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

PE19-010

NISSAN

6-16-2020

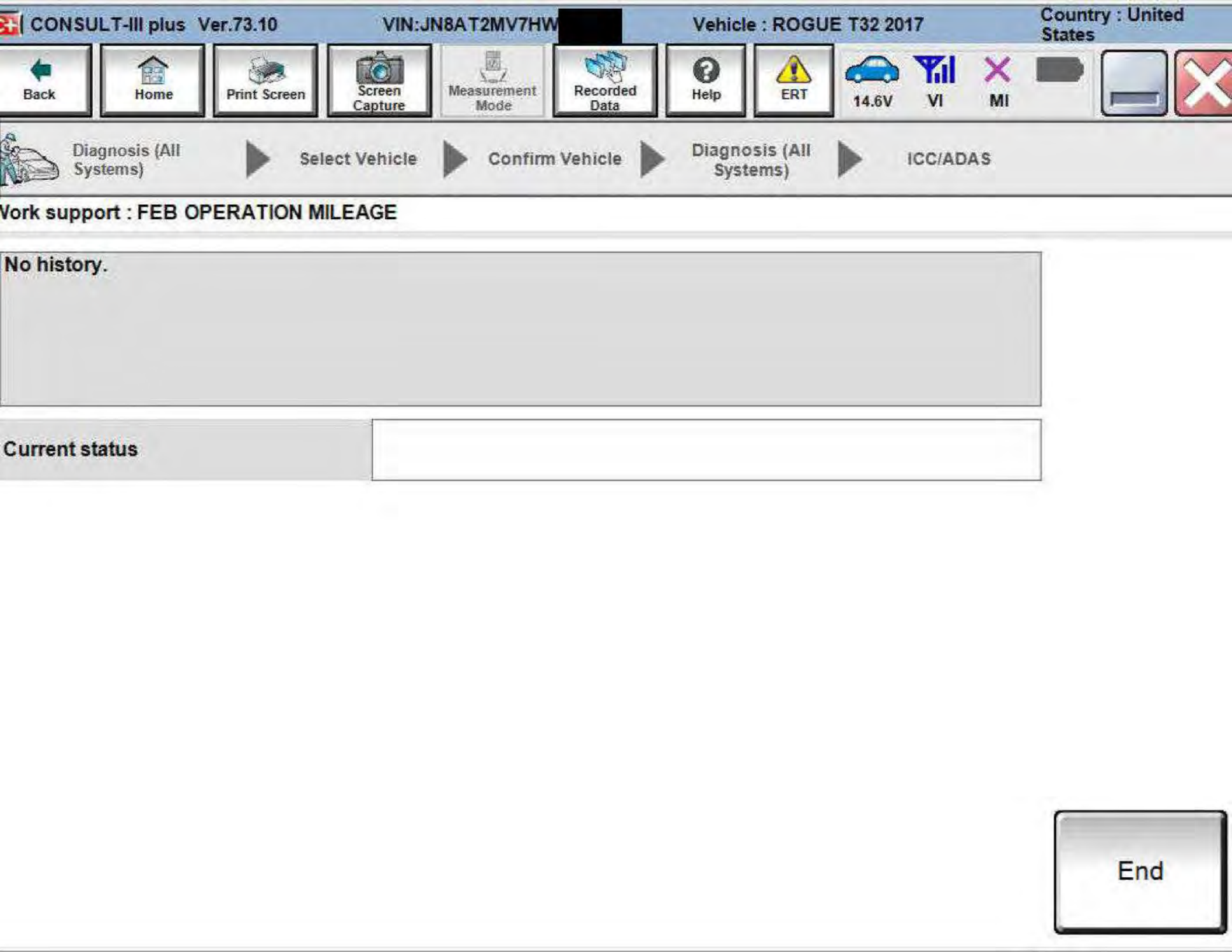
ATTACHMENT B

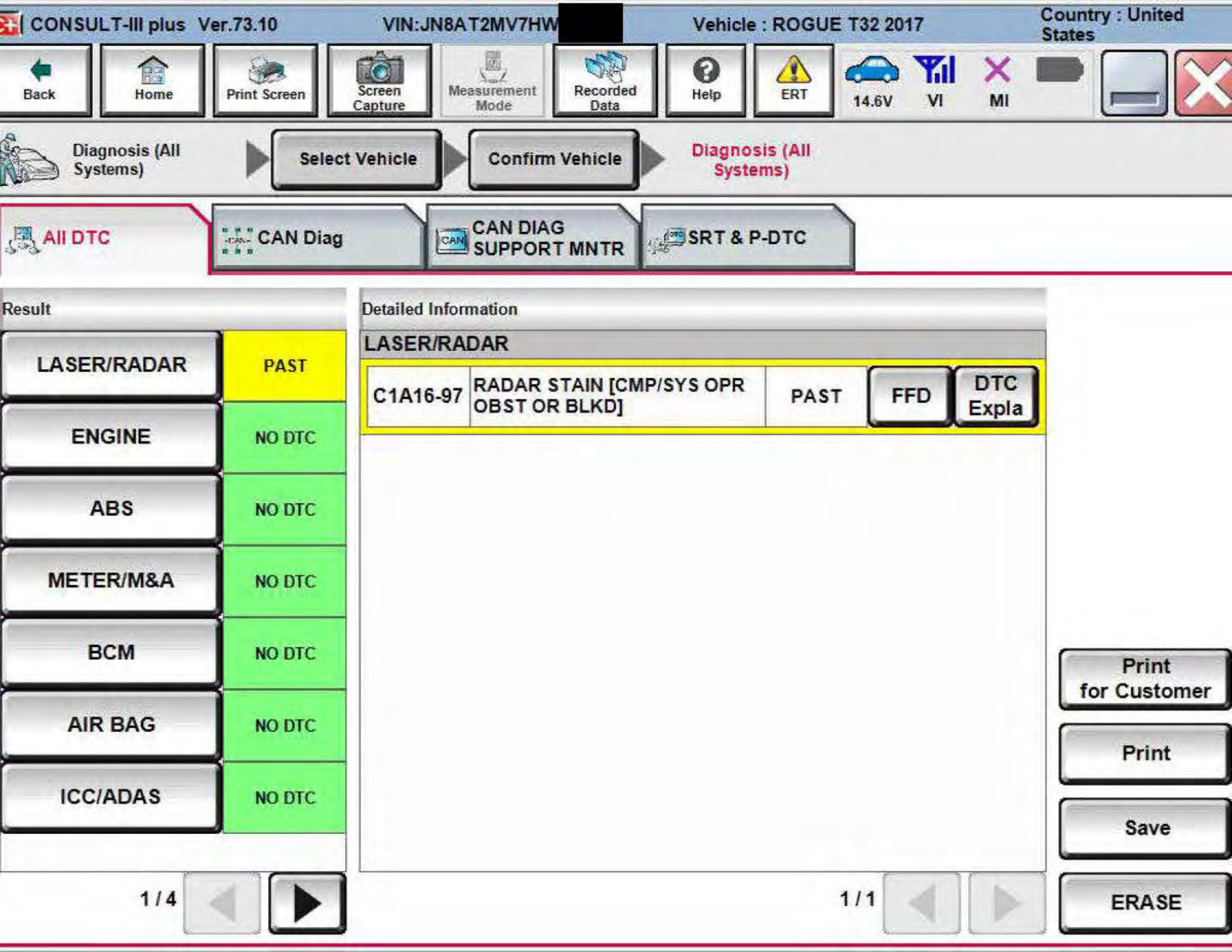
REQUEST NUMBER 2

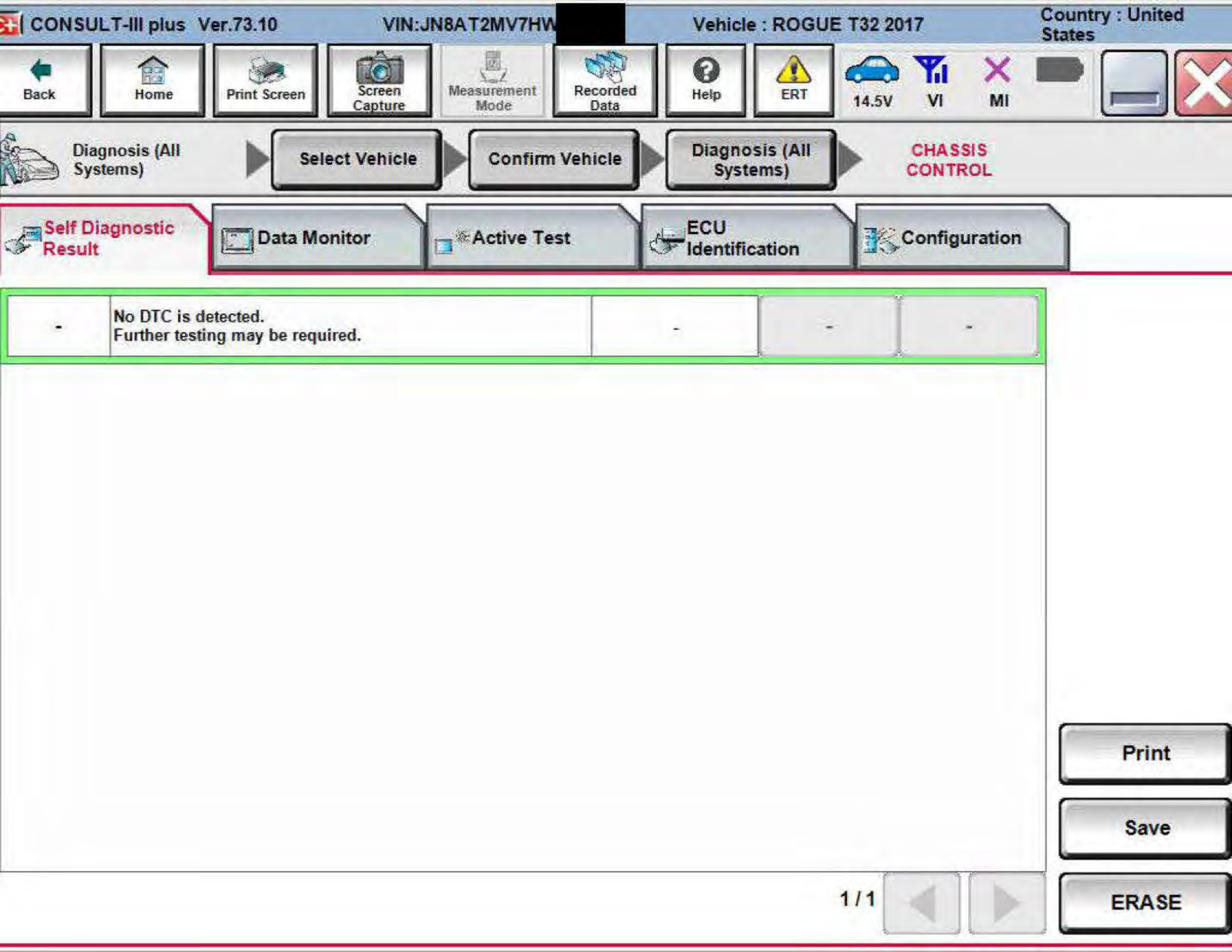
DOCUMENTS

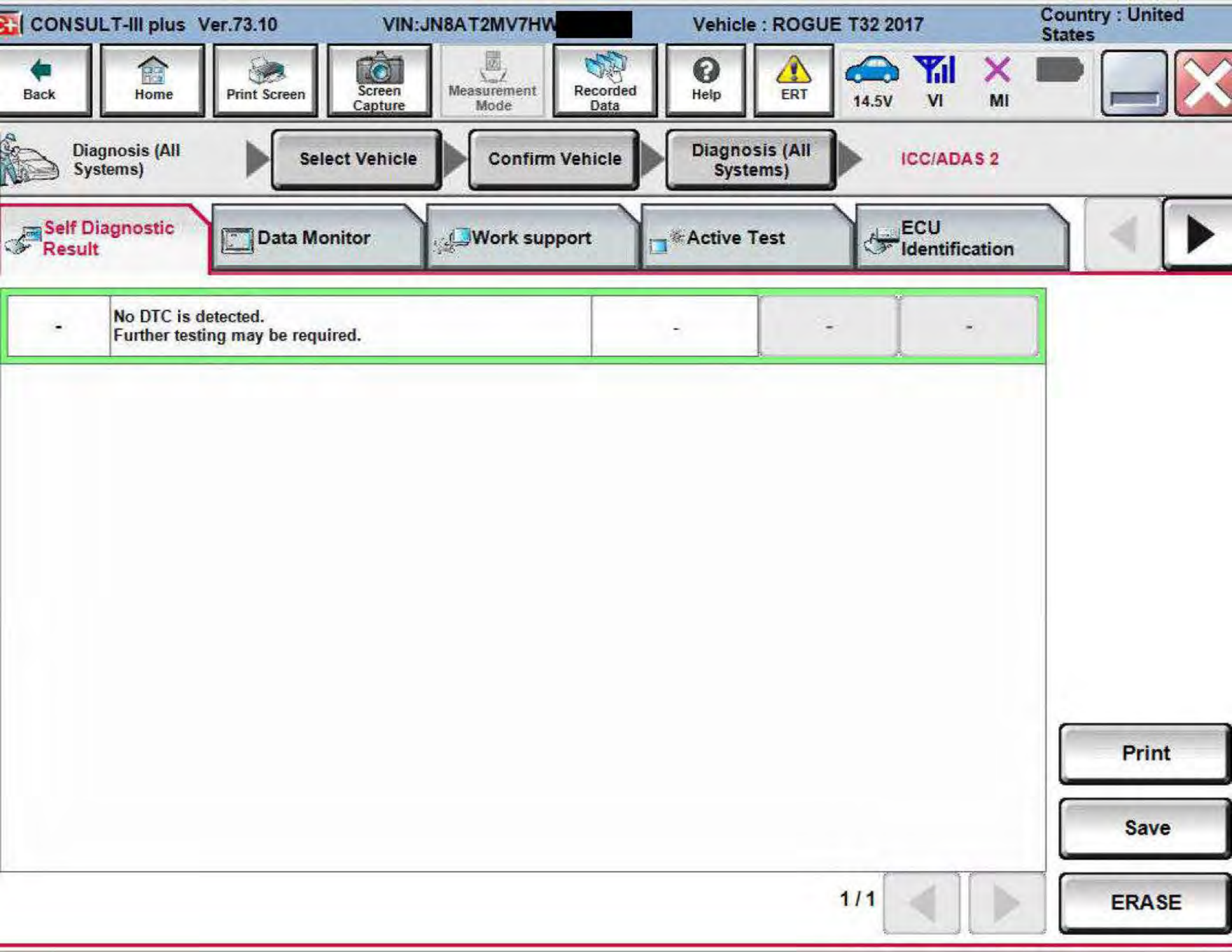
FIELD REPORTS

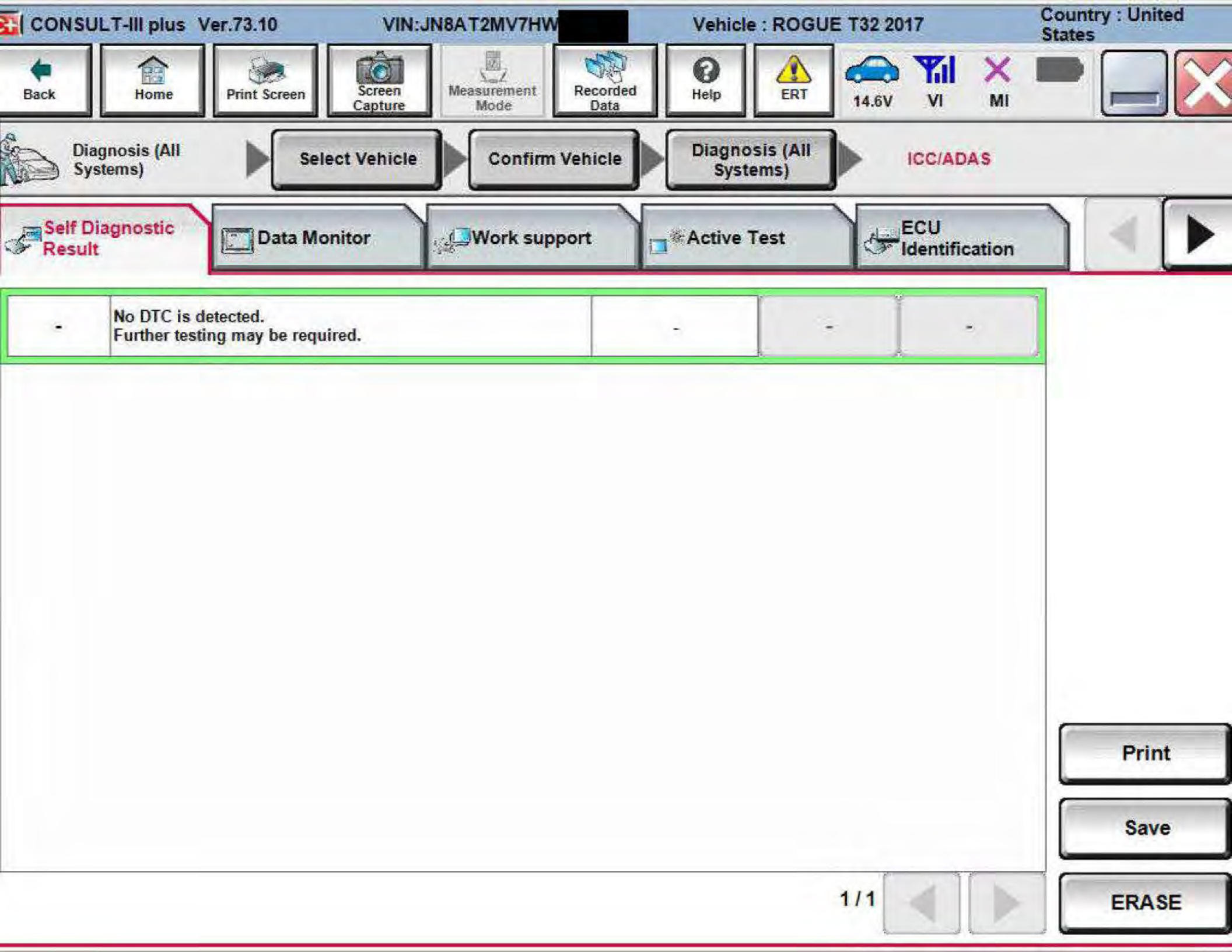
[redacted]

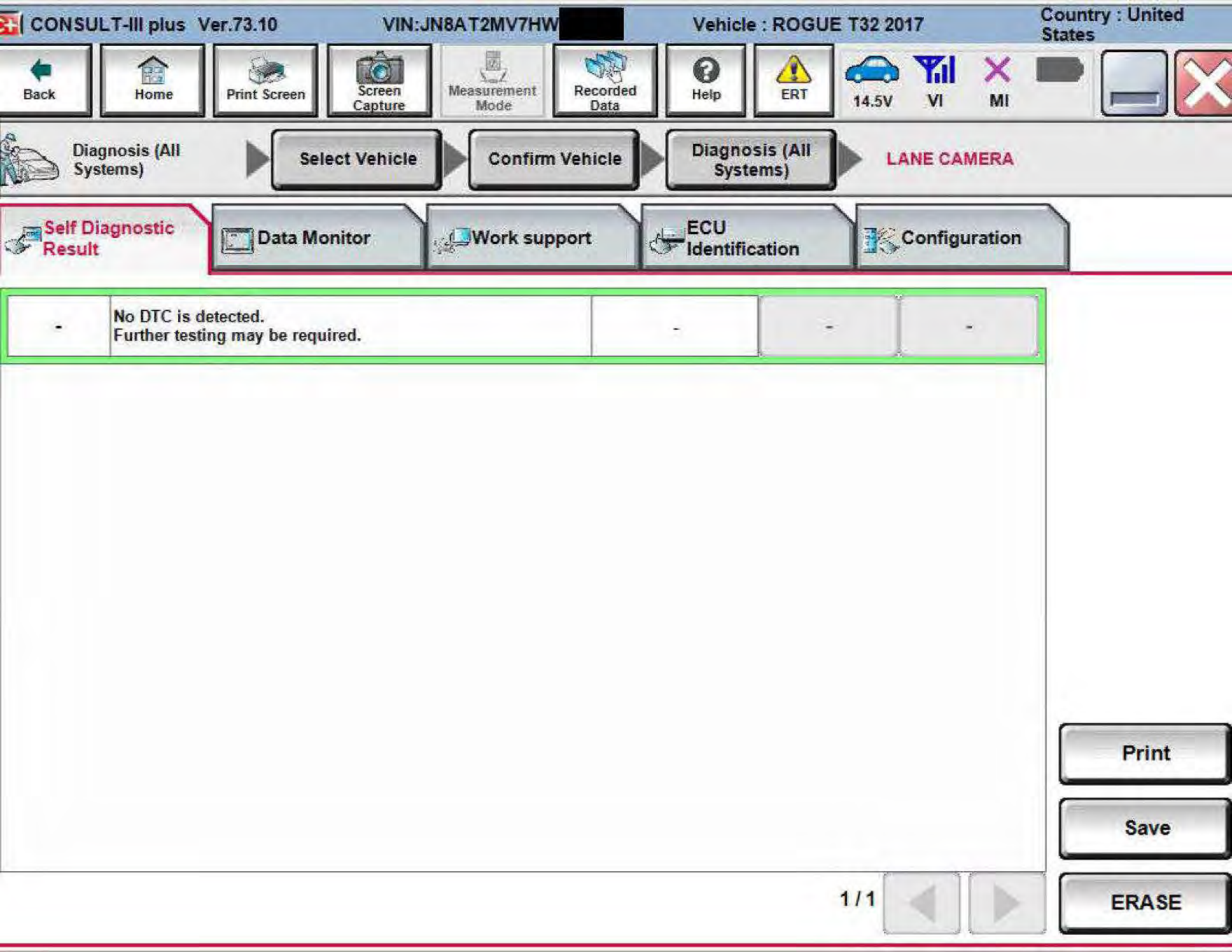

CONSULT-III plus Ver.73.10
VIN:JN8AT2MV7HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.6V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB OPERATION MILEAGE
No history.
Current status
End

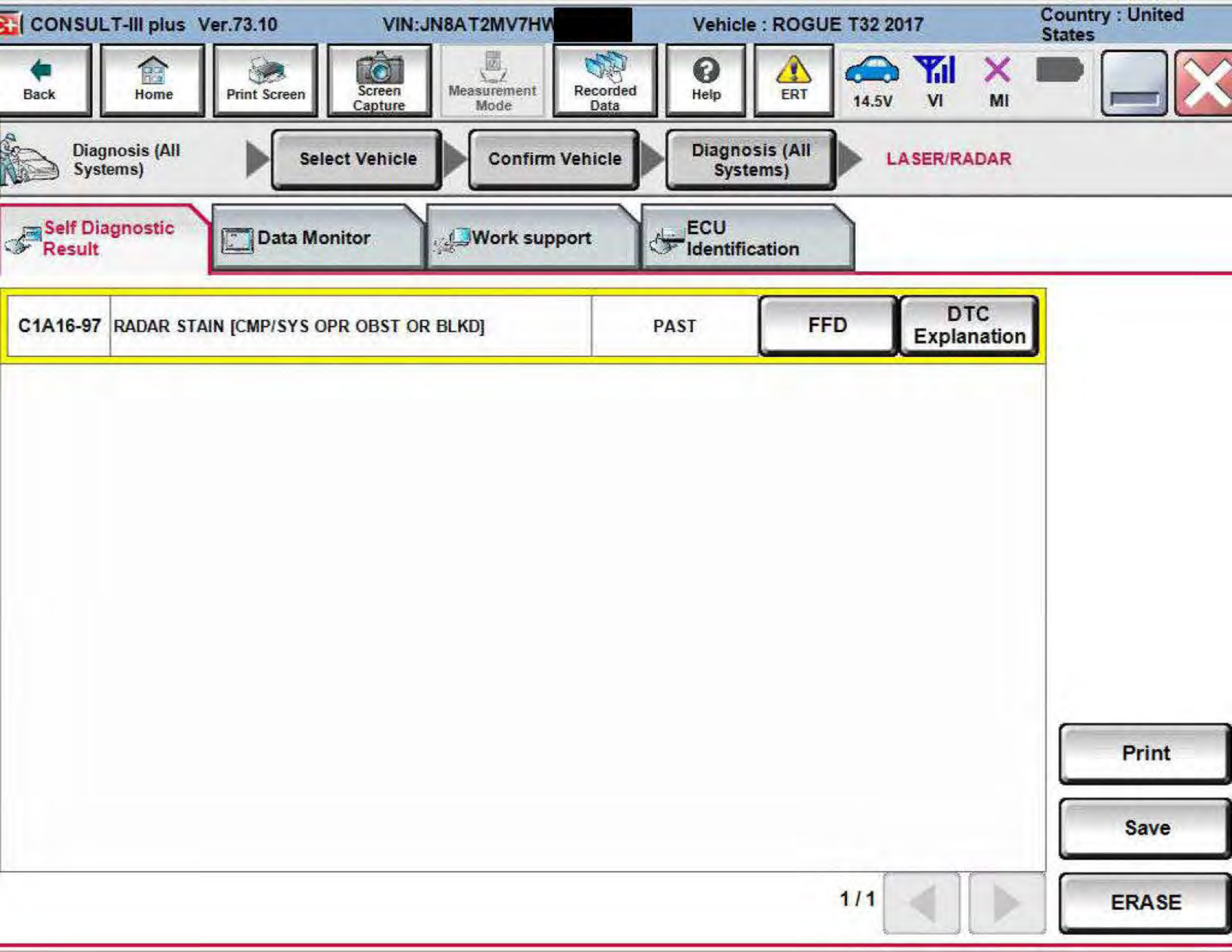

CONSULT-III plus Ver.73.10
VIN:JN8AT2MV7HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.6V
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Select Vehicle
Confirm Vehicle
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METER/M&A
NO DTC
BCM
NO DTC
AIR BAG
NO DTC
ICC/ADAS
NO DTC
1 / 4
Detailed Information
LASER/RADAR
C1A16-97
RADAR STAIN [CMP/SYS OPR OBST OR BLKD]
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Print for Customer
Print
Save
ERASE


CONSULT-III plus Ver.73.10
VIN:JN8AT2MV7HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
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14.5V
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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.73.10
VIN:JN8AT2MV7HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
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Self Diagnostic Result
Data Monitor
Work support
Active Test
ECU Identification
-
No DTC is detected.
Further testing may be required.
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Save
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1 / 1


CONSULT-III plus Ver.73.10
VIN:JN8AT2MV7HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
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Screen Capture
Measurement Mode
Recorded Data
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Work support
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ECU Identification
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No DTC is detected.
Further testing may be required.
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Print
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ERASE


CONSULT-III plus Ver.73.10
VIN:JN8AT2MV7HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
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Measurement Mode
Recorded Data
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Diagnosis (All Systems)
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Work support
ECU Identification
Configuration
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No DTC is detected.
Further testing may be required.
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1 / 1
ERASE


CONSULT-III plus Ver.73.10
VIN:JN8AT2MV7HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
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Screen Capture
Measurement Mode
Recorded Data
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Confirm Vehicle
Diagnosis (All Systems)
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Data Monitor
Work support
ECU Identification
C1A16-97
RADAR STAIN [CMP/SYS OPR OBST OR BLKD]
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ERASE

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 F

Case Comments [0] | Case Categorizations [1] | Emails [0] | Calls [0] | Open Activities [3] | Activity History [1] | 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	12/7/2017 3:27 PM
Follow Up Date	1/24/2018	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	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	7,100	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	JN8AT2MV7HW[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	
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?	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?	8G Provided Other 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: HELENE ERENBERG PHONE: 6315617455 VIN: JN8AT2MV7HW258011

Agent Comments

Agent Comments			
Created By	Shayla Pinnock, 12/7/2017 3:27 PM	Root Cause Code	SCIN
Last Modified By	DeHenry Kidd, 1/12/2018 7:49 AM	Root Cause Code (2)	
Legacy Case Number		Action Code	NT8G
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 Hi

Action	Public	Comment
Make Public		**Created By: DeHenry Kidd (1/12/2018 7:48 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: DeHenry Kidd (1/10/2018 11:17 AM)** Arbs has followed up with the DTS to see if the inspection was completed and if it was uploaded to the FTP site arbs is waiting on a reply.
		Created By: Service Manager (12/13/2017 3:28 PM) RCAS-KW reached out to Smithtown Nissan. RCAS-KW spoke to SM-Mike.
Make Private	✓	SM stated C came in to the DLR for the Forward Emergency Braking Concern. SM stated DLR does not have resolution at this time to fix concern. Just to clarify, DLR does not have a resolution because as per NNA, vehicle is operating as designed. No repairs recommended or needed.
Make Public		**Created By: DeHenry Kidd (12/13/2017 3:05 PM)** Arbs has contact the customer and the dealer to let them know the inspection date is set for 1/3/18 at 10am at Smithtown Nissan.
Make Public		**Created By: DeHenry Kidd (12/11/2017 9:43 AM)** Verified Name Address Phone# VIN Mileage Responsible Dealer Checked for open Recalls/Campaigns: None Arbs called customer (Mark) to discuss case, Customer stated the few times this has happened customer was coasting to a stop sign and the vehicle stopped 100 to 200 ft before th sign. Customer was able to continue on and it was fine no more issues that day. Customer stated on other days customer had his foot on the gas and the vehicle braked on it's own, there were time where white lines were running across the road letting them kno road was about to end and the vehicle started braking. Customer stated it happened twice when it was raining, customer believes there might be a reflection from the road or the sign that is causing the system to activate. Customer state warning light popped up on the dash or beeps. 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. Arbs-DK also stated that the process could take up to 6 weeks for everything to be done and process to determine a decision. Arbs stated that if customer decide to get alternate transportation it will be at the customer expense due to NNA does not offer assistance during the inspection period customer understood.
Make Private	✓	**Created By: Kyra Walton (12/8/2017 2:38 PM) | Last Modified By: Kyra Walton (12/8/2017 2:38 PM)** RCAS-KW placed outbound call to C on [redacted] RCAS-KW VERIFIED C's name, home & email address, concern, phone RCAS-KW ADVISED "This call may be recorded for quality and training purposes." RCAS-KW VERIFIED Account Info including: C's name, home & email address, phone# & best contact# RCAS-KW VERIFIED VEH Info including: VIN#, Current Mileage, Warranty & Service History RCAS-KW CHECKED for open recalls/campaigns and found: 0 RCAS-KW CHECKED for previous UNRELATED Case(s) and found: 0

RCAS-KW CHECKED previous RELATED Case(s) and found: 0

RCAS-KW spoke to C's husband MARK ERENBERG.
RCAS-KW asked C IIR questions.
RCAS-KW informed C that C will receive a call in the next 3 business days to move forward.

C understood and thanked RCAS-KW for calling.
Call Ended Mutually.

Make Private

Created By: Kyra Walton (12/8/2017 2:21 PM)
RCAS-KW reached out to Smithtown Nissan.
RCAS-KW spoke to SM-Mike.

SM stated C came in to the DLR for the Forward Emergency Braking Concern.
SM stated DLR does not have resolution at this time to fix concern.

Make Public

Created By: Shayla Pinnock (12/7/2017 3:34 PM)
CASE SUMMARY
C called in with VEH issues
C got diagnosis
CRR-SP sent case to RCAS

Make Public

Created By: Shayla Pinnock (12/7/2017 3:33 PM)
CRR-SP VERIFIED Account Info including: C's name, home & email address, phone# & best contact#
CRR-SP CHECKED for open recalls/campaigns and found:0
CRR-SP CHECKED for previous CRR-SP VERIFIED VEH Info including: VIN#, Current Mileage, Warranty & Service History
CRR-SP UNRELATED Case(s) and found:1
CRR-SP CHECKED previous RELATED Case(s) and found:0
CRR-SP NOTED concern is: VEH issues

C states that VEH stops on its own out of no where
C went to DLRS and got a diagnosis
C stated DLRS found nothing on VEH
C wants to know whats wrong with VEH
C thinks it may be sensor

CRR-SP sending case to RCAS
CRR-SP informed C that RCAS will be contacting C at the end of the next buisness day (12/08/2017)

C said thank you
Call ended mutually

BEST CONTAC #[redacted]
EASTERN TIME

Case Categorizations

New Case Categorization | Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC[redacted]	BRAKES	BRAKE BOOSTER	POOR OR IMPROPER OPERATION	03	12/7/2017	YX	AD	119000	OA

Emails

Send an Email | Emails He

No Emails Available

Calls

New CA Call | Calls He

No records to display

Open Activities

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

Action	Subject	Status	Type	Task	Name	Due Date	Priority	Assigned T
Edit | Cls	iir	Not Started		✓	[redacted]	12/11/2017	N/A	DeHenry K
Edit | Cls	DTS Follow Up[redacted], SMITHTOWN NISSAN	Not Started		✓		12/13/2017	High	DeHenry K
Edit | Cls	Review Dealer Comment	Not Started		✓		12/14/2017	Normal	DeHenry K

Activity History

Log a Call | View All | Activity History He

Action	Subject	Type	Name	Due Date	Assigned To	Action Taken	Status	Last Modified Date/Tim
Edit | Del	DTS Request[redacted] SMITHTOWN NISSAN			12/13/2017	Kevin MacKay		Complete	12/12/2017 10:08 PM

Customer Support Tools

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

No records to display

Check Activity

Check Activity He

No records to display

Forms

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

Action	Form	Request Type	Created By	Created Date	Customer Name	VSC	VIN	VSC Request Comments
Edit	[redacted]	IIR	Kyra Walton, 12/8/2017 2:36 PM	12/8/2017			JN8AT2MV7HW[redacted]	

DTS Field Inspections

DTS Field Inspections He

Action	Title	DTS Inspection Date	Owner First Name	Owner Last Name	Status
Edit	[redacted]	1/3/2018 10:00 AM	Kevin	MacKay	Completed

Attachments

Attach File | Attachments He

No records to display

Case History

Case History Hi

Date	User	Action
1/12/2018 7:49 AM	DeHenry Kidd	Changed **Follow Up Date** from 1/15/2018 to **1/24/2018**.
1/10/2018 5:07 PM	DeHenry Kidd	Changed **Follow Up Date** from 1/10/2018 to **1/15/2018**.
12/29/2017 8:57 AM	DeHenry Kidd	Changed **Follow Up Date** from 12/29/2017 to **1/10/2018**.
12/13/2017 3:06 PM	DeHenry Kidd	Changed **Follow Up Date** from 12/13/2017 to **12/29/2017**.
12/13/2017 3:05 PM	DeHenry Kidd	Changed **Subject** from CUSTOMER:[redacted] PHONE:[redacted] VIN: JN8AT2MV7HW[redacted]1 to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: JN8AT2MV7HW**[redacted]
12/12/2017 3:50 PM	DeHenry Kidd	Changed **Follow Up Date** from 12/12/2017 to **12/13/2017**.
12/11/2017 9:48 AM	DeHenry Kidd	Changed **Follow Up Date** from 12/11/2017 to **12/12/2017**.
12/11/2017 9:43 AM	DeHenry Kidd	Changed **Subject** from CUSTOMER:[redacted] PHONE:[redacted] VIN: JN8AT2MV7HW[redacted] to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: JN8AT2MV7HW**[redacted]
12/8/2017 4:20 PM	DeHenry Kidd	Changed **Follow Up Date** from 12/13/2017 to **12/11/2017**.
12/8/2017 3:12 PM	Samantha Dixon	Changed **Case Owner** from Kyra Walton to **DeHenry Kidd**.
12/8/2017 3:11 PM	Samantha Dixon	Changed **Description**.
12/8/2017 2:38 PM	Kyra Walton	Changed **Follow Up Date** from 12/8/2017 to **12/13/2017**.
12/7/2017 3:34 PM	Shayla Pinnock	Changed **Escalated By ID** to [redacted]
		Changed **Case Owner** from Shayla Pinnock to **Kyra Walton**.
12/7/2017 3:27 PM	Shayla Pinnock	Changed **Work Phone** to [redacted]
		Changed **Follow Up Date** from 12/7/2017 to **12/8/2017**.
		Changed **VIN** to **JN8AT2MV7HW**[redacted]
		Changed **Subject** to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: JN8AT2MV7HW**[redacted]
		Created.

^ Back To Top

Always show me fewer / more records per related list

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1S








JN8AT2MV7HW


MFD BY NISSAN MOTOR CO.,LTD.
DATE 11/16
GVWR/PNBV 4679 LBS.
GAWR/PNBE FR. 2363 LBS.
WITH 225/55R19 TIRES,
19×7J RIMS. AT 33 PSI
COLD SINGLE.
GAWR/PNBE RR. 2401 LBS.
WITH 225/55R19 TIRES,
19×7J 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.
VIN: JN8AT2MV7HW
TYPE: MPV
COLOR TRIM TRANS
EBB P RE0F10D
AXLE ENGINE
GS56 QR25(DE) 2488CC
JN8AT2MV7HW


10:15 AM
7428miles
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120
140


NISSAN






ROGUE


NISSAN
ROGUE
SL AWD


SL AWD




OFFICIAL
EMISSIONS
INSPECTION STATION
OFFICIAL
MOTORCYCLE
INSPECTION STATION






NISSAN


NISSAN


NISSAN






NISSAN






























STOP






ROGUE






STOP






ROGUE












ROGUE






STOP


NISSAN

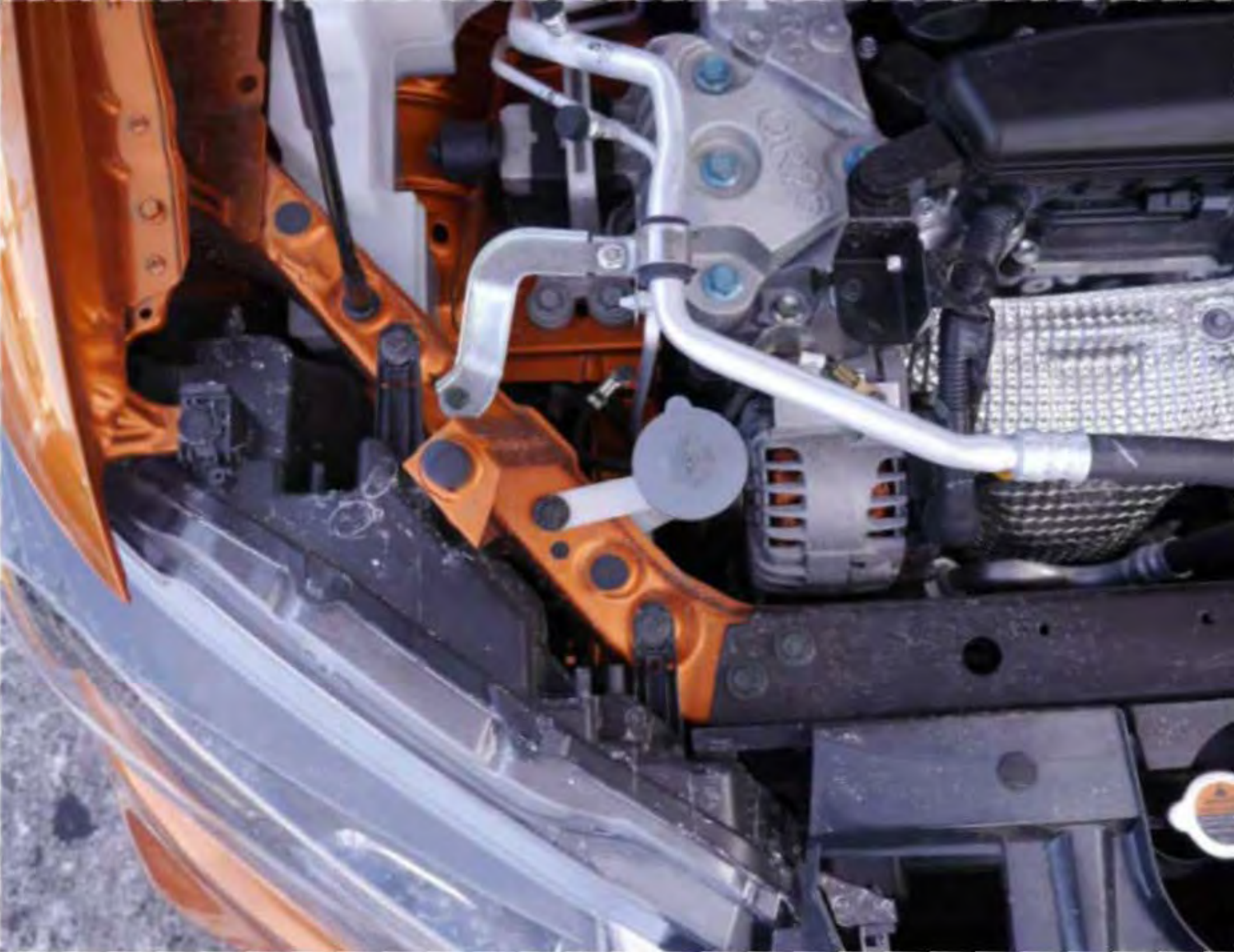







Pb






NISSAN






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11:52 AM
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Meter Settings
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Maintenance
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11:52 AM
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11:52 AM
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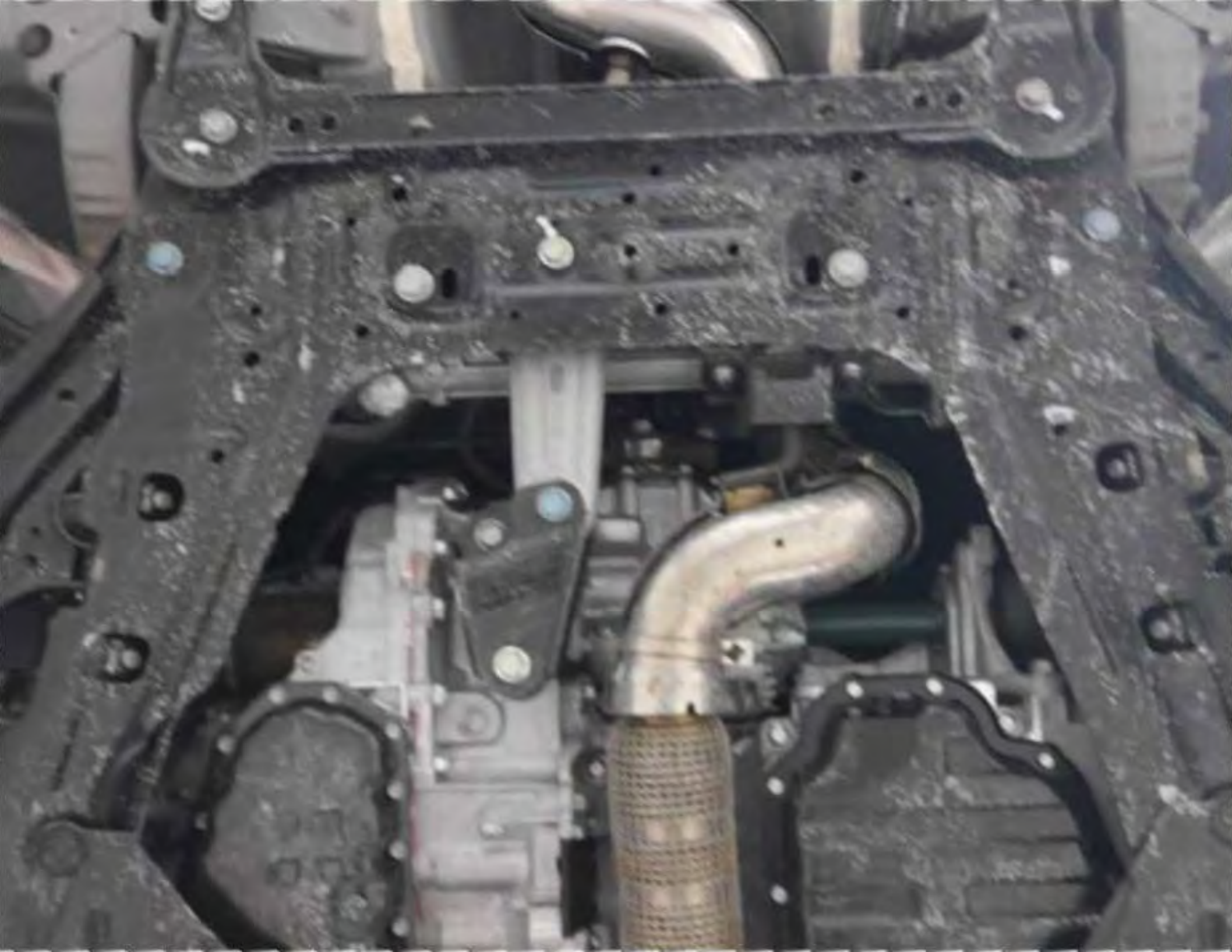

11:52 AM
28°F
Parking Aids
Moving Object
Cross Traffic
P
124
7444
MPH
RPMx1000


11:52 AM
28°F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
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11:52 AM
28°F
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Trace Control
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RPMx1000
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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
JN8AT2MV7HW[redacted]

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Vehicle Campaigns [0] | Warranty Cases [0] | Cases [1] | Service History [13] | Vehicle Service Contracts [0] | Vehicle History [1] | DTS Field Inspections [1]

Vehicle Detail

VIN	JN8AT2MV7HW[redacted]		
Last Modified By	DeHenry Kidd, 1/12/2018 7:49 AM	Branded Title	
Created By	NNAETL, 1/11/2017 11:17 AM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage	7,100	MSRP	$35,975
Latest Recorded Mileage Units	M		
In Service Date	3/18/2017		

Manufacturing Data

Make/Model	2017 NISSAN ROGUE	Manufacturer Date	12/1/2016
Model Year	2017	Plant Name	KYUSHYU (NML)
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	MONARCH ORANGE	Emissions Certification	
Cylinders		Open Recall	
Transmission Type	CVT	Head Unit	
Model Series		Model Line Code	RGE
Factory Installed Options	B92B93C03E10K03L92P01U35Z66		
Factory Installed Options Descriptions	B92 (SPLASH GUARDS), B93 (CHROME REAR BUMPER PROTECTOR), C03 (50 STATE EMISSIONS), E10 (PREMIUM PAINT $), K03 (PLATINUM PACKAGE), (FLOOR MATS (2-PIECE FRONT AND), 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

S No.	Warranty Description	Warranty Expiration Date	Warranty Expiration Miles	Warranty Exclusion Code	Warranty Exclusion Name	Warranty Extensions/Cust Service Initiatives Flag	Branded Des
1	POWERTRAIN COVERAGE	3/18/2022	60,000				
2	SEAT BELT	3/18/2027	999,999				
3	CORROSION COVERAGE (PERFORATION)	3/18/2022	999,999				
4	FEDERAL EMISSION LONG TERM DEFECT	3/18/2025	80,000				

Vehicle Retail Sales

Vehicle Retail Sales

Action	Name	Owner	Selling Dealer	Sale Type	Vehicle Model	Purchase Date	Rewind Indicator
View	[redacted]	[redacted]	SMITHTOWN NISSAN	APR	ROGUE	3/18/2017	
View	[redacted]	[redacted]	SMITHTOWN NISSAN	APR	ROGUE	3/18/2017	

Vehicle Ownership

Vehicle Ownership

New Vehicle Ownership

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

Vehicle Campaigns

Vehicle Campaigns

No records to display

Warranty Cases

Warranty Cases

No records to display

Cases

Print Cases

Cases

Action	Case Number	Type	Account Name	Date/Time Opened	Date/Time Closed	Current Mileage	Status	CST Approvals	Owner Nar
Edit | Cls	[redacted]	CA	[redacted]	12/7/2017 3:27 PM		7,100	Open	0	DeHenry k

Service History

Service History

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 #	CI
	SRH-[redacted]			PD	2/9/2017	3	NP SMITHTOWN NISSAN INC	2691	[redacted]	1
	SRH-[redacted]				1/28/2017	1	NP NP	2420	[redacted]	
	SRH-[redacted]			C	4/27/2017	509	[redacted]	2691	[redacted]	
	SRH-[redacted]		TECH INSPECTION CUSTOMER REQUESTS PERFORM NISSAN FREE TECHNICIAN INSPECTION.	C	4/27/2017	509	[redacted]	2691	[redacted]	
	SRH-[redacted]		CUSTOMER STATES ENGINE WONT STARTwas parked with key on engine off after a short trip 5 mile drive . cranked over did not start. tried 2 times- called roadside and waited for 15-20 min. then restarted. please check and report.	I	4/27/2017	509	[redacted]	2691	[redacted]	
	SRH-[redacted]		CUSTOMER REQUEST NEW YORK STATE INSPECTION. $37.00 FOR EMISSIONS AND SAFETY INSPECTION $10.00 FOR NYS SAFETY INSPECTION	I	3/19/2017	3	Smithtown Nissan Inc	2691	[redacted]	
	SRH-[redacted]		INSTALL FACTORY WHEEL LOCKS RECORD WHEEL LOCK KEY ID #	I	2/7/2017	3		2691	[redacted]	
	SRH-[redacted]		AS PER REQUEST PERFORM PRE-DELIVERY INSPECTION AND FILL OUT PRE-DELIVERY INSPECTION CHECK LIST	W	2/7/2017	3		2691	[redacted]	
	SRH-[redacted]	NO DEFECT FOUND		FW	12/11/2017	7,039	[redacted]	2691	[redacted]	2
	SRH-[redacted]		CUSTOMER STATES THE VEHICLE STOPS ON ITS OWN WITH NO OTHER VEHICLES PRESENT.	I	1/3/2018	7,444	[redacted]	2691	[redacted]	
	SRH-[redacted]		VEHICLE INSPECTION PERFORM VEHICLE INSPECTION (MPI)	I	1/3/2018	7,444	[redacted]	2691	[redacted]	
	SRH-[redacted]		CUSTOMER REQUESTS 5,000 MILE SERVICE THE 5,000 MILE SERVICE INCLUDES: OIL AND FILTER CHANGE, NISSAN MULTIPOINT INSPECTION, TIRE ROTATION, CHECK ALL FLUID LEVELS AND ADJUST TO SPECIFICATIONS, AND FILL WINDSHIELD WASHER FLUID. THIS SERVICE IS A FREE SERVIC...	I	12/8/2017	7,039	[redacted]	2691	[redacted]	
	SRH-[redacted]		CUSTOMER STATES EMERGENCY BRAKING SYSTEM IS ENAGING WITH NO OTHER CARS ON THE ROAD IN FRONT OF OR NEAR VEHICLE. CUSTOMER STATES IT HAS HAPPENED DURING THE DAYTIME AND ONE TIME AT NIGHT. VEHCILE WAS TRAVELLING 55-60MPH ON SOUTHER STATE AND 35-40 ON MAIN	W	12/8/2017	7,039	[redacted]	2691	[redacted]	

Vehicle Service Contracts

Vehicle Service Contracts

No records to display

Vehicle History

Vehicle History

Date	User	Action
1/11/2017 11:17 AM	NNAETL	Created.

DTS Field Inspections

New DTS Field Inspection

DTS Field Inspections

Action	Title	Status	Created Date	Related Support Case	Owner First Name	Owner Last Name	DTS Team	DTS Inspection Date	Report Date
Edit	[redacted]	Completed	12/29/2017	[redacted]	Kevin	MacKay	NER	1/3/2018 10:00 AM	1/11/2018 11:

^ Back To Top

Always show me fewer / more records per related list

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Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN JN8AT2MV7HW[redacted]

Supplements

Check all of the supplements that apply:

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

I. CLAIMANT

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

Address [redacted] Eve. Phone [redacted]

City Lake Grove 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 12/1/2016 VIN JN8AT2MV7HW[redacted]

Mileage 7428 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
None	N/A	○ Open ◉ Closed	1/11/52018

Add Row | Remove Row

III. Description of Incident & Claim

Source of Information Claimant Incident Date 12/06/2017 Time 8:00 AM

Location of Incident (describe fully) On a highway main street on Montauk Highway.

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

Vision obstruction (describe) None Given

Temperature at time of incident 46.0°F Parking location prior to time of incident Not Given.

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN JN8AT2MV7HW[redacted]

Overnight temperature prior to incident: 51.1°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 the first few times this has happened Claimant was coasting to a stop sign and the vehicle stopped on its own 100 to 200 ft before the stop sign. Claimant was able to continue on and no further issues occurred that day. Claimant stated on another day Claimant had foot on the gas and the vehicle braked on it's own. Claimant stated Claimant was on the parkway traveling at 55-60 MPH and the vehicle stoped again. Claimant states there were white lines were running across the road letting them know the road was about to end and the vehicle started braking. Claimant stated it happened twice when it was raining. Claimant stated there might be a reflection from the road or the sign that is causing the system to activate. Customer stated NO warning light popped up on the dash or beeps.

Relation to Roadway (on-road, off-road, left side, right side): on road right side.
Number of times incident occurred: 3

Driver Action (braking, steering, etc.): Coasting as well as braking.

Special Circumstances: On two of the occurrences, Claimant reported rain present.

Actions taken after incident and results of those actions: Claimant states that the accelerator was continued to be pressed and vehicle then operated through.

Vehicle Estimated Speed: 55 - 60 MPH | Source: Claimant | Posted Speed Limit: Not Given

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 at low speeds when coming to a stop as well as when coasting at 55 - 60 MPH, the vehicle's FEB operated causing the vehicle to brake on its own with no obstructions in front of the vehicle.	Claimant.

Add Allegation | Remove Allegation

IV. Occupants & Injuries

Source of Information: Claimant.

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV7HW[redacted]

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



Occupant Name [redacted] DOB [redacted] Height Not Given

Address [redacted] Lake Grove, NY [redacted] Weight

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 1/3/2018

Location of inspection Smithtown Nissan.

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

Vehicle exhibits no impact or collision trauma. See Photos (1 - 80)

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

Photos taken by Kevin D. Mackay # Photos 80

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 Exhibits no abnormalities (See photos 5 - 33)

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV7HW[redacted]

Engine/ Transmission/ Drivetrain	Exhibits no abnormalities (See photos 54 - 60, 73 - 74)
Underbody/ Suspension/ Steering/ Wheels & Tires	Exhibits no abnormalities (See photos 72 - 80)
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	Exhibits no abnormalities (See photos 35 - 53)
Seat Belts/ Child Restraints (if applicable)	Exhibits no abnormalities (See photos 35 - 53)
Air Bags	Exhibits no abnormalities (See photos 35 - 53)

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 that at low speeds when coming to a stop as well as when coasting at 55 - 60 MPH, the vehicle's FEB operated causing the vehicle to brake on its own with no obstructions in front of the vehicle.	Upon inspection, found vehicle exhibits no collision or impact trauma. Found vehicle had snow on roof of vehicle due to very recent snow storm. Found past code C1A16-97 Radar Stain code stored in Laser Radar. Found no other codes stored in any system. Inspected FEB Operation Mileage Log and found "NO HISTORY" recorded in the log. Test drove vehicle through surface streets, highways, through intersections, and across rail crossings. DTS was unable to duplicate any abnormal FEB / Auto braking operation occurring during test drive. Found no abnormalities with the LASER / RADAR or the LANE CAMERA units or harness connections.

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

CAR # [redacted]
Claimant
VIN JN8AT2MV7HW[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+ Data

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV7HW[redacted]

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

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 34, 53.
○	◉	Physical damage to camera? (ie. cracks)	See Photos 34, 53.
○	◉	Obstructions to radar sensor units? (ie. dirt, stickers, etc.)	See Photo 61
○	◉	Physical damage to radar sensor units? (ie. cracks)	See Photo 61
◉	○	Electrical connection to radar module firmly seated?	See Photos 62 - 63
◉	○	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.

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	JN8AT2MV7HW[redacted]
User	KEVIN MACKAY
Case Number	[redacted]
EDR Data Imaging Date	01/03/2018
Crash Date	12/06/2017
Filename	JN1BV7AR7FM[redacted]_ACM.CDRX
Saved on	Wednesday, January 3 2018 at 10:51:23
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

DTC	Status	Description
B00A0	Trouble Diag. Record	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 2A E2 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 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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2004  00 00 01 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
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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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      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 FF 7F
      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

201D  7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
      7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F FF FF FF FF FF
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      FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF
      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 FF 7F
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      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 80 A0 8F 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.

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	5N1AT2MV9HC[redacted]
User	KEVIN MACKAY
Case Number	[redacted]
EDR Data Imaging Date	01/08/2018
Crash Date	11/23/2017
Filename	5N1AT2MV9HC[redacted]_ACM.CDRX
Saved on	Monday, January 8 2018 at 12:59:14
Imaged with CDR version	Crash Data Retrieval Tool 17.6
Imaged with Software Licensed to (Company Name)	Nissan North America, Inc.
Reported with CDR version	Crash Data Retrieval Tool 17.6
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.
- "e-pedal ON/OFF Status" indicates whether "e-pedal" is activated (ON), or not activated (OFF). This data will not be available for all vehicles.

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

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

0701_Nissan001_r006

DTCs at Time of Retrieval

None

Hexadecimal Data

```
DID    Data

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

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

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

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

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

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

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

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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      7F 7F 7F 7F 7F 7F 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

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      59 02 09


      59 02 09


      59 0F 08
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Incident Investigation

CAR # [redacted]
Claimant
VIN 5N1AT2MV9HC[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 Medford State NY Zip Code [redacted] Country United States

☐ Driver Same as Claimant

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

Address [redacted] Eve. Phone [redacted]

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

☒ 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 10/28/2016 VIN 5N1AT2MV9HC[redacted]

Mileage 8195 License # [redacted] State NY Country United States

Special equipment & accessories Aftermarket floor mats / Fuzzy oversized dice from rear view mirror.

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

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

Add Row | Remove Row

III. Description of Incident & Claim

Source of Information Claimant Incident Date 11/23/2017 Time 11:30 PM

Location of Incident (describe fully) Middle Country Road and Interstate 112 in Medford, NY.

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV9HC[redacted]

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

Vision obstruction (describe) None given

Temperature at time of incident 32.0°F

Parking location prior to time of incident Not Given

Overnight temperature prior to incident 37.0°

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 his cousin [redacted] was driving (Claimant was in the passenger seat) on Middle Country Road headed towards Interstate 112. Claimant states that his cousin was going about 20 mph around a bend when the vehicle applied the brakes on its own while going around the bend. Claimant states that he knew the vehicle was trying to brake because he could hear the brakes grinding. Claimant states the braking concern occurred for around two seconds and that following the incident, the Claimant's cousin was able to drive the vehicle home with no problems afterwards. Claimant states that he did not see any lights on the dashboard or hear any audible noises from the passenger seat where Claimant was seated. Claimant states that there were vehicles coming towards C's vehicle but none were directly in front or behind of Claimant's vehicle.

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

Number of times incident occurred once

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

Special Circumstances None Given

Actions taken after incident and results of those actions Vehicle was operated without issue following incident.

Vehicle Estimated Speed 20 MPH Source Claimant Posted Speed Limit Not Given

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

Witness Present? ◉ YES ○ NO

Witness Name [redacted]

Witness Address [redacted]
Medford, NY [redacted]
USA

Add Witness | Remove Witness

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

Incident Investigation

CAR # [redacted]
Claimant
VIN 5N1AT2MV9HC[redacted]

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

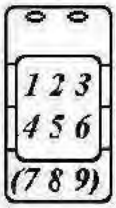
#	Allegation	Allegation made by
1	Claimant alleges that vehicle applied brakes on its own with no obstructions near vehicle.	Claimant.

Add Allegation | Remove Allegation

IV. Occupants & Injuries

Source of Information: Claimant.

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



Occupant Name [redacted] DOB [redacted] Height 4'8

Address [redacted] Medford, NY [redacted] USA 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: N/A

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

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

Address [redacted] Medford, NY [redacted] USA Weight 225 Lbs

Location: Incident Vehicle Seating Position: 3 - Front Row Right

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

Nature & Extent of Injuries: N/A

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

Incident Investigation

CAR # [redacted]
Claimant
VIN 5N1AT2MV9HC[redacted]

Occupant Name [redacted] DOB Not Given Height 5'2

Address Not Given Weight

Location Incident Vehicle Seating Position 4 - 2nd Row Left

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

Nature & Extent of Injuries N/a

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

Add Occupant | Remove Occupant

☐ No Occupants Comments N/A

V. Other Property Damage

☒ No Other Property Damage

Source of information

VI. Investigation Results

Date of vehicle inspection 01/08/2018

Location of inspection Nissan 112, Medford NY

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

Vehicle Exhibits no impact or collision trauma. See Photos 5 - 25.

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

Photos taken by Kevin D. Mackay # Photos 91

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 exhibited. (See Photos 5 - 25, 57 - 68)
Engine/ Transmission/ Drivetrain	No abnormalities exhibited. (See Photos 48 - 56, 75 - 76)
Underbody/ Suspension/ Steering/ Wheels & Tires	No abnormalities exhibited. (See Photos 75 - 82)
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	No abnormalities exhibited. (See Photos 26 - 47)
Seat Belts/ Child Restraints (if applicable)	No abnormalities exhibited. (See Photos 26 - 47)

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV9HC[redacted]

Air Bags: No abnormalities exhibited. (See Photos 26 - 45)

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

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 that vehicle applied brakes on its own with no obstructions near vehicle.	Upon Inspection, found Vehicle Exhibits no collision or impact trauma. DTS Performed inspection of C3+ Diagnostics and found Past U1002 system comm code stored in ABS CU as well as a Past C1A16-97 Radar Stain code stored in Laser Radar CU. Performed CDR data pull and found no events recorded. Upon Review of the FEB OPERATION MILEAGE log, found last recorded FEB operation occurred at 4896 miles. DTS drove vehicle to claimant's described location and was unable to duplicate any FEB operation with no obstructions around vehicle.

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

CAR # [redacted]
Claimant
VIN 5N1AT2MV9HC[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?	(•)	( )	See C3+ Data

Incident Investigation

CAR # [redacted]
Claimant
VIN 5N1AT2MV9HC[redacted]

	Yes	No	Comments
EDR download included in report?	◉	○	See CDR Data

III. Sensor and ECM Visual Inspection

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

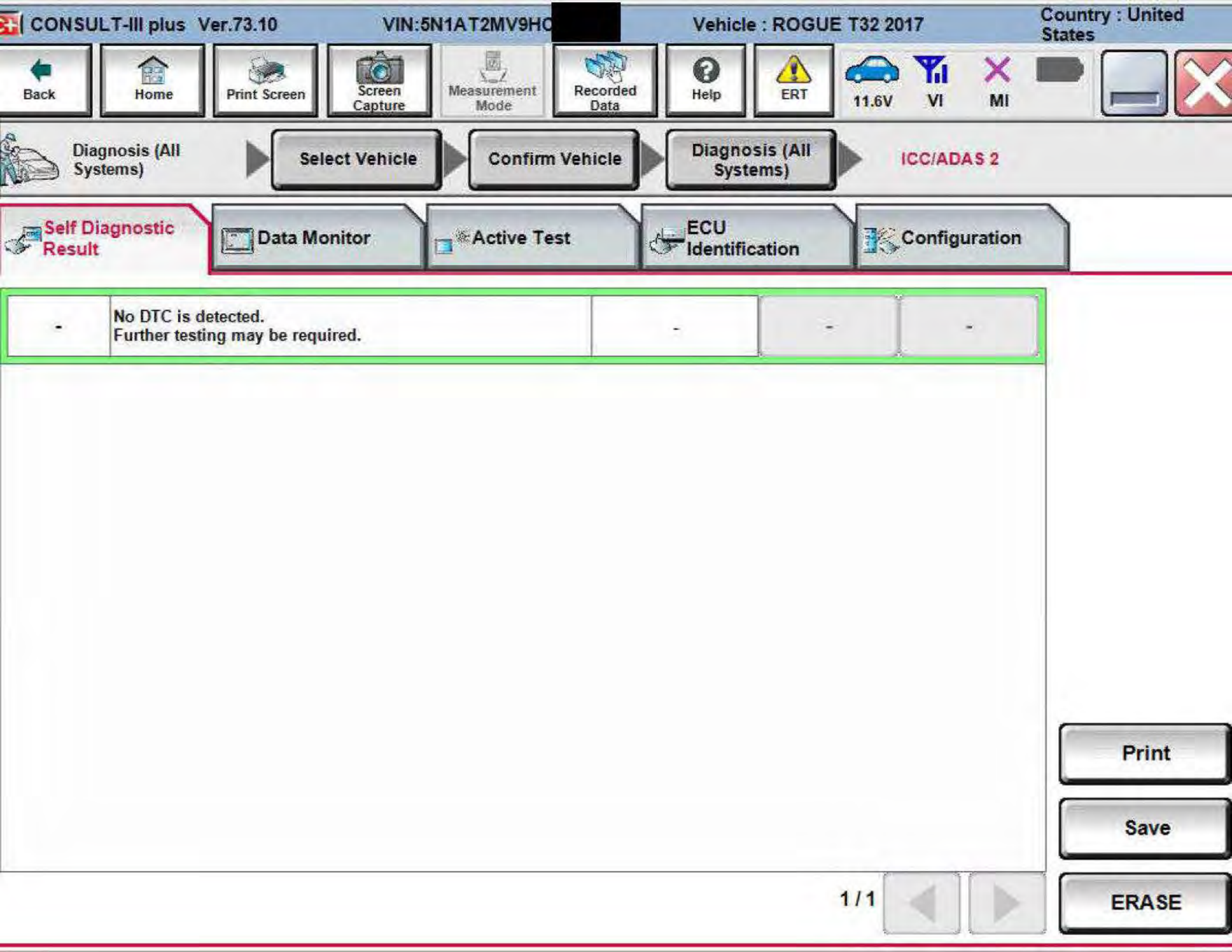
Yes	No		Comments
○	◉	Obstructions to camera? (ie. dirt, stickers, etc.)	See Photos 23, 25
○	◉	Physical damage to camera? (ie. cracks)	See Photos 45 - 47
◉	○	Obstructions to radar sensor units? (ie. dirt, stickers, etc.)	Found emblem covered in road salt from recent snow storm. (See Photos 57 - 68)
○	◉	Physical damage to radar sensor units? (ie. cracks)	See Photos 69 - 71
◉	○	Electrical connection to radar module firmly seated?	See Photos 69 - 71
◉	○	Electrical connection to camera module firmly seated?	
○	○		

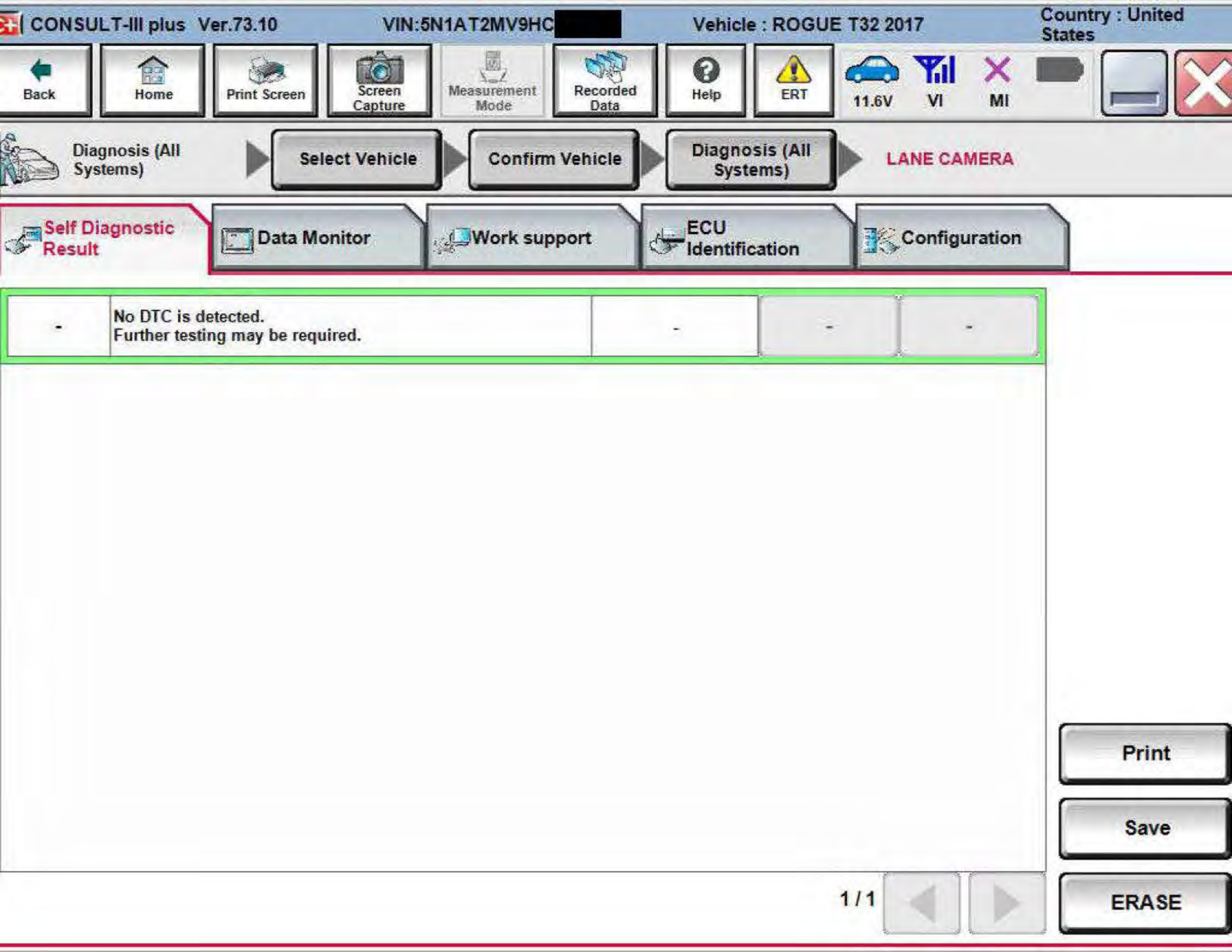
End of Form

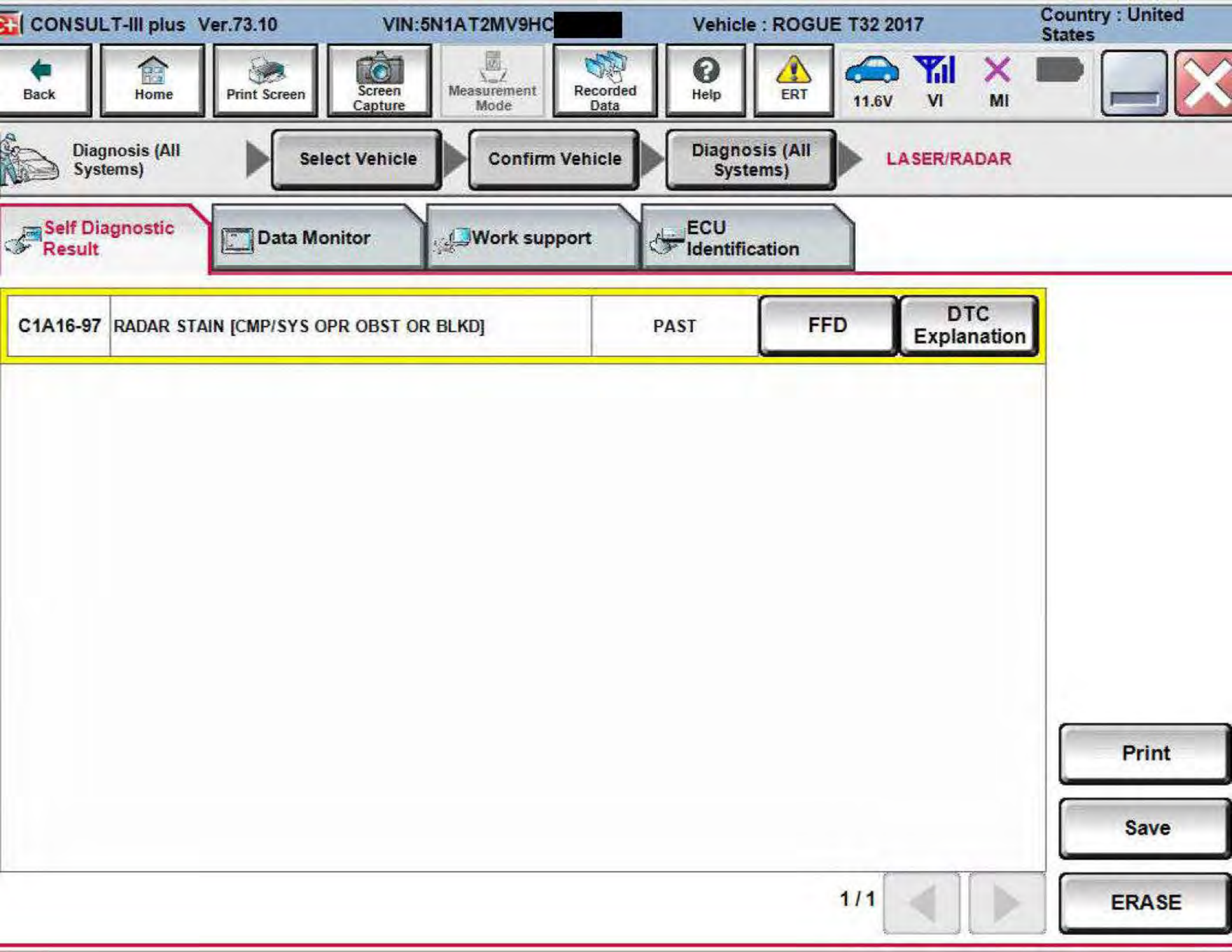
*Name your file while saving.

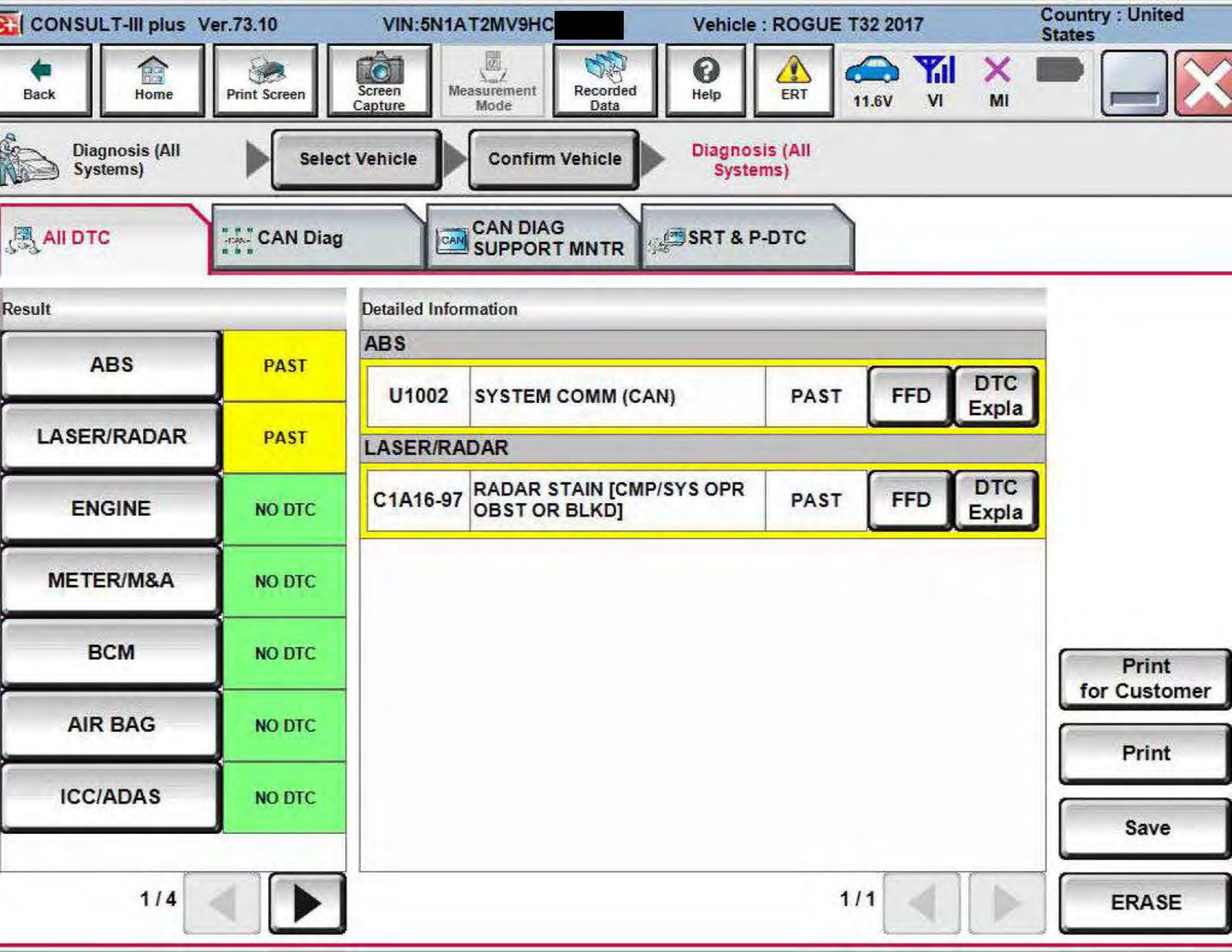
Save Form & Finish Later — Save form with unlocked fields to finish later.

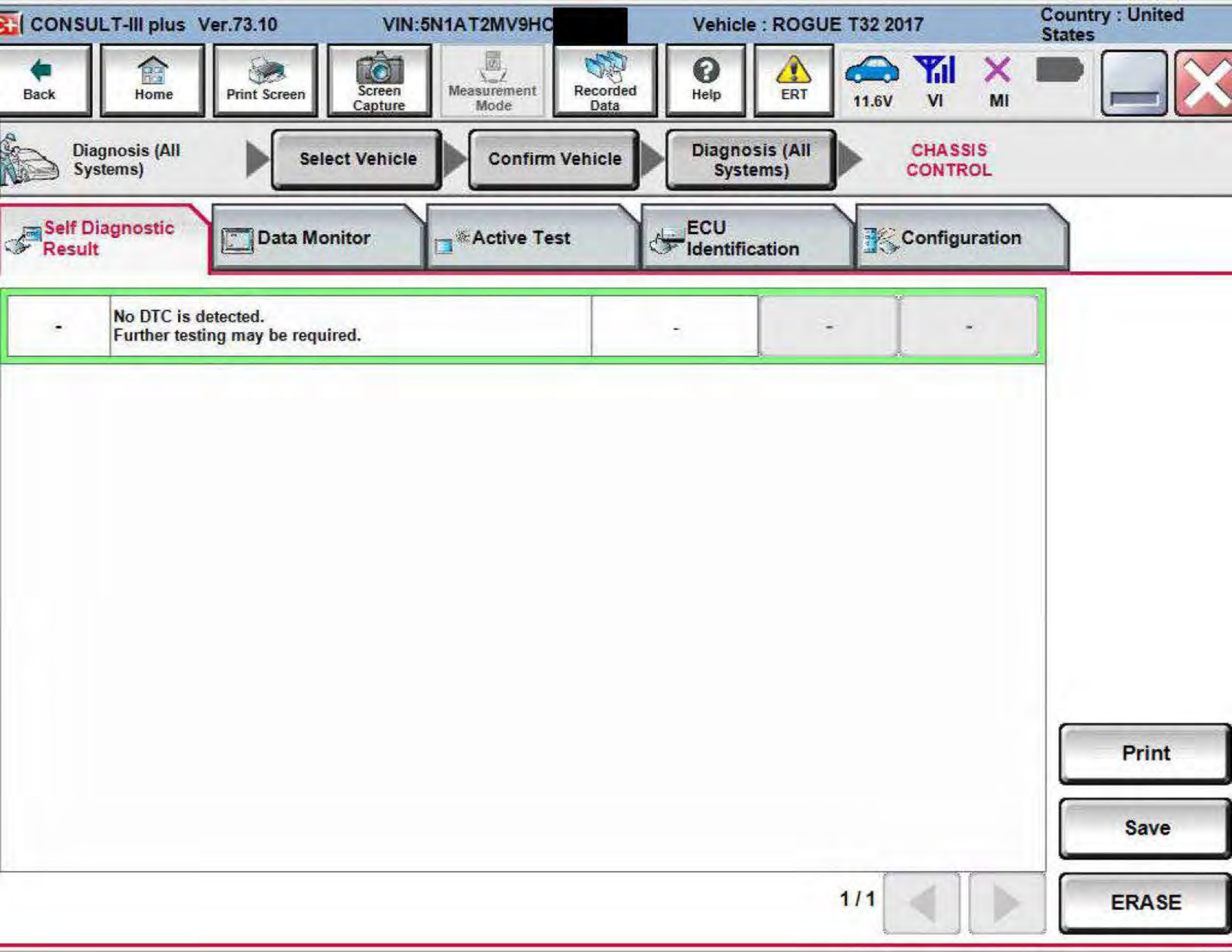
Lock Fields & Save Form for Submission — Save form with locked fields for submission. Print form to Primo PDF or Adobe PDF to save.

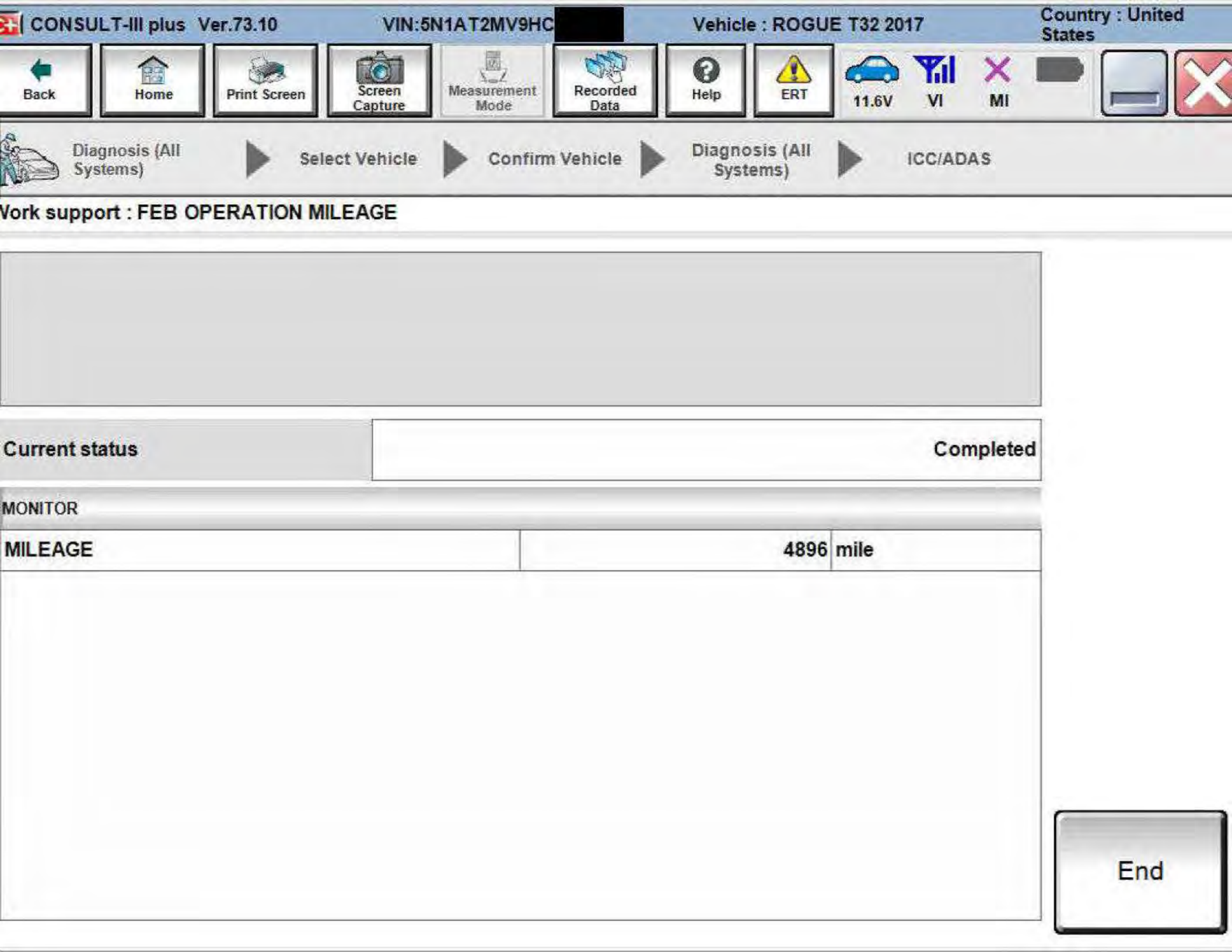

CONSULT-III plus Ver.73.10
VIN:5N1AT2MV9HC
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.6V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS 2
Self Diagnostic Result
Data Monitor
Active Test
ECU Identification
Configuration
-
No DTC is detected.
Further testing may be required.
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Print
Save
ERASE
1 / 1

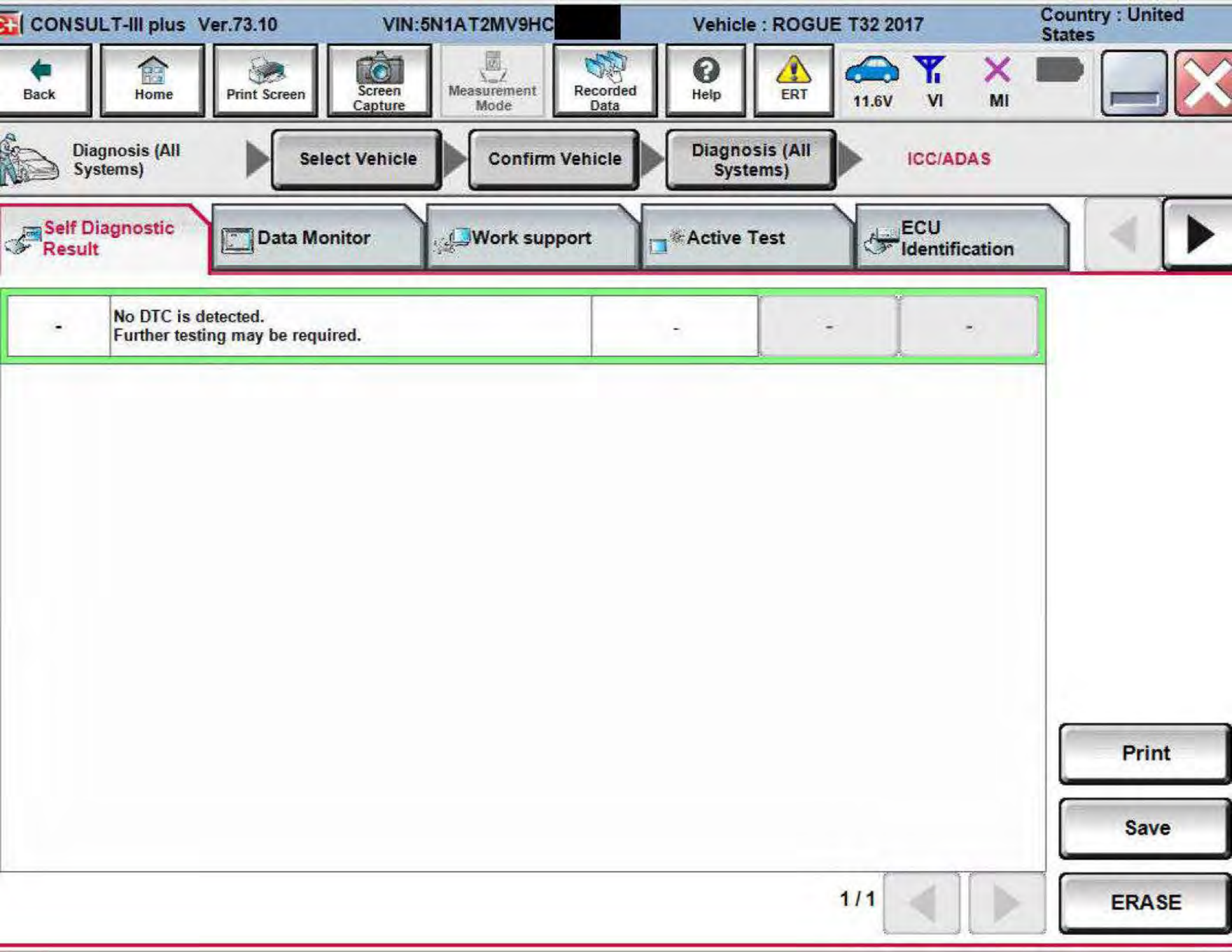

CONSULT-III plus Ver.73.10
VIN:5N1AT2MV9HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
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Screen Capture
Measurement Mode
Recorded Data
Help
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11.6V
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Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
LANE CAMERA
Self Diagnostic Result
Data Monitor
Work support
ECU Identification
Configuration
-
No DTC is detected.
Further testing may be required.
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Print
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1 / 1


CONSULT-III plus Ver.73.10
VIN:5N1AT2MV9HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.6V
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.73.10
VIN:5N1AT2MV9HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
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Print Screen
Screen Capture
Measurement Mode
Recorded Data
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11.6V
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Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
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SRT & P-DTC
Result
ABS
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LASER/RADAR
PAST
ENGINE
NO DTC
METER/M&A
NO DTC
BCM
NO DTC
AIR BAG
NO DTC
ICC/ADAS
NO DTC
1/4
Detailed Information
ABS
U1002
SYSTEM COMM (CAN)
PAST
FFD
DTC Expla
LASER/RADAR
C1A16-97
RADAR STAIN [CMP/SYS OPR OBST OR BLKD]
PAST
FFD
DTC Expla
1/1
Print for Customer
Print
Save
ERASE


CONSULT-III plus Ver.73.10
VIN:5N1AT2MV9HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
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Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.6V
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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.
-
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Print
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ERASE
1 / 1


CONSULT-III plus Ver.73.10
VIN:5N1AT2MV9HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.6V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB OPERATION MILEAGE
Current status
Completed
MONITOR
MILEAGE
4896
mile
End


CONSULT-III plus Ver.73.10
VIN:5N1AT2MV9HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
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11.6V
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MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Self Diagnostic Result
Data Monitor
Work support
Active Test
ECU Identification
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No DTC is detected.
Further testing may be required.
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1 / 1
ERASE

NISSAN

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 t

Case Comments [42] | Case Categorizations [2] | Emails [8] | Calls [0] | Open Activities [1] | Activity History [5] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | DTS Field Inspections [Attachments [0] | Case History [62]

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	brandon.johnson2@nissan-usa.com
Contact Email	[redacted]	Case Owner Location	Murfreesboro
Home Phone	[redacted]	Case Owner	Brandon Johnson [Change]
Executive Referral		Status	Open
Exec-Received-Date		Type	CA
Letter Sent Date		Case Origin	Phone
Letter Received Date		Date/Time Opened	8/22/2017 2:35 PM
Follow Up Date	1/29/2018	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	1		
Description	IIR- FEB- EST		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	Nissan 112 Sales Corp
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	7,600	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		Create RHR
	Email Documents		Print Dealer View

Vehicle Information

Vehicle	5N1AT2MV9HC[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	NISSAN 112 SALES CORP	Data Net	✓
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	10/4/2017
Responsible District		Dealer Instructions	

	07		New 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?	
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: 5N1AT2MV9HC[redacted]

Agent Comments

Agent Comments	#FEB. IIR.		
Created By	Alina Kingston, 8/22/2017 2:35 PM	Root Cause Code	SCIN
Last Modified By	NNAETL, 1/15/2018 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 Comment

Action	Public	Comment
Make Private	✓	**Created By: Brandon Johnson (1/15/2018 9:26 AM)** ARBS received email from DTS-KM stating that the IIR had been uploaded to the FTP site for review. ARBS setting case for 1/29/2018 to wait for PL resolution.
Make Private	✓	**Created By: Brandon Johnson (12/19/2017 11:30 AM)** ARBS setting case for 1/17/2017 for inspection to be completed.
Make Private	✓	**Created By: Brandon Johnson (12/19/2017 11:29 AM)** ARBS emailed DLR-NISSAN 112 SALES CORP SM-Mohamed Khan inspection date and time via email: mkhan@nissan112.com.
Make Private	✓	**Created By: Brandon Johnson (12/19/2017 11:25 AM)** ARBS placed outbound call to DLR-NISSAN 112 SALES CORP @ # 631-289-9100 and ARBS was unable to reach SM-Mohamed Khan. ARBS received SM email of mkhan@nissan112.com from DLR secretary. Call ended.
Make Private	✓	**Created By: Brandon Johnson (12/19/2017 10:57 AM)** ARBS placed outbound call to C[redacted] ARBS stated that ARBS had an inspection set for C's veh on 1/8/2018 at 12:00 PM EST at DLR-NISSAN 112 SALES CORP. C understood and C/s that the inspection date and time would work for C. ARBS understood and ARBS stated that ARBS would make the DLR service department aware. C understood and call ended.
Make Private	✓	**Created By: Brandon Johnson (12/18/2017 11:33 AM) | Last Modified By: Brandon Johnson (12/18/2017 11:33 AM)** ARBS submitted DTS request.
		Created By: Brandon Johnson (12/18/2017 11:29 AM) ARBS placed outbound call to C[redacted] ARBS stated that ARBS would need 15-30 minutes of C's time to complete probe. C agreed and ARBS completed probe questions. ARBS asked for C to explain the most recent incident with C's veh FEB. C/s that C's cousin Alissa Ayers was driving (C was in the passenger seat) on Middle Country Road headed towards Interstate 112. C/s that C's cousin was going about 20 mph around a bend. C/s that the veh broke on its own. C/s that the veh was trying to stop because C could hear the brakes grinding.

Make Private	C/s the braking concern occurred for around two seconds. C/s that after C's cousin was able to drive the veh home with no problems afterwards. C/s that C did not see any lights on the dashboard or hear any audible noises from the veh from the passenger seat where C was. C/s that there were vehs coming towards C's veh but no one was directly in front or behind C's veh. ARBS stated that NNA would like to send an inspector to look at C's veh. ARBS stated that the NNA IIR process was a six to eight week long process. ARBS stated it could be two to four weeks before NNA could get an inspector out to look at C's veh. ARBS stated that after inspection was completed NNA had two to four weeks to review the inspection report. C understood and C/s that C would like to follow NNA's inspection process. ARBS stated that ARBS would reach out to the inspector for DLR-NISSAN 112 SALES CORP and contact C back once ARBS had a date and time for C's veh inspection. C understood and C inquired about a rental veh. ARBS stated that ARBS could get with DLR about that now or after ARBS had a date and time for C. C/s that C would wait until ARBS had a date and time. ARBS understood and call ended.
Make Private	**Created By: Brandon Johnson (12/18/2017 10:43 AM)** ARBS received vmx from C.
Make Private	**Created By: Brandon Johnson (12/18/2017 9:46 AM)** **12/20/2017**
Make Private	**Created By: Brandon Johnson (12/18/2017 9:31 AM)** ARBS setting case for 12/19/2017 for ARBS to follow up with C.
Make Private	**Created By: Brandon Johnson (12/18/2017 9:30 AM)** [redacted] ARBS-BJ called customer no answer was made ARBS left a message stating name and number for C to call ARBS back at[redacted] vmx ended.
Make Private	**Created By: Brandon Johnson (12/18/2017 9:28 AM)** **********ARBS RECEIVED CASE, UNDER REVIEW, PENDING PROBE VERIFICATION **********
Make Public	**Created By: Samantha Dixon (12/15/2017 10:41 AM)** Vehicle concerns-Emergency Braking System
Make Private	**Created By: Markita Scott (12/15/2017 8:52 AM)** RCAS-MS placed outbound call to Customer at[redacted] on 12/15/2017 at 8:35am. RCAS-MS ADVISED "This call may be recorded for quality and training purposes." RCAS-MS stated that RCAS-MS did receive Customer's e-mail about the Forward Emergency Braking concern happening again. Customer agreed. RCAS-MS asked Customer to describe exactly what happened when the event occurred. Customer stated that the event happened on Thanksgiving night/Black Friday morning while Customer was out shopping. Customer stated that Customer was driving down Middle Country Road and once the vehicle was getting on 112, the vehicle started trying to brake. Customer stated that after a couple seconds, everything was fine and Customer was able to get home. RCAS-MS understood. RCAS-MS asked Customer if the vehicle came to a complete stop or if the vehicle tried to stop. Customer stated that the vehicle tried to stop. RCAS-MS asked Customer if any lights illuminated or any sounds could be heard. Customer stated that no lights came on and Customer doesn't remember if there were any sounds. RCAS-MS understood. RCAS-MS asked Customer how many times the concern has taken place. Customer stated that the concern has happened three times total. RCAS-MS understood. RCAS-MS stated that RCAS-MS will get the case routed to the appropriate department at this time. RCAS-MS stated that Customer will be contacted within the next day or two regarding the case. RCAS-MS stated that Customer will need to have 20-30 minutes available to speak. Customer understood. RCAS-MS asked Customer if Customer has any other questions at this time. Customer declined. Customer thanked RCAS-MS. Call ended mutually.
Make Private	**Created By: Markita Scott (12/13/2017 11:01 AM)** RCAS-MS placed outbound call to Customer at[redacted] on 12/13/2017 at 10:58am. Customer did not answer. RCAS-MS left VMX with direct contact information, request for call back, and follow up date of 12/15/2017.
Make Private	**Created By: Markita Scott (11/30/2017 8:20 AM)** RCAS-MS setting new follow up date to review case with TL-GD and potentially close for 12/01/2017.
Make Private	**Created By: Markita Scott (11/22/2017 10:42 AM)** RCAS-MS placed outbound call to Customer at[redacted] on 11/22/2017 at 10:42am. Customer did not answer. RCAS-MS left VMX with update regarding case and direct contact information.
Make Private	**Created By: Markita Scott (11/16/2017 11:14 AM)** RCAS-MS noting that no VMX's from Customer have been received and no update from Region has been provided. RCAS-MS setting case follow up for 11/22/2017.
Make Private	**Created By: Janisha Wilkerson (11/10/2017 8:58 AM)** SRCAS-JW is documenting that there are no further updates at this time and RCAS-MS is waiting on further direction from Region
Make Private	**Created By: Janisha Wilkerson (10/27/2017 9:31 AM)** SRCAS-JW is documenting that there are no further updates at this time and RCAS-MS is waiting on further direction from Region
Make Private	**Created By: Markita Scott (10/23/2017 4:15 PM)** RCAS-MS noting that there are no current updates to provide regarding FEB concern.
	Created By: Markita Scott (10/18/2017 2:28 PM) RCAS-MS placed outbound call to Customer at[redacted] on 10/18/2017 at 10:05am.

RCAS-MS ADVISED "This call may be recorded for quality and training purposes."
RCAS-MS asked Customer if Customer received RCAS-MS's VMX that RCAS-MS had left on 10/13/2017.

Customer declined.

RCAS-MS stated that at this time, RCAS-MS is pending any review for reimbursement until an update is provided by NNA.

Customer understood.

Make Private

RCAS-MS stated that Customer's case will remain open and RCAS-MS will make contact as updates are provided.
RCAS-MS stated that Customer has the option of getting a loaner vehicle if Customer would like to also.

Customer understood.
Customer thanked RCAS-MS.

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 (10/13/2017 10:48 AM)
RCAS-MS placed outbound call to Customer at [redacted] on 10/13/2017 at 10:45am.

Customer did not answer.

RCAS-MS left VMX providing update in case, direct contact information and follow up date of no later than 10/18/2017.

Make Private

Created By: Markita Scott (10/13/2017 10:48 AM)
RCAS-MS reviewed case with TL-GD and to date, RCAS-MS to offer loaner vehicle for Customer but RCAS-MS not to offer any reimbursement towards monthly payment.

Make Private

Created By: Markita Scott (10/11/2017 2:34 PM)
RCAS-MS discussed case with TL-GD and RCAS-MS will set follow up date for 10/12/2017 to make contact with Customer.

Make Private

Created By: Markita Scott (10/4/2017 12:28 PM)
RCAS-MS is closing Case as no further assistance can be offered at this time.

CASE SUMMARY
Customer contacted Nissan regarding concern with Forward Emergency Braking activating at random without cause.

STATEMENT OF DECISION:
RCAS-MS advised Customer that at this time, FQI and DTS inspection has been completed and resolution is under investigation at this time. Customer has been advised to deactiva
while driving until otherwise updated. RCAS-MS to review for reimbursement once update provided and POP for monthly amount received.

Make Private

Created By: Markita Scott (10/4/2017 12:24 PM)
RCAS-MS placed outbound call to Customer at [redacted] on 10/04/2017 at 12:24pm.

Customer did not answer.

RCAS-MS left VMX with direct contact information.

Make Private

Created By: Markita Scott (10/3/2017 9:36 AM)
RCAS-MS placed outbound call to Customer at [redacted] on 10/03/2017 at 9:23am.

RCAS-MS ADVISED "This call may be recorded for quality and training purposes."
RCAS-MS stated that RCAS-MS wanted to follow up with Customer regarding the inspection that was completed last week.
RCAS-MS asked Customer if Customer was contacted by DTS-KM.

Customer confirmed.
Customer stated that Customer was contacted by DTS-KM then by an SA from the DLR.
Customer stated that Customer was advised to disable the feature until more information is provided.

RCAS-MS understood.
RCAS-MS stated that it is recommended that Customer disable the feature as the concern is being investigated further by NNA Engineering.
RCAS-MS stated that once additional information is provided, Customer will be provided with that information.

Customer understood.

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

Customer stated that Customer would like RCAS-MS to look into providing Customer with compensation for the time that Customer was without Customer's vehicle.

RCAS-MS understood.
RCAS-MS asked Customer when Customer officially picked vehicle up from the DLR.

Customer stated that the vehicle was picked up from the DLR as of 09/19/2017.

RCAS-MS stated that RCAS-MS will get with DLR regarding the date that the repair order had been opened.
RCAS-MS asked Customer to send RCAS-MS a copy of monthly finance payment.

Customer understood.
Customer thanked RCAS-MS.

Call ended mutually.

Make Private

Created By: Markita Scott (9/29/2017 9:52 AM)
RCAS-MS placed outbound call to Customer at [redacted] on 09/29/2017 at 9:50am.

Customer did not answer.

RCAS-MS left VMX with direct contact information and follow up date of 10/03/2017

Make Private

Created By: Markita Scott (9/20/2017 10:23 AM)
RCAS-MS placed outbound call to Customer at [redacted] on 09/20/2017 at 10:17am.

RCAS-MS ADVISED "This call may be recorded for quality and training purposes."
RCAS-MS stated that Customer can drop vehicle off in the morning of 09/23/2017 and pick up a loaner vehicle.
RCAS-MS stated that Customer can speak directly with ASM-Nick as the DLR is going through a change in SM's.

Customer understood.

RCAS-MS stated that RCAS-MS will be following up with Customer on 09/26/2017 once the report is provided to RCAS-MS.

Customer asked RCAS-MS if there were more than one vehicle having the concern.
Customer stated that the lady at the DLR was unable to find any other vehicles experiencing similar concerns.

RCAS-MS stated that the vehicles are spread out at multiple DLR's in the area.

Customer understood.

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

Customer declined.

RCAS-MS stated that Customer can call RCAS-MS if any other questions should come up.

Customer thanked RCAS-MS.

Call ended mutually.

Make Private

Created By: Markita Scott (9/19/2017 8:47 AM)
RCAS-MS sent e-mail to SM-Elton on 09/19/2017 at 8:47am asking if Customer can drop vehicle off on 09/22/2017 for DTS inspection on 09/25/2017.

Created By: Markita Scott (9/19/2017 8:45 AM)
RCAS-MS placed outbound call to Customer a[redacted] on 09/19/2017 at 8:38am.

RCAS-MS ADVISED "This call may be recorded for quality and training purposes."
RCAS-MS stated that RCAS-MS knows that Customer spoke with RCAS-MS's colleague last week regarding Customer's DTS inspection.
RCAS-MS stated that RCAS-MS also sees where Customer e-mailed in on 09/18/2017 regarding the inspection.

Customer confirmed.
Customer stated that Customer will not be able to make the inspection on 09/25/2017 but wanted to know if Customer can drop the vehicle off at the DLR and get a loaner vehicle.

Make Private

RCAS-MS understood.
RCAS-MS stated that RCAS-MS will follow up with the DLR and see when Customer can drop vehicle off and get a loaner vehicle.
RCAS-MS stated that Customer will need to be able to be contacted by phone once the inspection has concluded.

Customer understood.

RCAS-MS stated that RCAS-MS will check in with the DLR and get back with Customer regarding the loaner vehicle.

Customer thanked RCAS-MS.

Call ended mutually.

Created By: Janisha Wilkerson (9/15/2017 9:38 AM)
SRCAS-JW called C at[redacted]

SRCAS-JW asked C if C could confirm the DTS apt on 9-25 at 10 AM at the dlr

Make Private

C stated C has to speak to C's boss to see if C can get off work

C stated C will call RCAS-MS back with details

SRCAS-JW is moving case follow up to Wed 9-19-17 to allow C time to respond back to RCAS-MS

Created By: Janisha Wilkerson (9/12/2017 3:59 PM)
SRCAS-JW called C at[redacted]

Make Private

SRCAS-JW left voicemail message asking C if C can confirm the apt that is scheduled for 9-25-17 at 10AM at dlr

SRCAS-JW left vmsg for C to return call including RCAS-MS contact number[redacted], hours of operation, and case number

Make Private

Created By: Markita Scott (9/8/2017 9:11 AM)
RCAS-MS received VMX from Customer on 09/07/2017 at 5:20pm requesting a call back regarding Customer's loaner vehicle.

Created By: Markita Scott (8/28/2017 10:45 AM)
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: [redacted]
RCAS-MS ADVISED "This call may be recorded for quality and training purposes."

RCAS-MS placed outbound call to Customer at[redacted] on 08/28/2017 at 10:35am.

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 Corpor regarding Customer's concerns or questions with vehicle or DLR.
RCAS-MS offered direct contact information.

Customer stated that Customer cannot write that information down at the moment.

RCAS-MS stated that RCAS-MS will send the information via e-mail.

Customer understood.

RCAS-MS confirmed Customer's concern and request.

Make Private

Customer agreed.

RCAS-MS stated that RCAS-MS can review for reimbursement towards the payments made while vehicle is down at the DLR, however, the inspection must be completed before RC can do so.

Customer understood.

RCAS-MS stated that RCAS-MS will continue to follow up with Customer throughout this process as well as the DLR.

Customer understood.

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

Customer declined.

RCAS-MS stated that RCAS-MS will follow up with Customer closer to the time of inspection.
RCAS-MS stated that if Customer has any question in the meantime, Customer can contact RCAS-MS directly.

Customer understood.
Customer thanked RCAS-MS.

Call ended mutually.

Created By: Rebecca Blanchard (8/25/2017 6:24 PM)
SCRR-RB < VERIFIED> Account Info including: C's name, home & email address, phone# & best contact#
SCRR-RB CHECKED for open recalls/campaigns and found: 0
SCRR-RB CHECKED for previous UNRELATED Case(s) and found: 0
SCRR-RB CHECKED previous RELATED Case(s) and found: 0

SCRR-RB NOTED concern is: Update on case

SCRR-RB received inbound call from C

C stated that C was supposed to receive a follow up on 8/23 but never did

SCRR-RB advised C that an RCAS agent attempted to contact C on 8/23 but was unable to leave a VMX
SCRR-RB advised C that the follow up is for 8/28/2017

C understood

SCRR-RB asked if there was anything else C needed assistance with today

Make Public

C declined

SCRR-RB provided agent ID

Call ended mutually

BEST CONTACT #[redacted]

Make Private

Created By: Markita Scott (8/23/2017 2:16 PM)
RCAS-MS noting that Customer's concern is emergency braking system and DTS inspection request will be placed so that vehicle can be inspected by DTS and FQI.

Created By: Markita Scott (8/23/2017 2:16 PM)
RCAS-MS placed outbound call Customer at[redacted] on 08/23/2017 at 2:14pm.

Make Private

Customer did not answer.

RCAS-MS unable to leave VMX as VMX is full.

RCAS-MS setting follow up date for 08/28/2017 as RCAS-MS will be OOO on 08/24/2017.

Created By: Markita Scott (8/23/2017 2:13 PM)
RCAS-MS placed outbound call to Nissan 112 on 08/23/2017 at 2:10pm and spoke with SA-Gabby.

Make Private

SA-Gabby stated that the vehicle is at the DLR for emergency braking concern.
SA-Gabby stated that NNA Engineering will be at the DLR to inspect the concern the week of 09/19.

Created By: Kelli Donovan (8/23/2017 11:03 AM)
RCAS-Kd placed call to Nissan 112 and spoke to SA-Robert.

Make Private

SA stated that SA will have to get with SA-Gabby on these and get back to RCAS.

RCAS provided RCAS-MS contact.
RCAS thanked SA.
Call ended mutually.

Created By: Alina Kingston (8/22/2017 2:42 PM)
CRR-AK VERIFIED Account INFO Including: C's name, home & email address, phone # & best contact #
CRR-AK VERIFIED VEH INFO Including: VIN#, current mileage, and warranty & service history
CRR-AK CHECKED for open campaigns/recalls & found: 0
CRR-AK CHECKED for previous UNRELATED Cases & found: 0
CRR-AK CHECKED for previous RELATED Cases & found: 1 [redacted]

CRR-AK NOTED concern is: Goodwill Reimbursement Request

CRR-AK received inbound call from C.
C stated VEH has been in DLR for 28 days.
C stated C won't be getting VEH till September because DTS will be coming down.
C stated C has to continue to make payments.
C stated NMAC advised C to inquire about compensation for VEH being at DLR for so long.

Make Public

CRR-AK advised C that CRR-AK will send Case to RCAS & C will be contacted by 08/23/17.
C understood.

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

CRR-AK offered further assistance.
C declined.

CRR-AK thanked C for calling Nissan Consumer Affairs.
Call ended mutually.

Best Contact #:[redacted]
VIN: 5N1AT2MV9HC[redacted]

Case Categorizations

New Case Categorization

Case Categorization

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Co
Edit | Del	[redacted]	NISSAN PRODUCT INQUIRIES	ROGUE	GENERAL INQUIRY	QF	8/22/2017	ZR	AZ	[redacted]	OF
Edit | Del	[redacted]	BRAKES	INTELLIGENT BRAKE ASSIST (IBA)	UNABLE DIAGNOSE/DUPLICATE	26	10/4/2017	WT	AD	[redacted]	OA

Emails

Send an Email

Email

Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	Read	Re: Your inquiry to Nissan [ref: 00DA09i8L. 5000G1GI0nL:ref] *Hello, Can you please reach out to me, my car had the same issue about two w...*	[redacted]	12/11/2017 8:16
Reply | To All | Del	New	**Re: Your inquiry to Nissan [ref: 00DA09i8L. 5000G1GI0nL:ref]** *Hello, Can you please reach out to me, my car had the same issue about two w...*	[redacted]	12/11/2017 8:16
Reply | To All | Del	Read	Re: Your inquiry to Nissan [ref: 00DA09i8L. 5000G1GI0nL:ref] *Hello, please see payments. Screen Shot 2017-10-08 at 11.22.01 PM.pdf <htt...*	[redacted]	10/8/2017 10:27
Reply | To All | Del	Sent	Your inquiry to Nissan [ref: 00DA09i8L. 5000G1GI0nL:ref] *10/3/2017Case[redacted],Thank you for taking the time to co...*	[redacted]	10/3/2017 9:32 A
Reply | To All | Del	New	**Re: Your inquiry to Nissan [ref: 00DA09i8L. 5000G1GI0nL:ref]** *Hello, I need someone to please contact me regarding an appointment that was...*	[redacted]	9/18/2017 12:31
Reply | To All | Del	Sent	Your inquiry to Nissan [ref: 00DA09i8L. 5000G1GI0nL:ref] *8/28/2017Case[redacted],Thank you for taking the time to...*	[redacted]	8/28/2017 10:46

Calls

New CA Call

Call

No records to display

Open Activities

New Task | New Event | RCAS Task | Correspondence Request | Open Activitie

Action	Subject	Status	Type	Task	Name	Due Date	Priority	Assigned T
Edit | Cls	DTS Request [redacted] NISSAN 112 SALES CORP	Not Started		✓		12/20/2017	Normal	Kevin Mac

Activity History

Log a Call | View All | Activity Histor

Action	Subject	Type	Name	Due Date	Assigned To	Action Taken	Status	Last Modified D
Edit | Del	DTS Follow Up [redacted] : NISSAN 112 SALES CORP			12/20/2017	Brandon Johnson		Complete	12/18/2017 11:
Edit | Del	IIR		MIKE CRIMMINS	12/18/2017	Brandon Johnson		Complete	12/15/2017 10:
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L. 5000G1GI0nL:ref]		MIKE CRIMMINS	10/3/2017	Markita Scott		Complete	10/3/2017 9:32
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L. 5000G1GI0nL:ref]		MIKE CRIMMINS	8/28/2017	Markita Scott		Complete	8/28/2017 10:46
Edit | Del	DTS Request [redacted] NISSAN 112 SALES CORP			8/25/2017	Kevin MacKay		Complete	8/29/2017 11:19

Customer Support Tools

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

No records to display

Check Activity

Check Activit

No records to display

Forms

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

Action	Form	Request Type	Created By	Created Date	Customer Name	VSC	VIN	VSC Request Comments
Edit	[redacted]	IIR	Markita Scott, 12/15/2017 8:54 AM	12/15/2017			5N1AT2MV9HC[redacted]	

DTS Field Inspections

DTS Field Inspection

Action	Title	DTS Inspection Date	Owner First Name	Owner Last Name	Status
Edit	[redacted]	9/25/2017 10:00 AM	Kevin	MacKay	Completed
Edit	[redacted]	1/8/2018 12:00 PM	Kevin	MacKay	Completed

Attachments

Attach File | Attachment

No records to display

Case History

Case Histor

Date	User	Action
1/15/2018 9:27 AM	Brandon Johnson	Changed **Follow Up Date** from 1/17/2018 to **1/29/2018**.
12/19/2017 11:31 AM	Brandon Johnson	Changed **Follow Up Date** from 12/20/2017 to **1/17/2018**.
12/18/2017 9:46 AM	Brandon Johnson	Changed **Follow Up Date** from 12/19/2017 to **12/20/2017**.
12/18/2017 9:32 AM	Brandon Johnson	Changed **Follow Up Date** from 12/18/2017 to **12/19/2017**.
12/15/2017 10:57 AM	Brandon Johnson	Changed **Follow Up Date** from 12/19/2017 to **12/18/2017**.
12/15/2017 10:41 AM	Samantha Dixon	Changed **Case Owner** from Markita Scott to **Brandon Johnson**.
12/15/2017 10:41 AM	Samantha Dixon	Changed **Description**.
12/15/2017 8:42 AM	Markita Scott	Changed **Follow Up Date** from 12/15/2017 to **12/19/2017**.
12/13/2017 11:01 AM	Markita Scott	Changed **Follow Up Date** from 12/13/2017 to **12/15/2017**.
12/8/2017 11:15 AM	Markita Scott	Changed **Follow Up Date** from 12/8/2017 to **12/13/2017**.
12/5/2017 4:31 PM	Markita Scott	Changed **Follow Up Date** from 12/6/2017 to **12/8/2017**.
12/5/2017 8:37 AM	Grady Douglas	Changed **Escalated By ID** from [redacted] to [redacted]
		Changed **Case Owner** from Grady Douglas to **Markita Scott**.
12/5/2017 8:37 AM	Grady Douglas	Changed **Case Owner** from Markita Scott to **Grady Douglas**.
12/1/2017 2:51 PM	Markita Scott	Changed **Follow Up Date** from 12/1/2017 to **12/6/2017**.
11/30/2017 8:20 AM	Markita Scott	Changed **Follow Up Date** from 11/30/2017 to **12/1/2017**.
11/28/2017 1:27 PM	Markita Scott	Changed **Follow Up Date** from 11/29/2017 to **11/30/2017**.
11/22/2017 10:42 AM	Markita Scott	Changed **Follow Up Date** from 11/22/2017 to **11/29/2017**.
11/16/2017 11:15 AM	Markita Scott	Changed **Follow Up Date** from 11/16/2017 to **11/22/2017**.
11/13/2017 8:53 AM	Markita Scott	Changed **Case Owner** from Janisha Wilkerson to **Markita Scott**.
11/10/2017 8:59 AM	Janisha Wilkerson	Changed **Follow Up Date** from 11/10/2017 to **11/16/2017**.
11/6/2017 10:19 AM	Janisha Wilkerson	Changed **Case Owner** from Markita Scott to **Janisha Wilkerson**.

11/3/2017 7:59 AM	Janisha Wilkerson	Changed **Follow Up Date** from 11/3/2017 to **11/10/2017**.
11/1/2017 8:18 AM	Markita Scott	Changed **Follow Up Date** from 11/1/2017 to **11/3/2017**.
10/27/2017 9:32 AM	Janisha Wilkerson	Changed **Follow Up Date** from 10/27/2017 to **11/1/2017**.
10/23/2017 4:16 PM	Markita Scott	Changed **Follow Up Date** from 10/24/2017 to **10/27/2017**.
10/18/2017 10:19 AM	Markita Scott	Changed **Follow Up Date** from 10/18/2017 to **10/24/2017**.
10/13/2017 10:50 AM	Markita Scott	Changed **Follow Up Date** from 10/13/2017 to **10/18/2017**.
10/11/2017 2:33 PM	Markita Scott	Changed **Follow Up Date** from 10/11/2017 to **10/13/2017**.
10/9/2017 4:04 PM	Markita Scott	Changed **Follow Up Date** from 10/10/2017 to **10/11/2017**.
10/9/2017 3:47 PM	Markita Scott	Changed **Follow Up Date** from 10/9/2017 to **10/10/2017**.
10/9/2017 3:26 PM	Janisha Wilkerson	Changed **Escalated By ID** from [redacted] to [redacted]
		Changed **Case Owner** from Grady Douglas to **Markita Scott**.
10/9/2017 7:11 AM	Janisha Wilkerson	Changed **Follow Up Date** from 10/8/2017 to **10/9/2017**.
10/8/2017 10:27 PM	Managed Services	Changed **Reopen Date** from 10/8/2017 10:27 PM to **10/8/2017 10:27 PM**.
		Changed **Follow Up Date** from 10/4/2017 to **10/8/2017**.
		Changed **Reopen Date** to **10/8/2017 10:27 PM**.
		Changed **Status** from Closed to **Open**.
10/4/2017 12:29 PM	Markita Scott	Changed **Status** from Open to **Closed**.
		Closed.
10/4/2017 12:29 PM	Markita Scott	Changed **Case Owner** from Markita Scott to **Grady Douglas**.
10/4/2017 12:25 PM	Markita Scott	Changed **Data Net** from false to **true**.
10/3/2017 9:37 AM	Markita Scott	Changed **Follow Up Date** from 10/3/2017 to **10/4/2017**.
9/29/2017 9:52 AM	Markita Scott	Changed **Follow Up Date** from 9/29/2017 to **10/3/2017**.
9/28/2017 3:47 PM	Markita Scott	Changed **Follow Up Date** from 9/28/2017 to **9/29/2017**.
9/27/2017 3:39 PM	Markita Scott	Changed **Follow Up Date** from 9/27/2017 to **9/28/2017**.
9/26/2017 3:12 PM	Markita Scott	Changed **Subject** from CUSTOMER: [redacted] PHONE: [redacted] VIN: 5N1AT2MV9HC[redacted] to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: 5N1AT2MV9HC**[redacted].
		Changed **Follow Up Date** from 9/26/2017 to **9/27/2017**.
9/20/2017 10:23 AM	Markita Scott	Changed **Follow Up Date** from 9/20/2017 to **9/26/2017**.
9/19/2017 8:46 AM	Markita Scott	Changed **Follow Up Date** from 9/19/2017 to **9/20/2017**.
9/15/2017 9:39 AM	Janisha Wilkerson	Changed **Follow Up Date** from 9/15/2017 to **9/19/2017**.
9/12/2017 3:59 PM	Janisha Wilkerson	Changed **Follow Up Date** from 9/13/2017 to **9/15/2017**.
8/28/2017 10:45 AM	Markita Scott	Changed **Follow Up Date** from 8/28/2017 to **9/13/2017**.
8/28/2017 10:45 AM	Markita Scott	Changed **Subject** from CUSTOMER: [redacted] PHONE: [redacted] VIN: 5N1AT2MV9HC[redacted] to **CUSTOMER** [redacted] **PHONE** [redacted] **VIN: 5N1AT2MV9HC**[redacted].
8/23/2017 2:17 PM	Markita Scott	Changed **Follow Up Date** from 8/23/2017 to **8/28/2017**.
		Changed **Description**.
8/22/2017 2:42 PM	Alina Kingston	Changed **Escalated By ID** to [redacted]
		Changed **Case Owner** from Alina Kingston to **Markita Scott**.
8/22/2017 2:35 PM	Alina Kingston	Changed **Work Phone** to [redacted].
		Changed **VIN** to **5N1AT2MV9HC**[redacted]**9**.
		Changed **Subject** to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: 5N1AT2MV9HC**[redacted]
		Created.

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

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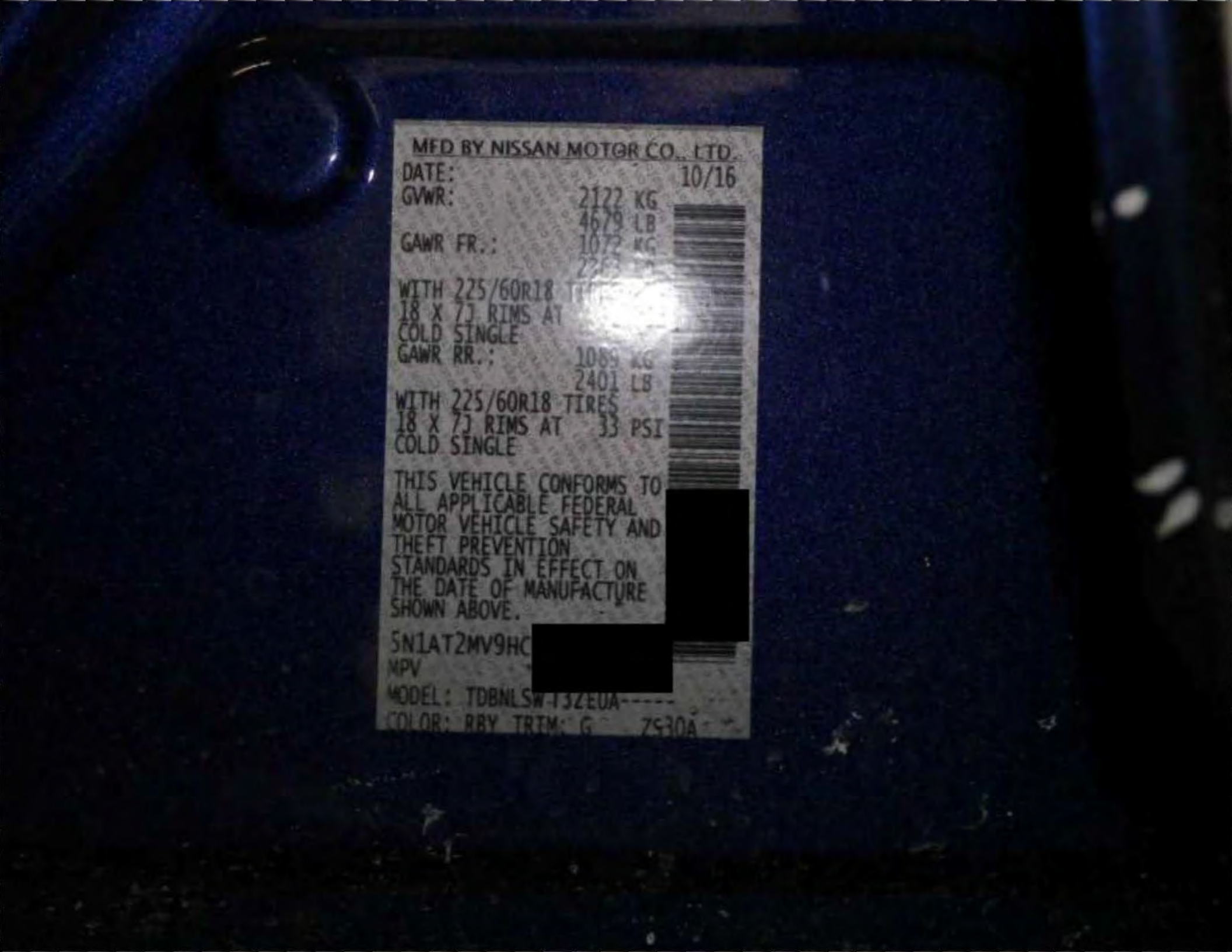

1:05 PM
32 °F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
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MPH
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20
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1:05 PM
32 °F
Chassis Control
Trace Control
Engine Brake
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87
8195 miles
RPMx1000
MPH


1:50 PM
34 °F
RPM x1000
MPH
P
77
8203 miles
C
H


ROTARY
ROTARY


5N1AT2MV9H


MFD BY NISSAN MOTOR CO., LTD.
DATE: 10/16
GVWR: 2122 KG
4679 LB
GAWR FR.: 1072 KG
WITH 225/60R18 TIRES
18 X 7J RIMS AT
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.
MPV
MODEL: TDBNLSW-T3ZEUA-----

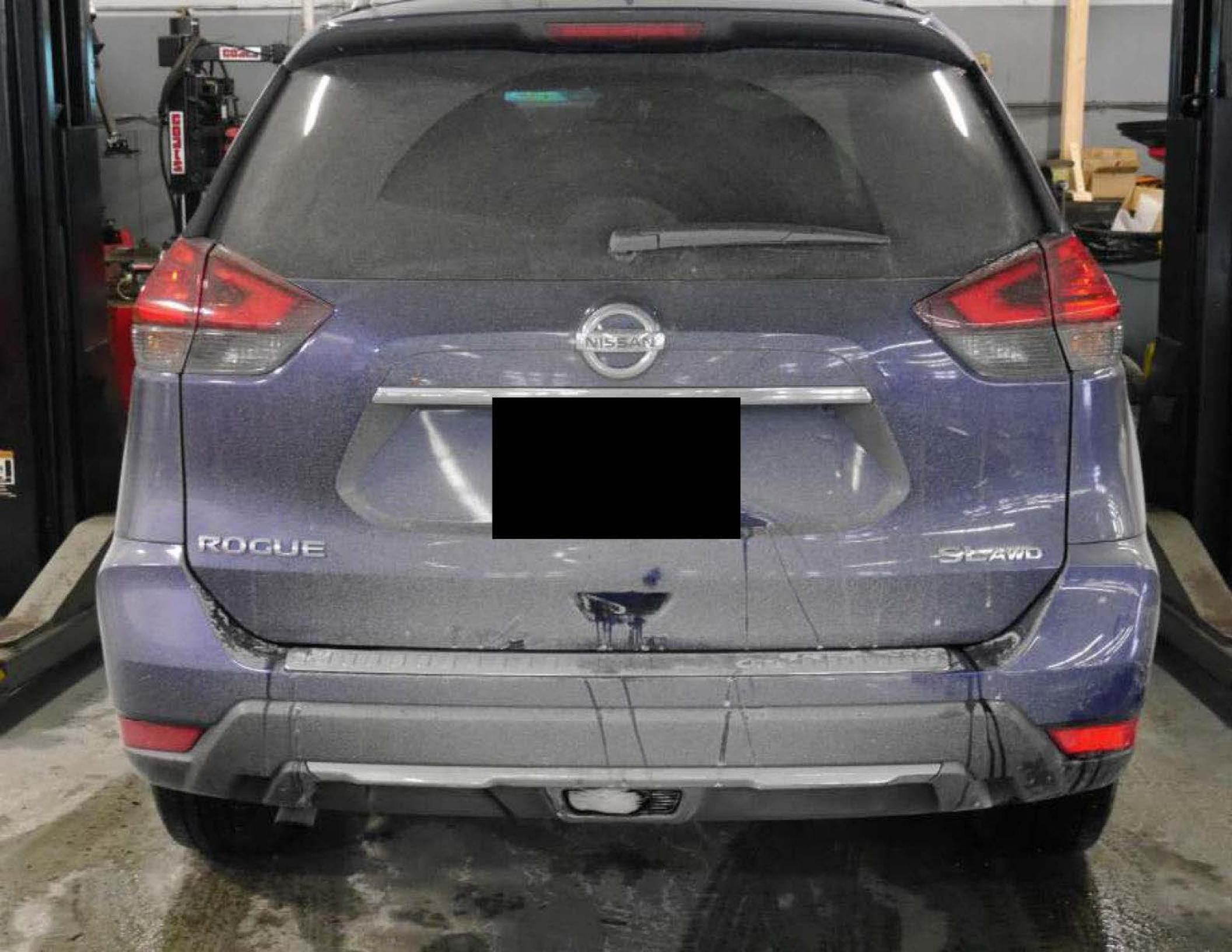



NISSAN






ROGUE


NISSAN
ROGUE
SL AWD

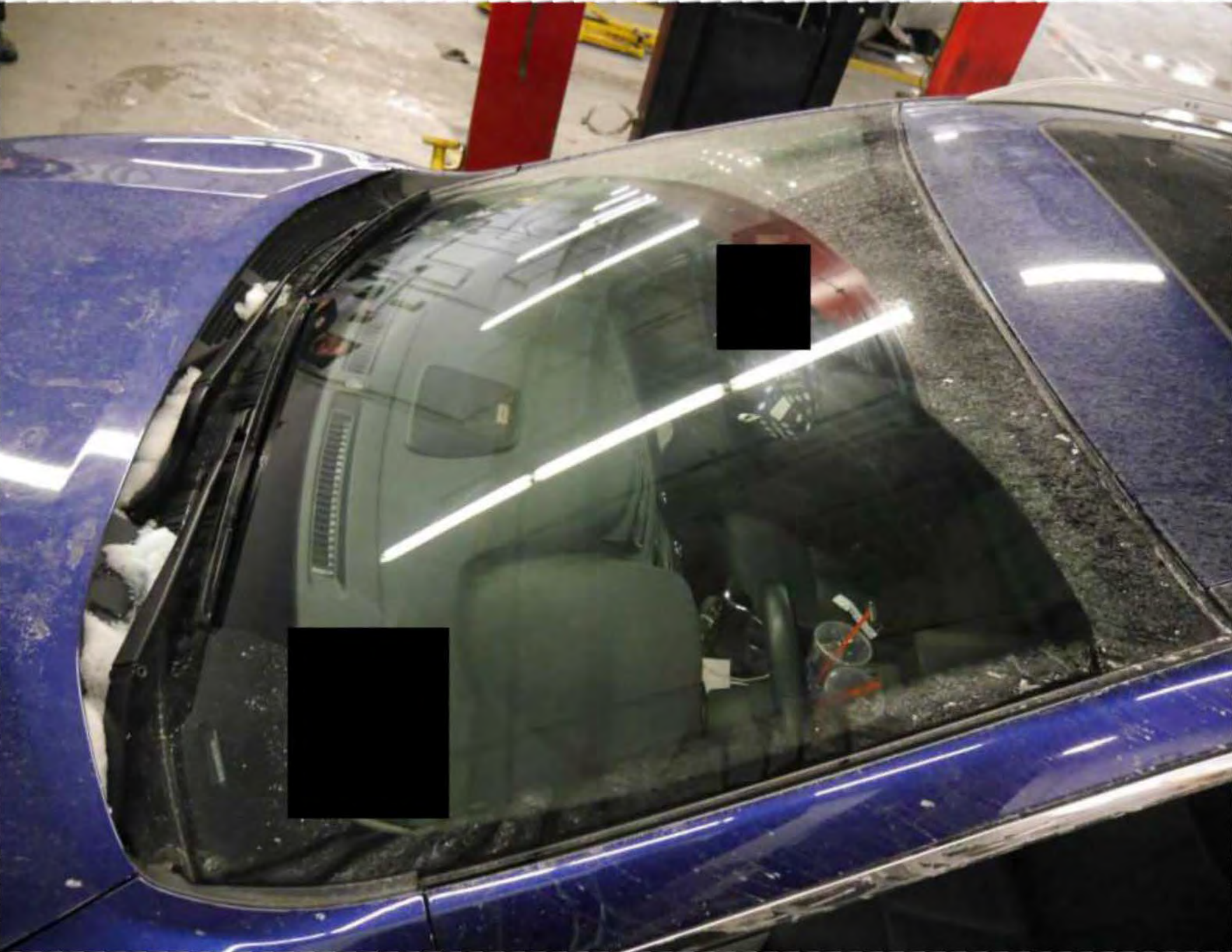

SLAWD
































BFH








COWBOYS


























































NISSAN


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NISSAN

















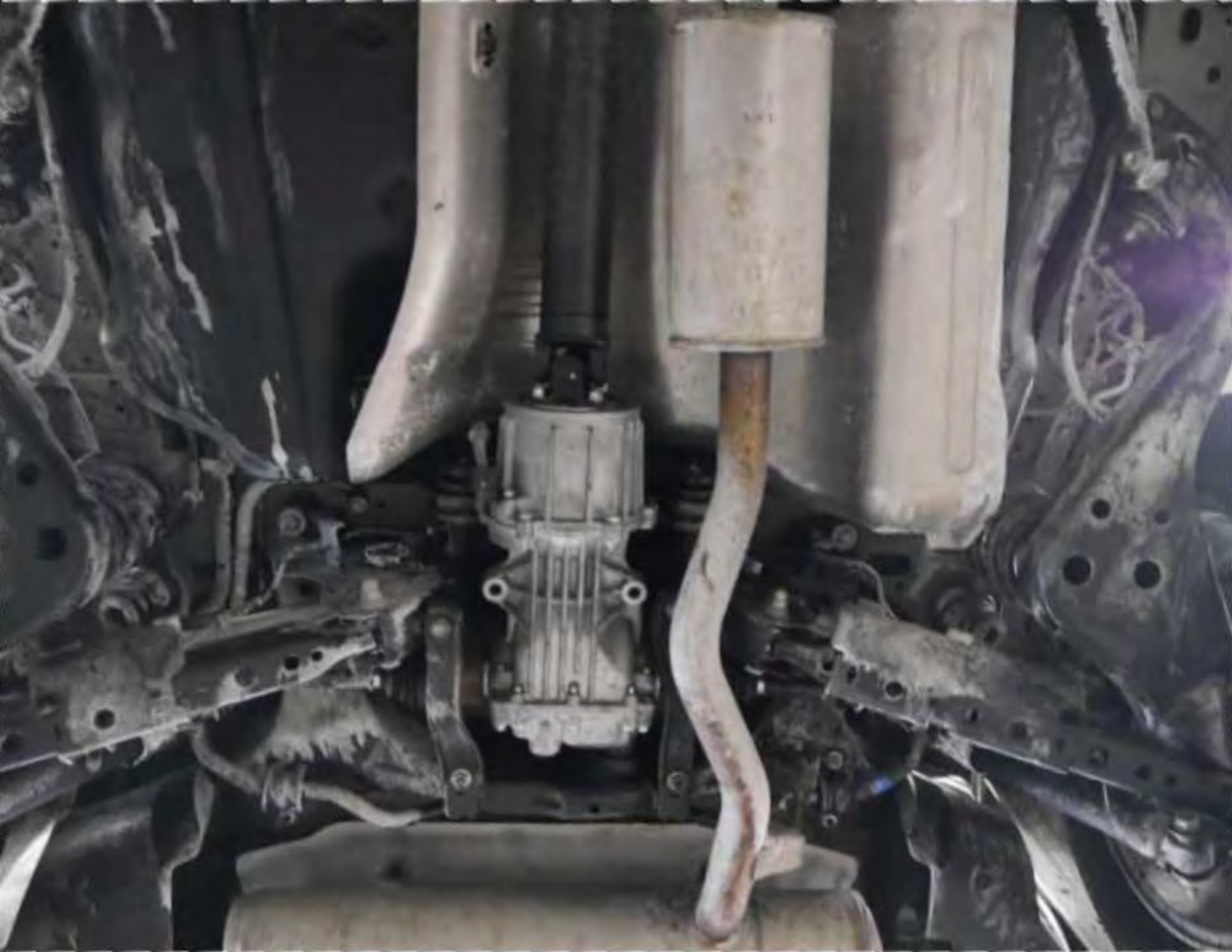

















1:05 PM
32 °F
Safety Shield
OK = Settings
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8195 miles
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1:05 PM
32°F
Settings
Driver Assistance
Clock
Meter Settings
Vehicle Settings
Maintenance
Alarm
P
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8 195 miles
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MPH


1:05 PM
32°F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
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8195 miles
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1:05 PM
32 °F
Driving Aids
Emergency Brake
Blind Spot
P
87
8195 miles
MPH
RPMx1000


1:05 PM
32 °F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
87
8195 miles
RPMx1000
MPH


1:05 PM
32 °F
Parking Aids
Moving Object
Cross Traffic
P
87
8195 miles
PMx1000
MPH

NISSAN

Search Samaritan Potter Help & Training CA

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

Vehicle
5N1AT2MV9HC[redacted]

Customize Page | Printable View | Help fc

Vehicle Campaigns [0] | Warranty Cases [0] | Cases [3] | Service History [12] | Vehicle Service Contracts [0] | Vehicle History [1] | DTS Field Inspections [3]

Vehicle Detail

VIN	5N1AT2MV9HC[redacted]		
Last Modified By	NNAETL, 1/15/2018 9:02 PM	Branded Title	
Created By	NNAETL, 10/20/2016 11:29 AM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage	7,600	MSRP	$34,810
Latest Recorded Mileage Units	M		
In Service Date	3/26/2017		

Manufacturing Data

Make/Model	2017 NISSAN ROGUE	Manufacturer Date	10/28/2016
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	B92B93C03L92P01U35Z66		
Factory Installed Options Descriptions	B92 (SPLASH GUARDS), B93 (CHROME REAR BUMPER PROTECTOR), C03 (50 STATE EMISSIONS), L92 (FLOOR MATS (2-PIECE FRONT AND), P01 (SL PI PACKAGE), U35 (NAVIGATION MANUAL), Z66 (ACTIVATION DISCLAIMER)		

Vehicle Tools

Total Approved Checks VIN Decoder

System Information

Latest Owner (BETA) [redacted]

Warranty Information

S No.	Warranty Description	Warranty Expiration Date	Warranty Expiration Miles	Warranty Exclusion Code	Warranty Exclusion Name	Warranty Extensions/Cust Service Initiatives Flag	Branded Desc
1	BASIC COVERAGE	3/26/2020	36,000				
2	POWERTRAIN COVERAGE	3/26/2022	60,000				
3	SEAT BELT	3/26/2027	999,999				
4	CORROSION COVERAGE (PERFORATION)	3/26/2022	999,999				
5	FEDERAL EMISSION LONG TERM DEFECT	3/26/2025	60,000				

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	APR	ROGUE	3/26/2017	

Vehicle Ownership

Vehicle Ownership

New Vehicle Ownership

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

Vehicle Campaigns

Vehicle Campa

No records to display

Warranty Cases

Warranty C

No records to display

Cases

Print Cases

Action	Case Number	Type	Account Name	Date/Time Opened	Date/Time Closed	Current Mileage	Status	CST Approvals	Owner Nan
Edit | Cls	[redacted]	CA	[redacted]	8/22/2017 2:35 PM		7,600	Open	0	Brandon J
Edit | Cls	[redacted]	CA	[redacted]	8/22/2017 1:30 PM	8/22/2017 1:48 PM		Closed	0	David Bed
Edit | Cls	[redacted]	TECH LINE		7/25/2017 9:52 AM	7/25/2017 10:31 AM	4,513	Closed	0	Billy Haine

Service History

Service His

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 #
	SRH-[redacted]	FRONT BRAKE ROTOR		FW	9/19/2017	4,513	[redacted]	2214	[redacted]
	SRH-[redacted]		CUSTOMER REQUEST TO PERFORM OIL AND FILTER CHANGE RESET MAINTENANCE LIGHTS	I	9/18/2017	4,536	[redacted]	2214	[redacted]
	SRH-[redacted]		CUSTOMER REQUEST TO PERFORM MULTIPOINT INSPECTION	I	9/18/2017	4,536	[redacted]	2214	[redacted]
	SRH-[redacted]		C/S: CAR RANDOMLY JAMS ON THE BRAKES WHEN DRIVING AND WHEN F OOT IS ON GAS	W	9/18/2017	4,536	[redacted]	2214	[redacted]
	SRH-[redacted]		CUSTOMER REQUEST TO PERFORM MULTIPOINT INSPECTION	C	9/29/2017	4,877	[redacted]	2214	[redacted]
	SRH-[redacted]	RENTAL TOW GOODWILL ADJUST		FG	10/29/2017	4,513	[redacted]	2214	[redacted]
	SRH-[redacted]			PD	1/5/2017	5	NP LEGACYNISSAN	5414	[redacted]
	SRH-[redacted]		CUSTOMER REQUESTS TO PERFORM MULTIPOINT INSPECTION AND TOP OFF ALL FLUIDS AND ADJUST TIRE PRESSURES	I	1/8/2018	8,195	[redacted]	2214	[redacted]
	SRH-[redacted]		CUST RETURNING FOR BRAKE ASSIST, KEEPS BRAKING WHEN NOT SUPPOSED TO PLEASE CHECK AND ADVISE	I	1/8/2018	8,195	[redacted]	2214	[redacted]
	SRH-[redacted]		CUSTOMER STATES PERFORM NEW YORK STATE RE-INSPECTION.[redacted]	I	3/26/2017	5	[redacted]	5639	[redacted]
	SRH-[redacted]		CUSTOMER STATES PERFORM NEW YORK STATE INSPECTION. [redacted]	I	1/5/2017	5		5414	[redacted]
	SRH-[redacted]		PERFORM PDI FOR DISPLAY OR FOR RESALE	W	1/5/2017	5		5414	[redacted]

Vehicle Service Contracts

Vehicle Service Contr

No records to display

Vehicle History

Vehicle His

Date	User	Action
10/20/2016 11:29 AM	NNAETL	Created.

DTS Field Inspections

New DTS Field Inspection

DTS Field Inspect

Action	Title	Status	Created Date	Related Support Case	Owner First Name	Owner Last Name	DTS Team	DTS Inspection Date	Report D
Edit	[redacted]	Completed	7/25/2017	27844825	Kevin	MacKay	NER	8/7/2017 9:14 AM	8/7/2017
Edit	[redacted]	Completed	9/19/2017	28137475	Kevin	MacKay	NER	9/25/2017 10:00 AM	10/2/201

Edit	[redacted]	Completed	12/19/2017	[redacted]	Kevin	MacKay	NER	1/8/2018 12:00 PM	1/15/201

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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	JN8AT2MV8HW[redacted]
User	KEVIN D MACKAY
Case Number	[redacted]
EDR Data Imaging Date	01/09/2018
Crash Date	12/08/2017
Filename	JN8AT2MV8HW[redacted]_ACM.CDRX
Saved on	Tuesday, January 9 2018 at 10:47:16
Imaged with CDR version	Crash Data Retrieval Tool 17.6
Imaged with Software Licensed to (Company Name)	Nissan North America, Inc.
Reported with CDR version	Crash Data Retrieval Tool 17.6
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.
- "e-pedal ON/OFF Status" indicates whether "e-pedal" is activated (ON), or not activated (OFF). This data will not be available for all vehicles.

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

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

0701_Nissan001_r006

DTCs at Time of Retrieval

None

Hexadecimal Data

```
DID    Data

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

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

2003  00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 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
```

```
      7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
      7F 7F 7F 7F 7F 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.

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN JN8AT2MV8HW[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 Oceanside 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 12/13/2016 VIN JN8AT2MV8HW[redacted]

Mileage 8836 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
None	N/A	○ Open ◉ Closed	N/A

Add Row | Remove Row

III. Description of Incident & Claim

Source of Information Claimant. Incident Date 12/8/2017 Time 4:20 PM

Location of Incident (describe fully) Grand Avenue and Demott Avenue intersection, in the crosswalk, Baldwin, NY 11510

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

Vision obstruction (describe) None Given

Temperature at time of incident 37.0°F Parking location prior to time of incident Not Given

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV8HW[redacted]

Overnight temperature prior to incident: 32.9°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 states she was not aware that had Forward Emergency Braking / Forward Emergency Warning equipped on her vehicle. Claimant states that the first time incident occurred, she was on a parkway and was traveling at 55 mph when the vehicle made a grinding noise like it was trying to stop. Claimant stated that vehicle did not stop but does acted like it was trying to stop. Claimant states that on the second time the incident occurred, she was traveling at about 30 mph when the vehicle stopped going over the lines in the crosswalk. Claimant stated that does not remember if a vehicle was in front of her. Claimant stated that she was going over crosswalk with white striped lines on it at an intersection and that there was a vehicle to the right of her diagonally behind her vehicle. Claimant stated that there was no construction going on around the road or area that the issue happened.
Claimant stated that there were no overhead obstructions, no signs, no overpasses, and no railroad tracks present. Claimant states there were intersection lights on poles from the street nearby. Claimant stated there was no inclement weather. Claimant states that car warning illuminated on dash when her vehicle automatically braked, and she heard a grinding noise. Claimant stated that vehicle did not come to a complete stop but did slow down. Claimant stated she kept driving the vehicle and called the DLR to discuss afterwards. Claimant stated that cannot provide an exact location of the incident only what was provided in probe. Claimant stated no one was injured and there was no property damage

Relation to Roadway (on-road, off-road, left side, right side): On Roadway, Right Side
Number of times incident occurred: 2

Driver Action (braking, steering, etc.): Coasting / accelerating

Special Circumstances: None Given.

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

Vehicle Estimated Speed: 55 / 30mph
Source: Claimant
Posted Speed Limit: Not Provided.

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 on two different occasions, FEB activated with no forward obstructions, causing the vehicle to brake on its own.	Claimant

Add Allegation | Remove Allegation

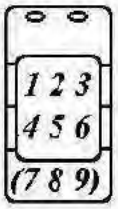
Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN JN8AT2MV8HW[redacted]

IV. Occupants & Injuries

Source of Information: Claimant

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



Occupant Name [redacted] DOB [redacted] Height 5'4

Address [redacted] Oceanside, NY [redacted] Weight 175 LBS

Location: Incident Vehicle Seating Position: 1 - Driver

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

Nature & Extent of Injuries: N/A

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

Occupant Name: Not Given DOB: Not Given Height: 4'10

Address: Not Given Weight: 117 LBS

Location: Incident Vehicle Seating Position: 4 - 2nd Row Left

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

Nature & Extent of Injuries: N/A

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

Add Occupant | Remove Occupant

☐ No Occupants Comments: N/A

V. Other Property Damage

☒ No Other Property Damage

Source of information: N/A

VI. Investigation Results

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN JN8AT2MV8HW[redacted]

Date of vehicle inspection: 1/9/2018

Location of inspection: Baron Nissan, Glen Cove NY

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

Vehicle exhibits no impact or collision trauma. See Photos

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

Photos taken by: Kevin D. Mackay # Photos: 57

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 (See photos 6 - 37)
Engine/ Transmission/ Drivetrain	No abnormalities found (See photos 38 - 46, 50 - 52)
Underbody/ Suspension/ Steering/ Wheels & Tires	No abnormalities found (See photos 50 - 56)
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	No abnormalities found.
Seat Belts/ Child Restraints (if applicable)	No abnormalities found with seat belts. No Child Restraints in vehicle.
Air Bags	No Air Bag 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
1	Claimant alleges that on two different occasions, FEB activated with no forward obstructions, causing the vehicle to brake on its own.	Upon inspection, found no impact or collision trauma to the vehicle. Performed Consult 3+ diagnostic and found Past C1704 low pressure FL code stored in AIR PRESSURE MONITOR system, Past C1A16-97 Radar Stain and Past C1A18-54 Laser Aiming INCMP stored in Laser Radar CU. Performed inspection of FEB OPERATION MILEAGE Log and found that there is no history recorded of FEB operation logged. DTS drove vehicle 12 miles from highway speeds to low speeds and was unable to duplicate any undesired FEB or FCW operation.

Add Row | Remove Row

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

Reporter's Signature *Kevin D. Mackay*

Incident Investigation

CAR #	[redacted]
Claimant	
VIN	JN8AT2MV8HW[redacted]

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

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV8HW[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?	(•)	( )	See C3+ Data

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV8HW[redacted]

	Yes	No	Comments
EDR download included in report?	◉	○	See CDR Data

III. Sensor and ECM Visual Inspection

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

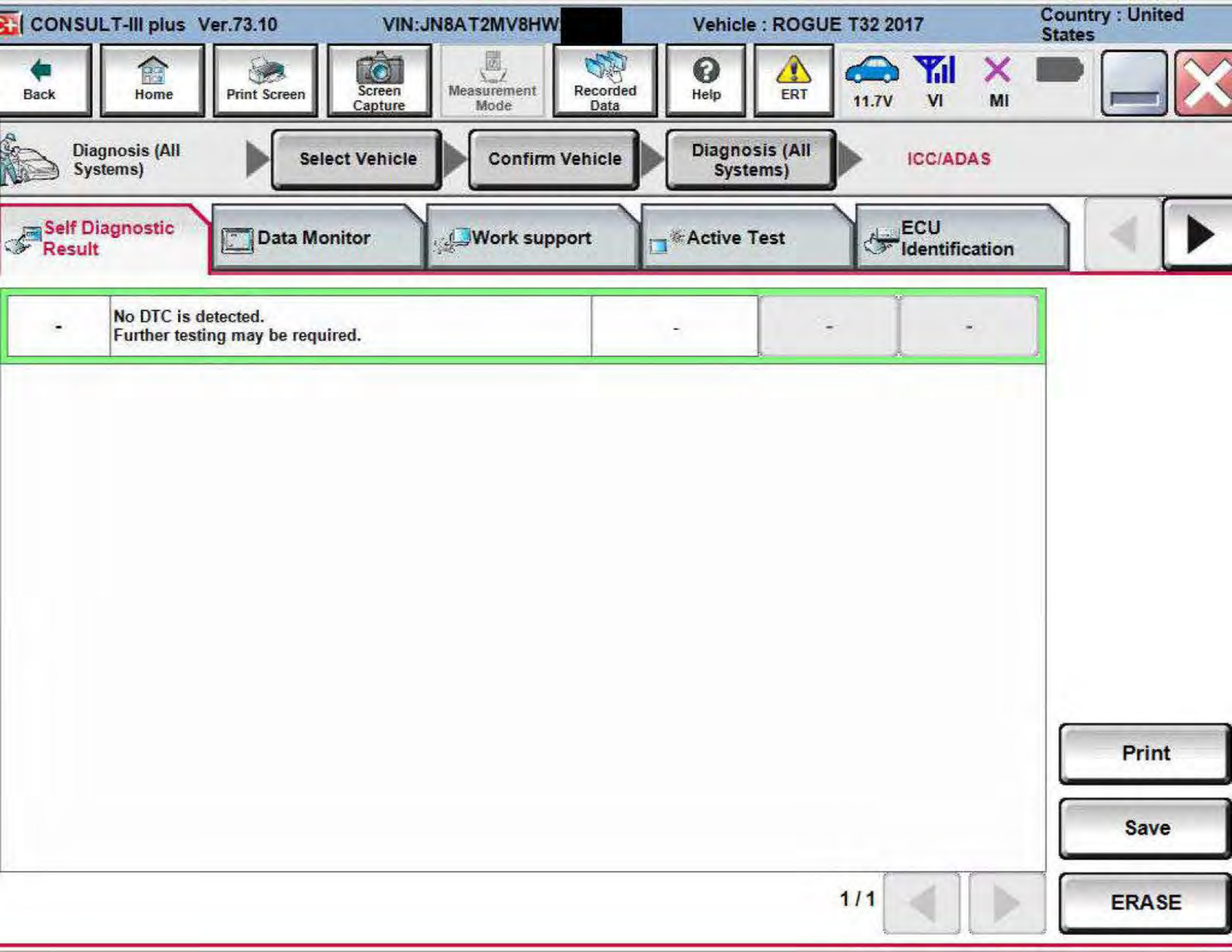
Yes	No		Comments
○	◉	Obstructions to camera? (ie. dirt, stickers, etc.)	See Photo 36
○	◉	Physical damage to camera? (ie. cracks)	See Photo 36
○	◉	Obstructions to radar sensor units? (ie. dirt, stickers, etc.)	See Photos 16 - 24
○	◉	Physical damage to radar sensor units? (ie. cracks)	See Photos 16 - 24
◉	○	Electrical connection to radar module firmly seated?	See Photos 47 - 49
◉	○	Electrical connection to camera module firmly seated?	
○	○		

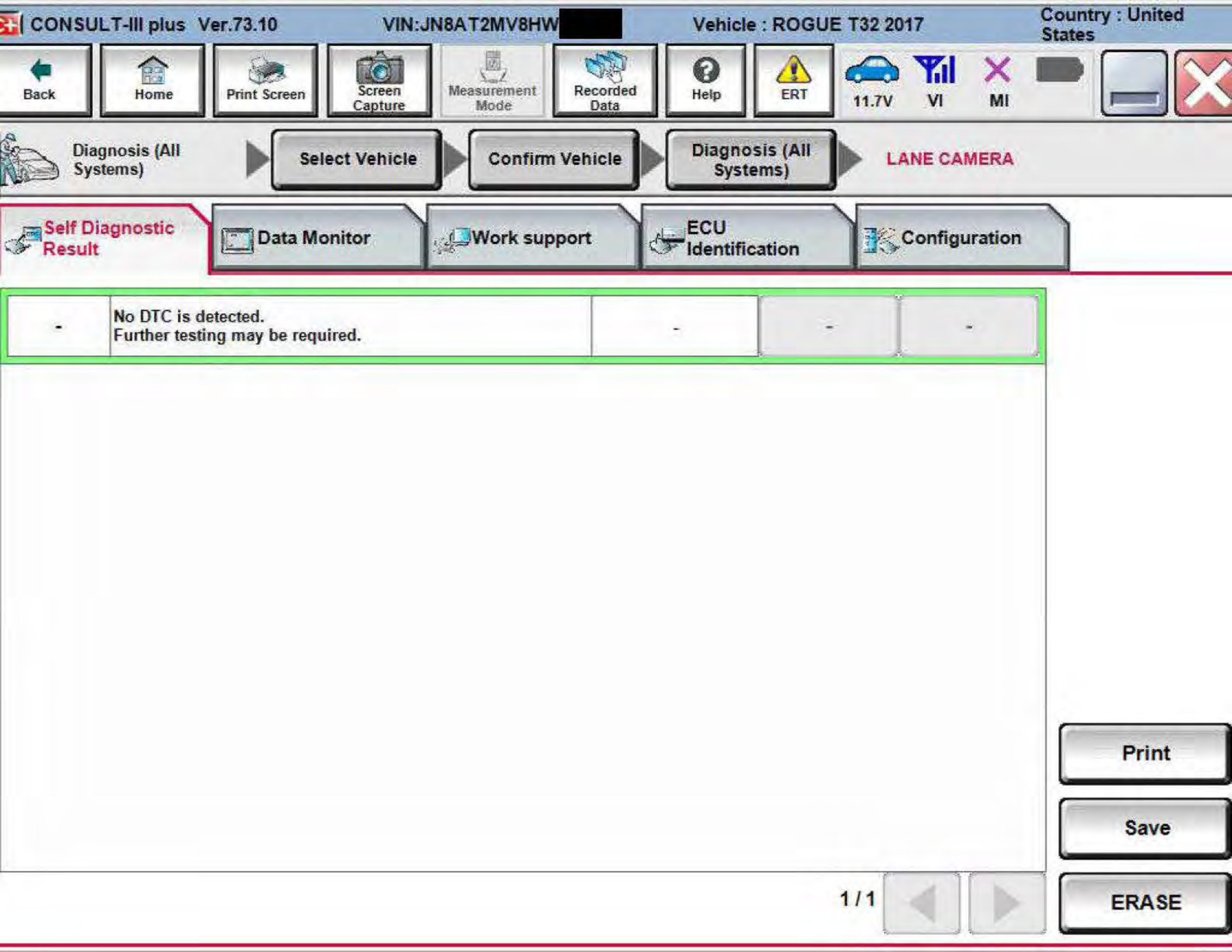
End of Form

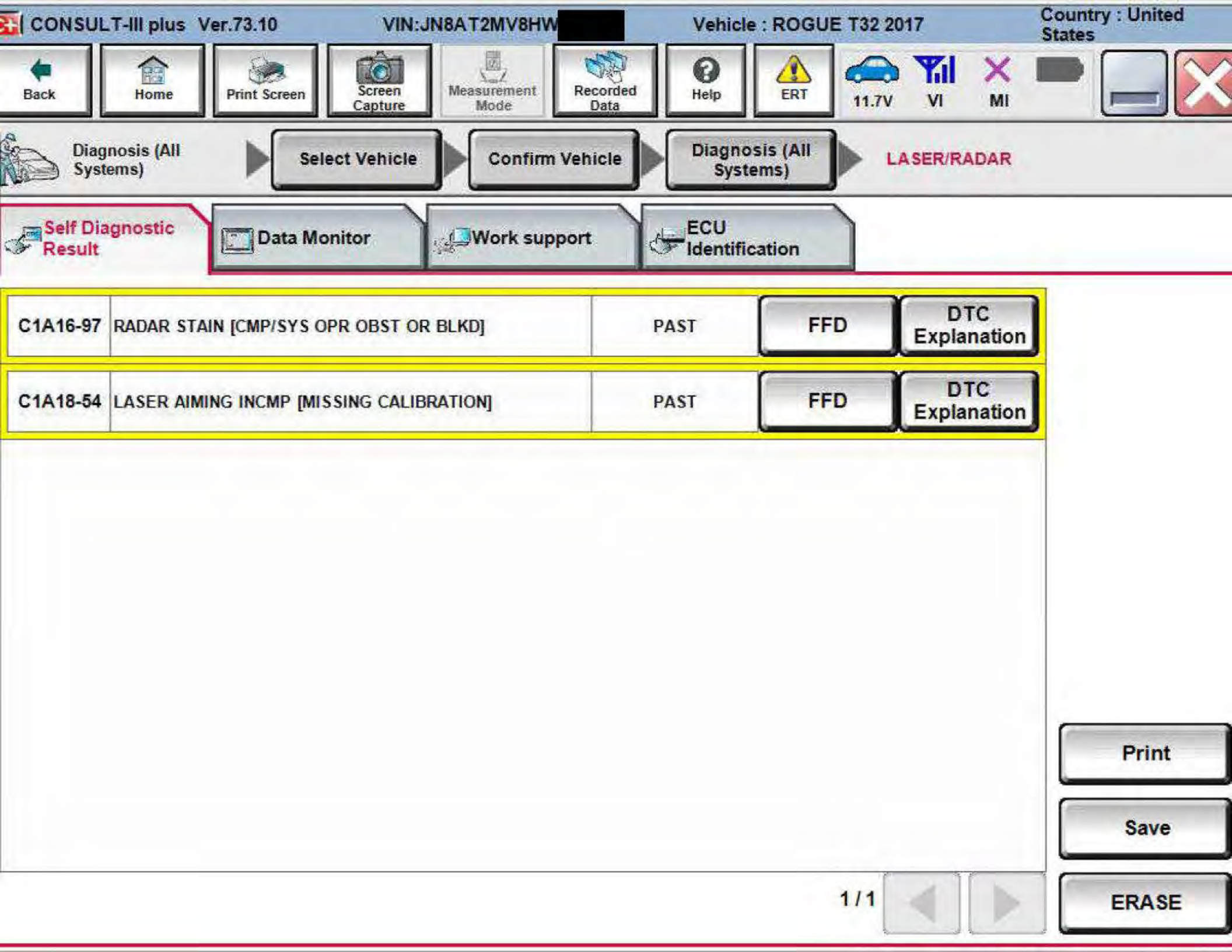
*Name your file while saving.

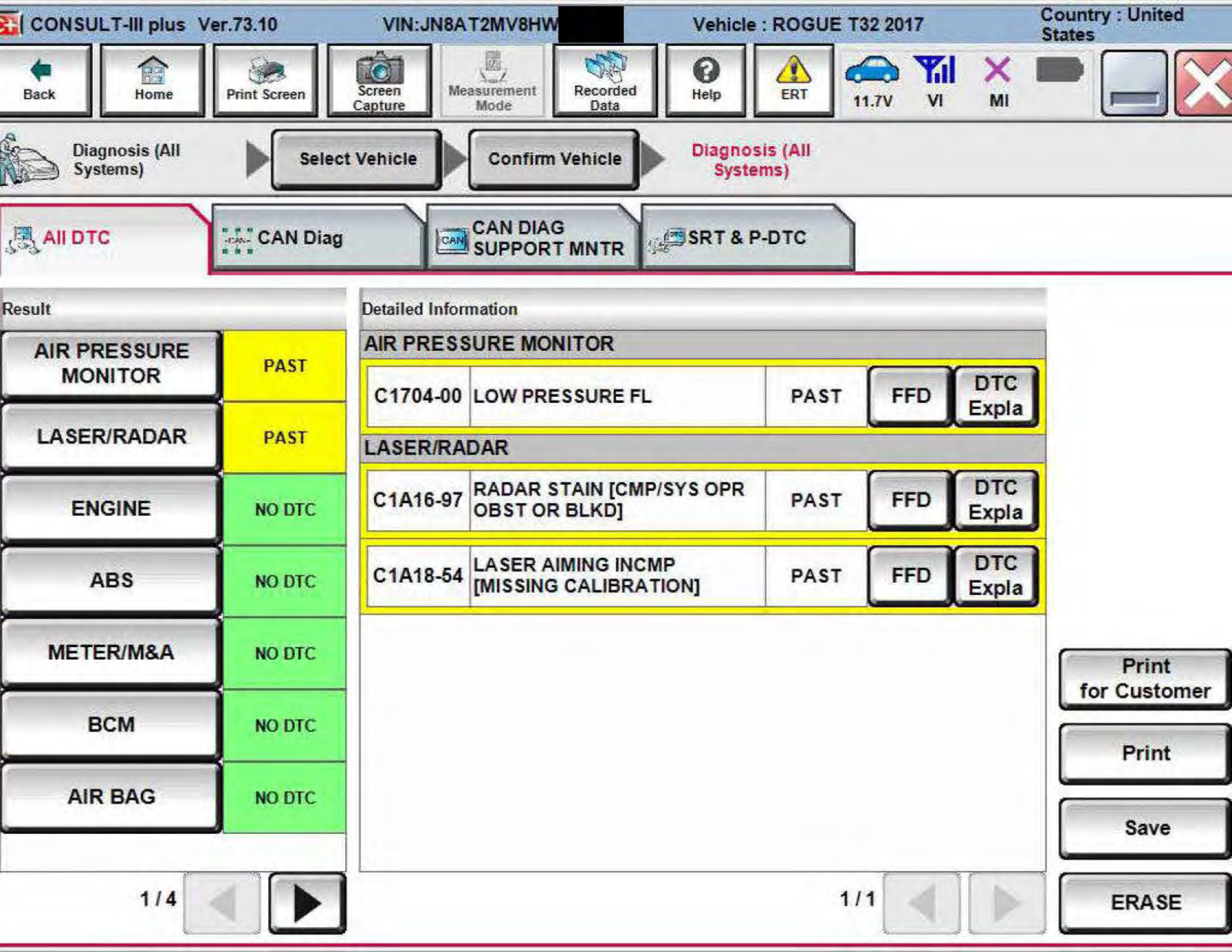
Save Form & Finish Later — Save form with unlocked fields to finish later.

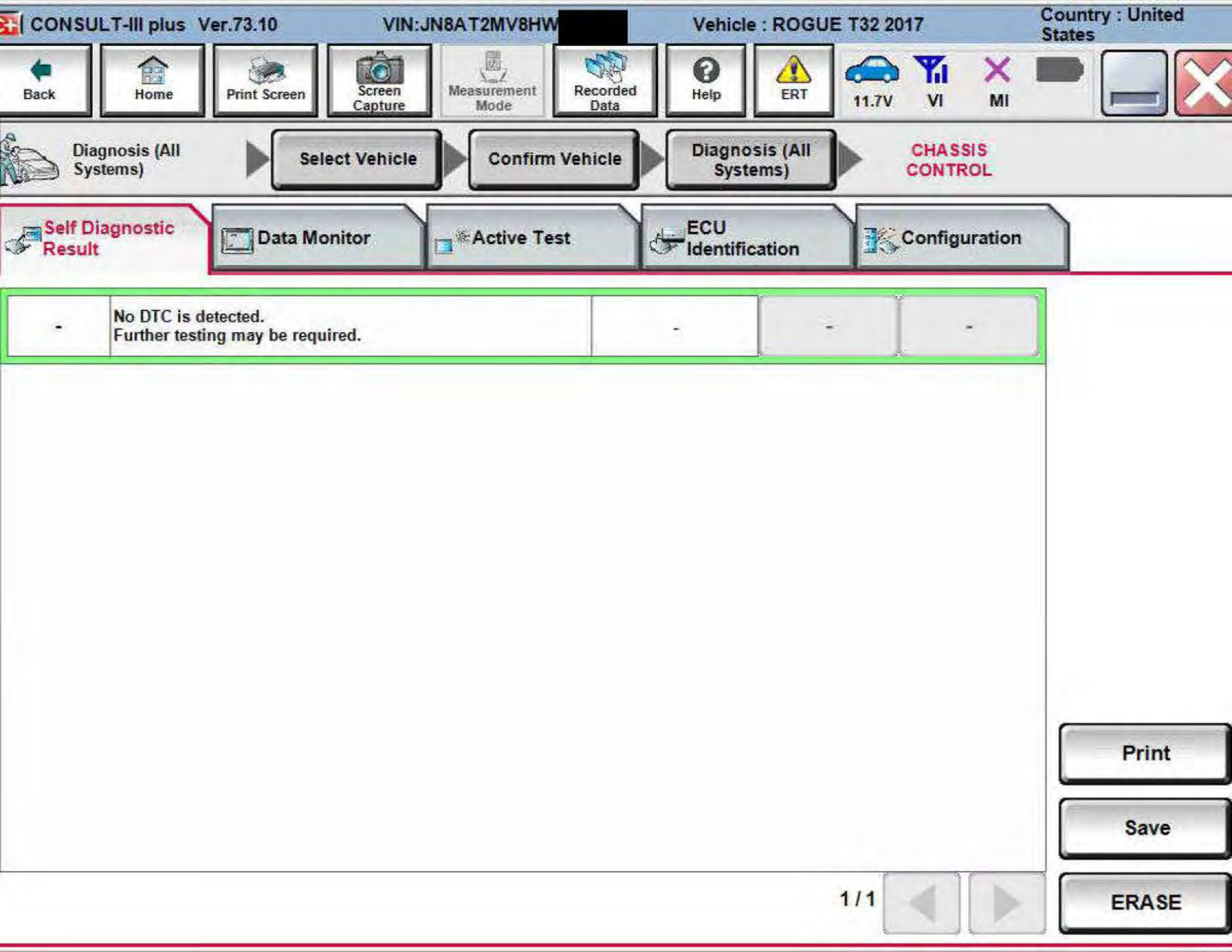
Lock Fields & Save Form for Submission — Save form with locked fields for submission. Print form to Primo PDF or Adobe PDF to save.

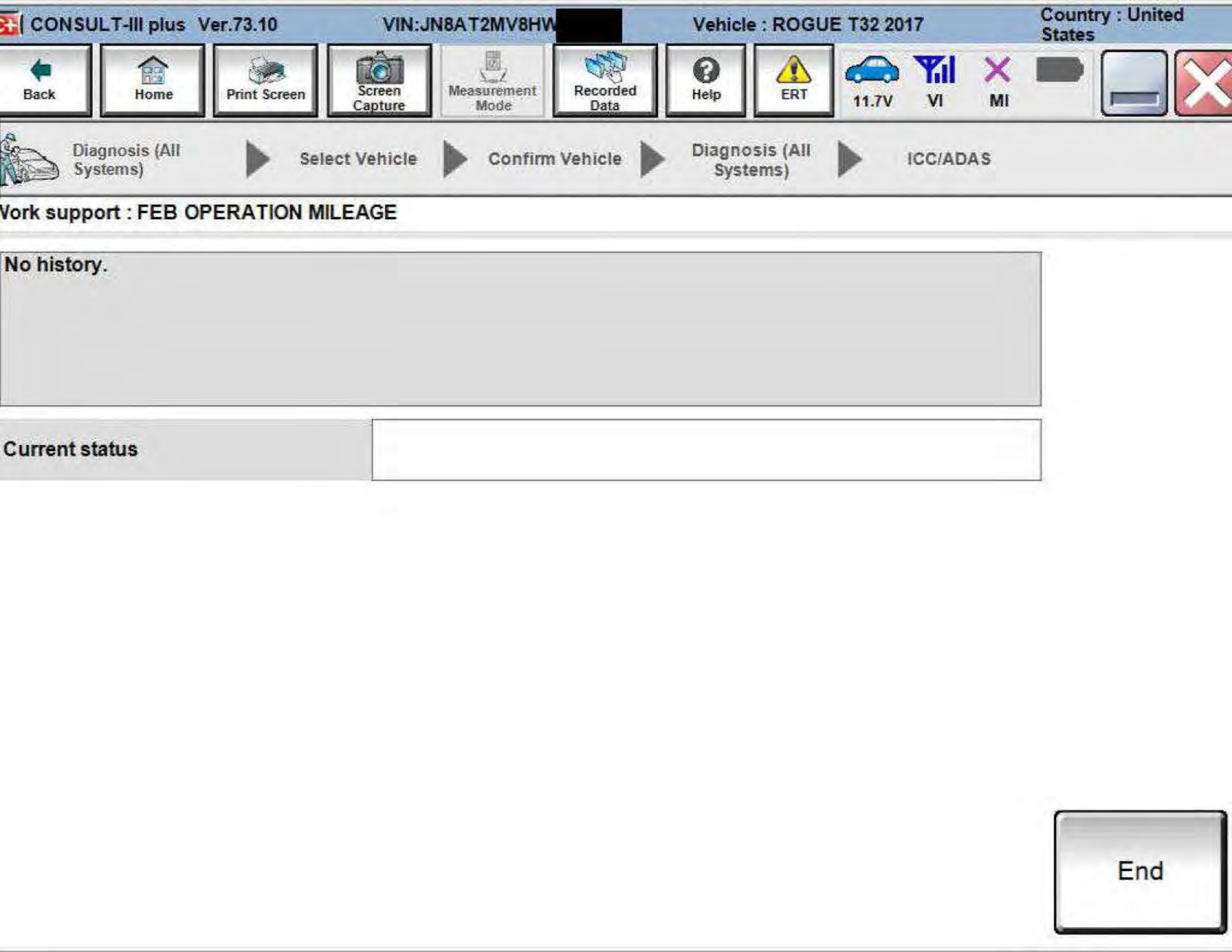

CONSULT-III plus Ver.73.10
VIN:JN8AT2MV8HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.7V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Self Diagnostic Result
Data Monitor
Work support
Active Test
ECU Identification
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
1 / 1
ERASE

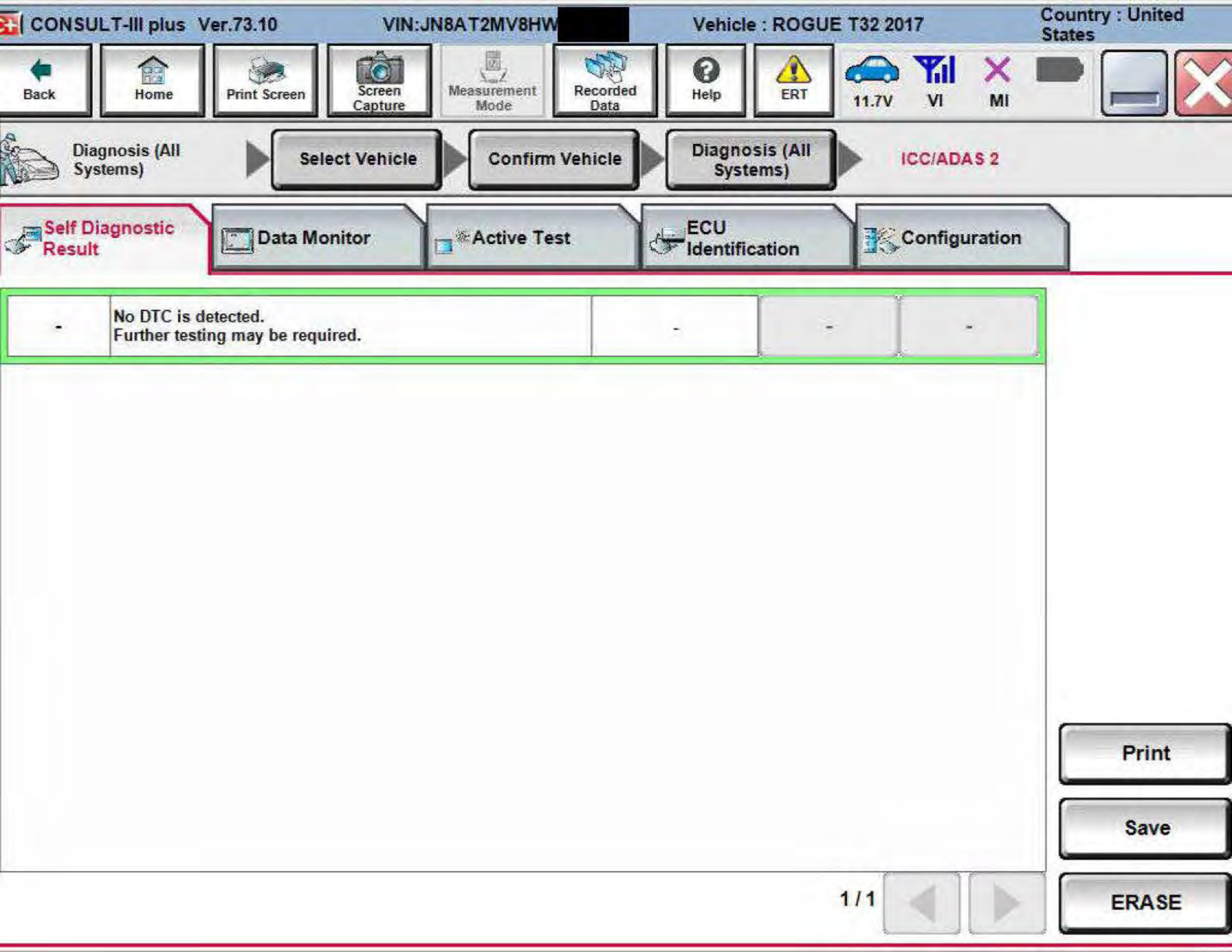

CONSULT-III plus Ver.73.10
VIN:JN8AT2MV8HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.7V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
LANE CAMERA
Self Diagnostic Result
Data Monitor
Work support
ECU Identification
Configuration
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
1 / 1
ERASE


CONSULT-III plus Ver.73.10
VIN:JN8AT2MV8HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.7V
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
C1A18-54 LASER AIMING INCMP [MISSING CALIBRATION] PAST FFD DTC Explanation
Print
Save
ERASE
1 / 1


CONSULT-III plus Ver.73.10
VIN:JN8AT2MV8HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.7V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
AIR PRESSURE MONITOR
PAST
LASER/RADAR
PAST
ENGINE
NO DTC
ABS
NO DTC
METER/M&A
NO DTC
BCM
NO DTC
AIR BAG
NO DTC
1 / 4
Detailed Information
AIR PRESSURE MONITOR
C1704-00
LOW PRESSURE FL
PAST
FFD
DTC Expla
LASER/RADAR
C1A16-97
RADAR STAIN [CMP/SYS OPR OBST OR BLKD]
PAST
FFD
DTC Expla
C1A18-54
LASER AIMING INCMP [MISSING CALIBRATION]
PAST
FFD
DTC Expla
1 / 1
Print for Customer
Print
Save
ERASE


CONSULT-III plus Ver.73.10
VIN:JN8AT2MV8HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.7V
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
ERASE
1 / 1


CONSULT-III plus Ver.73.10
VIN:JN8AT2MV8HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.7V
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.73.10
VIN:JN8AT2MV8HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.7V
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
ERASE
1 / 1

NISSAN

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 F

Case Comments [35] | 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 [18]

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	12/8/2017 11:05 AM
Follow Up Date	1/30/2018	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	Baron Nissan
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	8,100	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		Create RHR
	Email Documents		Print Dealer View

Vehicle Information

Vehicle	JN8AT2MV8HW[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	BARON NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District		Dealer Instructions	

	07		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?		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:[redacted] PHONE:[redacted] VIN: JN8AT2MV8HW[redacted]

Agent Comments

Agent Comments	FEB case. IIR completed.		
Created By	Courtney Gordon, 12/8/2017 11:05 AM	Root Cause Code	
Last Modified By	NNAETL, 1/15/2018 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 Hi

Action	Public	Comment
Make Private	✓	**Created By: Dakota McGregor (1/15/2018 10:59 AM)** ARBS notes per DTS-KM that IIR has been uploaded to FTP
Make Private	✓	**Created By: Dakota McGregor (1/11/2018 11:22 AM)** ARBS placed outbound to SM Frank SM inquired about decision ARBS informed will probably be about 2 weeks or a little more before resolution is available SM understood
Make Private	✓	**Created By: Dakota McGregor (1/11/2018 11:21 AM)** ARBS received vmx from SM Frank requesting callback
Make Private	✓	**Created By: Dakota McGregor (1/8/2018 1:45 PM)** ARBS placed outbound to C [redacted] C confirmed inspection date of 01/09/18 at 10AM and pickup of loaner veh at that time C understood C inquired about campaigns or recalls for either rogue on file ARBS informed that is currently showing no campaigns for either rogue on file for C C understood and agreed ARBS offered further assistance C declined Call ended mutually
Make Private	✓	**Created By: Dakota McGregor (1/8/2018 1:42 PM)** ARBS received vmx from C requesting callback
Make Private	✓	**Created By: Dakota McGregor (1/8/2018 12:00 PM)** [redacted] ARBS placed outbound to C ARBS left vmx informing that soonest inspection date is 01/09/18 at 10AM and loaner/rental could be provided at that time ARBS informed that Baron Nissan has been willing to work with C and ARBS even provided short notice ARBS informed that will require a callback by close of business today or a voicemail received confirming the appointment date and time ARBS left best contact info
Make Private	✓	**Created By: Dakota McGregor (1/8/2018 11:58 AM)** ARBS placed outbound to DLR Baron Nissan ARBS spoke to SM Frank SM informed that soonest DLR could provide rental veh would be 01/09/18 at 10AM ARBS informed that inspection date is actually set for same time

	SM confirmed inspection
Make Private	**Created By: Dakota McGregor (1/8/2018 11:57 AM)** ARBS placed outbound to DTS-KM ARBS verified alternative date if 01/09/18 would not work and DTS-DM informed that would be for 01/22/18 if rescheduled and would be at 10AM ARBS understood
Make Private	**Created By: Dakota McGregor (1/8/2018 8:36 AM)** ARBS received vmx from C requesting callback
Make Private	**Created By: Dakota McGregor (1/5/2018 4:23 PM)** ARBS placed outbound to C [redacted] ARBS left vmx informing that due to inclement weather, ARBS has been unable to reschedule appointment yet ARBS informed that would provide C an update in several business days
Make Private	**Created By: Dakota McGregor (1/5/2018 4:21 PM)** ARBS placed outbound to DLR Baron Nissan ARBS spoke to SA in service department SA informed that SM is OOO and will be back in office on 01/08/18 SA informed that SM is who ARBS will need to speak to regarding claim ARBS understood ARBS thanked SA
Make Private	**Created By: Dakota McGregor (1/4/2018 2:56 PM)** ARBS notes that reviewed DLR info with RCAS-AY ARBS notes per RCAS that BARON DLR is not open due to inclement weather (blizzard)
Make Private	**Created By: Dakota McGregor (1/4/2018 2:55 PM)** ARBS notes that placed outbound to DLR Baron Nissan 2X ARBS notes that is unable to reach a representative and goes to general voice mailbox
Make Private	**Created By: Dakota McGregor (1/3/2018 4:39 PM)** ARBS sent e-mail to DTS-KM inquiring about new inspection date
Make Private	**Created By: Dakota McGregor (1/2/2018 5:15 PM)** ARBS placed outbound to C [redacted] ARBS verified C had time to speak to ARBS ARBS informed that inspection has to be rescheduled and that DLR was not provided enough time to procure a loaner/rental veh for C ARBS informed that SM did indicate that inclement weather is also coming for the old inspection date C states that is correct, and would be very difficult to manage ARBS informed that is working on getting C a new date for inspection and with DLR to procure a loaner/rental veh C understood ARBS informed that would give C a callback within several business days C understood and agreed C inquired if C can call ARBS back on 01/05/18 if C does not hear from ARBS ARBS states that is fine Call ended mutually
Make Private	**Created By: Dakota McGregor (1/2/2018 10:23 AM)** ARBS sent e-mail to DTS-KM inquiring about new inspection date for C
Make Private	**Created By: Dakota McGregor (1/2/2018 10:23 AM)** ARBS placed outbound to DLR SM Frank [redacted] SM informed that cannot provide a loaner/rental with such short notice SM advised that inspection be rescheduled ARBS informed that would reschedule the appointment, and would update SM once DTS has updated ARBS SM agreed SM informed then would provide ARBS date SM can have loaner/rental avaiable
Make Private	**Created By: Dakota McGregor (1/2/2018 10:21 AM)** ARBS placed outbound to C [redacted] ARBS verified C had time to speak to ARBS ARBS inquired if C would be attending inspection C states would like to but needs a rental/loaner veh ARBS informed that DLR held rental/loaner for C for several days without C dropping off veh or picking up loaner C states C got confused after ARBS left C a vmx ARBS informed that per DLR rental/loaner may not be available with such short notice ARBS inquired if C can attend inspection date without a rental/loaner C states no ARBS informed then inspection may have to rescheduled C understood C states that incident has happened 3 more times C states while going over a sewer line and while going over some white traffic lines ARBS informed would reach back out to C to further discuss later C understood Call ended mutually
Make Private	**Created By: Dakota McGregor (1/2/2018 10:19 AM)** ARBS notes additional notes from SM Frank: SM informed that large amount of inclement weather is supposed to arrive on or before 01/04/18 SM informed that with such little notice, SM may not be able to procure a rental/loaner for C
Make Private	**Created By: Dakota McGregor (1/2/2018 9:26 AM)** ARBS placed outbound to DLR SM Frank 516 621 8282 SM informed that C never dropped off Cs veh, and never picked up the loaner/rental veh SM informed that SM reserved the loaner/rental for several days SM informed that has spoken to C and Cs daughter without resolution ARBS thanked SM
Make Private	**Created By: Dakota McGregor (1/2/2018 9:18 AM)** ARBS received vmx from C informing that SM informed C to pick up veh C states C is confused
Make Private	**Created By: Dakota McGregor (12/18/2017 11:23 AM)** ARBS received vmx from SM requesting callback at 516 621 8282 ARBS placed outbound to 516 621 8282 ARBS spoke to SM Frank SM informed C has not picked up the loaner/ rental veh yet SM informed would call the C ARBS provided [redacted] and informed that is daughter who is authorized on account currently SM understood ARBS thanked SM SM thanked ARBS Call ended mutually
Make Private	**Created By: Dakota McGregor (12/18/2017 11:14 AM)** ARBS received vmx from C on 12/15/17 confirming appointment and informed would pick up rental/loaner veh on 12/18
	Created By: Dakota McGregor (12/15/2017 9:18 AM) ARBS placed outbound to C 2X[redacted]

Make Private

ARBS left vmx on second call
ARBS informed that inspection is scheduled for 01/04 at 10AM
ARBS informed that rental will be ready for C on 12/18/17
ARBS informed that needs C to confirm pickup of veh and appointment, or ARBS will have to cancel
ARBS provided best contact info and requested callback

Make Private

Created By: Dakota McGregor (12/15/2017 9:06 AM)
ARBS placed outbound to DLR SM Frank Rodgers
ARBS spoke to SM
ARBS informed that inspection is scheduled for 01/04 at 10AM
SM confirmed
SM informed that rental will be ready for C on 12/18/17
ARBS thanked SM

Make Private

Created By: Dakota McGregor (12/13/2017 4:02 PM)
ARBS submitted DTS request

Make Private

Created By: Dakota McGregor (12/13/2017 4:02 PM)
ARBS placed outbound to C[redacted]
ARBS left vmx for C informing that a rental/loaner veh would not be available for several business days, and ARBS referred C to speak to DLR further in several business days
ARBS informed that SM informed that would have to procure a rental/loaner as does not have one currently
ARBS informed if C has questions or concerns to let ARBS know

Make Private

Created By: Dakota McGregor (12/13/2017 3:57 PM)
ARBS placed outbound to DLR Baron Nissan
ARBS spoke to SM Frank Rodgers
ARBS informed that would be sending a DTS out for inspection for Cs FEB concerns
ARBS informed that rental/loaner would be provided for duration of review
ARBS inquired when C could pick up rental/ loaner
SM informed in several business days
SM requested e-mail from ARBS regarding rental
ARBS sent SM e-mail with rental instructions attached

Make Private

Created By: Dakota McGregor (12/13/2017 2:59 PM) | Last Modified By: Dakota McGregor (12/13/2017 2:59 PM)
ARBS received vmx from Cs mother Rosemarie Chabus
Customer informed is authorizing Cs daughter[redacted] on the account

Make Private

Created By: Dakota McGregor (12/13/2017 2:57 PM)
ARBS placed outbound to C[redacted]
ARBS verified and completed probe
ARBS spoke to Ms.[redacted]

C states C was not aware that had brake assist on the veh

First incident

C states was on a parkway
C states was going 55 mph
C states that veh will make a grinding nosie like trying to stop
C states that veh will not stop but does act like is trying to stop

Second incident

C states that was going about 30 mph
C states that veh stopped going over the lines in the crosswalk
C states that does not remember if a veh was in front of C, but does not know that was not near Cs veh
C states that was going over crosswalk with white striped lines on it at an intersection
C states that there was a vehicle to the right of C diagonally behind C
C states that no construction was going on around the road or area
C states that there were no overhead obstructions, no signs, no overpasses, no railroad tracks
C states there were intersection lights on poles from the street nearby
C states there was no inclement weather
C states that Cs veh automatically braked, and C heard a grinding noise
C states that veh did not come to a complete stop but did slow down
C states C kept driving the veh and called the DLR to discuss
C states that cannot provide an exact location of the incident only what was provided in probe
C states no one was injured and there was no property damage

ARBS offered inspection and process to C
ARBS explained that is a 6-8 week process

C states that C is not owner of the veh
ARBS inquired who ARBS is speaking to
C states is daughter daughter of the owner[redacted]
ARBS informed that would have to have authorization from the owner for case to proceed
C understood
ARBS provided contact info
ARBS thanked C
C thanked ARBS
Call ended mutually

Make Private

Created By: Dakota McGregor (12/13/2017 12:37 PM)
ARBS RECEIVED CASE, UNDER REVIEW, VERIFY PROBE
****

Make Public

Created By: Samantha Dixon (12/12/2017 7:09 AM)
Vehicle concern-Forward Emergency Braking

Created By: Markita Scott (12/11/2017 4:38 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 daughter,[redacted], (hereafter known as Customer) at[redacted] on 12/11/2017 at 4:15pm.

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 Corpor regarding Customer's concerns or questions with vehicle or DLR.
RCAS-MS provided direct contact information.
RCAS-MS confirmed Customer's concern.

Customer agreed.

RCAS-MS asked Customer to tell RCAS-MS a little bit about the concern that Customer has been experiencing.

Customer stated that Customer wasn't even aware that Customer's vehicle had this feature on it.
Customer stated that Customer was driving down the street and the vehicle started making a grinding sound.
Customer stated that it was like the brakes and the gas were being pressed simultaneously.
Customer stated that the vehicle stopped for like 20 seconds and then the vehicle began to move again.
Customer stated that the DLR advised Customer to contact NNA rather than bring the vehicle to the DLR.

RCAS-MS understood.
RCAS-MS thanked Customer for the background on the event.
RCAS-MS asked Customer how many times that this type of concern has happened.

Customer stated that the concern has happened twice since owning the vehicle.
Customer stated that Customer was going over a crosswalk when the concern happened.

RCAS-MS asked Customer if Customer remembers the roads that Customer was traveling on.

Customer stated that the concern happened on Grand Avenue and Demott Avenue.

RCAS-MS thanked Customer for that information.
Make Private ✓ RCAS-MS stated that the next steps in the case will be Customer's case will be transferred to the appropriate department for further handling.
RCAS-MS stated that Customer will be contacted within 1-3 business days and will need to have 20-30 minutes available to speak.

Customer understood.

RCAS-MS stated that Customer can reach out to RCAS-MS if any questions should come up before Customer is contacted.

Customer understood.
Customer thanked RCAS-MS.

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

Customer declined.

Call ended mutually.

Created By: Courtney Gordon (12/8/2017 11:14 AM)
CASE SUMMARY
Make Public C contacted Nissan CA requesting assistance with:

VEH stopping on its own / DLR advised C contact NNA for software update

Created By: Courtney Gordon (12/8/2017 11:13 AM)
CRR-CG VERIFIED Account Info including: C's name, home & email address, phone# & best contact#
CRR-CG VERIFIED VEH Info including: VIN#, Current Mileage
CRR-CG CHECKED for open recalls/campaigns and found:0
CRR-CG CHECKED for previous UNRELATED Case(s) and found:0
CRR-CG CHECKED previous RELATED Case(s) and found: 0

CRR-CG received inbound call:
CRR-CG Noted concern is: VEH stopping on its own

C states that C was driving Dec 7th when the VEH tried to stop on its own
C states C went over a white line in the orad and then began to grind as if the VEH was trying to stop
C states C contacted BARON NISSAN regarding this and was advised that this is just something that happens with these VEHS
C states C was advised that C should contact NNA rather than bring the VEH in to the DLRSHP
C states C was advised that NNA will be releasing a software update that would address the concern

Make Public CRR-CG advised C bring the VEH in to the DLRSHP
CRR-CG offered to transfer C

C declined
C states C is dropping Cs child off and then will contact the DLRSHP
C requesting to know if a software update will be released that addresses the concern with the VEH stopping on its own

CRR-CG advised C will be followed up with not later than EOB DEC 11th regarding this concern

C understood

CRR-CG offered further assistance

C declined

CRR-CG provided C with employee ID & Case #
Call ended mutually

Case Categorizations

New Case Categorization | Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern
Edit | Del	[redacted]	NISSAN PRODUCT INQUIRIES	ROGUE	GENERAL INQUIRY	QF	12/8/2017	ZR	AZ	[redacted]	OF

Emails

Send an Email | Emails He

No Emails Available

Calls

New CA Call | Calls He

No records to display

Open Activities

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

No records to display

Activity History

Log a Call | View All | Activity History He

Action	Subject	Type	Name	Due Date	Assigned To	Action Taken	Status	Last Modified Date/
Edit | Del	DTS Request [redacted] BARON NISSAN			12/15/2017	Kevin MacKay		Complete	1/2/2018 9:40 AM
Edit | Del	DTS Follow Up [redacted] ; BARON NISSAN			12/15/2017	Dakota McGregor		Complete	12/15/2017 9:07 AM
Edit | Del	IIR		[redacted]	12/13/2017	Dakota McGregor		Complete	12/13/2017 12:43 P

Customer Support Tools

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

No records to display

Check Activity

Check Activity He

No records to display

Forms

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

Form

Action	Form	Request Type	Created By	Created Date	Customer Name	VSC	VIN	VSC Request Comments
Edit	[redacted]	IIR	Markita Scott, 12/11/2017 4:34 PM	12/11/2017			JN8AT2MV8HW[redacted]	

DTS Field Inspections

DTS Field Inspections He

Action	Title	DTS Inspection Date	Owner First Name	Owner Last Name	Status
Edit	[redacted]	1/9/2018 10:00 AM	Kevin	MacKay	Completed

Attachments

Attach File

Attachments He

No records to display

Case History

Case History He

Date	User	Action
1/15/2018 10:59 AM	Dakota McGregor	Changed **Follow Up Date** from 1/16/2018 to **1/30/2018**.
1/8/2018 1:46 PM	Dakota McGregor	Changed **Follow Up Date** from 1/8/2018 to **1/16/2018**.
1/5/2018 4:21 PM	Dakota McGregor	Changed **Follow Up Date** from 1/5/2018 to **1/8/2018**.
1/4/2018 2:57 PM	Dakota McGregor	Changed **Follow Up Date** from 1/4/2018 to **1/5/2018**.
1/3/2018 4:40 PM	Dakota McGregor	Changed **Follow Up Date** from 1/3/2018 to **1/4/2018**.
1/2/2018 5:12 PM	Dakota McGregor	Changed **Follow Up Date** from 1/11/2018 to **1/3/2018**.
12/15/2017 11:41 AM	Dakota McGregor	Changed **Follow Up Date** from 12/15/2017 to **1/11/2018**.
12/14/2017 1:51 PM	Dakota McGregor	Changed **Follow Up Date** from 12/14/2017 to **12/15/2017**.
12/12/2017 7:10 AM	Samantha Dixon	Changed **Case Owner** from Markita Scott to **Dakota McGregor**.
12/12/2017 7:09 AM	Samantha Dixon	Changed **Description**.
12/11/2017 4:38 PM	Markita Scott	Changed **Follow Up Date** from 12/11/2017 to **12/14/2017**.
12/11/2017 8:44 AM	Markita Scott	Changed **Description**.
12/9/2017 3:58 AM	NNAETL	Changed **Subject** from CUSTOMER:[redacted] PHONE[redacted] VIN: JN8AT2MV8HW[redacted] to **CUSTOMER:**[redacted] **PHON**[redacted] **VIN: JN8AT2MV8HW**[redacted]
12/8/2017 11:14 AM	Courtney Gordon	Changed **Escalated By ID** to[redacted]
		Changed **Case Owner** from Courtney Gordon to **Markita Scott**.
12/8/2017 11:05 AM	Courtney Gordon	Changed **VIN** to **JN8AT2MV8HW**[redacted]
		Changed **Subject** to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: JN8AT2MV8HW**[redacted]
		Created.

Back To Top

Always show me fewer / more records per related list

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11:42 AM
44°F
P
172
8848 miles




JN8AT2MV8HW


NEW YORK
[redacted]
NYMA
12/30/19
JN8AT2MV8H[redacted]
2017 NISSA SUBN
PAS S E
12 [redacted] 19
VEHICLE REGISTRATION
[redacted]
NEW YORK STATE
JAN
FEB
MAR
APR
SAFETY
INSPECTION
CERTIFICATE
2018
T
DE
CT
TIVE
44 AS1
13S
CAMISAFE


MFD BY NISSAN MOTOR CO.,LTD.
DATE 12/16
GVWR/PNBV 4679 LBS.
GAWR/PNBE FR. 2363 LBS.
WITH 225/60R18 TIRES.
18X7J RIMS. AT 33 PSI
COLD SINGLE.
GAWR/PNBE RR. 2401 LBS.
WITH 225/60R18 TIRES.
18X7J RIMS. AT 33 PSI
COLD SINGLE.
THIS VEHICLE CONFORMS
TO ALL APPLICABLE FED-
ERAL MOTOR VEHICLE SA-
FETY AND THEFT PREVEN-
TION STANDARDS IN EFF-
ECT ON THE DATE OF MA-
NUFACTURE SHOWN ABOVE.
VIN: JN8AT2MV8HW
TYPE: MPV
COLOR TRIM TRANS
G41 G RE0F10D
AXLE ENGINE
GS56 QR25(DE) 2488CC
JN8AT2MV8HW


RPMx1000
10:05 AM
BRAKE
8836
MPH


NISSAN








ROGUE


NISSAN
ROGUE
SL AWD














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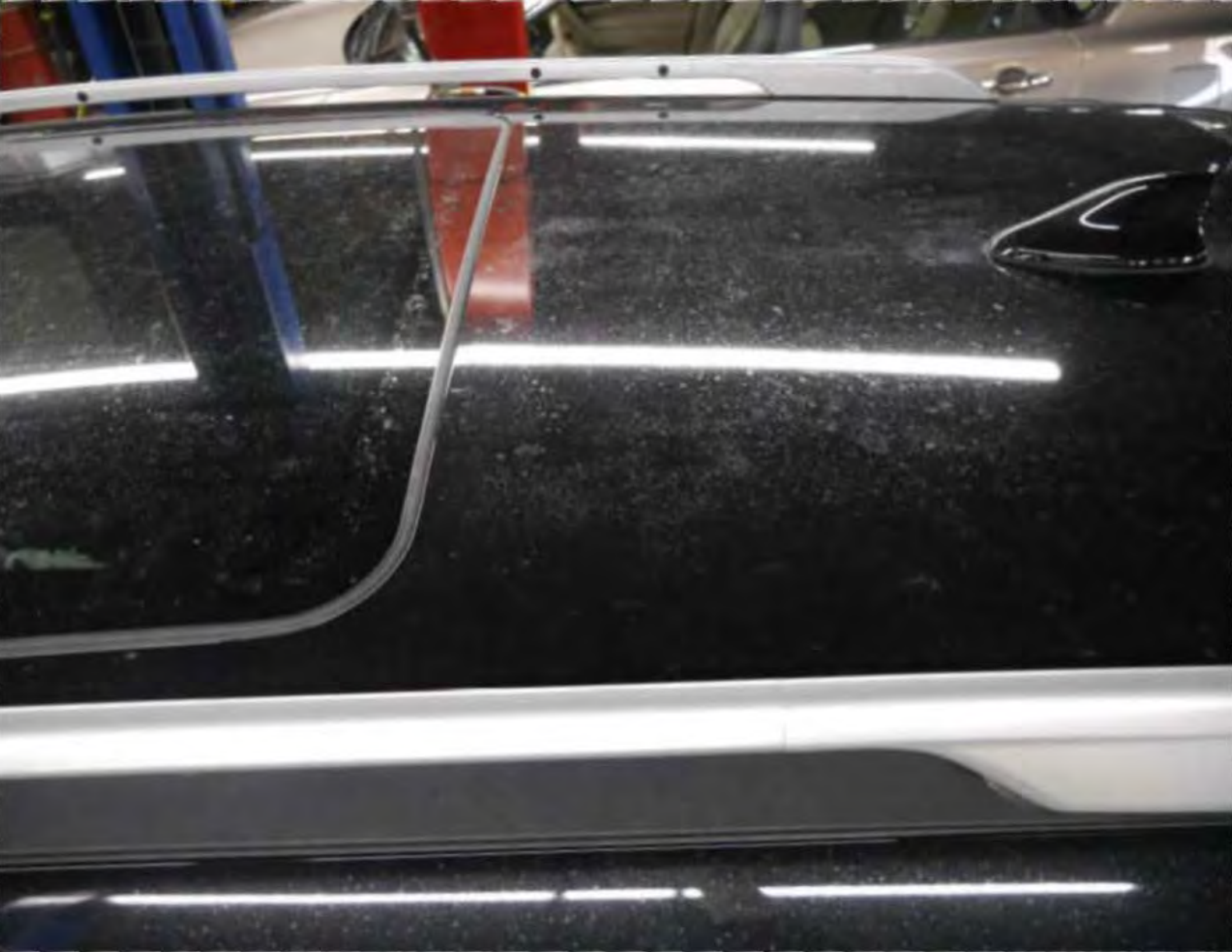



















Bugs can run, but they can't hide.












NISSAN


Pb




Pb

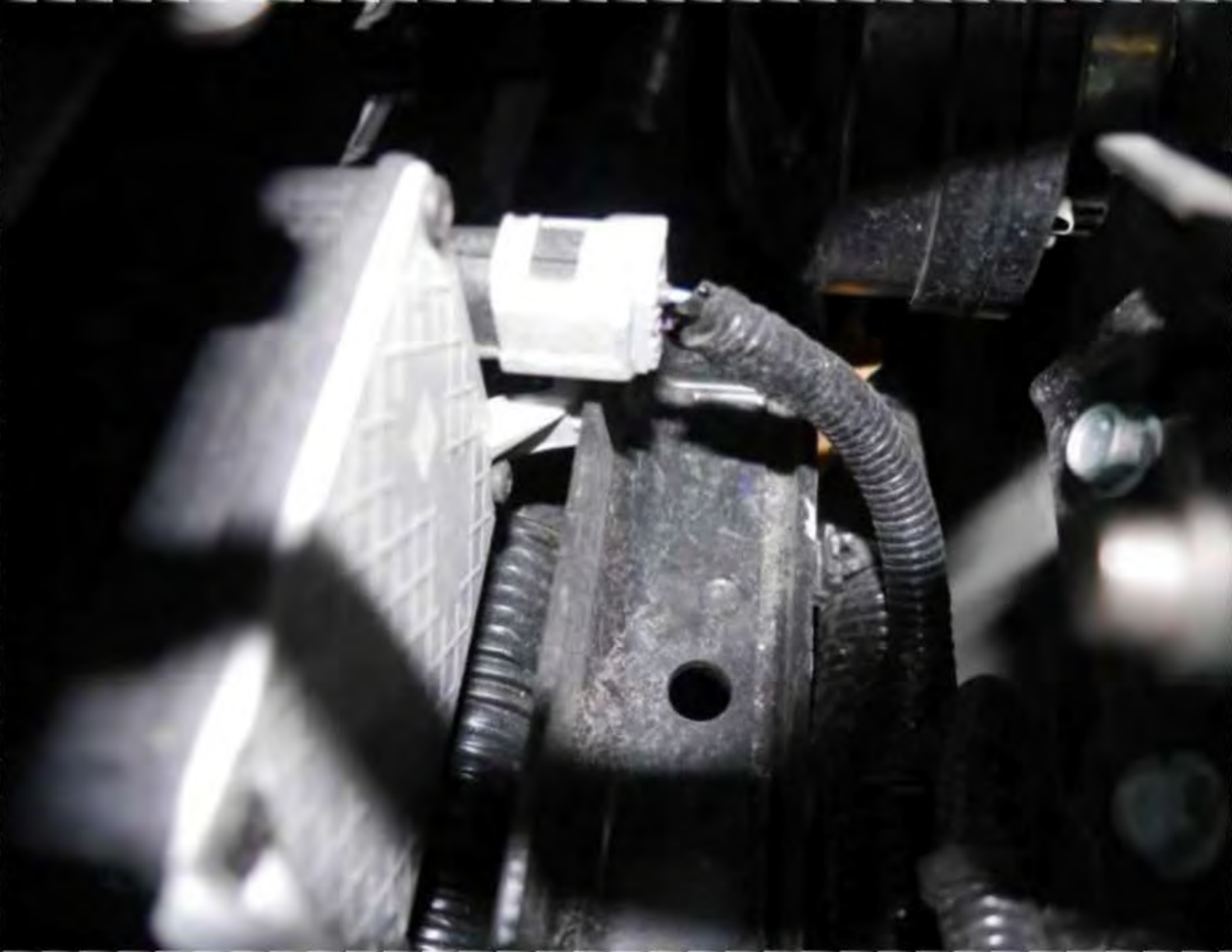

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Pb



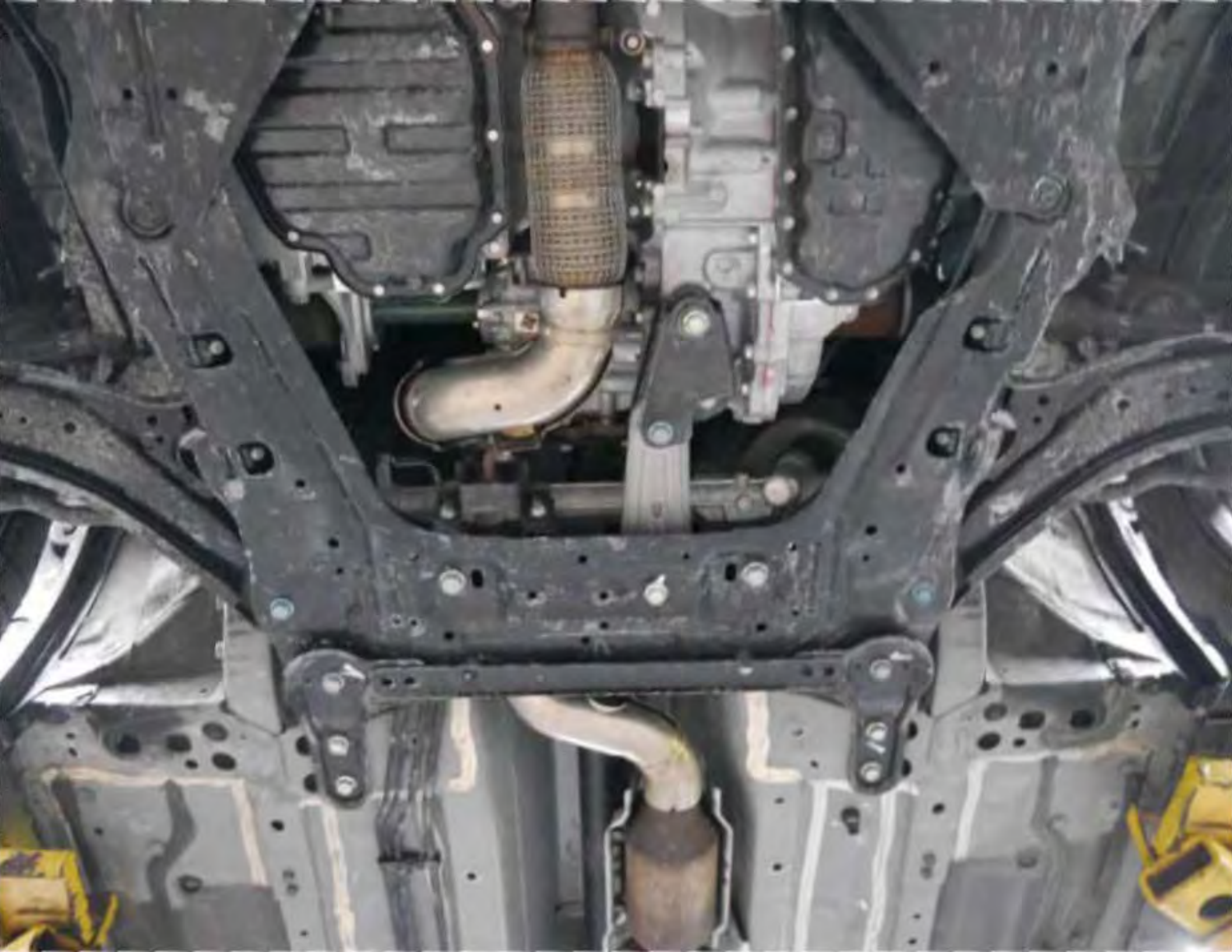






















NISSAN

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Vehicle
JN8AT2MV8HW[redacted]

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Vehicle Detail

VIN	JN8AT2MV8HW[redacted]		
Last Modified By	NNAETL, 1/15/2018 9:02 PM	Branded Title	
Created By	NNAETL, 1/20/2017 10:58 AM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage	8,100	MSRP	$34,685
Latest Recorded Mileage Units	M		
In Service Date	4/25/2017		

Manufacturing Data

Make/Model	2017 NISSAN ROGUE	Manufacturer Date	12/13/2016
Model Year	2017	Plant Name	KYUSHYU (NML)
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	MAGNETIC BLACK	Emissions Certification	
Cylinders		Open Recall	
Transmission Type	CVT	Head Unit	
Model Series		Model Line Code	RGE
Factory Installed Options	C03L92M92P01U35Z66		
Factory Installed Options Descriptions	C03 (50 STATE EMISSIONS), L92 (FLOOR MATS (2-PIECE FRONT AND), M92 (RETRACTABLE CARGO COVER), P01 (SL PREMIUM PACKAGE), U35 (NAVIGA MANUAL), Z66 (ACTIVATION DISCLAIMER)		

Vehicle Tools

Total Approved Checks VIN Decoder

System Information

Latest Owner (BETA) [redacted]

Warranty Information

S No.	Warranty Description	Warranty Expiration Date	Warranty Expiration Miles	Warranty Exclusion Code	Warranty Exclusion Name	Warranty Extensions/Cust Service Initiatives Flag	Branded Des
1	POWERTRAIN COVERAGE	4/25/2022	60,000				
2	SEAT BELT	4/25/2027	999,999				
3	CORROSION COVERAGE (PERFORATION)	4/25/2022	999,999				
4	FEDERAL EMISSION LONG TERM DEFECT	4/25/2025	80,000				
	FEDERAL						

Vehicle Retail Sales

Vehicle Retail Sales

Action	Name	Owner	Selling Dealer	Sale Type	Vehicle Model	Purchase Date	Rewind Indicator
View	[redacted]	[redacted]	BARON NISSAN	NMAC lease	ROGUE	4/25/2017	

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]	12/8/2017 11:05 AM		8,100	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 I
	SRH-[redacted]			PD	1/30/2017	2	NP BARON NISSAN INC	2404	[redacted]	1
	SRH-[redacted]				1/26/2017	1	NP NP	2420	[redacted]	
	SRH-[redacted]		C/S PERFORM SAFETY INSPECTION	I	5/4/2017	7	BARON NISSAN	2404	[redacted]	
	SRH-[redacted]		C/S CK FOR PDI	W	1/27/2017	2		2404	[redacted]	

Vehicle Service Contracts

Vehicle Service Contracts Help

No records to display

Vehicle History

Vehicle History Help

Date	User	Action
1/20/2017 10:58 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	12/15/2017	[redacted]	Kevin	MacKay	NER	1/9/2018 10:00 AM	1/15/2018 10:49

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