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

PE19-010

NISSAN

6-16-2020

ATTACHMENT B

REQUEST NUMBER 2

DOCUMENTS

FIELD REPORTS

[redacted]

IMPORTANT NOTICE: Robert Bosch LLC and the manufacturers whose vehicles are accessible using the CDR System urge end users to use the latest production release of the Crash Data Retrieval system software when viewing, printing or exporting any retrieved data from within the CDR program. Using the latest version of the CDR software is the best way to ensure that retrieved data has been translated using the most current information provided by the manufacturers of the vehicles supported by this product.

CDR File Information

User Entered VIN	5N1AT2MV1HC[redacted]
User	KEVIN MACKAY
Case Number	[redacted]
EDR Data Imaging Date	08/21/2017
Crash Date	07/06/2017
Filename	5N1AT2MV1HC[redacted]_ACM.CDRX
Saved on	Monday, August 21 2017 at 12:39:26
Imaged with CDR version	Crash Data Retrieval Tool 17.4.2
Imaged with Software Licensed to (Company Name)	Nissan North America, Inc.
Reported with CDR version	Crash Data Retrieval Tool 17.4.2
Reported with Software Licensed to (Company Name)	Nissan North America, Inc.
EDR Device Type	Airbag Control Module
Event(s) recovered	None

Comments

No comments entered.

Data Limitations

General Information:

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

Airbag Control Unit (ACU)

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

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

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

Data Element Sign Convention:

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

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

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

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

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

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

0701_Nissan001_r005

DTCs at Time of Retrieval

DTC	Status	Description
B00A0	Past	OCCUPANT DETECTION SENSOR UNIT [UNDEFINED]

Hexadecimal Data

```
DID    Data

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

2002  80 A0 8F 03 00 01 08 00 19 DA 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
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      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
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      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00

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

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

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

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

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

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

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

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

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

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

F1A0  20


      59 02 09


      59 02 09 80 A0 8F 08


      59 0F 08
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Disclaimer of Liability

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

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User	KEVIN MACKAY
Case Number	[redacted]
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Imaged with Software Licensed to (Company Name)	Nissan North America, Inc.
Reported with CDR version	Crash Data Retrieval Tool 17.4.2
Reported with Software Licensed to (Company Name)	Nissan North America, Inc.
EDR Device Type	Airbag Control Module
Event(s) recovered	None

Comments

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0701_Nissan001_r005

DTCs at Time of Retrieval

DTC	Status	Description
B00A0	Past	OCCUPANT DETECTION SENSOR UNIT [UNDEFINED]

Hexadecimal Data

```
DID    Data

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

2002  80 A0 8F 03 00 01 08 00 19 DA 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
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2003  00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
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      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00

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

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

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

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

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

201C  7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
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201D  7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
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      7F 7F

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

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

F1A0  20

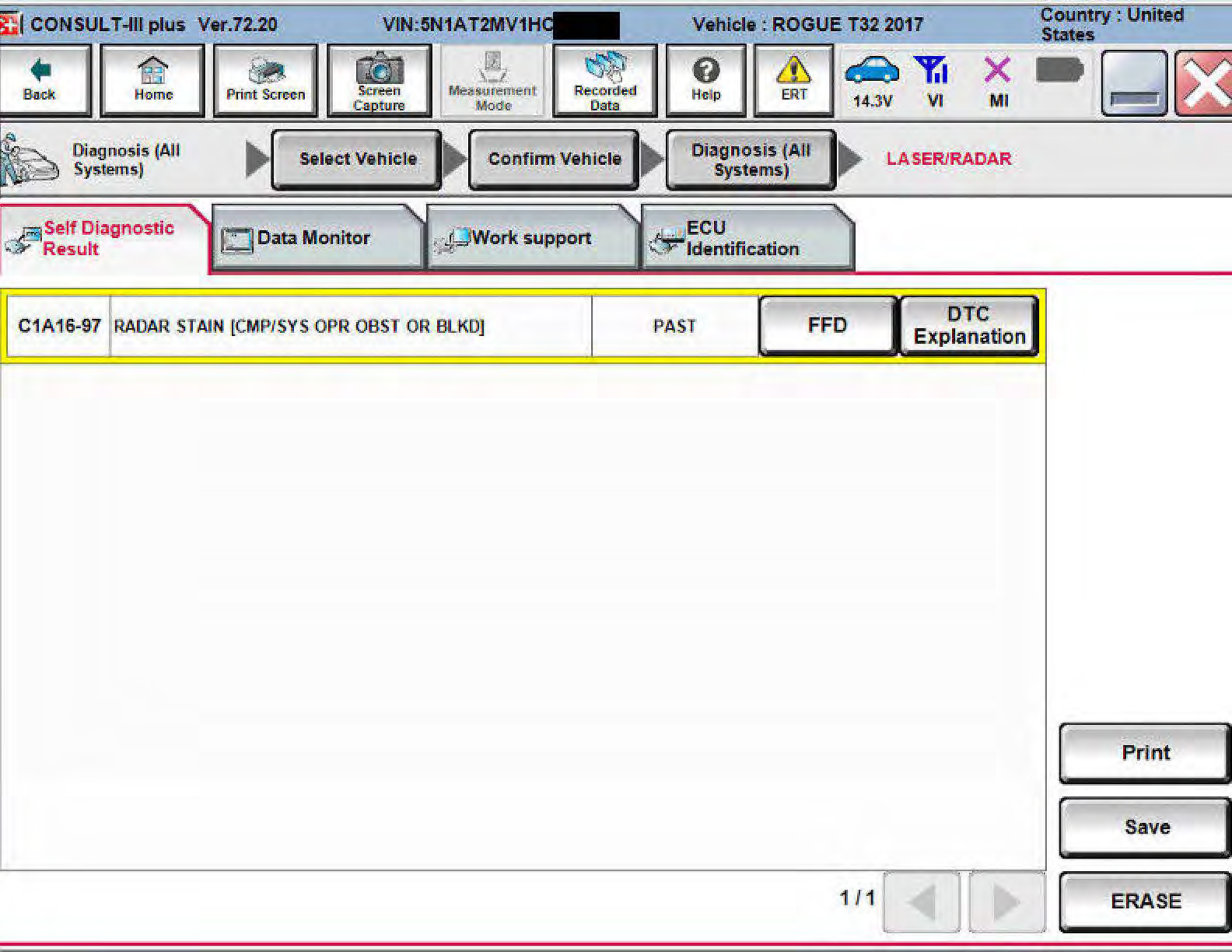

      59 02 09

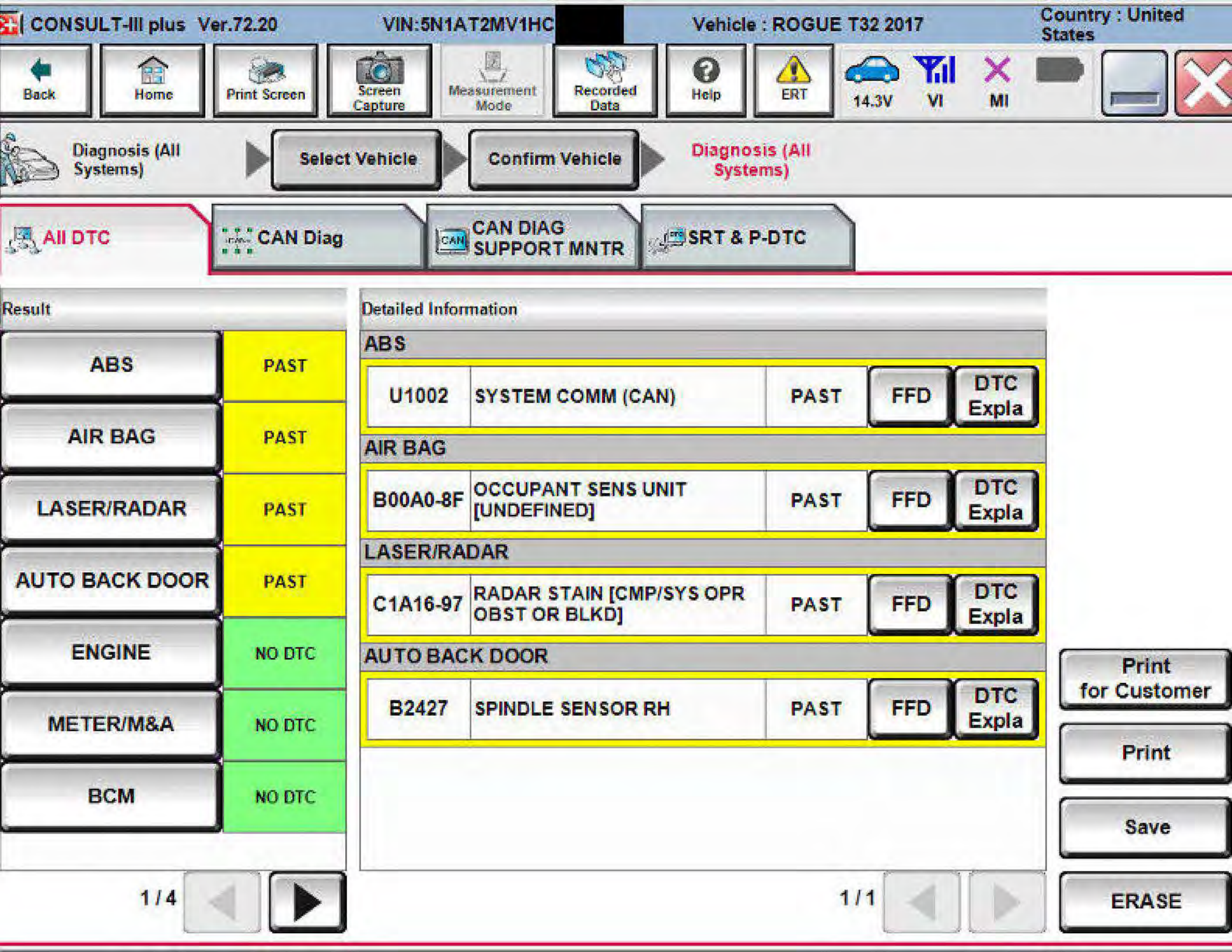

      59 02 09 80 A0 8F 08

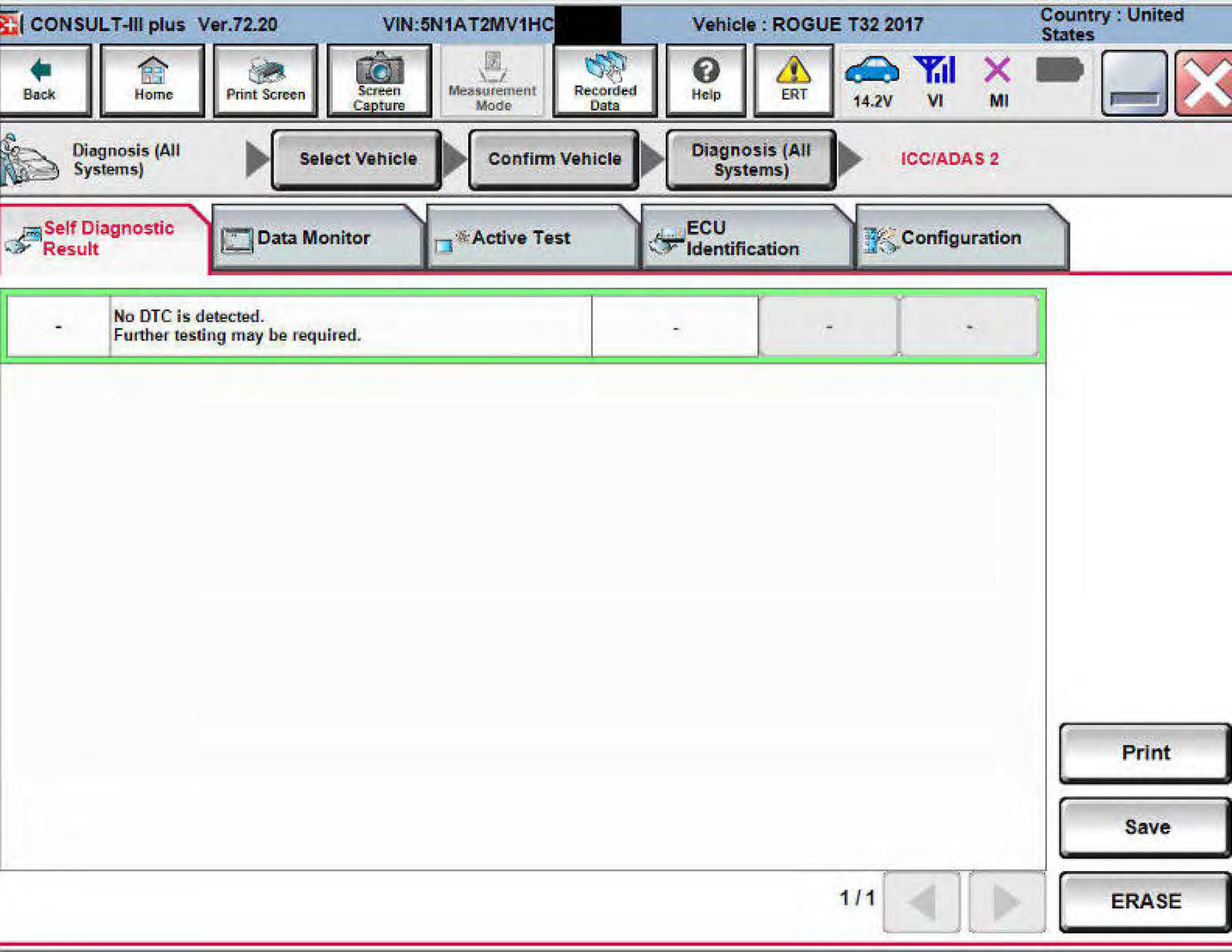

      59 0F 08
```

Disclaimer of Liability

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


CONSULT-III plus Ver.72.20
VIN:5N1AT2MV1HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.3V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
LASER/RADAR
Self Diagnostic Result
Data Monitor
Work support
ECU Identification
C1A16-97
RADAR STAIN [CMP/SYS OPR OBST OR BLKD]
PAST
FFD
DTC Explanation
Print
Save
1 / 1
ERASE


CONSULT-III plus Ver.72.20
VIN:5N1AT2MV1HC
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.3V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
ABS
PAST
AIR BAG
PAST
LASER/RADAR
PAST
AUTO BACK DOOR
PAST
ENGINE
NO DTC
METER/M&A
NO DTC
BCM
NO DTC
1/4
Detailed Information
ABS
U1002
SYSTEM COMM (CAN)
PAST
FFD
DTC Expla
AIR BAG
B00A0-8F
OCCUPANT SENS UNIT [UNDEFINED]
PAST
FFD
DTC Expla
LASER/RADAR
C1A16-97
RADAR STAIN [CMP/SYS OPR OBST OR BLKD]
PAST
FFD
DTC Expla
AUTO BACK DOOR
B2427
SPINDLE SENSOR RH
PAST
FFD
DTC Expla
1/1
Print for Customer
Print
Save
ERASE


CONSULT-III plus Ver.72.20
VIN:5N1AT2MV1HC
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.2V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS 2
Self Diagnostic Result
Data Monitor
Active Test
ECU Identification
Configuration
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
1 / 1
ERASE

NISSAN

Search... Search Samaritan Potter Help & Training CA

Home Chatter Accounts Cases Vehicles Dealer Locator Infiniti Retailer Locator Articles Ideas Warranty Cases

Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [24] | Case Categorizations [1] | Emails [0] | Calls [0] | Open Activities [0] | Activity History [2] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | DTS Field Inspections [1] | Attachments [0] | Case History [33]

Case Detail

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

Case Record Type	CA [Change]	Case Number	[redacted]
Account Name	[redacted]	Case Owner Email	holly.allen@nissan-usa.com
Contact Email	[redacted]	Case Owner Location	Murfreesboro
Home Phone	[redacted]	Case Owner	Holly Allen [Change]
Executive Referral		Status	Open
Exec-Received-Date		Type	CA
Letter Sent Date		Case Origin	Phone
Letter Received Date		Date/Time Opened	8/8/2017 10:22 AM
Follow Up Date	9/7/2017	Date/Time Closed	
Follow Up Request	Send Follow Up Email	Multiple Repairs	No
Supporting Documents		Executive Summary	
CA Multiple Repairs		Executive Actions To Resolve	
Social Media Involvement		Closed at CCF	
Martiz Customer Id			
Alert Trigger Verbatim			
Case Reopen Count	0		
Description	IIR- FEB-EST		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	SMITHTOWN NISSAN
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	3,400	XTIME Appointment Number	

Incident Codes - IIR REQUIRED

Incident Date	7/6/2017		
Number Injured	0	Rollover	
Accident	✓	Sent to Legal	
Airbag		Property Damage	
Fire		Injury Letter	

Customer Requests

IIR Indicator	1	Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	
Custom Links	Create IIR Email Documents		Create RHR Print Dealer View

Vehicle Information

Vehicle	5N1AT2MV1H[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22617	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	SMITHTOWN NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	

Responsible District	07	Dealer Instructions	Service Dept. Review
Shared With		Requested Dealer Action	no action needed

Bluetooth

Phone Carrier		Bluetooth Ticket Status	
Phone Manufacturer		Phone Model	
Reported From		Phone Operating System	
Issue Categories			

Related Items

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

Primary & Secondary Root Cause Code

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

Action Code

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

DTS Request

DTS Inspection Date		DTS Inspection Date Confirmed?	
DTS Request Type		Notes for DTS (Vehicle Concerns)	
Inspection Time/Notes	Appointment Time: Notes to Agent:		

System Information

Subject	CUSTOMER[redacted] PHONE:[redacted] VIN: 5N1AT2MV1HC[redacted]

Agent Comments

Agent Comments	no duplication from dealer		
Created By	Meghann Farraway, 8/8/2017 10:22 AM	Root Cause Code	LCIN
Last Modified By	NNAETL, 8/24/2017 9:02 PM	Root Cause Code (2)	
Legacy Case Number		Action Code	
Root Cause		Priority	N/A

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

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	Created By: Holly Allen (8/24/2017 3:30 PM) ARBS received an email from DTS-KM advising that the IIR was uploaded to FTP ARBS setting case out 10 days to allow for PL determination
Make Private	✓	Created By: Holly Allen (8/24/2017 1:49 PM) ARBS contacted c at[redacted] about the case ARBS advised c that the vehicle was inspected Monday, August 21st and NNA is waiting on the report, once the report is received it is reviewed and can take 2-4 weeks to get the results c stated ok ARBS advised c that ARBS would follow up with c once the results were made available c stated ok and thanked ARBS ARBS advised c to have a nice day
Make Private	✓	Created By: Holly Allen (8/24/2017 1:41 PM) ARBS received a voicemail from the customer asking for an update on the case
Make Private	✓	Created By: Holly Allen (8/17/2017 11:01 AM) ARBS contacted c at[redacted] about the case ARBS advised c that the vehicle inspection is set for Monday August 21st c stated ok ARBS advised c that ARBS also let the dealer know and asked about the rental c stated ok ARBS advised c that it can take a week or two after the inspection to get the results but ARBS will follow up with c as soon as the results are available c stated ok and thanked ARBS ARBS advised c to have a nice day
Make Private	✓	Created By: Holly Allen (8/17/2017 10:54 AM) ARBS contacted the Nissan dealer and left a voicemail for SM Andrew, ARBS advised of dts inspection set for Monday August 21st at 10am and to have a lift available ARBS also emailed SM all info and customer's allegation
Make Private	✓	Created By: Holly Allen (8/16/2017 4:03 PM) ARBS emailed Eng-SC advising of customer's FEB concern
Make Private	✓	Created By: Holly Allen (8/16/2017 3:33 PM) ARBS submitted DTS request
Make Public		Created By: Holly Allen (8/16/2017 3:29 PM) IIR- FEB-SEATBELT- EST
Make Private	✓	Created By: Holly Allen (8/16/2017 3:28 PM) ARBS contacted c at[redacted] about the case ARBS advised c that ARBS was calling about the incident in c's vehicle and would need about 20-30 minutes of c's time c stated ok

ARBS asked questions and completed IIR probe

c stated c was driving on a main two lane road
c stated c went to make a turn
c stated all of a sudden the vehicle made a beeping sound
c stated the vehicle stopped all of a sudden
c stated there were not other vehicles around
c stated c lost control of car because c was in the middle of the curve when it happened
c stated c ran off the road and c hit some rocks off the road
c stated it knocked off the front license plate, cracked the bumper and the windshield
c stated c it happened again two weeks later
c stated c was driving about 50 mph with no vehicles around and the vehicle came to a complete stop
c stated the kids flew forward and c hit c's head on the steering wheel
c stated c parked the car and calmed the kids down
c stated it has happened about 6 times total

ARBS advised c that NNA would be interested in inspecting this vehicle, it can take 2-4 weeks to get an inspector out and another 2-4 weeks to get the results from the inspection, so it is a 8-8 week process
c stated ok
ARBS asked if the dealer had c in a loaner
c stated yes but has been asking for it back
ARBS advised c that ARBS would talk to the dealer for about the loaner but could not guarantee anything
c stated ok
ARBS explained about the seatbelt operation advising the seatbelts would only lock in an emergency braking situation where c had slammed on the brakes
c stated ok c thought so
ARBS advised c that in this dept, NNA does not offer a loaner, rental, towing etc until it can be proven there is a defect with the vehicle
c stated ok
ARBS advised c that ARBS will request c's vehicle inspection and would let c know when the vehicle will be looked at, ARBS should have the date in a day or two
c stated ok
ARBS provided c with ARBS contact info and advised c that ARBS would be handling c's case from here on
c stated ok
ARBS thanked c for c's time and advised c to have a nice day

Make Public

Created By: Holly Allen (8/16/2017 2:45 PM)
IIR- SEATBELT- EST

Make Private ✓

Created By: Holly Allen (8/16/2017 2:42 PM)
ARBS RECEIVED CASE, UNDER REVIEW, VERIFY PROBE

Make Public

Created By: Samantha Dixon (8/16/2017 7:16 AM)
c is having numerous concerns

Created By: Janisha Wilkerson (8/15/2017 4:58 PM)
SRCAS-JW called DTS Kevin who stated the dlr has not made any repairs for dlr stated to DTS that dlr cannot duplicate a concern

DTS Kevin stated that that the veh is should be returned back to the customer at this time

DTS Kevin stated that engineering is aware of the concern and is investigating at this time

DTS Kevin stated that if dlr cannot duplicate a concern the dlr will not be able to make a repair

DTS Kevin stated that dlr called DTS directly to provide information

---

SRCAS-JW is assisting sup esc call

SRCAS-JW called C back at [redacted]

SRCAS-JW informed C the call may be recorded for training and quality purposes

SRCAS-JW informed C that the dlr want the the loaner vehicle back at this time since it is dlrs property for they have not been able to duplicate a concern

Make Private ✓

C stated that there is a concern

C asked about the damages to the vehicle bumper and windshield

SRCAS-JW advised C the dlr will tell C if the concerns are of a warranty concern or if it is not.

C stated there were codes

SRCAS-JW informed C that the dlr stated to NNA CA there were no codes

SRCAS-JW informed C that the dlr has advised us that they have not been able to find any concerns C is stating and NNA CA relies on the info provided by the dlrs since SRCAS-JW not being mechanically inclined

SRCAS-JW informed C if concerns occur after picking up vehicle C is more than welcome to call NNA CA back at that time as well as visit the closest NNA dlr for a diagnsotic

SRCAS-JW referred C back to dlr and advised C that the SM is Andrew.

C thanked SRCAS-JW

Call ended mutually

Created By: Janisha Wilkerson (8/15/2017 4:24 PM)
SRCAS-JW called C a[redacted]

SRCAS-JW informed C the call may be recorded for training and quality purposes

C stated the dlr wants the rental vehicle back

C stated C wants the vehicle repaired

Make Private ✓

C stated C was going about 50 mph and the vehicle stopped all of sudden that made C veer off side of road that caused the damages to the crack in the bumper and to the license plate being ripped off

C stated the dlr also wrote the information on the repair order

SRCAS-JW informed C that the dlr will be contacted and C will be contacted by 8-16-17

C thanked SRCAS-JW

Call ended mutually

SRCAS-JW submitted IIR for review

Make Private ✓

Created By: Tyrus Smith (8/14/2017 4:18 PM)
RCAS-TS called C[redacted]
RCAS-TS adv C that this call may be recorded for quality and training purposes

RCAS-TS advised C that dealership is not able to duplicate concerns

RCAS-TS advised C that there was no mention of windshield being cracked or bumper being scratched

RCAS-TS advised C to take veh back into another dealership

C stated it is on the original RO

C stated that is a complete lie

C stated that is who wrote the RO up

RCAS-TS advised C to take veh to another dealership for diagnosis or speak with SM-Andrew regarding concerns

C stated dealer turned off XM radio

C wants guarantee that rental will be reimbursed

C stated wants to return rental back to dealer and get another rental

RCAS-TS advised C that would have to review for rental reimbursement which is not a guarantee

C asked to have that in writing

RCAS-TS stated cant provide that statement in writing

C stated Janisha was supposed to give C a call back and never did

C stated wants to speak to Janisha

RCAS-TS stated will authorize a call back

RCAS-TS stated it will be within the next business day

C understood

Call ended mutually

Created By: Tyrus Smith (8/14/2017 3:41 PM)
RCAS-TS made outbound call to Smithtown Nissan requesting info

Make Private ✓

SM-Andrew stated that could not verify C's concern
SM-Andrew stated found no codes
SM-Andrew stated has no knowledge of windshield being cracked or bumper being scratched
SM-Andrew stated Accident avoidance keeps going off in certain places
SM-Andrew stated C still has rental veh

RCAS-TS understood and call ended mutually

Created By: Tyrus Smith (8/11/2017 4:21 PM)
RCAS-TS called C[redacted]
RCAS-TS adv C that this call may be recorded for quality and training purposes

RCAS-TS stated still collecting information about case

RCAS-TS stated will follow up on Monday 8/14

C asked if other concerns were addressed

Make Private ✓

C stated lost control of the car

C stated chipped windshield and bumper is scuffed

RCAS-TS stated when collecting more information regarding case will inquire about those concerns

C understood

RCAS-TS stated will follow up with 8/14

Created By: Tyrus Smith (8/11/2017 3:27 PM)
RCAS-TS made outbound call to Smithtown Nissan requesting info

Make Private ✓

ASM-Mike stated that code coming up is not an operation failure code
ASM-Mike stated nothing is broke, and nothing to fix
ASM-Mike air bag code is similar where nothing is broke, there is something too heavy in the seat
ASM-Mike stated C is not realizing this
ASM-Mike stated rental bill is up to 500

RCAS-TS understood and call ended mutually

Created By: Janisha Wilkerson (8/10/2017 9:38 AM)
SRCAS-JW called C at[redacted]

C stated the veh was taken to the dlr on July 25,2017

C stated that the dlr informed C there were codes for the vehicle that the dlr advised C of

C stated the dlr informed C that the concern is not fixed

C stated C has been working with SA Andy, SA Andrew, and SA Mike all in the service department

Make Private ✓

C stated that the concern is not fixed and the dlr disabled the breaking system

C stated that the dlr informed C that 4 codes came up on the vehicle

C stated the dlr told C a leaf hit the sensor that caused the concern

C stated C doesn't believe that a leaf would cause this type of concern to occur

SRCAS-JW informed C that the dlr will be contacted for further details of the concern and C will have a follow up by RCAS-TS by 8-11-17

C thanked SRCAS-JW

Call ended mutually

Created By: Tyrus Smith (8/9/2017 12:15 PM)
RCAS-TS made outbound call to Smithtown Nissan requesting info

Make Private ✓

ASM-Mike stated could provide C with the code but C will have to return the rental

RCAS-TS understood and call ended mutually

Make Private ✓

Created By: Tyrus Smith (8/9/2017 12:14 PM)
RCAS-TS called C[redacted]
RCAS-TS data netted case with dlrhsp
RCAS-TS notes no related or unrelated cases

RCAS-TS notes no open campaigns or recalls
RCAS-TS adv C that this call may be recorded for quality and training purposes
RCAS-TS verified address, email address, phone number, make and model veh

C stated veh 4,500 miles

C stated had brought veh the automatic

C stated the car was stopping on the highway

C stated no one was in front of veh

C stated that found a code of some kind

C stated that there is nothing wrong with the veh

C sttsaed

C stated in order to get a second opinion, they need what is on the RO

RCAS-TS apologized for C concern

RCAS-TS stated the veh is ready

RCAS-TS stated C needs to return the veh

C stated dealer could

C stated only way will pick up veh is C has another car to drive

C stated if dealer can right down code so C can take the veh

C stated not picking up the car

RCAS-TS stated could possibly review for rental reimbursement but cannot guarantee it

RCAS-TS stated can call dealer and advise to give the information so C can take veh to another dealer

RCAS-TS stated C has to pick up the veh and return the rental

C stated your not listening

C stated not returning rental

C asked to speak with supervisor

RCAS-TS stated that C is speaking to the right person

C stated would like to speak with a supervisor

RCAS-TS stated a supervisor will call C back within the next business day

C stated wants the code that the dealer has

RCAS-TS stated C will receive a supervisor call back within the next business day

Call ended

Created By: Tyrus Smith (8/9/2017 11:32 AM)
RCAS-TS made outbound call to Smithtown Nissan requesting info

ASM-Mike stated that the code thtat popped up was for the rain stain, which is where the veh detected something is on the sensor

Make Private ✓

ASM-Mike stated the veh is operating normaly
ASM-Mike stated C still has rental veh

RCAS-TS understood and call ended mutually

Created By: Meghann Farraway (8/8/2017 10:28 AM)
******[CASE SUMMARY]******

Make Public

CRR-MF forwarding case to RCAS due to assistance request

Created By: Meghann Farraway (8/8/2017 10:27 AM)
CRR-MF received incoming call from C[redacted]

C called in regards to VEH concern
C stated C was called over phone who advised that DLR found code for VEH
C stated DLR was originally waiting for NNA engineer to find concern and were waiting for update
C stated DLR put on RO that DLR found nothing wrong with VEH at all
C stated C wants to take VEH to another DLR for second opinion
C stated C would like straight answer as to what DLR found so C can pass information to second DLR
C stated C would like assistance from Nissan
C stated C has to also return rental VEH from 1st DLR
C stated if C has to pay for rental VEH, C would like NNA to cover rental VEH as well

CRR-MF assured C of assistance
CRR-MF verified account with c's name, home & e-mail address, best contact[redacted] make/model/year, VIN # ending in[redacted] Smithtown Nissan
Previous RELATED case(s) found: none
Make Public
Previous UNRELATED case(s) found: none
Open Campaigns found: none

CRR-MF noted concern is: C wants diagnostic and rental assistance

CRR-MF stated case will be forwarded to a RCAS agent for further review
CRR-MF advised that C would be contacted by end of next business day

C understands and did not prompt further questions.

CRR-MF offered case number[redacted]
CRR-MF offered agent ID[redacted]
CRR-MF offered further assistance.

C declined further assistance.

CRR-MF and C ended call mutually.

Case Categorizations New Case Categorization Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	ENGINE MECHANICAL	ENGINE ASSEMBLY	HARD START/NO START/STALL	06	8/8/2017	ZT	AG	[redacted]	OA

Emails Send an Email Emails Help

No Emails Available

Calls New CA Call Calls Help

No records to display

Open Activities New Task | New Event | RCAS Task | Correspondence Request Open Activities Help

No records to display

Activity History Log a Call | View All Activity History Help

Action	Subject	Type	Name	Due Date	Assigned To	Action Taken	Status	Last Modified Date/Time
Edit | Del	DTS Request [redacted] SMITHTOWN NISSAN			8/18/2017	Kevin MacKay		Complete	8/17/2017 7:37 AM
Edit | Del	IIR		[redacted]	8/17/2017	Holly Allen		Complete	8/16/2017 4:22 PM

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

No records to display

Check Activity Check Activity Help

No records to display

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

Action	Form	Request Type	Created By	Created Date	Customer Name	VSC	VIN	VSC Request Comments
Edit	[redacted]	IIR	Janisha Wilkerson, 8/15/2017 4:04 PM	8/15/2017			5N1AT2MV1HC[redacted]	

DTS Field Inspections DTS Field Inspections Help

Action	Title	DTS Inspection Date	Owner First Name	Owner Last Name	Status
Edit	[redacted]	8/21/2017 10:00 AM	Kevin	MacKay	Completed

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
8/24/2017 3:30 PM	Holly Allen	Changed Follow Up Date from 8/28/2017 to 9/7/2017.
8/17/2017 11:01 AM	Holly Allen	Changed Follow Up Date from 8/17/2017 to 8/28/2017.
8/16/2017 3:29 PM	Holly Allen	Changed Description.
8/16/2017 2:45 PM	Holly Allen	Changed Description.
8/16/2017 7:17 AM	Samantha Dixon	Changed Case Owner from Tyrus Smith to Holly Allen.
8/16/2017 7:16 AM	Samantha Dixon	Changed Follow Up Date from 8/16/2017 to 8/17/2017.
		Changed Description.
8/15/2017 4:59 PM	Janisha Wilkerson	Changed Escalated By ID from [redacted] to [redacted]
		Changed Case Owner from Grady Douglas to Tyrus Smith.
8/15/2017 4:05 PM	Janisha Wilkerson	Changed Follow Up Date from 8/15/2017 to 8/16/2017.
8/14/2017 4:19 PM	Tyrus Smith	Changed Escalated By ID from [redacted] to [redacted]
		Changed Case Owner from Tyrus Smith to Grady Douglas.
8/14/2017 4:19 PM	Tyrus Smith	Changed Follow Up Date from 8/14/2017 to 8/15/2017.
		Changed Description.
8/14/2017 2:22 PM	Janisha Wilkerson	Changed Escalated By ID from [redacted] to [redacted]
		Changed Case Owner from Grady Douglas to Tyrus Smith.
8/11/2017 4:21 PM	Tyrus Smith	Changed Follow Up Date from 8/11/2017 to 8/14/2017.
8/11/2017 4:02 PM	Tyrus Smith	Changed Escalated By ID from [redacted] to [redacted]

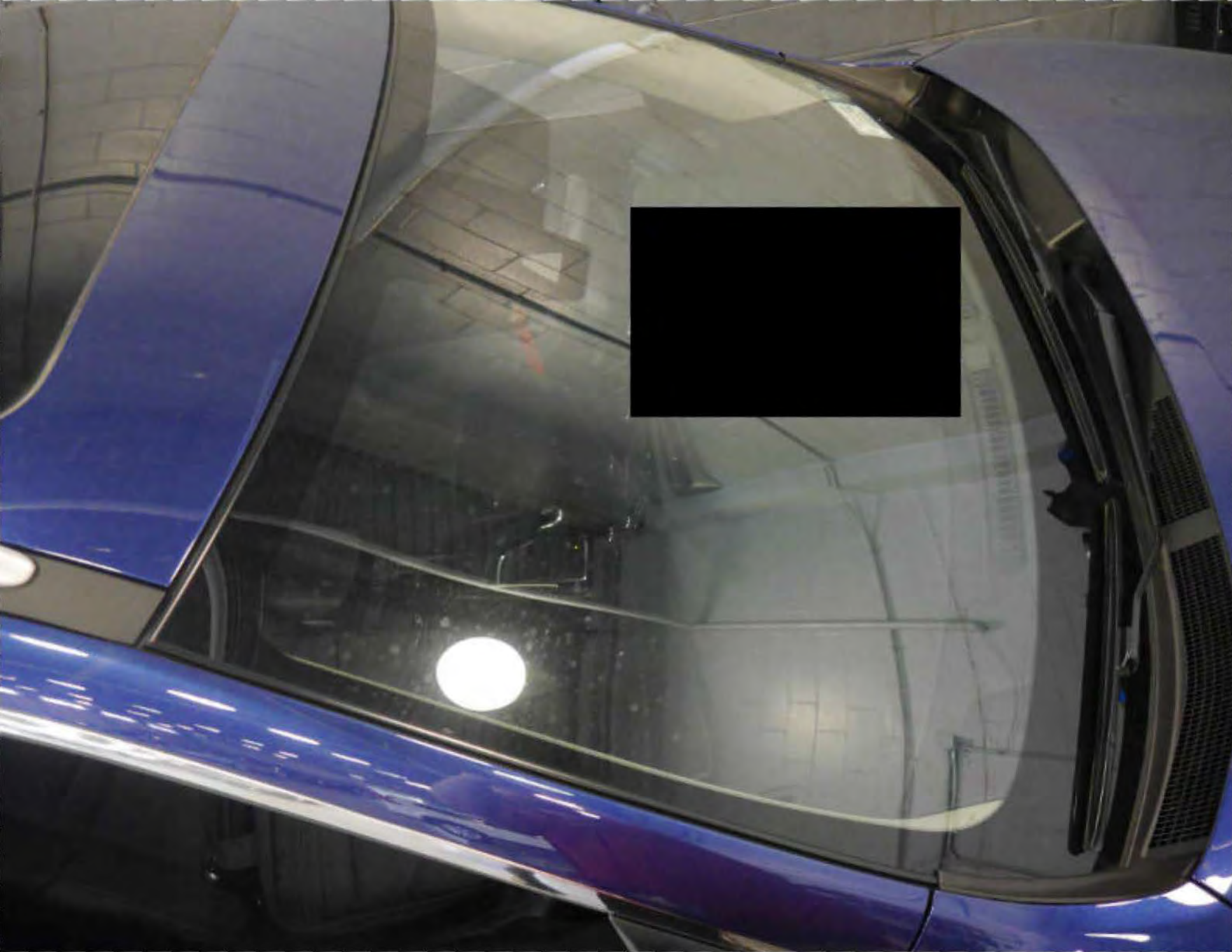
		Changed Case Owner from Tyrus Smith to Grady Douglas.
8/10/2017 9:39 AM	Janisha Wilkerson	Changed Follow Up Date from 8/10/2017 to 8/11/2017.
8/10/2017 9:38 AM	Janisha Wilkerson	Changed Escalated By ID from [redacted] to [redacted]
		Changed Case Owner from Grady Douglas to Tyrus Smith.
8/9/2017 12:15 PM	Tyrus Smith	Changed Follow Up Date from 8/9/2017 to 8/10/2017.
8/9/2017 12:15 PM	Tyrus Smith	Changed Escalated By ID from [redacted] to [redacted]
		Changed Case Owner from Tyrus Smith to Grady Douglas.
8/9/2017 11:32 AM	Tyrus Smith	Changed Subject from CUSTOMER: [redacted] PHONE [redacted] PRIMARY VIN: 5N1AT2MV1H[redacted] to CUSTOMER: [redacted] PHONE: [redacted] VIN: 5N1AT2MV1H[redacted]
8/8/2017 10:28 AM	Meghann Farraway	Changed Escalated By ID to [redacted]
		Changed Case Owner from Meghann Farraway to Tyrus Smith.
8/8/2017 10:22 AM	Meghann Farraway	Changed Work Phone to [redacted].
		Changed Follow Up Date from 8/8/2017 to 8/9/2017.
		Changed VIN to 5N1AT2MV1H[redacted]
		Changed Subject to CUSTOMER: [redacted] PHONE: [redacted] PRIMARY VIN: 5N1AT2MV1H[redacted]
		Created.

Back To Top

Always show me fewer / more records per related list

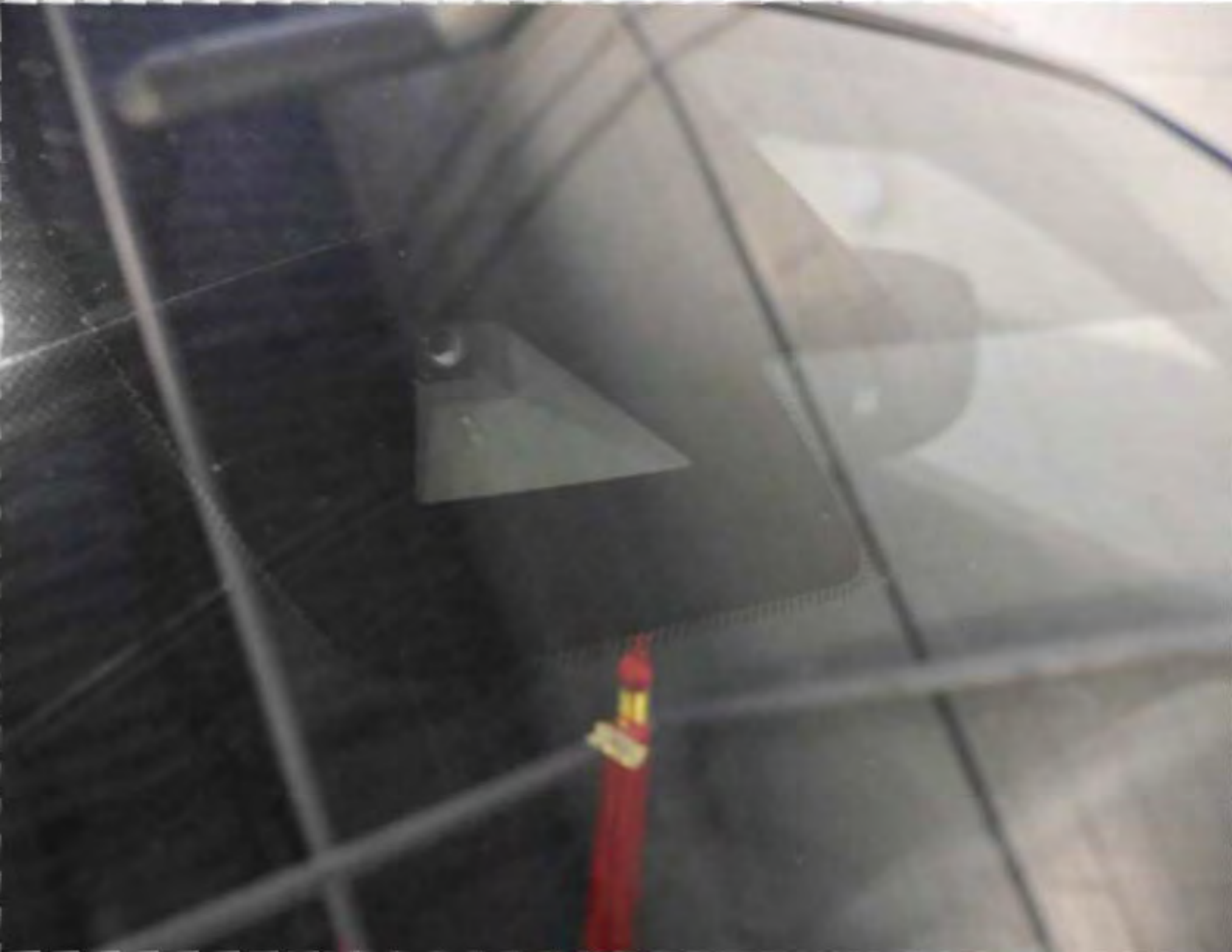
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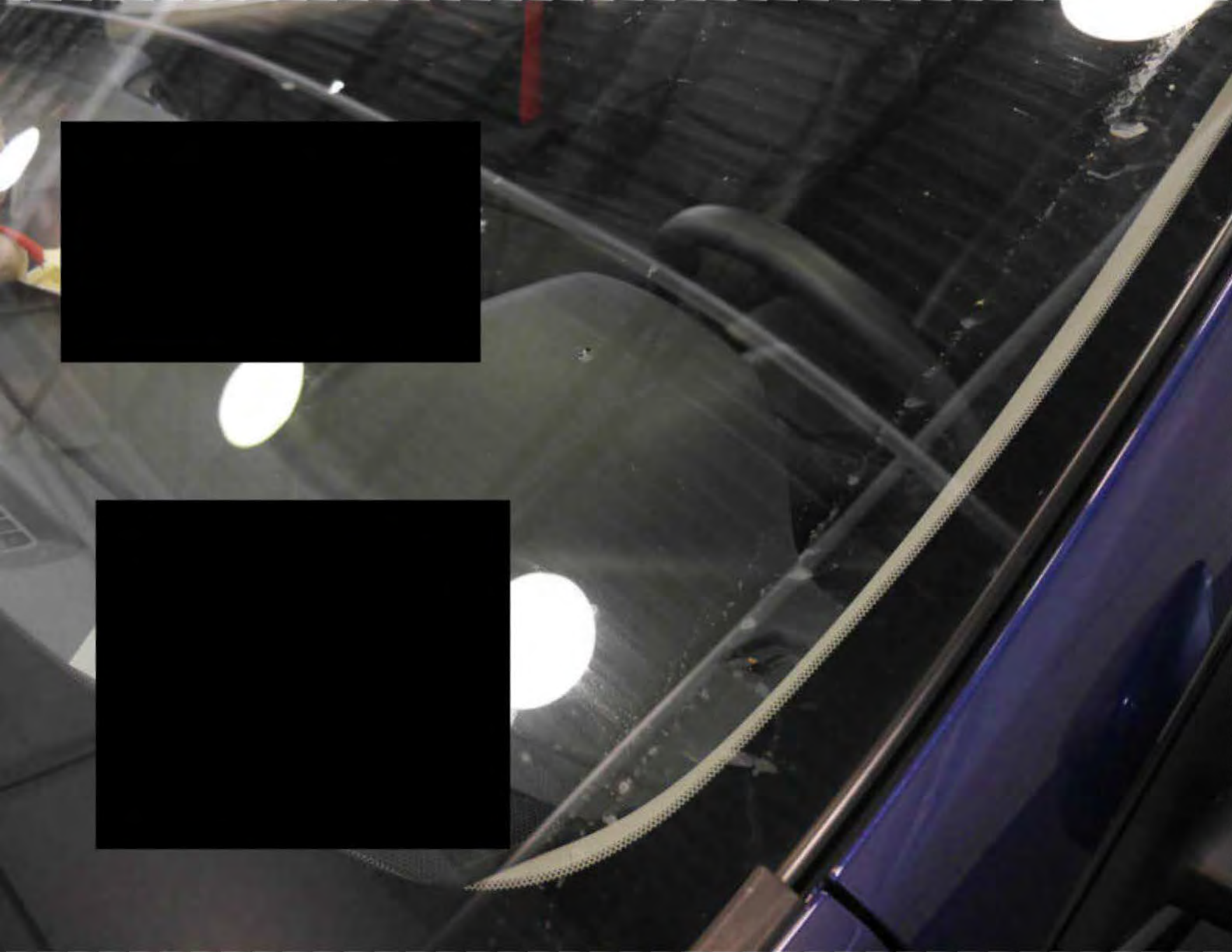


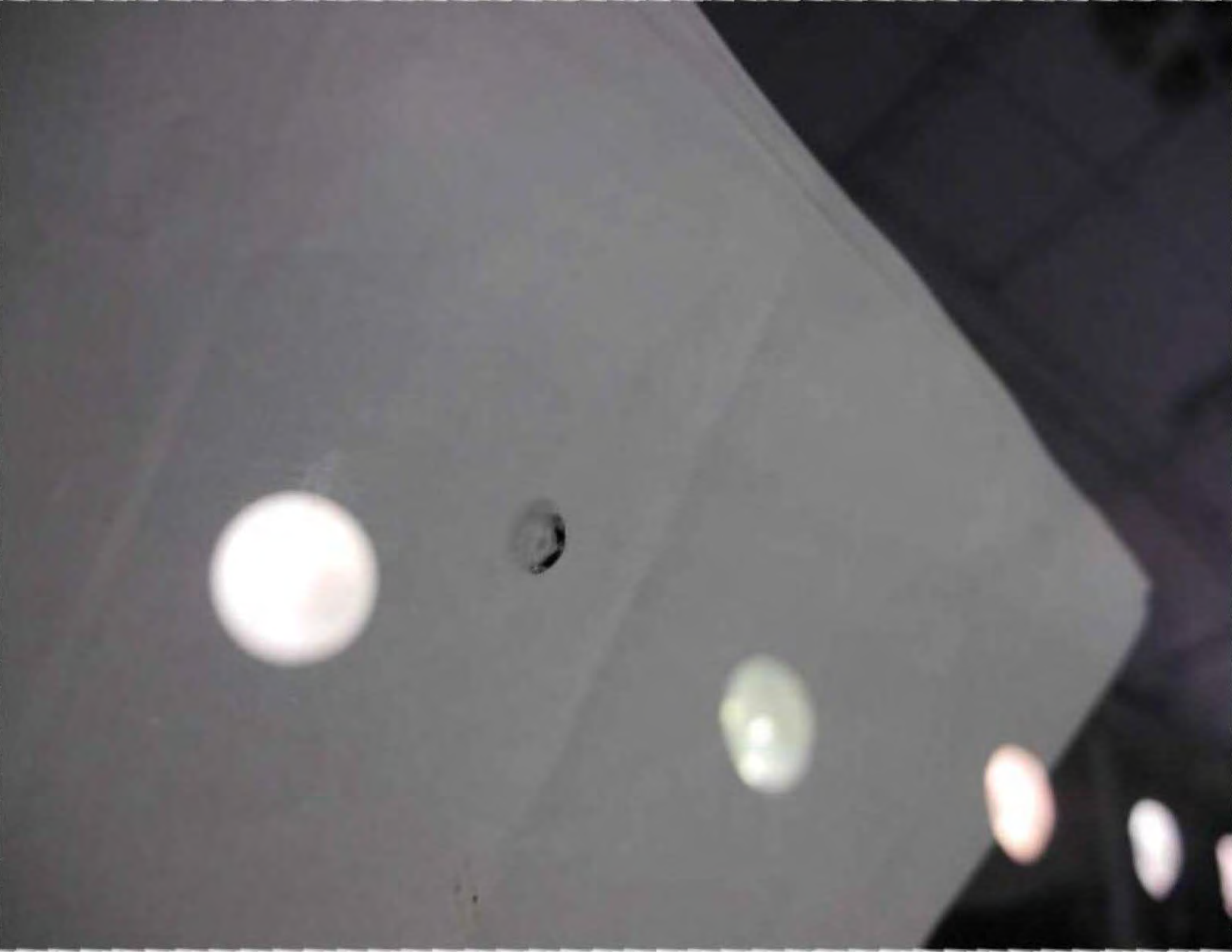















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TRIP RESET
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POWER DOOR
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SPORT

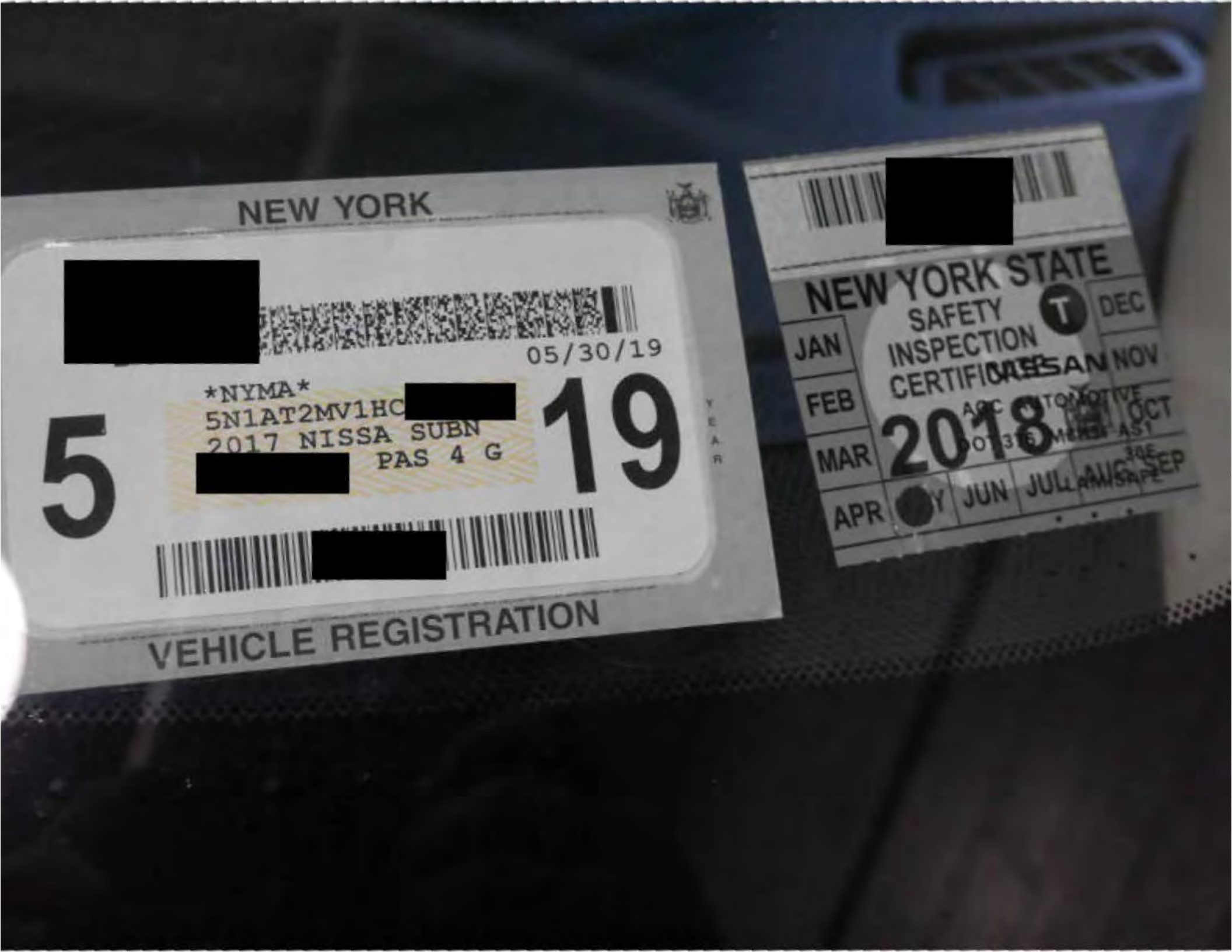

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84 °F
Safety Shield
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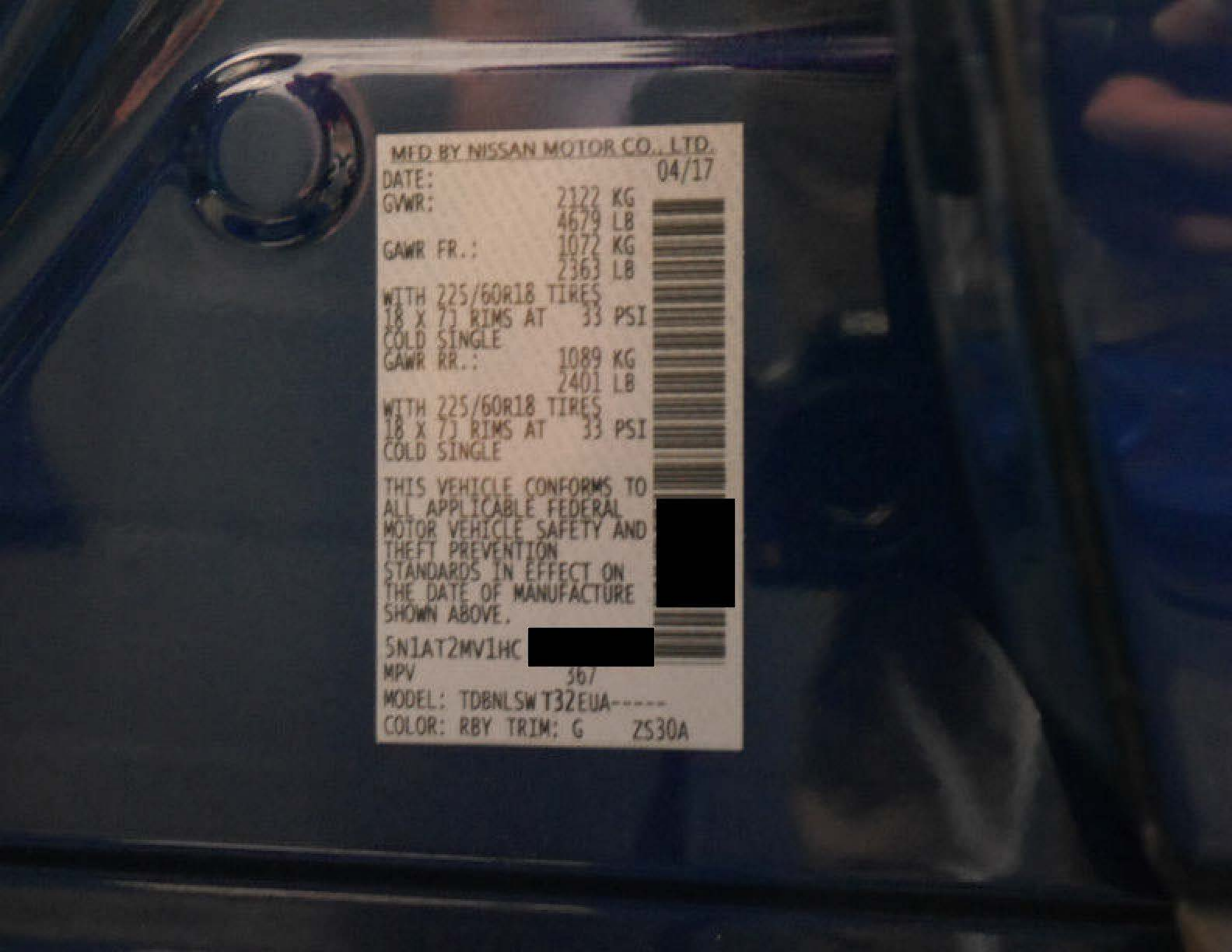

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12:56 PM
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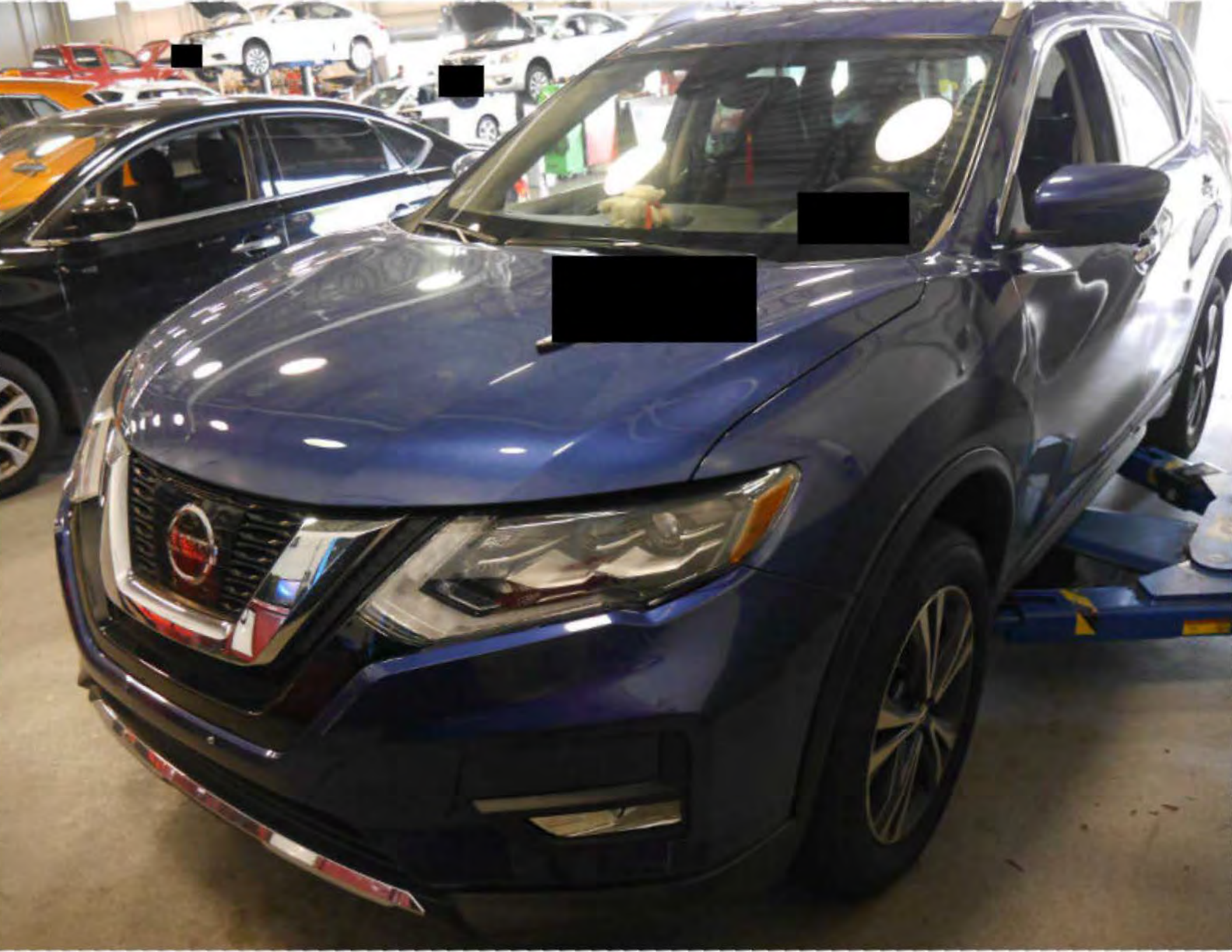

5N1AT2MV1HC


NEW YORK
[redacted]
05/30/19
NYMA
5N1AT2MV1HC[redacted]
2017 NISSA SUBN
[redacted] PAS 4 G
5
19
YEAR
[redacted]
VEHICLE REGISTRATION
[redacted]
NEW YORK STATE
SAFETY
INSPECTION
CERTIFICATE
NISSAN
JAN
FEB
MAR
APR
MAY
JUN
JUL
AUG
SEP
OCT
NOV
DEC
2018


MFD BY NISSAN MOTOR CO., LTD.
DATE: 04/17
GVWR: 2122 KG
4679 LB
GAWR FR.: 1072 KG
2363 LB
WITH 225/60R18 TIRES
18 X 7J RIMS AT 33 PSI
COLD SINGLE
GAWR RR.: 1089 KG
2401 LB
WITH 225/60R18 TIRES
18 X 7J RIMS AT 33 PSI
COLD SINGLE
THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.
5N1AT2MV1HC
MPV 367
MODEL: TDBNLSWT32EUA-----
COLOR: RBY TRIM: G ZS30A


11:33 AM
4802 miles


NISSAN






ROGUE


NISSAN
ROGUE
SL AWD


SL AWD





TAG 16

NISSAN

SMITHTOWN NISSAN

535 MIDDLE COUNTRY ROAD
ST. JAMES, NY 11780
Service (631) 361-9660
FAX: (631) 361-8526
Service Hours: Monday through Friday 7:30 A.M. -
Saturday 7:30 A.M. - 5:00 P.M.

[redacted]

CELL: [redacted]

[redacted]	ADVISOR: ANDREW LISSKE 1222 [redacted]		INVOICE DATE: 08/16/17 [redacted]
[redacted]	[redacted]	MILEAGE: 4,748	[redacted]
[redacted] EASTERN BEACH, NY [redacted]	YEAR/MAKE/MODEL: 17/NISSAN/ROGUE/4DR SUV AWD SL		DELIVERY DATE: 05/31/17 DELIVERY MILES: 15
	VEHICLE I.D. NO: 5 N 1 A T 2 M V 1 H C [redacted]	PURCHASE OR LEASE DATE	PRODUCTION DATE
	TITLE NO.	PLATE NO.	R.O. DATE: 07/25/17 REPRINT# 4
[redacted]	COMMENTS		MO: [redacted]

JOB# 1 CHARGES

LABOR

J# 1 SINI2201	BODY ELECT CONCERN UNITS: 0.50 TECH(S): 56		WARRANTY

CUST REPORTS DOING 50 MPH ON ROUTE 27 AT NIGHT BRAKES CAME ON AND CAME TO A DEAD STOP. ALSO HAPPENED ON A TURN CAUSED CUST TO LOOSE CONTROL AND DRIVE OFF THE ROAD. ROCKS KICKED UP AND CHIPPED THE WINDSHIELD. HAS HAPPENED 6 TIMES SINCE MAY.
CHECKED VEHICLE FOR CODES AND FOUND PAST HISTORY CODE C1A16-97 FOR RADAR STAINC MEANS RADAR SAW ITEM WHICH COULD CAUSE IT TO ACTIVATE) BUT HAD NO CURRENT CODES RELATED TO MALFUNCTION. ROAD TESTED VEHICLE APPROXIMATELY 20 MILES IN AN ATTEMPT TO VERIFY ERRANT APPLICATION OF FEATURE. COULD NOT VERIFY AT THIS TIME. CONTACTED NISSAN TECHNICAL TO REVIEW CONCERN AND AFTER THEIR REVIEW THEY DOCUMENTED THAT THE CONCERN IS UNDER REVIEW BUT AS PER THEIR DIRECTION THE VEHICLE IS SAFE TO DRIVE AND SHOULD BE RETURNED TO THE CUSTOMER. THEY HAVE STATED THAT IF THEY DO NOT WISH TO EXPERIENCE ISSUE OR HAVE THE FEATURE ACTIVATE THEY MAY TURN OFF THE FEATURE ON THE CONSOLE.
CONTACTED THE CUSTOMER TO REVIEW CONCERN AND ARRANGE PICK UP VEHICLE.
NOTE CUSOMER DID ADD AS PER OUR QUESTIONWARE THAT THERE ARE SPECIFIC LOCATIONS SHE SEEMS TO EXPERIENCE MORE OFTEN AT WHISKEY RT/ MT SINAI RD ON 25 IN CALVERTON, RT 27 OFF NICHOLS RD EXIT 51 OR 52
AS PER NISSAN CORPORATE WE CONTACTED CUSTOMER AND LET HER KNOW IT IS READY FOR PICK UP ON 7/29/17. [redacted] RETURN AND AFTER CONVERSATION SHE WAS AWAITING A NISSAN REVIEW CONCERNS. AS PER NISSAN THE HAVE REITERATED THAT THERE IS NO DEFECT FOUND AT THAT THIS TIME AND NISSAN CONSIDERS THE VEHICLE SAFE FOR DRIVING.

SUBLET

[redacted]	[redacted]	[redacted]	07/26/17	[redacted]	WARRANTY
				TOTAL - SUBLET	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX NICS JOB# 1 TOTAL	0.00

JOB# 2 CHARGES

LABOR

J# 2 SINI22MSP	VEHICLE INSPECTION UNITS: 0.00 TECH(S): 56		0.00

VEHICLE INSPECTION
PERFORM VEHICLE INSPECTION (MPI)
REVIEWED RESULTS OF VEHICLE INSPECTION WITH CUSTOMER (MPI)

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX NICS JOB# 2 TOTAL	0.00

ANY WARRANTIES ON THE PRODUCT SOLD HEREIN ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

LABOR AND PARTS ARE WARRANTED FOR 90 DAYS OR 4000 MILES, WHICHEVER OCCURS FIRST

LIMITED EXPRESS WARRANTY
Warranty on Original Equipment Parts installed is 12 months or 12000 miles. All other parts and labor is covered for 90 days or 4000 miles, whichever comes first. The dealer hereby limits any implied warranties of merchantability and fitness to the same period.

CUSTOMER ACKNOWLEDGES RECEIPT OF COPY X _____

CUSTOMER SATISFACTION IS OUR NUMBER 1 CONCERN

Thank you for this opportunity to serve you.

REPAIR SHOP AUTHORIZATION
#R 7022291

[ ] CASH
[ ] CHECK CK NO. [ ]
[ ] VISA/MASTERCARD
[ ] DISCOVER
[ ] AMERICAN EXPRESS
[ ] CHARGE ACT NO. [ ]
[ ] OWNER FIRST

The Reynolds and Reynolds Company (Form) 3-560/05 C 43172

Service (631) 361-9600
FAX: (631) 361-8526
Service Hours: Monday through Friday 7:30 A.M. to 5:30 P.M.
Saturday 7:30 A.M. - 5:00 P.M.

NISSAN

[redacted]

[redacted]
[redacted]
MASTIC BEACH, NY [redacted]

ANDREW LISSKE 1222 [redacted]
[redacted] 4,748
17/NISSAN/ROGUE/4DR SUV AWD SL
S N 1 A T 2 M V 1 H C [redacted]

CELL: [redacted]
08/16/17
[redacted]
05/31/17 15
07/25/17 REPRINT# 4

[redacted] [redacted]

MO: [redacted]

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $25.00 (+TAX)
TOTALS----------

WE WANT TO THANK YOU AGAIN FOR TAKING TIME TO
VISIT US HERE AT SMITHTOWN NISSAN AND ALLOWING US
TO SERVICE YOUR NISSAN.
WE TAKE GREAT STRIDES TO GIVE YOU THE SERVICE YOU
DESERVE FOR YOUR NISSAN.
IF YOU HAVE ANY CONCERNS, PLEASE SEE YOUR SERVICE ADVISOR
AS THEY TAKE GREAT PRIDE IN THE SERVICE THEY PROVIDE FOR YOU

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

CUSTOMER SIGNATURE

SMITHTOWN NISSAN

ANY WARRANTIES ON THE PRODUCT SOLD HEREBY ARE MADE SOLELY BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

LABOR AND PARTS ARE WARRANTED FOR 90 DAYS OR 4000 MILES, WHICHEVER OCCURS FIRST.

LIMITED EXPRESS WARRANTY
Warranty on Original Equipment Parts installed is 12 months or 12000 miles. All other parts and labor is covered for 90 days or 4000 miles, whichever comes first. The dealer hereby limits any implied warranties of merchantability and fitness to the same period.

CUSTOMER ACKNOWLEDGES REC. OF COPY X

CUSTOMER SATISFACTION IS OUR NUMBER 1 CONCERN

Thank you
for this opportunity to serve you

REPAIR SHOP AUTHORIZATION
#R 7022291

[ ] CASH
[ ] CHECK CK NO. [ ]
[ ] VISA/MASTERCARD
[ ] DISCOVER
[ ] AMERICAN EXPRESS
[ ] CHARGE ACT NO. [ ]
[ ] OWNER FIRST

PAGE 2 OF 2 SERVICE FILE COPY [END OF INVOICE] 05:07pm

The Reynolds and Reynolds Company (Form) SF-6647R-G (03/12)





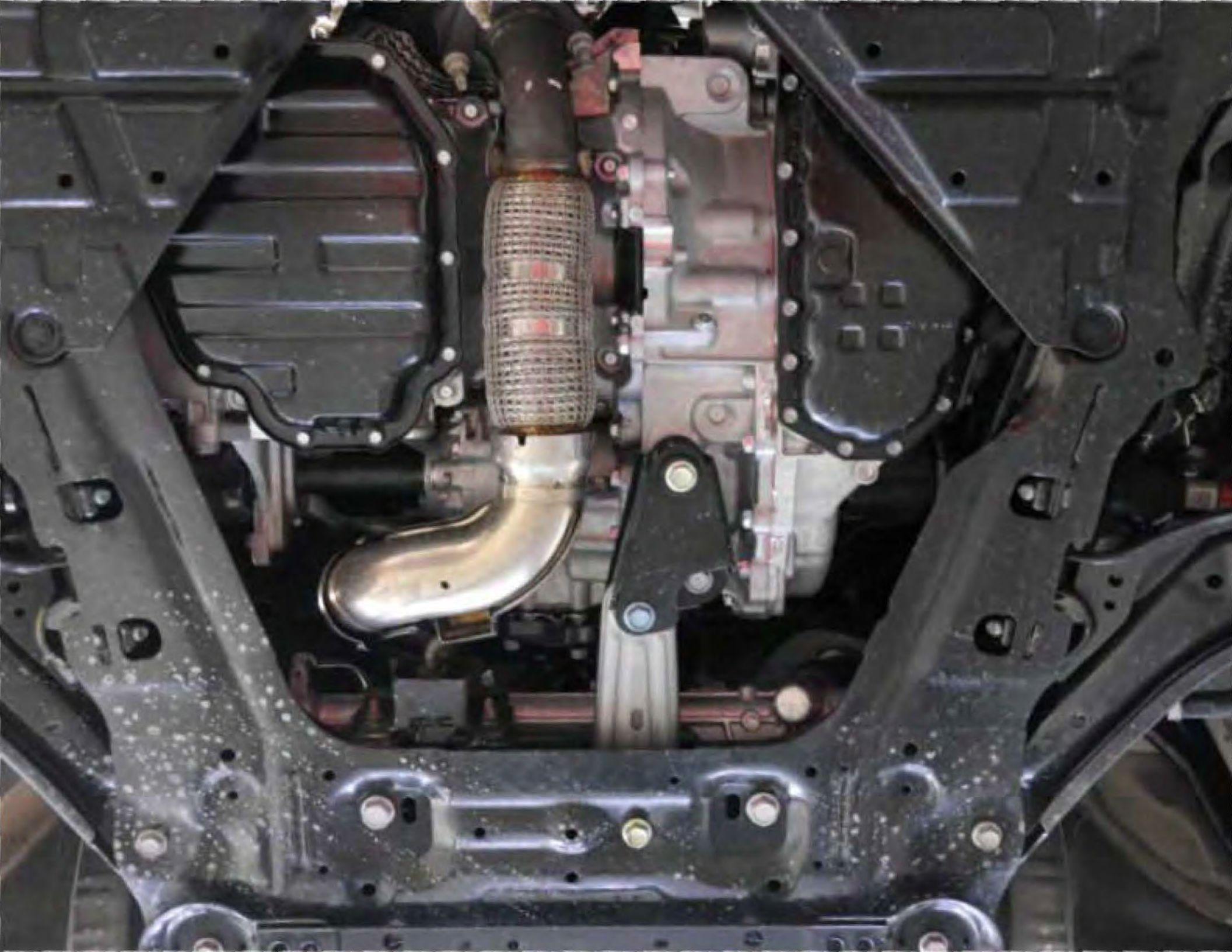























NISSAN


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ROGUE

ROGUE


































ROGUE
NISSAN
SL AWD



NISSAN

Search... Search Samaritan Potter Help & Training CA

Home Chatter Accounts Cases Vehicles Dealer Locator Infiniti Retailer Locator Articles Ideas Warranty Cases

Vehicle
5N1AT2MV1HC[redacted]

Customize Page | Printable View | Help for this Page

Vehicle Ownership [1] | Vehicle Retail Sales [1] | Vehicle Campaigns [0] | Warranty Cases [0] | Cases [2] | Service History [4] | Vehicle Service Contracts [0] | Vehicle History [1] | DTS Field Inspections [1]

Vehicle Detail

VIN	5N1AT2MV1HC[redacted]		
Last Modified By	NNAETL, 8/24/2017 9:03 PM	Branded Title	
Created By	NNAETL, 4/7/2017 11:15 AM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage	3,400	MSRP	$34,270
Latest Recorded Mileage Units	M		
In Service Date	5/31/2017		

Manufacturing Data

Make/Model	2017 NISSAN ROGUE	Manufacturer Date	4/6/2017
Model Year	2017	Plant Name	Smyrna (NMM)
Make	NISSAN	PDI Date	
Model Line	ROGUE	Country Code	USA
Model Code	22617	US Specification Indicator	Y
Body Style Type	WAGON 4 DOOR	Emissions Type	50 STATE
Exterior Color	CASPIAN BLUE	Emissions Certification	
Cylinders		Open Recall	
Transmission Type	CVT	Head Unit	
Model Series		Model Line Code	RGE
Factory Installed Options	C03P01U35Z66		
Factory Installed Options Descriptions	C03 (50 STATE EMISSIONS), P01 (SL PREMIUM PACKAGE), U35 (NAVIGATION MANUAL), Z66 (ACTIVATION DISCLAIMER)		

Vehicle Tools

Total Approved Checks VIN Decoder

System Information

Latest Owner (BETA) [redacted]

Warranty Information

$ No.	Warranty Description	Warranty Expiration Date	Warranty Expiration Miles	Warranty Exclusion Code	Warranty Exclusion Name	Warranty Extensions/Cust Service Initiatives Flag	Branded Description
1	POWERTRAIN COVERAGE	5/31/2022	60,000				
2	SEAT BELT	5/31/2027	999,999				
3	CORROSION COVERAGE (PERFORATION)	5/31/2022	999,999				
4	FEDERAL EMISSION LONG TERM DEFECT	5/31/2025	80,000				
5	FEDERAL EMISSION DEFECT	5/31/2020	36,000				

Vehicle Ownership

New Vehicle Ownership Vehicle Ownership Help

Action	Vehicle Ownership: Name	Account Name	Begin Date	End Date	Person Account: Mailing Street	Person Account: Mailing City	Person Account: Mailing State/Province
Edit	[redacted]	[redacted]			248 Bayview Dr	Mastic Beach	NY

Vehicle Retail Sales

Vehicle Retail Sales Help

Action	Vehicle Retail Sale Name	Owner	Selling Dealer	Sale Type	Rewind Indicator	Purchase Date
	[redacted]	[redacted]	SMITHTOWN NISSAN	Retail Sale		5/31/2017

Vehicle Campaigns

Vehicle Campaigns Help

No records to display

Warranty Cases

Warranty Cases Help

No records to display

Cases

Print Cases

Cases Help

Action	Case Number	Type	Account Name	Date/Time Opened	Date/Time Closed	Current Mileage	Status	CST Approvals	Owner Name
Edit | Cls	[redacted]	CA	[redacted]	8/8/2017 10:22 AM		3,400	Open	0	Holly Allen
Edit | Cls	[redacted]	CA	[redacted]	7/26/2017 3:02 PM	7/31/2017 8:56 AM		Closed	0	Morgan Robinson

Service History

Service History Help

Action	SRH Number	PNC Code Description	Primary Operation Code Description	Coverage Code/Pay Type	Transaction Date/VR Close Date	Vehicle Mileage	Customer	Dealer Code	Work Order #	Claim Line #
	[redacted]			PD	5/28/2017	3	NP SMITHTOWN NISSAN INC	2691	[redacted]	1
	[redacted]				5/11/2017	1	NP NP	2649	[redacted]	
	[redacted]		CUSTOMER REQUEST NEW YORK STATE INSPECTION. $37.00 FOR EMISSIONS AND SAFETY INSPECTION $10.00 FOR NYS SAFETY INSPECTION	I	5/30/2017	5	Smithtown Nissan Inc	2691	[redacted]	
	[redacted]		AS PER REQUEST PERFORM PRE-DELIVERY INSPECTION AND FILL OUT PRE-DELIVERY INSPECTION CHECK LIST	W	5/24/2017	3		2691	[redacted]	

Vehicle Service Contracts

Vehicle Service Contracts Help

No records to display

Vehicle History

Vehicle History Help

Date	User	Action
4/7/2017 11:15 AM	NNAETL	Created.

DTS Field Inspections

New DTS Field Inspection

DTS Field Inspections Help

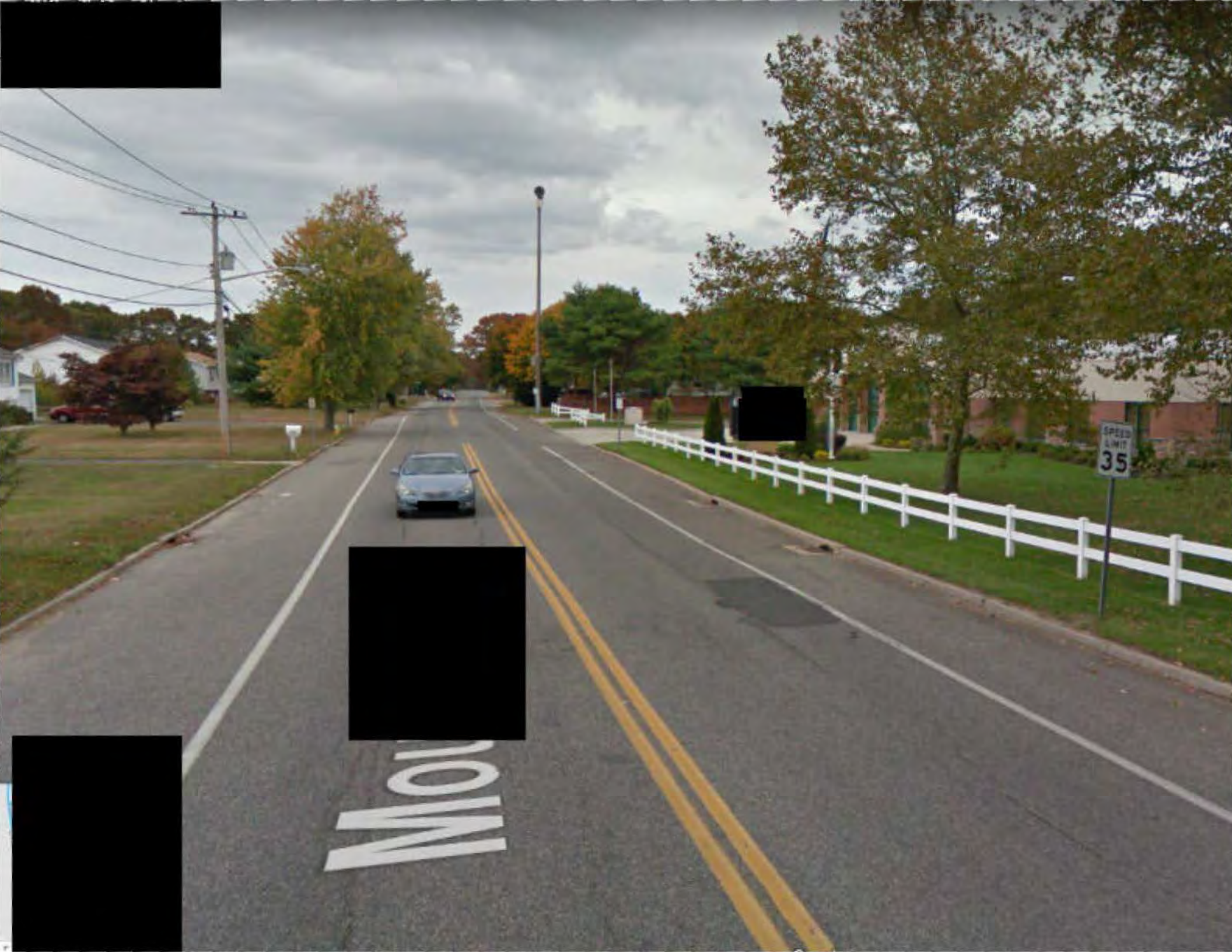
Action	Title	Status	Created Date	Related Support Case	Owner First Name	Owner Last Name	DTS Team	DTS Inspection Date	Report Date
Edit	[redacted]	Completed	8/17/2017	[redacted]	Kevin	MacKay	NER	8/21/2017 10:00 AM	8/24/2017 3:32 PM

Back To Top

Always show me fewer / more records per related list

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TOWN
SPEED
LIMIT
30


SPEED LIMIT
35

Incident Investigation Report

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV1HC[redacted]

Supplements

Check all of the supplements that apply:

- ☐ Restraint System Checklist
- ☐ Brake Checklist
- ☐ U/A Checklist
- ☐ Transmission Checklist
- ☐ Thermal Checklist
- ☐ Steering Checklist
- ☒ Advanced Technology

I. CLAIMANT

Claimant Name [redacted] DOB [redacted] Day Phone [redacted]

Address [redacted] Eve. Phone [redacted]

City Mastic Beach State NY Zip Code [redacted] Country United States

☒ Driver Same as Claimant
☒ Owner Same as Claimant

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

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

II. Vehicle

Model Year 2017 Model Name Rogue Mfg. Date 04/06/2017 VIN 5N1AT2MV1HC[redacted]

Mileage 4,774 License # [redacted] State NY Country United States

Special equipment & accessories None

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

Number	Description	Status	Date
N/A	N/A	○ Open ◉ Closed	N/A

Add Row | Remove Row

III. Description of Incident & Claim

Source of Information Claimant Incident Date 7/6/2017 Time 3:52 PM

Location of Incident (describe fully) Mount Sinai-Coram Rd & Whiskey Rd, Coram, NY 11727

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

Vision obstruction (describe) None given.

Temperature at time of incident 77.0°F Parking location prior to time of incident Not Given

Incident Investigation Report

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV1HC[redacted]

Overnight temperature prior to incident: 66.0°F
Length of time parked: Not Given

Ice/Snow accumulation on vehicle? ○ Yes ◉ No

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

Sequence of Events (according to claimant): Claimant alleges she was driving on a main two lane road when she went to make a turn. Claimant alleges that all of a sudden the vehicle made a beeping sound and the vehicle stopped all of a sudden. Claimant alleges there were not other vehicles around at the time. Claimant alleges she lost control of car because claimant was in the middle of the curve when it happened. Claimant alleges she ran off the road and hit some rocks on the side of the road. Claimant alleges it knocked off the front license plate, cracked the bumper and the windshield. Claimant alleges issue happened again two weeks later. Claimant alleges she was driving about 50 mph with no other vehicles around and the vehicle came to a complete stop. Claimant alleges her kids flew forward and claimant hit claimant's head on the steering wheel. Claimant alleges she then parked the car and calmed her kids down. Claimant alleges issue has occured about 6 times total.

Relation to Roadway (on-road, off-road, left side, right side): On Roadway, vehicle went off roadway as result of alleged concern.
Number of times incident occurred: 6

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

Special Circumstances: Claimant alleges no special circumstances

Actions taken after incident and results of those actions: Vehicle parked off roadway to calm children in the vehicle. Vehicle then brought to Smithtown Nissan.

Vehicle Estimated Speed: 50 mph Source: Claimant Posted Speed Limit: 30 mph

Other Vehicle Estimated Speed: N/A Source: Claimant Posted Speed Limit: N/A

Witness Present? ○ YES ◉ NO

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

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

#	Allegation	Allegation made by
1	Claimant alleges that when operating her vehicle on the roadway with no other vehicles around, undesired Forward Emergency Braking will activate. Claimant alleges the undesired FEB activation has caused her to loose control of her vehicle 7/6/2017. At time of loss of control, the vehicle was steered into rocks on the side of the road incurring damages to the front of her vehicle.	Claimant

Add Allegation | Remove Allegation

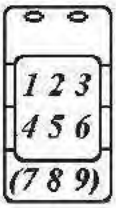
IV. Occupants & Injuries

Source of Information: Claimant.

Incident Investigation Report

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV1HC[redacted]

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



Occupant Name	[redacted]	DOB	[redacted]	Height	5'4
Address	[redacted] Mastic Beach, NY[redacted]			Weight	150 lbs
Location	Incident Vehicle	Seating Position	1 - Driver		
Seat Belts Worn	Lap + Shoulder Belt	Airbag Status	Airbag not deployed		
Nature & Extent of Injuries	Claimant alleges "whiplash"				
Where, when, and by whom were the injuries treated?	No official diagnosis / treatment reported.				

Occupant Name	[redacted]	DOB	Ag[redacted]e not given)	Height	45"
Address	Address not given			Weight	32 lbs
Location	Incident Vehicle	Seating Position	4 - 2nd Row Left		
Seat Belts Worn	Child Restraint	Airbag Status	Airbag not deployed		
Nature & Extent of Injuries	No Injuries reported.				
Where, when, and by whom were the injuries treated?	No official diagnosis / treatment given.				

Occupant Name	[redacted]	DOB	Age: 2 (Date not given)	Height	Not Given
Address	Address not given			Weight	Not Given
Location	Incident Vehicle	Seating Position	6 - 2nd Row Right		
Seat Belts Worn	Child Restraint	Airbag Status	Airbag not deployed		
Nature & Extent of Injuries	No injuries reported.				
Where, when, and by whom were the injuries treated?	No official diagnosis / treatment given.				

Add Occupant | Remove Occupant

Incident Investigation Report

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV1HC[redacted]

☐ No Occupants Comments N/A

V. Other Property Damage

☒ No Other Property Damage

Source of information N/A

VI. Investigation Results

Date of vehicle inspection 8/21/2017

Location of inspection Smithtown Nissan

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

Upon inspection, found impact trauma to the front LH portion of the bumper fascia, front center license plate securing area. (Please see photos 6,7, 29-45)

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

Photos taken by Kevin D. Mackay # Photos 104

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

Exterior/Body	Upon inspection, found impact trauma to the front LH portion of the bumper fascia, front center license plate securing area. (Please see photos 6,7, 29-45)
Engine/ Transmission/ Drivetrain	Drivetrain in good operating condition (Please see photos 16-21)
Underbody/ Suspension/ Steering/ Wheels & Tires	Undercarriage in good operating condition. (Please see photos 22 - 28)
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	Interior in good operating condition, (Please see photos 53 - 75)
Seat Belts/ Child Restraints (if applicable)	Restraints in good operational order.
Air Bags	No supplemental restraint system deployment.

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

N/A

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

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

#	Allegation	Factual Findings

Incident Investigation Report

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV1HC[redacted]

#	Allegation	Factual Findings
1	Claimant alleges that when operating her vehicle on the roadway with no other vehicles around, undesired Forward Emergency Braking will activate. Claimant alleges the undesired FEB activation has caused her to loose control of her vehicle 7/6/2017. At time of loss of control, the vehicle was steered into rocks on the side of the road incurring damages to the front of her vehicle.	Upon inspection, found impact trauma to the front LH portion of the bumper fascia, front center license plate securing area. (Please see photos 6,7, 29-45). Drove vehicle to the claimants alleged location of [redacted] Coram, NY [redacted] Approached intersection from all directions making all available LH and RH turns from all available directions. Drove vehicle 2 miles past the intersection in northbound, southbound, eastbound and westbound directions. No duplication of any abnormal FEB activation experienced. DTS drove the vehicle a total of 28 miles with no duplication. Smithtown Nissan personel drove the vehicle an additional 26 miles prior to inspection with no duplication of any abnormal operation making a total of 54 miles having been driven in vehicle with no duplication of any abnormal FEB operation.

Add Row | Remove Row

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

Reporter's Signature *Kevin D. Mackay*

Reporter's Name & Region
Kevin D. Mackay
Dealer Technical Specialist
Nissan North America - Northeast Region.

Incident Investigation Report

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV1HC[redacted]

IIR Supplement: Advanced Technology Checklist

I. Vehicle equipped with

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

Other (describe)

Comments

II. Diagnostic Download and EDR Data

Instructions:

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

	Yes	No	Comments
Full diagnostic download included in report?	◉	○	Please see C3+ screenshots

Incident Investigation Report

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV1HC[redacted]

	Yes	No	Comments
EDR download included in report?	◉	○	Please see CDR printout.

III. Sensor and ECM Visual Inspection

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

Yes	No		Comments
○	◉	Obstructions to camera? (ie. dirt, stickers, etc.)	See photos 87 - 90
○	◉	Physical damage to camera? (ie. cracks)	See photos 87 - 90
○	◉	Obstructions to radar sensor units? (ie. dirt, stickers, etc.)	See photos 9 and 11
○	◉	Physical damage to radar sensor units? (ie. cracks)	See photo 46
◉	○	Electrical connection to radar module firmly seated?	See photos 47 - 52
◉	○	Electrical connection to camera module firmly seated?	See photos 94 - 100
○	○		

End of Form

*Name your file while saving.

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

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

PE19-010

NISSAN

6-16-2020

ATTACHMENT B

REQUEST NUMBER 2 DOCUMENTS

FIELD REPORTS



IMPORTANT NOTICE: Robert Bosch LLC and the manufacturers whose vehicles are accessible using the CDR System urge end users to use the latest production release of the Crash Data Retrieval system software when viewing, printing or exporting any retrieved data from within the CDR program. Using the latest version of the CDR software is the best way to ensure that retrieved data has been translated using the most current information provided by the manufacturers of the vehicles supported by this product.

CDR File Information

User Entered VIN	KNMAT2MV8HP[redacted]
User	KEVIN D MACKAY
Case Number	[redacted]
EDR Data Imaging Date	11/20/2017
Crash Date	10/27/2017
Filename	KNMAT2MV8HP[redacted]_ACM.CDRX
Saved on	Monday, November 20 2017 at 11:01:26
Imaged with CDR version	Crash Data Retrieval Tool 17.5.1
Imaged with Software Licensed to (Company Name)	Nissan North America, Inc.
Reported with CDR version	Crash Data Retrieval Tool 17.5.1
Reported with Software Licensed to (Company Name)	Nissan North America, Inc.
EDR Device Type	Airbag Control Module
Event(s) recovered	None

Comments

No comments entered.

Data Limitations

General Information:

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

Airbag Control Unit (ACU)

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

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

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

Data Element Sign Convention:

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

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

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

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

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

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

0701_Nissan001_r005

DTCs at Time of Retrieval

None

Hexadecimal Data

```
DID    Data

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

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

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

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

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

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

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

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

201C  7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
```

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      7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
      7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
      7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F FF 7F
      FF 7F FF 7F FF 7F FF 7F FF 7F FF 7F FF 7F FF 7F
      FF 7F FF 7F FF 7F FF FF FF FF FF FF FF FF FF FF
      FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF
      FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF
      FF FF FF FF FF FF FF

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

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

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

F1A0  20

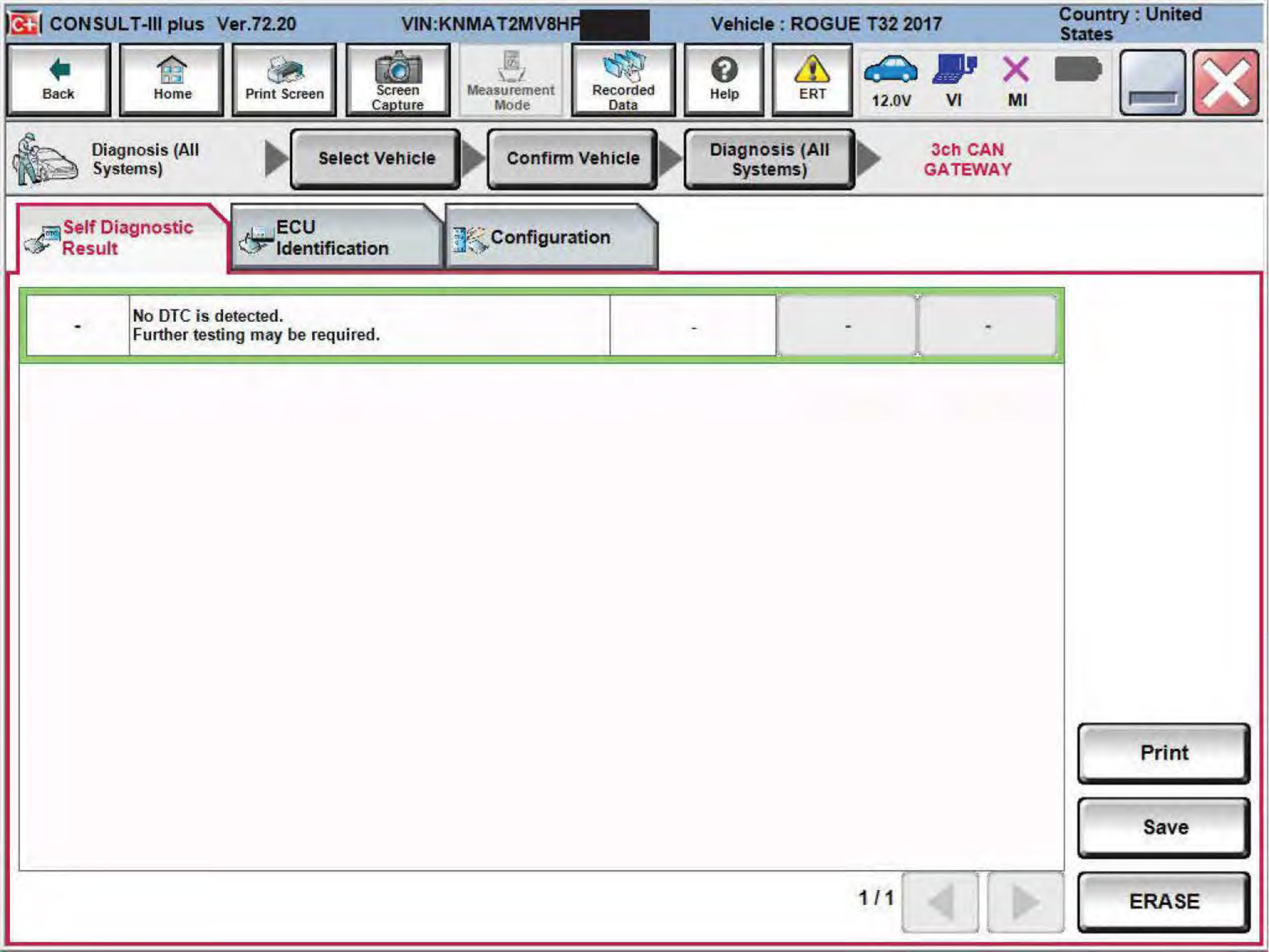

      59 02 09

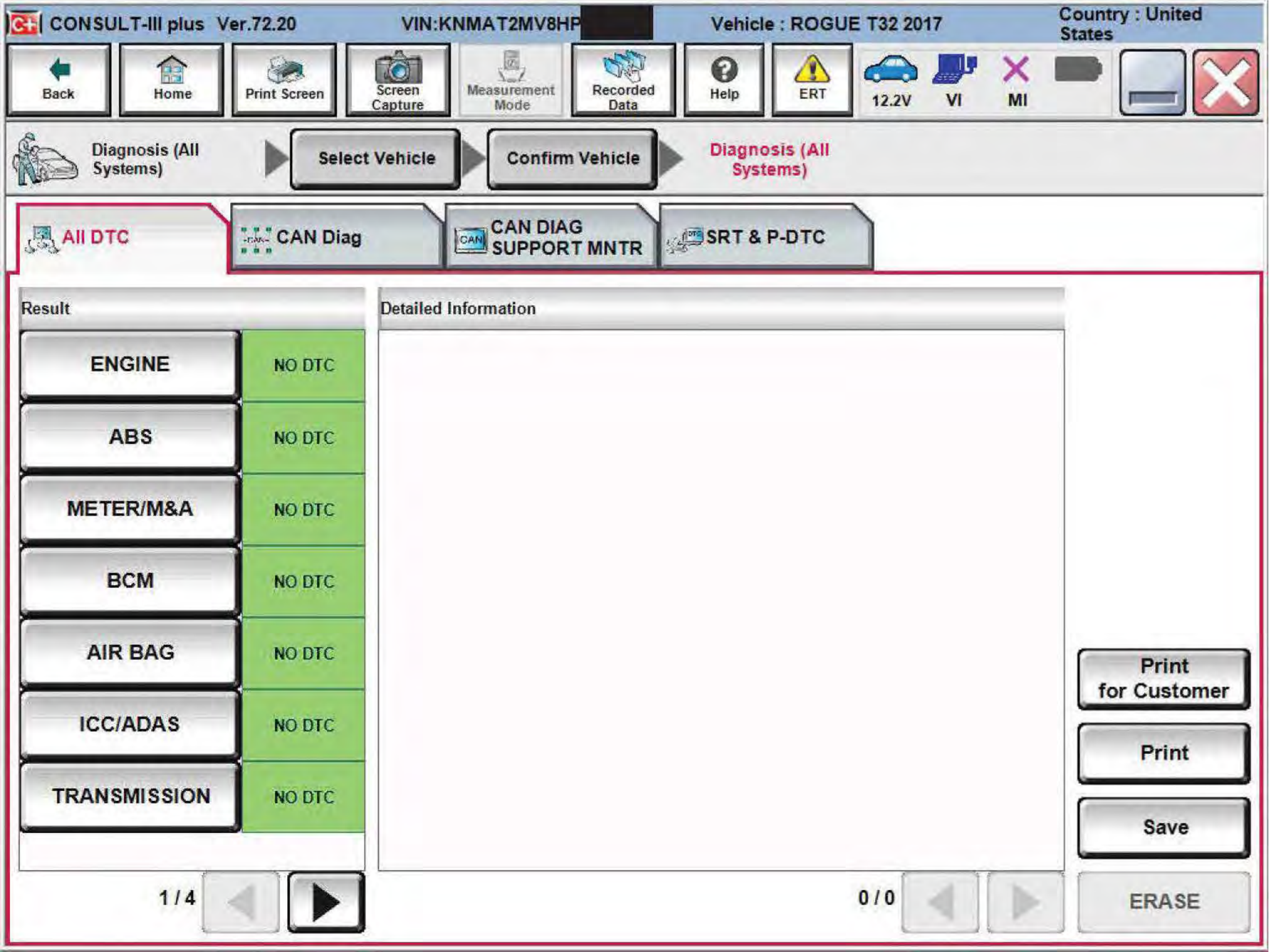

      59 02 09

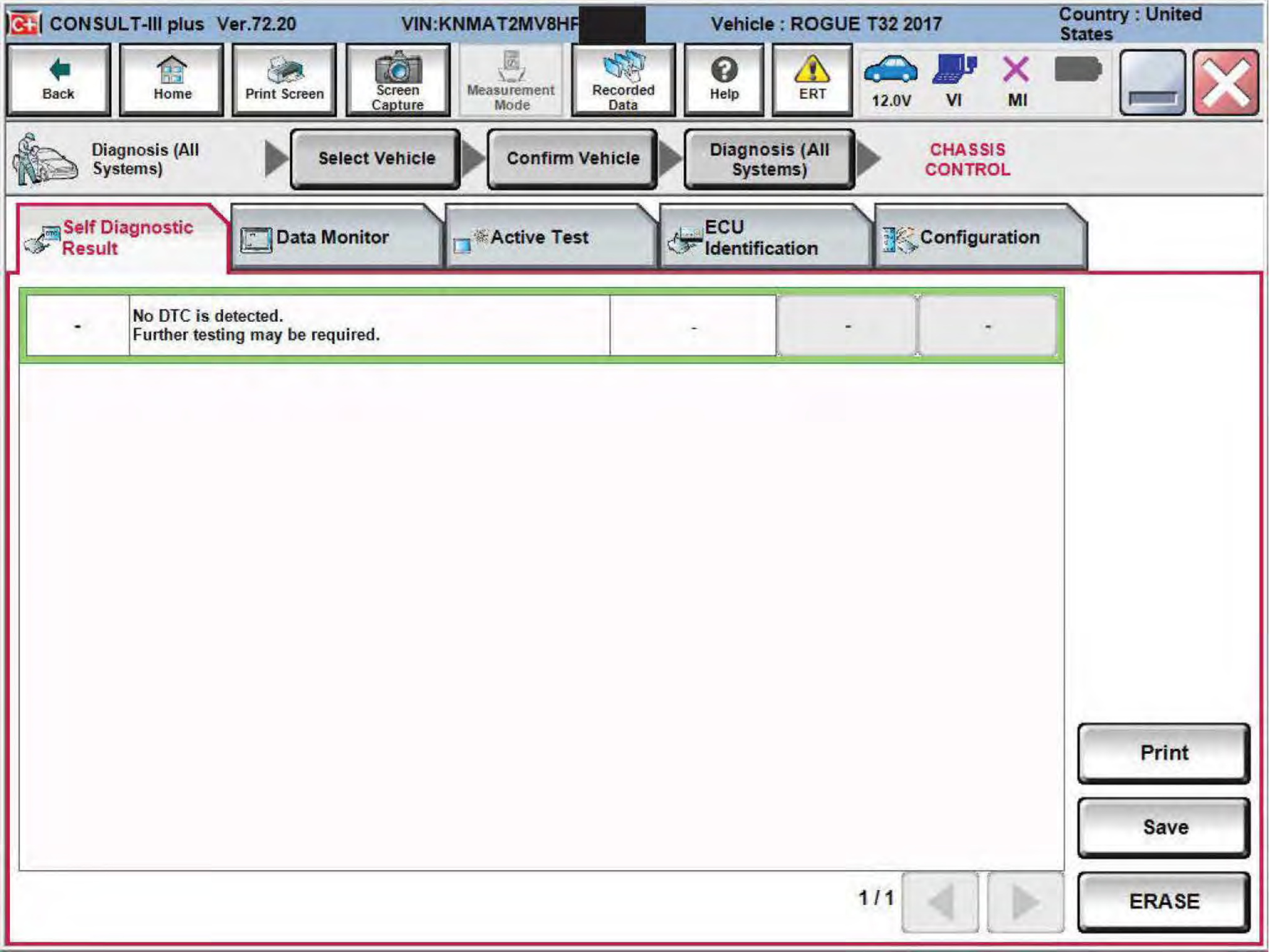

      59 0F 08
```

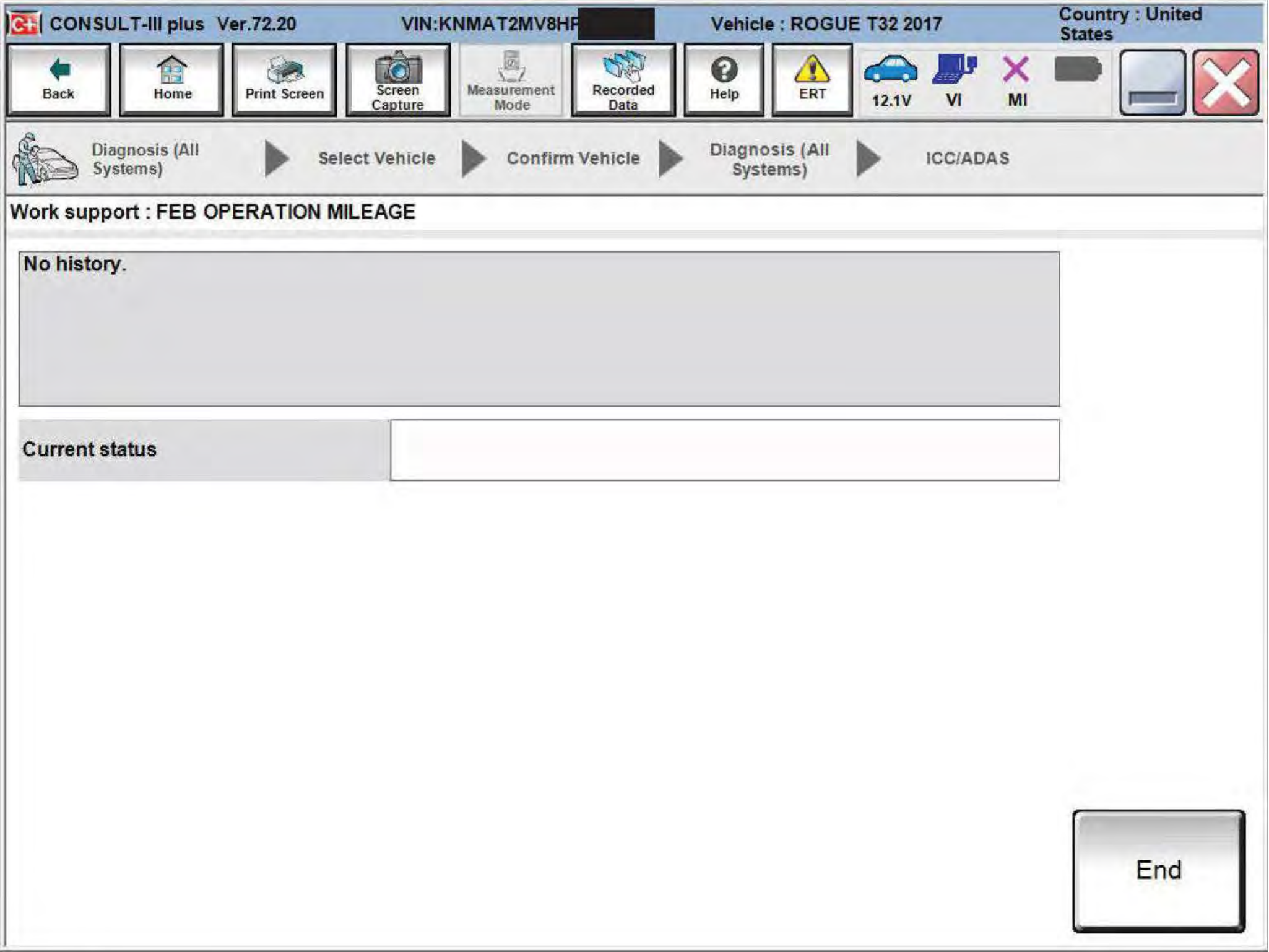
Disclaimer of Liability

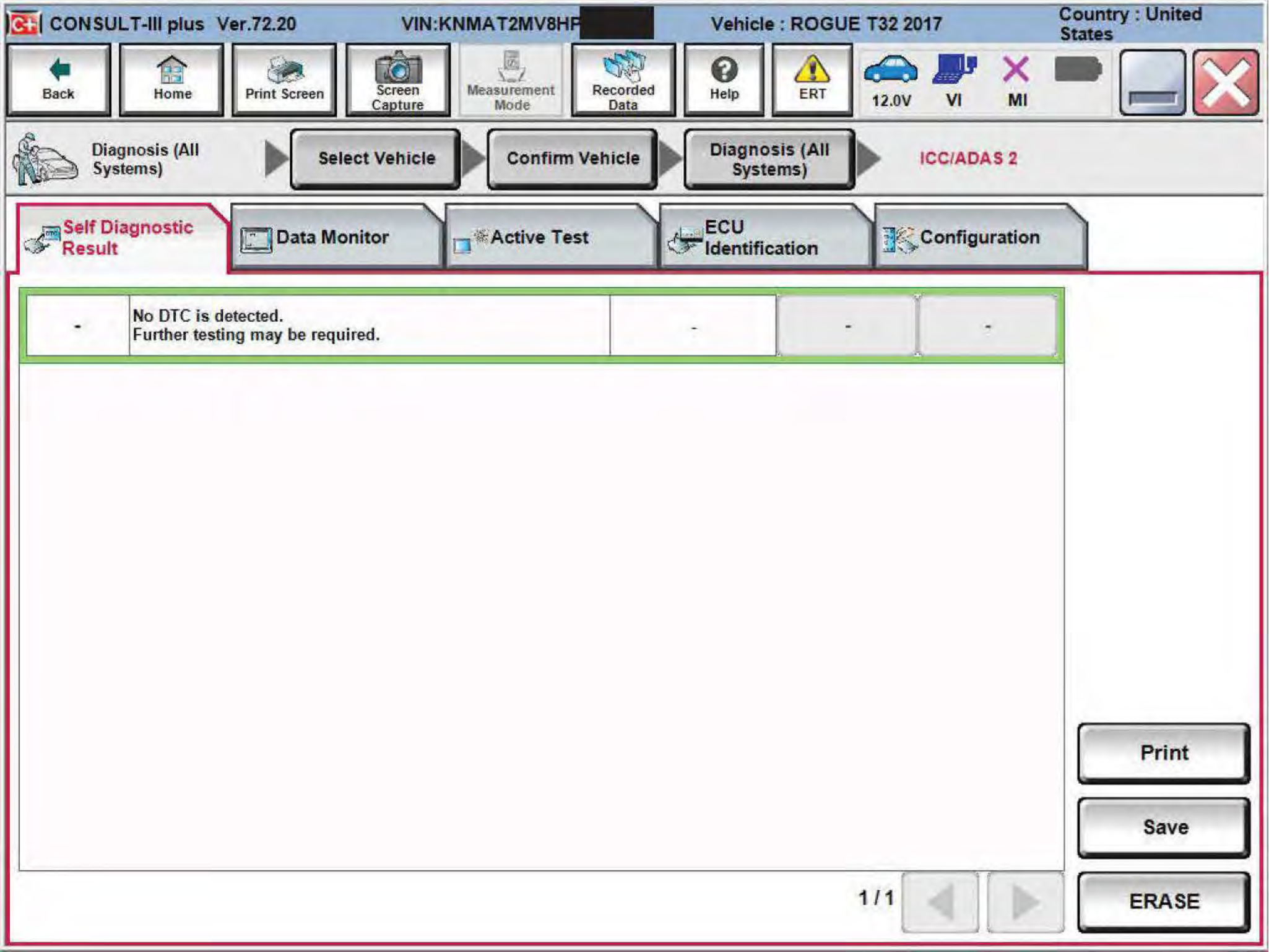
The users of the CDR product and reviewers of the CDR reports and exported data shall ensure that data and information supplied is applicable to the vehicle, vehicle's system(s) and the vehicle ECU. Robert Bosch LLC and all its directors, officers, employees and members shall not be liable for damages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

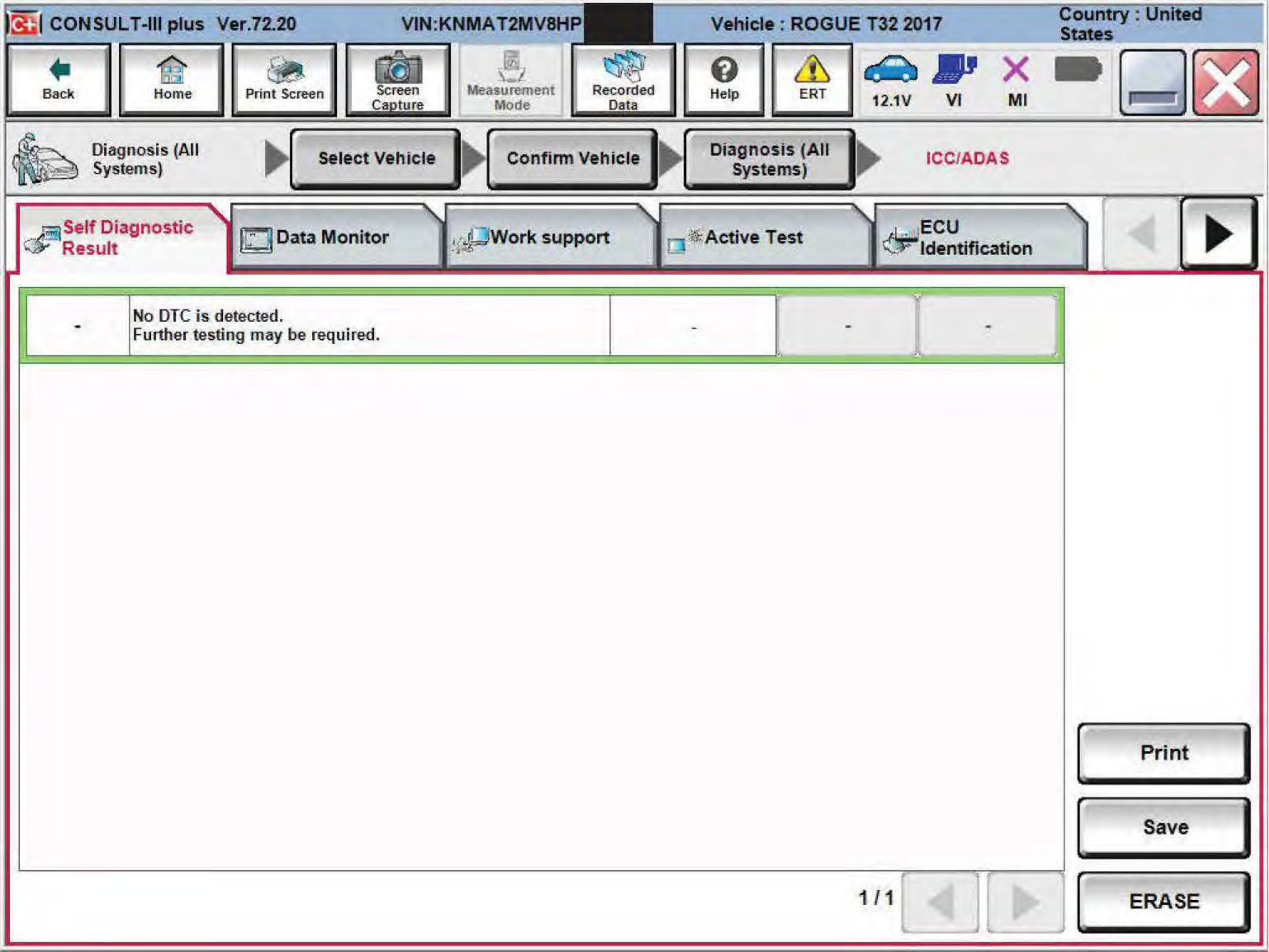

CONSULT-III plus Ver.72.20
VIN:KNMAT2MV8HP[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
3ch CAN GATEWAY
Self Diagnostic Result
ECU Identification
Configuration
-
No DTC is detected.
Further testing may be required.
-
-
-
1 / 1
Print
Save
ERASE

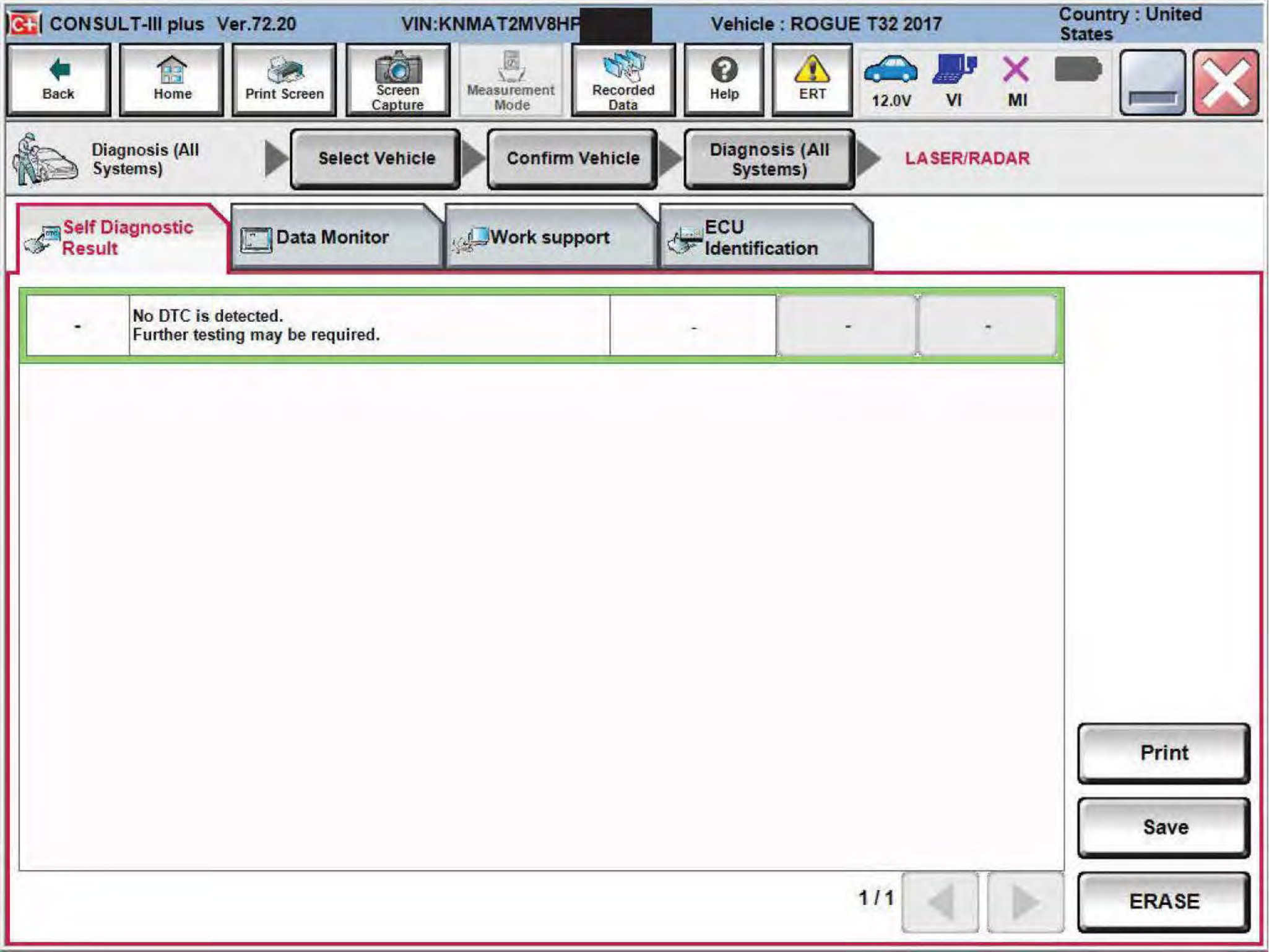

CONSULT-III plus Ver.72.20
VIN:KNMAT2MV8HP[redacted]
Vehicle : ROGUE T32 2017
Country : United States
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Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
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ERT
12.2V
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MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
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SRT & P-DTC
Result
Detailed Information
ENGINE
NO DTC
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NO DTC
BCM
NO DTC
AIR BAG
NO DTC
ICC/ADAS
NO DTC
TRANSMISSION
NO DTC
1 / 4
0 / 0
Print for Customer
Print
Save
ERASE


CONSULT-III plus Ver.72.20
VIN:KNMAT2MV8HF[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
CHASSIS CONTROL
Self Diagnostic Result
Data Monitor
Active Test
ECU Identification
Configuration
-
No DTC is detected.
Further testing may be required.
-
-
-
1 / 1
Print
Save
ERASE


CONSULT-III plus Ver.72.20
VIN:KNMAT2MV8HP[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.1V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB OPERATION MILEAGE
No history.
Current status
End


CONSULT-III plus Ver.72.20
VIN:KNMAT2MV8HP[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS 2
Self Diagnostic Result
Data Monitor
Active Test
ECU Identification
Configuration
-
No DTC is detected.
Further testing may be required.
-
-
-
1 / 1
Print
Save
ERASE


CONSULT-III plus Ver.72.20
VIN:KNMAT2MV8HP
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.1V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Self Diagnostic Result
Data Monitor
Work support
Active Test
ECU Identification
-
No DTC is detected.
Further testing may be required.
-
-
-
1 / 1
Print
Save
ERASE


CONSULT-III plus Ver.72.20
VIN:KNMAT2MV8HP[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
LASER/RADAR
Self Diagnostic Result
Data Monitor
Work support
ECU Identification
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
ERASE
1 / 1

NISSAN

Search... Search Samaritan Potter Help & Training CA

Home Chatter Accounts Cases Vehicles Dealer Locator Infiniti Retailer Locator Articles Ideas Warranty Cases FAQ-Regional Goodwill

Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [15] | Case Categorizations [1] | Emails [0] | Calls [0] | Open Activities [0] | Activity History [3] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | DTS Field Inspections [1] | Attachments [0] | Case History [19]

Case Detail

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

Case Record Type	CA [Change]	Case Number	[redacted]
Account Name	[redacted]	Case Owner Email	dehenry.kidd@nissan-usa.com
Contact Email	[redacted]	Case Owner Location	Murfreesboro
Home Phone	[redacted]	Case Owner	DeHenry Kidd [Change]
Executive Referral		Status	Open
Exec-Received-Date		Type	CA
Letter Sent Date		Case Origin	Phone
Letter Received Date		Date/Time Opened	10/30/2017 4:38 PM
Follow Up Date	12/5/2017	Date/Time Closed	
Follow Up Request	Send Follow Up Email	Multiple Repairs	No
Supporting Documents		Executive Summary	
CA Multiple Repairs		Executive Actions To Resolve	
Social Media Involvement		Closed at CCF	
Martiz Customer Id			
Alert Trigger Verbatim			
Case Reopen Count	0		
Description	IIR- FEB- EST		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	Nissan of Westbury
# Vehicles Owned	8	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	766	XTIME Appointment Number	

Incident Codes - IIR REQUIRED

Incident Date	10/27/2017		
Number Injured	0	Rollover	
Accident		Sent to Legal	
Airbag		Property Damage	
Fire		Injury Letter	

Customer Requests

IIR Indicator	1	Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	
Custom Links	Create IIR Email Documents		Create RHR Print Dealer View

Vehicle Information

Vehicle	KNMAT2MV8HP[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	29417	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	NISSAN OF WESTBURY	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	

Responsible District	07	Dealer Instructions	Customer Contact
Shared With		Requested Dealer Action	Please review.

Bluetooth

Phone Carrier		Bluetooth Ticket Status	
Phone Manufacturer		Phone Model	
Reported From		Phone Operating System	
Issue Categories			

Related Items

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

Primary & Secondary Root Cause Code

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

Action Code

Who took action?	National (CRR and RCAS)
How was the action taken?	Telephone
What action was taken?	8F Provided Vehicle Information

DTS Request

DTS Inspection Date		DTS Inspection Date Confirmed?	
DTS Request Type		Notes for DTS (Vehicle Concerns)	
Inspection Time/Notes	Appointment Time: Notes to Agent:		

System Information

Subject	CUSTOMER: [redacted] PHONE: [redacted] VIN: KNMAT2MV8HP[redacted]

Agent Comments

Agent Comments	FEB case. #DTS inspection. Submit for inspection.		
Created By	Harjot Dhindsa, 10/30/2017 4:38 PM	Root Cause Code	SCIN
Last Modified By	NNAETL, 11/27/2017 9:04 PM	Root Cause Code (2)	
Legacy Case Number		Action Code	NT8F
Root Cause		Priority	N/A

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

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By: Daniela Ahtchiev (11/27/2017 8:41 AM) CRR-DA VERIFIED Account Info including: C's name, home address, phone# & best contact# CRR-DA VERIFIED VEH info including: VIN#, Current Mileage CRR-DA CHECKED for open recalls/campaigns and found: 0 CRR-DA CHECKED previous RELATED Cases and found: 0 CRR-DA RECEIVED inbound call from: wife Susan Ingber CRR-DA NOTED concern is: C advised that C has been waiting quite some time to have a decision C advised C is frustrated C advised C is tired of everything being top secret
Make Public		CRR-DA apoligized to C and advised C that ARBS will contact C by COB 12/5/17 C advised C will be out of town CRR-DA inquired what the best# to contact C will be C advised [redacted] CRR-DA offered further assistance C declined Call ended mutually
		Created By: DeHenry Kidd (11/27/2017 7:38 AM) [redacted]
Make Public		[redacted] Arbs called customer at 738am to discuss case, arbs left a message informing customer that the report has been received and once a decision has been made arbs will contact.
Make Public		Created By: DeHenry Kidd (11/27/2017 7:32 AM) Arbs-DK received an email from DTS stating that the inspection is completed. Arbs is now waiting on a decision from PL.
Make Public		Created By: Danielle Boers (11/24/2017 10:44 AM) SCRR-DB took over call from CRR-AO SCRR-DB introduced self as supervisor. SCRR-DB confirmed speaking with Miss Ingber?

C stated yes.
C stated C has not had VEH for over a month now.
C stated C understands that case is still open and C wants to know why C hasn't heard back.
C stated tech looked at VEH on Monday and this should not take more than a week to call us.
C stated VEH obviously cannot be fixed or it already would have been
C stated tech did not tell DLRSHP anything.
C stated C wants one month paid on lease for C as C hasn't had VEH in a long time now.
C stated VEH was supposed to be brand new.
C stated C needs compensation for this.

SCRR-DB explained that case is owned by an escalated department.
SCRR-DB explained that follow up date cannot be edited.
SCRR-DB explained that once agent contacts C, agent will leave C with a direct contact number.
SCRR-DB explained that cannot provide this number until agent has provided it to C.

C stated can C have this number?
C stated what is the big secret?
C stated is C calling the CIA?
C stated C needs phone number and will not take no for an answer.

SCRR-DB apologized and explained cannot provide this number as this is the policy.
SCRR-DB explained that once agent has contacted C, a direct phone number could be provided at that time.

C stated not acceptable.
C stated C is going on vacation in 8 days and requires answer now.
C stated C will not wait.
C stated C is not crazy, SCRR-DB is crazy.
C stated C needs phone number and will nto believe that agent does not have a phone number.

SCRR-DB explained that agent does have phone, but number cannot be provided to C.
SCRR-DB apologized but explained to C that SCRR-DB can send emai l and request sooner call back but cannot garuntee.

C stated if C does not hear back by the end of the day, C will contact attorney.
C stated C's brother is an attorney and this is right up his alley.
C stated C will go to BBB.

SCRR-DB explained that this is C's right as a consumer.
SCRR-DB explained that if C does end up seeking legal representation, C should submit letter of representation.

C stated attorney will know what to do.
C stated goodbye then.

C disconnected the call.

SCRR-DB was not able to offer case number, agent ID and name.
SCRR-DB was not able to offer further assistance
SCRR-DB was not able to brand call.

Created By: Amaka Okafor (11/24/2017 10:24 AM)
CRR-AO VERIFIED Account Info including: C's name, home & email address, phone# & best contact# [redacted]
CRR-AO CHECKED for open recalls/campaigns and found: 0
CRR-AO CHECKED for previous UNRELATED Case(s) and found: 0
CRR-AO CHECKED for previous RELATED Case(s) and found: 0
CRR-AO NOTED Concern is: CASE FOLLOW UP

CRR-AO received inbound ca l from C

C stated tech was at DLR on Monday
C stated C doesn't know what's going on
C stated C is paying for VEH
C stated C has a lease on VEH
C stated C has left 3 vmx for call back
C stated C hasn't received any follow up
Make Public
C stated DLR where VEH is hasn't told C anything about VEH as well
C stated C IS being contacted and doesn't know what's going on with case

CRR-AO apologized
CRR-AO advised C that case is being handled by a different department
CRR-AO advised C that agent would be contacted

C stated requested contact number for agent

CRR-AO advised C that crr-ao is unable t provide C with number

C stated C needs a supervisor

CRR-AO noted
CRR-AO handed call to SCRR-DB

Created By: Kingsley Isilebo (11/21/2017 4:03 PM)
CRR-KI <VERIFIED> Account Info including: C's name, home address
CRR-KI CHECKED for previous UNRELATED Case(s) and found: 0
CRR-KI CHECKED previous RELATED Case(s) and found: 0
CRR-KI NOTED concern is: case follow-up
CRR-KI received an inbound call from C

C called providing case number
C stated that C would like an update on the case
Make Public
C was informed of case open status and follow-up date
C called asking NNA to intervene and contact C immediately based on the concern

CRR-KI asked C if any more assistance is required
CRR-KI informed C that case would be documented

C understood and appreciated the assistance
CRR-KI provided name
Call ended mutually

Make Public **Created By: DeHenry Kidd (11/3/2017 4:33 PM)**
Arbs has called customer and the Dealer to let them know the inspection date set for 11/20 at 10am EST

Make Public **Created By: DeHenry Kidd (11/2/2017 10:05 AM)**
Arbs has requested DTS inspection on customer vehicle arbs is waiting on date and time

Make Public **Created By: DeHenry Kidd (11/2/2017 10:03 AM)**
Verified Name Address Phone# VIN Mileage Responsible Dealer

Checked for open Recalls/Campaigns: None

- C states that C was driving on Lenox road/HWY travelling approximately 35 mph.
- How many lanes was the road and in each direction? 4
- Is the road divided by a concrete barrier, grass median or turning lane: yes
- Which lane where you traveling in? right
- Where there any vehicles to your left or right? no
- How far were you from the vehicle in front of you? no
- Was the road grade level on an incline or decline? flat
- Is the road condition newly paved, moderate or poor in condition? Newly Paved
- Did the incident occur in a construction zone? No
- Where you accelerating, coasting, braking or cruising (maintaining speed)? Cruising
- Just before the incident occurred, was the orientation of the steering wheel and the vehicle in a straight line? yes
- Weather: clear

Customer stated from the times it happen customer notices it in school areas. customer stated that it does not happen all the time, but it does happen. Customer state there used to be red light ticking camera's in that area but they banded them. Customer does not know if the cameras still but something is triggering the FEB to engage. Customer stated that the vehicle is at the dealership now.

Arbs-DK informed customer that Arbs would setup an inspection. Arbs-DK stated once arbs has the date Arbs will let the dealer and customer know.

Make Public

Created By: Samantha Dixon (11/1/2017 11:20 AM)
Vehicle concerns-Forward Emergency Braking

Created By: Amanda Yett (11/1/2017 9:18 AM)
RCAS-AY placed outbound call to C @[redacted]
RCAS-AY advised call may be recorded for quality and training purposes.
RCAS-AY advised calling on behalf of RCAS-MS who is out of office.
RCAS-AY advised need to ask some questions.

RCAS-AY filled out IIR form.

C stated incident has occurred 6x.
C stated C bought veh in August.
C stated veh was sitting for 12 days.
C stated 1x happened in September.
C stated during last time, it occured by a school/church.
C stated that there used to be a red light camera there.
C stated that there is still an alert system there.
C stated that it also has happened by another school, not in C's town.
C stated that it happened 2x last Friday by a school, at 9:30 AM and 2:30 PM
C stated that school is on South Oyster Bay Road in Hicksville, NY.

RCAS-AY advised "Thank you for the information. A Nissan/Infiniti representative will call you within 3 business days after the representative receives the case. Please allow for a minimum of 30 minutes during that call so the representative may best understand the whole situation. Is [redacted] the best number to reach you?"

Make Private ✓

C confirmed.
C asked about DTS inspection.

RCAS-AY advised RCAS-MS is looking into that but is currently out of the office.
RCAS-AY advised RCAS-MS will be in contact with C when RCAS-MS returns.

C stated that DLR wanted C there to road test veh.
C stated that it does not happen every single time.
C stated that it would be great if it happens on road test but C is not expecting much.
C understood.
C asked if other people were experiencing this concern.

RCAS-AY advised unable to provide that information.

C understood.

RCAS-AY thanked C for C's time and advised a representative will be in contact soon.

C stated C was getting a loaner veh today.
C stated that C is all good.

RCAS-AY thanked C for C's time.

Call ended mutually.

Make Private ✓

Created By: Markita Scott (10/31/2017 4:29 PM)
RCAS-MS sent e-mail to SM-Alex on 10/31/2017 at 4:29pm asking if Customer can be placed in a loaner vehicle while DTS inspection gets set up.

Created By: Markita Scott (10/31/2017 4:28 PM)
RCAS-MS VERIFIED C's name, mailing address, e-mail, phone #, vehicle
RCAS-MS CHECKED for open recalls/campaigns and found: None
Previous UNRELATED Case(s) Found: None
Previous RELATED Case(s) Found: None
RCAS-MS ADVISED "This call may be recorded for quality and training purposes."

RCAS-MS placed outbound call to Customer's wife.[redacted] on 10/31/2017 at 4:04pm.

RCAS-MS stated that RCAS-MS is Customer's Regional Consumer Affairs Case Manager and in short, that means that RCAS-MS is Customer's point of contact with Nissan Corporate regarding Customer's concerns or questions with vehicle or DLR.
RCAS-MS provided direct contact information.
RCAS-MS confirmed Customer's concern.
RCAS-MS asked Customer if the vehicle is coming to a full stop.

Customer stated that Customer is doing about ¾ of a stop.
Customer stated that the anti-lock brakes are kicking in while Customer is driving.
Customer stated that the vehicle doesn't stop completely but like a cease go.
Customer stated that Customer doesn't drive faster than 35 mph.

RCAS-MS asked Customer if the concern happens every time that the vehicle is driven or intermittently.

Customer stated that Customer has had vehicle since the end of July and the concern has happened about six times total.
Customer stated that the concern happens five out of six times near a school.
Customer stated that the beep will happen and then the vehicle will slow.
Customer stated that it as if there is something is around but there is nothing around.

Make Private ✓

RCAS-MS thanked Customer for being so specific.
RCAS-MS asked Customer where the vehicle is at currently.

Customer stated that the vehicle is currently with Customer.
Customer stated that the DLR completed a diagnosis and test drove the vehicle but was unable to find anything.
Customer stated that SM-Alex test drove with the vehicle but the concern was not duplicated.
Customer stated that Customer is scared to drive the vehicle at this point.
Customer stated that this is Customer's 4th Rogue and Customers are Nissan loyal.
Customer stated that SM-Alex recommended that Customer contact NNA.

RCAS-MS understood.
RCAS-MS thanked Customer for the information.
RCAS-MS is going to follow up with SM-Alex and ask that Customer be place in a loaner vehicle while RCAS-MS gets an inspection set up with the area DTS.

Customer understood.

RCAS-MS stated that RCAS-MS will get the inspection set up and will follow up with Customer with a date and time no later than 11/02/2017.

Customer understood.

RCAS-MS asked Customer if Customer has any questions at this time.

Customer declined.
Customer thanked RCAS-MS.

Call ended mutually.

Make Private ✓

Created By: Markita Scott (10/31/2017 8:31 AM)
RCAS-MS sent e-mail to SM-Alex on 10/31/2017 at 8:31am asking for information regarding vehicle.

Make Public

Created By: Harjot Dhindsa (10/30/2017 4:56 PM)
****CASE SUMMARY****

CRR-HD transferring case to RCAS

Created By: Harjot Dhindsa (10/30/2017 4:55 PM)
CRR-HD VERIFIED Account information including: C's name, home and email address and best contact#
CRR-HD VERIFIED VEH Information including: VIN #, Current Mileage

CRR-HD CHECKED for open recalls/campaigns and found:
CRR-HD CHECKED for previous UNRELATED Case(s) and found:
CRR-HD CHECKED previous RELATED Case(s) and found:

CRR-HD received inbound call from C
Mrs. Ingber called on behalf of SANFORD INGBER now known as C
C stated C leased 2017 Nissan rogue in august
C stated between 25 and 35 MPH Brakes never goes to full stop but slows down
C stated C went to DLRSHP
C stated DLRSHP told they fixed it
C stated it happened again after several weeks
C stated DLRSHP diagnosed the VEH now
C stated DLRSHP said they were unable to find anything
C stated C had 4 Nissan Rogues
Make Public
C stated C's husband had 2 Pathfinders and 1 Murano
C stated C's daughter have 1 Altima
C stated C was told to call NNA CA and open up a case#
C stated C wants this VEH to be fixed

CRR-HD stated case will be transferred to RCAS for further review
CRR-HD stated C will be contacted tomorrow before the end of the business day
CRR-HD asked C if there was anything else CRR-HD could assist with.

C declined.

CRR-HD provided C with agent's name and ID [redacted] and case number: [redacted]

C understood

Call ended mutually.

BEST CONTACT: [redacted]

Case Categorizations

New Case Categorization | Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	NISSAN PRODUCT INQUIRIES	ROGUE	GENERAL INQUIRY	QF	11/13/2017	ZR	AZ	[redacted]	OF

Emails

Send an Email | Emails Help

No Emails Available

Calls

New CA Call | Calls Help

No records to display

Open Activities

New Task | New Event | RCAS Task | Correspondence Request | Open Activities Help

No records to display

Activity History

Log a Call | View All | Activity History Help

Action	Subject	Type	Name	Due Date	Assigned To	Action Taken	Status	Last Modified Date/Time
Edit | Del	DTS Follow Up [redacted] NISSAN OF WESTBURY			11/4/2017	DeHenry Kidd		Complete	11/13/2017 11:05 AM
Edit | Del	DTS Request [redacted] NISSAN OF WESTBURY			11/4/2017	Kevin MacKay		Complete	11/7/2017 10:45 AM
Edit | Del	IIR		[redacted]	11/2/2017	DeHenry Kidd		Complete	11/1/2017 12:04 PM

Customer Support Tools

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

No records to display

Check Activity

Check Activity Help

No records to display

Forms

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

Action	Form	Request Type	Created By	Created Date	Customer Name	VSC	VIN	VSC Request Comments
Edit	[redacted]	IIR	Amanda Yett, 11/1/2017 9:18 AM	11/1/2017			KNMAT2MV8HP[redacted]	

DTS Field Inspections

DTS Field Inspections Help

Action	Title	DTS Inspection Date	Owner First Name	Owner Last Name	Status
Edit	[redacted]	11/20/2017 10:00 AM	Kevin	MacKay	Completed

Attachments

Attach File | Attachments Help

No records to display

Case History

Case History Help

Date	User	Action

11/27/2017 7:39 AM	DeHenry Kidd	Changed **Follow Up Date** from 11/27/2017 to **12/5/2017**.
11/27/2017 7:32 AM	DeHenry Kidd	Changed **Subject** from CUSTOMER:[redacted] PHONE:[redacted] VIN: KNMAT2MV8HR[redacted] to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: KNMAT2MV8HR**[redacted]
11/21/2017 4:03 PM	Kingsley Isilebo	Changed **Subject** from CUSTOMER:[redacted] PHONE:[redacted] VIN: KNMAT2MV8HR[redacted] to **CUSTOMER:**[redacted] **PHONE**[redacted] **VIN: KNMAT2MV8HR**[redacted]
11/13/2017 11:09 AM	DeHenry Kidd	Changed **Follow Up Date** from 11/13/2017 to **11/27/2017**.
11/3/2017 4:33 PM	DeHenry Kidd	Changed **Follow Up Date** from 11/6/2017 to **11/13/2017**.
11/3/2017 4:29 PM	DeHenry Kidd	Changed **Follow Up Date** from 11/3/2017 to **11/6/2017**.
11/2/2017 10:06 AM	DeHenry Kidd	Changed **Follow Up Date** from 11/2/2017 to **11/3/2017**.
11/1/2017 11:20 AM	Samantha Dixon	Changed **Case Owner** from Markita Scott to **DeHenry Kidd**.
11/1/2017 11:20 AM	Samantha Dixon	Changed **Description**.
11/1/2017 8:20 AM	Grady Douglas	Changed **Subject** from CUSTOMER:[redacted] PHONE:[redacted] VIN: KNMAT2MV8HR[redacted] to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: KNMAT2MV8HR**[redacted]
		Changed **Escalated By ID** from[redacted] to[redacted]
10/31/2017 4:27 PM	Markita Scott	Changed **Follow Up Date** from 10/31/2017 to **11/2/2017**.
		Changed **Description**.
10/30/2017 4:56 PM	Harjot Dhindsa	Changed **Escalated By ID** to[redacted]
		Changed **Case Owner** from Harjot Dhindsa to **Markita Scott**.
10/30/2017 4:38 PM	Harjot Dhindsa	Changed **Follow Up Date** from 10/30/2017 to **10/31/2017**.
		Changed **VIN** to **KNMAT2MV8HR**[redacted]
		Changed **Subject** to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: KNMAT2MV8HR**[redacted]
		Created.

^ Back To Top

Always show me fewer / more records per related list

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NISSAN

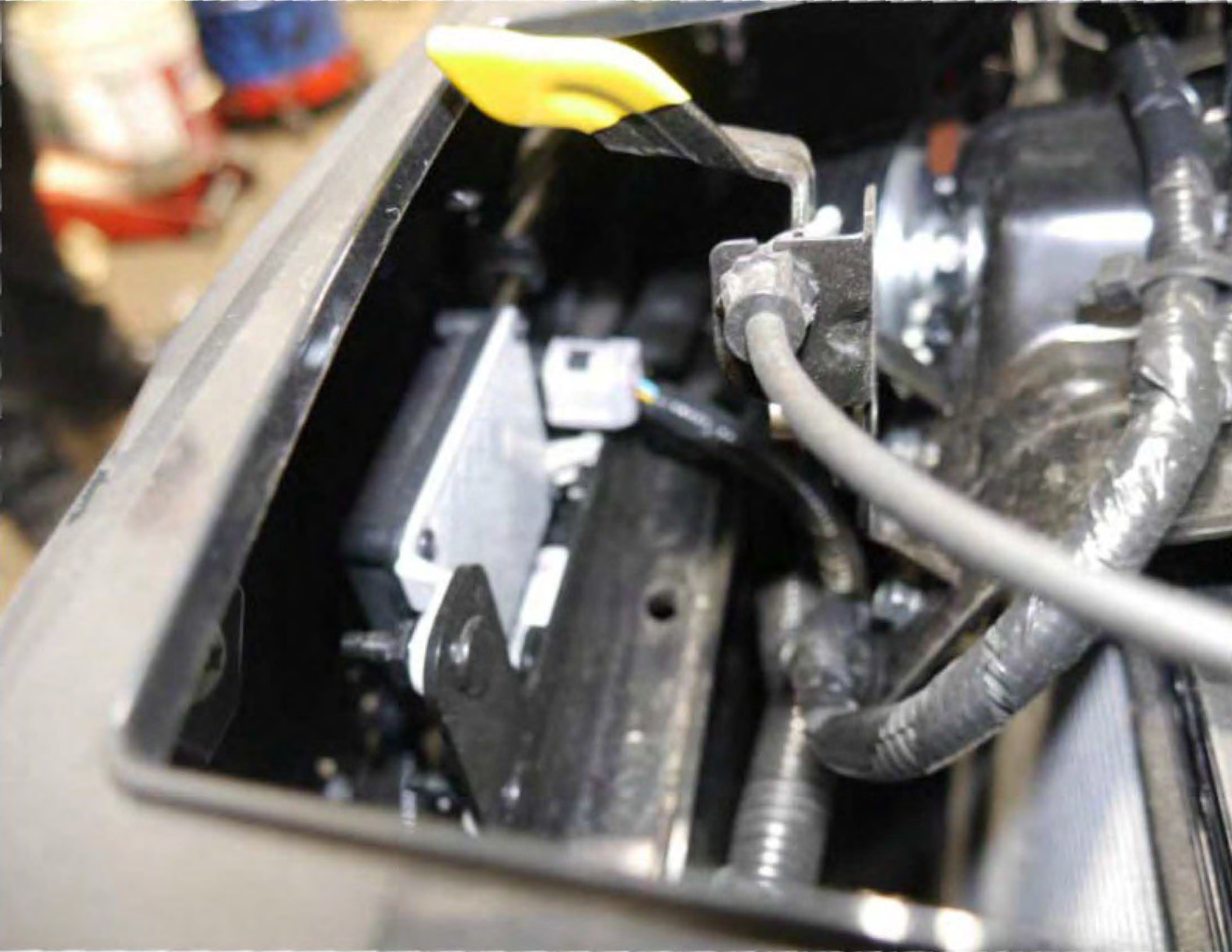

NISSAN


NISSAN


NISSAN










10:23 AM
41°
BRAKE
188 mi
1855 miles
RPMx1000
MPH
km/h


10:23 AM
41°
Audio OFF
OK - Source
188
1855
START
STOP
ENGINE


10:24 AM
Audio OFF
START
STOP
ENGINE


10:32 AM
41°F
Driving Aids
Emergency Brake
Blind Spot
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20

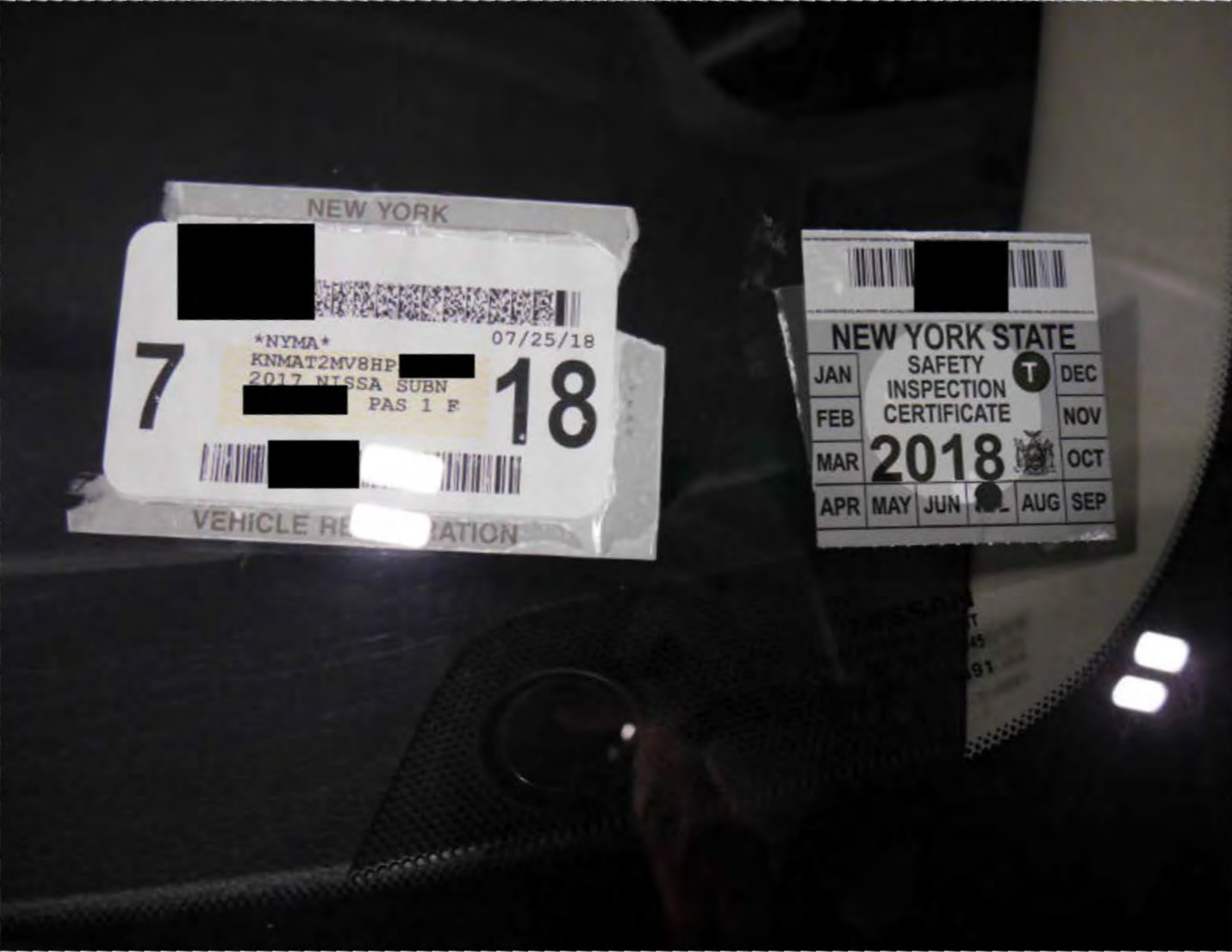

10:32 AM
41°F
Parking Aids
Moving Object
Cross Traffic
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188
1855 miles

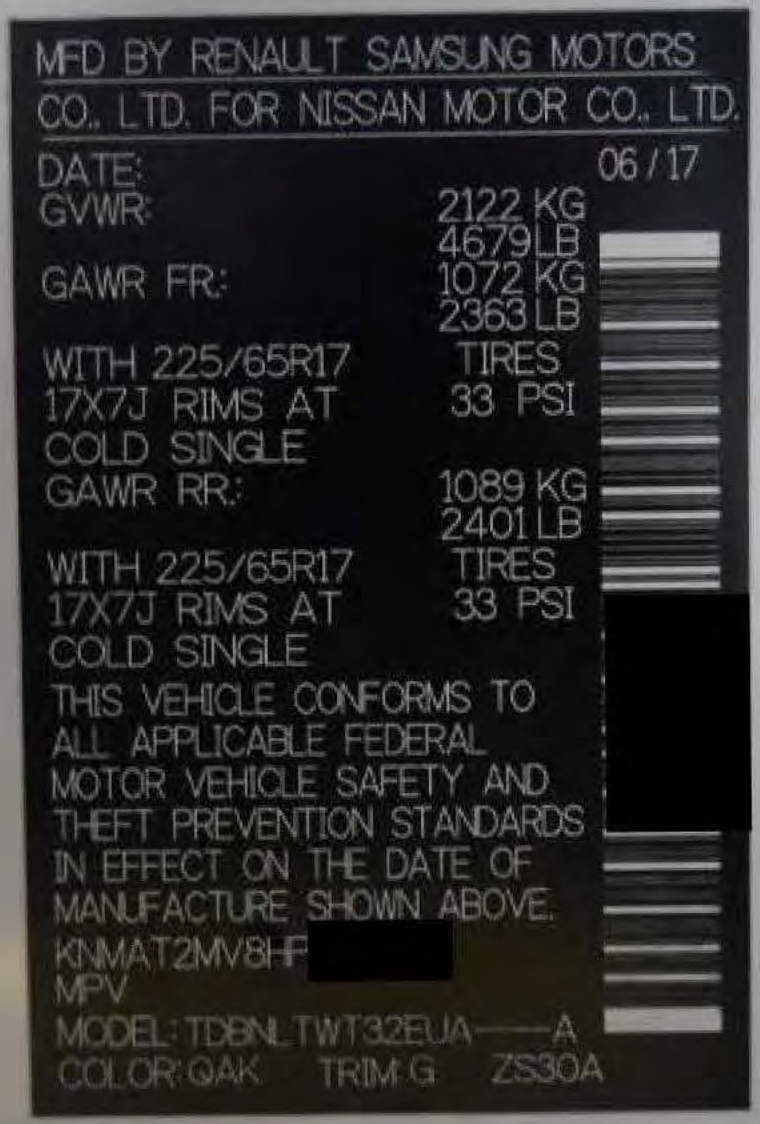

10:32 AM
41°F
Chassis Control
Trace Control
Engine Brake
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188
1855miles
6
7
8
40
60
20
20


12:10 PM
1863 miles
RPM x1000
3
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80
100
120
140




KNMAT2MV8HP

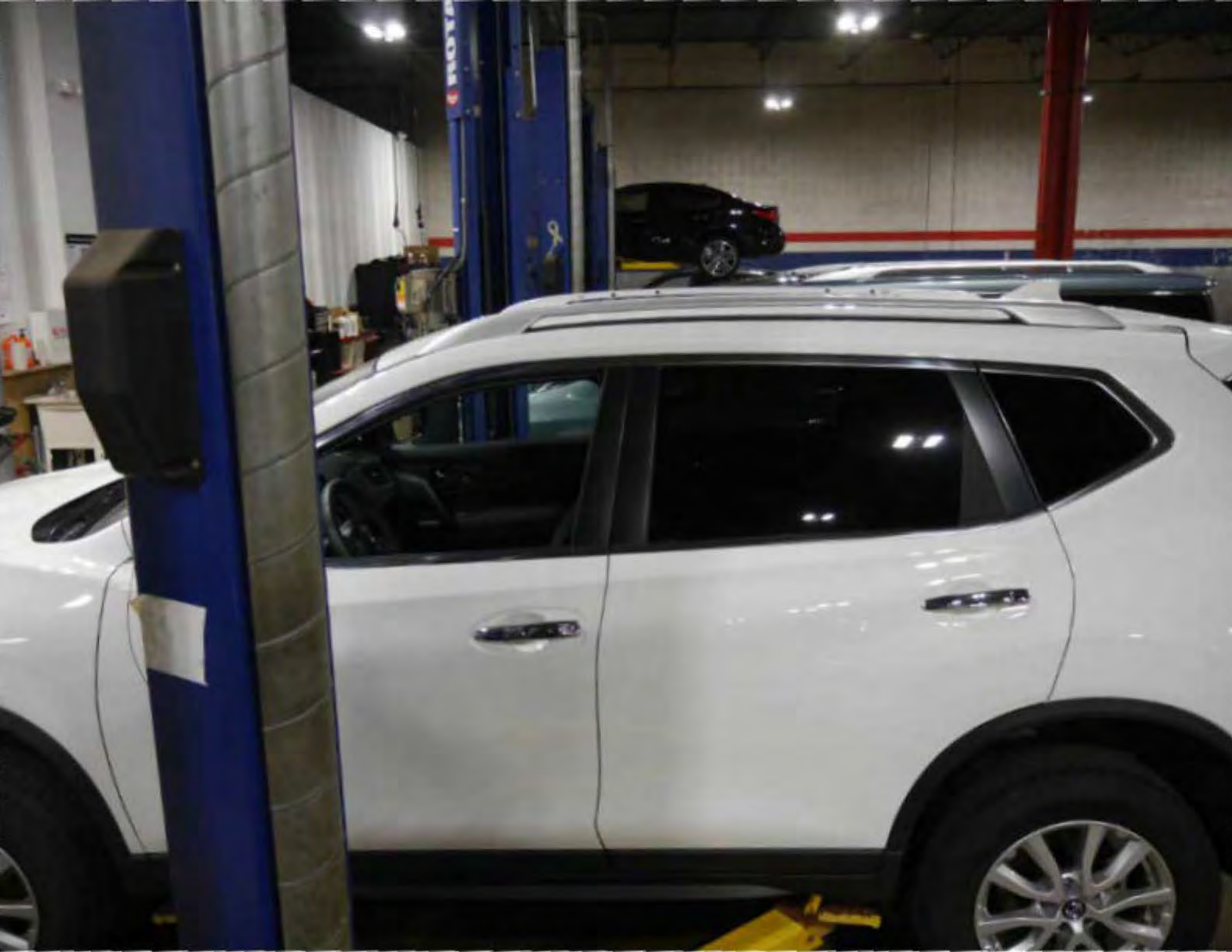

NEW YORK
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NYMA
07/25/18
KNMAT2MV8HP[redacted]
2017 NISSA SUBN
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VEHICLE RE ATION
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DEC
SAFETY
INSPECTION
CERTIFICATE
2018
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MFD BY RENAULT SAMSUNG MOTORS
CO., LTD. FOR NISSAN MOTOR CO., LTD.
DATE: 06 / 17
GVWR: 2122 KG
4679 LB
GAWR FR: 1072 KG
2363 LB
WITH 225/65R17 TIRES
17X7J RIMS AT 33 PSI
COLD SINGLE
GAWR RR: 1089 KG
2401 LB
WITH 225/65R17 TIRES
17X7J RIMS AT 33 PSI
COLD SINGLE
THIS VEHICLE CONFORMS TO
ALL APPLICABLE FEDERAL
MOTOR VEHICLE SAFETY AND
THEFT PREVENTION STANDARDS
IN EFFECT ON THE DATE OF
MANUFACTURE SHOWN ABOVE.
KNMAT2MV8HP
MPV
MODEL: TD8NLTWT32EUA——A
COLOR: QAK TRIM: G ZS30A


10:06 AM
1855 miles


NISSAN






ROGUE


NISSAN
ROGUE
SV AWD


[redacted]
SV AWD




































NISSAN


NISSAN
























ROGUE


ROGUE









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NISSAN


RENAULT NISSAN




RENAULT NISSAN

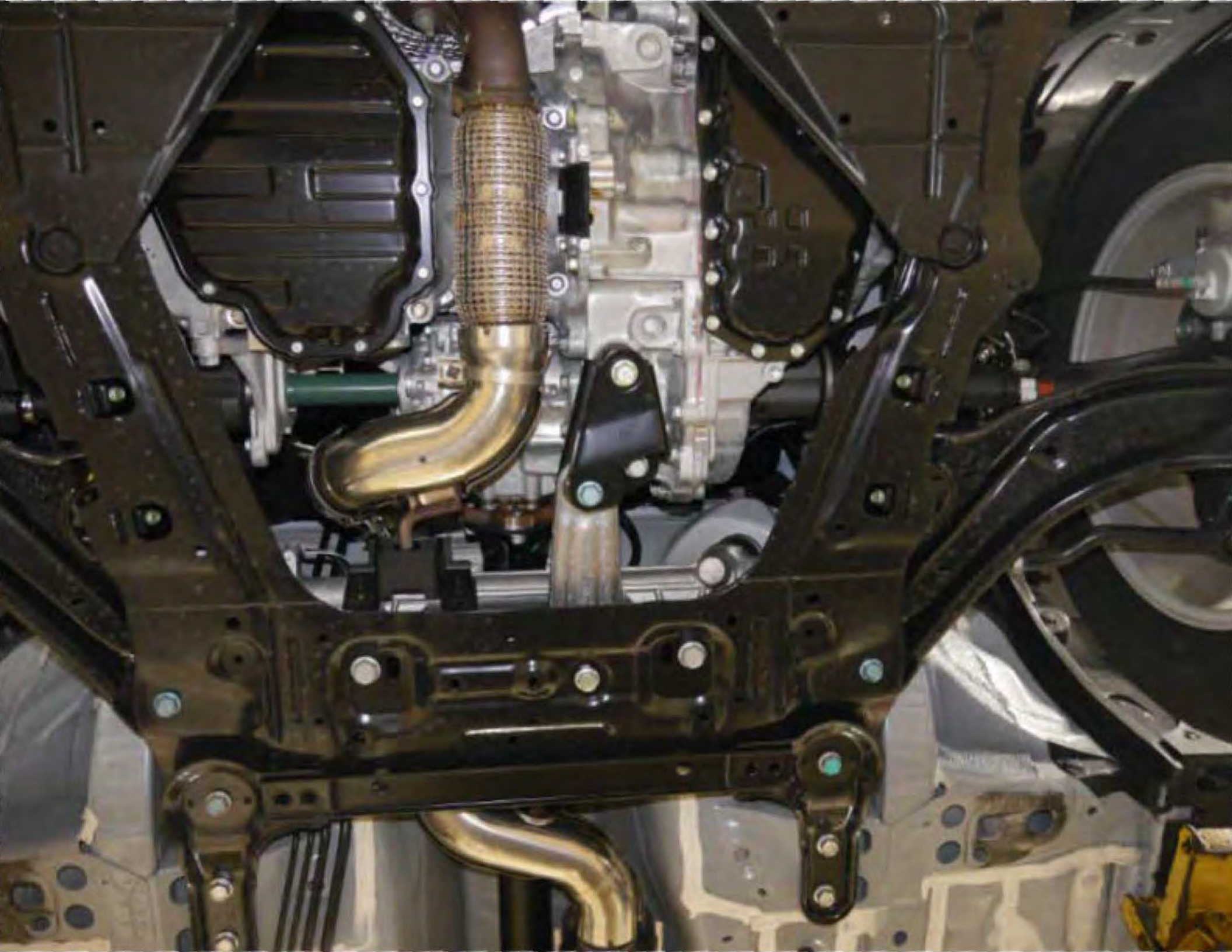

RENAULT NISSAN







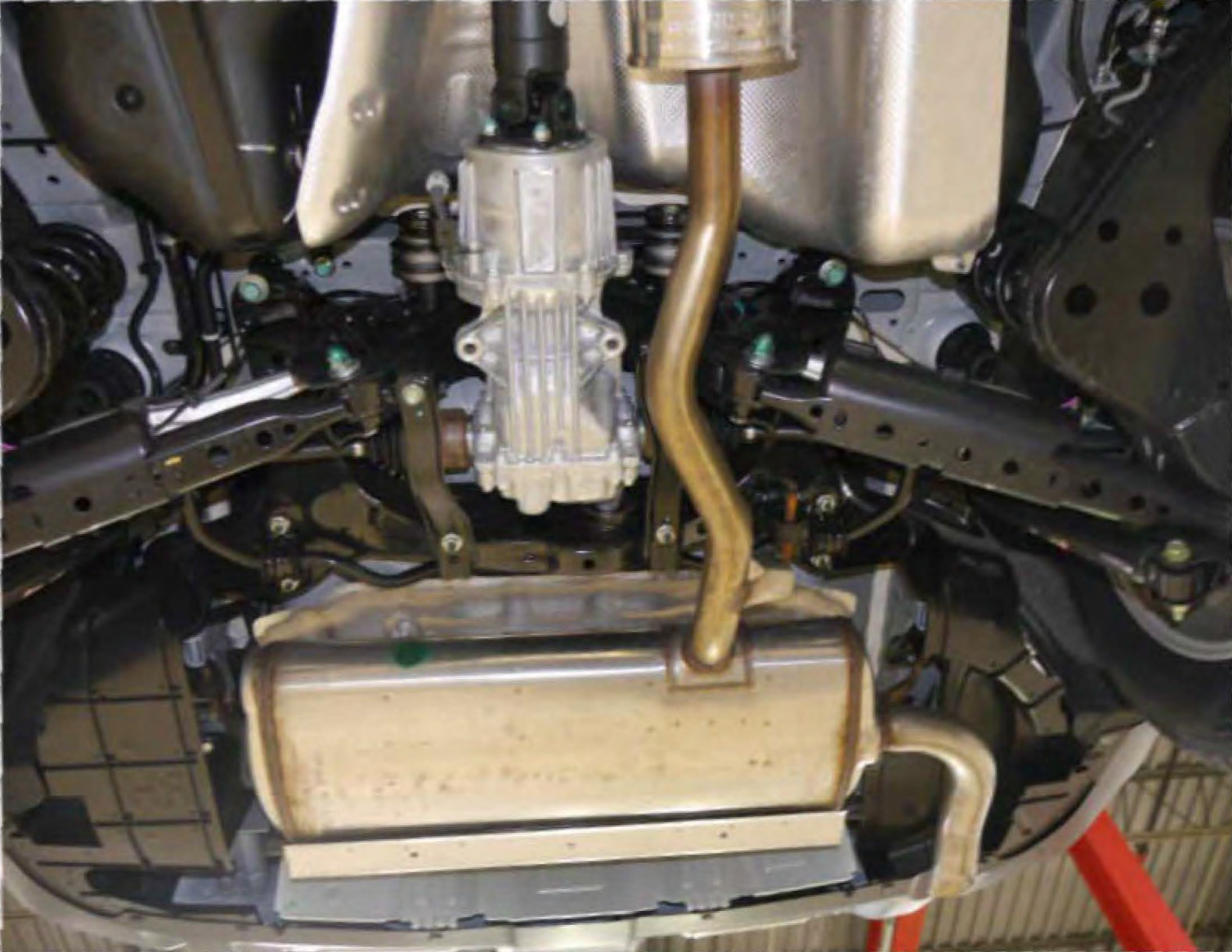




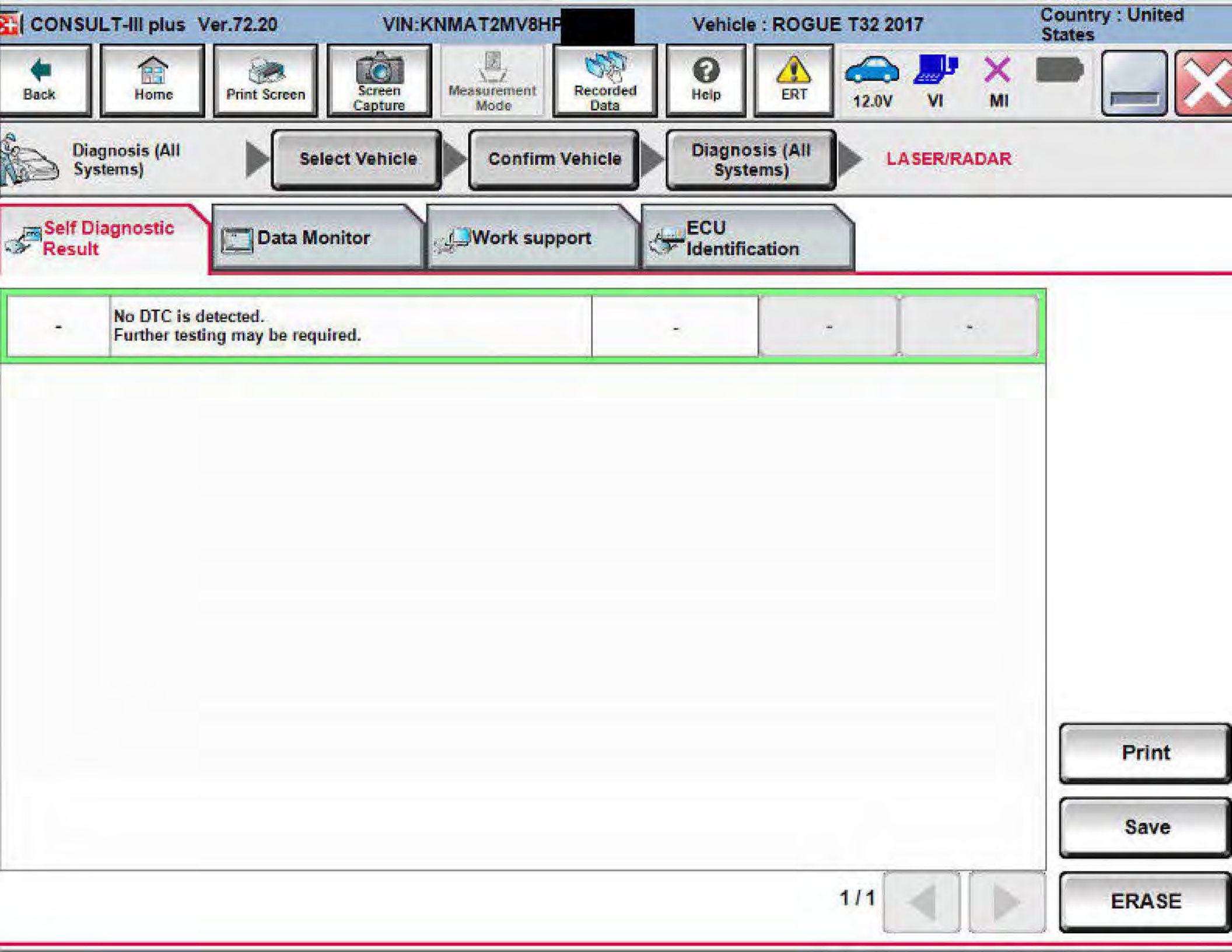


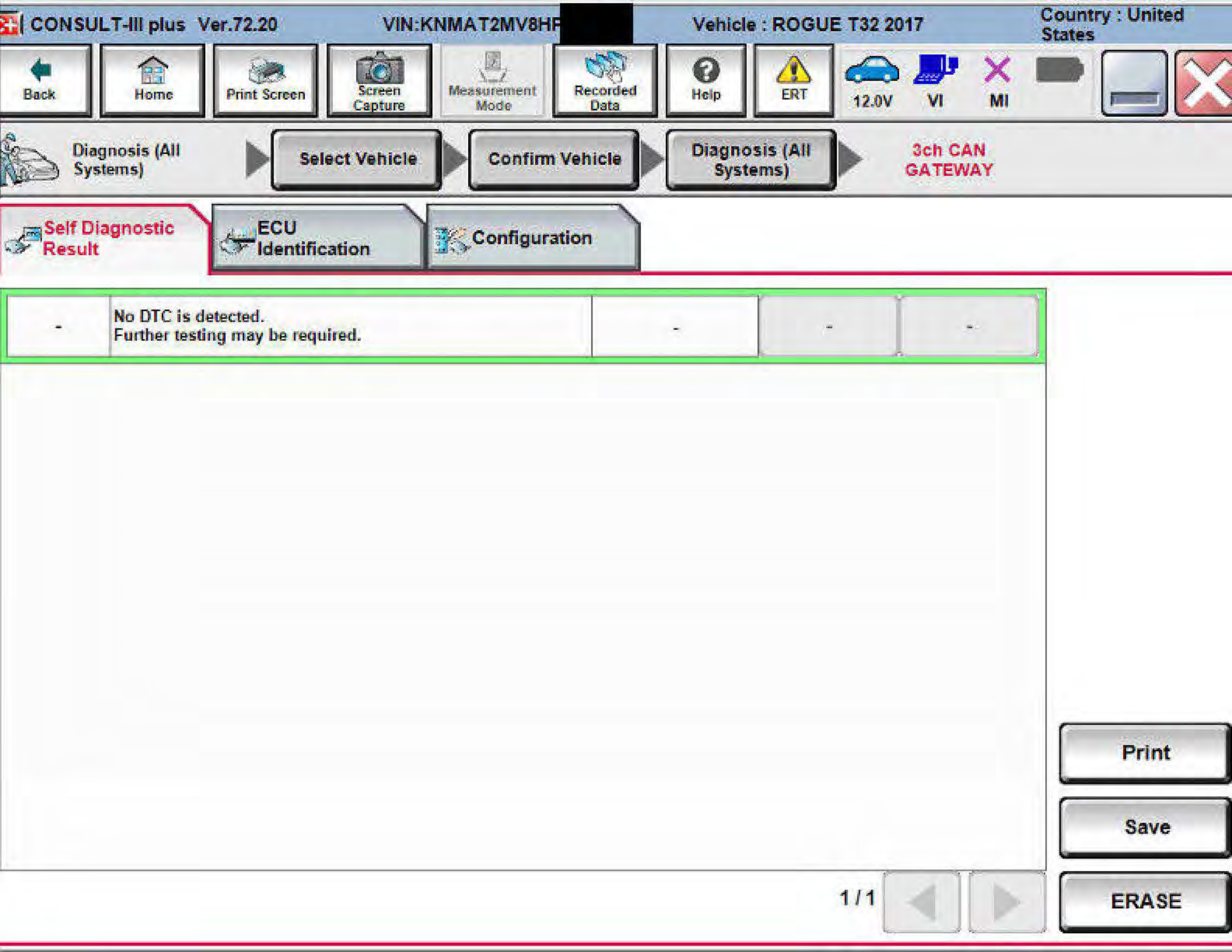


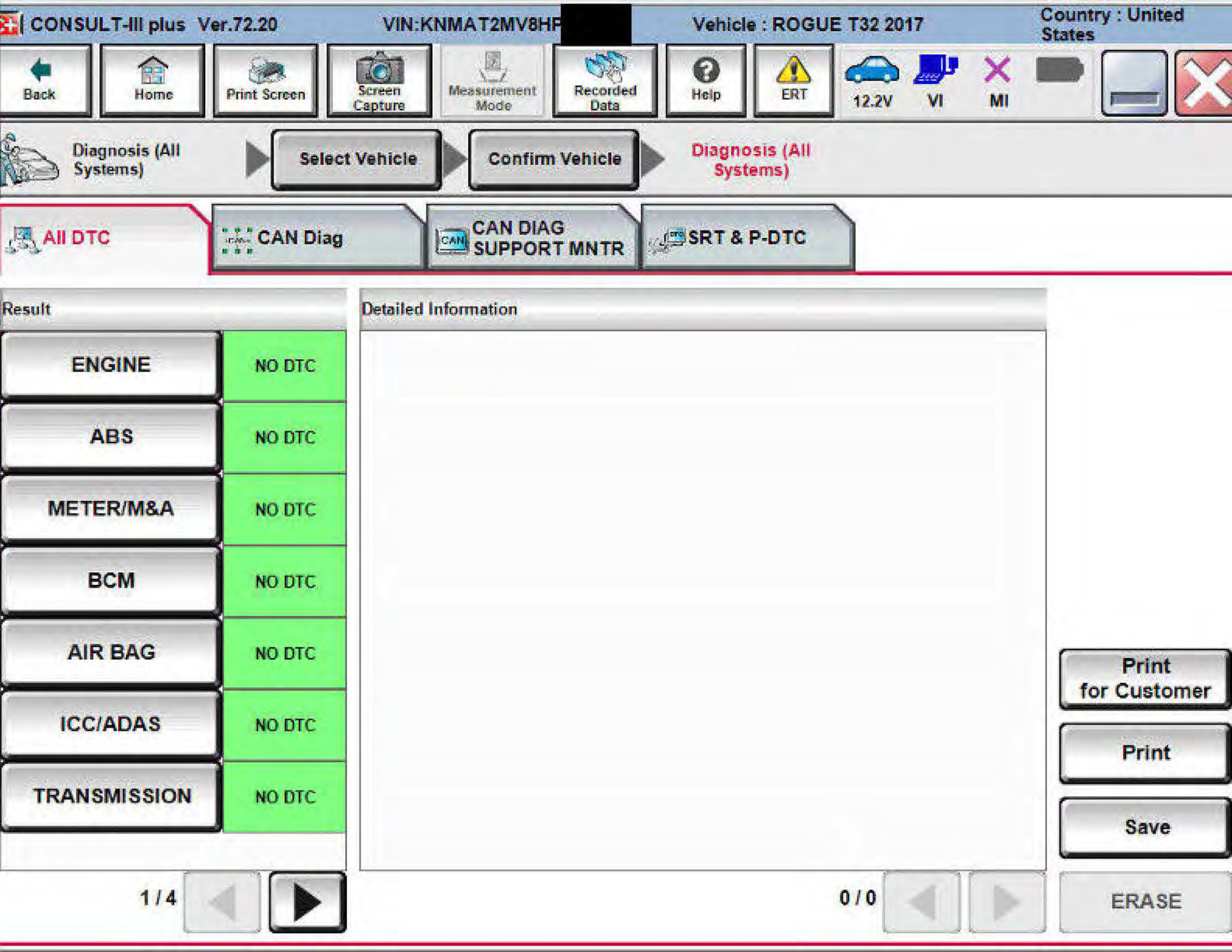


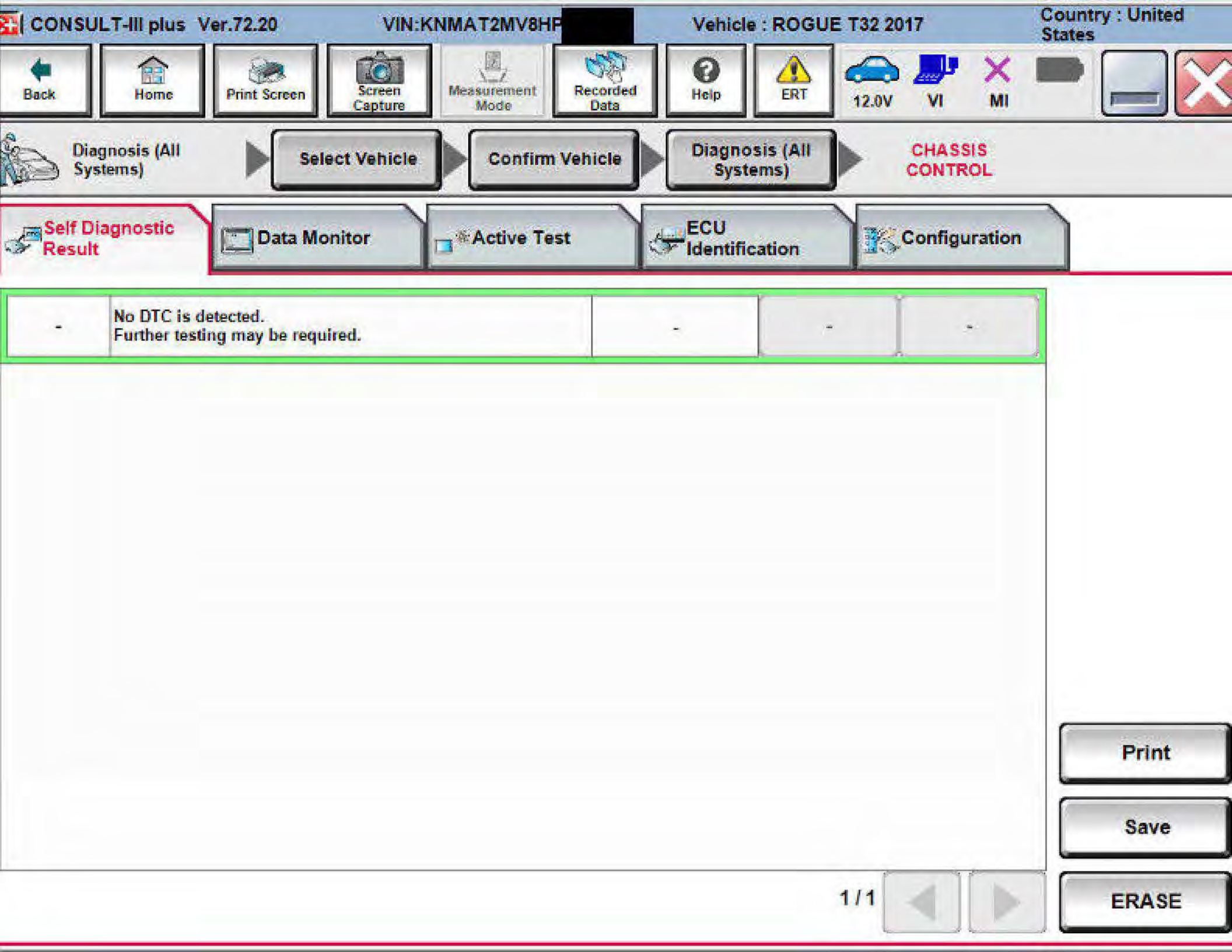


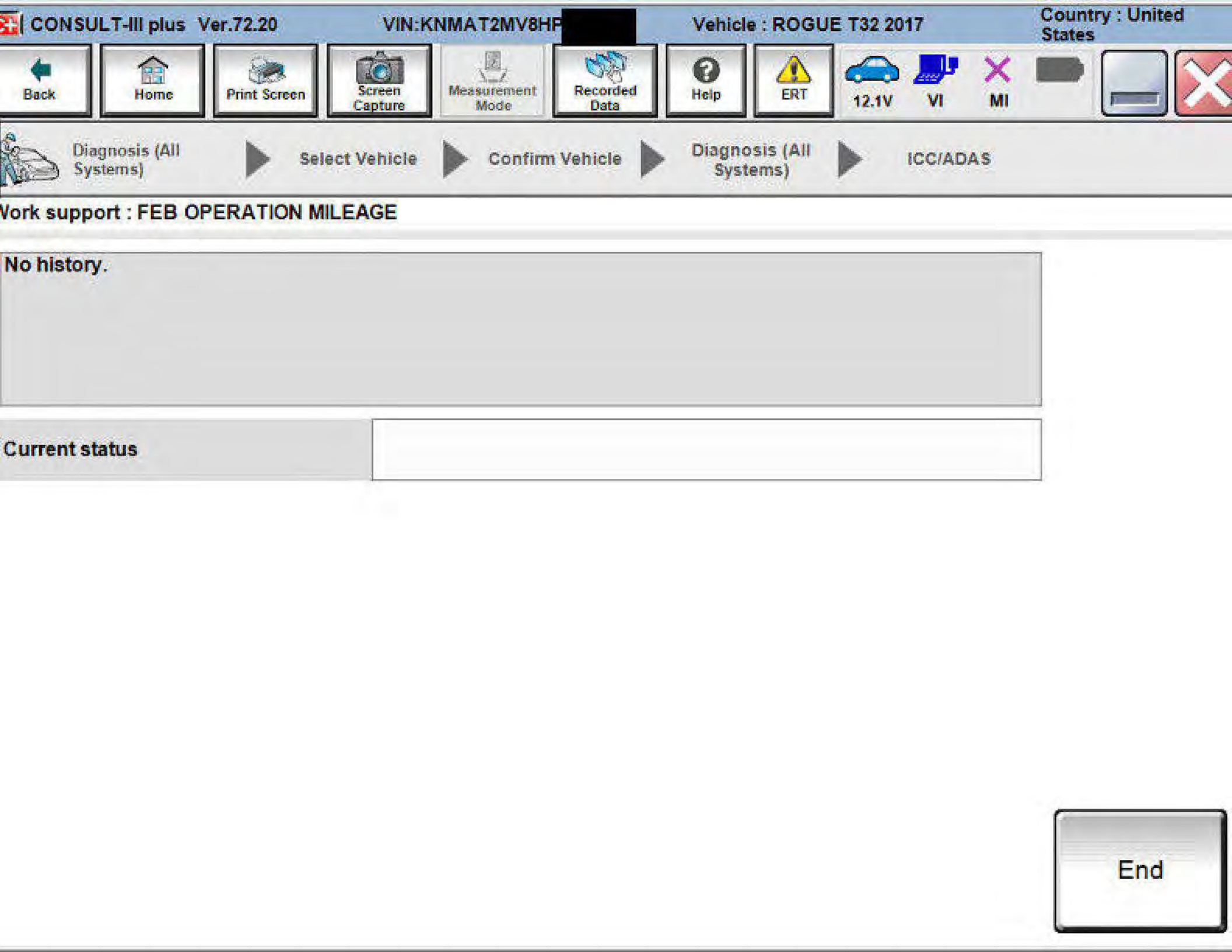


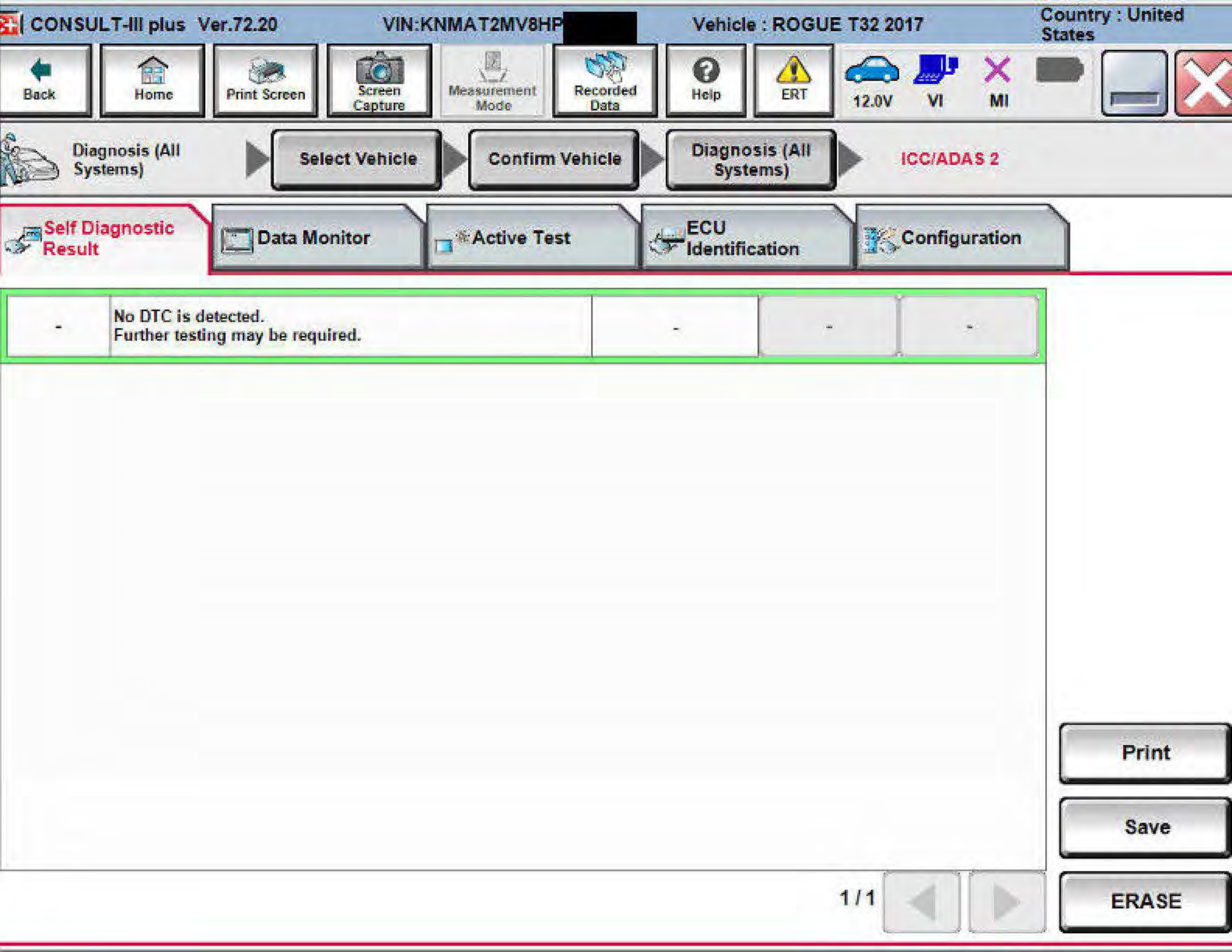

CONSULT-III plus Ver.72.20
VIN:KNMAT2MV8HP[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
LASER/RADAR
Self Diagnostic Result
Data Monitor
Work support
ECU Identification
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
ERASE
1 / 1

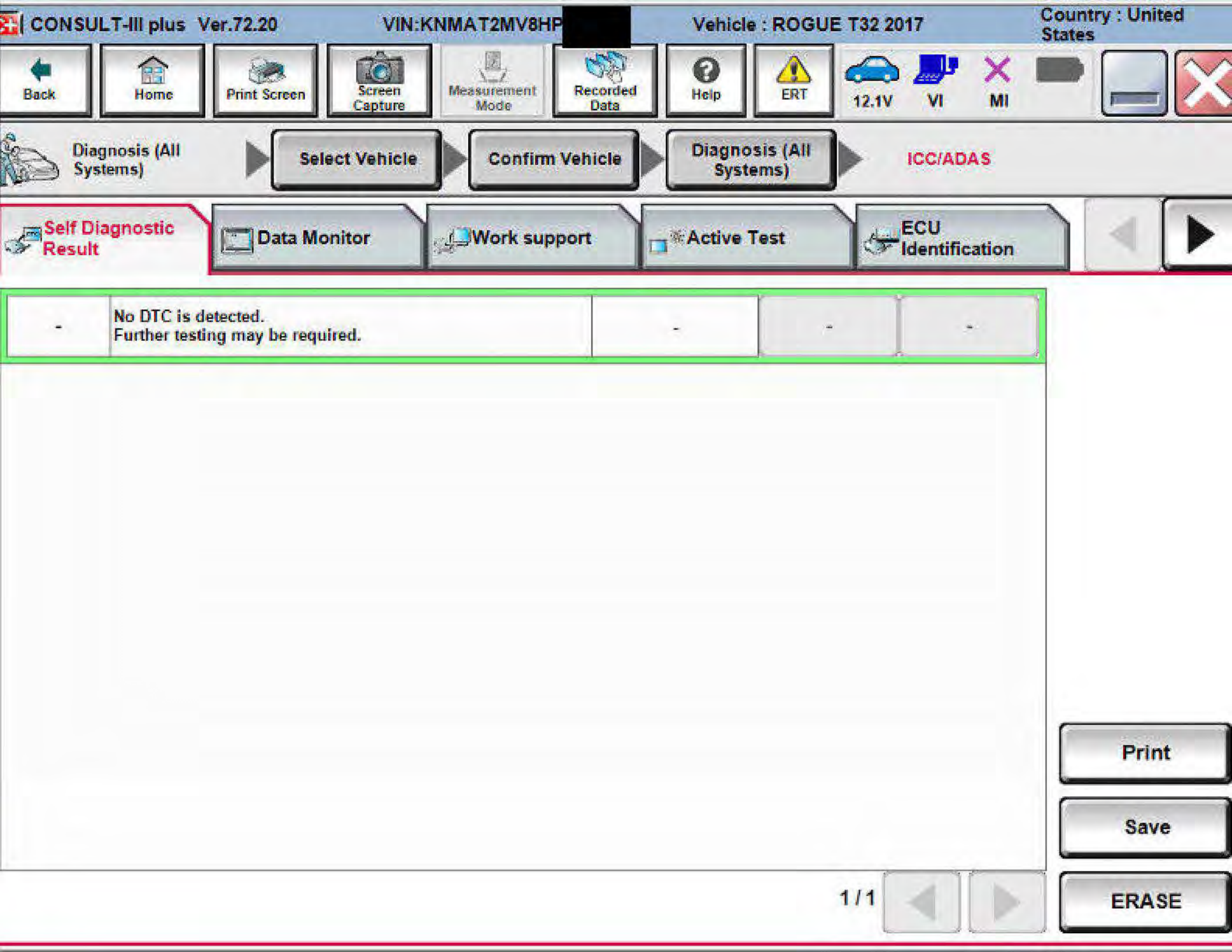

CONSULT-III plus Ver.72.20
VIN:KNMAT2MV8HP
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
3ch CAN GATEWAY
Self Diagnostic Result
ECU Identification
Configuration
-
No DTC is detected.
Further testing may be required.
-
-
-
1 / 1
Print
Save
ERASE


CONSULT-III plus Ver.72.20
VIN:KNMAT2MV8HP[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.2V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
Detailed Information
ENGINE
NO DTC
ABS
NO DTC
METER/M&A
NO DTC
BCM
NO DTC
AIR BAG
NO DTC
ICC/ADAS
NO DTC
TRANSMISSION
NO DTC
1 / 4
0 / 0
Print for Customer
Print
Save
ERASE


CONSULT-III plus Ver.72.20
VIN:KNMAT2MV8HP[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
CHASSIS CONTROL
Self Diagnostic Result
Data Monitor
Active Test
ECU Identification
Configuration
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
1 / 1
ERASE


CONSULT-III plus Ver.72.20
VIN:KNMAT2MV8HP
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.1V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB OPERATION MILEAGE
No history.
Current status
End


CONSULT-III plus Ver.72.20
VIN:KNMAT2MV8HP[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS 2
Self Diagnostic Result
Data Monitor
Active Test
ECU Identification
Configuration
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
1 / 1
ERASE


CONSULT-III plus Ver.72.20
VIN:KNMAT2MV8HP[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.1V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Self Diagnostic Result
Data Monitor
Work support
Active Test
ECU Identification
-
No DTC is detected.
Further testing may be required.
-
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-
Print
Save
ERASE
1 / 1

NISSAN

Search... | Search | Samaritan Potter | Help & Training | CA

Home | Chatter | Accounts | Cases | Vehicles | Dealer Locator | Infiniti Retailer Locator | Articles | Ideas | Warranty Cases | FAQ-Regional Goodwill

Vehicle
KNMAT2MV8HP[redacted]

Customize Page | Printable View | Help for this Page

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

Vehicle Detail

VIN	KNMAT2MV8HP[redacted]		
Last Modified By	NNAETL, 11/27/2017 9:04 PM	Branded Title	
Created By	NNAETL, 7/22/2017 11:16 AM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage	766	MSRP	$29,555
Latest Recorded Mileage Units	M		
In Service Date	7/31/2017		

Manufacturing Data

Make/Model	2017 NISSAN ROGUE	Manufacturer Date	6/1/2017
Model Year	2017	Plant Name	Renault Samsung
Make	NISSAN	PDI Date	
Model Line	ROGUE	Country Code	USA
Model Code	29417	US Specification Indicator	Y
Body Style Type	WAGON 4 DOOR	Emissions Type	50 STATE
Exterior Color	GLACIER WHITE	Emissions Certification	
Cylinders		Open Recall	
Transmission Type	CVT	Head Unit	
Model Series		Model Line Code	RGE
Factory Installed Options	C03L92U01U35Z86		
Factory Installed Options Descriptions	C03 (50 STATE EMISSIONS), L92 (FLOOR MATS (2-PIECE FRONT AND), U01 (SV PREMIUM PACKAGE), U35 (NAVIGATION MANUAL), Z86 (ACTIVATION DISCLAIMER)		

Vehicle Tools

Total Approved Checks | VIN Decoder

System Information

Latest Owner (BETA) [redacted]

Warranty Information

S No.	Warranty Description	Warranty Expiration Date	Warranty Expiration Miles	Warranty Exclusion Code	Warranty Exclusion Name	Warranty Extensions/Cust Service Initiatives Flag	Branded Description	B
1	POWERTRAIN COVERAGE	7/31/2022	60,000					
2	SEAT BELT	7/31/2027	999,999					
3	CORROSION COVERAGE (PERFORATION)	7/31/2022	999,999					
4	FEDERAL EMISSION LONG TERM DEFECT	7/31/2025	80,000					
5	FEDERAL EMISSION DEFECT	7/31/2020	36,000					

Vehicle Retail Sales

Vehicle Retail Sales

Action	Name	Owner	Selling Dealer	Sale Type	Vehicle Model	Purchase Date	Rewind Indicator
View	[redacted]	[redacted]	NISSAN OF WESTBURY	NMAC lease	ROGUE	7/31/2017	

Vehicle Ownership

Vehicle Ownership

New Vehicle Ownership

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

Vehicle Campaigns

Vehicle Campaigns Help

No records to display

Warranty Cases

Warranty Cases Help

No records to display

Cases

Print Cases

Cases Help

Action	Case Number	Type	Account Name	Date/Time Opened	Date/Time Closed	Current Mileage	Status	CST Approvals	Owner Name
Edit | Cls	[redacted]	CA	[redacted]	10/30/2017 4:38 PM		766	Open	0	DeHenry Kidd

Service History

Service History Help

Action	SRH Number	PNC Code Description	Primary Operation Code Description	Coverage Code/Pay Type	Transaction Date/VR Close Date	Vehicle Mileage	Customer	Dealer Code	Work Order #	Claim Line #
	[redacted]			PD	8/8/2017	5	NP NISSAN OF HUNTINGTON	5326	[redacted]	1
	[redacted]		Cs states car brakes on its own (Driveability Concern)	C	9/21/2017	1,264	SANFORD INGBER	5639	[redacted]	
	[redacted]		REQUEST PDI/GAS	W	8/8/2017	5		5326	[redacted]	
	[redacted]		CUSTOMER STATES PERFORM NEW YORK STATE RE-INSPECTION.	I	8/1/2017	39	SANFORD INGBER	5639	[redacted]	
	[redacted]		CUSTOMER STATES PERFORM COMPLIMENTARY MULTI-POINT INSPECTION	I	10/30/2017	1,833	SANFORD INGBER	5639	[redacted]	
	[redacted]		SUPPLY CUSTOMER WITH RENTAL VEHICLE CLEANING AND DAMAGE CHARGES	I	10/30/2017	1,833	SANFORD INGBER	5639	[redacted]	
	[redacted]		CUSTOMER STATES ABS GOES OFF WITHOUT LIGHT ON DASH WHEN PASSING SCHOOLS. SPEEDS BETWEEN 25 & 35 MPH. CLEAR DAY.	I	10/30/2017	1,833	SANFORD INGBER	5639	[redacted]	

Vehicle Service Contracts

Vehicle Service Contracts Help

No records to display

Vehicle History

Vehicle History Help

Date	User	Action
7/22/2017 11:16 AM	NNAETL	Created.

DTS Field Inspections

New DTS Field Inspection

DTS Field Inspections Help

Action	Title	Status	Created Date	Related Support Case	Owner First Name	Owner Last Name	DTS Team	DTS Inspection Date	Report Date
Edit	[redacted]	Completed	11/3/2017	[redacted]	Kevin	MacKay	NER	11/20/2017 10:00 AM	11/26/2017 10:00 PM

^ Back To Top

Always show me fewer / more records per related list

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Incident Investigation Report

CAR # [redacted]
Claimant [redacted]
VIN KNMAT2MV8HP[redacted]

Supplements

Check all of the supplements that apply:

- ☐ Restraint System Checklist
- ☐ Brake Checklist
- ☐ U/A Checklist
- ☐ Transmission Checklist
- ☐ Thermal Checklist
- ☐ Steering Checklist
- ☒ Advanced Technology

I. CLAIMANT

Claimant Name [redacted] DOB [redacted] Day Phone [redacted]

Address [redacted] Eve. Phone

City Plainview State NY Zip Code [redacted] Country United States

☒ Driver Same as Claimant
☒ Owner Same as Claimant

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

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

II. Vehicle

Model Year 2017 Model Name Rogue Mfg. Date 6/1/2017 VIN KNMAT2MV8HP[redacted]

Mileage 1855 License # [redacted] State NY Country United States

Special equipment & accessories None.

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

Number	Description	Status	Date
N/A	NONE	○ Open ◉ Closed	11/26/2017

Add Row | Remove Row

III. Description of Incident & Claim

Source of Information Claimant Incident Date 10/27/2017 Time 2:30 PM

Location of Incident (describe fully) Our Lady of Mercy School, South Oyster Bay Road in Hicksville, NY.

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

Vision obstruction (describe) None

Temperature at time of incident 60.0°F Parking location prior to time of incident Not Given

Incident Investigation Report

CAR # [redacted]
Claimant [redacted]
VIN KNMAT2MV8HP[redacted]

Overnight temperature prior to incident: 48.9°F
Length of time parked: Not Given

Ice/Snow accumulation on vehicle? ○ Yes ◉ No

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

Sequence of Events (according to claimant): Claimant stated that she was driving between 30-35 mph and that Claimant was approaching school zone. Claimant stated that when she approached the school, no one was around, no people and no other cars around. Claimant stated that she heard an alert signal and at same time brakes applied. Claimant stated that brakes were slowing the vehicle, but did not stop vehicle all the way. Claimant states she heard grinding noise and then brakes released.

Relation to Roadway (on-road, off-road, left side, right side): On road, right side, lame position not given.
Number of times incident occurred: 6

Driver Action (braking, steering, etc.): Coasting, steering straight.

Special Circumstances: None Given.

Actions taken after incident and results of those actions: Continued operation of vehicle.

Vehicle Estimated Speed: 30-35 mph Source: Claimant Posted Speed Limit: 25 MPH

Other Vehicle Estimated Speed: None Source: Claimant Posted Speed Limit: N/A

Witness Present? ○ YES ◉ NO

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

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

#	Allegation	Allegation made by
1	While operating vehicle near school zones, undesired FEB will operate without apparent cause.	Claimant.

Add Allegation | Remove Allegation

IV. Occupants & Injuries

Source of Information: Claimant.

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



Incident Investigation Report

CAR # [redacted]
Claimant [redacted]
VIN KNMAT2MV8HP[redacted]

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

Add Occupant | Remove Occupant

☐ No Occupants Comments N/A

V. Other Property Damage

☒ No Other Property Damage

Source of information: Claimant.

VI. Investigation Results

Date of vehicle inspection: 11/20/2017

Location of inspection: Nissan of Westbury.

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

None.

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

Photos taken by: Kevin D. Mackay # Photos: 86

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

Exterior/Body	No abnormalities noted. (See photos 6 - 32, 71 - 74)
Engine/ Transmission/ Drivetrain	No abnormalities noted. (See photos 55 - 65)
Underbody/ Suspension/ Steering/ Wheels & Tires	No abnormalities noted. (See photos 64 - 70)
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	No abnormalities noted. (See photos 33 - 54)

Incident Investigation Report

CAR # [redacted]
Claimant [redacted]
VIN KNMAT2MV8HP[redacted]

Seat Belts/ Child Restraints (if applicable)	No abnormalities noted. (See photos 33 - 54)
Air Bags	No air bag deployment found. (See photos 33 - 54)

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

No abnormalities found visually with vehicle.

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

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

#	Allegation	Factual Findings
1	While operating vehicle near school zones, undesired FEB will operate without apparent cause.	Upon inspection, found no abnormalities with vehicle. Found no signs of any impact trauma. DTS drove vehicle to location provided by Claimant. Vehicle was driven in both directions in all available lanes at varying speeds from 15 - 40mph and was unable to duplicate any abnormal FEB operation. Performed inspection of the FEB Operation Mileage log in consult 3+ on the incident vehicle and found the FEB Operation Mileage Log has no history recorded of event operation (Please see FEB Operation Mileage Screenshot) during test drive, found vehicle is currently operating as designed.

Add Row | Remove Row

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

Reporter's Signature *Kevin D. Mackay*

Reporter's Name & Region Kevin D. Mackay
Dealer Technical Specialist
Nissan North America, Northeast Region.

Incident Investigation Report

CAR # [redacted]
Claimant [redacted]
VIN KNMAT2MV8HP[redacted]

IIR Supplement: Advanced Technology Checklist

I. Vehicle equipped with

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

Other (describe)	N/A
Comments	N/A

II. Diagnostic Download and EDR Data

Instructions:

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

	Yes	No	Comments
Full diagnostic download included in report?	(•)	( )	Please see C3+ screenshots

Incident Investigation Report

CAR # [redacted]
Claimant [redacted]
VIN KNMAT2MV8HP[redacted]

	Yes	No	Comments
EDR download included in report?	◉	○	Please see CDR file.

III. Sensor and ECM Visual Inspection

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

Yes	No		Comments
○	◉	Obstructions to camera? (ie. dirt, stickers, etc.)	N/A Vehicle not equipped with lane camera
○	◉	Physical damage to camera? (ie. cracks)	N/A Vehicle not equipped with lane camera
○	◉	Obstructions to radar sensor units? (ie. dirt, stickers, etc.)	Please see photos 71 - 79
○	◉	Physical damage to radar sensor units? (ie. cracks)	Please see photos 71 - 79
○	◉	Electrical connection to radar module firmly seated?	Please see photos 75 - 79
○	◉	Electrical connection to camera module firmly seated?	N/A Vehicle not equipped with lane camera
○	◉		

End of Form

*Name your file while saving.

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

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

PE19-010

NISSAN

6-16-2020

ATTACHMENT B

REQUEST NUMBER 2 DOCUMENTS

FIELD REPORTS



IMPORTANT NOTICE: Robert Bosch LLC and the manufacturers whose vehicles are accessible using the CDR System urge end users to use the latest production release of the Crash Data Retrieval system software when viewing, printing or exporting any retrieved data from within the CDR program. Using the latest version of the CDR software is the best way to ensure that retrieved data has been translated using the most current information provided by the manufacturers of the vehicles supported by this product.

CDR File Information

User Entered VIN	5N1AT2MV0HC[redacted]
User	KEVIN MACKAY
Case Number	[redacted]
EDR Data Imaging Date	11/24/2017
Crash Date	10/15/2017
Filename	5N1AT2MV0HC[redacted]ACM.CDRX
Saved on	Friday, November 24 2017 at 10:52:03
Imaged with CDR version	Crash Data Retrieval Tool 17.5.1
Imaged with Software Licensed to (Company Name)	Nissan North America, Inc.
Reported with CDR version	Crash Data Retrieval Tool 17.5.1
Reported with Software Licensed to (Company Name)	Nissan North America, Inc.
EDR Device Type	Airbag Control Module
Event(s) recovered	None

Comments

No comments entered.

Data Limitations

General Information:

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

Airbag Control Unit (ACU)

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

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

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

Data Element Sign Convention:

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

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

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

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

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

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

0701_Nissan001_r005

DTCs at Time of Retrieval

None

Hexadecimal Data

```
DID    Data

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

2002  00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
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2003  00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
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      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00

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

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

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

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

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

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

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

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

F1A0  20


      59 02 09


      59 02 09


      59 0F 08
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Disclaimer of Liability

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

Incident Investigation Report

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV0HC[redacted]

Supplements

Check all of the supplements that apply:

- ☐ Restraint System Checklist
- ☐ Brake Checklist
- ☐ U/A Checklist
- ☐ Transmission Checklist
- ☐ Thermal Checklist
- ☐ Steering Checklist
- ☒ Advanced Technology

I. CLAIMANT

Claimant Name [redacted] DOB [redacted] Day Phone [redacted]

Address [redacted] Eve. Phone [redacted]

City Merrick State NY Zip Code [redacted] Country United States

☒ Driver Same as Claimant

☐ Owner Same as Claimant

Owner Name [redacted] DOB N/A Day Phone [redacted]

Address [redacted] Eve. Phone

City Greenvale State NY Zip Code [redacted] Country United States

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

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

II. Vehicle

Model Year 2017 Model Name Rogue Mfg. Date 5/1/2017 VIN 5N1AT2MV0HC[redacted]

Mileage 1815 License # [redacted] State NY Country United States

Special equipment & accessories None.

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

Number	Description	Status	Date
N/A	None	○ Open ◉ Closed	11/26/2017

Add Row | Remove Row

III. Description of Incident & Claim

Source of Information Claimant Incident Date 10/15/2017 Time 10:00 AM

Location of Incident (describe fully) Pinelawn RD, South bound about 1/8th mile North of Rail Road Tracks just after Pinelawn memorial cemetery, Farmingdale, NY 11735

Incident Investigation Report

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV0HC[redacted]

Weather Conditions (Rain/Snow/Dry/Etc.) Dry, Overcast

Vision obstruction (describe) None Given

Temperature at time of incident 66.0°F

Parking location prior to time of incident Not Given

Overnight temperature prior to incident 66.2°F

Length of time parked Not Given

Ice/Snow accumulation on vehicle? ○ Yes ◉ No

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

Sequence of Events (according to claimant)

Claimant states that he was driving southbound down Pine Lawn Road at 10 AM in the morning. Claimant states that he was traveling at about 30 mph as he noticed white lines on road that showed that there were railroad tracks approaching Claimant states that immediately before arriving at railroad tracks the vehicle automatically braked. Claimant states that there were no accidents or injuries. Claimant states that it was dry, and no inclement weather.
Claimant states that vehicle did not come to a complete stop during incident however the vehicle did make some beeps, but he did not know how many or specifically how fast they were beeping. Additionally, Claimant states that he was not paying attention to the meter display and is unaware of any lamp operation. Claimant states issue has only occurred the one time.

Relation to Roadway (on-road, off-road, left side, right side) Right side. Exact lane position not given.

Number of times incident occurred 1

Driver Action (braking, steering, etc.) Coasting, steering straight.

Special Circumstances None Given.

Actions taken after incident and results of those actions Vehicle continued to be operated.

Vehicle Estimated Speed 30 MPH Source Claimant. Posted Speed Limit 40 MPH

Other Vehicle Estimated Speed N/A Source Claimant Posted Speed Limit N/A

Witness Present? ○ YES ◉ NO

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

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

#	Allegation	Allegation made by
1	Claimant alleges one occurrence of undesired FEB operation as the vehicle approached a set of train tracks.	Claimant.

Add Allegation | Remove Allegation

Incident Investigation Report

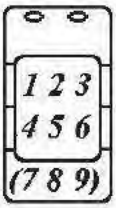
CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV0HC[redacted]

IV. Occupants & Injuries

Source of Information: Claimant.

Legend for Section IV.

Seating Position:



Occupant Name [redacted] DOB [redacted] Height 5'10

Address [redacted] Merrick, NY [redacted] Weight 240 lbs

Location: Incident Vehicle Seating Position: 1 - Driver

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

Nature & Extent of Injuries: None

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

Add Occupant | Remove Occupant

☐ No Occupants Comments: N/A

V. Other Property Damage

☒ No Other Property Damage

Source of information: Claimant.

VI. Investigation Results

Date of vehicle inspection: 11/24/2017

Location of inspection: Baron Nissan

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

No damages reported.

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

Photos taken by: Kevin D. Mackay # Photos: 75

Incident Investigation Report

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV0HC[redacted]

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

Exterior/Body	No Abnormalities found (Please see photos 5 - 12, 20 - 26, 43 - 55)
Engine/ Transmission/ Drivetrain	No Abnormalities found (Please see photos 13 - 19, 64 - 65)
Underbody/ Suspension/ Steering/ Wheels & Tires	No Abnormalities found (Please see photos 64 - 70)
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	No Abnormalities found (Please see photos 27 - 42)
Seat Belts/ Child Restraints (if applicable)	No Abnormalities found (Please see photos 27 - 42)
Air Bags	No Air Bag deployment. (Please see photos 27 - 42)

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

N/A

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

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

#	Allegation	Factual Findings
1	Claimant alleges one occurrence of undesired FEB operation as the vehicle approached a set of train tracks.	Upon inspection, found no visual abnormalities to the vehicle. Performed test drive of the vehicle to the location provided by the Claimant. Drove vehicle in both directions accross the train tracks provided by the claimant in all available lanes. Vehicle was driven at multiple speeds from 15 - 40 mph. Found that during the test drive, the vehicle did not exhibit any abnormal FEB operation. Performed FEB Operation Mileage Log inspection using C3+ and found the log contained no history of any FEB operation event. Found Past code C1A16-97 stored in Laser / Radar system, past code C1B55-97 stored in Side Radar - Right system, and past code B160D stored in Telematics system. Found that at the time of inspection, vehicle operated as designed with no abnormal FEB operation.

Add Row | Remove Row

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

Reporter's Signature *Kevin D. Mackay*

Reporter's Name & Region
Kevin D. Mackay
Dealer Technical Specialist.
Nissan North America, Northeast Region.

Incident Investigation Report

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV0HC[redacted]

IIR Supplement: Advanced Technology Checklist

I. Vehicle equipped with

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

Other (describe)	N/A
Comments	None

II. Diagnostic Download and EDR Data

Instructions:

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

	Yes	No	Comments
Full diagnostic download included in report?	(•)	( )	Please see C3+ screenshots.

Incident Investigation Report

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV0HC[redacted]

	Yes	No	Comments
EDR download included in report?	◉	○	Please see CDR data file.

III. Sensor and ECM Visual Inspection

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

Yes	No		Comments
○	◉	Obstructions to camera? (ie. dirt, stickers, etc.)	See photo 54
○	◉	Physical damage to camera? (ie. cracks)	See photo 54
○	◉	Obstructions to radar sensor units? (ie. dirt, stickers, etc.)	See photos 56 - 62
○	◉	Physical damage to radar sensor units? (ie. cracks)	See photos 56 - 62
◉	○	Electrical connection to radar module firmly seated?	See Photos 56 - 58
◉	○	Electrical connection to camera module firmly seated?	
○	○		

End of Form

*Name your file while saving.

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

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

NISSAN

Search... Search Samaritan Potter Help & Training CA

Home Chatter Accounts Cases Vehicles Dealer Locator Infiniti Retailer Locator Articles Ideas Warranty Cases FAQ-Regional Goodwill

Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [0] | Case Categorizations [1] | Emails [0] | Calls [0] | Open Activities [0] | Activity History [4] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | DTS Field Inspections [1] | Attachments [0] | Case History [15]

Case Detail

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

Case Record Type	CA [Change]	Case Number	[redacted]
Account Name	[redacted]	Case Owner Email	dakota.mcgregor@nissan-usa.com
Contact Email	[redacted]	Case Owner Location	Murfreesboro
Home Phone	[redacted]	Case Owner	Dakota McGregor [Change]
Executive Referral		Status	Open
Exec-Received-Date		Type	CA
Letter Sent Date		Case Origin	Phone
Letter Received Date		Date/Time Opened	11/1/2017 9:58 AM
Follow Up Date	12/11/2017	Date/Time Closed	
Follow Up Request	Send Follow Up Email	Multiple Repairs	No
Supporting Documents		Executive Summary	
CA Multiple Repairs		Executive Actions To Resolve	
Social Media Involvement		Closed at CCF	
Martiz Customer Id			
Alert Trigger Verbatim			
Case Reopen Count	0		
Description	IIR- FEB- EST		

Call Script

Who contacted us?	Dealer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	1,000	XTIME Appointment Number	

Incident Codes - IIR REQUIRED

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

Customer Requests

IIR Indicator	1	Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	
Custom Links	Create IIR Email Documents		Create RHR Print Dealer View

Vehicle Information

Vehicle	5N1AT2MV0H[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	29617	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	BARON NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	

Responsible District	07	Dealer Instructions	
Shared With		Requested Dealer Action	

Bluetooth

Phone Carrier		Bluetooth Ticket Status	
Phone Manufacturer		Phone Model	
Reported From		Phone Operating System	
Issue Categories			

Related Items

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

Primary & Secondary Root Cause Code

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

Action Code

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

DTS Request

DTS Inspection Date		DTS Inspection Date Confirmed?	
DTS Request Type		Notes for DTS (Vehicle Concerns)	
Inspection Time/Notes	Appointment Time: Notes to Agent:		

System Information

Subject	CUSTOMER: FRANK RODGERS PHONE: 5166235138 VIN: 5N1AT2MV0HC830609

Agent Comments

Agent Comments	#FEB case - waiting on update from management on next steps		
Created By	Janisha Wilkerson, 11/1/2017 9:58 AM	Root Cause Code	
Last Modified By	Dakota McGregor, 11/28/2017 8:04 AM	Root Cause Code (2)	
Legacy Case Number		Action Code	
Root Cause		Priority	N/A

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

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	Created By: Dakota McGregor (11/28/2017 8:05 AM) ARBS notes that IIR was uploaded on 11/27/17
Make Private	✓	Created By: Dakota McGregor (11/28/2017 8:04 AM) ARBS received update from DTS-KM informing that IIR has been uploaded to the FTP site
Make Private	✓	Created By: Dakota McGregor (11/8/2017 12:22 PM) ARBS placed outbound to Baron Nissan ARBS spoke to SM Frank Rodgers ARBS informed that inspection will be on 11/24/17 with DTS-KM at 10AM SM understood and agreed ARBS thanked SM
Make Private	✓	Created By: Dakota McGregor (11/7/2017 4:27 PM) ARBS submitted DTS request
Make Private	✓	Created By: Dakota McGregor (11/7/2017 4:26 PM) ARBS placed outbound to Baron Nissan ARBS spoke to SM Frank Rodgers ARBS verified that SM had time to speak to ARBS ARBS verified and completed probe C states that was driving down Pine Lawn Road C states that was going southbound C states that was at 10 AM in the morning C states that was going about 30 mph C states that C noticed white lines on road that showed that there were railroad tracks approaching C states that immediately before arriving at railroad tracks the veh automatically braked C states that there were no accidents C states that there was no injury C states that was dry, no inclement weather C states that veh did not come to a complete stop during incident C states that veh made some beeps, but C did not know how many or specify what was beeping C made no mention of any other incidents ARBS informed that a DTS would be out to conduct an inspection ARBS informed that would inquire about soonest available date for inspection then in several business days, ARBS would contact SM back SM agreed ARBS explained that would be a 2 level review and another department would review info from inspection SM understood ARBS thanked SM

SM thanked ARBS
Call ended mutually

Make Private ✓ Created By: Dakota McGregor (11/7/2017 3:34 PM)
ARBS RECEIVED CASE, UNDER REVIEW, VERIFY PROBE

Make Public Created By: Samantha Dixon (11/6/2017 11:07 AM)
IIR rejected- drivers information is incomplete. Please correct the drivers name and resubmit IIR.

Make Private ✓ Created By: Janisha Wilkerson (11/6/2017 10:06 AM)
SRCAS-JW is documenting no further contact by RCAS-MS needed at this time to C and is waiting on further direction at this time

Created By: Janisha Wilkerson (11/1/2017 10:27 AM)
SRCAS-JW is documenting no further contact by RCAS-MS needed at this time to C and is waiting on further direction at this time

Make Private ✓ SRCAS-JW was directly by TL-GD to create a case on file for FEB case due to C being an employee of dlr

C is the son of the owner of the dealership

SRCAS-JW spoke with C who is also the service Mgr at the dlr and completed the IIR on file for further review

SRCAS-JW is documenting that the vehicle is not owned by the driver for the C (service manager of dlr) stated the vehicle is the company's owned veh that the SM drives on the daily basis

Case Categorizations

New Case Categorization | Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	INTERIOR ELECTRICAL	FORWARD EMERGENCY BRAKING (FEB)	POOR OR IMPROPER OPERATION	26	11/6/2017	YX	AV	[redacted]	OA

Emails

Send an Email | Emails Help

No Emails Available

Calls

New CA Call | Calls Help

No records to display

Open Activities

New Task | New Event | RCAS Task | Correspondence Request | Open Activities Help

No records to display

Activity History

Log a Call | View All | Activity History Help

Action	Subject	Type	Name	Due Date	Assigned To	Action Taken	Status	Last Modified Date/Time
Edit | Del	DTS Request [redacted] BARON NISSAN			11/9/2017	Kevin MacKay		Complete	11/28/2017 8:05 AM
Edit | Del	DTS Follow Up [redacted] : BARON NISSAN			11/9/2017	Dakota McGregor		Complete	11/7/2017 4:36 PM
Edit | Del	IIR		[redacted]	11/7/2017	Dakota McGregor		Complete	11/7/2017 3:34 PM
Edit | Del	Follow Up Action Required- IIR Rejected			11/1/2017	Janisha Wilkerson		Complete	11/6/2017 10:50 AM

Customer Support Tools

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

No records to display

Check Activity

Check Activity Help

No records to display

Forms

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

Action	Form	Request Type	Created By	Created Date	Customer Name	VSC	VIN	VSC Request Comments
Edit	[redacted]	IIR	Janisha Wilkerson, 11/1/2017 10:08 AM	11/1/2017			5N1AT2MV0H[redacted]	

DTS Field Inspections

DTS Field Inspections Help

Action	Title	DTS Inspection Date	Owner First Name	Owner Last Name	Status
Edit	[redacted]	11/24/2017 10:00 AM	Kevin	MacKay	Completed

Attachments

Attach File | Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
11/28/2017 8:04 AM	Dakota McGregor	Changed Follow Up Date from 12/1/2017 to 12/11/2017.
11/8/2017 12:22 PM	Dakota McGregor	Changed Follow Up Date from 11/8/2017 to 12/1/2017.
11/7/2017 4:27 PM	Dakota McGregor	Changed Follow Up Date from 11/7/2017 to 11/8/2017.
11/7/2017 3:35 PM	Dakota McGregor	Changed Case Servicing Dealer to BARON NISSAN.
11/6/2017 4:18 PM	Dakota McGregor	Changed Follow Up Date from 11/10/2017 to 11/7/2017.
11/6/2017 11:07 AM	Samantha Dixon	Changed Case Owner from Janisha Wilkerson to Dakota McGregor.
11/6/2017 11:07 AM	Samantha Dixon	Changed Description.

11/6/2017 10:19 AM	Janisha Wilkerson	Changed **Case Owner** from Markita Scott to **Janisha Wilkerson**.
11/6/2017 10:07 AM	Janisha Wilkerson	Changed **Follow Up Date** from 11/6/2017 to **11/10/2017**.
11/1/2017 11:14 AM	Samantha Dixon	Changed **Description**.
11/1/2017 10:24 AM	Janisha Wilkerson	Changed **Follow Up Date** from 11/2/2017 to **11/6/2017**.
11/1/2017 10:24 AM	Janisha Wilkerson	Changed **Case Owner** from Janisha Wilkerson to **Markita Scott**.
11/1/2017 9:58 AM	Janisha Wilkerson	Changed **Follow Up Date** from 11/1/2017 to **11/2/2017**.
		Changed **VIN** to **5N1AT2MV0HC[redacted]**
		Changed **Subject** to **CUSTOMER:[redacted] PHONE:[redacted] VIN: 5N1AT2MV0HC[redacted]**
		Created.

Back To Top

Always show me fewer / more records per related list

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12:05 PM
1850 miles
20
40
60
80




5N1AT2MV0HC


9:59 AM
BRAKE
RPMx1000
MPH
1815 miles


MFD BY NISSAN MOTOR CO., LTD.
DATE: 04/17
GVWR: 2122 KG
4679 LB
GAWR FR.: 1072 KG
2363 LB
WITH 225/60R18 TIRES
18 X 7J RIMS AT 33 PSI
COLD SINGLE
GAWR RR.: 1089 KG
2401 LB
WITH 225/60R18 TIRES
18 X 7J RIMS AT 33 PSI
COLD SINGLE
THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.
5N1AT2MV0HC
MPV
MODEL: TDBNLSWT32EUA----A
COLOR: NBF TRIM: G
ZS30A


NISSAN





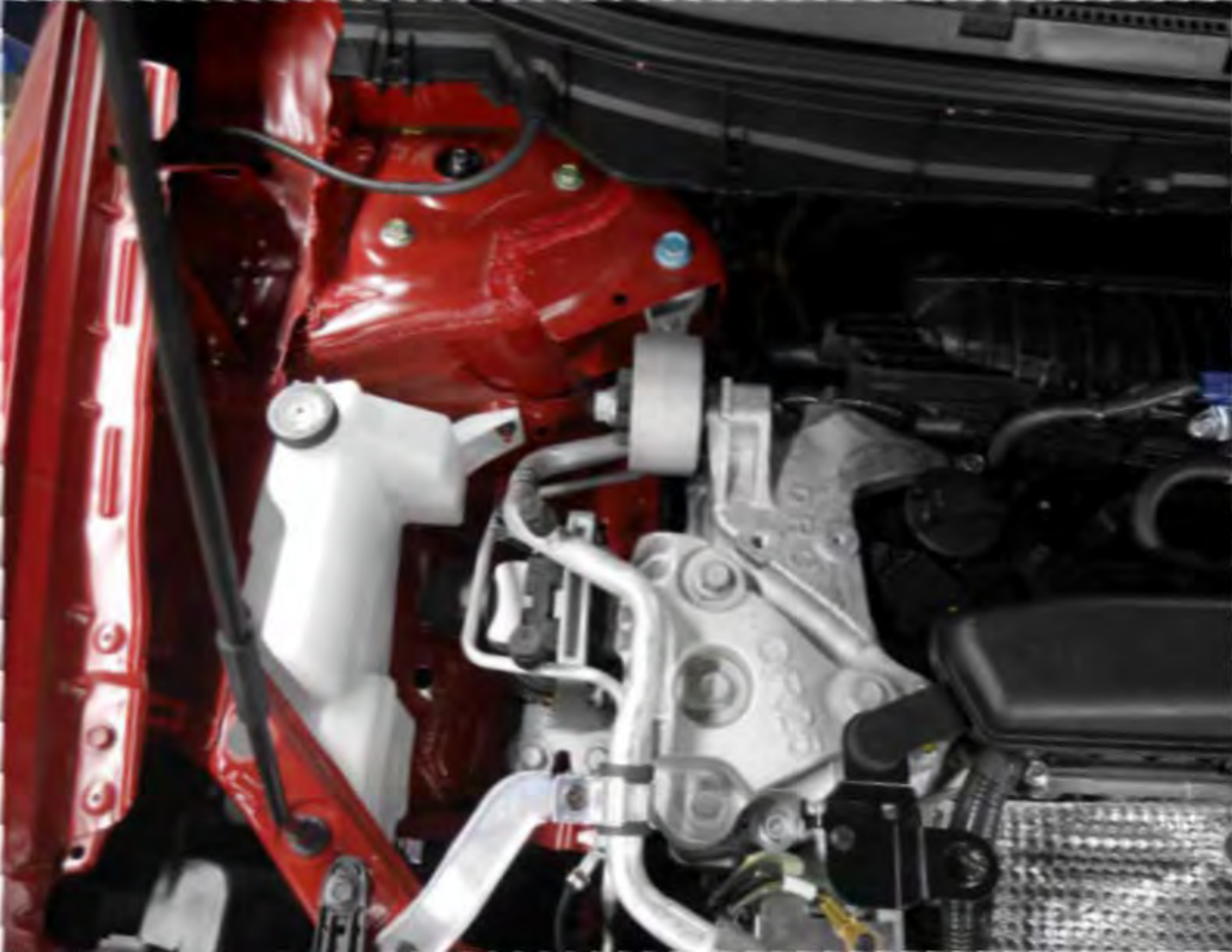

ROGUE


NISSAN
ROGUE
SL AWD
ROTARY


SL AWD


























NISSAN


NISSAN





















































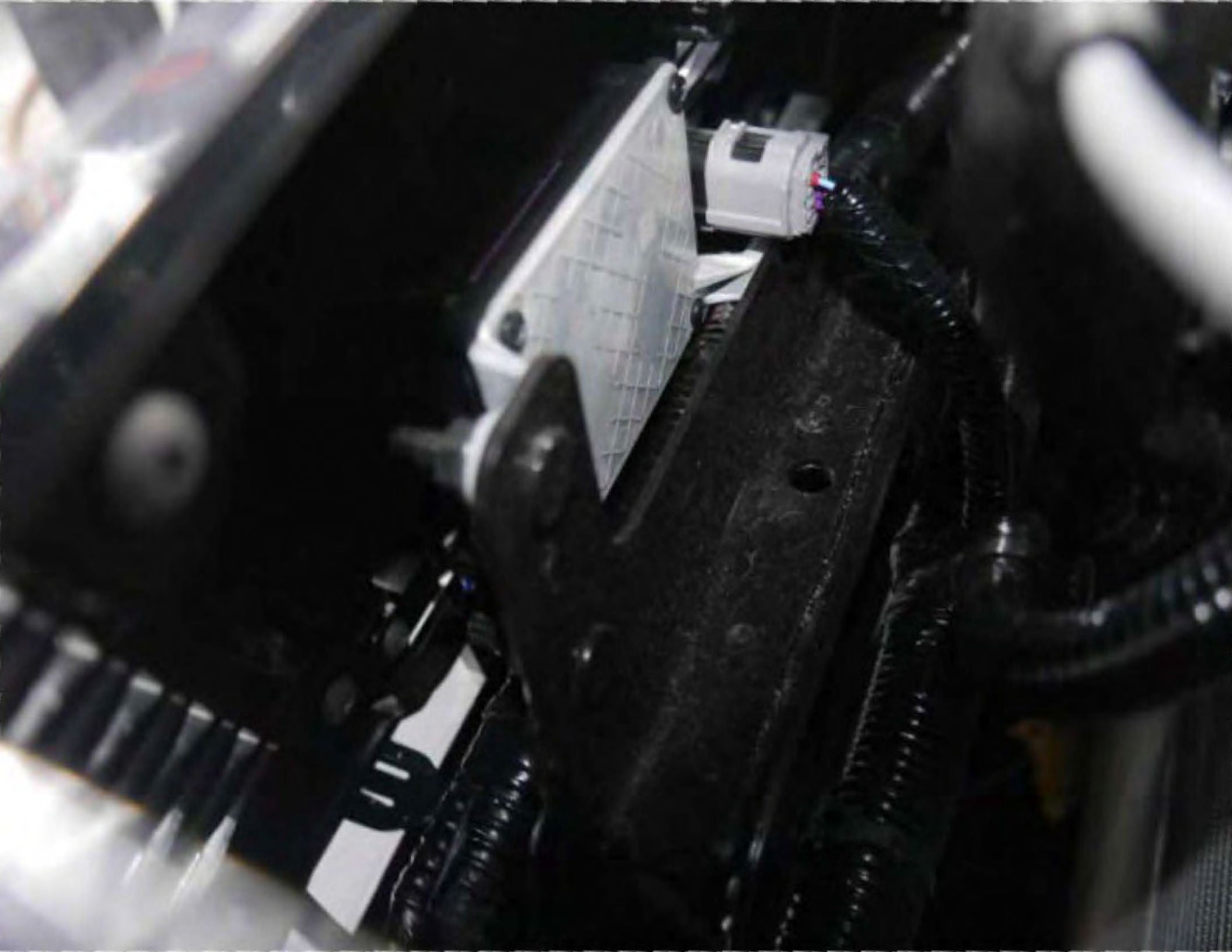















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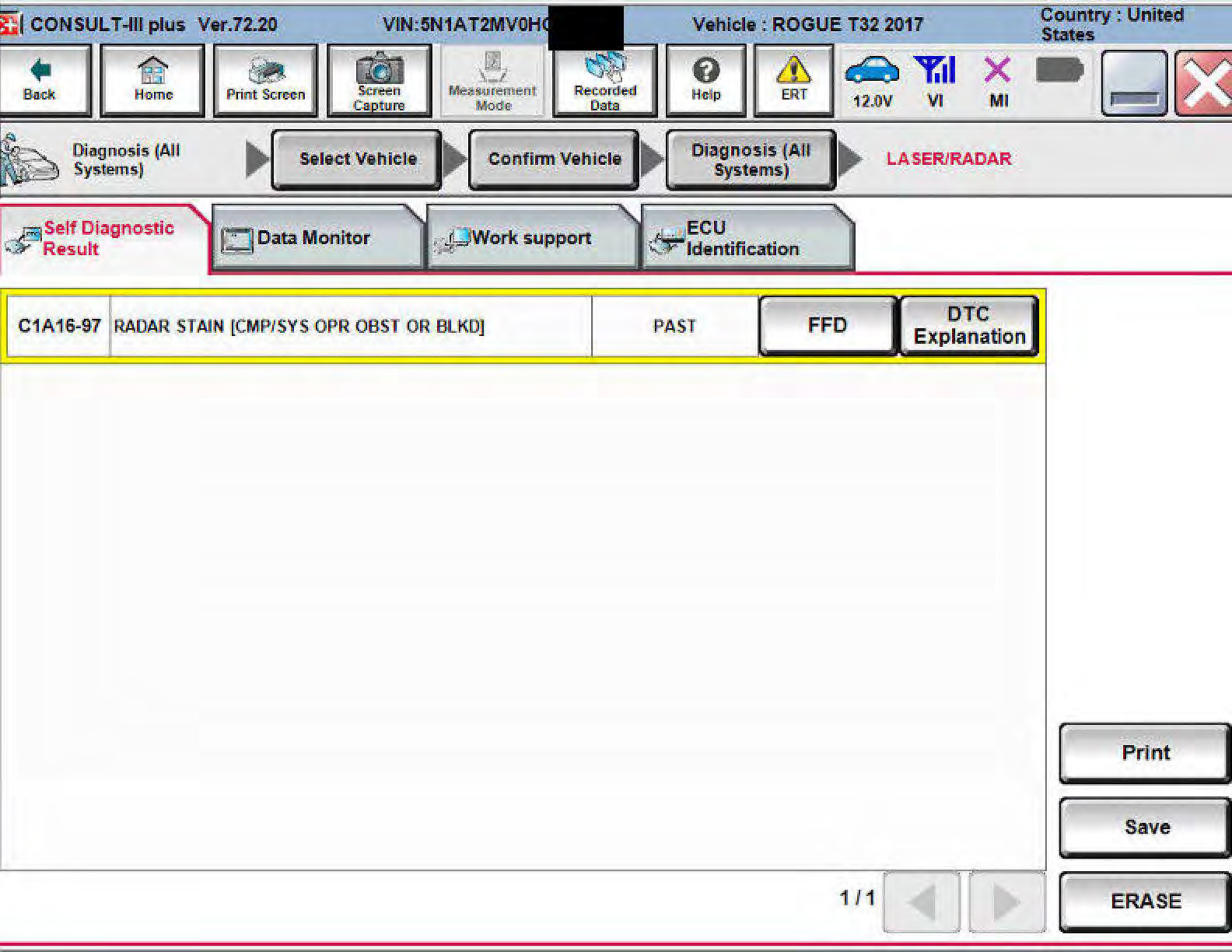


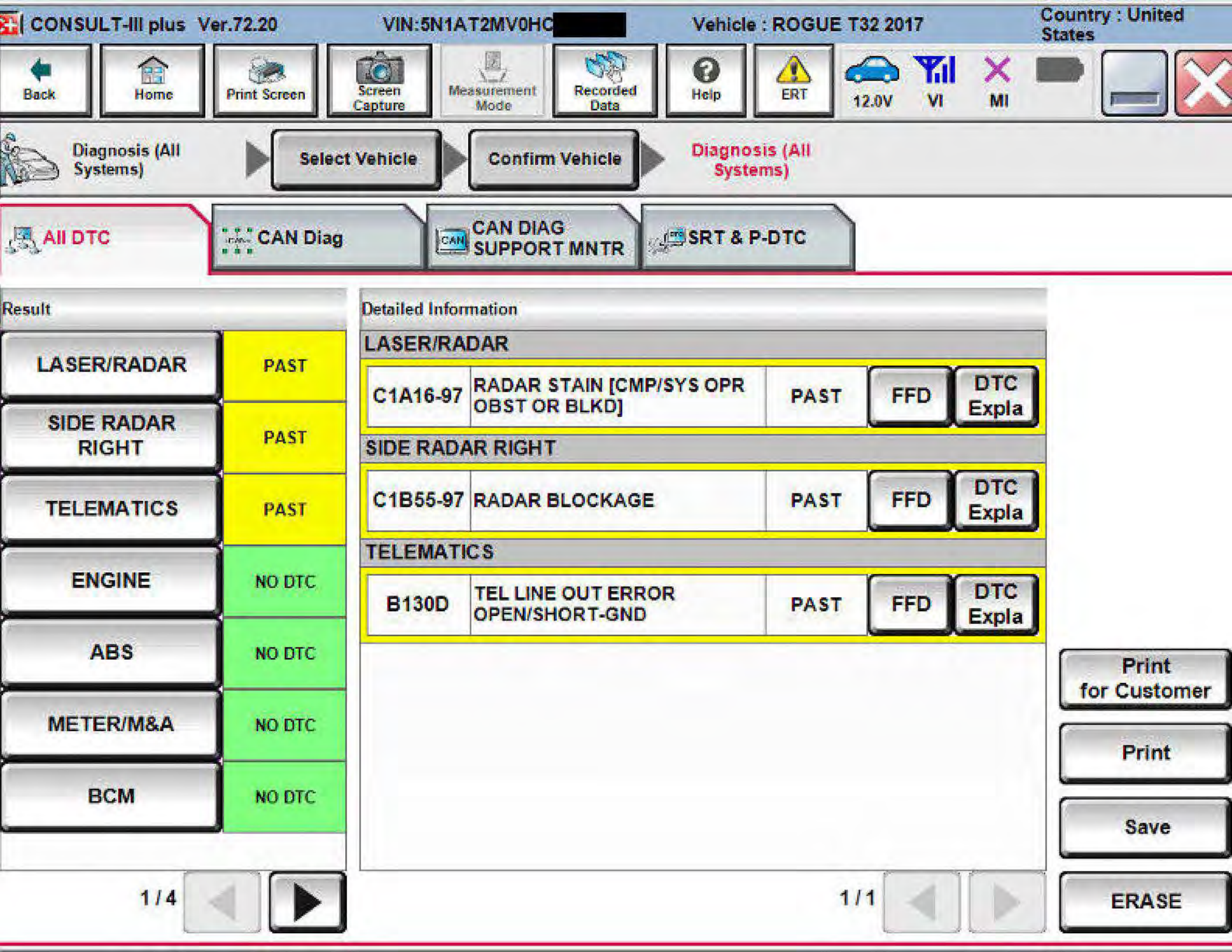

10:56 AM
32°F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
213
1815 miles
RPMx1000
MPH

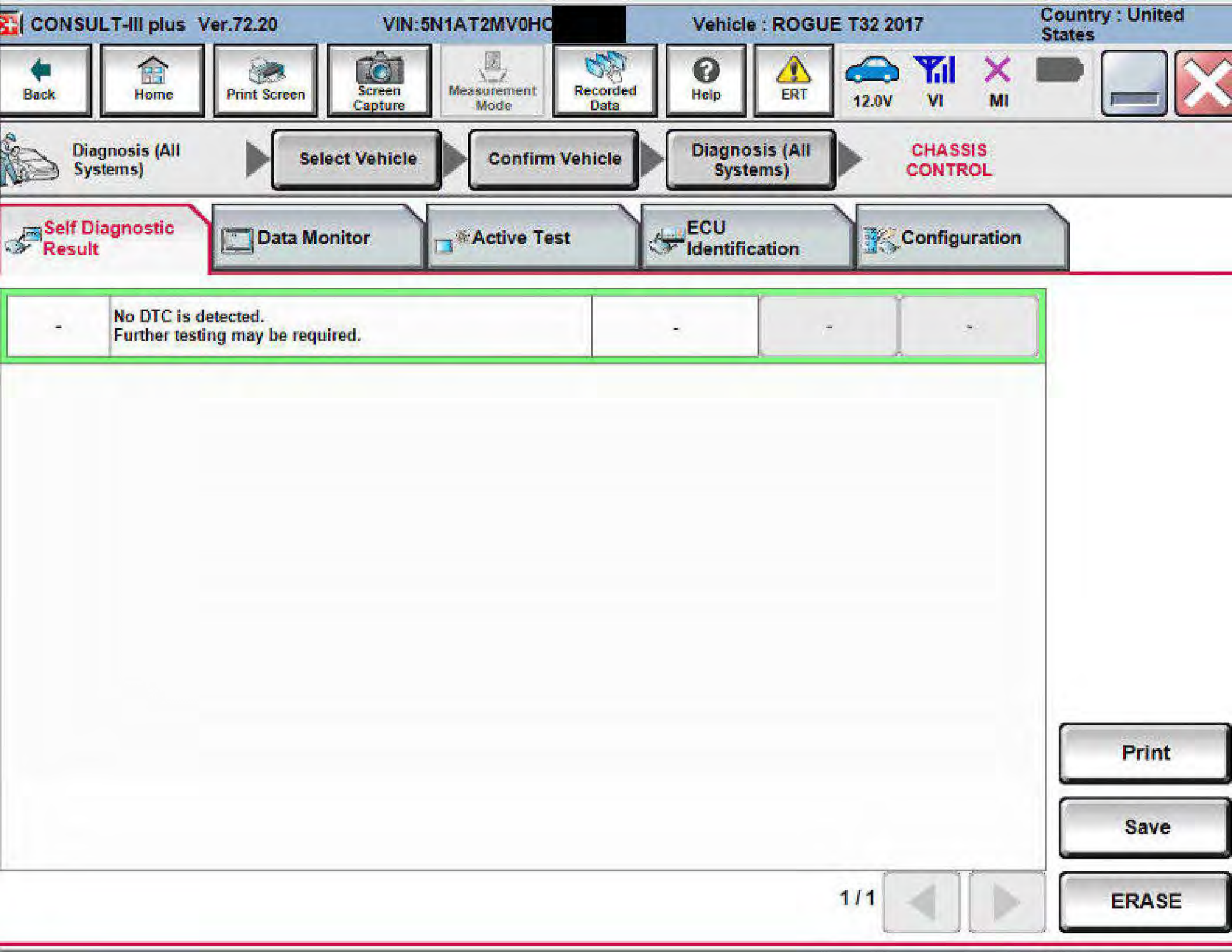

10:56 AM
32°F
Driving Aids
Emergency Brake
Blind Spot
P
213
1815

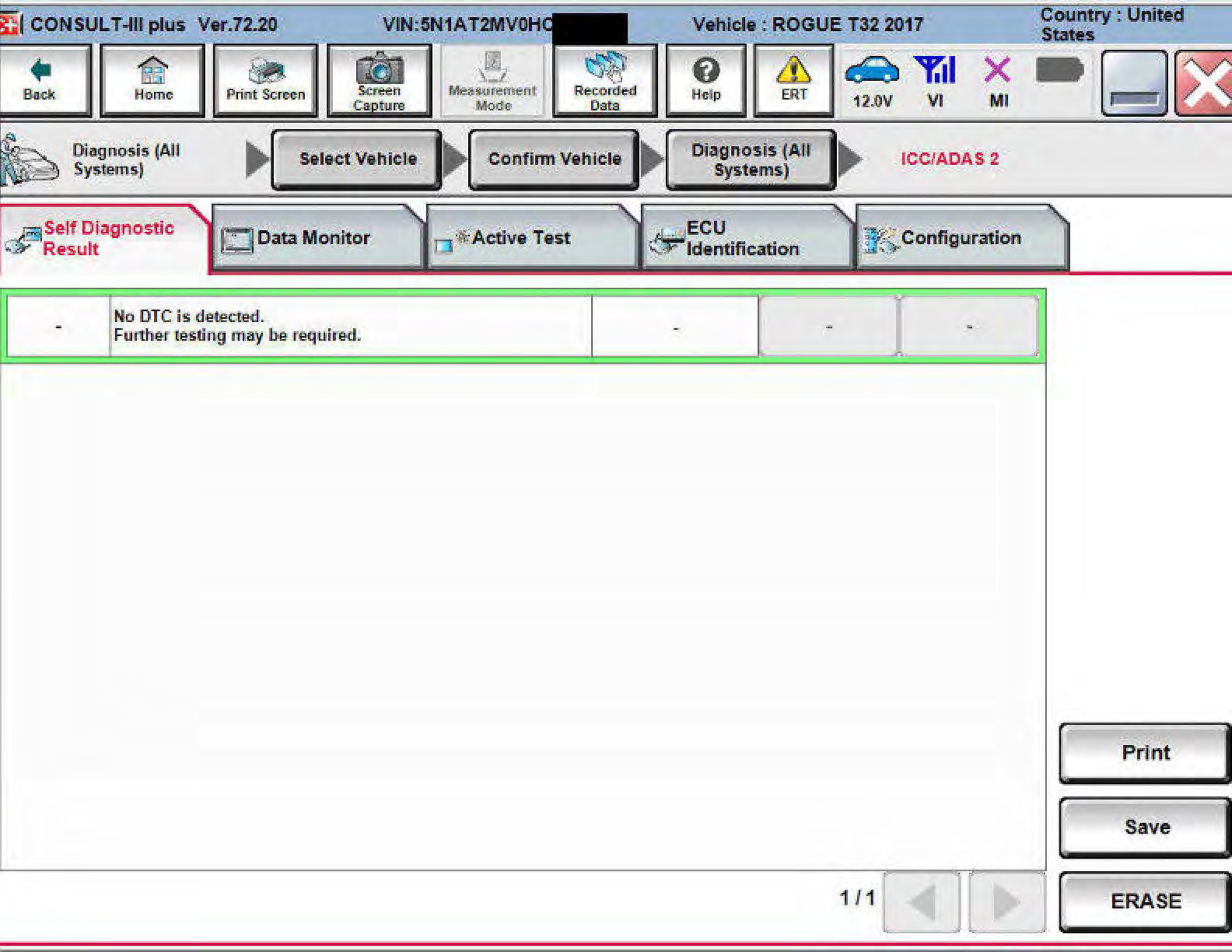

10:56 AM
32°F
Parking Aids
Moving Object
Cross Traffic
P
213
1816 miles
RPMx1000
MPH

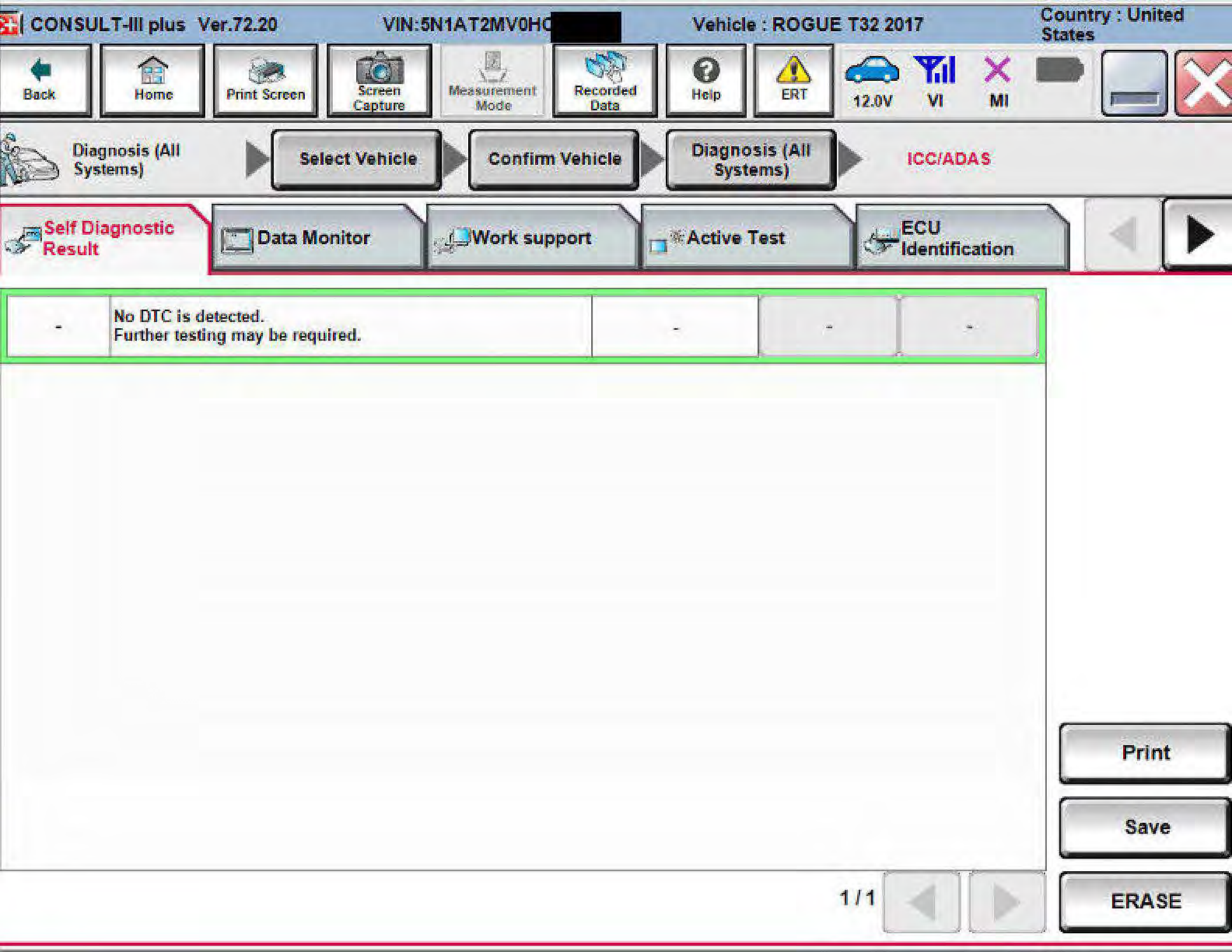

10:56 AM
32°F
Chassis Control
Trace Control
Engine Brake
P
213
1815 miles
RPMx1000
4
5
6
7
8
H
MPH
60
80
40
100
140
0
20
0
1/2

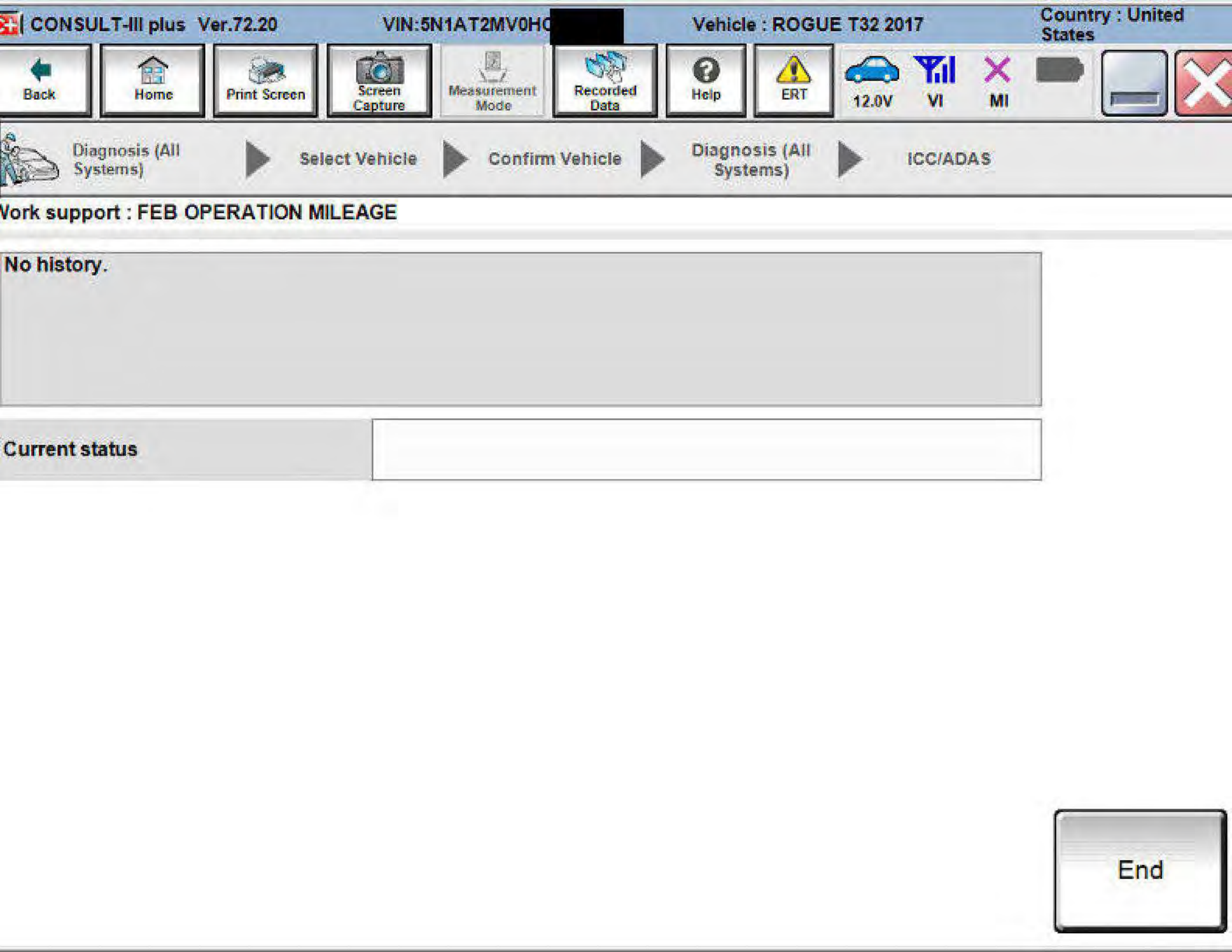

CONSULT-III plus Ver.72.20
VIN:5N1AT2MV0H[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
LASER/RADAR
Self Diagnostic Result
Data Monitor
Work support
ECU Identification
C1A16-97
RADAR STAIN [CMP/SYS OPR OBST OR BLKD]
PAST
FFD
DTC Explanation
Print
Save
1 / 1
ERASE


CONSULT-III plus Ver.72.20
VIN:5N1AT2MV0HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
LASER/RADAR
PAST
SIDE RADAR RIGHT
PAST
TELEMATICS
PAST
ENGINE
NO DTC
ABS
NO DTC
METER/M&A
NO DTC
BCM
NO DTC
1 / 4
Detailed Information
LASER/RADAR
C1A16-97
RADAR STAIN [CMP/SYS OPR OBST OR BLKD]
PAST
FFD
DTC Expla
SIDE RADAR RIGHT
C1B55-97
RADAR BLOCKAGE
PAST
FFD
DTC Expla
TELEMATICS
B130D
TEL LINE OUT ERROR OPEN/SHORT-GND
PAST
FFD
DTC Expla
1 / 1
Print for Customer
Print
Save
ERASE


CONSULT-III plus Ver.72.20
VIN:5N1AT2MV0HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
CHASSIS CONTROL
Self Diagnostic Result
Data Monitor
Active Test
ECU Identification
Configuration
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
1 / 1
ERASE


CONSULT-III plus Ver.72.20
VIN:5N1AT2MV0HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS 2
Self Diagnostic Result
Data Monitor
Active Test
ECU Identification
Configuration
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
1 / 1
ERASE


CONSULT-III plus Ver.72.20
VIN:5N1AT2MV0HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Self Diagnostic Result
Data Monitor
Work support
Active Test
ECU Identification
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
1 / 1
ERASE


CONSULT-III plus Ver.72.20
VIN:5N1AT2MV0HC
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB OPERATION MILEAGE
No history.
Current status
End

NISSAN Search... Search Samaritan Potter Help & Training CA

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Vehicle
5N1AT2MV0HC[redacted]

Customize Page | Printable View | Help for this Page

Vehicle Campaigns [0] | Warranty Cases [0] | Cases [1] | Service History [4] | Vehicle Service Contracts [0] | Vehicle History [1] | DTS Field Inspections [1]

Vehicle Detail

VIN	5N1AT2MV0HC[redacted]		
Last Modified By	Dakota McGregor, 11/28/2017 8:04 AM	Branded Title	
Created By	NNAETL, 5/15/2017 10:44 AM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage	1,000	MSRP	$35,030
Latest Recorded Mileage Units	M		
In Service Date			

Manufacturing Data

Make/Model	2017 NISSAN ROGUE	Manufacturer Date	5/1/2017
Model Year	2017	Plant Name	Smyrna (NMM)
Make	NISSAN	PDI Date	
Model Line	ROGUE	Country Code	USA
Model Code	29617	US Specification Indicator	Y
Body Style Type	WAGON 4 DOOR	Emissions Type	50 STATE
Exterior Color	PALATIAL RUBY	Emissions Certification	
Cylinders		Open Recall	
Transmission Type	CVT	Head Unit	
Model Series		Model Line Code	RGE
Factory Installed Options	B92B93C03L92P04U35Z66		
Factory Installed Options Descriptions	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)		

Vehicle Tools

Total Approved Checks VIN Decoder

System Information

Latest Owner (BETA)

Warranty Information

No records found for Warranty Information.

Vehicle Retail Sales

Vehicle Retail Sales

Action	Name

Vehicle Ownership

Vehicle Ownership

New Vehicle Ownership

Action	Name

Vehicle Campaigns

Vehicle Campaigns Help

No records to display

Warranty Cases

Warranty Cases Help

No records to display

Cases

Print Cases

Cases Help

Action	Case Number	Type	Account Name	Date/Time Opened	Date/Time Closed	Current Mileage	Status	CST Approvals	Owner Name
Edit | Cls	[redacted]	CA	[redacted]	11/1/2017 9:58 AM		1,000	Open	0	Dakota McGregor

Service History

Service History Help

Action	SRH Number	PNC Code Description	Primary Operation Code Description	Coverage Code/Pay Type	Transaction Date/VR Close Date	Vehicle Mileage	Customer	Dealer Code	Work Order #	Claim Line #
	[redacted]			PD	6/7/2017	8	NP BARON NISSAN INC	2404	[redacted]	1
	[redacted]			I	10/1/2017	255		2404	[redacted]	
	[redacted]			I	9/27/2017	10		2404	[redacted]	
	[redacted]		C/S CK FOR PDI	W	6/6/2017	8		2404	[redacted]	

Vehicle Service Contracts

Vehicle Service Contracts Help

No records to display

Vehicle History

Vehicle History Help

Date	User	Action
5/15/2017 10:44 AM	NNAETL	Created.

DTS Field Inspections

New DTS Field Inspection

DTS Field Inspections Help

Action	Title	Status	Created Date	Related Support Case	Owner First Name	Owner Last Name	DTS Team	DTS Inspection Date	Report Date
Edit	[redacted]	Completed	11/8/2017	[redacted]	Kevin	MacKay	NER	11/24/2017 10:00 AM	11/26/2017 11:36 PM

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Always show me fewer / more records per related list

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