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	KNMAT2MV1JP[redacted]
User	Michael Gorrill
Case Number	[redacted]
EDR Data Imaging Date	05/24/2018
Crash Date	
Filename	KNMAT2MV1JP[redacted]_ACM.CDRX
Saved on	Thursday, May 24 2018 at 08:49:25
Imaged with CDR version	Crash Data Retrieval Tool 17.6
Imaged with Software Licensed to (Company Name)	Nissan North America, Inc.
Reported with CDR version	Crash Data Retrieval Tool 17.6
Reported with Software Licensed to (Company Name)	Nissan North America, Inc.
EDR Device Type	Airbag Control Module
Event(s) recovered	None

Comments

No comments entered.

Data Limitations

General Information:

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

Airbag Control Unit (ACU)

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

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

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

Data Element Sign Convention:

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

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

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

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

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

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

0701_Nissan001_r006

DTCs at Time of Retrieval

None

Hexadecimal Data

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DID    Data

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

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

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

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

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

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

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

F1A0  20


      59 02 09


      59 02 09


      59 0F 08
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Disclaimer of Liability

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



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Case [redacted]

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

Case Detail

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

Account Name	[redacted]	Case Number	[redacted]
Contact Email	[redacted]	Case Owner	
Home Phone	[redacted]	Status	Open
Executive Referral		Type	CA
Exec-Received-Date		Case Origin	Phone
Letter Sent Date		Date/Time Opened	4/13/2018 8:12 AM
Letter Received Date		Date/Time Closed	
Follow Up Date	5/31/2018	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	Destination Nissan
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

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

Customer Requests

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

Vehicle Information

Vehicle	KNMAT2MV1JR[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	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	5/7/2018	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?	D - Dealership	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: KNMAT2MV1JP[redacted]		
Created By	Jazmin Elliott, 4/13/2018 8:12 AM	Root Cause Code	SDIN
Last Modified By	NNAETL, 5/24/2018 9:04 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 (5/24/2018 10:09 AM)** ARBS received request from DTS to call DTS. ARBS contacted DTS, DTS informed ARBS that inspection has been completed.
Make Public		**Created By: Bereniz Lopez (5/23/2018 10:27 AM)** ARBS placed call to C at[redacted] ARBS stated ARBS is calling to remind C of inspection tomorrow at Lia Nissan at 8AM. ARBS stated inspector did request 30 minutes of C's time at the time of appointment to speak with C. C stated okay. C asked what is C supposed to do with the videos? ARBS stated videos would be best provided to DLRSHP. C stated okay. ARBS thanked C. Call ended.
Make Public		**Created By: Maylaynah Daley (5/23/2018 8:03 AM)** ****Case Summary**** C called regarding having videos regarding VEH concern CRR-MD informed C follow up is today by EOD CRR-MD sent email to ARBS
Make Public		**Created By: Maylaynah Daley (5/23/2018 8:02 AM)** CRR-MD VERIFIED Account Info including: C's name, home & email address, phone# & best contact# CRR-MD CHECKED for open recalls/campaigns and found: 0 CRR-MD CHECKED for previous UNRELATED Case(s) and found: 0 CRR-MD CHECKED previous RELATED Case(s) and found: 0 CRR-MD NOTED concern is: awaiting call back C stated C is experiencing numerous concerns regarding VEH C stated DLRSHP can't assist with concerns C stated Kelsey asked C if C is able to get pictures on VEH concern C stated C has videos to show VEH concerns C wants to know where videos can be sent to CRR-MD acknowledged C's concern CRR-MD asked C to hold for 1-2 minutes to check case notes C agreed to hold CRR-MD thanked C for holding CRR-MD advised C that follow up is today by EOD CRR-MD advised C a direct email will be sent to ARBS C stated C understood CRR-MD offered further assistance C declined CRR-MD provided C with Case[redacted] and Agent ID[redacted] Best Contact #[redacted] Call ended mutually

Make Public	**Created By: Andrew Allen (5/18/2018 4:22 PM)** ****** [CASE SUMMARY] ****** CRR-AA is leaving case open for ARBS
Make Public	**Created By: Andrew Allen (5/18/2018 4:22 PM)** EDIT CRR-AA informed C that CRR-AA will email agent handling C's case with C's concerns. CRR-AA informed C that C is scheduled for call back on 5/23/2018 C understood. C stated that is the day before the inspection.
Make Public	**Created By: Andrew Allen (5/18/2018 4:20 PM)** CRR-AA < VERIFIED> Account information including: C's name, home & e-mail address, phone number & best contact number CRR-AA CHECKED for open recalls/campaigns and found: none CRR-AA CHECKED for previous UNRELATED Case(s) and found: none CRR-AA CHECKED previous RELATED Case(s) and found: none CRR-AA NOTED concern is: Follow up to case CRR-AA received inbound call from C C stated next week an inspector will be looking at C's VEH. CRR-AA verified C's account. C stated inspector will only be looking at the crash avoidance issues with C's VEH but not the other issues to C's VEH. C stated DLR informed C that he DLR has been unable to duplicate other issues to C's VEH. C stated C no longer feels safe in C's VEH. C stated C gets nervous driving a VEH that may stop at no warning on the road. C stated C would like to know if C can get rental VEH during time of repairs to C's VEH. C stated if Nissan is unable to get C's VEH repaired, C would like to give VEH back and get a replacement. C stated C has had issues with C's VEH since the first week C purchased CRR-AA asked C if there was anything else CRR-AA could assist with. C declined. CRR-AA provided C with agent ID [redacted] and case number [redacted] CRR-AA noting C's best contact number is [redacted] Call ended mutually
Make Public	**Created By: Bereniz Lopez (5/18/2018 3:57 PM)** ARBS placed call to C at [redacted]. ARBS stated ARBS needs confirmation from C to know whether to authorize inspection or not? C stated yes. C asked what about all the other issues C is having with the vehicle? ARBS stated any other issues C is having with the vehicle C will need to work with DLRSHP. C stated C has already tried. ARBS stated based on the previous notes from Consumer Affairs the concerns C is having are not duplicated. C stated yes but the concerns are happening while C has the vehicle. ARBS stated the DLRSHP cannot do any repairs without confirming any issues. ABRS stated the issues have to be duplicated. ARBS stated the inspection is specifically for the FEB system as C is alleging a defect with. C stated C knows that and does not need ARBS to repeat the same thing. C ended call.
Make Public	**Created By: Bereniz Lopez (5/17/2018 2:35 PM)** ARBS placed call to C at [redacted]. ARBS left VM stating ARBS has inspection date of 5/24 at 8AM. ARBS stated per request of the inspector C would have to meet with inspector for 30 minutes. ARBS requested call back to confirm inspection a[redacted].
Make Public	**Created By: Bereniz Lopez (5/17/2018 11:03 AM)** ARBS placed call to C at [redacted]. ARBS asked if C would like to continue wit h investigation? C stated yes but has to make arrangements for a rental vehicle. C stated C would prefer to have a date already for the inspection to make arrangements. ARBS stated ARBS can request a date but needed confirmation from C that C wanted to proceed with investigation. C stated yes. ARBS stated ARBS will request date and will follow up with C accordingly. C thanked ARBS. Call ended.
Make Public	**Created By: Bereniz Lopez (5/16/2018 10:39 AM)** ARBS placed call to C at [redacted] ARBS left VM stating ARBS can continue with investigation if C would like. ARBS reminded C that ARBS does not provide rental assistance. ARBS left contact of [redacted]
Make Public	**Created By: Bereniz Lopez (5/16/2018 10:18 AM)** ARBS placed call to C at [redacted] ARBS asked for 15-20 minutes to speak? C stated yes. ARBS confirmed initial probe. ARBS informed C inspection will need to be completed. ARBS stated inspection will have to take place at Nissan 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 during the investigation Nissan does not offer assistance towards rental, towing, or storage fees. ARBS stated entire investigation takes about 6-8 weeks. C asked how long would ARBS need the vehicle? ARBS stated he inspection take a few hours.

	C stated C would need a rental. ARBS stated ARBS does not offer assistance for rental. C stated if C cannot get another vehicle to use C cannot make the inspection. ARBS stated ARBS does not offer rental assistance. Call was terminated.
Make Public	**Created By: Bereniz Lopez (5/14/2018 2:11 PM)** ARBS placed call to C at [redacted]. ARBS left VM requesting call back at [redacted]
Make Public	**Created By: Samantha Dixon (5/11/2018 7:14 AM)** IIR rejected- In the Quick Description or Summary of Incident on the IIR probe the allegation of defect is not clear on what the customer is alleging failed on the veh. Please correct and resubmit.
Make Private	**Created By: Kelsey Christiansen (5/10/2018 3:04 PM)** RCAS-KC is noting that both DLR and C stated that the VEH was breaking on its own in the middle of the road intersections.
Make Public	**Created By: Samantha Dixon (5/8/2018 2:58 PM)** C contacted CA for navigation concern
Make Private	**Created By: Kelsey Christiansen (5/8/2018 1:02 PM)** RCAS-KC placed outbound call to C on number [redacted] RCAS-KC ADVISED "This call may be recorded for quality and training purposes." C stated that the 3rd DLRSHP stated that the concern were not duplicated. C stated that C was unable to leave the VEH there at this time. C stated that C was told about someone coming to look at the VEH. C stated that then the DLRSHP said they needed approval for that. C stated that after contacting CA the DLRSHP told C the manager needed to approve it but refused. C stated that the theory is that it is caused by weather. RCAS-KC asked about the VEH stopping in the road. C stated that 2 of the times it was at night and it had rained, and 3rd time it was sunny. C stated the all in an intersection, but not the same intersection. RCAS-KC asked IIR questions. C stated that tomorrow C is working a double. C stated that C will be available Thursday after. RCAS-KC advised that someone will contact C to discuss concerns further and needing to allow them some time to discuss. RCAS-KC asked if this number is ok for them to contact C on. [redacted] C confirmed. RCAS-KC advised of looking into an inspector coming out to look at the other concerns C is having but cannot guarantee it since the concerns have not been duplicated by the DLRSHPS. C understood. RCAS-KC advised of following up by end of business Monday. C declined further questions. Call ended mutually.
Make Private	**Created By: Kelsey Christiansen (5/8/2018 9:18 AM)** RCAS-KC placed outbound call to Lia Nissan. RCAS-KC spoke with Service Manager Tom. SM stated that DLR never found anything wrong with the VEH. SM stated the VEH was in on 5/1. SM stated that the screen would be back when VEH is in refuse. SM stated that the VEH would break on its own. SM stated that the radio freezes (no updates at this time) SM stated that when remote starts VEH sometimes the heated steering turns on by itself. SM stated that the concerns were not duplicated. SM stated that there then was a CR case. SM stated that DLR cannot find any concerns. RCAS-KC thanked SM. Call ended mutually.
Make Public	**Created By: Raveena Kaler (5/7/2018 1:58 PM)** **case summary** emailed the specialist
	Created By: Raveena Kaler (5/7/2018 1:57 PM) CRR-RK VERIFIED Account Info including: C's name, home, phone# & best contact# CRR-RK VERIFIED VEH Info including: VIN#, Current Mileage, CRR-RK CHECKED for open recalls/campaigns and found: 0 CRR-RK CHECKED for previous RELATED Case(s) and found: one CRR-RK STATED C concern is:follow up C stated third time C is calling, stated case #

C was dealing with DLRSHP , WAS TOLD NEED SECOND LEVEL FOR DIAGNOSTICS, THEN C CALLED AT NNA CA AND WAS ADVISED DONOT NEED AUTHORIZATION FOR INSPECTION, THEN DLRSHP SAID THAT WAS NOT WHAT THEY SAID

C stated nissan refusing to fix C vehcile

C sttaed have safety issues, electronic issues, and nissan refusing to provide service

C stated C is very angry and frustrated

Make Public

CRR-RK appologized for inconveience and advised will email the specialist and ooffered to transfer to specialsit VMX

C agreed

CRR-RK stated name an dagent idCRR-RK stated if need further help

C declined

call ended

Created By: Amaka Okafor (5/7/2018 1:34 PM)
CRR-AO VERIFIED Account Info including: C's name, home & email address, phone# & best contact#
CRR-AO CHECKED for open recalls/campaigns and found: 0
CRR-AO CHECKED for previous UNRELATED Case(s) and found: 0
CRR-AO CHECKED for previous RELATED Case(s) and found: 0
CRR-AO NOTED Concern is: case update on concerns

CRR-AO received inbound call from C

C stated case #
C stated C took VEH for service
C stated when went to last DLR – LIA NISSAN
C stated DLR stated that if C can leave VEH for a couple of days that DLR can do further testing on VEH
C stated DLR sated tech that can check VEH only comes on certain days

Make Public

C stated DLR just contacted C stating that Nissan is reviewing case
C stated DLR stated that Nissan cooperate is not allowing DLR diagnose or look at VEH as case is reviewed

CRR-AO advised C that CRR-AO can't confirm information provided by DLR
CRR-AO advised C that CRR-AO is not certain why DLR would need authorization to diagnose VEH
CRR-AO advised C that C doesn't need authorization to diagnose VEH
CRR-AO advised C that case is updated and would be forwarded to RCAS for review

C agreed
C denied further assistance
C stated C spoke to Christina at LIA Nissan
CRR-AO gave C CRR-AO first name & ID [redacted] as well as case#

Call ended mutually

Created By: Tyson Ricker (5/7/2018 9:56 AM)
CRR-TR VERIFIED Account Info including: C's name, home [redacted], Albany, NY [redacted] & email address [redacted] phone# [redacted] & best contact# [redacted]
CRR-TR CHECKED for previous UNRELATED Case(s) and found: 0
CRR-TR CHECKED previous RELATED Case(s) and found: 0
CRR-TR NOTED concern is: CASE UPDATE
CRR-TR received inbound call from C

C stated that C is unhappy with RCAS-KC's decision
C stated that C has been having troubles with VEH since first week of purchase
C stated that the emergency avoidance system turns on without warning and has almost caused a crash
C stated that the GPS has trouble finding destinations, takes C to locations far from where C was looking to go and moves as if the VEH is turning even though C isn't turning VEH
C stated that when VEH is in reverse, the back camera is black instead of normal
C stated that forward camera is working fine but the back is not
C stated 3 separate DLRs have stated that there was nothing wrong with VEH
C stated that NNA needs to replace stuff in VEH
C stated that the auto start is also malfunctioning
C stated that when C turns on the Auto start, things that C did not turn on turn on
C stated that one of these is the radio which blasts music into C's downstairs neighbor's window
C stated DLR's response was to turn radio down

Make Public

CRR-TR informed C that CRR-TR will send agent involved with case an update email and to expect response by EOB 5/8/18
CRR-TR asked C if C required further assistance

C stated that C is really regretting purchasing VEH and will take legal action against NNA if not given satisfactory assistance

CRR-TR provided C with Case#: [redacted]
CRR-TR provided C with Agent ID [redacted]
Call ended mutually

Created By: Kelsey Christiansen (4/18/2018 2:40 PM)
RCAS-KC is closing case as no further assistance can be offered at this time.

CASE SUMMARY

C contacted Nissan CA regarding navigation concerns and possible FEB concerns.

Make Private

RCAS-KC reviewed case with Service Manager Tony Wheeler.

****STATEMENT OF DECISION****

RCAS-KC ADVISED C the case has been thoroughly reviewed and documented and Nissan is not in a position to offer assistance at this time.

RCAS-KC advised C needs to have concerns duplicated.

Created By: Kelsey Christiansen (4/18/2018 2:38 PM)
RCAS-KC placed outbound call to C on number [redacted]
RCAS-KC ADVISED "This call may be recorded for quality and training purposes.
RCAS-KC VERIFIED C's name, home & email address, concern, phone
RCAS-KC CHECKED for OPEN recalls/campaigns and found: 0
RCAS-KC CHECKED for previous UNRELATED Case(s) and found: 0
RCAS-KC CHECKED previous RELATED Case(s) and found: 0
RCAS-KC ADVISED that RCAS-KC is C's case manager and point of contact for C.
RCAS-KC stated RCAS-KC understands that C is having concerns with: navigation concern

C stated that C has had 5 Nissans.

C stated that C has never had this many concerns.

	C stated that the first concern was with the navigation. C stated that C was stating that the navigation was stating that C had reached the destination miles from the destination. C stated the second things is the screen freezing while navigating between screens, it will sometimes freeze or go black. C stated that while driving the VEH started braking on it its own at night and then again during the day. RCAS-KC asked if there was a certain area.
Make Private	C stated 2 different areas, the only thing in common was the white line in the intersection. C stated that C has not mentioned it to the DLR yet. RCAS-KC advised that in order for NNA to be able to review for any assistance with the navigation the concern does need to be duplicated. RCAS-KC also advised that C take VEH in to have to braking concern documented. C stated that it is not likely that they would be able to duplicate the concern. C stated that C will try and take it to another DLR as C does not feel good about taking it back to C DLR. RCAS-KC advised of C following up with CA once C is able to get the VEH in to get a diagnosis. C declined further questions. Call ended mutually.
Make Private	**Created By: Kelsey Christiansen (4/18/2018 12:48 PM)** RCAS-KC received an e-mail from Service Manager Tony Wheeler. SM stated the DLR had one visit from the customer. SM stated that the DLR was unable to duplicate the concern on 4/13/18 at 5,131 miles. SM stated complaint about the system going to a black screen and rebooting is a known issue with engineering, however we were unable to duplicate during the visit.
Make Public	**Created By: Amaka Okafor (4/18/2018 8:22 AM)** **********CASE SUMMARY********** Customer is seeking assistance with updating case information with concerns on VEH braking on its own BC – [redacted]
Make Public	**Created By: Amaka Okafor (4/18/2018 8:22 AM)** CRR-AO VERIFIED Account Info including: C's name, home address, phone# & best contact# CRR-AO CHECKED for open recalls/campaigns and found: 0 CRR-AO CHECKED for previous UNRELATED Case(s) and found: 0 CRR-AO CHECKED for previous RELATED Case(s) and found: 0 CRR-AO NOTED Concern is: case update with concerns on VEH braking on its own CRR-AO received inbound call from C C stated C has an open case C stated C has left VMX C stated there's additional concerns with VEH right now C stated right now C was driving and crash avoidance ISNT WORKING PROPERLY C stated VEH JUST BRAKES ON ITS OWN C stated its second time concern is happening C stated it happened first time at night and C wasn't sure because it was at night C stated this is another concern would VEH and would want concern looked into CRR-AO advised C that case would be updated with new concerns CRR-AO advised C of follow up already set for today CRR-AO advised C that agent handling case would be emailed about case update and C would be contacted C agreed C denied further assistance C thanked CRR-AO for information provided CRR-AO gave C CRR-AO first name & ID [redacted] as well as case# Call ended mutually
Make Private	**Created By: Kelsey Christiansen (4/17/2018 3:41 PM)** RCAS-KC e-mailed Service Manager Tony Wheeler for information on VEH.
Make Public	**Created By: Courtney Gordon (4/17/2018 10:17 AM)** ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with: Update request
Make Public	**Created By: Courtney Gordon (4/17/2018 10:17 AM)** CRR-CG VERIFIED Account Info including: C's name, home & email address, phone# & best contact# CRR-CG CHECKED for previous UNRELATED Case(s) and found: 0 CRR-CG CHECKED previous RELATED Case(s) and found: 0 CRR-CG NOTED concern is: Update request C states C missed a call from RCAS yesterday C requesting any updates or follow up CRR-CG advised C of vmx left CRR-CG provided # and offered transfer tp RCAS-KC C accepted CRR-CG advised C case has been documented CRR-CG offered further assistance C declined CRR-CG provided C with employee ID & Case # Call ended mutually
	Created By: Kelsey Christiansen (4/16/2018 1:48 PM) RCAS-KC placed outbound call to C at numbe [redacted]

RCAS-KC left VXM for C.

Make Private ✓ RCAS-KC provided C with case #, RCAS-KC's phone #, and work hours.

RCAS-KC ADVISED C of following up by EOB on Wednesday.

Created By: Kelsey Christiansen (4/13/2018 12:01 PM)
**********RCAS-KC WAS UNABLE TO DATANET**********

Make Private ✓ •No users are associated with the selected dealer to share the case with.
•Service Manager does not have an active email address to send to. Please deselect that user/those users and either select different user(s) or click "Share with Dealer" with no users selected.

Created By: Jazmin Elliott (4/13/2018 8:13 AM)
Make Public ****** [CASE SUMMARY] ******

CRR-JE sending case to RCAS for further assistance

Created By: Jazmin Elliott (4/13/2018 8:13 AM) | Last Modified By: Kelsey Christiansen (4/13/2018 11:59 AM)
CRR-JE VERIFIED Account information including: C's name, home address, email address
Phone number & best contact number
CRR-JE VERIFIED VEH Information including: VIN #, Current Mileage, Warranty & Service History
CRR-JE CHECKED for open recalls/campaigns and found: 0
CRR-JE CHECKED for previous UNRELATED Case(s) and found: 0
CRR-JE CHECKED previous RELATED Case(s) and found: 0
CRR-JE NOTED concern is: DLRSHP unable to duplicate

CRR-JE received inbound call from C
C states that since C got the VEH
C states that the screen freezes and goes black and C needs to turn
C states that the system resets itself
C states that when C starts the VEH it takes a while to start the screen up
C states that the phone is not staying connected
C states that C brought it to two DLRSHPS and both cannot replicate the problem
Make Private ✓ C states that C has attended DESTINATION NISSAN and that was a terrible experience
C states that C also took it to SMITHTOWN NISSAN

CRR-JE informed C will forward your Case to a Regional Consumer Affairs 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-JE offered to be of further assistance

C declined

CRR-JE provided case number and agent ID [redacted] C requested it emailed

CRR-JE noting the best contact number: [redacted]
Call ended mutually

Case Categorizations

New Case Categorization | Case Categorizations Help

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

Open Activities

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

Action	Subject	Status	Due Date	Type	Action Taken	Name	Assigned To	Last Modified Date/Time	Last Modified By Alias
Edit | Cls	IIR	Not Started	5/14/2018			[redacted]	Bereniz Lopez	5/11/2018 7:20 AM	ARBS-SD
Edit | Cls	DTS Follow Up [redacted]: LIA NISSAN	Not Started	5/19/2018				Bereniz Lopez	5/17/2018 11:05 AM	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] LIA NISSAN			5/19/2018	Michael Gorrill		Complete	5/17/2018 12:16 PM
Edit | Del	Follow Up Action Required- IIR Rejected			5/8/2018	Bereniz Lopez		Complete	5/11/2018 7:15 AM
Edit | Del	Email: Regional Specialist [ref [redacted] ef]		[redacted]	4/13/2018	Jazmin Elliott		Complete	4/13/2018 8:14 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	Kelsey Christiansen, 5/8/2018 12:58 PM	5/8/2018			KNMAT2MV1JP[redacted]	

DTS Field Inspections

DTS Field Inspections Help

Action	Title	DTS Inspection Date	Owner First Name	Owner Last Name	Status
Edit	[redacted]	5/24/2018 8:00 AM	Michael	Gorrill	Completed

Attachments

Attach File | Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
5/23/2018 10:28 AM	Bereniz Lopez	Changed **Follow Up Date** from 5/23/2018 to **5/31/2018**.
5/18/2018 3:58 PM	Bereniz Lopez	Changed **Follow Up Date** from 5/24/2018 to **5/23/2018**.
5/18/2018 3:58 PM	Bereniz Lopez	Changed **Follow Up Date** from 5/18/2018 to **5/24/2018**.
5/17/2018 11:05 AM	Bereniz Lopez	Changed **Follow Up Date** from 5/17/2018 to **5/18/2018**.
5/16/2018 10:43 AM	Bereniz Lopez	Changed **Follow Up Date** from 5/16/2018 to **5/17/2018**.
5/14/2018 2:12 PM	Bereniz Lopez	Changed **Follow Up Date** from 5/14/2018 to **5/16/2018**.
5/11/2018 7:15 AM	Samantha Dixon	Changed **Case Owner** from Kelsey Christiansen to **Bereniz Lopez**.
5/11/2018 7:14 AM	Samantha Dixon	Changed **Description**.
5/10/2018 3:04 PM	Kelsey Christiansen	Changed **Subject** from CUSTOMER[redacted] PHONE:[redacted] VIN: KNMAT2MV1JP[redacted] to **CUSTOMER[redacted] PHONE:[redacted] VIN: KNMAT2MV1JP[redacted]**
5/8/2018 2:58 PM	Samantha Dixon	Changed **Description**.
5/8/2018 1:02 PM	Kelsey Christiansen	Changed **Follow Up Date** from 5/8/2018 to **5/14/2018**.
5/8/2018 7:25 AM	Kelsey Christiansen	Changed **Case Servicing Dealer** from DESTINATION NISSAN to **LIA NISSAN**.
5/7/2018 10:49 AM	Kelsey Christiansen	Changed **Follow Up Date** from 4/18/2018 to **5/8/2018**.
5/7/2018 9:42 AM	Tyson Ricker	Changed **RHR Started** to **5/7/2018**.
5/7/2018 9:41 AM	Tyson Ricker	Changed **Reopen Date** to **5/7/2018 9:41 AM**.
		Changed **Subject** from CUSTOMER:[redacted] PHONE:[redacted] VIN: KNMAT2MV1JP[redacted] to **CUSTOMER[redacted] PHONE:[redacted] VIN: KNMAT2MV1JP[redacted]**
		Changed **Status** from Closed to **Open**.
4/18/2018 2:41 PM	Kelsey Christiansen	Changed **Status** from Open to **Closed**.
		Closed.
4/17/2018 10:17 AM	Courtney Gordon	Changed **Subject** from CUSTOMER[redacted] PHONE:[redacted] VIN: KNMAT2MV1JP[redacted] to **CUSTOMER:[redacted] PHONE:[redacted] VIN: KNMAT2MV1JP[redacted]**
4/16/2018 1:48 PM	Kelsey Christiansen	Changed **Follow Up Date** from 4/16/2018 to **4/18/2018**.
4/13/2018 12:01 PM	Kelsey Christiansen	Changed **Description**.
4/13/2018 8:27 AM	Jazmin Elliott	Changed **Escalated By ID** to **0050G00000AmA32**.
		Changed **Case Owner** from Jazmin Elliott to **Kelsey Christiansen**.
4/13/2018 8:27 AM	Jazmin Elliott	Changed **Case Servicing Dealer** to **DESTINATION NISSAN**.
4/13/2018 8:12 AM	Jazmin Elliott	Changed **Follow Up Date** from 4/13/2018 to **4/16/2018**.
		Changed **VIN** to **KNMAT2MV1JP[redacted]**
		Changed **Subject** to **CUSTOMER:[redacted] PHONE:[redacted] VIN: KNMAT2MV1JP[redacted]**
		Created.

Emails

Send an Email

Emails Help

Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	Sent	Regional Specialist [ref[redacted]] *4/13/2018 Case #[redacted] VIN # KNMAT2MV1JP[redacted] Dear[redacted], Than...*	[redacted]	4/13/2018 8:14 AM

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Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN KNMAT2MV1JF[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 Albany 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 10/17 VIN KNMAT2MV1JP[redacted]

Mileage 6,600 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 Ivica Porubic Incident Date N/A Time N/A

Location of Incident (describe fully) Route [redacted] and [redacted] in Albany, 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
VIN KNMAT2MV1JP[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 vehicle will randomly brake and apply the brakes or the FEB will beep when there are no other vehicles around. Claimant stated that the first time the incident occurred, he thought maybe a deer was in the road and that he must not have seen it. Claimant stated that 2 of the times it was at night and it had rained, and 3rd time it was sunny. Claimant stated that the incident has occurred 5 times.

Claimant stated the all the concerns happened in an intersection, but not the same intersection. Claimant stated that the incident occurred on Route [redacted] and [redacted] in Albany, NY two times.
Client denies any prior repairs or modifications.
Client denies any prior collisions or collision 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

IV. Occupants & Injuries

Source of Information: Ivica Porubic

Incident Investigation

CAR # [redacted]
Claimant
VIN KNMAT2MV1JP[redacted]

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



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

Address [redacted] Albany, 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: **Note: No additional occupants.

V. Other Property Damage

☒ No Other Property Damage

Source of information [redacted]

VI. Investigation Results

Date of vehicle inspection: 5/24/18

Location of inspection: [redacted] Schenectady, 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: 60

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.

Incident Investigation

CAR # [redacted]
Claimant
VIN KNMAT2MV1JP[redacted]

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: Incident location photos attached. See photos: IMG(56-59).
**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 the following DTC:
MULTI-AV, B1309-11, (TBD) System ON, PAST
**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 38 miles during the inspection. The vehicle was driven to the incident location and multiple passes were made through the incident location at speeds of 45mph. DTS was unable to duplicate the incident during the inspection.
**Note: DTS performed operational inspection of the ICC system. ICC functioned with any abnormal operation 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 in Laser/ Radar or ICC/ADAS. 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 was unable to duplicate the incident during the inspection.

Add Row | Remove Row

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

Reporter's Signature [redacted]

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

Incident Investigation

CAR # [redacted]
Claimant
VIN KNMAT2MV1JP[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 KNMAT2MV1JP[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(30-40).
○	◉	Physical damage to radar sensor units? (ie. cracks)	**Note: No physical damage to radar sensor unit. See photos: IMG(30-40).
◉	○	Electrical connection to radar module firmly seated?	**Note: Electrical connection to radar module firmly seated. See photos: IMG(34-36).
○	○	Electrical connection to camera module firmly seated?	**Note: Vehicle not equipped with Lane Camera.
○	○		

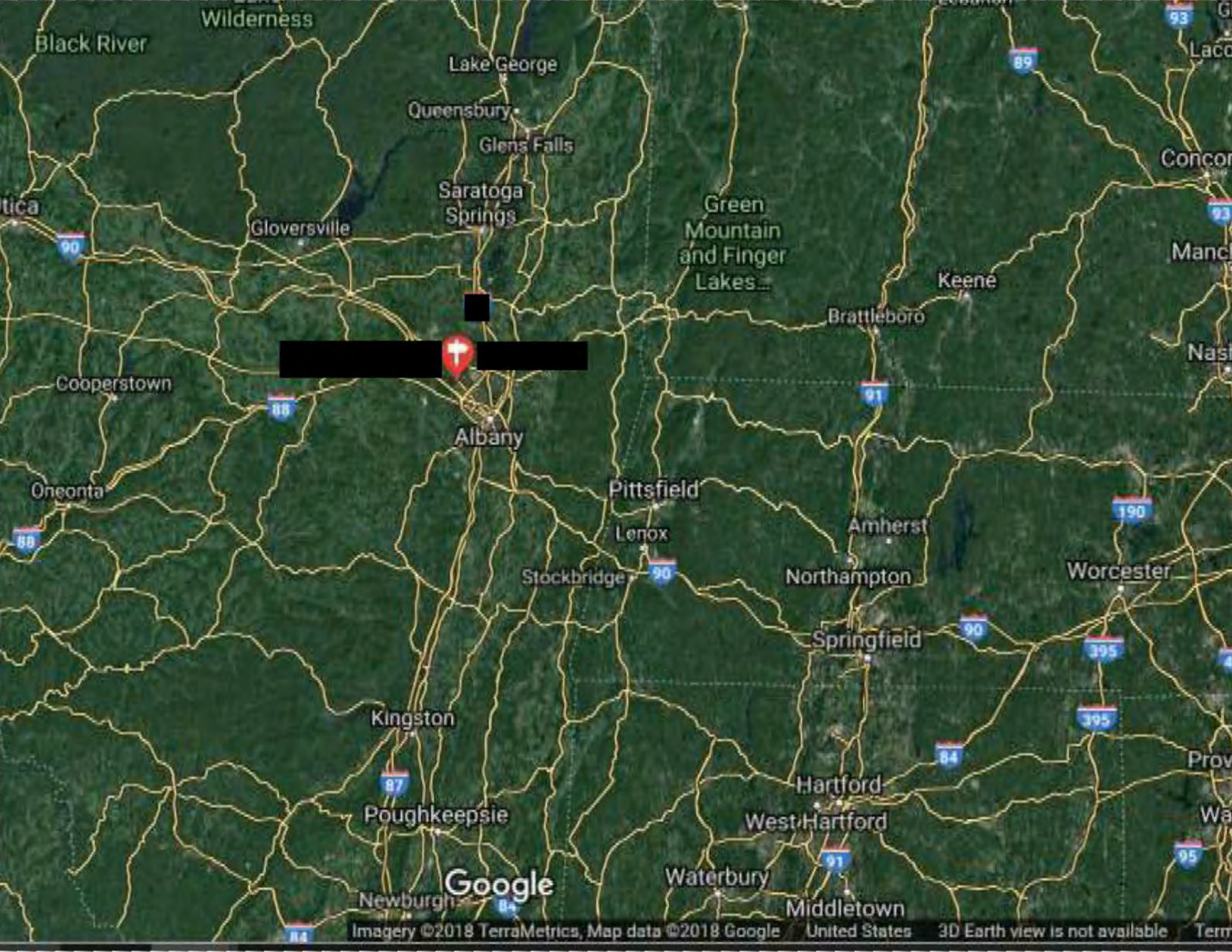
End of Form

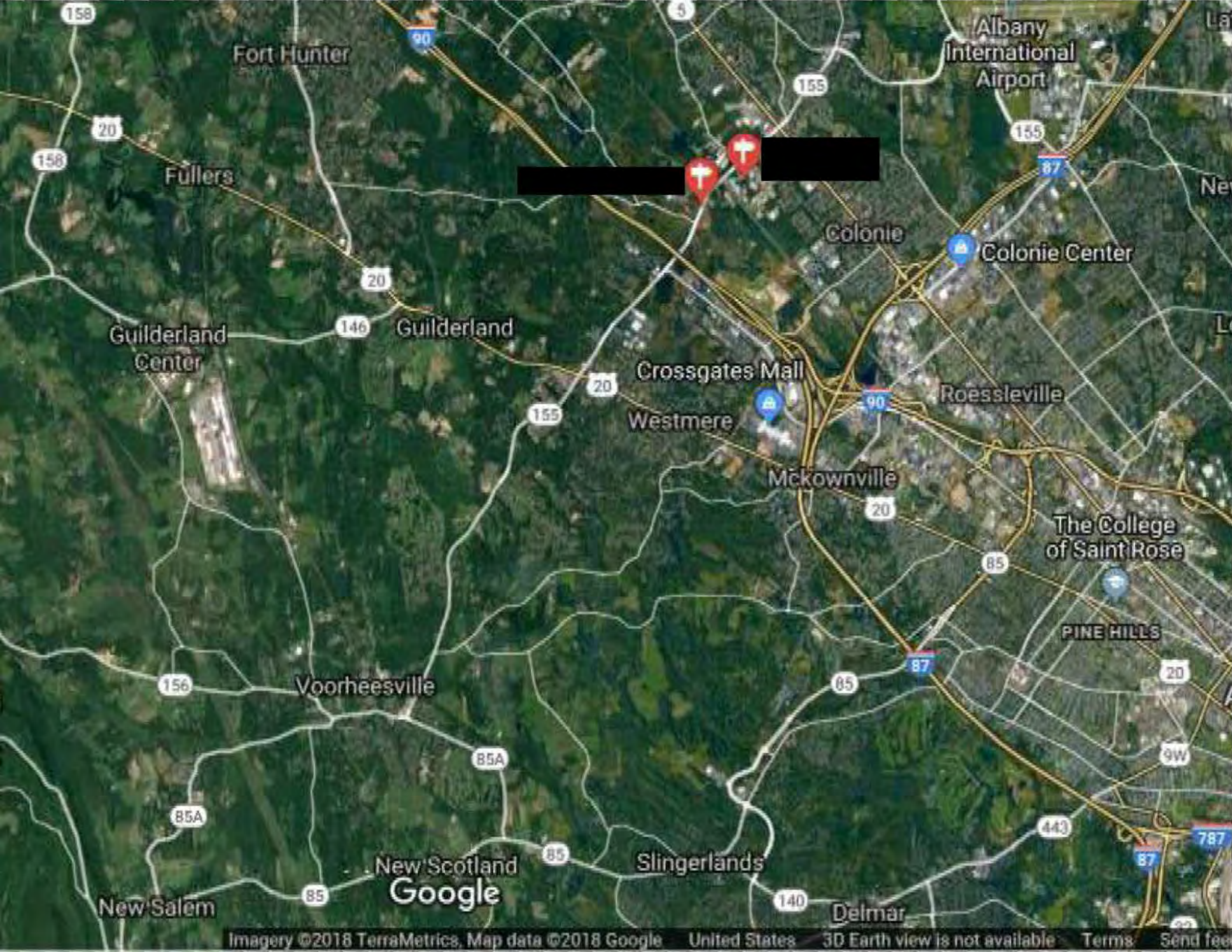
*Name your file while saving.

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

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


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Wilderness
Black River
Lake George
Queensbury
Glens Falls
Saratoga Springs
Gloversville
Green Mountain and Finger Lakes...
Keene
Brattleboro
Cooperstown
Albany
Oneonta
Pittsfield
Lenox
Stockbridge
Amherst
Northampton
Worcester
Springfield
Kingston
Poughkeepsie
Hartford
West Hartford
Waterbury
Middletown
Newburgh
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3D Earth view is not available


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Albany International Airport
Fullers
Colonie
Colonie Center
Guilderland Center
Guilderland
Crossgates Mall
Westmere
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United States
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Terms

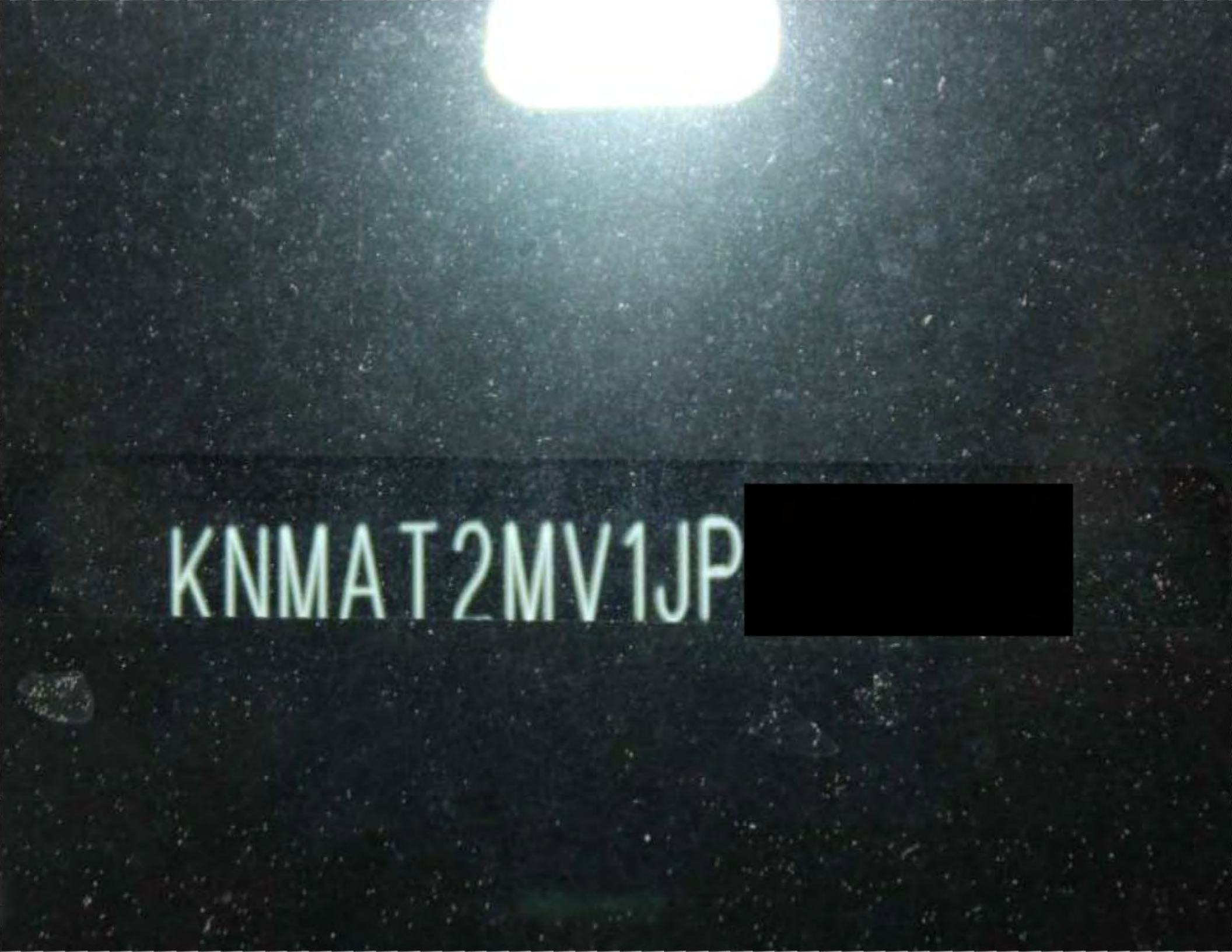

Google
Image capture: Oct 2011 © 2018 Google United State


Google
Image capture: Oct 2011 © 2018 Google United


Google
Image capture: Oct 2011 © 2018 Google United St


10:30 AM
70°F
--- MPH
No Warnings
P
ECO
220
6638 miles
MPH
60
40
20
100
60
20
0
1/2
H
x1000


MFD BY RENAULT SAMSUNG MOTORS
CO., LTD. FOR NISSAN MOTOR CO., LTD.
DATE: 10 / 17
GVWR: 2141 KG
4720LB
GAWR FR: 1072 KG
2363 LB
WITH 225/65R17 TIRES
17X7J RIMS AT 33 PSI
COLD SINGLE
GAWR RR: 1089 KG
2401 LB
WITH 225/65R17 TIRES
17X7J RIMS AT 33 PSI
COLD SINGLE
THIS VEHICLE CONFORMS TO
ALL APPLICABLE FEDERAL
MOTOR VEHICLE SAFETY AND
THEFT PREVENTION STANDARDS
IN EFFECT ON THE DATE OF
MANUFACTURE SHOWN ABOVE
MPV
MODEL: TDBNLTWT32EUA-----
COLOR:RBY TRIM:G ZS30A


KNMAT2MV1JP


NEW YORK
[redacted]
12
19
REGISTRATION
[redacted]
NEW YORK STATE
SAFETY
INSPECTION
CERTIFICATE
JAN
FEB
MAR
APR
MAY
NOV
OCT
AUG
SEP
2018
NISSAN
[redacted]


NISSAN
SMITHTOWN
NEW YORK






ROGUE


NISSAN
ROGUE
SV AWD


SV AWD








NISSAN




















NISSAN


RENAULT NISSAN
CAUTION / ATTENTION


NISSAN
RENAULT NISSA

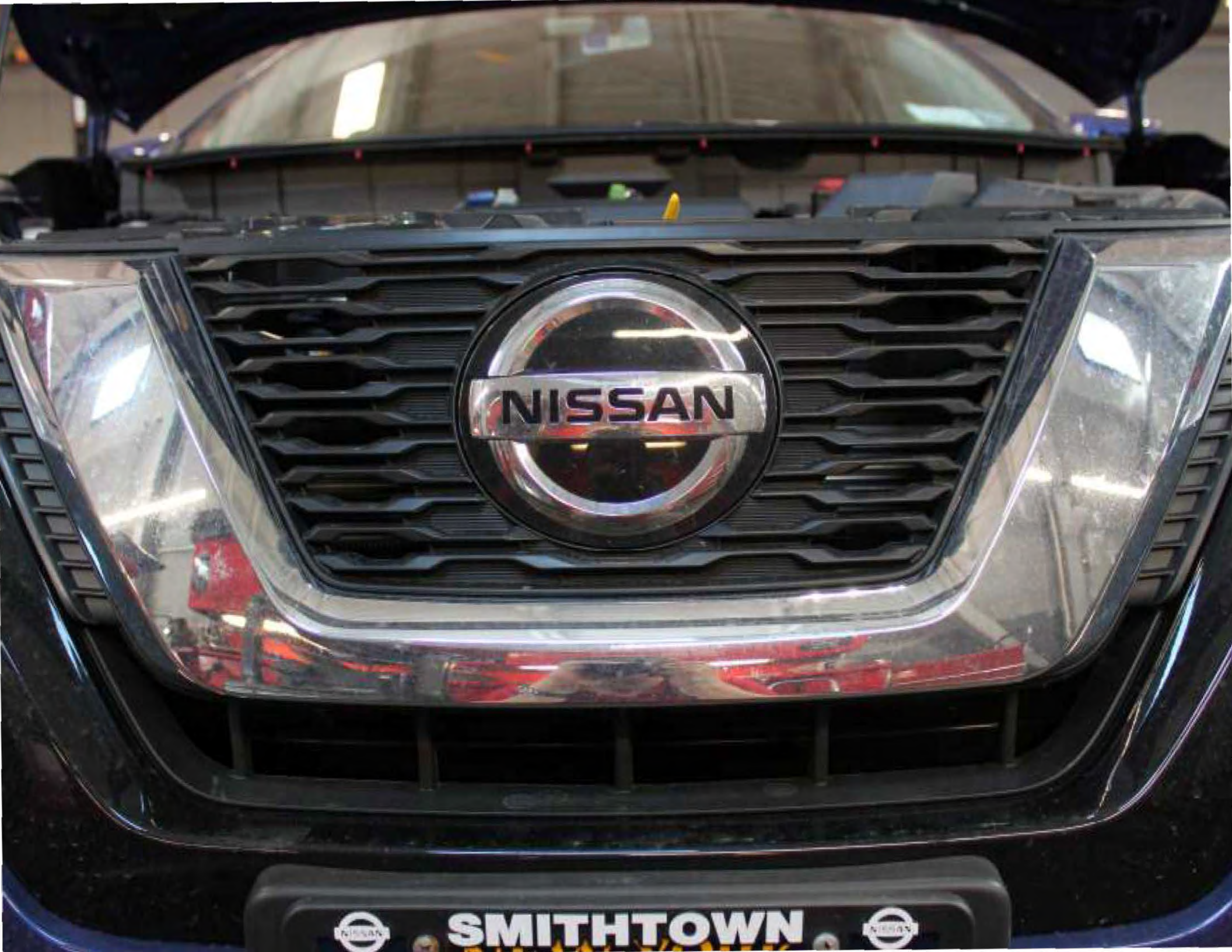



QR25


NISSAN


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

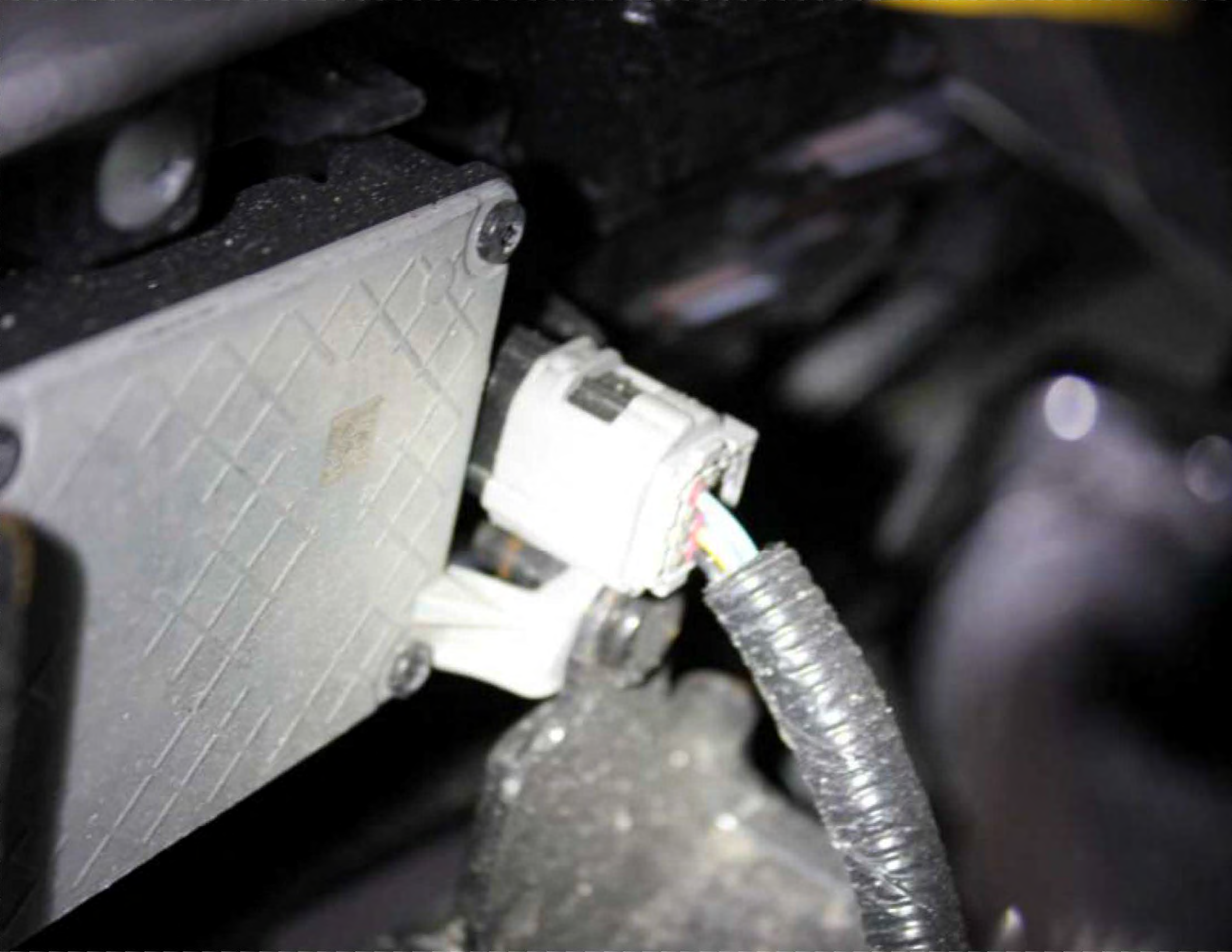

NISSAN
SMITHTOWN
NEW YORK


NISSAN
SMITHTOWN


NISSAN


NISSAN














4023 5HR0






9:03 AM
BRAKE
6600miles
RPMx1000
MPH
60
80
40
100
20
120
140


2
3
4
5
6
7
8
60
80
100
120
140


RPMx1000
0
1
2
3
4
5
6
7
8
C
H
MPH
20
40
60
80
100
120
140
160
180
200
220
km/h
0
1/2
1


9:04 AM
62°F
Average Speed
32
MPH
Reset
P
257
6600 miles
RPMx1000
0
1
2
3
4
5
6
7
8
C
H
MPH
20
40
60
80
100
120
140
0
1/2


60
80
100
120
140


9:05 AM
62°F
Settings
Driver Assistance
Clock
Meter Settings
Vehicle Settings
Maintenance
Alarm
P
257
6600 miles
RPMx1000
MPH
km/h
C
H
0
1/2
1


9:05 AM
62°F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
257
6600 miles
RPMx1000
4
5
6
7
8
C
H
60
MPH
40
100
60
20
20
0
1/2


9:05 AM
62°F
Driving Aids
Emergency Brake
Blind Spot
P
257
6600 miles
RPMx1000
3
4
5
6
7
8
C
H
60
MPH
40
100
60
20
20
0
1/2


9:05 AM
62°F
Blind Spot
Warning (BSW)
P
257
6600 miles
RPMx1000
3
4
5
6
7
8
C
H
20
40
60
100
0


9:05 AM
62°F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
257
6600 miles
RPMx1000
3
4
5
6
7
8
C
H
MPH
20
40
60
100
0
1/2


9:05 AM
62°F
Parking Aids
Moving Object
Cross Traffic
257
6600 miles
RPMx1000
4
5
6
7
8
C
H
MPH
60
40
20
0
1/2

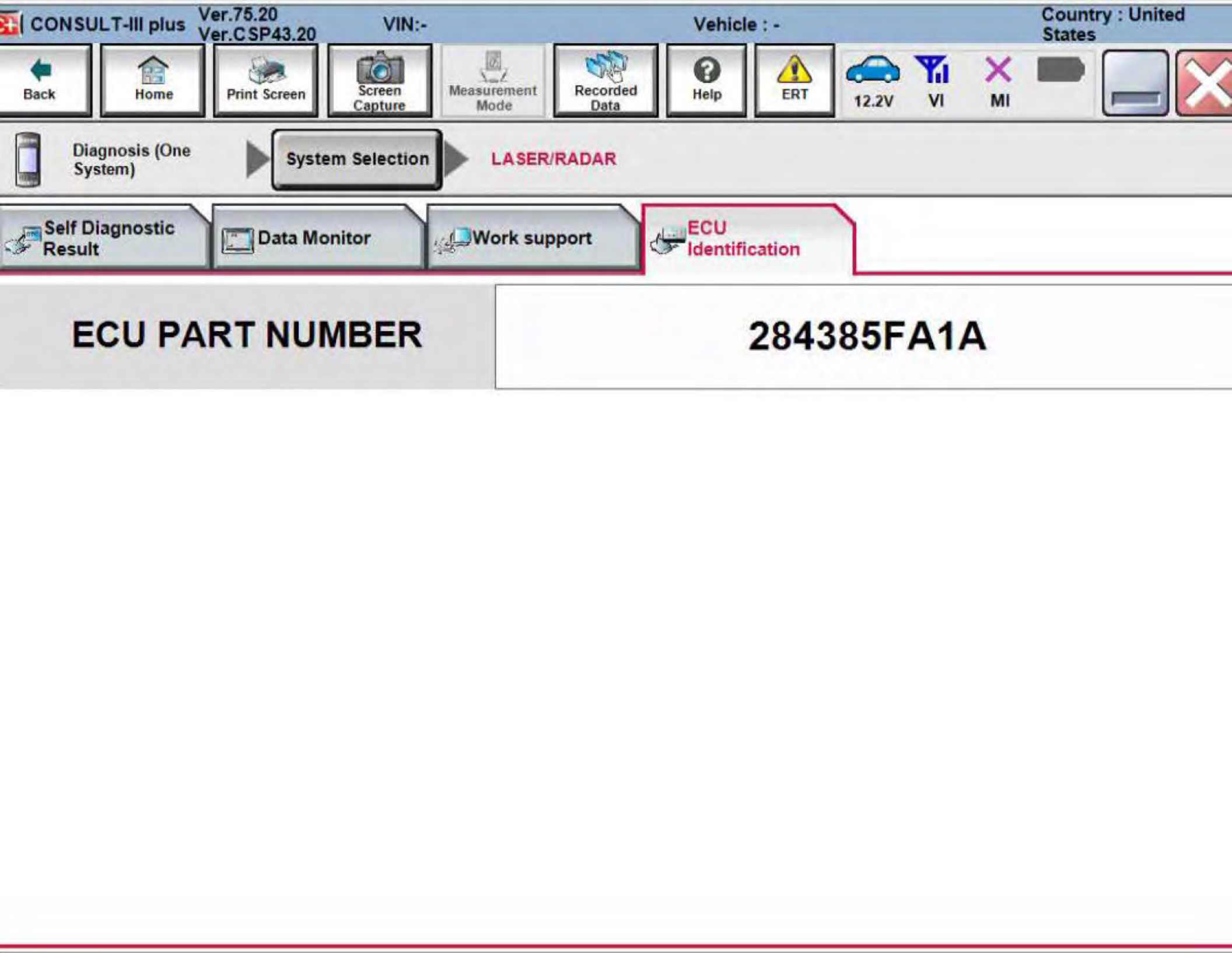

9:05 AM
62°F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
257
6600 miles
RPMx1000
4
5
6
7
8
C
H
MPH
60
100
40
60
20
20
0
1/2

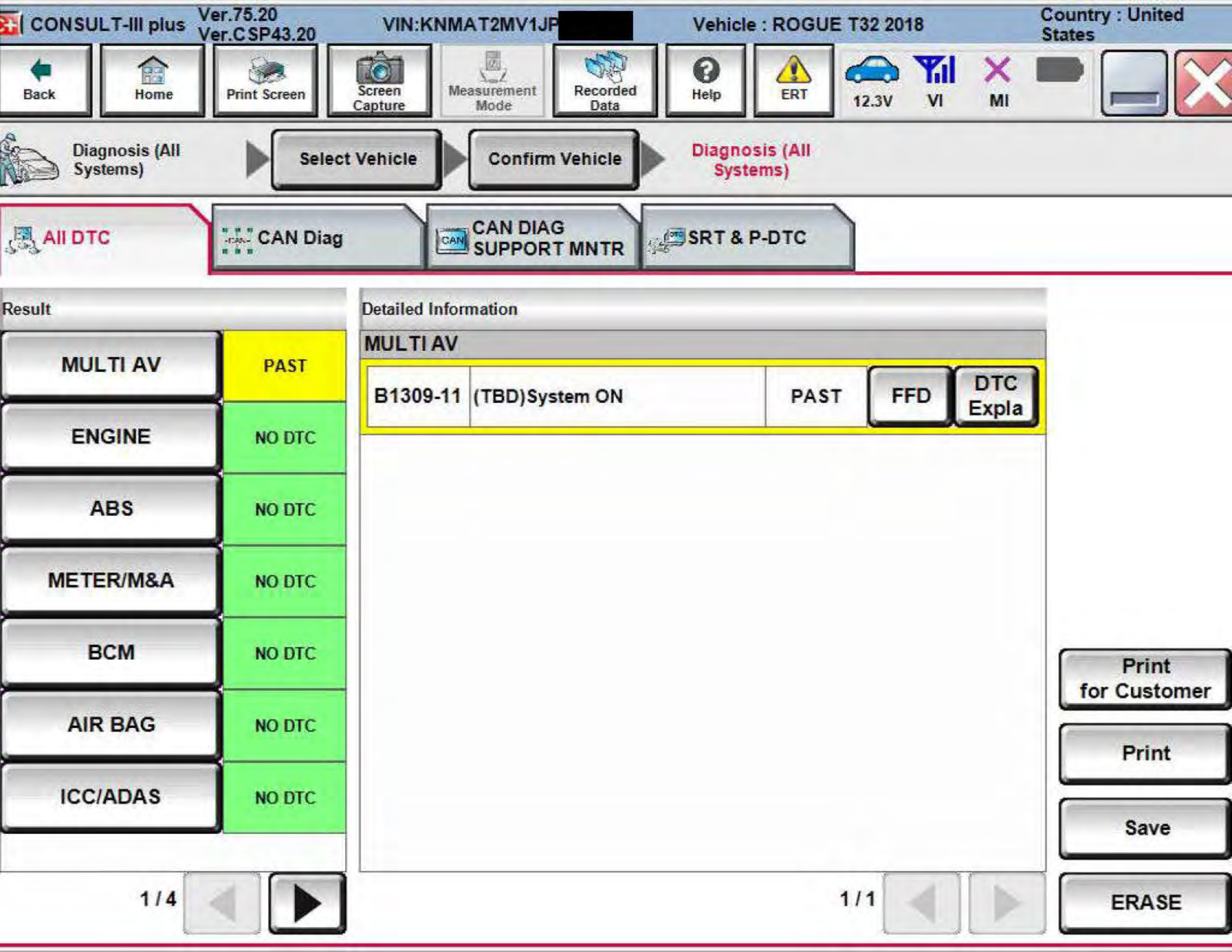

9:05 AM
62°F
Chassis Control
Trace Control
Engine Brake
P
257
6600 miles
RPMx1000
4
5
6
7
8
C
H
MPH
60
40
100
60
20
20
0
1/2

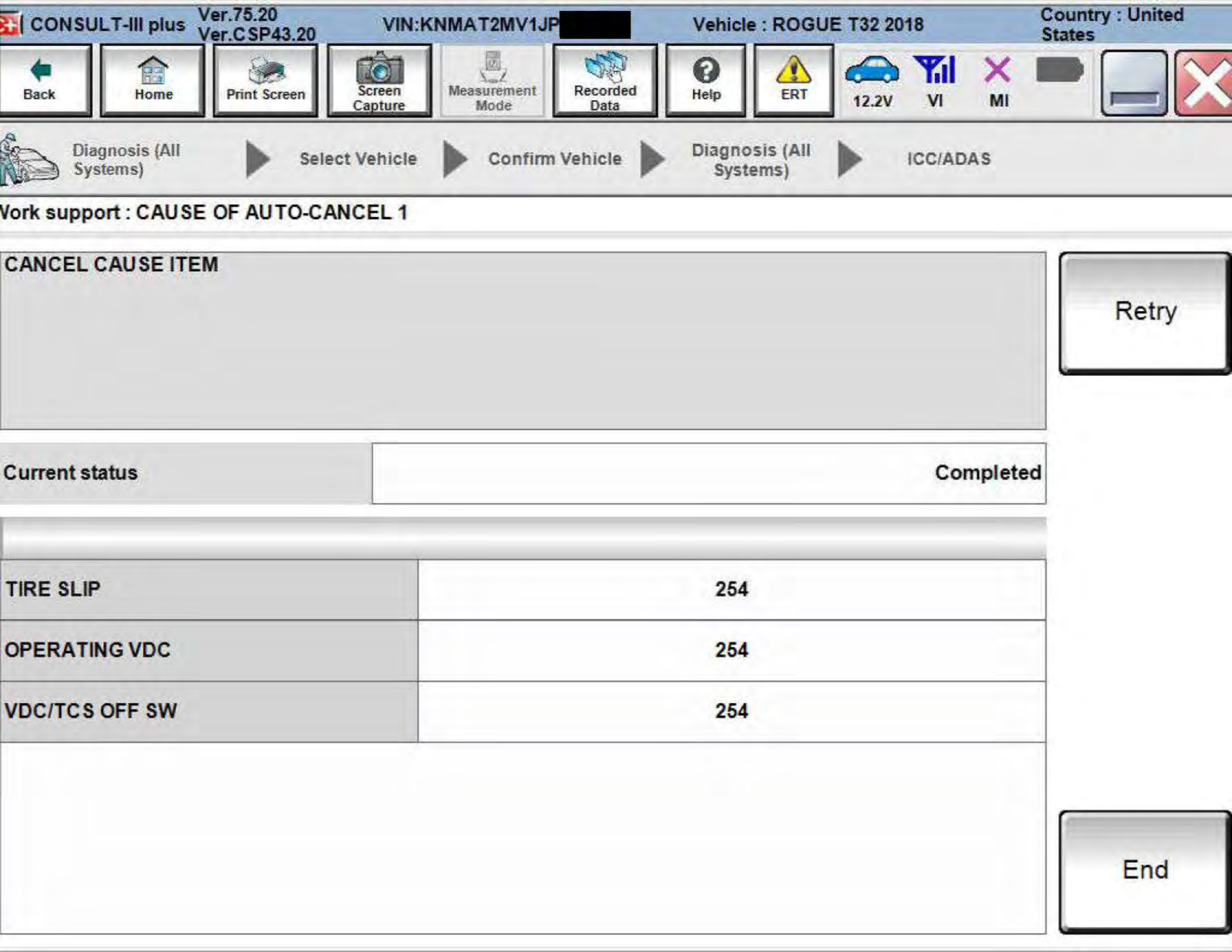


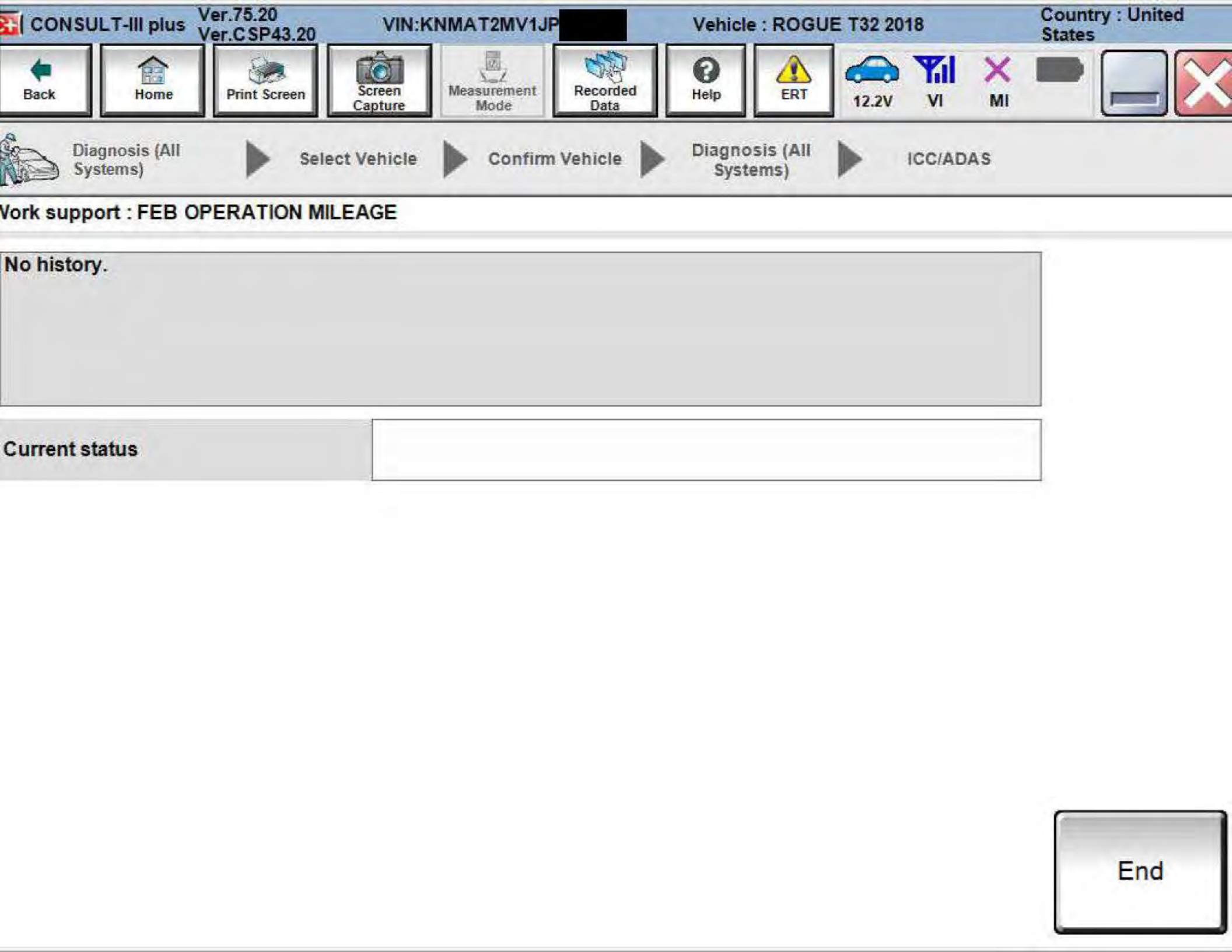


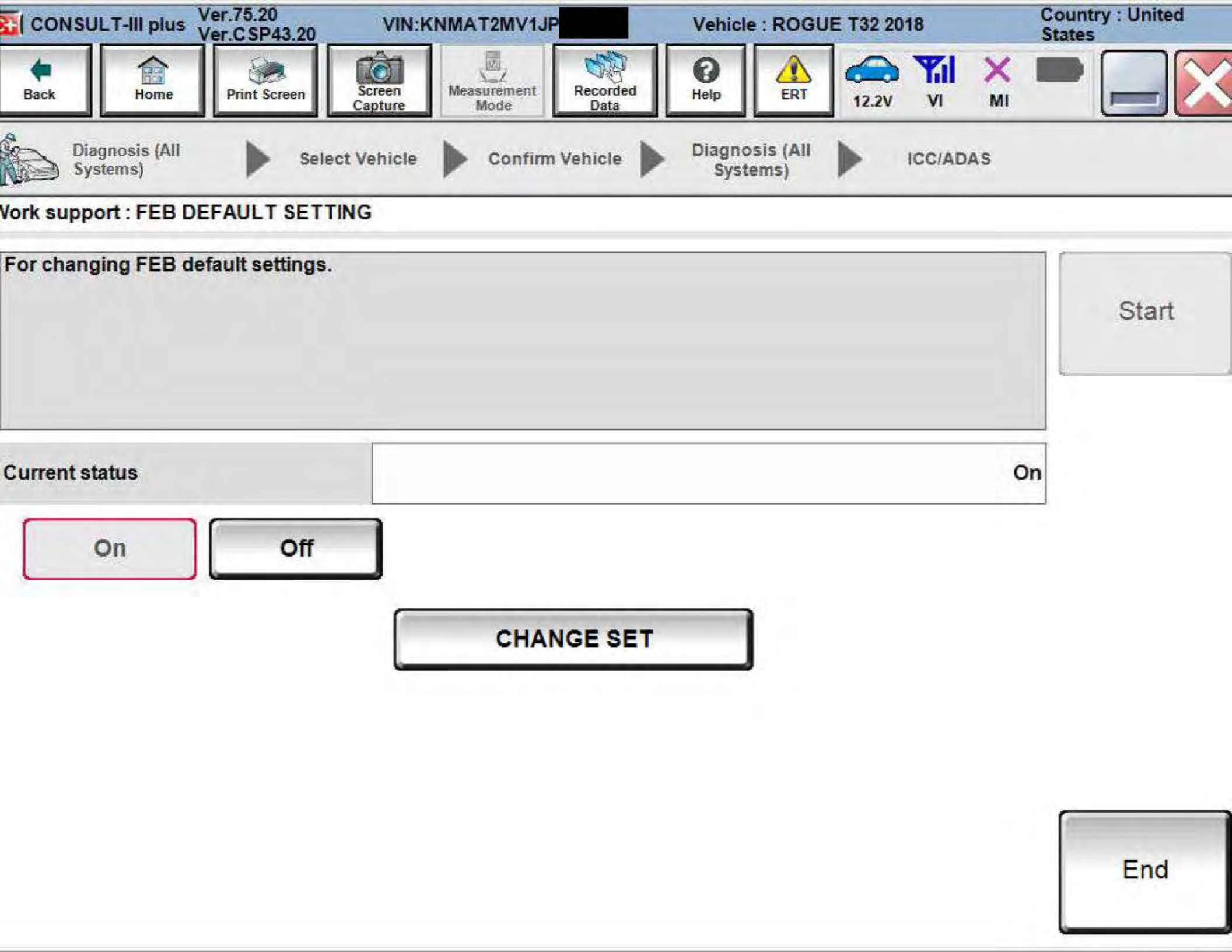


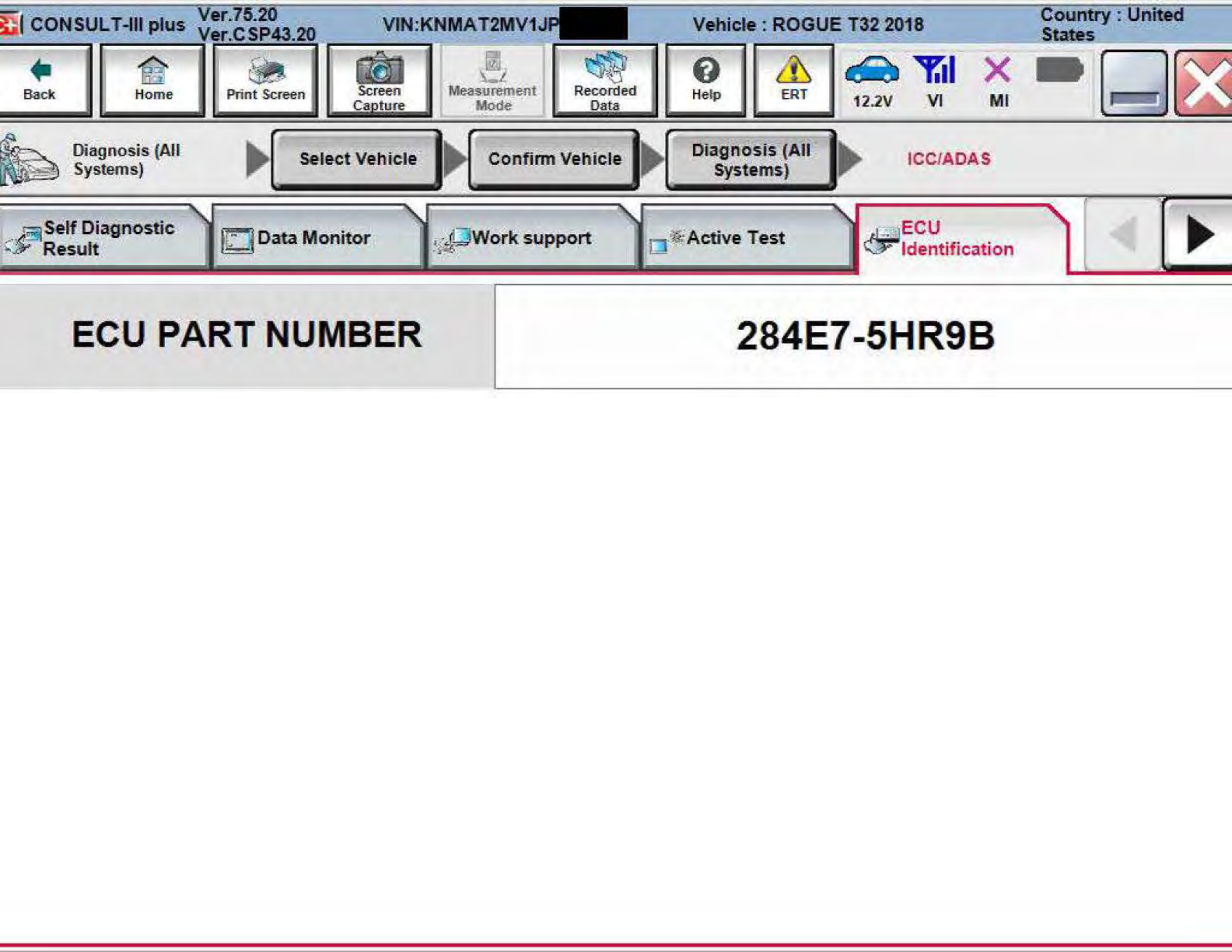

CONSULT-III plus
Ver.75.20
Ver.CSP43.20
VIN:-
Vehicle : -
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.2V
VI
MI
Diagnosis (One System)
System Selection
LASER/RADAR
Self Diagnostic Result
Data Monitor
Work support
ECU Identification
ECU PART NUMBER
284385FA1A


CONSULT-III plus
Ver.75.20
Ver.CSP43.20
VIN:KNMAT2MV1JP[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.3V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
MULTI AV
PAST
ENGINE
NO DTC
ABS
NO DTC
METER/M&A
NO DTC
BCM
NO DTC
AIR BAG
NO DTC
ICC/ADAS
NO DTC
1 / 4
Detailed Information
MULTI AV
B1309-11
(TBD)System ON
PAST
FFD
DTC Expla
1 / 1
Print for Customer
Print
Save
ERASE


CONSULT-III plus
Ver.75.20
Ver.CSP43.20
VIN:KNMAT2MV1JP[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.2V
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
TIRE SLIP
254
OPERATING VDC
254
VDC/TCS OFF SW
254
End


CONSULT-III plus
Ver.75.20
Ver.CSP43.20
VIN:KNMAT2MV1JP[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.2V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB OPERATION MILEAGE
No history.
Current status
End


CONSULT-III plus
Ver.75.20
Ver.CSP43.20
VIN:KNMAT2MV1JP[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.2V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB DEFAULT SETTING
For changing FEB default settings.
Start
Current status
On
On
Off
CHANGE SET
End


CONSULT-III plus
Ver.75.20
Ver.CSP43.20
VIN:KNMAT2MV1JP[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.2V
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
ECU PART NUMBER
284E7-5HR9B

CONSULT-III plus Ver.75.20 Ver.CSP43.20 VIN:KNMAT2MV1JP[redacted] Vehicle : ROGUE T32 2018 Country : United States

Back | Home | Print Screen | Screen Capture | Measurement Mode | Recorded Data | Help | ERT | 12.2V | VI | MI

Diagnosis (All Systems) ▶ Select Vehicle ▶ Confirm Vehicle ▶ Diagnosis (All Systems) ▶ ICC/ADAS

Configuration

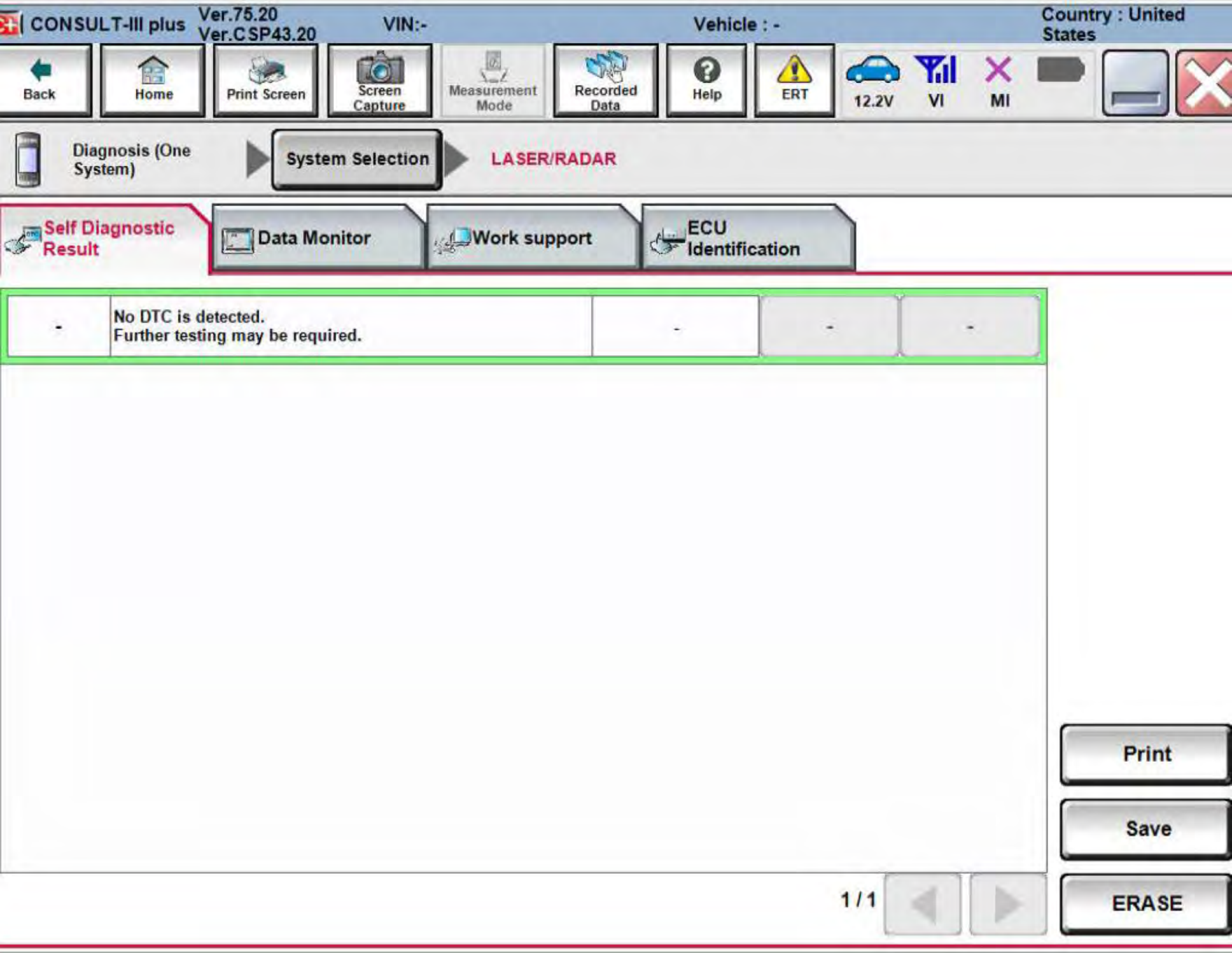
Operation Log and Vehicle specification (Configuration data) have been saved to CONSULT. Touch "End" to back to Home Screen. And refer to Service Manual, and replace ECU.

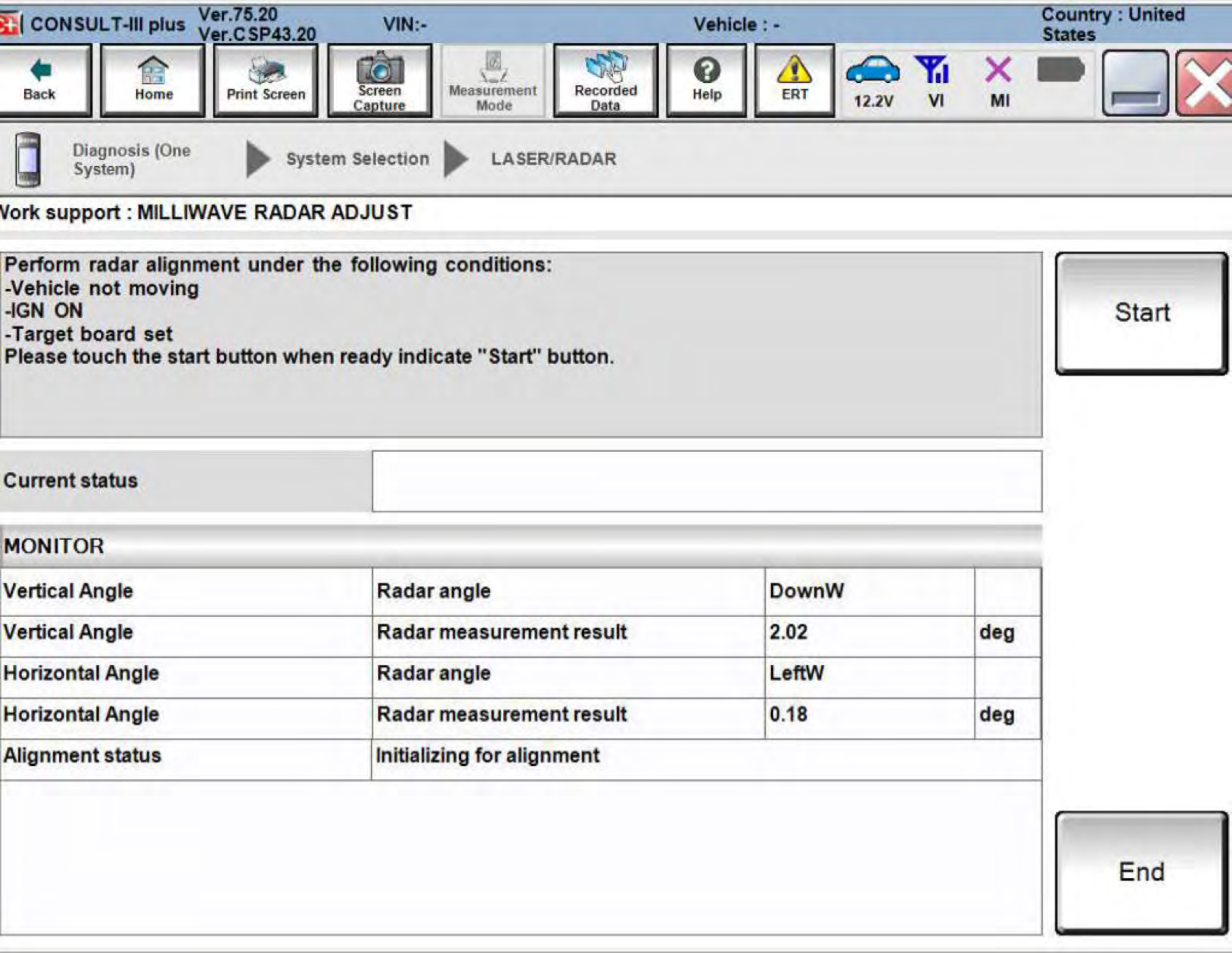
After replacement of ECU, touch "Configuration" on Home Screen to continue to write configuration.



File Label	KNMAT2MV1JP[redacted]Config_Backup
Vehicle	ROGUE
System	ICC/ADAS
Part number/Type ID	284E7-5HR9B
Saved Date	5/24/2018 8:34:55 AM

End


CONSULT-III plus
Ver.75.20
Ver.CSP43.20
VIN:-
Vehicle : -
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.2V
VI
MI
Diagnosis (One System)
System Selection
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
Ver.CSP43.20
VIN:-
Vehicle : -
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.2V
VI
MI
Diagnosis (One System)
System Selection
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
2.02
deg
Horizontal Angle
Radar angle
LeftW
Horizontal Angle
Radar measurement result
0.18
deg
Alignment status
Initializing for alignment
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

Vehicle
KNMAT2MV1JP[redacted]

Customize Page | Printable View | Help for this Page

Vehicle Campaigns [0] | Warranty Cases [0] | Cases [1] | Service History [22] | Vehicle Service Contracts [0] | Vehicle History [1] | DTS Field Inspections [2]

Vehicle Detail

VIN	KNMAT2MV1JP[redacted]		
Last Modified By	Michael Gorrill, 5/24/2018 12:06 PM	Branded Title	
Created By	NNAETL, 12/5/2017 11:28 AM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage		MSRP	$30,110
Latest Recorded Mileage Units			
In Service Date	12/29/2017		

Manufacturing Data

Make/Model	2018 NISSAN ROGUE	Manufacturer Date	10/23/2017
Model Year	2018	Plant Name	Renault Samsung
Make	NISSAN	PDI Date	
Model Line	ROGUE	Country Code	USA
Model Code	22218	US Specification Indicator	Y
Body Style Type	WAGON 4 DOOR	Emissions Type	50 STATE
Exterior Color	CASPIAN BLUE	Emissions Certification	
Cylinders		Open Recall	
Transmission Type	CVT	Head Unit	AIVI
Model Series		Model Line Code	RGE
Factory Installed Options	C03L92U01U35Z66		
Factory Installed Options Descriptions	C03 (50 STATE EMISSIONS), L92 (FLOOR MATS (2PC FRONT, 2PC SEC), U01 (PREMIUM PACKAGE), U35 (NAVIGATION MANUAL), Z66 (ACTIVATION DISCLAIMER)		

Vehicle Tools

Total Approved Checks VIN Decoder

System Information

Latest Owner (BETA) [redacted]

Warranty Information

S No.	Warranty Description	Warranty Expiration Date	Warranty Expiration Miles	Warranty Exclusion Code	Warranty Exclusion Name	Warranty Extensions/Cust Service Initiatives Flag	Brand
1	BASIC COVERAGE	12/29/2020	36,000				
2	POWERTRAIN COVERAGE	12/29/2022	60,000				
3	SEAT BELT	12/29/2027	999,999				
4	CORROSION COVERAGE (PERFORATION)	12/29/2022	999,999				
5	FEDERAL EMISSION LONG TERM DEFECT	12/29/2025	80,000				

Vehicle Retail Sales

Vehicle Retail Sales

Action	Name	Owner	Selling Dealer	Sale Type	Vehicle Model	Purchase Date	Rewind Indicator
View	[redacted]	[redacted]	SMITHTOWN NISSAN	NMAC lease	ROGUE	12/29/2017	

Vehicle Ownership

Vehicle Ownership

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

Vehicle Campaigns

Vehicle Campaigns Help

No records to display

Warranty Cases

Warranty Cases Help

No records to display

Cases

Print Cases

Cases Help

Action	Case Number	Type	Account Name	Date/Time Opened	Date/Time Closed	Current Mileage	Status	CST Approvals	Owner Name
| Edit | Cls	[redacted]	CA	[redacted]	4/13/2018 8:12 AM			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]	NO DEFECT FOUND	FW	3/27/2018	3,950	[redacted]			
		FRONT WIPER BLADE REFILLS	FW	1/31/2018	20				
			PD	12/27/2017	5				
			C	3/26/2018	3,950				
			I	3/26/2018	3,950				
			W	3/26/2018	3,950				
			C	3/26/2018	3,950				
			W	1/31/2018	20				
			I	12/29/2017	6				
			W	12/23/2017	5				
			C	4/30/2018	6,039				
			C	4/30/2018	6,039				
			C	4/30/2018	6,039				
			C	4/30/2018	6,039				
			C	4/30/2018	6,039				
			C	4/30/2018	6,039				
			W	4/19/2018	5,131				
			C	4/19/2018	5,131				
			C	4/19/2018	5,131				
			C	4/19/2018	5,131				
			C	4/19/2018	5,131				
		NO DEFECT FOUND	FW	5/8/2018	5,131				

Vehicle Service Contracts

Vehicle Service Contracts Help

No records to display

Vehicle History

Vehicle History Help

Date	User	Action

12/5/2017 11:28 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	5/18/2018	[redacted]	Michael	Gorrill	NER	5/24/2018 8:00 AM	5/25/2018 11:26 AM
Edit	KNMAT2MV1JP[redacted]	Completed	5/24/2018		Michael	Gorrill	NER	5/24/2018 12:06 PM	5/24/2018 12:12 PM

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

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PE19-001

GM

3/21/2019

[redacted]



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

Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [20] | Case Categorizations [1] | Open Activities [1] | Activity History [8] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | DTS Field Inspections [1] | Attachments [2] | Case History [31] | Emails [2]

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	5/8/2018 3:48 PM
Letter Received Date		Date/Time Closed	
Follow Up Date	6/12/2018	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	GEORGE HARTE NISSAN
# Vehicles Owned	1	Previous Repair Date	5/4/2018
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	335		

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	KNMAT2MV8JP[redacted]	Part Number 1	
Model Year	2018	Beyond Basic Warranty Miles1	0
Make	Nissan	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22018	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	GEORGE HARTE NISSAN	Data Net	✓
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	5/9/2018
Responsible District	09	Dealer Instructions	Service Dept. Review
Shared With	GEORGE HARTE NISSAN	Requested Dealer Action	C seeking assistance with FEB concerns.

Related Items

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

RHR Started	5/15/2018	Vehicle Service Contract	
RHR Completed	5/15/2018	VSC Reprint Request	Email
		Contact Name	[redacted]

Primary & Secondary Root Cause Code

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

Action Code

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

DTS Request

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

System Information

Subject	CUSTOMER:[redacted] PHONE:[redacted] VIN: KNMAT2MV8JP[redacted]		
Created By	Amro Abufarha, 5/8/2018 3:48 PM	Root Cause Code	SCIN
Last Modified By	NNAETL, 5/29/2018 9:04 PM	Root Cause Code (2)	
Legacy Case Number		Action Code	
Root Cause		Priority	N/A

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

Case Comments

New

Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By: Dakota McGregor (5/29/2018 8:19 AM)** ARBS notes update from DTS-BF informing that IIR has been uploaded to FTP
Make Public		**Created By: Jacklyn Capers (5/23/2018 1:16 PM)** ARBS noting no update - ARBS awaiting PL decision
Make Private	✓	**Created By: Dakota McGregor (5/21/2018 11:32 AM)** ARBS placed outbound to C[redacted] ARBS verified C had time to speak to ARBS ARBS informed per Cs request for repurchase/replacement to be further reviewed, Nissan was required to complete an inspection ARBS informed that inspector completed inspection this morning C understood and states as fine as long as was required to review Cs request ARBS confirmed this was required ARBS informed that can be 1-2 weeks or less for specialists to review info from inspection **C states C will be unavailable from 05/31-06/04 ARBS informed would have on file ARBS offered further assistance C declined ARBS thanked C C thanked ARBS Call ended mutually
Make Private	✓	**Created By: Dakota McGregor (5/21/2018 11:29 AM)** ARBS notes per DTS-BF that inspection was completed on 05/21/18
Make Private	✓	**Created By: Dakota McGregor (5/18/2018 4:48 PM)** ARBS submitted DTS request
Make Private	✓	**Created By: Dakota McGregor (5/18/2018 4:47 PM)** ARBS received e-mail from SRPLNR FD advising that ARBS will need to submit request for inspection and conduct IIR
Make Private	✓	**Created By: Dakota McGregor (5/17/2018 4:15 PM)** ARBS reviewed case with SRPLNR FD SRPLNR informed that would review to see if ARBS needs to proceed with inspection ARBS sent e-mail to SRPLNR with case info/ summary to further review
Make Public		**Created By: Jacklyn Capers (5/16/2018 3:56 PM)** ARBS requesting update following DTS inspection to make RHR decision
Make Public		**Created By: Leslie Griffin (5/15/2018 11:07 AM)** DRTS received the RHR. The RHR was assigned to ARBS Jacklyn Capers for review.
Make Public		**Created By: Nicki Barror (5/15/2018 11:06 AM)** DRTS attached RHR
Make Public		**Created By: Nicki Barror (5/15/2018 10:54 AM)** DRTS attached RO's, per Freddy in Service, vehicle is there waiting on direction from Nissan, but no open RO.
		Created By: Dakota McGregor (5/15/2018 10:14 AM) ARBS placed outbound to C[redacted] ARBS verified and completed probe ARBS verified C had time to speak to ARBS ARBS apologized for not giving C a call sooner C states is fine and that RCAS informed C that C might not be contacted until 05/16 C states that the veh screeched to a halt and stopped C states that 6 days later, C was pulling into parking lot in medical center parking garage C states that was going about 5 mph C states that was approaching a stop sign C states that veh made a screeching noise and stopped C states that C had "warning consult owner's manual" appear warning appear on dashboar C states that took picture C states that C was told by DLR that there is no fix and that Nissan knows about problem C states that C was told by DLR that DLR would deactivate the system

C states that a few days later after having system deactivated
C states that C had another incident with automatic braking
C states that C was told that would have to deactivate the FEB every time that veh starts
C states that spoke to salesperson who informed that GM would call C
C states that salesperson told C to come get a loaner/rental
C states that was told that GM would call C, but has not been contacted by DLR
C states that worked with some other representatives from the DLR
C states that would like a rogue without FEB
C states that was told that there is no recall
C states that would like veh replacement
C states that is seeking repurchase/ replacement of the veh
C states regardless of what happens C does not want the veh anymore

C states there were no vehicles ahead of or beside C
C states there was no construction going on around veh
C states that overhead obstruction was in a parking garage- yes concrete roof
C states that there was 333 miles on the veh
C states that put the veh in park and waited and put back in drive then veh was fine
C states that there were no accidents or injuries in the veh related to Cs concerns
C states most recent incident was 05/09
C states that incident occurred at the [redacted] parking garage in New Haven Ct
C states that codes were pulled by DLR and were FEB codes, and that DLR told C that have never heard of codes
C states that DLR contacted Nissan to further discuss

Make Private

ARBS advised c that NNA would be interested in inspecting the veh
ARBS advised c that it can take 2-4 weeks to get an inspector out and another 2-4 weeks to get the results depending on the inspector's schedule
c stated ok
ARBS advised c that c would have to make the vehicle available at the Nissan dealer for the inspection and the inspection would take 4-6 hours
c stated ok
ARBS advised c that in the time of the investigation NNA will not provide a loaner, rental, towing, or any assistance until it can be determined what happened
ARBS advised c that if it is found to be a defect with the vehicle, NNA would offer to review for reimbursement for any rental at that time but only if Nissan is in a position to assist on the claim
c stated ok
C states C would prefer to have veh repurchased/replaced
ARBS informed that Nissan could review to see if Nissan would be in a position to repurchase or replace the veh
ARBS informed that could be a 10 business day process
ARBS informed that is not guaranteed that Nissan the manufacturer could assist C with this
C understood
ARBS inquired if C would be willing to work with Nissan to conduct inspection
C states yes if required
ARBS informed that would be reviewing Cs case further then would contact C back once ARBS has an update
ARBS offered further assistance
C declined
ARBS provided contact number
ARBS thanked C
C thanked ARBS
Call ended mutually

Make Public

Created By: Nicki Barror (5/15/2018 10:07 AM)
DRTS NB called dlr 3033 for RO's incl open, Francisco sending, thinks Ro is closed now.

Make Private

Created By: Dakota McGregor (5/15/2018 9:18 AM)
ARBS RECEIVED CASE, UNDER REVIEW, VERIFY PROBE
****

Make Public

Created By: Samantha Dixon (5/10/2018 11:33 AM)
C seeking assistance with FEB concerns.

Make Private

Created By: Lori Wells (5/10/2018 9:04 AM)
RCAS-LW notes correction to follow up: Wednesday 05/16/18.

Make Private

Created By: Lori Wells (5/10/2018 9:04 AM)
RCAS-LW placed outbound call to C @[redacted]
RCAS-LW VERIFIED C's name, home & email address & concern, phone#, VIN#, mileage
RCAS-LW verified mailing address: [redacted] New Haven, CT [redacted]
RCAS-LW CHECKED and ADVSIED for open recalls/campaigns and found: None
Previous UNRELATED Case(s) Found: None
Previous RELATED Case(s) Found: None
RCAS-LW ADVISED "This call may be recorded for quality and training purposes."
RCAS-LW provided C with Case # and direct #.

RCAS-LW stated that RCAS-LW is C's regional specialist with Nissan Consumer Affairs and RCAS-LW will be assisting C with any questions or concerns that C may have as well as make any decisions pertaining to C's case.

C stated that the VEH is at the DLR and is going to stay.
C stated that C brought the VEH back to DLR last night and is in loaner.
C stated that the GM is supposed to be calling to get C out of the VEH.
C stated that C is deadly afraid of the VEH.
C stated that C is in Rogue Sport that does not have FEB feature.

RCAS-LW understood that C is seeking assistance with brakes automatically applying?
C stated yes.

C stated that C was told by the Service Department and was advised that it is a known concern but there is not repair.
C stated that it has happen 3 times and C has had the VEH 3 weeks.

RCAS-LW apologized for the situation and concerns.
RCAS-LW advised that RCAS would like to look into concern further.
RCAS-LW asked IIR questions.

RCAS-LW advised that C will receive a call by close of business Wednesday 05/15/18.
C thanked RCAS.
RCAS-LW thanked C.
Call ended mutually.

Make Private

Created By: Lori Wells (5/9/2018 12:51 PM)
RCAS-LW placed outbound call to C @[redacted] left VMX.
RCAS-LW advised that RCAS would follow up no later than 05/10/18.
RCAS-LW provided direct number and case number and business hours.

==========

RCAS-LW placed outbound call to C @[redacted] left VMX.
RCAS-LW advised that RCAS would follow up no later than 05/10/18.
RCAS-LW provided direct number and case number and business hours.

==========

RCAS-LW placed outbound call to C @[redacted]

RCAS-LW notes this is not a working number.

Make Public

Created By: Amro Abufarha (5/8/2018 4:02 PM)
CASE SUMMARY

CRR-AA C is having Automatic emergency braking system issues and an issue solution has not been found by DLR

Make Public

Created By: Amro Abufarha (5/8/2018 4:01 PM)
CRR-AA < VERIFIED> Account Info including: C's name, home & email address, phone# & best contact#
CRR-AA VERIFIED Veh Info including: VIN#, Current Mileage, Warranty & Service History
CRR-AA CHECKED for open recalls/campaigns and found:0
CRR-AA CHECKED for previous UNRELATED Case(s) and found: 0
CRR-AA CHECKED previous RELATED Case(s) and found: 0
CRR-AA NOTED concern is: lease nissan rogue

C stated C was driving the new leased VEH and is now hearing bad noise from the motor
C stated C later found out that the brakes are screeching halt
C stated the VEH just randomly stops because of the Automatic emergency braking system
C stated C has had 2 DLR visits so far
C stated DLR informed C that the computer is not pulling a software fix because it has not been updated for the issue yet
C stated DLR informed C taht they are aware of the soft ware glitch but have not found a solution yet
C stated C would like another rogue or the VEH fixed

CRR-AA informed C that case will be sent to RCAS for review
CRR-AA informed C that RCAS will call before end of next business day
CRR-AA provided case# [redacted] and ID [redacted]

C stated C will be waiting on the call

CRR-AA provided case# [redacted] ID [redacted]

Case Categorizations

New Case Categorization | Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code
	[redacted]	BRAKES	TRACTION CONTROL SYSTEM	UNABLE DIAGNOSE/DUPLICATE	04

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	LOOK FOR UPDATE	Not Started	5/30/2018			[redacted]	Jacklyn Capers	5/23/2018 1:17 PM	DRT-JGC

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	please complete RHR		[redacted]	5/21/2018	Nicki Barror		Complete	5/15/2018 11:06 AM
Edit | Del	DTS Follow Up [redacted] GEORGE HARTE NISSAN			5/20/2018	Dakota McGregor		Complete	5/21/2018 11:32 AM
Edit | Del	DTS Request [redacted] HARTE NISSAN			5/20/2018	Benjamin Foss		Complete	5/20/2018 10:17 AM
Edit | Del	please gather ROs			5/17/2018	Nicki Barror		Complete	5/15/2018 10:54 AM
Edit | Del	RHR Review [redacted]	RHR		5/15/2018	Jacklyn Capers	Consumer Affairs RHR	Complete	5/16/2018 3:57 PM
Edit | Del	RHR Assigned [redacted]			5/15/2018	Dakota McGregor		Complete	5/15/2018 5:00 PM
Edit | Del	IIR			5/14/2018	Dakota McGregor		Complete	5/15/2018 9:17 AM
Edit | Del	Email: Your inquiry to Nissan [ref: [redacted]			5/10/2018	Lori Wells		Complete	5/10/2018 9:02 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	Lori Wells, 5/10/2018 9:03 AM	5/10/2018			KNMAT2MV8JP[redacted]	

DTS Field Inspections

DTS Field Inspections Help

Action	Title	DTS Inspection Date	Owner First Name	Owner Last Name	Status
Edit	[redacted]	5/21/2018 10:16 AM	[redacted]	[redacted]	Completed

Attachments

Attach File | View All | Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted] RHR.docx	21KB	5/15/2018 11:05 AM	Nicki Barror
Edit | View | Del	[redacted] ROs_Dt[redacted]df	64KB	5/15/2018 10:50 AM	Nicki Barror

Case History

Case History Help

Date	User	Action
5/29/2018 8:19 AM	Dakota McGregor	Changed **Follow Up Date** from 5/29/2018 to **6/12/2018**.
5/24/2018 11:48 AM	Dakota McGregor	Changed **Follow Up Date** from 5/28/2018 to **5/29/2018**.
5/23/2018 1:10 PM	Jacklyn Capers	Changed **Subject** from CUSTOMER: [redacted] PHONE: [redacted] VIN: KNMAT2MV8JP[redacted] to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: KNMAT2MV8JP**[redacted]
5/21/2018 10:52 AM	Dakota McGregor	Changed **Follow Up Date** from 5/21/2018 to **5/28/2018**.
5/18/2018 4:53 PM	Dakota McGregor	Changed **Follow Up Date** from 5/18/2018 to **5/21/2018**.
5/17/2018 4:16 PM	Dakota McGregor	Changed **Follow Up Date** from 5/17/2018 to **5/18/2018**.
5/15/2018 4:59 PM	Dakota McGregor	Changed **Follow Up Date** from 5/16/2018 to **5/17/2018**.
5/15/2018 11:08 AM	Leslie Griffin	Changed **DRT Support Status** from Pending to **DRT Assigned**.
5/15/2018 11:06 AM	Nicki Barror	Changed **RHR Started** from 5/8/2018 to **5/15/2018**.
		Changed **RHR Completed** to **5/15/2018**.
5/15/2018 10:15 AM	Dakota McGregor	Changed **Follow Up Date** from 5/15/2018 to **5/16/2018**.
5/14/2018 5:40 PM	Dakota McGregor	Changed **Follow Up Date** from 5/14/2018 to **5/15/2018**.
5/14/2018 5:40 PM	Dakota McGregor	Changed **Subject** from CUSTOMER: [redacted] PHONE [redacted] VIN: KNMAT2MV8JP[redacted] to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: KNMAT2MV8JP**[redacted]
5/10/2018 4:41 PM	Dakota McGregor	Changed **Follow Up Date** from 5/16/2018 to **5/14/2018**.
5/10/2018 11:33 AM	Samantha Dixon	Changed **Case Owner** from Lori Wells to **Dakota McGregor**.
5/10/2018 11:33 AM	Samantha Dixon	Changed **Description**.
5/10/2018 9:04 AM	Lori Wells	Changed **Follow Up Date** from 5/10/2018 to **5/16/2018**.
5/10/2018 8:41 AM	Lori Wells	Changed **Subject** from CUSTOMER: [redacted] PHONE: [redacted] VIN: KNMAT2MV8JP[redacted] to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: KNMAT2MV8JP**[redacted]
5/9/2018 12:52 PM	Lori Wells	Changed **Follow Up Date** from 5/9/2018 to **5/10/2018**.
5/9/2018 12:36 PM	Lori Wells	Changed **Data Net** from false to **true**.
5/9/2018 12:35 PM	Lori Wells	Changed **Description**.
5/9/2018 10:36 AM	Lesley Howard	Changed **Case Owner** from L2 JD Powers Customers to **Lori Wells**.
5/9/2018 10:34 AM	Rodrick Pewitt	Changed **Case Owner** from Rodrick Pewitt to **L2 JD Powers Customers**.
5/8/2018 4:02 PM	Amro Abufarha	Changed **Escalated By ID** to **0050G00000Am28J**.
		Changed **Case Owner** from Amro Abufarha to **Rodrick Pewitt**.
5/8/2018 4:02 PM	Amro Abufarha	Changed **RHR Started** to **5/8/2018**.
5/8/2018 3:48 PM	Amro Abufarha	Changed **Work Phone** to [redacted]
		Changed **Follow Up Date** from 5/8/2018 to **5/9/2018**.
		Changed **VIN** to **KNMAT2MV8JP**[redacted]
		Changed **Subject** to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: KNMAT2MV8JP**[redacted]
		Created.

Emails

Send an Email | Emails Help

Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	Read	Re: Your inquiry to Nissan [ref:[redacted] *Lori enclosed is the time we discussed as well as the photos of the dashboard...*	[redacted]	5/10/2018 9:19 PM
Reply | To All | Del	Sent	Your inquiry to Nissan [ref:[redacted] *5/10/2018 Case [redacted] VIN #KNMAT2MV8JP[redacted] Dear [redacted]*		5/10/2018 9:02 AM

^ Back To Top

Always show me fewer / more records per related list

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Incident Investigation

CAR # [redacted]
Claimant
VIN KNMAT2MV8JP[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 New Haven State CT Zip Code [redacted] Country United States

☒ Driver Same as Claimant
☒ Owner Same as Claimant

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

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

II. Vehicle

Model Year 2018 Model Name Rogue Mfg. Date 10/12/2017 VIN KNMAT2MV8JP[redacted]

Mileage 616 License # [redacted] State CT Country United States

Special equipment & accessories none

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

Number	Description	Status	Date
none	none	○ Open ○ Closed	

Add Row Remove Row

III. Description of Incident & Claim

Source of Information IIR probe Incident Date 5/2/2018 Time 8:36 AM

Location of Incident (describe fully) Temple medical parking garage

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

Vision obstruction (describe) not described

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

Incident Investigation

CAR # [redacted]
Claimant
VIN KNMAT2MV8JP[redacted]

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

Ice/Snow accumulation on vehicle? ○ Yes ◉ No

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

Sequence of Events (according to claimant):
C states that the veh screeched to a halt and stopped
C states that 6 days later, C was pulling into parking lot in medical center parking garage
C states that was going about 5 mph
C states that was approaching a stop sign
C states that veh made a screeching noise and stopped
C states that C had "warning consult owner's manual" appear warning appear on dashboar
Undesired FEB operation. C stated that C has had the VEH 3 weeks and this has happened 3 times.
C stated that it is the same place each time. C stated that C was coming into the parking garage.

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

Driver Action (braking, steering, etc.):

Special Circumstances:

Actions taken after incident and results of those actions: brought to dealer for diagnosis

Vehicle Estimated Speed: na Source: na Posted Speed Limit: na

Other Vehicle Estimated Speed: na Source: na Posted Speed Limit: na

Witness Present? ○ YES ◉ NO

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

Incident Investigation

CAR # [redacted]
Claimant
VIN KNMAT2MV8JP[redacted]

	Yes	No	Comments
EDR download included in report?	○	◉	

III. Sensor and ECM Visual Inspection

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

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

End of Form

*Name your file while saving.

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

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

Incident Investigation

CAR # [redacted]
Claimant
VIN KNMAT2MV8JP[redacted]

IIR Supplement: Advanced Technology Checklist

I. Vehicle equipped with

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

Other (describe)

Comments

II. Diagnostic Download and EDR Data

Instructions:

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

	Yes	No	Comments
Full diagnostic download included in report?	○	○	see pics

Incident Investigation

CAR # [redacted]
Claimant
VIN KNMAT2MV8JP[redacted]

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

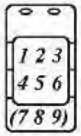
#	Allegation	Allegation made by
1	C states that the veh screeched to a halt and stopped C states that 6 days later, C was pulling into parking lot in medical center parking garage C states that was going about 5 mph C states that was approaching a stop sign C states that veh made a screeching noise and stopped C states that C had "warning consult owner's manual" appear warning appear on dashboard. Undesired FEB operation. C stated that C has had the VEH 3 weeks and this has happened 3 times. C stated that it is the same place each time. C stated that C was coming into the parking garage.	[redacted]

Add Allegation | Remove Allegation

IV. Occupants & Injuries

Source of Information: IIR probe

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



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

Address [redacted] New Haven, CT [redacted] Weight [redacted]

Location: Incident Vehicle Seating Position: 1 - Driver

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

Nature & Extent of Injuries: none

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

Incident Investigation

CAR # [redacted]
Claimant
VIN KNMAT2MV8JP[redacted]

Occupant Name: not provided | DOB: not provided | Height:
Address: not provided | Weight:
Location: Incident Vehicle | Seating Position: 3 - Front Row Right
Seat Belts Worn: Lap + Shoulder Belt | Airbag Status: Airbag not deployed
Nature & Extent of Injuries: none
Where, when, and by whom were the injuries treated? na

Add Occupant | Remove Occupant

☐ No Occupants Comments:

V. Other Property Damage

☒ No Other Property Damage

Source of information:

VI. Investigation Results

Date of vehicle inspection: 5/21/18
Location of inspection: George Harte Nissan

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

none

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

Photos taken by: Benjamin Foss | # Photos: 43

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

Exterior/Body	non impact incident
Engine/ Transmission/ Drivetrain	non impact incident
Underbody/ Suspension/ Steering/ Wheels & Tires	non impact incident
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	non impact incident
Seat Belts/ Child Restraints (if applicable)	na

Incident Investigation

CAR # [redacted]
Claimant
VIN KNMAT2MV8JP[redacted]

Air Bags: non impact incident

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

non impact incident. Front radar intact and not blocked. No FEB operation stored in consult. no DTCS stored.

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	C states that the veh screeched to a halt and stopped C states that 6 days later, C was pulling into parking lot in medical center parking garage C states that was going about 5 mph C states that was approaching a stop sign C states that veh made a screeching noise and stopped C states that C had "warning consult owner's manual" appear warning appear on dashboard. Undesired FEB operation. C stated that C has had the VEH 3 weeks and this has happened 3 times. C stated that it is the same place each time. C stated that C was coming into the parking garage.	non impact incident. Front radar intact and not blocked. No FEB operation stored in consult. no DTCS stored.

Add Row | Remove Row

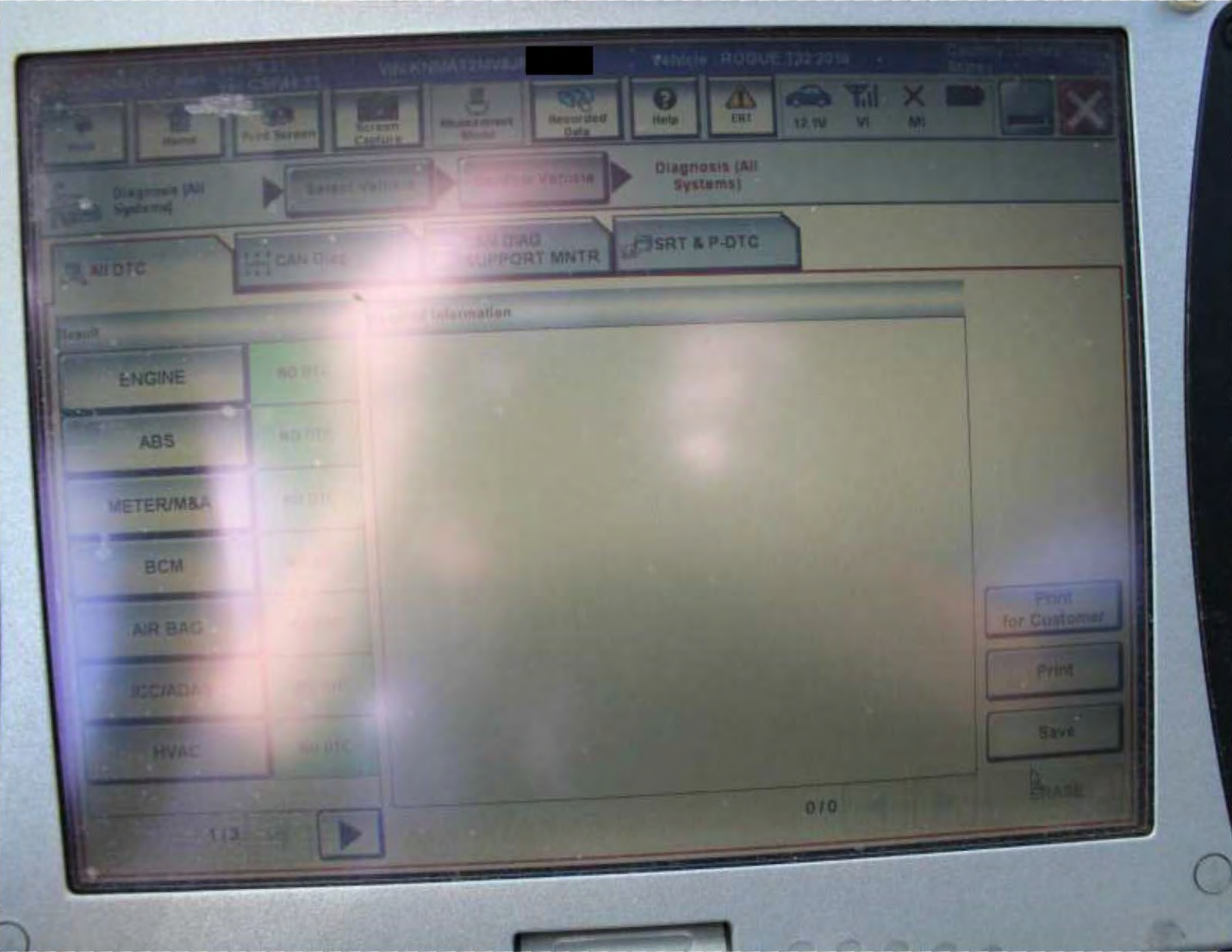
Have alleged defective parts been removed from vehicle? ○ YES ◉ NO

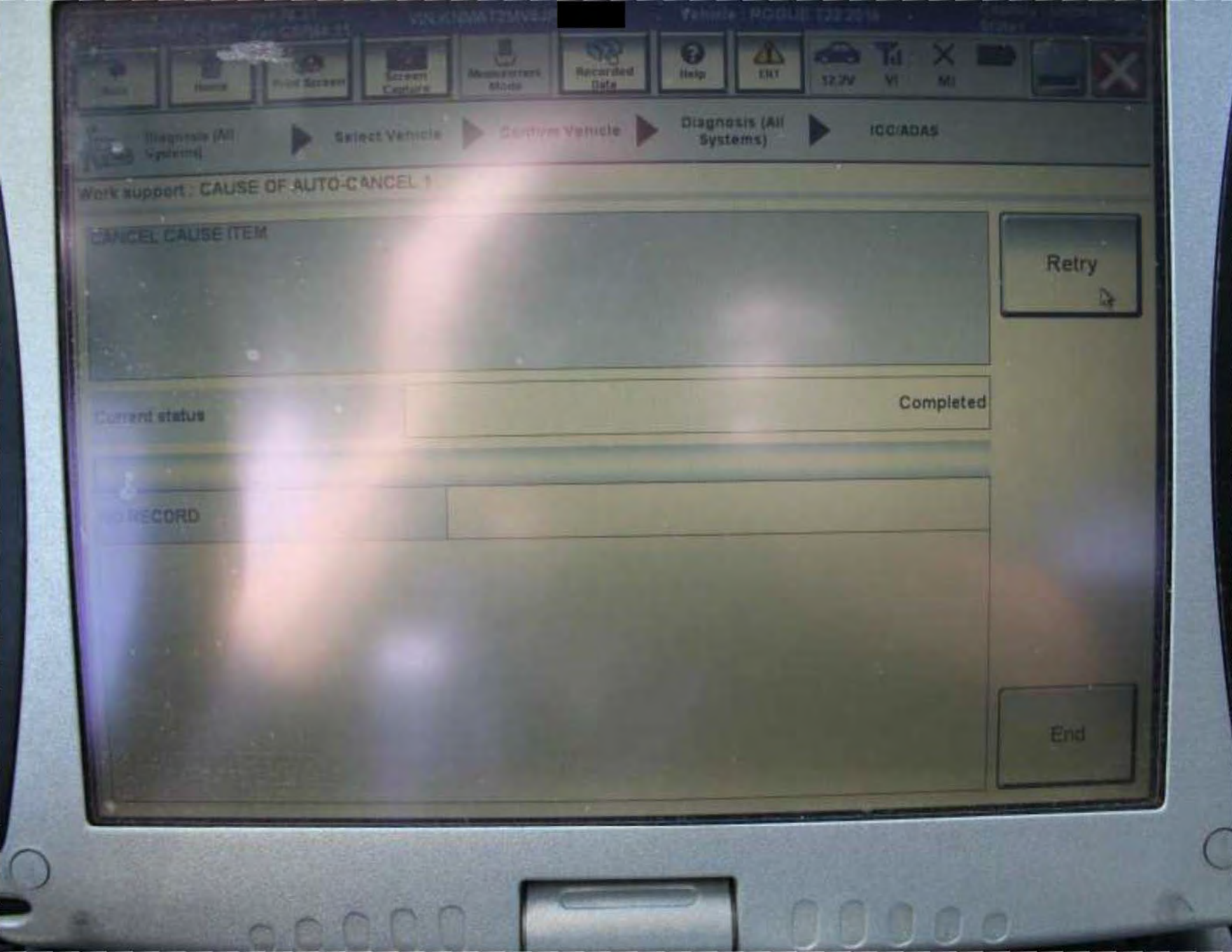
Reporter's Signature [redacted]

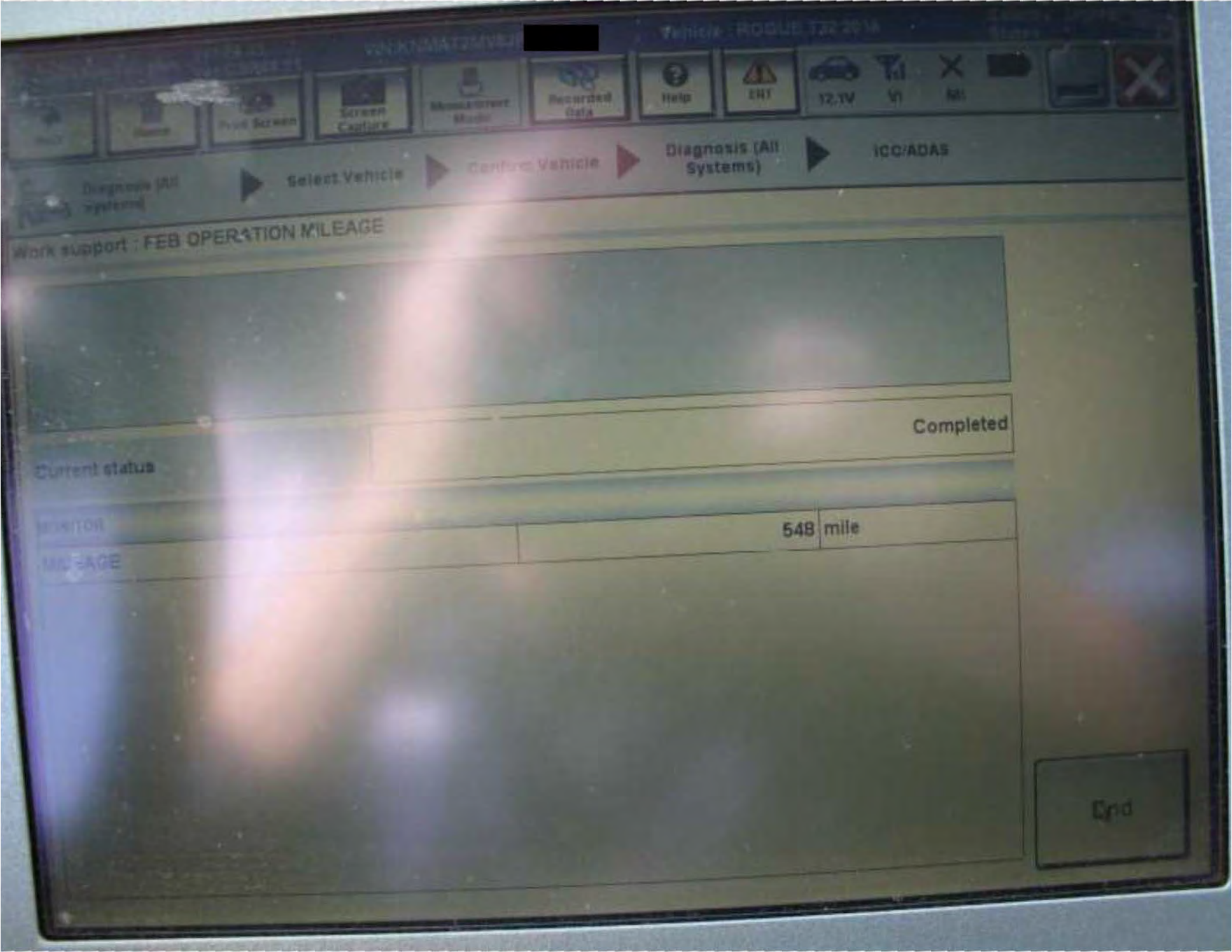
Reporter's Name & Region: Benjamin Foss, Dealer Technical Specialist, Nissan North America, Northeast Region

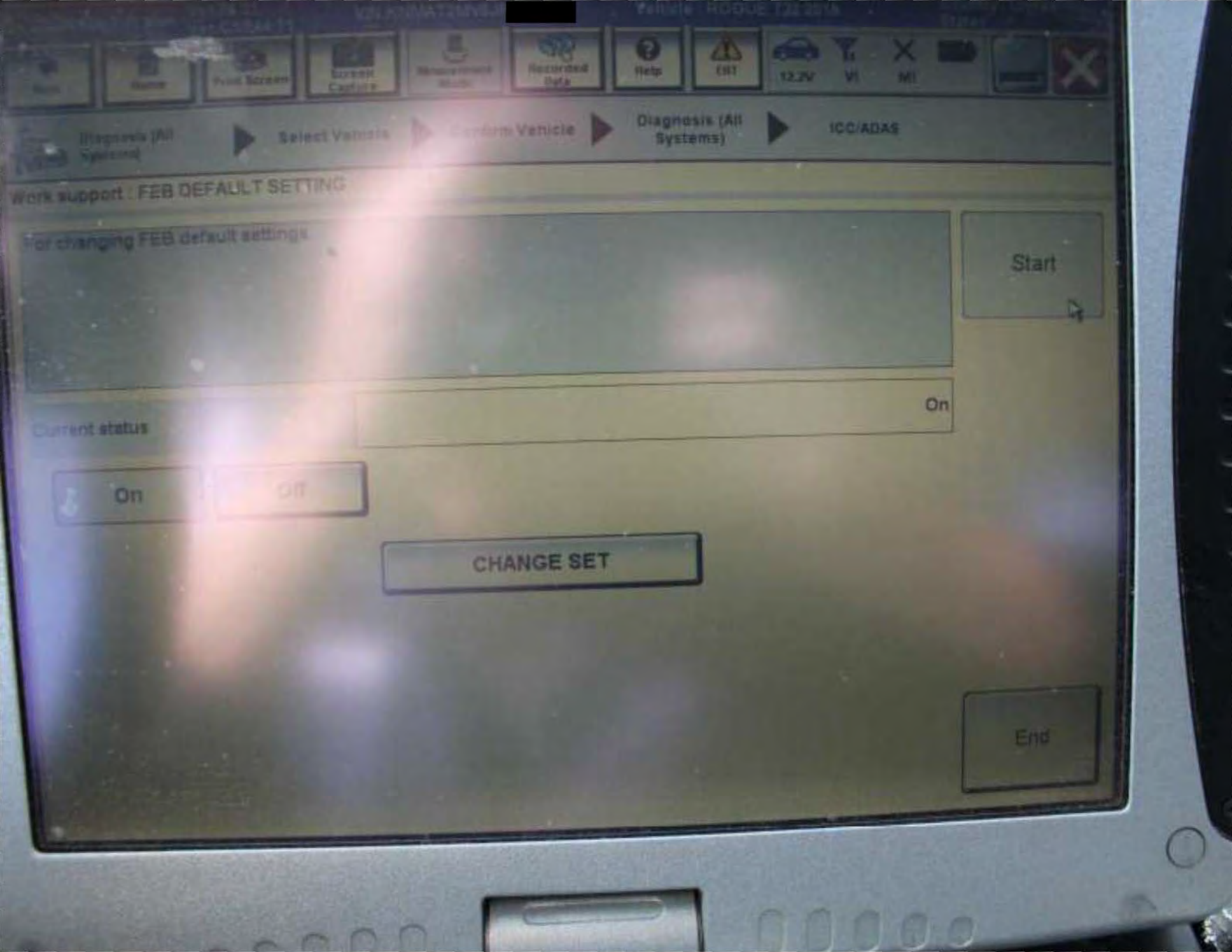

WARNING
BRAKE FLUID

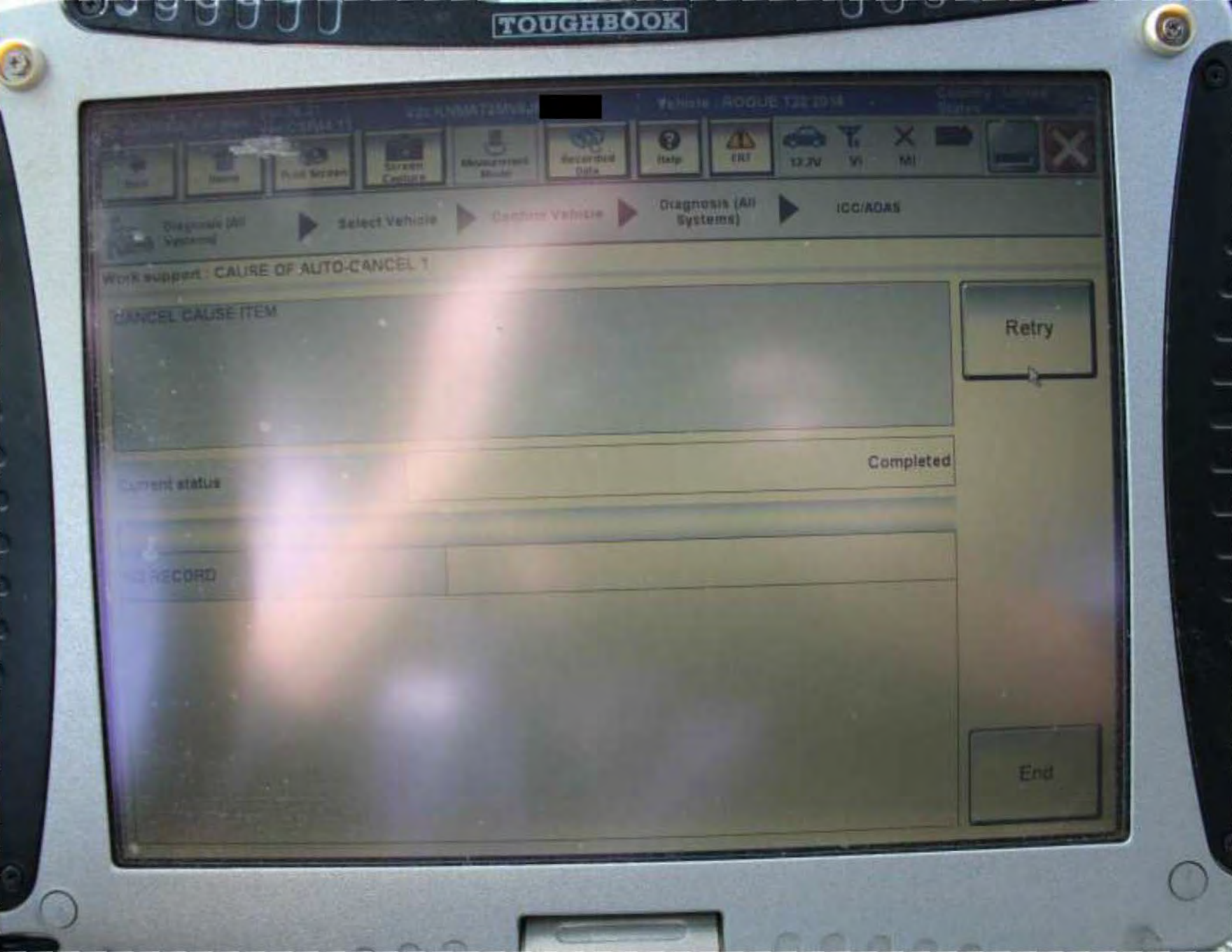

9.44 AM
68 F
No Warnings
P
86
616 miles
60
MPH
40
100
60
20
20
0

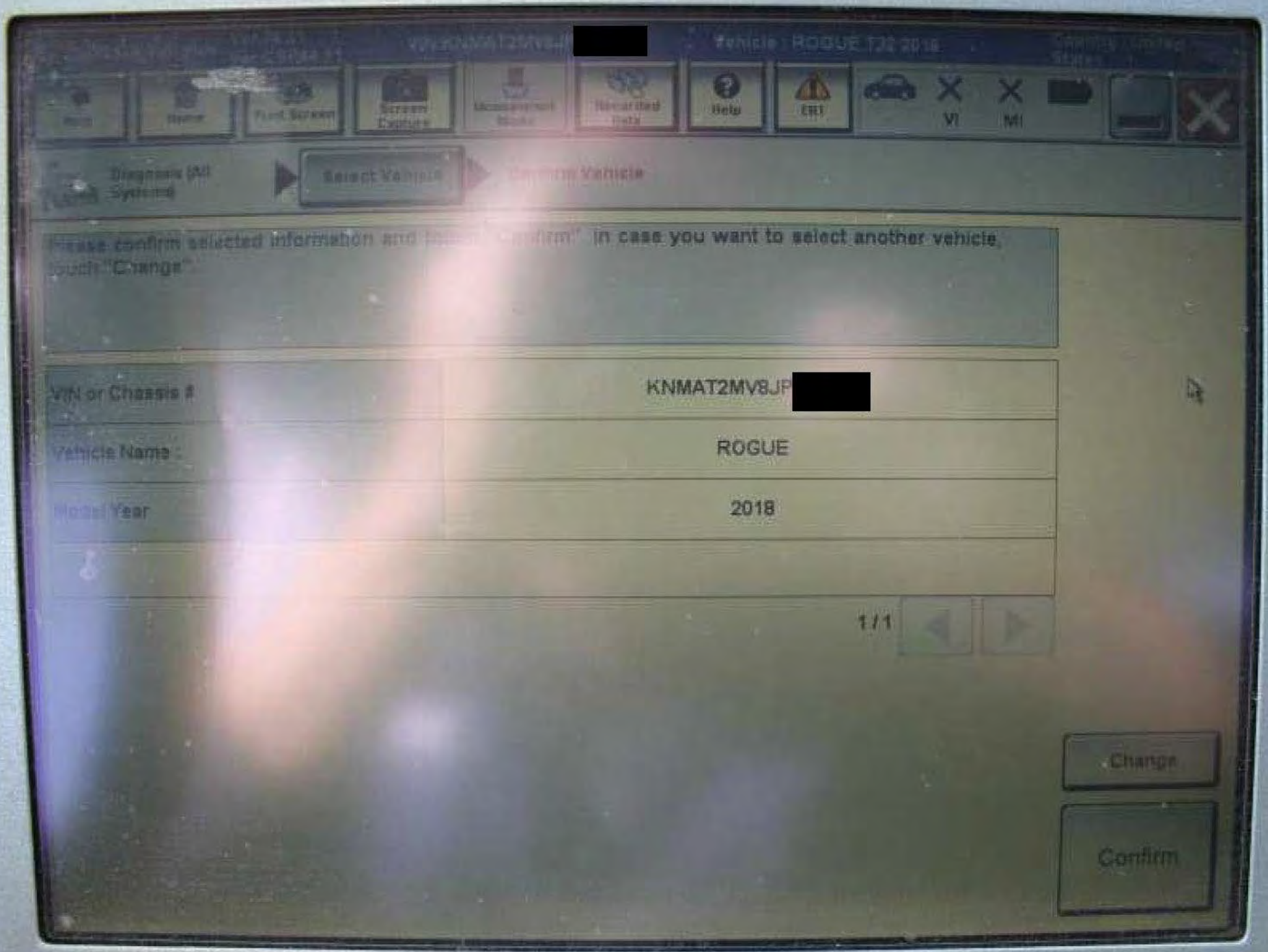

Recorded Data
Help
ERT
12.1V
VI
MI
Diagnosis (All Systems)
All DTC
SRT & P-DTC
ENGINE
ABS
METER/M&A
BCM
AIR BAG
HVAC
Print for Customer
Print
Save
0/0
1/3


Recorded Data
Help
ENT
12.2V
Diagnosis (All Systems)
Select Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : CAUSE OF AUTO-CANCEL 1
CANCEL CAUSE ITEM
Retry
Current status
Completed
RECORD
End


Screen Capture
Recorded Data
Help
ENT
12.1V
Diagnosis (All Systems)
ICC/ADAS
Select Vehicle
Work support : FEB OPERATION MILEAGE
Completed
Current status
548
mile
End


Recorded Data
Help
12.2V
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB DEFAULT SETTING
For changing FEB default settings
Start
Current status
On
On
CHANGE SET
End


TOUGHBOOK
Vehicle : ROGUE T32 2014
Diagnosis (All Vehicles)
Select Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : CAUSE OF AUTO-CANCEL 1
CANCEL CAUSE ITEM
Retry
Completed
Current status
RECORD
End


Help
ERI
VI
MI
Diagnose (All Systems)
Select Vehicle
Please confirm selected information and touch "Confirm" in case you want to select another vehicle, touch "Change"
VIN or Chassis #
KNMAT2MV8JP
Vehicle Name :
ROGUE
Model Year
2018
1/1
Change
Confirm


MFD. BY RENAULT SAMSUNG MOTORS
CO., LTD. FOR NISSAN MOTOR CO., LTD.
DATE: 09 / 17
GVWR: 2141 KG
4720LB
GAWR FR.: 1072 KG
2363 LB
WITH 225/65R17 TIRES
17X7J RIMS AT 33 PSI
COLD SINGLE
GAWR RR.: 1089 KG
2401 LB
WITH 225/65R17 TIRES
17X7J RIMS AT 33 PSI
COLD SINGLE
THIS VEHICLE CONFORMS TO
ALL APPLICABLE FEDERAL
MOTOR VEHICLE SAFETY AND
THEFT PREVENTION STANDARDS
IN EFFECT ON THE DATE OF
MANUFACTURE SHOWN ABOVE.
KNMAT2MV8JF
MPV
MODEL: TDBNUPWT32EUA
COLOR: KAD TRIM: G 2S30A


NISSAN


SUNOCO
NISSAN








NISSAN
AWD
Harte
ROGUE


AWD


NISSAN
George Harte
NISSAN
Service




NISSAN




NISSAN






ROGUE


48080
48A0A
L





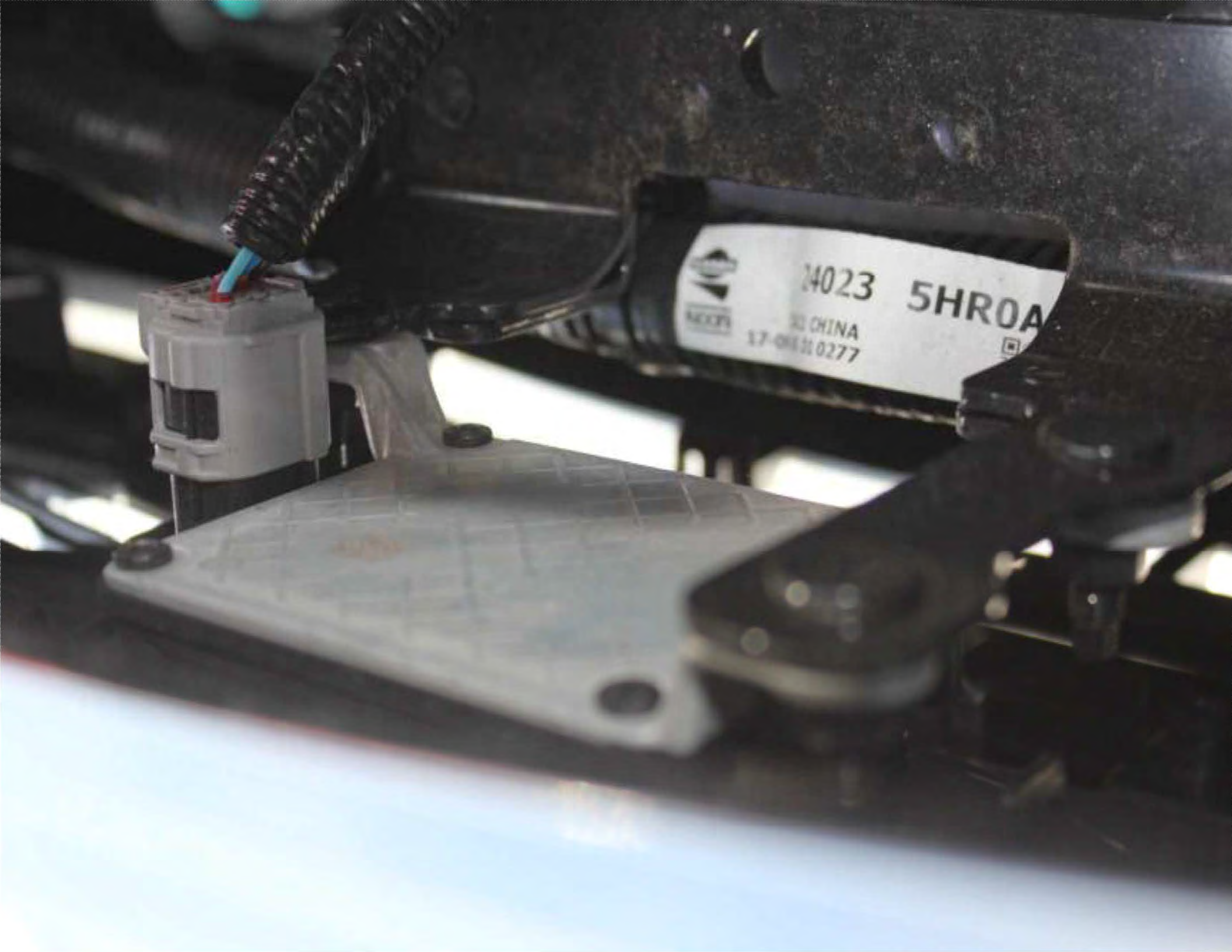

NISSAN
ROGUE


NISSAN




ROGUE


NISSAN


24023 5HROA
CHINA






NISSAN


RENAULT NISSAN


RENAULT NISSAN


NISSAN









Vehicle
KNMAT2MV8JP[redacted]

Customize Page | Printable View | Help for this Page

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

Vehicle Detail

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

VIN	KNMAT2MV8JP[redacted]		
Last Modified By	Samaritan Potter, 5/30/2018 1:21 PM	Branded Title	
Created By	NNAETL, 12/11/2017 11:25 AM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage	335	MSRP	$27,280
Latest Recorded Mileage Units	M		
In Service Date	4/21/2018		

Manufacturing Data

Make/Model	2018 Nissan ROGUE	Manufacturer Date	10/12/2017
Model Year	2018	Plant Name	Renault Samsung
Make	Nissan	PDI Date	
Model Line	ROGUE	Country Code	USA
Model Code	22018	US Specification Indicator	Y
Body Style Type	WAGON 4 DOOR	Emissions Type	50 STATE
Exterior Color	GUN METALLIC	Emissions Certification	
Cylinders	4	Open Recall	
Transmission Type	CVT	Head Unit	
Model Series		Model Line Code	RGE
Factory Installed Options	C03L92Z66		
Factory Installed Options Descriptions	C03 (50 STATE EMISSIONS), L92 (FLOOR MATS (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	4/21/2021	36,000				
2	POWERTRAIN COVERAGE	4/21/2023	60,000				
3	SEAT BELT	4/21/2028	999,999				
4	CORROSION COVERAGE (PERFORATION)	4/21/2023	999,999				
5	FEDERAL EMISSION LONG TERM DEFECT	4/21/2026	80,000				

Vehicle Retail Sales

Vehicle Retail Sales

Action	Name	Owner	Selling Dealer	Sale Type	Vehicle Model	Purchase Date	Rewind Indicator
View	[redacted]	[redacted]	GEORGE HARTE NISSAN	NMAC lease	ROGUE	4/21/2018	

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]	5/8/2018 3:48 PM		335	Open	0	Dakota McGregor
| Edit | Cls	[redacted]	TECH LINE		5/8/2018 7:45 AM	5/8/2018 7:51 AM	334	Pending Dealer Reply	0	Sean Martin

Service History

Service History Help

Action	SRH Number	PNC Code Description	Coverage Code/Pay Type	Transaction Date/VR Close Date	Vehicle Mileage	Customer	Dealer Code	Work Order #	Claim Line #
	[redacted]		I	5/4/2018	335	[redacted]	[redacted]		
			I	12/13/2017	2				
			I	12/13/2017	2				
			I	12/13/2017	2				
			W	12/13/2017	2				
			PD	12/13/2017	2	NP GEORGE HARTE NISSAN, INC.			

Vehicle Service Contracts

Vehicle Service Contracts Help

No records to display

Vehicle History

Vehicle History Help

Date	User	Action
12/11/2017 11:25 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	5/20/2018	[redacted]	[redacted]	[redacted]	NER	5/21/2018 10:16 AM	5/21/2018 10:47 AM

^ Back To Top

Always show me fewer / more records per related list

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PE19-001

GM

3/21/2019



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	KNMAT2MVXHP[redacted]
User	Javier Valdes
Case Number	[redacted]
EDR Data Imaging Date	05/29/2018
Crash Date	04/08/2018
Filename	KNMAT2MVXHP[redacted]_ACM_IIR.CDRX
Saved on	Tuesday, May 29 2018 at 13:59:51
Imaged with CDR version	Crash Data Retrieval Tool 17.4
Imaged with Software Licensed to (Company Name)	Nissan North America, Inc.
Reported with CDR version	Crash Data Retrieval Tool 17.4
Reported with Software Licensed to (Company Name)	Nissan North America, Inc.
EDR Device Type	Airbag Control Module
Event(s) recovered	None

Comments

Veh5c3e was not involved in a colission

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 inhibited). "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.

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_r005

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
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2003  00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
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      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
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      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      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 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
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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
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      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 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
      FF 7F FF 7F FF 7F FF FF FF FF FF FF FF FF FF FF
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      FF FF FF FF FF FF FF

F1A0  20


      59 02 09

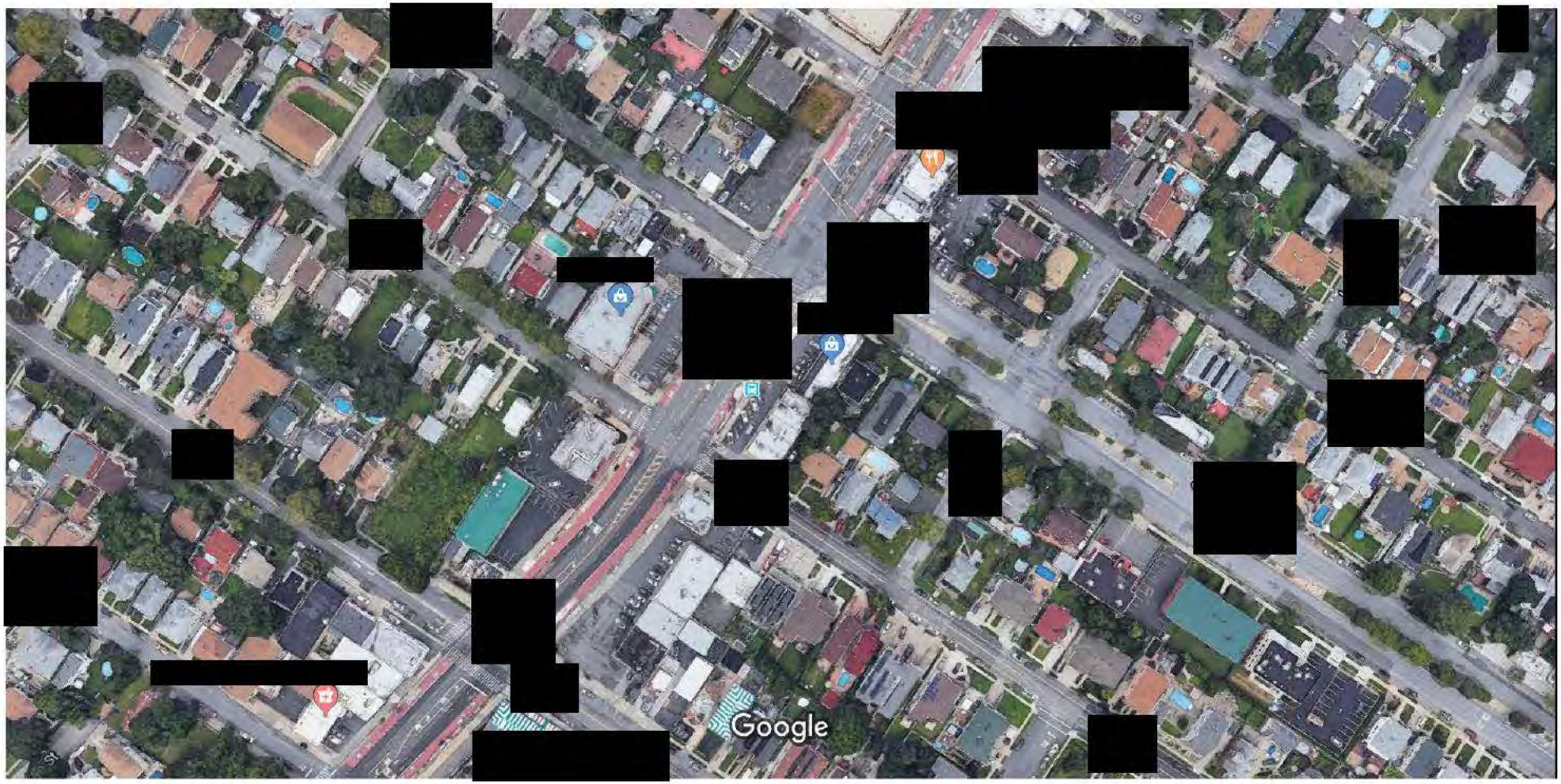

      59 02 09


      59 0F 08
```

Disclaimer of Liability

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

Google Maps !st incident location

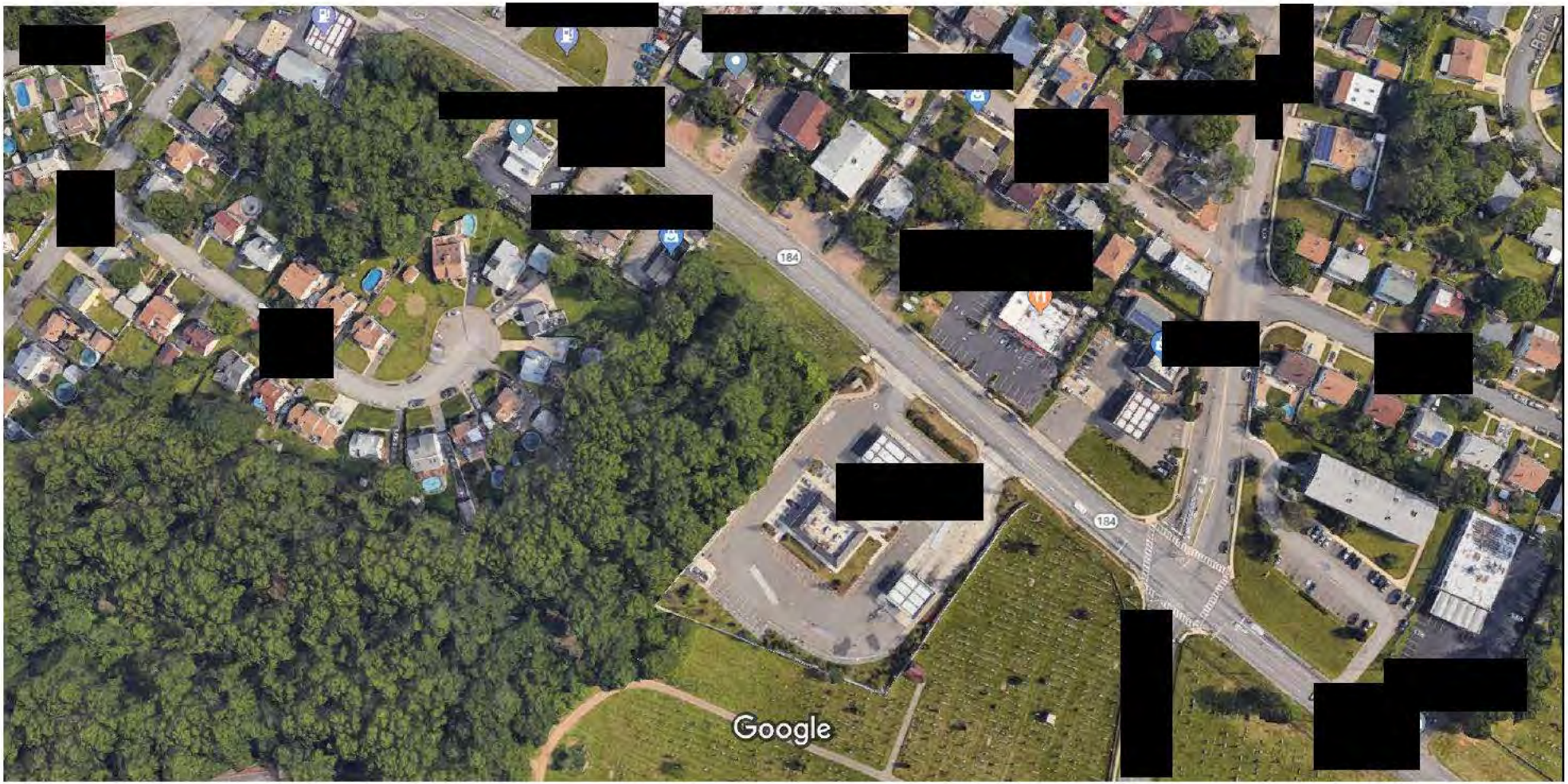


Imagery ©2018 Google, Map data ©2018 Google 100 ft

Google Maps

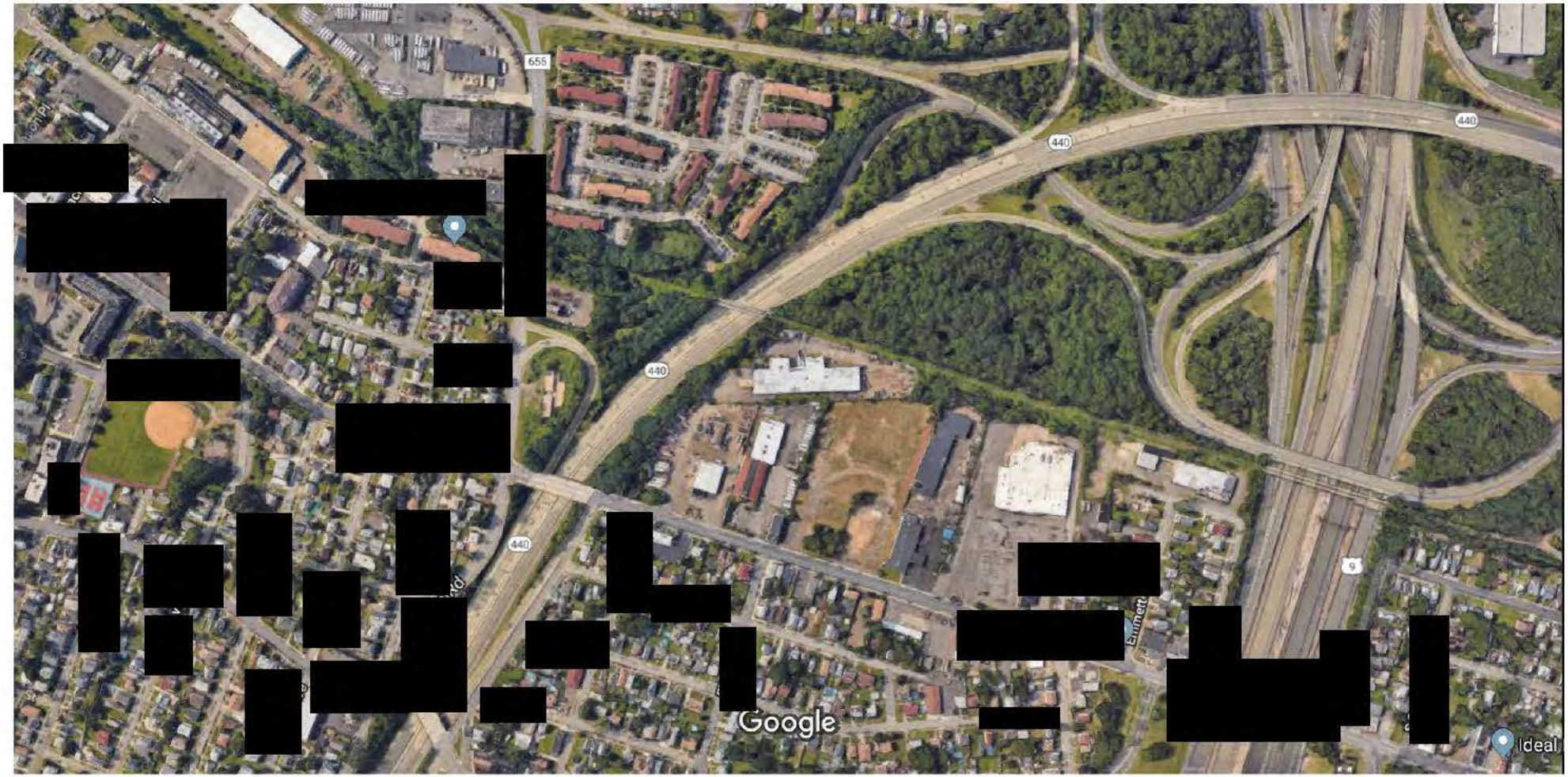
Speedway

2nd incident location



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

Google Maps 3RD incident location.



Imagery ©2018 Google, Map data ©2018 Google 200 ft



Search | Samaritan Potter | Help & Training | Legal

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [67] | Case Categorizations [1] | Open Activities [0] | Activity History [7] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | DTS Field Inspections [1] | Attachments [8] | Case History [45] | 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	4/24/2018 4:10 PM
Letter Received Date		Date/Time Closed	
Follow Up Date	6/13/2018	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	NISSAN OF STATEN ISLAND
# Vehicles Owned	1	Previous Repair Date	10/2/2017
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	4,780		

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	KNMAT2MVXHP[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	NISSAN OF STATEN ISLAND	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	06	Dealer Instructions	Service Dept. Review
Shared With		Requested Dealer Action	review

Related Items

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

RHR Started	4/25/2018	Vehicle Service Contract	
RHR Completed	4/30/2018	VSC Reprint Request	Email
		Contact Name	[redacted]

Primary & Secondary Root Cause Code

What is the issue?		What is the issue? (2)	
What Department?		What Department? (2)	
Where did this originate?		Where did this originate? (2)	
Special Root Cause Closing Code		Special Root Cause Closing Code (2)	

Action Code

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

DTS Request

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

System Information

Subject	CUSTOMER:[redacted] PHONE:[redacted] VIN: KNMAT2MVXHP[redacted]		
Created By	Courtney Gordon, 4/24/2018 4:10 PM	Root Cause Code	
Last Modified By	Dakota McGregor, 5/30/2018 8:12 AM	Root Cause Code (2)	
Legacy Case Number		Action Code	
Root Cause		Priority	N/A

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

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By: Dakota McGregor (5/30/2018 8:11 AM)** ARBS notes per DTS-JV that IIR was uploaded to FTP
Make Private	✓	**Created By: Dakota McGregor (5/21/2018 9:30 AM)** ARBS placed outbound to DLR Nissan of Staten Island ARBS left vmx for service department ARBS informed that inspection is scheduled for 05/29/18 at 11AM with DTS-JV ARBS provided last 8 of VIN ARBS provided contact info if DLR has questions
Make Private	✓	**Created By: Dakota McGregor (5/21/2018 8:20 AM)** ARBS placed outbound to C[redacted] ARBS verified C had time to speak to ARBS ARBS informed that inspection is rescheduled for 05/29/18 at 11 AM at Nissan of Staten Island due to Memorial Holiday ARBS apologized for inconvenience and inquired if C can make rescheduled date C confirmed inspection date ARBS thanked C C thanked ARBS Call ended mutually
Make Private	✓	**Created By: Dakota McGregor (5/21/2018 8:14 AM)** ARBS received e-mail from DTS-JV informing that DLR is not open on 05/28 and asked for ARBS to reschedule for 05/29 at 11AM
Make Private	✓	**Created By: Dakota McGregor (5/17/2018 9:03 AM)** ARBS placed outbound to C[redacted] ARBS verified C had time to speak to ARBS ARBS informed that inspection is scheduled for 05/28/18 at 10 AM at Nissan of Staten Island C confirmed inspection date ARBS offered to give appointment reminder call C declined ARBS offered further assistance C declined ARBS thanked C C thanked ARBS Call ended mutually
Make Private	✓	**Created By: Dakota McGregor (5/17/2018 8:59 AM)** ARBS received vmx from C requesting callback
Make Private	✓	**Created By: Dakota McGregor (5/15/2018 3:25 PM)** ARBS placed outbound to C[redacted] ARBS left vmx for C informing that soonest available inspection date is 05/28/18 at 10AM at Nissan of Staten Island ARBS informed that inspection must be confirmed ARBS informed that C can confirm via ARBS vmx ARBS left best contact info and requested callback
Make Private	✓	**Created By: Dakota McGregor (5/15/2018 9:11 AM)** ARBS sent e-mail to DTS-JV requesting soon inspection date if able ARBS CCed SRPLNR FD
Make Private	✓	**Created By: Dakota McGregor (5/14/2018 3:20 PM)** ARBS submitted DTS request
Make Private	✓	**Created By: Dakota McGregor (5/14/2018 3:06 PM)** ARBS notes that outbound was placed to C close to 12:30 on 05/14
		Created By: Dakota McGregor (5/14/2018 3:06 PM) ARBS placed outbound to C[redacted] ARBS verified C had time to speak to ARBS C inquired if C is speaking to ARBS DM from earlier ARBS informed that Cs number seems to be working now, so ARBS hopes continues since this is Cs requested number C understood and agreed C states C requested to speak to manager ARBS apologized and informed that ARBS did further review Cs case and does see where C has been working with regional office for awhile regarding case and though is not in Cs shoes does understand Cs frustration

	ARBS assured C that ARBS is Cs correct POC, and C is at the correct department at this time for Cs case handling ARBS verified Cs concerns being FEB automatic braking without any vehicles being near Cs veh ARBS inquired if C had time to complete probe C states yes ARBS thanked C again for patience and apologized for Cs experience with Nissan and with ARBS ARBS explained again that ARBS office policy is because ARBS needs to be able to reach C regarding case to set up an inspection that Nissan would like to offer to C regarding Cs concerns C understood C states C has been waiting for someone to offer to look at the veh ARBS informed that inspection and review process would be 2-4 weeks and C would need to provide the veh at a Nissan authorized DLR for inspection C agreed and informed would provide at Nissan of Staten Island for the inspection ARBS informed that after inspection specialists would be reviewing info C states that C has had three incidents in the veh with the most recent once occurring on 05/04 Regarding Prior Incidents: First occurred on [redacted] in Staten island going 40 mpg on 4/22/18. Second occurred while leaving a gas station parking lot in new Jersey Regarding Most Recent Incident
Make Private	C states C was driving on the highway 440 in New Jersey. C was going 60mph C states the veh had less than 5 000 miles on every incident C states C does not know exact mileage during incident(s) C states that veh started beeping and the forward collision warning popped on the dashboard C states that the veh stopped suddenly and there were no vehicles around C C states there were none in front of C, beside C or around veh at all C states that C immediately took foot off of the gas and waited for incident to subside C states that waited until veh stopped acting funny and veh resolved itself C states that was Cs third incident, so C was used to incident and knew how to respond C states that Cs veh has not been in any accidents C states that was very close about 3 minutes from bridge (landmark for where incident occurred) C states that there were no injuries C states that there has been no accident C states that veh acted that the FEB collision warning light appeared and acted as if a veh was in front of Cs veh when was not C states that intermittently that the FEB will just beep anywhere and will not always stop the veh, but does appear randomly without cause C states that C was worried because most recent incident occurred on the highway, and C had children in the veh ARBS offered further assistance C declined C states that C is happy now that Nissan is taking a further look at Cs veh ARBS thanked C for speaking with ARBS and once again for patience with Nissan and with ARBS C thanked ARBS Call ended mutually
Make Private	**Created By: Dakota McGregor (5/14/2018 11:12 AM)** ARBS notes that has received Cs request for a callback ARBS notes will attempt to give C a callback in 30-40 minutes as ARBS was on another phone call with another customer
Make Private	**Created By: Dakota McGregor (5/14/2018 11:11 AM)** ARBS received vmx from C requesting callback
Make Public	**Created By: Maria Tello (5/14/2018 10:52 AM)** C calle and wants to escalate this to soemone because C has called for about 2 weeks and noone has an answer for her. Best contact numbe[redacted]. If cel does not work[redacted] C wants to call someone higher that Dakota. Because C was told if C did not changed the phone number case will be closed.
Make Private	**Created By: Dakota McGregor (5/14/2018 9:44 AM)** ARBS notes that reviewed case with SRPLNR FD ARBS notes per SRPLNR if phone does not work on 05/15 then ARBS to close case
Make Private	**Created By: Dakota McGregor (5/14/2018 9:42 AM)** ARBS notes that ARBS contacted C prior to Cs inbound call on Created By: Julio Pineda (5/14/2018 9:33 AM) CRR JP
Make Public	**Created By: Julio Pineda (5/14/2018 9:35 AM)** CRR-JP is sending an e-mail to ARBS ***CASE SUMMARY***
Make Private	**Created By: Dakota McGregor (5/14/2018 9:33 AM)** ARBS placed outbound to C[redacted] ARBS verified C had time to speak to ARBS C states that Nissan has not been trying to reach C at all ARBS informed that is not accurate, and Nissan has been trying to reach C and C indicated that received ARBS letter ARBS informed that ARBS contacted C multiple times via phone unsuccessfully, via e-mail with no response and via letter ARBS informed that Nissan has tried to contact C C states is not Cs fault, and Cs phone works fine ARBS informed that ARBS did not inform is Cs fault ARBS informed that is uncertain of why ARBS keeps receiving all circuits busy message, but that ARBS has also had no problems contacting other customers or Cs other phone number prior to or before C requested ARBS not to contact that number C states that number is work phone and secretary will not ever notify C when ARBS calls, and C will also be unable to contact C at that number ARBS informed that ARBS will require a good phone number to reach C on moving forward C states that this is Cs only number that C would like ARBS to contact C on ARBS informed that ARBS is wanting to make C aware that if ARBS is unable to reach C and continues to have a difficult time reaching C, then ARBS will have to close Cs case C refuted this information ARBS informed this is ARBS office's policy, and ARBS attempted to inform C that ARBS needs to be able to reach C to discuss case in order to proceed or move forward C interrupted ARBS C states that ARBS is just trying to make C go in circles and waste CS time C states C would like to speak to someone higher than ARBS ARBS informed that is Cs highest point of contact that C can speak to at this time C states for ARBS that is ARBS is not highest ARBS inquired what ARBS is hoping to accomplish by speaking to someone else and informed C that ARBS office will need to be able to reach C to discuss case C states C just wants ARBS to work Cs case and not discuss contacting C anymore C became unprofessional with ARBS ARBS asked C to please keep the call professional, ARBS is happy to discuss case with C , but if C keeps call unprofessional ARBS will have to disconnect the call C states C disagrees with a lot of the things ARBS has said C states that C is tired of talking to ARBS and needs to start work eventually C continued to not cooperate with ARBS and would not provide another contact number C began to yell at ARBS and continued to be unprofessional ARBS thanked C for Cs time and informed that would be disconnecting the call ARBS disconnected the call
	Created By: Julio Pineda (5/14/2018 9:33 AM) CRR-JP OPENED OR VERIFIED Account Info including: C's name, phone# CRR-JP VERIFIED VEH Info including: CRR-JP CHECKED for open recalls/campaigns and found: 0 CRR-JP CHECKED for previous UNRELATED Case(s) and found: 0 CRR-JP CHECKED previous RELATED Case(s) and found:[redacted] CRR-JP NOTED concern is: Trying to contact ARBS-Dakota CRR-JP received an inbound call from C C stated C is trying to contact ARBS-Dakota C stated C was disconnected by ARBS-Dakota C stated is not fair and C is very upset

Make Public	C stated that ARBS-Dakota told C that C's case was going to be close C stated C doesn't want C's case close yet CRR-JP acknowledge and apologized to C for any inconvenience CRR-JP informed C that CRR-JP is going to send an e-mail to ARBS-Dakota asking to contact C CRR-JP also provided C with ARBS-Dakota work phone # C understood and appreciated the assistance CRR-JP offered further assistance C decline CRR-JP provided C with and agent ID Call ended mutually
Make Private	**Created By: Dakota McGregor (5/14/2018 9:21 AM)** ARBS Received vmx from C informing that C received ARBS letter and C requests to only be reached at same phone number at[redacted] ARBS notes per letter that ARBS Requested from C in order to continue case "If you would like to speak with Nissan further regarding your case, please provide a different phone number that we could reach you at and a time during our business hours that you could be reached." ARBS notes that C refused to provide either of requested items from letter
Make Public	**Created By: Courtney Gordon (5/11/2018 12:50 PM)** ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with: update request
Make Public	**Created By: Courtney Gordon (5/11/2018 12:50 PM)** CRR-CG VERIFIED Account Info including: C's name, home & email address, phone# & best contact# CRR-CG CHECKED for previous UNRELATED Case(s) and found: 0 CRR-CG CHECKED previous RELATED Case(s) and found: 0 CRR-CG NOTED concern is: update request C states that C has been calling everyday for the past two weeks trying to get a hold of ARBS C states that Cs calls have not been returned C is expressiing frustration at the lack of communication CRR-CG advised C case has been documented CRR-CG offered further assistance C declined CRR-CG provided C with employee ID & Case # Call ended mutually
Make Public	**Created By: Cora StLaurent (5/10/2018 4:12 PM)** CASE SUMMARY C contacted NNA concerning contact with ARBS CRR-CS is sending courtesy letter
Make Public	**Created By: Cora StLaurent (5/10/2018 4:11 PM)** CRR-CS VERIFIED Account information including: C's name, home & e-mail address, phone number & best contact[redacted] CRR-CS VERIFIED VEH Information including: VIN # KNMAT2MVXHP[redacted] CRR-CS CHECKED for open recalls/campaigns and found: 0 CRR-CS CHECKED for previous UNRELATED Case(s) and found:6 CRR-CS CHECKED previous RELATED Case(s) and found: 0 MAIN REASON FOR CONTACT: Contact with ARBS C stated that C has left a couple messages and hasnt been contacted C stated that C will would like to be contacted CRR-CS offered to contact ARBS on C's behalf C thanked CRR-CS CRR-CS provided case number and ID #[redacted] CRR-CS inquired if further assistance was needed C stated that C did not need further assistance Call ended mutually
Make Private	**Created By: Dakota McGregor (5/10/2018 12:44 PM)** ARBS sending lack of C response letter to C via FEDEX ARBS notes FEDEX #[redacted] ARBS attached letter and label to case
Make Private	**Created By: Dakota McGregor (5/10/2018 12:42 PM)** ARBS received another vmx from C requesting only a callback to[redacted]
Make Private	**Created By: Dakota McGregor (5/9/2018 10:39 AM)** ARBS sent e-mail to C informing "Good Morning: Our office has tried to reach you unsuccessfully multiple times on 05/07/18, 05/08/18 and 05/09/18 at your requested phone number of[redacted]. Our office receives an error message informing that "All circuits are busy. Please try again later." We have been unable to leave a message on the requested number. If you would like to speak with Nissan further regarding your case, please provide a different phone number that we could reach you at and a time during our business hours that you could be reached. Our office is open from eight to five central standard time zone. Thanks, "
Make Private	**Created By: Dakota McGregor (5/9/2018 10:28 AM)** [redacted] ARBS placed outbound to C

	ARBS notes received message stating all circuits are busy. Please try again later ARBS unable to leave a vmx
Make Private	**Created By: Dakota McGregor (5/9/2018 10:27 AM)** ARBS received vmx from C requesting callback only at[redacted]
Make Public	**Created By: Catherine Myke (5/8/2018 3:44 PM)** CRR-CM < VERIFIED> Account Info including: C's name, home & email address & best contact# CRR-CM CHECKED for open campaigns and found:0 CRR-CM CHECKED for previous UNRELATED Case and found:0 CRR-CM CHECKED previous RELATED Case and found: 0 CRR-CM NOTED concern is: missed contact from ARBS received call from C C stated that C has not received call from ARBS C stated C was advised that she will receive a call today CRR-CM advised C that there was an outbound call at 1:48pm CRR-CM advised C of the number ARBS called out too C stated that number was work number and not to contact C at that number C stated best contact number[redacted] CRR-CM advised C that an email was sent to ARBS agent requesting a call back May 8, 2018 CRR-CM asked C if there is anything the CRR-CM can assist with C stated C would like to have this case escalated to someone higher up CRR-CM advised C that there was a follow up date for no later than May 10,2018 CRR-CM asked C again if there was anything else CRR-CM can assist with C declined CRR-CM provided C with Case[redacted] and agent ID[redacted] C understood and appreciated the assistance Best Contact #:[redacted] Call ended mutually
Make Private	**Created By: Dakota McGregor (5/8/2018 1:48 PM)** [redacted] ARBS placed outbound to C ARBS notes person who is not C answered and informed that C is not available and took message for ARBS ARBS left message requesting callback and 20-30 minutes of Cs time ARBS provided best contact info and case #
Make Private	**Created By: Dakota McGregor (5/8/2018 1:45 PM)** [redacted] ARBS placed outbound to C ARBS notes received message stating all circuits are busy. Please try again later ARBS unable to leave a vmx
Make Private	**Created By: Dakota McGregor (5/7/2018 11:12 AM)** [redacted] ARBS placed outbound to C ARBS left vmx requesting callback and 20-30 minutes of Cs time ARBS requested detailed vmx of when C could take a callback during ARBS business hours ARBS provided best contact info and case #
Make Private	**Created By: Dakota McGregor (5/7/2018 11:10 AM)** [redacted] ARBS placed outbound to C ARBS notes received message stating all circuits are busy. Please try again later ARBS unable to leave a vmx
Make Private	**Created By: Dakota McGregor (5/7/2018 11:10 AM)** ARBS RECEIVED CASE, UNDER REVIEW, VERIFY PROBE **********
Make Public	**Created By: Lawanda Bradley (5/7/2018 10:25 AM)** ARBS notes: Total Days Down: 1 Day Down 1 visit with 0 repairs related to car is braking by itself ********** ARBS notes based on a good faith review, NNA is not in a position to offer a repurchase or replacement of this vehicle, as the vehicle has not been subject to an unreasonable number of repair attempts for any warrantable concerns that would substantially impair this vehicle. NNA will continue to honor the terms and conditions of all applicable warranties.
Make Public	**Created By: Lawanda Bradley (5/7/2018 10:25 AM)** ARBS notes: 04/24/18 @ 4,785 miles…..RO[redacted]…1 Day Down Concern: 1. Customer states car is braking by itself Action: 1. No problem found
Make Public	**Created By: Lawanda Bradley (5/7/2018 10:25 AM)** ARBS notes: In service date: 10/02/2017 State: New York NMAC Lease ********** NO ADDITIONAL CASES FOUND NO TECH LINE CASE FOUND NO DTS FOUND NO VSC's FOUND NO WARRANTY CASES FOUND
Make Public	**Created By: Samantha Dixon (5/7/2018 7:26 AM)** FEB concern
Make Private	**Created By: Dezerick Frazier (5/4/2018 4:51 PM)** RCAS-DF spoke with C and created a IIR.
Make Private	**Created By: Janisha Wilkerson (5/4/2018 2:14 PM)** SRCAS-JW is returning case back to RCAS-DF to have an opportunity to discuss case concerns at this time and for C to be contacted by close of business 4-4-18
Make Public	**Created By: Leonardo Montero (5/4/2018 1:10 PM)** ****** [CASE SUMMARY] ****** C contacted CA with: Seeking Status on case #[redacted] CRR-LM escalating case as C request
	Created By: Leonardo Montero (5/4/2018 1:09 PM) | Last Modified By: Dezerick Frazier (5/4/2018 4:40 PM) CRR-LM VERIFIED Account information including: C's name, home address, phone number

CRR-LM VERIFIED VEH Information including: VIN #
CRR-LM CHECKED for open recalls/campaigns and found: None
CRR-LM CHECKED for previous UNRELATED Case(s) and found: None
CRR-LM CHECKED for previous RELATED Case(s) and found: None
CRR-LM NOTED concern is: Status on Case #[redacted]

CRR-LM received inbound call from C

C stated that has a case #[redacted]

CRR-LM informed C that the case is in RCAS tried to contact

C stated that tried to talk to RCAS Tuesday and Wednesday and Thursday but could not get a call from RCAS
C stated that internal referrals clearly don't work
C stated that VEH has a safety issue and nobody all C
C stated that why C has to wait for so long for a call back
C stated that unfortunately yesterday missed RCAS call
C stated that RCAS never sent nobody to look at C's VEH
C stated that C wanted to someone call C today not tomorrow not on Monday
Make Private C stated that wanted to escalate the case

CRR-LM informed C that RCAS tried to reach C repeated times unsuccessfully

C stated that that is NNACA problem not C's problem
C stated that C tried multiple times to reach RCAS as well
C stated that asked for escalation yesterday and was told that someone else will reach C in the next 4 to 8 business hours and C is still waiting

CRR-LM noting that will escalate the case according to SOP 2.2 as C request
CRR-LM informed C that will receive a call in the next 4 to 8 business hours

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

C declined.

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

C understood

CRR-LM closing case.
Call ended mutually.

Created By: James Borbath (5/3/2018 1:39 PM) | Last Modified By: Dezerick Frazier (5/4/2018 4:40 PM)
CRR-JB verified Account information including: C's name, home & e-mail address,
phone number & best contact number
CRR-JB CHECKED for open recalls/campaigns and found: None
CRR-JB CHECKED for previous UNRELATED Case(s) and found: 6
CRR-JB CHECKED previous RELATED Case(s) and found: 0
CRR-JB NOTED concern is: Case update
CRR-JB took inbound call from C

Make Private C- Called in with existing case number
C- Called in stating she had missed callback
C- was looking to get connected to case worker.

CRR-JB Offered to email agent and notify him that C called in

C- Declined stating she had been given direct number to agent and already left messages

CRR-JB asked C if there was anything else CRR-JB could assist with.
Call ended mutually.

Created By: Dezerick Frazier (5/3/2018 1:17 PM)
RCAS-DF placed outbound call to Nissan of Staten Island.

RCAS-DF asked if C was available.

Make Private Receptionist stated no.

RCAS-DF provided direct number .

Call ended mutually.

Created By: Dezerick Frazier (5/3/2018 1:14 PM)
RCAS-DF placed outbound call to C at[redacted]

Make Private RCAS-DF left a VMX for C.

RCAS-DF provided direct number and C's case number.

RCAS-DF set a follow up date for Monday 5/7/18.

Created By: Dezerick Frazier (5/3/2018 1:12 PM)
Make Private RCAS-DF placed outbound call to C at[redacted]

All circuits are busy. VMX was not a option.

Created By: Dezerick Frazier (5/3/2018 1:00 PM)
RCAS-DF placed outbound call to Nissan of Staten Island.

RCAS-DF spoke with service manager Ryan Carreon.

RCAS-DF asked if tech line has been involved.

Make Private SM-RC stated that no. C stated that at DTS was coming so nobody looked at the VEH.

RCAS-DF stated a DTS is not coming. RCAS-DF wants tech line to be involved.

SM-RC stated that the dealership will look at C's VEH and tech line will be involved.

RCAS-DF thanked SM-RC.

Call ended mutually.

Created By: Dezerick Frazier (5/3/2018 12:29 PM)
Make Private RCAS-DF placed outbound call to Nissan of Staten Island.

RCAS-DF was not able to get in contact with the service department.

Created By: Dezerick Frazier (5/3/2018 12:24 PM)
RCAS-DF placed outbound call to Nissan of Staten Island.

Make Private	RCAS-DF spoke with service manager Ryan Carreon. RCAS-DF asked if tech line has been involved. SM-RC put RCAS-DF more than 10 minutes. RCAS-DF ended call.
Make Private	**Created By: Janisha Wilkerson (5/3/2018 12:00 PM)** SRCAS-JW is returning case back to RCAS-DF to have an opportunity to discuss case concerns at this time
Make Private	**Created By: James Borbath (5/3/2018 10:46 AM) | Last Modified By: Dezerick Frazier (5/3/2018 12:17 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: VIN #, Current Mileage CRR-JB CHECKED for open recalls/campaigns and found: none CRR-JB CHECKED for previous UNRELATED Case(s) and found: 6 CRR-JB CHECKED previous RELATED Case(s) and found: 0 CRR-JB NOTED concern is: RCAS Follow Up CRR-JB took inbound call from C C- Stated that no one at DLR had been contacted at the DLR C- stated that Angie in service dept advised C that no one had been contact with the DLR C- Stated that she has called the agent 4 times and left Voicemails on two occasions. In addition contacted CA several times CRR-JB Informed C a follow up was scheduled for today. C- Stated she had been through this before and wanted to esclate the matter. CRR-JB Understood and informed C he would esclate the case and C could expect a call in 4-8 Business Hours CRR-JB asked C if there was anything else CRR-JB could assist with. CRR-JB provided C with agent ID and case number Call ended mutually. BC-[redacted]
Make Private	**Created By: Sebastian Otterstein (5/2/2018 9:08 AM) | Last Modified By: Dezerick Frazier (5/3/2018 12:11 PM)** CRR-SO VERIFIED Account Info including: C's name, home & email address, phone# & best contact# CRR-SO CHECKED for previous UNRELATED Case(s) and found: 6 CRR-SO CHECKED previous RELATED Case(s) and found: 0 CRR-SO NOTED concern is: RCAS Follow up CRR-SO received inbound call from C C stated Case Agent has not contacted C C stated C has issue with VEH C stated Tech was supposed to come into the DLRSHP to check out the VEH but no Tech has came CRR-SO acknowledged C concern CRR-SO stated CRR-SO will email RCAS C understood CRR-SO offered further assistance C declined CRR-SO provided C with agent ID Best Contact:[redacted] Call ended mutually
Make Private	**Created By: Steve Jeffrey (5/1/2018 1:09 PM)** CRR-SJ VERIFIED Account Info including: C's name, home & email address, phone# & best contact# CRR-SJ VERIFIED VEH Info including: VIN#, Current Mileage CRR-SJ CHECKED for open recalls/campaigns and found: NONE CRR-SJ CHECKED for previous UNRELATED Case(s) and found: NONE CRR-SJ CHECKED previous RELATED Case(s) and found: NONE CRR-SJ NOTED concern is: Call back C stated C was contacting because a technician was supposed to come down C stated C wants to speak to someone to confirm why the technician didn't come down CRR-SJ informed C that RCAS will be in contact with C CRR-SJ asked if C needed further assistance C declined Best Contact[redacted] Call ended mutually
Make Public	**Created By: Nicki Barror (4/30/2018 1:38 PM)** DRTS received the RHR. The RHR was assigned to ARBS Lawanda Bradley for review.
Make Private	**Created By: Dezerick Frazier (4/30/2018 12:41 PM)** RCAS-DF placed outbound call to C at[redacted] RCAS-DF asked C if this is a good time to discuss C's case. C- stated yes. RCAS-DF advised C that this call may be monitored for training and quality purposes. RCAS-DF informed C that C needs to go back to the dealership so technicians can be involved in trying to resolve C's concern. C- stated ok .C- stated that C's emergency brake assist could eb causing the concerns. C stated that C's audio beep does not work when a VEH is too close to C. C- stated that C's blind spot radar does not work either. RCAS-DF asked C when will C be able to take the VEH to the dealership. C- stated that C works for the dealership. C- stated that C will take the VEH to the dealership tomorrow. C- asked will a technician be looking at the VEH. RCAS-DF informed C that the dealership will be calling the techcians and if necessary a technicians will come look at C's VEH.

C- stated ok.

RCAS-DF set a follow up date for Thursday 5/3/18.

RCAS-DF asked C if C had any questions.

C- stated no.

RCAS-DF thanked C for allowing sometime to discuss this case.

RCAS-DF advised C to have great day.

Call ended mutually.

Make Private

Created By: Dezerick Frazier (4/30/2018 12:33 PM)
RCAS-DF attached last RO to the case.

Make Private

Created By: Dezerick Frazier (4/30/2018 12:26 PM)
RCAS-DF sent RHR to ARBS for review.

RCAS-DF attached RHR and RO to the case.

Make Private

Created By: Dezerick Frazier (4/30/2018 12:16 PM)
RCAS-DF emailed service manager service manager Ryan Carreon.

RCAS-DF asked SM-RC to fax or email RCAS-DF the last RO.

Make Private

Created By: Dezerick Frazier (4/30/2018 12:11 PM)
RCAS-DF placed outbound call to Nissan of Staten Island.

RCAS-DF spoke with service manager Ryan Carreon.

RCAS-DF informed SM-RC that FOM-SA wants C to bring the VEH back to the dealership so tech line can be involved. This could be a FEB concern.

SM- stated ok.

SM- stated that SM would like C to come next week if possible.

RCAS-DF thanked SM.

Call ended mutually.

Make Private

Created By: Dezerick Frazier (4/25/2018 11:17 AM)
RCAS-DF placed doubtounbd call to FOM- Scott Vans Arsdale at [redacted]

RCAS-DF informed FOM-SA that C is having concerns with the brakes engaging by its self but the dealership cannot duplicate the concern. C's VEH does have FEB. RCS-DF stated the tech line and the DTS has not been involved

RCAS-DF asked FOM-SA if the FOM wanted to provide C with a loaner VEH.

FOM-SA stated no the loaner VEH. FOM-SA stated the engineering is working on a reprogram to resolve this concern. There is no date on when the reprogram will be ready.

FOM-SA advised C to contact the service manager. FOM-SA stated that tech line needs to be involved.

RCAS-DF thanked FOM-SA.

Call ended mutually.

Make Private

Created By: Dezerick Frazier (4/25/2018 10:58 AM) | Last Modified By: Dezerick Frazier (4/30/2018 12:07 PM)
RCAS-DF place outbound call to Nisan of Staten Island.

RCAS-DF spoke with SA-Raj.

RCAS-DF asked if tech line or DTS has been involved.

SA- stated no.

RCAS-DF asked if C is in a rental VEH.

SA- stated no. SA stated that C picked up the VEH yesterday.

RCAS-DF thanked SA.

Call ended mutually.

Make Private

Created By: Dezerick Frazier (4/25/2018 10:56 AM)
RCAS-DF place outbound call to Nisan of Staten Island.

RCAS-DF spoke with SA-Raj.

Created By: Dezerick Frazier (4/25/2018 10:50 AM)
RCAS-DF placed outbound call to C at [redacted]

RCAS-DF asked C if this is a good time to discuss C's case.

C- stated yes.

RCAS-DF advised C that this call may be monitored for training and quality purposes.

RCAS-DF VERIFIED Account Info including: C's name, home & email address, phone# & best contact#
RCAS-DF VERIFIED Veh Info including: VIN#, Current Mileage, Warranty & Service History
RCAS-DF CHECKED for open recalls/campaigns and found: none
RCAS-DF CHECKED for previous UNRELATED Case(s) and found: none
RCAS-DF CHECKED previous RELATED Case(s) and found: none
RCAS-DF NOTED concern is:FEB concern

RCAS-DF informed C that RCAS-DF is C's case manager and will be the point of contact for C.

RCAS-DF provide direct number and C's case number.

RCAS-DF asked C to explain C's braking concern.

C- stated that C brakes have engaged on it own three times. C- stated that the first time it happened C was driving on [redacted] in Staten Island and the brakes just engaged by its self .

RCAS-DF asked C how fast was driving.

C- stated 40 mph.

C- stated that second time C brakes engaged while C was leaving a gas station in New Jersey. C stated that C was driving like 5 mph.

C- stated the third time C brakes engaged by itself, C was driving on the highway [redacted] in New Jersey. C was going 60mph. C state that C had kids in the VEH. C -stated that C does not feel safe in the VEH.

RCAS-DF asked C what C seeking form Nissan CA

C- stated that C works for Nissan

C- stated the C wants the concern resolved.

RCAS-DF informed C that RCAS-DF goal is to get this concern resolved as quick as possible.

RCAS-DF asked C if C had any question3.

C- stated no.

RCAS-DF set a follow up date for Monday 4/30/18.

RCAS-DF thanked C for allowing sometime to discuss this case.

Make Private

RCAS-DF advised C to have great day.

Call ended mutually.

. Highland boulevard in Staten island going 40 mpg.

2.Leaving a gas station in new JHrsy

Driving on the highway 440 in New Jersey. C was going 60mph

Created By: Dezerick Frazier (4/25/2018 10:19 AM)
RCAS-DF place outbound call to Nisan of Staten Island.

RCAS-DF spoke with SA-Raj.

RCAS-DF asked for more clarity on C's VEH braking without warning.

Make Private

SA stated the dealership road tested the VEH and could not duplicate the concern. SA stated the no codes popped up.

RCAS-DF asked if C's VEH has the FEB.

SA- stated yes.

RCAS-DF thanked SA.

Call ended mutually.

Created By: Courtney Gordon (4/24/2018 4:18 PM) | Last Modified By: Dezerick Frazier (4/25/2018 10:10 AM)
CASE SUMMARY

Make Private

C contacted Nissan CA requesting assistance with:

Multiple DLR visits concern unresolved

Created By: Courtney Gordon (4/24/2018 4:17 PM) | Last Modified By: Dezerick Frazier (4/25/2018 10:10 AM)
CRR-CG VERIFIED Account Info including: C's name, home & email address, phone# & best contact# [redacted]
CRR-CG VERIFIED VEH Info including: VIN#, Current Mileage
CRR-CG CHECKED for open recalls/campaigns and found: 0
CRR-CG CHECKED for previous UNRELATED Case(s) and found: 0
CRR-CG CHECKED previous RELATED Case(s) and found: 0
CRR-CG NOTED concern is: Multiple DLR visits

Make Private

C states that the VEHs ABS system has engaged on 3 occasions with out warning
C states that the DLRSHP is unable to determine the cause of the concern
C states that C is working with SM-Ryan regarding this concern
C states that C does not feel safe in this VEH

CRR-CG advised C concerns have been documented and will be forwarded to RCAS who will follow up with C no later than EOB April 25th 2018
CRR-CG offered further assistance

C declined

CRR-CG provided C with employee ID & Case #
Call ended mutually

Case Categorizations

New Case Categorization | Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code
	[redacted]	BRAKES	ANTI-LOCK BRAKE SYSTEM	UNABLE DIAGNOSE/DUPLICATE	04

Open Activities

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

No records to display

Activity History

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

Action	Subject	Type	Name	Due Date	Assigned To	Action Taken	Status	Last Modified Date/Time
Edit | Del	DTS Request [redacted] CARONNA NISSAN OF STATEN ISLAND			5/16/2018	Javier Valdes		Complete	5/15/2018 12:11 PM
Edit | Del	DTS Follow Up [redacted] NISSAN OF STATEN ISLAND			5/16/2018	Dakota McGregor		Complete	5/14/2018 3:46 PM
Edit | Del	IIR		[redacted]	5/8/2018	Dakota McGregor		Complete	5/7/2018 10:32 AM

Edit | Del	RHR review-[redacted]	[redacted]	5/7/2018	Dakota McGregor		Complete	5/7/2018 10:32 AM
Edit | Del	RHR review-[redacted]	RHR[redacted]	4/30/2018	Lawanda Bradley	Consumer Affairs RHR	Complete	5/7/2018 10:26 AM
Edit | Del	RHR assigned-[redacted]		4/30/2018	Dezerick Frazier		Complete	4/30/2018 1:38 PM
Edit | Del	RHR		4/27/2018	Dakota McGregor		No Action Required	5/7/2018 10:32 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	Dezerick Frazier, 5/4/2018 4:50 PM	5/4/2018			KNMAT2MVXHP[redacted]	

DTS Field Inspections

DTS Field Inspections Help

Action	Title	DTS Inspection Date	Owner First Name	Owner Last Name	Status
Edit	[redacted]	5/29/2018 11:00 AM	[redacted]	[redacted]	Completed

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	vmx_Caronna_C will not provide new number.WAV	683KB	5/18/2018 4:46 PM	Dakota McGregor
Edit | View | Del	C Vmx requesting contact only inoperable number.WAV	373KB	5/10/2018 4:18 PM	Dakota McGregor
Edit | View | Del	FEDEX [redacted].pdf	107KB	5/10/2018 12:52 PM	Dakota McGregor
Edit | View | Del	Lack of C response letter [redacted].pdf	167KB	5/10/2018 12:52 PM	Dakota McGregor
Edit | View | Del	RO [redacted].pdf	21KB	5/7/2018 7:26 AM	Dezerick Frazier
Edit | View | Del	Last RO [redacted].pdf	46KB	5/7/2018 7:26 AM	Dezerick Frazier
Edit | View | Del	RHR Template- Northeast Region Case [redacted].doc	66KB	5/7/2018 7:26 AM	Dezerick Frazier
Edit | View | Del	RHR [redacted].doc	39KB	5/7/2018 7:26 AM	Dezerick Frazier

Case History

Case History Help

Date	User	Action
5/30/2018 8:12 AM	Dakota McGregor	Changed **Follow Up Date** from 6/5/2018 to **6/13/2018**.
5/21/2018 9:33 AM	Dakota McGregor	Changed **Follow Up Date** from 6/4/2018 to **6/5/2018**.
5/17/2018 9:04 AM	Dakota McGregor	Changed **Follow Up Date** from 5/17/2018 to **6/4/2018**.
5/15/2018 3:25 PM	Dakota McGregor	Changed **Follow Up Date** from 5/15/2018 to **5/17/2018**.
5/14/2018 10:58 AM	Chad Alsup	Changed **Case Owner** from Chad Alsup to **Dakota McGregor**.
5/14/2018 10:53 AM	Maria Tello	Changed **Escalated By ID** from 005F00000049cGr to **0050G00000CV4Wr**.
		Changed **Case Owner** from Dakota McGregor to **Chad Alsup**.
5/14/2018 9:21 AM	Dakota McGregor	Changed **Subject** from CUSTOMER:[redacted] PHONE:[redacted] VIN: KNMAT2MVXHP[redacted] to **CUSTOMER:[redacted] PHONE:[redacted] VIN: KNMAT2MVXHP[redacted]**
5/11/2018 12:50 PM	Courtney Gordon	Changed **Subject** from CUSTOMER:[redacted] PHONE[redacted] VIN: KNMAT2MVXHP[redacted] to **CUSTOMER[redacted] PHONE:[redacted] VIN: KNMAT2MVXHP[redacted]**
5/10/2018 12:42 PM	Dakota McGregor	Changed **Follow Up Date** from 5/10/2018 to **5/15/2018**.
5/10/2018 12:42 PM	Dakota McGregor	Changed **Subject** from CUSTOMER:[redacted] PHONE:[redacted] VIN: KNMAT2MVXHP[redacted] to **CUSTOMER:[redacted] PHONE:[redacted] VIN: KNMAT2MVXHP[redacted]**
5/8/2018 9:06 PM	NNAETL	Changed **Subject** from CUSTOMER[redacted] PHONE:[redacted] VIN: KNMAT2MVXHP[redacted] to **CUSTOMER[redacted] PHONE:[redacted] VIN: KNMAT2MVXHP[redacted]**
5/8/2018 1:48 PM	Dakota McGregor	Changed **Follow Up Date** from 5/8/2018 to **5/10/2018**.
5/8/2018 1:45 PM	Dakota McGregor	Changed **Subject** from CUSTOMER:[redacted] PHONE:[redacted] VIN: KNMAT2MVXHP[redacted] to **CUSTOMER:[redacted] PHONE:[redacted] VIN: KNMAT2MVXHP[redacted]**
5/7/2018 7:26 AM	Samantha Dixon	Changed **Case Owner** from Dezerick Frazier to **Dakota McGregor**.
5/7/2018 7:26 AM	Samantha Dixon	Changed **Description**.
5/4/2018 4:51 PM	Dezerick Frazier	Changed **Follow Up Date** from 5/7/2018 to **5/8/2018**.
5/4/2018 2:32 PM	Dezerick Frazier	Changed **Follow Up Date** from 5/4/2018 to **5/7/2018**.
5/4/2018 2:15 PM	Janisha Wilkerson	Changed **Escalated By ID** from 0050G00000Am1vF to **005F00000049cGr**.

		Changed **Case Owner** from Janisha Wilkerson to **Dezerick Frazier**.
5/4/2018 2:14 PM	Janisha Wilkerson	Changed **Follow Up Date** from 5/7/2018 to **5/4/2018**.
5/4/2018 1:10 PM	Leonardo Montero	Changed **Escalated By ID** from 005F00000049cGr to **0050G00000Am1vF**.
		Changed **Case Owner** from Dezerick Frazier to **Janisha Wilkerson**.
5/4/2018 1:09 PM	Leonardo Montero	Changed **Subject** from CUSTOMER: [redacted] PHONE: [redacted] VIN: KNMAT2MVXHP[redacted] to **CUSTOMER: [redacted] PHONE: [redacted] VIN: KNMAT2MVXHP[redacted]**
5/3/2018 1:16 PM	Dezerick Frazier	Changed **Follow Up Date** from 5/3/2018 to **5/7/2018**.
5/3/2018 11:59 AM	Janisha Wilkerson	Changed **Escalated By ID** from 0050G00000AmKu6 to **005F00000049cGr**.
		Changed **Case Owner** from Janisha Wilkerson to **Dezerick Frazier**.
5/3/2018 10:46 AM	James Borbath	Changed **Escalated By ID** from 0050G000009eVm3 to **0050G00000AmKu6**.
		Changed **Case Owner** from Dezerick Frazier to **Janisha Wilkerson**.
5/3/2018 10:46 AM	James Borbath	Changed **Subject** from CUSTOMER: [redacted] PHONE: [redacted] VIN: KNMAT2MVXHP[redacted] to **CUSTOMER: [redacted] PHONE: [redacted] VIN: KNMAT2MVXHP[redacted]**
5/2/2018 9:08 AM	Sebastian Otterstein	Changed **Subject** from CUSTOMER: [redacted] PHONE: [redacted] VIN: KNMAT2MVXHP[redacted] to **CUSTOMER: [redacted] PHONE: [redacted] VIN: KNMAT2MVXHP[redacted]**
4/30/2018 1:39 PM	Nicki Barror	Changed **DRT Support Status** from Pending to **DRT Assigned**.
4/30/2018 12:41 PM	Dezerick Frazier	Changed **Follow Up Date** from 4/30/2018 to **5/3/2018**.
4/30/2018 12:25 PM	Dezerick Frazier	Changed **RHR Completed** to **4/30/2018**.
4/25/2018 10:52 AM	Dezerick Frazier	Changed **RHR Started** to **4/25/2018**.
4/25/2018 10:52 AM	Dezerick Frazier	Deleted 4/24/2018 in **RHR Started**.
4/25/2018 10:50 AM	Dezerick Frazier	Changed **Follow Up Date** from 4/25/2018 to **4/30/2018**.
4/25/2018 10:21 AM	Dezerick Frazier	Changed **Description**.
4/24/2018 4:18 PM	Courtney Gordon	Changed **Escalated By ID** to **0050G000009eVm3**.
		Changed **Case Owner** from Courtney Gordon to **Dezerick Frazier**.
4/24/2018 4:17 PM	Courtney Gordon	Changed **RHR Started** to **4/24/2018**.
4/24/2018 4:10 PM	Courtney Gordon	Changed **Work Phone** to [redacted]
		Changed **VIN** to **KNMAT2MVXHP[redacted]**
		Changed **Subject** to **CUSTOMER: [redacted] PHONE [redacted] VIN: KNMAT2MVXHP[redacted]**
		Created.

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Incident Investigation

CAR # [redacted]
Claimant
VIN KNMAT2MVXHP[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 Staten Island State NY Zip Code [redacted] Country United States

☒ Driver Same as Claimant
☒ Owner Same as Claimant

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

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

II. Vehicle

Model Year 2017 Model Name Rouge Mfg. Date 08/07/2017 VIN KNMAT2MVXHP[redacted]

Mileage 5537 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 Claimant Incident Date 1st. 11/2017 Time 1st. 2 to 3PM

Location of Incident (describe fully) 1st. [redacted] North bound Between [redacted] & [redacted] 2nd. speedway NJ 3rd. [redacted] south aproacing [redacted]

Weather Conditions (Rain/Snow/Dry/Etc.) (1st. incident) unable to determine, claimant does not have a specific date. (2nd. incident) Temperature: 46.9 °F Dew Point: 15.1 °F Humidity: 28% Pressure: 29.86 in Visibility: 10.0 mi Wind direction: NNW Wind speed: 13.8 mph Conditions: Mostly Cloudy. (3rd. incident) Temperature: 60.1 °F Dew Point: 32.0 °F Humidity: 35% Pressure: 30.41 in Visibility: 10.0 mi Wind direction: NW Wind speed: 9.2 mph Conditions: partly cloudy

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN KNMAT2MVXHP[redacted]

Vision obstruction (describe)	No
Temperature at time of incident	1st. unable
Overnight temperature prior to incident	1st. ? 2nd.
Parking location prior to time of incident	1st. Nissan of Staten island show room: [redacted] Staten Island, NY [redacted] home: 3rd. home
Length of time parked	1st. 5 to 6 hr 2nd. 12 hr 3rd. 1

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)

(1st. incident) The claimant states she does not remember the exact date of the first incident, but is certain it happened in November of 2017. The Claimant states she was driving north bound on [redacted] on Staten island at 2 to 3 pm Aprox. Traveling at 30 to 40 MPH Aprox. As she approached the intersection of [redacted] Ave. the FEB activated ,alerted & slowed the vehicle down to 20mph. Aprox. The claimant states there were no other vehicles or objects in front of her a this time. She states she did not give the vehicle any input until the FEB stopped alerting she then pressed the accelerator pedal & continued driving to her destination. (2nd. incident) The claimant states on 04/08/2018 at 11am to 12 PM Aprox. she was pulling away from a fuel pump at a service station located at [redacted] Hopelawn, NJ [redacted] Towards a parking spot at the front of the convenience store at the service station parking lot traveling at Aprox. 5 mph. At that time the FEB activated & began alerting the FEB brought the vehicle to a complete stop. Once the FEB stopped alerting she applied the accelerator & continued forward in to the parking space. the claimant states she lefty the vehicle running, while she went in to the store Aprox. 5min she then reentered the vehicle & continued on her trip till her destination . (3rd. incident) On 04/22/2018 at Aprox. 10am to 11am the claimant states she was traveling southbound on [redacted] in NJ at Aprox. 55 MPH when approaching mile marker 2.6 the FEB activated & began to alert the vehicle began to slow down to Aprox. 40 to 30 MPH the claimant took her feet of the pedals after the FEB stopped activating she depressed the accelerator pedal & continued her trip till she reached her destination.

Relation to Roadway (on-road, off-road, left side, right side)	1st. in the left lane 2nd. in the fuel station parking lot. 3rd in the left lane.	Number of times incident occurred	3
Driver Action (braking, steering, etc.)	hands on the wheel, no input to the peddals		
Special Circumstances	N/A		
Actions taken after incident and results of those actions	N/A		
Vehicle Estimated Speed	1st. 30 to 40	Source: Claimant	Posted Speed Limit: 1st.35 2nd. unknown
Other Vehicle Estimated Speed	N/A	Source: N/A	Posted Speed Limit: N/A

Witness Present? ○ YES ◉ NO

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

Incident Investigation

CAR # [redacted]
Claimant
VIN KNMAT2MVXHF[redacted]

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

III. Sensor and ECM Visual Inspection

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

Yes	No		Comments
○	◉	Obstructions to camera? (ie. dirt, stickers, etc.)	Not Equipped
○	◉	Physical damage to camera? (ie. cracks)	Not Equipped
○	◉	Obstructions to radar sensor units? (ie. dirt, stickers, etc.)	None visible (photos: DSC_0088 to DSC_0093
○	◉	Physical damage to radar sensor units? (ie. cracks)	None visible (photos: DSC_0088 to DSC_0093
◉	○	Electrical connection to radar module firmly seated?	N/A
○	◉	Electrical connection to camera module firmly seated?	Not Equipped
○	○		

End of Form

*Name your file while saving.

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

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

Incident Investigation

CAR # [redacted]
Claimant
VIN KNMAT2MVXHF[redacted]

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

#	Allegation	Allegation made by
1	Claimant states her vehicle is stopping for no reason.	Claimant

Add Allegation | Remove Allegation

IV. Occupants & Injuries

Source of Information: Claimant

Nature & Extent of Injuries: N/A

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

Add Occupant | Remove Occupant

☒ No Occupants Comments:

V. Other Property Damage

☒ No Other Property Damage

Source of information: Claimant

VI. Investigation Results

Date of vehicle inspection: 05/29/2018

Location of inspection: Nissan of staten island service dept [redacted] Staten island NJ [redacted]

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

N/A

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

Photos taken by: Javier Valdes DTS NYC metro # Photos: 93

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

Exterior/Body	No visible trauma or damage to the exterior of the vehicle
Engine/ Transmission/ Drivetrain	No visible trauma or damage to the Powertrain or drivetrain. No issues felt or precevied during test drive.
Underbody/ Suspension/ Steering/ Wheels & Tires	No visible trauma or damage to the suspension or components. No issues felt or recived during test drive.

Incident Investigation

CAR # [redacted]
Claimant
VIN KNMAT2MVXHP[redacted]

Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	No damage or trauma to the interior or controls. There was a strange odor inside the vehicle, that could not be identified.
Seat Belts/ Child Restraints (if applicable)	All restraints were functioning at the time of inspection.
Air Bags	The SRS indicator was not illuminated, there were no DTS's stored in the ACM

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 daimant in Section III.**

#	Allegation	Factual Findings
1	Claimant states her vehicle is stopping for no reason.	Inspector was unable to duplicate FEB activation during testdrive. There were no DTC's stored in any modules. there was no relevant crash data stored in the ACM.

Add Row | Remove Row

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

Reporter's Signature [redacted]

Reporter's Name & Region Javier Valdes DTS NYC Metro.

Incident Investigation

CAR # [redacted]
Claimant
VIN KNMAT2MVXHP[redacted]

IIR Supplement: Advanced Technology Checklist

I. Vehicle equipped with

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

Other (describe)	N/A
Comments	N/A

II. Diagnostic Download and EDR Data

Instructions:

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

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



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Vehicle
KNMAT2MVXHP[redacted]

Customize Page | Printable View | Help for this Page

Vehicle Campaigns [0] | Warranty Cases [0] | Cases [1] | Service History [18] | Vehicle Service Contracts [0] | Vehicle History [1] | DTS Field Inspections [1]

Vehicle Detail

VIN	KNMAT2MVXHP[redacted]		
Last Modified By	Dakota McGregor, 5/30/2018 8:12 AM	Branded Title	
Created By	NNAETL, 9/21/2017 11:52 AM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage	4,780	MSRP	$29,885
Latest Recorded Mileage Units	M		
In Service Date	10/2/2017		

Manufacturing Data

Make/Model	2017 NISSAN ROGUE	Manufacturer Date	8/7/2017
Model Year	2017	Plant Name	Renault Samsung
Make	NISSAN	PDI Date	
Model Line	ROGUE	Country Code	USA
Model Code	29417	US Specification Indicator	Y
Body Style Type	WAGON 4 DOOR	Emissions Type	50 STATE
Exterior Color	GUN METALLIC	Emissions Certification	
Cylinders		Open Recall	
Transmission Type	CVT	Head Unit	
Model Series		Model Line Code	RGE
Factory Installed Options	B92B93C03L92U01U35Z66		
Factory Installed Options Descriptions	B92 (SPLASH GUARDS), B93 (CHROME REAR BUMPER PROTECTOR), C03 (50 STATE EMISSIONS), L92 (FLOOR MATS (2-PIECE FRONT AND), U01 (SV PREMIUM PACKAGE), U35 (NAVIGATION MANUAL), Z66 (ACTIVATION DISCLAIMER)		

Vehicle Tools

Total Approved Checks VIN Decoder

System Information

Latest Owner (BETA) [redacted]

Warranty Information

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

Vehicle Retail Sales

Vehicle Retail Sales

Action	Name	Owner	Selling Dealer	Sale Type	Vehicle Model	Purchase Date	Rewind Indicator
View	[redacted]	[redacted]	NISSAN OF STATEN ISLAND	NMAC lease	ROGUE	10/2/2017	

Vehicle Ownership

Vehicle Ownership

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

Vehicle Campaigns

Vehicle Campaigns Help

No records to display

Warranty Cases

Warranty Cases Help

No records to display

Cases

Print Cases

Cases Help

Action	Case Number	Type	Account Name	Date/Time Opened	Date/Time Closed	Current Mileage	Status	CST Approvals	Owner Name
| Edit | Cls	[redacted]	CA	[redacted]	4/24/2018 4:10 PM		4,780	Open	0	Dakota McGregor

Service History

Service History Help

Action	SRH Number	PNC Code Description	Coverage Code/Pay Type	Transaction Date/VR Close Date	Vehicle Mileage	Customer	Dealer Code	Work Order #	Claim Line #
	[redacted]		PD	9/26/2017	5	[redacted]			
			I	10/2/2017	18				
			I	10/2/2017	18				
			I	10/2/2017	18				
			I	10/2/2017	18				
			W	9/26/2017	5				
			I	4/29/2018	4,786				
			I	4/29/2018	4,786				
			I	4/29/2018	4,786				
			I	4/29/2018	4,786				
			I	4/29/2018	4,786				
			I	4/29/2018	4,786				
			C	5/3/2018	56,734				
			C	5/3/2018	56,734				
			C	5/3/2018	56,734				
			C	5/3/2018	56,734				
			C	5/3/2018	56,734				

Vehicle Service Contracts

Vehicle Service Contracts Help

No records to display

Vehicle History

Vehicle History Help

Date	User	Action
9/21/2017 11:52 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	5/29/2018 11:00 AM	5/29/2018 3:38 PM

^ Back To Top

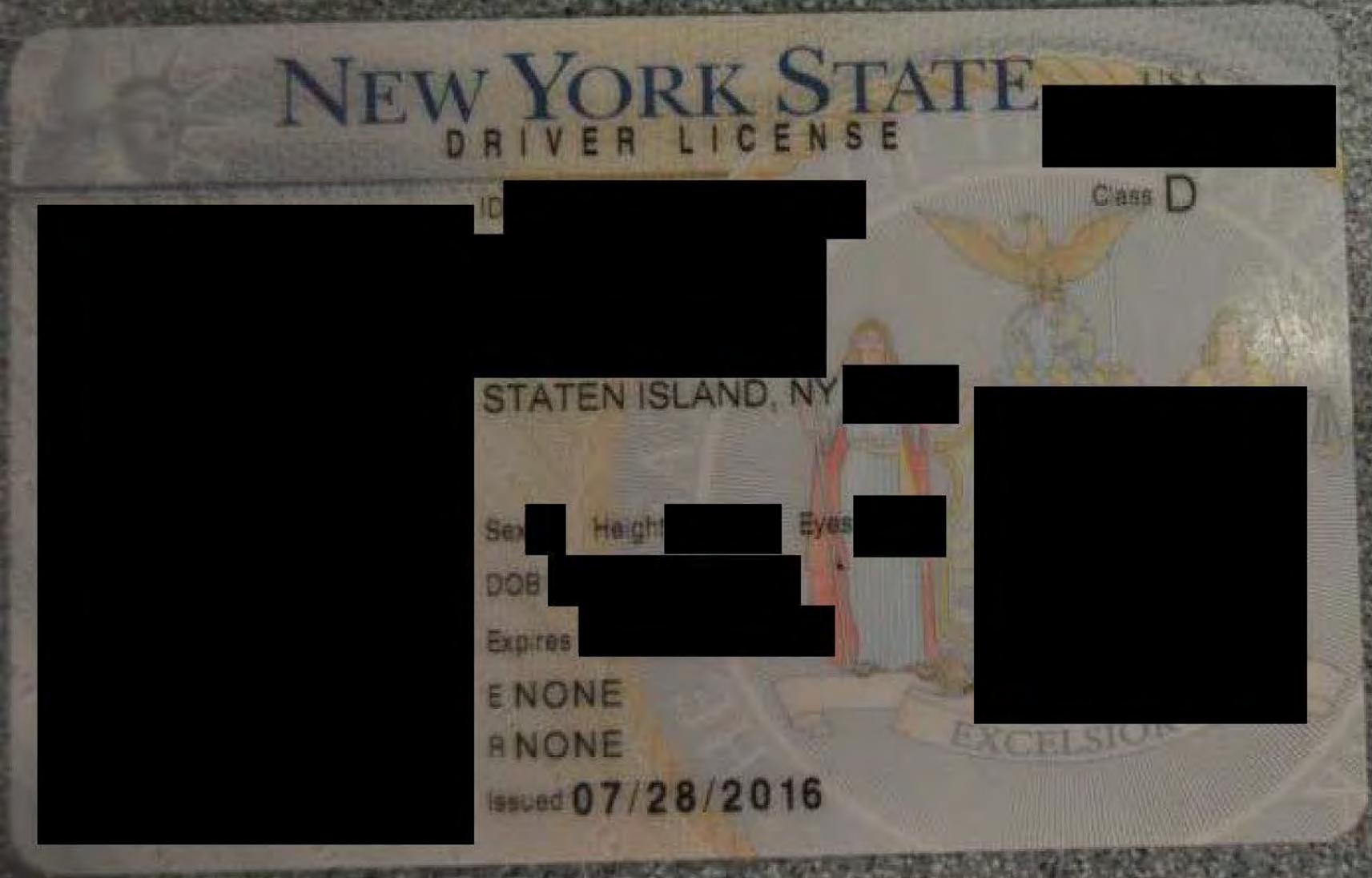
Always show me fewer / more records per related list

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RENAULT NISSAN


NEW YORK STATE
DRIVER LICENSE
[redacted]
DOB
Exp
E NONE
R NONE
Issued 07/28/2016
EXCELSIOR


NEW YORK STATE
DRIVER LICENSE
[redacted]
Class D
[redacted]
STATEN ISLAND, NY
[redacted]
Sex [redacted] Height [redacted] Eyes [redacted]
DOB [redacted]
Exp [redacted]
[redacted]
END NONE
RSTR NONE
Issued 07/28/2016


NEW YORK STATE
DRIVER LICENSE
[redacted]
Class D
[redacted]
STATEN ISLAND, NY
[redacted]
Sex [redacted] Height [redacted] Eyes [redacted]
DOB [redacted]
Expires [redacted]
E NONE
R NONE
Issued 07/28/2016
[redacted]


12:51 PM
77°F
RPMx1000
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MFD BY RENAULT SAMSUNG MOTORS
CO., LTD. FOR NISSAN MOTOR CO., LTD.
DATE: 08 / 17
GVWR: 2122 KG
4679 LB
GAWR FR: 1072 KG
2363 LB
WITH 225/65R17 TIRES
17X7J RIMS AT 33 PSI
COLD SINGLE
GAWR RR: 1089 KG
2401 LB
WITH 225/65R17 TIRES
17X7J RIMS AT 33 PSI
COLD SINGLE
THIS VEHICLE CONFORMS TO
ALL APPLICABLE FEDERAL
MOTOR VEHICLE SAFETY AND
THEFT PREVENTION STANDARDS
IN EFFECT ON THE DATE OF
MANUFACTURE SHOWN ABOVE
KNMAT2MVXHP
MPV
MODEL: TDBNLTWT32EUA——A
COLOR:KAD TRIM:G ZS30A


MFD BY RENAULT SAMSUNG MOTORS
CO., LTD. FOR NISSAN MOTOR CO., LTD.
DATE: 08 / 17
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MANUFACTURE SHOWN ABOVE
KNMAT2MVXHP
MPV
MODEL: TDBNLTWT32EUA----A
COLOR: KAD TRIM: G ZS30A


1:27 PM
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1:27 PM
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5537 miles
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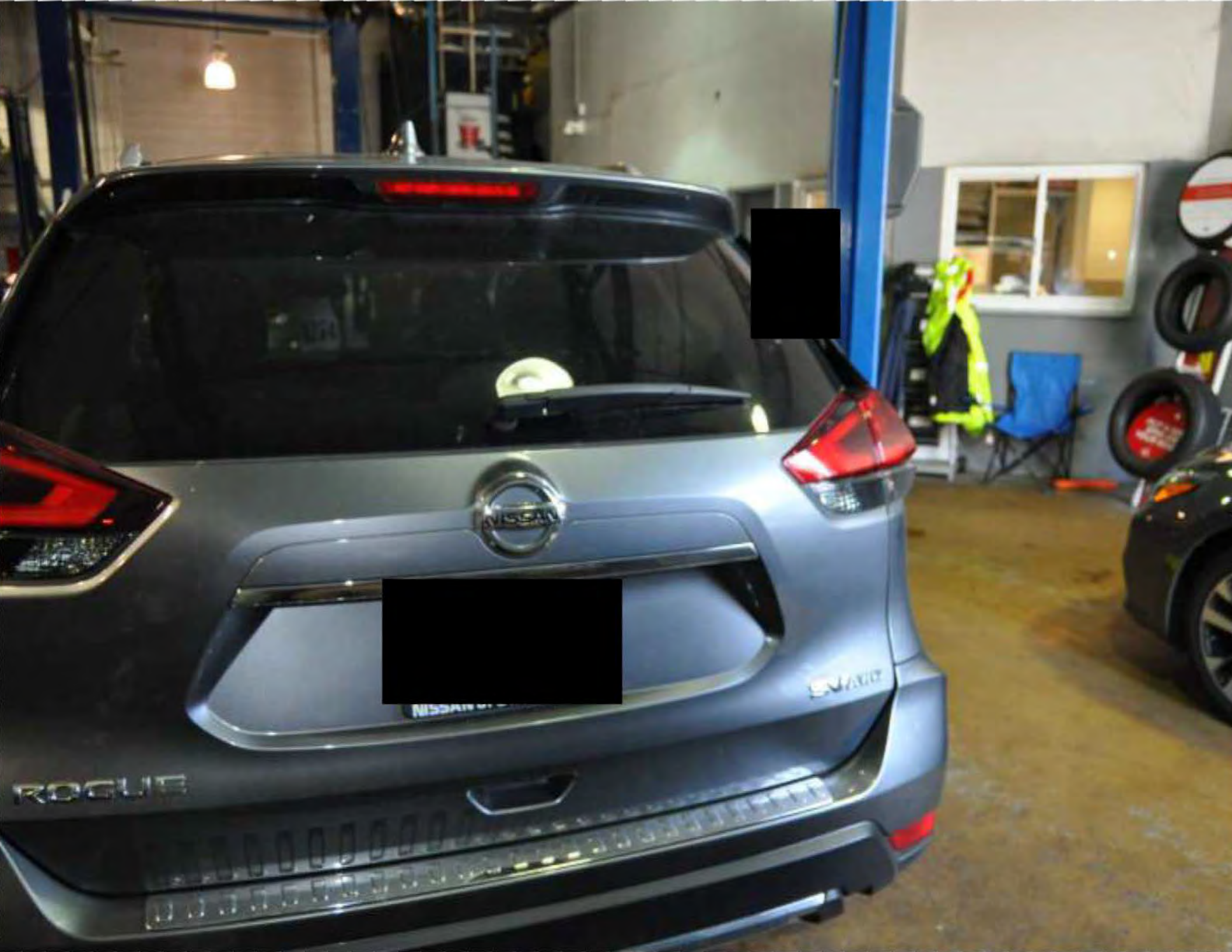

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NISSAN
ROGUE
SV AWD


NISSAN
ROGUE
SV AWD


EXIT






NISSAN


NISSAN




NISSAN
RENAULT NISSAN


NISSAN






NISSAN

DP19-001

NISSAN

5/15/2019

ATTACHMENT B

REQUEST NUMBER 2 DOCUMENTS

FIELD REPORTS



National Service History			
Open Campaigns:	No Active Campaigns		
TSB:	No Active TSB(s)	Warranty Information:	
Service Contract:	Active Service Contract(s)	Branded Title:	

Vehicle Detail	
VIN:	KNMAT2MT6HP[redacted]
Model Year:	2017
Make:	Nissan
Model Line:	ROGUE
Model Code:	29117
Model:	ROGUE S FWD
Exterior Color:	KAD-GUN METALLIC
Interior Color:	G-CHARCOAL
Manufacturer Date:	05/17/2017
In Service Date:	09/30/2017
PDI Information:	
PDI Date:	07/01/2017
Sold By:	REED NISSAN CLERMONT CLERMONT FL
Odometer:	3,861
Date:	01/06/2018

Customer	
Customer/ Company Name:	[redacted]
Address:	
City, State, Zip:	OCOEE, FL
Home Phone Number:	
Work Number:	
Cell Phone Number:	
Email Address:	
Last updated on at	

Vehicle Options

Code	Description
C03	50S 50 STATE EMISSION
K01	APP APPEARANCE PACKAG
B93	BUM CHROME REAR BUMPE
L92	FL2 FLOOR MATS (2-PIE
B92	SGD SPLASH GUARDS

Open Campaign Information

Nissan One To One Rewards Program

Account not found for this VIN, please verify on NOTOR Site

Warranty Coverage Information

	Expiration	
Warranty Type	Date	Odometer

Warranty Coverage Information

	Expiration	
ADJUSTMENTS	09/30/2018	12,000
POWERTRAIN COVERAGE	09/30/2022	60,000
CORROSION COVERAGE (PERFORATION)	09/30/2022	999,999
FEDERAL EMISSION DEFECT	09/30/2020	36,000
OUTER TRIM CORROSION	09/30/2018	12,500
EVAPORATIVE EMISSION VENT TUBE CLOG	09/30/2032	150,000
BASIC COVERAGE	09/30/2020	36,000
FEDERAL EMISSIONS PERFORMANCE	09/30/2019	24,000
CALIFORNIA EMISSION DEFECT	09/30/2020	50,000
FEDERAL EMISSION LONG TERM DEFECT	09/30/2025	80,000
CALIFORNIA EMISSION LONG TERM DEFEC	09/30/2024	70,000
REFRIGERANT RECHARGE ONLY	09/30/2018	999,999
SEAT BELT	09/30/2027	999,999

Warranty Extensions/Customer Service Initiative

Warranty Exclusion Information

Service Contracts

	Plan Effective		Expiration		Cancelled	
Plan Type	Plan Effective Date	Plan Effective Miles	Date	Odometer	Date	Odometer
MAINTENANCE+PLUS 2014+ PREOWN BASIC	10/02/2017	50	10/02/2020	36,050		
Contract Owner Name:	[redacted]					
Reference#/Agreement#:	[redacted]					
Deductible Amount:	$0.00					

Allowed Services

				Last Performed	
Service Op Code	Description	Allowed	Claimed	Date	Odometer
YW15AA	OIL AND FILTER CHANGE, ROTATE	7			

	Plan Effective		Expiration		Cancelled	
Plan Type	Plan Effective Date	Plan Effective Miles	Date	Odometer	Date	Odometer
SECURITY+PLUS PREFERRED GOLD PREFERRED	10/02/2017	50	10/02/2023	75,000		
Contract Owner Name:	[redacted]					
Reference#/Agreement#:	[redacted]					
Deductible Amount:	$100.00					

Repair Order Information

Repair Order	RO Open Date	RO Close Date	Dealer / Service Advisor	Odometer	Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total
[redacted]	12/20/2017	01/06/2018	REED NISSAN CLERMONT / Chad, Root	3,861	3	N/A	N/A	N/A

Job Line	Pay Type	Goodwill	Operation Code	Operation Description	Technician Notes
1	Warranty Pay		10NIZ01	DRIVEABILITY CONCERN	

Customer Complaint	Cause Description	Correction Statement
WHILE DRIVING ABS AND TRACTION CONTROL LIGHT KEEPS COMING ON AND OFF BRAKES APPLIED AND LET OFF NO ONE AROUND VIN#3N1AB7AP0HY[redacted] MILES OUT 2984 MILES IN 4017	C1B40-49AND C1B30-49 STORED IN SIDE RADAR UNITS. PERFORMED DIAGNOSIS PROCEDURE. ESM STATES REPLACE SIDE RADAR UNITS WITH CODE STORED. REPLACED BOTH SIDE RADAR UNITS. CONTACTED CUSTOMER FOR OVER NIGHT EXTENDED TEST DRIVE TO VERIFY REPAIR CUSTOMER AGREED TO	REPLACED SIDE RADAR UNITS AND RETESTED. WORKING AS DESIGNED REPLACED BOTH FOR OPCODE RS31AA-.7 18 DAY RENTAL @ $30 A DAY 12/21-01/08 MILES OUT 2984 MILES IN 4017 3N1AB7AP0HY[redacted]

Part Number	Part Description	Part Quantity
284K16FL0A	SENSOR ASSY- SID	1
284K06FL0A	SENSOR ASSY-SIDE	1

Job Line	Pay Type	Goodwill	Operation Code	Operation Description	Technician Notes
2	Internal Pay		10NIZ	DRIVEABILITY	

Customer Complaint	Cause Description	Correction Statement
WHILE DRIVING STEERING WHEEL FEELS LIKE ROUGH ROAD STEERING WHEEL VIBRATES	C1B40-49AND C1B30-49 STORED IN SIDE RADAR UNITS. PERFORMED DIAG PROCEDURE. ESM STATES REPLACE SIDE RADAR UNITS WITH CODE STORED. REPLACE BOTH SIDE RADAR UNITS CONTACTED CUSTOMER FOR EXTENDED OVER NIGHT TEST. CUSTOMER APPROVED. DROVE 35 MILES	CODES DIDN'T RETURN ALL WORKING CORRECTLY AT THIS TIME SEE LINE 1

Job Line	Pay Type	Goodwill	Operation Code	Operation Description	Technician Notes
3	Internal Pay		55NIZINSP	MAIN SHOP INSPECTION	

Customer Complaint	Cause Description	Correction Statement
CUSTOMER STATES PERFORM TECHNICIAN INSPECTION	INSPECTION	COMPLETED TECHNICIAN INSPECTION

Repair Order	RO Open Date	RO Close Date	Dealer / Service Advisor	Odometer	Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total

[redacted]	10/02/2017	10/06/2017	REED NISSAN CLERMONT / Jeramiah, Bruner	12	1	N/A	N/A	N/A

Job Line	Pay Type	Goodwill	Operation Code	Operation Description	Technician Notes
1	Internal Pay		60NIZ10	SEATS	

Customer Complaint	Cause Description	Correction Statement
INSTALL LEATHER THROUGH SOFTTRIM ON WEOWE MIST GREY PER [redacted]		

Repair Order	RO Open Date	RO Close Date	Dealer / Service Advisor	Odometer	Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total
[redacted]	07/01/2017	07/03/2017	REED NISSAN CLERMONT / Nelson, Scarver	7	1	N/A	N/A	N/A

Job Line	Pay Type	Goodwill	Operation Code	Operation Description	Technician Notes
1	Warranty Pay		75NIZ	PDI	

Customer Complaint	Cause Description	Correction Statement
PERFORM PREDELIVERY INSPECTION AS PER MANUFACTURER	AS PER MANUFACTURER	COMPLETED PREDELIVERY INSPECTION AS PER MANUFACTURER

Warranty Information

RO Number	RO Date	Dealer Name	Mileage
[redacted]	12/20/2017	REED NISSAN CLERMONT	3,861

Operation Code	Operation Description	PNC	PNC Description	Sublet
RS31AA	RPL SIDE RADAR (BOTH SIDES)	[redacted]	SIDE RADAR	0.00

Part Number	Part Description
284K06FL0A	SENSOR ASSY-SIDE OBSTACLE WARN
284K16FL0A	SENSOR ASSY- SIDE OBSTACLE WAR
402	CAR RENTAL



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 [18] | Case Categorizations [0] | Open Activities [2] | Activity History [1] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | DTS Field Inspections [1] | Attachments [0] | Case History [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		Case Owner	
Home Phone		Status	Open
Executive Referral		Type	CA
Exec-Received-Date		Case Origin	Phone
Letter Sent Date		Date/Time Opened	5/4/2018 11:45 AM
Letter Received Date		Date/Time Closed	
Follow Up Date	6/14/2018	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	REED NISSAN CLERMONT
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	1,000		

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	KNMAT2MT6HP[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	29117	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	REED NISSAN CLERMONT	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	09	Dealer Instructions	Service Dept. Review
Shared With		Requested Dealer Action	Please review.

Related Items

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

Contact Name [redacted]

Primary & Secondary Root Cause Code

What is the issue?	IN - Information	What is the issue? (2)	
What Department?	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?	1A Repaired – Under Warranty

DTS Request

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

System Information

Subject	CUSTOMER: [redacted] PHONE: [redacted] VIN: KNMAT2MT6HP[redacted]		
Created By	Kidman Puckett, 5/4/2018 11:45 AM	Root Cause Code	SCIN
Last Modified By	NNAETL, 5/31/2018 9:04 PM	Root Cause Code (2)	
Legacy Case Number		Action Code	NT1A
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 (5/31/2018 12:14 PM)** IIR has been uploaded to FTP site.
Make Public		**Created By: Bereniz Lopez (5/29/2018 8:50 AM)** ARBS emailed DTS-Kevin asking for update on report.
Make Public		**Created By: Bereniz Lopez (5/18/2018 10:20 AM)** ABRS placed call to C at [redacted] ARBS left VM reminding of inspection. ARBS stated ARBS will follow up with C 2-4 weeks after inspection.
Make Public		**Created By: Bereniz Lopez (5/14/2018 4:45 PM)** ARBS placed call to C at [redacted] ARBS left VM stating inspection will take place 5/21 at 9AM. ARBS stated C does not need to be present at inspection. ARBS stated ABRS will call the day before for friendly reminder.
Make Public		**Created By: Bereniz Lopez (5/14/2018 4:30 PM)** ARBS placed call to SM-Jeremiah and informed of inspection date. SM thanked ARBS. Call ended.
Make Public		**Created By: Bereniz Lopez (5/10/2018 11:48 AM)** ARBS placed call to C at [redacted] ARBS asked if C has about 10-15 minutes? C stated yes. ARBS confirmed initial probe. 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 during the investigation Nissan does not offer assistance towards rental, towing, or storage fees. ARBS stated entire investigation takes about 6-8 weeks. C stated DLRSHP has told C to return the rental or C will be charged. C asked what is C supposed to do? ARBS stated ARBS does not cover rental. C stated okay. ARBS stated ARBS will contact C once inspection date has been provided. C thanked ARBS. Call ended.
Make Public		**Created By: Samantha Dixon (5/8/2018 11:33 AM)** C states concerns with automatic braking.
Make Private	✓	**Created By: Antonio Rodriguez Frias (5/8/2018 9:26 AM)** CRT-ARF VERIFIED C's name, home & email address, concern, phone# CRT-ARF CHECKED for open recalls/campaigns and found: None. Previous UNRELATED Case(s) Found: None Previous RELATED Case(s) Found: [redacted] ********** CRT-ARF placed outbound call to C @ [redacted] CRT-ARF ADVISED "This call may be recorded for quality and training purposes." CRT-ARF stated that was calling on behalf of RCAS-TM. CRT-ARF stated that C contacted NNA due to VEH brakes applying automatically. C states yes. C stated that VEH was at DLR at the moment. CRT-ARF apologized for the concern and advised that would need to ask some questions to C.

C stated okay.

CRT-ARF asked for Odometer Reading at Time of Incident?

C stated that was not sure of the exact mileage but around 7,000 miles.

CRT-ARF asked for exact date and time of the incident?

C stated that was not completely sure, but a couple days after Easter.
C stated 4/3/18 at 8:30PM.

CRT-ARF asked for the location of the incident?

C stated in Silverstar, Ocoee, FL and advised that happened while getting out of the highway and getting into local road.

CRT-ARF asked if C was the owner and driver of the VEH?

C stated that was the owner and C was driving VEH at the time of the incident.

CRT-ARF asked for date of Birth?

C stated [redacted]

CRT-ARF understood and advised "Thank you for the information. A Nissan representative will call you within 3 business days. Please allow for a minimum of 30 minutes during that call so the representative may best understand the whole situation."
CRT-ARF asked if C had any preference regarding what time to be contacted.

C stated no, and advised that C's son passed away in an accident 2 years ago and that was why C could not pick up the phone yesterday.

CRT-ARF apologized to hear that.

C stated that regarding the VEH, the DLR advised that the concern was under engineering review and that was why C left VEH at DLR.
C stated that could not drive VEH if DLR could not fix concern because C had to drive grandsons to school.
C stated that the previous agent was RCAS-AH.

CRT-ARF advised that everything would be documented and C would be contacted within the next 3 business days.
CRT-ARF provided RCAS-TM contact information.

C thanked CRT-ARF.

CRT-ARF thanked C for C's time.

Call ended mutually.

Make Private

Created By: Antonio Rodriguez Frias (5/8/2018 8:48 AM)
CRT-ARF received VMX from C asking for a call back at [redacted]

Make Public

Created By: Antonio Rodriguez Frias (5/7/2018 2:24 PM)
C states concerns with braking.

Make Private

Created By: Antonio Rodriguez Frias (5/7/2018 2:23 PM)
CRT-ARF placed outbound call to C @ [redacted] and left VMX including Case number, name, and CRT-ARF contact information.

Make Private

Created By: Antonio Rodriguez Frias (5/7/2018 2:09 PM)
CRT-ARF noting on TECH LINE case # [redacted] TECH LINE advised that since DTC were not stored and C experienced automatic brake application, the concern was under engineering review.

Make Private

Created By: Antonio Rodriguez Frias (5/7/2018 2:06 PM)
CRT-ARF received email from SM-Jeramiah Bruner stating that per TECH LINE, the concern was under internal review and there was no repair recommendation at the moment, and C would need to return the loaner VEH.

Make Private

Created By: Antonio Rodriguez Frias (5/7/2018 10:23 AM)
CRT-ARF sent email to SM-Jeramiah Bruner asking for an update on VEH.

Make Private

Created By: Antonio Rodriguez Frias (5/7/2018 10:22 AM)
correction to previous case notes

SM-Jeramiah Bruner email: [redacted]

Created By: Antonio Rodriguez Frias (5/7/2018 10:16 AM)
CRT-ARF contacted SM-Jeremiah Bruner.

Make Private

SM-JB stated that VEH was back at DLR and there was an open RO since 4/27/18.
SM-JB stated that DLR had been unable to duplicate C's concerns, but would double check with the technician working on VEH to see if there were any updates.
SM-JB asked CRT-ARF to send email to [redacted]

CRT-ARF agreed.

Created By: Kidman Puckett (5/4/2018 11:50 AM)
CRT-KP received call from C.
CRT-KP advised call will be recorded for quality and training purposes.

C stated C was wanting to speak with RCAS-Adam.

CRT-KP asked what C was seeking from NNA.

Make Private

C stating C is having the same problem as previous case last year with C's brakes on Rogue.
C stated DLR told C many Rogues are having the same concern.
C stated C had it repaired before.

CRT-KP stated apologies for inconvenience.
CRT-KP stated CRT-KP is documenting case and would contact case manager with information.

C thanked CRT-KP.

Call ended mutually.

Created By: Kidman Puckett (5/4/2018 11:45 AM)
CLONED CASE [redacted]

CRT-AH is closing Case as no further assistance can be offered at this time.

Make Private

*** CASE SUMMARY ***
C contacted Nissan CA requesting assistance with concerns regarding brakes locking up.
CRT-AH reviewed Case with SM-Jeramiah Bruner and IIR-Dakota McGregor and confirmed that VEH was repaired under warranty and case would not be an IIR.

*** STATEMENT OF DECISION ***
CRT-AH confirmed that C has received VEH back and is satisfied with repair.
CRT-AH noting C understood and was pleased with the outcome.

Case Categorizations New Case Categorization Case Categorizations Help

No records to display

Open Activities

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

Action	Subject	Status	Due Date	Type	Action Taken	Name	Assigned To	Last Modified Date/Time	Last Modified By Alias
Edit | Cls	IIR	Not Started	5/9/2018			[redacted]	Bereniz Lopez	5/8/2018 11:33 AM	ARBS-SD
Edit | Cls	DTS Follow Up [redacted] REED NISSAN CLERMONT	Not Started	5/12/2018				Bereniz Lopez	5/10/2018 11:49 AM	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] REED NISSAN CLERMONT			5/12/2018	Kevin Burkett		Complete	5/10/2018 7:53 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	Antonio Rodriguez Frias, 5/8/2018 9:25 AM	5/8/2018			KNMAT2MT6HP[redacted]	

DTS Field Inspections

DTS Field Inspections Help

Action	Title	DTS Inspection Date	Owner First Name	Owner Last Name	Status
Edit	[redacted]	5/21/2018 8:00 AM	Kevin	Burkett	Completed

Attachments

Attach File | Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
5/31/2018 12:14 PM	Bereniz Lopez	Changed **Follow Up Date** from 6/1/2018 to **6/14/2018**.
5/29/2018 8:50 AM	Bereniz Lopez	Changed **Follow Up Date** from 5/29/2018 to **6/1/2018**.
5/23/2018 2:02 PM	Bereniz Lopez	Changed **Follow Up Date** from 5/28/2018 to **5/29/2018**.
5/18/2018 10:21 AM	Bereniz Lopez	Changed **Follow Up Date** from 5/18/2018 to **5/28/2018**.
5/14/2018 4:46 PM	Bereniz Lopez	Changed **Follow Up Date** from 5/16/2018 to **5/18/2018**.
5/10/2018 11:48 AM	Bereniz Lopez	Changed **Follow Up Date** from 5/10/2018 to **5/16/2018**.
5/9/2018 9:04 PM	NNAETL	Changed **Subject** from CUSTOMER: [redacted] PHONE: [redacted] VIN: KNMAT2MT6HP[redacted] to **CUSTOMER: [redacted] PHONE: [redacted] VIN: KNMAT2MT6HP[redacted]**
5/9/2018 12:18 PM	Bereniz Lopez	Changed **Follow Up Date** from 5/11/2018 to **5/10/2018**.
5/8/2018 11:33 AM	Samantha Dixon	Changed **Case Owner** from Tashi McClain to **Bereniz Lopez**.
5/8/2018 11:33 AM	Samantha Dixon	Changed **Description**.
5/8/2018 9:27 AM	Antonio Rodriguez Frias	Changed **Case Owner** from Antonio Rodriguez Frias to **Tashi McClain**.
5/8/2018 9:26 AM	Antonio Rodriguez Frias	Changed **Follow Up Date** from 5/8/2018 to **5/11/2018**.
5/8/2018 9:25 AM	Antonio Rodriguez Frias	Changed **Subject** from CUSTOMER: [redacted] PHONE: [redacted] VIN: KNMAT2MT6HP[redacted] to **CUSTOMER: [redacted] PHONE: [redacted] VIN: KNMAT2MT6HP[redacted]**
5/7/2018 2:24 PM	Antonio Rodriguez Frias	Changed **Follow Up Date** from 5/7/2018 to **5/8/2018**.
		Changed **Description**.
5/4/2018 12:55 PM	DeAndra Duncan	Changed **Case Owner** from Kidman Puckett to **Antonio Rodriguez Frias**.
5/4/2018 11:45 AM	Kidman Puckett	Changed **VIN** to **KNMAT2MT6HP[redacted]**
		Changed **Subject** to **CUSTOMER: [redacted] PHONE: [redacted] VIN: KNMAT2MT6HP[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 KNMAT2MT6HP[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 Ocoee State FL 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: Not Provided

II. Vehicle

Model Year 2017 Model Name Nissan Rouge Mfg. Date 05/2017 VIN KNMAT2MT6HP[redacted]

Mileage 7,615 License # [redacted] State FL Country United States

Special equipment & accessories None

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

Number	Description	Status	Date
	No open campaigns	○ Open ○ Closed	

Add Row | Remove Row

III. Description of Incident & Claim

Source of Information Customer call to NNA Consumer Affairs. Incident Date 4/3/2018 Time 9:30 PM

Location of Incident (describe fully) Concern happened when getting out on the highway and while driving on local roads. The vehicle will apply brakes automatically.

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

Vision obstruction (describe) None

Temperature at time of incident 72 °F Parking location prior to time of incident Not provided

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN KNMAT2MT6HP[redacted]

Overnight temperature prior to incident: 70 °F
Length of time parked: Not provided

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): Concern happened when getting out on the highway. The vehicle will apply brakes automatically. Customer stated he was driving and the vehicle came to a complete stop for no reason. When the brakes hit, all the lights on the dashboard turned on and the overhead lights did as well.

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

Driver Action (braking, steering, etc.): Driving and the vehicle came to a complete stop for no reason.

Special Circumstances: None

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

Vehicle Estimated Speed: Not provided
Source: Customer call to NNA Consumer Affairs.
Posted Speed Limit: Not provided

Other Vehicle Estimated Speed: N/A
Source: Customer call to NNA Consumer Affairs.
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	[redacted] stated he was driving and the vehicle came to a complete stop for no reason.	[redacted]

Add Allegation | Remove Allegation

IV. Occupants & Injuries

Source of Information: Customer call to NNA Consumer Affairs.

Legend for Section IV.

Seating Position:



Incident Investigation

CAR # [redacted]
Claimant
VIN KNMAT2MT6HP[redacted]

Occupant Name	[redacted]	DOB	[redacted]	Height	[redacted]
Address	[redacted] Ocoee, Fl. [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	Not provided				
Where, when, and by whom were the injuries treated?	Not provided				

Occupant Name	[redacted]	DOB	Not provided	Height	[redacted]
Address	[redacted] Ocoee, Fl. [redacted]			Weight	[redacted]
Location	Incident Vehicle	Seating Position	3 - Front Row Right		
Seat Belts Worn	Lap + Shoulder Belt	Airbag Status	Airbag not deployed		
Nature & Extent of Injuries	Not provided				
Where, when, and by whom were the injuries treated?	Not provided				

Add Occupant | Remove Occupant

☐ No Occupants Comments

V. Other Property Damage

☒ No Other Property Damage

Source of information: Customer call to NNA Consumer Affairs.

VI. Investigation Results

Date of vehicle inspection: 5/21/2018

Location of inspection: Reed Nissan Clermont [redacted] Clermont, Fl. [redacted]

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

None

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

Photos taken by: DTS Kevin Burkett # Photos: 71

Incident Investigation

CAR # [redacted]
Claimant
VIN KNMAT2MT6HP[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	All exterior / Body components are intact no damage is present IMG 6445,6448,6449,6451,6453.6454.
Engine/ Transmission/ Drivetrain	I found no missing or loose parts with the transmission or engine assembly. Transmission gear selector moves freely IMG 6461,6463,6464,6465,6466. Vehicle did run and drive at time of inspection a test drive was conducted for 10 miles vehicle operated normally. 2 DTC are stored in the ECM for low tire pressure left front tire and low tire pressure right rear IMG DTC 1. All vehicles fuses, relays and control units are intact and were uninvolved in this event IMG 6468,6469.
Underbody/ Suspension/ Steering/ Wheels & Tires	Underbody steering and suspension has no visible damage. Vehicle is equipped with factory wheels and tires. Tires are the correct size. 225/65/R17 IMG 6495,6496, 6491,6497,6498 .
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	All interior components are intact no damage is present IMG 6472,6479,6480,6482,6483.
Seat Belts/ Child Restraints (if applicable)	All seat belts are operational.
Air Bags	All airbags were found to be intact and not deployed IMG 6472,6473.

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

None

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

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

#	Allegation	Factual Findings
1	[redacted] stated he was driving and the vehicle came to a complete stop for no reason.	I found exterior / Body components all intact and no visible damage is present IMG 6445, 6448,6449,6451,6453.6454. I found no missing or loose parts with the transmission or engine assembly. Transmission gear selector moves freely IMG 6461, 6463,6464,6465,6466. Vehicle runs and drives at time of inspection a test drive was conducted for 10 miles vehicle operated normally. 2 DTC are stored in the ECM for low tire pressure left front tire and low tire pressure right rear IMG DTC 1. All vehicles fuses, relays and control units are intact and were uninvolved in this event IMG 6468, 6469. The underbody steering and suspension has no visible damage. Vehicle is equipped with factory wheels and tires. Tires are the correct size 225/65/ R17. IMG 6495, 6496, 6497, 6491, 6498. All interior components are intact no damage is present IMG 6472, 6479,6480,6482,6483. All seat belts are operational and all airbags were found to be intact and not deployed IMG 6472, 6473.

Add Row | Remove Row

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

Reporter's Signature [redacted]

Reporter's Name & Region Kevin Burkett South East Region

Incident Investigation

CAR # [redacted]
Claimant
VIN KNMAT2MT6HP[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)	None
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?	◉	○	

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN KNMAT2MT6HP[redacted]

	Yes	No	Comments
EDR download included in report?	◉	○	

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.)	N/A
○	○	Physical damage to camera? (ie. cracks)	N/A
○	◉	Obstructions to radar sensor units? (ie. dirt, stickers, etc.)	IMG 6456
○	◉	Physical damage to radar sensor units? (ie. cracks)	IMG 6455, 6458
◉	○	Electrical connection to radar module firmly seated?	IMG 6557, 6460
○	○	Electrical connection to camera module firmly seated?	N/A
○	○		

End of Form

*Name your file while saving.

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

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









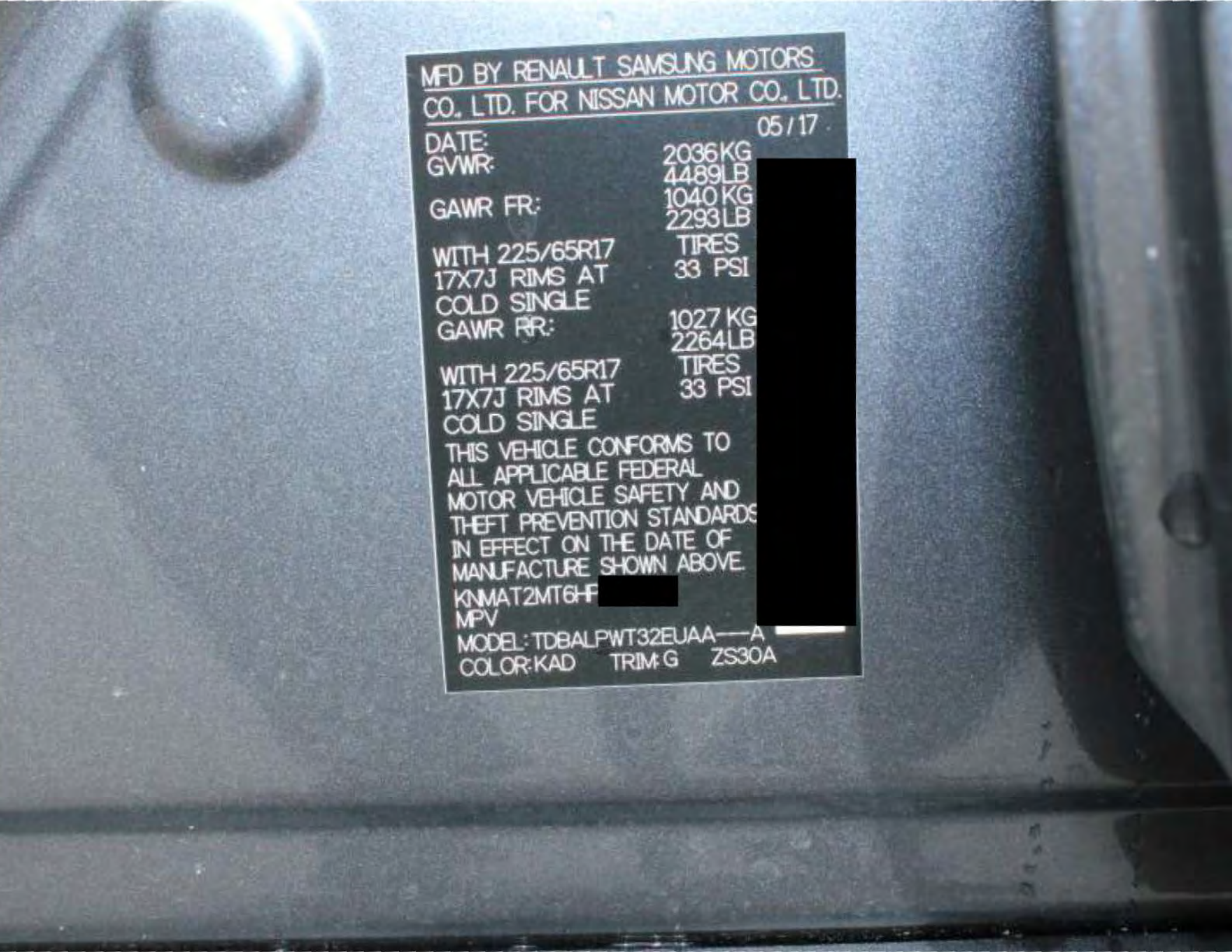











MFD BY RENAULT SAMSUNG MOTORS
CO., LTD. FOR NISSAN MOTOR CO., LTD.
DATE: 05/17
GVWR: 2036 KG 4489 LB
GAWR FR: 1040 KG 2293 LB
WITH 225/65R17 TIRES
17X7J RIMS AT 33 PSI
COLD SINGLE
GAWR RR: 1027 KG 2264 LB
WITH 225/65R17 TIRES
17X7J RIMS AT 33 PSI
COLD SINGLE
THIS VEHICLE CONFORMS TO
ALL APPLICABLE FEDERAL
MOTOR VEHICLE SAFETY AND
THEFT PREVENTION STANDARDS
IN EFFECT ON THE DATE OF
MANUFACTURE SHOWN ABOVE.
KNMAT2MT6HF
MPV
MODEL: TDBALPWT32EUAA---A
COLOR: KAD TRIM: G ZS30A



TIRE AND LOADING INFORMATION
RENSEIGNEMENTS SUR LES PNEUS ET LE CHARGEMENT

SEATING CAPACITY NOMBRE DE PLACES	TOTAL TOTAL	5	FRONT AVANT	2
			REAR ARRIÈRE	3

The combined weight of occupants and cargo should never exceed 408 kg or 900 lbs.

Le poids total des occupants et du chargement ne doit jamais dépasser 408 kg ou 900 lb.

TIRE PNEU	SIZE DIMENSIONS	COLD TIRE PRESSURE PRESSION DES PNEUS À FROID
FRONT AVANT	225/65R17 102H	230kPa , 33PSI
REAR ARRIÈRE	225/65R17 102H	230kPa , 33PSI
SPARE DE SECOURS	T145/90D16 106M	420kPa , 60PSI

SEE OWNER
MANUAL FO
ADDITIONA
INFORMATIO

VOIR LE MAN
DE L'USAG
POUR PLUS
RENSEIGNEME

1C 5HA


9:13 AM
77°F
RPMx1000
MPH
P
85
7615 miles


9:13 AM
77 °F
Average Speed 1
47 MPH
OK = Reset
P
85
7615 miles
RPMx1000
MPH
km/h


9:13 AM
77°F
Driving Aids
Emergency Brake
Blind Spot
P
85
7615 miles
RPMx1000
MPH
km/h


NISSAN


NISSAN















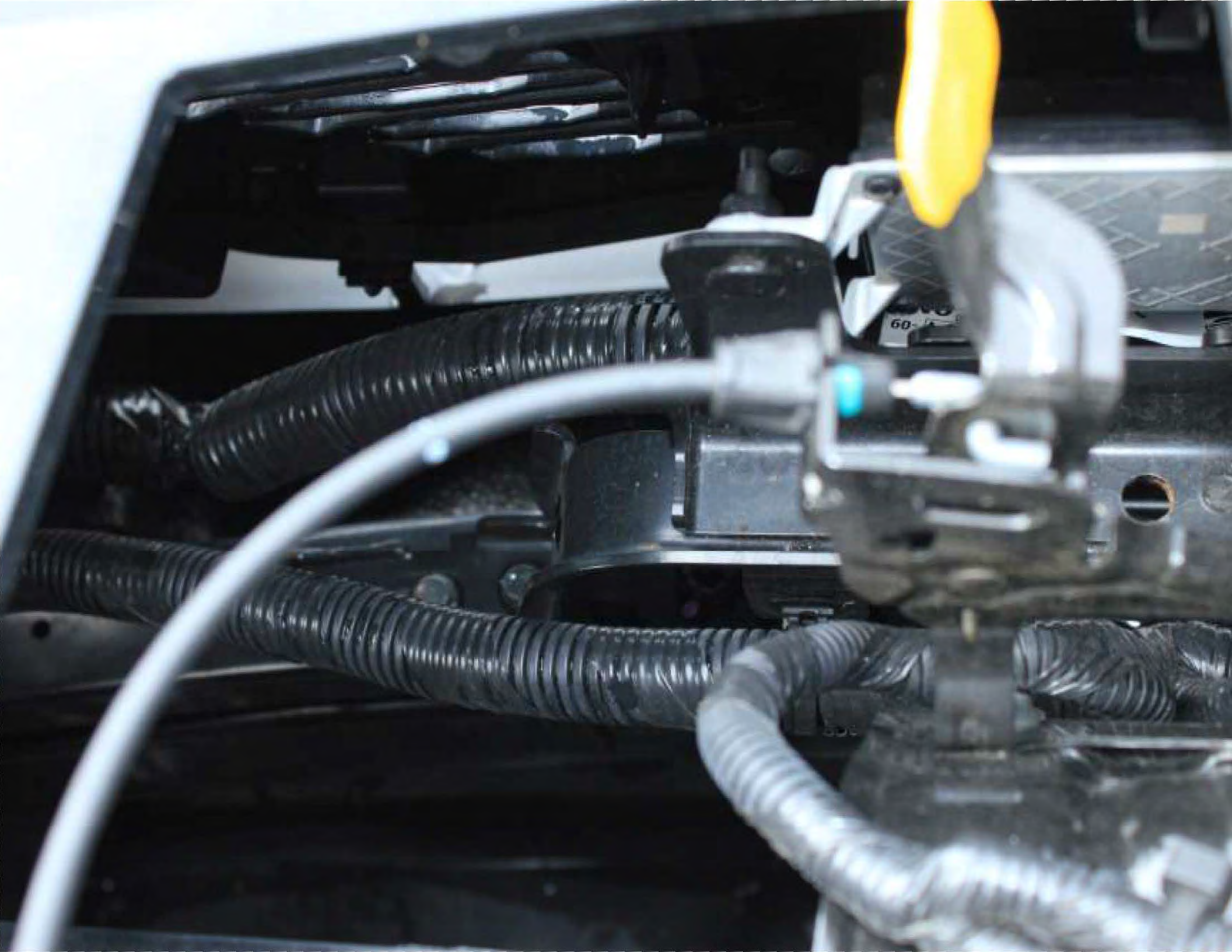


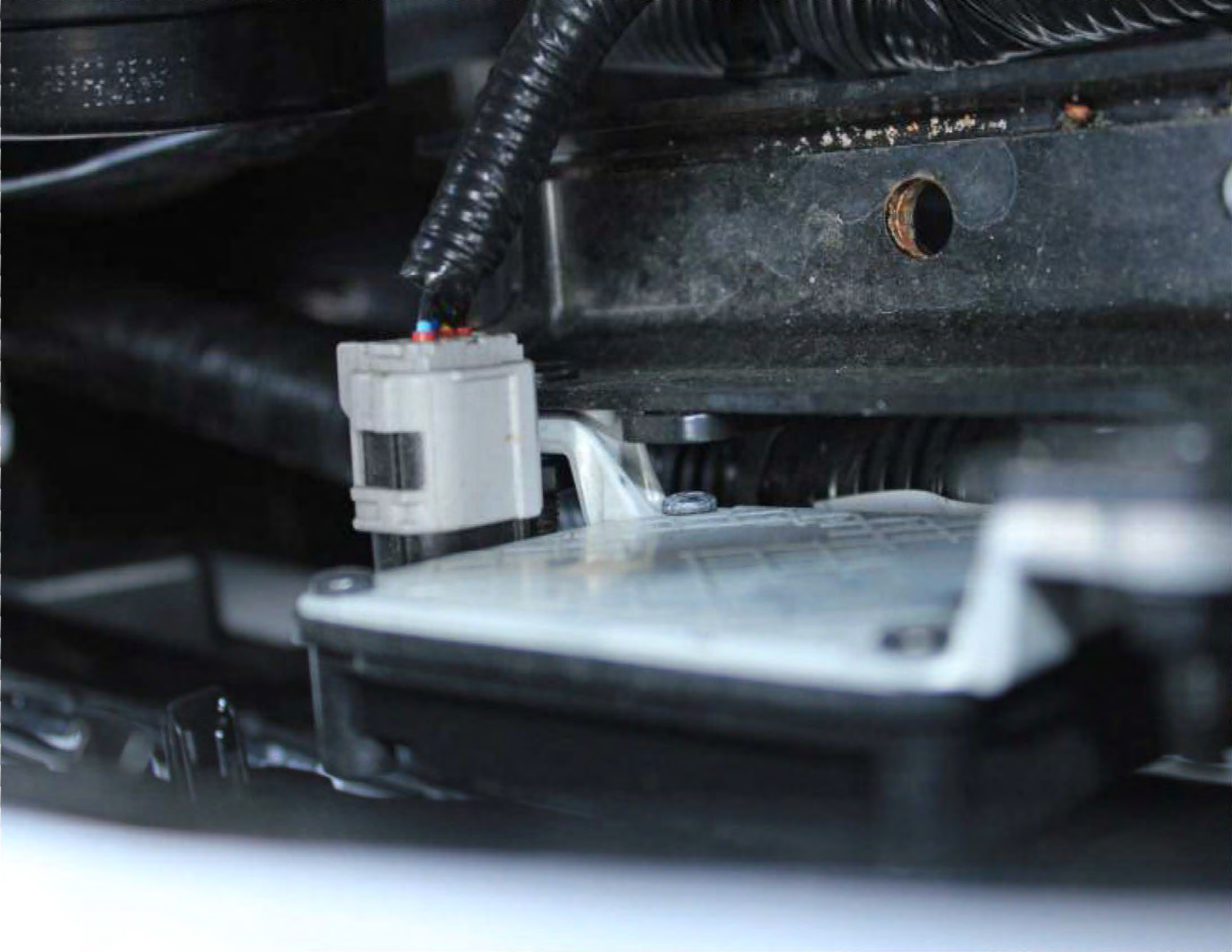

NISSAN
















RENAULT NISSAN


NISSAN
RENAULT NISSAN










NISSAN


ROGUE






























VOL
A/C
MAX A/C
PASSENGER AIR BAG






NISSAN








REED CLERMONT, FLA.
NISSAN


Challenger





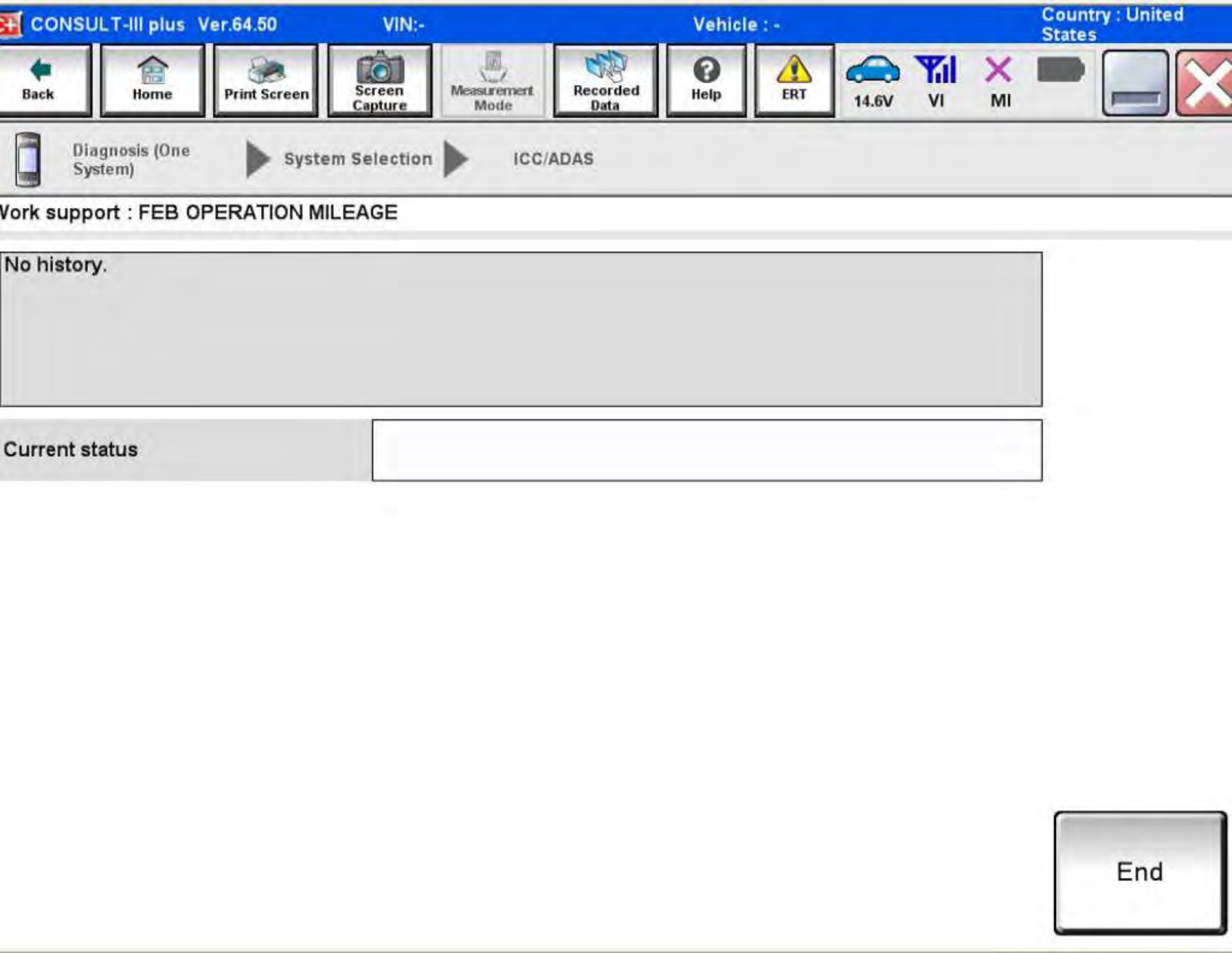


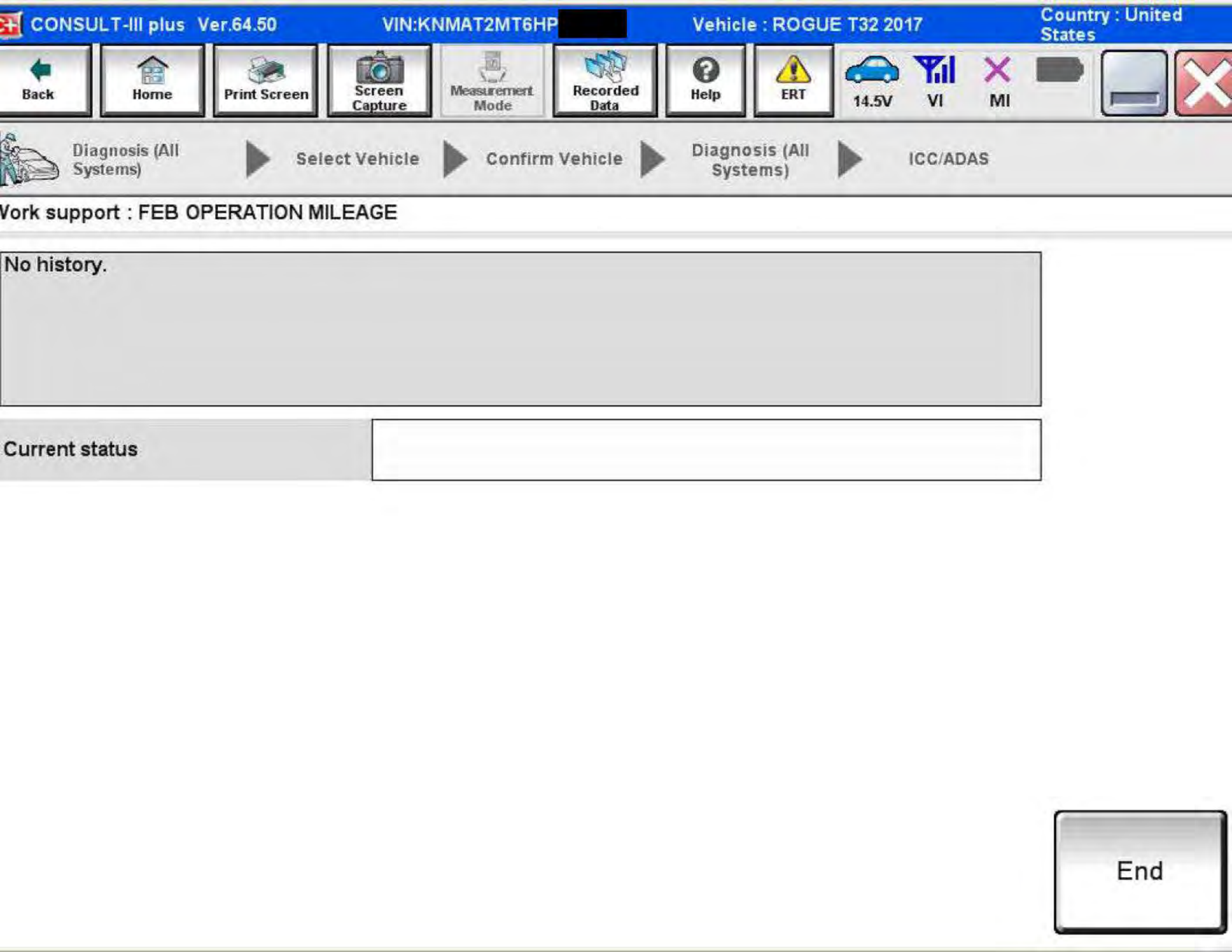


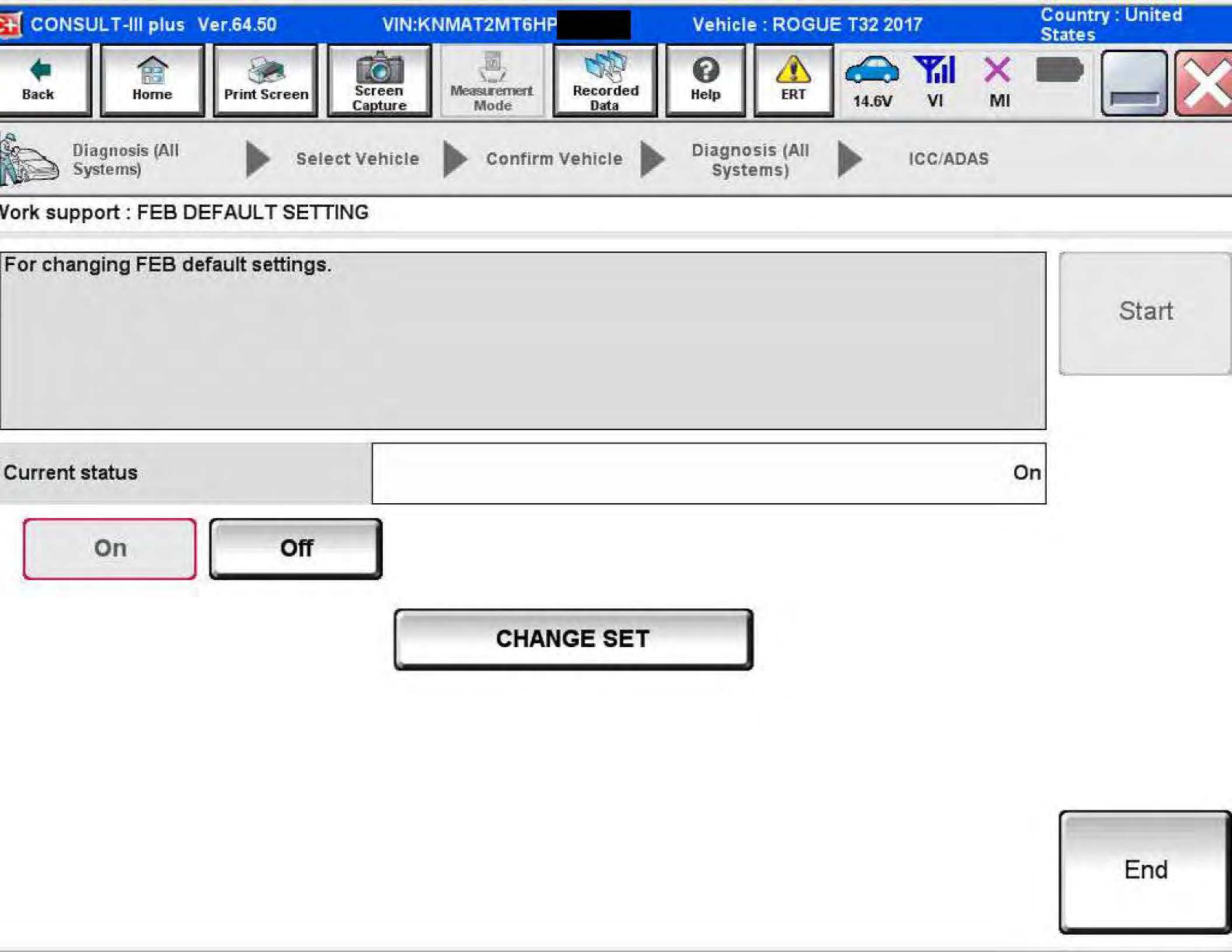


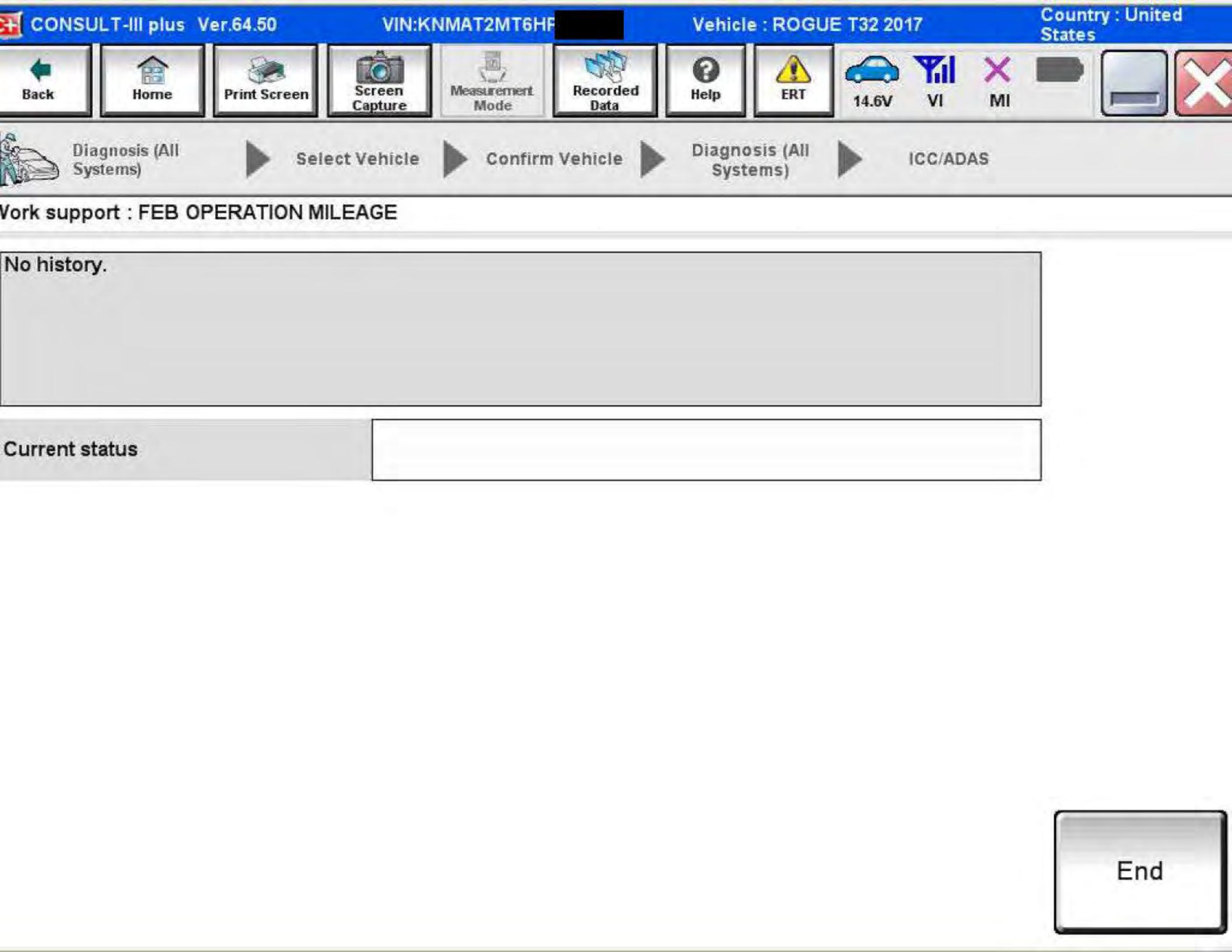


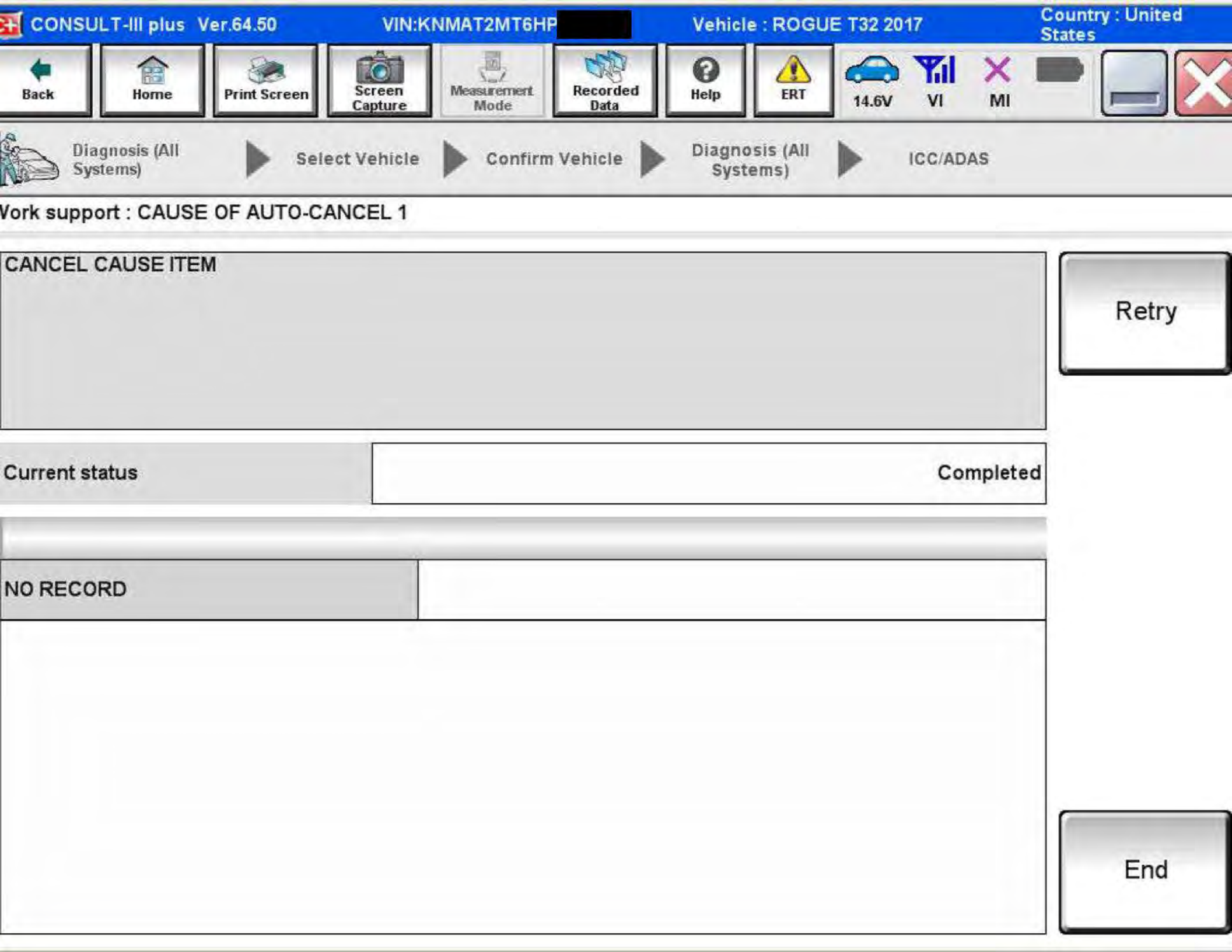


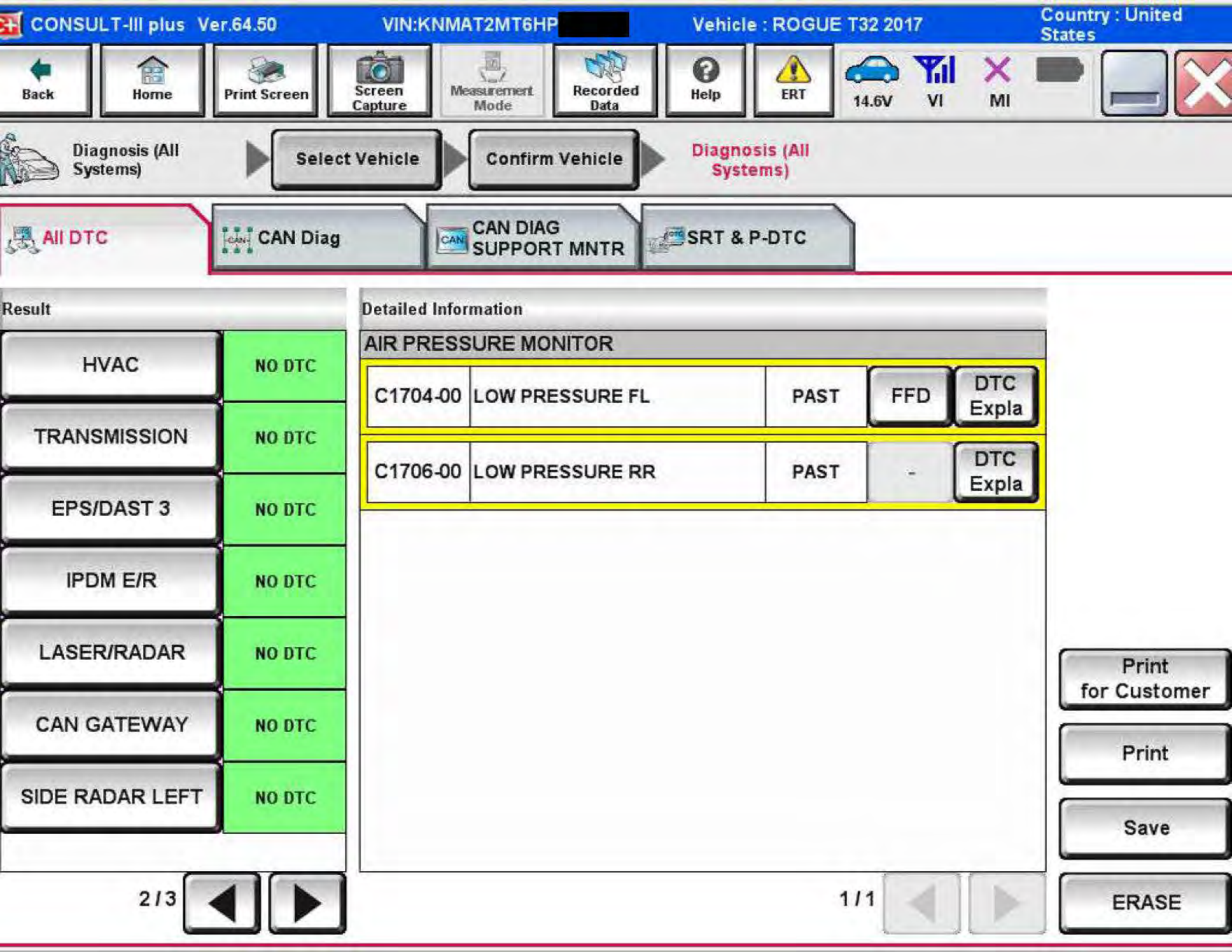

CONSULT-III plus Ver.64.50
VIN:-
Vehicle : -
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.6V
VI
MI
Diagnosis (One System)
System Selection
ICC/ADAS
Work support : FEB OPERATION MILEAGE
No history.
Current status
End

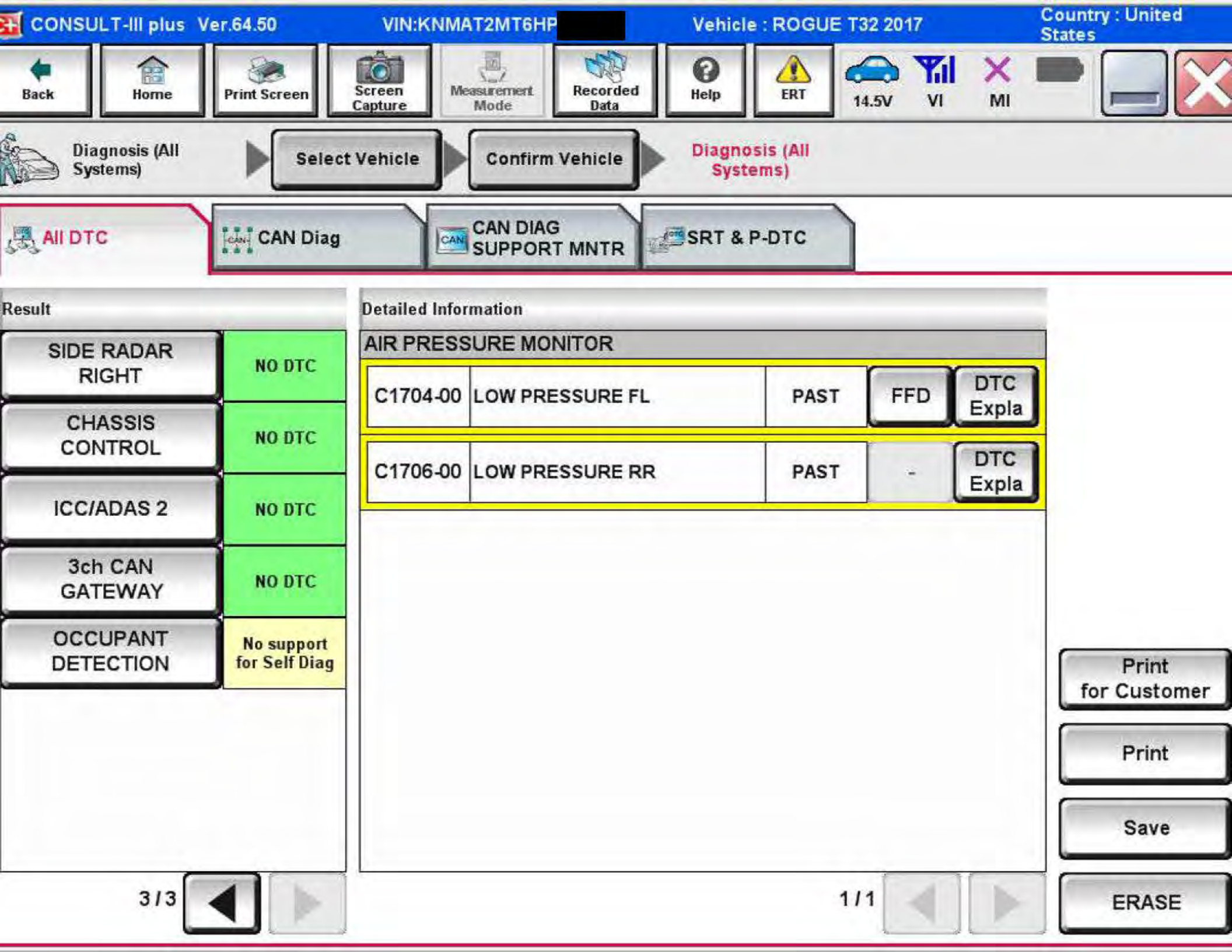

CONSULT-III plus Ver.64.50
VIN:KNMAT2MT6HP[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
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Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB OPERATION MILEAGE
No history.
Current status
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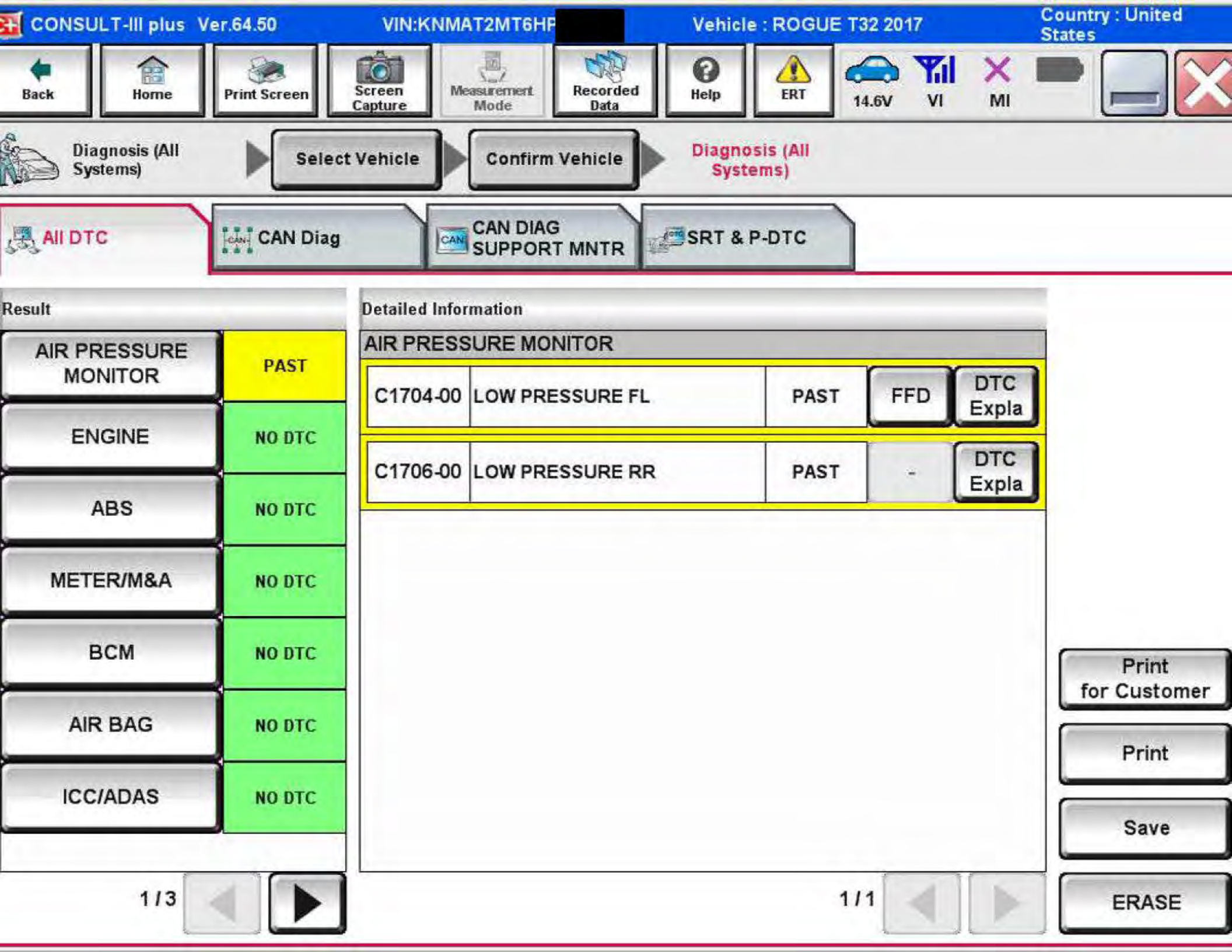

CONSULT-III plus Ver.64.50
VIN:KNMAT2MT6HP[redacted]
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Country : United States
Back
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Measurement Mode
Recorded Data
Help
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14.6V
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Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB DEFAULT SETTING
For changing FEB default settings.
Start
Current status
On
On
Off
CHANGE SET
End


CONSULT-III plus Ver.64.50
VIN:KNMAT2MT6HF[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
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Screen Capture
Measurement Mode
Recorded Data
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14.6V
VI
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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.64.50
VIN:KNMAT2MT6HP[redacted]
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Back
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Measurement Mode
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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.64.50
VIN:KNMAT2MT6HP[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
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Diagnosis (All Systems)
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SRT & P-DTC
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NO DTC
TRANSMISSION
NO DTC
EPS/DAST 3
NO DTC
IPDM E/R
NO DTC
LASER/RADAR
NO DTC
CAN GATEWAY
NO DTC
SIDE RADAR LEFT
NO DTC
2/3
Detailed Information
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LOW PRESSURE RR
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Print for Customer
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ERASE


CONSULT-III plus Ver.64.50
VIN:KNMAT2MT6HP[redacted]
Vehicle : ROGUE T32 2017
Country : United States
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Measurement Mode
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Select Vehicle
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Diagnosis (All Systems)
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NO DTC
OCCUPANT DETECTION
No support for Self Diag
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Detailed Information
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Print for Customer
Print
Save
ERASE


CONSULT-III plus Ver.64.50
VIN:KNMAT2MT6HP[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.6V
VI
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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
AIR PRESSURE MONITOR
PAST
ENGINE
NO DTC
ABS
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BCM
NO DTC
AIR BAG
NO DTC
ICC/ADAS
NO DTC
1/3
Detailed Information
AIR PRESSURE MONITOR
C1704-00
LOW PRESSURE FL
PAST
FFD
DTC Expla
C1706-00
LOW PRESSURE RR
PAST
-
DTC Expla
1/1
Print for Customer
Print
Save
ERASE



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Vehicle
KNMAT2MT6HP[redacted]

Customize Page | Printable View | Help for this Page

Vehicle Campaigns [0] | Warranty Cases [0] | Cases [3] | Service History [7] | Vehicle Service Contracts [2] | Vehicle History [1] | DTS Field Inspections [2]

Vehicle Detail

VIN	KNMAT2MT6HP[redacted]		
Last Modified By	NNAETL, 5/31/2018 9:04 PM	Branded Title	
Created By	NNAETL, 6/26/2017 11:13 AM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage	1,000	MSRP	$26,420
Latest Recorded Mileage Units	M		
In Service Date	9/30/2017		

Manufacturing Data

Make/Model	2017 NISSAN ROGUE	Manufacturer Date	5/17/2017
Model Year	2017	Plant Name	Renault Samsung
Make	NISSAN	PDI Date	
Model Line	ROGUE	Country Code	USA
Model Code	29117	US Specification Indicator	Y
Body Style Type	WAGON 4 DOOR	Emissions Type	50 STATE
Exterior Color	GUN METALLIC	Emissions Certification	
Cylinders		Open Recall	
Transmission Type	CVT	Head Unit	
Model Series		Model Line Code	RGE
Factory Installed Options	B92B93C03K01L92Z66		
Factory Installed Options Descriptions	B92 (SPLASH GUARDS), B93 (CHROME REAR BUMPER PROTECTOR), C03 (50 STATE EMISSIONS), K01 (APPEARANCE PACKAGE), L92 (FLOOR MATS (2-PIECE FRONT AND), Z66 (ACTIVATION DISCLAIMER)		

Vehicle Tools

Total Approved Checks VIN Decoder

System Information

Latest Owner (BETA) [redacted]

Warranty Information

S No.	Warranty Description	Warranty Expiration Date	Warranty Expiration Miles	Warranty Exclusion Code	Warranty Exclusion Name	Warranty Extensions/Cust Service Initiatives Flag	Brande
1	BASIC COVERAGE	9/30/2020	36,000				
2	POWERTRAIN COVERAGE	9/30/2022	60,000				
3	SEAT BELT	9/30/2027	999,999				
4	CORROSION COVERAGE (PERFORATION)	9/30/2022	999,999				
5	FEDERAL EMISSION LONG TERM DEFECT	9/30/2025	60,000				

Vehicle Retail Sales

Vehicle Retail Sales

Action	Name	Owner	Selling Dealer	Sale Type	Vehicle Model	Purchase Date	Rewind Indicator
View	[redacted]	[redacted]	REED NISSAN CLERMONT	Retail Sale	ROGUE	9/30/2017	

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]	5/4/2018 11:45 AM		1,000	Open	0	Bereniz Lopez
☐ | Edit | Cls		TECH LINE		1/3/2018 7:24 AM	1/3/2018 8:34 AM	3,861	Closed	0	Kelby Hausman
☐ | Edit | Cls		CA		12/20/2017 10:17 AM	1/8/2018 5:17 PM	1,000	Closed	0	Adam Haley

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	7/4/2017	7	[redacted]			
		SIDE RADAR	FW	2/6/2018	3,861				
			W	2/6/2018	3,861				
			I	2/6/2018	3,861				
			I	2/6/2018	3,861				
			I	10/9/2017	15				
			W	7/4/2017	11				

Vehicle Service Contracts

Vehicle Service Contracts Help

Action	Policy #	Contract Type	Cancel Effective Date	VSC First Name	VSC Last Name	Current Owner	Deductible	Effective Date	Expire Date	Expire Mileage
	[redacted]	Basic 6/5000 MY14+		[redacted]			0	10/2/2017	10/2/2020	36,050
		Sec+Plus Gold Pref					100	10/2/2017	10/2/2023	75,000

Vehicle History

Vehicle History Help

Date	User	Action
6/26/2017 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]	Completed	1/3/2018	[redacted]	Kevin	Burkett	SER	1/4/2018 3:00 PM	1/5/2018 6:53 AM
Edit		Completed	5/14/2018		Kevin	Burkett	SER	5/21/2018 8:00 AM	5/21/2018 8:41 PM

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Always show me fewer / more records per related list

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Reed Nissan
Clermont
Serving Central Florida since 1950

[redacted]
Clermont, FL [redacted]
[redacted]

STATE OF FLORIDA REGISTRATION # MV-

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR CHAD ROOT [redacted]	TAG NO. [redacted]	INVOICE DATE 01/06/18	[redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 3,861	COLOR GUN MET/	STOCK NO. [redacted]
OCOEE, FL [redacted]	YEAR / MAKE / MODEL 17/NISSAN/ROGUE/4DR SUV 2017.5 FWD S		DELIVERY DATE 09/30/17	DELIVERY MILES 50
[redacted]	VEHICLE I.D. NO. K N M A T 2 M T 6 H P [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 12/20/17	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		MO: [redacted]

LABOR & PARTS----------

J# 1 10NIZ01 DRIVEABILITY CONCERN TECH(S):7096 WARRANTY

WHILE DRIVING ABS AND TRACTION CONTROL LIGHT KEEPS
COMING ON AND OFF BRAKES APPLIED AND LET OFF NO ONE AROUND
VIN#3N1AB7AP0HY[redacted] MILES OUT 2984 MILES IN 4017
C1B40-49AND C1B30-49 STORED IN SIDE RADAR UNITS. PERFORMED
DIAGNOSIS PROCEDURE. ESM STATES REPLACE SIDE RADAR UNITS
WITH CODE STORED. REPLACED BOTH SIDE RADAR UNITS. CONTACTED
CUSTOMER FOR OVER NIGHT EXTENDED TEST DRIVE TO VERIFY REPAIR
CUSTOMER AGREED TO TEST DRIVE. TEST DROVE VEHICLE APPROX 35
MILES CODES DID NOT RETURN VEHICLE PERFORMING AS DESIGNED AT
REPLACED SIDE RADAR UNITS AND RETESTED. WORKING AS DESIGNED
REPLACED BOTH FOR OPCODE RS31AA-.7
18 DAY RENTAL @ $30 A DAY 12/21-01/08
MILES OUT 2984 MILES IN 4017
[redacted]

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE-	
JOB # 1	1	284K1-6FL0A	SENSOR ASSY- SID		WARRANTY
JOB # 1	1	284K0-6FL0A	SENSOR ASSY-SIDE		WARRANTY
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2 10NIZ DRIVEABILITY TECH(S):7096 INTERNAL

WHILE DRIVING STEERING WHEEL FEELS LIKE ROUGH ROAD
STEERING WHEEL VIBRATES
C1B40-49AND C1B30-49 STORED IN SIDE RADAR UNITS. PERFORMED
DIAG PROCEDURE. ESM STATES REPLACE SIDE RADAR UNITS WITH
CODE STORED. REPLACE BOTH SIDE RADAR UNITS CONTACTED
CUSTOMER FOR EXTENDED OVER NIGHT TEST. CUSTOMER APPROVED.
DROVE 35 MILES
CODES DIDN'T RETURN ALL WORKING CORRECTLY AT THIS TIME
SEE LINE 1

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE-	
			JOB # 2 TOTAL PARTS		0.00
			JOB # 2 TOTAL LABOR & PARTS		0.00

J# 3 55NIZINSP MAIN SHOP INSPECTION TECH(S):7096 INTERNAL

CUSTOMER STATES PERFORM TECHNICIAN INSPECTION
INSPECTION
COMPLETED TECHNICIAN INSPECTION

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE-	
			JOB # 3 TOTAL PARTS		0.00
			JOB # 3 TOTAL LABOR & PARTS		0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION		
JOB # 1	4924		01/06/18	RENTAL VEH SAFETY		WARRANTY
				TOTAL - SUBLET		0.00

ALL PARTS INSTALLED ARE NEW
UNLESS SPECIFIED OTHERWISE

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SF680110 Q (06/15)

Reed Nissan
Clermont
Serving Central Florida since 1950

[redacted]
Clermont, FL [redacted]

C WR

[redacted]

.COMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01NIZ3	7.5K MILE MANUFACTUR	MI	0.00				

ERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/20/17	[redacted]	3861	5258	7096	W	10NIZ01	DRIVEABILITY CONCERN
				7096	I	10NIZ	DRIVEABILITY
				7096	I	55NIZINSP	MAIN SHOP INSPECTION
10/02/17		12	804906	999	I	60NIZ10	SEATS
07/01/17		7	6626	6601	W	75NIZ	PDI

SALESPERSON NO. [redacted] JOSE A MARTINEZ

S E R V I C E

STATE REG# [redacted]

TERMS: CASH ☐ CREDIT CARD ☐ CHECK ☐ (PRIOR APPROVAL) OTHER ☐

VEHICLE I.D. NO.: KNMAT2MT6HP[redacted]

YEAR/MAKE/MODEL: 17/NISSAN/ROGUE/4DR SUV 2017.5 FWD

PRODUCTION DATE | STOCK NO. [redacted] | LICENSE NO. | R. O. NO. [redacted]

CUSTOMER NO. [redacted] | SERVICE CONTRACT: SECURITY + | DELIVERY DATE: 09/30/17 | DELIVERY MILES: 50 | SELLING DEALER NO. | R. O. DATE: 04/27/18

COLOR: GUN MET/ | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO. [redacted]

CALL WHEN READY ☐ YES ☐ NO

OCOEE, FL [redacted]

BASIS FOR CHARGE: ☐ FLAT RATE ☐ HRLY RATE ☐ BOTH

[redacted]

TURBO	M/MC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO. [redacted]	ADVISOR
	NIZZ				7,604		JONATHAN PERRY

RESIDENCE OR CELL PHONE [redacted] | BUSINESS OR CELL PHONE

RETAIN PARTS ☐ Yes ☐ No | TIME RECEIVED: 09:16am | DATE/TIME PROMISED: 04/27/18 06:00pm | PRIORITY

APPOINTMENT

CELL: [redacted]

ESTIMATE/DIAG FEE: $ _____ /OR HOURLY AT $ _____ PER HOUR

ORIGINAL ESTIMATE $ 7615

ADDITIONAL AUTHORIZED AMOUNT $ 7625

REVISED AUTHORIZED ESTIMATE $

DATE | TIME

ADD'L REPAIRS AUTHORIZED BY

AUTHORIZATION RECEIVED BY

NAME AND PHONE NUMBER OF OTHER PERSON WHO MAY AUTHORIZE ADD'L REPAIRS

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X _____

--- SERVICE CONTRACT INFORMATION ---

CONTRACT NUMBER / EXP. DATE	CONTRACT NAME / EXP. MILEAGE	CONTRACT TYPE
.	SECURITY +	
.	SECURITY +	

1 W 52NIZ ***TRIM ELECTRICAL***
C.S FORWARD EMERGENCY BRAKING APPLIES WITH NOTHING IN FRONT OF VEHICLE- CHECK AND ADVISE

2 C 55NIZINSP ***MAIN SHOP INSPECTION***
CUSTOMER STATES PERFORM TECHNICIAN INSPECTION

3 C 56NIZ011SYN ***FULL SYNTHETIC OIL C***
THIS LINE FOR SYNTHETIC ONLY

CONTACT AUTHORIZATION

The dealer or repair shop would like to be able to contact you in order to ensure that you are happy with your purchase, keep you informed of new product offerings and promotions, remind you of necessary maintenance or service your vehicle may need, and for other reasons.

☐ **You also authorize us to contact you in writing, by e-mail, or using prerecorded/artificial voice messages, text messages, and automatic telephone dialing systems, as the law allows. You also agree that we may try to contact you in these and other ways at any address or telephone number you provide us, even if the telephone number is a cell phone number or the contact results in a charge to you. You are not required to provide this authorization as a condition of purchasing any goods or services.**

SIGNED _____
By signing you agree to all terms and conditions on BOTH SIDES of this document.

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE IF MY FINAL BILL WILL EXCEED $100.

____ I REQUEST A WRITTEN ESTIMATE.

____ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED $ _____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

____ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED _____ DATE _____

TO ORDER: www.rpsource.com, 1-800-344-0996; fax 1-800-531-9055
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[redacted]

Incident Codes - Populated from the Case

Case	[redacted]
20b. Year, make, and model of vehicle	
VIN	KNMAT2MT6HP[redacted]

Consumer Affairs Agent Initial Probing Questions

Odometer Reading at Time of Incident	7,000
Date and Time of Incident	4/3/2018 9:30 PM
Location of Incident	Silverstar, Ocoee, FL
	C gave an estimate regarding the vehicle miles at the time of the incident and the date and time since C was not completely sure.
13. Current Location of Vehicle	REED NISSAN CLERMONT
Who Confirmed?	ARBS

Probe Status

Partially Confirmed	☐
Fully Confirmed	☑

Owner and Driver Information

4a. Owner's Name	[redacted]	5a. Driver's Name	[redacted]
4b. Owner's Address	[redacted] Ocoee, FL [redacted] USA	5b. Driver's Address	[redacted] Ocoee, FL [redacted] USA
4c. Owner's Day Phone	[redacted]	5c. Driver's Day Phone	[redacted]
4d. Owner's Evening Phone		5d. Driver's Evening Phone	
4e. Owner's Date of Birth	[redacted]	5e. Driver's Date of Birth	[redacted]
Owner of the Vehicle is the Driver	☑	Driver is a Renter	☐
Owner is a Rental Co.	☐		
Caller is a Third Party	☐		

Caller is an Attorney	☐
Quick Description or Summary of Incident	Concern happened when getting out of the highway and getting into local roads. The VEH applied brakes automatically.

IIR Report Type

Airbag	☐	**Steering**	☐
Advanced Technology	☑	**Suspension**	☐
Seat Belt	☐	**Brake**	☐
U/A	☐	**Transmission**	☐
Thermal	☐	**Other**	

3. How would you like us to be involved?	C seeking assistance with FEB concerns.

Consumer Affairs Agent STOPS HERE

Vehicle Information

7. Vehicle License Plate Number	
Purchased Used	☐
Purchased New	☑
9a. Date Purchased	9/30/2017
9b. Mileage at Purchase	
Current Vehicle Status	Unknown
Repairs Start Date	
Repairs Completed Date	

Insurance Involvement

Any Insurance Company Involved?	No
Primary Insurance Provider	
Primary Insurance Agent	
19b. Insurance Agent's Address	

Agent E-Mail Address	
Associated Policy #	
19c. Insurance Claim Number	

Secondary Insurance Involvement

Was there another Insurance Company Invo	No
Secondary Insurance Provider	
Secondary Insurance Agent	
Secondary Agent Phone & Extension	
Secondary Agent Mailing Address	
Secondary Agent E-Mail Address	
Secondary Associated Policy #	
Secondary Associated Claim #	

Other Vehicle Information

20. Were any other vehicles involved?	No
Owner Information	
Other Vehicle Information	
11. Estimated speed at time of incident	
20h. Current location of vehicle	
Other Information	

Occupants of Incident Vehicle

Number of People involved	2	Right Front Passenger's Name	[redacted]
Driver's Height	[redacted]	Right Front Passenger Age	[redacted]
Driver's Weight	[redacted]	Right Front Passenger's Address	
Driver Witnessed Event	☐	Right Front Passenger's Phone Number	
Driver Seatbelt	☑	Right Front Passenger's Height	5'5

Driver Hospitalization Required	Yes	**Right Front Passenger's Weight**	170
Driver Hospitalization Date		**Right Front Passenger Witnessed Event**	☐
Driver Injuries	No	**Right Front Passenger Seatbelt**	☑
17e. Who treated them?		**Hospitalization Required**	No
Location of Treatment		**Hospitalization Date**	
Describe Driver Injuries		**Who Treated them**	
		Right Front Injuries	No
		RF Describe Injuries	

Additional Occupants of Incident Vehicle

Left Rear Passenger's Name		**Right Rear Passenger's Name**	
Left Rear Passenger Age		**Right Rear Passenger Age**	
Left Rear Passenger's Address		**Right Rear Passenger's Address**	
Left Rear Passenger's Phone Number		**Right Rear Passenger's Phone Number**	
Left Rear Passenger's Height		**Right Rear Passenger's Height**	
Left Rear Passenger's Weight		**Right Rear Passenger's Weight**	
Left Rear Passenger Witnessed Event	☐	**Right Rear Passenger Witnessed Event**	☐
Left Rear Passenger Seatbelt	☐	**Right Rear Passenger Seatbelt**	☐
Left Rear Injuries		**Right Rear Injuries**	
Hospitalization Required		**Hospitalization Required**	
Hospitalization Date		**Hospitalization Date**	
Who Treated them		**Who Treated them**	
Location of Treatment		**Location of Treatment**	
Describe Injuries		**Describe Injuries**	

Additional Occupants of Incident Vehicle

Center Rear Passenger's Name		**Other Seating Position**	

Center Rear Passenger Age		**Other Passenger's Name:**	
Center Rear Passenger's Address		**Other Passenger Age**	
Center Rear Passenger's Phone Number		**Other Rear Passenger's Address**	
Center Rear Passenger's Height		**Other Rear Passenger's Phone Number**	
Central Rear Passenger's Weight		**Other Rear Passenger's Height**	
Center Rear Passenger Witnessed Event	☐	**Other Rear Passenger's Weight**	
Center Rear Passenger Seatbelt	☐	**Other Passenger(s) Seatbelt**	☐
Center Right Injuries		**Other Passenger(s) Witnessed Event**	☐
Hospitalization Required		**Other Injuries**	
Hospitalization Date		**Hospitalization Required**	
Who Treated them		**Hospitalization Date**	
Location of Treatment		**Who Treated them**	
Describe Injuries		**Location of Treatment**	
		Describe Injuries	
Additional Passenger Info			

Witnesses

Were there any witnesses	
witness(es) provided contact information	
18a. Witness #1	
18b. Witness #2	

Police or Fire Department

Was a police or fire report filed?	No
14b. Police or Fire Report #	
14c. Name of Agency where report filed	

14a. Reporting Officer's Name	
14d. Requested report copies?	☐

Property Damage

21. Any other property damaged?	No
21a. Property owner's name,address,phone	
21b. Detailed description of property	
Did you request copy of estimates?	☐

Other Information

Detailed Incident Description	C stated C was driving and the vehicle came to a complete stop for no reason.
Was the vehicle towing anything	No
What was being towed	
Was the vehicle carrying heavy cargo	No
Describe the cargo	
Warning lamp before/during the incident	Yes
Describe the lamp	when the brakes hit, all the lights on the dashboard turned on and the over head lights did as well
Vehicle at independent repair facility	No
Name of repair facility	
Contact Information of repair facility	
What repairs were performed	
aftermarket accessories or modifications	Yes
What was installed on the vehicle	new seat covers
Prior Accidents or Collisions	No
Describe Prior Accident of Collision	

System Information

Created By	Antonio Rodriguez Frias, 5/8/2018 10:25 AM	**Last Modified By**	Bereniz Lopez, 5/10/2018 12:38 PM

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Orlando, FL

Executive

10:38 AM EDT on May 31, 2018 (GMT -0400)

Weather History for KORL - April, 2018

April

3

2018

View
Tuesday, April 3, 2018

Daily | Weekly | Monthly | Custom

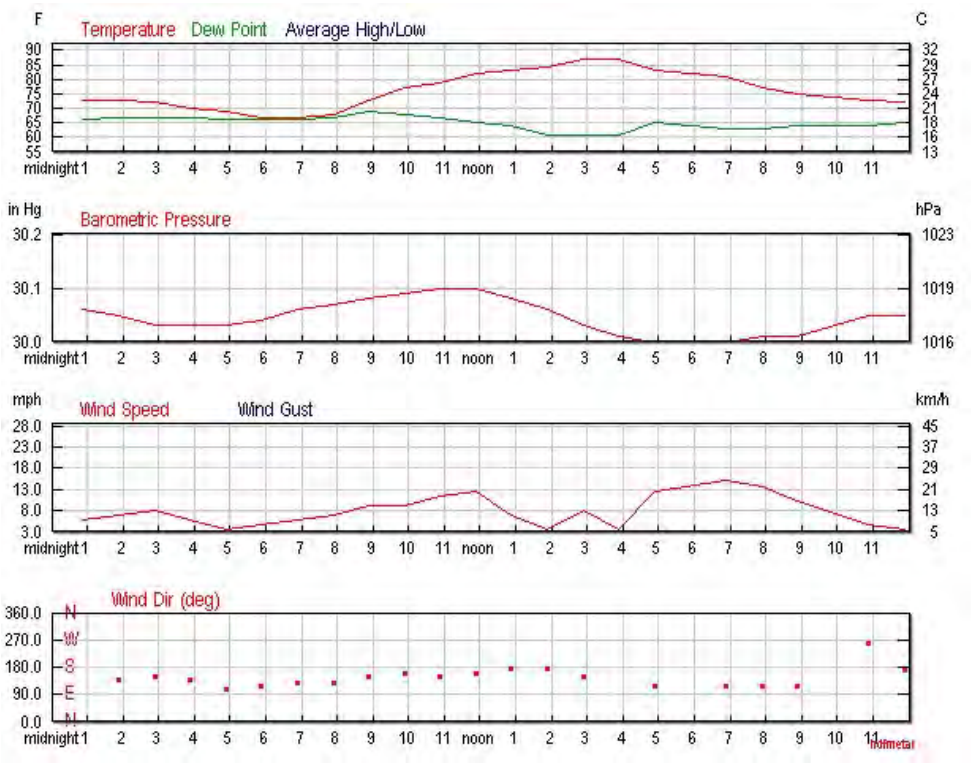
	Actual	Average	Record
Temperature			
Mean Temperature	76 °F	-	
Max Temperature	88 °F	79 °F	91 °F (2012)
Min Temperature	66 °F	59 °F	53 °F (2001)
Cooling Degree Days	12		
Growing Degree Days	26 (Base 50)		
Moisture			
Dew Point	65 °F		
Average Humidity	71		
Maximum Humidity	97		
Minimum Humidity	41		
Precipitation			
Precipitation	0.00 in	-	- ()
Sea Level Pressure			
Sea Level Pressure	30.05 in		
Wind			
Wind Speed	7 mph (SE)		
Max Wind Speed	15 mph		

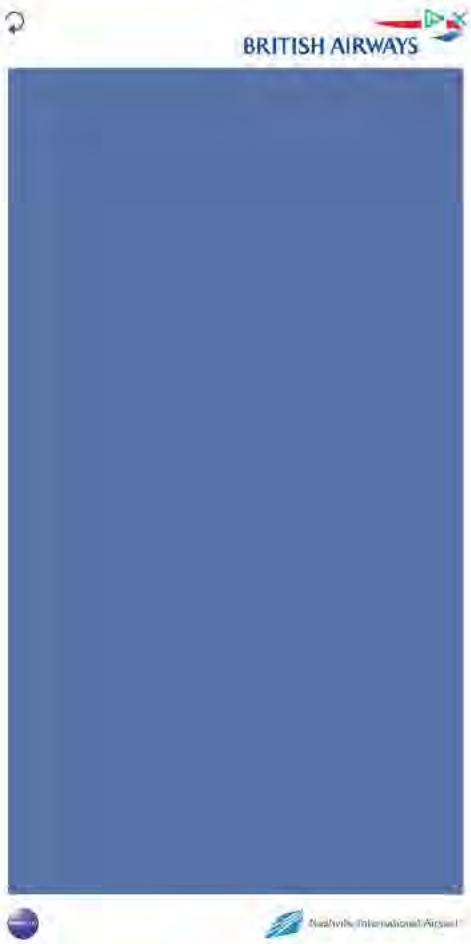
	Actual	Average	Record
Max Gust Speed	**18** mph		
Visibility	**10** miles		
Events	Rain		

Averages and records for this station are not official NWS values.

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

Daily Weather History Graph





Search for Another Location

Airport or City:

KORL

Submit

Astronomy

Apr. 03, 2018	Rise	Set
Actual Time	7:13 AM EDT	7:44 PM EDT
Civil Twilight	6:49 AM EDT	8:08 PM EDT
Nautical Twilight	6:21 AM EDT	8:36 PM EDT
Astronomical Twilight	5:53 AM EDT	9:04 PM EDT
Moon	10:57 PM EDT (4/3)	9:27 AM EDT (4/3)
Length of Visible Light	13h 18m	
Length of Day	12h 31m	

Waning Gibbous, 89% of the Moon is Illuminated

Apr 3	Apr 8	Apr 15	Apr 22	Apr 29
Waning Gibbous	Last Quarter	New	First Quarter	Full

Hourly Weather History & Observations

Time (EDT)	Temp.	Heat Index	Dew Point	Humidity	Pressure	Visibility	Wind Dir	Wind Speed	Gust Speed	Precip	Events	Conditions
12:53 AM	**73.0** °F	-	**66.0** °F	79%	**30.06** in	**10.0** mi	ESE	**5.8** mph	-	N/A		Overcast
1:53 AM	**73.0** °F	-	**66.9** °F	81%	**30.05** in	**10.0** mi	SE	**6.9** mph	-	N/A		Overcast
2:53 AM	**72.0** °F	-	**66.9** °F	84%	**30.03** in	**10.0** mi	SSE	**8.1** mph	-	N/A		Overcast
3:53 AM	**70.0** °F	-	**66.9** °F	90%	**30.03** in	**10.0** mi	SE	**5.8** mph	-	N/A		Mostly Cloudy
4:53 AM	**69.1** °F	-	**66.0** °F	90%	**30.03** in	**10.0** mi	ESE	**3.5** mph	-	N/A		Clear
5:53 AM	**66.9** °F	-	**66.0** °F	97%	**30.04** in	**10.0** mi	ESE	**4.6** mph	-	N/A		Clear
6:53 AM	**66.9** °F	-	**66.0** °F	97%	**30.06** in	**10.0** mi	SE	**5.8** mph	-	N/A		Clear
7:53 AM	**68.0** °F	-	**66.9** °F	96%	**30.07** in	**10.0** mi	SE	**6.9** mph	-	N/A		Partly Cloudy
8:53 AM	**73.0** °F	-	**69.1** °F	87%	**30.08** in	**10.0** mi	SSE	**9.2** mph	-	N/A		Clear
9:53 AM	**77.0** °F	-	**68.0** °F	74%	**30.09** in	**10.0** mi	SSE	**9.2** mph	-	N/A		Overcast
10:53 AM	**79.0** °F	-	**66.9** °F	66%	**30.10** in	**10.0** mi	SSE	**11.5** mph	-	N/A		Overcast
11:53 AM	**82.0** °F	**83.8** °F	**64.9** °F	56%	**30.10** in	**10.0** mi	SSE	**12.7** mph	-	N/A		Partly Cloudy
12:53 PM	**82.9** °F	**84.4** °F	**64.0** °F	53%	**30.08** in	**10.0** mi	South	**6.9** mph	**18.4** mph	N/A		Scattered Clouds
1:53 PM	**84.0** °F	**84.4** °F	**61.0** °F	46%	**30.06** in	**10.0** mi	South	**3.5** mph	-	N/A		Scattered Clouds
2:53 PM	**87.1** °F	**87.0** °F	**61.0** °F	41%	**30.03** in	**10.0** mi	SSE	**8.1** mph	-	N/A		Partly Cloudy
3:53 PM	**87.1** °F	**87.0** °F	**61.0** °F	41%	**30.01** in	**10.0** mi	Variable	**3.5** mph	-	N/A		Mostly Cloudy
4:53 PM	**82.9** °F	**84.6** °F	**64.9** °F	54%	**30.00** in	**10.0** mi	ESE	**12.7** mph	-	**0.00** in	Rain	Light Rain
6:53 PM	**81.0** °F	**82.2** °F	**63.0** °F	54%	**30.00** in	**10.0** mi	ESE	**15.0** mph	-	N/A		Clear
7:53 PM	**77.0** °F	-	**63.0** °F	62%	**30.01** in	**10.0** mi	ESE	**13.8** mph	-	N/A		Clear
8:53 PM	**75.0** °F	-	**64.0** °F	69%	**30.01** in	**10.0** mi	ESE	**10.4** mph	-	N/A		Clear

Time (EDT)	Temp.	Heat Index	Dew Point	Humidity	Pressure	Visibility	Wind Dir	Wind Speed	Gust Speed	Precip	Events	Conditions
10:53 PM	**73.0** °F	-	**64.0** °F	73%	**30.05** in	**10.0** mi	West	**4.6** mph	-	N/A		Clear
11:53 PM	**72.0** °F	-	**64.9** °F	78%	**30.05** in	**10.0** mi	South	**3.5** mph	-	N/A		Scattered Clouds