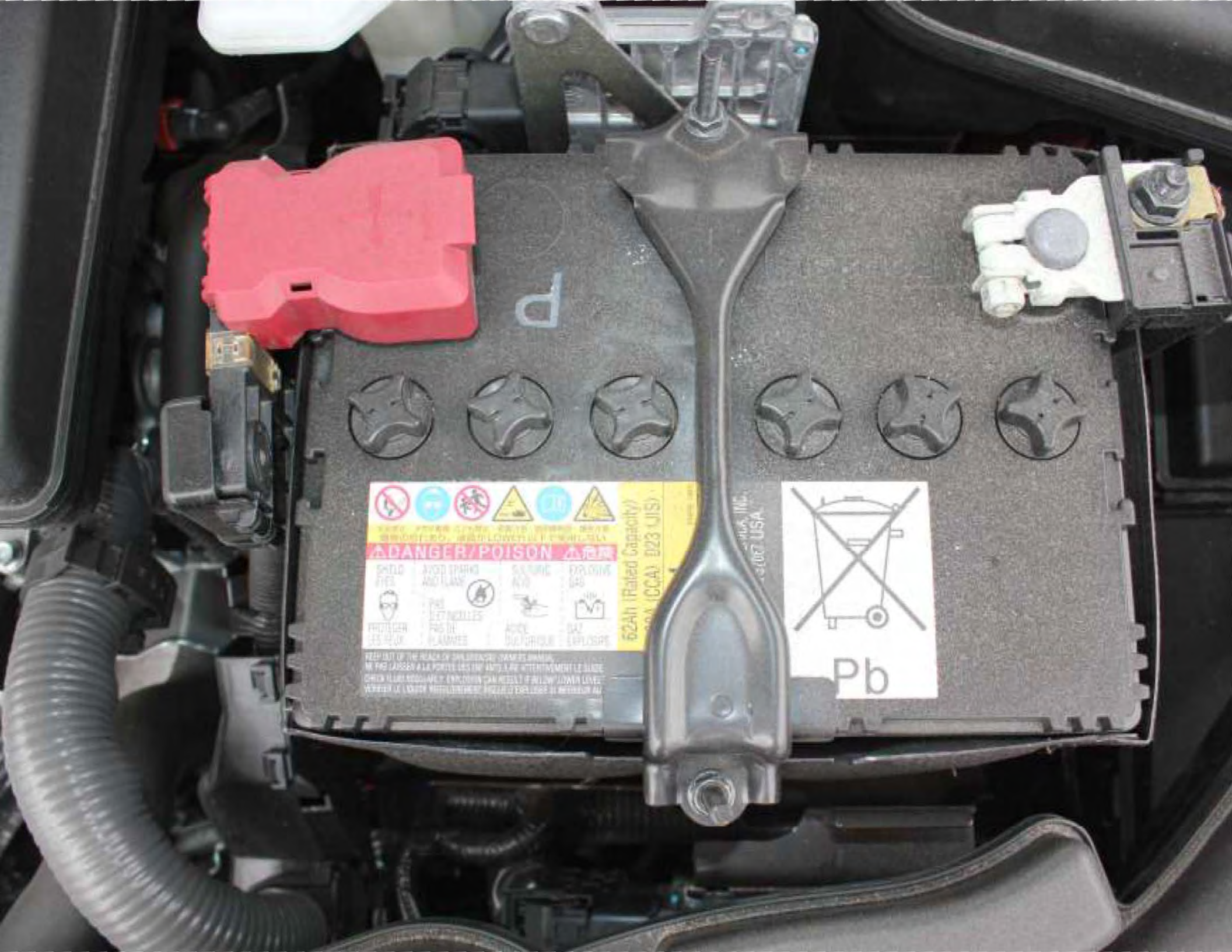











DANGER/POISON
62Ah (Rated Capacity)
Pb

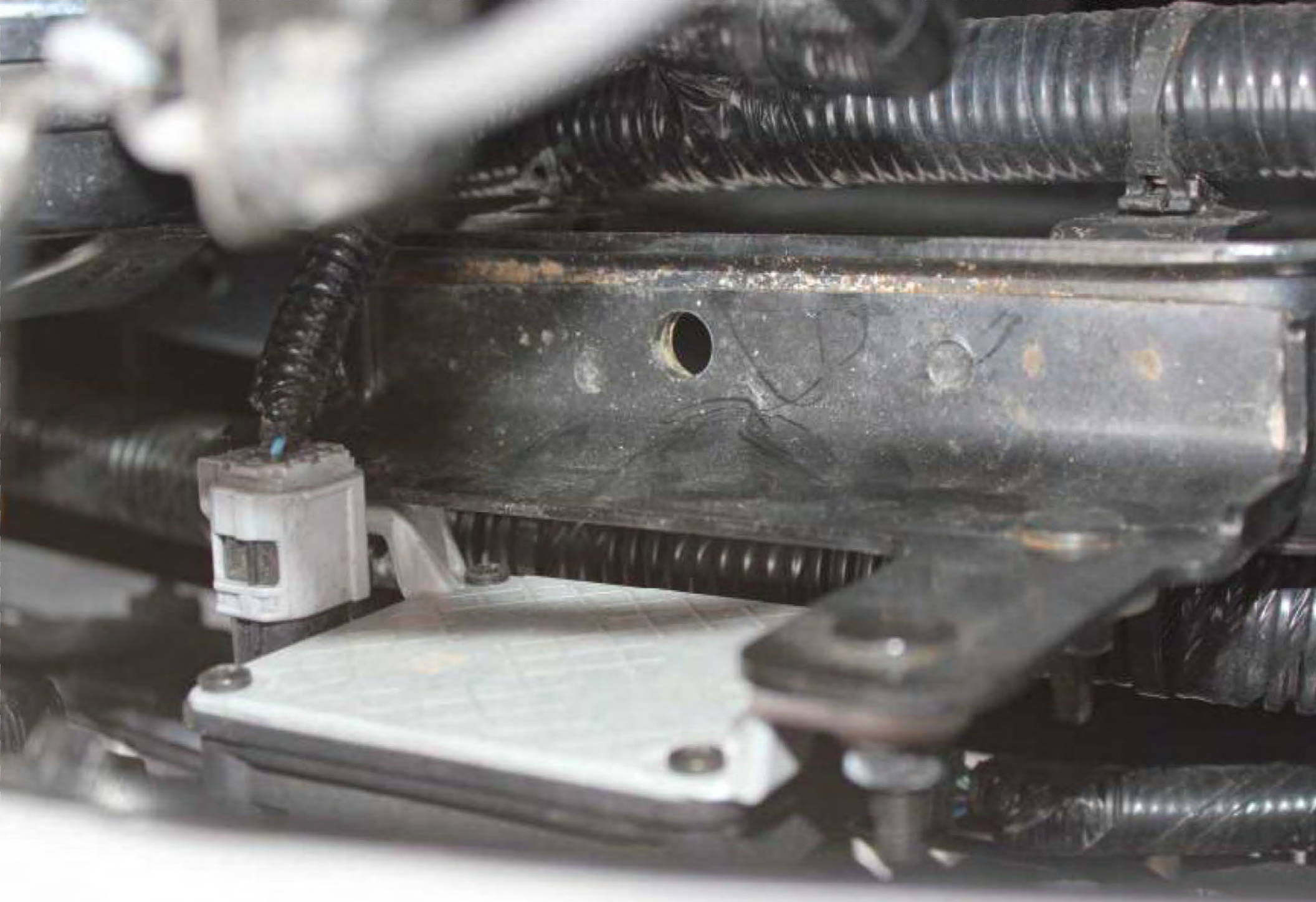







WARNING
AVERTISSEMENT






NISSAN





















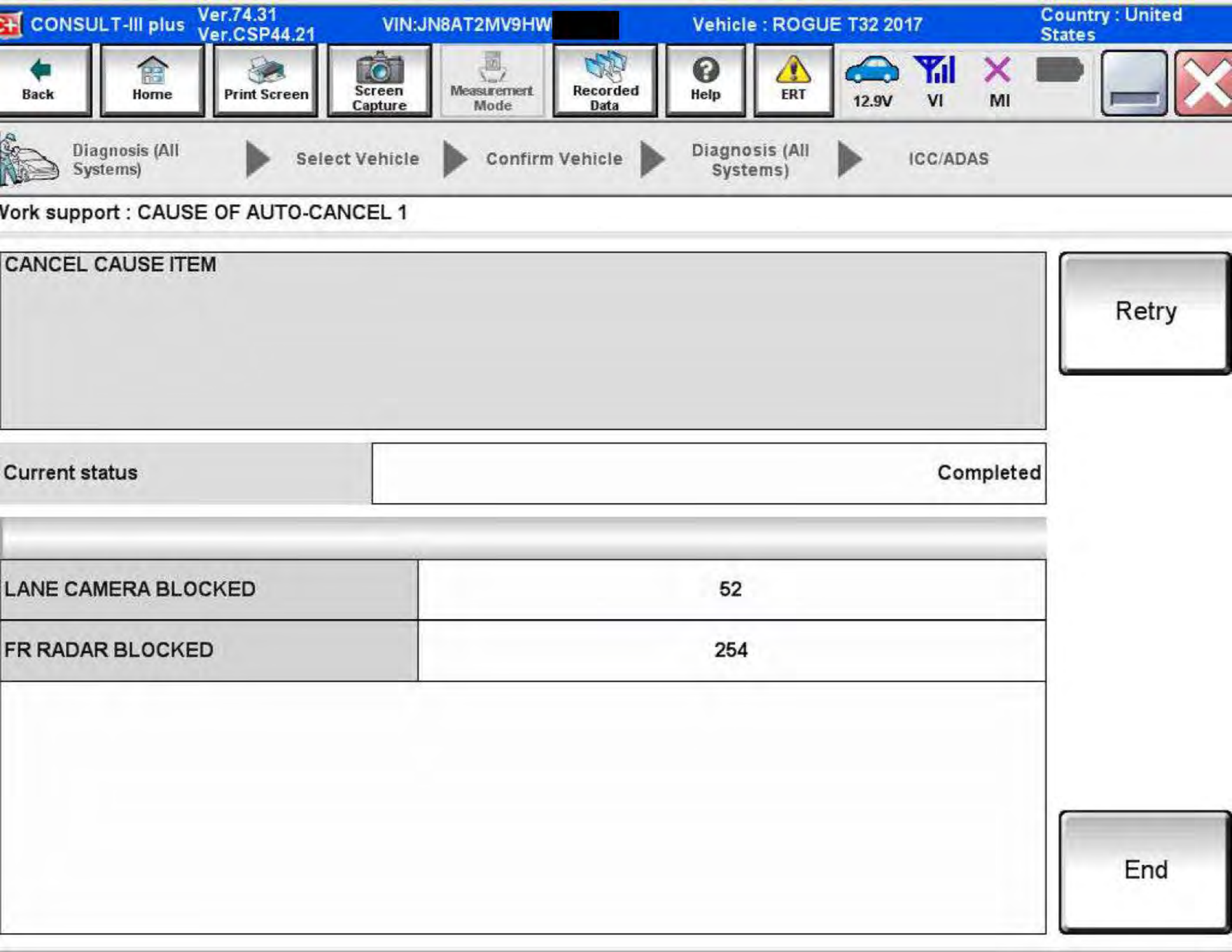


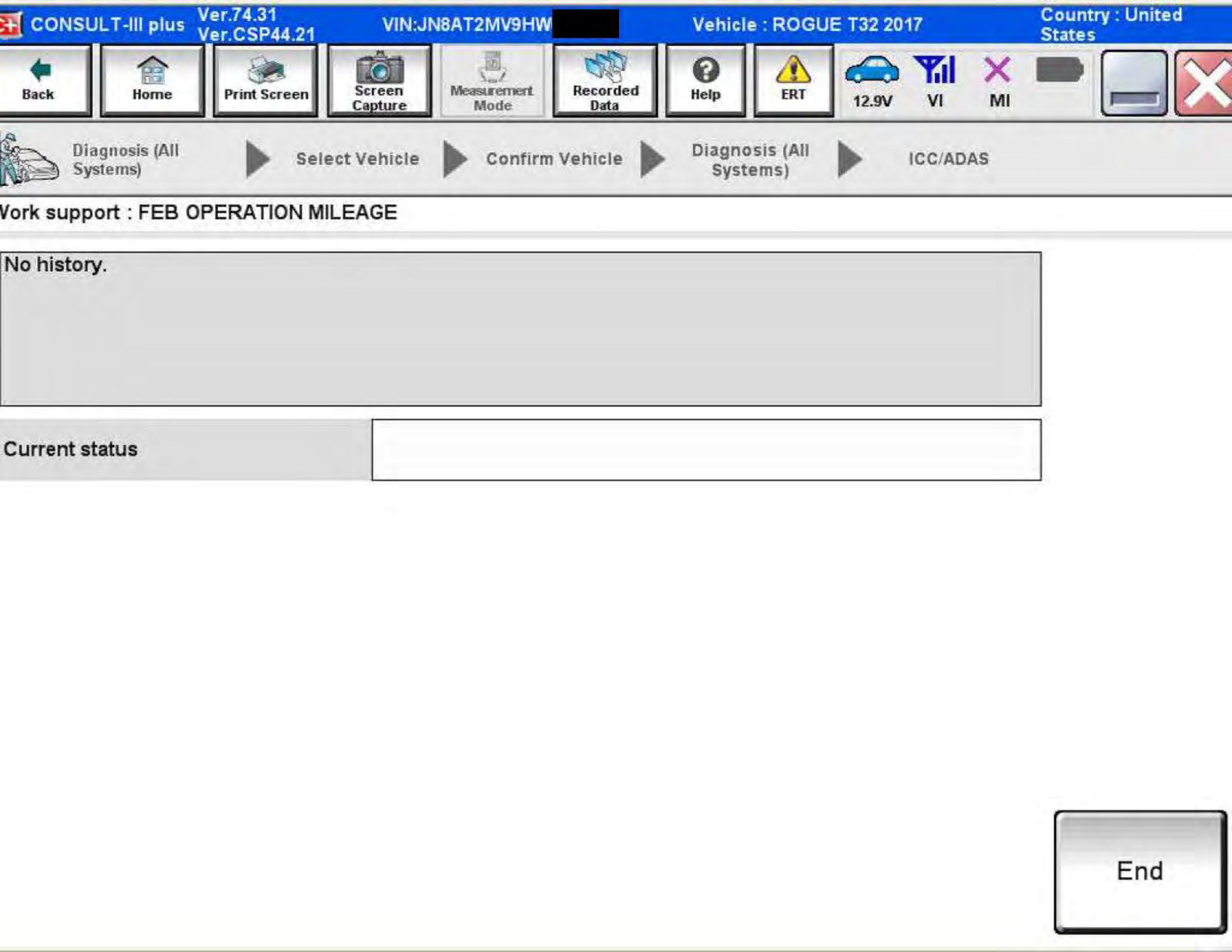


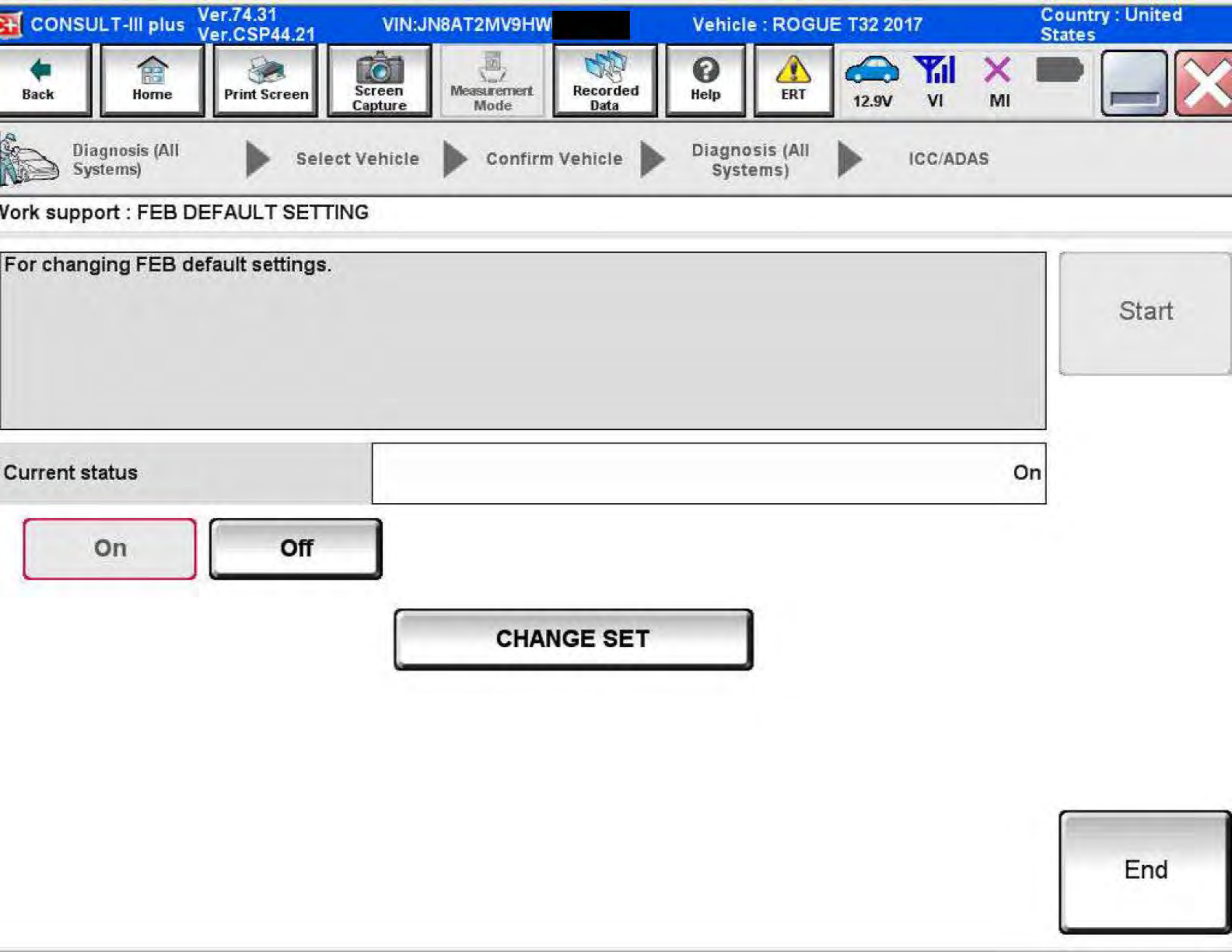


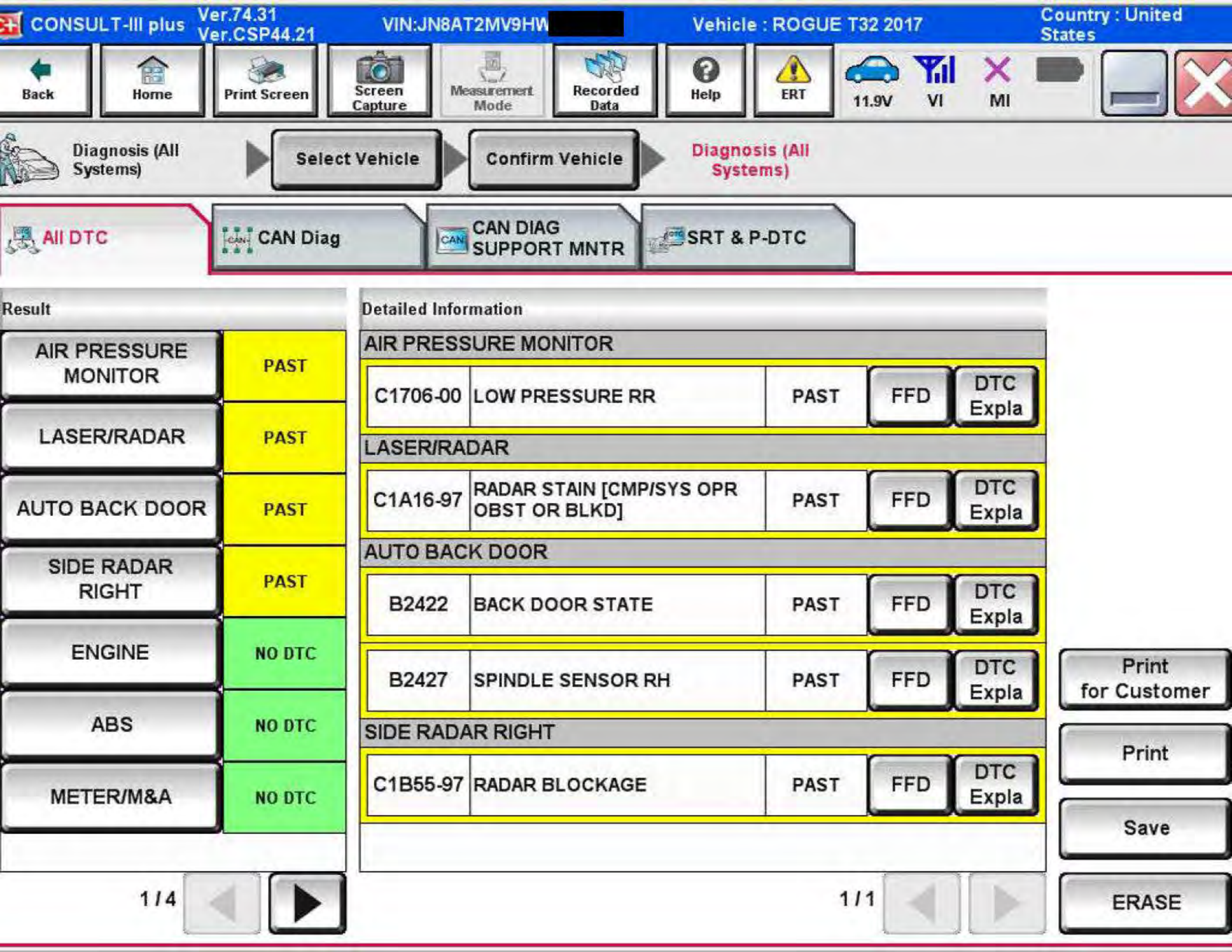


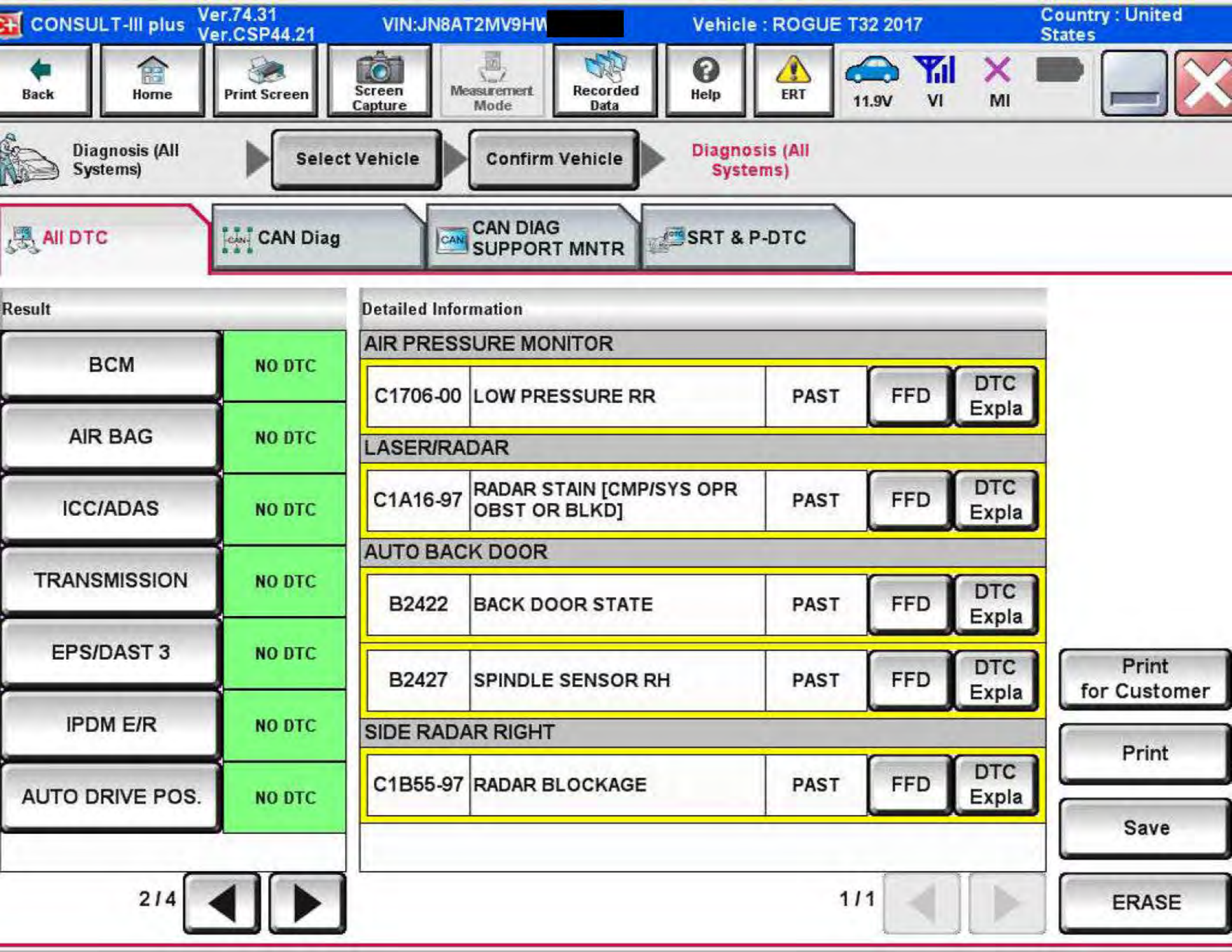


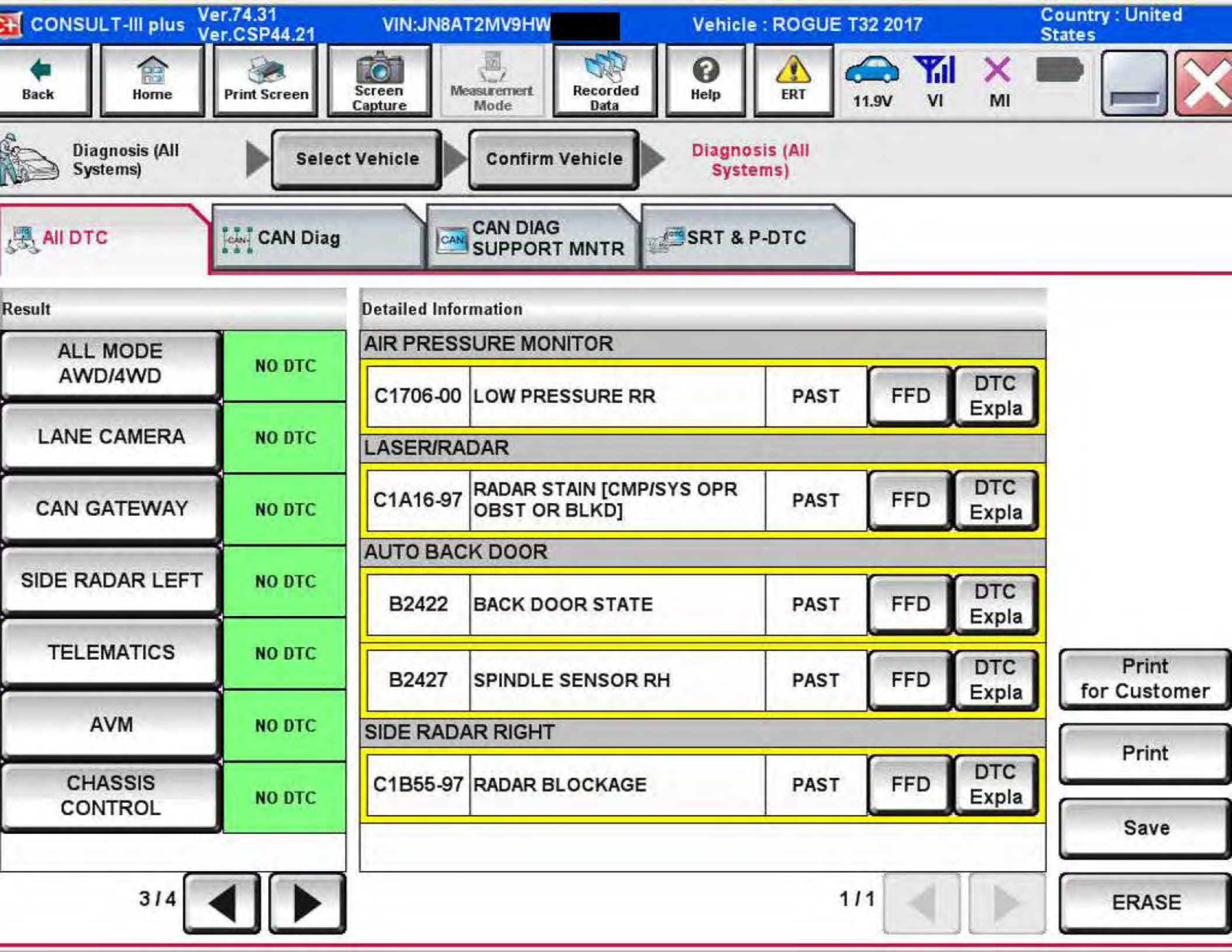

CONSULT-III plus
Ver.74.31
Ver.CSP44.21
VIN:JN8AT2MV9HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.9V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : CAUSE OF AUTO-CANCEL 1
CANCEL CAUSE ITEM
Retry
Current status
Completed
LANE CAMERA BLOCKED
52
FR RADAR BLOCKED
254
End

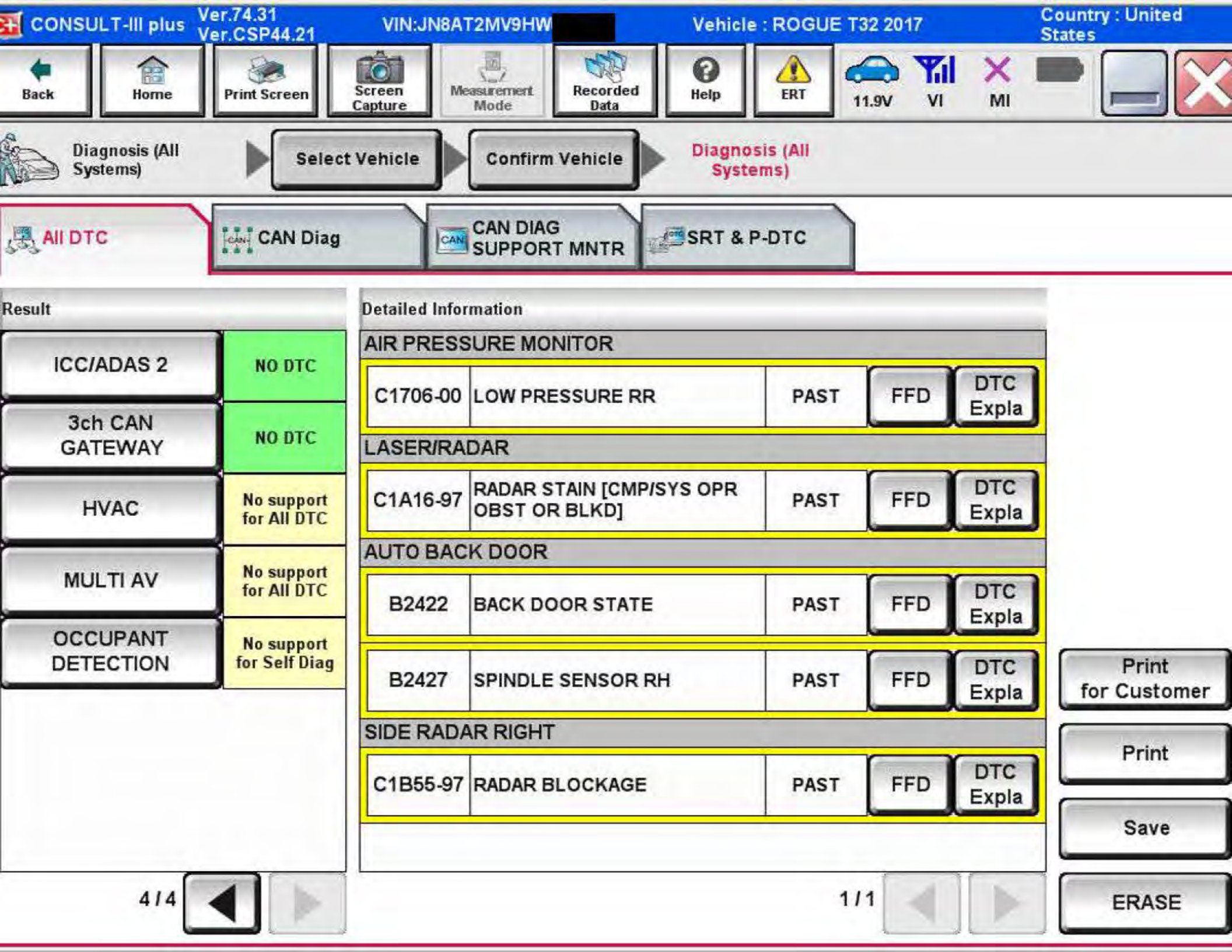

CONSULT-III plus
Ver.74.31
Ver.CSP44.21
VIN:JN8AT2MV9HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.9V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB OPERATION MILEAGE
No history.
Current status
End


CONSULT-III plus
Ver.74.31
Ver.CSP44.21
VIN:JN8AT2MV9HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.9V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB DEFAULT SETTING
For changing FEB default settings.
Start
Current status
On
On
Off
CHANGE SET
End


CONSULT-III plus
Ver.74.31
Ver.CSP44.21
VIN:JN8AT2MV9HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.9V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
AIR PRESSURE MONITOR
PAST
LASER/RADAR
PAST
AUTO BACK DOOR
PAST
SIDE RADAR RIGHT
PAST
ENGINE
NO DTC
ABS
NO DTC
METER/M&A
NO DTC
1/4
Detailed Information
AIR PRESSURE MONITOR
C1706-00
LOW PRESSURE RR
PAST
FFD
DTC Expla
LASER/RADAR
C1A16-97
RADAR STAIN [CMP/SYS OPR OBST OR BLKD]
PAST
FFD
DTC Expla
AUTO BACK DOOR
B2422
BACK DOOR STATE
PAST
FFD
DTC Expla
B2427
SPINDLE SENSOR RH
PAST
FFD
DTC Expla
SIDE RADAR RIGHT
C1B55-97
RADAR BLOCKAGE
PAST
FFD
DTC Expla
1/1
Print for Customer
Print
Save
ERASE


CONSULT-III plus
Ver.74.31
Ver.CSP44.21
VIN:JN8AT2MV9HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.9V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
Detailed Information
BCM
NO DTC
AIR BAG
NO DTC
ICC/ADAS
NO DTC
TRANSMISSION
NO DTC
EPS/DAST 3
NO DTC
IPDM E/R
NO DTC
AUTO DRIVE POS.
NO DTC
AIR PRESSURE MONITOR
C1706-00
LOW PRESSURE RR
PAST
FFD
DTC Expla
LASER/RADAR
C1A16-97
RADAR STAIN [CMP/SYS OPR OBST OR BLKD]
PAST
FFD
DTC Expla
AUTO BACK DOOR
B2422
BACK DOOR STATE
PAST
FFD
DTC Expla
B2427
SPINDLE SENSOR RH
PAST
FFD
DTC Expla
SIDE RADAR RIGHT
C1B55-97
RADAR BLOCKAGE
PAST
FFD
DTC Expla
2 / 4
1 / 1
Print for Customer
Print
Save
ERASE


CONSULT-III plus
Ver.74.31
Ver.CSP44.21
VIN:JN8AT2MV9HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.9V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
Detailed Information
ALL MODE AWD/4WD
NO DTC
LANE CAMERA
NO DTC
CAN GATEWAY
NO DTC
SIDE RADAR LEFT
NO DTC
TELEMATICS
NO DTC
AVM
NO DTC
CHASSIS CONTROL
NO DTC
AIR PRESSURE MONITOR
C1706-00
LOW PRESSURE RR
PAST
FFD
DTC Expla
LASER/RADAR
C1A16-97
RADAR STAIN [CMP/SYS OPR OBST OR BLKD]
PAST
FFD
DTC Expla
AUTO BACK DOOR
B2422
BACK DOOR STATE
PAST
FFD
DTC Expla
B2427
SPINDLE SENSOR RH
PAST
FFD
DTC Expla
SIDE RADAR RIGHT
C1B55-97
RADAR BLOCKAGE
PAST
FFD
DTC Expla
3 / 4
1 / 1
Print for Customer
Print
Save
ERASE


CONSULT-III plus
Ver.74.31
Ver.CSP44.21
VIN:JN8AT2MV9HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.9V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
ICC/ADAS 2
NO DTC
3ch CAN GATEWAY
NO DTC
HVAC
No support for All DTC
MULTI AV
No support for All DTC
OCCUPANT DETECTION
No support for Self Diag
4 / 4
Detailed Information
AIR PRESSURE MONITOR
C1706-00
LOW PRESSURE RR
PAST
FFD
DTC Expla
LASER/RADAR
C1A16-97
RADAR STAIN [CMP/SYS OPR OBST OR BLKD]
PAST
FFD
DTC Expla
AUTO BACK DOOR
B2422
BACK DOOR STATE
PAST
FFD
DTC Expla
B2427
SPINDLE SENSOR RH
PAST
FFD
DTC Expla
SIDE RADAR RIGHT
C1B55-97
RADAR BLOCKAGE
PAST
FFD
DTC Expla
1 / 1
Print for Customer
Print
Save
ERASE

Search Samaritan Potter Help & Training

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

Vehicle
JN8AT2MV9HW[redacted]

Customize Page | Printable View | Help for this Page

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

Vehicle Detail

VIN	JN8AT2MV9HW[redacted]		
Last Modified By	Carrie Featherstone, 5/2/2018 11:29 AM	Branded Title	
Created By	NNAETL, 5/20/2017 11:02 AM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage	99	MSRP	$36,800
Latest Recorded Mileage Units	M		
In Service Date	7/10/2017		

Manufacturing Data

Make/Model	2017 Nissan ROGUE	Manufacturer Date	4/5/2017
Model Year	2017	Plant Name	KYUSHYU (NML)
Make	Nissan	PDI Date	
Model Line	ROGUE	Country Code	USA
Model Code	29617	US Specification Indicator	Y
Body Style Type	WAGON 4 DOOR	Emissions Type	50 STATE
Exterior Color	MONARCH ORANGE	Emissions Certification	
Cylinders		Open Recall	
Transmission Type	CVT	Head Unit	
Model Series		Model Line Code	RGE
Factory Installed Options	B92B93B94C03E10K03L92P04U35X03Z66		
Factory Installed Options Descriptions	B92 (SPLASH GUARDS), B93 (CHROME REAR BUMPER PROTECTOR), B94 (ROOF RAIL CROSS BARS), C03 (50 STATE EMISSIONS), E10 (PREMIUM PAINT $), K03 (PLATINUM PACKAGE), L92 (FLOOR MATS (2-PIECE FRONT AND), P04 (SL PREMIUM PACKAGE), U35 (NAVIGATION MANUAL), X03 (PLATINUM RESERVE INTERIOR), Z66 (ACTIVATION DISCLAIMER)		

Vehicle Tools

Total Approved Checks VIN Decoder

System Information

Latest Owner (BETA) [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	7/10/2020	36,000				
2	POWERTRAIN COVERAGE	7/10/2022	60,000				
3	SEAT BELT	7/10/2027	999,999				
4	CORROSION COVERAGE (PERFORATION)	7/10/2022	999,999				
5	FEDERAL EMISSION LONG TERM DEFECT	7/10/2025	80,000				

Vehicle Retail Sales

Vehicle Retail Sales

Action	Name	Owner	Selling Dealer	Sale Type	Vehicle Model	Purchase Date	Rewind Indicator
View	[redacted]		CHERRY HILL NISSAN	NMAC lease	ROGUE	7/10/2017	

Vehicle Ownership

Vehicle Ownership

Action	Name	Owner	Begin Date	End Date
View	[redacted]			

Vehicle Campaigns

Vehicle Campaigns Help

No records to display

Warranty Cases

Warranty Cases Help

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]	Social-USA	[redacted]	2/22/2018 7:35 AM			Open	0	Alex Kang

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	6/6/2017	10	NP COLONIAL NISSAN	09071	[redacted]	1
				5/18/2017	1	NP NP	2420		
			I	7/13/2017	99		2372		
			W	6/6/2017	10		09071		
			I	6/6/2017	10		09071		
			I	6/6/2017	10		09071		
			I	4/26/2018	14,631	[redacted]			
			C	4/26/2018	14,631				

Vehicle Service Contracts

Vehicle Service Contracts Help

No records to display

Vehicle History

Vehicle History Help

Date	User	Action
5/20/2017 11:02 AM	NNAETL	Created.

DTS Field Inspections

New DTS Field Inspection

DTS Field Inspections Help

Action	Title	Status	Created Date	Related Support Case	Owner First Name	Owner Last Name	DTS Team	DTS Inspection Date	Report Date
Edit	[redacted]	Completed	3/2/2018	[redacted]	[redacted]		NER	4/27/2018 9:00 AM	5/3/2018 8:42 AM

Back To Top

Always show me fewer / more records per related list

Copyright © 2000-2018 salesforce.com, inc. All rights reserved. | Privacy Statement | Security Statement | Terms of Use | 508 Compliance

SYSTEM	PART NUMBER	DTC	Detailed Information	TIME
AIR PRESSURE MONITOR	284B24BAA0	C1706-00	LOW PRESSURE RR	PAST
LASER/RADAR	284385FA1A	C1A16-97	RADAR STAIN [CMP/SYS OPR OBST OR BLKD]	PAST
AUTO BACK DOOR	284G4-4BA3A	B2422	BACK DOOR STATE	PAST
AUTO BACK DOOR	284G4-4BA3A	B2427	SPINDLE SENSOR RH	PAST
SIDE RADAR RIGHT	284K0-6FL0A	C1B55-97	RADAR BLOCKAGE	PAST
ENGINE	23710-7FR6A	No DTC		
ABS	47660-6FM9C	No DTC		
METER/M&A	24810-7FR0A	No DTC		
BCM	284B24BA6A	No DTC		
AIR BAG	98820-6FL0A	No DTC		
ICC/ADAS	284E7-6FL1B	No DTC		
TRANSMISSION	31036-5HK1B	No DTC		
EPS/DAST 3	28504-6FL5A	No DTC		
IPDM E/R	284B7-5NA0B	No DTC		
AUTO DRIVE POS.	28565-6FL0B	No DTC		
ALL MODE AWD/4WD	41650-4BA3A	No DTC		
LANE CAMERA	284G36FL0B	No DTC		
CAN GATEWAY	284D24BA0A	No DTC		
SIDE RADAR LEFT	284K1-6FL0A	No DTC		
TELEMATICS	28275-5AA2B	No DTC		
AVM	284A1-6FL1A	No DTC		
CHASSIS CONTROL	476A06FL0A	No DTC		
ICC/ADAS 2	284P16FL1C	No DTC		
3ch CAN GATEWAY	284T26FL0B	No DTC		

AIR PRESSURE MONITOR

Detected DTC	C1706-00	LOW PRESSURE RR

FFD(Freeze Frame Data)

MONITOR ITEM	VALUE	UNIT
ODO/TRIP METER	12143	mile
SET AIR PRESSURE 2 FL	33.17	psi
SET AIR PRESSURE 2 FR	33.17	psi
SET AIR PRESSURE 2 RR	33.17	psi
SET AIR PRESSURE 2 RL	33.17	psi
WARNING AIR PRESSURE FL	33.17	psi
WARNING AIR PRESSURE FR	33.17	psi
WARNING AIR PRESSURE RR	33.17	psi
WARNING AIR PRESSURE RL	33.17	psi
AIR PRESS FL	36.16	psi
AIR PRESS FR	33.67	psi
AIR PRESS RR	24.94	psi
AIR PRESS RL	34.17	psi
SET TEMPERATURE	68	°F
TIRE TEMPERATURE FL	68	°F
TIRE TEMPERATURE FR	45	°F
TIRE TEMPERATURE RR	43	°F
TIRE TEMPERATURE RL	45	°F

LASER/RADAR

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

FFD(Freeze Frame Data)

MONITOR ITEM	VALUE	UNIT
ODO/TRIP METER	1508	mile

AUTO BACK DOOR

Detected DTC	B2422	BACK DOOR STATE

FFD(Freeze Frame Data)

MONITOR ITEM	VALUE	UNIT
IGN COUNTER	39	

AUTO BACK DOOR

Detected DTC	B2427	SPINDLE SENSOR RH

FFD(Freeze Frame Data)

MONITOR ITEM	VALUE	UNIT
IGN COUNTER	39	

SIDE RADAR RIGHT

Detected DTC	C1B55-97	RADAR BLOCKAGE

FFD(Freeze Frame Data)

MONITOR ITEM	VALUE	UNIT
IGN COUNTER	39	
ODO/TRIP METER	8168	mile

2017.5 NISSAN ROGUE
SL AWD

Scan QR code for general model information & options

Standard Equipment Included at No Extra Charge

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

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

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

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

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

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

Manufacturer's Suggested Retail Base Price:	$31,710.00
Options Included by Manufacturer	
SL Premium Package*** Power Panoramic Moonroof LED Headlights	1,820.00
Platinum Package*** 19" Alloy Wheels Intelligent Cruise Control (ICC) Lane Departure Warning (LDW) Lane Departure Prevention (LDP) Forward Emergency Braking (FEB) with Pedestrian Detection	770.00
Platinum Reserve Interior*** Tan Leather-Appointed Seats with Quilted Leather Inserts	250.00
Splash Guards	160.00
Chrome Rear Bumper Protector	155.00
Roof Rail Cross Bars	355.00
Premium Paint	395.00
Floor Mats with Cargo Area Protector	225.00
DESTINATION CHARGES	960.00
Total*	**$36,800.00**

*****Optional Equipment Replaces Standard Where Applicable

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

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

EPA DOT Fuel Economy and Environment

Gasoline Vehicle

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

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

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

Annual fuel cost $1,350

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

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

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

fueleconomy.gov
Calculate personalized estimates and compare vehicles

Smartphone QR Code™ [redacted]

GOVERNMENT 5-STAR SAFETY RATINGS

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

Frontal Crash	Driver	★★★★
	Passenger	★★★

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

Side Crash	Front seat	★★★★★
	Rear seat	★★★★★

Based on the risk of injury in a side impact.

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

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

This Vehicle qualifies for Nissan's

Security+Plus Extended Protection Plan

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

DELIVERY

VEHICLE COLORS:
EXT: MONARCH ORANGE
INT: PLATINUM RESERV

FINAL ASSEMBLY POINT:
ELIZABETH

TRANSPORT METHOD:
TRUCK

DEALER:
COLONIAL NISSAN INC
[redacted]
FEASTERVILLE PA
[redacted]

DROP SHIP:
COLONIAL NISSAN, INC.
117 BUSTLETON PIKE
FEASTERVILLE PA
19053

VIN: JN8AT2MV9HW[redacted]
EMS: 50 STATE EMISSIONS
MDL: 29617-025831 E88-Z
OPT [redacted]

[redacted]

Unofficial Copy**

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	5N1AT2MV1HC[redacted]
User	Kevin Mackay
Case Number	[redacted]
EDR Data Imaging Date	05/18/2018
Crash Date	05/09/2018
Filename	5N1AT2MV1HC[redacted]_ACM.CDRX
Saved on	Friday, May 18 2018 at 11:18:54
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
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00

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

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

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

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

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

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

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

```
      7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
      7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
      7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F FF 7F
      FF 7F FF 7F FF 7F FF 7F FF 7F FF 7F FF 7F FF 7F
      FF 7F FF 7F FF 7F FF FF FF FF FF FF FF FF FF FF
      FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF
      FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF
      FF FF FF FF FF FF FF

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

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

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

F1A0  20


      59 02 09


      59 02 09


      59 0F 08
```

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... Search Samaritan Potter Help & Training Legal

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 [14] | Case Categorizations [1] | Open Activities [2] | Activity History [1] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | DTS Field Inspections [1] | Attachments [0] | Case History [14] | 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	5/9/2018 12:35 PM
Letter Received Date		Date/Time Closed	
Follow Up Date	5/25/2018	Multiple Repairs	No
Follow Up Request	Send Follow Up Email		
Supporting Documents		DRT Support Status	Pending
CA Multiple Repairs		DRT Support IIR Status	Accepted
Executive Actions To Resolve		DRT Resolution Status	
Description	IIR- FEB- EST		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	6,761		

Incident Codes - IIR REQUIRED

Incident Date	5/9/2018		
Number Injured	0	Rollover	
Accident		Property Damage	
Airbag		Injury Letter	
Fire		Sent to Legal	

Customer Requests

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

Vehicle Information

Vehicle	5N1AT2MV1HC[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	29617	Beyond PT Warranty Months1	0

Dealer Access

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

Related Items

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

Contact Name [redacted]

Primary & Secondary Root Cause Code

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

Action Code

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

DTS Request

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

System Information

Subject	CUSTOMER: [redacted] PHONE: [redacted] VIN: 5N1AT2MV1HC[redacted]		
Created By	Amaka Okafor, 5/9/2018 12:35 PM	Root Cause Code	SCIN
Last Modified By	DeHenry Kidd, 5/23/2018 7:52 AM	Root Cause Code (2)	
Legacy Case Number		Action Code	
Root Cause		Priority	N/A

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

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By: DeHenry Kidd (5/23/2018 7:52 AM)** Arbs-DK received an email from DTS stating that the inspection is completed. Arbs is now waiting on a decision from PL.
		Created By: Sanjana Bajaj (5/22/2018 9:47 AM) CRR-SB < VERIFIED> Account information including: C's name, home, Phone number & best contact number: CRR-SB VERIFIED VEH Information including: VIN # CRR-SB CHECKED for open recalls/campaigns and found: CRR-SB CHECKED for previous UNRELATED Case(s) and found: 0 CRR-SB CHECKED previous RELATED Case(s) and found: 0 CRR-SB NOTED concern is: CRR-SB received call from C- C stated case is already opened with NNA C stated C was supposed to receive CB C stated C is not getting any calls return C stated C have to CB it should be agents respo0nisibility CRR-SB advised C agent do have the FU set for 5/25 CRR-SB advised agent is working on the case
Make Public		C stated C wish to speak or get transfer to ARBS supervisor CRR-SB apologised and advised C that is the higher department CRR-SB cannot change anything on the case at this point CRR-SB advised C with internal email can be sent C understood CRR-SB offered further assistance C declined CRR-SB provided C with the case#, agent ID & NAME# CRR-SB thanked for understanding and calling Call ended mutually ----------[redacted]---- Best Contact : [redacted]
Make Public		**Created By: DeHenry Kidd (5/15/2018 4:38 PM)** Arbs called customer to informed customer the inspection date is set for 5/18 at 10am.
Make Public		**Created By: Michael Coady (5/15/2018 1:19 PM)** SCRR-MC took a live escalation for CRR-MB and spoke with [redacted] now known as C. - SCRR-MC introduced self as a supervisor and inquired as to how SCRR-MC can be of assistance. C stated that C's phone rang and when C went to answer it, it hung up. C stated that C wants to get into contact with the ARBS specialist handling C's case immediately. C requested a phone# for them. SCRR-MC stated that SCRR-MC would be unable to provide a phone# but SCRR-MC can transfer C over to their VMX. SCRR-MC stated that the previous agent offered to send an email informing the ARBS of C's follow up which should expedite a follow up hopefully. C understood. SCRR-MC transferred C over to ARBS-DK's VMX.
Make Public		**Created By: Mubah Butt (5/15/2018 1:15 PM)** CRR-MB < VERIFIED> Account Info including: C's name, home & phone# CRR-MB CHECKED VEH Info including: VIN#, Current Mileage, CRR-MB CHECKED for open recalls/campaigns and found: 0 CRR-MB CHECKED for previous UNRELATED Case(s) and found:0 CRR-MB CHECKED previous RELATED Case(s) and found: 0 CRR-MB received a call from C concerning speaking with IIR-DK.

C stated that C received a call from NNA and one ring rang and C got disconnected.
C stated that C is calling back to speak with IIR.

CRR-MB advised C that CRR-MB can send email to IIR.

C stated that C was advised before that NNA would send email to IIR.
C stated that c don't want to wait.
C stated that c want to speak with someone now.

CRR-Mb advised C that CRR-MB only have access to send email to IIR.
CR-Mb placed C on hold and C sent email to IIR.
CRR-Mb advised C that C sent out email t IIR and C may receive a call today.

C stated that CRR-MB is not sure whether C would receive a call today or not.

CRR-Mb advised C that CRR-MB would not know IR-DK's availability.

C asked for supervisor.

CRR-MB placed C on hold and spoke with TL-RP.

TL-RP advised CRR-MB to transfer call to SCRR-MC.

CRR-MB warm transferred C to SCR0-MC.

Call ended mutually.

Make Public

Created By: DeHenry Kidd (5/15/2018 12:41 PM)
Arbs has informed the dealer of the inspection date.

Make Public

Created By: DeHenry Kidd (5/15/2018 12:37 PM)
Arbs tried to call customer at 1237pm to informed of the inspection date and was unable to do so due to the voicemail is full.

Make Public

Created By: DeHenry Kidd (5/14/2018 10:04 AM)
Arbs has requested DTS inspection on customer vehicle arbs is waiting on date and time

Created By: DeHenry Kidd (5/14/2018 9:58 AM)
Verified Name Address Phone# VIN Mileage Responsible Dealer

Checked for open Recalls/Campaigns: None

Make Public

FEB inspection: C stated c was driving along South Haven Ave and the veh began beeping, provided a warning signal, and slowing down with nothing in front of c.

Arbs-DK informed customer that Arbs would setup an inspection. Arbs-DK stated once arbs has the date Arbs will let the dealer and customer know.
Arbs-DK also stated that the process could take up to 6 weeks for everything to be done and process to determine a decision. Arbs stated that if customer decide to get alternate transportation it will be at the customer expense due to NNA does not offer assistance during the inspection period customer understood.

Make Private

Created By: Kelli Donovan (5/10/2018 11:17 AM)
RCAS-KD submitted IIR.

Created By: Kelli Donovan (5/10/2018 11:16 AM)
RCAS-KD placed call to c @ [redacted]
RCAS verified address, email address, and phone number.
RCAS advised the call may be recorded for quality and training purposes.

RCAS verified concerns.

Make Private

C stated c was driving down a main road and nobody was near c.
C stated the veh would beep a few times and in between c's steering wheel a warning thing comes on.
C stated that the veh will just slow on it's own.

RCAS understood and apologized.
RCAS stated RCAS will submit an incident report so the concern can be further reviewed.

C understood.
C thanked RCAS.
Call ended mutually.

Created By: Kelli Donovan (5/10/2018 11:08 AM)
RCAS-KD placed call to Mo Kahn and Nissan 112.

RCAS provided last six of vin.

Make Private

SM stated C was in yesterday
SM stated that c had a two year old in back seat
SM stated that the dlr put c in rental
SM stated that the veh was scanned and codes were there
SM stated dlr has had no duplication

RCAS thanked SM.
Call ended mutually.

Created By: Amaka Okafor (5/9/2018 12:40 PM)
**********CASE SUMMARY**********

Make Public

Customer is seeking assistance with VEH concerns on BRAKES and DLR unable to pull code for concern

[redacted]

Make Public

Created By: Amaka Okafor (5/9/2018 12:40 PM)
CRR-AO VERIFIED Account Info including: C's name, home & email address, phone# & best contact#
CRR-AO VERIFIED VEH info including: VIN#, Current Mileage
CRR-AO CHECKED for open recalls/campaigns and found: 0
CRR-AO CHECKED for previous UNRELATED Case(s) and found: 0
CRR-AO CHECKED for previous RELATED Case(s) and found: 0
CRR-AO NOTED Concern is: VEH CONCERNS ON BRAKES and DLR unable to diagnose

CRR-AO received inbound call from C-[redacted]
CRR-AO noting that C is leasing VEH with Fiancée

C stated C is at Nissan DLR where C bought VEH leased
C stated past 2 days
C stated while driving car beeps and a warning caution to use brake
C stated after beep VEH starts braking on its own
C stated there's no one in front or behind C
C stated VEH starts applying emergency brake on its own
C stated C has a [redacted]year old daughter when C is driving which makes concern unacceptable
C stated C is at DLR and DLR is stating that VEH would be left at DLR
C stated DLR advised C to call so that Nissan would send tech to diagnose VEH
C stated DLR is unable to pull up any code on VEH

CRR-AO advised C that concerns are noted
CRR-AO advised C that case would be sent to RCAS for review

CRR-AO advised C that C would be contacted before EOB 5/10/2018

C agreed
C denied further assistance
C thanked CRR-AO for information provided

CRR-AO gave C CRR-AO first name & ID [redacted] as well as case#

Call ended mutually

Case Categorizations

New Case Categorization | Case Categorizations Help

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

Open Activities

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

Action	Subject	Status	Due Date	Type	Action Taken	Name	Assigned To	Last Modified Date/Time	Last Modified By Alias
Edit | Cls	IIR	Not Started	5/14/2018			[redacted]	DeHenry Kidd	5/10/2018 11:43 AM	ARBS-SD
Edit | Cls	DTS Follow Up [redacted] NISSAN 112 SALES CORP	Not Started	5/16/2018				DeHenry Kidd	5/14/2018 10:11 AM	ARBS-DK

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 112 SALES CORP			5/16/2018	Kevin MacKay		Completed	5/22/2018 11:51 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	Kelli Donovan, 5/10/2018 11:15 AM	5/10/2018			5N1AT2MV1HC[redacted]	

DTS Field Inspections

DTS Field Inspections Help

Action	Title	DTS Inspection Date	Owner First Name	Owner Last Name	Status
Edit	[redacted]	5/18/2018 10:00 AM	Kevin	MacKay	Completed

Attachments

Attach File | Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
5/15/2018 1:30 PM	Kevin MacKay	Changed **Subject** from CUSTOMER: [redacted] PHONE: [redacted] VIN: 5N1AT2MV1HC[redacted] to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: 5N1AT2MV1HC**[redacted]
5/15/2018 12:42 PM	DeHenry Kidd	Changed **Follow Up Date** from 5/15/2018 to **5/25/2018**.
5/14/2018 10:12 AM	DeHenry Kidd	Changed **Follow Up Date** from 5/14/2018 to **5/15/2018**.
5/14/2018 9:58 AM	DeHenry Kidd	Changed **Subject** from CUSTOMER: [redacted] PHONE: [redacted] VIN: 5N1AT2MV1HC[redacted] to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: 5N1AT2MV1HC**[redacted]
5/10/2018 11:42 AM	Samantha Dixon	Changed **Case Owner** from Kelli Donovan to **DeHenry Kidd**.
5/10/2018 11:42 AM	Samantha Dixon	Changed **Description**.
5/10/2018 11:17 AM	Kelli Donovan	Changed **Follow Up Date** from 5/10/2018 to **5/14/2018**.
5/9/2018 12:47 PM	Amanda Yett	Changed **Case Owner** from Amanda Yett to **Kelli Donovan**.
5/9/2018 12:40 PM	Amaka Okafor	Changed **Escalated By ID** to **0050G000008BwHP**.
		Changed **Case Owner** from Amaka Okafor to **Amanda Yett**.
5/9/2018 12:35 PM	Amaka Okafor	Changed **Follow Up Date** from 5/9/2018 to **5/10/2018**.
		Changed **VIN** to **5N1AT2MV1HC**[redacted]
		Changed **Subject** to **CUSTOMER:** [redacted] **PHONE** [redacted] **VIN: 5N1AT2MV1HC**[redacted]
		Created.

Emails

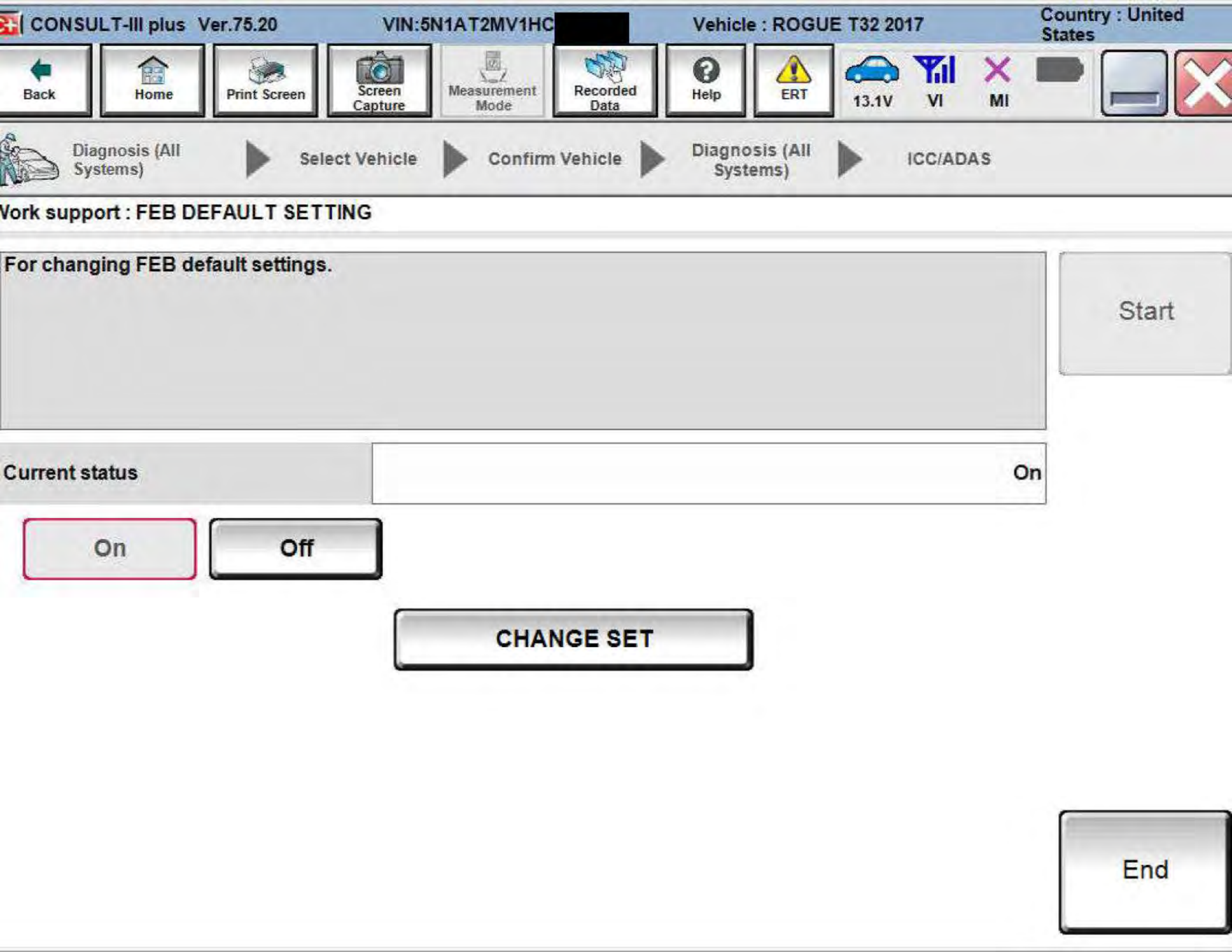
Send an Email | Emails Help

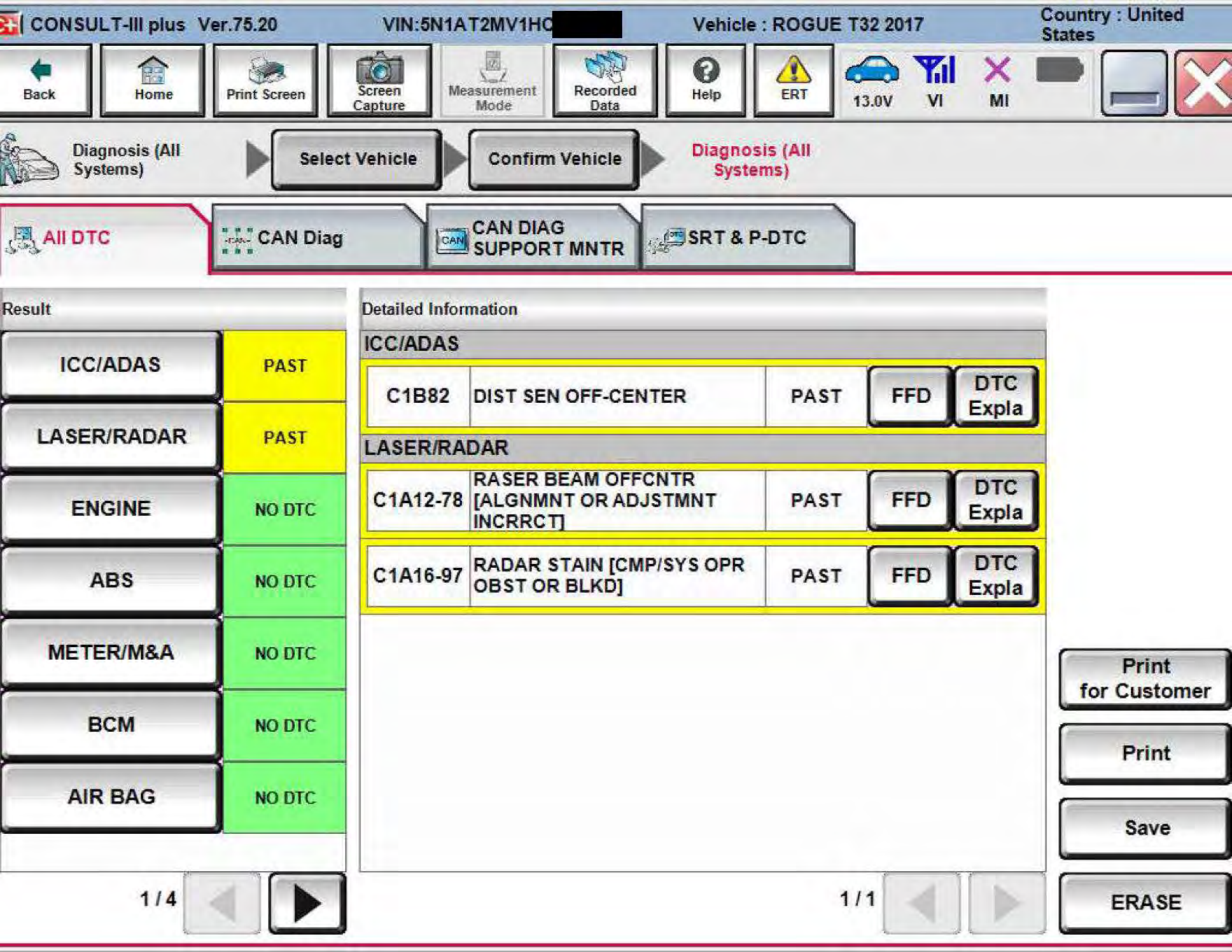
No Emails Available

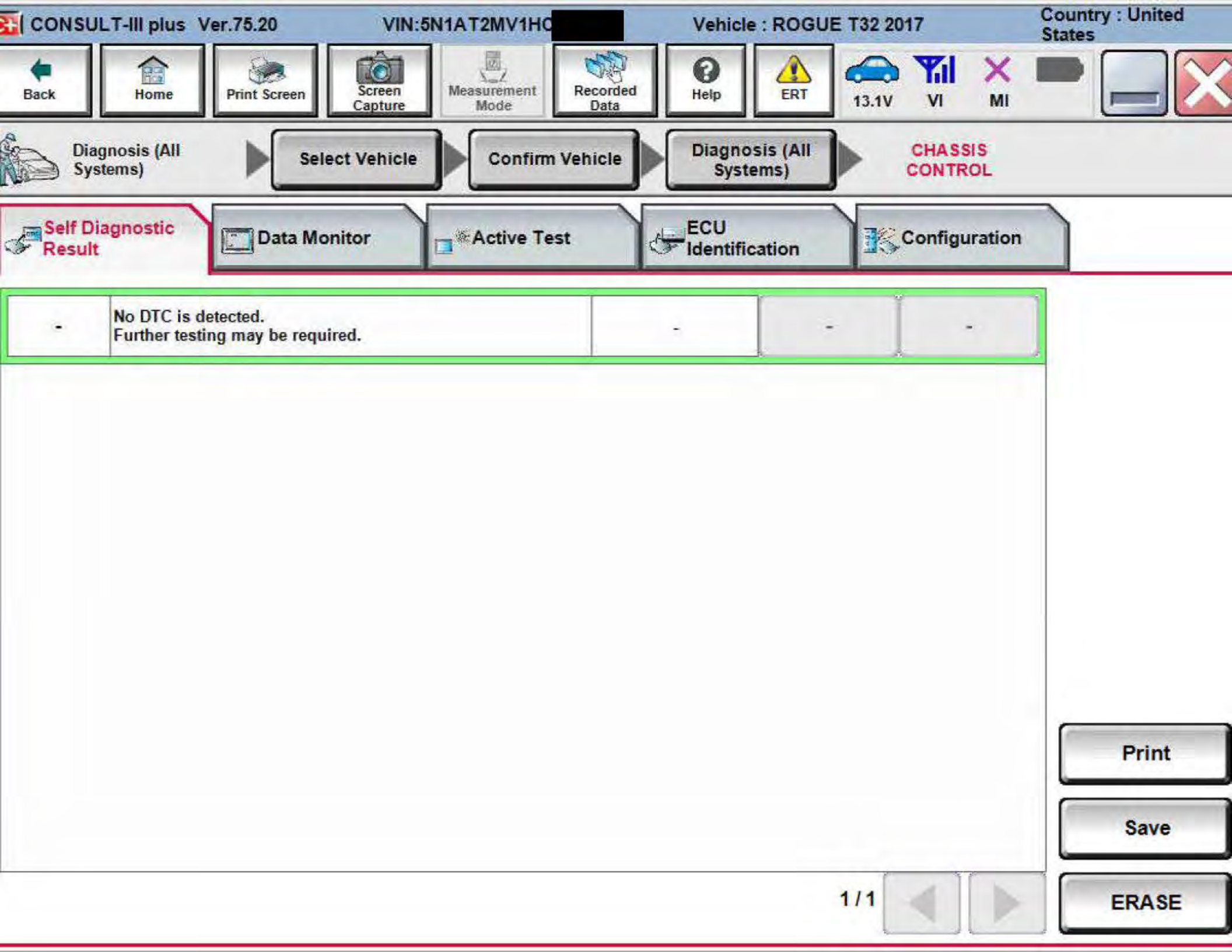
Back To Top

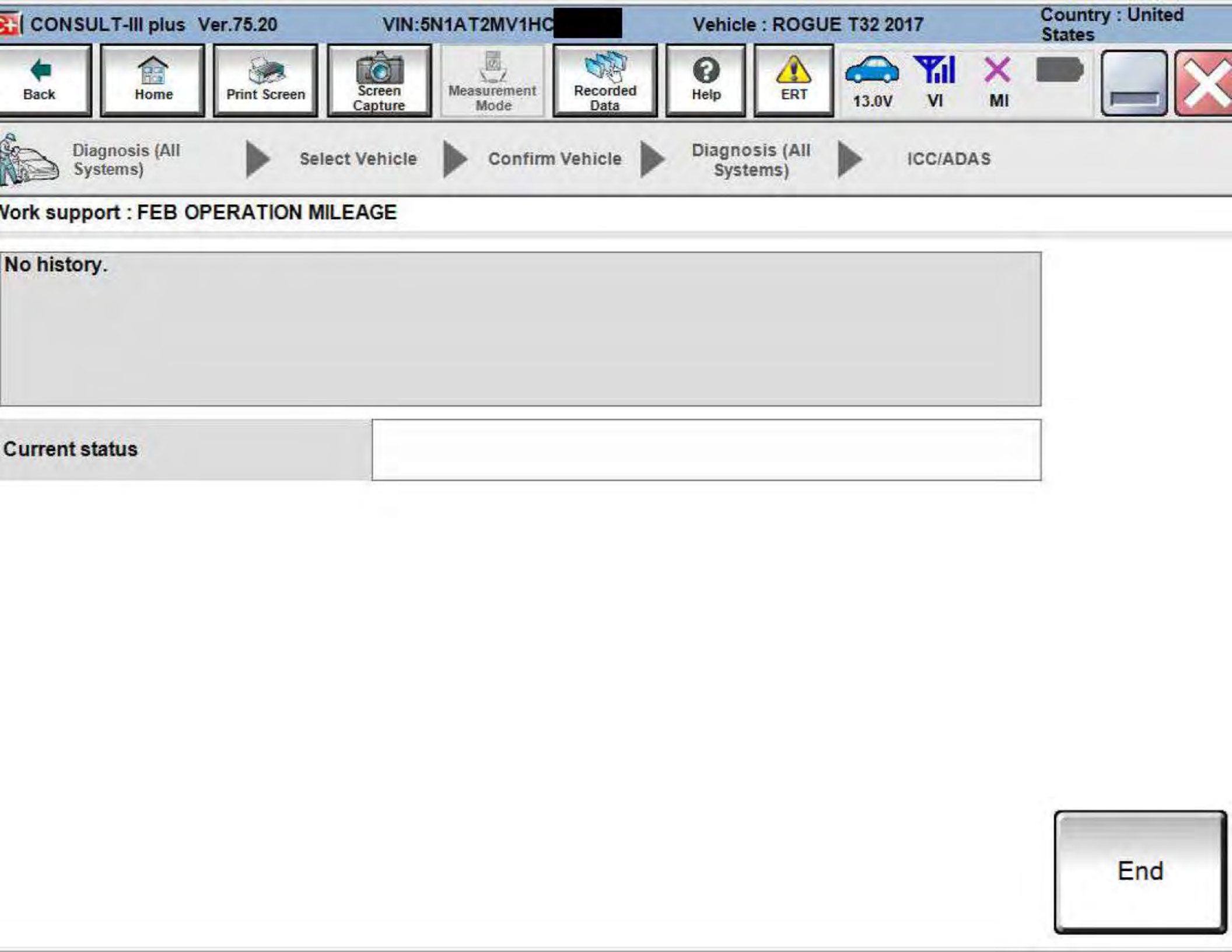
Always show me fewer / more records per related list

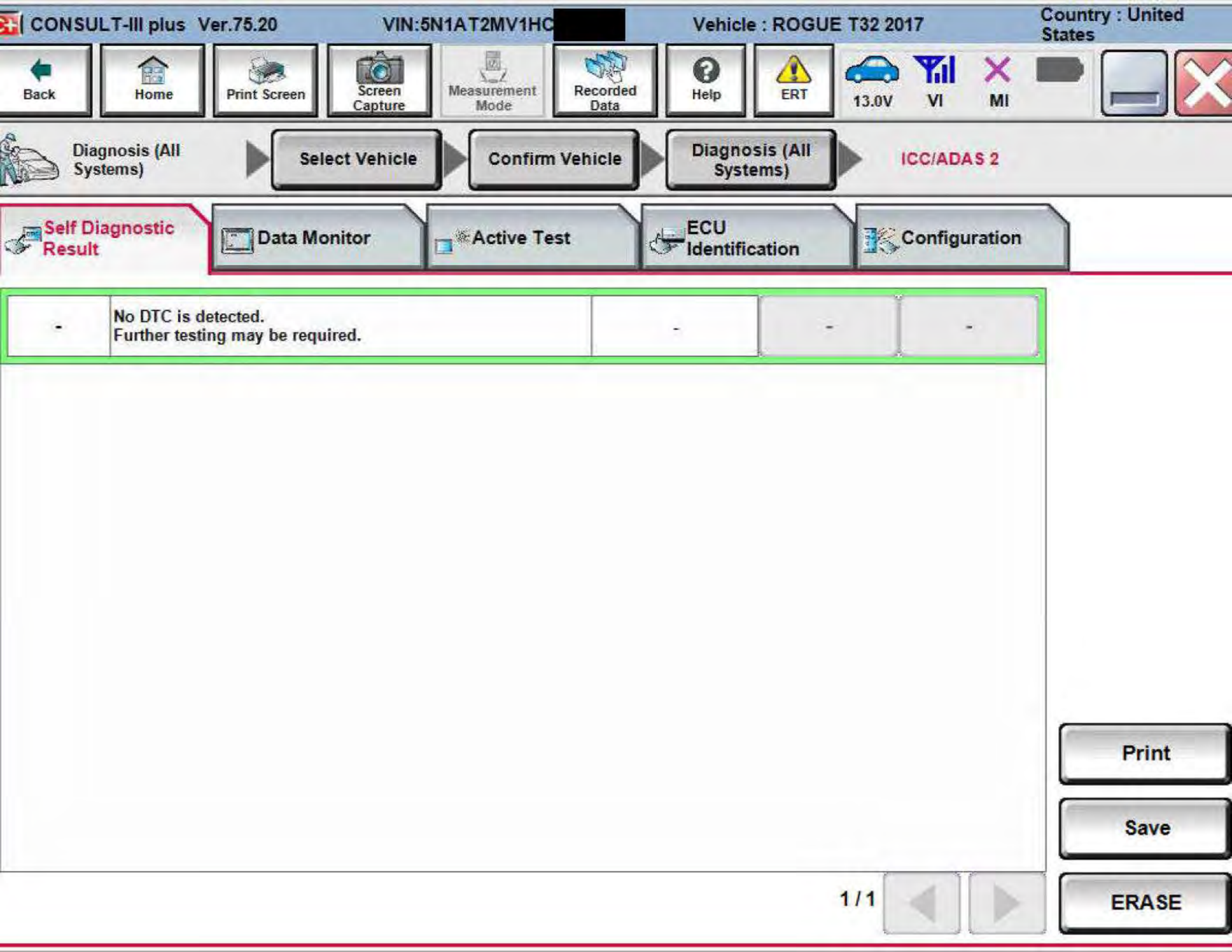
Copyright © 2000-2018 salesforce.com, inc. All rights reserved. | Privacy Statement | Security Statement | Terms of Use | 508 Compliance

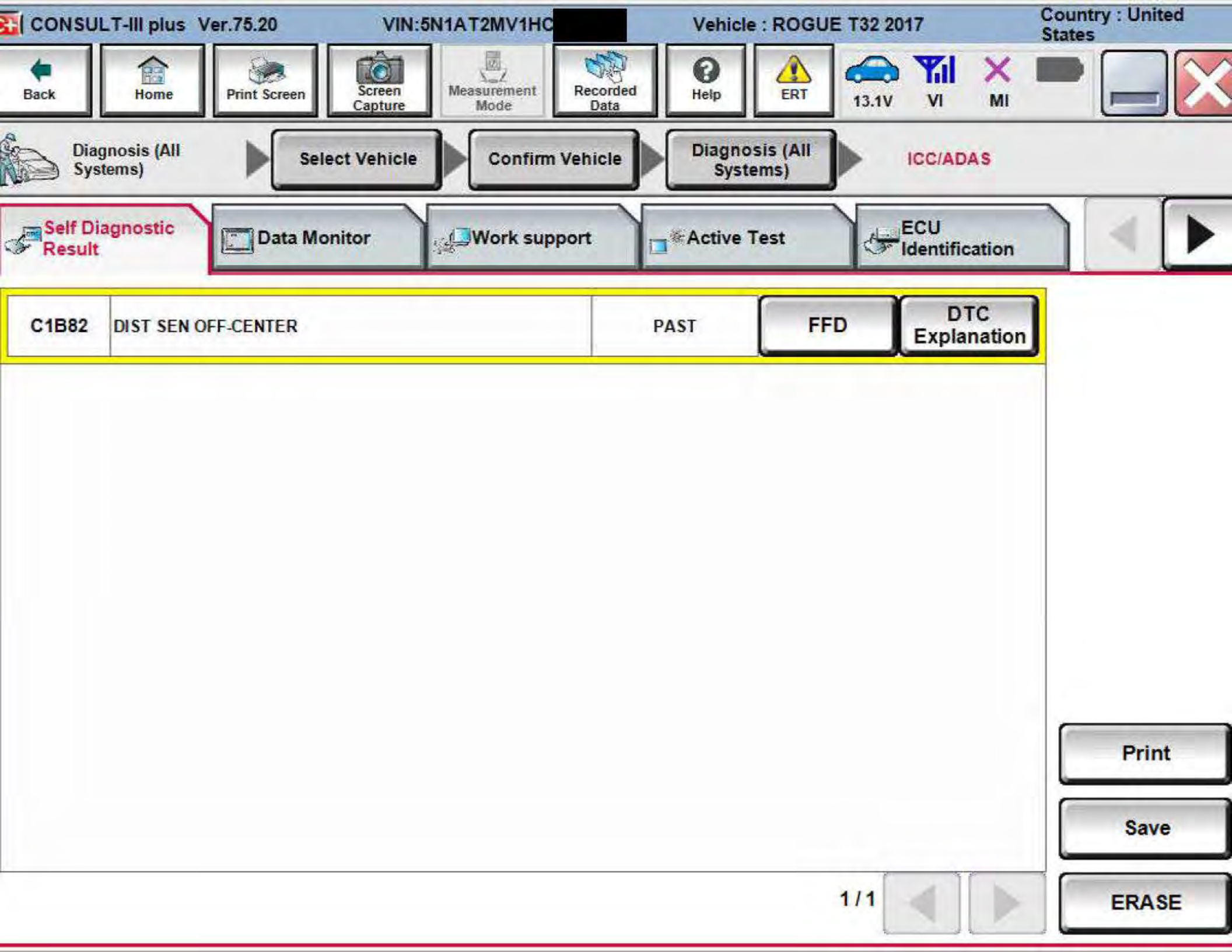

CONSULT-III plus Ver.75.20
VIN:5N1AT2MV1HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.1V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB DEFAULT SETTING
For changing FEB default settings.
Start
Current status
On
On
Off
CHANGE SET
End

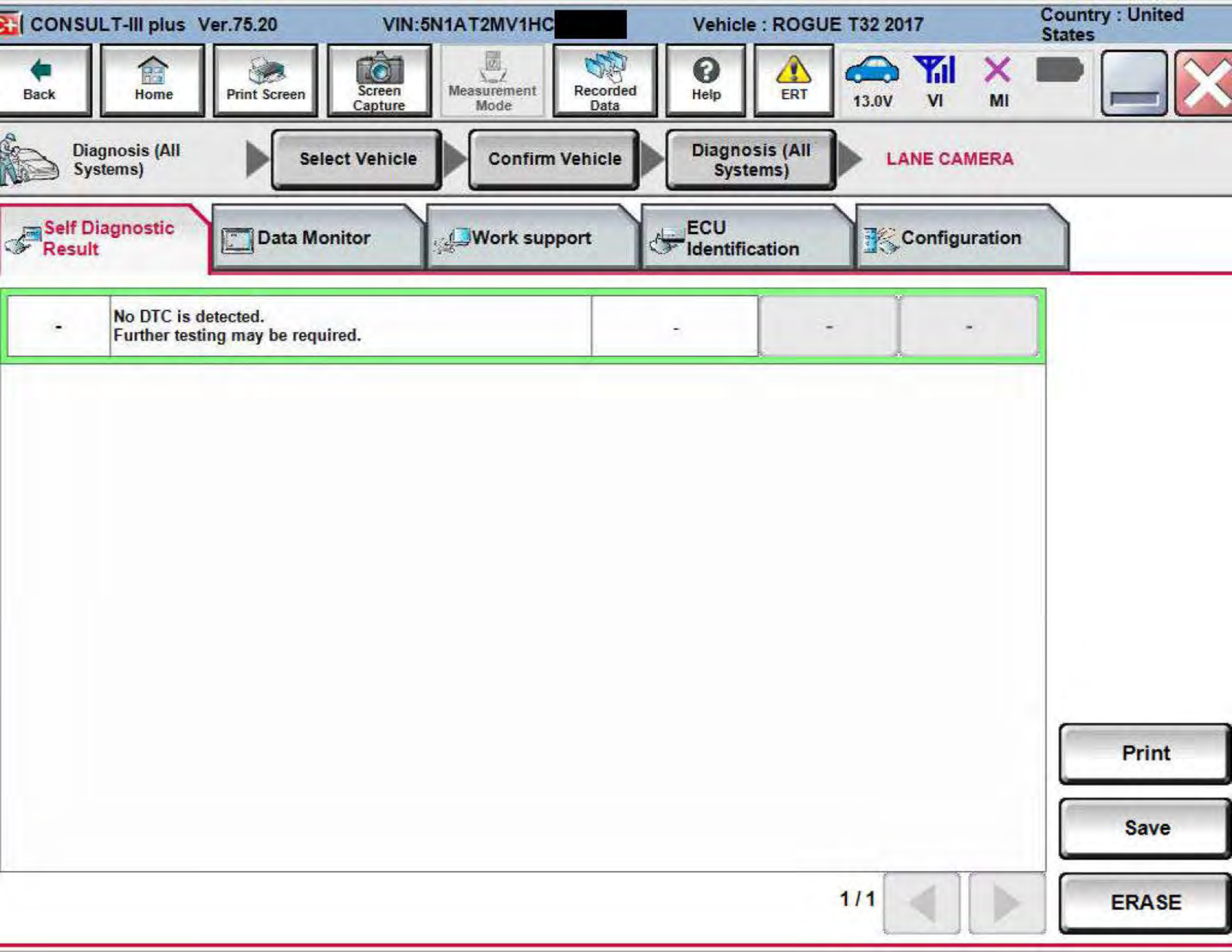

CONSULT-III plus Ver.75.20
VIN:5N1AT2MV1HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
ICC/ADAS PAST
LASER/RADAR PAST
ENGINE NO DTC
ABS NO DTC
METER/M&A NO DTC
BCM NO DTC
AIR BAG NO DTC
1 / 4
Detailed Information
ICC/ADAS
C1B82 DIST SEN OFF-CENTER PAST FFD DTC Expla
LASER/RADAR
C1A12-78 RASER BEAM OFFCNTR [ALGNMNT OR ADJSTMNT INCRRCT] PAST FFD DTC Expla
C1A16-97 RADAR STAIN [CMP/SYS OPR OBST OR BLKD] PAST FFD DTC Expla
1 / 1
Print for Customer
Print
Save
ERASE

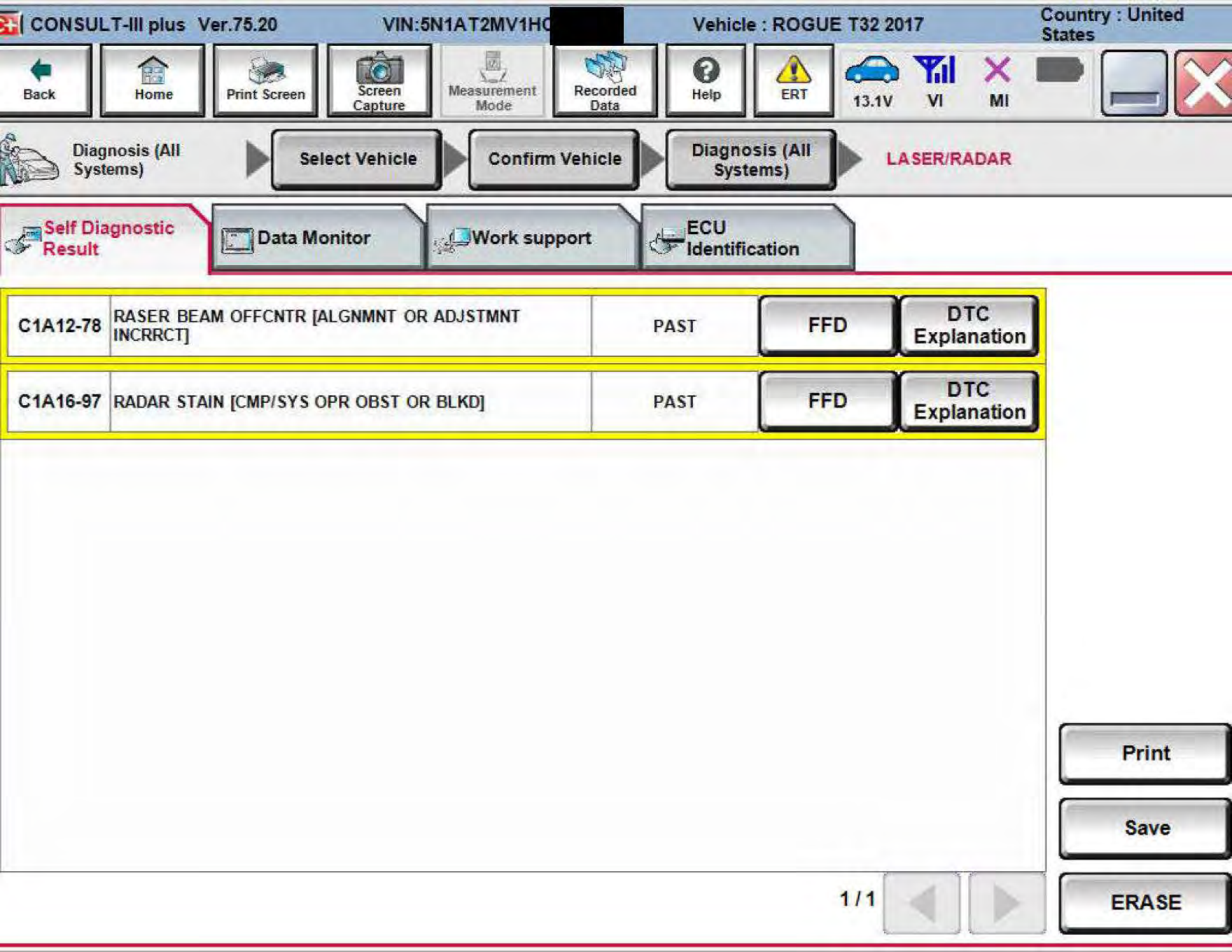

CONSULT-III plus Ver.75.20
VIN:5N1AT2MV1HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.1V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
CHASSIS CONTROL
Self Diagnostic Result
Data Monitor
Active Test
ECU Identification
Configuration
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
ERASE
1 / 1

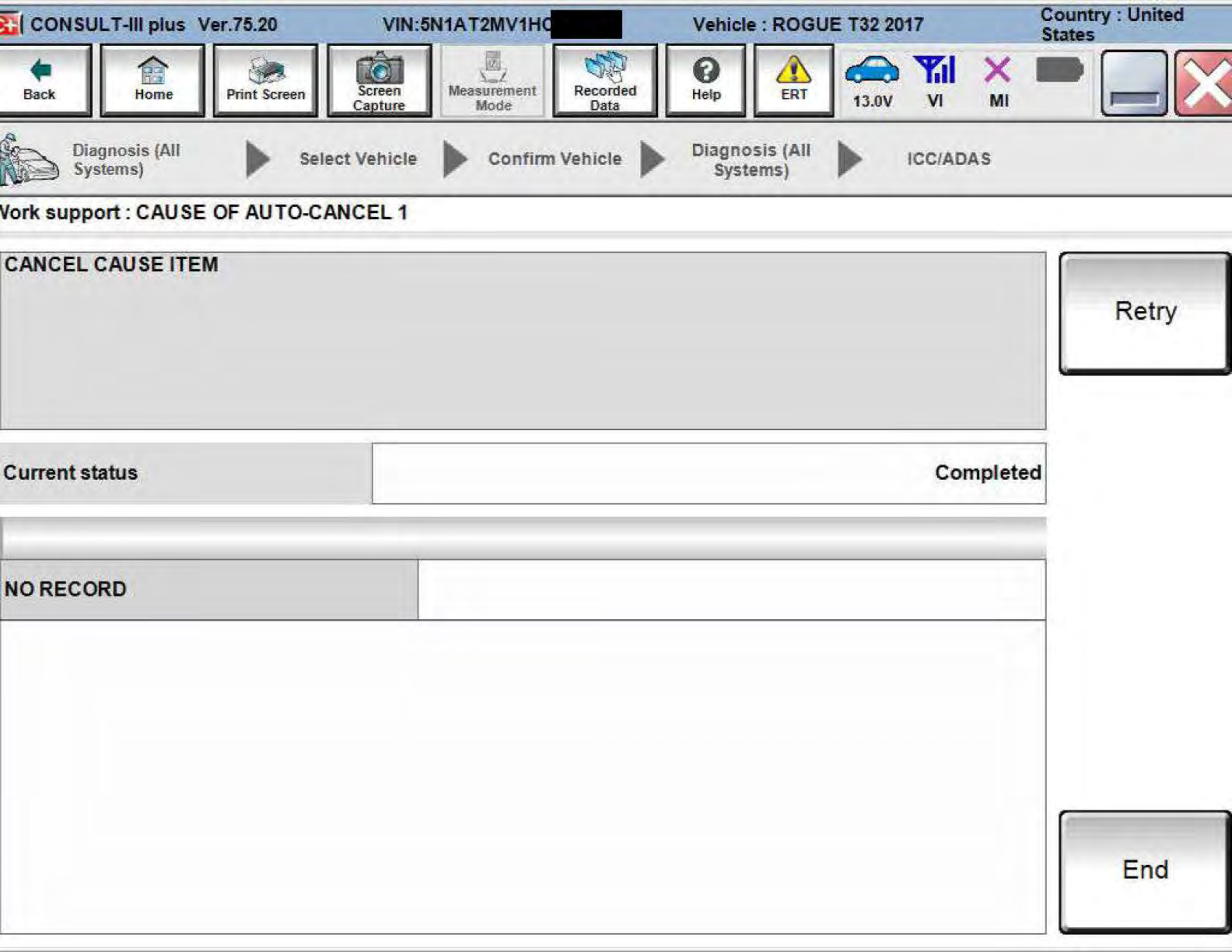

CONSULT-III plus Ver.75.20
VIN:5N1AT2MV1HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB OPERATION MILEAGE
No history.
Current status
End


CONSULT-III plus Ver.75.20
VIN:5N1AT2MV1HC[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:5N1AT2MV1HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.1V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Self Diagnostic Result
Data Monitor
Work support
Active Test
ECU Identification
C1B82
DIST SEN OFF-CENTER
PAST
FFD
DTC Explanation
1 / 1
Print
Save
ERASE


CONSULT-III plus Ver.75.20
VIN:5N1AT2MV1HC[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)
LANE CAMERA
Self Diagnostic Result
Data Monitor
Work support
ECU Identification
Configuration
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
1 / 1
ERASE


CONSULT-III plus Ver.75.20
VIN:5N1AT2MV1HC
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.1V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
LASER/RADAR
Self Diagnostic Result
Data Monitor
Work support
ECU Identification
C1A12-78
RASER BEAM OFFCNTR [ALGNMNT OR ADJSTMNT INCRRCT]
PAST
FFD
DTC Explanation
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:5N1AT2MV1HC[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

Incident Investigation

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

Supplements

Check all of the supplements that apply:

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

I. CLAIMANT

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

Address [redacted] Eve. Phone [redacted]

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

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

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

II. Vehicle

Model Year 2017 Model Name Rogue Mfg. Date 9/6/2017 VIN 5N1AT2MV1HC[redacted]

Mileage 6761 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	5/22/2018

Add Row | Remove Row

III. Description of Incident & Claim

Source of Information Claimant Incident Date 5/9/2018 Time 8:15 AM

Location of Incident (describe fully) [redacted] in Medford NY

Incident Investigation

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

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

Vision obstruction (describe) None Given

Temperature at time of incident 52.0°F Parking location prior to time of incident Not Given

Overnight temperature prior to incident 46.0°F Length of time parked Not Given

Ice/Snow accumulation on vehicle? ○ Yes ◉ No

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

Sequence of Events (according to claimant) Claimant stated she was driving along [redacted] and her vehicle began beeping and showed a warning signal. Claimant states her vehicle started slowing down with nothing in front of the Claimant.

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

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

Special Circumstances None Provided.

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

Vehicle Estimated Speed Not Provided Source Claimant Posted Speed Limit 30 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 vehicle's Forward Emergency Braking (FEB) system operated with no objects in front of her vehicle.	Claimant.

Add Allegation | Remove Allegation

IV. Occupants & Injuries

Source of Information Claimant

Incident Investigation

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

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



Occupant Name	[redacted]	DOB	Not Provided	Height	Not Provided
Address	[redacted] Farmingville, NY [redacted]			Weight	Not Provided
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: Claimant

VI. Investigation Results

Date of vehicle inspection: 5/18/2018

Location of inspection: Nissan 112, Medford, NY

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

Vehicle exhibits no signs of impact / collision trauma.

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

Photos taken by: Kevin D. Mackay # Photos: 88

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 - 37)

Incident Investigation

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

Engine/ Transmission/ Drivetrain	No abnormalities found. (Please see photos 69 - 76)
Underbody/ Suspension/ Steering/ Wheels & Tires	No abnormalities found. (Please see photos (79 - 87)
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	No abnormalities found. (Please see photos 38 - 55)
Seat Belts/ Child Restraints (if applicable)	No abnormalities found. (Please see photos 38 - 55)
Air Bags	No abnormalities found. (Please see photos 38 - 55)

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

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

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

#	Allegation	Factual Findings
1	Claimant alleges that the vehicle's Forward Emergency Braking (FEB) system operated with no objects in front of her vehicle.	Upon inspection, found vehicle exhibits no signs if impact or collision trauma. Performed DTC CU inspection, and found PAST C1B82 dist sensor off center stored in ICC/ADAS, C1A12-78 Laser beam off cntr and a C1A16-97 radar stain code stored in Laser/Radar system. DTS performed inspection of the laser radar unit and the Lane Camera unit. Found no damage or trauma to either unit. Found both unit's electrical connectors were connected and fully seated. DTS drove vehicle up and down [redacted] in Medford NY in both directions and was unable to duplicate any abnormal operation of the FEB system.

Add Row | Remove Row

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

Reporter's Signature [redacted]

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

Incident Investigation

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

IIR Supplement: Advanced Technology Checklist

I. Vehicle equipped with

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

Other (describe)	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 [redacted]
VIN 5N1AT2MV1HC[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.)	Please see photos 55 - 60
○	◉	Physical damage to camera? (ie. cracks)	Please see photos 55 - 60
○	◉	Obstructions to radar sensor units? (ie. dirt, stickers, etc.)	Please see photos 35 - 37, 76 - 78
○	◉	Physical damage to radar sensor units? (ie. cracks)	Please see photos 35 - 37, 76 - 78
◉	○	Electrical connection to radar module firmly seated?	Please see photos 35 - 37, 76 - 78
◉	○	Electrical connection to camera module firmly seated?	Please see photos 55 - 60
○	○		

End of Form

*Name your file while saving.

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

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


11:46 AM
63 °F
No Warnings
P
121
6768 miles
RPMx1000
4
5
6
7
8
C
H
60
MPH
100
60
20
0

[redacted]

Drop.

NISSAN

NISSAN 112

[redacted]

SERVICE [redacted] PARTS [redacted]

DEALER FACILITY NO [redacted]

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/01/18	[redacted]	6402	6081	[redacted]	W	51NIZ	*BODY ELECTRICAL
					I	55NIZCLOF	COMP OIL CHANGE
					I	55NIZEINSP	MULTIPOINT INSPECTIO
10/27/17	[redacted]	4	2098		I	75NIZ	PDI
					I	03NIZZNYSIS	SAFTEY NYSI
					I	75NIZMISC	MISC

SALESPERSON NO. 4046 PAYTON QUATTROPANI

S E R V I C E

STATE REG# [redacted]

DATE OUT	5N1AT2MV1HC[redacted]	17/NISSAN/ROGUE/4D SUV 2017.5 AWD S	PRODUCTION DATE [redacted]	LICENSE NO. [redacted]		
MILEAGE OUT [redacted]	DLR [redacted] SERVICE CONTRACT		SELLING DATE 10/27/17	DELIVERY MILES 10	SELLING DEALER NO.	P.O. DATE 05/09/18
CALL WHEN READY: YES NO	FARMINGVILLE, NY [redacted]	COLOR PRL WHT/CHAR LEAT	CONTRACT NO	EXPIRATION DATE	EXPIRATION MILES [redacted]	
		TURBO: MAKE: KIA CODE: P.S.	TRANS A	MILEAGE 6,761	ADVISOR NO. 6010	ADVISOR KEITH MALONEY
SAVE PARTS FOR CUST: YES NO	RESIDENCE PHONE	BUSINESS PHONE				
	TIME RECEIVED 01:18pm	DATE/TIME PROMISED 05/09/18 07:00pm	PRIORITY 1			
APPOINTMENT: YES X NO	CELL [redacted]	LABOR RATE 135.00	X [redacted]			

JOB

[redacted] TAL .00

X

COMMENTS :
WAIT

1 I 55NIZEINSP ***MULTIPOINT INSPECTIO***
CUSTOMER REQUESTS TO PERFORM MULTIPOINT INSPECTION AND TOP OFF ALL FLUIDS AND ADJUST TIRE PRESSURES

2 C 10NIZ ****DRIVEABILITY***
CUSTOMER STATES CAR IS STOPING ON ITS OWN AND LIGHTS POPING UP ON THE DASH PLEASE CHECK AND ADVISE

Case # [redacted]

amy [redacted]

[redacted]

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

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

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

X _____
CUSTOMER SIGNATURE

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that seller makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased, and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties extended by seller include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

DATE _____ SIGNED X

STORAGE CHARGE OF $35.00 DAILY 24 HOURS AFTER COMPLETION OF REPAIRS. ALL REPAIRS CASH, CERTIFIED CHECK OR APPROVED CREDIT CARD. A CHARGE BASED ON MECHANIC'S TIME AND PARTS WILL BE MADE FOR DIAGNOSTIC SERVICE IF THE VEHICLE IS RETURNED WITHOUT ITEM(S) BEING REPAIRED.

[redacted]

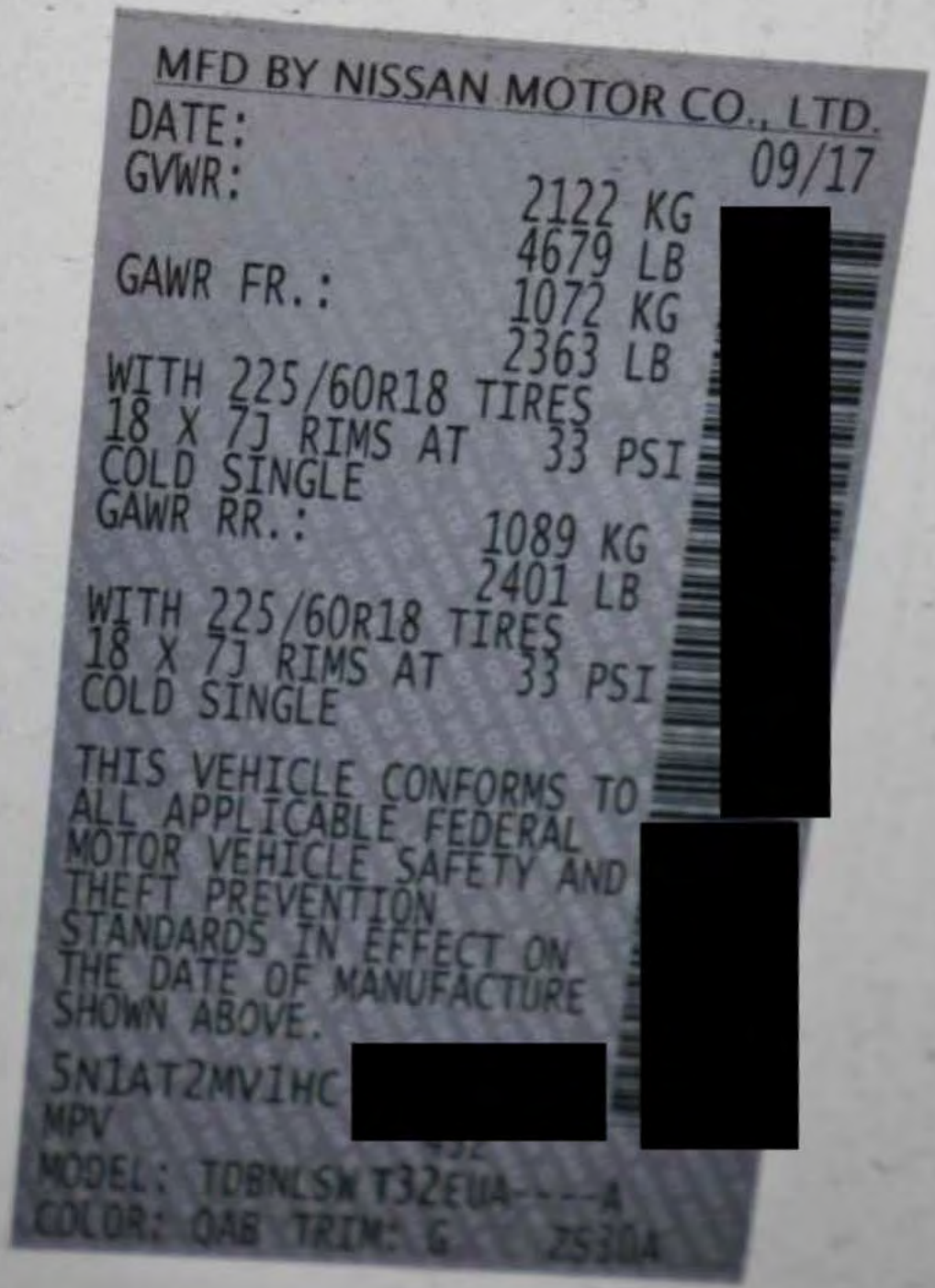
NISSAN 112




5N1AT2MV1HC


NEW YORK
[redacted]
[redacted]
12
5N1AT2MV1HC
12/11/18
2017 NISSA SUBN
[redacted]
PAS X G
[redacted]
18
YEAR
VEHICLE REGISTRATION


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


MFD BY NISSAN MOTOR CO., LTD.
DATE: 09/17
GVWR: 2122 KG
4679 LB
GAWR FR.: 1072 KG
2363 LB
WITH 225/60R18 TIRES
18 X 7J RIMS AT 33 PSI
COLD SINGLE
GAWR RR.: 1089 KG
2401 LB
WITH 225/60R18 TIRES
18 X 7J RIMS AT 33 PSI
COLD SINGLE
THIS VEHICLE CONFORMS TO
ALL APPLICABLE FEDERAL
MOTOR VEHICLE SAFETY AND
THEFT PREVENTION
STANDARDS IN EFFECT ON
THE DATE OF MANUFACTURE
SHOWN ABOVE.
5N1AT2MV1HC
MPV
MODEL: TDBNLSW T32EUA-
COLOR: QAB TRIM: G


6761 miles


NISSAN




Challenger Lifts


Challenger Lifts


Challenger Lifts
ATP
275 GAL.
ROGUE
SL AWD


GAL.


















NISSAN
ROGUE
SL AWD


















NISSAN


NISSAN


NISSAN
SUNATION








NISSAN






We Take Pride in Your Vehicle




ROGUE












ROGUE










ATF
275 GAL.


ROGUE

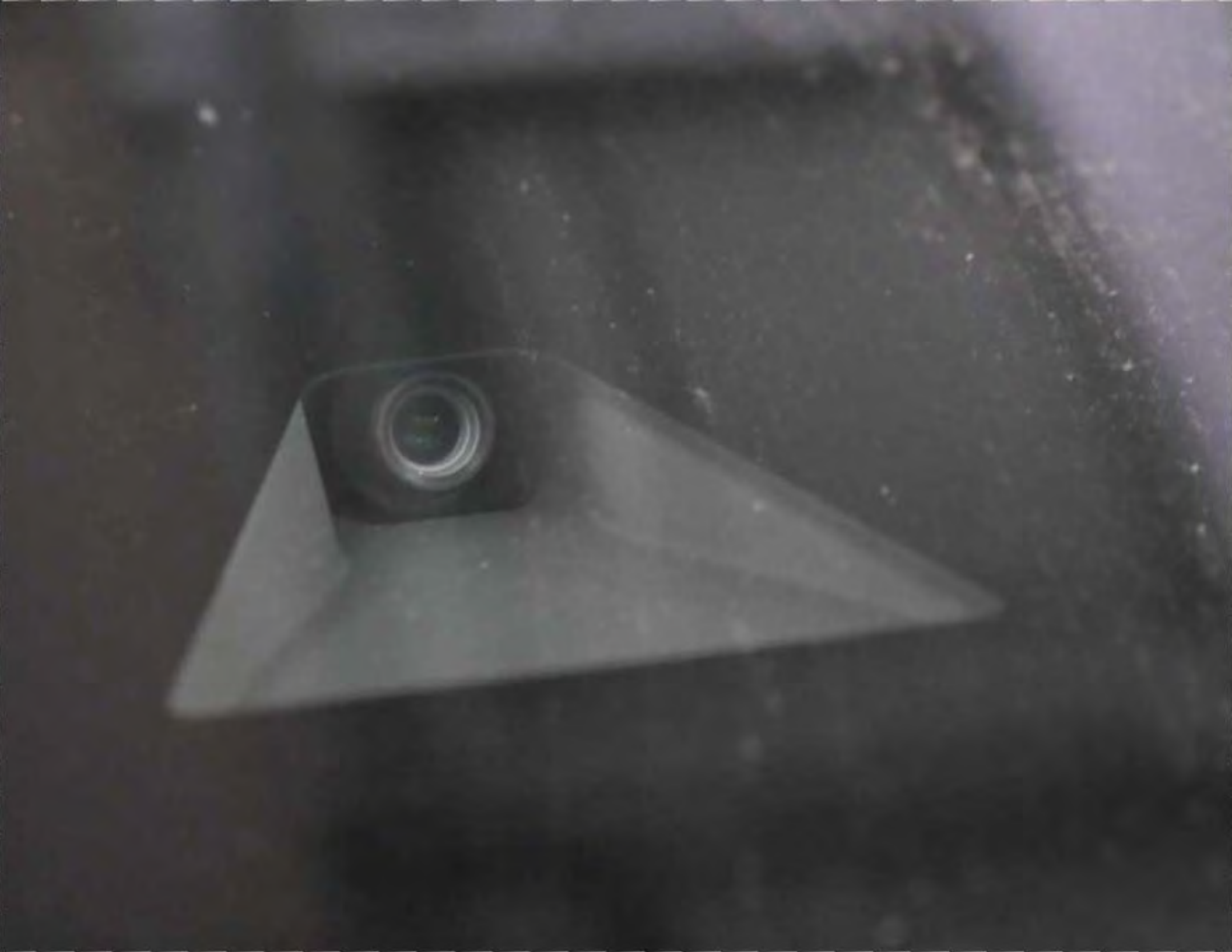



Little Trees


CF


CF
DO NOT DROP
DXP
TRW
1025206


CF
DO NOT DROP
DXP
284G3 6FL1B
1724100175DXP
234130-255
TRW
1025206
NISSAN






10:23 AM
62°F
RPMx1000
MPH
P
133
6761 miles


10:23 AM
62°F
Settings
Driver Assistance
Clock
Meter Settings
Vehicle Settings
Maintenance
Alarm
P
133
6761 miles
RPMx1000
MPH
km/h


10:24 AM
62°F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
133
6761 miles
RPMx1000
MPH
km/h


10:24 AM
62°F
Driving Aids
Emergency Brake
Blind Spot
P
133
6761 miles
RPMx1000
MPH
km/h


10:24 AM
62°F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
133
6761 miles
RPMx1000
MPH
km/h


10:24 AM
62°F
Parking Aids
Moving Object
Cross Traffic
P
133
6761 miles
RPMx1000
MPH
km/h


10:24 AM
62°F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
132
6761 miles
RPMx1000
MPH
km/h


10:24 AM
62°F
Chassis Control
Trace Control
Engine Brake
P
132
6761 miles
RPMx1000
MPH
km/h




QR25




DANGER/POISON
DANGER/POISON








PENNZOIL
HONORING ALL WHO SERVE







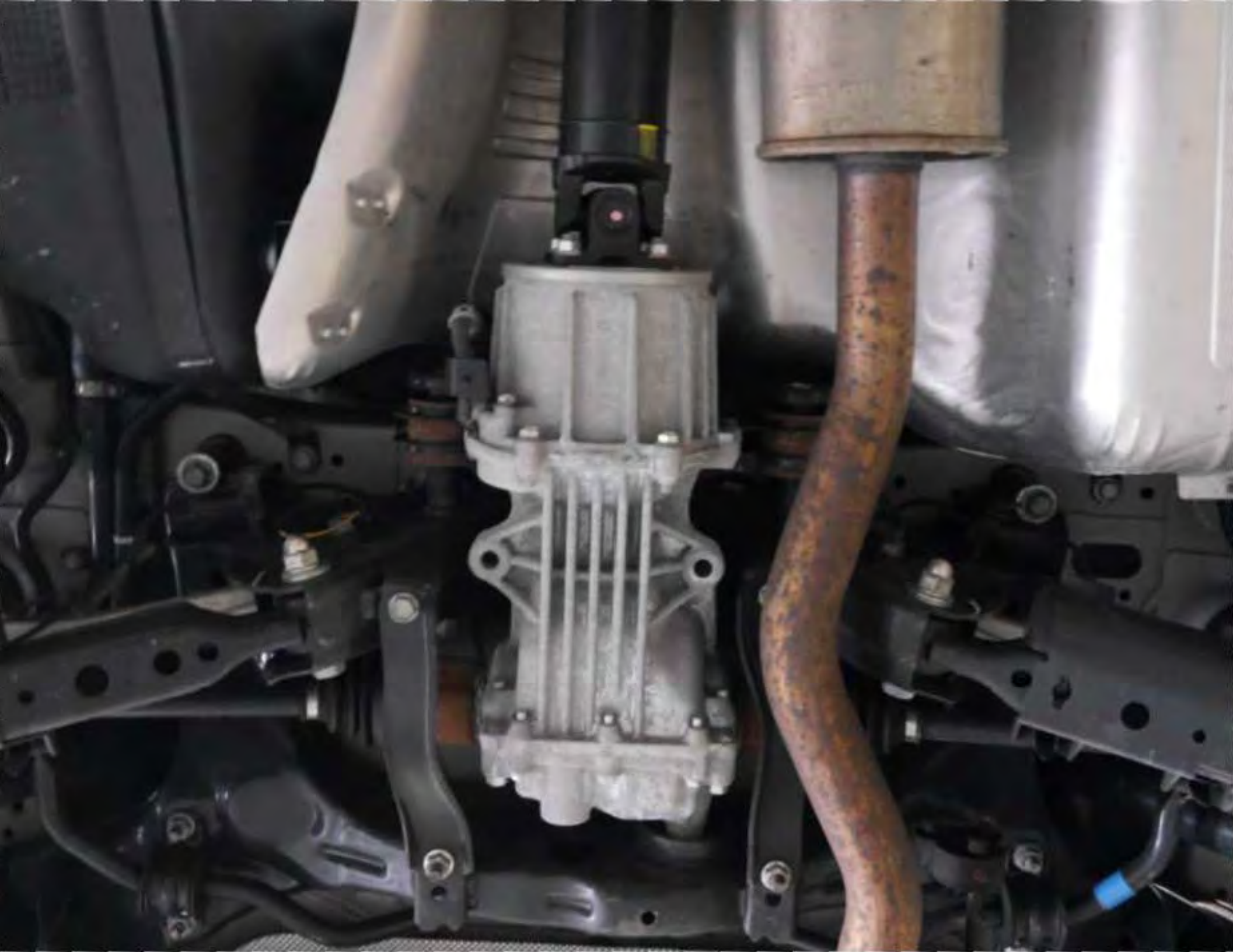









4S2







Search... Search Samaritan Potter Help & Training Legal

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

Vehicle
5N1AT2MV1HC[redacted]

Customize Page | Printable View | Help for this Page

Vehicle Campaigns [0] | Warranty Cases [0] | Cases [1] | Service History [10] | Vehicle Service Contracts [0] | Vehicle History [1] | DTS Field Inspections [1]

Vehicle Detail

VIN	5N1AT2MV1HC[redacted]		
Last Modified By	DeHenry Kidd, 5/23/2018 7:52 AM	Branded Title	
Created By	NNAETL, 9/8/2017 2:35 PM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage	6,761	MSRP	$35,440
Latest Recorded Mileage Units	M		
In Service Date	10/27/2017		

Manufacturing Data

Make/Model	2017 NISSAN ROGUE	Manufacturer Date	9/6/2017
Model Year	2017	Plant Name	Smyrna (NMM)
Make	NISSAN	PDI Date	
Model Line	ROGUE	Country Code	USA
Model Code	29617	US Specification Indicator	Y
Body Style Type	WAGON 4 DOOR	Emissions Type	50 STATE
Exterior Color	PEARL WHITE	Emissions Certification	
Cylinders		Open Recall	
Transmission Type	CVT	Head Unit	
Model Series		Model Line Code	RGE
Factory Installed Options	B92B93C03E10L92P04U35Z66		
Factory Installed Options Descriptions	B92 (SPLASH GUARDS), B93 (CHROME REAR BUMPER PROTECTOR), C03 (50 STATE EMISSIONS), E10 (PREMIUM PAINT $), L92 (FLOOR MATS (2-PIECE FRONT AND), P04 (SL PREMIUM PACKAGE), U35 (NAVIGATION MANUAL), Z66 (ACTIVATION DISCLAIMER)		

Vehicle Tools

Total Approved Checks VIN Decoder

System Information

Latest Owner (BETA) [redacted]

Warranty Information

S No.	Warranty Description	Warranty Expiration Date	Warranty Expiration Miles	Warranty Exclusion Code	Warranty Exclusion Name	Warranty Extensions/Cust Service Initiatives Flag	Brande
1	BASIC COVERAGE	10/27/2020	36,000				
2	POWERTRAIN COVERAGE	10/27/2022	60,000				
3	SEAT BELT	10/27/2027	999,999				
4	CORROSION COVERAGE (PERFORATION)	10/27/2022	999,999				
5	FEDERAL EMISSION LONG TERM DEFECT	10/27/2025	80,000				

Vehicle Retail Sales

Vehicle Retail Sales

Action	Name	Owner	Selling Dealer	Sale Type	Vehicle Model	Purchase Date	Rewind Indicator
View	[redacted]	[redacted]	NISSAN 112 SALES CORP	NMAC lease	ROGUE	10/27/2017	

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]	5/9/2018 12:35 PM		6,761	Open	0	DeHenry Kidd

Service History

Service History Help

Action	SRH Number	PNC Code Description	Coverage Code/Pay Type	Transaction Date/VR Close Date	Vehicle Mileage	Customer	Dealer Code	Work Order #	Claim Line #
	[redacted]		I	5/1/2018	6,402	[redacted]			
			I	5/1/2018	6,402				
			W	5/1/2018	6,402				
			I	10/29/2017	5				
			I	10/29/2017	5				
			I	10/29/2017	5				
		ATTERY REMOTE CONTROL	FW	5/1/2018	6,402				1
				10/2/2017	1				
				10/4/2017	1				
			PD	10/16/2017	10				1

Vehicle Service Contracts

Vehicle Service Contracts Help

No records to display

Vehicle History

Vehicle History Help

Date	User	Action
9/8/2017 2:35 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	5/15/2018	[redacted]	[redacted]		NER	5/18/2018 10:00 AM	5/22/2018 9:54 PM

Back To Top

Always show me fewer / more records per related list

Copyright © 2000-2018 salesforce.com, inc. All rights reserved. | Privacy Statement | Security Statement | Terms of Use | 508 Compliance