INFORMATION REDACTED PURSUANT TOTHE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

C declined the call

Make Private ✓

Created By: Samantha Dixon (5/15/2018 9:55 AM)
ARBS sent c an email:

[redacted]

Like discussed, Nissan would like to inspect the vehicle in regards to the forward emergency braking concerns that you are experiencing. The investigation process is 6-8 weeks total and will be 2-4 weeks before the inspection is completed and 2-4 weeks for the results to be made available. Nissan North America Manufacturing does not offer any assistance for rental/loaner vehicles, towing, storage fees or anything financial. The loaner vehicle you have now is based off the dealer discretion and any concerns with that loaner would have to be addressed with the dealer directly. Another option if you do not wish to wait the 6-8 weeks is a repurchase review based off the state lemon law. This option is not a guarantee that your vehicle will be repurchased because it is based off of your state laws but is something Nissan can review for. Unfortunately the 2 options cannot be done at the same time because the repurchase review would use information found from the investigation that would be completed by my department. Please let me know how you would like to proceed.

Thank you,

Samantha Dixon

Make Private ✓

Created By: Samantha Dixon (5/15/2018 9:49 AM)
ARBS made outbound call to c boyfriend [redacted].
ARBS requested 20-30 mins to complete IIR.

c confirmed that the VEH will just stop on its own.
c stated that once was on the entrance ramp by [redacted]
c stated that the next one was by the overpass that links [redacted] airport to bridge, c stated that the shadow from the bridge caused the veh to stop.
c stated that the exit ramp incident happened at night.
c stated that the veh would make really weird sounds when c was accelerated when the veh was trying to brake.
c stated that the veh sounds was making braking sounds and was coming from the under carriage of the veh.
c stated that when the veh stops on its own multiple lights come on on the dash.
c stated that the grand central incident c almost got rear-ended.
c stated that if the veh cant be repaired and all vehs are having this issue then C doesnt want the veh anymore and wants to go to another competitor.
c stated that c will not be liable if the veh just stops on its own and causes an accident.
c stated that c is very scared in the veh
c stated that the loaner that c has doesnt have the advanced features and c actually feels safer in the loaner veh.
c stated that the veh is still at

KOEPPEL NISSAN
[redacted]
JACKSON HEIGHTS, NY [redacted]

c stated that c has already been looking into the lemon law.

ARBS advised that ARBS is not trained in lemon laws.
ARBS asked if c is just seeking to have the veh repurchased and c get out of the veh?

c stated that c is still wanting to have the veh inspected but also wants to proceed with the review for the repurchase.
c stated that c is not wanting to continue paying for a veh that c is not driving along with parking that c is paying for that is registered strictly to c veh.

ARBS explained that if c wants the IIR completed then that would have to be done before an RHR can be reviewed because the IIR findings would play a part into the RHR review, if c is just wanting c case reviewed for repurchase under the state lemon law then the case can be reviewed for that but unfortunately the case cant be reviewed for both.
ARBS explained the IIR process of 6-8 weeks, 2-4 weeks for the inspection to be completed and 2-4 weeks for the results to be available.
ARBS advised that NNA doesnt offer assistance for rental/loaner, towing, storage fees or anything financial.

c understood.
c requested for ARBS to call C back with the options and c will speak with the veh owner to determine how to proceed.
c asked if ARBS had any further questions.

ARBS declined and advised that ARBS just needs to know how c would like to proceed with the case.

call ended mutually

Make Private ✓

Created By: Samantha Dixon (5/14/2018 3:44 PM)
ARBS received vcmail from [redacted] c boyfriend requesting a call back.

ARBS notes that ARBS Will call C tomorrow 5/15.

Make Public ☐

Created By: Lydia Ristic (5/14/2018 3:39 PM)
****case summary ****

C contacted Nissan CA requesting assistance with followup case. / sent an email to RCAS.

Make Public ☐

Created By: Lydia Ristic (5/14/2018 3:38 PM)
CRR-LR VERIFIED Account information including: C's name, home & e-mail address & best contact number.
CRR-LR VERIFIED VEH Information including: VIN #, Current Mileage.
CRR-LR CHECKED for open recalls/campaigns and found:0
CRR-LR CHECKED for previous UNRELATED Case(s) and found: 0
CRR-LR CHECKED previous RELATED Case(s) and found: 0
CRR-LR NOTED concern: followup case.
CRR-LR received inbound call from C's - [redacted]

C called for case.

CRR-LR read case and advised C has a follow up on 5/16/2018.

C stated it is too laet and would like a call back asap concerning VEH.

CRR-LR advised C couldn't guarantee.
CRR-LR advised C would send an email.

C stated is driving and has to go.

CRR-LR couldn't ask C if there was anything else CRR-LR could assist with.
CRR-LR couldn't provide C with agent ID / name and case number.

Best contact [redacted].
Call ended mutually.

Make Public ☐

Created By: Matthew Yu (5/14/2018 2:56 PM)
CRR-MY VERIFIED Account Info including: C's name, home & email address, phone# & best contact#
CRR-MY VERIFIED Veh Info including: VIN#, Current Mileage, Warranty & Service History
CRR-MY CHECKED for open recalls/campaigns and found: 0
CRR-MY CHECKED for previous UNRELATED Case(s) and found:
CRR-MY CHECKED previous RELATED Case(s) and found:
CRR-MY NOTED concern is: ARBS follow up call

C states that C has been playing phone tag with ARBS-SD and is wondering if CRR-MY can send ARBS-SD an email to let them know to call C back

CRR-MY informed C that CRR-MY will definitely send ARBS-SD an email in regards to their case

C states that the best phone numbers to contact C back at are [redacted] and [redacted]

Created By: Samantha Dixon (5/14/2018 9:57 AM)
ARBS made outbound call to c boyfriend [redacted]
ARBS had to leave a vcmail
Make Private ✓ ARBS requested 20-30 mins to complete IIR.
ARBS advised that ARBS understands that c is requesting to be contacted via email, ARBS needs an email address for c.
ARBS advised that ARBS is not sure why NNA # coming up as spam, must be c cell phone provider.
ARBS provided c with direct # [redacted]

Created By: Cassandra Bailey (5/10/2018 1:53 PM)
CASE SUMMARY

Make Public C called in for ARBS follow up

CRR-CB sent email to ARBS stating C called in for follow up and C in unable to receive calls
CRR-CB exiting case

Created By: Cassandra Bailey (5/10/2018 1:51 PM)
CRR-CB VERIFIED Account Info including: C's name, home & email address,
CRR-CB VERIFIED VEH Info including:
CRR-CB CHECKED for open recalls/campaigns and found: 0
CRR-CB CHECKED for previous UNRELATED Case(s) and found: 0
CRR-CB CHECKED previous RELATED Case(s) and found: 0
CRR-CB NOTED concern is: ARBS follow up

Make Public CRR-CB spoke with [redacted] boyfriend)
CRR-CB noting Andrew unable to verify information on account

C stated ARBS phone number is a spam number
C stated C would prefer follow up through email
C stated unable to reach ARBS through VM

CRR-CB noting no alternate phone number available
CRR-CB sending email to ARBS outlining customer contact

C disconnected call

Created By: Alex Kang (5/10/2018 1:24 PM)
Make Public ARBS made outbound call to C at [redacted].

ARBS left VXM stating to leave a good time when SrArbs-SD can get in contact with C.

Make Private ✓ **Created By: Samantha Dixon (5/10/2018 1:08 PM)**
ARBS received vcmail from C stating that c doesnt have time to speak during the day and provides permission for NNA to speak to c boyfriend [redacted]

Created By: Samantha Dixon (5/10/2018 9:46 AM)
ARBS made outbound call to c [redacted]
ARBS requested 20-30 mins to complete IIR probe.

c stated that c is at work and is unable to speak at this time.
Make Private ✓ c requested to call ARBS back.

ARBS understood.
ARBS provided direct # [redacted]

Call ended mutually

Created By: Samantha Dixon (5/10/2018 9:41 AM)
Make Public **********ARBS RECEIVED CASE, UNDER REVIEW, PENDING PROBE VERIFICATION **********

Created By: Samantha Dixon (5/9/2018 7:30 AM)
Make Public C seeking assistance with FEB concern.

Created By: Lori Wells (5/8/2018 4:05 PM)
RCAS-LW placed outbound call to C @ [redacted]
RCAS-LW VERIFIED C's name, home & email address & concern, phone#, VIN#, mileage
RCAS-LW verified mailing address: [redacted] Elmhurst, NY [redacted]
RCAS-LW CHECKED and ADVSIED for open recalls/campaigns and found: None
Previous UNRELATED Case(s) Found: None
Previous RELATED Case(s) Found: None
RCAS-LW ADVISED "This call may be recorded for quality and training purposes."

****

RCAS-LW stated that RCAS-LW is C's regional specialist with Nissan Consumer Affairs and RCAS-LW will be assisting C with any questions or concerns that C may have as well as address the concerns accordingly with the DLR.

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

C stated that the response the DLR gave C does not buy.
C stated that the DLR advised that the VEH did that because the sensor was dirty.
C stated that first it happened when C was driving on [redacted] PKWY and C went under underpass and when C hit the shadow the brakes applied.
Make Private ✓ C stated that the next time C was getting on an on- ramp and it was dark and the VEH applied brakes again.
C stated that it was two random times and two random places.

RCAS-LW apologized for the concerns and advised that RCAS would like to investigate further.
RCAS-LW advised that RCAS does have to ask a few questions.
RCAS-W asked IIR questions.

RCAS-LW advised that C would receive call no later than Monday 05/14/18.

C stated that C's concern is how often that this happens?
C stated if there a repair?
C stated that C wants this documented.
C stated that C does not want the VEH anymore if this cannot be repaired.
C stated that the safety features are not reliable.
C stated that C does not want the feature turned off.
C stated that C purchased the VEH for the features that were advertised as working.

RCAS-LW advised that everything is documented.
RCAS-LW advised that C would received a call no later than Monday 05/14/18.
C thanked RCAS.
RCAS-LW thanked C.
Call ended mutually.

Created By: Sebastian Otterstein (5/8/2018 1:07 PM)
CRR-SO VERIFIED Account Info including: C's name, home & email address, phone# & best contact#
CRR-SO CHECKED for previous UNRELATED Case(s) and found: 0
CRR-SO CHECKED previous RELATED Case(s) and found: 0

CRR-SO NOTED concern is: RCAS Follow up

CRR-SO received inbound call from [redacted] who is [redacted] and will be referred to as C
CRR-SO received inbound call from C

C stated C has not received any follow up

CRR-SO acknowledged C concern
CRR-SO stated CRR-SO will email RCAS

Make Public ☐

C understood

CRR-SO offered further assistance

C declined

CRR-SO provided C with case number and agent ID

Best Contact: [redacted]

Call ended mutually

Created By: Lori Wells (5/8/2018 10:55 AM)
RCAS-LW placed outbound call to C @ [redacted] left VMX.
RCAS-LW advised that RCAS would follow up no later than 05/09/18.
RCAS-LW provided direct number and case number and business hours.

Make Private ☑

==========

RCAS-LW placed outbound call to C @ [redacted] left VMX.
RCAS-LW advised that RCAS would follow up no later than 05/09/18.
RCAS-LW provided direct number and case number and business hours.

Make Public ☐

Created By: Alina Kingston (5/7/2018 5:15 PM)
** CRR-AK documenting that CRR-AK obtained authorization from [redacted] to speak with Boyfriend: [redacted]. **

Make Public ☐

Created By: Alina Kingston (5/7/2018 5:14 PM)
*** CASE SUMMARY ***

C contacted NNA for assistance with a DTS request.

CRR-AK sending Case to RCAS for further assistance.
CRR-AK set follow up as 5/8/2018.
CRR-AK sent RCAS-DF a courtesy email.

Make Public ☐

Created By: Alina Kingston (5/7/2018 5:11 PM)
CRR-AK VERIFIED Account Info including: C's name, home & email address, phone# & best contact#
CRR-AK VERIFIED VEH Info including: VIN & Current Mileage
CRR-AK CHECKED for open recalls/campaigns & found:
CRR-AK CHECKED for previous UNRELATED Case(s) & found: 0
CRR-AK CHECKED for previous RELATED Case(s) & found: 0

CRR-AK NOTED concern is: DTS Request

CRR-AK received inbound call from C [redacted]).

C provided CRR-AK with VEH owner's #.
C stated C just left the DLR.
C stated the DLR told C that this concern is occurring due to excessive blockage from the Nissan logo.
C stated C does not feel comfortable with the statement from the DLR.
C stated C does not feel comfortable (or C's girlfriend) driving a VEH that stops on its own.
C stated the DLR told C to call NNA to request that a DTS come look at the VEH.
C stated if this is an ongoing concern, C does not want the VEH.

CRR-AK understood C's concerns.
CRR-AK advised C that CRR-AK will send Case to RCAS & C will be contacted on 5/8/2018.

C understood & appreciated the assistance.

CRR-AK provided C with Case #, first name & agent ID.
CRR-AK offered further assistance.

C declined.

CRR-AK thanked C for calling Nissan Consumer Affairs.

** Call ended mutually. **

Best Contact #: ([redacted] (Boyfriend: [redacted]
Best Contact # [redacted] (VEH Owner [redacted]
VIN: 5N1AT2MV5JC[redacted]

Make Public ☐

Created By: Ethan Anderson (5/5/2018 11:08 AM)
CASE SUMMARY

C contacted Nissan CA requesting assistance with Braking concern

CRR-EA advised C the Case has been documented and referred C to DLR

Closing case

Make Public ☐

Created By: Ethan Anderson (5/5/2018 11:08 AM)
CRR-EA VERIFIED Account Info including: C's name, home & email address, phone# & best contact#
CRR-EA VERIFIED VEH Info including: VIN#
CRR-EA CHECKED for open recalls/campaigns and found: none
CRR-EA CHECKED for previous UNRELATED Case(s) and found: none
CRR-EA CHECKED previous RELATED Case(s) and found: none
CRR-EA NOTED concern is: Braking concern
CRR-EA received call from: [redacted] – refer to as C from now on

C stated C just purchased new VEH
C stated over the weekend C was driving under a bridge and the brakes activated on their own
C would like to investigate concern

CRR-EA understood and requested POO
CRR-EA asked C to hold

C accepted
C disconnected

CRR-EA called C back

CRR-EA thanked C for answering
CRR-EA provide C with Agent ID and Case #
CRR-EA advised C that VEH is free of campaigns
CRR-EA referred C to the DLR and offered to transfer C

C accepted

CRR-EA offered further assistance

C declined

CRR-EA branded call

Call ended mutually

Case Categorizations

New Case Categorization | Case Categorizations Help

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

Open Activities

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

No records to display

Activity History

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

Action	Subject	Type	Name	Due Date	Assigned To	Action Taken	Status	Last Modified Date/Time
Edit | Del	DTS Request[redacted] KOEPPEL NISSAN			5/20/2018	Carlos Albert		Complete	5/18/2018 5:58 PM
Edit | Del	DTS Follow Up[redacted] KOEPPEL NISSAN			5/20/2018	Samantha Dixon		Complete	5/18/2018 3:54 PM
Edit | Del	IIR		[redacted]	5/10/2018	Samantha Dixon		Complete	5/10/2018 8:16 AM
Edit | Del	Email: Your inquiry to Nissan [ref[redacted]]		[redacted]	5/8/2018	Lori Wells		Complete	5/8/2018 3:58 PM
Edit | Del	Email: Proof of Ownership Document Request [ref:[redacted]		[redacted]	5/5/2018	Ethan Anderson		Complete	5/5/2018 10:52 AM

Customer Support Tools

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

No records to display

Check Activity

Check Activity Help

No records to display

Forms

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

Action	Form	Request Type	Created By	Created Date	Customer Name	VSC	VIN	VSC Request Comments
	[redacted]	IIR	Lori Wells, 5/8/2018 3:59 PM	5/8/2018			5N1AT2MV5[redacted]	

DTS Field Inspections

DTS Field Inspections Help

Action	Title	DTS Inspection Date	Owner First Name	Owner Last Name	Status
Edit	[redacted]	5/25/2018 9:00 AM	[redacted]	[redacted]	Completed

Attachments

Attach File | Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
6/4/2018 4:00 PM	Samantha Dixon	Changed **Follow Up Date** from 6/8/2018 to **6/18/2018**.
6/4/2018 10:45 AM	Carlos Albert	Changed **Subject** from CUSTOM[redacted] PHONE:[redacted] VIN: 5N1AT2MV5[redacted] to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: 5N1AT2MV5.**[redacted].
6/1/2018 8:45 AM	Samantha Dixon	Changed **Follow Up Date** from 6/1/2018 to **6/8/2018**.
5/22/2018 2:35 PM	Samantha Dixon	Changed **Follow Up Date** from 5/24/2018 to **6/1/2018**.
5/22/2018 9:24 AM	Samantha Dixon	Changed **Follow Up Date** from 5/22/2018 to **5/24/2018**.
5/22/2018 9:19 AM	Samantha Dixon	Changed **Subject** from CUSTOMER:[redacted] PHONE:[redacted] VIN: 5N1AT2MV5[redacted] to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: 5N1AT2MV5.**[redacted]
5/21/2018 2:48 PM	Samantha Dixon	Changed **Subject** from CUSTOMER[redacted] VIN:[redacted] **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: 5N1AT2MV5.**[redacted].
5/18/2018 8:18 AM	Samantha Dixon	Changed **Follow Up Date** from 5/21/2018 to **5/22/2018**.
5/17/2018 8:25 AM	Samantha Dixon	Changed **Follow Up Date** from 5/18/2018 to **5/21/2018**.
5/16/2018 3:59 PM	Samantha Dixon	Changed **Subject** from CUSTOMER[redacted] PHONE:[redacted] 5 VIN: 5N1AT2MV5[redacted] to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: 5N1AT2MV5JC**[redacted]
5/16/2018 3:49 PM	Arshdeep Singh	Changed **Subject** from CUSTOMER[redacted] PHONE:[redacted] VIN: 5N1AT2MV5JC[redacted] to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: 5N1AT2MV5.**[redacted]

5/15/2018 9:56 AM	Samantha Dixon	Changed **Follow Up Date** from 5/15/2018 to **5/18/2018**.
5/14/2018 3:45 PM	Samantha Dixon	Changed **Follow Up Date** from 5/16/2018 to **5/15/2018**.
5/14/2018 9:57 AM	Samantha Dixon	Changed **Follow Up Date** from 5/14/2018 to **5/16/2018**.
5/14/2018 8:46 AM	Samantha Dixon	Changed **Subject** from CUSTO[redacted] PHONE: [redacted] VIN: 5N1AT2MV5[redacted] to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: 5N1AT2MV5**[redacted]
5/10/2018 1:47 PM	Cassandra Bailey	Changed **Subject** from CUSTOMER: [redacted] PHONE: [redacted] VIN: 5N1AT2MV5[redacted] to **CUSTOMER: Laura Cardenas** [redacted] **VIN: 5N1AT2MV5J**[redacted]
5/10/2018 9:40 AM	Samantha Dixon	Changed **Subject** from CUSTOMER [redacted] PHONE: VIN: 5N1AT2MV5[redacted] to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: 5N1AT2MV5J**[redacted]
5/9/2018 7:30 AM	Samantha Dixon	Changed **Case Owner** from Lori Wells to **Samantha Dixon**.
5/9/2018 7:30 AM	Samantha Dixon	Changed **Description**.
5/9/2018 7:28 AM	Samantha Dixon	Changed **Subject** from CUSTOMER: [redacted] PHONE: [redacted] VIN: 5N1AT2MV5JC[redacted] to **CUSTOMER:** [redacted] **PHONE: VIN: 5N1AT2MV5**[redacted]
5/8/2018 4:05 PM	Lori Wells	Changed **Follow Up Date** from 5/9/2018 to **5/14/2018**.
5/8/2018 1:02 PM	Sebastian Otterstein	Changed **Subject** from CUSTOMER [redacted] PHONE: VIN: 5N1AT2MV5[redacted] to [redacted] **PHONE:** [redacted] **VIN: 5N1AT2MV5**[redacted].
5/8/2018 10:57 AM	Lori Wells	Changed **Data Not** from false to **true**.
5/8/2018 10:56 AM	Lori Wells	Changed **Follow Up Date** from 5/8/2018 to **5/9/2018**.
		Changed **Description**.
5/8/2018 7:43 AM	Lesley Howard	Changed **Case Owner** from L2 JD Powers Customers to **Lori Wells**.
5/8/2018 7:15 AM	Dezerick Frazier	Changed **Case Owner** from Dezerick Frazier to **L2 JD Powers Customers**.
5/7/2018 5:11 PM	Alina Kingston	Changed **Escalated By ID** to **0050G000008Wm4c**.
		Changed **Case Owner** from Alina Kingston to **Dezerick Frazier**.
5/7/2018 5:03 PM	Alina Kingston	Changed **Follow Up Date** from 5/7/2018 to **5/8/2018**.
5/7/2018 5:03 PM	Alina Kingston	Changed **Case Owner** from Ethan Anderson to **Alina Kingston**.
5/7/2018 4:58 PM	Alina Kingston	Changed **Reopen Date** to **5/7/2018 4:58 PM**.
		Changed **Status** from Closed to **Open**.
5/5/2018 11:08 AM	Ethan Anderson	Changed **Status** from Open to **Closed**.
		Closed.
5/5/2018 10:50 AM	Ethan Anderson	Changed **Work Phone** to [redacted]
		Changed **Follow Up Date** from 5/5/2018 to **5/7/2018**.
		Changed **VIN** to **5N1AT2MV5J**[redacted]
		Changed **Subject** to **CUSTOMER** [redacted] **PHONE: VIN: 5N1AT2MV5J**[redacted]
		Created.

Emails

Send an Email | Emails Help

Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	New	**Re: Proof of Ownership Document Request [**[redacted] *Good morning, I attached two documents (Pag 1 of the buyer contract and r...*	[redacted]	5/9/2018 5:54 AM
Reply | To All | Del	Sent	Your inquiry to Nissan [redacted] *5/8/2018 Case[redacted] #5N1AT2MV3[redacted] Dear[redacted]*		5/8/2018 3:58 PM
Reply | To All | Del	Sent	Proof of Ownership Document Request [redacted] *5/5/2018 Case #[redacted] #[redacted] Congra...*		5/5/2018 10:52 AM

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Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV[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 East Elmhurst 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: NG

II. Vehicle

Model Year 2018 Model Name ROGUE Mfg. Date 02/24/2018 VIN 5N1AT2MV5J[redacted]

Mileage 1036 License # [redacted] State NY Country United States

Special equipment & accessories Front and Rear After Market Chrome Bumper Bars.

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

Number	Description	Status	Date
NA	NA	○ Open ◉ Closed	NA

Add Row | Remove Row

III. Description of Incident & Claim

Source of Information Claimant Incident Date 04/25/2018 Time 4:47 PM

Location of Incident (describe fully) [redacted] PKWY Passing underpass.

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

Vision obstruction (describe) NG

Temperature at time of incident 88.0° Parking location prior to time of incident NG

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV5[redacted]

Overnight temperature prior to incident: 71.1° | Length of time parked: NG

Ice/Snow accumulation on vehicle? ○ Yes ◉ No

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

Sequence of Events (according to claimant): Claimant alleges was driving on Grand Central PKWY as vehicle drove under an overpass vehicle applied brakes unprovoked.

Relation to Roadway (on-road, off-road, left side, right side): On Road Right hand side.

Number of times incident occurred: 3

Driver Action (braking, steering, etc.): Driving.

Special Circumstances: NG

Actions taken after incident and results of those actions: Claimant alleges resumed driving.

Vehicle Estimated Speed: NG | Source: Claimant | Posted Speed Limit: UNKWN Exact Loca

Other Vehicle Estimated Speed: NG | Source: Claimant | Posted Speed Limit: UNKWN Exact Loca

Witness Present? ○ YES ◉ NO

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

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

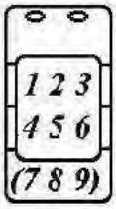
#	Allegation	Allegation made by
1	Claimant alleges vehicle applied FEB unprovoked with no vehicle ahead.	Claimaint

Add Allegation | Remove Allegation

IV. Occupants & Injuries

Source of Information: Claimant

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



Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV5[redacted]

Occupant Name [redacted] DOB [redacted] Height NG

Address [redacted] East Elmhurst, NY [redacted] Weight NG

Location Incident Vehicle Seating Position 1 - Driver

Seat Belts Worn Unknown Airbag Status Airbag not deployed

Nature & Extent of Injuries NG

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

Add Occupant | Remove Occupant

☐ No Occupants Comments NA

V. Other Property Damage

☒ No Other Property Damage

Source of information Claimant

VI. Investigation Results

Date of vehicle inspection 05/25/2018

Location of inspection Koeppel Nissan

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

NA

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

Photos taken by Carlos Albert # Photos 70

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

Exterior/Body	No abnormalities noted. DTS notes after market chrome bumper bars installed. Please see photos: 1-25.
Engine/ Transmission/ Drivetrain	No abnormalities noted. Please see photos: 46-54.
Underbody/ Suspension/ Steering/ Wheels & Tires	No abnormalities noted. Please see photos: 60-67.
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	No abnormalities noted. Please see photos: 26-45, 68-70.

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV[redacted]

Seat Belts/ Child Restraints (if applicable)	No abnormalities noted. Seat Belts are in the stowed unlocked position. Please see photos: 26-45.
Air Bags	No abnormalities noted. Air Bags are in the stowed un-deployed position. Please see photos: 26-45.

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

DTS notes Chrome Bumper Bars installed on front and rear of vehicle.

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

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

#	Allegation	Factual Findings
1	Claimant alleges vehicle has experienced multiple unprovoked FEB activations with no vehicle in front of Claimant's.	DTS inspected vehicle throughly and noted FEB operation mileage at 678 miles stored in ICC/ADAS. DTS inspected all systems found no DTCs stored in current or past states. DTS test drove vehicle approximately 6 miles in heavy traffic conditions and did not have any duplication of FEB, vehicle performing characteristic of model at this time.

Add Row | Remove Row

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

Reporter's Signature [redacted]

Reporter's Name & Region [redacted] North East Region

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV[redacted]

IIR Supplement: Advanced Technology Checklist

I. Vehicle equipped with

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

Other (describe)	NA
Comments	NA

II. Diagnostic Download and EDR Data

Instructions:

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

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