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	KNMAT2MV3JP[redacted]
User	KEVIN MACKAY
Case Number	[redacted]
EDR Data Imaging Date	02/16/2018
Crash Date	01/16/2018
Filename	KNMAT2MV3JP[redacted]_ACM.CDRX
Saved on	Friday, February 16 2018 at 12:42:21
Imaged with CDR version	Crash Data Retrieval Tool 17.6
Imaged with Software Licensed to (Company Name)	Nissan North America, Inc.
Reported with CDR version	Crash Data Retrieval Tool 17.6
Reported with Software Licensed to (Company Name)	Nissan North America, Inc.
EDR Device Type	Airbag Control Module
Event(s) recovered	None

Comments

No comments entered.

Data Limitations

General Information:

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

Airbag Control Unit (ACU)

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

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

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

Data Element Sign Convention:

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

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

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

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

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

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

0701_Nissan001_r006

DTCs at Time of Retrieval

None

Hexadecimal Data

```
DID    Data

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

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

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

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

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

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

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

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

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

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

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

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

F1A0  20

      59 02 09

      59 02 09

      59 0F 08
```

Disclaimer of Liability

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

Incident Investigation

CAR # [redacted]
Claimant
VIN KNMAT2MV3JP[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 Dix Hills State NY Zip Code [redacted] Country United States

☒ Driver Same as Claimant
☒ Owner Same as Claimant

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

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

II. Vehicle

Model Year 2018 Model Name Rogue Mfg. Date 9/14/2017 VIN KNMAT2MV3JP[redacted]

Mileage 440 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	None	○ Open ◉ Closed	2/24/2018

Add Row | Remove Row

III. Description of Incident & Claim

Source of Information Claimant. Incident Date 1/16/2018 Time 1:01 PM

Location of Incident (describe fully) Half Hollow Hills School, Huntington NY.

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

Vision obstruction (describe) None

Temperature at time of incident 35.1°F Parking location prior to time of incident Not Given.

Incident Investigation

CAR # [redacted]
Claimant
VIN KNMAT2MV3JP[redacted]

Overnight temperature prior to incident: 24.1°F
Length of time parked: Not Given

Ice/Snow accumulation on vehicle? ○ Yes ◉ No

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

Sequence of Events (according to claimant): Claimant stated that he was driving on Half Hollow Hills School Road at about 30 miles per hour, when the vehicle came to a halt on the road. Claimant states he heard a grind before the vehicle came to a stop. Claimant states there were two lanes in each direction with no concrete barrier, grass median or turning lane between the two directions of traffic. Claimant states he was in the right hand lane, and no vehicles to the left or right of his vehicle at time of incident. Claimant states there were not vehicles in front of his vehicle and that the roadway was flat. Claimant states that there was no constructions being performed on the road at the time of incident. Claimant states he was in a cruising state with the steering wheel in the straight ahead position. Claimant states the weather was clear at the time.

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

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

Special Circumstances: None Given.

Actions taken after incident and results of those actions: Accelerator pressed and vehicle began to operate normally.

Vehicle Estimated Speed: 30 mph. Source: Claimant Posted Speed Limit: 20 mph.

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

Witness Present? ○ YES ◉ NO

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

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

#	Allegation	Allegation made by
1	Claimant alleges that the vehicle was being operated on roadway when the FEB system operated on its own with out any vehicle or obstructions in front of the vehicle.	Claimant.

Add Allegation | Remove Allegation

IV. Occupants & Injuries

Source of Information: Claimant.

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN KNMAT2MV3JP[redacted]

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



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

Address [redacted] Dix Hills, NY [redacted] US Weight

Location Incident Vehicle Seating Position 1 - Driver

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

Nature & Extent of Injuries None

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

Add Occupant | Remove Occupant

☐ No Occupants Comments N/A

V. Other Property Damage

☒ No Other Property Damage

Source of information Claimant

VI. Investigation Results

Date of vehicle inspection 2/16/2018

Location of inspection Nissan of Huntington

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

No damage to vehicle or property as vehicle was not involved in collision or impact.

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

Photos taken by Kevin D. Mackay # Photos 75

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

Exterior/Body No abnormalities found. (See Photos 7 - 39)

Incident Investigation

CAR # [redacted]
Claimant
VIN KNMAT2MV3JP[redacted]

Engine/ Transmission/ Drivetrain	No abnormalities found. (See Photos 40 - 49)
Underbody/ Suspension/ Steering/ Wheels & Tires	No abnormalities found.
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	No abnormalities found. (See Photos 50 - 67)
Seat Belts/ Child Restraints (if applicable)	No abnormalities found. (See Photos 50 - 67)
Air Bags	No abnormalities found. (See Photos 50 - 67)

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

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

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

#	Allegation	Factual Findings
1	Claimant alleges that the vehicle was being operated on roadway when the FEB system operated on its own with out any vehicle or obstructions in front of the vehicle.	Upon inspection, Performed inspection of control module data and found no codes stored in any system. Found upon inspection of FEB OPERATION MILEAGE log, there was no history of any FEB operation logged. Found no obstructions to the laser radar sensor and connector is fully seated and connected to the laser radar unit. DTS drove vehicle 65 miles in total including to claimant's alleged location in all directions in all available lanes and was unable to duplicate any abnormal FEB operation during test drive.

Add Row | Remove Row

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

Reporter's Signature *Kevin D. Mackay*

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

Incident Investigation

CAR # [redacted]
Claimant
VIN KNMAT2MV3JP[redacted]

IIR Supplement: Advanced Technology Checklist

I. Vehicle equipped with

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

Other (describe): N/A

Comments: None

II. Diagnostic Download and EDR Data

Instructions:

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

	Yes	No	Comments
Full diagnostic download included in report?	(•)	( )	See C3+ Data.

Incident Investigation

CAR # [redacted]
Claimant
VIN KNMAT2MV3JP[redacted]

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

III. Sensor and ECM Visual Inspection

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

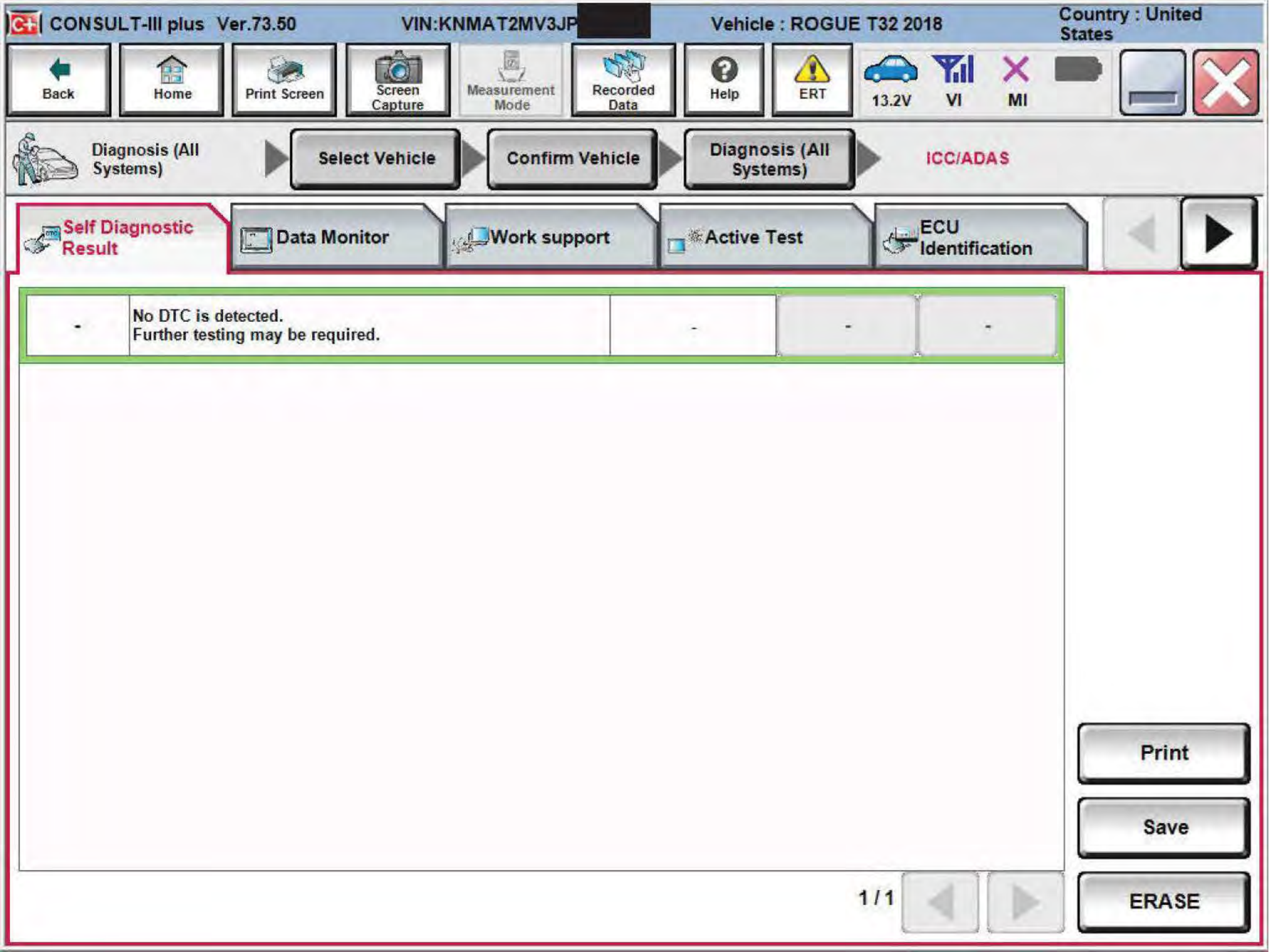
Yes	No		Comments
○	◉	Obstructions to camera? (ie. dirt, stickers, etc.)	Not Equipped
○	◉	Physical damage to camera? (ie. cracks)	Not Equipped
○	◉	Obstructions to radar sensor units? (ie. dirt, stickers, etc.)	See Photos 22 - 24
○	◉	Physical damage to radar sensor units? (ie. cracks)	See Photos 47 - 49
○	◉	Electrical connection to radar module firmly seated?	See Photos 47 - 49
○	◉	Electrical connection to camera module firmly seated?	Not Equipped
○	○		

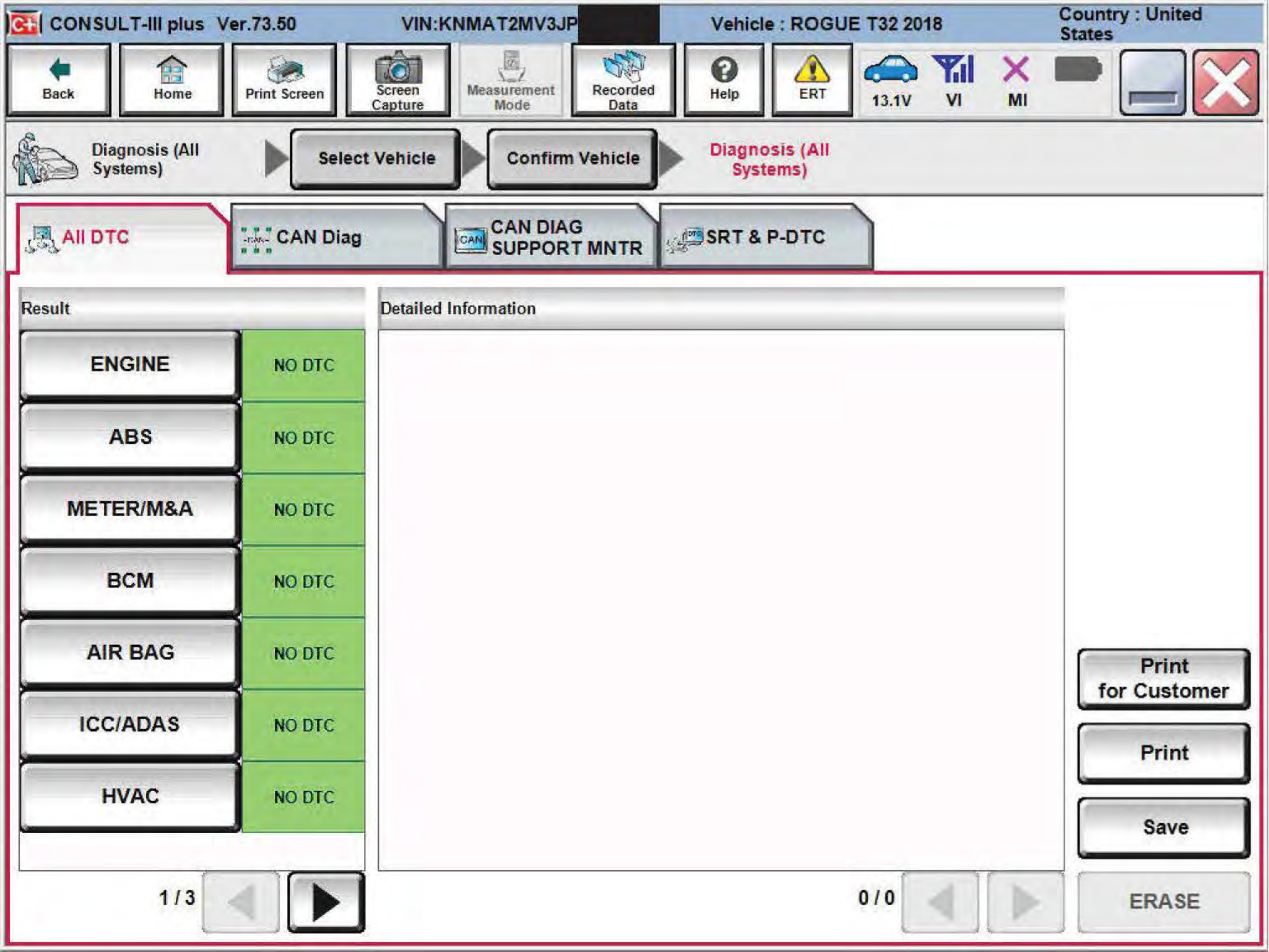
End of Form

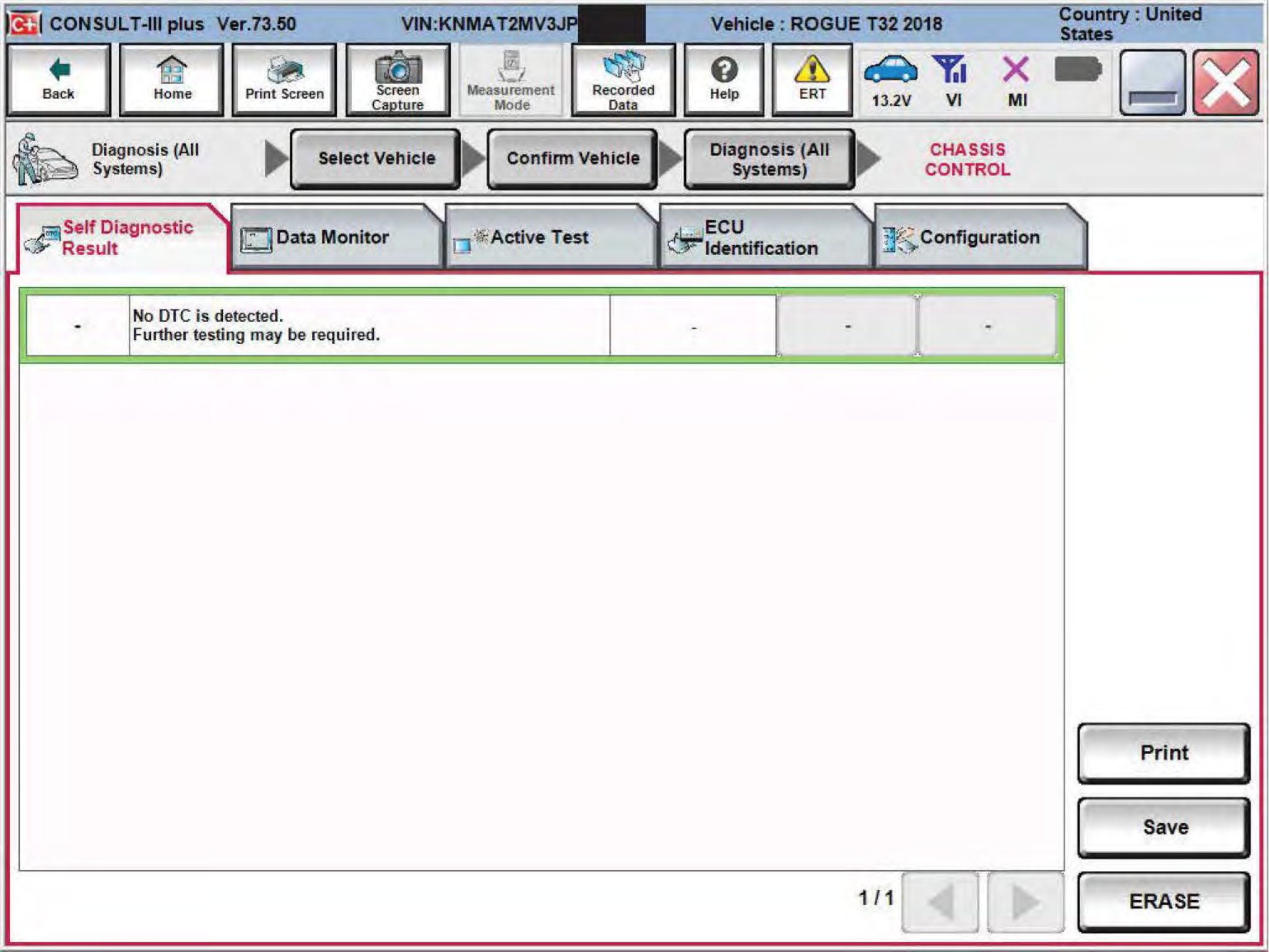
*Name your file while saving.

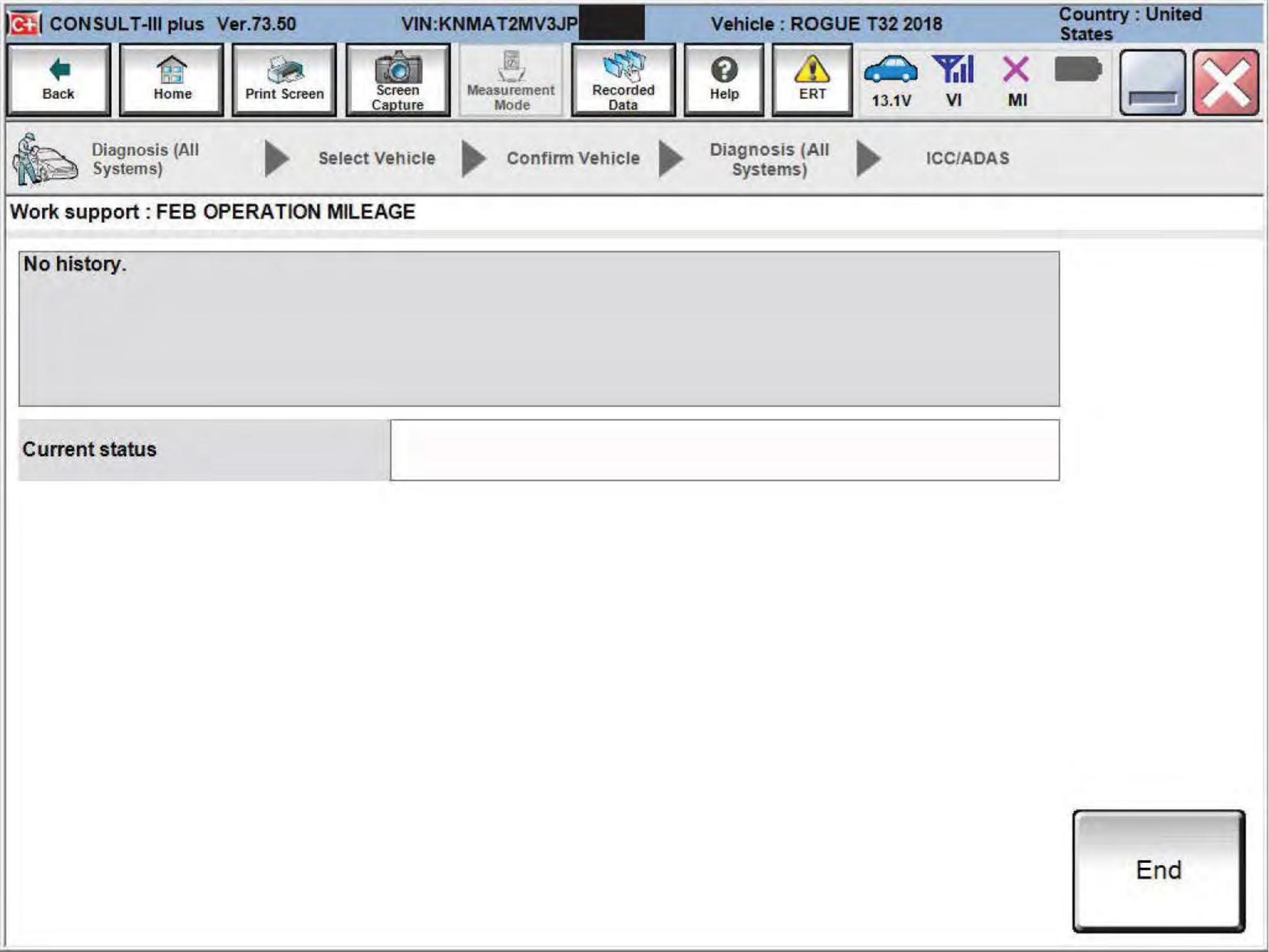
Save Form & Finish Later — Save form with unlocked fields to finish later.

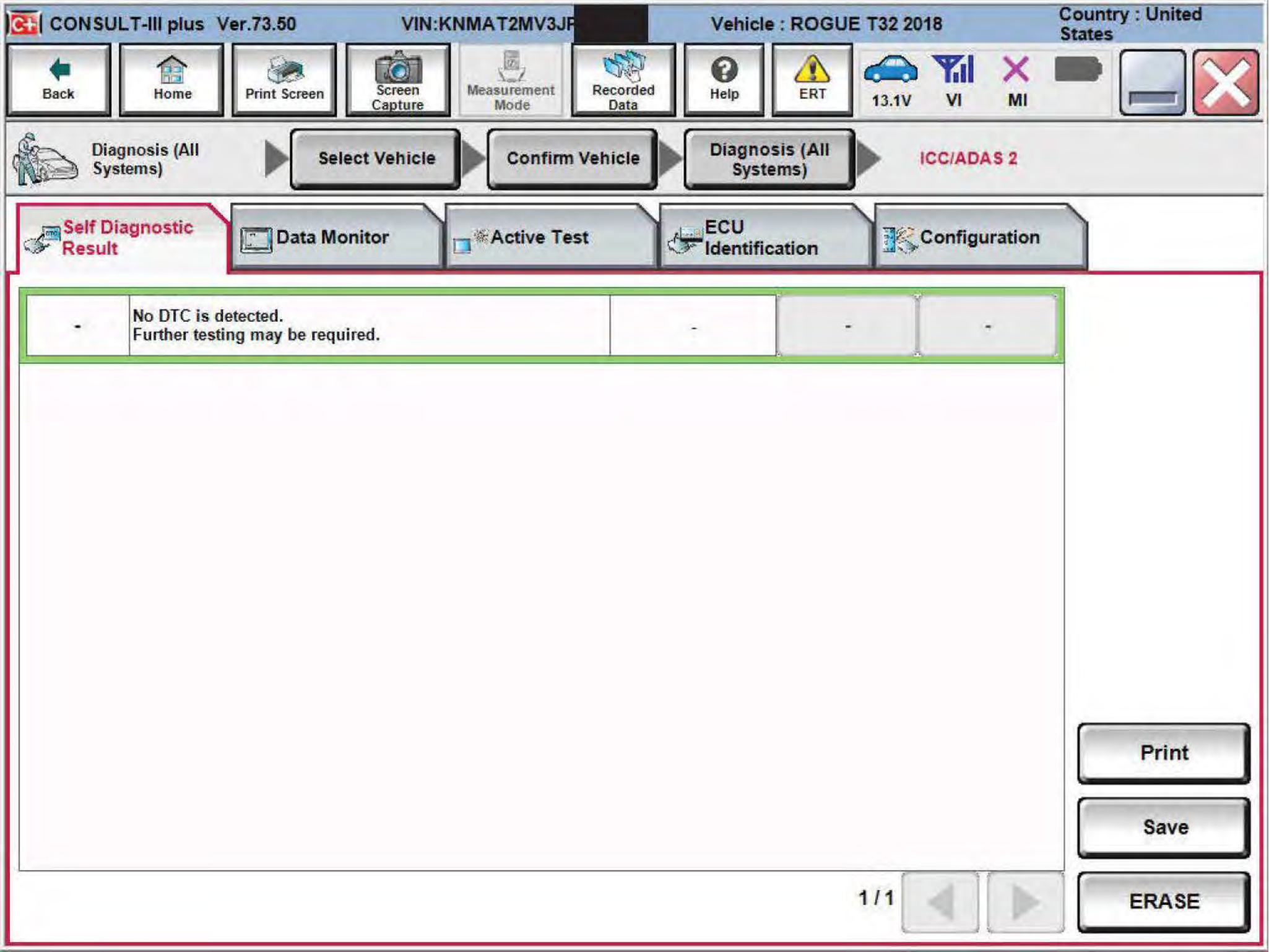
Lock Fields & Save Form for Submission — Save form with locked fields for submission. Print form to Primo PDF or Adobe PDF to save.

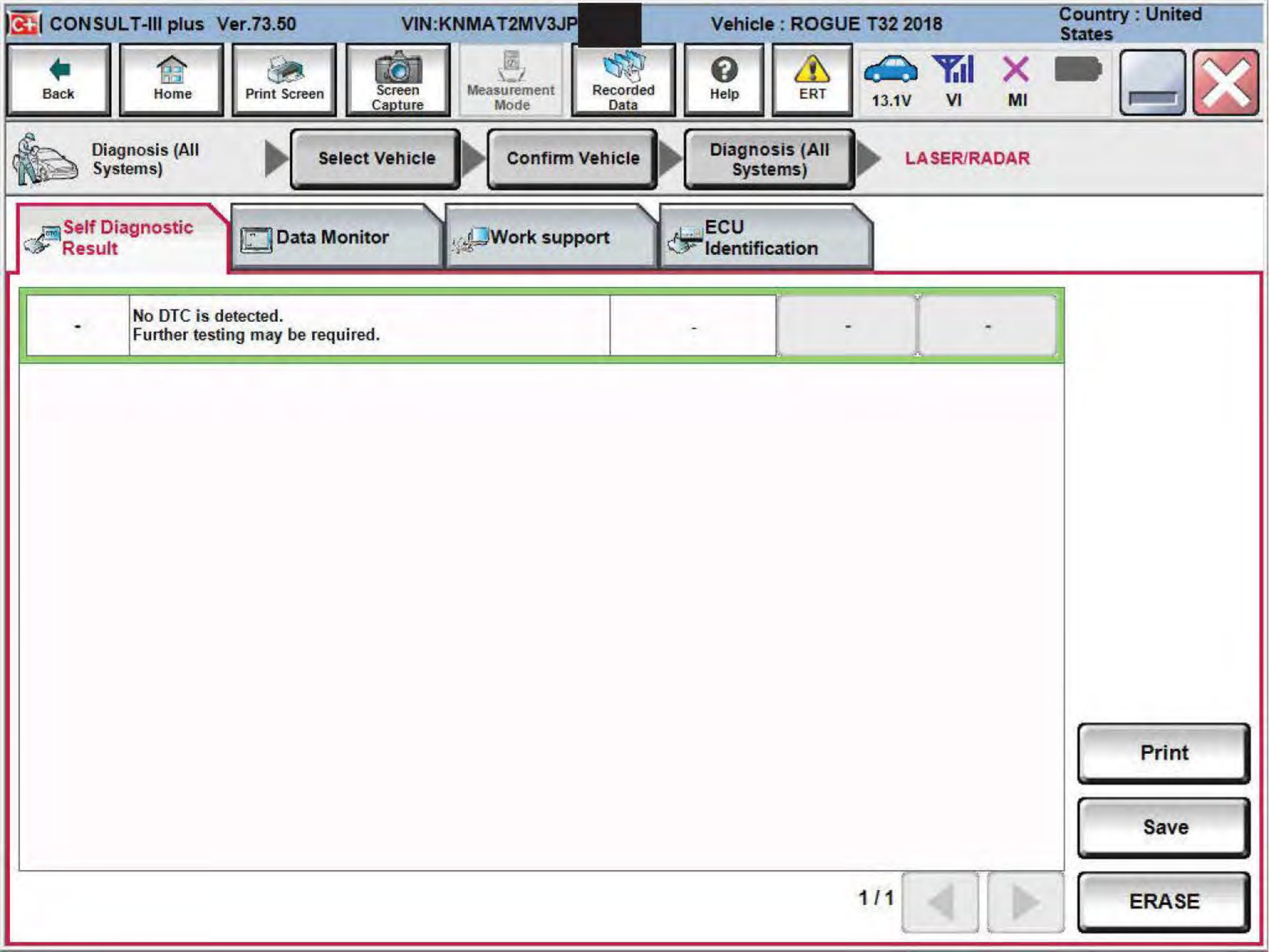

CONSULT-III plus Ver.73.50
VIN:KNMAT2MV3JP[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.2V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Self Diagnostic Result
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.73.50
VIN:KNMAT2MV3JP
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.1V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
Detailed Information
ENGINE
NO DTC
ABS
NO DTC
METER/M&A
NO DTC
BCM
NO DTC
AIR BAG
NO DTC
ICC/ADAS
NO DTC
HVAC
NO DTC
1 / 3
0 / 0
Print for Customer
Print
Save
ERASE


CONSULT-III plus Ver.73.50
VIN:KNMAT2MV3JP
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.2V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
CHASSIS CONTROL
Self Diagnostic Result
Data Monitor
Active Test
ECU Identification
Configuration
-
No DTC is detected.
Further testing may be required.
-
-
-
1 / 1
Print
Save
ERASE


CONSULT-III plus Ver.73.50
VIN:KNMAT2MV3JP[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.1V
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.73.50
VIN:KNMAT2MV3JF
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.1V
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.
-
-
-
1 / 1
Print
Save
ERASE


CONSULT-III plus Ver.73.50
VIN:KNMAT2MV3JP[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.1V
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

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 [23]

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	1/31/2018 10:34 AM
Follow Up Date	3/12/2018	Date/Time Closed	
Follow Up Request	Send Follow Up Email	Multiple Repairs	No
Supporting Documents		Executive Summary	
CA Multiple Repairs		Executive Actions To Resolve	
Social Media Involvement		Closed at CCF	
Martiz Customer Id			
Alert Trigger Verbatim			
Case Reopen Count	0		
Description	IIR- FEB- EST		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage		XTIME Appointment Number	

Incident Codes - IIR REQUIRED

Incident Date	1/16/2018		
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	KNMAT2MV3JR[redacted]	Part Number 1	
Model Year	2018	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22018	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	NISSAN OF HUNTINGTON	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District		Dealer Instructions	

07

Shared With		Requested Dealer Action	

Bluetooth

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

Related Items

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

Primary & Secondary Root Cause Code

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

Action Code

Who took action?	National (CRR and RCAS)
How was the action taken?	Telephone
What action was taken?	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: KNMAT2MV3JP[redacted]

Agent Comments

Agent Comments	2/1 submitted IIR		
Created By	Courtney Gordon, 1/31/2018 10:34 AM	Root Cause Code	SCIN
Last Modified By	NNAETL, 2/26/2018 9:03 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 He

Action	Public	Comment
Make Public		**Created By: DeHenry Kidd (2/23/2018 4:35 PM)** Arbs reached out to customer to discuss case, arbs informed customer that the inspection has been completed and now is waiting on a decision from PL customer understood.
		Created By: Earl (Chase) Cornell (2/23/2018 1:21 PM) CRR-EC <VERIFIED> Account Info including: C's name, home address, phone# CRR-EC VERIFIED VEH Info including: CRR-EC checked for related cases: 0 CRR-EC checked for unrelated cases: 0 CRR-EC checked for Open Campaigns: 0 C stated C would like new VEH or to get this resolved ASAP C stated who like to speak with assigned agent ASAP
Make Public		CRR-EC advised C will send e-mail requesting follow up ASAP CRR-EC Asked C if there is anything else CRR-EC can assist with or document C Stated Can C have assigned agents number CRR-Ec noted number previously given on 02/12/2018 provided C with number CRR-EC Provided C with Case#:[redacted] C Best Contact#:[redacted] CRR-EC Provided C with Name and Agent ID[redacted] Call Ended Mutually
		Created By: Sandra Adjei (2/23/2018 1:09 PM) CRR-SA recived an inbound call from C; CRR-SA VERIFIED C's name, number, email and address C stated C will like to speak to someone because this case has been going on for months
Make Public		CRR-SA informed C that the Case is being handed by ARBS agent and is above CRR-SA but will send a courtsey email to ARBS-KD regarding C's concern CRR-SA informed C that a follow up date is set for today the 23/02/2018, so C will get a call C understood CRR-SA asked C if there is anything else CRR-SA can assist C

C declined

CRR-SA provided C with an agent# [redacted]

C thank CRR-SA and appreciate CRR-SA assistance
Call ended mutually

Make Public

Created By: DeHenry Kidd (2/23/2018 9:51 AM)
Arbs has reached out to the DTS to see if the report has been uploaded to the FTP site arbs is waiting on a reply.

Make Public

Created By: DeHenry Kidd (2/12/2018 11:32 AM)
Best contact# [redacted]
[redacted]

Arbs-DK called customer at 1132am no answer was made. Arbs left a message stating name and number for c to call Arbs back at [redacted] call ended.

Make Public

Created By: Tabatha Macmullan (2/9/2018 12:05 PM)
CRR-TM VERIFIED account info: C's name, home & email address phone#, concern
CRR-TM CHECKED for open recalls/campaigns and found: 0
CRR-TM CHECKED for previous UNRELATED case(s) and found: 0
CRR-TM CHECKED previous RELATED case(s) and found: 1 [redacted]
DOCUMENTED CONCERN: FOLLOW UP ON CASE
****
CRR-TM received incoming call from C
CRR-TM updated email address and best contact #

C stated C would like follow up on case

C stated is still out of a VEH and requesting to speak with someone

CRR-TM sent message to ARBS advising C on the line
CRR-TM received a msg back advising ARBS currently unavailable and will call C back
CRR-TM advised C ARBS is currently unavailable at the moment
CRR-TM advised C of follow up date Feb12
CRR-TM advised ARBS left vmx for C Feb 6 and waiting confirmation from C for inspection of VEH set for 2/16 at 10:00AM

C stated C is agreeable to date and time
C requested to leave vmx msg for ARBS

CRR-TM advised will transfer C to ARBS vmx and to please advised ARBS of best contact # and time to reach C

C understood

CRR-TM asked if further assitance is needed

C declined and appreciated the assistance

CRR-TM provided C with case# agent name and ID#
Best contact# [redacted]
Call ended mutually

Make Public

Created By: DeHenry Kidd (2/6/2018 9:06 AM)
Arbs contacted customer at 904am and left a message to let the customer know the inspection is set for 2/16 at 10am EST, arbs stated customer would need to call back in to confir inspection to proceed forward.

Make Public

Created By: DeHenry Kidd (2/5/2018 11:22 AM)
Arbs contacted customer at 1120am and left a message to let the customer know the inspection is set for 2/16 at 10am EST, arbs stated customer would need to call back in to confi inspection to proceed forward.

Make Public

Created By: DeHenry Kidd (2/2/2018 10:35 AM)
Arbs has requested DTS inspection on customer vehicle arbs is waiting on date and time

Make Public

Created By: DeHenry Kidd (2/2/2018 10:32 AM)
Verified Name Address Phone# VIN Mileage Responsible Dealer

Checked for open Recalls/Campaigns: None

• C states that C was driving on Half Hollow Hills School road/HWY travelling approximately 30 mph.
• How many lanes was the road and in each direction? 2
• Is the road divided by a concrete barrier, grass median or turning lane: No
• Which lane where you traveling in? Right
• Where there any vehicles to your left or right? no
• How far were you from the vehicle in front of you? No
• Was the road grade level on an incline or decline? flat
• Is the road condition newly paved, moderate or poor in condition? Moderate
• Did the incident occur in a construction zone? No
• Where you accelerating, coasting, braking or cruising (maintaining speed)? Cruising
• Just before the incident occurred, was the orientation of the steering wheel and the vehicle in a straight line? Yes
• Weather: Clear

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: Samantha Dixon (2/1/2018 2:04 PM)
C is seeking assistance with ETA on VEH repair.

Make Private

Created By: Geoffrey Gahan (2/1/2018 1:26 PM)
CRT-GG sent contact info email to C.

Make Private

Created By: Geoffrey Gahan (2/1/2018 1:23 PM)
CRT-GG submitted IIR.

Make Private

Created By: Geoffrey Gahan (2/1/2018 1:23 PM)
CRT-GG placed outbound call to C @ [redacted]
CRT-GG advised C, "This call may be recorded for quality and training purposes."
CRT-GG verified C's name, home & email address, concern, and phone number.
CRT-GG checked for open recalls/campaigns and found:
Previous UNRELATED Case(s) Found:
Previous RELATED Case(s) Found [redacted] [redacted]

C stated DLR is unable to repairs Cs VEH.
C stated DLR has contacted NNA for direction.

CRT-GG stated CRT has spoke with the SM and was informed the DLR is working with NNA to diagnose the VEH.
CRT-GG stated CRT would like to asked C some questions about the incident.

C agreed.

CRT-GG asked IIR questions.

C stated the VEH had under 500 miles on it.

C stated the incident happened a couple of das or so after purchase.
C stated the incident happened by Hollow Hills School.
C stated the VEH is at NISSN OF HUNTINGTON.
C stated the VEH came to a halt on the road.
C stated C heard a grinding noise before the VEH came to a stop.
C stated C would like the VEH repaired and if it cant be repaired C would like it replaced.

CRT-GG thanked C for answering the questions.
CRT-GG stated Cs case will be under further review and C will be contacted by 2/6 with further information.
CRT-GG stated C will receive an email with CRTs contact info.

C understood.

Call ended mutually.

Make Public

Created By: Tondia Johnson (2/1/2018 11:31 AM)
Sr. Planner Tondia J. reviewed case with IIR Specialist Samantha D. advised to complete Investigation Incident Report(IIR)

Created By: Geoffrey Gahan (2/1/2018 9:36 AM)
CRT-GG placed an outbound call to NISSAN OF HUNTINGTON and spoke with SM-Shrenik Delhiwala.
CRT-GG provided VIN.

Make Private ✓

SM stated DLR is waiting for direction from NNA.
SM stated DLR was unable to duplicate the concern.
SM stated DTS and FOM are involved.
SM stated DLR got information about the incident from C and provided it to the DTS.

Call ended mutually.

Make Public

Created By: Courtney Gordon (1/31/2018 10:38 AM)
CASE SUMMARY
C contacted Nissan CA requesting assistance with:

VEH at DLR for 2 weeks / C cannot get timeframe for pick up

Created By: Courtney Gordon (1/31/2018 10:37 AM)
CRR-CG VERIFIED Account Info including: C's name, home & email address, phone# & best contact#[redacted]
CRR-CG VERIFIED VEH Info including: VIN#,
CRR-CG CHECKED for open recalls/campaigns and found:0
CRR-CG CHECKED for previous UNRELATED Case(s) and found:0
CRR-CG CHECKED previous RELATED Case(s) and found: 1 =[redacted]

CRR-CG received inbound call:
CRR-CG Noted concern is: VEH at DLR for 2 weeks

Make Public

C states the VEh has been coming to a halt randomly
C states that the DLRSHP has had the VEH for the past weeks and is not able to provide a timeframe for VEH pick up
C states that the DLR has not been able to address the concern with the VEH stopping

CRR-CG advised C concerns have been documented and will be forwarded to RCAS who will follow up with C no later than EOB Feb 1st 2018
CRR-CG offered further assistance

C declined

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

Case Categorizations

New Case Categorization | Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern
Edit | Del	CC[redacted]	NSN DEALER SERVICE DEPT.	SERVICE PERSONNEL (NISSAN)	LACK OF FOLLOW-UP/NEVER CONTACTED	QC	1/31/2018	ZZ	BF	[redacted]	OC

Emails

Send an Email | Emails He

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	Sent		Your inquiry to Nissan [ref: 00DA09j8L. 5000G1PdDyw:ref] *2/1/2018 Case #[redacted] VIN #KNMAT2MV3JP[redacted] Dear[redacted]*	[redacted]	2/1/2018 1:26 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 To
Edit | Cls	IIR	Not Started		✓	[redacted]	2/2/2018	N/A	DeHenry Kid
Edit | Cls	DTS Follow Up[redacted]: NISSAN OF HUNTINGTON	Not Started		✓		2/4/2018	High	DeHenry Kid

Activity History

Log a Call | View All | Activity History He

Action	Subject	Type	Name	Due Date	Assigned To	Action Taken	Status	Last Modified Date/Ti
Edit | Del	DTS Request[redacted] NISSAN OF HUNTINGTON			2/4/2018	Kevin MacKay		Completed	2/7/2018 8:12 PM
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L. 5000G1PdDyw:ref]		[redacted]	2/1/2018	Geoffrey Gahan		Complete	2/1/2018 1:26 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	Geoffrey Gahan, 2/1/2018 1:23 PM	2/1/2018			KNMAT2MV3JP[redacted]	

DTS Field Inspections

DTS Field Inspections He

Action	Title	DTS Inspection Date	Owner First Name	Owner Last Name	Status
Edit	[redacted]	2/16/2018 10:00 AM	Kevin	MacKay	Completed

Attachments

Attach File

Attachments He

No records to display

Case History

Case History He

Date	User	Action
2/26/2018 7:35 AM	DeHenry Kidd	Changed **Follow Up Date** from 3/2/2018 to **3/12/2018**.
2/23/2018 4:35 PM	DeHenry Kidd	Changed **Follow Up Date** from 2/23/2018 to **3/2/2018**.
2/14/2018 8:42 AM	DeHenry Kidd	Changed **Follow Up Date** from 2/14/2018 to **2/23/2018**.
2/13/2018 2:57 PM	DeHenry Kidd	Changed **Follow Up Date** from 2/13/2018 to **2/14/2018**.
2/12/2018 4:58 PM	DeHenry Kidd	Changed **Follow Up Date** from 2/12/2018 to **2/13/2018**.
2/12/2018 11:32 AM	DeHenry Kidd	Changed **Subject** from CUSTOMER[redacted] PHONE:[redacted] VIN: KNMAT2MV3JP[redacted] to **CUSTOMER:**[redacted] **PHONE:**[redacted] **KNMAT2MV3JP**[redacted]
2/9/2018 12:05 PM	Tabatha Macmullan	Changed **Subject** from CUSTOMER:[redacted] PHONE:[redacted] VIN: KNMAT2MV3JP[redacted] to **CUSTOMER**[redacted] **PHONE:**[redacted] **KNMAT2MV3JP**[redacted].
2/6/2018 9:08 AM	DeHenry Kidd	Changed **Follow Up Date** from 2/6/2018 to **2/12/2018**.
2/5/2018 4:19 PM	DeHenry Kidd	Changed **Follow Up Date** from 2/5/2018 to **2/6/2018**.
2/2/2018 10:38 AM	DeHenry Kidd	Changed **Follow Up Date** from 2/2/2018 to **2/5/2018**.
2/1/2018 2:54 PM	DeHenry Kidd	Changed **Follow Up Date** from 2/6/2018 to **2/2/2018**.
2/1/2018 2:04 PM	Samantha Dixon	Changed **Case Owner** from Geoffrey Gahan to **DeHenry Kidd**.
2/1/2018 2:04 PM	Samantha Dixon	Changed **Description**.
2/1/2018 1:24 PM	Geoffrey Gahan	Changed **Follow Up Date** from 2/1/2018 to **2/6/2018**.
2/1/2018 7:37 AM	Geoffrey Gahan	Changed **Subject** from CUSTOMER:[redacted] PHONE:[redacted] Best VIN: KNMAT2MV3JP[redacted] to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: KNMAT2MV3JP**[redacted].
		Changed **Description**.
1/31/2018 2:04 PM	Janisha Wilkerson	Changed **Case Owner** from Kyra Walton to **Geoffrey Gahan**.
1/31/2018 10:38 AM	Courtney Gordon	Changed **Escalated By ID** to[redacted]
		Changed **Case Owner** from Courtney Gordon to **Kyra Walton**.
1/31/2018 10:34 AM	Courtney Gordon	Changed **Work Phone** to[redacted]
		Changed **VIN** to **KNMAT2MV3JP**[redacted]
		Changed **Subject** to **CUSTOMER**[redacted] **PHONE:**[redacted] **Best VIN: KNMAT2MV3JP**[redacted]**4**.
		Created.

^ Back To Top

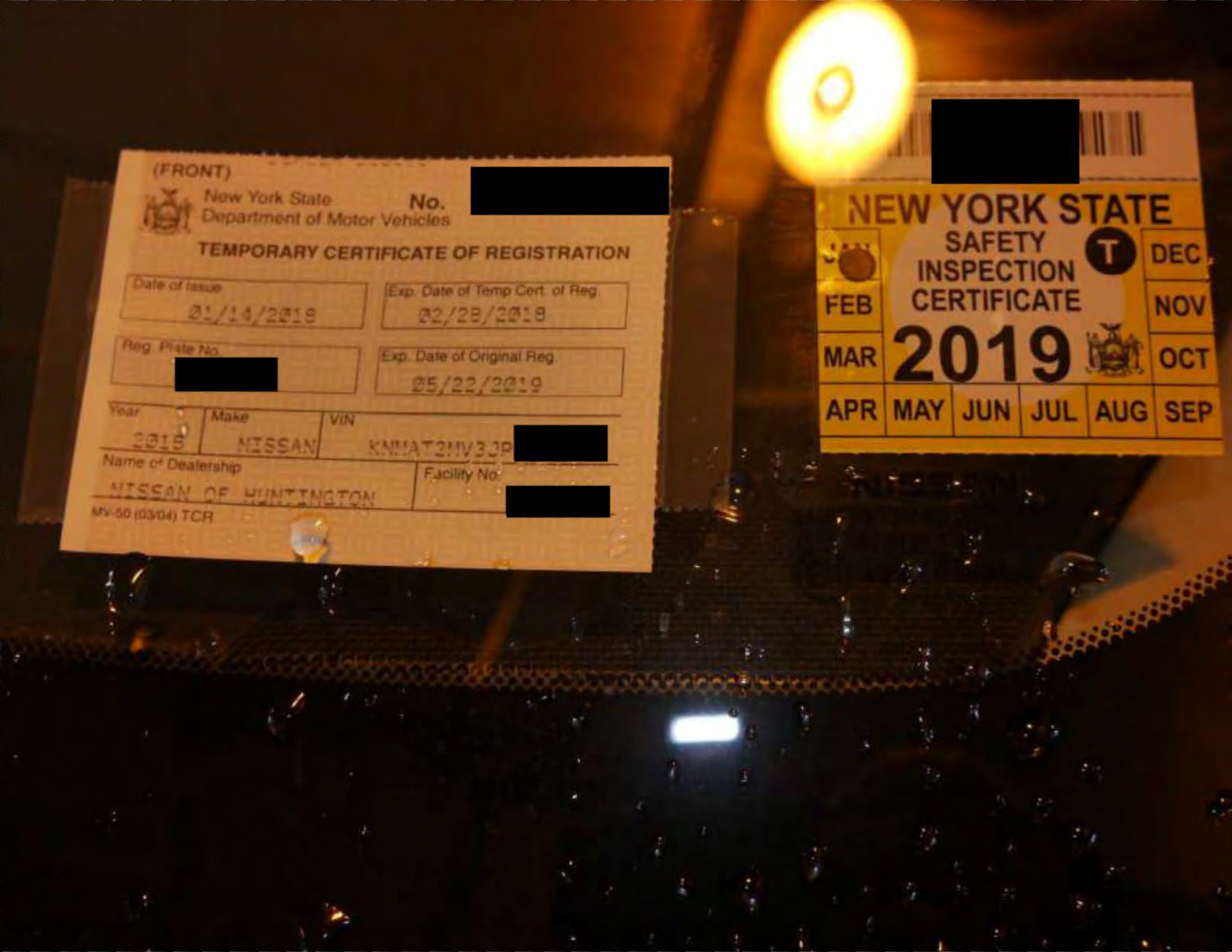
Always show me fewer / more records per related list

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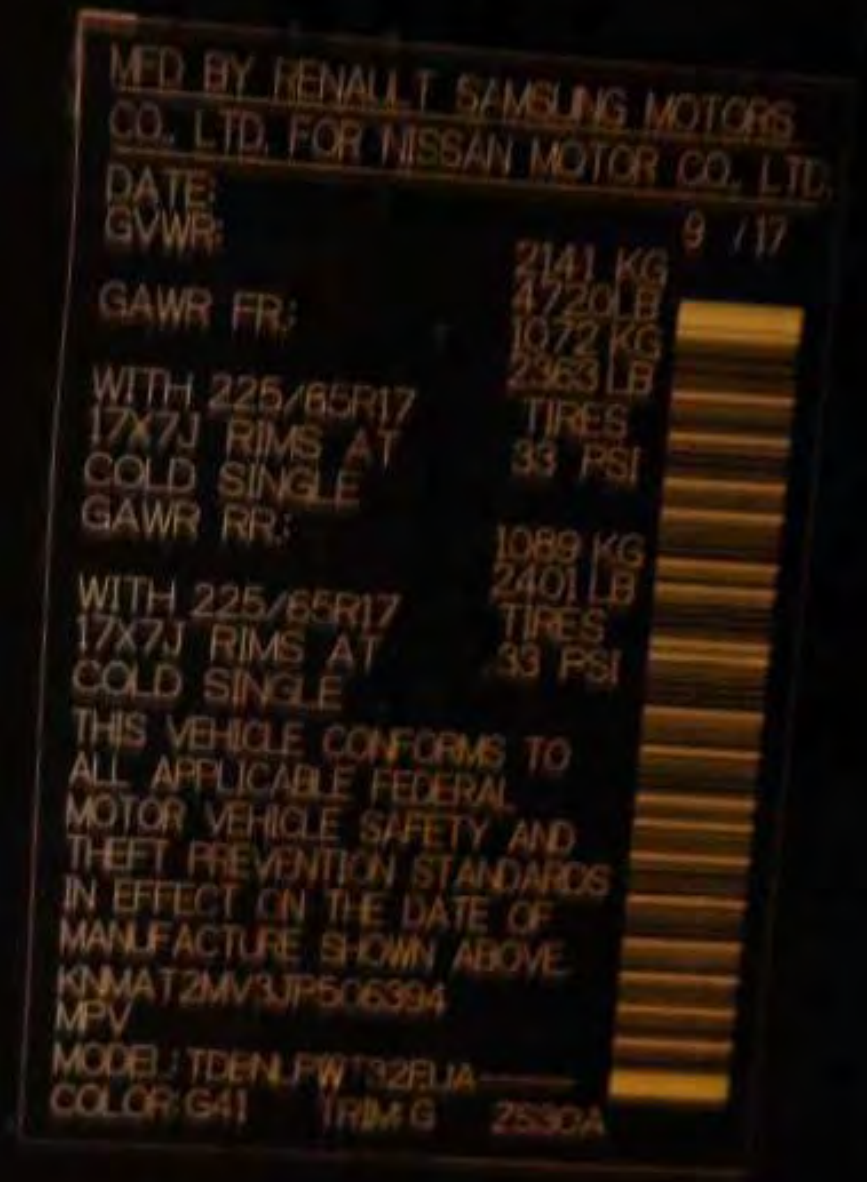

12:08 PM
59°F
RPMx1000
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8
C
H
MPH
40
60
80
100
120
140
P
152
505 miles




KNMAT2MV3JP


(FRONT)
New York State Department of Motor Vehicles
No.
TEMPORARY CERTIFICATE OF REGISTRATION
Date of Issue
01/14/2018
Exp. Date of Temp Cert. of Reg.
02/28/2018
Reg. Plate No.
Exp. Date of Original Reg.
05/22/2019
Year
2018
Make
NISSAN
VIN
Name of Dealership
NISSAN OF HUNTINGTON
Facility No.
MV-50 (03/04) TCR
NEW YORK STATE
SAFETY INSPECTION CERTIFICATE
2019
JAN
FEB
MAR
APR
MAY
JUN
JUL
AUG
SEP
OCT
NOV
DEC


MFD BY RENAULT SAMSUNG MOTORS
CO., LTD. FOR NISSAN MOTOR CO., LTD.
DATE: 9 /17
GVWR: 2141 KG
4720LB
GAWR FR: 1072 KG
2363 LB
WITH 225/65R17 TIRES
17X7J RIMS AT 33 PSI
COLD SINGLE
GAWR RR: 1089 KG
2401 LB
WITH 225/65R17 TIRES
17X7J RIMS AT 33 PSI
COLD SINGLE
THIS VEHICLE CONFORMS TO
ALL APPLICABLE FEDERAL
MOTOR VEHICLE SAFETY AND
THEFT PREVENTION STANDARDS
IN EFFECT ON THE DATE OF
MANUFACTURE SHOWN ABOVE.
KNMAT2MV3JF
MPV
MODEL: TDBNLPWT32EUA
COLOR: G41 TRIM: G ZS30A


MFD BY RENAULT SAMSUNG MOTORS
CO. LTD. FOR NISSAN MOTOR CO. LTD.
DATE: 9 /17
GVWR: 2141 KG
4720LB
GAWR FR: 1072 KG
2363 LB
WITH 225/65R17 TIRES
17X7J RIMS AT 33 PSI
COLD SINGLE
GAWR RR: 1089 KG
2401 LB
WITH 225/65R17 TIRES
17X7J RIMS AT 33 PSI
COLD SINGLE
THIS VEHICLE CONFORMS TO
ALL APPLICABLE FEDERAL
MOTOR VEHICLE SAFETY AND
THEFT PREVENTION STANDARDS
IN EFFECT ON THE DATE OF
MANUFACTURE SHOWN ABOVE.
KNMAT2MV3JP506394
MPV
MODEL: TDEN-FWT32EUA
COLOR: G41 TRIM: G 2530A

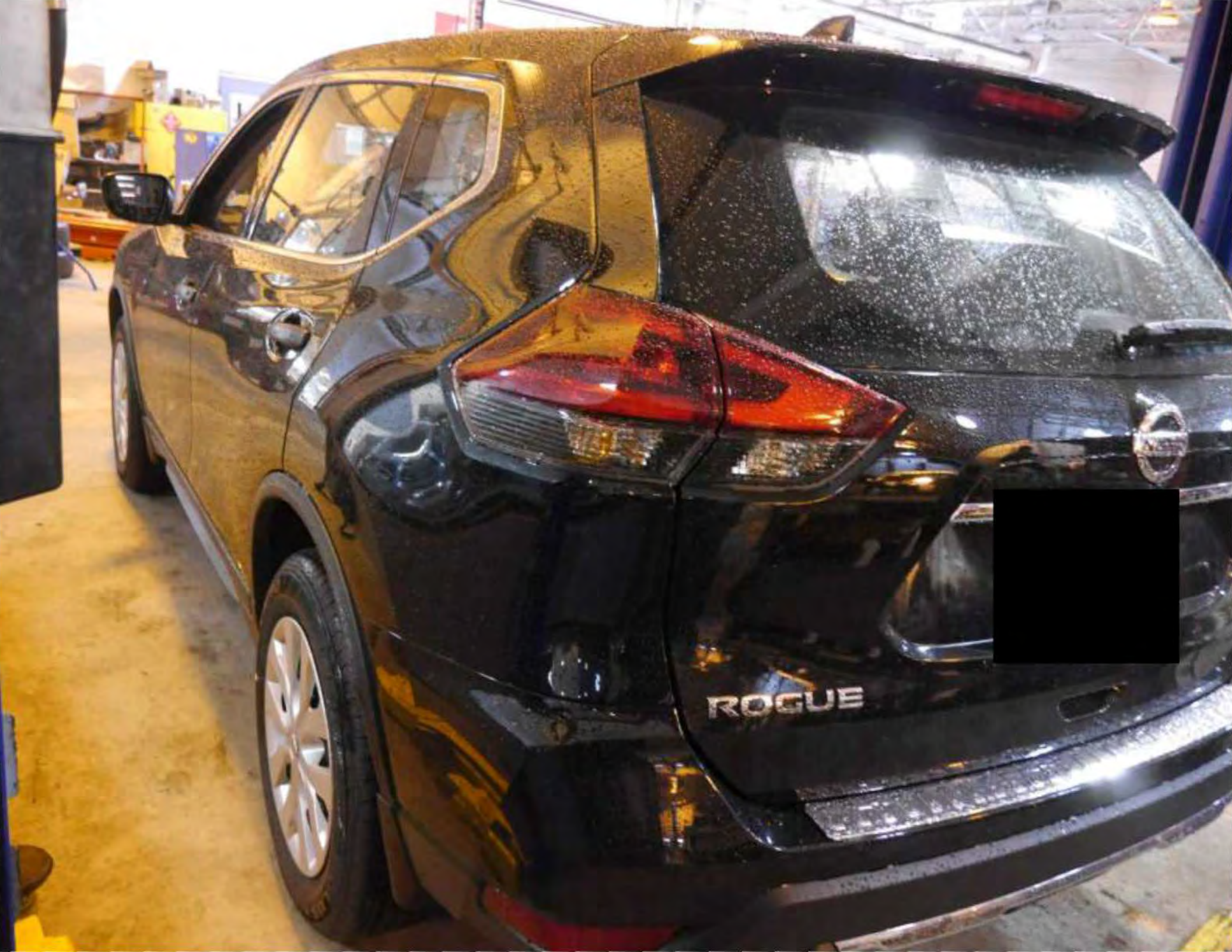

9:58 AM
54°F
RPMx1000
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440 miles
20
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60
80
100
120
140
MPH
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1


NISSAN

[redacted]

[redacted]




ROGUE


NISSAN
ROGUE
AWD


AWD










NISSAN


NISSAN


NISSAN








NISSAN


NISS





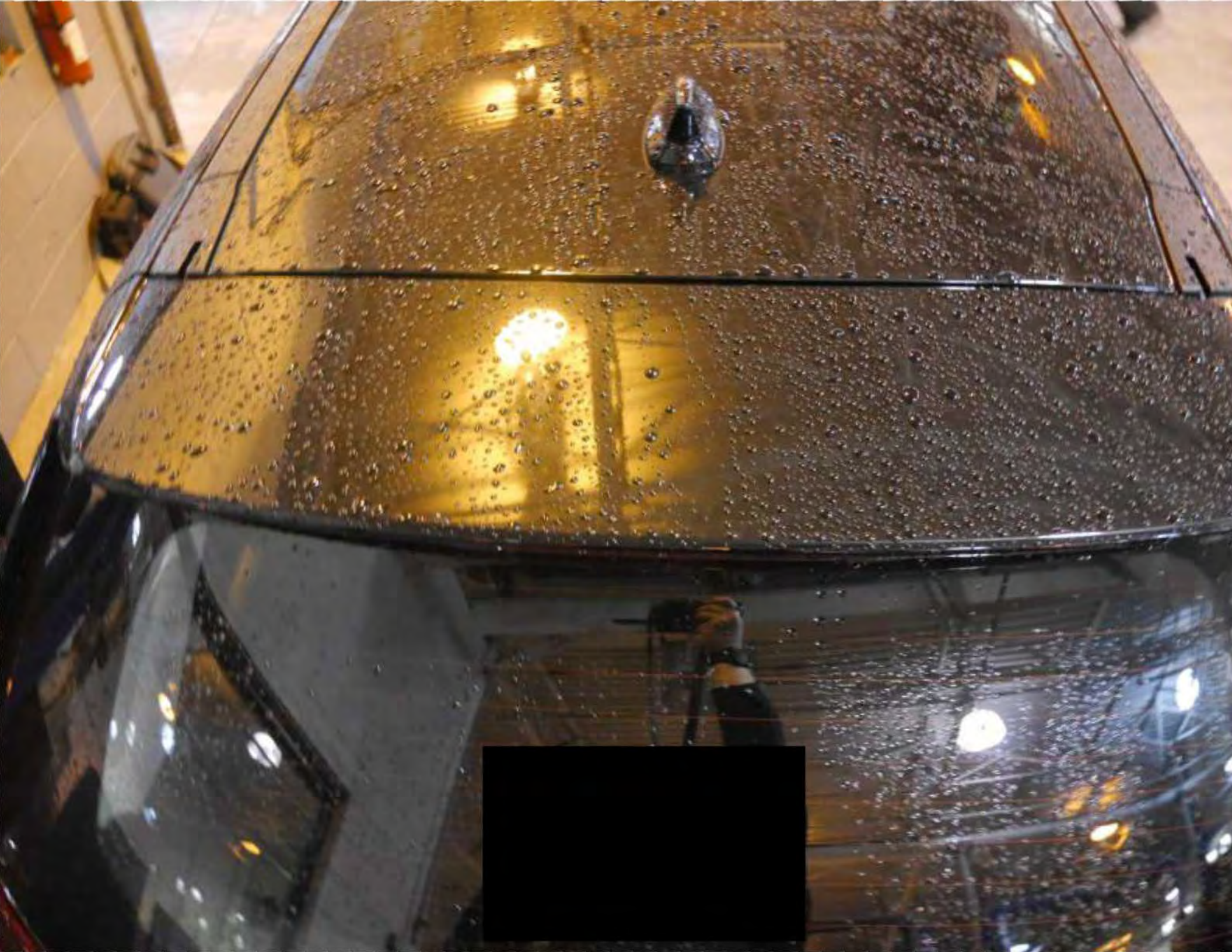

























C



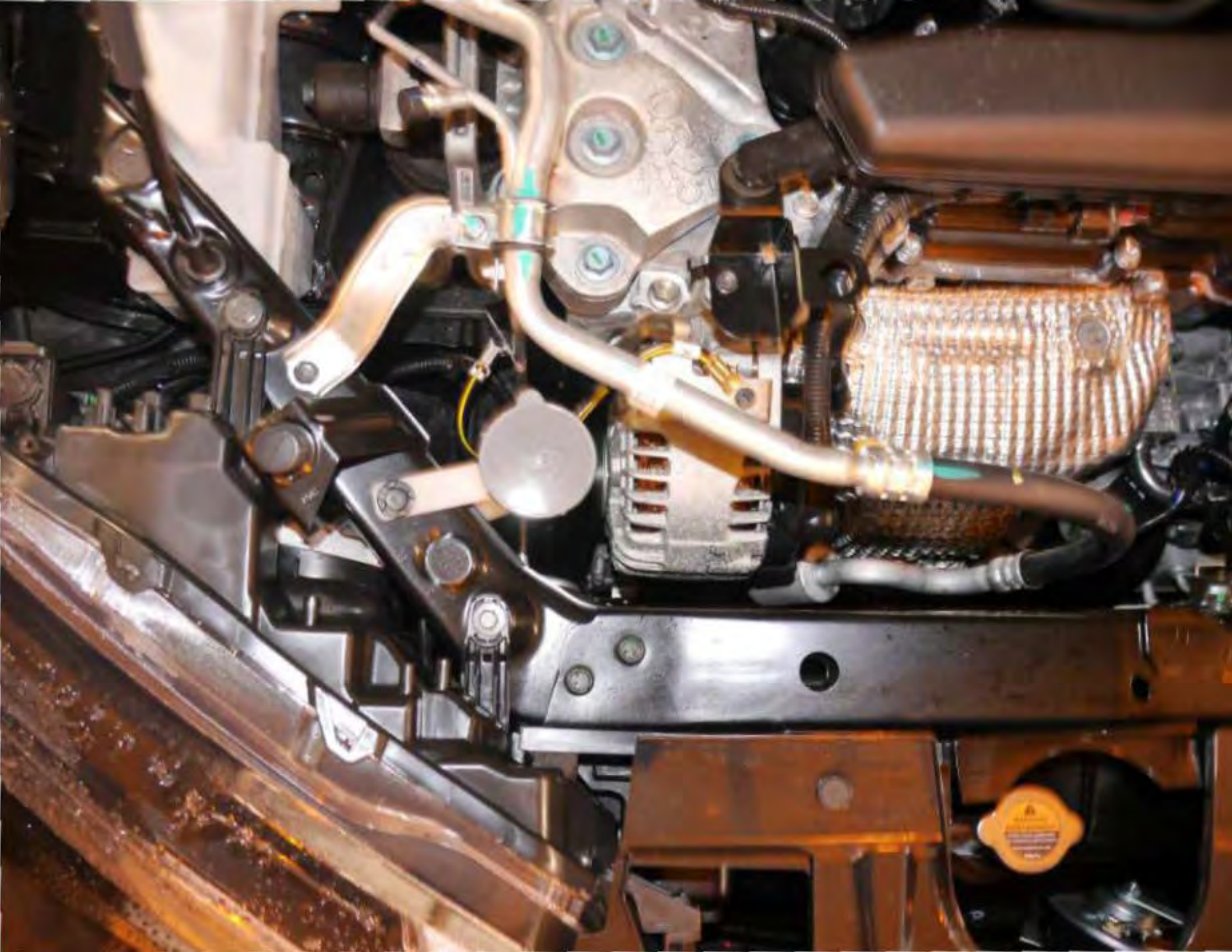



NISSAN


RENAULT NISSAN


RENAULT NISSAN


RENAULT NISSAN





24023
17-08-02 JACL CHINA
0.2.0227
5HRO










ROGUE




L


48080
4BA0A
L








ROGUE










Thank You






10:11 AM
54°F
Settings
Driver Assistance
Clock
Meter Settings
Vehicle Settings
Maintenance
Alarm
P
27
440 miles
RPMx1000
MPH
km/h
0
1/2
1
H


10:11 AM
54°F
Driver Assistance
Parking Aids
Chassis Control
27
440miles
RPMx1000
MPH
km/h
1/2


10:12 AM
54°F
Driving Aids
Emergency Brake
Blind Spot
P
27
440 miles
RPMx1000
MPH
km/h
1/2


10:12 AM
54°F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
27
440 miles
RPMx1000
MPH
km/h
H
0
1/2
1


10:12 AM
54°F
Parking Aids
Cross Traffic
P
27
440miles
RPMx1000
MPH
H
0
1/2


10:13 AM
54°F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
27
440 miles
RPMx1000
MPH
km/h


10:13 AM
54°F
Chassis Control
Trace Control
Engine Brake
P
27
440 miles
RPMx1000
MPH
km/h
1/2

NISSAN

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Vehicle
KNMAT2MV3JP[redacted]

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Vehicle Detail

VIN	KNMAT2MV3JP[redacted]		
Last Modified By	Samaritan Potter, 2/27/2018 10:21 AM	Branded Title	
Created By	NNAETL, 11/18/2017 2:09 AM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage	300	MSRP	$27,595
Latest Recorded Mileage Units	M		
In Service Date	1/14/2018		

Manufacturing Data

Make/Model	2018 NISSAN ROGUE	Manufacturer Date	9/14/2017
Model Year	2018	Plant Name	Renault Samsung
Make	NISSAN	PDI Date	
Model Line	ROGUE	Country Code	USA
Model Code	22018	US Specification Indicator	Y
Body Style Type	WAGON 4 DOOR	Emissions Type	50 STATE
Exterior Color	MAGNETIC BLACK	Emissions Certification	
Cylinders		Open Recall	
Transmission Type	CVT	Head Unit	
Model Series		Model Line Code	RGE
Factory Installed Options	B92B93C03L92Z66		
Factory Installed Options Descriptions	B92 (SPLASH GUARDS (SET OF 4-BLACK)), B93 (CHROME REAR BUMPER PROTECTOR), C03 (50 STATE EMISSIONS), L92 (FLOOR MATS (2PC FRONT, 2 Z66 (ACTIVATION DISCLAIMER)		

Vehicle Tools

Total Approved Checks VIN Decoder

System Information

Latest Owner (BETA) [redacted]

Warranty Information

S No.	Warranty Description	Warranty Expiration Date	Warranty Expiration Miles	Warranty Exclusion Code	Warranty Exclusion Name	Warranty Extensions/Cust Service Initiatives Flag	Branded Des
1	BASIC COVERAGE	1/14/2021	36,000				
2	POWERTRAIN COVERAGE	1/14/2023	60,000				
3	SEAT BELT	1/14/2028	999,999				
4	CORROSION COVERAGE (PERFORATION)	1/14/2023	999,999				
5	FEDERAL EMISSION LONG TERM DEFECT	1/14/2026	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]	NISSAN OF HUNTINGTON	NMAC lease	ROGUE	1/14/2018	

Vehicle Ownership

Vehicle Ownership

New Vehicle Ownership

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

Vehicle Campaigns

Vehicle Campaigr

No records to display

Warranty Cases

Warranty Case

No records to display

Cases

Print Cases

Case

Action	Case Number	Type	Account Name	Date/Time Opened	Date/Time Closed	Current Mileage	Status	CST Approvals	Owner Nam
| Edit | Cls	[redacted]	CA	[redacted]	1/31/2018 10:34 AM			Open	0	DeHenry Ki
| Edit | Cls	[redacted]	CA	[redacted]	1/27/2018 11:09 AM	1/30/2018 9:16 AM	300	Closed	0	Danguawn
| Edit | Cls	[redacted]	TECH LINE		1/20/2018 1:42 PM	1/22/2018 7:22 AM	433	Pending Dealer Reply	0	Sean Martii

Service History

Service Histo

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 #	C
	SRH-[redacted]			PD	12/26/2017	6	NP NISSAN OF HUNTINGTON	5326	[redacted]	1
	SRH-[redacted]		REQUEST PDI/GAS	W	12/26/2017	6		5326	[redacted]	
	SRH-[redacted]		CUSTOMER REQUEST TO PERFORM NYS SAFETY INSPECTION WINDOWS TINTED YES( ) NO( )	I	1/24/2018	3	[redacted]	5326	[redacted]	

Vehicle Service Contracts

Vehicle Service Contract

Action	Policy #	Contract Type	Cancel Effective Date	VSC First Name	VSC Last Name	Current Owner	Deductible	Effective Date	Expire Date	Expi
	[redacted]83	Sec+Plus Gold Pref		[redacted]	[redacted]	[redacted]	100	1/14/2018	4/14/2021	

Vehicle History

Vehicle Histo

Date	User	Action
11/18/2017 2:09 AM	NNAETL	Created.

DTS Field Inspections

New DTS Field Inspection

DTS Field Inspectior

Action	Title	Status	Created Date	Related Support Case	Owner First Name	Owner Last Name	DTS Team	DTS Inspection Date	Report Date
Edit	[redacted]	Completed	2/14/2018	[redacted]	Kevin	MacKay	NER	2/16/2018 10:00 AM	2/24/2018 3

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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	5N1AT2MV1JC[redacted]
User	KEVIN MACKAY
Case Number	[redacted]
EDR Data Imaging Date	02/26/2018
Crash Date	02/01/2018
Filename	5N1AT2MV1JC[redacted]_ACM.CDRX
Saved on	Monday, February 26 2018 at 11:07:34
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

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DID    Data

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      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

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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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2019  00 00 00 01 00 00 00 01 00 00 00 01 00 00 00 01
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      00 00 00 01 00 00 00 01 00 00 00 01 00 00 00 01
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201A  7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
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201B  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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      7F 7F

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

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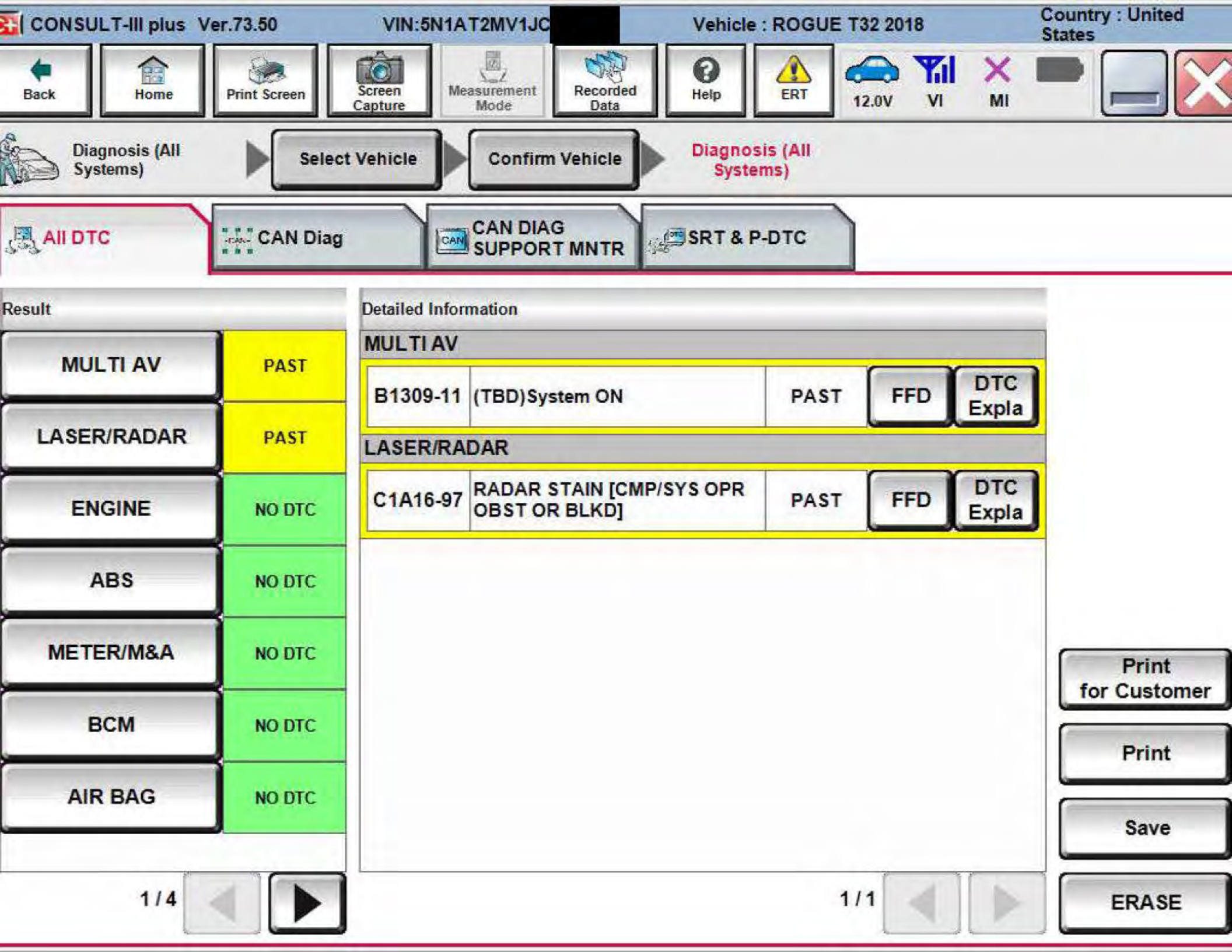

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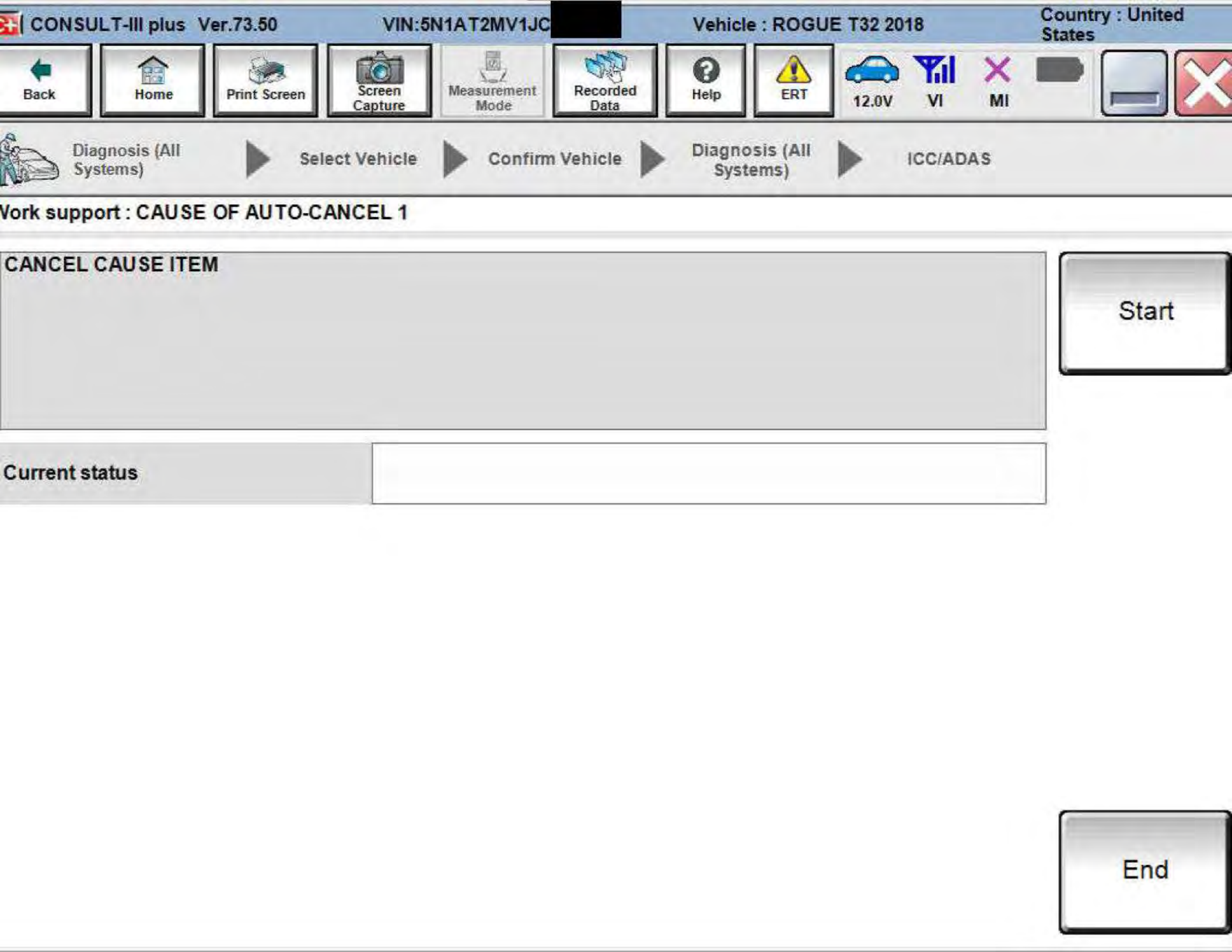

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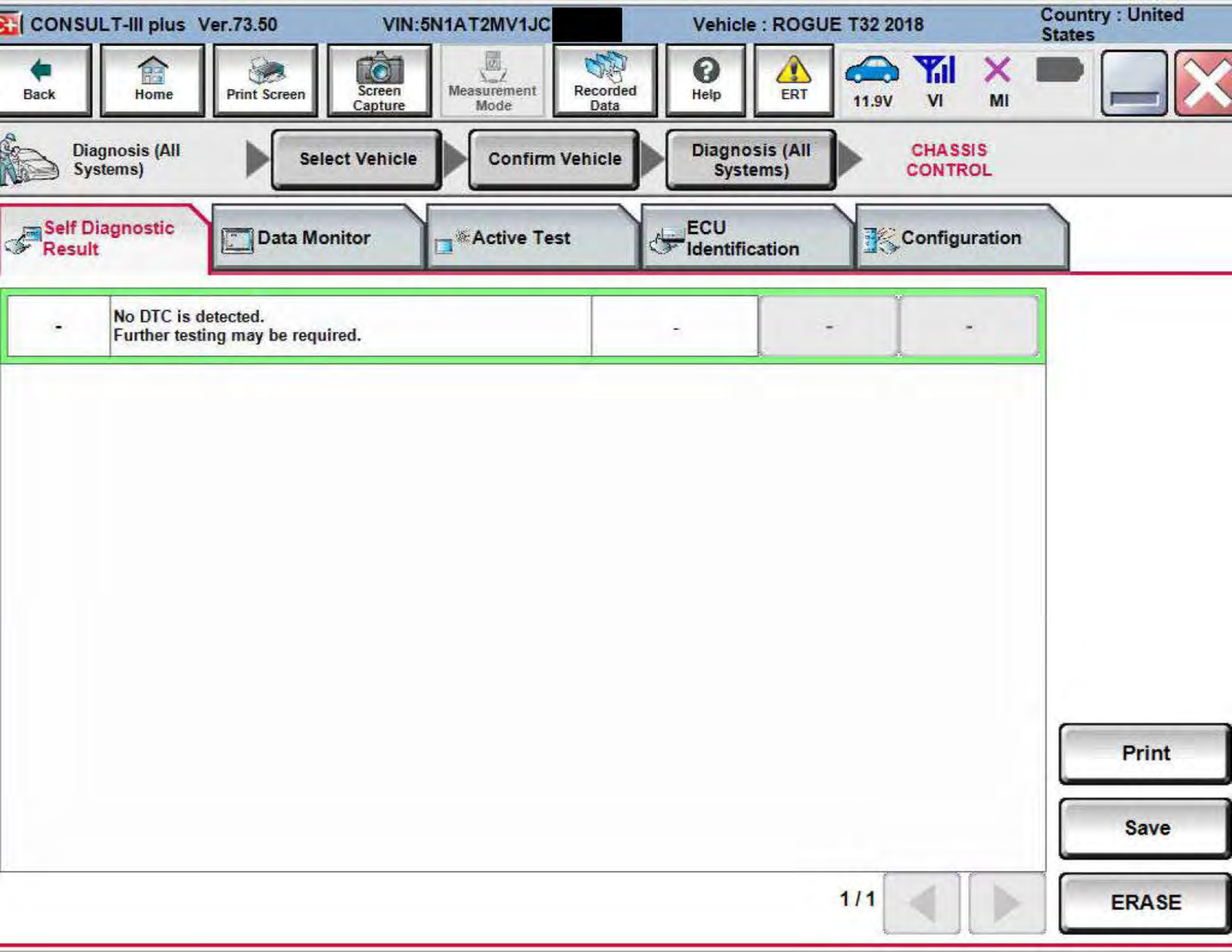

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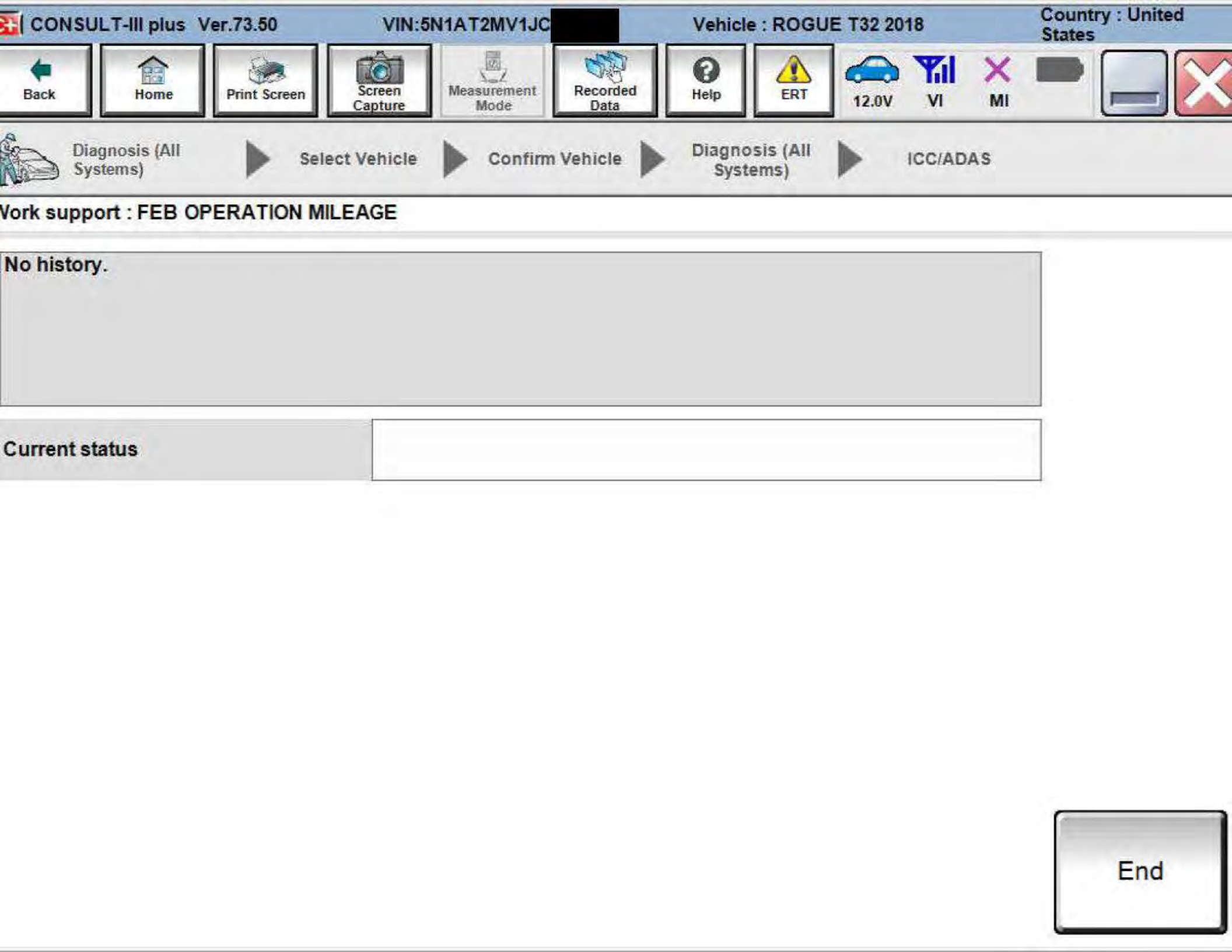
Disclaimer of Liability

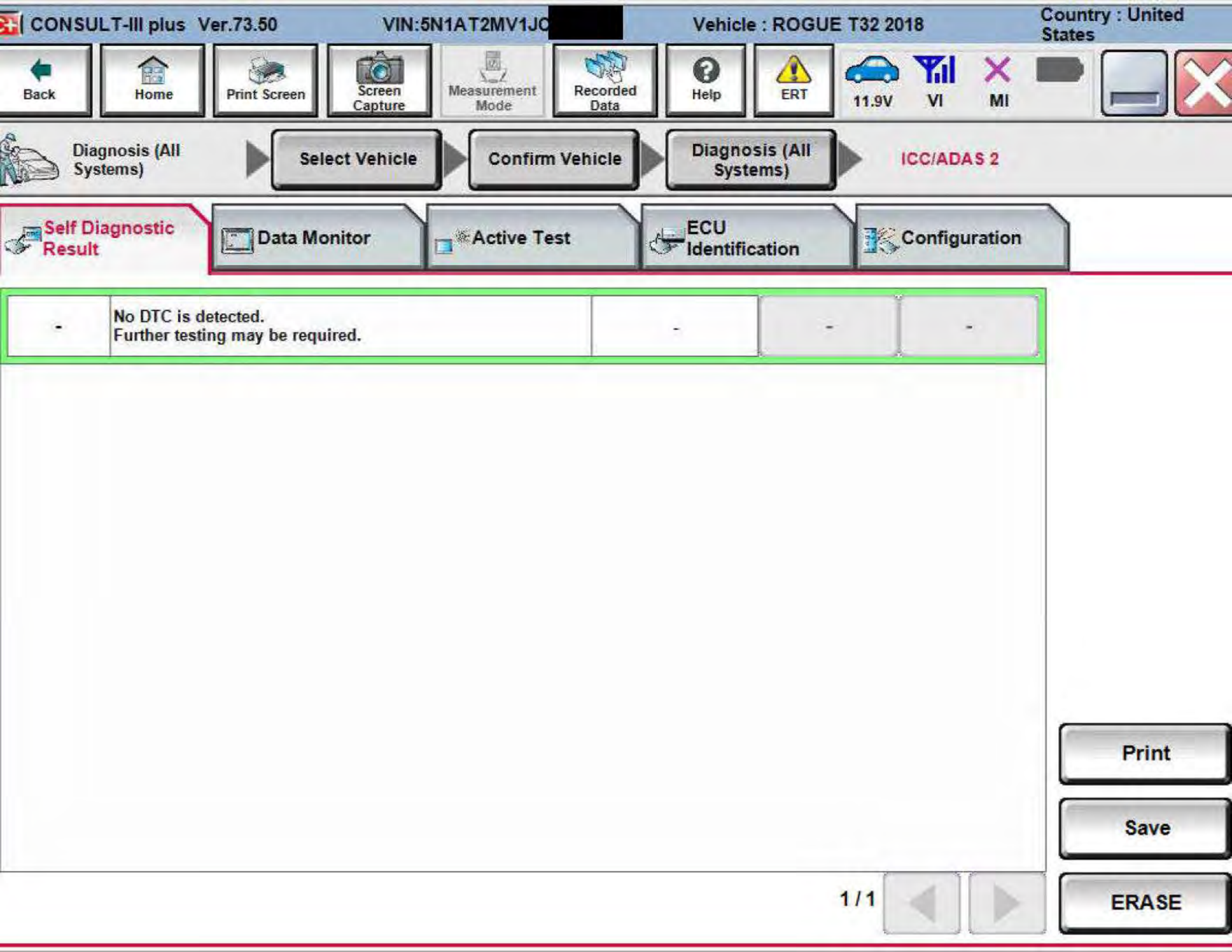
The users of the CDR product and reviewers of the CDR reports and exported data shall ensure that data and information supplied is applicable to the vehicle, vehicle's system(s) and the vehicle ECU. Robert Bosch LLC and all its directors, officers, employees and members shall not be liable for damages 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.

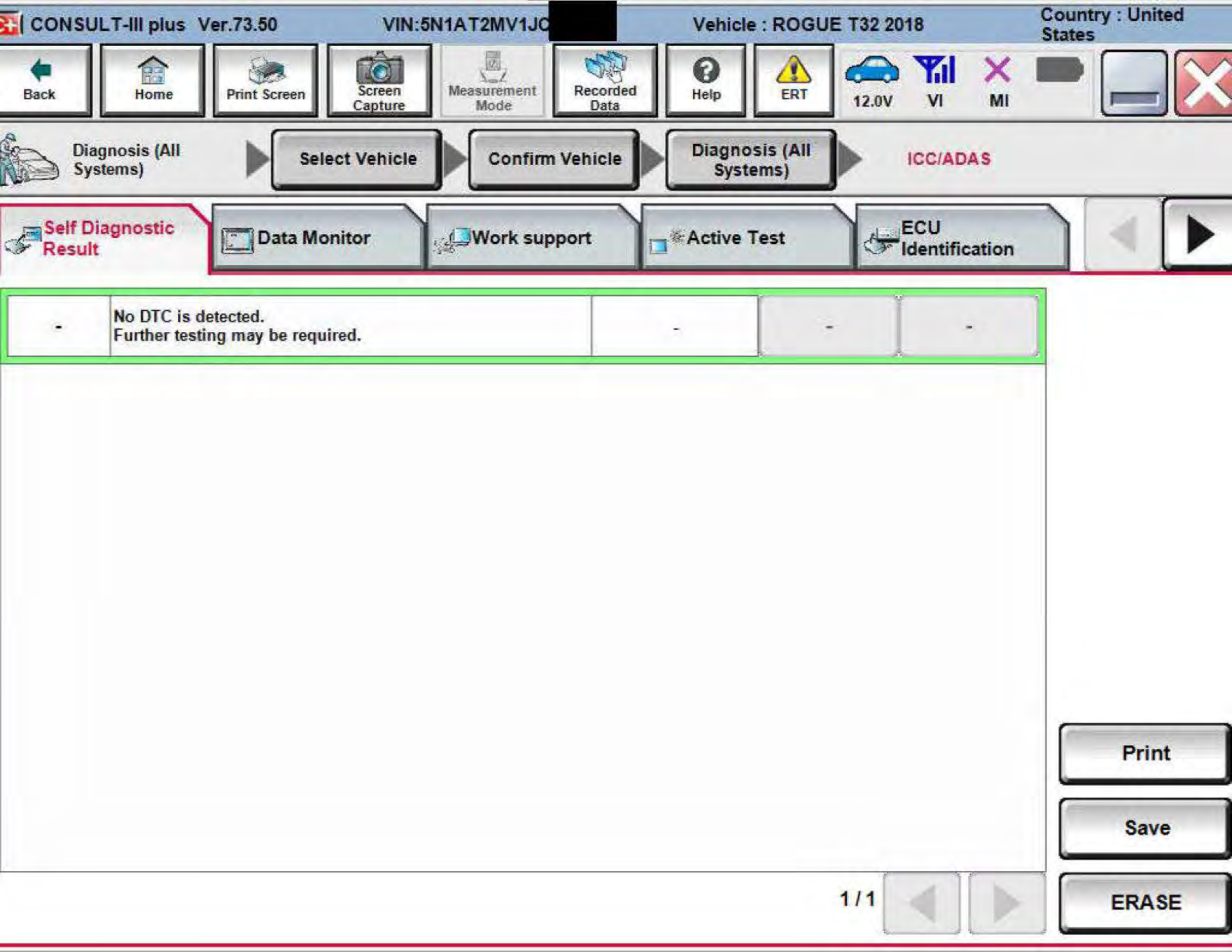

CONSULT-III plus Ver.73.50
VIN:5N1AT2MV1JC[redacted]
Vehicle : ROGUE T32 2018
Country : United States
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Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
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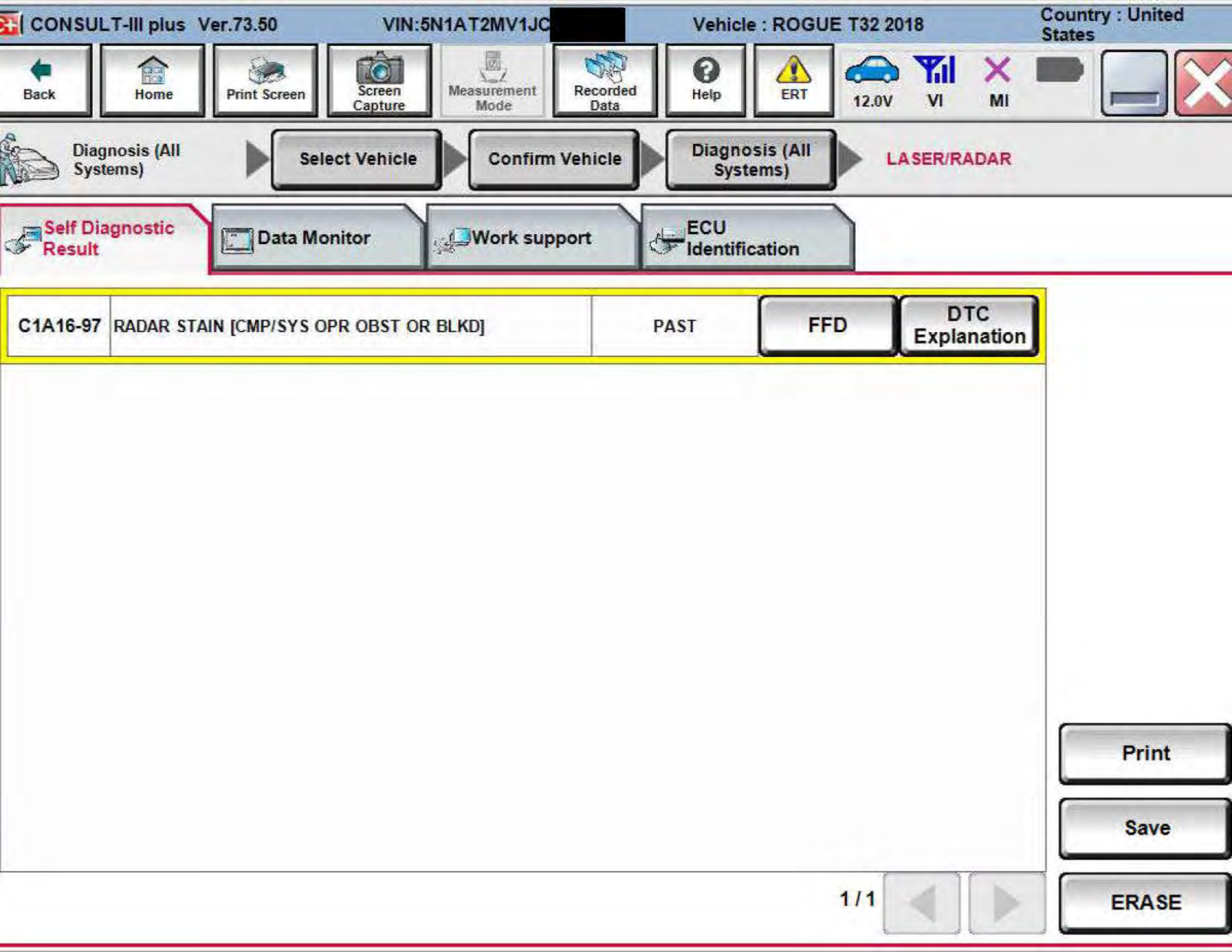

CONSULT-III plus Ver.73.50
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Measurement Mode
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Diagnosis (All Systems)
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Current status
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ECU Identification
Configuration
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Further testing may be required.
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ICC/ADAS
Work support : FEB OPERATION MILEAGE
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Current status
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CONSULT-III plus Ver.73.50
VIN:5N1AT2MV1JC
Vehicle : ROGUE T32 2018
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CONSULT-III plus Ver.73.50
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Self Diagnostic Result
Data Monitor
Work support
Active Test
ECU Identification
-
No DTC is detected.
Further testing may be required.
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ERASE


CONSULT-III plus Ver.73.50
VIN:5N1AT2MV1JC[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
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Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
LASER/RADAR
Self Diagnostic Result
Data Monitor
Work support
ECU Identification
C1A16-97
RADAR STAIN [CMP/SYS OPR OBST OR BLKD]
PAST
FFD
DTC Explanation
Print
Save
1 / 1
ERASE

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 [12] | Case Categorizations [1] | Emails [0] | Calls [0] | Open Activities [2] | Activity History [1] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | DTS Field Inspections [1] | Attachments [0] | Case History [19]

Case Detail

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

Case Record Type	CA [Change]	Case Number	[redacted]
Account Name	[redacted]	Case Owner Email	dehenry.kidd@nissan-usa.com
Contact Email	[redacted]	Case Owner Location	Murfreesboro
Home Phone	[redacted]	Case Owner	DeHenry Kidd [Change]
Executive Referral		Status	Open
Exec-Received-Date		Type	CA
Letter Sent Date		Case Origin	Phone
Letter Received Date		Date/Time Opened	2/5/2018 1:18 PM
Follow Up Date	3/15/2018	Date/Time Closed	
Follow Up Request	Send Follow Up Email	Multiple Repairs	No
Supporting Documents		Executive Summary	
CA Multiple Repairs		Executive Actions To Resolve	
Social Media Involvement		Closed at CCF	
Martiz Customer Id			
Alert Trigger Verbatim			
Case Reopen Count	0		
Description	IIR- FEB- EST		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	BARON NISSAN
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	1,200	XTIME Appointment Number	

Incident Codes - IIR REQUIRED

Incident Date	2/1/2018		
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	5N1AT2MV1J[redacted]	Part Number 1	
Model Year	2018	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22218	Beyond PT Warranty Months1	0

Dealer Access

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

07

Shared With		Requested Dealer Action	please review..

Bluetooth

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

Related Items

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

Primary & Secondary Root Cause Code

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

Action Code

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

DTS Request

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

System Information

Subject	CUSTOMER:[redacted] PHONE:[redacted] VIN: 5N1AT2MV1J[redacted]

Agent Comments

Agent Comments	2nd attempt. iir		
Created By	Kathy Bates, 2/5/2018 1:18 PM	Root Cause Code	SCIN
Last Modified By	DeHenry Kidd, 3/1/2018 7:43 AM	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 He

Action	Public	Comment
Make Public		**Created By: DeHenry Kidd (3/1/2018 7:43 AM)** Arbs-DK received an email from DTS stating that the inspection is completed. Arbs is now waiting on a decision from PL.
Make Public		**Created By: DeHenry Kidd (2/14/2018 9:16 AM)** Arbs called customer and the dealership to let them know the inspection date is set for 2/26 at 10am EST
Make Public		**Created By: DeHenry Kidd (2/9/2018 9:24 AM)** Verified Name Address Phone# VIN Mileage Responsible Dealer Checked for open Recalls/Campaigns: None • C states that C was driving on Northern Boulevard road/HWY travelling approximately 25-30 mph. • In which direction (N, S, E, W?) "Northbound/Southbound/Eastbound/Westbound…" East • How many lanes was the road and in each direction? 4 • Is the road divided by a concrete barrier, grass median or turning lane: No • Which lane where you traveling in? Right • Where there any vehicles to your left or right? no • How far were you from the vehicle in front of you? no • Was the road grade level on an incline or decline? Incline (was not approaching any stop sign.) • Is the road condition newly paved, moderate or poor in condition? Moderate paved • Did the incident occur in a construction zone? no • Where you accelerating, coasting, braking or cruising (maintaining speed)? Cruising • Was traffic level moderate, heavy, or light? no • Just before the incident occurred, was the orientation of the steering wheel and the vehicle in a straight line? yes • Weather: Clear • Did any airbags deploy: no • Point of impact: no 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: Samantha Dixon (2/6/2018 11:25 AM)** C contacted NNA about intelligent braking system inquiry.
Make Private	✓	**Created By: Amanda Yett (2/6/2018 8:21 AM)** RCAS-AY submitted IIR.

Created By: Amanda Yett (2/6/2018 8:21 AM)
RCAS-AY received inbound call from C.
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 verified C's concerns—FEB concern.

C stated veh stops by itself.

RCAS-AY began IIR.

C stated that C understands that RCAS-AY has to ask these questions but C wants veh fixed.
C stated that this is extremely dangerous and could be a lawsuit.
C stated that C was told that someone would come out.

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

Make Private

C confirmed.
C stated that it is urgent.
C stated that C wants this recorded.
C stated that if something happens, NNA will be responsible.
C stated that veh is no good.
C stated either change out the veh or fix it.

RCAS-AY apologized and advised RCAS-AY will convey the urgency of this but it can take up to 3 business days.

C stated that C just wants veh fixed.

RCAS-AY understood and offered further assistance.

C stated that C was told to call NNA and NNA would take care of it properly.
C stated that NNA just keeps adding time to process.

RCAS-AY apologized and advised RCAS-AY understands the urgency of the situation and will make sure it is documented.

C understood.

RCAS-AY thanked C for C's time.

Call ended mutually.

Make Private

Created By: Amanda Yett (2/6/2018 7:58 AM)
RCAS-AY notes unable to datanet.

Make Private

Created By: Amanda Yett (2/6/2018 7:58 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 (2/6/2018 7:21 AM)
RCAS-AY placed outbound call to DLR.
RCAS-AY spoke with SM-Frank.
RCAS-AY provided last six of VIN.
SM-Frank advised C has not been to DLR.
SM-Frank advised C called DLR and was instructed to call CA.
SM-Frank advised C has concern with FEB system in veh.

Make Public

Created By: Kathy Bates (2/5/2018 2:07 PM)
*****CASE SUMMARY*****
C called to book an appointment with a specialist for IBS

CRR - KB informed C the case will be passed to RCAS for appointment booking as a specialist and special machine is required from DMS

Supervisor call

Make Public

Created By: Kathy Bates (2/5/2018 2:00 PM)
SCRR-DB took over call

SCRR-DB confirmed that C was seeking assistance regarding getting specialist to DLR for Intelligent Braking System

C agreed stating that C is seeking assistance with this
C stated that C has been to DLR but the DLR told C to call NNA to book the appointment with the specialist

SCRR-DB confirmed this is true as the specialists have specific training and tools to handle the concern that the DLR may not
SCRR-DB advised that C will hear back from RCAS by EOD 2/6/18

C stated that C would like to hear back by EOD today if possible

SCRR-DB advised that as this case has just been opened RCAS would have to have the time to review is prior to C call back and this will take place by EOD 2/6/18

C understood

SCRR-DB offered further assistance

C declined

SCRR-DB provided case #, name and ID
Call ended mutually

Make Public

Created By: Kathy Bates (2/5/2018 1:53 PM)
CRR - KB RECEIVED a call from C
CRR - KB CONFIRMED C's info including VIN#, mailing address, phone number, email address, and mileage
CRR - KB SEARCHED for VIN# campaigns and found - 0
CRR - KB SEARCHED for related cases and found - 0
CRR - KB SEARCHED for unrelated cases and found - 0
CRR - KB found the main concern of the call to be - booking an appointment for repair

C stated C's been having issues with C's VEH IBS (intelligence Breaking System)
C stated C was informed by the DLR to call NNA to book an appointment for this repair

CRR - KB called the DLR to find out more info

DLR told CRR - KB that because of the required diagnosis and repair that DLRs are being informed to have C's call NNA to book the appointment because the diagnostic requires a special machine and someone from DMS to perform the diagnostic and repair

Call with DLR ended mutually

CRR - KB informed C of the instructions given to the DLR
CRR - KB INFORMED C that the case will be passed to RCAS for further review
CRR - KB INFORMED C that someone from RCAS will contact C by the end of business the next business day
CRR - KB SENT email to C regarding RCAS escalation and explained it to C
Best Contact #[redacted]

C asked to speak to a supervisor

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	INTELLIGENT BRAKE ASSIST (IBA)	POOR OR IMPROPER OPERATION	26	2/5/2018	YX	AD	[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 To
Edit | Cls	IIR	Not Started		✓	[redacted]	2/7/2018	N/A	DeHenry Kidd
Edit | Cls	DTS Follow Up[redacted]: BARON NISSAN	Not Started		✓		2/11/2018	High	DeHenry Kidd

Activity History

Log a Call | View All | Activity History He

Action	Subject	Type	Name	Due Date	Assigned To	Action Taken	Status	Last Modified Date/Time
Edit | Del	DTS Request[redacted] BARON NISSAN			2/11/2018	Kevin MacKay		Complete	2/9/2018 3:20 PM

Customer Support Tools

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

No records to display

Check Activity

Check Activity He

No records to display

Forms

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

Action	Form	Request Type	Created By	Created Date	Customer Name	VSC	VIN	VSC Request Comments
Edit	[redacted]	IIR	Amanda Yett, 2/6/2018 8:19 AM	2/6/2018			5N1AT2MV1JC[redacted]	

DTS Field Inspections

DTS Field Inspections He

Action	Title	DTS Inspection Date	Owner First Name	Owner Last Name	Status
Edit	[redacted]	2/26/2018 10:00 AM	Kevin	MacKay	Completed

Attachments

Attach File | Attachments He

No records to display

Case History

Case History He

Date	User	Action
3/1/2018 7:43 AM	DeHenry Kidd	Changed **Follow Up Date** from 3/5/2018 to **3/15/2018**.
2/14/2018 9:20 AM	DeHenry Kidd	Changed **Follow Up Date** from 2/14/2018 to **3/5/2018**.
2/13/2018 2:57 PM	DeHenry Kidd	Changed **Follow Up Date** from 2/13/2018 to **2/14/2018**.
2/9/2018 9:29 AM	DeHenry Kidd	Changed **Follow Up Date** from 2/9/2018 to **2/13/2018**.
2/6/2018 11:25 AM	Samantha Dixon	Changed **Case Owner** from Amanda Yett to **DeHenry Kidd**.
2/6/2018 11:25 AM	Samantha Dixon	Changed **Description**.
2/6/2018 8:21 AM	Amanda Yett	Changed **Follow Up Date** from 2/7/2018 to **2/9/2018**.
2/6/2018 7:58 AM	Amanda Yett	Changed **Follow Up Date** from 2/6/2018 to **2/7/2018**.
2/5/2018 2:07 PM	Amanda Yett	Changed **Description**.
2/5/2018 2:00 PM	Kathy Bates	Changed **Escalated By ID** to[redacted]
		Changed **Case Owner** from Kathy Bates to **Amanda Yett**.
2/5/2018 1:58 PM	Kathy Bates	Changed **VIN** to **5N1AT2MV1JC**[redacted]
		Changed **Subject** from CUSTOMER:[redacted] PHONE:[redacted] VIN: to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: 5N1AT2MV1JC**[redacted]
		Changed **Vehicle** to **5N1AT2MV1JC**[redacted]

2/5/2018 1:55 PM	Kathy Bates	Changed **Case Servicing Dealer** to **BARON NISSAN**.
2/5/2018 1:18 PM	Kathy Bates	Changed **Work Phone** to [redacted]
		Changed **Follow Up Date** from 2/5/2018 to **2/6/2018**.
		Changed **Subject** to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN:**.
		Created.

^ Back To Top

Always show me fewer / more records per related list

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Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV1JC[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 Roslyn State NY Zip Code [redacted] Country United States

☒ Driver Same as Claimant
☒ Owner Same as Claimant

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

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

II. Vehicle

Model Year 2018 Model Name Rogue Mfg. Date 11/3/2017 VIN 5N1AT2MV1JC[redacted]

Mileage 1814 License # [redacted] State NY Country United States

Special equipment & accessories Vehicle equipped with after-market floor mats

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

Number	Description	Status	Date
N/A	N/A	○ Open ◉ Closed	2/28/2018

Add Row | Remove Row

III. Description of Incident & Claim

Source of Information Claimant Incident Date 02/01/2018 Time 5:30 PM

Location of Incident (describe fully) Northern Boulevard in Manhasset NY, traveling east.

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

Vision obstruction (describe) None Given.

Temperature at time of incident 43.0° F Parking location prior to time of incident Not Given

Incident Investigation

CAR # [redacted]
Claimant
VIN 5N1AT2MV1JC[redacted]

Overnight temperature prior to incident: 33.1° F
Length of time parked: Not Given

Ice/Snow accumulation on vehicle? ○ Yes ◉ No

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

Sequence of Events (according to claimant): Claimant stated that all of a sudden, the vehicle made beeping noise and vehicle applied the brakes. Claimant stated vehicle did not come to a complete stop. Claimant stated he applied the accelerator and the vehicle accelerated through. Claimant states he was traveling at about 25 - 30 mph at time of incident. Claimant states the steering wheel was in the straight position and that there were no objects in front or behind vehicle. Claimant states he was approaching a stop sign at the time of incident.

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

Driver Action (braking, steering, etc.): Cruising with steering wheel straight ahead.

Special Circumstances: None Given.

Actions taken after incident and results of those actions: Claimant states he applied the accelerator and the vehicle accelerated through event and vehicle was continued to be operated.

Vehicle Estimated Speed: 25 - 30 mph
Source: Claimant
Posted Speed Limit: Not given.

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

Witness Present? ○ YES ◉ NO

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

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

#	Allegation	Allegation made by
1	Claimant alleges undesired FEB operation occurred with no vehicles in front of vehicle.	Claimant.

Add Allegation | Remove Allegation

IV. Occupants & Injuries

Source of Information: Claimant.

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV1JC[redacted]

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



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

Address [redacted] Roslyn, NY [redacted] Weight Not Provided

Location Incident Vehicle Seating Position 1 - Driver

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

Nature & Extent of Injuries N/A

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

Add Occupant | Remove Occupant

☐ No Occupants Comments N/A

V. Other Property Damage

☒ No Other Property Damage

Source of information Claimant

VI. Investigation Results

Date of vehicle inspection 02/26/2018

Location of inspection Baron Nissan, Glen Clove NY

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

Vehicle exhibits no signs of impact collision or trauma.

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

Photos taken by Kevin D. Mackay # Photos 84

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 6 - 37)

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV1JC[redacted]

Engine/ Transmission/ Drivetrain	No abnormalities found. (Please see photos 59 - 67, 69 - 71)
Underbody/ Suspension/ Steering/ Wheels & Tires	No abnormalities found. (Please see photos 69 - 76)
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	No abnormalities found. (Please see photos 38 - 58)
Seat Belts/ Child Restraints (if applicable)	No abnormalities found. (Please see photos 38 - 58)
Air Bags	No abnormalities found. (Please see photos 38 - 58)

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

N/A

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

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

#	Allegation	Factual Findings
1	Claimant alleges undesired FEB operation occurred with no vehicles in front of vehicle.	Upon inspection, found vehicle exhibits no signs of impact trauma or collision. DTS inspected control units diagnostics and found PAST B1309-11 stored in Multi AV, and PAST C1A13-97 stored in Laser/Radar CU. Performed inspection of FEB OPERATION MILEAGE Log and found no history of FEB operation logged. DTS drove vehicle from Baron Nissan in Glen Cove through Manhasset to Queens on Northern BLVD as described by customer in both directions, and did not duplicate any abnormal FEB operation at time of test drive.

Add Row | Remove Row

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

Reporter's Signature *Kevin D. Mackay*

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

Incident Investigation

CAR # [redacted]
Claimant
VIN 5N1AT2MV1JC[redacted]

IIR Supplement: Advanced Technology Checklist

I. Vehicle equipped with

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

Other (describe)	N/A
Comments	N/A

II. Diagnostic Download and EDR Data

Instructions:

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

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

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV1JC[redacted]

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

III. Sensor and ECM Visual Inspection

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

Yes	No		Comments
○	◉	Obstructions to camera? (ie. dirt, stickers, etc.)	Lane Camera not equipped.
○	◉	Physical damage to camera? (ie. cracks)	Lane Camera not equipped.
○	◉	Obstructions to radar sensor units? (ie. dirt, stickers, etc.)	See Photos 21 - 23.
○	◉	Physical damage to radar sensor units? (ie. cracks)	See Photos 21 - 23, 66 - 68.
◉	○	Electrical connection to radar module firmly seated?	See Photos 66 - 68.
○	◉	Electrical connection to camera module firmly seated?	Lane Camera not equipped.
○	○		

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

Vehicle
5N1AT2MV1JC[redacted]

Customize Page | Printable View | Help for this Pa

Vehicle Campaigns [0] | Warranty Cases [0] | Cases [1] | Service History [8] | Vehicle Service Contracts [0] | Vehicle History [1] | DTS Field Inspections [1]

Vehicle Detail

VIN	5N1AT2MV1JC[redacted]		
Last Modified By	DeHenry Kidd, 3/1/2018 7:43 AM	Branded Title	
Created By	NNAETL, 11/6/2017 11:21 AM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage	1,200	MSRP	$32,305
Latest Recorded Mileage Units	M		
In Service Date	12/29/2017		

Manufacturing Data

Make/Model	2018 NISSAN ROGUE	Manufacturer Date	11/3/2017
Model Year	2018	Plant Name	Smyrna (NMM)
Make	NISSAN	PDI Date	
Model Line	ROGUE	Country Code	USA
Model Code	22218	US Specification Indicator	Y
Body Style Type	WAGON 4 DOOR	Emissions Type	50 STATE
Exterior Color	SCARLET EMBER	Emissions Certification	
Cylinders		Open Recall	
Transmission Type	CVT	Head Unit	
Model Series		Model Line Code	RGE
Factory Installed Options	C03E10K02L92M92U35Z66		
Factory Installed Options Descriptions	C03 (50 STATE EMISSIONS), E10 (PREMIUM PAINT E10), K02 (SUN & SOUND TOURING PACKAGE), L92 (FLOOR MATS (2PC FRONT, 2PC SEC), M92 (RETRACTABLE CARGO COVER), U35 (NAVIGATION MANUAL), Z66 (ACTIVATION DISCLAIMER)		

Vehicle Tools

Total Approved Checks VIN Decoder

System Information

Latest Owner (BETA) [redacted]

Warranty Information

S No.	Warranty Description	Warranty Expiration Date	Warranty Expiration Miles	Warranty Exclusion Code	Warranty Exclusion Name	Warranty Extensions/Cust Service Initiatives Flag	Branded Des
1	BASIC COVERAGE	12/29/2020	36,000				
2	POWERTRAIN COVERAGE	12/29/2022	60,000				
3	SEAT BELT	12/29/2027	999,999				
4	CORROSION COVERAGE (PERFORATION)	12/29/2022	999,999				
5	FEDERAL EMISSION LONG TERM DEFECT	12/29/2025	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	NMAC lease	ROGUE	12/29/2017	

Vehicle Ownership

Vehicle Ownership

New Vehicle Ownership

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

Vehicle Campaigns

Vehicle Campaigns Help

No records to display

Warranty Cases

Warranty Cases Help

No records to display

Cases

Print Cases

Cases Help

Action	Case Number	Type	Account Name	Date/Time Opened	Date/Time Closed	Current Mileage	Status	CST Approvals	Owner Name
| Edit | Cls	[redacted]	CA	[redacted]	2/5/2018 1:18 PM		1,200	Open	0	DeHenry Kidd

Service History

Service History Help

Action	SRH Number	PNC Code Description	Primary Operation Code Description	Coverage Code/Pay Type	Transaction Date/VR Close Date	Vehicle Mileage	Customer	Dealer Code	Work Order #	Claim I
	SRH-[redacted]			PD	12/21/2017	6	NP NP	2620	[redacted]	A
	SRH-[redacted]			I	12/31/2017	79	[redacted]	2404	[redacted]	
	SRH-[redacted]			I	12/19/2017	6		2620	[redacted]	
	SRH-[redacted]			I	12/19/2017	6		2620	[redacted]	
	SRH-[redacted]			W	12/19/2017	6		2620	[redacted]	
	SRH-[redacted]			C	2/27/2018	1,814	[redacted]	2404	[redacted]	
	SRH-[redacted]			C	2/27/2018	1,814	[redacted]	2404	[redacted]	
	SRH-[redacted]			C	2/27/2018	1,814	[redacted]	2404	[redacted]	

Vehicle Service Contracts

Vehicle Service Contracts Help

No records to display

Vehicle History

Vehicle History Help

Date	User	Action
11/6/2017 11:21 AM	NNAETL	Created.

DTS Field Inspections

New DTS Field Inspection

DTS Field Inspections Help

Action	Title	Status	Created Date	Related Support Case	Owner First Name	Owner Last Name	DTS Team	DTS Inspection Date	Report Date
Edit	[redacted]	Completed	2/14/2018	[redacted]	Kevin	MacKay	NER	2/26/2018 10:00 AM	2/26/2018 7:32 F

Back To Top

Always show me fewer / more records per related list

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12:03 PM
49 °F
RPMx1000
MPH
P
130
1832 miles


NISSAN


5N1AT2MV1JC


NEW YORK
[redacted]
12/28/19
NYMA
5N1AT2MV1JC[redacted]
2018 NISSA SUBN
[redacted] PAS 6 G
12
19
MONTH
YEAR
[redacted]
VEHICLE REGISTRATION
NISSAN
[redacted]
NEW YORK STATE
JAN
FEB
MAR
SAFETY
INSPECTION
CERTIFICATE
T
2018
APR
MAY
JUN
JUL
AUG
NOV
OCT


MFD BY NISSAN MOTOR CO., LTD.
DATE: 11/17
GVWR: 2141 KG
4720 LB
GAWR FR.: 1072 KG
2363 LB
WITH 225/65R17 TIRES
17 X 7J RIMS AT 33 PSI
COLD SINGLE
GAWR RR.: 1089 KG
2401 LB
WITH 225/65R17 TIRES
17 X 7J RIMS AT 33 PSI
COLD SINGLE
THIS VEHICLE CONFORMS TO
ALL APPLICABLE FEDERAL
MOTOR VEHICLE SAFETY AND
THEFT PREVENTION
STANDARDS IN EFFECT ON
THE DATE OF MANUFACTURE
SHOWN ABOVE.
5N1AT2MV1JC
MPV
MODEL: TDBNLTW T32EUA-F---
COLOR: NBL TRIM: G ZS30A


10:22 AM
1814 miles


NISSAN






ROGUE


NISSAN
ROGUE
SV AWD


SV AWD










NISSAN


NISSAN


NISSAN








NISSAN
































NEXEN
N5000
225/50R17






















ROGUE










LIFTS

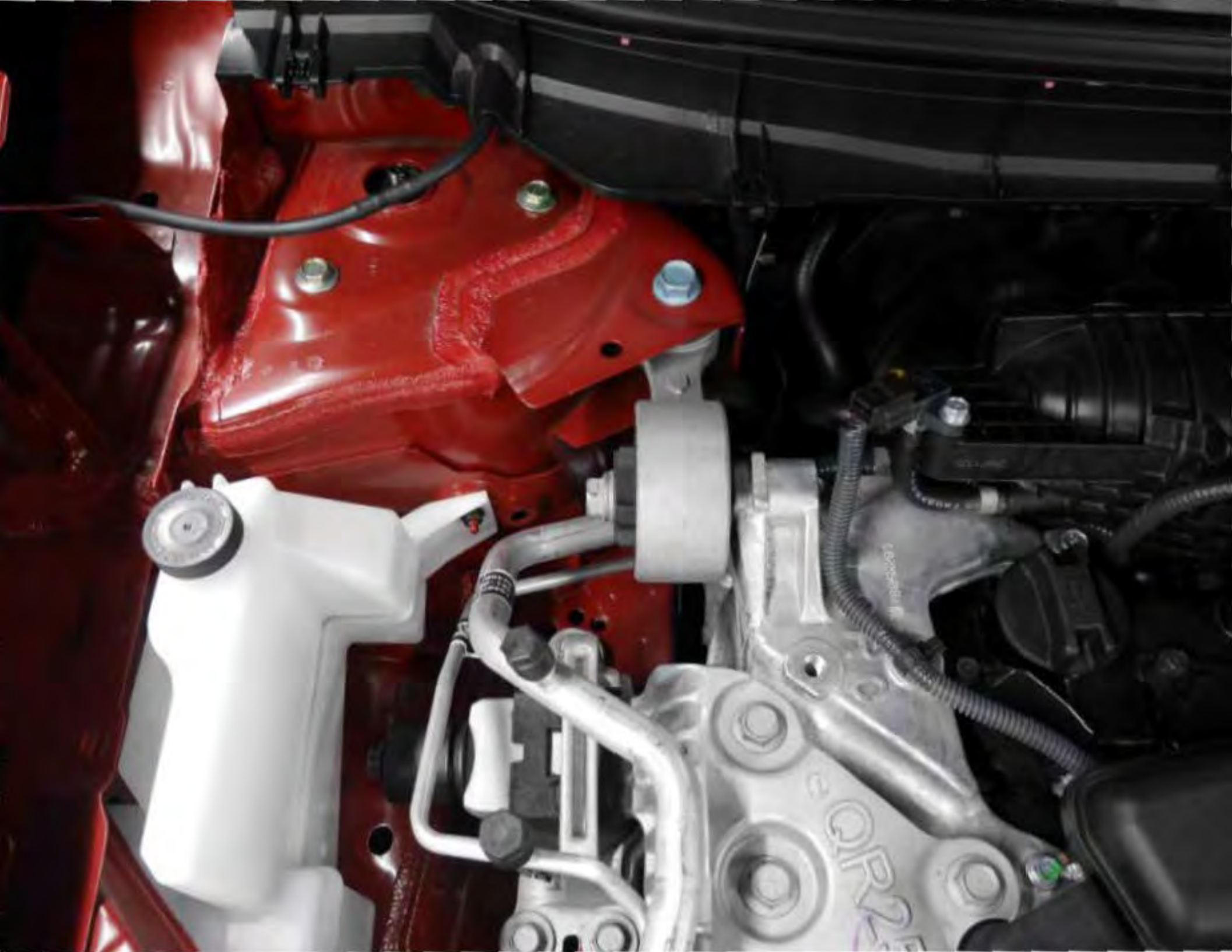















DANGER/POISON
DANGER/POISON






























10:38 AM
44°F
Settings
Driver Assistance
Clock
Meter Settings
Vehicle Settings
Maintenance
Alarm
P
146
1814 miles
RPMx1000
MPH
km/h


10:38 AM
44°F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
146
1814 miles
RPMx1000
MPH
km/h


10:38 AM
44°F
Driving Aids
Emergency Brake
Blind Spot
P
146
1814 miles
RPMx1000
MPH
km/h


10:38 AM
44°F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
146
1814 miles
RPMx1000
MPH
km/h


10:38 AM
44°F
Parking Aids
Moving Object
Cross Traffic
P
146
1814 miles
RPMx1000
MPH
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10:39 AM
44°F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
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1814 miles
RPMx1000
MPH
km/h


10:39 AM
44°F
Chassis Control
Trace Control
Engine Brake
P
146
1814 miles
RPMx1000
MPH
km/h

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	JN8AT2MVXHW[redacted]
User	[redacted]
Case Number	[redacted]
EDR Data Imaging Date	02/22/2018
Crash Date	01/21/2018
Filename	JN8AT2MVXHW[redacted] ACM.CDRX
Saved on	Thursday, February 22 2018 at 11:54:15
Imaged with CDR version	Crash Data Retrieval Tool 17.6
Imaged with Software Licensed to (Company Name)	Nissan North America, Inc.
Reported with CDR version	Crash Data Retrieval Tool 17.6
Reported with Software Licensed to (Company Name)	Nissan North America, Inc.
EDR Device Type	Airbag Control Module
Event(s) recovered	None

Comments

No comments entered.

Data Limitations

General Information:

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

Airbag Control Unit (ACU)

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

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

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

Data Element Sign Convention:

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

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

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

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

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

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

0701_Nissan001_r006

DTCs at Time of Retrieval

None

Hexadecimal Data

```
DID    Data

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

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

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
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00

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

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

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

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

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

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

F1A0  20


      59 02 09


      59 02 09


      59 0F 08
```

Disclaimer of Liability

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

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MVXHW[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 Farmingville State NY Zip Code [redacted] Country United States

☒ Driver Same as Claimant
☒ Owner Same as Claimant

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

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

II. Vehicle

Model Year 2017 Model Name Rogue Mfg. Date 06/26/2017 VIN JN8AT2MVXHW[redacted]

Mileage 1393 License # [redacted] State NY Country United States

Special equipment & accessories NONE

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

Number	Description	Status	Date
N/A	N/A	○ Open ◉ Closed	2/28/2018

Add Row | Remove Row

III. Description of Incident & Claim

Source of Information Claimant Incident Date 1/21/2018 Time 2:00 PM

Location of Incident (describe fully) Bluepoint Street heading North, just approaching service road to express way road goes underneath express way in Farminville NY on Long Island.

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

Vision obstruction (describe) None Given

Temperature at time of incident 51.0° F Parking location prior to time of incident Not Given

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MVXHW[redacted]

Overnight temperature prior to incident: 37.0°F
Length of time parked: Not Given

Ice/Snow accumulation on vehicle? ○ Yes ◉ No

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

Sequence of Events (according to claimant): Claimant stated that brakes applied by themselves. Claimant stated that the vehicle made loud grinding sound and the FEB lights activated. Claimant stated that no one was near Claimant when incident occurred. Claimant states that there were no vehicles in front or behind vehicle and that there was no construction around roadway. Claimant states that issue occurred as the vehicle was around 100 ft in front of major steel overpass

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

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

Special Circumstances: None Given.

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

Vehicle Estimated Speed: Not Given Source: Claimant Posted Speed Limit: 30 mph

Other Vehicle Estimated Speed: N/A 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.

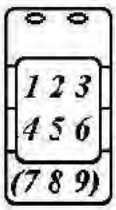
#	Allegation	Allegation made by
1	Claimant alleges that undesired FEB operation occurred as the customer approached and passed under a major steel overpass.	Claimant.

Add Allegation | Remove Allegation

IV. Occupants & Injuries

Source of Information: Claimant.

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



Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MVXHW[redacted]

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

Address [redacted] Farmingville, NY [redacted] Weight Not Given

Location Incident Vehicle Seating Position 1 - Driver

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

Nature & Extent of Injuries None Given

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

Add Occupant | Remove Occupant

☐ No Occupants Comments N/A

V. Other Property Damage

☒ No Other Property Damage

Source of information None

VI. Investigation Results

Date of vehicle inspection 02/22/2018

Location of inspection Nissan 112 Sales Corp. Medford NY.

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

Vehicle exhibits no impact or collision trauma.

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

Photos taken by Kevin D. Mackay # Photos 86

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

Exterior/Body	No abnormalities found. (Please See Photos 5 - 33)
Engine/ Transmission/ Drivetrain	No abnormalities found. (Please See Photos 34 - 41, 68 - 70)
Underbody/ Suspension/ Steering/ Wheels & Tires	No abnormalities found. (Please See Photos 68 - 76)
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	No abnormalities found. (Please See Photos 45 - 65)

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MVXHW[redacted]

Seat Belts/ Child Restraints (if applicable)	No abnormalities found. (Please See Photos 45 - 65)
Air Bags	No abnormalities found. (Please See Photos 45 - 65)

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

N/A

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

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

#	Allegation	Factual Findings
1	Claimant alleges that undesired FEB operation occurred as the customer approached and passed under a major steel overpass.	Upon DTS inspection, found no signs of impact or collision trauma to the vehicle. Performed Control Unit diagnostic inspection and found no diagnostic trouble codes stored in any system. Performed inspection of FEB OPERATION MILEAGE Log and found no history of any FEB operation logged. Performed test drive of vehicle to the location listed by claimant and passed under the steel overpass for the 495 expressway. DTS passed under the steel overpass in both directions in all available lanes multiple times and was unable to duplicate any abnormal FEB operation.

Add Row | Remove Row

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

Reporter's Signature *Kevin D. Mackay*

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

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MVXHW[redacted]

IIR Supplement: Advanced Technology Checklist

I. Vehicle equipped with

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

Other (describe)	N/A
Comments	N/A

II. Diagnostic Download and EDR Data

Instructions:

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

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

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MVXHW[redacted]

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

III. Sensor and ECM Visual Inspection

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

Yes	No		Comments
○	◉	Obstructions to camera? (ie. dirt, stickers, etc.)	Please see photos 77 - 78
○	◉	Physical damage to camera? (ie. cracks)	Please see photos 66 - 67, 77, 78
○	◉	Obstructions to radar sensor units? (ie. dirt, stickers, etc.)	Please see photos 31 - 33, 41 - 44
○	◉	Physical damage to radar sensor units? (ie. cracks)	Please see photos 31 - 33, 41 - 44
◉	○	Electrical connection to radar module firmly seated?	Please see photos 41 - 44
◉	○	Electrical connection to camera module firmly seated?	Please see photos 66 - 67
○	○		

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

Case [redacted]

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	1/22/2018 1:40 PM
Follow Up Date	3/1/2018	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	1,040	XTIME Appointment Number	

Incident Codes - IIR REQUIRED

Incident Date	1/21/2018		
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	JN8AT2MVXHW[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	NISSAN 112 SALES CORP	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	1/26/2018	VSC Reprint Request	Email
RHR Completed	1/26/2018	Contact Name	[redacted]

Primary & Secondary Root Cause Code

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

Action Code

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

DTS Request

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

System Information

Subject	CUSTOMER:[redacted] PHONE:[redacted] VIN: JN8AT2MVXHV[redacted]

Agent Comments

Agent Comments	iir submitted.		
Created By	Leonardo Montero, 1/22/2018 1:40 PM	Root Cause Code	SCSD
Last Modified By	DeHenry Kidd, 3/1/2018 7:57 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 Public		**Created By: DeHenry Kidd (3/1/2018 7:58 AM)** Arbs-DK received an email from DTS stating that the inspection is completed. Arbs is now waiting on a decision from PL.
Make Public		**Created By: DeHenry Kidd (2/19/2018 9:18 AM)** Arbs has contacted customer to let the customer know the inspection date is set for 2/22 at 10am EST at Nissan 112 Sales Corp. Arbs has also informed Arbs-DM about the inspection date.
Make Public		**Created By: DeHenry Kidd (2/16/2018 4:49 PM)** Arbs-dk has completed the IIR probe, arbs will submit an IIR inspection.
Make Public		**Created By: Diamond Milan (2/16/2018 12:10 PM)** ARBS noting Dakota is OOO. ARBS noting ARBS reviewed case with ARBS-DK. ARBS noting IIR questions are being reviewed by IIR team.
Make Public		**Created By: Diamond Milan (2/15/2018 4:30 PM)** ARBS noting ARBS received a call from DTS on DTS request. DTS-Kevin M advised the IIR team have been requesting these IIRs. DTS advised there is a special request that Grady Douglass or Dakota M. have been doing to keep a supervised vision on the case. DTS advised ARBS to get with them to submit an IIR for the case. ARBS understood. ARBS advised both are gone for the day but ARBS will work with them first thing in the morning. DTS understood. Call ended mutually.
Make Public		**Created By: Diamond Milan (2/15/2018 4:22 PM)** ARBS placed a call to C. C stated C called for a loaner and C was advised that an inspector would need to come out first and loaner will be provided then. C stated if the inspector cannot come out soon, C will want a loaner veh at this time. ARBS understood. ARBS advised C that ARBS was not aware that an inspector was needed for a loaner. ARBS advised C that ARBS will requesting a DTS inspection now and see when the inspector can come out. ARBS advised C if the inspector cannot come out soon, ARBS will see about getting C a loaner as soon as possible. ARBS advised C based on ARBS and dlr conversation, the dlr was supposed to provide a loaner now.

	C stated C is willing to move forward with inspector. ARBS advised that will be requested now. C thanked ARBS. ARBS advised C that ARBS will follow up once inspection is available. C understood. Call ended mutually.
Make Private	**Created By: Dakota McGregor (2/14/2018 10:58 AM)** ARBS notified ARBS Diamond Milan of Cs request for callback
Make Private	**Created By: Dakota McGregor (2/14/2018 10:54 AM)** ARBS received inbound from C C states would like to speak to ARBS Diamond Milan C state has left a message for ARBS ARBS informed that will notify Cs correct representative and let ARBS Diamond know that C is requesting an update C specified that C is calling in regard to some of Cs rental/loaner concerns ARBS informed that would notify ARBS Diamond Milan ARBS thanked C C thanked ARBS Call ended mutually
Make Public	**Created By: Diamond Milan (2/7/2018 1:58 PM)** ARBS placed a call to C. ARBS advised C that ARBS spoke with dlr. ARBS spoke with Raquel in rentals. ARBS advised C that there are loaners available. ARBS provided contact information of Raquel. ARBS advised C to contact dlr and they will set C up immediately. C thanked ARBS. C asked what C does with current veh. ARBS advised C the veh may have to remain at Cs home due to the amount of time C will be in a loaner. C understood. C stated C will call now. ARBS understood. Call ended mutually.
Make Public	**Created By: Diamond Milan (2/7/2018 1:54 PM)** ARBS placed a call to the dlr. ARBS spoke with management over Rentals, Raquel. ARBS advised rentals that C has a FEB concern and C is seeking a rental. ARBS advised dlr that C is under the impression there are none available. Raquel advised ARBS that rentals are available. Raquel took down all information for veh and ROs number from visit. Raquel advised that C should not be turned away for this concern since there is no fix. Raquel asked ARBS to have customer contact her at [redacted] and dlr will get C in a loaner right away. ARBS thanked Raquel. Call ended mutually.
Make Public	**Created By: Diamond Milan (2/7/2018 1:41 PM)** C stated the concern only happened one time. C stated C doesn't know if it happens in certain areas. C stated C took the veh to the dlrshp when the concern happened. C stated the dlr didn't have any loaners available at the time. C stated C would think one is available at this time. C stated C is currently driving Cs veh at this time. C stated luckily C was going slow and not at highway speeds during the concern. ARBS apologized for the concern. ARBS advised C that the NNA does not have a repair available for the concern at this time. ARBS advised ARBS is going to reach back out to the dealership to see if there are any loaners available. ARBS advised C a repair will not be available until April. ARBS advised C that ARBS can offer C a $3,000 settlement. C understood. C asked when ARBS would be reaching out to the dealer. ARBS advised C that ARBS would reach out now. ARBS advised C that ARBS will follow back up tomorrow. C understood. Call ended mutually.
Make Public	**Created By: Diamond Milan (2/7/2018 1:28 PM)** ARBS noting ARBS received a vmax from C.
Make Public	**Created By: Diamond Milan (2/1/2018 4:12 PM)** ARBS noting ARBS placed a call to C. No answer, left vmax with contact information and case number.
Make Public	**Created By: Diamond Milan (2/1/2018 4:11 PM)** ARBS noting ARBS placed a call to C. C answered but ended call.
Make Public	**Created By: Diamond Milan (2/1/2018 4:06 PM)** ARBS noting case was reviewed with Sr. Planner- FD and SG. ARBS noting ARBS was advised to take case over.
Make Public	**Created By: Diamond Milan (1/29/2018 1:50 PM)** ARBS noting ARBS placed a call to C. No answer, left vmax with contact information and case number.
Make Public	**Created By: Diamond Milan (1/29/2018 8:07 AM)** ARBS notes based on a good faith review, NNA is not in a position to offer a repurchase or replacement of this vehicle, as the vehicle has not been subject to an unreasonable numb repair attempts for any warrantable concerns. NNA will continue to honor the terms and conditions of all applicable warranties. ARBS-DM recommends ARBS re-review case with ARBS-DM once inspection is complete. ARBS recommends reviewing information for FEB to see when repair will be available. ARBS noting ARBS would recommend monthly payment for concern.
	Created By: Diamond Milan (1/29/2018 7:54 AM) ARBS noting the following veh summary: In Service date: 11/11/2017 State: NY Retail State: NY

		Days Down: 1 Last Reported mileage: 1,241 1 service visit for veh braking on its own… Reset all monitors
Make Public		No Open Campaigns No warranty Cases NO Additional CA Cases: No Tech Line Cases 1 VSC: Basic 6/5000 MY14+ EXP: 11/16/2022 or 50,020 No DTS Inspections
Make Public		**Created By: Diamond Milan (1/29/2018 7:48 AM)** ARBS notes the following veh history: 1/22/18 @ 1241 miles... RO Number[redacted] 1 day down Concern 1.CS veh started braking on its own. Warning lights came on dash. Action 1.Reset all monitors-all ok.
Make Public		**Created By: Leslie Griffin (1/26/2018 11:49 AM)** DRTS received the RHR. The RHR was assigned to ARBS Diamond Milan for review.
Make Public		**Created By: Nicki Barror (1/26/2018 11:47 AM)** DRTS attached RHR
Make Public		**Created By: Nicki Barror (1/26/2018 11:30 AM)** DRTS called dlr 2214 to confirm any open Ro's. Per Kevin in Service, no open. Last Ro is from 1/22/
Make Public		**Created By: Megan Lupp (1/26/2018 10:53 AM)** DRTS-ML rec'd and attached RO's from DLR #2214.
Make Public		**Created By: Megan Lupp (1/26/2018 10:38 AM)** DRTS-ML followed up with SM-Mo, requesting for RO's to be sent via email since fax wasn't coming through so far this morning. SM-Mo will email RO's to DRTS.
Make Public		**Created By: Megan Lupp (1/26/2018 9:35 AM)** DRTS-ML obtained and attached PDI RO to this case. DRTS made follow up call to dlr 2214 for RO's, spoke with SM-Mo, he states he will send them within the next 20 mins after phone call ended mutually.
Make Public		**Created By: Nicki Barror (1/25/2018 3:07 PM)** DRTS called dlr 2214 for RO's including any open again. Everyone in Service was busy, the SM does not have voicemail yet. Brittany will ask SM Mohamed, or SA Kevin (who will b tomorrow) to call.
Make Public		**Created By: Nicki Barror (1/25/2018 11:10 AM)** DRTS called dlr 2214 for RO's including any open. No answer in Service, tried three times. L/M at ext 634 for Service.
Make Private		**Created By: Dakota McGregor (1/25/2018 10:25 AM)** ARBS placed outbound to c[redacted] ARBS apologized for Cs overall experience ARBS informed ARBS is reviewing Cs case with another department to see if any further assistance can be offered to C regarding claim ARBS informed that as soon as ARBS has an update then ARBS will let C know
Make Private		**Created By: Dakota McGregor (1/25/2018 10:24 AM)** ARBS reviewed case with SRPLNR FD ARBS notes ARBS to submit RHR for C
Make Private		**Created By: Dakota McGregor (1/25/2018 10:22 AM)** ARBS received inbound from c ARBS informed that ARBS spoke to DLR ARBS informed per DLR that does not have space to store veh until appointment can occur ARBS informed that loaner/rental veh will be provided to C either way C states this is unacceptable and C completely disagrees with this C states that C does not believe this to be true C states that C is unhappy with NNA and with DLR ARBS informed that with large amount of traffic at DLR, DLR indicated was worried about long term storage of the veh also C states C does not believe this either ARBS inquired if C would be able to store the veh at Cs premises until inspection date C states yes, but C is not happy about it C states C has a driveway that C can just leave the veh sitting in C inquired about going over ARBS head and other department that could actually assist C with Cs safety concerns ARBS assured C that ARBS department is in the best position to further assist C C states C understands but is unhappy ARBS offered further assistance C declined ARBS thanked C C thanked ARBS Call ended mutually
Make Private		**Created By: Dakota McGregor (1/25/2018 9:04 AM)** ARBS placed outbound to C[redacted] ARBS left vmx for C requesting callback ARBS left best contact info
Make Private		**Created By: Dakota McGregor (1/25/2018 9:02 AM)** ARBS reviewed case with SPRLNR FD on 01/24/18 ARBS to call C and see if C can store veh , if C cannot, ARBS to process RHR
Make Private		**Created By: Dakota McGregor (1/24/2018 2:16 PM)** ARBS placed outbound to Nissan 112 Corp ARBS spoke to SM Moe SM informed that C would not be allowed to leave veh on the DLR's premises until day prior to inspection date SM informed that pickup of loaner/rental would follow at that time SM informed that does not have space to store vehicles, and is a liability for DLR if is damaged
Make Private		**Created By: Dakota McGregor (1/24/2018 1:58 PM)** ARBS received inbound from C at 11:45AM ARBS verified and completed partial probe ARBS verified C had time to speak to ARBS C stated on Sunday, C was driving on local street. C states there was no construction around C states there were no vehicles behind, around or in front of C C states that C was approaching a traffic intersection with traffic lights C states that intersection and an overpass were about 100 feet in front of C C stated veh applied brakes automatically and all lights for FEB illuminated on the dashboard C states C immediately pulled safely over to the side and parked the veh C stated that c turned off veh and restarted it. C stated that C would be very concerned if this happened on expressway. C could not provide an exact location but did provide approximate location of incident included in the probe C states that there was no accident or injury

C states that DLR informed C that would not allow C to leave veh or provide a rental/loaner veh to C
ARBS informed that rental/loaner process would be provided to C regardless of if C would like to pursue inspection ARBS will offer
ARBS explained inspection process to C and inquired if C would be interested in a courtesy inspection
C states yes
C states would like to use Nissan 112 if possible
ARBS informed that would reach out to DLR to discuss, but ARBS cannot make any guarantees
ARBS offered further assistance
C declined
ARBS thanked C
C thanked ARBS
Call ended mutually

Make Private

Created By: Dakota McGregor (1/24/2018 11:22 AM)
[redacted] ARBS placed outbound to C
ARBS left vmx requesting callback
ARBS requested detailed vmx of when C could take a callback during ARBS business hours
ARBS provided best contact info and case #

Make Private

Created By: Dakota McGregor (1/24/2018 11:20 AM)
ARBS RECEIVED CASE, UNDER REVIEW, VERIFY PROBE
****

Make Public

Created By: Samantha Dixon (1/23/2018 1:23 PM)
C contacted NNA about veh concern that could not be diagnosed.

Make Private

Created By: Amanda Yett (1/23/2018 10:48 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.

C stated on Sunday, C was driving on local street.
C stated veh applied brakes and all lights for FEB went on.
C stated that c turned off veh and restarted it.
C stated that C would be very concerned if this happened on expressway.

RCAS-AY apologized for C's experience.
RCAS-AY completed IIR form.

C stated that C went to DLR after 3 hours.
C stated that DLR did not give C any info.

RCAS-AY understood.

C stated that C went and spoke with mechanic.
C stated that tech said C was working on a fix.
C stated that C thinks NNA has an obligation to protect C.
C stated that C wanted a loaner veh.

RCAS-AY advised can reach out to DLR but DLR provides loaner veh at their discretion.

C stated that C already asked and was declined.
C stated that C has had veh home for 1 day.
C stated that c was expecting a resolution to this.

RCAS-AY understood.
RCAS-AY advised someone will be in contact shortly but can take up to 3 business days.

C stated that C actually went and bought another veh which should be ready in the next day or so but currently C only has the one veh.

RCAS-AY understood and advised all of this has been documented.
RCAS-AY offered further assistance.

C declined.

RCAS-AY thanked C for C's time.

Call ended mutually.

Make Private

Created By: Amanda Yett (1/23/2018 10:35 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 (1/23/2018 9:05 AM)
RCAS-AY placed outbound call to DLR.
RCAS-AY spoke with SA-Lillian.
SA-Lillian advised veh came in for FEB concern, C stated veh was braking on its own.
SA-L advised no duplication and no defect found at visit, DLR reset all monitors.

Make Private

Created By: Amanda Yett (1/23/2018 7:22 AM)
RCAS-AY placed outbound call to DLR.
RCAS-AY left VMX for service department and requested callback.

RCAS-AY sent email to SM-Mo Khan requesting more information on C's veh diagnosis.

Make Private

Created By: Amanda Yett (1/22/2018 2:15 PM)
RCAS-AY notes unable to datanet.

Make Public

Created By: Leonardo Montero (1/22/2018 1:54 PM)
****** [CASE SUMMARY] ******
C contacted CA DLR complaint
CRR-LM sending case to RCAS for complaint against the dealership service department.

Created By: Leonardo Montero (1/22/2018 1:54 PM)
CRR-LM VERIFIED Account information including: C's name,
CRR-LM VERIFIED VEH Information including: VIN #, Current Mileage, Warranty & Service History
CRR-LM CHECKED for open recalls/campaigns and found: None
CRR-LM CHECKED for previous UNRELATED Case(s) and found: None
CRR-LM CHECKED previous RELATED Case(s) and found:2
CRR-LM NOTED concern is: needs DLR complaint

CRR-LM received inbound call from C.

C stated that VEH stopped on 1/21/2018 without any reason
C stated that went to DLR Nissan 112, NY, to have VEH diagnosed

C stated that after 3 hours of waiting DLR said do not know what happened
C stated that DLR said C that take VEH and get it tested to see how it goes
C stated that that is calling to make sure that nothing dangerous is happening with VEH
C stated that did research and notice that there are some issues with similar VEH
C stated that DLR did no paperwork and just gave c the VEH back without diagnostic
C stated that from C point of view this can be dangerous
C stated that Nissan is aware of the problem
C stated that C is wondering this is the new way Nissan treat this issues

CRR-LM informed C that VEH does not have a campaign on it

C understood

Make Public

CRR-LM informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day 1/23/2018 regarding C's concern.

C understood.

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

C declined.

CRR-LM provided C with agent ID [redacted] and case number [redacted]
CRR-LM noting C's best contact number is [redacted]

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]	NSN DEALER SERVICE DEPT.	VEHICLE MAINTENANCE (NISSAN)	POOR EXPLANATION OF SERVICE DONE	QC	1/22/2018	YV	BF	223500	OC

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 To
Edit | Cls	Call	Not Started		✓	[redacted]	3/1/2018	N/A	Diamond Milan

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 Follow Up[redacted]: NISSAN 112 SALES CORP			2/18/2018	DeHenry Kidd		Complete	2/23/2018 10:37
Edit | Del	DTS Request[redacted] NISSAN 112 SALES CORP			2/18/2018	Kevin MacKay		Complete	2/17/2018 8:55 A
Edit | Del	DTS Follow Up[redacted]: NISSAN 112 SALES CORP			2/18/2018	Diamond Milan		No Action Required	2/16/2018 4:59 P
Edit | Del	DTS Request[redacted] NISSAN 112 SALES CORP			2/18/2018	Kevin MacKay		No Action Required	2/16/2018 4:59 P
Edit | Del	DTS Follow Up[redacted]: NISSAN 112 SALES CORP			2/17/2018	Diamond Milan		No Action Required	2/16/2018 4:53 P
Edit | Del	DTS Request[redacted] NISSAN 112 SALES CORP			2/17/2018	Kevin MacKay		No Action Required	2/16/2018 4:52 P
Edit | Del	please complete RHR		[redacted]	1/31/2018	Nicki Barror		Complete	1/26/2018 11:48
Edit | Del	Review RHR Decision		[redacted]	1/29/2018	Dakota McGregor		No Action Required	1/29/2018 3:14 P
Edit | Del	please collect ROs		[redacted]	1/29/2018	Nicki Barror		Complete	1/26/2018 10:53
Edit | Del	RHR Review[redacted]	RHR	[redacted]	1/26/2018	Diamond Milan	Consumer Affairs RHR	Complete	1/29/2018 8:07 A

Show more » | Go to list »

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, 1/23/2018 10:49 AM	1/23/2018			JN8AT2MVXHW[redacted]	

DTS Field Inspections

DTS Field Inspections He

Action	Title	DTS Inspection Date	Owner First Name	Owner Last Name	Status
Edit	[redacted]	2/22/2018 10:00 AM	Kevin	MacKay	Completed

Attachments

Attach File | View All | Attachments He

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	21KB	1/26/2018 11:47 AM	Nicki Barror

Edit | View | Del	[redacted] - RO's DLR [redacted] .pdf	106KB	1/26/2018 10:52 AM	Megan Lupp
Edit | View | Del	[redacted] - PDI RO - [redacted] .PDF	25KB	1/26/2018 9:30 AM	Megan Lupp

Case History

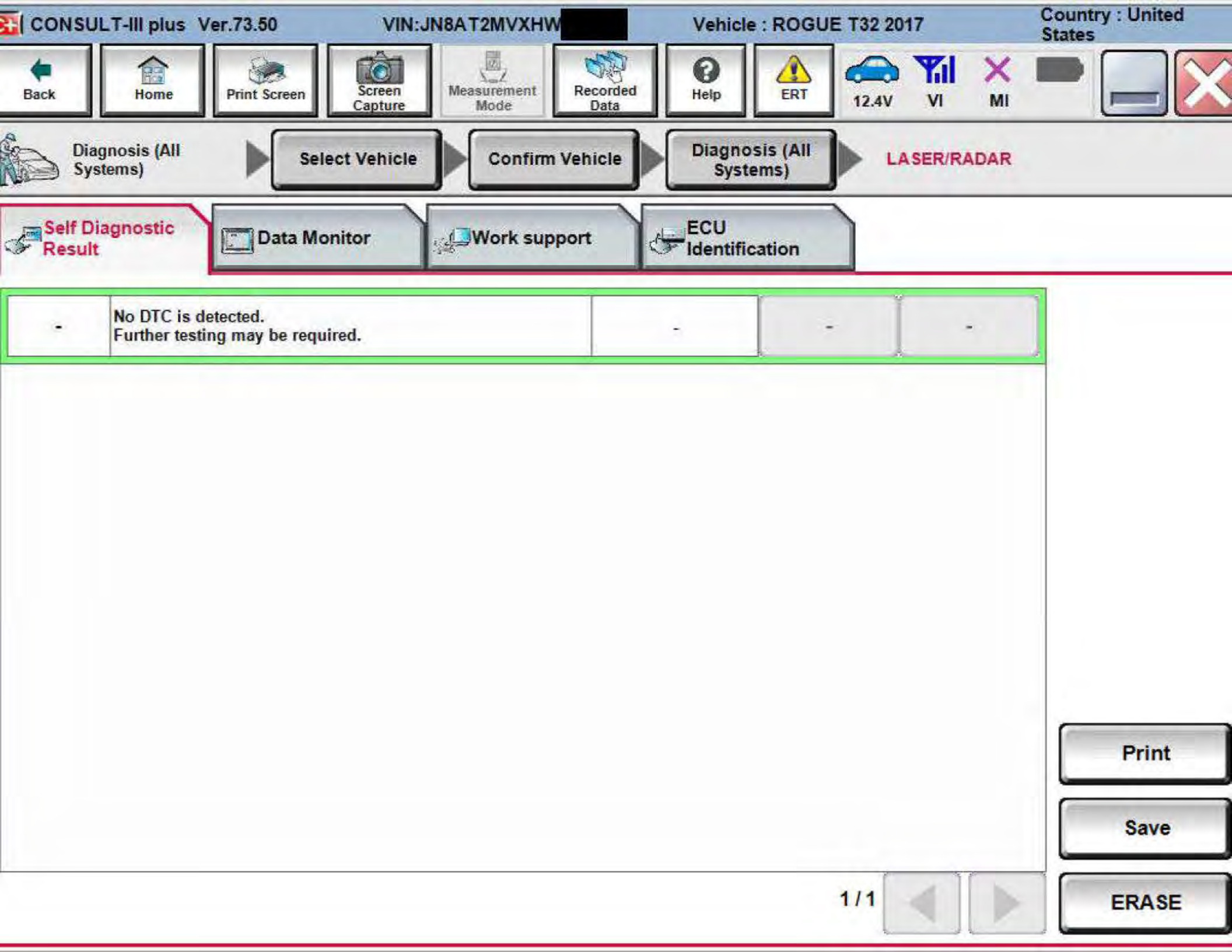
Case History He

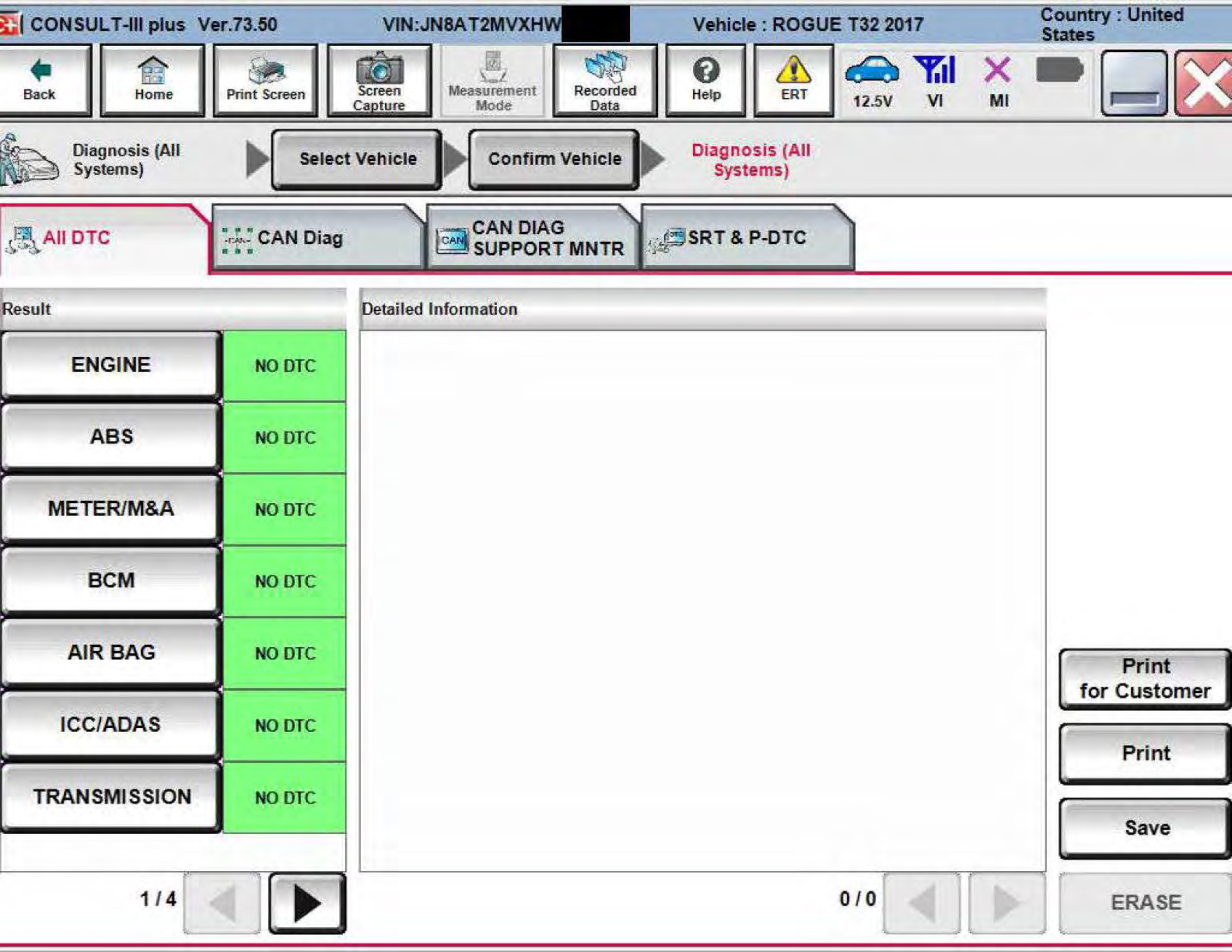
Date	User	Action
2/19/2018 9:19 AM	DeHenry Kidd	Changed **Follow Up Date** from 2/19/2018 to **3/1/2018**.
2/16/2018 4:57 PM	DeHenry Kidd	Changed **Case Owner** from Diamond Milan to **DeHenry Kidd**.
2/16/2018 12:20 PM	Diamond Milan	Changed **Follow Up Date** from 2/16/2018 to **2/19/2018**.
2/15/2018 4:30 PM	Diamond Milan	Changed **Follow Up Date** from 2/15/2018 to **2/16/2018**.
2/14/2018 4:34 PM	Diamond Milan	Changed **Follow Up Date** from 2/14/2018 to **2/15/2018**.
2/13/2018 9:49 AM	Diamond Milan	Changed **Follow Up Date** from 2/13/2018 to **2/14/2018**.
2/12/2018 4:02 PM	Diamond Milan	Changed **Follow Up Date** from 2/12/2018 to **2/13/2018**.
2/7/2018 1:58 PM	Diamond Milan	Changed **Follow Up Date** from 2/7/2018 to **2/12/2018**.
2/6/2018 5:22 PM	Diamond Milan	Changed **Follow Up Date** from 2/6/2018 to **2/7/2018**.
2/5/2018 5:13 PM	Diamond Milan	Changed **Follow Up Date** from 2/5/2018 to **2/6/2018**.
2/1/2018 4:12 PM	Diamond Milan	Changed **Follow Up Date** from 2/1/2018 to **2/5/2018**.
1/29/2018 1:50 PM	Diamond Milan	Changed **Follow Up Date** from 1/29/2018 to **2/1/2018**.
1/29/2018 10:14 AM	Diamond Milan	Changed **Case Owner** from Dakota McGregor to **Diamond Milan**.
1/26/2018 2:56 PM	Dakota McGregor	Changed **Follow Up Date** from 1/26/2018 to **1/29/2018**.
1/26/2018 11:50 AM	Leslie Griffin	Changed **DRT Support Status** from Pending to **DRT Assigned**.
1/26/2018 11:48 AM	Nicki Barror	Changed **RHR Started** to **1/26/2018**.
		Changed **RHR Completed** to **1/26/2018**.
1/25/2018 9:03 AM	Dakota McGregor	Changed **Follow Up Date** from 1/25/2018 to **1/26/2018**.
1/24/2018 2:00 PM	Dakota McGregor	Changed **Follow Up Date** from 1/24/2018 to **1/25/2018**.
1/24/2018 11:20 AM	Dakota McGregor	Changed **Subject** from CUSTOMER:[redacted] PHONE:[redacted] VIN: JN8AT2MVXHW[redacted] to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: JN8AT2MVXHW**[redacted]
1/23/2018 2:11 PM	Dakota McGregor	Changed **Follow Up Date** from 1/26/2018 to **1/24/2018**.
1/23/2018 1:23 PM	Samantha Dixon	Changed **Case Owner** from Amanda Yett to **Dakota McGregor**.
1/23/2018 1:23 PM	Samantha Dixon	Changed **Description**.
1/23/2018 10:50 AM	Amanda Yett	Changed **Follow Up Date** from 1/23/2018 to **1/26/2018**.
1/22/2018 2:14 PM	Amanda Yett	Changed **Description**.
1/22/2018 1:55 PM	Leonardo Montero	Changed **Escalated By ID** to[redacted]
		Changed **Case Owner** from Leonardo Montero to **Amanda Yett**.
1/22/2018 1:40 PM	Leonardo Montero	Changed **Follow Up Date** from 1/22/2018 to **1/23/2018**.
		Changed **VIN** to **JN8AT2MVXHW**[redacted]
		Changed **Subject** to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: JN8AT2MVXHW**[redacted]
		Created.

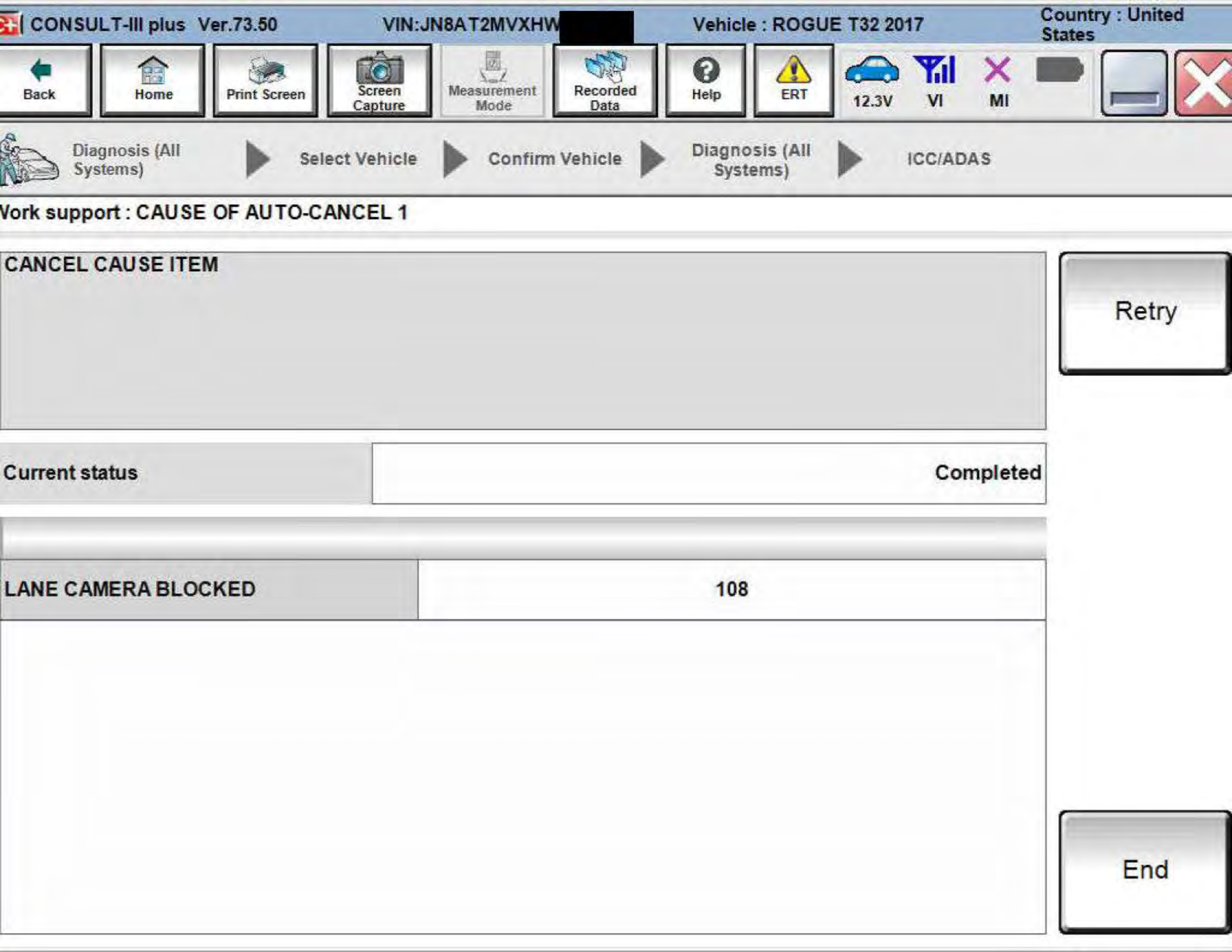
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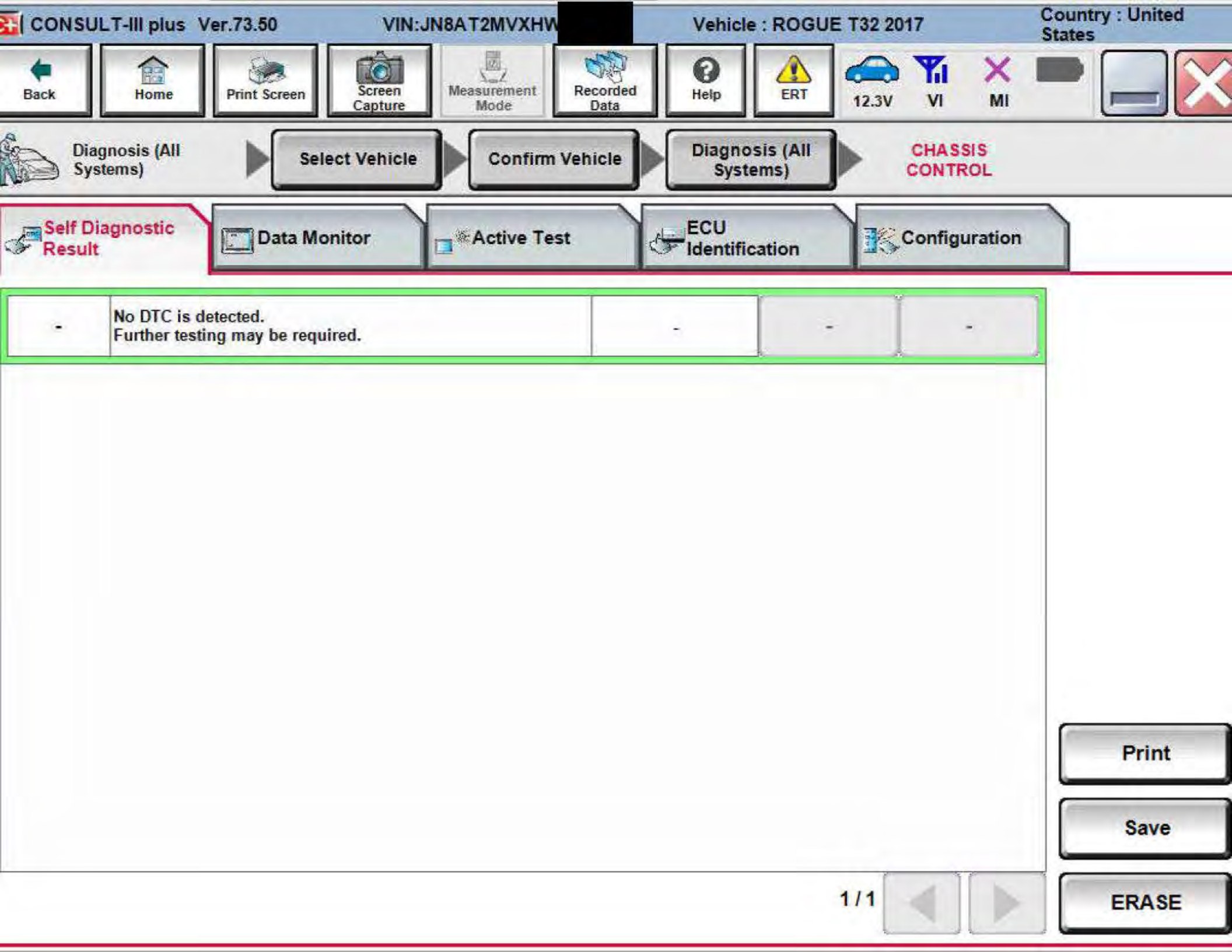
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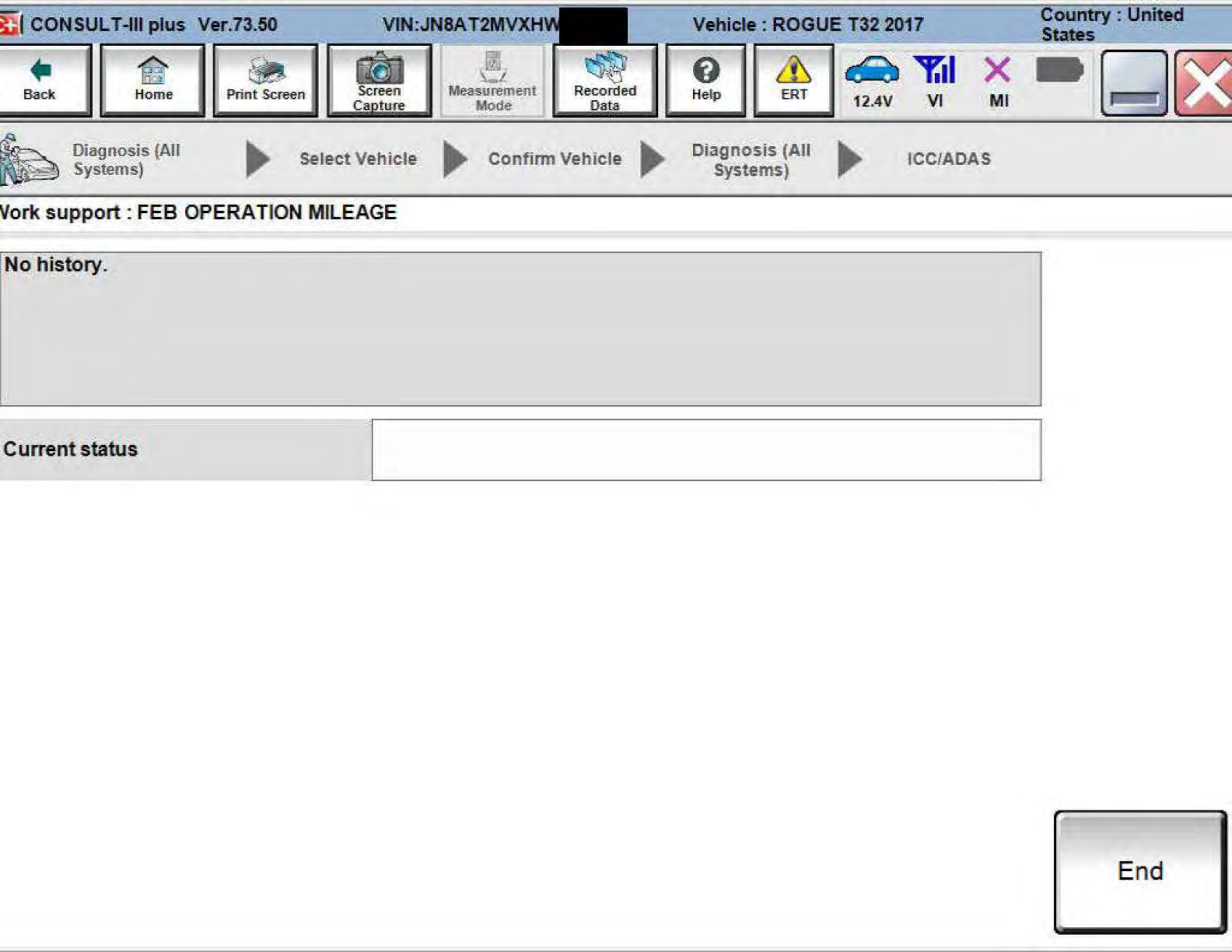
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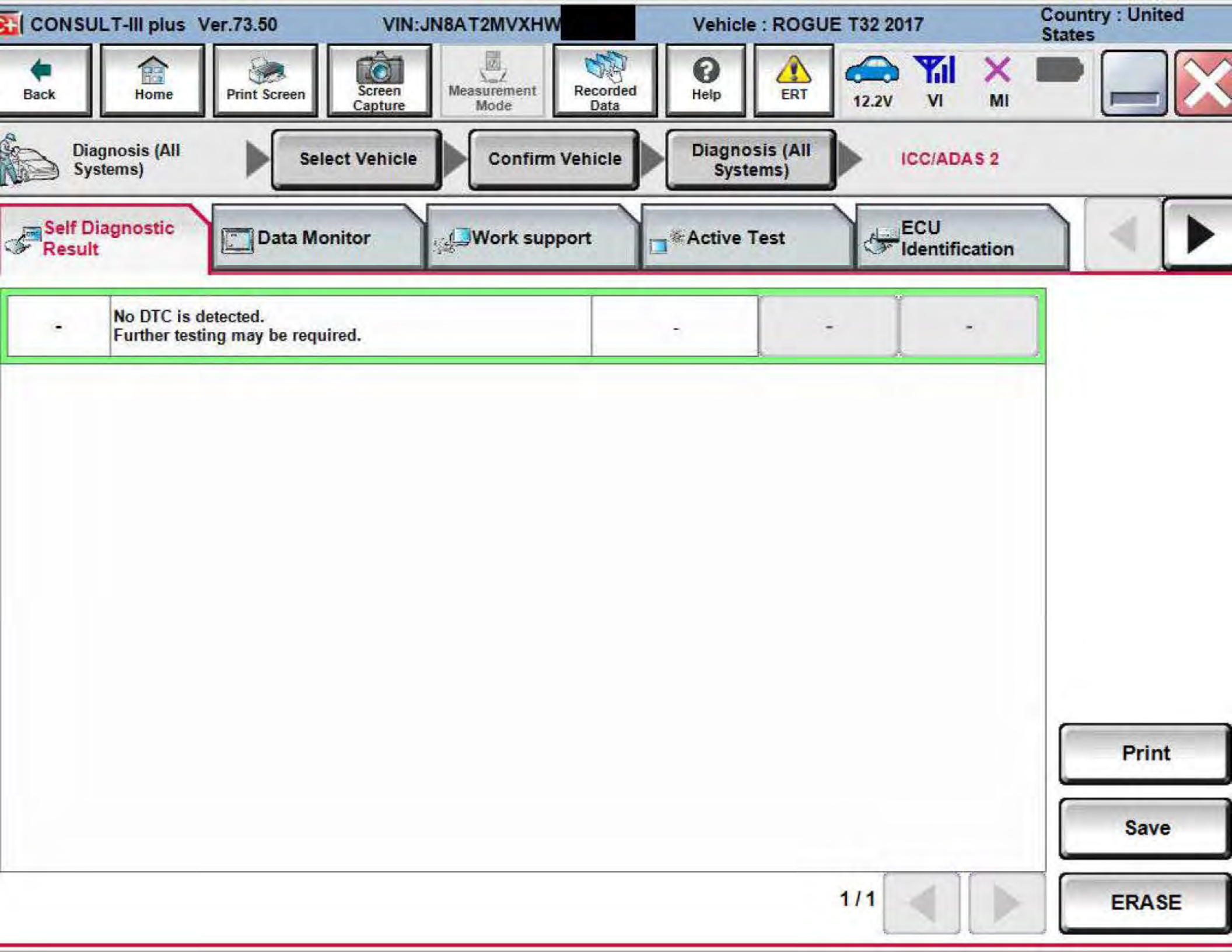

CONSULT-III plus Ver.73.50
VIN:JN8AT2MVXHW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.4V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
LASER/RADAR
Self Diagnostic Result
Data Monitor
Work support
ECU Identification
-
No DTC is detected.
Further testing may be required.
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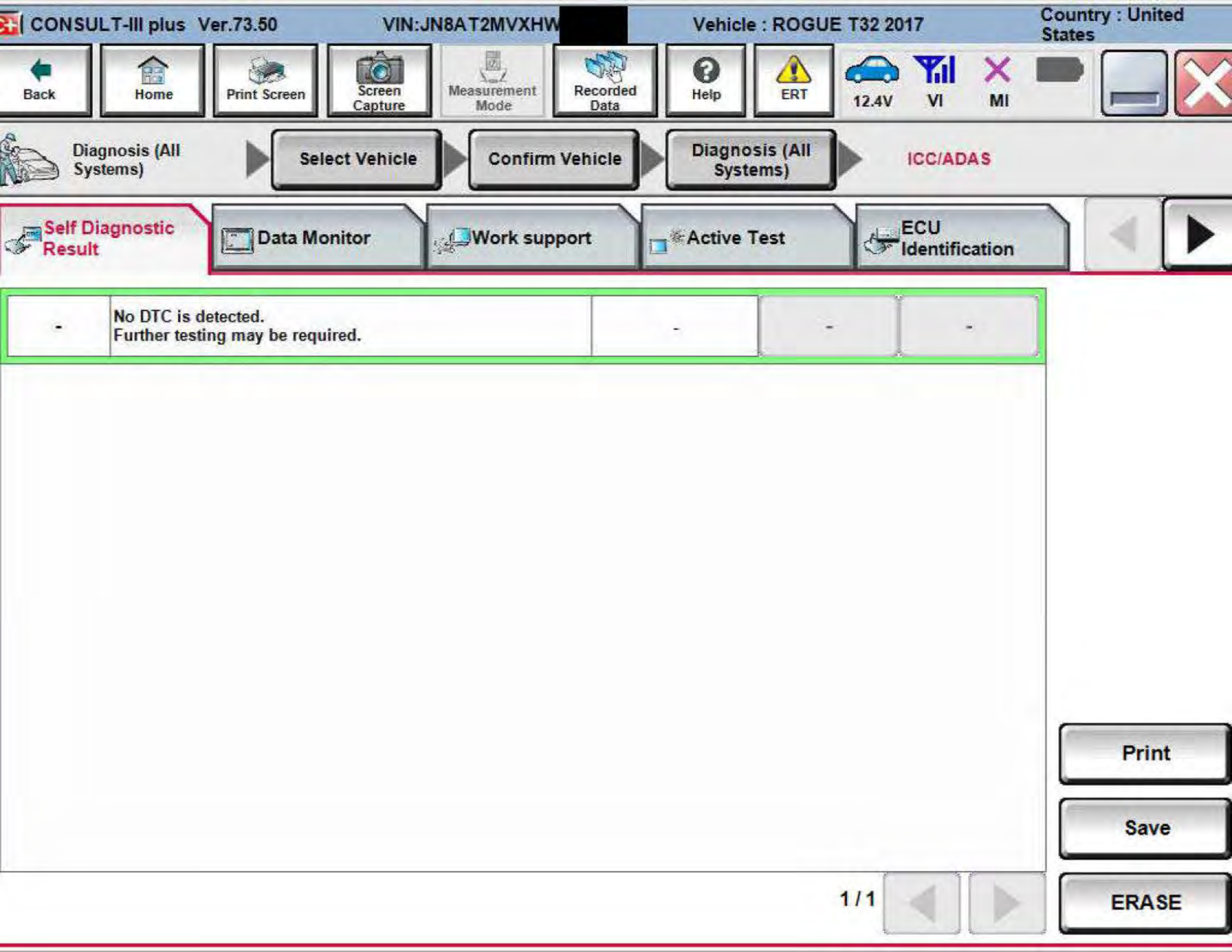

CONSULT-III plus Ver.73.50
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Country : United States
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Screen Capture
Measurement Mode
Recorded Data
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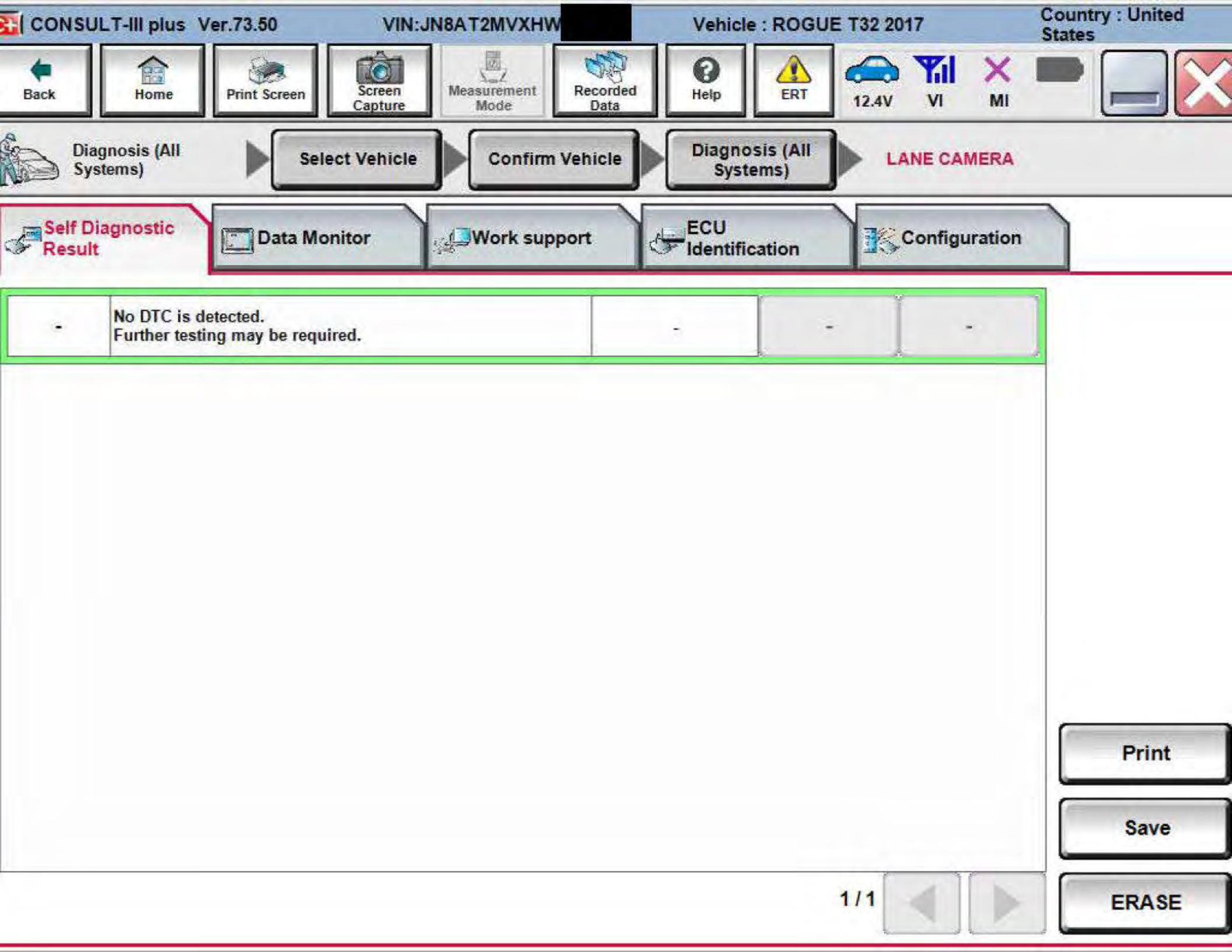

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Current status
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108
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Configuration
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Further testing may be required.
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Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB OPERATION MILEAGE
No history.
Current status
End


CONSULT-III plus Ver.73.50
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Further testing may be required.
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NISSAN

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

Vehicle
JN8AT2MVXHW[redacted]

Customize Page | Printable View | Help for this P

Vehicle Campaigns [0] | Warranty Cases [0] | Cases [1] | Service History [10] | Vehicle Service Contracts [1] | Vehicle History [1] | DTS Field Inspections [1]

Vehicle Detail

VIN	JN8AT2MVXHW[redacted]		
Last Modified By	DeHenry Kidd, 3/1/2018 7:58 AM	Branded Title	
Created By	NNAETL, 8/9/2017 11:15 AM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage	1,040	MSRP	$35,800
Latest Recorded Mileage Units	M		
In Service Date	11/11/2017		

Manufacturing Data

Make/Model	2017 NISSAN ROGUE	Manufacturer Date	6/26/2017
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	MAGNETIC BLACK	Emissions Certification	
Cylinders		Open Recall	
Transmission Type	CVT	Head Unit	
Model Series		Model Line Code	RGE
Factory Installed Options	B92B93C03K03L92P04U35Z66		
Factory Installed Options Descriptions	B92 (SPLASH GUARDS), B93 (CHROME REAR BUMPER PROTECTOR), C03 (50 STATE EMISSIONS), K03 (PLATINUM PACKAGE), L92 (FLOOR MATS (2-PIE(FRONT AND), P04 (SL PREMIUM PACKAGE), U35 (NAVIGATION MANUAL), Z66 (ACTIVATION DISCLAIMER)		

Vehicle Tools

Total Approved Checks VIN Decoder

System Information

Latest Owner (BETA) [redacted]

Warranty Information

S No.	Warranty Description	Warranty Expiration Date	Warranty Expiration Miles	Warranty Exclusion Code	Warranty Exclusion Name	Warranty Extensions/Cust Service Initiatives Flag	Branded Des
1	BASIC COVERAGE	11/11/2020	36,000				
2	POWERTRAIN COVERAGE	11/11/2022	60,000				
3	SEAT BELT	11/11/2027	999,999				
4	CORROSION COVERAGE (PERFORATION)	11/11/2022	999,999				
5	FEDERAL EMISSION LONG TERM DEFECT	11/11/2025	80,000				

Vehicle Retail Sales

Vehicle Retail Sales

Action	Name	Owner	Selling Dealer	Sale Type	Vehicle Model	Purchase Date	Rewind Indicator
View	VRS[redacted]	[redacted]	NISSAN 112 SALES CORP	Retail Sale	ROGUE	11/11/2017	

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

No records to display

Cases

Print Cases

Cases Hel

Action	Case Number	Type	Account Name	Date/Time Opened	Date/Time Closed	Current Mileage	Status	CST Approvals	Owner Name
| Edit | Cls	[redacted]	CA	[redacted]	1/22/2018 1:40 PM		1,040	Open	0	DeHenry Kidd

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]				8/27/2017	1	NP NP	2420	[redacted]	
	SRH-[redacted]				8/27/2017	1	NP NP	2420	[redacted]	
	SRH-[redacted]				8/9/2017	1	NP NP	2420	[redacted]	
	SRH-[redacted]				8/21/2017	1	NP NP	2420	[redacted]	
	SRH-[redacted]		GWEN PT JEFF	I	11/13/2017	95	NISSAN 112 SALES COR	2214	[redacted]	
	SRH-[redacted]		CUSTOMER REQUESTS PERFORM NEW YORK STATE SAFETY INSPECTION	I	11/13/2017	95	NISSAN 112 SALES COR	2214	[redacted]	
	SRH-[redacted]		PERFORM DEALER SWAP CAR CHECK-IN	I	11/13/2017	95	NISSAN 112 SALES COR	2214	[redacted]	
	SRH-[redacted]		PERFORM PREDELIVERY INSPECTION AND FILL WITH FUEL	I	9/5/2017	4	Riverhead Auto Mall	3214	[redacted]	
	SRH-[redacted]		CUSTOMER STATES VEHICLE STARTED BRAKING ON ITS OWN AND WARNING LIGHTS CAME ON DASH PLEASE CK AND ADVISE.	I	1/22/2018	1,241	[redacted]	2214	[redacted]	
	SRH-[redacted]		CUSTOMER REQUESTS TO PERFORM MULTIPOINT INSPECTION AND TOP OFF ALL FLUIDS AND ADJUST TIRE PRESSURES	I	1/22/2018	1,241	[redacted]	2214	[redacted]	

Vehicle Service Contracts

Vehicle Service Contracts Hel

Action	Policy #	Contract Type	Cancel Effective Date	VSC First Name	VSC Last Name	Current Owner	Deductible	Effective Date	Expire Date	Expire Mi
	[redacted]	Basic 6/5000 MY14+		[redacted]	[redacted] JR	[redacted]	0	11/16/2017	11/16/2022	5

Vehicle History

Vehicle History Hel

Date	User	Action
8/9/2017 11:15 AM	NNAETL	Created.

DTS Field Inspections

New DTS Field Inspection

DTS Field Inspections Hel

Action	Title	Status	Created Date	Related Support Case	Owner First Name	Owner Last Name	DTS Team	DTS Inspection Date	Report Date
Edit	[redacted]	Completed	2/19/2018	[redacted]	Kevin	MacKay	NER	2/22/2018 10:00 AM	2/28/2018 6:04 I

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Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MVXHW[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 Farmingville State NY Zip Code [redacted] Country United States

☒ Driver Same as Claimant
☒ Owner Same as Claimant

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

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

II. Vehicle

Model Year 2017 Model Name Rogue Mfg. Date 06/26/2017 VIN JN8AT2MVXHW[redacted]

Mileage 1393 License # [redacted] State NY Country United States

Special equipment & accessories NONE

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

Number	Description	Status	Date
N/A	N/A	○ Open ◉ Closed	2/28/2018

Add Row | Remove Row

III. Description of Incident & Claim

Source of Information Claimant Incident Date 1/21/2018 Time 2:00 PM

Location of Incident (describe fully) Bluepoint Street heading North, just approaching service road to express way road goes underneath express way in Farminville NY on Long Island.

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

Vision obstruction (describe) None Given

Temperature at time of incident 51.0° F Parking location prior to time of incident Not Given

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MVXHW[redacted]

Overnight temperature prior to incident: 37.0°F
Length of time parked: Not Given

Ice/Snow accumulation on vehicle? ○ Yes ◉ No

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

Sequence of Events (according to claimant): Claimant stated that brakes applied by themselves. Claimant stated that the vehicle made loud grinding sound and the FEB lights activated. Claimant stated that no one was near Claimant when incident occurred. Claimant states that there were no vehicles in front or behind vehicle and that there was no construction around roadway. Claimant states that issue occurred as the vehicle was around 100 ft in front of major steel overpass

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

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

Special Circumstances: None Given.

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

Vehicle Estimated Speed: Not Given Source: Claimant Posted Speed Limit: 30 mph

Other Vehicle Estimated Speed: N/A 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.

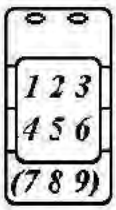
#	Allegation	Allegation made by
1	Claimant alleges that undesired FEB operation occurred as the customer approached and passed under a major steel overpass.	Claimant.

Add Allegation | Remove Allegation

IV. Occupants & Injuries

Source of Information: Claimant.

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



Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MVXHW[redacted]

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

Address [redacted] Farmingville, NY [redacted] Weight Not Given

Location Incident Vehicle Seating Position 1 - Driver

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

Nature & Extent of Injuries None Given

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

Add Occupant | Remove Occupant

☐ No Occupants Comments N/A

V. Other Property Damage

☒ No Other Property Damage

Source of information None

VI. Investigation Results

Date of vehicle inspection 02/22/2018

Location of inspection Nissan 112 Sales Corp. Medford NY.

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

Vehicle exhibits no impact or collision trauma.

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

Photos taken by Kevin D. Mackay # Photos 86

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

Exterior/Body	No abnormalities found. (Please See Photos 5 - 33)
Engine/ Transmission/ Drivetrain	No abnormalities found. (Please See Photos 34 - 41, 68 - 70)
Underbody/ Suspension/ Steering/ Wheels & Tires	No abnormalities found. (Please See Photos 68 - 76)
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	No abnormalities found. (Please See Photos 45 - 65)

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN JN8AT2MVXHW[redacted]

Seat Belts/ Child Restraints (if applicable)	No abnormalities found. (Please See Photos 45 - 65)
Air Bags	No abnormalities found. (Please See Photos 45 - 65)

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

N/A

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

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

#	Allegation	Factual Findings
1	Claimant alleges that undesired FEB operation occurred as the customer approached and passed under a major steel overpass.	Upon DTS inspection, found no signs of impact or collision trauma to the vehicle. Performed Control Unit diagnostic inspection and found no diagnostic trouble codes stored in any system. Performed inspection of FEB OPERATION MILEAGE Log and found no history of any FEB operation logged. Performed test drive of vehicle to the location listed by claimant and passed under the steel overpass for the 495 expressway. DTS passed under the steel overpass in both directions in all available lanes multiple times and was unable to duplicate any abnormal FEB operation.

Add Row | Remove Row

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

Reporter's Signature *Kevin D. Mackay*

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

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MVXHW[redacted]

IIR Supplement: Advanced Technology Checklist

I. Vehicle equipped with

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

Other (describe)	N/A
Comments	N/A

II. Diagnostic Download and EDR Data

Instructions:

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

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

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MVXHW[redacted]

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

III. Sensor and ECM Visual Inspection

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

Yes	No		Comments
○	◉	Obstructions to camera? (ie. dirt, stickers, etc.)	Please see photos 77 - 78
○	◉	Physical damage to camera? (ie. cracks)	Please see photos 66 - 67, 77, 78
○	◉	Obstructions to radar sensor units? (ie. dirt, stickers, etc.)	Please see photos 31 - 33, 41 - 44
○	◉	Physical damage to radar sensor units? (ie. cracks)	Please see photos 31 - 33, 41 - 44
◉	○	Electrical connection to radar module firmly seated?	Please see photos 41 - 44
◉	○	Electrical connection to camera module firmly seated?	Please see photos 66 - 67
○	○		

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.


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JN8AT2MVXHW


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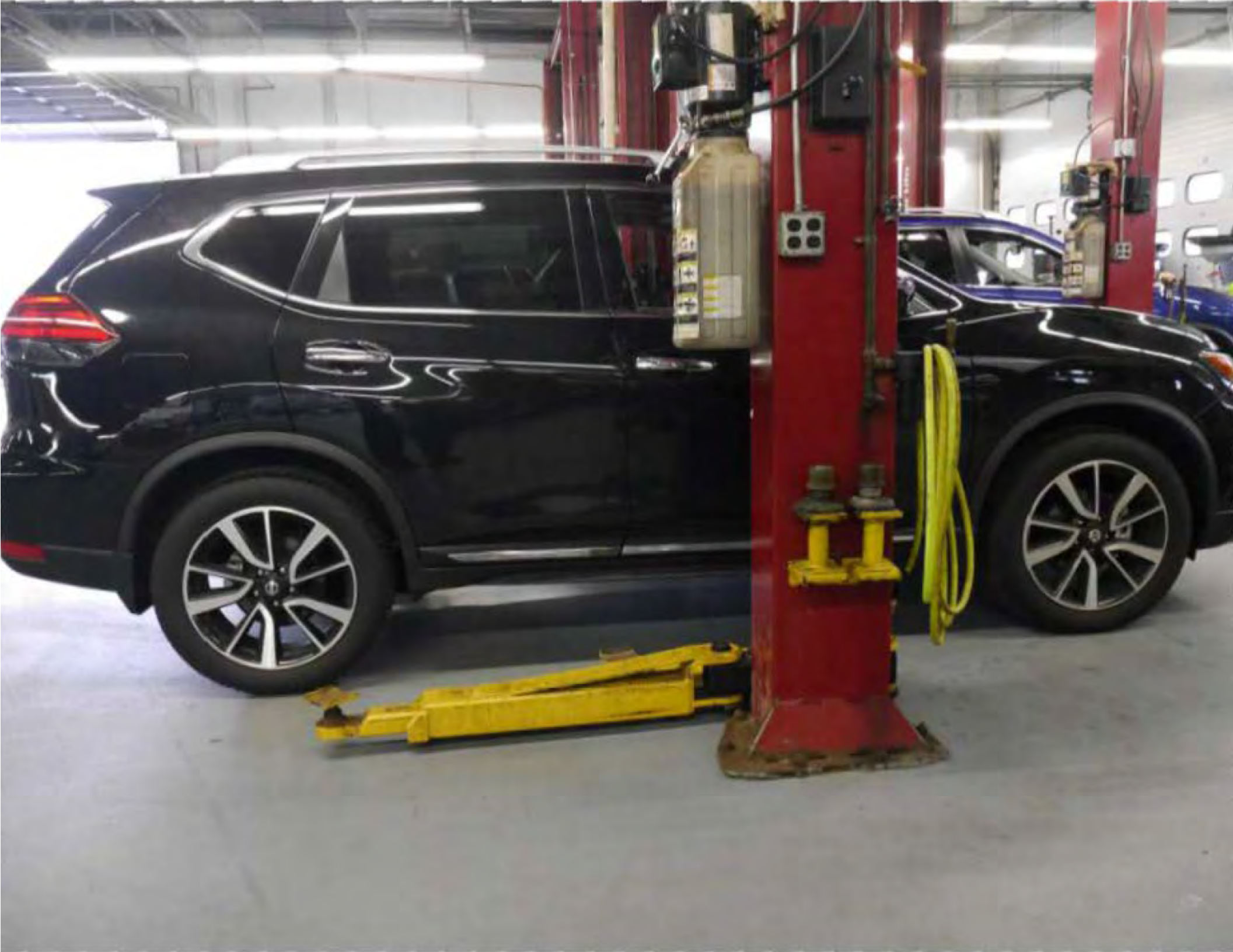



Challenger Lifts


ROGUE


ROGUE
SL AWD


SL AWD
































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THANK YOU!








WeatherTech

WeatherTech




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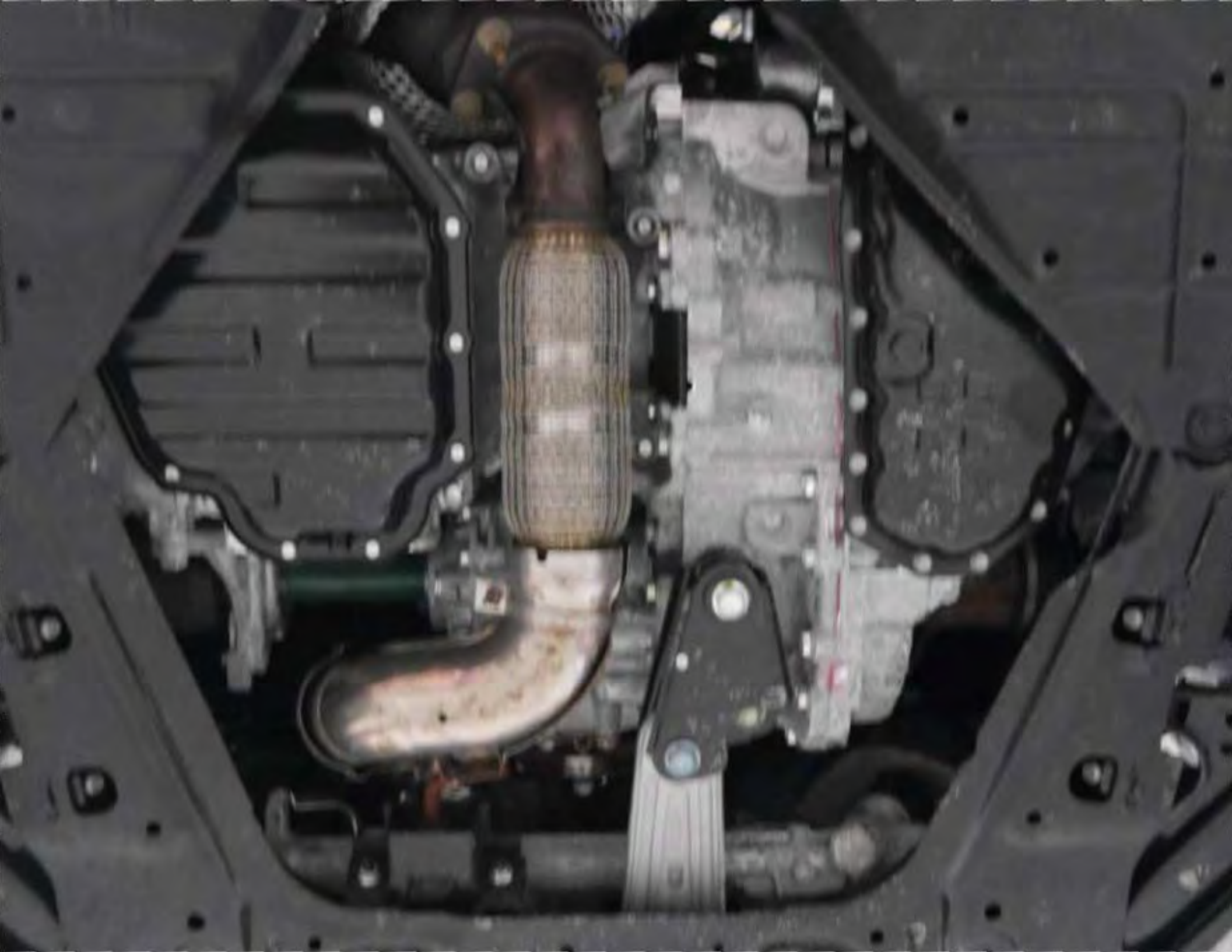





BJ


BJ
DO NOT DROP












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10:47 AM
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Driver Assistance
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Meter Settings
Vehicle Settings
Maintenance
Alarm
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10:47 AM
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Driver Assistance
Driving Aids
Parking Aids
Chassis Control
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10:47 AM
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MPH
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40
100
140
60
20
20
0
H


10:47 AM
46 °F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
108
1393 miles
MPH
20
40
60
80
100
140
H


10:47 AM
46°F
Parking Aids
Moving Object
Cross Traffic
P
108
1393 miles
MPH
20
40
60
80
100
140
H


10:47 AM
46°F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
108
1393 miles
MPH
20
40
60
80
100
140
-20
0
1
H


10:47 AM
46 °F
Chassis Control
Trace Control
Engine Brake
P
108
1393 miles
MPH
60
80
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100
140
20
60
-20
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1
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PE19-010

NISSAN

6-16-2020

ATTACHMENT B

REQUEST NUMBER 2 DOCUMENTS

FIELD REPORTS



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 Sudbury State MA Zip Code [redacted] Country United States

☒ Driver Same as Claimant
☒ Owner Same as Claimant

Who notified NNA of incident? [redacted] CAR # [redacted]
If represented, claimant's attorney name, address, phone:

II. Vehicle

Model Year 2017 Model Name Rogue Mfg. Date 2/7/2017 VIN JN8AT2MV5HW[redacted]
Mileage 15018 License # [redacted] State MA Country United States
Special equipment & accessories
List all recalls and service campaigns applicable to VIN in table below:

Number	Description	Status	Date
none		○ Open ○ Closed	

Add Row Remove Row

III. Description of Incident & Claim

Source of Information IIR probe Incident Date 1/24/2018 Time 10:30 AM
Location of Incident (describe fully) route 20 in Sudury Massachusetts
Weather Conditions (Rain/Snow/Dry/Etc.) dry
Vision obstruction (describe) none
Temperature at time of incident 35F Parking location prior to time of incident na

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV5HW[redacted]

Overnight temperature prior to incident: 35F
Length of time parked: na

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): C was driving on route 24 in Sudury Massachusetts when C's VEH just stopped but C did not hit the brakes. C stated that all the warning lights came on and there was a grinding noise coming from the shift lever. The VEH then accelerating quickly.

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

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

Special Circumstances: none

Actions taken after incident and results of those actions: none

Vehicle Estimated Speed: 40mph Source: IIR probe Posted Speed Limit: na

Other Vehicle Estimated Speed: na Source: na Posted Speed Limit: na

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.

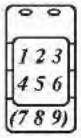
#	Allegation	Allegation made by
1	C was driving on route 24 in Sudury Massachusetts when C's VEH just stopped but C did not hit the brakes. C stated that all the warning lights came on and there was a grinding noise coming from the shift lever. The VEH then accelerating quickly.	John Horan

Add Allegation | Remove Allegation

IV. Occupants & Injuries

Source of Information: IIR probe

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



Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV5HW[redacted]

	Yes	No	Comments
EDR download included in report?	○	◉	non impact incident

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.)	
○	◉	Physical damage to camera? (ie. cracks)	
○	◉	Obstructions to radar sensor units? (ie. dirt, stickers, etc.)	
○	◉	Physical damage to radar sensor units? (ie. cracks)	
◉	○	Electrical connection to radar module firmly seated?	
◉	○	Electrical connection to camera module firmly seated?	
○	○		

End of Form

*Name your file while saving.

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

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

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV5HW[redacted]

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

Address [redacted] Sudbury, MA [redacted] USA Weight 117

Location Incident Vehicle Seating Position 1 - Driver

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

Nature & Extent of Injuries none

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

Add Occupant | Remove Occupant

☐ No Occupants Comments

V. Other Property Damage

☒ No Other Property Damage

Source of information

VI. Investigation Results

Date of vehicle inspection 2/23/18

Location of inspection Marlboro Nissan

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

non impact incident

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

Photos taken by Benjamin Foss # Photos 51

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	non impact incident. Physical inspection of ICC radar and lane camera showed no external damage. screenshots of C3 data included
Engine/ Transmission/ Drivetrain	non impact incident
Underbody/ Suspension/ Steering/ Wheels & Tires	non impact incident
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	non impact incident

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV5HW[redacted]

Seat Belts/ Child Restraints (if applicable)	non impact incident
Air Bags	non impact incident

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

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

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

#	Allegation	Factual Findings
1	C was driving on route 24 in Sudury Massachusetts when C's VEH just stopped but C did not hit the brakes. C stated that all the warning lights came on and there was a grinding noise coming from the shift lever. The VEH then accelerating quickly.	see attached screenshots

Add Row | Remove Row

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

Reporter's Signature *Benjamin Foss*

Reporter's Name & Region
Benjamin Foss
Dealer Technical Specialist
Nissan North America
Northeast Region

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)	
Comments	road tested vehicle and used active safety shield technology and also used ICC. Both systems operated normally during the road test.

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?	○	◉	camera screenshots of data included



Search

Samaritan Potter Help & Training

Home Chatter Cases DTS Field Inspections Warranty Cases Vehicles Service History Vehicle Service Contracts Vehicle Campaigns Accounts Reports

Case
[redacted]

Customize Page | Printable View | Help for this Page

Case Comments [14] | Case Categorizations [1] | Open Activities [2] | Activity History [1] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | DTS Field Inspections [1] | Attachments [0] | Case History [21] | Emails [0]

Case Detail

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

Account Name	[redacted]	Case Number	[redacted]
Contact Email	[redacted]	Case Owner	Alex Kang [Change]
Home Phone	[redacted]	Status	Open
Executive Referral		Type	CA
Exec-Received-Date		Case Origin	Phone
Letter Sent Date		Date/Time Opened	1/29/2018 8:51 AM
Letter Received Date		Date/Time Closed	
Follow Up Date	3/19/2018	Multiple Repairs	No
Follow Up Request	Send Follow Up Email		
Supporting Documents		DRT Support Status	Pending
CA Multiple Repairs		DRT Support IIR Status	Accepted
Executive Actions To Resolve		DRT Resolution Status	
Description	IIR- FEB- EST		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	MARLBORO NISSAN
# Vehicles Owned	1	Previous Repair Date	5/9/2017
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	13,552		

Incident Codes - IIR REQUIRED

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

Customer Requests

IIR Indicator	1		
Custom Links	Create IIR		Create RHR 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	MARLBORO NISSAN	Data Net	✓
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	1/30/2018
Responsible District	10	Dealer Instructions	Service Dept. Review
Shared With	MARLBORO NISSAN	Requested Dealer Action	review

Related Items

Approved Check Requests	$0.00	VCAN	
IIR	[redacted]	Goodwill Offered	
IIR Date		Goodwill Processed	0

RHR Started	1/29/2018	Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		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

Inspection Time/Notes	Appointment Time:	Notes for DTS (Vehicle Concerns)	
	Notes to Agent:		

System Information

Subject	CUSTOMER:[redacted] PHONE:[redacted] VIN: JN8AT2MV5HW[redacted]		
Created By	Amanda Kapogines, 1/29/2018 8:51 AM	Root Cause Code	
Last Modified By	Alex Kang, 3/5/2018 8:54 AM	Root Cause Code (2)	
Legacy Case Number		Action Code	
Root Cause		Priority	N/A

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

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By: Alex Kang (3/5/2018 8:54 AM)** DTS uploaded inspection to FTP. ARBS moving case for PL resolution.
Make Public		**Created By: Alex Kang (2/22/2018 9:08 AM)** ARBS made outbound call to C at [redacted]. ARBS stated ARBS wanted to remind C of the DTS inspection. C stated C got it. C thanked ARBS. ARBS thanked C for C's time. Call ended mutually.
Make Public		**Created By: Alex Kang (2/12/2018 8:47 AM)** ARBS made outbound call to C at [redacted]. ARBS stated an inspection date has been set for 2/23/18 at 10:30 EST. ARBS asked ask if C would be available for inspection. C asked how long would it take. ARBS stated about 30 minutes to an hour. C stated ok. ARBS stated ARBS will give C a friendly remainder call on the 22nd. C stated that would work. C thanked ARBS. ARBS thanked C for C's time. Call ended mutually.
Make Public		**Created By: Alex Kang (2/7/2018 8:28 AM)** ARBS made outbound call to C at [redacted] ARBS left VXM requesting call back.
Make Public		**Created By: Alex Kang (2/6/2018 3:33 PM)** ARBS made outbound call to C at [redacted] ARBS left VXM requesting call back.
Make Public		**Created By: Alex Kang (2/6/2018 3:31 PM)** ARBS received email from DTS-Ben Foss stating: Alex, I had offered a date for 2/8 on this one. It doesn't show that you confirmed with the customer yet. We are set to get a snowstorm Wednesday into Thursday, so I am going to have to move this one anyway. The new date is 2/23 at 9:30 AM see if that works.
		Created By: Alex Kang (2/2/2018 9:30 AM) 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's wife was driving on the street going 40mph and felt like the brakes went on and the vehicle decelerated rapidly. C stated there was grinding noise where the shifter is.

Make Public	C stated it lasted 3-4 seconds and straighten it out. C stated all the lights on the dashboard came on too. ABRS asked which lights came on. C stated It is hard to state because C's wife said a bunch of lights. ARBS asked how was the road conditions. C stated it a clear and dry day. ARBS asked if the sunlight was in C's wife face at all or hitting the car. C stated No sun light at all. ARBS asked how was the road conditions. C stated there was no potholes and it was a state highway. ARBS stated ARBS is going to send out an inspector to come look at the vehicle regarding C's concern. C stated the DLRSHP kept the vehicle for 2 days. ARBS stated this inspector is coming from the manufacturer. ARBS stated it will take at least 2-4 weeks for the inspection to take place and it'll take 6-8 weeks for the investigation to be completed. ARBS stated ARBS will give C a call back once an inspector provides a date and time for ARBS. C stated ok. ARBS asked further assistance. C declined. ARBS thanked C for C's time. Call ended mutually.
Make Public	**Created By: Alex Kang (1/30/2018 3:22 PM)** **********ARBS RECEIVED CASE, UNDER REVIEW, PENDING PROBE VERIFICATION **********
Make Public	**Created By: Samantha Dixon (1/30/2018 3:18 PM)** FEB concern
Make Private	**Created By: Dezerick Frazier (1/30/2018 3:03 PM)** RCAS-DF placed outbound call to C a[redacted] RCAS-DF asked C if this is a good time to discuss C's case. C- stated yes. RCAS-DF advised C that this call may be monitored for training and quality purposes. RCAS-DF VERIFIED Account Info including: C's name, home & email address, phone# & best contact# RCAS-DF VERIFIED Veh Info including: VIN#, Current Mileage, Warranty & Service History RCAS-DF CHECKED for open recalls/campaigns and found: none RCAS-DF CHECKED for previous UNRELATED Case(s) and found: none RCAS-DF CHECKED previous RELATED Case(s) and found: [redacted] RCAS-DF NOTED concern is: FEB concern RCAS-DF informed C that RCAS-DF is C's case manager and will be the point of contact for C. RCAS-DF provided direct number and C's case number. RCAS-DF did a IIR. RCAS-DF set a follow up date for Friday 2/2/18. RCAS-DF asked C if C had any questions. C- stated no RCAS-DF thanked C for allowing sometime to discuss C's case. Call ended mutually.
Make Private	**Created By: Dezerick Frazier (1/30/2018 2:43 PM)** RCAS-DF placed outbound call to the dealership. RCAS-DF spoke with service manager Paul Mullen. RCAS-DF asked for a update on C's VEH. SM-PM stated that C's is having FEB concerns. SM-PM stated that the dealership was not able to duplicate the concern. SM-PM stated that SM-PM contacted tech line and this concern is under engineering review. RCAS-DF thanked SM-PM. Call ended mutually.
Make Public	**Created By: Dezerick Frazier (1/30/2018 2:37 PM)** C is having transmission concerns
Make Private	**Created By: Dezerick Frazier (1/30/2018 2:14 PM)** data net sent.
	Created By: Amanda Kapogines (1/29/2018 9:00 AM) | Last Modified By: Dezerick Frazier (1/30/2018 2:13 PM) CRR-AK RECEIVED inbound call from C – [redacted] CRR-AK VERIFIED C'S full name, address, telephone number, email, VIN CRR-AK CHECKED for open recalls/campaigns and found: 0 Previous RELATED cases Found: 0 C stated when C is driving over 40 mph the vehicle cuts out and stalls sometimes C stated this has happended 4 times already C stated C brought the vehicle to dealership however concern could not be duplicated C stated C wife drives this vehicle and is concerned for her safety C stated C would like this fixed or have vehicle replaced CRR AK apologized for situation

Make Private

CRR AK indicated case would be transferred to RCAS for review
RCAS would contact C back by EOB January 30th

C understood

CRR AK provided case #
CRR AK offered additional assistance

C declined

Call ended mutually

BEST CONTACT #[redacted]

Case Categorizations

New Case Categorization | Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code
	CC[redacted]	POWERTRAIN	GEN. POWERTRAIN COMPONENT	POOR OR IMPROPER OPERATION	10

Open Activities

New Task | New Event | Correspondence Request | Collect RO Docs | Send an Email | Open Activities Help

Action	Subject	Status	Due Date	Type	Action Taken	Name	Assigned To	Last Modified Date/Time	Last Modified By Alias
Edit | Cls	IIR	Not Started	1/31/2018			[redacted]	Alex Kang	1/30/2018 3:20 PM	ARBS-SD
Edit | Cls	DTS Follow Up[redacted]: MARLBORO NISSAN	Not Started	2/4/2018				Alex Kang	2/2/2018 9:32 AM	ARBS-AK

Activity History

Log a Call | Mail Merge | Send an Email | View All | Activity History Help

Action	Subject	Type	Name	Due Date	Assigned To	Action Taken	Status	Last Modified Date/Time
Edit | Del	DTS Request[redacted] MARLBORO NISSAN			2/4/2018	Benjamin Foss		Complete	2/2/2018 3:45 PM

Customer Support Tools

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

No records to display

Check Activity

Check Activity Help

No records to display

Forms

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

Action	Form	Request Type	Created By	Created Date	Customer Name	VSC	VIN	VSC Request Comments
	[redacted]	IIR	Dezerick Frazier, 1/30/2018 2:59 PM	1/30/2018			JN8AT2MV5HW[redacted]	

DTS Field Inspections

DTS Field Inspections Help

Action	Title	DTS Inspection Date	Owner First Name	Owner Last Name	Status
Edit	[redacted]	2/23/2018 9:30 AM	Benjamin	Foss	Completed

Attachments

Attach File | Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
3/5/2018 8:54 AM	Alex Kang	Changed **Follow Up Date** from 3/8/2018 to **3/19/2018**.
3/2/2018 10:34 AM	Alex Kang	Changed **Follow Up Date** from 3/2/2018 to **3/8/2018**.
3/1/2018 8:45 AM	Alex Kang	Changed **Follow Up Date** from 3/1/2018 to **3/2/2018**.
2/22/2018 9:10 AM	Alex Kang	Changed **Follow Up Date** from 2/22/2018 to **3/1/2018**.
2/12/2018 8:49 AM	Alex Kang	Changed **Follow Up Date** from 2/12/2018 to **2/22/2018**.
2/7/2018 8:28 AM	Alex Kang	Changed **Follow Up Date** from 2/7/2018 to **2/12/2018**.
2/2/2018 9:33 AM	Alex Kang	Changed **Follow Up Date** from 2/2/2018 to **2/7/2018**.
1/30/2018 3:19 PM	Samantha Dixon	Changed **Case Owner** from Dezerick Frazier to **Alex Kang**.
1/30/2018 3:18 PM	Samantha Dixon	Changed **Description**.
1/30/2018 3:04 PM	Dezerick Frazier	Changed **Follow Up Date** from 1/30/2018 to **2/2/2018**.
1/30/2018 2:37 PM	Dezerick Frazier	Changed **Description**.
1/30/2018 2:14 PM	Dezerick Frazier	Changed **Data Net** from false to **true**.
1/30/2018 2:14 PM	Dezerick Frazier	Changed **Description**.

1/30/2018 2:13 PM	Dezerick Frazier	Changed **Subject** from CUSTOMER[redacted] PHONE[redacted] VIN: JN8AT2MV5HW[redacted] to **CUSTOMER:**[redacted] **PHONE:** [redacted] **VIN: JN8AT2MV5HW**[redacted]
1/29/2018 9:00 AM	Amanda Kapogines	Changed **Escalated By ID** to[redacted]
		Changed **Case Owner** from Amanda Kapogines to **Dezerick Frazier**.
1/29/2018 8:51 AM	Amanda Kapogines	Changed **Work Phone** to[redacted]
		Changed **Follow Up Date** from 1/29/2018 to **1/30/2018**.
		Changed **VIN** to **JN8AT2MV5HW**[redacted]
		Changed **Subject** to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: JN8AT2MV5HW**[redacted]
		Created.

Emails Send an Email Emails Help

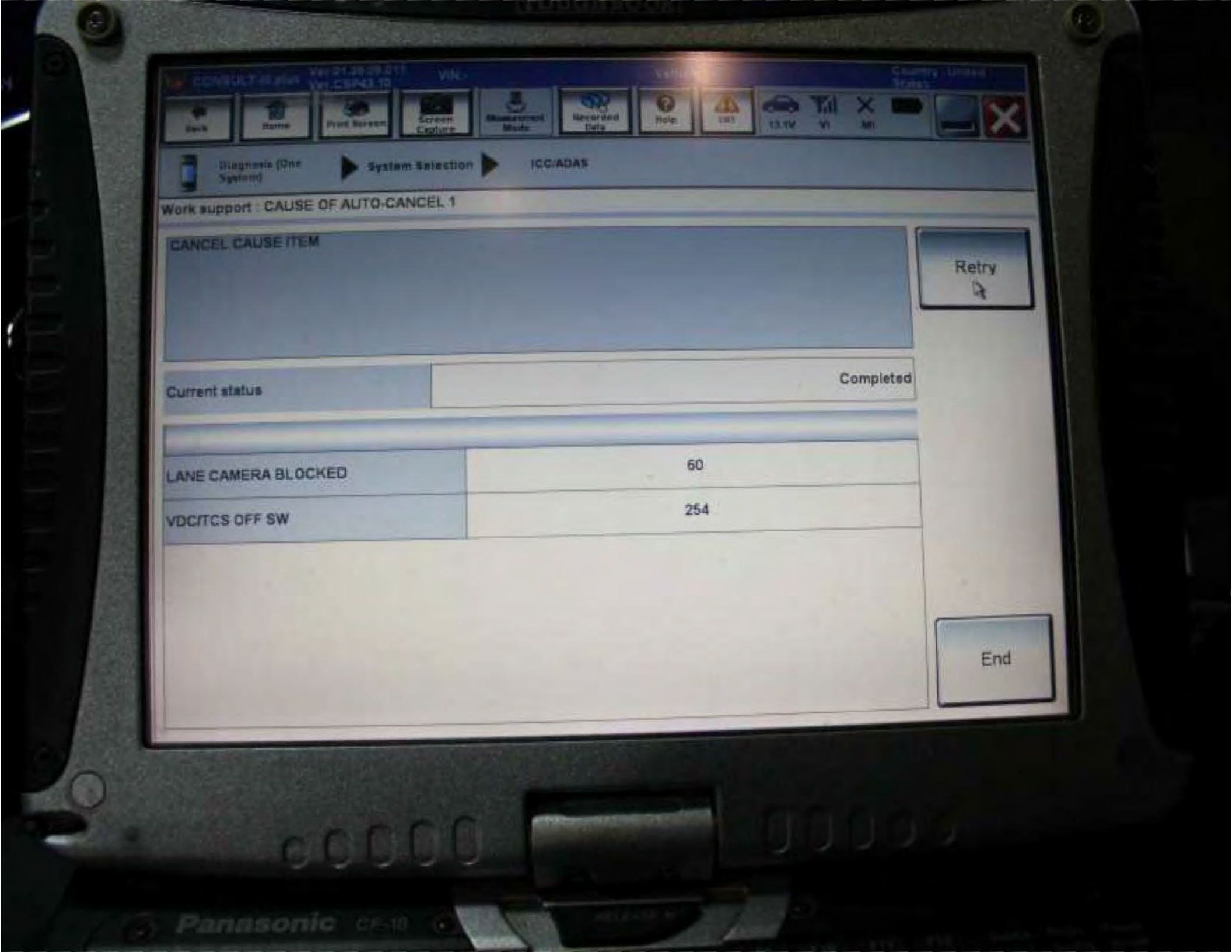
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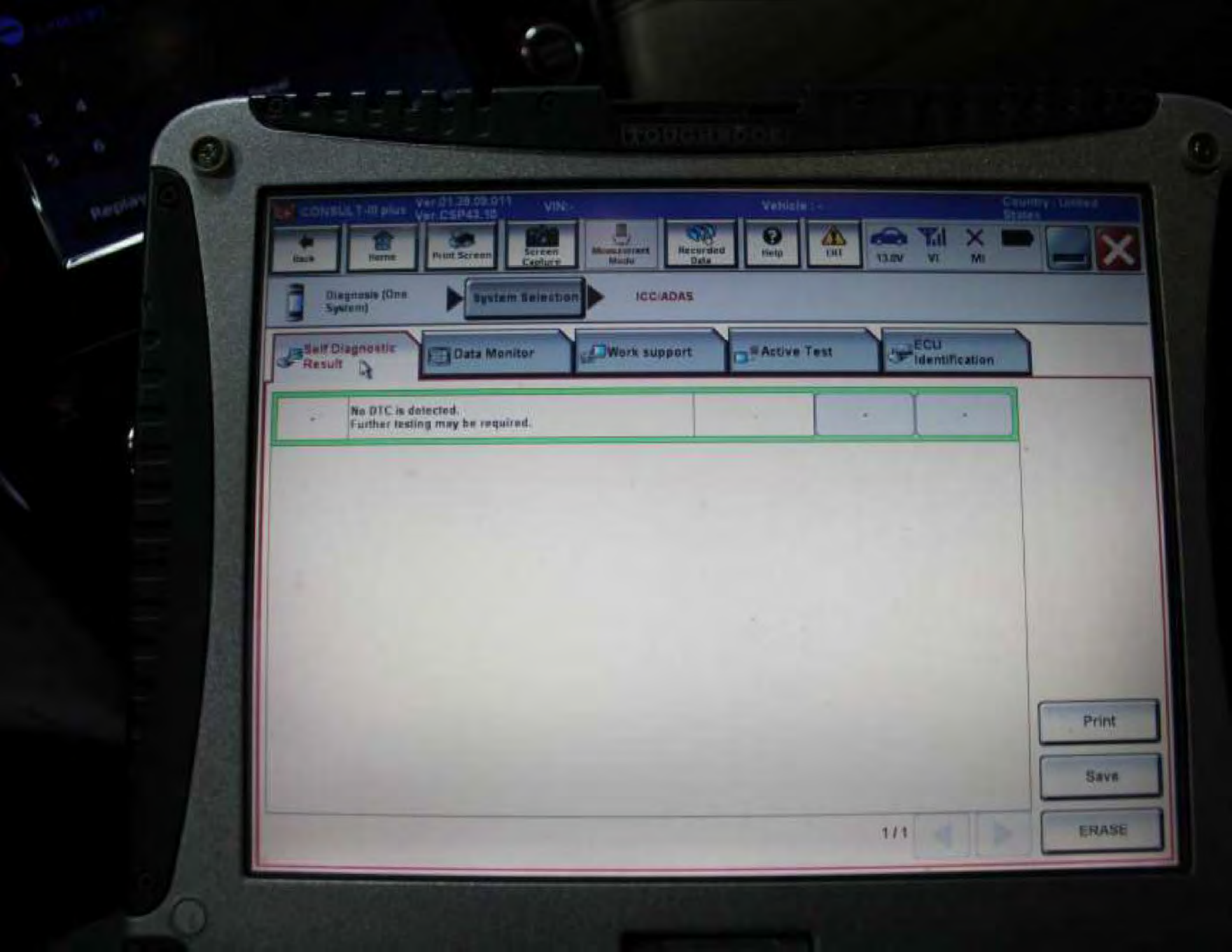
^ Back To Top Always show me fewer / more records per related list

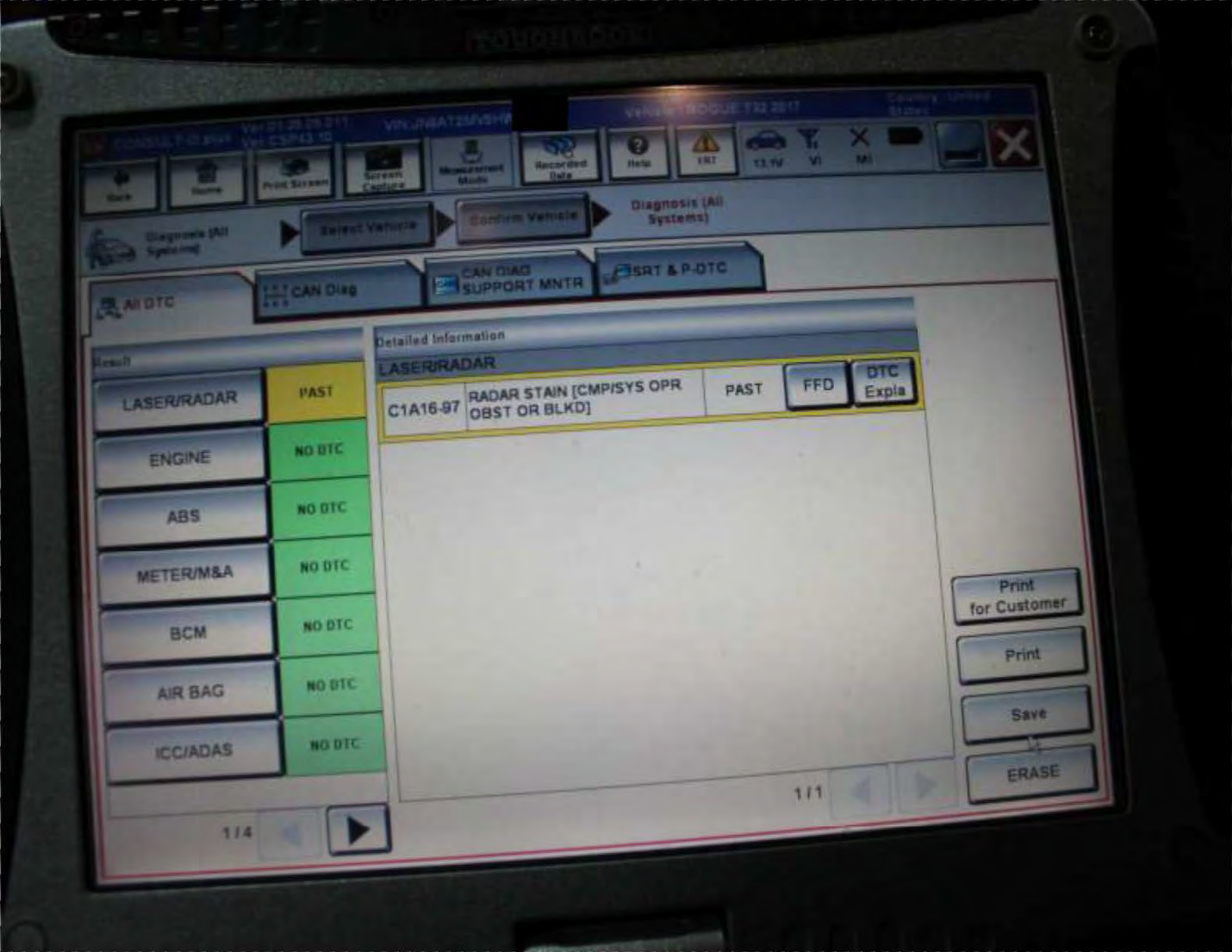
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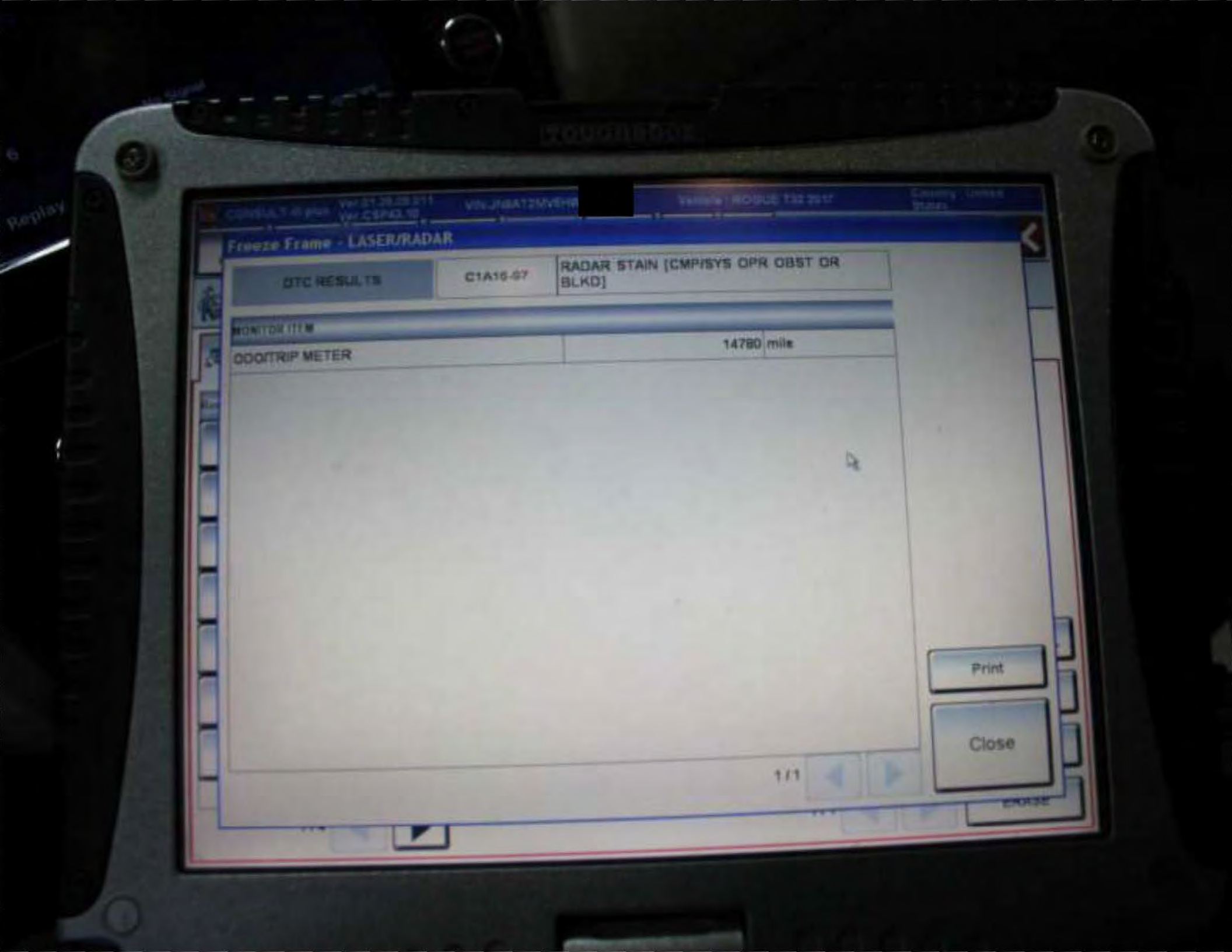

225/55R19 99H

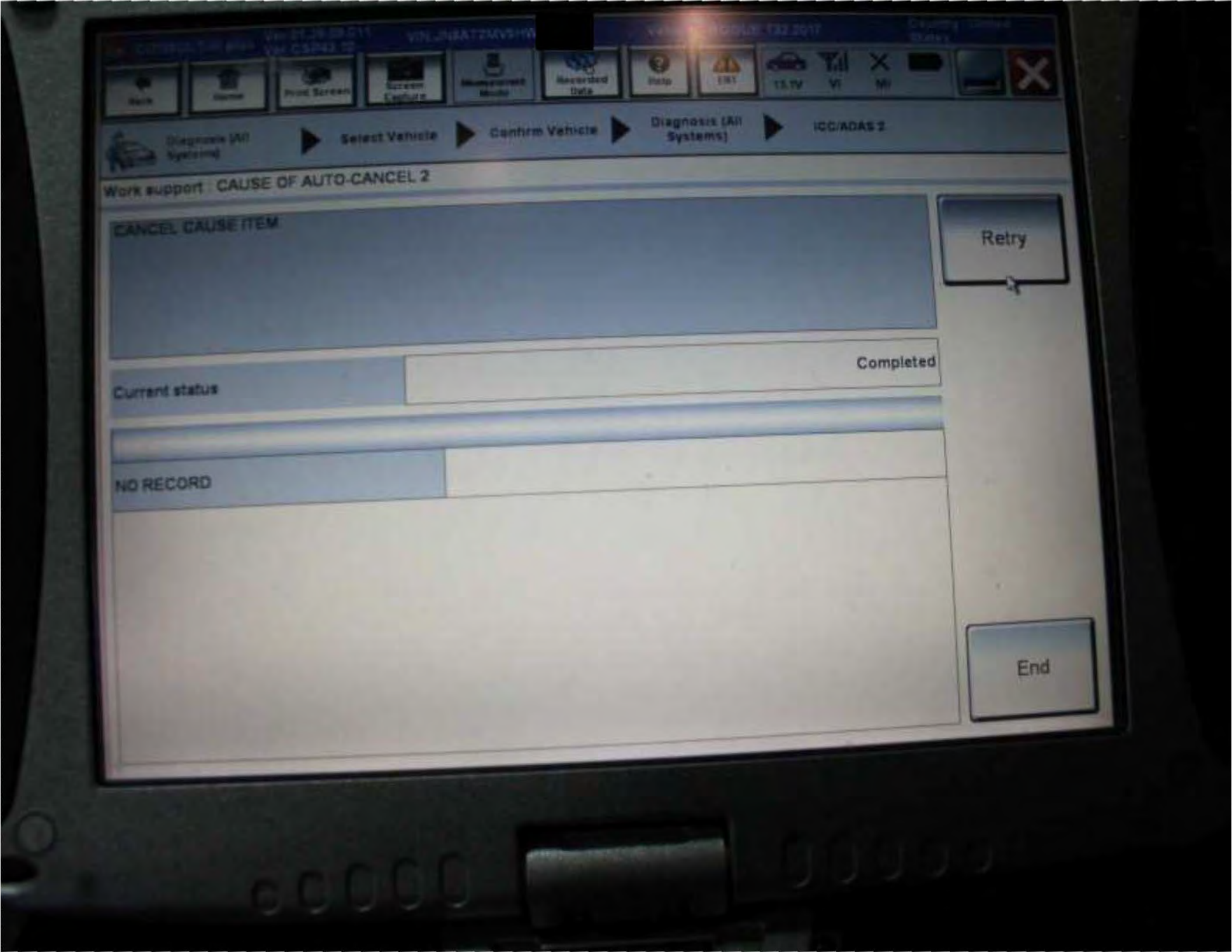

Replay
System Selection
IGC/ADAS
Work support : FEB OPERATION MILEAGE
No history
Current status
End
Panasonic

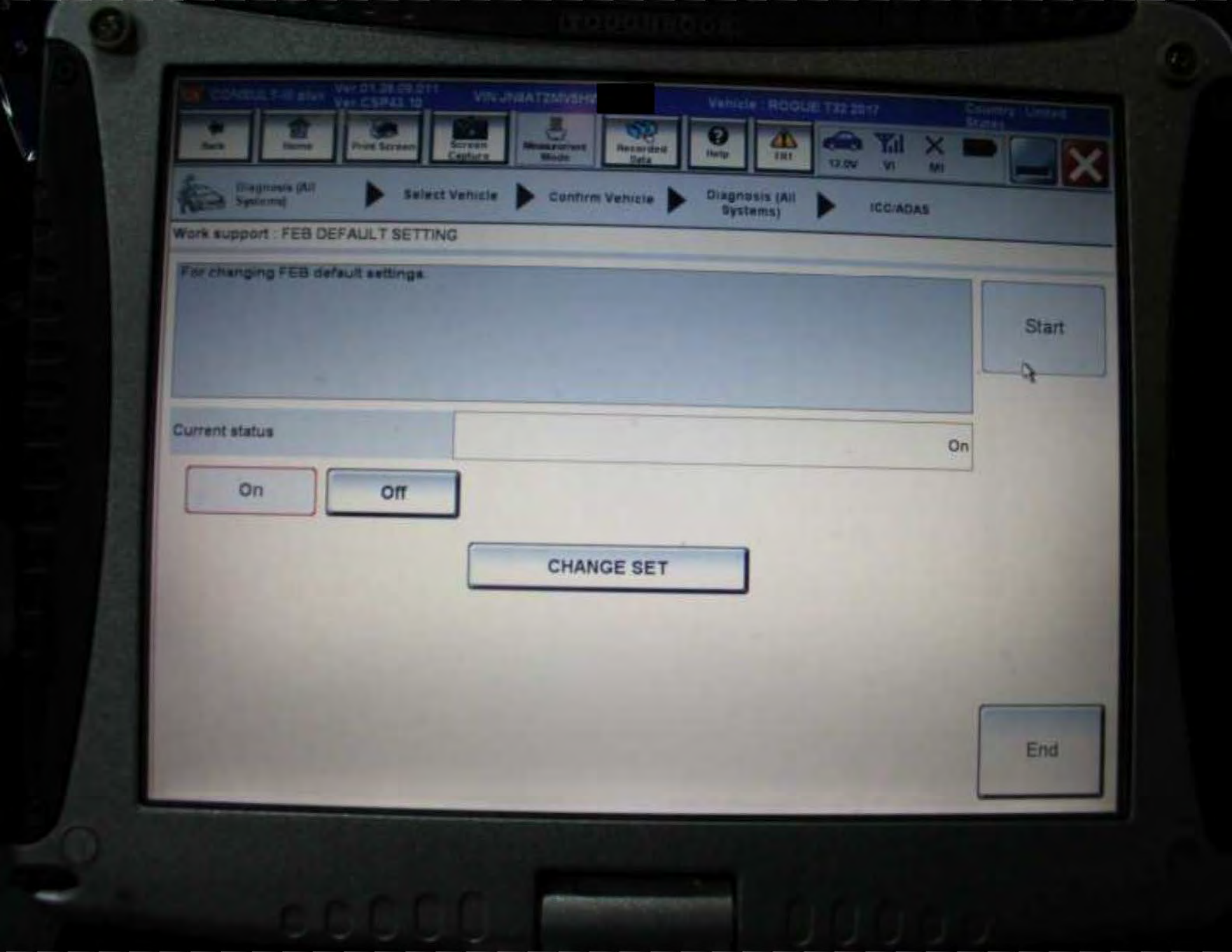

Diagnosis (One System)
System Selection
ICC/ADAS
Work support : CAUSE OF AUTO-CANCEL 1
CANCEL CAUSE ITEM
Retry
Current status
Completed
LANE CAMERA BLOCKED
60
VDC/TCS OFF SW
254
End
Panasonic

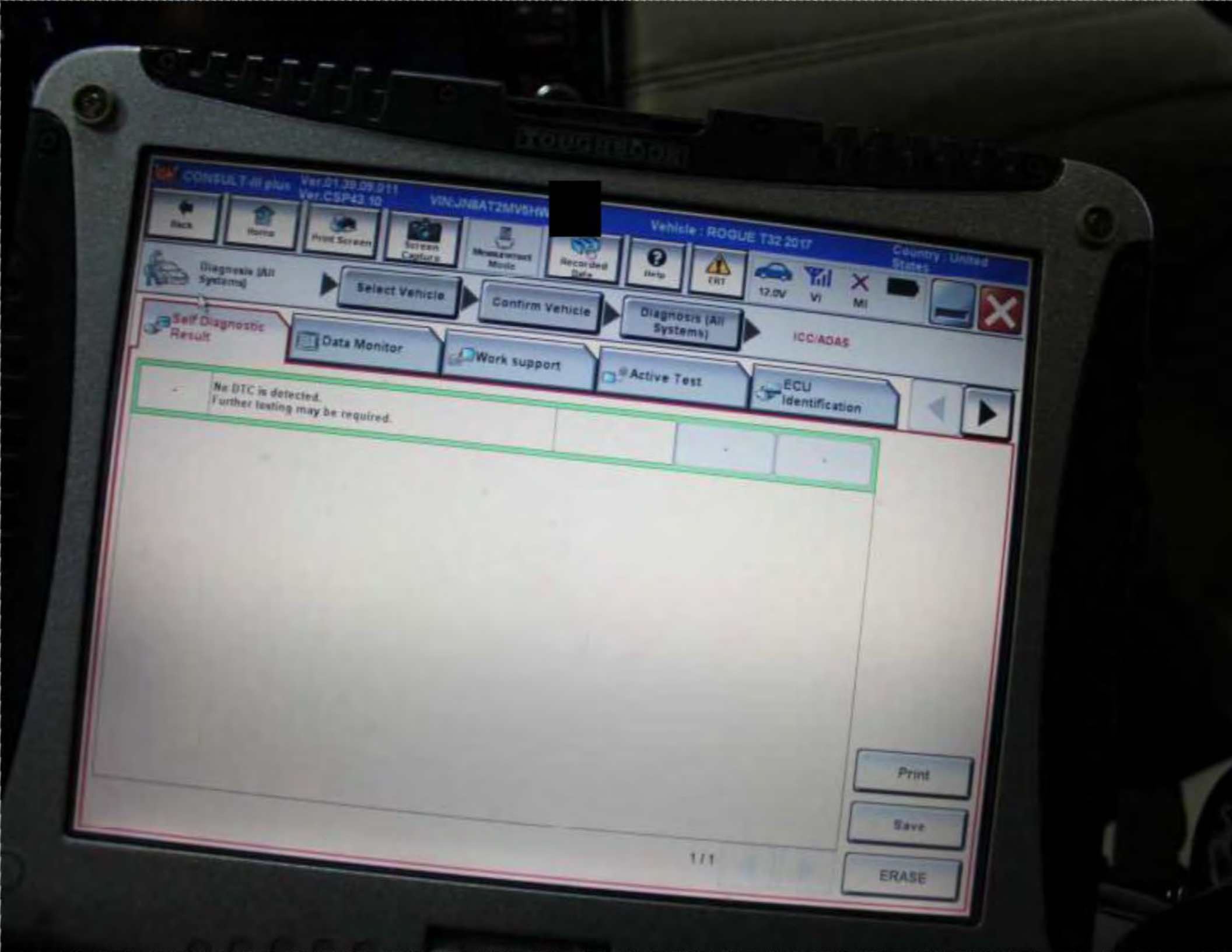

Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
EXIT
13.0V
VI
MI
Diagnosis (One System)
System Selection
ICC/ADAS
Self Diagnostic Result
Data Monitor
Work support
Active Test
ECU Identification
No DTC is detected.
Further testing may be required.
Print
Save
ERASE
1/1


Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
LASER/RADAR
PAST
ENGINE
NO DTC
ABS
NO DTC
METER/M&A
NO DTC
BCM
NO DTC
AIR BAG
NO DTC
ICC/ADAS
NO DTC
1/4
Detailed Information
LASER/RADAR
C1A16-97
RADAR STAIN [CMP/SYS OPR OBST OR BLKD]
PAST
FFD
DTC Expla
1/1
Print for Customer
Print
Save
ERASE


Freeze Frame - LASER/RADAR
DTC RESULTS
C1A16-07
RADAR STAIN [CMP/SYS OPR OBST OR BLKD]
ODO/TRIP METER
14780 mile
1/1
Print
Close


Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS 2
Work support : CAUSE OF AUTO-CANCEL 2
CANCEL CAUSE ITEM
Retry
Current status
Completed
NO RECORD
End


Vehicle : ROGUE T32 2017
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB DEFAULT SETTING
For changing FEB default settings
Start
Current status
On
On
Off
CHANGE SET
End


CONSULT-III plus
Vehicle : ROGUE T32 2017
Country : United States
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


6
7
8
40
60
100
MPH
20
20
0
1/2


P
383
150 18 miles
60
MPH
100
40
60
20
20
0
1/2


MFD BY NISSAN MOTOR CO.,LTD.
DATE 2/17
GVWR/PNBV 4679 LBS.
GAWR/PNBE FR. 2363 LBS.
WITH 225/55R19 TIRES.
19×7J RIMS AT 33 PSI
COLD SINGLE.
GAWR/PNBE RR. 2401 LBS.
WITH 225/55R19 TIRES.
19×7J RIMS AT 33 PSI
COLD SINGLE.
THIS VEHICLE CONFORMS
TO ALL APPLICABLE FED-
ERAL MOTOR VEHICLE SA-
FETY AND THEFT PREVEN-
TION STANDARDS IN EFF-
ECT ON THE DATE OF MA-
NUFACTURE SHOWN ABOVE
TYPE: MPV


NISSAN






NISSAN








ROGUE


ROGUE


SL AWD


EXIT




ROGUE




ROGUE








QUIKRETE
ALL-PURPOSE SAND
50
QUIKRETE
ALL-PURPOSE SAND
50
QUIKRETE
QUIKRETE


















Pb












NISSAN













Search

Samaritan Potter Help & Training

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Vehicle
JN8AT2MV5HW[redacted]

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Vehicle Campaigns [0] | Warranty Cases [0] | Cases [2] | Service History [11] | Vehicle Service Contracts [0] | Vehicle History [1] | DTS Field Inspections [1]

Vehicle Detail

VIN	JN8AT2MV5HW[redacted]		
Last Modified By	Alex Kang, 3/5/2018 8:54 AM	Branded Title	
Created By	NNAETL, 3/17/2017 11:12 AM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage	13,552	MSRP	$35,660
Latest Recorded Mileage Units	M		
In Service Date	4/29/2017		

Manufacturing Data

Make/Model	2017 NISSAN ROGUE	Manufacturer Date	2/7/2017
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	PEARL WHITE	Emissions Certification	
Cylinders		Open Recall	
Transmission Type	CVT	Head Unit	
Model Series		Model Line Code	RGE
Factory Installed Options	C03E10K03L92P01U35Z66		
Factory Installed Options Descriptions	C03 (50 STATE EMISSIONS), E10 (PREMIUM PAINT $), K03 (PLATINUM PACKAGE), L92 (FLOOR MATS (2-PIECE FRONT AND), P01 (SL PREMIUM PACKAGE), U35 (NAVIGATION MANUAL), Z66 (ACTIVATION DISCLAIMER)		

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	Brand
1	BASIC COVERAGE	4/29/2020	36,000				
2	POWERTRAIN COVERAGE	4/29/2022	60,000				
3	SEAT BELT	4/29/2027	999,999				
4	CORROSION COVERAGE (PERFORATION)	4/29/2022	999,999				
5	FEDERAL EMISSION LONG TERM DEFECT	4/29/2025	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]	MARLBORO NISSAN	NMAC lease	ROGUE	4/29/2017	

Vehicle Ownership

Vehicle Ownership

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

Vehicle Campaigns

Vehicle Campaigns Help

No records to display

Warranty Cases

Warranty Cases Help

No records to display

Cases

Print Cases

Cases Help

Action	Case Number	Type	Account Name	Date/Time Opened	Date/Time Closed	Current Mileage	Status	CST Approvals	Owner Name
Edit | Cls	[redacted]	CA	[redacted]	[redacted]/29/2018 8:51 AM		13,552	Open	0	Alex Kang
Edit | Cls	[redacted]	TECH LINE		1/26/2018 11:53 AM	1/26/2018 1:20 PM	13,552	Closed	0	Kelby Hausman

Service History

Service History Help

Action	SRH Number	PNC Code Description	Coverage Code/Pay Type	Transaction Date/VR Close Date	Vehicle Mileage	Customer	Dealer Code	Work Order #	Claim Line #
	[redacted]		PD	4/28/2017	10	NP NP	3385	[redacted]	A
	[redacted]		C	5/9/2017	213	[redacted]	3385	[redacted]	
	[redacted]		C	5/9/2017	213	[redacted]	3385	[redacted]	
	[redacted]		C	5/9/2017	213	[redacted]	3385	[redacted]	
	[redacted]		I	4/27/2017	10		3385	[redacted]	
	[redacted]		W	4/27/2017	10		3385	[redacted]	
	[redacted]		W	4/27/2017	10		3385	[redacted]	
	[redacted]		C	1/26/2018	13,552	[redacted]	3385	[redacted]	
	[redacted]		C	1/26/2018	13,552	[redacted]	3385	[redacted]	
	[redacted]		I	1/26/2018	13,552	[redacted]	3385	[redacted]	
	[redacted]		I	1/26/2018	13,552	[redacted]	3385	[redacted]	

Vehicle Service Contracts

Vehicle Service Contracts Help

No records to display

Vehicle History

Vehicle History Help

Date	User	Action
3/17/2017 11:12 AM	NNAETL	Created.

DTS Field Inspections

New DTS Field Inspection

DTS Field Inspections Help

Action	Title	Status	Created Date	Related Support Case	Owner First Name	Owner Last Name	DTS Team	DTS Inspection Date	Report Date
Edit	[redacted]	Completed	2/12/2018	[redacted]	Benjamin	Foss	NER	2/23/2018 9:30 AM	2/23/2018 5:46 PM

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