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]

# Incident Investigation

CAR # [redacted]
Claimant
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 Not Given Day Phone [redacted]

Address [redacted] Eve. Phone [redacted]

City Port Jefferson Station 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 11/8/2016 VIN JN8AT2MV7HW[redacted]

Mileage 4481 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 | 1/21/2018 |

Add Row | Remove Row

## III. Description of Incident & Claim

Source of Information CLAIMANT. Incident Date 11/24/2017 Time 7:40 pm

Location of Incident (describe fully) Terryville road, Port Jefferson Station, NY

Weather Conditions (Rain/Snow/Dry/Etc.) DRY, CLEAR SKYS.

Vision obstruction (describe) NONE GIVEN

Temperature at time of incident 41.0°F Parking location prior to time of incident NOT GIVEN.

# Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV7HW[redacted]

Overnight temperature prior to incident: 30.0°F
Length of time parked: NOT GIVEN

Ice/Snow accumulation on vehicle? ○ Yes ◉ No

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

Sequence of Events (according to claimant):

Claimant states that incident has happened about 11 different times. Claimant states that light comes on when issue occurs. Claimant states that there were no vehicles directly ahead of her or beside the vehicle when issue occurs. Claimant states that there was no construction going on when issue occurs. Claimant states that she was near a library. Claimant states that the incident has happened twice at this location in Terryville NY. Claimant states that there are no overhead obstructions including - no metal or regular signs, overpasses, intersection lights or traffic lights at the location the issue occurs. Claimant states that issue occurred around 2,718 miles on the vehicle. Claimant states that she looked in her rear view mirror and that a vehicle was very far behind her. Claimant states that she heard a series of beeping sounds. Claimant states that a warning light with what looked like 2 circles and a fire illuminated, as well as the brake warning light illuminated. Claimant states that vehicle felt like it went into neutral. Claimant states that she keeps a hand on the transmission shifter but did not change shifter position at the time of incident. Claimant states that her vehicle came to an abrupt stop. Claimant states that she put the vehicle into drive and continued with no problems. Claimant states that vehicle seemed sluggish after this incident. Claimant states there was no accident, property damage or injury.

Relation to Roadway (on-road, off-road, left side, right side): ON-ROAD. RIGHT SIDE.
Number of times incident occurred: 11

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 WITH NO ISSUES DIRECTLING FOLLOWING INCIDENT.

Vehicle Estimated Speed: less 40mph
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 undesired Forward Emergency Braking / Forward Collision Warning occurs with no obstruction present in front of the vehicle. | Claimant. |

Add Allegation | Remove Allegation

# Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV7HW[redacted]

## IV. Occupants & Injuries

Source of Information: CLAIMANT.

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




Occupant Name: [redacted] DOB: NOT GIVEN Height: 5'5

Address: [redacted] Port Jefferson Station, NY[redacted] Weight: 194

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

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

Date of vehicle inspection: 1/16/2018

Location of inspection: SMITHTOWN NISSAN, SMITHTOWN NY.

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

Vehicle exhibits no signs of impact or collision trauma.

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

Photos taken by: Kevin D. Mackay # Photos: 83

# Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV7HW[redacted]

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

| | |
|---|---|
| Exterior/Body | No Abnormalities found (See Photos 6 - 35) |
| Engine/ Transmission/ Drivetrain | No Abnormalities found (See Photos 36 - 42, 70 - 72) |
| Underbody/ Suspension/ Steering/ Wheels & Tires | No Abnormalities found (See Photos 70 - 76) |
| Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim | No Abnormalities found (See Photos 45 - 66) |
| Seat Belts/ Child Restraints (if applicable) | No Abnormalities found (See Photos 45 - 66) |
| Air Bags | No Abnormalities found (See Photos 45 - 66) |

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 undesired Forward Emergency Braking / Forward Collision Warning occurs with no obstruction present in front of the vehicle. | Upon inspection, found that the vehicle exhibits no signs of impact / collision trauma. Performed DTC diagnostic check and found PAST C1A16-97 radar stain code stored in LASER / RADAR control unit. Inspected FEB OPERATION MILEAGE LOG, and found log reflects that the last FEB operation occurred at 1022 miles. Found front radar sensor intact, with no obstructions or trauma and the connector to unit fully seated. Found front lane camera intact with no obstructions or trauma and the connector to the camera unit fully seated. DTS drove vehicle to the customer's described location of the library on Terryville Rd in Port Jefferson NY. Found when driving the vehicle in both directions, unable to duplicate any abnormal FEB / FCW operation. |

Add Row | Remove Row

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

Reporter's Signature *Kevin D. Mackay*

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

# Incident Investigation

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 | 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 file. |

# Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV7HW[redacted]

| | Yes | No | Comments |
|---|---|---|---|
| EDR download included in report? | ◉ | ○ | See CDR Data file. |

## III. Sensor and ECM Visual Inspection

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

| Yes | No | | Comments |
|---|---|---|---|
| ○ | ◉ | Obstructions to camera? (ie. dirt, stickers, etc.) | See Photo 24, 64 - 66 |
| ○ | ◉ | Physical damage to camera? (ie. cracks) | See Photo 24, 64 - 66 |
| ○ | ○ | Obstructions to radar sensor units? (ie. dirt, stickers, etc.) | See Photos 46 - 44 |
| ○ | ◉ | Physical damage to radar sensor units? (ie. cracks) | See Photos 46 - 44 |
| ◉ | ○ | Electrical connection to radar module firmly seated? | See Photos 46 - 44 |
| ◉ | ○ | Electrical connection to camera module firmly seated? | See Photo 24, 64 - 66 |
| ○ | ○ | | |

End of Form

*Name your file while saving.

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

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

NISSAN Search 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 [37] | Case Categorizations [1] | Emails [1] | Calls [0] | Open Activities [0] | Activity History [6] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | DTS Field Inspections [2] | Attachments [2] | Case History [35]

## Case Detail

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

| | | | |
|---|---|---|---|
| Case Record Type | CA [Change] | Case Number | [redacted] |
| Account Name | [redacted] | Case Owner Email | dakota.mcgregor@nissan-usa.com |
| Contact Email | [redacted] | Case Owner Location | Murfreesboro |
| Home Phone | [redacted] | Case Owner | Dakota McGregor [Change] |
| Executive Referral | | Status | Open |
| Exec-Received-Date | | Type | CA |
| Letter Sent Date | | Case Origin | Phone |
| Letter Received Date | | Date/Time Opened | 11/13/2017 1:16 PM |
| Follow Up Date | 2/5/2018 | 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 | Smithtown Nissan |
| # Vehicles Owned | 2 | Previous Repair Date | |
| Vehicle Purchased | New | Previous Repair Location | |
| Pre-Owned Initial Mileage | | Related Vehicle Make | Nissan |
| Current Mileage | 2,900 | 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 | | 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? | 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: PATRICIA CAHILL PHONE: 6313311572 VIN: JN8AT2MV7HW005917 |

## Agent Comments

| | | | |
|---|---|---|---|
| Agent Comments | FEB case. IIR. | | |
| Created By | Alina Kingston, 11/13/2017 1:16 PM | Root Cause Code | SCIN |
| Last Modified By | NNAETL, 1/22/2018 9:03 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 He

| Action | Public | Comment |
|---|---|---|
| Make Private | ✓ | **Created By: Dakota McGregor (1/22/2018 8:12 AM)**<br>ARBS notes per DTS-KM that IIR was uploaded to FTP |
| Make Private | ✓ | **Created By: Dakota McGregor (1/15/2018 2:37 PM)**<br>ARBS sent e-mail to DTS-KM informing that inspection has been confirmed and informed that C has pictures/ a potential video that C might share with DTS |
| Make Private | ✓ | **Created By: Dakota McGregor (1/15/2018 2:36 PM)**<br>ARBS notes additional notes:<br>ARBS notes C mentioned that has some pictures and potential video of Cs concerns<br>C informed that might provide to inspector<br>ARBS informed that would let inspector know |
| Make Private | ✓ | **Created By: Dakota McGregor (1/15/2018 2:35 PM)**<br>ARBS placed outbound to C[redacted]<br>ARBS spoke to C<br>ARBS informed that spoke to SA Andy and that DLR does have a rental/loaner veh<br>C confirmed appointment<br>ARBS offered further assistance<br>C requested ARBS explain inspection process again<br>ARBS explained inspection process<br>2-4 weeks after inspection date before resolution<br>C understood<br>ARBS thanked C<br>C thanked ARBS<br>call ended mutually |
| Make Private | ✓ | **Created By: Dakota McGregor (1/15/2018 2:14 PM)**<br>ARBS placed outbound to DLR Smithtown Nissan Service Department<br>ARBS notes that SM is not available and ASM is OOO<br>ARBS spoke with SA Andy<br>ARBS informed that DTS-KM will be conducting inspection for 01/16/18 tomorrow for FEB concerns<br>ARBS informed for DTS to open RO stating FEB concerns, and Nissan will be covering the rental<br>ARBS offered to send rental claim instructions<br>SA declined rental claim instructions<br>ARBS inquired if DLR knew how to submit a rental only claim<br>SA states yes and has done so for Versas<br>SA informed that will have the loaner/rental veh ready for C<br>SA confirmed appointment |

| | |
|---|---|
| Make Private | **Created By: Dakota McGregor (1/15/2018 2:11 PM) \| Last Modified By: Dakota McGregor (1/15/2018 2:11 PM)**<br>ARBS placed outbound to C[redacted]<br>ARBS verified C had time to speak to ARBS<br>ARBS informed that inspector does have an inspection date of 01/16/2018 at 10AM<br>ARBS inquired if C would be able to confirm inspection<br>C states as long as a loaner/rental is provided<br>ARBS informed that will check with DLR then let C know<br>C understood<br>C requested to stay in rental until review is completed<br>ARBS informed that would be fine and is Cs discretion<br>C inquired about Cs rights as a consumer<br>ARBS informed is unable to advise on this<br>ARBS informed that Nissan's position is that Nissan would like to continue working with C to review Cs concerns with FEB further<br>C understood<br>ARBS offered further assistance<br>C declined<br>ARBS thanked C<br>C thanked ARBS<br>Call ended mutually |
| Make Private | **Created By: Dakota McGregor (1/15/2018 1:38 PM)**<br>ARBS Received e-mail from DTS-KM informing ARBS to submit new request first |
| Make Private | **Created By: Dakota McGregor (1/15/2018 8:56 AM)**<br>ARBS sent e-mail to DTS-KM requesting new inspection date for C |
| Make Private | **Created By: Dakota McGregor (1/12/2018 2:21 PM)**<br>ARBS received vmx from C requesting to reschedule Cs missed appointment<br><br>ARBS sent e-mail to DTS-KM requesting new inspection date for C |
| Make Private | **Created By: Dakota McGregor (1/12/2018 2:18 PM)**<br>ARBS notes that note from 01/02/18 is not applicable to case please omit<br><br>IIR has not been uploaded to FTP |
| Make Private | **Created By: Dakota McGregor (1/2/2018 8:25 AM)**<br>ARBS notes that IIR was uploaded to FTP |
| Make Private | **Created By: Dakota McGregor (12/27/2017 8:54 AM)**<br>ARBS sent e-mail to DTS-KM inquiring about when the IIR will be uploaded to FTP |
| Make Private | **Created By: Dakota McGregor (12/11/2017 11:03 AM)**<br>ARBS placed outbound to DLR Smithtown Nissan<br>ARBS spoke to SA Kim<br>SA confirmed the inspection date of 12/19/17 at 10AM<br>ARBS requested SA open RO with FEB concerns<br>ARBS informed that if C would like rental/loaner assistance<br>Rental/loaner assistance will be provided until review is completed<br>SA inquired about 30 day limit<br>ARBS informed is unaware about limit, but might not run over 30 days and C seemed interested in only one day of rental during call<br>SA understood<br>ARBS informed that if SA has concerns to let ARBS know<br>SA agreed |
| Make Private | **Created By: Dakota McGregor (12/11/2017 10:45 AM)**<br>ARBS placed outbound to C[redacted]<br>ARBS verified c had time to speak to ARBS<br>ARBS informed that inspection date is set for 12/19/17 at 10AM<br>C confirmed inspection<br>ARBS inquired about rental/loaner assistance<br>C states would just like for the inspection day<br>ARBS understood<br>ARBS informed that would let DLR know<br>ARBS offered further assistance to C<br>C declined<br>ARBS thanked C<br>C Thanked ARBS<br>Call ended mutually |
| Make Private | **Created By: Dakota McGregor (11/30/2017 4:15 PM)**<br>ARBS did review case with SRPLNR FD and inspection will be only for FEB |
| Make Private | **Created By: Dakota McGregor (11/30/2017 4:09 PM)**<br>ARBS submitted DTS request |
| Make Private | **Created By: Dakota McGregor (11/30/2017 4:09 PM)**<br>ARBS placed outbound to C[redacted] at 2PM CST<br>ARBS verified and completed probe<br>ARBS verified c had time to speak to ARBS<br><br>Regarding most recent incident<br><br>C states that incident has happened about 11 different times<br>C states that light came on<br>C states that there were no vehicles directly ahead of or beside the veh<br>C states that there was no construction going on<br>C states that was near a library<br>C states that has happened twice at this location<br>C states that there are no overhead obstructions including - no metal or regular signs, overpasses, intersection lights or traffic lights<br>C states that was before or after 2,718 miles on the veh when most recent incident occurred<br>C states that looked in Cs rearview mirror<br>C states that C noticed that a veh was very far behind C<br>C states that C heard a series of beeping<br>C states that a warning light with 2 circles with a fire illuminated, the brake warning light illuminated<br>C states that veh went into neutral<br>C states that C does keep hand on the transmission shifter but did not change shifter<br>C states that veh came to an abrupt stop<br>C states that C put the veh into drive and continued with no problems<br>C states that veh seemed sluggish after this incident<br>C states that C does not have the specific street address but provided as much info as could<br>*ARBS updated the probe appropriately<br><br>C states there was no accident, property damage or injury<br>ARBS advised c that NNA would be interested in inspecting the veh<br>ARBS advised c that it can take 3-5 weeks to get an inspector out and another 2-4 weeks to get the results depending on the inspector's schedule<br>ARBS advised c that c would have to make the vehicle available at the Nissan dealer for the inspection and the inspection would take 4-6 hours<br>c stated ok<br>ARBS advised c that ARBS will request the inspection and will call c once a date is available<br>**C states C will be on a Cruise until 12/10/17**<br>C states that C will not need a rental/ loaner veh until then<br>ARBS informed that C will need to notify ARBS with at least 1 business day of when C would like a rental veh<br>C understood |

| | |
|---|---|
| | ARBS verified that case servicing DLR is where C would like inspection performed at<br>ARBS verified C had ARBS direct contact info<br>ARBS offered further assistance<br>C declined<br>ARBS thanked C<br>C thanked ARBS<br>call ended mutually |
| Make Private | **Created By: Dakota McGregor (11/29/2017 12:50 PM)**<br>ARBS placed outbound to C [redacted]<br>ARBS spoke to C<br>C informed that is a bad time and that has a meeting<br>C states that C would like a callback at 1:30 CST<br>ARBS understood<br>C requested to be called at *** [redacted] *** for this call<br>ARBS understood<br>Call ended mutually |
| Make Private | **Created By: Dakota McGregor (11/28/2017 5:37 PM)**<br>ARBS received vmx from C requesting callback specifically from 11-1PM EST on 11/29/17 |
| Make Private | **Created By: Dakota McGregor (11/28/2017 5:35 PM)**<br>ARBS received vmx from C after business hours on 11/27/17 requesting callback |
| Make Private | **Created By: Dakota McGregor (11/22/2017 9:22 AM)**<br>CASE CLOSING SUMMARY<br><br>ARBS sent lack of C response letter to C via FEDEX<br><br>ARBS closing case pending C callback |
| Make Private | **Created By: Dakota McGregor (11/22/2017 9:22 AM)**<br>ARBS sent lack of C response letter to C via FEDEX<br>ARBS notes FEDEX Tracking # [redacted]<br>ARBS attached letter and label to case |
| Make Private | **Created By: Dakota McGregor (11/22/2017 9:16 AM)**<br>ARBS placed outbound to C [redacted]<br>ARBS left vmx for C with best contact info<br>ARBS requested 25-30 minutes of Cs time should C call back |
| Make Private | **Created By: Dakota McGregor (11/21/2017 7:58 AM)**<br>ARBS placed outbound to C [redacted]<br>ARBS left vmx for C with best contact info |
| Make Private | **Created By: Dakota McGregor (11/20/2017 4:53 PM)**<br>ARBS RECEIVED CASE, UNDER REVIEW, VERIFY PROBE<br>********** |
| Make Public | **Created By: Samantha Dixon (11/20/2017 10:32 AM)**<br>Vehicle Concern-Braking concern |
| Make Private | **Created By: Markita Scott (11/20/2017 8:28 AM)**<br>RCAS-MS reviewed case with TL-GD and RCAS-MS to submit IIR without initial Customer contact at this time. |
| Make Private | **Created By: Markita Scott (11/17/2017 8:42 AM)**<br>RCAS-MS placed outbound call to Customer at [redacted] on 11/17/2017 at 8:39am.<br><br>Customer did not answer.<br><br>RCAS-MS left VMX with update in the case and direct contact information. |
| Make Private | **Created By: Markita Scott (11/16/2017 10:32 AM)**<br>RCAS-MS placed outbound call to Customer at [redacted] on 11/16/2017 at 10:29am.<br>Customer answered but could not hear RCAS-MS.<br><br>RCAS-MS placed outbound call to Customer at [redacted] on 11/16/2017 at 10:31am.<br>Customer answered but could not hear RCAS-MS. |
| Make Private | **Created By: Markita Scott (11/15/2017 1:21 PM)**<br>RCAS-MS placed outbound call to Customer at [redacted] on 11/15/2017 at 1:10pm.<br><br>Customer did not answer.<br><br>RCAS-MS left VMX with direct contact information and follow up date of 11/16/2017. |
| Make Private | **Created By: Markita Scott (11/15/2017 1:18 PM)**<br>RCAS-MS received VMX from Customer on 11/15/2017 at 12:24pm requesting call back regarding case and stated that Customer is available before 3:00pm EST. |
| Make Private | **Created By: Markita Scott (11/15/2017 8:05 AM)**<br>RCAS-MS received e-mail from SM-Mike that Customer is not currently in a loaner vehicle. |
| Make Private | **Created By: Markita Scott (11/14/2017 2:20 PM)**<br>RCAS-MS placed outbound call to Customer at [redacted] on 11/14/2017 at 2:17pm.<br><br>Customer did not answer.<br><br>RCAS-MS left VMX with direct contact information, request for best contact time, and follow up date of 11/15/2017. |
| Make Private | **Created By: Markita Scott (11/14/2017 2:16 PM)**<br>RCAS-MS received e-mail from SM-Mike that the concern is Forward Emergency Braking.<br><br>RCAS-MS responded and inquired if Customer is currently in a loaner vehicle. |
| Make Private | **Created By: Markita Scott (11/14/2017 8:46 AM)**<br>RCAS-MS sent e-mail to SM-Mike on 11/14/2017 at 8:46am requesting information regarding Customer's concern with vehicle. |
| Make Public | **Created By: Alina Kingston (11/13/2017 1:20 PM)**<br>***** CASE SUMMARY *****<br><br>C contacted NNA for assistance with a VEH concern.<br><br>CRR-AK sending Case to RCAS for further review. |
| | **Created By: Alina Kingston (11/13/2017 1:20 PM)**<br>CRR-AK VERIFIED Account Info including: C's name, home & email address, phone# & best contact#<br>CRR-AK VERIFIED VEH Info including: VIN, Current Mileage<br>CRR-AK CHECKED for open recalls/campaigns & found: 0<br>CRR-AK CHECKED for previous UNRELATED Case(s) & found: 0<br>CRR-AK CHECKED for previous RELATED Case(s) & found: 0<br><br>CRR-AK NOTED concern is: Unable to duplicate concern<br><br>CRR-AK received inbound call from C.<br><br>C stated C took VEH to DLR on Nov. 9th, 2017. |

C stated this concern has re-occurred 9-10 times.
C stated ABS comes on intermittently.
C stated VEH stops when ABS is activated.
C stated DLR couldn't duplicate concern.
C stated DLR told C to call NNA.
C stated it is scary when this occurs.

CRR-AK advised C that CRR-AK will send Case to RCAS & C will be contacted on 11/14/17.

C understood & appreciated the assistance.

Make Public

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: JN8AT2MV7HW[redacted]

## 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 | CC[redacted] | INTERIOR ELECTRICAL | FORWARD EMERGENCY BRAKING (FEB) | POOR OR IMPROPER OPERATION | 26 | 11/21/2017 | YX | AV | [redacted] | OA |

## Emails

Send an Email | Emails He

| Action | Status | Subject | Email Address | Message Date |
|---|---|---|---|---|
| Reply \| To All \| Del | Sent | Your inquiry to Nissan [ ref: 00DA09j8L. 5000G1K26VI:ref ] *11/15/2017 Case #[redacted] VIN #JN8AT2MV7HW[redacted] Dear[redacted] ...* | [redacted] | 11/15/2017 1:24 PM |

## 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/T |
|---|---|---|---|---|---|---|---|---|
| Edit \| Del | DTS Request[redacted] SMITHTOWN NISSAN | | | 1/17/2018 | Kevin MacKay | | Complete | 1/15/2018 2:05 PM |
| Edit \| Del | DTS Follow Up[redacted] : SMITHTOWN NISSAN | | | 1/17/2018 | Dakota McGregor | | Complete | 1/15/2018 1:38 PM |
| Edit \| Del | DTS Request[redacted] SMITHTOWN NISSAN | | | 12/2/2017 | Kevin MacKay | | Complete | 12/12/2017 10:05 P |
| Edit \| Del | DTS Follow Up[redacted] : SMITHTOWN NISSAN | | | 12/2/2017 | Dakota McGregor | | Complete | 12/1/2017 4:04 PM |
| Edit \| Del | IIR | | [redacted] | 11/21/2017 | Dakota McGregor | | Complete | 11/21/2017 7:52 AM |
| Edit \| Del | Email: Your inquiry to Nissan [ ref: 00DA09j8L. 5000G1K26VI:ref ] | | [redacted] | 11/15/2017 | Markita Scott | | Complete | 11/15/2017 1:24 PM |

## 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, 11/20/2017 8:31 AM | 11/20/2017 | | | JN8AT2MV7HW[redacted] | |

## DTS Field Inspections

DTS Field Inspections He

| Action | Title | DTS Inspection Date | Owner First Name | Owner Last Name | Status |
|---|---|---|---|---|---|
| Edit | [redacted] | 12/19/2017 10:00 AM | Kevin | MacKay | No Show |
| Edit | [redacted] | 1/16/2018 10:00 AM | Kevin | MacKay | Completed |

## Attachments

Attach File | View All | Attachments He

| Action | File Name | Size | Last Modified | Created By |
|---|---|---|---|---|
| Edit \| View \| Del | FEDEX Tracking Labe[redacted].pdf | 105KB | 11/22/2017 9:21 AM | Dakota McGregor |
| Edit \| View \| Del | Lack of C response lette[redacted].pdf | 164KB | 11/22/2017 9:21 AM | Dakota McGregor |

## Case History

Case History He

| Date | User | Action |
|---|---|---|
| 1/22/2018 8:13 AM | Dakota | Changed **Follow Up Date** from 1/23/2018 to **2/5/2018**. |

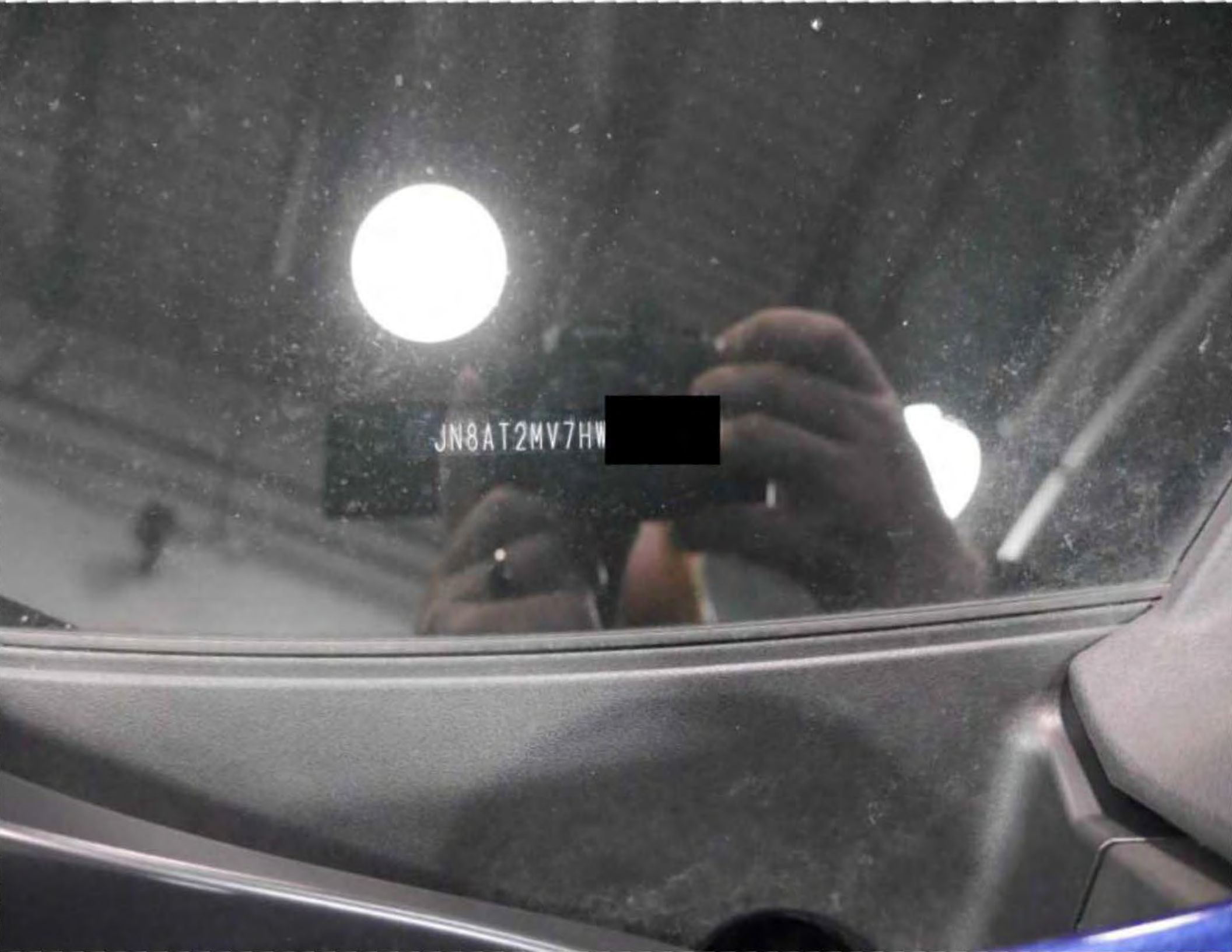
| | | |
|---|---|---|
| | McGregor | |
| 1/15/2018 2:14 PM | Dakota McGregor | Changed **Follow Up Date** from 1/16/2018 to **1/23/2018**. |
| 1/15/2018 11:37 AM | Dakota McGregor | Changed **Follow Up Date** from 1/15/2018 to **1/16/2018**. |
| 1/12/2018 3:32 PM | Dakota McGregor | Changed **Follow Up Date** from 1/16/2018 to **1/15/2018**. |
| 1/2/2018 8:26 AM | Dakota McGregor | Changed **Follow Up Date** from 1/2/2018 to **1/16/2018**. |
| 12/27/2017 8:55 AM | Dakota McGregor | Changed **Follow Up Date** from 12/27/2017 to **1/2/2018**. |
| 12/19/2017 10:21 AM | Dakota McGregor | Changed **Follow Up Date** from 12/26/2017 to **12/27/2017**. |
| 12/11/2017 11:03 AM | Dakota McGregor | Changed **Follow Up Date** from 12/11/2017 to **12/26/2017**. |
| 12/4/2017 8:38 AM | Dakota McGregor | Changed **Follow Up Date** from 12/4/2017 to **12/11/2017**. |
| 12/1/2017 4:03 PM | Dakota McGregor | Changed **Follow Up Date** from 12/1/2017 to **12/4/2017**. |
| 11/30/2017 4:09 PM | Dakota McGregor | Changed **Follow Up Date** from 11/30/2017 to **12/1/2017**. |
| 11/29/2017 12:50 PM | Dakota McGregor | Changed **Follow Up Date** from 11/29/2017 to **11/30/2017**. |
| 11/28/2017 5:35 PM | Dakota McGregor | Changed **Follow Up Date** from 11/22/2017 to **11/29/2017**. |
| 11/28/2017 5:35 PM | Dakota McGregor | Changed **Reopen Date** to **11/28/2017 5:35 PM**. |
| | | Changed **Status** from Closed to **Open**. |
| 11/22/2017 9:23 AM | Dakota McGregor | Changed **Status** from Open to **Closed**. |
| | | Closed. |
| 11/21/2017 1:29 PM | Dakota McGregor | Changed **Follow Up Date** from 11/21/2017 to **11/22/2017**. |
| 11/20/2017 11:38 AM | Dakota McGregor | Changed **Follow Up Date** from 11/22/2017 to **11/21/2017**. |
| 11/20/2017 10:50 AM | DeHenry Kidd | Changed **Case Owner** from DeHenry Kidd to **Dakota McGregor**. |
| 11/20/2017 10:32 AM | Samantha Dixon | Changed **Case Owner** from Markita Scott to **DeHenry Kidd**. |
| 11/20/2017 10:32 AM | Samantha Dixon | Changed **Description**. |
| 11/17/2017 8:43 AM | Markita Scott | Changed **Follow Up Date** from 11/17/2017 to **11/22/2017**. |
| 11/16/2017 1:10 PM | Markita Scott | Changed **Follow Up Date** from 11/16/2017 to **11/17/2017**. |
| 11/15/2017 1:22 PM | Markita Scott | Changed **Follow Up Date** from 11/15/2017 to **11/16/2017**. |
| 11/14/2017 2:21 PM | Markita Scott | Changed **Follow Up Date** from 11/14/2017 to **11/15/2017**. |
| 11/14/2017 8:47 AM | Markita Scott | Changed **Description**. |
| 11/14/2017 7:29 AM | Markita Scott | Changed **Case Owner** from Kyra Walton to **Markita Scott**. |
| | | Changed **Subject** from CUSTOMER: [redacted] PHONE: [redacted] VIN: JN8AT2MV7HW[redacted] to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: JN8AT2MV7HW**[redacted] |
| 11/13/2017 1:20 PM | Alina Kingston | Changed **Subject** from CUSTOMER: [redacted] PHONE: [redacted] VIN: JN8AT2MV7HW[redacted] to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: JN8AT2MV7HW**[redacted]. |
| | | Changed **Escalated By ID** to [redacted] |
| | | Changed **Case Owner** from Alina Kingston to **Kyra Walton**. |
| 11/13/2017 1:16 PM | Alina Kingston | 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

Copyright © 2000-2018 salesforce.com, inc. All rights reserved. | Privacy Statement | Security Statement | Terms of Use | 508 Compliance


12:16 PM
38°F
Chassis Control
Trace Control
Engine Brake
P
140
4481
4
5
6
7
8
RPMx1000
C
H
60
MPH
80
40
100
120
20
0




JN8AT2MV7HW


NEW YORK
[redacted]
*NYMA*
JN8AT2MV7HW[redacted]
01/01/19
1
[redacted]
SSA SUBN
PAS 1 G
19
[redacted]
VEHICLE R ON
[redacted]
NEW YORK STATE
SAFETY
INSPECTION
CERTIFICATE
2018
JAN
FEB
MAR
APR
MAY
JUN
JUL
AUG
SEP
OCT
NOV
DEC


MFD BY NISSAN MOTOR CO.,LTD.
DATE 11/16
GVWR/PNBV 4679 LBS.
GAWR/PNBE FR. 2363 LBS.
WITH 225/55R19 TIRES,
19X7J RIMS. AT 33 PSI
COLD SINGLE.
GAWR/PNBE RR. 2401 LBS.
WITH 225/55R19 TIRES,
19X7J 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: JN8AT2MV7HW
TYPE: MPV
COLOR TRIM TRANS
RBY P RE0F10D
AXLE ENGINE
GS56 QR25(DE) 2488CC
JN8AT2MV7HW


12:02 PM
60
120
4481 miles


NISSAN






Rogue


NISSAN
ROGUE
SL AWD

















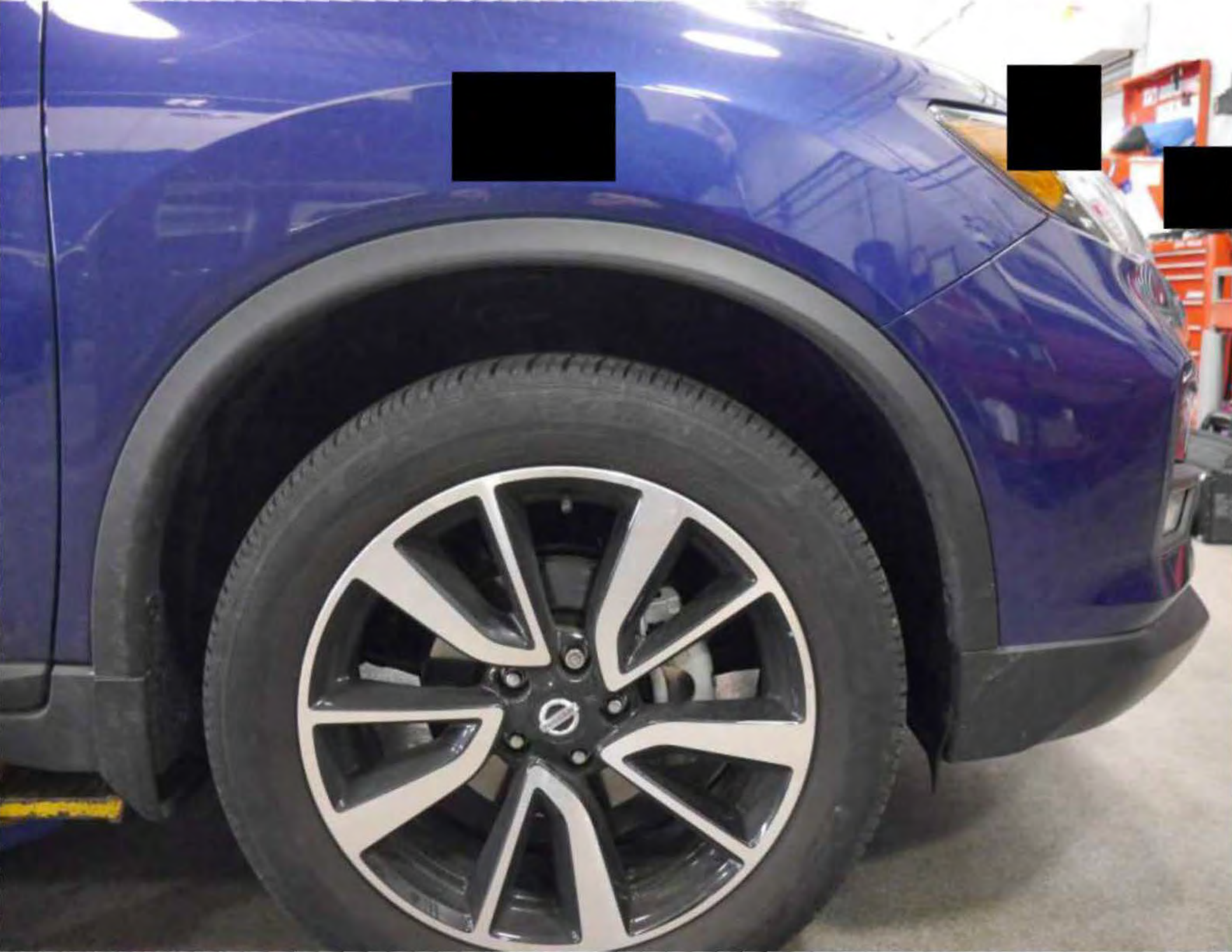















NISSAN


NISSAN


NISSAN








NISSAN








NISSAN
























48080
L






















































12:15 PM
38°F
Settings
Driver Assistance
Clock
Meter Settings
Vehicle Settings
Maintenance
Alarm
P
140
4481 miles
RPMx1000
MPH
km/h

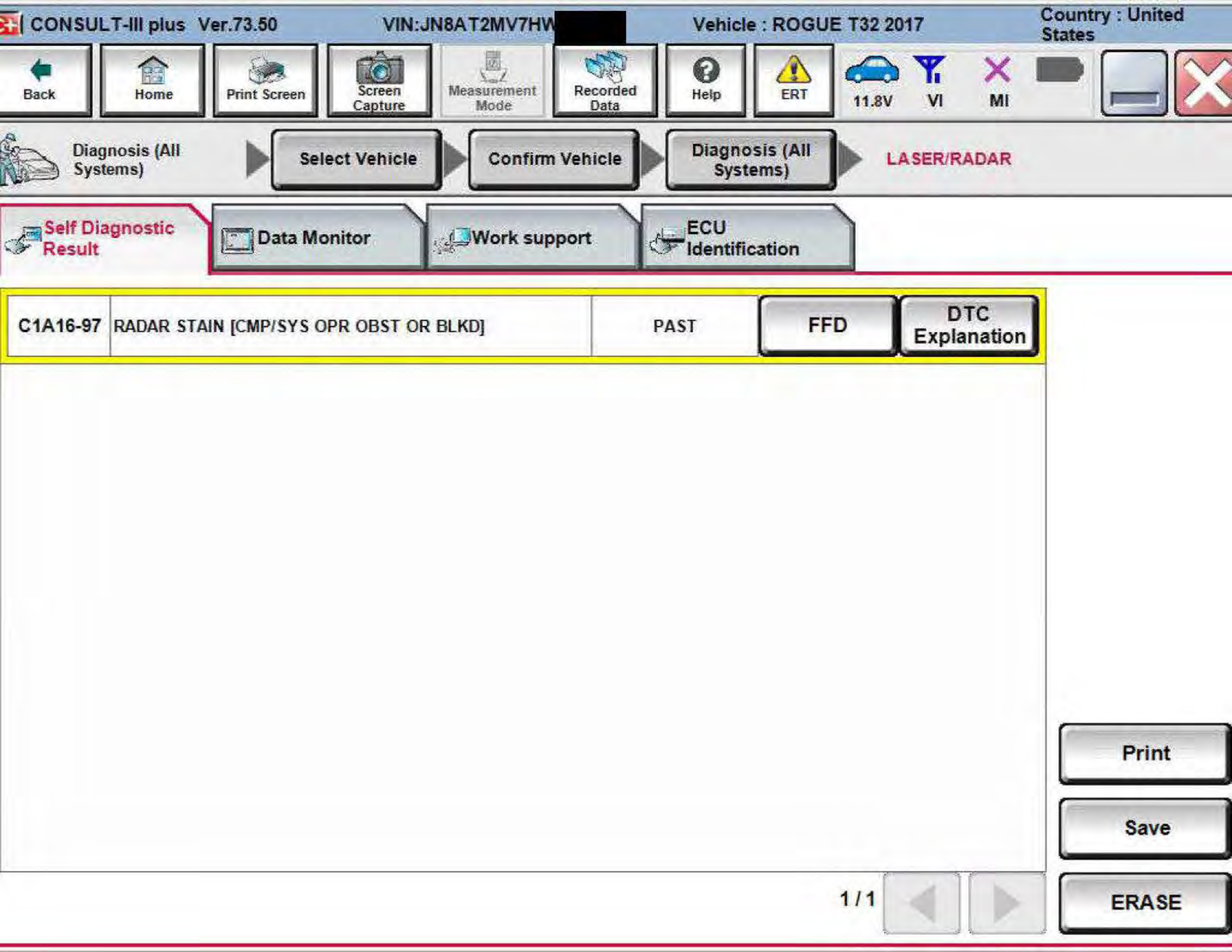

12:15 PM
38°F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
140
4481 miles
RPMx1000
MPH

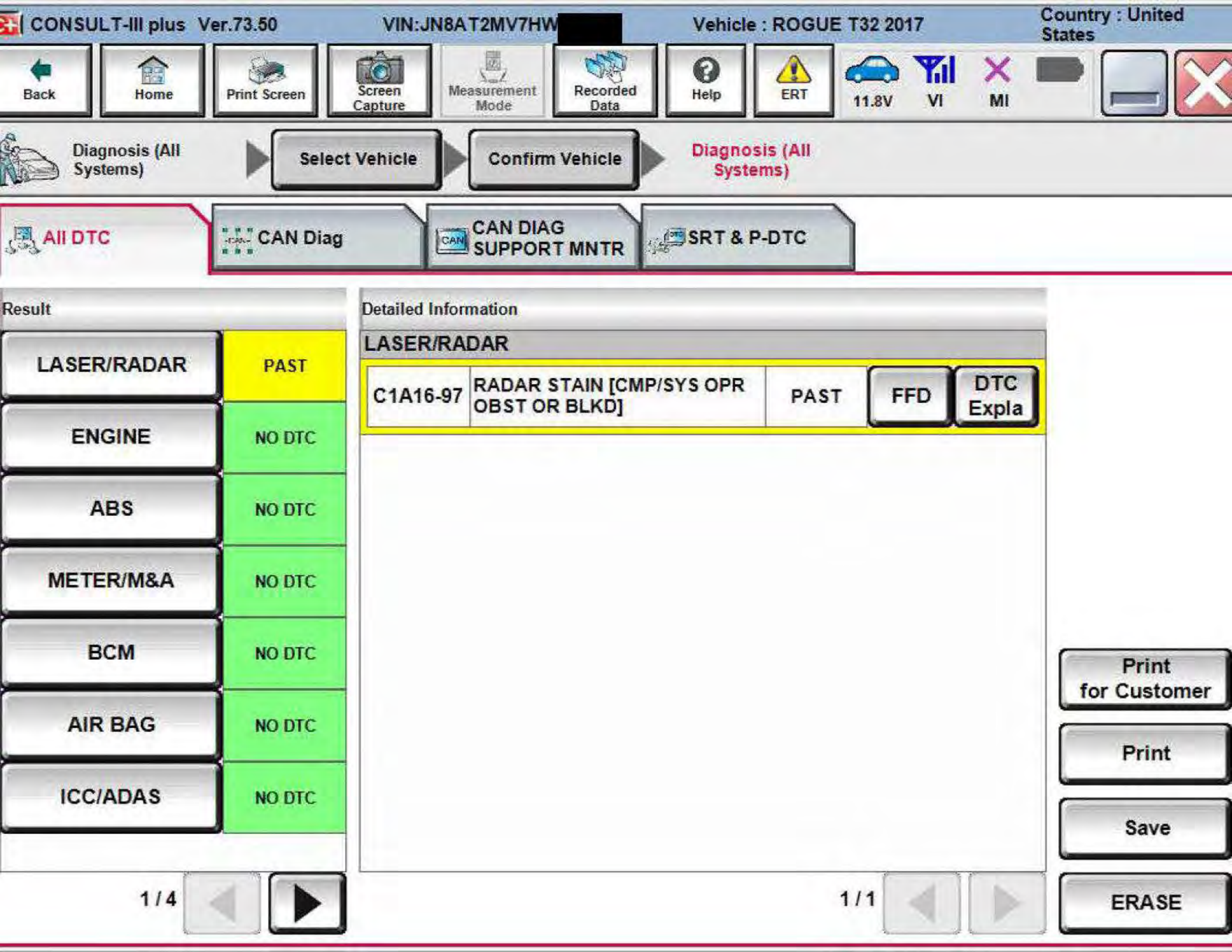

12:15 PM
38°F
Driving Aids
Emergency Brake
Lane
Blind Spot
P
140
4481
RPMx1000
MPH
60
80
40
20
0

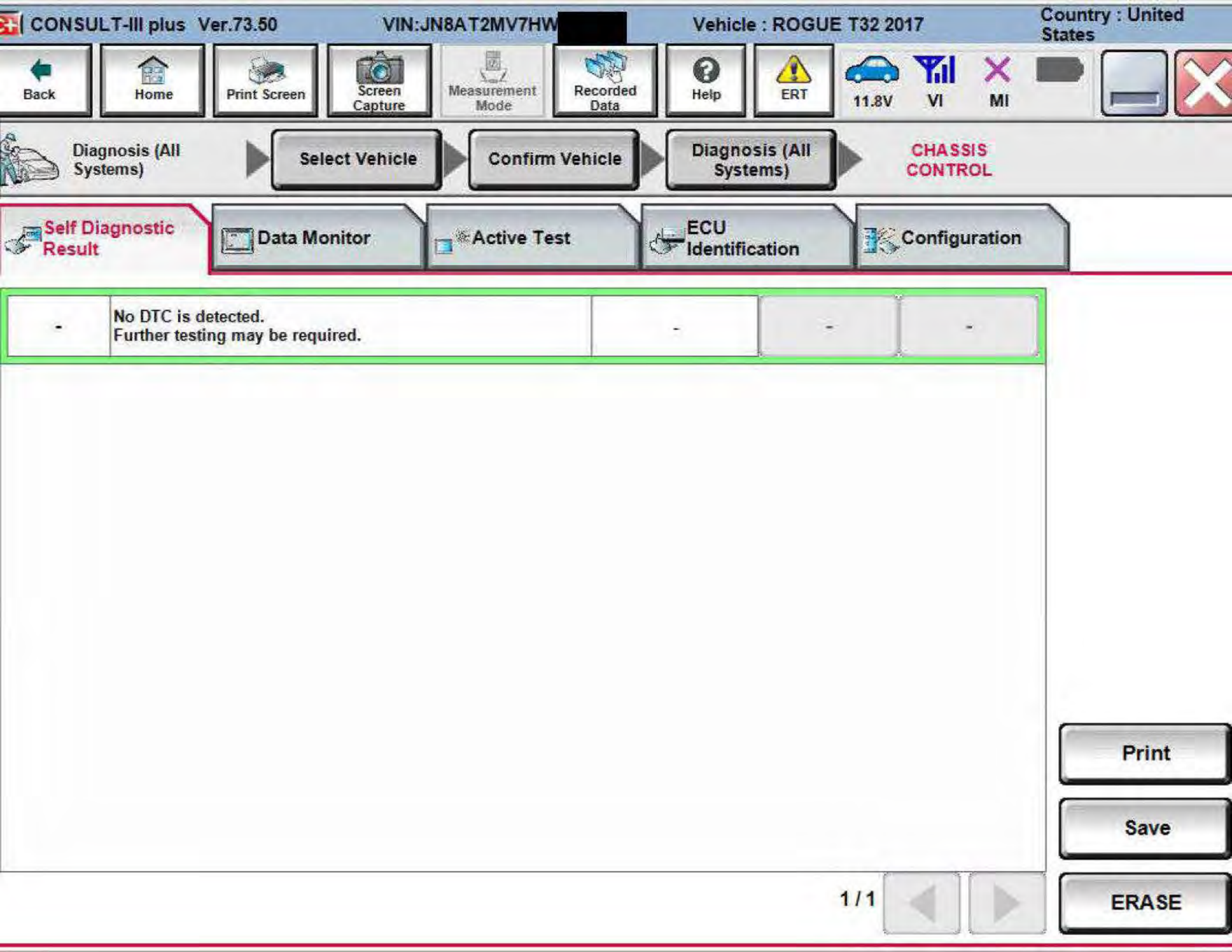

12:15 PM
38°F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
140
4481
RPMx1000
MPH
4
5
6
8
C
H
60
80
40
100
140
20
0
220
km/h

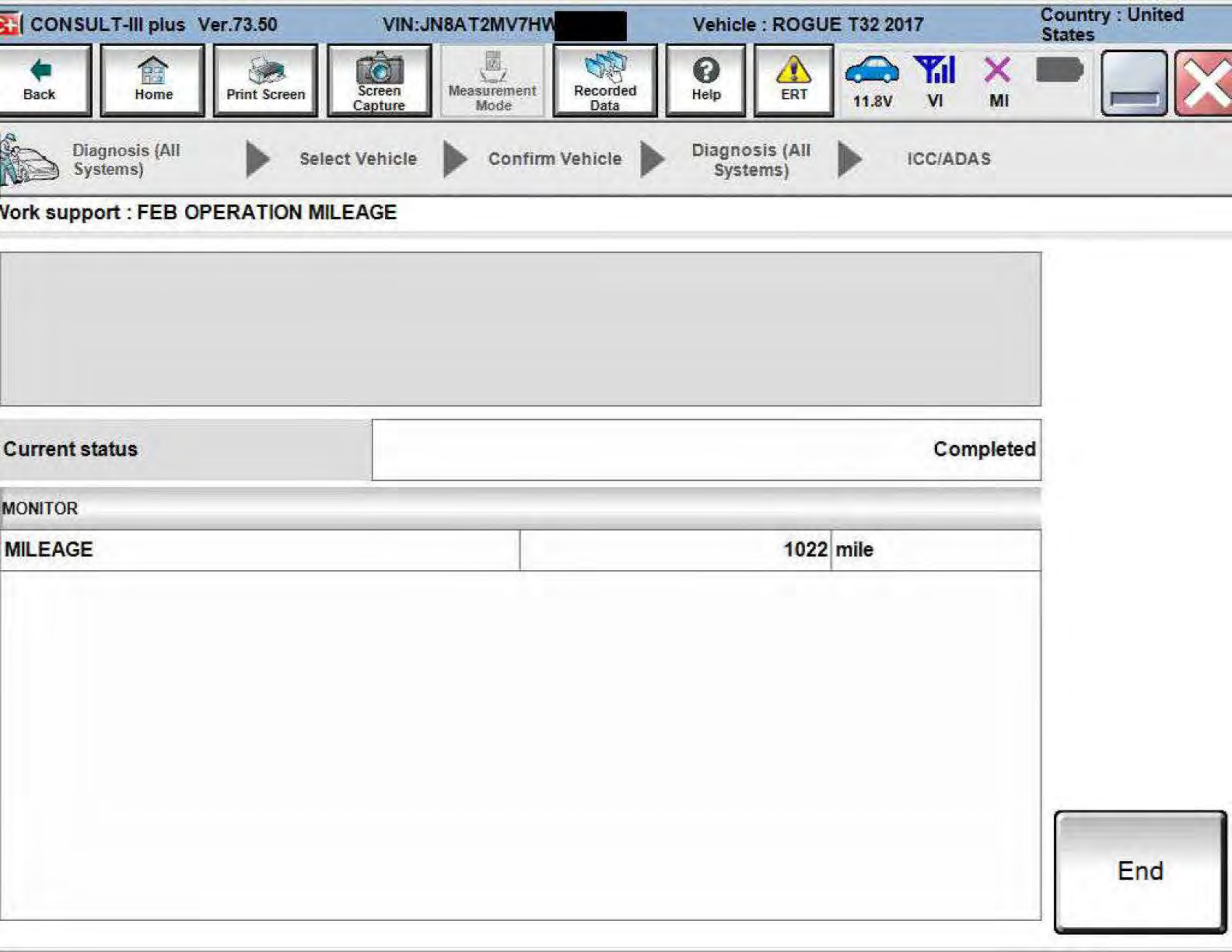

12:16 PM
38°F
Parking Aids
Moving Object
Cross Traffic
P
140
4481 miles
RPMx1000
MPH

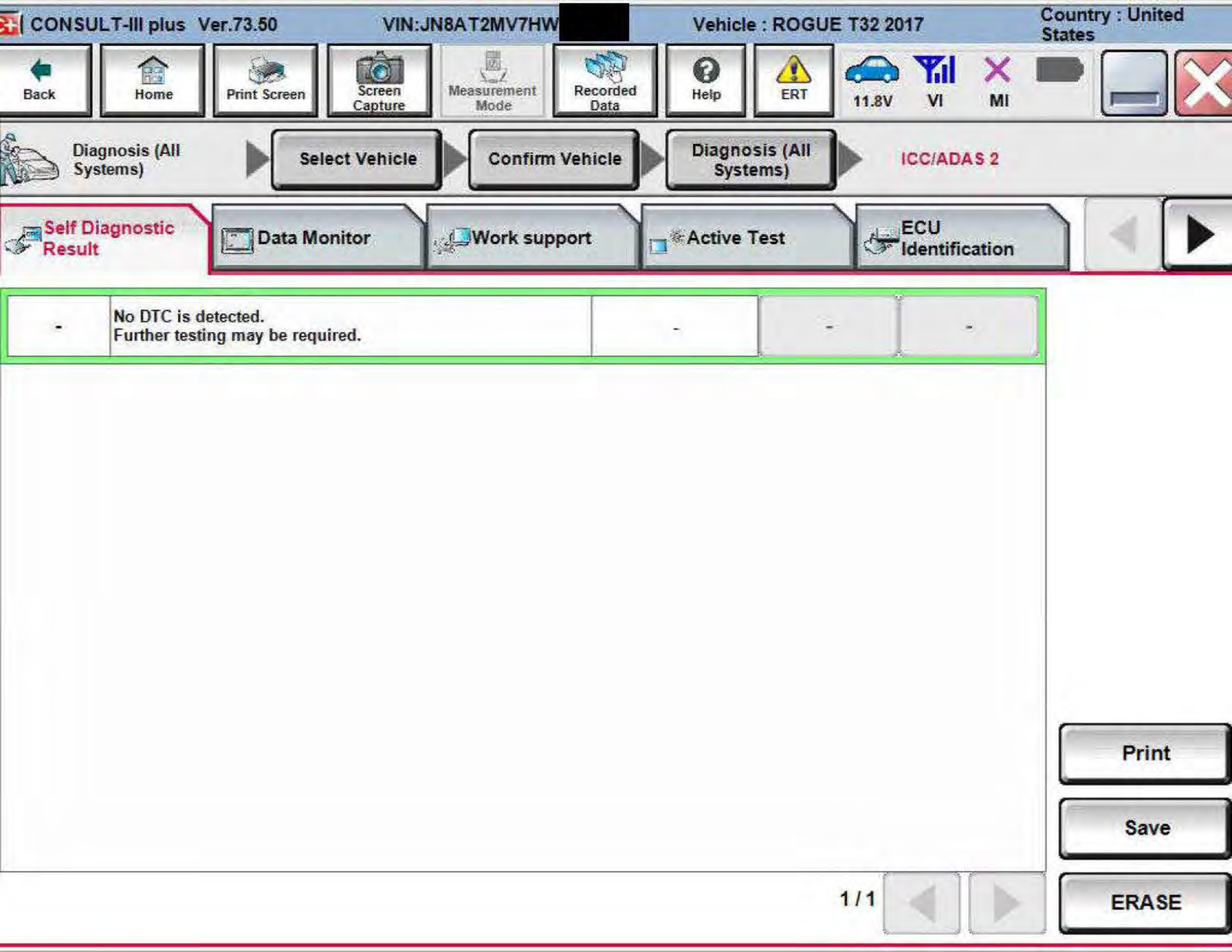

12:16 PM
38°F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
140
4481 miles
RPMx1000
MPH

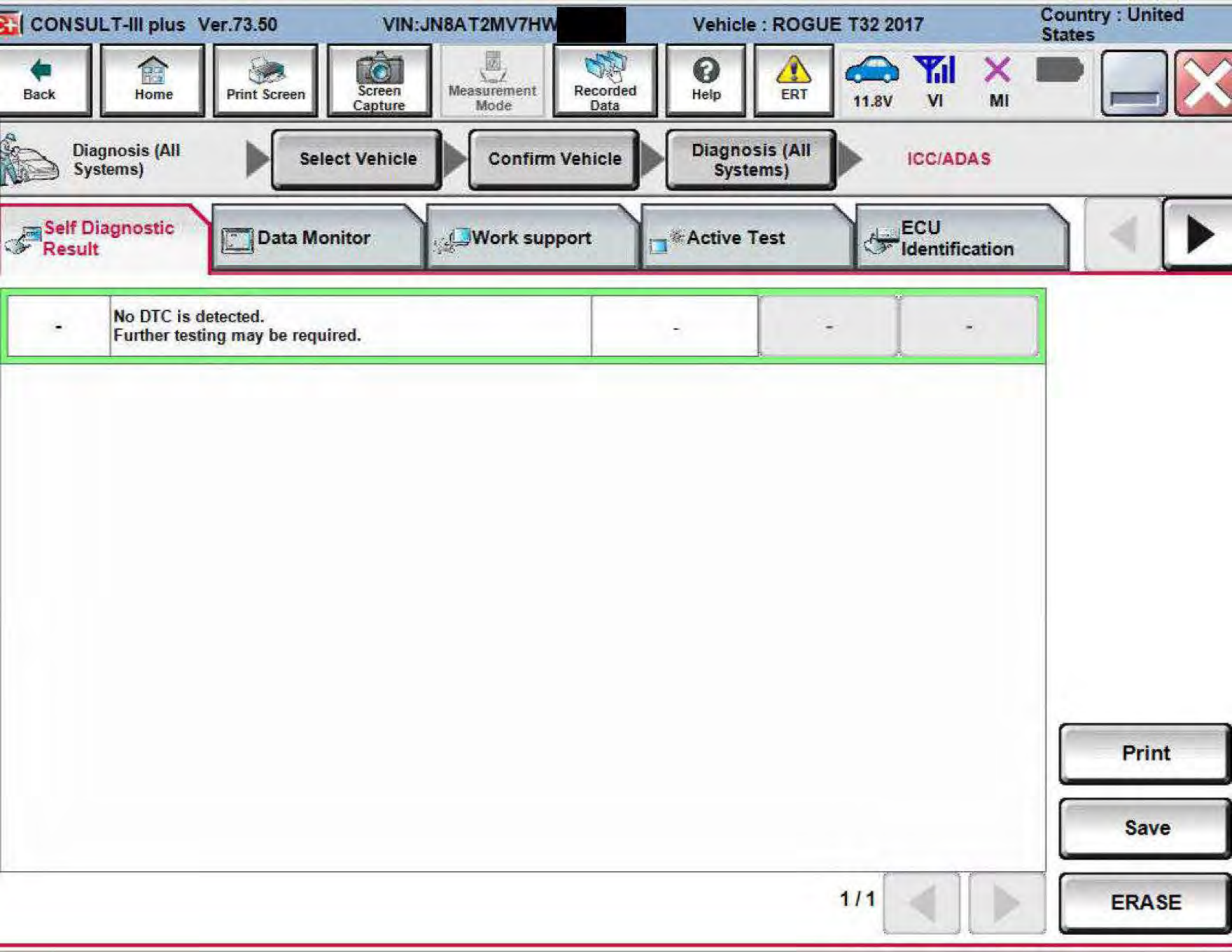

CONSULT-III plus Ver.73.50
VIN:JN8AT2MV7HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.8V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
LASER/RADAR
Self Diagnostic Result
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

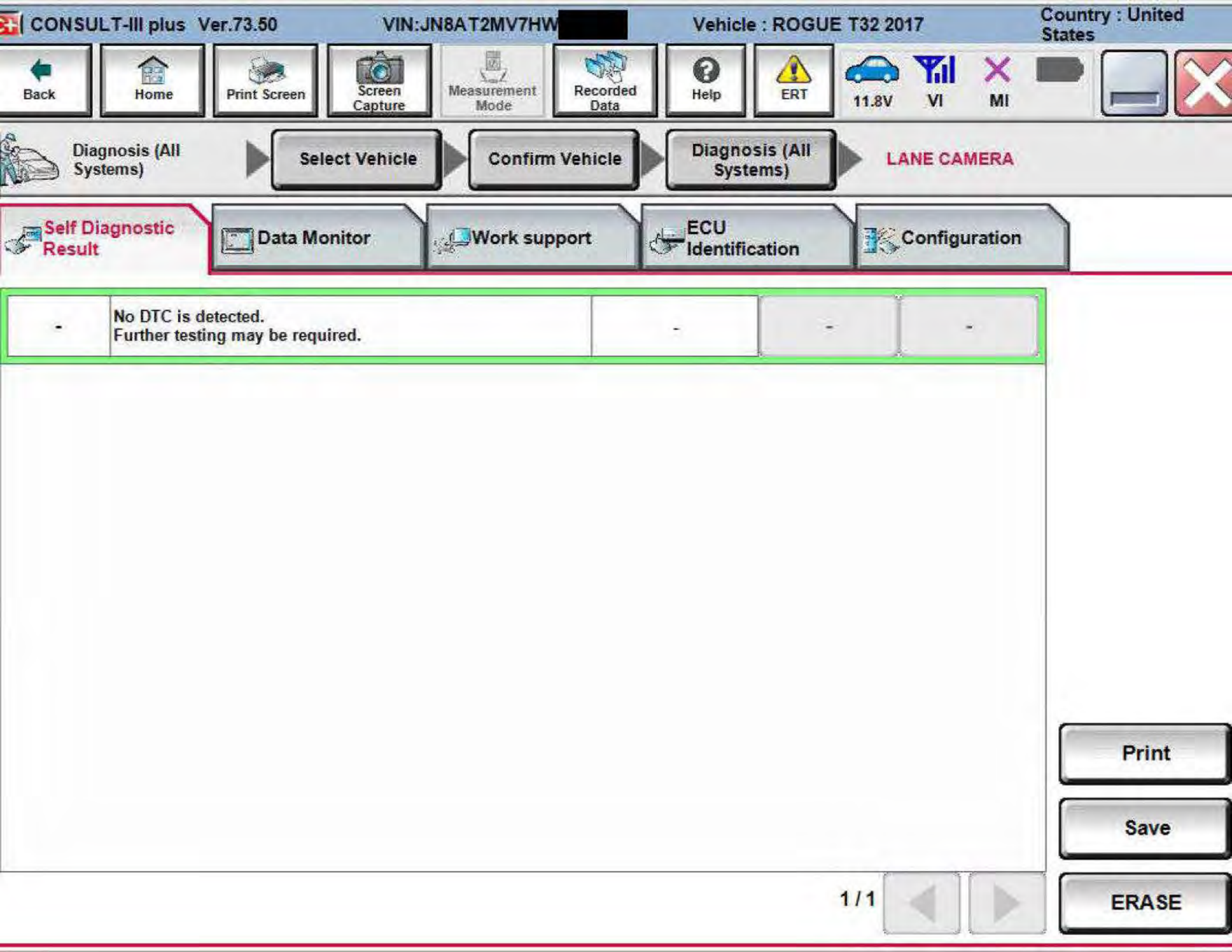

CONSULT-III plus Ver.73.50
VIN:JN8AT2MV7HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.8V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
LASER/RADAR PAST
ENGINE NO DTC
ABS NO DTC
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] PAST FFD DTC Expla
1 / 1
Print for Customer
Print
Save
ERASE


CONSULT-III plus Ver.73.50
VIN:JN8AT2MV7HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.8V
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.73.50
VIN:JN8AT2MV7HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.8V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB OPERATION MILEAGE
Current status
Completed
MONITOR
MILEAGE
1022
mile
End


CONSULT-III plus Ver.73.50
VIN:JN8AT2MV7HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.8V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS 2
Self Diagnostic Result
Data Monitor
Work support
Active Test
ECU Identification
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
ERASE
1 / 1


CONSULT-III plus Ver.73.50
VIN:JN8AT2MV7HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.8V
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.73.50
VIN:JN8AT2MV7HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.8V
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

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
JN8AT2MV7HW[redacted]

Customize Page | Printable View

Vehicle Campaigns [0] | Warranty Cases [0] | Cases [1] | Service History [12] | Vehicle Service Contracts [0] | Vehicle History [1] | DTS Field Inspections [2]

## Vehicle Detail

| | | | |
|---|---|---|---|
| VIN | JN8AT2MV7HW[redacted] | | |
| Last Modified By | NNAETL, 1/22/2018 9:03 PM | Branded Title | |
| Created By | NNAETL, 11/16/2016 10:59 AM | Polk Disposed Date | |
| | | Company Vehicle Flag | |
| Latest Recorded Mileage | 2,900 | MSRP | $35,580 |
| Latest Recorded Mileage Units | M | | |
| In Service Date | 5/31/2017 | | |

## Manufacturing Data

| | | | |
|---|---|---|---|
| Make/Model | 2017 NISSAN ROGUE | Manufacturer Date | 11/8/2016 |
| 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 | CASPIAN BLUE | Emissions Certification | |
| Cylinders | | Open Recall | |
| Transmission Type | CVT | Head Unit | |
| Model Series | | Model Line Code | RGE |
| Factory Installed Options | B92B93C03K03L92P01U35Z66 | | |
| Factory Installed Options Descriptions | B92 (SPLASH GUARDS), B93 (CHROME REAR BUMPER PROTECTOR), C03 (50 STATE EMISSIONS), K03 (PLATINUM PACKAGE), L92 (FLOOR MATS (2-P P01 (SL PREMIUM PACKAGE), U35 (NAVIGATION MANUAL), Z66 (ACTIVATION DISCLAIMER) | | |

## Vehicle Tools

Total Approved Checks VIN Decoder

## System Information

Latest Owner (BETA) PATRICIA CAHILL

## 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 | 5/31/2022 | 60,000 | | | | |
| 2 | SEAT BELT | 5/31/2027 | 999,999 | | | | |
| 3 | CORROSION COVERAGE (PERFORATION) | 5/31/2022 | 999,999 | | | | |
| 4 | FEDERAL EMISSION LONG TERM DEFECT | 5/31/2025 | 80,000 | | | | |
| | FEDERAL | | | | | | |

## Vehicle Retail Sales

### Vehicle Retail Sales

| Action | Name | Owner | Selling Dealer | Sale Type | Vehicle Model | Purchase Date | Rewind I |
|---|---|---|---|---|---|---|---|
| View | VRS[redacted] | [redacted] | SMITHTOWN NISSAN | NMAC lease | ROGUE | 5/31/2017 | |

Vehicle Ownership

## Vehicle Ownership

New Vehicle Ownership

| Action | Name | Owner | Begin Date | End Date |
|---|---|---|---|---|
| View | V[redacted] | [redacted] | | |

## Vehicle Campaigns

Vehic

No records to display

## Warranty Cases

W

No records to display

## Cases

Print Cases

| Action | Case Number | Type | Account Name | Date/Time Opened | Date/Time Closed | Current Mileage | Status | CST Approvals | Own |
|---|---|---|---|---|---|---|---|---|---|
| \| Edit \| Cls | [redacted] | CA | [redacted] | 11/13/2017 1:16 PM | | 2,900 | Open | 0 | Dak |

## Service History

S

| Action | SRH Number | PNC Code Description | Primary Operation Code Description | Coverage Code/Pay Type | Transaction Date/VR Close Date | Vehicle Mileage | Customer | Dealer Code | Worl |
|---|---|---|---|---|---|---|---|---|---|
| | SRH-[redacted] | | | PD | 12/29/2016 | 3 | NP SMITHTOWNNISSANINC | 2691 | [redacted] |
| | SRH-[redacted] | NO DEFECT FOUND | | FW | 11/9/2017 | 2,715 | [redacted] | 2691 | |
| | SRH-[redacted] | | | | 12/22/2016 | 1 | NP NP | 2420 | |
| | SRH-[redacted] | | #[redacted] CUSTOMER REQUEST NEW YORK STATE INSPECTION. $37.00 FOR EMISSIONS AND SAFETY INSPECTION $10.00 FOR NYS SAFETY INSPECTION | I | 6/1/2017 | 4 | [redacted] | 2691 | |
| | SRH-[redacted] | | INSTALL FACTORY WHEEL LOCKS RECORD WHEEL LOCK KEY ID # | I | 12/29/2016 | 3 | | 2691 | |
| | SRH-[redacted] | | AS PER REQUEST PERFORM PRE-DELIVERY INSPECTION AND FILL OUT PRE-DELIVERY INSPECTION CHECK LIST | W | 12/29/2016 | 3 | | 2691 | |
| | SRH-[redacted] | | VEHICLE INSPECTION PERFORM VEHICLE INSPECTION (MPI) | I | 11/9/2017 | 2,718 | [redacted] | 2691 | |
| | SRH-[redacted] | | C/R; CRYSTAL FUSION APPLICATION | I | 11/9/2017 | 2,718 | [redacted] | 2691 | |
| | SRH-[redacted] | | C/S: SINCE VEH WAS PICKED UP THE COLLISION WARNING BEEPS FOUR TIMES THE THE VEH AUTOMATICALLY BRAKES.HAS HAPPENED AT LEAST 8 TIMES,HIGHWAYS AND SIDE ROADS..... | W | 11/9/2017 | 2,718 | [redacted] | 2691 | |
| | SRH-[redacted] | | C/R: CHECK FOR R/SIDE HUB BEARING NOISE AND ADVISE ? | I | 11/9/2017 | 2,718 | [redacted] | 2691 | |
| | SRH-[redacted] | | VEHICLE INSPECTION PERFORM VEHICLE INSPECTION (MPI) | I | 1/16/2018 | 4,481 | [redacted] | 2691 | |
| | SRH-[redacted] | | C/S: COLLISION AVOIDANCE SIGNAL,BEEPS THEN BRAKES ARE APPLIED, FOR NO APPARENT REASON | I | 1/16/2018 | 4,481 | [redacted] | 2691 | |

## Vehicle Service Contracts

Vehicle Ser

No records to display

## Vehicle History

V

| Date | User | Action |
|---|---|---|
| 11/16/2016 10:59 AM | NNAETL | Created. |

## DTS Field Inspections

New DTS Field Inspection

DTS Fie

| Action | Title | Status | Created Date | Related Support Case | Owner First Name | Owner Last Name | DTS Team | DTS Inspection Date | R |
|---|---|---|---|---|---|---|---|---|---|
| Edit | [redacted] | No Show | 12/11/2017 | [redacted] | Kevin | MacKay | NER | 12/19/2017 10:00 AM | 1/ |
| Edit | [redacted] | Completed | 1/15/2018 | [redacted] | Kevin | MacKay | NER | 1/16/2018 10:00 AM | 1/ |

Back To Top

Always show me fewer / more records per related list

Copyright © 2000-2018 salesforce.com, inc. All rights reserved. | Privacy Statement | Security Statement | Terms of Use | 508 Compliance

# Incident Investigation

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

## Supplements

Check all of the supplements that apply:

D Restraint System Checklist D Brake Checklist D U/A Checklist D Transmission Checklist
D Thermal Checklist D Steering Checklist [g] Advanced Technology

## I. CLAIMANT

Claimant Name [redacted] | DOB | Not Given | Day Phone [redacted] |
Address [redacted] | Eve. Phone | [redacted] |
City | Port Jefferson Station | State | NY | Zip Code [redacted] | Country | United States |

[g] Driver Same as Claimant
[g] 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 | 11/8/2016 | VIN | JN8AT2MV7HW[redacted] |
Mileage 14481 | License # [redacted] | State | NY | Country | United States |
Special equipmeM & acreori | NONE |
List all recalls and service campaigns applicable to VIN in table below:

| Number | Description | Status | Date |
|---|---|---|---|
| NONE | N/A | ('Open (i' Closed | 1/21/2018 |
| Add Row | Remove Row | | |

## III. Description of Incident & Claim

Source of Information | CLAIMANT. | Incident Date | 11/24/2017 | Time | 7:40 pm |
Location of Incident (describe fully) Terryville road, Port Jefferson Station, NY
Wh Woos ( nro&J | DRY, CLEAR s s.
Vision obstruction (describe) | NONE GIVEN
, Temperature at time of incident
| 41 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 30.0°F Length of time parked NOT GIVEN

Ice/Snow accumulation on vehicle? Yes No

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

Sequence of Events (according to claimant)

Claimant states that incident has happened about 11 different times. Claimant states that light comes on when issue occurs. Claimant states that there were no vehicles directly ahead of her or beside the vehicle when issue occurs. Claimant states that there was no construction going on when issue occurs. Claimant states that she was near a library.Claimant states that the incident has happened twice at this location in Terryville NY.Claimant states that there are no overhead obstructions including - no metal or regular signs, overpasses, intersection lights or traffic lights at the location the issue occurs.Claimant states that issue occurred around 2,718 miles on the vehicle. Claimant states that she looked in her rear view mirror and that a vehicle was very far behind her. Claimant states that she heard a series of beeping sounds. Claimant states that a warning light with what looked like 2 circles and a fire illuminated, as well as the brake warning light illuminated. Claimant states that vehicle felt like it went into neutral. Claimant states that she keeps a hand on the transmission shifter but did not change shifter position at the time of incident. Claimant states that her vehicle came to an abrupt stop. Claimant states that she put the vehicle into drive and continued with no problems.Claimant states that vehicle seemed sluggish after this incident. Claimant states there was no accident, property damage or injury.

Relation to Roadway (on-road, off-road, left side, right side) ON-ROAD. RIGHT SIDE.

Number of times incident occurred 11,

Driv Action (bran rin ettJ COASTING ACCELERATING.

Special Circumstances INONEGIVEN.

Actions taken after ncident and results of those actions: VEHICLE CONTINUED TO BE OPERATED WITH NO ISSUES DIRECTLING FOLLOWING INCIDENT.

Vehicle Estimated Speed less 40mph 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 ReportTaken? 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 undesired Forward Emergency Braking / Forward Collision Warning occurs with no obstruction present in front of the vehicle. | Claimant. |

Add Allegation !Remove Allegation!

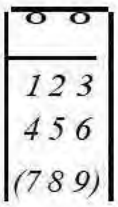
# Incident Investigation

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

## IV. Occupants & Injuries

Source of Information LAIMANT.

Legend for Section IV. Seating Position:




Occupant Name [redacted] | DOB NOT GIVEN | Height s·s

Address [redacted] Port Jefferson Station, NY [redacted] Weight 194

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

Add Occupant | Remove Occupant

D No Occupants Comments N/A

## V. Other Property Damage

[g] No Other Property Damage

Source of information N/A

## VI. Investigation Results

Date of vehicle inspection 1/16/2018

Location of inspection SMITHTOWN NISSAN SMITHTOWN NY.

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

Vehicle exhibits no signs of impact or collision trauma.

Have you located any prior repair orders? If yes, submit with IIR. Y YES (i' NO

Photos taken by Kevin D. Mackay | # Photos 83

# Incident Investigation

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

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

| | |
|---|---|
| Exterior/Body | No Abnormalities found (See Photos 6 - 35) |
| Engine/ Transmission/ Drivetrain | No Abnormalities found (See Photos 36 - 42, 70 - 72) |
| Underbody/ Suspension/ Steering/Wheels & Tires | No Abnormalities found (See Photos 70 - 76) |
| Interior Observations/ Seats/ Instrument Panel/ Headliner | No Abnormalities found (See Photos 45 - 66) |
| Seat Belts/ Child Restraints (if applicable) | No Abnormalities found (See Photos 45 - 66) |
| Air Bags | No Abnormalities found (See Photos 45 - 66) |

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 | Emergency Braking / Forward Collision Warning occurs with no obstruction present in front of the vehicle. | Upon inspection, found that the vehicle exhibits no signs of impact / collision trauma. Performed DTC diagnostic check and found PAST CIA 16-97 radar stain code stored in LASER / RADAR control unit. Inspected FEB OPERATION MILEAGE LOG, and found log reflects that the last FEB operation occurred at 1022 miles. Found front radar sensor intact, with no obstructions or trauma and the connector to unit fully seated. Found front lane camera intact with no obstructions or trauma and the connector to the camera unit fully seated. DTS drove vehicle to the customer's described location of the library on Terryville Rd in Port Jefferson NY. Found when driving the vehicle in both directions, unable to duplicate any abnormal FEB / FCW operation. |

Add Row | Remove Row

Have alleged defective parts been removed from vehicle? ( ' YES (i' NO

Reporter's Signature *Xevin 'D. :M.ackay*

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

# Incident Investigation

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

## IIR Supplement: Advanced Technology Checklist

### I. Vehicle equipped with

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

Other (describe) IN/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? | r. | r | See C3+ Data file. |

# Incident Investigation

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

| | Yes | No | Comments |
|---|---|---|---|
| EDR download included in report? | ☉ | ☐ | See CDR Data file. |

### III. Sensor and ECM Visual Inspection

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

| Yes | No | | Comments |
|---|---|---|---|
| ☐ | ☉ | Obstructions to camera? (ie. dirt, stickers, etc.) | See Photo 24, 64 - 66 |
| ☐ | ☉ | Physical damage to camera? (ie. cracks) | See Photo 24, 64 - 66 |
| ☐ | ☐ | Obstructions to radar sensor units? (ie. dirt, stickers, etc.) | See Photos 46 - 44 |
| ☐ | ☉ | Physical damage to radar sensor units? (ie. cracks) | See Photos 46 - 44 |
| ☉ | ☐ | Electrical connection to radar module firmly seated? | See Photos 46 - 44 |
| ☉ | ☐ | Electrical connection to camera module firmly seated? | See Photo 24, 64 - 66 |
| ☐ | ☐ | | |

## End of Form

*Name your file while saving.

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

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

# PE19-010

# NISSAN

# 6-16-2020

# ATTACHMENT B

# REQUEST NUMBER 2

# DOCUMENTS

# FIELD REPORTS



# Incident Investigation

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

## Supplements

Check all of the supplements that apply:

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

## I. CLAIMANT

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

Address [redacted] Eve. Phone [redacted]

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

☒ Driver Same as Claimant
☒ Owner Same as Claimant

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

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

## II. Vehicle

Model Year 2017 Model Name Rogue Mfg. Date 4/6/2017 VIN 5N1AT2MV1HC[redacted]

Mileage 14380 License # [redacted] State NY Country United States

Special equipment & accessories None

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

| Number | Description | Status | Date |
|---|---|---|---|
| N/A | N/A | ○ Open ◉ Closed | 1/23/2018 |

Add Row | Remove Row

## III. Description of Incident & Claim

Source of Information Claimant Incident Date 12/1/2017 Time 7:40 AM

Location of Incident (describe fully) County Road 25 going East in between Wading River and Calverton, NY.

Weather Conditions (Rain/Snow/Dry/Etc.) Dry, Scattered clouds.

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
VIN 5N1AT2MV1H[redacted]

Overnight temperature prior to incident: 52.0°F
Length of time parked: Not Given.

Ice/Snow accumulation on vehicle? ○ Yes ◉ No

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

Sequence of Events (according to claimant): Claimant states that she was driving to work on County Road 25 going east and traveling at around 45 mph. Claimant states that her vehicle came to a sudden stop. Claimant states that she heard no beeps and saw nothing on the dashboard of her vehicle. Claimant states that there were no other vehicles around her besides the vehicle behind her. Claimant states that the vehicle behind her was far enough away that the other vehicle was not tailgating her. Claimant stats that after her vehicle stopped on its own the vehicle behind her rear ended her. Claimant states that she had the body damage to the rear of her vehicle repaired, but not any type of mechanical braking repairs done.

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

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

Special Circumstances: None Given.

Actions taken after incident and results of those actions: Vehicle brought to a body shop and unspecified rear end body repairs performed.

Vehicle Estimated Speed: 45mph. Source: Claimant. Posted Speed Limit: 50 mph

Other Vehicle Estimated Speed: Not Given Source: Claimant Posted Speed Limit: 50 mph

Witness Present? ○ YES ◉ NO

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

Report Number: report number not given.

Reporter's Name & Station/Organization (if report not attached): Reporter's name not given.

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 an undesired Forward Emergency Braking event occurred automatically with no frontal obstructions present that resulted in the incident vehicle being rear ended. | Claimant. |

Add Allegation | Remove Allegation

## IV. Occupants & Injuries

Source of Information: Claimant.

# Incident Investigation

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

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




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

Address [redacted] Mastic Beach, NY [redacted] Weight 154

Location Incident Vehicle Seating Position 1 - Driver

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

Nature & Extent of Injuries "concussion with side effects"

Where, when, and by whom were the injuries treated? None given.

Add Occupant | Remove Occupant

☐ No Occupants Comments N/A

## V. Other Property Damage

☐ No Other Property Damage

Source of information Claimant

Other Vehicle model year, make, model name 1993 Nissan Sentra

Name, address, phone of other party involved Not Given.

Other party involved: ☒ Owner ☒ Driver

Nature & Extent of other vehicle damage Not Specified.

Nature & Extent of other property (other than motor vehicle) damage & Name of owner:

N/A

## VI. Investigation Results

Date of vehicle inspection 1/18/2018

Location of inspection Nissan 112, Medford NY

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

Vehicle currently exhibits no impact or collision trauma.

# Incident Investigation

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

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

Photos taken by Kevin D. Mackay # Photos 90

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

| | |
|---|---|
| Exterior/Body | No abnormalities noted (See Photos 7 - 33, 83 - 89) |
| Engine/ Transmission/ Drivetrain | No abnormalities noted (See Photos 35 - 41, 64 - 66) |
| Underbody/ Suspension/ Steering/ Wheels & Tires | No abnormalities noted (See Photos 64 - 70) |
| Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim | No abnormalities noted (See Photos 42 - 63) |
| Seat Belts/ Child Restraints (if applicable) | No abnormalities noted (See Photos 42 - 63) |
| Air Bags | No abnormalities noted (See Photos 42 - 63) |

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 an undesired Forward Emergency Braking event occurred automatically with no frontal obstructions present that resulted in the incident vehicle being rear ended. | Upon inspection, found vehicle exhibits no signs of impact or collision trauma. Found PAST C1A16-97 Radar Stain code stored in Laser / Radar system. Upon inspection of FEB OPERATION MILEAGE LOG, a recording of 10260 miles was recorded. Found no obstructions to the lane camera or radar unit and both electrical connectors are fully seated. DTS performed test drive of vehicle at speeds from low speed parking lot maneuvers to highways speeds and was unable to duplicate any abnormal automatic braking occurrences. |

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 5N1AT2MV1H[redacted]

## IIR Supplement: Advanced Technology Checklist

### I. Vehicle equipped with

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

Other (describe)

Comments

### II. Diagnostic Download and EDR Data

*Instructions:*

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

| | Yes | No | Comments |
|---|---|---|---|
| Full diagnostic download included in report? | ◉ | ○ | See C3+ Data file. |

# Incident Investigation

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

| | Yes | No | Comments |
|---|---|---|---|
| EDR download included in report? | ◉ | ○ | See CDR Data file. |

## III. Sensor and ECM Visual Inspection

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

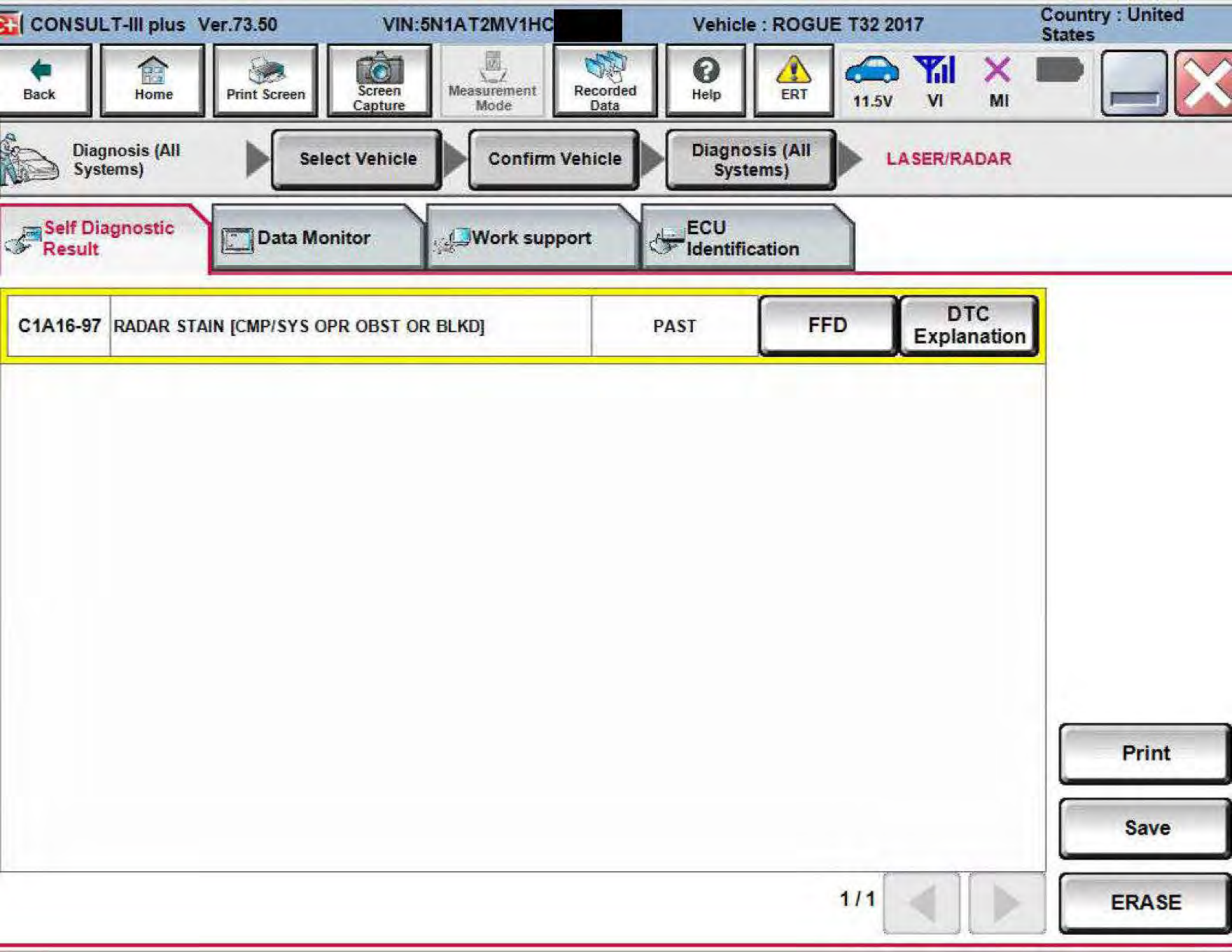
| Yes | No | | Comments |
|---|---|---|---|
| ○ | ◉ | Obstructions to camera? (ie. dirt, stickers, etc.) | See Photo 34 |
| ○ | ◉ | Physical damage to camera? (ie. cracks) | See Photos 34, 61 - 63 |
| ○ | ◉ | Obstructions to radar sensor units? (ie. dirt, stickers, etc.) | See Photos 73 - 75, 71 - 72 |
| ○ | ◉ | Physical damage to radar sensor units? (ie. cracks) | See Photos 73 - 75, 71 - 72 |
| ◉ | ○ | Electrical connection to radar module firmly seated? | |
| ◉ | ○ | Electrical connection to camera module firmly seated? | See Photo 72 |
| ○ | ○ | | |

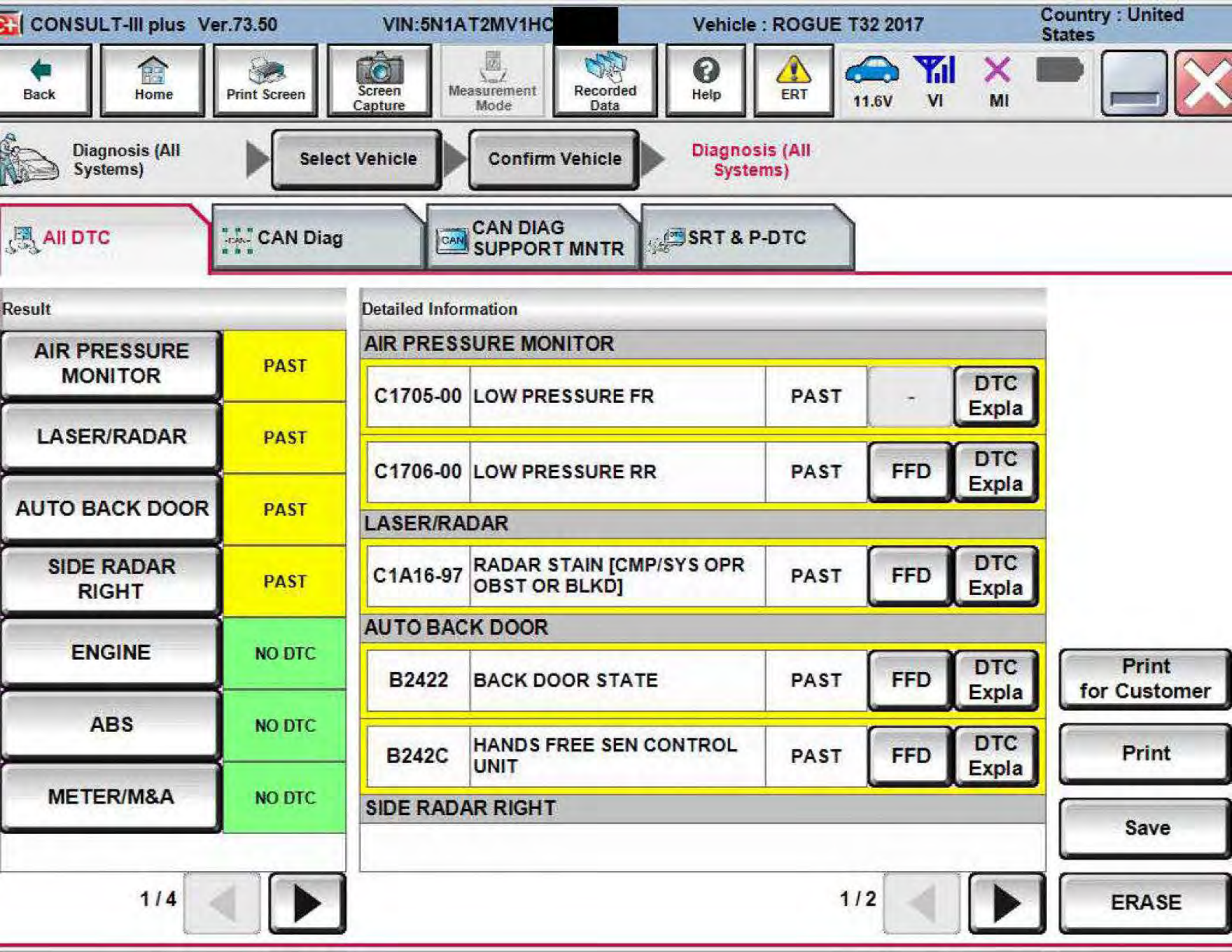
End of Form

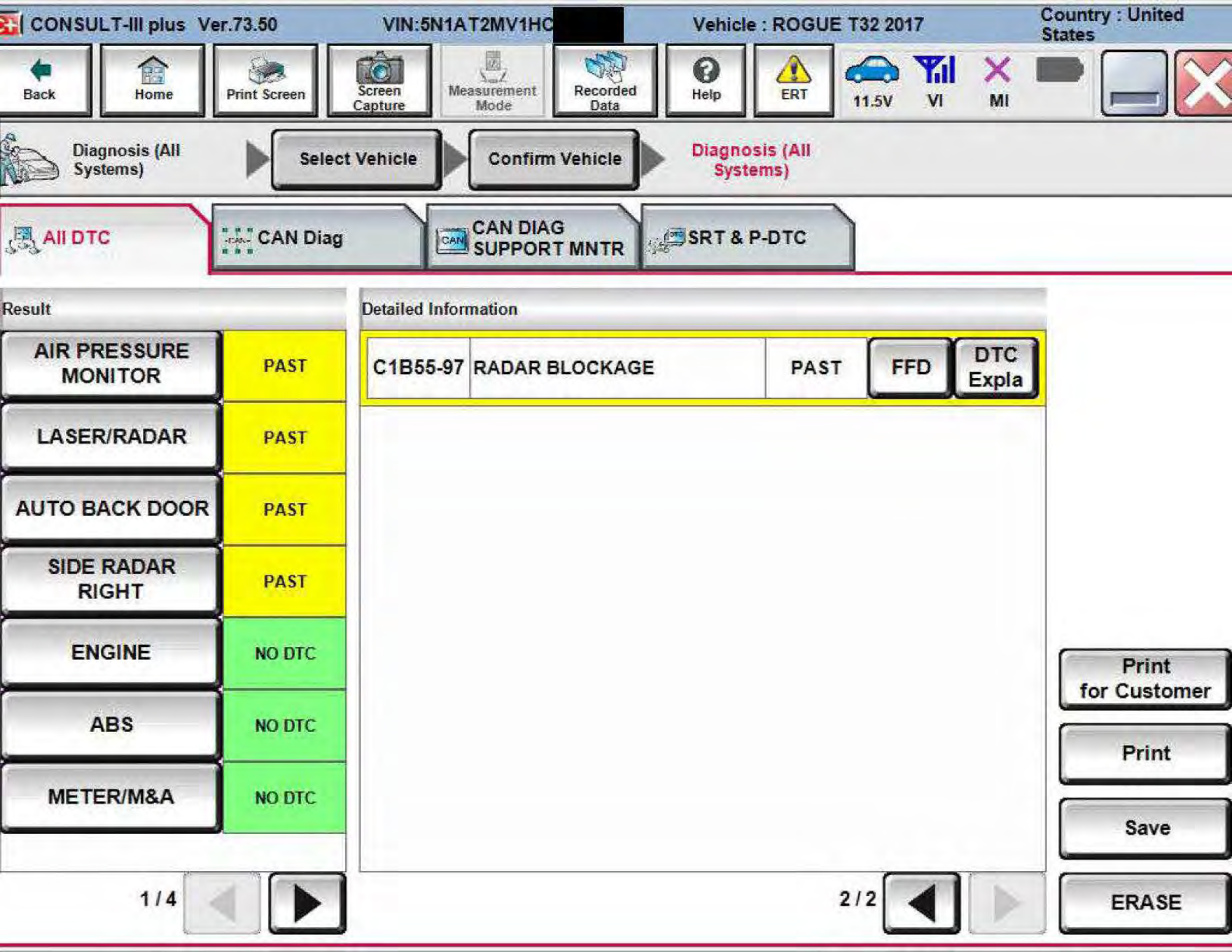
*Name your file while saving.

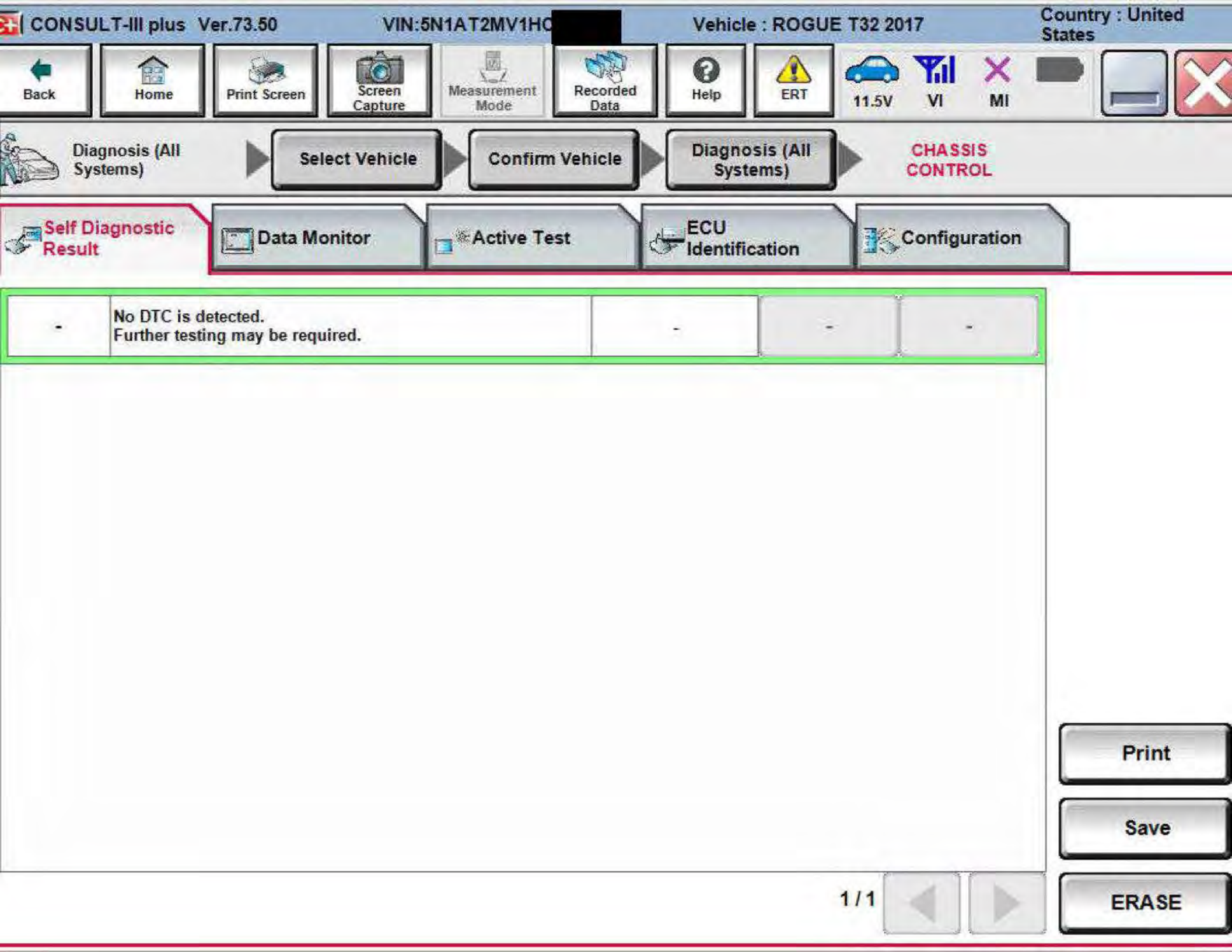
Save Form & Finish Later — Save form with unlocked fields to finish later.

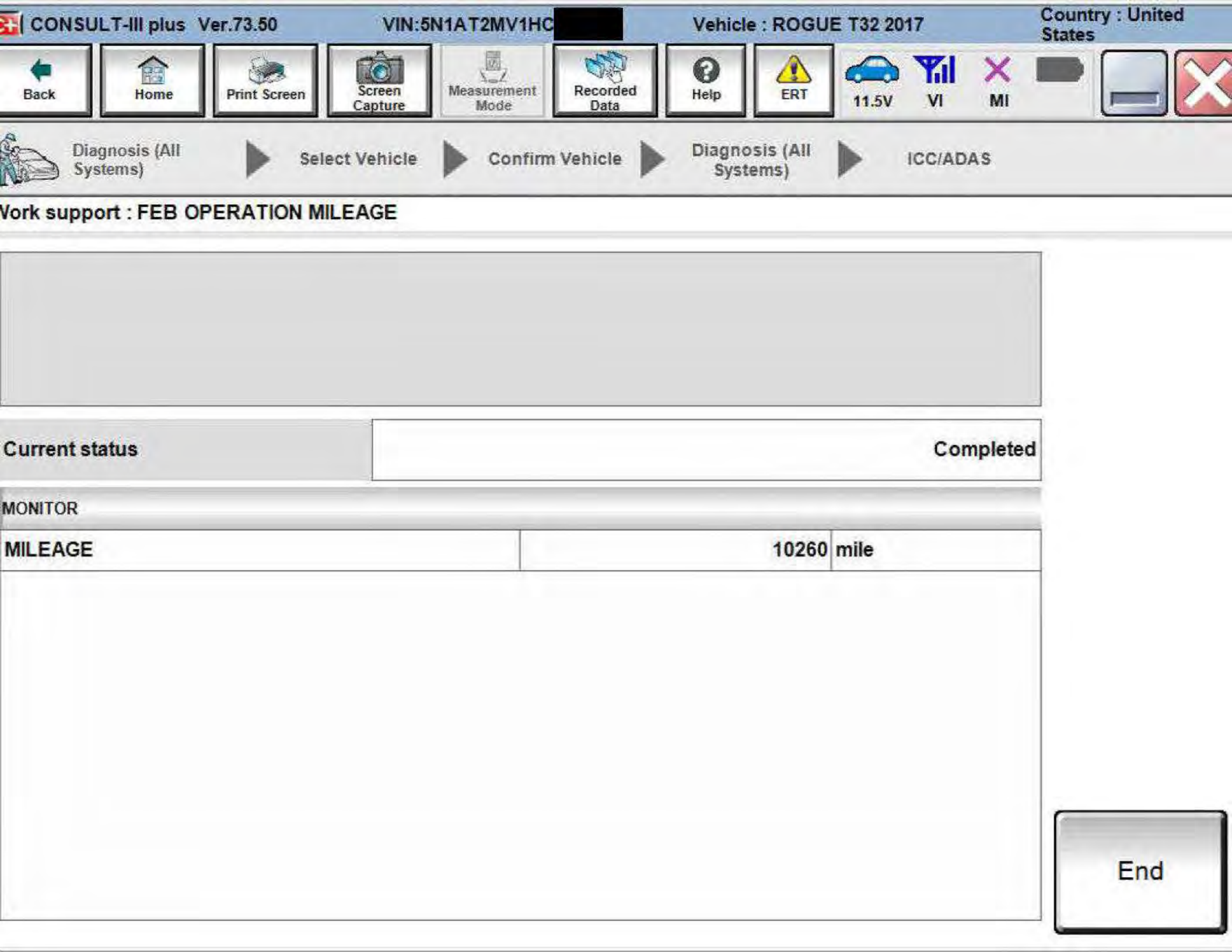
Lock Fields & Save Form for Submission — Save form with locked fields for submission. Print form to Primo PDF or Adobe PDF to save.

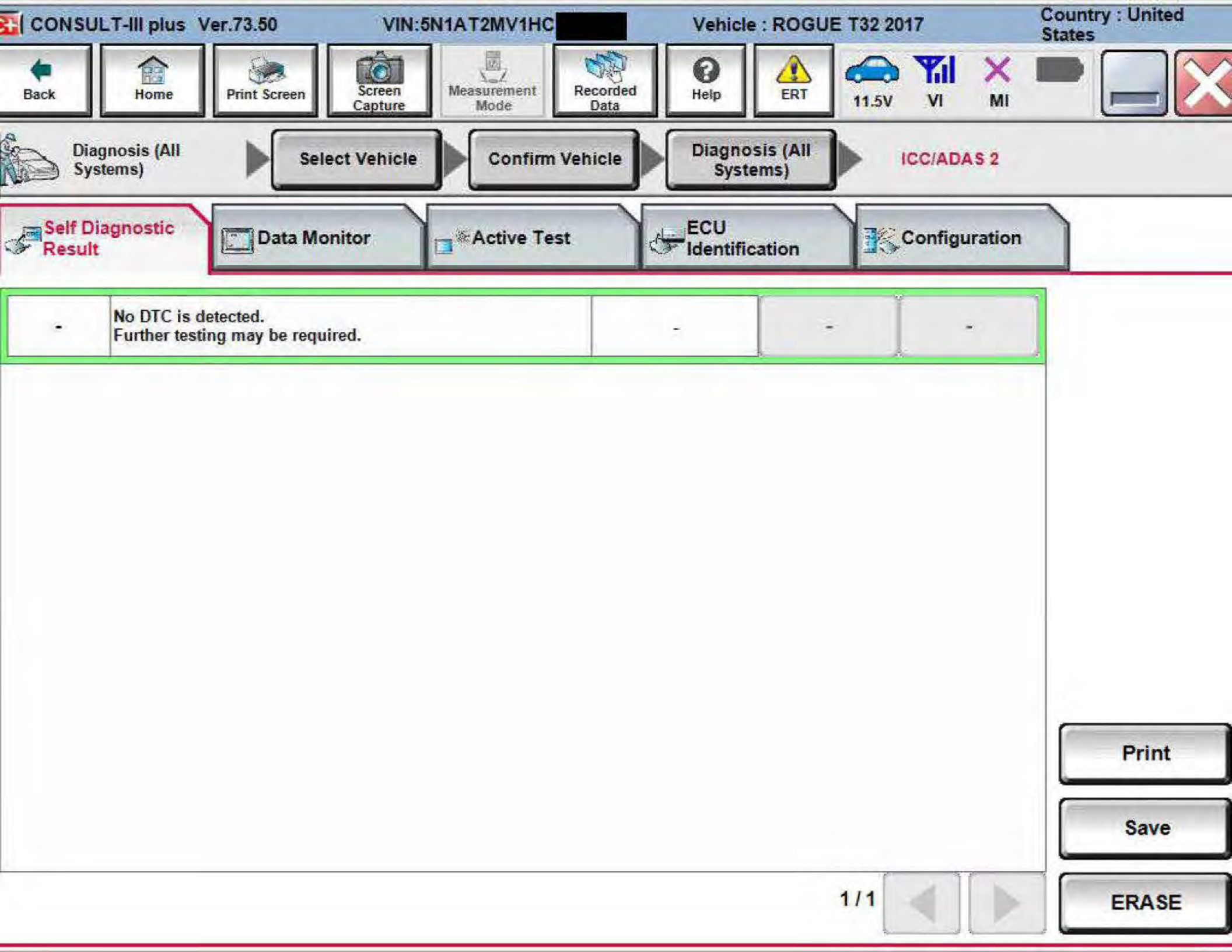

CONSULT-III plus Ver.73.50
VIN:5N1AT2MV1HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.5V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
LASER/RADAR
Self Diagnostic Result
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

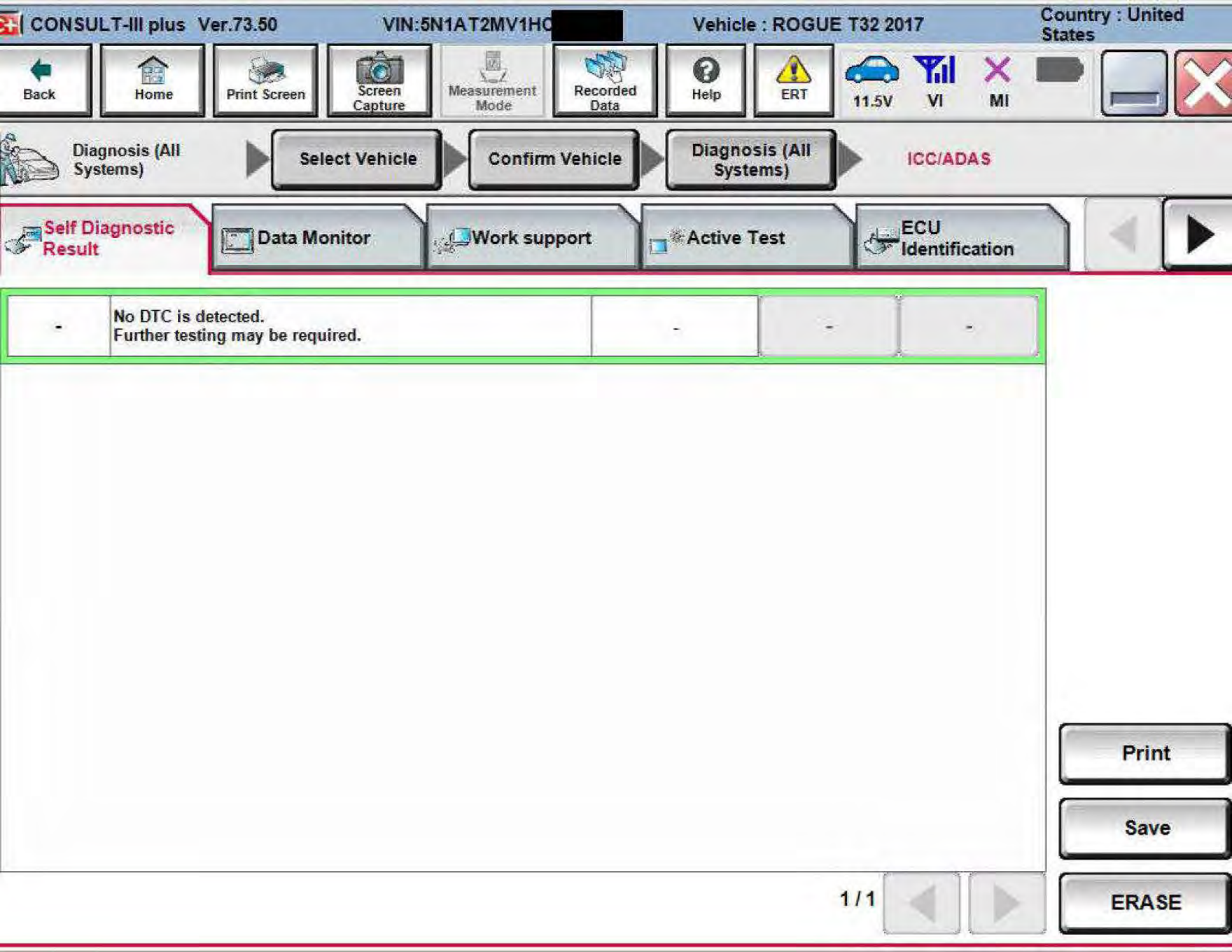

CONSULT-III plus Ver.73.50
VIN:5N1AT2MV1HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.6V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
AIR PRESSURE MONITOR PAST
LASER/RADAR PAST
AUTO BACK DOOR PAST
SIDE RADAR RIGHT PAST
ENGINE NO DTC
ABS NO DTC
METER/M&A NO DTC
1/4
Detailed Information
AIR PRESSURE MONITOR
C1705-00 LOW PRESSURE FR PAST - DTC Expla
C1706-00 LOW PRESSURE RR PAST FFD DTC Expla
LASER/RADAR
C1A16-97 RADAR STAIN [CMP/SYS OPR OBST OR BLKD] PAST FFD DTC Expla
AUTO BACK DOOR
B2422 BACK DOOR STATE PAST FFD DTC Expla
B242C HANDS FREE SEN CONTROL UNIT PAST FFD DTC Expla
SIDE RADAR RIGHT
1/2
Print for Customer
Print
Save
ERASE

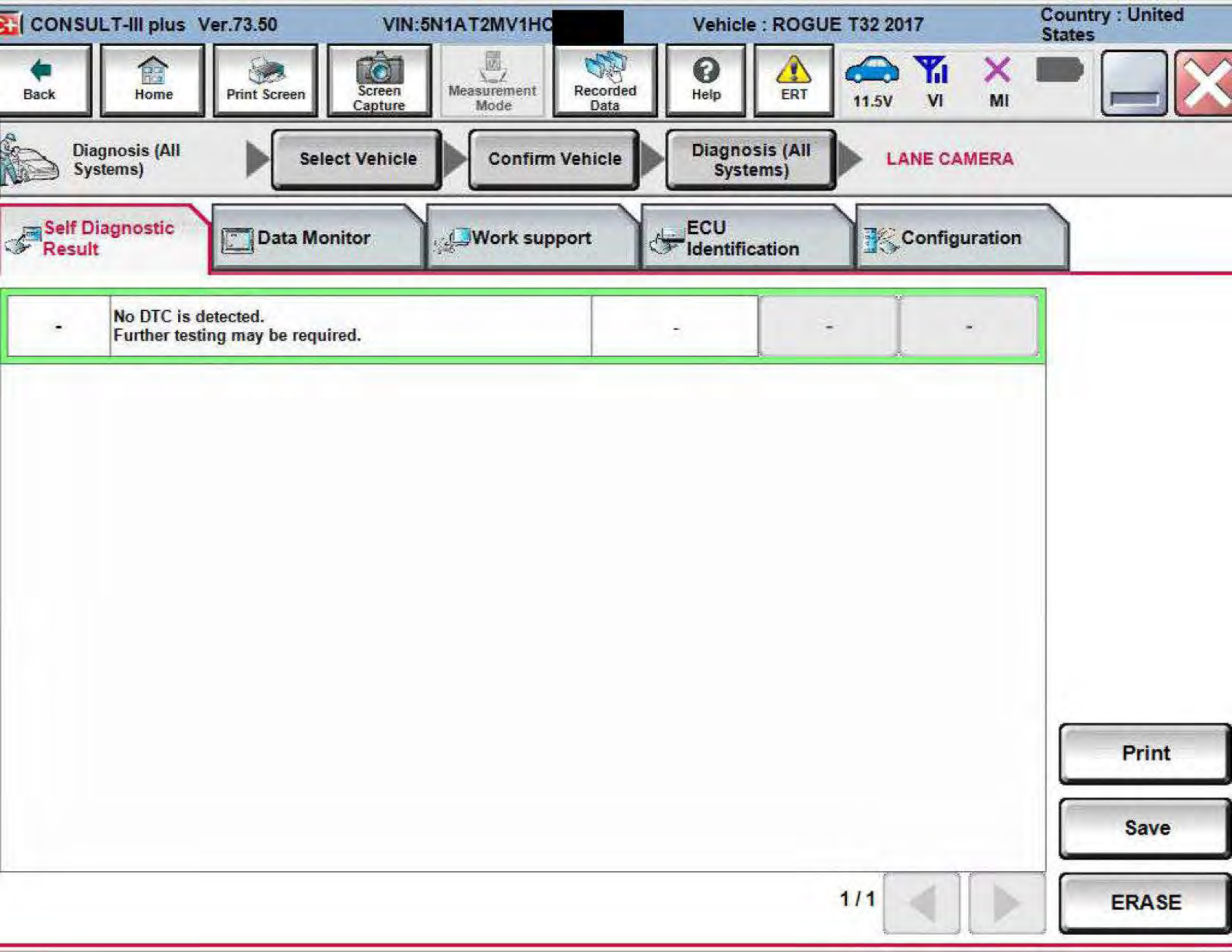

CONSULT-III plus Ver.73.50
VIN:5N1AT2MV1HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.5V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
AIR PRESSURE MONITOR
PAST
LASER/RADAR
PAST
AUTO BACK DOOR
PAST
SIDE RADAR RIGHT
PAST
ENGINE
NO DTC
ABS
NO DTC
METER/M&A
NO DTC
1 / 4
Detailed Information
C1B55-97
RADAR BLOCKAGE
PAST
FFD
DTC Expla
2 / 2
Print for Customer
Print
Save
ERASE


CONSULT-III plus Ver.73.50
VIN:5N1AT2MV1HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.5V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
CHASSIS CONTROL
Self Diagnostic Result
Data Monitor
Active Test
ECU Identification
Configuration
-
No DTC is detected.
Further testing may be required.
-
-
-
1 / 1
Print
Save
ERASE


CONSULT-III plus Ver.73.50
VIN:5N1AT2MV1HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.5V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB OPERATION MILEAGE
Current status
Completed
MONITOR
MILEAGE
10260
mile
End


CONSULT-III plus Ver.73.50
VIN:5N1AT2MV1HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.5V
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


CONSULT-III plus Ver.73.50
VIN:5N1AT2MV1HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.5V
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.73.50
VIN:5N1AT2MV1HC
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.5V
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

NISSAN

Search Samaritan Potter Help & Training CA

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

[redacted]

Customize Page | Printable View | Help for this Page

Case Comments [27] | Case Categorizations [0] | 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 [17]

## 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 | alex.kang@nissan-usa.com |
| Contact Email | | Case Owner Location | Murfreesboro |
| Home Phone | | Case Owner | Alex Kang [Change] |
| Executive Referral | | Status | Open |
| Exec-Received-Date | | Type | CA |
| Letter Sent Date | | Case Origin | Phone |
| Letter Received Date | | Date/Time Opened | 12/15/2017 1:26 PM |
| Follow Up Date | 2/2/2018 | 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 | 11,000 | XTIME Appointment Number | |

### Incident Codes - IIR REQUIRED

| | | | |
|---|---|---|---|
| Incident Date | 12/1/2017 | | |
| Number Injured | 1 | 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 | 5N1AT2MV1HC[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 | |
| 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? | SD - Vehicle Damage | 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:<br>Notes to Agent: | | |

## System Information

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

## Agent Comments

| | | | |
|---|---|---|---|
| Agent Comments | | | |
| Created By | Iain Hadden, 12/15/2017 1 26 PM | Root Cause Code | SCSD |
| Last Modified By | NNAETL, 1/25/2018 9 03 PM | Root Cause Code (2) | |
| Legacy Case Number | | Action Code | |
| Root Cause | | Priority | N/A |

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

## Case Comments

New | Case Comments Help

| Action | Public | Comment |
|---|---|---|
| Make Private | ✓ | **Created By Brandon Johnson (1/24/2018 7 27 AM)**<br>ARBS received email from DTS-KM stating that the I R had been uploaded to the FTP site for review.<br><br>ARBS setting case for 2/2/2018 to wait for PL resolution. |
| Make Private | ✓ | **Created By Brandon Johnson (1/3/2018 3 29 PM)**<br>ARBS placed outbound call to C-Doreen Mantione @ # [redacted]<br>ARBS stated that ARBS informed the DLR SM that NNA would be covering a rental veh for the duration of the inspection process.<br>C understood and C/s that C would pick up a rental veh when C dropped of C's veh on 1/13/2018.<br>ARBS understood and call ended. |
| Make Private | ✓ | **Created By Brandon Johnson (1/3/2018 3 24 PM)**<br>ARBS placed outbound call to DLR-NISSAN 112 SALES CORP @ # [redacted] and left vmx for SM-Mohamed Khan.<br>ARBS stated that NNA would be covering a rental veh for C for the duration of the inspection process.<br>ARBS stated if SM had any questions to contact ARBS.<br>ARBS provided ARBS contact # and call ended. |
| Make Private | ✓ | **Created By Brandon Johnson (1/3/2018 3 15 PM)**<br>ARBS received vmx from C.<br>C/s that DLR was unaware that a rental will be covered during inspection process. |
| Make Private | ✓ | **Created By Brandon Johnson (1/2/2018 3 48 PM)**<br>ARBS setting case for 1/29/2018 for inspection to be completed. |
| Make Private | ✓ | **Created By Brandon Johnson (1/2/2018 3 46 PM)**<br>ARBS placed outbound call to C-Doreen Mantione @ # [redacted]<br>ARBS stated that DLR SM stated that C could drop C's veh off on 1/13/2018 to wait for C's veh to be inspected.<br>ARBS stated that SM wanted to make sure that C knew that DLR/SM would not be responsible for any damages that C's veh may incur.<br>C understood and call ended. |
| Make Private | | **Created By Brandon Johnson (1/2/2018 3 44 PM)**<br>ARBS placed outbound call to DLR-NISSAN 112 SALES CORP @ # 631-289-9100 and spoke with SM-Mohamed Khan.<br>ARBS stated that ARBS had an inspection date and time for C on 1/18/2018 at 10:00 AM EST at DLR.<br>SM understood and ARBS stated that C was going to drop off C's veh off on 1/13/2018 to wait for C's veh to be inspected. |

| | | |
|---|---|---|
| | | SM understood and SM stated that C needed to be made aware that SM was not going to be responsible for any damages on C's veh if that does occur.<br>ARBS understood and ARBS stated that ARBS would make C aware.<br>SM understood and ARBS stated for SM to have an extra technician and a lift available for DTS if need be.<br>SM understood and call ended. |
| Make Private | | **Created By Brandon Johnson (1/2/2018 3 28 PM) Last Modified By Brandon Johnson (1/2/2018 3 35 PM)**<br>ARBS placed outbound call to C[redacted]<br>ARBS stated that ARBS had an inspection date and time for C on 1/18/2018 at 10 00 AM EST at DLR- NISSAN 112 SALES CORP.<br>C understood and C/s that C would drop off C's veh on 1/13/2018 to wait for C's veh to be inspected.<br>ARBS understood and ARBS stated that the DLR could charge C storage fees.<br>C understood and ARBS stated that ARBS would make DLR aware of inspection date and time.<br>C understood and call ended. |
| Make Private | | **Created By Brandon Johnson (12/29/2017 8 15 AM)**<br>ARBS setting case for 1/3/2018 to wait for an update on a date and time for C's veh inspection. |
| Make Private | | **Created By Brandon Johnson (12/29/2017 8 14 AM)**<br>ARBS emailed DTS-KM for an update on a date and time for C's veh inspection. |
| Make Private | | **Created By Brandon Johnson (12/27/2017 10 37 AM)**<br>ARBS submitted DTS request. |
| Make Private | | **Created By Brandon Johnson (12/27/2017 10 28 AM)**<br>ARBS placed outbound call to C[redacted]<br>ARBS stated that ARBS would need 15-30 minutes of C s time to complete probe.<br>C agreed and ARBS completed probe questions.<br><br>ARBS asked if C had a police report filed.<br>C/s that C did and ARBS requested C send that to ARBS.<br>ARBS provided ARBS fax # for C to send in the police report.<br><br>ARBS asked for C to explain the incident that occurred in C's veh.<br><br>C/s that C was driving to work on County Road 25 going east.<br>C/s that C was going around 45 mph.<br><br>C/s that the veh came to a stop all of a sudden.<br>C/s that C heard no beeps and saw nothing on the dashboard of C's veh.<br>C/s that there were no other vehs around C besides the veh behind C.<br>C/s that the veh behind C was far enough away that the other veh was not tailgating C.<br><br>C/s that after the veh stopped on its own the veh behind C rear ended C.<br>C/s that C would like the veh inspected due to the sudden stopping concern on C's veh.<br><br>C/s that C had the body damage to the rear of the veh repaired, but not any type of mechanical braking repairs done.<br><br>ARBS understood and ARBS apologized for C's incident.<br>ARBS stated that NNA would like to send an inspector to look at C's veh.<br>ARBS stated that the NNA IIR process was a six to eight week long process.<br>ARBS stated it could be two to four weeks before NNA could get an inspector out to look at C's veh.<br>ARBS stated that after inspection was completed NNA had two to four weeks to review the inspection report.<br><br>ARBS stated that ARBS would reach out to NNA inspector for an inspection date and time at DLR- NISSAN 112 SALES CORP.<br>ARBS stated that once ARBS had further information on a date and time for C ARBS would contact C back.<br>C understood and call ended. |
| Make Private | | **Created By Brandon Johnson (12/21/2017 8 05 AM)**<br>ARBS setting case for 12/27/2017 for ARBS to follow up with C. |
| Make Private | | **Created By Brandon Johnson (12/21/2017 8 04 AM)**<br>ARBS placed outbound call to C-Doreen Mantione @ #[redacted] and left vmx.<br>ARBS reached vmx stating that vmx was full.<br>ARBS was unable to leave vmx from C.<br>Vmx ended. |
| Make Private | | **Created By Brandon Johnson (12/20/2017 2 04 PM)**<br>*C/s to contact C around 9 AM EST.* |
| Make Private | | **Created By Brandon Johnson (12/20/2017 2 04 PM)**<br>ARBS received vmx from C. |
| Make Private | | **Created By Brandon Johnson (12/20/2017 10 28 AM)**<br>ARBS setting case for 12/21/2017 for ARBS to follow up with C. |
| Make Private | | **Created By Brandon Johnson (12/20/2017 10 27 AM)**<br>[redacted]<br><br>ARBS-BJ called customer no answer was made ARBS left a message stating name and number for C to call ARBS back a[redacted] vmx ended. |
| Make Private | | **Created By Brandon Johnson (12/20/2017 7 39 AM)**<br>ARBS noting email from DRT-FD:<br><br>If the new allegation resulted in an accident, please inspect the vehicle. I R will treat this as a separate incident. |
| Make Private | | **Created By Brandon Johnson (12/19/2017 1 27 PM)**<br>ARBS emailed DRT-FD about previous case and ARBS asked DRT-FD how to proceed with case. |
| Make Private | | **Created By Brandon Johnson (12/19/2017 1 24 PM)**<br>ARBS noting previous case with same concern # [redacted]<br>ARBS noting no defect was found in C's previous case. |
| Make Private | | **Created By Brandon Johnson (12/19/2017 1 23 PM)**<br>ARBS received vmx from C. |
| Make Private | | **Created By Brandon Johnson (12/19/2017 10 28 AM)**<br>ARBS setting case for 12/20/2017 for ARBS to follow up with C. |
| Make Private | | **Created By Brandon Johnson (12/19/2017 10 22 AM)**<br>ARBS placed outbound call to C[redacted].<br>C/s that C would have to contact ARBS back this afternoon.<br>ARBS provided C with ARBS contact #.<br>Call ended. |
| Make Private | | **Created By Brandon Johnson (12/19/2017 10 17 AM)**<br>**********ARBS RECEIVED CASE, UNDER REV EW, PENDING PROBE VER FICATION ********** |
| Make Public | | **Created By Iain Hadden (12/15/2017 1 38 PM)**<br>***CASE SUMMARY***<br>C is seeking to file accident report<br>CRR- H creating IIR and sending case to appropriate department |
| | | **Created By Iain Hadden (12/15/2017 1 37 PM)**<br>CRR-I.H <OPENED or VER F ED> Account Info including: C's name, home address, & best contact# |

CRR-I.H VERIFIED VEH Info including: V N#, Current Mileage, Warranty & Service History
CRR-I.H CHECKED for open recalls/campaigns and found: 0
CRR-I.H CHECKED for previous UNRELATED Case(s) and found: 0
CRR-I.H CHECKED previous RELATED Case(s) and found: 0
CRR-I.H NOTED concern is: seeking to file accident report
**********
C called in asking to file accident report
C stated that 2 weeks ago C was driving to work when C's "safety shield" feature must have malfunctioned and detected object in front of C causing VWEH to suddenly stop and C was consequently rear ended
C would like to report this to Nissan so that appropriate action may be taken

Make Public

CRR- H advised C that case will be started to document C's concern
CRR- H recorded details of incident
CRR- H advised C that case will be sent to appropriate department and C will be contacted within 1-2 business days regarding C's concern

C understood

CRR- H asked C if any further assistance may be provided
C declined
CRR- H provided C with case# [redacted]
Best contact#[redacted]
Call ended mutually

## Case Categorizations

New Case Categorization | Case Categorizations Help

No records to display

## Emails

Send an Email | Emails Help

No Emails Available

## Calls

New CA Call | Calls Help

No records to display

## Open Activities

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

No records to display

## Activity History

Log a Call | View All | Activity History Help

| Action | Subject | Type | Name | Due Date | Assigned To | Action Taken | Status | Last Modified Date/Time |
|---|---|---|---|---|---|---|---|---|
| Edit \| Del | DTS Request [redacted] NISSAN 112 SALES CORP | | | 12/29/2017 | Kevin MacKay | | Complete | 1/26/2018 5:28 PM |
| Edit \| Del | DTS Follow Up [redacted] NISSAN 112 SALES CORP | | | 12/29/2017 | Brandon Johnson | | Complete | 12/27/2017 10:31 AM |
| Edit \| Del | I R | | [redacted] | 12/18/2017 | Brandon Johnson | | Complete | 12/15/2017 2:47 PM |

## Customer Support Tools

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

No records to display

## Check Activity

Check Activity Help

No records to display

## Forms

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

| Action | Form | Request Type | Created By | Created Date | Customer Name | VSC | VIN | VSC Request Comments |
|---|---|---|---|---|---|---|---|---|
| Edit | [redacted] | I R | Iain Hadden, 12/15/2017 1:34 PM | 12/15/2017 | | | 5N1AT2MV1HC[redacted] | |

## DTS Field Inspections

DTS Field Inspections Help

| Action | Title | DTS Inspection Date | Owner First Name | Owner Last Name | Status |
|---|---|---|---|---|---|
| Edit | [redacted] | 1/18/2018 10:00 AM | Kevin | MacKay | Completed |

## Attachments

Attach File | Attachments Help

No records to display

## Case History

Case History Help

| Date | User | Action |
|---|---|---|
| 1/25/2018 2:44 PM | Samantha Dixon | Changed **Case Owner** from Brandon Johnson to **Alex Kang**. |
| 1/24/2018 7:27 AM | Brandon Johnson | Changed **Follow Up Date** from 1/29/2018 to **2/2/2018**. |
| 1/2/2018 3:49 PM | Brandon Johnson | Changed **Follow Up Date** from 1/3/2018 to **1/29/2018**. |
| 12/29/2017 8:15 AM | Brandon Johnson | Changed **Follow Up Date** from 12/29/2017 to **1/3/2018**. |
| 12/27/2017 10:39 AM | Brandon Johnson | Changed **Follow Up Date** from 12/27/2017 to **12/29/2017**. |
| 12/27/2017 10:20 AM | Brandon Johnson | Changed **Case Servicing Dealer** to **NISSAN 112 SALES CORP**. |
| 12/21/2017 8:05 AM | Brandon Johnson | Changed **Follow Up Date** from 12/21/2017 to **12/27/2017**. |
| 12/20/2017 10:29 AM | Brandon Johnson | Changed **Follow Up Date** from 12/20/2017 to **12/21/2017**. |

| | | |
|---|---|---|
| 12/19/2017 10:27 AM | Brandon Johnson | Changed **Follow Up Date** from 12/19/2017 to **12/20/2017**. |
| 12/15/2017 2:46 PM | Brandon Johnson | Changed **Follow Up Date** from 12/18/2017 to **12/19/2017**. |
| 12/15/2017 2:38 PM | DeHenry Kidd | Changed **Case Owner** from Iain Hadden to **Brandon Johnson**. |
| 12/15/2017 2:38 PM | DeHenry Kidd | Changed **Description**. |
| 12/15/2017 1:26 PM | Iain Hadden | Changed **Work Phone** to [redacted] |
| | | Changed **Follow Up Date** from 12/15/2017 to **12/18/2017**. |
| | | Changed **VIN** to **5N1AT2MV1HC[redacted]** |
| | | Changed **Subject** to **CUSTOMER [redacted] PHONE [redacted] VIN 5N1AT2MV1H[redacted]** |
| | | Created. |

^ Back To Top

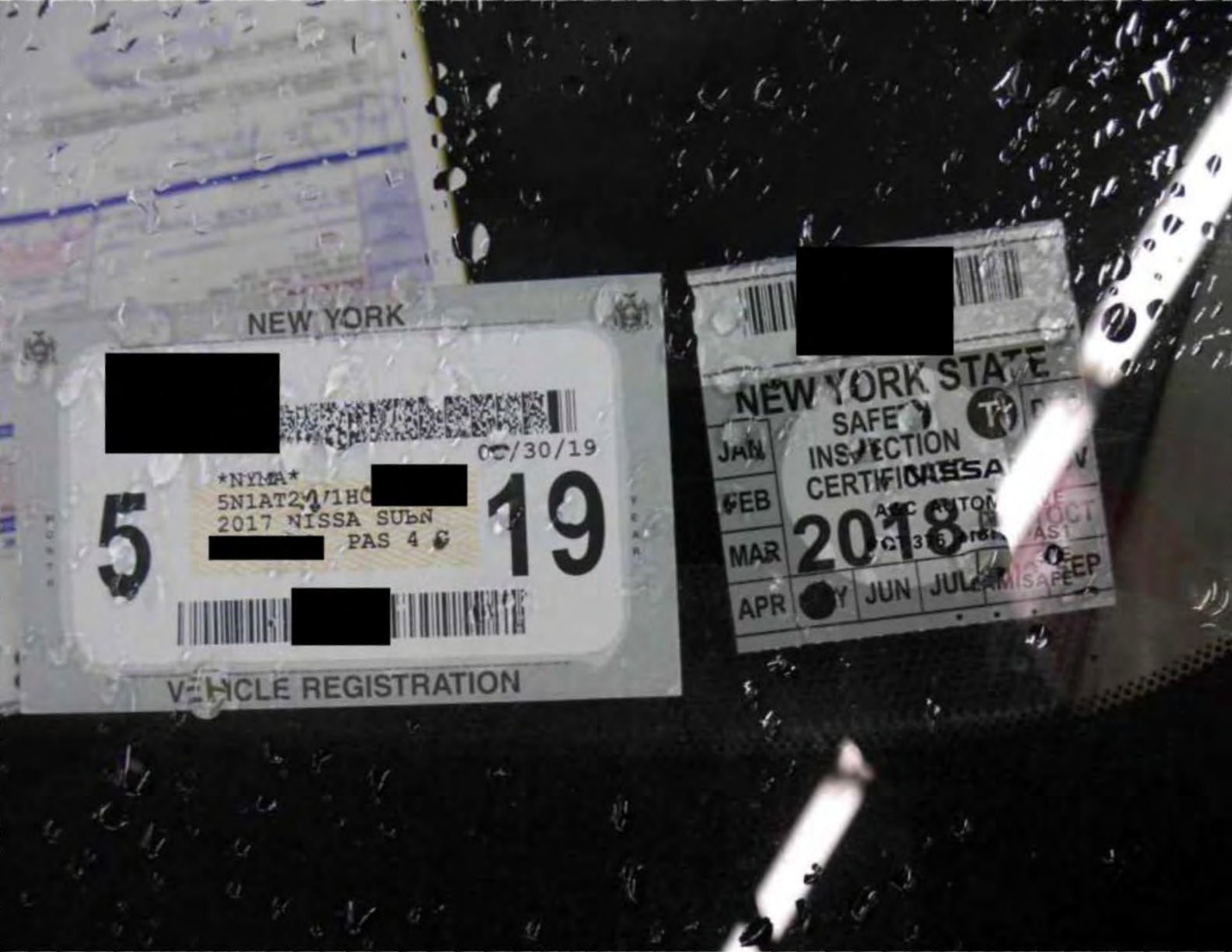
Always show me fewer / more records per related list

Copyright © 2000-2018 salesforce.com, inc. All rights reserved. | Privacy Statement | Security Statement | Terms of Use | 508 Compliance


10:29 AM
29°F
No Warnings
P
ECO
166
14400 miles
PMx1000
4
5
6
H
MPH
40
60
80
100
120
140
0
1/2
1


Challenger Lifts


5N1AT2MV1H[redacted]

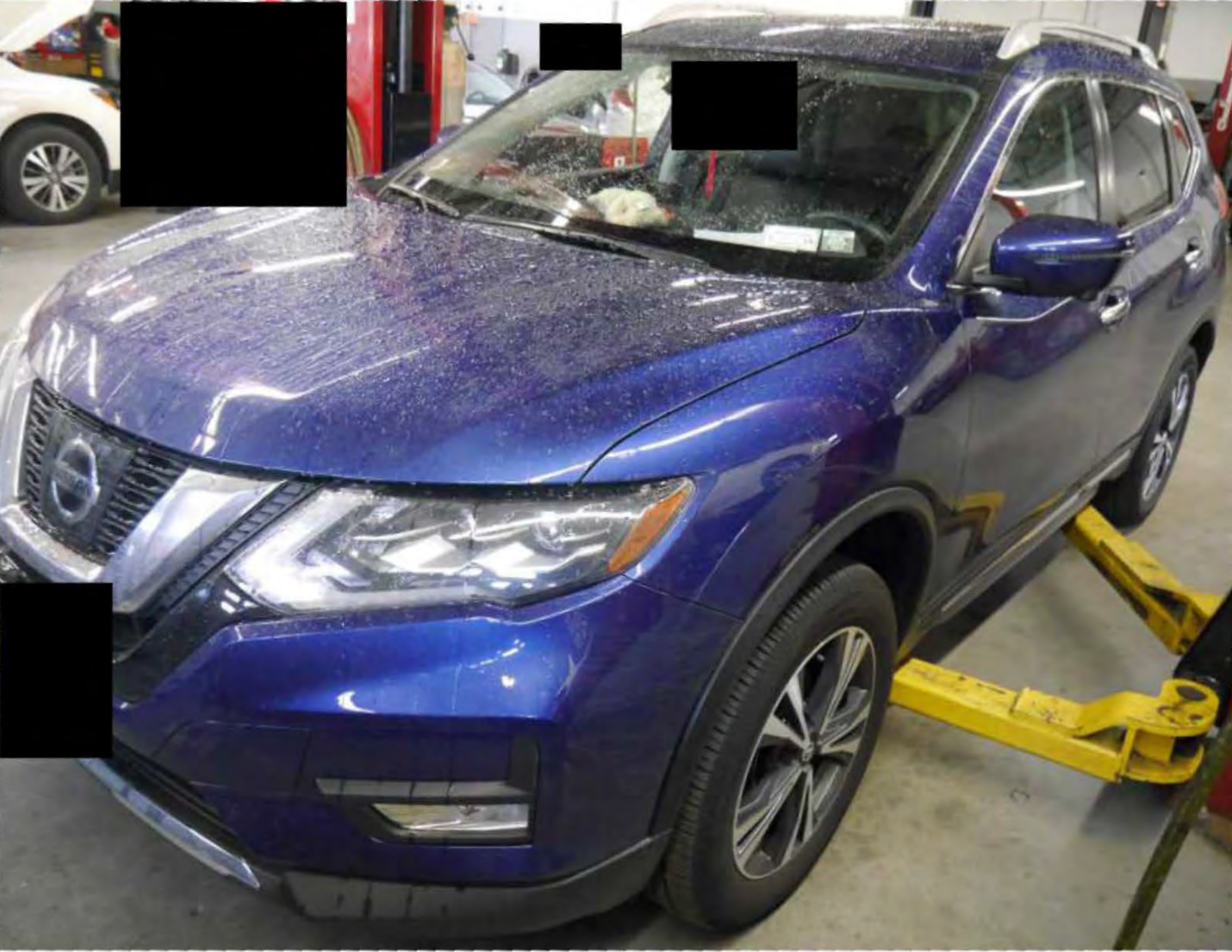

NEW YORK
[redacted]
[redacted]
*NYMA*
5N1AT2[redacted]/1HC
2017 NISSA SUBN
[redacted]
PAS 4
5
19
VEHICLE REGISTRATION
[redacted]
NEW YORK STATE
SAFETY
INSPECTION
CERTIFICATE
2018
JAN
FEB
MAR
APR
MAY
JUN
JUL
SEP
OCT


MFD BY NISSAN MOTOR CO., LTD.
DATE: 04/17
GVWR: 2122 KG
4679 LB
GAWR FR.: 1072 KG
2363 LB
WITH 225/60R18 TIRES
18 X 7J RIMS AT 33 PSI
COLD SINGLE
GAWR RR.: 1089 KG
2401 LB
WITH 225/60R18 TIRES
18 X 7J RIMS AT 33 PSI
COLD SINGLE
THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.
[redacted]
MPV
MODEL: TD8NLSWT32EUA-----
COLOR: RBY TRIM: G ZS30A


MFD BY NISSAN MOTOR CO., LTD.
DATE: 04/17
GVWR: 2122 KG
4679 LB
GAWR FR.: 1072 KG
2363 LB
WITH 225/60R18 TIRES
18 X 7J RIMS AT 33 PSI
COLD SINGLE
GAWR RR.: 1089 KG
2401 LB
WITH 225/60R18 TIRES
18 X 7J RIMS AT 33 PSI
COLD SINGLE
THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.
5N1AT2MV1HC
MPV
367
MODEL: TD8NLSW T32EUA-----
COLOR: RBY TRIM: G
Z530A


8:51 AM
Warning
Shift to Park
14380miles



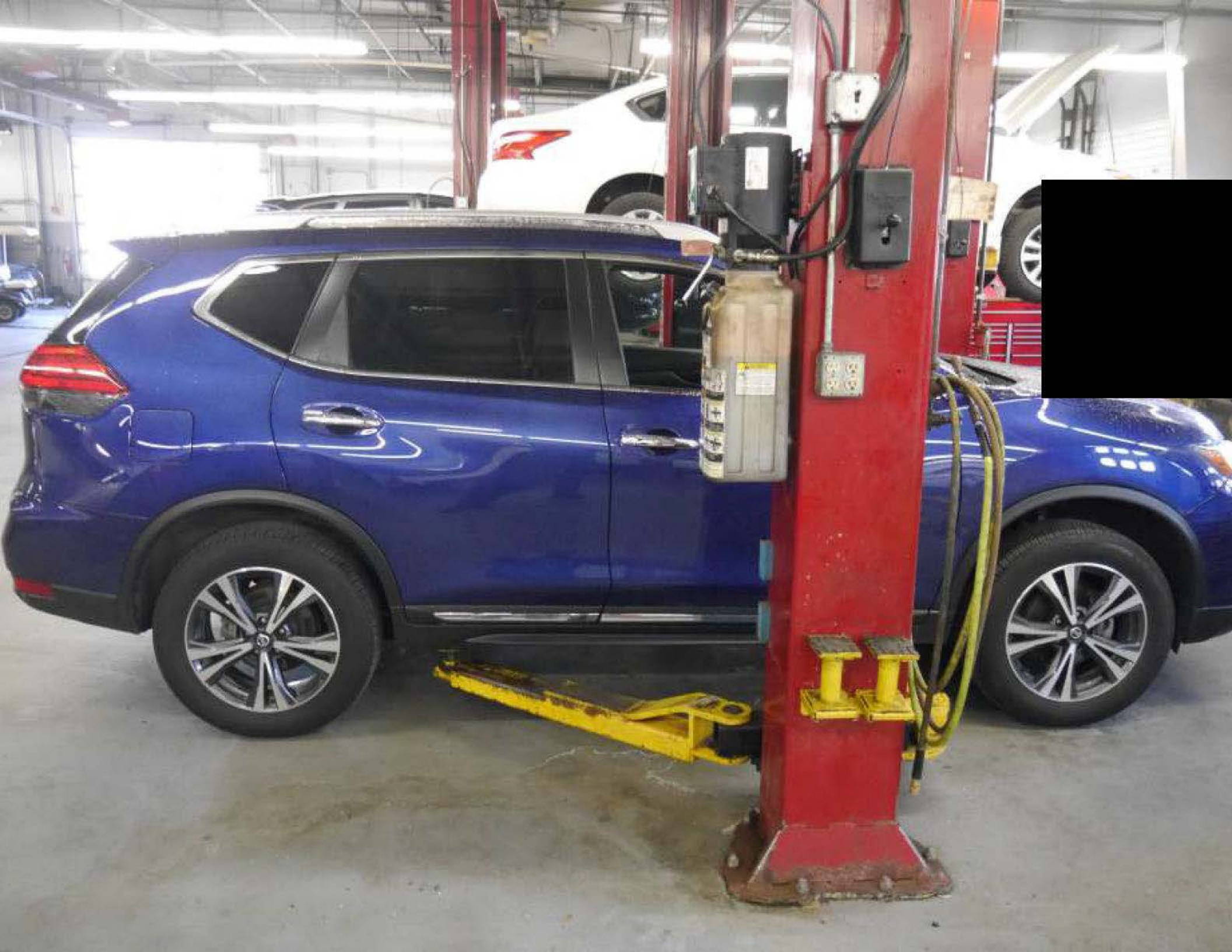


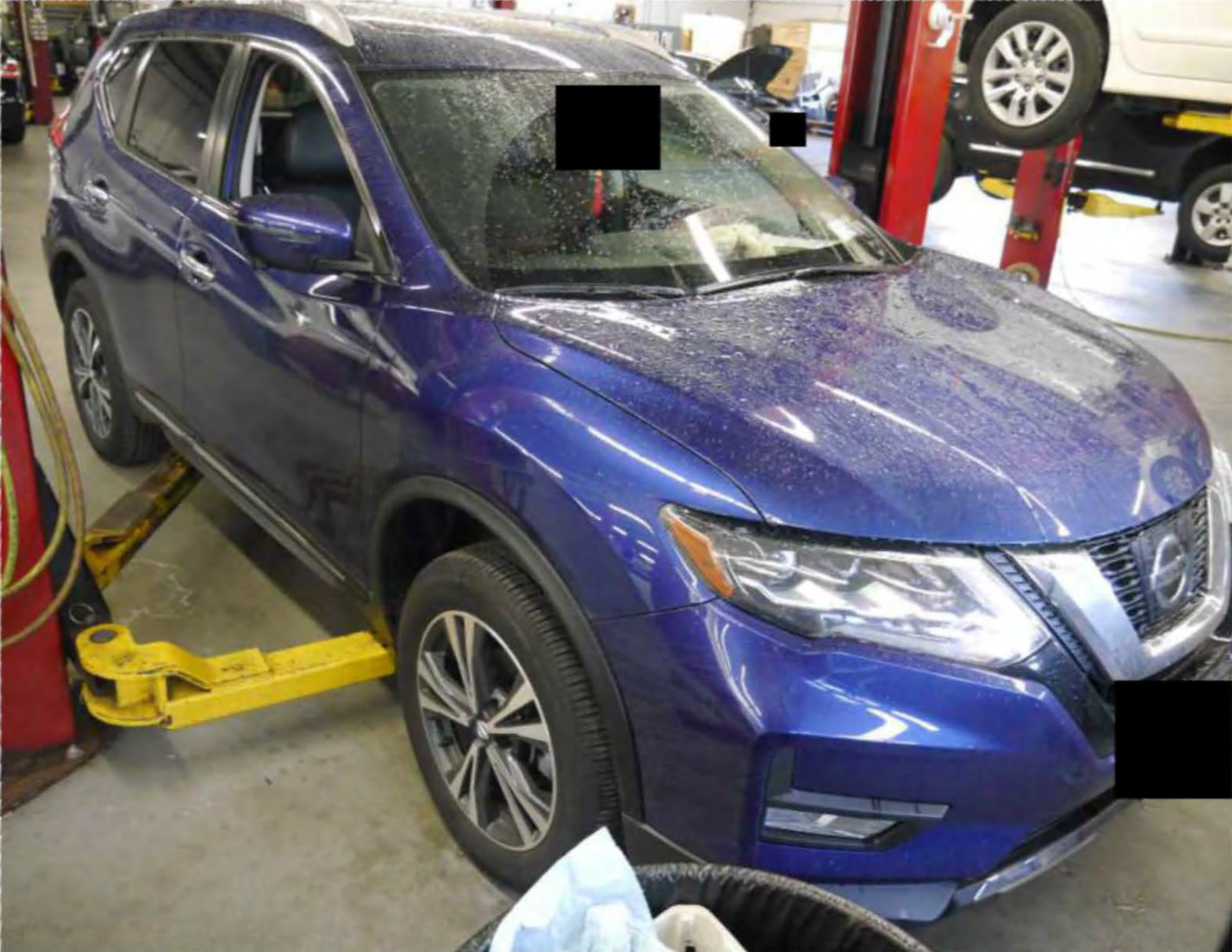



Challenger Lifts
ROGUE


ROGUE
SLAVA


SL AWD










NISSAN


NISSAN


NISSAN











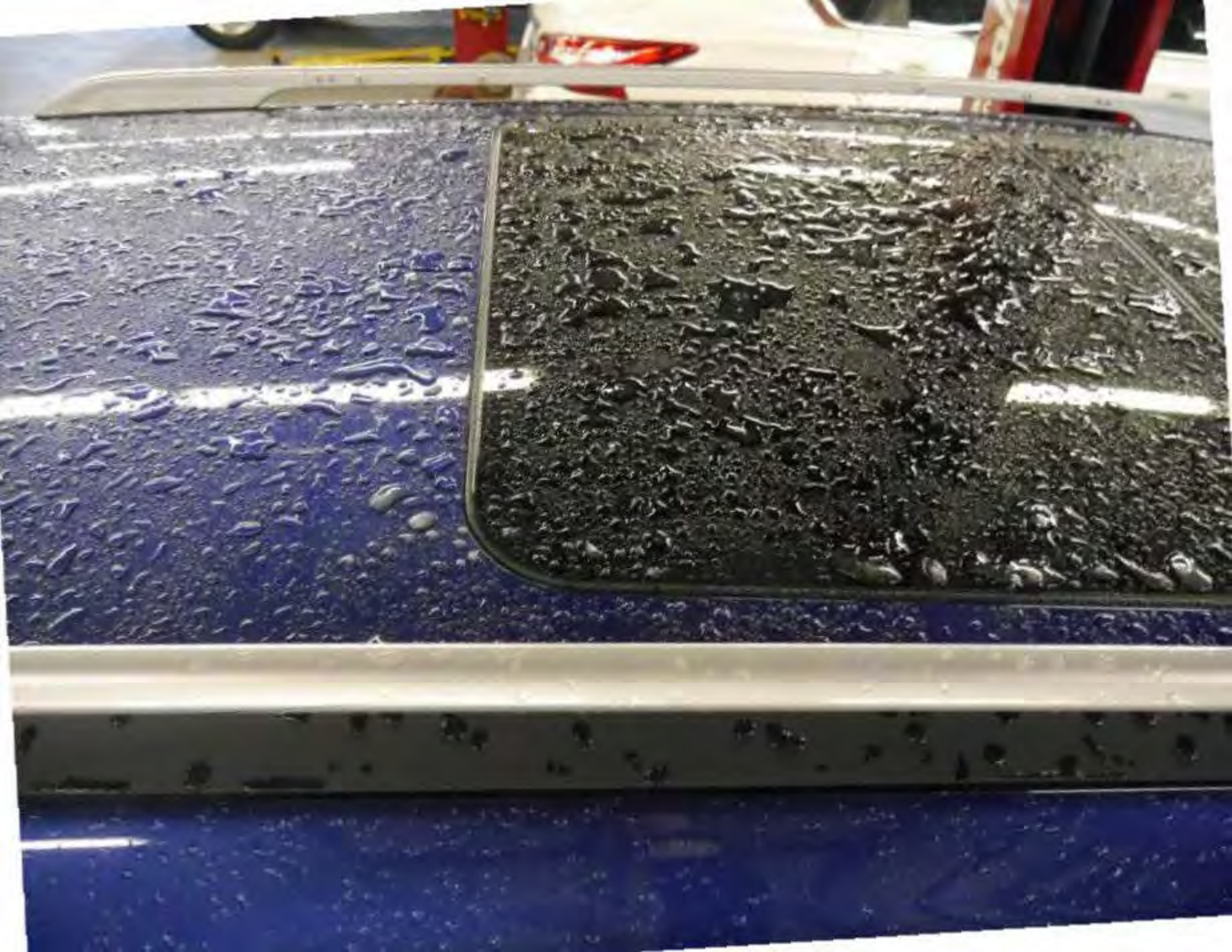























QR25


















ROGUE














Challenger















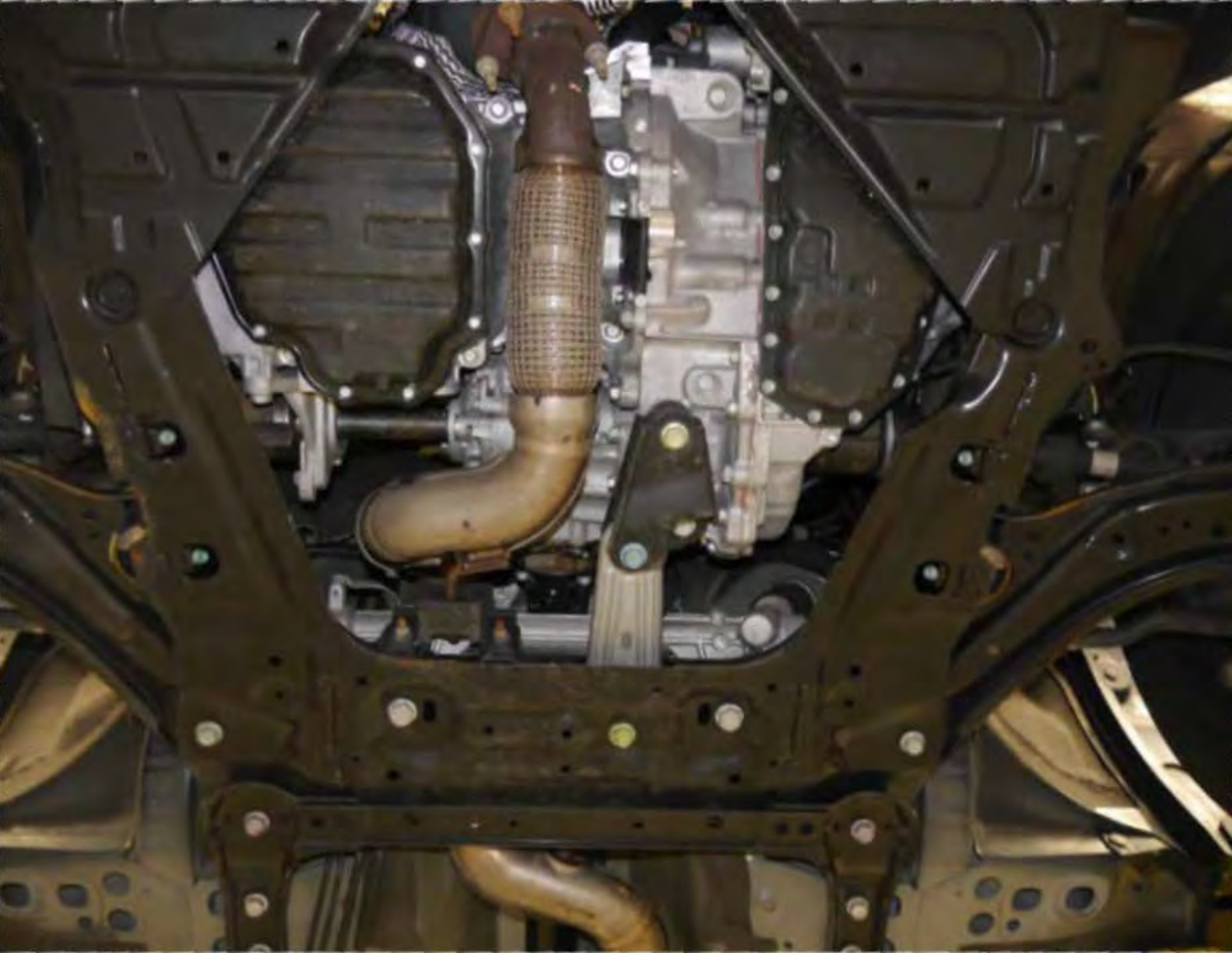





























NISSAN




9:05 AM
22°F
Settings
Driver Assistance
Clock
Meter Settings
Vehicle Settings
Maintenance
Alarm
P
182
14380 miles
RPMx1000
MPH
km/h
0
1/2
1


9:05 AM
22°F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
182
14380 miles
RPMx1000
3
4
5
6
MPH
40
60
80
100
120
140
km/h
0
1/2
1


9:05 AM
22 °F
Driving Aids
Emergency Brake
Blind Spot
P
182
14380 miles
RPMx1000
3
4
5
6
MPH
40
60
80
100
120
140
km/h
220
0
1/2
1


9:05 AM
22°F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
182
14380 miles
RPMx1000
MPH
km/h
H
1/2


9:06 AM
22°F
Parking Aids
Moving Object
Cross Traffic
182
14380 miles
RPMx1000
MPH
km/h


9:06 AM
22°F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
182
14380 miles
RPMx1000
MPH
km/h
0
1/2
1
L
H


9:06 AM
22°F
Chassis Control
Trace Control
Engine Brake
P
182
14380 miles
RPMx1000
4
5
6
H
MPH
20
40
60
80
100
120
140
160
180
200
220
km/h
0
1/2
1




ROGUE


ROGUE


SUE


SLAWD


SLAWD



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
5N1AT2MV1HC[redacted]

Customize Page | Printable View | Help for th

Vehicle Campaigns [1] | Warranty Cases [2] | Cases [3] | Service History [9] | Vehicle Service Contracts [0] | Vehicle History [1] | DTS Field Inspections [2]

## Vehicle Detail

| | | | |
|---|---|---|---|
| VIN | 5N1AT2MV1HC[redacted] | | |
| Last Modified By | NNAETL, 1/29/2018 5:42 AM | Branded Title | |
| Created By | NNAETL, 4/7/2017 11:15 AM | Polk Disposed Date | |
| | | Company Vehicle Flag | |
| Latest Recorded Mileage | 11,000 | MSRP | $34,270 |
| Latest Recorded Mileage Units | M | | |
| In Service Date | 5/31/2017 | | |

## Manufacturing Data

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

## Vehicle Tools

Total Approved Checks VIN Decoder

## System Information

Latest Owner (BETA) [redacted]

## Warranty Information

| 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 | BASIC COVERAGE | 5/31/2020 | 36,000 | | | | |
| 2 | POWERTRAIN COVERAGE | 5/31/2022 | 60,000 | | | | |
| 3 | SEAT BELT | 5/31/2027 | 999,999 | | | | |
| 4 | CORROSION COVERAGE (PERFORATION) | 5/31/2022 | 999,999 | | | | |
| 5 | FEDERAL EMISSION LONG TERM DEFECT | 5/31/2025 | 60,000 | | | | |

## Vehicle Retail Sales

### Vehicle Retail Sales

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

Vehicle Ownership

## Vehicle Ownership

New Vehicle Ownership

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

## Vehicle Campaigns

Vehicle Campaigns

| Action | Vehicle Campaign Number | Master Vehicle Campaign | Campaign Type | Campaign Status | Campaign Primary Description | Campaign Secondary Description | Effective Date | TSB Number |
|---|---|---|---|---|---|---|---|---|
| | [redacted] | PC601 | Service | Closed | 2016-2018 - Rogue; Left Hand Engine Mounting Insulator | ENGINE MOUNT ROGUE (T32) | 1/18/2018 | [redacted] |

## Warranty Cases

Warranty Cases

| Action | Case Number | Dealer Name | Repair/Work Order | Repair/Work Order Open Date | Job/Line Number | HOST Reference Number | Approval Sta |
|---|---|---|---|---|---|---|---|
| | [redacted] | SMITHTOWN NISSAN | 462402 | | 1 | | |
| | | SMITHTOWN NISSAN | 462402 | 7/25/2017 | 1 | [redacted] | Approved |

## Cases

Print Cases

Cases

| Action | Case Number | Type | Account Name | Date/Time Opened | Date/Time Closed | Current Mileage | Status | CST Approvals | Owner Name |
|---|---|---|---|---|---|---|---|---|---|
| \| Edit \| Cls | [redacted] | CA | [redacted] | 12/15/2017 1:26 PM | | 11,000 | Open | 0 | Alex Kang |
| \| Edit \| Cls | | CA | | 8/8/2017 10:22 AM | 9/7/2017 9:09 AM | 3,400 | Closed | 0 | Dakota McGre |
| \| Edit \| Cls | | CA | | 7/26/2017 3:02 PM | 7/31/2017 8:56 AM | | Closed | 0 | Morgan Robin |

## 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 # | Cl |
|---|---|---|---|---|---|---|---|---|---|---|
| | [redacted] | NO DEFECT FOUND | | FW | 8/27/2017 | 4,748 | [redacted] | 2691 | [redacted] | 1 |
| | | | VEHICLE INSPECTION PERFORM VEHICLE INSPECTION (MPI) | C | 8/27/2017 | 4,769 | | 2691 | | |
| | | | CUST REPORTS DOING 50 MPH ON ROUTE 27 AT NIGHT BRAKES CAME ON AND CAME TO A DEAD STOP- ALSO HAPPENED ON A TURN CAUSED CUST TO LOOSE CONTROL AND DRIVE OFF THE ROAD. ROCKS KICKED UP AND CHIPPED THE WINDSHIELD. HAS HAPPENED 6 TIMES SINCE MAY. | W | 8/27/2017 | 4,769 | | 2691 | | |
| | | | | | 4/20/2017 | 1 | NP NP | 2649 | | |
| | | | CUSTOMER STATES VEHICLE COMES TO A COMPLETE STOP WHILE DRIVING AT 50 MPH INTERMITTENTLY. HAS HAD PREVIOUS REPAIRS DONE AT SMITHTOWN NISSAN. | C | 9/28/2017 | 6,136 | [redacted] | 3214 | | |
| | | | | PD | 5/28/2017 | 3 | NP SMITHTOWN NISSAN INC | 2691 | | 1 |
| | | | | | 5/11/2017 | 1 | NP NP | 2649 | | |
| | | | CUSTOMER REQUEST NEW YORK STATE INSPECTION. $37.00 FOR EMISSIONS AND SAFETY INSPECTION $10.00 FOR NYS SAFETY INSPECTION | I | 5/30/2017 | 5 | Smithtown Nissan Inc | 2691 | | |
| | | | AS PER REQUEST PERFORM PRE-DELIVERY INSPECTION AND FILL OUT PRE-DELIVERY INSPECTION CHECK LIST | W | 5/24/2017 | 3 | | 2691 | | |

## Vehicle Service Contracts

Vehicle Service Contracts

No records to display

## Vehicle History

Vehicle History

| Date | User | Action |
|---|---|---|
| 4/7/2017 11:15 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 | 8/17/2017 | [redacted] | Kevin | MacKay | NER | 8/21/2017 10:00 AM | 8/24/2017 3: |
| Edit | [redacted] | Completed | 1/2/2018 | [redacted] | Kevin | MacKay | NER | 1/18/2018 10:00 AM | 1/23/2018 9: |

^ Back To Top

Always show me fewer / more records per related list.

Copyright © 2000-2018 salesforce.com, inc. All rights reserved. | Privacy Statement | Security Statement | Terms of Use | 508 Compliance

# 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 | KNMAT2MV3HP[redacted] |
| User | KEVIN MACKAY |
| Case Number | [redacted] |
| EDR Data Imaging Date | 01/22/2018 |
| Crash Date | 12/30/2017 |
| Filename | KNMAT2MV3HP[redacted]_ACM.CDRX |
| Saved on | Monday, January 22 2018 at 08:50:05 |
| 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
      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.

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 | KNMAT2MV3HP[redacted] |
| User | KEVIN MACKAY |
| Case Number | [redacted] |
| EDR Data Imaging Date | 01/22/2018 |
| Crash Date | 12/30/2017 |
| Filename | KNMAT2MV3HP[redacted]_ACM.CDRX |
| Saved on | Monday, January 22 2018 at 08:50:05 |
| 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
      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 KNMAT2MV3HP[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 Not given Day Phone [redacted]

Address [redacted] Eve. Phone [redacted]

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

☐ Driver Same as Claimant

Driver Name [redacted] DOB Not Given Day Phone [redacted]

Address [redacted] Eve. Phone [redacted]

City Farmingdale 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 8/25/2017 VIN KNMAT2MV3HP[redacted]

Mileage 473 License # [redacted] State NY Country United States

Special equipment & accessories N/A

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

| Number | Description | Status | Date |
|---|---|---|---|
| N/A | N/A | ○ Open ◉ Closed | 1/23/2018 |

Add Row | Remove Row

## III. Description of Incident & Claim

Source of Information Claimant. Incident Date 12/30/2017 Time 6:30 PM

Location of Incident (describe fully) on Merritts Road, Farmingdale going south over railroad tracks.

# Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN KNMAT2MV3HP[redacted]

Weather Conditions (Rain/Snow/Dry/Etc.) Clear, Snow prior in the day.

Vision obstruction (describe) None Given

Temperature at time of incident 19°F

Parking location prior to time of incident Not given

Overnight temperature prior to incident 16°F

Length of time parked Not Given

Ice/Snow accumulation on vehicle? (•) Yes ( ) No

Amount of Ice/Snow Not given

Ice location on Vehicle (upper surface, underbody, etc.) Snow prior in day ice location not given

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

Sequence of Events (according to claimant)

Claimant and Claimant's husband were present for most recent incident. Claimant states that her husband was driving and she was the front right passenger. Claimant states no vehicles where ahead of her vehicle. Claimant states that there was a vehicle to the left hand side a little behind claimant's vehicle. Claimant states that issue does not occur at any other railroad tracks. Claimant states that she is 78 years old. Claimant did not know if anyone was behind them. Claimant states that they go over railroad tracks all the time. Claimant states that their vehicle stops usually in the middle of the tracks. Claimant states that at location, there are two sets of railroad tracks and one set of railroad tracks is elevated in front of the road at an angle. Claimant states there was no construction or over head obstructions present at the time of incidents. Claimant states that mileage was about 380 miles. Claimant states that she tried hitting the accelerator and the brakes eventually released when issue occurred for her. Claimant states that incidents only take about 1 minute. Claimant states that pumped the gas to travel forward off the tracks. Claimant states issue occurs almost every time Claimant goes over the tracks traveling south only. Claimant states that vehicle comes to a screeching halt. Claimant states that they think smoke comes from underneath the vehicle sometimes when issue occurs. Claimant states that there has not been an accident as a result of FEB operation.

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

Number of times incident occurred twice.

Driver Action (braking, steering, etc.) coasting / braking.

Special Circumstances Issue only occurs on southbound Merritts RD at the train tracks in Farmingdale NY.

Actions taken after incident and results of those actions Accelerator is applied to override FEB to move vehicle over tracks and vehicle operates normally once off the tracks.

Vehicle Estimated Speed 20 Source Claimant. Posted Speed Limit Not given.

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

Witness Present? (•) YES ( ) NO

Witness Name Carmine Giordano

# Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN KNMAT2MV3HP[redacted]

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

Add Witness | Remove Witness

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

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

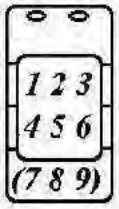
| # | Allegation | Allegation made by |
|---|---|---|
| 1 | Claimant alleges that when traveling southbound over the train tracks crossing Merritt's RD in Farmingdale NY, undesired Forward Emergency Braking operates with no obstructions in front of vehicle other than train tracks crossing the roadway. | Claimant. |

Add Allegation | Remove Allegation

## IV. Occupants & Injuries

Source of Information: Claimant.

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




Occupant Name [redacted] DOB: Not Given. Height: 5'8

Address [redacted] Farmingdale, NY [redacted]
USA Weight: 160 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

# Incident Investigation

CAR # [redacted]
Claimant
VIN KNMAT2MV3HP[redacted]

| | | | | | |
|---|---|---|---|---|---|
| Occupant Name | [redacted] | DOB | Not Given. | Height | 5'6 |
| Address | [redacted] Farmingdale, NY [redacted] USA | | | Weight | 160 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: Claimant stated claimant hit Claimant's head/ No residual injuries noted.

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: 1/22/2018

Location of inspection: Legend Nissan Service Department, Syosset NY.

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

Vehicle exhibits no signs of any impact or collision trauma.

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

Photos taken by: Kevin D. Mackay # Photos: 83

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 5 - 36 |
| Engine/ Transmission/ Drivetrain | No abnormalities found. See photos 58 - 70 |
| Underbody/ Suspension/ Steering/ Wheels & Tires | No abnormalities found. See photos 68 - 74 |
| Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim | No abnormalities found. See photos 37 - 57 |

# Incident Investigation

CAR # [redacted]
Claimant
VIN KNMAT2MV3HP[redacted]

| | |
|---|---|
| Seat Belts/ Child Restraints (if applicable) | No abnormalities found. See photos 37 - 57 |
| Air Bags | No abnormalities found. See photos 37 - 57 |

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 when traveling southbound over the train tracks crossing Merritt's RD in Farmingdale NY, undesired Forward Emergency Braking operates with no obstructions in front of vehicle other than train tracks crossing the roadway. | Upon inspection, found vehicle exhibits no external visual signs of impact or collision trauma. Inspected for DTCs and found PAST C1A16-97 Radar Stain code stored in Laser / Radar. Inspected FEB OPERATION MILEAGE LOG and found a recorded entry for 425 miles. Inspected laser radar sensor and found no obstructions to the sensor, and the electrical connector is fully seated to the unit. DTS drove vehicle to the customer's described location. Found when approaching the train tracks crossing Merritts RD in Farmingdale in the far LH lane at 20 mph, full FEB operation occurred with no obstructions other than the train tracks that cross the roadway. Found that there are two sets of train tracks that cross the roadway at a banking angle. Also found that the roadway dips down just prior to the tracks increasing the angle of the racks in front of approaching vehicles. Found following the FEB operation, normal operation resumed when accelerator pedal was pressed. |

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 [redacted]
VIN KNMAT2MV3HP[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 file |

# Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN KNMAT2MV3HP[redacted]

| | Yes | No | Comments |
|---|---|---|---|
| EDR download included in report? | ◉ | ○ | See CDR Data file. |

## III. Sensor and ECM Visual Inspection

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

| Yes | No | | Comments |
|---|---|---|---|
| ○ | ◉ | Obstructions to camera? (ie. dirt, stickers, etc.) | Not equipped with lane camera |
| ○ | ◉ | Physical damage to camera? (ie. cracks) | Not equipped with lane camera |
| ○ | ◉ | Obstructions to radar sensor units? (ie. dirt, stickers, etc.) | See Photos 22 - 24, 65 - 67 |
| ○ | ◉ | Physical damage to radar sensor units? (ie. cracks) | See Photos 22 - 24, 65 - 67 |
| ◉ | ○ | Electrical connection to radar module firmly seated? | See Photos 65 - 67 |
| ○ | ◉ | Electrical connection to camera module firmly seated? | Not equipped with lane camera |
| ○ | ○ | | |

End of Form

*Name your file while saving.

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

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

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 [24] | 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 [20]

## 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 | | Case Owner Location | Murfreesboro |
| Home Phone | | 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 | 12/30/2017 9:56 AM |
| Follow Up Date | 2/7/2018 | 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 | 2 | Previous Repair Date | |
| Vehicle Purchased | New | Previous Repair Location | |
| Pre-Owned Initial Mileage | | Related Vehicle Make | Nissan |
| Current Mileage | 200 | 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 | KNMAT2MV3HP[redacted] | Part Number 1 | |
| Model Year | 2017 | Beyond Basic Warranty Miles1 | 0 |
| Make | NISSAN | Beyond Basic Warranty Months1 | 0 |
| Model Line | ROGUE | Beyond PT Warranty Miles1 | 0 |
| Model Code | 29417 | Beyond PT Warranty Months1 | 0 |

### Dealer Access

| | | | |
|---|---|---|---|
| Case Servicing Dealer | LEGEND NISSAN | Data Net | |
| Case Servicing Dealer Region | Northeast Region | Datanet Dealer Date | |
| Responsible District | | Dealer Instructions | |

07

| | | | |
|---|---|---|---|
| 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: KNMAT2MV3HP[redacted] |

## Agent Comments

| | | | |
|---|---|---|---|
| Agent Comments | IIR | | |
| Created By | Taylor Willock, 12/30/2017 9:56 AM | Root Cause Code | |
| Last Modified By | NNAETL, 1/24/2018 9:03 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 (1/24/2018 8:20 AM)**<br>ARBS notes per DTS that IIR was uploaded to FTP |
| Make Private | ✓ | **Created By: Dakota McGregor (1/11/2018 1:39 PM)**<br>ARBS notes per SM Vinny that C dropped off Cs veh and picked up a loaner veh |
| Make Private | ✓ | **Created By: Dakota McGregor (1/10/2018 1:31 PM)**<br>ARBS sent e-mail to DTS confirming the inspection date for 01/22/18 at 10 |
| Make Private | ✓ | **Created By: Dakota McGregor (1/10/2018 1:28 PM)**<br>*ARBS additional note:<br>ARBS confirmed inspection with C for 01/22/18 at 10 AM<br>ARBS did inform that will be 2-4 weeks after inspection date before result is available<br>C understood and agreed |
| Make Private | ✓ | **Created By: Dakota McGregor (1/10/2018 1:27 PM)**<br>ARBS received inbound from C<br>C inquired about missed call<br>ARBS inquired if Legend Nissan has spoken to C<br>C states no<br>ARBS informed that ARBS has been able to reach Legend Nissan, and informed that C can pick up a loaner/ rental veh as soon as today<br>C states C will not be able to pick up the veh today<br>C states C might be able to pick up tomorrow<br>C states C will call the DLR to further discuss<br>ARBS informed that ARBS spoke to SM Vinny<br>C understood<br>ARBS offered further assistance<br>C insisted to know about other customer's with same concern and same claim<br>ARBS informed that is not able to speak to anyones case other than Cs case<br>ARBS informed that is only able to advise on Cs case<br>C states C feels like Nissan is not addressing the concern with the FEB well<br>ARBS explained VIN specific and informed that there are currently no campaigns or recalls issued for the veh<br>C understood<br>ARBS informed that Nissan is happy to inspect Cs veh, but did inform that Nissan has not verified that there is a concern with Cs veh at this point in time<br>C understood<br>C states that ARBS is telling C to mind Cs own business<br>ARBS informed that is not what ARBS stated |

C thanked ARBS for time
ARBS thanked C for time
Call ended mutually

Make Private

**Created By: Dakota McGregor (1/10/2018 1:03 PM)**
ARBS placed outbound ot C[redacted]
C states is a bad time and requested callback in 5 minutes or longer
ARBS understood and apologized for inconvenience
Call ended mutually

Make Private

**Created By: Dakota McGregor (1/10/2018 10:57 AM)**
ARBS received inbound from SM Vinny
ARBS informed that Nissan will be providing C a loaner/rental veh for duration of review for C s concerns with the FEB automatic braking concerns
ARBS informed that inspection is set for 01/22/18 at 10 AM
SM confirmed inspection date
SM requested e-mail with Cs info and informed that would provide a rental/loaner to C today
SM informed that would call C to discuss drop off/ pickup info
ARBS verified e-mail : vgianni@legendnissan.com

Make Private

**Created By: Dakota McGregor (1/10/2018 10:54 AM)**
ARBS received inbound from C
ARBS verified C had time to speak to ARBS
C states that is unhappy with Nissan and ARBS
C states that C has not heard back from ARBS
ARBS apologized and informed that Cs DLR had a blizzard and inclement weather
ARBS informed that ARBS has been working on Cs claim and informed that inspection is set for 01/22/18 at 10 AM at Legend Nissan
ARBS informed that DLR was closed, so aRBS was unable to verify loaner/rental veh info
C states C does not care , C states C has to live in the blizzard and ARBS doesnt
ARBS informed that is out of ARBS and Nissan control
ARBS informed that has reached out to Legend Nissan and is waiting on a callback
C inquired about inspection process again
ARBS explained entire inspection process again
C inquired about rental/loaner veh again
ARBS explained that is working with DLR to get C a rental/loaner veh again
C states that C is still unhappy and claim has been open for over 2 weeks without C having a rental veh yet
ARBS informed that claim was opened on 12/30/17, and there was a holiday after C called in
C states C understands that but does not care, and C knows claim was opened on 12/24/17
C later states maybe C got confused
C states that C will not argue with ARBS
C states C is done speaking with ARBS
C inquired if ARBS would call C with update
ARBS states ARBS will call C with update once ARBS has one
C states if C cannot get rental soon, then C would like to change venue of inspection
ARBS understood and informed would have on file
ARBS thanked C
Call ended mutually

Make Private

**Created By: Dakota McGregor (1/10/2018 8:56 AM)**
ARBS placed outbound to Legend Nissan
ARBS spoke to service receptionist
Service Receptionist informed that no SA or SM is available
Receptionist took ARBS phone number and informed that SM would give ARBS a callback
ARBS thanked receptionist

Make Private

**Created By: Dakota McGregor (1/9/2018 10:49 AM)**
ARBS sent e-mail to SRDTS-GC and DTS-KM requesting inspection date be input into case

Make Private

**Created By: Dakota McGregor (1/8/2018 11:39 AM)**
ARBS placed outbound to DTS-KM
ARBS requested an inspection date from DTS, as ARBS needs to provide an inspection date to C
DTS understood and informed would look at later today

Make Private

**Created By: Dakota McGregor (1/4/2018 3:29 PM)**
ARBS submitted DTS request

Make Private

**Created By: Dakota McGregor (1/4/2018 2:50 PM)**
ARBS notes that reviewed DLR info with RCAS-AY

ARBS notes per RCAS the LEGEND DLR is closed due to inclement weather
(blizzard)

Make Private

**Created By: Dakota McGregor (1/4/2018 11:36 AM)**
ARBS placed outbound to LEGEND NISSAN 2X
ARBS notes that per DLR message DLR is closed
ARBS not able to reach any representative

**Created By: Dakota McGregor (1/4/2018 10:50 AM)**
ARBS notes correction

Make Private

ARBS informed that would reach out to DLR and verify when a loaner/ rental veh could be provided as well as get C an inspection date
ARBS informed that would give C a callback in several business days with an update
C understood and agreed

**Created By: Dakota McGregor (1/4/2018 10:49 AM)**
[redacted] ARBS placed outbound to C
ARBS verified C had time to speak to ARBS
ARBS verified C had time to speak to ARBS

ARBS spoke to Cs husband referred to as C

C states that first incident with FEB automatically braking occurred when wife was driving, C was not present
C states wife indicated that happened over railroad tracks
C states that there was no accident during either incident
C states that wife pumped gas and the FEB disengaged

C states C and Cs wife were present for most recent incident
C states no vehicles ahead of C
C states that there was a veh to Cs left hand side a little behind C
C states that does not happen at other railroad tracks
C states that Cs wife is 78 years old

C did not know if anyone was behind C
C states that goes over railroad tracks all the time
C states that stops usually in the middle of the tracks
C states that is a two set of railroad tracks and one set of railroad tracks is elevated
C states there was no construction
C states that there were no overhead obstructions
C states that mileage is about 380
C states that C tried hitting the accelerator
C states that eventually released
C states that incidents only take about 1 minute
C states that pumped the gas

C states that happens almost every time C goes over the tracks going at a certain direction North only
C states that veh came to a screeching halt
C states that C thinks smoke comes from underneath the veh sometimes when braking occurs
C states that there has not been an accident in the veh

C states that spoke to SM
C states that C requested that the veh be taken back by DLR and/ or a loaner be provided
C states that C was told by SM that feature can be disabled while going over tracks
C states that SM showed C how to disconnect and connect the system
C states that C was very unhappy with DLR, and C informed that would and should not have to disconnect the system
C states that was Massapequa Nissan DLR
C states that DLR refused to provide a card with name on it to C

C states going forward C would like to use another Nissan DLR
ARBS verified that LEGEND Nissan would be Cs desired DLR for inspection process
C states yes

ARBS explained inspection process
ARBS informed that would be a 6-8 week process
ARBS informed that a rental/loaner would be provided for duration of review only
C states that there is inclement weather, and C will not be able to attend an inspection if is too soon
ARBS understood

Make Private

C requested ARBS tell C about other claims regarding FEB from other customers
ARBS informed that is unable to discuss any other claims or customers cases, and ARBS is only able to discuss Cs case
C states this confirms that there are other cases
ARBS informed that the information provided to C does not indicate this, and informed that ARBS was informing C of Nissan's policy
C states is very unhappy with this policy
C states that Nissan only has this policy to protect Nissan
ARBS explained that this is for privacy reasons
C states C does not agree with policy
ARBS informed that would have this on file for C
C inquired about other customers cases again
ARBS informed that has already answered this question for C
C inquired if C has to pay for Cs veh
ARBS informed that C is financially responsible for the veh, and this is at Cs discretion
C states C is unhappy with this as well
C demanded that Nissan provide C with an SUV rental/loaner
ARBS informed that is between DLR and C, and cannot guarantee that DLR will have an SUV available for C
C understood
ARBS informed that would reach out to the DLR
ARBS offered further assistance
C declined
ARBS thanked C
C thanked ARBS
Call ended mutually

Make Private

**Created By: Dakota McGregor (1/3/2018 4:53 PM)**
ARBS RECEIVED CASE, UNDER REVIEW, VERIFY PROBE
**********

Make Public

**Created By: Samantha Dixon (1/2/2018 11:13 AM)**
C contacted NNA about veh concerns.

Make Private

**Created By: Amanda Yett (1/2/2018 9:00 AM)**
RCAS-AY submitted IIR.

**Created By: Amanda Yett (1/2/2018 8:59 AM)**
RCAS-AY placed outbound call to C @[redacted]
RCAS-AY VERIFIED C's name, home & email address, concern, and phone.
RCAS-AY ADVISED "This call may be recorded for quality and training purposes."

RCAS-AY CHECKED for open recalls/campaigns and found: 0
Previous UNRELATED Case(s) Found: 0
Previous RELATED Case(s) Found: 0

RCAS-AY advised calling to gather some more information about C's concern.
RCAS-AY filled out IIR form.

C stated that DLR is aware of concern.
C stated that C is very concerned.
C stated that C is scared.
C stated that C's husband could probably speak better on it
C stated that it is very dangerous.
C stated that C's husband just got home.
C asked if RCAS-AY can speak with C's husband.

RCAS-AY spoke to C's husband Carmine who will now be referred to as C.
RCAS-AY introduced self.
RCAS-AY advised that RCAS-AY is gathering info about incident.

Make Private

C stated that veh started beeping as C approached railroad tracks.
C stated that brake system locked up.
C stated that when C was coming back heading north, it did not occur again.
C stated that C did a U-turn and heading back south and it reoccurred.
C stated that C lives 1.5 blocks from railroad track.
C stated that C brought veh to DLR right away.
C stated that DLR personnel was arrogant.
C stated that DLR advised could disconnect FEB.
C stated that C wants the veh fixed but DLR stated cannot do it.
C stated that C's wife got stuck on rail road tracks.
C stated that veh would not go forward.
C stated that brakes released and C was able to reverse.
C stated that DLR manager said DLR was aware of veh concern.
C stated that DLR should have warned C if DLR was aware.
C stated that veh does not come to a slow stop but stops dead.
C stated that C tried it again and had C's daughter video it.
C stated that DLR is not able to do anything but disconnect feature.
C stated that is one of the reasons C bought veh.
C stated that DLR told C to disconnect the feature before getting to tracks and then reconnect it after.
C stated that it is not convenient to do that.

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

C confirmed.
C stated that it should not take 3 days to get back to C.
C stated that C does not want someone to get hurt in the interim.

RCAS-AY understood.

C asked if call was being recorded.

RCAS-AY confirmed.

C stated C was not told.

RCAS-AY advised C's wife was told at beginning of call.

C sated CRR agent said C could not record RCAS-AY.

RCAS-AY advised company policy dictates that C is unable to record calls..

C stated if something happens to C, C will come forward.
C stated NNA is leaving itself open to liability.
C stated C just wants this known.

RCAS-AY advised case has been documented.
RCAS-AY advised someone will follow up with C within 3 business days.

C thanked RCAS-AY.

Call ended mutually.

Make Private

**Created By: Amanda Yett (1/2/2018 7:12 AM)**
RCAS-AY notes unable to datanet.

Make Public

**Created By: Taylor Willock (12/30/2017 10:26 AM)**
***CASE SUMMARY***
CRR-TW is forwarding the Case to RCAS for further review as no further assistance can be offered at this time.
C contacted Nissan CA requesting assistance with DLRSHP UNABLE TO RESOLVE CONCERN WITH FEB

**Created By: Taylor Willock (12/30/2017 10:25 AM)**
****NOTES CONTINUED****

Make Public

CRR-TW guided C to page 5-85 in the 2017 Nissan Rogue Owner's manual for instructions on turning the FEB system off
CRR-TW Advised C that once the VEH restarts the FEB system turns back on.
CRR-TW Advised C that if C has any other questions at all to contact NNA CA back with C's case number for assistance
CRR-TW Advised C that the case will now be forwarded to RCAS for further review. Set Follow-Up date for no later than EOB 01/02/2018

C Understood and appreciated assistance.

CRR-TW Provided C with Case # [redacted] and agent ID
Best Contact Number: [redacted]
Call ended mutually.

**Created By: Taylor Willock (12/30/2017 10:24 AM)**
CRR-TW VERIFIED VEH Info including: VIN#, Current Mileage, Warranty & Service History, Address, Best Contact, and Email.
CRR-TW CHECKED for OPEN Campaign(s) and Found: NONE
CRR-TW CHECKED for RELATED Case(s) and Found: NONE
CRR-TW CHECKED for previous UNRELATED Case(s) and Found: NONE
CRR-TW NOTED Concern is: DLRSHP UNABLE TO RESOLVE CONCERN

C Stated C's wife recently leased a Nissan Rogue
C Stated C just came back from the DLRSHP where C purchased the VEH from
C Stated the DLRSHP just advised C there is nothing the DLRSHP can do
C Stated the VEH has the crash preventive feature
C Stated when C crosses the railroad tracks at night and the VEH stops moving.
C Stated after 60 seconds the brakes release and C can move again but the VEH was stopping on the railroad tracks.
C Stated C went to the DLRSHP and the DLRSHP turned off accident preventive feature
C Stated now C's wife is driving in a VEH that WONT stop if C's wife gets in an accident
C Stated the DLRSHP advised C that there has been a number of complaints about the activation of the feature while crossing rail road tracks.
C Stated C does not want to get killed as the VEH stops and if someone if behind C than someone will crash into the VEH
C Stated the DLRSHP advised C nothing can be done and C needs the concern resolved.
C Stated the DLRSHP cannot do anything to fix the feature as the DLRSHP can only turn the feature off
C Stated the DLRSHP would not give C a loaner VEH as C did not want to drive the VEH home due to the DLRSHP being unable to resolve the concern.

CRR-TW Advised C that the case will now be forwarded to RCAS for further review. Set Follow-Up date for no later than EOB 01/02/2018

C Asked if there is anyway C can contact RCAS
C Stated C is paying for a VEH that C is unable to drive
C Stated C's concern is C's wife is going to get in an accident or get rear ended due to the VEH stopping automatically.
C Stated C is recording the call

Make Public

CRR-TW Advised C that if C is recording the call than CRR-TW will need to end the call.

C Stated C stopped the recording
C Stated C needs to speak with RCAS.
C Asked for CRR-TWs agent ID, Name and C's case number.

CRR-TW Advised C that it is procedure that the follow-up days are one business day.
CRR-TW Advised C that the case can be forwarded to RCAS with a follow-up of 01/02/2018

C Stated the concern is a grave concern to C
C Stated the DLRSHP knows of the concern and is not telling people and that is a grave concern to C
C Stated C's wife was stuck on the railroad tracks the first time the feature activated on the tracks due to the gates coming down
C Stated C's wife was able to back up off the tracks and C's concern is dangerous
C Stated C's wife does not want to drives C's VEH
C Stated C drove C's wife over the tracks three times south and the feature activated all three times
C Stated heading north over the track three times the concern did not activate.
C Stated the feature activating probably has something to due with the train station but that is a fault in the VEH due to the feature activating
C Stated Nissan will advise C that the concern is due to the train but C can get in an accident
C Stated C's concern is the DLRSHP knows of the concern and the Manager advised C that the DLRSHP heard of the concern happening on the same tracks near C's home.
C Stated C will be putting Nissan at fault if C's wife gets in an accident.
C Stated C's wife hit her head on the windshield the first time due to the VEH stopping.
C Stated C does not even want to go to the DLRSHP as the DLRSHP annoyed C
C Stated C's wife drives over the tracks multiple times a day with children in the VEH
C Stated the train tracks are two blocks from C's home and C's wife crosses the tracks every time C's wife goes out
C Stated the DLRSHP showed C how to turn the feature off but C hit a button and C does not know if the feature is on or off.

## Case Categorizations

New Case Categorization | Case Categorizations Hi

| Action | Case Categorization # | Category Description | Subcategory Description | Symptom Description | Major Component Code | Category Date | Symptom Code | Category Code | Subcategory Code | Concern |
|---|---|---|---|---|---|---|---|---|---|---|
| Edit \| Del | CC-[redacted] | INTERIOR ELECTRICAL | FORWARD EMERGENCY BRAKING (FEB) | POOR OR IMPROPER OPERATION | 26 | 1/3/2018 | YX | AV | 320500 | 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

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/T |
|---|---|---|---|---|---|---|---|---|
| Edit \| Del | DTS Request [redacted] LEGEND NISSAN | | | 1/6/2018 | Kevin MacKay | | Complete | 1/10/2018 1:32 PM |
| Edit \| Del | DTS Follow Up [redacted] LEGEND NISSAN | | | 1/6/2018 | Dakota McGregor | | Complete | 1/4/2018 3:42 PM |
| Edit \| Del | IIR | | [redacted] | 1/3/2018 | Dakota McGregor | | Complete | 1/3/2018 4:51 PM |

## 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 | Amanda Yett, 1/2/2018 8:59 AM | 1/2/2018 | | | KNMAT2MV3HP[redacted] | |

## DTS Field Inspections

DTS Field Inspections He

| Action | Title | DTS Inspection Date | Owner First Name | Owner Last Name | Status |
|---|---|---|---|---|---|
| Edit | [redacted] | 1/22/2018 10:00 AM | Kevin | MacKay | Completed |

## Attachments

Attach File | Attachments He

No records to display

## Case History

Case History He

| Date | User | Action |
|---|---|---|
| 1/24/2018 8:21 AM | Dakota McGregor | Changed **Follow Up Date** from 1/29/2018 to **2/7/2018**. |
| 1/10/2018 1:31 PM | Dakota McGregor | Changed **Follow Up Date** from 1/10/2018 to **1/29/2018**. |
| 1/9/2018 6:39 PM | Dakota McGregor | Changed **Follow Up Date** from 1/9/2018 to **1/10/2018**. |
| 1/8/2018 5:45 PM | Dakota McGregor | Changed **Follow Up Date** from 1/8/2018 to **1/9/2018**. |
| 1/5/2018 5:09 PM | Dakota McGregor | Changed **Follow Up Date** from 1/5/2018 to **1/8/2018**. |
| 1/4/2018 11:33 AM | Dakota McGregor | Changed **Case Servicing Dealer** from MASSAPEQUA NISSAN to **LEGEND NISSAN**. |
| 1/4/2018 9:34 AM | Dakota McGregor | Changed **Follow Up Date** from 1/4/2018 to **1/5/2018**. |
| 1/3/2018 11:12 AM | Dakota McGregor | Changed **Follow Up Date** from 1/5/2018 to **1/4/2018**. |
| 1/2/2018 11:13 AM | Samantha Dixon | Changed **Case Owner** from Amanda Yett to **Dakota McGregor**. |
| 1/2/2018 11:13 AM | Samantha Dixon | Changed **Description**. |
| 1/2/2018 9:00 AM | Amanda Yett | Changed **Follow Up Date** from 1/2/2018 to **1/5/2018**. |
| 1/2/2018 7:12 AM | Amanda Yett | Changed **Subject** from CUSTOMER: [redacted] PHONE: [redacted] VIN: KNMAT2MV3HP[redacted] to **CUSTOMER:** [redacted] **PHONE: [redacted] VIN: KNMAT2MV3HP[redacted]**<br>Changed **Description**. |
| 12/30/2017 10:26 AM | Taylor Willock | Changed **Escalated By ID** to [redacted]<br>Changed **Case Owner** from Taylor Willock to **Amanda Yett**. |
| 12/30/2017 10:26 AM | Taylor Willock | Changed **Follow Up Date** from 1/1/2018 to **1/2/2018**. |
| 12/30/2017 9:56 AM | Taylor Willock | Changed **Follow Up Date** from 1/2/2018 to **1/1/2018**.<br>Changed **VIN** to **KNMAT2MV3HP[redacted]**<br>Changed **Subject** to **CUSTOMER: [redacted] PHONE: [redacted] VIN: KNMAT2MV3HP[redacted]**<br>Created. |

Back To Top

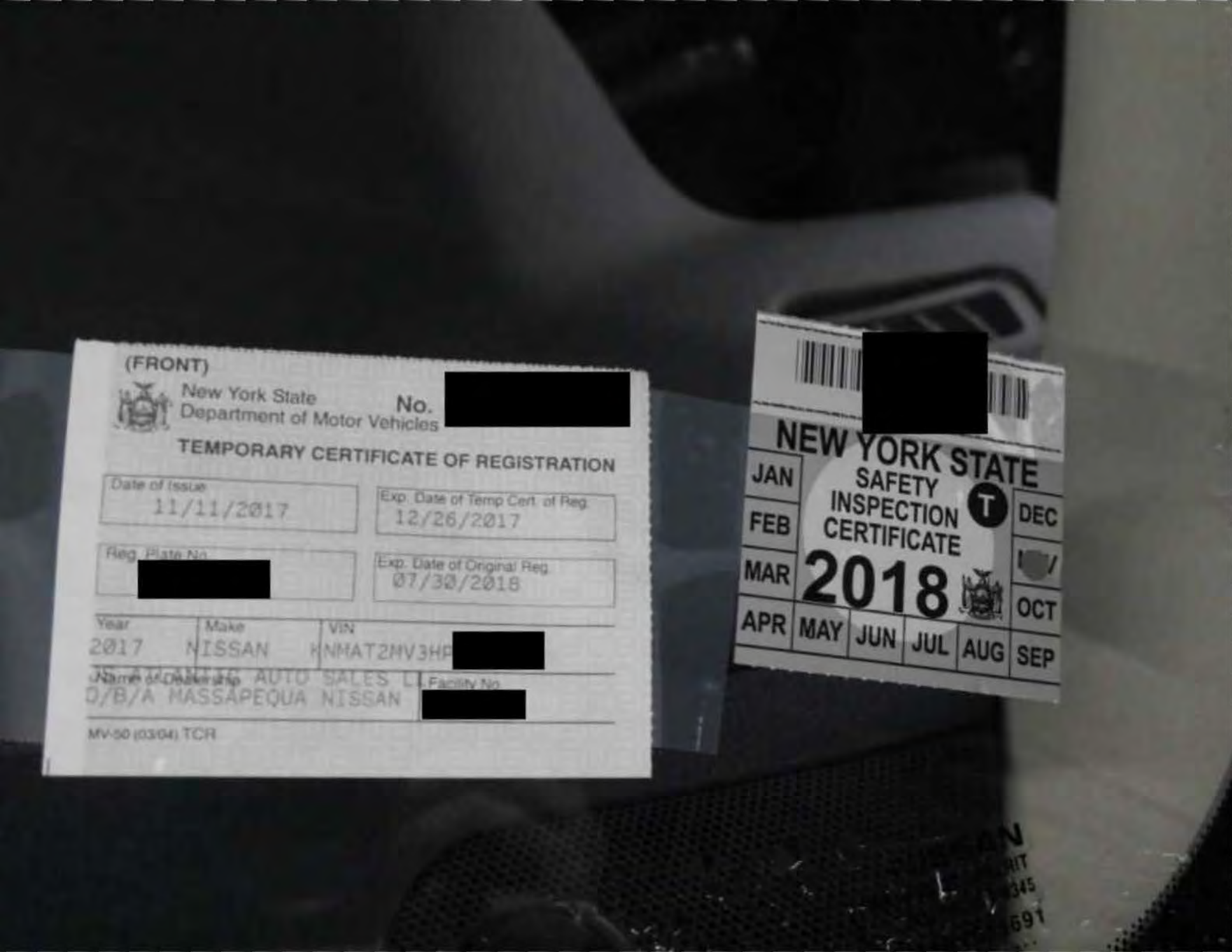
Always show me fewer / more records per related list

Copyright © 2000-2018 salesforce.com, inc. All rights reserved. | Privacy Statement | Security Statement | Terms of Use | 508 Compliance


9:39 PM
43°F
No Warnings
P
154
490 miles
RPMx1000
MPH
C
H
0
1/2
1


2005

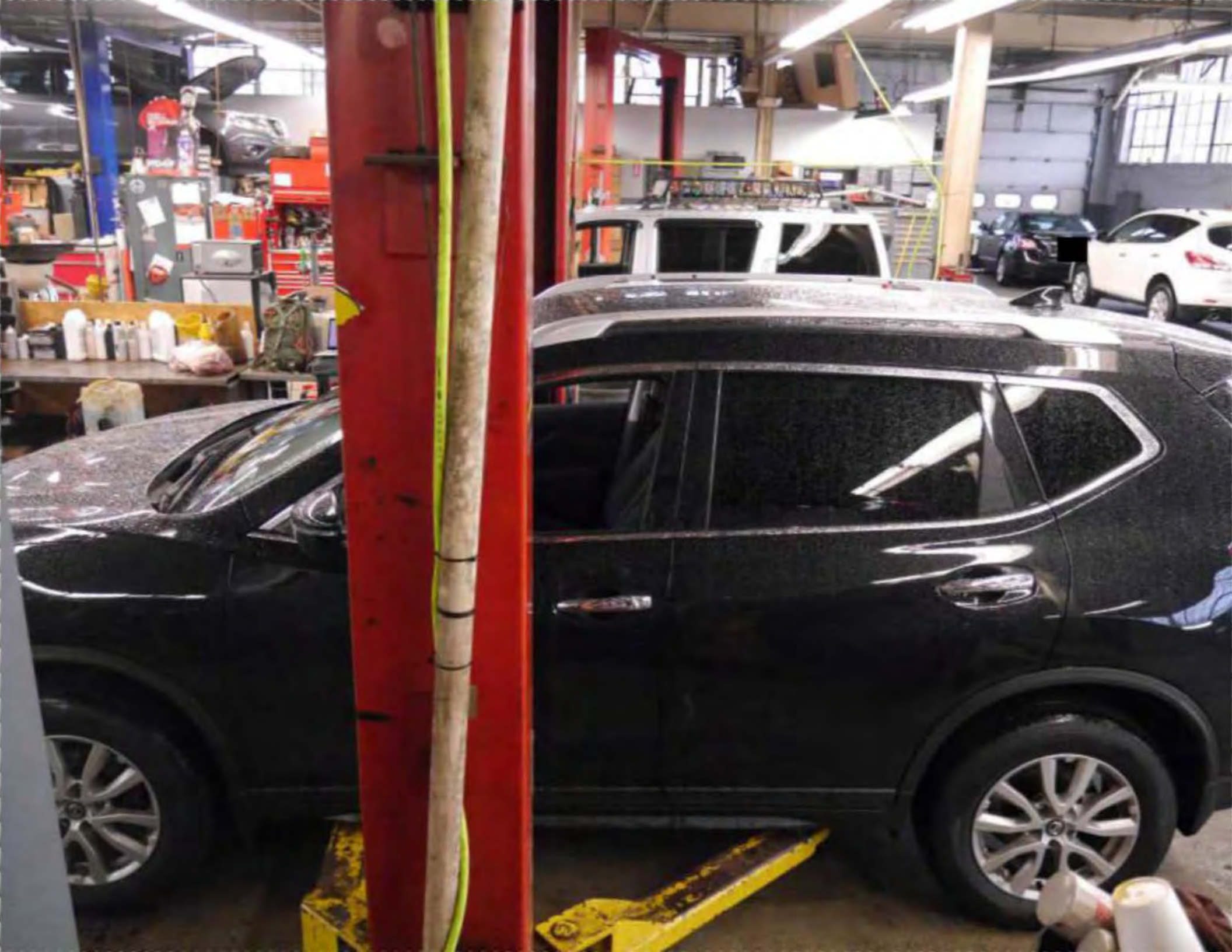

KNMAT2MV3HP

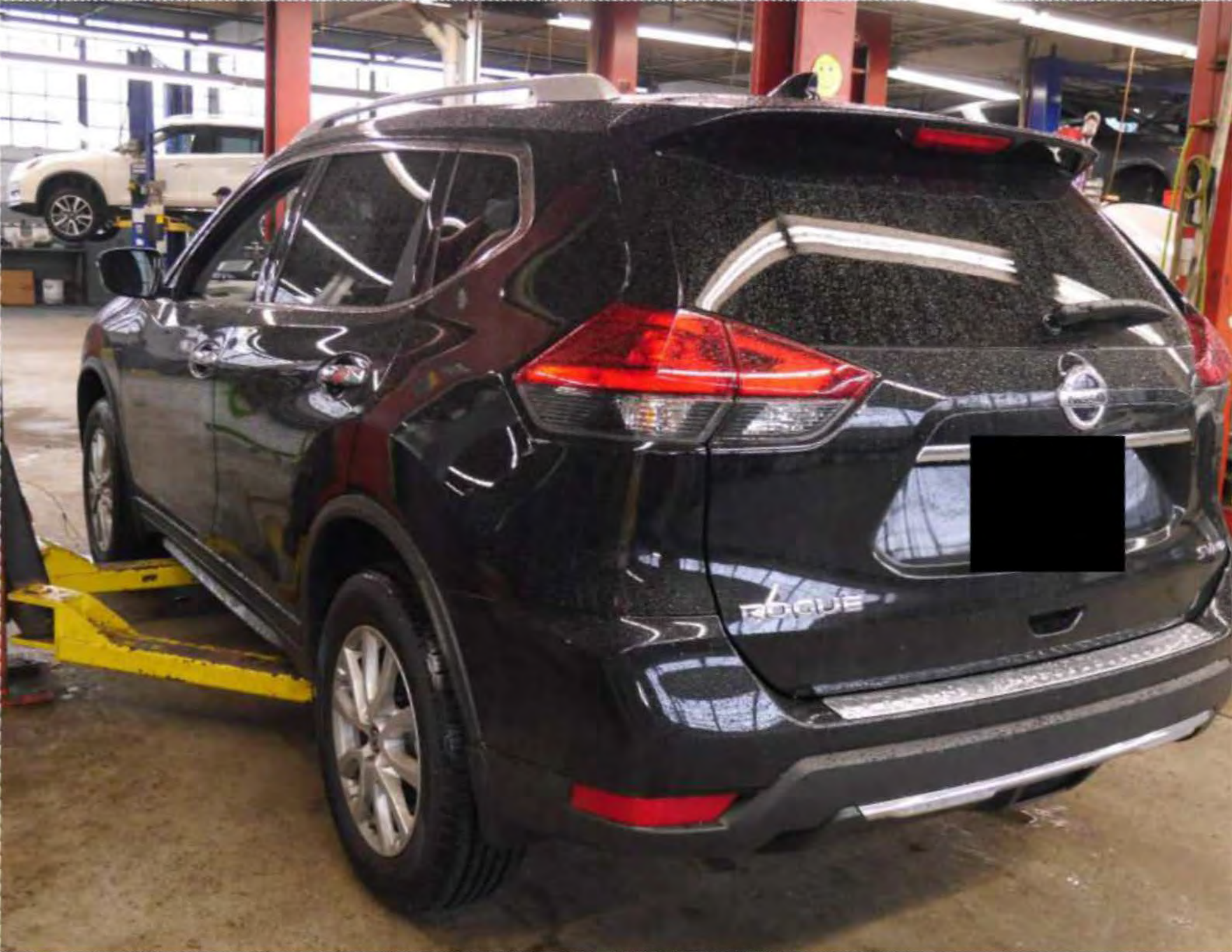

(FRONT)
New York State
Department of Motor Vehicles
No.
TEMPORARY CERTIFICATE OF REGISTRATION
Date of Issue
11/11/2017
Exp. Date of Temp Cert. of Reg.
12/26/2017
Reg. Plate No.
Exp. Date of Original Reg.
07/30/2018
Year
2017
Make
NISSAN
VIN
NMAT2NV3HP
Name of Dealership
D/B/A MASSAPEQUA NISSAN
Facility No.
MV-50 (03/04) TCR
NEW YORK STATE
SAFETY
INSPECTION
CERTIFICATE
2018
JAN
FEB
MAR
APR
MAY
JUN
JUL
AUG
SEP
OCT
DEC


MFD BY RENAULT SAMSUNG MOTORS
CO., LTD. FOR NISSAN MOTOR CO., LTD.
DATE: 08/17
GVWR: 2122 KG 4679 LB
GAWR FR: 1072 KG 2363 LB
WITH 225/65R17 TIRES
17X7J RIMS AT 33 PSI
COLD SINGLE
GAWR RR: 1089 KG 2401 LB
WITH 225/65R17 TIRES
17X7J RIMS AT 33 PSI
COLD SINGLE
THIS VEHICLE CONFORMS TO
ALL APPLICABLE FEDERAL
MOTOR VEHICLE SAFETY AND
THEFT PREVENTION STANDARDS
IN EFFECT ON THE DATE OF
MANUFACTURE SHOWN ABOVE
KNMAT2MV3HP[redacted]
MPV
MODEL: TDBNLGWT32EUA----A
COLOR: G41 TRIM: G ZS30A


NISSAN

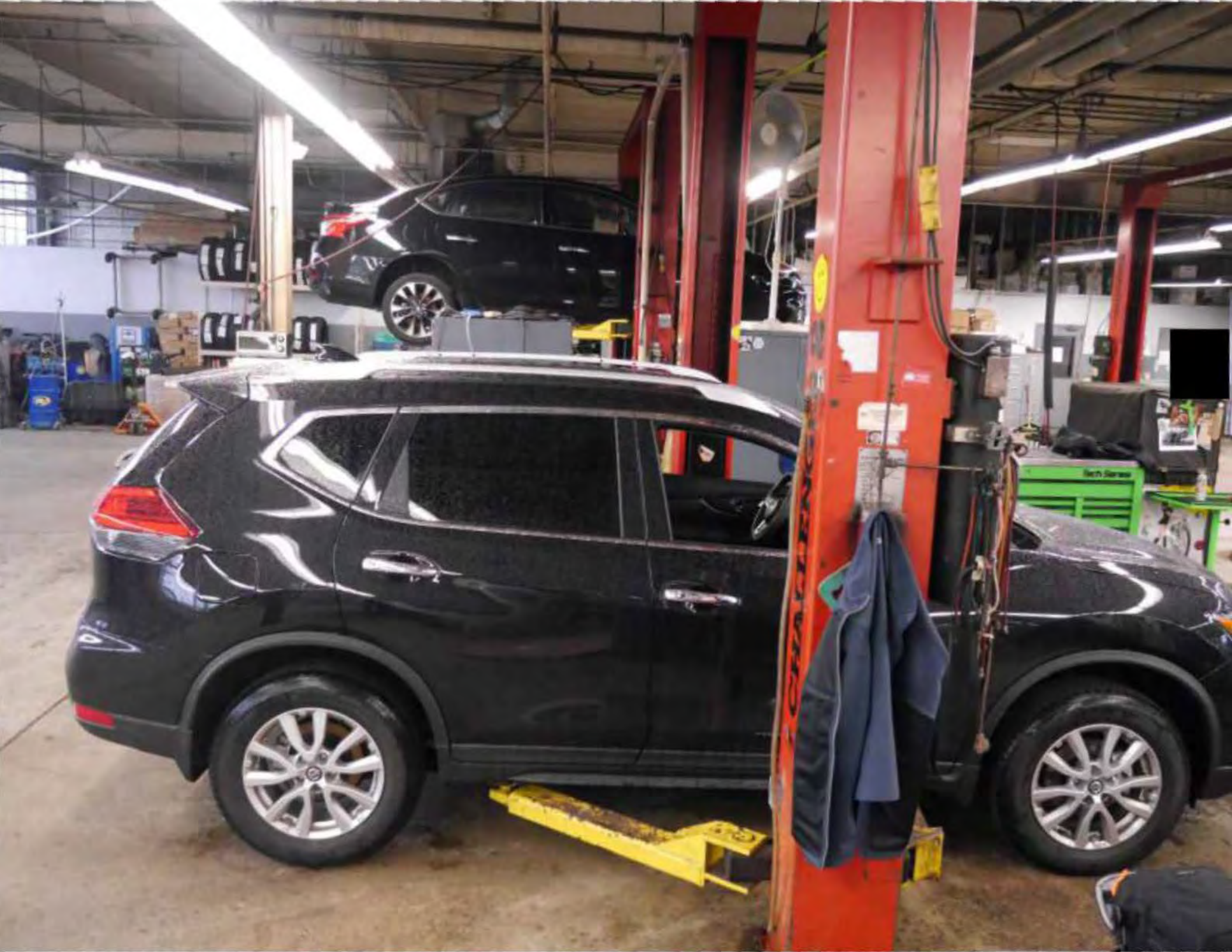





ROGUE


NISSAN
ROGUE
SV AWD


SV AWD




2005





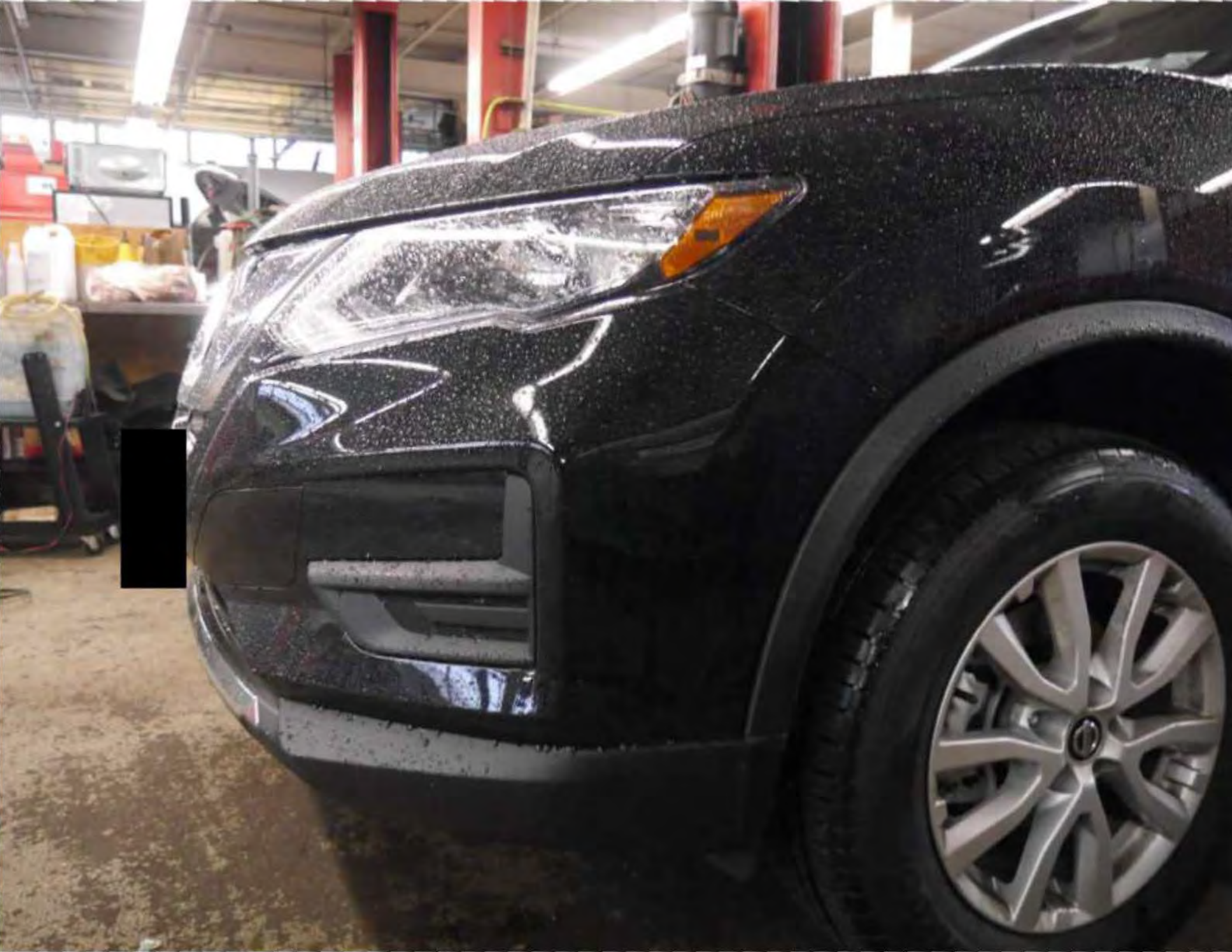





NISSAN


NISSAN


NISSAN








NISSAN


































ROGUE



8080
4BA0A
L










ROGUE


ROGUE
























NISSAN

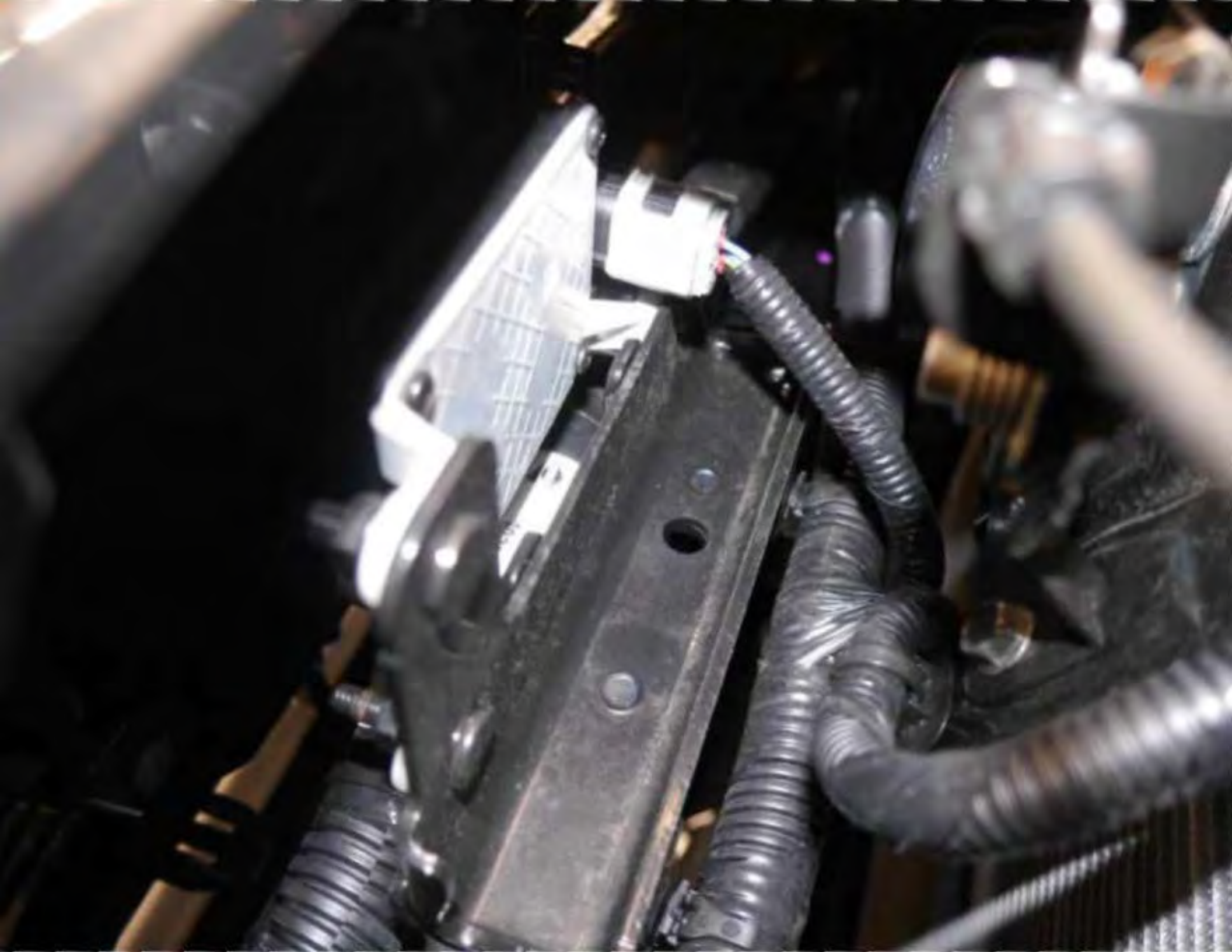

RENAULT NISSAN


RENAULT NISSAN


























9:05 PM
41°F
Safety Shield
P
169
473 miles
RPMx1000
MPH
0
1/2
1
C
H


9:05 PM
41°F
Settings
Driver Assistance
Clock
Meter Settings
Vehicle Settings
Maintenance
Alarm
P
169
473 miles
RPMx1000
MPH


9:05 PM
41°F
Driver Assistance
Parking Aids
Chassis Control
P
169
473 miles
RPMx1000
MPH
km/h
H
1/2


9:05 PM
41°F
Driving Aids
Blind Spot
P
169
473 miles
RPMx1000
MPH
0
1/2
1


9:05 PM
41°F
Driver Assistance
Driving Aids
Parking
Chassis Control
P
169
473 miles
RPMx1000
MPH
0
1/2
1


9:05 PM
41°F
Parking Aids
169 mi
473 miles
RPMx1000
MPH
P


9:05 PM
41°F
Driver Assistance
Driving Aids
Parking Aids
P
169
473 miles
RPMx1000
MPH
H
E
F
0
1/2
1


9:05 PM
41°F
Chassis Control
Engine Brake
P
169
473 miles
RPMx1000
MPH
1/2

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
KNMAT2MV3HP[redacted]

Customize Page | Printable View | Help for

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

## Vehicle Detail

| | | | |
|---|---|---|---|
| VIN | KNMAT2MV3HP[redacted] | | |
| Last Modified By | NNAETL, 1/24/2018 9:03 PM | Branded Title | |
| Created By | NNAETL, 10/18/2017 11:16 AM | Polk Disposed Date | |
| | | Company Vehicle Flag | |
| Latest Recorded Mileage | 200 | MSRP | $28,505 |
| Latest Recorded Mileage Units | M | | |
| In Service Date | 11/12/2017 | | |

## Manufacturing Data

| | | | |
|---|---|---|---|
| Make/Model | 2017 NISSAN ROGUE | Manufacturer Date | 8/25/2017 |
| Model Year | 2017 | Plant Name | Renault Samsung |
| Make | NISSAN | PDI Date | |
| Model Line | ROGUE | Country Code | USA |
| Model Code | 29417 | US Specification Indicator | Y |
| Body Style Type | WAGON 4 DOOR | Emissions Type | 50 STATE |
| Exterior Color | MAGNETIC BLACK | Emissions Certification | |
| Cylinders | | Open Recall | |
| Transmission Type | CVT | Head Unit | |
| Model Series | | Model Line Code | RGE |
| Factory Installed Options | B92B93C03L92Z66 | | |
| Factory Installed Options Descriptions | B92 (SPLASH GUARDS), B93 (CHROME REAR BUMPER PROTECTOR), C03 (50 STATE EMISSIONS), L92 (FLOOR MATS (2-PIECE FRONT AND), Z66 (ACTI 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 | BASIC COVERAGE | 11/12/2020 | 36,000 | | | | |
| 2 | POWERTRAIN COVERAGE | 11/12/2022 | 60,000 | | | | |
| 3 | SEAT BELT | 11/12/2027 | 999,999 | | | | |
| 4 | CORROSION COVERAGE (PERFORATION) | 11/12/2022 | 999,999 | | | | |
| 5 | FEDERAL EMISSION LONG TERM DEFECT | 11/12/2025 | 80,000 | | | | |

## Vehicle Retail Sales

## Vehicle Retail Sales

| Action | Name | Owner | Selling Dealer | Sale Type | Vehicle Model | Purchase Date | Rewind Indicator |
|---|---|---|---|---|---|---|---|
| View | [redacted] | [redacted] | MASSAPEQUA NISSAN | NMAC lease | ROGUE | 11/12/2017 | |

Vehicle Ownership

## Vehicle Ownership

New Vehicle Ownership

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

## Vehicle Campaigns

Vehicle Campaig

No records to display

## Warranty Cases

Warranty Cas

No records to display

## Cases

Print Cases

Cas

| Action | Case Number | Type | Account Name | Date/Time Opened | Date/Time Closed | Current Mileage | Status | CST Approvals | Owner Name |
|---|---|---|---|---|---|---|---|---|---|
| Edit \| Cls | [redacted] | CA | [redacted] | 12/30/2017 9:56 AM | | 200 | Open | 0 | Dakota McG |

## Service History

Service Histc

| 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 # |
|---|---|---|---|---|---|---|---|---|---|
| | [redacted] | | | PD | 10/24/2017 | 2 | NP MASSAPEQUA NISSAN | 5175 | [redacted] |
| | | | [redacted] | I | 11/15/2017 | 3 | PATRICIA GIORDANO | 5175 | |
| | | | PDI ONLY | W | 10/24/2017 | 3 | Amity Nissan Inc | 5175 | |

## Vehicle Service Contracts

Vehicle Service Contrac

No records to display

## Vehicle History

Vehicle Histc

| Date | User | Action |
|---|---|---|
| 10/18/2017 11:16 AM | NNAETL | Created. |

## DTS Field Inspections

New DTS Field Inspection

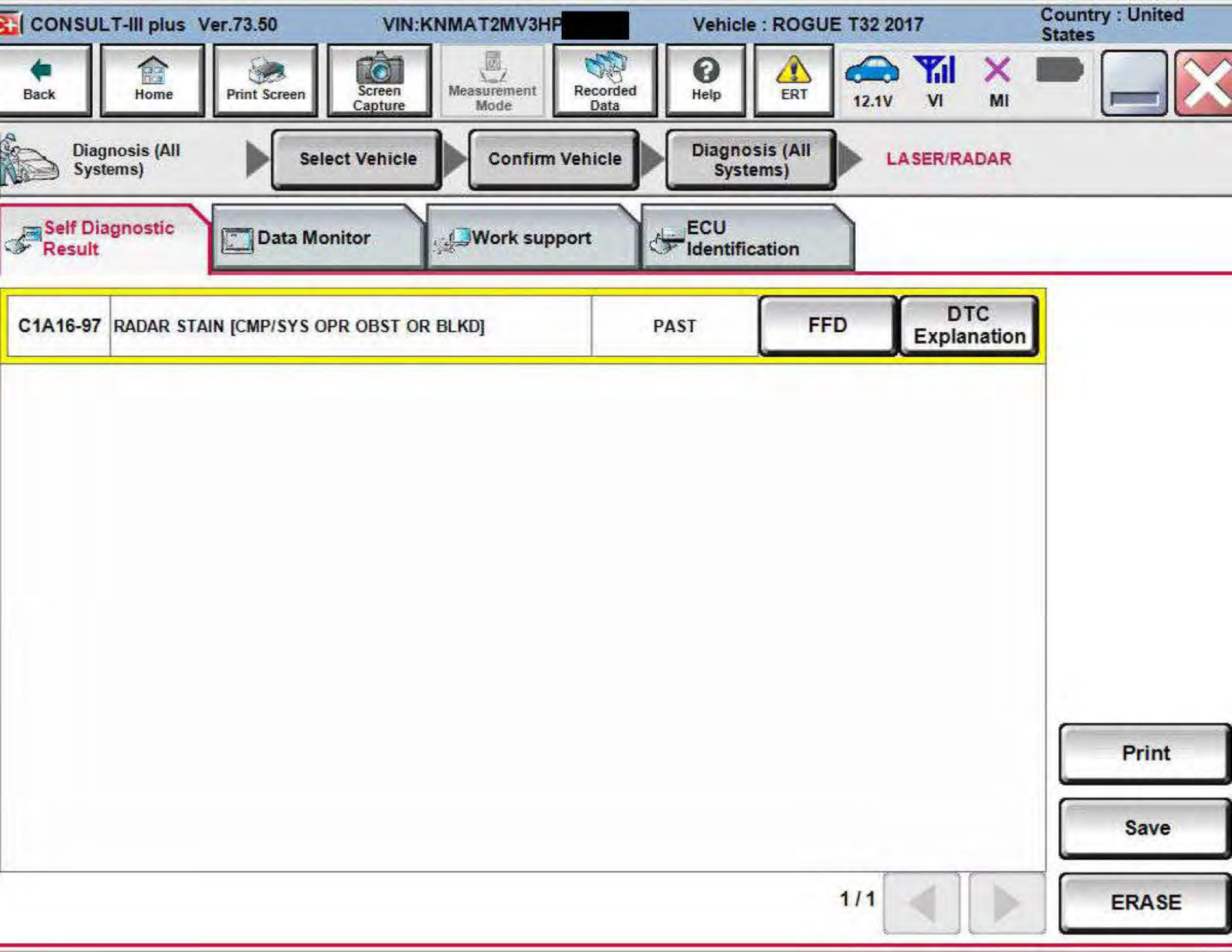
DTS Field Inspectio

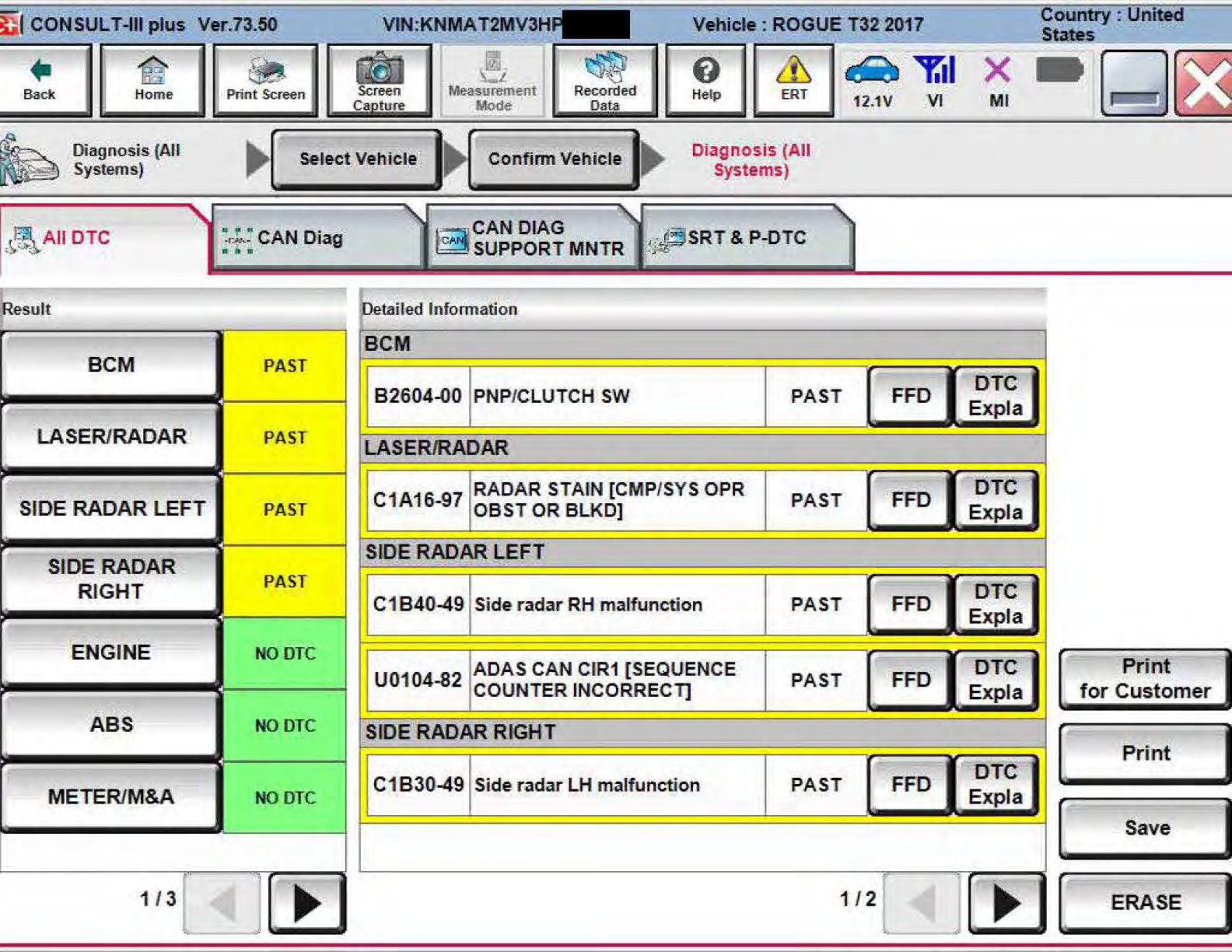
| Action | Title | Status | Created Date | Related Support Case | Owner First Name | Owner Last Name | DTS Team | DTS Inspection Date | Report Date |
|---|---|---|---|---|---|---|---|---|---|
| Edit | [redacted] | Completed | 1/10/2018 | [redacted] | Kevin | MacKay | NER | 1/22/2018 10:00 AM | 1/23/2018 1 |

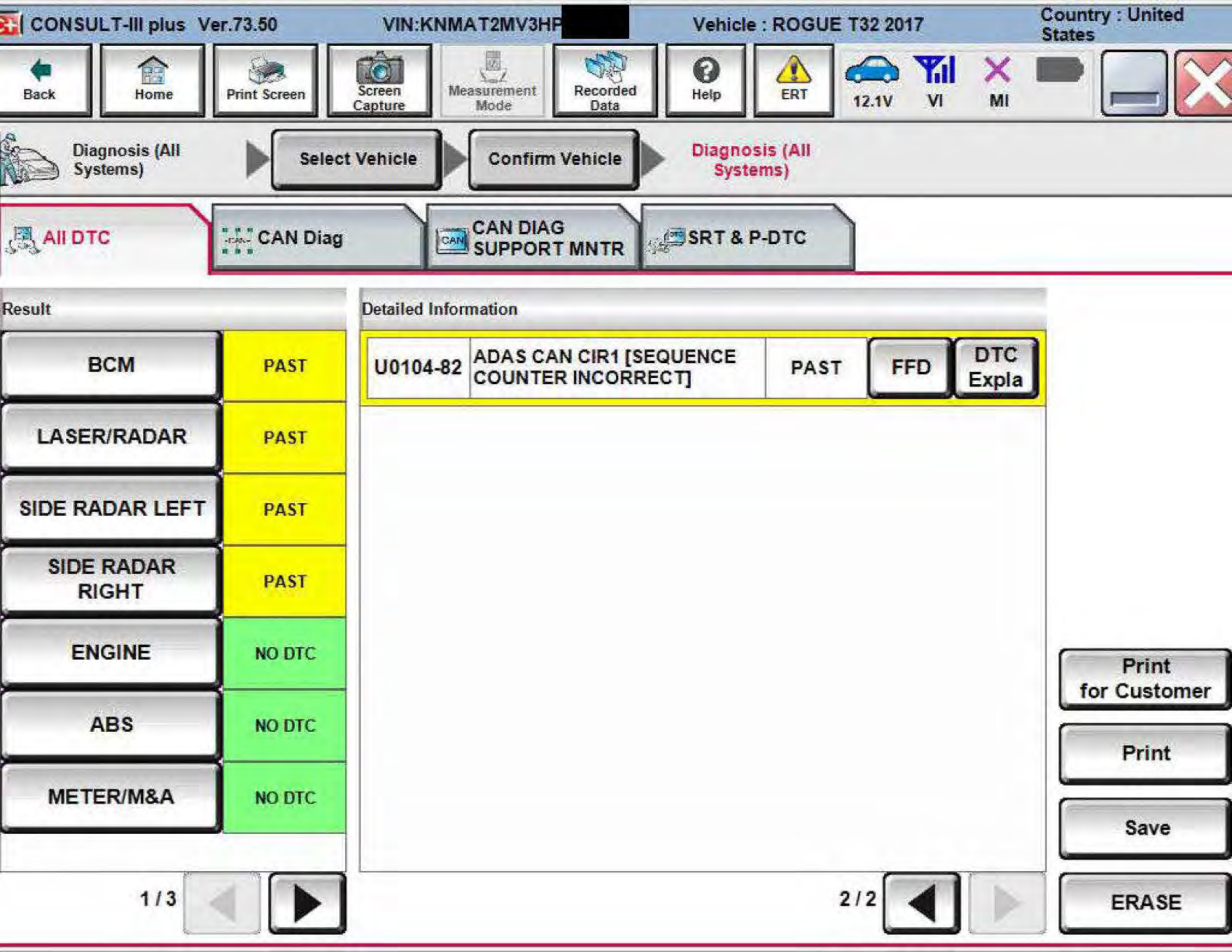
^ Back To Top

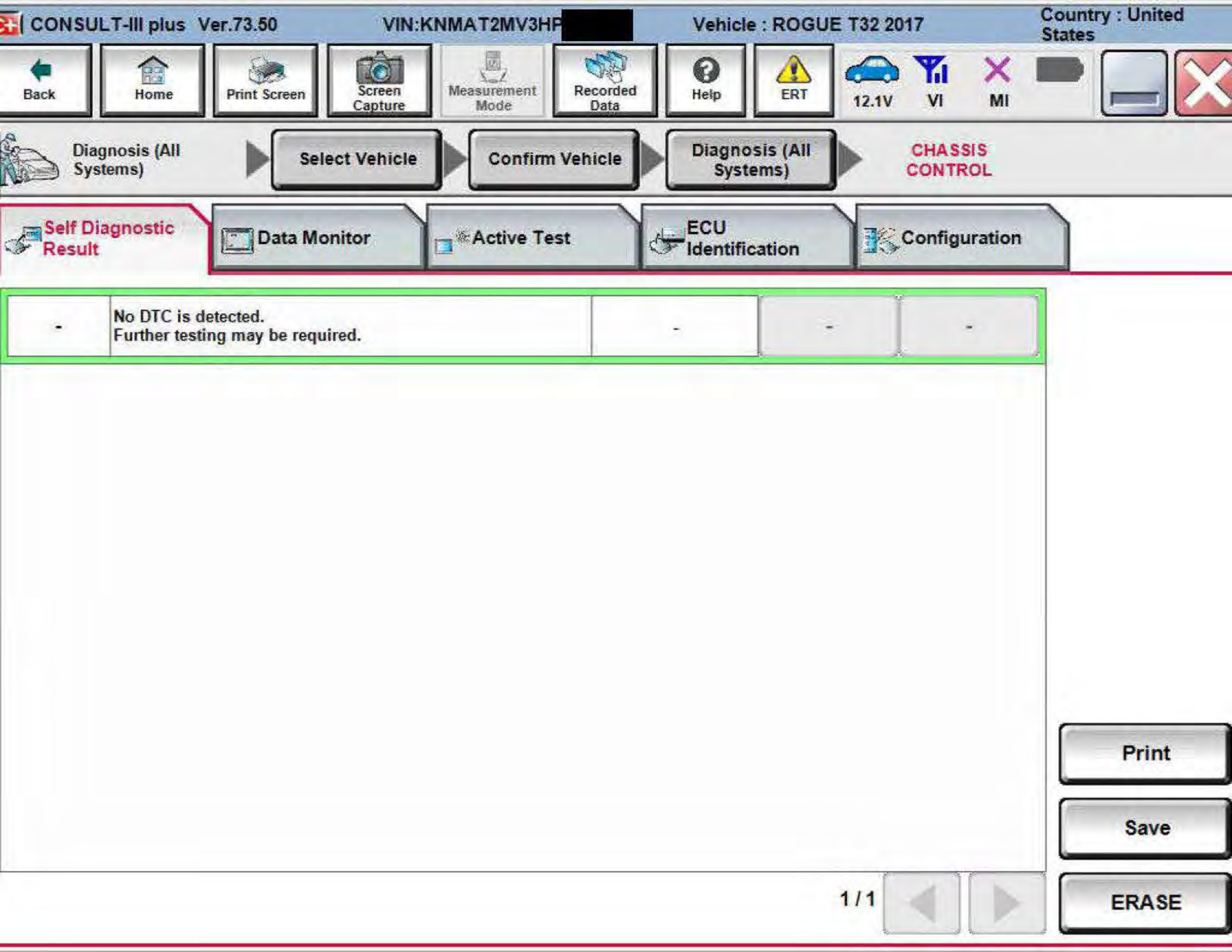
Always show me fewer / more records per related list

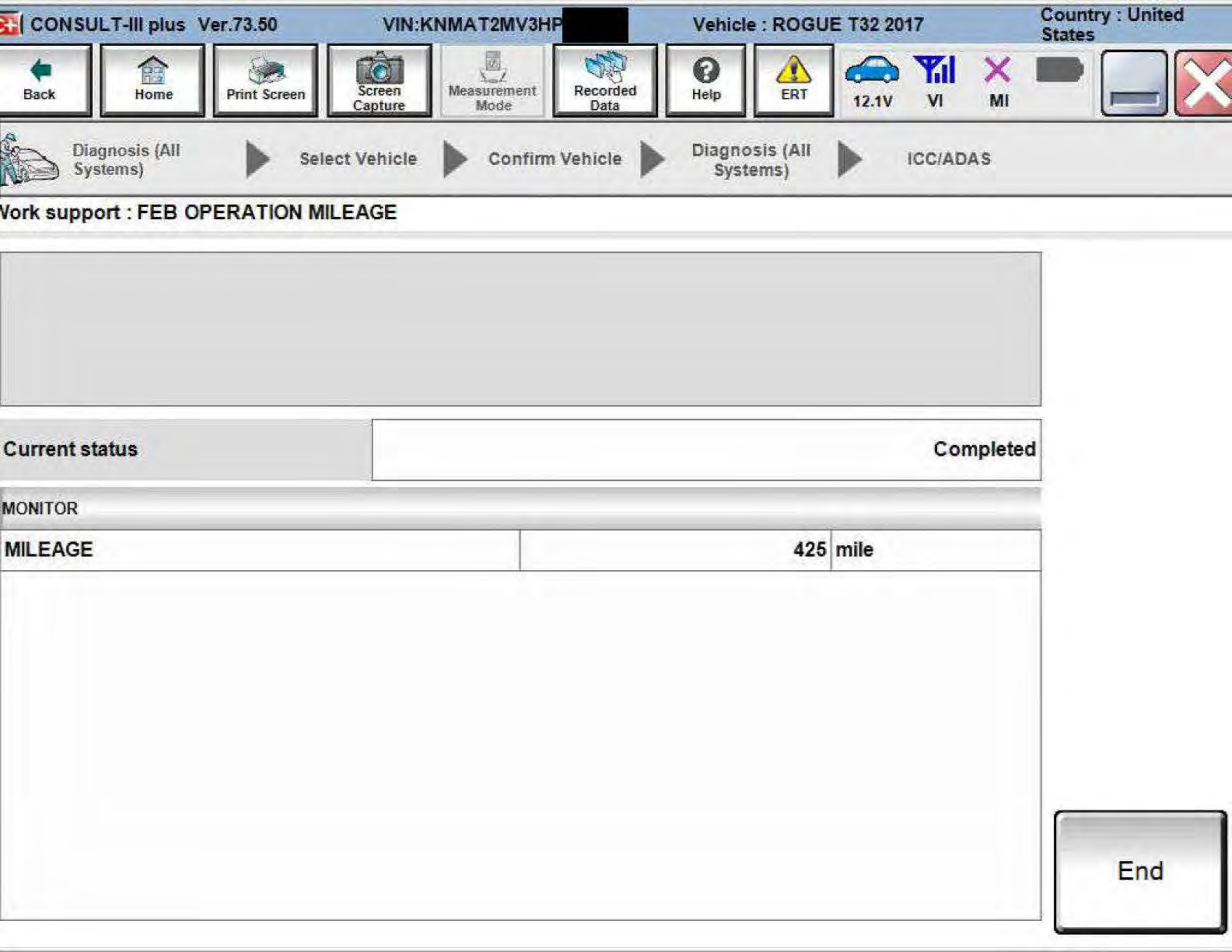
Copyright © 2000-2018 salesforce.com, inc. All rights reserved. | Privacy Statement | Security Statement | Terms of Use | 508 Compliance

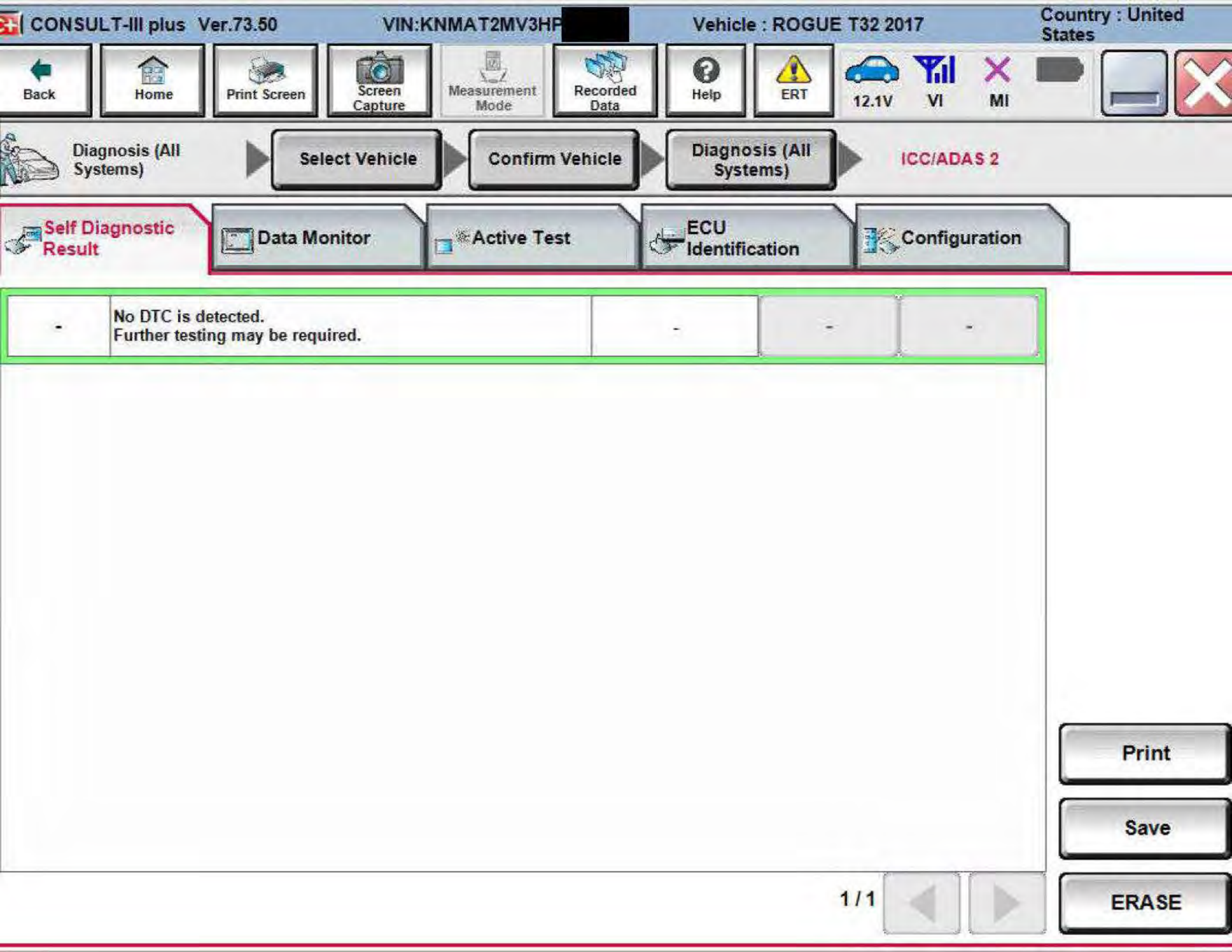

CONSULT-III plus Ver.73.50
VIN:KNMAT2MV3HP[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.1V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
LASER/RADAR
Self Diagnostic Result
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

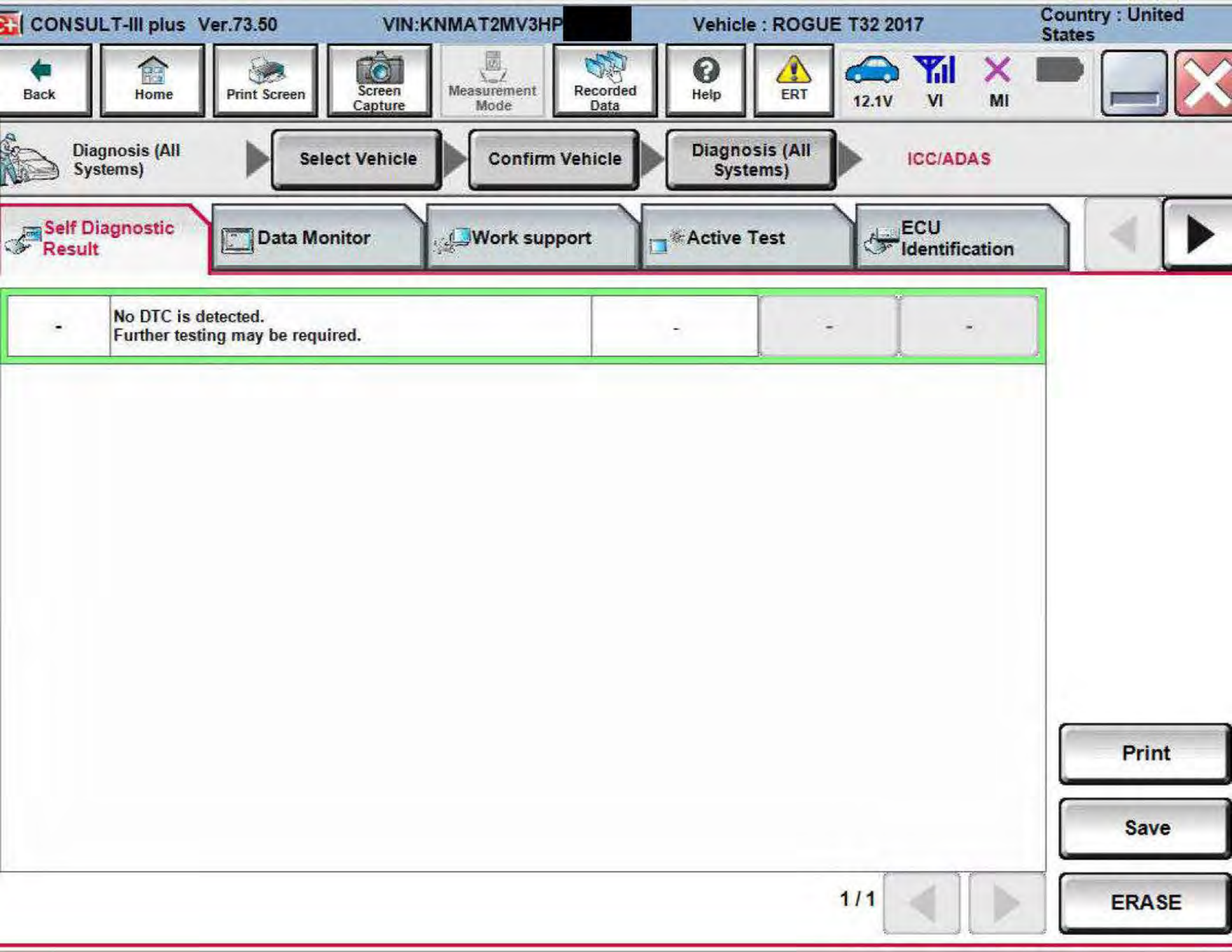

CONSULT-III plus Ver.73.50
VIN:KNMAT2MV3HP[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.1V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
BCM
PAST
LASER/RADAR
PAST
SIDE RADAR LEFT
PAST
SIDE RADAR RIGHT
PAST
ENGINE
NO DTC
ABS
NO DTC
METER/M&A
NO DTC
1 / 3
Detailed Information
BCM
B2604-00 PNP/CLUTCH SW PAST FFD DTC Expla
LASER/RADAR
C1A16-97 RADAR STAIN [CMP/SYS OPR OBST OR BLKD] PAST FFD DTC Expla
SIDE RADAR LEFT
C1B40-49 Side radar RH malfunction PAST FFD DTC Expla
U0104-82 ADAS CAN CIR1 [SEQUENCE COUNTER INCORRECT] PAST FFD DTC Expla
SIDE RADAR RIGHT
C1B30-49 Side radar LH malfunction PAST FFD DTC Expla
1 / 2
Print for Customer
Print
Save
ERASE


CONSULT-III plus Ver.73.50
VIN:KNMAT2MV3HP[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.1V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
BCM PAST
LASER/RADAR PAST
SIDE RADAR LEFT PAST
SIDE RADAR RIGHT PAST
ENGINE NO DTC
ABS NO DTC
METER/M&A NO DTC
1 / 3
Detailed Information
U0104-82 ADAS CAN CIR1 [SEQUENCE COUNTER INCORRECT] PAST FFD DTC Expla
2 / 2
Print for Customer
Print
Save
ERASE


CONSULT-III plus Ver.73.50
VIN:KNMAT2MV3HP[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.1V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
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.73.50
VIN:KNMAT2MV3HP[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.1V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB OPERATION MILEAGE
Current status
Completed
MONITOR
MILEAGE
425
mile
End


CONSULT-III plus Ver.73.50
VIN:KNMAT2MV3HP[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.1V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS 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


CONSULT-III plus Ver.73.50
VIN:KNMAT2MV3HP[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.1V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Self Diagnostic Result
Data Monitor
Work support
Active Test
ECU Identification
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
1 / 1
ERASE