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]

PART 1 OF 9

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	5N1AT2MV5JC[redacted]
User	[redacted]
Case Number	[redacted]
EDR Data Imaging Date	06/01/2018
Crash Date	05/16/2018
Filename	[redacted]
Saved on	Friday, June 1 2018 at 14:35:39
Imaged with CDR version	Crash Data Retrieval Tool 17.7
Imaged with Software Licensed to (Company Name)	Nissan North America, Inc.
Reported with CDR version	Crash Data Retrieval Tool 17.7
Reported with Software Licensed to (Company Name)	Nissan North America, Inc.
EDR Device Type	Airbag Control Module
Event(s) recovered	None

Comments

Vehicle was not involved in a colision. FEB IIR

Data Limitations

General Information:

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

Airbag Control Unit (ACU)

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

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

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

Data Element Sign Convention:

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

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

- "Life Time Counter (sec)" indicates the elapsed time, in seconds, from the vehicle's first ignition activation until the start of the first recorded event. The counter is incremented whenever the vehicle's ignition is on. The counter is reset to 0 if the ACU is replaced.
- "Complete File Recorded" indicates whether a complete EDR data set has been stored after the event. "Yes" indicates that a complete data set has been recorded. "No" indicates that only a portion of the data set has been recorded, for example due to the power to the ACU being lost during the event.
- "Multi-Event, Number of Events (1, 2)" indicates the number of events which are stored during a given ignition cycle. A Multi-Event occurs

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

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

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

0701_Nissan001_r007

DTCs at Time of Retrieval

None

Hexadecimal Data

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DID    Data

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

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

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

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

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

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

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

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

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

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

F1A0  20


      59 02 09

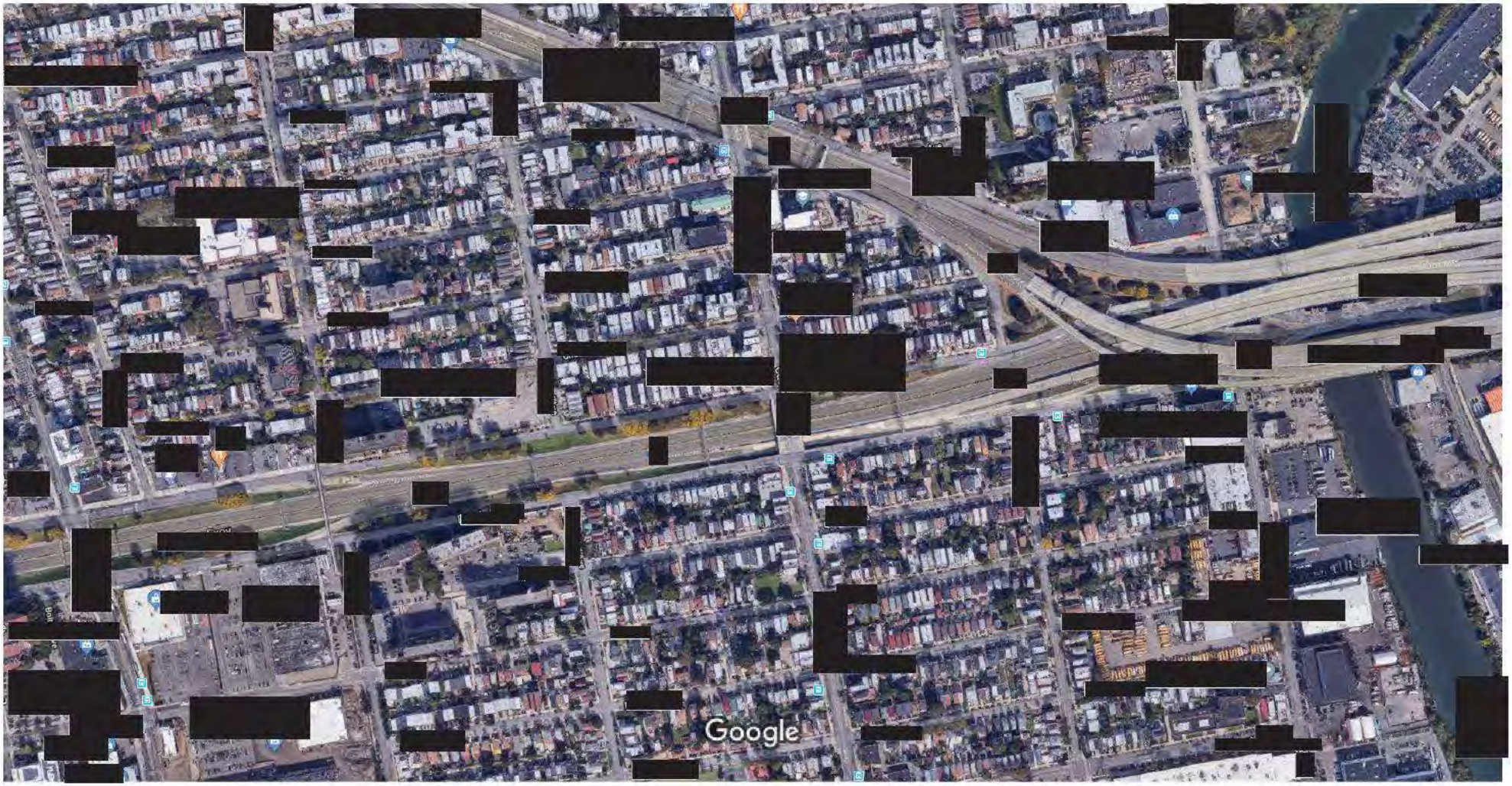

      59 02 09


      59 0F 08
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Disclaimer of Liability

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

Google Maps 1st incident location



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

Google Maps [redacted] Pkwy

2nd incident location ground view



Image capture: Oct 2017 © 2018 Google

New York

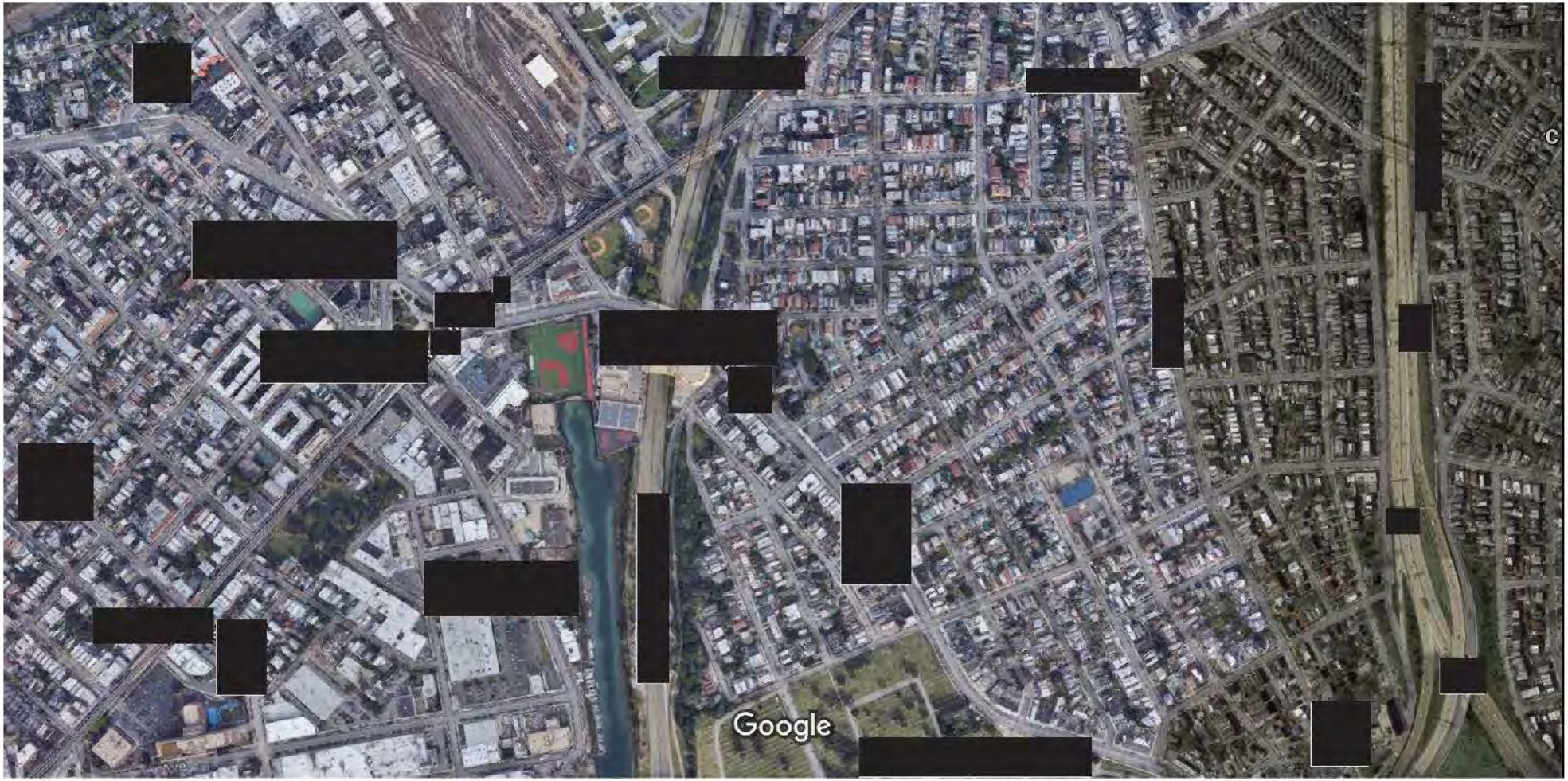
Google, Inc.

Street View - Oct 2017


Ave
Z
We

Google Maps [redacted] Pkwy

2nd Incident location



Imagery ©2018 Google, Map data ©2018 Google 500 ft



Search | Samaritan Potter | Help & Training | Legal

Home | Chatter | Cases | DTS Field Inspections | Warranty Cases | Vehicles | Service History | Vehicle Service Contracts

Case
[redacted]

Customize Page | Printable View | Help for this Page

Case Comments [26] | Case Categorizations [1] | Open Activities [0] | Activity History [4] | Customer Support Tools [1] | Check Activity [1] | Forms [1] | DTS Field Inspections [1] | Attachments [5] | Case History [21] | Emails [0]

Case Detail

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

Account Name	[redacted]	Case Number	[redacted]
Contact Email	[redacted]	Case Owner	[redacted]
Home Phone	[redacted]	Status	Open
Executive Referral		Type	CA
Exec-Received-Date		Case Origin	Phone
Letter Sent Date		Date/Time Opened	5/16/2018 7:40 AM
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	Pending
CA Multiple Repairs		DRT Support IIR Status	Accepted
Executive Actions To Resolve		DRT Resolution Status	
Description	Consumer Affairs Voluntary Settlement due to FEB concerns		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	3,300		

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	5N1AT2MV5J[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	CENTRAL AVENUE NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	06	Dealer Instructions	
Shared With		Requested Dealer Action	

Related Items

Approved Check Requests	$252.37	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?	9B Repaired - Settlement

DTS Request

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

System Information

Subject	CUSTOMER:[redacted] PHONE[redacted] VIN: 5N1AT2MV5JC[redacted]		
Created By	Maria Tello, 5/16/2018 7:40 AM	Root Cause Code	SCIN
Last Modified By	NNAETL, 6/12/2018 9:04 PM	Root Cause Code (2)	
Legacy Case Number		Action Code	NT9B
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 (6/12/2018 11 22 AM)** ARBS notes FEDEX#[redacted] ARBS attached FEDEX label to case
Make Private	✓	**Created By Dakota McGregor (6/12/2018 11 09 AM)** ARBS submitted check request for case
Make Public		**Created By Dakota McGregor (6/12/2018 11 09 AM) Last Modified By Dakota McGregor (6/12/2018 11 09 AM)** I R- FEB- EST
Make Private	✓	**Created By Dakota McGregor (6/12/2018 11 07 AM)** ARBS placed outbound to C[redacted] ARBS verified C had time to speak to ARBS C states DLR was able to fix FEB and Blutooth concerns C states C just got back from DLR about 10 minutes ago C states that Blutooth was having trouble pairing to a phone C states that if C has any further problems then C would like to have the veh repurchased ARBS apologized for Cs experience ARBS inquired if this is what C is seeking currently C states no, C states only if veh is not repaired for FEB, and C has further concerns C states C really wants Nissan to understand though that C will request repurchase if C has further concerns ARBS understood ARBS informed C if C has further concerns, C will need to contact consumer affairs C understood ARBS informed that repurchase review is a 10 business day process and is not guaranteed that because C calls that Nissan will be in a position to repurchase the veh C understood C inquired about result from inspection ARBS explained that Nissan was contacted about FEB update and that this was informed to c due to concerns C was having ARBS offered to inform C of results once available C did not answer ARBS informed that due to Cs inconvenience, Nissan would like to offer C a one month's veh payment

		C understood and agreed ARBS verified Cs mailing address: [redacted] Mount Vernon, NY [redacted] USA ARBS informed C that check will be for $252.37 ARBS informed C should receive in 1-2 business days C understood and agreed ARBS thanked C C thanked ARBS Call ended mutually
Make Private	✓	**Created By Dakota McGregor (6/12/2018 8 43 AM)** ARBS placed outbound to DLR Central Avenue Nissan ARBS spoke to SD SD informed that due to being first veh to peform update, DLR actually was unsure of how to perform SD informed that Cs veh was brought back in today to peform the update and update has been completed SD informed that now C is having Blutooth concerns in the veh
Make Private	✓	**Created By Dakota McGregor (6/11/2018 11 12 AM)** ARBS placed outbound to Central Avenue Nissan ARBS requested SM , ARBS was told SM is unavailable ARBS requested ASM ARBS was transferred to a rep named Heather that informed could assist ARBS regarding information ARBS wanted to discuss ARBS informed that TSB was released for the veh and is NTB18-041 ARBS informed that ARBS was just informed that some of the veh require parts ARBS informed that if this is the case for Cs veh, then part will be expedited to DLR ASM understood ARBS informed C is not aware that parts may need to be ordered ASM understood ARBS informed that would request DLR update C if necessary ASM agreed
Make Private	✓	**Created By Dakota McGregor (6/11/2018 11 06 AM)** ARBS notes that SRPLNR informed if Cs veh needs a part that will be expedited and sent to the DLR
Make Private	✓	**Created By Dakota McGregor (6/11/2018 11 05 AM)** ARBS notes per SRPLNR that new information was received that parts may be required still for some 2018 Nissan Rogues
Make Private	✓	**Created By Dakota McGregor (6/11/2018 10 15 AM)** ARBS sent NMAC Morley Payoff Request e-mail to get Cs payment info
Make Private	✓	**Created By Dakota McGregor (6/11/2018 10 07 AM)** ARBS placed outbound to C [redacted] ARBS verified C had time to speak to ARBS ARBS informed that an update has been released for the FEB system ARBS informed that at Cs discretion, C can bring veh to a Nissan authorized DLR to have update performed C states Cs veh will be at DLR today for services C requested ARBS contact DLR to make sure DLR knows about update ARBS informed that would do so C inquired about some kind of further assistance from Nissan ARBS informed that would be happy to review, and that ARBS would require a copy of Cs veh registration C states Nissan already has this, C verified C financed through NMAC and does not want to send in ARBS informed that Nissan does not issue a registration, and the DMV does ARBS informed that Nissan does not have this information C informed would send to ARBS ARBS verified Cs e-mail address ARBS sent e-mail requesting Cs veh registration ARBS thanked C for time and informed that would follow up in the next several business days C thanked ARBS Call ended mutually
Make Private	✓	**Created By Dakota McGregor (6/11/2018 10 01 AM)** ARBS received vmx from C requesting callback
Make Private	✓	**Created By Dakota McGregor (6/11/2018 9 11 AM)** ARBS placed outbound to C [redacted] ARBS left vmx for C requesting callback to further discuss Cs case
Make Private	✓	**Created By Dakota McGregor (6/1/2018 7 52 PM)** ARBS notes that IIR was uploaded to FTP per DTS-JV
Make Private	✓	**Created By Dakota McGregor (5/31/2018 11 12 AM)** ARBS placed outbound to C [redacted] ARBS verified C had time to speak to ARBS C states C is aware of the inspection for 06/01 at 12 C states C will be present C states that has noticed that usually occurs in the morning C states recently C had an FEB incident where light illuminated on the dashboard C states there was no braking C states no veh was in front of C C states that front shield lit up on the veh C states C assumed that is part of FEB C states C wanted to let ARBS know ARBS advised C to inform inspector specifically of what C is referring to also C states C will ARBS reminded C that specialists will be looking over information from inspection also ARBS thanked C C thanked ARBS Call ended mutually
Make Private	✓	**Created By Dakota McGregor (5/22/2018 10 21 AM)** ARBS placed outbound to Central Avenue Nissan ARBS left vmx for SM Henry with inspection date and time of 06/01 at 12 with DTS-JV ARBS provided Cs name ARBS left contact info if DLR has questions
		Created By Dakota McGregor (5/22/2018 10 19 AM)

Make Private	✓	[redacted] ARBS placed outbound to C ARBS verified C had time to speak to ARBS ARBS informed that inspection is scheduled for 06/01/18 at 12 at Central Avenue Nissan ARBS informed that C would need to provide a valid photo ID and DTS may conduct an interview with C C understood and confirmed appointment ARBS offered appointment reminder call C requested ARBS give reminder call ARBS thanked C c thanked ARBS Call ended mutually
Make Private	✓	**Created By Dakota McGregor (5/21/2018 6 12 PM)** ARBS submitted DTS request
Make Private	✓	**Created By Dakota McGregor (5/21/2018 6 12 PM)** ARBS additional notes: C informed that there have been no accidents or injuries regarding Cs concerns
Make Private	✓	**Created By Dakota McGregor (5/21/2018 6 10 PM)** ARBS placed outbound to C at 4:14 PM ARBS verified C had time to speak to ARBS ARBS verified and completed probe C states C has had 2 incidents with FEB automatic braking with no vehicles around C states that the first was on [redacted] Expressway in the Bronx New York at 3:40am. C was driving 50 mph and it dropped to 40 mph. C states that the second time and most recent incident happened yesterday on [redacted] River parkway of NY at 3:40 am going 55 mph C states that there were no vehicles in front of around, behind or beside Cs veh C states there was no construction, no overhead obstructions whatsoever including but not limited to signs, overpasses, traffic lights, bridges C states that the veh mileage was about 3,300 C states that when the veh started to brake C immediately took Cs foot off of the gas, and C left veh alone for 2-3 seconds before the veh resumed normal operation C states that C is disengaging the FEB system every time that C starts the veh because C feels like FEB system is not safe for C C states C would like Nissan to repair this for C C states C is very unhappy that DLR informed C that there is currently no repair C states that C is not happy with Nissan in regard to some of Nissan's customer service at this time C states C is a multi Nissan owner and has not been happy with experience ARBS apologized for Cs experience and explained that manufacturer offers a different inspection that DLR is not able to offer ARBS explained this might be why C was referred to ARBS ARBS explained inspection and inspection process ARBS offered inspection to C C inquired if Nissan would for sure have a fix for Cs concerns ARBS informed that is unable to advise on this ARBS informed that Nissan is offering to inspect Cs veh to get further information about Cs concerns ARBS offered further assistance C declined ARBS informed that ARBS would reach back out to C in several business days with the inspection date C states C is in Florida and on vacation until 05/26 and asks to not schedule an appointment until after this time ARBS understood and informed that would have on file for C C inquired about getting a late in the afternoon appointment ARBS informed that inspector will only conduct inspections from 8-11AM typically due to amount of time needed for inspection C understood C inquired about getting a loaner/rental veh for inspection time/date ARBS advised c that it can take several weeks to get an inspector out and another 1-2 weeks to get the results depending on the inspector's schedule ARBS advised c that in the time of the investigation NNA will not provide a loaner, rental, towing, or any assistance 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 inquired about recalls/ campaigns on Cs veh currently ARBS informed C of VIN specific and that there are no campaigns or recalls presently issued C understood ARBS thanked C C thanked ARBS Call ended mutually
Make Private	✓	**Created By Dakota McGregor (5/21/2018 10 41 AM)** ARBS placed outbound to C [redacted] C states is a bad time C states C is on a boat and on vacation in Florida C requested callback at 4 30 EST or later ARBS informed that ARBS office would give C a callback later this afternoon C agreed ARBS thanked c C thanked ARBS Call ended mutually
Make Private	✓	**Created By Dakota McGregor (5/21/2018 10 38 AM)** ARBS RECEIVED CASE, UNDER REVIEW, VER FY PROBE **********
Make Public		**Created By Samantha Dixon (5/17/2018 1 58 PM)** emergency brake activates for no reason- C concerned that it migth cause accident - Dealership said its a known issue and there is no solution
Make Private	✓	**Created By Dezerick Frazier (5/17/2018 1 11 PM)** RCAS-DF placed outbound call to C at [redacted] RCAS-DF created a IIR for the FEB concern.
		Created By Dezerick Frazier (5/17/2018 12 58 PM) RCAS-DF placed outbound call to Central Avenue Nissan. RCAS-DF spoke with SA-Tony. RCAS-DF asked if C's VEH has been to the dealership for a diagnosis.

SA- stated that C has only been to the dealership once and that was for a window fixture.

RCAS-DF asked to be transferred to parts.

RCAS-DF spoke with Sean from the parts department

Make Private ✓ RCAS-DF asked Sean if C's VEH has the FEB.

Sean- stated yes

RCAS-DF thanked Sean.

Call ended mutually.

Created By Maria Tello (5/16/2018 7 47 AM) Last Modified By Dezerick Frazier (5/17/2018 12 48 PM)
CASE SUMMARY
Make Private ✓ C contacted Nissan CA requesting assistance with emergency breaks because they have start stoping the VEH for no apparent reason

CRR-MT advised C the Case has been refer to RCAS

Created By Maria Tello (5/16/2018 7 46 AM) Last Modified By Dezerick Frazier (5/17/2018 12 48 PM)
CRR-MT VERIFIED Account Info including: C's name, home & email address, phone# & best contact#
CRR-MT VERIFIED Veh Info including: VIN#, Current Mileage, Warranty & Service History
CRR-MT CHECKED for open recalls/campaigns and found: 0
CRR-MT CHECKED for previous UNRELATED Case(s) and found: 0
CRR-MT CHECKED previous RELATED Case(s) and found: 0
CRR-MT NOTED concern is: C called in to say that C owns 5 different NISSAn products and that this particular VEH has a problem and Dealership has informed C that there is nothing that they can do.

Make Private ✓ C called to say that VEH emergency breaking is stopping for no apperrante reason. There was an instance were there was no one on the road and the VEH starts stopping and after a few seconds it starts again. C has gone to the DEALersgip and they have informed C that NISSAN is aware of this problem and they still dont have a solution for this. C wants to talk to someone who can answer and solve the issue.

CRR-MT provided C with Case #
CRR-MT informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day 05/17/18 regarding the C concern
C understood and appreciated the assistance
Best Contact #:
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	NTELLIGENT BRAKE ASSIST (BA)	POOR OR IMPROPER OPERATION	26

Open Activities

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

No records to display

Activity History

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

Action	Subject	Type	Name	Due Date	Assigned To	Action Taken	Status	Last Modified Date/Time
Edit | Del	Review Approved Check Request		[redacted]	6/12/2018	Dakota McGregor		Complete	6/12/2018 6 37 PM
Edit | Del	DTS Request [redacted] CENTRAL AVENUE NISSAN			5/23/2018	Javier Valdes		Complete	5/22/2018 9 51 AM
Edit | Del	DTS Follow Up[redacted]: CENTRAL AVENUE NISSAN			5/23/2018	Dakota McGregor		Complete	5/21/2018 6:13 PM
Edit | Del	IIR		[redacted]	5/18/2018	Dakota McGregor		Complete	5/21/2018 10:38 AM

Customer Support Tools

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

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	[redacted]	DRT Resolution	5N1AT2MV5J[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
Edit	[redacted]	[redacted]	6/13/2018	Customer	Approved	$252.37	DRTSETTLN	Nissan DRT Goodwill Settlement	[redacted]	[redacted]

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, 5/17/2018 1:10 PM	5/17/2018			5N1AT2MV5J[redacted]	

DTS Field Inspections

DTS Field Inspections Help

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

Edit	[redacted]	6/1/2018 12 00 PM	[redacted]	[redacted] Completed

Attachments Attach File | View All Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted] FEDEX.pdf	108KB	6/12/2018 11:23 AM	Dakota McGregor
Edit | View | Del	[redacted] Veh_Registration.JPG	576KB	6/12/2018 10:55 AM	Dakota McGregor
Edit | View | Del	[redacted] NMAC info.msg	528KB	6/11/2018 10:49 AM	Dakota McGregor
Edit | View | Del	[redacted] Veh Contract.pdf	168KB	6/11/2018 10:49 AM	Dakota McGregor
Edit | View | Del	[redacted] Title.pdf	54KB	6/11/2018 10:49 AM	Dakota McGregor

Case History Case History Help

Date	User	Action
6/12/2018 11:22 AM	Dakota McGregor	Changed **Follow Up Date** from 6/12/2018 to **6/13/2018**.
6/12/2018 11:09 AM	Dakota McGregor	Changed **Description**.
6/11/2018 9:13 AM	Dakota McGregor	Changed **Follow Up Date** from 6/18/2018 to **6/12/2018**.
6/11/2018 9:11 AM	Dakota McGregor	Changed **Subject** from CUSTOMER: [redacted] PHONE: [redacted] VIN: 5N1AT2MV5JC[redacted] to **CUSTOMER** [redacted] **PHONE** [redacted] **VIN 5N1AT2MV5JC**[redacted]
6/1/2018 7:52 PM	Dakota McGregor	Changed **Follow Up Date** from 6/15/2018 to **6/18/2018**.
6/1/2018 7:52 PM	Dakota McGregor	Changed **Follow Up Date** from 6/8/2018 to **6/15/2018**.
5/31/2018 11:08 AM	Dakota McGregor	Changed **Follow Up Date** from 5/31/2018 to **6/8/2018**.
5/22/2018 10:17 AM	Dakota McGregor	Changed **Follow Up Date** from 5/22/2018 to **5/31/2018**.
5/21/2018 4:16 PM	Dakota McGregor	Changed **Follow Up Date** from 5/21/2018 to **5/22/2018**.
5/17/2018 1 58 PM	Samantha Dixon	Changed **Case Owner** from Dezerick Frazier to **Dakota McGregor**.
5/17/2018 1 58 PM	Samantha Dixon	Changed **Description**.
5/17/2018 1:11 PM	Dezerick Frazier	Changed **Follow Up Date** from 5/17/2018 to **5/21/2018**.
5/16/2018 7 51 AM	Maria Tello	Changed **Escalated By ID** to **0050G00000CV4Wr**.
		Changed **Case Owner** from Maria Tello to **Dezerick Frazier**.
5/16/2018 7 50 AM	Maria Tello	Changed **Case Servicing Dealer** to **CENTRAL AVENUE NISSAN**.
5/16/2018 7:49 AM	Maria Tello	Changed **Description**.
5/16/2018 7:40 AM	Maria Tello	Changed **Work Phone** to [redacted]
		Changed **Follow Up Date** from 5/16/2018 to **5/17/2018**.
		Changed **VIN** to **5N1AT2MV5JC**[redacted]
		Changed **Subject** to **CUSTOMER** [redacted] **PHONE** [redacted] **VIN 5N1AT2MV5JC**[redacted]
		Created.

Emails Send an Email Emails Help

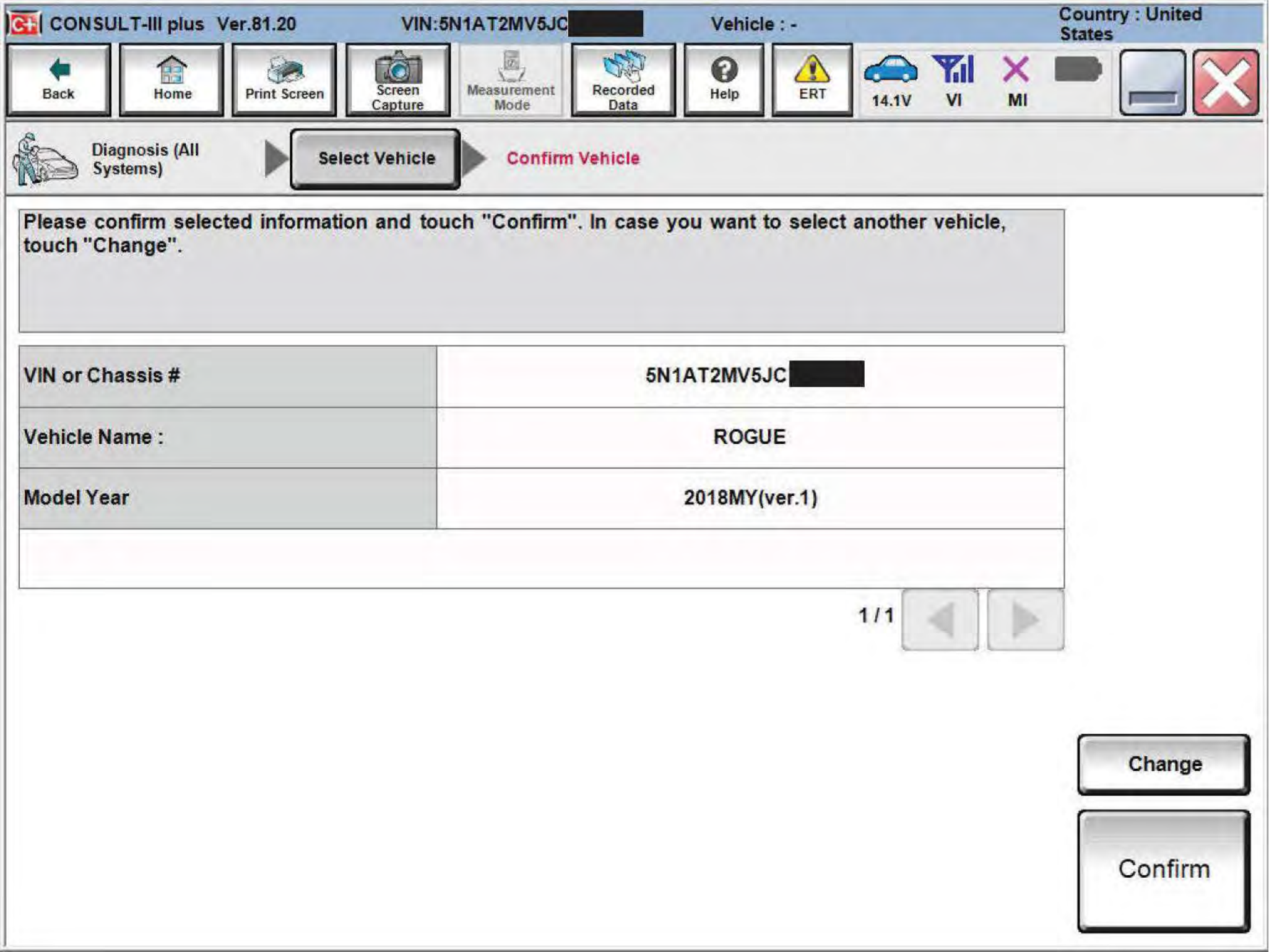
No Emails Available

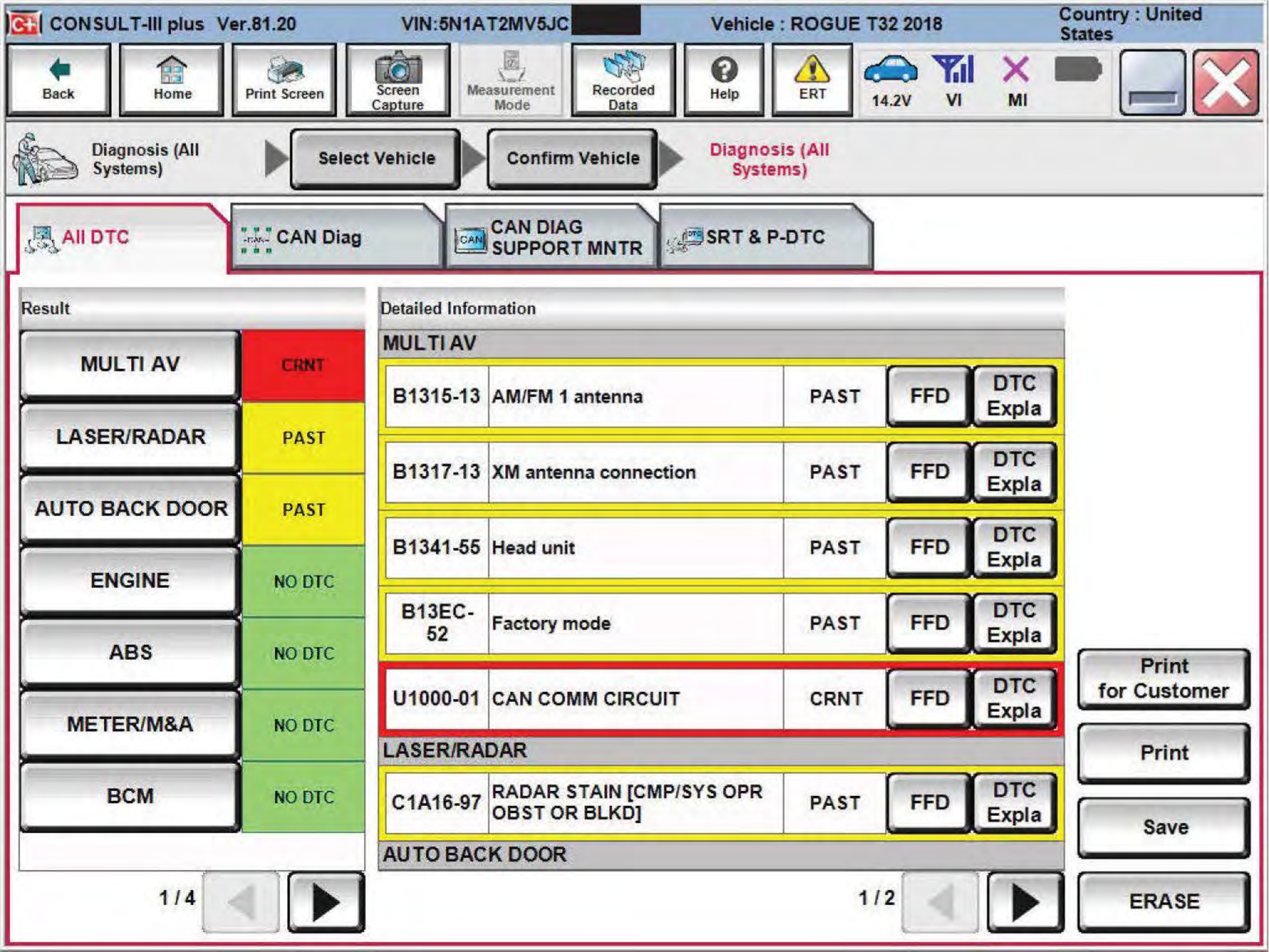
^ Back To Top Always show me fewer / more records per related list

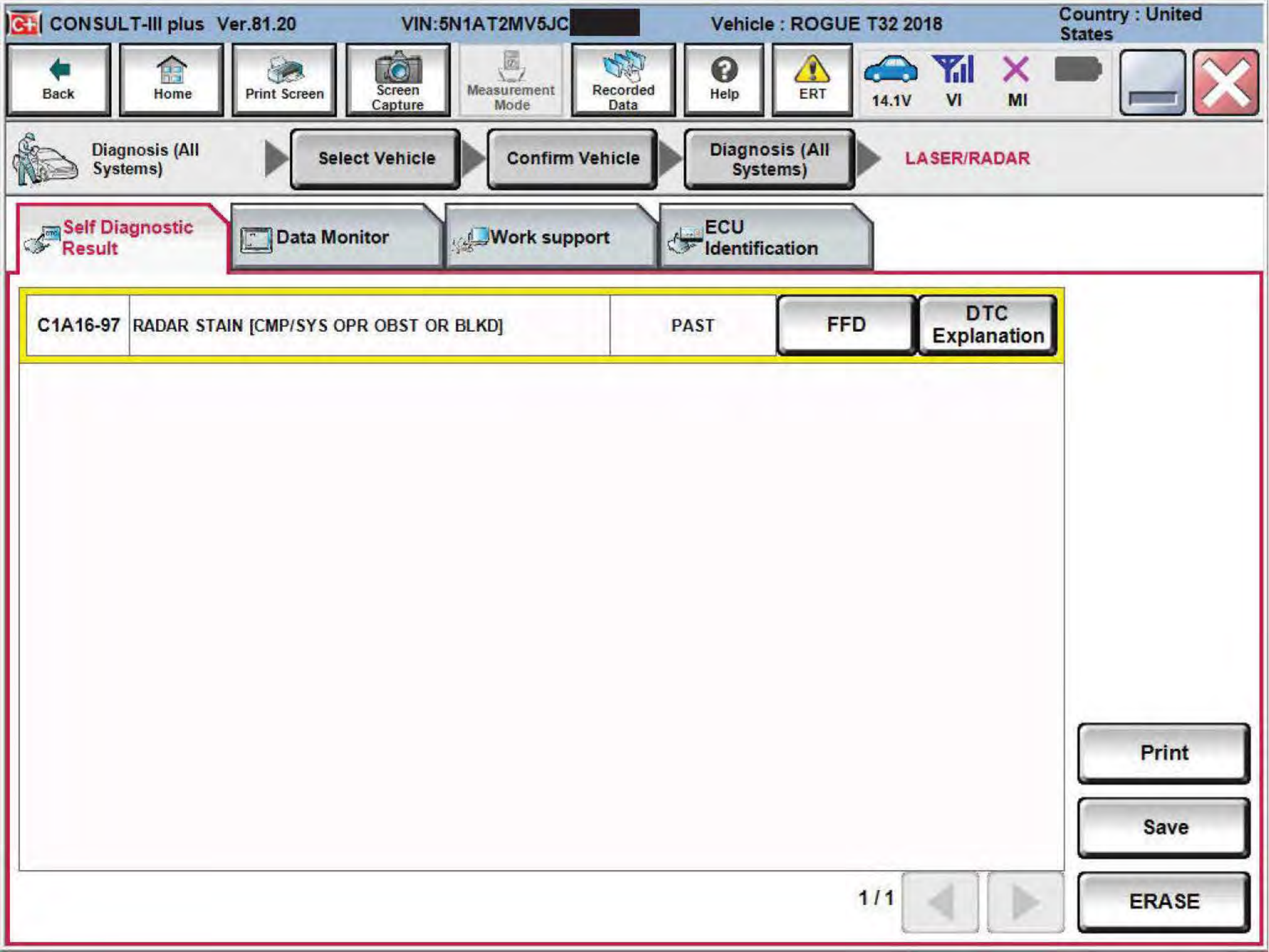
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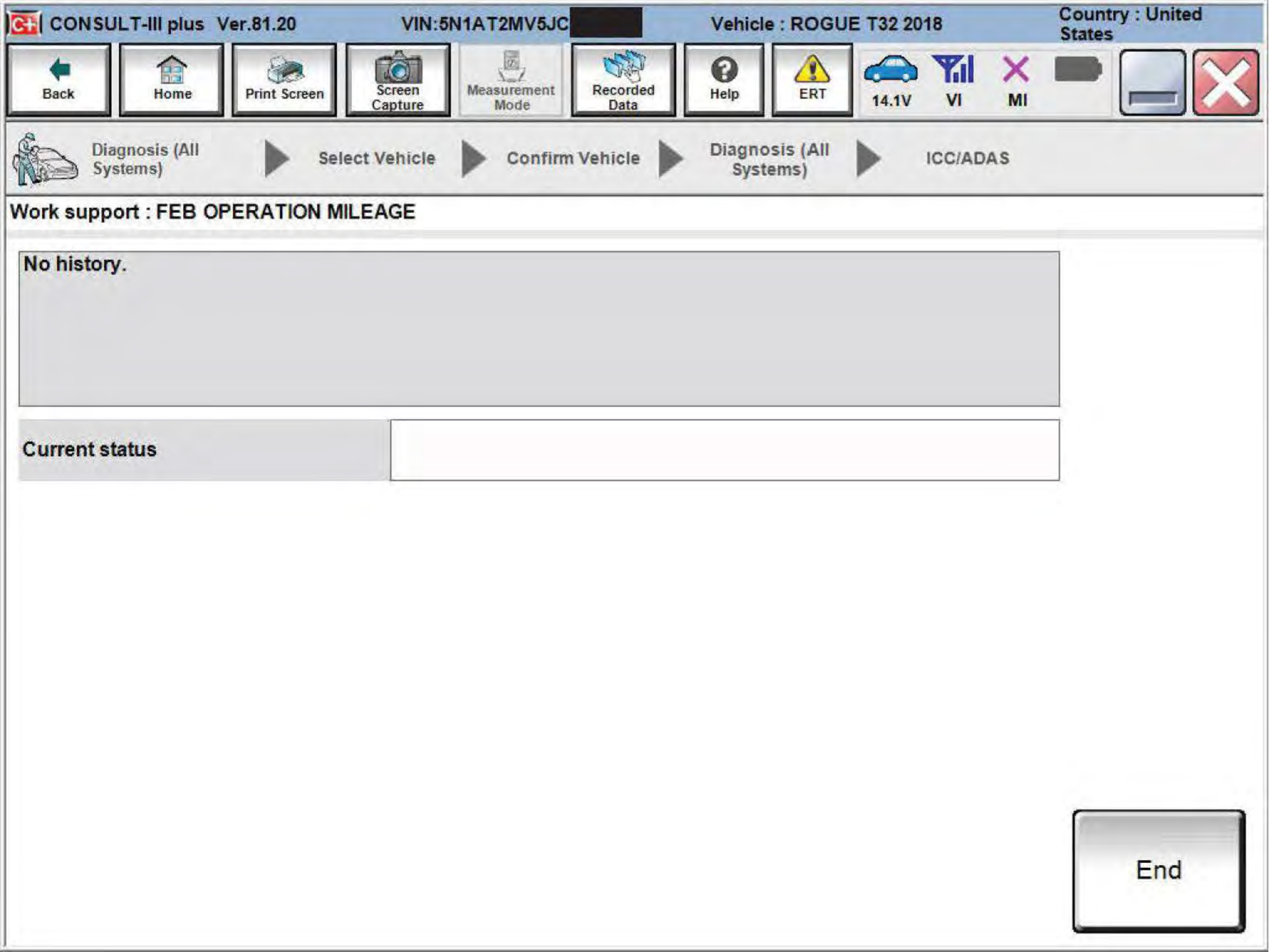
SYSTEM	PART NUMBER	DTC	Detailed Information	TIME
ICC/ADAS	284E7-5HR5E	No DTC		

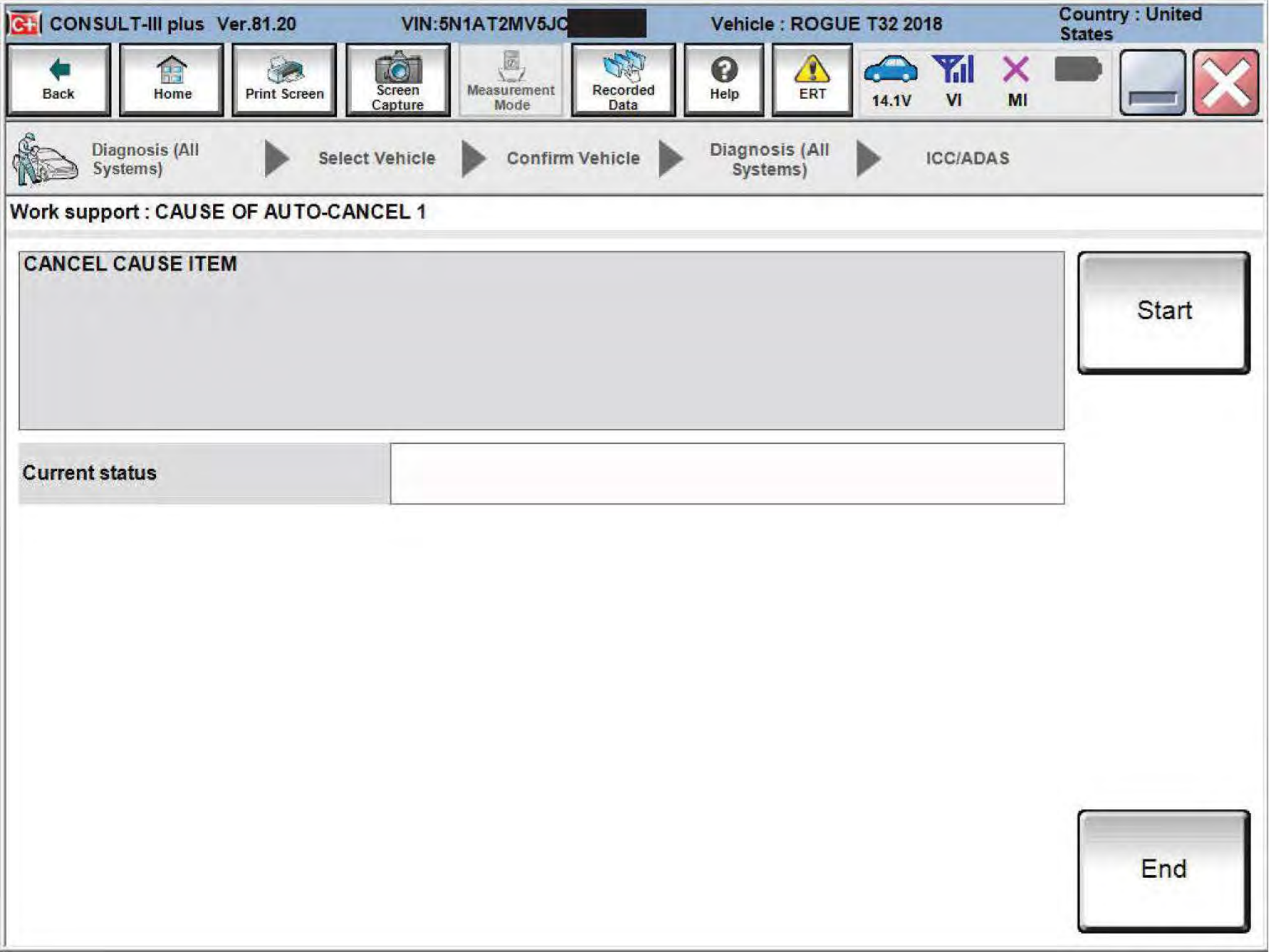
SYSTEM	PART NUMBER	DTC	Detailed Information	TIME
ICC/ADAS	284E7-5HR5E	No DTC		


CONSULT-III plus Ver.81.20
VIN:5N1AT2MV5JC[redacted]
Vehicle : -
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.1V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Please confirm selected information and touch "Confirm". In case you want to select another vehicle, touch "Change".
VIN or Chassis #
5N1AT2MV5JC[redacted]
Vehicle Name :
ROGUE
Model Year
2018MY(ver.1)
1 / 1
Change
Confirm


CONSULT-III plus Ver.81.20
VIN:5N1AT2MV5JC
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.2V
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
CRNT
LASER/RADAR
PAST
AUTO BACK DOOR
PAST
ENGINE
NO DTC
ABS
NO DTC
METER/M&A
NO DTC
BCM
NO DTC
1 / 4
Detailed Information
MULTI AV
B1315-13
AM/FM 1 antenna
PAST
FFD
DTC Expla
B1317-13
XM antenna connection
PAST
FFD
DTC Expla
B1341-55
Head unit
PAST
FFD
DTC Expla
B13EC-52
Factory mode
PAST
FFD
DTC Expla
U1000-01
CAN COMM CIRCUIT
CRNT
FFD
DTC Expla
LASER/RADAR
C1A16-97
RADAR STAIN [CMP/SYS OPR OBST OR BLKD]
PAST
FFD
DTC Expla
AUTO BACK DOOR
1 / 2
Print for Customer
Print
Save
ERASE


CONSULT-III plus Ver.81.20
VIN:5N1AT2MV5JC[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.1V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
LASER/RADAR
Self Diagnostic Result
Data Monitor
Work support
ECU Identification
C1A16-97
RADAR STAIN [CMP/SYS OPR OBST OR BLKD]
PAST
FFD
DTC Explanation
Print
Save
ERASE
1 / 1


CONSULT-III plus Ver.81.20
VIN:5N1AT2MV5JC[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.1V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB OPERATION MILEAGE
No history.
Current status
End


CONSULT-III plus Ver.81.20
VIN:5N1AT2MV5JC[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.1V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : CAUSE OF AUTO-CANCEL 1
CANCEL CAUSE ITEM
Start
Current status
End

SYSTEM	PART NUMBER	DTC	Detailed Information	TIME
MULTI AV	2591A7FH0B	B1315-13	AM/FM 1 antenna	PAST
MULTI AV	2591A7FH0B	B1317-13	XM antenna connection	PAST
MULTI AV	2591A7FH0B	B1341-55	Head unit	PAST
MULTI AV	2591A7FH0B	B13EC-52	Factory mode	PAST
MULTI AV	2591A7FH0B	U1000-01	CAN COMM CIRCUIT	CRNT
LASER/RADAR	284385FA2A	C1A16-97	RADAR STAIN [CMP/SYS OPR OBST OR BLKD]	PAST
AUTO BACK DOOR	284G4-4BA3A	B2409	HALF LATCH SW	PAST
ENGINE	23710-7FH2A	No DTC		
ABS	47660-9TF6A	No DTC		
METER/M&A	24810-7FH0A	No DTC		
BCM	284B24BA9A	No DTC		
AIR BAG	98820-4BS0A	No DTC		
ICC/ADAS	284E7-5HR5E	No DTC		
TRANSMISSION	31036-7FH1B	No DTC		
EPS/DAST 3	28504-9TG1A	No DTC		
IPDM E/R	284B7-5NA0B	No DTC		
AIR PRESSURE MONITOR	284B24BAA0	No DTC		
ALL MODE AWD/4WD	41650-4BA3A	No DTC		
CAN GATEWAY	284D24BA0A	No DTC		
SIDE RADAR LEFT	284K1-6FL0A	No DTC		
SIDE RADAR RIGHT	284K0-6FL0A	No DTC		
CHASSIS CONTROL	476A09TG0A	No DTC		
ICC/ADAS 2	284P17FW0B	No DTC		
3ch CAN GATEWAY	284T26HH0A	No DTC		

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV5J[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 N/A

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

☒ Driver Same as Claimant
☒ Owner Same as Claimant

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

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

II. Vehicle

Model Year 2018 Model Name Rouge Mfg. Date 01/12/2018 VIN 5N1AT2MV5J[redacted]

Mileage 3764 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. 05/09/2018 Time 1st. 3:30AM

Location of Incident (describe fully) 1st. Westbound I-287 (40°49'39.3"N 73°50'53.7"W) 2nd [redacted] Pkwy southbound

Weather Conditions (Rain/Snow/Dry/Etc.) 1st.

Vision obstruction (describe) N/A

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV5J[redacted]

Temperature at time of incident: 61 °F
Parking location prior to time of incident: [redacted] Vernon NY [redacted]
Overnight temperature prior to incident: 61 °F
Length of time parked: 10 hours

Ice/Snow accumulation on vehicle? ○ Yes ◉ No

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

Sequence of Events (according to claimant):

(1st incident) On 05/09/2018 at 3:30 AM The claimant states he was traveling westboun on I 278 at 50 to 55 MPH. The claimant had just gotten on to [redacted] from the [redacted] about 200 to 300 feet from the on ramp the vehicle began to alert. 2 icons appeared on the right side of the meter, there was an audible tone herd & the vehicle began to slow down for about 3 to 5 seconds. It then began to accelerate again, the claimant continued driving. (2nd incident) On 05/16/2018 at 3:30 AM The claimant states he was traveling south bound on the [redacted] pkwy. @50 to 55 MPH. When just passing [redacted] the vehicle began to alert. 2 icons appeared on the right side of the meter there was an audible tone herd & the vehicle began to slow down. The vehicle continued slowing down for about 2 to 3 seconds then began to accelerate. The claimant continued driving. (3rd incident) On 5/30/2018 at 3:50AM The claimant states he was traveling west bound on [redacted] @40MPH. When crossing the [redacted] approaching the center of the bridge the vehicle alerted in the driver information center on the meter assembly. The front of the safety shield lit up & there was an audible alert. The FEB did not apply the brakes. The claimant continued driving.

Relation to Roadway (on-road, off-road, left side, right side): 1st.right lane 2nd. right lane 3rd. right lane
Number of times incident occurred: 3

Driver Action (braking, steering, etc.): accelerating for all 3 incidents

Special Circumstances: N/A

Actions taken after incident and results of those actions: Claimant took the vehicle to be inspected at Central Ave. Nissan

Vehicle Estimated Speed: 1st. 50 to 55 | Source: Claimant | Posted Speed Limit: 55

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	Claimant states the FEB is activating with no other vehicles in front or near his vehicle	Hector F Nisca

Add Allegation | Remove Allegation

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV5J[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.)	Vehicle not equipped with this feature
○	◉	Physical damage to camera? (ie. cracks)	Vehicle not equipped with this feature
○	◉	Obstructions to radar sensor units? (ie. dirt, stickers, etc.)	No
○	◉	Physical damage to radar sensor units? (ie. cracks)	
◉	○	Electrical connection to radar module firmly seated?	
○	◉	Electrical connection to camera module firmly seated?	Vehicle not equipped with this feature
○	○		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.

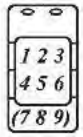
Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV5J[redacted]

IV. Occupants & Injuries

Source of Information: Claimant

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



Occupant Name [redacted] DOB [redacted] Height 5'11"

Address [redacted] Mount Vernon NY[redacted] Weight 230 lbs

Location: Incident Vehicle — Seating Position: 1 - Driver

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

Nature & Extent of Injuries: N/A

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

Add Occupant | Remove Occupant

☐ No Occupants Comments: N/A

V. Other Property Damage

☒ No Other Property Damage

Source of information: Claimant

VI. Investigation Results

Date of vehicle inspection: 06/01/2018

Location of inspection: Central Ave. Nissan[redacted] Yonkers, N[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: 98

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV5J[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	No visible trauma or damage to the exterior of the vehicle at the time of inspection
Engine/ Transmission/ Drivetrain	No visible trauma or damage to the engine or transmission assemblies at the time of inspection.
Underbody/ Suspension/ Steering/ Wheels & Tires	No visible trauma or damage to the wheels, tires, steering system or suspension system at the time of inspection.
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	No visible damage or trauma to the interior of the vehicle at the time of inspection.
Seat Belts/ Child Restraints (if applicable)	All seat-belts & secondary restraints were operational at the time of inspection.
Air Bags	All airbags were operational at the time of inspection.

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 daimant. Ensure proper IIR supplements are filled out.

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

#	Allegation	Factual Findings
1	Claimant states the FEB is activating with no other vehicles in front or near his vehicle.	Found DTC C1A16-97 (Radar Stain) stored in the Laser/Radar control module.

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 [redacted]
VIN 5N1AT2MV5J[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

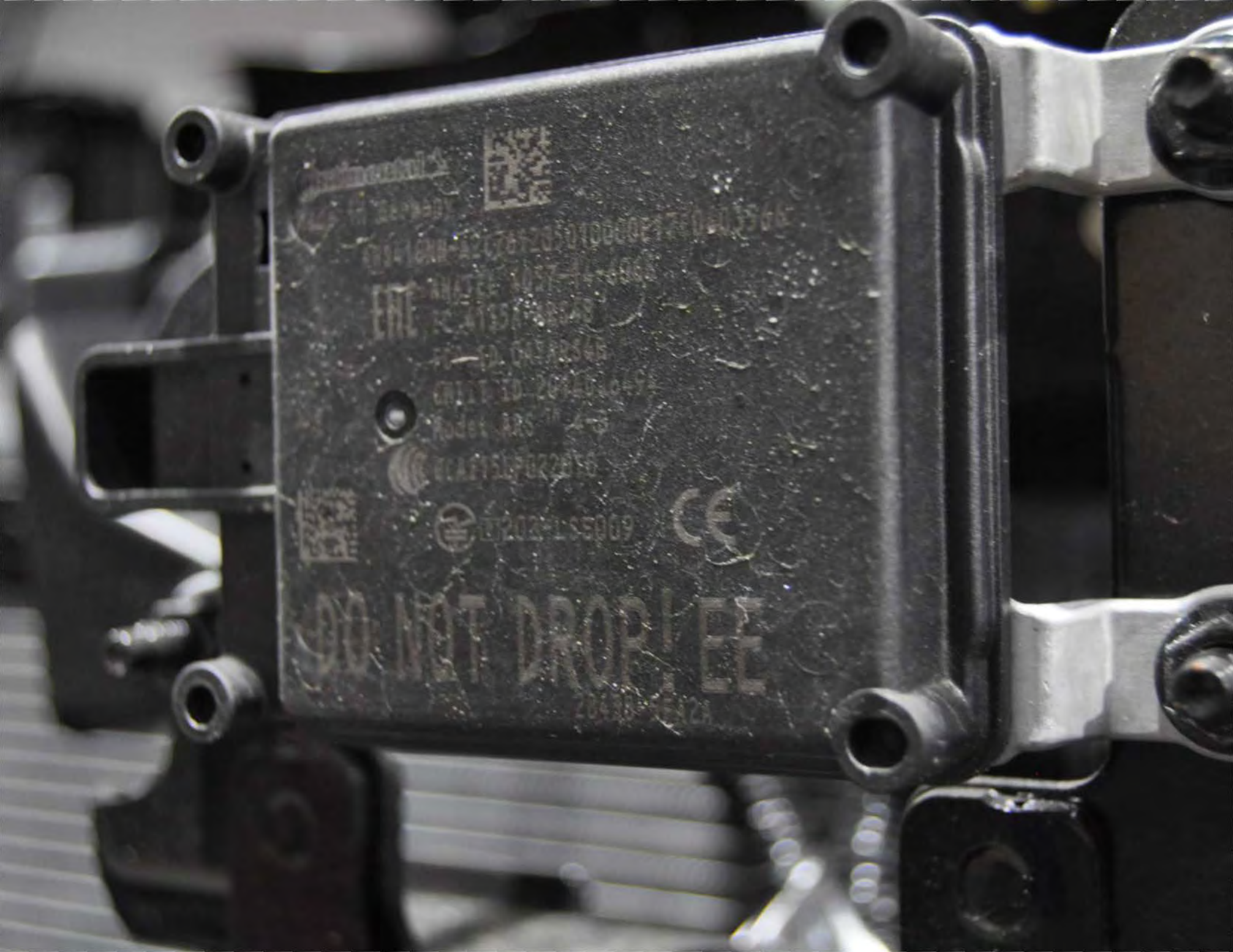
Other (describe)	N/A
Comments	N/A

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


DO NOT DROP!!!


NEW YORK STATE
[redacted]
[redacted]
COMMERCIAL
DRIVER LICENSE
ID: [redacted]
CLASS A
[redacted]
MOUNT VERNON NY [redacted]
DOB: [redacted]
[redacted]


NEW YORK STATE
[redacted]
COMMERCIAL
DRIVER LICENSE
ID: [redacted]
CLASS A
[redacted]
MOUNT VERNON NY
[redacted]
[redacted]







