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	JN8AT2MV0JW[redacted]
User	Kevin D Mackay
Case Number	[redacted]
EDR Data Imaging Date	05/10/2018
Crash Date	05/01/2018
Filename	JN8AT2MV0JW[redacted]_ACM.CDRX
Saved on	Thursday, May 10 2018 at 12:03:40
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
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      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00

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

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

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

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

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

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

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

F1A0  20

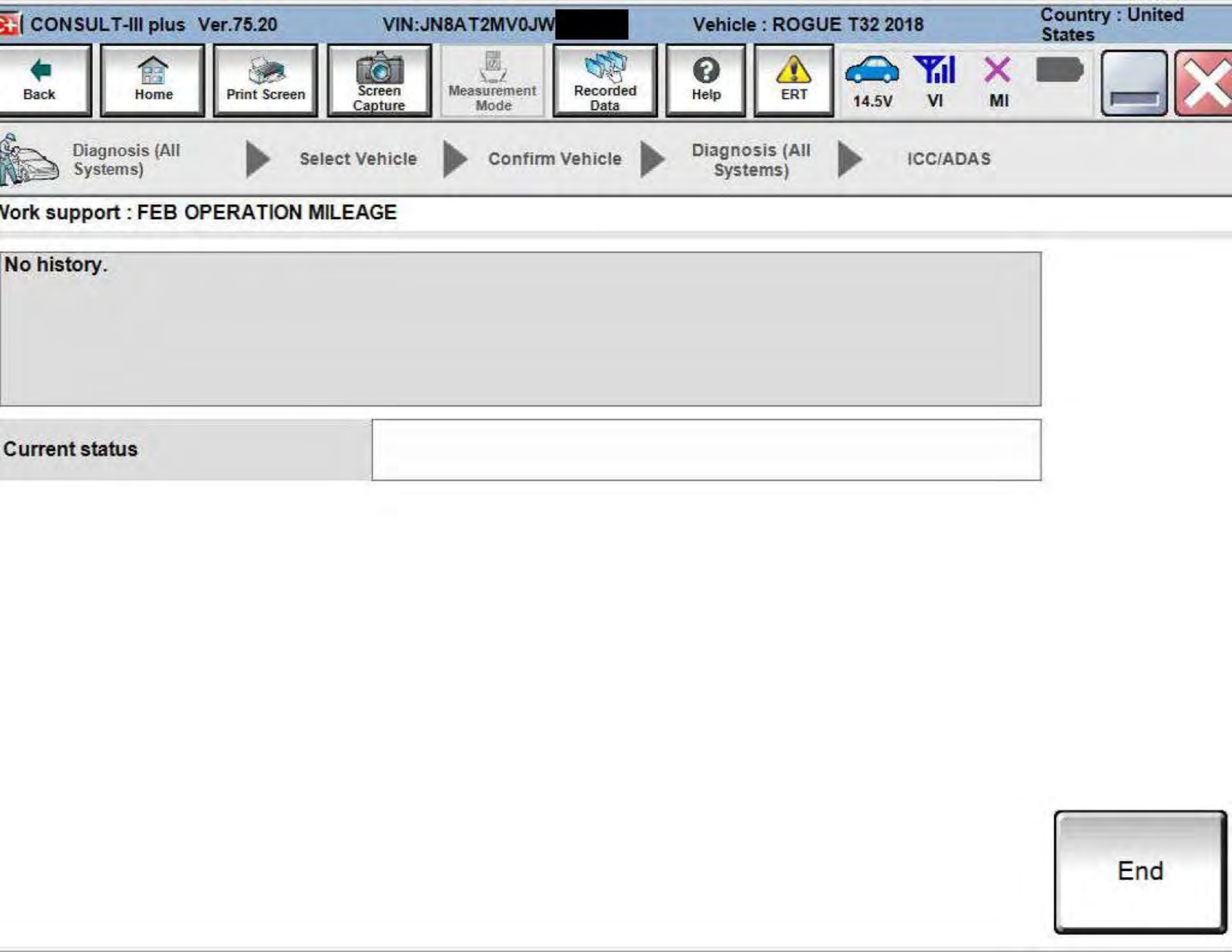

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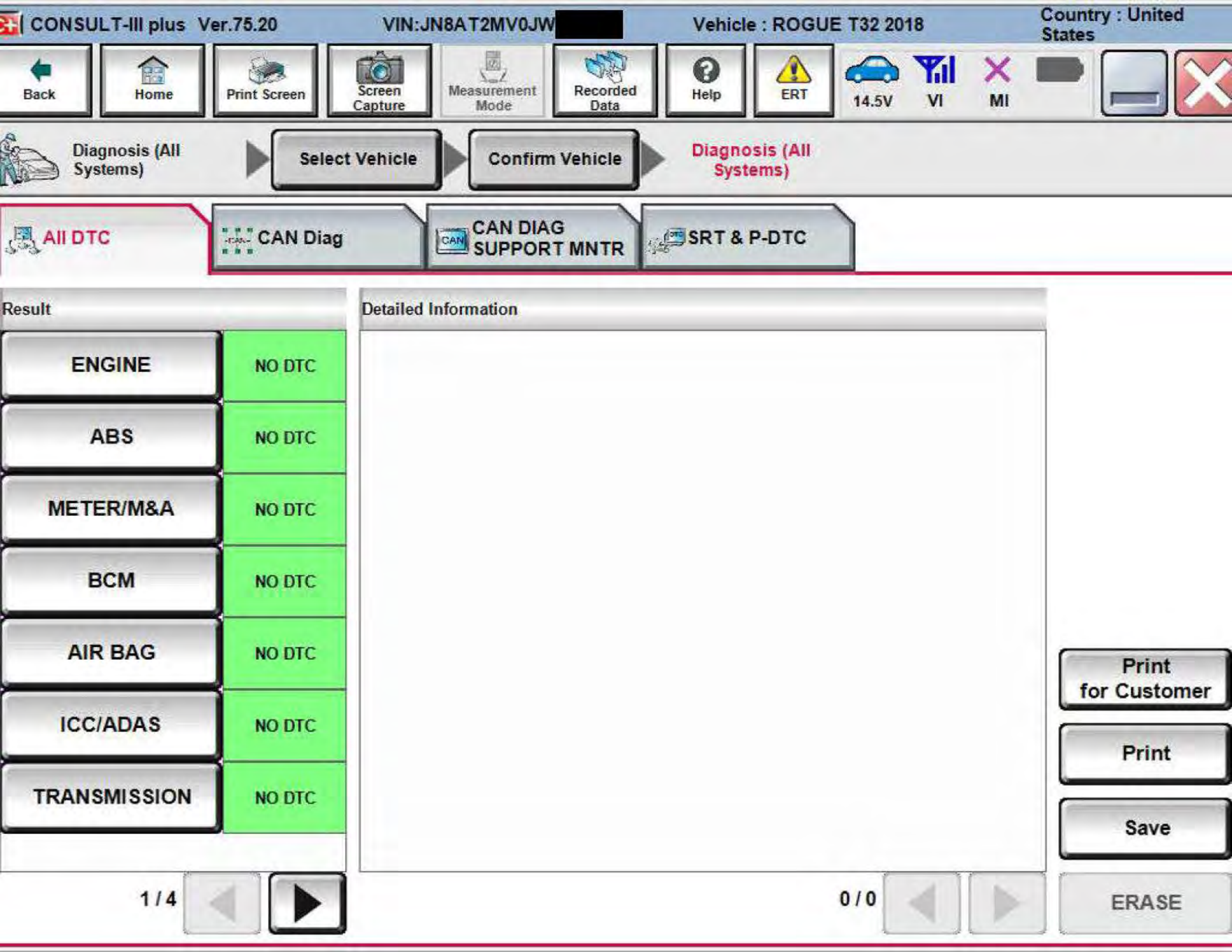

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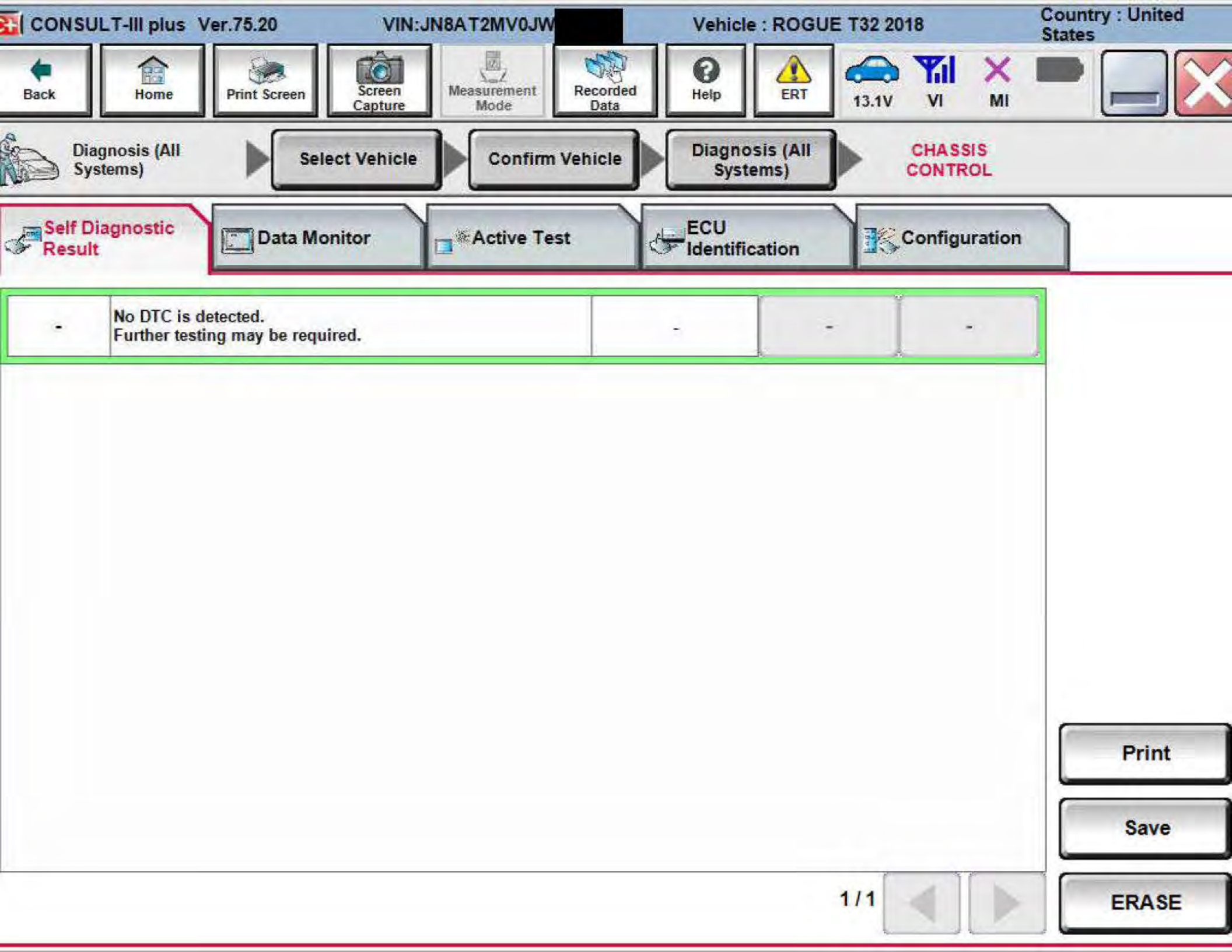

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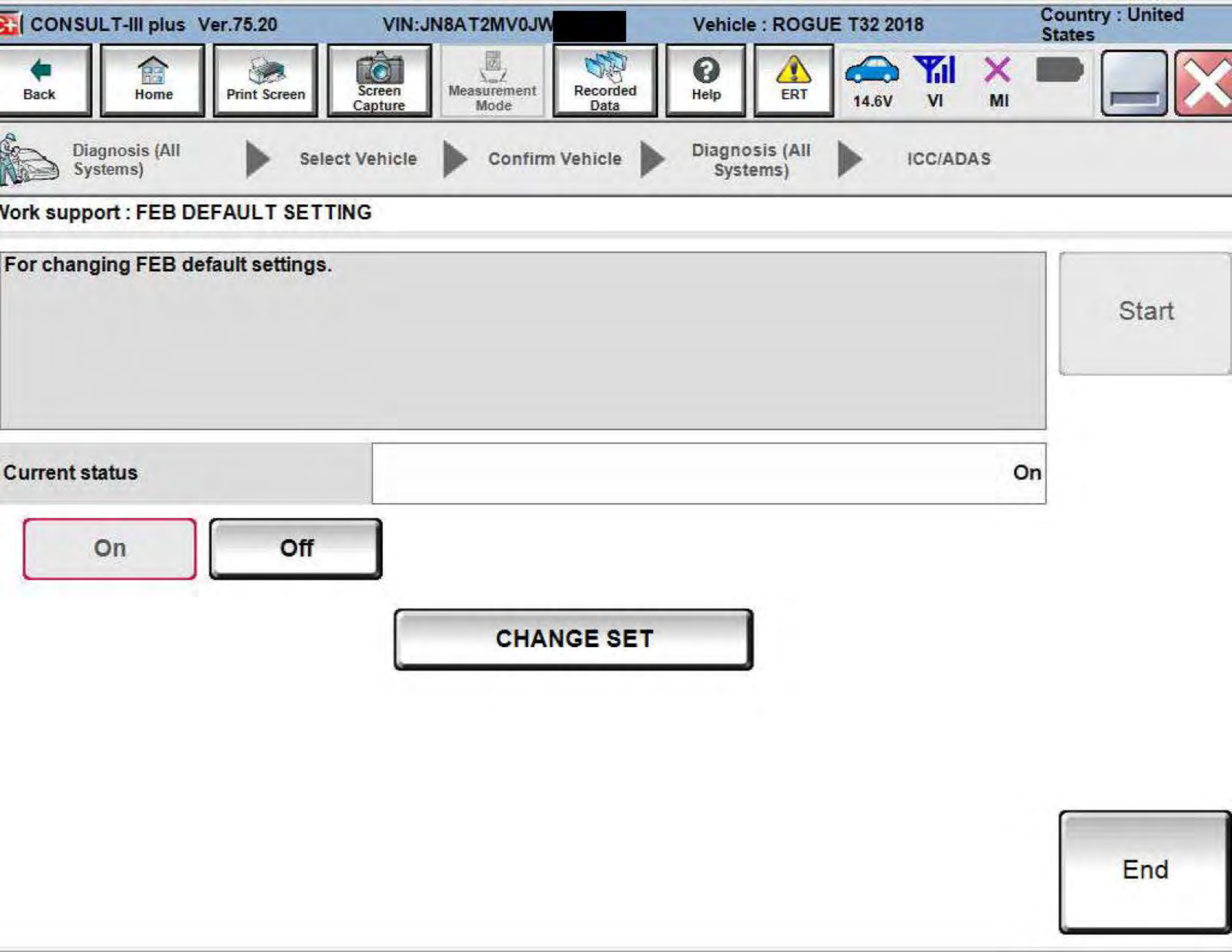
Disclaimer of Liability

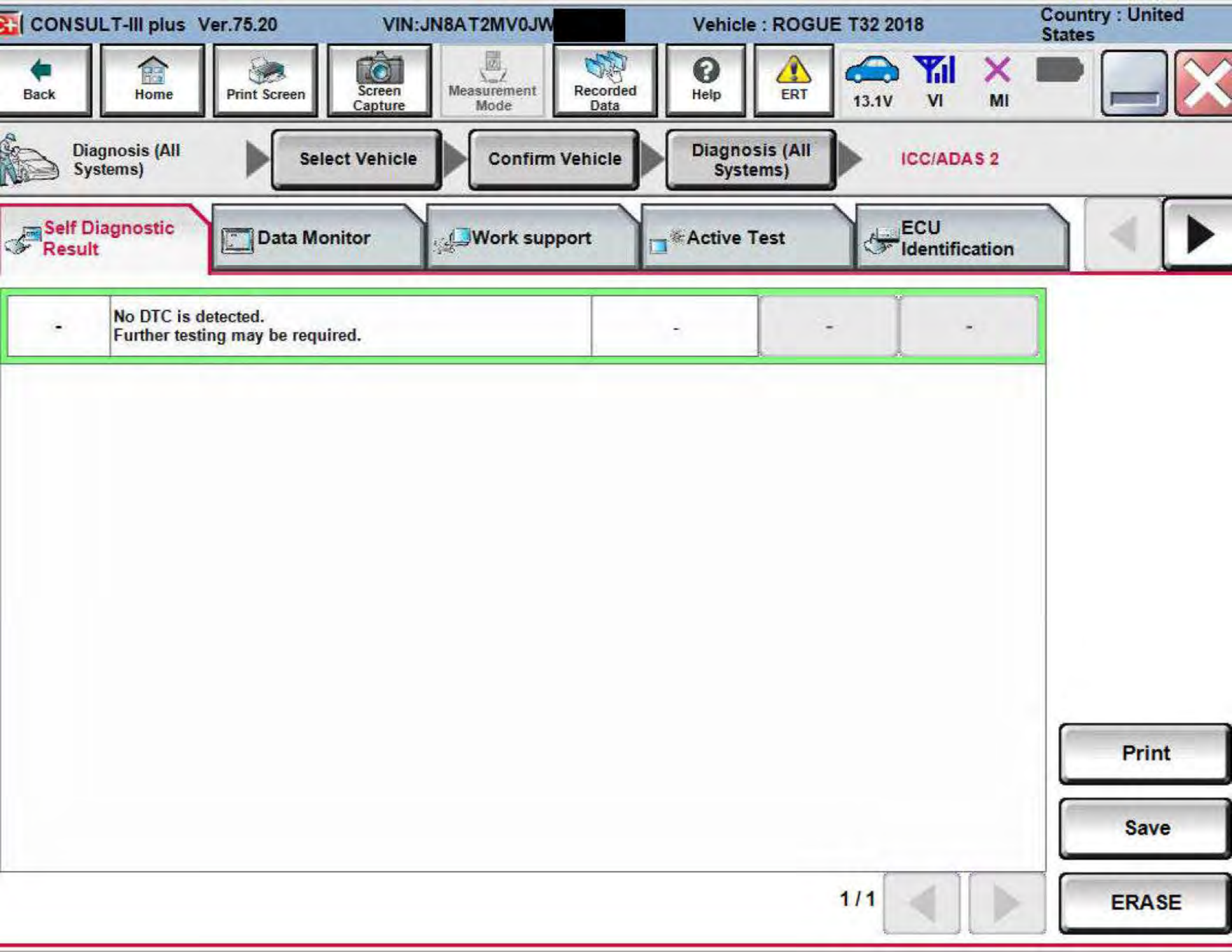
The users of the CDR product and reviewers of the CDR reports and exported data shall ensure that data and information supplied is applicable to the vehicle, vehicle's system(s) and the vehicle ECU. Robert Bosch LLC and all its directors, officers, employees and members shall not be liable for damages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

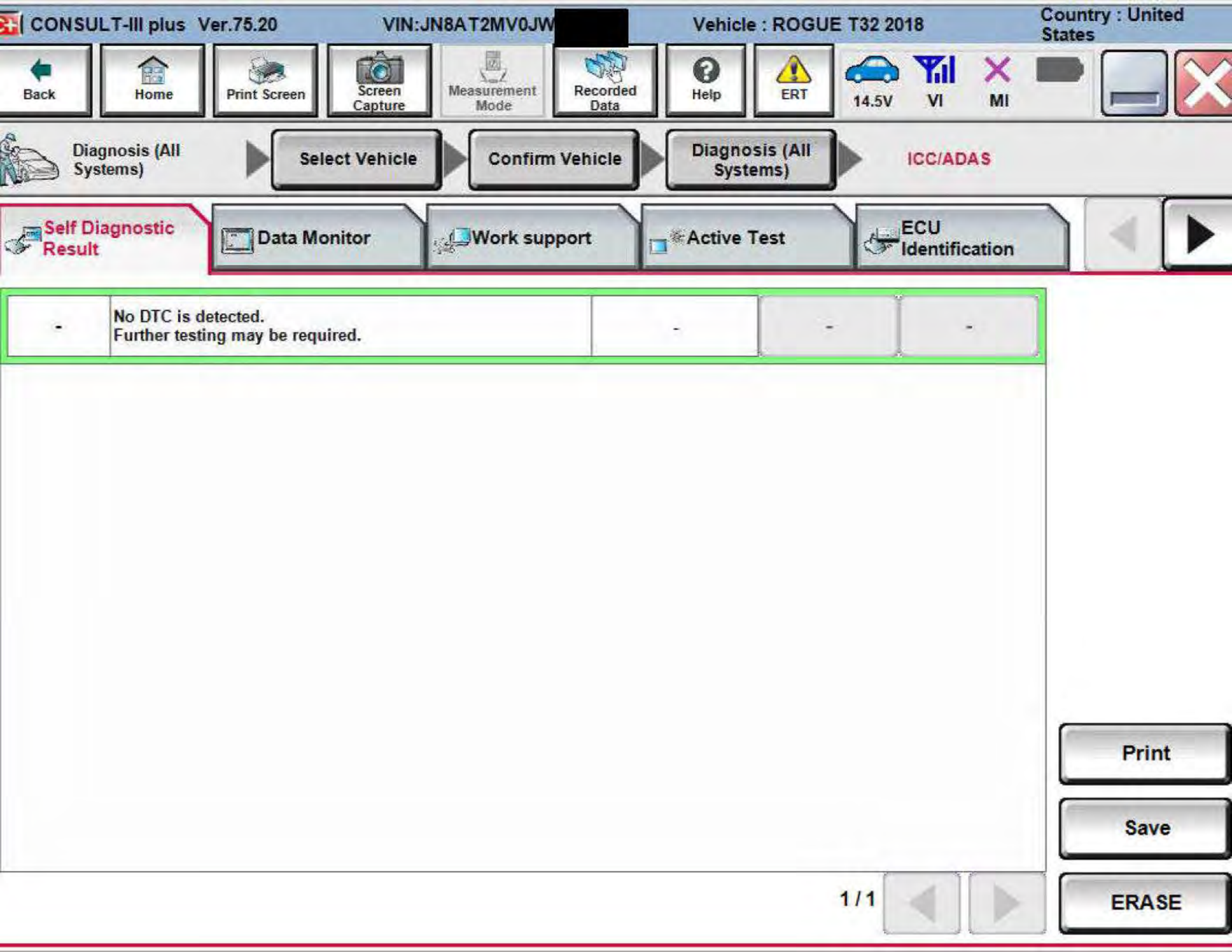

CONSULT-III plus Ver.75.20
VIN:JN8AT2MV0JW[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.5V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB OPERATION MILEAGE
No history.
Current status
End

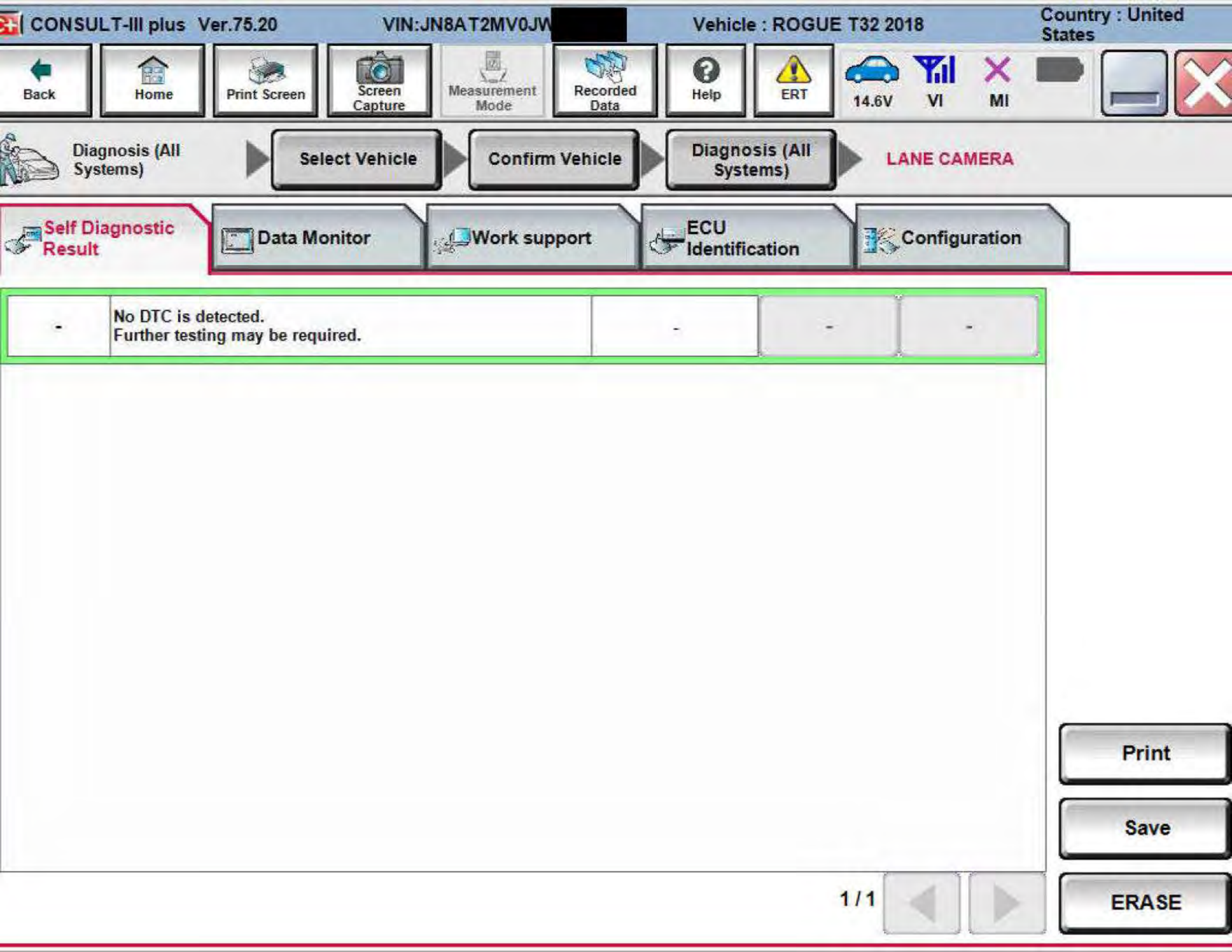

CONSULT-III plus Ver.75.20
VIN:JN8AT2MV0JW[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.5V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
Detailed Information
ENGINE
NO DTC
ABS
NO DTC
METER/M&A
NO DTC
BCM
NO DTC
AIR BAG
NO DTC
ICC/ADAS
NO DTC
TRANSMISSION
NO DTC
1 / 4
0 / 0
Print for Customer
Print
Save
ERASE

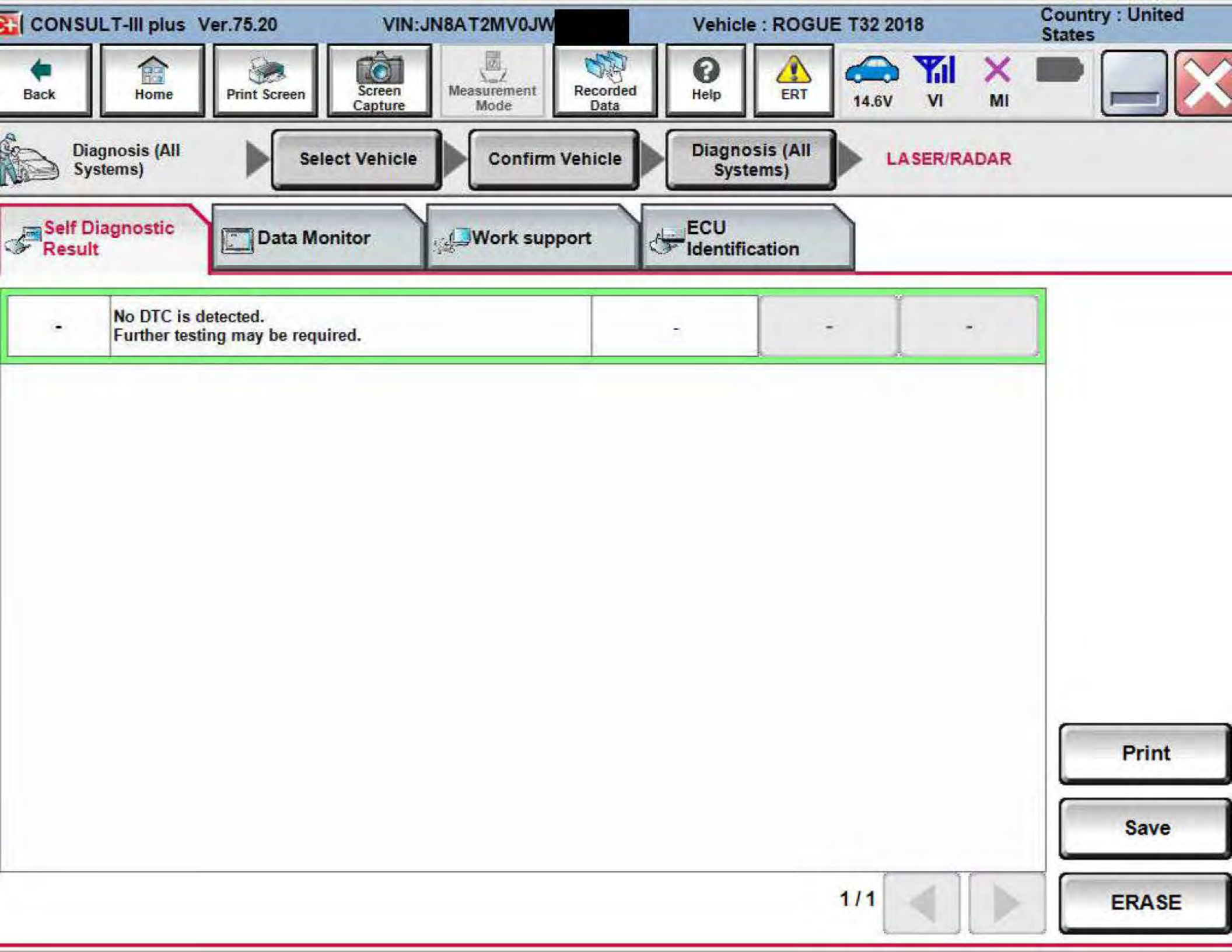

CONSULT-III plus Ver.75.20
VIN:JN8AT2MV0JW[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.1V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
CHASSIS CONTROL
Self Diagnostic Result
Data Monitor
Active Test
ECU Identification
Configuration
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
ERASE
1 / 1

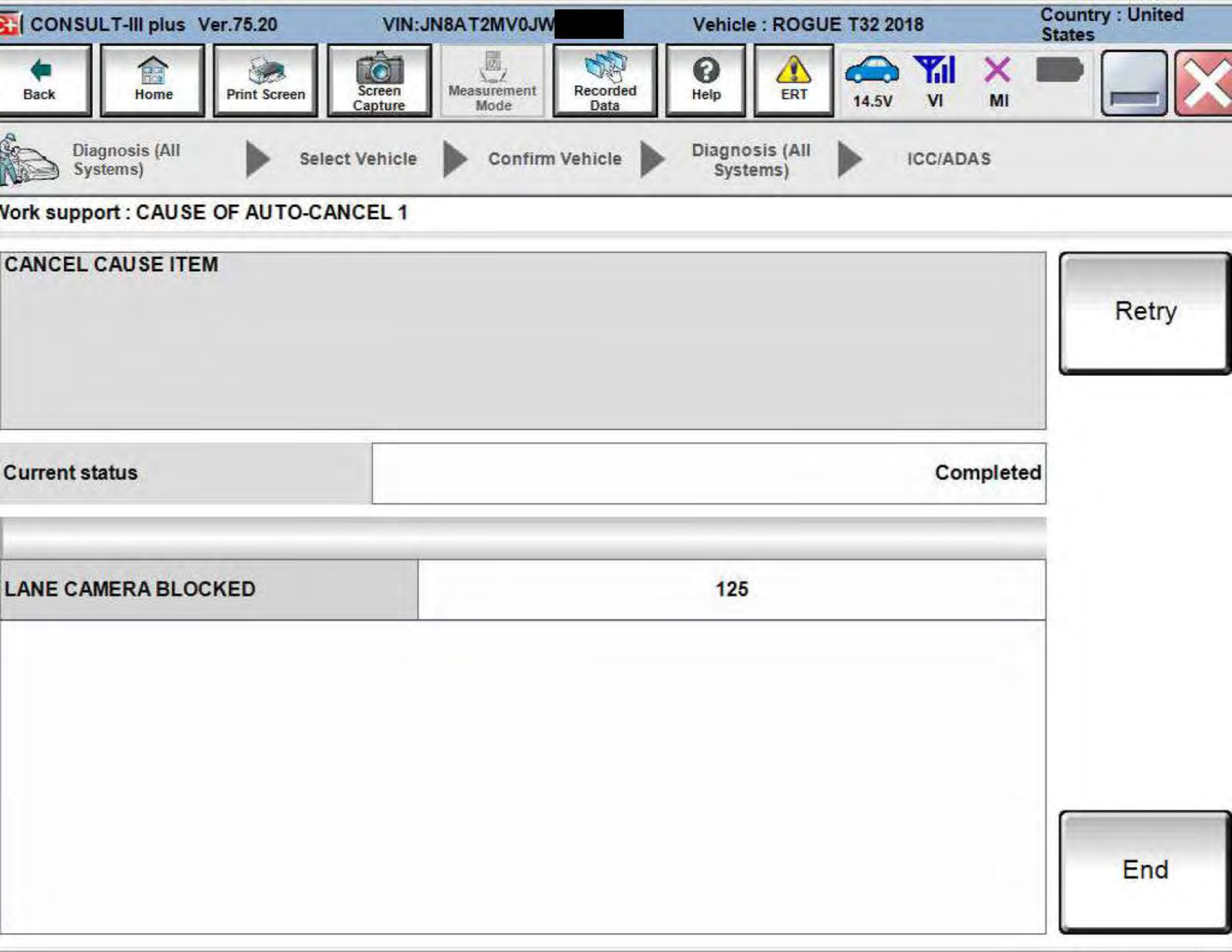

CONSULT-III plus Ver.75.20
VIN:JN8AT2MV0JW[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.6V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB DEFAULT SETTING
For changing FEB default settings.
Start
Current status
On
On
Off
CHANGE SET
End


CONSULT-III plus Ver.75.20
VIN:JN8AT2MV0JW[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.1V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS 2
Self Diagnostic Result
Data Monitor
Work support
Active Test
ECU Identification
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
ERASE
1 / 1


CONSULT-III plus Ver.75.20
VIN:JN8AT2MV0JW[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.5V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Self Diagnostic Result
Data Monitor
Work support
Active Test
ECU Identification
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
ERASE
1 / 1


CONSULT-III plus Ver.75.20
VIN:JN8AT2MV0JW[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.6V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
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:JN8AT2MV0JW[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.6V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
LASER/RADAR
Self Diagnostic Result
Data Monitor
Work support
ECU Identification
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
ERASE
1 / 1


CONSULT-III plus Ver.75.20
VIN:JN8AT2MV0JW[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.5V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : CAUSE OF AUTO-CANCEL 1
CANCEL CAUSE ITEM
Retry
Current status
Completed
LANE CAMERA BLOCKED
125
End



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 [16] | Case Categorizations [1] | Open Activities [0] | Activity History [2] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | DTS Field Inspections [1] | Attachments [0] | Case History [19] | Emails [0]

Case Detail

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

Account Name	[redacted]	Case Number	[redacted]
Contact Email	[redacted]	Case Owner	[redacted]
Home Phone	[redacted]	Status	
Executive Referral		Type	CA
Exec-Received-Date		Case Origin	Phone
Letter Sent Date		Date/Time Opened	5/2/2018 11:55 AM
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	2	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	1,600		

Incident Codes - IIR REQUIRED

Incident Date	5/1/2018		
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	JN8AT2MV0JW[redacted]	Part Number 1	
Model Year	2018	Beyond Basic Warranty Miles1	0
Make	Nissan	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22418	Beyond PT Warranty Months1	0

Dealer Access

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

Related Items

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

RHR Started	5/2/2018	Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Primary & Secondary Root Cause Code

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

Action Code

Who took action?	National (CRR and RCAS)
How was the action taken?	Telephone
What action was taken?	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: JN8AT2MV0JW[redacted]		
Created By	Jeanette Bedard, 5/2/2018 11:55 AM	Root Cause Code	SCIN
Last Modified By	NNAETL, 5/22/2018 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: DeHenry Kidd (5/22/2018 7:53 AM)** Arbs reached out to the DTS to see if the inspection has been completed and if the report has been uploaded to the FTP site. arbs is waiting on a reply.
Make Public		**Created By: DeHenry Kidd (5/18/2018 4:52 PM)** Arbs reached out to customer to informed customer the case is still under review and a decision has not been made. Arbs stated once a decision has been made arbs will contact customer. Customer stated that customer has been paying on a vehicle and can not drive it would like to be compensated a monthly payment for down time of the vehicle.
Make Public		**Created By: DeHenry Kidd (5/17/2018 8:25 AM)** Arbs reached out to the DTS to see if the inspection has been completed and if the report has been uploaded to the FTP site. arbs is waiting on a reply.
Make Public		**Created By: DeHenry Kidd (5/7/2018 12:27 PM) | Last Modified By: DeHenry Kidd (5/7/2018 12:27 PM)** Arbs reached out to customer and the dealer to let them know the inspection is set for 5/10 at 10am.
Make Public		**Created By: DeHenry Kidd (5/7/2018 10:19 AM)** Arbs has requested DTS inspection on customer vehicle arbs is waiting on date and time
Make Public		**Created By: DeHenry Kidd (5/7/2018 10:00 AM)** Verified Name Address Phone# VIN Mileage Responsible Dealer Checked for open Recalls/Campaigns: None April 30 at 6pm on south state Parkway traveling 60mph, there is nothing in front of customer, AEB light came on with nothing in front of customer. The vehicle did not stop. May 1 at 750am on service road on the [redacted] expressway, going 35-40mph nothing was in front of customer and the vehicle came to a sudden stop at the intersection of [redacted] and long island expressway. No warning and No sound. Customer is in a loaner vehicle from the dealer. Customer has been told from the dealer that there is no fix for this issue and the vehicle is not safe and advise customer to keep the loaner. Customer is requesting that NNA take the vehicle back if they cannot fix the vehicle. Arbs-DK informed customer that Arbs would setup an inspection. Arbs-DK stated once arbs has the date Arbs will let the dealer and customer know. Arbs-DK also stated that the process could take up to 6 weeks for everything to be done and process to determine a decision. Arbs stated that if customer decide to get alternate transportation it will be at the customer expense due to NNA does not offer assistance during the inspection period customer understood.
Make Public		**Created By: DeHenry Kidd (5/7/2018 9:18 AM)** [redacted] Arbs-DK called customer at 918am no answer was made. Arbs left a message stating name and number for c to call Arbs back at [redacted] call ended.
Make Public		**Created By: DeHenry Kidd (5/4/2018 3:49 PM)** FEB concern
		Created By: Kelli Donovan (5/4/2018 12:05 PM) 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 c's concern. C stated c can tell RCAS where c is at. C stated on Tuesday c was on a parkway going about 55 mph and a light came on and a noise. C stated c looked in c's owner's manual and it was the FEB system. C stated that is what it was and c found that odd. C stated that c was with the flow of traffic and no veh was in front of c. C stated c got home and the light was off. C stated c was at 35-45 mph and no noise or warning light came on and c's braking system activated with no cause. C stated that c was juts driving.

	C stated c got very scared. C stated c is really not comfortable with shutting this system off. C stated c was told there is no solution with this. C stated c decided to drop veh off to confirm concern. C stated it was confirmed. C stated there is no fix for this so c called NNA. C stated that c called yesterday to service and c was told there was nothing that could be done. C stated that c spoke to the owner of Legend Nissan. C stated c is not going to remember to shut this off. C stated c feels uncomfortable driving this. C stated but if this is not fixable, c does not want to drive it. C stated that c is disappointed that Rogues are still being sold with this concern. RCAS understood and apologized. RCAS stated that RCAS will file an IIR for c. RCAS stated all of c's feedback will be documented. RCAS stated that c will be contacted further in regards to c's case with Nissan. C stated c has a serious problem with Nissan still selling vehs with this concern. RCAS understood and apologized. RCAS stated that there is not a stop sale at this point in time. RCAS stated that c's concern will be documented to reflect c's concerns. C stated Legend Nissan has been very positive with c. C stated that they did advise that c should be addressing this concern with the corporation. RCAS understood. Call ended mtuually.
Make Private	**Created By: Kelli Donovan (5/4/2018 8:51 AM)** RCAS-KD placed call to SM-Vinny at Legend Nissan. RCAS asked if Dlr has been able to duplicate c's concerns? SM stated no. SM stated that c had multiple codes. SM stated SM contacted tech line and was advised the concern is under review. RCAS thanked SM. Call ended mutually.
Make Private	**Created By: Kelli Donovan (5/4/2018 8:00 AM)** RCAS-KD placed call to c @[redacted] and left VMX for c with case number, RCAS hours and case contact.
Make Public	**Created By: Patience Million (5/3/2018 11:37 AM)** ********** ***CASE SUMMARY*** C'S concern: CASE STATUS INQUIRY CRR-PM advised C that internal memo would be sent to RCAS-KD CRR-PM exiting case
Make Public	**Created By: Patience Million (5/3/2018 11:37 AM)** CRR- PM VERIFIED Account information including: C's name, home address and best contact number. CRR- PM VERIFIED VEH Information including: VIN & MILEAGE CRR- PM CHECKED for open recalls/campaigns and found: 0 CRR- PM CHECKED for previous UNRELATED Case(s) and found: 1 CRR- PM CHECKED previous RELATED Case(s) and found: 0 CRR- PM NOTED C'S concern as: CASE STATUS INQUIRY CRR- PM received inbound call from C. C provided case number[redacted] C stated case was getting passed to RCAS C stated it's been 24 hours and RCAS hasn't contacted C C stated has loaner VEH C stated hasn't gotten call back so C would like to take concern to the next level C stated has no VEH because VEH is unsafe C stated will not drive unsafe VEH C inquiring about case status CRR-PM advised C that RCAS-KD attempted to contact C but voicemail full CRR-PM advised C that internal memo would be sent to RCAS-KD CRR-PM offered case & agent ID CRR-PM offered further assistance C appreciated assistance Best contact #:[redacted] Call ended mutually
Make Private	**Created By: Kelli Donovan (5/3/2018 10:08 AM)** RCAS-KD placed call to c @[redacted] and got a message this VMX is full. RCAS-KD unable to leave VMX.
Make Public	**Created By: Jeanette Bedard (5/2/2018 12:14 PM)** ****** [CASE SUMMARY] ****** CRR-JB sending case to RCAS regarding RHR for the intelligent braking system
	Created By: Jeanette Bedard (5/2/2018 12:14 PM) CRR-JB VERIFIED> Account information including: C's name, home & e-mail address, phone number & best contact number CRR-JB VERIFIED VEH Information including: , Current Mileage, Warranty & Service History CRR-JB CHECKED for open recalls/campaigns and found:0 CRR-JB CHECKED for previous UNRELATED Case(s) and found:1 CRR-JB CHECKED previous RELATED Case(s) and found: 0 CRR-JB NOTED concern is: RHR CRR-JB received inbound call from C. C stated C has been leasing VEH for 4.5 weeks C stated C was driving two days ago on the hwy and light and beep went on, it was a louder beep than usual and saw it was the brake system that detects people in front Intelligent braking system C stated C there was nothing in front of C the next morning driving to work, 35-40 min to get there, and C was stopped at a light started to accerate no VEH in front of C and Cs VEH came to a screeching halt and C almost got into an accident C stated C it was activated while C was actived for no reason and VEH jilted

CRR-JB asked if C had taken to the DLRSHP

C stated C first called the DLRHSP and spoke to Vinchenza , has heard about this concern in Rogues and there was no fix or recall on it, C was instructed to shut the feature off each time C is in the VEH
C stated C is in the VEH 10 times a day with kids and C doesn't want to be paying for something C is not able to use
C stated C works 14 miles to work and leased the VEH for the safety features and C is not comfortable driving this VEH
C stated C decided to call the DLRSHP back have it diagnosed and check the whole VEH and confirm this is the problem, picking it up tm

CRR-JB so Cs concern only started 2 days ago

C stated C correct, C is not driving the VEH intentionally without this system, C will forget to turn it off, if C doesn't C will get injured
C stated C if it's fixed C would be fine driving the VEH but has been told by the DLRSHP the VEH has a safety problem that is not fixable

CRR-JB C said C spoke to Vinchenza?

Make Public

C stated C confirmed and it was Dwayne who told C to call today

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

CRR-jB I will forward your Case to a RCAS Specialist. They specialize in these types of concerns. They will contact you no later than close of business the next business day. Please note that return calls will show in your caller ID as either [redacted] or [redacted]. If you use a phone SPAM blocking app on your cell phone, we may not be able to complete this call and recommend you allow calls from these numbers or give us an alternate phone number

C understood.
CRR-JB provided C with agent ID and case number [redacted]
CRR-JB noting C's best contact number is [redacted]
Call ended mutually

Case Categorizations

New Case Categorization | Case Categorizations Help

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

Open Activities

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

No records to display

Activity History

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

Action	Subject	Type	Name	Due Date	Assigned To	Action Taken	Status	Last Modified Date/Time
Edit | Del	DTS Follow Up [redacted] : LEGEND NISSAN			5/9/2018	DeHenry Kidd		Complete	5/7/2018 12:28 PM
Edit | Del	DTS Request [redacted] LEGEND NISSAN			5/9/2018	Kevin MacKay		Completed	5/7/2018 11:27 AM

Customer Support Tools

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

No records to display

Check Activity

Check Activity Help

No records to display

Forms

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

Action	Form	Request Type	Created By	Created Date	Customer Name	VSC	VIN	VSC Request Comments
	[redacted]	IIR	Kelli Donovan, 5/4/2018 12:01 PM	5/4/2018			JN8AT2MV0JW[redacted]	

DTS Field Inspections

DTS Field Inspections Help

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

Attachments

Attach File | Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
5/22/2018 7:53 AM	DeHenry Kidd	Changed **Follow Up Date** from 5/22/2018 to **5/25/2018**.
5/17/2018 4:09 PM	DeHenry Kidd	Changed **Follow Up Date** from 5/17/2018 to **5/22/2018**.
5/7/2018 12:24 PM	DeHenry Kidd	Changed **Follow Up Date** from 5/8/2018 to **5/17/2018**.
5/7/2018 10:19 AM	DeHenry Kidd	Changed **Follow Up Date** from 5/9/2018 to **5/8/2018**.
5/7/2018 9:20 AM	DeHenry Kidd	Changed **Follow Up Date** from 5/7/2018 to **5/9/2018**.
5/4/2018 3:50 PM	DeHenry Kidd	Changed **Case Owner** from Kelli Donovan to **DeHenry Kidd**.
5/4/2018 3:49 PM	DeHenry Kidd	Changed **Follow Up Date** from 5/8/2018 to **5/7/2018**.
		Changed **Description**.
5/3/2018 10:09 AM	Kelli Donovan	Changed **Follow Up Date** from 5/3/2018 to **5/8/2018**.
		Changed **Description**.
5/2/2018 12:37 PM	Amanda Yett	Changed **Case Owner** from Amanda Yett to **Kelli Donovan**.
5/2/2018 12:15 PM	Jeanette Bedard	Changed **Escalated By ID** to **0050G000008Vk5v**.
		Changed **Case Owner** from Jeanette Bedard to **Amanda Yett**.
5/2/2018 12:01 PM	Jeanette Bedard	Changed **RHR Started** to **5/2/2018**.

5/2/2018 11:55 AM	Jeanette Bedard	Changed **Work Phone** to [redacted]
		Changed **Follow Up Date** from 5/2/2018 to **5/3/2018**.
		Changed **VIN** to **JN8AT2MV0JW**[redacted]
		Changed **Subject** to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: JN8AT2MV0JW**[redacted].
		Created.

Emails Send an Email Emails Help

No Emails Available

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

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Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV0JW[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 Merrick State NY Zip Code [redacted] Country United States

☒ Driver Same as Claimant
☒ Owner Same as Claimant

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

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

II. Vehicle

Model Year 2018 Model Name Rogue Mfg. Date 2/5/2018 VIN JN8AT2MV0JW[redacted]

Mileage 1656 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	5/12/2018

Add Row Remove Row

III. Description of Incident & Claim

Source of Information Claimant Incident Date 5/1/2018 Time 7:50 AM

Location of Incident (describe fully) intersection of [redacted] and the [redacted] expressway

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

Vision obstruction (describe) None Given

Temperature at time of incident 54.0°F Parking location prior to time of incident Not Given

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN JN8AT2MV0JW[redacted]

Overnight temperature prior to incident: 50°F
Length of time parked: Not Given

Ice/Snow accumulation on vehicle? ○ Yes ◉ No

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

Sequence of Events (according to claimant)	Claimant states that on May 1 at 7:50 am, Claimant was on the service road next to the [redacted] Expressway [redacted] traveling at approximately 35-40mph. Claimant states that nothing was in front of her vehicle, however her vehicle came to a sudden stop at the intersection of [redacted] and [redacted] Expressway. Claiamnt states there was no warning and no sound.
Relation to Roadway (on-road, off-road, left side, right side)	On Roadway, RH Side
Number of times incident occurred	1
Driver Action (braking, steering, etc.)	Coasting, steering straight.
Special Circumstances	None Given
Actions taken after incident and results of those actions	Vehicle continued to be operated. Vehicle then brought to dealership.

Vehicle Estimated Speed	35 - 40 MPH	Source	Claimant.	Posted Speed Limit	40 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 their Forward Emergency Braking (FEB) system operates with no objects in front of their vehicle.	Claimant

Add Allegation | Remove Allegation

IV. Occupants & Injuries

Source of Information: Claimant.

Legend for Section IV.

Seating Position:



Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN JN8AT2MV0JW[redacted]

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

Address [redacted] Merrick, 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 5/10/2018

Location of inspection Legend Nissan.

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

Vehicle exhibits no signs of impact or collision trauma.

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

Photos taken by Kevin D. Mackay # Photos 91

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

Exterior/Body	No Abnormalities found. (See photos 7 - 39)
Engine/ Transmission/ Drivetrain	No Abnormalities found. (See photos 66 - 75)
Underbody/ Suspension/ Steering/ Wheels & Tires	No Abnormalities found. (See photos 76 - 83)
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	No Abnormalities found. (See photos 40 - 63)

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV0JW[redacted]

Seat Belts/ Child Restraints (if applicable)	No Abnormalities found. (See photos 40 - 63)
Air Bags	No Abnormalities found. (See photos 40 - 63)

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

N/A

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

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

#	Allegation	Factual Findings
1	Claimant alleges that their Forward Emergency Braking (FEB) system operates with no objects in front of their vehicle.	Upon vehicle inspection, found no signs of impact or collision trauma to the vehicle. DTS inspected the control unit diagnostics via C3+ and found no codes stored in any system. Inspected FEB operation mileage, and found no history of any FEB operation logged. DTS inspected Lane Camera and the Laser/Radar units. Found no signs of damage, and both electrical connectors fully seated and connected to the units. DTS drove vehicle to the intersection of the [redacted]road and [redacted]rd. Drove vehicle in all directions through both intersections on both sides of the [redacted]through [redacted]and the frontage roads and was unable to duplicate any abnormal operation. Vehicle was driven a total of 27 miles.

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 JN8AT2MV0JW[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 JN8AT2MV0JW[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 26, 27, 58 - 65)
○	◉	Physical damage to camera? (ie. cracks)	Please see photos 26, 27, 58 - 65)
○	◉	Obstructions to radar sensor units? (ie. dirt, stickers, etc.)	Please see photos 22 - 24, 73 - 75)
○	◉	Physical damage to radar sensor units? (ie. cracks)	Please see photos 22 - 24, 73 - 75)
◉	○	Electrical connection to radar module firmly seated?	Please see photos 22 - 24, 73 - 75)
◉	○	Electrical connection to camera module firmly seated?	Please see photos 26, 27, 58 - 65)
○	○		

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.


11:27 AM
64 °F
Chassis Control
Trace Control
Engine Brake
P
99
1683 miles
RPMx1000
MPH
km/h

[redacted]

LEGEND NISSAN

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

Sales [redacted]
Parts [redacted]

ENDED SERVICES

ION	OPERATION DESCRIPTION	MO/MI	TOTAL

OPERATION DESCRIPTION	MO/MI	TOTAL

HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
3/29/18	[redacted]	12	2749	9999	1	DANIZO1	WHEEL LOCKS
3/29/18		12	2749	9999	1	50NIZGAS	GAS
03/27/18				9999	1	50NIZROGUE5N1	ROGUE
		12	8290	9999	1	96NIZCLEANR	CLEAN FOR DEL (NEW)
				7801	1	96NIZNYSIN	NYS INSPECTION (NEW)

SALESPERSON NO. 3072 JERMAINE SPENCER

SERVICE

VIN [redacted] 18/NISSAN/ROGUE SL AWD/4 DR AUTO

STATE REG [redacted]

[redacted]
MERRICK, NY [redacted]
RTSLP@OPTONLINE.NET

03/28/18 15 05/02/18

SILVER/CHARCOAL

NIZZ

1,656 4742

[redacted]

07:36am 05/02/18 05:30pm

LABOR RATE 128.00

CELL [redacted]

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NE... PRICE. I ALSO AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL. OR FOR ANY LOSS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION AND EXPRESSLY AGREE(S) (S) THAT EVERY ACKNOWLEDGED VEHICLE IT IS DELIVERED THE AMOUNT OF REPAIRS ORDERED. NOT RESPONSIBLE FOR DAMAGE FROM FREEZING DUE TO LACK OF ANTIFREEZE.

TERMS: ALL REPAIRS ARE CASH, CERTIFIED CHECK OR APPROVED CREDIT CARD

CUSTOMER'S SIGNATURE X

[DEAL TYPE] L

ORIGINAL CUSTOMER ESTIMATE:	PARTS	LABOR	TOTAL
	0.00	0.00	0.00

X _____

COMMENTS :
X08TO095O6:Call Center Appts. created 2018-05-01 10:38:00am taken b
y DORIS VELAZQUEZ

1 C 24NIZ **DRIVEABILITY**
CUSTOMER STATE VEHICLE CAME TO A COMPLETE STOP
FOR NO REASON AND ON THE HIGHWAY VEHICLE BRAKING SYSTEM
WARNING LIGHT CAME ON WITH NO ONE IN FRONT

[redacted]

2 C 51NIZ1 **BLUETOOTH OPERATION**
CUSTOMER STATE BLUETOOTH IS NOT WORKING RIGHT
HEARS PERSON IN SLOW MOTION FOR A FEW SECOND
AND THE PERSON ON THE OTHER LINE DOES NOT HEAR THEM
CLEAR VOICE SOUNDS FUNNY CHECK AND ADVISE

3 C 55NIZEINSP **EXPRESS MPI**
CUSTOMER REQUEST TO PERFORM EXPRESS MULTI POINT INSPECTION.

(YOUR NEW YORK STATE INSPECTION EXPIRES ON)

Not responsible for unforseen circumstances or acts of God intg

N.Y.S. REPAIR SHOP NO. R [redacted]

SAVE REPLACED PARTS YES ☐ NO ☐

REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

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

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

ADDITIONAL WORK

DATE TIME
CALLED BY PHONE
OKD BY

[redacted]

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

TYPE

OIL QTS. REAR END GEAR RATIO
GAS GAL. TRANS. FLUID

[redacted]

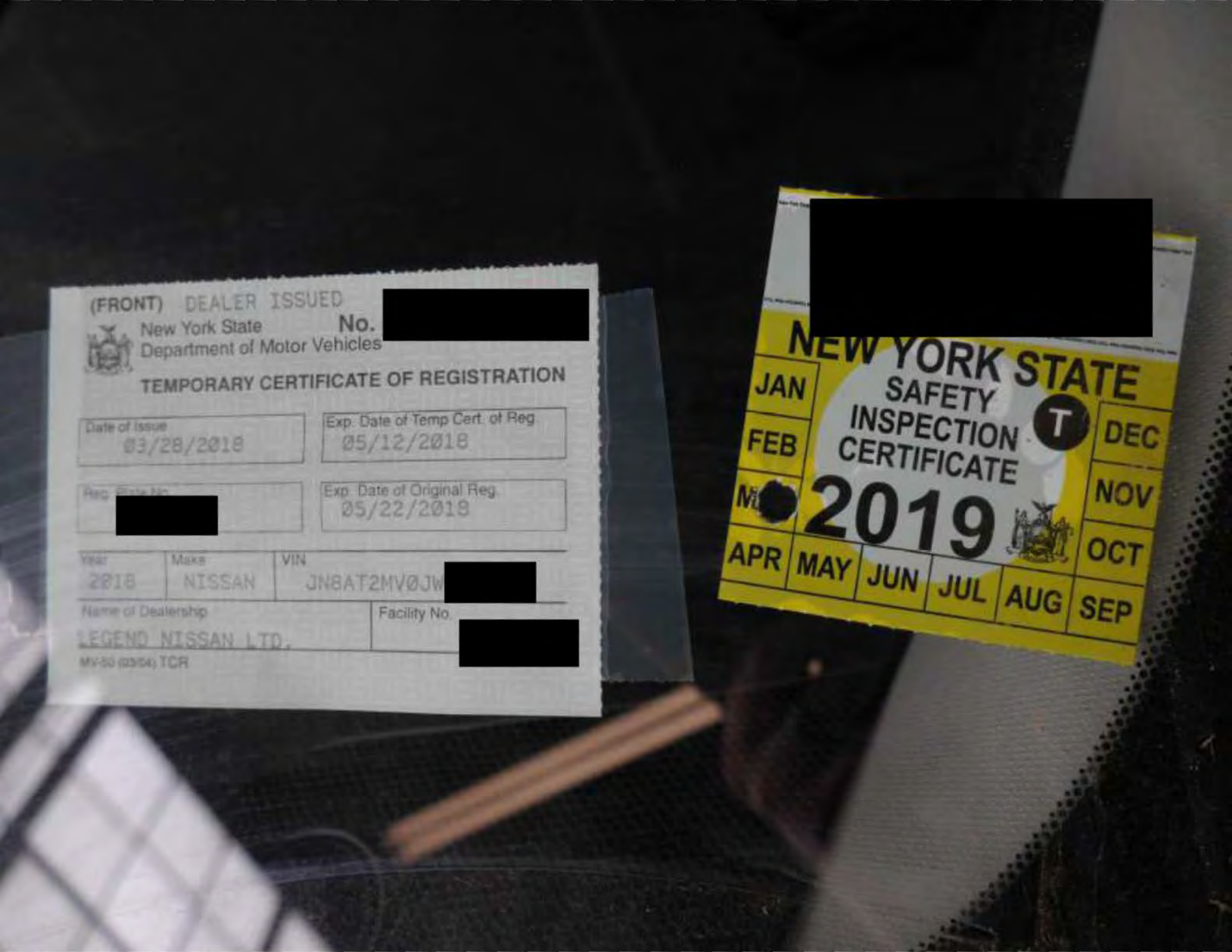
SERVICE COPY

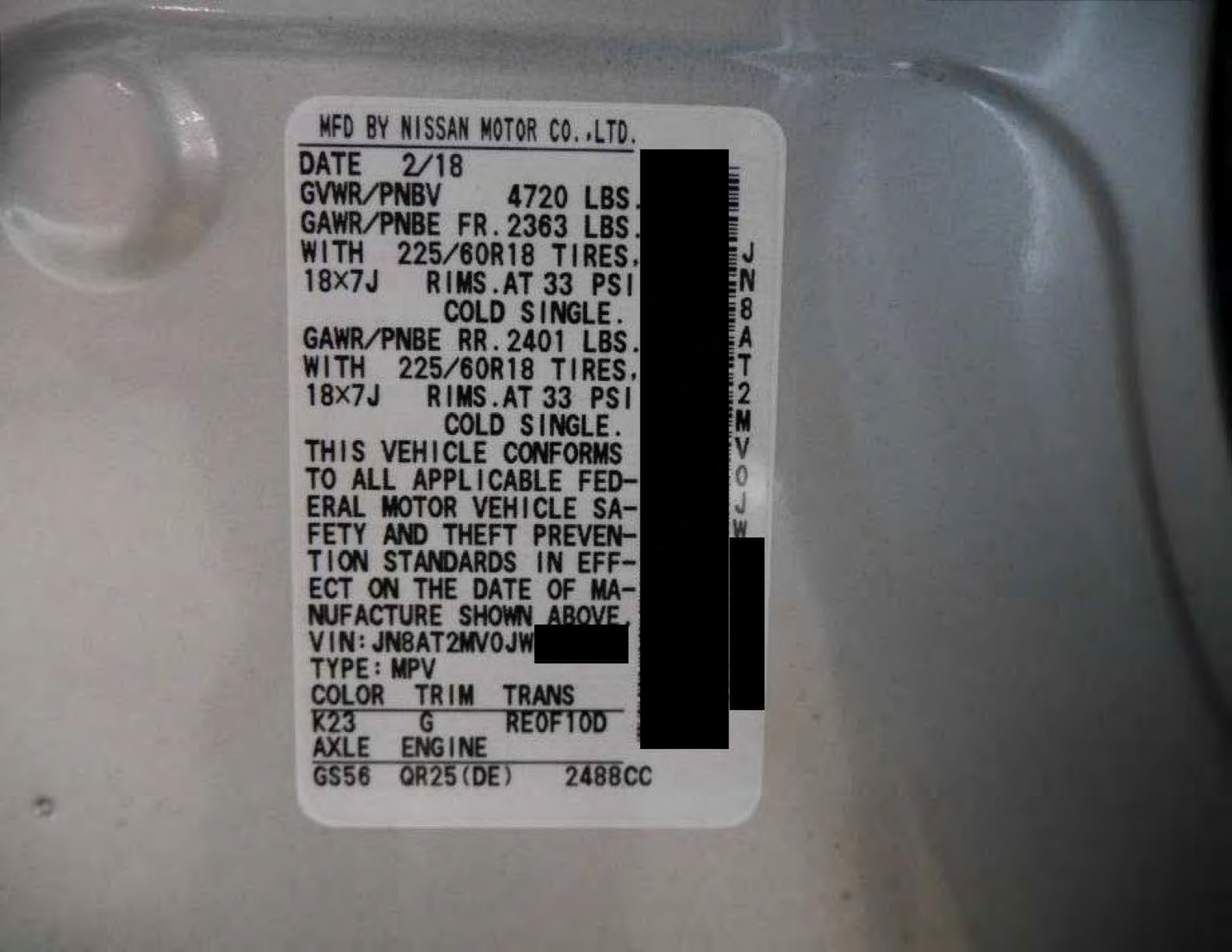
[CONTINUED ON NEXT PAGE]

OF SALES DISTRIBUTORS INC.) BAZ TAB


EXIT


JN8AT2MV0JW


(FRONT) DEALER ISSUED
New York State Department of Motor Vehicles
No. [redacted]
TEMPORARY CERTIFICATE OF REGISTRATION
Date of Issue 03/28/2018
Exp. Date of Temp Cert. of Reg 05/12/2018
Exp. Date of Original Reg 05/22/2018
Year 2018
Make NISSAN
VIN JN8AT2MV0JW[redacted]
Name of Dealership LEGEND NISSAN LTD.
Facility No. [redacted]
MV-50 (03/04) TCR
NEW YORK STATE
SAFETY INSPECTION CERTIFICATE
T
2019
JAN
FEB
MAR
APR
MAY
JUN
JUL
AUG
SEP
OCT
NOV
DEC


MFD BY NISSAN MOTOR CO.,LTD.
DATE 2/18
GVWR/PNBV 4720 LBS.
GAWR/PNBE FR. 2363 LBS.
WITH 225/60R18 TIRES,
18X7J RIMS. AT 33 PSI
COLD SINGLE.
GAWR/PNBE RR. 2401 LBS.
WITH 225/60R18 TIRES,
18X7J 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: JN8AT2MV0JW
TYPE: MPV
COLOR TRIM TRANS
K23 G RE0F10D
AXLE ENGINE
GS56 QR25(DE) 2488CC
JN8AT2MV0JW


10:21 AM
63°F
No Warnings
D
ECO
126
1656miles
RPMx1000
MPH
km/h


NISSAN






EXIT
ROGUE














NISSAN


NISSAN
LEGEND NISSAN


NISSAN




FALKEN
NISSAN




NISSAN


NISSAN


































ROGUE




ROGUE












ROGUE
Functional Communication
Snack










ROGUE








E-ZPass


BJ
DO NOT DROP
DXO
284G3 6FL0B
17333024140XO
234130-254
TRW 1025206


BJ
DO NOT DROP
0XO
284G3 6FL0B
1733302414 0XO
234130-254
1025206
Bridges and Tunnels




DO NOT DROP








QR25






Pb


NISSAN


















1S








11:27 AM
64 °F
Safety Shield
P
99
1683 miles
RPMx1000
4
5
6
8
C
H
60
MPH
100
40
60
0
-20
0
1


11:27 AM
64 °F
Settings
Driver Assistance
Clock
Meter Settings
Vehicle Settings
Maintenance
Alarm
P
ECO
99
1683 miles
RPMx1000
MPH


11:27 AM
64 °F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
99
Eco
1683 miles
RPMx1000
MPH
60
80
100
140
20
0
1
H


11:27 AM
64°F
Driving Aids
Emergency Brake
Lane
Blind Spot
P
ECO
99
1683 miles
RPMx1000
MPH


11:27 AM
64 °F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
99
1683 miles
RPMx1000
MPH
60
80
100
140
20
0
1


11:27 AM
64 °F
Parking Aids
Moving Object
Cross Traffic
P
99
1683 miles
PMx1000
MPH
60
80
100
140
20
0
1
H


11:27 AM
64 °F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
99
1683 miles
ECO
RPMx1000
MPH
H



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
JN8AT2MV0JW[redacted]

Customize Page | Printable View | Help for this Page

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

Vehicle Detail

VIN	JN8AT2MV0JW[redacted]		
Last Modified By	NNAETL, 5/22/2018 9:03 PM	Branded Title	
Created By	NNAETL, 3/21/2018 11:29 AM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage	1,600	MSRP	$34,095
Latest Recorded Mileage Units	M		
In Service Date	3/28/2018		

Manufacturing Data

Make/Model	2018 Nissan ROGUE	Manufacturer Date	2/5/2018
Model Year	2018	Plant Name	KYUSHYU (NML)
Make	Nissan	PDI Date	
Model Line	ROGUE	Country Code	USA
Model Code	22418	US Specification Indicator	Y
Body Style Type	WAGON 4 DOOR	Emissions Type	50 STATE
Exterior Color	BRILLIANT SILVE	Emissions Certification	
Cylinders	4	Open Recall	
Transmission Type	CVT	Head Unit	AIVI
Model Series		Model Line Code	RGE
Factory Installed Options	B92B93C03L92U35Z66		
Factory Installed Options Descriptions	B92 (SPLASH GUARDS (SET OF 4-BLACK)), B93 (CHROME REAR BUMPER PROTECTOR), C03 (50 STATE EMISSIONS), L92 (FLOOR MATS (2PC FRONT, 2PC SEC), U35 (NAVIGATION MANUAL), Z66 (ACTIVATION DISCLAIMER)		

Vehicle Tools

Total Approved Checks VIN Decoder

System Information

Latest Owner (BETA) [redacted]

Warranty Information

S No.	Warranty Description	Warranty Expiration Date	Warranty Expiration Miles	Warranty Exclusion Code	Warranty Exclusion Name	Warranty Extensions/Cust Service Initiatives Flag	Brand
1	BASIC COVERAGE	3/28/2021	36,000				
2	POWERTRAIN COVERAGE	3/28/2023	60,000				
3	SEAT BELT	3/28/2028	999,999				
4	CORROSION COVERAGE (PERFORATION)	3/28/2023	999,999				
5	FEDERAL EMISSION LONG TERM DEFECT	3/28/2026	60,000				

Vehicle Retail Sales

Vehicle Retail Sales

Action	Name	Owner	Selling Dealer	Sale Type	Vehicle Model	Purchase Date	Rewind Indicator
View	[redacted]	[redacted]	LEGEND NISSAN	NMAC lease	ROGUE	3/28/2018	

Vehicle Ownership

Vehicle Ownership

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

Vehicle Campaigns

Vehicle Campaigns Help

No records to display

Warranty Cases

Warranty Cases Help

No records to display

Cases

Print Cases

Cases Help

Action	Case Number	Type	Account Name	Date/Time Opened	Date/Time Closed	Current Mileage	Status	CST Approvals	Owner Name
| Edit | Cls	[redacted]	CA	[redacted]	5/2/2018 11:55 AM		1,600	Open	0	DeHenry Kidd

Service History

Service History Help

Action	SRH Number	PNC Code Description	Coverage Code/Pay Type	Transaction Date/VR Close Date	Vehicle Mileage	Customer	Dealer Code	Work Order #	Claim Line #
	[redacted]			3/19/2018	1	[redacted]	[redacted]	[redacted]	
	[redacted]		I	3/28/2018	12	[redacted]	[redacted]	[redacted]	
	[redacted]		I	3/28/2018	12	[redacted]	[redacted]	[redacted]	
	[redacted]		I	3/28/2018	12	[redacted]	[redacted]	[redacted]	
	[redacted]		I	3/27/2018	12		[redacted]	[redacted]	
	[redacted]		I	3/27/2018	12		[redacted]	[redacted]	

Vehicle Service Contracts

Vehicle Service Contracts Help

No records to display

Vehicle History

Vehicle History Help

Date	User	Action
3/21/2018 11:29 AM	NNAETL	Created.

DTS Field Inspections

New DTS Field Inspection

DTS Field Inspections Help

Action	Title	Status	Created Date	Related Support Case	Owner First Name	Owner Last Name	DTS Team	DTS Inspection Date	Report Date
Edit	[redacted]	Completed	5/7/2018	[redacted]	Kevin	MacKay	NER	5/10/2018 10:00 AM	5/12/2018 8:59 AM

^ Back To Top

Always show me fewer / more records per related list

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DP19-001

NISSAN

5/15/2019

ATTACHMENT B

REQUEST NUMBER 2 DOCUMENTS

FIELD REPORTS



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

CDR File Information

User Entered VIN	5N1AT2MV6HC[redacted]
User	[redacted]
Case Number	[redacted]
EDR Data Imaging Date	05/17/2018
Crash Date	04/26/2018
Filename	5N1AT2MV6HC[redacted] ACM.CDRX
Saved on	Thursday, May 17 2018 at 11:50:28
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
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      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      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
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      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00

2004  00 00 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
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      7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
      7F 7F

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

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
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      7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
      7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F FF 7F
      FF 7F FF 7F FF 7F FF 7F FF 7F FF 7F FF 7F FF 7F
      FF 7F FF 7F FF 7F FF FF FF FF FF FF FF FF FF FF
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F1A0  20

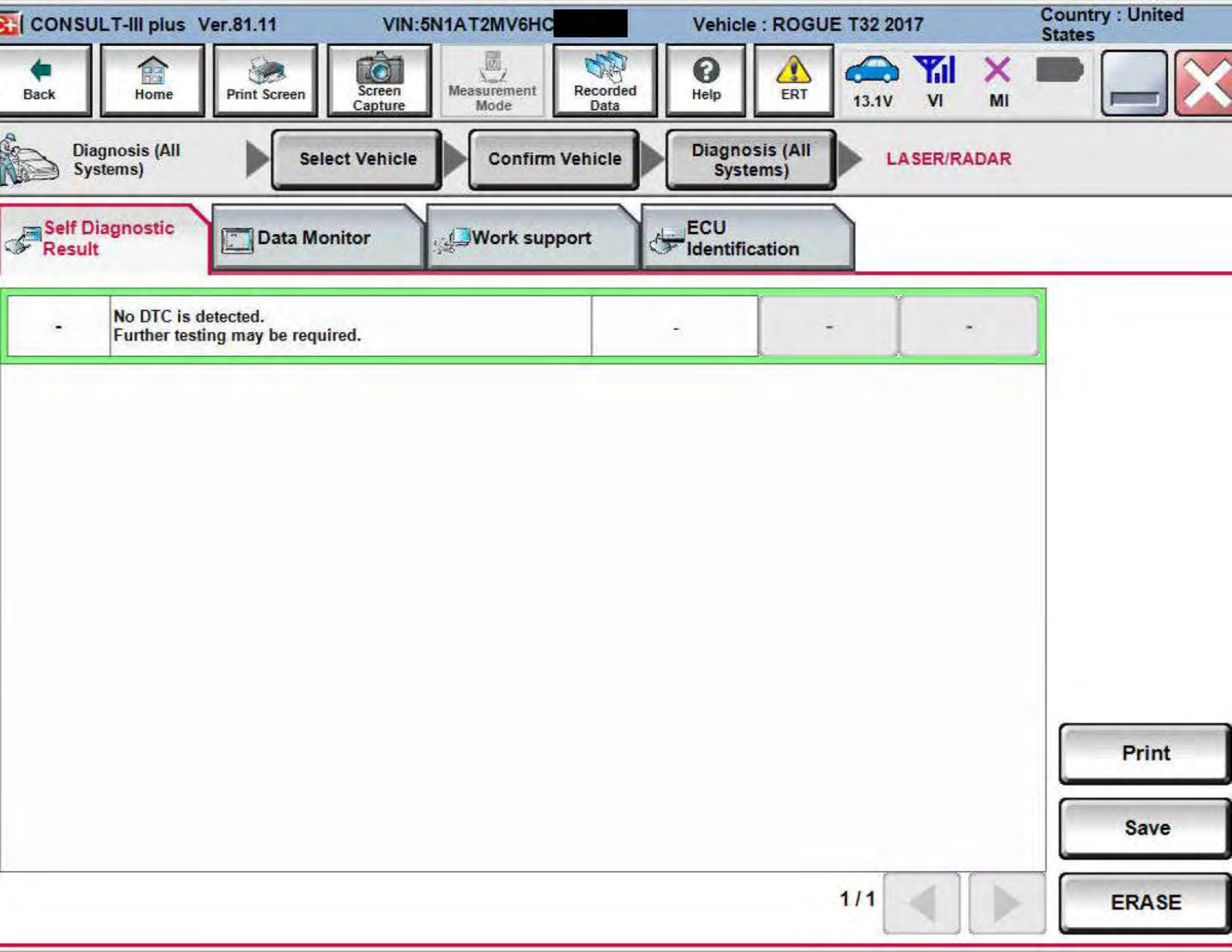

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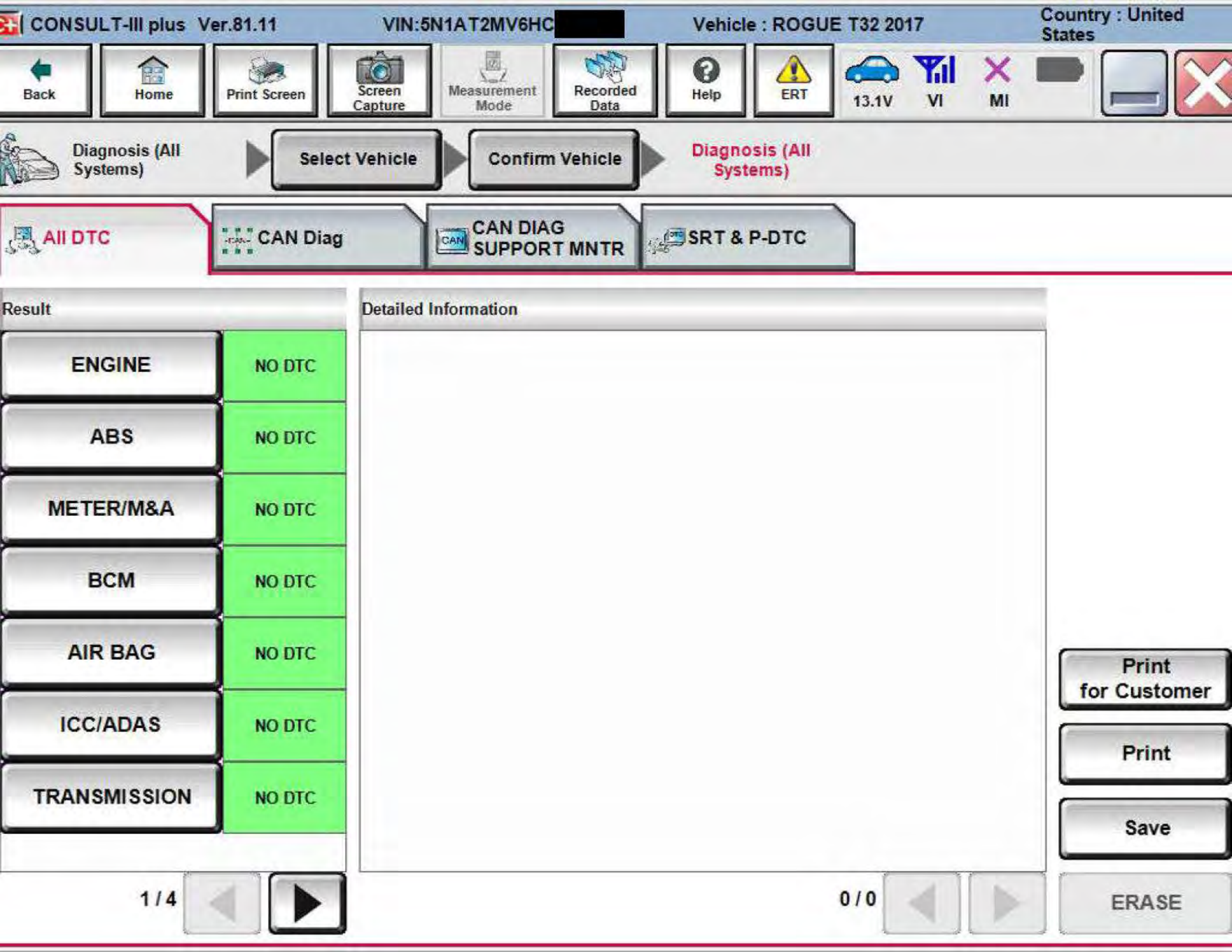

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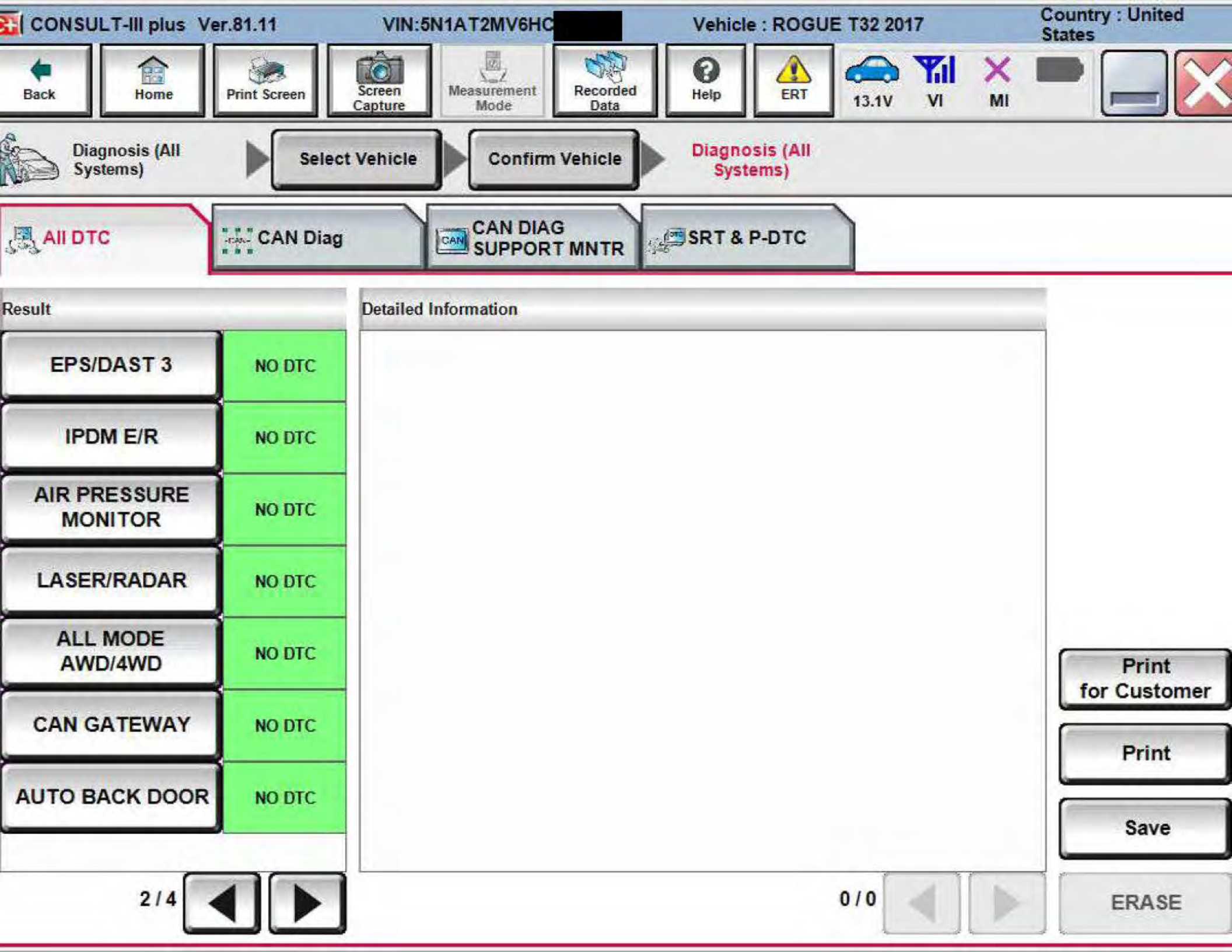

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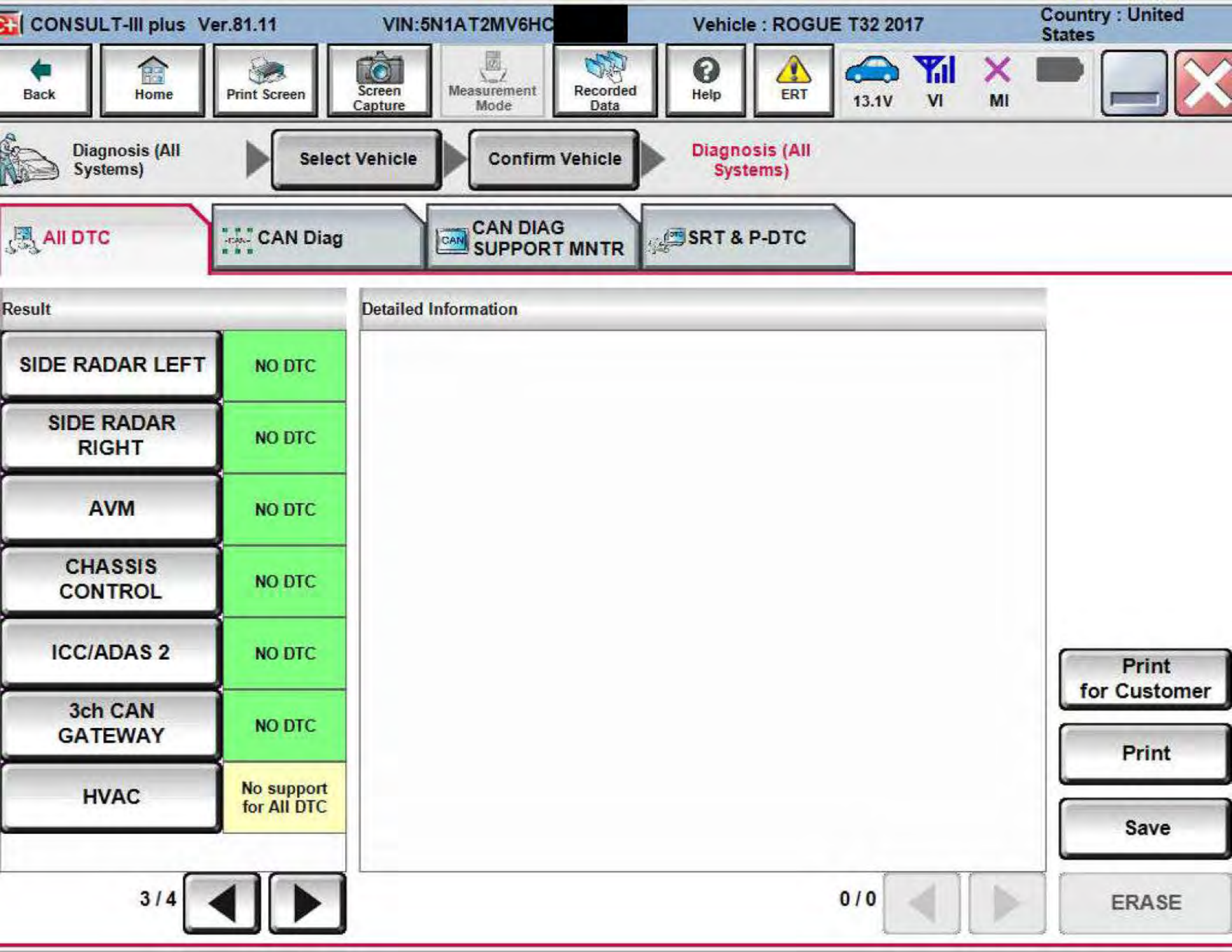
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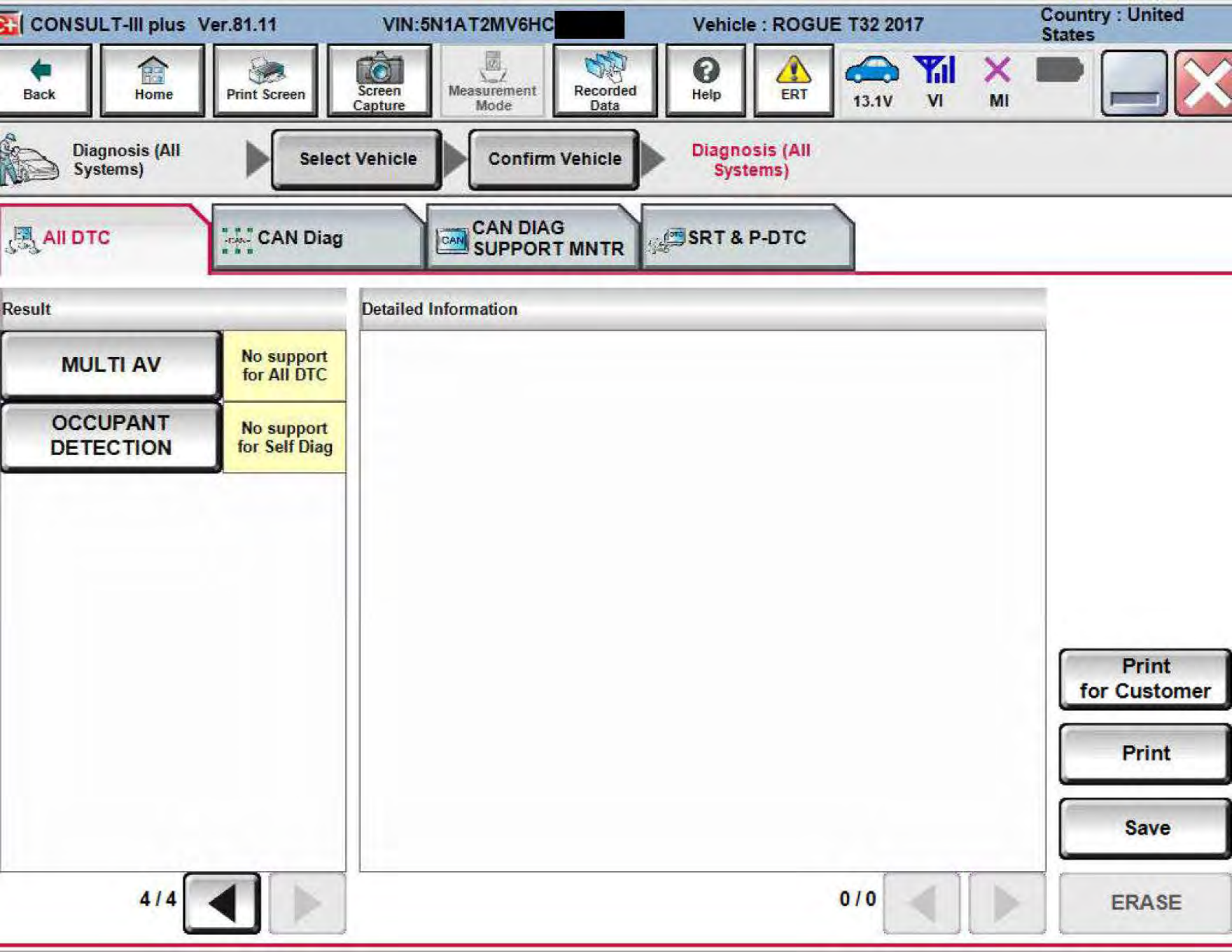
The users of the CDR product and reviewers of the CDR reports and exported data shall ensure that data and information supplied is applicable to the vehicle, vehicle's system(s) and the vehicle ECU. Robert Bosch LLC and all its directors, officers, employees and members shall not be liable for damages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

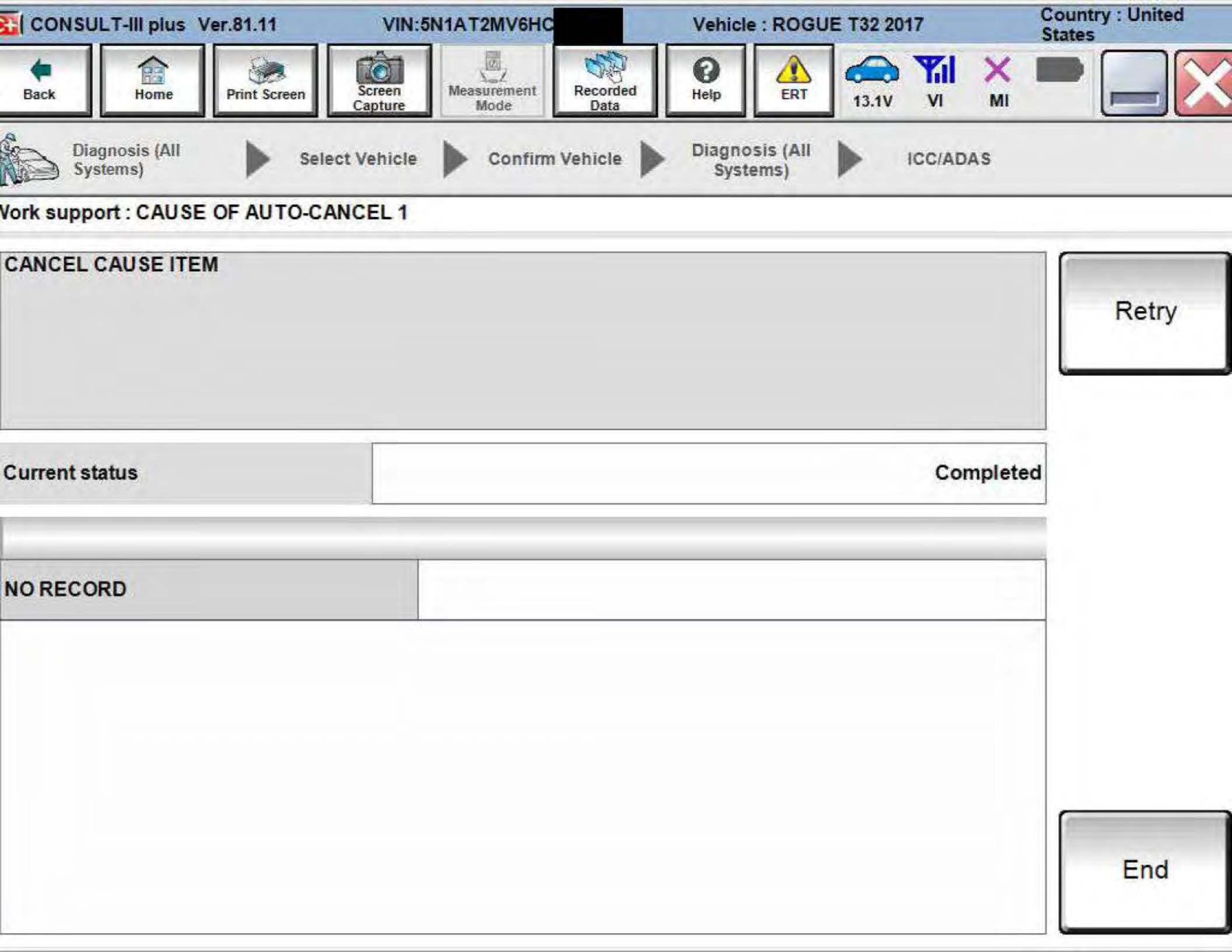

CONSULT-III plus Ver.81.11
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Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.1V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
LASER/RADAR
Self Diagnostic Result
Data Monitor
Work support
ECU Identification
-
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Further testing may be required.
-
-
-
Print
Save
1 / 1
ERASE

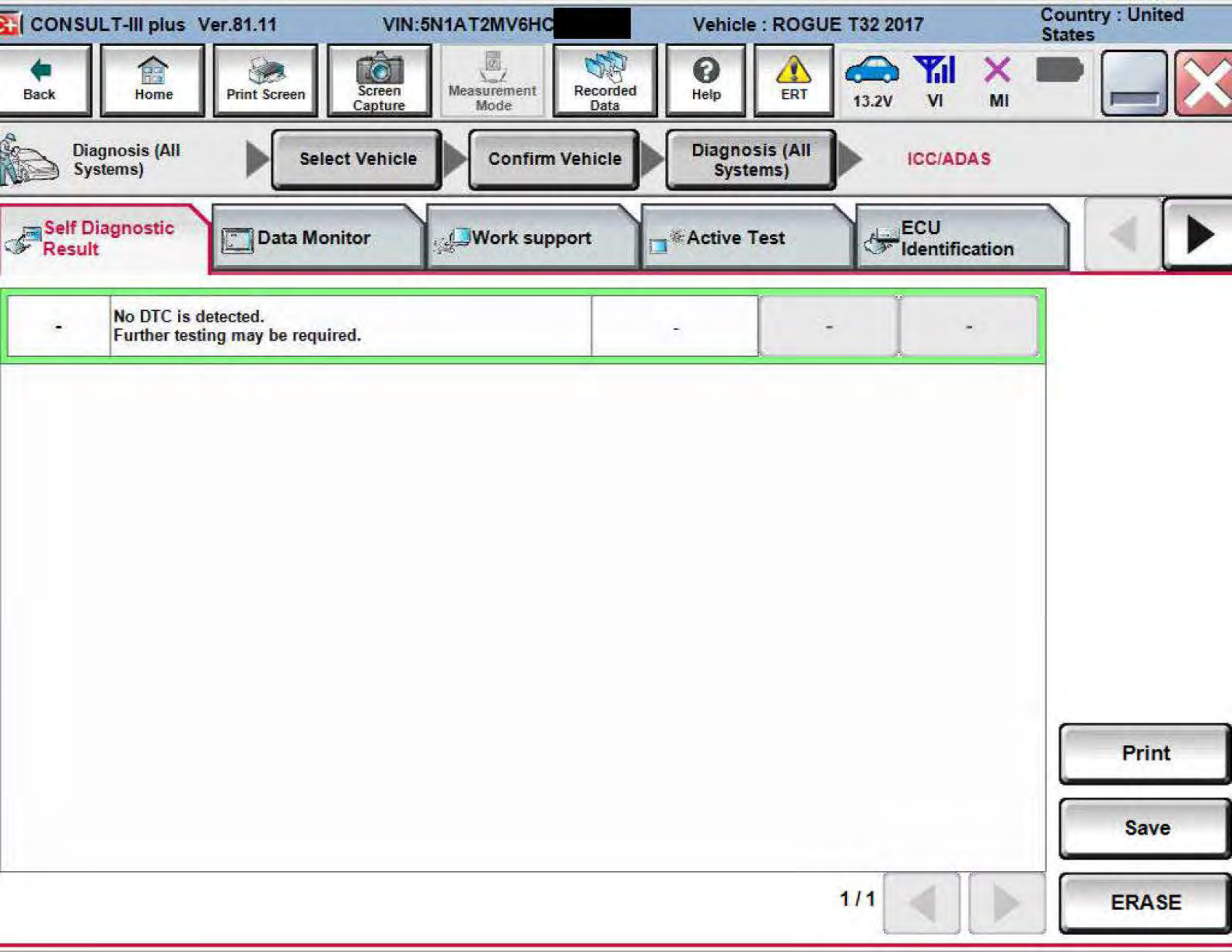

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Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.1V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT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

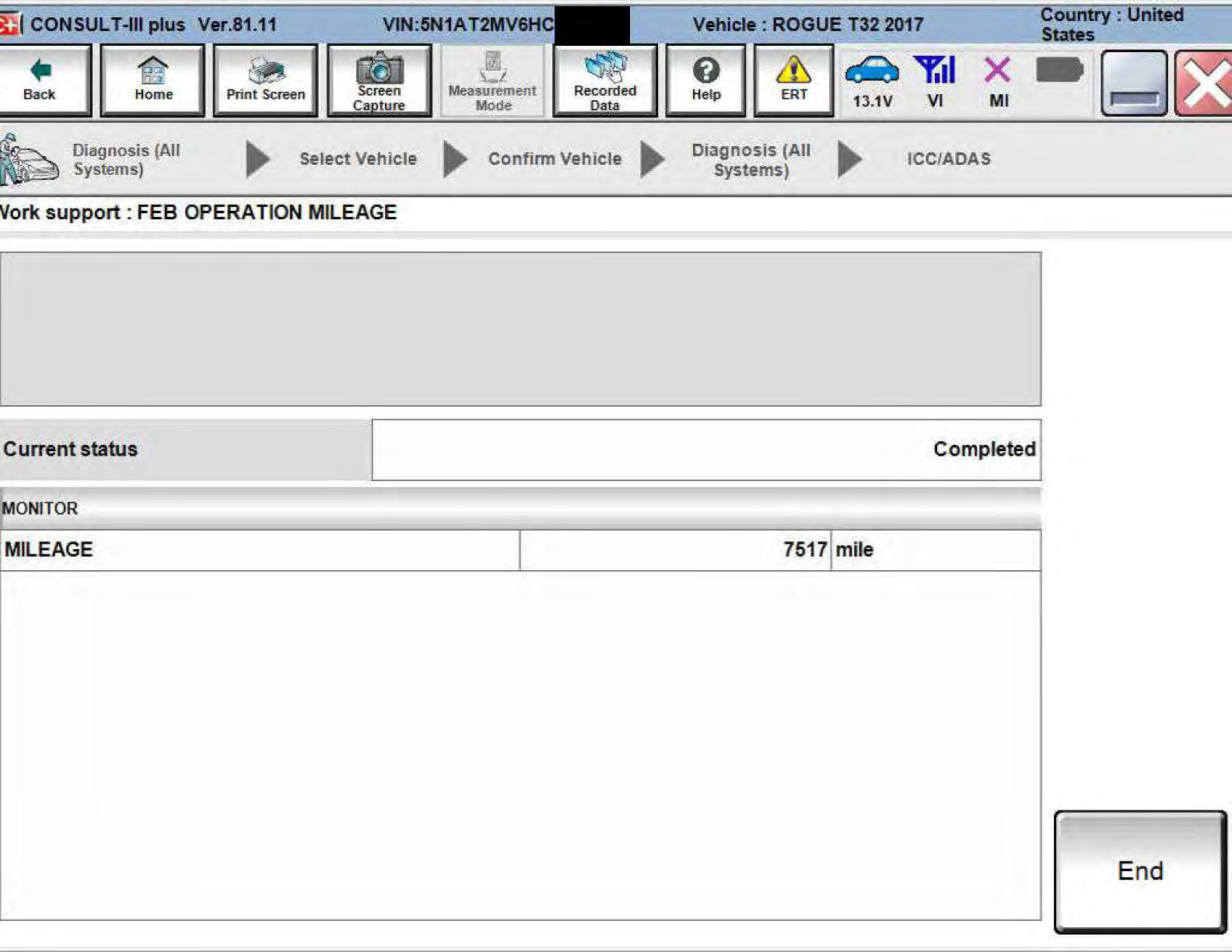

CONSULT-III plus Ver.81.11
VIN:5N1AT2MV6HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.1V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
Detailed Information
EPS/DAST 3
NO DTC
IPDM E/R
NO DTC
AIR PRESSURE MONITOR
NO DTC
LASER/RADAR
NO DTC
ALL MODE AWD/4WD
NO DTC
CAN GATEWAY
NO DTC
AUTO BACK DOOR
NO DTC
2 / 4
0 / 0
Print for Customer
Print
Save
ERASE

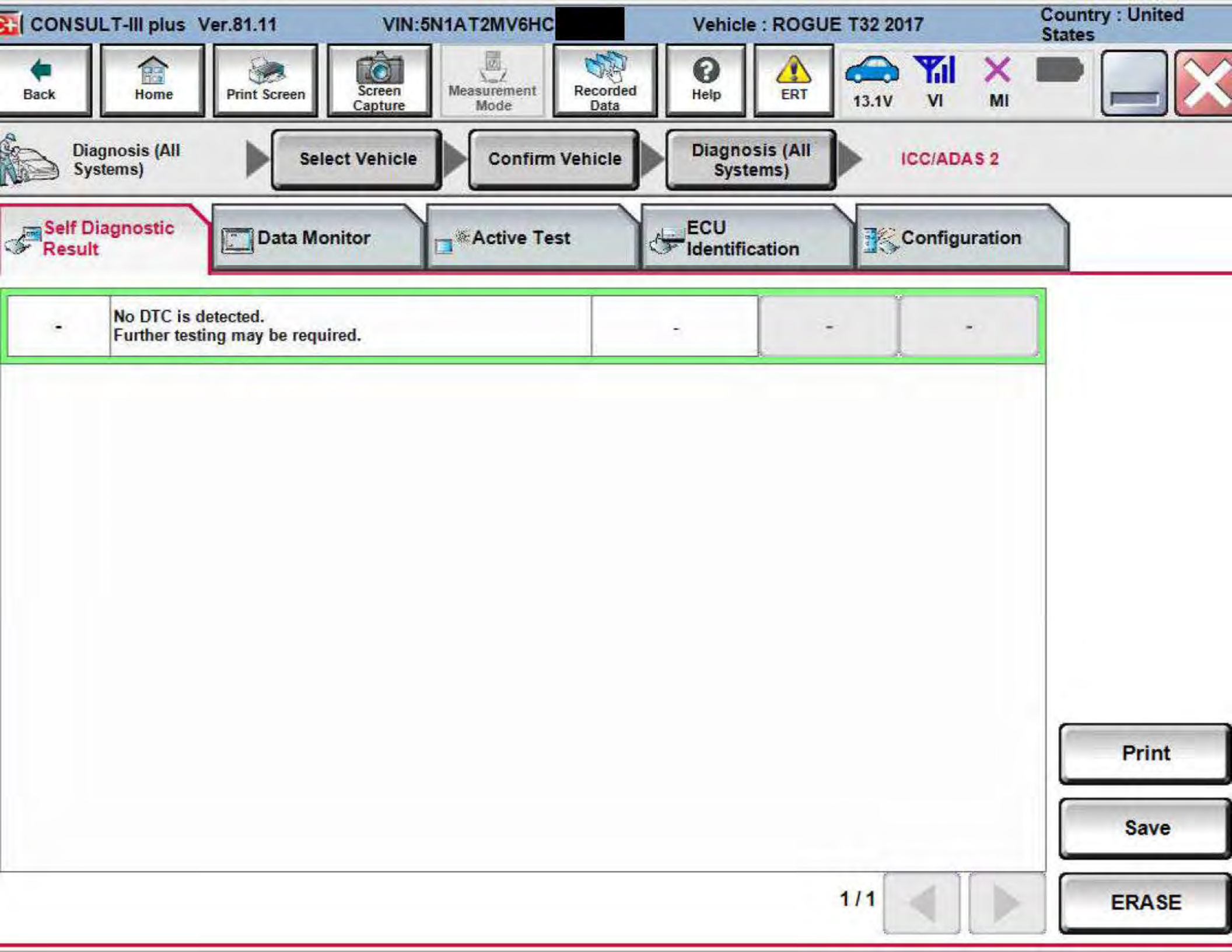

CONSULT-III plus Ver.81.11
VIN:5N1AT2MV6HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.1V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
Detailed Information
SIDE RADAR LEFT
NO DTC
SIDE RADAR RIGHT
NO DTC
AVM
NO DTC
CHASSIS CONTROL
NO DTC
ICC/ADAS 2
NO DTC
3ch CAN GATEWAY
NO DTC
HVAC
No support for All DTC
3 / 4
0 / 0
Print for Customer
Print
Save
ERASE


CONSULT-III plus Ver.81.11
VIN:5N1AT2MV6HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.1V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
Detailed Information
MULTI AV
No support for All DTC
OCCUPANT DETECTION
No support for Self Diag
Print for Customer
Print
Save
4 / 4
0 / 0
ERASE


CONSULT-III plus Ver.81.11
VIN:5N1AT2MV6HC
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 : CAUSE OF AUTO-CANCEL 1
CANCEL CAUSE ITEM
Retry
Current status
Completed
NO RECORD
End


CONSULT-III plus Ver.81.11
VIN:5N1AT2MV6HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.2V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Self Diagnostic Result
Data Monitor
Work support
Active Test
ECU Identification
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
ERASE
1 / 1


CONSULT-III plus Ver.81.11
VIN:5N1AT2MV6HC
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 OPERATION MILEAGE
Current status
Completed
MONITOR
MILEAGE
7517
mile
End


CONSULT-III plus Ver.81.11
VIN:5N1AT2MV6HC[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 2
Self Diagnostic Result
Data Monitor
Active Test
ECU Identification
Configuration
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
1 / 1
ERASE



Search... 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 [38] | Case Categorizations [1] | Open Activities [3] | Activity History [9] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | DTS Field Inspections [2] | Attachments [4] | Case History [31] | Emails [0]

Case Detail

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

Account Name	[redacted]	Case Number	[redacted]
Contact Email	[redacted]	Case Owner	[redacted]
Home Phone	[redacted]	Status	
Executive Referral		Type	CA
Exec-Received-Date		Case Origin	Phone
Letter Sent Date		Date/Time Opened	4/23/2018 2:24 PM
Letter Received Date		Date/Time Closed	
Follow Up Date	6/6/2018	Multiple Repairs	No
Follow Up Request	Send Follow Up Email		
Supporting Documents		DRT Support Status	DRT Assigned
CA Multiple Repairs		DRT Support IIR Status	Accepted
Executive Actions To Resolve		DRT Resolution Status	
Description	IIR- FEB- EST		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	7,575		

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	KOEPPEL NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	06	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	4/27/2018	Vehicle Service Contract	
RHR Completed	5/2/2018	VSC Reprint Request	Email

Contact Name [redacted]

Primary & Secondary Root Cause Code

What is the issue?	IN - Information	What is the issue? (2)	
What Department?		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: 5N1AT2MV6H[redacted]		
Created By	Maria Cumpa, 4/23/2018 2:24 PM	Root Cause Code	
Last Modified By	NNAETL, 5/23/2018 9:03 PM	Root Cause Code (2)	
Legacy Case Number		Action Code	
Root Cause		Priority	N/A

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

Case Comments

New — Case Comments Help

Action	Public	Comment
Make Public		**Created By: Bereniz Lopez (5/23/2018 4:57 PM)** ARBS notes report has been uploaded to FTP site.
Make Public		**Created By: Bereniz Lopez (5/16/2018 8:25 AM)** ARBS spoke with Assistant Service Manager-Koeppell Nissan and informed of inspection. SM stated okay and thanked ARBS. Call ended.
Make Public		**Created By: Bereniz Lopez (5/16/2018 8:15 AM)** ARBS placed call to C[redacted] (wife) at[redacted]. ARBS informed C that inspection has been offered of 5/17 at 10AM. C stated C will drop off vehicle today because C goes to work really early and wont have time to drop off the vehicle tomorrow. ARBS understood. ARBS stated after inspection the report will be under review for about 2-4 weeks and so ARBS will follow up with C once review is completed. C thanked ARBS. Call ended.
Make Public		**Created By: Bereniz Lopez (5/14/2018 3:15 PM)** ARBS placed call to C[redacted] (wife) at[redacted] ARBS asked for 10-15 minutes to speak? C agreed. ARBS confirmed initial probe. ARBS notes C did not know the name of the street incident occurred on. ARBS informed C inspection will need to be completed. ARBS stated inspection will have to take place at Nissan DLRSHP (insert DLRSHP) and can be 2-4 weeks before inspector can go out to look at the vehicle. ARBS stated once inspection is completed the report would be reviewed by Engineering which also takes about 2-4 weeks. ARBS stated entire investigation takes about 6-8 weeks. C stated okay. C stated C wanted to add that C's backup camera is not working either as the screen will randomly shut off. ARBS stated the concern would have to have be looked at by the Nissan DLRSHP. C stated okay. ARBS stated ARBS will contact C once inspection date has been provided. C thanked ARBS. Call ended.
Make Public		**Created By: Maria Cumpa (5/10/2018 10:38 AM)** **********SUMMARY UPDATE********** C contacted NNA inquiring assistance on VEH due is concerns on C's wife and children safety C stated is in Dominica Republic also stated to C's wife[redacted] has authorization to speak on C's behalf. SPARCAS-MC submitted RHR due safety concern. **********STATEMENT OF DECISION********** SPARCAS-MC advised C's case has been thoroughly reviewed and NNA is not in position to offer a repurchase of this vehicle. NNA will continue to honor the terms and conditions of all applicable warranties. DTS inspection was submitted. DTS- CA advised case has to escalate to IIR to investigate therefore DTS is cancel. SPARCAS-MC submitted IIR based on DTS CA and SPATL BV advise.
Make Public		**Created By: Maria Cumpa (5/10/2018 10:30 AM)** ==========

SPARCAS-MC place outbound call to C's wife[redacted] @[redacted]
SPARCAS-MC advised C "This call may be recorded for quality and training purposes."
SPARCAS-MC authenticate C's account.
==========.
SPARCAS-MC advised C case was review with DTS and was advise to escalated to IIR team.
SPARCAS-MC inquired C to ask some questions and C agreed.
SPARCAS-MC advised C IIR team will contact C in one business day.

C stated is afraid to have an accident.
C stated drives VEH with 4 children as a passengers.
C stated has hope IIR investigate case.
C stated has two residences and VEH was registered in FL.
C stated VEH currently is in NY this is C's other residence.
C stated would be helpful if IIR Spanish agent contact C.

SPARCAS-MC advised C find a person who can assist in translation in case IIR does not have Spanish IRR agent.

C agreed.
C stated thank you very much for assistance.

Call ended mutually

Make Public

Created By: Brandon Villalobos (5/10/2018 9:08 AM)
SPATL-BV called DTS CA and explained the case.
SPATL-BV received email after the call with DTS stating that an IIR may be required due to FEB concerns.

IIR-Specialist DM advised that if the VEH stopped with no VEH infront, then IIR will be required.

SPATL-BV advised to SPARCAS-MC to confirm this information and submit an IIR if required.

Make Public

Created By: Maria Cumpa (5/10/2018 7:50 AM)
SPARCAS-MC received confirmation Denial letter was sent to C.

Make Public

Created By: Maria Cumpa (5/10/2018 7:23 AM)
SPARCAS-MC received an email from DTS Carlos Albert informing :I sent an email yesterday to SPATL BV explaining this vehicle needs to have an IR performed not a regular DTS inspection. This is an FEB concerned which is handled very differently than a regular inspection would be. I said the case is cancelled awaiting the proper case type.

Make Public

Created By: Maria Cumpa (5/9/2018 11:34 AM)
**********SUMMARY**********
Customer Inquired NNA repurchases VEH.

**********STATEMENT OF DECISION*********
SPARCAS-MC advised C's case has been thoroughly reviewed and NNA is not in position to offer a repurchase of this vehicle. NNA will continue to honor the terms and conditions of all applicable warranties.
SPARCAS-MC informed C a DTS inspection was submitted and C is agreed.
SPARCAS-MC submitted Denial letter correspondence request.
SPARCAS-MC will follow upd DTS inspection date.

Created By: Maria Cumpa (5/9/2018 11:04 AM)
==========
SPARCAS-MC place outbound call to C @[redacted]
SPARCAS-MC advised C "This call may be recorded for quality and training purposes."
SPARCAS-MC authenticate C's account.
==========.

C inquired please hold 2 minutes and SPARCAS-MC agreed.

SPARCAS-MC informed C NNA is not in position to offer a repurchase of this vehicle. NNA will continue to honor the terms and conditions of all applicable warranties.
SPARCAS-MC stated a DTS inspection was submitted.

C stated is glald that this call is recording.
C stated SPARCAS-MC had an excelente job on the case also SPARCAS-MC is very professional.
C stated is not agreed with NNA resolution
C stated NNA does not put any consideration C and C's children life risk
C stated pay on time quotes.
C stated DLRSHP and NNA does not care C's safety.

SPARCAS-MC provided C BBB information.
SPARCAS-MC advised C will received a denial letter.
SPARCAS-MC advised C to have a proof of C's VEH concerns such as video taken by a passenger(no driver) .
SPARCAS-MC advised is aware is not easy to know when C's VEH concerns happens,however it will be helpful this evidence in order to fix VEH.

C is frustade.

SPARCAS-MC explain again DTS process and advised C a 2nd opinion if after DTS inspection VEH is not ok.

C understood
C stated is agreed with advise.
C stated thank you

SPARCAS-MC advised C will inform any update of DTS inspection date.

Call ended mutually.

Make Public

Created By: Maria Cumpa (5/9/2018 10:33 AM)
==========.
SPARCAS-MC place outbound call to C @[redacted] without success to LMvxm -not setup.
==========

Make Public

Created By: Brandon Villalobos (5/9/2018 8:34 AM)
SPATL-BV submitted DTS request.

Make Public

Created By: Maria Cumpa (5/8/2018 10:46 AM)
SPARCAS-MC sent an email to SPATL BV inquiring advise as per ARBS recommendations.

Make Public

Created By: Trisha Zamarron (5/7/2018 5:05 PM)
ARBS-TZ notes based upon the RHR provided and a good faith review of C's concerns, NNA is not in a position to offer a repurchase of this vehicle. NNA will continue to honor the terms and conditions of all applicable warranties.

ARBS recommends RCAS review the matter with RCAS's TL and CSM to determine the best course of action for the file.

Make Public

Created By: Maria Cumpa (5/7/2018 9:43 AM)
==========
SPARCAS-MC place outbound call to C @[redacted]
SPARCAS-MC advised C "This call may be recorded for quality and training purposes."
SPARCAS-MC authenticate C's account.
==========.
SPARCAS-MC informed C ARBS is working case.

C stated thank you for informing.

Call ended mutually.

Make Public

Created By: Trisha Zamarron (5/6/2018 9:36 PM)
ARBS reviewed the following repair:
10/11/17 @ 6 miles RO#[redacted]
1. install intercept as per sales dept
1. completed install accessories

01/22/18 @ 3,727 miles RO#[redacted]
Concerns:
1. customer states hears a rattle noise when activating the heat,
2. customer states hears rattle noises coming from front end of vehicle at start up,
3. customer states rpms rise but no acceleration is gained
4. customer states hears a grinding sound while braking,
Actions:
1. customer came to dealership to test at cold start and was able to duplicate noise. isolated noise to flex pipe separatio
2. tech road tested vehicle and did not hear any kind of noise.
3. no problem found upon acceleration.
4. no noise was found.

02/09/18 @ 4,569 miles RO#[redacted]
Concerns:
1. customer states steering wheel is vibrating at idle,
Actions:
1. tech confirm that the steering wheel and the passenger front seat were vibrating too much, tech follow bulletin ntb15048

03/30/18 @ 6,916 miles RO#[redacted] 5 days down
Concerns:
1. customer states vehicle does not accelerate properly - lags, check and advise. — front collision warning comes on and off intermittently.
2. customer states hears rattle at start up / first start.
3. customer states still feels car shaking at idle
Actions:
1. road tested vehicle unable to duplicate customer concern, check vehicle for costumer concern , install scan tool to check for codes not codes found at this time, no problems found. tech changed
2. no problems found
3. no problems found

04/20/18 @ 7,575 miles RO#[redacted] 5 days down
1. customer states was driving yesterday when it was raining "has also happened in the snow" vehicle applied brakes on itself
1. no problem found at this time, test drove vehicle and did not duplicate customers concern.

==========
ARBS reviewed the following:
Bought in NY
C address is FL

In Service Date 9/25/2017
Retail Sale

0 previous CA cases
0 techline cases
0 DTS inspections

3 warranty cases

no VSC

ARBS notes 12 days down
1 visit 1 repairs-rattle noise when activating the heat.
~flex pipe

2 visist 2 npf-rattle noises coming from front end of vehicle at start up.
~did not hear any kind of noise.
~no problems found

1 visit 0 repairs-states rpms rise but no acceleration is gained
~no problem found

1 visit 0 repair-hears a grinding sound while braking,
~no noise was found.

1 visit 0 repairs=vehicle does not accelerate properly - lags, check and advise. — front collision warning comes on and off intermittently.
~unable to duplicate customer concern

2 visit 1 repair-still feels car shaking at idle.
~follow bulletin ntb15048
~no problems found

1 visit 0 repairs-when raining "has also happened in the snow" vehicle applied brakes on itself
~no problem found

Created By: Maria Cumpa (5/2/2018 1:19 PM)
********** CASE SUMMARY UPDATE**********.
C's wife[redacted] who will be referred to as C.

Make Public

C stated does not feel safe with VEH also is afraid of an accident.
C stated drives VEH with four children.

SPARCAS-MC advised C due C's concern is safety will submit a RHR.
SPARCAS-MC advised C case was escalated to ARBS and will inform any updates.

Created By: Maria Cumpa (5/2/2018 1:14 PM)
==========
SPARCAS-MC place outbound call to C @[redacted]
SPARCAS-MC advised C "This call may be recorded for quality and training purposes."
SPARCAS-MC authenticate C's account.
==========

SPARCAS-MC advised C case was escalated to ARBS and will inform any updates.

Make Public

C stated thank you for informing.
C stated last weekend rear camera did not work.
C stated is thinking to take VEH to DLRSHP due is concern about safety.

SPARCAS-MC advised C if C takes VEH to DLRSHP please inform SPARCAS-MC.Safety is important.

C stated will SPARCA-MC knows if VEH is at DLRSHP.

Call ended mutually.

Make Public

Created By: Nicki Barror (5/2/2018 1:00 PM)
DRTS received the RHR. The RHR was assigned to ARBS Trisha Zamarron for review.

Make Public
Created By: Maria Cumpa (5/2/2018 12:58 PM)
SPARCAS-MC submitted RHR.

Make Public
Created By: Maria Cumpa (5/2/2018 12:57 PM)
ROs dates were verified.
SPARCAS-MC attached the following Documents to the case:
==========
1.ROS
2.RHR
==========

Make Public
Created By: Maria Cumpa (5/2/2018 12:57 PM)
.
RHR ADDITIONAL INFORMATION
How many times has the customer's vehicle been to the dealer/retailer for repairs? 5
•What repairs were performed? RATTLE NOISES, SHAKING, STEERING WHEEL IS VIBRATING, VEH STOPS ITSELLF SOMETIMES.
•Are there currently any OPEN ROs? NONE
•Is the vehicle currently at the dealership? NO
•How many days has the vehicle been kept out of service at your dealer for repairs? 13
•Has the on-site CA Technical Specialist (CATS) been involved? NONE
•Has TECH LINE been involved? [redacted]
•Has a Dealer Technical Specialist (DTS) been involved? NONE

Make Public
Created By: Maria Cumpa (5/1/2018 3:20 PM)
SPARCAS-MC called C @[redacted]. without success not set up to LM VMX.

Make Public
Created By: Jose Florez (4/30/2018 6:22 PM)
SPASRCAS-JF assisting with case
SPASRCAS-JF attached DBS RO to case and created RHR

Make Public
Created By: Jose Florez (4/30/2018 6:11 PM)
SPASRCAS-JF assisting with case
SPASRCAS-JF change follow up to 05/01/18

Make Public
Created By: Maria Cumpa (4/27/2018 11:38 AM)
ADD;
SPARCAS-MC placed outbound call to C's wife her name is[redacted] who will be referred to as C

Created By: Maria Cumpa (4/27/2018 11:36 AM)
==========
SPARCAS-MC place outbound call to C @[redacted].
SPARCAS-MC advised C "This call may be recorded for quality and training purposes."
SPARCAS-MC authenticate C's account.
==========
SPARCAS-MC introduced herself and ID was provided.

C stated DLRSHP could not duplicate VEH stops random.
C stated bought VEH with last updates.

SPARCAS-MC advised C duplicate C's VEH concerns at DLRSHP.
SPARCAS-MC inquired C if VEH had an accident?

C stated no.
C stated VEH stops suddenly.

SPARCAS-MC advised C take VEH to another Nissan DLRSHP for a 2nd opinion.

C stated SM Tony was worried on C's VEH concerns and VEH loan was provided.
C stated will take advised but is not sure will work.
C stated DLRSHP could not duplicate C's VEH concerns.
C stated does not feel safe with VEH
C stated drives VEH with four children.
C stated loves VEH.
C stated is afraid of an accident.

Make Public
SPARCAS-MC advised C due C's concern is safety will submit a RHR.
SPARCAS-MC explained process and would take 10 business days.
SPARCAS-MC advised C keep working with DLRSHP/ DTS if is needed on C's VEH repairs in case of Buyback is denied. C agreed.
SPARCAS-MC advised C cannot promise anything and C understood.
SPARCAS-MC inquired C some questions:
==========
Why do you want to return the vehicle to Nissan North America? IS NOT SAFE WITH VEH
Where is the vehicle currently? WITH C
Are you currently in a rental vehicle? NO
Where was the vehicle purchased? KOEPPEL NISSAN
Was it purchased new or used? NEW
If used, when was the vehicle purchased? NOT APPLICABLE
Where is the vehicle serviced? KOEPPEL NISSAN
Has the vehicle been taken to multiple Nissan dealers or not? NO.
==========.

SPARCAS-MC advised C will start investigation and will call C to inquire any additional information required and /or inform C case status.

C stated thank you.
C stated will speak with SM Perez tomorrow Saturday April 28, 2018

SPARCAS-MC provided C case number and ID and direct phone number.
SPARCAS-MC offered further assistance.

C declined.
C thanks SPARCAS-MC for assistant.

SPARCAS-MC and C ended call mutually.

Created By: Maria Cumpa (4/27/2018 10:59 AM)
========== SPARCAS-MC place outbound call to DLRSHP @[redacted]
SPARCAS-MC inquired speak with SM inquiring VEH diagnose/repair status information.
==========
Make Public
Receptionist Cristal stated SM Perez is not available today.
Receptionist Cristal will transfer call to SM assistance Kelly Chacon and SPARCAS-MC agreed

Call was transferred to vxm . SPARCAS-MC left message inquiring to reply e mail with VEH information required.

Make Public
Created By: Maria Cumpa (4/27/2018 10:50 AM)
SPARCAS-MC sent 3nd email to SM Perez with cc FOM Scott Van Arsdale, Priamo inquiring information of VEH.

Make Public
Created By: Maria Cumpa (4/26/2018 11:30 AM)
SPARCAS-MC sent 2nd email to SM Perez, Priamo inquiring information of VEH.

Make Public
Created By: Maria Cumpa (4/26/2018 11:24 AM)
SPARCAS-MC called C @[redacted] without success LM VMX.

Make Public
Created By: Maria Cumpa (4/26/2018 11:21 AM)
==========

SPARCAS-MC place outbound call to DLRSHP @[redacted]
SPARCAS-MC inquired speak with SM inquiring VEH diagnose/repair status information.
==========
Receptionist L stated will transfer call and SPARCAS-MC agreed.

SPARCAS-MC LM vxm to SM Tony Perez inquiring reply email with VEH information requested due is a safety concern.

Make Public

Created By: Maria Cumpa (4/25/2018 4:13 PM)
********** CASE SUMMARY **********

C inquired NNA to assist with VEH repair.
C stated is concern about of safety.

SPARCAS-MC investigate case also an e mail was sent to DLRSHP SM Priamo Perez to inquire VEH information and also if DTS is needed.

Make Public

Created By: Maria Cumpa (4/25/2018 4:09 PM)
SPARCAS-MC sent an email to SM Perez, Priamo inquiring information of VEH.

Make Public

Created By: Maria Cumpa (4/25/2018 1:45 PM)
SPARCAS-MC received reply from SPATL BV informing contact the DLR and gather more information as to what is happening? Master tech involvement? Tech line involvement? DTS contacted for assistance? please get as much information you can.

Make Public

Created By: Maria Cumpa (4/24/2018 12:25 PM)
SPARCAS-MC following SOP 2.16 DTS request, SPARCAS-MC inquired advise to SPATL BV .

Created By: Maria Cumpa (4/23/2018 2:36 PM)
SPARCAS-MC VERIFIED Account Info including: C's name, home & email address, concern, phone#, VIN#, mileage.
SPARCAS-MC CHECKED for open recalls/campaigns and found: NONE
Previous UNRELATED Case(s) and found: NONE
Previous RELATED Case(s) and found: NONE
Last and First name[redacted] (WIFE)
Model and year: NISSAN ROGUE 2017
Best Contact #[redacted] - wife:[redacted]

SPARCAS-MC received inbound call from C

CONCERNS

C inquired NNA to assist with VEH repair.
C stated is concern about of safety.

SPARCAS-MC inquired if C is VEH owner?

C stated YES
C inquired update C's account.
C stated C's wife has authorization to speak on C's behalf.
C stated is out of country.
C is in Dominical Republic.

SPARCAS-MC asked C what issues C was having with VEH?

Make Public

C stated VEH make noises- under and DLRSHP fixed
C stated after repair VEH stop suddenly- four times
C stated is concern about of safety.
C stated DLRSHP did not fixe VEH four times.

SPARCAS-MC apologized for the inconvenience.
SPARCAS-MC inquired C How C would like to be assisted by NNA?

C stated NNA assist VEH repair.

SPARCAS-MC advised C take VEH to DLRSHP for diagnose.
SPARCAS-MC advised C will investigate case and contact DLRSHP to inquire if DTS is needed.
SPARCAS-MC advised if DTS is provided C has to be committed to work with DLRSHP and DTS on C's VEH concerns.
SPARCAS-MC stated C help is very important.

C understood
C stated my wife is charge of coordination.
C stated VEH is with my wife.

SPARCAS-MC provided C case number and ID.
SPARCAS-MC offered further assistance.

C declined.
C thanks SPARCAS-MC for assistant.

SPARCAS-MC and C ended call mutually.

Case Categorizations

New Case Categorization | Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code
	[redacted]	POWERTRAIN	GEN. POWERTRAIN COMPONENT	POOR OR IMPROPER OPERATION	10

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	DTS Follow Up[redacted] KOEPPEL NISSAN	Not Started	5/11/2018				Bereniz Lopez	5/10/2018 11:27 AM	ARBS-SD
Edit | Cls	IIR	Not Started	5/14/2018			[redacted]	Bereniz Lopez	5/10/2018 11:28 AM	ARBS-SD
Edit | Cls	DTS Follow Up[redacted] KOEPPEL NISSAN	Not Started	5/16/2018				Bereniz Lopez	5/14/2018 3:17 PM	ARBS-BL

Activity History

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

Action	Subject	Type	Name	Due Date	Assigned To	Action Taken	Status	Last Modified Date/Time
Edit | Del	DTS Request[redacted] KOEPPEL NISSAN			5/16/2018	Carlos Albert		Complete	5/14/2018 9:31 PM
Edit | Del	Correspondence Request			5/11/2018	Maria Cumpa		Complete	5/10/2018 7:17 AM
Edit | Del	DTS Request[redacted] GARCIA KOEPPEL NISSAN			5/11/2018	Carlos Albert		Complete	5/9/2018 4:45 PM
Edit | Del	Repurchase Denial Within Wty			5/9/2018	Maria Cumpa		Completed	5/9/2018 11:35 AM

Edit | Del	Completed RHR Review	[redacted]	5/7/2018	Maria Cumpa		Complete	5/8/2018 2:25 PM
Edit | Del	Check [redacted] Label	[redacted]	5/6/2018	Trisha Zamarron		Complete	5/7/2018 5:05 PM
Edit | Del	RHR review [redacted]	RHR [redacted]	5/2/2018	Trisha Zamarron	Consumer Affairs RHR	Complete	5/6/2018 9:37 PM
Edit | Del	RHR assigned [redacted]	[redacted]	5/2/2018	Maria Cumpa		Complete	5/2/2018 1:00 PM
Edit | Del	Call	[redacted]	4/24/2018	Brandon Villalobos		Complete	4/27/2018 7:20 AM

Customer Support Tools

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

No records to display

Check Activity

Check Activity Help

No records to display

Forms

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

Action	Form	Request Type	Created By	Created Date	Customer Name	VSC	VIN	VSC Request Comments
	[redacted]	IIR	Maria Cumpa, 5/10/2018 10:09 AM	5/10/2018			5N1AT2MV6HC[redacted]	

DTS Field Inspections

DTS Field Inspections Help

Action	Title	DTS Inspection Date	Owner First Name	Owner Last Name	Status
Edit	[redacted]	5/9/2018 5:00 PM	[redacted]	[redacted]	Cancelled
Edit	[redacted]	5/17/2018 9:00 AM	[redacted]	[redacted]	Completed

Attachments

Attach File | View All — Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	RHR [redacted].doc	64KB	5/10/2018 11:27 AM	Maria Cumpa
Edit | View | Del	Repurchase Denial Within Wty.pdf	67KB	5/10/2018 11:27 AM	Maria Cumpa
Edit | View | Del	RO_DBS [redacted].pdf	70KB	4/30/2018 6:21 PM	Jose Florez
Edit | View | Del	RHR Template- Northeast Region Case [redacted].doc	90KB	4/30/2018 6:17 PM	Jose Florez

Case History

Case History Help

Date	User	Action
5/23/2018 4:57 PM	Bereniz Lopez	Changed **Follow Up Date** from 5/24/2018 to **6/6/2018**.
5/16/2018 8:24 AM	Bereniz Lopez	Changed **Follow Up Date** from 5/17/2018 to **5/24/2018**.
5/14/2018 3:16 PM	Bereniz Lopez	Changed **Follow Up Date** from 5/14/2018 to **5/17/2018**.
5/14/2018 3:15 PM	Bereniz Lopez	Changed **Subject** from CUSTOMER [redacted] PHONE [redacted] VIN: 5N1AT2MV6HC[redacted] to **CUSTOMER: [redacted] PHONE: [redacted] VIN: 5N1AT2MV6HC[redacted]**
5/10/2018 11:27 AM	Samantha Dixon	Changed **Case Owner** from Maria Cumpa to **Bereniz Lopez**.
5/10/2018 11:27 AM	Samantha Dixon	Changed **Follow Up Date** from 5/11/2018 to **5/14/2018**.
		Changed **Description**.
5/10/2018 10:39 AM	Maria Cumpa	Changed **Follow Up Date** from 5/10/2018 to **5/11/2018**.
5/9/2018 11:05 AM	Maria Cumpa	Changed **Subject** from CUSTOMER: [redacted] PHONE: [redacted] VIN: 5N1AT2MV6HC[redacted] to **CUSTOMER: [redacted] PHONE: [redacted] VIN: 5N1AT2MV6HC[redacted]**
		Changed **Follow Up Date** from 5/9/2018 to **5/10/2018**.
5/8/2018 10:47 AM	Maria Cumpa	Changed **Follow Up Date** from 5/10/2018 to **5/9/2018**.
5/7/2018 9:44 AM	Maria Cumpa	Changed **Follow Up Date** from 5/7/2018 to **5/10/2018**.
5/6/2018 9:36 PM	Trisha Zamarron	Changed **Subject** from CUSTOMER: [redacted] PHONE: [redacted] WIFE VIN: 5N1AT2MV6HC[redacted] to **CUSTOMER: [redacted] PHONE: [redacted] VIN: 5N1AT2MV6HC[redacted]**.
5/2/2018 1:20 PM	Maria Cumpa	Changed **Subject** from CUSTOMER [redacted] PHONE: [redacted] VIN: 5N1AT2MV6HC[redacted] to **CUSTOMER: [redacted] PHONE: [redacted] WIFE VIN: 5N1AT2MV6HC[redacted]**
		Changed **Follow Up Date** from 5/4/2018 to **5/7/2018**.
5/2/2018 1:01 PM	Nicki Barror	Changed **DRT Support Status** from Pending to **DRT Assigned**.
5/2/2018 12:59 PM	Maria Cumpa	Changed **RHR Completed** to **5/2/2018**.
5/1/2018 3:22 PM	Maria Cumpa	Changed **Follow Up Date** from 5/1/2018 to **5/4/2018**.
4/30/2018 6:12 PM	Jose Florez	Changed **Follow Up Date** from 4/30/2018 to **5/1/2018**.
4/30/2018 6:11 PM	Jose Florez	Changed **Subject** from CUSTOMER: [redacted] PHONE [redacted] VIN: 5N1AT2MV6HC[redacted] to **CUSTOMER [redacted] PHONE: [redacted] VIN: 5N1AT2MV6HC[redacted]**
4/27/2018 5:46 PM	Maria Cumpa	Changed **RHR Started** to **4/27/2018**.
4/27/2018 11:39 AM	Maria Cumpa	Changed **Subject** from CUSTOMER [redacted] PHONE [redacted] VIN: 5N1AT2MV6HC[redacted] to **CUSTOMER [redacted] PHONE: [redacted] VIN: 5N1AT2MV6HC[redacted]**
		Changed **Follow Up Date** from 4/27/2018 to **4/30/2018**.

4/26/2018 11:26 AM	Maria Cumpa	Changed **Follow Up Date** from 4/26/2018 to **4/27/2018**.
4/25/2018 4:10 PM	Maria Cumpa	Changed **Follow Up Date** from 4/25/2018 to **4/26/2018**.
4/24/2018 12:25 PM	Maria Cumpa	Changed **Follow Up Date** from 4/24/2018 to **4/25/2018**.
4/23/2018 2:24 PM	Maria Cumpa	Changed **Work Phone** to [redacted].
		Changed **Follow Up Date** from 4/23/2018 to **4/24/2018**.
		Changed **VIN** to **5N1AT2MV6HC**[redacted].
		Changed **Subject** to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: 5N1AT2MV6HC**[redacted]
		Created.

Emails Send an Email Emails Help

No Emails Available

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Incident Investigation

CAR # [redacted]
Claimant
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 CORONA 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 CORONA State NY Zip Code [redacted] Country United States

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

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

II. Vehicle

Model Year 2017 Model Name Rogue Mfg. Date 08/11/2017 VIN 5N1AT2MV6HC[redacted]

Mileage 8455 License # [redacted] State FL Country United States

Special equipment & accessories After market front and rear metal tube bumper guards.

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

Number	Description	Status	Date
NA	NA	○ Open ◉ Closed	NA

Add Row | Remove Row

III. Description of Incident & Claim

Source of Information Claimant Incident Date 04/26/2018 Time 10:53 AM

Location of Incident (describe fully) Claimant states was in a school zone, was going [redacted]

Incident Investigation

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

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

Vision obstruction (describe) NG

Temperature at time of incident 60.8° Parking location prior to time of incident NG

Overnight temperature prior to incident 50.0° Length of time parked NG

Ice/Snow accumulation on vehicle? ○ Yes ◉ No

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

Sequence of Events (according to claimant) Claimant state she was driving near by school at 2pm at 10 miles per hour and vehicle suddenly stopped by itself and people around vehicle approached and asked if Claimant was OK.

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

Driver Action (braking, steering, etc.) Driving at approximately 10 MPH.

Special Circumstances NG

Actions taken after incident and results of those actions NG

Vehicle Estimated Speed 10MPH Source Claimant Posted Speed Limit 25MPH

Other Vehicle Estimated Speed NA Source Claimant Posted Speed Limit 25MPH

Witness Present? ○ YES ◉ NO

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

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

#	Allegation	Allegation made by
1	Claimant alleges vehicle sounded a warning buzzer and applied brakes unprovoked.	Claimant

Add Allegation | Remove Allegation

IV. Occupants & Injuries

Source of Information Claimant

Incident Investigation

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

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



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

Address [redacted] CORONA,NY,[redacted] Weight [redacted]

Location: Incident Vehicle | Seating Position: 1 - Driver

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

Nature & Extent of Injuries: NG

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

Add Occupant | Remove Occupant

☐ No Occupants Comments: NA

V. Other Property Damage

☒ No Other Property Damage

Source of information: Claimant

VI. Investigation Results

Date of vehicle inspection: 05/17/2018

Location of inspection: Koeppel Nissan

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

NA

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

Photos taken by: Carlos Albert # Photos: 80

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

Exterior/Body: No abnormalities noted. Vehicle is equipped with After Market Front and Rear Metal Tube Bumper Guards. Please see Photos: 1-21, , 68-72, 77-80.

Incident Investigation

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

Engine/ Transmission/ Drivetrain	No abnormalities noted. Please see photos: 50-59
Underbody/ Suspension/ Steering/ Wheels & Tires	No abnormalities noted. Please see photos: 60-67
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	No abnormalities noted. Please see photos: 22-38
Seat Belts/ Child Restraints (if applicable)	No abnormalities noted. Seat Belts are in the stowed unlocked position. Please see photos: 22-38
Air Bags	No abnormalities noted. Air Bags are in the stowed undeployed position. Please see photos:

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

NA

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

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

#	Allegation	Factual Findings
1	Claimant alleges vehicle sounded a warning buzzer and applied the brakes unprovoked.	During DTS inspection of vehicle no codes were found stored in past or current status under any systems. DTS found a FEB Operation Mileage History saved at 7517 miles. DTS test drove vehicle a total of approximately 15 miles and did not duplicate any FEB or FCW operation. Vehicle is performing characteristic of model.

Add Row | Remove Row

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

Reporter's Signature [redacted]

Reporter's Name & Region Carlos Albert
North East Region

5/23/18

Incident Investigation

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

IIR Supplement: Advanced Technology Checklist

I. Vehicle equipped with

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

Other (describe)	NA
Comments	NA

II. Diagnostic Download and EDR Data

Instructions:

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

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

Incident Investigation

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

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

III. Sensor and ECM Visual Inspection

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

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

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.




SAFETY NOTICE


NISSAN








NISSAN
SV AWD


ROGUE
SV AWD


ROGUE














































ROGUE










FOR COMING IN






5N1AT2MV6HC


MFD BY NISSAN MOTOR CO., LTD.
DATE: 08/17
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.
[redacted]
MPV
[redacted]
COLOR: QAB TRIM: G
ZS3DA


OK
RES +
CANCEL
SET –
SRS
AIRBAG


11:05 AM
60 °F
RPMx1000
No Warnings
MPH
km/h
P
ECO
182
8455 miles
C
H
0
1/2
1


11:05 AM
60 °F
Settings
Driver Assistance
Clock
Meter Settings
Vehicle Settings
Maintenance
Alarm
P
ECO
182
8455 miles
RPMx1000
MPH
km/h
C
H
0
1/2
1


11:05 AM
60 °F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
ECO
182
8455 miles
RPMx1000
MPH
km/h
C
H
0
1/2
1


11:05 AM
60 °F
Driving Aids
Emergency Brake
Blind Spot
RPMx1000
MPH
km/h
P
ECO
182
8455 miles
C
H
1/2


11:05 AM
60 °F
Blind Spot
Warning
RPMx1000
MPH
P
ECO
182
8455 miles
C
H
0
1/2
1
220
km/h


11:06 AM
60 °F
Parking Aids
Moving Object
Cross Traffic
P
ECO
182
8455 miles
RPMx1000
MPH
C
H
0
1/2
1


11:06 AM
60 °F
Chassis Control
Trace Control
Engine Brake
RPMx1000
MPH
km/h
P
ECO
182
8455 miles
C
H
0
1/2
1








QR25


NISSAN


24410 JA30B
DANGER/POISON


DANGER/POISON
DANGER/POISON
CAUTION / ATTENTION









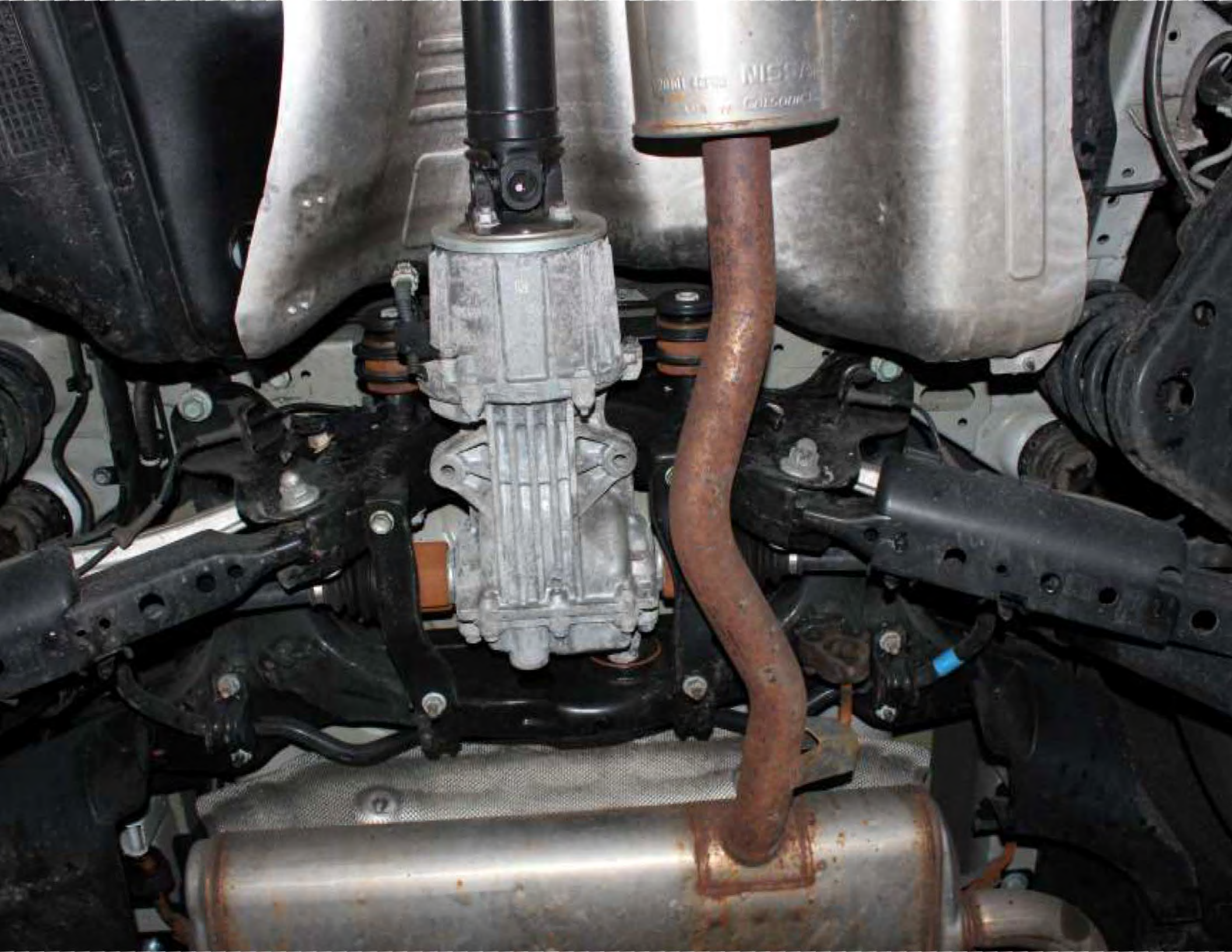





















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Home Chatter Cases DTS Field Inspections Warranty Cases Vehicles Service History Vehicle Service Contracts Vehicle Campaigns Accounts Reports

Vehicle
5N1AT2MV6HC[redacted]

Customize Page | Printable View | Help for this Page

Vehicle Campaigns [0] | Warranty Cases [4] | Cases [1] | Service History [43] | Vehicle Service Contracts [0] | Vehicle History [1] | DTS Field Inspections [2]

Vehicle Detail

VIN	5N1AT2MV6HC[redacted]		
Last Modified By	NNAETL, 5/23/2018 9:03 PM	Branded Title	
Created By	NNAETL, 8/14/2017 11:13 AM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage	7,575	MSRP	$29,725
Latest Recorded Mileage Units	M		
In Service Date	9/25/2017		

Manufacturing Data

Make/Model	2017 NISSAN ROGUE	Manufacturer Date	8/11/2017
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	PEARL WHITE	Emissions Certification	
Cylinders		Open Recall	
Transmission Type	CVT	Head Unit	
Model Series		Model Line Code	RGE
Factory Installed Options	C03E10U01U35Z66		
Factory Installed Options Descriptions	C03 (50 STATE EMISSIONS), E10 (PREMIUM PAINT $), U01 (SV PREMIUM PACKAGE), U35 (NAVIGATION MANUAL), Z66 (ACTIVATION DISCLAIMER)		

Vehicle Tools

Total Approved Checks VIN Decoder

System Information

Latest Owner (BETA) [redacted]

Warranty Information

S No.	Warranty Description	Warranty Expiration Date	Warranty Expiration Miles	Warranty Exclusion Code	Warranty Exclusion Name	Warranty Extensions/Cust Service Initiatives Flag	Brande
1	BASIC COVERAGE	9/25/2020	36,000				
2	POWERTRAIN COVERAGE	9/25/2022	60,000				
3	SEAT BELT	9/25/2027	999,999				
4	CORROSION COVERAGE (PERFORATION)	9/25/2022	999,999				
5	FEDERAL EMISSION LONG TERM DEFECT	9/25/2025	80,000				

Vehicle Retail Sales

Vehicle Retail Sales

Action	Name	Owner	Selling Dealer	Sale Type	Vehicle Model	Purchase Date	Rewind Indicator
View	[redacted]	[redacted]	KOEPPEL NISSAN	Retail Sale	ROGUE	9/25/2017	

Vehicle Ownership

Vehicle Ownership

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

Vehicle Campaigns

Vehicle Campaigns Help

No records to display

Warranty Cases

Warranty Cases Help

Action	Case Number
	[redacted]

Cases

Print Cases

Cases Help

Action	Case Number	Type	Account Name	Date/Time Opened	Date/Time Closed	Current Mileage	Status	CST Approvals	Owner Name
| Edit | Cls	[redacted]	CA	[redacted]	4/23/2018 2:24 PM		7,575	Open	0	Bereniz Lopez

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	9/29/2017	5	[redacted]			A
		EC*-FRONT TUBE	FW	1/23/2018	3,727				B
			I	10/10/2017	6				
			I	10/10/2017	6				
			W	9/29/2017	5				
			W	9/29/2017	5				
			I	9/29/2017	5				
			I	9/26/2017	5				
			I	1/23/2018	3,728				
			W	1/23/2018	3,728				
			I	1/23/2018	3,728				
			I	1/23/2018	3,728				
			I	1/23/2018	3,728				
			C	1/23/2018	3,728				
			C	1/23/2018	3,728				
		NO DEFECT FOUND	FW	4/3/2018	6,916				A
			C	4/3/2018	6,919				
			C	4/3/2018	6,919				
			W	4/3/2018	6,919				
			W	4/3/2018	6,919				
			W	4/3/2018	6,919				
			W	4/3/2018	6,919				
			W	4/3/2018	6,919				
			C	4/3/2018	6,919				
			C	4/3/2018	6,919				
		IDLE SPEED CONTROL UNIT	FW	2/10/2018	4,569				A
			W	2/9/2018	4,569				
		NO DEFECT FOUND	FW	4/23/2018	7,575				A
			C	4/23/2018	7,576				
			C	4/23/2018	7,576				
			W	4/23/2018	7,576				
			I	4/23/2018	7,576				
		NO DEFECT FOUND	FW	5/21/2018	8,455				A
			C	5/21/2018	8,456				
			C	5/21/2018	8,456				
			C	5/21/2018	8,456				
			W	5/21/2018	8,456				
			W	5/21/2018	8,456				
			C	5/20/2018	8,456				
			C	5/20/2018	8,456				

[redacted]	C	5/20/2018	8,456	[redacted]
	C	5/20/2018	8,456	
	C	5/20/2018	8,456	

Vehicle Service Contracts

Vehicle Service Contracts Help

No records to display

Vehicle History

Vehicle History Help

Date	User	Action
8/14/2017 11:13 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]	Cancelled	5/9/2018	[redacted]	[redacted]		NER	5/9/2018 5:00 PM	5/9/2018 4:45 PM
Edit		Completed	5/16/2018				NER	5/17/2018 9:00 AM	5/23/2018 4:02 PM

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DP19-001

NISSAN

5/15/2019

ATTACHMENT B

REQUEST NUMBER 2 DOCUMENTS

FIELD REPORTS



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

CDR File Information

User Entered VIN	5N1AT2MV2JC[redacted]
User	CARLOS ALBERT
Case Number	[redacted]
EDR Data Imaging Date	05/18/2018
Crash Date	05/11/2018
Filename	5N1AT2MV2JC[redacted]_ACM.CDRX
Saved on	Friday, May 18 2018 at 10:18:16
Imaged with CDR version	Crash Data Retrieval Tool 17.7
Imaged with Software Licensed to (Company Name)	Nissan North America, Inc.
Reported with CDR version	Crash Data Retrieval Tool 17.7
Reported with Software Licensed to (Company Name)	Nissan North America, Inc.
EDR Device Type	Airbag Control Module
Event(s) recovered	None

Comments

No comments entered.

Data Limitations

General Information:

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

Airbag Control Unit (ACU)

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

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

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

Data Element Sign Convention:

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

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

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

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

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

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

0701_Nissan001_r007

DTCs at Time of Retrieval

None

Hexadecimal Data

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DID    Data

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

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

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

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

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

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

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

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

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

F1A0  20


      59 02 09


      59 02 09


      59 0F 08
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Disclaimer of Liability

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



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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [12] | 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 [19] | Emails [0]

Case Detail

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

THIS IS A JD POWER CUSTOMER, PLEASE TREAT WITH GREAT CARE.[SPECIAL HIGH-IMPACT CATEGORY: GROUP A MODEL LINE].

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	5/15/2018 8:28 AM
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	Nissan
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	100		

Incident Codes - IIR REQUIRED

Incident Date	5/11/2018		
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	5N1AT2MV2JC[redacted]	Part Number 1	
Model Year	2018	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22218	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	GREAT NECK 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	C is seeking assistance with forward emergency braking.

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?	8F Provided Vehicle Information

DTS Request

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

System Information

Subject	CUSTOMER:[redacted] PHONE:[redacted] VIN: 5N1AT2MV2J[redacted]		
Created By	Sandeep Satish, 5/15/2018 8:28 AM	Root Cause Code	SCIN
Last Modified By	NNAETL, 5/23/2018 9:04 PM	Root Cause Code (2)	
Legacy Case Number		Action Code	NT8F
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: Gabriela Rosales (5/23/2018 9:43 AM)** ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with call back request and case update. CRR-GR emailed ARBS for case update.
		Created By: Gabriela Rosales (5/23/2018 9:43 AM) CRR-GR VERIFIED Account information including: C's name, home & e-mail address, phone number & best contact number:[redacted] CRR-GR VERIFIED VEH Information including: VIN # CRR-GR CHECKED for open recalls/campaigns and found: None CRR-GR CHECKED for previous UNRELATED Case(s) and found: None CRR-GR CHECKED previous RELATED Case(s) and found: None CRR-GR NOTED concern is: call back request and case update CRR-GR received inbound call from C's husband[redacted] now referred to as C C stated C has a case # and has been dealing with ARBS-DK but C states C has not been able to get in contact with ARBS C stated C's VEH has been at the DLRSHP for a while and C has not received a call back C stated this is a very serious problem and C states C's daughters are traumatized because of this situation C stated the brakes do not work properly and C has heard washboard sounds sounding like the ABS brakes were engaging C stated C does not know how this is going to be fixed but C has not been able to get in contact with ARBS who is handling C's case
Make Public		CRR-GR apologized for the situation and informed C that CRR-GR will email ARBS for call back request but advised C that there is a call back scheduled for 5/25 C stated C understood and will wait for the call back C stated C has purchased 4 new VEH within the last year and C had gone back to Nissan and C states this is really an emergency but C believes C should get an upgrade on the VEH as C does not want to get in an accident C stated C could have been killed with this VEH and C states SA-Raquel from the DLRSHP informed C that this problem has occurred with other Nissan VEH C stated C believe VEH was used as well and that makes C very upset as the VEH came with 47 miles and C states this was a used VEH C stated C does not want to start a lawsuit but C states if this occurs with other VEH it should be recalled and this could be a lawsuit C stated if this takes time to fix or C is given another VEH C will wait CRR-GR advised C that CRR-GR has documented concern and situation further and advised that again C will be contacted EOB 5/25 CRR-GR asked C if there was anything else CRR-GR could assist with. C declined. CRR-GR noting C's best contact number is[redacted] Call ended mutually
Make Public		**Created By: DeHenry Kidd (5/17/2018 2:58 PM)** Arbs called customer and the dealer to let them know the inspection is set for 5/18 at 10am
Make Public		**Created By: DeHenry Kidd (5/17/2018 10:26 AM)** Arbs has requested DTS inspection on customer vehicle arbs is waiting on date and time
Make Public		**Created By: DeHenry Kidd (5/17/2018 10:22 AM)** Verified Name Address Phone# VIN Mileage Responsible Dealer Checked for open Recalls/Campaigns: None • C states that C was driving on [redacted]road/HWY travelling approximately 25 mph. • In which direction (N, S, E, W?) "Northbound/Southbound/Eastbound/Westbound…" Northbound • How many lanes was the road and in each direction? 4 • Is the road divided by a concrete barrier, grass median or turning lane: Turning lane • Which lane where you traveling in? right • Where there any vehicles to your left or right? No • How far were you from the vehicle in front of you? No • Was the road grade level on an incline or decline? decline • Is the road condition newly paved, moderate or poor in condition? Moderate • Did the incident occur in a construction zone? No • Where you accelerating, coasting, braking or cruising (maintaining speed)? Cruising • Just before the incident occurred was the orientation of the steering wheel and the vehicle in a straight line? Yes • Before the incident occurred how long had the vehicle been in operation? 20min • Weather? Clear

	Customer stated she was driving northbound at [redacted] Road and incline were going to hospital and going down incline and vibration started and steering wheel locked and emergency light came on and vehicle stopped. Customer stated this has happen twice with the vehicle stopping on its own and there was one time where a vehicle suddenly stop and the vehicle stop as it was supposed to. Customer stated that incident is recorded in the computer. Arbs-DK informed customer that Arbs would setup an inspection. Arbs-DK stated once arbs has the date Arbs will let the dealer and customer know. Arbs-DK also stated that the process could take up to 6 weeks for everything to be done and process to determine a decision. Arbs stated that if customer decide to get alternate transportation it will be at the customer expense due to NNA does not offer assistance during the inspection period customer understood.
Make Public ☐	**Created By: Samantha Dixon (5/16/2018 1:32 PM)** C is seeking assistance with forward emergency braking.
Make Private ☑	**Created By: Shirley Finchum (5/16/2018 8:58 AM)** RCAS-SF made outbound call to C at [redacted]. RCAS-SF notes that husband, [redacted], is now referred to as C. C stated that C had an Altima for 10 years in past. C stated that C has bought 3 new VEHS. C stated that VEHS were Honda. C stated that C wanted to try a Nissan again and decided to get VEH for daughter. C stated that C has only had VEH for a week. C stated that C was driving VEH recently on 5/11 at night and got off express way and over a hill and VEH shook and no VEH were around and steering wheel locked and VEH came back to stop. C stated that son pushed on brake and was able to have VEH move again. C stated that daughter was driving through [redacted] on 5/11 during morning and driving 25 mph and VEH made noise and put foot on brake and noise went away. C stated that a light came on. C stated that VEH stopped in front and VEH stopped for C and C knew that feature was working . C stated that concern can cause a Collision with multiple VEHS. C stated that DLR wants to disengage Forward Emergency Brake System. C stated that DLR advised that same concern happened to a friend. C stated that wife is attorney. C stated that son is traumatized and won't drive VEH. RCAS-SF apologized that C is having Forward Emergency Brake System is not working properly. C stated that wife states that C needs to get new VEH. C stated that ride is better than other SUV's. C stated that C drove a short distance yesterday and did not experience concern. C stated that DLR is not responsible for saying to turn off feature. C stated that C wants VEH that works. RCAS-SF apologized and advised that C would want feature turned on as VEH has feature. RCAS-SF advised that NNA does want to do investigation for concern. RCAS-SF asked IIR questions. C stated that one incident was with daughters, [redacted] nd [redacted], on 5/11 during morning going into [redacted] and VEH made noise like going over speed reduction bumps and light came on and daughter pushed on brake and noise when off. C stated that son drove VEH on 5/11 at night and no VEHS were around C and VEH made same noise and steering wheel locked and light came on and VEH stopped and son stepped on brakes and VEH was able to go again. C stated that C likes VEH and wants to keep VEH. C stated that C just wants a safe VEH. RCAS-SF advised that C does have direct number if C needs assistance before follow up on 5/21. C thanked RCAS-SF. RCAS-SF thanked C for time. Call ended mutually.
Make Private ☑	**Created By: Shirley Finchum (5/16/2018 8:17 AM)** RCAS-SF received VMX from C at 757 am on 5/16 requesting call back and C will be meeting from 10-12 today.
Make Private ☑	**Created By: Shirley Finchum (5/15/2018 2:31 PM)** RCAS-SF made outbound call to C at [redacted] RCAS-SF left VMX with case number, direct number, follow up on 5/16 and if C calls back and leaves VMX to leave best contact time and number to reach C.
Make Private ☑	**Created By: Shirley Finchum (5/15/2018 2:29 PM)** RCAS-SF made outbound call to [redacted] at [redacted]. RCAS-SF left VMX with case number, direct number, follow up on 5/16 and if C calls back and leaves VMX to leave best contact time and number to reach C.
Make Public ☐	**Created By: Sandeep Satish (5/15/2018 8:49 AM)** **CASE SUMMARY** C called to seek assistance from NNA as C's VEH braking system is not functioning properly CRR-SS is transferring C's case to RCAS for further assistance
Make Public ☐	**Created By: Sandeep Satish (5/15/2018 8:47 AM)** CRR-SS VERIFIED Account Info including: C's name, home & email address, phone#& Best Contact# CRR-SS VERIFIED VEH Info including: VIN#, Current Mileage CRR-SS CHECKED for open recalls/campaigns and found:0 CRR-SS CHECKED for previous UNRELATED Case(s) and found:0 CRR-SS CHECKED previous RELATED Case(s) and found: 0 CRR-SS NOTED concern is: VEH CONCERN- FORWARD BRAKING SYSTEM CRR-SS received an inbound call from C C stated C's name is Arthur Lesser and C is calling for 2018 Nissan Rogue C stated the VEH is under C's wife name C stated C and C's daughters experienced forward collision warranting activation on instances when it should not have C stated C's daughter were driving the VEH and the VEH applied the brakes with lot of vibration C stated there was no reason for forward braking system to get activated at that time because there were no VEH infront C stated C experienced similar incident while driving C stated when C took the exit, C's VEH applied brake with lot of vibration C stated C and C's children do not feel safe in the VEH C stated this concern could cause an accident CRR-SS apologized for C's concern CRR-SS asked if C took C's VEH for a diagnosis C stated C took the VEH to Great Neck Nissan and spoke with SM-Frank C stated SM-Frank advised C to call NNA C stated another SA assistant Raquel shared the similar incident with C CRR-SS asked C how C wants NNA to assist C stated C wants sensor to be checked and C's VEH can't be fixed, C should get a new VEH C stated C's wife is attorney but C is not looking to cause any trouble C stated C do not want to get into Lemon Law or anything of similar kind C stated C just a resolution from NNA C stated C's VEH is hardly driven and in mint condition CRR-SS informed C that CRR-SS would document C's concern and request in the case

CRR-SS informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day <5/16/2018> regarding the C concern

C understood and appreciated the assistance

Best Contact #: [redacted]
Call ended mutually

Case Categorizations

New Case Categorization | Case Categorizations Help

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

Open Activities

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

Action	Subject	Status	Due Date	Type	Action Taken	Name	Assigned To	Last Modified Date/Time	Last Modified By Alias
Edit | Cls	IIR	Not Started	5/17/2018			[redacted]	DeHenry Kidd	5/16/2018 1:33 PM	ARBS-SD
Edit | Cls	DTS Follow Up [redacted] GREAT NECK NISSAN	Not Started	5/19/2018				DeHenry Kidd	5/17/2018 10:25 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] GREAT NECK NISSAN			5/19/2018	Carlos Albert		Complete	5/17/2018 6:01 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	Shirley Finchum, 5/16/2018 8:46 AM	5/16/2018			5N1AT2MV2JC[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 9:00 AM	[redacted]	[redacted]	Completed

Attachments

Attach File | Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
5/23/2018 9:43 AM	Gabriela Rosales	Changed **Subject** from CUSTOMER: [redacted] PHONE: [redacted] VIN: 5N1AT2MV2JC[redacted] to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: 5N1AT2MV2JC**[redacted]
5/23/2018 9:25 AM	Gabriela Rosales	Changed **Subject** from CUSTOMER: [redacted] PHONE: [redacted] VIN: 5N1AT2MV2JC[redacted] to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: 5N1AT2MV2JC**[redacted]
5/17/2018 2:59 PM	DeHenry Kidd	Changed **Follow Up Date** from 5/17/2018 to **5/25/2018**.
5/17/2018 8:05 AM	DeHenry Kidd	Changed **Follow Up Date** from 5/21/2018 to **5/17/2018**.
5/16/2018 1:32 PM	Samantha Dixon	Changed **Case Owner** from Shirley Finchum to **DeHenry Kidd**.
5/16/2018 1:32 PM	Samantha Dixon	Changed **Description**.
5/16/2018 8:59 AM	Shirley Finchum	Changed **Follow Up Date** from 5/16/2018 to **5/21/2018**.
5/15/2018 2:32 PM	Shirley Finchum	Changed **Follow Up Date** from 5/15/2018 to **5/16/2018**.
		Changed **Description**.
5/15/2018 11:27 AM	Charity Trull	Changed **Follow Up Date** from 5/16/2018 to **5/15/2018**.
5/15/2018 10:34 AM	Lesley Howard	Changed **Case Owner** from L2 JD Powers Customers to **Shirley Finchum**.
5/15/2018 10:22 AM	Kelli Donovan	Changed **Case Owner** from Kelli Donovan to **L2 JD Powers Customers**.
5/15/2018 8:49 AM	Sandeep Satish	Changed **Escalated By ID** to **0050G000008WnHI**.
		Changed **Case Owner** from Sandeep Satish to **Kelli Donovan**.
5/15/2018 8:28 AM	Sandeep Satish	Changed **Work Phone** to [redacted]
		Changed **Follow Up Date** from 5/15/2018 to **5/16/2018**.

Changed **VIN** to **5N1AT2MV2JC**[redacted]
Changed **Subject** to **CUSTOMER:** [redacted] **PHONE** [redacted] **VIN: 5N1AT2MV2JC**[redacted]
Created.

Emails Send an Email Emails Help

No Emails Available

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

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Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV2JC[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 Great Neck State NY Zip Code [redacted] Country United States

☐ Driver Same as Claimant

Driver Name [redacted] DOB [redacted] Day Phone [redacted]

Address [redacted] Eve. Phone [redacted]

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

☒ Owner Same as Claimant

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

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

II. Vehicle

Model Year 2018 Model Name Rogue Mfg. Date 02/23/2018 VIN 5N1AT2MV2JC[redacted]

Mileage 331 License # [redacted] State NY Country United States

Special equipment & accessories NA

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

Number	Description	Status	Date
NA	NA	○ Open ◉ Closed	NA

Add Row | Remove Row

III. Description of Incident & Claim

Source of Information Claimant Incident Date 05/11/2018 Time 9:15 AM

Location of Incident (describe fully) Claimant states was driving on East Shore Road North bound off of Long Island Expressway.

Incident Investigation

CAR # [redacted]
Claimant
VIN 5N1AT2MV2JC[redacted]

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

Vision obstruction (describe) NG

Temperature at time of incident 64.0° Parking location prior to time of incident NG

Overnight temperature prior to incident 63.0° Length of time parked NG

Ice/Snow accumulation on vehicle? ○ Yes ◉ No

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

Sequence of Events (according to claimant) Claimant states son was driving on [redacted] Express way at [redacted] heading Northbound approaching decline vehicle displayed warnings and vehicle applied brakes unprovoked.

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

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

Special Circumstances NG

Actions taken after incident and results of those actions Claimant states son applied brakes and was able to continue driving vehicle.

Vehicle Estimated Speed 25MPH Source Claimant Posted Speed Limit 25 MPH

Other Vehicle Estimated Speed NA Source Claimant Posted Speed Limit 25 MPH

Witness Present? ○ YES ◉ NO

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

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

#	Allegation	Allegation made by
1	Claimant alleges while driving with no other vehicle in front of Claimant's, vehicle applied the brakes unprovoked along with audible and visual warnings.	Claimant

Add Allegation | Remove Allegation

IV. Occupants & Injuries

Source of Information Claimant

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV2JC[redacted]

Legend for Section IV.

Seating Position:



Occupant Name [redacted] DOB [redacted] Height NG

Address [redacted] Great Neck, NY [redacted] Weight NG

Location Incident Vehicle Seating Position 1 - Driver

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

Nature & Extent of Injuries NA

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

Occupant Name [redacted] DOB [redacted] Height NG

Address [redacted] Great Neck, NY [redacted] Weight NG

Location Incident Vehicle Seating Position 3 - Front Row Right

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

Nature & Extent of Injuries NA

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

Add Occupant | Remove Occupant

☐ No Occupants Comments NA

V. Other Property Damage

☒ No Other Property Damage

Source of information Claimant

Incident Investigation

CAR # [redacted]
Claimant
VIN 5N1AT2MV2JC[redacted]

VI. Investigation Results

Date of vehicle inspection: 05/18/2018

Location of inspection: Great Neck Nissan

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

NA

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

Photos taken by: Carlos Albert # Photos: 75

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

Exterior/Body	No abnormalities noted. Please see photos: 1-32
Engine/ Transmission/ Drivetrain	No abnormalities noted. Please see photos: 52-60
Underbody/ Suspension/ Steering/ Wheels & Tires	No abnormalities noted. Please see photos: 69-75
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	No abnormalities noted. Please see photos: 31-51
Seat Belts/ Child Restraints (if applicable)	No abnormalities noted. Seat Belts are in the stowed unlocked position. Please see photos: 31-51
Air Bags	No abnormalities noted. Air Bags are in the stowed undeployed position. Please see photos: 31-51

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

NA

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

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

#	Allegation	Factual Findings
1	Claimant alleges vehicle experienced an unprovoked FEB event while driving.	During DTS inspection of vehicle no codes were found stored in past or current status under any systems. DTS found a FEB Operation Mileage History saved at 286 miles. DTS test drove vehicle a total of approximately 13 miles and did not duplicate any FEB or FCW operation. Vehicle is performing characteristic of model.

Add Row | Remove Row

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

Reporter's Signature [redacted]

Incident Investigation

CAR # [redacted]
Claimant
VIN 5N1AT2MV2JC[redacted]

Reporter's Name & Region Carlos Albert
North East region

Incident Investigation

CAR # [redacted]
Claimant
VIN 5N1AT2MV2JC[redacted]

IIR Supplement: Advanced Technology Checklist

I. Vehicle equipped with

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

Other (describe)	NA
Comments	NA

II. Diagnostic Download and EDR Data

Instructions:

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

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

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV2J[redacted]

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

III. Sensor and ECM Visual Inspection

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

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

End of Form

*Name your file while saving.

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

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

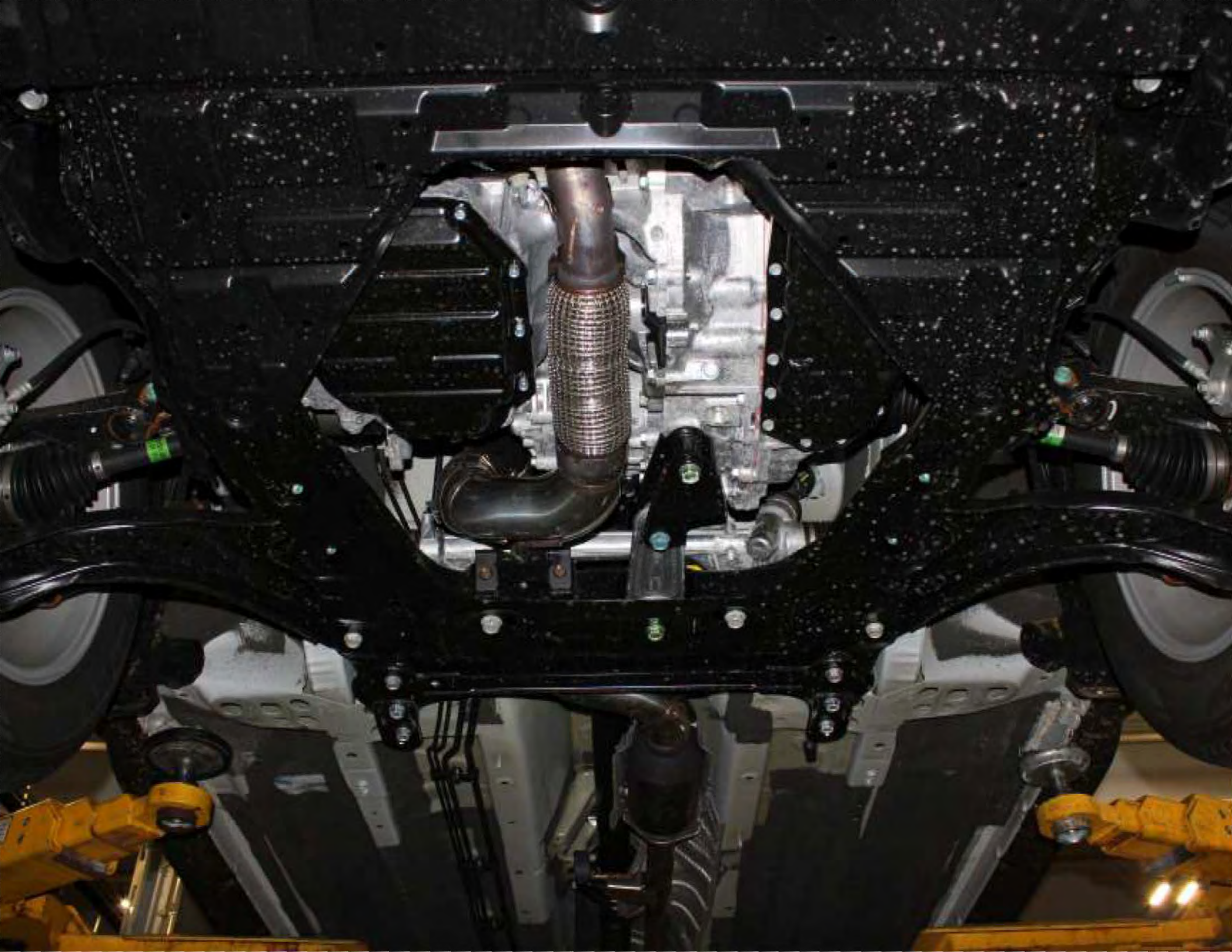

10:12 AM
62°F
Blind Spot
Warning (BSW)
RPMx1000
4
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8
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60
40
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331 miles
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10:12 AM
62 °F
Parking Aids
Cross Traffic
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331 miles
RPMx1000
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10:12 AM
62 °F
Chassis Control
Trace Control
Engine Brake
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331 miles
RPMx1000
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11:22 AM
66 °F
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NISSAN
(516) 482-7700










SV AWD


ROGUE
SV AWD


ROGUE












NISSAN


NISSAN




























[redacted]
5N1AT2MV2JC[redacted]




MFD BY NISSAN MOTOR CO., LTD.
DATE: 02/18
GVWR: 2141 KG
4720 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








ROGUE

PUSH
ON-OFF




OK
RES +
CANCEL
SET –
NISSAN








NISSAN




















QR25


NISSAN


DANGER/POISON
DANGER/POISON


DANGER/POISON
DANGER/POISON
CAUTION / ATTENTION


CAUTION / ATTENTION



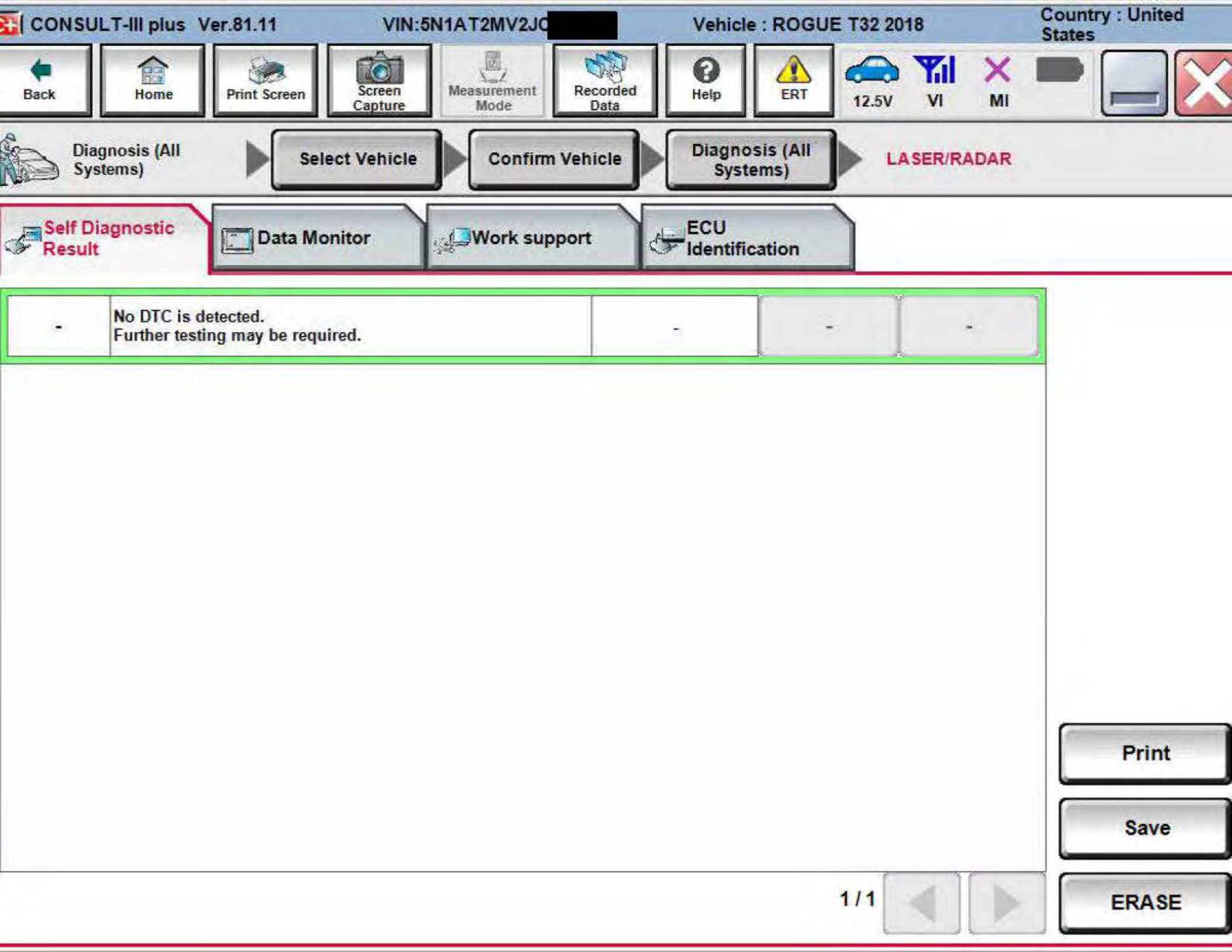


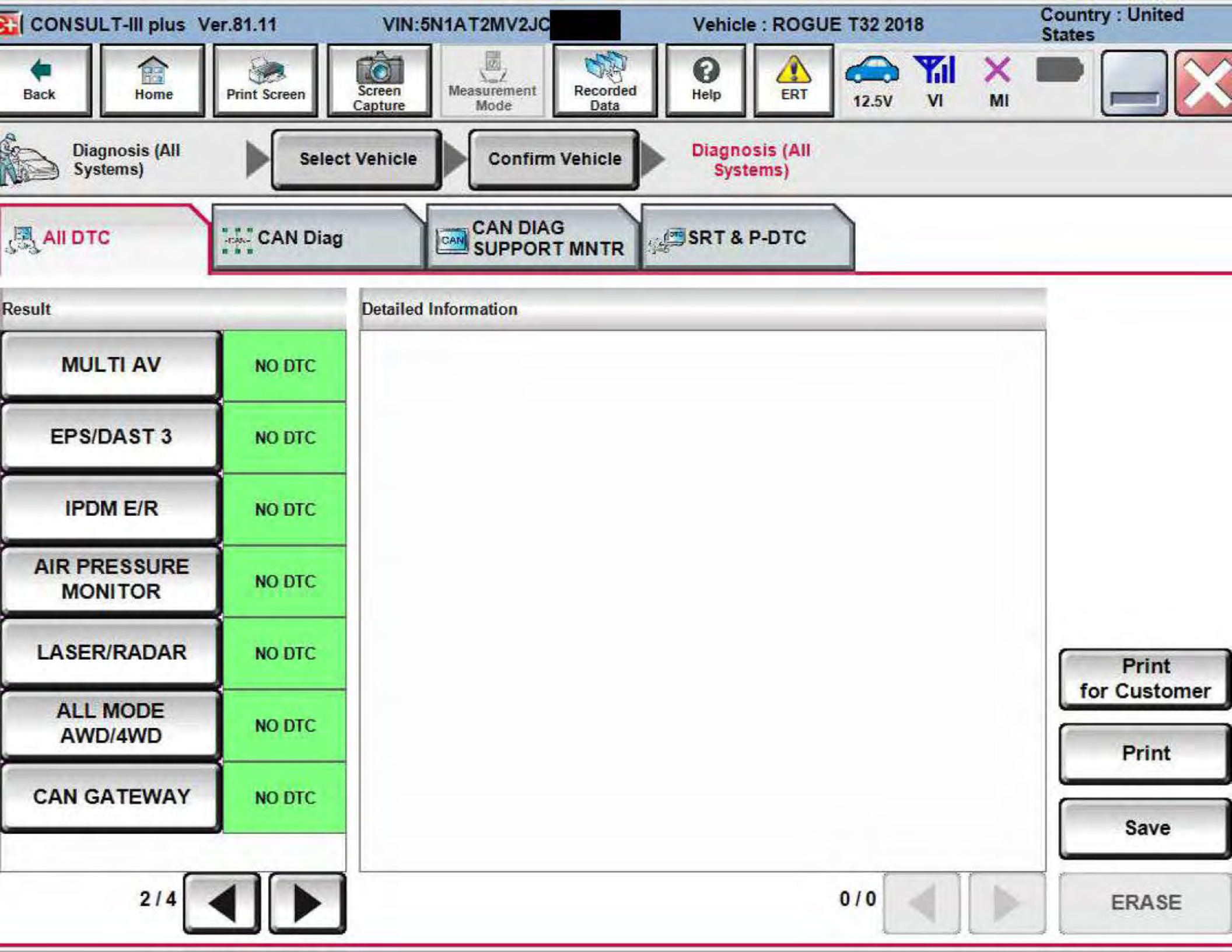

10:11 AM
62°F
RPMx1000
MPH
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331 miles
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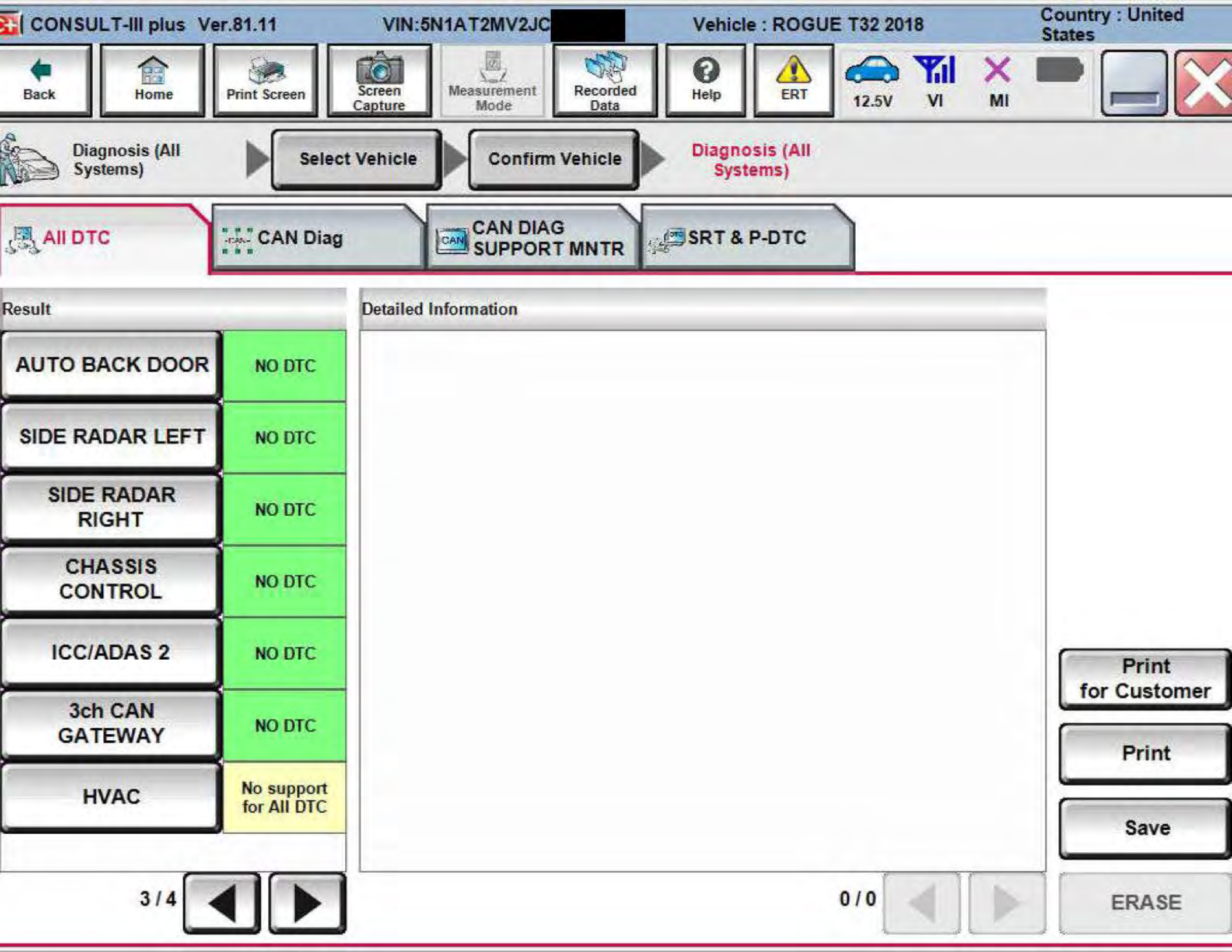

10:11 AM
62 °F
Settings
Driver Assistance
Clock
Meter Settings
Vehicle Settings
Maintenance
Alarm
P
90
331 miles
RPMx1000
3
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MPH
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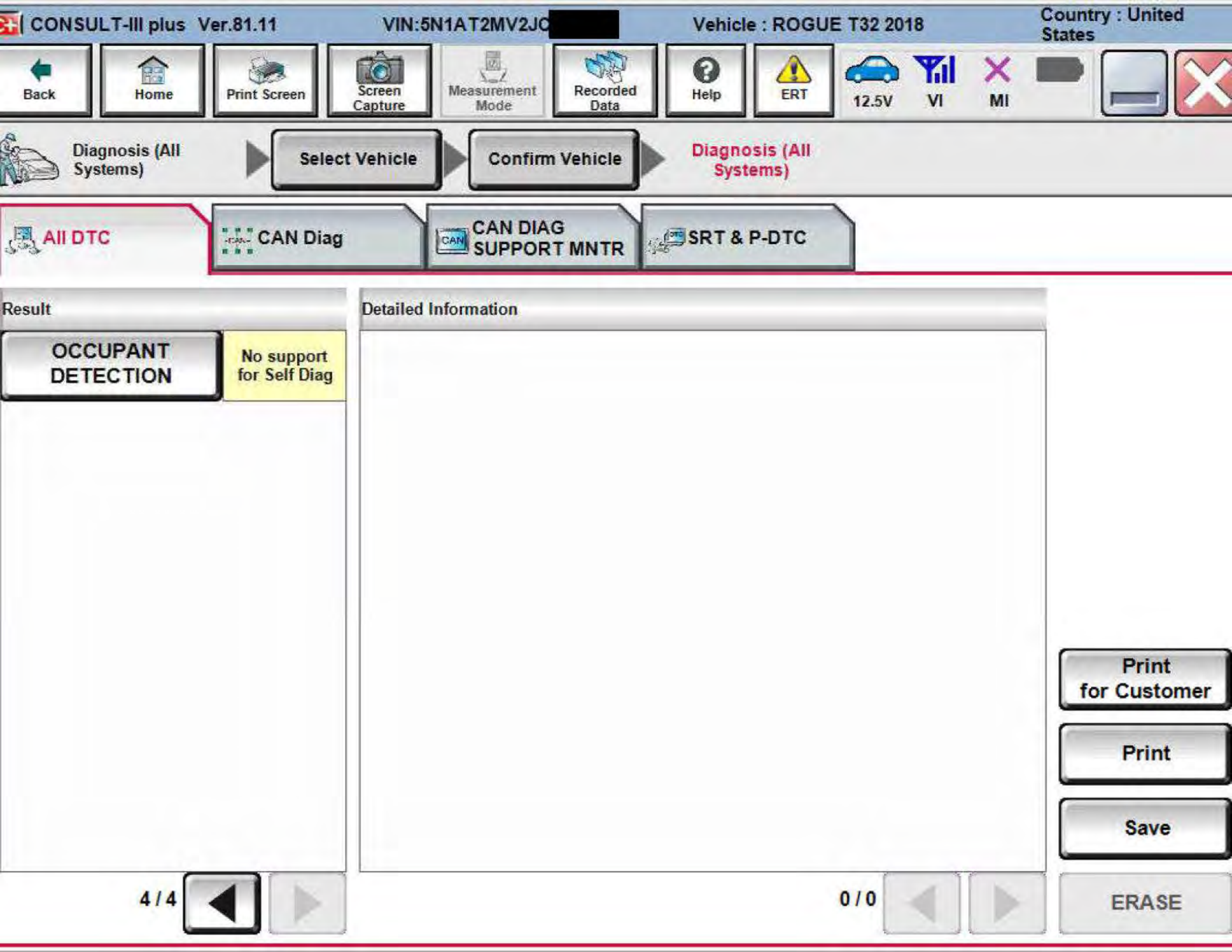

10:12 AM
62 °F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
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331 miles
RPMx1000
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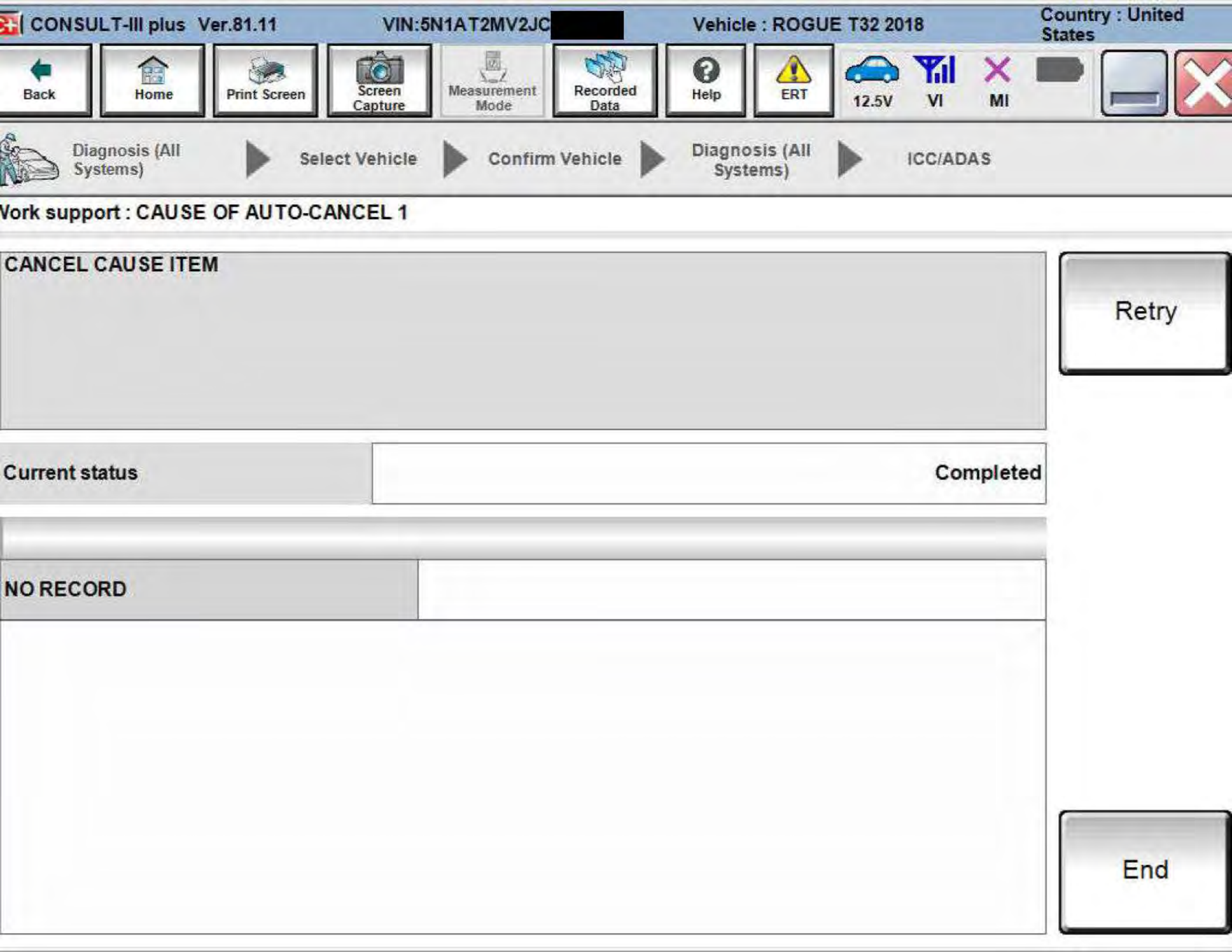

10:12 AM
62 °F
Driving Aids
Emergency Brake
Blind Spot
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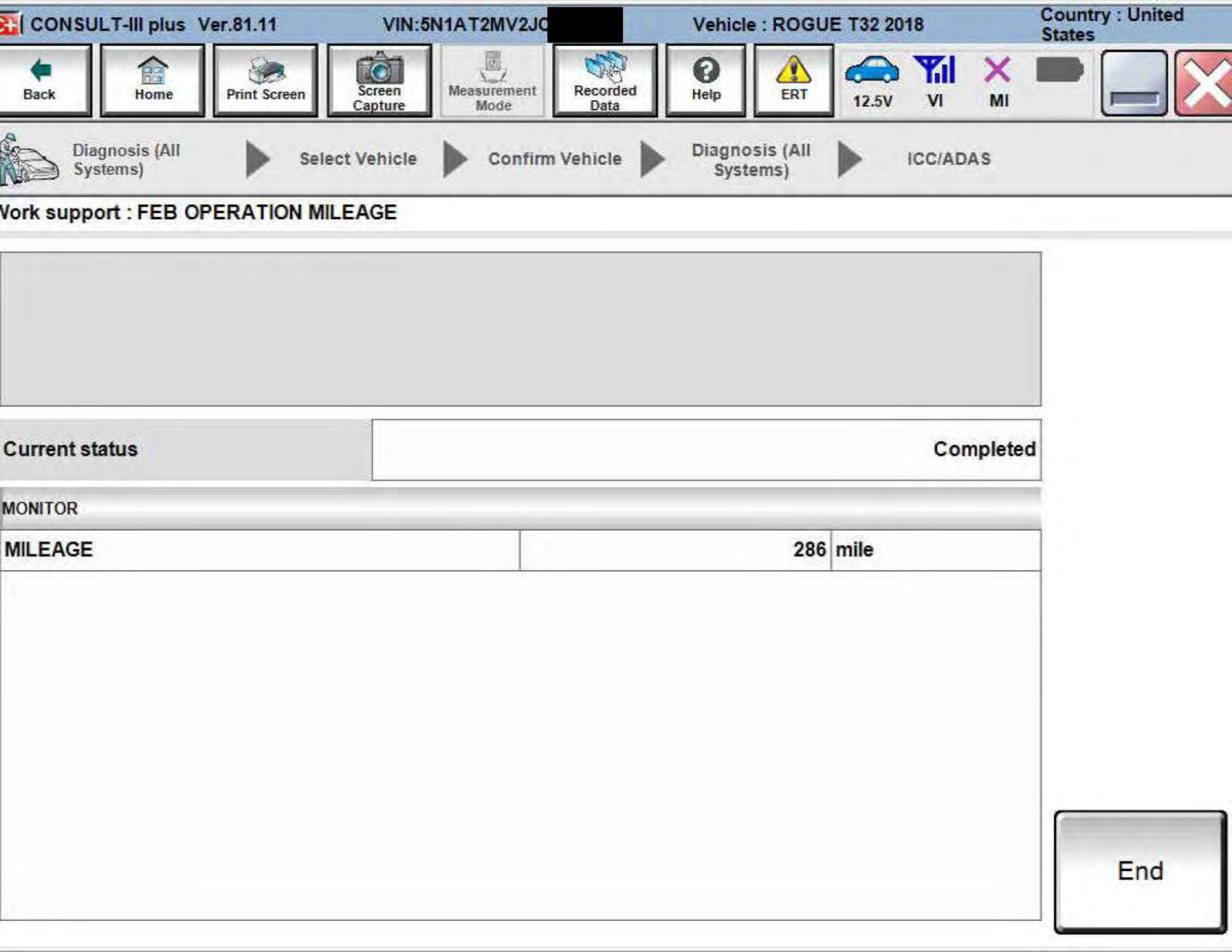

CONSULT-III plus Ver.81.11
VIN:5N1AT2MV2JC[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.5V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
LASER/RADAR
Self Diagnostic Result
Data Monitor
Work support
ECU Identification
-
No DTC is detected.
Further testing may be required.
-
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Print
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1 / 1

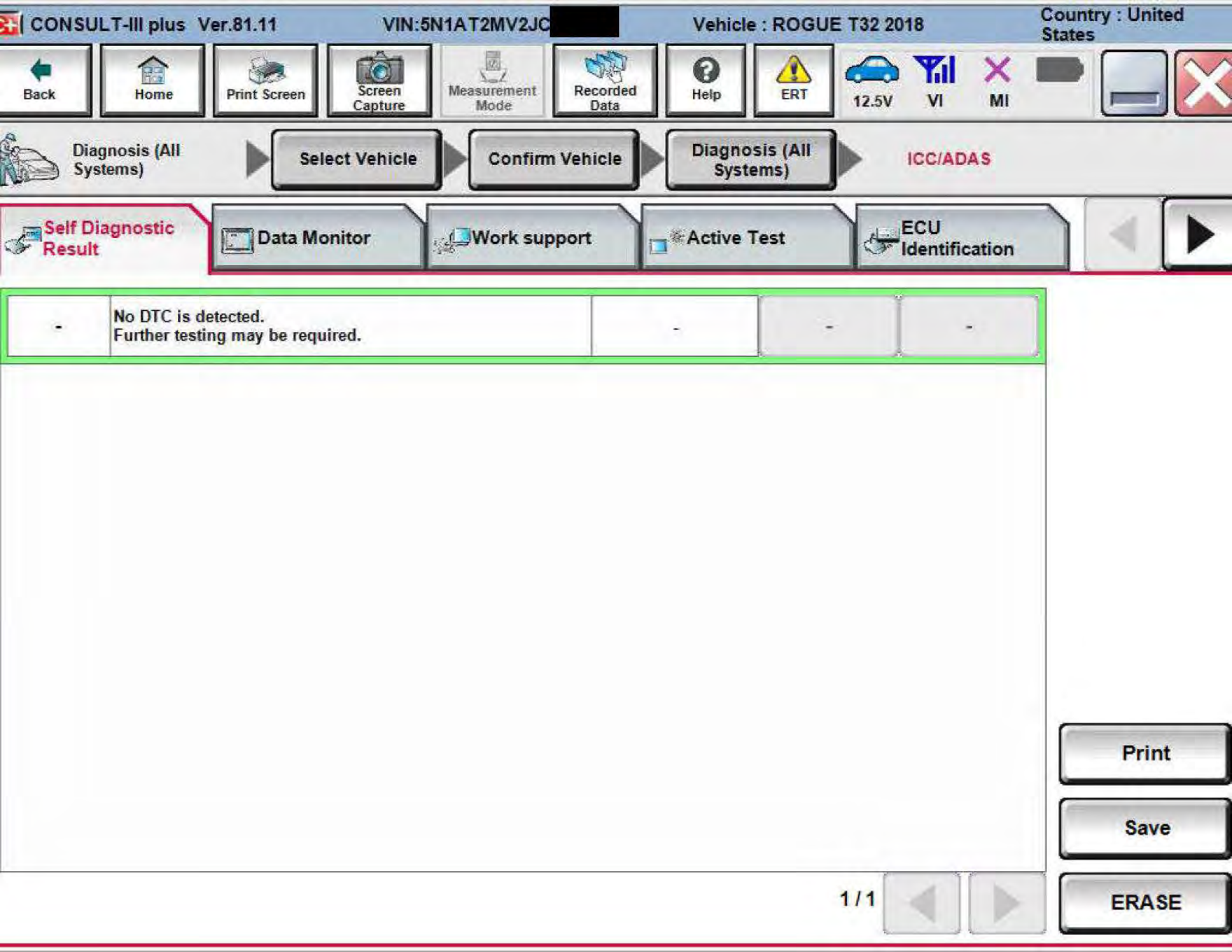

CONSULT-III plus Ver.81.11
VIN:5N1AT2MV2JC[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.5V
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Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
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SRT & P-DTC
Result
Detailed Information
MULTI AV
NO DTC
EPS/DAST 3
NO DTC
IPDM E/R
NO DTC
AIR PRESSURE MONITOR
NO DTC
LASER/RADAR
NO DTC
ALL MODE AWD/4WD
NO DTC
CAN GATEWAY
NO DTC
2 / 4
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Print for Customer
Print
Save
ERASE

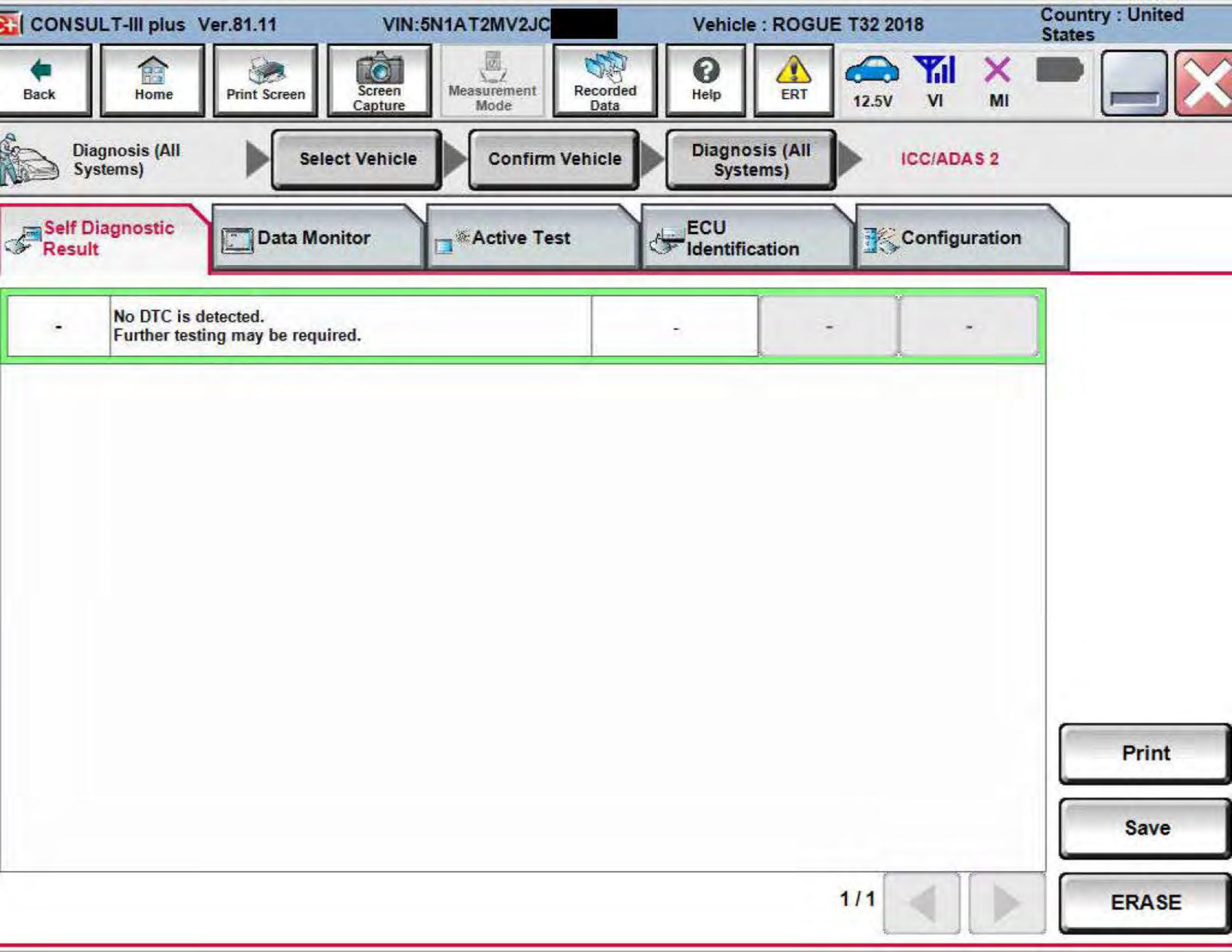

CONSULT-III plus Ver.81.11
VIN:5N1AT2MV2JC[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
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Print Screen
Screen Capture
Measurement Mode
Recorded Data
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12.5V
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Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
Detailed Information
AUTO BACK DOOR
NO DTC
SIDE RADAR LEFT
NO DTC
SIDE RADAR RIGHT
NO DTC
CHASSIS CONTROL
NO DTC
ICC/ADAS 2
NO DTC
3ch CAN GATEWAY
NO DTC
HVAC
No support for All DTC
3 / 4
0 / 0
Print for Customer
Print
Save
ERASE


CONSULT-III plus Ver.81.11
VIN:5N1AT2MV2JC[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.5V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
Detailed Information
OCCUPANT DETECTION
No support for Self Diag
Print for Customer
Print
Save
4 / 4
0 / 0
ERASE


CONSULT-III plus Ver.81.11
VIN:5N1AT2MV2JC[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.5V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : CAUSE OF AUTO-CANCEL 1
CANCEL CAUSE ITEM
Retry
Current status
Completed
NO RECORD
End


CONSULT-III plus Ver.81.11
VIN:5N1AT2MV2JC
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.5V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB OPERATION MILEAGE
Current status
Completed
MONITOR
MILEAGE
286
mile
End


CONSULT-III plus Ver.81.11
VIN:5N1AT2MV2JC[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.5V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Self Diagnostic Result
Data Monitor
Work support
Active Test
ECU Identification
-
No DTC is detected.
Further testing may be required.
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Print
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1 / 1
ERASE


CONSULT-III plus Ver.81.11
VIN:5N1AT2MV2JC[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.5V
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MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS 2
Self Diagnostic Result
Data Monitor
Active Test
ECU Identification
Configuration
-
No DTC is detected.
Further testing may be required.
-
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Print
Save
ERASE
1 / 1

Vehicle
5N1AT2MV2JC[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

THIS IS A JD POWER CUSTOMER, PLEASE TREAT WITH GREAT CARE.[SPECIAL HIGH-IMPACT CATEGORY: GROUP A MODEL LINE].

VIN	5N1AT2MV2JC[redacted]		
Last Modified By	Samaritan Potter, 5/24/2018 10:40 AM	Branded Title	
Created By	NNAETL, 2/23/2018 11:21 AM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage	100	MSRP	$29,330
Latest Recorded Mileage Units	M		
In Service Date	4/28/2018		

Manufacturing Data

Make/Model	2018 NISSAN ROGUE	Manufacturer Date	2/23/2018
Model Year	2018	Plant Name	Smyrna (NMM)
Make	NISSAN	PDI Date	
Model Line	ROGUE	Country Code	USA
Model Code	22218	US Specification Indicator	Y
Body Style Type	WAGON 4 DOOR	Emissions Type	50 STATE
Exterior Color	PEARL WHITE	Emissions Certification	
Cylinders	4	Open Recall	
Transmission Type	CVT	Head Unit	
Model Series		Model Line Code	RGE
Factory Installed Options	B92B93C03E10L92Z66		
Factory Installed Options Descriptions	B92 (SPLASH GUARDS (SET OF 4-BLACK)), B93 (CHROME REAR BUMPER PROTECTOR), C03 (50 STATE EMISSIONS), E10 (PREMIUM PAINT E10), L92 (FLOOR MATS (2PC FRONT, 2PC SEC), Z66 (ACTIVATION DISCLAIMER)		

Vehicle Tools

Total Approved Checks VIN Decoder

System Information

Latest Owner (BETA) [redacted]

Warranty Information

S No.	Warranty Description	Warranty Expiration Date	Warranty Expiration Miles	Warranty Exclusion Code	Warranty Exclusion Name	Warranty Extensions/Cust Service Initiatives Flag	Brand
1	BASIC COVERAGE	4/28/2021	36,000				
2	POWERTRAIN COVERAGE	4/28/2023	60,000				
3	SEAT BELT	4/28/2028	999,999				
4	CORROSION COVERAGE (PERFORATION)	4/28/2023	999,999				
5	FEDERAL EMISSION LONG TERM DEFECT	4/28/2026	80,000				

Vehicle Retail Sales

Vehicle Retail Sales

Action	Name	Owner	Selling Dealer	Sale Type	Vehicle Model	Purchase Date	Rewind Indicator
View	[redacted]	[redacted]		NMAC lease	ROGUE	4/28/2018	

Vehicle Ownership

Vehicle Ownership

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

Vehicle Campaigns

Vehicle Campaigns Help

No records to display

Warranty Cases

Warranty Cases Help

No records to display

Cases

Print Cases

Cases Help

Action	Case Number	Type	Account Name	Date/Time Opened	Date/Time Closed	Current Mileage	Status	CST Approvals	Owner Name
| Edit | Cls	[redacted]	CA	[redacted]	5/15/2018 8:28 AM		100	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	4/26/2018	11	[redacted]			
			I	4/2/2018	6				
			I	3/23/2018	6				
			W	5/18/2018	335				
			I	5/15/2018	328				
			I	5/15/2018	328				
			W	5/15/2018	328				

Vehicle Service Contracts

Vehicle Service Contracts Help

No records to display

Vehicle History

Vehicle History Help

Date	User	Action
2/23/2018 11:21 AM	NNAETL	Created.

DTS Field Inspections

New DTS Field Inspection

DTS Field Inspections Help

Action	Title	Status	Created Date	Related Support Case	Owner First Name	Owner Last Name	DTS Team	DTS Inspection Date	Report Date
Edit	[redacted]	Completed	5/17/2018	[redacted]	[redacted]	[redacted]	NER	5/18/2018 9:00 AM	5/23/2018 4:06 PM

Back To Top

Always show me fewer / more records per related list

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DP19-001

NISSAN

5/15/2019

ATTACHMENT B

REQUEST NUMBER 2 DOCUMENTS

FIELD REPORTS



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

CDR File Information

User Entered VIN	5N1AT2MV4JC[redacted]
User	[redacted]
Case Number	[redacted]
EDR Data Imaging Date	05/23/2018
Crash Date	
Filename	5N1AT2MV4JC[redacted] ACM.CDRX
Saved on	Wednesday, May 23 2018 at 09:11:54
Imaged with CDR version	Crash Data Retrieval Tool 17.6
Imaged with Software Licensed to (Company Name)	Nissan North America, Inc.
Reported with CDR version	Crash Data Retrieval Tool 17.6
Reported with Software Licensed to (Company Name)	Nissan North America, Inc.
EDR Device Type	Airbag Control Module
Event(s) recovered	None

Comments

No comments entered.

Data Limitations

General Information:

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

Airbag Control Unit (ACU)

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

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

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

Data Element Sign Convention:

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

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

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

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

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

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

0701_Nissan001_r006

DTCs at Time of Retrieval

None

Hexadecimal Data

DID	Data
2001	00 02 1C 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 FF FF CC 0A 00 00 00 00
2002	00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 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

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

F1A0  20


      59 02 09


      59 02 09


      59 0F 08
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Disclaimer of Liability

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



Search 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 [10] | Case Categorizations [1] | Open Activities [0] | Activity History [3] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | DTS Field Inspections [1] | Attachments [0] | Case History [11] | 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	5/18/2018 9:12 AM
Letter Received Date		Date/Time Closed	
Follow Up Date	6/8/2018	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	Lia Nissan of Saratoga
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	6,000		

Incident Codes - IIR REQUIRED

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

Customer Requests

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

Vehicle Information

Vehicle	5N1AT2MV4JC[redacted]	Part Number 1	
Model Year	2018	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22218	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	LIA NISSAN OF SARATOGA	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	14	Dealer Instructions	Service Dept. Review
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?	D - Dealership	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: 5N1AT2MV4JC[redacted]		
Created By	Dimitry Izyuk, 5/18/2018 9:12 AM	Root Cause Code	SDIN
Last Modified By	Samantha Dixon, 5/25/2018 10:22 AM	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 Private	✓	**Created By: Samantha Dixon (5/25/2018 10:21 AM)** ARBS received email from DTS advising that report has been uploaded to FTP follow up with PL in 10 business days.
Make Private	✓	**Created By: Samantha Dixon (5/22/2018 2:28 PM)** ARBS made outbound call to LIA NISSAN spoke to Service manager Jim ARBS advised that C has contacted NNA alleging a defect with the FEB in the veh and is requesting an inspection of the veh. ARBS advised that DTS will be out to the DLR tomorrow to complete the inspection. SM Jim understood. call ended mutually
Make Private	✓	**Created By: Samantha Dixon (5/22/2018 2:24 PM)** ARBS made outbound call to C[redacted] ARBS advised that NNA is able to do the inspection tomorrow 5/23 and the DTS may give the c a call to discuss the incident in more detail c stated that c is in a long meeting for work tomorrow morning but can call the DTS back if C misses the call. ARBS understood. ARBS advised that ARBS will follow up with c once the inspection results are available which is typically 2-4 weeks after the inspection is completed. c understood. call ended mutually
Make Private	✓	**Created By: Samantha Dixon (5/22/2018 10:31 AM)** ARBS submitted DTS request
Make Private	✓	**Created By: Samantha Dixon (5/22/2018 10:30 AM)** ARBS made outbound call to C[redacted] ARBS requested 20-30 mins to speak about case. c stated that the first incident with the FEB was back in January 19th. c stated that in January was driving to work coming up over a high approaching an intersection, the veh just beeped and the brakes started being applied. c stated that c was on [redacted] in [redacted] area and the [redacted] intersection. c stated that the veh beeps at c in other locations but the veh has only applied the brakes like twice. c stated that the other time the brakes were engaged was while c was going thru an intersection and a police car pulled out in front of c. c stated that there hasnt been any actual accidents. c stated that c just started shutting the feature off. c stated that when the feature beeps and the one time the brakes were actually applied no one was in front of c. c stated that the veh has been at the DLR for 2 weeks now. c stated that the FEB doesnt activate every time c confirmed veh location at: LIA NISSAN OF SARATOGA [redacted] MALTA, NY [redacted] c stated that c loves the veh and would prefer to not get rid of the veh but c is about ready to get rid of the veh because the FEB is not working. c stated that if the veh is repaired then c will keep the veh. c stated that if the veh doesnt get repaired c will pursue lemon law. ARBS advised that NNA would be interested in inspecting the veh. ARBS explained the process is 6-8 weeks, 2-4 weeks for the inspection to be completed and 2-4 weeks for inspection results to be completed. ARBS advised that that NNA doesnt offer rental/loaner assistance, towing, storage fees or anything financial. c understood. ARBS advised that ARBS will follwo up with c and the DLR when the inspection will take place.

c understood.

call ended mutually

Make Private

Created By: Samantha Dixon (5/21/2018 2:57 PM)
**********ARBS RECEIVED CASE, UNDER REVIEW, PENDING PROBE VERIFICATION **********

Make Public

Created By: Samantha Dixon (5/21/2018 2:17 PM)
C contacted CA for Forward Emergency Braking concerns.

Created By: Kelsey Christiansen (5/21/2018 1:06 PM)
RCAS-KC placed outbound call to Customer at [redacted]
RCAS-KC VERIFIED C's name, home & email address, concern, and phone.
RCAS-KC ADVISED "This call may be recorded for quality and training purposes."

RCAS-KC CHECKED for open recalls/campaigns and found:0
Previous UNRELATED Case(s) Found: 0
Previous RELATED Case(s) Found: 0

RCAS-KC advised POC.
RCAS-KC advised of case number and direct line.
RCAS-KC verified C's concerns— FEB

Make Private

RCAS-KC apologized for the inconvenience this has all been.

RCAS-KC advised that there is not an update at this point but engineering is still working on getting one out.

RCAS-KC advised of asking a few other detailed questions to get a better understand of the situation C had had and someone will contact C to discuss further.

RCAS-KC advised of someone contacting C within the next few business days to discuss concerns in more detail.

RCAS-KC asked when the best time for C is to discuss.

C stated Tuesday or Thursday or Friday in the afternoon.

C declined further information.

Call ended mutually.

Make Public

Created By: Dimitry Izyuk (5/18/2018 9:19 AM)
****CASE SUMARY****

C contacted NNA CA requesting update on software update for VEH

CRR-DI transfering case to RCAS

Created By: Dimitry Izyuk (5/18/2018 9:18 AM) | Last Modified By: Kelsey Christiansen (5/18/2018 12:10 PM)
CRR-DI VERIFIED Account Info including: C's name, home & email address, phone# & best contact#
CRR-DI VERIFIED VEH Info including: VIN#, Current Mileage, Warranty & Service History
CRR-DI CHECKED for open recalls/campaigns and found:0
CRR-DI CHECKED for previous UNRELATED Case(s) and found:0
CRR-DI CHECKED previous RELATED Case(s) and found:0
CRR-DI NOTED concern is: when VEH software will be available

CRR-DI received inbound call from C

C stated C owns 2018 Rogue
C stated C took VEH to DLRSHP for software upgrade
C stated C still no answer when update will be available
C stated C asking when update will be available
C stated C VEH was 2 weeks at DLRSHP LIA NISSAN OF SARATOGA
C stated C DLRSHP gave rental VEH

CRR-DI asked C to be put on 2-3 min hold

Make Private

C agreed

CRR-DI thanked C for holding
CRR-DI advised C that CRR-DI will transfer case to RCAS

C understood

CRR-DI asked C if there is anything else C can assist with

C declined

CRR-DI thanked C for calling NNA AC
CRR-DI provided C with Case # Agent ID and NPS
CRR-DI informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day 5/21/2018 regarding the C concern

C understood and appreciated the assistance

Best Contact #: [redacted]
Call ended mutually

Case Categorizations

New Case Categorization | Case Categorizations Help

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

Open Activities

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

No records to display

Activity History

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

Action	Subject	Type	Name	Due Date	Assigned To	Action Taken	Status	Last Modified Date/Time
Edit | Del	DTS Follow Up [redacted] LIA NISSAN OF SARATOGA			5/24/2018	Samantha Dixon		Complete	5/22/2018 2:48 PM
Edit | Del	DTS Request [redacted] LIA NISSAN OF SARATOGA			5/24/2018	Michael Gorrill		Complete	5/22/2018 10:51 AM
			[redacted]		Samantha			

Edit | Del IIR MASTERSON 5/22/2018 Dixon Complete 5/21/2018 3:32 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	Kelsey Christiansen, 5/21/2018 1:07 PM	5/21/2018			5N1AT2MV4JC[redacted]	

DTS Field Inspections — DTS Field Inspections Help

Action	Title	DTS Inspection Date	Owner First Name	Owner Last Name	Status
Edit	[redacted]	5/23/2018 9:00 AM	[redacted]	[redacted]	Completed

Attachments Attach File — Attachments Help

No records to display

Case History — Case History Help

Date	User	Action
5/25/2018 10:22 AM	Samantha Dixon	Changed **Follow Up Date** from 5/30/2018 to **6/8/2018**.
5/22/2018 2:27 PM	Samantha Dixon	Changed **Subject** from CUSTOMER: [redacted] PHONE: [redacted] VIN: 5N1AT2MV4JC[redacted] to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: 5N1AT2MV4JC**[redacted]
		Changed **Follow Up Date** from 5/24/2018 to **5/30/2018**.
5/21/2018 2:18 PM	Samantha Dixon	Changed **Case Owner** from Kelsey Christiansen to **Samantha Dixon**.
5/21/2018 2:17 PM	Samantha Dixon	Changed **Description**.
5/21/2018 1:07 PM	Kelsey Christiansen	Changed **Follow Up Date** from 5/21/2018 to **5/24/2018**.
5/18/2018 9:20 AM	Dimitry Izyuk	Changed **Escalated By ID** to **0050G00000CV4XQ**.
		Changed **Case Owner** from Dimitry Izyuk to **Kelsey Christiansen**.
5/18/2018 9:12 AM	Dimitry Izyuk	Changed **VIN** to **5N1AT2MV4JC**[redacted]
		Changed **Subject** to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: 5N1AT2MV4JC**[redacted]
		Created.

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Incident Investigation

CAR # [redacted]
Claimant
VIN 5N1AT2MV4JC[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 Saratoga Springs State NY Zip Code [redacted] Country United States

☒ Driver Same as Claimant
☒ Owner Same as Claimant

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

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

II. Vehicle

Model Year 2018 Model Name Rogue Mfg. Date 12/17 VIN 5N1AT2MV4JC[redacted]
Mileage 7,548 License # [redacted] State NY Country United States

Special equipment & accessories N/A

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

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

Add Row Remove Row

III. Description of Incident & Claim

Source of Information [redacted] Incident Date N/A Time N/A

Location of Incident (describe fully) [redacted] and [redacted] in Clifton Park, NY.

Weather Conditions (Rain/Snow/Dry/Etc.) N/A

Vision obstruction (describe) N/A

Temperature at time of incident N/A Parking location prior to time of incident N/A

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV4JC[redacted]

Overnight temperature prior to incident: N/A
Length of time parked: N/A

Ice/Snow accumulation on vehicle? ○ Yes ◉ No

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

Sequence of Events (according to claimant)

Claimant stated that the first incident with the FEB was back on January 19th. Claimant stated that in January she was driving to work coming up over a hill approaching an intersection, the vehicle just beeped and the brakes started being applied, along with a grinding noise. Claimant stated that she was on [redacted] in [redacted] area and approaching the [redacted] intersection. Claimant stated that the vehicle beeps in other locations but the vehicle has only applied the brakes like twice. Claimant stated that the other time the brakes were engaged was while she was going thru an intersection and a police car pulled out in front of her. Claimant stated that the FEB doesn't activate every time.

Claimant stated that there hasn't been any actual accidents. Claimant stated that she just started shutting the feature off. Claimant stated that when the feature beeps and the one time the brakes were actually applied no one was in front of her. Claimant stated that the vehicle has been at the DLR for 2 weeks now.

Claimant denies any prior collision repair.
Claimant denies any modifications or abuse of the vehicle.
Claimant denies any prior service or repairs.

Relation to Roadway (on-road, off-road, left side, right side): On-road.
Number of times incident occurred: 5

Driver Action (braking, steering, etc.): N/A

Special Circumstances: N/A

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

Vehicle Estimated Speed: 45mph
Source: [redacted]
Posted Speed Limit: 45mph

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	FEB activates with no vehicles around.	[redacted]

Add Allegation | Remove Allegation

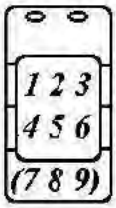
Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV4JC[redacted]

IV. Occupants & Injuries

Source of Information [redacted]

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



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

Address [redacted] Saratoga Springs, NY [redacted] Weight [redacted]

Location: Incident Vehicle | Seating Position: 1 - Driver

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

Nature & Extent of Injuries: N/A

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

Add Occupant | Remove Occupant

☐ No Occupants Comments: No additional occupants.

V. Other Property Damage

☒ No Other Property Damage

Source of information [redacted]

VI. Investigation Results

Date of vehicle inspection: 5/23/2018

Location of inspection: Lia Nissan of Saratoga
[redacted]
Malta, NY [redacted]

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

**Note: No damage reported.

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

Photos taken by: Michael Gorrill, NNA Northeast Region DTS # Photos: 50

Incident Investigation

CAR # [redacted]
Claimant
VIN 5N1AT2MV4JC[redacted]

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

Exterior/Body	**Note: Nothing remarkable noted.
Engine/ Transmission/ Drivetrain	**Note: Nothing remarkable noted.
Underbody/ Suspension/ Steering/ Wheels & Tires	**Note: Nothing remarkable noted.
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	**Note: Nothing remarkable noted.
Seat Belts/ Child Restraints (if applicable)	**Note: Nothing remarkable noted.
Air Bags	**Note: Nothing remarkable noted.

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

**Note: Google Maps of incident location attached. See folder: GoogleMaps.
**Note: Incident location Google Map Street view photos of incident location attached. See folder: GoogleMaps..
**Note: Monroney Label attached. See folder: Monroney Label.
**Note: CDR Data attached. CDR Data shows no event recorded. See folder: CDRData.
**Note: CIII+ All Systems Diagnosis shows no DTC's present or past. See Folder: CIII+ScreenImages.
**Note: ICC/ADAS, WORK SUPPORT, CAUSE OF AUTO-CANCEL 1, shows: NO RECORD. See Folder: CIII+ScreenImages.
**Note: ICC/ADAS, WORK SUPPORT, FEB OPERATION MILAGE, shows: No History. See Folder: CIII+ScreenImages.
**Note: ICC/ADAS, WORK SUPPORT, FEB DEFAULT SETTING, Current status, shows: ON. See Folder: CIII+ScreenImages.

**Note: DTS road tested the vehicle to the incident location. Upon approaching the incident location audible and visual warning was produced along with partial braking. No vehicles were present in the location when the incident was duplicated.
**Note: Subsequent passes (15x) through the incident location failed to duplicate the incident. The vehicle was driven a total of 28 miles during the inspection.

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	FEB activates with no vehicles around.	1. CDR Data shows no event recorded. 2. CIII+ All Systems Diagnosis shows no DTC's present or past. 3. ICC/ADAS, WORK SUPPORT, CAUSE OF AUTO-CANCEL 1, shows: NO RECORD. 4. ICC/ADAS, WORK SUPPORT, FEB OPERATION MILAGE, shows: No History. 5. ICC/ADAS, WORK SUPPORT, FEB DEFAULT SETTING, Current status, shows: ON. 6. DTS road tested the vehicle to the incident location. Upon approaching the incident location audible and visual warning was produced along with partial braking. No vehicles were present in the location when the incident was duplicated.

Add Row | Remove Row

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

Incident Investigation

CAR # [redacted]
Claimant
VIN 5N1AT2MV4JC[redacted]

Reporter's Signature [redacted]

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

Incident Investigation

CAR # [redacted]
Claimant
VIN 5N1AT2MV4JC[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	**Note: Monroney Label attached. See folder: Monroney Label.

II. Diagnostic Download and EDR Data

Instructions:

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

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

Incident Investigation

CAR # [redacted]
Claimant
VIN 5N1AT2MV4JC[redacted]

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

III. Sensor and ECM Visual Inspection

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

Yes	No		Comments
○	○	Obstructions to camera? (ie. dirt, stickers, etc.)	**Note: Vehicle not equipped with Lane Camera.
○	○	Physical damage to camera? (ie. cracks)	**Note: Vehicle not equipped with Lane Camera.
○	◉	Obstructions to radar sensor units? (ie. dirt, stickers, etc.)	**Note: No obstructions to radar sensor unit. See photos: IMG(29-37).
○	◉	Physical damage to radar sensor units? (ie. cracks)	**Note: No physical damage to radar sensor unit. See photos: IMG(29-37).
◉	○	Electrical connection to radar module firmly seated?	**Note: Electrical connection to radar module firmly seated. See photos: IMG(33-37).
○	○	Electrical connection to camera module firmly seated?	**Note: Vehicle not equipped with Lane Camera.
○	○		

End of Form

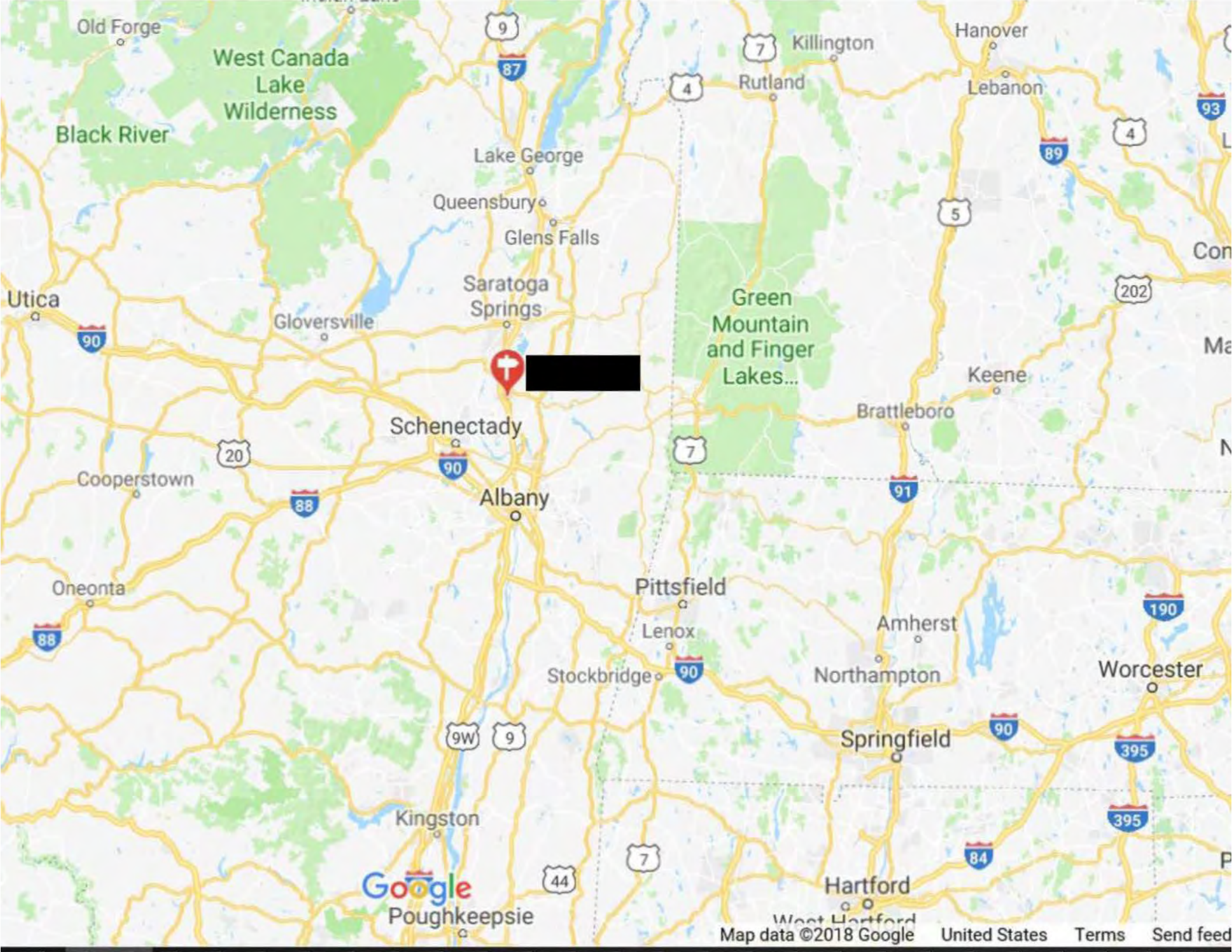
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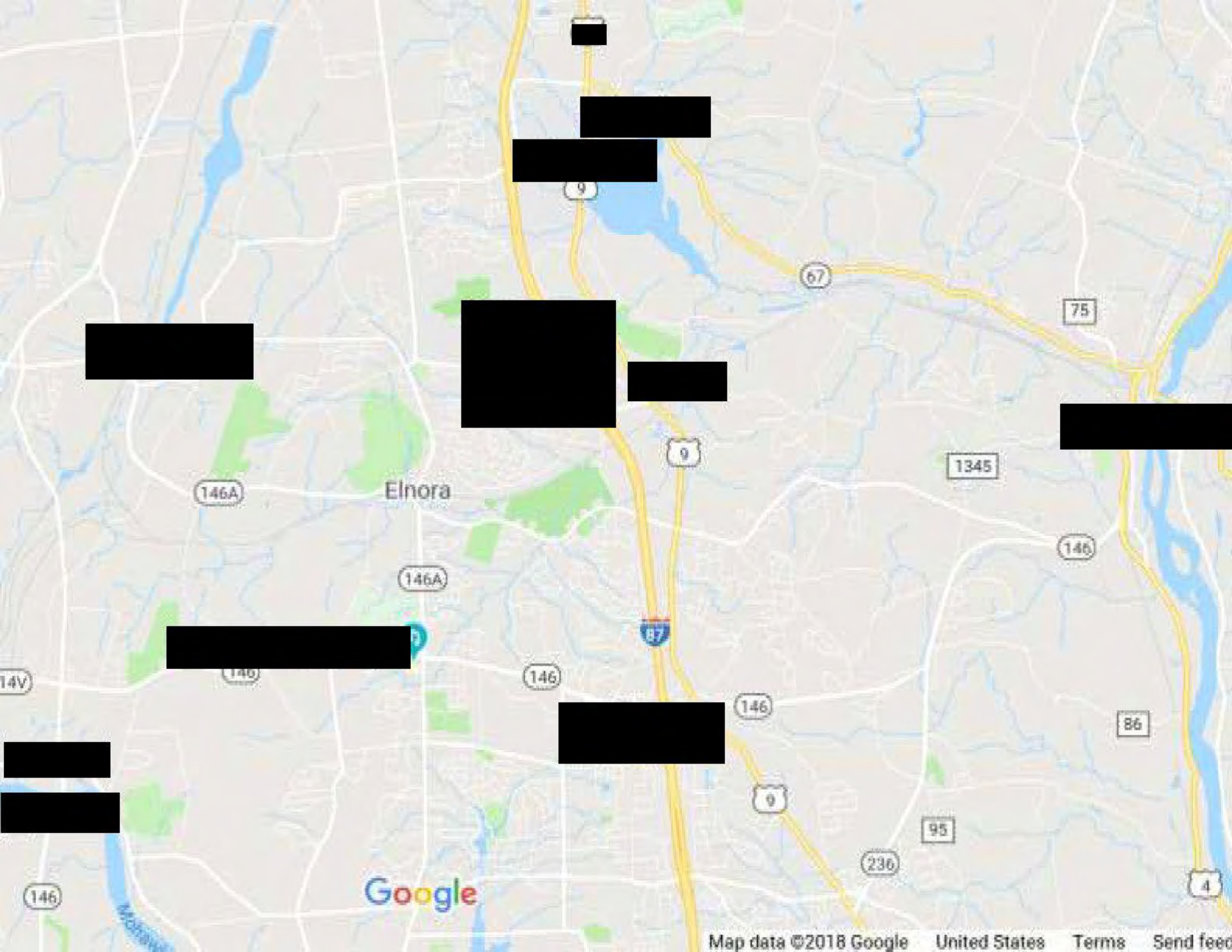
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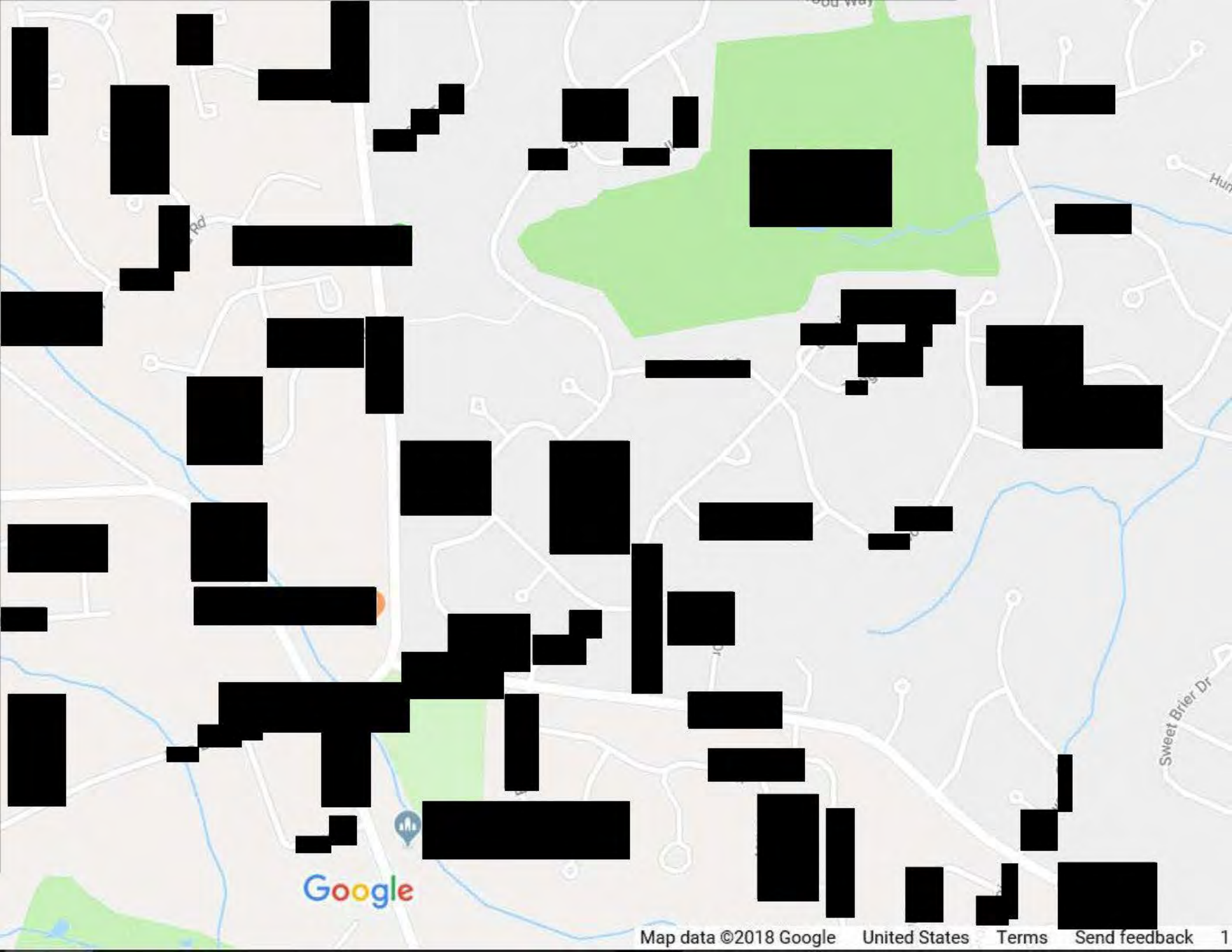
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NEW YORK
Portland
Ushers Rd
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Old Forge
West Canada Lake Wilderness
Black River
Lake George
Queensbury
Glens Falls
Saratoga Springs
Utica
Gloversville
Green Mountain and Finger Lakes...
Schenectady
Albany
Cooperstown
Oneonta
Pittsfield
Lenox
Stockbridge
Amherst
Northampton
Worcester
Springfield
Kingston
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Image capture: Jul 2017


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[redacted]
5N1AT2MV4JC[redacted]


MFD BY NISSAN MOTOR CO., LTD.
DATE: 12/17
GVWR: 2141 KG
4720 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.
5N1AT2MV4JC
MPV 401
MODEL: TDBNLQW T32EUA-----
COLOR: DAL TRIM: G ZS30A


NEW YORK
[redacted]
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NISSAN






ROGUE


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ROGUE
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SV AWD

















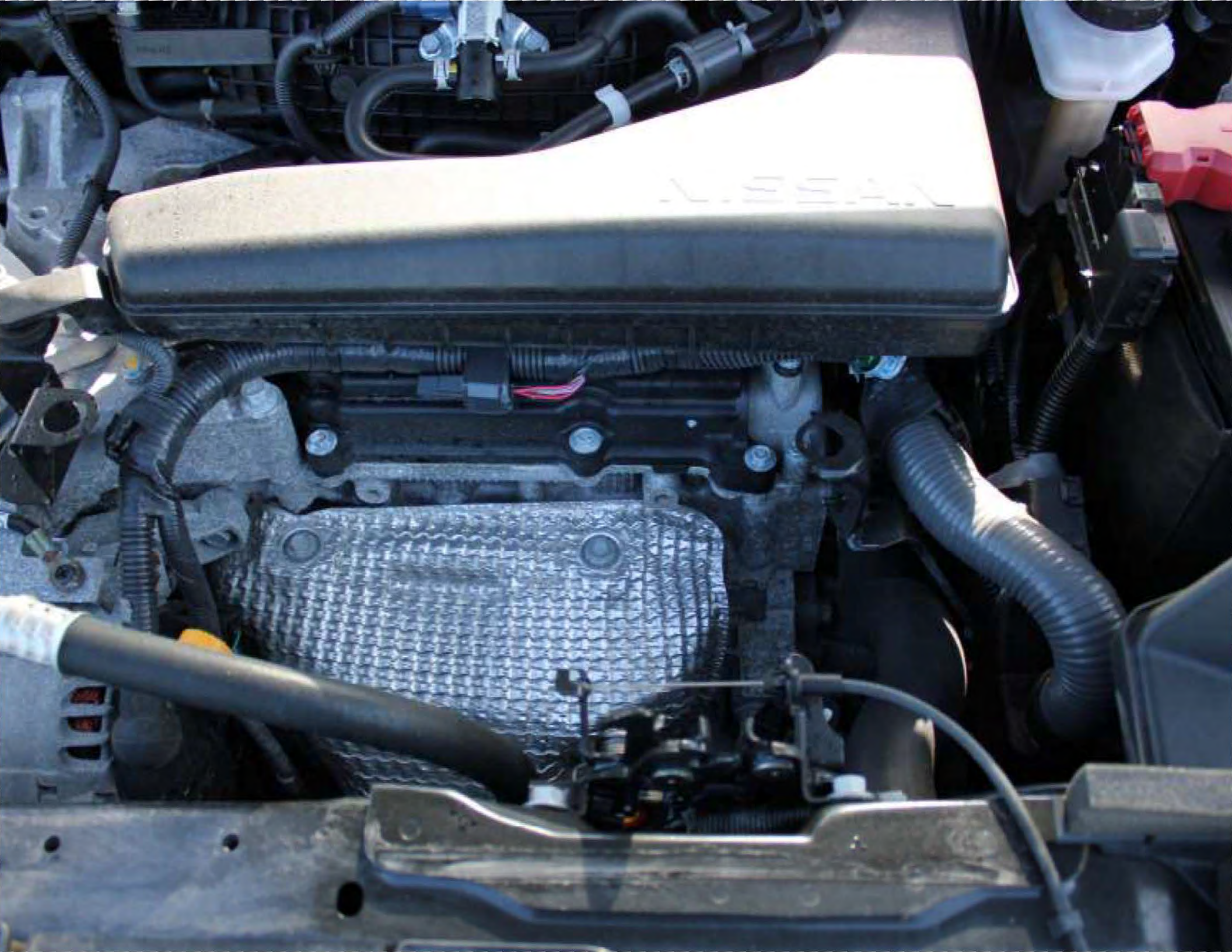


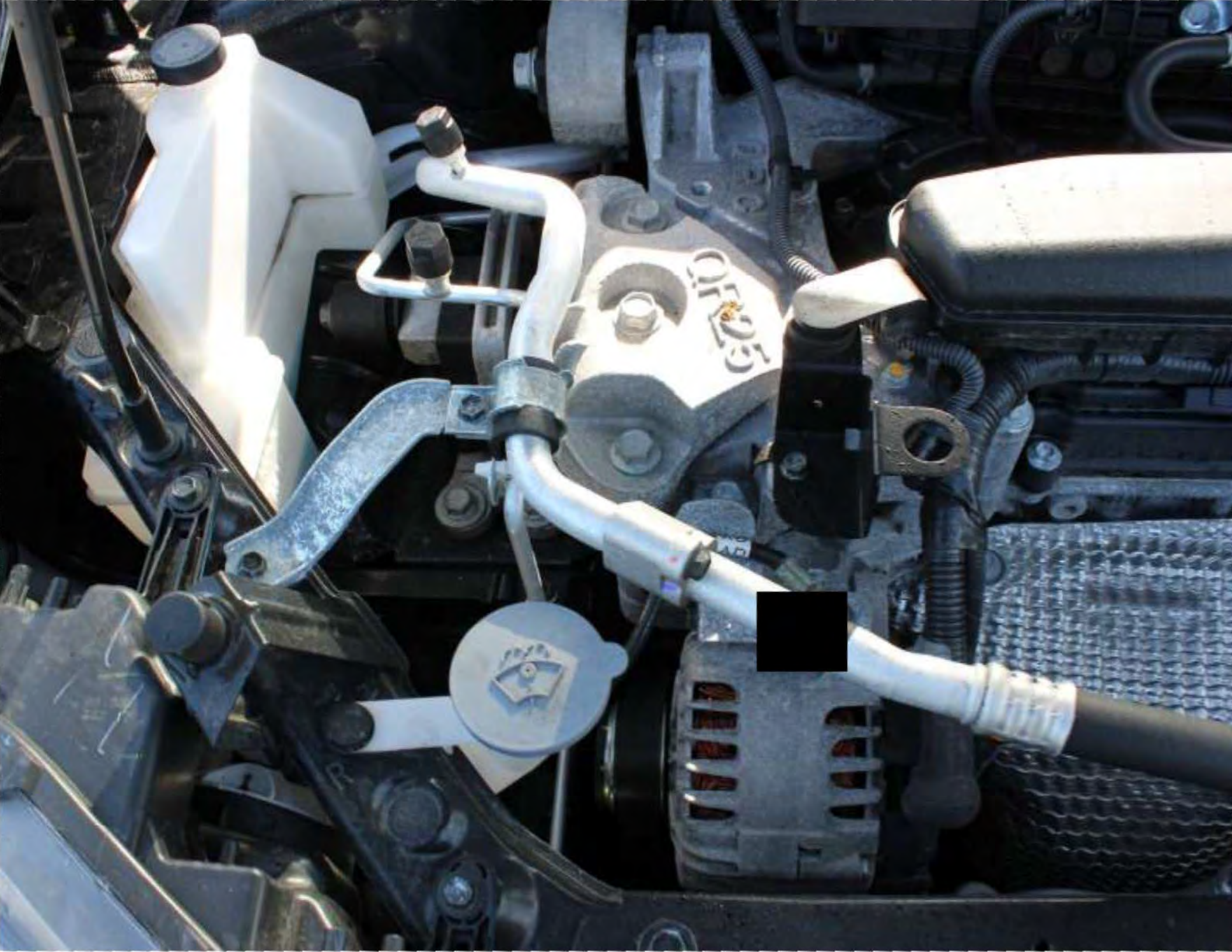




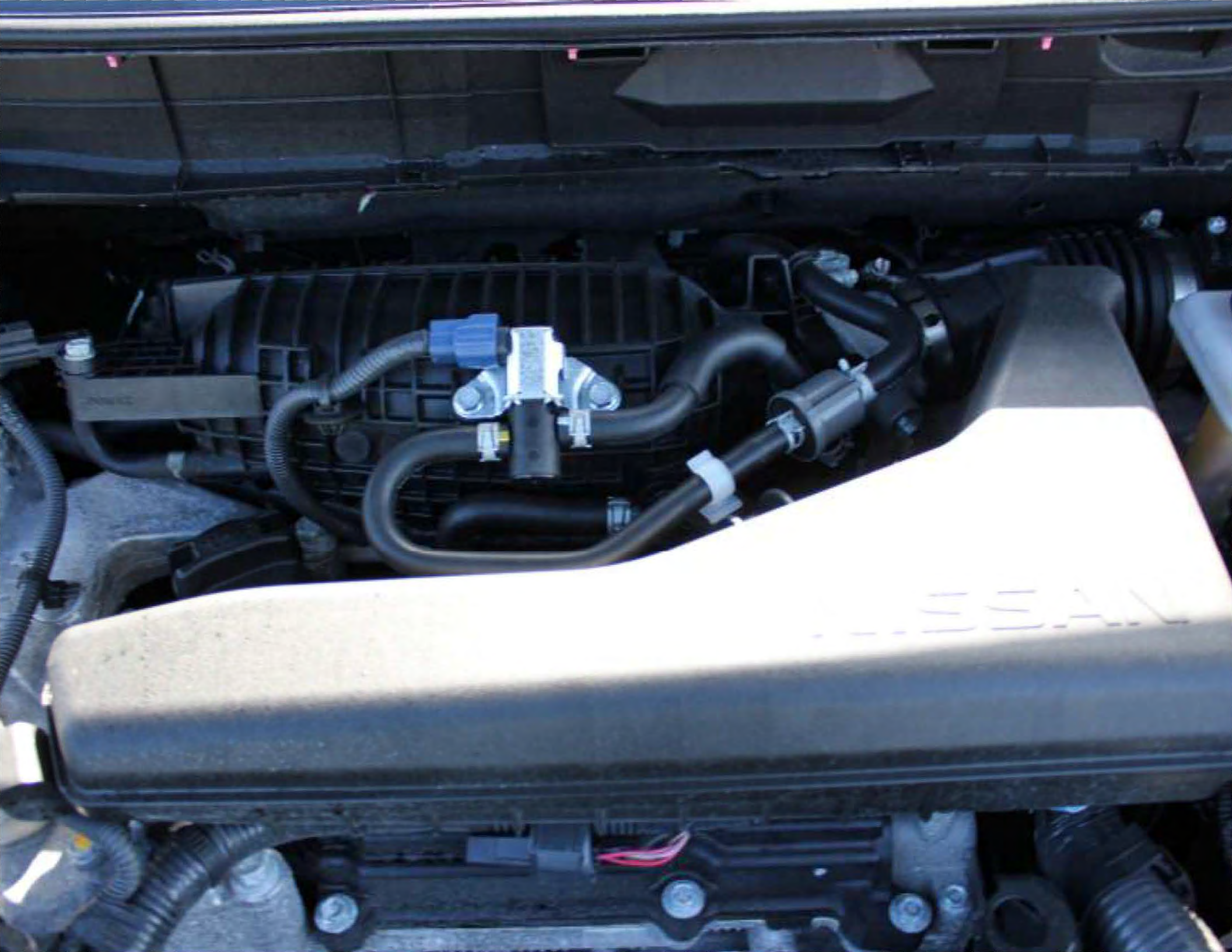





NISSAN








DANGER/POISON
DANGER/POISON

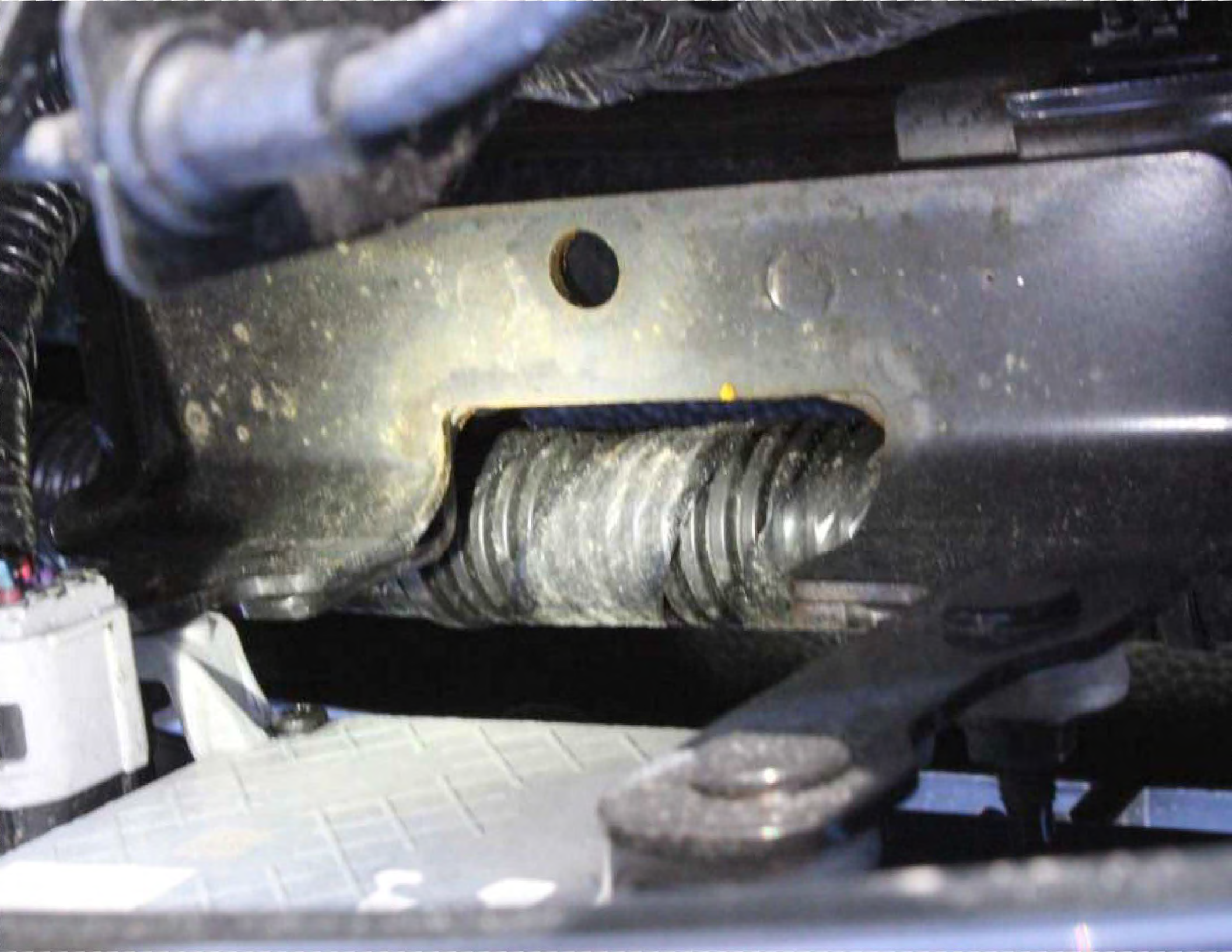

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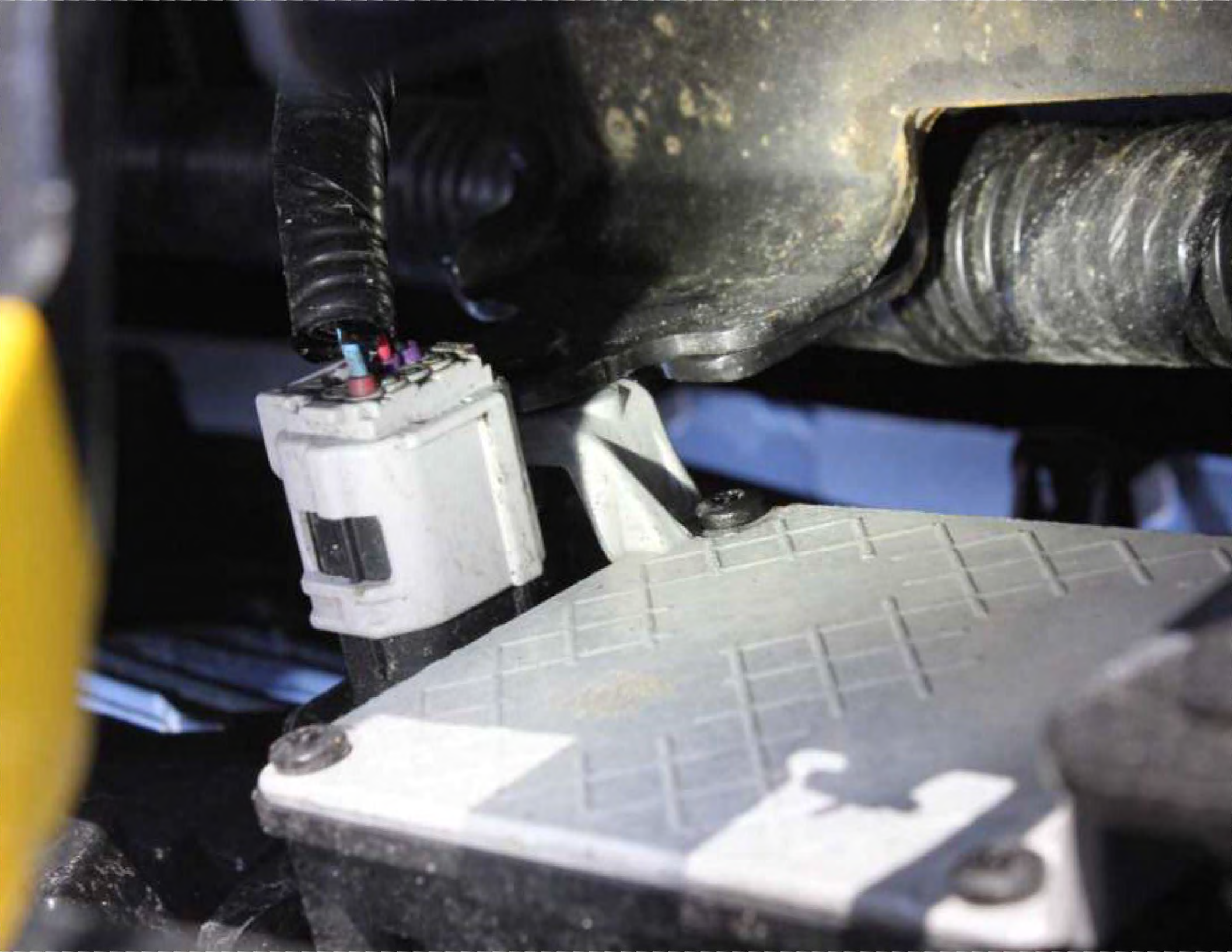

NISSAN


NISSAN












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Driver Assistance
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Vehicle Settings
Maintenance
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Parking Aids
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9:02 AM
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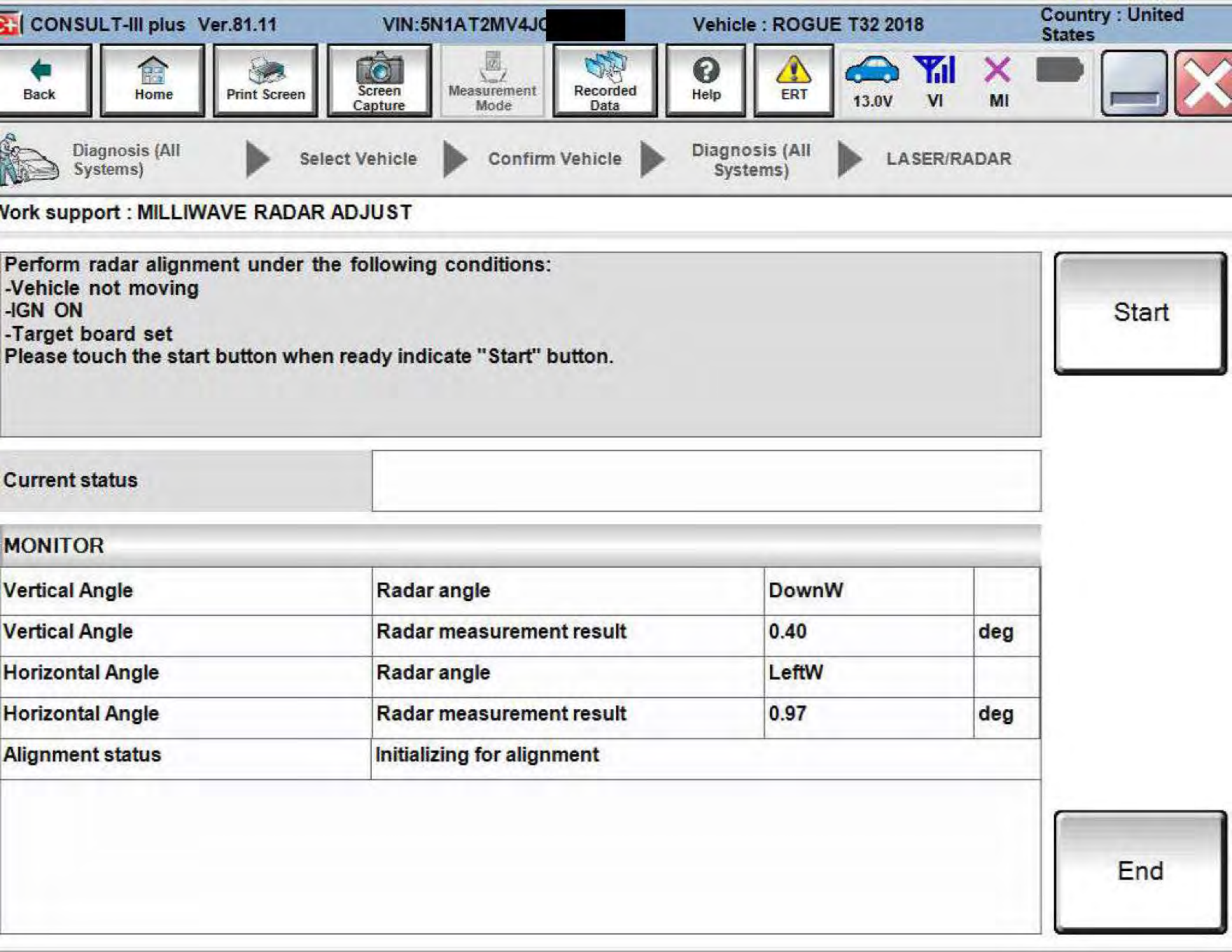

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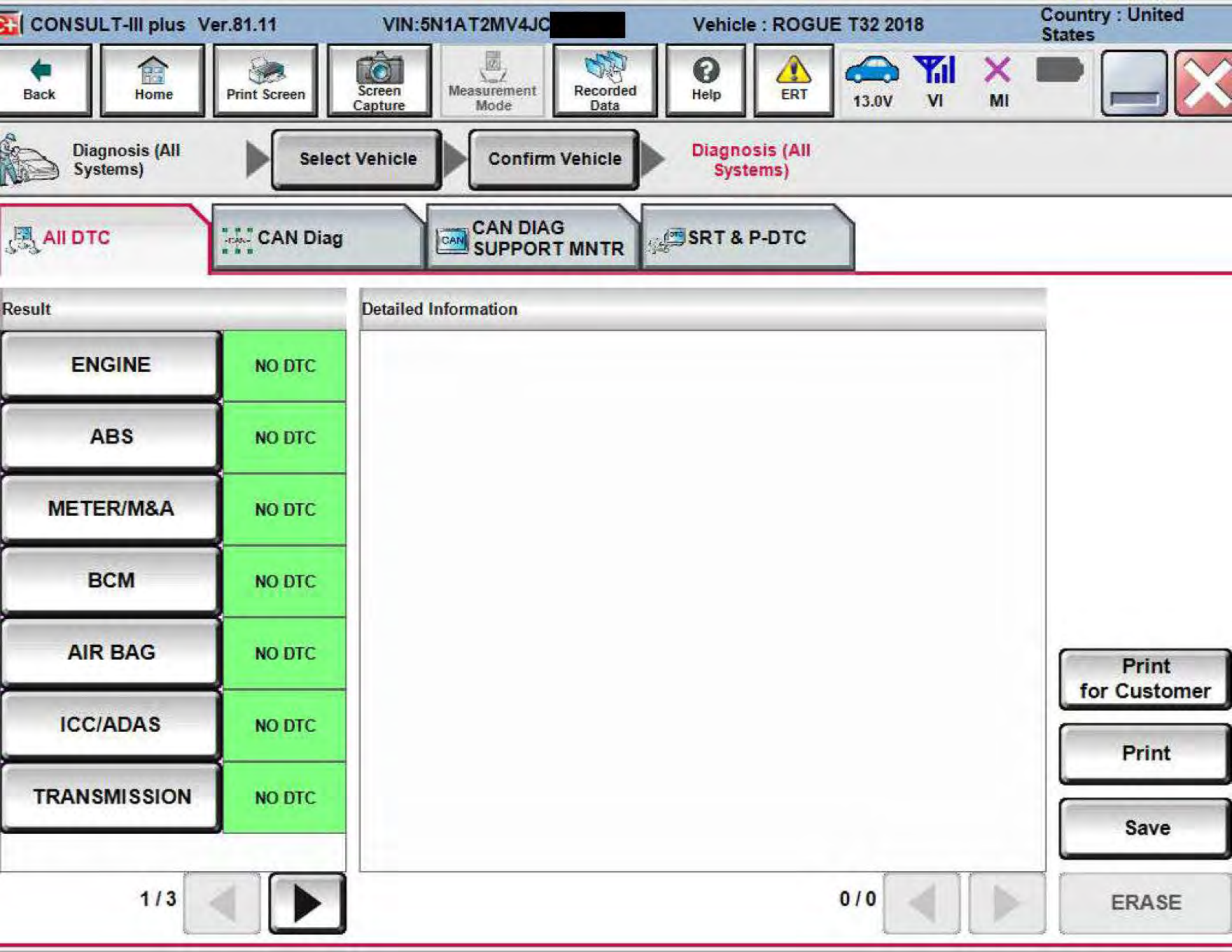

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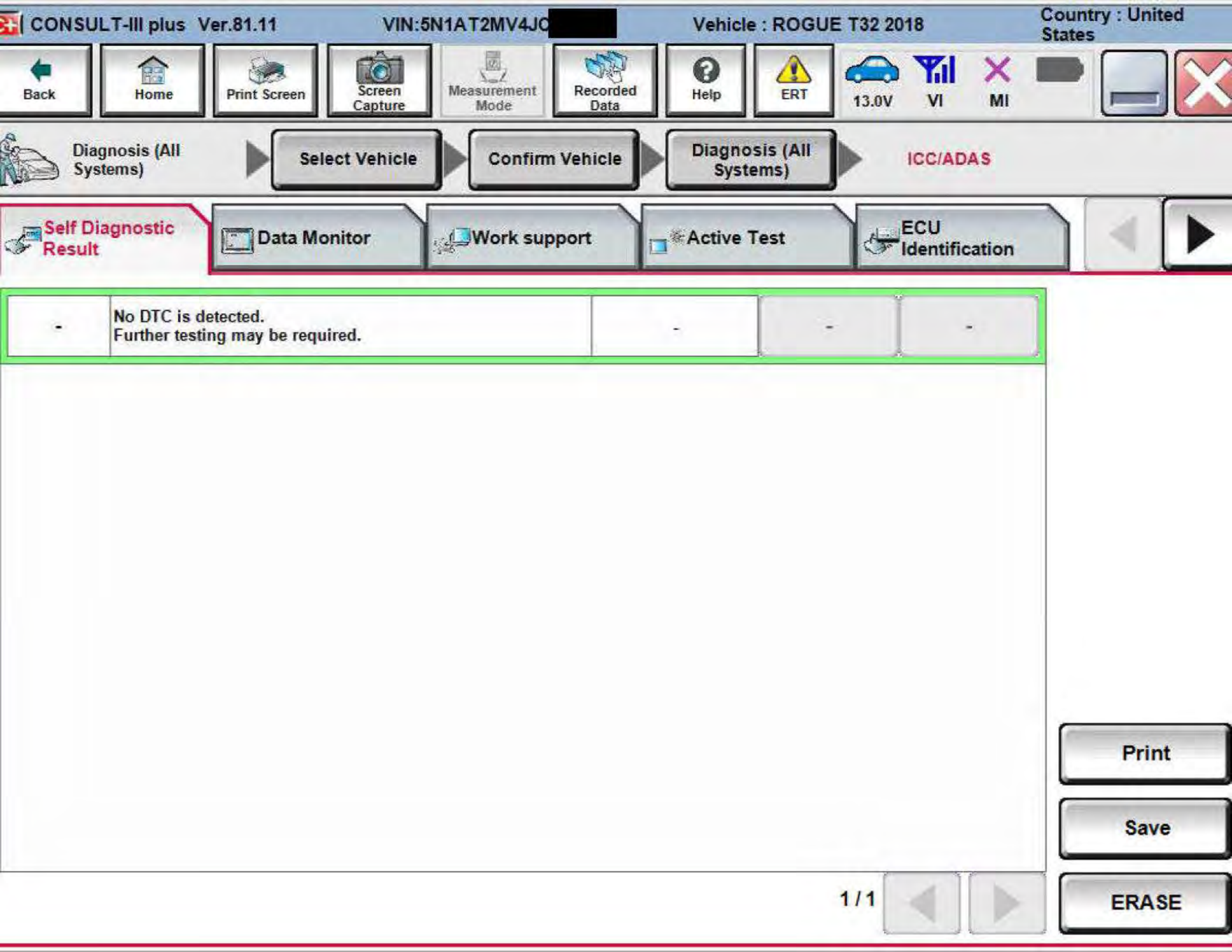

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Current 27.0
Best 31.2
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km/h

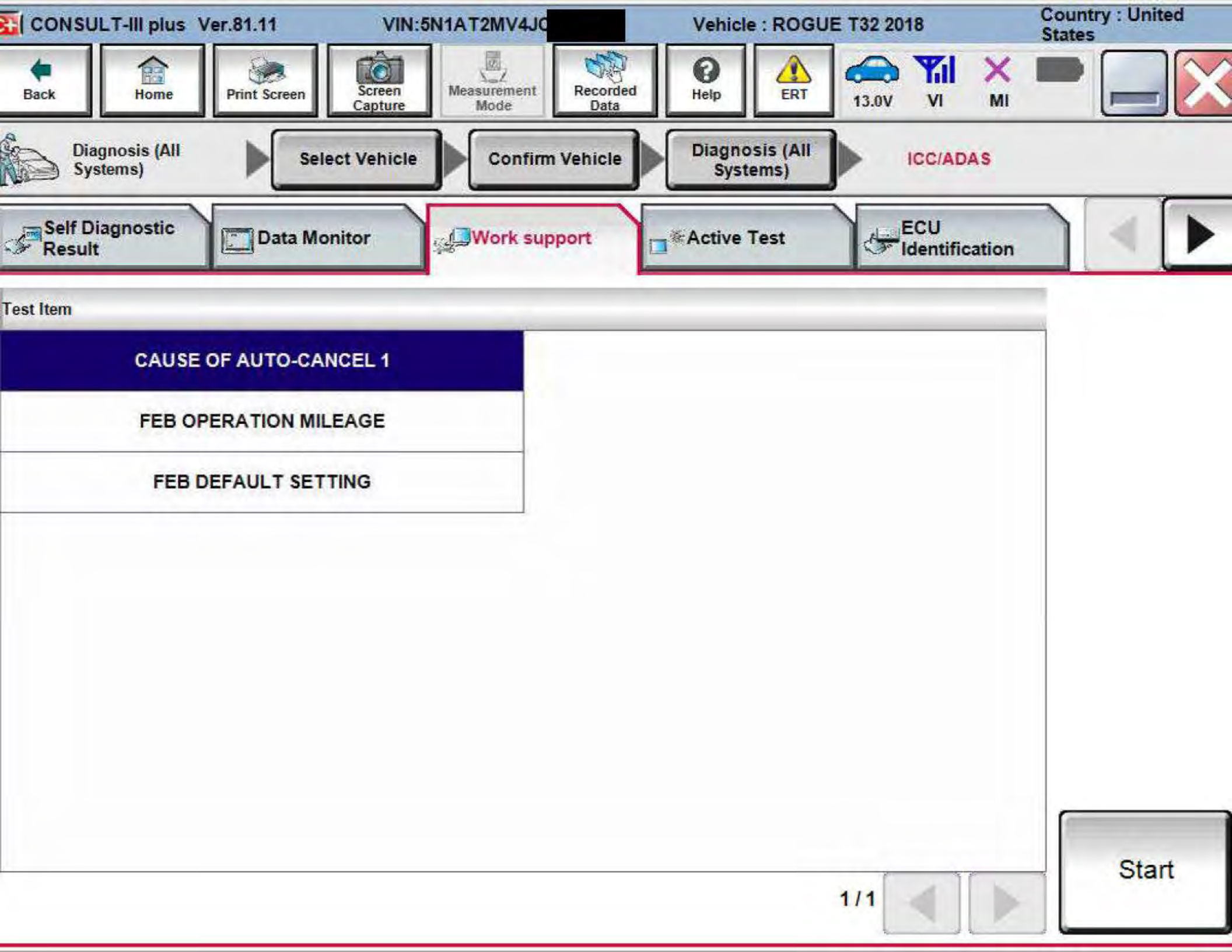

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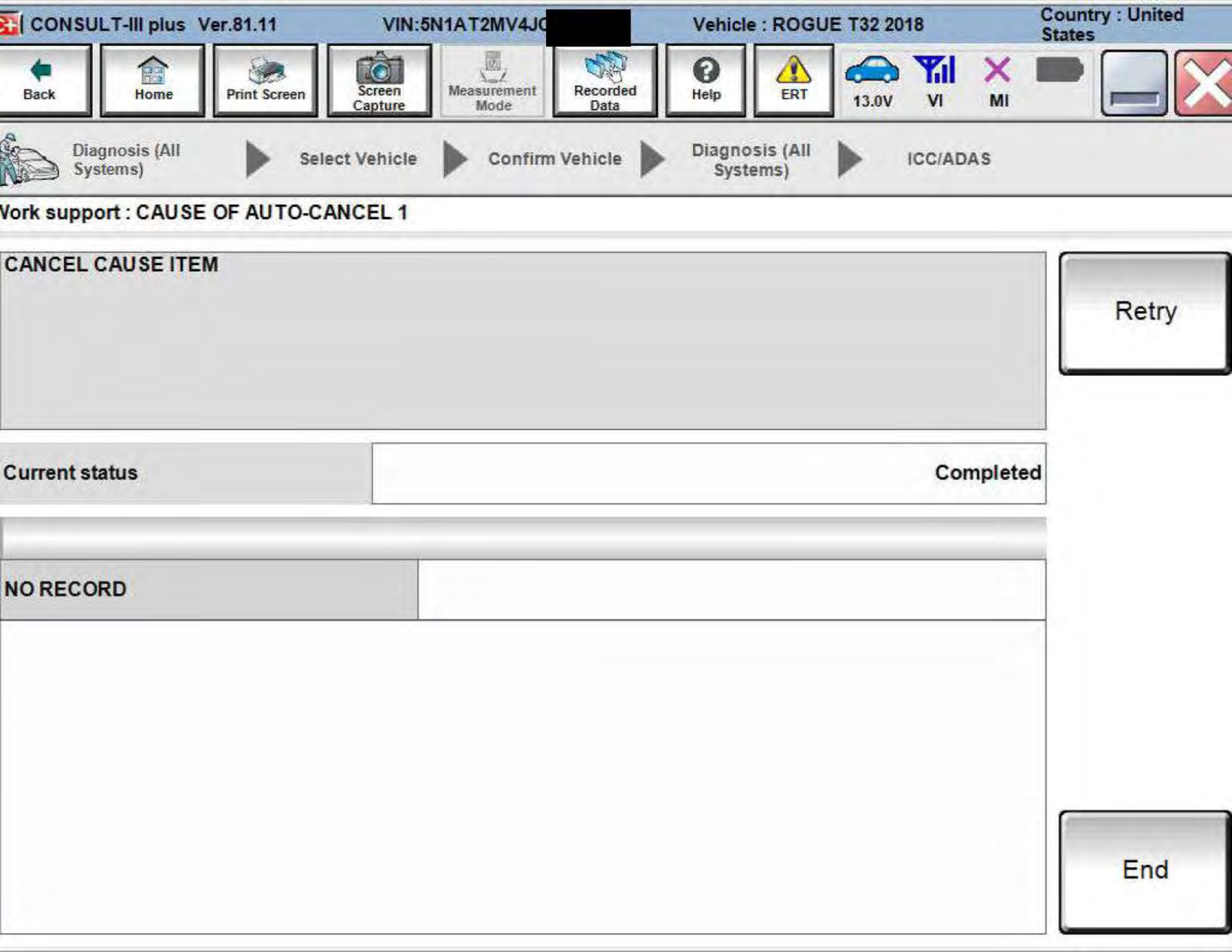

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Safety Shield
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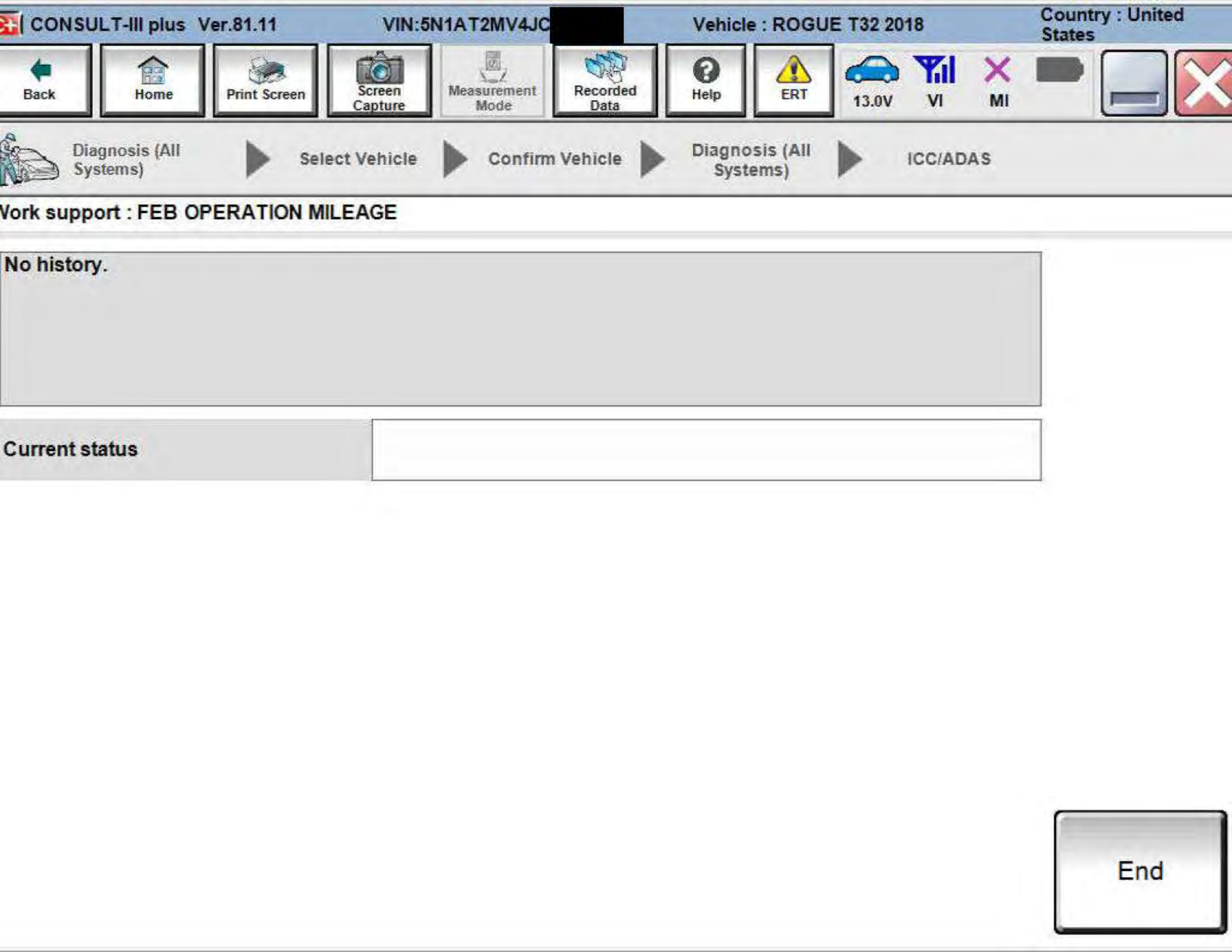

CONSULT-III plus Ver.81.11
VIN:5N1AT2MV4JC[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
LASER/RADAR
Work support : MILLIWAVE RADAR ADJUST
Perform radar alignment under the following conditions:
-Vehicle not moving
-IGN ON
-Target board set
Please touch the start button when ready indicate "Start" button.
Start
Current status
MONITOR
Vertical Angle | Radar angle | DownW |
Vertical Angle | Radar measurement result | 0.40 | deg
Horizontal Angle | Radar angle | LeftW |
Horizontal Angle | Radar measurement result | 0.97 | deg
Alignment status | Initializing for alignment
End

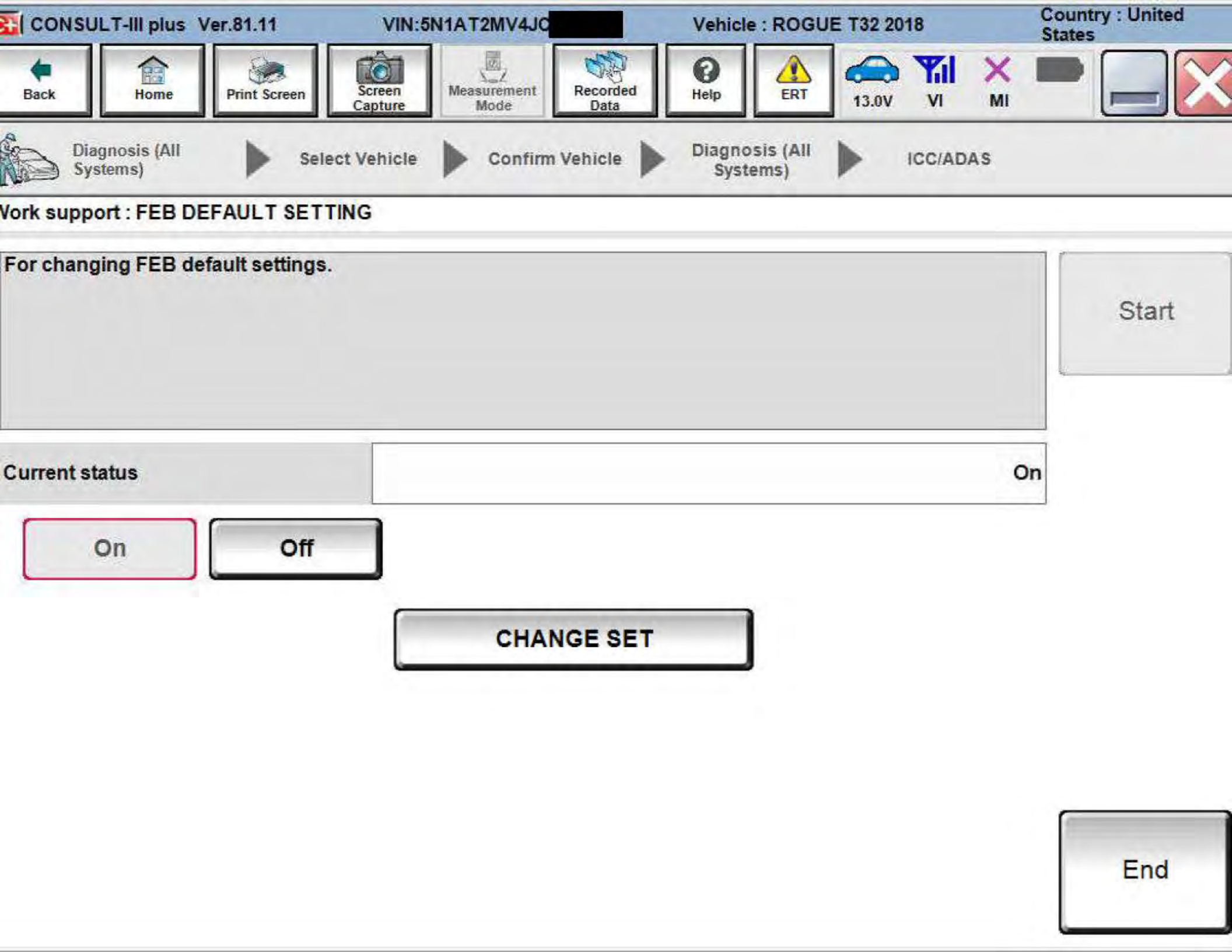

CONSULT-III plus Ver.81.11
VIN:5N1AT2MV4JC[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
Detailed Information
ENGINE
NO DTC
ABS
NO DTC
METER/M&A
NO DTC
BCM
NO DTC
AIR BAG
NO DTC
ICC/ADAS
NO DTC
TRANSMISSION
NO DTC
1 / 3
0 / 0
Print for Customer
Print
Save
ERASE

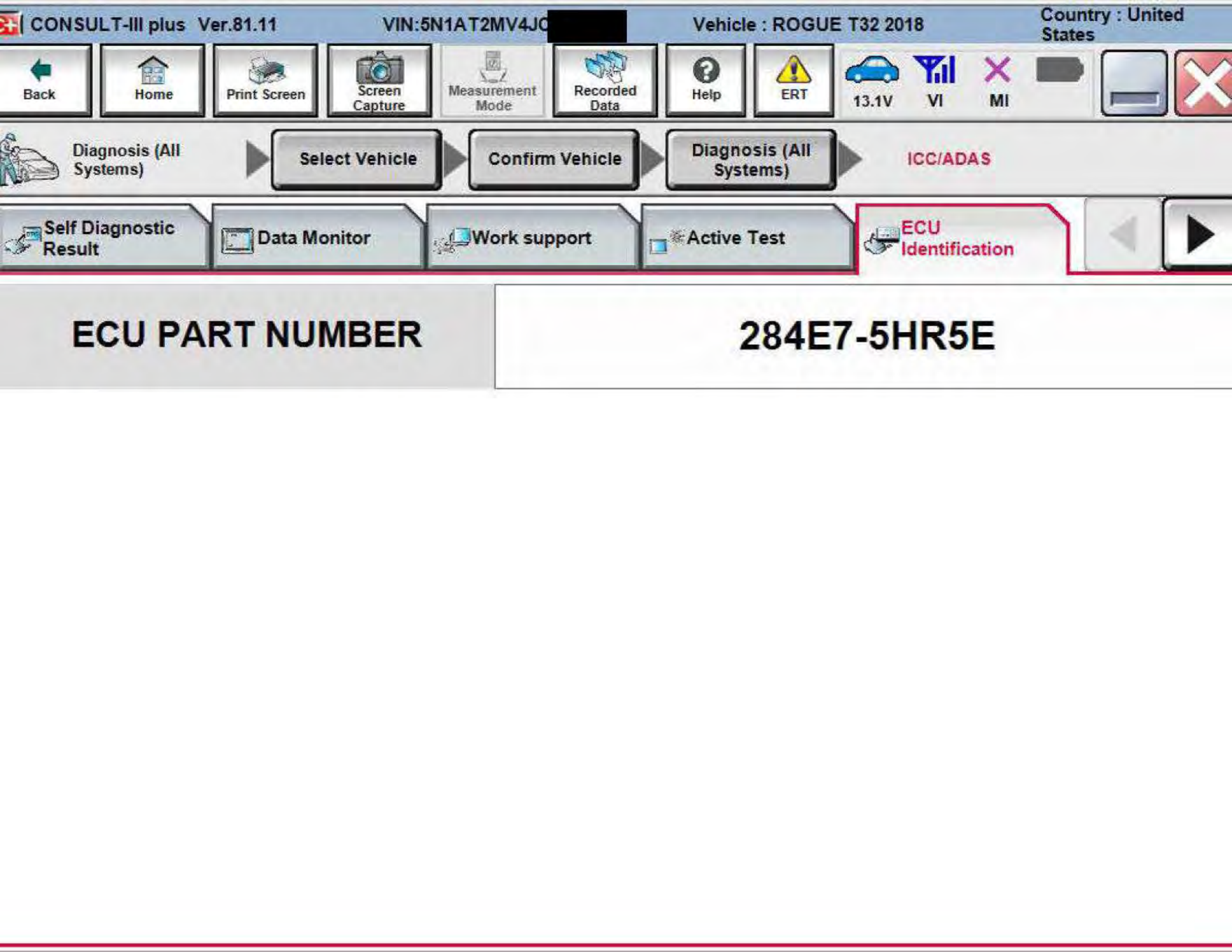

CONSULT-III plus Ver.81.11
VIN:5N1AT2MV4JC[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Self Diagnostic Result
Data Monitor
Work support
Active Test
ECU Identification
-
No DTC is detected.
Further testing may be required.
-
-
-
1 / 1
Print
Save
ERASE

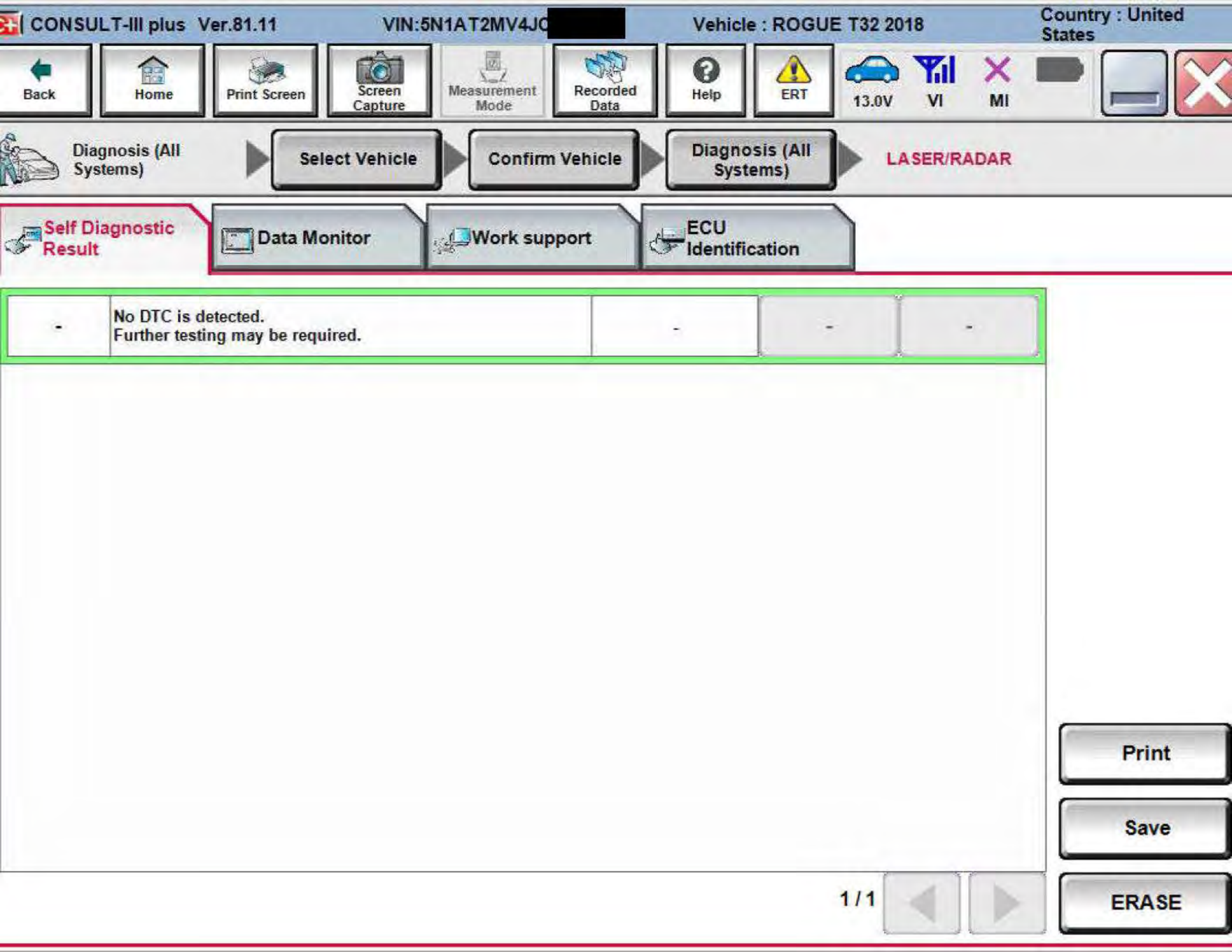

CONSULT-III plus Ver.81.11
VIN:5N1AT2MV4JC
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Self Diagnostic Result
Data Monitor
Work support
Active Test
ECU Identification
Test Item
CAUSE OF AUTO-CANCEL 1
FEB OPERATION MILEAGE
FEB DEFAULT SETTING
1 / 1
Start


CONSULT-III plus Ver.81.11
VIN:5N1AT2MV4JC
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
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Measurement Mode
Recorded Data
Help
ERT
13.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : CAUSE OF AUTO-CANCEL 1
CANCEL CAUSE ITEM
Retry
Current status
Completed
NO RECORD
End


CONSULT-III plus Ver.81.11
VIN:5N1AT2MV4JC
Vehicle : ROGUE T32 2018
Country : United States
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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.81.11
VIN:5N1AT2MV4JC[redacted]
Vehicle : ROGUE T32 2018
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 DEFAULT SETTING
For changing FEB default settings.
Start
Current status
On
On
Off
CHANGE SET
End


CONSULT-III plus Ver.81.11
VIN:5N1AT2MV4JC[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.1V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Self Diagnostic Result
Data Monitor
Work support
Active Test
ECU Identification
ECU PART NUMBER
284E7-5HR5E


CONSULT-III plus Ver.81.11
VIN:5N1AT2MV4JC[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
LASER/RADAR
Self Diagnostic Result
Data Monitor
Work support
ECU Identification
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
1 / 1
ERASE

Vehicle
5N1AT2MV4JC[redacted]

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Vehicle Campaigns [0] | Warranty Cases [0] | Cases [2] | Service History [13] | Vehicle Service Contracts [0] | Vehicle History [1] | DTS Field Inspections [1]

Vehicle Detail

VIN	5N1AT2MV4JC[redacted]		
Last Modified By	Samantha Dixon, 5/25/2018 10:22 AM	Branded Title	
Created By	NNAETL, 12/5/2017 11:27 AM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage	6,000	MSRP	$28,815
Latest Recorded Mileage Units	M		
In Service Date	12/26/2017		

Manufacturing Data

Make/Model	2018 NISSAN ROGUE	Manufacturer Date	12/2/2017
Model Year	2018	Plant Name	Smyrna (NMM)
Make	NISSAN	PDI Date	
Model Line	ROGUE	Country Code	USA
Model Code	22218	US Specification Indicator	Y
Body Style Type	WAGON 4 DOOR	Emissions Type	50 STATE
Exterior Color	MIDNIGHT PINE	Emissions Certification	
Cylinders		Open Recall	
Transmission Type	CVT	Head Unit	
Model Series		Model Line Code	RGE
Factory Installed Options	B92B93C03L92Z66		
Factory Installed Options Descriptions	B92 (SPLASH GUARDS (SET OF 4-BLACK)), B93 (CHROME REAR BUMPER PROTECTOR), C03 (50 STATE EMISSIONS), L92 (FLOOR MATS (2PC FRONT, 2PC SEC), Z66 (ACTIVATION DISCLAIMER)		

Vehicle Tools

Total Approved Checks VIN Decoder

System Information

Latest Owner (BETA) [redacted]

Warranty Information

S No.	Warranty Description	Warranty Expiration Date	Warranty Expiration Miles	Warranty Exclusion Code	Warranty Exclusion Name	Warranty Extensions/Cust Service Initiatives Flag	Brand
1	BASIC COVERAGE	12/26/2020	36,000				
2	POWERTRAIN COVERAGE	12/26/2022	60,000				
3	SEAT BELT	12/26/2027	999,999				
4	CORROSION COVERAGE (PERFORATION)	12/26/2022	999,999				
5	FEDERAL EMISSION LONG TERM DEFECT	12/26/2025	80,000				

Vehicle Retail Sales

Vehicle Retail Sales

Action	Name	Owner	Selling Dealer	Sale Type	Vehicle Model	Purchase Date	Rewind Indicator
View	[redacted]	[redacted]	LIA NISSAN OF SARATOGA	APR	ROGUE	12/26/2017	

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]	5/18/2018 9:12 AM		6,000	Open	0	Samantha Dixon
☐ | Edit | Cls	[redacted]	CA	[redacted]	4/10/2018 9:53 AM	4/17/2018 9:03 AM	6,000	Closed	0	Kelsey Christiansen

Service History

Service History Help

Action	SRH Number	PNC Code Description	Coverage Code/Pay Type	Transaction Date/VR Close Date	Vehicle Mileage	Customer	Dealer Code	Work Order #	Claim Line #
	[redacted]		PD	12/13/2017	3	[redacted]			1
		O DEFECT FOUND	FW	2/28/2018	3,479				A
			C	3/28/2018	5,112				
			C	3/28/2018	5,112				
			I	3/28/2018	5,112				
			I	3/28/2018	5,112				
			W	2/28/2018	3,479				
			I	2/16/2018	3,115				
			I	2/16/2018	3,115				
			I	2/16/2018	3,115				
			I	12/26/2017	108				
			I	12/26/2017	108				
			W	12/13/2017	3				

Vehicle Service Contracts

Vehicle Service Contracts Help

No records to display

Vehicle History

Vehicle History Help

Date	User	Action
12/5/2017 11:27 AM	NNAETL	Created.

DTS Field Inspections

New DTS Field Inspection

DTS Field Inspections Help

Action	Title	Status	Created Date	Related Support Case	Owner First Name	Owner Last Name	DTS Team	DTS Inspection Date	Report Date
Edit	[redacted]	Completed	5/22/2018	[redacted]	[redacted]	[redacted]	NER	5/23/2018 9:00 AM	5/25/2018 9:58 AM

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Always show me fewer / more records per related list

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2018 NISSAN ROGUE
SV AWD

[redacted]
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® w/ Sport mode switch
Eco Mode
4-Wheel Front and Rear Disc Brakes
17" Alloy Wheels
Temporary Spare Tire
Front Independent Suspension
Rear Multilink Suspension

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

COMFORT & CONVENIENCE
8-Way Power Driver Seat including 2-way Lumbar Support
40/20/40 Split Folding Rear Seat
Cruise Control
NissanConnect® featuring Apple CarPlay™ and Android Auto™ *
7" color display with multi-touch control
SiriusXM® Satellite Radio*
Bluetooth® Hands-free Phone System
Streaming audio via Bluetooth®
Hands-free text messaging assistant
6 Speakers
Sliding/Reclining 2nd Row Seats
Hill Start Assist
Intelligent Engine Brake (I-EB)
Intelligent Trace Control (I-TC)
Active Ride Control
Sport Mode Shifter w/ Manual Mode
Divide-N-Hide®
Adjustable tilt/telescoping Steering Column
Power Windows w/ DR auto up/down
2nd Row Seat A/C Vents
Dual Zone Auto Air Conditioning

COMFORT & CONVENIENCE CONT.
I-key w/ Push Button Start
Remote Engine Start with Intelligent Climate Control
Quick Comfort™ Heated Front Seats
Leather Wrapped Steering Wheel & Shift Knob
Motion Activated Liftgate

EXTERIOR
Intelligent Auto Headlights (I-AH)
LED Daytime Running Lights
LED tail lamps
Rear spoiler
Heated Outside Mirrors w/ integrated Turn Signals
Privacy glass
Roof rails

*For more information, see dealer, owner's manual, or www.NissanUSA.com/connect /important- information
**Optional Equipment Replaces Standard Where Applicable

Manufacturer's Suggested Retail Base Price:	**$27,250.00**
Options Included by Manufacturer	
Floor Mats with Cargo Area Protector & First Aid Kit	275.00
Splash Guards	160.00
Chrome Rear Bumper Protector	155.00
DESTINATION CHARGES	975.00
Total*	**$28,815.00**

***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 spend $0 more 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 324 grams CO2 per mile. The best emits 0 grams per mile (tailpipe only). Producing and distributing fuel also creates emissions; learn more at fueleconomy.gov.

Actual results will vary for many reasons, including driving conditions and how you drive and maintain your vehicle. The average new vehicle gets 27 MPG and costs $6,750 to fuel over 5 years. Cost estimates are based on 15,000 miles per year at $2.40 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 — **Not Rated**
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	**Not Rated**
	Passenger	**Not Rated**

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	**Not Rated**
	Rear seat	**Not Rated**

Based on the risk of injury in a side impact.

Rollover — **Not Rated**
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 [redacted] for more informati

DELIVERY

VEHICLE COLORS:
EXT: MIDNIGHT PINE
INT: CHARCOAL

FINAL ASSEMBLY POINT:
SMYRNA

TRANSPORT METHOD:
TRUCK

DEALER:
COUNTRY CLUB NISSAN
55 ONEIDA STREET
ONEONTA NY
13820

VIN: 5N1AT2MV4JC[redacted]
EMS: 50 STATE EMISSIONS
MDL: 22218-732155 DAL-G
OPT [redacted]

[redacted]

Unofficial Copy**