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

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/4/2017	10/22/18	4/5/17

Text-Incd Desc TL

See Comments

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
128	Z - DAVID BLUNKALL	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	JN8AT2MV1HW[redacted]
Mileage-Initial TL	*Mileage-Current TL*	*Code-NNA Model VC*	*Code-Body Type TL*
0	4172	22617	
Code-Engine Prefix VC	*Number-Engine Serial VC*	*Code-Trans Type VC*	*Code-Vehicle Color VC*
QR25	780083	CVT	K23
Name-Plant VC	*Date-Manufacture VC*	*Date-In Service TL*	*Code-Distributor TL*
KYUSHYU (NML)	10/25/2016	12/28/2016	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
K03 PLATINUM PACKAGE
L92 FLOOR MATS (2-PIECE FRONT AND
M92 RETRACTABLE CARGO COVER
P01 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
X03 PLATINUM RESERVE INTERIOR
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
CV26	26	NISSAN NORTH AMERIC	SOMERSET	New Jersey

Serv Dlr TL

Code	Region	Name	City	State
5563	26	GARDEN CITY NISSAN	HEMPSTEAD	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — *Flag-Attachment TL:* N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

WHEN DRIVING THE FRONT COLLISION PREVENTION ACTIVATES ON ITS OWN WHEN NOTHING IS IN FRONT OF

Created by Survey Site Guest User at 2017-04-04 12:13:14

Customer Comments: WHEN DRIVING THE FRONT COLLISION PREVENTION ACTIVATES ON ITS OWN WHEN NOTHING IS IN FRONT OF IT.

Technician Findings: CUSTOMER STATES FEB ACTIVATES BY ITSELF ON OPEN ROADS.CK CODES NONE,CK TSBS NONE,PERF DATA BASE SEARCH NO RESULTS.TEST DROVE 1 MI

LE THEN TEST DROVE 8 MILES.NO CODES COULD NOT DUPLICATE CONCERN

Repairs Made: NONE

Created by David Blunkall at 2017-04-04 12:44:18

Recommended Action: DUPLICATE

Recommendation Detail: See Comments

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Customer Comments: WHEN DRIVING THE FRONT COLLISION PREVENTION ACTIVATES ON ITS OWN WHEN NOTHING IS IN FRONT OF IT.

Technician Findings: CUSTOMER STATES FEB ACTIVATES BY ITSELF ON OPEN ROADS.CK CODES NONE,CK TSBS NONE,PERF DATA BASE SEARCH NO RESULTS.TEST DROVE 1 MI

LE THEN TEST DROVE 8 MILES.NO CODES COULD NOT DUPLICATE CONCERN

Repairs Made: NONE

Created by David Blunkall at 2017-04-04 12:53:29

Description:

CUSTOMER STATES FEB ACTIVATES BY ITSELF ON OPEN ROADS.CK CODES NONE,CK TSBS NONE,PERF DATA BASE SEARCH NO RESULTS.TEST DROVE 1 MILE THEN TEST DROVE 8

MILES.NO CODES COULD NOT DUPLICATE CONCERN

Recommendation:

Check radar sensor mounting for loose condition.

Inspect for debris or obstructions on sensor.

REF OWNERS MAN 5-84:

In some road or traffic conditions, the

FEB system may unexpectedly apply

partial braking. When acceleration is

necessary, continue to depress the accelerator

pedal to override the system

Created by Michael Cramer at 2017-04-05 09:30:23

***** [Added after the case is closed.] *****

Description:

Radar mounting is solid

No debris or obstructions found concerning the radar sensor

Dealer is unable to duplicate abnormal operation

Recommendation:

Sounds like we may be experiencing normal operation.

Due to the nature of the FEB system, there are limitations.

Please refer to the owner?s manual for proper system operation.

Limitation examples are provided on 5-84 in the owner?s manual.

Created by Michael Cramer at 2017-04-05 09:31:23

Description:

Radar mounting is solid

No debris or obstructions found concerning the radar sensor

Dealer is unable to duplicate abnormal operation

Recommendation:

Sounds like we may be experiencing normal operation.

Due to the nature of the FEB system, there are limitations.

Please refer to the owner?s manual for proper system operation.

Limitation examples are provided on 5-84 in the owner?s manual.

NISSAN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	6/20/2017	10/22/18	6/20/17

Text-Incd Desc TL

-see comments

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - BRIAN TERK	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	JN8AT2MVXHW[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	590	29417	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	953835	CVT	G41
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	4/6/2017	5/29/2017	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2-PIECE FRONT AND
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3670	26	LEGEND NISSAN, LTD	SYOSSET	New York

Serv Dlr TL

Code	Region	Name	City	State
3670	26	LEGEND NISSAN, LTD	SYOSSET	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	Y	6/21/2017	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: SM to contact Nissan C.A.

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

Vehicle stops in middle of the rail road tracks auto breaking 2x

Created by Survey Site Guest User at 2017-06-20 10:00:21

Customer Comments: Vehicle stops in middle of the rail road tracks auto breaking 2x

Technician Findings: CUST SAID AUTO BREAKING LIGHT COMES ON EVERY TIME CROSSING RAIL RD TRACKS...I HAVE PAST CODES

Repairs Made: NONE

Created by Brian Terk at 2017-06-20 11:19:57

-DESCRIPTION:

-all vehicle operation is normal as tested at dealer

-customer states vehicle stops, auto brakes in middle of all railroad tracks

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-ICC/ADAS

C1B53 SIDE RDR R MALF ??????????????????CURRENT

C1B54 SIDE RDR L MALF ??????????????????.CURRENT

U1000 CAN COMM CIRCUIT ??????????????????.CURRENT

C1B53 SIDE RDR R MALF -04??????????????????.PAST

U100-01?????????

-case opening indicates no aftermarket or factory accessories installed

-RECOMMENDATION DETAIL:

-ICC/ADAS past code noted of U100-01 is missing a digit

-case notes indicated the vehicle has past codes

-codes noted in your case opening DTC columns have some codes stored in the current column and some in the past column

-what codes are current?

-what codes are past?

-is there a specific location the customer states this happens at? If so have we test driven the vehicle there yet?

-F1 DTS request sent due to new vehicle incident

-

Created by Brian Terk at 2017-06-20 11:23:30

-DTS inspection date set for 06/21/2017

Created by Brian Terk at 2017-06-20 12:37:45

-DESCRIPTION:

-Out-call to dealer and dealer email reply received, updated case summary below

-customer states that on 2 occasions when crossing the same set of tracks there was an FEB warning on the meter and then the vehicle began to auto sto

p and did stop completely on the tracks

-technician is familiar with the crossing and crosses the same tracks at times, tracks are rasied and could be detected by sensor

-all vehicle operation is normal as tested at dealer but vehicle has not been tested on railroad crossings, nearest crossings are over 20 miles away

-ICC/ADAS

C1B53 SIDE RDR R MALF ??????????????????PAST

C1B54 SIDE RDR L MALF ??????????????????.PAST

U1000 CAN COMM CIRCUIT ??????????????????....PAST

C1B53-04 SIDE RDR R MALF.??????????????????...PAST

-case opening indicates no aftermarket or factory accessories installed

-RECOMMENDATION DETAIL:

-tss to research and follow up

-

Created by Brian Terk at 2017-06-20 14:58:53

-DESCRIPTION:

-Out-call to dealer and dealer email reply received, updated case summary below

-customer states that on 2 occasions when crossing the same set of tracks there was an FEB warning on the meter and then the vehicle began to auto sto

p and did stop completely on the tracks

-technician is familiar with the crossing and crosses the same tracks at times, tracks are rasied and could be detected by sensor

-all vehicle operation is normal as tested at dealer but vehicle has not been tested on railroad crossings, nearest crossings are over 20 miles away

-ICC/ADAS

C1B53 SIDE RDR R MALF ??????????????????PAST

C1B54 SIDE RDR L MALF ??????????????????.PAST

U1000 CAN COMM CIRCUIT ??????????????????....PAST

C1B53-04 SIDE RDR R MALF.??????????????????...PAST

-case opening indicates no aftermarket or factory accessories installed

-RECOMMENDATION DETAIL:

-Tech Line recommends that your Service Manager opens a case with Nissan consumer affairs and follows whatever recommendations they may have due to th

e customer believes this is a safety concern

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-also please note that a DTS request was sent due to low mileage in an F1 market

-

Created by Brian Terk at 2017-06-26 07:57:47

-DTS inspection results:

CONCERN: FCP activation when approaching particular set of train tracks.

CAUSE: Normal operation.

FINDINGS: Upon inspection, found that the vehicle is operating as designed.

DTS drove vehicle 15 miles with no duplication of any abnormal operation.

Found codes stored are not current. the FFD indicates odo of 0 miles at the of DTC trigger.

Customer states issue only occurs as he approaches a particular set of train tracks.

Found in all other conditions, vehicle operates as designed.

Performed inspection of train tracks, and found that the train tracks are raised pavement up to the tracks from the road.

Advised dealer that the system is activating due to the object being detected that is the pavement.

Advised the system is operating as designed.

Advised the dealer to direct the customer to drive the vehicle and see is issue occurs at any other situations other than that location.

STATUS: Vehicle to be returned to the customer.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	7/25/2017	10/22/18	7/25/17

Text-Incd Desc TL

see comments

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	5N1AT2MV9HC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	4513	22617	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	616421U	CVT	RBY

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	10/28/2016	3/26/2017	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2-PIECE FRONT AND
P01 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5639	26	NISSAN OF WESTBURY,	AMITYVILLE	New York

Serv Dlr TL

Code	Region	Name	City	State
2214	26	NISSAN 112 SALES CORP	PATCHOGUE	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	Y	8/3/2017	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CAR RANDOMLY JAMS ON THE BRAKES WHEN DRIVING

Created by Survey Site Guest User at 2017-07-25 09:52:55

Customer Comments: CAR RANDOMLY JAMS ON THE BRAKES WHEN DRIVING

Technician Findings: C/S CAR RANDOMLY JAMS ON THE BRAKES WHEN DRIVING AND WHEN FOOT IS ON THE GAS AT THIS TIME I DID NOT FINE NOTHING WRONG THE CAR

SEEMS TO BE DRING FINE

Repairs Made: NONE AT THIS TIME

Created by Billy Haines at 2017-07-25 10:27:52

Description:

C/s car randomly jams on the brakes when driving and when foot is on the gas at this time i did not fine nothing wrong the car seems to be driving fin

TECH LINE INCIDENT REPORT - CONFIDENTIAL

e.

Recommendation:

Sometimes the symptom is not present when the vehicle is brought in for service. If possible, re-create the conditions present at the time of the inci

dent. Doing so may help avoid a No Trouble Found.

Get a thorough description of the incident from the customer. It is important for simulating the conditions of the problem.

Please refer to ESM GI-46 for intermittent incident.

Per ESM CCS-113 Diagnosis Procedure - (49)

1.CHECK ICC SENSOR POWER SUPPLY AND GROUND CIRCUIT

Check power supply and ground circuit of ICC sensor. Refer to CCS-126, "ICC SENSOR : Diagnosis Procedure".

Is the inspection result normal?

YES >> Replace ICC sensor. Refer to CCS-145, "Removal and Installation".

NO >> Repair or replace the malfunctioning parts.

Created by Billy Haines at 2017-07-25 10:38:38

DTS Inspection Date 8/3/2017 11:00 AM

Created by Billy Haines at 2017-08-08 04:04:00

DTS Notes:

CAUSE: Front Laser radar unit.

FINDINGS: Upon arrival at the dealer, found the vehicle is no longer at the dealer.

Dealer reports that the connections were inspected as per TL's recommendation to no resolution, and the Laser radar unit was ordered.

STATUS: Vehicle has been returned to the customer pending vehicle return for part installation.

DTS advised the dealer when the vehicle returns to the dealer, gather from the customer information on exactly where the issue occurs on a map and att

empt to duplicate the undesired FEB activation.

Dealer to follow up with information.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	7/27/2017	10/22/18	7/27/17

Text-Incd Desc TL

see comments

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - CRAIG WATSON	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	JN8AT2MV6HW[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	6092	22617	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	792028	CVT	K23

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	11/3/2016	12/30/2016	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
K03 PLATINUM PACKAGE
L92 FLOOR MATS (2-PIECE FRONT AND
P01 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
1847	24	CONTINENTAL NISSAN	COUNTRYSIDE	Illinois

Serv Dlr TL

Code	Region	Name	City	State
5561	24	ZEIGLER NISSAN ORLAND PK	ORLAND PARK	IL

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: **NOT IDENTIFIED** Flag-Attachment TL: **Y**

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

WHEN DRIVING 40MPH AFTER A WHILE CAR WILL MAKE A BEEPING NOISE AND THE VEHICLE WILL BRAKE BY

Created by Survey Site Guest User at 2017-07-27 12:54:34

Customer Comments: WHEN DRIVING 40MPH AFTER A WHILE CAR WILL MAKE A BEEPING NOISE AND THE VEHICLE WILL BRAKE BY ITSELF

Technician Findings: C/S WHEN DRIVING AT 40 MPH AFTER A WHILE VEHICLE WILL MAKE BEEPING NOISE AND THEN BRAKE BY ITS SELF. CUSTOMER THINKS FEB IS OPERA

TING. CUST UNSURE OF ANY LIGHTS ON DASH. C/S NOT DURRING ICC OPERATION. TEST DROVE 66 MILES OVER 2 DAYS NO ISSUES. NO DTCS. FEB HISTORY SHOW NO RECORD

OF OPERATING. C/S HAD AT ANOTHER DEALER TWICE FOR SAME CONCERN. LOOKING FOR ADVISE DUE TO SENSITIVE NATURE OF FEB OPERATION.

Repairs Made: NONE

Created by Kenneth Walker at 2017-07-27 14:58:43

TECH LINE INCIDENT REPORT - CONFIDENTIAL

FEB randomly engages on its own

Third time to a dealer for this concern

Brakes apply during concern

Does not occur during ICC usage

Drove 66 miles over 2 days without duplication

No FEB operation history

Recommendation:

Check for foreign objects/debris on Lane camera and ICC radar assy

Verify lane camera is not loose in its mounting

Verify no aftermarket accessories interfering with sensors operation, IE paint films, covers, etc

Inspect for front license plate and or mounting bracket trauma on front bumper

A traumatized bracket, plate, or even a license plate surround can affect operation off the radar unit

Obtain from customer the conditions the concern occurs, attempt to duplicate under similar conditions

Created by Kenneth Walker at 2017-08-02 08:49:26

Tech replied with:

?Have driven over 100 miles without duplication. Inspected items recommended. The only thing that stands out to me is the first thing noted a new chro

me license plate frame. Wondering if it is possible that at times of bright, direct sunlight, if the reflection off the frame could "dazzle" the icc s

ensor or lane camera causing interruption. However still unable to duplicate on sunny days. Please see attached photos.?

Recommendation:

The license plate bracket is most like the cause of the concern

Remove aftermarket accessory and recheck

If no longer occur, concern is customer equipment related

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	9/6/2017	10/22/18	9/6/17

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
165	Z - JOHN IRION	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	JN8AT2MV1HW[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	6424	22617	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	780083	CVT	K23
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	10/25/2016	12/28/2016	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
K03 PLATINUM PACKAGE
L92 FLOOR MATS (2-PIECE FRONT AND
M92 RETRACTABLE CARGO COVER
P01 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
X03 PLATINUM RESERVE INTERIOR
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
CV26	26	NISSAN NORTH AMERIC	SOMERSET	New Jersey

Serv Dlr TL

Code	Region	Name	City	State
5563	26	GARDEN CITY NISSAN	HEMPSTEAD	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: Y

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

When Driving the front collision prevention activates on its own when there is nothing in front of the vehicle

Created by Survey Site Guest User at 2017-09-06 11:22:35

Customer Comments: When Driving the front collision prevention activates on its own when there is nothing in front of the vehicle

Technician Findings: customer is complaining of unwanted brake activation. Has happened 3 times. Last time was 9/3. driving 30mph hears buzzing and ca

r slows to 5mph quickly then releases and drives fine. Tech can not duplicate. ABS U1002, BCM u1000-00 and Laser radar C1a16-97. all past with counter

at 39. ICC works correctly and The FEB light comes on when getting close to car. did no have guts to see if it would stop with the FEB.

Repairs Made: none

Created by John Irion at 2017-09-06 11:39:36

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Description:

customer is complaining of unwanted brake activation. Has happened 3 times. Last time was 9/3. driving 30mph hears buzzing and car slows to 5mph quick

ly then releases and drives fine. Tech can not duplicate. ABS U1002, BCM u1000-00 and Laser radar C1a16-97. all past with counter at 39. ICC works cor

rectly and The FEB light comes on when getting close to car. did no have guts to see if it would stop with the FEB.

Recommendation:

Do not attempt to test the forward emergency braking system.

Please provide printout of all pages of CAN DIAG SUPPORT MONITOR.

Has the vehicle had any previous repairs or collision repairs?

Created by John Irion at 2017-09-06 12:45:39

Description:

As far as I know there has never been and accident. The Dealership did

have the rear bumper repaired last visit. The rear bumper got scratched.

They customer was having this issue before that. I am sending pdf files

withe the Codes, Freeze Frame and CAN monitor sheets.

Recommendation:

Please replace the ICC sensor.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	10/3/2017	10/22/18	10/3/17

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - CRAIG WATSON	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	KNMAT2MV6HF[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	1141	29417	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	967073	CVT	K23
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	6/14/2017	8/21/2017	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2-PIECE FRONT AND
N10 AUTO DIMMING INSIDE MIRROR
S10 FOG LAMPS
U01 SV PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3078	26	HILLTOP NISSAN, INC.	EAST HANOVER	New Jersey

Serv Dlr TL

Code	Region	Name	City	State
3078	26	HILLTOP NISSAN, INC.	EAST HANOVER	NJ

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: Y

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: No repair recommended

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CUSTOMER STATES CK EMERGENCY BREAKING SYSTEM STOPS WHEN TRYING TO ENTER OPEN DOOR

Created by Survey Site Guest User at 2017-10-03 12:10:03

Customer Comments: CUSTOMER STATES CK EMERGENCY BREAKING SYSTEM STOPS WHEN TRYING TO ENTER OPEN DOOR

Technician Findings: FORWARD BREAKING SYSTEM ACTIVATING ONLY HAPPENS AT HER GARAGE 300 WINSTON DRIVE CLIFFSIDEPARK NEW JERSEY 07010 I DID GO TO HER GA

RAGE AND DUPLICATE PROBLEM,PROBLEM ONLY HAPPENS WHEN CUSTOMER EXIT THE GARAGE AND THERE IS MIRROR FRONT OF VEHICLE ON THE RIGHT WHEN YOU ARE EXITING I

WILL ATTACH PICTURES OF GARAGE SEEM LIKE MIRROR REFLECTION AND FORWARD BREAKING SYSTEM SEEING VEHICLE IF SHE AVOIDS MIRROR IT WORKS FINE NO DTC STORE

D EVERYTHING SEEM TO BE WORKING FINE AND AGAIN ONLY HAPPENS IN TAHT GARAGE AND AT THE EXIT DOOR PICTURES ATTACHED THANKS

Repairs Made: NONE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Kenneth Walker at 2017-10-03 12:49:01

FEB engages at customer?s residence

Only occurs at the customers garage complex

There is a mirror that can be seen in garage that resides in front of vehicle

Not setting any codes

Recommendation:

If the concern is only occurring when there is a mirror present, or going up a steep incline, then no repair recommended. This is being caused by out

side environmental factors that are beyond our control. This not a vehicle concern. There are not any testing procedures to verify FEB operation oth

er than DTC inspection.

Created by Kenneth Walker at 2017-10-03 12:50:07

Heads up sent on 2017-10-03 12:50:06 to mike.wetherill@nissan-usa.com, gary.cross@nissan-usa.com, tammy.pannella@nissan-usa.com, sam.sapienza@nissan-u

sa.com, christopher.o'connor@nissan-usa.com, michael.farrell@nissan-usa.com

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	10/16/2017	10/22/18	10/16/17

Text-Incd Desc TL

see comments

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	KNMAT2MT4HP[redacted]
Mileage-Initial TL	**Mileage-Current TL**	**Code-NNA Model VC**	**Code-Body Type TL**
0	4972	29117	
Code-Engine Prefix VC	**Number-Engine Serial VC**	**Code-Trans Type VC**	**Code-Vehicle Color VC**
QR25	963527	CVT	G41
Name-Plant VC	**Date-Manufacture VC**	**Date-In Service TL**	**Code-Distributor TL**
Renault Samsung	5/30/2017	7/16/2017	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2-PIECE FRONT AND
M92 RETRACTABLE CARGO COVER
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
A000	34	COMPANY VEHICLES	FRANKLIN	TN

Serv Dlr TL

Code	Region	Name	City	State
5668	44	NISSAN OF DOWNTOWN LA	LOS ANGELES	CA

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	Y	10/16/2017	

Code-Reason For Call TL Desc: **NOT IDENTIFIED** Flag-Attachment TL: **N**

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

CUTOMER STATES SHE WAS DRIVING AROUND 60 TO 65 MPH VEHCILE STARTED TO BEEP THEN STARTED TO

Created by Survey Site Guest User at 2017-10-16 12:48:47

Customer Comments: CUTOMER STATES SHE WAS DRIVING AROUND 60 TO 65 MPH VEHCILE STARTED TO BEEP THEN STARTED TO BRAKE BY ITSELF , TOWED IN

Technician Findings: FOUND NO DTC , CUSTOMER STATES VEHICLE STARTING BEEPING AND STARTED TO BRAKE

Repairs Made: NONE

Created by Billy Haines at 2017-10-16 13:34:07

Description:

Found no dtc , customer states vehicle starting beeping and started to brake

Recommendation:

TECH LINE INCIDENT REPORT - CONFIDENTIAL

What is the exact location of the alleged forward emergency braking activation? (Gather address of intersection or road if possible).

Are we able to gather a photo or a video of the exact location?

Any and all landmarks where the event occurred.

Created by Billy Haines at 2017-10-16 13:52:24

DTS Notes:

Cause: Under investigation

Correction: None at this time.

Status: Pending

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	10/18/2017	3/5/19	10/18/17

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - BRIAN TERK	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	5N1AT2MTXHC[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
3025	12104	22517	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	721649U	CVT	QAB
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	2/7/2017	3/18/2017	

Installed Options

C03 50 STATE EMISSIONS
E10 PREMIUM PAINT $
K03 PLATINUM PACKAGE
L92 FLOOR MATS (2-PIECE FRONT AND
P01 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
X03 PLATINUM RESERVE INTERIOR
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
98003	48	NEW CITY NISSAN	HONOLULU	Hawaii

Serv Dlr TL

Code	Region	Name	City	State
98003	48	NEW CITY NISSAN	HONOLULU	HI

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: Y

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: operating as designed, only happens in one specific parking lot

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

C/S THE FORWARD COLLISION LITE COMES ON AND ACTIVATED THE BRAKES, DOWNHILL ALA MOANA PARKI

Created by Survey Site Guest User at 2017-10-18 13:09:39

Customer Comments: WHEN DRIVING UP OR DOWN THE NEW ALA MOANA PARKING RAMP, THE BRAKES LOCK UP AND WARNINGLIGHT FLASHES LIKE THERE IS SOMEONE WALKING I

N FRONT OF THE VEHICLE. SHE SAID IT HAPPENED WHEN GOING DOWN THE OPPOSITE RAMP. MAJORITY OF THE TIME ITS ON AN INCLINE.

Technician Findings: VERIFED CUSTOMER CONCERN WITH CUSTOMER VEHICLE. FEB WARNING LAMP ILLUMINATES AND CHIMES INTERMITTENTLY. FEB ALSO ENGAGES AT ONE

PARTICULAR LOCATION IN THE ALA MOANA SHOPPING CENTER (EWA) WEST PARKING STRUCTURE. FEB WARNING FLASHES AND CHIMES GOING UP THE STRUCTURE RAMP.AND FEB

ENGAGES AT ONE PARTICULAR SECTION OF THE RAMP COMING DOWN THE STRUCTURE. ROAD TESTED KGV AT SAME LOCATION AND SAME EXACT RESULTS PRESENT. SUBMITTING

A REPORT AS A REFERENCE. ISSUE IS MOST LIKELY RELATED TO THE DESIGN OF THE PARKING STRUCTURE.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Repairs Made: NONE

Created by Steve Berger at 2017-10-18 13:39:05

Description:

Customer Comments: WHEN DRIVING UP OR DOWN THE NEW ALA MOANA PARKING RAMP, THE BRAKES LOCK UP AND WARNINGLIGHT FLASHES LIKE THERE IS SOMEONE WALKING I

N FRONT OF THE VEHICLE. SHE SAID IT HAPPENED WHEN GOING DOWN THE OPPOSITE RAMP. MAJORITY OF THE TIME ITS ON AN INCLINE.

Technician Findings: VERIFED CUSTOMER CONCERN WITH CUSTOMER VEHICLE. FEB WARNING LAMP ILLUMINATES AND CHIMES INTERMITTENTLY. FEB ALSO ENGAGES AT ONE

PARTICULAR LOCATION IN THE ALA MOANA SHOPPING CENTER (EWA) WEST PARKING STRUCTURE. FEB WARNING FLASHES AND CHIMES GOING UP THE STRUCTURE RAMP.AND FEB

ENGAGES AT ONE PARTICULAR SECTION OF THE RAMP COMING DOWN THE STRUCTURE. ROAD TESTED KGV AT SAME LOCATION AND SAME EXACT RESULTS PRESENT. SUBMITTING A

REPORT AS A REFERENCE. ISSUE IS MOST LIKELY RELATED TO THE DESIGN OF THE PARKING STRUCTURE.

Repairs Made: NONE

Recommendation:

Thank you for the update on this. I will forward this information to engineering and follow up within 24 hours.

Created by Steve Berger at 2017-10-18 13:49:39

Heads up sent on 2017-10-18 13:49:38 to john.hookano@nissan-usa.com, kimo.guimond@nissan-usa.com, tsutomu.miyazaki@nissan-usa.com, tony.tsai@nissan-us

a.com, christopher.o'connor@nissan-usa.com, michael.farrell@nissan-usa.com

Created by Steve Berger at 2017-10-19 13:43:34

Description:

Email sent to tech.

Recommendation:

This incident is under engineering review.

There is not a repair recommendation available at this time.

The case information has been sent to engineering.

Please let us know if you have any questions or if additional assistance is needed.

Created by Steve Berger at 2017-10-19 14:53:11

Description:

Email received form Engineer DW.

Recommendations:

Questions:

1. What is the vehicle speed at the time of the concern?

2. Can this be duplicated consistently?

3. If possible, please take a picture of the parking garage exactly where the issue occurs.

Created by Steve Berger at 2017-10-19 15:02:06

Also requested a video taken by a passenger or DTS to show the incident taking place.

Service Manager and DTS cc'd on email.

Created by Steve Berger at 2017-10-23 12:38:06

Description:

Thank you for the quick reply.

1. Incident can be duplicated anywhere from approximately 10-20mph in the parking structure. 2. Yes, the incident can be duplicated consistently wit

h the customers vehicle and with a brand new 2017.5 Rogue.

3. Please see attached photos. I will attach videos on a separate email.

Recommendation:

Thank you for the photos. We did not receive the video. Has that been sent yet?

Created by Steve Berger at 2017-10-23 13:42:35

Description:

Email received:

HELLO,

I AM HAVING ISSUES SUBMITTING THE VIDEOS. EMAILS KEEPS BOUNCING BACK

BECAUSE THE OF THE FILE SIZE.. WHAT ARE THE SIZE LIMITS FOR THESE TYPES OF

FILES? OR ARE THERE OTHER ALTERNATIVES IN SUBMITTING THESE VIDEOS.

THANK YOU,

TECH LINE INCIDENT REPORT - CONFIDENTIAL

----- end of email ---------

Recommendation:

If the file size is larger then 10 mb, please send to [redacted]

also

When I looked at photos, there are several locations at Level3,5,6.

Do you mean that dealer duplicated the issue at multiple locations in parking garage ?

Created by Steve Berger at 2017-10-31 16:09:17

Description:

Email received:

PLEASE CLOSE TECHLINE REPORT AT THIS TIME. COMPLETED RE-CALIBRATION OF ICC

SENSOR. ROAD TESTED AND SAME RESULTS PRESENT. RELEASED VEHICLE TO CUSTOMER

PENDING INVESTIGATION.

----- end of email ----------

Created by Brian Terk at 2019-03-05 14:46:09

-DESCRIPTION:

-Duplicate case# [redacted] created. Closed case, updated contact information with new technician and updated current case with information

-customer comments copied from case opening;

? C/S THE FORWARD COLLISION LITE COMES ON AND ACTIVATED THE BRAKES, DOWNHILL ALA MOANA PARKING GARAGE

-technician findings from duplicate case copied below:

? No codes stored.

? Vehicle has been in since it had 197 miles on it for same exact concern.

? Vehicle has been in techline support prior and case was sent to engineering.

? Only repairs that have been done were 1 ICC aiming during last techline case (10/17/17 - RO# [redacted] and the last time it was in, vehicle had ICC sen

sor replaced, ICC/ADAS Reprogrammed, Alignment, and ICC aiming.

? No codes stored currently.

? Checked for TSBs - No TSB's apply.

? Checked P/N's on TSB NTB18-041a and all part numbers are up to date and do not apply.

-repairs made: Replaced ICC sensor, Reprogrammed ICC/ADAS, Alignment, ICC Aiming

-BCM

-C1706 FLAT/LOW TIRE REAR RIGHT ??????????????PAST

-case opening indicates no aftermarket or factory accessories installed

-RECOMMENDATION DETAIL:

-Dio the prior case noted in your case opening was already in our systems, the duplicate case has been closed, please reply and/or update this case on

ly. Thank you!

-the case stated this is the 7th repair attempt?

-if this is correct please list date and repair of each of the 7 repair attempts?

-the customer comment notes that this happens only when driving downhill at the "ALA MOANA PARKING GARAGE"

-if this is the only location this happens in then likely the system is operating as designed

-there are some environmental conditions and road conditions that the distance sensor may pick up during normal operation

-please refer to the Owner's Manual "FEB SYSTEM LIMITATIONS" beginning on page 5-85 for a general overview and information about this

-if the concern is different from this please follow up with additional information, thank you

Created by Brian Terk at 2019-03-05 15:35:58

-DESCRIPTION:

-technician replied by email

"As stated in "Technician Findings" only 1 repair was made but vehicle had been in on 7 different occasions with the same exact concern. Forwarded the

recommendations to advisor and let them know it is normal operation. Thank you."

-RECOMMENDATION DETAIL:

-thank you for the update on this Dio

-we will close the case out since this is the only location this happens in

-the case can be reopened at any time by replying to this email or by updating the case in the portal

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-let us know if you have any additional questions and have a great day!

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	10/18/2017	10/22/18	10/18/17

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - BRIAN TERK	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	5N1AT2MV9HC[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	5914	22617	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	749167U	CVT	G41
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	2/27/2017	6/9/2017	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2-PIECE FRONT AND
M92 RETRACTABLE CARGO COVER
P01 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
2296	24	CROWN NISSAN OF DEC	DECATUR	Illinois

Serv Dlr TL

Code	Region	Name	City	State
2296	24	CROWN NISSAN OF DECATUR	DECATUR	IL

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: under engineering review

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

C/S THAT WHEN APPROACHING A RAILROAD CROSSING AT TIMES EMERGENCY BRAKING WILL ENGUAGE AN

Created by Survey Site Guest User at 2017-10-18 14:25:34

Customer Comments: C/S THAT WHEN APPROACHING A RAILROAD CROSSING AT TIMES EMERGENCY BRAKING WILL ENGUAGE AND A BURNING SMELL OCCURS

Technician Findings: ONWER STATES THAT FOWARD EM BRAKING OCCURS AT CERTAIN RAILROAD CROSSINGS - SPEED OF APPROACH IS UNKNOWN - HEIGHT OF CROSSING IS U

NKNOWN - STATES HAS ALSO HAPPENED ON INTERSTATE IN HEAVY RAIN. WE HAVE ANOTHER ROGUE CUSTOMER WHO HAS ALSO STATED THESE SAME THINGS. NO CODES

Repairs Made: NONE

Created by Brian Terk at 2017-10-18 14:44:41

-DESCRIPTION:

-all vehicle operation is normal as tested at dealer

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-customer states FEB will activate when approaching railroad crossing

-dealer states they also have another vehicle with the same concern

-no codes stored in any system

-RECOMMENDATION DETAIL:

-this is currently engineering review and no repairs are recommended at this time

-

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	10/26/2017	12/21/17	12/20/17

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	JN8AT2MT9HW[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	4379	29117	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	018674	CVT	KAD
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	6/26/2017	9/16/2017	

Installed Options

B92 SPLASH GUARDS
C03 50 STATE EMISSIONS
K01 APPEARANCE PACKAGE
L92 FLOOR MATS (2-PIECE FRONT AND
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5253	44	NISSAN OF VACAVILLE	VACAVILLE	California

Serv Dlr TL

Code	Region	Name	City	State
5253	44	NISSAN OF VACAVILLE	VACAVILLE	CA

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FRONT SONAR SYSTEM	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
11	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: Y

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
Y	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

VEHICLE APPLIED BRAKES AT APROX 30 MPH AND WARNING CAME ON

Created by Survey Site Guest User at 2017-10-26 12:12:30

Customer Comments: VEHICLE APPLIED BRAKES AT APROX 30 MPH AND WARNING CAME ON

Technician Findings: MULT CODES SEE ATTACHED,
CUST STATED WAS IN STOP AND GO TRAFFIC AND VEHICLE APPLIED BRAKES AND ATTACHED WARNING ILLUMINATED - UNCLEAR HOW CLOSE TO OTHER VEHICLE CUST WAS OR HO
W FAST THEY WERE GOING OR WHETHER CUST APPLIED BRAKES AS WELL

Repairs Made: none

Created by Robert Aponte at 2017-10-26 12:40:10

DESCRIPTION-

TECH LINE INCIDENT REPORT - CONFIDENTIAL

MULT CODES SEE ATTACHED,

CUST STATED WAS IN STOP AND GO TRAFFIC AND VEHICLE APPLIED BRAKES AND ATTACHED WARNING ILLUMINATED - UNCLEAR HOW CLOSE TO OTHER VEHICLE CUST WAS OR HO

W FAST THEY WERE GOING OR WHETHER CUST APPLIED BRAKES AS WELL

RECOMMENDATION-

No codes attached.

Can you resend the list of codes stored?

Any after market accessorys or evidence accidents we can see?

Can we get more specific information from customer as to where/when this concern duplicates?

Created by Robert Aponte at 2017-10-26 12:41:26

Heads up sent on 2017-10-26 13:41:25 to keith.tompkins@nissan-usa.com, kimo.guimond@nissan-usa.com, patrick.smith@nissan-usa.com, christopher.o'connor

@nissan-usa.com, michael.farrell@nissan-usa.com

Created by Robert Aponte at 2017-10-26 12:41:48

Heads up/New vehicle.

Created by Survey Site Guest User at 2017-12-19 15:23:35

Cust not comfortable driving vehicle, does not know if FEB is going to operate normally. Found multiple past codes also attached the customers emails

and description of incident

Created by Survey Site Guest User at 2017-12-20 11:43:56

Waiting for reply on previous email. 12/19/2017

Created by Robert Aponte at 2017-12-20 11:55:44

Dealer reply

Waiting for reply on previous email.

Cust not comfortable driving vehicle, does not know if FEB is going to operate normally. Found multiple past codes also attached the customers emails

and description of incident

RECOMMENDATION-

Sorry for the delay. Looks like I just received update status from email.

Looks like we have u1002 codes stored in past {abs}

We want to go after the U1002 code 1st.

In the diagnostic Can monitor , Whats cu reads past for no communication?

Created by Robert Aponte at 2017-12-20 11:57:43

Heads up sent on 2017-12-20 12:57:42 to keith.tompkins@nissan-usa.com, kimo.guimond@nissan-usa.com, patrick.smith@nissan-usa.com, christopher.o'connor

@nissan-usa.com, michael.farrell@nissan-usa.com

Created by Robert Aponte at 2017-12-20 11:58:10

Heads up/Days down

Created by Michael Behning at 2017-12-21 12:59:31

Description-

From tech e-mail-

Having a hard time finding correct can type for vehicle.

2wd with emergency braking should be type 5, but also that should have options this vehicle

does not have.

ECM U1001 CAN COMM CIRCUIT 37T

ABS U1002 CAN COMM CIR past

BCM U1000 CAN COMM CIRCUIT -00 past

Laser/Radar U1000 CAN COMM CIRCUIT -00 past

C1A16 RADAR STAIN -97 past

Side Radar Left C1B40 SOW RIGHT UNIT FAILURE -49 past

Side Radar Right C1B30 SOW LEFT UNIT FAILURE -49 past

Chassis Control U1000 CAN COMM CIRCUIT -00 past

ICC/ADAS C1B5D FEB OPE COUNT LIMIT past

ICC/ADAS 2 C1B53 SIDE RDR R MALF -04 past

C1B54 SIDE RDR L MALF -04 past

U1000 CAN COMM CIRCUIT -01 past

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Follow up call to tech.

Tech heading going to lunch.

Will follow up at 12/21/2017 3:00PM

Created by Michael Behning at 2017-12-21 14:58:27

Description-

Follow up call to tech.

Performed tech link.

Performed all system call.

ECM U1001 CAN COMM CIRCUIT 37T past

ABS U1002 CAN COMM CIR past

BCM U1000 CAN COMM CIRCUIT past

Laser/Radar U1000 CAN COMM CIRCUIT past

Side Radar left C1B40 SOW RIGHT UNIT FAILURE -49 past

Side Radar right C1B30 SOW LEFT UNIT FAILURE -49 past

Chassis control U1000 CAN COMM CIRCUIT past

ICC/ADAS 2 C1B53 SIDE RDR R MALF -04 past

C1B54 SIDE RDR L MALF -04 past

U1000 CAN COMM CIRCUIT past

Checked configuration on all control units.

Cleared codes, cycle ignition, no codes returned.

Recommendation-

Advise tech test drive vehicle and monitor BA WARNING, MODE SIG, and DISTANCE.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	10/28/2017	10/22/18	10/30/17

Text-Incd Desc TL

see comments

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
J11	2017	RSP	JN1BJ1CP1HW[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	1102	27517	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
MR20	032928	CVT	CAS

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	5/10/2017	9/30/2017	

Installed Options

C03 50 STATE EMISSIONS
K02 SL PLATINUM PACKAGE
L92 CARPETED FLOOR MATS
U02 SL PREMIUM PACKAGE
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
98009	48	TONY NISSAN	WAIPAHU	Hawaii

Serv Dlr TL

Code	Region	Name	City	State
98009	48	TONY NISSAN	WAIPAHU	HI

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: Y

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

CHECK BRAKE ASSIST. CUSTOMER STATES THAT IT WENT OFF 3 TIMES ON A STRAIGH AWAY.

Created by Survey Site Guest User at 2017-10-28 17:46:58

Customer Comments: CHECK BRAKE ASSIST. CUSTOMER STATES THAT IT WENT OFF 3 TIMES ON A STRAIGH AWAY.

Technician Findings: TECH COULD NOT DUPLICATE INCIDENT IN 48 MILES OF ROAD TESTING. THROUGH CUSTOMER, STATES WAS NOT USING ICC AND TRAVELING ON STRAI

GHT AWAYS, WITH NO VEHICLES IN FRONT, AND WHAT APPEARS TO BE FEB OPERATION OCCURRED ON THREE SEPARATE OCCASIONS. TECH DID MONITOR DISTANCE SENSOR, AN

D OTHER ITEMS IN LASER/RADAR DATA MONITOR AND FOUND DISTANCE SENSOR WITH ERRATIC READINGS. AT A CONSTANT SPEED OF 41-42 MPH, YAW RATE AT -0.2 TO 0.4

DEGREES, RADAR HEIGHT CONSTANT AT 2.62 FT., AND A RADAR OFFSET OF 0.03FT, DISTANCE SENSOR READING 73.5 FT. TO THE TRIGGER POINT OF 2.6 FT. AND CLOSING

AT 34.4 FT. ON A 0.9 MILE STRAIGHT AWAY, IN THE LEFT LANE OF A HIGHWAY, THERE WERE NO ONCOMING VEHICLES FOR AT LEAST 1/4 MILE, NO VEHICLES IN FRONT

TECH LINE INCIDENT REPORT - CONFIDENTIAL

THAT TECH COULD SEE, AND WITH TREES AND LIGHT POSTS APPROXIMATELY 40 FT. TO THE RIGHT, AND ABOUT 100 FT TO THE LEFT. I COULD PRODUCE THIS READING ON

NEARLY EVERY TEST DRIVE, BUT NO INCIDENT OF FEB ACTIVATION.

Repairs Made: NONE

Created by Billy Haines at 2017-10-30 07:43:14

Heads up sent on 2017-10-30 07:43:13 to john.hookano@nissan-usa.com, kimo.guimond@nissan-usa.com, tony.tsai@nissan-usa.com, tsutomu.miyazaki@nissan-us

a.com, christopher.o'connor@nissan-usa.com, michael.farrell@nissan-usa.com

Created by Billy Haines at 2017-10-30 07:45:27

Description:

Tech could not duplicate incident in 48 miles of road testing. Through customer, states was not using icc and traveling on straight always, with no ve

hicles in front, and what appears to be feb operation occurred on three separate occasions. Tech did monitor distance sensor, and other items in laser

/radar data monitor and found distance sensor with erratic readings. At a constant speed of 41-42 mph, yaw rate at -0.2 to 0.4 degrees, radar height c

onstant at 2.62 ft., and a radar offset of 0.03ft, distance sensor reading 73.5 ft. To the trigger point of 2.6 ft. And closing at 34.4 ft. On a 0.9 m

ile straight away, in the left lane of a highway, there were no oncoming vehicles for at least 1/4 mile, no vehicles in front that tech could see, and

with trees and light posts approximately 40 ft. To the right, and about 100 ft to the left. I could produce this reading on nearly every test drive,

but no incident of feb activation.

Recommendation:

Thank you for your excellent information.

Please gather from the customer the exact location of the activation.

If possible please gather photos of the area of activation.

This incident is currently under engineering review.

There are no repairs recommended at this time.

Created by Billy Haines at 2017-11-01 08:14:45

Description:

Attached are the three incident areas using Google Maps. First incident

was on 10/4/17, daytime, southbound on North Vineyard Blvd. before the

Liliha St. intersection. Second was on 10/16/17, nighttime, northbound on

North Nimtz Hwy. before the Sand Island Access Rd. intersection. Third was

on 10/23/17, nighttime, westbound about 1/2 mile before Castle Hospital.

I'm going on vacation tomorrow (off island) and will be back 11/3/17.

Recommendation:

Thank you for your feedback!

Information is being emailed to engineering.

Have a great day Dwayne!

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	11/6/2017	10/22/18	11/6/17

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - BRIAN TERK	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options
T32	2017	RGE	JN8AT2MV4HW[redacted]	C03 50 STATE EMISSIONS P01 SL PREMIUM PACKAGE U35 NAVIGATION MANUAL Z66 ACTIVATION DISCLAIMER
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL	
0	4062	22617		
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC	
QR25	850999	CVT	G41	
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL	
KYUSHYU (NML)	12/19/2016	5/16/2017		

Dlr Retl Last VC

Code	Region	Name	City	State
CV26	26	NISSAN NORTH AMERIC	SOMERSET	New Jersey

Serv Dlr TL

Code	Region	Name	City	State
2691	26	SMITHTOWN NISSAN, INC.	SMITHTOWN	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: Y

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: under engineering review

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

c/s heard a rumbling noise and veh came to a stop

Created by Survey Site Guest User at 2017-11-06 15:37:53

Customer Comments: c/s heard a rumbling noise and veh came to a stop

Technician Findings: c/s veh made a rumbling noise and came to a stop

Repairs Made: NONE

Created by Brian Terk at 2017-11-06 16:25:46

-DESCRIPTION:

-customers comments ?c/s heard a rumbling noise and veh came to a stop?

-technician findings ?c/s veh made a rumbling noise and came to a stop?

-verified ?No?

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-multiple past codes stored

-LASER/RADAR

-C1A16 RADAR STAIN

-C1A17-46 ICC SENSOR MALF

-C1A17-49 ICC SENSOR MALF

-C1A18-54 LASER AIMING INCMP

-C1A39-97 STRG SEN CIR

-RECOMMENDATION DETAIL:

-please confirm the codes noted above, many of the ones entered in were missing a digit so I am not sure that what I entered is correct

-have any codes returned?

-can we duplicate any symptoms, warning lamps or anything at the dealer?

-what was the actual concern and under what conditions?

-what inspections, diagnosis or repairs have been performed so far?

Created by Brian Terk at 2017-11-06 17:09:58

-DESCRIPTION:

-customers comments ?c/s heard a rumbling noise and veh came to a stop?

-technician findings ?c/s veh made a rumbling noise and came to a stop?

-verified ?No?

-all codes listed are PAST

-LASER/RADAR

-C1A16-97 RADAR STAIN

-C1A17-46 ICC SENSOR MALF

-C1A17-49 ICC SENSOR MALF

-C1A18-54 LASER AIMING INCMP

-C1A39-97 STRG SEN CIR

-C1A50-48 ADAS CONTROL UNIT

-U1000-01 CAN COMM CIRCUIT

-AUTO BACK DOOR

-B2409 HALF LATCH SWITCH

-B2427 ENCODER RH

-RECOMMENDATION DETAIL:

-thank you for the reply with the stored codes

-however in addition to knowing what codes are/were stored I will still need to know the answers the following questions please:

-have any codes returned?

-can we duplicate any symptoms, warning lamps or anything at the dealer?

-what was the actual concern and under what conditions?

-what inspections, diagnosis or repairs have been performed so far?

Created by Brian Terk at 2017-11-07 08:24:59

-DESCRIPTION:

-all vehicle operation is normal as tested at dealer

-customer information is limited at this time: "driving, heard a noise and ver felt like it slowed down"

-CAN DIAG SUPPORT Monitor has multiple 0 counts in the past listed in Laser Radar

-all codes listed are PAST

-LASER/RADAR

-C1A16-97 RADAR STAIN

-C1A17-46 ICC SENSOR MALF

-C1A17-49 ICC SENSOR MALF

-C1A18-54 LASER AIMING INCMP

-C1A39-97 STRG SEN CIR

-C1A50-48 ADAS CONTROL UNIT

-U1000-01 CAN COMM CIRCUIT

-AUTO BACK DOOR

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-B2409 HALF LATCH SWITCH

-B2427 ENCODER RH

-technician is aware of current review item for undesired FEB operation

-RECOMMENDATION DETAIL:

-thank you again for the update!

-if the concern can be isolated to an undesired FEB operation, even with stored DTC's, this concern is under engineering review at this time with no r

epairs recommended

-if the customer provides additional information that identifies this as something different please follow up with that information

-

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	11/27/2017	10/22/18	11/27/17

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - BRIAN TERK	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	JN8AT2MV3HW[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	10226	22617	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	780121	CVT	G41
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	10/25/2016	12/19/2016	

Installed Options

B94 ROOF RAIL CROSS BARS
C03 50 STATE EMISSIONS
K03 PLATINUM PACKAGE
L92 FLOOR MATS (2-PIECE FRONT AND
M92 RETRACTABLE CARGO COVER
P01 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
X03 PLATINUM RESERVE INTERIOR
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
CV26	26	NISSAN NORTH AMERIC	SOMERSET	New Jersey

Serv Dlr TL

Code	Region	Name	City	State
2691	26	SMITHTOWN NISSAN, INC.	SMITHTOWN	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: Y

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

VEHICLE CRASH LIGHT STAYS ON AND VEHICLE BRAKES ON ITS OWN 3X

Created by Survey Site Guest User at 2017-11-27 12:07:35

Customer Comments: VEHICLE CRASH LIGHT STAYS ON AND VEHICLE BRAKES ON ITS OWN 3X

Technician Findings: FOUND MULTIPLE CODES STORED ALL PAST CLEARED CODES ROAD TESTED UNABLE TO DUPLICATE CONCERN. CUSTOMER STATES HAPPENS AT RAILROAD C

ROSSING. WOULD LIKE TO REPLACE DISTANCE SENSOR, CALIBRATE AND RELEASE TO CUSTOMER.

Repairs Made: NONE

Created by Brian Terk at 2017-11-27 13:22:54

-DESCRIPTION:

-all vehicle operation is normal as tested at dealer other than past codes stored

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-customer states FEB warning lamp came on and vehicle brakes on its own when approaching railroad crossings

-all codes are noted as past in case opening

-LASER/RADAR

-C1A16-97 RADAR STAIN

-C1A17-49 ICC SENSOR MALF

-C1A18-54 LASER AIMING INCMP

-C1B01-54 LDW CAMERA AIMING IS NOT ADJUSTED

-C1B53-04 SIDE RDR R MALF

-RECOMMENDATION DETAIL:

-this is currently under engineering review and no repairs are recommended at this time

-if possible, engineering would like us to collect all of the incident details for this concern (specific location/intersection/ address, speed, traffi

c, direction)

-

Created by Brian Terk at 2017-11-29 14:08:39

-DESCRIPTION:

-dealer email reply

"HI [redacted] COLLECTED INFO AS TO WHERE CAR IS WHEN UNDESIRED BRAKING OCCURS 1 TIME ON CARLTON AVE HEADING EAST TOWARD SOUTHERN STATE PARKWAY BEFORE HOM

EDEPOT IN CENTRAL ISLIP VEHICLE SPEED 30-35 MPH 10:40 PM, 1 TIME ON RTE 111 AND LONG ISLAND EXPRESSWAY UNDER OVERPASS IN HAUPPAUAGE AT 5 PM 25-30 MPH

IN TRAFFIC, 2 TIMES ON SILLS RD HEADING EAST NEAR SUNRISE HIGHWAY AT 11:40 PM UNKNOWN SPEED, HOPE THIS HELPS, IF THERE IS ANY OTHER INFO YOU NEED PLE

ASE LET ME KNOW. THANKS MIKE"

-RECOMMENDATION DETAIL:

-perfect and thank you very much!

-as noted earlier this is currently under engineering review and no repairs are recommended at this time but I will forward this information to engine

ering as requested

-

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	12/5/2017	10/22/18	12/6/17

Text-Incd Desc TL

Question for TECH LINE: TO PROVIDE MORE INFORMATION ON INVESTIGATION.

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	JN8AT2MT8HW[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	17644	22517	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	890736	CVT	G41
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	1/30/2017	3/28/2017	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2-PIECE FRONT AND
M92 RETRACTABLE CARGO COVER
P01 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3931	34	JENKINS NISSAN, INC.	LAKELAND	Florida

Serv Dlr TL

Code	Region	Name	City	State
3931	34	JENKINS NISSAN, INC.	LAKELAND	FL

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	Y	12/5/2017	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

CUSTOMER STATES HER CLUSTER FLASHED A YELLOW BAR AND EMERGENCY BRAKES ENGAGED FOR NO R

Created by Survey Site Guest User at 2017-12-05 13:13:58

Customer Comments: CUSTOMER STATES HER CLUSTER FLASHED A YELLOW BAR AND EMERGENCY BRAKES ENGAGED FOR NO REASON CHECK AND ADVISE

Technician Findings: COULD NOT DUPLICATE CONCERN AT THIS TIME. FOUND MULTIPLE CASES ON DATABASE SEARCH ABOUT UNDER INVESTIGATION. DTC'S IN LASER/RADAR

: C1A16-97, C1A17-46, C1A18-54, C1A39-97, C1A50-48, U1000-0. DTC IN LANE CAMERA: C1B00-4B. ALL DTC'S ARE IN PAST WHEN CAME IN.

Repairs Made: 0

Created by Robert Aponte at 2017-12-05 13:36:04

DESCRIPTION-

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Customer Comments CUSTOMER STATES HER CLUSTER FLASHED A YELLOW BAR AND EMERGENCY BRAKES ENGAGED FOR NO REASON CHECK AND ADVISE

Technician Findings COULD NOT DUPLICATE CONCERN AT THIS TIME. FOUND MULTIPLE CASES ON DATABASE SEARCH ABOUT UNDER INVESTIGATION. DTC'S IN LASER/RADAR:

C1A16-97, C1A17-46, C1A18-54, C1A39-97, C1A50-48, U1000-0. DTC IN LANE CAMERA: C1B00-4B. ALL DTC'S ARE IN PAST WHEN CAME IN.

RECOMMENDATION-

I did not see that this was under engineering review.

If we have u1000 codes lets diag these 1st.

What cu lost past communication looking at can diagnosis monitor?

Created by Robert Aponte at 2017-12-06 12:32:41

Dealer reply

The customer needed to take the vehicle. I have to speak with the service advisor to reschedule to leave vehicle with us for further diagnosis.

RECOMMENDATION-

Not a problem.

Thanks for the update.

Reply to this same case when vehicle returns.

Created by Robert Aponte at 2017-12-12 08:01:56

DTS notes

1.CUSTOMER STATES HER CLUSTER FLASHED A YELLOW BAR AND EMERGENCY BRAKES ENGAGED FOR NO REASON CHECK AND ADVISE Technician Findings COULD NOT DUPLICATE

CONCERN AT THIS TIME. FOUND MULTIPLE CASES ON DATABASE SEARCH ABOUT UNDER INVESTIGATION. DTC'S IN LASER/RADAR: C1A16-97, C1A17-46, C1A18-54, C1A39-97

, C1A50-48, U1000-0. DTC IN LANE CAMERA: C1B00-4B. ALL DTC'S ARE IN PAST WHEN CAME IN. RECOMMENDATION- I did not see that this was under engineering r

eview. If we have u1000 codes lets diag these 1st. What cu lost past communication looking at can diagnosis monitor?

DTS TL case notes.

Dlr was unable to duplicate the given FEB.

TL and DTS recommended diagnosis the U1000 DTC 1st.

Vehicle was released prior to Dlr's Diagnosis attempt.

In the event if the vehicle resurfaces, please contact the DTS.

Cause: TBD, vehicle was released prior to diagnosis of U1000

Correction: None taken

Status: Unresolved

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	12/21/2017	10/22/18	12/21/17

Text-Incd Desc TL

Question for TECH LINE: WANTED TO KNOW IF THERE IS ANY OTHER PROCEDURE OR ADJUSTMENTS TO PREV

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - BRIAN TERK	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	JN8AT2MV8HW[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	4579	29617	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	013539	CVT	EAN
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	6/21/2017	9/9/2017	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
B94 ROOF RAIL CROSS BARS
C03 50 STATE EMISSIONS
K03 PLATINUM PACKAGE
L92 FLOOR MATS (2-PIECE FRONT AND
P04 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
X03 PLATINUM RESERVE INTERIOR
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5558	36	PRIORITY NISSAN TYSO	VIENNA	Virginia

Serv Dlr TL

Code	Region	Name	City	State
5558	36	PRIORITY NISSAN TYSON'S	VIENNA	VA

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: under engineering review

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CUSTOMER STATES FOWARD EMERGENCY BRAKING LIGHT COMES ON, CAR ENGAGED BRAKES AT 50MPH.

Created by Survey Site Guest User at 2017-12-21 07:47:26

Customer Comments: CUSTOMER STATES FOWARD EMERGENCY BRAKING LIGHT COMES ON, CAR ENEGAGED BRAKES AT 50MPH.

Technician Findings: CUSTOMER STATES FOWARD EMERGENCY BRAKING LIGHT COMES ON. CAR ENGAGED BRAKES WHILE DRIVING AT 50MPH. FOUND CODES C1A16-RADAR BLOCK

ED(PAST) C1A18-RADAR AIMING INCOMPLETE(PAST) C1B01-CAM AIMING INCOMPLETE(PAST). NO DEBRIS FOUND IN FRONT OF RADAR. CLEANED SALT RESIDUE IN FRONT GRILL

. TESTED FOWARD EMERGENCY BRAKING AND WORKS AS DESIGNED.

Repairs Made: CLEAN SALT IN FRONT OF RADAR

Created by Brian Terk at 2017-12-21 08:09:42

-DESCRIPTION:

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-all vehicle operation is normal as tested at dealer

-customer states FEB lamp comes on, engaged at 50mph

-codes are stored in Past

-ICC/ADAS

-C1A16 RADAR STAIN

-C1A18 LASER AIMING INCMP

-C1B01 LDW CAMERA AIMING IS NOT ADJUSTED

-no debris found in front of radar

-cleaned all salt residue from front grill

-RECOMMENDATION DETAIL:

-this is currently under engineering review and no repairs are recommended
-if the information is available, engineering would like some feedback on the incident details (location, speed, traffic, direction) please

Created by Survey Site Guest User at 2017-12-21 08:38:49
The client was driving on Monday, 12/18/2017 around 7:30am. The weather was clear and the traffic was light while driving on Rt.66 in Viginia. While d
riving approximately 50-55mph, the car unexpectedly came to a severe and sudden stop. the client was not braking, the vehicle was "automatically braki
ng". After incident client checked and saw vehicle was still in "drive" and upon acceleration the car drove normal. However, there was a warning light
by the speedometer. Client believes the light is the automatic brake light.
After stopping the vehicle and driving again, car responded normal but light continued to intermittently/randomly come on and off.

Created by Brian Terk at 2017-12-21 08:48:48

-DESCRIPTION:

-dealer comment added, see below

-RECOMMENDATION DETAIL:

-perfect and thank you for the detailed description
-as noted in the earlier reply this is under engineering review and no repairs are recommended at this time, I will provide this information to them

Created by Brian Terk at 2017-12-21 11:21:23

-RECOMMENDATION DETAIL:

-engineering has requested if possible to get a few more questions answered:

Just a few more questions...

- **Where exactly on Rte 66 does this occur?**
- **Has this issue occurred more than once?**
- **Were all codes able to clear?**
- **Did dealership perform camera and laser/radar alignment at any time?**

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	12/21/2017	10/22/18	12/21/17

Text-Incd Desc TL

Question for TECH LINE: INFORMATIONAL HELP

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - BRIAN TERK	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	JN8AT2MT5HW[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	9719	22517	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	907326	CVT	KAD
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	2/15/2017	4/25/2017	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
K03 PLATINUM PACKAGE
L92 FLOOR MATS (2-PIECE FRONT AND
M92 RETRACTABLE CARGO COVER
P01 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5416	44	AUTOCOM NIS OF WALN	WALNUT CREEK	California

Serv Dlr TL

Code	Region	Name	City	State
5441	44	AUTOCOM NISSAN EAST BAY	SAN LEANDRO	CA

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

1 TIME FEB EVENT GOING INTO A SHADOW

Created by Survey Site Guest User at 2017-12-21 15:52:43

Customer Comments: 1 TIME FEB EVENT GOING INTO A SHADOW

Technician Findings: FEB ACTIVATES WHEN GOING INTO SHADOWS AT TIMES. NO CODES STORED IN ANY SYSTEM. WE WERE WARNED TO LOOK FOR FEB ISSUES ON 2017 ROGU

E AND TO CALL DTS FOR ASSISTANCE. DTS IS NOT AVAILABLE RIGHT NOW. ADVISED TO CONACT TECHLINE FOR INFORMATION.

Repairs Made: NONE

Created by Brian Terk at 2017-12-21 16:33:54

-DESCRIPTION:

-all vehicle operation is normal as tested at dealer, unable to verify

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-customer states FEB activates when going into shadows at times

-no codes stored in any system

-RECOMMENDATION DETAIL:

-this is currently under engineering review and no repairs are recommended at this time

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	12/21/2017	10/22/18	12/21/17

Text-Incd Desc TL

Question for TECH LINE: I see similar issues and engineering may be involved??

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	5N1AT2MV1HC[redacted]
Mileage-Initial TL	*Mileage-Current TL*	*Code-NNA Model VC*	*Code-Body Type TL*
0	8889	22617	
Code-Engine Prefix VC	*Number-Engine Serial VC*	*Code-Trans Type VC*	*Code-Vehicle Color VC*
QR25	610667U	CVT	G41
Name-Plant VC	*Date-Manufacture VC*	*Date-In Service TL*	*Code-Distributor TL*
Smyrna (NMM)	10/25/2016	4/10/2017	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2-PIECE FRONT AND
P01 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
40019	24	DAVE WRIGHT NISSAN	HIAWATHA	Iowa

Serv Dlr TL

Code	Region	Name	City	State
40019	24	DAVE WRIGHT NISSAN	HIAWATHA	IA

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	Y	1/30/2018	

Code-Reason For Call TL Desc: NOT IDENTIFIED — *Flag-Attachment TL:* N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

while driving on the Intersate the instrument panel flashed red and white and there was a message but is unsure w e and the brake pedal very stiff for 15 seconds. fter that inormal driving and no lights on.

Created by Survey Site Guest User at 2017-12-21 15:57:19

Customer Comments: while driving on the Intersate the instrument panel flashed red and white and there was a message but is unsure what it was.Tried t

o take out of cruise and the brake pedal very stiff for 15 seconds. fter that inormal driving and no lights on.

Technician Findings: Could Not Duplicate.

Repairs Made: none

Created by Brian Terk at 2017-12-21 16:39:50

-DESCRIPTION:

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-all vehicle operation is normal as tested at dealer

-customer states while driving on the interstate the meter had a red and white flashing lamp and there was a message, unsure what it was, brake pedal

felt very stiff during this concern

-all codes are noted as past

-ABS

-U1002 CAN COMM CIR

-LASER/RADAR

-C1A16 RADAR STAIN

-C1A17 ICC SENSOR MALF

-TELEMATICS

-B130D TCU (TELEMATICS SYSTEM)

-technician notes there were similar concerns under review in the TL DB

-RECOMMENDATION DETAIL:

-unfortunately without more information about what specific indicator lamp was illuminated and/or what message was displayed we are unable to recommen

d any repairs at this time

-if the concern is specifically that there was undesired FEB operation, that is currently under engineering review and no repairs are recommended at t

his time

-if the concern is different please provide more information so Tech Line knows how best we can assist

-

Created by Steve Berger at 2017-12-26 13:32:05

Description:

? Email received.

? Customer unwilling to take vehicle until resolved.

? She is upset but has not provided very good info regarding what happened.

? I would say it's safe to say that the lights were the lights for FEB(white/ red).

? Also with her statement of brake pedal being firm.

? She is sketchy about if there were other cars around her when it happened but it doesn't sound like there was.

? Given the real codes that we have I also feel there is an issue with this vehicle.

? What's next? Consumer affairs?

Carfax report:

? 1 Owner.

? No accidents reported.

DBS History:

? 4-19-17 - 314 miles - FABCARE. FABCARE

? 11-17-16 - 5 miles - CHECK RIGHT FRONT SEAT BOTTOM COVER DISCOLORED W RINKLED ON RIGHT FRONT CORNER. REPLACED RIGHT FRONT SEAT BOTTOM COVER.

? Refer to DBS/National Service History for full report.

Called Tech on cell phone to follow up.

No other information available from the customer.

No other information available at this time in relation to location, speed, traffic, and direction.

Recommendation:

Thank you for your time on the phone to discuss this incident.

Since this is a safety related concern that has not been duplicated, please have the Dealer?s Service Manager contact Consumer affairs to create a cas

e.

Created by Steve Berger at 2017-12-26 13:34:01

Heads up sent on 2017-12-26 13:34:00 to david.schend@nissan-usa.com, dan.yee@nissan-usa.com, george.mooney@nissan-usa.com, kevin.lutz@nissan-usa.com,

christopher.o'connor@nissan-usa.com, michael.farrell@nissan-usa.com

Created by Brian Terk at 2018-01-18 09:15:52

-DESCRIPTION:

-customer states the concern is still present, beeping and white/red lights

-customer also states they were unable to depress the brake pedal for an intersectdion

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-radar unit was replaced on prior visit and was aimed, codes were cleared

-no codes stored on return visit

-after a 10 mile road trip technician duplicate the following:

--display indicated "side radar disabled"

--amber light was displayed, looked like FEB warning lamp

--ambient temperature was 0 F

--roads were partially covered with snow and ice

--no vehicles were near the car or in detection range

--brake pedal operation was normal

--ABS operation was normal when testing

--no codes stored after duplication either

--have not duplicated again since

-RECOMMENDATION DETAIL:

-thank you for the update!

-additional details from the customer regarding what was meant by the unable to depress brake pedal at intersection will be needed

--did the car not stop?

--the car did stop normally but the pedal felt like it was stiffer than normal or traveled too far?

-I do not see a CA case opened as per the prior recommendation, has CA been contacted by the dealer yet?

-regarding the duplicated FEB warning lamp, there are "reasons" for the lamp to come on that are not related to malfunctions/ codes, etc.

-please review in Work Support> Cause of Auto Cancel in each of your DAS control units (ADAS, Brake, Side Radar Left, etc.)

-not all of these control units will have this option, as this varies from model to model

-please reply with your findings in the Work Support function

-

Created by Michael Behning at 2018-01-20 11:08:44

Description-

From tech E-mail-

Dave Scend contacted me this afternoon. It was the forward radar that was disabled. We are going to drive more. We can try and get more info from cust

omer. Thanks. Dave Brown.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	1/11/2018	10/22/18	1/11/18

Text-Incd Desc TL

see comments Question for TECH LINE: Recommendation on what to do

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	JN8AT2MV8HW[redacted]
Mileage-Initial TL	*Mileage-Current TL*	*Code-NNA Model VC*	*Code-Body Type TL*
0	18096	22617	
Code-Engine Prefix VC	*Number-Engine Serial VC*	*Code-Trans Type VC*	*Code-Vehicle Color VC*
QR25	821656	CVT	G41
Name-Plant VC	*Date-Manufacture VC*	*Date-In Service TL*	*Code-Distributor TL*
KYUSHYU (NML)	11/25/2016	4/13/2017	

Installed Options

C03 50 STATE EMISSIONS
K03 PLATINUM PACKAGE
L92 FLOOR MATS (2-PIECE FRONT AND
P01 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3892	24	THOMAS NISSAN OF JOL	JOLIET	Illinois

Serv Dlr TL

Code	Region	Name	City	State
3802	24	HAWKINSON NISSAN, L.L.C.	MATTESON	IL

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — *Flag-Attachment TL:* N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

Customer states that vehicle came to a sudden stop on its own while on expressway

Created by Survey Site Guest User at 2018-01-11 15:11:12

Customer Comments: Customer states that vehicle came to a sudden stop on its own while on expressway

Technician Findings: Used C-3 plus to ck for codes. ABS-U1000. Laser/Radar-C1A16-97, C1A17-49, C1A18-54, U1000-01. Auto Back Door-B2426. Side Radar Le

ft-C1B40-49. Side Radar Right-C1B30-49, C1B55-97. Chassis Control-U1000-00. ICC/ADAS 2-C1B00-49, C1B01-54, C1B53-04, C1B54-04, U1000-01. All codes sto

red as PAST.

Repairs Made: NONE

Created by Survey Site Guest User at 2018-01-11 15:12:02

DTCs cleared and vehicle test driven several times without incident

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Billy Haines at 2018-01-11 17:18:03

Description:

Used C-3 plus to ck for codes. ABS-U1000. Laser/Radar-C1A16-97, C1A17-49, C1A18-54, U1000-01. Auto Back Door-B2426. Side Radar Left-C1B40-49. Side Rad

ar Right-C1B30-49, C1B55-97. Chassis Control-U1000-00. ICC/ADAS 2-C1B00-49, C1B01-54, C1B53-04, C1B54-04, U1000-01. All codes stored as PAST.

Recommendation:

Thank you for your information.

This incident is currently under engineering review.

Please gather all details from the customer to be provided to engineering.

Exact address of FEB activation.

Photos of the location of the concern.

The vehicle speed in which the incident occurred.

What direction was the customer traveling?

Please let us know if further assistance is needed.

Have a great rest of your day!

Created by Billy Haines at 2018-01-12 10:45:40

Description:

Customer was driving north on I-94, Dan Ryan expressway, between 47th and 35th streets traveling about 65-70 mph. Cannot get photos of location, 35 mi

les from dealership.

Recommendation:

Thank you for your feedback.

Just to clarify, no repairs are recommended at this time.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	1/17/2018	9/28/18	1/17/18

Text-Incd Desc TL

Question for TECH LINE: HELP

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	JN8AT2MV3HW[redacted]
Mileage-Initial TL	**Mileage-Current TL**	**Code-NNA Model VC**	**Code-Body Type TL**
0	6375	22617	
Code-Engine Prefix VC	**Number-Engine Serial VC**	**Code-Trans Type VC**	**Code-Vehicle Color VC**
QR25	916228	CVT	K23
Name-Plant VC	**Date-Manufacture VC**	**Date-In Service TL**	**Code-Distributor TL**
KYUSHYU (NML)	2/24/2017	8/29/2017	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
K03 PLATINUM PACKAGE
L92 FLOOR MATS (2-PIECE FRONT AND
P01 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3410	26	QUIRK NISSAN, INC.	QUINCY	Massachuset

Serv Dlr TL

Code	Region	Name	City	State
3410	26	QUIRK NISSAN, INC.	QUINCY	MA

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
ECCS (SENSORS & SWITCHES)	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
06	N	N	1/1/0001	

Code-Reason For Call TL Desc: **NOT IDENTIFIED** Flag-Attachment TL: **Y**

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

DRIVING 30 MPH VEHICLE STOPPED NO FOOT ON BRAKE. MALFUNCTION LIGHT CAME ON FOR FEB. NO BEEPI

HAS HAPPENED 4 TIMES SO FAR SINCE PURCHASE DATE.

Created by Survey Site Guest User at 2018-01-17 13:11:58

Customer Comments: DRIVING 30 MPH VEHICLE STOPPED NO FOOT ON BRAKE. MALFUNCTION LIGHT CAME ON FOR FEB. NO BEEPING. NO ABS ENGAGEMENT. HAPPEN GOING DOW

N A TWO LANE ROAD. HAS HAPPENED 4 TIMES SO FAR SINCE PURCHASE DATE.

Technician Findings: C1B82, C1A12-78, C1A16-97. FRONT BUMPER COVER NOT ALIGNED PROPERLY. CLOSE VISUAL. FACTORY PAINT FINISH QUESTIONABLE.

Repairs Made: FEB ACTION TEST.

Created by Survey Site Guest User at 2018-01-17 13:15:18

first visit, recommended vehicle stay or come back.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

second visit, c1b5d, c1704-00, c1705-00, c1706-00, c1a16-97. performed feb action test per dtc diag. unable to duplicate concern.

third visit, c1b82, c1a12-78, c1a16-97. contacting techline. icc sensor re calibration?

Created by Steve Berger at 2018-01-17 14:41:32

Description:

? Customer comments: driving 30 mph vehicle stopped no foot on brake

? Malfunction light came on for FEB.

? No beeping

? No ABS engagement.

? Happen going down a two lane road.

? Has happened 4 times so far since purchase date.

? Technician findings:

? c1b82 , c1a12-78, c1a16-97.

? Front bumper cover not aligned properly.

? Close visual. factory paint finish questionable.

? Repairs made: feb action test.

Called Tech to follow up.

? Has not been able to duplicate at the dealer.

? Has happened when drivinging down a 2 lane road.

? Has happened 4 times so far.

? Most recent was on January13, 2017.

? Was driving at 30 mph, FEB light came on vehicle came to a stop.

? The front bumper, where is aligns near fender appears that it has popped out.

? Tape lines/paint chipping noticed (unsure if bumper was repainted or not)

? Tech is not sur eif it has been to a body shop.

Carfax report:

? 1 owner

? No accidents reported

DBS History:

? Multiple visits to dealer for FEB concern.

? Refer to DBS/National Service History for full report.

Recommendation:

? As discussed, this incident is currently under engineering review. Unfortunately, because of this review, we do not recommend any repairs at this t

ime.

We understand the customer has a legitimate concern, and what we want to avoid is recommending any unnecessary repairs that may not resolve their conc

ern. Please assure the customer that this is part of Nissan?s commitment to continuous improvement of our products.

If Engineering concludes that further action is needed, typically a publication of some kind will be released; not all engineering reviews result in a

vehicle repair, or additional required action.

? Since this is also a potential safety related concern that has not been duplicated, please have the Service Manager contact Nissan Consumer Affairs

to start a case.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	1/20/2018	10/22/18	1/22/18

Text-Incd Desc TL

Question for TECH LINE: DUE TO LOW MILES NEED TO KNOW IF WE SHOULD BE CHECKING INTO ANYTHING

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - CRAIG WATSON	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	KNMAT2MV3JP[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	433	22018	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	064104	CVT	G41
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	9/14/2017	1/14/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5326	26	NISSAN OF HUNTINGTON	HUNTINGTON STA	New York

Serv Dlr TL

Code	Region	Name	City	State
5326	26	NISSAN OF HUNTINGTON	HUNTINGTON STA	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — *Flag-Attachment TL:* N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

C/S FCW SOUND CAME OFF AND CAR STOPPED BY IT SELF

Created by Survey Site Guest User at 2018-01-20 13:42:18

Customer Comments: C/S FCW SOUND CAME OFF AND CAR STOPPED BY IT SELF

Technician Findings: CUSTOMERS COMPLAINT SEEMS TO BE IMPROPER OPERATION OF AEB CUSTOMER STATES HAPPENED 2 TIMES IN 2 DIFFERENT AREAS CUSTOMER STATES T

HERE WERE NO CARS OR OBJECTS IN FRONT OF HER AND SHE HEARD A BEEPING NOISE IN THE CAR AND CAR "HYDROPLAINED" "LOCKED UP" "COULD NOT DO ANYTHING" THEN

CAR DROVE NORMAL NOISE WAS CONFIRMED TO BE AEB WARNING BEEP NO LIGHTS WERE SEEN ON DASH DURING INCIDENT NO LIGHTS ARE ON NOW NO CURRENT CODES UNABLE T

O DUPLICATE CONCERN POSSIBLE NORMAL OPERATION UNABLE TO GET ANYMORE INFO FROM CUSTOMER

Repairs Made: NONE

Created by Sean Martin at 2018-01-22 07:23:42

TECH LINE INCIDENT REPORT - CONFIDENTIAL

DESCRIPTION

Customer states FCW sound came on and vehicle stopped by itself

States that issue has happened twice so far

Not duplicated at dealer

RECOMMENDATION

Issue under engineering review. Sent Template.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	1/22/2018	10/22/18	1/22/18

Text-Incd Desc TL

Question for TECH LINE: RECOMMENDATIONS WITH SUCH FEW MILES

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - CRAIG WATSON	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	5N1AT2MV7HC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	3583	29417	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	945964U	CVT	QAB

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	8/4/2017	10/2/2017	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT $
L92 FLOOR MATS (2-PIECE FRONT AND
U01 SV PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3079	24	JIM M'LADY NISSAN	CRYSTAL LAKE	Illinois

Serv Dlr TL

Code	Region	Name	City	State
3079	24	JIM M'LADY NISSAN	CRYSTAL LAKE	IL

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: **NOT IDENTIFIED** Flag-Attachment TL: **N**

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

CUST STATES THE FEB LIGHT COMES ON, THE MALFUNCTION SEE DEALER MESSAGE APPEARS. ONE TIME T

AND FAST. THE PEDAL WENT TO FLOOR. THERE WAS NO OBJECTS IN FRONT OF CUSTOMER WHEN THIS HAF

Created by Survey Site Guest User at 2018-01-22 09:45:34

Customer Comments: CUST STATES THE FEB LIGHT COMES ON, THE MALFUNCTION SEE DEALER MESSAGE APPEARS. ONE TIME THE LIGHT CAME ON AND BROUGHT VEHICLE TO

COMPLETE STOP HARD AND FAST. THE PEDAL WENT TO FLOOR. THERE WAS NO OBJECTS IN FRONT OF CUSTOMER WHEN THIS HAPPENS

Technician Findings: VEHICLE HAS THREE CODES IN SYSTEM C1B84 DISTANCE SENSOR (ICC/ADAS) C1A17-49 CONTROL UNIT (LASER/RADAR) C1A16-97 RADAR STAIN (LASE

R/RADAR). INSPECTED VEHICLE TO FIND VEHICLE WAS NOT IN ACCIDENT.

Repairs Made: NONE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Sean Martin at 2018-01-22 10:01:14

DESCRIPTION

Customer states FEB lamp comes on and vehicle was brought to a stop hard and fast with no objects in front

ADAS

C1B84 DISTANCE SENSOR

C1A16 RADAR STAIN

C1A17 ICC SENSOR MALF

RECOMMENDATION

Issue under engineering review, no repairs recommended.

Sent review template

Created by Sean Martin at 2018-01-22 14:21:10

TECHNICIAN RESPONSE RECEIVED AND PASTED BELOW:

"Is it ok to release the vehicle to customer with no other actions?"

PLEASE REVIEW THE FOLLOWING ITEMS:

? Releasing the vehicle to the customer is at the dealers discretion. TECH LINE cannot advise on this matter.

? We can only advise that at this time, there is not a repair available for this concern.

Created by Survey Site Guest User at 2018-01-30 13:22:13

SINCE 1/19/2018 VEHICLE HAS RETURNED TODAY 1/30/2018 WITH ONE CODE C1A16-97 RADAR STAIN(CMP/SYS OPR OBST OR BLKD) CUSTOMER STATES THAT SAME CONCERN I

S HAPPENING. CAN I REQUEST DTS ASSISTANCE OR IS THERE NOW AN AVAILABLE REPAIR FOR THIS CONCERN? THANKS

Created by Brandt Boster at 2018-01-30 17:10:52

Tech replied by dealer comment:

Since 1/19/2018 vehicle has returned today 1/30/2018 with one code c1a16-97 radar stain

Customer states that same concern is happening.

Can I request DTS assistance or is there now an available repair for this concern?

Thanks

Recommendation:

This concern is still under review.

Unfortunately, because of this review, we do not recommend any repairs at this time.

We understand the customer has a legitimate concern, and what we want to avoid is recommending any unnecessary repairs that may not resolve their conc

ern. Please assure the customer that this is part of Nissan?s commitment to continuous improvement of our products.

If Engineering concludes that further action is needed, typically a publication of some kind will be released; not all engineering reviews result in a

vehicle repair, nor additional required action.

Created by Survey Site Guest User at 2018-02-15 07:51:20

ICC SENSOR AND ADAS CONTROL UNIT HAVE BEEN REPLACED PER BILL HAYES TECHINAL SERVICES MANAGER. RESET ALL SYSTEMS AND TEST DROVE. EVERYTHING HAS CHECK

ED OK ON 01-30-18 . ON 02-13-18 CUSTOMER HAS BROUGHT VEHICLE BACK SAYING THAT BRAKING STILL HAS ISSUES. RECHECKED FOR CODES NONE FOUND. TEST DROVE

VEHICLE FOR PROPER OPERATIONS. SERVICE MANAGER AND SERVICE DIRECTOR ARE ASKING FOR ENGINEERING TO GET INVOLVED AND GO FOR A RIDE WITH CUSTOMER TO SHO

W NOTHING IS WRONG WITH VEHICLE.

Created by Sean Martin at 2018-02-15 11:01:04

TECHNICIAN RESPONSE RECEIVED AND PASTED BELOW:

"ICC SENSOR AND ADAS CONTROL UNIT HAVE BEEN REPLACED PER BILL HAYES TECHINAL SERVICES MANAGER. RESET ALL SYSTEMS AND TEST DROVE. EVERYTHING HAS CHECKE

D OK ON 01-30-18 . ON 02-13-18 CUSTOMER HAS BROUGHT VEHICLE BACK SAYING THAT BRAKING STILL HAS ISSUES. RECHECKED FOR CODES NONE FOUND. TEST DROVE VEHI

CLE FOR PROPER OPERATIONS. SERVICE MANAGER AND SERVICE DIRECTOR ARE ASKING FOR ENGINEERING TO GET INVOLVED AND GO FOR A RIDE WITH CUSTOMER TO SHOW NOT

HING IS WRONG WITH VEHICLE."

PLEASE REVIEW THE FOLLOWING ITEMS:

? As previously advised on 01/30/2018, this issue is under engineering review and there is not currently a repair available to correct the concern. Pa

rts replacement was not recommended at this time due to this.

? Engineering is aware of this issue and is working towards resolution.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	1/31/2018	10/22/18	1/31/18

Text-Incd Desc TL

Question for TECH LINE: aid with diag

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - CRAIG WATSON	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	5N1AT2MVXHC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	949	29617	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	828768U	CVT	KAD

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	4/26/2017	12/23/2017	

Dlr Retl Last VC

Code	Region	Name	City	State
16007	34	DICK SMITH NISSAN	COLUMBIA	South Carolir

Serv Dlr TL

Code	Region	Name	City	State
5206	34	DICK SMITH NISSAN	LEXINGTON	SC

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
B94 ROOF RAIL CROSS BARS
C03 50 STATE EMISSIONS
K03 PLATINUM PACKAGE
L92 FLOOR MATS (2-PIECE FRONT AND
P04 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: **NOT IDENTIFIED** Flag-Attachment TL: **N**

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

Customer states brake warning (vehicle ahead) will come on even when theres no vehicle around you and you can

Created by Survey Site Guest User at 2018-01-31 10:58:25

Customer Comments: Customer states brake warning (vehicle ahead) will come on even when theres no vehicle around you and you can be at a stop light.

Technician Findings: test drove vehicle was not able to duplicate customer concern. Had service advisor to call customer when do this concern happen s

he said it was dry outside on the interstate where it occur test drove vehicle was not able to duplacte

Repairs Made: none

Created by Kenneth Walker at 2018-01-31 11:19:05

FEB light comes on at times

Concern has not been duplicated at the dealer

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Occurs when stopped, and at highway speeds

Past DTC

ABS U1002 CAN COMM CIR

ICC/ADAS U1500 (LDP) CAM CAN CIR1 - OR - CAM CAN CIR 2

Recommendation:

Based on the DTC?s provided, we have a concern with the Lane Camera?s connection or the camera itself.

Check power, ground, and pin fit at the Lane Camera. This may just be a loose connection. If no concern found, clear codes and attempt to reset / du

plicate the concern.

Created by Kenneth Walker at 2018-01-31 11:20:27

Heads up sent on 2018-01-31 11:20:27 to joe.hall@nissan-usa.com, lawrence.rowe@nissan-usa.com, karen.thorborg@nissan-usa.com, kristen.hardin@nissan-us

a.com, christopher.o'connor@nissan-usa.com, michael.farrell@nissan-usa.com

NISSAN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	2/6/2018	10/22/18	2/6/18

Text-Incd Desc TL

Question for TECH LINE: FURTHER INFO

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MV6JC[redacted]
Mileage-Initial TL	**Mileage-Current TL**	**Code-NNA Model VC**	**Code-Body Type TL**
0	10054	22218	
Code-Engine Prefix VC	**Number-Engine Serial VC**	**Code-Trans Type VC**	**Code-Vehicle Color VC**
QR25	057183T	CVT	NBL
Name-Plant VC	**Date-Manufacture VC**	**Date-In Service TL**	**Code-Distributor TL**
Smyrna (NMM)	11/6/2017	11/25/2017	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT E10
K02 SUN & SOUND TOURING PACKAGE
S10 FOG LIGHTS
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3985	48	BELLEVUE NISSAN	BELLEVUE	Washington

Serv Dlr TL

Code	Region	Name	City	State
3985	48	BELLEVUE NISSAN	BELLEVUE	WA

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: **NOT IDENTIFIED** Flag-Attachment TL: **N**

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

CUST STATES WARNING GOES OFF AND AUTO BRAKE ENGAGES INTERMITANTLY WHEN THERE IS NO OBSTR

WORKED.

Created by Survey Site Guest User at 2018-02-06 15:48:12

Customer Comments: CUST STATES WARNING GOES OFF AND AUTO BRAKE ENGAGES INTERMITANTLY WHEN THERE IS NO OBSTRUCTION. WHEN THERE WAS SOMETHING IN FRONT O

F CAR IT HAS NEVER WORKED.

Technician Findings: UNABLE TO VERIY CONCERN.

Repairs Made: NONE

Created by Survey Site Guest User at 2018-02-06 15:59:07

I HAVE DONE A DATA BASE SEARCH AND DONE A TECH LINE CHAT AND FOUND ISSUE IS UNDER INVESTIGATION BY ENGINERING. WILLIAM AT TECH LINE CHAT WANTED TO KNO

TECH LINE INCIDENT REPORT - CONFIDENTIAL

W EXACT LOCATIONS WHEN CONCERN HAPPENS. CUST UNABLE GIVE LOCATION AS IT HAPPENS RANDOMLY. ALL FEB IN WORKING ORDER AT TIME OF TEST DRIVE. CUST ALSO ST

ATES FEB WILL ENGAGE EVEN WHEN SYSTEM TURNED OFF. ALSO UNABLE TO VERIFY.

Created by Brandt Boster at 2018-02-06 17:28:29

Description:

Customer concern of warning goes off and auto brake engages intermittently when there is no obstruction

When there was something in front of vehicle it has never worked

Tech unable to duplicate concern.

Recommendation:

Is there a certain road/drive pattern that the customer notices this concern?

Does the customer remember specifically where the last occurred?

- If so gather information relating to specific location. Provide in reply email

If no additional information can be provided- This concern is under review.

Unfortunately, because of this review, we do not recommend any repairs at this time.

We understand the customer has a legitimate concern, and what we want to avoid is recommending any unnecessary repairs that may not resolve their conc

ern. Please assure the customer that this is part of Nissan?s commitment to continuous improvement of our products.

If Engineering concludes that further action is needed, typically a publication of some kind will be released; not all engineering reviews result in a

vehicle repair, nor additional required action.

Created by Brandt Boster at 2018-02-07 09:20:56

Tech replied by email:

No certain road or drive pattern when concern happens.

Cust states totally random.

Cust also claims FEB still operates when system is turned off.

Unable to verify. Service writers is asking if we should disable system completely like unplug front ICC sensor.

Recommendation:

That is not something we would recommend.

Driver input always over-rules any Driver Assistance System.

No repairs are recommended at this time for this concern.

Created by Brandt Boster at 2018-02-07 09:36:10

Tech replied by email:

Ok...thank you...returning vehicle back to customer

Recommendation:

My pleasure Justin!

Let us know if we can assist any further!

Have a great day!

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	2/12/2018	10/22/18	2/12/18

Text-Incd Desc TL

see comments Question for TECH LINE: Is there Anything Else we need to do before returning Vehicle to Customer

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
J11	2017	RSP	JN1BJ1CR6HW[redacted]
Mileage-Initial TL	**Mileage-Current TL**	**Code-NNA Model VC**	**Code-Body Type TL**
0	4348	27617	
Code-Engine Prefix VC	**Number-Engine Serial VC**	**Code-Trans Type VC**	**Code-Vehicle Color VC**
MR20	136339	CVT	KAD
Name-Plant VC	**Date-Manufacture VC**	**Date-In Service TL**	**Code-Distributor TL**
KYUSHYU (NML)	9/1/2017	11/25/2017	

Installed Options

B92 SPLASH GUARDS
B93 REAR BUMPER PROTECTOR (CHROM
C03 50 STATE EMISSIONS
K02 SL PLATINUM PACKAGE
L92 CARPETED FLOOR MATS
M93 REAR CARGO PROTECTOR 2 PIECE
N93 FRAMELESS REAR VIEW MIRROR WIT
U02 SL PREMIUM PACKAGE
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
08064	26	ACME NISSAN	MONMOUTH JUNC	New Jersey

Serv Dlr TL

Code	Region	Name	City	State
08064	26	ACME NISSAN	MONMOUTH JUNC	NJ

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: **NOT IDENTIFIED** Flag-Attachment TL: **Y**

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

Customer States that the Auto Braking System stopped the Vehicle with No Objects in front of them, Activated on i

Created by Survey Site Guest User at 2018-02-12 10:44:28

Customer Comments: Customer States that the Auto Braking System stopped the Vehicle with No Objects in front of them, Activated on its own.

Technician Findings: Road Tested with Customer, He was Unable to Duplicate,

I Have driven many times and have not Been able to duplicate,Customer has stated that it was that the morning of drop off the FEB had brought the Vehi

cle to a full stop from approx. 30mph for no reason, There was nothing in front of him at the time, The Customer had been in with 3554miles on the odo

meter, for the yellow FEB Sensor warning light coming on at different times, At that time only code stored was a radar stain code past codes.

this time there is a C1a16-97 and U1500 stored as past codes,

TECH LINE INCIDENT REPORT - CONFIDENTIAL

have performed 4 wheel alignment and Radar Sensor alignment procedure, the only thing off was the rear Toe from side to side but showed in.

Radar Sensor was with in factory specs.

I spoke to Nicholas Famini our Dealer Tech Specalist in case he had any input, As Per Nicholas F Checked FEB Operation Mileage in Work Support, No His

tory Shown.

Repairs Made: None

Created by Survey Site Guest User at 2018-02-12 10:54:08

As To Line D or RO, it would appear that every time the FEB yellow warning light has come on for the Customer is was Either very late at night (AM)

or early In the Morning 12:03am, 2:53am 6:30am range.

Created by Billy Haines at 2018-02-12 11:08:04

Heads up sent on 2018-02-12 11:08:03 to nicholas.flamini@nissan-usa.com, gary.cross@nissan-usa.com, keith.harmis@nissan-usa.com, sam.sapienza@nissan-u

sa.com, christopher.o'connor@nissan-usa.com, michael.farrell@nissan-usa.com

Created by Billy Haines at 2018-02-12 11:14:18

Description:

Road Tested with Customer, He was Unable to Duplicate,

I Have driven many times and have not Been able to duplicate,Customer has stated that it was that the morning of drop off the FEB had brought the Vehi

cle to a full stop from approx. 30mph for no reason, There was nothing in front of him at the time, The Customer had been in with 3554miles on the odo

meter, for the yellow FEB Sensor warning light coming on at different times, At that time only code stored was a radar stain code past codes.

this time there is a C1a16-97 and U1500 stored as past codes,

have performed 4 wheel alignment and Radar Sensor alignment procedure, the only thing off was the rear Toe from side to side but showed in.

Radar Sensor was with in factory specs.

I spoke to N. F. our Dealer Tech Specialist in case he had any input, As Per N. F. Checked FEB Operation Mileage in Work Support, No History Shown.

Recommendation:

Thank you for your information.

Please gather the exact location of the activation. (Address or GPS)

Photos of the area of duplication from all angles if possible.

Created by Billy Haines at 2018-02-20 15:09:26

Description:

Hi Billy, Sorry For the Long Delay In My Reply,.

I was Told By My service adviser that when he spoke with the customer that

they were not happy and was not able to get the info on location of the

Activation, and they were going to contact Nissan Them Selves,

Now I have just found out that My Service Manager was notified that CA was

Involved And that Nissan was sending someone here to look at the Vehicle

And Had I Heard Of anything.

I have not received and CA case Id # or Name from my Service Manager but

was asked to drop you an email asking if you have any info about any of

this ?

Apparently the Vehicle is still at our Dealership as the Customer refused

to pic his Vehicle up and is in a rental car.

again Sorry..

any info would be greatly Appreciated.

Recommendation:

Sending review template.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	2/14/2018	10/22/18	2/14/18

Text-Incd Desc TL

Question for TECH LINE: ASSISTANCE

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - BRIAN TERK	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
J11	2017	RSP	JN1BJ1CRXHW[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	6898	27617	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
MR20	086388	CVT	NBF

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	6/29/2017	10/2/2017	

Dlr Retl Last VC

Code	Region	Name	City	State
3422	26	EXECUTIVE NISSAN	NORTH HAVEN	Connecticut

Serv Dlr TL

Code	Region	Name	City	State
3422	26	EXECUTIVE NISSAN	NORTH HAVEN	CT

Installed Options

B92 SPLASH GUARDS
B93 REAR BUMPER PROTECTOR (CHROM
C03 50 STATE EMISSIONS
K02 SL PLATINUM PACKAGE
L92 CARPETED FLOOR MATS
M93 REAR CARGO PROTECTOR 2 PIECE
N93 FRAMELESS REAR VIEW MIRROR WIT
U02 SL PREMIUM PACKAGE
Z66 ACTIVATION DISCLAIMER

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
INTELLIGENT CRUISE CONTROL	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

CUSTOMER STATES THE FEB LIGHT COMES ON A LOT WHILE DRIVING AND THERE IS NOBODY AROUND HER C

LIED THE BRAKES WHEN THERE WAS NOBODY AROUND OR IN FRONT OF HER. CHECK

Created by Survey Site Guest User at 2018-02-14 11:05:05

Customer Comments: CUSTOMER STATES THE FEB LIGHT COMES ON A LOT WHILE DRIVING AND THERE IS NOBODY AROUND HER OR IN FRONT OF HER. ALSO A COUPLE TIMES T

HE CAR ACTUALLY APPLIED THE BRAKES WHEN THERE WAS NOBODY AROUND OR IN FRONT OF HER. CHECK

Technician Findings: FOUND DTC U1000, C1A16-97, C1B40-49, B130-49, C1B00-49, C1B53-04, C1B54-04 LCEARED ALL DTC AND PERFORMED FRONT CAMERA CALIBRATION

, ICC CALIBRATION, 4W ALIGNMENT. TEST DROVE THE VEHICLE AND WHILE DRIVING THE SYSTEM STOPPED WORKING. DTC C1B00-49, C1B53-04, C1B54-04 AND U1000-01 CA

ME BACK. PERFOMRED VCAN DIAGNOSIS AND ALL MODULES ARE ACTIVE ON THE BUS.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Repairs Made: FRONT CAMERA CALIBRATION, ICC CALIBRATION, 4W ALIGNMENT

Created by Brian Terk at 2018-02-14 11:49:18

-DESCRIPTION:

-FEB warning lamp illuminates at times with nothing around

-all codes noted in case below, cleared codes

-U1000 CAN COMM CIRCUIT

-C1A16 RADAR STAIN

-C1B40 SOW RIGHT UNIT FAILURE

-C1B30 SOW LEFT UNIT FAILURE

-C1B00 LDW CAMERA UNIT INERNAL MALFUNCTION

-C1B53 SIDE RDR R MALF

-C1B54 SIDE RDR L MALF

-cleared all codes and performed front camera calibration, ICC calibration, alignment

-concern returned again after driving the vehicle and some DTC?s returned

-all control units are Green in VCAN diagnosis

-RECOMMENDATION DETAIL:

-the case does not indicate which control units the codes are stored

-please provide a list of what control units have what codes and if they are current or past

-have any parts been replaced?

-how often does this concern happen?

-if U1000 codes are stored please do not clear codes

Created by Brian Terk at 2018-02-14 16:13:21

-DESCRIPTION:

-FEB warning lamp illuminates at times with nothing around

-ICC/ADAS 2 all codes return after clearing shortly after test drive

-U1000 CAN COMM CIRCUIT

-C1A16 RADAR STAIN

-C1B40 SOW RIGHT UNIT FAILURE

-C1B30 SOW LEFT UNIT FAILURE

-C1B00 LDW CAMERA UNIT INERNAL MALFUNCTION

-C1B53 SIDE RDR R MALF

-C1B54 SIDE RDR L MALF

-cleared all codes and performed front camera calibration, ICC calibration, alignment

-concern returned again after driving the vehicle and some DTC?s returned

-all control units are Green in VCAN diagnosis

-RECOMMENDATION DETAIL:

-thank you for the update

-have any parts been replaced?

-with the U1000 still stored and Current please inspect the Can Diagnosis (V-CAN) with Consult a provide a photo of the Consult screen (not a printout

) of any screen that is not all Green

-please provide a photo of the C3 screen of the Can Diag Support Monitor, select the ICC/ADAS 2 on the left side and provide a photo of the list on th

e right side

-

NISSAN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	2/22/2018	10/22/18	2/22/18

Text-Incd Desc TL

Question for TECH LINE: HELP

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - CRAIG WATSON	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	JN8AT2MV4JW[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	381	22418	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	107064	CVT	QAB

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	10/11/2017	1/23/2018	

Installed Options

C03 50 STATE EMISSIONS
E10 PREMIUM PAINT E10
K03 PLATINUM PACKAGE
L92 FLOOR MATS (2PC FRONT, 2PC SEC
M92 RETRACTABLE CARGO COVER
P01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3213	34	AUTONATION NISSAN M	MARIETTA	Georgia

Serv Dlr TL

Code	Region	Name	City	State
3213	34	AUTONATION NISSAN MARIET	MARIETTA	GA

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CAR WILL FORCE ITESLF TO BRAKE WITH NOTHING IN FRONT OF IT. ONLY HAPPENED ONCE.

Created by Survey Site Guest User at 2018-02-22 13:36:02

Customer Comments: CAR WILL FORCE ITESLF TO BRAKE WITH NOTHING IN FRONT OF IT. ONLY HAPPENED ONCE.

Technician Findings: CODES STORED IN PAST, SAW SIMILAR CASE ON TLDB SEARCH AND SAW UNDER ENGINEERING REVIEW

Repairs Made: NONE

Created by Survey Site Guest User at 2018-02-22 13:36:43

CONTACT 678-910-2328 OR ZHOKE311@GMAIL.COM

Created by Sean Martin at 2018-02-22 14:11:41

DESCRIPTION

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Customer states Forward Emergency Braking stopped vehicle with nothing in front of it

LASER/RADAR

C1A18 LASER AIMING INCMP

ICC/ADAS

C1B01 LDW CAMERA AIMING IS NOT ADJUSTED

Vehicle has dash cam and items on dashboard

RECOMMENDATION

? This issue us under engineering review with no repairs recommended.

? Ensure the dash cam does not block the forward facing camera in the windshield.

NISSAN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	2/27/2018	10/22/18	2/27/18

Text-Incd Desc TL

Question for TECH LINE: LOOKING FOR MORE INFORMATION ON THE CODE AND DIAGNOSIS

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
165	Z - JOHN IRION	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MV0JC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	1156	22218	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	075321T	CVT	G41

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	11/21/2017	1/12/2018	

Installed Options

C03 50 STATE EMISSIONS
K01 MIDNIGHT EDITION
K11 MIDNIGHT EDITION (BLACK SPLASH
L93 MIDNIGHT EDITION CARPETED FLOO
M92 RETRACTABLE CARGO COVER
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
2602	24	GANDRUD NISSAN	GREEN BAY	Wisconsin

Serv Dlr TL

Code	Region	Name	City	State
2602	24	GANDRUD NISSAN	GREEN BAY	WI

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CUSTOMER STATES THE VEHICLE WAS CRUISING AT ABOUT 25 - 30 MPH. THE CUSTOMER HEARD 2 DINGS AN D. ALSO THE CENTER DRIVER INFO DISPLAY ON METER WAS FLICKERING, PLEASE.

Created by Survey Site Guest User at 2018-02-27 08:45:45

Customer Comments: CUSTOMER STATES THE VEHICLE WAS CRUISING AT ABOUT 25 - 30 MPH. THE CUSTOMER HEARD 2 DINGS AND THE VEHICLE MADE A SHUDDER AND A GRIN

DING NOISE WAS HEARD. ALSO THE CENTER DRIVER INFO DISPLAY ON METER WAS FLICKERING, PLEASE.

Technician Findings: TEST DROVE TO VERIFY CUSTOMER CONCERN, COULD NOT GET FORWARD EMERGENCY BRAKING SYSTEM TO ACT UP DURING A 5 MILE TEST DRIVE ON THE

HIGHWAY. FOUND DTC C1A17-49 STORED AS PAST IN THE LASER/RADAR SYSTEM. CUSTOMER'S DESCRIPITION SOUNDS LIKE THEY EXPERIENCED THE "FEB" SYSTEM ACTIVATIN

G WHILE DRIVING. CUSTOMER SAID THERE WAS NO CARS IN FRONT OF THEM AT THAT TIME. NO INFORMATION IN ASSIST ON THE CODE. FOUND ONE TECH CASE [redacted]

TECH LINE INCIDENT REPORT - CONFIDENTIAL

THAT HAD THE SAME CODE BUT A FEW OTHERS ALSO. THIS CASE IS UNDER ENGINEERING REVIEW. C3+ WAS UPDATED TO THE NEWEST UPDATE (02/27/2018: 74.31)

Repairs Made: NONE

Created by John Irion at 2018-02-27 08:59:35

Description:

Technician Findings TEST DROVE TO VERIFY CUSTOMER CONCERN, COULD NOT GET FORWARD EMERGENCY BRAKING SYSTEM TO ACT UP DURING A 5 MILE TEST DRIVE ON THE

HIGHWAY. FOUND DTC C1A17-49 STORED AS PAST IN THE LASER/RADAR SYSTEM. CUSTOMER'S DESCRIPITION SOUNDS LIKE THEY EXPERIENCED THE "FEB" SYSTEM ACTIVATING

WHILE DRIVING. CUSTOMER SAID THERE WAS NO CARS IN FRONT OF THEM AT THAT TIME. NO INFORMATION IN ASSIST ON THE CODE. FOUND ONE TECH CASE ([redacted]

THAT HAD THE SAME CODE BUT A FEW OTHERS ALSO. THIS CASE IS UNDER ENGINEERING REVIEW. C3+ WAS UPDATED TO THE NEWEST UPDATE (02/27/2018: 74.31)

Recommendation:

This incident is under engineering review.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	2/28/2018	10/22/18	2/28/18

Text-Incd Desc TL

Question for TECH LINE: DOCUMENTATION

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options
T32	2017	RGE	5N1AT2MTXHC[redacted]	C03 50 STATE EMISSIONS K05 MIDNIGHT EDITION PACKAGE K12 MNE (BLACK SPLASH GUARDS, BLAC Z66 ACTIVATION DISCLAIMER
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL	
0	539	29317		
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC	
QR25	951800U	CVT	G41	
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL	
Smyrna (NMM)	8/8/2017	1/18/2018		

Dlr Retl Last VC

Code	Region	Name	City	State
02005	26	PETER'S NISSAN OF NAS	NASHUA	New Hampsh

Serv Dlr TL

Code	Region	Name	City	State
02005	26	PETER'S NISSAN OF NASHUA	NASHUA	NH

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: **NOT IDENTIFIED** Flag-Attachment TL: **N**

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Concern is under Engineering Review.**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

C/S THAT THE EMERGENCY BRAKES ACTIVATE ON THEIR OWN GOING OVER RAIL ROAD TRACK

Created by Survey Site Guest User at 2018-02-28 11:47:35

Customer Comments: C/S THAT THE EMERGENCY BRAKES ACTIVATE ON THEIR OWN GOING OVER RAIL ROAD TRACK

Technician Findings: CUSTOMER STATES FEB WARNING LIGHT CAME ON AND VEHCILE CAME TO A STOP AFTER HITTING RAILROAD TRACKS. CODE C1B5D PAST IN ICC/ADAS.

FOUND THREW DATA BASE SEARCH THAT CODE IS UNDER ENGINEERING REVIEW AND CONFIRMED WITH RYAN M THREW TECHLINE CHAT THAT THIS IS UNDER REVIEW. HE RECCOME

NEDED OPENING A CASE FOR DOCUMENTATION PURPOSES.

Repairs Made: NONE

Created by Matthew Mead at 2018-02-28 11:57:49

Description:

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- Customer states that the FEB activates on its own when going over rail road tracks. FEB warning light came on and vehicle came to a stop after going

over railroad tracks.

- CODE C1B5D PAST IN ICC/ADAS.

- Technician created case to document the concern.

Recommendation:

- This concern is under engineering review.

- No repairs are recommended.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	3/1/2018	10/1/18	3/1/18

Text-Incd Desc TL

Question for TECH LINE: should I repair the vehicle according to assist or wait

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	KNMAT2MV6JF[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	1553	22218	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	089340	CVT	QAB
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	10/19/2017	1/2/2018	

Installed Options

C03 50 STATE EMISSIONS
E10 PREMIUM PAINT E10
L92 FLOOR MATS (2PC FRONT, 2PC SEC
U01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3820	26	WEST-HERR NISSAN	ORCHARD PARK	New York

Serv Dlr TL

Code	Region	Name	City	State
3820	26	WEST-HERR NISSAN	ORCHARD PARK	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
ABS BRAKE SYSTEM	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
03	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — *Flag-Attachment TL:* N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

grinding noise and vehicle jerked to a stop with no vehicle in front of them ,it has happened twice

Created by Survey Site Guest User at 2018-03-01 11:25:38

Customer Comments: grinding noise and vehicle jerked to a stop with no vehicle in front of them ,it has happened twice

Technician Findings: u1002 stored in abs past ,c1a16-97 ,c1a17-49 stored in laser/radar past customer says feb is activating with nothing in front of

them . I see several cases in data base stating this is under review.

Repairs Made: none

Created by Survey Site Guest User at 2018-03-01 11:35:54

feb activating on its own

Created by Steve Berger at 2018-03-01 11:44:17

TECH LINE INCIDENT REPORT - CONFIDENTIAL

DESCRIPTION:

CASE NOTES:

? Customer Comments: grinding noise and vehicle jerked to a stop with no vehicle in front of them ,it has happened twice.

? Technician Findings: U1002 CAN COMM CIR stored in abs past.

? C1A16 -97 RADAR STAIN AND C1A17 -49 ICC SENSOR MALF stored in laser/radar past .

? Customer says feb is activating with nothing in front of them .

? I see several cases in data base stating this is under review.

? Repairs Made: none.

? Question for TECH LINE: Should I repair the vehicle according to assist or wait

CARFAX REPORT:

? 1 owner.

? No accidents reported.

DBS HISTORY:

? 1-6-18 - 5 miles - New York Safety Inspection.

? 12-20-17 - 2 miles - PDI

? Refer to DBS/National Service History for full report.

RECOMMENDATION:

? TSS SB will call Tech to follow up.

Created by Steve Berger at 2018-03-01 11:57:41

DESCRIPTION:

CASE NOTES:

? Customer Comments: grinding noise and vehicle jerked to a stop with no vehicle in front of them ,it has happened twice.

? Technician Findings: U1002 CAN COMM CIR stored in abs past.

? C1A16 -97 RADAR STAIN AND C1A17 -49 ICC SENSOR MALF stored in laser/radar past .

? Customer says feb is activating with nothing in front of them .

? I see several cases in data base stating this is under review.

? Repairs Made: none.

? Question for TECH LINE: Should I repair the vehicle according to assist or wait

CARFAX REPORT:

? 1 owner.

? No accidents reported.

DBS HISTORY:

? 1-6-18 - 5 miles - New York Safety Inspection.

? 12-20-17 - 2 miles - PDI

? Refer to DBS/National Service History for full report.

CALLED TECH TO DISCUSS INCIDENT:

? The FEB concern has happened on 2 occasions.

? Unsure of exact location where it happens.

? The issue has not been duplicated at the dealer.

RECOMMENDATION:

? Thank you for the time on the phone today.

? As discussed, since this is a potential safety related concern that has not been duplicated, please have the Service Manager contact Nissan Consumer

Affairs to create a case.

Also note:

This incident is also under Engineering review. (Undesired FEB operation)

? Unfortunately, because of this review, we do not recommend any repairs at this time.

We understand the customer has a legitimate concern, and what we want to avoid is recommending any unnecessary repairs that may not resolve their conc

ern. Please assure the customer that this is part of Nissan?s commitment to continuous improvement of our products.

If Engineering concludes that further action is needed, typically a publication of some kind will be released; not all engineering reviews result in a

vehicle repair, or additional required action.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	3/2/2018	10/22/18	3/2/18

Text-Incd Desc TL

Question for TECH LINE: GUIDENCE/REVIEW

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - CRAIG WATSON	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	5N1AT2MT4HC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	9170	22517	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	765835U	CVT	KAD

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	3/11/2017	4/21/2017	

Dlr Retl Last VC

Code	Region	Name	City	State
5303	34	SUTHERLIN NISSAN ORL	ORLANDO	Florida

Serv Dlr TL

Code	Region	Name	City	State
5303	34	SUTHERLIN NISSAN ORLANDO	ORLANDO	FL

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
B94 ROOF RAIL CROSS BARS
C03 50 STATE EMISSIONS
K03 PLATINUM PACKAGE
L92 FLOOR MATS (2-PIECE FRONT AND
P01 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
X03 PLATINUM RESERVE INTERIOR
Z66 ACTIVATION DISCLAIMER

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
INTELLIGENT CRUISE CONTROL	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	Y	3/5/2018	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: Y

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Replaced ADAS C/U to Resolve**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

CAR BRAKES ON ITS OWN....WARNING MESSAGE THAT CAR IS STOPPING AND NISSAN CALLED CUSTOMER FC

Created by Survey Site Guest User at 2018-03-02 07:08:48

Customer Comments: CAR BRAKES ON ITS OWN....WARNING MESSAGE THAT CAR IS STOPPING AND NISSAN CALLED CUSTOMER FOLLOWING EVENT

Technician Findings: COMPLAINT IS ABOUT FEB= CAN NOT DUPLICATE YET. FOUND ICC AND CONVENTIAL CRUISE WONT SET. DISTANCE SENSOR OUT OF SPEC UNLESS IN CO

NVENTIAL CRUISE AT TIMES. CAN OK. PERFORMED DIAG FOR ESM CCS 131 AND STEP 1 DOES NOT CORRDIATE WITH C3+ FINDINGS. AND ALL OTHER FINDS ARE TO SPEC IN S

TEPS 2 AND 4. POINTING TO ANADAS CONTROL UNIT. ASKING FOR YOU CHECK MY FINDINGS AND CLEAR UP STEP 1

Repairs Made: NONE

Created by Survey Site Guest User at 2018-03-02 07:11:07

FEB COMPLAINT BUT FOUND ICC AND CRUISE INOP

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Kenneth Walker at 2018-03-02 07:51:48

Cruise control inop

Also has FEB engaged for unknown reason concern

Concern has not been duplicated at the dealer

Unable to engage ICC nor cruise at times

Past U1002 CAN COMM CIR in ABS

Supplied CAN Dlag is after codes cleared

?Step 4? findings in spec

(Data items: - ?VHCL SPEED SE? - ?D RANGE SW?- ?SET/COAST SW?- ?BRAKE SW?- ?PKB SW?)

Recommendation:

We concur, per the ESM, ADAS C/U replacement is the next step. Be sure to save / write down the configuration # and install the same ADAS C/U Part Nu

mber.

Afterwards, align the radar to 0.0 and verify cruise operates.

Created by Kenneth Walker at 2018-03-02 11:37:43

Tech replied with:

?Thank you. Part ordered. Will update u on Monday when part is here?

Recommendation:

Thank you for the update. Please, let us know if you need any additional assistance

Created by Kenneth Walker at 2018-03-06 10:05:56

Tech replied with:

?Replaced adas and save and wrote and performed icc adjustment....now icc and conveniental cruise work and distance reads correct?

Recommendation:

Thank you for the update.

Please, let us know if you need any additional assistance

If you have just a few moments, please take the survey

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	3/4/2018	10/22/18	3/5/18

Text-Incd Desc TL

Question for TECH LINE: customer contacted consumer affeirs

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - CRAIG WATSON	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	JN8AT2MT5HW[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	10838	29517	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	008721	CVT	NBF

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	6/14/2017	8/26/2017	

Installed Options

C03 50 STATE EMISSIONS
L92 FLOOR MATS (2-PIECE FRONT AND
P04 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5480	36	PRIORITY NISSAN CHAN	CHANTILLY	Virginia

Serv Dlr TL

Code	Region	Name	City	State
5480	36	PRIORITY NISSAN CHANTILLY	CHANTILLY	VA

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: **NOT IDENTIFIED** Flag-Attachment TL: **N**

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

vehicle braked on its own while driving. happened twice whithin the past two months

Created by Survey Site Guest User at 2018-03-04 10:08:34

Customer Comments: vehicle braked on its own while driving. happened twice whithin the past two months

Technician Findings: found past code for distance sensor, cleaned out sensor as per esm. was not ale to duplicate customers concern

Repairs Made: cleaned out the distance sensor

Created by Kenneth Walker at 2018-03-05 07:50:48

FEB engaged on its own

Concern has occurred twice for customer

Concern has not been duplicated at the dealer

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Had a past code, not provided by dealer

Recommendation:

The FEB braking concern is currently under engineering review. Unfortunately, because of this review, we do not recommend any repairs at this time.

We understand the customer has a legitimate concern, and what we want to avoid is recommending any unnecessary repairs that may not resolve their conc

ern. Please assure the customer that this is part of Nissan?s commitment to continuous improvement of our products.

If Engineering concludes that further action is needed, typically a publication of some kind will be released; not all engineering reviews result in a

vehicle repair, nor additional required action.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	3/6/2018	10/1/18	3/6/18

Text-Incd Desc TL

Question for TECH LINE: USURE HOW TO PROCEDE

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	JN8AT2MV3HW[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	3548	29417	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	988187	CVT	NBF

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	6/1/2017	11/11/2017	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2-PIECE FRONT AND
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5127	36	CROSSROADS NIS WAKE	WAKE FOREST	North Carolin

Serv Dlr TL

Code	Region	Name	City	State
5127	36	CROSSROADS NIS WAKE FRS	WAKE FOREST	NC

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
ABS BRAKE SYSTEM	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
03	N	N	1/1/0001	

Code-Reason For Call TL Desc: **NOT IDENTIFIED** Flag-Attachment TL: **N**

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

SAFETY SHIELD SYSTEM STOP VEHICLE WITHOUT WARNING AND NOTHING IN FRONT OF VEHICLE AND WILL N

Created by Survey Site Guest User at 2018-03-06 15:25:36

Customer Comments: SAFETY SHIELD SYSTEM STOP VEHICLE WITHOUT WARNING AND NOTHING IN FRONT OF VEHICLE AND WILL NOT RESPOND TO GAS PEDAL

Technician Findings: CUST STATES VEHICLE STOPPED WITHOUT WARNING ON RAILROAD TRACKS. STEVE WELLS WAS AT DEALER FOR A DIFFERENT ISSUE. SPOKE WITH HIM

ABOUT THIS VEHICLE. HE SPOKE WITH AN ENGINEER AND ASKED FOR THE MILEAGE FOR THE ACTIVATION EVENT. WE WERE ADVISED TO CHECK RADAR AIM. WHEN SETTING

UP TARGET BOARD AND LASER I CANNOT GET THE LASER SET UP RIGHT PER CCS-96 AND 97. IN ORDER TO GET THE Dr AND Df MEASUREMENTS THE SAME THE STEERING WHE

EL NEEDS TO BE EXTREMELY OFF CENTER. WILL THIS AFFECT CALIBRATION? PERFORMED ALIGNMENT TO MAKE SURE THIS WASNT THE ISSUE AND IT IS SPEC.

Repairs Made: ATTEMPTED TO CALIBRATE RADAR SENSOR

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Steve Berger at 2018-03-06 18:57:22

DESCRIPTION:

CASE NOTES:

? customer comments: safety shield system stop vehicle without warning and nothing in front of vehicle and will not respond to gas pedal.

? Technician findings: cust states vehicle stopped without warning on railroad tracks.

? [TSM SW] was at dealer for a different issue.

? Spoke with him about this vehicle.

? He spoke with an engineer and asked for the mileage for the activation event.

? We were advised to check radar aim.

? When setting up target board and laser I cannot get the laser set up right per ccs-96 and 97.

? In order to get the dr and df measurements the same the steering wheel needs to be extremely off center.

? Will this affect calibration?

? Performed alignment to make sure this wasn?t the issue and it is spec.

? Repairs made: attempted to calibrate radar sensor.

RECOMMENDATION:

? My apologies for the delayed response.

? Was the incident that the customer described duplicated?

Created by Steve Berger at 2018-03-07 10:09:45

DESCRIPTION:

EMAIL RECEIVED:

? We did not duplicate the concern but there is a work support function that says an event happened less than 100 miles ago.

Created by Steve Berger at 2018-03-07 10:54:12

DESCRIPTION:

CALLED TSM (left voicemail)

CALLED TECH TO FOLLOW UP.

? Tech is currently working with TSM SW for the concern.

? Tech is having issues with radar aiming.

? Compared radar aiming readings with another vehicle and same results.

? Has not been able to duplicate the customer?s concern related to FEB operation.

? Tech knows location where the incident happened.

RECOMMENDATION:

? Please double check all measurement for the target board since the same issue has occurred on another vehicle.

? If additional assistance is needed, please provide photos to show the front sides and from driver?s seat looking out

? As discussed, Since this is a potential safety related concern that has not been duplicated, please have the Service Manager contact Nissan Consumer

Affairs to create a case.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	3/7/2018	10/22/18	3/7/18

Text-Incd Desc TL

Question for TECH LINE: INFORMATION

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
165	Z - JOHN IRION	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MT8JC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	944	22518	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	030958T	CVT	QAB

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	10/14/2017	2/18/2018	

Dlr Retl Last VC

Code	Region	Name	City	State
3029	34	DAYTONA NISSAN	DAYTONA BEACH	Florida

Serv Dlr TL

Code	Region	Name	City	State
3029	34	DAYTONA NISSAN	DAYTONA BEACH	FL

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
B94 ROOF RAIL CROSS BARS
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT E10
L92 FLOOR MATS (2PC FRONT, 2PC SEC
P01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CS BRAKE ASSIST CAME ON AND VEHICLE CAME TO A COMPLETE STOP

Created by Survey Site Guest User at 2018-03-07 10:06:22

Customer Comments: CS BRAKE ASSIST CAME ON AND VEHICLE CAME TO A COMPLETE STOP

Technician Findings: CHECKED WITH CONSULT, FOUND C1A16-97 AND B1309.
CUST STATES FORWARD EMERGENCY BRAKING ACTIVATED WITH NOTHING IN FRONT OF CAR. WAS ON A 2 LANE STREET, WAS A CAR FOLLOWING. (NEW YORK AVE IN DELAND FL)

STORY COMES SECOND HAND FROM HUSBAND.

Repairs Made: NONE SO FAR

Created by Survey Site Guest User at 2018-03-07 10:08:02

MAKING CASE FOR YOUR INFORMATION. WONDERING IF DEBRIS BLOWING ACROSS ROAD COULD CAUSE THIS.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by John Irion at 2018-03-07 10:11:17

Description:

Technician Findings CHECKED WITH CONSULT, FOUND C1A16-97 AND B1309.

CUST STATES FORWARD EMERGENCY BRAKING ACTIVATED WITH NOTHING IN FRONT OF CAR. WAS ON A 2 LANE STREET, WAS A CAR FOLLOWING. (NEW YORK AVE IN DELAND FL)

STORY COMES SECOND HAND FROM HUSBAND.

Recommendation:

This incident is under engineering review

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	3/16/2018	12/7/18	3/16/18

Text-Incd Desc TL

Question for TECH LINE: open a case ongoing problem with rogues and this complaint

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - BRIAN TERK	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	5N1AT2MV7HC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
4116	12454	29417	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	005340T	CVT	K23

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	9/23/2017	10/29/2017	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2-PIECE FRONT AND
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3670	26	LEGEND NISSAN, LTD	SYOSSET	New York

Serv Dlr TL

Code	Region	Name	City	State
3670	26	LEGEND NISSAN, LTD	SYOSSET	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	Y	12/5/2018	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

customer states vehicle stop on its own again with no one in front of vehicle front laser was replaced recently for b

m off

Created by Survey Site Guest User at 2018-03-16 07:37:56

Customer Comments: customer state vehicle stop out of no were with no one in front check and advise

Technician Findings: could not duplicate customers concern. on test drive vehicle seemed to function properly. i do have codes in past c1b82,c1a12-78,

c1a16-97,

Repairs Made: zero

Created by Survey Site Guest User at 2018-03-16 07:39:37

intermittant issue. all codes in past, freeze frame data is c1a16 = 2632 mile. c1a12 = 2623, and c1b82 is ign counter 49

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by John Irion at 2018-03-16 07:43:03

Description:

Technician Findings: could not duplicate customers concern. on test drive vehicle seemed to function properly. i do have codes in past c1b82,c1a12-78,

c1a16-97,

Repairs Made: zero

Recommendation:

This incident is under engineering review

Created by Brian Terk at 2018-12-04 08:19:57

-DESCRIPTION:

-Duplicate case# [redacted] **created. Closed case, confirmed contact information matches and updated current case with information**

-unexpected FEB operation

-dealer is unable to duplicate the customers concern

-LASER/RADAR

-C1A16 RADAR STAIN ??????????????????.PAST

-?once it happened once customer went back to same spot to see if it would happen again and it wouldn?t. Intermittent incident. tech cannot duplicate

all systems functioning properly on my test drive?

-RECOMMENDATION DETAIL:

-William there was a case already for this VIN with the same concern please update and reply to this case only

-please confirm part numbers are updated and that NTB18-041 no longer applies

-note that C1A16 does not require any action if set very intermittently, copied from the ESM DTC description:

"NOTE:

DTC ?C1A16-97? may be detected under the following conditions. (Explain to the customer about the difference between the contamination detection funct

ion and the indication when the malfunction is detected and tell them, ?This is not a malfunction?)

?When contamination or foreign materials adhere to the ICC sensor area.

?When driving while it is snowing or when frost forms on the ICC sensor area.

?When ICC sensor area is temporarily fogged."

-please also refer to the Owner's Manual on page 5-85 for "FEB SYSTEM LIMITATIONS" for conditions that may cause this type of concern under normal ope

ration

-if the concern does not apply to the above then please follow up with the following:

-what is the specific concern (speed, turning, action, etc.)

-what is the specific location it happens at (address, intersection, etc.)

-what were the weather conditions at the time (fog, rain, condensation, etc.)

-if the vehicle is operating as designed, NTB18-041 has been confirmed to no longer apply, there are no related DTC's and all vehicle operation is nor

mal when tested at the dealer TECH LINE has no repair recommendations at this time

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	3/19/2018	4/1/19	3/19/18

Text-Incd Desc TL

Question for TECH LINE: LOOKING FOR GUIDANCE ON A FIX. NOTICED THERE WAS A SIMILAR CASE IN THE DA

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - BRIAN TERK	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	KNMAT2MVXHP[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
14729	45562	29217	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	967787	CVT	QAK

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	6/7/2017	10/2/2017	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
K01 APPEARANCE PACKAGE
L92 FLOOR MATS (2-PIECE FRONT AND
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
06041	26	COUNTY LINE NISSAN	MIDDLEBURY	Connecticut

Serv Dlr TL

Code	Region	Name	City	State
06041	26	COUNTY LINE NISSAN	MIDDLEBURY	CT

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CUSTOMER STATES THE VEHICLE'S EMERGENCY BRAKING ACTIVATED - CAR MADE BEEP NOISE - VEHICLE C

Created by Survey Site Guest User at 2018-03-19 13:23:15

Customer Comments: CUSTOMER STATES THE VEHICLE'S EMERGENCY BRAKING ACTIVATED - CAR MADE BEEP NOISE - VEHICLE CAME TO AN ABRUPT STOP - NO ONE IN FRONT

OF VEHICLE

Technician Findings: CUSTOMER HAS UNEXPECTED FEB ACTIVATION. VEHICLE DOES NOT HAVE ICC BUT CONVENTIONAL CRUISE ONLY. SHE CAME IN WITH SAME COMPLAINT O

N 10-23-17 WITH 1654 MILES ON VEHICLE BUT COMPLAINT COULDN'T BE DUPLICATED. 10-31-17 RETURNED WITH 2231 MILES WITH SAME COMPLAINT AGAIN OF UNEXPECTED

FEB ACTIVATION. TECH FOUND DTC C1A16-97 FOR RADAR STAIN AND UNTIMATELY ENDED UP REPLACING AND CALIBRATING DISTANCE SENSOR. CAR WAS FINE UNTIL SHE CAME

IN TODAY WITH SAME COMPLAINT. HAPPENED TO HER THIS MORNING AND THERE WAS NO VEHICLE IN FRONT OF HER AND THE WEATHER CONDITIONS WERE CLEAR AND SUNNY.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

SHE SAID SHE WAS DRIVING ALONG AND HEARD BEEP BEEP BEEP AND THE VEHICLE CAME TO AN ABRUPT STOP. FOUND DTC C1A16-97 IN PAST HISTORY AND COULDN'T DUPLIC

ATE ON TEST DRIVE. FOUND NO FOREIGN MATERIAL IN FRONT OF SENSOR.

Repairs Made: NONE ON THIS R.O.

Created by John Irion at 2018-03-19 13:59:34

Description:

Technician Findings CUSTOMER HAS UNEXPECTED FEB ACTIVATION. VEHICLE DOES NOT HAVE ICC BUT CONVENTIONAL CRUISE ONLY. SHE CAME IN WITH SAME COMPLAINT ON

10-23-17 WITH 1654 MILES ON VEHICLE BUT COMPLAINT COULDN'T BE DUPLICATED. 10-31-17 RETURNED WITH 2231 MILES WITH SAME COMPLAINT AGAIN OF UNEXPECTED F

EB ACTIVATION. TECH FOUND DTC C1A16-97 FOR RADAR STAIN AND UNTIMATELY ENDED UP REPLACING AND CALIBRATING DISTANCE SENSOR. CAR WAS FINE UNTIL SHE CAME

IN TODAY WITH SAME COMPLAINT. HAPPENED TO HER THIS MORNING AND THERE WAS NO VEHICLE IN FRONT OF HER AND THE WEATHER CONDITIONS WERE CLEAR AND SUNNY. S

HE SAID SHE WAS DRIVING ALONG AND HEARD BEEP BEEP BEEP AND THE VEHICLE CAME TO AN ABRUPT STOP. FOUND DTC C1A16-97 IN PAST HISTORY AND COULDN'T DUPLICA

TE ON TEST DRIVE. FOUND NO FOREIGN MATERIAL IN FRONT OF SENSOR.

Recommendation:

This incident is under engineering review

Created by Survey Site Guest User at 2019-04-01 10:13:37

LET ME START WITH THE FACT THAT THE VEHICLE HAS BEEN BACK SEVERAL TIMES FOR THE SAME ISSUE OF FEB WITHOUT A VEHICLE IN FRONT OF HER. CUSTOMER IS VERY

FRUSTRATED AT THIS POINT AND IS IN CONTACT WITH NISSAN TO CLAIM LEMON LAW AND BUY BACK. CURRENT VEHICLE MILEAGE IS 45,562. ON 11-2-18 SHE CAME IN WITH

SAME COMPLAINT AND WE PERFORMED NTB18-041B WITH NEW DISTANCE SENSOR AND UPDATED LASER AND ADAS MODULES. CURRENT PROGRAM OF LASER/RADAR IS 28438-5FA3A

AND ICC/ADAS IS 284E7-7FP3A. VEHICLE CAME BACK WITH SAME COMPLAINT ON 1-25-19 AND HAD CODE C1A16-97 FOR RADAR STAIN. FRONT OF GRILLE WAS CLEAN AND CU

STOMER SAID IT HAPPENED ON A CLEAR DAY WITHOUT A VEHICLE IN FRONT OF HER AGAIN. WE REPLACED AND ALIGNED THE DISTANCE SENSOR AGAIN AND RELEASED BACK TO

CUTOMER. CUSTOMER RETURNED ON 3-27-19 WITH SAME COMPLAINT AND SAME DTC C1A16-97. CHECKED ALIGNMENT OF DISTANCE SENSOR AND MADE SURE PROGRAM IN LASER

AND ICC WERE UP TO DATE. I PERSONALLY DROVE THE VEHICLE FOR ABOUT 100 MILES AND COULDN'T DUPLICATE CONCERN SO VEHICLE WAS RELEASED TO CUSTOMER. CUSTOM

ER RETURNED ON 4-1-19 WITH SAME COMPLAINT OF UNWANTED FEB ACTIVATION AND FOUND SAME DTC C1A16-97. FFD SHOWES C1A16-97 SET AT 45,499 MILES AND CURRENT

MILES ARE 45,562. BASICALLY I'M ASKING IF THERE HAS BEEN SIMILAR CASES OR A DIRECTION TO GO IN BECAUSE CUSTOMER IS CLAIMING LEMON LAW AND WANTS NISSAN

BUY BACK.

Created by Brian Terk at 2019-04-01 10:52:32

-DESCRIPTION:

-technician updated case with case comment, updated case summary below:

-Vehicle has returned to the dealer several times for unexpected FEB operation

-11/2/2018 customer concern is unexpected FEB operation

? performed NTB18-041b including new distance sensor and updated laser and ADAS c/u?s

? LASER/RADAR part number is 28438-5FA3A

? ICC/ADAS part number is 284E7-7FP3A

-1/25/2019 vehicle returned with customer concern of unexpected FEB operation

? C1A16-97 RADAR STAIN stored

? Front of grille is clean

? Customer states concern happened on clear day without a vehicle in front

? Replaced distance sensor again

-3/27/2019 vehicle returned with customer concern of unexpected FEB operation

? C1A16-97 RADAR STAIN stored

? Checked distance sensor alignment

? Confirmed laser/radar and ADAS c/u programming was up to date

? Dealer was unable to duplicate the customers concern after 100 mile of test driving

-4/1/2019 vehicle returned with customer concern of unexpected FEB operation

? C1A16-97 RADAR STAIN stored

? FFD shows DTC set at 45,499 miles, current mileage is 45,562

-Technician checking if there are similar cases or for a repair recommendation

-RECOMMENDATION DETAIL:

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-good afternoon Mike and thank you for the detailed information this one

-the Laser/Radar and the ADAS c/u both do not require programming as noted in your case notes and NTB18-041b does not apply with these part numbers

-C1A16 will set intermittently under normal operation and requires no action if intermittent

-the following information is copied from the ESM DTC description for C1A16:

"NOTE:

DTC ?C1A16? may be detected under the following conditions. (Explain to the customer about the difference between the contamination detection function

and the indication when the malfunction is detected and tell them ?This is not malfunction?.)

?When contamination or foreign materials adhere to the distance sensor area of the front bumper

?When driving while it is snowing or when frost forms on the distance sensor area of the front bumper

?When distance sensor area of the front bumper is temporarily fogged"

-please also review the Owner's Manual beginning on page 5-85 for "FEB SYSTEM LIMITATIONS" which includes this among other information "In some road o

r traffic conditions, the

FEB system may unexpectedly apply partial braking. When acceleration is necessary, continue to depress the accelerator pedal to override the system"

-if additional information is available regarding under what specific conditions thia happens with please reply with that information and we will forw

ard this information to engineering

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	3/23/2018	10/22/18	3/23/18

Text-Incd Desc TL

Question for TECH LINE: resolve issue

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - CRAIG WATSON	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	KNMAT2MV1JF[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	6693	22218	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	082715	CVT	QAB

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	10/12/2017	11/26/2017	

Installed Options

C03 50 STATE EMISSIONS
E10 PREMIUM PAINT E10
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
22003	24	NISSAN/NORTH, INC.	WORTHINGTON	Ohio

Serv Dlr TL

Code	Region	Name	City	State
22003	24	NISSAN/NORTH, INC.	WORTHINGTON	OH

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: **NOT IDENTIFIED** Flag-Attachment TL: **N**

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

customer states collision alert stopped vehicle in parking lot, customer states driving slowly in airport parking gara

suddenly stopped

Created by Survey Site Guest User at 2018-03-23 10:48:52

Customer Comments: customer states collision alert stopped vehicle in parking lot, customer states driving slowly in airport parking garage with nothi

ng around, vehicle suddenly stopped

Technician Findings: codes in laser radar

Repairs Made: none

Created by Sean Martin at 2018-03-23 11:14:14

DESCRIPTION

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Unintended FEB operation in airport parking lot with nothing around

C1A16 RADAR STAIN current

C1B40 SOW RIGHT UNIT FAILURE past

U0104 (LDP) ICC CAM CAN CIR2 past

C1B40 SOW RIGHT UNIT FAILURE past

RECOMMENDATION

? Under engineering review, sent template

NISSAN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	3/23/2018	10/22/18	3/24/18

Text-Incd Desc TL

Question for TECH LINE: ANY SIMILAR REPAIRS OR CONCERNS?

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - CRAIG WATSON	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MT3JC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	570	22318	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	063832T	CVT	KAD

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	11/10/2017	2/26/2018	

Installed Options

C03 50 STATE EMISSIONS
K01 MIDNIGHT EDITION
K11 MIDNIGHT EDITION (BLACK SPLASH
L93 MIDNIGHT EDITION CARPETED FLOO
M92 RETRACTABLE CARGO COVER
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
98002	48	KING WINDWARD NISSA	KANEOHE	Hawaii

Serv Dlr TL

Code	Region	Name	City	State
98002	48	KING WINDWARD NISSAN	KANEOHE	HI

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — *Flag-Attachment TL:* N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CUSTOMER STATES THERE IS A BEEPING NOISE THAT COMES ON THEN VEHICLE BRAKES.

Created by Survey Site Guest User at 2018-03-23 18:50:45

Customer Comments: CUSTOMER STATES THERE IS A BEEPING NOISE THAT COMES ON THEN VEHICLE BRAKES.

Technician Findings: COULD NOT DUPLICATE CONCERN. NO TROUBLE CODES ARE STORED. PER SVC ADVISOR, AEB SYSTEM ACTIVATING WITH NO VEHICLE IN FRONT OF CAR.

HAPPENED ONCE AT LOW SPEEDS IN PARKING GARAGE AND ANOTHER TIME GETTING ON TO FREEWAY 30-40 MPH. PER CUSTOMER, YELLOW AEB WARNING LAMP CAME ON AND AU

DIBLE WARNING SOUNDED. SLIGHT BRAKING FELT. CUSTOMER LEFT OFF GAS, AND DRIVING RETURNED TO NORMAL.

Repairs Made: 0

Created by Sean Martin at 2018-03-24 09:14:12

DESCRIPTION

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Unintended FEB operation

Happened two times so far, once in parking garage, once on entrance ramp to highway

No DTCs stored

RECOMMENDATION

? Under engineering review, sent template

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	3/26/2018	10/22/18	3/26/18

Text-Incd Desc TL

Question for TECH LINE: Diagnosis

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - BRIAN TERK	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	5N1AT2MT5HC[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	22577	22517	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	578795U	CVT	RBY
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	10/1/2016	2/27/2017	

Installed Options

B93 CHROME REAR BUMPER PROTECTOR
B94 ROOF RAIL CROSS BARS
C03 50 STATE EMISSIONS
K03 PLATINUM PACKAGE
L92 FLOOR MATS (2-PIECE FRONT AND
M92 RETRACTABLE CARGO COVER
P01 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3825	34	BEN MYNATT NISSAN	SALISBURY	North Carolin

Serv Dlr TL

Code	Region	Name	City	State
3825	34	BEN MYNATT NISSAN	SALISBURY	NC

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: under engineering review

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

Says was driving about 40mph and vehicle applied the brakes and came to complete stop and would not respond pushing the throttle it would finally move and drove straight here.

Created by Survey Site Guest User at 2018-03-26 09:21:47

Customer Comments: Says was driving about 40mph and vehicle applied the brakes and came to complete stop and would not respond to throttle and after

about 15 seconds of pushing the throttle it would finally move and drove straight here.

Technician Findings: Customer states vehicle applied brakes stopped itself in the road. One code stored. C1a16-97 radar stain but freeze frame showed

this occurred 680 miles prior. checked FEB operation mileage in C3 and it shows no history.

Repairs Made: none

Created by Survey Site Guest User at 2018-03-26 09:25:05

TECH LINE INCIDENT REPORT - CONFIDENTIAL

CUSTOMER WAS NOT USING CRUISE AT TIME OF INCIDENT. SENSOR APPEARS FINE. NOTHING ON THE GRILL IN FRONT OF IT.

Created by Brian Terk at 2018-03-26 09:46:12

-DESCRIPTION:

-vehicle operates normally when tested at dealer

-C1A16-97 RADAR STAIN ??????????????..PAST, FF data indicates set 680 miles ago

-customer states ?Says was driving about 40mph and vehicle applied the brakes and came to complete stop and would not respond to throttle and after ab

out 15 seconds of pushing the throttle it would finally move and drove straight here.?

-Where is vehicle when concern occurs? ?DRIVING ON STRAIGHT RAOD. NOTHING AHEAD OR BEHIND?

-?CUSTOMER WAS NOT USING CRUISE AT TIME OF INCIDENT. SENSOR APPEARS FINE. NOTHING ON THE GRILL IN FRONT OF IT.?

-case opening indicates no aftermarket or factory accessories installed

-RECOMMENDATION DETAIL:

This incident is currently under engineering review. Unfortunately, because of this review, we do not recommend any repairs at this time.

We understand the customer has a legitimate concern, and what we want to avoid is recommending any unnecessary repairs that may not resolve their conc

ern. Please assure the customer that this is part of Nissan?s commitment to continuous improvement of our products.

If Engineering concludes that further action is needed, typically a publication of some kind will be released; not all engineering reviews result in a

vehicle repair, or additional required action.

Created by Cameron McBride at 2018-04-17 11:35:58

Description;

Dealer followed up via chat;

Dealer is asking for any update on the engineering review item

Recommendation;

This concern is still under engineering review, no repairs recommended at this time.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	3/26/2018	10/22/18	3/26/18

Text-Incd Desc TL

Question for TECH LINE: UPDATED REPAIRS OR PROCEDURES TO FIX CONCERN

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	JN8AT2MT6HW[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	4089	29517	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	974463	CVT	K23

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	5/11/2017	11/24/2017	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2-PIECE FRONT AND
M92 RETRACTABLE CARGO COVER
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
977	32	ED HICKS NISSAN, LTD.	CORPUS CHRISTI	Texas

Serv Dlr TL

Code	Region	Name	City	State
977	32	ED HICKS NISSAN, LTD.	CORPUS CHRISTI	TX

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

CUSTOMER STATES WHILE DRIVING THE VEHICLE STARTED BEEPING THEN THE BRAKES LOCKED UP FOR A

Created by Survey Site Guest User at 2018-03-26 12:02:45

Customer Comments: CUSTOMER STATES WHILE DRIVING THE VEHICLE STARTED BEEPING THEN THE BRAKES LOCKED UP FOR A FEW SECONDS THEN VEHICLE STARTED DRIVING

NORMAL AGAIN

Technician Findings: CUST HAS STATED IN ONE INCIDENT FEB WARNING WENT OFF BUT BRAKES DID NOT APPLY BUT THERE WAS NO OBJECT IN FRONT ON VEHICLE. CUST S

TATED JUST HAD INCIDENT WHERE FEB WARNING WENT OFF AND VEHICLE APPLIED BRAKES HARD WITHOUT AN OBJECT IN FRONT OF VEHICLE. HAVE TEST DROVE AND HAVE NOT

DUPLICATED CONERN. THERE IS NO OBSTRUCTION OF SENSOR OR ON BUMPER. HAVE PAST DTC C1A16-97 BUT DTC WILL CANCEL FEB IF CURRENT. DID DATABASE SEARCH TO

FIND THIS IS UNDER ENGINEERING REVIEW

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Repairs Made: NONE

Created by Brandt Boster at 2018-03-26 12:12:55

Description:

Customer concern of when driving, the vehicle started beeping then the brakes locked up for a few seconds

Then vehicle started driving normally again

Tech unable to duplicate the concern

Customer states 1 incident of FEB warning when off, but brakes did not apply

No object in front of vehicle at that time.

Only had 1 incident where FEB applied with braking without object in front of vehicle

DTC stored

C1A16 RADAR STAIN -97 ? PAST

No obstruction of sensor or on the bumper

Recommendation:

This concern is under review with no repairs currently recommended.

Unfortunately, because of this review, we do not recommend any repairs at this time.

We understand the customer has a legitimate concern, and what we want to avoid is recommending any unnecessary repairs that may not resolve their conc

ern. Please assure the customer that this is part of Nissan?s commitment to continuous improvement of our products.

If Engineering concludes that further action is needed, typically a publication of some kind will be released; not all engineering reviews result in a

vehicle repair, nor additional required action.

****Customer input overrides Driver Assistance Systems****

Let us know if we can assist any further on this one William

Have a great rest of your day!

Created by Brandt Boster at 2018-03-26 12:14:11

Heads up sent on 2018-03-26 12:14:11 to Rafael.Mariduena@nissan-usa.com, lawrence.rowe@nissan-usa.com, randy.streng@nissan-usa.com, pangelia.west@niss

an-usa.com, christopher.o'connor@nissan-usa.com, michael.farrell@nissan-usa.com

Created by Brandt Boster at 2018-03-26 15:22:08

Tech replied by email:

Thank you Brandt for the information but I have another question from my service manager.

I explained from your email that the customer can override driver assistance systems or turn it off through the cluster.

Even though it will reset after an ignition cycle, but the customer has concerns about what happens if the brakes ?lock up completely? while she or an

other person is driving and they forget to turn off the FEB every time.

How can I explain this in a better way to inform the customer due to the nature of this concern?

Recommendation:

The vehicle braking system would not lock the brakes completely.

If the FEB were to activate if the throttle is held the vehicle will cease its braking and override the assistance system.

If the customer has safety concerns with the vehicle we would recommend having the customer contact Consumer Affairs.

Created by Brandt Boster at 2018-03-26 15:34:11

Tech replied by email:

Ok will do, thank your for your time and assistance

Recommendation:

My pleasure William

If we can assist in any way on this one, please reply to this email

Have a great rest of your day!

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	3/26/2018	10/22/18	8/22/18

Text-Incd Desc TL

Question for TECH LINE: assistance

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
102	Z - MICHAEL LEMMONS	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	5N1AT2MV1HC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	30490	22617	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	700566U	CVT	KAD

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	1/21/2017	2/15/2017	

Dlr Retl Last VC

Code	Region	Name	City	State
5492	26	MIDDLETOWN NISSAN	MIDDLETOWN	Connecticut

Serv Dlr TL

Code	Region	Name	City	State
2148	26	HARTE NISSAN, INC.	HARTFORD	CT

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
K03 PLATINUM PACKAGE
L92 FLOOR MATS (2-PIECE FRONT AND
M92 RETRACTABLE CARGO COVER
P01 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
X03 PLATINUM RESERVE INTERIOR
Z66 ACTIVATION DISCLAIMER

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: **NOT IDENTIFIED** Flag-Attachment TL: **Y**

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

Customer states vehicle flashes the shape of another vehicle in the message center when there is nothing in front

on the brake pedal when this happens customer has also experience the vehicle stopping on its own

Created by Survey Site Guest User at 2018-03-26 15:26:36

Customer Comments: Customer states vehicle flashes the shape of another vehicle in the message center when there is nothing in front of the vehicle cu

stomer is pressing on the brake pedal when this happens customer has also experience the vehicle stopping on its own

Technician Findings: Can not duplicate customer concern

Repairs Made: no repairs

Created by Michael Lemmons at 2018-03-26 16:47:31

Description:

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Customer states vehicle flashes the shape of another vehicle in the message center when there is nothing in front of the vehicle.

Customer is pressing on the brake pedal when this happens.

Customer has also experience the vehicle stopping on its own.

Verified No

Technician Findings Can not duplicate customer concern

Questions for TechLine assistance

Past DTC

C1A12-78 LASER BEAM OFF CNTR

C1A16-97 RADAR STAIN

C1B82 DISTANCE SENSOR OFF-CENTER

Repairs Made no repairs

Observed Modifications & Accessories no accessories

Recommendation:

Please check ?cause of auto cancel 1? in ICC/ADAS (with ICC) or

?FEB operation mileage? in Laser/Radar Work Support (without ICC) and follow up with the information shown.

Once this information is received I will forward all the details to engineering for review.

Created by Michael Lemmons at 2018-03-26 16:50:58

Heads up sent on 2018-03-26 16:50:58 to benjamin.foss@nissan-usa.com, gary.cross@nissan-usa.com, sam.sapienza@nissan-usa.com, john.mehrkens@nissan-usa

.com, christopher.o'connor@nissan-usa.com, michael.farrell@nissan-usa.com

Created by Michael Lemmons at 2018-03-27 13:31:42

Received reply from tech with two pictures.

Replied to tech:

Thank you for the information.

This has been sent to engineering for review.

Please allow us 24 hours to reply.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/3/2018	10/22/18	4/3/18

Text-Incd Desc TL

Question for TECH LINE: foe assistance

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MVXJC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	909	22418	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	154013T	CVT	KAD

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	2/6/2018	3/9/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
B94 ROOF RAIL CROSS BARS
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2PC FRONT, 2PC SEC
P01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5171	24	NISSAN OF MANSFIELD	MANSFIELD	Ohio

Serv Dlr TL

Code	Region	Name	City	State
5171	24	NISSAN OF MANSFIELD	MANSFIELD	OH

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

forward emergency braking engaging on its own vehicle stopped in middle of the road

Created by Survey Site Guest User at 2018-04-03 12:17:05

Customer Comments: forward emergency braking engaging on its own vehicle stopped in middle of the road

Technician Findings: road test 10 miles could duplicate concern. inspect camera and radar system no problem found

Repairs Made: none

Created by Survey Site Guest User at 2018-04-03 12:20:21

I SEE THERE ARE SEVERAL CASES OF THIS ON DATA BASE SEARCH AND IS UNDER REVIEW BY NISSAN IS THERE ANY UPDATES I HAVE DRIVEN CAR AND HAVE YET TO DUPLICA

TE NOTE CUSTOMER DOES NOT WANT CAR BACK UNTIL REPAIRED

Created by Kelby Hausman at 2018-04-03 12:44:47

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Description

- Customer states forward emergency braking engaged on its own and stopped vehicle

- Unable to duplicate the concern

- Road tested 10 miles

- Inspected camera and radar system

- No concerns found

Recommendation

Thank you for the information.

This concern is currently under engineering review. Unfortunately, because of this review, we do not recommend any repairs at this time.

We understand the customer has a legitimate concern, and what we want to avoid is recommending any unnecessary repairs that may not resolve their conc

ern. Please assure the customer that this is part of Nissan?s commitment to continuous improvement of our products.

If Engineering concludes that further action is needed, typically a publication of some kind will be released; not all engineering reviews result in a

vehicle repair, or additional required action. Keep ASIST up to date to receive the latest TSB and service information

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/4/2018	10/22/18	4/4/18

Text-Incd Desc TL

Question for TECH LINE: Noted several Techline DB that concern is under engineering review at this time. Opening

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - CRAIG WATSON	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	JN8AT2MV1HW[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	12035	22617	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	912118	CVT	EBB

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	2/21/2017	4/29/2017	

Dlr Retl Last VC

Code	Region	Name	City	State
2655	24	TOM NAQUIN CHEV-NISS	ELKHART	Indiana

Serv Dlr TL

Code	Region	Name	City	State
2655	24	TOM NAQUIN CHEV-NISSAN	ELKHART	IN

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT $
K03 PLATINUM PACKAGE
L92 FLOOR MATS (2-PIECE FRONT AND
M92 RETRACTABLE CARGO COVER
P01 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — *Flag-Attachment TL:* N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

Collision warning sensor comes up at random times

Created by Survey Site Guest User at 2018-04-04 07:52:53

Customer Comments: Collision warning sensor comes up at random times

Technician Findings: Customer states collision warning sensor comes on at times, also FEB activation with no obstructions. Past fault U1500 in ADAS an

d C1A16-97 in laser/radar

Repairs Made: no repairs made

Created by Sean Martin at 2018-04-04 08:10:33

DESCRIPTION

Undesired FEB operation at times

TECH LINE INCIDENT REPORT - CONFIDENTIAL

FCW lamp comes on at times

ADAS

U1500 (LDP) CAM CAN CIR1 - OR - CAM CAN CIR 2 past

LASER RADAR

C1A16 RADAR STAIN past

RECOMMENDATION

? Issue under engineering review, sent template.

NISSAN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/5/2018	10/22/18	4/5/18

Text-Incd Desc TL

Question for TECH LINE: LOOKING FOR GUIDENCE IN WITCH CODE TO FALLOW FIRST SINCEALL ARE IN PAST

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - CRAIG WATSON	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	KNMAT2MV7HP[redacted]

Installed Options

C03 50 STATE EMISSIONS
E10 PREMIUM PAINT $
L92 FLOOR MATS (2-PIECE FRONT AND
Z66 ACTIVATION DISCLAIMER

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	2174	29417	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	019712	CVT	QAB

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	7/25/2017	12/1/2017	

Dlr Retl Last VC

Code	Region	Name	City	State
22047	24	BUCKEYE NISSAN, INC.	HILLIARD	Ohio

Serv Dlr TL

Code	Region	Name	City	State
22047	24	BUCKEYE NISSAN, INC.	HILLIARD	OH

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

FRONT END COLLISION FEATURE IS ENGAGING AND SLOWING VEHICLE DOWN WHEN THERE IS NO ONE IN FR

Created by Survey Site Guest User at 2018-04-05 07:19:44

Customer Comments: FRONT END COLLISION FEATURE IS ENGAGING AND SLOWING VEHICLE DOWN WHEN THERE IS NO ONE IN FRONT OF YOU . HAPPEN 4 TIMES

Technician Findings: DRIVING THOUGH A PARKING LOT NO CAR INFRONT OR IN BACK OF YOU . OR DRIVING DOWN A OPEN HIGHWAY NO NONE IN FRONT OR BEHIND YOU THE

VEHICLE WILL ENGAGE FORWARD EMERGENCY BRAKING INTERMITTENTLY , CODES IN PAST C1A16-97,C1B40-49,U104-82,C1B30-49, . . BEING ALL CODES ARE IN PAST

LOOKING FOR GUIDENCE FOR WITCH DIRRECTION I SHOULD GO FIRST

Repairs Made: NONE

Created by Sean Martin at 2018-04-05 08:04:33

DESCRIPTION

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Vehicle is braking on its own with no obstructions present

Issue has happened 4 times now

C1A16 RADAR STAIN

C1B40 SOW RIGHT UNIT FAILURE

U0104 (LDP) ICC CAM CAN CIR2

C1B30 SOW LEFT UNIT FAILURE

All DTCs past

RECOMMENDATION

? Under engineering review, sent template

Created by Sean Martin at 2018-04-05 08:19:26

TECHNICIAN RESPONSE RECEIVED AND PASTED BELOW:

"Thank you can I be updated for repairs"

PLEASE REVIEW THE FOLLOWING ITEMS:

? Since we are not provided with a timeline for available repairs, we are unable to track cases with this concern.

? If a repair is released for this concern, it is likely there will be a TSB or NNA document released. Please monitor these channels for an available

repair in the future.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/5/2018	10/22/18	4/5/18

Text-Incd Desc TL

Question for TECH LINE: Would you recommend any action at this time, what should do moving forward

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - CRAIG WATSON	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options
T32	2018	RGE	5N1AT2MV9JC[redacted]	C03 50 STATE EMISSIONS Z66 ACTIVATION DISCLAIMER

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	794	22018	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	122953T	CVT	G41

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	1/9/2018	3/26/2018	

Dlr Retl Last VC

Code	Region	Name	City	State
3033	26	GEORGE HARTE NISSAN	WEST HAVEN	Connecticut

Serv Dlr TL

Code	Region	Name	City	State
3033	26	GEORGE HARTE NISSAN, INC.	WEST HAVEN	CT

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — *Flag-Attachment TL:* N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

Vehicle is breaking on its own, has happened 3 times is a week, jumping on ramp on 91 foot on accelerator and the bs noise. No cars in front or on the side.

Created by Survey Site Guest User at 2018-04-05 13:36:13

Customer Comments: Vehicle is breaking on its own, has happened 3 times is a week, jumping on ramp on 91 foot on accelerator and the vehicle brake on own. beeping and abs noise. No cars in front or on the side.

Technician Findings: Could not duplicate concern. Have past DTC C1A16-97 FFD shows 413 miles. Customer states that concern happened three times since purchasing vehicle. 1st time was in the morning. 2nd time was at night 30 mph car slammed on the brakes on its own. 3rd time in the morning after 1.5 hours of driving. No one in front of him. Ne debris on front of car, and no signs of impact damage.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Repairs Made: none

Created by Sean Martin at 2018-04-05 13:41:48

DESCRIPTION

Vehicle has undesired FEB operation with no obstructions present

Customer state the issue has occurred 3 times in a week

Issue not duplicated at dealer

RECOMMENDATION

? Issue under engineering review, sent template

Created by Sean Martin at 2018-04-05 16:03:14

TECHNICIAN RESPONSE RECEIVED AND PASTED BELOW:

"Okay, thank you. The customer doesn't feel safe driving the vehicle, what should we do moving forward? Do you know when engineering might release a

resolve? Can we put the customer in a long term rental? "

PLEASE REVIEW THE FOLLOWING ITEMS:

? TECH LINE is not provided a timeline for repair on issues that are under engineering review.

? Releasing the vehicle or placing the customer is at the discretion of the dealer. TECH LINE is unable to advise on this subject.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/9/2018	10/22/18	4/9/18

Text-Incd Desc TL

Question for TECH LINE: DIAGNOSTIC HELP

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - CRAIG WATSON	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	5N1AT2MT1HC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	19012	22517	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	766057U	CVT	QAB

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	3/11/2017	9/14/2017	

Installed Options

B92 SPLASH GUARDS
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT $
L92 FLOOR MATS (2-PIECE FRONT AND
P01 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
15033	36	SIMMONS NISSAN, INC.	MOUNT AIRY	North Carolin

Serv Dlr TL

Code	Region	Name	City	State
15033	36	SIMMONS NISSAN, INC.	MOUNT AIRY	NC

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: **NOT IDENTIFIED** Flag-Attachment TL: **N**

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

C/S THE FRONT COLLISION SENSOR LIGHT IS COMING ON AND STOPPING VEHICLE

Created by Survey Site Guest User at 2018-04-09 12:45:36

Customer Comments: C/S THE FRONT COLLISION SENSOR LIGHT IS COMING ON AND STOPPING VEHICLE

Technician Findings: DTC C1A16-97 PAST C1A17-49 PAST ALL DTCS PAST UNABLE TO DUPLICATE CUST CONCERN. FOUND NOTHING BLOCKING SENSOR.

Repairs Made: NONE

Created by Sean Martin at 2018-04-09 13:41:33

DESCRIPTION

Customer states vehicle stopped on it's own and FEB lamp is coming on

C1A16 RADAR STAIN past

TECH LINE INCIDENT REPORT - CONFIDENTIAL

C1A17 ICC SENSOR MALF past

Not duplicated at the dealer

RECOMMENDATION

? Under engineering review, sent template.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/9/2018	10/22/18	4/9/18

Text-Incd Desc TL

Question for TECH LINE: CUST IS CONCERNED HER VEHICLE IS MALFUNCTIONING. I ADVISED HER THAT IF IT O

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
165	Z - JOHN IRION	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	KNMAT2MT1JP[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	1840	22118	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	083055	CVT	K23

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	10/14/2017	2/19/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3773	44	NISSAN OF ELK GROVE	ELK GROVE	California

Serv Dlr TL

Code	Region	Name	City	State
3773	44	NISSAN OF ELK GROVE	ELK GROVE	CA

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

DIAGNOSIS OF CLIENT CONCERN CUSTOMER STATES THAT WHEN DRIVING UP ENCLINE THE EMERGENCY BR

HE VHEICLE WILL BRAKE AND EVEMRGENCY LIGHT AND BEEP OCCURS CHECK AND REPORT.

Created by Survey Site Guest User at 2018-04-09 17:41:16

Customer Comments: DIAGNOSIS OF CLIENT CONCERN CUSTOMER STATES THAT WHEN DRIVING UP ENCLINE THE EMERGENCY BRAKES SEEM TO COME ON WHEN IN PARKING STRUC

TURE AND GOING UP THE VHEICLE WILL BRAKE AND EVEMRGENCY LIGHT AND BEEP OCCURS CHECK AND REPORT.

Technician Findings: CUST STATED THAT THE VEHICLE STOPS BY ITSELF IN THE PARKING GARAGE WHERE SHE WORKS AT HAPPENS ALMOST EVERY TIME ON THE 1 - 3 FLOO

R. HAPPENS AS SHES GOING UP THE RAMP TO THE NEXT LEVEL. WE VERIFIED THAT ITS THE FEB SYSTEM OPERATING BY HAVING HER VERIFY THAT IT DOESNT HAPPEN IF SH

E TURNS OFF EMERGENCY BRAKING. CUST IS CONCERNED AND BELIEVES THIS SHOULD BE HAPPENING. TECH LINE DATA BASES SHOWS THE CONCERN IS UNDER INVESTIGATION.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ONLY DIFFERENCE IS HER UNINTENDED OPERATION IS IN THE PARKING GARAGE. NOTE PAST CODE C1A16-97 WAS STORED.

Repairs Made: NONE VERIFIED IT WAS FEB OPERATING

Created by John Irion at 2018-04-09 18:50:48

Description:

Technician Findings CUST STATED THAT THE VEHICLE STOPS BY ITSELF IN THE PARKING GARAGE WHERE SHE WORKS AT HAPPENS ALMOST EVERY TIME ON THE 1 - 3 FLOOR

. HAPPENS AS SHES GOING UP THE RAMP TO THE NEXT LEVEL. WE VERIFIED THAT ITS THE FEB SYSTEM OPERATING BY HAVING HER VERIFY THAT IT DOESNT HAPPEN IF SHE

TURNS OFF EMERGENCY BRAKING. CUST IS CONCERNED AND BELIEVES THIS SHOULD BE HAPPENING. TECH LINE DATA BASES SHOWS THE CONCERN IS UNDER INVESTIGATION.

ONLY DIFFERENCE IS HER UNINTENDED OPERATION IS IN THE PARKING GARAGE. NOTE PAST CODE C1A16-97 WAS STORED.

Recommendation:

This incident is under engineering review.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/11/2018	11/20/19	4/11/18

Text-Incd Desc TL

Question for TECH LINE: all codes past vehicle operating normal. direction for concern

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options
T32	2018	RGE	KNMAT2MV8JP[redacted]	C03 50 STATE EMISSIONS L92 FLOOR MATS (2PC FRONT, 2PC SEC Z66 ACTIVATION DISCLAIMER

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	874	22218	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	161631	CVT	RBY

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	1/5/2018	3/16/2018	

Dlr Retl Last VC

Code	Region	Name	City	State
5004	42	NISSAN OF OMAHA, LLC	OMAHA	Nebraska

Serv Dlr TL

Code	Region	Name	City	State
5004	42	NISSAN OF OMAHA, LLC	OMAHA	NE

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: **NOT IDENTIFIED** Flag-Attachment TL: **Y**

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

at times when accelerating from a stop a alert will go off and vehicle will auto brake this happens with nobody in fr

Created by Survey Site Guest User at 2018-04-11 09:47:29

Customer Comments: at times when accelerating from a stop a alert will go off and vehicle will auto brake this happens with nobody in front of you

Technician Findings: ipdm show past in can diag mntr for both side radars. abs show no history of can issue.

Repairs Made: none

Created by Matthew Mead at 2018-04-11 10:03:15

Description:

- Customer states at times when accelerating from a stop an alert will go off and vehicle will auto brake this happens when no one is in front of you.

- Technician found IPDM shows Past in CAN DIAG MONITOR for both side radars, and ABS shows no history of a CAN concern.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- all codes past vehicle operating normal. direction for concern.

- Past DTC ABS u1002 SIDE RADAR LH c1b40-49 SIDE RADAR LH u0104-82 SIDE RADAR RH c1b30-49 SIDE RADAR RH u0104-82

Recommendation:

- Please review with the customer and find out if any warning lights were illuminated in the meter when the concern occurred. Also, please find out wh

at conditions/surroundings were present when the concern occurred.

- Please attach a copy of the CAN DIAG SUPPORT MONITOR to the email reply.

- If a warning light was illuminated please check for any ?Cause of Auto Cancel 1? in ICC/ADAS Work Support for FEB with ICC and note any ?FEB operati

on mileage? in Laser/Radar Work Support for FEB without ICC.

Created by Matthew Mead at 2018-04-11 13:04:56

Description:

Customer stated the cluster displayed message during incident just pops on then off could not read it. no warning lights illuminated. feb shows no his

tory of activation

- Technician sent in the CAN DIAG SUPPORT MONITOR results.

Recommendation:

- Review with the customer and find out if the concern occurred near a railroad track crossing or before crossing over a raised intersection.

- This concern is under engineering review.

Created by Matthew Mead at 2018-04-11 13:34:58

Recommendation:

- After reviewing the case with engineering they advised to first diagnose the ABS DTC stored before continuing diagnosis of the FEB system.

- Since the concern has not been duplicated please review with the customer and find out more information about the conditions when the concern occurr

ed. Continue to operate the vehicle in similar conditions and attempt to duplicate the concern.

Created by Matthew Mead at 2018-04-11 13:36:07

Heads up sent on 2018-04-11 13:36:06 to thomas.tejeda@nissan-usa.com, dan.yee@nissan-usa.com, heather.wilder@nissan-usa.com, kayla.eshenroder@nissan-u

sa.com, christopher.o'connor@nissan-usa.com, michael.farrell@nissan-usa.com

Created by Matthew Mead at 2018-04-16 08:59:29

Description:

customer can not contribute any additional information. can not duplicate incident. abs can code diag as per esm show no cause of code.

Recommendation:

- Since we are unable to duplicate the incident and no codes are returning during the DTC confirmation procedure the codes are likely the result of an

intermittent harness concern.

- If the U1002 returns in ABS please save and print the CAN DIAG SUPPORT MONITOR while the code is stored.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/11/2018	10/22/18	4/11/18

Text-Incd Desc TL

Question for TECH LINE: ANY DIAGNOSITIC HELP WOULD BE APPRECIATED

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - CRAIG WATSON	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MT4JC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	970	22518	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	035983T	CVT	QAB

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	10/18/2017	3/24/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT E10
L92 FLOOR MATS (2PC FRONT, 2PC SEC
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
2869	32	BAKER NISSAN NORTH	HOUSTON	Texas

Serv Dlr TL

Code	Region	Name	City	State
2869	32	BAKER NISSAN NORTH	HOUSTON	TX

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: Y

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

CUSTOMER STATES THE EMERGENCY BRAKES ENGAGE ON THEIR OWN THE FORWARD COLLISION SYMBOL F

Created by Survey Site Guest User at 2018-04-11 10:06:00

Customer Comments: CUSTOMER STATES THE EMERGENCY BRAKES ENGAGE ON THEIR OWN THE FORWARD COLLISION SYMBOL FLASHES AT TIMES

Technician Findings: C1A16 RADAR STAIN

NO DEBRIS OR CONTAMINATION NEAR RADAR AREA OF BUMPER

Repairs Made: NONE

Created by Survey Site Guest User at 2018-04-11 10:06:58

DTC

Created by Sean Martin at 2018-04-11 10:12:32

TECH LINE INCIDENT REPORT - CONFIDENTIAL

DESCRIPTION
Undesired FEB operation
Sometimes FEB lamp flashes
C1A16 RADAR STAIN
Not duplicated at dealer
No debris or contamination at front bumper
RECOMMENDATION
? Issue under engineering review
? Sent engineering review email template

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/11/2018	10/22/18	4/11/18

Text-Incd Desc TL

Question for TECH LINE: TO SEE IF ISSUE IS STILL UNDER REVIEW OR IF ANY REPAIRS ARE RECOMMENED YET

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - CRAIG WATSON	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options
T32	2017	RGE	5N1AT2MV6HC[redacted]	C03 50 STATE EMISSIONS K03 PLATINUM PACKAGE P01 SL PREMIUM PACKAGE U35 NAVIGATION MANUAL Z66 ACTIVATION DISCLAIMER
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL	
0	17744	22617		
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC	
QR25	784574U	CVT	EAN	
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL	
Smyrna (NMM)	3/21/2017	4/29/2017		

Dlr Retl Last VC

Code	Region	Name	City	State
5326	26	NISSAN OF HUNTINGTON	HUNTINGTON STA	New York

Serv Dlr TL

Code	Region	Name	City	State
5326	26	NISSAN OF HUNTINGTON	HUNTINGTON STA	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

C/S AEB IS ACTIVATING ON ITS OWN AND VEHICLE BRAKING ON ITS OWN

Created by Survey Site Guest User at 2018-04-11 15:02:55

Customer Comments: C/S AEB IS ACTIVATING ON ITS OWN AND VEHICLE BRAKING ON ITS OWN

Technician Findings: CANNOT DUPLICATE PAST CODE C1A16-97 FFD SHOWS 1613 MILE FEB OPERATION MILEAGE SHOWS NO HISTORY CLEANED OUTTER LENSE IN FRONT OF S

ENSOR

Repairs Made: NONE

Created by Sean Martin at 2018-04-11 15:09:50

DESCRIPTION

Undesired FEB operation

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Unable to duplicate at dealer

C1A16 RADAR STAIN past

RECOMMENDATION

? Advised technician issue is under engineering review

Created by Sean Martin at 2018-04-11 15:36:58

TECHNICIAN RESPONSE RECEIVED AND PASTED BELOW:

"Understood just want to update case with new info customer states it consistently happens at West Hills road and Jericho turnpike in the right lane with a passenger in front seat also happened at 488 Walt Whitman RD in Melville going southbound"

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/12/2018	10/22/18	4/12/18

Text-Incd Desc TL

Question for TECH LINE: WHY IS 3CH GATEWAY AND LANE CAM NOT DETECTED?

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - CRAIG WATSON	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MV1JC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	532	22218	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	184025T	CVT	RBY

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	3/2/2018	3/31/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5360	26	FUCCILLO NISSAN	LIVERPOOL	New York

Serv Dlr TL

Code	Region	Name	City	State
5360	26	FUCCILLO NISSAN	LIVERPOOL	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

C/S FORWARD EMERGENCY BRAKING ENGAGED YESTERDAY WHEN THERE WAS NOTHING IN FRONT OF VEHI

Created by Survey Site Guest User at 2018-04-12 14:25:35

Customer Comments: C/S FORWARD EMERGENCY BRAKING ENGAGED YESTERDAY WHEN THERE WAS NOTHING IN FRONT OF VEHICLE AT ABOUT 40 MPH.

Technician Findings: U1002 STORED IN ABS PAST. VCAN1 DIAG SHOWS 3CH. GATEWAY NOT DETECTED. ITCAN SHOWS 3CH. GATWAY NOT DETECTED. CHASSIS CAN2 SHOWS LA

NE CAMERA NOT DETECTED. VEH IS NOT EQUIPT WITH FRONT LANE CAMERA. IN CAN DIAG SUPPORT MON. SHOWS 3CH. GATEWAY OK PAST AND PRESENT. CHECKED POWER AND G

ROUND SUPPLY AT 3CH. CAN GATEWAY UNIT BEHIND GLOVEBOX OK.

Repairs Made: NONE

Created by Sean Martin at 2018-04-12 14:33:28

DESCRIPTION

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Undesired FEB operation

Vehicle stopped with no obstructions at approx. 40mph

ABS

U1002 CAN COMM CIR

3CH Gateway shows as red on CAN DIAG

RECOMMENDATION

? The undesired FEB operation concern is currently under engineering review. Due to this review, we do not recommend any repairs pending the results o

f the review.

? We have seen other vehicles with 3CH CAN Gateway appearing as if it is offline, but all systems operate normally.

? Please compare 3 CH CAN Gateway communication to known good vehicle with same options. If all systems operate normally (with exception of FEB), DTCs

can be cleared and no repairs are recommended.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/13/2018	10/22/18	4/13/18

Text-Incd Desc TL

Question for TECH LINE: VEHICLE IS NEW AND DOUBLE CHECKING MY DIAG

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - CRAIG WATSON	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	JN8AT2MV6JW[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	612	22018	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	150719	CVT	KAD

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	12/22/2017	3/30/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3897	26	CENTRAL AVENUE NISS	YONKERS	New York

Serv Dlr TL

Code	Region	Name	City	State
3897	26	CENTRAL AVENUE NISSAN IN	YONKERS	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

C/S WARNING MALFUNCTION KIGHT ON FORWARD COLLISION ENGAGED AND CAR STOPPED BY ITSELF

Created by Survey Site Guest User at 2018-04-13 07:47:15

Customer Comments: C/S WARNING MALFUNCTION KIGHT ON FORWARD COLLISION ENGAGED AND CAR STOPPED BY ITSELF

Technician Findings: CUSTOMER STATED VEHICLE CRASH WARNING ICON CAME ON DASH AND VEHICLE STOPPED ON HIGHWAY. DTCS C1B5D/C1A18 STORED. ATTEMPTED TO ADJ

UST MILLIWAVE SENSOR AND IT WOULD NOT ADJUST. NOW DTC C1A12 STORED. AS PER ESM IT SAYS TO REPLACE SENSOR. JUST WANTED TO MAKE SURE ITS JUSTIFIED

Repairs Made: NONE

Created by Sean Martin at 2018-04-13 08:15:22

DESCRIPTION

Vehicle has undesired FEB operation

TECH LINE INCIDENT REPORT - CONFIDENTIAL

FEB warning lamp came on during concern

Attempted to adjust distance sensor

RECOMMENDATION

? Advised issue is under engineering review.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/16/2018	10/22/18	4/16/18

Text-Incd Desc TL

Question for TECH LINE: unable to verify customer complaint

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
165	Z - JOHN IRION	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	JN8AT2MT0JW[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	2303	22518	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	132388	CVT	KAD

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	11/8/2017	3/2/2018	

Dlr Retl Last VC

Code	Region	Name	City	State
CV34	34	NISSAN NORTH AMERIC	SMYRNA	Tennessee

Serv Dlr TL

Code	Region	Name	City	State
18064	34	JOHN ROBERTS NISSAN	MANCHESTER	TN

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
B94 ROOF RAIL CROSS BARS
C03 50 STATE EMISSIONS
K03 PLATINUM PACKAGE
L92 FLOOR MATS (2PC FRONT, 2PC SEC
P01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — *Flag-Attachment TL:* N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

FEB warning chimed lines were present on dash vehicle slowed down while on back road with no cars present

Created by Survey Site Guest User at 2018-04-16 15:11:27

Customer Comments: FEB warning chimed lines were present on dash vehicle slowed down while on back road with no cars present

Technician Findings: could not verify customer concern

Repairs Made: none

Created by Survey Site Guest User at 2018-04-16 15:19:37

drove about 200 hundred miles operating pro pilot and icc cruise on 1 of the trips my lane departure operating with pro pilot turned off

the rest of may trips everthing normal spoke to customer to verify pro pilot turned off she was making a turn when vehicle slowed to a stop.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

I have been unable to duplicate this concern.spoke with dts and performed a 4 wheel alignment and aiming lane camera checked data base found 2 otjer c

ases with similar concern and found it is in engineering rerview and customer has contacted consumer affairs.Is ther

any input you can provide to help resolve this incident thank you

Created by John Irion at 2018-04-16 15:40:46

Description:

drove about 200 hundred miles operating pro pilot and icc cruise on 1 of the trips my lane departure operating with pro pilot turned off

the rest of may trips everthing normal spoke to customer to verify pro pilot turned off she was making a turn when vehicle slowed to a stop.

I have been unable to duplicate this concern.spoke with dts and performed a 4 wheel alignment and aiming lane camera checked data base found 2 otjer c

ases with similar concern and found it is in engineering rerview and customer has contacted consumer affairs.Is ther

any input you can provide to help resolve this incident thank you

Recommendation:

This incident is under engineering review

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/17/2018	10/22/18	4/17/18

Text-Incd Desc TL

Question for TECH LINE: DIAG PROCEDURE

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
159	Z - J.R. JACKSON	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	KNMAT2MV9JP[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	8463	22018	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	072589	CVT	K23

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	10/18/2017	1/19/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5563	26	GARDEN CITY NISSAN	HEMPSTEAD	New York

Serv Dlr TL

Code	Region	Name	City	State
5563	26	GARDEN CITY NISSAN	HEMPSTEAD	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

WHILE DRIVING VEHICLE STOPS WHILE NOTHING IS AROUND

Created by Survey Site Guest User at 2018-04-17 14:28:58

Customer Comments: WHILE DRIVING VEHICLE STOPS WHILE NOTHING IS AROUND

Technician Findings: FIRST VISIT DTCS C1710 C1A16 C1840-49 U0104-82, C1B30-49, AND U0104-82 STORED IN PAST STATUS. CUST CAME IN AFTER SNOW STORM. CLEA

NED OFF DISTANCE SENSOR AND RELEASE VEHICLE.

SECOND VISIT. NO STORED DTCS.

Repairs Made: NONE

Created by J.R. Jackson at 2018-04-17 15:24:02

ABS

TECH LINE INCIDENT REPORT - CONFIDENTIAL

C1710 TRANSMITTER (NO DATA) [RR TPMS]

ADAS

C1A16 RADAR BLOCKED/ RADAR STAIN

C1840-49

U0104-82 SIDE RADAR/ LANE CAMERA UNIT

C1B30-49 SOW LEFT UNIT FAILURE

U0104-82 SIDE RADAR/ LANE CAMERA UNIT

CUST CAME IN AFTER SNOW STORM.

CLEANED OFF DISTANCE SENSOR AND RELEASE VEHICLE.

SECOND VISIT:

- NO STORED DTCs.

Vehicle is not equipped with ICC.

-

Advised to collect information about the location where the incident duplicates.

Does it duplicate over railroad tracks, or when approaching tracks?

On what road or route does it duplicate?

Check for any ?FEB operation mileage? in Laser/Radar Work Support for FEB without ICC.

This concern is under engineering review.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/17/2018	10/22/18	4/17/18

Text-Incd Desc TL

Question for TECH LINE: documentation, repair recommendations

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	KNMAT2MT5JP[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	763	22318	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	155950	CVT	QAB
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	12/29/2017	3/26/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT E10
L92 FLOOR MATS (2PC FRONT, 2PC SEC
S10 FOG LIGHTS
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3902	42	UNITED NISSAN	LAS VEGAS	Nevada

Serv Dlr TL

Code	Region	Name	City	State
3902	42	UNITED NISSAN	LAS VEGAS	NV

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

when driving up parking garage to go to work the vehicle brakes by itself

Created by Survey Site Guest User at 2018-04-17 16:06:29

Customer Comments: when driving up parking garage to go to work the vehicle brakes by itself

Technician Findings: test drove no abnormal actions observed, fwd emergency braking activating on customer when entering parking garage at work. steep

incline on ramp. no dtcs set

Repairs Made: none

Created by Brandt Boster at 2018-04-17 16:12:33

Description:

Customer concern: When driving up parking garage to work- vehicle brakes by itself

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Tech unable to duplicate

Drove vehicle- no abnormal actions observed

FEB activating on customer when entering parking garage at work.

No DTCs stored

Recommendation:

Review item template sent.

Created by Survey Site Guest User at 2018-05-08 11:58:53

per Ray Rice (our DTS) we removed and reinstalled camera and completed radar and camera adjustments per esm.

test drove and verified no unwanted FEB occurrences. customer picked up and states that it still happens in the Belagio employee parking garage where

he works, noted that the garage ramps are a steeper incline than most normal parking garages. I understand that this incident is under investigation.

please notify us if there is a fix available soon. thank you.

Created by Brandt Boster at 2018-05-08 12:20:41

Description:

Tech replied by dealer comment:

Per Ray Rice (our DTS) we removed and reinstalled camera and completed radar and camera adjustments per esm.

Test drove and verified no unwanted FEB occurrences.

Customer picked up and states that it still happens in the Belagio employee parking garage where he works, noted that the garage ramps are a steeper i

ncline than most normal parking garages.

I understand that this incident is under investigation.

Please notify us if there is a fix available soon. Thank you.

Recommendation:

This incident is currently under engineering review. Unfortunately, because of this review, we do not recommend any repairs at this time.

We understand the customer has a legitimate concern, and what we want to avoid is recommending any unnecessary repairs that may not resolve their conc

ern. Please assure the customer that this is part of Nissan?s commitment to continuous improvement of our products.

If Engineering concludes that further action is needed, typically a publication of some kind will be released; not all engineering reviews result in a

vehicle repair, or additional required action.

NISSAN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/18/2018	10/22/18	4/18/18

Text-Incd Desc TL

Question for TECH LINE: advice

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - CRAIG WATSON	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	KNMAT2MV4HP[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	25955	29217	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	969945	CVT	G41

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	6/1/2017	8/19/2017	

Installed Options

C03 50 STATE EMISSIONS
L92 FLOOR MATS (2-PIECE FRONT AND
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
2976	26	STAR NISSAN, INC.	BAYSIDE	New York

Serv Dlr TL

Code	Region	Name	City	State
2976	26	STAR NISSAN, INC.	BAYSIDE	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — *Flag-Attachment TL:* N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

on multiple ocassionvehicle slows down on its own and frontal collision light flashes

Created by Survey Site Guest User at 2018-04-18 13:53:17
Customer Comments: on multiple ocassionvehicle slows down on its own and frontal collision light flashes
Technician Findings: could not duplicate
Repairs Made: none
Created by Sean Martin at 2018-04-18 14:06:25
DESCRIPTION
Vehicle slows on its own and FEB warning lamp flashes
Unable to duplicate at dealer
RECOMMENDATION

TECH LINE INCIDENT REPORT - CONFIDENTIAL

? Advised issue is under engineering review.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/23/2018	10/22/18	4/23/18

Text-Incd Desc TL

Question for TECH LINE: FQI REQUESTED CASE BE OPENED

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
165	Z - JOHN IRION	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MV5JC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	1015	22218	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	144307T	CVT	G41

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	1/26/2018	3/30/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
K02 SUN & SOUND TOURING PACKAGE
L92 FLOOR MATS (2PC FRONT, 2PC SEC
S10 FOG LIGHTS
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
CV26	26	NISSAN NORTH AMERIC	SOMERSET	New Jersey

Serv Dlr TL

Code	Region	Name	City	State
3064	26	NISSAN OF KEENE, INC.	SWANZEY	NH

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

RO#[redacted] LINE #2- CUSTOMER STATES THE AUTOMATIC BRAKING FUNCTION HAS BEEN ACTIVATING ON ITS

.

Created by Survey Site Guest User at 2018-04-23 08:44:38

Customer Comments: RO#[redacted] LINE #2- CUSTOMER STATES THE AUTOMATIC BRAKING FUNCTION HAS BEEN ACTIVATING ON ITS OWN. ACTIVATES TODAY ON HIGHWAY WITH

NO TRAFFIC IN FRONT.

Technician Findings: TEST DROVE VEHICLE WITH VARIOUS ROAD AND TRAFFIC CONDITIONS, NO ACTIVATION OF FEB. CHECKED FOR DTC'S. C1A16-97 STORED IN LASER/RA

DAR. B1309-11 STORED IN MULTI-AV. ALL PAST DTC'S. FFD INDICATES RADAR STAIN STORED AT 88 MILES. CLEARED DTC'S AND RETURNED VEHICLE TO CUSTOMER. CUSTOM

ER REFUSES TO DRIVE VEHICLE. STATES VEHICLE CAME TO A COMPLETE STOP IN MIDDLE OF INTERSTATE. FEB OPERATION MILEAGE INDICATES- NO HISTORY.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Repairs Made: NONE

Created by John Irion at 2018-04-23 08:50:09

Heads up sent on 2018-04-23 08:50:09 to michael.gorrill@nissan-usa.com, gary.cross@nissan-usa.com, sam.sapienza@nissan-usa.com, denise.furdge@nissan-u

sa.com, christopher.o'connor@nissan-usa.com, michael.farrell@nissan-usa.com

Created by John Irion at 2018-04-23 08:51:43

Description:

Technician Findings TEST DROVE VEHICLE WITH VARIOUS ROAD AND TRAFFIC CONDITIONS, NO ACTIVATION OF FEB. CHECKED FOR DTC'S. C1A16-97 STORED IN LASER/RAD

AR. B1309-11 STORED IN MULTI-AV. ALL PAST DTC'S. FFD INDICATES RADAR STAIN STORED AT 88 MILES. CLEARED DTC'S AND RETURNED VEHICLE TO CUSTOMER. CUSTOME

R REFUSES TO DRIVE VEHICLE. STATES VEHICLE CAME TO A COMPLETE STOP IN MIDDLE OF INTERSTATE. FEB OPERATION MILEAGE INDICATES- NO HISTORY.

Recommendation:

This incident is under engineering review

NISSAN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/24/2018	10/22/18	4/24/18

Text-Incd Desc TL

Question for TECH LINE: fix recommends

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - CRAIG WATSON	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	KNMAT2MT0HP[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
13707	18774	29117	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	978212	CVT	QAK

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	6/22/2017	8/21/2017	

Installed Options

B92 SPLASH GUARDS
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2-PIECE FRONT AND
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3902	42	UNITED NISSAN	LAS VEGAS	Nevada

Serv Dlr TL

Code	Region	Name	City	State
3902	42	UNITED NISSAN	LAS VEGAS	NV

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

while driving up the freeway onramp by the southpoint casino the vehicle stopped on its own. this has happened m

Created by Survey Site Guest User at 2018-04-24 10:46:50

Customer Comments: while driving up the freeway onramp by the southpoint casino the vehicle stopped on its own. this has happened many times

Technician Findings: test drove vehicle and was able to duplicate forward emergency braking activating on steep parking garage ramps

Repairs Made: none

Created by Sean Martin at 2018-04-24 10:56:45

DESCRIPTION

Vehicle stops on its own on inclines

Issue has occurred multiple times

TECH LINE INCIDENT REPORT - CONFIDENTIAL

RECOMMENDATION

? Advised issue is under engineering review

Created by John Irion at 2018-09-25 07:32:55

Description

info from duplicate case

Technician Findings TEST DROVE VEHICLE AND WAS UNABLE TO DUPLICATE THE CONCERN AT THIS TIME, HOWEVER VEHICLE WAS HERE ONCE BEFORE FOR SIMILAR INSCIDEN

T IN THE PAST THAT WAS INDEED DUPLICATED. REPLACED FRONT RADAR/DISTANCE SENSOR PER DTS RAY RICE AND PERFORMED A MILLIWAVE RADAR ADJUSTMENT AND TEST DR

OVE. VEHICLE WAS OPERATING AS DESIGNED BACK THEN AFTER REPAIRS. THIS RECENT VISIT TECH DID NOT DUPLICATE CONCERN, CHECKED FOR DTC'S ONLY DTC STORED WA

S U1002 SYSTEM COMM (CAN) PAST UNDER ABS. CHECKED FOR TSB AND FOUND TSB NTB18-041a CHECKED TSB FLOW CHART AND FOUND THAT CURRENT VEHICLE LASER/RADAR P

ART NUMBER MATCHES FLOW CHARTS (28438-5FA1A) AND IS APPLICABLE FOR REPLACEMENT.

Recommendation

Perform NTB18041

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/25/2018	10/22/18	4/25/18

Text-Incd Desc TL

Question for TECH LINE: TO HAVE CUSTOMERS CONCERN NOTED DOWN AND INQUIRE ABOUT PENDING INVES

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - BRIAN TERK	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options
T32	2018	RGE	5N1AT2MT0JC[redacted]	C03 50 STATE EMISSIONS L92 FLOOR MATS (2PC FRONT, 2PC SEC Z66 ACTIVATION DISCLAIMER
Mileage-Initial TL	**Mileage-Current TL**	**Code-NNA Model VC**	**Code-Body Type TL**	
0	1559	22318		
Code-Engine Prefix VC	**Number-Engine Serial VC**	**Code-Trans Type VC**	**Code-Vehicle Color VC**	
QR25	054601T	CVT	KAD	
Name-Plant VC	**Date-Manufacture VC**	**Date-In Service TL**	**Code-Distributor TL**	
Smyrna (NMM)	11/2/2017	2/18/2018		

Dlr Retl Last VC

Code	Region	Name	City	State
98003	48	NEW CITY NISSAN	HONOLULU	Hawaii

Serv Dlr TL

Code	Region	Name	City	State
98003	48	NEW CITY NISSAN	HONOLULU	HI

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: **NOT IDENTIFIED** Flag-Attachment TL: **Y**

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **under engineering review**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

THE FOWARD EMERGENCY BRAKING FEATURE WILL ENGAGE WHEN GOING UP RAMPS AT ALA MOANA. CHEC

Created by Survey Site Guest User at 2018-04-25 15:14:57

Customer Comments: THE FOWARD EMERGENCY BRAKING FEATURE WILL ENGAGE WHEN GOING UP RAMPS AT ALA MOANA. CHECK AND ADVISE

Technician Findings: CUSTOMERS EXPERIENCE SAME CONCERN AS MULTIPLE OTHER FEB EQUIPPED ROGUES IN SAME LOCATION (ALA MOANA SHOPPING CENTER RAMP). FEB

ACTIVATES .

Repairs Made: NONE

Created by Survey Site Guest User at 2018-04-25 15:15:38

THANK YOU FOR YOUR TIME

Created by Brian Terk at 2018-04-25 16:36:22

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-DESCRIPTION:

-customer states FEB engages when going up ramps at Ala Moana

-dealer has other customers with the same concern at the same location

-dealer checking about status of current review item

-RECOMMENDATION DETAIL:

-This incident is currently under engineering review. Unfortunately, because of this review, we do not recommend any repairs at this time.

-We understand the customer has a legitimate concern, and what we want to avoid is recommending any unnecessary repairs that may not resolve their con

cern. Please assure the customer that this is part of Nissan?s commitment to continuous improvement of our products.

-If Engineering concludes that further action is needed, typically a publication of some kind will be released; not all engineering reviews result in

a vehicle repair, or additional required action.

-heads up sent due to new vehicle incident

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/27/2018	10/22/18	4/27/18

Text-Incd Desc TL

Question for TECH LINE: is there a fix for this

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - BRIAN TERK	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	JN8AT2MV8JW[redacted]
Mileage-Initial TL	*Mileage-Current TL*	*Code-NNA Model VC*	*Code-Body Type TL*
0	2922	22218	
Code-Engine Prefix VC	*Number-Engine Serial VC*	*Code-Trans Type VC*	*Code-Vehicle Color VC*
QR25	110643	CVT	G41
Name-Plant VC	*Date-Manufacture VC*	*Date-In Service TL*	*Code-Distributor TL*
KYUSHYU (NML)	10/16/2017	1/31/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2PC FRONT, 2PC SEC
U01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3545	24	YARK NISSAN	TOLEDO	Ohio

Serv Dlr TL

Code	Region	Name	City	State
3545	24	YARK NISSAN	TOLEDO	OH

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — *Flag-Attachment TL:* N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: under engineering review

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

c/s vehicle emergency braking system has engaged several times with nothing in front of vehicle

Created by Survey Site Guest User at 2018-04-27 08:07:14

Customer Comments: c/s vehicle emergency braking system has engaged several times with nothing in front of vehicle

Technician Findings: false activation of forward emergency braking

Repairs Made: none at this time

Created by Brian Terk at 2018-04-27 08:21:51

-DESCRIPTION:

-customer comments ?c/s vehicle emergency braking system has engaged several times with nothing in front of vehicle?

-verified ?yes?

-technician findings ?false activation of forward emergency braking?

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-questions for Tech Line ?is there a fix for this?

-RECOMMENDATION DETAIL:

-if the concern is that there is undesired FEB operation at times then this incident is currently under engineering review. Unfortunately, because of

this review, we do not recommend any repairs at this time.

-We understand the customer has a legitimate concern, and what we want to avoid is recommending any unnecessary repairs that may not resolve their con

cern. Please assure the customer that this is part of Nissan?s commitment to continuous improvement of our products.

-If Engineering concludes that further action is needed, typically a publication of some kind will be released; not all engineering reviews result in

a vehicle repair, or additional required action.

-if the concern is different then what we have described above then please provide more information

NISSAN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/27/2018	10/22/18	4/27/18

Text-Incd Desc TL

Question for TECH LINE: repair assistance

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - CRAIG WATSON	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	JN8AT2MV3HW[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	2275	29617	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	972122	CVT	NBF

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	5/9/2017	11/29/2017	

Installed Options

C03 50 STATE EMISSIONS
L92 FLOOR MATS (2-PIECE FRONT AND
P04 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3367	26	NISSAN OF MIDDLETOW	NEW HAMPTON	New York

Serv Dlr TL

Code	Region	Name	City	State
3367	26	NISSAN OF MIDDLETOWN	NEW HAMPTON	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: **NOT IDENTIFIED** Flag-Attachment TL: **N**

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

the forward collision warning indicator came on and the vehicle started braking. the vehicle was on the road by itse

Created by Survey Site Guest User at 2018-04-27 08:56:01

Customer Comments: the forward collision warning indicator came on and the vehicle started braking. the vehicle was on the road by itself.

Technician Findings: unable to duplicate customers concern. only happened once. checked for codes looked for tsb/contacted techline chat since custome

r was waiting, was advised to contact techline since it is a safety concern. service manager put them into a loaner car. cases I found on the database

for both codes say under engineering review.

Repairs Made: none

Created by Sean Martin at 2018-04-27 09:05:39

DESCRIPTION

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Vehicle began braking on its own

FEB warning lamp came on

LASER RADAR

C1A17 ICC SENSOR MALF

C1A18 LASER AIMING INCMP

RECOMMENDATION

? Advised issue is under engineering review

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/27/2018	10/22/18	4/27/18

Text-Incd Desc TL

Question for TECH LINE: looking to see if there is any fix for this particular incident

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - CRAIG WATSON	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	JN8AT2MV6JW[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	3873	22218	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	098885	CVT	KAD

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	10/3/2017	1/16/2018	

Installed Options

C03 50 STATE EMISSIONS
K02 SUN & SOUND TOURING PACKAGE
L92 FLOOR MATS (2PC FRONT, 2PC SEC
M92 RETRACTABLE CARGO COVER
S10 FOG LIGHTS
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
CV26	26	NISSAN NORTH AMERIC	SOMERSET	New Jersey

Serv Dlr TL

Code	Region	Name	City	State
5555	32	WAXAHACHIE NISSAN	WAXAHACHIE	TX

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — *Flag-Attachment TL:* N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

customer states vehicle stops while customer is driving, it has happened about 5 times and it happened last night

customer feels unsafe driving vehicle.

Created by Survey Site Guest User at 2018-04-27 11:49:44

Customer Comments: customer states vehicle stops while customer is driving, it has happened about 5 times and it happened last night and customer almo

st got rear ended. customer feels unsafe driving vehicle.

Technician Findings: scanned for DTCs. found DTCs C1A16-97, C1A17-49, C1A18-54.

Repairs Made: none

Created by Sean Martin at 2018-04-27 12:27:16

DESCRIPTION

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Vehicle stops on its own while driving

FEB lamp on

LASER RADAR

C1A16 RADAR STAIN

C1A17 ICC SENSOR MALF

C1A18 LASER AIMING INCMP

RECOMMENDATION

? Advised issue is under engineering review.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/27/2018	10/22/18	4/27/18

Text-Incd Desc TL

Question for TECH LINE: ANY NEW INFORMATION REGUARDING THIS TYPE OF COMPLAINT

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - BRIAN TERK	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	KNMAT2MV3HP[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	11006	29417	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	961821	CVT	RBY

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	6/5/2017	8/23/2017	

Installed Options

C03 50 STATE EMISSIONS
L92 FLOOR MATS (2-PIECE FRONT AND
U01 SV PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5326	26	NISSAN OF HUNTINGTON	HUNTINGTON STA	New York

Serv Dlr TL

Code	Region	Name	City	State
5326	26	NISSAN OF HUNTINGTON	HUNTINGTON STA	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: under engineering review

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

C/S WHILE DRIVING VEHICLE DECELERATES ON ITS OWN WITH NO CARS IN FRONT OF IT

Created by Survey Site Guest User at 2018-04-27 13:53:59

Customer Comments: C/S WHILE DRIVING VEHICLE DECELERATES ON ITS OWN WITH NO CARS IN FRONT OF IT

Technician Findings: CANNOT CONFIRM AT THIS TIME FEB OPERATION MILEAGE SHOWS 1044 MILES PAST CODES C1A16-97

Repairs Made: NONE

Created by Brian Terk at 2018-04-27 14:51:59

-DESCRIPTION:

-customer states decelerates on it?s own with no cars in front of it

-unable to verify

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-FEB shows 1,044 miles

-codes are past

-ABS

-U1002 CAN COMM CIR

-LASER/RADAR

-C1A16 RADAR STAIN

-RECOMMENDATION DETAIL:

This incident is currently under engineering review. Unfortunately, because of this review, we do not recommend any repairs at this time.

We understand the customer has a legitimate concern, and what we want to avoid is recommending any unnecessary repairs that may not resolve their conc

ern. Please assure the customer that this is part of Nissan?s commitment to continuous improvement of our products.

If Engineering concludes that further action is needed, typically a publication of some kind will be released; not all engineering reviews result in a

vehicle repair, or additional required action.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/28/2018	10/22/18	4/28/18

Text-Incd Desc TL

Question for TECH LINE: SAW IN DATABASE THIS PARTICULAR CONCERN IS BEING INVESTIGATED BY ENGINEE

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
168	Z * MICHAEL ACEVES	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	KNMAT2MV0HP[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	4170	29417	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	021224	CVT	KAD

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	7/25/2017	12/26/2017	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2-PIECE FRONT AND
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3042	26	NISSAN OF TURNERSVIL	TURNERSVILLE	New Jersey

Serv Dlr TL

Code	Region	Name	City	State
3042	26	NISSAN OF TURNERSVILLE	TURNERSVILLE	NJ

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
AUTOMATIC BRAKE CONTROL	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
04	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — *Flag-Attachment TL:* N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CUSTOMER STATES BRAKING SYSTEM LIGHT COMES ON AND STOPS CAR WHEN I GO OVER BUMPS

Created by Survey Site Guest User at 2018-04-28 08:42:26

Customer Comments: CUSTOMER STATES BRAKING SYSTEM LIGHT COMES ON AND STOPS CAR WHEN I GO OVER BUMPS

Technician Findings: CUSTOMER STATES FORWARD EMERGENCY BRAKING SYSTEM IS ACTIVATING AND STOPPING VEHICLE OVER SPECIFIC BUMPS AND SPECIFIC ROADS.

Repairs Made: NO REPAIRS MADE

Created by Carlos Nunez at 2018-04-28 08:50:11

DESCRIPTION:

Chat Summary:

Tech inquiring about update from engineering for concern

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Tech opened case for concern minutes prior to chat

RECOMMENDATION:

Specialist will review case and follow up

Created by Michael Aceves at 2018-04-28 09:09:01

Description:

Technician comments "CUSTOMER STATES FORWARD EMERGENCY BRAKING SYSTEM IS ACTIVATING AND STOPPING VEHICLE OVER SPECIFIC BUMPS AND SPECIFIC ROADS."

Laser/Radar code C1A16 RADAR STAIN

Recommendation:

This is under engineering review and no current repairs recommended at this time.

NISSAN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/28/2018	10/22/18	4/28/18

Text-Incd Desc TL

Question for TECH LINE: CUST IS SCARED TO GETTING REAR ENDED. HAD ANOTHER VEHICLE WITH UNINTEND

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MT0JC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	897	22518	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	157795T	CVT	KAD

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	2/8/2018	3/17/2018	

Dlr Retl Last VC

Code	Region	Name	City	State
A000	34	COMPANY VEHICLES	FRANKLIN	TN

Serv Dlr TL

Code	Region	Name	City	State
3773	44	NISSAN OF ELK GROVE	ELK GROVE	CA

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2PC FRONT, 2PC SEC
M92 RETRACTABLE CARGO COVER
P01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
AUTOMATIC BRAKE CONTROL	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
04	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: Y

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

CLIENT STATES WHILE DRIVING ON OVER PASS APPROX 35 MPH AS HE WAS REACHING TOP HE FELT BRAKE

ON ABS ACTIVATED NO VHEICLE IN FRONT OF HIM BRAKES ACTIVATED HARD STOP CHECK AND ADVISE

Created by Survey Site Guest User at 2018-04-28 09:16:03

Customer Comments: CLIENT STATES WHILE DRIVING ON OVER PASS APPROX 35 MPH AS HE WAS REACHING TOP HE FELT BRAKE PEDAL FADED DOWN ALARM SOUNDED AND RED

LIGHT ON DASH CAME ON ABS ACTIVATED NO VHEICLE IN FRONT OF HIM BRAKES ACTIVATED HARD STOP CHECK AND ADVISE

Technician Findings: DID NOT VERIFY CUST CONCERN. CONCERN HAPPENED ONCE WHEN CLIMBING A HILL AND GETTING TO THE TOP OF THE HILL FEB OPERATED WITH NO V

EHICLES OR OBJECTS IN FRONT.

Repairs Made: NONE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Survey Site Guest User at 2018-04-28 09:16:22

CHECKED NO CODES.

Created by Michael Aceves at 2018-04-28 09:36:32

Description:

Technician comments "DID NOT VERIFY CUST CONCERN. CONCERN HAPPENED ONCE WHEN CLIMBING A HILL AND GETTING TO THE TOP OF THE HILL FEB OPERATED WITH NO V

EHICLES OR OBJECTS IN FRONT."

Recommendation:

We seen where the FEB would activate at specific locations depending on the street or objects in that area.

This incident is currently under engineering review and we advise no repairs at this time.

Created by Michael Aceves at 2018-05-02 08:21:35

Description:

Email reply from tech.

"Hello.. the cust is very concerned for his familys saftey and doesnt want drive if this happens then if someone rear ends them.. what should i tell t

he cust.."

Recommendation:

Lets first try and understand the situation on what the customer is describing since the incident cannot be duplicated.

Does this happen at a specific location?

Have we tried driving to that location for duplication?

Are there any objects that cross the road that the radar can detect such as railroad tracks, metal signs over the road or any other objects?

Created by Robert McCormick at 2018-05-04 07:41:05

Tech replied by email with no reference number in subject, attachment added, email sent to TSS.

Created by Wesley Roberts at 2018-05-04 08:47:08

Description:

? I am now overseeing this case please include me in all emails.

? I spoke with customer personally.

? He indicated where the incident occurred and his driving situation when it occurred.

? I took the vehicle to that specific location and performed the exact driving conditions as he stated and the event did not occur.

? During that time I took a video during one of the passes, and on a second pass I took multiple stills.

? Customer stated he was traveling northbound on Zinfindel Blvd. in the furthest right lane to get onto highway 50 westbound at approx. 30 mph.

? There was no other traffic traveling in his direction other than a car that was right next to him and not leading.

? He stated they were aligned door to door while traveling.

? When he crested the overpass he placed his foot very lightly on the brake pedal to prepare for braking into the sharp turn to enter the freeway.

? At the point he touched the brake pedal going straight at the crest of the over pass warnings in the ADAS started going off, chimes started going of

f and the vehicle began braking hard activating the abs control unit.

? He was not applying any real force to the pedal when the event started.

? It was at approx. 1pm in the afternoon on a dry day with light overcast conditions.

? The event only last a second or 2 he stated.

? It has however scared him into not driving the vehicle until he is assured it will not do that again.

? I will include the photos in this image and attempt to send the video in another email.

? Note in all 3 attempts I made I was unable to make event occur.

Recommendation:

? Thank you for the information.

? Can we clarify if this was an ABS event or a FEB event?

? I have both mentioned and we need to be sure which it is for proper diagnostics.

? In the original complaint the customer did have his foot on the brake pedal, so let?s work with that for a moment.

? If the customer tapped the brakes right as the asphalt dropped to concrete on the bridge, going off the video, it?s possible the ABS C/U saw a diffe

rence in wheel speed sensors as the front tires transitioned to the concrete.

? This could be an issue depending on how even, or uneven, the transition actually is.

? Now that we have a video of the area in question, where exactly did the incident occur?

? Center of the bridge, asphalt to concrete transition, right before the overhanging sign, etc.?

TECH LINE INCIDENT REPORT - CONFIDENTIAL

? What exactly was the red light that activated?

Created by Wesley Roberts at 2018-05-04 12:19:40

Description:

? As stated in the previous response the even occurred at the crest of the overpass (in the middle of the bridge) there were no surface transitions at

that point and he was not applying the brakes yet.

? His foot was positioned over the pedal and had not pressed down to create braking force.

? The vehicle slowed by itself so it was an AEB event the ABS was a result of the sudden application which may have been as a result of the vehicle sl

owing so fast and his foot being where it was it applied the brakes to activate the ABS.

? He stated it happened so fast he did not see what specific warning was being displayed but it was a worded warning in the ADAS.

Recommendation:

? Thank you for the information.

? I have contacted engineering with the case details and the video of incident area.

? We have several instances in other vehicles with unintended FEB due to certain road conditions.

? Please allow 24 business hours for them to research the case details and get back to us.

? As soon as I hear from them I will contact you with their information.

? If you have any other questions let me know and have a great weekend.

Created by Carlos Nunez at 2018-05-07 15:05:24

DESCRIPTION:

TSS followed up with technician

Shop foreman S, now working on vehicle.

RECOMMENDATION:

Shop foreman to follow up with TSS CN

Created by Carlos Nunez at 2018-05-08 11:26:18

DESCRIPTION:

Technician replied to case email:

?Called twice today once at 1:52 and again at 2:46 left message for (name extracted)

on his voice mail at the number he supplied to K. Got no response back.?

Technician called back

During phone call, technician provided information:

Vehicle driven at 30-40 as approaching turn, customer removed foot from accelerator, put foot on brake with no pressure, then unintended braking conc

ern occurred

Concern lasted 1 to 2 seconds

Concern occurred as vehicle traveled in middle of overpass CA called tech

Technician attempted to duplicate 3 times at same location????..unable to duplicate

Overcast on day concern occurred for customer

Sunny on day technician attempted

While on call, technician provided contact information

TSS updated contact information

RECOMMENDATION:

TSS to forward information to Engineering DW

Created by Carlos Nunez at 2018-05-09 13:03:47

DESCRIPTION:

Technician replied to case email:

"Customer is requesting an update on this as well as my service manager. Do

we have anything yet?"

RECOMMENDATION:

We have forwarded information to engineering

We will provide update status by 4 PM CT today.

Created by Carlos Nunez at 2018-05-09 14:06:48

DESCRIPTION:

TSS discussed case with Engineering DW

TECH LINE INCIDENT REPORT - CONFIDENTIAL

RECOMMENDATION:

Concern is under engineering review

No repair recommendation

Created by Carlos Nunez at 2018-05-10 10:02:58

DESCRIPTION:

Technician replied to case email:

?Please remove (Name extracted) from the response list.

he is no longer the service manager here. R R is our service manager.

(email extracted)

As far as the response is this the response promised by 4pm today?

RECOMMENDATION:

Yes, the email sent yesterday afternoon was our scheduled update for yesterday by 4 pm

NISSAN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/30/2018	10/22/18	4/30/18

Text-Incd Desc TL

Question for TECH LINE: NEED TO FIND OUT WHAT DIRECTION TO GO IN FOR DIAG

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MV2JC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	6323	22218	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	043217T	CVT	KAD

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	10/25/2017	2/5/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5328	24	MENTOR NISSAN	MENTOR	Ohio

Serv Dlr TL

Code	Region	Name	City	State
5328	24	MENTOR NISSAN	MENTOR	OH

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

EMERGEENCY BRAKING INTERMITTENLY APPLIES WHILE DRIVING AND HAPPENS BETWEEN 35-45 WITH NO VE

Created by Survey Site Guest User at 2018-04-30 06:52:16

Customer Comments: EMERGEENCY BRAKING INTERMITTENLY APPLIES WHILE DRIVING AND HAPPENS BETWEEN 35-45 WITH NO VEHICLES IN FRONT OF HER

Technician Findings: C1A16-97 STORED FOR SECOND TIME AND FRONT OF DISTANCE SENSOR AND GRILL AREA WERE CLEAN NEVER ABLE TO DUPLICATE COMPLIANT

Repairs Made: NONE

Created by Harold Meyer at 2018-04-30 07:34:59

FEB unexpectedly activates while driving

The concern has occurred while driving between 35-45mph with no vehicle ahead

The concern has not been verified at the dealer

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Laser/Radar
C1A16 RADAR STAIN -97 past
The distance sensor and grille were clean when the vehicle arrived at the dealer
TECH LINE
The concern is under engineering review
Engineering review email sent to the dealer on the concern

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	5/1/2018	10/22/18	5/1/18

Text-Incd Desc TL

Question for TECH LINE: is there a fix for this concern yet

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - BRIAN TERK	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	JN8AT2MV6HW[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	19391	29617	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	031863	CVT	KAD

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	7/19/2017	9/18/2017	

Dlr Retl Last VC

Code	Region	Name	City	State
CV26	26	NISSAN NORTH AMERIC	SOMERSET	New Jersey

Serv Dlr TL

Code	Region	Name	City	State
06033	26	GIRARD MOTORS, INC	GROTON	CT

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
K03 PLATINUM PACKAGE
L92 FLOOR MATS (2-PIECE FRONT AND
P04 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
X03 PLATINUM RESERVE INTERIOR
Z66 ACTIVATION DISCLAIMER

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — *Flag-Attachment TL:* N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: under engineering review

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

when coming to 4 way stop emergency brake engages

Created by Survey Site Guest User at 2018-05-01 14:25:35
Customer Comments: when coming to 4 way stop emergency brake engages
Technician Findings: found code c1a16-97 radar stain
also found tidb reports on matter and both said that there is not a fix yet
Repairs Made: perfromed reline of system
Created by Survey Site Guest User at 2018-05-01 14:26:25
we have had other people with same issues
Created by Brian Terk at 2018-05-01 16:07:35
-DESCRIPTION:

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-vehicle operation is normal as tested at dealer

-customer states when coming to a 4 way stop emergency brakes engage

-LASER/RADAR

-C1A16 RADAR STAIN ??????????????????CURRENT

-aimed sensor

-RECOMMENDATION DETAIL:

-C1A16 may set during normal operation and if intermittent does not indicate a malfunction, please refer to NOTE in the DTC diagnosis

-regarding the unexpected FEB operation, This incident is currently under engineering review. Unfortunately, because of this review, we do not recomm

end any repairs at this time.

-We understand the customer has a legitimate concern, and what we want to avoid is recommending any unnecessary repairs that may not resolve their con

cern. Please assure the customer that this is part of Nissan?s commitment to continuous improvement of our products.

-If Engineering concludes that further action is needed, typically a publication of some kind will be released; not all engineering reviews result in

a vehicle repair, or additional required action.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	5/3/2018	10/22/18	5/3/18

Text-Incd Desc TL

Question for TECH LINE: info

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - BRIAN TERK	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	JN8AT2MV0HW[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
2873	5321	29217	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	964742	CVT	RBY

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	4/19/2017	1/2/2018	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2-PIECE FRONT AND
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
2976	26	STAR NISSAN, INC.	BAYSIDE	New York

Serv Dlr TL

Code	Region	Name	City	State
2976	26	STAR NISSAN, INC.	BAYSIDE	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — *Flag-Attachment TL:* N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

when driving at local speeds vehicle brakes on its own

Created by Survey Site Guest User at 2018-05-03 10:27:21

Customer Comments: was driving vehicle and vehicle came to a complete stop on its own

Technician Findings: road test vehicle,frontal collision light came on,car starts braking..vehicle in front was about 5 car lengths ahead,road conditi

ons great...

Repairs Made: none

Created by Sean Martin at 2018-05-03 11:00:53

DESCRIPTION

Undesired FEB operation, vehicle came to complete stop with no obstructions on clear day

TECH LINE INCIDENT REPORT - CONFIDENTIAL

LASER/RADAR

C1A16 RADAR STAIN

ICC/ADAS

C1B53 SIDE RDR R MALF

C1B54 SIDE RDR L MALF

U1000 CAN COMM CIRCUIT

All DTCs are past

RECOMMENDATION

? Advised issue is under engineering review

Created by Brian Terk at 2018-07-23 10:53:07

-DESCRIPTION:

-Duplicate case# [redacted] created. Closed case, confirmed contact information matches and updated current case with information

-"vehicle brakes on it?s own"

-performed NTB18-041

-?reprogram icc-adas,no prog reprogramming for laser/radar rep laser /radar control unit part #28438-5fa3a ..will not calibrate.. (did one last week)?

-replaced distance sensor

-ADAS

-C1A18-54 LASER AIMING INCMP??????????????????????CURRENT

-RECOMMENDATION DETAIL:

-please clear a few things up for us to confirm our understanding of the concern Vijay

-the original laser/radar was unable to be programmed and the new replacement laser radar is 28438-5FA3A, is this correct?

-what is the current ICC/ADAS part number as per Consult?

-the only concern is that we are currently unable to calibrate the replacement distance sensor, is this correct?

-if this is correct is there an error message displayed during aiming?

-what is the factory L/R and U/D values?

-is the C1A18 the only DTC stored?

-what is the current Consult version installed?

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	5/8/2018	4/18/19	5/8/18

Text-Incd Desc TL

Question for TECH LINE: GUIDANCE FOR REPAIR

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - CRAIG WATSON	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options
T32	2018	RGE	KNMAT2MV8JP[redacted]	C03 50 STATE EMISSIONS L92 FLOOR MATS (2PC FRONT, 2PC SEC Z66 ACTIVATION DISCLAIMER

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	334	22018	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	053316	CVT	KAD

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	10/12/2017	4/21/2018	

Dlr Retl Last VC

Code	Region	Name	City	State
3033	26	GEORGE HARTE NISSAN	WEST HAVEN	Connecticut

Serv Dlr TL

Code	Region	Name	City	State
3033	26	GEORGE HARTE NISSAN, INC.	WEST HAVEN	CT

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: **NOT IDENTIFIED** Flag-Attachment TL: **N**

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

CUSTOMER STATES THE FORWARD COLLISION WARNING MALFUNCTION AND THE VEHICLE STOPPED ON ITS

Created by Survey Site Guest User at 2018-05-08 07:45:34

Customer Comments: CUSTOMER STATES THE FORWARD COLLISION WARNING MALFUNCTION AND THE VEHICLE STOPPED ON ITS OWN

Technician Findings: CUST STATES THE FORWARD COLLISION WARNING MALFUNTION CAME ON DASH AND THE VEHICLE STOPED ON IT'S OWN, TECH DIDNT DUPLICATE CONCER

N, INCIDENT HAPPEN 1ST TIME DRIVING STRAIGHT ON LEVEL GROUND IN PARKING GARAGE (CUSTOMER WORKS IN HOSPITAL). FEW DAYS LATER 5/2/18 2ND INCIDENT HAPPEN

ED IN SAME PARKING GARAGE BUT ON ROUND STYLE RAMP TO DIFFERENT LEVELS OF GARAGE. CUSTOMER COMES IN REPAIR ORDER IS MADE, SCANNED DTC'S

ICC/ADAS-C1B5D-FEB OPE COUNT LIMIT

LASER/RADAR-C1A17-49-CONTROL UNIT(INTERNAL ELECTRONIC ERROR)

TECH LINE INCIDENT REPORT - CONFIDENTIAL

BOTH DTCS PAST

CLEARED AND ROAD TESTED BUT PERSONALLY DIDNT DUPLIACTE INCIDENT.

TECH THEN CLEARED DTC'S TURNED OFF FEB ON DASH AND RELEASED VEHICLE.

5/7/18 CUSTOMER STATES INCIDENT INCIDENT HAPPENED AGAIN GOING UP ROUND RAMP IN GARAGE AND IS SCARED INCIDENT WILL HAPPEN ON ROAD AND CAUSE A ACCIDENT

DIAG PER EMS FOR C1A17 STATES IF THERE IS NOT A U1000 DTC DETECTED WITH C1A17 IT STATES TO REPLACE ICC SENSOR SHOULD THIS BE THE ACTION I TAKE

Repairs Made: NO REPAIRS MADE

Created by Sean Martin at 2018-05-08 07:53:37

DESCRIPTION

Vehicle had undesired FEB event

FEB warning lamp came on during issue

ICC/ADAS

C1B5D FEB OPE COUNT LIMIT

LASER RADAR

C1A17 CONTROL UNIT(INTERNAL ELECTRONIC ERROR)

All DTCs past

RECOMMENDATION

? Advised issue is under engineering review

Created by Sean Martin at 2018-05-08 09:36:43

TECHNICIAN RESPONSE RECEIVED AND PASTED BELOW:

"I turned off the feb on the dash but it turns back on when cycling the key. Is there a way to disable it in the mean time till a solution comes up so

the cust can drive with confidence that the incident won?t happen again, she was very upset because she has only had the car about 3 weeks"

PLEASE REVIEW THE FOLLOWING ITEMS:

? The FEB must be disabled on each ignition cycle, there is no way to disable it permanently.

Created by Survey Site Guest User at 2019-04-18 07:50:57

CUSTOMER RETURNED TO DEALERSHIP TODAY 04/18/2019 STATING PREVIOUS ISSUE STILL OCCURING 90% OFF OCCURANCES OCCUR INSIDE PARKING GARAGE WHERE CUSTOMER W

ORKS. FOUND ON PREVIOS VISIT NTB18-041 WAS COMPLETED.

TODAY DTC -C1A16-97 PAST CODE IN LASER/RADAR. TECH FOUND NO DEBRIS OR FOREIGN MATERIALS, TECH RECHECKED NTB18-041B AGAIN FOR POSSIBLE NTB UPDATE BUT F

LOW CHART LEADS ME TO DONE WITHOUT NEEDING AND REPROGRAMING OF LASER/RADAR NOR ICC/ADAS SYSTEMS

Created by Sean Martin at 2019-04-18 08:15:18

PLEASE REVIEW THE FOLLOWING:

? We have seen this occur in parking garages on the same models. This is usually related to the incline of the garage ramps affecting the sensor detec

tion.

? NTB19-033 was recently released for AEB undesired operation, please review and complete any repairs that are required as outlined in the TSB.

Created by Sean Martin at 2019-04-18 10:36:54

TECHNICIAN RESPONSE RECEIVED AND PASTED BELOW:

"According to table A in ntb19-033 there?s no match in vehicles listed bringing me in flow chart to ?this bulletin does not apply? result"

Created by Sean Martin at 2019-04-18 10:37:29

PLEASE REVIEW THE FOLLOWING:

? We have contacted engineering regarding this concern. Once we receive a follow up, we will contact you.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	5/10/2018	10/22/18	5/10/18

Text-Incd Desc TL

Question for TECH LINE: help

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - BRIAN TERK	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	KNMAT2MV1JP[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	1749	22218	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	052071	CVT	QAB

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	9/2/2017	1/31/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT E10
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
CV26	26	NISSAN NORTH AMERIC	SOMERSET	New Jersey

Serv Dlr TL

Code	Region	Name	City	State
2393	26	PINE BELT AUTOMOTIVE, INC	TOMS RIVER	NJ

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — *Flag-Attachment TL:* N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: under engineering review

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

customer states feb braking is activing when it shouldnt ,no vehicle in front of it and will be driving at 60mph and c

Created by Survey Site Guest User at 2018-05-10 14:49:37

Customer Comments: customer states feb braking is activing when it shouldnt ,no vehicle in front of it and will be driving at 60mph and comes to a com

plete stop

Technician Findings: no dtc's no tsbs

database search said issue is being reviewed with other similar cases

Repairs Made: none

Created by Brian Terk at 2018-05-10 14:54:26

-DESCRIPTION:

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-customer states vehicle has unexpected FEB operation at times

-verified ?no?

-no codes stored

-RECOMMENDATION DETAIL:

This incident is currently under engineering review. Unfortunately, because of this review, we do not recommend any repairs at this time.

We understand the customer has a legitimate concern, and what we want to avoid is recommending any unnecessary repairs that may not resolve their conc

ern. Please assure the customer that this is part of Nissan?s commitment to continuous improvement of our products.

If Engineering concludes that further action is needed, typically a publication of some kind will be released; not all engineering reviews result in a

vehicle repair, or additional required action.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	5/11/2018	10/3/18	5/11/18

Text-Incd Desc TL

Question for TECH LINE: VEHICLE BRAKES ON ITS OWN WHILE TURNING AND GOING OVER CERTAIN BUMPS LI

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	JN8AT2MT5HW[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	2409	29517	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	049401	CVT	K23

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	7/28/2017	9/9/2017	

Dlr Retl Last VC

Code	Region	Name	City	State
3810	44	NISSAN OF BAKERSFIEL	BAKERSFIELD	California

Serv Dlr TL

Code	Region	Name	City	State
3810	44	NISSAN OF BAKERSFIELD	BAKERSFIELD	CA

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
K03 PLATINUM PACKAGE
L92 FLOOR MATS (2-PIECE FRONT AND
P04 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
X03 PLATINUM RESERVE INTERIOR
Z66 ACTIVATION DISCLAIMER

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
ABS BRAKE SYSTEM	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
03	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED | Flag-Attachment TL: Y

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

CUSTOMER STATES FORWARD EMERGENCY BRAKE SYSTEM IS INOP. VEHICLE BRAKES ON ITS OWN WHEN A ICLE IS IN THE LANE GOING FORWARD.

Created by Survey Site Guest User at 2018-05-11 12:42:50

Customer Comments: CUSTOMER STATES FORWARD EMERGENCY BRAKE SYSTEM IS INOP. VEHICLE BRAKES ON ITS OWN WHEN A VEHICLE IS ON THE LEFT AND ITS TURNING LEF

T AND CUSTOMERS VEHICLE IS IN THE LANE GOING FORWARD.

Technician Findings: UNABLE TO DUPLICATE ISSUE.

Repairs Made: NONE

Created by Steve Berger at 2018-05-11 13:38:25

DESCRIPTION:

TECH LINE INCIDENT REPORT - CONFIDENTIAL

TSS will follow up via phone.

Created by Steve Berger at 2018-05-11 14:02:48

DESCRIPTION:

CONCERN:

? Customer states forward emergency brake system is inop.

? Vehicle brakes on its own when a vehicle is on the left and its turning left and customer?s vehicle is in the lane going forward.

CASE SUMMARY:

? Tech has not been able to duplicate the issue.

? Case notes indicate that the vehicle brakes on its own while turning and going over certain bumps like train tracks.

? Carfax report: 1 Owner, no accidents reported.

? No DTCs listed in case notes.

CALLED TO FOLLOW UP:

? Voice mail left on phone # attached to case.

? Called Dealer land line and spoke to Service Manager and Technician.

RECOMMENDATION:

? Thank you for the time on the phone today.

? As discussed, please have the Service Manager contact Nissan Consumer Affairs to create a case due to un-duplicated FEB related concern.

? Also note, regarding the FEB concern:

This incident is currently under engineering review. Unfortunately, because of this review, we do not recommend any repairs at this time.

We understand the customer has a legitimate concern, and what we want to avoid is recommending any unnecessary repairs that may not resolve their conc

ern. Please assure the customer that this is part of Nissan?s commitment to continuous improvement of our products.

If Engineering concludes that further action is needed, typically a publication of some kind will be released; not all engineering reviews result in a

vehicle repair, or additional required action.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	5/14/2018	10/22/18	5/14/18

Text-Incd Desc TL

Question for TECH LINE: NEED UPDATE ON FINDINGS FOR THIS CONCERN

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - CRAIG WATSON	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options
T32	2018	RGE	JN8AT2MV6JW[redacted]	C03 50 STATE EMISSIONS L92 FLOOR MATS (2PC FRONT, 2PC SEC Z66 ACTIVATION DISCLAIMER

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	4394	22218	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	110645	CVT	G41

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	10/16/2017	2/3/2018	

Dlr Retl Last VC

Code	Region	Name	City	State
3773	44	NISSAN OF ELK GROVE	ELK GROVE	California

Serv Dlr TL

Code	Region	Name	City	State
3773	44	NISSAN OF ELK GROVE	ELK GROVE	CA

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: **NOT IDENTIFIED** Flag-Attachment TL: **N**

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

CUST STATES VEHICLE BRAKES ON ITS OWN--NO VEHICLE AROUND AND ALSO BEEPS WHEN NO VEHICLE AR

Created by Survey Site Guest User at 2018-05-14 11:29:47

Customer Comments: CUST STATES VEHICLE BRAKES ON ITS OWN--NO VEHICLE AROUND AND ALSO BEEPS WHEN NO VEHICLE AROUND--CHECK AND ADVISE

Technician Findings: ROAD TESTED VEHICLE, BUT WAS UNABLE TO DUPLICATE CONCERN AT THIS TIME. ADVISOR PROVIDED ADDITIONAL INFORMATION FROM CUSTOMER STAT

ING INCIDENT HAS HAPPENED 3 TIMES WHILE ENTERING FREEWAY. >>>CHECKED SYSTEMS AND FOUND DTCS C1A16-97, C1A18-54. CHECKED TECHLINE DATABASE AND FOUND SI

MILAR CONCERN WITH DTCS AND UNINTENDED BRAKING. CASES INDICATE CONCERN IS UNDER ENGINEER REVIEW.

Repairs Made: NONE

Created by Sean Martin at 2018-05-14 11:44:04

DESCRIPTION

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Vehicle experienced undesired FEB operation

Vehicle will also beep when no vehicles are around

Unable to duplicate at dealer

C1A16 RADAR STAIN

C1A17 ICC SENSOR MALF

C1A18 LASER AIMING INCMP

RECOMMENDATION

? Advised issue is under engineering review

Created by Cameron McBride at 2018-05-16 13:11:24

Description;

Dealer followed up via chat;

Dealer reports they have not received any email yet

Confirm the dealers email is correct

Recommendation;

Resent the original recommendation to the dealer

Created by Survey Site Guest User at 2018-05-17 16:03:05

SERVICE MANAGER HAS ASKED ME TO CONTACT YOU GUYS FOR FOLLOW UP ON THIS. WE HAVE MULTIPLE VEHICLES NOW WITH THIS CONCERN AND CUSTOMERS VERY UNHAPPY THE

Y HAVE TO DRIVE THIER CAR WITH THE RISK OF BEING REAR ENDED IF THIS SYSTEM DOES IT WHILE THEY ARE BEING FOLLOWED. IS THERE ANY PROGRESS BEING MADE WIT

H THIS?

Created by Sean Martin at 2018-05-18 07:10:49

TECHNICIAN RESPONSE RECEIVED AND PASTED BELOW:

"SERVICE MANAGER HAS ASKED ME TO CONTACT YOU GUYS FOR FOLLOW UP ON THIS. WE HAVE MULTIPLE VEHICLES NOW WITH THIS CONCERN AND CUSTOMERS VERY UNHAPPY TH

EY HAVE TO DRIVE THIER CAR WITH THE RISK OF BEING REAR ENDED IF THIS SYSTEM DOES IT WHILE THEY ARE BEING FOLLOWED. IS THERE ANY PROGRESS BEING MADE WI

TH THIS?"

PLEASE REVIEW THE FOLLOWING ITEMS:

? This issue remains under engineering review. At this time, no repairs are available.

? TECH LINE is not provided a timeline on when repairs might be available for engineering reviews. Please check on new TSBs as they are released for i

nformation regarding this concern.

? If desired, the customer can disable the FEB system by pressing the button at the left knee area each ignition cycle.

Created by Survey Site Guest User at 2018-06-06 10:24:54

HELLO, CUST BROUGHT VEHICLE IN TODAY 5/6/18 STATING THAT SHE SPOKE TO DARIOUS FROM CONSUMERS AFFAIRS AND WAS TOLD THERE WAS AN UPDATE FOR THE VEHICLE

FOR THIS CONCERN BUT CHECKED BOTH NNANET AND ASIST AND WAS UNABLE TO FIND ANY INFO ON ANY UPDATES FOR THIS CONCERN. CASE #[redacted]

Created by Sean Martin at 2018-06-06 11:55:25

TECHNICIAN RESPONSE RECEIVED AND PASTED Below;

"HELLO, CUST BROUGHT VEHICLE IN TODAY 5/6/18 STATING THAT SHE SPOKE TO DARIOUS FROM CONSUMERS AFFAIRS AND WAS TOLD THERE WAS AN UPDATE FOR THE VEHICLE

FOR THIS CONCERN BUT CHECKED BOTH NNANET AND ASIST AND WAS UNABLE TO FIND ANY INFO ON ANY UPDATES FOR THIS CONCERN. CASE #[redacted]

TSS verified that CA has recommended customer visit dealer for resolution in case [redacted]

TSS contacted tech by phone and advised the issue remains under review and a repair is not available at this time.

Tech understood and had already looked for TSBs and NNAnet documents, so was assuming this was the case.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	5/16/2018	10/3/18	5/16/18

Text-Incd Desc TL

Question for TECH LINE: customer states veichle stops out of no where

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	JN8AT2MVXJW[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	7583	22418	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	126321	CVT	KAD

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	11/1/2017	12/30/2017	

Installed Options

C03 50 STATE EMISSIONS
L92 FLOOR MATS (2PC FRONT, 2PC SEC
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5053	26	FRED BEANS NISSAN/DO	DOYLESTOWN	Pennsylvania

Serv Dlr TL

Code	Region	Name	City	State
3670	26	LEGEND NISSAN, LTD	SYOSSET	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
ABS BRAKE SYSTEM	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
03	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — *Flag-Attachment TL:* Y

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

customer state vehicle stop out of no were with no one in front check and advise

Created by Survey Site Guest User at 2018-05-16 13:35:40
Customer Comments: customer state vehicle stop out of no were with no one in front check and advise
Technician Findings: none
Repairs Made: none
Created by Steve Berger at 2018-05-16 13:59:20
DESCRIPTION:
Created By: Survey Site Guest User (5/16/2018 1:35 PM)
Customer Comments: customer state vehicle stop out of no were with no one in front check and advise
Technician Findings: none

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Repairs Made: none

Recommendation:

TSS SB will call to discuss

Created by Steve Berger at 2018-05-16 14:36:52

DESCRIPTION:

CONCERN:

? Customer state vehicle stop out of no were with no one in front check and advise

CASE SUMMARY:

? The case note indicate the concern has not been verified.

? The case note indicate a customer concern of undesired FEB operation.

? DTCs listed in case notes as past DTCs.

? ABS ? U1002 CAN COMM CIR

? MULTI AV ? B1309 -11 SATELLITE SEN RH

? LASER/RADAR ? C1A16 -97 RADAR STAIN

? ICC ? C1B01 -54 LDW CAMERA AIMING IS NOT ADJUSTED

? Carfax report: 1 Owner, No accidents reported.

? DBS : 1/2018 PDI and Inspection (refer to DBS/National Service History for full report)

CALLED TECH TO FOLLOW UP:

? No other information other than listed in case notes.

? Has not been able to duplicate the concern.

RECOMMENDATION:

? Thank you for the time on the phone today.

? As discussed, please have the Service Manager at the Dealer contact Nissan Consumer Affairs to create a case.

Please also note that this incident is currently under engineering review. Unfortunately, because of this review, we do not recommend any repairs at

this time.

We understand the customer has a legitimate concern, and what we want to avoid is recommending any unnecessary repairs that may not resolve their conc

ern. Please assure the customer that this is part of Nissan?s commitment to continuous improvement of our products.

If Engineering concludes that further action is needed, typically a publication of some kind will be released; not all engineering reviews result in a

vehicle repair, or additional required action.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	5/21/2018	10/22/18	5/21/18

Text-Incd Desc TL

Question for TECH LINE: ANY NEW INFORMATION SHOULD WE BE FOLLOWING ESM FOR THESE ISSUES

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - CRAIG WATSON	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MV7JC[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	48	22218	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	248380T	CVT	G41
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	4/26/2018	5/19/2018	

Installed Options

C03 50 STATE EMISSIONS
G01 MARCH SOP SPEC
K02 SUN & SOUND TOURING PACKAGE
L92 FLOOR MATS (2PC FRONT, 2PC SEC
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5326	26	NISSAN OF HUNTINGTON	HUNTINGTON STA	New York

Serv Dlr TL

Code	Region	Name	City	State
5326	26	NISSAN OF HUNTINGTON	HUNTINGTON STA	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — *Flag-Attachment TL:* N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

C/S WHILE DRIVING VEHICLE APPLIED BRAKES WITH NO OBJECT IN FRONT OF VEHICLE AND FEB LIGHTS CAM

Created by Survey Site Guest User at 2018-05-21 11:35:25

Customer Comments: C/S WHILE DRIVING VEHICLE APPLIED BRAKES WITH NO OBJECT IN FRONT OF VEHICLE AND FEB LIGHTS CAME ON

Technician Findings: CANNOT CONFIRM PAST CODES C1B84, C1A16-97, C1A17-49 ESM FOR C1A17-49 STATES REPLACE 1CC SENSOR NO HISTORY IN FEB OPERATION MILEAG

E

Repairs Made: NONE

Created by Sean Martin at 2018-05-21 11:55:47

DESCRIPTION

Vehicle had undesired FEB operation incident

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ICC ADAS

C1B84 DISTANCE SENSOR

LASER RADAR

C1A16 RADAR STAIN

C1A17 ICC SENSOR MALF

All DTCs are past

RECOMMENDATION

? Advised issue is under engineering review

Created by Survey Site Guest User at 2018-06-06 16:30:49

C/S COLLISION LIGHT IN FRONT IS COMING ON ITS OWN AFTER SHUTING OFF CAR WILL GO AWAY THEN COME BACK ON 15 MIN LATER

CONFIRMED CUSTOMERS COMPLAINT LIGHT ON DASH CODES C1B84 AND C1A17-49 STORED IN SYSTEM CHECK AND FOUND E21 TERMINAL 8 IN LOOSE PUSHED TERMINAL IN TO LO

CK SECURED AT THIS TIME POWER AND GROUNDS ALL OK AT THIS TIME CAN H AND CAN L VOLTAGES ALL OK DASH LIGHTS AND CODES TRIP EVERYTIME KEY IS CYCLED ESM S

TATES TO REPLACE ICC SENSOR SHOULD WE BE REPLACING ICC SENSOR

Created by Sean Martin at 2018-06-07 07:07:29

TECHNICIAN RESPONSE RECEIVED AND PASTED BELOW:

"C/S COLLISION LIGHT IN FRONT IS COMING ON ITS OWN AFTER SHUTING OFF CAR WILL GO AWAY THEN COME BACK ON 15 MIN LATER

CONFIRMED CUSTOMERS COMPLAINT LIGHT ON DASH CODES C1B84 AND C1A17-49 STORED IN SYSTEM CHECK AND FOUND E21 TERMINAL 8 IN LOOSE PUSHED TERMINAL IN TO LO

CK SECURED AT THIS TIME POWER AND GROUNDS ALL OK AT THIS TIME CAN H AND CAN L VOLTAGES ALL OK DASH LIGHTS AND CODES TRIP EVERYTIME KEY IS CYCLED ESM S

TATES TO REPLACE ICC SENSOR SHOULD WE BE REPLACING ICC SENSOR"

PLEASE REVIEW THE FOLLOWING ITEMS:

? With these specific DTCs setting current with each ignition cycle, this indicates an active fault in the ICC sensor. Please replace the ICC sensor a

nd calibrate.

Created by Sean Martin at 2018-06-12 10:55:08

TECHNICIAN RESPONSE RECEIVED AND PASTED BELOW:

"CC sensor has been replaced and calibrated car was driven several time all

ok at this time however should TSB NTB18-041 be performed prior to being

released to customer it would require both reprograms"

PLEASE REVIEW THE FOLLOWING ITEMS:

? If NTB18-041 is applicable based on programmed part numbers, it should be applied to avoid future concerns.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	5/25/2018	1/31/19	5/26/18

Text-Incd Desc TL

Question for TECH LINE: need further assistance, i believe this is the forward emergency braking feature activating

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MT3JC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	653	22318	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	098378T	CVT	KAD

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	12/13/2017	3/15/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2PC FRONT, 2PC SEC
S10 FOG LIGHTS
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
98002	48	KING WINDWARD NISSA	KANEOHE	Hawaii

Serv Dlr TL

Code	Region	Name	City	State
98002	48	KING WINDWARD NISSAN	KANEOHE	HI

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — *Flag-Attachment TL:* N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

Customer states its happening again when going at slow speeds vehicle jerks and feels like brakes applied and wa

mp vehicle jerks slows down but no chime

Created by Survey Site Guest User at 2018-05-25 19:24:37

Customer Comments: Customer states its happening again when going at slow speeds vehicle jerks and feels like brakes applied and warning chime comes o

n, shopping mall ramp vehicle jerks slows down but no chime

Technician Findings: No codes stored in all systems, road test vehicle about 2-3 miles no warning lights or driver assistance warning lamps on during

road test, check front grill for debris and obstacles ok, tire pressure ok, vehicle drives normal, customer is experiencing vehicle braking/holding ba

ck by itself at certain ramps/hills/parking lot speeds, also a chime/beep comes on during incidents, concern was never duplicate by any dealership emp

TECH LINE INCIDENT REPORT - CONFIDENTIAL

loyees customer is worried when that is happening might get hit from vehicle behind.

Repairs Made: none

Created by Brandt Boster at 2018-05-26 09:17:05

Description:

Customer concern: When travelling at slow speeds- vehicle jerks and has feeling similar to brakes applied.

Warning chime comes on.

When at shopping mall ramp warning chimes, but not slowly noticed

Tech unable to duplicate concern

Drove vehicle 2-3 miles.

No warning lights illuminated

No debris present on front grill.

Tire pressure normal

Vehicle drives normal.

Customer is experiencing concern at specific ramps and hills at parking lot speeds.

Question for TECH LINE: Need further assistance, i believe this is the forward emergency braking feature activating on vehicle is what customer is exp

eriencing

Recommendation:

Review item template sent

Created by Survey Site Guest User at 2018-10-03 16:03:37

Customer brought vehicle in again for same concern, scanned with consult, no codes in all system. No warning lamps are on. Drove vehicle around did no

t experience any abnormal symptoms or FEB activating during road test. Current part for ICC/ADAS 284E7-7FP6A LASER/ RADAR 284385FA3A

6/27/18 when vehicle was in shop, performed NTB18-041, double check again with NTB18-041a follow flow chart, lead to inspection end. Both control modu

le part number does not qualify for reprogram or replacement at this time. Please advise. Thank you

Created by Brandt Boster at 2018-10-04 10:05:23

Description:

Tech replied by email:

Customer brought vehicle in again for same concern, scanned with consult, no codes in all system.

No warning lamps are on.

Drove vehicle around did not experience any abnormal symptoms or FEB activating during road test.

Current part for ICC/ADAS 284E7-7FP6A LASER/RADAR 284385FA3A

6/27/18 when vehicle was in shop, performed NTB18-041

Double check again with NTB18-041a follow flow chart, lead to inspection end.

Both control module part number does not qualify for reprogram or replacement at this time.

Please advise. Thank you

Recommendation:

I appreciate the update on this one George.

If we have re-occurring undesired FEB operation concerns after NTB performed

Engineering has requested the following information relating to this concern

(This would need to be gathered from the customer since we are unable to duplicate)

Exact location of duplication (Street, intersection, etc?)

What is the direction of travel during concern (N, S, E, or W)

What is the vehicle speed at the time of the concern.

What other specifics can be provided about location or vehicle conditions.

Follow up with findings on this one George

Have a great rest of your day!

Created by Brandt Boster at 2018-10-05 08:30:19

Description:

Tech replied by email:

I was able to have the service advisor contact the customer this morning and got some answers.

Exact location that it was happening was going up the ramp at Ala Moana Shopping center going

Southeast direction during daytime

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Normal weather conditions around 15mph.

According to customer no cars were in front or behind him when FEB was activating.

Let me know if this will help our situation.

Recommendation:

Thank you for the information [redacted]

Do you happen to know if this concern will regularly duplicate at this same location?

Engineering is looking for specific locations we can regularly duplicate the concern for review.

I will be passing this information along to Engineering for review.

Please allow up to 24 hours for response/review.

Please provide if the concern is able to be regularly duplicated at that specific location.

Created by Brandt Boster at 2018-10-08 08:06:40

Recommendation:

[redacted] I appreciate your patience on this one.

Engineering has been informed of this specific area where this concern duplications on an additional vehicle as well.

Unfortunately at this time I am awaiting further information as to the next steps on this one- but wanted to touch base and let you know we are still

working on this one

As soon as additional information is passed down- I will relay that information to you immediately.

Have a great Monday [redacted]

Created by Brandt Boster at 2018-10-11 14:27:18

Description:

Customer concern:

Outbound call performed: VXM

Recommendation:

[redacted] I attempted to reach your by phone to provide an update on this case.

If possible, can we schedule a time to speak about this vehicle?

Please follow up with an ideal time for you either today (Until 3:30 CT, 1 hour from now- or tomorrow)

Created by Survey Site Guest User at 2019-01-29 14:17:42

CUSTOMER IS BACK AND WANTS TO KNOW IF THERE ARE ANY UPDATES ON THIS CASE, CONSULT HAS NO CODES AND NO UPDATES FOR ICC/ADAS AND LASER/RADAR WHEN ATTEMP

TING AS OF TODAY.

Created by Steve Berger at 2019-01-30 12:04:15

DESCRIPTION:

REVIEWED DEALER COMMENT

RECOMMENDATION:

The last case update we have was back in October 2018.

Have any symptoms occurred or repairs been made since then?

Created by Carlos Nunez at 2019-01-31 08:38:35

DESCRIPTION:

Dealer replied to case:

?No repairs or new symptoms occur on vehicle, customer only experiencing

this issue at the same location as mentioned before.

Customer wants to know if there is any updates regarding his concern.?

RECOMMENDATION:

TSS to follow up with engineering

Please allow 24 hours for update

Created by Carlos Nunez at 2019-01-31 09:25:27

DESCRIPTION:

TSS following up with technician

RECOMMENDATION:

Concern is under engineering review with no repair recommendations at this time

TSS to send under engineering review email

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	5/29/2018	10/22/18	5/29/18

Text-Incd Desc TL

Question for TECH LINE: DUE TO THE MILEAGE OF THE VEHICLE I THOUGHT I SHOULD START A TECH LINE CAS

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
186	Z * DAVE SATTLER	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options
T32	2018	RGE	KNMAT2MV6JP[redacted]	B92 SPLASH GUARDS (SET OF 4-BLACK) C03 50 STATE EMISSIONS L92 FLOOR MATS (2PC FRONT, 2PC SEC Z66 ACTIVATION DISCLAIMER

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	131	22018	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	121865	CVT	K23

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	11/29/2017	5/21/2018	

Dlr Retl Last VC

Code	Region	Name	City	State
5372	26	DESTINATION NISSAN	ALBANY	New York

Serv Dlr TL

Code	Region	Name	City	State
5372	26	DESTINATION NISSAN	ALBANY	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: Y

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

C/S THAT THE VEHICLE DIED WHILE DRIVING AND THAT THE VEHICLE STARTED BACK UP BY ITSELF. HAPPEN

Created by Survey Site Guest User at 2018-05-29 08:48:55

Customer Comments: C/S THAT THE VEHICLE DIED WHILE DRIVING AND THAT THE VEHICLE STARTED BACK UP BY ITSELF. HAPPENED AT CITY SPEEDS.

Technician Findings: I HAVE BEEN UNABLE TO DUP. THE CUSTOMER'S CONCERN CONCERN OF THE VEHICLE STALLING AND THAN RESTARTING ON ITS OWN WHILE GOING UNDE

R AN OVERPASS. SHE STATES IT FEELS LIKE THE CAR GOES THROUGH A "FORCE FIELD" CUSTOMER STATES THAT IT HAS HAPPENED TWICE SINCE SHE HAS PURCHASED THE C

AR.

Repairs Made: NONE

Created by Dave Sattler at 2018-05-29 09:32:52

Description:

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Tech starting ECC.

I HAVE BEEN UNABLE TO DUP. THE CUSTOMER'S CONCERN CONCERN OF THE VEHICLE STALLING AND THAN RESTARTING ON ITS OWN WHILE GOING UNDER AN OVERPASS. SHE ST

ATES IT FEELS LIKE THE CAR GOES THROUGH A "FORCE FIELD" CUSTOMER STATES THAT IT HAS HAPPENED TWICE SINCE SHE HAS PURCHASED THE CAR.

Recommendation:

Thank you for the case update.

Instead of us driving vehicle in an attempt to verify, witch is fine to do Let's get customer in and verify their incident with customer.

It was stated when going under an overpass, is the incident becoming present at the same location each time or just similar overpass.

The incident is sounding like FEB/FCW is picking up on something and reacting to it.

The incident is under engineering review and no repair to be made at this times.

If we can verify incident follow up incident with all details of location or locations that incident becomes present and if we could get a picture of

that incident area/intersection we can get the details to VQI for there review.

Created by Dave Sattler at 2018-05-29 14:24:23

Description:

tech sent email update.

I put some information in the original request incorrectly, their was some

stored codes and freeze frame data that'll attach with this email. I

apologise for not attaching them to start with. Also the customer added

some information about when the incident occurred. She was at a stop light

when the dash lights went off with the exception of a red triangle. After a

few seconds the light came back on and the the red triangle went away. The

incident occurred again a day or two later 200 hundred feet up the road

from the stop light, where the incident occurred originally. If you go on

Google maps and look for a Burger King in Cobleskill NY

(823 E Main St, Cobleskill, NY 12043)

you'll find a traffic light directly in front of the store. That is the

light where the original incident occurred. Also I've been in contact with

my DTS and he may be coming by this Friday. (06/01/18)

Recommendation:

Thank you for the case information.

Thank you for the DTC that were stored.

let perform inspection for the DTC stored for the side radar.

Is this location very far from dealer to attempt and verify customers inciden? looks to far for test drive it's like 40 miles away.

It was stated meter lighting went out all but red triangle.

looking at wire diagram our side radars has different power supply input from IPDM from ignition switch.

If DTC are cleared will they return on test drive?

inspect ignition power supply at IPDM at time of incident

Created by Dave Sattler at 2018-05-29 14:25:19

Heads up sent on 2018-05-29 14:25:19 to michael.gorrill@nissan-usa.com, gary.cross@nissan-usa.com, robert.white@nissan-usa.com, sam.sapienza@nissan-us

a.com, christopher.o'connor@nissan-usa.com, michael.farrell@nissan-usa.com

Created by Dave Sattler at 2018-05-29 15:26:03

Descripotion:

Tech sent email update.

The location is too far of a drive to try to duplicate the customer's

concern. I have cleared the codes. I may thought perhaps the codes were

unrelated due to the mileage listed in the freeze frame?

Recommendation:

Thank you for the case update.

Yes we did see itt was to for for test drive to the locatiomn customer had incident

The incident became present both times in same area

Perform inspections for the DTC stored C1B40-49 and C1B40-49. the u0104 is a comm code more then likely a result of the side radar DTC

TECH LINE INCIDENT REPORT - CONFIDENTIAL

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	5/29/2018	10/22/18	5/29/18

Text-Incd Desc TL

Question for TECH LINE: ADVISE ON BEHALF OF SERVICE MANAGER

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
165	Z - JOHN IRION	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	5N1AT2MT9HC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	2366	29317	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	959739U	CVT	QAK

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	8/15/2017	12/1/2017	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2-PIECE FRONT AND
S10 FOG LAMPS
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5439	34	BENTON NISSAN OF HOC	BIRMINGHAM	Alabama

Serv Dlr TL

Code	Region	Name	City	State
5439	34	BENTON NISSAN OF HOOVER	BIRMINGHAM	AL

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — *Flag-Attachment TL:* N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CUSTOMER STATES FORWARD EMERGENY BRAKING ACTIVATED WHILE DRIVING BESIDE A TRACTOR TRAILE

BY SIDE AND WENT UNDER AN OVERPASS TOGETHER. CAUSING THE VEHICLE TO SLOW DOWN.

Created by Survey Site Guest User at 2018-05-29 14:37:45

Customer Comments: CUSTOMER STATES FORWARD EMERGENY BRAKING ACTIVATED WHILE DRIVING BESIDE A TRACTOR TRAILER, FEB LIGHTS CAME ON AND TAPPED THE BRAKES

, AS THEY WERE SIDE BY SIDE AND WENT UNDER AN OVERPASS TOGETHER. CAUSING THE VEHICLE TO SLOW DOWN.

Technician Findings: FOUND PAST CODE OF C1A16-97 RADAR STAIN/BLOCKAGE

CLEARED CODE, TEST DROVE VEHICLE NO CODES COME BACK, NO PROBLEMS FOUND AT THIS TIME. DTS, REQUESTED SERVICE MANAGER TO MAKE A TECHLINE CASE TO DOCUMEN

T CONCERN AND ADVISE

Repairs Made: 0

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by John Irion at 2018-05-29 15:15:02

Description:

Technician Findings FOUND PAST CODE OF C1A16-97 RADAR STAIN/BLOCKAGE

CLEARED CODE, TEST DROVE VEHICLE NO CODES COME BACK, NO PROBLEMS FOUND AT THIS TIME. DTS, REQUESTED SERVICE MANAGER TO MAKE A TECHLINE CASE TO DOCUMEN

T CONCERN AND ADVISE

Recommendation

This incident is under engineering review

NISSAN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	5/30/2018	10/22/18	5/30/18

Text-Incd Desc TL

Question for TECH LINE: NEED TO KNOW WHAT TO DO TO FIXE THE VEHICLE

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - CRAIG WATSON	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MV7JC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	1036	22218	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	189003T	CVT	NBL

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	3/6/2018	4/7/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT E10
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3670	26	LEGEND NISSAN, LTD	SYOSSET	New York

Serv Dlr TL

Code	Region	Name	City	State
3670	26	LEGEND NISSAN, LTD	SYOSSET	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CUSTOMER STATES VEHICLE STOP 5 TIMES OUT OF NO WERE ON THE TRAIN TRACK CHECK AND ADVISE

Created by Survey Site Guest User at 2018-05-30 08:19:36

Customer Comments: CUSTOMER STATES VEHICLE STOP 5 TIMES OUT OF NO WERE ON THE TRAIN TRACK CHECK AND ADVISE

Technician Findings: TWO CODES WAS STORED C1B5D B2426

Repairs Made: none

Created by Sean Martin at 2018-05-30 08:24:18

DESCRIPTION

Undesired FEB operation

Has happened 5 times at train tracks

TECH LINE INCIDENT REPORT - CONFIDENTIAL

C1B5D FEB OPE COUNT LIMIT

B2426 ENCODER LH

Not duplicated at dealer

RECOMMENDATION

? Advised issue is under engineering review

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	5/31/2018	10/22/18	5/31/18

Text-Incd Desc TL

Question for TECH LINE: To be able to tell my customer that it's being looked at by engineering

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - CRAIG WATSON	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	5N1AT2MT5HC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	16664	22517	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	625426U	CVT	G41

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	11/3/2016	1/20/2017	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2-PIECE FRONT AND
M92 RETRACTABLE CARGO COVER
P01 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5211	34	QUALITY NISSAN/GREEN	GREENWOOD	South Carolir

Serv Dlr TL

Code	Region	Name	City	State
5211	34	QUALITY NISSAN/GREENWOO	GREENWOOD	SC

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

The master warning will blink and sound 3 times then car make a grinding soundlike an emergency brake has been throwing everything forward. Once the car stops the light disengages and the car works properly.

Created by Survey Site Guest User at 2018-05-31 13:42:08

Customer Comments: The master warning will blink and sound 3 times then car make a grinding soundlike an emergency brake has been applied . The car co

mes an abrupt halt throwing everything forward. Once the car stops the light disengages and the car works properly.

Technician Findings: It had code C1A16-97 stored in laser/radar and I did database search and saw that other vehicles were having same issue of unexpe

cted FEB. I just wanted add another one to the list

Repairs Made: none

Created by Sean Martin at 2018-05-31 13:47:47

TECH LINE INCIDENT REPORT - CONFIDENTIAL

DESCRIPTION

Undesired FEB operation

C1A16 RADAR STAIN

RECOMMENDATION

? Advised issue is under engineering review

NISSAN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	6/4/2018	10/22/18	6/4/18

Text-Incd Desc TL

Question for TECH LINE: I THINK THAT THIS IS A KNOWN ISSUE AND NISSAN MAYBE COMING OUT WITH A FIX S

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - CRAIG WATSON	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	JN8AT2MT6HW[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	11361	29317	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	066830	CVT	KAD

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	8/24/2017	10/28/2017	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2-PIECE FRONT AND
U01 SV PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5524	34	MCDONOUGH NISSAN	MCDONOUGH	Georgia

Serv Dlr TL

Code	Region	Name	City	State
5524	34	MCDONOUGH NISSAN	MCDONOUGH	GA

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

WHEN GOING OVER RAILROAD TRACK IN GRIFFIN GA ONLY, THE VEHICLE BRAKE ASSIST COMES ON AND ST

Created by Survey Site Guest User at 2018-06-04 12:05:59

Customer Comments: WHEN GOING OVER RAILROAD TRACK IN GRIFFIN GA ONLY, THE VEHICLE BRAKE ASSIST COMES ON AND STOPS VEHICLE

Technician Findings: NO MALFUNTIONS FOUND BUT CUSTOMER SAYS VEHICLE STOP WHEN CROSSING RAIL ROAD TRACKS IN GRIFFIN GA.

Repairs Made: RE-CALIBRATED ICC SENSOR

Created by Sean Martin at 2018-06-04 12:35:58

DESCRIPTION

Undesired FEB operation

Customer states issue is only present at specific railroad track crossing

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ICC sensor has been recalibrated

RECOMMENDATION

? Advised issue is under engineering review

Created by Survey Site Guest User at 2018-08-03 09:03:45

I AM ABOUT TO VENT ON AN ISSUE THAT HAS ALWAYS BEEN A PROBLEM FOR THE WAY ESM'S ARE WRITEN. SO WHOEVER IS READING THIS PLEASE DO NOT FEEL THAT THIS IS

DIRECTED TOWARDS YOU IN ANY WAY.

SO THIS VEHICLE HAS BEEN HERE A FEW TIMES FOR THE EMERGENCY BRAKING WORKING WHEN IT IS NOT SUPPOSE TO. WE FINALLY GET A FIX FOR IT DUE TO NTB18-041A

BASED ON THE PART NUMBER OF THE DISTANCE SENSOR, THIS VEHICLE WILL NEED TO HAVE THE DISTANCE SENSOR REPLACED. I ORDER THE PART AND INSTALL IT. SO I TR

Y TO FIND THE CALIBRATION STEPS TO DO THE ADJUSTMENTS NEEDED AND I SPEND ABOUT 30 MINUTES TRYING TO FIND IT WITH NO LUCK. MY PROBLEM IS THAT I DO NOT

HAVE TIME TO SPEND HOURS OF MY TIME DURING THE WEEK SEARCHING FOR CALIBRATION PROCEDURES FOR PROBLEMS LIKE THIS. NOT TO MENTION IT WILL DEPEND ON WHAT

YEAR THE VEHICLE IS SINCE SOME HAVE A PDF ESM WITH ONLINE WIRING DIAGRAM AND SOME WHERE IT IS ALL ONLINE. A 2016 ROGUE HAS A PDF ESM AND I CAN EASILY

FIND WHAT I NEED FOR DISTANCE SENSOR CALIBRATION BUT A 2017 JUST TELLS TO MAKE SURE YOU CALIBRATE SENSOR BY CLICKING THE DISCRIPTION ICON. WHEN I CLI

CK THIS FAST AND EASY WAY TO GET TO THE POINT THE PAGE POPS UP AND SAYS "ALWAYS PERFORMING THE RADAR ALIGNMENT AIMING ADJUSTMENT AFTER REMOVING AND IN

STALLING OR REPLACING ICC SENSOR" WITH NO OTHER MEANS TO FIND HOW TO CALIBRATE THE SENSOR. SOMEONE NEEDS TO TELL THE PERSON THAT IS TRYING TO CHANGE T

HINGS JUST TO KEEP A JOB. WE NEED TO TELL WHOEVER IS IN CHARGE THAT THEY NEED TO DO A BETTER JOB SUPPORING TECHNICIANS AS IT IS ALREADY HARD ENOUGH FI

GURING OUT ALL THIS NEW TECHNOLOGY THAT IS ADDED TO THESE VEHICLES. HOW ABOUT HAVING A DEDICATED AFTER REPLACEMENT SECTION THAT LISTS EVERYTHING THAT

CAN BE CALIBRATED ON THE VEHICLE AND WOULD LEAD YOU TO WHAT YOU NEED TO SEE INSTEAD OF SEARCHING WITH A HORRIBLE SEARCH ENGINE ON THIS ONLINE ESM THAT

ALL NEW VEHICLES ARE GOING TO. OK I THINK I AM DONE. I NEED TO KNOW HOW TO CALIBRATE THE ICC SENSOR ON THIS 2017 ROGUE. THANKS

Created by Sean Martin at 2018-08-03 10:53:41

PLEASE REVIEW THE FOLLOWING:

? The ICC alignment procedure by selecting the following path in the ESM: CRUISE CONTROL & DRIVER ASSISTANCE > CRUISE CONTROL SYSTEM > ICC > BASIC IN

SPECTION > ICC SENSOR ALIGNMENT

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	6/4/2018	10/22/18	6/5/18

Text-Incd Desc TL

Question for TECH LINE: NO INFORMATION FOR CODES ON ASSIST

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MT0JC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	744	22318	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	241358T	CVT	DAL

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	4/20/2018	5/20/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
C03 50 STATE EMISSIONS
G01 MARCH SOP SPEC
L92 FLOOR MATS (2PC FRONT, 2PC SEC
M92 RETRACTABLE CARGO COVER
S10 FOG LIGHTS
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3928	42	AVONDALE NISSAN	AVONDALE	Arizona

Serv Dlr TL

Code	Region	Name	City	State
3928	42	AVONDALE NISSAN	AVONDALE	AZ

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

C/S SYMBOL OF TWO VEHICLES COLLIDING GOES ON AND WARNING LIGHT ON SCREEN, VEH BRAKES ON ITS

Created by Survey Site Guest User at 2018-06-04 18:52:18

Customer Comments: C/S SYMBOL OF TWO VEHICLES COLLIDING GOES ON AND WARNING LIGHT ON SCREEN, VEH BRAKES ON ITS OWN AND MAKES A SCRAPING NOISE AND VEHI

CLE SHAKES

Technician Findings: VEHICLE HAS COLLISION ICON COME ON IN DASH, VEHICLE HAS CODE C1B84, C1A16-97, C1A17-49, ONCE YOU SHUT VEHICLE OFF THEY GO TO PAST

CODES AND LIGHTS COME OFF, ONCE YOU DRIVE CAR FOR ABOUT 5-10 MINS LIGHTS AND CODE COMES BACK ON NO INFORMATION AVAILABLE ON ASSIST

Repairs Made: 0

Created by Kelby Hausman at 2018-06-05 07:32:34

Description

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- Customer states FEB warning light comes on and vehicle brakes on its own

- Found FEB light on

- C1B84 DISTANCE SENSOR

- C1A16 RADAR STAIN -97

- C1A17 ICC SENSOR MALF -49

- Code go to past after key cycle

- Code return after driving 5-10 minutes

- No information for codes in ASIST

Recommendation

Thank you for the case information.

The DTC and its related diagnosis procedure are found in the new web based ESM. Click the ?Service Manual? tab in ASIST, then enter the code in the ne

w ESM in the box under ?DTC?.

If unable to access the new ESM for this vehicle, please contact the ASIST Hotline at 1-877-732-2550 for assistance

The codes stored indicate a concern with the ICC sensor.

Please verify power, ground, and pin fit are all ok at the ICC sensor.

If ok, replace the ICC sensor.

Created by Kelby Hausman at 2018-06-05 07:33:31

Heads up sent on 2018-06-05 07:33:30 to frank.gibford@nissan-usa.com, dan.yee@nissan-usa.com, heather.wilder@nissan-usa.com, tony.moore@nissan-usa.com

, christopher.o'connor@nissan-usa.com, michael.farrell@nissan-usa.com

NISSAN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	6/5/2018	3/15/19	3/14/19

Text-Incd Desc TL

Question for TECH LINE: IS THIS INCIDENT STILL UNDER REVIEW WITH ENGINEERING ?

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
194	Z * MICHAEL CRAMER	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options
T32	2018	RGE	KNMAT2MV6JP[redacted]	C03 50 STATE EMISSIONS Z66 ACTIVATION DISCLAIMER
Mileage-Initial TL	**Mileage-Current TL**	**Code-NNA Model VC**	**Code-Body Type TL**	
0	949	22218		
Code-Engine Prefix VC	**Number-Engine Serial VC**	**Code-Trans Type VC**	**Code-Vehicle Color VC**	
QR25	192121	CVT	G41	
Name-Plant VC	**Date-Manufacture VC**	**Date-In Service TL**	**Code-Distributor TL**	
Renault Samsung	2/26/2018	5/19/2018		

Dlr Retl Last VC

Code	Region	Name	City	State
5704	24	NISSAN OF STREETSBO	STREETSBORO	Ohio

Serv Dlr TL

Code	Region	Name	City	State
5761	24	NISSAN OF STREETSBORO	STREETSBORO	OH

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: **NOT IDENTIFIED** Flag-Attachment TL: **N**

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

CUST STATES THAT THE EMERGENCY BRAKING CAME ON WHILE DRIVING WITH NO CARS IN THE AREA

Created by Survey Site Guest User at 2018-06-05 08:25:24

Customer Comments: CUST STATES THAT THE EMERGENCY BRAKING CAME ON WHILE DRIVING WITH NO CARS IN THE AREA

Technician Findings: C1B40- 49, U0104-82, C1B30-49,U0104-82, STORED IN SIDE RADAR LEFT AND RIGHT,

PERFORMED VISUAL INSPECTIONS OF FRONT RADAR AND SIDE RADAR AND ADAS CU. NOTHING UNUSUAL CHECKED PIN FITMENT AND GROUND CONNECTIONS, NORMAL.

FOUND SIMILAR INSTANCE OF ROGUE EMERGENCY BRAKE ACTIVATION IN DATABASE SEARCH.

Repairs Made: 0

Created by Sean Martin at 2018-06-05 08:28:51

DESCRIPTION

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Undesired FEB operation with no obstructions present

C1B40 SOW RIGHT UNIT FAILURE

U0104 (LDP) ICC CAM CAN CIR2

C1B30 SOW LEFT UNIT FAILURE

RECOMMENDATION

? Advised issue under engineering review

Created by Survey Site Guest User at 2019-03-09 11:50:49

CUSTOMER ORIGINAL CONCERN OF AEB ACTIVATION 06/05/18. CONTACTED TECH LINE AND TSM AND WE EVENTUALLY REPLACED LASER/RADAR WITH UPDATED PART # , CUSTOM

ER RETURNED FOR UNEXPECTED AEB OPERATION ON 12/26/18 AND TECHNICIAN UPDATED LASER/RADAR AND ICC/ADAS TO 28438 5FA3A AND 284E7 7FP0B RESPECTIVELY. CUST

OMER RETURNED 3/9/19 WITH SAME CONCERN OF UNEXPECTED AEB OPERATION. LASER/RADAR HAS C1A16-97 STORED AS A PAST CODE. CUSTOMER SAYS ISSUE DOES NOT OCCUR

IN THE SAME PLACE, NO RHYME OR REASON. PERFORMED VISUAL INSPECTION OF SYSTEM, NO OBVIOUS PROBLEMS FOUND. LOOKING FOR RECOMMENDATION ON HOW TO PROCEED

? THANKS.

Created by Sean Martin at 2019-03-11 09:36:29

PLEASE REVIEW THE FOLLOWING:

? To clarify, is the customer reporting braking operation during the concern or just the warning chime?

Created by Sean Martin at 2019-03-12 09:46:05

TECHNICIAN RESPONSE RECEIVED AND PASTED BELOW:

She says AEB is "slamming on the brakes " .

Created by Sean Martin at 2019-03-12 09:49:10

PLEASE REVIEW THE FOLLOWING:

? Since the latest hardware and programming is already installed, we next look to environmental conditions that can activate AEB.

? Usually we can tie the instances to one particular area, but since the customer states it is random, please have the customer determine if there are

similar structures in the areas when this issue is occurring.

Created by Michael Cramer at 2019-03-14 08:20:26

Description:

? Tech email report:

? She says 'no,

? I was driving on the freeway with nothing around,

? no cars,

? snow or rain...'

Recommendation:

? Thank you for the information, [redacted]

? My name is Mike and I will be assisting with your case.

? I was unable to find any trending issues related to your concern.

? Let's get the back story here.

? When/ where did the issue begin?

? What types of aftermarket equipment are installed?

? Any signs of previous collision repairs?

? This information can sometimes point to a previous event or repair, saving valuable diagnosis time.

? Looks like we had a previous repair where the distance sensor was replaced, confirmed with DTCs.

? Are we able to reproduce the incident or any further DTCs at this time?

? If not, we will need to focus on duplication.

? Let?s get the exact duplicating conditions from the customer.

? We may be able to use this information to reproduce the issue, giving us the opportunity to complete diagnosis.

? Remember we are here to help, let us know if you have any questions.

Created by Michael Cramer at 2019-03-15 15:33:28

Description:

? Tech email report:

? Looks like the issue began 9 months ago

? When it only had about 900 miles on it.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

? We looked it over at that time

? For any signs of front end damage

? And couldn't find any.

? There is no aftermarket equipment installed.

? We have never been able to duplicate the concern,

? It went 6 months between her first visit

? When we replaced the laser/radar

? And the second visit when she said it happened again

? And that was when another tech did the update on laser and ICC/ADAS.

? Then it went 3 months before it happened this last time.

? It's going to be very difficult to confirm,

? If it happens that infrequently.

? And she insists that nothing is around when it happens.

? I also checked the Feb operation mileage

? And there was no history recorded.

Recommendation:

? Thank you for the update, [redacted]

? We can appreciate the challenge in diagnosing intermittent issues.

? Let?s investigate with the customer about the exact place that the issue has duplicated.

? Investigating the area may indicate an obstruction there that is inducing the issue.

? Without being able to duplicate the issue and no DTCs to indicate abnormal operation, no further repairs can be recommended.

? Remember we are here to help, let me know if you have any further questions.

NISSAN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	6/5/2018	10/22/18	7/9/18

Text-Incd Desc TL

Question for TECH LINE: DIAGNOSIS ASSISTANCE

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	JN8AT2MT7HW[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	11588	22517	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	919694	CVT	K23
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	3/1/2017	4/15/2017	

Dlr Retl Last VC

Code	Region	Name	City	State
5401	32	CENTRAL HOUSTON NIS	HOUSTON	Texas

Serv Dlr TL

Code	Region	Name	City	State
5401	32	CENTRAL HOUSTON NISSAN	HOUSTON	TX

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
B94 ROOF RAIL CROSS BARS
C03 50 STATE EMISSIONS
K03 PLATINUM PACKAGE
L92 FLOOR MATS (2-PIECE FRONT AND
P01 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
X03 PLATINUM RESERVE INTERIOR
Z66 ACTIVATION DISCLAIMER

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	Y	7/24/2018	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

BRAKE ASSIST MALFUNCTION FLASHES THEN REMAINS SOLID AND DISTANCE GUIDE WILL NOT OPERATE

Created by Survey Site Guest User at 2018-06-05 13:50:27

Customer Comments: BRAKE ASSIST MALFUNCTION FLASHES THEN REMAINS SOLID AND DISTANCE GUIDE WILL NOT OPERATE

Technician Findings: FOUND CODE C1A16 RADAR STAIN STORED IN THE PAST. CLEARED CODE AND DROVE VEHICLE FOR ABOUT 10-15 MINUTES. LIGHT CAME BACK ON FLASH

ING. HOOKED UP THE CONSULT AND NO CODES WERE STORED. PERFORMED A HARD RESET AND LIGHT STAYED ON. PERFORMED DISTANCE SENSOR CALIBRATION AND LIGHT REMAI

NS ON. JUST SPOKE WITH THE CUSTOMER AND MENTIONED A PREVIOUS TIME THAT WHILE COMING TO AN INTERSECTION VEHICLE APPLIED BRAKES. IT WAS ON A CLEAR DAY A

ND NOT DEBRIS IN FRONT OF VEHICLE.

CRUISE CONTROL DOES WORK, VEHICLE DOES SLOW DOWN WHEN APPROACHING VEHICLE, AND IT DOES STOP WHEN VEHICLE IS STOPPED IN FRONT. IT ALSO WILL RESUME SPEE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

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Repairs Made: HARD RESET AND DISTANCE SENSOR CALIBRATION

Created by Kelby Hausman at 2018-06-05 14:42:15

Description

- Customer states brake assist warning flashes then remains solid
- Unable to duplicate concern
- C1A16 RADAR STAIN stored
- Cleared code and test drove 15 miles
- Light came back on flashing
- No codes stored
- Performed battery reset and light stayed on
- Performed distance sensor calibration and light remains on
- Customer mentioned when coming to intersection the brakes applied
- Occurred on clear day with nothing in front of vehicle
- Cruise control works
- Vehicle does slow when approaching another vehicle
- Does stop when vehicle is stopped in front
- Will resume speed normally

Recommendation

Thank you for the case information.

We may have two separate concerns present.

The concern with the brakes applying on their own with no objects in front is currently under engineering review.

No repairs are recommended.

Is the flashing light that we are referring to the FEB light?

If so, we have seen this light flash with no codes due to the lane camera.

We have seen cases in the past where the camera will not be positioned correctly in the bracket.

Inspect the installation of the lane camera.

Created by Kelby Hausman at 2018-06-05 16:20:40

Description

- Referring to FEB light
- Inspected lane camera
- Camera was resting on cover and not clipped into bracket
- Reinstalled camera
- Unsure if this would cause light to flash

Recommendation

Yes, this will cause the light to flash and in most cases will not set codes.

Confirm the light is no longer flashing now that the camera is installed.

If the light is still flashing, we will need to perform the lane camera aiming procedure.

Created by Kelby Hausman at 2018-06-08 13:13:30

Description

- Performed lane camera aiming procedure multiple times
- Will not accept lane camera calibration

Recommendation

Your DTS could be scheduled multiple weeks out.

We will need to continue to attempt to resolve this concern.

What happens when we attempt to calibrate the camera?

Are we getting any error messages?

Please take a photo of the target set up as viewed from inside the vehicle.

Also take a photo of the lane camera from the front of the vehicle.

Created by Wesley Roberts at 2018-06-08 15:04:46

Description:

? I attached a copy of what I am getting when I perform the lane departure calibration

? Also the 2 pictures you have requested.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Recommendation:

? Error 4 indicates we have an issue with camera installation, target board, or our numbers entered.

? We removed and reinstalled the camera unit correct?

? Have we performed an aiming procedure in this location before?

? We are unsure if the variation in the wall color will affect the aiming procedure.

? This could possibly cause an issue.

? Also, can we screenshot the values we are entering during the process and attach to reply email?

Created by Wesley Roberts at 2018-06-12 08:03:47

Description:

? I attached the measurements I am inputting in the consult.

? We have not performed a lane departure calibration in the area before.

? The camera has been inspected for proper mounting multiple times

? Thank you

Recommendation:

? Thank you for the information.

? Our numbers look to be correct.

? Let?s perform the aiming process with a solid light colored background wall.

? We have seen this cause issues in the past.

? Let me know if we still have issues and we will continue digging into this one[redacted]

Created by Wesley Roberts at 2018-06-14 12:13:52

Description:

? A tech here is having the same issue and has a tech line case open.

? He mentioned the same thing and he performed his in this wall and still had to same error as we were at the previous wall.

? Still cannot get the lane departure camera to calibrate

Recommendation:

? I believe we should be able to calibrate at this point.

? Let?s verify our Dh reading

? In researching, it seems a little high from we normally see.

? What are our left and right fender measurements?

? Verify Lane Camera Configuration: 284N8-6FL3B

? We have seen concerns with Consult as well.

? Perform Camera Aiming with another consult.

Created by Wesley Roberts at 2018-07-09 11:03:10

Description:

? I replaced lane departure camera and was able to calibrate the new camera.

? Drove vehicle for about 15 miles.

? Light remained off.

? We returned vehicle back to the customer.

? The FEB light came back on flashing over the weekend.

? No codes stored in system.

? Could we have a faulty distance sensor or ADAS unit?

Recommendation:

? With no DTCs present and the light flashing, this would lead us to a camera concern.

? Verify it is installed correctly.

? The clips in the front can be misplaced and the back lock in, causing it to seat, but not properly.

? Compare to KGV.

? Verify lane camera configuration.

Created by Tony Ellis at 2018-07-11 07:29:55

Description:

Did you receive my last email?

I attached some of the pictures. Camera looks to be seating correctly. Compared to KGV. The vehicle has had the windshield replaced. Customer stated t

hat it became more persistent after replacing the windshield. Could it also be the way the windshield was made?

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Recommendation:

We did not receive an email with photo?s attached that I can see.

It is possible for the windshield to be the cause of the concern, and in this case, we would still review the images of the camera mounting to confirm

it?s placement, and likely need to replace the windshield.

If additional assistance is needed for this case, simply reply to this email.

Created by Tony Ellis at 2018-07-11 07:31:58

Description:

Did you receive my last email?

I attached some of the pictures. Camera looks to be seating correctly. Compared to KGV. The vehicle has had the windshield replaced. Customer stated t

hat it became more persistent after replacing the windshield. Could it also be the way the windshield was made?

Recommendation:

We did not receive an email with photo?s attached that I can see.

It is possible for the windshield to be the cause of the concern, and in this case, we would still review the images of the camera mounting to confirm

it?s placement, and likely need to replace the windshield.

At this point the case has DTS involvement noted, please continue to work with your DTS to resolve this concern.

If additional assistance is needed for this case, simply reply to this email.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	6/6/2018	1/15/19	6/6/18

Text-Incd Desc TL

Question for TECH LINE: CUST HAS CA NUMBER [redacted]

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - CRAIG WATSON	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MV5JC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	3069	22218	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	171693T	CVT	G41

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	2/21/2018	3/29/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3042	26	NISSAN OF TURNERSVIL	TURNERSVILLE	New Jersey

Serv Dlr TL

Code	Region	Name	City	State
3042	26	NISSAN OF TURNERSVILLE	TURNERSVILLE	NJ

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: **NOT IDENTIFIED** Flag-Attachment TL: **N**

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

EMERGENCY BRAKING OPERATED WHE NO NEED FOR THIS NO ONE IN FRT AND BRIGHT SUNNY DAY

Created by Survey Site Guest User at 2018-06-06 13:13:20

Customer Comments: EMERGENCY BRAKING OPERATED WHE NO NEED FOR THIS NO ONE IN FRT AND BRIGHT SUNNY DAY

Technician Findings: NO PROBLEM FOUND

Repairs Made: NONE

Created by Sean Martin at 2018-06-06 13:55:32

DESCRIPTION

Vehicle had undesired FEB operation event

No obstacles in front of vehicle at time of concern

TECH LINE INCIDENT REPORT - CONFIDENTIAL

LASER RADAR C1A16 RADAR STAIN

RECOMMENDATION

? Advised issue is under engineering review

Created by Survey Site Guest User at 2018-11-09 07:02:29

THE CUSTOMER STATES THE CAR IS STOPPING BY ITSELF WHEN GOING OVER A BRIDGE.

Created by Sean Martin at 2018-11-09 07:54:04

TECHNICIAN RESPONSE RECEIVED AND PASTED BELOW:

"THE CUSTOMER STATES THE CAR IS STOPPING BY ITSELF WHEN GOING OVER A BRIDGE."

PLEASE REVIEW THE FOLLOWING ITEMS:

? Please complete NTB18-041. If the issue remains after completing this NTB, the issue remains under engineering review with no further repairs recomm

ended.

Created by Sean Martin at 2018-11-09 08:12:48

TECHNICIAN RESPONSE RECEIVED AND PASTED BELOW:

"Ok thanks, that bulletin was already performed. I did find one of the grill

brackets on the drivers side is broken and the grill is a little loose. Do

you think that could set off the Feb at times?"

PLEASE REVIEW THE FOLLOWING ITEMS:

? If the front end components are loose, we should make repairs to ensure that every thing is secure as any movement could potentially cause an FEB ev

ent.

Created by Survey Site Guest User at 2018-11-23 10:32:20

FEB ACTIVATED AGAIN TODAY. TSB 18041 CHECKED PREVIOUSLY. ICC ADAS P# 284E7-7FP6A. LASAR/RADAR P# 284385FA3A. CUTOMER HEARD THE TONE AND SAW THE LAMP

ILLUMINATE AND BRAKING ACTIVATED HEADING S SE ON ATLANTIC AVE, LAWNSIDE NJ BY THE HOME DEPOT. NO DTCS NO APPLICABLE TSB'S. CUSTOMER PUT IN LOANER VEHI

CLE. CANNOT DUPLICATE. LOOKING FOR RECOMMENDATIONS.

Created by Sean Martin at 2018-11-23 11:46:35

TECHNICIAN RESPONSE RECEIVED AND PASTED BELOW:

"FEB ACTIVATED AGAIN TODAY. TSB 18041 CHECKED PREVIOUSLY. ICC ADAS P# 284E7-7FP6A. LASAR/RADAR P# 284385FA3A. CUTOMER HEARD THE TONE AND SAW THE LAMP

ILLUMINATE AND BRAKING ACTIVATED HEADING S SE ON ATLANTIC AVE, LAWNSIDE NJ BY THE HOME DEPOT. NO DTCS NO APPLICABLE TSB'S. CUSTOMER PUT IN LOANER VEHI

CLE. CANNOT DUPLICATE. LOOKING FOR RECOMMENDATIONS."

PLEASE REVIEW THE FOLLOWING ITEMS:

? This issue is under engineering review at this time. No repairs are recommended.

Created by Survey Site Guest User at 2019-01-15 10:34:19

CHECKED AIMING OF SYSTEM FOUND AIMING BOTH WITHIN +-.5DEGREES. CUSTOMER CONCERN IS THE SAME AS PREVIOUSLY STATED. VEHICLE WAS NO DROPPED OFF WITH CUST

OMER STATING SHE NO LONGER FEELS SAFE DRIVING THE CAR. IS THERE ANY UPDATE ON THE ENGINEERING REVIEW AT THIS TIME? IF NOT ARE THERE ANY TEMPORARY RECO

MMENDATIONS TO PREFORM? NTB18-041A HAS BEEN COMPLETED PREVIOUSLY, AND DOUBLE CHECKED TODAY.

Created by Sean Martin at 2019-01-15 10:42:24

TECHNICIAN RESPONSE RECEIVED AND PASTED BELOW:

"CHECKED AIMING OF SYSTEM FOUND AIMING BOTH WITHIN +-.5DEGREES. CUSTOMER CONCERN IS THE SAME AS PREVIOUSLY STATED. VEHICLE WAS NO DROPPED OFF WITH CUS

TOMER STATING SHE NO LONGER FEELS SAFE DRIVING THE CAR. IS THERE ANY UPDATE ON THE ENGINEERING REVIEW AT THIS TIME? IF NOT ARE THERE ANY TEMPORARY REC

OMMENDATIONS TO PREFORM? NTB18-041A HAS BEEN COMPLETED PREVIOUSLY, AND DOUBLE CHECKED TODAY."

PLEASE REVIEW THE FOLLOWING ITEMS:

? This issue remains under engineering review.

? Have we been able to duplicate the concern at the dealer?

? Can the customer provide specific addresses or locations of where the issue occurs?

? What speed is the vehicle at when the concern occurs?

? What are the part numbers after completing NTB18-041?

Created by Sean Martin at 2019-01-15 13:42:15

Technician response received and pasted below:

"We have not been able to duplicate the concern. Customer states it happens

very intermittently.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

This time she was doing 35-40mph merging onto Walt Whitman Bridge. It had

just started snowing. (It was a light snow storm).

Grill was clean with very few small dots of salt on entry."

Please review the following:

? Thank you for providing this information. We have documented the conditions the issue occurs in.

? At this time, there is not a repair recommended pending the results of the engineering review.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	6/7/2018	10/22/18	6/7/18

Text-Incd Desc TL

Question for TECH LINE: HELP WITH DIAGNOSIS OR VERIFICATION

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - BRIAN TERK	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	5N1AT2MV7HC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	40039	22617	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	580312U	CVT	QAB

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	10/3/2016	11/25/2016	

Dlr Retl Last VC

Code	Region	Name	City	State
2940	26	TEAM NISSAN, INC.	MANCHESTER	New Hampsh

Serv Dlr TL

Code	Region	Name	City	State
2940	26	TEAM NISSAN, INC.	MANCHESTER	NH

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
B94 ROOF RAIL CROSS BARS
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT $
L92 FLOOR MATS (2-PIECE FRONT AND
M92 RETRACTABLE CARGO COVER
P01 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: advised to contact Nissan C.A.

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

C/S: CUSTOMER STATES HER BRAKES GAVE OUT AND A WARNING MESSAGE IS COMING ON AND THE CAR M

NT AND THEN A RED BAR APPEARS AND THEN A CUSTOMER IS HEARING A GRINDING NOISE.

Created by Survey Site Guest User at 2018-06-07 15:37:05

Customer Comments: C/S: CUSTOMER STATES HER BRAKES GAVE OUT AND A WARNING MESSAGE IS COMING ON AND THE CAR MAKES A BEEPING ALERT. THE MESSAGE IS A YEL

LOW EXPLANATION POINT AND THEN A RED BAR APPEARS AND THEN A CUSTOMER IS HEARING A GRINDING NOISE.

Technician Findings: MULTIPLE ROAD TESTS AND HAVE BEEN UNABLE TO VERIFY CONCERN . JUDGING FROM CONVERSATIONS WITH SERVICE WRITER I SUSPECT CUSTOMER EX

PERIANCED UNWANTED FEB OPERATION. ONLY DTC IS PAST C1A16-97. I BELIEVE THIS CONCERN OR SIMILAR TO BE UNDER ENGINEERING REVIEW. IS THERE ANY NEW INFO

AT THIS TIME

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Repairs Made: 0

Created by Brian Terk at 2018-06-07 15:48:27

-DESCRIPTION:

-customer comments ?C/S: CUSTOMER STATES HER BRAKES GAVE OUT AND A WAR NING MESSAGE IS COMING ON AND THE CAR MAKES A BEEP ING ALERT. THE MESSAGE IS A

YELLOW EXPLANATION POI NT AND THEN A RED BAR APPEARS AND THEN A CUSTOMER IS HEARING A GRINDING NOISE.?

-verified ?no?

-technician findings ?MULTIPLE ROAD TESTS AND HAVE BEEN UNABLE TO VERIFY CONCERN . JUDGING FROM CONVERSATIONS WITH SERVICE WRITER I SUSPECT CUSTOMER E

XPERIANCED UNWANTED FEB OPERATION. ONLY DTC IS PAST C1A16-97. I BELIEVE THIS CONCERN OR SIMILAR TO BE UNDER ENGINEERING REVIEW. IS THERE ANY NEW INFO

AT THIS TIME?

-LASER/RADAR

-C1A16 RADAR STAIN ??????????????.PAST

-RECOMMENDATION DETAIL:

-please check if the concern was that the vehicle did not stop as expected or if the vehicle would not stop

-as you had noted the description sounds like this may have been an ABS type of event triggered by either FEB operation or something similar

-when specifically did this happen?

-under what circumstances did this happen?

-please describe all vehicle behavior during the concern

-how many times did this happen?

-what were the specific road conditions when this happened: RR tracks, large bump (driveway type), etc?

Created by Survey Site Guest User at 2018-06-08 08:53:38

additional customer info. happened 6-6-18 4;45am . CUSTOMER STATES ; " alone on flat dry road . fcw beeped then made grinding noise. customer press

ed brake pedal when she heard the grinding. the brakes began working roughly 3 seconds /55feet after depressing pedal. brakes have given out twice. gr

inding and beeping has happened 10 times." /// tech and service manager have road tested multiple times and haven't been able to get it to act

up

Created by Brian Terk at 2018-06-08 10:35:56

-DESCRIPTION:

-technician replied with case comment

"additional customer info. happened 6-6-18 4;45am . CUSTOMER STATES ; " alone on flat dry road . fcw beeped then made grinding noise. customer pressed

brake pedal when she heard the grinding. the brakes began working roughly 3 seconds /55feet after depressing pedal. brakes have given out twice. grin

ding and beeping has happened 10 times." /// tech and service manager have road tested multiple times and haven't been able to get it to act up"

-RECOMMENDATION DETAIL:

-out-call to technician to review case details

-please have your service department contact Nissan C.A. and follow any recommendations that they may have

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	6/8/2018	10/22/18	6/8/18

Text-Incd Desc TL

Question for TECH LINE: diag help

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - BRIAN TERK	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MV7JC[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
58	109	22218	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	241801T	CVT	RBY
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	4/20/2018	6/6/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
G01 MARCH SOP SPEC
L92 FLOOR MATS (2PC FRONT, 2PC SEC
U01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5548	26	LIA NISSAN OF GLENS F	QUEENSBURY	New York

Serv Dlr TL

Code	Region	Name	City	State
5548	26	LIA NISSAN OF GLENS FALLS	QUEENSBURY	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: **NOT IDENTIFIED** Flag-Attachment TL: **N**

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

C/S while driving the collision alarm goes off and loses power.Customer turned off the collision function but vehicl

ot want to drive this vehicle until corrected. Purchased yesterday.

Created by Survey Site Guest User at 2018-06-08 10:55:56

Customer Comments: C/S while driving the collision alarm goes off and loses power.Customer turned off the collision function but vehicle still does th

e same thing.Does not want to drive this vehicle until corrected. Purchased yesterday.

Technician Findings: Inspected E21 terminals 8 and 1 found 12.32 volts.

I saw in data base that replacement of distance sensor was advised. Wondering if any update to concern.

Repairs Made: NONE

Created by Brian Terk at 2018-06-08 11:34:13

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-DESCRIPTION:

-customer comments ?C/S while driving the collision alarm goes off and loses power.Customer turned off the collision function but vehicle still does t

he same thing.Does not want to drive this vehicle until corrected. Purchased yesterday.?

-verified ?no?

-technician findings ?Inspected E21 terminals 8 and 1 found 12.32 volts.

I saw in data base that replacement of distance sensor was advised. Wondering if any update to concern.?

-all DTC?s are noted as past in case opening

-ICC/ADAS

-C1B84 DISTANCE SENSOR

-LASER/RADAR

-C1A16-97 RADAR STAIN

-C1A17-17 ICC SENSOR MALF

-RECOMMENDATION DETAIL:

-under engineering review template sent to technician

Created by Brian Terk at 2018-06-08 11:35:10

Heads up sent on 2018-06-08 11:35:10 to michael.gorrill@nissan-usa.com, gary.cross@nissan-usa.com, sam.sapienza@nissan-usa.com, denise.furdge@nissan-u

sa.com, christopher.o'connor@nissan-usa.com, michael.farrell@nissan-usa.com

Created by Survey Site Guest User at 2018-06-13 06:45:39

I performed NTB18041 and test drove car and had no problem.Customer picked up car and after a few miles reported unwanted braking.

I pulled codes this morning and have C1B84 in ICC/ADAS. past.

C1A16-97,C1A17-49 in Laser/radar, past.

These are the same dtc's I had before reprograming was done. What direction do I go in now? Thanks for your help.

Created by Brian Terk at 2018-06-13 08:27:16

-DESCRIPTION:

-technician updated case with case comment

-customer states vehicle has unexpected FEB operation

-ICC/ADAS

-C1B84 DISTANCE SENSOR

-LASER/RADAR

-C1A16-97 RADAR STAIN

-C1A17-17 ICC SENSOR MALF

-performed NTB18-041

-vehicle operated normally during test drive

-customer reports the vehicle again has unexpected FEB operation, the below DTC's are now stored again

-ICC/ADAS

-C1B84 DISTANCE SENSOR

-LASER/RADAR

-C1A17-17 ICC SENSOR MALF

-RECOMMENDATION DETAIL:

-good morning [redacted] and thank you for the update

-please confirm the following things for us if possible

-were all of the DTC's cleared following performing NTB18-041?

-what is the current ICC/ADAS c/u part number as per Consult?

-is there only a specific location, address or road condition type that triggers this unexpected FEB operation?

-if operating the vehicle in that location can the customers concern be duplicated?

-what is the current vehicle mileage? the updated repair order number and opening date please?

Created by Brian Terk at 2018-06-13 10:44:25

-DESCRIPTION:

-technician replied by email and updated case summary below:

-customer vehicle has unexpected FEB operation

-ICC/ADAS

-C1B84 DISTANCE SENSOR

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-LASER/RADAR

-C1A16-97 RADAR STAIN

-C1A17-17 ICC SENSOR MALF

-performed NTB18-041

-Icc/adas# 284E7-7FP0D

-Laser/Radar# 28438-5FA3A

-vehicle operated normally during test drive

-customer reports the vehicle again has unexpected FEB operation, the below DTC's are now stored again

--was driving between 30-40 mph

--happened on the same road as the prior concern but at a different location

-ICC/ADAS

-C1B84 DISTANCE SENSOR

-LASER/RADAR

-C1A17-17 ICC SENSOR MALF

-technician to test drive vehicle in the same location as the concern and follow up following this

-RECOMMENDATION DETAIL:

-thanks again for the details [redacted]

-we'll wait for your next reply so we have more details about what the conditions are that this concern is happening under

Created by Brian Terk at 2018-06-13 12:29:03

-DESCRIPTION:

-technician replied by email

"Hello just got back from driving car in the area the owner had it do it. Nothing happened on the way up so I turned around and headed back. After 1/2

mile I had activation. Turned around and drove though area again. No activation. Continued driving after about a mile had 3 beeps but no activation.

Speed between 35 and 45.

Drove a few more miles on 4 lane road, some traffic no a lot , activation happened 2 times , almost got rear-ended. Malfunction light came on.

Got it back to shop, left running.

Now have c1b84 and c1a17-49 stored as current.

Going to lunch now will be back at 2:00 eastern time if you want to call me.

Got to let you know that will make your heart stop!"

-RECOMMENDATION DETAIL:

-thanks again for the update [redacted]

-due to the returning C1A17-49 let's replace and aim the distance sensor please

-please retest the vehicle following this and follow up with your results, have a great day!

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	6/8/2018	10/22/18	6/9/18

Text-Incd Desc TL

Question for TECH LINE: WHAT SHOULD I DO AND IS IT SAFE TO RELEASE THE VEHICLE AT THIS TIME.

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	KNMAT2MT9HP[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	3421	29317	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	046276	CVT	KAD

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	8/23/2017	11/24/2017	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2-PIECE FRONT AND
S10 FOG LAMPS
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
98009	48	TONY NISSAN	WAIPAHU	Hawaii

Serv Dlr TL

Code	Region	Name	City	State
98009	48	TONY NISSAN	WAIPAHU	HI

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — *Flag-Attachment TL:* N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

C/S SOMETIMES WHILE DRIVING ON FREEWAY THE VEHICLE WILL AUTO BRAKE ITSELF. NO ONE AROUND BUT HE DRIVERS SIDE BUT NO ONE IS AROUND.

Created by Survey Site Guest User at 2018-06-08 18:52:34

Customer Comments: C/S SOMETIMES WHILE DRIVING ON FREEWAY THE VEHICLE WILL AUTO BRAKE ITSELF. NO ONE AROUND BUT IT SAYS SOMEONE IS ON THE SIDE. ALWAYS

SHOWS SOMEONE ON THE DRIVERS SIDE BUT NO ONE IS AROUND.

Technician Findings: PAST CODES STORED, C1B40-49, U0104-82, U0104-82, C1B30-49 FOR LEFT AND RIGHT SIDE RADARS. CLEARED CODES AND PERFORMED DTC CONFIRM

ATION. TURN ON ENGINE AND TURN ON BLIND SPOT SYSTEM AND PERFORMED SYSTEM SCNA NO CODES CAME BACK ON. DURING ROAD TEST VEHICLE DID NOT DO AUTO BRAKING

OR WARNING LIGHTS FOR BLIND SPOT DID NOT COME ON WHEN DRIVING ON FREEWAY. AND NO CODE CAME BACK ON.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Repairs Made: NONE

Created by Harold Meyer at 2018-06-09 08:50:11

Description

FEB operates unexpectedly

The concern has not been duplicated at the dealer

The side radar sensors also have a concern

The driver side indicates there is an object present

C1B40 SOW RIGHT UNIT FAILURE-49 past

U0104 (LDP) ICC CAM CAN CIR2 -82 past

C1B30 SOW LEFT UNIT FAILURE-49

The codes were cleared and the vehicle test driven

The codes have not returned

The technician is asking if the vehicle should be released to the customer

TECH LINIE

The concern is under engineering review

Engineering review email sent to the technician on the concern

Created by Harold Meyer at 2018-06-18 13:21:05

Description

Tss called the dealer Service Manager at the request of the technician

The concern with the FEB unexpected activation was discussed with SM S.M.

The concern is under engineering review, with no repair recommended

TECH LINE is unable to recommend holding or releasing the vehicle

Please discuss the concern with the FOM, T.M.

Please recheck for NTBs on the concern at a later time

Created by Harold Meyer at 2018-06-20 14:56:40

Description

The technician replied by email

> Tech performed road test with customer near the air port where they experienced auto braking.

>During road test no codes or auto braking did not occurr....

>customer would like to take the vehicle...

> please keep us informed if any updates or solutions are found for this concern

TECH LINE

If Engineering concludes that further action is needed, typically a publication of some kind will be released; not all engineering reviews result in a

vehicle repair, or additional required action.

NISSAN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	6/9/2018	10/22/18	6/11/18

Text-Incd Desc TL

Question for TECH LINE: ASSISTANCE

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MV3JC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	1000	22218	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	250128T	CVT	NBL

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	4/27/2018	5/29/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT E10
G01 MARCH SOP SPEC
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
2393	26	PINE BELT AUTOMOTIVE	TOMS RIVER	New Jersey

Serv Dlr TL

Code	Region	Name	City	State
2393	26	PINE BELT AUTOMOTIVE, INC	TOMS RIVER	NJ

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: **NOT IDENTIFIED** Flag-Attachment TL: **Y**

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Resync ASIST and perform reprogram per NTB to resolve**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

FEB ACTIVATES W/O OBSTACLE

Created by Survey Site Guest User at 2018-06-09 09:58:34
Customer Comments: FEB ACTIVATES W/O OBSTACLE
Technician Findings: AS PER NTB18-041,
CONSULT HAS "DATA DEFINITION ERROR" WHEN TRYING TO UPDATE LASER/RADAR. PN MATCH TO TABLE.
PLEASE ADVISE
Repairs Made: ATTEMPTING TSB
Created by Survey Site Guest User at 2018-06-09 09:58:54
pic of error
Created by Harold Meyer at 2018-06-09 10:03:02

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Description

FEB activates unexpectedly

The technician is performing reprogramming per NTB18-041

Consult shows ?Data definition error? when performing update on Laser/Radar

Recommendation

Please verify and report the part number of the unit per Consult in Laser/Radar

Created by Harold Meyer at 2018-06-09 10:05:35

Heads up sent on 2018-06-09 10:05:34 to nicholas.flamini@nissan-usa.com, gary.cross@nissan-usa.com, keith.harmis@nissan-usa.com, sam.sapienza@nissan-u

sa.com, christopher.o'connor@nissan-usa.com, michael.farrell@nissan-usa.com

Created by Harold Meyer at 2018-06-09 10:24:39

Description

The technician replied by email

> Laser: 28438-5FA2A

>ADAS: 284E7-5HR5E

Recommendation

Please verify the Consult version, and the date of last synchronization

Shut down the Toughbook and restart, and recheck for the concern

If no change, is there another Consult available?

Created by Harold Meyer at 2018-06-09 12:03:30

Description

The technician replied by email

> Both consults are:

81.20

CSP46.10

Both have same error.

Tss called the technician to follow up on the concern

There was no answer at the phone number listed on the case

A voicemail was left for the technician

Recommendation

Please reply with an available time for a follow up call on the case

We will need to perform a tech link to retrieve an error report

Created by Harold Meyer at 2018-06-09 12:55:00

Description

Tss called the technician to techlink

Last sync 6/8/2018 @ 11:34:21PM

Consult version 81.2 Ver CSP46.10

The country version is United States

The reprogramming on Laser/Radar was attempted

The part number per Consult of Laser/Radar is 28438-5FA2A

When selecting reprogram after the save data was performed, the ?Diagnosis function could not be continued.? Message was displayed

The show detail states ?Please contact to support center?

The error window was moved, and under the error window it can be seen that the new program number is 28438-5FA3A

The ERT was collected and is saved to the case

Snips of the concern are saved to the case

The same concern is present using the other Consult at the dealer

The technician located a similar vehicle to recheck the concern

The same concern when reprogramming the Laser/radar is present on the second vehicle at the dealer with similar build date.

Tss to email engineering on the concern

Tss to email Tss CC and Tss SB on the concern

Created by Harold Meyer at 2018-06-11 08:34:51

Description

Tss is following up with the technician on the case

TECH LINE INCIDENT REPORT - CONFIDENTIAL

TECH LINE

The concern has been forwarded to the Consult group

Tss will follow up when the concern has been located

Created by Harold Meyer at 2018-06-11 09:40:42

Description

Tss called the technician to follow up on the concern

Recommendation

Resync ASIST and perform the reprogram

Please follow up when the concern is resolved, or if additional assistance is needed.

Created by Harold Meyer at 2018-06-11 11:24:44

Description

The technician replied by email

> Confirm was able to update consult and apply updates to both laser/radar and icc/adas ecus.

>Road tested to confirm no abnormal safety shield operation

Tss is closing the case

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	6/11/2018	10/22/18	6/11/18

Text-Incd Desc TL

Question for TECH LINE: trying to complete reprogram for TSB 18-041

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MT3JC[redacted]
Mileage-Initial TL	**Mileage-Current TL**	**Code-NNA Model VC**	**Code-Body Type TL**
0	5153	22318	
Code-Engine Prefix VC	**Number-Engine Serial VC**	**Code-Trans Type VC**	**Code-Vehicle Color VC**
QR25	115515T	CVT	QAB
Name-Plant VC	**Date-Manufacture VC**	**Date-In Service TL**	**Code-Distributor TL**
Smyrna (NMM)	12/22/2017	2/6/2018	

Installed Options

C03 50 STATE EMISSIONS
E10 PREMIUM PAINT E10
K01 MIDNIGHT EDITION
K11 MIDNIGHT EDITION (BLACK SPLASH
L93 MIDNIGHT EDITION CARPETED FLOO
S10 FOG LIGHTS
U01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5001	34	WESLEY CHAPEL NISSA	WESLEY CHAPEL	Florida

Serv Dlr TL

Code	Region	Name	City	State
5001	34	WESLEY CHAPEL NISSAN	WESLEY CHAPEL	FL

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: **NOT IDENTIFIED** Flag-Attachment TL: **Y**

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

customer states that the emergency brake light will engage on its own and the crash sensor light will flicker on anc

Created by Survey Site Guest User at 2018-06-11 09:02:31

Customer Comments: customer states that the emergency brake light will engage on its own and the crash sensor light will flicker on and off

Technician Findings: trying to follow TSB18-041, everything applies to vehicle. When trying to reprogram there is an error, attached a picture of erro

r. tried to reprogram with 2 different consult, updated, restarted and still not successful. When trying to connect the consults wont auto read the VI

N, only after manual selecting vehicle the vin is read. tried to select 2018 ver1 and 2018 ver2 for vehicle year both aren't successful. Don't know wh

ere to go from here

Repairs Made: none

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Survey Site Guest User at 2018-06-11 09:03:09

picture of error when trying to reprogram

Created by Sean Martin at 2018-06-11 09:12:25

DESCRIPTION

Unable to complete FEB reprogram as per NTB18-041

Receive error of "DATA DEFINITION ERROR" when attempting to complete

Duplicated on multiple consult laptops

RECOMMENDATION

? Some consults had an issue actually downloading the required reprogramming files for this TSB.

? The issue has been corrected and all consults should be able to download the necessary files after a manual sync of ASIST.

? Please manually sync ASIST and reattempt the reprogramming.

Created by Survey Site Guest User at 2018-07-09 10:28:20

customer still complaining that the automatic braking is engaging intermittently, ICC an Laser reprogrammed, part #7FP0D, 5FA3A. code stored in laser

is C1A16-97. went into ICC work support checked FEB operation mileage-no history, checked cause of auto-cancel 1- no record. test drove 130 miles coul

dn't duplicate. I assume radar stain code will not cause random operation of FEB, is this correct? do you have any suggestions

Created by Brandt Boster at 2018-07-09 13:14:56

Description:

Tech replied by dealer comment:

Customer still complaining that the automatic braking is engaging intermittently, ICC an Laser reprogrammed, part #7FP0D, 5FA3A.

Code stored in laser is C1A16-97.

Went into ICC work support checked FEB operation mileage-no history, checked cause of auto-cancel 1- no record.

Test drove 130 miles couldn't duplicate. I assume radar stain code will not cause random operation of FEB, is this correct?

Do you have any suggestions?

Recommendation:

We see the radar stain often set with this concern.

What information can the customer provide surrounding this concern?

What is the frequency of the concern?

Is that any locations in particular that the concern is duplicable?

Please provide findings so we can pass this information along to Engineering

Thank you.

Created by Harold Meyer at 2018-07-09 14:46:07

Description

The technician replied by email

> The incident occurred three times, random and on different roads

Reported first incident happened while travelling on the interstate 60-70mph

Other two times were traveling 40-50mph

All incidents stated no vehicle in front of them and no obstructions

Recommendation

Please verify if the locations the concern occurred are travelled more than the one time in that location the concern occurred.

How often does the concern occur?

Please inspect the front bumper for signs of repair or repaint

What were the weather conditions when the concern occurred?

Created by Harold Meyer at 2018-07-10 07:57:16

Description

The technician replied by email

> The incident occurred 3 times, started happening the beginning of June, then was programmed after first incident.

>Then reoccurred a week later the second time, then a week after that the third incident.

>Location where incident happened are in 3 different places

>The location were traveled on more than once, without occurring again at the same location

>It was raining at the time of one incident

>The bumper is not damaged and no sign of debris

>The distance sensor is located behind the Nissan emblem, which is clean, no sign of modification or damage

TECH LINE INCIDENT REPORT - CONFIDENTIAL

>No previous collisions or body repair

TECH LINE

Rick, thank you for the good information. We will discuss the concern with engineering. Please allow 48 hours for engineering to respond.

Created by Harold Meyer at 2018-07-13 11:08:40

Description

Tss is following up on the case

Engineering has not responded on the concern

Recommendation

Please replace the ICC sensor

Please verify the programming is current after replacement

Please follow up when the concern is resolved, or if additional assistance is needed.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	6/12/2018	10/22/18	6/12/18

Text-Incd Desc TL

Question for TECH LINE: CHANGE OF CODES FROM BLINKING LIGHT TO-ON SOLID 1ST C1A16-16 RADAR STAIN.

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	5N1AT2MT7HC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	12485	29517	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	882033U	CVT	G41

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	6/2/2017	6/20/2017	

Dlr Retl Last VC

Code	Region	Name	City	State
2190	32	COURTESY NISSAN	RICHARDSON	Texas

Serv Dlr TL

Code	Region	Name	City	State
3939	32	NISSAN OF MCKINNEY	MCKINNEY	TX

Installed Options

B92 SPLASH GUARDS
B94 ROOF RAIL CROSS BARS
C03 50 STATE EMISSIONS
K03 PLATINUM PACKAGE
L92 FLOOR MATS (2-PIECE FRONT AND
P04 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
X03 PLATINUM RESERVE INTERIOR
Z66 ACTIVATION DISCLAIMER

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	Y	6/29/2018	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CRASH SENSOR IS BLINKING

Created by Survey Site Guest User at 2018-06-12 07:46:26

Customer Comments: CRASH SENSOR IS BLINKING

Technician Findings: HAVE CODES STORED FOR C1A0A-C1A50-48 ICC/ADAS,LASER/RADAR. FEB LIGHT STAYS ON. WAS JUST FLASHING WHEN STARTED CAR TO SCAN W CONS

ULTW NO MESSAGE NOW IT HAS MESSAGE (MALFUNCTION).TEST DROVE CAR SYSTEM WAS WORKING ASIT SHOULD W/ LIGHT ON. NOW ITS TELLING ME CONFIG UNFINISHED ? MALF

UNCTION SOFTWARE ERROR.

Repairs Made: NO REPAIRS

Created by Brian Terk at 2018-06-12 08:07:34

-DESCRIPTION:

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-FEB warning lamp blinking

-DTC?s are noted as current in case opening unless otherwise noted

-ICC/ADAS

-C1A0A CONFIG UNFINISHED

-U1000-01 CAN COMM CIRCUIT noted as both current and past in case opening

-U1000 CAN COMM CIRCUIT ???????????..PAST

-LASER RADAR

-C1A50 ADAS CONTROL UNIT

-C1A16

-TELEMATICS

-U1A0B MICROPHONE (Telematics System)

-TPMS

-C1704 FLAT/LOW TIRE FRONT LEFT

-ABS

-U1002 CAN COMM CIR ??????????????????PAST

-questions for Tech Line ?CHANGE OF CODES FROM BLINKING LIGHT TO-ON SOLID 1ST C1A16-16 RADAR STAIN.PAST. U1000-01 PAST?

-RECOMMENDATION DETAIL:

-Mark we apologize but after reading the list of DTC?s and the findings we are not clear on a few things, please confirm for us the following:

-is the FEB lamp the only lamp on?

-if the lamp on solid or blinking?

-are all the DTC?s noted above correct, including the status of the code (current, past, etc.)?

Created by Survey Site Guest User at 2018-06-13 08:11:54

CODES THAT ARE CURRANTLY ACTIVE,(ONLY) WITH CRASH LIGHT ON SOLID. ARE! C1A0A CONFIG UNFINISHED..& C1A50-48 ADAS MALFUNCTION(SUPERVISION SOFTWARE ERROR

). ONLY LIGHT ON IN CLUSTER IS CRASH LIGHT. IS ON SOLID. WHEN CAR CAME IN IT WAS BLINKING, WITH PAST CODES.U1002-U1000-C1A16-97-U1000-01 THESE PAST CO

DES NO LONGER EXIST IN SYSTEM. NOTE: THE CONSULT DID CRASH DURING DATA MONITOR IN DIAGNOSING THIS SYSTEM. WHEN THE PAST CODES WERE PRESENT & LIGHT BL

INKING THE SYSTEM WAS WORKING AS SHOULD. ????? CAR WOULD BRAKE ON ITS OWN AT A 2 CAR DISTANCE, THEN ACCELERATE IF FORWARD VEHICLE TURNED OFF. WITH THE

CRASH LIGHT BLINKING THERE WAS NO EVEDINCE OF ANY CODES,AFTER PAST CODES ERASED.

Created by Brian Terk at 2018-06-13 09:05:50

-DESCRIPTION:

-FEB warning lamp is on, lamp was blinking when car first arrived

-"CAR WOULD BRAKE ON ITS OWN AT A 2 CAR DISTANCE, THEN ACCELERATE IF FORWARD VEHICLE TURNED OFF. WITH THE CRASH LIGHT BLINKING THERE WAS NO EVEDINCE O

F ANY CODES,AFTER PAST CODES ERASED"

-DTC?s are noted as current in case opening unless otherwise noted

-ICC/ADAS

-C1A0A CONFIG UNFINISHED

-U1000-01 CAN COMM CIRCUIT .....PAST

-U1000 CAN COMM CIRCUIT ???????????..PAST

-LASER RADAR

-C1A50 ADAS CONTROL UNIT

-C1A16-57 RADAR STAIN.....PAST

-TELEMATICS

-U1A0B MICROPHONE (Telematics System) .....PAST

-TPMS

-C1704 FLAT/LOW TIRE FRONT LEFT.....PAST

-ABS

-U1002 CAN COMM CIR ??????????????????PAST

-questions for Tech Line ?CHANGE OF CODES FROM BLINKING LIGHT TO-ON SOLID 1ST C1A16-16 RADAR STAIN.PAST. U1000-01 PAST?

-RECOMMENDATION DETAIL:

-C1A50 sets in Laser/Radar when a DTC is stored in ICC/ADAS

-C1A0A sets when the ADAS c/u configuration is not complete

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-if this is a current DTC please configure the ADAS c/u and recheck operation

Created by Survey Site Guest User at 2018-06-14 12:27:10

WAS INSTRUCTED TO CONFIGURE THE ASAS C/U FOR THIS CODE TRIED TO CONFIGURE IN ADAS IT WONT ALLOW ME TO DO SO IT PROMPTS ME OUT, SAYING CANNONT SPECIFY

ECU. PN#284E7-6FL1B...WONT ALLOW ME TO CONFIGURE

Created by Brian Terk at 2018-06-14 12:34:39

-DESCRIPTION:

-unable to complete ADAS c/u configuration

-RECOMMENDATION DETAIL:

-Mark Consult is unable to complete configuration on ADAS c/u on 2018 T32 Rogue, we are unaware of this concern on 2017 models

-however since the error is coming up a member of our support team will be in touch to apply a Consult patch

-please retry configuring the ADAS c/u following that

-if still unable to configure please replace the ADAS c/u and then configure

-please follow up with an update when one is available

Created by Brian Terk at 2018-06-14 12:35:34

-attn support team: please provide Consult patch for 2018 T32 Rogue, unable to configure ADAS c/u

Created by Steve Stutzman at 2018-06-14 13:01:30

Attached patch to dealers consult,

Note consult version is 81.30

Created by Survey Site Guest User at 2018-06-14 13:47:49

OK HAD A CALL BACK ON THIS PROBLEM ICC/ADAS GOT THE C/U CONFIGURED AS SHOULD LATEST SOFTWARE. NOW I HAVE A BLINKING CRASH LIGHT W/NO CODES STORED. SYS

TEM WORKS TOO! ? PLEASE GIVE ANY HELP ON THIS INCIDENT. HAVE HAD QUESTIONABLE DOUBT FORWARD RADAR SENSOR IS ANY GOOD. THANKS GUY FOR ALL UR INFO 830

302 0937 IS MY CELL. S,TECH MARK

Created by Brian Terk at 2018-06-14 15:30:00

-DESCRIPTION:

-dealer replied with case comment:

"OK HAD A CALL BACK ON THIS PROBLEM ICC/ADAS GOT THE C/U CONFIGURED AS SHOULD LATEST SOFTWARE. NOW I HAVE A BLINKING CRASH LIGHT W/NO CODES STORED. SY

STEM WORKS TOO! ? PLEASE GIVE ANY HELP ON THIS INCIDENT. HAVE HAD QUESTIONABLE DOUBT FORWARD RADAR SENSOR IS ANY GOOD. THANKS GUY FOR ALL UR INFO 830

302 0937 IS MY CELL. S,TECH MARK"

-RECOMMENDATION DETAIL:

-out-call to technician to review case details

-Consult not available during call

-as discussed during our call, please review the Cause of Auto Cancel listed in Work Support for ICC/ADAS and any other DAS c/u (BSW, LDW. etc.)

-any Cause of Auto Cancel condition with a 0 beside it is the current concern causing the blinking lamp

-please follow up with your findings and have a great day!

Created by Survey Site Guest User at 2018-06-15 08:12:49

HAVE NOT BEEN ABLE TO TURN OFF BLINKING CRASH LIGHT, SYSTEM FUNCTIONAL,NO CODES STORED. PERFORM WORK SUPPORT IN ALL AREAS CANCEL SYSTEM SHOWS "0" NO

HISTORY PERFORM DIAGNISTIC PROCEDURE IN ESM VISUAL CHECK,. VISUAL CHECK 2 OK VISUAL CHECK 3 NO DAMAGE LOOSNESS NO SCRATCHES,. INTERVEIW 4 NO FOGGING

, ICE ECT.. 5 NO CURRANT CODES, END INSPECTION...

Created by Brian Terk at 2018-06-15 08:18:23

-DESCRIPTION:

-dealer replied with case comment:

"HAVE NOT BEEN ABLE TO TURN OFF BLINKING CRASH LIGHT, SYSTEM FUNCTIONAL,NO CODES STORED. PERFORM WORK SUPPORT IN ALL AREAS CANCEL SYSTEM SHOWS "0" NO

HISTORY PERFORM DIAGNISTIC PROCEDURE IN ESM VISUAL CHECK,. VISUAL CHECK 2 OK VISUAL CHECK 3 NO DAMAGE LOOSNESS NO SCRATCHES,. INTERVEIW 4 NO FOGGING ,

ICE ECT.. 5 NO CURRANT CODES, END INSPECTION..."

-RECOMMENDATION DETAIL:

-good morning [redacted] and thank you for the update

-we'd like to set up a Tech Link for the day sometime if that is good for you

-times that we are available for review today would be between 9:30-12:00 and from 2:00-3:00 CT

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-please let us know what is best for you

Created by Survey Site Guest User at 2018-06-25 14:45:20

NEED DIRECT ASSISTANCE ON THIS CAR / OR INCIDENT. CRASH LIGHT BLINKING NO CODES, SYSTEM W/ PEDESTRIAN IS WORKING. HAVE EXHAUSTED ALL ALL POINTS OF DIA

GNOSIS WHICH INCLUDE CAMERA ADJ,ESM CANCEL 1 OR CANCEL 2 SHOWS NO HISTORY NO MALFUNCTION IN SYSTEM. THANKS MARK....

Created by Brian Terk at 2018-06-25 15:34:25

-DESCRIPTION:

-dealer replied with case comment:

"NEED DIRECT ASSISTANCE ON THIS CAR / OR INCIDENT. CRASH LIGHT BLINKING NO CODES, SYSTEM W/ PEDESTRIAN IS WORKING. HAVE EXHAUSTED ALL ALL POINTS OF DI

AGNOSIS WHICH INCLUDE CAMERA ADJ,ESM CANCEL 1 OR CANCEL 2 SHOWS NO HISTORY NO MALFUNCTION IN SYSTEM. THANKS [redacted]

-RECOMMENDATION DETAIL:

-good afternoon [redacted]

-we did not receive a reply to our prior email requesting to Tech Link review the case

-please let us know if there is anything new since our last email on 06/25

Created by Survey Site Guest User at 2018-06-26 08:02:05

NOW I HAVE A C1AOA CONFIG UNFINISHED. C1A50-48.. CURRANT PN# 248E7-6FL1B ICC/ADAS PN# LASER/RADAR 28438-5FA1A. THE SYSTEM WONT CONFIGURE.

Created by Harold Meyer at 2018-06-26 09:53:58

Description

Tss reviewed the dealer comment

Tss called the technician to follow up on the case

The configuration has been completed

The FEB lamp is flashing

The radar sensor alignment has been performed with no change

The lane camera aiming has not been performed

While in contact, the cover for the lane camera was removed

The lane camera is not attached to the windshield

Recommendation

Secure the lane camera to the windshield and perform lane camera aiming procedure.

Please follow up when the concern is resolved, or if additional assistance is needed.

Created by Brian Terk at 2018-06-26 15:09:50

-DTS inspection results:

1.Complaint: FEB lamp off, there are no codes and no causes of auto cancel stored.

Cause: Found front windshield camera not attached due to broken mounting on windshield.

Correction: Recommend replacement of brake and windshield assembly and perform camera aiming.

Status: Dealer to work with customer to resolve.

NISSAN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	6/12/2018	10/22/18	6/12/18

Text-Incd Desc TL

Question for TECH LINE: repair

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - CRAIG WATSON	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
J11	2017	RSP	JN1BJ1CR0HW[redacted]
Mileage-Initial TL	*Mileage-Current TL*	*Code-NNA Model VC*	*Code-Body Type TL*
0	9814	27617	
Code-Engine Prefix VC	*Number-Engine Serial VC*	*Code-Trans Type VC*	*Code-Vehicle Color VC*
MR20	073713	CVT	NBF
Name-Plant VC	*Date-Manufacture VC*	*Date-In Service TL*	*Code-Distributor TL*
KYUSHYU (NML)	6/15/2017	9/25/2017	

Installed Options

C03 50 STATE EMISSIONS
K02 SL PLATINUM PACKAGE
L92 CARPETED FLOOR MATS
U02 SL PREMIUM PACKAGE
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3644	32	MCCARTHY OLATHE NIS	OLATHE	Kansas

Serv Dlr TL

Code	Region	Name	City	State
3644	32	MCCARTHY OLATHE NISSAN	OLATHE	KS

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — *Flag-Attachment TL:* N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

Driving in parking garage vehicle just stopped as if brake had applied, no warning lights came on driving straight. v

r. can shift gears but no movement, turned off then restarted all o.k

Created by Survey Site Guest User at 2018-06-12 09:54:50

Customer Comments: Driving in parking garage vehicle just stopped as if brake had applied, no warning lights came on driving straight. vehicle did not

want to mover after. can shift gears but no movement, turned off then restarted all o.k

Technician Findings: could not duplicate concern at this time,

bcm low voltage code past, freeze frame data says 0.04 miles. Radar stain past code freeze frame data 2834 miles, laser Radar control unit past 4 mile

s.

Repairs Made: none

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Cameron McBride at 2018-06-12 10:07:49

Description;

Driving in parking garage vehicle just stopped as if brake had applied

No warning lights came on driving straight.

Vehicle did not want to mover after.

Can shift gears but no movement

Turned off then restarted all o.k

Could not duplicate concern at this time,

BCM

B2562 LOW VOLTAGE/ past

LAZAR/ RADAR

C1A16 RADAR STAIN/ past

C1A17 ICC SENSOR MALF/ past

Recommendation;

We have seen similar cases with Undesired Frontal Emergence Braking (FEB) operation.

Since we have C1A17 we would recommend replacing the ICC/ Distance sensor, aim and retest.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	6/12/2018	10/22/18	6/12/18

Text-Incd Desc TL

Question for TECH LINE: INFORMATION

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - BRIAN TERK	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
J11	2017	RSP	JN1BJ1CRXHW[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	3478	27617	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
MR20	049310	CVT	QAB

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	5/15/2017	7/10/2017	

Dlr Retl Last VC

Code	Region	Name	City	State
2840	36	LANCASTER NISSAN, INC	EAST PETERSBUR	Pennsylvania

Serv Dlr TL

Code	Region	Name	City	State
2840	36	LANCASTER NISSAN, INC.	EAST PETERSBUF	PA

Installed Options

B92 SPLASH GUARDS
B93 REAR BUMPER PROTECTOR (CHROM
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT $
K02 SL PLATINUM PACKAGE
L92 CARPETED FLOOR MATS
M93 REAR CARGO PROTECTOR 2 PIECE
N92 ILLUMINATED KICK PLATES
N93 FRAMELESS REAR VIEW MIRROR WIT
U02 SL PREMIUM PACKAGE
Z66 ACTIVATION DISCLAIMER

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: **NOT IDENTIFIED** Flag-Attachment TL: **N**

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

C/S VEHICLE LOCKED UP WHILE DRIVING. WAS SUNNY DAY, SHE WAS PULLING THROUGH AN INTERSECTION,

ING THE VEHICLE MADE A NOISE AND STOPPED. CUSTOMER HAD TO RESTART VEHICLE. SEEMS OK SINCE.

Created by Survey Site Guest User at 2018-06-12 12:05:45

Customer Comments: C/S VEHICLE LOCKED UP WHILE DRIVING. WAS SUNNY DAY, SHE WAS PULLING THROUGH AN INTERSECTION, VEHICLE SLOWED DOWN BUT DID NOT STOP,

THEN WHEN ACCELERATING THE VEHICLE MADE A NOISE AND STOPPED. CUSTOMER HAD TO RESTART VEHICLE. SEEMS OK SINCE.

Technician Findings: COULD NOT DUPLICATE CUSTOMERS CONCERN. DID FIND DTCS AND CHECK DATA BASE FOR SIMILAR SITUATIONS.

Repairs Made: NONE

Created by Survey Site Guest User at 2018-06-12 12:06:49

TECH LINE INCIDENT REPORT - CONFIDENTIAL

NO BULLETINS NOTICED FOR U1002 DTC IN ABS. DID SEE A FEW CASES ON TECH LINE DATA BASE SEARCH THAT STATE CONCERN IS UNDER ENGINEERING REVIEW.

Created by Brian Terk at 2018-06-12 12:36:14

-DESCRIPTION:

-customer comments ?C/S VEHICLE LOCKED UP WHILE DRIVING. WAS SUNNY DAY, SHE WAS PULLING THROUGH AN INTERSECTION, VEHICLE SLOWED DOWN BUT DID NOT STOP,

THEN WHEN ACCELERATING THE VEHICLE MADE A NOISE AND STOPPED. CUSTOMER HAD TO RESTART VEHICLE. SEEMS OK SINCE.?

-verified ?no?

-all DTC?s are noted as past in case opening

-ABS

-U1002 CAN COMM CIR

-ICC/ADAS

-C1A04 ABS/TCS/VDC CIRC

-C1B53 SIDE RDR R MALF

-C1B54 SIDE RDR L MALF

-U1000 CAN COMM CIRCUIT

-found similar concerns in Tech Line data base

-RECOMMENDATION DETAIL:

-window sticker show equipped with ICC and FEB

-sent under review email to technician

NISSAN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	6/13/2018	10/22/18	6/13/18

Text-Incd Desc TL

Question for TECH LINE: Repair

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - CRAIG WATSON	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	JN8AT2MVXJW[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	2102	22218	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	082377	CVT	G41
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	9/14/2017	2/5/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2PC FRONT, 2PC SEC
N93 FRAMELESS AUTO-DIMMING REARVIE
S10 FOG LIGHTS
U01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3644	32	MCCARTHY OLATHE NIS	OLATHE	Kansas

Serv Dlr TL

Code	Region	Name	City	State
3644	32	MCCARTHY OLATHE NISSAN	OLATHE	KS

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

Driving in light traffic (5-7 car links behind other car) Forward emergency braking engaged and warning light came

Created by Survey Site Guest User at 2018-06-13 10:42:05

Customer Comments: Driving in light traffic (5-7 car links behind other car) Forward emergency braking engaged and warning light came on info screen.

Technician Findings: vehicle drives normal

Repairs Made: none

Created by Survey Site Guest User at 2018-06-13 10:44:30

Thank you.

Created by Sean Martin at 2018-06-13 10:47:09

DESCRIPTION

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Vehicle had an undesired FEB even with no obstructions

RECOMMENDATION

? Please review [redacted]

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	6/13/2018	10/3/18	6/13/18

Text-Incd Desc TL

Question for TECH LINE: MANAGER WANTS IT ON RECORD. TO SEE IF THIS HAS HAPPEN TO ANYONE ELSE.

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - CRAIG WATSON	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
B17	2018	SEN	3N1AB7AP2JY[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	3608	12118	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
MRA8	323207	CVT	KH3

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
AGUASCALIENTES	1/10/2018	4/2/2018	

Installed Options

B92 SPLASH GUARDS, BODY COLORED
B93 PROTECTION PACKAGE
C03 50 STATE EMISSIONS
H11 REAR USB PORTS
L92 CARPETED FLOOR MATS WITH TRUNK
X01 ALL WEATHER PACKAGE
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5439	34	BENTON NISSAN OF HOC	BIRMINGHAM	Alabama

Serv Dlr TL

Code	Region	Name	City	State
5439	34	BENTON NISSAN OF HOOVER	BIRMINGHAM	AL

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
DISPLAY SYSTEM	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
11	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

C/S THAT AUTO BRAKE SENSOR IS STOOPING VEH. WHEN IT SHOULD NOT.

Created by Survey Site Guest User at 2018-06-13 13:24:36

Customer Comments: C/S THAT AUTO BRAKE SENSOR IS STOOPING VEH. WHEN IT SHOULD NOT.

Technician Findings: NONE

Repairs Made: NONE

Created by Survey Site Guest User at 2018-06-13 13:26:52

DROVE VEH. MULTIPLE TIMES ON SIDE ROADS AND INTERSTATE. NEVER GOT IT TO DUPLICATE.

Created by Sean Martin at 2018-06-13 14:12:35

DESCRIPTION

Customer states AEB system is activating on its own when it should not

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Unable to duplicate at dealer

RECOMMENDATION

? We will need to gather information from the customer on this concern:

- How often does concern happen?

- Does issue happen in the same places geographically?

- Are there any inclines or slopes where the concern happens?

NISSAN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	6/14/2018	10/22/18	6/14/18

Text-Incd Desc TL

Question for TECH LINE: any known issues

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - CRAIG WATSON	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	JN8AT2MTXHW[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	21164	22517	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	784629	CVT	QAB

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	10/27/2016	12/23/2016	

Installed Options

C03 50 STATE EMISSIONS
E10 PREMIUM PAINT $
K03 PLATINUM PACKAGE
L92 FLOOR MATS (2-PIECE FRONT AND
P01 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
X03 PLATINUM RESERVE INTERIOR
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
2304	32	TOWN NORTH NISSAN	AUSTIN	Texas

Serv Dlr TL

Code	Region	Name	City	State
3394	32	ROUND ROCK NISSAN	ROUND ROCK	TX

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — *Flag-Attachment TL:* N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

collision warning has activated recently a couple of times. in one instance the vehicle automaticly stopped when n

Created by Survey Site Guest User at 2018-06-14 09:36:13

Customer Comments: collision warning has activated recently a couple of times. in one instance the vehicle automaticly stopped when no vehicle was in

front of them

Technician Findings: several codes present u1002 in abs and several radar codes lasar/radar c1a16-97, c1a18-54 side radar left,c1b40-49,c1b50-49 side

radar right ,c1b30-49,c1b50-49, icc/adas 2 c1b01-54,c1b53-04,c1b54-04

Repairs Made: none

Created by Sean Martin at 2018-06-14 09:41:01

DESCRIPTION

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Vehicle had undesired FEB even

C1A16 RADAR STAIN

C1A18 LASER AIMING INCMP

RECOMMENDATION

? Advised issue is under engineering review

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	6/14/2018	10/22/18	6/14/18

Text-Incd Desc TL

Question for TECH LINE: please advise?

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - CRAIG WATSON	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	5N1AT2MV6HC[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	10655	29617	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	845493U	CVT	QAB
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	5/7/2017	6/27/2017	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT $
L92 FLOOR MATS (2-PIECE FRONT AND
P04 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5047	24	KOCOUREK NISSAN	WAUSAU	Wisconsin

Serv Dlr TL

Code	Region	Name	City	State
5047	24	KOCOUREK NISSAN	WAUSAU	WI

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

Guest states vehicle has stop twice when going over railroad tracks

Created by Survey Site Guest User at 2018-06-14 09:59:31

Customer Comments: Guest states vehicle has stop twice when going over railroad tracks

Technician Findings: Guest concerned of her forward emergency braking system activating during inclines with railroad tracks, no concerns found with f

ront sonar system or FEB system operation, guest lives out of town and the dealer area has no inclines with railroad tracks to serve as an obstacle, h

as there been any concerns of similar nature that you have seen?

Repairs Made: none

Created by Sean Martin at 2018-06-14 10:06:40

DESCRIPTION

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Vehicle has undesired FEB operation over railroad tracks

RECOMMENDATION

? Advised issue under engineering review

NISSAN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	6/21/2018	10/22/18	6/21/18

Text-Incd Desc TL

Question for TECH LINE: diagnosis

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - CRAIG WATSON	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MT4JC[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	1827	22518	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	019278T	CVT	NBL
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	10/5/2017	2/12/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT E10
L92 FLOOR MATS (2PC FRONT, 2PC SEC
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
A000	34	COMPANY VEHICLES	FRANKLIN	TN

Serv Dlr TL

Code	Region	Name	City	State
5380	44	NISSAN OF DUARTE	DUARTE	CA

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

customer states crash zone sensor flashing and veh slows on its own after light came on

Created by Survey Site Guest User at 2018-06-21 13:06:13

Customer Comments: customer states crash zone sensor flashing and veh slows on its own after light came on

Technician Findings: EBS warning light flashing

No DTC stored

In information display, forward detection indicator flashes with warning light.

forward camera gets hot while on.

Repairs Made: Windshield Replaced

Created by Survey Site Guest User at 2018-06-21 13:07:51

camera calibration previously performed after windshield repaced

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Sean Martin at 2018-06-21 13:41:09

DESCRIPTION

FEB warning lamp flashed and vehicle slows on it's own

No DTCs stored

Windshield previously replaced and camera aimed

RECOMMENDATION

? Emergency braking is related to the ICC sensor and not the lane camera (with the exception of pedestrian detection).

? Please review NTB18-041 for undesired emergency braking events.

? Retest after TSB performed.

Created by Sean Martin at 2018-06-21 15:16:08

TECHNICIAN RESPONSE RECEIVED AND PASTED BELOW:

"This vehicle only required the ADAS reprogramming according to the

bulletin. The same condition is present no change no codes and warning is

flashing."

PLEASE REVIEW THE FOLLOWING ITEMS:

? Please provide the location where the undesired braking is occurring. We will need to forward this information to engineering.

Created by Sean Martin at 2018-06-22 08:09:04

TECHNICIAN RESPONSE RECEIVED AND PASTED BELOW:

"The vehicle was driving <40 mph and 4-5 car lengths before a vehicle in front when this vehicle brakes aggressively and the warning came on.She was d

riving on city streets locally."

PLEASE REVIEW THE FOLLOWING ITEMS:

? We will need specific locations or intersections where incident occurred. Engineering will review these locations against other cases with this conc

ern to see if there are locations that are commonly causing this issue.

Created by Sean Martin at 2018-06-22 14:16:56

TECHNICIAN RESPONSE RECEIVED AND PASTED BELOW:

"Sean, Our customer was on Shamrock heading north from Huntington in

Monrovia,Ca around 6pm. Clear weather"

PLEASE REVIEW THE FOLLOWING ITEMS:

? Thank you for providing this information. Engineers are reviewing cases of undesired FEB operation after NTB18-041 has been completed.

? No further repairs are recommended at this time.

Created by Stacy Jefcoat at 2018-06-25 14:58:06

Tech emailed to ask what to tell the customer.

RECOMMENDATION:

This concern is currently under engineering review. Unfortunately, because of this review, we do not recommend any repairs at this time.

We understand the customer has a legitimate concern, and what we want to avoid is recommending any unnecessary repairs that may not resolve their conc

ern. Please assure the customer that this is part of Nissan?s commitment to continuous improvement of our products.

If Engineering concludes that further action is needed, typically a publication of some kind will be released; not all engineering reviews result in a

vehicle repair, or additional required action. Keep ASIST up to date to receive the latest TSB and service information

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	6/25/2018	10/22/18	6/25/18

Text-Incd Desc TL

Question for TECH LINE: looking for another possible fix for this issue

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options
T32	2018	RGE	KNMAT2MVXJP[redacted]	C03 50 STATE EMISSIONS Z66 ACTIVATION DISCLAIMER
Mileage-Initial TL	**Mileage-Current TL**	**Code-NNA Model VC**	**Code-Body Type TL**	
0	5465	22218		
Code-Engine Prefix VC	**Number-Engine Serial VC**	**Code-Trans Type VC**	**Code-Vehicle Color VC**	
QR25	140761	CVT	KAD	
Name-Plant VC	**Date-Manufacture VC**	**Date-In Service TL**	**Code-Distributor TL**	
Renault Samsung	12/28/2017	4/9/2018		

Dlr Retl Last VC

Code	Region	Name	City	State
5489	26	LANGWAY NISSAN/BENN	BENNINGTON	Vermont

Serv Dlr TL

Code	Region	Name	City	State
5489	26	LANGWAY NISSAN/BENNINGT	BENNINGTON	VT

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — *Flag-Attachment TL:* N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

ABS-premature activaction or slowing down check and advise

Created by Survey Site Guest User at 2018-06-25 12:28:11

Customer Comments: ABS-premature activaction or slowing down check and advise

Technician Findings: emergency braking activations with no vehicle in front of or behind vehicle. found bulletin ntb18-041 to not apply current part n

umber is 28438-5fa1a.

Repairs Made: none have been made

Created by Survey Site Guest User at 2018-06-25 12:31:35

as of last Monday the 18th we changed dealer codes to 5725. it would not let me create a case under the new dealer code

Created by Robert Aponte at 2018-06-25 13:39:05

TECH LINE INCIDENT REPORT - CONFIDENTIAL

DESCRIPTION-

Customer Comments: ABS-premature activaction or slowing down check and advise

Technician Findings: emergency braking activations with no vehicle in front of or behind vehicle. found bulletin ntb18-041 to not apply current part n

umber is 28438-5fa1a.

as of last Monday the 18th we changed dealer codes to 5725. it would not let me create a case under the new dealer code

Repairs Made: none have been made

Questions for TechLine looking for another possible fix for this issue

Recommendation:

Thanks for the info

I was unable to find that dealer code.{5725} Check with your service manager to correct

Since ntb18-041 does not apply and we have not been able to duplicate,

Lets get information from customer as to when/under what conditions concern duplicates. {rail road crossings or a certain road}

Is the FEB light flashing with no codes stored?

Please Inspect the installation of the lane camera.

Confirm there are no obstructions on the windshield near or in front of the camera.

Created by Harold Meyer at 2018-06-25 14:39:22

Description

Tss is following up on the case

The concern was discussed with ENG DW

The concern with this part number on MY18 is under engineering review

Engineering review sent to the technician on the concern

Created by Harold Meyer at 2018-06-25 16:27:52

Description

The technician replied by email

> received two replays one stating recommending no repairs at this time. the other states to gain more information from the customer.

> I have no FEB light flashing and no codes.

Tss called the technician to follow up on the concern

The concern of the FEB under engineering review was discussed

Recommendation

The concern is under engineering review as per the previous email

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	6/27/2018	10/22/18	6/27/18

Text-Incd Desc TL

Question for TECH LINE: help

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - CRAIG WATSON	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MV1JC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	1574	22218	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	245911T	CVT	KAD

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	4/25/2018	5/19/2018	

Installed Options

C03 50 STATE EMISSIONS
G01 MARCH SOP SPEC
K01 MIDNIGHT EDITION
K11 MIDNIGHT EDITION (BLACK SPLASH
L93 MIDNIGHT EDITION CARPETED FLOO
S10 FOG LIGHTS
U01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5512	26	THRUWAY NISSAN	NEWBURGH	New York

Serv Dlr TL

Code	Region	Name	City	State
5512	26	THRUWAY NISSAN	NEWBURGH	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

cars brakes on its own

Created by Survey Site Guest User at 2018-06-27 07:24:45

Customer Comments: cars brakes on its own

Technician Findings: customer states car brakes on its own. we drove many many miles before a light came on we have codes c1b84 c1a16-97 c1a17-49 b13

09-11 very hard to duplicate iisue

Repairs Made: none

Created by Sean Martin at 2018-06-27 07:46:57

DESCRIPTION

Vehicle has had undesired FEB operation events

TECH LINE INCIDENT REPORT - CONFIDENTIAL

C1A17 ICC SENSOR MALF

C1B84 DISTANCE SENSOR

Hard to duplicate concern

RECOMMENDATION

? Review NTB18-041 and perform if TSB applies based on part numbers. If TSB does not apply, issue is under engineering review with no repair available

at this time.

Created by Brandt Boster at 2018-07-11 15:46:20

Description:

Tech replied by email:

Hello there we have reprogrammed the ICC and the ADA ass control unit to the updated part numbers and the customer still complains about erratic opera

tion.

Not sure what the fix would be at this time.

We have contacted our local FOM

The part number before reprogramming for the laser radar was 5FA2a now it is 5Fa3a.

The part number for ICC was five HR 0A now it is 7FP0D

Any help would be greatly appreciated thank you

Recommendation:

If concern is present after NTB 18-041 this would be under engineering review.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	6/27/2018	10/22/18	6/27/18

Text-Incd Desc TL

Question for TECH LINE: CREATE FILE/ WOULD NTB18-041 POSSIBLY BE APPLICABLE?

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - CRAIG WATSON	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
J11	2017	RSP	JN1BJ1CR0HW[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	9431	27617	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
MR20	080970	CVT	NBF
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	6/23/2017	8/25/2017	

Installed Options

C03 50 STATE EMISSIONS
K02 SL PLATINUM PACKAGE
L92 CARPETED FLOOR MATS
N93 FRAMELESS REAR VIEW MIRROR WIT
U02 SL PREMIUM PACKAGE
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
06037	26	DECORMIER MOTOR SAL	MANCHESTER	Connecticut

Serv Dlr TL

Code	Region	Name	City	State
5682	26	MANCHESTER CITY NISSAN	MANCHESTER	CT

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

CUSTOMER STATES THEY WERE DRIVING AT APPROX. 40MPH, VEHICLE BEEPED AND THEN AUTOMATICALLY ROVE NORMAL, ONLY HAPPENED ONCE, NO VEHICLES OR PEDESTRIANS WERE NEARBY

Created by Survey Site Guest User at 2018-06-27 13:41:12

Customer Comments: CUSTOMER STATES THEY WERE DRIVING AT APPROX. 40MPH, VEHICLE BEEPED AND THEN AUTOMATICALLY SLOWED DOWN ALMOST TO A COMPLETE STOP, HI T THE GAS AND CAR DROVE NORMAL, ONLY HAPPENED ONCE, NO VEHICLES OR PEDESTRIANS WERE NEARBY

Technician Findings: UNABLE TO DUPLICATE CUSTOMER COMPLAINT OF FALSE FEB ACTIVATION. NO VISIBLE DAMAGE OR ACCIDENT REPORTED, DISTANCE SENSOR AND LANE CAMERA PROPERLY AND SECURELY MOUNTED. FACTORY, CLEAN WINDSHIELD. DID FIND STEERING WHEEL SIGNIFICANTLY OFF CENTER-RF TOE AT .89 DEGREES, SPEC -.02-.16 . NO DAMAGE TO TIRE, RIM, OR SUSPENSION, CUSTOMER DOESNT KNOW HOW LONG STEERING WHEEL HAS BEEN OFF CENTER

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Repairs Made: PERFORMED 4 WHEEL ALIGNMENT

Created by Cameron McBride at 2018-06-27 14:16:12

Description;

Customer states they were driving at approx. 40mph, vehicle beeped and then automatically slowed down almost to a complete stop

Hit the gas and car drove normal

Only happened once,

No vehicles or pedestrians were nearby

Unable to duplicate customer complaint of false FEB activation.

No visible trauma or accident reported

Distance sensor and lane camera properly and securely mounted.

Factory, clean windshield.

Fid find steering wheel significantly off center-RF toe at .89 degrees, spec -.02-.16.

No trauma to tire, rim, or suspension

Customer does not know how long steering wheel has been off center

Create file/ would NTB18-041 possibly be applicable?

Recommendation;

NTB18-041 does not apply to this vehicle.

NTB18-041 only apply to 2018 year models.

This incident is currently under engineering review, no repairs recommended at this time

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	7/3/2018	10/22/18	7/3/18

Text-Incd Desc TL

Question for TECH LINE: help

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
J11	2017	RSP	JN1BJ1CR1HW[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	6922	27617	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
MR20	091052	CVT	G41
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	7/6/2017	11/26/2017	

Installed Options

B92 SPLASH GUARDS
B93 REAR BUMPER PROTECTOR (CHROM
C03 50 STATE EMISSIONS
K02 SL PLATINUM PACKAGE
L92 CARPETED FLOOR MATS
M93 REAR CARGO PROTECTOR 2 PIECE
N93 FRAMELESS REAR VIEW MIRROR WIT
U02 SL PREMIUM PACKAGE
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3441	26	COUNTRY NISSAN	HADLEY	Massachuset

Serv Dlr TL

Code	Region	Name	City	State
3441	26	COUNTRY NISSAN	HADLEY	MA

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: **NOT IDENTIFIED** Flag-Attachment TL: **N**

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

cust states after 20 mins of driving cruise will stop and feb warning light will come on and cruise is inop

Created by Survey Site Guest User at 2018-07-03 14:11:00

Customer Comments: cust states after 20 mins of driving cruise will stop and feb warning light will come on and cruise is inop

Technician Findings: scanned found code 1a16 for radar stain, checked front bumper and grille no obstruction present, no cracks visible on distance se

nsor, reinstalled grille and erased and road test and got feb cruise and pilot to stop working, on way tback to shop, regained cruise advised at this

time. checked data base nothing similar

Repairs Made: none

Created by Survey Site Guest User at 2018-07-03 14:11:50

feb warning and los of feb icc, and pilot or safety shield. vehicle isn't equipped with pro pilot.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Kelby Hausman at 2018-07-03 14:41:28

Description

- Customer states after 20 minutes of driving cruise will stop and FEB light will come on

- C1A16 RADAR STAIN

- No obstructions to front bumper or grille

- No trauma to distance sensor

- Reinstalled grille, cleared codes, test drove

- FEB stopped working on way back to dealer

Recommendation

Thank you for the case information.

This code can set if the vehicle is driven in rain, mist, or fog.

If the code has returned on a clear day, perform the ICC sensor aiming procedure and retest.

If still returning, replace the ICC sensor.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	7/5/2018	10/22/18	7/5/18

Text-Incd Desc TL

Question for TECH LINE: further repairs available?

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MV9JC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	752	22218	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	281560T	CVT	G41

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	5/24/2018	6/16/2018	

Installed Options

C03 50 STATE EMISSIONS
G01 MARCH SOP SPEC
K01 MIDNIGHT EDITION
K11 MIDNIGHT EDITION (BLACK SPLASH
L93 MIDNIGHT EDITION CARPETED FLOO
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3471	26	DORSCHEL NISSAN	ROCHESTER	New York

Serv Dlr TL

Code	Region	Name	City	State
3471	26	DORSCHEL NISSAN	ROCHESTER	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	Y	7/26/2018	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

customer states emergency braking still activates after repairs.

Created by Survey Site Guest User at 2018-07-05 10:14:16

Customer Comments: customer states emergency braking still activates after repairs.

Technician Findings: customer states unexpected aeb operation after repogramming performed. unable to duplicate customer states happens at least once

a day

Repairs Made: performed repogrammed for icc/adas and laser/radar as per tsb

Created by Kelby Hausman at 2018-07-05 10:58:55

Description

- Customer states FEB still activates after repairs

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- Unable to duplicate concern

- Customer states concern still present after reprogramming

- Customer states concern happens at least once per day

Repairs Made performed reprogrammed for icc/adas and laser/radar as per tsb

Recommendation

Thank you for the case information.

I would like to gather some additional information and discuss this case with engineering.

Please provide the current LASER/RADAR and ICC/ADAS part numbers after reprogramming.

Where does the customer experience the concern? (Street name, location, direction of travel)

Does it typically occur at or around the same location.

What are the surroundings like in that area? (Trees, signs, building, bridges, traffic lights, etc.)

Created by Kelby Hausman at 2018-07-05 10:59:42

Heads up sent on 2018-07-05 10:59:41 to bill.mcrae@nissan-usa.com, gary.cross@nissan-usa.com, sam.sapienza@nissan-usa.com, michael.rencis@nissan-usa.c

om, christopher.o'connor@nissan-usa.com, michael.farrell@nissan-usa.com

Created by Kelby Hausman at 2018-07-19 12:32:29

Description

- Concern occurs randomly around town

- Occurs 2-3 times per day

- One time was going over road plate in construction zone

- Has occurred in rural areas with trees near the road

- Has occurs in a village area with crosswalks and railroad tracks

- Current ICC/ADAS part number is 284E7-7FP6A

- Current LASER/RADAR part number is 28438-5FA3A

- Codes stored in past

ABS

U1002 CAN COMM CIR

ICC/ADAS

C1B84 DISTANCE SENSOR

LASER/RADAR

C1A16 RADAR STAIN

C1A18 LASER AIMING INCMP

Recommendation

Thank you for the update.

With the codes that are stored, we likely have a concern with the ICC sensor.

Lets perform the ICC sensor aiming procedure and see if any codes or concerns return.

Created by Kelby Hausman at 2018-07-20 15:34:34

Description

- Performed ICC sensor alignment procedure

- Completed first try with no concern

- Test drove 15 miles

- FEB warning light came on

- U1002 CAN COMM CIR in ABS

- C1A16 RADAR STAIN in Laser/Radar

- FEB warning light on with trees and signs on side of rural road

Recommendation

Thank you for the update.

Please replace the ICC sensor.

Created by Kelby Hausman at 2018-08-01 11:37:50

DTS inspection complete

- Internal concern in ICC sensor

- Replaced ICC sensor. Performed updates per NTB18-041

- Complete

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	7/5/2018	10/22/18	7/5/18

Text-Incd Desc TL

Question for TECH LINE: ???

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MTXJC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	27777	22318	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	242891T	CVT	RBY

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	4/21/2018	5/19/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
C03 50 STATE EMISSIONS
G01 MARCH SOP SPEC
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
19029	34	REED NISSAN	ORLANDO	Florida

Serv Dlr TL

Code	Region	Name	City	State
2936	26	CONCORDVILLE NISSAN	CONCORDVILLE	PA

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — *Flag-Attachment TL:* N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

forward emergency braking malfunction light comes on. seems to brake when nothing in front of them. also seems saus radar unavailable obstruction.

Created by Survey Site Guest User at 2018-07-05 14:34:47

Customer Comments: forward emergency braking malfunction light comes on. seems to brake when nothing in front of them. also seems like when coming clo

se to a vehicle is saus radar unavailable obstruction.

Technician Findings: followed service bulletin to reprogram adas/icc module and radar module vehicle returned within 2 days for brakes activating by t

hemselves found code c1b84 stored in idas module for dist sensor malfunctioni and c1a16-97 and c1a17-49 stored in radar unit

Repairs Made: reprogramed adas and radar module

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Kelby Hausman at 2018-07-05 15:29:50

Description

- Customer states FEB warning light on

- Seems to brake when nothing is in front

- Radar unavailable message

- Verified concern

- Reprogrammed ICC/ADAS and LASER/RADAR 2 days ago

- Now have codes stored

Repairs Made reprogramed adas and radar module

ADAS

C1B84 DISTANCE SENSOR

LASER/RADAR

C1A17 ICC SENSOR MALF

Recommendation

Thank you for the case information.

Confirm there is power and ground at the ICC sensor.

Replace the ICC sensor and perform the aiming procedure.

NISSAN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	7/6/2018	10/22/18	7/6/18

Text-Incd Desc TL

Question for TECH LINE: fix cruise control

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MV1JC[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	742	22018	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	271813T	CVT	QAK
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	5/14/2018	6/23/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
G01 MARCH SOP SPEC
K04 VALUE PACKAGE
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3428	24	NISSAN OF MUSKEGON	MUSKEGON	Michigan

Serv Dlr TL

Code	Region	Name	City	State
3428	24	NISSAN OF MUSKEGON	MUSKEGON	MI

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — *Flag-Attachment TL:* Y

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

automatic brake control, vehicle will apply brakes with nothing is near it

Created by Survey Site Guest User at 2018-07-06 07:35:18

Customer Comments: automatic brake control, vehicle will apply brakes with nothing is near it

Technician Findings: vehicle will apply brakes with nothing in front of it. Checked codes and found 3

Repairs Made: none

Created by Sean Martin at 2018-07-06 07:45:07

DESCRIPTION

Vehicle had undesired FEB operation with nothing around

C1A17 ICC SENSOR MALF

C1A16 RADAR STAIN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

C1B84 DISTANCE SENSOR

RECOMMENDATION

? Please review and complete NTB18-041 for this concern.

Created by Survey Site Guest User at 2018-07-12 08:32:58

car has returned with codes in laser/radar C1A17-49 and C1A16-97 also C1B84 in ICC/ADAS

Created by Brandt Boster at 2018-07-12 12:10:08

Description:

Tech replied by dealer comment:

Car has returned with codes in laser/radar C1A17-49 and C1A16-97 also C1B84 in ICC/ADAS

Recommendation:

Has the customer stated the AEB, FEB, FCW is operating without request?

Please provide the P/Ns for Laser/Radar and ICC/ADAS as read by Consult

Follow up with findings on this one Mike

Have a great rest of your day!

Created by Michael Behning at 2018-07-12 14:22:07

Description-

From tech E-mail-

Yes customer states the emergency brake activates without being requested.

Laser/Radar part #28438-5FA3A as read in consult ICC/ADAS part #284E7-7FP6A as read in consult.

Recommendation-

Please refer to NTB18-041 and perform the re-programming.

See attachment to E-mail.

Created by Michael Behning at 2018-07-12 14:41:16

Description-

From tech E-mail-

I have completed NTB18-042 on 7/5/2018

Follow up call to tech, no answer voice mail box full.

Recommendation-

Part number for Laser Radar 28438-5FA3A indicates that Laser/Radar control unit has not been reprogrammed.

ICC/ADAS Reprogramming

IMPORTANT: LASER/RADAR control unit reprogramming must be performed first (if indicated by Table A) before proceeding.

Please reprogram the Laser/Radar control unit and then reprogram the ICC/ADAS control unit.

Created by Michael Behning at 2018-07-12 15:13:21

Description-

From tech E-mail-

I followed the NTB exactly last time but I will completed again and get back to you

How do I determine if this Rogue is version 1 or 2?

Consult does not show there is an update for Laser/Radar version 1 or 2

Recommendation-

Version 2.

What is the current Version of consult?

Created by Michael Behning at 2018-07-12 15:23:04

Description-

From tech E-mail-

Current consult Ver.81.20. VerCSP46.10

Recommendation-

Please update your consult.

Current Version available is 81.50.

Created by Michael Behning at 2018-07-13 08:37:20

Description-

From tech E-mail-

I have updated Consult to 81.50. I tried to reprogram Laser/Radar and there is no new program available.

When I completed the NTB on the 5th the Laser/radar old part number was 28438-5FA2A.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

So I proceeded with the reprogram of Laser/Radar and Consult updated it to the 5FA3A then I updated the ICC/ADAS module after updating the Laser/Radar

per the NTB instructions.

If the Laser/Radar part number was 5FA3A then I wouldn't have to reprogram the Laser/Radar module and would just skip to page 20 and reprogram ICC/ADA

S module only.

C1A17 ICC SENSOR MALF -49

C1A16 RADAR STAIN -97

C1B84 DISTANCE SENSOR

Follow up call to tech, tech answered and hung-up.

Recommendation-

Thank you for the update.

Error on my part regarding Laser/Radar programming.

Do we have any other codes stored under all system call?

Does the vehicle trigger undesired braking in certain locations?

Please provide screen shot of google maps with all locations where unintended braking has occurred.

Please supply addresses if available so we can forward to engineering for review.

Created by Michael Behning at 2018-07-13 13:38:14

Description-

From tech E-mail-

There is a U1000 code in ABS. Yes we have undesired braking at random speeds and random locations.

Recommendation-

Thank you for the update and map with locations.

I will forward to engineering for review.

Created by Michael Behning at 2018-07-13 13:46:28

Recommendation-

Have we performed CAN Diag Support Monitor to see which modules show as unknown in the past?

Created by Michael Behning at 2018-07-13 14:43:09

Recommendation-

Due to the C1A17 code, please order new front radar part # 28438-5FA3A.

Let us know what the order number is so that we can release the part. Please let us know if issue is resolved after replacement.

Created by Michael Behning at 2018-07-13 15:10:35

Description-

From tech E-mail-

The dealer reference #44756 if that will work we don?t get an order number until it goes through.

Created by Michael Behning at 2018-07-13 15:55:24

Recommendation-

Your new order number is [redacted]

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	7/14/2018	10/22/18	7/16/18

Text-Incd Desc TL

Question for TECH LINE: CUSTOMER STATES WHEN DRIVING THROUGHT INTERSECTION CAR WILL TRY TO STC

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	JN8AT2MV0HW[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	11220	29417	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	039986	CVT	KAD

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	7/18/2017	9/30/2017	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2-PIECE FRONT AND
U01 SV PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5492	26	MIDDLETOWN NISSAN	MIDDLETOWN	Connecticut

Serv Dlr TL

Code	Region	Name	City	State
5492	26	MIDDLETOWN NISSAN	MIDDLETOWN	CT

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CUSTOMER SAY WHEN DRIVING THROUGHT INTERSECTION CAR WILL TRY TO STOP ON ITS OWN AND LIGHTS

ERSECTION

Created by Survey Site Guest User at 2018-07-14 11:42:37

Customer Comments: CUSTOMER SAY WHEN DRIVING THROUGHT INTERSECTION CAR WILL TRY TO STOP ON ITS OWN AND LIGHTS ON DASH FLASH HAPPEND MORE THEN 5 TIMES

IN ALL DIFFRENT INTERSECTION

Technician Findings: CHECK FOR CODES NO CODES IN SYSTEM CHECK FOR BULLETING NO BULLETING AT THIS TIME

Repairs Made: NONE

Created by Carlos Nunez at 2018-07-14 12:53:56

DESCRIPTION:

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Vehicle at dealership 1st visit for unintended operation of AEB,FEB or FWC

Concern has occurred more than 5 times for customer

Concern no verified by dealer

No DTCs present in all system self-diagnosis

RECOMMENDATION:

Concern is under engineering review

No repair recommendation at this time

Created by Survey Site Guest User at 2018-07-16 06:58:28

ok thank u

Created by Carlos Nunez at 2018-07-16 10:28:28

DESCRIPTION:

Dealer made case comment:

?ok thank u?

NISSAN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	7/17/2018	10/22/18	7/17/18

Text-Incd Desc TL

Question for TECH LINE: Determine further repair

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - BRIAN TERK	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MT3JC[redacted]
Mileage-Initial TL	*Mileage-Current TL*	*Code-NNA Model VC*	*Code-Body Type TL*
0	1267	22518	
Code-Engine Prefix VC	*Number-Engine Serial VC*	*Code-Trans Type VC*	*Code-Vehicle Color VC*
QR25	242761T	CVT	QAB
Name-Plant VC	*Date-Manufacture VC*	*Date-In Service TL*	*Code-Distributor TL*
Smyrna (NMM)	4/21/2018	6/30/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT E10
G01 MARCH SOP SPEC
L92 FLOOR MATS (2PC FRONT, 2PC SEC
M92 RETRACTABLE CARGO COVER
P01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
2800	32	PELTIER NISSAN	TYLER	Texas

Serv Dlr TL

Code	Region	Name	City	State
2800	32	PELTIER NISSAN	TYLER	TX

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — *Flag-Attachment TL:* N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

Vehicle randomly slams on the brakes, makes loud noise. shows crash sensor warning when this happens

Created by Survey Site Guest User at 2018-07-17 14:25:50

Customer Comments: Vehicle randomly slams on the brakes, makes loud noise. shows crash sensor warning when this happens

Technician Findings: Foun codes C1b84, c1a16-97, c1a17-49 stored in icc and laser/radar units

Repairs Made: none

Created by Brian Terk at 2018-07-17 14:49:35

-DESCRIPTION:

-customer comments ?Vehicle randomly slams on the brakes, makes loud noise. shows crash sensor warning when this happens?

-verified ?no?

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-all codes noted as past in case opening

-ICC/ADAS

-C1B84 DISTANCE SENSOR

-LASER/RADAR

-C1A16 RADAR STAIN

-C1A17 ICC SENSOR MALF

-RECOMMENDATION DETAIL:

-what is the Laser/Radar part number as per Consult please?

Created by Brian Terk at 2018-07-18 07:28:46

-DESCRIPTION:

-customer comments ?Vehicle randomly slams on the brakes, makes loud noise. shows crash sensor warning when this happens?

-verified ?no?

-all codes noted as past in case opening

-ICC/ADAS

-C1B84 DISTANCE SENSOR

-LASER/RADAR

-C1A16 RADAR STAIN

-C1A17 ICC SENSOR MALF

-"The Laser/Radar par number per Consult is 28438-5FA2A"

-RECOMMENDATION DETAIL

-thank you for the update

-please perform NTB18-041 and follow up with repair confirmation when the repairs have been completed, have a great day!

Created by Survey Site Guest User at 2018-08-27 13:12:27

Vehicle returned with same codes. C1B84, C1A16-97, AND C1A17-49 STORED. Customer states While going down 155 with no cars

around the car slammed on the brakes and the crash malfunction light warning came on the center instrument cluster this has happened

around 10 times.

Created by Brian Terk at 2018-08-27 14:16:40

-DESCRIPTION:

-technician added case comment

"Vehicle returned with same codes. C1B84, C1A16-97, AND C1A17-49 STORED. Customer states While going down 155 with no cars

around the car slammed on the brakes and the crash malfunction light warning came on the center instrument cluster this has happened

around 10 times."

-RECOMMENDATION DETAIL

-for very intermittent concerns of AEB activation please review "ICC system limitations" in the Owner's Manual on pages 5-107 and 108

-does this only happen when in the same location?

-does this only happen in areas with similar conditions?

-regarding the DTC's

-C1B84 sets in ICC/ADAS when Laser/radar code is stored

-C1A17 sets in Laser/Radar when a DTC is stored in ICC/ADAS

-C1A16 is the reason for each of the other 2 codes stored

-C1A16 will not cause AEB operation, fail-safe of C1A16 as per the ESM is "AEB system is canceled"

-if C1A16 sets very intermittently and does not return with duplication then this is likely normal operation, please refer to note in DTC description,

copy/pasted below:

"NOTE:

DTC ?C1A16-97? may be detected under the following conditions. (Explain to the customer about the difference between the contamination detection funct

ion and the indication when the malfunction is detected and tell them, ?This is not a malfunction?)

?When contamination or foreign materials adhere to the ICC sensor area.

?When driving while it is snowing or when frost forms on the ICC sensor area.

?When ICC sensor area is temporarily fogged."

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	7/18/2018	11/5/18	7/18/18

Text-Incd Desc TL

Question for TECH LINE: ANY DIFFERNT INFO FOR A 17 ROGUE SPORT

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
121	Z - BRUCE TANKERSLEY	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options
J11	2017	RSP	JN1BJ1CRXHW[redacted]	C03 50 STATE EMISSIONS U02 SL PREMIUM PACKAGE Z66 ACTIVATION DISCLAIMER
Mileage-Initial TL	*Mileage-Current TL*	*Code-NNA Model VC*	*Code-Body Type TL*	
0	5987	27617		
Code-Engine Prefix VC	*Number-Engine Serial VC*	*Code-Trans Type VC*	*Code-Vehicle Color VC*	
MR20	077183	CVT	G41	
Name-Plant VC	*Date-Manufacture VC*	*Date-In Service TL*	*Code-Distributor TL*	
KYUSHYU (NML)	6/20/2017	9/16/2017		

Dlr Retl Last VC

Code	Region	Name	City	State
5326	26	NISSAN OF HUNTINGTON	HUNTINGTON STA	New York

Serv Dlr TL

Code	Region	Name	City	State
5326	26	NISSAN OF HUNTINGTON	HUNTINGTON STA	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — *Flag-Attachment TL:* N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Replaced ICC Sensor To Resolve Concern**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

C/S VEHICLE BRAKES ON ITS OWN WITH NOTHING IN FRONT ! SHOWS UP ON SCREEN

Created by Survey Site Guest User at 2018-07-18 10:24:17

Customer Comments: C/S VEHICLE BRAKES ON ITS OWN WITH NOTHING IN FRONT ! SHOWS UP ON SCREEN

Technician Findings: CANNOT CONFIRM PAST CODE C1A16-97, FEB OPERATION MILEAGE SHOWS 4305 LASER/RADAR PART# 284385FA1A

Repairs Made: NONE

Created by Ryan Mansolo at 2018-07-18 10:43:54

Description:

Tech Findings

CANNOT CONFIRM PAST CODE C1A16-97,

TECH LINE INCIDENT REPORT - CONFIDENTIAL

FEB OPERATION MILEAGE SHOWS 4305 LASER/RADAR PART# 284385FA1A

Past DTC

LASER/RADAR C1A16 RADAR STAIN -97

Questions for Tech Line

ANY DIFFERNT INFO FOR A 17 ROGUE SPORT

Recommendation:

This incident is currently under engineering review. Unfortunately, because of this review, we do not recommend any repairs at this time.

We understand the customer has a legitimate concern, and what we want to avoid is recommending any unnecessary repairs that may not resolve their conc

ern. Please assure the customer that this is part of Nissan?s commitment to continuous improvement of our products.

If Engineering concludes that further action is needed, typically a publication of some kind will be released; not all engineering reviews result in a

vehicle repair, or additional required action.

Let us know if any additional assistance is needed with this concern, have a great rest of your day!

Created by Service Manager at 2018-10-09 09:51:19

fixed with icc sensor replacement and reprograms of laser/radar icc/adas

Created by Survey Site Guest User at 2018-11-05 07:52:13

cust still has same problem even with the updates

Created by Ryan Mansolo at 2018-11-05 08:31:05

Description:

cust still has same problem even with the updates

Recommendation:

Thank you for the update! what exactly is the customer experiencing?

also, what is the part number of Laser/Radar and ICC/ADAS?

Created by Ryan Mansolo at 2018-11-05 11:51:07

Description:

Customer says it stops on its own with nothing in Front of it.

Did not duplicate customers complaint.

Laser/radar part number is 284385FA3A

ICC/ADAS part number is 284E7-6MF1A

Recommendation:

Thank you for the updated information. I am going to forward this information on to engineering.

We also need to gather the specific location where the customer experienced the concern. Such as a specific address, an intersection, location on a hi

ghway, ETC.

Also what direction and speed of travel (Eastbound @60mph, west bound @ 60mph, ETC)

The time and date might also help.

Based on the specific information provided by the customer, see if the concern can be duplicated in the same scenario.

Let us know what is found, and we will forward this info onto engineering as well.

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TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	7/19/2018	10/22/18	7/19/18

Text-Incd Desc TL

Question for TECH LINE: CUSTOMER CONCERN

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MV1JC[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
6127	8762	22418	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	039216T	CVT	KAD
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	10/20/2017	1/29/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2PC FRONT, 2PC SEC
P01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3403	26	BAY RIDGE NISSAN, INC.	BROOKLYN	New York

Serv Dlr TL

Code	Region	Name	City	State
3403	26	BAY RIDGE NISSAN, INC.	BROOKLYN	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Replace the ICC sensor

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CUSTOMER STATES CAR STOPS WHILE DRIVING

Created by Survey Site Guest User at 2018-07-19 08:15:23

Customer Comments: CUSTOMER STATES CAR STOPS WHILE DRIVING

Technician Findings: DROVE VEHICLE AND WHILE DRIVING NO PROBLEM WAS RECORDED. DROVE ABOUT 30 MINUTES. PERFORMED CODE SCAN AND FOUND CODE C1A16. ERASED

CODE AND AS OF NOW HASNT RETURNED.

Repairs Made: NONE

Created by Kelby Hausman at 2018-07-19 08:35:49

Description

- Customer states car stops while driving

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- Unable to duplicate the concern

- Test drove for 30 minutes

- C1A16 RADAR STAIN past codes stored

- Cleared code and has not returned

Recommendation

Thank you for the case information.

It sounds like the customer is experiencing unexpected FEB operation.

Please refer to NTB18-041 and perform the reprograms if they apply.

Created by John Seaborn at 2018-10-04 14:33:40

Description

Deleted Duplicate Case [redacted]

Transferred duplicate case information to original case.

Copied & pasted Customer's Comment from duplicate case, below.

"C/S ALL OF THE SUDDEN THE VEHICLE STOPPED WHILE DRIVING ON 50MPH WITH A GRINDING NOISE, CHECK AND REPORT."

Copied & pasted Tech's findings from duplicate case, below.

"NO PROBLEM FOUND

NO DTC STORED

NO RE-PROGRAM NEEDED."

Recommendation

Refer to Original Case [redacted]

Mukash, well done, please see recommendations listed below.

1) What is the current Laser / Radar software PN#?

2) Wht is the current ICC / ADAS PN#?

3) Customer to duplicate concern for Service manager & Technician.

4) Tech to follow up with duplicated & clarified incident details, if additional technical assistance is required.

Tech to reply to all on email response if additional technical assistance is required.

Created by Survey Site Guest User at 2018-10-05 13:55:46

ICC/ADAS 284E7-7FP7A

ICC/ADAS 2 284P16FL1C

WAITING ON CUSTOMER FOR VEHICLE ROAD TEST TO DUPLICATE CUSTOMER CONCERN.

Created by Timothy Greaux at 2018-10-08 08:17:53

Description:

ICC/ADAS 284E7-7FP7A

ICC/ADAS 2 284P16FL1C

WAITING ON CUSTOMER FOR VEHICLE ROAD TEST TO DUPLICATE CUSTOMER CONCERN.

Recommendation:

Reviewing the national service history it look like on 7/18 - 7/20 we only reprogrammed the ADAS control unit but we did not replace the ICC sensor. D

iagnostic history from CONSULT shows the Laser/Radar part number is 28438-5FA1A Per page 2 of NTB18-041 we should have replaced the ICC sensor when re

programming the ADAS. Replace the ICC sensor (Laser/Radar control unit).

Created by Timothy Greaux at 2018-10-09 08:19:13

Description:

Ok. Thank you. I order the sensor

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TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	7/20/2018	10/22/18	7/21/18

Text-Incd Desc TL

Question for TECH LINE: DIAG

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
102	Z - MICHAEL LEMMONS	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MTXJC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	1413	22318	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	227467T	CVT	K23

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	4/10/2018	5/30/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
G01 MARCH SOP SPEC
L92 FLOOR MATS (2PC FRONT, 2PC SEC
M92 RETRACTABLE CARGO COVER
S10 FOG LIGHTS
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3387	44	CERRITOS NISSAN	CERRITOS	California

Serv Dlr TL

Code	Region	Name	City	State
3387	44	CERRITOS NISSAN	CERRITOS	CA

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	Y	7/23/2018	

Code-Reason For Call TL Desc: **NOT IDENTIFIED** Flag-Attachment TL: **N**

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

C/S VEHICLE IS STOPPING BY ITSELF AGAIN. IT HAPPENED ONCE AFTER REPROGRAMMING WAS DONE A MON

Created by Survey Site Guest User at 2018-07-20 18:05:50

Customer Comments: C/S VEHICLE IS STOPPING BY ITSELF AGAIN. IT HAPPENED ONCE AFTER REPROGRAMMING WAS DONE A MONTH AGO. DRIVING AT ABOUT 35 MPH. CHECK

AND ADVISE

Technician Findings: CUSTOMER STATES UNEXPECTED FEB ACTIVATION HAPPENED ONCE AFTER NTB 18-041 WAS PERFORMED.

NO DTCS - VERIFIED PROPER UPDATED PART NUMBERS

Repairs Made: REPROGRAM PER NTB 18-041

Created by Michael Lemmons at 2018-07-21 10:45:50

Description:

TECH LINE INCIDENT REPORT - CONFIDENTIAL

C/S VEHICLE IS STOPPING BY ITSELF AGAIN. IT HAPPENED ONCE AFTER REPROGRAMMING WAS DONE A MONTH AGO. DRIVING AT ABOUT 35 MPH. CHECK AND ADVISE

Verified No

Technician Findings

CUSTOMER STATES UNEXPECTED FEB ACTIVATION HAPPENED ONCE AFTER NTB 18-041 WAS PERFORMED.

NO DTCS - VERIFIED PROPER UPDATED PART NUMBERS

Repairs Made REPROGRAM PER NTB 18-041

Recommendation:

Please review NTB18-041 again because it was revised two days ago.

Carefully review the flowchart on pg 2 for Laser/Radar part numbers that require c/u replacement.

If you review the TSB and find no other action is necessary then please reply with pictures of Consult screen showing the Laser/Radar and ICC/ADAS par

t numbers.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	8/1/2018	2/12/19	8/1/18

Text-Incd Desc TL

Question for TECH LINE: requesting guidance on any further repairs or adjustments

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - BRIAN TERK	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	JN8AT2MV1JW[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
7926	16635	22218	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	136847	CVT	KAD

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	11/11/2017	4/4/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5544	34	MODERN NISSAN OF HIC	CLEMMONS	North Carolin

Serv Dlr TL

Code	Region	Name	City	State
5544	34	MODERN NISSAN OF HICKORY	CLEMMONS	NC

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — *Flag-Attachment TL:* N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: NTB18-041a

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

forward collision activating randomly

Created by Survey Site Guest User at 2018-08-01 09:07:36

Customer Comments: forward collision activating randomly

Technician Findings: no dtc stored. have never been able to duplicate concern. no history of activation in FEB work support setting. camera properly m

ounted in bracket. no apparent damage to any part of the vehicle. no aftermarket components installed.

Repairs Made: tsb 18-041a

Created by Survey Site Guest User at 2018-08-01 09:08:59

current part number is 28438 5fa3a

Created by Brian Terk at 2018-08-01 09:24:30

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-DESCRIPTION:

-customer states FEB activates randomly

-no DTC?s stored

-unable to duplicate concern

-FEB work support shows no history of activation

-Lane camera properly mounted at bracket

-no trauma to vehicle

-no aftermarket accessories installed

-current part number is 28438 5fa3a

-RECOMMENDATION DETAIL:

-good morning Andy, please perform NTB18-041a

-please reply to this email with repair confirmation when the repairs have been completed

Created by Brian Terk at 2018-08-01 10:47:41

-DESCRIPTION:

-technician replied by email:

"As stated in case creation, tsb was performed and no other update available in consult 3. Current part number cannot be updated."

-RECOMMENDATION DETAIL:

-Andy we apologize but we did miss the "Repairs Made: tsb 18-041a" field

-if NTB18-041a has been completed, no DTC's are stored and all vehicle operation is normal when it is tested, Tech Line has no repair recommendations

at this time

Created by Survey Site Guest User at 2019-02-04 14:39:53

Vehicle has returned with dtc c1a16-97 past code. Was unable to duplicate concern on test drive. From vehicle history previous tech had performed repr

ogram, the later had replaced sensor. Conditions are what was described earlier with no problems with mounting in bracket aftermarket components. Sens

or not overly dirty or obstructed

Created by Brian Terk at 2019-02-05 07:50:47

-DESCRIPTION:

-case comment added by new technician

"Vehicle has returned with dtc c1a16-97 past code. Was unable to duplicate concern on test drive. From vehicle history previous tech had performed rep

rogram, the later had replaced sensor. Conditions are what was described earlier with no problems with mounting in bracket aftermarket components. Sen

sor not overly dirty or obstructed"

-RECOMMENDATION DETAIL:

-Kevin our last update on this case was at 7,926 miles and on 8/1/2018

-what is the current repair order number? Repair order open date? Mileage?

-the prior comment was "forward collision activating randomly," please specify exactly what happens and under what conditions?

-can this be duplicated?

-the C1A16 may be normal operation, below is information copied from the NOTE in the DTC description in the ESM:

NOTE:

DTC ?C1A16-97? may be detected under the following conditions. (Explain to the customer about the difference between the contamination detection funct

ion and the indication when the malfunction is detected and tell them, ?This is not a malfunction?)

?When contamination or foreign materials adhere to the distance sensor (ICC sensor) area.

?When driving while it is snowing or when frost forms on the distance sensor (ICC sensor) area.

?When distance sensor (ICC sensor) area is temporarily fogged.

Created by Brian Terk at 2019-02-12 10:19:24

-DESCRIPTION:

-technician replied by email

? Two more test drives and still haven?t been able to duplicate.

? Customer states that the light comes on randomly even in clear weather.

-RECOMMENDATION DETAIL:

-Kevin thank you for the reply

-what is the current repair order open date please?

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-has the C1A16-97 DTC returned with DTC confirmation?

-is the customer concern that a lamp illuminates?

-if so please confirm which lamp

-is there also a concern of unexpected AEB operation?

-if so please follow up with the following:

Created by Brian Terk at 2019-02-12 12:21:51

-DESCRIPTION:

-technician replied by email

? Haven?t been able to duplicate issue at all.

? Concern is only the lamp being set.

? Have been unable to obtain direction and speed from customer at this time. No AEB concern.

-RECOMMENDATION DETAIL:

-thank you again for the update Kevin

-the prior case notes indicate that NTB18-041a may have already been performed, if so there are no known AEB concerns with this vehicle

-the AEB may illuminate if the"SYSTEM TEMPORARILY UNAVAILABLE" during normal operation as per the Owner's Manual (O.M.) on page 5-128

-the AEB may illuminate, the chime will activate and the message "malfunction" will appear if a DTC is detected

-if this is the concern and C1A16 set and this is very intermittent, this is normal as per the DTC description in the ESM copied below:

NOTE:

DTC ?C1A16-97? may be detected under the following conditions. (Explain to the customer about the difference between the contamination detection funct

ion and the indication when the malfunction is detected and tell them, ?This is not a malfunction?)

?When contamination or foreign materials adhere to the distance sensor (ICC sensor) area.

?When driving while it is snowing or when frost forms on the distance sensor (ICC sensor) area.

?When distance sensor (ICC sensor) area is temporarily fogged.

-AEB lamp may blink when an auto cancel condition is present via normal operation to notify the driver that the system is cancelled due to various nor

mal conditions as per the ESM possible cancel conditions listed here: CRUISE CONTROL & DRIVER ASSISTANCE - DRIVER ASSISTANCE SYSTEM - DRIVER ASSISTANC

E SYSTEM - SYSTEM DESCRIPTION - DIAGNOSIS SYSTEM (ADAS CONTROL UNIT) - Display Items for The Cause of Automatic Cancellation 1

-if the vehicle is operating as designed and the customers concern cannot be duplicated TECH LINE has no repair recommendations at this time

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	8/16/2018	10/22/18	8/16/18

Text-Incd Desc TL

Question for TECH LINE: need further instruction

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
J11	2017	RSP	JN1BJ1CR3HW[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	3867	27617	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
MR20	132927	CVT	KAD

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	8/28/2017	12/30/2017	

Dlr Retl Last VC

Code	Region	Name	City	State
5535	26	NISSAN OF STATEN ISLA	STATEN ISLAND	New York

Serv Dlr TL

Code	Region	Name	City	State
5535	26	NISSAN OF STATEN ISLAND	STATEN ISLAND	NY

Installed Options

B92 SPLASH GUARDS
B93 REAR BUMPER PROTECTOR (CHROM
B94 ROOF RAIL CROSS BARS
C03 50 STATE EMISSIONS
K02 SL PLATINUM PACKAGE
L92 CARPETED FLOOR MATS
M93 REAR CARGO PROTECTOR 2 PIECE
N93 FRAMELESS REAR VIEW MIRROR WIT
U02 SL PREMIUM PACKAGE
Z66 ACTIVATION DISCLAIMER

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — *Flag-Attachment TL:* N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: NTB18-041

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

customer states that automatic braking keeps stopping randomly

Created by Survey Site Guest User at 2018-08-16 10:45:22

Customer Comments: customer states that automatic braking keeps stopping randomly

Technician Findings: can not confirm customer concern.no dtc present .

Repairs Made: none

Created by Wesley Roberts at 2018-08-16 10:58:50

Description:

? Customer Comments: customer states that automatic braking keeps stopping randomly

? Technician Findings: cannot confirm customer concern. No DTC present.

Recommendation:

TECH LINE INCIDENT REPORT - CONFIDENTIAL

? Refer to NTB18-041.

? If condition is still current after performing bulletin please supply pictures of location where FEB activated.

? If any further assistance is needed let me know and have a great day.

NISSAN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	8/18/2018	10/22/18	8/18/18

Text-Incd Desc TL

Question for TECH LINE: for Nissan to come look at this car because of complant

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MT9JC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	10537	22318	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	146102T	CVT	G41

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	1/30/2018	4/9/2018	

Installed Options

C03 50 STATE EMISSIONS
K01 MIDNIGHT EDITION
K11 MIDNIGHT EDITION (BLACK SPLASH
L93 MIDNIGHT EDITION CARPETED FLOO
M92 RETRACTABLE CARGO COVER
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
2445	34	COURTESY NISSAN OF T	TAMPA	Florida

Serv Dlr TL

Code	Region	Name	City	State
3740	34	AUTONATION NISSAN BRAND	TAMPA	FL

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

c/s vehcile came to a complete stop on its own then started to accelerate on its own happened 2 times

Created by Survey Site Guest User at 2018-08-18 08:50:02

Customer Comments: c/s vehcile came to a complete stop on its own then started to accelerate on its own happened 2 times

Technician Findings: haven't road test car because of complant

Repairs Made: 0

Created by Carlos Nunez at 2018-08-18 09:40:30

DESCRIPTTION:

Vehicle at dealership for coming to a complete stop then accelerating on its own 2X

Dealer has not verified concern due to concern

RECOMMENDATION:

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Let's refer to NTB18-041.

Created by Carlos Nunez at 2018-08-18 11:34:33

DESCRIPTION:

Dealer replied to case email:

"Yes I know about the tsb this is my question to you how will a failer of feb, CCW or Aeb make the car accelerate on it own customer isn?t using cruis

e control I think a DTS should come look at this car because if there is a problem with that car accelerate on its own and the customer crashes it a b

ig liability this is the 1st time In at are dealer but customer told me they have brought it into courtesy Nissan and they just give it back to them"

RECOMMENDATION:

Thank you for providing the additional information regarding no use of cruise control at time of concern.

Please provide Laser/Radar part #

We will need to turn to Engineering on Monday morning

We will provide update by Tuesday morning.

Created by Carlos Nunez at 2018-08-20 07:46:26

DESCRIPTION:

Dealer replied to case email:

Image attached to case:

Laser/ Radar part #: 28438-5FA2A

RECOMMENDATION:

Thank you for the information

We will forward case information to Engineering

Please allow 24 hours for update.

Created by Carlos Nunez at 2018-08-20 12:23:57

DESCRIPTION:

TSS followed up with technician

No waring indication during concern.

Customer has never used ICC on

Customer did not know if foot on brake during concern.

RECOMMENDATION:

Please refer to NTB18-041

Attempt to duplicate concern

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	8/18/2018	10/5/18	8/18/18

Text-Incd Desc TL

Question for TECH LINE: HELP WITH DIAGNOSIS OF REBOOTING AV UNIT

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MV9JC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	1963	22218	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	294242T	CVT	KAD

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	6/7/2018	7/4/2018	

Installed Options

C03 50 STATE EMISSIONS
G01 MARCH SOP SPEC
K01 MIDNIGHT EDITION
K11 MIDNIGHT EDITION (BLACK SPLASH
L93 MIDNIGHT EDITION CARPETED FLOO
S10 FOG LIGHTS
U01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5456	26	NISSAN OF NEW ROCHE	NEW ROCHELLE	New York

Serv Dlr TL

Code	Region	Name	City	State
5456	26	NISSAN OF NEW ROCHELLE	NEW ROCHELLE	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
NAVIGATION SYSTEM	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
11	N	Y	8/20/2018	

Code-Reason For Call TL Desc: NOT IDENTIFIED — *Flag-Attachment TL:* N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CUSTOMER STATES NEDIA SYSTEM RESTARTS

Created by Survey Site Guest User at 2018-08-18 12:51:58

Customer Comments: CUSTOMER STATES NEDIA SYSTEM RESTARTS

Technician Findings: TECHNICIAN CONFIRMED THAT THE AV UNIT INTERMITTENTLY REBOOTS ITSELF. SERVICE BULLETIN NTB 17-111A PERFORMED TO CHECK THE SOFTWARE

VERSION OF THE AV UNIT AND IT IS CURRENTLY UP TO DATE WITH NO UPDATES AVAILABLE AT THE MOMENT. VEHICLE WAS CONNECTED TO THE DEALERSHIPS WIFI.

Repairs Made: NONE

Created by Brandt Boster at 2018-08-18 12:59:25

Description:

Customer concern: Media system restarts

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Tech duplicated concern

Intermittent rebooting

No updates available per NTB 17-111

Recommendation:

Simon

AV unit reboots can be caused by a large number of items.

On this model in particular- stored contacts/address books can become overloaded or abnormal contacts store (such as emoji?s) causing the unit to malf

unction and reboot

We would recommend confirming no devices or accessories present

Also inspect address book and unit for excessive or abnormal storage

If no concerns found, replacement of the AV unit would be recommended

Let us know if we can assist further on this one Simon

Have a great rest of your day!

Created by Brandt Boster at 2018-08-20 14:04:41

DTS FIR Complete:

1.Complaint- C/S The nav screen blanks out at times. C/S the FEB activated with no objects in front of the vehicle

Cause- (NAV) DTS was unable to verify the customers concern. DTS verified the customers phone is compatible. The customer stated they have emojis on s

ome contact names in they're phone on they're cell phone. (FEB) DTS verified Laser/Radar PN is most current, DTS unable to duplicate the concern

Correction- (NAV) un pair customers phone from the vehicle & drive for some time to see if the concern returns. (FEB) Dlr performed bulletin NTB18-041

a.

Status- Repairs are completed.

NISSAN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	8/20/2018	10/22/18	8/20/18

Text-Incd Desc TL

Question for TECH LINE: I WAS TOLD BY ANOTHER TECH THAT SENSOR IN BUMPER MAT HAVE INTERNAL FAIL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MVXJC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	356	22218	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	245293T	CVT	NBL

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	4/24/2018	8/14/2018	

Dlr Retl Last VC

Code	Region	Name	City	State
5694	42	LARRY H MILLER NIS AR CENTENNIAL		Colorado

Serv Dlr TL

Code	Region	Name	City	State
5694	42	LARRY H MILLER NIS ARAPAH CENTENNIAL		CO

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT E10
G01 MARCH SOP SPEC
L92 FLOOR MATS (2PC FRONT, 2PC SEC
M92 RETRACTABLE CARGO COVER
S10 FOG LIGHTS
Z66 ACTIVATION DISCLAIMER

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
INTELLIGENT CRUISE CONTROL	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED

Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Replaced ICC sensor

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CRASH LIGHT COMES ON BRAKES ARE ON WHEN NOBODY IS AROUND.

Created by Survey Site Guest User at 2018-08-20 10:03:56

Customer Comments: CRASH LIGHT COMES ON BRAKES ARE ON WHEN NOBODY IS AROUND.

Technician Findings: OLD LASER RADAR #28438-5FA2A. NEW # 28438-5FA3A. OIL ICC/ADAS # 284E7-5HR5E . NEW # 284E7-7FP6A. CUST RETURNED WITH CODES C1V84 I

N ICC/ADAS , AND CODES C1A16-97. C1A17-49 IN LASER RADAR . BUMPER IS CLEAN . ALL PAST CODES

Repairs Made: ON 08/17/2018 I PERFORMED NTB18-041A

Created by Cody Collins at 2018-08-20 10:55:34

Description:

? FEB warning lamp turns on while driving and the vehicle stops on its own when no vehicles are around.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

? DTC?s set

? Adas-C1B84 DISTANCE SENSOR

? Laser/Radar-C1A16 RADAR STAIN -97

? Laser/Radar- C1A17 ICC SENSOR MALF -49

? Reprogrammed the ICC sensor and the ADAS control unit per NTB18-041 released the vehicle and customer called in and said the concern still occured

? Called the tech to discuss the case

? The tech notes he has been unable to duplicate the concern

? Drove the vehicle less than 10 miles with no duplication

Recommendation:

Ken,

Thank you for your time on the phone this morning. At this point we are going to proceed with replacement of the ICC sensor.

? After replacement Please perform ICC sensor aiming.

? Follow NTB18-041 to verify new ICC sensor has the latest programming

Created by Cody Collins at 2018-08-23 07:19:13

Tech replied:" I THINK WHEN I TALKED TO YOU I SAID CAR HAD ICC. IT DOES NOT , HAS BACK UP WARNING AND EMERGENCY BRAKING. I REPLCED LASER RADAR CONTROL

UNIT . NEW CONTROL UNIT # IS 284385FA3A. DID NOT REPROGRAMMING . PERFORMED ALIGNMENT AND LASER MILLIWAVE RADAR ADJUSTMENT . TEST DROVE 44 MILES AND N

O PROBLEMS . ALSO EMERGENCY BRAKING SYSTEM IS WORKING NORMAL."

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	8/22/2018	10/22/18	8/22/18

Text-Incd Desc TL

Question for TECH LINE: what should be the next step in diagnosing this problem?

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - BRIAN TERK	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MV5JC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	1604	22218	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	267404T	CVT	G41

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	5/14/2018	6/25/2018	

Installed Options

C03 50 STATE EMISSIONS
G01 MARCH SOP SPEC
K01 MIDNIGHT EDITION
K11 MIDNIGHT EDITION (BLACK SPLASH
L93 MIDNIGHT EDITION CARPETED FLOO
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3670	26	LEGEND NISSAN, LTD	SYOSSET	New York

Serv Dlr TL

Code	Region	Name	City	State
3670	26	LEGEND NISSAN, LTD	SYOSSET	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	Y	8/23/2018	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

customer states when driving automatic brake system comes on

Created by Survey Site Guest User at 2018-08-22 08:39:53

Customer Comments: customer states when driving automatic brake system comes on

Technician Findings: customer states car brakes on its own. bulletin NTB18-041A doesnt apply. checked the lasar radar part number which was a 5FA3A, t

hen checked the ADAS part number which was 7FP6A and no mathces to continue the reprogram.

Repairs Made: none

Created by Brian Terk at 2018-08-22 08:53:39

-DESCRIPTION:

-customer states AEB comes on while driving

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-verified ?no?

-codes are noted as past codes in case opening

-MULTI AV

-B1309-11

-LASER/RADAR

-C1A16-97 RADAR STAIN

-Laser/radar part number is 5FA3A, ADAS c/u part number is 7FP6A, NTB18-041a does not apply

-?what should be the next step in diagnosing this problem??

-RECOMMENDATION DETAIL:

[redacted] **on vehicles that do not apply to this bulletin this is not a known concern**

-please follow up if this concern happens only at specific addresses, intersections, parking lots, etc. and provide the exact address if so

-does this only happen under certain conditions?

-how often does this happen?

-TECH LINE has no repair recommendations if the concern cannot be duplicated and the vehicle is operating as designed

Created by Brian Terk at 2018-08-24 07:11:06

-DTS inspection results:

1.Complaint: FCW malfunction lamp and indication in meter comes on C1A16

Cause: Front Laser Radar CU.

Correction: Upon inspection, found that the customer's concern was acutally not unexpected FEB operation, but the "system Malfunction" displayed in th

e center display of the meter and the FCW indicator lamp in the meter coming on coupled with a repetitive C1a16 DTC.

DTS advised dealer to inspect the sensor, and emblem for debris / trauma, and if none found, to replace the sensor.

Status: Dealer in the process of replacing the sensor.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	8/29/2018	10/22/18	8/30/18

Text-Incd Desc TL

Question for TECH LINE: to detrmine if this is just normal operation or if its something we need to adress further

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MV1JC[redacted]
Mileage-Initial TL	*Mileage-Current TL*	*Code-NNA Model VC*	*Code-Body Type TL*
0	2433	22218	
Code-Engine Prefix VC	*Number-Engine Serial VC*	*Code-Trans Type VC*	*Code-Vehicle Color VC*
QR25	103445T	CVT	QAB
Name-Plant VC	*Date-Manufacture VC*	*Date-In Service TL*	*Code-Distributor TL*
Smyrna (NMM)	1/5/2018	5/28/2018	

Installed Options

C03 50 STATE EMISSIONS
E10 PREMIUM PAINT E10
K01 MIDNIGHT EDITION
K11 MIDNIGHT EDITION (BLACK SPLASH
L93 MIDNIGHT EDITION CARPETED FLOO
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3818	32	FRANK FLETCHER NISSA	JOPLIN	Missouri

Serv Dlr TL

Code	Region	Name	City	State
3818	32	FRANK FLETCHER NISSAN	JOPLIN	MO

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — *Flag-Attachment TL:* N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: NTB 18-041

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

emergency braking engages when coming to an underpass

Created by Survey Site Guest User at 2018-08-29 15:16:50

Customer Comments: emergency braking engages when coming to an underpass

Technician Findings: customer has video of emergancy braking working at a underpass where the road goes under the bridge. did the reprograms to the la

sar radar and icc/adas units as the part numbers fell into the pc637. the area where this happens at is close to a hour away from dealership.

Repairs Made: distance sensor replaced and configured

Created by Paul Legnon at 2018-08-30 07:21:21

TSS-

Unexpected FEB operation when approaching an underpass or bridge would not be considered normal operation. We have seen FEB operation on certain road

TECH LINE INCIDENT REPORT - CONFIDENTIAL

inclinations with a metal bridge in view of the distance sensor. The distance sensor may see this object as an oncoming vehicle. NTB 18-041 is the res **olution for this random concern**

NISSAN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	9/4/2018	10/22/18	9/4/18

Text-Incd Desc TL

Question for TECH LINE: need further assistance

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	KNMAT2MTXJP[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	1433	22118	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	184751	CVT	K23

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	2/13/2018	7/28/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
98002	48	KING WINDWARD NISSA	KANEOHE	Hawaii

Serv Dlr TL

Code	Region	Name	City	State
98002	48	KING WINDWARD NISSAN	KANEOHE	HI

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Follow Up Comment TL :

Customer states FEB sensor is not working properly will engage with nothing in front of vehicle.

Created by Survey Site Guest User at 2018-09-04 13:31:45

Customer Comments: Customer states FEB sensor is not working properly will engage with nothing in front of vehicle.

Technician Findings: No codes presents in all systems, road test vehicle FEB warning did not come on during road test, FEB seems to be working normal.

Last visit 8/17/18 @ 885 miles, same concern and NTB18-041a was performed/completed, reprogrammed ICC/ADAS and replaced LASER/RADAR control (part num

ber was unable to reprogram) Current part # for ICC/ADAS 284E7-7FP0B

current part # for LASER/RADAR 284385FA3A

Customer stated at her work parking structure, FEB will come on and vehicle will stop by itself, does not happen at other places and she will have to

TECH LINE INCIDENT REPORT - CONFIDENTIAL

manually turn off FEB every time she drives to work, she is concern because of vehicle behind her almost hit her car a few times from FEB activating.

Need to know if there is another update or TSB to reduce sensitivity of FEB system

Repairs Made: performed NTB18-041a

Created by Kelby Hausman at 2018-09-04 14:33:57

Description

- Customer states FEB will engage with nothing in front of vehicle

- No codes stored

- FEB warning did not come on during test drive

- FEB seems to be working normally

- Last visit 8-17-18 at 885 miles customer had same concern

- Performed NTB18-041a

- Reprogrammed ICC/ADAS control unit

- LASER/RADAR control unit was unable to be reprogrammed

- Current ICC/ADAS part number is 284E7-7FP0B

- Current LASER/RADAR part number is 28438-5FA3A

- Customer states this occurs at work parking structure

- FEB will come on and vehicle will stop itself

- Does not happen at other places

- Will have to manually turn off FEB every time she drives to work

Recommendation

Thank you for the case information.

Engineering is currently reviewing cases with FEB operation after NTB18-041a.

I will forward this case information on to engineering.

Please allow 24 hours for review and a follow up.

Created by Kelby Hausman at 2018-09-05 15:24:05

Recommendation

Thank you for your patience.

We are still waiting for a response from engineering on this case.

In the meantime, lets inspect the installation of the ICC sensor and bracket.

Confirm the sensor is secure in the bracket.

Perform ICC sensor alignment and note the values displayed on the Consult screen.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	9/17/2018	10/22/18	9/17/18

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - CRAIG WATSON	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	KNMAT2MV8HP[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	6706	29417	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	969359	CVT	QAK
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	5/25/2017	8/25/2017	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2-PIECE FRONT AND
N10 AUTO DIMMING INSIDE MIRROR
U01 SV PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3678	36	BOWSER NISSAN	PLEASANT HILLS	Pennsylvania

Serv Dlr TL

Code	Region	Name	City	State
3678	36	BOWSER NISSAN	PLEASANT HILLS	PA

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

C/S AEB auto engages and car will stop and shut down when around railroad tracks.

Created by Survey Site Guest User at 2018-09-17 12:18:06

Customer Comments: C/S AEB auto engages and car will stop and shut down when around railroad tracks.

Technician Findings: DTC C1A0A Config. Unfinished, and DTC C1A50-48 present. Replaced and configured laser/radar control unit according to TSB 18041.

Performed ICC/ADAS reprogram next but did not realize that the VIN on consult was not correct at the reprogram screen and clicked confirm.

Repairs Made: Replacement of laser/radar control unit.

Created by Sean Martin at 2018-09-17 13:27:46

DESCRIPTION

Vehicle had undesired FEB operation

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Performed NTB18-041 and replaced/configured laser/radar control unit

Performed ICC ADAS reprogram but wrong VIN was showing on before screen

After reprogram:

C1A0A CONFIG UNFINISHED

C1A50 ADAS CONTROL UNIT

RECOMMENDATION

? Have we attempted to perform the reprogram again with correct information?

? If unable to perform reprogram again, replace ADAS control unit and ensure replacement module is at latest programming.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	9/19/2018	10/22/18	9/19/18

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	5N1AT2MVXHC[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	19053	29617	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	834900U	CVT	QAB
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	5/1/2017	6/17/2017	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT $
L92 FLOOR MATS (2-PIECE FRONT AND
P04 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3364	24	GALESBURG NISSAN, CC	GALESBURG	Illinois

Serv Dlr TL

Code	Region	Name	City	State
3364	24	GALESBURG NISSAN, CORP.	GALESBURG	IL

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED | Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

While driving auto braking system engaged and slowed vehicle down. Has been alerting with chime

Created by Survey Site Guest User at 2018-09-19 14:01:30

Customer Comments: While driving auto braking system engaged and slowed vehicle down. Has been alerting with chime

Technician Findings: Found TSB relating to issue. Checked original part# which was 284385FA1A. In TSB it says with that part # to replace Laser/radar

with new one and reprogram. Did such and as soon as I was done collision light came on with hard fault of C1A18-54? The car is none ICC and cant find

anything in the ESM. Also nothing in the TSB about having to aim laser?

Repairs Made: Performed TSB 18-041e

Created by Wesley Roberts at 2018-09-19 14:14:08

Description:

TECH LINE INCIDENT REPORT - CONFIDENTIAL

? Customer Comments: While driving auto braking system engaged and slowed vehicle down. Has been alerting with chime

? Technician Findings: Found TSB relating to issue.

? Checked original part# which was 28438-5FA1A.

? In TSB it says with that part # to replace Laser/radar with new one and reprogram.

? Did such and as soon as I was done collision light came on with hard fault of C1A18-54?

? The car is none ICC and can?t find anything in the ESM.

? Also nothing in the TSB about having to aim laser?

? Repairs Made: Performed TSB 18-041e

? C1A18 LASER AIMING INCMP

Recommendation:

? This DTC sets with FEB systems as well.

? Perform radar alignment procedure per ESM, refer to DTC procedure and it will guide you to aiming process.

? **NOTE When adjusting sensor, UP/Down - value should be less than +/- 0.3 or less-(ESM spec +/- 3.0 is incorrect)**

? If any further assistance is needed let me know and have a great day.

Created by Wesley Roberts at 2018-09-19 15:00:51

Description:

? Ok, my question is where is ESM to I find that procedure?

? I have done that with the ICC but this one is without?

? Also the radar unit that was replaced behind the grill has no adjustments

? 2nd email:

? Do you set up like you adjusting a ICC radar or set the target for lane camera aiming??

? This ESM is no help when you go to section ICC sensor replacement??

Recommendation:

? This is performed in the same manner as the ICC distance sensor, as the same sensor is used for similar operation.

? There should be a small adjustment screw for U/D adjustment.

? **NOTE When adjusting sensor, UP/Down - value should be less than +/- 0.3 or less-(ESM spec +/- 3.0 is incorrect)**

? ESM - CRUISE CONTROL & DRIVER ASSISTANCE - CRUISE CONTROL SYSTEM - ICC - BASIC INSPECTION - ICC SENSOR ALIGNMENT

Created by Wesley Roberts at 2018-09-20 07:05:54

Description:

? Ok I figured it would be set up like other ICC sensors, but if you look at set up on vehicle and in sec.235-620 in ESM this is a fixed set with no a

djustment screw

Recommendation:

? With a little research I have also found the new updated units do not have an adjustment screw.

? I apologize, we have not had one in our hands to see that.

? We still perform similar aiming procedure, we just do not adjust it.

? Either it completes or doesn?t, if it doesn?t then then the bracket, or other mounting pieces, or bent.

? Keep me posted and have a great day.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	9/24/2018	10/22/18	9/24/18

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - BRIAN TERK	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MV3JC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	9007	22018	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	070520T	CVT	KAD

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	11/16/2017	4/3/2018	

Dlr Retl Last VC

Code	Region	Name	City	State
22047	24	BUCKEYE NISSAN, INC.	HILLIARD	Ohio

Serv Dlr TL

Code	Region	Name	City	State
5703	24	HUGH WHITE NIS LANCASTER	LANCASTER	OH

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

vehicle still brakes at random

Created by Survey Site Guest User at 2018-09-24 12:18:23

Customer Comments: vehicle still brakes at random

Technician Findings: customer states having issue with vehicle braking at random for no apparent reason.. drove vehicle operated cruise everything dro

ve and tested fine checked part numbers per service bulletin and they are good numbers I could not get the vehicle to act up for me however this is he

r second visit for the same concern and all recommended repairs have been made vehicle has no codes current is there any other non problems with these

rogues intelligent systems I should be aware of to guide my diagnosis

Repairs Made: ntb18-041a

Created by Brian Terk at 2018-09-24 12:36:07

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-DESCRIPTION:

-customer comments ?vehicle still brakes at random?

-verified ?no?

-technician findings ?customer states having issue with vehicle braking at random for no apparent reason.. drove vehicle operated cruise everything dr

ove and tested fine checked part numbers per service bulletin and they are good numbers I could not get the vehicle to act up for me however this is h

er second visit for the same concern and all recommended repairs have been made vehicle has no codes current is there any other known problems with th

ese rogues intelligent systems I should be aware of to guide my diagnosis?

-RECOMMENDATION DETAIL:

-Mathew there are no additional known concerns for this if NTB18-041a has been completed

-there are certain environmental and road conditions that may cause AEB activation via normal operation as per the ?System Limitations? listed in the

Owner?s Manual on page 5-127

-if the concern happens at one particular location please follow up with the following information and we can forward this information to engineering

for review:

-specific location (address, intersection, etc.)

-direction of travel (eastbound, etc.)

-speed travelling

-can this be duplicated at this location/conditions easily?

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	9/24/2018	1/4/19	9/24/18

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options
T32	2018	RGE	KNMAT2MV7JP[redacted]	C03 50 STATE EMISSIONS L92 FLOOR MATS (2PC FRONT, 2PC SEC Z66 ACTIVATION DISCLAIMER

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	8281	22218	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	050864	CVT	RBY

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	9/4/2017	3/3/2018	

Dlr Retl Last VC

Code	Region	Name	City	State
40018	24	JOHN DEERY MOTORS, I	CEDAR FALLS	Iowa

Serv Dlr TL

Code	Region	Name	City	State
40018	24	JOHN DEERY MOTORS, INC.	CEDAR FALLS	IA

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

c/s was driving around 30-35 mph when they heard 3 beeps went off a hazard light came on and vehicle shut down

y.

Created by Survey Site Guest User at 2018-09-24 15:36:05

Customer Comments: c/s was driving around 30-35 mph when they heard 3 beeps went off a hazard light came on and vehicle shut down and lost all power.

happened twice today.

Technician Findings: Couldn't duplicate, no DTC'S not sure what to look for, different technician had it and he couldn't duplicate the concern. the cu

stomer states, was driving around 30-35 mph when they heard 3 beeps went off, a hazard light came on and vehicle shut down and lost all power. happene

d twice today. Drove vehicle multiple times and couldn't get it duplicated.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Repairs Made: NONE

Created by Zach Hayward at 2018-09-24 16:26:02

Description:

C/s was driving around 30-35 mph when they heard 3 beeps went off a hazard light came on and vehicle shut down and lost all power. Happened twice toda

y.

Unable to duplicate concern

No DTCs

Recommendation:

-Advised to gather the warning lamp from the customer that was illuminated.

-Advised if it was related to the FEB to review and if needed perform NTB18-041

Created by Survey Site Guest User at 2019-01-02 15:56:33

couldn't duplicate customer states that vehicle shuts down no matter what speed. customer states it has happened 6 times in past month was not able t

o duplicate, did performed bulletin NTB18-041 on previous visit. This time I have found DTC U1002 in ABS PAST. FFD indicates ign counter value 39. not

sure if that DTC would cause vehicle to shut off.

Created by Harold Meyer at 2019-01-03 08:59:59

Description

TSS reviewed the dealer comment.

Recommendation

Please discuss the concern with the customer.

Please obtain all information about ?vehicle shut down?.

Did the engine stop operation?

Did the brakes activate to stop the vehicle?

Were any lamps illuminated in the meter when the concern occurred? If unsure about which lamp, use the owners manual to determine which lamps illumin

ated.

What were the weather conditions when the concern occurred?

Created by Harold Meyer at 2019-01-04 08:29:00

Description

The technician replied by email

> Engine was still running

>Vehicle came to stop on its own

>Hazard lights start flashing and starts to beep grinding noise from ABS

>Happened 6 times weather was nice

>Happened randomly highway in town no vehicles in the front

TSS is researching the concern, and will follow up with the technician after research.

Support, please obtain Sigma data, and attach to the case if available.

Created by Steve Stutzman at 2019-01-04 08:34:07

Attached Sigma data to case.

Created by Harold Meyer at 2019-01-04 10:39:08

Description

TSS researched the concern.

Per vehicle specifications the vehicle is not equipped with Pro Pilot.

Per DBS, the vehicle was at the dealer for the concern on 9/27/2018 @ 8282 miles for the concern.

Per the RO, the ICCADAS control unit was reprogrammed from 284E7-5HR9A to 284E7-7FP0B

Per Sigma, the Part number for Laser/Radar is currently 28438-5FA1A

Per NTB18-041a, if the Laser/Radar part number is 28438-5FA1A, the Laser/Radar control unit should be replaced.

Recommendation

Please replace the Laser/Radar control unit with part number 28438-5FA3A

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	9/26/2018	10/22/18	9/26/18

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - BRIAN TERK	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MV2JC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	2145	22218	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	255795T	CVT	NBL

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	5/3/2018	5/31/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT E10
G01 MARCH SOP SPEC
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5169	36	MARK ARBUCKLE NISSA INDIANA		Pennsylvania

Serv Dlr TL

Code	Region	Name	City	State
5169	36	MARK ARBUCKLE NISSAN	INDIANA	PA

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

C/S the crash sensor malfunction is coming on mostly in the rain.

Created by Survey Site Guest User at 2018-09-26 07:58:18

Customer Comments: C/S the crash sensor malfunction is coming on mostly in the rain.

Technician Findings: 1st visit, C/S the FCW sensor is malfunctioning. The symbol on the dash illuminates when the malfunction occurs. C/S this was hap

pening in the rain. Performed NTB18041 as it fit and was applicable. Released vehicle to customer. Customer returned vehicle today 9-26-18 stating the

vehicle is still acting up occasionally, this has been very intermittent, this time however it is acting up when the sunlight hits it just right. Onl

y code stored is C1A16-97 however is past. I interviewed customer and this malfunction has occurred about 4 times.

1st time-crossing a steel grate bridge in rain, FCW light came on and vehicle activated brakes, she said there was a grinding sound, I suspect ABS act

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ivation.

2nd time-She was coming across a road in a field area with trees on the far side as the vehicle came from the shadows and into the light it activated

the FCW and ABS again.

3rd time- they where running I70 to Cabela's and it activated in the rain a couple times on that trip again with FCW light coming on and ABS activatio

n. Never stops the vehicle just slows it.

Vehicle was reprogrammed at this point according to NTB18041.

4th time-same place and time of day as time #2.

I have NO idea why sunlight at the right angle would affect the system. Fail safe appears to be system shut down but why is the brakes applying?

I see no obvious debris or damage to the radar unit or front bumper area or grill.

We have not got it act up but its unlikely due to intermittent nature.

Repairs Made: NTB18-041a performed

Created by Brian Terk at 2018-09-26 08:34:29

-DESCRIPTION:

-AEB lamp is illuminated

-LASER/RADAR

-C1A16-97 RADAR STAIN??????????????????.PAST

-prior visit performed NTB18-041

-the concern has happened 4 times:

-?1st time-crossing a steel grate bridge in rain, FCW light came on and vehicle activated brakes, she said there was a grinding sound, I suspect ABS a

ctivation.?

-?2nd time-She was coming across a road in a field area with trees on the far side as the vehicle came from the shadows and into the light it activate

d the FCW and ABS again.?

-?3rd time- they were running I70 to Cabela's and it activated in the rain a couple times on that trip again with FCW light coming on and ABS activati

on. Never stops the vehicle just slows it. Vehicle was reprogrammed at this point according to NTB18041.?

-?4th time-same place and time of day as time #2.?

-?I have NO idea why sunlight at the right angle would affect the system. Fail safe appears to be system shut down but why is the brakes applying?

I see no obvious debris or damage to the radar unit or front bumper area or grill.

We have not got it act up but its unlikely due to intermittent nature.?

-RECOMMENDATION DETAIL:

[redacted] thank you very much for such a detailed report of the actual concern in the case opening, this is fantastic!

-regarding the intermittent setting of the C1A16, this operation is normal if very intermittent, please refer to the "note" in the DTC description fro

m the ESM copy/pasted below. As you had noted the symptom for when this happens is the AEB lamp may turn on for a while and AEB operation stops

"DTC ?C1A16-97? may be detected under the following conditions. (Explain to the customer about the difference between the contamination detection func

tion and the indication when the malfunction is detected and tell them, ?This is not a malfunction?)

?When contamination or foreign materials adhere to the ICC sensor area.

?When driving while it is snowing or when frost forms on the ICC sensor area.

?When ICC sensor area is temporarily fogged."

-regarding the concern for very intermittent AEB operation, this is also normal operation under very specific conditions as well. Please refer to the

vehicle Owner's Manual under "AEB SYSTEM LIMITATIONS" on 5-127

-please let us know if you have any additional questions and have a great day!

Created by Brian Terk at 2018-09-26 09:13:21

-DESCRIPTION:

-technician replied by email

"What about the abs kicking on?"

-RECOMMENDATION DETAIL:

-Hi [redacted] without duplication or stored DTC's it will be difficult to determine why ABS activated on those drives

-however the "1st time" the vehicle was crossing a "steel grate bridge in rain" and this certainly may trigger a wheel slip condition that will trigge

r ABS activation

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-AEB/FEB operation may slow the vehicle as well and be interpreted as ABS activation during vehicle slowing as well

-please let us know if you have any additional questions and have a great day!

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	10/3/2018	10/22/18	10/3/18

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	JN8AT2MV5HW[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	8000	29617	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	055803	CVT	K23
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	8/4/2017	11/24/2017	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2-PIECE FRONT AND
P04 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
2691	26	SMITHTOWN NISSAN, INC	SMITHTOWN	New York

Serv Dlr TL

Code	Region	Name	City	State
2691	26	SMITHTOWN NISSAN, INC.	SMITHTOWN	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

THAT WHILE DRIVING, THE FOWARD EMERGENCY BRAKING SYSTEM ACTIVATED WITH NO OTHER VEHICLES C

TES VEHICLE LOCKED UP AGAIN ON SAME ROAD AS LAST TIME

Created by Alex Knepper at 2018-10-03 07:43:24

Customer Comments: THAT WHILE DRIVING, THE FOWARD EMERGENCY BRAKING SYSTEM ACTIVATED WITH NO OTHER VEHICLES OR OBSTRUCTIONS AROUND, PLEASE CHECK AND R

EPORT. CUSTOMER STATES VEHICLE LOCKED UP AGAIN ON SAME ROAD AS LAST TIME

Created by Alex Knepper at 2018-10-03 07:53:33

Description (Chat summary):

ICC activates on its own with no vehicles around

customer states incident occurs on 1 specific intersection:

TECH LINE INCIDENT REPORT - CONFIDENTIAL

[redacted]

Dealer updated system as per NTB18-041 on 8/23/18

tech notes intersection is about 20min away from dealer

tech has not driven there yet to duplicate concern

Created by Wesley Roberts at 2018-10-03 08:26:33

Recommendation:

?[redacted] keep me updated on our Rogue if with undesired FEB activation now that we have performed the bulletin.

? If concern is still present please supply pictures of location from driver?s point of view.

? Have a great rest of your day.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	10/4/2018	10/22/18	10/4/18

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - BRIAN TERK	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
B17	2018	SEN	3N1AB7AP5JY[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	1528	12018	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
MRA8	280581	CVT	K23
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
AGUASCALIENTES	10/27/2017	7/25/2018	

Installed Options

B92 SPLASH GUARDS, BODY COLORED
C03 50 STATE EMISSIONS
H92 REAR USB PORTS
L92 CARPETED FLOOR MATS WITH TRUNK
M92 HIDE-A-WAY TRUNK NET

Dlr Retl Last VC

Code	Region	Name	City	State
5293	36	WALTERS NISSAN	PIKEVILLE	Kentucky

Serv Dlr TL

Code	Region	Name	City	State
5293	36	WALTERS NISSAN	PIKEVILLE	KY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: Y

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

BRAKES ENGAGE WHILE DRIVING HAPPENED 3 TIMES WARNING AND ALARM COMES ON

Created by Survey Site Guest User at 2018-10-04 08:48:31

Customer Comments: BRAKES ENGAGE WHILE DRIVING HAPPENED 3 TIMES WARNING AND ALARM COMES ON

Technician Findings: COULD NOT DUPACATE CONCERN AND HAS NO CODES CUST SAID HAPPENS AT SAME LOCATION HAD CUST TO SEND PICS

Repairs Made: NONE

Created by Brian Terk at 2018-10-04 10:53:46

-DESCRIPTION:

-customer comments ?brakes engage while driving happened 3 times warning and alarm comes on?

-unable to duplicate concern

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-no DTC?s stored

-customer states happens at the same location, customer to provide photos

-NOTE: window sticker indicates vehicle is equipped with AEB

-RECOMMENDATION DETAIL:

-please refer to the Owner's Manual page 5-65 for "AEB SYSTEM LIMITATIONS"

-if the concern is that the AEB activates when travelling to same location every time then most likely the distance sensor is picking up something spe

cific to that location and is operating as designed

-please feel free to provide the following information and we can report this to engineering, however if the above information is correct then TECH LI

NE has no repair recommendations at this time:

specific location (address, intersection, etc.)

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	10/15/2018	10/23/18	10/16/18

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	KNMAT2MV1JP[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	1249	22218	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	299930	CVT	KAD
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	7/19/2018	9/25/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
C03 50 STATE EMISSIONS
G01 MARCH SOP SPEC
L92 FLOOR MATS (2PC FRONT, 2PC SEC
M92 RETRACTABLE CARGO COVER
S10 FOG LIGHTS
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5716	42	EMPIRE LITTLETON NISS	LITTLETON	Colorado

Serv Dlr TL

Code	Region	Name	City	State
5716	42	EMPIRE LITTLETON NISSAN	LITTLETON	CO

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
INTELLIGENT CRUISE CONTROL	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CUSTOMER STATES EMERGENCY BRAKING ENGAGING WHILE DRIVING

Created by Survey Site Guest User at 2018-10-15 17:35:16

Customer Comments: CUSTOMER STATES EMERGENCY BRAKING ENGAGING WHILE DRIVING

Technician Findings: FOLLOWING SERVICE BULLETIN OLD COLLOSION SENSOR PART NUMBER IS SUPERCEDED. AFTER REPLACEMENT I COMPLETED PROGAM BUT ON FIRST TES

T DRIVE FORWARD COLLOSION WARNING LIGHT RETURNED IMMEDIATELY

Repairs Made: REPLACED COLLOSION SENSOR

Created by Brian Terk at 2018-10-16 07:12:45

-DESCRIPTION:

-AEB warning lamp comes on immediately during test drive

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-replaced ICC distance sensor due to customer comment of AEB engages while driving

-ICC/ADAS

-C1A0A CONFIG UNFINISHED ??????????????????????CURRENT

-RECOMMENDATION DETAIL:

-what is the laser/radar part number?

-what is the ICC/ADAS part number?

-is the lamp blinking or on solid?

-is the C1A0A a hard code?

-if so please configure the ADAS c/u as per the DTC diagnosis

Created by Survey Site Guest User at 2018-10-16 09:49:08

28438-5FA3A IS THE PART NUMBER. THE ICC PART NUMBER IS 284E7-7FP0B THE LAMP IS SOLID. THE C1A0A IS A HARD CODE BUT THE ONLY OPTION THE CONSULT WILL G

IVE US IS TO USE THE AFTER REPLACEMENT PROGRAM. FALLOWING THE TSB IT SAYS TO REFER TO REMOVAL AND ISTALATION IN MANUAL BUT THERE ARE NO PROGRAM INSTRU

CTIONS IN THAT SECTION.

Created by Brian Terk at 2018-10-16 10:33:06

-DESCRIPTION:

-AEB warning lamp comes on solid immediately during test drive

-replaced ICC distance sensor due to customer comment of AEB engages while driving

-current Laser/Radar part number is 28438-5FA3A

-current ICC/ADAS part number is 284E7-7FP0B

-ICC/ADAS

-C1A0A CONFIG UNFINISHED ??????????????????????CURRENT

-"THE ONLY OPTION THE CONSULT WILL GIVE US IS TO USE THE AFTER REPLACEMENT PROGRAM. FALLOWING THE TSB IT SAYS TO REFER TO REMOVAL AND ISTALATION IN MA

NUAL BUT THERE ARE NO PROGRAM INSTRUCTIONS IN THAT SECTION."

-RECOMMENDATION DETAIL:

-thank you for the update [redacted]

-please select ADAS c/u> After ECU replacement> Manual configuration and complete the configuration

-please let us know if you have any other questions and have a great day!

Created by Brian Terk at 2018-10-16 10:55:22

-DESCRIPTION:

-unable to complete ADAS c/u configuration

-photos of C3 are attached to email

-RECOMMENDATION DETAIL:

[redacted] the screen shots show they C3 is currently at version 83.11, C3's latest update we believe is 83.2

-this was a known concern with earlier versions of Consult

-let's please synchronize ASIST and download all Consult program files and then retry this before we look at any other steps, thank you!

Created by Brian Terk at 2018-10-16 14:50:15

-DESCRIPTION:

-updated C3 to latest version.....no change

-RECOMMENDATION DETAIL:

-thank you for the update [redacted]

-there was an incident where Consult was unable to configure ADAS c/u on version 82 and there is a patch available for this

-although this may not be a Consult related concern we'd like to first confirm this

-a member of our support team will be in touch to provide the Consult patch for the earlier version

-please let us know if there is any change after retrying following this, thank you!

Created by Steve Stutzman at 2018-10-17 09:07:28

Performed roll back from vision 83.20 to 82.11 and installed ADAS patch,

Tech to continue with configuration and follow up with TECH LINE.

Note, was unable to tech link in windows on dealers Tough Book, used Google Chrome, and was unable to use mouse or key board function on dealers consu

lt.

Created by Brian Terk at 2018-10-17 12:14:06

-DESCRIPTION:

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-AEB warning lamp comes on solid immediately during test drive

-replaced ICC distance sensor due to customer comment of AEB engages while driving

-current Laser/Radar part number is 28438-5FA3A

-current ICC/ADAS part number is 284E7-7FP0B

-ICC/ADAS codes are current

-C1A0A CONFIG UNFINISHED

-C1B82 DISTANCE SENSOR OFF-CENTER

-LASER/RADAR

-C1A18-54 LASER AIMING INCMP

-C1A50-5A ADAS CONTROL UNIT

-"THE ONLY OPTION THE CONSULT WILL GIVE US IS TO USE THE AFTER REPLACEMENT PROGRAM. FALLOWING THE TSB IT SAYS TO REFER TO REMOVAL AND ISTALATION IN MA

NUAL BUT THERE ARE NO PROGRAM INSTRUCTIONS IN THAT SECTION."

-updated C3 to latest software (83.20).....no change

-rolled C3 version back to 82.11 and loaded Consult patch.....no change

-RECOMMENDATION DETAIL:

-thank you for your time on the phone today [redacted] it was great to talk with you!

-as we discussed please complete the distance sensor aiming to resolve C1B82 and C1A18-54 codes.

---Note NTB18-041a page 20 "Refer to the ESM, section CRUISE CONTROL & DRIVER ASSISTANCE > DRIVER ASSISTANCE SYSTEM > ICC, for removal and re-installa

tion information"

---reference the "caution" listed at the bottom of this procedure "?Always perform ICC sensor alignment and check operation after removal, installatio

n or replacement of ICC sensor. Refer to Description."

-the C1A50-5A is stored in Laser/Radar due to the DTC's stored in ICC/ADAS

-to resolve the C1A0A and the C1A50-5A please replace and configure the ADAS c/u

-please reply to this email with repair confirmation when the repairs have been completed

Created by Tony Ellis at 2018-10-22 09:07:59

Description:

We replaced the ADAS control unit as recommended and tried to configure the

vehicle once more but it failed again. I will attach a picture of the

message that pops up on consult when it fails. Also consult will never

automatically register the VIN, must select vehicle manually.

Also, we looked into it further and found the CAN communication line is not

talking to the adas unit because the lane keep unit is not responding. Went

to check the connector and there?s not a lane keep unit installed in this

vehicle. I will attach pictures from consult.

Out call to dealer.

Tech unavailable at this time.

Recommendation:

Please provide the best time for a phone call and tech link to attempt vehicle configuration.

If additional assistance is needed for this case, simply reply to this email.

Created by Tony Ellis at 2018-10-23 11:22:11

Description:

Out call to dealer.

Performed tech link and configured ICC ADAS to 7FP9C.

Codes cleared after a key cycle other than 1 lazar aiming DTC.

Recommendation:

Tech to complete aiming per the ESM and follow up as needed.

If additional assistance is needed for this case, simply reply to this email.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	10/23/2018	7/16/19	7/15/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MT0JC[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	637	22318	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	318801T	CVT	KAD
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	7/12/2018	10/9/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
C03 50 STATE EMISSIONS
G01 MARCH SOP SPEC
L92 FLOOR MATS (2PC FRONT, 2PC SEC
S10 FOG LIGHTS
U01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
98009	48	TONY NISSAN	WAIPAHU	Hawaii

Serv Dlr TL

Code	Region	Name	City	State
98009	48	TONY NISSAN	WAIPAHU	HI

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

WHEN DRIVING UP RAMP AT WORK GARAGE VEHICLE BOGGS AND STOPS THE VEHICLE

Created by Survey Site Guest User at 2018-10-23 19:31:07

Customer Comments: WHEN DRIVING UP RAMP AT WORK GARAGE VEHICLE BOGGS AND STOPS THE VEHICLE

Technician Findings: "FEB" OPERATES AND STOPS VEHICLE IN PARKING STRUCTURE. VERFIFIED AFTER GOING UP RAMP AND VEHICLE STARTS TO LEVEL OUT "FEB" OPERAT

ES AND STOPS VEHICLE. FOUND TSB NTB18-041a, VERIFIED # MATCHES, COMPLETED LASER\RADAR REPROGRAMMING, WILL HAVE CUST MONITOR "FEB"OPERATION N PARKING S

TRUCTURE AFTER REPROGRAMMING

Repairs Made: NONE

Created by Survey Site Guest User at 2018-10-23 19:32:40

HAVE YOU SEEN THIS BEFORE? ANY POSSIBLE ADJUSTMENTS TO RADAR?

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Cody Collins at 2018-10-24 07:40:17

Description:

? FEB brings vehicle to a stop when entering parking garage

? Reprogrammed laser/radar per NTB18-041

? Tech released vehicle to customer

? Tech unsure if additional steps should be taken with the vehicle

Recommendation

Cory,

Thank you for providing your case details. The TSB NTB18-041 was created due to the concern the customer was experiencing. If you have completed all

of the steps in the TSB the concern should be resolved.

Created by Survey Site Guest User at 2019-07-13 18:21:46

COMPLETED TSB NTB18-041b, CUSTOMER STATES FEB STILL AUTO BRAKING IN PARKING STRUCTURE AT HER WORKING PLACE. GOING UP INCLINE AND JUST BEFORE VEHICEL L

EVELS OUT VEHICLE STOPS AND FEB WARNING LIGHT FLASHES IN DASH, C\S PARKING STRUCTURE IS ONLY PLACE CONCERN IS PRESENT

VERIFIED BOTH UNITS UP TO DATE ICC\ADAS 284E7-7FP0D, LASER\RADAR 284385FA3A

Created by Tony Ellis at 2019-07-15 08:41:19

Engineering staff is interested in the following information.

1.specific location (address, intersection, etc.)

2.direction of travel (eastbound, etc.)

3.speed travelling

4.if dealer can duplicate concern

Created by Tony Ellis at 2019-07-15 13:01:14

Description:

Email update received.

This is in the customer's working place parking structure.

Reviewed 201810239.3gp attachment displaying the event.

Recommendation:

Thank you for the additional info.

Do we have an address or location for this parking structure that we could provide the engineers?

Was the video provided taken by the customer and a second person, or dealership personnel?

From the video the event looks to be easily duplicated since we were able to anticipate the event was going to happen and record from outside the vide

o.

Engineering staff may be interested in visiting the location if possible and if we can confirm this duplicates every time we enter.

I know they have been out to see some similar parking garages, but since we have performed the bulletin on this one already, there may be something mo

re specific about this parking structure that is different from the others.

We may also find this parking structure has been visited previously.

Let us know what information is available from the customer and thank you in advance.

If additional assistance is needed for this case, simply reply to this email.

Created by Tony Ellis at 2019-07-16 08:21:30

Description:

Additional location information received.

Recommendation:

Thank you for the update and that is correct.

We will release the vehicle to the customer at this time.

I will forward the information to the engineer working this concern to add to his review.

If further action is needed on this case or with this vehicle specifically, we will be in contact.

If additional assistance is needed for this case, simply reply to this email.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	10/24/2018	10/24/18	10/24/18

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MTXJC[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	731	22518	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	347897T	CVT	QAB
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	8/7/2018	10/8/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT E10
G01 MARCH SOP SPEC
L92 FLOOR MATS (2PC FRONT, 2PC SEC
M92 RETRACTABLE CARGO COVER
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
2802	32	ROBBINS NISSAN	HUMBLE	Texas

Serv Dlr TL

Code	Region	Name	City	State
2802	32	ROBBINS NISSAN	HUMBLE	TX

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Perform NTB18-041

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

customer states when driving down the parking garage the car will brake hard. there is a loud noise. it happens wi

ppened when driving down the road also,.

Created by Survey Site Guest User at 2018-10-24 08:49:51

Customer Comments: customer states when driving down the parking garage the car will brake hard. there is a loud noise. it happens with the emergency

braking on. it happened when driving down the road also,.

Technician Findings: no codes, unable to duplicate. customer states; while driving auto braking engages. once in a parking garage and once while drivi

ng on a road.

Repairs Made: na

Created by Cody Collins at 2018-10-24 08:58:54

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Description:

? C/S FEB operates bringing the car to a stop in when going into the parking garage, occurs going down the road at times

? Dealer has been unable to duplicate the concern

? No DTC?s stored

Recommendation

[redacted]

Thank you for providing your case details.

? Please perform NTB18-041a

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	10/24/2018	10/24/18	10/24/18

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	KNMAT2MT6JP[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	7678	22118	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	230080	CVT	G41

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	4/13/2018	7/20/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
C03 50 STATE EMISSIONS
G01 MARCH SOP SPEC
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3939	32	NISSAN OF MCKINNEY	MCKINNEY	Texas

Serv Dlr TL

Code	Region	Name	City	State
3939	32	NISSAN OF MCKINNEY	MCKINNEY	TX

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
INTELLIGENT CRUISE CONTROL	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED | Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

COLLISION LIGHT ON DASH, VEHICLE SLAMS ON BRAKES BY ITSELF

Created by Survey Site Guest User at 2018-10-24 09:04:06

Customer Comments: COLLISION LIGHT ON DASH, VEHICLE SLAMS ON BRAKES BY ITSELF

Technician Findings: VEHICLE WILL APPLY BRAKES IT SELF, VERIFIED FEB BRAKING AT 7652 MILEAGE. CHECKED ICC AND LASER FOR SOFTWARE UPDATES AND NONE WER

E AVAILABLE. C/S IS SCARED TO DRIVE. I KNOW BOSCH HAD PROBLEMS WITH PREVIOUS SENSORS WITH INTERNAL COOLING MAT. HAS CODE C1A16 STORED AGAIN

Repairs Made: INSTALLED NEW DISTANCE SENSOR 28438-5FA3A CALIBRATED IN SEPTEMBER

Created by Steve Berger at 2018-10-24 09:59:48

DESCRIPTION:

REVIEWED CASE NOTES.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

RECOMMENDATION:

TSS will call the Technician to discuss.

Created by Steve Berger at 2018-10-24 10:41:14

DESCRIPTION:

CONCERN:

? Collision light on dash, vehicle [applies] brakes by itself

CASE SUMMARY:

? Vehicle has undesired brake application.

? Current mileage listed as 7,678 miles.

? Case notes indicate the following information:

- FEB braking occurred at 7,652 miles.

- No ICC or Laser related updates available.

- DTC stored: C1A16 RADAR STAIN

- Repairs made: installed new distance sensor 28438-5FA3A calibrated in September.

? Carfax report: 1 Owner, no accidents reported.

? DBS (most recent report): 8-30-18 , 4,000 miles

- Cust states the vehicle is not shifting correclty...and twice in the past 2weeks.....the vehicle will stop all the sudden and the vehicle beeps.

- Test drove vehicle to duplicate cs concern for shifting issue and was unable to duplicate. test drove again for sudden braking and found ntb18-041a

that addresses this concern. replace distance sensor and reprogram adas unit. once distance sensor was calibrated and reprogrammed test drove and veri

fied repair.

? DBS: 6-20-18 , 8 miles - Tint four windows and back glass.

? DBS: 6-19-18 , 7 miles - PDI

? Refer to DBS/National Service History for full report.

OUTBOUND CALL TO TECH:

? Tech has not been able to duplicate the incident.

? No software updates available.

? No DTCs returned (DTCs were stored in the past).

? Unsure of address, direction of travel or vehicle speed at the time of the concern.

RECOMMENDATION:

? Thank you for your time on the phone today.

? As discussed, please have the Service Manager contact Nissan Consumer Affairs to create a case.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	10/25/2018	5/12/20	2/9/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MT1JC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
13880	18210	22318	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	115723	CVT	KAD

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	12/22/2017	1/25/2018	

Installed Options

C03 50 STATE EMISSIONS
K01 MIDNIGHT EDITION
K11 MIDNIGHT EDITION (BLACK SPLASH
L93 MIDNIGHT EDITION CARPETED FLOO
S10 FOG LIGHTS
U01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5063	32	PAT PECK NISSAN	GULFPORT	Mississippi

Serv Dlr TL

Code	Region	Name	City	State
5063	32	PAT PECK NISSAN	GULFPORT	MS

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

automatic braking is not working properly

Created by Survey Site Guest User at 2018-10-25 10:52:04
Customer Comments: automatic braking is not working properly
Technician Findings: automatic braking not working right
Repairs Made: changed icc unit
Created by Sean Martin at 2018-10-25 10:57:09
DESCRIPTION
Customer states AEB not operating correctly
C1A17 ICC SENSOR MALF
ICC sensor has been replaced

TECH LINE INCIDENT REPORT - CONFIDENTIAL

RECOMMENDATION

? There is not enough information provided to make a recommendation.

? Please clarify "automatic braking not working right". It is not clear exactly what is occurring.

? Is the DTC still setting after the ICC sensor was replaced?

Created by Carlos Nunez at 2019-01-25 17:18:56

DESCRIPTION:

Vehicle at dealership for undesired FEB

New technician working on vehicle now.

TSS transferred all new info to original case

Previous RO #[redacted]

Previous RO date: 10/18/2018

Previous current DTC: LASER/RADAR C1A17-49

Dealer now duplicating concern

Past DTC: ABS u1002 MULTI AV b1309-11 LASER/RADAR c1a16-97

Customer Comments: Car will brake on its own without anything around.

Verified : Yes

New technician findings:

? car had code for radar stain.

? cleaned sensor and grill.

? Cleared codes. test drove.

? all drives normal.

? cruise work as it should.

? feb should work correctly.

? the icc and laser are up to date.

? the milli wave radar has been replaced 3 times.

No repairs made this visit

Aftermarket LED lights inside of vehicle

RECOMMENDATION:

Please refer to NTB18-041

If NTB has already been performed, please provide the following information:

? Part numbers from NTB18-041

From location where concern is duplicated, please provide:

? Specific location (address, intersection, etc.)

? Direction of travel (eastbound, etc.)

? Speed travelling

Created by Carlos Nunez at 2019-01-25 17:21:12

DESCRIPTION:

Vehicle at dealership for undesired FEB

New technician working on vehicle now.

TSS transferred all new info to original case

Previous RO #[redacted]

Previous RO date: 10/18/2018

Previous current DTC: LASER/RADAR C1A17-49

Dealer now duplicating concern

Past DTC: ABS u1002 MULTI AV b1309-11 LASER/RADAR c1a16-97

Customer Comments: Car will brake on its own without anything around.

Verified : Yes

New technician findings:

? car had code for radar stain.

? cleaned sensor and grill.

? Cleared codes. test drove.

? all drives normal.

? cruise work as it should.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

? feb should work correctly.

? the icc and laser are up to date.

? the milli wave radar has been replaced 3 times.

No repairs made this visit

Aftermarket LED lights inside of vehicle

Vehicle had previous DTS involvement for concern.

RECOMMENDATION:

Please refer to NTB18-041

If NTB has already been performed, please provide the following information:

? Part numbers from NTB18-041

From location where concern is duplicated, please provide:

? Specific location (address, intersection, etc.)

? Direction of travel (eastbound, etc.)

? Speed travelling

Created by Survey Site Guest User at 2019-02-07 14:31:24

update contacted customer. cust. states they are driving down a well traveled highway with nothing around when feb will operate. and then the car wil

l go back to normal op.

Created by Carlos Nunez at 2019-02-09 10:13:45

DESCRIPTION:

Dealer replied to case:

?update contacted customer.
cust. states they are driving down a well traveled highway with nothing around when feb will operate. and then the car will go back to normal op.?

RECOMMENDATION:

We need additional information to provide assistance with case

From previous recommendation:

Please refer to NTB18-041

If NTB has already been performed, please provide the following information:

? Laser/Radar part number

? ICC/ADAS part number

From location where concern is duplicated, please provide:

? Specific location (address, intersection, etc.)

? Direction of travel (eastbound, etc.)

? Speed travelling

Also please provide All System diagnosis results

Created by Carlos Nunez at 2019-02-11 12:14:49

DESCRIPTION:

Dealer replied to case:

The laser/radar # is 28438-5fa3a

the icc/adas # is 284e7-7fp0d.

yes ntb 18-041 has been performed.

TSS followed up with technician at cell phone?????. Voice mail

438-5FA3A listed on page #2 of NTB18-041

28284E7-7FP0D is not listed on page #22 of NTB18-041

Concern occurs at difference locations/ different settings

Radar replaced multiple times

ICC working as designed

DTC found when vehicle returned to shop on 1/18/2019 (current visit)

Mulit AV: B1309 -11 (TBD SYSTEN ON)

ABS: U1002 CAN COMM CIRCUIT

Laser C1A16 RADAR STAIN -97

Cleared DTC

Updated as per NTB18-041 during this visit

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Multiple test drives / multiple drives ???????. Unable to duplicate
RECOMMENDATION:
No additional recommendations with NTB18-041 completed during this visit.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	10/25/2018	4/4/19	10/25/18

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MV3JC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
913	3782	22218	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	358997T	CVT	QAB

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	8/17/2018	9/7/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT E10
G01 MARCH SOP SPEC
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3035	26	RAMSEY NISSAN, INC.	RAMSEY	New Jersey

Serv Dlr TL

Code	Region	Name	City	State
3035	26	RAMSEY NISSAN, INC.	RAMSEY	NJ

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
ELECTRONIC CONTROL UNIT	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
06	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED | Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CUSTOMER STATES VEHICLE LOST POWER WHILE DRIVING CHECK ALL SYSTEMS INCLUDING FEB AND TRAN

Created by Survey Site Guest User at 2018-10-25 14:32:25

Customer Comments: VEHICLE STALLED IN PARKING LOT AND TURNED BACK ON BY ITSELF. ALSO EXPERIENCING POOR FUEL ECONOMY

Technician Findings: CONCERNS COULD NOT BE DUPLICATED. VEHICLE DID NOT STALL AND VEHICLE AVERAGES 25 MPG WITH 70 MILES OF MIXED DRIVING

Repairs Made: NONE

Created by Wesley Roberts at 2018-10-25 15:20:21

Recommendation:

? For further diagnosis we will need to duplicate the concern.

? We can get further details about the incident from the customer, did the engine quit and then crank on its own and start?

TECH LINE INCIDENT REPORT - CONFIDENTIAL

? Without duplication no repairs are recommended.

? Keep me posted and have a great day.

Created by Wesley Roberts at 2018-10-26 07:09:18

Description:

? Here's the full customer concern.

? While driving in parking lot about 10 mph gas pedal started shaking

? Sounded like marble rolling in dash board

? Heard knocking noise from engine area.

? Vehicle stalled warning lights came on vehicle turned back on by itself,

? Lurched, was able to pull into spot.

? Sat an hour. Started and drove home ok.

? Customer states poor fuel economy

? Customer stated vehicle stalled then cranked on its own.

Recommendation:

? All Nissan vehicles are equipped with an Auto restart Function.

? It operates when the engine quits unexpectedly, and under only certain conditions.

? The conditions that are required for function are not available to us.

? We need to focus on the engine quit concern, as the restart is normal.

? Verify oil level and pressure.

? Verify fuel pressure.

? Verify ECM connections and grounds.

? For further diagnosis we will want to duplicate so we don?t dig too far in the wrong direction.

? If we cannot duplicate no further checks are recommended.

Created by John Seaborn at 2019-04-03 13:17:32

Description

Deleted Duplicate Case [redacted]

Updated original case with duplicate case information, including customer's comment.

Vehicle has intermittent lack of acceleration / power.

Vehicle intermittently stops running.

Cannot duplicate concern.

No codes.

No accessories or modifications.

Copied & pasted customer's comment & technician's findings, below.

"CUSTOMER STATES VEHICLE LOST POWER WHILE DRIVING

CHECK ALL SYSTEMS.

INCLUDING FEB AND TRANSMISSIONS."

"CAN NOT DUPLICATE CUSTOMER CONCERN,

NO DTCs,

STATES FEB ACTIVATES AND VEHICLE STALLS."

Recommendation

Please Refer to Original Case [redacted]

Eduardo, well done, please see recommendations listed below.

A) Incident symptoms are not currently under engineering review for T32.

B) Several different vehicle systems can contribute to incident symptoms, so we will need to proceed using the process listed below.

1) Duplication is the first step of diagnosis and sometimes, it is the most difficult step.

2) We cannot proceed with repairs until we know what the root cause is.

3) We cannot determine root cause until the symptom is duplicated enough to isolate.

4) Customer to duplicate concern for Service manager & Technician.

5) Tech to follow up with duplicated & clarified incident details, if additional technical assistance is required.

6) Service manager to consult with Dealer FOM in regards to all goodwill related questions.

Tech to reply to all on email response if additional technical assistance is required.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	11/2/2018	10/24/19	11/2/18

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - BRIAN TERK	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	5N1AT2MV0HC[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	15500	29617	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	986174U	CVT	QAB
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	9/7/2017	12/29/2017	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT $
L92 FLOOR MATS (2-PIECE FRONT AND
P04 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5533	34	TED RUSSELL NISSAN	KNOXVILLE	Tennessee

Serv Dlr TL

Code	Region	Name	City	State
5533	34	TED RUSSELL NISSAN	KNOXVILLE	TN

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

Cutomer states vehicle came to a abrupt stop without driver applying brakes at 9 AM this morning.

Created by Survey Site Guest User at 2018-11-02 15:46:57

Customer Comments: Cutomer states vehicle came to a abrupt stop without driver applying brakes at 9 AM this morning.

Technician Findings: customer said car stopped on its on without pushing brake pedal.No DTCs. The first time car was here it had DTCs C1A16 & CA171,we

nt to service bulletin NTB18-041a and replaced distance sensor and aligned car & sensor.I have driven for awhile this time without feb system braking.

there are no DTCs this time.I did find a leaf close to sensor.dont know if it has been in front of sensor.

Repairs Made: service bulletin NTB18-041a

Created by Survey Site Guest User at 2018-11-02 15:51:59

Service bulletin NTB18-041a was followed the first time car was here by another tech.I installed sensor and aligned on 10/29/18.No DTCs this time & I

TECH LINE INCIDENT REPORT - CONFIDENTIAL

have not hqad it happen when I am driving.Do you have anything on this that can help.

Created by Brian Terk at 2018-11-02 16:35:57

-DESCRIPTION:

-customer states vehicle slowed without brake pedal input

-no codes stored

-first visit performed NTB18-041a

-second visit (10/29/18) replaced ICC distance sensor due to C1A16 and C1A17 were stored

-unable to duplicate concern during test drives

-a leaf was found in front of the sensor

-RECOMMENDATION DETAIL:

-Johnny please confirm all part numbers are post counter measure as per NTB18-041a

-if they are then there are no known concerns for this that TECH LINE is aware of

-check if there were any specific circumstances or road conditions when this happened such as rail road tracks, raised speed bumps, large inclines, et

c.

-please also review the Owner?s Manual ?FEB SYSTEM LIMITATIONS? beginning on page 5-85 for certain conditions that may cause similar concerns during n

ormal operation

-please let us know if you have any additional questions and have a great day!

Created by Michael Lemmons at 2019-10-24 11:18:37

Received incoming chat from Kayla at dealer 5722.

Customer states vehicle will brake when approaching railroad tracks.

Advised dealer of existing case for issue.

Recommended tech update case with newest information and new contact information.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	11/3/2018	11/5/18	11/3/18

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	JN8AT2MV2JW[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	1787	22218	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	303430M	CVT	QAB
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	6/27/2018	8/25/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT E10
G01 MARCH SOP SPEC
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3544	26	NISSAN 46	LITTLE FALLS	New Jersey

Serv Dlr TL

Code	Region	Name	City	State
3544	26	NISSAN 46	LITTLE FALLS	NJ

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

pre collision lights goes on by itself & car starts to brake on its own with no one around

Created by Survey Site Guest User at 2018-11-03 07:14:19

Customer Comments: pre collision lights goes on by itself & car starts to brake on its own with no one around

Technician Findings: road tested car I could not reproduce brake issue, but noticed that steering wheel was way off & traction control lights & abs ca

me on. ck with consult . codes found c1a18-54 laser aiming incmp missing calibration, c1143 st ang sen, c1a04 abs/tce/vdc, c1a26 abs/tcs/vdc. I did f

ind bulletin in assist that applied to customer issue -NTB18-041a 2017-2018 ROGUE, ROGUE HYBRID AND ROGUE SPORT; UNEXPECTED OPERATION OF AEB, FEB OR

FCW. ck laser/radar c/u & icc/adas c/u (5hk2a , 5hr5e) up dated both control units . also noticed that front wheels were not straight when steering w

heel was straight & r/f wheel was tilted in on top . performed alignment checked to confirm how bad it was (toe was off to left & r/f wheel camber was

TECH LINE INCIDENT REPORT - CONFIDENTIAL

in negative -2.2 (which could be seen by looking at wheel). after service writer talked with customer . we found out that feb operated with no one i

n front of car & customer when to right to avoid causing an accident - hitting a curb . (damaging r/f rim & strut assembly). how do we go about repa

iring car now do to this feb issue .

Repairs Made: reprogramed laser/rader & icc/adas c/u

Created by Paul Legnon at 2018-11-03 08:40:39

TSS-

FEB feature will not steer the vehicle, it will apply brakes to avoid a collision.

For this particular incident- Your Service Manager should contact CA to open a case, since this customer has a safety concern

Created by Paul Legnon at 2018-11-05 07:28:15

TSS- Followed up with the tech by phone

Advised to have SM contact CA

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	11/5/2018	11/5/18	11/5/18

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	JN8AT2MV1JW[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	1148	22218	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	296731M	CVT	QAK
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	6/18/2018	9/6/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
G01 MARCH SOP SPEC
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3670	26	LEGEND NISSAN, LTD	SYOSSET	New York

Serv Dlr TL

Code	Region	Name	City	State
3670	26	LEGEND NISSAN, LTD	SYOSSET	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
AUTOMATIC BRAKE CONTROL	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
04	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

customer states 2nd time that this happened car came to a complete stop after crossing the same railroad corssing

Created by Survey Site Guest User at 2018-11-05 07:56:03

Customer Comments: customer states 2nd time that this happened car came to a complete stop after crossing the same railroad corssing

Technician Findings: Customer states that this is the second time that the car came to a complete stop after crossing the same railroad crossing. cust

omer came in before and had bulletin NTB18-041a preformed. technician replaced the distance sensor and reprogramed the ICC/ADAS also with a recalibrat

ion. customer came back a month later complaining about the same problem occurring. scanned car for codes and different codes were found.

Repairs Made: none

Created by Steve Berger at 2018-11-05 08:03:17

TECH LINE INCIDENT REPORT - CONFIDENTIAL

DESCRIPTION:

Created By: Survey Site Guest User (11/5/2018 7:56 AM)

Customer Comments: customer states 2nd time that this happened car came to a complete stop after crossing the same railroad corssing

Technician Findings: Customer states that this is the second time that the car came to a complete stop after crossing the same railroad crossing. cust

omer came in before and had bulletin NTB18-041a preformed. technician replaced the distance sensor and reprogramed the ICC/ADAS also with a recalibrat

ion. customer came back a month later complaining about the same problem occurring. scanned car for codes and different codes were found.

Repairs Made: none

RECOMMENDATION:

TSS will call to discuss.

Created by Steve Berger at 2018-11-05 08:51:14

DESCRIPTION:

CONCERN:

? Customer states 2nd time that this happened car came to a complete stop after crossing the same railroad crossing.

CASE SUMMARY:

? The vehicle has come to a complete stop after driving across a railroad crossing.

? This has happened 2 times and at the same location.

? NTB18-041a was performed on a previous visit.

- Technician replaced the distance sensor and reprogramed the ICC/ADAS also with a recalibration.

? Customer returned with the same concern.

? DTCs stored : (past codes)

- ABS: U1002 CAN COMM CIR

- ICC/ADAS: C1B5D FEB OPE COUNT LIMIT

- Multi AV: B132A -01 EXTERNAL USB (DISPLAY AUDIO WITHOUT BOSE)

? Carfax report: 1 Owner, no accidents reported.

? DBS (most recent report): 10-2-18 , 480 miles

- ?Customer states car is stopping itself, check and advise.?

- ?Tech could not duplicate customers concern, tech scanned for codes and found codes for radar stain, tech reprogrammed icc/adas and laser radar unit

, set all to specs. everything working as designed?

? Refer to DBS/National Service History for full report.

? DBS/RO work in progress: 11-3-18 , 1,148 miles

- Line 1: ?Customer states 2nd time that this happen car came to a complete stop after crossing the same railroad crossing Farmingdale where central m

eets Hempstead turnpike.?

? Called Tech to follow up:

- Happen on same railroad every time.

- Tech has not been able to duplicate.

- Spoke with Service advisor AH.

- According to customer happens at same railroad crossing Farmingdale where central meets Hempstead turnpike.

- According to customer happens when headed North. (will need to confirm to be sure)

- Unsure of speed at the time of the concern.

RECOMMENDATION:

? Thank you for the time on the phone today.

? As discussed, please have the Service Manger contact Nissan Consumer Affairs.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	11/5/2018	11/5/18	11/5/18

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - BRIAN TERK	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MVXJC[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	6021	22218	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	267068T	CVT	DAL
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	5/12/2018	6/29/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
C03 50 STATE EMISSIONS
G01 MARCH SOP SPEC
L92 FLOOR MATS (2PC FRONT, 2PC SEC
S10 FOG LIGHTS
U01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3035	26	RAMSEY NISSAN, INC.	RAMSEY	New Jersey

Serv Dlr TL

Code	Region	Name	City	State
3035	26	RAMSEY NISSAN, INC.	RAMSEY	NJ

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED
Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up
Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

FEB GOES OFF RANDOMLY

Created by Survey Site Guest User at 2018-11-05 10:47:21
Customer Comments: FEB GOES OFF RANDOMLY
Technician Findings: C1A16-97 RADAR STAIN
Repairs Made: REPROGRAMMED LASER AND ADAS AS PER BULLETIN
Created by Brian Terk at 2018-11-05 10:50:34
-DESCRIPTION:
-customer states AEB goes off unexpectedly
-LASER/RADAR
-C1A16-97 RADAR STAIN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-reprogrammed laser and ADAS c/u as per bulletin
-RECOMMENDATION DETAIL:
-can this be duplicated?
-has the concern happened again since performing the bulletin?
-is there a specific location or area only where this happens?
-what is the actual concern please?
Created by Brian Terk at 2018-11-05 11:49:39
-DESCRIPTION:
-technician replied by email
-"Again feb goes off randomly while driving latest program installed last visit highway speeds"
-RECOMMENDATION DETAIL:
-Tim there are no known concerns for this vehicle that TECH LINE is aware of with post counter measure programming
-can this be duplicated when tested at the dealer?
-if so what is the concern?
--AEB activates unexpectedly?
--AEB light illuminates but does not activate unexpectedly?
-does the C1A16 return or has it bee cleared and cannot be duplicated with DTC confirmation?
-is there any current or past collision trauma to the vehicle?
Created by Brian Terk at 2018-11-05 12:26:40
-DESCRIPTION:
-technician replied by email
-"Correct me if I?m wrong but aren?t radar stain codes under engineering investigation"
-RECOMMENDATION DETAIL:
-thanks for your time on the phone today Tim, was great talking with you!
-if the concern cannot be duplicated TECH LINE has no repair recommendations at this time
-please review the "AEB SYSTEM LIMITATIONS" in the Owner's Manual beginning on page 5-127
-if the concern is different from this please follow up with:
--AEB activates unexpectedly?
--AEB light illuminates but does not activate unexpectedly?
-does the C1A16 return or has it bee cleared and cannot be duplicated with DTC confirmation?
-is there any current or past collision trauma to the vehicle?

NISSAN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	11/6/2018	11/6/18	11/6/18

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options
B17	2018	SEN	3N1AB7AP3JY[redacted]	B92 SPLASH GUARDS, BODY COLORED C03 50 STATE EMISSIONS L92 CARPETED FLOOR MATS WITH TRUNK

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	158	12018	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
MRA8	428098	CVT	K23

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
AGUASCALIENTES	5/30/2018	11/5/2018	

Dlr Retl Last VC

Code	Region	Name	City	State
3033	26	GEORGE HARTE NISSAN	WEST HAVEN	Connecticut

Serv Dlr TL

Code	Region	Name	City	State
3033	26	GEORGE HARTE NISSAN, INC.	WEST HAVEN	CT

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

C/S FORWARD COLLISION MALFUNCTION LIGHT CAME ON THEN VEHICLE STARTED BRAKING ON ITS OWN. PL

Created by Survey Site Guest User at 2018-11-06 11:32:52

Customer Comments: C/S FORWARD COLLISION MALFUNCTION LIGHT CAME ON THEN VEHICLE STARTED BRAKING ON ITS OWN. PLEASE CHECK AND ADVISE.

Technician Findings: CODE C1A12, NO DAMAGE TO VEHICLE OR DISTANCE SENSOR.

ESM INDICATES TO REPLACE DISTANCE SENSOR, WOULD YOU ALSO MAKE THAT SAME RECOMENDATION, OR IS THIS UNDER ENGINEERING REVIEW?

Repairs Made: NONE

Created by Kelby Hausman at 2018-11-06 11:43:58

Description

- Customer states FEB light came on and vehicle started to brake on its own

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- C1A12 LASER BEAM OFF CNTR

- No trauma to vehicle or distance sensor

- ESM indicates to replace the distance sensor

Recommendation

Thank you for the case information.

This concern is currently under engineering review.

Please clear the code and test drive the vehicle.

If the code returns replace, the distance sensor.

If no codes return, no repairs are recommended.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	11/7/2018	11/8/18	11/7/18

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - CRAIG WATSON	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
J11	2018	RSP	JN1BJ1CR7JW[redacted]

Installed Options

C03 50 STATE EMISSIONS
L92 CARPETED CARGO AREA PROTECTOR
Z66 ACTIVATION DISCLAIMER

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	10799	28018	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
MR20	295019	CVT	G41

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	3/26/2018	5/17/2018	

Dlr Retl Last VC

Code	Region	Name	City	State
5520	32	BOMMARITO NISSAN BA	BALLWIN	Missouri

Serv Dlr TL

Code	Region	Name	City	State
1864	24	KELLY NISSAN, INC.	OAK LAWN	IL

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CUSTOMER STATES THAT THE COLLISION WARNING COMES ON. VEHICLE HAS STOPPED MID DRIVE

Created by Survey Site Guest User at 2018-11-07 15:33:23
Customer Comments: CUSTOMER STATES THAT THE COLLISION WARNING COMES ON. VEHICLE HAS STOPPED MID DRIVE
Technician Findings: DTC C1B5D C1A16-97 PAST
INSPECT SENSOR NO CONTAMINATION OR DEBRIS
NO IMPACT. INSPECT CONNECTION OK
Repairs Made: NONE
Created by Survey Site Guest User at 2018-11-07 15:34:56
NOT ABLE TO DUPLICATE CONCERN. NO DEBRIS OR CONTAMINATION. INSPECT SENSOR AND CONNECTION. OK
Created by Cameron McBride at 2018-11-07 17:12:32

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Description;

Customer states that the collision warning comes on.

Vehicle has stopped mid drive

ICC/ ADAS

C1B5D FEB OPE COUNT LIMIT/ current

LASAR/ RADAR

C1A16 RADAR STAIN/ current

Inspect sensor no contamination or debris

No impact.

Inspect connection ok

Not able to duplicate concern

Recommendation;

Thank you for the information;

To clarify, what does the customer mean, ?Vehicle has stopped mid drive? exactly?

Did the engine quit mid drive and we had to restart?

Did the Automatic Emergency Braking (AEB) activate mid drive and stop the vehicle?

Created by Cameron McBride at 2018-11-08 09:09:03

Description;

(11/7/2018 5:29 PM)

?They are not sure.

This is an Enterprise rental vehicle.

I?m guessing they meant the brakes are applied.?

Recommendation;

Thank you for the update.

I would recommend we gather as much information about the ?vehicle has stopped mid drive? concern and try to duplicate first;

Where did the concern happen exactly?

How often does the concern happen?

When did the concern start happening?

What does the customer do to correct the concern?

As for the C1A16 DTC, this DTC is currently under engineering review no repairs recommended at this time.

NISSAN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	11/13/2018	11/20/18	11/13/18

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	JN8AT2MV4JW[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	4235	22418	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	084840	CVT	RBY
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	9/15/2017	2/3/2018	

Installed Options

C03 50 STATE EMISSIONS
K03 PLATINUM PACKAGE
L92 FLOOR MATS (2PC FRONT, 2PC SEC
P01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
X03 PLATINUM RESERVE INTERIOR PACK
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
08073	26	SANSONE NISSAN, INC.	AVENEL	New Jersey

Serv Dlr TL

Code	Region	Name	City	State
5535	26	NISSAN OF STATEN ISLAND	STATEN ISLAND	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: NTB18-041

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

THE VEHICLE IS BRAKING ON ITS OWN WITH OUT APPLING THE BRAKES

Created by Survey Site Guest User at 2018-11-13 07:22:04

Customer Comments: THE VEHICLE IS BRAKING ON ITS OWN WITH OUT APPLING THE BRAKES

Technician Findings: CUSTOMER STATES VEHICLE IS BRAKING ON ITS OWN WITH OUT APPLIING BRAKES. ROADTESTED VEHCILE COULD NOT DUPLICATE CUSTOMERS CONCERN

RAN CONSULT NO CODES FOUND FOR THIS CONCERN

Repairs Made: NONE

Created by Wesley Roberts at 2018-11-13 07:26:56

Recommendation:

? We have seen similar cases of undesired FEB activation.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

? Please refer to NTB18-041.

? If any further assistance is needed let me know and have a great rest of your day.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	11/13/2018	11/20/18	11/13/18

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MV7JC[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	4619	22418	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	274928T	CVT	KAD
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	5/18/2018	6/30/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
G01 MARCH SOP SPEC
L92 FLOOR MATS (2PC FRONT, 2PC SEC
P01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5535	26	NISSAN OF STATEN ISLA	STATEN ISLAND	New York

Serv Dlr TL

Code	Region	Name	City	State
5535	26	NISSAN OF STATEN ISLAND	STATEN ISLAND	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: NTB18-041

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

WHEN DRIVING THE VEHICLEFEELS THE VEHICLE APPLING BRAKES ON ITS OWN

Created by Survey Site Guest User at 2018-11-13 07:44:27

Customer Comments: WHEN DRIVING THE VEHICLEFEELS THE VEHICLE APPLING BRAKES ON ITS OWN

Technician Findings: RAN CONSULT FOUND CODE C1A16-97 STOREDIN LASER/RADAR ALONG WITH U1500 SET IN THE ICC/ADAS ALSO CHECKED THE LASER/RADAR PART NUMB

ER FOUND PART NUMBER TO BE 5FA2A FOUND QUALITY ACCTION FOR LASER/ RADAR REPROGRAMMING DOES THIS APPLY TO THIS VEHICLE FOR THIS CONCERN

Repairs Made: NONE

Created by Wesley Roberts at 2018-11-13 07:53:19

Recommendation:

? Yes, if our current Laser/Radar P/N matches to bulletin and the customer has a concern of undesired FEB then it applies.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

? Please perform NTB18-041.

? We have seen separate concerns for C1A16, clear DTC and retest after all repairs.

? If it returns replace the distance sensor and re-calibrate.

? **NOTE When adjusting sensor, UP/Down and L/R - value should be less than +/- 0.3 or less-(ESM spec +/- 3.0 is incorrect)**

? If any further assistance is needed let me know and have a great day.

Created by Wesley Roberts at 2018-11-13 10:09:48

Description:

? After NTB was preformed road test vehicle found code c1a16-97 to return after road test what should the next step be in fixing this concern?

Recommendation:

? Let?s replace the distance sensor and re-calibrate.

? **NOTE When adjusting sensor, UP/Down and L/R - value should be less than +/- 0.3 or less-(ESM spec +/- 3.0 is incorrect)**

? If any further assistance is needed let me know and have a great day.

NISSAN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	11/13/2018	11/13/18	11/13/18

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - BRIAN TERK	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	KNMAT2MV5JP[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	860	22218	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	248436	CVT	KAD
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	5/30/2018	8/28/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
G01 MARCH SOP SPEC
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5535	26	NISSAN OF STATEN ISLA	STATEN ISLAND	New York

Serv Dlr TL

Code	Region	Name	City	State
5535	26	NISSAN OF STATEN ISLAND	STATEN ISLAND	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
INTELLIGENT CRUISE CONTROL	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: NTB18-041

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

HER CAR WILL DO A AUTOMATIC EMERGENCY BRAKE ON THE HIGHWAY WHILE THERE IS NO VEHICLE IN FRO

Created by Survey Site Guest User at 2018-11-13 11:20:00

Customer Comments: HER CAR WILL DO A AUTOMATIC EMERGENCY BRAKE ON THE HIGHWAY WHILE THERE IS NO VEHICLE IN FRONT

Technician Findings: ROADTESTED VEHICLE VERIFIED BRAKING ABNORMALY ON ITS OWN RAN CONSULT FOUND CODE C1A16-97 FOUND NTB 18-041 SHOULD THIS BE APPLYED

TO THE VEHCILE AND ALSO WHAT SHOULD BE DONE WITH THE C1A16 CODE

Repairs Made: NONE

Created by Brian Terk at 2018-11-13 11:30:17

-DESCRIPTION:

-unexpected AEB operation while driving

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-LASER/RADAR

-C1A16 RADAR STAIN ??????????????????.PAST

-?Found ntb 18-041 should this be applied to the vehicle and also what should be done with the c1a16 code?

-RECOMMENDATION DETAIL:

-Nick both the customer symptom and the stored DTC are related to AEB operation and the ICC distance sensor operation

-C1A16 setting intermittently does not require any action, please refer to the NOTE copied below from the DTC description in the ESM:

"DTC ?C1A16-97? may be detected under the following conditions. (Explain to the customer about the difference between the contamination detection func

tion and the indication when the malfunction is detected and tell them, ?This is not a malfunction?)

?When contamination or foreign materials adhere to the ICC sensor area.

?When driving while it is snowing or when frost forms on the ICC sensor area.

?When ICC sensor area is temporarily fogged."

-regarding the unexpected AEB operation please perform NTB18-041a

-please reply to this email with repair confirmation when the repairs have been completed

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	11/13/2018	11/28/18	11/13/18

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
177	Z - PHILLIP PAGE	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MV9JC[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	2076	22218	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	308852T	CVT	KAD
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	6/20/2018	9/13/2018	

Installed Options

C03 50 STATE EMISSIONS
G01 MARCH SOP SPEC
K01 MIDNIGHT EDITION
K11 MIDNIGHT EDITION (BLACK SPLASH
L93 MIDNIGHT EDITION CARPETED FLOO
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3353	24	HOVE NISSAN INC.	BRADLEY	Illinois

Serv Dlr TL

Code	Region	Name	City	State
3353	24	HOVE NISSAN INC.	BRADLEY	IL

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
ABS BRAKE SYSTEM	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
03	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

cust states while driving down the road the veh stopped itself and lights all came on on the dash

Created by Survey Site Guest User at 2018-11-13 11:32:44

Customer Comments: cust states while driving down the road the veh stopped itself and lights all came on on the dash

Technician Findings: dtc u1002 stored in past abs system

was curious if this code is related to campaign pc6370.

code was stored in past, cleared as instructed in esm, no return , performed pc6370 , no duplication of dtc

Repairs Made: 0

Created by Kelby Hausman at 2018-11-13 12:13:50

Description

- Customer states while driving down the road the vehicle stopped itself

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- Unable to duplicate concern

- U1002 CAN COMM CIR stored in ABS

- Code was past

- Cleared code

- Performed PC637

- Code has not duplicated

- Was curious if code was related to PC637

Recommendation

Thank you for the case information.

It is unlikely that the code was related.

If the code returns, look at the CAN Diag Support Monitor.

See what is showing as unknown or has a number in the past column.

This will tell us what the ABS control unit lost communication with.

If the code returns and further assistance is needed, print and attach the CAN Diag Support Monitor to your email reply.

Created by Kelby Hausman at 2018-11-13 15:29:20

Description

- Two version options for 2018

- Unsure which one to choose

- Code returned on test drive

- CAN support shows all ok except ICC/ADAS shows ICC/ADAS error

Recommendation

Thank you for the update.

We are unsure the difference between version one and versions two.

So far, we have not ran into any concerns with either version.

Is the codes still setting in ABS?

Does ABS show anything as unknown or transmit diag error?

Please print and attach a copy of the CAN support monitor to your email reply.

Created by Kelby Hausman at 2018-11-14 10:07:41

Description

- Attached CAN diag information

Called out to technician

No answer at provided number

Left voicemail to respond to email

Recommendation

Thank you for the CAN information.

The CAN support monitor does not show anything as unknown or have any past errors.

Was the code stored when the information was printed?

Previously we had U1002 CAN COMM CIR stored in ABS.

Is this still the same code and same system setting the code?

Created by Michael Aceves at 2018-11-14 13:09:39

Email reply from tech:

"Yes same code and same system (ABS)Yes code was stored past at time of can diag printCleared and duplicated on several test drives with same results

in can diagwith consult plugged in will not code but with consult disconnect will code under normal driving conditions and will show in past when I sc

an after returning to shop"

Recommendation:

How often does this incident occur?

Does this happen on every test drive?

Anything aftermarket on the vehicle?

Disconnect ABS connector and inspect pins and reconnect.

Inspect ground bolt E126.

Created by Michael Aceves at 2018-11-16 13:16:22

Email reply from tech:

TECH LINE INCIDENT REPORT - CONFIDENTIAL

"have test driven the veh 4 times all around 10-15 miles each time same route, initially when veh came in with dtc u1002 in abs stored past 3, cleared

, no return on first test drive w consult, second test drive return to shop let veh sit over night code stored past 1, cleared , inspected items as i

nstructed, test drove again scanned before cycling igniton code stored past 1 again, code will clear and not return until test drive with consult unho

oked, was curious on attached can printouts chasis can 2 shows errors , veh not equipped with lane camera but branch shows red 2503: start point icc

end point E2501 2505:start point lane end point E2501, could this be a configuration issue? abs 47660-9tf6a icc/adas 284e7-5hr5e

icc/adas2 284p17fwob laser/radar 284385fa2a"

Recommendation:

Disconnect ABS connector and inspect pins and reconnect.

Inspect ground bolt E126.

Created by Phillip Page at 2018-11-19 12:51:03

DESCRIPTION:

? ABS connecter inspected. no corrosion , pin fit good.

? Ground e126 ok

? DTC u1002 still returns and shows past 1trip after test drive

RECOMMENDATION:

? If the U1002 is stored in ABS, then there is a control unit on the CAN system ABS expects to see but does not

? Under ABS, there are no current or past errors, so it sounds as if there may be an issue with ABS configuration

? A configuration concern would only have occurred after a repair. Have there been any recent repairs related to ABS?

? To clarify the symptoms, the customer states the vehicle stopped? Does this mean the engine quit while driving? Does this mean the engine lost throt

tle response but continued to run/idle?

1. Please recheck and verify the code is currently stored and that there are no errors under ?ABS? in CAN DIAG SUPPORT MNTR

2. If the code was erased and will not duplicate, we need to know under what conditions the code sets. Try and get the customer ?story? about what occ

urred

3. Configure ABS using type ID 47660-9TF6A

Created by Phillip Page at 2018-11-21 15:45:13

DESCRIPTION:

? No repairs made to abs recently or at all to my knowledge

? Upon further communications with customer, customer states was driving down station st (rt17) in Kankakee at 32mph

? Car beeped a lot

? Yellow light on dash flashed

? Veh made a grinding noise

? Decelled fast to less the 10 mph, almost stopped

? Cust then pulled over ran veh at idle about 10 mins, then drove home

? Veh has been fine since.

? Attempted to recreate cust concern unable

? Code U1002 CAN COMM CIR in abs comes back stores past with no changes in can support diag

? All items indicate ok

? Veh abs currently configured 47660-9tf6A

RECOMMENDATION:

? The ABS appears to be configured correctly

? The beeping described almost sounds like AEB/FEB operation instead of ABS activation ? is the vehicle equipped with the laser/radar sensor and/or la

ne camera?

? Is the code currently stored or have we already erased?

? We would like to link into your CONSULT-III plus if still stored

Created by Phillip Page at 2018-11-27 11:20:17

DESCRIPTION:

? Veh has radar/laser for the feb , no lane camera

? Code had been cleared several times, returned on test drive several times prior to checking pin fit on abs actuator, pin fit good

? Reassembled veh and retested 8-10 different test drives, same route and conditions as prior dtc occurrence

TECH LINE INCIDENT REPORT - CONFIDENTIAL

? DTC U1002 CAN COMM CIR will not/ has not returned

RECOMMENDATION:

? I see, it seems we may have captured the CAN DIAG SUPPORT MNTR results after the DTC was erased?

? If we were to drive the vehicle, would we experience any symptoms?

? The customer concern of beeping and vehicle stopping leads me to think the primary concern is with the laser/radar sensor and not the ABS

? If we duplicate the concern without U1002 CAN COMM CIR stored, we would want to review NTB18-041

Created by Phillip Page at 2018-11-28 08:04:37

DESCRIPTION:

? Can diag monitor was printed first trip of dtc u1002

? Code will not set now

? Can not duplicate any abnormal conditions as described by customer, just normal operation of feb

? Campaign pc6370 has been done

? Laser/radar before 284385fa2a after 284385fa3a

? ICC/ADAS before 284e75hr5e after 284e77fp6a

RECOMMENDATION:

? The CAN results provided does not support a stored CAN DTC

? Unfortunately, because the CAN results does not identify the communication concern, this must be duplicated to continue diagnosis

? The customer description supports FEB activation and not loss of control unit communication

? Because we cannot duplicate, we should question the customer about which light was flashing

? If needed, we can have the customer pick it out from pictures in the owner?s manual

? If related to NTB18-041a, the concern may no longer be experienced since the ICC/ADAS and LASER/RADAR have been updated

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	11/14/2018	11/14/18	11/14/18

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	KNMAT2MV2JP[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	8859	22018	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	155228	CVT	KAD

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	1/3/2018	5/26/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
2691	26	SMITHTOWN NISSAN, INC	SMITHTOWN	New York

Serv Dlr TL

Code	Region	Name	City	State
2691	26	SMITHTOWN NISSAN, INC.	SMITHTOWN	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
AUTOMATIC BRAKE CONTROL	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
04	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CUSTOMER STATES FOWARD EMERGENCY BRAKING SYSTEM ACTIVATED, RADIO SHUTS OFF AND ON RANDO

Created by Survey Site Guest User at 2018-11-14 13:35:08

Customer Comments: CUSTOMER STATES FOWARD EMERGENCY BRAKING SYSTEM ACTIVATED, RADIO SHUTS OFF AND ON RANDOMLY

Technician Findings: FOUND PAST CODES B1375-11(REAR CAMERA POWER SUPPLY) AND CODE C1A16-97(RADAR STAIN).CAN TELL WHEN AND HOW MANY TIMES THE CODE B137

5-11 HAS BEEN TRIGGERED(2 TIMES IN ABOUT 450 MILES). CANNOT TELL HOW MANY TIMES OR WHEN THE CODE C1A16-97 HAS OCCURED. HAVE NOT DUPLICATED CUSTOMER C

ONCERN ABOUT THE RADIO TURNING ON AND OFF WHILE DRIVING RANDOMLY. NO TSB FOUND ON THIS PROBLEM WITH VEHICLE, OR SOFTWARE UPDATE.

Repairs Made: NONE

Created by Steve Berger at 2018-11-14 14:51:35

TECH LINE INCIDENT REPORT - CONFIDENTIAL

DESCRIPTION:

Created By: Survey Site Guest User (11/14/2018 1:35 PM)

Customer Comments: CUSTOMER STATES FOWARD EMERGENCY BRAKING SYSTEM ACTIVATED, RADIO SHUTS OFF AND ON RANDOMLY

Technician Findings: FOUND PAST CODES B1375-11(REAR CAMERA POWER SUPPLY) AND CODE C1A16-97(RADAR STAIN).CAN TELL WHEN AND HOW MANY TIMES THE CODE B137

5-11 HAS BEEN TRIGGERED(2 TIMES IN ABOUT 450 MILES). CANNOT TELL HOW MANY TIMES OR WHEN THE CODE C1A16-97 HAS OCCURED. HAVE NOT DUPLICATED CUSTOMER C

ONCERN ABOUT THE RADIO TURNING ON AND OFF WHILE DRIVING RANDOMLY. NO TSB FOUND ON THIS PROBLEM WITH VEHICLE, OR SOFTWARE UPDATE.

Repairs Made: NONE

RECOMMENDATION:

Thank you for the information. It appears that we may be dealing with 2 concerns (FEB and and audio concern).

Please reference NTB18-041 for the FEB concern.

If additional assistance is needed for this concern, please respond to this email.

For audio related concerns, please reference NTB17-111a and also inspect for any after market accessories or phone concerns.

- Temporarily unpair/unplug any devices (phone, audio device, USB, 12 volt charger etc.) and re-test to see if the issue still happens.

- We will want to verify that there is not any outside interference caused by accessories or paired devices.

- Device compatibility can be inspected at : https://www.nissanusa.com/bluetooth

Phone make, model, software version and cell phone provider all need to be verified.

- If additional assistance is needed for the audio concern, please create a new case (that way we are not combining a case with an FEB concern with a

n audio concern)

NISSAN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	11/19/2018	11/19/18	11/19/18

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - CRAIG WATSON	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MV0JC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	1969	22018	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	221439T	CVT	K23

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	4/4/2018	7/13/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5423	26	ELITE NIS OF BERGENFI	BERGENFIELD	New Jersey

Serv Dlr TL

Code	Region	Name	City	State
5423	26	ELITE NIS OF BERGENFIELD	BERGENFIELD	NJ

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

c/s that while driving the feb activated byb itself the car came to stop and stalled out

Created by Survey Site Guest User at 2018-11-19 08:39:48

Customer Comments: c/s that while driving the feb activated byb itself the car came to stop and stalled out

Technician Findings: road test vehicle mulpti times could not get the feb system to act up while I drove the vehicle no dtc were stored . first visit

replace the laser and reprogram icc/adas sytem as per ntb18-041a . c/s that it will activated itself come to stop . we have program the laser mulpi ti

mes and road test vehicle never act up on us only when the customer drives it ..

Repairs Made: replace the front laser and update the icc/adas

Created by Sean Martin at 2018-11-19 09:06:48

DESCRIPTION

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Undesired FEB operation

NTB18-041 has been completed.....no change

Unable to duplicate at dealer

RECOMMENDATION

? Please have the customer demonstrate the concern. Usually what we find is the issue happens in specific areas that have obstructions such as railroa

d tracks or overpasses.

? Please review with the customer where exactly the concern is occurring.

? Follow up with results.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	11/19/2018	11/19/18	11/19/18

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - BRIAN TERK	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	JN8AT2MV5JW[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	2741	22418	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	214302	CVT	QAB
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	2/22/2018	3/31/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT E10
K03 PLATINUM PACKAGE
L92 FLOOR MATS (2PC FRONT, 2PC SEC
M92 RETRACTABLE CARGO COVER
P01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
X03 PLATINUM RESERVE INTERIOR PACK
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5263	44	NISSAN SUNNYVALE	SAN JOSE	California

Serv Dlr TL

Code	Region	Name	City	State
5263	44	NISSAN SUNNYVALE	SAN JOSE	CA

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

c/s car will come to sudden stop

Created by Survey Site Guest User at 2018-11-19 13:18:54

Customer Comments: c/s car will come to sudden stop

Technician Findings: found codes in laser radar and ADAS system for missing calibration aiming incmp both systems customer reports sudden operation of

FEB bulletin 18-041 applies due to program will I need to adjust camera and radar aim also

Repairs Made: none

Created by Brian Terk at 2018-11-19 14:04:02

-DESCRIPTION:

-unexpected AEB operation

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-codes are listed as current in case opening

-LASER/RADAR

-C1A18-54 LASER AIMING INCMP

-ICC/ADAS

-C1B01-54 LDW CAMERA AIMING IS NOT ADJUSTED

-?bulletin 18-041 applies due to program will I need to adjust camera and radar aim also??

-RECOMMENDATION DETAIL:

-Dave regarding unexpected AEB operation please continue with performing NTB18-041

-the case indicates this cannot be duplicated, the concern is intermittent but the codes are current

-please confirm for us the 2 codes noted in the case if they are current codes, hard codes and if they return with DTC confirmation

-are these the only 2 codes stored?

-were any recent or prior repairs done on the vehicle whether or not they are related to this concern?

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	11/19/2018	1/10/19	11/20/18

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	JN8AT2MT5JW[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	30960	22518	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	183314	CVT	KAD
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	1/17/2018	4/22/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
K03 PLATINUM PACKAGE
L92 FLOOR MATS (2PC FRONT, 2PC SEC
M92 RETRACTABLE CARGO COVER
P01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
X03 PLATINUM RESERVE INTERIOR PACK
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5222	44	PREMIER NISSAN	SAN JOSE	California

Serv Dlr TL

Code	Region	Name	City	State
5222	44	PREMIER NISSAN	SAN JOSE	CA

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CUSTOMERS STATES FORWARD BRAKING ACTIVATES INTERMITTENTLY, C/S THIS HAS BEEN AN ON GOING C

RN SELLING DEALER FOR FURTHER DIAGNOSIS.

Created by Survey Site Guest User at 2018-11-19 21:59:48

Customer Comments: CUSTOMERS STATES FORWARD BRAKING ACTIVATES INTERMITTENTLY, C/S THIS HAS BEEN AN ON GOING CONCERN. PLEASE CHECK AND ADVISE. C/S NNA

ADVISED HIM TO RETURN SELLING DEALER FOR FURTHER DIAGNOSIS.

Technician Findings: VERIFIED CUSTOMERS CONCERN. WHILE ON THE FREEWAY, FRONT COLLISION WARNING IS FLASHING. NO OBSTACLES WERE IN FRONT OF VEHICLE. NO

DTC'S WERE FOUND. PERFORMED RADAR REPROGRAMMING FROM PREVIOUS VISIT.

Repairs Made: PERFORMED SERVICE BULLETIN NTB18-041a

Created by Survey Site Guest User at 2018-11-19 22:00:47

TECH LINE INCIDENT REPORT - CONFIDENTIAL

RECOMMEND PERFORM LANE CAMERA ALIGNMENT?

Created by Kelby Hausman at 2018-11-20 07:49:47

Description

- Customer states brakes activate on their own intermittently

- Verified customers concern

- While on highway the FEB light is flashing

- No obstacles in front of vehicle

- No codes stored

- Performed radar reprogramming from previous visit

Repairs Made PERFORMED SERVICE BULLETIN NTB18-041a

Recommendation

Thank you for the case information.

That is correct.

We typically see this when there is a concern with the lane camera next to the rear view mirror.

We have seen cases where the camera is not properly mounted in the bracket.

Confirm the camera is fully clipped into the bracket.

Confirm there is nothing blocking the view of the lane camera.

If no camera concerns are found, perform the lane camera aiming procedure.

Created by Survey Site Guest User at 2019-01-09 15:50:40

PERFORMED LANE CAMERA ADJUSMENT AND RADAR REPROGRAM. CUSTOMER STATES FEB ACTIVATES INTERMITTENTLY. PREVIOUSLY, WHEN VEHICLE WAS HERE, TECHNICIAN DROVE

VEHICLE DURING THE WEEK(200 MILES) AND FEB FLASHED ONCE. NO DTC'S WERE FOUND.

Created by Wesley Roberts at 2019-01-10 08:48:05

Recommendation:

? Due to undesired FEB activation still present, we will need an address/location of where concern happens.

? Please also supply direction of travel and weather conditions when incident occurred.

? Pictures of the location form the passenger point of view where incident occurred would be very helpful as well.

? We have seen some circumstances where external conditions and objects have still caused the concern, and this information will help us narrow it dow

n.

? Does it tend to happen in the same locations?

? What are the exact conditions, driving characteristics, when incident occurs?

? Keep me posted and have a great day

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	11/27/2018	11/27/18	11/27/18

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	KNMAT2MT8JP[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	6860	22318	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	119463	CVT	G41
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	11/14/2017	6/28/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2PC FRONT, 2PC SEC
S10 FOG LIGHTS
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
2192	42	JIM CLICK NISSAN	TUCSON	Arizona

Serv Dlr TL

Code	Region	Name	City	State
2192	42	JIM CLICK NISSAN	TUCSON	AZ

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: NTB18-041

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

WHEN DRIVING THROUGH TUNNELS OR UNDER PARKING STRUCTURES AND LIGHTING OUTSIDE OF THE VEHC

IC BRAKING SYSTEM.

Created by Survey Site Guest User at 2018-11-27 11:06:03

Customer Comments: WHEN DRIVING THROUGH TUNNELS OR UNDER PARKING STRUCTURES AND LIGHTING OUTSIDE OF THE VEHICLE SWITCHES FROM LIGHT TO DARK THE VEHICL

E INITIATES AUTOMATIC BRAKING SYSTEM.

Technician Findings: PARKING LOT BRAKE ACTION UNDER SHADE COVERS

Repairs Made: NONE

Created by Wesley Roberts at 2018-11-27 11:37:54

Recommendation:

TECH LINE INCIDENT REPORT - CONFIDENTIAL

? Refer to NTB18-041 for unexpected FEB activation.

? Apply bulletin as necessary.

? Retest after repairs made.

? Keep me posted and have a great day.

Created by Wesley Roberts at 2018-11-27 12:01:14

Description:

? Thank you

? Had I looked for the issue for a rogue instead of a Murano I might have found it. OPP'S

Recommendation:

? No worries [redacted]

? Glad we could assist you today.

? Keep me posted on repair and have a great rest of your day.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	11/29/2018	11/29/18	11/29/18

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MV0JC[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	4163	22218	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	252294T	CVT	G41
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	4/27/2018	7/31/2018	

Installed Options

C03 50 STATE EMISSIONS
G01 MARCH SOP SPEC
K01 MIDNIGHT EDITION
K11 MIDNIGHT EDITION (BLACK SPLASH
L93 MIDNIGHT EDITION CARPETED FLOO
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3035	26	RAMSEY NISSAN, INC.	RAMSEY	New Jersey

Serv Dlr TL

Code	Region	Name	City	State
3035	26	RAMSEY NISSAN, INC.	RAMSEY	NJ

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED
Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

customer states the feb light starts flashing (orange light). at highway speeds the feb lights flash and the brakes ap

ory) customer is afraid to drive the car. At times, will happen multiple times in a row.

Created by Survey Site Guest User at 2018-11-29 07:57:02

Customer Comments: customer states the feb light starts flashing (orange light). at highway speeds the feb lights flash and the brakes apply at highwa

y speeds. (see history) customer is afraid to drive the car. At times, will happen multiple times in a row.

Technician Findings: code c1a16-97 stored in past. both laser/radar and icc/adas p/n's are up to date as reprogramming was done last visit for an "una

vailable radar obstruction" concern @ 2511 miles (RO[redacted] found front fascia covered in road grime and dirt. cleaned off front fascia and test drove

15 miles. could not duplicate customer concern and code did not return. additional technician took for overnight road test of 52 miles, and they coul

TECH LINE INCIDENT REPORT - CONFIDENTIAL

d not duplicate customer concern.

Repairs Made: no repairs made at this time

Created by Paul Legnon at 2018-11-29 08:42:39

TSS-

Contacted tech by phone-

Tech states that the concern may be related to current weather conditions, Ice,snow and salt residue on the front of the vehicle.

Recommendation-

Get more information from the customer about weather and road conditions during the incident

-Advised SM to contact CA for the Customer's personal safety concern.

ESM NOTE:

DTC ?C1A16-97? may be detected under the following conditions. (Explain to the customer about the difference between the contamination detection funct

ion and the indication when the malfunction is detected and tell them, ?This is not a malfunction?)

?When contamination or foreign materials adhere to the ICC sensor area.

?When driving while it is snowing or when frost forms on the ICC sensor area.

?When ICC sensor area is temporarily fogged.

Created by Paul Legnon at 2018-11-29 14:34:48

Tech response-The customer describes road conditions as normal, clear days. Most of the time, no vehicle is immediately in front of them in order to w

arrant an emergency braking response from the vehicle. It also happens when in light/normal traffic. The customer is however very adamant about the mu

ltiple, consecutive occurrences. They say that the FEB will activate unwarranted, vehicle will come to a stop, and then once the vehicle releases the

brake and allows them to continue moving, it will re-activate again. This chain of events can sometimes happen up to 4 times, according to customer. P

lease advise.

TSS-

Since the customer has a safety concern that we are unable to duplicate and the incident is occurring after NTB-18-041, TECH LINE would not be able to

make any further repair recommendations.

Please have your Service Manager relay this additional information to CA for documentation.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	12/3/2018	12/5/18	12/4/18

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - BRIAN TERK	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MT7JC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	657	22118	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	277253T	CVT	G41

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	5/21/2018	12/14/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
G01 MARCH SOP SPEC
K04 VALUE PACKAGE
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3902	42	UNITED NISSAN	LAS VEGAS	Nevada

Serv Dlr TL

Code	Region	Name	City	State
3902	42	UNITED NISSAN	LAS VEGAS	NV

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
INTELLIGENT CRUISE CONTROL	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	Y	12/5/2018	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: replaced ICC distance sensor

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CUSTOMER STATES UPON LEAVING YESTERDAY AFTER VEHICLE REPAIR AND TODAY OBSTRUCTIOKN CONT

CHECK AND ADVISE.

Created by Survey Site Guest User at 2018-12-03 17:25:41

Customer Comments: CUSTOMER STATES UPON LEAVING YESTERDAY AFTER VEHICLE REPAIR AND TODAY OBSTRUCTIOKN CONTROL LIGHT CAME BACK ON AND VEHICLE BRAKED WI

TH NOTHING IN FRONT CHECK AND ADVISE.

Technician Findings: PART# APPLIES TO TSB. REPROGRAMMD RADAR UNIT. ROAD TEST VEHICLE AND OPERATES AS INTENDED AT THIS TIME.

Repairs Made: FOUND TSB NTB18-041

Created by Brian Terk at 2018-12-04 07:09:15

-DESCRIPTION:

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-customer comments ?customer states upon leaving yesterday after vehicle repair and today obstructiokn control light came back on and vehicle braked w

ith nothing in front check and advise.?

-technician findings ?part# applies to tsb. Reprogrammd radar unit. Road test vehicle and operates as intended at this time.?

-codes listed in current column of case opening:

-ICC/ADAS

-CB84

-LASER/RADAR

-C1A16 RADAR STAIN

-C1A17 ICC SENSOR MALF

-RECOMMENDATION DETAIL:

-Jonard the customer comment states there was unexpected AEB braking, the technician findings states a TSB was performed and now operates as intended

and the verified column states yes?

-was this case opened for documentation purposes and the repairs are complete or is there something TECH LINE can help you with today?

-if there is a present concern please confirm the codes above, the first one on the list was entered as a 4 digit code

-the codes are listed as current codes, are these hard codes?

-they cleared but returned after the repair and return again after each test drive?

Created by Brian Terk at 2018-12-04 11:29:21

-DESCRIPTION:

-technician replied by email, updated case summary below:

-AEB warning lamp came on and unexpected AEB operation with no obstruction

-codes listed in current column of case opening:

-ICC/ADAS

-C1B54 SIDE RDR L MALF

-U1000 CAN COMM CIRCUIT

-LASER/RADAR

-C1A16-97 RADAR STAIN

-C1A17-49 ICC SENSOR MALF

-prior visit:

---customer states vehicle had unexpected AEB operation

---technician performed NTB18-041, including reprogramming of the laser/radar

---vehicle operation was normal after 6 mile test drive

-"Do I install a new distant sensor? "

-RECOMMENDATION DETAIL:

-thank you for the update on this one Jonard

-C1A16 does not require any repair if set intermittently as per the ESM DTC description "Note"

-C1B54 stored in ADAS indicates there was a malfunction in the side radar left and generally we find side radar left and/or right codes stored with th

is

-the DTC diagnosis for C1A17 indicates that if a U1000 is stored in the ADAS c/u to perform that first

-U1000 CAN communication codes that are in the past are diagnosed by reviewing the error reports stored in the CAN DIAG SUPPORT MONITOR

-however if the codes were cleared already please note that these error reports would have also been cleared and diagnostic information would no longe

r be available

-were the codes cleared following the prior repair or is it possible that the codes noted in the case were stored during the reprogram and repair? oft

en U1000 and other related codes will store during these procedures

-the case lists all of these codes as current codes, are they current? are they past? are they hard codes?

Created by Brian Terk at 2018-12-04 12:55:53

-DESCRIPTION:

-technician replied by email, updated case summary below:

-AEB warning lamp came on and unexpected AEB operation with no obstruction

-all stored codes are past codes

-ICC/ADAS

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-U1000 CAN COMM CIRCUIT

-LASER/RADAR

-C1A16-97 RADAR STAIN

-C1A17-49 ICC SENSOR MALF

-unsure if DTC's are stored due to prior repair or if these are stored after clearing

-prior visit:

---customer states vehicle had unexpected AEB operation

---technician performed NTB18-041, including reprogramming of the laser/radar

---vehicle operation was normal after 6 mile test drive

-"Do I install a new distant sensor? "

-RECOMMENDATION DETAIL:

-thanks again for the update Jonard

-C1A17-49 may cause unexpected AEB operation but we do not generally see this cause unexpected activation

-C1A17 DTC diagnosis indicates to first perform any CAN/U1000 diagnosis

-is the U1000 still stored? if so we will need to review the CAN DIAG SUPPORT MONITOR (CDSM) to see why the U1000 was stored in ADAS

-if the codes were cleared then that history will also have been cleared and we will be unable to determine why this code was stored'

-if this is the case please clear all DTC's and test drive the vehicle, recheck for DTC's setting after driving

-if unable to duplicate the DTC's replace the ICC distance sensor due to the C1A17

-be sure to clear all codes and confirm the repair

-please follow up with an update after the repairs are complete or with any additional questions you may have and have a great day!

Created by Brian Terk at 2018-12-05 12:42:31

-DTS inspection results:

1.Complaint FCW light comes on in dash

Cause distance sensor

Correction replace distance sensor

Status complete

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	12/12/2018	12/12/18	12/12/18

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - BRIAN TERK	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	KNMAT2MTXJP[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	2189	22118	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	201752	CVT	KAD
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	3/22/2018	7/16/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5674	44	UNIVERSAL CITY NISSAN	LOS ANGELES	California

Serv Dlr TL

Code	Region	Name	City	State
5667	44	CARSON NISSAN	CARSON	CA

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
ELECTRONIC CONTROL UNIT	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
06	N	Y	12/12/2018	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CUSTOMER REPORTS STOP WHILE DRIVING AFTER 10 MINUTES @10 MPH WHILE ACCELERATING FROM A CO

ATED

Created by Survey Site Guest User at 2018-12-12 10:13:33

Customer Comments: CUSTOMER REPORTS STOP WHILE DRIVING AFTER 10 MINUTES @10 MPH WHILE ACCELERATING FROM A COMEPLETE STOP VEHICLE STOPS OUT OF NO WHERE

VEHICLE HORN ACTIVATED

Technician Findings: WARMED VEHICLE UP TO NORMAL OPERATING TEMP CHECKED FOR ANY STORED DTCS AND NO CODES STORED IN SYSTEM CHECKED FOR ANY BULLETINS /

CAMPAIGNS FOR STALLING AND NONE FOUND TEST DROVE VEHICLE AND COULD NOT RE DUPLICATE CONCERN CHECKED FOR ECM REPROGRAM BUT UNAVAILABLE FOR THIS VEHICL

E ECM PART NUMBER IS NOT ON LIST FOR PREVIOUS YEAR ROGUE WITH STARTING AND STALLING CONCERNS NTB17-113A IS FOR ROGUE SPORTS AND NTB13-054D FOR ALTIM

TECH LINE INCIDENT REPORT - CONFIDENTIAL

AS AND ROGUES

Repairs Made: NONE

Created by Brian Terk at 2018-12-12 11:08:32

-DESCRIPTION:

-customer comments ?CUSTOMER REPORTS STOP WHILE DRIVING AFTER 10 MINUTES @10 MPH WHILE ACCELERATING FROM A COMEPLETE STOP VEHICLE STOPS OUT OF NO WHER

E VEHICLE HORN ACTIVATED?

-technician findings ?WARMED VEHICLE UP TO NORMAL OPERATING TEMP CHECKED FOR ANY STORED DTCS AND NO CODES STORED IN SYSTEM CHECKED FOR ANY BULLETINS /

CAMPAIGNS FOR STALLING AND NONE FOUND TEST DROVE VEHICLE AND COULD NOT RE DUPLICATE CONCERN CHECKED FOR ECM REPROGRAM BUT UNAVAILABLE FOR THIS VEHICL

E ECM PART NUMBER IS NOT ON LIST FOR PREVIOUS YEAR ROGUE WITH STARTING AND STALLING CONCERNS NTB17-113A IS FOR ROGUE SPORTS AND NTB13-054D FOR ALTIMAS

AND ROGUES?

-RECOMMENDATION DETAIL:

-Joshua we tried reaching out to you on the phone and left a voicemail

-we are not clear after reading the case notes on what the actual concerns/s is here?

-is the concern that the engine quits?

-is the concern that the vehicle has unexpected FEB operation?

-something else?

-please be as specific as possible so TECH LINE knows how to best assist you, thank you

Created by Brian Terk at 2018-12-12 11:26:16

-DESCRIPTION:

-technician replied by email, TSS made out-call to technician to review case details

-customer states the engine quit after about 10 minutes of driving when accelerating from a stop at about 10 mph

-dealer is unable to duplicate the customers concern

-engine and vehicle performance is normal when tested at the dealer

-there are no codes stored in any system

-no ECM reprograms available

-note: technician adjusted idle speed to address customers other concern of passenger seat vibration

-RECOMMENDATION DETAIL:

-thank you for your time on the phone today Joshua, was great talking to you!

-there are no common or known concerns related to the customers comment that TECH LINE is aware of or has been seeing

-it may be helpful to get additional information in order to duplicate:

---has this only happened one time?

---when the engine quit did it judder? just feel like the ignition turned off?

---did it restart normally?

---were there any special circumstances: very cold morning? just ran through a car wash, etc.?

-TECH LINE has no repair recommendations if the vehicle is operating as designed, no DTC's are stored and the the concern cannot be duplicated

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	12/13/2018	12/14/18	12/13/18

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - BRIAN TERK	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	5N1ET2MV6HC[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	12270	29817	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
MR20	012817J	CVT	QAK
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	4/25/2017	10/2/2017	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L94 FLOOR MATS (2-PIECE FRONT
M92 RETRACTABLE CARGO COVER
U02 SV HEV PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
1847	24	CONTINENTAL NISSAN	COUNTRYSIDE	Illinois

Serv Dlr TL

Code	Region	Name	City	State
2160	24	BERMAN NIS OF CHICAGO INC	CHICAGO	IL

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: Y

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: NTB18-041

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CAR CAME TO A COMPLETE STOP BY IT SELF WITH OUT ALOMOST GOT REAR ENDED

Created by Survey Site Guest User at 2018-12-13 14:38:17

Customer Comments: CAR CAME TO A COMPLETE STOP BY IT SELF WITH OUT ALOMOST GOT REAR ENDED

Technician Findings: FOUND MULTIPLE CODES IN SYSTEMS , (SEE ATTACHED) CAR HAS FRONT WARNING COLLISITON BUT NOT INTELEGENT CUISE CONTORL.

Repairs Made: NONE

Created by Survey Site Guest User at 2018-12-13 14:39:13

COSTUMER VERY PIST OFF , DOES NOT WANT THIS FETURE AND WANT TO DISABLE IT.

Created by Brian Terk at 2018-12-13 15:32:47

-DESCRIPTION:

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-unexpected FEB operation, FEB lamp is on
-equipped with FEB, not equipped with ICC
-all codes are past (photo attached)
-ICC/ADAS
-C1B5D FEB OPE COUNT LIMIT
-C1B82 DISTANCE SENSOR OFF-CENTER
-TPMS
-C1704 FLAT/LOW TIRE FRONT LEFT
-C1705 FLAT/LOW TIRE FRONT RIGHT
-C1706 FLAT/LOW TIRE REAR RIGHT
-C1707 FLAT/LOW TIRE REAR LEFT
-LASER/RADAR
-C1A12 LASER BEAM OFF CNTR
-C1A16 RADAR STAIN
-ABD
-B242B MOTION ACTIVATED BACK DOOR SENSOR
-customer does not want feature and requests it turned off
-RECOMMENDATION DETAIL:
-what is the laser/radar part number please?
-have any of the DTC's returned after clearing?
-have we been able to duplicate this concern?
-does the vehicle have any collision trauma or repairs?
-FEB can be turned off as per the Owner's Manual on page 5-85 if the customer desires it to be off
Created by Brian Terk at 2018-12-14 11:38:43
-DESCRIPTION:
-technician replied by email
"laser/radar part # 28438-5FA1A
no codes came back after driving
no damage to icc or front collision
was not able to duplicate
I am worried about code U1000 in VSP don't why is there.
Today I performed laser aiming procedure and will test drive again.
Is this under engineering review or it can be solved by alignment or icc sensor replacement?"
-RECOMMENDATION DETAIL:
-thank you for the update Sargon
-NTB18-041 addresses this concern and the part number provided is listed on page 2
-please perform NTB18-041
-please reply to this email with repair confirmation when the repairs have been completed

NISSAN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	12/17/2018	12/17/18	12/17/18

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2019	RGE	5N1AT2MV8KC[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	2902	22419	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	385309T	CVT	RBY
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	10/8/2018	10/25/2018	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2PC FRONT, 2PC SEC
M92 RETRACTABLE CARGO COVER
P01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL

Dlr Retl Last VC

Code	Region	Name	City	State
5235	26	NISSAN 24	BROCKTON	Massachuset

Serv Dlr TL

Code	Region	Name	City	State
5235	26	NISSAN 24	BROCKTON	MA

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
INTELLIGENT CRUISE CONTROL	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

Cust states his foward collosion light keeps flashing on and off check and advise

Created by Survey Site Guest User at 2018-12-17 10:33:18

Customer Comments: Cust states his foward collosion light keeps flashing on and off check and advise

Technician Findings: Vehicle came in 12/10/18 and had a C1A16 radar stain code stored. I cleared code and checked icc sensor for any stains or damage.

None found cleared code and test drove vehicle overnight and did not duplicate any concern. He returned on 12/15/18 and said cruise control light was

flashing and has video of incident. No codes are stored and no tsbs are out, car may have been changing lanes in front of him it was hard to tell in

video. Also he stated in parking garage while going up incline vehicle came to a stop and red aeb light came on in dash I read in owners manual drivin

g on steep slope may activate aeb. I wanted to contact techline to see if this may have been normal operation of vehicle so I can reassure customer th

TECH LINE INCIDENT REPORT - CONFIDENTIAL

at this was normal.

Repairs Made: No repairs have been performed

Created by Brandt Boster at 2018-12-17 10:46:09

Description:

Customer concern: His forward collision light keeps flashing on and off

Car may have been changing lanes in front of him it was hard to tell in video.

Also he stated in parking garage while going up incline vehicle came to a stop and red aeb light came on in dash

Tech unable to duplicate concerns

Vehicle arrived 12-10-18 with DTC stored

C1A16 RADAR STAIN

DTC cleared

Inspected ICC sensor for stain/trauma- none identified

Vehicle released and returned 12-15-18

No DTCs stored

Questions for TECH LINE: I read in owner?s manual driving on steep slope may activate AEB.
I wanted to contact techline to see if this may have been normal operation of vehicle so I can reassure customer that this was normal.

Recommendation:

Great work on this one [redacted]

The C1A16 typically sets due to a temporary obstruction of the ICC Radar (Distance sensor)
- Frequent setting of the radar stain code without radar obstruction will point to an internal radar fault and ICC sensor would require replacement

AEB Operation can occur if the distance sensor detects the vehicle is rapidly approaching another vehicle.

- We do not recommend attempting to test this system

Reference Owner?s Manual and educate customer on operation per owner?s manual.

Follow up with findings if further assistance can be provided on this one

Have a great rest of your day [redacted]

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	1/8/2019	1/14/19	1/8/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - CRAIG WATSON	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options
B17	2018	SEN	3N1AB7AP1JY[redacted]	C03 50 STATE EMISSIONS H11 REAR USB PORTS Z66 ACTIVATION DISCLAIMER

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	8923	12118	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
MRA8	401591	CVT	KAD

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
AGUASCALIENTES	4/18/2018	5/10/2018	

Dlr Retl Last VC

Code	Region	Name	City	State
5154	44	DOWNEY NISSAN	DOWNEY	California

Serv Dlr TL

Code	Region	Name	City	State
5154	44	DOWNEY NISSAN	DOWNEY	CA

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CUSTOMER STATES CRASH SENSOR TURNED ON AND STOPPED HIS VEHICLE IN THE FREEWAY AND THERE W

Created by Survey Site Guest User at 2019-01-08 16:45:13

Customer Comments: CUSTOMER STATES CRASH SENSOR TURNED ON AND STOPPED HIS VEHICLE IN THE FREEWAY AND THERE WAS NO CARS IN FRONT OF HIM.

Technician Findings: NO DTCS FOUND IN VEHICLE REGARDING ICC SENSOR.

Repairs Made: NONE

Created by Sean Martin at 2019-01-08 17:47:01

DESCRIPTION

Vehicle had undesired FEB event on highway

No vehicles in front when issue occurred

TECH LINE INCIDENT REPORT - CONFIDENTIAL

No DTCs stored

RECOMMENDATION

? This issue is currently under engineering review. Engineering teams are looking for specific locations where this issue occurs.

? Please have customer provide as close to exact location as possible.

? If necessary, have them point out location on Google Maps.

Created by Sean Martin at 2019-01-10 11:23:34

TECHNICIAN RESPONSE RECEIVED AND PASTED BELOW:

"We have let the customer know to give us information of the exact location when the incident happened. We are waiting on a response from customer.

Created by Sean Martin at 2019-01-14 07:46:48

TECHNICIAN RESPONSE RECEIVED AND PASTED BELOW:

"Tech line, Customer has sent pictures of exact location when the incident happened, incident happened twice in the same day.Here are the pictures."

PLEASE REVIEW THE FOLLOWING ITEMS:

? Thank you for the case update. We have forwarded the information to engineering. At this time, no repairs are recommended.

NISSAN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	1/10/2019	1/10/19	1/10/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	5N1AT2MV9HC[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	16114	22617	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	738662U	CVT	NBF
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	2/18/2017	5/20/2017	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2-PIECE FRONT AND
M92 RETRACTABLE CARGO COVER
P01 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3288	26	SHERIDAN NISSAN, L.L.C	NEW CASTLE	Delaware

Serv Dlr TL

Code	Region	Name	City	State
3288	26	SHERIDAN NISSAN, L.L.C.	NEW CASTLE	DE

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: NTB18-041

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

Vehicle slowed down by itself after driving symbol illuminated and went off..

Created by Survey Site Guest User at 2019-01-10 10:48:01

Customer Comments: Vehicle slowed down by itself after driving symbol illuminated and went off..

Technician Findings: DTC C1A16-97 - Radar Stain [CMP/SYS OPR OBST OR BLKD]. (PAST)

Customer states that vehicle stops on its own while driving 35MPH. Symbols illuminated and went off.

I found the front grille(Nissan Logo) inside the clear plastic housing the symbol has some sort of discoloration, possibly water intrusion into that p

iece. I don't see any physical damage to the front grille. Ill submit a picture update as well.

I have not been able to duplicate the fault, only a past code.

Is it recommended to replace the front grille and the radar or just the front grille?

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Repairs Made: 0

Created by Wesley Roberts at 2019-01-10 11:03:01

Recommendation:

? Refer to NTB18-041.

? Perform bulletin as necessary.

? If only C1A16 resets, and no undesired FEB, replace the distance sensor.

? ** When adjusting sensor, U/D - value should be less than +/- 1.0* or less, and typically we like to see L/R within +/- 2.0*.

? Keep me posted on our repair for documentation.

? Have a great rest of your day.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	1/15/2019	1/28/19	1/16/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
B17	2018	SEN	3N1AB7AP7JY[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	751	12318	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
MRA8	388188	CVT	KAD

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
AGUASCALIENTES	4/7/2018	12/17/2018	

Installed Options

B92 SPLASH GUARDS, BODY COLORED
B93 PROTECTION PACKAGE
C03 50 STATE EMISSIONS
H11 REAR USB PORTS
L92 CARPETED FLOOR MATS WITH TRUNK
M92 HIDE-A-WAY TRUNK NET
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3840	26	NISSAN WORLD OF RED	RED BANK	New Jersey

Serv Dlr TL

Code	Region	Name	City	State
3136	26	HUDSON NISSAN	JERSEY CITY	NJ

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

vehicle stops in middle of street obstruction display on screen

Created by Survey Site Guest User at 2019-01-15 16:00:34

Customer Comments: vehicle stops in middle of street obstruction display on screen

Technician Findings: unable to verify customer concern but she will not take a no for an answer

Repairs Made: nonne

Created by Cameron McBride at 2019-01-16 07:23:42

Description:

Vehicle stops in middle of street obstruction display on screen

Unable to verify customer concern but she will not take a no for an answer

Recommendation:

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Thank you for the information.

This concern is currently under engineering review.

I are looking to gather as detail about the concern for engineering review.

Please provide answers to all questions below:

Where did the concern happen exactly? (What is the street name, interception, city, etc.)

Does this concern happen in more the one location? (if so, please provide all locations)

Which direction was the customer driving at the time of the concern (North, South, East or West)

What was the vehicle speed at the time of the concern?

Was the cruise control On and set? (If so, what as the cruise set too exactly?)

What time of day did the concern happens? (Exact time is best, however; morning, evening, night is still good information)

What were the weather conditions at the time of the concern? (Raining, sunny, cloudy, etc)

If we take the vehicle to the locations the customer provided, are we able to duplicate the concern?

Created by Survey Site Guest User at 2019-01-17 07:44:03

c/s :madison ave heading north crossing 3rd st hoboken nj 07030 (20 to 25 mph) 5:30 pm first time (cold plus dry dusk dark)

yes leaving gas station going on 440 making right about 50 ft . south about 40 mph (10:30 am)cold plus dry nocruise control .

Created by Cameron McBride at 2019-01-17 08:32:34

Recommendation:

Thank you for the update.

To clarify you stated, ?Leaving gas station going on 440? where is this location exactly? (City, zip, nearest cross interception, landmark, etc.)

In addition, are we able to duplicate this concern every time at the same location?

If so, drive another 2018-2019 Sentra with Automatic Emergence Braking (AEB) equipped in the same location.

are we able to duplicate with a Known Good Vehicle (KGV)?

Created by Survey Site Guest User at 2019-01-21 14:09:16

test drive a new vehicle at the same location and the vehicle did not stop with me and could not duplicate and the location was 07302 zip code that is

jersey city new jersey.

please let me know what to do because the customer insist that it happened to her twice and me PS . could NOT make it happen and there was no code in

the system.

Created by Adam Hoff at 2019-01-21 16:29:01

Description:

Reviewed dealer comment.

Recommendation:

Thank you for the update.

Please clarify if we were able to duplicate the concern.

We can see in the last case update that we state that we did duplicate the concern but the other case notes state that we cannot?

We will need to be able to duplicate the concern to determine what is occurring and if anything is causing this system to operate.

The reason for checking with a known good vehicle is to determine if the system is being activated by something in that area.

If we are able to duplicate in the same location with the customer?s vehicle but not in a known good vehicle then this indicates a possible concern wi

th the customer?s vehicle.

Created by Janisha Wilkerson at 2019-01-28 14:54:30

SRCAS-JW called dlr HUDSON NISSAN at 201-435-2003 and spoke to SA-Josh

Balthazaar since SM Steve Ossenkopp was not in the office in order to receive details of C's automatic braking concerns

SA Josh Balthazaar was the advisor assisting C at time of the diagnosis being completed

SRCAS-JW asked what did the dlr do to diagnose the C's concerns

SA-Josh Balthazaar stated the dlr test drove the veh in the same areas as C stated the braking concerns occurred

SRCAS-JW asked was the dlr able to duplicate any concerns

SA-Josh Balthazaar stated the dlr visited one area that C stated the concerns occurred however the dlr was not able to duplicate the concern

SRCAS-JW asked if there were any bulletins to address in regard to the front radar sensor

SA-Josh Balthazaar stated the dlr does not have any supporting codes to replace the front radar sensor since the dlr did not duplicate any concerns

SA-Josh Balthazaar stated the C took the veh from the dlr 1-28-2019 and stated the C will be taking the veh to the selling dlr to the Nissan dlr locat

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ed in Red Bank
SRCAS-JW thanked SA-Josh Balthazaar for the information
Call ended mutually

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	1/16/2019	1/17/19	1/16/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options
T32	2018	RGE	JN8AT2MTXJW[redacted]	C03 50 STATE EMISSIONS E10 PREMIUM PAINT E10 L92 FLOOR MATS (2PC FRONT, 2PC SEC S10 FOG LIGHTS Z66 ACTIVATION DISCLAIMER

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	1947	22318	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	262210	CVT	QAB

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	4/24/2018	10/30/2018	

Dlr Retl Last VC

Code	Region	Name	City	State
98003	48	NEW CITY NISSAN	HONOLULU	Hawaii

Serv Dlr TL

Code	Region	Name	City	State
98003	48	NEW CITY NISSAN	HONOLULU	HI

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

FORWARD EMERGENCY BRAKING SYSTEM IS STILL ACTING UP. OCCURS AT HER GARAGE BUILDING 555 SOU

O A STOP.

Created by Survey Site Guest User at 2019-01-16 14:43:17

Customer Comments: FORWARD EMERGENCY BRAKING SYSTEM IS STILL ACTING UP. OCCURS AT HER GARAGE BUILDING 555 SOUTH. STATES SAFETY SHIELD WILL DETECT AND

BRAKE WITH CRUNCH TO A STOP.

Technician Findings: ON LAST VISIT CUSTOMER SAID ON CERTAIN INCLINES HER BRAKES WILL ENGAGE, A CRUNCH SOUND WILL BE HEARD AND A WARNING LIGHT WILL COM

E ON THE DASH. PERFORMED NTB18-041A AND REPROGRAMMED ICC/ADS AND LASAR/RADAR CONTROL UNITS. CUSTOMER IS BACK WITH THE SAME CONCERN AND SAYS IT HAPPENS

AT HER BUILDING.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

I HAVE JUST RECEIVED THE VEHICLE AND HAVE NOT YET DRIVEN IT TO HER PARKING GARAGE, BUT I WAS WONDERING WHAT STEPS I SHOULD TAKE IF I VERIFY THE CONCER

N, OR IF THERE IS ANY DATA I SHOULD BE MONITORING WHEN THE INCIDENT OCCURS.

Repairs Made: NTB18-041a. REPROGRAMMED LASAR/RADAR AND ICC/ADAS

Created by Survey Site Guest User at 2019-01-16 14:44:22

I HAVE ATTACHED THE DTCS PRINT OUT WITH PART NUMBERS, AND ALL DATA READINGS IN LASER/RADAR UNIT WHILE VEHICLE IS STOPPED IN THE SHOP.

Created by Kelby Hausman at 2019-01-16 15:22:40

Description

- Customer states EB is still acting up

- Occurs at her garage building

- Unable to duplicate concern

- Last visit customer states brakes will apply

- A crunch sound will be heard

- Warning light will come on dash

- Performed NTB18-041

- Reprogrammed LASER/RADAR and ICC control units

- Customer is back with same concern

- Have not driven to her garage yet

- Unsure what to monitor if concern can be duplicated

Recommendation

Thank you for the case information.

If we are able to duplicate the concern, please take a few photos of the area viewed from the drivers seat through the windshield.

This will give us a visual of what the vehicle is seeing.

Created by Kelby Hausman at 2019-01-17 09:39:19

Description

- Currently at customers parking garage

- Unable to duplicate concern

- Customer says it is not consistent

- Have driven through garage 4-5 times

- Said it happens when going up

- Parking garage has a light incline then levels off

- Then another incline

- She says it occurs at another parking structure with the same layout

- Most of the dealer FEB concerns have happened there prior to the bulletin release

Recommendation

Thank you for the photo and the information.

I will forward the information on to engineering.

Please allow 24 hours for review and a follow up.

Created by Kelby Hausman at 2019-01-17 13:24:37

Response received from FQI

FQI will scramble to vehicle

Recommendation

Thank you for your patience.

Engineering is interested in investigating this vehicle.

Some one will be in contact with your dealer with more information.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	1/25/2019	1/25/19	1/25/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	KNMAT2MV2JP[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	1536	22218	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	283114	CVT	G41
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	7/4/2018	12/13/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
G01 MARCH SOP SPEC
L92 FLOOR MATS (2PC FRONT, 2PC SEC
U01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
2691	26	SMITHTOWN NISSAN, INC	SMITHTOWN	New York

Serv Dlr TL

Code	Region	Name	City	State
2691	26	SMITHTOWN NISSAN, INC.	SMITHTOWN	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
ABS BRAKE SYSTEM	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
03	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CUSTOMER STATES WHILE PULLING OUT OF PARKING GARRAGE, THE

Created by Survey Site Guest User at 2019-01-25 13:24:27
Customer Comments: CUSTOMER STATES WHILE PULLING OUT OF PARKING GARRAGE, THE
Technician Findings: scanned for codes found u1002 stored in ABS past code
performed database search inspected ground e126 ok not loose or corroded
I do not know if the distance sensor was replaced or reprogrammed by the other dealer
the part number in laser radar is 284385 fa3a and the part number in icc/adas is 284e77fp1b
also checked feb operating mileage in work support and it says 767 miles
Repairs Made: a different dealer followed NTB18-041a
Created by Paul Legnon at 2019-01-25 13:57:07

TECH LINE INCIDENT REPORT - CONFIDENTIAL

TSS-

What is the Customer's Concern? Please give detail

DBS History shows that the Distance sensor was replaced and the ADAS was reprogrammed on 12/21/2018

Customer concern at that time- CUSTOMER STATES FEB ACTIVATES WHEN LEAVING PARKING GARAGE, HAPPENS ALL THE TIME, CHECK AND ADVISE

Recommendation-

Remove, clean and re-torque ABS Ground E126

-If the Customers concern is the same as previous and the incident only occurs at the same location of the parking garage then this will most likely c

ompare to a like vehicle. If so, collect pictures of the garage exit/entrance where the incident occurs.

This may be related to the garage ramping design and the Distance sensor could be detecting the metal object in front of the vehicle.

For Customer satisfaction- Inspect the Distance sensor bracket and sensor for abnormalities.

-If no concerns are found- Perform Laser aiming procedure.

-Make sure that Distance sensor Up/Down and Left/Right adjustments are as close to 0 as possible (+/- 0.3)

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	1/30/2019	1/30/19	1/30/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - CRAIG WATSON	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	JN8AT2MV3JW[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	20688	22418	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	128205	CVT	G41

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	11/8/2017	1/18/2018	

Installed Options

C03 50 STATE EMISSIONS
K03 PLATINUM PACKAGE
L92 FLOOR MATS (2PC FRONT, 2PC SEC
M92 RETRACTABLE CARGO COVER
P01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
X03 PLATINUM RESERVE INTERIOR PACK
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
2691	26	SMITHTOWN NISSAN, INC	SMITHTOWN	New York

Serv Dlr TL

Code	Region	Name	City	State
2691	26	SMITHTOWN NISSAN, INC.	SMITHTOWN	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

C/S: F.E.B ACTIVATES FOR NO REASON,PLEASE ADVISE?

Created by Survey Site Guest User at 2019-01-30 08:43:16

Customer Comments: C/S: F.E.B ACTIVATES FOR NO REASON,PLEASE ADVISE?

Technician Findings: FEB ACTIVATED ON ITS OWN. TSB FOR REPROGRAMS AND ADJUSTMENTS ALREADY COMPLETED IN PAST

Repairs Made: REPROGRAM LASER/RADAR AND ICC/ADAS

Created by Sean Martin at 2019-01-30 09:09:46

DESCRIPTION

Vehicle had undesired FEB operation event

All reprograms already completed for concern

TECH LINE INCIDENT REPORT - CONFIDENTIAL

RECOMMENDATION

? This issue is under engineering review. Engineering is interested in specific addresses or areas where this issue occurs.

? Please gather the approximate address or location where this issue occurs and follow up with information.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	2/2/2019	2/19/19	2/2/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
177	Z - PHILLIP PAGE	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	JN8AT2MV4JW[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	12799	22418	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	076661	CVT	G41
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	9/14/2017	1/30/2018	

Installed Options

C03 50 STATE EMISSIONS
K03 PLATINUM PACKAGE
L92 FLOOR MATS (2PC FRONT, 2PC SEC
P01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
X03 PLATINUM RESERVE INTERIOR PACK
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3670	26	LEGEND NISSAN, LTD	SYOSSET	New York

Serv Dlr TL

Code	Region	Name	City	State
3670	26	LEGEND NISSAN, LTD	SYOSSET	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
INTELLIGENT CRUISE CONTROL	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

car stopped in the middle of an intersection

Created by Survey Site Guest User at 2019-02-02 11:55:16

Customer Comments: car stopped in the middle of an intersection

Technician Findings: found past code for c1a16-87 radar stain, I could not duplicate the complaint.

Repairs Made: reprogramed the laser/rader

Created by Survey Site Guest User at 2019-02-02 11:55:38

should I replace the laser/radar control unit?

Created by John Seaborn at 2019-02-02 12:19:06

Description

C1A16 RADAR STAIN past

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Performed NTB 18-041a, performed laser radar reprogramming.

No accessories or modifications.

Copied & pasted technician's findings & dealer case comment, below.

"found past code for c1a16-87 radar stain,

I could not duplicate the complaint."

"should I replace the laser/radar control unit?"

Recommendation

Esteban, well done, please see recommendations listed below.

1) Incident is currently under engineering review, with the following information requested.

2) What is the current Laser / Radar software PN# after reprogramming?

3) What is the current ICC / ADAS software PN# after reprogramming?

4) Specific location (address, intersection, etc.)

5) Direction of travel (eastbound, etc.)

6) Speed travelling

7) If dealer can duplicate concern

Tech to reply to all on email response, if additional technical assistance is required.

Created by John Seaborn at 2019-02-02 12:21:57

****************Follow Up Team**

1) Please forward requested information to FQI R.D.

Created by Phillip Page at 2019-02-05 10:44:18

DESCRIPTION:

? Laser/radar part number 28438-5FA3A

? Icc/adas part number 284E7-7FP2D

? Customer heading east going about 20-25 mph

? She was at exit 32s on southern state parkway on the intersection of county line rd and ritter ave

RECOMMENDATION:

? Thank you Esteban! We have forwarded this information to engineering and are awaiting further direction

? To confirm, this is not something we have duplicated at the dealer?

? We will follow up with you tomorrow if we do not receive a recommendation sooner

Created by Phillip Page at 2019-02-05 12:37:48

DESCRIPTION:

? FQI R.D.: Let?s confirm with the tech/customer, the customer had used exit 32S to get off of Southern State Pkwy eastbound lanes and was driving sou

thbound down County Line Rd. and had FEB activation at the intersection with Ritter Ave.? I have marked the location that I think that it is happening

on the map below.

RECOMMENDATION:

? We have been asked for clarification on the location of the FEB activation

? Can you please confirm the customer has used exit 32S to get off of Southern State Pkwy eastbound lanes and was driving southbound down County Line

Rd. and had FEB activation at the intersection with Ritter Ave.?

Created by Phillip Page at 2019-02-11 15:56:48

DESCRIPTION:

? The location previously discussed is the correct location.

? I will not be at the dealer this week as i will be in nissan technical training until thursday.

? When I get back I will follow up on this case.

RECOMMENDATION:

? Very good, we will research this location and we will discuss further once you get back from training

Created by Phillip Page at 2019-02-19 10:57:36

DESCRIPTION:

? Any update on this case?

RECOMMENDATION:

? Under Engineering review

NISSAN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	2/6/2019	2/6/19	2/6/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - CRAIG WATSON	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	JN8AT2MT3JW[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	8618	22518	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	163632	CVT	QAB
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	12/13/2017	4/14/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT E10
K03 PLATINUM PACKAGE
L92 FLOOR MATS (2PC FRONT, 2PC SEC
M92 RETRACTABLE CARGO COVER
P01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3439	44	MOSSY NISSAN EL CAJO	EL CAJON	California

Serv Dlr TL

Code	Region	Name	City	State
3439	44	MOSSY NISSAN EL CAJON	EL CAJON	CA

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

customer states brakes engaged by itself one time on freeway, customer slowed down and pulled over, was ok afte

Created by Survey Site Guest User at 2019-02-06 13:14:16

Customer Comments: customer states brakes engaged by itself one time on freeway, customer slowed down and pulled over, was ok after that

Technician Findings: TEST DROVE VEHICLE DID NOT DUPLICATE CUSTOMER CONCERN, CHECKED DTC`S FOUND MULTI AV B1309-11 (TBD) SYSTEM ON, LASAR/RADAR C1A18-5

4 LASAR AIMING INCMP [MISSING CALIBRATION] FREEZE FRAME DATA SHOWS STORED ON ING COUNT AT 0, ICC ADAS 2 C1B01-54 CAM AIMING INCMP [MISSING CALIBRATION

] FREEZE FRAME DATA SHOWS STORED ON ING COUNT 0, SPOKE WITH CUSTOMER, CUSTOMER STATES ONLY HAPPENED ONCE WHILE DRIVING WITH CRUISE CONTROL ON FREEWAY

WITH NO OTHER CARS ON FRONT OF HER, TEST DROVE WITH PRO PILOT ON FOUND NORMAL OPERATION. HOWEVER WINDSHIELD IS CRACKED NEAR **BUT NOT** ON LANE CAMERA

TECH LINE INCIDENT REPORT - CONFIDENTIAL

AREA. ERASED CODES BEFORE TEST DRIVE ONLY OTHER CODE TO RETURN IN IN MULTI AV B1309-11 (TBD) SYSTEM ON. ALSO THE WINDSHIELD IS BEING REPLACED AT THIS

MOMENT DOES A LANE CAMERA ALIGNMENT NEED TO BE PERFORMED AFTER WINDSHIELD REPLACEMENT? PLEASE ADVISE.

Repairs Made: NONE

Created by Cameron McBride at 2019-02-06 13:36:40

Description:

Customer states brakes engaged by itself one time on freeway

Customer slowed down and pulled over, was ok after that

Test drove vehicle did not duplicate customer concern

Checked DTC`s

Multi-AV

B1309

LASAR/RADAR

C1A18 LASER AIMING INCMP/ past

Freeze frame data shows count 0

ICC ADAS 2

C1B01 LDW CAMERA AIMING IS NOT ADJUSTED

Freeze frame data shows count 0

Spoke with customer

Customer states only happened once while driving with cruise control on freeway with no other cars on front of her

Test-drove with pro pilot on found normal operation.

However windshield is cracked near **but not on lane camera area.**

Erased codes before test-drive only other code to return in in multi av b1309-11 (tbd) system on.

In addition, the windshield is being replaced at this moment

Does a lane camera alignment need to be performed after windshield replacement?

Recommendation:

Thank you for the information.

We have seen similar cases with unexpected Auto Emergency Braking (AEB) operation.

Most of the time we find the concern related with the front windshield or front distance sensor.

A crack on or near the LANE cases can effect the AEB operation.

In addition, we will need to re-aim the LANE camera after windshield replacement.

(Refer to Asist > Service Manual > Search ?camera aiming?)

I would also recommend we perform NTB18-041a and confirm the LASAR/ RADAR and ICC/ ADAS is up to date.

Lastly, if we do not need to replace the front distance sensor per NTB18-041a, please re-aim the front distance sensor (since we ad C1A18)

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ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	2/7/2019	2/7/19	2/7/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - BRIAN TERK	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	KNMAT2MT3JP[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	3222	22118	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	265215	CVT	QAK
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	6/7/2018	9/2/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
G01 MARCH SOP SPEC
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5274	44	CROWN NISSAN	REDDING	California

Serv Dlr TL

Code	Region	Name	City	State
5274	44	CROWN NISSAN	REDDING	CA

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

Created by Survey Site Guest User at 2019-02-07 15:45:14

Customer Comments: CUSTOMER STATES THAT WHEN DRIVING ON PARK MARINA AND 44THE CAR FLASHED OBSTRUCTION AND SLAMMED ON BRAKES WITH NOTHING AROUND

Technician Findings: CANNOT DUPLICATE UNWANTED FEB OPPERATION. VEHICLE DOES NOT HAVE ICC. USED C3+ AND CHECKED FEB ACTIVATION AND SHOWS NO RECORD OF A

UTO CANCEL, NO HISTORY FOR FEB OPPERATION MILEAGE. NO CODES STORED IN ANY SYSTEM. DO NOT KNOW WHERE TO START

Repairs Made: PERFORMED NTB18-041 REPLACED RADAR SENSOR AND REPROGRAMMED

Created by Brian Terk at 2019-02-07 15:58:47

-DESCRIPTION:

-unexpected AEB operation when driving on Park Marina and 44

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-FEB lamp flashed and brakes applied unexpectedly

-dealer is unable to duplicate the customers concern

-no FEB operation history stored

-no auto cancel conditions stored

-no codes stored in any system

-equipped w/out ICC

-prior visit replaced distance sensor and performed NTB18-041

-RECOMMENDATION DETAIL:

-Bryan please note if the concern only happens when driving in that one specific location

-if so please follow up with the following so this can be reported to engineering

-for concerns that are intermittent please refer to the Owner?s Manual on page 5-127 for ?AEB SYSTEM LIMITATIONS,?

NISSAN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	2/9/2019	2/9/19	2/9/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	KNMAT2MT1JP[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	7832	22318	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	153538	CVT	QAB
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	12/22/2017	4/30/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT E10
L92 FLOOR MATS (2PC FRONT, 2PC SEC
S10 FOG LIGHTS
U01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5537	34	HUDSON NISSAN/ CHARL	CHARLESTON	South Carolir

Serv Dlr TL

Code	Region	Name	City	State
5537	34	HUDSON NISSAN/ CHARLESTC	CHARLESTON	SC

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: NTB18-041

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CUSTOMER STATES AUTOMATIC EMERGENCY BRAKING IS STOPPING THE VEHICLE BETWEEN 45-50 MPH, THE

D ADVISE. CUSTOMER ALSO STATES THESE INCIDENTS WILL HAPPEN 3-4 TIMES A MONTH.

Created by Survey Site Guest User at 2019-02-09 11:35:29

Customer Comments: CUSTOMER STATES AUTOMATIC EMERGENCY BRAKING IS STOPPING THE VEHICLE BETWEEN 45-50 MPH, THE CRASH SENSOR IS GIVING OUT FALSE POSITIV

ES, PLEASE CHECK AND ADVISE. CUSTOMER ALSO STATES THESE INCIDENTS WILL HAPPEN 3-4 TIMES A MONTH.

Technician Findings: ROAD TESTED AND COULD NOT VERIFY CUSTOMER COMPLAINT AT THIS TIME. CHECK FOR CODE, THERE IS NO CODE STORE IN THE SYSTEM.

Repairs Made: NONE

Created by Wesley Roberts at 2019-02-09 11:40:21

Description:

TECH LINE INCIDENT REPORT - CONFIDENTIAL

? Customer states automatic emergency braking is stopping the vehicle between 45-50 mph

? The crash sensor is giving out false positives

? Please check and advise.

? Customer also states these incidents will happen 3-4 times a month.

? Technician findings: road tested and could not verify customer complaint at this time.

? Check for code, there is no code store in the system.

Recommendation:

? We have seen undesired FEB activation on other cases.

? Refer to [redacted].

? If any further assistance is needed let me know and have a great day.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	2/9/2019	2/11/19	2/11/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - CRAIG WATSON	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MT7JC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	22931	22518	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	127768T	CVT	KAD

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	1/11/2018	2/9/2018	

Installed Options

C03 50 STATE EMISSIONS
L92 FLOOR MATS (2PC FRONT, 2PC SEC
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5520	32	BOMMARITO NISSAN BA	BALLWIN	Missouri

Serv Dlr TL

Code	Region	Name	City	State
5675	44	WEST COVINA NISSAN	WEST COVINA	CA

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CUSTOMER STATES EBS LIGHT ON AND VEHICLE BRAKED ON ITS OWN. CUSTOMER ALSO STATES THERE IS A

Created by Survey Site Guest User at 2019-02-09 16:58:23

Customer Comments: CUSTOMER STATES EBS LIGHT ON AND VEHICLE BRAKED ON ITS OWN. CUSTOMER ALSO STATES THERE IS A RECALL LETTER FOR EBS

Technician Findings: FOUND RADAR CODE C1A16-97 STORED IN LASER/RADAR SYSTEM. CUSTOMER STATES EBS LIGHT ON AND VEHICLE BRAKED ON ITS OWN. CUSTOMER ALSO

STATES THERE IS A RECALL LETTER FOR EBS??

Repairs Made: NONE

Created by Sean Martin at 2019-02-11 07:09:09

DESCRIPTION

Vehicle had an undesired FEB operation event

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Tech found DTC stored

C1A16 RADAR STAIN

Tech states customer says there is a service campaign open on their vehicle for this

RECOMMENDATION

? Checking the VIN in Service Comm will tell us if there are any active service campaigns. Please check VIN in service comm or have your service write

r perform this. Complete any active service campaigns.

? If no active service campaigns are present, follow up for diagnostic assistance.

Created by Sean Martin at 2019-02-11 10:55:47

TECHNICIAN RESPONSE RECEIVED AND PASTED BELOW:

"No active service campaigns on service comm. As for the dtc c1a16-97 following dtc diagnosis there is no visible damage or looseness to bracket or s

ensor. im recommending replacement of radar sensor. Do you recommend replacement?"

PLEASE REVIEW THE FOLLOWING ITEMS:

? Prior to any replacements, please review and complete NTB18-041 if it applies. This will provide updated part numbers if a replacement is required.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	2/12/2019	2/25/19	2/12/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MT4JC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	10964	22318	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	235276T	CVT	NBL

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	4/16/2018	5/19/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT E10
G01 MARCH SOP SPEC
L92 FLOOR MATS (2PC FRONT, 2PC SEC
M92 RETRACTABLE CARGO COVER
U01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3606	34	AUTONATION NISSAN KE	PALMETTO BAY	Florida

Serv Dlr TL

Code	Region	Name	City	State
3606	34	AUTONATION NISSAN KENDAL	PALMETTO BAY	FL

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
CAN SYSTEM	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
11	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED

Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

the aeb system randomly activates

Created by Survey Site Guest User at 2019-02-12 12:32:03
Customer Comments: the aeb system randomly activates
Technician Findings: no rear view camera or electronic failure
Repairs Made: reprogramed aeb
Created by Zach Hayward at 2019-02-12 12:46:33
Description:
C/s: the aeb system randomly activates
Tech Findings:
No rear view camera or electronic operation stopped

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Reprogrammed AEB

DTC

Multi AV

B1375 REAR CAMERA POWER SUPPLY (DISPLAY AUDIO WITHOUT BOSE)

AVM

U1000 CAN COMM CIRCUIT

Laser

C1A17 ICC SENSOR MALF -49 /past

Recommendation:

-Advised unsure of request from TECH LINE for assistance

-Advised to clarify ?reprogrammed AEB?

-Advised to correct U1000 concern first:

Please refer to the CAN Diag Support Monitor (not VCAN with colored lines). For each control unit with a current CAN DTC look for the ?unknown?. Check

power supply, ground voltage drop (Back probed, Key on; less than 0.1V = OK), CAN voltage/resistance to each unknown ECU (s) as per NTB10-066/ITB10-02

9.

Created by Zach Hayward at 2019-02-12 14:22:53

Description:

Tech email reply:

Tech replied with photo of ICC/ADAS CAN Diag Support Monitor showing ADAS 2: error/error

Recommendation:

-Advised to print and save the CAN Diag Support Monitor as a PDF to reply with

-Advised to reply with all DTCs stored in all ECUs

-Advised to clarify ?reprogrammed AEB?

Created by Zach Hayward at 2019-02-15 13:36:15

Description:

Tech email reply:

Performed reprogram on AEB

Review camera is inop

Recommendation:

-Advised AEB isn?t an ECU, provide what procedure was followed to perform the "AEB reprogram"

-Advised to perform B1375 DTC diag, replace all continuity inspections with a loaded voltage drop wire test (OK = less than 0.1V drop)

Created by Adam Hoff at 2019-02-18 12:41:22

Description:

U1000 code came on after I did a AEB reprogrammed.

Recommendation:

Please provide a photo of a printout of the CAN diag support monitor information.

This is the tab to the right of CAN diag.

Also please provide the number for ECU ID for the control unit that we reprogrammed from within Consult.

Created by Adam Hoff at 2019-02-19 15:54:06

Email response from dealer:

ECU # 28438-5FA3A

Created by Adam Hoff at 2019-02-19 15:54:23

TSS recommendation:

The part number provided is for the distance sensor.

From the codes that we have stored we may have more than one concern present.

With the B1375 we should be checking power and ground to the rear camera as this is a circuit code (open) for the power supply to the camera.

The diagnostic procedure starts here: DRIVER INFORMATION & MULTIMEDIA - AUDIO, VISUAL & NAVIGATION SYSTEM - DISPLAY AUDIO WITHOUT BOSE - DTC/CIRCUIT D

IAGNOSIS - B1375 REAR CAMERA POWER SUPPLY.

Additionally with the AVM having a U1000 we would still like to see the CAN diag support monitor information so we can see what exactly the AVM is not

communicating with.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

This may just be due to the loss of power supply to the camera but we will need CAN diag support monitor to know for sure.

Created by Adam Hoff at 2019-02-21 07:26:15

Response from dealer:

Good afternoon the rear camera power supply.

Only puts out 6 volts and has good ground.

Created by Adam Hoff at 2019-02-21 07:27:50

TSS recommendation:

Thank you for the update and the voltage test results.

With everything checking ok for the rear camera we can swap one to see if the code clears and operation returns.

If the communication codes returns or the concern is not resolved we should continue with CAN diagnosis.

We can see that we had an Error under ICC/ADAS for ADAS 2 but this has been found to be normal and is like just caused by consult.

What we will want to look for is under AVM (since it is setting the U1000 CAN COMM CIRCUIT we should have a past counter or unknown in current for one

of the control units it communicates with shown in CAN diag support monitor.

Anytime a communication code is stored this information will be stored in CAN diag support monitor.

Once the unit is identified we will need to verify it has correct power, ground, CAN circuit resistance, and correct pin fit then replace the unit.

Created by Adam Hoff at 2019-02-25 09:33:28

Email response from dealer:

Good morning I replaced the backup camera and still the same concern.

Created by Adam Hoff at 2019-02-25 09:33:45

TSS recommendation:

Thank you for the update, please continue with the additional steps recommended on previous recommendation below:

If the communication codes return or the concern is not resolved we should continue with CAN diagnosis.

We can see that we had an Error under ICC/ADAS for ADAS 2 but this has been found to be normal and is like just caused by consult.

What we will want to look for is under AVM (since it is setting the U1000 CAN COMM CIRCUIT we should have a past counter or unknown in current for one

of the control units it communicates with shown in CAN diag support monitor.

Anytime a communication code is stored this information will be stored in CAN diag support monitor.

Once the unit is identified we will need to verify it has correct power, ground, CAN circuit resistance, and correct pin fit then replace the unit.

Note: ERROR is not the only thing we can see if a communication concern is present.

We can see ?unknown? or simply a counter in the past column which all indicate that a communication concern is or was present.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	2/14/2019	3/6/19	3/1/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MV4JC[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	6859	22018	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	227058T	CVT	KAD
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	4/9/2018	8/21/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5612	26	CARBONE NISSAN	YORKVILLE	New York

Serv Dlr TL

Code	Region	Name	City	State
5567	26	TREIBER NISSAN	JOHNSTOWN	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
CAN SYSTEM	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
11	N	Y	3/22/2019	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

check automatic emergency braking

Created by Survey Site Guest User at 2019-02-14 12:04:05

Customer Comments: check automatic emergency braking

Technician Findings: another tech was trying to reprogram the Radar/ADAS system for the unintended braking problem. The reprogram failed, 1st with th

e '!?' then after re-trying. he got the red 'X' failed reprogram. Now I have the vehicle and Consult will not access ANY control units. No communica

tion with CAN, Consult can not read the VIN I have tried restarting everything, re-booting Consult, unplugging the radar cu, I have no clue what

happened or how to proceed Can you help?

Repairs Made: none

Created by Steve Berger at 2019-02-14 12:21:48

TECH LINE INCIDENT REPORT - CONFIDENTIAL

DESCRIPTION:

Created By: Survey Site Guest User (2/14/2019 12:04 PM)

Customer Comments: check automatic emergency braking

Technician Findings: another tech was trying to reprogram the Radar/ADAS system for the unintended braking problem. The reprogram failed, 1st with the

'!?' then after re-trying. he got the red 'X' failed reprogram. Now I have the vehicle and Consult will not access ANY control units. No communicatio

n with CAN, Consult can not read the VIN I have tried restarting everything, re-booting Consult, unplugging the radar cu, I have no clue what happened

or how to proceed Can you help?

Repairs Made: none

RECOMMENDATION:

There is a similar case in the data base where ICC sensor and the ADAS control unit were replaced to resolve.

If an interuption occurred during programming, this could have caused trauma to the unit.

Please let us know if we can be of further assistance.

Created by Survey Site Guest User at 2019-02-15 13:40:20

I could not locate the similar case file but I ordered and have replaced the ICC Sensor and the ADAS control unit and tried the reprogramming and it s

till is not recognizing any control units or VIN??

Created by Adam Hoff at 2019-02-15 15:24:29

Description:

Reviewed dealer comment.

Recommendation:

With us not being able to communicate with any control units within the vehicle first we would recommend trying a different consult and VI.

Then we will want to check the condition of the vehicles CAN circuits.

We can do this with checks at the DLC pins 6 and 14.

We should have 60ohms across pins 6 and 14 and a minimum of 1k ohms to ground at either pin with the battery disconnected.

With the battery connected we should have approx. 2.2V and 2.7V at the pins indicating if any control unit is able to communicate.

If no unit is still able to communicate we should be able to communicate to a couple units with the hazard switch on and manually inputting vehicle in

formation instead of trying to read VIN.

It?s possible that the control units are not getting power due to no ignition switch operation or a concern with the IPDM or BCM and this would be our

next step if no concerns are found.

Created by Survey Site Guest User at 2019-02-18 09:46:11

This vehicle has been handed back to me (Doug Burke) with the last comments from tech line. I have checked resistance between can H and can L (6 an

d 14) at the DLC- it is a open circuit. I plugged in a known good IPDM with no change, Am I correct in thinking it has to be the ECM at this point

?

Created by Adam Hoff at 2019-02-18 09:57:20

Description:

Reviewed dealer comment.

Recommendation:

If we are reading 120ohms then it is possible that we may have an open circuit in the CAN or an open terminating resister within the ECM.

We can verify if the concern is with the ECM by checking the resistance from the ECM and seeing if we read 120 ohms from there which would indicate th

e rest of the circuit is ok and the ECM should be replaced.

If we are reading 1K ohms or higher this indicates we have a circuit concern that the ECM could not, by itself, cause and we have a completely open ci

rcuit which is usually due to inline connectors being disconnected.

Another possible cause for very high resistance readings on the CAN circuit is the battery still being connected during resistance testing.

Created by Survey Site Guest User at 2019-02-19 08:18:14

turns out the original tech on this case had unplugged a control unit behind the glove box during a blower motor repair. I have everything back to

normal except I can not configure the ADAS control unit, either the original or the replacement which was changed With the replacement CU, I get a

TECH LINE INCIDENT REPORT - CONFIDENTIAL

U1000 The original CU I get U1000 and C1A0A- unfinished configuration. Ive tried manual configuration as well as the saved data. I get err

or message 'operation stopped, vehicle out of test condition or no response from ECU Is it possible we have ruined both of these CUs with the ong

oing 'mess' or can you help me out again?

Created by Adam Hoff at 2019-02-19 10:08:31

Description:

Reviewed dealer comment.

Unable to perform ADAS C/U configuration.

Set to support Queue for ADAS configuration patch installation.

Created by Steve Stutzman at 2019-02-19 10:28:18

Installed patch on dealers consult,

Tech to continue with repairs and follow up

Created by Survey Site Guest User at 2019-02-19 10:41:35

just completed a patch to assist with tech line I still have the same problem I can not configure the addas control unit, the same part

numbers are listed, not the 5NA0B that parts tells me I need. If I use the 7FP6A which was saved to the unit, I get the same error message just af

ter it begins to transfer

Created by Adam Hoff at 2019-02-19 12:20:19

Description:

Reviewed dealer comment.

Recommendation:

Let?s verify the part number on the new ADAS control unit.

If the last 5 digits start with 7 then we may have the incorrect part installed and would lead to us not having the correct option.

Recommend having your parts department contact DPIC as the part number we show to be correct is 284E7-5HR5E.

Created by Adam Hoff at 2019-02-20 10:09:59

Response from dealer:

The part number for the one that came out and the new one are correct and identical.

Created by Adam Hoff at 2019-02-20 10:10:15

TSS recommendation:

Please clarify what that part number is?

Also please send a picture of all the options that are available for configuration for ADAS while in this screen.

Once we get these photos we may want to tech link and attempt to configure the unit.

It may require a different configuration than what is called for in parts catalog.

Created by Adam Hoff at 2019-02-20 13:40:02

Response from dealer:

The picture requested is attached.

Extra picture of screen.

Photos attached to emails.

Created by Adam Hoff at 2019-02-20 13:40:14

Summary of phone conversation:

Called and performed tech link.

7FP6A original unit and selected in manual config for ADAS, stops after transfer to VI.

With VIN out EPC shows 7FL4B for ADAS, not an option.

No concerns until after AEB reprogram.

Dealer only has 1 VI, none to swap.

Created by Adam Hoff at 2019-02-20 13:40:26

TSS recommendation:

Thank you for your time on the phone today.

As discussed, please allow us some time to do some additional research on this concern.

We typically ask for up to 24hrs to perform some additional research.

Someone will be in contact as soon as possible.

Created by Adam Hoff at 2019-02-21 13:37:33

TSS recommendation:

TECH LINE INCIDENT REPORT - CONFIDENTIAL

We are still waiting for a response from engineering on this one.

We will update you once we get a response back.

Created by Adam Hoff at 2019-02-25 09:57:17

Email response from dealer:

Do you have any updates my customer wants there vehicle back badly.

Plus they are in a rental.

Created by Adam Hoff at 2019-02-25 09:58:18

TSS recommendation:

We apologize for the delay in response.

We still have not heard back from engineering on this case.

Previously during tech link we could see that under configuration ADAS showed to have been configured to 7FP6A since is comes up as selected when tryi

ng to perform configuration manual selection.

Additionally we could see that the ICC sensor/laser was showing as not communicating and it communicates directly to the ADAS control unit.

Let?s check the CAN circuit, power, grounds, and pin fit at the ICC ADAS sensor as something is preventing it from communicating with ADAS and may be

the reason for the configuration concern that we are seeing.

Branch circuit testing for laser can be found here: ELECTRICAL & POWER CONTROL - LAN SYSTEM - CAN - DTC/CIRCUIT DIAGNOSIS - LASER BRANCH LINE CIRCUIT

Repair or replace harness or distance sensor as needed.

Also recommend verifying the part number on the ICC/distance sensor during inspections.

Created by Adam Hoff at 2019-02-25 12:40:40

Set to support queue to collect an error log for ADAS 1 configuration.

Please note the consult version and make sure it is at the latest.

Created by Adam Hoff at 2019-02-25 12:43:41

Email response from dealer:

Everything has the correct part numbers pin fits are good but no communication.

Also on the last scan C1A50-48 for supervision software error showed up.

Created by Steve Stutzman at 2019-02-25 14:04:37

Attached Error Log to case,

Dealers consult version is 85.11

Created by Adam Hoff at 2019-02-27 08:49:03

TSS recommendation:

We got a response from consult group that the 7FP6A is showing up and we should select 248E9-7FP2A for configuration.

When time allows, please attempt configuration by manually selecting this number.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	2/18/2019	2/18/19	2/18/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - CRAIG WATSON	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options
T32	2019	RGE	5N1AT2MV9KC[redacted]	C03 50 STATE EMISSIONS L92 FLOOR MATS (2PC FRONT, 2PC SEC

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	805	22219	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	394396T	CVT	G41

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	10/26/2018	12/18/2018	

Dlr Retl Last VC

Code	Region	Name	City	State
5138	26	KELLY NISSAN	EASTON	Pennsylvania

Serv Dlr TL

Code	Region	Name	City	State
5138	26	KELLY NISSAN	EASTON	PA

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

his vehicle stopped on him causing him to almost crash slows down and ABS brakes vibrated when going over a

e vehicle

Created by Survey Site Guest User at 2019-02-18 14:54:46

Customer Comments: his vehicle stopped on him causing him to almost crash slows down and ABS brakes vibrated when going over a metal bridge does not f

eel safe driving the vehicle

Technician Findings: no codes in any system laser/radar has part#284385FA3A ICC/ADAS has part#284E7-7FL2B bulletin for 2018 has an update for laser/ra

dar with that part but when trying to update this their is no update

Repairs Made: none

Created by Sean Martin at 2019-02-18 15:11:32

TECH LINE INCIDENT REPORT - CONFIDENTIAL

DESCRIPTION

Vehicle had undesired FEB operation event

ICC and ADAS are up to date as per service campaign

Issue happened while driving over metal bridge

Laser part number is 28435-5FA3A

ADAS part number is 284E7-7FL2B

RECOMMENDATION

? Advised issue is currently under engineering review

Created by Sean Martin at 2019-02-18 15:50:15

TSS contacted technician via phone call

Advised that even though issue is under engineering review, since the customer has a concern of safety due to the incident, please have service manage

r contact consumer affairs on customer's behalf to start a case

Technician annotated all and is speaking to their service manager to provide the TECH LINE recommendation

Forwarded case to STSS to make aware of CA contact recommendation

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	2/21/2019	2/21/19	2/21/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
J11	2018	RSP	JN1BJ1CP7JW[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	13779	28518	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
MR20	275201	CVT	KAD

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	3/3/2018	7/22/2018	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L93 CARPETED CARGO AREA PROTECTOR
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
98002	48	KING WINDWARD NISSA	KANEOHE	Hawaii

Serv Dlr TL

Code	Region	Name	City	State
98002	48	KING WINDWARD NISSAN	KANEOHE	HI

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED

Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

Customer states emergency brake will engage intermittently

Created by Survey Site Guest User at 2019-02-21 02:24:37

Customer Comments: Customer states emergency brake will engage intermittently

Technician Findings: Customer concern is Forward Emergency Braking will activate by itself and warning lamp (FEB indicator) will come on

DTC's stored in vehicle (all past codes)

C1A04 ABS/TCS/VDC/CIRC

C1A14 ECM CIRCUIT

C1A26 ABS/TCS/VDC CIRC

C1A16-97 RADAR STAIN (CMP/SYS OPR OBST OR BLKD)

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Current part number on vehicle

LASER/RADAR 284385FA3A

ICC/ADAS 284E7-6MF3A

No reprogramming or updates for both ICC/ADAS and LASER/RADAR

inspected front bumper/grill area, cleaned, no debris or signs of collision, distance sensor mounting and bracket is ok, no signs of defects. able to

clear all the codes and road test vehicle, FEB did not activate during road test and no warning lamps are on during road test. Per customer when FEB a

ctivated no car was in front of him and weather was clear.

Repairs Made: None so far

Created by Wesley Roberts at 2019-02-21 07:18:49

Recommendation:

? Let?s focus on only the C1A16, as the other DTCs are finger pointing DTCs.

? *Note, adverse weather conditions, heavy rain or fog or even debris on sensor, can set this DTC.

? If no concerns duplicate- no repairs would be recommended

? If the concern duplicates frequently with no radar obstructions then replacement of the ICC Radar is recommended.

? NTB 18-041 does have improved ICC sensor operation software, so if replacement is necessary, perform this bulletin with it as well.

? Keep me posted and have a great day.

NISSAN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	2/22/2019	2/26/19	2/22/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options
J11	2019	RSP	JN1BJ1CR5KW[redacted]	C03 50 STATE EMISSIONS

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	606	27219	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
MR20	459741C	CVT	KAD

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	12/21/2018	2/7/2019	

Dlr Retl Last VC

Code	Region	Name	City	State
5326	26	NISSAN OF HUNTINGTON	HUNTINGTON STA	New York

Serv Dlr TL

Code	Region	Name	City	State
5326	26	NISSAN OF HUNTINGTON	HUNTINGTON STA	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

C/S FEB STOPPING VEHICLE FOR NO REASON

Created by Survey Site Guest User at 2019-02-22 11:45:09

Customer Comments: C/S FEB STOPPING VEHICLE FOR NO REASON

Technician Findings: C/S FEB STOPPING FOR NO REASON SPOKE WITH CUSTOMER C/S YELLOW LIGHT HAS BEEN COMING ON INTERMITTENTLY SINCE HE PICKED UP THE CAR

C/S CAR SLOWED ON IT ON WHEN ATTEMPTING TO CROSS RAILROAD TRACK IN CENTRAL ISLIP CANNOT REMEMBER EXACTLY WHERE DURING THIS INCIDENT FEB MALFUNCTION ME

SSAGE AND YELLOW WARNING LIGHT CAME ON CLUSTER C/S CAR CAME TO A COMPLETE STOP ON ITS OWN WHILE DRIVING ON CARLS STRAIGHT PATH THE FEB MALFUNCTION MES

SAGE AND YELLOW WARNING LIGHT CAME ON DASH AND STAYED ON UNTIL CAR SAT OVER NIGHT CUSTOMER ASKED UNPROMPTED IF WE PERFORMED ANY UPDATES AND STATED HE

HAS RESEARCHED ONLINE THAT THERE IS AN ISSUE TOLD CUSTOMER CURRENTLY THERE ARE NO UPDATES AVAIL AND NO KNOWN ISSUES WITH 2019 ROGUE SPORTS C/S FEELS U

TECH LINE INCIDENT REPORT - CONFIDENTIAL

NSAFE IN CAR

PRIOR RO MY INVOLVMENT ANOTHER TECH ATTEMPTED THE REPROGRAMMING AND CLEARED A PAST U1500 CODE IN ICC/ADAS SO CURRENTLY NO CODES IN SYSTEM UNABLE TO DU

PLICATE INSPECTED LANE CAMERA SYSTEM NO ISSUES FOUND AT THIS TIME SENT ALL INFORMATION TO DTS KEVIN MACKAY WE WILL ATTEMPT A FEW MORE ROAD TESTS WITH

CAR BUT IF WE CANNOT DUPLICATE OR RETRIP ANY CODES WE WILL BE RETURNING CAR TO CUSTOMER AT THE END OF THE DAY

Repairs Made: NONE

Created by Brandt Boster at 2019-02-22 12:16:30

Description:

Customer concern:

FEB stopping vehicle for no reason

Yellow light has been coming on intermittently since he picked up the car

Intermittently since he picked up the car c/s car slowed on it on when attempting to cross railroad track in central slip cannot remember exactly wher

e during this incident

FEB malfunction message and yellow warning light came on cluster

Car came to a complete stop on its own while driving on cars straight path the feb malfunction message and yellow warning light came on dash and staye

d on until car sat over night

Customer asked unprompted if we performed any updates and stated he has researched online that there is an issue

C/S FEELS UNSAFE IN CAR

Tech unable to duplicate concerns

Inspections performed:

No updates identified

Inspected Lane Camera system- no concerns identified

Previous repairs:

Attempted reprogramming (Did not specify module)

Cleared U1500 (LDP) CAM CAN CIR1 - OR - CAM CAN CIR 2 ? Past DTC

Questions for TECH LINE: Sent all information to dts we will attempt a few more road tests with car but if we cannot duplicate or re-trip any codes we

will be returning car to customer at the end of the day

Recommendation:

Emailed tech requesting call-back for safety concern

Created by Bruce Tankersley at 2019-02-22 12:54:16

Description:

TL BT called tech for follow up, confirmed customer's remark regarding unexpected FEB when approaching railroad tracks.

Incident occurred twice at separate locations; exact locations unknown.

Recommendation:

Request service manager call CA to open In Field report.

TL BT notified CA RA.

Created by Brandt Boster at 2019-02-26 07:31:14

Tech replied by email:

So customer sent this over on Friday

Photo provided for Forward Collision Malfunction- see Owner?s Manual

Recommendation:

Thank you for the information on this one James.

Because of the safety concern, we have recommend contacting Consumer Affairs to file an In-Field Report

TECH LINE does not provide diagnostic assistance with unduplicated safety concerns

- Please direct this updated information to consumer affairs.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	3/1/2019	3/25/19	3/1/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options
T32	2019	RGE	JN8AT2MV9KW[redacted]	C03 50 STATE EMISSIONS E10 PREMIUM PAINT E10 L92 FLOOR MATS (2PC FRONT, 2PC SEC

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	64	22219	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	409648M	CVT	QAB

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	11/15/2018	2/28/2019	

Dlr Retl Last VC

Code	Region	Name	City	State
2897	24	ELHART NISSAN, INC.	HOLLAND	Michigan

Serv Dlr TL

Code	Region	Name	City	State
2897	24	ELHART NISSAN, INC.	HOLLAND	MI

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CUSTOMER STATED THAT THEY EXPERIENCED A UNEXPECTED BRAKING APPLICATION THAT NEARLY CASUE

Created by Survey Site Guest User at 2019-03-01 14:37:03

Customer Comments: CUSTOMER STATED THAT THEY EXPERIENCED A UNEXPECTED BRAKING APPLICATION THAT NEARLY CASUED A ACCIDENT

Technician Findings: ROAD TESTED THE VEHICLE AND VERIFIED THE CUSTOMERS CONCERN OF UNDESIRED FEB OPERATION. THE CUSTOMER STATED THAT THE UNEXPECTED B

RAKE APPLICATION NEARLY CAUSED A ACCIDENT. PERFORMED VEHICLE SELF DIAGNOSTIC CHECK AND NO DTC'S WERE FOUND. CHECKED FOR APPLICABLE SERVICE BULLETINS

AND NONE WERE FOUND. INSPECTED THE WINDSHIELD AND THE OEM NISSAN WINDSHIELD IS INSTALLED. INSPECTED THE LANE CAMERA (LASER/RADAR) MOUNTED ON THE WI

NDSHIELD AND THE LANE CAMERA WAS MOUNTED CORRECTLY. INSPECTED THE PART NUMBERS FOR THE ICC/ADAS MODULE(284E7-7FL2B) & LASER/RADAR MODULE(284385HK3A).

TECH LINE INCIDENT REPORT - CONFIDENTIAL

THE SOFTWARE IN THE ICC/ADAS MODULE AND THE LASER/RADAR MODULE IS CURRENT. PERFORMED A TECH LINE DATA BASE SEARCH FOR SIMILAR CASES AND FOUND CASE#

[redacted] **REQUESTING NEXT COURSE OF ACTION.**

Repairs Made: NO REPAIRS MADE

Created by John Irion at 2019-03-01 15:22:09

Description

Technician Findings ROAD TESTED THE VEHICLE AND VERIFIED THE CUSTOMERS CONCERN OF UNDESIRED FEB OPERATION. THE CUSTOMER STATED THAT THE UNEXPECTED BRA

KE APPLICATION NEARLY CAUSED A ACCIDENT. PERFORMED VEHICLE SELF DIAGNOSTIC CHECK AND NO DTC'S WERE FOUND. CHECKED FOR APPLICABLE SERVICE BULLETINS AND

NONE WERE FOUND. INSPECTED THE WINDSHIELD AND THE OEM NISSAN WINDSHIELD IS INSTALLED. INSPECTED THE LANE CAMERA (LASER/RADAR) MOUNTED ON THE WINDSHIE

LD AND THE LANE CAMERA WAS MOUNTED CORRECTLY. INSPECTED THE PART NUMBERS FOR THE ICC/ADAS MODULE (284E7-7FL2B) & LASER/RADAR MODULE(284385HK3A). THE SO

FTWARE IN THE ICC/ADAS MODULE AND THE LASER/RADAR MODULE IS CURRENT. PERFORMED A TECH LINE DATA BASE SEARCH FOR SIMILAR CASES AND FOUND CASE#[redacted]

0. REQUESTING NEXT COURSE OF ACTION.

Recommendation

Thank you for Contacting TECH LINE. We?d like to talk with you about our customers concern.

Please reply with the best time and contact number you can be reached at.

Created by Survey Site Guest User at 2019-03-01 15:42:17

BEST TIME TO CONTACT WOULD BE MONDAY 3/4/19, ANYTIME AFTER 8AM EST.

CONTACT NUMBER[redacted]

Created by J.R. Jackson at 2019-03-04 09:30:18

TL JR called tech to follow up.

Advised to have SM contact CA.

Advised that the incident is under engineering review.

Advised to gather location where incident occurs.

No further repair recommended at this time.

Created by Survey Site Guest User at 2019-03-04 10:23:23

CONTACTED CUSTOMER AND COLLECTED SPECIFIC INFORMATION OF THE FEB BRAKE FAILURE EVENT. THE CUSTOMER WAS TRAVLING NORTH ON 72ND STREET & TAYLOR (GEO

RGETOWN TOWNSHIP, MI) ON A 2 LANE COUNTY ROAD. THE ROAD CONDITION WAS CLEAR, NO MOISTURE ON THE ROAD. NO VEHICLES IN FROND OF THE VEHICLE. LOW LAN

D ON EACH SIDE OF THE ROAD. NO GUARD RAILS ON THE SIDE OF THE ROAD DURING FAILURE, EVENT HAPPENED SOUTH OF THE GUARD RAILS ON 72ND STREET.

Created by John Irion at 2019-03-05 10:18:43

Support, please follow up with the dealer and FQI RD with requested information in the latest email

Created by Steve Stutzman at 2019-03-05 10:54:17

Tech Rick reports,

Incident did not happen at the intersection,

Incident occurred on 72 north bound between Bauer Rd and Taylor Rd, considerably before the sign on the guard rail. There does not appear to be any ov

er head objects or object close to the side of the road at this point. Dealer is unable to duplicate incident.

Created by Survey Site Guest User at 2019-03-05 15:16:01

ADDED SREEN SHOTS OF FEB OPERATION HISTORY PER ENGINEER.

Created by Steve Stutzman at 2019-03-05 15:25:40

Tech reports,

1. Exact location (already answered)

2. Direction of travel (already answered)

3. Time of day (Morning)

4. Weather (already answered)

5. Road condition at time of activation (already answered)

6. How much traffic was around the vehicle (None)

7. Vehicle speed (55 maybe)

8. Vehicle response (beeping noise only, momentary braking, or full stop)

(Warning light and the stopped)

9. How often does the incident happen (25% of the time, 75% of the time, etc.) (1 Time)

10. If possible, have tech ride with customer in known good vehicle to attempt duplication

TECH LINE INCIDENT REPORT - CONFIDENTIAL

(They?ll try to set something up and let TL know the results)

Advised,

Tech should keep in mind that duplication may not occur every single time, so multiple passes of the same area might be required.

Also, tech should check the AEB log using Consult III and provide the details in there.

Created by Tony Ellis at 2019-03-22 16:25:01

Description:

Are there any updates for this vehicle yet. Please contact us at [redacted] with any information so we can let the customer know.

Thank you

Recommendation:

My apologies for the delayed response on this case.

My name is Tony and I will be offering assistance on this case from this point forward.

Please allow me some time to gather information from the engineer that has been involved with this case and follow up with you expect a phone call Mon

day, late morning to discuss.

Let me know if a specific time works better than another.

If additional assistance is needed for this case, simply reply to this email.

Created by Tony Ellis at 2019-03-25 09:24:11

Description:

Out call to dealer.

Attempted number provided in case and Tech Rick from email chain with engineer R.D.

Tech unavailable at this time.

Recommendation:

Case notes in opening comments that we verified customer concern, but later in the case it is noted that the event cannot be duplicated.

Consult screen shots provided show ?no History? under FEB operation.

Currently no further repair is recommended if the concern cannot be duplicated, and no error history to provide further awareness of a concern.

Previous case notes show dealer was advised to have service manager contact CA and open a case on the customer?s behalf.

No CA case is found related to this vin.

Please confirm a CA case is opened for this concern.

Please provide the best phone contact info and time to call, if further discussion is needed for this case.

If additional assistance is needed for this case, simply reply to this email.

Created by Tony Ellis at 2019-03-25 09:56:00

Description:

Email reply received with additional contact info.

Out call to dealer.

Spoke with tech Zach about FEB operation and CONSULT screen shots.

Informed tech no CA case is found when searching VIN.

Current information points to normal operation, with no code or FEB operation in history.

Concern has not been duplicated at the dealership since arrival.

Vehicle has not been driven in noted area of concern.

Recommendation:

Dealer to contact CA to open a case for this unduplicated concern.

Tech to follow up with TECH LINE for diag if concern can be duplicated.

If additional assistance is needed for this case, simply reply to this email.

NISSAN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	3/4/2019	3/4/19	3/4/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
186	Z * DAVE SATTLER	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	JN8AT2MV4JW[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	4439	22418	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	130485	CVT	K23

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	11/7/2017	9/17/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
B94 ROOF RAIL CROSS BARS
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2PC FRONT, 2PC SEC
P01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
2734	36	BOB BELL CHEVROLET/	BALTIMORE	Maryland

Serv Dlr TL

Code	Region	Name	City	State
2734	36	BOB BELL CHEVROLET/NISSA	BALTIMORE	MD

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

VEHICLES FRONT CRASH SENSOR WARNING LIGHT CAME ONAND STARTED TO FLASH. WHEN THE LIGHT STA

BJECT OR VEHICLE IN FRONT OF IT. LIGHT STAYED ON AND FLASHING FOR 20 MINUTES

Created by Survey Site Guest User at 2019-03-04 08:29:49

Customer Comments: VEHICLES FRONT CRASH SENSOR WARNING LIGHT CAME ONAND STARTED TO FLASH. WHEN THE LIGHT STARTED TO FLASH THE VEHICLE WAS BRAKING ON I

TS OWN WITHOUT AN OBJECT OR VEHICLE IN FRONT OF IT. LIGHT STAYED ON AND FLASHING FOR 20 MINUTES

Technician Findings: CAR CAME IN WITH THE COMPLAINT THAT THE FORWARD COLLISION LIGHT KEEPS COMING ON. FOUND CODE C1A16 RADAR STAIN. REPLACED FRONT RAD

AR AND BRACKET. CUSTOMER RETURNED AND SAID THE LIGHT IS COMING ON AND THE CAR WILL BRAKE BY ISTELF AT TIMES. I HAVE NOT BEEN ABLE TO DUPLICATE THIS. T

HE CUSTOMER HAS A CASE WITH NISSAN AND SAID THEY EMAILED A VIDEO THAT SHOWS THE CAR BRAKING BY ITSELF WHILE DRIVING. THE CASE NUMBER IS [redacted] WITH

TECH LINE INCIDENT REPORT - CONFIDENTIAL

[redacted]

Repairs Made: REPLACED FRONT RADAR AND BRACKET

Created by Dave Sattler at 2019-03-04 08:46:18

Description:

Tech starting ECC.

CAR CAME IN WITH THE COMPLAINT THAT THE FORWARD COLLISION LIGHT KEEPS COMING ON. FOUND CODE C1A16 RADAR STAIN. REPLACED FRONT RADAR AND BRACKET. CUSTO

MER RETURNED AND SAID THE LIGHT IS COMING ON AND THE CAR WILL BRAKE BY ISTELF AT TIMES. I HAVE NOT BEEN ABLE TO DUPLICATE THIS. THE CUSTOMER HAS A CAS

E WITH NISSAN AND SAID THEY EMAILED A VIDEO THAT SHOWS THE CAR BRAKING BY ITSELF WHILE DRIVING. THE CASE NUMBER IS [redacted] WITH KYLE.

Recommendation:

Thank you for the case information, [redacted]

We have a vehicle that customer is stating FEB is operating when not needed.

We verified C1A16 RADAR STAIN and replaced sensor last visit.

Refer to NTB18-041 and confirm correct parts installed and verify programming update date.

Get more details from customer and condition of incident, road conditions, weather conditions, any overpasses or rail track in front or close by at ti

me if incident.

Refer to ECM for C1A16 RADAR STAIN for other condition that could cause this incident DTC to set.

If further assistance is needed contact TECH LINE any time

NISSAN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	3/4/2019	3/4/19	3/4/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - BRIAN TERK	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	JN8AT2MVXJW[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	9410	22418	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	236269	CVT	KAD
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	3/23/2018	9/17/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
B94 ROOF RAIL CROSS BARS
C03 50 STATE EMISSIONS
K03 PLATINUM PACKAGE
L92 FLOOR MATS (2PC FRONT, 2PC SEC
P01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5662	26	BATTLES NISSAN, LLC	BOURNE	Massachuset

Serv Dlr TL

Code	Region	Name	City	State
5662	26	BATTLES NISSAN, LLC	BOURNE	MA

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: NTB18-041a

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CS FEB IS ACTIVATING WHEN IT SHOULD NOT

Created by Survey Site Guest User at 2019-03-04 15:45:33

Customer Comments: CS FEB IS ACTIVATING WHEN IT SHOULD NOT

Technician Findings: CS WHEN TRAVELING UP AN INCLINE IN A PARKING GARAGE, FEB ACTIVATES UNEXPECTEDLY. I ROAD TESTED VEH ON ROADS WHERE I AM FAMILIAR W

ITH HOW WELL PROPILOT, ICC, FEB, ETC. WILL FUNCTION. I DID NOT EXPERIENCE ANYTHING UNUSUAL. I ALSO ASCENDED STEEP HILLS WITHOUT ISSUE. CUSTOMER PROVID

ED A VIDEO (ATTATCHED) OF INCIDENT. MY OPINION IS THAT THIS FEB ACTION IS A RESULT OF DRIVING CONDITIONS.

IN ONE CUSTOMER RECOREDED EVENT (PARKING GARAGE), THERE IS A STEEP CONCRETE INCLINE WITH A LOW CONCRETE CEILING ABOVE IT. I SUSPECT THE RADAR IS REFLE

CTING FROM THE CEILING. LATER IN THE VIDEO WHEN THE CAR ARRIVES AT THE TOP OF THE INCLINE, THERE IS A CONCRETE WALL DIRECTLY AHEAD OF, AND PERPENDICUL

TECH LINE INCIDENT REPORT - CONFIDENTIAL

AR TO THE VEHICLE. I SUSPECT THIS WALL IS RELECTING THE RADAR BACK. CUST MADE NO MENTION OF ISSUE ON FLAT OPEN ROADS.

THERE WERE NO DTC'S PAST OR PRESENT IN LASER/RADAR. ONLY A B1309-11(PAST) IN MULTI AV.

THERE WAS NO VISIBLE OBSTRUCTION OR DAMMAGE NEAR FRONT OF CAR.

THE OWNERS MANUAL DOES VAGUELY STATE THAT ROAD CONDITIONS CAN CAUSE UNEXPECTED FEB ACTIVATION, BUT IT DOESNT SPECIFY WHAT THOSE CONDITIONS MAY BE.

I SUSPECT THE FEB IS REACTING TO ROAD CONDITIONS, OR THE CONDITIONS SURROUNDING THE CAR (CONCRETE STRUCTURES).

COULD YOU PLEASE CONFIRM OR REBUT MY OPINION?

Repairs Made: ROAD TEST, CHECK W C3. VISUAL INSPECTION

Created by Survey Site Guest User at 2019-03-04 15:56:08

VIDEO

Created by Brian Terk at 2019-03-04 16:00:27

-DESCRIPTION:

-unexpected AEB operation

-technician findings copied below:

? CS WHEN TRAVELING UP AN INCLINE IN A PARKING GARAGE, FEB ACTIVATES UNEXPECTEDLY.

? I ROAD TESTED VEH ON ROADS WHERE I AM FAMILIAR WITH HOW WELL PROPILOT, ICC, FEB, ETC. WILL FUNCTION.

? I DID NOT EXPERIENCE ANYTHING UNUSUAL.

? I ALSO ASCENDED STEEP HILLS WITHOUT ISSUE. CUSTOMER PROVIDED A VIDEO (ATTATCHED) OF INCIDENT.

? MY OPINION IS THAT THIS FEB ACTION IS A RESULT OF DRIVING CONDITIONS.

? IN ONE CUSTOMER RECOREDED EVENT (PARKING GARAGE), THERE IS A STEEP CONCRETE INCLINE WITH A LOW CONCRETE CEILING ABOVE IT.

? I SUSPECT THE RADAR IS REFLECTING FROM THE CEILING.

? LATER IN THE VIDEO WHEN THE CAR ARRIVES AT THE TOP OF THE INCLINE, THERE IS A CONCRETE WALL DIRECTLY AHEAD OF, AND PERPENDICULAR TO THE VEHICLE. I S

USPECT THIS WALL IS RELECTING THE RADAR BACK.

? CUST MADE NO MENTION OF ISSUE ON FLAT OPEN ROADS.

? THERE WERE NO DTC'S PAST OR PRESENT IN LASER/RADAR. ONLY A B1309-11(PAST) IN MULTI AV.

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? THE OWNERS MANUAL DOES VAGUELY STATE THAT ROAD CONDITIONS CAN CAUSE UNEXPECTED FEB ACTIVATION, BUT IT DOESNT SPECIFY WHAT THOSE CONDITIONS MAY BE.

? I SUSPECT THE FEB IS REACTING TO ROAD CONDITIONS, OR THE CONDITIONS SURROUNDING THE CAR (CONCRETE STRUCTURES).

-NOTE: video of concern attached to case

-RECOMMENDATION DETAIL:

-thanks for your time on the phone this afternoon Ed, it was great talking with you!

-as we discussed please perform NTB18-041a, this bulletin does specifically address "UNEXPECTED OPERATION OF AEB, FEB OR FCW"

-additionally you are absolutely correct that as per the Owner's Manual beginning on page 5-127 there is general information regarding "UNEXPECTED OPE

RATION OF AEB, FEB OR FCW"

-very specific locations that cause AEB operation are often caused by environmental or physical conditions that are covered by these system limitation

s due to the system operating as deisgned

-please let us know if you have any questions and have a great day!

NISSAN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	3/5/2019	3/11/19	3/5/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - CRAIG WATSON	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options
J11	2019	RSP	JN1BJ1CR1KW[redacted]	C03 50 STATE EMISSIONS L92 CARPETED CARGO AREA PROTECTOR
Mileage-Initial TL	**Mileage-Current TL**	**Code-NNA Model VC**	**Code-Body Type TL**	
0	1812	27219		
Code-Engine Prefix VC	**Number-Engine Serial VC**	**Code-Trans Type VC**	**Code-Vehicle Color VC**	
MR20	408290C	CVT	KAD	
Name-Plant VC	**Date-Manufacture VC**	**Date-In Service TL**	**Code-Distributor TL**	
KYUSHYU (NML)	10/9/2018	5/21/2019		

Dlr Retl Last VC

Code	Region	Name	City	State
NP	2	NP	NP	NP

Serv Dlr TL

Code	Region	Name	City	State
1864	24	KELLY NISSAN, INC.	OAK LAWN	IL

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CUSTOMER STATES WHEN DRIVING, INTERMITTENTLY THE VEHICLE WILL BRAKE ON ITS OWN WITH NO WARN

Created by Survey Site Guest User at 2019-03-05 12:42:01

Customer Comments: CUSTOMER STATES WHEN DRIVING, INTERMITTENTLY THE VEHICLE WILL BRAKE ON ITS OWN WITH NO WARNING, CHECK AND ADVISE.

Technician Findings: COULD NOT DUPLICATE CONCERN. CODES STORED IN THE PAST. NO TSB APPLIES FOR 2019 MODEL

Repairs Made: NONE

Created by Cameron McBride at 2019-03-05 13:17:56

Description:

Customer states when driving, intermittently the vehicle will brake on its own with no warning, check and advise.

Could not duplicate concern.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Codes stored in the past.

No tsb applies for 2019 model

Recommendation:

Thank you for the information.

We do not have any known ?unattended AEB/ FED operation? on 2019 models.

Please ask the customer and provide answers to all questions below.

Where exactly does the concern happen? (street name, city, intersection, GPS location if possible, etc.)

What direction was the customer traveling at the time of the concern? (North, South, East or West)

What was the vehicle speed at the time of the concern?

Was the cruise control set at the time of the concern? If so, what was it set too exactly?

How long does the concern happen?

How often does the concern happens?

If we drive the vehicle in the same location as the customer describes, are we able to duplicate the concern?

Created by Cameron McBride at 2019-03-05 15:05:27

Description:

Email received from the dealer:

(3/5/2019 2:47 PM)

?Customer states, On interstate 90 going north around 65 mph

Cruise control is not on

Happens for a few seconds, continues fine right after

Has happened twice

Cannot duplicate in same location

Also customer reports that the warning light does come on while incident happens

Recommendation:

Thank you for the update.

To help us better understand, where exactly on ?Interstate 90? does the customer report the concern happens? (exit, mile marker, between which mile ma

rks, cross section, underpass, etc.)

Created by Cameron McBride at 2019-03-05 15:36:05

Description:

Email received from the dealer:

(3/5/2019 3:20 PM)

?Around 35th street

Also that there are No vehicles in front of vehicle?

Recommendation:

Thank you for the details.

I will forward this information to engineering for review.

Created by Cameron McBride at 2019-03-07 15:28:18

Description:

Email received from engineering.

Recommendation:

I apologize for the delay response.

We just received information from engineering.

They would like to clarify if this concern occurs in all lanes or just one lane, as there are quite a few lanes in this area described (North on I-90

around 35th street over pass)

(Please refer to the attached picture of the location described in the case)

In addition, do we know what level of AEB intervention is happening? Warning light only, light braking, or emergency braking?

Created by Cameron McBride at 2019-03-11 09:22:05

Description:

Email received from the dealer:

(3/9/2019 9:37 AM)

?Middle lanes

Warning light and like a quick panic stop like tapping the pedal out of nowhere

TECH LINE INCIDENT REPORT - CONFIDENTIAL

With no cars around?

Recommendation:

Thank you for the additional information.

I will forward this information to engineering.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	3/6/2019	3/6/19	3/6/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	JN8AT2MV1JW[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	14978	22418	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	212413	CVT	G41

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	3/2/2018	7/20/2018	

Dlr Retl Last VC

Code	Region	Name	City	State
878A	34	JIM BURKE NISSAN	BIRMINGHAM	Alabama

Serv Dlr TL

Code	Region	Name	City	State
5605	34	BENTON NISSAN OF BESSEME	BESSEMER	AL

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
K03 PLATINUM PACKAGE
L92 FLOOR MATS (2PC FRONT, 2PC SEC
P01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

c/s brakes are being applied at random on their own with no car in front. This happened 4 times since the customer

Created by Survey Site Guest User at 2019-03-06 12:54:43

Customer Comments: c/s brakes are being applied at random on their own with no car in front. This happened 4 times since the customer purchased vehicl

e

Technician Findings: Opening case per Consumer affairs. Checked codes and found C1A16-97. Code stored at 9387 miles. Current Mileage 14978. Checked f

or stain or obstruction, none found. Cleared code and test drove.

Also verified program from previous dealer had been completed. No updates were available as reprogram had been completed. Used data monitor to verify

the distance sensors were operating normally. Verified normal operation. Checked the FEB operation using work support to see when the last time the F

TECH LINE INCIDENT REPORT - CONFIDENTIAL

EB engaged, no history recorded.

Repairs Made: reprogram of the FEB was completed at another dealership prior to customer visiting our dealership.

Created by Zach Hayward at 2019-03-06 13:26:30

Description:

C/s: brakes are being applied at random on their own with no car in front. This happened 4 times since the customer purchased vehicle

Tech Findings:

Unable to duplicate concern

Past DTC @ 9387 miles

ADAS

C1A16 RADAR STAIN -97

Verified program from previous dealer completed?no updates available

Used data monitor to inspect for distance sensor normal operation?operating normally

FEB work support shows no history recorded

Recommendation:

-Advised C1A16 may be normal operation, refer to DTC description and the owner?s manual ICC system limitation for more info

-Gather more info about what is needed to duplicate the concern such as:

-When did the concern begin?

-How often does the concern occur (times per day/week/month)?

-When does it occur (cold/warm, short/long trip, rain/dry, etc.)?

-Is there a specific location(s) or drive pattern that duplicates the concern?

-Was there anything that triggered the incident?

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	3/8/2019	3/8/19	3/8/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MV9JC[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	8631	22218	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	265100T	CVT	NBL
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	5/10/2018	6/21/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT E10
G01 MARCH SOP SPEC
L92 FLOOR MATS (2PC FRONT, 2PC SEC
U01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5372	26	DESTINATION NISSAN	ALBANY	New York

Serv Dlr TL

Code	Region	Name	City	State
5372	26	DESTINATION NISSAN	ALBANY	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

Customer states that on Feb25th the car had ABS system looked at, Customer states that since he has left vehicle

Lights on the dash say front ABS disabled

Created by Survey Site Guest User at 2019-03-08 13:11:51

Customer Comments: Customer states that on Feb25th the car had ABS system looked at, Customer states that since he has left vehicle will beep and brak

es engage randomly. Lights on the dash say front ABS disabled

Technician Findings: last tech verified customers concern and then followed the procedure from NTB18-041A, which he then reprogrammed both control uni

ts. Customer comes back having the same concern, following the same procedure I'm finding that the flow chart is saying "done" meaning the proper step

s were completed. Why is it still occurring ?

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Repairs Made: Tech reprogrammed laser/radar and ICC/ADAS control

Created by Zach Hayward at 2019-03-08 13:35:51

Description:

C/s: On Feb25th the car had ABS system looked at, Customer states that since he has left vehicle will beep and brakes engage randomly. Lights on the

dash say front ABS disabled

Tech Findings:

Previously performed NTB18-041

Reprogrammed both ECUs

Customer returned with the same conecrn

Recommendation:

-Advised to refer to the owner?s manual for AEB system limitation; refer to 5-127:

AEB system may unexpectedly apply partial braking. When acceleration is necessary, continue to depress the accelerator pedal to override the system.

-Advised to gather concern duplication details (location, time of day, driving conditions etc.) and compare to a known good vehicle; if the concern co

mpares this is most likely normal operation

-Advised to reply with location of concern duplication

Created by Zach Hayward at 2019-03-08 15:02:42

Description:

Tech email reply:

C/s duplicates anytime; after reprogramming drove 10 miles and vehicle braked; pulled over and turned off brake assist

Recommendation:

-Advised to duplicate the concern at the same location the customer indicates it occurs, once duplicated compare to known good vehicle for similar ope

ration

-Advised to reply with address of the location concern occurs (intersection, direction of travel etc.)

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	3/11/2019	3/11/19	3/11/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - BRIAN TERK	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	KNMAT2MT7JP[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	5445	22318	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	244478	CVT	KAD
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	5/2/2018	8/16/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
G01 MARCH SOP SPEC
L92 FLOOR MATS (2PC FRONT, 2PC SEC
N93 FRAMELESS AUTO-DIMMING REARVIE
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
2963	32	SUPERIOR NISSAN	FAYETTEVILLE	Arkansas

Serv Dlr TL

Code	Region	Name	City	State
2963	32	SUPERIOR NISSAN	FAYETTEVILLE	AR

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: NTB18-041a

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CUSTOMER STATES COLLISION WARNING LIGHT TURNED ON AND BRAKES ENGAGED AUTOMATICALLY WHIL

Created by Survey Site Guest User at 2019-03-11 10:59:41

Customer Comments: CUSTOMER STATES COLLISION WARNING LIGHT TURNED ON AND BRAKES ENGAGED AUTOMATICALLY WHILE DRIVING

Technician Findings: TEST DROVE VEHICLE. WARNING SONAR LIGHT CAME ON BRAKES ON VEHCIEL WHERE APPLY AND I DID DONT APPLY THEM. BROUGHT VEHICLE BACK TO

SHOP CHECKED FOR CODES . FOUND C1B40-49,U0104-82,C1B30-49,U0104-82. INSPECTED DISTNACE SENSOR AND SIDE RADARS . FOUND TO BE OKAY . NO ABUSE TO VEHICLE

NO DAMAGE .FOUND TO BE OKAY . NO BULLITINES FOUND . FOUND SIMIALER CASE IN DATA BASE BUT DID NOT SEE WHAT WE REPAIR FIX IT . HAVE WE HAD OTHER CASE L

IKE THESE. OR DID WE FIND WHAT WAS WRONG WITH THAT OTHER VEHICLE . ?

Repairs Made: NONE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Survey Site Guest User at 2019-03-11 11:00:36

IS THESE CASE UNDER ENGNEER REVIEW ? DO WE HAVE A FIX ? ARE WE REPLACING ANYTHING AT THESE TIME ?

Created by Brian Terk at 2019-03-11 11:13:16

-DESCRIPTION:

-unexpected AEB operation

-technician findings copied below:

? TEST DROVE VEHICLE.

? WARNING SONAR LIGHT CAME ON BRAKES ON VEHCIEL WHERE APPLY AND I DID DONT APPLY THEM. BROUGHT VEHICLE BACK TO SHOP CHECKED FOR CODES. FOUND C1B40-49,

U0104-82,C1B30-49,U0104-82.

? INSPECTED DISTNACE SENSOR AND SIDE RADARS. FOUND TO BE OKAY.

? NO ABUSE TO VEHICLE NO TRAUMA.

? FOUND TO BE OKAY.

? NO BULLITINES FOUND

? FOUND SIMIALER CASE IN DATA BASE BUT DID NOT SEE WHAT WE REPAIR FIX IT.

? HAVE WE HAD OTHER CASE LIKE THESE. OR DID WE FIND WHAT WAS WRONG WITH THAT OTHER VEHICLE?

-RECOMMENDATION DETAIL:

-good afternoon [redacted] and thank you for the information

[redacted] was released on 07/19/2018 to address this concern

-please perform [redacted] and let us know if you have any additional questions, thank you!

NISSAN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	3/13/2019	3/13/19	3/13/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - CRAIG WATSON	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MV5JC[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	10594	22218	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	339620T	CVT	KAD
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	7/30/2018	9/28/2018	

Installed Options

C03 50 STATE EMISSIONS
G01 MARCH SOP SPEC
K01 MIDNIGHT EDITION
K11 MIDNIGHT EDITION (BLACK SPLASH
L93 MIDNIGHT EDITION CARPETED FLOO
M92 RETRACTABLE CARGO COVER
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5341	36	NISSAN OF BOWIE	BOWIE	Maryland

Serv Dlr TL

Code	Region	Name	City	State
3807	36	ANTWERPEN NISSAN, INC.	CLARKSVILLE	MD

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

FRONT RADAR DETECTION WILL ENGAGE EMERGENCY BRAKING WHEN NOTHING THERE

Created by Survey Site Guest User at 2019-03-13 10:34:49

Customer Comments: FRONT RADAR DETECTION WILL ENGAGE EMERGENCY BRAKING WHEN NOTHING THERE

Technician Findings: CUSTOMER COMPLAINT OF AEB ACTIVIATING WITH NOTHING IN FRONT OF CAR. FOUND C1A16 STORED. PERFORMED NTB18-041A, WITH THE LASAR/RADA

R NUMBER BEING 5FA3A, AND ICC/ADAS NUMBER BEING 7FP6A. FOLLOWING BULLETIN THE OUTCOME IS TO DO NOTHING. ANY SUGGESTIONS ON WHAT TO DO NEXT? I HAVEN'T

DUPLICATED CUSTOMER CONCERN.

Repairs Made: NONE

Created by Cameron McBride at 2019-03-13 10:53:00

Description:

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Front radar detection will engage emergency braking when nothing there

Customer complaint of AEB activating with nothing in front of car.

LASAR/ RADAR

C1A16 RADAR STAIN

Performed NTB18-041a

The LASAR/RADAR number being 5FA3A

ICC/ADAS number being 7FP6A.

Following bulletin, the outcome is to do nothing.

Any suggestions on what to do next?

I haven't duplicated customer concern.

Recommendation:

Thank you for the information.

This concern is currently under engineering review.

Since we are unable to duplicate the concern, please ask the customer and provide answers to all questions below.

Where exactly does the concern happen? (Street name, city, intersection, GPS location if possible, travelling lane, etc. (more details the better))

What direction was the customer traveling at the time of the concern? (North, South, East or West)

What was the vehicle speed at the time of the concern?

Was the cruise control set at the time of the concern? If so, what was it set too exactly?

How long does the concern happen?

What level of AEB intervention is happening? (Warning light only, light braking, or emergency braking, etc.)

How often does the concern happens?

Does the concern happens in the same location every time?

If we drive the vehicle in the same location as the customer describes, are we able to duplicate the concern?

NISSAN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	3/15/2019	3/28/19	3/15/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options
T32	2017	RGE	5N1AT2MV8HC[redacted]	C03 50 STATE EMISSIONS P04 SL PREMIUM PACKAGE U35 NAVIGATION MANUAL Z66 ACTIVATION DISCLAIMER
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL	
0	33573	29617		
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC	
QR25	882529U	CVT	G41	
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL	
Smyrna (NMM)	6/5/2017	8/11/2017		

Dlr Retl Last VC

Code	Region	Name	City	State
3840	26	NISSAN WORLD OF RED	RED BANK	New Jersey

Serv Dlr TL

Code	Region	Name	City	State
3840	26	NISSAN WORLD OF RED BANK	RED BANK	NJ

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: Y

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

the front radar is not working again and the sun roof is sticking

Created by Survey Site Guest User at 2019-03-15 07:31:02

Customer Comments: the front radar is not working again and the sun roof is sticking

Technician Findings: found lots of past can codes in abs icc/adas, laser/radar, side radar rear left, side radar rear right, and icc/adas2

Repairs Made: replaced radar and reprogramed icc

Created by Survey Site Guest User at 2019-03-15 07:34:03

customer was here for radar causing car to brake on its own in December. followed bulletin ntb18041. now is back and is doing it again with lots of pa

st codes.

Created by Wesley Roberts at 2019-03-15 07:45:59

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Description:

? ABS

? U1000 CAN COMM CIRCUIT

? ICC/ADAS

? U1000 CAN COMM CIRCUIT

? EPS

? U1000 CAN COMM CIRCUIT

? LASER/RADAR

? C1A16 RADAR STAIN

? U1000 CAN COMM CIRCUIT

? Lane Camera

? U1000 CAN COMM CIRCUIT

? LH Side Radar

? C1B40 SOW RIGHT UNIT FAILURE

? RD Side Radar

? C1B30 SOW LEFT UNIT FAILURE

? ICC/ADAS 2

? C1A39 STRG SEN CIR

? C1B53 SIDE RDR R MALF

? C1B54 SIDE RDR L MALF

? U1000 CAN COMM CIRCUIT

Recommendation:

? We have seen various causes for U1000s.

? Please clarify, is FCW inop or is it performing undesired braking?

? Supply installed P/N.

? Please print and attach all pages of

? - CAN DIAG

? - CAN DIAG SUPPORT MONITOR

? Please PRINT and attach all pages.

? Photos of the C3+ screen do not have all of the information contained in printouts.

? We can also change Printer Name to Windows XPS Document Writer, the select Print.

? This will save them as a PDF on your desktop, and attach them to reply email.

? Keep me posted and have a great day.

Created by Survey Site Guest User at 2019-03-15 17:19:25

icc/adas-284e7-7fp3a, laser/radar-284385fa3a

Created by Kelby Hausman at 2019-03-16 12:35:12

Description

- Updated case

- Looking for update

Recommendation

Thank you for the photos.

With the codes being past, we will need to look at the CAN DiaG Support Monitor.

Please print the CAN Diag Support Monitor.

When printing, change the printer to XPS Document Writer.

This will save the file as a PDF.

Attach the file to your email reply.

Let's also gather some additional information from the customer on where the unwanted braking is occurring.

Find out what street, direction of travel, location on the street, weather conditions, and time of day.

Created by Survey Site Guest User at 2019-03-18 07:10:15

happens on highway, will say obstruction. can happen 5 min into drive. nothing around. abs will kick and stop the car. has happened in the middle of t

he day and at night. nothing around the car on the highway also. sensor is also clear.

Created by Wesley Roberts at 2019-03-18 07:43:47

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Description:

? CAN DIAG SUPPORT MONITOR:

? ABS has Past count for BCM

? Meter shows past count for ICC/ADAS and EPS

? ICC/ADAS shows past count for BCM

? HVAC shows past count for IPDM

? Multi A/V shows 39 counts for AVM

? EPS shows past count for BCM and IPDM

? Laser/Radar shows past count for BCM and IPDM

? Lane Camera shows past count for BCM

? ABD shows 39 counts for IPDM

? SOWL shows past counts for BCM and IPDM

? SOWR shows past counts for BCM and IPDM

? AVM shows past counts for BCM and IPDM

? ICC/ADAS 2 shows past count for ABS, Meter, BCM, TCM, STRG, and IPDM.

Recommendation:

? Were any of these DTCs present before bulletin was performed?

? Manually configure ADAS to 284E9-7FP3B, cycle ignition off for 10 seconds, then back on and retest for DTCs.

? Verify BCM configuration and a secure connection, as all the modules that set U1000s had a past communication loss with it.

? Verify sensor is aimed within the below specs:

? U/D - value should be less than +/- 1.0* or less, and typically we like to see L/R within +/- 2.0*.

? Verify there are no aftermarket covers or trauma on the front bumper.

? If undesired FEB is still occurring please supply exact location, direction of travel, and weather at the time of incident.

? Keep me posted and have a great day.

Created by Wesley Roberts at 2019-03-18 09:41:40

Description:

? So, the reading I sent you would be out of spec?

Recommendation:

? We have seen C1A16 set when a reading is over 2.5*, even though it is within ESM specs.

? Let?s get it as close to 0* as possible.

? The specs we provided are tighter than what we would normally see a DTC set, but we have not seen any DTC reset within these spec without an interna

l sensor or bracket concern.

? Have any of our communications DTCs reset after configuration?

? Keep me posted.

Created by Wesley Roberts at 2019-03-19 10:24:21

Description:

? So just to be clear this Is more what you?re looking for.

? Screenshot shows U/D at 0.27*, L/R at 0.37*.

Recommendation:

? These specs are almost perfect, great job Chris.

? Does DTC still set?

? Test drive and let me know.

? Also please supply installed distance sensor P/N for documentation.

? Keep me posted

Created by Jesse Adams at 2019-03-22 10:10:31

Technician Update:

- I drove the car like 38 miles with no issues.

- Customer picked it up and drove 2 miles and it came back on with obstruction.

- Hasn?t happened again since last night.

- Has code b20bd and c1a16-97, both past codes.

- The part number that it was replaced with on the first visit was, [redacted]

Recommendation:

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Hello, [redacted]

Thank you for the update on the latest occurrence and the part number documentation.

Let?s confirm some details in order to better understand what is causing this DTC to set.

- What other concerns or DTC?s are there with this vehicle?

- Is there any evidence of aftermarket components on the vehicle?

- When did this concern first start occurring for the customer?

- What condition is the battery in?

- Let?s make sure the connection for the battery and related components are clean and tight.

- We should also ask if the customer can provide the specific location and time when the DTC set.

- Let?s also verify the sensor aiming is still similar to the latest measurement.

Let us know if we can help in any other way.

Created by Jesse Adams at 2019-03-28 09:27:46

Technician Update:

- The battery is new. Everything tight and clean. Only code now is the

- c1a16-97 code. It set the code at 6:40ish at night, doing roughly 40mph.

Recommendation:

Called Technician:

- DTS was at dealer for another concern

- Happened to look at this vehicle

- Found bracket was bent to bring numbers into specification

- Recommended Sensor and bracket replacement

- Let?s proceed with that recommendation

- No braking operation experienced with recent concern

- Be sure to document the numbers from the alignment process

- It may be helpful to drive the vehicle after the repair under the same conditions the customer most recently experienced the concern

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	3/15/2019	3/15/19	3/15/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - BRIAN TERK	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2019	RGE	5N1AT2MV4KC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	2165	22419	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	385028T	CVT	QAB

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	10/6/2018	1/19/2019	

Installed Options

B92 SPLASH GUARDS
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT E10
L92 FLOOR MATS (2PC FRONT, 2PC SEC
P01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL

Dlr Retl Last VC

Code	Region	Name	City	State
3670	26	LEGEND NISSAN, LTD	SYOSSET	New York

Serv Dlr TL

Code	Region	Name	City	State
3670	26	LEGEND NISSAN, LTD	SYOSSET	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

customer states vehicle came to a stop on its own check and advise

Created by Survey Site Guest User at 2019-03-15 10:23:40

Customer Comments: customer states vehicle came to a stop on its own check and advise

Technician Findings: customer states vehicle came to a stop with no one around them. according to customer wife drives car. vehicle stopped at night t

ime on Jericho turnpike no one around them. I could not duplicate concern on test drive. I scanned for codes and retrieved codes c1a16-97 freeze frame

data shows at 1699 miles.

Repairs Made: none

Created by Survey Site Guest User at 2019-03-15 10:24:31

in work support checked feb operation mileage and shows no history.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Brian Terk at 2019-03-15 10:34:53

-DESCRIPTION:

-unexpected AEB operation

-technician findings copied below:

? customer states vehicle came to a stop with no one around them.

? according to customer wife drives car.

? vehicle stopped at night time on Jericho turnpike no one around them.

? I could not duplicate concern on test drive.

? I scanned for codes and retrieved codes c1a16-97 freeze frame data shows at 1699 miles.

? in work support checked feb operation mileage and shows no history.

-RECOMMENDATION DETAIL:

-William there are no known, common or trending concerns similar to this that TECH LINE is aware of

-if the concern only happens in one specific location/ address it is likely that the sensor is picking up something from the road such as railroad tra

cks, etc.

-please review the Owner?s Manual beginning on page 5-126 for ?AEB system limitations? for concerns similar to this that may happen during normal oper

ation

-a very intermittent setting of the C1A16 is considered normal operation as per the DTC description ?NOTE? in the ESM

-TECH LINE has no repair recommendations if the vehicle is operating as designed and no related DTC?s are stored

-please let us know if you have any questions and have a great day!

NISSAN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	3/19/2019	3/21/19	3/19/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - BRIAN TERK	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
J11	2018	RSP	JN1BJ1CR3JW[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	4588	27418	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
MR20	194661	CVT	QAB
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	10/31/2017	3/24/2018	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT E10
N93 FRAMELESS AUTO-DIMMING REARVIE
P01 SL PREMIUM PACKAGE
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5639	26	NISSAN OF WESTBURY,	AMITYVILLE	New York

Serv Dlr TL

Code	Region	Name	City	State
5639	26	NISSAN OF WESTBURY, LLC	AMITYVILLE	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	Y	3/20/2019	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

C/S WHEN GOING OVER RAILROAD AT 5MP CAR WILL STOP

Created by Survey Site Guest User at 2019-03-19 07:01:33

Customer Comments: C/S WHEN GOING OVER RAILROAD AT 5MP CAR WILL STOP

Technician Findings: CUSTOMER CAME IN SAYIMG AEB IS ACTIVATING OVER RAIL ROAD TRACKS SCAN FOR CODES AND FOUND CODE C1B82 IN ICC AND CODE C1A16-97 IN

LASER WE REPLACE SENSOR AND REPROGRAMED ICC ON 7/11/18

Repairs Made: UPDATED AEB ON 7/11/2018

Created by Brian Terk at 2019-03-19 07:14:29

-DESCRIPTION:

-customer states AEB activates and vehicle stops when going over railroad tracks

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-dealer is unable to duplicate the customers concern

-past codes are stored

-ICC/ADAS

-C1B82 DISTANCE SENSOR OFF-CENTER

-LASER/RADAR

-C1A16-97 RADAR STAIN

-7/11/2018 replaced distance sensor and reprogrammed ICC

-RECOMMENDATION DETAIL:

-Stephen there are some objects that the distance sensor may detect during normal operation

-please refer to the Owner's Manual "AEB SYSTEM LIMITATIONS" on page 5-86

-if the concern happens consistently in one specific location we will report the information to engineering for information, no repairs are recommende

d

-what is the current Laser/Radar part number as per Consult?

-what is the current ICCA/DAS part number as per Consult?

-please note anything listed in ICC/ADAS> Work Support> "FEB OPERATION MILEAGE"

-provide the following information:

Created by Brian Terk at 2019-03-19 09:23:47

-DESCRIPTION:

-technician replied by email:

"Icc # is 284e76maob.

And laser#is 284385fa3a

It's at the school street train tracks in Westbury ny. 5mp.

She is nervous to go over the tracks so she pulls over and turns the system off

Hope this helps"

-RECOMMENDATION DETAIL:

[redacted] thank you for the update

-TECH LINE has no repair recommendations if the concern cannot be duplicated and the vehicle is operating as designed

-if the concern happens at only one specific location then the vehicle is likely operating as designed as per the "AEB SYSTEM LIMITATIONS" listed in t

he Owner's Manual on page 5-86

-the current Laser/Radar and ICC/ADAS c/u part numbers are current as per [redacted]

-if we would like this information to be reported to engineering they require all of the information to be provided, no repairs are recommended

-please note anything listed in ICC/ADAS> Work Support> "FEB OPERATION MILEAGE"

NISSAN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	3/21/2019	4/4/19	3/21/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - CRAIG WATSON	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2019	RGE	JN8AT2MV0KW[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
1018	1519	22219	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	380387M	CVT	QAB

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	10/15/2018	1/25/2019	

Installed Options

B92 SPLASH GUARDS
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT E10
L92 FLOOR MATS (2PC FRONT, 2PC SEC

Dlr Retl Last VC

Code	Region	Name	City	State
3403	26	BAY RIDGE NISSAN, INC.	BROOKLYN	New York

Serv Dlr TL

Code	Region	Name	City	State
3403	26	BAY RIDGE NISSAN, INC.	BROOKLYN	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CUSTOMER STATES WHILE DRIVING AT HIGHWAY SPEEDS, THE VEHICLE WOULD SLOWED DOWN AND STOPP

EEDS. CHECK AND REPORT.

Created by Survey Site Guest User at 2019-03-21 07:33:35

Customer Comments: CUSTOMER STATES WHILE DRIVING AT HIGHWAY SPEEDS, THE VEHICLE WOULD SLOWED DOWN AND STOPPED ON ITS OWN. HAS ALSO HAPPEN WHEN DRIVING

AT LOCAL STREET SPEEDS. CHECK AND REPORT.

Technician Findings: UPON VEHILCE INSPECTION FOUND VEHILCE WITH CODES C1A16-97,C1A18-54 AND C1B01-54. THESE CODES WERE PAST AND ERASED CODES AND DROVE

VEHICLE LOCALLY AND ALSO ON THE HIGHWAY. COULDNT DUPLICATE CUSTOMER CONCERN AND NO CODES RETURNED WHILE DRIVING.

Repairs Made: NO REPAIRS WERE MADE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Matthew Mead at 2019-03-21 07:49:18

Description:

- Customer states while driving at highway speeds, the vehicle would slow down and stopped on its own. Has also happened when driving at local street

speeds.

- Technician found UPON VEHICLE INSPECTION FOUND VEHICLE WITH CODES C1A16-97,C1A18-54 AND C1B01-54. THESE CODES WERE PAST AND ERASED CODES AND DROVE V

EHICLE LOCALLY AND ALSO ON THE HIGHWAY. COULDN'T DUPLICATE CUSTOMER CONCERN AND NO CODES RETURNED WHILE DRIVING.

- Repairs Made: NO REPAIRS WERE MADE

Past DTC LASER/RADAR C1A16-97 LASER/RADAR C1A18-54 ICC/ADAS C1B01-54

Recommendation:

- This is not a concern we see commonly.

- If the concern only happens in one specific location/ address it is likely that the sensor is picking up something from the road such as railroad tr

acks, etc.

- If the customer can duplicate the concern in one location, please provide the address of the location in the email reply.

- Please review the Owner?s Manual beginning on page 5-126 for ?AEB system limitations? for concerns similar to this that may happen during normal ope

ration

- A very intermittent setting of the C1A16 is considered normal operation as per the DTC description ?NOTE? in the ESM

- TECH LINE has no repair recommendations if the vehicle is operating as designed and no related DTC?s are stored

- Please let us know if you have any questions and have a great day!

Created by Cameron McBride at 2019-04-04 09:59:31

Description:

From duplicate case:

Upon vehicle inspection couldn?t duplicate customer concern.

When backing up vehicle would automatically brake due to the feature it has when it senses objects too close when backing up it will brake.

Performed code scan on all systems and found no codes present at this time.

Recommendation:

TECH LINE case [redacted] created on 4/4/2019 at 9:18 AM CT is a duplicated case and will be deleted.

All information from the duplicate case has been transferred to the original case.

Please reply/ refer to the original TECH LINE case [redacted]

As for the concern:

The brakes activating when back up/ reversing sound like normal operation.

Please compare this with a Known Good vehicle (KGV)

As for the unattended braking while driving forward, we do not have any known concerns.

First, please review with the customer the Owner?s Manual on page 5-126 for ?AEB system limitations? for concerns similar to this that may happen duri

ng normal operation.

Determine if this is a normal characteristic or not.

If the concern is not a normal characteristic, please provide all addition information below for TECH LINE review:

What is the customer experiencing exactly? (AEB light only, unattended light brake, unattended heavy (emergency) braking, etc.)

How long does the concern happens exactly? (a few seconds, quick tap/ shock, to a complete stop, etc.)

Where exactly does the concern happen? (Street name, HWY name, intersection name, cross intersection, GPS coordinates if possible)

Which direction was the vehicle traveling at the time of the concern? (North, South, East or West)

What time of the day does the concern happen? (night time, mid-day, early morning, etc.)

What were the weather conditions at the time of the concern?

What was the vehicle speed roughly at the time of the concern? (MPH)

What Drive mode was the vehicle in at the time of the concern? (AWD, 2WD, 4WD)

If we drive the vehicle in the same area and condition described by the customer, are we able to duplicate the concern?

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	3/27/2019	4/4/19	3/27/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - BRIAN TERK	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	5N1AT2MV7HC[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	10740	29617	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	843520U	CVT	QAB
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	5/6/2017	7/22/2017	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT $
L92 FLOOR MATS (2-PIECE FRONT AND
P04 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
1864	24	KELLY NISSAN, INC.	OAK LAWN	Illinois

Serv Dlr TL

Code	Region	Name	City	State
1864	24	KELLY NISSAN, INC.	OAK LAWN	IL

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED | Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: replaced distance sensor and completed NTB18-041

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CUSTOMER STATES WHEN IN A PARKING GARAGE AND MANEUVERING THE VEHICLE BRAKES ON ITS OWN, A

AND ADVISE.

Created by Survey Site Guest User at 2019-03-27 15:36:14

Customer Comments: CUSTOMER STATES WHEN IN A PARKING GARAGE AND MANEUVERING THE VEHICLE BRAKES ON ITS OWN, AFTER EXITING THE PARKING GARAGE THE VEHICL

E SEEMS FINE, CHECK AND ADVISE.

Technician Findings: VEHICLE CAME IN WITH CONCERN OF EXPERIENCING EMERGENCY BRAKING WHEN COMING OUT OF THEIR PARKING GARAGE. PRINTED OUT BULLETIN NTB1

8-041b, CHECKED PART NUMBER OF LASER/RADAR SYSTEM TO SEE IF IT NEEDED THE REPROGRAM, IT DID. WHEN IT BEGINS TO REPROGRAM, IT WILL GO STRAIGHT TO 100%

ON BOTH PROGRESS BARS, AND BRING ME TO THE PAGE THAT SAYS REPROGRAMMING IS NOT COMPLETED PROPERLY WITH THE "!?" ICON. I CHECKED ALL THE THINGS THE BU

TECH LINE INCIDENT REPORT - CONFIDENTIAL

LLETIN SAYS TO CHECK IF THIS OCCURS, BUT COULD NEVER GET THE REPROGRAM TO GO THROUGH. I DID NOTICE AFTER ALL THIS THAT THE CONSULT I WAS USING HAS NOT

BEEN UPDATED. I TRIED TO USE OUR SECOND CONSULT, BUT IT WOULD NOT LET ME.

I DID NOT CHECK CODES BEFORE ATTEMPTING THIS PROCESS, BUT I NOW HAVE A U1000 CODE UNDER ICC/ADAS.

Repairs Made: ATTEMPTED LASER/RADAR AND ICC/ADAS REPROGRAMS, BUT COULD NOT COMPLETE THE LASER/RADAR REPROGRAM. DID NOT ATTEMPT ICC/ADAS REPROGRAM.

Created by Brian Terk at 2019-03-27 15:52:42

-DESCRIPTION:

-customer comment is unexpected FEB operation

-Laser/Radar programming will not complete

-both progress bars go to 100% immediately and stop

-reviewed all steps in [redacted] still unable to complete programming

-no change when using other Consult

-did not check for codes before reprogramming began

-currently ICC/ADAS now has a U1000 stored

-RECOMMENDATION DETAIL:

[redacted] if this was an intermittent concern with no warning lamps initially then likely the current U1000 is caused by the incomplete programming

-review CAN DIAG SUPPORT MONITOR

-select ADAS

---note this may show up as ICC, ADAS or ICC/ADAS, any of these listings will be the ADAS c/u

---note there may be more than one listing for this as well

-confirm if Laser, Radar, (may be a different similar name) shows as Unknown in the present column and 0 in the past column

-if it does replace the distance sensor and continue with [redacted]

-please reply to this email with repair confirmation when the repairs have been completed or with any additional questions you may have, thank you!

Created by Brian Terk at 2019-03-28 14:47:59

-DESCRIPTION:

-technician replied by email

"Ok I checked can diag support for ICC/ADAS, but laser is showing OK in present and 0 in past. Also the U1000 code under ICC/ADAS is now past."

-RECOMMENDATION DETAIL:

[redacted] this indicates that the ADAS c/u is currently communicating with the laser/radar but had a communication error with it during this key cycle (0

times)

-due to being unable to complete laser/radar programming please replace the distance sensor

-perform after replacement procedures as per the ESM

-continue with NTB18-041 additional steps

-please reply to this email with repair confirmation when the repairs have been completed or with any additional questions you may have, thank you!

Created by Brian Terk at 2019-04-04 07:26:02

-DESCRIPTION:

-technician replied by email

"I replaced the distance sensor, and continued with the rest of the steps on the bulletin and everything went through."

-RECOMMENDATION DETAIL:

-perfect and thank you for the update, I will close this case now that the vehicle is resolved

-please feel free to reply to this email if any additional assistance is needed in the future on this vehicle

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/1/2019	4/3/19	4/1/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	5N1AT2MV0HC[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	13253	22617	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	620170U	CVT	G41
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	11/4/2016	8/31/2017	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
B94 ROOF RAIL CROSS BARS
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2-PIECE FRONT AND
M92 RETRACTABLE CARGO COVER
P01 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5333	26	AUTOFAIR NISSAN	STRATHAM	New Hampsh

Serv Dlr TL

Code	Region	Name	City	State
5333	26	AUTOFAIR NISSAN	STRATHAM	NH

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
CASE, FITTING, LINE & TORQUE	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
10	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED | Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Performed Sub Assembly Repair to Resolve.

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

suddenly stopping-grinding noise

Created by Survey Site Guest User at 2019-04-01 08:44:26

Customer Comments: suddenly stopping-grinding noise

Technician Findings: in last week with code c1a17-49-----replaced distance sensor and reprogrammed icc/adas per bulletin 18-041..returned today statin

g feb activation-----grinding noise-abs activating?-----code in icc/adas---c1a04+c1a24+c1a26....manual states possible cause of abs actuator

Repairs Made: replaced distance sensor-reprogrammed icc/adas

Created by Adam Hoff at 2019-04-01 09:13:37

Technician findings:

C1A04 ABS/TCS/VDC CIRC

TECH LINE INCIDENT REPORT - CONFIDENTIAL

C1A24 NP RANGE

C1A26 ECD MODE MALFUNCTION

Replaced distance sensor and reprogrammed ADAS.

Created by Adam Hoff at 2019-04-01 09:13:48

TSS recommendation:

Let?s verify our type id that is selected for configuration for the ADAS control unit.

Should be [redacted].

Let?s also check our battery condition as the ABS system is verify sensitive to battery voltage concerns.

Let?s back probe at the ABS actuator and check power and ground to the unit.

If we find that the voltage is not correct on the ground circuit we should remove and reinstall the ground fastener a couple times to verify a good co

nnection for ground and retest.

Created by Adam Hoff at 2019-04-01 13:29:11

Email response from dealer:

These are my current codes today.

Pictures of codes last week plus reprogramming info.

Cleaning abs ground.

Photos attached to emails.

Created by Adam Hoff at 2019-04-01 13:29:22

TSS recommendation:

Thank you for the photos.

We can see that the configuration of the ADAS control unit appears to be correct per the bulletin.

Let?s see if we can duplicate the customer?s concern.

I?m curious as to what exactly is occurring for the customer such as cruise cancels or full brake activation, etc.

Let?s also pay attention to what the noise is that the customer is experiencing.

If we are able to duplicate an undesired FEB activation please note where the concern occurs (specific location (address, intersection, etc.), directi

on of travel, and speed traveling.

Created by Adam Hoff at 2019-04-03 13:58:17

Email response from dealer:

Road tested vehicle.

Cvt starting slipping and the engaging.

Codes P17F0 CVT JUDDER (T/M INSPECTION) and p1715 stored.

Replaced sub assembly. Road tested 60 miles.

No issues in any system. Thanks again.

Created by Adam Hoff at 2019-04-03 13:58:24

TSS recommendation:

Excellent.

Thank you for the update after repairs.

Have a great rest of the day.

NISSAN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/2/2019	4/2/19	4/2/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - CRAIG WATSON	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	5N1AT2MV0HC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	13084	29417	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	005374T	CVT	KAD

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	9/23/2017	10/26/2017	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2-PIECE FRONT AND
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5165	36	BOARDMAN NISSAN	BOARDMAN	Ohio

Serv Dlr TL

Code	Region	Name	City	State
5165	36	BOARDMAN NISSAN	BOARDMAN	OH

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

customer states forward collosion warning coming on intermittently when not needed

Created by Survey Site Guest User at 2019-04-02 08:54:55

Customer Comments: customer states forward collosion warning coming on intermittently when not needed

Technician Findings: Found radar stain code and unexpected AEB, Followed Revised TSB which says not to replace the control module distance sensor anym

ore? Customer came back with same issue after reprogramming icc adas and laser radar, should I replace the sensor now.

Repairs Made: Followed TSB Reprogrammed ICC/ADAS and Laser/Radar

Created by Cameron McBride at 2019-04-02 09:20:50

Description:

Customer states forward collision warning coming on intermittently when not needed

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Found radar stain code and unexpected AEB

Followed Revised TSB, which says not to replace the control module distance sensor anymore?

Customer came back with same issue after reprogramming ICC/ ADAS and LASER/ RADAR

Should I replace the sensor now.

Recommendation:

Thank you for the information.

We do not have any common or known concerns with ?unattended AEB? after NTB18-041b.

To help TECH LINE better understand your concern; please provide all addition information below:

What is the customer experiencing exactly? (AEB light only, unattended light brake, unattended heavy (emergency) braking, etc.)

How long does the concern happens exactly? (a few seconds, quick tap/ shock, to a complete stop, etc.)

Where exactly does the concern happen? (Street name, HWY name, intersection name, cross intersection, GPS coordinates if possible)

What time of the day does the concern happen? (night time, mid-day, early morning, etc.)

Which direction was the vehicle traveling at the time of the concern? (North, South, East or West)

What were the weather conditions at the time of the concern?

What was the vehicle speed roughly at the time of the concern? (MPH)

What is the current LASAR/ RADAR part number?

What is the current ICC/ ADAS past number?

(Provide the all DTC?s print out with DTC?s stored and part numbers listed)

In addition, if we drive the vehicle in the same area and condition described by the customer, are we able to duplicate the concern?

Created by Cameron McBride at 2019-04-02 09:57:18

Description:

Email received from the dealer:

(4/2/2019 9:34 AM)

[redacted] **has been fixing this issue on these cars for months until it was revised down to just reprogramming**

When replacing the distance sensor it was correcting the issue until the process was revised.

The customer says this happens at all times randomly brakes

In all weather conditions

I told you the code in the system is a radar stain code.

I performed the reprograms listed in the procedure.

What am I to do now?

Typically like I said when replacing the distance sensor as per the old TSB this would correct the issue.

So is that what I am to do now?

Recommendation:

Thank you for the update.

If you are confident the Front Distance sensor (LASAR/ RADAR) will correct this concern, replace the distance sensor, aim and retest.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/4/2019	4/11/19	4/4/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2019	RGE	5N1AT2MV7KC[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
426	757	22419	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	458688T	CVT	KAD
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	3/14/2019	3/30/2019	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
B94 ROOF RAIL CROSS BARS
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2PC FRONT, 2PC SEC
P01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
X01 PLATINUM RESERVE INTERIOR PACK

Dlr Retl Last VC

Code	Region	Name	City	State
3033	26	GEORGE HARTE NISSAN	WEST HAVEN	Connecticut

Serv Dlr TL

Code	Region	Name	City	State
2148	26	HARTE NISSAN, INC.	HARTFORD	CT

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED
Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

Customer states vehicle's ICC system is causing vehicle to brake on its own without anyone around, warnings will one around.

Created by Survey Site Guest User at 2019-04-04 14:24:16
Customer Comments: Customer states vehicle's ICC system is causing vehicle to brake on its own without anyone around, warnings will pop up for collisi
on as well with no one around.
Technician Findings: Test drove vehicle can not verified customer concern
scanned vehicle for codes found none.
Repairs Made: no repairs
Created by Cameron McBride at 2019-04-04 14:42:47

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Description:

Customer states vehicle's ICC system is causing vehicle to brake on its own without anyone around

Warnings will pop up for collision as well with no one around.

Test drove vehicle cannot verified customer concern

scanned vehicle for codes found none.

Recommendation:

We do not have any known concern with unattended braking on 2019 Rogue models.

To help TECH LINE better understand the concern, please provide all addition information below for TECH LINE review:

What is the customer experiencing exactly? (AEB light only, unattended light brake, unattended heavy (emergency) braking, etc.)

How long does the concern happens exactly? (a few seconds, quick tap/ shock, to a complete stop, etc.)

Where exactly does the concern happen? (Street name, HWY name, intersection name, cross intersection, GPS coordinates if possible)

Which direction was the vehicle traveling at the time of the concern? (North, South, East or West)

What time of the day does the concern happen? (Nighttime, mid-day, early morning, etc.)

What were the weather conditions at the time of the concern?

What was the vehicle speed roughly at the time of the concern? (MPH)

What Drive mode was the vehicle in at the time of the concern? (AWD, 2WD, 4WD)

If we drive the vehicle in the same area and condition described by the customer, are we able to duplicate the concern?

Created by Paul Legnon at 2019-04-11 11:10:17

Duplicate Case Created ([redacted] Deleted as Duplicate

--Please Do Not Create Duplicate Cases

-Respond to this case email ONLY

Information transfer

Created By: Survey Site Guest User (4/11/2019 10:40 AM)

Customer Comments: C/S WHEN DRIVING FORWARD COLLISION WARNING LIGHT FLASHES WHEN NOTHING IS IN THE ROAD PLEASE CHECK AND ADVISE.

Technician Findings: REVIEWED CUSTOMER SUPPLIED VIDEO OF FORWARD CRASH LIGHT FLASHING. TEST DROVE VEHICLE BUT COULD NOT DUPLICATE CONCERN. CUSTOMER ST

ATES HAS HAPPENED 3 TO 4 TIMES SINCE TAKING DELIVERY OF VEHICLE A FEW WEEKS AGO. EVERY TIME IS WAS AT 4AM DRIVING ON THE HIGHWAY WITH NO ONE AROUND, C

LEAR WEATHER. CUSTOMER STATES PRO PILOT AND CRUSE WERE NOT BEING USED AT TIME OF CONCERN.

Repairs Made: NONE

TSS-

Driver Assistance was enabled for one of the ASSIST SYSTEMS, otherwise the FCW light would remain on, solid

A continuous FCW light flashing without DTC's is typically related to the Lane Camera but since this incident only occurs in the morning this may be N

ormal Operation

-This type of concern is most commonly caused by frost or mist on the windshield

-Inspect the windshield for dirt or debris in front of Lane Camera-

-Does the incident occur at the same location every morning?

See Owners Manual > Starting and Driving 5-137

SYSTEM TEMPORARILY UNAVAILABLE

Condition A:

In the following conditions, the AEB with Pedestrian Detection system warning light blinks and the system will be turned off automatically:

Action to take

--When the above conditions no longer exist, the AEB with Pedestrian Detection system will resume automatically

NISSAN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/8/2019	4/11/19	4/8/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	JN8AT2MV5JW[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	7891	22418	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	215369	CVT	KAD
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	2/22/2018	8/28/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
K03 PLATINUM PACKAGE
L92 FLOOR MATS (2PC FRONT, 2PC SEC
N92 ILLUMINATED KICK PLATES
P01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
08053	26	BRIDGEWATER NISSAN	BRIDGEWATER	New Jersey

Serv Dlr TL

Code	Region	Name	City	State
08053	26	BRIDGEWATER NISSAN	BRIDGEWATER	NJ

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
AUTOMATIC BRAKE CONTROL	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
04	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

FEB activates when going to the 7' high parking Garage at work.

Created by Survey Site Guest User at 2019-04-08 06:54:46

Customer Comments: FEB activates when going to the 7' high parking Garage at work.

Technician Findings: last visit we reprogramed the ICC and laser as per NTB. Customer states that the FEB activates ONLY when entering the low 7' high

Garage at her job. No other time. Is There anything that can be done to address this issue?

Repairs Made: performed reprogram NTB

Created by Steve Berger at 2019-04-08 07:39:04

RECOMMENDATION:

Thank you for the case information. It looks like this issue may only occur when driving in a parking garage with low ceilings,

TECH LINE INCIDENT REPORT - CONFIDENTIAL

There is an item under engineering review for this concern:

Undesired FEB/FCW operation after [redacted]

?Concern may include:

Please provide the information (part numbers, etc.) from [redacted]

Please also include:

- If possible, please try to capture a photo or video of the location where this happens.

Created by Steve Berger at 2019-04-08 08:36:03

DESCRIPTION:

EMAIL RECEIVED:

This concern was present before any programming. Was hoping programming

would resolve it. I'll update with info soon. Thanks

Created by Steve Berger at 2019-04-09 11:47:54

DESCRIPTION:

EMAIL RECEIVED:

[redacted], islen NJ. Attached is picture of garage. 5 to 10 mph. Too far

from dealer for me to drive to. But besides that even if I verify the

complaint is there a solution yet? Or is engineering still gathering data

to come up with a fix?

Photo attached.

Created by Steve Berger at 2019-04-09 11:56:46

RECOMMENDATION:

Thank you for the update. We will forward these details to Engineering.

There is one other item requested that we will also need to include in the information to engineering.

Please provide the part #s that are in the vehicle (part numbers, etc. from [redacted]

Created by Steve Berger at 2019-04-11 09:48:12

DESCRIPTION:

CONCERN:

? FEB activates when going to the 7' high parking Garage at work.

CASE SUMMARY:

? Customer states that the FEB activates ONLY when entering the low 7' high Garage at her job.

? Issue occurs at [redacted] islen NJ.

- Photo of location is attached to the case..

? The issues occurs at vehicle speeds of 5-10 mph.

? No DTCs stored.

? ICC/ADAS part # 284E7-5HR0E

? LASER/RADAR PART # 28438-5FA3A

? Carfax report: 1 owner, No accidents reported.

? DBS (most recent report): 4/8/19 , 7,891 miles

- Customer states when pulling into work garage aeb goes off every time - height is 7ft of parking deck check and advise.

- Tech could not duplicate concern, drove vehicle under similar parking deck, scanned for codes.

? DBS: 2/15/19 , 5,856 miles

- Customer states vehicle will brake on its own aeb light comes on check and advise.

- Tech confirmed complaint, found laser/radar control unit and icc/adas control unit needed re-programing. tech re-programed laser/radar control unit

and icc/adas control unit as per [redacted].

? Refer to DBS/National Service History for full report.

POSSIBLE CAUSES:

? ICC/ADAS need to be re-programmed.

RECOMMENDATION:

? ICC/ADAS part # 5HR0E is listed on the chart (Table A) on page 21 of [redacted]

? Is the ICC/ADAS part # still displayed as 5HR0E after the re-programming or is it different?

? Perform ICC/ADAS Reprogramming beginning on page 20 and re-test operation.

? Please follow up to confirm the repair or request additional assistance

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TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/10/2019	4/10/19	4/10/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
159	Z - J.R. JACKSON	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	KNMAT2MV3JP[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	3706	22218	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	273118	CVT	KAD
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	6/22/2018	10/23/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
G01 MARCH SOP SPEC
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
2976	26	STAR NISSAN, INC.	BAYSIDE	New York

Serv Dlr TL

Code	Region	Name	City	State
2976	26	STAR NISSAN, INC.	BAYSIDE	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

as driving locally vehicle came to a forcefull stop with beeping and warning signs almost causing accident,had kid

Created by Survey Site Guest User at 2019-04-10 08:24:23

Customer Comments: as driving locally vehicle came to a forcefull stop with beeping and warning signs almost causing accident,had kids in car

Technician Findings: no dtc's stored for laser/radar or icc/adas

Repairs Made: none

Created by Paul Legnon at 2019-04-10 08:35:36

TSS-

Alleged safety concern email sent for Team Lead response

Created by Survey Site Guest User at 2019-04-10 08:44:41

TECH LINE INCIDENT REPORT - CONFIDENTIAL

CALL ME ANYTIME AT CELL NUMBER [redacted]

Created by J.R. Jackson at 2019-04-10 09:47:39

Called tech to discuss.

Spoke to SM and tech.

-

Customer states the incident only occurs in a construction zone in a place where there is a small bump.

Tech states [redacted] **was performed with no change**

Vehicle had ABS U1002 - Can Communication in past

Tech was unable to duplicate any DTCs or the incident

-

Advised that the incident is under Engineering review, no repair recommended.

Advised to inform customer how to turn the system off and let them know that pressing the accelerator will override the untended FEB event.

Advised SM to contact Consumer Affairs.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/10/2019	4/11/19	4/10/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MV7JC[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	10824	22218	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	189003T	CVT	NBL
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	3/6/2018	4/7/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT E10
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3670	26	LEGEND NISSAN, LTD	SYOSSET	New York

Serv Dlr TL

Code	Region	Name	City	State
3670	26	LEGEND NISSAN, LTD	SYOSSET	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

customer states vehicle stops on its own again over the same rail road tracks

Created by Survey Site Guest User at 2019-04-10 09:35:18

Customer Comments: customer states vehicle stops on its own again over the same rail road tracks

Technician Findings: customer states vehicle stops over certain train tracks, states it happened 8 times over the past 5 months. service advisor test

drove car over same rail road tracks and couldn't duplicate problem, customer also had the Bulletin performed a couple months back, sensor wasn't chan

ged only both the laser/ radar and icc/adas reprograms were performed. also checked the FEB operation mileage on work support and shows car came to a

complete stop at 10,668 miles..... couldnt fit all the DTCS, these dtcs were all past codes stored... MULTI AV-B1339-8F, APMS C1706-00, LASER RADAR C1

A16-97, LASER RADAR U1000-01, ABD B2426, SIDE RADAR REAR LEFT C1B40-49, SIDE RADAR REAR RIGHT C1B30-49, CHASSIS CONTROL U1000-00, ICC ADADS2 C1B53-04,

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ICC ADAS2 C1B54-04, ICCADAS2 U1000-01

Repairs Made: none

Created by Robert Aponte at 2019-04-10 10:00:05

DESCRIPTION-

Customer Comments: customer states vehicle stops on its own again over the same rail road tracks

Technician Findings: customer states vehicle stops over certain train tracks, states it happened 8 times over the past 5 months. service advisor test

drove car over same rail road tracks and couldn't duplicate problem, customer also had the Bulletin performed a couple months back, sensor wasn't chan

ged only both the laser/ radar and icc/adas reprograms were performed. also checked the FEB operation mileage on work support and shows car came to a

complete stop at 10,668 miles..... couldnt fit all the DTCS, these dtcs were all past codes stored... MULTI AV-B1339-8F, APMS C1706-00, LASER RADAR C1

A16-97, LASER RADAR U1000-01, ABD B2426, SIDE RADAR REAR LEFT C1B40-49, SIDE RADAR REAR RIGHT C1B30-49, CHASSIS CONTROL U1000-00, ICC ADADS2 C1B53-04,

ICC ADAS2 C1B54-04, ICCADAS2 U1000-01

Repairs Made: none

Current DTC TCM U0121

Past DTC ABS u1002 ICC/ADAS c1a26 ICC/ADAS c1a33 ICC/ADAS u1000 MULTI AV b132a-01

U1000-01, ABD B2426, SIDE RADAR REAR LEFT C1B40-49, SIDE RADAR REAR RIGHT C1B30-49, CHASSIS CONTROL U1000-00, ICC ADADS2 C1B53-04, ICC ADAS2 C1B54-04,

ICCADAS2 U1000-01

Recommendation:

Thank you for the information

This issue with vehicle stopping at railroad tracks is is under engineering review if [redacted] has already been done.

Please follow/perform related TSB [redacted] if not already done.

Does the part number shown on TSB Figure 27 Compare to the P/N you wrote down ? Does it match Current ICC/ADAS Part

Number column in Table A?

If there is Not a match in Table A, Provide the information (all part numbers, etc.) from [redacted]

If there is a match, continue with the reprogramming procedure.

If no change or not applicable,

Since we have multiple can codes, please do not clear and inspect can diagnosis monitor to see which control modules are losing communication.

Test power/grounds/pin fits to cu losing communication. Use [redacted] as a guide if needed.

Please provide all can diagnosis results and send in can screenshots and code screenshots as needed.

Also Please gather the approximate address or location where this issue occurs and follow up with information.

NISSAN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/11/2019	4/12/19	4/11/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - CRAIG WATSON	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	5N1AT2MV8HC[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	628845	22617	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	783550U	CVT	K23
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	3/23/2017	4/23/2017	

Installed Options

B92 SPLASH GUARDS
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2-PIECE FRONT AND
P01 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3999	48	TONKIN NISSAN	WILSONVILLE	Oregon

Serv Dlr TL

Code	Region	Name	City	State
5653	48	TONKIN NISSAN	WILSONVILLE	OR

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED | Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

C/S the AEB system is still engaging randomly when no cars are around. She also hears an abnormal grinding nois

when taking off from a stop and going up a slight incline, also when going over train tracks.

Created by Survey Site Guest User at 2019-04-11 14:40:48

Customer Comments: C/S the AEB system is still engaging randomly when no cars are around. She also hears an abnormal grinding noise when this happens.

Typically happens when taking off from a stop and going up a slight incline, also when going over train tracks.

Technician Findings: Costumer states the AEB system is still engaging randomly when no cars are around. She also hears an abnormal grinding noise when

this happens. Typically happens when taking off from a stop and going up a slight incline, has also happened when going over train tracks. I cannot d

uplicate any of the complaints. Documenting per service manager request. Cause of auto cancel No record. FEB operation mileage 14869, (is that when Ia

TECH LINE INCIDENT REPORT - CONFIDENTIAL

st activation occurred?)

Repairs Made: [redacted]

Created by Cameron McBride at 2019-04-11 14:53:47

Description:

C/S the AEB system is still engaging randomly when no cars are around.

She also hears an abnormal grinding noise when this happens.

Typically happens when taking off from a stop and going up a slight incline, also when going over train tracks.

Costumer states the AEB system is still engaging randomly when no cars are around.

She also hears an abnormal grinding noise when this happens.

Typically happens when taking off from a stop and going up a slight incline, has also happened when going over train tracks

I cannot duplicate any of the complaints.

Documenting per service manager request.

Cause of auto cancel No record.

FEB operation mileage 14869, (is that when last activation occurred?)

Recommendation:

Thank you for the information.

I?m unsure what ?FEB operation mileage? is referring too exactly.

This is something we do not normally look at.

As for the concern, Please provide all addition information below for TECH LINE review:

What is the customer experiencing exactly? (AEB/ FEB light only, unattended light braking, unattended heavy (emergency) braking, etc.)

How long does the concern happens exactly? (a few seconds, quick tap/ shock, to a complete stop, etc.)

Where exactly does the concern happen? (Street name, HWY name, intersection name, cross intersection, GPS coordinates or Google Map street view if pos

sible)

Which direction was the vehicle traveling at the time of the concern? (North, South, East or West)

What time of the day does the concern happen? (Nighttime, mid-day, early morning, etc.)

What were the weather conditions at the time of the concern?

What was the vehicle speed roughly at the time of the concern? (MPH)

What is the current ICC/ ADAS part number listed in Consult?

What is the current LASAR/ RADAR part number listed in Consult?

(Picture of the all DTC?s print out is preferred.)

If we drive the vehicle in the same area and condition described by the customer, are we able to duplicate the concern?

Created by Cameron McBride at 2019-04-12 10:29:31

Description:

Email received from the dealer:

(4/12/2019 9:59 AM)

?The current laser/radar part #28438-5FA3A

Current ICC/ADAS 284E7-7FP3A

Since the update going up incline towards an automatic gate the vehicle has tried to stop

I think during the gate opening.

Grinding noise, abs actuator applying brakes?

Vehicle has stopped when rolling back on drive way? hill start assist?

NO warning lights, no codes in any systems.?

Called dealer called to follow:

Concern happened at the customer apartment building.

Customer start when going into the parking garage when the gate opens the brakes apply automatically.

Location of the concern [redacted] street Portland, Oregon.

Recommendation:

As discussed over the phone.

Test the vehicle in the same location as the customer describes and try to duplicate the concern.

If we are able to duplicate the concern, take a short audio/ video of the concern and email to TECH LINE for review.

If we are able to duplicate the concern consistently, try to duplicate the concern with a Known Good Vehicle (KGV) (anther 17-19 Rogue with AEB) in th

e same area.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/13/2019	4/13/19	4/13/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
168	Z * MICHAEL ACEVES	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MV4JC[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	11356	22218	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	294770T	CVT	NBL
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	6/7/2018	7/28/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT E10
G01 MARCH SOP SPEC
L92 FLOOR MATS (2PC FRONT, 2PC SEC
U01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3670	26	LEGEND NISSAN, LTD	SYOSSET	New York

Serv Dlr TL

Code	Region	Name	City	State
3670	26	LEGEND NISSAN, LTD	SYOSSET	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

received notice in mail about aeb update

Created by Survey Site Guest User at 2019-04-13 07:57:33

Customer Comments: received notice in mail about aeb update

Technician Findings: car had been here before for the bulletin ntb18-041a now the customer says it has stopped again

Repairs Made: we did [redacted]

Created by Michael Aceves at 2019-04-13 08:49:35

Technician comments:

"car had been here before for the bulletin [redacted] now the customer says it has stopped again"

Repairs Made:

"we did [redacted]

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Recommendation:

This sounds like this has not been duplicated at the dealer.

We would need more information from the customer as to where this occurs for them.

An exact address or cross streets will be helpful and also if there is a railroad crossing.

Also needed would be the direction of travel (eastbound, westbound, etc...).

Ask about the speed of the vehicle when this occurs for them.

What is the part number that was previously replaced or reprogrammed too?

NISSAN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/17/2019	4/17/19	4/17/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - CRAIG WATSON	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2019	RGE	5N1AT2MV5K[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	686	22419	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	387486T	CVT	QAB

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	10/11/2018	3/21/2019	

Installed Options

B92 SPLASH GUARDS
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT E10
L92 FLOOR MATS (2PC FRONT, 2PC SEC
P01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL

Dlr Retl Last VC

Code	Region	Name	City	State
5215	24	WALSER NISSAN COON	COON RAPIDS	Minnesota

Serv Dlr TL

Code	Region	Name	City	State
5215	24	WALSER NISSAN COON RAPID	COON RAPIDS	MN

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

OWNER STATES HER CAR IS HAVING THE AEB LIGHT COMING ON AND WAS DRIVING DOWN THE FREEWAY ON

Created by Survey Site Guest User at 2019-04-17 08:31:20

Customer Comments: OWNER STATES HER CAR IS HAVING THE AEB LIGHT COMING ON AND WAS DRIVING DOWN THE FREEWAY ON A CLEAN AND CLEAR DAY AND THE CAR STARTE

D COMING TO A STOP.

Technician Findings: CUSTOMER STATES THAT THE AUTOMOATIC BRAKING FEATURE OF THE VEHICLE HAS BEEN OPERATING WHEN IT SHOULD NOT. IVE SEEN THIS ON SEVERA

L OF THE 2018 MODELS AND USUALLY WE REPROGRAM THE LASER/RADAR UNIT AND THE ICC/ADAS UNIT PER BULLETIN PC637. THIS BULLETIN SAYS IT ONLY APPLIES TO THE

2018 MODEL YEAR ROGUE BUT I TRIED TO REPROGRAM EACH OF THE SYSTEMS ON THE 2019 MODEL ANYWAYS AND I WAS NOT ABLE TO DO SO. I DID NOT SEE ANY BULLETIN

FOR THE 2019 MODEL YEAR. IS THERE ANY REPAIR OR REPROGRAM I SHOULD PERFORM TO SOLVE THIS ISSUE?

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Repairs Made: NONE

Created by Sean Martin at 2019-04-17 08:42:15

PLEASE REVIEW THE FOLLOWING:

? There are no reprograms or updated parts that address this issue for 2019 Rogue.

? Almost every time we see this concern on 2019 Rogue, it happens around a specific geographical location, such as a guardrail, overpass, parking gara

ge, etc

? Please review with the customer exactly where the condition occurs. If possible, get an address of where the issue occurs.

Created by Sean Martin at 2019-04-17 15:52:15

TECHNICIAN RESPONSE RECEIVED AND PASTED BELOW:

"CUSTOMER HAS SAID THAT THE FIRST TIME THE PROBLEM OCCURRED SHE WAS DRIVING WEST BOUND ON HIGHWAY 10 COMING TOWARDS THE MAIN STREET EXIT AND THE WARNI

NG LIGHTS FLASHED AT HER AND APPLIED THE BRAKES THEN FLASHED THE LIGHTS AT HER AGAIN. AFTER THAT THE VEHICLE WENT BACK TO NORMAL. THE SECOND TIME SHE

SAID SHE WAS DRIVING ON CITY STREETS ABOUT 30-40 MPH AND THE VEHICLE APPLIED THE BRAKES AND ALMOST BROUGHT THE VEHICLE TO A STOP WHEN THERE WAS NO OTH

ER VEHICLE OR OBJECT IN FRONT OF OR AROUND HER. THE SECOND TIME THIS HAPPENED THERE WERE NO WARNING LIGHTS OR SOUNDS ON THE DASH."

Created by Sean Martin at 2019-04-17 15:52:55

PLEASE REVIEW THE FOLLOWING:

? Based on this location information, our next step will be to replace the distance sensor and calibrate.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/17/2019	11/27/19	4/17/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - BRIAN TERK	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MT7JC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	14272	22318	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	324991T	CVT	KAD

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	7/17/2018	8/12/2018	

Dlr Retl Last VC

Code	Region	Name	City	State
3287	32	ANCIRA NISSAN, INC.	SAN ANTONIO	Texas

Serv Dlr TL

Code	Region	Name	City	State
3287	32	ANCIRA NISSAN, INC.	SAN ANTONIO	TX

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
G01 MARCH SOP SPEC
L92 FLOOR MATS (2PC FRONT, 2PC SEC
M92 RETRACTABLE CARGO COVER
S10 FOG LIGHTS
U01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	Y	11/26/2019	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: Y

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

emergency braking still engages at ranom times

Created by Survey Site Guest User at 2019-04-17 08:39:52

Customer Comments: emergency braking still engages at ranom times

Technician Findings: cust stating the emergency brakes are being applied when not needed.

I have performed bulletin and stated still happens

Repairs Made: reprpgram icc and laser, replaced icc sensor

Created by Survey Site Guest User at 2019-04-17 08:40:50

cust has contacted Nissan consumer affairs

Created by John Irion at 2019-04-17 09:02:50

Description

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Technician Findings cust stating the emergency brakes are being applied when not needed.

I have performed bulletin and stated still happens

Recommendation

This incident is under engineering review

Created by John Irion at 2019-04-17 14:33:43

Description

is there a way to disable the emergency braking so cust can drive it?

Recommendation

You may be able to turn the feature off in the settings menu under driving aids.

This is dependent on vehicle options and is not available on every vehicle.

Created by Survey Site Guest User at 2019-11-21 11:42:45

CUST STATES EMERGENCY BRAKING ENGAGES AT RANDOM TIMES WHILE NO VEHICLES ARE IN FRONT OF HER. PERFORM DIAG. PER NISSAN CONSUMER AFFAIRS, PERFORM DTCS C

HECK NO DTCS

Created by Michael Cramer at 2019-11-21 13:01:25

Recommendation:

? Thank you for the information.

? My name is [redacted] and I will be assisting with your case.

? Looks like there is a bulletin that may help.

? Check out [redacted]

? Let us know if you need anything further and have a great day.

Created by Michael Cramer at 2019-11-21 13:54:23

Tech email reports:

? Bulletin has been performed, also several calibration.

? Customer has been to this location several times for this concern.

Created by Michael Cramer at 2019-11-21 13:54:30

Recommendation:

? Thank you for the information, Greg.

? Looks like we are unable to replicate the issue at the dealer.

? We can appreciate the challenge in replicating intermittent issues.

? The best advice we can offer is to get the exact duplicating conditions from the customer.

? Knowing when, where, and how the issue occurs for them could help to know how to operate the vehicle to duplicate the concern.

? Once duplicated, this will allow for a complete diagnosis.

? If we are unable to replicate the concern, no further repairs would be recommended at this time.

? Let us know if you need anything further and have a great day.

Created by Brian Terk at 2019-11-22 11:05:08

-DESCRIPTION:

-Technician replied with 2 emails:

-1st email:

? "Service manager confirmed concern with customer, they even got a video. Master technician performs reprogram on last visit. At this time I was unab

le to duplicate and system has no DTCs."

-2nd email:

? "Good morning! There's something that I can check in this vehicle. My service manager is asking for the status on the vehicle."

-RECOMMENDATION DETAIL:

-Good morning Gregorio and thank you for the follow up

-if [redacted] has been completed then there are no trending, known or common concerns similar to this that TECH LINE is aware of that

-regarding [redacted] if additional assistance is needed please confirm what Laser/Radar part number is installed as per step 20 on page 9, follow up

with this part number

-please review the Owner's Manual beginning on page 5-127 for "AEB SYSTEM LIMITATIONS"

-if the concern is duplicated only in a specific location then the system may be picking up an obstruction as per the "AEB SYSTEM LIMITATIONS" noted a

bove

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-if the concern is duplicated following [redacted] and only in specific locations then please follow up with that information so that this can be repo

rted to engineering, be as specific as possible

-note the specific location where this was duplicated (address, intersection, etc.)

-note the direction of travel that this occurred (eastbound, etc.)

-note the speed that the vehicle was travelling

-note if this can be duplicated regularly at this same location each time

-confirm if a known good vehicle (KGV) will duplicate the same concern under the same circumstances and at the same location

-if the concern is duplicated after test driving without reason or codes this would lead to replacement of the distance sensor

-if the concern is not duplicated and no DTC's are stored TECH LINE has no repair recommendations at this time

-if additional assistance is needed please follow up with all of the above information requested

-please let us know if we can be of any further assistance and have a great day!

Created by Brian Terk at 2019-11-27 06:57:00

-DTS inspection results:

"1.Complaint: The Forward Emergency Braking system activates without cause

Cause: Could not confirm complaint

Correction: No repair offered. DTS-RM performed OBD inspection and found no diagnostic trouble codes stored. DTS-RM confirmed the ICC control unit is

updated to the latest available software. The FEB OPERATION HISTORY indicated the FEB system had activated but it does not indicate whether there was

cause or not. DTS-RM was given information of where the incident occurs. Although the road has a downward slope into a steel drain grate the FEB did n

ot activate. The FEB system is operating comparable to known good vehicles.

Status: Complete"

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/20/2019	4/20/19	4/20/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - CRAIG WATSON	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MV9JC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	15432	22418	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	137921T	CVT	NBL

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	1/23/2018	4/24/2018	

Dlr Retl Last VC

Code	Region	Name	City	State
3544	26	NISSAN 46	LITTLE FALLS	New Jersey

Serv Dlr TL

Code	Region	Name	City	State
3544	26	NISSAN 46	LITTLE FALLS	NJ

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT E10
L92 FLOOR MATS (2PC FRONT, 2PC SEC
P01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

customer states at times veh will brake on it own

Created by Survey Site Guest User at 2019-04-20 09:40:06

Customer Comments: customer states at times veh will brake on it own

Technician Findings: check car found codes in laser radar, found bulletin [redacted] performed updates new part number are [redacted]

, after completion road test car and collision light is now flashing scan car found no codes, also found when putting car in reverser right side pictu

re cone out grey on screen

Repairs Made: none

Created by Cameron McBride at 2019-04-20 09:48:05

Description:

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Customer states at times vehicle will brake on its own

Check car found codes in laser radar

Found bulletin [redacted] performed updates

New part number are 28438-5FA3A and 284E7-7FP7A

After completion road test car and collision light is now flashing

Scan car found no codes

Also found when putting car in reverser right side picture cone out grey on screen

Recommendation;

Thank you for the information.

A Forward Collision Warning (FCW)/ Auto Emergency Braking (AEB) light that is flashing in the METER with no DTC?s stored means the LANE CAMERA need to

be aimed.

The LANE CAMERA controls the pedestrian detection function for the Auto Emergency Braking (AEB).

Please confirm the LANE CAMERA is installed correctly (uninstall and reinstall), compare with Known Good Vehicle (KGV) if needed.

After confirming the LANE CAMERA is installed correctly, aim the LANE CAMERA and retest.

(Refer to Asist > Service Manual > Search ?camera aiming?)

NISSAN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/20/2019	4/20/19	4/20/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - CRAIG WATSON	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	KNMAT2MV0JP[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	5487	22218	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	286589	CVT	KAD
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	7/12/2018	11/25/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
G01 MARCH SOP SPEC
L92 FLOOR MATS (2PC FRONT, 2PC SEC
M92 RETRACTABLE CARGO COVER
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5427	24	I-90 NISSAN	SHEFFIELD VILLA	Ohio

Serv Dlr TL

Code	Region	Name	City	State
5427	24	I-90 NISSAN	SHEFFIELD VILLA	OH

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

aeb is activating when nothing is in front of the vehicle and braking.

Created by Survey Site Guest User at 2019-04-20 10:56:49

Customer Comments: aeb is activating when nothing is in front of the vehicle and braking.

Technician Findings: scan for codes in laser radar found past code for C1A16-97 radar stain. inspect front grille for debris. no debris found. look fo

r bulletins, part number for laser radar 2843855FA1A does not fall under the part number to be reprogramed of replacement of icc sensor. did a data ba

se search and found a case about the concern to be under engineering review. asking what should be the next step. replace distance sensor or is there

new software for a reprogramming available.

Repairs Made: none

Created by Cameron McBride at 2019-04-20 11:15:52

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Description:

AEB is activating when nothing is in front of the vehicle and braking.

LASAR/ RADAR

C1A16 RADAR STAIN

Inspect front grille for debris. no debris found.

Look for bulletins, part number for laser radar 28438-5FA1A does not fall under the part number to be reprogramed of replacement of ICC sensor.

Did a data base search and found a case about the concern to be under engineering review.

Asking what should be the next step.

Replace distance sensor or is there new software for a reprogramming available.

Recommendation:

Thank you for the information.

To clarify, you stated the current LASAR/ RADAR part number is 28438-5FA1A?

If that is correct, this part number does fall under [redacted] for reprogramming.

Please follow [redacted] and reprogram the LASAR/ RADAR and ICC/ ADAS as needed.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/23/2019	4/24/19	4/23/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MT0JC[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	15843	22318	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	247414T	CVT	QAB
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	4/26/2018	7/28/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT E10
G01 MARCH SOP SPEC
L92 FLOOR MATS (2PC FRONT, 2PC SEC
S10 FOG LIGHTS
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5238	34	LANDERS MCLARTY NIS	HUNTSVILLE	Alabama

Serv Dlr TL

Code	Region	Name	City	State
5238	34	LANDERS MCLARTY NISSAN	HUNTSVILLE	AL

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
AUTOMATIC BRAKE CONTROL	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
04	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

vehicle is randomly braking, the yellow triangle warning message illuminates and makes a vibration sound. vehicle

en forward collision warning symbol is illuminated.

Created by Survey Site Guest User at 2019-04-23 09:44:59

Customer Comments: vehicle is randomly braking, the yellow triangle warning message illuminates and makes a vibration sound. vehicle also bibrates. pr

oblem disappears when forward collision warning symbol is illuminated.

Technician Findings: customer states they have experienced the vehicle braking on its own again after [redacted] was performed. stated that the weathe

r was clear and there was nothing in front of them. no debris in front of sensor. C1A16-97 stored in Laser/Radar as past but FFD shows it to have trip

ped at 11636 miles and incident has happened since then. [redacted] does not apply because the vehicle is not listed in Table A. unsure what course of

TECH LINE INCIDENT REPORT - CONFIDENTIAL

action to take at this other than to replace the forward distance sensor to begin with.

Repairs Made: NTB18-041a

Created by Tony Ellis at 2019-04-23 10:36:02

Description:

Vehicle braking after NTB18-041a

C1A16 RADAR STAIN, stored as past code.

FFD shows code tripped at 11636 miles.

Recommendation:

Let?s start by confirming when and how the event happens for the customer.

Often there is a specific location or an aggressive driving style that causes the braking.

If we find a specific location the event happens at, then we have engineers that will be extremely interested in this case and getting photos of the l

ocation from the vehicle?s approaching view will be helpful.

If not related to location, and also if it seem the C1A16 was set prior to the event that was noted, then we likely are experiencing the normal charac

teristic of the system which is related more to the aggressive driving style.

I have experienced FEB operation in one of our fleet vehicle?s by coming up on a vehicle that was turning off of the road, but the system did not like

the speed at which I was approaching this vehicle.

The more info on the specific events, the better.

We also do agree with ICC sensor replacement if C1A16 is returning.

Let us know if additional assistance is needed for this case.

If additional assistance is needed for this case, simply reply to this email.

Created by Tony Ellis at 2019-04-24 08:18:24

Description:

Confirmed with service advisor that the customer was on an open road with no one in front of them when the incident occurred. It happened at different

locations typically when driving moderately long distances (Knoxville to Chattanooga or huntsville). Has occurred over 4 times and the customer does

not drive aggressively. Due to the C1A16 DTC should be replace the Forward distance sensor?

Recommendation:

Agreed, lets replace the distance sensor at this time.

If additional assistance is needed for this case, simply reply to this email.

NISSAN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/23/2019	4/23/19	4/23/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options
J11	2019	RSP	JN1BJ1CR2KW[redacted]	C03 50 STATE EMISSIONS U01 TECHNOLOGY PACKAGE

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	5020	27219	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
MR20	411917C	CVT	G41

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	10/11/2018	2/9/2019	

Dlr Retl Last VC

Code	Region	Name	City	State
07132	26	POUGHKEEPSIE NISSAN	WAPPINGERS FAL	New York

Serv Dlr TL

Code	Region	Name	City	State
07132	26	POUGHKEEPSIE NISSAN INC	WAPPINGERS FAL	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
AUTOMATIC BRAKE CONTROL	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
04	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

c/s vehicle called SOS on its own several times, C/s forward braking activates on its own without obstructions

Created by Survey Site Guest User at 2019-04-23 14:05:14

Customer Comments: c/s vehicle called SOS on its own several times, C/s forward braking activates on its own without obstructions

Technician Findings: C/S that SOS system has called out for assistance without the overhead button being pressed, it has doe this multiple times. No

DTC's in telematics c/u, one dtc in MULTI AV b1309-11 which does not exist in esm, no results when doing database search.

The second concern which i'm seeking guidance for is self braking with C1A16-97, no applicable TSB's no visible obstruction or damage on grill. conne

ctor is properly seated, could not get incident to occur on road test, but dtc coincides with other years and models that have same issue.

Seeking diagnosis assistance for these concerns, any sort of help will be greatly appreciated and Thank You in advance.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Repairs Made: none

Created by Tony Ellis at 2019-04-23 14:46:01

Description:

B1309 SATELLITE SEN RH

C1A16 RADAR STAIN

A second case has been started to diagnose the separate telematics concern.

Recommendation:

At this point this case will be to cover the C1A16.

This code can be caused by something as simple as driving through a puddle, if it is a past code.

Please note if the code is past, current, and how many key cycles/miles have passed since the last event.

How many times has the event of braking happened for the customer?

It is important to note that FEB will operate as expected by design, but not necessary as expected by the drive in certain aggressive driving styles.

It is helpful to know the exact location, speed, accel, decel, and any other information that can be provided about the event in order to diagnose the

se concerns.

If the C1A16 is current, then we will need to perform ICC sensor initial updown adjustment.

If the code were to return, we would then be looking at ICC sensor replacement.

Let us know if further assistance is needed for this case.

If additional assistance is needed for this case, simply reply to this email.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/26/2019	5/14/19	4/26/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - BRIAN TERK	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options
T32	2019	RGE	KNMAT2MT5KP[redacted]	C03 50 STATE EMISSIONS L92 FLOOR MATS (2PC FRONT, 2PC SEC

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	2744	22119	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	397495	CVT	QAK

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	11/29/2018	3/15/2019	

Dlr Retl Last VC

Code	Region	Name	City	State
5401	32	CENTRAL HOUSTON NIS	HOUSTON	Texas

Serv Dlr TL

Code	Region	Name	City	State
5401	32	CENTRAL HOUSTON NISSAN	HOUSTON	TX

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: Y

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

WHEN DRIVING BRAKE ASSIST LIGHT COMES ON AND ENGAGES BRAKE

Created by Survey Site Guest User at 2019-04-26 15:50:00

Customer Comments: WHEN DRIVING BRAKE ASSIST LIGHT COMES ON AND ENGAGES BRAKE

Technician Findings: FOUND SIMILAR CASE ON TECH LINE DATA BASE AND WANTED TO KNOW IF THIS IS THE SAME SITUATION. CASE # IS [redacted] INCORRECT RADAR

S INSTALLED?

Repairs Made: NONE

Created by Survey Site Guest User at 2019-04-26 15:50:52

I HAVE ATTACHED A COPY OF DTC'S AND CAN DIAG. MONITOR. I SAW THAT BOTH REAR RADAR COUNTERS ARE AT 0

Created by Paul Legnon at 2019-04-26 16:05:05

TECH LINE INCIDENT REPORT - CONFIDENTIAL

TSS-

RADAR CONTROL UNITS INSTALLED

SIDE RADAR RIGHT part number 284K0-6FL3A

SIDE RADAR LEFT part number 284K1-6FL3A

It appears that you are correct - Both Radar Control unit part numbers are incorrect for this VIN per EPC.

Has this vehicle had rear collision repairs?

The correct Radar CU part numbers are

LEFT - 284K1-6FL0A

RIGHT - 284K0-6FL0A

Replace both Right and LEFT Radar control units

Created by John Irion at 2019-05-13 11:56:02

Description

Info from duplicate case

Technician Findings I COULD NOT DUPLICATE CUSTOMERS CONCERN. I HAVE DROVE THE VEHICLE WITH AND WITHOUT CRUISE CONTROL ON. THERE ARE NO CODES STORED IN

THE SYSTEM. I HAVE DROVE THE VEHICLE FOR ABOUT 30 MILES TO DUPLICATE THE CUSTOMERS CONCERN

Recommendation

Were the radar unit replaced previously with LEFT - 284K1-6FL0A and RIGHT - 284K0-6FL0A ?

Are any DTCs stored as past or current?

Does the customer say the incident happens in any particular location or is it random?

Created by Brian Terk at 2019-05-14 07:55:34

-DESCRIPTION:

-technician replied by email

"Both radars were replaced and no codes were stored in the past. Customer stated that it happens on overpasses."

-RECOMMENDATION DETAIL:

-good morning Daniel and thank you for the update

-my name is Brian and I will be working with you on this case

-for concerns similar to this that may occur under normal operation please review "AEB SYSTEM LIMITATIONS" in the Owner's Manual beginning on page 5-1

28

-if the concern happens consistently in only specific locations please provide the following so that this may be reported to engineering:

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	4/29/2019	4/29/19	4/29/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	KNMAT2MV5JP[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	6603	22218	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	166181	CVT	QAB
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	1/11/2018	3/12/2018	

Installed Options

C03 50 STATE EMISSIONS
E10 PREMIUM PAINT E10
L92 FLOOR MATS (2PC FRONT, 2PC SEC
U01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3670	26	LEGEND NISSAN, LTD	SYOSSET	New York

Serv Dlr TL

Code	Region	Name	City	State
3670	26	LEGEND NISSAN, LTD	SYOSSET	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

customer states car vibrates and beeps. applies brakes on its own happened two times in the past week

Created by Survey Site Guest User at 2019-04-29 14:38:42

Customer Comments: customer states car vibrates and beeps. applies brakes on its own happened two times in the past week

Technician Findings: Customer states that after getting bulletin NTB18-041A preformed on 12/06/2018 car was fine until last week when customer states

the car stopped twice. the laser control unit was replaced and icc/adas was reprogrammed. wasn't able to duplicate problem on test drive. also checke

d the FEB Operation in Work Support and no history of car making a complete stop was found in the history.

Repairs Made: NTB18-041A

Created by Paul Legnon at 2019-04-29 15:14:42

TSS-Get more detailed information from the Customer about where the incident occurred and under what conditions.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

C1A16 Radar Stain can occur in certain weather or road conditions under Normal Operation.

Inspect distance sensor for road debris or trauma

-Compare the current ADAS CU part number to NTB 18-041 page 21--- Reprogram ADAS CU if necessary

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	5/1/2019	5/1/19	5/1/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	KNMAT2MV2JP[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	9323	22018	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	053317	CVT	KAD

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	10/12/2017	8/14/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5047	24	KOCOUREK NISSAN	WAUSAU	Wisconsin

Serv Dlr TL

Code	Region	Name	City	State
5047	24	KOCOUREK NISSAN	WAUSAU	WI

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

GUEST STATES AEB CONTINUES TO ACTIVATE WHEN IT SHOULD NOT

Created by Survey Site Guest User at 2019-05-01 08:40:46

Customer Comments: GUEST STATES AEB CONTINUES TO ACTIVATE WHEN IT SHOULD NOT

Technician Findings: AEB STILL HAS FALSE ACTIVATION DOWN STEEP HILLS OR APROACHIN RALROAD CROSSINGS.

Repairs Made: performed adas and laser/radar reprogram per NTB18-041b

Created by Survey Site Guest User at 2019-05-01 08:47:15

pictures of milliwave radar adjustment and grille are attached.

Created by Wesley Roberts at 2019-05-01 08:55:01

Recommendation:

? We have seen some cases of undesired operation under similar concerns after bulletin repair.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

? These issues are currently under engineering review and no further repairs are recommended.

? Please provide location of incidents as exact as possible, direction of travel, vehicle speed, and can we duplicate concern in same locations?

? This will aide engineering in investigating the concern.

? Keep me posted.

NISSAN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	5/1/2019	5/1/19	5/1/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	KNMAT2MV7JP[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	6683	22218	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	300542	CVT	G41
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	7/20/2018	11/24/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
G01 MARCH SOP SPEC
L92 FLOOR MATS (2PC FRONT, 2PC SEC
U01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3664	26	NISSAN OF NORWICH	NORWICH	Connecticut

Serv Dlr TL

Code	Region	Name	City	State
2148	26	HARTE NISSAN, INC.	HARTFORD	CT

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED
Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

Customer states vehicle brakes on it's own with nothing in front of sensor.

Created by Survey Site Guest User at 2019-05-01 15:15:31

Customer Comments: Customer states vehicle brakes on it's own with nothing in front of sensor.

Technician Findings: Customer states vehicle braking on it's own with nothing in front of sensor. Concern has not been confirmed, however customer say

s it has happened multiple times since TSB was performed on 04/16/2019. At the time, Laser/Radar sensor was replaced, and ICC/ADAS was programmed per

NTB. Currently vehicle has a past code of C1A16-97 (PAST). Laser/Radar part number is 28438-5FA3A. Current ICCC/ADAS part number is 2874E7-7FP1B. Neit

her part numbers correspond to charts in NTB18-041B. also NTB19-033 Does not apply due to vehicle not being in Table A.

Repairs Made: Performed NTB18-041B

Created by Wesley Roberts at 2019-05-01 15:31:55

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Description:

? Customer states vehicle brakes on its own with nothing in front of sensor.

? Technician Findings: Customer states vehicle braking on its own with nothing in front of sensor.

? Concern has not been confirmed, however customer says it has happened multiple times since TSB was performed on 04/16/2019.

? At the time, Laser/Radar sensor was replaced, and ICC/ADAS was programmed per NTB.

? Currently vehicle has a past code of C1A16-97 (PAST).

? Laser/Radar part number is 28438-5FA3A.

? Current ICCC/ADAS part number is 2874E7-7FP1B.

? Neither part numbers correspond to charts in NTB18-041B.

? Also NTB19-033 Does not apply due to vehicle not being in Table A.

? Repairs Made: Performed NTB18-041B

Recommendation:

? Undesired FEB after bulletin concern is under Engineering Review.

? Please provide the following information as best as possible about the incident:

? Specific location (address, intersection, etc.)

? Direction of travel (eastbound, etc.)

? Speed travelling

? Were there railroad tracks, low hanging signs, parking garages, raised intersections or anything similar present on the road during incident?

?

? Due to the nature of the system and the design of parking garages, if this is the location of concern it is considered normal operation.

? Keep me posted.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	5/3/2019	5/3/19	5/3/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - CRAIG WATSON	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MV0JC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	2852	22018	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	211227T	CVT	KAD

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	3/24/2018	9/14/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5047	24	KOCOUREK NISSAN	WAUSAU	Wisconsin

Serv Dlr TL

Code	Region	Name	City	State
5047	24	KOCOUREK NISSAN	WAUSAU	WI

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

Having the same issue off the AEB activating when going down hill with a train track

Created by Survey Site Guest User at 2019-05-03 09:47:24

Customer Comments: Having the same issue off the AEB activating when going down hill with a train track

Technician Findings: False activation of AEB over railroad on a hill, AEB/FEB operates as designed on normal roads, programming did not work for guest

, no DTC's stored, no obstructions in front or on ICC sensor

Repairs Made: Perform NTB:18041 bulletin update procedures for LAZER/RADAR and ICC/ADAS

Created by Cameron McBride at 2019-05-03 10:38:00

Description:

Having the same issue off the AEB activating when going down hill with a train track

TECH LINE INCIDENT REPORT - CONFIDENTIAL

False activation of AEB over railroad on a hill, AEB/FEB operates as designed on normal roads, programming did not work for guest, no DTC's stored, no

obstructions in front or on ICC sensor

Recommendation:

Thank you for the information.

We are not aware of any known concerns after NTB18-041b.

Please provide all addition information below for TECH LINE review:

What is the current ICC/ ADAS and LASAR/ RADAR part number?

What is the customer experiencing exactly? (AEB/ FEB light only, unattended light braking, unattended heavy (emergency) braking, etc.)

How long does the concern happens exactly? (a few seconds, quick tap/ shock, to a complete stop, etc.)

Where exactly does the concern happen? (Street name, HWY name, intersection name, cross intersection, GPS coordinates or Google Map street view if pos

sible)

Which direction was the vehicle traveling at the time of the concern? (North, South, East or West)

What time of the day does the concern happen? (Nighttime, mid-day, early morning, etc.)

What were the weather conditions at the time of the concern?

What was the vehicle speed roughly at the time of the concern? (MPH)

If we drive the vehicle in the same area and condition described by the customer, are we able to duplicate the concern?

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	5/3/2019	5/8/19	5/3/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options
T32	2018	RGE	5N1AT2MT0JC[redacted]	C03 50 STATE EMISSIONS L92 FLOOR MATS (2PC FRONT, 2PC SEC U35 NAVIGATION MANUAL Z66 ACTIVATION DISCLAIMER
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL	
0	26846	22518		
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC	
QR25	099208T	CVT	G41	
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL	
Smyrna (NMM)	12/13/2017	1/4/2018		

Dlr Retl Last VC

Code	Region	Name	City	State
5520	32	BOMMARITO NISSAN BA	BALLWIN	Missouri

Serv Dlr TL

Code	Region	Name	City	State
5773	34	HGREG NISSAN DELRAY	DELRAY BEACH	FL

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
CAN SYSTEM	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
11	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: Y

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

C/S THAT VEHICLE HAS A COLLISION WARNING LIGHT ON, SAID HAD CRUISE CONTROL ON SET AND STILL GO BRAKING ON ITS OWN.

Created by Survey Site Guest User at 2019-05-03 14:28:59

Customer Comments: C/S THAT VEHICLE HAS A COLLISION WARNING LIGHT ON, SAID HAD CRUISE CONTROL ON SET AND STILL GOT A SPEEDING TICKET GOING OVER 9MPH A

ND VEHICLE IS ALSO BRAKING ON ITS OWN.

Technician Findings: CONCERN NOT YET DUPLICATED DURING THIS VISIT, BUT THE CUSTOMER HAS A VIDEO-EVIDENCE OF THE CONCERN WHEN IT HAPPENED. THE VEHICLE

DOES NOT EXPERIENCE THE SAME OPERATING ISSUE WHICH WAS THE ICC DISTANCE SENSOR MALFUNCTION DURING THE LAST VISIT, BUT THE SAME SYMPTOM WITH THE VEHICL

E SLOWING DOWN TO ABOUT 9MPH AND BRAKING ON ITS ON. MULTIPLE CAN COMMUNICATION CODES ARE STORED WITH PAST DTCS AS THE MALFUNCTION IS NOT CURRENT. SEE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ATTACHED PICTURES FOR MORE INFORMATION ON THE DTC LIST AND WORK ORDER CONCERNS.

Repairs Made: ICC DISTANCE SENSOR REPLACED FOR C1A16, RADAR STAIN AS NTB18-041b DOES NOT APPLY TO THIS CASE, AND THE MALFUNCTION WAS OBVIOUS.

Created by Survey Site Guest User at 2019-05-03 14:29:41

SEE ATTACHED PICTURES FOR MORE INFORMATION.

Created by Cameron McBride at 2019-05-03 15:03:29

Description:

C/s that vehicle has a collision warning light on

Had cruise control on set and still got a speeding ticket going over 9mph and vehicle is also braking on its own.

Concern not yet duplicated during this visit

But the customer has a video-evidence of the concern when it happened.

The vehicle does not experience the same operating issue, which was the ICC distance sensor malfunction during the last visit

But the same symptom with the vehicle slowing down to about 9mph and braking on its on.

Multiple can communication codes are stored with past DTCS as the malfunction is not current.

See attached pictures for more information on the DTC list and work order concerns.

ICC distance sensor replaced for C1A16

NTB18-041b does not apply to this case, and the malfunction was obvious.

ECM

U1000 CAN COMM CIRCUIT / past

U1001 CAN COMM CIRCUIT / past

ABS

U1000 CAN COMM CIRCUIT / past

TCM

U0121 VDC CAN 2 - OR - LOST COMM (ABS) / past

LASER/RADAR

U1000 CAN COMM CIRCUIT/ past

Current LASAR/ RADAR part number 28438-5FA3A

Current ICC/ ADAS part number 284E7-7FP7A

Called dealer back to follow:

Dealer is unable to duplicate any concerns.

Service advice has a video of the customer concern.

Clear all DTC ?s and no DTC?s turned.

Recommendation:

Thank you for speaking with us over the phone today.

As discussed, please provide all CAN DIAG SUPPORT MONITOR results before we cleared the DTC for review.

In addition, please provide the video from the customers of the concern.

Created by Survey Site Guest User at 2019-05-03 15:59:40

SUBMISSION OF REQUESTED CAN COMMUNICATION DATA. THE VIDEO WILL BE UPLOADED MONDAY IS STILL NECESSARY BECAUSE THE ADVISOR, WHO HAS THE VIDEO, IS NOT P

RESENT AT WORK TODAY.

Created by William Spencer at 2019-05-06 10:40:22

TSS Recommendation:

Thank you for the uploaded information.

Have any codes reset?

Are we able to upload the video of the concern?

Does the concern happen in the same location for the customer or different locations?

Keep us informed of repairs or if you need further assistance.

Created by Survey Site Guest User at 2019-05-06 17:53:09

THE CUSTOMER REPORTS THAT THE ICC SENSOR COMES ON AT MULTIPLE LOCATIONS. THE VIDEO DOES NOT SHOW THE AEB ACTIVATION, BUT THE ICC DISTANCE SENSOR COMES

WHILE DRIVING. THE VIDEO WAS SENT TO AN IPHONE, AND THE SIDE IS OVER 25KB. WHEN IT'S TRIMMED, IT WON'T LET US SEND IT. ANY EMAIL ADRESS WE CAN SEND T

HE COMPLETE VIDEO?

Created by William Spencer at 2019-05-07 09:52:08

TSS Recommendation:

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Emails have a 6mb limit on attachments.

We can attach files up to 50mb at the update a case webpage:

https://nna.secure.force.com/survey/ElectronicCase

Keep us informed of repairs or if you need further assistance.

Created by William Spencer at 2019-05-07 14:51:02

Emails received:

Attachments of customer supplied videos.

Created by William Spencer at 2019-05-07 14:51:24

Outbound call to tech:

U1000 CAN COMM CIRCUIT codes are returning.

CDSM shows communication concerns with the ADAS control unit.

TSS Recommendation:

Perform wiggle test on the harness and connector to ADAS control unit.

Perform pin fit test on the terminals on the ADAS control unit. (Pass/Fail videos attached)

Inspect power, ground and CAN lines.

Terminal 12 ignition power

Terminal 5 ground.

Terminals 1 & 2 CAN lines

Terminals 6 & 7 ITS CAN lines

Terminals 8 & 9 Chassis CAN Lines.

With the concern being intermittent. It appears to be a connection concern.

If the power, ground & CAN line inspection passes. Along with the PIN fit test.

Replace the ADAS control unit.

Keep us informed of repairs or if you need further assistance.

Created by William Spencer at 2019-05-08 13:24:26

Email received with no attachments or information.

Created by William Spencer at 2019-05-08 13:25:49

TSS Recommendation:

We received an email with no attachments or information.

Just checking on the status of the vehicle.

Keep us informed of repairs or if you need further assistance.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	5/4/2019	5/4/19	5/4/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
168	Z * MICHAEL ACEVES	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options
T32	2017	RGE	KNMAT2MV6HF[redacted]	C03 50 STATE EMISSIONS L92 FLOOR MATS (2-PIECE FRONT AND Z66 ACTIVATION DISCLAIMER
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL	
0	21339	29217		
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC	
QR25	031228	CVT	RBY	
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL	
Renault Samsung	8/12/2017	10/16/2017		

Dlr Retl Last VC

Code	Region	Name	City	State
2214	26	NISSAN 112 SALES COR	PATCHOGUE	New York

Serv Dlr TL

Code	Region	Name	City	State
3670	26	LEGEND NISSAN, LTD	SYOSSET	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

customer states car brakes on its own

Created by Survey Site Guest User at 2019-05-04 11:07:08

Customer Comments: customer states car brakes on its own

Technician Findings: Customer states that the vehicle is stopping on its own with no one in front of him. car was also serviced back in February and

had bulletin NTB18-041A preformed and had the laser control unit replaced. wasn't able to duplicate the complaint. also checked the FEB mileage in wo

rk support and had no history of the car stopping on its own.

Repairs Made: bulletin NTB18-041A

Created by Michael Aceves at 2019-05-04 11:35:23

Technician comments:

TECH LINE INCIDENT REPORT - CONFIDENTIAL

"Customer states that the vehicle is stopping on its own with no one in front of him. car was also serviced back in February and had bulletin NTB18-04

1A preformed and had the laser control unit replaced. wasn't able to duplicate the complaint. also checked the FEB mileage in work support and had no

history of the car stopping on its own."

Repairs Made:

"bulletin NTB18-041A"

PAST code:

LASER/RADAR

C1A16 RADAR STAIN

Recommendation:

NTB18-041A is a reprogram of two different modules.

Which one was reprogrammed LASER/RADAR, ICC/ADAS or where both reprogrammed?

Give the current CONSULT part numbers for LASER/RADAR and ICC/ADAS.

Get more information from the customer as to where the issue happens.

We need exact street and intersections.

Also find out what the road layout is when this occurs such as railroad tracks, guard rails, hilly road, a curving road, direction of travel such as e

astbound etc., speed of vehicle, rainy condition.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	5/6/2019	5/8/19	5/6/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
159	Z - J.R. JACKSON	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	5N1AT2MV7HC[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	43154	22617	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	627778U	CVT	KAD
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	11/5/2016	12/29/2016	

Installed Options

B92 SPLASH GUARDS
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2-PIECE FRONT AND
P01 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
2442	24	GARBER NISSAN INC	SAGINAW	Michigan

Serv Dlr TL

Code	Region	Name	City	State
2442	24	GARBER NISSAN INC	SAGINAW	MI

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

C/S WHEN DRIVING I294 THE BRAKE LOCKED UP GOING 45 MPH ALMOST CAUSED ACCIDENT. BROUGHT VEHIC

PROGRAM ADAS SENSOR ADAPTIVE CRUISE.

Created by Survey Site Guest User at 2019-05-06 07:08:28

Customer Comments: C/S WHEN DRIVING I294 THE BRAKE LOCKED UP GOING 45 MPH ALMOST CAUSED ACCIDENT. BROUGHT VEHICLE IN AND COULD NOT DUPLI CONCERN PERFO

RMED BULLETIN TO REPROGRAM ADAS SENSOR ADAPTIVE CRUISE.

Technician Findings: FOUND PART NUMBERS TO NEED UPDATEING AT LAST VISIT. PERFORMED BULLETIN NTB18-041b. TEST DROVE VEHICLE AND VEHICLE WAS OK. CUSTOM

ER RETURNED NEXT WEEK STATING FEB IS ACTIVATING AGAIN. COULD NOT DUPLICATE CONCERN AT THIS TIME.

Repairs Made: UPDATES TO LASAR AND ADAS PER BULLETIN NTB18-041b

Created by Survey Site Guest User at 2019-05-06 07:09:06

TECH LINE INCIDENT REPORT - CONFIDENTIAL

C/S WHEN DRIVING ON EXPRESSWAY IN CHICAGO ON I294 THE BRAKES LOCKED UP. AT THAT TIME HE WAS GOING ABOUT 45 MPH AND ALMOST CAUSED AND ACCIDENT. BROUGHT

VEHICLE IN ON TUESDAY AND COULD NOT DUPLICATE CONCERN BUT PERFORMED BULLETIN TO REPROGRAM ADAS AND SENSOR AND ADAPTIVE CRUISE. ON THURSDAY WHEN ALMOS

T HOME PULLING INTO THE DRIVEWAY THE WHEELS LOCKED UP AGAIN AND COULD NOT STEER AGAIN. CUSTOMER DOES NOT FEEL SAFE DRIVING THE VEHICLE. HAS CONSUMERS

AFFAIRS CASE OPENED #[redacted] AND SPOKE TO TARA BADGE #[redacted] SPOKE TO CHELSEA ABOUT GETTING CUSTOMER RENTAL AT 11.45 4-22-19 AND SHE APPROVED.

Created by J.R. Jackson at 2019-05-06 10:46:35

TL JR called tech to discuss.

Advised that this incident is under engineering review.

Advised to have Service Manager continue working with Consumer Affairs.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	5/7/2019	5/7/19	5/7/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MV7JC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	6697	22418	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	045932T	CVT	KAD

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	10/26/2017	4/11/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2PC FRONT, 2PC SEC
P01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3681	26	PORTER NISSAN	NEWARK	Delaware

Serv Dlr TL

Code	Region	Name	City	State
3681	26	PORTER NISSAN	NEWARK	DE

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED
Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up
Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

(AEB) CAME ON PREMATURELY 2 SAT AGO 1TIME ONLY ON A FLAT SURFACE, PARTIALLY SUNNY @9AM A T ACTIVATED WHERE A SERIES OF BEEPS WHERE HEARD AND BRAKES STARTED APPLY.

Created by Survey Site Guest User at 2019-05-07 08:09:19

Customer Comments: (AEB) CAME ON PREMATURELY 2 SAT AGO 1TIME ONLY ON A FLAT SURFACE, PARTIALLY SUNNY @9AM AROUND 40MPH AND NO OBSTRUCTION OR ANY

THING NEARBY WHEN IT ACTIVATED WHERE A SERIES OF BEEPS WHERE HEARD AND BRAKES STARTED APPLY.

Technician Findings: 3RD VISITE, CND EVENT AT SHOP, WATER DROPLETS ON FRONT EMBLEM, CLEAN OF DEBRIS, NO CODES

Repairs Made: FIRST VISIT, REPLACE RADAR SENSOR, ADJUST, PROGRAM ICC UNIT

Created by Survey Site Guest User at 2019-05-07 08:15:34

TECH LINE INCIDENT REPORT - CONFIDENTIAL

THIRD TIME IN, CUSTOMER STATES NOTHING IS IN FRONT OF THE CAR, HAVE ASKED FOR A LOCATION BUT HAVE NOT GOTTEN ONE YET. WARNING LIGHTS ON , BEEP, AND BR

AKING OCCURES.. NO VISABLE TO FRONT OF CAR OR SENSOR, SENSOR REPLACE ON THE FIRST VISIT. CONTROL UNIT NUMBERS ARE UPTODATE.

Created by Kelby Hausman at 2019-05-07 08:35:24

Description

- Customer states AEB came on two weeks ago

- Flat surface

- Partly sunny

- 9 AM at 40 MPH with no obstructions

- A series of beeps was hears and brakes started to apply

- Unable to duplicate concern

- 3rd visit for concern

- Water droplets on front emblem

- Clear of debris

- No codes stored

Repairs Made FIRST VISIT, REPLACE RADAR SENSOR, ADJUST, PROGRAM ICC UNIT

Recommendation

Thank you for the case information.

Engineering is reviewing cases with unwanted FEB activation after NTB18-041 has been completed.

Let's continue with trying to obtain a specific location or address where this typically occurs.

We will want to know the location, direction of travel, and vehicle speed.

If we can obtain a location, let's test drive the vehicle in the same location under the same conditions and see if we can duplicate the concern.

NISSAN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	5/7/2019	5/16/19	5/7/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - BRIAN TERK	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	KNMAT2MV8JP[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	14947	22218	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	139806	CVT	KAD

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	12/8/2017	3/5/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2PC FRONT, 2PC SEC
U01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5522	24	ROSEN NISSAN	MILWAUKEE	Wisconsin

Serv Dlr TL

Code	Region	Name	City	State
3070	24	GORDIE BOUCHER NISSAN	GREENFIELD	WI

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

WAS HERE BEFORE FOR WORK ON ABS SENSOR CONCERN HAS COME BACK SOME TIMES THE BRAKES GET

Created by Survey Site Guest User at 2019-05-07 08:20:22

Customer Comments: WAS HERE BEFORE FOR WORK ON ABS SENSOR CONCERN HAS COME BACK SOME TIMES THE BRAKES GET ACTIVATED WHEN NO OTHER CAR IS AROUND CHECK

AND ADVISE

Technician Findings: SCAN FOR CODES C1A19-97 IN LASER RADAR PART #284385FA3A U0112 IN ABS ALL PAST

Repairs Made: REPLACED DISTANCE SENSOR AND REPROGRAMED PER NTB AT LAST VISIT MAR 9 2019

Created by Survey Site Guest User at 2019-05-07 08:22:34

DID NOT STATE SPECIFIC TIME WHEN IT HAPPENS BUT SAID IT IS HAPPENING MORE OFTEN NO OBSTUCTIONS ON GRILL OR SENSOR WHAT THE NEXT STEP

Created by John Irion at 2019-05-07 08:56:34

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Description

Technician Findings SCAN FOR CODES C1A19-97 IN LASER RADAR PART #284385FA3A U0112 IN ABS ALL PAST

Recommendation

In order to assist with diagnosis please PRINT and attach all pages of

- All DTC

- CAN diag

- CAN diag support monitor

Please use the PRINT function and attach all pages. Photos or "PRINT SCREEN" of the c3+ screen do not have all of the information contained in printo

uts.

Created by Survey Site Guest User at 2019-05-14 08:56:01

DATA REQUESTED

Created by John Irion at 2019-05-14 09:19:37

Description

Reviewed attachments

Recommendation

C1A16 can set when driving is weather conditions such as heavy rain, snow, etc or if the grill area over the sensor is covered in mud or debris.

Verify that NTB18041 has been performed.

Created by Survey Site Guest User at 2019-05-15 15:31:10

NTB 18-041 WAS DONE PRIOR VISIT WITH REPLACEMENT OF SENSOR CHECKED LASER RADAR ICC ADAS ARE BOTH LATEST PROGRAMS WHAT NEXT STEP FOR THIS ISSUE DID NOT

SEE ANY DEBRIS ON SENSOR GUEST STATES ITS RANDOM ISSUE HAS HAPPENED IN MANY DIFFERENT WEATHER CONDITIONS INCLUDING DRY

Created by Brian Terk at 2019-05-16 08:14:08

-DESCRIPTION:

-technician replied with case comment, case summary below:

-customer comments:

?WAS HERE BEFORE FOR WORK ON ABS SENSOR CONCERN HAS COME BACK SOME TIMES THE BRAKES GET ACTIVATED WHEN NO OTHER CAR IS AROUND CHECK AND ADVISE?

-Technician findings:

-Current visit:

? found past codes:

? ABS U1002 CAN COMM CIR

? MULTI AV B1309-11

? LASER/RADAR C1A16-97 RADAR STAIN

? Checked laser/radar, ICC/ADAS, both are latest part number, part number not provided

? VCAN diagnosis provided:

? Chassis CAN2 is red:

? Lane and it?s branch line are red

? ICC is green but branch line is red

? C1A16-97 FF data shows set at 13,967 miles

? U1002 FF data shows set 39 key cycles ago

-Prior visit

? Replaced distance sensor, current part number is 28438-5FA3A

? Reprogrammed ICC/ADAS as per NTB18-041

-RECOMMENDATION DETAIL:

-good morning Jason and thank you for the update

-my name is Brian and I will be working with you on this case

-the C1A16 FF data shows this DTC was set 980 miles ago and is not a current or recent code

-C1A16 will not cause unexpected AEB operation

-intermittent setting of the C1A16 requires no action as per the ESM DTC description "Note" copied below:

"NOTE:

DTC ?C1A16? may be detected under the following conditions. (Explain to the customer about the difference between the contamination detection function

and the indication when the malfunction is detected and tell them ?This is not malfunction?.)

TECH LINE INCIDENT REPORT - CONFIDENTIAL

?When contamination or foreign materials adhere to the distance sensor area of the front bumper

?When driving while it is snowing or when frost forms on the distance sensor area of the front bumper

?When distance sensor area of the front bumper is temporarily fogged"

-the V-CAN diagnosis provided shows that Laser is offline

-however the case information shows there are no current codes stored

-confirm that Laser/Radar is available on the system call, no current codes are stored and that the vehicle is currently operating as designed

-if so then this is a Consult concern and not a vehicle side concern

-if not please follow up with the additional information found

-please note that AEB may operate at times unexpectedly as per the "AEB SYSTEM LIMITATIONS" on page 5-127 of the Owner's Manual

-please let us know if we can be of any further assistance and have a great day!

NISSAN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	5/8/2019	5/16/19	5/8/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MV0JC[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	7936	22218	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	267137T	CVT	K23
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	5/12/2018	6/20/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
C03 50 STATE EMISSIONS
G01 MARCH SOP SPEC
L92 FLOOR MATS (2PC FRONT, 2PC SEC
U01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5315	42	NISSAN OF BISMARCK	BISMARCK	North Dakota

Serv Dlr TL

Code	Region	Name	City	State
5315	42	NISSAN OF BISMARCK	BISMARCK	ND

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CUSTOMER STATES THAT WHEN ON THE HIGHWAY THE VEHICLE WILL BRAKE ON ITS OWN AND RADAR OBST

L NOT BE ABLE TO USE CRUISE CONTROL WHILE THIS IS HAPPENING.

Created by Survey Site Guest User at 2019-05-08 09:20:18

Customer Comments: CUSTOMER STATES THAT WHEN ON THE HIGHWAY THE VEHICLE WILL BRAKE ON ITS OWN AND RADAR OBSTRUCTION WARNING INDICATOR LIGHT WILL COME

ON AND CUSTOMER WILL NOT BE ABLE TO USE CRUISE CONTROL WHILE THIS IS HAPPENING.

Technician Findings: Found Vehicle to brake on its own at times with no obstructions in front of ICC plate. Cleaned the distance sensor cover just to

be sure nothing was affecting the sensor. Vehicle will still kick off cruise control and act as if there is an obstruction. Vehicle has had the update

s for the FEB done. I would like to replace the ICC sensor at this time.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Repairs Made: None

Created by Kelby Hausman at 2019-05-08 09:27:30

Description

- Customer states on highway vehicle will brake on its own

- Radar obstruction warning will come on

- Customer unable to use cruise control when this is happening

- Verified concern

- Vehicle will brake on its own at times with no obstructions

- Cleaned distance sensor cover

- Vehicle will still kick off cruise

- Acts as if there is an obstruction

- Vehicle has had updates for FEB

- Wanting to replace ICC sensor

Recommendation

Thank you for the case information.

Engineering is reviewing cases with FEB activation after NTB18-041.

Please provide the current ICC/ADAS and LASER/RADAR part numbers read from Consult.

Are there any codes stored?

Are we able to duplicate the concern?

Created by Kelby Hausman at 2019-05-08 13:24:11

Description

- Vehicle is not currently at the dealer

- Do not have part numbers

- C1A16 RADAR STAIN stored

- Even after cleaning sensor and cover

- Was able to duplicate concern multiple times on test drive

Recommendation

Thank you for the update.

When the vehicle returns, let's remove the grill and see if the code will return on a test drive.

We will want to confirm the code is not being caused by the grill, an obstruction, or inclement weather.

Created by Kelby Hausman at 2019-05-16 10:26:59

Description

- ICC/ADAS part number 284E7-7FP0D

- LASER/RADAR part number 28438-5FA3A

- Vehicle returned with C1B84 DISTANCE SENSOR

- Could not duplicate concern with or without grill installed

- Customer stated vehicle is still braking on its own

- Displays radar obstruction message

- Also shutting cruise control off

Recommendation

Thank you for the update.

Please replace the radar sensor.

NISSAN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	5/9/2019	5/9/19	5/9/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MV7JC[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	14734	22218	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	182201T	CVT	KAD
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	3/1/2018	3/26/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
2691	26	SMITHTOWN NISSAN, INC	SMITHTOWN	New York

Serv Dlr TL

Code	Region	Name	City	State
2976	26	STAR NISSAN, INC.	BAYSIDE	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED | Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Engineering review

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

Customer States front collisionwarning lamp illuminates often, vehicle tends to brake on its own with no objects ir

Created by Survey Site Guest User at 2019-05-09 12:16:35

Customer Comments: Customer States front collisionwarning lamp illuminates often, vehicle tends to brake on its own with no objects in front of vehic

le.

Technician Findings: THE part numbers for laser radar and ADAS DO not match the tsb list.

laser radar-284385FA3A

ADAS-284E7-7FP6A

No damage to vehicle but vehicle has the same problem for the bulletin

Repairs Made: NONE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Survey Site Guest User at 2019-05-09 12:17:09

We have Customer waiting

Created by Wesley Roberts at 2019-05-09 12:37:27

Recommendation:

? Reviewing vehicle history shows NTB18-041 was already updated 12/1/18.

? This incident is currently under engineering review.

? Please provide the following information for us to forward to engineering:

? -specific location (address, intersection, etc.)

? -direction of travel (eastbound, etc.)

? -speed travelling

? -confirm we have duplicated concern.

? -does concern occur over railroad tracks or going into parking garages?

? Keep me posted.

Created by Wesley Roberts at 2019-05-09 13:38:07

Description:

? Occurrence Information

? Specific Location-149th Ave 125th Street ozone park

? Direction of Travel- West Bound

? Speed travelling 20mph

? Yes we have duplicated concern on Van Wyck -Hillside NY Cross Island South Bound.

? No for Railroad Tracks or Parking Garages.

Recommendation:

? Thank you for the information.

? As the concern is under engineering review, no repairs are currently recommended.

? The FEB system can be turned off in the Meter every ignition cycle if so desired.

? Or we can change the default setting to Off using Consult.

? Have a great rest of your day.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	5/21/2019	5/21/19	5/21/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
165	Z - JOHN IRION	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MT8JC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	14062	22318	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	144519T	CVT	G41

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	1/27/2018	3/23/2018	

Installed Options

C03 50 STATE EMISSIONS
K01 MIDNIGHT EDITION
K11 MIDNIGHT EDITION (BLACK SPLASH
L93 MIDNIGHT EDITION CARPETED FLOO
M92 RETRACTABLE CARGO COVER
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
98002	48	KING WINDWARD NISSA	KANEOHE	Hawaii

Serv Dlr TL

Code	Region	Name	City	State
98002	48	KING WINDWARD NISSAN	KANEOHE	HI

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED
Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CUSTOMER STATES VEHICLE FEELS LIKE ITS BRAKING, HAPPENDS INTERMITTENTLY

Created by Survey Site Guest User at 2019-05-21 15:09:25

Customer Comments: CUSTOMER STATES VEHICLE FEELS LIKE ITS BRAKING, HAPPENDS INTERMITTENTLY

Technician Findings: ROAD TESTED VEHICLE FORWARD EMERGENCY BRAKING DID NOT ACTIVATE UNWANTEDLY DURING DRIVING, TSB NTB18-041A ALREADY DONE CURRENT PAR

T LASER/RADAR 284385FA3A

ICC/ADAS 284E7-7FP6A

NO UPDATES ARE FOUND AS OF TODAY.

CUSTOMER IS STATING MOSTLY HAPPENS INSIDE A PARKING STRUCTURE AND GARAGES SLOW SPEEDS AROUND 15-20 MPH.

CHECK DISTANCE SENSOR ALIGNMENT READINGS, DATA MONITOR READING FOR LASER/RADAR

TECH LINE INCIDENT REPORT - CONFIDENTIAL

L/R ADJUST 0.52 DEGREES

U/D ADJUST 0.05 DEGREES

INSPECTED FRONT GRILL DISTANCE SENSOR AREA, IT IS CLEAN WITH NO DEBRIS OR OBSTRUCTIONS

Repairs Made: NONE

Created by John Irion at 2019-05-21 15:20:04

Description

Technician Findings ROAD TESTED VEHICLE FORWARD EMERGENCY BRAKING DID NOT ACTIVATE UNWANTEDLY DURING DRIVING, TSB NTB18-041A ALREADY DONE CURRENT PART

LASER/RADAR 284385FA3A

ICC/ADAS 284E7-7FP6A

NO UPDATES ARE FOUND AS OF TODAY.

CUSTOMER IS STATING MOSTLY HAPPENS INSIDE A PARKING STRUCTURE AND GARAGES SLOW SPEEDS AROUND 15-20 MPH.

CHECK DISTANCE SENSOR ALIGNMENT READINGS, DATA MONITOR READING FOR LASER/RADAR

L/R ADJUST 0.52 DEGREES

U/D ADJUST 0.05 DEGREES

INSPECTED FRONT GRILL DISTANCE SENSOR AREA, IT IS CLEAN WITH NO DEBRIS OR OBSTRUCTIONS

Recommendation

This incident is under engineering review.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	5/28/2019	5/28/19	5/28/19

Text-Incd Desc TL

Code-TSS1 TL: NI

Code-TSS1 TL Name

Name-Caller TL: [redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	KNMAT2MV6HP[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	12735	29417	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	947700	CVT	KAD

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	4/25/2017	6/26/2017	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2-PIECE FRONT AND
N10 AUTO DIMMING INSIDE MIRROR
U01 SV PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
2602	24	GANDRUD NISSAN	GREEN BAY	Wisconsin

Serv Dlr TL

Code	Region	Name	City	State
2602	24	GANDRUD NISSAN	GREEN BAY	WI

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED

Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

c/s after last visit their vehicle came to an abrupt stop and shut off after going over a railroad track.

Created by Survey Site Guest User at 2019-05-28 14:02:14

Customer Comments: c/s after last visit their vehicle came to an abrupt stop and shut off after going over a railroad track.

Technician Findings: AEB system was programmed per TSB, no DTC's, programming is up to date. Customer states 50-70 miles after last visit she was trav

eling over railroad tracks and the AEB activated. The data moniter confirmed the activation. Customer reported the vehicle actually stalled and had to

be restarted during the event.

Is there any other test we can perform or any precedence for this event?

Repairs Made: programmed AEB

Created by Survey Site Guest User at 2019-05-28 14:03:17

TECH LINE INCIDENT REPORT - CONFIDENTIAL

please advise on next step, we are checking the forward radar in the interim

Created by Brandt Boster at 2019-05-28 15:04:10

Description:

Customer concern:

After last visit their vehicle came to an abrupt stop and shut off after going over a railroad track.

Customer states 50-70 miles after last visit she was traveling over railroad tracks and the AEB activated

Tech unable to duplicate concerns:

AEB updated per NTB

No DTCs stored

Repairs performed:

AEB Updates performed 50-70 miles previously

Questions for TECH LINE:

The data monitor confirmed the activation.

Customer reported the vehicle actually stalled and had to be restarted during the event.

Created by Brandt Boster at 2019-05-28 15:04:21

Recommendation:

Thank you for the information on this one Scott.

We have seen this reported previously

After an AEB stop the throttle will not respond for a few seconds

- This is a normal characteristic of the system

- We have seen this reported as an engine quit concern when however the engine did not shut off.

See Owner?s Manual 5-84

If the FEB system has stopped the vehicle, the vehicle will remain at a standstill for approximately 2 seconds before the brakes are released.

Also reference 5-85 for system limitations

In some road or traffic conditions, the FEB system may unexpectedly apply partial braking.

We have seen this occur due to certain rail-road crossing and parking garages most commonly and are typically location specific

If customer is able to provide specific locations (including direction of travel, time of day, weather, and additional environmental conditions) they

have asked us to pass this information along.

If concern is location specific and falls under system limitations

- No repairs would be recommended

Be sure to follow up with any findings, or if further assistance can be provided

Have a great rest of your day Scott!

NISSAN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	5/31/2019	5/31/19	5/31/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
121	Z - BRUCE TANKERSLEY	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	KNMAT2MV9JP[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	24227	22018	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	229144	CVT	G41

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	4/16/2018	7/5/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
C03 50 STATE EMISSIONS
G01 MARCH SOP SPEC
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
2089	26	DARLING'S NISSAN	BANGOR	Maine

Serv Dlr TL

Code	Region	Name	City	State
2089	26	DARLING'S NISSAN	BANGOR	ME

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

came to railroad tracks and vehicle started braking by itself and warning lights came on.

Created by Survey Site Guest User at 2019-05-31 08:48:17

Customer Comments: came to railroad tracks and vehicle started braking by itself and warning lights came on.

Technician Findings: Vehicle is braking itself at the railroad tracks in Ellsworth Maine. Vehicle is coming down hill towards the tracks at 25 mph on

main street in a southwest direction and the FEB activates. Bulletin NTB18-041b has been performed last visit on 3/27/19 and the concern is still pres

ent. Customer states "this is a hazard and very scary". Any known fixes yet??

Repairs Made: NTB18-041b was performed

Created by Sean Martin at 2019-05-31 08:53:19

PLEASE REVIEW THE FOLLOWING:

TECH LINE INCIDENT REPORT - CONFIDENTIAL

? Undesired FEB operation after NTB18-041 is usually caused by environmental objects such as overpasses, guardrails, parking garages, or railroad trac

ks such as in this case.

? With the railroad tracks being downhill from the vehicle, the large amount of metal is being detected as a potential vehicle and causing FEB operati

on.

? We are collecting areas where this happens and forwarding them to engineering, but at this time, since the issue is being caused by railroad tracks

and not a vehicle fault, there is not a repair for this concern.

Created by Bruce Tankersley at 2019-05-31 10:59:42

Description:

TL BT called tech for follow up.

Recommendation:

Request service manager contact CA.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	6/1/2019	6/12/19	6/3/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
121	Z - BRUCE TANKERSLEY	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	JN8AT2MT9JW[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	42915	22518	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	101962	CVT	RBY
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	10/5/2017	2/28/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2PC FRONT, 2PC SEC
M92 RETRACTABLE CARGO COVER
P01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3728	44	ANTELOPE VALLEY NISS	PALMDALE	California

Serv Dlr TL

Code	Region	Name	City	State
3728	44	ANTELOPE VALLEY NISSAN	PALMDALE	CA

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

3RD TIME IN FOR CONCERN, CUSTOMER STATES THE MALFUNCTION LIGHT AND COLLISION LIGHT POPS UP O

UISE CONTROL TURNED OFF, ALSO HAS CHECK ENGINE LIGHT

Created by Survey Site Guest User at 2019-06-01 15:26:42

Customer Comments: 3RD TIME IN FOR CONCERN, CUSTOMER STATES THE MALFUNCTION LIGHT AND COLLISION LIGHT POPS UP ON DASH AND VEHICLE BRAKES ON ITS OWN,

SHE HAS ADAPTIVE CRUISE CONTROL TURNED OFF, ALSO HAS CHECK ENGINE LIGHT

Technician Findings: DTC C1A14 HAS RETURNED AS WELL AS CUSTOMER STATING BRAKES ACTIVATE ON THEIR OWN. AND WE HAVE DTC B1309-11 TBD SYSTEM ON , NEW D

TC P0776 HAS ALSO OCCURED AND CUSTOMER STATES FEELS JERKING, ADAS CONTROL UNIT ALREADY REPLACED AS WELL AS ICC SENSOR. CAN COMMUNICATION OPERATING PRO

PERLY.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Repairs Made: REPLACED MODULE AND ICC DISTANCE SENSOR

Created by Ryan Mansolo at 2019-06-03 07:17:02

Recommendation

Thank you for the detailed information! The C1A14 is typically a finger pointing DTC. But the P0776 or B1309 stored shouldn?t cause the C1A14 to set.

The C1A14 is stored, this is typically an indication that the ADAS c/u has lost a signal from the ECM.

Check the CAN Diag Support Monitor for any control units that show up as ERROR, UNKWN, or have a number count. Since we do not have any U1000?s stored

, this will most likely show as ok, but its good to rule out.

Next, check CAUSE OF AUTO CANCEL in ADAS, Lane Camera, and Laser/Radar Work Support. This should give an idea of what is causing the FEB light to come

on.

If all of the above is ok, gather some more information from the customer about when the light comes on for them. See if there is a specific area that

the light repeatedly comes on. Like an intersection, parking garage, rail road tracks, ETC.

If so, have the customer try to recall what the time of day was, the direction of travel, and the speed of the vehicle.

Let us know what you find, have a great rest of your day!

Created by Ryan Mansolo at 2019-06-04 13:02:03

Reply E-mail from Tech

All can systems show good and no record for cause of auto cancel

Created by Ryan Mansolo at 2019-06-04 13:02:17

Recommendation

Thank you for the update, Are there any other DTC stored in any other systems?

Was Cause or Auto Cancel available in Laser/Radar or Lane Camera?

What are the part numbers of ICC/ADAS and LASER/RADAR?

See if the customer can recall if the vehicle braking on its own occurs in the same location every time. like a specific address, intersection, parkin

g garage, or rail road crossing.

What was the direction and vehicle speed, when the vehicle started braking?

Also, What was the time of day? This might indicate that the vehicle was facing the sun.

We will want to see if we can duplicate the concern using the information provided by the customer.

Let us know what you find.

Created by Ryan Mansolo at 2019-06-05 12:08:23

Reply E-mail from Tech

Customer states She was in bumper to bumper traffic.

Between 3-5 o clock In the afternoon in the 14 freeway.

Test drive and still cannot duplicate concern.

Cause if auto cancel says no record

Created by Ryan Mansolo at 2019-06-05 12:08:29

Recommendation

Thank you for the update. do we know what highway this occurred on?

Where abouts on the highway the customer was sitting?

How fast they were traveling?

What was the approximate distance to the next vehicle? And does this always occur in bumper to bumper traffic?

If the jerking sensation is still being felt while driving, lets perform the diagnostic procedure for the P0776.

Created by Ryan Mansolo at 2019-06-07 14:48:56

Reply E-mail from Tech

Customer does not remember that information of when it is occurring exactly and we have driven vehicle multiple times with no reoccurrence nor dtc.

Judder was felt along with p0776 and valve body was replaced to correct that concern.

Created by Ryan Mansolo at 2019-06-07 14:56:44

Recommendation

Great, thank you for the update. Lets hold off on any other repairs until the concern can be duplicated.

We will need to forward as much information as possible about the concern to engineering.

Did this happen multiple times on the 14 freeway on the same afternoon?

Has the concern happened anywhere else for the customer?

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Were they traveling north or south on the 14 freeway?

See if the customer can guestimate the speed traveling, which lane they were in, and the distance to the next vehicle in front or to the side of them.

I?ve sent some of this information along to engineering for review.

Let us know what you find.

Created by Ryan Mansolo at 2019-06-12 10:31:56

Reply E-mail from Tech

Customer has updated us on the detailed information. Test drive today 62 miles.

Still unable to duplicate concern. Found cause of auto cancel 1 : inching lost (2)

Brief summary description of incidents with my 2018 Nissan Rogue as reported to AV Nissan Service department:

Incidents #1, #2 and #3

#1. On April 25, while driving on CA FWY 14 S approximately at 7:00 am, in middle lane, at 65 mph in light traffic (at least 100 feet distance to othe

r vehicles), car suddenly started to brake on its own and warning light with "Malfunction Warning" with symbol for emergency brake appearing on dash b

oard. I pulled over to the side of the road and turned the car off.

Consulted owners manual , verified symbol was for emergency brake system. Turned car on again after approx. 15 min and turned emergency brake assistan

ce off manually. Continued to drive to work without incidence.

#2. On my way back from work, at approx. 4:30 pm o the 405 FWY N, middle lane, at 35 mph in heavy traffic, car again started to brake on its own, same

"Malfunction" symbol appeared on dash. Again, made way across several lanes to pull over to the side, turned car off, waited 15 min before turning ca

r on again and manually turned off emergency break assist. Called AV Nissan Service department, arrangement made to bring in vehicle the following mor

ning (04/26/19) for service.

#3. Continuing home on 14 FWY N *while emergency brake assist off,* car once again started to brake on its own, malfunction symbol appeared. Once agai

n, pulled over, waited 15 min, turned car on again and drove home with emergency brake assist off without further incident.

Car at AV Nissan Service department 04/26 - 05/01/19, per report, lane departure and adis sensors replaced.

Incident #4

#4. On May 3, my adult son was driving the vehicle with myself in the passenger seat (and two additional adult witnesses in the back seat) while drivi

ng at 35 mph in a virtually empty road with *no other cars in vincinity* (in Griffith Park/LA Zoo lane), car once again started to brake on its own ab

ruptly, "malfunction" symbol once again appeared on dash board. Car tuned off. Drove home after approx. 2 hours with emergency assist off. Called AV N

issan to make arrangement to bring vehicle back on

Monday 05/06/19 am. (Did not drive this vehicle on Sat 05/4 or Sun 5/05). Car brought to AV Nissan Service am of 05/06, per report vehicle systems tes

ted, determined that vehicle is running well, no repairs made. Picked up vehicle back on 05/08/19.

Incidents #5, #6 and #7

#5. On May 31, driving home from work at approx 45 mph on the 405 N in middle lane in heavy mid-afternoon traffic, car again starts to brake on its ow

n, malfunction symbol appeared on dash. Carefully pulled over to side of FWY, took a photo of "malfunction symbol" to provide to AV Nissan service dep

artment, turned car off. After 15 min, turned car on again, turned emergency brake assist off, got off FWY and proceeded to drive home on surface stre

ets.

#6. After about 20 min, while driving at about 35 mph in medium traffic on Sepulveda Blvd (surface street), car once again starts to brake *while emer

gency brake assist off*, malfunction symbol on again. Pulled over, called AV Nissan service center, arrangements made to bring in vehicle the followin

g am (Sat 06/01/19) as I would not make it back home in time for the service department to be open that evening (Fri).

#7. Continued to drive home with emergency brake assist off, after another maybe 15 min, car starts to brake on its own again (emergency brake assist

off!), was driving at approximately 50 mph on FWY 5 N towards 14 N. Pulled over, waited 30 min, turned car on again *now check engine light was on!* C

ontinued slowly to proceed home on 14 N in medium traffic (emergency assist brake off) with no further incidents (albeit now with check engine light o

n).

Created by Ryan Mansolo at 2019-06-12 10:32:13

Recommendation

Thank you for all the great information! This concern is now under engineering review. Unfortunately, because of this review, we do not recommend any

TECH LINE INCIDENT REPORT - CONFIDENTIAL

repairs at this time.

We understand the customer has a legitimate concern, and what we want to avoid is recommending any unnecessary repairs that may not resolve their conc

ern. Please assure the customer that this is part of Nissan?s commitment to continuous improvement of our products.

If Engineering concludes that further action is needed, typically a publication of some kind will be released; not all engineering reviews result in a

vehicle repair, or additional required action.

Let us know if any additional assistance is needed with this concern, have a great rest of your day!

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	6/4/2019	6/4/19	6/4/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
121	Z - BRUCE TANKERSLEY	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2019	RGE	5N1AT2MV2KC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	2103	22019	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	446279T	CVT	RBY

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	2/20/2019	3/25/2019	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2PC FRONT, 2PC SEC

Dlr Retl Last VC

Code	Region	Name	City	State
5279	26	EXTON NISSAN	EXTON	Pennsylvania

Serv Dlr TL

Code	Region	Name	City	State
5279	26	EXTON NISSAN	EXTON	PA

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

aeb warning light lent off on its own yesterday and car stopped braking nothing was in front of her but people were

Created by Survey Site Guest User at 2019-06-04 10:29:30

Customer Comments: aeb warning light lent off on its own yesterday and car stopped braking nothing was in front of her but people were behind her

Technician Findings: found no dtcs and has seemd to only have happened once

Repairs Made: none

Created by Ryan Mansolo at 2019-06-04 11:55:05

Recommendation

Thank you for the detailed information! We are not aware of any known or common concerns like this.

Since we haven?t been able to duplicate the concern, hold off on any repairs.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Lets gather some more information from the customer about when the concern occurred.

What was the specific location where the vehicle braked on its own? Specific address, intersection, railroad crossing, parking garage, ETC.

What was the direction of travel? Northbound, Southbound, ETC.

What was the vehicle speed?

Also, the time of day could be useful if the vehicle was facing the sun.

Using the information provided by the customer, see if the concern can be duplicated.

Let us know if any additional assistance is needed with this concern, have a great rest of your day!

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	6/5/2019	6/5/19	6/5/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - CRAIG WATSON	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	KNMAT2MV2JP[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	5471	22218	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	257231	CVT	QAB

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	5/25/2018	12/19/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT E10
G01 MARCH SOP SPEC
L92 FLOOR MATS (2PC FRONT, 2PC SEC
U01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3820	26	WEST-HERR NISSAN	ORCHARD PARK	New York

Serv Dlr TL

Code	Region	Name	City	State
3820	26	WEST-HERR NISSAN	ORCHARD PARK	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

vehicle keeps stalling out

Created by Survey Site Guest User at 2019-06-05 09:12:32

Customer Comments: vehicle keeps stalling out

Technician Findings: the customer has 2 concerns - the feb activates without cause and the audio unit and dash go black. could not verify either conce

rn . drove 88 miles. the software version is 150 and will not download the latest version . also ntb18-041b has been completed . no fault codes stored

in any system .any recommendation would help

Repairs Made: none

Created by Cameron McBride at 2019-06-05 09:51:26

Description:

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Vehicle keeps stalling out

The FEB activates without cause

Could not verify either concern.

Drove 88 miles.

NTB18-041b has been completed

No fault codes stored in any system

Any recommendation would help

Recommendation:

Thank you for the information.

Since we have 2 separate concern, we needed to create to separate cases.

For the FEB concern refer to this case ([redacted]

For the audio concern refer to case ([redacted]

As for the FEB concern;

We are not aware of any known concern after NTB18-041b.

Please provide all addition information below for TECH LINE review:

What is the customer experiencing exactly? (AEB/ FEB light only, unattended light braking, unattended heavy (emergency) braking, etc.)

How long does the concern happens exactly? (a few seconds, quick tap/ shock, to a complete stop, etc.)

Where exactly does the concern happen? (Street name, HWY name, intersection name, cross intersection, GPS coordinates or Google Map street view if pos

sible)

Which direction was the vehicle traveling at the time of the concern? (North, South, East or West)

What time of the day does the concern happen? (Nighttime, mid-day, early morning, etc.)

What were the weather conditions at the time of the concern?

What was the vehicle speed roughly at the time of the concern? (MPH)

If we drive the vehicle in the same area and condition described by the customer, are we able to duplicate the concern?

If we are able to duplicate the concern in a specific area, drive a Known Good Vehicle (KGV) in the same area and see if we can duplicate the concern.

(Determine if the concern is related with the vehicle or the location in question)

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	6/11/2019	8/16/19	6/11/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	JN8AT2MV3JW[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	13940	22418	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	276280	CVT	QAB
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	5/21/2018	8/18/2018	

Installed Options

C03 50 STATE EMISSIONS
E10 PREMIUM PAINT E10
G01 MARCH SOP SPEC
K03 PLATINUM PACKAGE
L92 FLOOR MATS (2PC FRONT, 2PC SEC
P01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
1964	32	BOMMARITO NIS HAZEL	HAZELWOOD	Missouri

Serv Dlr TL

Code	Region	Name	City	State
1964	32	BOMMARITO NIS HAZELWOOD	HAZELWOOD	MO

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

Customers states brakes on its own

Created by Survey Site Guest User at 2019-06-11 13:24:54

Customer Comments: Customers states brakes on its own

Technician Findings: Car came in 04/30/2019 with a complaint of car braked going over railroad tracks. I talked to him myself not sure how many times

it happened. I performed nbt-041b reprogrammed both radar sensor and adas. Last week he called and said it happened again. This time he described it a

s happening on road while driving normal. said car stopped all the way. I think wife is primary driver. Today I have scanned and have codesb1309-11 in

multi av and c1a16-97 never had a report of any warning lights. looks like feb operation mileage 1038. In data monitor I have horizontal alignment 1

3deg, vertical alignment -.42deg

TECH LINE INCIDENT REPORT - CONFIDENTIAL

do you have any suggestions going forward. Should front sensor be inspected as in NTB19-033. Any help would be appreciated

Repairs Made: reprogrammed per ntb18-041B

Created by Brandt Boster at 2019-06-11 15:25:58

Description:

Customer concern:

Customers states brakes on its own

Car came in 04/30/2019 with a complaint of car braked going over railroad tracks

This time he described it as happening on road while driving normal, said car stopped all the way.

Tech unable to duplicate concerns:

Radar/ADAS reprogrammed Per NTB 18-041B

Customer returned with same concern

DTCs stored

Laser/Radar

C1A16 RADAR STAIN - Past

Multi AV

B1309 - Past

Data monitor displays:

Horizontal alignment 13.0 degrees

Vertical Alignment: -0.42 degrees

Questions for TECH LINE:

Should front sensor be inspected as in NTB19-033?

Any help would be appreciated

Created by Brandt Boster at 2019-06-11 15:26:07

Recommendation:

I appreciate the information on this one Mike.

The C1A16 can set under normal operating conditions also

(Does not mean a fault is occurring with the system)

Any obstruction (temporary or fixed) can cause this concern- can include adverse weather

In some rare cases- other obstructions can include license brackets or front end repairs

See Owner?s Manual 5-127 for system limitations and 5-124 for operating conditions

If the C1A16 duplicated with no obstructions

- Inspect for collision related trauma causing the seemingly abnormal horizontal alignment degrees.

If concern does not duplicate

- No repairs would be recommended

Be sure to follow up with any findings, or if further assistance can be provided

Have a great rest of your day Mike!

Created by Brandt Boster at 2019-06-12 11:11:14

Tech replied by email:

Brandt, Thanks for the reply.

I find no damage, history of body work, see no impact to sensor area.

Do you think we should re aim the front radar?

Created by Brandt Boster at 2019-06-12 11:11:22

Recommendation:

We could definitely perform a distance sensor calibration, however if we are unable to duplicate the concern upon test drive, it is difficult to say i

f this will aid in the concern.

We would recommend attempting to duplicate the C1A16 RADAR STAIN

If unable to duplicate, no repairs would be recommended

Keep us in the loop if we can assist further during repairs

Have a great rest of your day Mike!

Created by Survey Site Guest User at 2019-08-15 12:36:29

Still having problems with this Rouge. Customer states automatic braking system activates going over rail road tracks. The distance sensor has been re

TECH LINE INCIDENT REPORT - CONFIDENTIAL

placed. this time the codes are C1B82 distance sensor off centerin ICC/ADAS, again C1A16-97 IN LASER RADAR, and b1309-11 in muli av. The C1B82 code

is new have not had that in past. The distance sensor was replaced and aimed last vist. this is 3RD time in. I cannot see any damage to the front ever

y thing looks clean. Any ideas on which direction to head would be appreciated. Thanks [redacted]

Created by Brandt Boster at 2019-08-15 14:21:04

Recommendation:

Thank you for the update [redacted]

We have seen cases where railroad crossings have caused undesired FEB operation

- See Owner?s Manual 5-127 for system limitations

Because we have the C1B82 stored, this would point to a distance sensor alignment or bracket concern.

Attempt calibration

Confirm U/D and L/R Values are under 2.0?

- If not able to adjust values to specifications, replace the distance sensor bracket

Created by Wesley Roberts at 2019-08-16 08:21:58

Tech Description:

? Thanks for getting back to me.

? I have aimed sensor when I replace.

? I can do it again.

? I have attached picture of values.

? The only number I see that is high is radar height.

Created by Wesley Roberts at 2019-08-16 08:22:07

TSS Recommendation:

? Let?s re-aim and retest.

? If it resets replace the bracket.

? Keep us posted.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	6/13/2019	6/14/19	6/13/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2019	RGE	JN8AT2MV9KW[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	1219	22219	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	360141M	CVT	K23

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	9/17/2018	4/17/2019	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2PC FRONT, 2PC SEC

Dlr Retl Last VC

Code	Region	Name	City	State
2404	26	BARON NISSAN, INC.	GREENVALE	New York

Serv Dlr TL

Code	Region	Name	City	State
2404	26	BARON NISSAN, INC.	GREENVALE	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Replaced Lane Camera

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

FEB ENGAGES ON ITS OWN

Created by Survey Site Guest User at 2019-06-13 10:30:45
Customer Comments: FEB ENGAGES ON ITS OWN
Technician Findings: C1BOO, C1BOO-49, C1B01-49
Repairs Made: NONE
Created by Paul Legnon at 2019-06-13 10:47:29
TSS-
Lets Manually Configure the Lane Camera to TYPE ID - 6FL3C and perform Lane Camera aiming
Created by Paul Legnon at 2019-06-13 11:25:16
Did Nissan send us a board???

TECH LINE INCIDENT REPORT - CONFIDENTIAL

TSS-Yes, every dealer was shipped a target board for Lane Camera aiming.

Created by Paul Legnon at 2019-06-13 13:02:46

Tech response-What is the number,and is there a video on how to do it?

TSS- The Electronic Service Manual (ESM) lists the procedures necessary to aim the Lane Camera

refer to ESM > CRUISE CONTROL & DRIVER ASSISTANCE - DRIVER ASSISTANCE SYSTEM - DRIVER ASSISTANCE SYSTEM - BASIC INSPECTION - ADDITIONAL SERVICE WHEN

REPLACING LANE CAMERA UNIT

-follow the work procedures for Lane camera aiming, target and vehicle set up

-CRUISE CONTROL & DRIVER ASSISTANCE - DRIVER ASSISTANCE SYSTEM - DRIVER ASSISTANCE SYSTEM - BASIC INSPECTION - CAMERA AIMING ADJUSTMENT

-

- A SIR Video is available- SIR VOL 143 found in Virtual Academy-- NOTE- A different target is used for Rogue

We want to be sure no abnormal lighting, reflections, or back-lighting is present

Confirm no objects are within 3-4 ft. of target board or point of view.

A solid (non-reflective) background is ideal as well

Created by Paul Legnon at 2019-06-13 13:25:09

Tech response-

Tried to set lane camera will not take adjustment

Plus camera is hot

TSS- Send photos of the Vehicle and Target board set up, including the background area

Created by Paul Legnon at 2019-06-13 15:15:42

TSS-

Contacted tech by phone

Discussed vehicle set up--

Tech states that Camera Aiming never completes, Consult freezes on screen

-Camera alignment tabs are in place

-DH entered "38"

Rechecked wheel arch height

Tech states 31.25" on each side -- (= 793.75mm x2 = 1587.5 -/- 2 -790 = Dh 3.75)

Entered 3.75 or 4 for Dh....no change

-Replace Lane Camera Manually Configure the Lane Camera to TYPE ID - 6FL3C and perform Lane Camera aiming

If aiming error 4 is displayed-- The Target board background needs to be cleared and target positioning needs to be remeasured

Created by Paul Legnon at 2019-06-14 10:06:05

Tech response-

Put new camera in adjust and no problems

TSS-

Thank you for the update

NISSAN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	6/17/2019	6/17/19	6/17/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - CRAIG WATSON	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
J11	2017	RSP	JN1BJ1CR2HW[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	9813	27617	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
MR20	144461	CVT	G41
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	9/8/2017	1/2/2018	

Installed Options

B92 SPLASH GUARDS
B93 REAR BUMPER PROTECTOR (CHROM
B94 ROOF RAIL CROSS BARS
C03 50 STATE EMISSIONS
K02 SL PLATINUM PACKAGE
L92 CARPETED FLOOR MATS
M93 REAR CARGO PROTECTOR 2 PIECE
N92 ILLUMINATED KICK PLATES
N93 FRAMELESS REAR VIEW MIRROR WIT
U02 SL PREMIUM PACKAGE
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
2266	36	BROWN'S FAIRFAX NISS	FAIRFAX	Virginia

Serv Dlr TL

Code	Region	Name	City	State
5558	36	PRIORITY NISSAN TYSON'S	VIENNA	VA

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CUSTOMER STATES AUTO BRAKING ENGAGES EVERY TIME GOING INTO A PARKING GARAGE, DOES NOT HAP

/ CUSTOMER HAS ALREADY MADE CASE WITH NISSAN

Created by Survey Site Guest User at 2019-06-17 09:46:07

Customer Comments: CUSTOMER STATES AUTO BRAKING ENGAGES EVERY TIME GOING INTO A PARKING GARAGE, DOES NOT HAPPEN WHEN ON HIGHWAY - CHECK WITH DTS BILLY

HAINES AND ADVISE / CUSTOMER HAS ALREADY MADE CASE WITH NISSAN

Technician Findings: -FIRST VISIT-CUSTOMER STATES WHEN IN ENCLOSED PARKING GARAGES, OR ANYTHING HANGING OVER CAR, CAR WILL AUTOMATICALLY BRAKE - CHECK

AND ADVISE

--REPLACED DISTANCE SENSOR ASSY AND ALIGNED

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-SECOND VISIT CUSTOMER STATES BRAKES START TO ACTIVATE ON THEIR OWN WHEN IN ENCLOSE AREA. NOT WHEN DRIVING ON REGULAR ROADS, SEE HISTORY.

--NO CODES WERE STORED , ADVISEDCUSTOMER THAT THIS WAS NORMAL IN GARAGE- ONLY HAPPENS IN GARAGE

-THIRD VISIT [CUSTOMER STATES PERFORM NISSAN MULTI POINT INSPECTION, CUSTOMER STATES AUTO BRAKING ENGAGES EVERY TIME GOING INTO A PARKING GARAGE, DOE

S NOT HAPPEN WHEN ON HIGHWAY - CHECK WITH DTS BILLY HAINES AND ADVISE / CUSTOMER HAS ALREADY MADE CASE

-- NO CODES STORED

Repairs Made: RPL DISTANCE SENSOR ASSY

Created by Cameron McBride at 2019-06-17 10:06:34

Description:

Customer states auto braking engages every time going into a parking garage, does not happen when on highway

-First visit-customer states when in enclosed parking garages, or anything hanging over car, car will automatically brake

Replaced distance sensor assy and aligned

-Second visit customer states brakes start to activate on their own when in enclose area.

Not when driving on regular roads, see history.

No codes were stored

Advised customer that this was normal in garage- only happens in garage

-Third visit customer states perform Nissan multi point inspection

Customer states auto braking engages every time going into a parking garage

Does not happen when on highway

Check with DTS B.H. and advise / customer has already made case

No codes stored

Recommendation:

Thank you for the information.

To clarify, are you looking for diagnosis assistance or simply documenting the case?

If you are looking for diagnosis assistance, please provide all addition information below for TECH LINE review:

What is the current ICC/ ADAS and LASAR/ RADAR part number (viewing in Consult > ECU ID)?

What is the customer experiencing exactly? (AEB/ FEB light only, unattended light braking, unattended heavy (emergency) braking, etc.)

How long does the concern happens exactly? (A few seconds, quick tap/ shock, to a complete stop, etc.)

Where exactly does the concern happen? (Street name, HWY name, cross intersection, parking garage location, parking garage floor, GPS coordinates or G

oogle Map street view if possible)

Which direction was the vehicle traveling at the time of the concern? (North, South, East or West)

What time of the day does the concern happen? (Nighttime, mid-day, early morning, etc.)

What was the vehicle speed roughly at the time of the concern? (MPH)

If we drive the vehicle in the same area and condition described by the customer, are we able to duplicate the concern?

If we are able to duplicate the concern in a specific area, drive a Known Good Vehicle (KGV) in the same area and see if we can duplicate the concern.

(Determine if the concern is related with the vehicle or the location in question)

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	6/18/2019	6/18/19	6/18/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
165	Z - JOHN IRION	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MV2JC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	15838	22218	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	269057T	CVT	DAL

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	5/15/2018	7/2/2018	

Dlr Retl Last VC

Code	Region	Name	City	State
02005	26	PETER'S NISSAN OF NAS	NASHUA	New Hampsh

Serv Dlr TL

Code	Region	Name	City	State
02005	26	PETER'S NISSAN OF NASHUA	NASHUA	NH

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
G01 MARCH SOP SPEC
L92 FLOOR MATS (2PC FRONT, 2PC SEC
N93 FRAMELESS AUTO-DIMMING REARVIE
U01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

C/S THE AUTOMATIC EMERGENCY BRAKE INTERMITTENTLY ENGAGES WITHOUT WARNING AND WHEN NOT N

Created by Survey Site Guest User at 2019-06-18 10:28:45

Customer Comments: C/S THE AUTOMATIC EMERGENCY BRAKE INTERMITTENTLY ENGAGES WITHOUT WARNING AND WHEN NOT NECESSARY, CHECK AND REPORT

Technician Findings: C/S AEB ENGAGES INTERMITTENTLY WITHOUT WARNING AND WHEN NOT NECESSARY. COULD NOT DUPLICATE CONDITION BUT DID RETRIEVE FOLLOWING D

TC'S: C1A16-97, C1A17-49. FOLLWING THE APPLICABLE BULLETIN (NTB18-041b) AND PART NUMBERS DO NOT MATCH UP FOR REPLACEMENT, AND DOES NOT APPEAR TO HAVE

AN UPDATE AVAILABLE.

Repairs Made: 0

Created by John Irion at 2019-06-18 10:37:21

Description

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Technician Findings C/S AEB ENGAGES INTERMITTENTLY WITHOUT WARNING AND WHEN NOT NECESSARY. COULD NOT DUPLICATE CONDITION BUT DID RETRIEVE FOLLOWING DT

C'S: C1A16-97, C1A17-49. FOLLWING THE APPLICABLE BULLETIN (NTB18-041b) AND PART NUMBERS DO NOT MATCH UP FOR REPLACEMENT, AND DOES NOT APPEAR TO HAVE A

N UPDATE AVAILABLE.

Recommendation

Replace the ICC sensor.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	6/19/2019	6/19/19	6/19/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	JN8AT2MV2HW[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	12292	22617	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	844343	CVT	QAB
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	12/28/2016	3/29/2017	

Installed Options

B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT $
K03 PLATINUM PACKAGE
L92 FLOOR MATS (2-PIECE FRONT AND
P01 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
2948	24	GANLEY NISSAN, INC.	MAYFIELD HEIGHT	Ohio

Serv Dlr TL

Code	Region	Name	City	State
2948	24	GANLEY NISSAN, INC.	MAYFIELD HEIGH	OH

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CRASH SENSOR ACTING UP AGAIN/no front radar detection

Created by Survey Site Guest User at 2019-06-19 09:22:23

Customer Comments: CRASH SENSOR ACTING UP AGAIN/no front radar detection

Technician Findings: All software is updated

Repairs Made: Last August, distance sensor replaced, reprogrammings

Created by Survey Site Guest User at 2019-06-19 09:23:07

Customer swears vehicle stopped on its own with no other vehicles around and on a clean sunny day.

Created by Kelby Hausman at 2019-06-19 09:43:04

Description

- Customer states FEB acting up again

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- Unable to duplicate concern

- All software is updated

LASER/RADAR

C1A16 RADAR STAIN past

Repairs Made Last August, distance sensor replaced, reprogramming

Created by Kelby Hausman at 2019-06-19 09:43:43

Recommendation

Thank you for the case information.

Please provide the current ICC/ADAS and LASER/RADAR part numbers for case documentation.

Gather additional information on when and where this occurs for the customer.

Find out the specific location (Address, intersection, etc.), direction of travel, vehicle speed, and time of day.

Test drive the vehicle in the same area and attempt to duplicate the concern.

If we can duplicate the concern, take a photo of the area in front of the vehicle if it is safe to do so.

Created by Survey Site Guest User at 2019-06-19 10:38:10

LASER: 28438-5FA3A ICC: 284E7-7FP0A

Test drove on exact same route as reported by customer and still unable to duplicate.

Created by Kelby Hausman at 2019-06-19 12:13:11

Recommendation

Thank you for the update.

Since we are unable to duplicate the customers concern, no repairs would be recommended.

If able to duplicate, please provide the location, direction of travel, and vehicle speed when the concern duplicates.

NISSAN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	6/19/2019	6/24/19	6/19/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - CRAIG WATSON	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MV6JC[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	13533	22218	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	136453T	CVT	G41
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	1/22/2018	5/19/2018	

Installed Options

C03 50 STATE EMISSIONS
K01 MIDNIGHT EDITION
K11 MIDNIGHT EDITION (BLACK SPLASH
L93 MIDNIGHT EDITION CARPETED FLOO
S10 FOG LIGHTS
U01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5610	26	REEDMAN TOLL NIS DRE	DREXEL HILL	Pennsylvania

Serv Dlr TL

Code	Region	Name	City	State
5610	26	REEDMAN TOLL NIS DRE HILL	DREXEL HILL	PA

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

the vehicle brakes randomly

Created by Survey Site Guest User at 2019-06-19 11:35:35

Customer Comments: the vehicle brakes randomly

Technician Findings: tech has drove the car approximately 70 miles over the course of 2 days . the customer is complaining the car will apply the brak

es on its own while on the highway . We have been unable to reproduce this over the course of 70 miles . no codes found after reprogram radar unit .

Repairs Made: reprogrammed laser radar unit

Created by Cameron McBride at 2019-06-19 11:46:07

Description:

The vehicle brakes randomly

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Tech has drove the car approximately 70 miles over the course of 2 days.

The customer is complaining the car will apply the brakes on its own while on the highway.

We have been unable to reproduce this over the course of 70 miles .

No codes found after reprogram radar unit.

Reprogrammed laser radar unit

Recommendation:

Thank you for the information.

We are not aware of any known unattended FEB operation after NTB18-041b.

To help us better understand the concern, please provide all addition information below for TECH LINE review:

What is the current LASAR/ RADAR part number?

What is the current ICC/ ADAS part number?

(Picture of the all DTC printout with part numbers listed is preferred)

What is the customer experiencing exactly? (AEB/ FEB light only, unattended light braking, unattended heavy (emergency) braking, etc.)

How long does the concern happens exactly? (a few seconds, quick tap/ shock, to a complete stop, etc.)

Where exactly does the concern happen? (Street name, HWY name, intersection name, cross intersection, parking garage, GPS coordinates or Google Map st

reet view if possible)

Which direction was the vehicle traveling at the time of the concern? (North, South, East or West)

What time of the day does the concern happen? (Nighttime, mid-day, early morning, etc.)

What were the weather conditions at the time of the concern?

What was the vehicle speed roughly at the time of the concern? (MPH)

If we drive the vehicle in the same area and condition described by the customer, are we able to duplicate the concern?

If we are able to duplicate the concern in a specific area, drive a Known Good Vehicle (KGV) in the same area and see if we can duplicate the concern.

(Determine if the concern is related with the vehicle or the location in question)

Created by Cameron McBride at 2019-06-20 10:57:42

Description:

Email received from the dealer:

(6/20/2019 8:22 AM)

?What is the current LASAR/ RADAR part number? 2843-85FA3A

What is the current ICC/ ADAS part number? 284P1-7FW0A

See attachment

What is the customer experiencing exactly? Heavy braking all the way to a stop

How long does the concern happens exactly? Complete stop

Where exactly does the concern happen? interstate 95 near Philly and Chesnut AVE

Which direction was the vehicle traveling at the time of the concern? South on 95, chestnut not sure

What time of the day does the concern happen? Morning and afternoon

What were the weather conditions at the time of the concern? Dry sunny

What was the vehicle speed roughly at the time of the concern? 65 on 95 chesnut 20-25

If we drive the vehicle in the same area and condition described by the customer, are we able to duplicate the concern? No

If we are able to duplicate the concern in a specific area, drive a Known Good Vehicle (KGV) in the same area and see if we can duplicate the concern.

No?

Recommendation:

Thank you for the update and picture.

In the update, you provide the ICC/ ADAS 2 part number not the ICC/ ADAS part number.

However, in the DTC printout we can see the ICC/ ADAS part number is 284E7-5HR0A.

ICC/ ADAS part number is 284E7-5HR0A is NOT up to date and applies to NTB18-041b (refer to the bottom of page 21)

Reprogram the ICC/ ADAS unit and retest. (Latest part number should be 284E7-7FP0D)

Created by Survey Site Guest User at 2019-06-24 12:54:05

replaced icc/adas module. when programming thru c+, the program is blank on both for the laser/radar and the icc/adas. 2 code come up saying the cong.

is not complete. whats my next step?

Created by Cameron McBride at 2019-06-24 13:38:27

Description:

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Called dealer back to follow up:

Dealer replaced the ADAS control unit.

Dealer was under the impression the ICC/ ADAS control unit needed to be replaced to update to the latest part number.

Dealer was unaware they need to reprogram.

Unsure why the new ADAS control unit will not program.

Recommendation:

Thank you for speaking with us over the phone today.

As discussed, reinstall the original ADAS control unit.

Reprogram the ICC/ ADAS unit and retest. (Latest part number should be 284E7-7FP0D)

Refer to pages 20 through 25 of NTB18-041b.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	6/28/2019	6/28/19	6/28/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options
J11	2019	RSP	JN1BJ1CPXKW[redacted]	C03 50 STATE EMISSIONS L92 CARPETED CARGO AREA PROTECTOR

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	819	27119	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
MR20	480200C	CVT	K23

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	1/28/2019	5/25/2019	

Dlr Retl Last VC

Code	Region	Name	City	State
5480	36	PRIORITY NISSAN CHAN	CHANTILLY	Virginia

Serv Dlr TL

Code	Region	Name	City	State
3258	36	FIRST TEAM NISSAN	ROANOKE	VA

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

VEHICLE STOPS ON ITS OWN, SOMETIMES MALFUNCTION LIGHT COMES ON

Created by Survey Site Guest User at 2019-06-28 09:52:46

Customer Comments: VEHICLE STOPS ON ITS OWN, SOMETIMES MALFUNCTION LIGHT COMES ON

Technician Findings: NO CODES STORED, CND, BUT STATES HAPPENS 10-15 MPH, NOT ON CRUISE, ONCE IN A PARKING DECK, OTHER TIMES DRIVING ON INNER CITY ROAD

S. CAR JUST STOPS NO CARS INFRONT OF THEM

Repairs Made: N/A

Created by Kelby Hausman at 2019-06-28 10:17:59

Recommendation

Thank you for the case information.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Engineering is reviewing cases with unwanted FEB activation.

Let's gather as much information as possible from the customer on the conditions/location when this occurs.

Find out the following information:

- Specific location (address, intersection, etc.)

- Location type (highway, local road, parking lot, etc.)

- Direction of travel (eastbound, etc.)

Test drive the vehicle in the location under the same conditions and see if we are able to duplicate the concern.

NISSAN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	7/2/2019	7/17/19	7/2/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MV7JC[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	4084	22418	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	216916T	CVT	RBY
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	3/29/2018	2/11/2019	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B94 ROOF RAIL CROSS BARS
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2PC FRONT, 2PC SEC
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5546	42	FIESTA NISSAN	SANTA FE	New Mexico

Serv Dlr TL

Code	Region	Name	City	State
5546	42	FIESTA NISSAN	SANTA FE	NM

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Engineering review

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

the vehichle intermittenlty brakes itself when going20-30 mph

Created by Survey Site Guest User at 2019-07-02 10:35:10

Customer Comments: the vehichle intermittenlty brakes itself when going20-30 mph

Technician Findings: customer states the vehichle stops by itself when goind through a slight idp in the road.between 20 -30 mph

Repairs Made: 0

Created by Wesley Roberts at 2019-07-02 10:51:24

Recommendation:

? Refer to NTB18-041.

? We have seen a few circumstances where FEB has still activated after bulletin is performed.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

? These are typically in parking garages and over some railroad tracks.

? Please perform bulletin and retest.

?

? If incident is still occurring let?s get as much information from the customer about where it occurs and what is present:

? -Exact as location as possible

? -Direction of travel

? -Is there road construction

? -Are there low hanging signs?

? -Uphill, downhill, straight, what are road conditions?

? -What was weather conditions?

? -Time of day?

? If any further assistance is needed let me know and have a great day.

Created by Wesley Roberts at 2019-07-16 09:38:11

Tech Description:

? Hello it?s been 2 weeks since I performed software update according to the bulletin.

? And she has now informed us that it is still happening, the brakes get applied by itself when crossing a certain railroad track near her home and it

happens randomly.

? Weather is not an issue and it happens any time of day.

? But only has happened on this rail road track.

Created by Wesley Roberts at 2019-07-16 09:38:23

TSS Recommendation:

? We have seen similar incidents with railroad tracks issues.

? This issue is under review.

? At this time there is no further repair recommended.

? Please supply the location and direction of travel of the incident tracks.

Created by Wesley Roberts at 2019-07-16 10:48:19

Tech Description:

? Customer states this happens going east at intersection of Rodeo Road and Galisteo there is a set of train tracks

? Usually happens in the morning on her way to work.

Created by Wesley Roberts at 2019-07-16 10:48:27

TSS Recommendation:

? Thank you for the update.

? As stated, no repair is recommended for this review concern.

Created by Wesley Roberts at 2019-07-16 10:48:40

TSS Recommendation:

? Thank you for the update.

? As stated, no repair is recommended for this review concern.

Created by Wesley Roberts at 2019-07-16 14:49:14

TSS Recommendation:

? Engineering has requested further information.

? Can we supply the current ADAS and Laser/Radar ECU Identifications per Consult?

? And how many times has incident occurred since the updates were performed.

? Please keep me posted.

Created by Wesley Roberts at 2019-07-17 12:21:08

Tech Description:

? I will have to bring customer in as the customer has her car.

Created by Wesley Roberts at 2019-07-17 12:21:17

TSS Recommendation:

? If unable to collect information at this time, please get when available.

? Have a wonderful rest of your day.

NISSAN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	7/16/2019	7/17/19	7/16/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
121	Z - BRUCE TANKERSLEY	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
B17	2018	SEN	3N1AB7AP7JY[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	21019	12218	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
MRA8	428859	CVT	KH3

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
AGUASCALIENTES	6/6/2018	6/28/2018	

Installed Options

C03 50 STATE EMISSIONS
H11 REAR USB PORTS
L92 CARPETED FLOOR MATS WITH TRUNK
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5380	44	NISSAN OF DUARTE	DUARTE	California

Serv Dlr TL

Code	Region	Name	City	State
5380	44	NISSAN OF DUARTE	DUARTE	CA

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
INTELLIGENT CRUISE CONTROL	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

C/S FRONT ICC SENSOR LIGHT COMES ON VEHICLE BRAKESS ON ITS OWN SENSOR HAS BEEN REPLACE ONC

Created by Survey Site Guest User at 2019-07-16 12:56:31

Customer Comments: C/S FRONT ICC SENSOR LIGHT COMES ON VEHICLE BRAKESS ON ITS OWN SENSOR HAS BEEN REPLACE ONCE AND ADJUSTED ONCE AFTER REPLACE MENT CU

STOMER HAS CA FILE

Technician Findings: C1A12 LASER BEAM OFF CENTER

Repairs Made: ADJUSTED AND CLEAN ICC SENSOR AND REPLACED ICC

Created by Ryan Mansolo at 2019-07-16 13:52:37

Recommendation

Thank you for the detailed information!

TECH LINE INCIDENT REPORT - CONFIDENTIAL

The FEB activating on its own is currently under engineering review. Lets gather as much information from the customer about when and where the concer

n occurs.

Is there a specific location that this occurs regularly? Specific road, intersection, rail road crossing, Bridge, ETC.

What is the direction and speed traveling when the vehicle brakes on its own?

Using the information provided, try to duplicate the concern.

For the C1A12 we have seen where the initial vertical adjustment for the distance sensor is off. When viewing the U/D measurement in Laser/Radar Data

monitor, the value should be under 2.0 degrees. If it is above 2.0?, perform the initial vertical adjustment, aim the sensor and retest.

Let us know what you find, have a great rest of your day!

Created by Brandt Boster at 2019-07-17 07:43:45

Tech replied by email:

Ok thank you I will try to adjust it again and take it on a test drive

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	7/17/2019	7/22/19	7/17/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	JN8AT2MT0JW[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	6112	22518	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	338478M	CVT	QAB
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	8/20/2018	11/25/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT E10
G01 MARCH SOP SPEC
K03 PLATINUM PACKAGE
L92 FLOOR MATS (2PC FRONT, 2PC SEC
P01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
X03 PLATINUM RESERVE INTERIOR PACK
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5510	34	NALLEY NISSAN OF ATL	ATLANTA	Georgia

Serv Dlr TL

Code	Region	Name	City	State
3213	34	AUTONATION NISSAN MARIET	MARIETTA	GA

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
ABS BRAKE SYSTEM	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
03	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

AEB ACTIVATES ON IT'S OWN

Created by Survey Site Guest User at 2019-07-17 07:09:39

Customer Comments: AEB ACTIVATES ON IT'S OWN

Technician Findings: CUSTOMER STATES THAT AEB IS ACTIVATING ON IT'S OWN. TECH DID NOT DUPLICATE. FOLLOWED TSB NTB18-041b -- CURRENT LASER/RADAR PART N

UMBER: 284385FA3A AND CURRENT ICC/ADAS PART NUMBER: 284E7-7FP2D. NO REPROGRAMS AVAILABLE PER BULLETIN. DID NOT FIND ANY INFORMATION IN BULLETIN OR ESM

ON WHAT TO DO NEXT. NO CODES STORED IN ICC OR LASER

Repairs Made: NONE

Created by Steve Berger at 2019-07-17 08:31:51

RECOMMENDATION:

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Thank you for the case information. There is an engineering review item related to Unexpected FEB activation on vehicles that do not have a related bu

lletin.

Let's gather some information from the customer to see how this is noticed and also any indicator lights noticed.(what is seen/felt etc.)?

Listed below are 10 questions.

Please include answers to these questions along with any other information and we can forward this information to engineering.

1. What indicators are seen on the meter at the time of the cocnern?

2.What is felt at the time of the concern , how long does it last, and what needs to be done to restore normal operation?

3. How often has this occurred for the customer? (document date/time of each occurrence)

4. What is the specific location where this happens (address, intersection, etc.)

5. Describe details of location where this happens. (highway, local road, parking lot, etc.)

6. Describe weather conditions at the time of each concern.

7. What is the direction of travel when this happens? (eastbound, etc.)

8. What is the vehicle speed when this happens?

9. Please also provide any additional information as well. (is there anything odd/unusual about this Rogue when compared with other like models?)

10. Take note of any accessories (12 volt chargers, bluetooth etc.), electrical loads (fans, headlights etc.) being used at the time of the concern.

Created by Steve Berger at 2019-07-19 14:08:27

DESCRIPTION:

EMAIL RECEIVED:

Do I release the car and tell them pending engineering review?

RECOMMENDATION:

Thank you for the information. We have forwarded the case information to Engineering

Whether to hold or release the vehicle will be at the discretion of the Dealer Service Manage and Customer.

This incident is currently under engineering review. Unfortunately, because of this review, we do not recommend any repairs at this time.

We understand the customer has a legitimate concern, and what we want to avoid is recommending any unnecessary repairs that may not resolve their conc

ern. Please assure the customer that this is part of Nissan?s commitment to continuous improvement of our products.

If Engineering concludes that further action is needed, typically a publication of some kind will be released; not all engineering reviews result in a

vehicle repair, or additional required action.

Created by Steve Berger at 2019-07-19 14:30:31

DESCRIPTION:

CONCERN:

? DBS/RO work in progress: 7/16/19 , 6,112 miles

- Line E: C/S the AEB system activates on its own.

CASE SUMMARY:

? TECH LINE case created on 7/17/19.

? Case notes indicate the following:

- Customer states that AEB is activating on its own.

- Tech did not duplicate.

- Followed tsb ntb18-041b

- Current laser/radar part number: 28438-5fa3a

- Current icc/adas part number: 284e7-7fp2d.

- No reprograms available per bulletin.

- No codes stored in icc or laser.

- Repairs made: ?None?

- TL requested additional information about incident.

? On 7/19/19 the TL case was updated with a photo of text showing answeres to the questions previous asked (file attached to the case)

? DBS (most recent report): 5/12/19 , 3,878 miles

- Oil change , inspection.

? DBS: 12/13/18 , 12 miles

- Install window tint

TECH LINE INCIDENT REPORT - CONFIDENTIAL

? DBS: 10/19/18 , 2 miles

- PDI

? Refer to DBS/National Service History for full report.

? Carfax report: 1 Owner, no accidents reported.

RECOMMENDATION:

? This incident is currently under engineering review. Unfortunately, because of this review, we do not recommend any repairs at this time.

? We understand the customer has a legitimate concern, and what we want to avoid is recommending any unnecessary repairs that may not resolve their co

ncern. Please assure the customer that this is part of Nissan?s commitment to continuous improvement of our products.

? If Engineering concludes that further action is needed, typically a publication of some kind will be released; not all engineering reviews result in

a vehicle repair, or additional required action.

Created by Steve Berger at 2019-07-19 17:09:05

DESCRIPTION:

CONCERN:

? DBS/RO work in progress: 7/16/19 , 6,112 miles

- Line E: C/S the AEB system activates on its own.

CASE SUMMARY:

? TECH LINE case created on 7/17/19.

? Case notes indicate the following:

- Customer states that AEB is activating on its own.

- Tech did not duplicate.

- Followed tsb ntb18-041b

- Current laser/radar part number: 28438-5fa3a

- Current icc/adas part number: 284e7-7fp2d.

- No reprograms available per bulletin.

- No codes stored in icc or laser.

- Repairs made: ?None?

- TL requested additional information about incident.

? On 7/19/19 the TL case was updated with a photo of text showing answeres to the questions previous asked (file attached to the case)

? DBS (most recent report): 5/12/19 , 3,878 miles

- Oil change , inspection.

? DBS: 12/13/18 , 12 miles

- Install window tint

? DBS: 10/19/18 , 2 miles

- PDI

? Refer to DBS/National Service History for full report.

? Carfax report: 1 Owner, no accidents reported.

RECOMMENDATION:

? Thank you for providing answers to all of the questions (this has been helpful).

? Engineering has reviewed all of the information and is interested in finding out a few other details that may help even more.

- Note: There is a sign in the general location mentioned that is covering the two slowest lanes.

- Engineering has requested to find out if the customer was using the sign as an identifier of location or if they are actually traveling under that s

ign at the time of the concern.

? Listed below are some other questions that have come up (now that we know a little more about the exact area where this is happening).

1. Please confirm which lane the vehicle was being driven in at the time of the concern.

2. Also can we narrow down the exact location any more to see where the vehicle is in relation to any signs or other landmarks at the time of the conc

ern?

3. Please also confirm the aiming values of the distance sensor if they are available.

Created by Steve Berger at 2019-07-22 11:50:02

DESCRIPTION:

EMAIL RECEIVED FROM TECH:

TECH LINE INCIDENT REPORT - CONFIDENTIAL

From the customer:

"I'm not sure, i think it was second from left lane

Distance pacing was set to max value

I have driven that section of road quite a bit but the braking occurred

only twice."

from me, the tech: Do you mean the aiming values when i go to align the icc

sensor?

RECOMMENDATION:

Please note the current U/D and L/R values as seen in data monitor for the ICC sensor. Please provide a screen shot or photo if available.

ESM reference values:

CRUISE CONTROL & DRIVER ASSISTANCE - DRIVER ASSISTANCE SYSTEM - DRIVER ASSISTANCE SYSTEM - ECU DIAGNOSIS INFORMATION - ICC SENSOR

Created by Steve Berger at 2019-07-22 14:58:30

DESCRIPTION:

- Photo attached with LASER/RADAR values

L/R ADJUST: 0.12 deg.

U/D ADJUST: -0.23 deg.

Created by Steve Berger at 2019-07-22 15:02:34

DESCRIPTION:

CONCERN:

? DBS/RO work in progress: 7/16/19 , 6,112 miles

- Line E: C/S the AEB system activates on its own.

CASE SUMMARY:

? TECH LINE case created on 7/17/19.

? Case notes indicate the following:

- Customer states that AEB is activating on its own.

- Tech did not duplicate.

- Followed tsb ntb18-041b

- Current laser/radar part number: 28438-5fa3a

- Current icc/adas part number: 284e7-7fp2d.

- No reprograms available per bulletin.

- No codes stored in icc or laser.

- Repairs made: ?None?

- TL requested additional information about incident.

? On 7/19/19 the TL case was updated with a photo of text showing answeres to the questions previous asked (file attached to the case)

? DBS (most recent report): 5/12/19 , 3,878 miles

- Oil change , inspection.

? DBS: 12/13/18 , 12 miles

- Install window tint

? DBS: 10/19/18 , 2 miles

- PDI

? Refer to DBS/National Service History for full report.

? Carfax report: 1 Owner, no accidents reported.

? Email received with additional information:

- Info from the customer regarding lane and location where incident took place::

"I'm not sure, i think it was second from left lane

Distance pacing was set to max value

I have driven that section of road quite a bit but the braking occurred

only twice."

- - Photo attached with LASER/RADAR values

L/R ADJUST: 0.12 deg.

U/D ADJUST: -0.23 deg.

RECOMMENDATION:

TECH LINE INCIDENT REPORT - CONFIDENTIAL

? This incident is currently under engineering review. Unfortunately, because of this review, we do not recommend any repairs at this time.

? We understand the customer has a legitimate concern, and what we want to avoid is recommending any unnecessary repairs that may not resolve their co

ncern. Please assure the customer that this is part of Nissan?s commitment to continuous improvement of our products.

? If Engineering concludes that further action is needed, typically a publication of some kind will be released; not all engineering reviews result in

a vehicle repair, or additional required action.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	7/17/2019	7/17/19	7/17/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - CRAIG WATSON	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	JN8AT2MT1JW[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	18618	22118	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	163041	CVT	KAD

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	12/12/2017	10/1/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5069	34	BENTON NISSAN	OXFORD	Alabama

Serv Dlr TL

Code	Region	Name	City	State
5069	34	BENTON NISSAN	OXFORD	AL

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CS that the automatic braking is still engaging in the same areas without vehicles in front

Created by Survey Site Guest User at 2019-07-17 14:11:24

Customer Comments: CS that the automatic braking is still engaging in the same areas without vehicles in front

Technician Findings: Customer said that the FEB will operate at one of the same locations on their way home and also in a parking deck. NTB-18-041 has

been completed and they are still having the same issue. No DTCs. ICC/ADAS part # 284E7-7FP6A Laser/Radar part # 28438-5FA3A. Would this be consider

normal?

Repairs Made: Performed NTB18-041 updated ICC and Laser control units

Created by Survey Site Guest User at 2019-07-17 14:11:42

None

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Sean Martin at 2019-07-17 14:44:12

PLEASE REVIEW THE FOLLOWING:

? For undesired FEB operation, if the concern is happening in unusual conditions such as large structures (bridges, overpasses, guardrails), turns wit

h vehicles present on the turn or in parking garages, this would be a limitation of the system as it is detecting vehicles or the iron structure. If i

t does not happen on flat surfaces with no vehicles or obstructions present, this would be considered normal.

NISSAN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	7/19/2019	9/4/19	7/19/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	KNMAT2MT4JP[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	12568	22118	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	261675	CVT	K23

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	6/4/2018	10/1/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
G01 MARCH SOP SPEC
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5544	34	MODERN NISSAN OF HIC	CLEMMONS	North Carolin

Serv Dlr TL

Code	Region	Name	City	State
5544	34	MODERN NISSAN OF HICKORY	CLEMMONS	NC

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

Forward collision will display on the dash and try to activate the brakes even then nothing in infornt of the vehicle

Created by Survey Site Guest User at 2019-07-19 11:54:22

Customer Comments: Forward collision will display on the dash and try to activate the brakes even then nothing in infornt of the vehicle

Technician Findings: Customer stated forward collision will display and activate when nothing is in front of the vehicle. I could not duplicate conce

rn did find code c1A16-97.

Repairs Made: Preformed reprogram and replaced laser radar sensor

Created by Kelby Hausman at 2019-07-19 13:01:56

Recommendation

Thank you for the case information.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Engineering is requesting information on cases with unwanted FEB activation after the bulletin has been completed.

Please provide the current ICC/ADAS and LASER/RADAR part numbers for case documentation.

Gather the following information from the customer on the conditions when this occurs:

- Specific location (Street name, address, intersection, etc.)

- Direction of travel

- Vehicle speed

Test drive the vehicle in the same location and see if we are able to duplicate the concern.

Created by Kelby Hausman at 2019-07-22 09:32:00

Description

- LASER/RADAR part number 28438-5FA3A

- ICC/ADAS part number is 284E7-7FP0B

- Both have been replaced

- Customer states it goes off randomly

- Not in a specific place or speed

Created by Kelby Hausman at 2019-07-22 09:32:08

Recommendation

Thank you for the update.

If we are unable to duplicate the concern, or isolate to certain areas, no repairs would be recommended.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	7/24/2019	9/4/19	7/24/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
165	Z - JOHN IRION	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MV4JC[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	11246	22218	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	246711T	CVT	QAB
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	4/25/2018	5/30/2018	

Installed Options

C03 50 STATE EMISSIONS
E10 PREMIUM PAINT E10
G01 MARCH SOP SPEC
K01 MIDNIGHT EDITION
K11 MIDNIGHT EDITION (BLACK SPLASH
L93 MIDNIGHT EDITION CARPETED FLOO
S10 FOG LIGHTS
U01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3207	26	ROCKLAND NISSAN	BLAUVELT	New York

Serv Dlr TL

Code	Region	Name	City	State
3207	26	ROCKLAND NISSAN	BLAUVELT	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

C/S VEHICLE BRAKES ON ITS OWN

Created by Survey Site Guest User at 2019-07-24 12:26:42

Customer Comments: C/S VEHICLE BRAKES ON ITS OWN

Technician Findings: CODE C1A16. 4TH TIME BACK. 1ST TIME ON 09/28/2018 CLEARED CODE. 2ND TIME 02/20/2019 NTB18-014A PERFORMED.3RD TIME ON 04/15/2019 R

EPLACED DISTANCE SENSOR. C/S VEHICLE BRAKES ON ITS OWN.

Repairs Made: NONE YET

Created by John Irion at 2019-07-24 13:25:59

Recommendation

Please provide the part number and date code from the distance sensor. The date code on the distance sensor is in day/ month/year format. EG 1/2/2018

TECH LINE INCIDENT REPORT - CONFIDENTIAL

would be Feb 1st 2018.

Please ask the customer where this incident happens, as specific of a location as possible.

Created by John Irion at 2019-07-24 15:09:08

Description

PART NUMBER 28438-FA3A. AND 284E7-7FP0D FROM NTB18-041B

Created by John Irion at 2019-07-24 15:09:40

Recommendation

This incident is currently under engineering review.

Pleas find out from the customer where the incident happens.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	8/5/2019	9/4/19	8/5/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	KNMAT2MV0JF[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	9832	22218	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	310291	CVT	KAD
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	8/17/2018	10/24/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
G01 MARCH SOP SPEC
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
2393	26	PINE BELT AUTOMOTIVE	TOMS RIVER	New Jersey

Serv Dlr TL

Code	Region	Name	City	State
2393	26	PINE BELT AUTOMOTIVE, INC	TOMS RIVER	NJ

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED | Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

customer states forward emergency braking goes off randomly and stops with nothing in front of vehicle

Created by Survey Site Guest User at 2019-08-05 10:23:46

Customer Comments: customer states forward emergency braking goes off randomly and stops with nothing in front of vehicle

Technician Findings: Found no DTC. nothing in front of laser radar distance sensor but I cleaned it anyway. Drove vehicle could not verify complaint.

Repairs Made: previously had laser radar and icc/adas updated per bulletin

Created by Survey Site Guest User at 2019-08-05 10:24:58

I'm not sure how to approach this when I can't verify, should I replace the front distance sensor?

Created by Wesley Roberts at 2019-08-05 10:35:45

TSS Recommendation:

TECH LINE INCIDENT REPORT - CONFIDENTIAL

? This incident is currently under engineering review.

? We typically see this occur at raised railroad tracks, parking garages, or raised intersection.

? Were any of these present when incident occurred?

? Check with customer on details of incident, please get as exact information as possible:

? -Exact location of incident

? -Direction and speed of travel

? -Time of day and weather conditions

? -Can we duplicate in the same location?

? Keep me posted.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	8/5/2019	9/4/19	8/5/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	JN8AT2MV8JW[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	13204	22218	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	131225	CVT	G41

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	11/27/2017	3/14/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5290	26	CURRY NISSAN CHICOPE	CHICOPEE	Massachuset

Serv Dlr TL

Code	Region	Name	City	State
5290	26	CURRY NISSAN CHICOPEE	CHICOPEE	MA

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

C/S THE FEB IS ACTIVATING AT RANDOM CHECK AND ADVISE

Created by Survey Site Guest User at 2019-08-05 16:00:48

Customer Comments: C/S THE FEB IS ACTIVATING AT RANDOM CHECK AND ADVISE

Technician Findings: Customer states vehicle emergency braked with no vehicles around or anything else around . causing the vehicle behind to swerve a

nd damage their vehicle. There is currently no codes stored and both icc/adas and laser radar reprograming are up to date. I test drove the vehicle fo

r about 45 minutes mixed highway and city and could not confirm anything abnormal.

Repairs Made: none

Created by Carlos Nunez at 2019-08-05 16:56:04

Additional case notes:

TECH LINE INCIDENT REPORT - CONFIDENTIAL

TSS followed up with technician to discuss case?????. Voice mail

Dealer unable to verify concern

RECOMMENDATION:

We will need to provide the following information to engineering:

Laser/ Radar part # as shown in C3+

Specific location (address, intersection, etc.)

Location type (highway, local road, parking lot, etc.)

Direction of travel (eastbound, etc.)

Speed travelling

Any additional information that may be helpful

Created by Carlos Nunez at 2019-08-06 14:07:11

DESCRIPTION:

TSS followed up with technician at cell phone

TSS followed up with technician at dealer landline

Technician has gathered information request previously and will be emailing.

TSS updated technician name in case.

RECOMMENDATION:

With trauma to vehicle reported, please have service manager open case with Consumer Affairs for concern.

Created by Carlos Nunez at 2019-08-07 12:11:50

DESCRIPTION:

Dealer replied to case 2X:

hello, this is the information you requested and was provided from customer

Laser/ Radar part # as shown in C3+ -284385FA3A

Specific location (address, intersection, etc.) Holyoke - Sargeant st. towards south Holyoke

Location type (highway, local road, parking lot, etc.) -local road

Direction of travel (eastbound, etc.) - south

Speed travelling - 25-30 MPH

Any additional information that may be helpful- Railroad tracks ahead 60 yards.

&

Any updates ? The customer keeps inquiring.

RECOMMENDATION:

TSS forwarded information to Engineering (RD).

No repair recommendation available at this time.

Created by Carlos Nunez at 2019-08-07 14:38:25

DESCRIPTION:

Engineering requesting additional information.

TSS followed up with technician at cell phone?????.voice mail

RECOMMENDATION:

As per engineering:

Please provide All System DTC results file:

Please provide number of times concern has occurred for customer.

Has customer duplicated concern in vehicle other than own 2018 Rogue?

Can customer be provided a loaner Rogue?

Created by Carlos Nunez at 2019-08-07 14:39:34

DESCRIPTION:

Support group to attach SIgma to case.

Created by Steve Stutzman at 2019-08-07 14:45:50

Attached Sigma Data to case.

Created by Carlos Nunez at 2019-08-07 15:27:57

DESCRIPTION:

ICC/ADAS & Laser/Radar #s:

As per SIGMA:

As of 8/3/2019:

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Laser / Radar # 5FA3A

ICC/ ADAS # 7FP6A

As of 3/6/2018:

Laser/ Radar # 5FA2A

ICC/ADAS # 5HR5E

As per DBS vehicle history, OP CODE RX6FAA (Laser/ Radar reprogram) completed on 12/26/2018

As per tech notes: ICC/ADAS & Laser/ Radar reprogrammed

Created by Carlos Nunez at 2019-08-08 11:58:03

DESCRIPTION:

Dealer replied to case:

? Please provide All System DTC results file: NONE

? Please provide number of times concern has occurred for customer :Two times

? Has customer duplicated concern in vehicle other than own 2018 Rogue? No

? Can customer be provided a loaner Rogue? Service manager wants to know for how long

Created by Carlos Nunez at 2019-08-08 12:10:36

RECOMMENDATION:

TSS to provide dealer update.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	8/7/2019	9/4/19	8/7/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MT6JC[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	18338	22318	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	063572T	CVT	NBL
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	11/10/2017	2/7/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT E10
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3919	34	MODERN NISSAN/LAKE N	CLEMMONS	North Carolin

Serv Dlr TL

Code	Region	Name	City	State
3919	34	MODERN NISSAN/LAKE NORM	CLEMMONS	NC

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED
Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CUSTOMER STATES THE FORWARD COLLISION LIGHT COMES ON AND STOPS THE VEHICLE AT 40 MPH

Created by Survey Site Guest User at 2019-08-07 13:43:35

Customer Comments: CUSTOMER STATES THE FORWARD COLLISION LIGHT COMES ON AND STOPS THE VEHICLE AT 40 MPH

Technician Findings: DROVE VEHICLE 60 MILES WITHOUT DUPLICATION. HOWEVER THE CUSTOMER STATES THAT IT HAPPENES AT THE SUB STATION FOR THE NUCLEAR PLANT

1/4 MILE WEST FROM THE CVS PHARMACY AT THE INTERSECTION OF STATE HIGHWAY 73. AND CATAWABA AVE. . IM SURE THERE IS A LOT OF RFI IN THE AIR. THATS WHY

I THOUGHT SOMETHING WITH THE TOLL TRANSPONDER WOULD CAUSE IT.

BUT.. I CHECKED THE FEB. OPERATION MILEAGE IN WORK SUPPORT UNDER ICC/ADAS AND THERE IS NO RECORDED HISTORY OF ENGAGEMENT THE ENTIRE LIFE OF THE VEHICL

E.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Repairs Made: NONE

Created by Kelby Hausman at 2019-08-07 15:49:21

Recommendation

Thank you for the case information.

If not already done so, please perform NTB18-041.

If this has already been done, please provide the current ICC/ADAS and LASER/RADAR part numbers.

Confirm there are no codes stored in any systems.

Created by Kelby Hausman at 2019-08-08 10:16:22

Description

- Bulletin has not been performed

Second email

- Part numbers are current

- No reprograms available

- Unsure how to proceed

Created by Kelby Hausman at 2019-08-08 10:16:31

Recommendation

Thank you for the update.

Please provide the current ICC/ADAS and LASER/RADAR part numbers for documentation.

Let's gather some additional information from the customer on when this occurs.

Does this occur right at the intersection of State Highway 73 and Catawaba Avenue?

What is the direction of travel and vehicle speed?

Operate the vehicle in this same area and see if we can duplicate the concern.

Created by Kelby Hausman at 2019-08-08 12:47:56

Description

- Not quite at the intersection

- Customer is travelling East

- Customer showed birds eye view of the exact location

- Concern only occurs about once per month

- Customer drives this route every day

- Current part number is 28438-5FA3A

- Will try to get screen shot from customer

Created by Kelby Hausman at 2019-08-08 12:48:05

Recommendation

Thank you for the case information.

Please also provide the current ICC/ADAS part number read from Consult.

Operate the vehicle in the same location under the same conditions and see if we can duplicate the concern.

Once we find out if we can duplicate the concern, I will forward the information on to engineering for review.

The photo the customer showed you would also be helpful if we can get the photo from the customer.

NISSAN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	8/9/2019	9/4/19	8/9/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2019	RGE	5N1AT2MT5KC[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	4870	22519	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	440125T	CVT	QAB
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	2/11/2019	5/24/2019	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT E10
L92 FLOOR MATS (2PC FRONT, 2PC SEC
M92 RETRACTABLE CARGO COVER
P01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL

Dlr Retl Last VC

Code	Region	Name	City	State
3259	44	NISSAN OF VISALIA	VISALIA	California

Serv Dlr TL

Code	Region	Name	City	State
3259	44	NISSAN OF VISALIA	VISALIA	CA

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CUSTOMER STATES WHILE SHE WAS DRIVING IN THE COUNTRY ROADS THE VEHICLE MADE A HARD BRAKE..

Created by Survey Site Guest User at 2019-08-09 11:07:21

Customer Comments: CUSTOMER STATES WHILE SHE WAS DRIVING IN THE COUNTRY ROADS THE VEHICLE MADE A HARD BRAKE..CUSTOMER STATES THAT SHE WAS NOT USING CR

UISE CONTROL

Technician Findings: TECH TEST DROVE VEHICLE IN SIMILAR CONDITIONS FOR OVER 8 MILES AND WAS NOT ABLE TO DUPLICATE CUSTOMER CONCERN. TECH DROVE WITH CR

UISE CONTROL OFF JUST LIKE CUSTOMER STATED AND TECH DID NOT FEEL VEHICLE ATTEMP TO BRAKE OR SLOW DOWN IN ANY WAY. ALSO CUSTOMER STATES VEHICLE BRAKED

ON HER AS WELL WHEN BACKING OUT OF A PARKING SPOT, TECH ALSO ATTEMPTED TO DUPLICATE THIS CONCERN AND WAS UNSUCESSFUL AT DUPLICATING.

Repairs Made: NONE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Kelby Hausman at 2019-08-09 13:04:48

Recommendation

Thank you for the case information.

Engineering is gathering information on cases with unwanted FEB activation.

Please provide the following information on the conditions when this occurs:

- Specific location (address, intersection, etc.)

- Location type (highway, local road, parking lot, etc.)

- Direction of travel (eastbound, etc.)

- Speed travelling

Also, please provide the current ICC/ADAS and LASER/RADAR part numbers read from Consult.

Created by Kelby Hausman at 2019-08-12 08:09:47

Description

- 6400-6468 Avenue 424

- Dinuba, CA 93618

- Occurs when approaching railroad tracks

- Local road outside of city area

- Travelling North

- 55-60 MPH

Created by Kelby Hausman at 2019-08-12 08:09:55

Recommendation

Thank you for the location information.

Please also provide the current ICC/ADAS and LASER/RADAR part numbers read from Consult.

Created by Kelby Hausman at 2019-08-13 14:05:52

Description

- ICC/ADAS part number 284E7-7FL2C

- LASER/RADAR part number 28438-5FA3A

Created by Kelby Hausman at 2019-08-13 14:06:01

Recommendation

Thank you for the part numbers.

I will forward the case information to engineering for review.

Please allow 24 hours for review and a follow up.

Created by Kelby Hausman at 2019-08-14 14:13:45

No response from FQI

Recommendation

Thank you for your patience.

Since we are unable to duplicate the concern, no repairs would be recommended.

Refer to owners manual page 5-128 for AEB system limitations.

In some road conditions, the system may unexpectedly apply the brakes.

When acceleration is necessary, continue to press the pedal to override the system.

NISSAN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	8/12/2019	9/4/19	8/12/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - CRAIG WATSON	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	JN8AT2MV7HW[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	29777	29617	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	024843	CVT	QAB

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	7/3/2017	11/11/2017	

Dlr Retl Last VC

Code	Region	Name	City	State
2089	26	DARLING'S NISSAN	BANGOR	Maine

Serv Dlr TL

Code	Region	Name	City	State
2089	26	DARLING'S NISSAN	BANGOR	ME

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
B94 ROOF RAIL CROSS BARS
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT $
K03 PLATINUM PACKAGE
L92 FLOOR MATS (2-PIECE FRONT AND
P04 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

"AEB light is flashing and vehciel is no braking on its own"

Created by Survey Site Guest User at 2019-08-12 12:45:25

Customer Comments: "AEB light is flashing and vehciel is no braking on its own"

Technician Findings: vehicle came in with FEB wanring indicator on, stored dtcs were c1a16-97 and c1a17-49, verified power and ground, I replaced ICC

sensor and performed calibration. the FEB indicator on the dash is flashing constantly, no dtcs returned. road tested 10 miles and light is still flas

hing. performed ICC/ADAS software update, no updates are available for laser/radar, no dtcs are stored but light remains flashing

Repairs Made: replaced icc sensor

Created by Sean Martin at 2019-08-12 12:48:02

PLEASE REVIEW THE FOLLOWING:

TECH LINE INCIDENT REPORT - CONFIDENTIAL

? The FEB lamp will flash when the lane camera calibration is lost. Please calibrate the lane camera to resolve.

Created by Sean Martin at 2019-08-14 15:58:24

TECHNICIAN RESPONSE RECEIVED AND PASTED BELOW:

"unable to perform camera aiming, performed procedure several times in well lit area. attempted to aim for more than 3 hours and there is a code now C

1B01 CAM AIMING INCMP. I keep getting the same error 4 along with abnormally completed. I've tried during the aiming in a different area which is also

a known good area for aiming other cars."

Created by Sean Martin at 2019-08-14 15:59:14

PLEASE REVIEW THE FOLLOWING:

? The most common cause of error 4 during lane camera aiming is incorrect mounting of the lane camera to the windshield.

? Please remove lane camera trim and inspect mounting to windshield.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	8/13/2019	9/4/19	8/13/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	JN8AT2MV0JW[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	22120	22418	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	126257	CVT	QAB
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	11/1/2017	2/20/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT E10
L92 FLOOR MATS (2PC FRONT, 2PC SEC
M92 RETRACTABLE CARGO COVER
P01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5156	26	GREAT NECK NISSAN, LL	GREAT NECK	New York

Serv Dlr TL

Code	Region	Name	City	State
2620	26	BRUCE BENNETT NISSAN	WILTON	CT

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CUSTOMER STATES FEB GOES OFF ALL THE TIME

Created by Survey Site Guest User at 2019-08-13 09:20:10

Customer Comments: CUSTOMER STATES FEB GOES OFF ALL THE TIME

Technician Findings: -ON 7/9/19 CUSTOMER STATES FEB KEEPS ACTIVATING WHEN NOTHING IS IN FRONT OF VEHICLE

-TECH PERFORMED TSB 18-041

-CUSTOMER PHONED DEALERSHIP THIS MORNING 8/13/19 STATING THAT SITUATIONS WHEN THE FEB *SHOULD* ACTIVATE IS DOES NOT RESPOND

-CUSTOMER WANTS TO KNOW IF THERE IS A "MIDDLE GROUND"

-CUSTOMER IS REQUESTING TECHNICAL CLARIFICATION, BEYOND THE SCOPE OF THE OWNERS MANUAL OR ESM, FOR HOW THE SENSOR FUNCTIONS

Repairs Made: PERFORMED TSB 18-041

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Survey Site Guest User at 2019-08-13 09:20:50

VEHICLE IS NOT CURRENTLY AT THE FICILITY

Created by Paul Legnon at 2019-08-13 10:15:27

TSS-

--I am uncertain on exactly what the Customer is requesting, the description and operation of the Drivers Assistance Systems are outlined clearly in t

he owners manual.

-The AEB with Pedestrian Detection system uses a combination of the ICC Distance sensor and the Lane Camera and does not function in all driving, traf

fic, weather and road conditions.

--Forward Emergency Braking (FEB) /Automatic Emergency Braking (AEB) will only function in the risk of a forward collision (Emergency Braking). This s

ystem cannot and should not be "Tested" while driving. If there is a concern with the system a DTC or Warning Message will appear if the system become

s disabled temporarily due to driving conditions or permanently if there is a system fault.

-AEB is a supplemental aid to the driver. It is not a replacement for the driver?s attention to traffic conditions or responsibility to drive safely.

It cannot prevent accidents due to carelessness or dangerous driving techniques.

NISSAN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	8/14/2019	9/13/19	8/14/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
J11	2017	RSP	JN1BJ1CR8HW[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
11945	12520	27617	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
MR20	050702	CVT	RBY
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	5/31/2017	9/16/2017	

Installed Options

B92 SPLASH GUARDS
B93 REAR BUMPER PROTECTOR (CHROM
C03 50 STATE EMISSIONS
L92 CARPETED FLOOR MATS
U02 SL PREMIUM PACKAGE
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5091	26	HOFFMAN NISSAN	WEST SIMSBURY	Connecticut

Serv Dlr TL

Code	Region	Name	City	State
5091	26	HOFFMAN NISSAN	WEST SIMSBURY	CT

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	Y	9/19/2019	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: DTS reviewed case with tech. tech reported that the Front camera was aimed and calibr

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

forward emergency brakesystem activating with nothing in font of vehicle

Created by Survey Site Guest User at 2019-08-14 08:13:05
Customer Comments: forward emergency brakesystem activating with nothing in font of vehicle
Technician Findings: could not verify concern no codes stored
Repairs Made: calibrated icc
Created by Wesley Roberts at 2019-08-14 08:56:03
TSS Recommendation:
? Refer to NTB18-041
? Let?s also gather some information about the incident from the customer.
? How often does it occur?

TECH LINE INCIDENT REPORT - CONFIDENTIAL

? Does it occur in the same location?

? If so does that location have a raised intersection, railroad crossing, or going into a tunnel or parking garage?

? We have seen some similar cases after NTB was performed, typically relating to the above causes.

? If none of the above please supply the below information as exact as possible:

? -Location and direction of travel

? -Weather conditions and time of day

? -Any road construction or other low signage

? Keep me posted.

Created by Wesley Roberts at 2019-08-14 10:29:51

Tech Description:

? She said it happens once a week in different locations.

? No raised intersections no railroad crossing no tunnels or parking garage.

? Weather conditions are fair.

? It happens anytime of the day.

Created by Wesley Roberts at 2019-08-14 10:30:01

TSS Recommendation:

? Continue with NTB18-041.

? If issue is present after completed, please supply the following about where the incident occurs exactly:

? -Location, speed, and direction of travel

? Also, refer to NTB19-033, we understand that these conditions have not been presented, but it would be wise to inspect the date code and compare.

? Keep me posted.

Created by Steve Berger at 2019-08-27 09:51:10

DESCRIPTION:

? Duplicate case created (same Tech/Dealer)

? Mileage: 12,520

Created By: Survey Site Guest User (8/27/2019 9:18 AM)

Customer Comments: multiple lights on the dash

Technician Findings: verified concern

Repairs Made: performed tsb ntb19-064

Current DTC LASER/RADAR c1a16-97

Question for TECH LINE What test should I do next?

Created by Steve Berger at 2019-08-27 09:51:23

RECOMMENDATION:

Based on this information, it appears that we are dealing with DTC C1A16 and a symptom of multiple lights on the dash.

Please refer to NTB19-033.

Additional diagnostic information can be found in the ESM: BRAKES - BRAKE CONTROL SYSTEM - FEB - DTC/CIRCUIT DIAGNOSIS - C1A16-97 RADAR STAIN

Please let us know if you have any questions or if additional diagnostic assistance is needed.

Created by Steve Berger at 2019-08-27 15:50:04

TECH EMAIL REPLY:

"I did that tsb as well and no change"

Created by Steve Berger at 2019-08-27 15:54:06

RECOMMENDATION:

Thank you for the update. Let's check the bracket and sensor for any debris or trauma and perform the sensor aiming procedure again.

Inspect the U/D and LR values before and after in data monitor.

If the DTC returns, also test drive with the bumper cover temporarily removed to see if the DTC still occurs or not.

Please follow up to confirm the repair or request additional assistance.

Created by Steve Berger at 2019-09-13 08:16:34

DTS INSPECTION:

DTS reviewed case with tech. tech reported that the Front camera was aimed and calibrated to resolve the concern.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	8/15/2019	9/4/19	8/15/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	JN8AT2MT4JW[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	34692	22518	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	114677	CVT	K23

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	10/20/2017	12/20/2017	

Installed Options

C03 50 STATE EMISSIONS
L92 FLOOR MATS (2PC FRONT, 2PC SEC
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5520	32	BOMMARITO NISSAN BA	BALLWIN	Missouri

Serv Dlr TL

Code	Region	Name	City	State
5650	24	O'BRIEN NIS BLOOMINGTON	BLOOMINGTON	IL

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED

Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

C/S COLLISION WARNING LIGHT COMES ON, FEB ACTIVATED

Created by Survey Site Guest User at 2019-08-15 11:40:23

Customer Comments: C/S COLLISION WARNING LIGHT COMES ON, FEB ACTIVATED

Technician Findings: C/S COLLISION LIGHT COMES ON FEB ACTIVATED. TECH FOUND TSB FOR REPROGRAM. LASER/ RADAR FROM 5FA2A TO 5FA3A

ICC/ADAS FROM 5HR1E TO 7FP7A. BOTH PROGRAMS COMPLETED NORMALLY. AFTER REPROGRAM COLLISION WARNING LIGHT FLASHES BUT NO CODES SET IN ANY SYSTEM.

Repairs Made: REPROGRAMING

Created by Kelby Hausman at 2019-08-15 11:50:36

Recommendation

Thank you for the case information.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

We typically see this when there is a concern with the lane camera next to the rear view mirror.

We have seen cases where the camera is not properly mounted in the bracket.

Confirm the camera is fully clipped into the bracket.

Confirm there is nothing blocking the view of the lane camera.

If no camera concerns are found, perform the lane camera aiming procedure.

Created by Kelby Hausman at 2019-08-15 15:13:47

Description

- Found camera not seated properly

- Aftermarket windshield installed

- Recommending replacing windshield with OEM and aiming camera

Created by Kelby Hausman at 2019-08-15 15:13:54

Recommendation

Thank you for the update.

Let's see if we can aim the camera with the windshield that is installed.

If the aiming completes and no codes or warning lights are returning, no further repairs would be recommended.

If aiming will not complete, replace the windshield.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	8/15/2019	9/4/19	8/15/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - CRAIG WATSON	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
J11	2019	RSP	JN1BJ1CP7KW[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	1205	27119	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
MR20	464236C	CVT	G41

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	12/27/2018	5/12/2019	

Installed Options

B92 SPLASH GUARDS
C03 50 STATE EMISSIONS
L92 CARPETED CARGO AREA PROTECTOR

Dlr Retl Last VC

Code	Region	Name	City	State
5764	36	ROCKING NIS/SPRINGFIE	SPRINGFIELD	Virginia

Serv Dlr TL

Code	Region	Name	City	State
5764	36	ROCKING NIS/SPRINGFIELD	SPRINGFIELD	VA

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED

Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

customer states radar system goes off when no one is around

Created by Survey Site Guest User at 2019-08-15 14:39:29

Customer Comments: customer states radar system goes off when no one is around

Technician Findings: vehicle first came in at 671 miles with radar off center code and a complaint of activating in her work parking garage with off c

enter code performed millimeter wave sensor adjustment after running carfax making sure it was a clean carfax

vehicle now has 1205 miles after speaking with customer she states that in the kennedy center in wash dc and her parking lot at home the AEB activates

while both accelerating and coasting

have not gone out to the described sites to duplicate concern

audible warning then applies brakes

TECH LINE INCIDENT REPORT - CONFIDENTIAL

this issue has NOT happend on a public road or public highway

submitting for documenting purposes along with seeing if issue is under engineering review at this time

vehicle has NO codes stored in any system of vehicle.

Repairs Made: performed millimeter wave sensor adjustment

Created by Sean Martin at 2019-08-15 15:07:12

PLEASE REVIEW THE FOLLOWING;

? We have seen issues like this on Rogue and Rogue Sport when in parking garages. This is basically a limitation of the FEB system. If the issue only

occurs in the parking structures or around large buildings/objects, and not on normal road driving, then the system is operating normally and a vehicl

e repair would not correct the concern.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	9/4/2019	9/4/19	9/4/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2019	RGE	5N1AT2MV8KC[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	4504	22219	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	483957T	CVT	NBL
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	5/3/2019	6/17/2019	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT E10
L92 FLOOR MATS (2PC FRONT, 2PC SEC
U01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL

Dlr Retl Last VC

Code	Region	Name	City	State
2953	26	LEE NISSAN OF AUBURN	AUBURN	Maine

Serv Dlr TL

Code	Region	Name	City	State
2953	26	LEE NISSAN OF AUBURN	AUBURN	ME

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CUSTOMER STATES WHEN USING CRUISE CONTROL, VEHICLE WILL JUST STOP ON ITS OWN WITH NOTHING IN

Created by Survey Site Guest User at 2019-09-04 10:31:47

Customer Comments: CUSTOMER STATES WHEN USING CRUISE CONTROL, VEHICLE WILL JUST STOP ON ITS OWN WITH NOTHING IN THE WAY.

Technician Findings: CUSTOMER COMPLAINING OF WHEN THEY SET CRUISE CONTROL, CAR WILL INTERMITTENTLY STOP ON THEM. CHECKED CODES FOUNF B2724-23. THIS IS

THE ONLY CODE STORED AND I SEE IT IS PERTAINING TO A SONAR CONTROL UNIT, HOWEVER THERE IS NO DIAG PROCEDURE FOR THIS CODE IN THE ESM. I HAVE SEEN THE

OTHER CASES IN THE TECHLINE DB SEARCH OF OTHER PEOPLE HAVING ISSUES WITH LANE CAMERAS AND OTHERS HAVING ISSUES WITH SONAR CONTROL UNITS IN RELATION T

O THIS CODE. WHICH WOULD YOU GUYS LIKE ME TO START WITH? ANY INFORMATION WOULD BE MORE THAN WHAT I HAVE RIGHT NOW. THANK YOU.

Repairs Made: NONE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Kelby Hausman at 2019-09-04 11:42:49

Recommendation

Thank you for the case information.

The FEB activation and the Sonar code are likely unrelated.

B2724 typically indicates a concern with the Sonar control unit itself.

Let's perform the reprogramming in NTB18-041 and see if any concerns or codes are returning.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	9/11/2019	9/12/19	9/11/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options
B17	2019	SEN	3N1AB7AP9KY[redacted]	C03 50 STATE EMISSIONS H11 REAR USB PORTS

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	545	12619	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
MRA8	700725	CVT	K23

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
AGUASCALIENTES	8/8/2019	8/28/2019	

Dlr Retl Last VC

Code	Region	Name	City	State
3601	32	AUFFENBERG NISSAN	O FALLON	Illinois

Serv Dlr TL

Code	Region	Name	City	State
3601	32	AUFFENBERG NISSAN	O FALLON	IL

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

FRONT RADAR KEEPS SLAMING ON BRAKES

Created by Survey Site Guest User at 2019-09-11 08:19:16

Customer Comments: FRONT RADAR KEEPS SLAMING ON BRAKES

Technician Findings: CUSTOMER IS STATING FRONT RADAR MIL FLASHES AND BRAKES ACTUATE FOR NO REASON. UNABLE TO DUPLICATE CONCERN ATTEMPTING TO GET IN CO

NTACT WITH CUSTOMER TO OBTAIN MORE INFORMATION. IN MY EXPERIENCE, IT'S BEST TO NOTIFY TECHLINE WITH VEHICLES AT SUCH LOW MILEAGE. I INTEND TO FOLLOW E

SM DIAG PROCEDURE FOR EACH DTC. PURPOSE FOR CASE IS TO DOCUMENT INCIDENT

Repairs Made: NONE

Created by Wesley Roberts at 2019-09-11 08:32:06

TSS Recommendation:

TECH LINE INCIDENT REPORT - CONFIDENTIAL

? Thank you for the information.

? With such low mileage I will forward this information to the the engineers.

? Please continue to try and get the information about the undesired FEB from the customer:

? -location, as exact as possible

? -Direction and speed of travel-Were we on the road driving, going into parking garage, going over train tracks or raised intersection, roadwork, any

and all details about the location.

? -Weather conditions, was it raining, or puddles on the road, or foggy?

?

? Keep me posted.

Created by Wesley Roberts at 2019-09-11 11:23:46

Tech Update:

? Adviser spoke to customer.

? Customer states that AEB actuated while in stop and go traffic.

? No vehicles in front of them, no roadwork or intersections.

? Driving conditions were clear.

? Customer states it happened multiple times Friday, Saturday and Sunday.

? Customer also said that RPMs would flare but could not describe when or under what condition.

? Probably unrelated to this concern.

? I plan to drive the vehicle and duplicate any concern.

? Will update you with any information

Created by Wesley Roberts at 2019-09-11 11:24:03

TSS Recommendation:

? Thank you for the update.

? Can we clarify, it is stated it happened in stop and go traffic, but no cars were in front of it.

? This seems somewhat contradictory and engineering will ask for clarification of the details.

? Also a location and direction of travel will greatly help in the investigation of the review item.

? Ensure the bumper is clean as well.

Created by Wesley Roberts at 2019-09-11 12:07:06

Tech Update:

? The bumper and ICC sensor are clean.

? The best location the customer supplied was on the highway with no direction stated.

? I agree that the statement is contradictory.

? They said that it was in stop and go traffic but there was nothing close to in front of them.

? They wouldn?t specify a distance.

? They did say that traffic in front of them had begun to move and when the customer began to move the AEB actuated.

? I hope this helps.

? The customer isn?t giving the best detailed information

Created by Wesley Roberts at 2019-09-11 12:07:17

TSS Recommendation:

? Thank you for the update.

? As stated before, no repairs are recommended for under review items, just to clarify.

? Also can we supply what highway we were on, and near what location or mile marker?

? If the customer does not supply the requested information we understand that you can?t get it.

? Also, depending on how close the customer got the vehicles in from of it, the AEB will activate if it detects a collision is likely to occur at 3mph

or above

? Have a wonderful rest of your day.

Created by Wesley Roberts at 2019-09-12 07:02:37

TSS Recommendation:

? Engineering has requested CVT replacement for this vehicle and to collect the assembly.

? Another specialists will contact you with the collection form.

? Have a wonderful rest of your day.

Created by Wesley Roberts at 2019-09-12 07:04:00

TECH LINE INCIDENT REPORT - CONFIDENTIAL

TECH LINE Support:

-Send collection form for CVT assembly.

-Attn. FQI L.A.

Created by Steve Stutzman at 2019-09-12 07:18:19

Collection Forms emailed to dealer for parts return

Created by Wesley Roberts at 2019-09-12 08:15:02

Tech Update:

? Perfect. I drove the vehicle home last night to duplicate concern

? AEB never actuated however warning lights came on and CVT went into failsafe.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	9/16/2019	9/17/19	9/16/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
J11	2018	RSP	JN1BJ1CRXJW[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	2236	28418	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
MR20	326805	CVT	KAD

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	5/18/2018	3/12/2019	

Installed Options

B92 SPLASH GUARDS
C03 50 STATE EMISSIONS
L93 CARPETED CARGO AREA PROTECTOR
P02 SL PREMIUM PACKAGE
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3900	24	ZIMBRICK NISSAN	MADISON	Wisconsin

Serv Dlr TL

Code	Region	Name	City	State
3900	24	ZIMBRICK NISSAN	MADISON	WI

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CUSTOMER STATED VEICLES AEB IS ENGAGUNG WHEN IN PARKING GARAGE OR ATTEMPTING TO LEAKE, VE

Created by Survey Site Guest User at 2019-09-16 12:31:56

Customer Comments: CUSTOMER STATED VEICLES AEB IS ENGAGUNG WHEN IN PARKING GARAGE OR ATTEMPTING TO LEAKE, VEHICLE HAS BEEN IN BEFORE FOR THIS CONCERN

Technician Findings: CUSTOMER STATES VEHICLE IS ENGAGEING BRAKES WHEN NOTHING IS IN FRONT OF THEM MOSTLY WHEN IN THERE PARKING GARAGE. NO CODES ARE ST

ORED AND I HAVE NO WAY TO TEST THIS. DO YOU THINK PUTTING A NEW SESNOR AND AIMING WILL CORRECT THIS ISSUE????

Repairs Made: SOFTWARE UPDATE FOR LASAR/RADAR AND ICC/ADAS

Created by Kelby Hausman at 2019-09-16 12:57:07

Recommendation

Thank you for the case information.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

A new sensor will not likely resolve this concern.

Engineering is reviewing cases with unwanted FEB activation.

Please provide the current LASER/RADAR and ICC/ADAS part numbers read from Consult.

If possible, operate the vehicle in the parking garage and see if we are able to duplicate the concern.

Where is the parking lot located?

Does the customer have any photos showing the location where this mostly occurs?

Created by Kelby Hausman at 2019-09-16 13:45:43

Description

- LASAR/RADAR - 28438-5FA3A

- ICC/ADAS - 284E7-6MF4A

- Do not have parking garage to test in

- Will try to get more information from customer

Created by Kelby Hausman at 2019-09-16 13:45:52

Recommendation

Thank you for the update.

There should be a LASER/RADAR software update available for this concern.

Please refer to NTB18-041 and reprogram the LASER/RADAR control unit.

Created by Kelby Hausman at 2019-09-17 07:31:14

Description

- Performed update per bulletin

- Will update if concern continues

- Did not look for updates since recall was already performed

- Sorry for the inconvenience

Created by Kelby Hausman at 2019-09-17 07:31:19

Recommendation

Thank you for the update.

Not an inconvenience at all.

If the concern continues to duplicate for the customer, have the customer take a photo of the area viewed from inside the vehicle, if it is safe to do

so.

Let us know if further assistance is needed.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	9/20/2019	9/25/19	9/20/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
B17	2019	SEN	3N1AB7AP6KY[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	1939	12019	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
MRA8	542276	CVT	KAD

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
AGUASCALIENTES	10/30/2018	5/31/2019	

Installed Options

B92 SPLASH GUARDS
C03 50 STATE EMISSIONS
H92 REAR USB PORTS
L92 CARPETED FLOOR MATS WITH TRUNK
M92 HIDE-A-WAY TRUNK NET

Dlr Retl Last VC

Code	Region	Name	City	State
5341	36	NISSAN OF BOWIE	BOWIE	Maryland

Serv Dlr TL

Code	Region	Name	City	State
5341	36	NISSAN OF BOWIE	BOWIE	MD

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

BRAKE ENGAGES INTERMITTENLY WHILE DRIVING

Created by Survey Site Guest User at 2019-09-20 13:47:28

Customer Comments: BRAKE ENGAGES INTERMITTENLY WHILE DRIVING

Technician Findings: ADVISOR DUPLICATED CONCERN OF VEHICLE BRAKING WHILE DRIVING AND FRONT COLLISION LIGHT COMING ON. ALL DIAG SYSTEM SCREEN THERE IS

NO DTCS AT ALL STORED

Repairs Made: NONE

Created by Kelby Hausman at 2019-09-20 13:58:34

Recommendation

Thank you for the case information.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Engineering is reviewing cases with unexpected FEB activation.

Please provide the following information on where this occurs:

- Street, address or intersection

- Direction of travel

- Vehicle speed

- Description of surroundings (Railroad crossing, trees, traffic signs, etc.)

Also, please provide a photo of the area seen from inside the vehicle.

Are we able to consistently duplicate the concern in this area?

Created by Kelby Hausman at 2019-09-23 07:42:28

Description

- 2200 Crain HWY

- Bowie, MD

- Under 10 MPH

- Driving forward in the service lane

Created by Kelby Hausman at 2019-09-23 07:42:38

Recommendation

Thank you for the update.

Does this only occur in the service lane?

Have we been able to duplicate the concern in any other locations?

Created by Kelby Hausman at 2019-09-24 08:04:14

Description

- Only duplicated in service drive

- Customer states happened while driving

- On road under normal conditions

- Unable to duplicate on that road

Created by Kelby Hausman at 2019-09-24 08:04:20

Recommendation

Thank you for the update.

Please provide some information on the location where this occurred for the customer on the road.

Please provide the street, address, and/or intersection, direction of travel, and vehicle speed when this occurred for the customer.

Attach a photo of the location on the road if possible, even though we have not duplicated in that area.

Created by Zach Hayward at 2019-09-24 15:54:38

Description:

Tech case reply:

C/s occurred on 301 highway going north

Recommendation:

[redacted] could we please gather a specific location on the 301 while going north such as a mile marker, cross road etc.

-Is there anything unique about the duplication location? Such as a rail crossing/signs etc.

-Will a known good vehicle duplicate the concern at the same spot?

-If possible can we gather photos of the location or a video of the concern duplication if safe to do so?

Created by Zach Hayward at 2019-09-25 10:29:20

Description:

Tech case reply:

Interstate 301 Mile marker 15

Nothing unusual

KGV didn?t do anything on the drive

Unable to record video or photos while driving

Called tech

Doesn?t occur frequently?only occurred in service lane once

Unable to duplicate concern at customer described location

KGV doesn?t duplicate concern

Advisor drove with customer and unable to duplicate

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Unable to recall items around vehicle when

Interstate is the road being driven on

Straight road with no signs

Concern vehicle ICC sensor show no signs of trauma

No repairs performed on the concern vehicle at this time

No DTCs in any system

Vehicle is a loaner/rental vehicle

Unsure duplication conditions

No other known concerns reported by other customers

Believe concern only occurred once with customer

Unsure of vehicle speed during duplication and unable to duplicate

Recommendation:

[redacted] **thanks for taking some time to discuss the concern with us today.**

-As discussed, please attempt to gather more info about the concern duplication conditions when it occurred. Time of day, speed driving, clear sky, fo

g, rain etc., other traffic that was around etc.

-We can refer to the owner?s manual for AEB system description and system limitations. 5-64 covers what conditions AEB will cease under.

-If we can duplicate the concern or a DTC sets please follow-up with us.

-As discussed this system is similar to air bags, if no DTCs are present the system is assumed to be operating as expected. No repairs or further insp

ections would be advised at this time.

NISSAN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	10/3/2019	10/3/19	10/3/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
J11	2018	RSP	JN1BJ1CR3JW[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	16074	28418	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
MR20	315608	CVT	G41

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	4/23/2018	7/12/2018	

Installed Options

B92 SPLASH GUARDS
C03 50 STATE EMISSIONS
L93 CARPETED CARGO AREA PROTECTOR
P02 SL PREMIUM PACKAGE
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3670	26	LEGEND NISSAN, LTD	SYOSSET	New York

Serv Dlr TL

Code	Region	Name	City	State
3670	26	LEGEND NISSAN, LTD	SYOSSET	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
AUTOMATIC BRAKE CONTROL	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
04	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: System limitations-normal operation

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

was just in for update to aeb on 9/24 states came to railroad tracks and car stopped

Created by Survey Site Guest User at 2019-10-03 08:55:44

Customer Comments: was just in for update to aeb on 9/24 states came to railroad tracks and car stopped

Technician Findings: I did the recall ntb19-064 reprogramed laser/radar and icc/adas now the customer states that the car came to a stop at the railro

ad track. also states that over speed bumbs and pot holes. what should I do next?

Repairs Made: performed recall

Created by Wesley Roberts at 2019-10-03 10:03:24

TSS Recommendation:

? Thank you for the update.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

? Reference Owner?s Manual 5-86 for system limitations

? In some road or traffic conditions, the FEB system may unexpectedly apply partial braking.

? We have seen this occur due to certain rail-road crossing and parking garages most commonly and are typically location specific

? If concern is location specific and falls under system limitations no repairs would be recommended

NISSAN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	10/7/2019	10/10/19	10/7/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MT2JC[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	20019	22318	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	289528T	CVT	KAD
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	6/4/2018	8/6/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
G01 MARCH SOP SPEC
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5238	34	LANDERS MCLARTY NIS	HUNTSVILLE	Alabama

Serv Dlr TL

Code	Region	Name	City	State
5238	34	LANDERS MCLARTY NISSAN	HUNTSVILLE	AL

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

Created by Survey Site Guest User at 2019-10-07 13:18:11

Customer Comments: WHILE DRIVING SUDDENLY THE VEHICLE BRAKES WITHOUT CUSTOMER INPUT. FLASHING WARNING LIGHTS FOR AEB AND WILL NOT ALLOW CUSTOMER TO CH

ANGE GEARS FOR A SHORT WHILE. WHILE IN TRAFFIC WITHOUT WARNING THE VEHICLE WILL JUST STOP.

Technician Findings: FOUND THAT LASER/RADAR PART NUMBER HAS UPDATE AVAILABLE PER NTB19-064b BUT DOES NOT HAVE THE RECALL

Repairs Made: HAS PREVIOUSLY HAD LASER/RADAR AND ICC ADAS REPROGRAM BACK IN APRIL

Created by Kelby Hausman at 2019-10-07 14:21:33

Recommendation

Thank you for the case information.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Please refer to NTB18-041 and perform the reprogramming.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	10/9/2019	11/13/19	11/13/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
194	Z * MICHAEL CRAMER	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2019	RGE	5N1AT2MV3KC[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	9426	22419	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	433729T	CVT	KAD
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	1/25/2019	3/9/2019	

Installed Options

B92 SPLASH GUARDS
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2PC FRONT, 2PC SEC
P01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL

Dlr Retl Last VC

Code	Region	Name	City	State
5082	42	VALLEY NISSAN, LLC	LONGMONT	Colorado

Serv Dlr TL

Code	Region	Name	City	State
3748	42	BOULDER NISSAN	BOULDER	CO

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

customer states emergency braking is actuating when no vehicles in front

Created by Survey Site Guest User at 2019-10-09 15:35:04

Customer Comments: customer states emergency braking is actuating when no vehicles in front

Technician Findings: Customer states vehicle is emergency braking while driving with no vehicles in front. haven't been able to duplicate, has past co

des for

abs system code u1002 system comm (can)

icc/adas system code c1b56 sonar circuit

multi av system code b1309-11

sonar system code b2724-23

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Repairs Made: NONE

Created by Tony Ellis at 2019-10-09 16:46:46

Recommendation:

Thank you for contacting TECH LINE.

-review "AEB SYSTEM LIMITATIONS" in the Owner's Manual for concerns similar to this that may occur during normal operation "In some road or traffic co

nditions"

Commonly noted to happen as a vehicle is pulling off and driver can anticipate the speed of the exiting vehicle better than the system can.

Please clear all DTC and road test the vehicle to confirm no codes return.

Request additional information about the geographical location, speed, and direction of travel of any event should the customer experience the concern

again.

Let us know if you have any questions.

If additional assistance is needed for this case, simply reply to this email.

Created by Service Manager at 2019-10-14 16:18:46

[redacted]

I talked to the customer and this happens about once a day for them. It has never really happened in the same spot but has happened on the same road.

This was not also happening before the recall. This will happen when there are no cars in front of the customer. This happened 3-4 times when the cust

omer drove the vehicle down from their home(3 hour drive) to us. Let me know if there is something we can do on this.

Thanks,

[redacted]

Created by Michael Cramer at 2019-10-15 07:58:30

TSS Notes:

? C1B56 SONAR CIRCUIT

? B1309 SATELLITE SEN RH 11

? B2724 ECU (BOSE AUDIO W/O SURROUND SOUND)

Created by Michael Cramer at 2019-10-15 07:58:40

Recommendation:

? Thank you for the information.

? My name is Mike and I will be assisting with your case.

? I was unable to find any trending issues related to your concern or any after programming issues popping up.

? I can appreciate the challenge in diagnosing intermittent issues.

? If the issue is due to a particular environmental condition, we will not be able to make any changes with repairs.

? We can also attempt to aim the distance sensor again, checking the bracket and sensor for any signs of trauma.

? If all is ok here and we are unable to duplicate the issue, let?s gather the exact duplicating conditions and location from the customer.

? We may be able to use this information to replicate the concern, allowing for a complete diagnosis.

? With the DTCs pointing toward a possible issue with the sonar system, let?s confirm that the lights illuminating at the time of their concern do lin

e up with the FEB system as opposed to sonar.

? We should clear the codes and perform DTC confirmation for those, as this could lead to a diagnosis for that system that is impacting the customer.

? Let me know if you have any other questions and have a great day.

Created by Service Manager at 2019-10-16 13:07:52

Michael, This is only happening when using cruise control. when using normal driving it with out it does not happen. it will beep then the brakes will

engaged .

Created by Zach Hayward at 2019-10-17 08:46:47

Recommendation:

[redacted] **thanks for the update.**

-Do any DTCs return that were previously stored when DTC confirmation is performed?

-Is there a specific place or similar objects present while driving that duplicates the concern?

-What is the specific address/intersection that the concern will occur?

-What is the direction of travel during duplication? Northbound etc.

-How fast is the vehicle traveling during the concern duplication?

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-Can we duplicate the concern at a provided location driving similar to the described conditions?

-Does using conventional/fix speed cruise control mode duplicate the concern? Refer to owner?s manual 5-69 for more info as needed.

Created by Service Manager at 2019-11-12 16:05:22

.

-Do any DTCs return that were previously stored when DTC confirmation is performed? There are no current DTCs stored

-Is there a specific place or similar objects present while driving that duplicates the concern? Customer states it happens at random, may not

happen in the same spot when driving past

-What is the specific address/intersection that the concern will occur? multiple locations

-What is the direction of travel during duplication? Northbound etc. Customer states this happens in all directions

-How fast is the vehicle traveling during the concern duplication? has happened at all speeds

-Can we duplicate the concern at a provided location driving similar to the described conditions? have driven the car local but have not had any i

ssues

-Does using conventional/fix speed cruise control mode duplicate the concern? Refer to owner?s manual 5-69 for more info as needed cCustomer st

ates the car will slow down when turning corners when using the cuise control. It also has braked when not using cuise control .

Did do an alignment on the distance sensor and it was 1 degree off. customer drove car and said its still happening when driving.

Created by Michael Cramer at 2019-11-13 09:05:33

Recommendation:

? Thank you for the update.

? Looks like we are still unable to duplicate the issue.

? Since this system can be impacted by the environment in which the system is being used, we will need to duplicate the issue to confirm there are no

obstructions on the roadway, bumper, etc., that could be causing the issue.

? If we can duplicate the issue with no obstructions, replacement of the distance sensor would be advised.

? Be sure to check for any applicable reprograms to Laser or ICC/ ADAS, as the latest software will be the best for the system.

? Let us know if you need anything further and have a great day.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	10/14/2019	10/14/19	10/14/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	JN8AT2MT7JW[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	16847	22518	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	276229	CVT	KAD

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	5/19/2018	8/25/2018	

Dlr Retl Last VC

Code	Region	Name	City	State
2629	34	SANDY SANSING NISSAN	PENSACOLA	Florida

Serv Dlr TL

Code	Region	Name	City	State
2629	34	SANDY SANSING NISSAN, INC	PENSACOLA	FL

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
G01 MARCH SOP SPEC
K03 PLATINUM PACKAGE
L92 FLOOR MATS (2PC FRONT, 2PC SEC
P01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
X03 PLATINUM RESERVE INTERIOR PACK
Z66 ACTIVATION DISCLAIMER

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

vehicle will brake on its own beeped, slammed n brakes

Created by Steve Stutzman at 2019-10-14 09:09:37

Customer Comments: vehicle will brake on its own beeped, slammed n brakes

Technician Findings: no codes, reprorammed, P93271 P93272

Created by Matthew Mead at 2019-10-14 09:26:41

Recommendation:

- Thank you for confirming P9327 was completed.
- We have seen vehicle behavior like this in previous cases in areas like ramps, overpasses, and parking garages. Since the issue occurs in specific a

rea and not randomly, it is a byproduct of the environment interacting with the AEB system. A vehicle repair will not change this concern.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

? Engineering is collecting information on specific areas where this issue occurs. Please gather location/address from customer so that it can be forw

arded to engineering.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	10/15/2019	10/22/19	10/15/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
J11	2019	RSP	JN1BJ1CP1KW[redacted]

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 CARPETED CARGO AREA PROTECTOR

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	5661	27319	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
MR20	423781C	CVT	K23

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	10/30/2018	3/16/2019	

Dlr Retl Last VC

Code	Region	Name	City	State
19103	34	CROWN NISSAN	SAINT PETERSBU	Florida

Serv Dlr TL

Code	Region	Name	City	State
19103	34	CROWN NISSAN	SAINT PETERSBU	FL

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
AUTOMATIC BRAKE CONTROL	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
04	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Engineering Review

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

SERVICE....CUSTOMER STATES WHEN DRIVING UNDER THE 22ND AVE OVERPASS, VEHICLE BRAKED ALL ON I

LLING INTO A PARKING LOT WITHOUT ANY SPEED BUMPS & NO CARS AROUND

Created by Survey Site Guest User at 2019-10-15 08:41:22

Customer Comments: SERVICE....CUSTOMER STATES WHEN DRIVING UNDER THE 22ND AVE OVERPASS, VEHICLE BRAKED ALL ON ITS OWN.... ALSO HAPPENED ON 22ND AVE &

34TH & ALSO WHEN PULLING INTO A PARKING LOT WITHOUT ANY SPEED BUMPS & NO CARS AROUND

Technician Findings: found false activation of aeb able to duplicate once. laser radar part number already updated. not sure what to do next

Repairs Made: none

Created by Wesley Roberts at 2019-10-15 08:55:38

TSS Recommendation:

TECH LINE INCIDENT REPORT - CONFIDENTIAL

? Thank you for the update.

? Refer to NTB18-041c to verify ADAS and Laser/Radar are both up to date.

? Let me forward this information to engineering as well since it is a newer vehicle that does not fall under P9327.

? Please supply the P/Ns for ADAS and Laser/Radar per Consult.

? Also, can we get the speed and direction of travel on where the incidents occur from the customer?

? What parking lot causes the concern?

? Is it a parking garage?

? Refer to Owner?s Manual 5-119, there are some limitations to the system.

Created by Wesley Roberts at 2019-10-15 10:18:28

Tech Update:

? Laser radar part# 28438 5HK4A

? ADAS part # 284E7 5CR1B

Created by Wesley Roberts at 2019-10-15 10:18:38

TSS Recommendation:

? Thank you for the update.

? I will forward this information to engineering.

? As soon as I hear something from them I will let you know.

? *Note- it can take 24-48 business hours for a response as some time may be needed on their end as well for further research.

Created by Wesley Roberts at 2019-10-15 11:16:46

TSS Recommendation:

? Engineering has requested further details:

? 1. Where were we able duplicate the concern?

? 2. Customer states AEB activation occurred under the 22nd Avenue overpass. What intersection? 22nd Avenue is pretty long so we need to be able to na

rrow it down.

? 3. Were we only able to duplicate the once and how many times did we attempt?

? 4. What lane, what direction, and what speed was customer driving when AEB activated?

? 5. Customer states it occurred at a parking lot on 22nd and 34th. Which business was customer visiting and what direction of travel so we can narrow

that one down as well.

? Keep me posted.

Created by Wesley Roberts at 2019-10-18 14:00:45

Tech Update:

? Any updates?

Created by Wesley Roberts at 2019-10-18 14:03:07

TSS Recommendation:

? I had contacted engineering and I am still waiting on their follow up.

? As soon as they get back to me I will let you know what we find.

? In the meantime, we could try each type ID and configure and retest.

? We can reconfigure it if we select the incorrect one.

? If we go this route keep me posted.

? Again, verify that the installed P/N is 284E7-6MF2A before doing so.

? If we have a like equipped KGV that has this updated ADAS, same software installed in the NTB18-041 update, we could inspect its Type ID.

Created by Paul Legnon at 2019-10-22 11:31:12

Tech response-

Current icc adas part number is 284e7-5cr1b. Are you stating it should be 284e7-6mf2a?

TSS-

Contacted tech by phone-

Verified that the Correct ADAS Hardware is 284E7-5CR1B and TYPE ID is 284E9-5CR5B

-Discussed vehicle status with FQI R.D.

FQI will not be scrambling to this vehicle - this concern is currently under review

We understand the customer has a legitimate concern, and what we want to avoid is recommending any unnecessary repairs that may not resolve their conc

ern. Please assure the customer that this is part of Nissan?s commitment to continuous improvement of our products.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	10/18/2019	10/18/19	10/18/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	JN8AT2MT9HW[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	0	29317	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	975521	CVT	NBF

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	5/15/2017	10/17/2017	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2-PIECE FRONT AND
S10 FOG LAMPS
U01 SV PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3537	34	FIRKINS NISSAN, INC.	BRADENTON	Florida

Serv Dlr TL

Code	Region	Name	City	State
5715	34	NISSAN OF BRADENTON	BRADENTON	FL

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
AUTOMATIC BRAKE CONTROL	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
04	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

customer staes after having aeb recall perfromed, it engaged on highway with no vehicle around

Created by Andy Jones at 2019-10-18 07:47:01

Customer Comments: customer staes after having aeb recall perfromed, it engaged on highway with no vehicle around

Technician Findings: after performing aeb reprogram p9327. customer states braked applied on high way with no cars around. No dtc has been set

Created by Andy Jones at 2019-10-18 07:47:46

Recommendation:

Have we confirmed with the customer where this occurred or attempted that route for duplication?I would also have someone brief the customer on the sy

stem limitations in the owners manual on page 5-85.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	10/25/2019	10/25/19	10/25/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	KNMAT2MV5JP[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	14424	22018	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	233331	CVT	G41
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	4/25/2018	8/26/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
G01 MARCH SOP SPEC
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5535	26	NISSAN OF STATEN ISLA	STATEN ISLAND	New York

Serv Dlr TL

Code	Region	Name	City	State
5535	26	NISSAN OF STATEN ISLAND	STATEN ISLAND	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED | Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

customer states emergency braking sensor went off on dash causing vehicle to brake while going 40mph. please c

Created by Survey Site Guest User at 2019-10-25 06:51:38

Customer Comments: customer states emergency braking sensor went off on dash causing vehicle to brake while going 40mph. please check and advise.

Technician Findings: using consult found past code c1b5d. when following the esm for this code, for a past code it says to perform the action test, af

ter doing the action test, it does not save the setting when the vehicle is turned off. it says to start the vehicle and turn off the aeb system, than

shut engine off for 30 seconds and wen restarting engine the setting should save, it does not. after doing the active test it doesn't specify what st

ep to take next.

Repairs Made: none

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Kelby Hausman at 2019-10-25 07:15:52

Recommendation

Thank you for the case information.

This code will set if the FEB system operated 3 times in one key cycle.

Let's refer to NTB18-041 and perform the reprogramming if available.

Created by Survey Site Guest User at 2019-10-25 14:27:32

Ntb18-041 does not apply as the aeb recall was completed and the laser/radar and icc/adas numbers do not match the table within that bulletin.

Created by Kelby Hausman at 2019-10-25 14:58:25

Recommendation

Thank you for the update.

Please provide the current ICC/ADAS and LASER/RADAR part numbers read from consult.

Gather some additional information from the customer on when and where this occurs.

Find out the following:

- Specific address, intersection, or landmark

- Vehicle speed

- Direction of travel

Drive the vehicle in the same location and see if we are able to duplicate the concern.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	10/25/2019	10/29/19	10/25/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options
T32	2018	RGE	KNMAT2MV0JP[redacted]	C03 50 STATE EMISSIONS L92 FLOOR MATS (2PC FRONT, 2PC SEC Z66 ACTIVATION DISCLAIMER

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	54693	22218	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	047689	CVT	KAD

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	9/25/2017	11/15/2017	

Dlr Retl Last VC

Code	Region	Name	City	State
1964	32	BOMMARITO NIS HAZEL	HAZELWOOD	Missouri

Serv Dlr TL

Code	Region	Name	City	State
5396	36	FRED ANDERSON NISSAN/RAL	RALEIGH	NC

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
AUTOMATIC BRAKE CONTROL	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
04	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CUSTOMER STATES VEHICLE IS EMERGENCY BRAKING WITH NO OBJECT IN THE FRONT INCLUDING AT NIGHT

Created by Survey Site Guest User at 2019-10-25 12:25:48

Customer Comments: CUSTOMER STATES VEHICLE IS EMERGENCY BRAKING WITH NO OBJECT IN THE FRONT INCLUDING AT NIGHT

Technician Findings: CUSTOMER IS COMPLAINING OF UNEXPECTED EMERGENCY BRAKING. VEHICLE GOT TOWED TO US FROM ANOTHER DEALER BEING THE CUSTOMER NOW DOES

NOT TRUST THE OTHER DEALER. MY UNDERSTANDING IS THAT IN THE PAST FEW MONTHS THE VEHICLE WILL STOP UNEXPECTED AND HAS HAPPEN SEVERAL TIMES. TALKING TO

THE CUSTOMER IT WILL HAPPEN AT RANDOM TIMES NO PERTICULAR ROAD OR WEATHER CONDITION WITH NO OBJECTS IN FRONT OF THEM. THE VEHICLE HAS BEEN IN 3 TIMES

AT THE OTHER DEALER AND FROM NATIONAL HISTORY IT SHOWS THE FIRST TIME THEY FOLLOWED THE TSB AND REPROGRAMMED THE LASAR/ICC, NEXT VISIT THEY REPLACED T

TECH LINE INCIDENT REPORT - CONFIDENTIAL

HE DISTANCE SENSOR AND CALIBATED. CUSTOMER STILL HAD ISSUES. THE LAST VISIT THEY PERFORMED THE REPROGRAM RECALL R9327. THE CUSTOMER HAS NOT DRIVEN THE

VEHICLE SINCE THE RECALL WAS PERFORMED AND HAVING THE VEHICLE TOWED TO US. I HAVE TEAST DROVE THE VEHICLE OVER 100 MILES AND I AM UNABLE TO DUPLICATE

THE ISSUE, NO DTC'S STORED IN ANY SYSTEM AND ALL PROGRAM NUMBERS IN THE RADAR AND ICC ARE UP TO DATE. SEEN THIS BEFORE? ANY OTHER STEPS I CAN TAKE?

Repairs Made: REPROGRAMMED ICC, REPLAED ICC AND CALIBRATED, RECALL P9327 (ALL AT ANOTHER DEALER)

Created by Steve Berger at 2019-10-25 12:56:39

RECOMMENDATION:

Thank you for the case information. According to the case notes, it looks like NTB19-064b was performed and the issue has not been duplicated since t

hen.

Since the vehicle arrived from a different dealer, let's check over the previous repair to confirm that all steps from previous repairs including the

aiming procedure was performed properly.

Also inspect for any evidence of collision trauma or anything else odd/unusual about the vehicle when compared with other like models.

Re-test to see if any DTCs or symptoms return.

? Inspect for any after market parts or accessories.

- Temporarily disable or return to factory condition if needed and re-test.

? Inspect for any other symptoms with the vehicle.

- If related, this could provide additional diagnostic paths.

VEHICLE HISTORY:

? DBS (most recent report): 10/21/19 , 54,668 miles

- ROGUE AEB NTB19-064

? DBS shows other AEB related concerns (refer to DBS/National Service History for full report)

? Carfax report: Owner #2 reported on 4/18/19.

- 4/27/18: accident reported, rear end collision, minor trauma reported.

Created by Zach Hayward at 2019-10-29 08:57:08

Description:

Tech case reply:

Compared to customer vehicle and ICC looks about identical

Gathered PDI Rogue and unsure if ICC bracket is bent

Previous inspection between vehicles shows ICC to grill almost touching?PDI is 0.5 inch gap

Unsure if there is a spec for this distance

Grill and bumper look OK

Test drove again and still unable to duplicate concern

Recommendation:

-Chad, thanks for the update.

-It isn?t advised to compare different model years due to changes being possible in parts and/or part placement on the vehicles.

-If we believe the bracket is bent it can be replaced or inspected for a concern. While not applicable, the NTB15-099 can be referenced for signs of t

rauma to inspect for.

-Gather more info about what is needed to duplicate the concern such as:

-What is the specific location(s) (address, intersection, etc.) ?

-What is the speed and direction of travel (eastbound, etc.)?

-What is the time of day the concern is occurring?

-When did the concern begin?

-How often does the concern occur (times per day/week/month)?

-When does it occur (cold/warm, short/long trip, rain/dry, etc.)?

-Is there a specific drive pattern that duplicates the concern?

-Was there anything that triggered the incident?

-Are there any USB/Bluetooth/OBD devices connected during the concern?

NISSAN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	10/30/2019	10/30/19	10/30/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
177	Z - PHILLIP PAGE	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	KNMAT2MT7JP[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	19555	22118	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	157955	CVT	KAD

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	1/30/2018	10/13/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3776	34	LANDERS NISSAN, LLC	SOUTHAVEN	Mississippi

Serv Dlr TL

Code	Region	Name	City	State
3776	34	LANDERS NISSAN, LLC	SOUTHAVEN	MS

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CUSTOMER COMPLAINT BRAKES STOPPING VEHICLE AT TIMES WHILE DRIVING

Created by Survey Site Guest User at 2019-10-30 15:54:46

Customer Comments: CUSTOMER COMPLAINT BRAKES STOPPING VEHICLE AT TIMES WHILE DRIVING

Technician Findings: CUSTOMER SAY THE VEHICLE WILL STOP ITS SELF WHILE DRIVING AT RANDOM WITH NOTHING AROUND. I HAVE BEEN UNABLE TO DUPLICATE THIS ISS

UE. ALL WE HAVE BEEN ABLE TO DO RELATED TO THIS ISSUE IS THE AEB RECALL. IS THERE ANY OTHER INFORMATION YOU CAN GIVE ME OR A DIRECTION TO GO WITH THIS

CAR. THERE ARE NO CODES STORED.

Repairs Made: NONE

Created by Phillip Page at 2019-10-30 16:31:56

DESCRIPTION:

TECH LINE INCIDENT REPORT - CONFIDENTIAL

? CUSTOMER SAY THE VEHICLE WILL STOP ITS SELF WHILE DRIVING AT RANDOM WITH NOTHING AROUND

? I HAVE BEEN UNABLE TO DUPLICATE THIS ISSUE

? ALL WE HAVE BEEN ABLE TO DO RELATED TO THIS ISSUE IS THE AEB RECALL

? IS THERE ANY OTHER INFORMATION YOU CAN GIVE ME OR A DIRECTION TO GO WITH THIS CAR

? THERE ARE NO CODES STORED.

RECOMMENDATION:

? Is there any evidence this is related to AEB activation? Does the customer see a warning lamp or hear an audible tone when this occurs?

? With no DTC and no duplication, the customer will be our best source of information

? Information that would be helpful:

1. Specific location (address, intersection, etc.) where this has occurred

2. Location type (highway, local road, parking lot, etc.)

3. Direction of travel (eastbound, etc.)

4. Speed travelling

5. Traffic and weather conditions at time of event

6. Symptoms noticed other than the vehicle slowing

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	11/6/2019	11/11/19	11/6/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
186	Z * DAVE SATTLER	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	5N1AT2MT2JC[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	22507	22118	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	145423T	CVT	K23

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	1/29/2018	12/24/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5300	34	MCKINNON NISSAN	CLANTON	Alabama

Serv Dlr TL

Code	Region	Name	City	State
5300	34	MCKINNON NISSAN	CLANTON	AL

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
INTELLIGENT CRUISE CONTROL	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

aeb activated while traveling down highway with no obstuctions around

Created by Survey Site Guest User at 2019-11-06 12:48:14
Customer Comments: aeb activated while traveling down highway with no obstuctions around
Technician Findings: dtc c1a16-97
Repairs Made: replace radar and performed calibration
Created by Dave Sattler at 2019-11-06 13:12:38
Recommendation:
Thank you for the case information Mitchell.
We have made repair on this vehicles for the C1A16 RADAR STAIN DTC.
What was the driving and weather condition when incident become present for customer.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Is incident becoming present in same place/area each time?

This vehicle looks as if it has AEB and no ICC.

Refer to ESM and the note for the setting of this DTC.

We should verify customer incident before attempting any further repairs.

If further assistance is needed contact TECH LINE anytime.

Created by Dave Sattler at 2019-11-11 07:06:24

Recommendation:

Thank you for the case update Mitchell.

If we are unable to verify customer incident and this DTC is not resetting release vehicle back to customer.

This DTC can be set due to area vehicle is being operated in, debris or other stuff coming in contact to ICC.

If further assistance is needed contact TECH LINE anytime

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	11/7/2019	11/15/19	11/7/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	KNMAT2MV1JP[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	17147	22218	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	284007	CVT	G41
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	7/6/2018	12/12/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
G01 MARCH SOP SPEC
L92 FLOOR MATS (2PC FRONT, 2PC SEC
M92 RETRACTABLE CARGO COVER
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5703	24	HUGH WHITE NIS LANCA	LANCASTER	Ohio

Serv Dlr TL

Code	Region	Name	City	State
5703	24	HUGH WHITE NIS LANCASTER	LANCASTER	OH

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

WARNING LIGHT ON AGAIN

Created by Survey Site Guest User at 2019-11-07 15:59:15

Customer Comments: WARNING LIGHT ON AGAIN

Technician Findings: C/S BRAKES ARE APPLING THEMSELF. HAD R9327 RECALL DONE IN N.C. ON 10-18-19, 15878 MILES. HAPPENED TWICE COMING HOME FROM VAC. C/F

CODE C1A16 STORED, SENSOR WAS CLEAR. PERFORMED WHEEL ALIGNMENT AND CALIBRATED RADAR, THEN TEST DROVE VEHICLE. WE HAVE NOT HAD IT ACT UP FOR US. C/S S

EEMED FINE FOR ABOUTY A WEEK. NOW HAPPENING AGAIN. NOW HAS CODE C1A39 AT 16396 MILES AND C1A16 AT 17055 MILES. CHECKING FOR INFO BEFORE REPLACING DIST

ANCE SENSOR.

Repairs Made: CALBRIATED RADAR, 4 WHEEL ALIGNMENT, RECALL R9327

Created by Carlos Nunez at 2019-11-07 16:43:04

TECH LINE INCIDENT REPORT - CONFIDENTIAL

RECOMMENDATION:

For concern with unintended AEB/FEB, please confirm that ICC/ADAS and LASER/ RADAR part numbers (as read in ECU Identification) are at latest #.

If we confirm that numbers are at latest, please provide the following information:

ICC/ ADAS # as read by C3+:

LASER/ RADAR# as read by C3+:

specific location (address, intersection, etc.)

We have not seen C1A39 reported with braking concern.

WIth DTC set in past, we recommend confirming that all connectors are fully seated and that terminal pin fit is inspected.

Created by Harold Meyer at 2019-11-11 10:32:06

Description

The technician replied by email

> ICC/ADAS # 284E7-7FP0B

>LASER/RADAR # 28438-5FA4A

INCIDENTS HAVE OCCURRED AT HIGHWAY SPEEDS. INTERSTATES AND MOST HIGHWAYS

CUSTOMER TRAVELS HAVE TRIGGERED FRONT RADAR ALERT. HOWEVER, BRAKE

ENGAGEMENT OCCURRED MOST RECENTLY ON INTERSTATE I-50 NEAR I-77. WAS HEADED

WESTBOUND AT 65 MPH, AT 4:30-5:30, WITH CLEAR WEATHER.

NO, DEALER HAS NOT DUPLICATED CONCERN.

TECH LINE

Has the vehicle been driven through the above location at other times and the concern not occurred?

Has the concern only occurred at this location?

Created by Harold Meyer at 2019-11-15 07:46:32

Description

The technician replied by email

> C/S it happens

>she does drive same route everyday.

> On vacation, it happened 5 times between Ohio and North Carolina.

>She also stated you have to drive an hour before it happens.

>So around town short trips, nothing.

Email to be sent to engineering on the concern.

The concern is under engineering review.

Engineering review email sent to the technician on the concern.

Created by Harold Meyer at 2019-11-15 13:17:45

Description

TSS is following up after review of information by engineering.

TECH LINE

Please ask the customer if they can be more specific on the locations when the concern occurs.

We may be able to use an online map to help them with the location.

Also, what was traffic volume when the concern occurred?

Thank you for your assistance in helping resolve the customer concern.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	11/18/2019	11/18/19	11/18/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	KNMAT2MT3JP[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	10781	22318	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	250364	CVT	G41

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	5/14/2018	11/13/2018	

Dlr Retl Last VC

Code	Region	Name	City	State
3939	32	NISSAN OF MCKINNEY	MCKINNEY	Texas

Serv Dlr TL

Code	Region	Name	City	State
2190	32	COURTESY NISSAN	RICHARDSON	TX

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
G01 MARCH SOP SPEC
L92 FLOOR MATS (2PC FRONT, 2PC SEC
M92 RETRACTABLE CARGO COVER
U01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
INTELLIGENT CRUISE CONTROL	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

C/S AEB ACTIVATED AT HIGHWAY SPEEDS AFTER AEB RECALL PERFORMED

Created by Survey Site Guest User at 2019-11-18 08:13:03

Customer Comments: C/S AEB ACTIVATED AT HIGHWAY SPEEDS AFTER AEB RECALL PERFORMED

Technician Findings: SCAN TEST CODE PAST C1A16-97. CLEARED CODE AND TEST DROVE. AEB ACTIVATED WITH WARNING MESSAGE AND CODE REAPPEARED. BROUGHT BACK I

N AND PERFORMED ICC CALIBRATION AND TEST DROVE WITH SAME RESULTS. FOUND NTB19-033 AND WHEN IT ASKS ABOUT THE DATE CODE ON THE ICC SENSOR, THERE IS NO

DATE ON THIS SENSOR. I'M LEANING TOWARDS THE ICC SENSOR, BUT WOULD LIKE A 2ND OPINION. THANK YOU.

Repairs Made: AEB SOFTWARE UPDATE RECALL

Created by John Seaborn at 2019-11-18 08:47:46

Description

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Vehicle has AEB activation.

C1A16 RADAR STAIN -97 past

Distance sensor does not have a date code per NTB 19-033.

Recommendation

Thomas, well done, please see recommendations listed below.

1) NTB 19-033 does not apply, as 2018 T32 is not listed in Table A of step 3, page 3.

2) Please inspect for possible obstructions in front of the ICC distance sensor, dirt, mud, bug debris, etc.

3) Please inspect ICC distance sensor bracket for trauma, etc.

4) If ICC distance sensor is not obstructed & sensor bracket has no trauma, please perform distance sensor alignment per ESM.

Tech to reply to all on email response, if additional technical assistance is required.

Created by Erich Shuman at 2019-11-18 10:17:59

Email received from dealer:

Performed ICC Calibration and test drove and after a 15 minute test drive,

the AEB activated and set the C1A16-97 code. No stains noticed on the

sensor and ICC sensor bracket looks good no bends or cracks.

Recommendation:

Thank you for the update, [redacted]

? Please confirm that we have performed NTB18-041 (I assume this is what is meant by the AEB software update and that it has been completed).

? If the last five digits of the distance sensor part number are 5FA1A, please replace it as well before performing NTB18-041.

? If no change, does the AEB activation occur only at specific locations and under specific conditions or seemingly at random?

? If the location and conditions are consistent, please document the location(s) as well as direction of travel and vehicle speed. This information wi

ll be forwarded to engineering.

? If the concern is still present at this point and is not occurring in any specific location(s), let?s confirm that we don?t have a front license pla

te bracket or any other accessories installed. If so, remove any accessories and retest.

? If no change, let?s replace the distance sensor. We can swap a sensor from a known good vehicle with the same part number to verify prior to replace

ment, if available.

Let me know what you find and if additional assistance is needed with this one.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	11/18/2019	11/19/19	11/18/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options
T32	2019	RGE	5N1AT2MV1KC[redacted]	B92 SPLASH GUARDS B93 CHROME REAR BUMPER PROTECTOR C03 50 STATE EMISSIONS L92 FLOOR MATS (2PC FRONT, 2PC SEC

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	7135	22019	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	476896T	CVT	KAD

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	4/23/2019	5/27/2019	

Dlr Retl Last VC

Code	Region	Name	City	State
5476	26	ROUTE 33 NISSAN	HAMILTON SQUAR	New Jersey

Serv Dlr TL

Code	Region	Name	City	State
5476	26	ROUTE 33 NISSAN	HAMILTON SQUA	NJ

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
AUTOMATIC BRAKE CONTROL	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
04	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

forward emergency braking system engages when nothing is present in front of vehicle

Created by Survey Site Guest User at 2019-11-18 15:44:06

Customer Comments: forward emergency braking system engages when nothing is present in front of vehicle

Technician Findings: unable to duplicate concern, code stored for radar stain, no debris noted

Repairs Made: check for update and road test

Created by Wesley Roberts at 2019-11-18 16:24:24

TSS Recommendation:

? Thank you for the update.

? Inspect distance sensor and bumper for debris or trauma.

? Please gather information about location and conditions when incident occurred:

TECH LINE INCIDENT REPORT - CONFIDENTIAL

? -Exact location

? -Direction and speed of travel

? -Weather conditions (sunny, rain, snow, fog, frost, puddles)

? -Were there railroad tracks, raised intersections, parking garages, or low hanging signs in the area?

? *In some conditions it can be normal operation, refer to Owner?s Manual Section 5 for AEB operation and review limitations with customer.

? Keep me posted.

Created by Wesley Roberts at 2019-11-19 11:46:52

Tech Update:

? Spoke with customer, sunny day clear condition.

? Says mainly at traffic lights when someone is making a right turn in another lane.

? Sensor and grill are clean and no signs of damage

Created by Wesley Roberts at 2019-11-19 11:47:13

TSS Recommendation:

? Thank you for the update.

? Would we be able to get more specific information on location and direction of travel to supply engineering?

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	11/19/2019	11/19/19	11/19/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
B17	2018	SEN	3N1AB7APXJY[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	16140	12118	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
MRA8	289319	CVT	KAD
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
AGUASCALIENTES	11/11/2017	2/23/2018	

Installed Options

B92 SPLASH GUARDS, BODY COLORED
C03 50 STATE EMISSIONS
H11 REAR USB PORTS
L92 CARPETED FLOOR MATS WITH TRUNK
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3753	44	RIVERSIDE NISSAN	RIVERSIDE	California

Serv Dlr TL

Code	Region	Name	City	State
3753	44	RIVERSIDE NISSAN	RIVERSIDE	CA

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
AUTOMATIC BRAKE CONTROL	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
04	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

Customer states Forward Emergency Braking Engaged with no Objects around

Created by Survey Site Guest User at 2019-11-19 11:40:47

Customer Comments: Customer states Forward Emergency Braking Engaged with no Objects around

Technician Findings: No codes for AEB. test drove 4-5 miles no malfunction occurred. Inspected vehicle. no abnormal damage seen. nothing bent or out o

f place. Sensor code of manufacture is 27.07.2018. Customer is not happy about situation. Says it happened to them while trying to accelerate from a s

top and AEB unexpectedly happened. She said she almost got rear ended. Requesting replacement of Milli-wave radar sensor.

Repairs Made: 0

Created by Survey Site Guest User at 2019-11-19 11:41:50

Pictures of data

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Wesley Roberts at 2019-11-19 11:54:25

TSS Recommendation:

? Thank you for the update.

? With known concerns with the distance sensor in this build date, let?s replace and calibrate the sensor.

? Verify bumper is clean and free of debris.

? Can we also please supply the exact location of incident and direction of travel?

? Keep me posted on repair.

Created by Brandt Boster at 2019-11-19 17:52:35

Tech replied by email:

Service writer says the customer was leaving her gated community. He verified with customer, "Was the gate fully open? Before accelerating" She stated

yes. Says it happens in morning. Could not get direction...N. E. W. S. Bumper is free of debris

Repair is complete and car has been test driven.

No codes and all seems ok

Thank You [redacted]

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	11/20/2019	11/22/19	11/20/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	KNMAT2MT7JP[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	15877	22318	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	271059	CVT	RBY
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	6/25/2018	10/26/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
G01 MARCH SOP SPEC
L92 FLOOR MATS (2PC FRONT, 2PC SEC
U01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3794	32	SUPREME NISSAN OF SL	SLIDELL	Louisiana

Serv Dlr TL

Code	Region	Name	City	State
3794	32	SUPREME NISSAN OF SLIDELL	SLIDELL	LA

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
INTELLIGENT CRUISE CONTROL	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

c.s the autobraking and sensor keeps going off

Created by Survey Site Guest User at 2019-11-20 15:37:15

Customer Comments: c.s the autobraking and sensor keeps going off

Technician Findings: Customer states that while driving the forward crash warning will come on and the auto brakes will engage. Customer states that

she drives on the same route that she always has, and this did not start to happen until the laser reprogram campaign was performed.

We have driven the vehicle and have been unable to duplicate the customers concern

Repairs Made: Performed campaign p9372

Created by Survey Site Guest User at 2019-11-20 15:38:22

Customer states that she is afraid to drive the vehicle now. The emergency braking has never operated like it does not since the laser reprogram was

TECH LINE INCIDENT REPORT - CONFIDENTIAL

performed

Created by Brandt Boster at 2019-11-20 17:22:08

Recommendation:

Thank you for the information on this one [redacted]

During Laser programming, logic was adjusted to improve the operation of the system, it is possible an operation change was noticed.

- This does not mean the system is operating outside of normal operation

There are many reasons we can have AEB operate under normal conditions

- To best understand the concern and conditions, let?s see if the customer can provide us specific location/condition details for duplication.

Note* Sudden terrain changes such as railroad crossing, low hanging bridges, road construction environments, and parking garages have been found to tr

igger the AEB system due to Radar technology operation

If we are unable to duplicate concerns or isolate a specific location, no repairs are recommended

- See Owner?s Manual for education on system operation and limitations

Be sure to follow up with any findings, or if further assistance can be provided

Have a great rest of your day [redacted]

Created by Brandt Boster at 2019-11-20 17:22:50

Requests tech call back information to discuss case.

Created by Paul Legnon at 2019-11-21 07:53:37

TL Paul contacted tech by phone-

[redacted]

---Thank you for your time on the phone.

As discussed, please have your service manager contact consumer affairs and open an "in-field" case.

Additionally, please email current Laser/Radar and ICC/ADAS part numbers for documentation

Created by Paul Legnon at 2019-11-21 10:03:24

Current part numbers:

ICC/ADAS 284E7-7FP1B

LASER/RADAR 28438-5FA4A

Lance Tamburo

Service Manager, Supreme Nissan of Slidell

985-690-0044

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	11/27/2019	11/27/19	11/27/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
157	Z - JOHN SEABORN	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	KNMAT2MV5JP[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	12160	22018	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	252328	CVT	KAD
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	6/1/2018	12/20/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
G01 MARCH SOP SPEC
L92 FLOOR MATS (2PC FRONT, 2PC SEC
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
22031	24	BEDFORD NISSAN INC	BEDFORD	Ohio

Serv Dlr TL

Code	Region	Name	City	State
22031	24	BEDFORD NISSAN INC	BEDFORD	OH

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CUSTOMER STATES FORWARD ER WARNING LIGHT STILL STOPPING VEHICLE WITH NO OTHER VEHICLES ARC

Created by Survey Site Guest User at 2019-11-27 09:48:21

Customer Comments: CUSTOMER STATES FORWARD ER WARNING LIGHT STILL STOPPING VEHICLE WITH NO OTHER VEHICLES AROUND AND CLEAR WEATHER CONDITIONS.

Technician Findings: none. replaced distance sensor 2 visits ago. did update last visit to replace the module number from 28438-5FA3A to an 28438-5FA4

A. on current visit there are no codes found on code scan. test drove vehicle for over an hour. put 60 miles on vehicle and could not replicate concer

n. Also tested the sensor by carefully getting close to another vehicle to see if the sensor performs as it should. and the sensor performed correctly

. no codes currently still. but customer is adamant that the AEB light comes on.

Repairs Made: Replaced distance sensor

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by John Seaborn at 2019-11-27 10:33:47

Description

Vehicle has intermittent AEB light illumination.

Cannot duplicate concern.

Recommendation

John, very well done, please see recommendations listed below.

A) Incident symptoms are not currently under engineering review for T32.

B) We will need to proceed using the process listed below.

1) Duplication at the dealer, with no devices connected to the vehicle, is the first step of diagnosis and sometimes, it is the most difficult step.

2) We cannot proceed with repairs until we know what the root cause is.

3) We cannot determine root cause until the symptom is duplicated enough to isolate.

4) Customer to duplicate concern for Service manager & Technician.

5) Tech to follow up with duplicated & clarified incident details, if additional technical assistance is required.

6) If needed, Service manager to consult with DTS in regards to assistance with customer relations.

Tech to reply to all on email response, if additional technical assistance is required.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	11/30/2019	12/4/19	12/2/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - CRAIG WATSON	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	JN8AT2MV0JW[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	16508	22418	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	174795	CVT	KAD

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	12/22/2017	5/12/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
C03 50 STATE EMISSIONS
K03 PLATINUM PACKAGE
L92 FLOOR MATS (2PC FRONT, 2PC SEC
P01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5271	48	RAIRDON'S NISSAN / AU	AUBURN	Washington

Serv Dlr TL

Code	Region	Name	City	State
530A	48	BILL KORUM'S PUYALLUP NIS	PUYALLUP	WA

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: Y

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CAR CAME TO A STOP BY ITSELF

Created by Survey Site Guest User at 2019-11-30 18:24:47

Customer Comments: CAR CAME TO A STOP BY ITSELF

Technician Findings: CUSTOMER STATES SHE HEARD 3 BEEPS THEN CAR STOPPED ITSELF RIGHT IN THE MIDDLE OF THE ROAD... "NOONE WAS AROUND HER" SHE SAID T

HIS WAS THE 2ND TIME THIS HAS HAPPENED... THE P9327 RECALL HAS ALREADY BEEN PERFORMED AND THIS STILL HAPPENED... I WAS NOT ABLE TO VERIFY BUT CIII SHO

WS DTC C10C8 THE ICC/ADAS PAST DTC AT 36...

Repairs Made: NONE

Created by Survey Site Guest User at 2019-11-30 18:25:28

CUST STATES THIS HAPPENED BEFORE REPROGRAMING AND ALSO AFTER RECALL

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Sean Martin at 2019-12-02 07:20:22

PLEASE REVIEW THE FOLLOWING:

? Often times when we experience undesired FEB operation, it is related to the environment around the vehicle and not necessarily the vehicle. This in

cludes objects such as guard rails, overpasses, railroad tracks, or even debris on the road that may have come in momentary contact with the distance

sensor.

? Can we gather more information from the customer regarding a specific location where this issue has occurred?

Created by Sean Martin at 2019-12-04 10:00:28

TECHNICIAN RESPONSE PASTED BELOW:

"TALKING TO CUSTOMER AGAIN SHE STATED NOTHING WAS AROUND HER AND NOTHING WAS

NEAR THE SIDE OF THE ROAD SHE WAS TRAVELING ON... SHE SAID AFTER THE CAR

CAME TO A COMPLETE STOP SHE WAS ABLE TO GIVE IT GAS AND IT DROVE LIKE

NORMAL AGAIN... DO YOU THING THE DTC C10C8 COULD CAUSE THE ADAS TO STOP

THE CAR ?"

Created by Sean Martin at 2019-12-04 10:01:34

PLEASE REVIEW THE FOLLOWING:

? Engineering is tracking areas where things like this happen, which is why we request the specific location where issues like this occur.

? Can the customer provide a specific location where the issue occurred?

Created by Sean Martin at 2019-12-04 10:30:25

TECHNICIAN RESPONSE PASTED BELOW:

"THE CUSTOMER STATED THIS HAPPENED ON [redacted] IN GRAHAM WA [redacted]

Created by Sean Martin at 2019-12-04 10:32:43

PLEASE REVIEW THE FOLLOWING:

? Thank you for providing location information for the concern.

? The stored DTC will not cause AEB operation.

? Unless the concern can be duplicated or we set/store a DTC related to the AEB system, no repairs are recommended for this concern, assuming there is

no trauma to the distance sensor, lane camera, or surrounding areas on the vehicle.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	12/4/2019	12/4/19	12/4/19

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options
T32	2018	RGE	KNMAT2MV5JP[redacted]	C03 50 STATE EMISSIONS G01 MARCH SOP SPEC L92 FLOOR MATS (2PC FRONT, 2PC SEC Z66 ACTIVATION DISCLAIMER
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL	
0	24777	22218		
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC	
QR25	249708	CVT	K23	
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL	
Renault Samsung	5/17/2018	7/26/2018		

Dlr Retl Last VC

Code	Region	Name	City	State
5520	32	BOMMARITO NISSAN BA	BALLWIN	Missouri

Serv Dlr TL

Code	Region	Name	City	State
3544	26	NISSAN 46	LITTLE FALLS	NJ

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
INTELLIGENT CRUISE CONTROL	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CUSTOMER STATES AT TIMES VEH WILL BRAKE ON ITS OWN AND COLLISION LIGHT WILL APPEAR WITHOU VE

Created by Survey Site Guest User at 2019-12-04 09:16:19

Customer Comments: CUSTOMER STATES AT TIMES VEH WILL BRAKE ON ITS OWN AND COLLISION LIGHT WILL APPEAR WITHOU VEH BEING IN FRONT

Technician Findings: CUSTOMER STATES VEHICLE WILL BRAKE ON ITS OWN AND COLLISION LIGHT APPEARS, SCAN CAR FOUND PAST CODES C1A16-97 AND C1A17-49 CHECK

CAR ANY TRAUMA FOUND NONE WIRES OK, AEB RECALL ALREADY PERFORMED LASER/RADAR PART NUMBER IS 28438-5FA4A AND ICC/ADAS IS 284E7-7FP0B CHECK CAR FAX NO A

CCIDENTS REPORTED

Repairs Made: NONE

Created by Brandt Boster at 2019-12-04 09:22:01

Recommendation:

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Thank you for the great information on this one [redacted]

Based on the past DTCs stored, we would recommend replacement of the ICC Distance Sensor.

Be sure we also educate the customer on normal operation of the AEB system.

- See Owner?s Manual for normal operation, characteristics, and system limitations

Be sure to follow up with any findings, or if further assistance can be provided

Have a great rest of your day [redacted]

NISSAN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	12/20/2019	2/21/20	2/21/20

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options
T32	2020	RGE	5N1AT2MT9LC[redacted]	C03 50 STATE EMISSIONS H92 REAR USB PORTS L92 FLOOR MATS (2PC FRONT, 2PC SEC

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	1311	22310	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	532231T	CVT	DAL

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	8/26/2019	11/17/2019	

Dlr Retl Last VC

Code	Region	Name	City	State
5458	36	PRIORITY NIS WILLIAMS	WILLIAMSBURG	Virginia

Serv Dlr TL

Code	Region	Name	City	State
5458	36	PRIORITY NIS WILLIAMSBURG	WILLIAMSBURG	VA

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
AUTOMATIC BRAKE CONTROL	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
04	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CUSTOMER STATES CAR HAS COME TO A GRINDING STOP SUDDENLY

Created by Survey Site Guest User at 2019-12-20 11:24:00

Customer Comments: CUSTOMER STATES CAR HAS COME TO A GRINDING STOP SUDDENLY

Technician Findings: Customer came in stating vehicle will randomly come to a grinding stop. Tested forward and backup emergency braking system. Set u

p a box behind vehicle and reversed to it and vehicle stopped properly. Tested the same in the front and vehicle did not stop. Had another tech walk i

n front of vehicle while driving forward and vehicle did not stop or detect and object in front. Pulled codes and found past code B2724-23 sonar contr

ol unit. Looked in ESM for diag procedure on this code but there is no information on this code. Checked techline data base for this code and found se

veral of the same concerns, they stated that this concern was under engineering review and to replace and configure sonar unit. Is this still the proc

TECH LINE INCIDENT REPORT - CONFIDENTIAL

edure or is there a different resolution to this concern?

Repairs Made: none

Created by Wesley Roberts at 2019-12-20 12:01:55

TSS Recommendation:

? Thank you for the update.

? Testing if the AEB and RAB system is not recommended for safety reasons.

? Typically of no DTCs or MIL on the system is working.

? Refer to Owner?s manual Section 5 for system operation and limitations.

?

? The DTC and reported undesired AEB incident are typically unrelated.

? For the DTC, replace and configure the Sonar C/U.

? If DTC persists perform lane camera aim and retest.

?

? For the undesired FEB, per some of the limitations posted in the Owner?s Manual it can occur.

? Due to system limitations we can experience this with railroad tracks, raised intersections, going under overpasses, tunnels, parking garages, road

construction signs, pavement transitions, etc.

? Let?s get the exact location, direction and speed of travel, and weather conditions when incident occurred.

? Keep me posted.

Created by Survey Site Guest User at 2020-02-21 15:23:01

Vehicle is back again stating the vehicle is still randomly braking while driving, once while in reverse and once while driving 35-40mph. The only cod

e on (past) was c1a16-97 radar stain. Have you seen anything like this? what should I check now?

Created by Wesley Roberts at 2020-02-21 15:29:08

TSS Recommendation:

? We have seen some instances of undesired AEB due to system limitations/normal operation.

? Refer to Owner?s Manual Section 5 for AEB system.

? Verify front bumper and sensor are clean and free of debris.

? There are some geographical locations where it can occur due to limitations that we have seen:

? -Railroad crossing

? -Raised intersections

? -Going under an overpass

? -Parking garages

? -Road construction sites

? -Adverse weather conditions

?

? Please supply the following information about the incidents, be as exact as possible:

? -Exact location (what exit on what highway and what direction, what corners?)

? -Speed and direction of travel

? -Weather conditions

? -Was construction or any other road irregularity present?

? This information can be relayed to engineering to help assist in future system developments.

? We have also seen both this DTC and the undesired AEB actually be separate concerns.

? The DTC does not actually indicate an incident occurred.

? Most often we see C1A16 set under normal operating conditions, as well as the FCW light and no DTC; check with customer if any of these were present

:

? -(Does not mean a fault is occurring with the system or repairs should be performed)

? Any obstruction (temporary or fixed) can cause this concern- can include adverse weather

? -hard rain, fog, snow, frost/icing, dirt/debris, water puddle splash, etc.

? In some rare cases- other obstructions can include license brackets or front end repairs

? Keep me posted.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	12/30/2019	1/7/20	1/2/20

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2019	RGE	JN8AT2MT0KW[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	2728	22319	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	420632M	CVT	G41
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	11/30/2018	7/13/2019	

Installed Options

C03 50 STATE EMISSIONS
K02 SUN & SOUND TOURING PACKAGE
L92 FLOOR MATS (2PC FRONT, 2PC SEC
M92 RETRACTABLE CARGO COVER
U35 NAVIGATION MANUAL

Dlr Retl Last VC

Code	Region	Name	City	State
5775	44	SAN LEANDRO NISSAN	SAN LEANDRO	California

Serv Dlr TL

Code	Region	Name	City	State
5775	44	SAN LEANDRO NISSAN	SAN LEANDRO	CA

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CUSTOMER STATES AFTER SMALL SHORT DRIVE COLLISION WARNING LIGHT WILL COME ON AND FLASH, AT RM CAUSE.

Created by Survey Site Guest User at 2019-12-30 17:48:17

Customer Comments: CUSTOMER STATES AFTER SMALL SHORT DRIVE COLLISION WARNING LIGHT WILL COME ON AND FLASH, AT TIMES WILL SUDDENLY STOP VEHICLE , PLASE

DIAGNOSE AND CONFIRM CAUSE.

Technician Findings: CUSTMERS STATE COLLISION WARNING LIGHT IS FLASHING. TEST DROVE VEHICLE DUPLICATED CUSTMERS CONCERN. CHECK DTC NO DTC ARE STORED.

NO TSB APPLY TO CUSTMERS CONCERN. INSPECTED LANE CAMERA. ORGINAL WINDSHIELD. CHECKED FOR DAMAGE AT ICC SENSOR. INSPECTED HARNESS CONNECTORS. TEST DROV

E VEHICLE WITH DATA MONITOR. ALL READINGS NORMAL.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Repairs Made: NONE

Created by Steve Berger at 2020-01-02 07:10:18

RECOMMENDATION:

In the past, we have see the FEB light blink with no DTCs. This can happen if there is a camera mounting issue.

- This is usually resolved by removing and installing the camera and then performing the aiming procedure. (let's perform this to see if the issue is

resolved)

Please follow up to confirm the repair or request additional assistance.

Created by Zach Hayward at 2020-01-03 13:36:57

Description:

Tech case reply:

R & I lane camera?performed aiming without concern

Test drove overnight without duplication on trip away from dealer

On return trip in morning the lamp start flashing with no vehicle in front, then stopped

Then 5 min later it began flashing again with no vehicle in front

No DTCs when inspecting after arriving at dealer

While test driving was at about 50 MPH very close to a vehicle and FEB didn?t activate

Recommendation:

[redacted] thanks for the update.

-Just for clarification, FEB isn?t ICC and will not slow the vehicle like ICC. Please review the ESM and owner?s manual FEB system description for exp

ected system operation conditions.

-The concern sounds like normal operation for a lane camera obstruction concern. When obstruction for the lane camera is present the FEB MIL will flas

h with no DTCs being present. Typically this time of year we find condensation is the source of the concern due to the difference in outside and the I

ane camera interior glass area. We can confirm this by duplicating the concern and then inspecting the lane camera from outside looking for the obstru

ction.

Created by Zach Hayward at 2020-01-07 13:45:41

Description:

Tech going on vacation

Another tech will be working on the vehicle

Recommendation:

[redacted] thanks for the info.

-Please advise the other tech to perform a TECH LINE case update via the support request page to update the the case and update the contact info.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	1/2/2020	1/3/20	1/2/20

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2019	RGE	JN8AT2MV9KW[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	652	22219	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	359183M	CVT	KAD
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	9/14/2018	11/27/2018	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
H92 REAR USB PORTS
L92 FLOOR MATS (2PC FRONT, 2PC SEC
U01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL

Dlr Retl Last VC

Code	Region	Name	City	State
3007	32	JACKIE COOPER NISSAN	TULSA	Oklahoma

Serv Dlr TL

Code	Region	Name	City	State
3007	32	JACKIE COOPER NISSAN	TULSA	OK

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
AUTOMATIC BRAKE CONTROL	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
04	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

FORWARD COLLISION LIGHT CAME ON WITH NBODY AROUND VEHICLE AND ATTEMPTED TO STOP VEHICLE.

Created by Survey Site Guest User at 2020-01-02 11:16:52

Customer Comments: FORWARD COLLISION LIGHT CAME ON WITH NBODY AROUND VEHICLE AND ATTEMPTED TO STOP VEHICLE.

Technician Findings: UNABLE TO DUPLICATE THIS TIME.

Repairs Made: UPDATED THE LAZER/RADAR

Created by Survey Site Guest User at 2020-01-02 11:18:08

CUSTOMER TOOK CAR AND THEN CALLED AND SAID THAT IT TRIED TO STOP IN THE MIDDLE OF THE ROAD. WENT OUT TO CUSTOMER AND THERE WERE NO CODES STORED AND NO

LIGHTS ON. HAVE YET TO DUPLICATE.

Created by Wesley Roberts at 2020-01-02 11:49:27

TECH LINE INCIDENT REPORT - CONFIDENTIAL

TSS Recommendation:

? We have seen some instances of undesired AEB due to system limitations/normal operation.

? Refer to Owner?s Manual Section 5 for AEB system.

? There are some instances where it can occur due to limitations that we have seen:

? -Railroad crossing

? -Raised intersections

? -Going under an overpass

? -Parking garages

? -Road contractions sites

? -Adverse weather conditions

?

? Please supply the following information about the incidents, be as exact as possible:

? -Exact location (what exit on what highway and what direction, what corners?)

? -Speed and direction of travel

? -Weather conditions

? -Was construction or any other road irregularity present?

? This information can be relayed to engineering to help assist in future system developments.

? Keep me posted.

Created by Wesley Roberts at 2020-01-03 09:29:56

Tech Update:

? Here is a picture of where this happened.

? Still have not been able to duplicate

Created by Wesley Roberts at 2020-01-03 09:30:09

TSS Recommendation:

? Thank you for the update.

? Can we determine which direction the customer was going?

? And if there were any adverse weather conditions when it occurred?

? Did it only occur the one time, or multiple times?

? If only once there may have been a temporary blockage that caused it to activate.

? Also if we updated the Laser/Radar after it occurred, we likely resolved, as it was not clear if update was done before or after incident, let me kn

ow.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	1/6/2020	1/13/20	1/7/20

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	JN8AT2MT0JW[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	18045	22318	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	287003M	CVT	RBY

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	6/4/2018	9/24/2018	

Dlr Retl Last VC

Code	Region	Name	City	State
2036	44	MOSSY NISSAN NATL CI	NATIONAL CITY	California

Serv Dlr TL

Code	Region	Name	City	State
2036	44	MOSSY NISSAN NATL CITY	NATIONAL CITY	CA

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
G01 MARCH SOP SPEC
K02 SUN & SOUND TOURING PACKAGE
L92 FLOOR MATS (2PC FRONT, 2PC SEC
M92 RETRACTABLE CARGO COVER
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

C/S that the vehicle twice stopped in the middle of the freeway. Please check and advise

Created by Survey Site Guest User at 2020-01-06 18:13:47

Customer Comments: C/S that the vehicle twice stopped in the middle of the freeway. Please check and advise

Technician Findings: TEST DROVE VEHICLE APPRX 27 MILES ON HIGHWAY AND CAN NOT DUPLICATE CUSTOMER CONCERN. PERFORMED ACTION TEST ON ICC; OPERATION IS

NORMAL AND NO FAULTS

Repairs Made: NONE

Created by Survey Site Guest User at 2020-01-06 18:15:00

SHOULD I DELIVER VEHICLE IF I CANT DUP CUST CONCERN? HAVE ALREADY DRIVEN 27MILES ON HIGHWAY

Created by Kelby Hausman at 2020-01-07 07:05:05

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Recommendation

Thank you for the case information.

Please refer to NTB18-041c and perform the reprogramming if they apply.

If the bulletin does not apply, please provide the current ICC/ADAS and LASER/RADAR part numbers read from consult.

Created by Kelby Hausman at 2020-01-07 10:43:34

Tech email reply:

?NTB18-041 Does not apply because of part numbers on LASER and ICC?

LASER/RADAR part number ? 28438-5HK4A

ICC/ADAS part number ? 284E7-7FP0D

Created by Kelby Hausman at 2020-01-07 10:43:43

Recommendation

Thank you for the update.

Let's gather some additional information from the customer on the locations where this occurs.

Find out the specific location (Address, intersection, etc.), direction of travel, and vehicle speed.

Operate the vehicle in the same area and see if we can duplicate the concern.

Take a photo of the location where this occurs viewed from inside the vehicle.

Created by Kelby Hausman at 2020-01-10 13:52:54

Tech email reply:

?Went to one of the locations. Made four passes with and without ICC. Still unable to duplicate scenario. The other location or time it happened was i

n Mexico.?

Created by Kelby Hausman at 2020-01-10 13:53:00

Recommendation

Thank you for the update and the photos.

To clarify, what road are the photos taken from?

What is the direction of travel?

Created by Kelby Hausman at 2020-01-10 14:49:33

Tech email reply:

?Customer reported it happened traveling northbound on interstate 805 between exit 1B (highway 905 on ramp) and exit 2 (Palm Ave) at 60-65mph. Happene

d one time, no cars around light traffic.?

Created by Kelby Hausman at 2020-01-10 14:49:40

Recommendation

Thank you for the clarification.

I will forward this information on to engineering for review.

Please allow one business day for review and a follow up email.

Created by Kelby Hausman at 2020-01-13 14:04:01

No response from FQI

Recommendation

Thank you for your patience.

With the concern not duplicating, we likely have normal operation.

It is not uncommon for the FEB system to apply some braking under certain conditions.

Refer to owners manual pages 5-135 and 5-136 for system limitations.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	1/15/2020	1/23/20	1/15/20

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	KNMAT2MT3JP[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	15710	22318	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	294203	CVT	G41
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	7/13/2018	12/29/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
G01 MARCH SOP SPEC
L92 FLOOR MATS (2PC FRONT, 2PC SEC
N93 FRAMELESS AUTO-DIMMING REARVIE
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3090	32	MOSSY NISSAN	HOUSTON	Texas

Serv Dlr TL

Code	Region	Name	City	State
3090	32	MOSSY NISSAN	HOUSTON	TX

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
RADIO SYSTEM	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
11	N	Y	1/23/2020	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: No issue could be duplicated or problem found

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

turned car on and all settingswere cleared, radio stations not saving

Created by Survey Site Guest User at 2020-01-15 08:33:55

Customer Comments: turned car on and all settingswere cleared, radio stations not saving

Technician Findings: customer complains of all settings being cleared, radio stations, Bluetooth deleted seat memory settings reset. customer stated p

roblem happened after campaign p9327 and r1019 were performed also stated that vehicle stopped on its own while traveling on the freeway we have not b

een able to duplicate problem vehicle had 1 code c1a16-97 stored in the past

Repairs Made: none

Created by Kelby Hausman at 2020-01-15 08:52:57

Recommendation

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Thank you for the case information.

Each TECH LINE case needs to be for on concern/vehicle system.

I am not seeing any similar concerns with the seat memory, radio stations, and Bluetooth being lost.

Let's confirm there are no loose connections at the AV control unit.

If we are able to duplicate the concern, inspect powers and grounds at the AV control unit.

For the unwanted FEB concern, please refer to NTB18-041.

If further assistance is needed, please create a separate TECH LINE case since it is unrelated to the audio concern.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	1/16/2020	1/16/20	1/16/20

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options
T32	2019	RGE	KNMAT2MT8KP[redacted]	B92 SPLASH GUARDS C03 50 STATE EMISSIONS L92 FLOOR MATS (2PC FRONT, 2PC SEC

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	2561	22319	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	491359	CVT	RBY

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	6/3/2019	9/14/2019	

Dlr Retl Last VC

Code	Region	Name	City	State
5186	32	FORT WORTH NISSAN	FORT WORTH	Texas

Serv Dlr TL

Code	Region	Name	City	State
5186	32	FORT WORTH NISSAN	FORT WORTH	TX

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
AUTOMATIC BRAKE CONTROL	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
04	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

aeb activates on its own wityh no other vehicle on its own

Created by Survey Site Guest User at 2020-01-16 07:58:48

Customer Comments: aeb activates on its own wityh no other vehicle on its own

Technician Findings: no codes in icc/adas and could not duplicate concern. cust states aeb activates on its own with no other vehicle around

Repairs Made: none

Created by Wesley Roberts at 2020-01-16 08:16:59

TSS Recommendation:

? Thank you for the update.

? We have seen some instances of undesired AEB due to system limitations/normal operation.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

? Refer to Owner?s Manual Section 5 for AEB system.

? There are some geographical locations where it can occur due to limitations that we have seen:

? -Railroad crossing

? -Raised intersections

? -Going under an overpass

? -Parking garages

? -Road construction sites

? -Adverse weather conditions

?

? Please supply the following information about the incidents, be as exact as possible:

? -Exact location (what exit on what highway and what direction, what corners?)

? -Speed and direction of travel

? -Weather conditions

? -Was construction or any other road irregularity present?

? This information can be relayed to engineering to help assist in future system developments.

? Keep me posted.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	1/29/2020	1/31/20	1/29/20

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options
T32	2018	RGE	KNMAT2MV1JP[redacted]	C03 50 STATE EMISSIONS L92 FLOOR MATS (2PC FRONT, 2PC SEC Z66 ACTIVATION DISCLAIMER

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	45499	22218	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	108175	CVT	G41

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	11/7/2017	1/22/2018	

Dlr Retl Last VC

Code	Region	Name	City	State
1964	32	BOMMARITO NIS HAZEL	HAZELWOOD	Missouri

Serv Dlr TL

Code	Region	Name	City	State
5069	34	BENTON NISSAN	OXFORD	AL

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CS at random times emergency braking engages in dry open areas and during rainy conditions.

Created by Survey Site Guest User at 2020-01-29 10:19:14

Customer Comments: CS at random times emergency braking engages in dry open areas and during rainy conditions.

Technician Findings: Customer has stated that the EBS is engaging at times without any objects in range and slowing the vehicle to a stop. This has ha

ppened at least 5 times during the last month at speeds between 20-45 mph. I have a stored past DTC for C1A16-97. Grill area is clear of any debris an

d customer has stated this issue has happened on clear days as well as with rain. I have inspected pin fit at sensor and have wiggle tested harness an

d both are OK. This is one of two 2018 Rogues that I'm having this same issue with. I have test driven this one over 30 miles and have not been able t

o duplicate. What do I need to do or test at this point?

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Repairs Made: Recall P9327 reprogrammed Lasar/Radar and ICC/ADAS

Created by Survey Site Guest User at 2020-01-29 10:21:02

Again this is one of two vehicles with the same issue. Both were driven multiple times and miles without being able to duplicate.

Created by Sean Martin at 2020-01-29 10:24:50

PLEASE REVIEW THE FOLLOWING:

? Often times when we experience undesired FEB operation, it is related to the environment around the vehicle and not necessarily the vehicle. This in

cludes objects such as guard rails, overpasses, railroad tracks, or even debris on the road that may have set off or come in momentary contact with th

e distance sensor.

? Can we gather more information from the customer regarding a specific location where this issue has occurred?

Created by Survey Site Guest User at 2020-01-30 16:56:27

I spoke with the customer yesterday and gathered some more information as requested. It occurs in various places. Last time was on Quintard Avenue (b

usy street in this area) with traffic in the center lane. Has happened couple of times at intersections and going through intersections. Has also happ

ened while traveling in Flordia on flat two lane straight road with no objects around or in sight. Customer stated he was afraid for his with to drive

due to fear of possible rear end collision. I have test driven again today without duplicating the emergency braking engagement. Do you have an expla

nation other than discussed I could pass on to the customer for this issue? My service manager is requesting DTS assistance.

Created by Craig Watson at 2020-01-31 08:46:52

- called tech to discuss case details

- tech has driven multiple test drives, in the similar areas and conditions that the customer has reported experiencing the issue. The tech was not ab

le to duplicate the concern.

- customer informed the dealer they did not feel safe driving the vehicle

- TL CW to forward case details to CA internally

- advised tech to contact CA and open in field report for next steps

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	1/29/2020	1/29/20	1/29/20

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - CRAIG WATSON	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
J11	2017	RSP	JN1BJ1CR0HW[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	12197	27617	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
MR20	077148	CVT	NBF

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	6/20/2017	11/28/2017	

Installed Options

C03 50 STATE EMISSIONS
K02 SL PLATINUM PACKAGE
L92 CARPETED FLOOR MATS
U02 SL PREMIUM PACKAGE
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3435	36	SHEEHY NISSAN	GLEN BURNIE	Maryland

Serv Dlr TL

Code	Region	Name	City	State
3435	36	SHEEHY NISSAN	GLEN BURNIE	MD

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

FORWARD COLLISION LITE WILL COME ON AND THE BRAKES WILL ENGAGE

Created by Survey Site Guest User at 2020-01-29 13:57:20

Customer Comments: FORWARD COLLISION LITE WILL COME ON AND THE BRAKES WILL ENGAGE

Technician Findings: ICC/ADAS HAS NEW UPDATE 6MF0A LASER HAS NEW UPDATE 5FA4A COUSTMER STATES FORWARD COLLISIONLIGHT COMES ON AND BRAKES ENGAGE TEST

DROVE20 MILES COULD NOT DUPICATE RADAR ADJUSTMENT BEFORE VERTICALANGLE 0.48 HORIZONTALANGLE 0.44 AFTER ADJUSTING V ANGLE 1.36 H ANGLE0.53

ADJUSTMENT COMPLETED

Repairs Made: NONE

Created by Sean Martin at 2020-01-29 14:19:21

PLEASE REVIEW THE FOLLOWING:

TECH LINE INCIDENT REPORT - CONFIDENTIAL

? Often times when we experience undesired FEB operation, it is related to the environment around the vehicle and not necessarily the vehicle. This in

cludes objects such as guard rails, overpasses, railroad tracks, or even debris on the road that may have set off or come in momentary contact with th

e distance sensor.

? Can we gather more information from the customer regarding a specific location where this issue has occurred?

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	2/18/2020	2/22/20	2/22/20

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - CRAIG WATSON	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	KNMAT2MT2HP[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	29404	29317	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	973855	CVT	RBY

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Renault Samsung	6/7/2017	7/9/2017	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2-PIECE FRONT AND
M92 RETRACTABLE CARGO COVER
U01 SV PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5263	44	NISSAN SUNNYVALE	SAN JOSE	California

Serv Dlr TL

Code	Region	Name	City	State
5242	44	PREMIER NISSAN OF FREMON FREMONT		CA

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CLIENT STATES VEHCILE APPLIED BRAKES VERY HARD ON ITS OWN WITH NO VEHICLE WITH A CLOSE RANGE

AND PREVIOUS RO #[redacted] WE REPLACED THE RADAR SENSOR, PLEASE CHECK AND ADVISE

Created by Survey Site Guest User at 2020-02-18 19:38:37

Customer Comments: CLIENT STATES VEHCILE APPLIED BRAKES VERY HARD ON ITS OWN WITH NO VEHICLE WITH A CLOSE RANGE, CLIENT STATES WE DID AEB UPDATE LAST

MONTH ON RO#[redacted] AND PREVIOUS RO #[redacted] WE REPLACED THE RADAR SENSOR, PLEASE CHECK AND ADVISE

Technician Findings: NO CONDITIONS FOUND

Repairs Made: DISTANCE SENSOR REPLACEMENT

Created by Sean Martin at 2020-02-19 07:09:21

PLEASE REVIEW THE FOLLOWING:

TECH LINE INCIDENT REPORT - CONFIDENTIAL

? Often times when we experience undesired FEB operation, it is related to the environment around the vehicle and not necessarily the vehicle. This in

cludes objects such as guard rails, overpasses, railroad tracks, or even debris on the road that may have set off or come in momentary contact with th

e distance sensor.

? Can we gather more information from the customer regarding a specific location where this issue has occurred?

Created by Sean Martin at 2020-02-21 12:04:09

RESPONSE PASTED BELOW

"So the customer stated the concern happend when they drove next to a parked

trailer, I test drove the vehicle for about 39 miles to recreate said

concern, and nothing happen."

Created by Sean Martin at 2020-02-21 12:04:47

RECOMMENDATION

? If the issue occurred next to a large trailer, this would be a byproduct of the surrounding environment and a vehicle repair is not required.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	2/20/2020	2/20/20	2/20/20

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	JN8AT2MV9JW[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	23725	22418	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	265634	CVT	QAB

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	4/26/2018	8/27/2018	

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT E10
G01 MARCH SOP SPEC
L92 FLOOR MATS (2PC FRONT, 2PC SEC
P01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3670	26	LEGEND NISSAN, LTD	SYOSSET	New York

Serv Dlr TL

Code	Region	Name	City	State
3670	26	LEGEND NISSAN, LTD	SYOSSET	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

customer states car shudderd and came to a stop

Created by Survey Site Guest User at 2020-02-20 15:05:45

Customer Comments: customer states car shudderd and came to a stop

Technician Findings: customer states that she owned a 2017 rouge previously and had trouble with the automatic braking system, car kept stopping on it

s own, so she got a 2018 rouge and had no complaints about the vehicle until recently, customer states that it only happened one time but was driving

on a certain road and the car started to shudder and then came to a complete stop. wasn't able to duplicate the problem, scanned car for dtcs and no d

tcs were stored and checked the feb mileage and car had no history of stopping. what should I do next?

Repairs Made: none

Created by Steve Berger at 2020-02-20 16:02:00

TECH LINE INCIDENT REPORT - CONFIDENTIAL

RECOMMENDATION:

? Thank you for contacting TECH LINE.

? Let's refer to NTB18-041 to see if it applies.

? Let?s inspect for any debris or obstructions that could be interfering with the radar sensor or lane camera.

? Inspect for any after market accessories that may have been in use at the time of the concern (including 12 volt chargers, USB, Bluetooth etc.)

? Let?s also see if we can gather some additional information about the operating conditions and location each time the brake application concern took

place.

1. What indicator lights/messages were noticed?

2. How long did the event last/What had to be done to restore normal operation?

3. What is the specific location each time this has happened (address, intersection, etc.).

4. Location type (highway, local road, parking lot, etc.).

5. Direction of travel (eastbound, etc.)

6. Speed traveling.

7. Please also provide any other additional information that may be helpful such as:

- How often has this occurred (date/time of each occurrence)

- Vehicle operating conditions/ accessories being used (aftermarket , factory etc.)

- Weather conditions?

- Anything odd or unusual with this Rogue when compared to other like models?

- After market parts/accessories?

- Recent changes made to the vehicle?

- How does the vehicle need to be operated in order to duplicate the concern?

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	2/22/2020	2/25/20	2/25/20

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
J11	2020	RSP	JN1BJ1CV5LW[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	1960	27310	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
MR20	642863C	CVT	NBL

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	10/30/2019	1/18/2020	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT E10
L92 CARPETED CARGO AREA PROTECTOR

Dlr Retl Last VC

Code	Region	Name	City	State
3931	34	JENKINS NISSAN, INC.	LAKELAND	Florida

Serv Dlr TL

Code	Region	Name	City	State
3931	34	JENKINS NISSAN, INC.	LAKELAND	FL

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

C/S VEHICLE STOPS ON ITS OWN

Created by Survey Site Guest User at 2020-02-22 14:11:57

Customer Comments: C/S VEHICLE STOPS ON ITS OWN

Technician Findings: C/S VEHICLE STOPS ON ITS OWN. WAS HERE ON 1/31/20 COULDNT DUPLICATE AND NO CODES. CAME BACK IN 2/22/20 SAME COMPLAINT NOW HAVE PA

ST CODE IN SONAR B2724-23 SVC MANUAL DONT SHOW THAT CODE. NOT SURE WHERE TO GO OR IF THAT CODE HAS ANYTHING TO DO WITH CUST COMPLAINT?

Repairs Made: NONE YET

Created by Kelby Hausman at 2020-02-24 07:24:10

Recommendation

Thank you for the case information.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

B2724 is currently under engineering review.

No repairs are recommended for this code at this times.

This code is not likely related to the FEB activation concern.

For the unexpected FEB activation, let's gather some additional information from the customer on when this occurs.

Find out the specific location (Address, intersection, landmark, etc.), direction of travel, and vehicle speed.

Operate the vehicle in the same location under the same conditions and see if we can duplicate the concern.

Also, please provide the current ICC/ADAS and LASER/RADAR part numbers for case documentation.

Created by Kelby Hausman at 2020-02-24 13:24:42

Tech email reply:

?Here is the consult print out with part #. I will have the advisor call cust on when it happens and get back to you.thanks?

Created by Kelby Hausman at 2020-02-24 13:24:48

Recommendation

Thank you for the update.

Let us know if further assistance is needed.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	2/24/2020	2/25/20	2/25/20

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
J11	2019	RSP	JN1BJ1CR7KW[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	6306	27419	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
MR20	512248C	CVT	QAB

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	3/4/2019	8/3/2019	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT E10
L92 CARPETED CARGO AREA PROTECTOR
P01 PREMIUM PACKAGE

Dlr Retl Last VC

Code	Region	Name	City	State
3136	26	HUDSON NISSAN	JERSEY CITY	New Jersey

Serv Dlr TL

Code	Region	Name	City	State
3136	26	HUDSON NISSAN	JERSEY CITY	NJ

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Normal operation-system limitations

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CUSTOMER STATES THAT THE AUTO AEB ENGAGES THE BRAKES WHEN NOTHING IS IN FRONT OF THE VEHIC

Created by Survey Site Guest User at 2020-02-24 08:40:35

Customer Comments: CUSTOMER STATES THAT THE AUTO AEB ENGAGES THE BRAKES WHEN NOTHING IS IN FRONT OF THE VEHICLE

Technician Findings: CUSTOMER STILL HAS COMPLAINT THAT VEHICLE STOPS ON ITS OWN WITH NOTHING IN FRONT OF IT. ON TEST DRIVE TECH WAS NOT ABLE TO VERIFY

CONCERN. USING CONSULT 3 FOUND CODE B2724-23 BUT COULD NOT FIND CODE IN ESM. CUSTOMER ALSO HAS COMPLAINT THAT VEHICLE STOPS WHEN REVERSING BUT ADVISE

D IT IS A SAFETY FEATURE. TESTED FEATURE AND WORKS AS DESIGNED. NOT ABLE TO VERIFY CUSTOMER COMPLAINT OR CONDITIONS WHEN INSTANCES OCCUR. CHECK FEB AC

TIVATION HISTORY AND SHOWS NO HISTORY OF ACTIVATION. WHAT STEPS SHOULD I TAKE TO ADDRESS CUSTOMER COMPAINT.

Repairs Made: UPDATED LASER RADAR MODULE AS PER NTB18-041

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Wesley Roberts at 2020-02-24 08:46:56

TSS Recommendation:

? Thank you for the information.

? We have seen some instances of undesired AEB due to system limitations/normal operation.

? Refer to Owner?s Manual Section 5 for AEB system.

? There are some geographical locations where it can occur due to limitations that we have seen:

? -Railroad crossing

? -Raised intersections

? -Going under an overpass

? -Parking garages

? -Road construction sites

? -Adverse weather conditions (snow, icing/frost over sensor, heavy rain/fog, debris, etc.)

?

? Please supply the following information about the incidents, be as exact as possible:

? -Exact location (what exit on what highway and what direction, what corners?)

? -Speed and direction of travel

? -Weather conditions

? -Was construction or any other road irregularity present?

? This information can be relayed to engineering to help assist in future system developments.

Created by Wesley Roberts at 2020-02-24 08:48:23

TSS Recommendation:

? I apologize, if B2724 resets engineering has recommended Sonar C/U replacement as well.

? Keep me posted on this one [redacted]

Created by Wesley Roberts at 2020-02-24 10:51:13

Tech Update:

? After obtaining information needed, erase codes and test drive vehicle and see if DTC returns?

Created by Wesley Roberts at 2020-02-24 10:51:58

TSS Recommendation:

? Thank you for the update.

? Sounds like a plan, keep me in the loop.

Created by Wesley Roberts at 2020-02-25 12:22:05

Tech Update:

? Still waiting on response from customer for details of incidents of when AEB engages.

? Cleared codes and test drove vehicle (currently raining) and not able to verify customers concern during test drive.

? No codes also when consult 3 was plugged back in.

Created by Wesley Roberts at 2020-02-25 12:22:14

TSS Recommendation:

? Thank you for the update.

? Let me know what we find for incident information.

? Have a wonderful rest of your day.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	3/2/2020	3/2/20	3/2/20

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	JN8AT2MT4HW[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	41684	29517	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	992961	CVT	G41
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	6/1/2017	11/4/2017	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
L92 FLOOR MATS (2-PIECE FRONT AND
M92 RETRACTABLE CARGO COVER
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3754	32	CHARLIE CLARK NISSAN	HARLINGEN	Texas

Serv Dlr TL

Code	Region	Name	City	State
3754	32	CHARLIE CLARK NISSAN	HARLINGEN	TX

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED | Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

C/S THAT VEHICLE APPLIED BRAKES ON IT'S OWN WITH NO OTHER VEHICLES IN FRONT OF IT , DASH WARNIN

RMED REFER TO RO [redacted]

Created by Survey Site Guest User at 2020-03-02 15:31:40

Customer Comments: C/S THAT VEHICLE APPLIED BRAKES ON IT'S OWN WITH NO OTHER VEHICLES IN FRONT OF IT , DASH WARNING LIGHT CAME ON WHEN INCIDENT OCCURE

D (AEB RECALL PERFORMED REFER TO RO [redacted]

Technician Findings: AFTER REPROGRAMING LASAR/RADAR AEB RECALL, RETURNED WITH MULTIPLE DTC'S , DATA BASE UN-CLEAR AS TO ANY RETURNS "AFTER" RECALL PE

RFORMED .PERFORMED HUNDREDES OF THOSE RECALLS , NONE HAS RETURNED EXCEPT THIS ONE

Repairs Made: NTB19-064

Created by Steve Berger at 2020-03-02 17:14:47

TECH LINE INCIDENT REPORT - CONFIDENTIAL

RECOMMENDATION:

? Thank you for contacting TECH LINE.

? It appears that we are dealing with the following symptoms:

- Customer concern of undesired AEB operation.

- C1A03 VEHICLE SPEED SENSOR CIRC

***Related TSB: NTB18-008**

***ESM Possible causes: wheel speed sensor, ABS actuator, Output speed sensor, TCM, ICC sensor.**

- C1A04 ABS/TCS/VDC CIRC

- *Related TSB: NTB18-008

***ESM Possible cause: ABS actuator.**

- C1A26 ECD MODE MALFUNCTION

- *ESM Possible cause: ABS actuator.

- U1502 ICC SEN CAN COMM CIR

***ESM Possible cause: ICC sensor.**

- C1A50 ADAS CONTROL UNIT

ESM Possible cause: ADAS control unit.

? In the past we have seen some issues related to incorrect part #/configuration (This is the most likely cause especially if these symptoms started

after re-programming)

? Let?s verify that all part #s are correct.

? Just to confirm , how soon after the previous repair NTB19-064 did these DTCs return?

? Where were the before and after parts # for each control unit?

- ICC/ADAS before and after.

- LASER/RADAR before and after.

? Will the DTCs return after cleared? If so, how soon, in what order and under what conditions.

? We have also seen some issues caused by the ICC sensor.

? Carfax report:

- 9/30/18: accident reported, minor trauma to the LR.

***Inspect for any evidence of collision trauma in case this is related.**

ADDITIONAL INSPECTIONS:

? Let?s gather some information from our customer to see when this issue was first noticed and if there had been any recent changes made to the vehicl

e. (service, repair, rain/weather conditions, accessories installed, etc.)

- Additional information may lead us in a different direction which can save time in the diagnostic process.

1. When was the issue not present (date/time)

2. When was the issue first noticed (date/time)

3. What may have changed in the time in between?

? Review Vehicle History (DBS/National Service History, Carfax etc.)

? Inspect for any after market parts or accessories.

- Temporarily disable or return to factory condition if needed and re-test.

? Inspect for any other symptoms with the vehicle.

- If related, this could provide additional diagnostic paths.

? Please follow up to confirm repair or to request additional assistance.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	3/3/2020	5/6/20	3/3/20

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2020	RGE	5N1AT2MT3LC[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	825	22510	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	541133T	CVT	NBL
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	9/18/2019	2/15/2020	

Installed Options

B92 SPLASH GUARDS
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT E10
H92 REAR USB PORTS
L92 FLOOR MATS (2PC FRONT, 2PC SEC
P01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL

Dlr Retl Last VC

Code	Region	Name	City	State
5481	32	CREST NISSAN OF FRISC	FRISCO	Texas

Serv Dlr TL

Code	Region	Name	City	State
5481	32	CREST NISSAN OF FRISCO	FRISCO	TX

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Brake switches were found to be out of adjustment.

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

customer states twice yesterday forward crash prevention alert came on and engage the brakes when nothing was

Created by Survey Site Guest User at 2020-03-03 11:28:02

Customer Comments: customer states twice yesterday forward crash prevention alert came on and engage the brakes when nothing was around.

Technician Findings: Scanned vehicle and found c1142, c1a04 c1a26 u0418-00 b2724-23 b2409 c1a04-04 all past and set at the same time 5 trips ago.

Repairs Made: None

Created by Survey Site Guest User at 2020-03-03 11:34:00

upload of dtc printout

Created by Steve Berger at 2020-03-03 12:17:10

RECOMMENDATION:

TECH LINE INCIDENT REPORT - CONFIDENTIAL

? Thank you for the case information.

? It appears that we are dealing with the following symptoms:

- Customer concern of undesired FEB operation.

- DTCs stored (past DTCs)

- C1142 PRESSURE SENSOR CIRCUIT

*ESM possible causes for past DTC: harness/connections, air in brake system, stop lamp switch system, ABS actuator, Fuse/ link, battery.

- C1A04 ABS/TCS/VDC CIRC

*ESM possible cause: ABS actuator.

- C1A26 ECD MODE MALFUNCTION

*ESM possible cause: ABS actuator.

- U0418 INVALID (BRAKE) - OR - ABS ACTUATOR AND ELECTRIC UNIT (CONTROL UNIT) SIGNAL

*ESM possible causes: ABS actuator, electric parking brake module.

- B2724 ECU (BOSE AUDIO W/O SURROUND SOUND)

- B2113 SEAT RECLINING MOTOR

*ESM possible causes: Seat control unit, recline motor/harness.

- B2409 HALF LATCH SWITCH

*ESM possible causes: Debris on rear latch, back door mechanisom, Half latch switch, harness/connectors

? Based on the DTCs stored, it is possible that we are dealing with more than one concern or a circuit issue that could be causing multiple DTCs..

? Intermittent concerns are often related to circuit issues (fuses, grounds, wiring/routing, connections/pin fit.

? On newer vehicles, we typically find issues with connections, pin fit or poor ground connections.

- This can be due to a connector not fully seated, pin fit concern , or a ground bolt not properly torqued.

- Sometimes simply disconnecting/reconnecting the related connections can resolve these types of issues.

? Let?s review all of the ESM diagnostic procedure for each DTC stored.

? In additional to the ESM diagnostic procedures, also refer to the EWD for an inspection of all related fuses, grounds, wiring, connections/pin fit f

or each component/circuit listed under the possible causes.

? The DTCs may not be related to the FEB related concern so let?s also gather some additional information about those symptoms.

? Let?s inspect for any debris or obstructions that could be interfering with the radar sensor or lane camera.

? Inspect for any after market accessories that may have been in use at the time of the concern (including 12 volt chargers, USB, Bluetooth, tracking

device, alarm etc.)

? Let?s also see if we can gather some additional information about the operating conditions and location each time the brake application concern took

place.

1. What indicator lights/messages were noticed?

2. How long did the event last/What had to be done to restore normal operation?

3. What is the specific location each time this has happened (address, intersection, etc.).

4. Location type (highway, local road, parking lot, etc.).

5. Direction of travel (eastbound, etc.)

6. Speed traveling.

7. Please also provide any other additional information that may be helpful such as:

- How often has this occurred (date/time of each occurrence)

- Vehicle operating conditions/ accessories being used (aftermarket , factory etc.)

- Weather conditions?

- Anything odd or unusual with this Rogue when compared to other like models?

- After market parts/accessories?

- Recent changes made to the vehicle?

- How does the vehicle need to be operated in order to duplicate the concern?

Created by Steve Berger at 2020-03-03 12:18:37

ADDITIONAL INSPECTIONS:

? Let?s gather some information from our customer to see when this issue was first noticed and if there had been any recent changes made to the vehicl

e. (service, repair, rain/weather conditions, accessories installed, etc.)

- Additional information may lead us in a different direction which can save time in the diagnostic process.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

1. When was the issue not present (date/time)

2. When was the issue first noticed (date/time)

3. What may have changed in the time in between?

? Review Vehicle History (DBS/National Service History, Carfax etc.)

? Inspect for any after market parts or accessories.

- Temporarily disable or return to factory condition if needed and re-test.

? Inspect for any other symptoms with the vehicle.

- If related, this could provide additional diagnostic paths.

? Circuit Inspections: (this is a general list of circuit inspections, but in this case we would apply it to the circuits that are related to each DT

C)

- Inspect the battery/cables/connections.

- Remove, inspect and replace any related fuses (we have seen other cases/various issues where a fuse may partially open and create an unwanted volta

ge drop or intermittent open circuit)

- Loosen, clean and re-torque all related grounds.

- Perform a harness wiggle/flex test to see if any symptoms occur or DTCs set in relation to harness movement

- Inspect pin fit using the spread terminal gauge tool. Verify the spring compresses before the pin slides into the cavity.

- inspect for any signs of moisture/corrosion in the connections. (we have seen this occur in the door and kick panel areas due to water leaks)

- Sometimes simply disconnecting/reconnecting can resolve issues (if connector was not fully seated or pins not making good contact etc.)

- Inspect to see if any of the related connectors can be interchanged or plugged in to the incorrect location.

- Please document any fuse, ground or connector #s inspected in case this information needs to be referenced later.

- If circuit checks were performed, please include and exact voltage/ohm readings and connector/pin locations so that this information can be included

in the case notes.

***To make documentation easier, feel free to print the wiring diagram and highlight/circle all areas inspected and write in exact values next to each c**

onnector terminal. (A photo can be attached to the case or email response)

- A continuity test may test ?OK? even if one strand of wire is left.

- To further isolate the harness, a loaded voltage drop test is recommended to confirm that the wiring is capable of carrying a load (see example lis

ted on the TECH LINE Support Home Page).

- A temporary test harness (new pins/wire) can also be installed to overlay the circuit.

Created by Steve Berger at 2020-05-06 11:13:17

DTS Inspection:

1.Complaint: Crash warning light came on and brakes applied without cause C1142, C1A04, C1A26, U0418, B2724, C1A04

Cause: Brake switch adjustment

Correction: Properly adjust the brake switches, check pressure sensor readings , brake pedal freeplay and perform ABS activation in Self Test, and att

empt duplication of concern

Status: Brake switches were found to be out of adjustment. Dealer to reach back out if further assistance is needed

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	3/10/2020	3/10/20	3/10/20

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2019	RGE	JN8AT2MV0KW[redacted]

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	2307	22219	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	516079M	CVT	QAB

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	5/8/2019	10/28/2019	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT E10
L92 FLOOR MATS (2PC FRONT, 2PC SEC
U01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL

Dlr Retl Last VC

Code	Region	Name	City	State
2691	26	SMITHTOWN NISSAN, INC	SMITHTOWN	New York

Serv Dlr TL

Code	Region	Name	City	State
2691	26	SMITHTOWN NISSAN, INC.	SMITHTOWN	NY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
AUTOMATIC BRAKE CONTROL	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
04	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CUSTOMER STATES VEHICLE BRAKES ON ITS OWN

Created by Survey Site Guest User at 2020-03-10 08:29:06

Customer Comments: CUSTOMER STATES VEHICLE BRAKES ON ITS OWN

Technician Findings: CUSTOMER STATES VEHICLE HAS BEEN STOPPING ON ITS OWN, CHECKED FOR CODES AND FOUND CODES

C1A16-97(RADAR STAIN).C1A18-54(LASER AIMING IMCOMPLETE).B2724-23(CONAR CONTROL UNIT).. C1B01-54(CAM AIMING INCOMPLETED MISSING) ALL PAST CODES IN

SYSTEM. NO CURRENT CODES..NO LIGHTS ARE ON CURRENTLY, DRIVING VEHICLE STOP AND GO, AND HIGHWAY, COULD IT BE REPLACEMENT OF PARTS? OR ALIGNMENT OF THE

LANE CAMERA AND LASER RADAR? AS ALL CODES ARE PAST.

Repairs Made: NONE

Created by Wesley Roberts at 2020-03-10 08:42:31

TECH LINE INCIDENT REPORT - CONFIDENTIAL

TSS Recommendation:

? For C1A16:

? Let?s verify front bumper is clean and free of aftermarket covers or license plates.

? - Verify bumper is installed correctly and has not suffered trauma or been painted.

? - Verify sensor is mounted into bracket securely and bracket has no trauma.

? - Verify sensor is clean and free of debris as well.

? Most often we see C1A16 set under normal operating conditions, as well as the FCW light and no DTC; check with customer if any of these were present

:

? -(Does not mean a fault is occurring with the system or repairs should be performed)

? Any obstruction (temporary or fixed) can cause this concern- can include adverse weather

? -hard rain, fog, snow, frost/icing, dirt/debris, water puddle splash, etc.

? In some rare cases- other obstructions can include license brackets or front end repairs

? See Owner?s Manual Section 5 for system limitations that can include unexpected operation

? - This includes railroad crossings, low hanging bridges, tunnels, and parking structures

? If unable to duplicate no further repairs are recommended

?

? For undesired FEB:

? We have seen some instances of undesired AEB due to system limitations/normal operation.

? Refer to Owner?s Manual Section 5 for AEB system.

? There are some geographical locations where it can occur due to limitations that we have seen:

? -Railroad crossing

? -Raised intersections

? -Going under an overpass

? -Parking garages

? -Road construction sites

? -Adverse weather conditions (snow, icing/frost over sensor, heavy rain/fog, debris, etc.)

? Please supply the following information about the incidents, be as exact as possible:

? -Exact location (what exit on what highway and what direction, what corners?)

? -Vehicle speed and direction of travel

? -Weather conditions

? -Was construction or any other road irregularity present?

? This information can be relayed to engineering to help assist in future system developments.

?

? Our C1A18 and C1B01 indicated our distance sensor and lane camera aiming were not completed in past.

? Let?s load test the battery and ensure no low voltage concerns.

? B2724-23 is currently under engineering review.

? No further repairs are recommended for it.

? If any further assistance is needed let me know and have a great rest of your day.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	3/10/2020	3/10/20	3/10/20

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2018	RGE	JN8AT2MT3JW[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	13804	22518	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	305696M	CVT	KAD
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	6/29/2018	8/21/2018	

Dlr Retl Last VC

Code	Region	Name	City	State
5363	34	NISSAN OF LUMBERTON	LUMBERTON	North Carolin

Serv Dlr TL

Code	Region	Name	City	State
5245	36	LOYALTY NISSAN	CHESTER	VA

Installed Options

B92 SPLASH GUARDS (SET OF 4-BLACK)
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
G01 MARCH SOP SPEC
K03 PLATINUM PACKAGE
L92 FLOOR MATS (2PC FRONT, 2PC SEC
M92 RETRACTABLE CARGO COVER
P01 PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED | Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

auto braking stopping car with nobody around. AEB reflash did not fix it

Created by Survey Site Guest User at 2020-03-10 14:00:13

Customer Comments: auto braking stopping car with nobody around. AEB reflash did not fix it

Technician Findings: Here last week for AEB Recall. Cust had complaint that auto brakes apply them selves. Writer never put on ticket and told cust re

call will fix issue. Recall was done last week and returned today saying still applying. Test drove did not have it happen to me. Cust said it did it

to them on a country road nobody around car came to a complete stop on road with not working lights on dash. Found past code of U1002 stored in ABS

Repairs Made: none

Created by Kelby Hausman at 2020-03-10 14:32:19

Recommendation

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Thank you for the case information.

Engineering is collecting information on cases with unexpected FEB activation.

Let's gather some additional information on the location where this occurs.

Find out the specific address (intersection, landmark, etc.), vehicle speed, and direction of travel

Operate the vehicle in the same location if possible and see if we can duplicate the concern.

Take a photo of the location seen from inside the vehicle through the front windshield.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	3/19/2020	3/19/20	3/19/20

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	JN8AT2MV6HW[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	31284	22617	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	797232	CVT	QAB
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
KYUSHYU (NML)	11/8/2016	5/2/2017	

Installed Options

B92 SPLASH GUARDS
B93 CHROME REAR BUMPER PROTECTOR
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT $
K03 PLATINUM PACKAGE
L92 FLOOR MATS (2-PIECE FRONT AND
P01 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
2081	24	KRENZEN NISSAN	DULUTH	Minnesota

Serv Dlr TL

Code	Region	Name	City	State
2081	24	KRENZEN NISSAN	DULUTH	MN

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION WARNIN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CUST STATES AFTER RADAR WAS REPALCED THAT AEB WAS ENGAGING WHILE DRIVING..CUST BROUGHT VE

ES FORWARD COLLISON LIGHT WAS ON THIS MORNING..NO CODES STORED YET AGAIN

Created by Survey Site Guest User at 2020-03-19 09:48:01

Customer Comments: CUST STATES AFTER RADAR WAS REPALCED THAT AEB WAS ENGAGING WHILE DRIVING..CUST BROUGHT VEH HERE,COULD NOT DUPLICATE CONCERN.RELEASE

D CAR,NOW CUST STATES FORWARD COLLISON LIGHT WAS ON THIS MORNING..NO CODES STORED YET AGAIN

Technician Findings: NO CODES STORED..CAN WE REPLACE RADAR

Repairs Made: REPLACED FORWARD DISTANCE SENSOR UNDER THE AEB RECALL

Created by Kelby Hausman at 2020-03-19 09:54:05

Recommendation

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Thank you for the case information.

To clarify, is the FEB warning light on or flashing?

Is the customer experiencing unwanted braking or only the warning light?

Please refer to NTB18-041 and reprogram LASER/RADAR and ICC/ADAS is needed.

Created by Kelby Hausman at 2020-03-19 10:48:40

Tech email reply:

?TO BE CLEAR THAT BULLETIN WITH THE UPDATES WAS DONE PRIOR TO THE RECALL..MARCH OF 19 CUST HAD ISSUES WITH COLLISION LIGHT ON...WE DID THE UPDATES AT

THA TIME...THEN THE RECALL WAS RELEASED AND WE HAD IT HERE FOR AN OIL CHANGE SO WE DID THE RECALL AND THEE PROGRMMING WOULDN'T TAKE SO WARRANTY CLAIMS

SAID TO REPALCE THE RADAR...2 WEEKS AFTER THAT SHE STARTED HAVING ISSUES WITH THE FORWARD EMERGANCY BRAKING ENGAGING WHEN IT SHOULDN'T..SHE LEFT CAR

HERE..WE TEST DROVE AND COULD NOT DUPLICATE CONCERN AND HAD NO CODES..WE RELEAED VEH AGAIN AND NOW SHE SAYS THE FORWARD COLLISON ERROR LIGHT HAS CAME

ON THE PAST TWO DAYS..NO CODES STORED AGAIN?

Created by Kelby Hausman at 2020-03-19 10:48:48

Recommendation

Thank you for the update.

The FEB warning light can come on if the distance sensor or lane camera is temporarily blocked, often by moisture, condensation, rain, etc.

Please provide the current ICC/ADAS and LASER/RADAR part numbers for case documentation.

Let's gather some additional information from the customer on the locations where they experienced the unexpected braking.

Find out the specific location (Address, intersection, landmark), vehicle speed, and direction of travel.

Operate the vehicle in the same location and see if we can verify the concern.

Created by Kelby Hausman at 2020-03-19 12:15:43

Tech email reply:

?BOTH MOUDULES ARE U TO DATE AUTO BRAKING OCCURRED GOING UP A HILL

LASER PART # 284385FA4A

ICC 284E7-7FP0A

SOOO HOW SHOULD WE PROCEED???NOT GETTING ANYWHERE HERE

DROE VEH ON SAME STRECTCH OF RD AND DID NOT HAVE ISSUES?

Created by Kelby Hausman at 2020-03-19 12:15:50

Recommendation

Thank you for the update.

If we are unable to duplicate the concern, no repairs would be recommended.

Refer to Owners manual page 5-93 for system limitations. (see attached)

In some conditions the FEB system may apply partial braking.

When acceleration is necessary, depress the accelerator pedal to override the system.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	3/19/2020	3/24/20	3/24/20

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - BRIAN TERK	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
B17	2018	SEN	3N1AB7AP2JL[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	43594	12118	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
MRA8	429206	CVT	K23
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
AGUASCALIENTES	6/4/2018	7/30/2018	

Installed Options

C03 50 STATE EMISSIONS
H11 REAR USB PORTS
L92 CARPETED FLOOR MATS WITH TRUNK
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
5520	32	BOMMARITO NISSAN BA	BALLWIN	Missouri

Serv Dlr TL

Code	Region	Name	City	State
3779	24	NISSAN OF NORTH OLMSTED	NORTH OLMSTED	OH

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
INTELLIGENT CRUISE CONTROL	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED
Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Replaced distance sensor

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

feb activates for no reason

Created by Survey Site Guest User at 2020-03-19 12:35:06

Customer Comments: feb activates for no reason

Technician Findings: laser aiming will not complete, u/d is .46 and l/r is .12 will also say error retry several times before running through calibrat

ion

Repairs Made: replaced icc sensor and bracket

Created by Survey Site Guest User at 2020-03-19 12:36:01

laser programming issue, original sensor replaced due to date code, another sensor was installed due to erratic readings during calibration

Created by John Irion at 2020-03-19 13:18:16

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Recommendation

This is often caused by the target board setup.

Confirm the following with the target board during setup:

1. With the laser mounted to the front wheel and turned on, measure the distance from the laser beam to the RF wheel and note the measurement

2. Measure the distance from the rear wheel to the laser beam. It should be the same distance. If not, have an assistant turn the steering until the d

istance matches exactly.

3. Verify the target board is placed in front of the sensor at the correct distance from the bumper. If there is a specified range, it usually works

better it the far end of the range.

4. Verify the metal cover is installed on the main part of the target board.

5. Extend the mirror arm from the target board with the target board in position 2.

6. Turn the laser back on, and verify the mirror reflects the laser directly back into itself. If not, turn the target left or right until it does.

Created by Brian Terk at 2020-03-20 07:46:05

-DESCRIPTION:

-Technician replied by email/case comment:

? "I have had the vehicle set up as outlined in the esm 4 different times with 3 different consults

? I can get my l/r values to change but my u/d will not change

? I've moved the target board and adjusted the screw on the sensor with little to no change in u/d value which remains at .47 to .57 and will not comp

lete the calibration."

-RECOMMENDATION DETAIL:

-Good morning [redacted] my name is Brian (different than before) and I will be working with you on this case

-typically the U/D values will not change in live data during the aiming and should be adjusted incrementally

-L/R and U/D values under 3.0 degrees typically will allow aiming to complete, the values noted above should be just fine

-there are no trending, known or common concerns similar to this that TECH LINE is aware of

-if we are familiar with the adjusting process and have performed this successfully in the past without incident but only this one will not complete t

hen we are likely looking at

? A Consult concern that TECH LINE is not aware of yet with the new version 95.12

? Incorrect part number installed

? Internal concern with the replacement sensor

-let's confirm the correct part number is installed

-if so roll the C3 back to an earlier version and retry (instructions below)

-if no change replace the sensor again please

-Consult roll back instructions:

-C3 must be connected to a 110V source during this process

-My computer ---- C: ---------- ASIST ------ TOOLS ------ C3 ------ C3 PLUS ------- click on desired version # (94.10) -------- click on SET UP (sh

aded blue/gray window) ----- follow prompts.

-There is also a video to show the process: https://youtu.be/AvzAP05qGl4

Created by Brian Terk at 2020-03-24 08:59:02

-DESCRIPTION:

-Technician replied by email/case comment:

"part number is correct, back dated consult with no change, replaced sensor for 3rd time calibrated as designed no further issues thanks for the assis

tance"

-RECOMMENDATION DETAIL:

-perfect and thank you for the update, I will close this case now that the vehicle is resolved

-please feel free to reply to this email if any additional assistance is needed in the future on this vehicle

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	3/20/2020	3/31/20	3/31/20

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options
B17	2019	SEN	3N1CB7AP2KY[redacted]	C03 50 STATE EMISSIONS H11 REAR USB PORTS

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
8706	8713	12419	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
MR16	496602	CVT	RAY

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
AGUASCALIENTES	11/28/2018	7/13/2019	

Dlr Retl Last VC

Code	Region	Name	City	State
3702	24	COLLINS NISSAN	LOUISVILLE	Kentucky

Serv Dlr TL

Code	Region	Name	City	State
3702	24	COLLINS NISSAN	LOUISVILLE	KY

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
AUTOMATIC BRAKE CONTROL	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
04	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

Brakes have been locking up and almost causing an accident

Created by Survey Site Guest User at 2020-03-20 10:52:43

Customer Comments: Brakes have been locking up and almost causing an accident

Technician Findings: Customer states the AEB lights up and beeps then applies brakes almost causing accident. Came in once before and I found a c1a12

code stored, Realigned sensor performed road test no codes returned and system functioning normally. Vehicle returned, with the same complaint. There

are no codes stored in any system and the vehicle is operating as designed on multiple road tests. Went to release vehicle to customer and she said sh

e feels unsafe and is going to contact Nissan. My service manager request that I open a Techline case to document and to see if you guys have any sugg

estions.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Repairs Made: Aligned distance sensor

Created by Wesley Roberts at 2020-03-20 10:56:39

Tech Update:

? Went to release vehicle to customer and she said she feels unsafe and is going to contact Nissan.

? My service manager request that I open a TECH LINE case to document and to see if you guys have any suggestions.

Created by Wesley Roberts at 2020-03-20 10:57:27

TSS Note:

? Sending Alleged Safety Template due to customer comment of feeling unsafe.

Created by Craig Watson at 2020-03-20 15:46:32

- called tech to discuss case

- tech has been unable to duplicate the concern of AEB operating unexpectedly

- tech was not at shop currently

-TL CW to contact SM and inform of next steps

- Contact CA to open in field report and for next steps

- TL CW also to send case info internally to CA

Created by Craig Watson at 2020-03-20 15:48:04

Called SM at dealer number

- reached vmx

- TL cw to call SM 3/23 in am to discuss the case and next steps

- SM to contact CA to open in field report and for next steps

- TL CW also to send case info internally to CA

Created by Craig Watson at 2020-03-23 08:16:40

TL CW called dealer to discuss with SM

- informed SM was in a meeting.

- TL CW to call back in 1 hour

Created by Craig Watson at 2020-03-23 09:48:05

- SM unavaialble

- Spoke to SA

- Advised next steps for Dealer to contact CA and open in field report and to get next steps

- TL CW to fwd case info internally

Created by John Irion at 2020-03-31 14:07:00

Info from duplicate case

Customer Comments: C/S AEB continues to lock the brakes up while driving

Technician Findings: Tech ran codes, no codes stored. Tech has driven vehicle several times in attempt to duplicate without any success. C/S the emerg

ency braking activates randomly while driving causing the vehicle to slam on the brakes out of nowhere. C/S car is unsafe to drive and refuses to pick

it up.

Repairs Made: none

Created by John Irion at 2020-03-31 14:10:38

Recommendation

Thank you for Contacting TECH LINE. We?d like to talk with you about our customers concern.

Please reply with the best time and contact number you can be reached at.

Created by Craig Watson at 2020-03-31 15:45:15

- called shop [redacted] to discuss case

- cust returned and will not pick up vehicle until its repaired

- CA in filed report yet to be opened by dealer

- advised to have SM contact CA and open in field report for next steps

- TL CW reviewed case with DTS as well

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	3/23/2020	3/23/20	3/23/20

Text-Incd Desc TL

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
102	Z - MICHAEL LEMMONS	[redacted]

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
T32	2017	RGE	5N1AT2MV3HC[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	26102	22617	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
QR25	574398U	CVT	QAB
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
Smyrna (NMM)	9/29/2016	12/16/2016	

Installed Options

B94 ROOF RAIL CROSS BARS
C03 50 STATE EMISSIONS
E10 PREMIUM PAINT $
K03 PLATINUM PACKAGE
L92 FLOOR MATS (2-PIECE FRONT AND
P01 SL PREMIUM PACKAGE
U35 NAVIGATION MANUAL
Z66 ACTIVATION DISCLAIMER

Dlr Retl Last VC

Code	Region	Name	City	State
3033	26	GEORGE HARTE NISSAN	WEST HAVEN	Connecticut

Serv Dlr TL

Code	Region	Name	City	State
3288	26	SHERIDAN NISSAN, L.L.C.	NEW CASTLE	DE

Code-Component TL Desc	Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL
FORWARD COLLISION AVOIDAN	NP	NOT IDENTIFIED	1/1/01

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
26	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Follow Up Comment TL :

CUSTOMER STATES HAD AEB ISSUE -- CAR STOPPED SUDDENLY IN MIDDLE OF INTERSECTION WITH NOBODY

Created by Survey Site Guest User at 2020-03-23 12:50:15

Customer Comments: CUSTOMER STATES HAD AEB ISSUE -- CAR STOPPED SUDDENLY IN MIDDLE OF INTERSECTION WITH NOBODY AROUND

Technician Findings: COULD NOT RECREATE CUSTOMERS CONCERN

DOES HAVE C1A16-97 RADAR STAIN (PAST)

Repairs Made: TEST DRIVE AND SCAN SYSTEM

Created by Survey Site Guest User at 2020-03-23 12:51:03

WE PERFORMEND THE AEB RECALL BACK ON 12/30/2019

Created by Michael Lemmons at 2020-03-23 13:11:54

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Recommendation:

If all campaigns and TSB's have already been applied related to AEB system, then engineering is requesting the following information.

1- specific location (address, intersection, etc.)

2- Location type (highway, local road, parking lot, etc.)

3- direction of travel (eastbound, etc.)

4- Speed travelling

5- Can incident be duplicated by driving through same intersection as customer identified

6- please provide any additional information that may be helpful

Once we receive this information, we will forward to engineering for their recommendation.

Created by Michael Lemmons at 2020-03-23 14:42:26

Received email from tech:

Hey im sorry i was understanding the car was still under factory warranty sorry to bother

Created by Michael Lemmons at 2020-03-23 14:43:25

Replied to tech:

I understand.

If you need diagnostic help with this one just let us know by replying to this email.

Have a good day.