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

PE19-010

NISSAN

6-16-2020

ATTACHMENT B

REQUEST NUMBER 2

DOCUMENTS

FIELD REPORTS

[redacted]

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

CDR File Information

User Entered VIN	JN8AT2MV3HW[redacted]
User	Carlos Albert
Case Number	[redacted]
EDR Data Imaging Date	02/01/2018
Crash Date	01/17/2018
Filename	JN8AT2MV3HW[redacted]_ACM.CDRX
Saved on	Thursday, February 1 2018 at 10:25:34
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
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      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
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2003  00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
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      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
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      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      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
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      FF FF FF FF FF FF FF FF 7F 7F 7F 7F 7F 7F 7F 7F
      7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
      7F 7F

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

201C  7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
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      7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
      7F 7F 7F 7F 7F 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
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201D  7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
      7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F FF FF FF FF FF
      FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF
      FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF
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      FF FF FF FF FF FF FF FF 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
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Disclaimer of Liability

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

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN JN8AT2MV3HW[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 NA

City Hicksville 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: NA

II. Vehicle

Model Year 2017 Model Name Rogue Mfg. Date 05/17/2017 VIN JN8AT2MV3HW[redacted]

Mileage 5483 License # [redacted] State NY Country United States

Special equipment & accessories NA

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

Number	Description	Status	Date
NA	NA	○ Open ◉ Closed	NA

Add Row | Remove Row

III. Description of Incident & Claim

Source of Information Claimant Incident Date 1/17/2018 Time 8:30 AM

Location of Incident (describe fully) Jericho Turnpike NY and Woodbury road, Woodbury NY.

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

Vision obstruction (describe) NG

Temperature at time of incident 37.9°F Parking location prior to time of incident NG

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV3HW[redacted]

Overnight temperature prior to incident: 36°F
Length of time parked: NG

Ice/Snow accumulation on vehicle? ○ Yes ◉ No

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

Sequence of Events (according to claimant):
Claimant stated she was driving on Jericho Turnpike, NY going 40 mph. Claimant stated she felt a pulling and FEB alarm went off. Claimant stated there was no one near customer. Claimant stated the vehicle was stopping and grinding, and FEB indicators were beeping, the vehicle did not come to a complete stop but enough to scare Claimant.
Claimant stated the few time it has happened were on Woodbury Road and the Jericho Turnpike. Two of the incidents happen in the morning and one in the afternoon. Weather conditions during one event were after it had snowed and the road was wet and the other two times the roads were dry. Claimant stated she has not experienced any other issues with the vehicle.

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

Driver Action (braking, steering, etc.):

Special Circumstances: NG

Actions taken after incident and results of those actions: Claimant continued to drive vehicle.

Vehicle Estimated Speed: 40 MPH Source: Claimant Posted Speed Limit: 40 MPH

Other Vehicle Estimated Speed: NG Source: Claimant Posted Speed Limit:

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 while driving with no visible obstructions in front of vehicle the FEB system makes audible warnings and applies braking force, notably while driving through the Jericho Turnpike and Woodbury Rd intersection.	Claimant

Add Allegation | Remove Allegation

IV. Occupants & Injuries

Source of Information: Claimant

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV3HW[redacted]

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



Occupant Name [redacted] DOB [redacted] Height NG

Address [redacted] Hicksville, NY [redacted] Weight NG

Location Incident Vehicle Seating Position 1 - Driver

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

Nature & Extent of Injuries NA

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

Add Occupant | Remove Occupant

☐ No Occupants Comments NA

V. Other Property Damage

☒ No Other Property Damage

Source of information Claimant

VI. Investigation Results

Date of vehicle inspection 02/01/2018

Location of inspection Great Neck Nisan

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

Vehicle has not sustained any damages as a result of alleged incident or otherwise.

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

Photos taken by Carlos Albert # Photos 74

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 1-36.

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV3HW[redacted]

Engine/ Transmission/ Drivetrain	No abnormalities noted. See photos 37-45.
Underbody/ Suspension/ Steering/ Wheels & Tires	No abnormalities noted. See photos 66-73.
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	No abnormalities noted. See photos 46-65.
Seat Belts/ Child Restraints (if applicable)	No abnormalities noted. Seat belts in the stowed and unlocked position. See photos 46-62.
Air Bags	No abnormalities noted. Airbags in the stowed un-deployed position. See photos 46-62.

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

NA

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 while driving with no visible obstructions in front of vehicle the FEB system makes audible warnings and applies braking force, notably while driving through the Jericho Turnpike and Woodbury Rd intersection.	Inspection findings do not show any abnormalities. FEB operation mileage does not have an event recorded. DTS test drove vehicle for 35 miles including alleged incident location with no FEB activation. See photo 6, 74.

Add Row | Remove Row

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

Reporter's Signature *Carlos Albert*

Reporter's Name & Region Carlos Albert North East Region

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV3HW[redacted]

IIR Supplement: Advanced Technology Checklist

I. Vehicle equipped with

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

Other (describe): NA

Comments: NA

II. Diagnostic Download and EDR Data

Instructions:

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

	Yes	No	Comments
Full diagnostic download included in report?	(•)	( )	Please see uploaded files.

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV3HW[redacted]

	Yes	No	Comments
EDR download included in report?	◉	○	Please see uploaded files.

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.)	Camera is clear of debris. Please see photo 32
○	◉	Physical damage to camera? (ie. cracks)	Camera is clear of damage. Please see photo 32
◉	○	Obstructions to radar sensor units? (ie. dirt, stickers, etc.)	Radar unit has light road grime build up due to road conditions. Please see photo 19.
○	◉	Physical damage to radar sensor units? (ie. cracks)	Radar unit is free from damage please see photos, 17-19, 45.
◉	○	Electrical connection to radar module firmly seated?	Electrical connection to radar module is firmly seated. See photo 45.
◉	○	Electrical connection to camera module firmly seated?	Electrical connector to camera module is firmly seated. See photos 63-65.
○	◉		NA

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

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Case [redacted]

Customize Page | Printable View | Help for this F

Case Comments [19] | Case Categorizations [1] | Emails [0] | Calls [0] | Open Activities [3] | Activity History [4] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | DTS Field Inspections [1] | Attachments [3] | Case History [26]

Case Detail

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

Case Record Type	CA [Change]	Case Number	[redacted]
Account Name	[redacted]	Case Owner Email	dehenry.kidd@nissan-usa.com
Contact Email	[redacted]	Case Owner Location	Murfreesboro
Home Phone	[redacted]	Case Owner	DeHenry Kidd [Change]
Executive Referral		Status	Open
Exec-Received-Date		Type	CA
Letter Sent Date		Case Origin	Phone
Letter Received Date		Date/Time Opened	1/18/2018 1:47 PM
Follow Up Date	2/16/2018	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	4	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	4,000	XTIME Appointment Number	

Incident Codes - IIR REQUIRED

Incident Date	1/17/2018		
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	JN8AT2MV3HW[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	29617	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	GREAT NECK NISSAN	Data Net	✓
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	1/18/2018
Responsible District		Dealer Instructions	

07

Shared With	GREAT NECK NISSAN	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	1/22/2018	VSC Reprint Request	Email
RHR Completed	1/22/2018	Contact Name	[redacted]

Primary & Secondary Root Cause Code

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

Action Code

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

DTS Request

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

System Information

Subject	CUSTOMER:[redacted] PHONE:[redacted] VIN: JN8AT2MV3HW[redacted]

Agent Comments

Agent Comments	#RHR. case under review.		
Created By	Helen Baglole, 1/18/2018 1:47 PM	Root Cause Code	SCIN
Last Modified By	DeHenry Kidd, 2/6/2018 1:27 PM	Root Cause Code (2)	
Legacy Case Number		Action Code	NT8F
Root Cause		Priority	N/A

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

Case Comments

New

Case Comments Hi

Action	Public	Comment
Make Public		**Created By: DeHenry Kidd (2/6/2018 1:26 PM)** Arbs-DK received an email from DTS stating that the inspection is completed. Arbs is now waiting on a decision from PL.
Make Public		**Created By: DeHenry Kidd (1/29/2018 3:55 PM)** Arbs has contacted customer and dealer to let them know the inspection date is set for 2/1 at 10am EST
Make Public		**Created By: DeHenry Kidd (1/26/2018 9:53 AM)** Verified Name Address Phone# VIN Mileage Responsible Dealer Checked for open Recalls/Campaigns: None Customer stated she was driving on Jericho Turnpike, NY going 40mph. Customer stated she felt a pulling and FEB alarm went off. Customer stated there was no one near custome Customer stated the vehicle was stopping and grinding, FEB indicators were beeping, the vehicle did not come to a complete stop but enough to scare customer. Customer stated the few time it has happen was on Woodbury Road and the Jericho Turnpike. Two of the incidents happen in the morning and one in the afternoon. Weather condit was after it had snow and the road was wet and the other two times the roads were dry. Customer stated she has not experience any other issues with the vehicle. Arbs-DK informed customer that Arbs would setup an inspection. Arbs-DK stated once arbs has the date Arbs will let the dealer and customer know. Arbs-DK also stated that the process could take up to 6 weeks for everything to be done and process to determine a decision. Arbs stated that if customer decide to get alternate transportation it will be at the customer expense due to NNA does not offer assistance during the inspection period customer understood.
Make Public		**Created By: DeHenry Kidd (1/24/2018 9:01 AM)** [redacted] Arbs-DK called customer at 901am no answer was made. Arbs left a message stating name and number for c to call Arbs back at [redacted] call ended.
Make Private	✓	**Created By: Chase McBryar (1/23/2018 9:38 AM)** ARBS-CM notes IIR will need to be processed before RHR review is necessary. ARBS-CM closing task and agent may resubmit if necessary.
Make Public		**Created By: Samantha Dixon (1/23/2018 7:13 AM)** C contacted NNA about veh repurchase or replacement.
Make Public		**Created By: Amanda Yett (1/22/2018 3:25 PM)** IIR rejected- In the Quick Description or Summary of Incident on the IIR probe the allegation of defect is not clear on what the customer is alleging failed on the veh. Please correct a resubmit.
		Created By: Samantha Dixon (1/22/2018 3:04 PM)

Make Public		C contacted NNA about FEB concern and repurchase/replacement of veh.
Make Public		**Created By: Michelle Simpson (1/22/2018 2:01 PM)** DRTS received the RHR. The RHR was assigned to ARBS Chase McBryar for review.
Make Private		**Created By: Amanda Yett (1/22/2018 1:51 PM)** RCAS-AY placed outbound call to DLR. RCAS-AY spoke with SM-Frank Diagostino. SM-FD advised gave C print outs regarding how FEB works and advised C that veh is operating as designed. SM-FD advised SA dropped off veh to C on Friday.
Make Public		**Created By: Amanda Yett (1/22/2018 12:40 PM)** C contacted NNA about veh concern.
Make Private		**Created By: Amanda Yett (1/22/2018 12:33 PM)** 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 POC. RCAS-AY advised of case number and direct line. RCAS-AY verified C's concerns—FEB system deploys without cause. RCAS-AY advised would like to get some more information. C stated that C does not trust veh. C stated that it has happened 3x but only come up with one code. C stated that there does not seem to be anything in front of veh. C stated that C has opened other Nissans in the past. RCAS-AY completed IIR. C was unable to produce exact odometer reading at time of incident. C stated that C would like NNA to replace the veh. C stated that C went to DLR but DLR said they could not help C. RCAS-AY advised of RHR process. RCAS-AY advised RHR is conducted based on state lemon laws and repair history. RCAS-AY advised process takes 10 business days and someone will follow up with C every 3 business days. Why do you want to return the veh to NNA? C stated because of lost trust Where is the veh currently? With C Where was the veh purchased? Great Neck Nissan-lease Was it purchased new or used? new lease If used, when was the veh purchased? NA Where is the veh serviced? Great Neck Nissan Has the veh been taken to multiple Nissan/Infinity dealers? No RCAS-AY thanked C for the information. RCAS-AY advised all of this has been documented and will forward it to the proper department for review. 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 this number the best number to reach you?" C confirmed. RCAS-AY offered further assistance. C declined. RCAS-AY thanked C for C's time. Call ended mutually.
Make Private		**Created By: Amanda Yett (1/22/2018 12:18 PM)** RCAS-AY placed outbound call to C @[redacted] RCAS-AY left VMX with case number and direct line. RCAS-AY requested callback.
Make Private		**Created By: Amanda Yett (1/19/2018 8:36 AM)** RCAS-AY reviewed case with TL-Grady Douglas who advised RCAS-AY to proceed with IIR.
Make Private		**Created By: Amanda Yett (1/19/2018 8:35 AM)** RCAS-AY placed outbound call to C @[redacted] RCAS-AY left VMX with case number and direct line. RCAS-AY requested callback.
Make Private		**Created By: Amanda Yett (1/19/2018 8:33 AM)** RCAS-AY placed outbound call to C @[redacted] RCAS-AY left VMX with case number and direct line. RCAS-AY requested callback.
Make Private		**Created By: Amanda Yett (1/19/2018 8:14 AM)** RCAS-AY received email from SM-FD advising DLR could not verify concern. SM-FD advised C had a past radar stain code at 800 miles, no current concern. SM-FD advised C claimed something happened 2 or 3 days ago, but DLR could not verify any malfunction. SM-FD advised discussed with DTS and will supply NNA documentation on functionality of technology. SM-FD advised preparing to deliver veh today to C.
Make Private		**Created By: Amanda Yett (1/19/2018 7:34 AM)** RCAS-AY sent email to SM-Frank Diagostino asking for clarification on C's concern.
		Created By: Helen Baglole (1/18/2018 1:57 PM) CRR-HB VERIFIED Account information including: C's name, home & e-mail address, phone number & best contact number CRR-HB VERIFIED VEH Information including: VIN #, Current Mileage, CRR-HB CHECKED for open recalls/campaigns and found: 0 CRR-HB CHECKED for previous UNRELATED Case(s) and found: 0

CRR-HB CHECKED previous RELATED Case(s) and found: 0
CRR-HB NOTED concern is: RHR

CRR-HB received inbound call from C

C stated is calling to complain about C's VEH
C stated VEH has been using the forward trip system alarm
C stated has happened 3 times with nothing in front or around C
C stated the first time C took VEH to DLR stated there was a trip code
C stated DLR stated there was a stain on the camera
C stated the second time C did not bring VEH in to DLR
C stated third time happened yesterday
C stated DLR stated did not see any trip code when did diagnoses

Make Public

CRR-HB asked how C would like Nissan Consumer Affairs to assist with this concern

C stated would like another VEH
C stated does not trust VEH
C stated C is going to get into an accident due to this

CRR-HB informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day 1/19/2018 regarding C's concern.

CRR-HB asked C if there was anything else CRR-HB could assist with.

C declined.

CRR-HB gave case number and agent id
Sending to RCAS
Best contact [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	BLIND SPOT INTERVENTION® (BSI®)	BROKEN/CRACKED	27	1/18/2018	ZB	AV	[redacted]	OA

Emails

Send an Email | Emails He

No Emails Available

Calls

New CA Call | Calls He

No records to display

Open Activities

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

Action	Subject	Status	Type	Task	Name	Due Date	Priority	Assigned T
Edit | Cls	RHR	Not Started		✓	[redacted]	1/22/2018	N/A	DeHenry K
Edit | Cls	IIR	Not Started		✓	[redacted]	1/24/2018	N/A	DeHenry K
Edit | Cls	DTS Follow Up[redacted]: GREAT NECK NISSAN	Not Started		✓		1/26/2018	High	DeHenry K

Activity History

Log a Call | View All | Activity History He

Action	Subject	Type	Name	Due Date	Assigned To	Action Taken	Status	Last Modified Dat
Edit | Del	DTS Reques[redacted] GREAT NECK NISSAN			1/28/2018	Carlos Albert		Complete	1/26/2018 3:24 P
Edit | Del	RHR Review[redacted]	RHR	[redacted]	1/22/2018	Chase McBryar	Consumer Affairs RHR	Complete	1/23/2018 9:39 A
Edit | Del	Follow Up Action Required- IIR Rejected			1/22/2018	Amanda Yett		Complete	1/22/2018 3:26 P
Edit | Del	RHR Assigned[redacted]		[redacted]	1/22/2018	Amanda Yett		Complete	1/22/2018 2:02 P

Customer Support Tools

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

No records to display

Check Activity

Check Activity He

No records to display

Forms

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

Action	Form	Request Type	Created By	Created Date	Customer Name	VSC	VIN	VSC Request Comments
Edit	[redacted]	IIR	Amanda Yett 1/22/2018 12:29 PM	1/22/2018			JN8AT2MV3HW[redacted]	

DTS Field Inspections

DTS Field Inspections He

Action	Title	DTS Inspection Date	Owner First Name	Owner Last Name	Status
Edit	[redacted]	2/1/2018 9:00 AM	Carlos	Albert	Completed

Attachments

Attach File | View All | Attachments He

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	ROs [redacted].pdf	57KB	1/23/2018 7:14 AM	Amanda Yett
Edit | View | Del	RHR Template- Northeast Region Case[redacted].doc	80KB	1/23/2018 7:14 AM	Amanda Yett
Edit | View | Del	RHR[redacted].doc	58KB	1/23/2018 7:14 AM	Amanda Yett

Case History

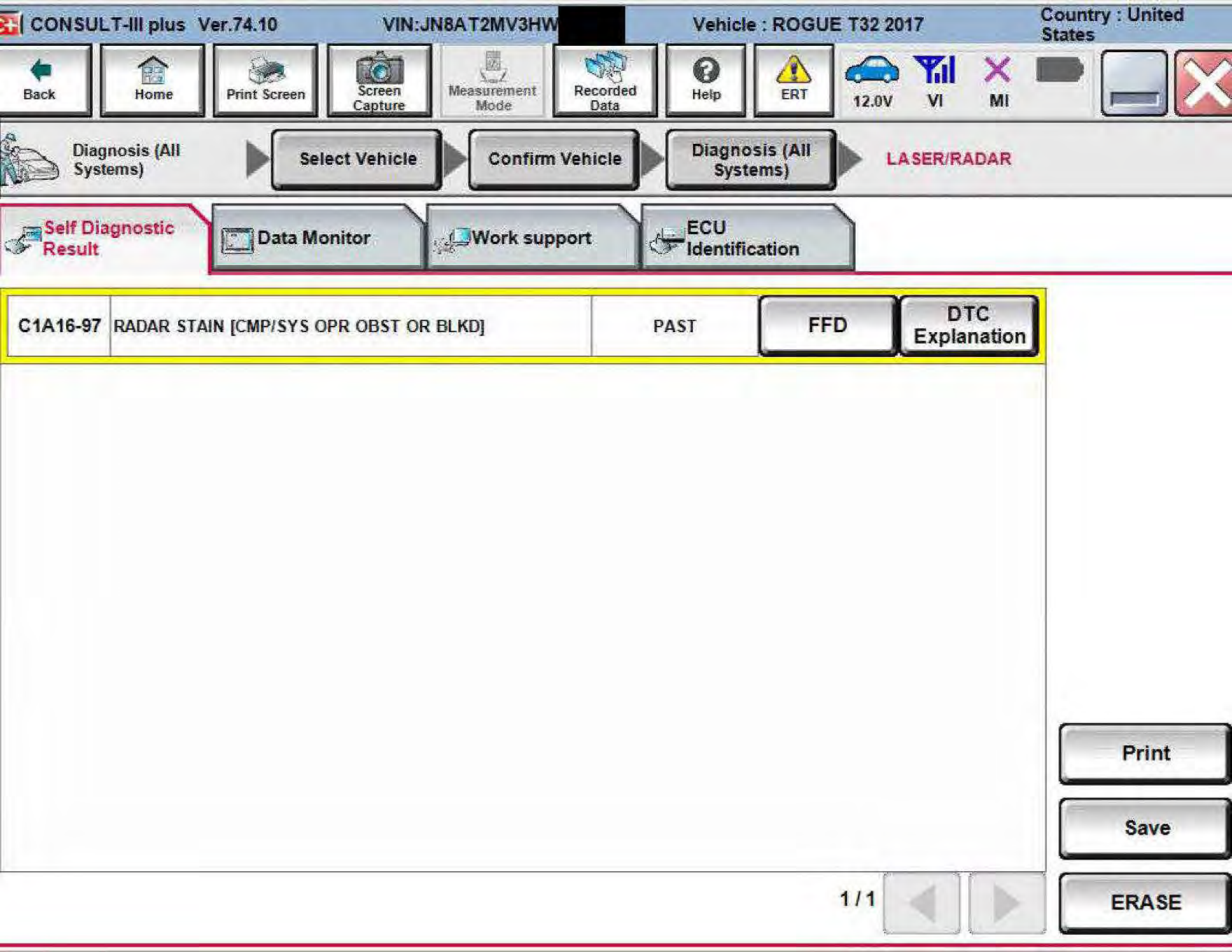
Case History He

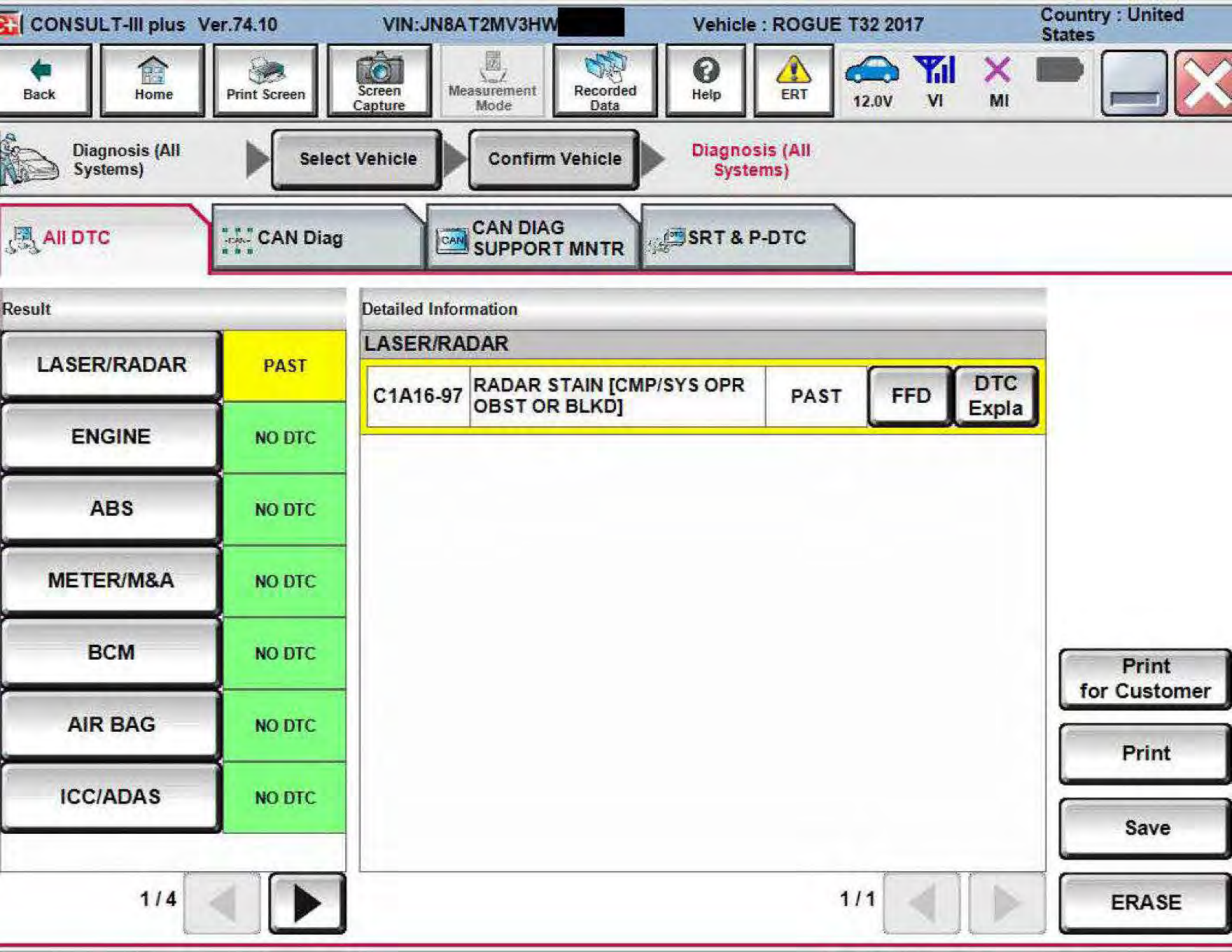
Date	User	Action
2/6/2018 1:27 PM	DeHenry Kidd	Changed **Follow Up Date** from 2/8/2018 to **2/16/2018**.
1/29/2018 3:54 PM	DeHenry Kidd	Changed **Follow Up Date** from 1/29/2018 to **2/8/2018**.
1/26/2018 9:56 AM	DeHenry Kidd	Changed **Follow Up Date** from 1/26/2018 to **1/29/2018**.
1/24/2018 9:01 AM	DeHenry Kidd	Changed **Follow Up Date** from 1/24/2018 to **1/26/2018**.
1/23/2018 11:31 AM	DeHenry Kidd	Changed **Follow Up Date** from 1/25/2018 to **1/24/2018**.
1/23/2018 7:14 AM	Samantha Dixon	Changed **Case Owner** from Amanda Yett to **DeHenry Kidd**.
1/23/2018 7:13 AM	Samantha Dixon	Changed **Description**.
1/22/2018 3:25 PM	Amanda Yett	Changed **Description**.
1/22/2018 3:04 PM	Samantha Dixon	Changed **Description**.
1/22/2018 2:02 PM	Michelle Simpson	Changed **DRT Support Status** from Pending to **DRT Assigned**.
1/22/2018 1:52 PM	Amanda Yett	Changed **RHR Completed** to **1/22/2018**.
1/22/2018 12:40 PM	Amanda Yett	Changed **RHR Started** to **1/22/2018**.
		Changed **Description**.
1/22/2018 12:33 PM	Amanda Yett	Changed **Follow Up Date** from 1/22/2018 to **1/25/2018**.
1/19/2018 8:35 AM	Amanda Yett	Changed **Follow Up Date** from 1/19/2018 to **1/22/2018**.
1/18/2018 2:05 PM	Amanda Yett	Changed **Data Net** from false to **true**.
1/18/2018 2:04 PM	Amanda Yett	Changed **Description**.
1/18/2018 1:58 PM	Helen Baglole	Changed **Escalated By ID** to [redacted]
		Changed **Case Owner** from Helen Baglole to **Amanda Yett**.
1/18/2018 1:50 PM	Helen Baglole	Changed **Case Servicing Dealer** to **GREAT NECK NISSAN**.
1/18/2018 1:47 PM	Helen Baglole	Changed **Work Phone** to [redacted]
		Changed **Follow Up Date** from 1/18/2018 to **1/19/2018**.
		Changed **VIN** to **JN8AT2MV3HW**[redacted]
		Changed **Subject** to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: JN8AT2MV3HW**[redacted]
		Created.

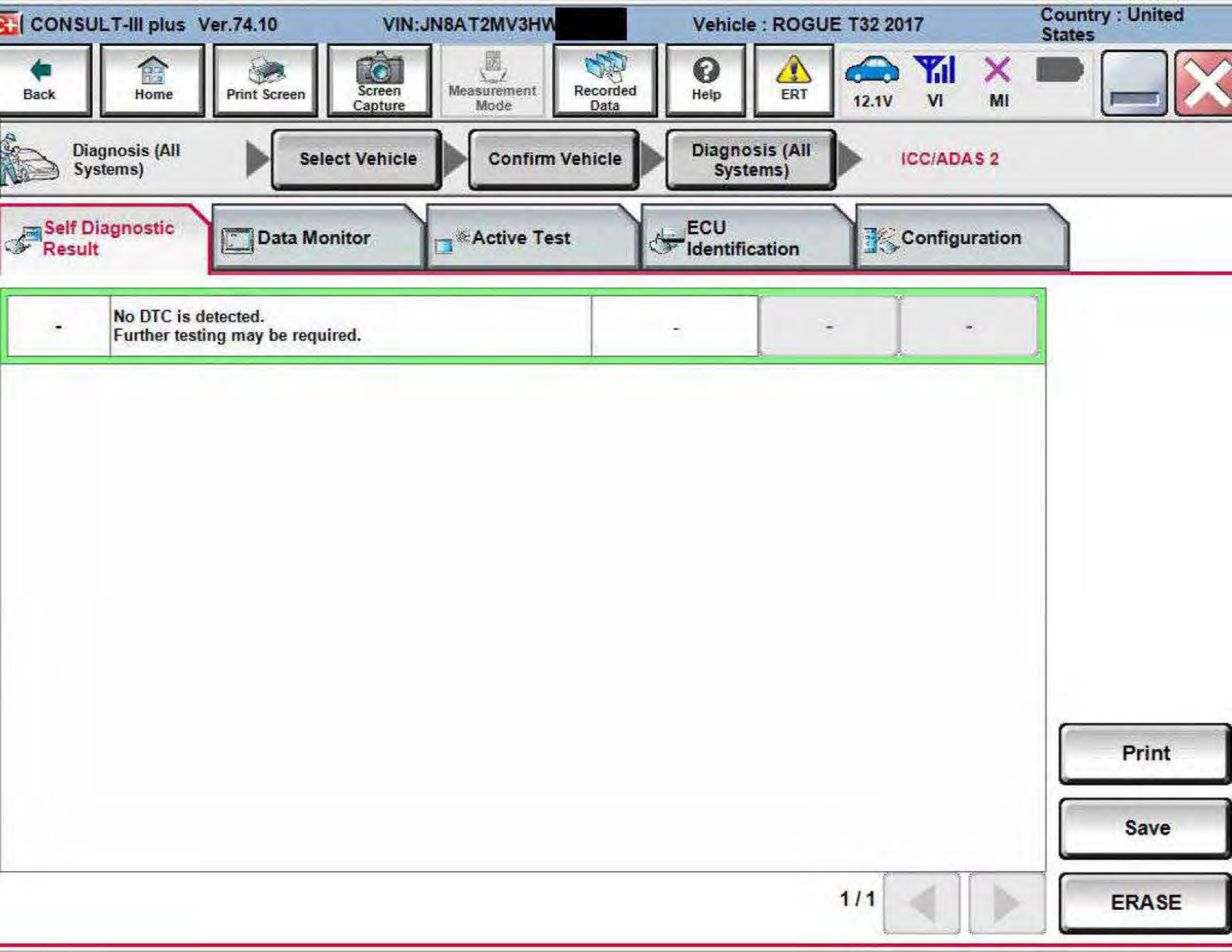
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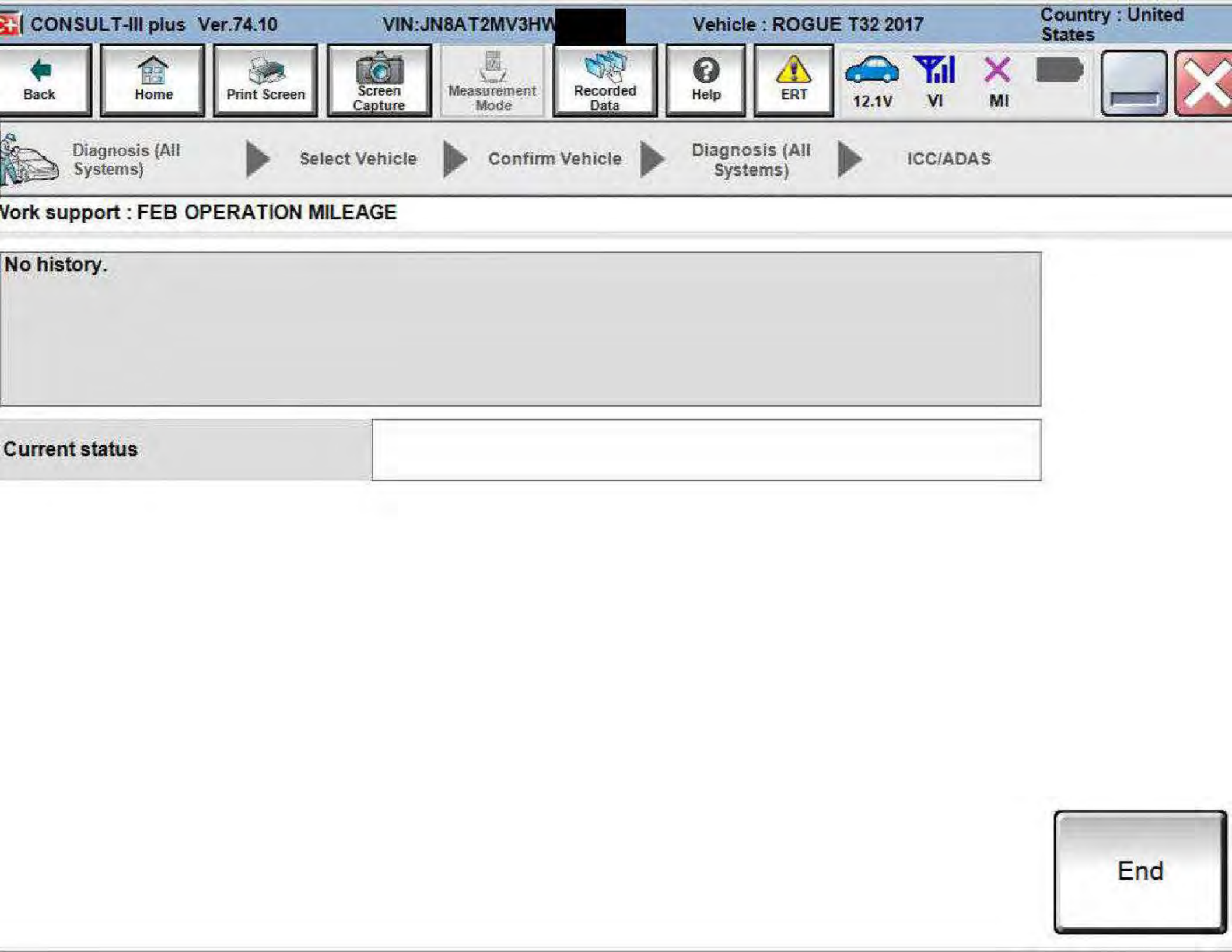
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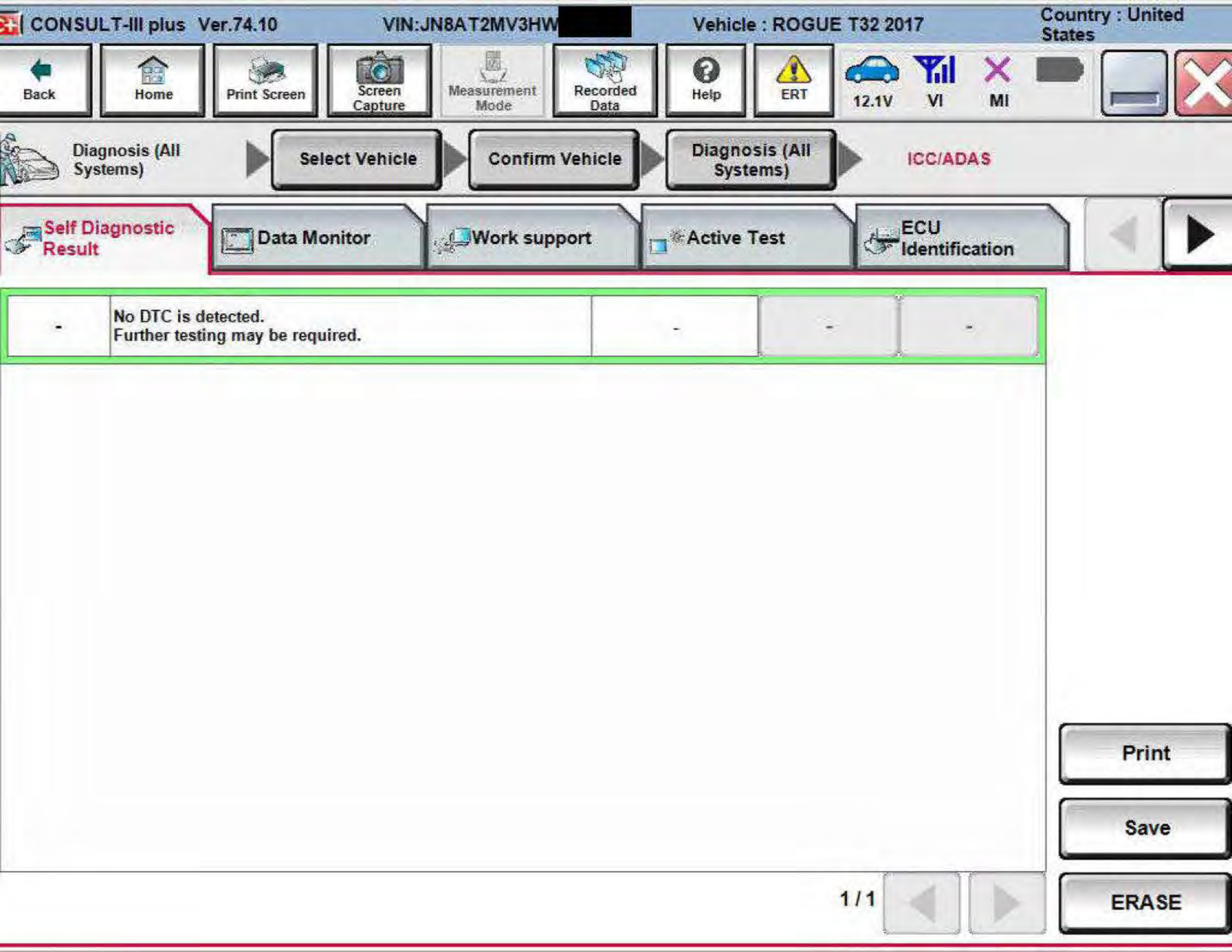
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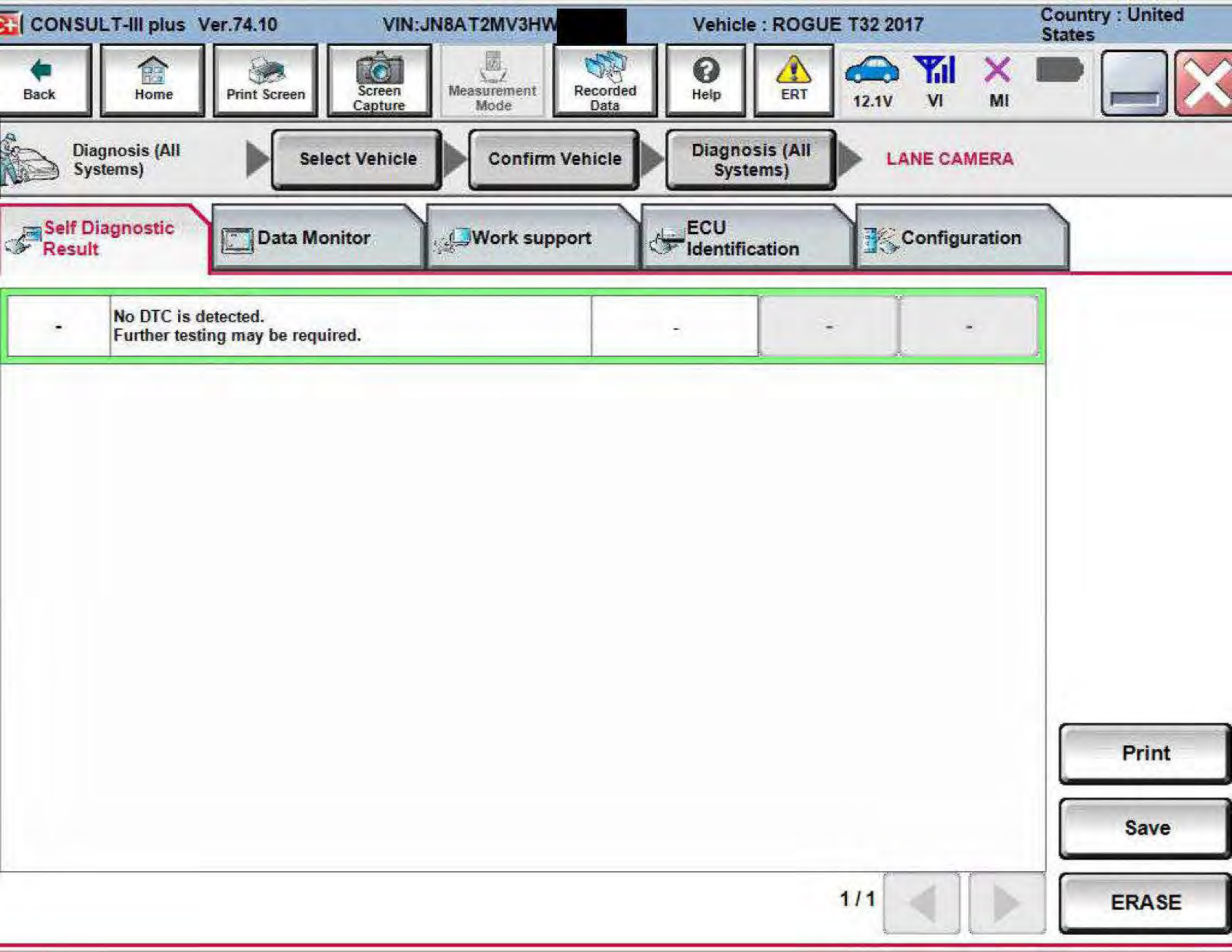

CONSULT-III plus Ver.74.10
VIN:JN8AT2MV3HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
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Print Screen
Screen Capture
Measurement Mode
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CONSULT-III plus Ver.74.10
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BCM NO DTC
AIR BAG NO DTC
ICC/ADAS NO DTC
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CONSULT-III plus Ver.74.10
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Current status
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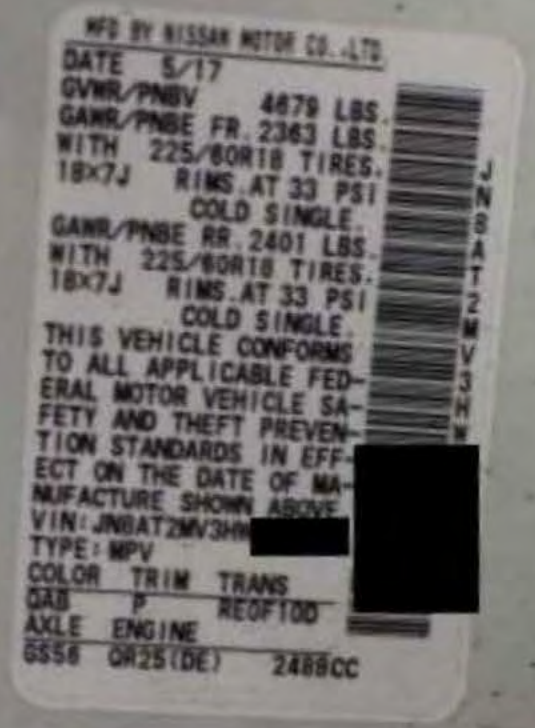

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Further testing may be required.
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JN8AT2MV3HW


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CERTIFICATE
2018
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NOV
OCT


MFD BY NISSAN MOTOR CO.,LTD.
DATE 5/17
GVWR/PNBV 4679 LBS.
GAWR/PNBE FR.2363 LBS.
WITH 225/60R18 TIRES.
18×7J RIMS.AT 33 PSI
COLD SINGLE.
GAWR/PNBE RR.2401 LBS.
WITH 225/60R18 TIRES.
18×7J 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:JNSAT2MV3HW
TYPE:MPV
COLOR TRIM TRANS
QAB P REQF10D
AXLE ENGINE
6558 QR25(DE) 2488CC
JNSAT2MV3HW


MFD BY NISSAN MOTOR CO.,LTD.
DATE 5/17
GVWR/PNBV 4679 LBS.
GAWR/PNBE FR.2363 LBS.
WITH 225/60R18 TIRES.
18X7J RIMS.AT 33 PSI
COLD SINGLE.
GAWR/PNBE RR.2401 LBS.
WITH 225/60R18 TIRES.
18X7J RIMS.AT 33 PSI
COLD SINGLE.
THIS VEHICLE CONFORMS
TO ALL APPLICABLE FED-
ERAL MOTOR VEHICLE SA-
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TYPE:MPV
COLOR TRIM TRANS
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AXLE ENGINE
GSS6 QR25(DE) 2488CC
JN8AT2MV3H


10:20 AM
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NISSAN






ROGUE


ROGUE
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NISSAN


NISSAN


NISSAN



























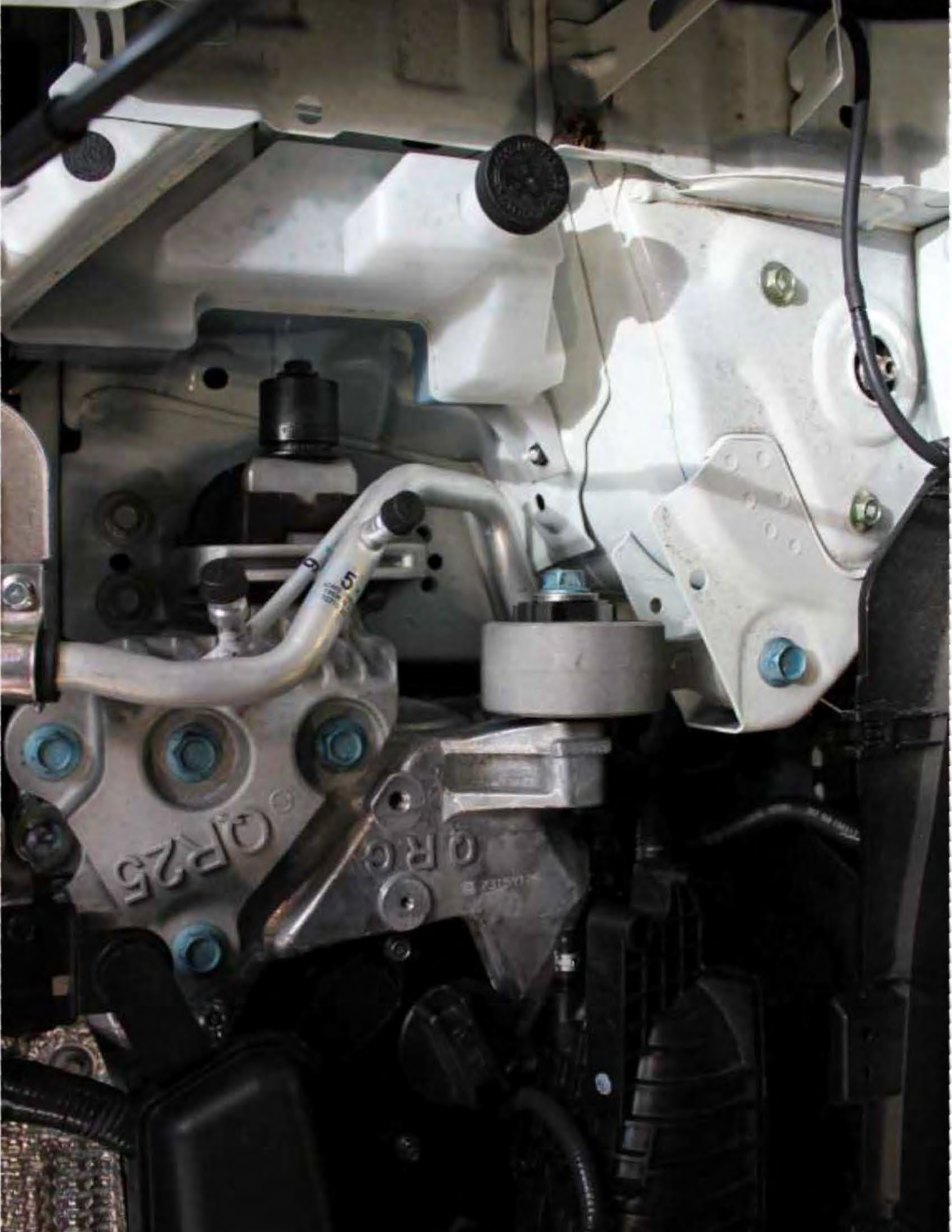





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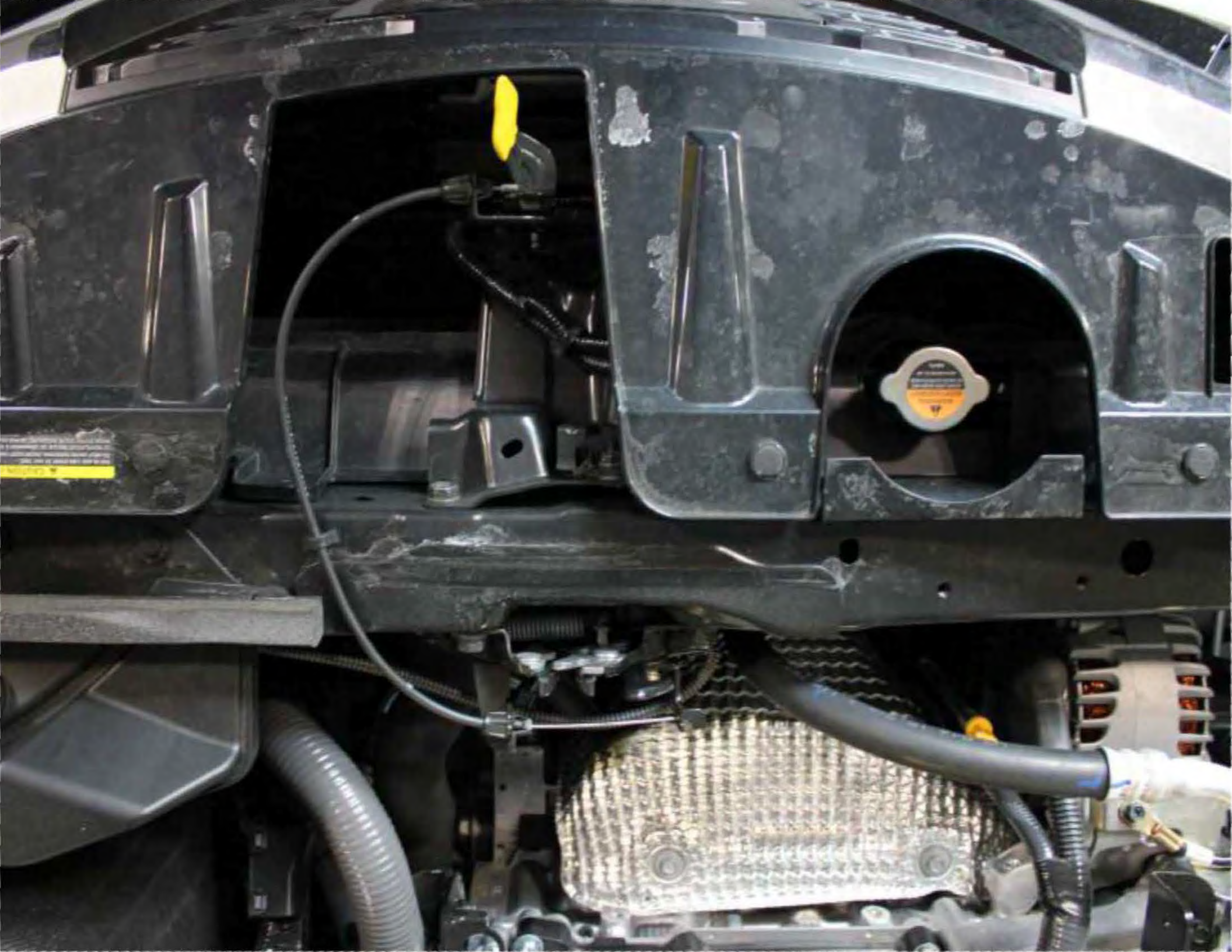


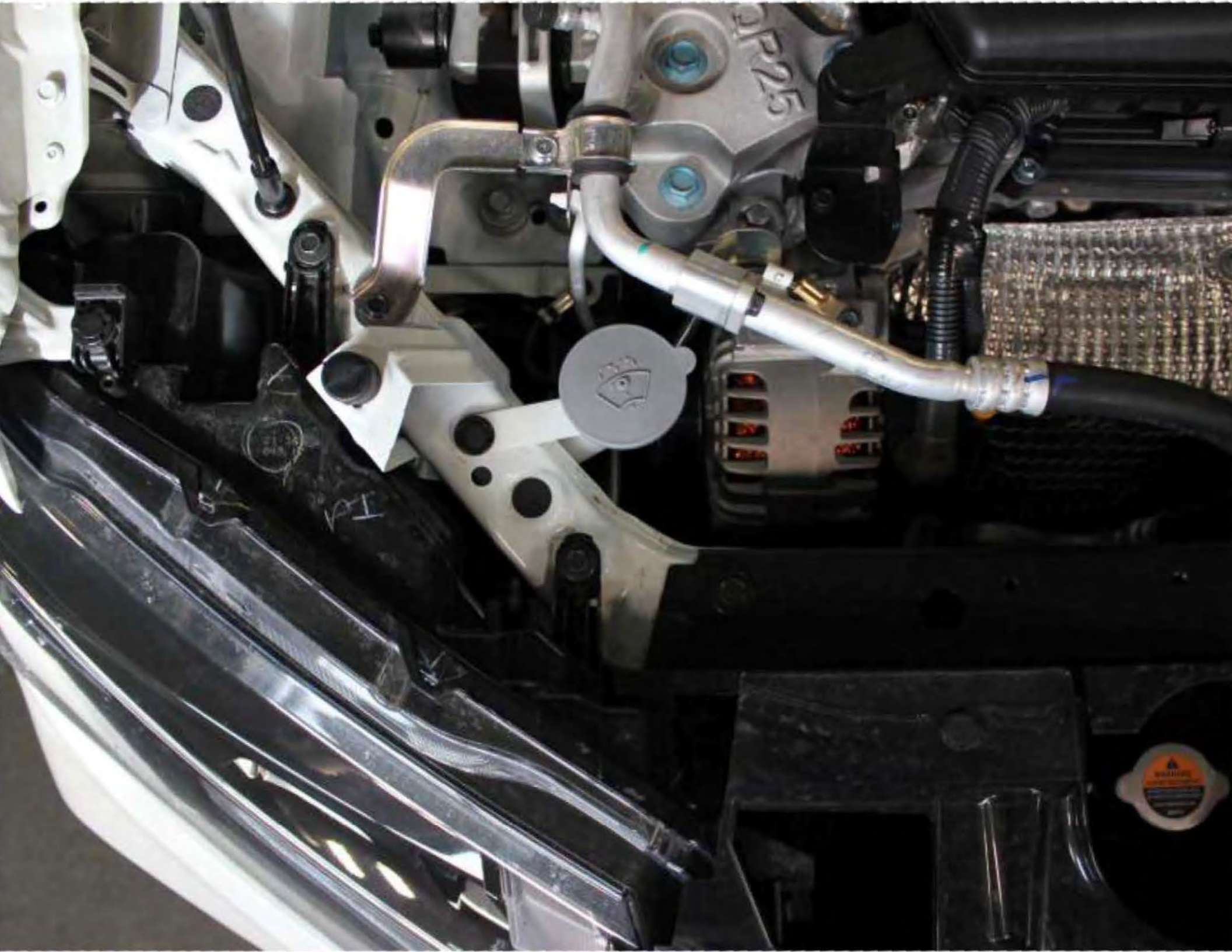

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NISSAN

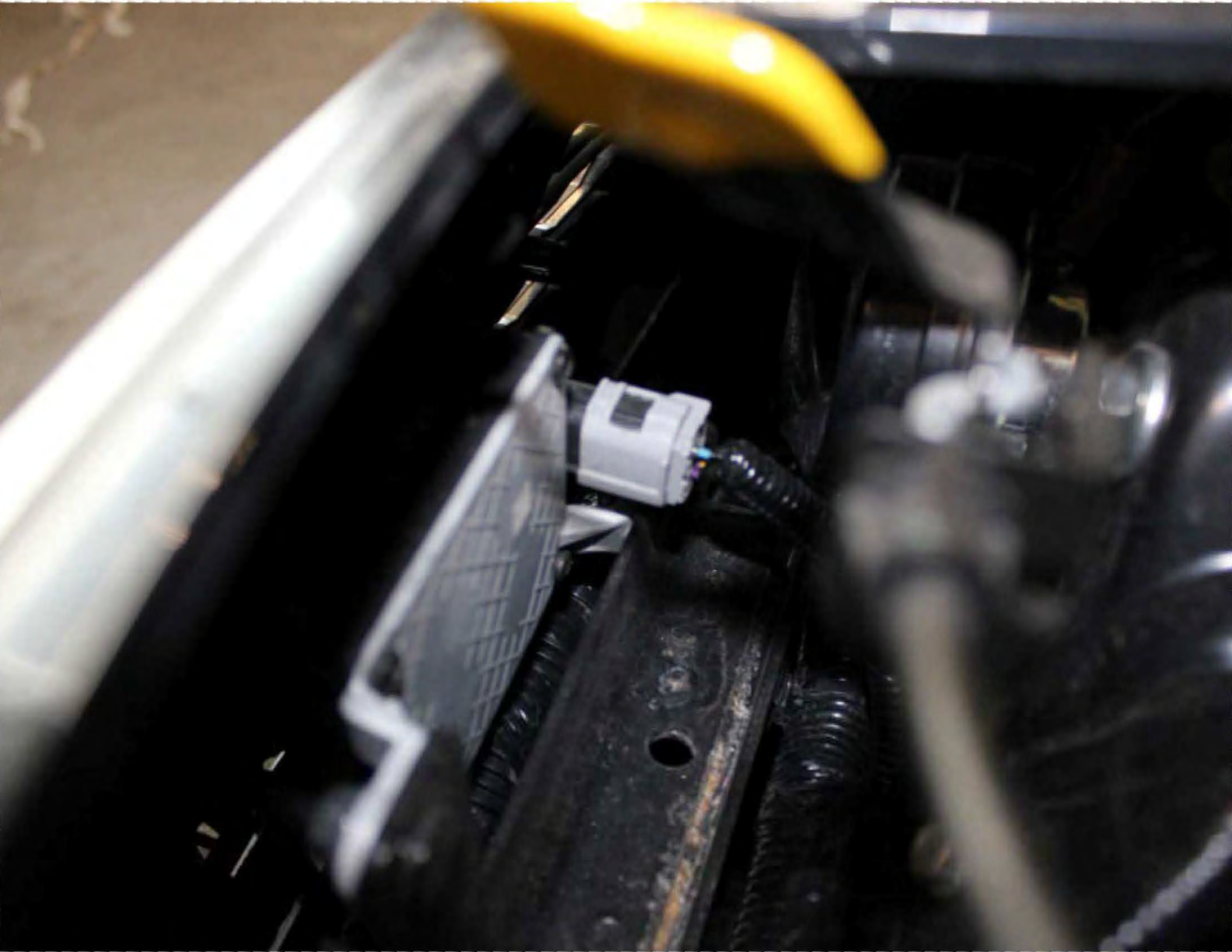



Pb
CAUTION / ATTENTION
















ROGUE


48080








ROGU













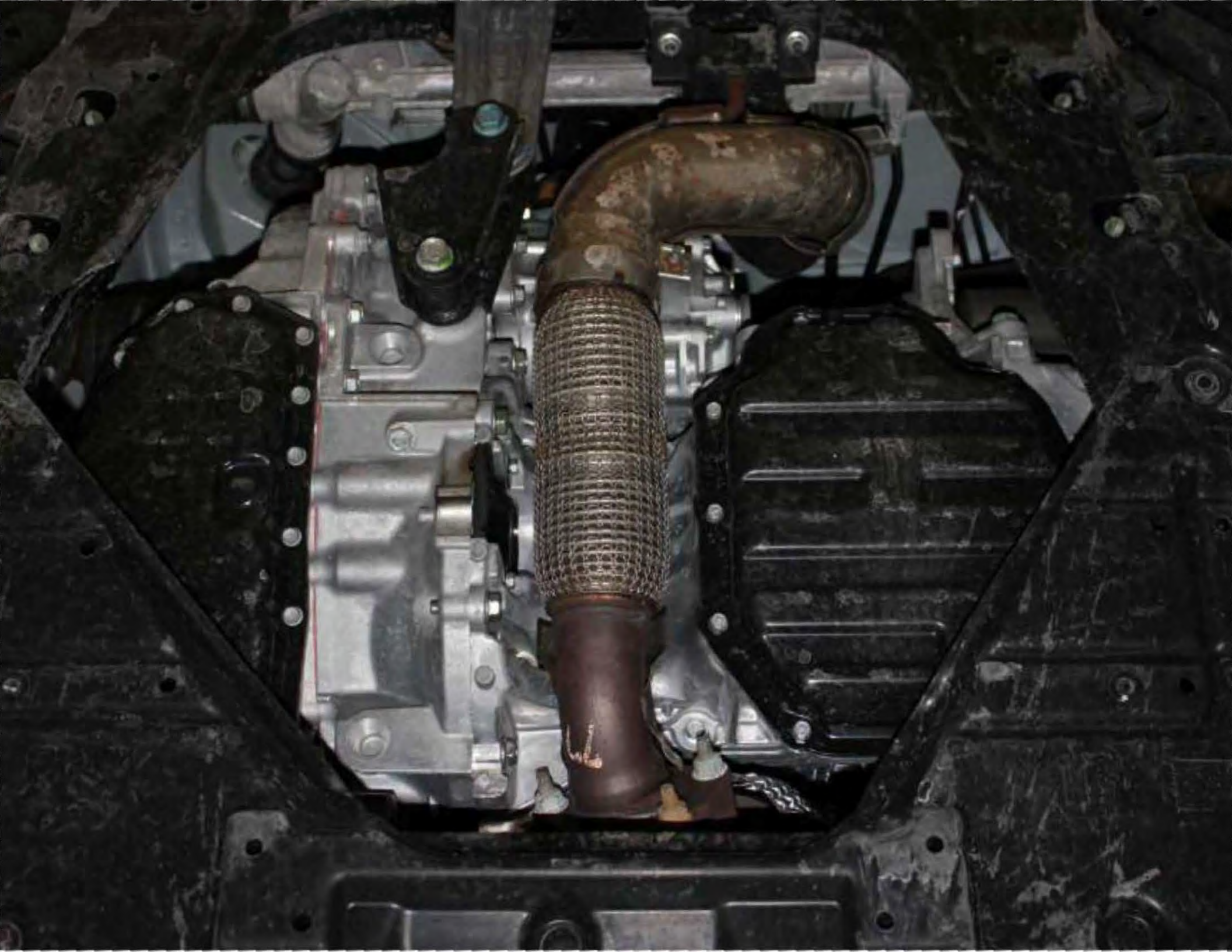



















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NISSAN

Search Samaritan Potter Help & Training CA

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

Vehicle
JN8AT2MV3HW[redacted]

Customize Page | Printable View | Help fo

Vehicle Campaigns [0] | Warranty Cases [0] | Cases [1] | Service History [24] | Vehicle Service Contracts [0] | Vehicle History [1] | DTS Field Inspections [1]

Vehicle Detail

VIN	JN8AT2MV3HW[redacted]		
Last Modified By	DeHenry Kidd, 2/6/2018 1:27 PM	Branded Title	
Created By	NNAETL, 6/28/2017 11:53 AM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage	4,000	MSRP	$35,110
Latest Recorded Mileage Units	M		
In Service Date	9/4/2017		

Manufacturing Data

Make/Model	2017 NISSAN ROGUE	Manufacturer Date	5/17/2017
Model Year	2017	Plant Name	KYUSHYU (NML)
Make	NISSAN	PDI Date	
Model Line	ROGUE	Country Code	USA
Model Code	29617	US Specification Indicator	Y
Body Style Type	WAGON 4 DOOR	Emissions Type	50 STATE
Exterior Color	PEARL WHITE	Emissions Certification	
Cylinders		Open Recall	
Transmission Type	CVT	Head Unit	
Model Series		Model Line Code	RGE
Factory Installed Options	C03E10L92P04U35Z66		
Factory Installed Options Descriptions	C03 (50 STATE EMISSIONS), E10 (PREMIUM PAINT $), L92 (FLOOR MATS (2-PIECE FRONT AND), P04 (SL PREMIUM PACKAGE), U35 (NAVIGATION MANU (ACTIVATION DISCLAIMER)		

Vehicle Tools

Total Approved Checks VIN Decoder

System Information

Latest Owner (BETA) KAREN BENEVENTANO

Warranty Information

S No.	Warranty Description	Warranty Expiration Date	Warranty Expiration Miles	Warranty Exclusion Code	Warranty Exclusion Name	Warranty Extensions/Cust Service Initiatives Flag	Branded Desc
1	BASIC COVERAGE	9/4/2020	36,000				
2	POWERTRAIN COVERAGE	9/4/2022	60,000				
3	SEAT BELT	9/4/2027	999,999				
4	CORROSION COVERAGE (PERFORATION)	9/4/2022	999,999				
5	FEDERAL EMISSION LONG TERM DEFECT	9/4/2025	60,000				

Vehicle Retail Sales

Vehicle Retail Sales

Action	Name	Owner	Selling Dealer	Sale Type	Vehicle Model	Purchase Date	Rewind Indicat
View	VRS[redacted]	[redacted]	GREAT NECK NISSAN	NMAC lease	ROGUE	9/4/2017	

Vehicle Ownership

Vehicle Ownership

New Vehicle Ownership

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

Vehicle Campaigns

Vehicle Campai

No records to display

Warranty Cases

Warranty Ca

No records to display

Cases

Print Cases

Ca

Action	Case Number	Type	Account Name	Date/Time Opened	Date/Time Closed	Current Mileage	Status	CST Approvals	Owner
Edit | Cls	[redacted]	CA	[redacted]	1/18/2018 1:47 PM		4,000	Open	0	DeHen

Service History

Service His

Action	SRH Number	PNC Code Description	Primary Operation Code Description	Coverage Code/Pay Type	Transaction Date/VR Close Date	Vehicle Mileage	Customer	Dealer Code	Work Order #
	SRH-[redacted]	DISTANCE SENSOR ASSY		FW	12/19/2017	3,954	[redacted]	5156	[redacted]
	SRH-[redacted]			PD	7/17/2017	5	NP NISSAN OF STATEN ISLAND LLC	5535	[redacted]
	SRH-[redacted]	REMOTE CONTROL SWITCH(I-KEY)		FW	12/12/2017	3,765	[redacted]	5156	[redacted]
	SRH-[redacted]				6/26/2017	1	NP NP	2420	[redacted]
	SRH-[redacted]		CUSTOMER STATES VEHICLE APPLIED COLLISION AVOIDANCE BRAKING WHEN THERE WAS NO OBSTRUCTION IN FRONT OF OR BESIDE VEHICLE, HAPPENED AT ABOUT 20 TO 30 MPH AND VEHICLE WOULD ONLY SLOWLY LURCH FORWARD WITH ACCELERATOR PEDAL PUSHED ALL THE WAY DOWN TO THE FLOO...	W	12/18/2017	3,955	[redacted]	5156	[redacted]
	SRH-[redacted]		PERFORM COURTESY BATTERY CONDITION TEST	I	12/18/2017	3,955	[redacted]	5156	[redacted]
	SRH-[redacted]		PERFORMED MULTI POINT INSPECTION	I	12/18/2017	3,955	[redacted]	5156	[redacted]
	SRH-[redacted]		PERFORM EXPRESS OIL CHANGE CHECK FLUIDS, TIRE PRESSURE, ETC.	I	12/11/2017	3,766	[redacted]	5156	[redacted]
	SRH-[redacted]		CUSTOMER STATES THAT 1 VEHICLE I KEY DOES NOT OPERATE ANY VEHICLE FUNCTIONS. PLEASE CHECK AND ADVISE.	W	12/11/2017	3,766	[redacted]	5156	[redacted]
	SRH-[redacted]		CUSTOMER STATES THAT VEHICLE KICK MOTION LIFT GATE FEATURE DOES NOT ALWAYS OPERATE. PLEASE CHECK AND ADVISE	I	12/11/2017	3,766	[redacted]	5156	[redacted]
	SRH-[redacted]		AS PER CUSTOMER ALEX IN SALES AWARE OF SCRATCHES ON VEHICLE SUNROOF. PLEASE DETAIL/ADDRESS	I	12/11/2017	3,766	[redacted]	5156	[redacted]
	SRH-[redacted]		CUSTOMER STATES THAT VEHICLE MILEAGE SEEMS LOW, VEHICLE AVERAGING ABOUT 23MPG. CUSTOMER WOULD LIKE VEHICLE CHECKED B/C MILEAGE SHOULD BE HIGHER. PLEASE CHECK AND ADVISE	W	12/11/2017	3,766	[redacted]	5156	[redacted]
	SRH-[redacted]		PERFORM COURTESY BATTERY CONDITION TEST	I	12/11/2017	3,766	[redacted]	5156	[redacted]
	SRH-[redacted]		PERFORMED MULTI POINT INSPECTION	I	12/11/2017	3,766	[redacted]	5156	[redacted]
	SRH-[redacted]		DEAL 71924 MUDGUARDS $123.84 MARK + $124 LABOR (FRANK). COSTED OUT IN DEAL	I	12/11/2017	12	Great Neck Nissan L	5156	[redacted]
	SRH-[redacted]		PERFORM COURTESY BATTERY CONDITION TEST	C	12/11/2017	12	Great Neck Nissan L	5156	[redacted]

SRH-[redacted]	PERFORMED MULTI POINT INSPECTION	C	12/11/2017	12	Great Neck Nissan L	5156	[redacted]
SRH-[redacted]	NYS SAFETY INSPECTION STICKER #	I	9/4/2017	11	S G Hylan Motors Cor	5156	[redacted]
SRH-[redacted]	PERFORM A COMPLETE PDI CHECKOUT - AS REQUESTED BY NISSAN	W	7/16/2017	5		5535	[redacted]
SRH-[redacted]	PERFORMED MULTI POINT INSPECTION	I	1/22/2018	4,989	[redacted]	5156	[redacted]
SRH-[redacted]	PERFORM COURTESY BATTERY CONDITION TEST	I	1/22/2018	4,989	[redacted]	5156	[redacted]
SRH-[redacted]	CUSTOMER STATES THAT VEHICLE COLLISION AVOIDANCE SYSTEM IS ENGAGING BY ITSELF CAUSING VEHICLE TO GO INTO LIMP MODE WITH A LACK OF ACCELERATION PLEASE CHECK AND ADVISE.	W	1/22/2018	4,989	[redacted]	5156	[redacted]
SRH-[redacted]	DTS INSPECTION OF VEHICLE	W	2/2/2018	5,483	[redacted]	5156	[redacted]
SRH-[redacted]	CUSTOMER STATES THAT VEHICLE COLLISION AVOIDANCE SYSTEM IS OPERATING BY ITSELF WITH NO OBJECTS AROUND VEHICLE CAUSING VEHICLE TO SLOW ITSELF DOWN AND GO INTO LIMP MODE. PLEASE CHECK AND ADVISE.	W	2/2/2018	5,483	[redacted]	5156	[redacted]

Vehicle Service Contracts

Vehicle Service Contra

No records to display

Vehicle History

Vehicle His

Date	User	Action
6/28/2017 11:53 AM	NNAETL	Created.

DTS Field Inspections

New DTS Field Inspection

DTS Field Inspecti

Action	Title	Status	Created Date	Related Support Case	Owner First Name	Owner Last Name	DTS Team	DTS Inspection Date	Report I
Edit	[redacted]	Completed	1/29/2018	[redacted]	Carlos	Albert	NER	2/1/2018 9:00 AM	2/6/201

^ Back To Top

Always show me fewer / more records per related list

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PE19-010

NISSAN

6-16-2020

ATTACHMENT B

REQUEST NUMBER 2 DOCUMENTS

FIELD REPORTS



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

CDR File Information

User Entered VIN	JN8AT2MV4HW[redacted]
User	Carlos A A bert
Case Number	[redacted]
EDR Data Imaging Date	02/15/2018
Crash Date	01/30/2018
Filename	JN8AT2MV4HW[redacted]_ACM.CDRX
Saved on	Thursday, February 15 2018 at 11:00:44
Imaged with CDR version	Crash Data Retrieval Tool 17.6.1
Imaged with Software Licensed to (Company Name)	Nissan North America, Inc.
Reported with CDR version	Crash Data Retrieval Tool 17.6.1
Reported with Software Licensed to (Company Name)	Nissan North America, Inc.
EDR Device Type	Airbag Control Module
Event(s) recovered	None

Comments

No comments entered.

Data Limitations

General Information:

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

Airbag Control Unit (ACU)

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

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

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

Data Element Sign Convention:

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

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

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

during the event.
- "Multi-Event, Number of Events (1, 2)" indicates the number of events which are stored during a given ignition cycle. A Multi-Event occurs whenever the time between Event 2 trigger threshold and Event 1 trigger threshold is less than or equal to 5 seconds during the same ignition cycle, and "2" will be recorded in this case. Otherwise, "1" will be recorded.
- "Air Bag Warning Lamp (On, Off)" indicates whether the ACU was in trouble mode or in normal operation mode at the time of the event. "On" indicates that the air bag warning lamp was illuminated at the time of the event, and the ACU was in trouble mode. "Off" indicates that the air bag warning lamp was not illuminated at the time of the event, and the ACU was in normal operation mode.
- "Frontal Air Bag Suppression Switch Status" indicates whether front passenger air bag deployment was suppressed at the time of the event. "On" indicates that the front passenger air bag was suppressed at the time of the event (deployment inh bited). "Off" indicates that the front passenger air bag was not suppressed at the time of the event (deployment enabled).
- "Delta-V, Longitudinal" indicates the cumulative change in velocity along the longitudinal direction.
- "Acceleration, Longitudinal" indicates the rate of change of velocity with time along the longitudinal direction.
- "Delta-V, Lateral" indicates the cumulative change in velocity along the lateral direction.
- "Acceleration, Lateral" indicates the rate of change of velocity with time along the lateral direction.
- "Engine Throttle, % full" indicates the position of the accelerator pedal as a percentage of the fully depressed position.
- "Service Brake (On, Off)" indicates whether the service brake is activated ("On") or not activated ("Off").
- "Steering Input (deg)" indicates the angular displacement of the steering wheel measured in degrees. -250 deg indicates a 250 degree turn to the right of the steering wheel, 0 deg indicates the straight-ahead steering wheel position, and 250 deg indicates a 250 degree turn to the left of the steering wheel.
- The notation "CLP" indicates that the measurement captured by a sensor exceeded the design range of the sensor.
- "Seat Track Position Switch, Foremost, Status, Driver (Yes/No)" indicates whether the driver's seat is positioned within a designated threshold value of the most forward adjustment position. "Yes" indicates that the driver's seat is positioned within a designated threshold value of the most forward adjustment position. For all other adjustment positions, "No" is displayed. This data will not be available if the seat track position switch is not installed in the vehicle.
- "Occupant Size Classification, Right Front Passenger, Child (Yes/No)" indicates whether or not the right front passenger is classified as a child (as defined in 49 CFR part 572, subpart N or smaller). This data will not be available for all vehicles.
- "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
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2003  00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
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      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00

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

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

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

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

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
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      FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF
      FF FF FF FF FF FF FF

F1A0  20


      59 02 09


      59 02 09


      59 0F 08
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Disclaimer of Liability

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

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN JN8AT2MV4HW[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 Wantagh State NY Zip Code [redacted] Country United States

☒ Driver Same as Claimant
☒ Owner Same as Claimant

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

If represented, claimant's attorney name, address, phone: NG

II. Vehicle

Model Year 2017 Model Name Rogue Mfg. Date 05/10/2017 VIN JN8AT2MV4HW[redacted]

Mileage 5801 License # [redacted] State NY Country United States

Special equipment & accessories NA

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

Number	Description	Status	Date
NA	NA	○ Open ◉ Closed	NA

Add Row | Remove Row

III. Description of Incident & Claim

Source of Information Claimant Incident Date 01/30/2018 Time 3:00 PM

Location of Incident (describe fully) Seaford Oyster Bay Expressway mile marker not given.

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

Vision obstruction (describe) NG

Temperature at time of incident 29°F Parking location prior to time of incident NG

Incident Investigation

CAR #
Claimant [redacted]
VIN JN8AT2MV4HW[redacted]

Overnight temperature prior to incident: 30°F | Length of time parked: NG

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

Amount of Ice/Snow: NG | Ice location on Vehicle (upper surface, underbody, etc.): NG

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

Sequence of Events (according to claimant): Claimant states while driving without any vehicle in front of Claimant, FCW buzzer sounds and flashes in meter and FEB applies braking force at times stopping vehicle completely.

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

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

Special Circumstances: NG

Actions taken after incident and results of those actions: Claimant continued driving vehicle unimpaired.

Vehicle Estimated Speed: NG | Source: Claimant | Posted Speed Limit: 55

Other Vehicle Estimated Speed: NG | Source: Claimant | Posted Speed Limit: NG

Witness Present? ( ) YES (•) NO

Police/EMS/Fire Report Taken? ( ) YES (•) NO ( ) Unknown

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

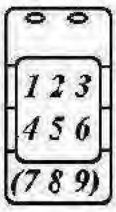
#	Allegation	Allegation made by
1	Claimant alleges vehicle will initiate FCW buzzers and FEB brake applications unprovoked while driving at various speeds and various roads.	Claimant

Add Allegation | Remove Allegation

IV. Occupants & Injuries

Source of Information: Claimant

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



Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV4HW[redacted]

Occupant Name	[redacted]	DOB	[redacted]	Height	NG
Address	[redacted] Wantagh, NY[redacted]			Weight	NG
Location	Incident Vehicle	Seating Position	1 - Driver		
Seat Belts Worn	Unknown	Airbag Status	Airbag not deployed		

Nature & Extent of Injuries: NA

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

Add Occupant | Remove Occupant

☐ No Occupants Comments: NA

V. Other Property Damage

☒ No Other Property Damage

Source of information: Claimant

VI. Investigation Results

Date of vehicle inspection: 02/16/2018

Location of inspection: Nissan of Garden City

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

NA

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

Photos taken by: Carlos Albert # Photos: 87

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

Exterior/Body	No abnormalities found. Please see Photos: 1-5, 14-54
Engine/ Transmission/ Drivetrain	No abnormalities found. Please see Photos: 55-62
Underbody/ Suspension/ Steering/ Wheels & Tires	No abnormalities found. Please see Photos: 76-82
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	No abnormalities found. Please see Photos: 35-54
Seat Belts/ Child Restraints (if applicable)	Seat Belts are in the stowed unlocked position. No abnormalities found. Please see Photos: 35-54

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN JN8AT2MV4HW[redacted]

Air Bags	Air Bags are in the stowed Undeployed condition. No abnormalities found. Please see Photos: 35-54

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

DTS test drove vehicle for a total of 36 miles on the two roads that were given by Claimant, Newbridge rd and Seaford Oyster Bay Expressway with no duplication of alleged incident. During test drive vehicle performed characteristic of model and no FCW or FEB event occurred.

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

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

#	Allegation	Factual Findings
1	Claimant alleges vehicle will initiate FCW buzzers and FEB brake applications unprovoked while driving at various speeds and various roads.	During DTS inspection of vehicle no codes were found stored in any system, nor was there history of FEB operation mileage stored in ICC/ADAS CU, or and event recorded in CDR data. DTS test drove vehicle for a total of 36 miles along road ways provided by Claimant and did not have any FCW or FEB operation occur. Vehicle is operating characteristic of model.

Add Row | Remove Row

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

Reporter's Signature *Carlos Albert*

Reporter's Name & Region Carlos Albert North East Region

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV4HW[redacted]

IIR Supplement: Advanced Technology Checklist

I. Vehicle equipped with

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

Other (describe): NA

Comments: NA

II. Diagnostic Download and EDR Data

Instructions:

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

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

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV4HW[redacted]

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

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
○	◉	Physical damage to camera? (ie. cracks)	Not Equipped
○	◉	Obstructions to radar sensor units? (ie. dirt, stickers, etc.)	No abnormalities found. Pictures 64-66
○	◉	Physical damage to radar sensor units? (ie. cracks)	No abnormalities found. Pictures 73-74
◉	○	Electrical connection to radar module firmly seated?	No abnormalities found. Pictures 73-74
◉	○	Electrical connection to camera module firmly seated?	No abnormalities found. Pictures 73-74
○	◉		NA

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 [29] | Case Categorizations [1] | Emails [0] | Calls [0] | Open Activities [0] | Activity History [9] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | DTS Field Inspections [2] | Attachments [3] | Case History [22]

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	samantha.dixon@infiniti.com
Contact Email	[redacted]	Case Owner Location	Murfreesboro
Home Phone	[redacted]	Case Owner	Samantha Dixon [Change]
Executive Referral		Status	Open
Exec-Received-Date		Type	CA
Letter Sent Date		Case Origin	Phone
Letter Received Date		Date/Time Opened	1/30/2018 10:20 AM
Follow Up Date	3/2/2018	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	5,500	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	JN8AT2MV4HW[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	GARDEN CITY 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: 1/30/2018 | VSC Reprint Request: Email
RHR Completed: 1/31/2018 | Contact Name: [redacted]

Primary & Secondary Root Cause Code

What is the issue?: IR - Incomplete / Improper Repair or Service | 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: JOHNANTHONY RIZZUTO PHONE: 5162364208 VIN: JN8AT2MV4HW270259

Agent Comments

Agent Comments: complete IIR.
Created By: Krystal Bridgelal, 1/30/2018 10:20 AM | Root Cause Code: SCIR
Last Modified By: Samantha Dixon, 2/16/2018 8:04 AM | Root Cause Code (2)
Legacy Case Number | Action Code
Root Cause | Priority: N/A

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

Case Comments

New | Case Comments He

Action	Public	Comment
Make Private	✓	**Created By: Samantha Dixon (2/16/2018 8:03 AM)** ARBS received email from DTS advising that report has been uploaded to FTP Follow up with PL in 10 business days
		Created By: Samantha Dixon (2/14/2018 10:48 AM) ARBS received email from SM Will:
Make Private	✓	Yes the vehicle is here he dropped off last night Thank you, Will
		Created By: Samantha Dixon (2/14/2018 7:32 AM) ARBS sent email to SM Will and CC'd DTS:
Make Private	✓	Will, I just wanted to follow up with you to see if the customer dropped off his vehicle last night like he stated he was going to. Please confirm. Thank you, Samantha Dixon
		Created By: Samantha Dixon (2/12/2018 10:28 AM) ARBS received email from SM Will:
Make Private	✓	Okay no problem I will have a rental reserved for him. Thank you, Will
		Created By: Samantha Dixon (2/12/2018 9:34 AM) ARBS sent email to SM Will and CC'd DTS:
		Will,

Make Private

I spoke to the customer and explained that we spoke and that the loaner vehicle is approved for the whole IIR process (6-8 weeks) and apologized for the confusion and inconvenien that the customer has experienced. He did confirm that he will be out at the dealer tomorrow evening 2/13 to drop his vehicle off and obtain the loaner vehicle. I did advise that the inspection will be taking place on 2/15 and he did confirm that he will be dropping the vehicle off tomorrow evening. Please have the loaner vehicle available for him tomorrow when I comes in. If he doesn't show tomorrow evening to drop off the vehicle or there are any issues please let me know.

Thank you,

Samantha Dixon

Created By: Samantha Dixon (2/12/2018 9:33 AM)
ARBS made outbound call to c[redacted]

ARBS apologized for the confusion that c has experienced regarding the loaner veh.
ARBS explained that everything was explained to SM WIll that NNA is covering c loaner veh during the time of the IIR process.
ARBS wanted to confirm that c will be dropping the veh off tomorrow evening.

c stated yes.
c stated that if c doesn't receive a loaner veh tomorrow that c will return the lease veh and be done with Nissan all together.

ARBS understood.
ARBS explained that ARBS has explained everything to the DLR since day 1 but there was some miscommunication along the way and that ARBS apologizes for that.
ARBS explained again that ARBS has explained to SM WIll that the loaner veh is covered for the whole IIR process and that NNA will ensure that the DLR is paid for the loaner.
ARBS advised for c to drop the veh off on 2/13 obtain the loaner veh and that the DTS will inspect on 2/15.

c understood.

call ended mutually

Created By: Samantha Dixon (2/12/2018 9:23 AM)
ARBS made outbound call to SM Will 631-860-3763.

ARBS advised that ARBS spoke to SM Will 2/6 and advised that NNA would cover the loaner veh for the whole time of the inspection process.

SM Will advised that DTS advised that the veh would be released back to the customer after the inspection and that the rental wouldn't need to be covered for 6-8 weeks.

ARBS explained that would be at c discretion to take c veh back but NNA has approved to cover the loaner for the whole IIR process and that this case is a special case that receive approval for the loaner veh.

SM will understood.
SM Will advised that c is supposed to drop the veh off on 2/13 in the evening and that the DTS can possibly inspect on 2/15.

ARBS understood.
ARBS also explained that it was explained to c on 2/6 that if no defects were found with the veh then c will have to return the loaner and take c veh back.

SM will understood.

call ended mutually

Created By: Samantha Dixon (2/12/2018 9:04 AM)
ARBS received email from DTS:

Samantha,
This customer is at the dealer today (Saturday) to pick up a loaner and drop off his vehicle. This case was checked confirmed for 2.9.18 (Friday) without verifying with the customer w led to me being at the dealer and dealer calling customer as if he had forgotten, only to find out he never actually was spoken to. Then the customer was told to bring the customer to dealer to pick up his rental which was never specifically confirmed with dealer. This dealer is unable to fulfil a long term rental request on the spot without notice. The Service Manag Rosano had not received descriptive information regarding the rental and was not prepared to offer a long term rental, another negative for us two days in a row. Please verify his co information and if possible reach out to him via phone if needed.
Will Rosano Service Manager Nissan of Garden City:
Phone: 631.860.3763
Email: WillRosano@NissanofGardenCity.com

Make Private

ARBS replied to DTS email:

Carlos,

The dealer was aware that Nissan was offering this customer a rental for the length of the IIR process. I spoke to Will on the phone on 2/6 and sent him an email as well to follow up him on the same day. As for the 2/9 date, when I called the customer and left a message with his co-worker I specifically advised when the inspection would be and if the customer w able to make it to call me back, so when I didn't hear anything back from the customer, I assumed everything was good to go so I confirmed the date. I also sent Will an email advisir when you were coming out and if the customers vehicle wasn't there to let me know….once again I never heard anything from the dealer, so assumed everything was good to go. Ar email address you provided for Will is the one that I sent both of my emails to.

Thank you,

Samantha Dixon

Created By: Samantha Dixon (2/9/2018 10:18 AM)
ARBS made outbound call to c[redacted]

ARBS advised that ARBS called c on 2/7 and left a message with a gentleman and was ensured that c would receive the message. \

c apologized that ARBS message was not received.
c asked if c can drop the veh off tomorrow at the DLR.

Make Private

ARBS advised that would be the best situation and ARBS assumed that would have already been completed since a loaner veh was offered to the customer.

c apologized that c hasnt obtained the loaner yet.

ARBS advised that ARBS will follow up with the DTS to get a new date and to advise that the veh will be at the DLR.

call ended mutually

Created By: Samantha Dixon (2/9/2018 10:12 AM)
ARBS emailed DTS:

Carlos,

Make Private

I called and left him a message of when the inspection was going to take place and I notified the dealer as well. I will follow up with the customer. Can I please have another date?

Thank you,

Samantha Dixon

Created By: Samantha Dixon (2/9/2018 10:11 AM)
ARBS received email from DTS:

Make Private

This customer states he was never informed of inspection date and does not have a recipcionist. Please follow up with him and myself. Thanks

---

Created By: Samantha Dixon (2/7/2018 8:00 AM)
ARBS sent email to SM Will:

Make Private

Will,

I just wanted to follow up with you and let you know that Carlos Albert will be out to the dealer on 2/9/2018 @ 10am EST. Please confirm if the customer has brought the vehicle into DLR.

Thank you,

Samantha Dixon

Make Private

Created By: Samantha Dixon (2/7/2018 7:59 AM)
ARBS made outbound call to c[redacted]
ARBS had to leave a message with receptionist
ARBS advised that NNA will be inspecting the the veh on 2/9 @ 10am
ARBS provided direct #[redacted]

Make Private

Created By: Samantha Dixon (2/6/2018 9:43 AM)
ARBS submitted DTS request

Make Private

Created By: Samantha Dixon (2/6/2018 9:34 AM)
ARBS sent email to SM will:

Will,

Thank you for speaking with me this morning. Mr.[redacted] is alleging that the FEB will chime in the vehicle and then the brakes will start to apply with nothing in front of him. The vehi has stopped on its own as well with nothing in front. He also states that this happens randomly and no matter what road he is traveling on. Due to the FEB allegation NNA will be cov the loaner vehicle while the vehicle is being inspected. I did explain to the customer that after the 6-8 week process, if no defect is found then he will have to return the loaner and tak vehicle back. Please let me know if you have any questions.

Thank you,

Samantha Dixon

Make Private

Created By: Samantha Dixon (2/6/2018 9:30 AM)
ARBS made outbound call to GARDEN CITY NISSAN spoke to service manager Will.

ARBS advised that C has contacted NNA alleging a manufacture defect with the FEB in the vehicle.
ARBS advised that NNA will be inspecting the vehicle and a loaner veh will be covered.

SM Will understood.
SM Will requested to be emailed

willrosano@nissanofgardencity.com

ARBS thanked SM will for the assistance.

call ended mutually

Make Private

Created By: Samantha Dixon (2/6/2018 9:18 AM)
ARBS made outbound call to c[redacted]
ARBS requested 20-30 mins to speak about case.

c stated that whenever c is driving the veh, the FEB will just come on.
c stated that there is nothing in front of the veh.
c stated that it doesnt matter where c is the FEB comes on.
c stated that it doesnt matter if c is on bridges, going under over passes, railroad tracks the FEB will chime and brakes will start to be pressed.
c stated that it has happened at green lights, weather being clear, rainy weather, happens often and is very random
c stated that the FEB beeps multiple times and then the brake will start to come on.
c stated that sometimes the FEB will beep and the brakes will be applied and then there are sometimes the brakes will not come on but c will just receive the audible.
c stated that c will sometimes come to a complete stop and sometimes the brakes will just start to be pressed but wont come to a full stop.
c stated that it doesnt matter what speed c is traveling.
c stated that c has the veh in c possession.
c stated that c doesnt have another other veh to drive.
C stated that c hasnt been involved in any type of accident regarding the FEB.
c stated that c doesnt feel safe in the vehicle and wants to know what is going on wit the FEB.
c stated that there are no certain roads it happens on, c stated that the FEB will activate everywhere.

ARBS understood c concerns.
ARBS advised that NNA would be interested in inspecting the vehicle.
ARBS advised that NNA will cover c loaner veh during the time of the inspection process.
ARBS advised that the process is 6-8 weeks, 2-4 weeks for the inspection to be completed and 2-4 weeks for the inspection results to be made available.
ARBS advised that NNA will cover the loaner expenses but if no defect is found that C will have to return the loaner and take back c veh.

c understood.

ARBS advised that ARBS will follow up with DLR to advise of the inspection and coverage of the loaner veh.

c understood.

call ended mutually

Make Private

Created By: Samantha Dixon (2/5/2018 9:12 AM)
ARBS made outbound call to c[redacted]

ARBS attempted to dial c number multiple times and only reaches a busy signal.

Make Private

Created By: Samantha Dixon (2/5/2018 8:59 AM)
ARBS received vcmail from C returning ARBS call.[redacted]

Make Private

Created By: Samantha Dixon (2/2/2018 9:45 AM)
ARBS made outbound call to c[redacted]
ARBS had to leave a message with receptionist
ARBS requested 20-30 mins to speak about case.
ARBS provided direct #[redacted]

Make Public

Created By: Freddie King (2/1/2018 11:40 AM)
ARBS-FK RHR Summary

1 visit for FEB light coming on
0 repairs
2 days down

Make Public

Created By: Freddie King (2/1/2018 11:39 AM)
ARBS-FK RHR Review
State: NY
In service date: 07/28/17
DTS: No
VSC: No
Warranty Cases: No
Vehicle campaigns: No
Sale type: NMAC Lease

01/19/18 @ 4,931 miles – 2 days down – RO#[redacted]

		Concern: CUSTOMER STATES FEB LIGHT COME ON WITH OUT ANYTHING IN FRONT OF VEHICLE Action: FOUND CODE FOR RADAR STAIN CLEAN OFF SENSOR AREA
Make Public		**Created By: Samantha Dixon (1/31/2018 2:10 PM) | Last Modified By: Samantha Dixon (1/31/2018 2:10 PM)** IIR rejected- The only cases that are being accepted with no accident are FEB cases where the veh abruptly stops. According to the probe this veh is not experiencing the abruptly stopping.
Make Public		**Created By: Nicki Barror (1/31/2018 11:05 AM)** DRTS received the RHR. The RHR was assigned to ARBS Freddie King for review.
Make Public		**Created By: Samantha Dixon (1/31/2018 11:05 AM)** C contacted NNA about FEB concern.
Make Private		**Created By: Amanda Yett (1/31/2018 10:47 AM)** RCAS-AY attached ROs and RHR to case.
Make Private		**Created By: Amanda Yett (1/31/2018 10:40 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 POC. RCAS-AY advised of case number and direct line. RCAS-AY verified C's concerns—veh brakes by itself. RCAS-AY asked for current mileage. C stated 5500. RCAS-AY asked about concern. C stated C has a problem with FEB. C stated concern has happened 10x. C stated that C took it to DLR and could not find anything. C stated that C had car washed but then it happened 2 more times. RCAS-AY created IIR and filled out IIR. C asked for repurchase. RCAS-AY advised of repurchase process. Why do you want to return the veh to NNA? C stated because it does not work properly C stated veh is dangerous Where is the veh currently? With C Where was the veh purchased? Garden City Nissan Was it purchased new or used? Leased new If used, when was the veh purchased? N/A Where is the veh serviced? Nissan of Garden City Nissan Has the veh been taken to multiple Nissan/Infinity dealers? N/A RCAS-AY thanked C. 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 this number the best number to reach you?" C confirmed. RCAS-AY offered further assistance. C declined. RCAS-AY thanked C for C's time. Call ended mutually.
Make Private		**Created By: Amanda Yett (1/30/2018 10:48 AM)** RCAS-AY notes unable to datanet.
Make Public		**Created By: Krystal Bridgelal (1/30/2018 10:29 AM)** CRR-KB VERIFIED Account info including: C's name, home & email address, phone # & best contact # CRR-KB VERFIFIED VEH info including: VIN #, Current Mileage CRR-KB CHECKED for open recalls/campaigns and found: 0 CRR-KB CHECKED for previous UNRELATED Case(s) and found: 0 CRR-KB CHECKED previous RELATED Case(s) and found: 0 CRR-KB NOTED concern is: unable to diagnosis CRR-KB received inbound call from C C stated emergency forward braking keeps going off C stated C contacted DLRSHP, informed C VEH just needed car wash due to salt and snow, and sensor might be dirty C stated C got carwash and still experiencing same concerns C stated C's dad wants to take legal action and spoke to attorney CRR-KB asked if attorney has been obtained for specific concerns CRR-KB asked C if diagnosis has been done on VEH C stated attorney has not been obtained, wants Nissan to assist first C stated diagnosis has been completed, came back normal C stated VEH has been slowing down by itself C stated C is concerned about safety CRR-KB informed C case will be sent to RCAS for further review CRR-KB offered further assistance

C declined

CRR-KB provided C with case #[redacted]
CRR-KB provided C with agent ID
CRR-KB informed C that case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day 01/31/2018 regarding the C concern
C understood and appreciated the assistance
Best contact #[redacted] (ask for johnanthony)
Call ended mutually

Case Categorizations

New Case Categorization | Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern
Edit | Del	CC[redacted]	BRAKES	ANTI-LOCK BRAKE SYSTEM	POOR OR IMPROPER OPERATION	04	1/30/2018	YX	AD	118500	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 Dat
Edit | Del	DTS Request[redacted] : GARDEN CITY NISSAN			2/11/2018	Carlos Albert		Complete	2/10/2018 10:40
Edit | Del	DTS Follow Up[redacted] : GARDEN CITY NISSAN			2/11/2018	Samantha Dixon		Complete	2/9/2018 3:06 PM
Edit | Del	DTS Follow Up[redacted] : GARDEN CITY NISSAN			2/8/2018	Samantha Dixon		Complete	2/7/2018 11:42 A
Edit | Del	DTS Request[redacted] : GARDEN CITY NISSAN			2/8/2018	Carlos Albert		Complete	2/6/2018 4:31 PM
Edit | Del	RHR reviewed[redacted]		[redacted]	2/1/2018	Amanda Yett		Complete	2/1/2018 1:35 PM
Edit | Del	IIR		[redacted]	2/1/2018	Samantha Dixon		Complete	2/1/2018 8:32 AM
Edit | Del	RHR reviewed[redacted]	RHR	[redacted]	1/31/2018	Freddie King	Consumer Affairs RHR	Complete	2/1/2018 11:44 A
Edit | Del	Follow Up Action Required- IIR Rejected			1/31/2018	Samantha Dixon		Complete	1/31/2018 2:10 P
Edit | Del	RHR assigned[redacted]		[redacted]	1/31/2018	Amanda Yett		Complete	1/31/2018 11:06

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, 1/31/2018 10:38 AM	1/31/2018			JN8AT2MV4HW[redacted]	

DTS Field Inspections

DTS Field Inspections He

Action	Title	DTS Inspection Date	Owner First Name	Owner Last Name	Status
Edit	[redacted]	2/9/2018 9:00 AM	Carlos	Albert	No Show
Edit	[redacted]	2/15/2018 8:00 AM	Carlos	Albert	Completed

Attachments

Attach File | View All | Attachments He

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	ROs[redacted].pdf	46KB	1/31/2018 2:10 PM	Amanda Yett
Edit | View | Del	RHR[redacted].doc	51KB	1/31/2018 2:10 PM	Amanda Yett
Edit | View | Del	RHR Template- Northeast Region Case[redacted].doc	75KB	1/30/2018 10:30 AM	Krystal Bridgelal

Case History

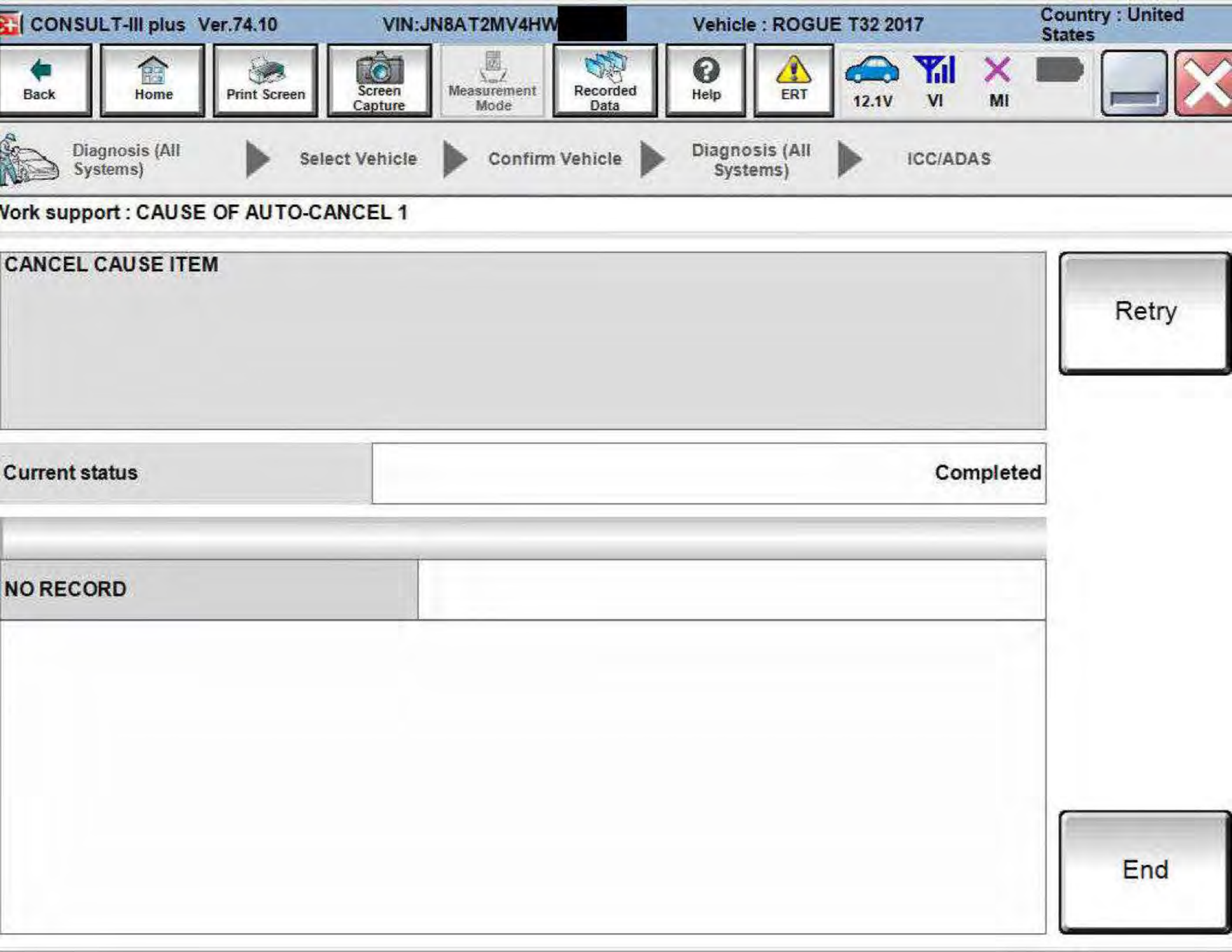
Case History He

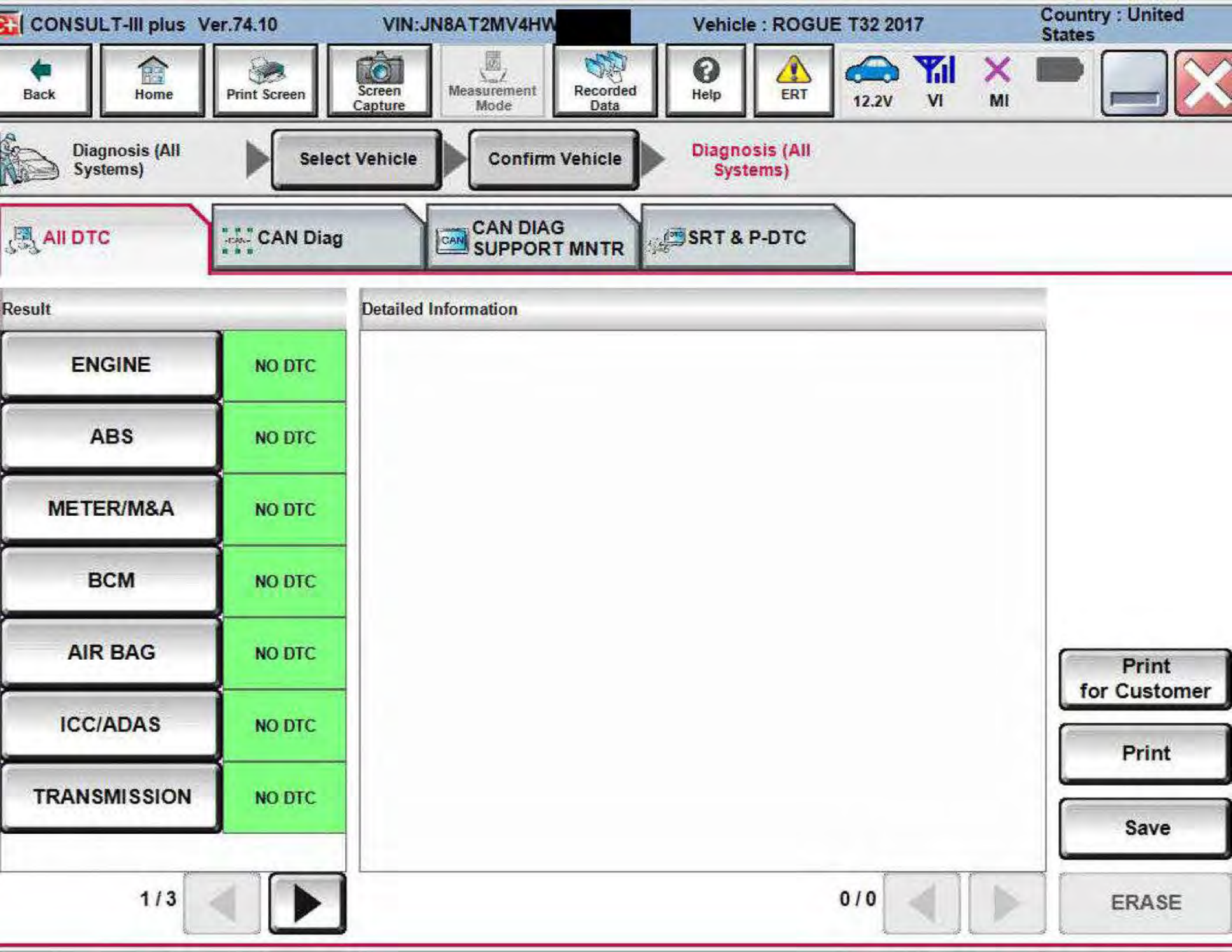
Date	User	Action
2/16/2018 8:04 AM	Samantha Dixon	Changed **Follow Up Date** from 2/22/2018 to **3/2/2018**.
2/14/2018 10:55	Samantha	

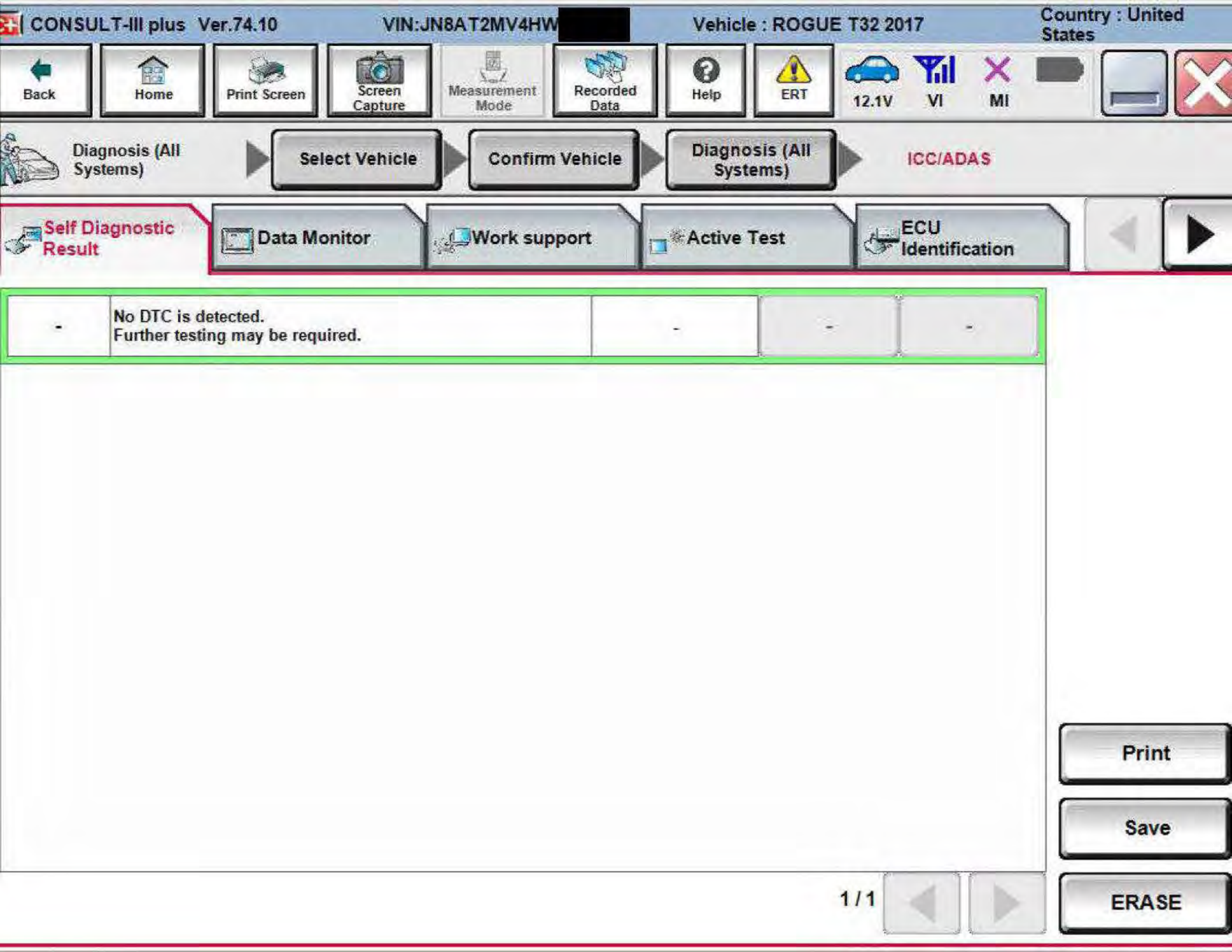
AM	Dixon	Changed **Follow Up Date** from 2/14/2018 to **2/22/2018**.
2/12/2018 9:35 AM	Samantha Dixon	Changed **Follow Up Date** from 2/16/2018 to **2/14/2018**.
2/7/2018 8:07 AM	Samantha Dixon	Changed **Follow Up Date** from 2/9/2018 to **2/16/2018**.
2/6/2018 9:44 AM	Samantha Dixon	Changed **Follow Up Date** from 2/6/2018 to **2/9/2018**.
2/2/2018 9:46 AM	Samantha Dixon	Changed **Follow Up Date** from 2/5/2018 to **2/6/2018**.
1/31/2018 2:10 PM	Samantha Dixon	Changed **Case Owner** from Amanda Yett to **Samantha Dixon**.
1/31/2018 2:10 PM	Samantha Dixon	Changed **Description**.
1/31/2018 11:07 AM	Nicki Barror	Changed **DRT Support Status** from Pending to **DRT Assigned**.
1/31/2018 11:05 AM	Samantha Dixon	Changed **Description**.
1/31/2018 10:47 AM	Amanda Yett	Changed **RHR Completed** to **1/31/2018**.
1/31/2018 10:40 AM	Amanda Yett	Changed **Follow Up Date** from 1/31/2018 to **2/5/2018**.
1/31/2018 10:24 AM	Amanda Yett	Changed **Subject** from CUSTOMER: [redacted] PHONE [redacted] BC VIN: JN8AT2MV4HW[redacted] to **CUSTOMER: [redacted] PHONE: [redacted] VIN: JN8AT2MV4HW[redacted]**
1/30/2018 10:48 AM	Amanda Yett	Changed **Description**.
1/30/2018 10:32 AM	Krystal Bridgelal	Changed **Escalated By ID** to [redacted]
		Changed **Case Owner** from Krystal Bridgelal to **Amanda Yett**.
1/30/2018 10:31 AM	Krystal Bridgelal	Changed **RHR Started** to **1/30/2018**.
1/30/2018 10:20 AM	Krystal Bridgelal	Changed **Work Phone** to [redacted].
		Changed **Follow Up Date** from 1/30/2018 to **1/31/2018**.
		Changed **VIN** to **JN8AT2MV4HW[redacted]**.
		Changed **Subject** to **CUSTOMER: [redacted] PHONE: [redacted] BC VIN: JN8AT2MV4HW[redacted]**
		Created.

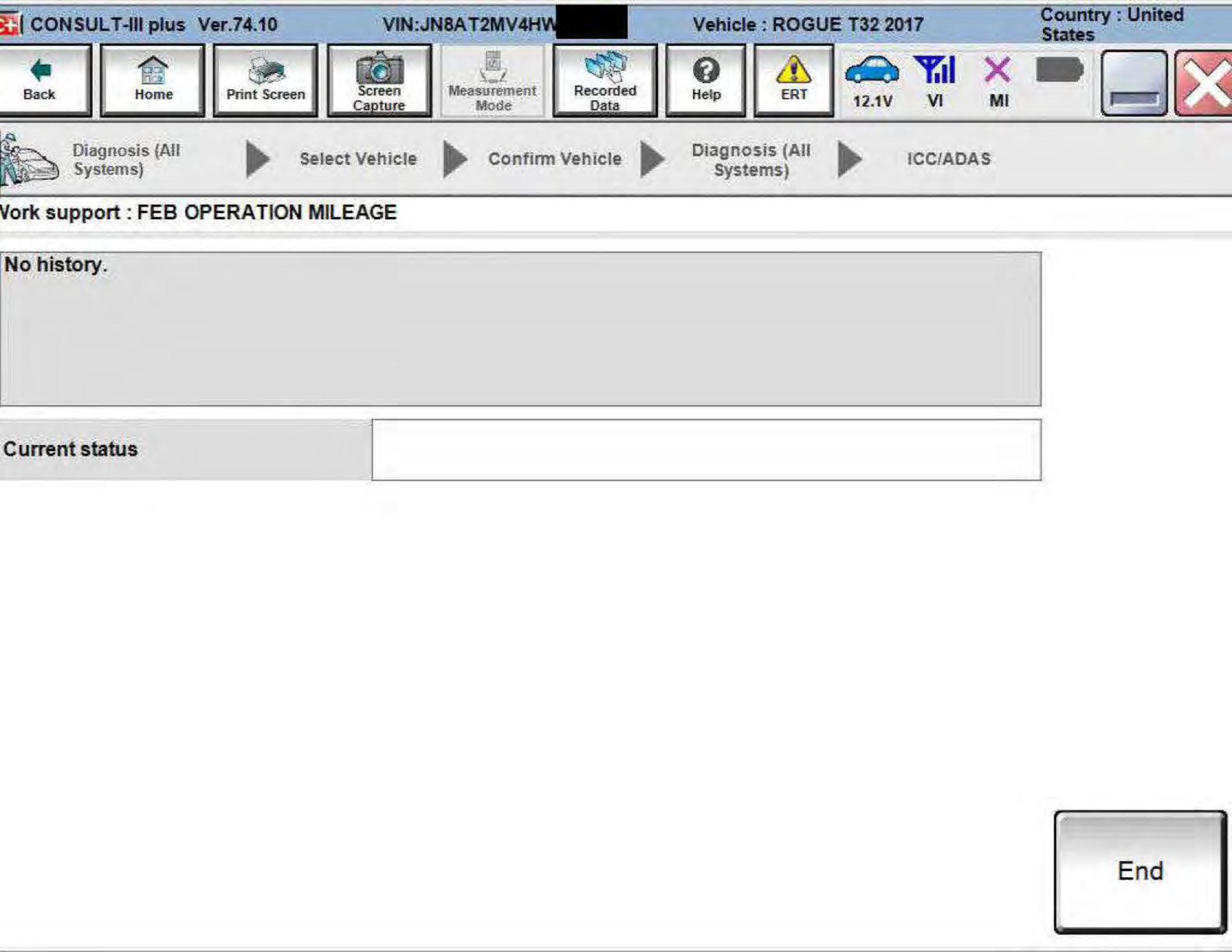
^ Back To Top Always show me fewer / more records per related list

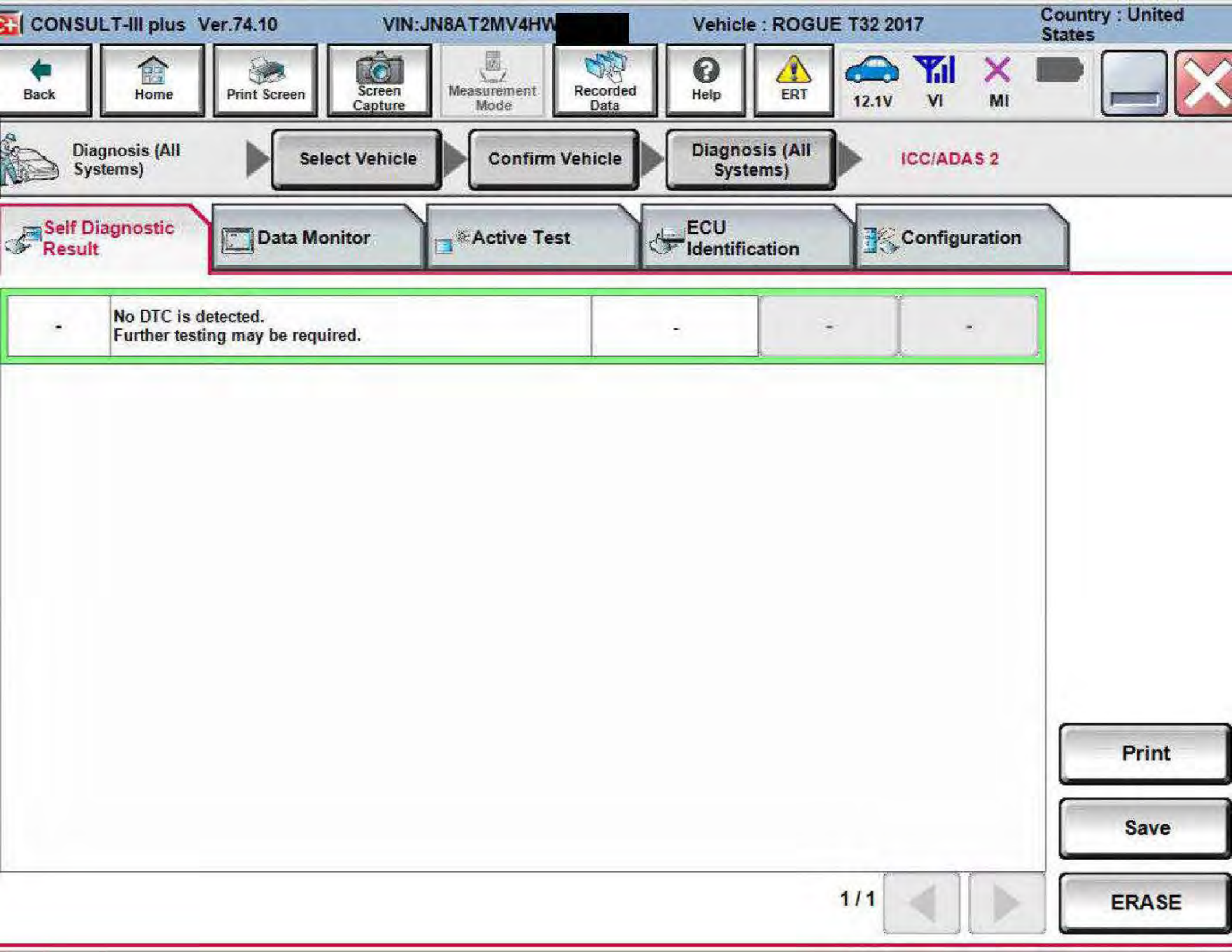
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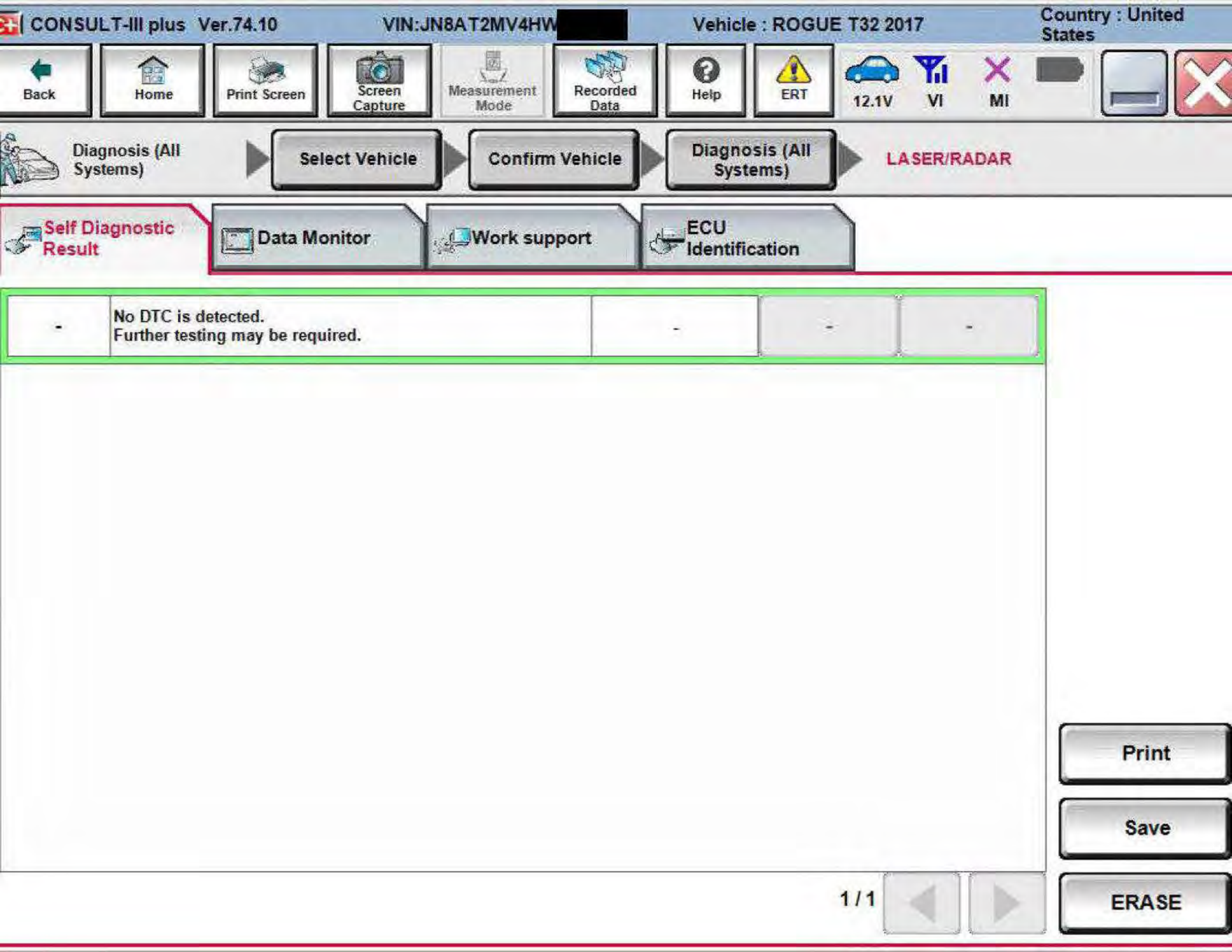

CONSULT-III plus Ver.74.10
VIN:JN8AT2MV4HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.1V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : CAUSE OF AUTO-CANCEL 1
CANCEL CAUSE ITEM
Retry
Current status
Completed
NO RECORD
End


CONSULT-III plus Ver.74.10
VIN:JN8AT2MV4HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.2V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
Detailed Information
ENGINE
NO DTC
ABS
NO DTC
METER/M&A
NO DTC
BCM
NO DTC
AIR BAG
NO DTC
ICC/ADAS
NO DTC
TRANSMISSION
NO DTC
1 / 3
0 / 0
Print for Customer
Print
Save
ERASE


CONSULT-III plus Ver.74.10
VIN:JN8AT2MV4HW[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
ERASE
1 / 1


CONSULT-III plus Ver.74.10
VIN:JN8AT2MV4HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.1V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB OPERATION MILEAGE
No history.
Current status
End


CONSULT-III plus Ver.74.10
VIN:JN8AT2MV4HW[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.74.10
VIN:JN8AT2MV4HW[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
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
ERASE
1 / 1

SIN



2017 ROGUE

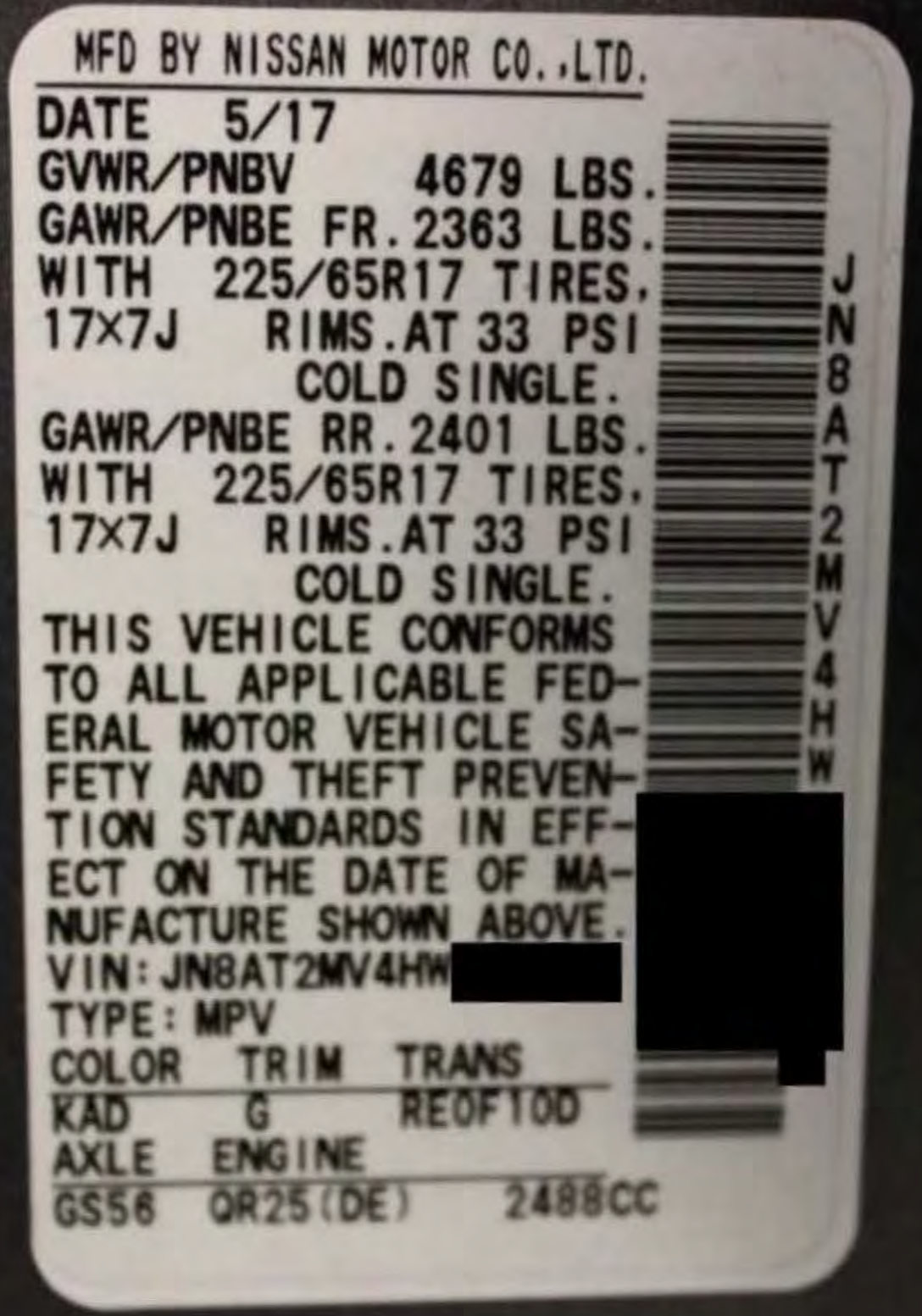
OWNER'S MANUAL
and MAINTENANCE INFORMATION

For your safety, read carefully and keep in this vehicle.




JN8AT2MV4HW


NEW YORK
[redacted]
NYMA
JN8AT2MV4HW[redacted]
2017 NISSA SUBN
[redacted] PAS 9 G
07/27/19
19
YEAR
VEHICLE REGISTRATION
[redacted]
NEW YORK STA
JAN
FEB
MAR
SAFETY
INSPECTION
CERTIFICATE
2018
APR
MAY
JUN
AUG
NISSAN


MFD BY NISSAN MOTOR CO.,LTD.

DATE 5/17

GVWR/PNBV 4679 LBS.

GAWR/PNBE FR. 2363 LBS.
WITH 225/65R17 TIRES,
17X7J RIMS. AT 33 PSI
COLD SINGLE.

GAWR/PNBE RR. 2401 LBS.
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.

VIN: JN8AT2MV4HW[redacted]

TYPE: MPV

COLOR	TRIM	TRANS
KAD	G	RE0F10D

AXLE	ENGINE	
GS56	QR25(DE)	2488CC

JN8AT2MV4HW[redacted]


SEATING CAPACITY
NOMBRE DE PLACES
TOTAL
TOTAL
5
FRONT
AVANT
2
REAR
ARRIÈRE
3
The combined weight of occupants and cargo should never exceed 408 kg or 900 lbs.
Le poids total des occupants et du chargement ne doit jamais dépasser 408 kg ou 900 lb.
TIRE
PNEU
SIZE
DIMENSIONS
COLD TIRE PRESSURE
PRESSION DES PNEUS À FROID
FRONT
AVANT
225/65R17 102H
230kPa , 33PSI
REAR
ARRIÈRE
225/65R17 102H
230kPa , 33PSI
SPARE
DE SECOURS
T155/90D17 101M
420kPa , 60PSI
K2


10:17 AM
49°F
Safety Shield
OK = Settings
P
208
5801 miles
RPMx1000
MPH
km/h


10:18 AM
49°F
Settings
Driver Assistance
Clock
Meter Settings
Vehicle Settings
Maintenance
Alarm
P
208
5801 miles
RPMx1000
MPH
C
H
0
1/2
1


10:18 AM
49°F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
208
5801 miles
RPMx1000
MPH
H
1/2


10:18 AM
49°F
Driving Aids
Emergency Brake
Blind Spot
P
208
5801 miles
RPMx1000
3
4
5
6
7
8
H
MPH
20
40
60
80
100
140
0
1/2
1


10:18 AM
49°F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
208
5801 miles
RPMx1000
4
5
6
7
8
H
MPH
60
80
40
100
140
60
20
20
0
1/2
1


10:18 AM
49°F
Parking Aids
Cross Traffic
P
208
5801 miles
RPMx1000
4
5
6
7
8
H
60
MPH
40
100
60
20
0
1/2
1


10:18 AM
49°F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
208
5801 miles
RPMx1000
4
5
6
7
8
H
MPH
60
80
40
100
140
60
20
-20
0
1/2
1


10:18 AM
49°F
Chassis Control
Trace Control
Engine Brake
P
208
5801 miles
RPMx1000
4
5
6
7
8
H
MPH
60
80
40
100
140
60
20
20
0
1/2
1


NISSAN








ROGUE


Challenger Lifts
Challenger Lifts






































ROGUE



48080
4BA0A
L


AUX


FISHING















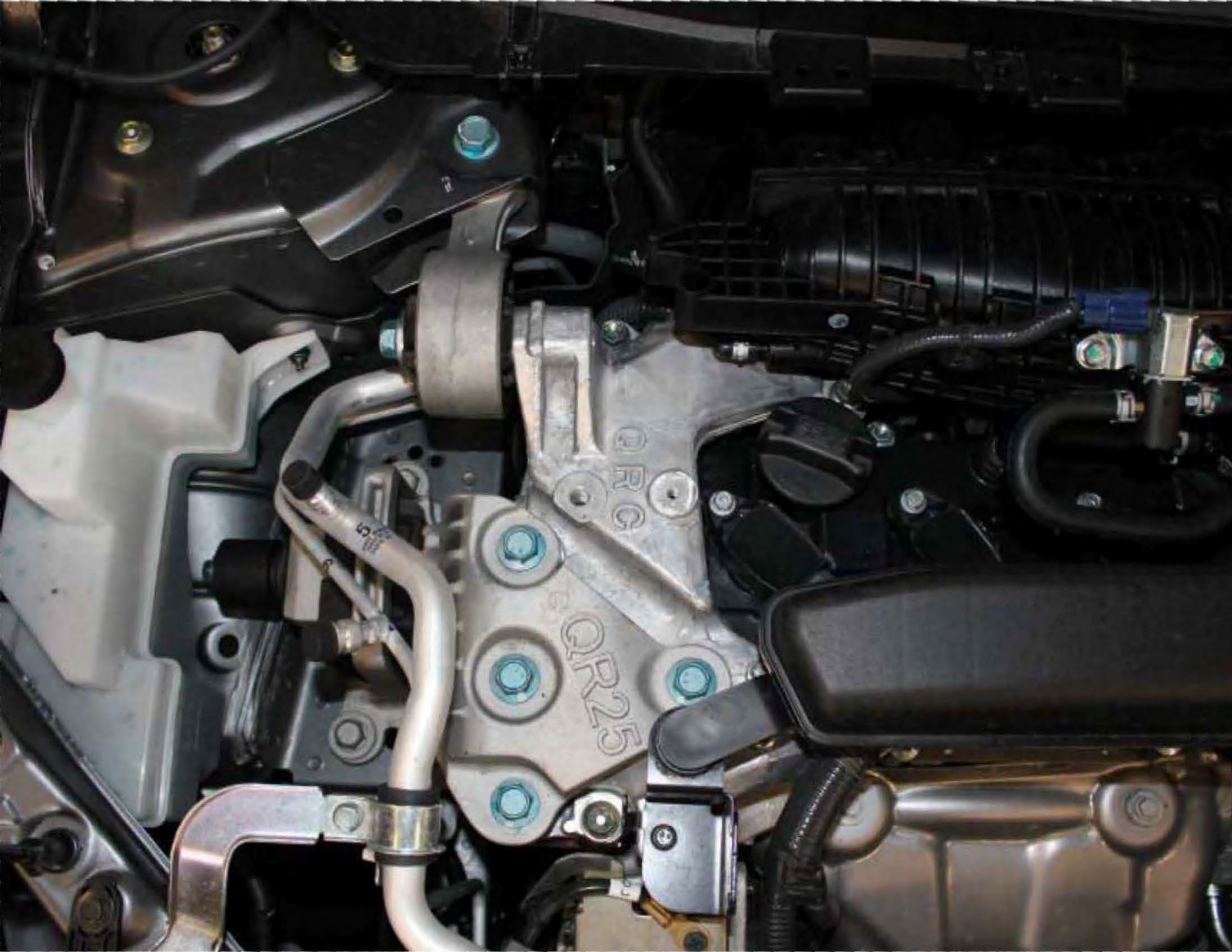

ROGUE


ROGUE








QR25

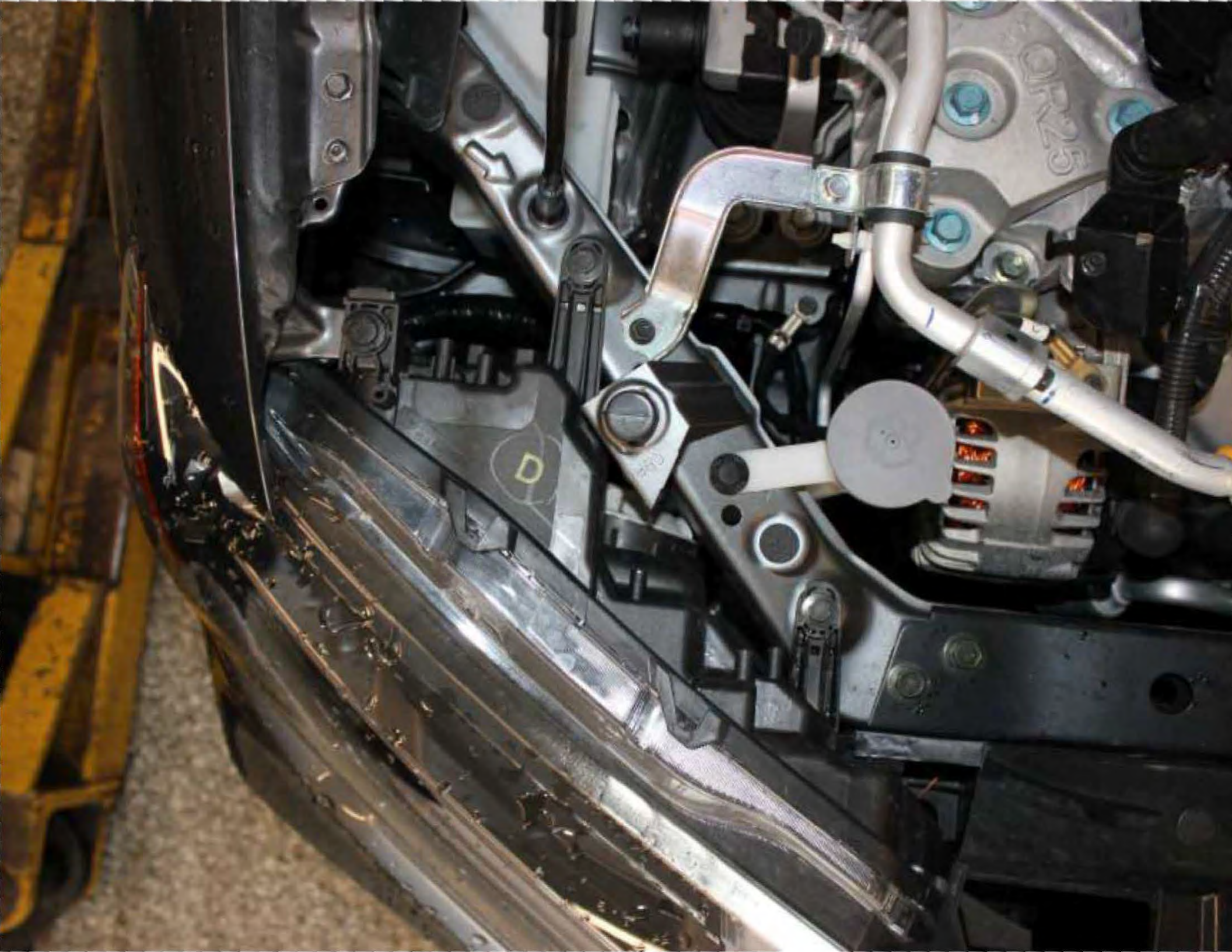

NISSAN


DANGER/POISON


d
Pb
D
CAUTION / ATTENTION


CAUTION / ATTENTION


QR25



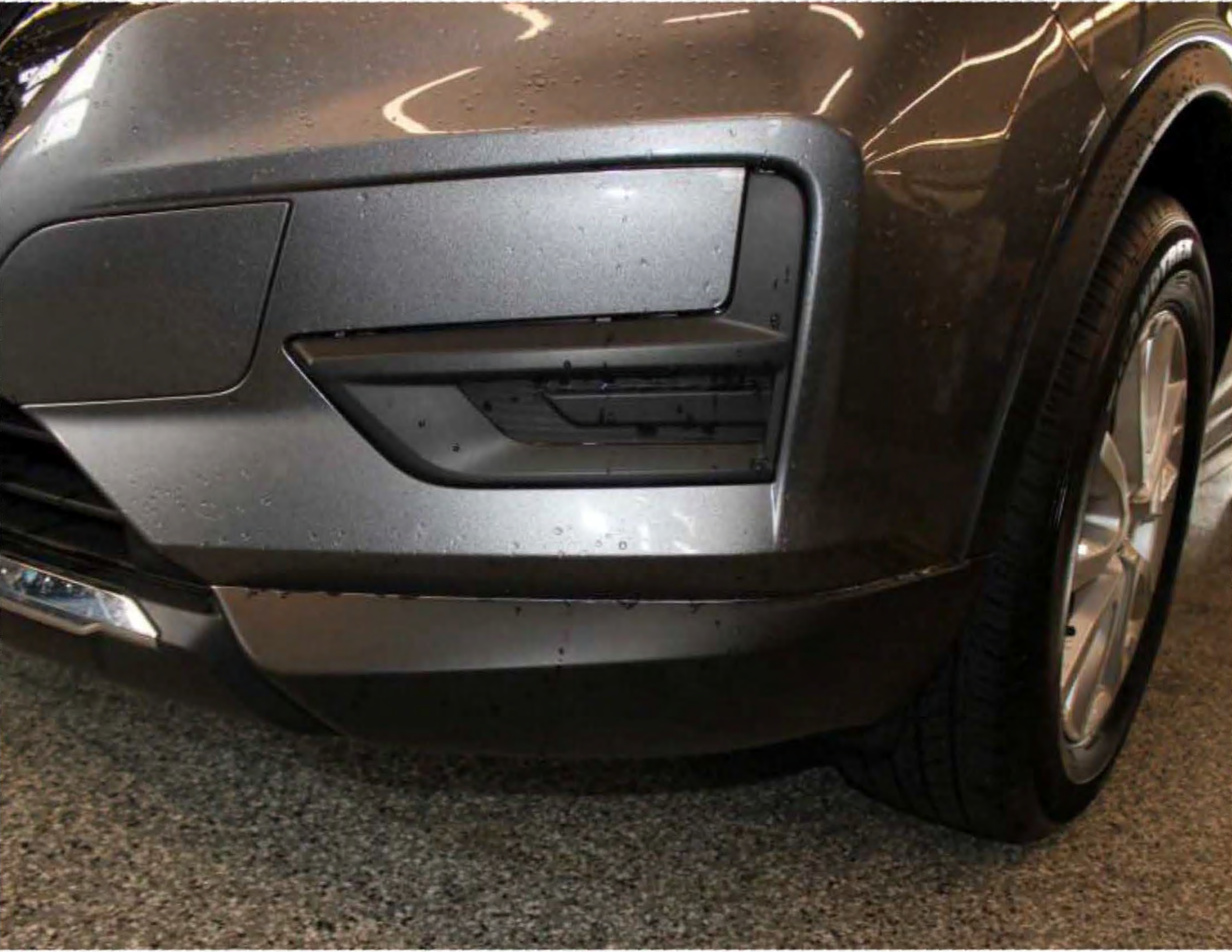



NISSAN


NISSAN


NISSAN



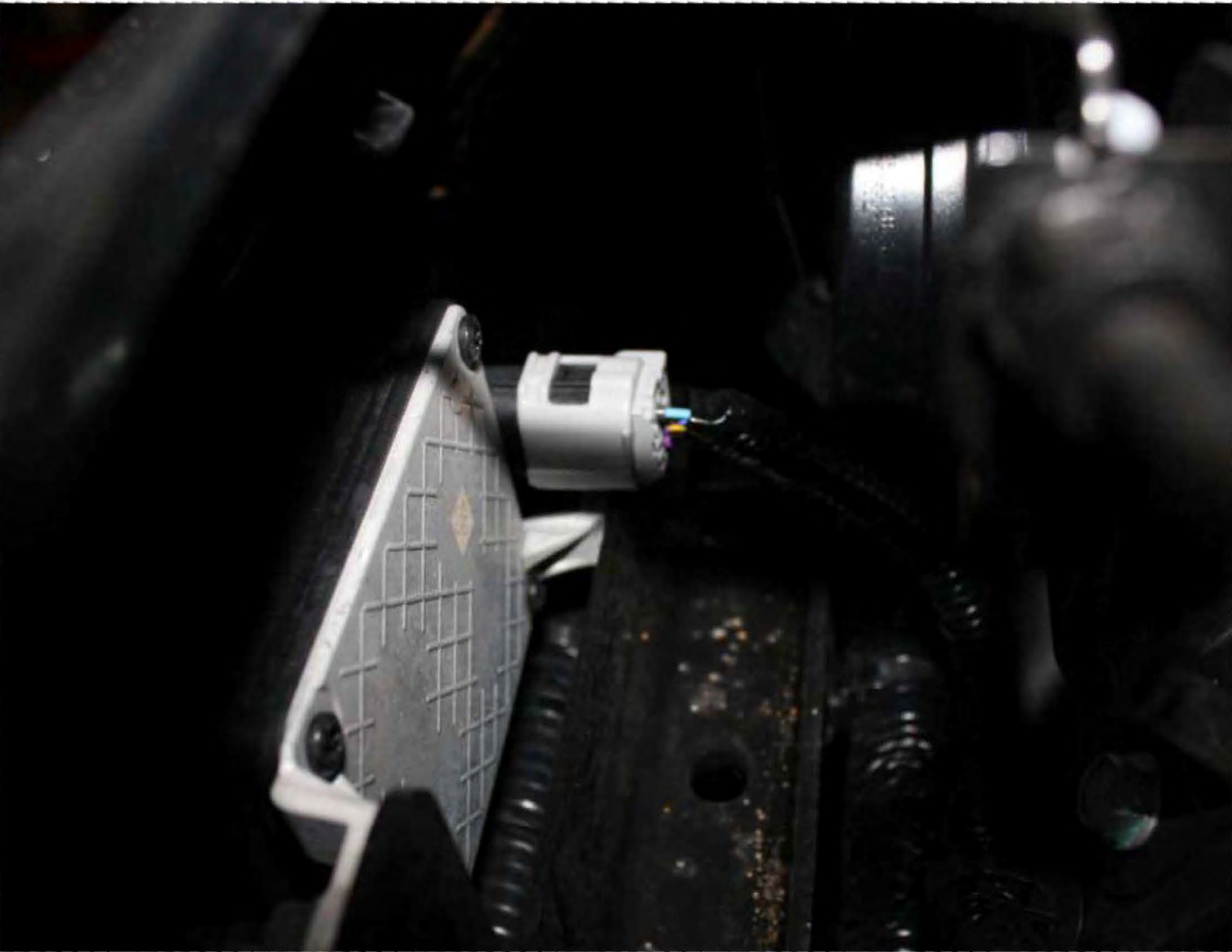



















309



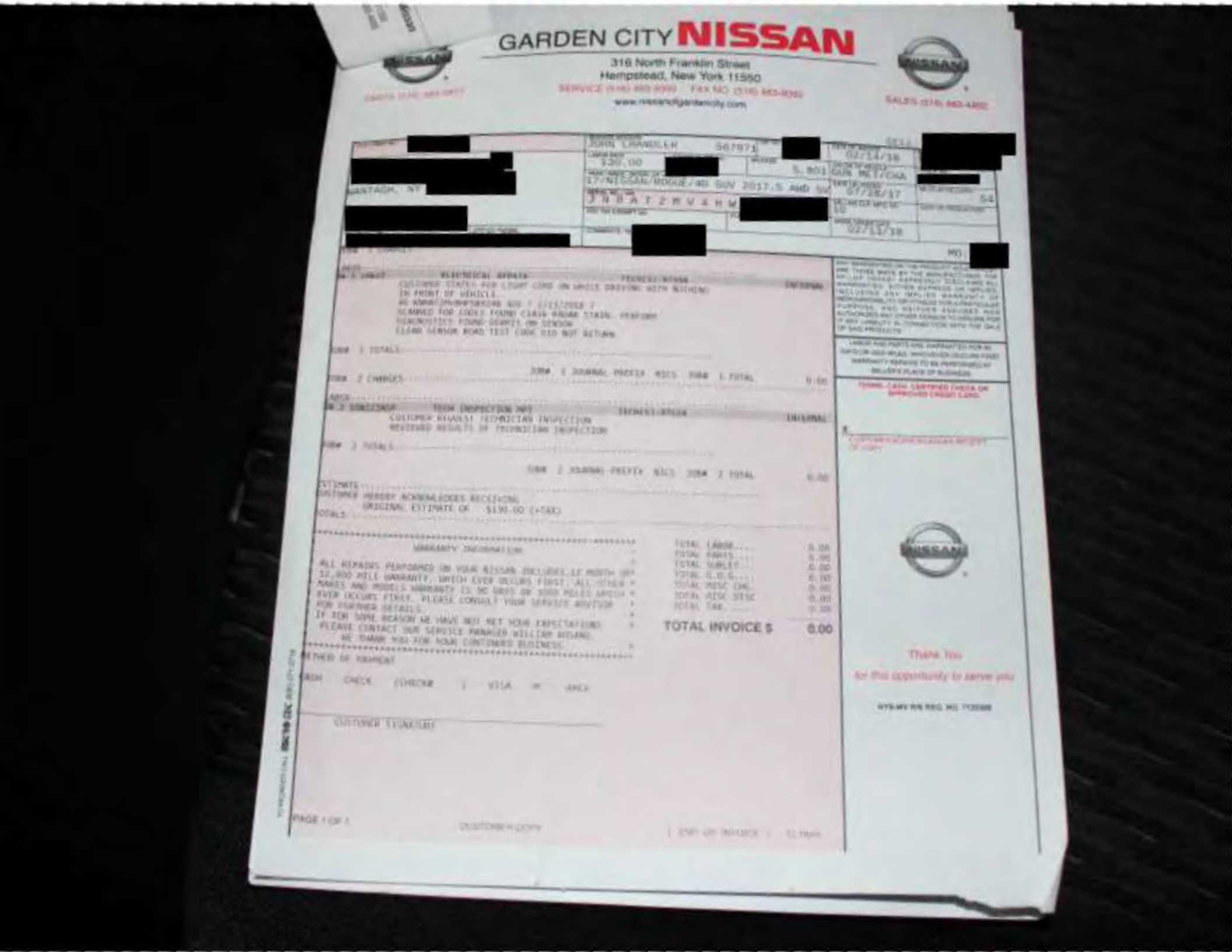



15
309


309




12:46 PM
55 °F
Safety Shield
OK = Settings
P
171
5837 miles
Mx1000
4
5
6
7
8
H
60
40
100
60
0
20
0



GARDEN CITY NISSAN

316 North Franklin Street
Hempstead, New York 11550
SERVICE (516) 483-9300 FAX NO (516) 483-9301
www.nissanofgardencity.com

SALES (516) 483-4300

[redacted]

JOHN CHANDLER 567971 [redacted]
$30.00 [redacted] 5,801
17/NISSAN/ROGUE/4D SUV 2017.5 AWD SV
JN8AT2MV4HW [redacted]
02/14/18
GUN MET/CHA
07/25/17
02/13/18

RO [redacted]

ELECTRICAL UPDATE
CUSTOMER STATES RED COURT CONE ON WHILE DRIVING WITH NOTHING IN FRONT OF VEHICLE.
SCANNED FOR CODES FOUND C1A1A RADAR STAIN. PERFORM DIAGNOSTICS FOUND DEBRIS ON SENSOR
CLEAN SENSOR ROAD TEST CODE DID NOT RETURN

JOB# 1 TOTALS

JOB# 2 CHARGES

JOB# 1 JOURNAL PRETTY NICE JOB# 1 TOTAL 0.00

LABOR

TECH INSPECTION NOT
CUSTOMER REQUEST TECHNICIAN INSPECTION
REVIEWED RESULTS OF TECHNICIAN INSPECTION

JOB# 2 TOTALS

JOB# 2 JOURNAL PRETTY NICE JOB# 2 TOTAL 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF $130.00 (+TAX)
TOTALS

WARRANTY INFORMATION

ALL REPAIRS PERFORMED ON YOUR NISSAN INCLUDES 12 MONTH OR 12,000 MILE WARRANTY, WHICH EVER OCCURS FIRST. ALL OTHER MAKES AND MODELS WARRANTY IS 90 DAYS OR 3000 MILES WHICH EVER OCCURS FIRST. PLEASE CONSULT YOUR SERVICE ADVISOR FOR FURTHER DETAILS.
IF FOR SOME REASON WE HAVE NOT MET YOUR EXPECTATIONS PLEASE CONTACT OUR SERVICE MANAGER WILLIAM ROLAND.
WE THANK YOU FOR YOUR CONTINUED BUSINESS.

METHOD OF PAYMENT

CASH CHECK CHECK# VISA MC AMEX

CUSTOMER SIGNATURE

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.O.S.	0.00
TOTAL MISC CHG	0.00
TOTAL MISC SVC	0.00
TOTAL TAX	0.00
TOTAL INVOICE $	0.00

CASH, CASH CERTIFIED CHECK OR APPROVED CREDIT CARD

Thank You
for this opportunity to serve you

PAGE 1 OF 1

CUSTOMER COPY

2ND OR INVOICE

FEB SYSTEM LIMITATIONS

⚠WARNING

Listed below are the system limitations for the FEB system. Failure to operate the vehicle in accordance with these system limitations could result in serious injury or death.

- **The FEB system cannot detect all vehicles under all conditions.**
- **The radar sensor does not detect the following objects:**
  - **Pedestrians, animals or obstacles in the roadway.**
  - **Oncoming vehicles.**
  - **Crossing vehicles.**
- **The radar sensor has some performance limitations. If a stationary vehicle is in the vehicles's path, the FEB system will not function when the vehicle is driven at speeds over approximately 50 mph (80 km/h).**
- **The radar sensor may not detect a vehicle ahead in the following conditions:**
  - **Dirt, ice, snow or other material covering the radar sensor.**
  - **Interference by other radar sources.**
  - **Snow or road spray from traveling vehicles.**
  - **If the vehicle ahead is narrow (e.g. motorcycle).**
  - **When driving on a steep downhill slope or roads with sharp curves.**
- **In some road or traffic conditions, the FEB system may unexpectedly apply partial braking. When acceleration is necessary, continue to depress the accelerator pedal to override the system.**
- **Braking distances increase on slippery surfaces.**
- **The system is designed to automatically check the sensor's functionality, within certain limitations. The system may not detect some forms of obstructions of the sensor area such as ice, snow, stickers, etc. In these cases, the system may not be able to warn the driver properly. Be sure that you check, clean and clear the sensor area regularly.**
- **Excessive noise will interfere with the warning chime sound, and the chime may not be heard.**

motorcycle).

– When driving on a steep downh
slope or roads with sharp curves.

In some road or traffic conditions, t
FEB system may unexpectedly ap
partial braking. When acceleration
necessary, continue to depress the
celerator pedal to override the syste

Braking distances increase on slipp
surfaces.

The system is designed to automatic

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	JN8AT2MV5HW[redacted]
User	Michael Gorrill
Case Number	[redacted]
EDR Data Imaging Date	02/16/2018
Crash Date	
Filename	JN8AT2MV5HW[redacted]_ACM.CDRX
Saved on	Friday, February 16 2018 at 09:56:28
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

DTC	Status	Description
B1427	Trouble Diag. Record	not configured
B0020	Trouble Diag. Record	SIDE AIRBAG MODULE LH CIRCUIT [OPEN]

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  94 27 55 00 00 01 01 FF FF FF 00 00 80 20 13 00
      89 01 03 00 2A 5A 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
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      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00

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

2004  00 00 01 02 1C 00 00 FF FF CC 0A 00 00 00 00

2006  00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      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
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201C  7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
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201E  7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
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Disclaimer of Liability

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

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV5HW[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 Port Washington State NY Zip Code [redacted] Country United States

☒ Driver Same as Claimant
☒ Owner Same as Claimant

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

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

II. Vehicle

Model Year 2017 Model Name Rogue Mfg. Date 12/16 VIN JN8AT2MV5HW[redacted]

Mileage 18,140 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	N/A

Add Row | Remove Row

III. Description of Incident & Claim

Source of Information Digna Saravia Incident Date Unknown Time Unknown

Location of Incident (describe fully) Unknown

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

Vision obstruction (describe) Unknown

Temperature at time of incident Unknown Parking location prior to time of incident Unknown

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV5HW[redacted]

Overnight temperature prior to incident: Unknown
Length of time parked: Unknown

Ice/Snow accumulation on vehicle? ○ Yes ◉ No

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

Sequence of Events (according to claimant)

***Claimant stated that she was driving normally around 40mph. Claimant stated that it wasn't raining and it was a clear day. Claimant stated that all of sudden the vehicle wheels made a sound and warning light came on. Claimant describes warning light as a triangle with an exclamation point. Claimant stated the warning light flashed red and went away. Claimant stated that the vehicle was jerking because it wanted to stop but that she was still accelerating.

***Claimant stated that it happened at night time around 6.

***Claimant stated that she is unsure of the date and time of this incident.

***Claimant is unaware or unsure of the exact location of the incident, direction of travel, exact weather conditions, or speed.

***Claimant is unsure, but stated that she believes there were no objects, vehicles, or pedestrians behind, to either side, or in front of the vehicle at the of the incident.

***Claimant stated that the "braking sensor" was previous replaced for the same incident occurring in the past. Claimant stated that the incident occurs approximately one time per month but can not recall or isolate concern to a particular location or any specific conditions or speeds.

***Claimant denies any prior repairs to the vehicle other than repairs performed at Fuccillo Nissan.

***Claimant denies any prior damage to the vehicle.

***Claimant denies any misuse of the vehicle.

Relation to Roadway (on-road, off-road, left side, right side): On-Road
Number of times incident occurred: 1

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

Special Circumstances: None.

Actions taken after incident and results of those actions: None.

Vehicle Estimated Speed: 40mph
Source: Digna Saravia
Posted Speed Limit: 40mph

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

Witness Present? ○ YES ◉ NO

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

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV5HW[redacted]

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

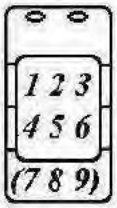
#	Allegation	Allegation made by
1	Forward Emergency Braking activated with no vehicle in front.	Digna Saravia

Add Allegation | Remove Allegation

IV. Occupants & Injuries

Source of Information: Digna Saravia

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



Occupant Name [redacted] DOB [redacted] Height 5'3"
Address [redacted] Port Washington, NY [redacted] Weight 180lbs
Location Incident Vehicle Seating Position 1 - Driver
Seat Belts Worn Lap + Shoulder Belt Airbag Status Airbag not deployed
Nature & Extent of Injuries N/A
Where, when, and by whom were the injuries treated? N/A

Occupant Name [redacted] DOB [redacted] Height 5'3"
Address [redacted] Port Washington, NY [redacted] Weight 187lbs
Location Incident Vehicle Seating Position 3 - Front Row Right
Seat Belts Worn Lap + Shoulder Belt Airbag Status Airbag not deployed
Nature & Extent of Injuries N/A
Where, when, and by whom were the injuries treated? N/A

Add Occupant | Remove Occupant

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV5HW[redacted]

☐ No Occupants Comments N/A

V. Other Property Damage

☒ No Other Property Damage

Source of information Digna Saravia

VI. Investigation Results

Date of vehicle inspection 2/16/18

Location of inspection
Fuccillo Nissan
976 New Loudon Road
Latham, NY 12110

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

N/A

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

Photos taken by Michael Gorrill, NNA Northeast Region DTS # Photos 99

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	**Note: Exterior of the vehicle dirty at the time of inspection. See Photos: IMG(6-13). **Note: No damage visible to exterior. See Photos: IMG(6-13). **Note: Radiator Grille was removed at the time of inspection to facilitate inspection of the Distance Sensor. See Photos: IMG(37-38). **Note: Dirt present on front of Distance Sensor. See Photos: IMG(41-50). **Note: Left Lower Pawl on Front Grille damaged. See Photos: IMG(39). **Note: Dirt present on Windshield in the area of the Lane Camera. See Photos: IMG(41-50). **Note: Scratch present on Windshiled in the area of Lane Camera. See Photos: IMG(53).
Engine/ Transmission/ Drivetrain	**Note: Nothing remarkable noted.
Underbody/ Suspension/ Steering/ Wheels & Tires	**Note: Nothing remarkable noted.
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	**Note: Dirt and cigarette ashes present on all interior surfaces at the time of inspection. See Photos: IMG(14-23). **Note: Interior of the vehicle has multiple household items, trash, soda bottles present in all seating positions. See Photos: IMG(14-23,75-84). **Note: Seat cushion outer finisher (LH) broken and not properly secured. See Photos: IMG(75). **Note: Receipt for Safelite Autoglass showing windshield replacement at 2,476 miles found in glovebox. See Photos: IMG(93-95).
Seat Belts/ Child Restraints (if applicable)	**Note: Nothing remarkable noted.
Air Bags	**Note: Nothing remarkable noted.

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN JN8AT2MV5HW[redacted]

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

**Note: Photos of Monroney Label attached. See Photos: IMG(97-99).
**Note: FEB Operation Mileage shows "No history". See Folder: CIII+ScreenImages.
**Note: CAUSE OF AUTO-CANCEL 1 shows "NO RECORD". See Folder: CIII+ScreenImages.

**Note: CIII+ All Systems Diagnosis revealed the following DTC's:
ABS, U1002, SYSTEM COMM (CAN), PAST
AIR PRESSURE MONITOR, C1704-00 LOW PRESSURE FL, PAST
AIR PRESSURE MONITOR, C1705-00 LOW PRESSURE FR, PAST
AIR PRESSURE MONITOR, C1706-00 LOW PRESSURE RR, PAST
AIR PRESSURE MONITOR, C1707-00 LOW PRESSURE RL, PAST
LASER/RADAR, C1A16-97, RADAR STAIN [CMP/SYS OPR OBST OR BLKD], PAST

**Note: Vehicle was road tested 14 miles at the time of inspection without incident or any abnormal operation. Mileage at the start of road test was 18,140 miles and the mileage at the conclusion of the road test was 18,154 miles. See Photos: IMG(4,92).

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	Forward Emergency Braking activated with no vehicle in front.	1. Claimant unable to provide specific incident location or conditions. 2. FEB Operation Mileage shows "No history". 3. CAUSE OF AUTO-CANCEL 1 shows "NO RECORD".

Add Row | Remove Row

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

Reporter's Signature *Michael Gorrill*

Reporter's Name & Region Michael Gorrill, NNA Northeast Region DTS

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV5HW[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?	◉	○	**Note: See Folder: CIII+ScreenImages.

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV5HW[redacted]

	Yes	No	Comments
EDR download included in report?	◉	○	**Note: See Folder: CDR Data.

III. Sensor and ECM Visual Inspection

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

Yes	No		Comments
◉	○	Obstructions to camera? (ie. dirt, stickers, etc.)	**Note: Dirt present on windshield at the time of inspection. See Photos: IMG(53). **Note: Windshield scratched in the area of the camera. See Photos: IMG(67-69).
◉	○	Physical damage to camera? (ie. cracks)	**Note: Camera not properly mounted. See Photos: IMG(56-62).
○	◉	Obstructions to radar sensor units? (ie. dirt, stickers, etc.)	**Note: Dirt present on Radar Sensor. See Photos: IMG(41-50).
○	◉	Physical damage to radar sensor units? (ie. cracks)	**Note: No physical damage to radar sensor units. See Photos: IMG(41-50).
◉	○	Electrical connection to radar module firmly seated?	**Note: Electrical connection to radar module firmly seated. See Photos: IMG(47-48).
◉	○	Electrical connection to camera module firmly seated?	**Note: Electrical connection to camera module firmly seated. See Photos: IMG(60).
○	○		

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 [18] | Case Categorizations [1] | Emails [1] | Calls [0] | Open Activities [2] | Activity History [2] | 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	alex.kang@nissan-usa.com
Contact Email	[redacted]	Case Owner Location	Murfreesboro
Home Phone	[redacted]	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	1/29/2018 4:59 PM
Follow Up Date	3/9/2018	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	DLR
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	16,839	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	JN8AT2MV5HW[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	FUCCILLO NISSAN OF LATHAM	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District		Dealer Instructions	

	14		Service Dept. Review
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	
BR	[redacted]	Goodwill Processed	0
BR 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: DIGNA SARAVIA PHONE: 5167614028 VIN: JN8AT2MV5HW012753

Agent Comments

Agent Comments	IIR		
Created By	Vivian Luu, 1/29/2018 4:59 PM	Root Cause Code	
Last Modified By	Alex Kang, 2/23/2018 9:55 AM	Root Cause Code (2)	
Legacy Case Number		Action Code	
Root Cause		Priority	N/A

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

Case Comments

New

Case Comments He

Action	Public	Comment
		Created By: Alex Kang (2/23/2018 9:56 AM) ARBS received email from DTS Michael Gorrill stating inspection has been uploaded to FTP.
Make Public		ARBS moving case pending PL resolution.
		Created By: Alex Kang (2/15/2018 2:26 PM) ARBS made outbound call to C at [redacted]. ARBS stated regarding the rental or loaner vehicle, C would need to speak to the DLRSHP about that. ARBS stated ARBS doesn't have any authorization to provide one to C. C stated how long would the inspection take? ARBS stated it would take around 30minutes to an hour.
Make Public		ARBS stated the inspector will be there at the DLRSHP and if it would need to take longer than that, C would need to speak to the DLRSHP. C stated ok. C stated last time the DLRSHP kept the vehicle for like a month. ARBS stated well the inspector is very well trained by Nissan regarding any issues. ARBS stated ARBS would recommend C speaking ot the DLRSHP about the rental. C stated ok. C thanked ARBS. Call ended mutually.
Make Public		**Created By: Alex Kang (2/15/2018 2:22 PM)** ARBS received VXM from C stating C received the message and C would need a call back regarding a rental vehicle.
Make Public		**Created By: Alex Kang (2/15/2018 8:43 AM)** ARBS made outbound call to C at [redacted] ARBS left VXM regarding DTS inspection.
		Created By: Alex Kang (2/9/2018 3:38 PM) ARBS made outbound call to C at [redacted].

ARBS stated DTS has contact ARBS back with an inspection date.
ARBS stated the inspector can come out to the DLRSHP on 2/16/18 at 8 AM est.
ARBS asked if that was good for C.

C stated yes.

Make Public

ARBS stated ARBS will give C a remainder call on 2/15/18.

C stated ok.

C thanked ARBS.

ARBS thanked C for C's time.

call ended mutually.

Created By: Alex Kang (2/9/2018 3:16 PM)
ARBS made outbound call to C at [redacted]
ARBS asked if C has 15-20 minutes to speak about the case.
ARBS proceeded with probing questions.
ARBS asked for detail description on the incident.

C stated C was driving normally around 40mph.
C stated it wasn't raining and clear day.
C stated all of sudden the vehicle wheels made a sound and warning light came on
C stated the warning light said warning and flashed red and went away.
C stated it was jerking because it wanted to stop but c was still accelerating.
C stated it happened at night time around 6

Make Public

ARBS stated ARBS is going to schedule for an inspector to come out to come look at the vehicle.
ARBS stated it will take at least 2-4 weeks for the inspector to come inspect the vehicle.
ARBS stated this whole entire process will take 6-8 weeks.
ARBS stated but ARBS would like for an inspector to come out and look at the vehicle.

C stated that is fine.

ARBS verified Fuccillo Nissan of Latham as a good Nissan DLRSHP for C to bring the vehicle too.
C stated yes.
ARBS stated ABRS will give C a call back once ARBS receives the inspection date.
C thanked ARBS.

ARBS thanked C for C's time.
Call ended mutually.

Make Public

Created By: Alex Kang (2/9/2018 9:40 AM)
ARBS received VXM from C requesting call back

Make Public

Created By: Alex Kang (2/7/2018 8:33 AM)
ARBS made outbound call at [redacted]
ARBS left VXM providing case number, best contact information and requesting call back.

Make Public

Created By: Alex Kang (2/2/2018 9:49 AM)
ARBS made outbound call at [redacted]
ARBS left VXM providing case number, best contact information and requesting call back.

Make Public

Created By: Alex Kang (1/31/2018 11:10 AM)
**********ARBS RECEIVED CASE, UNDER REVIEW, PENDING PROBE VERIFICATION **********

Make Public

Created By: Samantha Dixon (1/31/2018 11:06 AM)
C contacted CA for the VEH stopping while driving.

Created By: Kelsey Christiansen (1/31/2018 7:48 AM)
RCAS-KC placed outbound call to C on # [redacted] (DIGNA SARAVIA)
RCAS-KC ADVISED "This call may be recorded for quality and training purposes."
RCAS-KC VERIFIED C's name, home & email address, concern, phone
RCAS-KC CHECKED for OPEN recalls/campaigns and found: 0
RCAS-KC CHECKED for previous UNRELATED Case(s) and found: 0
RCAS-KC CHECKED previous RELATED Case(s) and found: 0
RCAS-KC ADVISED that RCAS-KC is C's case manager and point of contact for C.
RCAS-KC stated RCAS-KC understands that C is having concerns with: VEH stopping while driving.

RCAS-KC asked for C to explain C concerns.

When: 3 times a month minimum.

Make Private ✓

Where: no specific area but the last time was Western Ave, in Albany New York.

Time of day: night time

Where is VEH now: with the customer.

RCAS-KC ADVISED of looking into this further for C.

RCAS-KC ADVISED that someone from NNA may call C within the next 3 business day and try to allow about 30 minutes to fully discuss this.

RCAS-KC ADVISED that someone will follow up within the next 3 business days.

C declined further questions.

Call ended mutually.

Created By: Kelsey Christiansen (1/31/2018 7:39 AM)

Make Private ✓

RCAS-KC placed outbound call to C at # [redacted]

mailbox is full and not excepting messages at this time.

Created By: Kelsey Christiansen (1/30/2018 9:29 AM)
RCAS-KC placed outbound call to C at # [redacted]

Make Private ✓

RCAS-KC left VXM for C.

RCAS-KC provided C with case #, CRT-KC's phone #, and work hours.

RCAS-KC ADVISED C of following up by EOB on Wednesday.

Created By: Kelsey Christiansen (1/30/2018 9:26 AM)
RCAS-KC placed outbound call to C at # [redacted]

Make Private ✓

RCAS-KC left VXM for C.

RCAS-KC provided C with case #, CRT-KC's phone #, and work hours.

RCAS-KC ADVISED C of following up by EOB on Wednesday.

Created By: Kelsey Christiansen (1/30/2018 8:13 AM)
RCAS-KC placed outbound call to Fuccilo Nissan of Latham.

RCAS-KC Spoke with Service Manager Kevin.

SM stated that C has not been in for a while.

Make Private

SM stated that C came in for engine concerns the engine was running poorly and had the engine light on.

SM- stated that as an afterthought she brought up the stopping and the DLR could not verify the concern.

RCAS-KC thanked SM.

Call ended mutually.

Created By: Vivian Luu (1/29/2018 5:07 PM)
****** [CASE SUMMARY] ******

Make Private

Concern: VEH concern that the DLR is unable to resolve after several attempts.

Action: CRR-VL sent the case to RCAS for assistance.

Created By: Vivian Luu (1/29/2018 5:06 PM)
Best contact number: [redacted]

CRR-VL received inbound call from C.
CRR-VL VERIFIED Account Info including: C's name, home & email address, concern, best contact#
CRR-VL VERIFIED VEH Info including: VIN#, Current Mileage, Servicing DLR, Warranty & Service History
CRR-VL CHECKED for open recalls/campaigns and found: 0
CRR-VL CHECKED for previous UNRELATED Case(s) and found: 0
CRR-VL CHECKED previous RELATED Case(s) and found: 0
CRR-VL NOTED Concern is: VEH concern that the DLR is unable to resolve

C stated C has been having concern with the VEH.
C stated there was a grinding noise on the road and then the VEH stopped in the middle of the road while C was driving.
C stated then the VEH continued to drive normally.
C stated there is a yellow triangle warning light with the exclamation mark on the dash board when the concern happened.
C stated the concern happened once per trip and it happened 3 times per month.
C stated C kept taking the VEH to the Nissan DLR but the DLR informed C that there is nothing wrong.
Make Private
C stated the DLR kept the VEH one time for a month to look into the concern.
C stated the DLR replaced the front sensor of the VEH but C still has the same concern.
C stated the DLR didn't notice the warning light when the VEH was in at the DLR.
C stated when C took the VEH back to the DLR about a month ago, and the DLR informed C that there is nothing the DLR can do.
C stated C called NNA because the concern happened again 5 seconds ago.

CRR-VL notified C that CRR-VL has created a case and documented C's concern.
CRR-VL informed C that the case will be transferred to a Regional Consumer Affairs Specialist who will contact C by close of the next business day which is 1/30/2018 regarding C's concern.

C understood.

CRR-VL emailed C to provide the case number, name and agent ID 7319010 as requested.
CRR-VL offered further assistance.

C declined.

CRR-VL thanked C for calling Nissan.
Call ended mutually.

Case Categorizations

New Case Categorization | Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern
Edit | Del	CC[redacted]	POWERTRAIN	GEN. POWERTRAIN COMPONENT	MULTIPLE REPAIR ATTEMPTS	10	1/29/2018	YE	BG	227000	OA

Emails

Send an Email | Emails He

Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	Sent	Your Inquiry to Nissan [ref: 00DA09i8L. 5000G1PciHb:ref] *1/29/2018 Case #[redacted] VIN # JN8AT2MV5HV[redacted] Dea[redacted] T...*	[redacted]	1/29/2018 5:02 PM

Calls

New CA Call | Calls He

No records to display

Open Activities

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

Action	Subject	Status	Type	Task	Name	Due Date	Priority	Assigned
Edit | Cls	IIR	Not Started		✓	[redacted]	2/1/2018	N/A	Alex Kan
Edit | Cls	DTS Follow Up[redacted] : FUCCILLO NISSAN OF LATHAM	Not Started		✓		2/11/2018	High	Alex Kan

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] FUCCILLO NISSAN OF LATHAM			2/11/2018	Michael Gorrill		Complete	2/9/2018 3:34 PM
Edit | Del	Email: Your Inquiry to Nissan [ref: 00DA09i8L. 5000G1PciHb:ref]		[redacted]	1/29/2018	Vivian Luu		Complete	1/29/2018 5:02 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	Kelsey Christiansen, 1/31/2018 7:48 AM	1/31/2018			JN8AT2MV5HW[redacted]	

DTS Field Inspections

DTS Field Inspections Hi

Action	Title	DTS Inspection Date	Owner First Name	Owner Last Name	Status
Edit	[redacted]	2/16/2018 8:00 AM	Michael	Gorrill	Completed

Attachments

Attach File

Attachments Hi

No records to display

Case History

Case History Hi

Date	User	Action
2/23/2018 9:55 AM	Alex Kang	Changed **Follow Up Date** from 2/23/2018 to **3/9/2018**.
2/19/2018 2:54 PM	Alex Kang	Changed **Follow Up Date** from 2/20/2018 to **2/23/2018**.
2/15/2018 8:44 AM	Alex Kang	Changed **Follow Up Date** from 2/15/2018 to **2/20/2018**.
2/9/2018 3:38 PM	Alex Kang	Changed **Follow Up Date** from 2/14/2018 to **2/15/2018**.
2/9/2018 3:18 PM	Alex Kang	Changed **Follow Up Date** from 2/9/2018 to **2/14/2018**.
2/7/2018 8:34 AM	Alex Kang	Changed **Follow Up Date** from 2/7/2018 to **2/9/2018**.
2/2/2018 9:50 AM	Alex Kang	Changed **Follow Up Date** from 2/2/2018 to **2/7/2018**.
1/31/2018 11:11 AM	Alex Kang	Changed **Follow Up Date** from 2/5/2018 to **2/2/2018**.
1/31/2018 11:07 AM	Samantha Dixon	Changed **Case Owner** from Kelsey Christiansen to **Alex Kang**.
1/31/2018 11:06 AM	Samantha Dixon	Changed **Description**.
1/31/2018 7:49 AM	Kelsey Christiansen	Changed **Follow Up Date** from 1/31/2018 to **2/5/2018**.
1/31/2018 7:36 AM	Kelsey Christiansen	Changed **Subject** from CUSTOMER:[redacted] PHONE:[redacted] VIN: JN8AT2MV5HW[redacted] to **CUSTOMER**[redacted] **PHONE:**[redacted] **VIN: JN8AT2MV5HW**[redacted]
1/30/2018 9:29 AM	Kelsey Christiansen	Changed **Follow Up Date** from 1/30/2018 to **1/31/2018**.
1/30/2018 7:02 AM	Kelsey Christiansen	Changed **Description**.
1/29/2018 5:08 PM	Vivian Luu	Changed **Escalated By ID** to[redacted]
		Changed **Case Owner** from Vivian Luu to **Kelsey Christiansen**.
1/29/2018 5:00 PM	Vivian Luu	Changed **Case Servicing Dealer** from BARON NISSAN to **FUCCILLO NISSAN OF LATHAM**.
1/29/2018 4:59 PM	Vivian Luu	Changed **VIN** to **JN8AT2MV5HW**[redacted]
		Changed **Subject** to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: JN8AT2MV5HW**[redacted]
		Created.

^ Back To Top

Always show me fewer / more records per related list

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2017 NISSAN ROGUE
SL AWD

Scan QR code for general model information & options

Standard Equipment Included at No Extra Charge

MECHANICAL & PERFORMANCE
2.5-liter DOHC I-4 Engine
170 Horsepower and 175 lb-ft of Torque
Xtronic CVT® (Continuously Variable Transmission) with Sport Shifter
Eco Mode
4-Wheel Front and Rear Disc Brakes
18" Alloy Wheels
All Season Tires/Temporary Spare Tire
Fuel Start Assist
1000lb Tow Capacity
(Additional Equipment Required*****)
Front Independent Suspension
Rear Multilink Suspension

SAFETY & SECURITY
Driver & Front Passenger, Side-Impact, Curtain Air Bags
Lower Anchors and Tethers for CHildren (LATCH)
4-Wheel Anti-Lock Braking System
Vehicle Dynamic Control (VDC)
Traction Control System (TCS)
Electronic Brake Force Distribution (EBD)
Brake Assist (BA)
Nissan Vehicle Immobilizer System
Vehicle Security System
Tire Pressure Monitoring System (TPMS) with Easy Fill Tire Alert
Blind Spot Warning (BSW)
Rear Cross Traffic Alert (RCTA)

COMFORT & CONVENIENCE
6-Way Power Driver Seat w/ Power Lumbar Support
EZ Flex® Seating System
40/20/40 Split Folding Rear Seat
Around View® Monitor
Moving Object Detection
Leather Appointed Seats
Quick Comfort™ Heated Front Seats
Driver Seat and Outside Mirrors Position Memory
Heated Leather-Wrapped Steering Wheel
Leather-Wrapped Shift Knob
NissanConnect™ with Navigation, Mobile Apps, and Services****
7" Color Touch-Screen Display
Nissan Voice Recognition for Navi & Audio
SiriusXM Satellite Radio**
SiriusXM Traffic & Travel Link**
USB Connection Port

COMFORT & CONVENIENCE CONT.
Bose® Premium Audio System w/ 9 Speakers
Bluetooth® Hands-free Phone System
Streaming Audio via Bluetooth®
Hands-free Text Messaging Assistant*****
Siri® Eyes Free******
Auxiliary Audio Input Jack
Advanced Drive-Assist® Display
(3) 12-Volt DC Power Outlets
Dual-Zone Automatic Temperature Control
2nd Row Seat A/C Vents
Illuminated Visor Vanity Mirrors
Divide-N-Hide® Cargo System
Power Door Locks w/ Auto Locking Feature
Power Windows w/ Driver Auto Up/Down
Nissan Intelligent Key® w/Push Button Start
Remote Engine Start System
Motion Activated Liftgate
High Beam Assist Headlights

EXTERIOR
LED Daytime Running Lights
Halogen Headlights w/ Auto On/Off
Fog Lights
Heated Outside Mirrors w/LED Turn Signals
Chrome Outside Door Handles
Privacy Glass
Roof Rails

**SiriusXM Satellite Radio includes activation & 3 months of service only; subscription sold seperately. SiriusXM Traffic & Travel Link includes activation & service for a trial period; subscription required thereafter. SiriusXM services are not available in AK, HI and some markets.
****Only use NissanConnectSM Services powered by SiriusXM® and NissanConnectSM Mobile Apps when safe to do so. NissanConnect Services and Mobile Apps availability is dependent on vehicle model, trim level, packaging, and/or options. See NissanUSA.com/Connect for complete product and service availability details, Subscriber Agreement and limitations. Never program while driving. GPS mapping may not be detailed in all areas or reflect current road status.
*****Compatible smartphone required. Standard text rates and/or data usage may apply.
******Additional cost required
*******Siri® Eyes Free is a registered trademark of Apple, Inc. Compatible smartphone required.

Manufacturer's Suggested Retail Base Price:	$31,310.00
Options Included by Manufacturer	
SL Premium Package*** Power Panoramic Moonroof LED Headlights Forward Emergency Braking (FEB)	2,020.00
Floor Mats with Cargo Area Protector	225.00
Retractable Cargo Cover	190.00
DESTINATION CHARGES	940.00
Total*	**$34,685.00**

*****Optional Equipment Replaces Standard Where Applicable

***Does not include dealer installed options and accessories, local taxes or license fees. This label has been applied pursuant to federal law. Do not remove prior to delivery to the ultimate purchaser.**

Fuel Economy

27 MPG

combined city/hwy | 25 city | 32 highway

3.7 gallons per 100 miles

Annual fuel cost

$1,350

Actual results will vary for many reasons, including your vehicle. The average new vehicle gets 26 MPG and costs $1,350 per year at $2.45 per gallon. Estimates are based on 15,000 miles per year at $2.45 per gallon. Vehicle emissions are a significant cause of climate change.

fueleconomy.gov

Calculate personalized estimates and compare vehicles

GOVERNMENT 5-STAR

Overall Vehicle Score

Based on the combined ratings of frontal, side & rollover crashes. Should ONLY be compared to other vehicles.

Frontal Crash — Driver, Passenger

Based on the risk of injury in a frontal impact. Should ONLY be compared to other vehicles.

Side Crash — Front seat, Rear seat

Based on the risk of injury in a side impact.

Rollover

Based on the risk of rollover in a single-vehicle crash.

Star ratings range from 1 to 5 stars

Source: National Highway Traffic Safety Administration

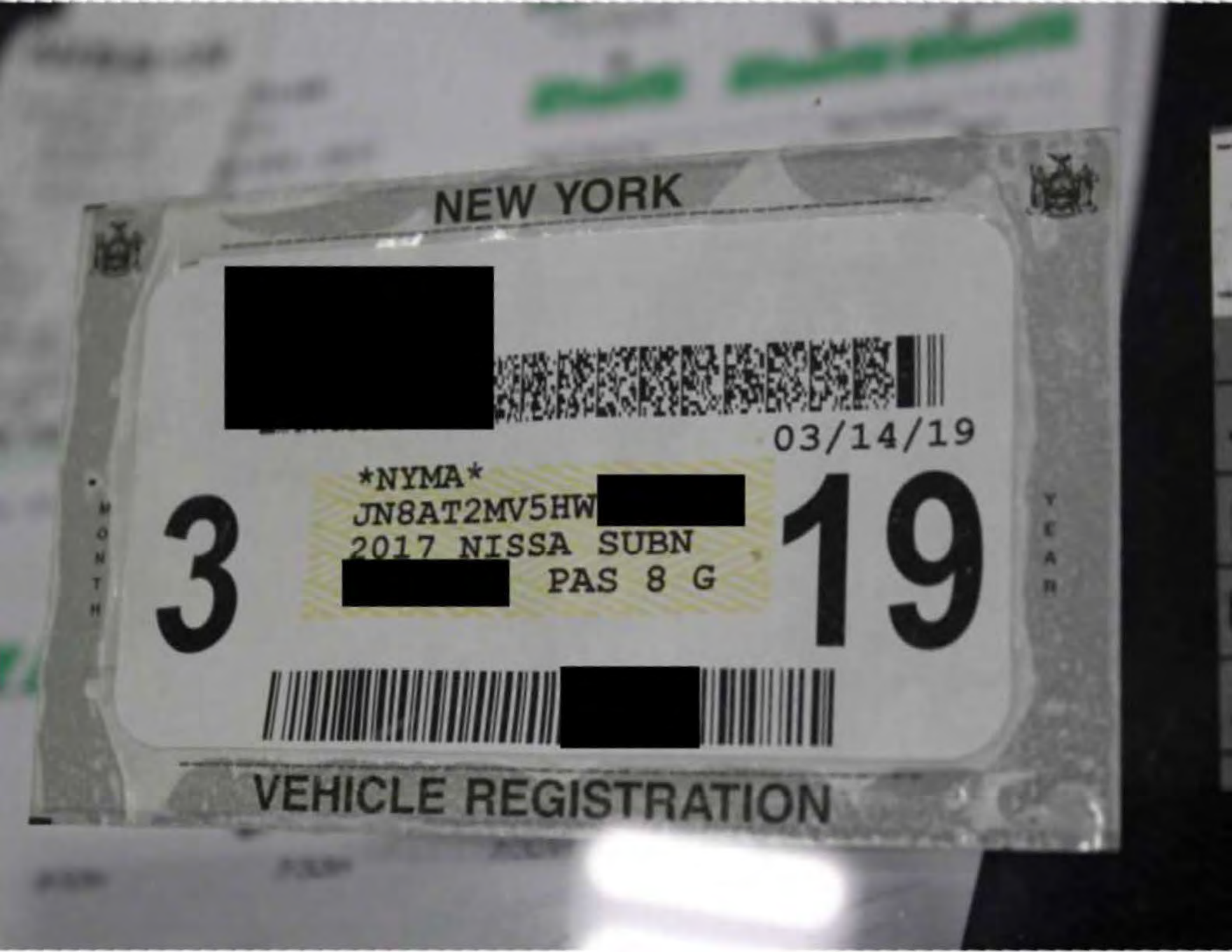
www.safercar.gov

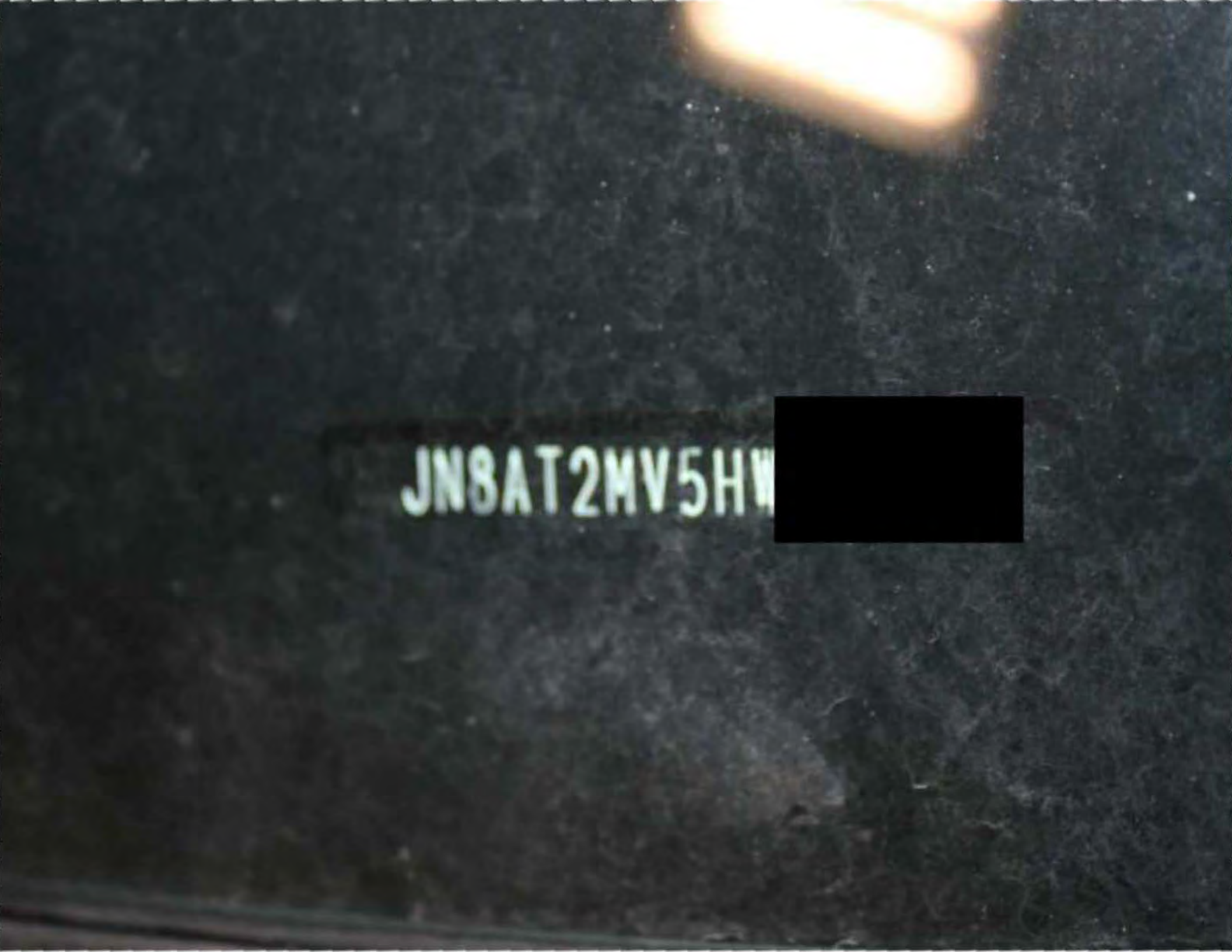
This Vehicle

Security+Plus Ex

The only service
Nissan Extended
Ask your dealer for d
for m


MFD BY NISSAN MOTOR CO.,LTD.
DATE 12/16
GVWR/PNBV 4679 LBS.
GAWR/PNBE FR. 2363 LBS.
WITH 225/60R18 TIRES.
18×7J RIMS. AT 33 PSI
COLD SINGLE.
GAWR/PNBE RR. 2401 LBS.
WITH 225/60R18 TIRES.
18×7J RIMS. AT 33 PSI
COLD SINGLE.
THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.
VIN: JN8AT2MV5HW[redacted]
TYPE: MPV
COLOR TRIM TRANS
G41 G RE0F10D
AXLE ENGINE
GS56 QR25(DE) 2488CC
JN8AT2MV5HW[redacted]


NEW YORK
[redacted]
03/14/19
NYMA
JN8AT2MV5HW[redacted]
2017 NISSA SUBN
[redacted] PAS 8 G
3
MONTH
19
YEAR
[redacted]
VEHICLE REGISTRATION


JN8AT2MV5HW


8:37 AM
6
7
8
H
18 140 miles
20
-20
220
km/h
140
1/2
1


8:38 AM
3
4
5
6
7
8
RPM x1000
H
BRAKE
18140 miles
40
60
20
-20


NISSAN






ROGUE


NISSAN
ROGUE
SL AWD


SL AWD








ROGUE


A3
A3


ULTRA DOG PADS
32
A3
A3








top paw
ULTRA DOG PADS
XL
24-HOUR PROTECTION**
SwiftDry
32








Pb


NISSAN



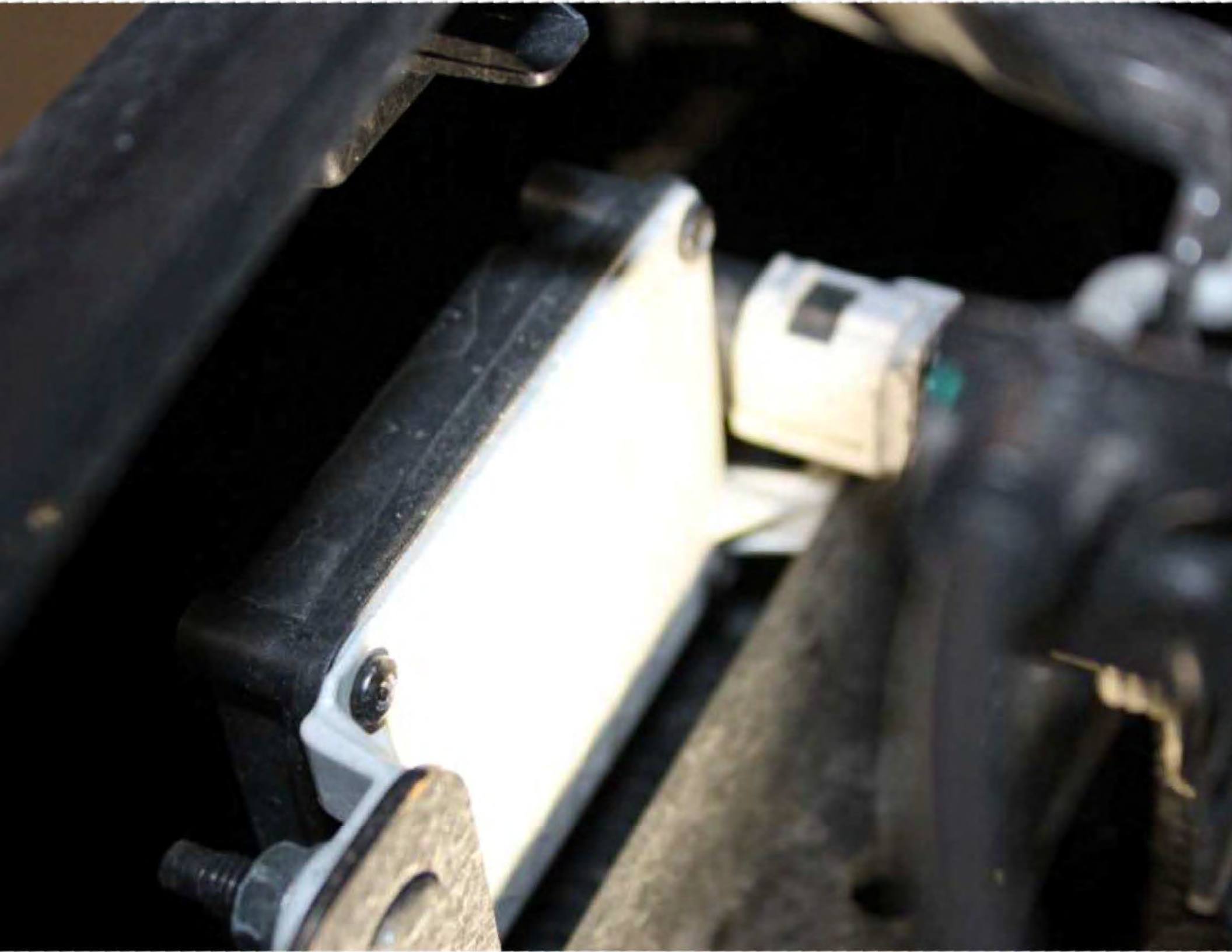

QR25

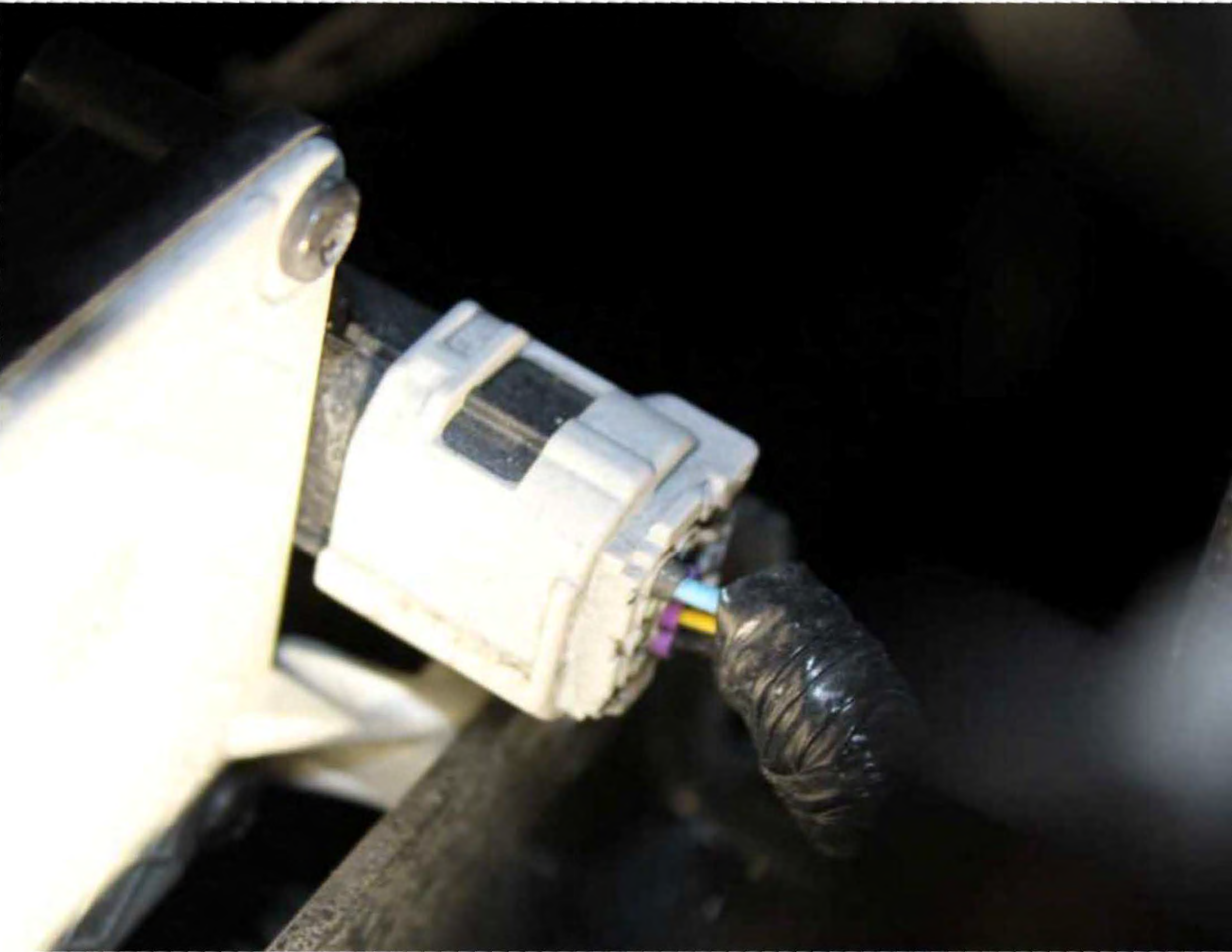

NISSAN

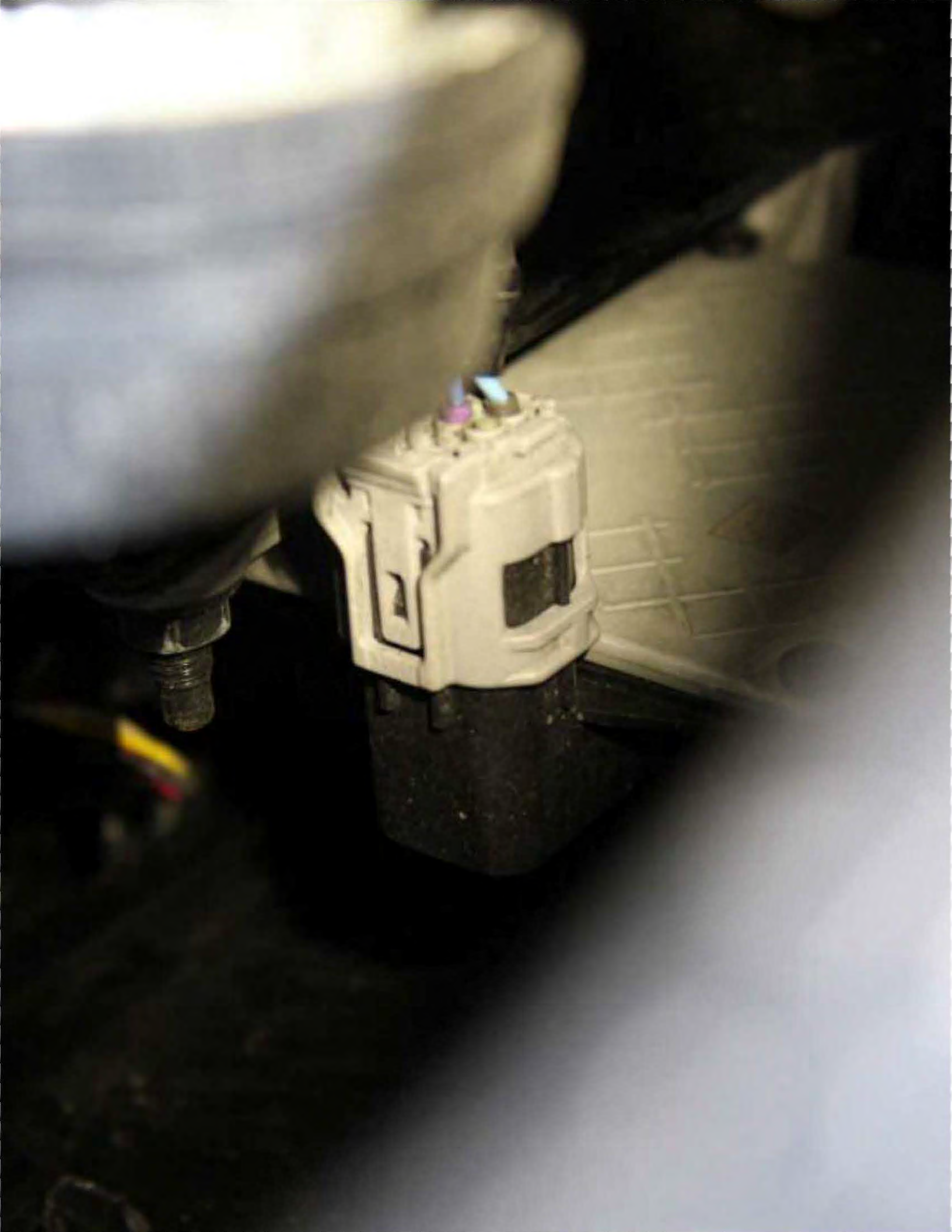

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NISSAN


NISSAN





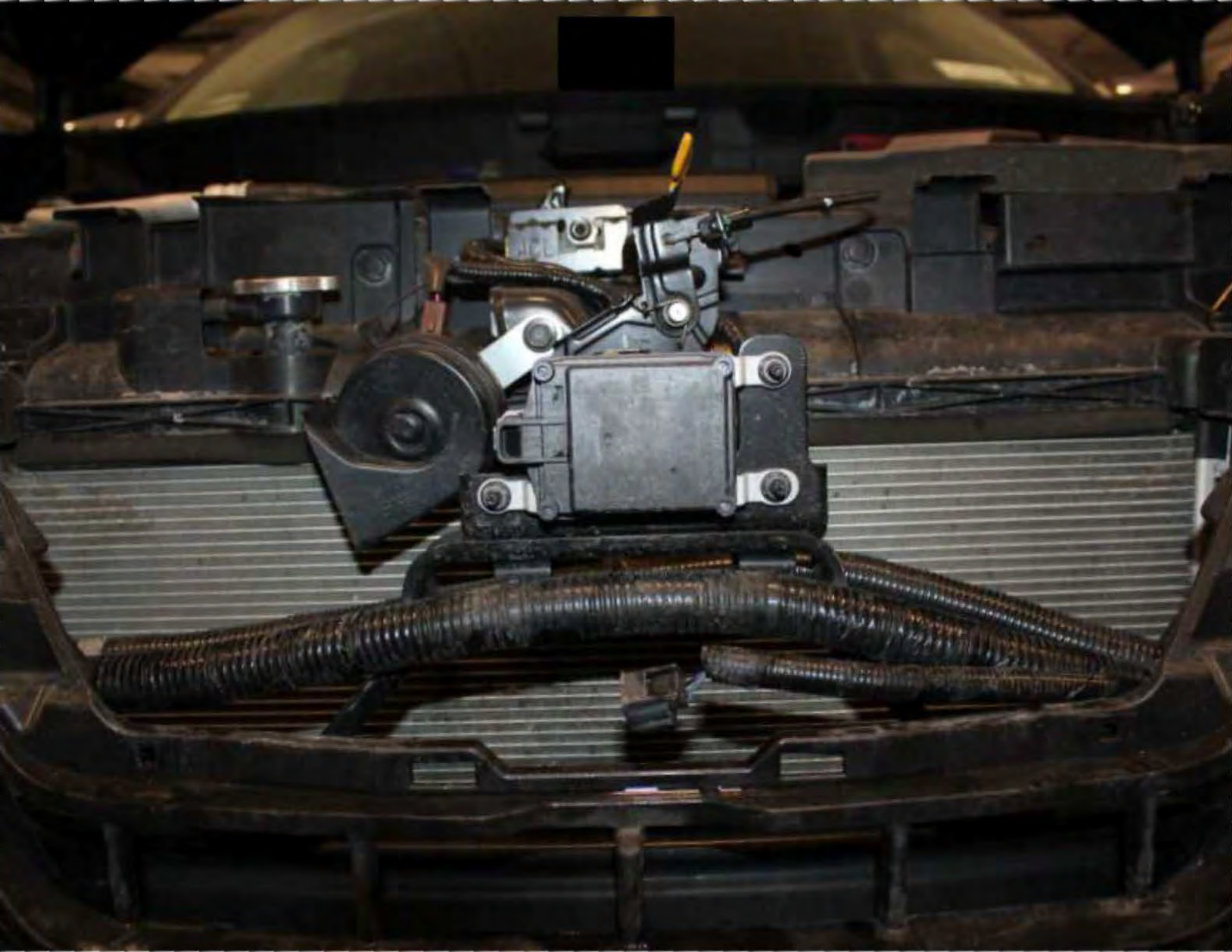



NISSAN







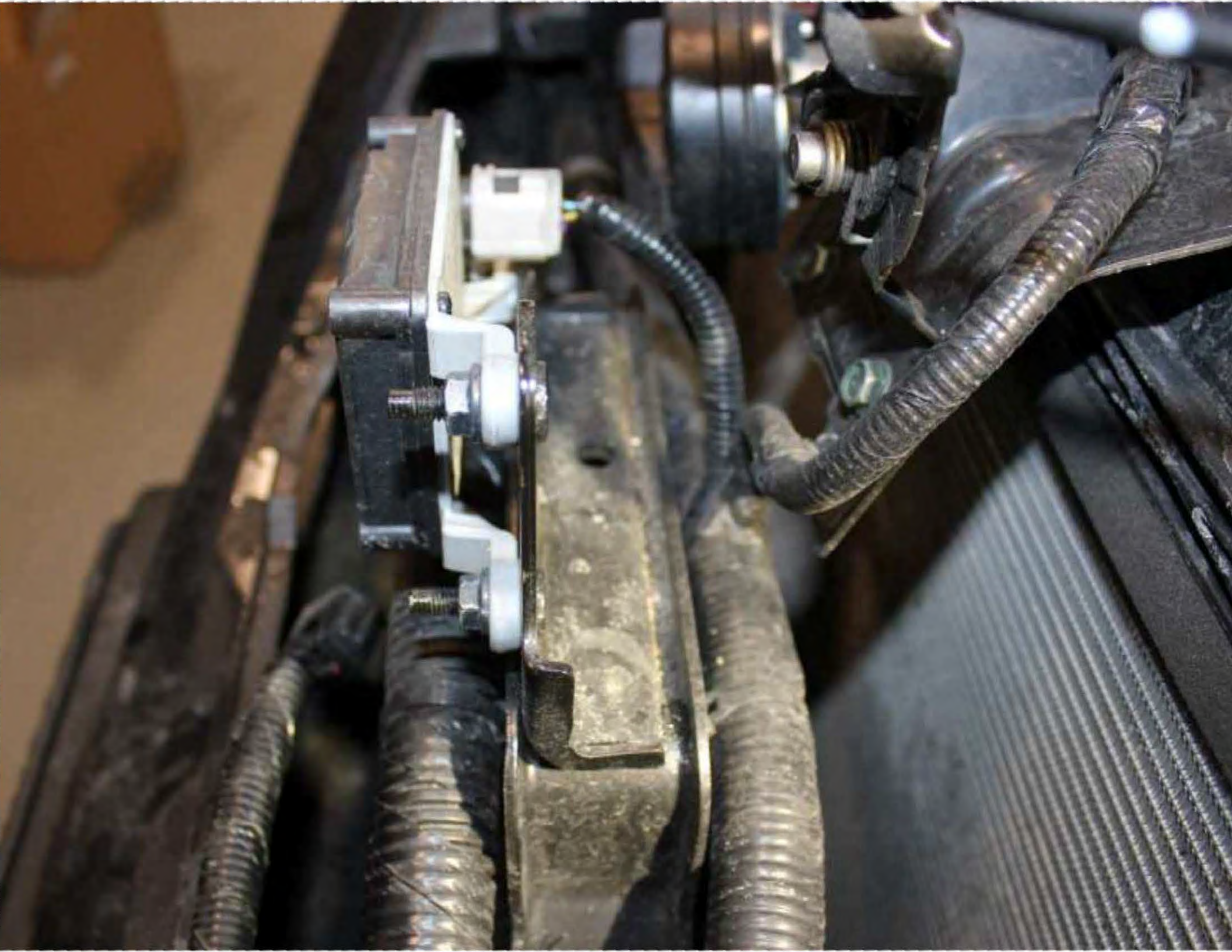


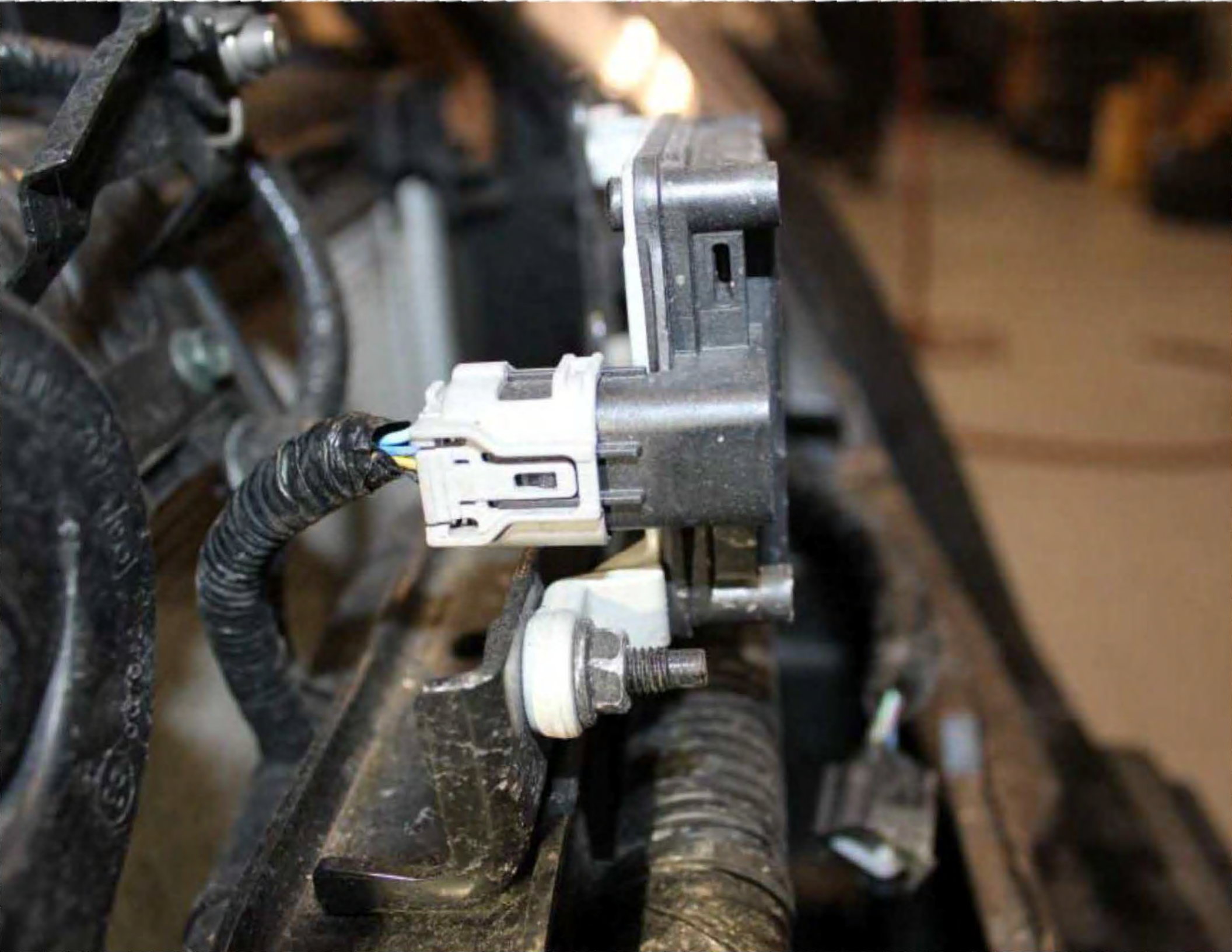


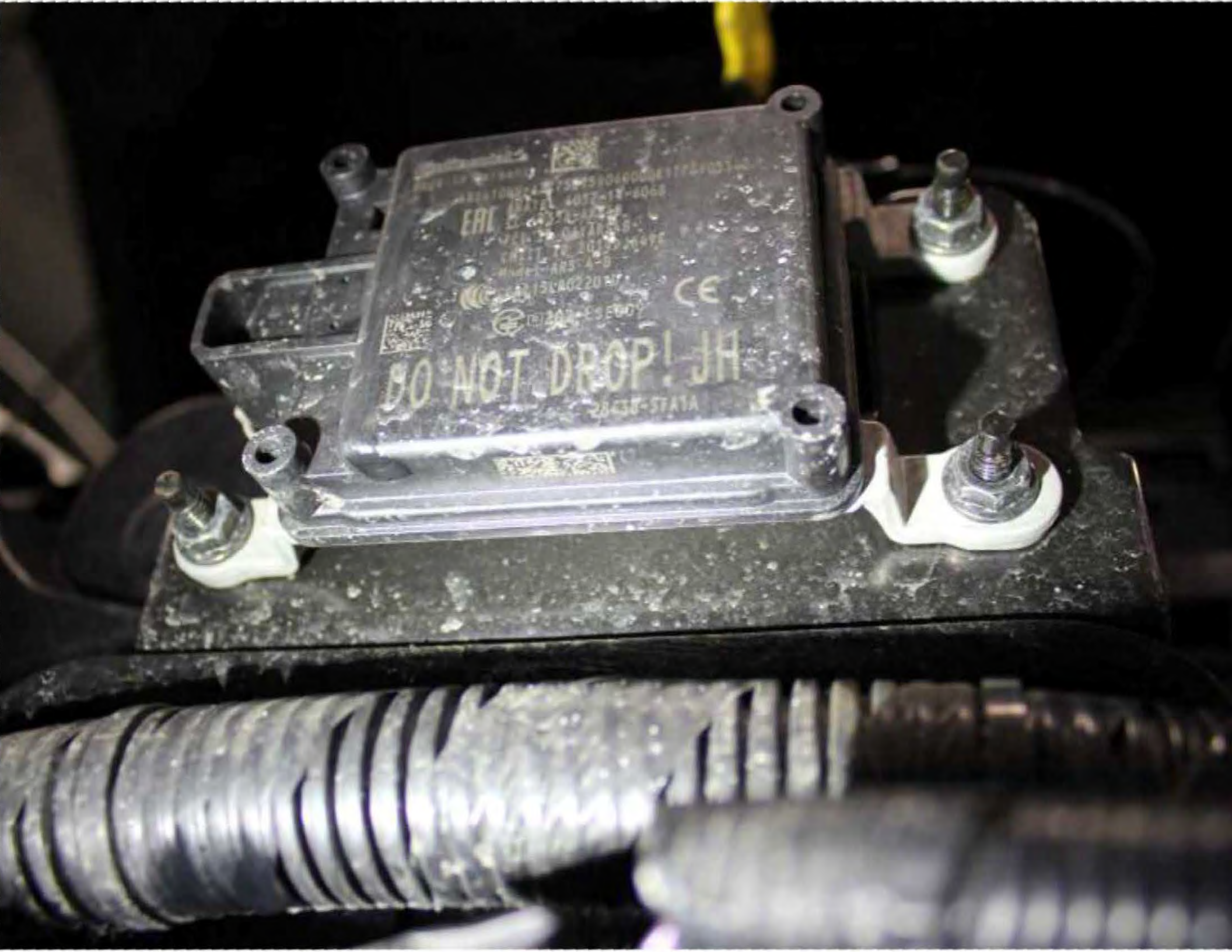


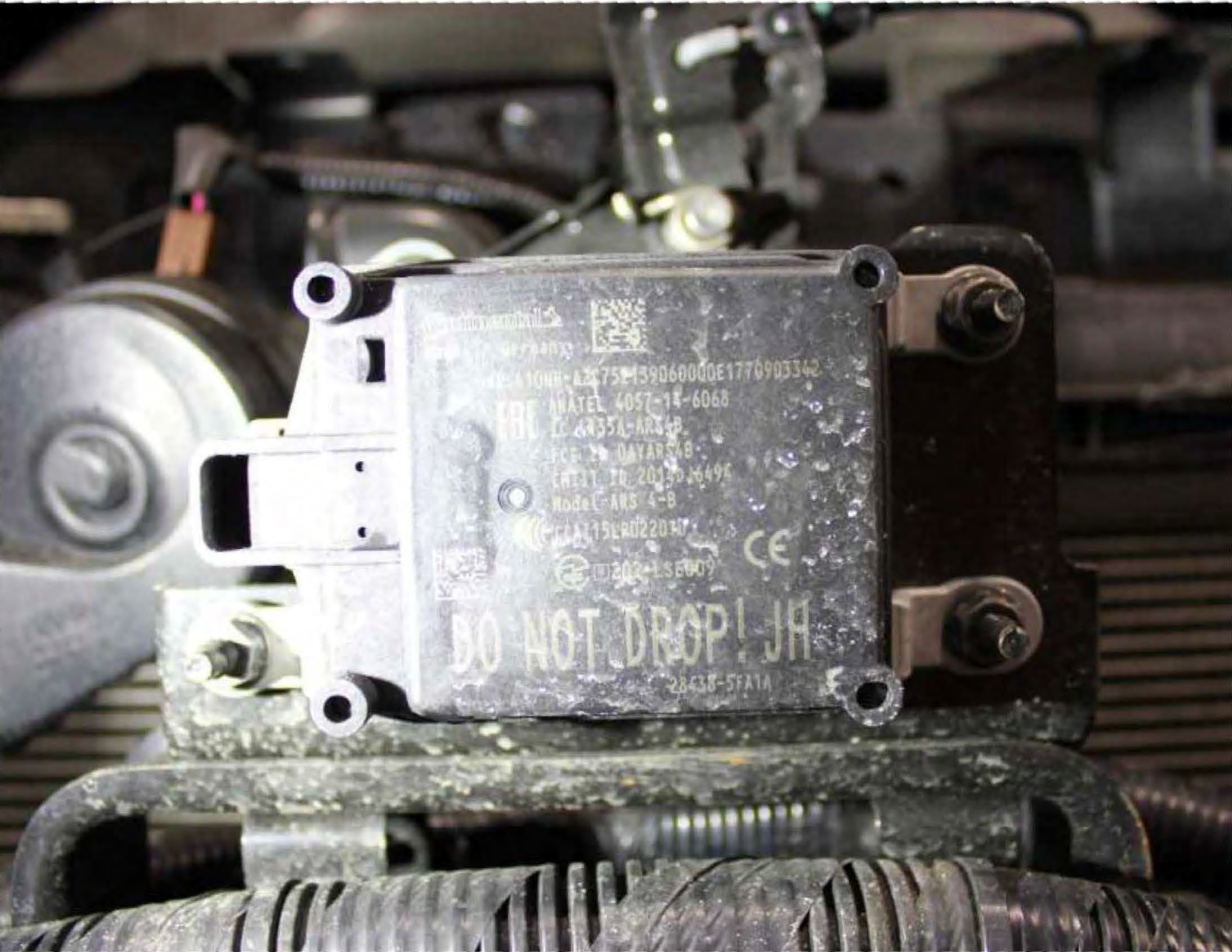



ERL
Model: ARS 4-B
CE
DO NOT DROP ! JH



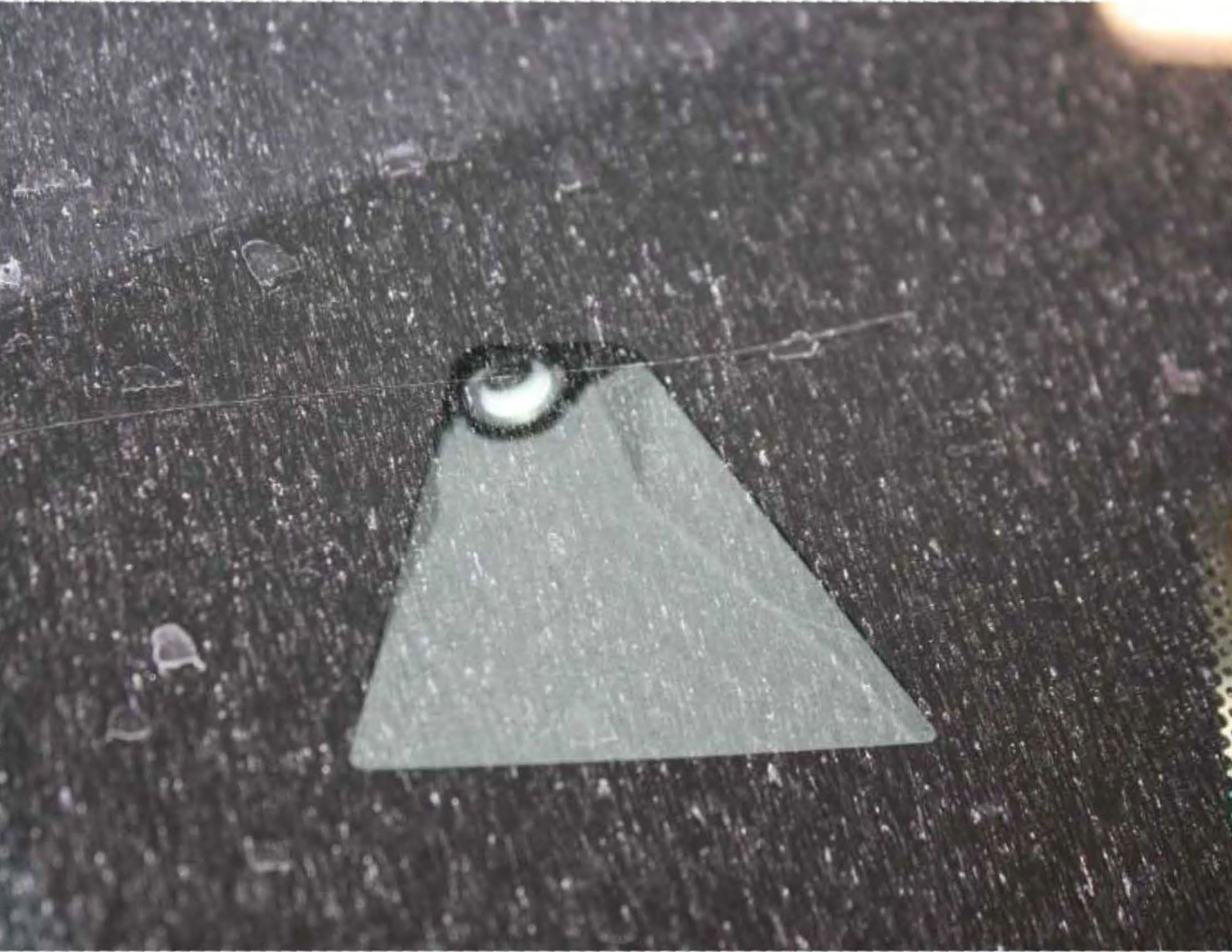



DO NOT DROP! JH


DO NOT DROP! JH








03/14/19
19
YEAR
TION
NEW YORK STATE
SAFETY
INSPECTION
CERTIFICATE
2018
JAN
FEB
MAR
APR
MAY
JUN
JUL
AUG
SEP
OCT
NOV
DEC
NISSAN
AGC AUTOMOTIVE
DOT-477 M214 AS1
LAMISAFE




CF
DO NOT DROP
DX6
284G3 6FL1
1626502508DX6
234130-234
TRW
1025206

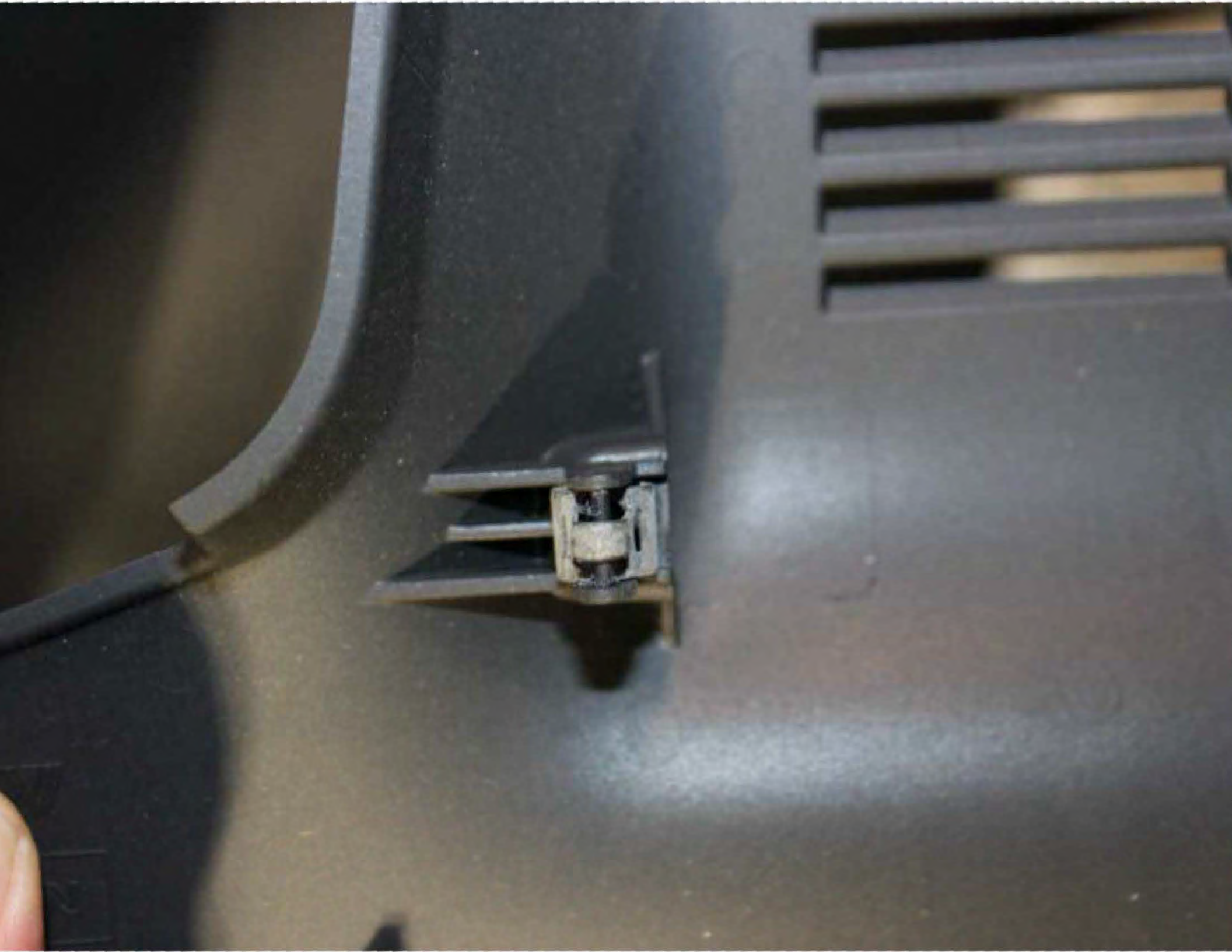
DO NOT DROP
DX6



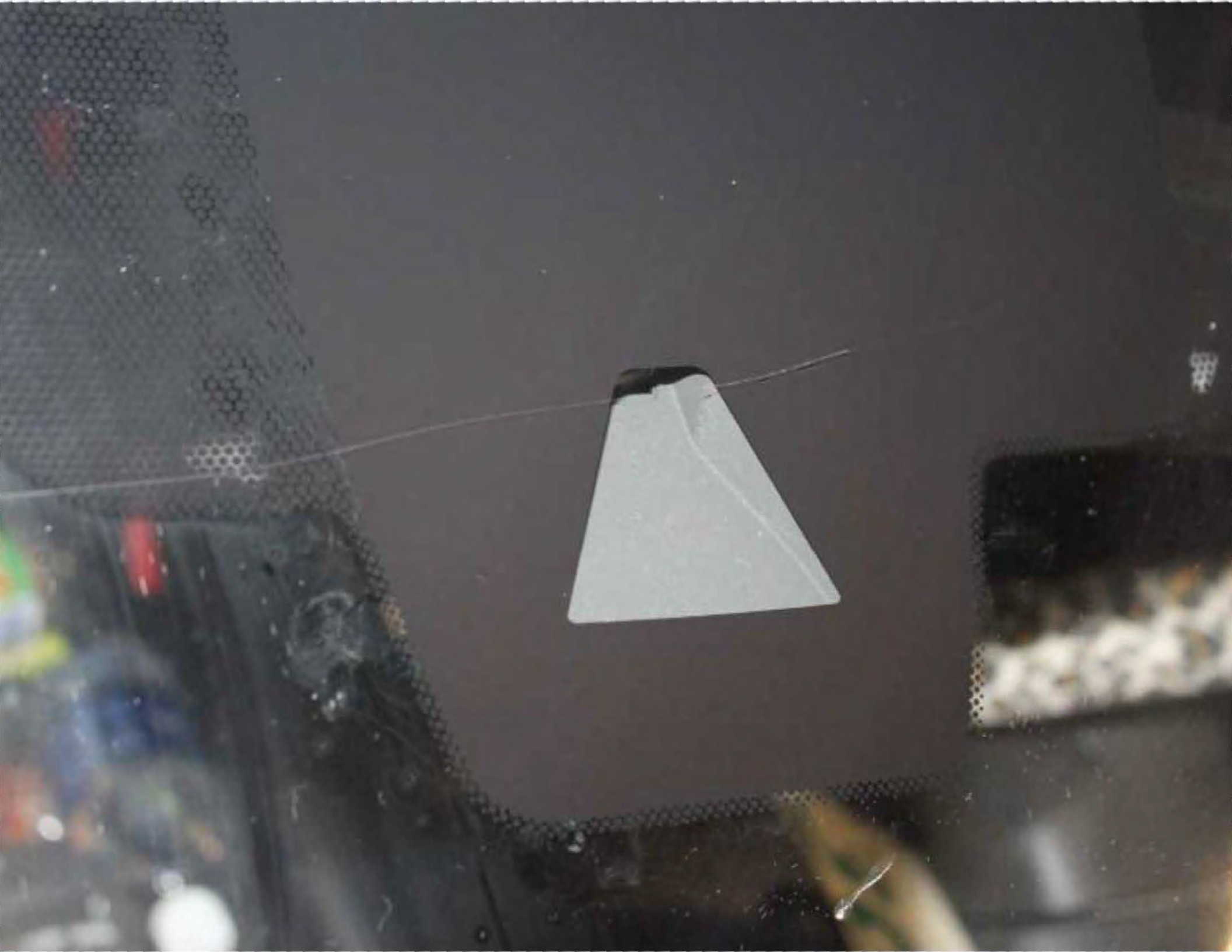

ELEC UNIT
DO NOT DROP
284G3 6FL1
1526502508DX6
234130-234
TRW
1025206







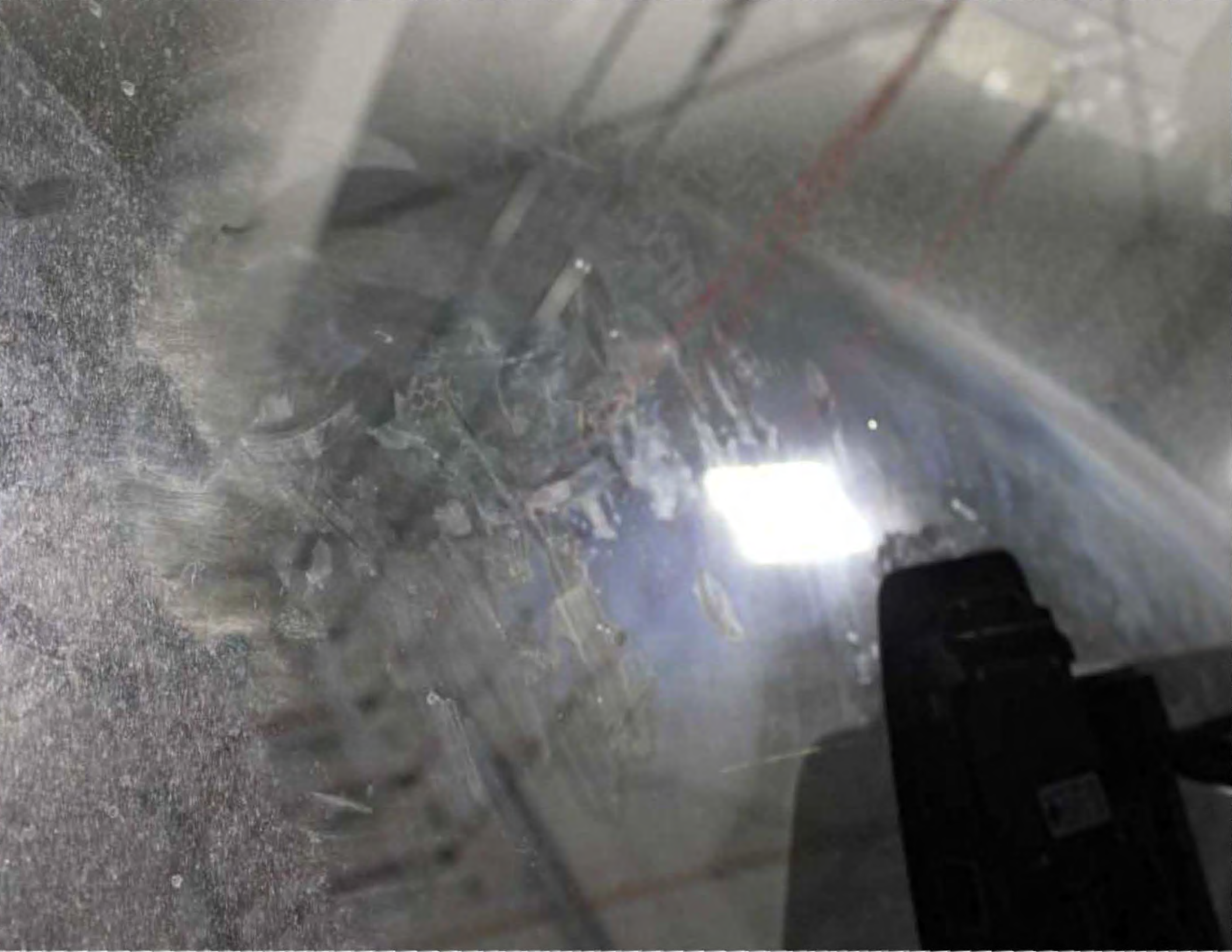













NISSAN


11:10 AM
mpg
60
40
20
0
Current 17.6
Best 33.1
18150 miles
60
MPH
80
100
120
140


4
5
6
7
8
ABS
60
80
100
120
140


11:10 AM
45°F
Safety Shield
P
ECO
121
18150 miles
RPMx1000
MPH
km/h






7
8






AQUAFINA




Schweppes




Schweppes


12:12 PM
47 °F
Settings
Driver Assistance
Clock
Meter Settings
Vehicle Settings
Maintenance
Alarm
P
114
ECO
18,154 miles
RPMx1000
4
5
6
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8
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20
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12:12 PM
47 °F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
ECO
114
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x1000
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12:12 PM
47 °F
Driving Aids
Emergency Brake
Blind Spot
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ECO
114
18154 miles
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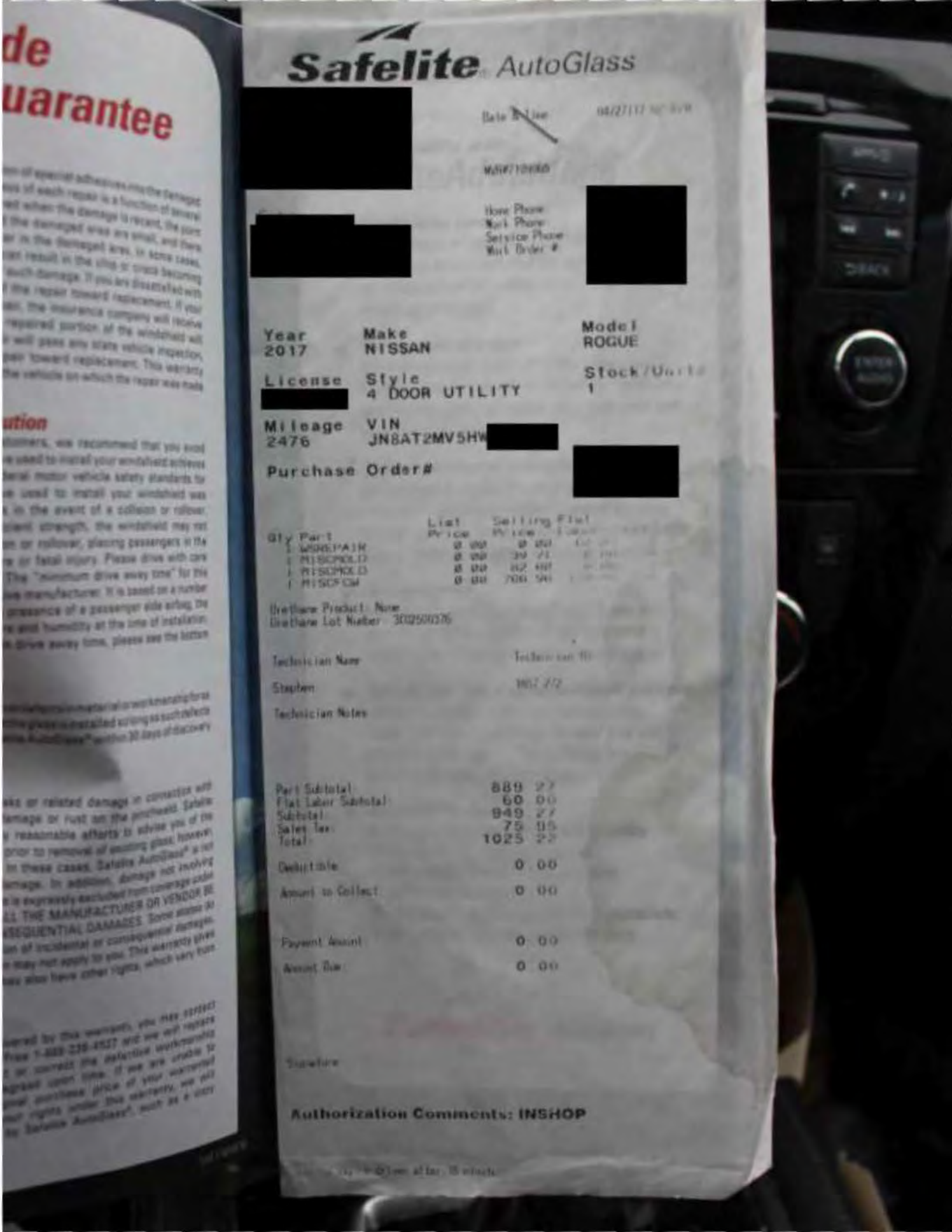

12:12 PM
47 °F
Blind Spot
Warning
P
ECO
114
18154 miles
RPMx1000
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60
20


12:13 PM
Parking Aids
Moving Object
Cross Traffic
P
ECO
114
18154 miles
x1000
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12:13 PM
Chassis Control
Trace Control
Engine Brake
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12:14 PM
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Tire Pressures
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uarantee

ution

Safelite AutoGlass

[redacted]

Date In/Out 08/27/17

MSR#10680

[redacted]

Home Phone
Work Phone
Service Phone
Work Order #

[redacted]

Year	Make	Model
2017	NISSAN	ROGUE

License [redacted]

Style
4 DOOR UTILITY

Stock/Unit #
1

Mileage
2476

VIN
JN8AT2MV5HW[redacted]

Purchase Order#

[redacted]

Qty	Part	List Price	Selling Price	Flat
1	WSHEPAIR	0.00	0.00	
1	MISCPROLD	0.00	39.71	
1	MISCPROLD	0.00	82.66	
1	MISCFCM	0.00	706.90	

Urethane Product: None
Urethane Lot Number: 3002500376

Technician Name

Stephen

Technician Notes

Part Subtotal	889.27
Flat Labor Subtotal	60.00
Subtotal	949.27
Sales Tax	75.95
Total	1025.22
Deductible	0.00
Amount to Collect	0.00
Payment Amount	0.00
Amount Due	0.00

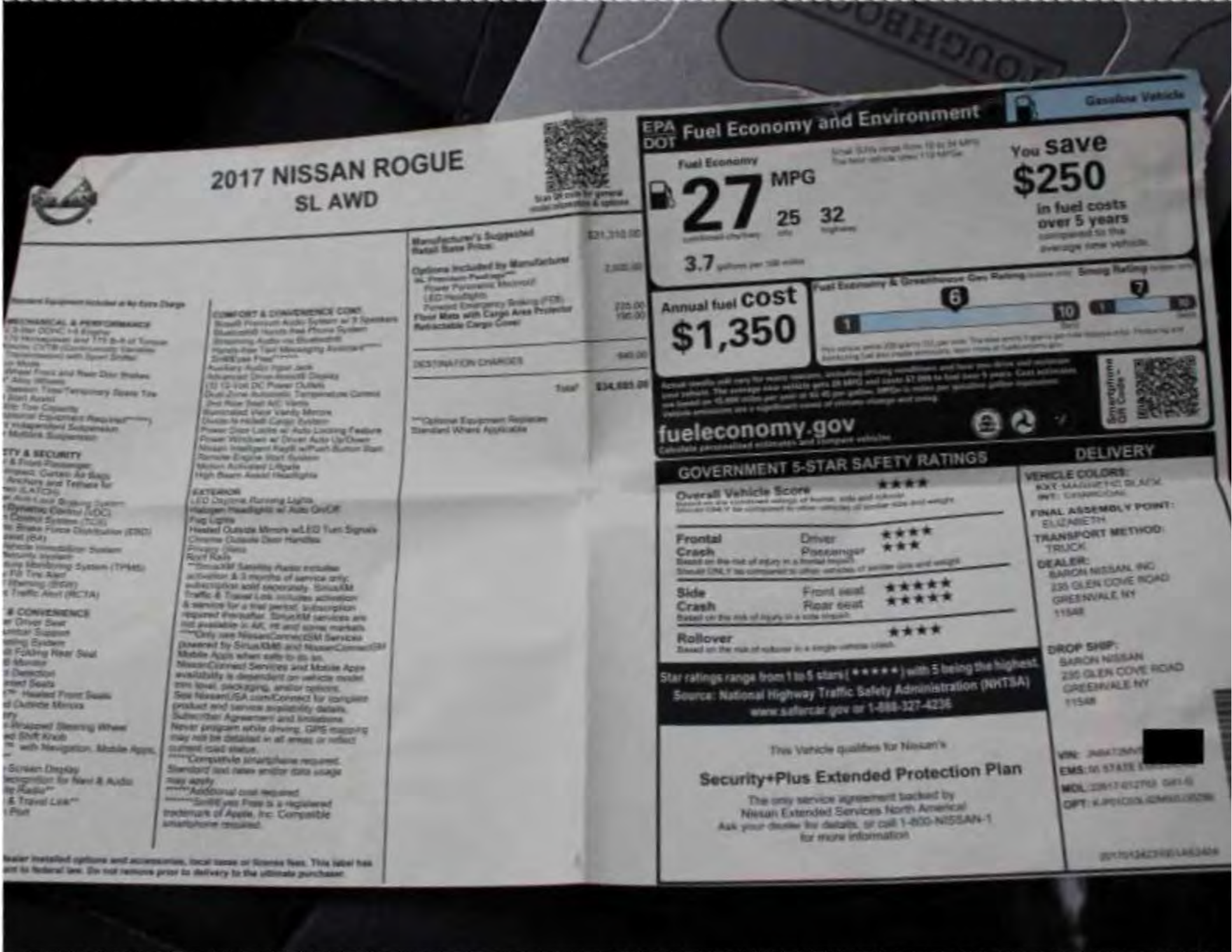
Signature

Authorization Comments: INSHOP









2017 NISSAN ROGUE
SL AWD

Scan QR code for general vehicle information & options

Standard Equipment Included at No Extra Charge

MECHANICAL & PERFORMANCE
2.5-liter DOHC I-4 Engine
Xtronic CVT® (Continuously Variable Transmission) with Sport Shifter
Idle Mode
Wheel Front and Rear Disc Brakes
4-Wheel ABS
Steel Spare Tire/Temporary Spare Tire
Start Assist
Trailer Tow Capacity
Special Equipment Required(*****)
Front Independent Suspension
Multilink Suspension

SAFETY & SECURITY
Driver & Front Passenger Supplemental Curtain Air Bags
Front Seat Mounted Side Airbags and Tethers for Outboard Seats (LATCH)
Vehicle Dynamic Control (VDC)
Traction Control System (TCS)
Electronic Brake Force Distribution (EBD)
Brake Assist (BA)
Tire Pressure Monitoring System (TPMS)
Easy Fill Tire Alert
Blind Spot Warning (BSW)
Rear Cross Traffic Alert (RCTA)

COMFORT & CONVENIENCE
8-Way Driver Seat
Lumbar Support
Heating System
60/40 Folding Rear Seat
Armrest
Motion Detector
Heated Front Seats
Power Outside Mirrors
Steering
Leather-Wrapped Steering Wheel
Gear Shift Knob
Display with Navigation, Mobile Apps, Voice
7" Color Screen Display
Voice Recognition for Navi & Audio
NissanConnect Radio(**)
NissanConnect Services & Travel Link(**)
Compass
Trip Computer

COMFORT & CONVENIENCE CONT.
Bose® Premium Audio System w/ 9 Speakers
Bluetooth® Hands-free Phone System
Streaming Audio via Bluetooth®
Hands-free Text Messaging Assistant(***)
SiriEye Free(****)
Auxiliary Audio Input Jack
Advanced Drive-Assist® Display
(2) 12-Volt DC Power Outlets
Dual-Zone Automatic Temperature Control
2nd Row Seat A/C Vents
Illuminated Visor Vanity Mirrors
Divide-N-Hide® Cargo System
Power Door Locks w/ Auto-Locking Feature
Power Windows w/ Driver Auto Up/Down
Nissan Intelligent Key® w/Push-Button Start
Remote Engine Start System
Motion Activated Liftgate
High Beam Assist Headlights

EXTERIOR
LED Daytime Running Lights
Halogen Headlights w/ Auto On/Off
Fog Lights
Heated Outside Mirrors w/LED Turn Signals
Chrome Outside Door Handles
Privacy Glass
Roof Rails
(**)SiriusXM Satellite Radio includes activation & 3 months of service only; subscription sold separately. SiriusXM Traffic & Travel Link includes activation & service for a trial period; subscription required thereafter. SiriusXM services are not available in AK, HI and some markets.
(***)Only see NissanConnect®SM Services powered by SiriusXM® and NissanConnect® Mobile Apps when safe to do so.
NissanConnect Services and Mobile Apps availability is dependent on vehicle model trim level, packaging, and/or options. See NissanUSA.com/Connect for complete product and service availability details. Subscription Agreement and limitations. Never program while driving. GPS mapping may not be detailed in all areas or reflect current road status.
(****)Compatible smartphone required. Standard text rates and/or data usage may apply.
(*****)Additional cost required.
(******)SiriEye Free is a registered trademark of Apple, Inc. Compatible smartphone required.

Manufacturer's Suggested Retail Base Price:	$31,310.00
Options Included by Manufacturer SL Premium Package(**) Power Panoramic Moonroof LED Headlights Forward Emergency Braking (FEB)	2,600.00
Floor Mats with Cargo Area Protector	225.00
Retractable Cargo Cover	195.00
DESTINATION CHARGES	845.00
Total*	$34,695.00

(**)Optional Equipment Replaces Standard Where Applicable

Dealer installed options and accessories, local taxes or license fees. This label has been affixed pursuant to federal law. Do not remove prior to delivery to the ultimate purchaser.

EPA DOT Fuel Economy and Environment

Gasoline Vehicle

Fuel Economy
27 MPG
25 city / 32 highway
3.7 gallons per 100 miles

You save **$250** in fuel costs over 5 years compared to the average new vehicle.

Annual fuel cost **$1,350**

Fuel Economy & Greenhouse Gas Rating: 6 (1 Worst – 10 Best)
Smog Rating: 7 (1 Worst – 10 Best)

Actual results will vary for many reasons, including driving conditions and how you drive and maintain your vehicle. The average new vehicle gets 24 MPG and costs $2,000 to fuel over 5 years. Cost estimates are based on 45,000 miles per year at $2.40 per gallon. MPGe is miles per gasoline gallon equivalent. Vehicle emissions are a significant cause of climate change and smog.

fueleconomy.gov
Calculate personalized estimates and compare vehicles

Smartphone QR Code

GOVERNMENT 5-STAR SAFETY RATINGS

Overall Vehicle Score		★★★★
Frontal Crash	Driver	★★★★
	Passenger	★★★
Side Crash	Front seat	★★★★★
	Rear seat	★★★★★
Rollover		★★★★

Star ratings range from 1 to 5 stars (★★★★★) with 5 being the highest.
Source: National Highway Traffic Safety Administration (NHTSA)
www.safercar.gov or 1-888-327-4236

This Vehicle qualifies for Nissan's

Security+Plus Extended Protection Plan

The only service agreement backed by Nissan Extended Services North America!
Ask your dealer for details, or call 1-800-NISSAN-1 for more information

DELIVERY

VEHICLE COLORS:
EXT: MAGNETIC BLACK
INT: CHARCOAL

FINAL ASSEMBLY POINT:
ELIZABETH

TRANSPORT METHOD:
TRUCK

DEALER:
BARON NISSAN, INC
235 GLEN COVE ROAD
GREENVALE NY
11548

DROP SHIP:
BARON NISSAN
235 GLEN COVE ROAD
GREENVALE NY
11548

VIN: JN8AT2MV[redacted]
EMS: NI STATE [redacted]
MDL: 2017.5 ROGUE SV(1.6)
OPT: KJP/HOSK/ADMW/C/[redacted]

2017 NISSAN ROGUE
SL AWD

Scan QR code for general model information & options

...ipment Included at No Extra Charge

...CHANICAL & PERFORMANCE
...ter DOHC I-4 Engine
...Horsepower and 175 lb-ft of Torque
...ic CVT® (Continuously Variable ...mission) with Sport Shifter
...Mode
...eel Front and Rear Disc Brakes
...oy Wheels
...eason Tires/Temporary Spare Tire
...ort Assist
...5 Tow Capacity
...ional Equipment Required******)
...ndependent Suspension
...Active Suspension

...Y & SECURITY
...4 Front Passenger
...quest Curtain Air Bags
...chors and Tethers for ...n (LATCH)
...Anti-Lock Braking System
...Dynamic Control (VDC)
...Control System (TCS)
...c Brake Force Distribution (EBD)
...ssist (BA)
...Vehicle Immobilizer System
...ecurity System
...sure Monitoring System (TPMS)
...Fill Tire Alert
...Warning (BSW)
...Traffic Alert (RCTA)

...& CONVENIENCE
...ir Driver Seat
...umbar Support
...ating System
...ats Folding Rear Seat
...ith Monitor
...rt Detection
...ainted Seats
...t™ Heated Front Seats
...nt Outside Mirrors
...nally
...er-Wrapped Steering Wheel
...ped Shift Knob
...t™ with Navigation, Mobile Apps, ...***
...ch-Screen Display
...Recognition for Navi & Audio
...adio***
...o & Travel Link**
...ion Port

COMFORT & CONVENIENCE CONT.
(Install) Premium Audio System w/ 9 Speakers
Bluetooth® Hands-free Phone System
Streaming Audio via Bluetooth®
Hands-free Text Messaging Assistant*****
SiriEyes Free******
Auxiliary Audio Input Jack
Advanced Drive-Assist® Display
(3) 12-Volt DC Power Outlets
Dual-Zone Automatic Temperature Control
2nd Row Seat A/C Vents
Illuminated Visor Vanity Mirrors
Divide-N-Hide® Cargo System
Power Door Locks w/ Auto Locking Feature
Power Windows w/ Driver Auto Up/Down
Nissan Intelligent Key® w/Push Button Start
Remote Engine Start System
Motion Activated Liftgate
High Beam Assist Headlights

EXTERIOR
LED Daytime Running Lights
Halogen Headlights w/ Auto On/Off
Fog Lights
Heated Outside Mirrors w/LED Turn Signals
Chrome Outside Door Handles
Privacy Glass
Roof Rails
**SiriusXM Satellite Radio includes activation & 3 months of service only, subscription sold separately. SiriusXM Traffic & Travel Link includes activation & service for a trial period, subscription required thereafter. SiriusXM services are not available in AK, HI and some markets.
***Only use NissanConnect® Services powered by SiriusXM® and NissanConnect® Mobile Apps when safe to do so. NissanConnect Services and Mobile Apps availability is dependent on vehicle model, trim level, packaging, and/or options. See NissanUSA.com/Connect for complete product and service availability details, Subscriber Agreement and limitations. Never program while driving. GPS mapping may not be detailed in all areas or reflect current road status.
****Compatible smartphone required. Standard text rates and/or data usage may apply.
*****Additional cost required.
******SiriEyes Free is a registered trademark of Apple, Inc. Compatible smartphone required.

Manufacturer's Suggested Retail Base Price:	$31,310.00
Options Included by Manufacturer	
SL Premium Package***	2,025.00
Power Panoramic Moonroof	
LED Headlights	
Forward Emergency Braking (FEB)	
Floor Mats with Cargo Area Protector	225.00
Retractable Cargo Cover	190.00
DESTINATION CHARGES	840.00
Total*	$34,585.00

***Optional Equipment Replaces Standard Where Applicable

...dealer installed options and accessories, local taxes or license fees. This label has ...quant to federal law. Do not remove prior to delivery to the ultimate purchaser.

EPA DOT Fuel Economy and Environment

Gasoline Vehicle

Fuel Economy

27 MPG combined city/hwy

25 city | 32 highway

3.7 gallons per 100 miles

Scale: Sulfur range from 10 to 30 PPM. The best vehicle rates 115 MPGe.

You save $250 in fuel costs over 5 years compared to the average new vehicle.

Annual fuel cost $1,350

Fuel Economy & Greenhouse Gas Rating 6 (1 worst – 10 best)

Smog Rating 7 (1 worst – 10 best)

Tier-3 vehicle emits 346 grams CO2 per mile. The best earns 0 grams per mile because solar, hydrogen and plug-in electric vehicles can earn more at fueleconomy.gov.

Actual results will vary for many reasons, including driving conditions and how you drive and maintain your vehicle. The average new vehicle gets 25 MPG and costs $2,350 to fuel over 5 years. Cost estimates are based on 15,000 miles per year at $2.45 per gallon. MPGe is miles per gasoline gallon equivalent. Vehicle emissions are a significant cause of climate change and smog.

fueleconomy.gov

Calculate personalized estimates and compare vehicles

Smartphone QR Code*

GOVERNMENT 5-STAR SAFETY RATINGS

Overall Vehicle Score ★★★★

Based on the combined ratings of frontal, side and rollover. Should ONLY be compared to other vehicles of similar size and weight.

Frontal Crash Driver ★★★★ Passenger ★★★

Based on the risk of injury in a frontal impact. Should ONLY be compared to other vehicles of similar size and weight.

Side Crash Front seat ★★★★★ Rear seat ★★★★★

Based on the risk of injury in a side impact.

Rollover ★★★★

Based on the risk of rollover in a single-vehicle crash.

Star ratings range from 1 to 5 stars (★★★★★) with 5 being the highest.
Source: National Highway Traffic Safety Administration (NHTSA)
www.safercar.gov or 1-888-327-4236

This Vehicle qualifies for Nissan's

Security+Plus Extended Protection Plan

The only service agreement backed by Nissan Extended Services North America!
Ask your dealer for details, or call 1-800-NISSAN-1 for more information

DELIVERY

VEHICLE COLORS:
EXT: MAGNETIC BLACK
INT: CHARCOAL

FINAL ASSEMBLY POINT:
ELIZABETH

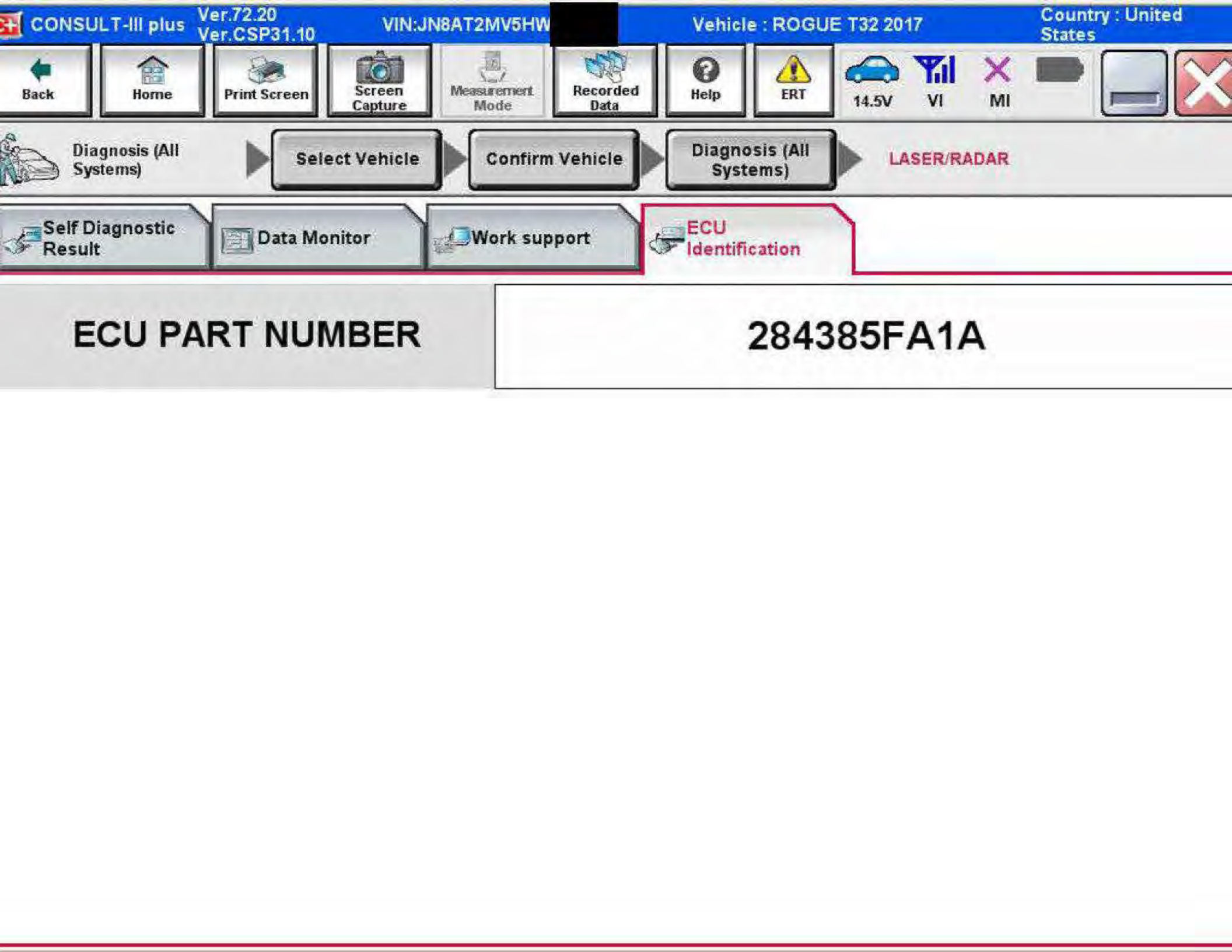
TRANSPORT METHOD:
TRUCK

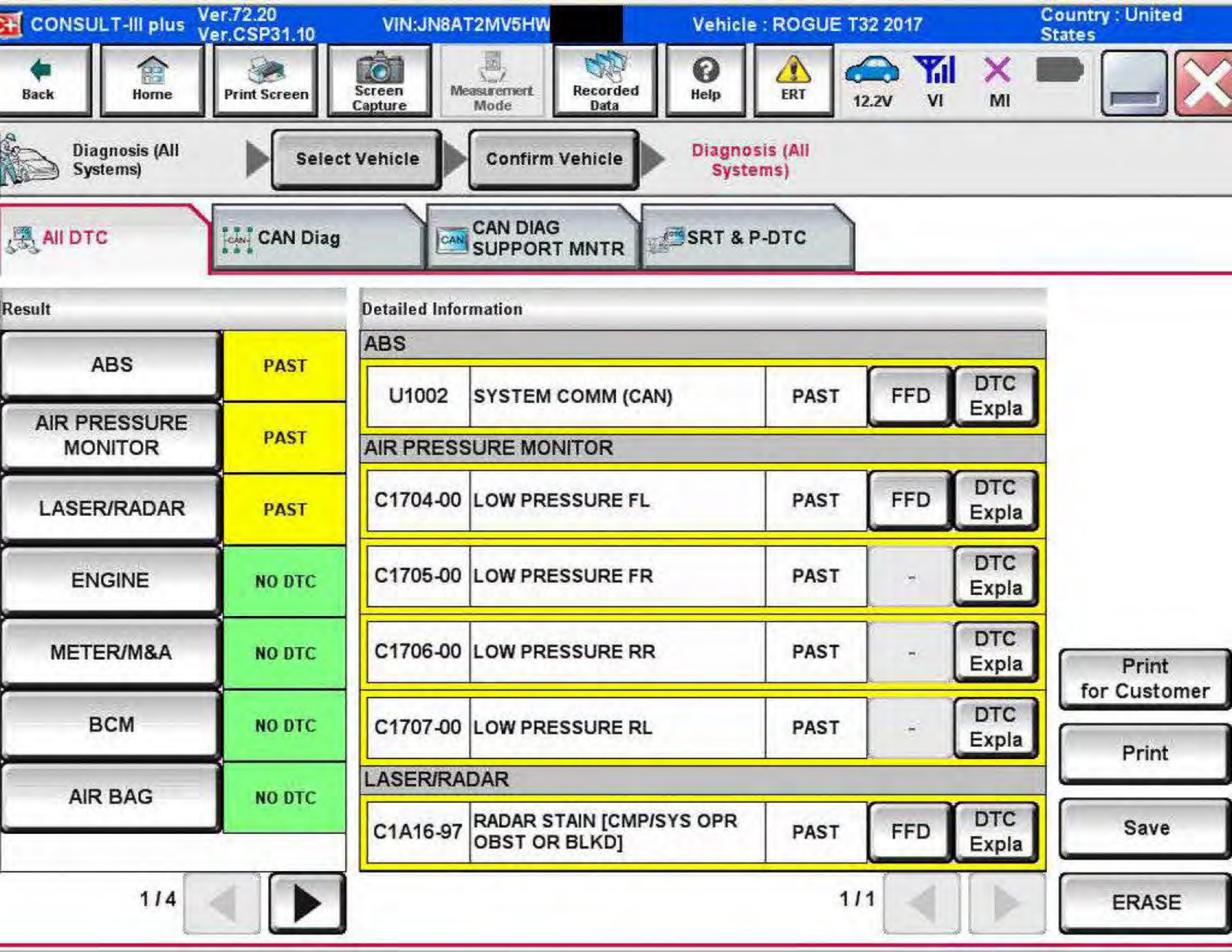
DEALER:
BARON NISSAN, INC.
235 GLEN COVE ROAD
GREENVALE NY
11548

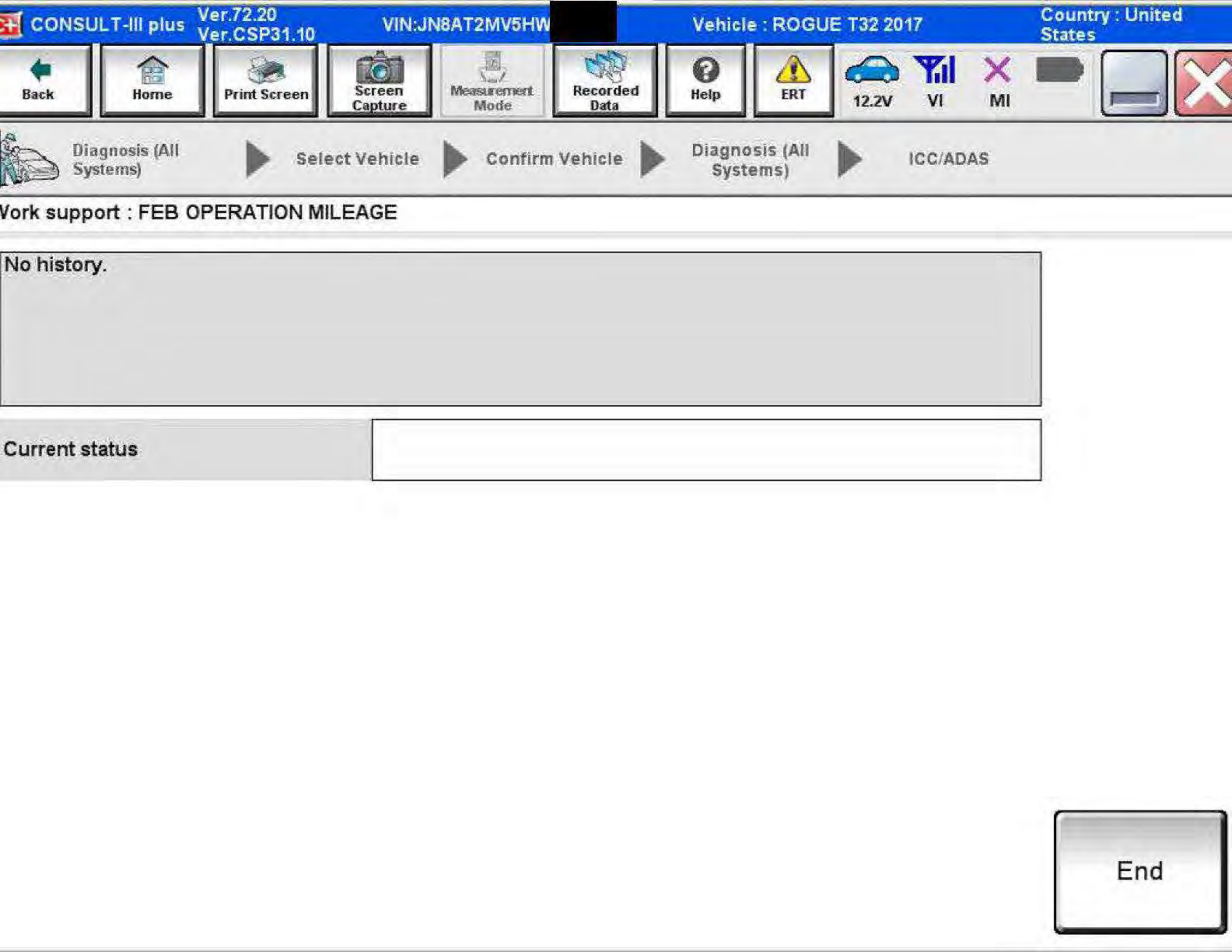
DROP SHIP:
BARON NISSAN
235 GLEN COVE ROAD
GREENVALE NY
11548

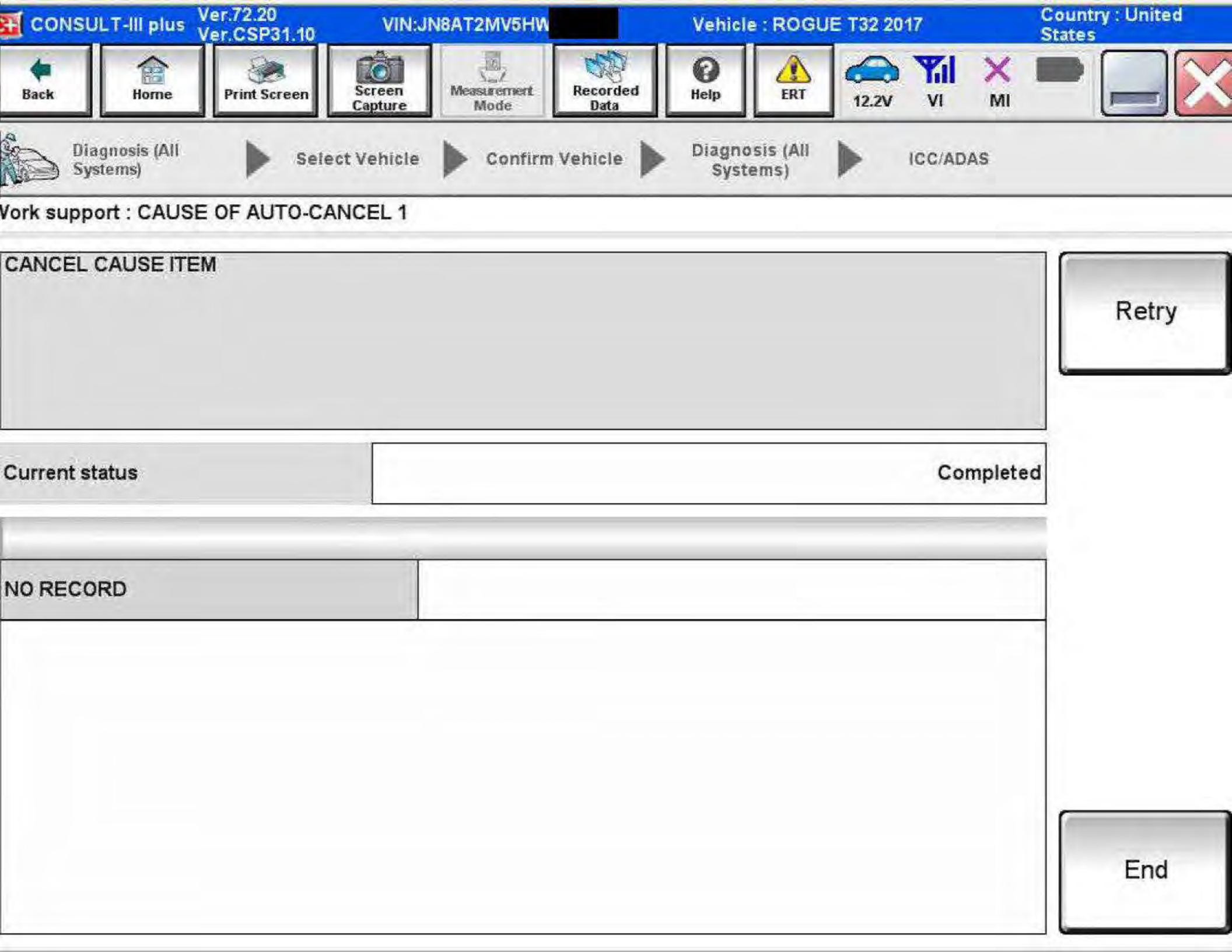
VIN: JN8AT2MV5H[redacted]
EMS: 50 STATE EMISSIONS
MDL: 2017 ROGUE SL AWD
OPT: KA1 QAB SDM 0AT 0BA 0CA 0DA 0EA 0FA 0GA 0HA 0JA 0KA 0LA 0MA 0NA 0PA 0QA 0RA 0SA 0TA 0UA 0VA 0WA 0XA 0YA 0ZA 1AA 1BA 1CA 1DA 1EA 1FA 1GA 1HA 1JA 1KA 1LA 1MA 1NA 1PA 1QA 1RA 1SA 1TA 1UA 1VA 1WA 1XA 1YA 1ZA 2AA 2BA 2CA 2DA 2EA 2FA 2GA 2HA 2JA 2KA 2LA 2MA 2NA 2PA 2QA 2RA 2SA 2TA 2UA 2VA 2WA 2XA 2YA 2ZA 3AA 3BA 3CA 3DA 3EA 3FA 3GA 3HA 3JA 3KA 3LA 3MA 3NA 3PA 3QA 3RA 3SA 3TA 3UA 3VA 3WA 3XA 3YA 3ZA 4AA 4BA 4CA 4DA 4EA 4FA 4GA 4HA 4JA 4KA 4LA 4MA 4NA 4PA 4QA 4RA 4SA 4TA 4UA 4VA 4WA 4XA 4YA 4ZA 5AA 5BA 5CA 5DA 5EA 5FA 5GA 5HA 5JA 5KA 5LA 5MA 5NA 5PA 5QA 5RA 5SA 5TA 5UA 5VA 5WA 5XA 5YA 5ZA 6AA 6BA 6CA 6DA 6EA 6FA 6GA 6HA 6JA 6KA 6LA 6MA 6NA 6PA 6QA 6RA 6SA 6TA 6UA 6VA 6WA 6XA 6YA 6ZA 7AA 7BA 7CA 7DA 7EA 7FA 7GA 7HA 7JA 7KA 7LA 7MA 7NA 7PA 7QA 7RA 7SA 7TA 7UA 7VA 7WA 7XA 7YA 7ZA 8AA 8BA 8CA 8DA 8EA 8FA 8GA 8HA 8JA 8KA 8LA 8MA 8NA 8PA 8QA 8RA 8SA 8TA 8UA 8VA 8WA 8XA 8YA 8ZA 9AA 9BA 9CA 9DA 9EA 9FA 9GA 9HA 9JA 9KA 9LA 9MA 9NA 9PA 9QA 9RA 9SA 9TA 9UA 9VA 9WA 9XA 9YA 9ZA

2017012423102145340


CONSULT-III plus
Ver.72.20
Ver.CSP31.10
VIN:JN8AT2MV5HW
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.5V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
LASER/RADAR
Self Diagnostic Result
Data Monitor
Work support
ECU Identification
ECU PART NUMBER
284385FA1A


CONSULT-III plus
Ver.72.20
Ver.CSP31.10
VIN:JN8AT2MV5HW
Vehicle : ROGUE T32 2017
Country : United States
Back
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Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.2V
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MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
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PAST
AIR PRESSURE MONITOR
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LASER/RADAR
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ENGINE
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METER/M&A
NO DTC
BCM
NO DTC
AIR BAG
NO DTC
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Detailed Information
ABS
U1002
SYSTEM COMM (CAN)
PAST
FFD
DTC Expla
AIR PRESSURE MONITOR
C1704-00
LOW PRESSURE FL
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FFD
DTC Expla
C1705-00
LOW PRESSURE FR
PAST
-
DTC Expla
C1706-00
LOW PRESSURE RR
PAST
-
DTC Expla
C1707-00
LOW PRESSURE RL
PAST
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DTC Expla
LASER/RADAR
C1A16-97
RADAR STAIN [CMP/SYS OPR OBST OR BLKD]
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Print for Customer
Print
Save
ERASE


CONSULT-III plus
Ver.72.20
Ver.CSP31.10
VIN:JN8AT2MV5HW
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.2V
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MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB OPERATION MILEAGE
No history.
Current status
End


CONSULT-III plus
Ver.72.20
Ver.CSP31.10
VIN:JN8AT2MV5HW
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.2V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : CAUSE OF AUTO-CANCEL 1
CANCEL CAUSE ITEM
Retry
Current status
Completed
NO RECORD
End

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
JN8AT2MV5HW[redacted]

Customize Page | Printable View | Help for this Pa

Vehicle Campaigns [0] | Warranty Cases [2] | Cases [2] | Service History [30] | Vehicle Service Contracts [0] | Vehicle History [1] | DTS Field Inspections [2]

Vehicle Detail

VIN	JN8AT2MV5HW[redacted]		
Last Modified By	Alex Kang, 2/23/2018 9:55 AM	Branded Title	
Created By	NNAETL, 1/20/2017 10:57 AM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage	16,839	MSRP	$34,685
Latest Recorded Mileage Units	M		
In Service Date	3/15/2017		

Manufacturing Data

Make/Model	2017 NISSAN ROGUE	Manufacturer Date	12/10/2016
Model Year	2017	Plant Name	KYUSHYU (NML)
Make	NISSAN	PDI Date	
Model Line	ROGUE	Country Code	USA
Model Code	22617	US Specification Indicator	Y
Body Style Type	WAGON 4 DOOR	Emissions Type	50 STATE
Exterior Color	MAGNETIC BLACK	Emissions Certification	
Cylinders		Open Recall	
Transmission Type	CVT	Head Unit	
Model Series		Model Line Code	RGE
Factory Installed Options	C03L92M92P01U35Z66		
Factory Installed Options Descriptions	C03 (50 STATE EMISSIONS), L92 (FLOOR MATS (2-PIECE FRONT AND), M92 (RETRACTABLE CARGO COVER), P01 (SL PREMIUM PACKAGE), U35 (NAVIGA MANUAL), Z66 (ACTIVATION DISCLAIMER)		

Vehicle Tools

Total Approved Checks VIN Decoder

System Information

Latest Owner (BETA) [redacted]

Warranty Information

S No.	Warranty Description	Warranty Expiration Date	Warranty Expiration Miles	Warranty Exclusion Code	Warranty Exclusion Name	Warranty Extensions/Cust Service Initiatives Flag	Branded Desc
1	BASIC COVERAGE	3/15/2020	36,000				
2	POWERTRAIN COVERAGE	3/15/2022	60,000				
3	SEAT BELT	3/15/2027	999,999				
4	CORROSION COVERAGE (PERFORATION)	3/15/2022	999,999				
5	FEDERAL EMISSION LONG TERM DEFECT	3/15/2025	60,000				

Vehicle Retail Sales

Vehicle Retail Sales

Action	Name	Owner	Selling Dealer	Sale Type	Vehicle Model	Purchase Date	Rewind Indicator
View	VRS[redacted]	[redacted]	BARON NISSAN	Retail Sale	ROGUE	3/15/2017	

Vehicle Ownership

Vehicle Ownership

New Vehicle Ownership

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

Vehicle Campaigns

Vehicle Campaigns Hel

No records to display

Warranty Cases

Warranty Cases Hel

Action	Case Number	Dealer Name	Repair/Work Order	Repair/Work Order Open Date	Job/Line Number	HOST Reference Number	Approval Statu
	[redacted]	FUCCILLO NISSAN OF LATHAM	44549		1		
	[redacted]	FUCCILLO NISSAN OF LATHAM	44549	7/10/2017	2	[redacted]	Approved

Cases

Print Cases

Cases Hel

Action	Case Number	Type	Account Name	Date/Time Opened	Date/Time Closed	Current Mileage	Status	CST Approvals	Owner Na
Edit | Cls	[redacted]	CA	[redacted]	1/29/2018 4:59 PM		16,839	Open	0	Alex Kanc
Edit | Cls	[redacted]	TECH LINE		7/11/2017 12:26 PM	7/11/2017 3:26 PM	6,737	Pending Dealer Reply	0	Brian Terl

Service History

Service History Hel

Action	SRH Number	PNC Code Description	Primary Operation Code Description	Coverage Code/Pay Type	Transaction Date/VR Close Date	Vehicle Mileage	Customer	Dealer Code	Work Order #	Claim
	SRH-[redacted]		DURING THE MULTIPOINT INSPECTION THE BRAKE WEAR WAS FOUND TO BE MINIMAL	C	9/10/2017	9,264	[redacted]	5409	[redacted]	
	SRH-[redacted]		DURING MULTI POINT INSPECTION, TECHNICIAN FOUND THAT TIRES HAVE OVER 6/32" OF TREAD REMAINING	C	9/10/2017	9,264	[redacted]	5409	[redacted]	
	SRH-[redacted]		CUSTOMER REQUESTS THE BASIC BG 5K INTERVAL SERVICE WHICH INCLUDES LUBE OIL AND FILTER, BG MOA, TIRE ROTATION AND SET TIRE PRESSURES	C	9/10/2017	9,264	[redacted]	5409	[redacted]	
	SRH-[redacted]		(Multi-point inspection)	C	9/10/2017	9,264	[redacted]	5409	[redacted]	
	SRH-[redacted]	BRAKE BOOSTER ASS'Y		FW	12/4/2017	13,788	[redacted]	5409	[redacted]	5
	SRH-[redacted]	EC-FUEL FILLER CAP		FW	12/4/2017	13,788	[redacted]	5409	[redacted]	1
	SRH-[redacted]		CUSTOMER STATES THE VEHICLE STOPS ON ITS OWN ON THE HIGHWAY	W	11/30/2017	13,795	[redacted]	5409	[redacted]	
	SRH-[redacted]		DURING THE MULTIPOINT INSPECTION THE BRAKE WEAR WAS FOUND TO BE MINIMAL	I	11/30/2017	13,795	[redacted]	5409	[redacted]	
	SRH-[redacted]		DURING MULTI POINT INSPECTION, TECHNICIAN FOUND THAT TIRES HAVE OVER 6/32" OF TREAD REMAINING	I	11/30/2017	13,795	[redacted]	5409	[redacted]	
	SRH-[redacted]		(Multi-point inspection)	I	11/30/2017	13,795	[redacted]	5409	[redacted]	
	SRH-[redacted]		Customer states that the vehicle is skipping and just stops (Check Engine Light MIL)	W	11/30/2017	13,795	[redacted]	5409	[redacted]	
	SRH-[redacted]			PD	1/31/2017	2	NP BARON NISSAN INC	2404	[redacted]	1
	SRH-[redacted]	SIDE AIR BAG MODULE		FW	8/13/2017	6,711	[redacted]	5409	[redacted]	1
	SRH-[redacted]	DISTANCE SENSOR ASSY		FW	11/21/2017	6,711	[redacted]	5409	[redacted]	2
	SRH-[redacted]	DISTANCE SENSOR ASSY		FW	7/10/2017	6,389	[redacted]	5409	[redacted]	1
	SRH-[redacted]				1/26/2017	1	NP NP	2420	[redacted]	
	SRH-[redacted]		DURING THE MULTIPOINT INSPECTION THE BRAKE WEAR WAS FOUND TO BE MINIMAL	I	8/9/2017	6,737	[redacted]	5409	[redacted]	
			DURING MULTI POINT							

SRH-[redacted]	INSPECTION, TECHNICIAN FOUND THAT TIRES HAVE OVER 6/32" OF TREAD REMAINING	I	8/9/2017	6,737	[redacted]	5409	[redacted]
SRH-[redacted]	PERFORM MULTI-POINT INSPECTION	I	8/9/2017	6,737	[redacted]	5409	[redacted]
SRH-[redacted]	CUSTOMER STATES THAT ON LAST VISIT ON THE WAY HOME AIR BAG LIGHT APPEARED ON DASH AND ALSO WHILE DRIVING TODAY AROUND 9:30-10:00 AM BRAKE SYSTEM LOCKED UP..NOTE ON LAST VISIT MASTER TECHNICIAN DIAGNOSED CONCERN AND CHECK FOR CODES BUT FOUND NO CODES IN S...	W	8/9/2017	6,737	[redacted]	5409	[redacted]
SRH-[redacted]	CLIENT REPORTS AIR BAG LIGHT IS ON 99.00 PLUS TAX	W	8/9/2017	6,737	[redacted]	5409	[redacted]
SRH-[redacted]	DURING THE MULTIPOINT INSPECTION THE BRAKE WEAR WAS FOUND TO BE MINIMAL	I	7/6/2017	6,399	[redacted]	5409	[redacted]
SRH-[redacted]	DURING MULTI POINT INSPECTION, TECHNICIAN FOUND THAT TIRES HAVE OVER 6/32" OF TREAD REMAINING	I	7/6/2017	6,399	[redacted]	5409	[redacted]
SRH-[redacted]	PERFORM MULTI-POINT INSPECTION	I	7/6/2017	6,399	[redacted]	5409	[redacted]
SRH-[redacted]	CUSTOMER STATES THAT WHILE DRIVING AT 55MPH ON THE HIGHWAY WARNING LIGHT CAME UP ON DASH IN A TRIANGLE SHAPE DISPLAY THEN VEHICLE BRAKE LOCKED UP STOPPING VEHICLE IMMIDIATELY WITHOUT CUST DEPRESSING THE BRAKE...CHECK AND ADVISE	W	7/6/2017	6,399	[redacted]	5409	[redacted]
SRH-[redacted]	C/S PERFORM NY SAFETY INSPECTION	I	3/15/2017	5	Baron Nissan Inc	2404	[redacted]
SRH-[redacted]	C/S CK FOR PDI	W	1/30/2017	2		2404	[redacted]
SRH-[redacted]	CUSTOMER REQUESTS THE BASIC BG 5K INTERVAL SERVICE WHICH INCLUDES LUBE OIL AND FILTER, BG MOA, TIRE ROTATION AND SET TIRE PRESSURES	C	2/17/2018	18,145	[redacted]	5409	[redacted]
SRH-[redacted]	CUSTOMER STATES DTS TO PERFORM INSPECTION FOR FEB CONCERN	C	2/17/2018	18,145	[redacted]	5409	[redacted]
SRH-[redacted]	(Multi-point inspection)	C	2/17/2018	18,145	[redacted]	5409	[redacted]

Vehicle Service Contracts

Vehicle Service Contracts Help

No records to display

Vehicle History

Vehicle History Help

Date	User	Action
1/20/2017 10:57 AM	NNAETL	Created.

DTS Field Inspections

New DTS Field Inspection

DTS Field Inspections Help

Action	Title	Status	Created Date	Related Support Case	Owner First Name	Owner Last Name	DTS Team	DTS Inspection Date	Report Date
Edit	JN8AT2MV5HW[redacted]	Completed	7/13/2017		Michael	Gorrill	NER	7/13/2017 1:00 PM	7/13/2017 1:44
Edit	[redacted]	Completed	2/9/2018	29679439	Michael	Gorrill	NER	2/16/2018 8:00 AM	2/23/2018 9:51

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Always show me fewer / more records per related list

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CONSULT-III plus Ver.72.20 Ver.CSP31.10 VIN:JN8AT2MV5HW[redacted] Vehicle : ROGUE T32 2017 Country : United States

Back | Home | Print Screen | Screen Capture | Measurement Mode | Recorded Data | Help | ERT | 12.2V | VI | MI

Diagnosis (All Systems) > Select Vehicle > Confirm Vehicle > Diagnosis (All Systems)

All DTC | CAN Diag | CAN DIAG SUPPORT MNTR | SRT & P-DTC

Result	
ABS	PAST
AIR PRESSURE MONITOR	PAST
LASER/RADAR	PAST
ENGINE	NO DTC
METER/M&A	NO DTC
BCM	NO DTC
AIR BAG	NO DTC

1 / 4

Detailed Information

ABS

U1002	SYSTEM COMM (CAN)	PAST	FFD	DTC Expla

AIR PRESSURE MONITOR

C1704-00	LOW PRESSURE FL	PAST	FFD	DTC Expla
C1705-00	LOW PRESSURE FR	PAST	-	DTC Expla
C1706-00	LOW PRESSURE RR	PAST	-	DTC Expla
C1707-00	LOW PRESSURE RL	PAST	-	DTC Expla

LASER/RADAR

C1A16-97	RADAR STAIN [CMP/SYS OPR OBST OR BLKD]	PAST	FFD	DTC Expla

1 / 1

Print for Customer | Print | Save | ERASE

Work support : FEB OPERATION MILEAGE

No history.

Current status	

End

CONSULT-III plus Ver.72.20 Ver.CSP31.10 VIN:JN8AT2MV5HW[redacted] Vehicle : ROGUE T32 2017 Country : United States

Back | Home | Print Screen | Screen Capture | Measurement Mode | Recorded Data | Help | ERT | 12.2V | VI | MI

Diagnosis (All Systems) ▶ Select Vehicle ▶ Confirm Vehicle ▶ Diagnosis (All Systems) ▶ ICC/ADAS

Work support : CAUSE OF AUTO-CANCEL 1

CANCEL CAUSE ITEM

Retry

Current status	Completed

NO RECORD	

End

CONSULT-III plus Ver.72.20 Ver.CSP31.10 VIN:JN8AT2MV5HW[redacted] Vehicle : ROGUE T32 2017 Country : United States

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Diagnosis (All Systems) > Select Vehicle > Confirm Vehicle > Diagnosis (All Systems) > LASER/RADAR

Self Diagnostic Result | Data Monitor | Work support | ECU Identification

ECU PART NUMBER	284385FA1A