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]



Search Samaritan Potter Help & Training Legal

Home Chatter Cases DTS Field Inspections Warranty Cases Vehicles Service History

Case
[redacted]

Customize Page | Printable View | Help for this Page

Case Comments [10] | Case Categorizations [1] | Open Activities [2] | Activity History [1] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | DTS Field Inspections [1] | Attachments [0] | Case History [18] | 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]
[redacted]		Case Owner	[redacted] Alex Kang [Change]
Home Phone	[redacted]	Status	Open
Executive Referral		Type	CA
Exec-Received-Date		Case Origin	Phone
Letter Sent Date		Date/Time Opened	5/8/2018 2:22 PM
Letter Received Date		Date/Time Closed	
Follow Up Date	6/14/2018	Multiple Repairs	No
Follow Up Request	No Email Address-Send Correspondence Request		
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	HILL NISSAN, INC.
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	7,000		

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	JN8AT2MT2HW[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	HILL NISSAN, INC.	Data Net	✓
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	5/9/2018
Responsible District	09	Dealer Instructions	Service Dept. Review
Shared With	HILL NISSAN, INC.	Requested Dealer Action	customer has concern with emergency brake stopping the veh

Related Items

Approved Check Requests	$0.00	VCAN	
IIR	[redacted]	Goodwill Offered	
IIR Date		Goodwill Processed	0
RHR Started	5/8/2018	Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Primary & Secondary Root Cause Code

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

Action Code

Who took action?	
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: JN8AT2MT2HW[redacted]		
Created By	Kristine Tavares, 5/8/2018 2:22 PM	Root Cause Code	SCIN
Last Modified By	NNAETL, 5/31/2018 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: DeHenry Kidd (5/31/2018 11:10 AM)** Arbs-DK received an email from DTS stating that the inspection is completed. Arbs is now waiting on a decision from PL.
Make Private	✓	**Created By: Samantha Dixon (5/30/2018 3:45 PM)** SR ARBS assis ing ARBS AK while OOO SR ARBS sent email to DTS to see when report would be uploaded to FTP.
Make Private	✓	**Created By: Samantha Dixon (5/23/2018 10:46 AM) | Last Modified By: Samantha Dixon (5/23/2018 10:46 AM)** SR ARBS assis ing ARBS AK while OOO SR ARBS changing follow up date for 5/30 to follow up with DTS for report if not received before that date.
Make Public		**Created By: Alex Kang (5/16/2018 4:00 PM)** ARBS made outbound call to C at [redacted] ARBS stated the inspector has given ARBS the inspection date 5/23 at 10:30 AM. C stated the vehicle is at the DLRSHP. C stated C doesn't want that vehicle. ARBS stated ARBS just wanted to give C al lthe information. C stated ok. C stated that is fine that Nissan wants to inspect the vheicle. Call ended mutually.
Make Public		**Created By: Alex Kang (5/15/2018 2:48 PM)** ARBS made outbound call to C at [redacted] ARBS asked if C has 10-15 minutes to speak about the case. ARBS proceeded with probing questions. ARBS asked for detail description on the incident. C stated the DLRSHP said that C can't drive the vehicle because it is not safe for C to drive it. C stated C was going down the highway. C stated C was going around 35 mph on Burns Avenue. C stated road conditions are good. C stated clear day. C stated the sun was not in front of C. C stated No traffic or anything and it just stopped. C stated the road is a flat road. ARBS stated ARBS is going to have give C a call back. ARBS stated ARBS is going to get in touch with ARBS's inspector to come out and inspect the vehicle. ARBS stated it will take about 2-4 weeks for the vehicle to be inspected. ARBS stated it will take about 6-8 weeks for the entire investigation to be completed. C stated so C has to wait for another 4 weeks before anything can be done. C stated the DLRSHP keeps saying they can't do anything. C stated the DLRSHP won't tell C anything. C stated C loves the vehicle but doesn't want that vehicle. C stated C is concern regarding C's safety. C stated C was supposed to get a call back from a lady on Monday. ARBS stated the case has been transferred to a different department. ARBS stated it is C's discre ion if C would like to proceed forward. C stated yes because something has be done. ARBS stated ok ARBS stated ARBS will give C a call back regarding a date and time. C stated ok C stated C can be killed in this vehicle. ARBS stated ARBS has documented C's dissatisfaction of the vehicle into the case. C thanked ARBS. Call ended mutually.
Make Public		**Created By: Samantha Dixon (5/9/2018 3:32 PM)** customer has concern with emergency brake stopping the veh
Make Private	✓	**Created By: Tashi McClain (5/9/2018 1:21 PM)** RCAS-TM submitted an IIR.
		Created By: Tashi McClain (5/9/2018 1:20 PM) RCAS-Tashi McClain VERIFIED C's name, mailing address, e-mail, phone #, veh mileage 7,000, new serviced- HILL'S

NISSAN INC.
RCAS-TM CHECKED for open recalls/campaigns and found: 0
Previous UNRELATED Case(s) Found: 0
Previous RELATED Case(s) Found: 0
RCAS-TM ADVISED "This call may be recorded for quality and training purposes."
****

RCAS-Tashi McClain placed outbound call to Customer at [redacted]
RCAS-TM explained that RCAS-TM is C's RCAS.
RCAS-TM stated as RCAS-TM understands C has a concern with the emergency brake stopping the veh.
C said yes.
C stated that the veh stopped 3 times.

RCAS-TM apologized to C.

C stated that the concern is due to the sensor being gone.
C stated that the veh makes a noise then the veh stops.
C stated

RCAS-TM apologized to C.
RCAS-TM asked what the odometer reading at the time of the incident.

C stated that the odometer stopped the first time at 5,000 miles.
C stated that the odometer read 6,000 miles.
C stated that the odometer read 7,000 miles.

RCAS-TM asked for the date and time of the incident.

C stated that the date was 2/1/18.

RCAS-TM asked about the location of the incident.

C stated that C was on [redacted] in Wales.

RCAS-TM asked if the veh is currently at he DLRSHP.

C stated that the veh is at the DLRSHP right now.

RCAS-TM asked if C is the owner of the veh.

Make Private

C said yes.

RCAS-TM asked for the owner's address.
C stated that the address is [redacted]
Lake Wales, FL [redacted]
USA

RCAS-TM asked for C's day phone.

C stated the day phone is [redacted]
C stated that the first time the veh stopped the veh was at 4,000 miles.

RCAS-TM asked for C's date of birth.
C stated that C 's birth date [redacted].

RCAS-TM asked if C was the driver of the veh at the time of the accident.
C said no C's husband was.

RCAS-TM asked for the name of the driver.
C stated that the driver's name is [redacted]

RCAS-TM asked for the driver's address.
C stated that the address is [redacted]
Lake Wales, FL [redacted]
USA

RCAS-TM asked for the driver's day phone number.
C stated the day phone is [redacted]

RCAS-TM asked for the driver's date of birth.
C stated that C's husband's birthdate it [redacted]

RCAS-TM asked if the driver is a renter.
C said no.

RCAS-TM for a brief summary of what happened at the time of the incident.
C stated that C was in the middle of the road and C heard a noise like the brakes were grabbing and then the veh stopped without C touching the brake.

RCAS-TM asked how C would like NNA to be involved.
C stated that C would just like to have another veh.
C stated that same thing just a different one.

RCAS-TM hanked C.
RCAS-TM stated that C will receive a follow-up by EOB on 5/15/18.

C stated that C has still not heard from the DLRSHP.
C stated that C is getting a little disgusted with not hearing from the DLRSHP.

RCAS-TM apologized to C.
RCAS-TM stated that C will receive a follow-up on 5/15/18.
RCAS-TM hanked C.

C thanked RCAS-TM.

Call ended mutually.

Make Public

Created By: Kristine Tavares (5/8/2018 2:25 PM)
CRR-KT sending case to RCAS for review
********** [CASE SUMMARY] **********
C would like the VEH repaired or for Nissan to provide a replacement for the VEH
****

Created By: Kristine Tavares (5/8/2018 2:24 PM)
CRR-KT VERIFIED Account Info including: C's name, home & email address, phone number & best contact number
CRR-KT VERIFIED VEH Info including: VIN#, Current Mileage
CRR-KT CHECKED for open recalls/campaigns and found: 0
CRR-KT CHECKED for previous UNRELATED Case(s) and found: #
CRR-KT CHECKED previous RELATED Case(s) and found: #
CRR-KT NOTED concern is: C would like the VEH repaired or for Nissan to provide a replacement for the VEH

CRR-KT received inbound call from C

C stated C is son of C and is calling on behalf of C with new rogue
C stated the concern is that the brakes stop the VEH in the middle of the road
C stated that the emergency brake stops the VEH
C stated that the forward emergency braking system is causing he VEH to stop
C stated that Nissan recommended that the DLRSHP inform C to turn the front emergency braking system off before driving the VEH
C stated Hill Nissan is the servicing DLRSHP
C stated that the VEH is at the DLRSHP and has been there for 3 weeks

Make Public

CRR-KT asked how C would like Nissan to assist C

C stated C would like the VEH repaired or for Nissan to provide a replacement for the VEH

CRR-KT informed C that C's case would be sent for RCAS for review
CRR-KT informed C that C would receive a call from RCAS by end of next business day 5/9/2018

C understood

CRR-KT provided C with Case # [redacted] name & Agent ID [redacted]
CRR-KT informed C that C may receive a survey by e-mail about our interaction today and if C could fill it out and send it back CRR-KT would appreciate it
CRR-KT asked C if there was anything else CRR-KT could assist with.

C declined

Best Contact #: [redacted]

Call ended mutually

Case Categorizations

New Case Categorization | Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code
	[redacted]	BRAKES	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

Action	Subject	Status	Due Date	Type	Action Taken	Name	Assigned To	Last Modified Date/Time	Last Modified By Alias
Edit | Cls	IIR	Not Started	5/10/2018			[redacted]	Alex Kang	5/9/2018 3:33 PM	ARBS-SD
Edit | Cls	DTS Follow Up [redacted] HILL NISSAN, INC.	Not Started	5/17/2018				Alex Kang	5/15/2018 2:49 PM	ARBS-AK

Activity History

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

Action	Subject	Type	Name	Due Date	Assigned To	Action Taken	Status	Last Modified Date/Time
Edit | Del	DTS Reques[redacted] HILL NISSAN, INC.			5/17/2018	Kevin Burkett		Complete	5/15/2018 3:01 PM

Customer Support Tools

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

No records to display

Check Activity

Check Activity Help

No records to display

Forms

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

Action	Form	Request Type	Created By	Created Date	Customer Name	VSC	VIN	VSC Request Comments
	[redacted]	IIR	Tashi McClain, 5/9/2018 1:20 PM	5/9/2018			JN8AT2MT2HW[redacted]	

DTS Field Inspections

DTS Field Inspections Help

Action	Title	DTS Inspection Date	Owner First Name	Owner Last Name	Status
Edit	[redacted]	5/23/2018 9:30 AM	Kevin	Burkett	Completed

Attachments

Attach File | Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
5/31/2018 11:10 AM	DeHenry Kidd	Changed **Follow Up Date** from 6/6/2018 to **6/14/2018**.
5/30/2018 3:45 PM	Samantha Dixon	Changed **Follow Up Date** from 5/30/2018 to **6/6/2018**.
5/23/2018 10:46 AM	Samantha Dixon	Changed **Follow Up Date** from 5/23/2018 to **5/30/2018**.
5/16/2018 4:01 PM	Alex Kang	Changed **Follow Up Date** from 5/17/2018 to **5/23/2018**.
5/15/2018 2:50 PM	Alex Kang	Changed **Follow Up Date** from 5/15/2018 to **5/17/2018**.
5/15/2018 2:48 PM	Alex Kang	Changed **Subject** from CUSTOMER: [redacted] PHONE: [redacted] VIN: JN8AT2MT2HW[redacted] to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: JN8AT2MT2HW**[redacted]
5/9/2018 3:32 PM	Samantha Dixon	Changed **Case Owner** from Tashi McClain to **Alex Kang**.
5/9/2018 3:32 PM	Samantha Dixon	Changed **Description**.
5/9/2018 1:23 PM	Tashi McClain	Changed **Data Net** from false to **true**.
5/9/2018 1:22 PM	Tashi McClain	Changed **Follow Up Date** from 5/9/2018 to **5/15/2018**.
		Changed **Description**.
5/8/2018 2:28 PM	Kristine Tavares	Changed **Escalated By ID** to **0050G00000Am1v0**.
		Changed **Case Owner** from Kristine Tavares to **Tashi McClain**.
5/8/2018 2:24 PM	Kristine Tavares	Changed **RHR Started** to **5/8/2018**.

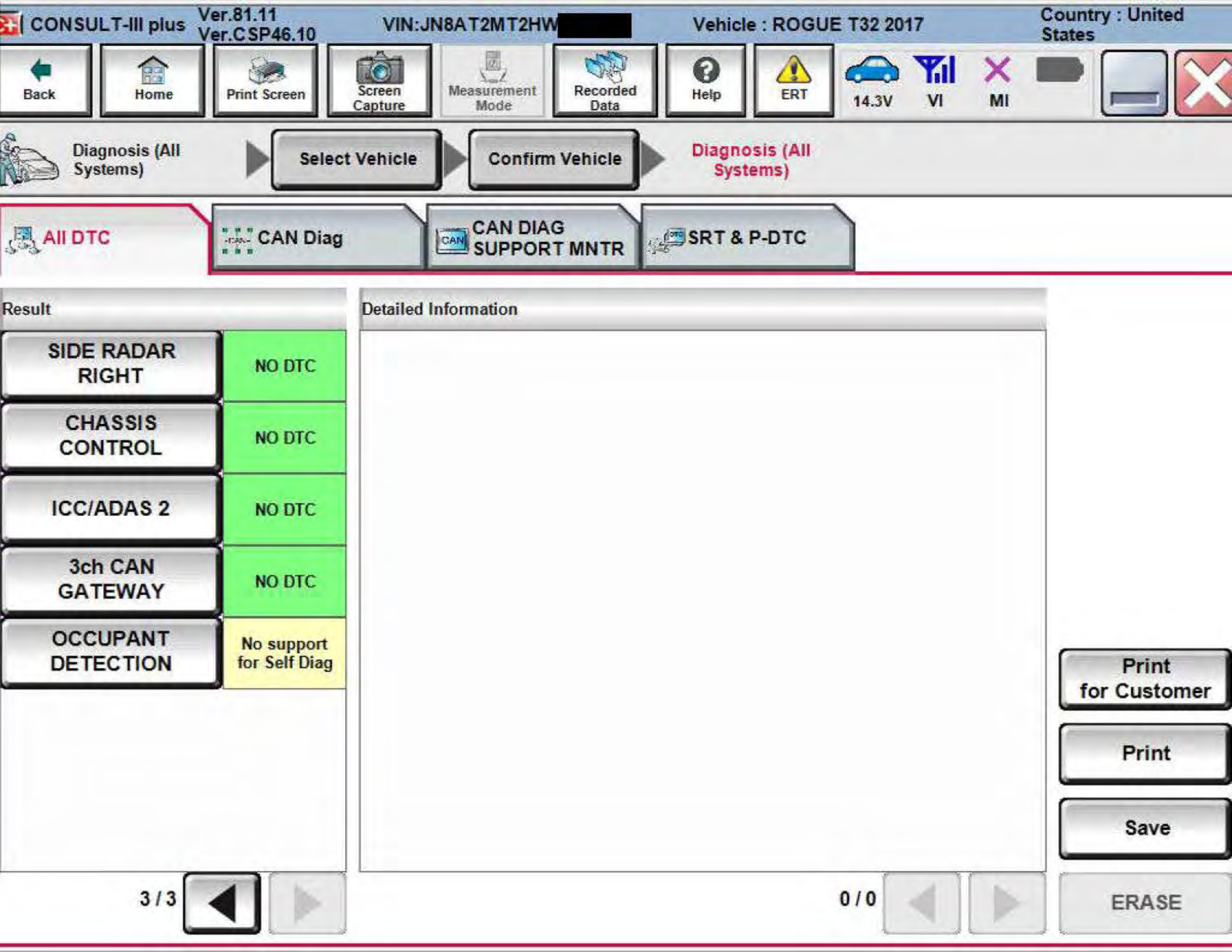
5/8/2018 2:22 PM	Kristine Tavares	Changed **Follow Up Date** from 5/8/2018 to **5/9/2018**.
		Changed **VIN** to **JN8AT2MT2HW**[redacted]
		Changed **Subject** to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: JN8AT2MT2HW**[redacted]
		Created.

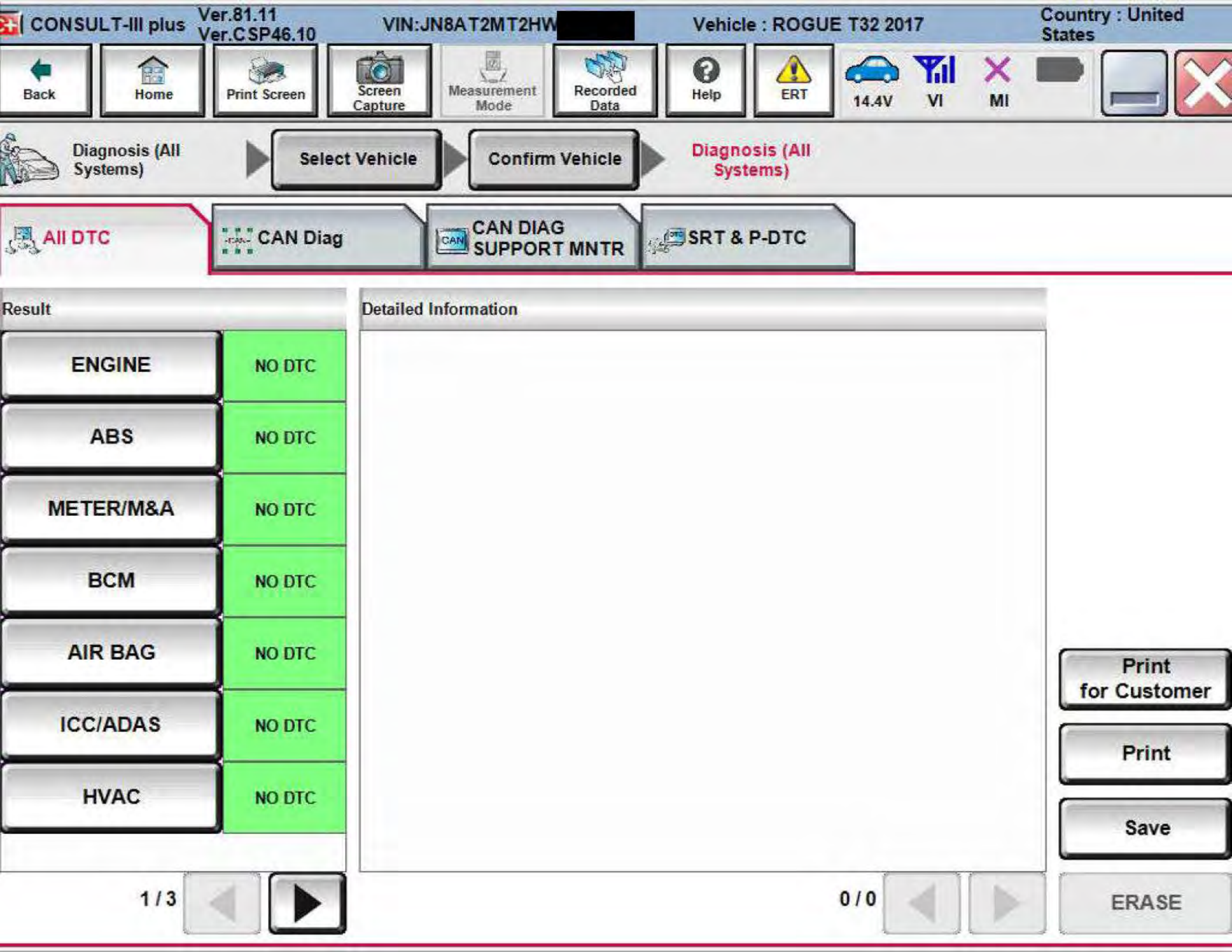
Emails Send an Email Emails Help

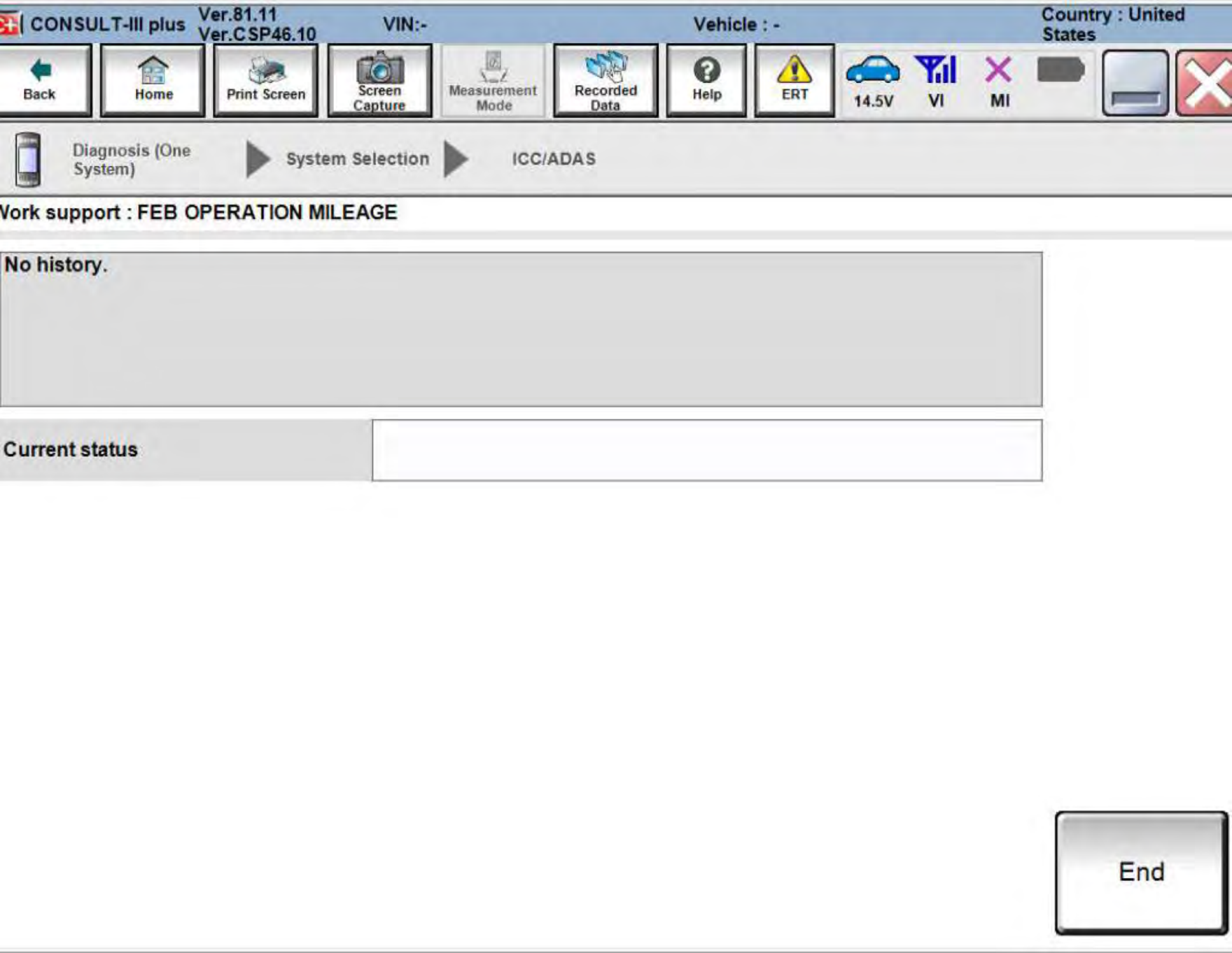
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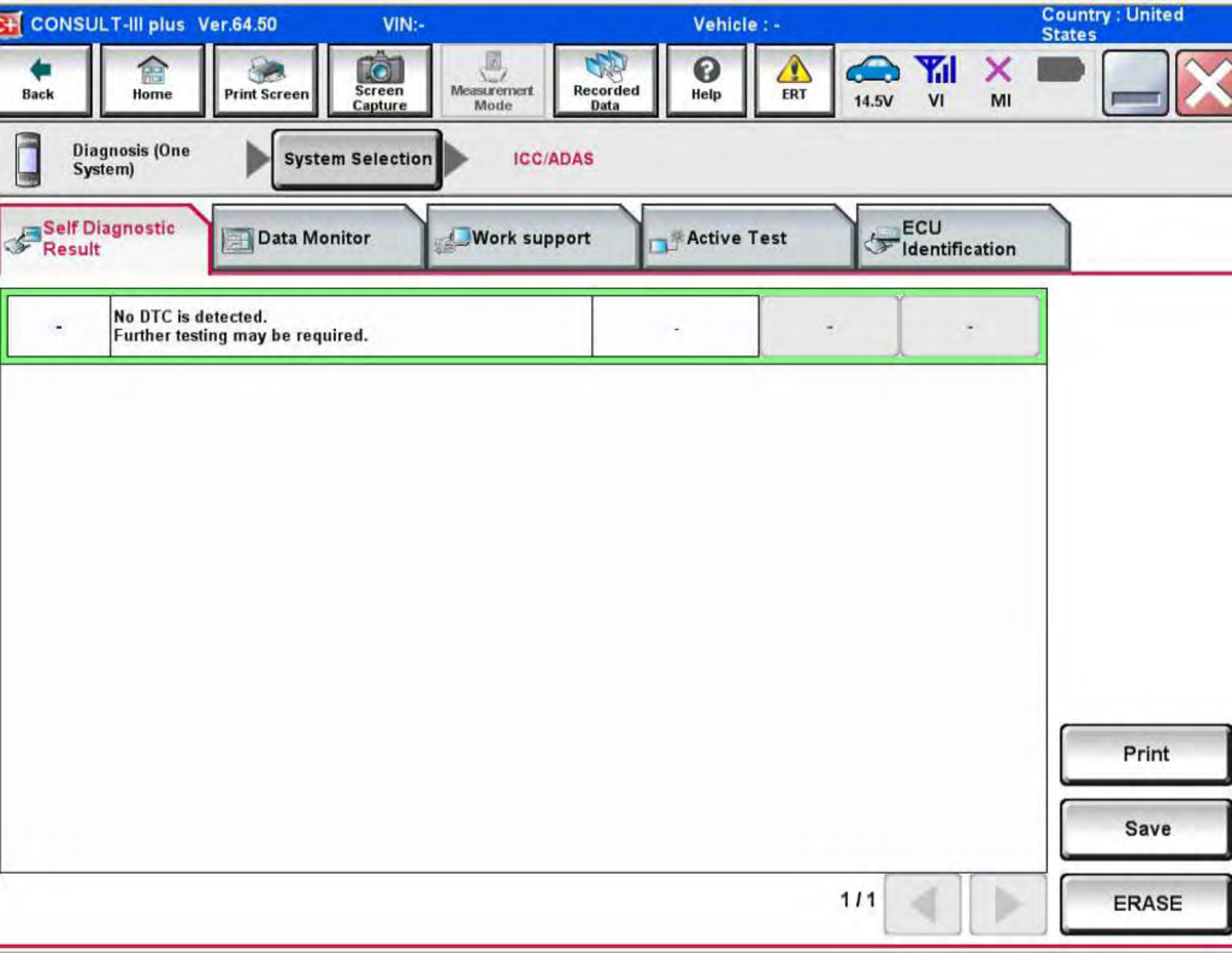
Back To Top Always show me fewer / more records per related list

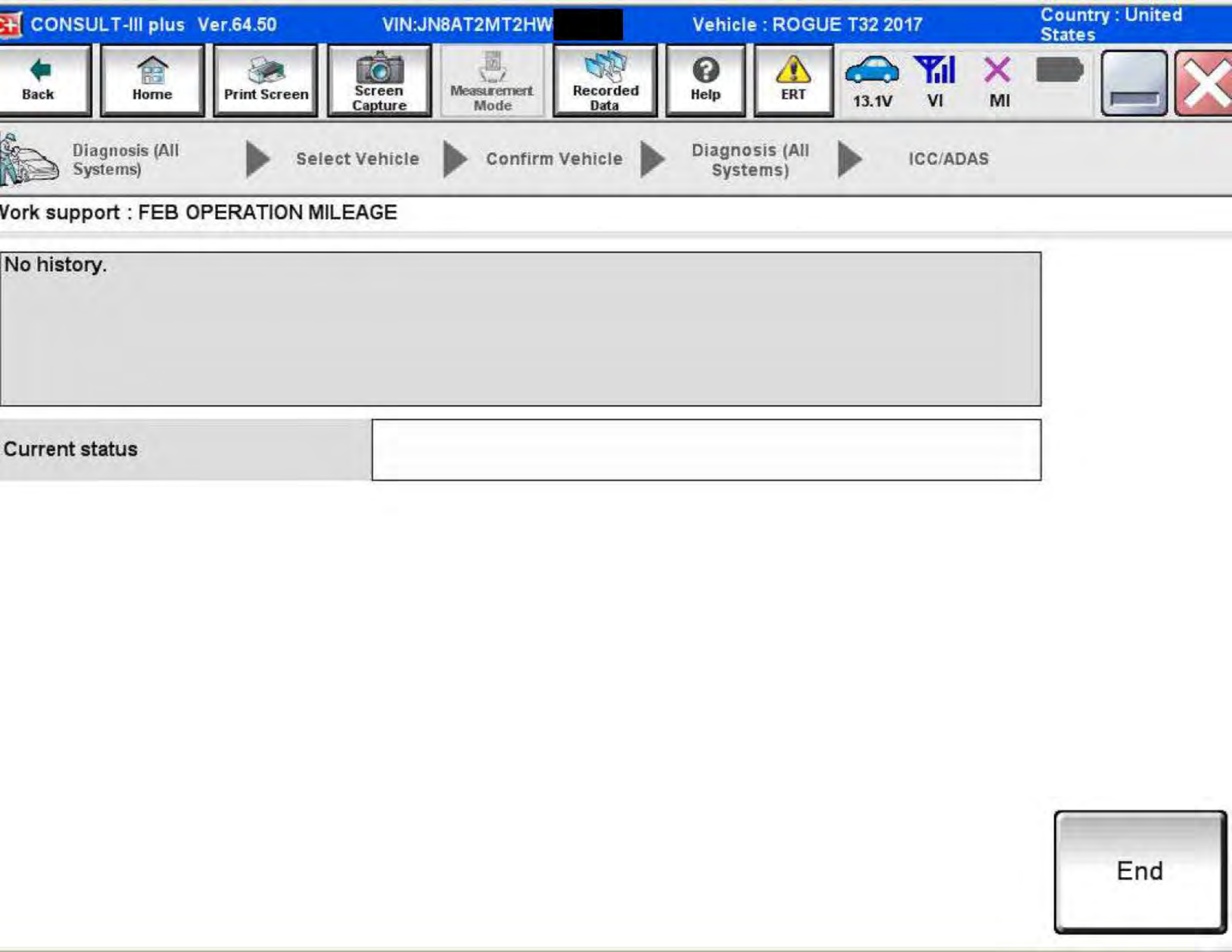
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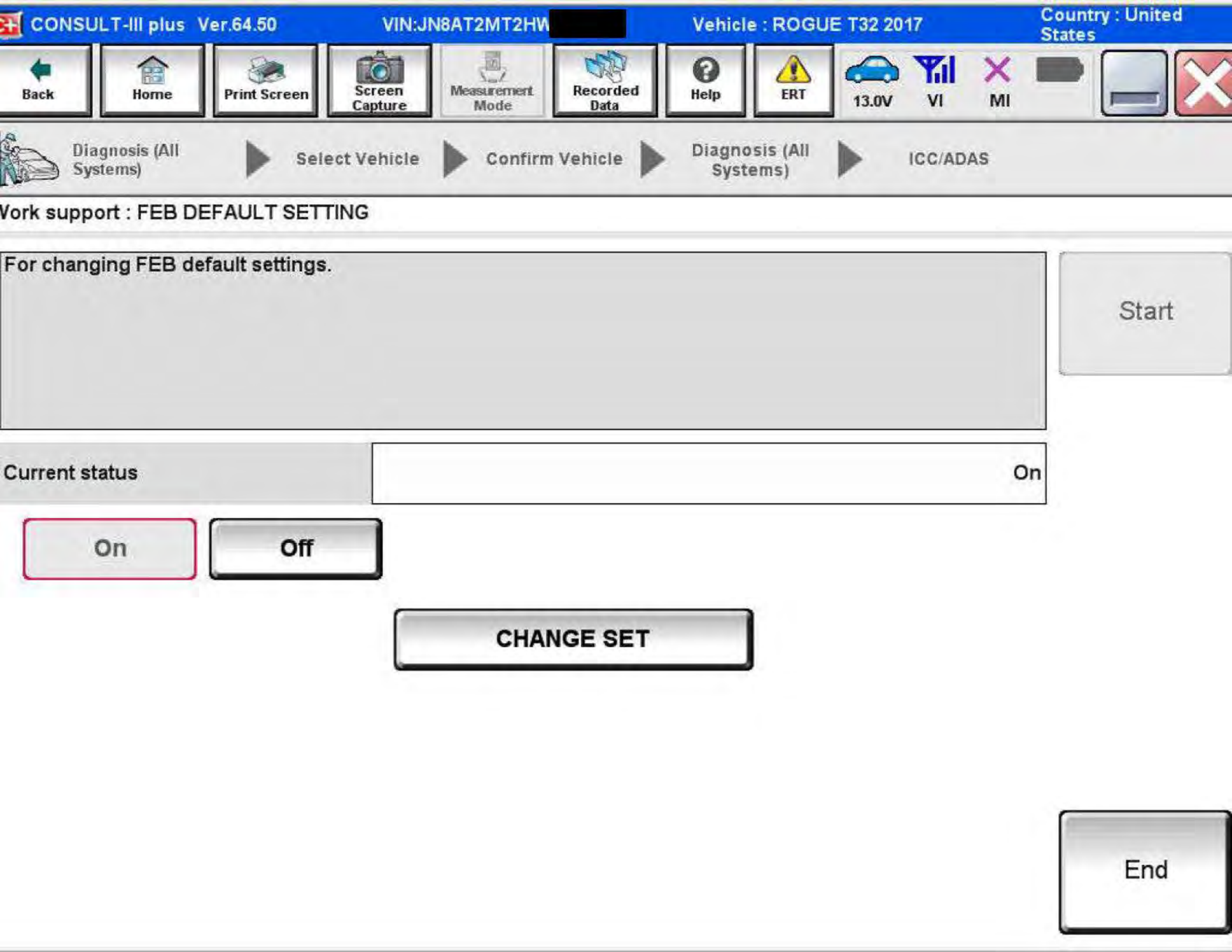

CONSULT-III plus
Ver.81.11
Ver.CSP46.10
VIN:JN8AT2MT2HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.3V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
Detailed Information
SIDE RADAR RIGHT
NO DTC
CHASSIS CONTROL
NO DTC
ICC/ADAS 2
NO DTC
3ch CAN GATEWAY
NO DTC
OCCUPANT DETECTION
No support for Self Diag
3 / 3
0 / 0
Print for Customer
Print
Save
ERASE

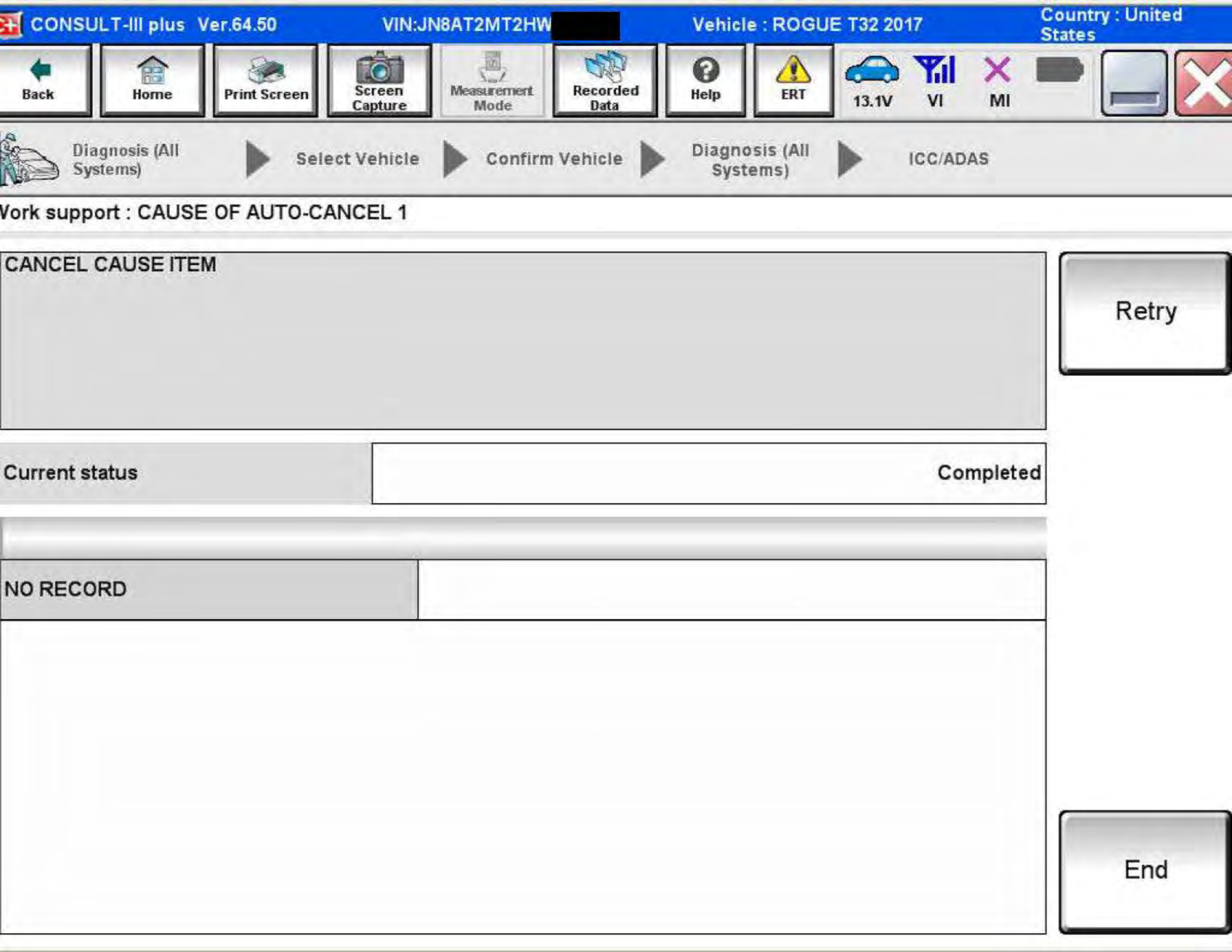

CONSULT-III plus
Ver.81.11
Ver.CSP46.10
VIN:JN8AT2MT2HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.4V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
Detailed Information
ENGINE
NO DTC
ABS
NO DTC
METER/M&A
NO DTC
BCM
NO DTC
AIR BAG
NO DTC
ICC/ADAS
NO DTC
HVAC
NO DTC
1 / 3
0 / 0
Print for Customer
Print
Save
ERASE

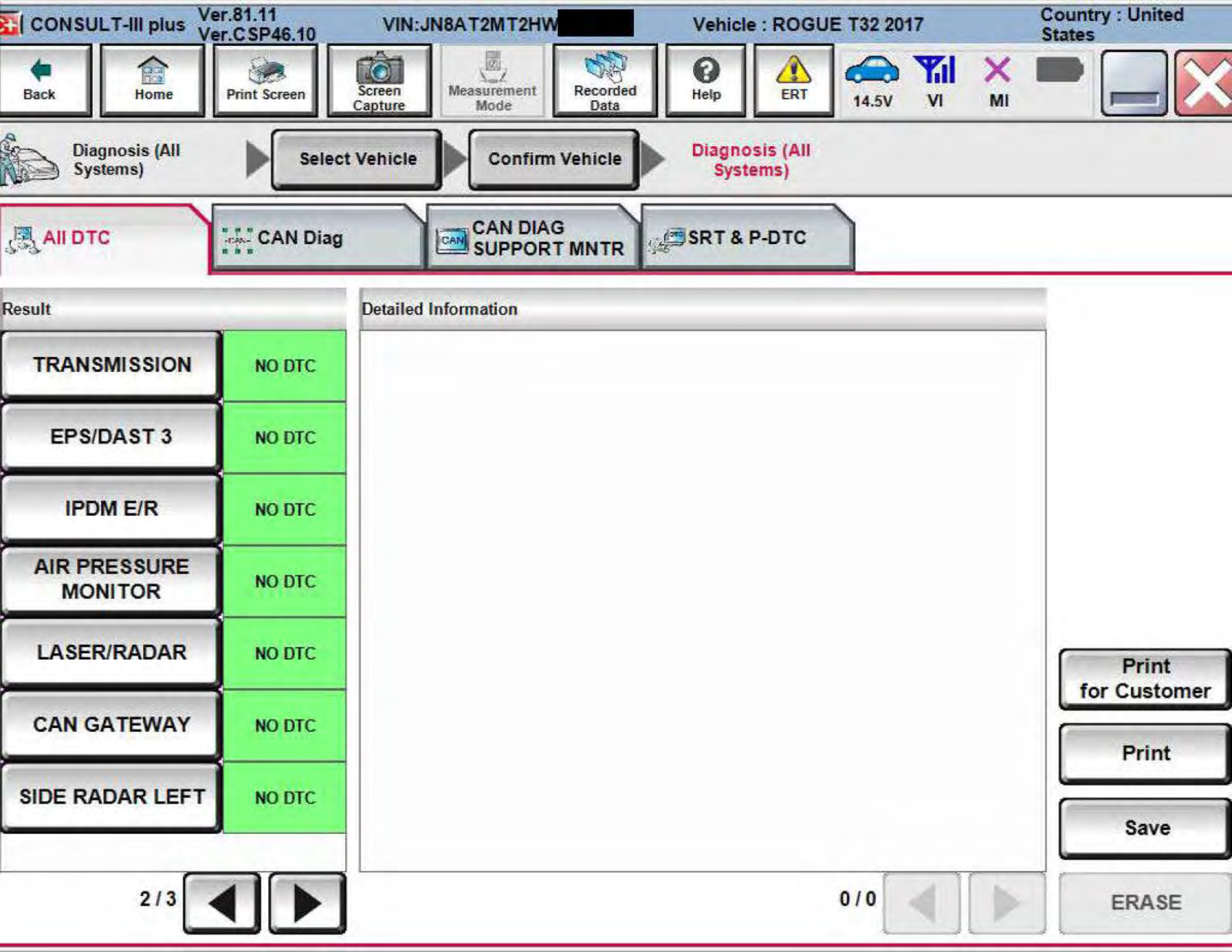

CONSULT-III plus
Ver.81.11
Ver.CSP46.10
VIN:-
Vehicle : -
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.5V
VI
MI
Diagnosis (One System)
System Selection
ICC/ADAS
Work support : FEB OPERATION MILEAGE
No history.
Current status
End


CONSULT-III plus Ver.64.50
VIN:-
Vehicle : -
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.5V
VI
MI
Diagnosis (One System)
System Selection
ICC/ADAS
Self Diagnostic Result
Data Monitor
Work support
Active Test
ECU Identification
-
No DTC is detected.
Further testing may be required.
-
-
-
1 / 1
Print
Save
ERASE


CONSULT-III plus Ver.64.50
VIN:JN8AT2MT2HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.1V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB OPERATION MILEAGE
No history.
Current status
End


CONSULT-III plus Ver.64.50
VIN:JN8AT2MT2HW
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB DEFAULT SETTING
For changing FEB default settings.
Start
Current status
On
On
Off
CHANGE SET
End


CONSULT-III plus Ver.64.50
VIN:JN8AT2MT2HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.1V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : CAUSE OF AUTO-CANCEL 1
CANCEL CAUSE ITEM
Retry
Current status
Completed
NO RECORD
End


CONSULT-III plus
Ver.81.11
Ver.CSP46.10
VIN:JN8AT2MT2HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.5V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
Detailed Information
TRANSMISSION
NO DTC
EPS/DAST 3
NO DTC
IPDM E/R
NO DTC
AIR PRESSURE MONITOR
NO DTC
LASER/RADAR
NO DTC
CAN GATEWAY
NO DTC
SIDE RADAR LEFT
NO DTC
2 / 3
0 / 0
Print for Customer
Print
Save
ERASE

Incident Investigation

CAR # [redacted]
Claimant Willie Bracken
VIN JN8AT2MT2HW[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 Lake Wales State FL Zip Code [redacted] Country United States

☐ Driver Same as Claimant

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

Address [redacted] Eve. Phone [redacted]

City Lake Wales State FL Zip Code [redacted] Country United States

☒ 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 7/2017 VIN JN8AT2MT2HW[redacted]

Mileage 7,733 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 2/1/2018 Time 1:57 PM

Location of Incident (describe fully) Burns Ave. in Lake Wales, FL

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN JN8AT2MT2HW[redacted]

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

Vision obstruction (describe) None

Temperature at time of incident 71.4 ° Parking location prior to time of incident Not provided

Overnight temperature prior to incident 46.4 ° 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) [redacted] stated they were going down the highway in the middle lane traveling around 35 mph on [redacted] in Lake Wales, Fl. the road is flat. She stated road conditions are good it was a clear day and the sun was not in front of them. There was no traffic and the vehicle just stopped without touching the brakes.

Relation to Roadway (on-road, off-road, left side, right side) Middle lane of the roadway

Number of times incident occurred 1

Driver Action (braking, steering, etc.) Steering

Special Circumstances None

Actions taken after incident and results of those actions None

Vehicle Estimated Speed 35 mph 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 Not provided

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	The vehicle just stopped without touching the brakes.	Willie Bracken

Add Allegation | Remove Allegation

IV. Occupants & Injuries

Source of Information Customer call to NNA Consumer Affairs.

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN JN8AT2MT2HW[redacted]

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



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

Occupant Name	[redacted]	DOB	[redacted]	Height	Not provided
Address	[redacted] Lake Wales, FL. [redacted]			Weight	Not provided
Location	Incident Vehicle	Seating Position	3 - Front Row Right		
Seat Belts Worn	Lap + Shoulder Belt	Airbag Status	Airbag not deployed		
Nature & Extent of Injuries	None				
Where, when, and by whom were the injuries treated?	N/A				

Add Occupant | Remove Occupant

☐ No Occupants Comments

V. Other Property Damage

☒ No Other Property Damage

Source of information: Customer call to NNA Consumer Affairs.

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN JN8AT2MT2HW[redacted]

VI. Investigation Results

Date of vehicle inspection: 5/18/2018

Location of inspection: Hill Nissan Inc. [redacted] Winter Haven, 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: 90

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 6325, 6351, 6355, 6356, 6358, 6359. Vehicle did run and drive at time of inspection a test drive was conducted for 12 miles vehicle operated normally. No DTC are stored in the ECM IMG Diag , Diag 1, Diag 2. All vehicles fuses, relays and control units are intact and were uninvolved in this event IMG 6387.
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 6414, 6415, 6416, 6417, 6418, 6368.
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	All interior components are intact no damage is present IMG 6397, 6399, 6405, 6407, 6409.
Seat Belts/ Child Restraints (if applicable)	All seat belts are operational.
Air Bags	All airbags were found to be intact and not deployed IMG 6396, 6398, 6411.

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

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MT2HW[redacted]

#	Allegation	Factual Findings
1	Vehicle just stopped without touching the brakes.	I found exterior / Body components are intact no 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 6325, 6351, 6355, 6356, 6358, 6359. Vehicle did run and drive at time of inspection a test drive was conducted for 12 miles vehicle operated normally. No DTC are stored in the ECM IMG Diag , Diag 1, Diag 2. All vehicles fuses, relays and control units are intact and were uninvolved in this event IMG 6387. 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 6414, 6415, 6416, 6417, 6418, 6368. All interior components are intact no damage is present IMG 6397, 6399, 6405, 6407, 6409. All seat belts are operational. All airbags were found to be intact and not deployed IMG 6396, 6398, 6411.

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 JN8AT2MT2HW[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:

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
VIN JN8AT2MT2HW[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 6379.
○	◉	Physical damage to radar sensor units? (ie. cracks)	IMG 6373.
◉	○	Electrical connection to radar module firmly seated?	IMG 6389, 6390.
◉	○	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 NISSAN MOTOR CO.,LTD.
DATE 7/17
GVWR/PNBV 4489 LBS.
GAWR/PNBE FR. 2293 LBS.
WITH 225/65R17 TIRES.
17X7J RIMS.AT 33 PSI
COLD SINGLE.
GAWR/PNBE RR. 2264 LBS.
WITH 225/65R17 TIRES.
17X7J RIMS.AT 33 PSI
COLD SINGLE.
THIS VEHICLE CONFORMS
TO ALL APPLICABLE FED-
ERAL MOTOR VEHICLE SA-
FETY AND THEFT PREVEN-
TION STANDARDS IN EFF-
ECT ON THE DATE OF MA-
NUFACTURE SHOWN ABOVE
VIN: JN8AT2MT2HW
TYPE: MPV
COLOR TRIM TRANS
NBF G REOF10D
AXLE ENGINE
GS53 QR25(DE) 2488CC
JN8AT2MT2HW


11:37 AM
78°F
RPMx1000
MPH
P
52
7733 miles
C
H
0
1/2
1
km/h


11:38 AM
78 °F
RPMx1000
ABS
BRAKE
P
52
7733 miles
MPH
km/h
C
H
0
1/2
1


NISSAN
ROGUE


NISSAN


NISSAN












NISSAN


ROGUE


NISSAN


NISSAN


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
SEE OWNER'S MANUAL FOR ADDITIONAL INFORMATION
VOIR LE MANUEL DE L'USAGER POUR PLUS DE RENSEIGNEMENTS
FRONT
AVANT
230kPa , 33PSI
REAR
ARRIÈRE
225/65R17 102H
230kPa , 33PSI
SPARE
DE SECOURS
T145/90D16 106M
420kPa , 60PSI
K1 6FK1C








GOODYEAR
225/65R17


225/65R17




DUNLOP

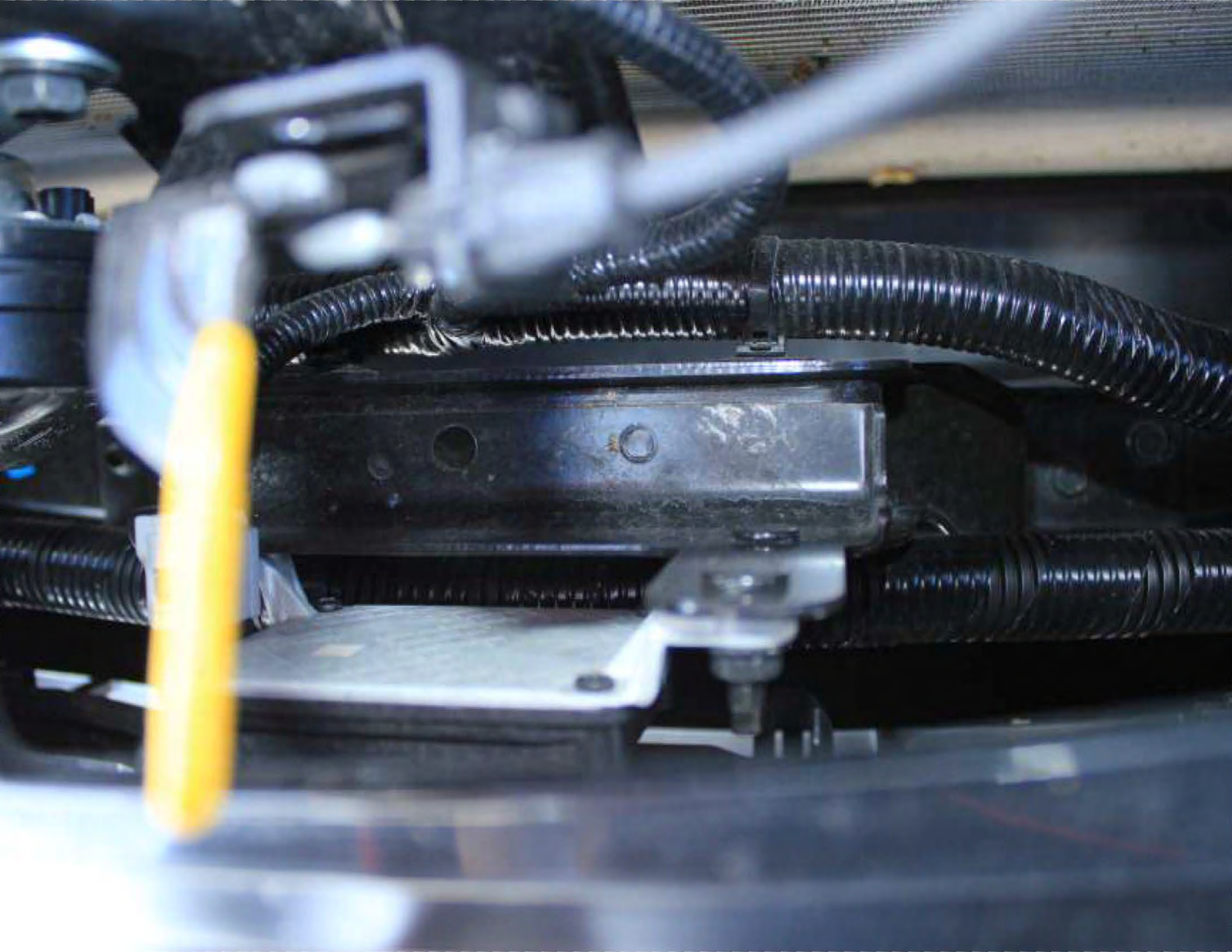

NISSAN

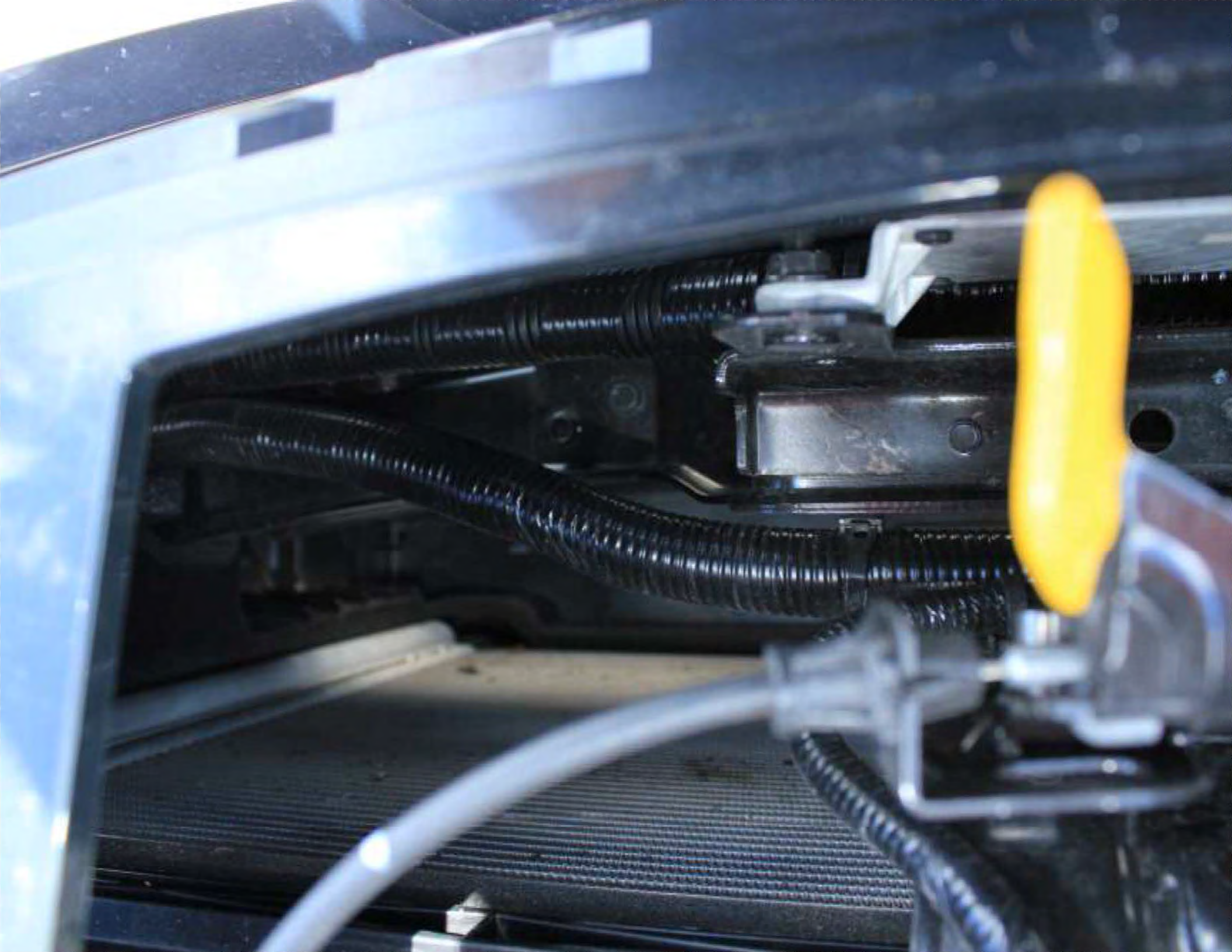















NISSAN












WARNING
AVERTISSEMENT








Y17F12

Y17F12




ROGUE












EXPRESS
SERVICE
Mobil 1




NISSAN


MEDIA DISP
VOL
AUTO
A/C




NISSAN










ROGUE







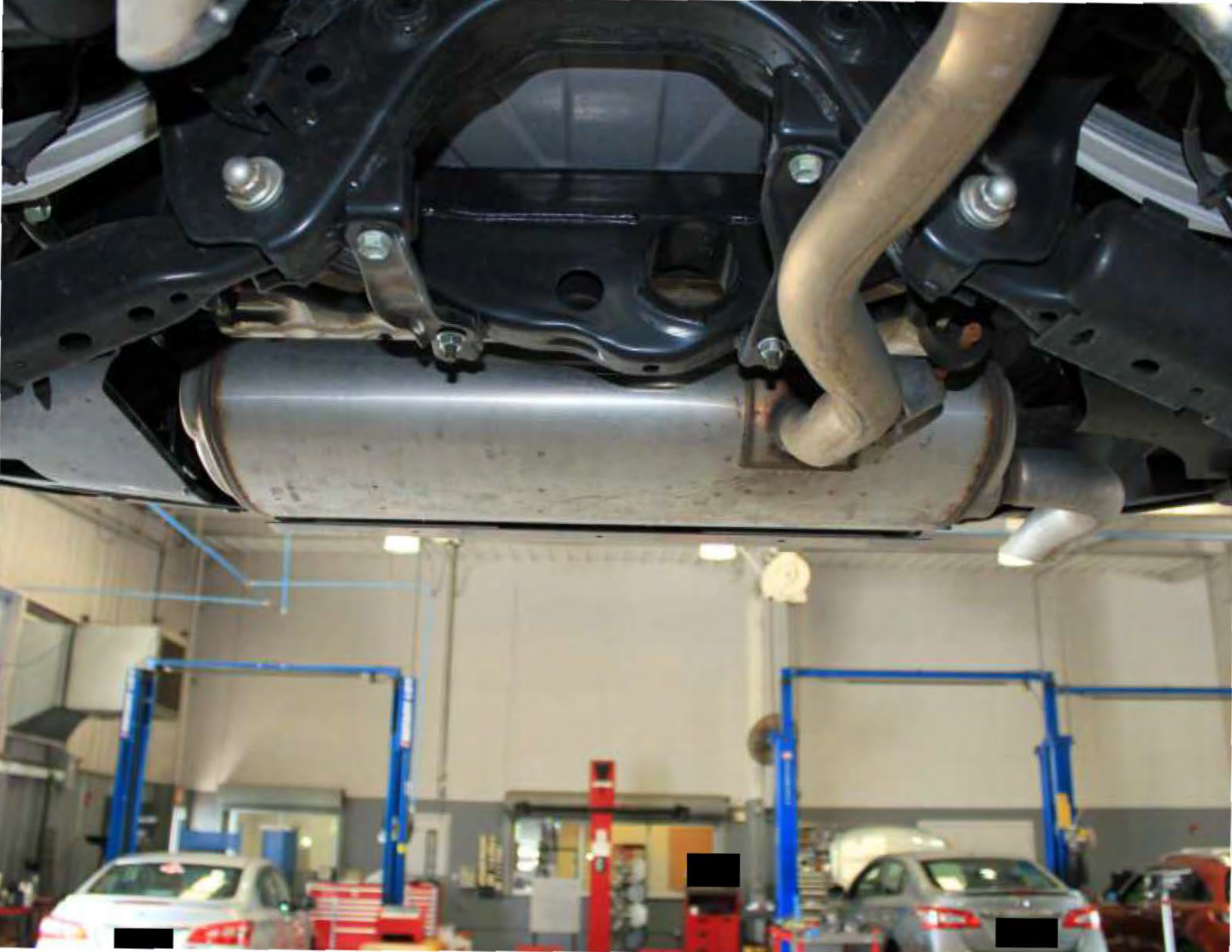

VOL
ENTER SETTING
RPT
RDM
1
2
3
4
5
6
A/C
MAX A/C
PASSENGER AIR BAG
NISSAN
EXPRESS SERVICE
Mobil












ROGUE
HILLS










45
1
46
























NISSAN


INTEGRITY
9



Search Samaritan Potter Help & Training Legal

Home Chatter Cases DTS Field Inspections Warranty Cases Vehicles Service History

Vehicle
JN8AT2MT2HW[redacted]

Customize Page | Printable View | Help for this Page

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

Vehicle Detail

VIN	JN8AT2MT2HW[redacted]		
Last Modified By	NNAETL 5/31/2018 9:04 PM	Branded Title	
Created By	NNAETL 8/11/2017 11:18 AM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage	7,000	MSRP	$25,920
Latest Recorded Mileage Units	M		
In Service Date	9/2/2017		

Manufacturing Data

Make/Model	2017 NISSAN ROGUE	Manufacturer Date	7/4/2017
Model Year	2017	Plant Name	KYUSHYU (NML)
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	PALATIAL RUBY	Emissions Certification	
Cylinders		Open Recall	
Transmission Type	CVT	Head Unit	
Model Series		Model Line Code	RGE
Factory Installed Options	[redacted]		
Factory Installed Options Descriptions	B92 (SPLASH GUARDS), B93 (CHROME REAR BUMPER PROTECTOR), C03 (50 STATE EMISSIONS), L92 (FLOOR MATS (2-P ECE 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 Servic
1	BASIC COVERAGE	9/2/2020	36,000			
2	POWERTRAIN COVERAGE	9/2/2022	60,000			
3	SEAT BELT	9/2/2027	999,999			
4	CORROSION COVERAGE (PERFORATION)	9/2/2022	999,999			
5	FEDERAL EMISSION LONG TERM DEFECT	9/2/2025	80,000			

Vehicle Retail Sales

Vehicle Retail Sales

Action	Name	Owner	Selling Dealer	Sale Type	Vehicle Model	Purchase Date	Rewind Indicator
View	[redacted]	[redacted]	HILL NISSAN, NC.	APR	ROGUE	9/2/2017	

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]	5/8/2018 2:22 PM		7,000	Open	0	Alex Kang

Service History

Service History Help

Action	SRH Number	PNC Code Description	Coverage Code/Pay Type	Transaction Date/VR Close Date	Vehicle Mileage	Customer	Dealer Code	Work Order #	Claim Line #
	[redacted]		C	3/20/2018	6,916	[redacted]	19090	[redacted]	
	[redacted]		I	3/2/2018	4,878	[redacted]	19090	[redacted]	
	[redacted]		I	3/2/2018	4,878	[redacted]	19090	[redacted]	
	[redacted]		I	3/2/2018	4,878	[redacted]	19090	[redacted]	
	[redacted]		I	3/2/2018	4,878	[redacted]	19090	[redacted]	
	[redacted]		W	8/17/2017	10		19090	[redacted]	
	[redacted]		I	8/16/2017	10	Hill Oldsmobile-Niss	19090	[redacted]	
	[redacted]	ROADSIDE ASSISTANCE CLA MS	FW	4/9/2018	6,000	[redacted]	NCC99	[redacted]	01
	[redacted]			8/8/2017	1	NP NP	2301	[redacted]	
	[redacted]		PD	8/17/2017	5	NP HILL NISSAN NC	19090	[redacted]	1

Vehicle Service Contracts

Vehicle Service Contracts Help

No records to display

Vehicle History

Vehicle History Help

Date	User	Action
8/11/2017 11:18 AM	NNAETL	Created.

DTS Field Inspections New DTS Field Inspection DTS Field Inspections Help

Action	Title	Status	Created Date	Related Support Case	Owner First Name	Owner Last Name	DTS Team	DTS Inspection Date	Report Date
Edit	[redacted]	Completed	5/16/2018	[redacted]	[redacted]	[redacted]	SER	5/23/2018 9 30 AM	5/23/2018 7:24 PM

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

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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	JN8AT2MT2HW[redacted]
User	DTS Kevin Burkett
Case Number	[redacted]
EDR Data Imaging Date	05/18/2018
Crash Date	02/01/2018
Filename	JN8AT2MT2HW[redacted].CDRX
Saved on	Friday, May 18 2018 at 09:33:52
Imaged with CDR version	Crash Data Retrieval Tool 17.6.1
Imaged with Software Licensed to (Company Name)	Nissan North America, Inc.
Reported with CDR version	Crash Data Retrieval Tool 17.6.1
Reported with Software Licensed to (Company Name)	Nissan North America, Inc.
EDR Device Type	Airbag Control Module
Event(s) recovered	None

Comments

FEB

Data Limitations

General Information:

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

Airbag Control Unit (ACU)

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

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

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

Data Element Sign Convention:

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

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

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

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

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

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

0701_Nissan001_r006

DTCs at Time of Retrieval

None

Hexadecimal Data

```
DID    Data

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

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

2003  00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 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
      7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
      7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F FF 7F
      FF 7F FF 7F FF 7F FF 7F FF 7F FF 7F FF 7F FF 7F
      FF 7F FF 7F FF 7F FF FF FF FF FF FF FF FF FF FF
      FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF
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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
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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
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201F  7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
      7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
      7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
      7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F FF 7F
      FF 7F FF 7F FF 7F FF 7F FF 7F FF 7F FF 7F FF 7F
      FF 7F FF 7F FF 7F FF FF FF FF FF FF FF FF FF FF
      FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF
      FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF
      FF FF FF FF FF FF FF

F1A0  20


      59 02 09


      59 02 09


      59 0F 08
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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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Bartow, FL

Bartow Municipal

10 22 AM EDT on May 25, 2018 (GMT -0400)

Weather History for KBOW - February, 2018

February

1

2018

View
Thursday, February 1, 2018

Daily | Weekly | Monthly | Custom

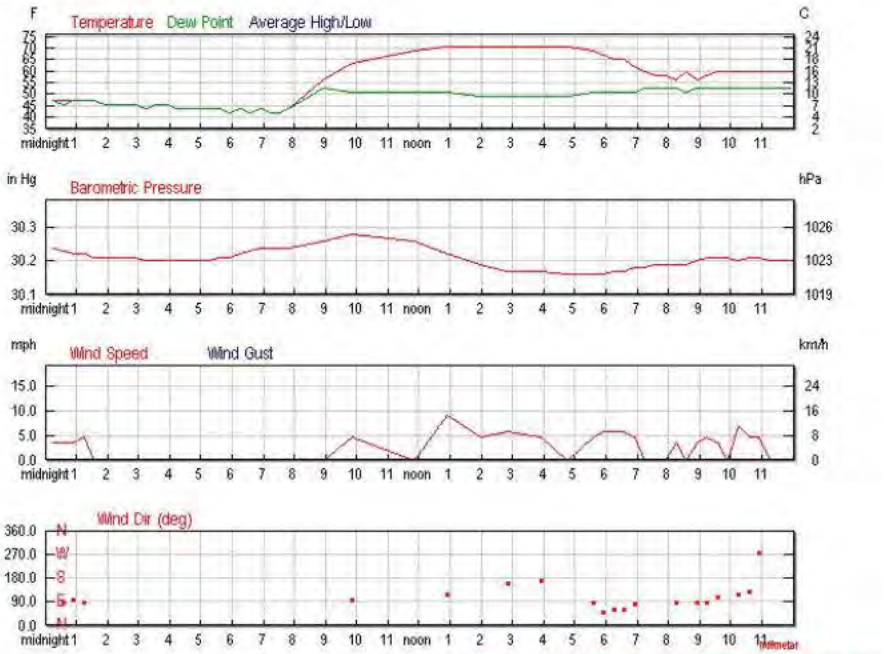
	Actual	Average	Record
Temperature			
Mean Temperature	56 °F	-	
Max Temperature	71 °F	74 °F	87 °F (1985)
Min Temperature	42 °F	50 °F	31 °F (1936)
Degree Days			
Heating Degree Days	8		
Growing Degree Days	6 (Base 50)		
Moisture			
Dew Point	49 °F		
Average Humidity	83		
Maximum Humidity	100		
Minimum Humidity	46		
Precipitation			
Precipitation	0.00 in	-	- ()
Sea Level Pressure			
Sea Level Pressure	30.21 in		
Wind			
Wind Speed	2 mph (East)		
Max Wind Speed	9 mph		
Max Gust Speed	-		
Visibility	10 miles		
Events			

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:

KBOW

Submit

Astronomy

Feb. 01, 2018	Rise	Set
Actual Time	7:14 AM EST	6:07 PM EST
Civil Twilight	6:49 AM EST	6:32 PM EST
Nautical Twilight	6:21 AM EST	7:00 PM EST
Astronomical Twilight	5:53 AM EST	7:27 PM EST
Moon	7:36 PM EST (2/1)	8:04 AM EST (2/1)
Length of Visible Light	11h 42m	
Length of Day	10h 53m	

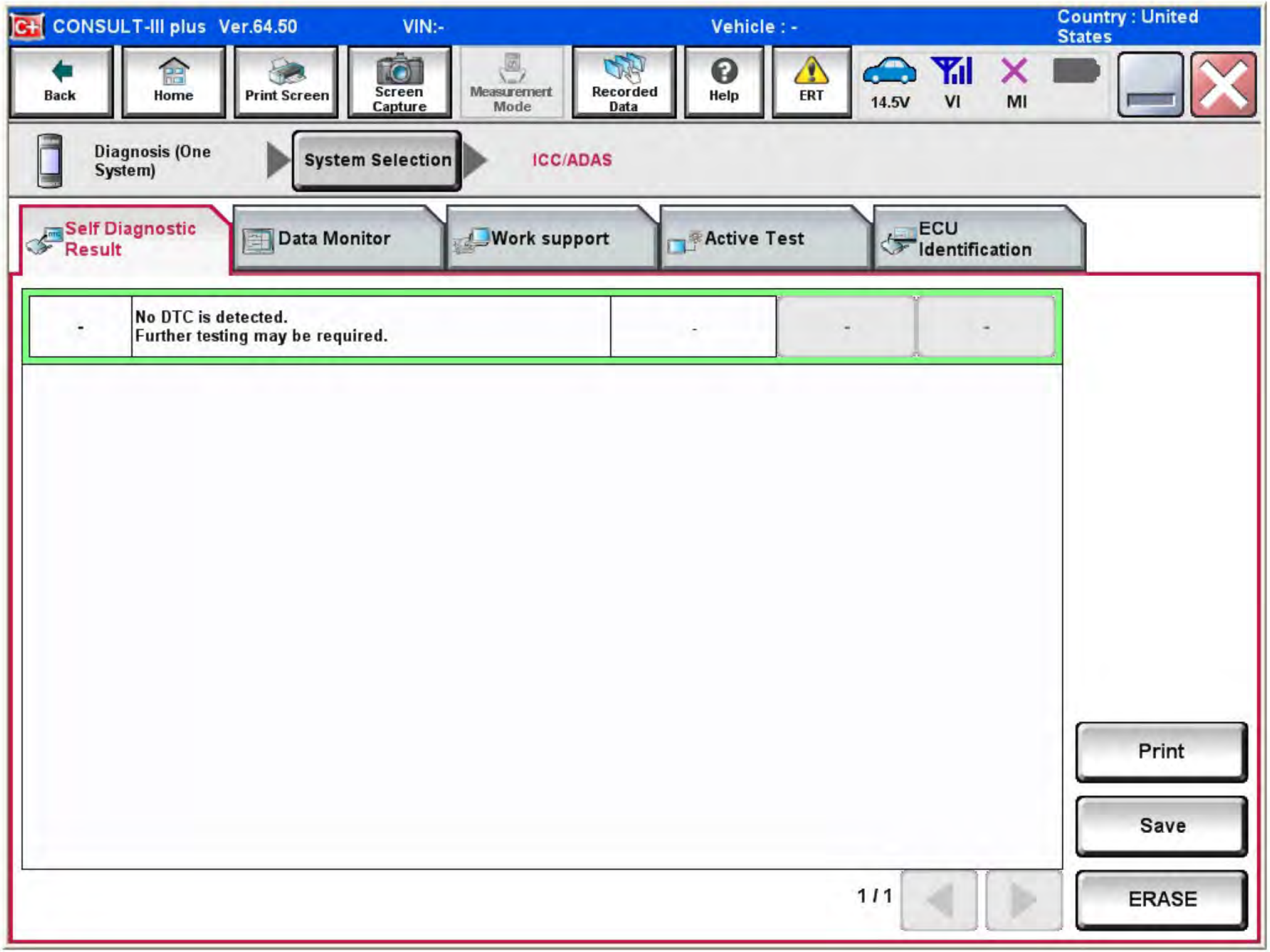
Full, 98% of the Moon is Iluminated

Feb 1	Feb 7	Feb 15	Feb 23	Mar 1
Full	Last Quarter	New	First Quarter	Full

Hourly Weather History & Observations

Time (EST)	Temp.	Dew Point	Humidity	Pressure	Visibility	Wind Dir	Wind Speed	Gust Speed	Precip	Events	Conditions
12:15 AM	**48.2** °F	**48.2** °F	100%	**30.24** in	**10.0** mi	East	**3.5** mph	-	N/A		Clear
12:35 AM	**48.2** °F	**46.4** °F	93%	**30.23** in	**10.0** mi	East	**3.5** mph	-	N/A		Clear
12:55 AM	**48.2** °F	**48.2** °F	100%	**30.22** in	**10.0** mi	East	**3.5** mph	-	N/A		Clear
1:15 AM	**48.2** °F	**48.2** °F	100%	**30.22** in	**10.0** mi	East	**4.6** mph	-	N/A		Clear
1 35 AM	**48.2** °F	**48.2** °F	100%	**30.21** in	**10.0** mi	Calm	Calm	-	N/A		Clear
1 55 AM	**46.4** °F	**46.4** °F	100%	**30.21** in	**10.0** mi	Calm	Calm	-	N/A		Clear
2:15 AM	**46.4** °F	**46.4** °F	100%	**30.21** in	**10.0** mi	Calm	Calm	-	N/A		Clear
2 35 AM	**46.4** °F	**46.4** °F	100%	**30.21** in	**10.0** mi	Calm	Calm	-	N/A		Clear
2 55 AM	**46.4** °F	**46.4** °F	100%	**30.21** in	**10.0** mi	Calm	Calm	-	N/A		Clear
3:15 AM	**44.6** °F	**44.6** °F	100%	**30.20** in	**10.0** mi	Calm	Calm	-	N/A		Clear
3 35 AM	**46.4** °F	**46.4** °F	100%	**30.20** in	**10.0** mi	Calm	Calm	-	N/A		Partly Cloudy
3 55 AM	**46.4** °F	**46.4** °F	100%	**30.20** in	**10.0** mi	Calm	Calm	-	N/A		Mostly Cloudy
4:15 AM	**44.6** °F	**44.6** °F	100%	**30.20** in	**10.0** mi	Calm	Calm	-	N/A		Mostly Cloudy
4 35 AM	**44.6** °F	**44.6** °F	100%	**30.20** in	**10.0** mi	Calm	Calm	-	N/A		Mostly Cloudy
4 55 AM	**44.6** °F	**44.6** °F	100%	**30.20** in	**10.0** mi	Calm	Calm	-	N/A		Mostly Cloudy
5:15 AM	**44.6** °F	**44.6** °F	100%	**30.20** in	**10.0** mi	Calm	Calm	-	N/A		Partly Cloudy
5 35 AM	**44.6** °F	**44.6** °F	100%	**30.21** in	**10.0** mi	Calm	Calm	-	N/A		Clear
5 55 AM	**42.8** °F	**42.8** °F	100%	**30.21** in	**10.0** mi	Calm	Calm	-	N/A		Clear
6:15 AM	**44.6** °F	**44.6** °F	100%	**30.22** in	**10.0** mi	Calm	Calm	-	N/A		Clear
6 35 AM	**42.8** °F	**42.8** °F	100%	**30.23** in	**10.0** mi	Calm	Calm	-	N/A		Clear
6 55 AM	**44.6** °F	**44.6** °F	100%	**30.24** in	**10.0** mi	Calm	Calm	-	N/A		Clear
7:15 AM	**42.8** °F	**42.8** °F	100%	**30.24** in	**10.0** mi	Calm	Calm	-	N/A		Clear
7 30 AM	**42.8** °F	**42.8** °F	100%	**30.24** in	**10.0** mi	Calm	Calm	-	N/A		Clear
7 50 AM	**44.6** °F	**44.6** °F	100%	**30.24** in	**10.0** mi	Calm	Calm	-	N/A		Clear
8 55 AM	**57.2** °F	**53.6** °F	88%	**30.26** in	**10.0** mi	Calm	Calm	-	N/A		Clear

Time (EST)	Temp.	Dew Point	Humidity	Pressure	Visibility	Wind Dir	Wind Speed	Gust Speed	Precip	Events	Conditions
9 52 AM	**64.4** °F	**51.8** °F	64%	**30.28** in	**10.0** mi	East	**4.6** mph	-	N/A		Partly Cloudy
11:50 AM	**69.8** °F	**51.8** °F	53%	**30.26** in	**10.0** mi	Calm	Calm	-	N/A		Scattered Clouds
12:55 PM	**71.6** °F	**51.8** °F	50%	**30.22** in	**10.0** mi	ESE	**9.2** mph	-	N/A		Scattered Clouds
1 59 PM	**71.6** °F	**50.0** °F	46%	**30.19** in	**10.0** mi	Variable	**4.6** mph	-	N/A		Mostly Cloudy
2 52 PM	**71.6** °F	**50.0** °F	46%	**30.17** in	**10.0** mi	SSE	**5.8** mph	-	N/A		Mostly Cloudy
3 55 PM	**71.6** °F	**50.0** °F	46%	**30.17** in	**10.0** mi	South	**4.6** mph	-	N/A		Mostly Cloudy
4:45 PM	**71.6** °F	**50.0** °F	46%	**30.16** in	**10.0** mi	Calm	Calm	-	N/A		Mostly Cloudy
5 35 PM	**69.8** °F	**51.8** °F	53%	**30.16** in	**10.0** mi	East	**4.6** mph	-	N/A		Clear
5 55 PM	**68.0** °F	**51.8** °F	56%	**30.16** in	**10.0** mi	NE	**5.8** mph	-	N/A		Clear
6:15 PM	**66.2** °F	**51.8** °F	60%	**30.17** in	**10.0** mi	ENE	**5.8** mph	-	N/A		Clear
6 35 PM	**66.2** °F	**51.8** °F	60%	**30.17** in	**10.0** mi	ENE	**5.8** mph	-	N/A		Partly Cloudy
6 55 PM	**62.6** °F	**51.8** °F	68%	**30.18** in	**10.0** mi	East	**4.6** mph	-	N/A		Mostly Cloudy
7:15 PM	**60.8** °F	**53.6** °F	77%	**30.18** in	**10.0** mi	Calm	Calm	-	N/A		Mostly Cloudy
7 35 PM	**59.0** °F	**53.6** °F	82%	**30.19** in	**10.0** mi	Calm	Calm	-	N/A		Mostly Cloudy
7 55 PM	**59.0** °F	**53.6** °F	82%	**30.19** in	**10.0** mi	Calm	Calm	-	N/A		Overcast
8:15 PM	**57.2** °F	**53.6** °F	88%	**30.19** in	**10.0** mi	East	**3.5** mph	-	N/A		Overcast
8 35 PM	**60.8** °F	**51.8** °F	72%	**30.19** in	**10.0** mi	Calm	Calm	-	N/A		Mostly Cloudy
8 55 PM	**57.2** °F	**53.6** °F	88%	**30.20** in	**10.0** mi	East	**3.5** mph	-	N/A		Overcast
9:15 PM	**59.0** °F	**53.6** °F	82%	**30.21** in	**10.0** mi	East	**4.6** mph	-	N/A		Overcast
9 35 PM	**60.8** °F	**53.6** °F	77%	**30.21** in	**10.0** mi	ESE	**3.5** mph	-	N/A		Overcast
9 55 PM	**60.8** °F	**53.6** °F	77%	**30.21** in	**10.0** mi	Calm	Calm	-	N/A		Overcast
10:15 PM	**60.8** °F	**53.6** °F	77%	**30.20** in	**10.0** mi	ESE	**6.9** mph	-	N/A		Overcast
10:35 PM	**60.8** °F	**53.6** °F	77%	**30.21** in	**10.0** mi	SE	**4.6** mph	-	N/A		Overcast
10:55 PM	**60.8** °F	**53.6** °F	77%	**30.21** in	**10.0** mi	West	**4.6** mph	-	N/A		Overcast
11:15 PM	**60.8** °F	**53.6** °F	77%	**30.20** in	**10.0** mi	Calm	Calm	-	N/A		Overcast
11:35 PM	**60.8** °F	**53.6** °F	77%	**30.20** in	**10.0** mi	Calm	Calm	-	N/A		Overcast
11:55 PM	**60.8** °F	**53.6** °F	77%	**30.20** in	**10.0** mi	Calm	Calm	-	N/A		Overcast


CONSULT-III plus Ver.64.50
VIN:-
Vehicle : -
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.5V
VI
MI
Diagnosis (One System)
System Selection
ICC/ADAS
Self Diagnostic Result
Data Monitor
Work support
Active Test
ECU Identification
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
ERASE
1 / 1

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- Close Window
- Print This Page
- Expand All | Collapse All

[redacted]

Incident Codes - Populated from the Case

Case	[redacted]
20b. Year, make, and model of vehicle	
VIN	JN8AT2MT2HW[redacted]

Consumer Affairs Agent Initial Probing Questions

Odometer Reading at Time of Incident	7,000
Date and Time of Incident	2/1/2018 1:57 PM
Location of Incident	Burns Ave in Wales, FL
13. Current Location of Vehicle	Hill's Nissan, Inc.
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] Lake Wales, FL [redacted] USA	5b. Driver's Address	[redacted] Lake Wales, FL [redacted] USA
4c. Owner's Day Phone	[redacted]	5c. Driver's Day Phone	[redacted]
4d. Owner's Evening Phone	[redacted]	[redacted] Evening Phone	[redacted]
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	C stated that C was in the middle of the road and C heard a noise like the brakes were grabbing and then the veh stopped without C touching the brake.

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 stated that C would just like to have another veh.

Consumer Affairs Agent STOPS HERE

Vehicle Information

7. Vehicle License Plate Number	
Purchased Used	☐
Purchased New	☑
9a. Date Purchased	9/2/2017
9b. Mileage at Purchase	
Current Vehicle Status	Not Repaired
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

Driver's Height

Driver's Weight

Driver Witnessed Event ☐

Driver Seatbelt ☑

Driver Hospitalization Required No

Right Front Passenger's Name [redacted]

Right Front Passenger Age

Right Front Passenger's Address

Right Front Passenger's Phone Number

Right Front Passenger's Height

Right Front Passenger's Weight

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	N/A	**Right Rear Passenger's Name**	N/A
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	N/A	**Other Seating Position**	N/A
Center Rear Passenger Age		**Other Passenger's Name:**	
		Other Passenger Age	

Center Rear Passenger's Address			
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	No
witness(es) provided contact information	No
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 the DLRSHP said that C can't drive the vehicle because it is not safe for C to drive it. C stated C was going down the highway. C stated C was going around 35 mph on [redacted]. C stated road conditions are good. C stated clear day. C stated the sun was not in front of C. C stated No traffic or anything and it just stopped. C stated the road is a flat road.
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	No
Describe the lamp	
Vehicle at independent repair facility	No
Name of repair facility	
Contact Information of repair facility	
What repairs were performed	
aftermarket accessories or modifications	No
What was installed on the vehicle	
Prior Accidents or Collisions	No

Describe Prior Accident of Collision

System Information

Created By Tashi McClain, 5/9/2018 2:20 PM **Last Modified By** Alex Kang, 5/15/2018 3:48 PM

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